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SCOPE OF SERVICE AND CARE

Imam Abdulrahman Al Faisal Hospital (IAFH) is a secondary healthcare facility operating under the Self-Operating Program and managed by the Riyadh First Health Cluster. It is located in the southern region of Riyadh, the capital of Saudi Arabia. The hospital officially opened on 03/12/1433H (corresponding to October 19, 2012) and currently has a capacity of 200 beds. IAFH operates as a Holding Company Hospital, providing a range of essential medical services to the community. The hospital operates under a special legal and ethical environment determined by MOH rules and regulations and follows Islamic Laws and Culture, which is a characteristic feature of the country. Different categories and types of staff medical and nonmedical are working in the hospital seven different nationalities (Arab and non-Arab, Muslims and non-Muslims). These medical practitioners comply with the rules and regulations of the Saudi Commission for Health Specialties and the Ministry of Health by undergoing advanced courses outside the hospital i.e. BLS, ACLS, and ATLS. The hospital offers prophylactic, diagnostic, and therapeutic services at inpatient and outpatient services to males and females of all age groups, races nationalities, and 24-hours round-the-clock services through the Emergency Department.

To align with Vision 2030 and the objectives of the Health Holding Company (HHC) and Riyadh First Health Cluster, the hospital will enhance its bed capacity to meet rising demand, alleviate overcrowding, and guarantee timely access to inpatient services. This involves assessing current capacity, predicting future requirements, and adopting effective strategies for bed utilization and management.


IAFH BED CAPACITY

DELIVERY ROOM	(LR/DR)/OB	22 Beds
NEONATAL INTENSIVE CARE UNIT	(NICU)	24 Beds
PEDIATRIC INTENSIVE CARE UNIT	(PICU)	06 Beds
PEDIATRIC WARD	(PEDIA)	16 Beds
INTENSIVE CARE UNIT 1	(ICU1)	22 Beds





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INTENSIVE CARE UNIT 2	(ICU2)	8 Beds
STEP DOWN UNIT	(SDU)	4 Beds
SURGERY WARD 1	(S1)	30 Beds
SURGERY WARD 2	(S2)	22 Beds
MEDICAL WARD 1	(M1)	30 Beds
MEDICAL WARD 2	(M2)	16 Beds

HOSPITAL MISSION, VISION & VALUES

VISION

“Advancing care to elevate health and well-being for all.”

MISSION

“Deliver an innovative and sustainable model of care for a better quality of life, for all.”

VALUES

- Deliver with compassion
- Passion for excellence
- Lead with innovation
- Empower with trust
- Act as one


THE RANGE OF SERVICE AND POPULATION SERVED

PHILOSOPHY OF PATIENT CARE SERVICES

The fundamental philosophy of Imam Abdulrahman Al Faisal Hospital — Riyadh is to provide patients with optimal patient care in a safe environment. The patient's biophysical, biopsychosocial, environmental self-care, educational, and discharge needs are included in the delivery of care with respect for the patient's rights regardless of race, color, creed, nationality, or economic status. Members of the various departments





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strive to fulfill their professional, social, and ethical obligations to the patient/ family, the hospital, the community, and their own personnel. The hospital's ultimate goal is to return the patient to his or her family and community, with restored or maximum potential for health and productive capacity whenever possible; when this goal becomes impossible, we strive to maintain the patient's comfort and dignity until death.

THE RANGE OF SERVICES

STAFFING:

The staff in Imam Abdulrahman Al Faisal Hospital is of multinational composition. In addition to Saudi staff, members there are other nationalities serving within the overall services of the hospital. Most of the medical staff members are graduates and postgraduates from their country of origin from well-recognized universities. The Saudi Council accredits all staff members for Health Specialties.

MEDICAL DEPARTMENTS

- Department of Intensive Care: ICU, NICU and PICU
- Department of Medicine: Provides services in General Internal Medicine, Pulmonology, Cardiology, Dermatology, Gastroenterology (including diagnostic and therapeutic endoscopy), Nephrology, Psychiatry, Neurology, Hematology, and Endocrinology

SURGERY DEPARTMENTS

It offers patient care in General Surgery, Neurosurgery, Orthopedics, Urology, Otolaryngology/ENT, Dental, Maxillofacial surgery, and Pediatrics Surgery.


OBSTETRICS & GYNECOLOGY DEPARTMENT

All normal vaginal deliveries including Emergency and Elective cases for Cesarean section (CS) under general and spinal anesthesia, abortions (20-24 weeks), Eclampsia, Blood transfusion. All gynecological cases including surgical and observation.

PEDIATRICS DEPARTMENT





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The Pediatric Ward provides 24 hours daily pediatric medical service to patient's ages 01 to 13 years old. Staff work 48 hours per week in three (3) shifts.

DEPARTMENT OF EMERGENCY

Provides services to all ages and genders (adult, children male or female). Provides all services in all clinical discipline such as medical, surgical, orthopedics, and obstetrics.

RADIOLOGY (DIAGNOSTIC IMAGING)

The Radiology department is located in the ground floor of Imam Abdulrahman Al Faisal hospital next to the ER department. It provides 24 hours round the clock services. The department has X-ray, Fluoroscopy, Ultrasound, and CT scan with and without contrast, MRI, Mammogram, Bone Densitometry, and Panoramic Radiography.

PHYSIOTHERAPY

The workdays are from Sunday to Thursday (5 days) and the work time starts at 07:00H -16:30H.

OPD SERVICES

- Our Out Patient Department consists of 43 clinics, which includes 33 different specialty clinics with around 80245 patient visits in a year with exclusive pharmacy and X-ray services for OPD patients.
- Comprehensive care to all eligible and non-eligible patients
- Variety of medical services including diagnostic to scheduled patients and patients for follow-up checkups.


SPECIALIZED CLINICS:

- OB-Gyne, Dental, General Surgery, Urology, Dermatology, Internal Medicine
- The Outpatient Department provides 08 hours a day, 5 days a week of medical emergency care and services

LABORATORY/BLOOD BANK





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- Working Days and Time: Hematology, Blood Bank, Biochemistry, Microbiology, Hormones Section, Parasitology/Microscopy work 24 hours a day, seven (7) days a week service in the Laboratory.
- Working Shifts: Staff: Sunday -Thursday (8:00H-16:00H, 16:00H-24:00H, 24:00H-8:00H) Friday and Saturday (8:00H-20:00H, 20:00H-8:00H) Doctor: Sunday-Thursday (8:00H-16:00H) rest of day hours on call to schedule Friday and Saturday On Call (24H)
- Out-Patient Department Hours (07:30H-14:30H) Sunday to Thursday

PHARMACY

In-patient pharmacy and ER pharmacy: Working hours 24 hours in a day, 7 days in a week. Outpatient pharmacy: Sunday to Thursday 5 days per week from 08:00H-16:00H.

UCC Pharmacy: starts from 13:00H-04:00H every day (7 days).

Narcotics room: working hours 08:00H-16:00H, 5 days a week.

THE AGE GROUPS WHO RECEIVE CARE


Imam Abdulrahman Al Faisal Hospital — Riyadh delivers distinguished secondary level healthcare services to all age groups from newborns to geriatric age. Similarly, the OB-GYNE cares for all age groups from antenatal until delivery. After delivery, their neonate, if need arises is dealt by pediatrics and Neonatal Intensive Care Unit .Adult patients are above 14 years and older. We are providing patient services in medicine, surgery, OB/GYNE, pediatrics, emergency medicine, medical support services, including Department of radiology, laboratory, pharmacy and physiotherapy. Critical care services are provided in ICU, NICU, and PICU. The medical programs are directed and managed through the Medical Directors office with a team of healthcare executives who are supported with a strong quality department.

SCOPE AND COMPLEXITY OF SERVICES

This facility provides safe and comfortable environment for both patients and personnel in order to provide optimum assistance to physicians and other health care providers in meeting the diagnostic, preventive, and restorative health needs of the patients. The facility staff provides quality, conscious, cost-effective and competent care with respect for life and dignity at each stage of human experience.





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Services Are Provided On Outpatients, In-Patients and Emergency Bases.

Our patients would expect appropriate procedures, treatments, interventions and care will be provided per established policies and procedures, protocols and order sets that have been developed to ensure patient safety and positive outcomes. Appropriateness of procedures, treatments, interventions and care will be based upon patient assessments, re-assessments, and desired outcomes. Respect for patient individual needs, rights and confidentiality will be maintained.

DEPARTMENT OF MEDICINE

MAJOR DIAGNOSTIC ACTIVITIES: These include but not limited to:

Laboratory Investigations:

- Laboratory investigation (Routine and advanced blood tests (CBC, liver/kidney function, electrolytes)
- Immunologic and autoimmune markers (e.g., ANA, CRP, RF)
- Infectious disease panels (e.g., viral serologies, blood cultures)

Cardiovascular Diagnostics:

- Electrocardiogram (ECG), echocardiography
- Cardiac enzymes (e.g., troponin, CK-MB)

Pulmonary Diagnostics:

- Arterial Blood Gases, Radiological X-ray
- Pulmonary Function Test(PFTs), CT SCAN
- Spirometry, Peak Expiratory Flow Measurement

Gastrointestinal Diagnostics:


- Upper and lower GI endoscopy (gastroscopy, colonoscopy)
- Abdominal ultrasound
- H. pylori testing and liver imaging

Neurological Diagnostics:

- Brain imaging (CT/MRI)





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Endocrinology and Metabolic Diagnostics:

- Blood glucose monitoring (HbA1c, fasting glucose)
- Hormonal profiling (TSH, cortisol, prolactin, etc.)
- Bone density testing (DEXA scan for osteoporosis)

Others: Lumbar Puncture, etc.

THERAPEUTIC MODALITIES: These include but not limited to:


- Comprehensive medication management across all specialties (e.g., antihypertensives, insulin therapy, anticoagulants, immunosuppressants)
- Antibiotic stewardship programs to ensure appropriate use.
- Therapeutic upper and lower GI endoscopy (e.g., polyp removal, variceal banding)
- Medical management of heart failure, arrhythmias
- Oxygen therapy, nebulization, and non-invasive ventilation (e.g., CPAP/BiPAP)
- Pulmonary rehabilitation for chronic respiratory diseases
- Electrolyte correction and diuretic therapy
- Central venous cannulation
- Psychopharmacological management
- Blood transfusions and iron therapy
- Chronic disease education (e.g., diabetes, hypertension)
- Nutritional counseling and smoking cessation programs
- Therapeutic ascetic pleural fluid tapping.
- Tracheal intubations.
- Ventilator support like mechanical ventilation.
- Plan and implement a comprehensive nursing care plan for a specific patient case.

DEPARTMENT OF SURGERY

DIAGNOSTIC MODALITIES





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- Diagnostic laparoscopy
- Abdominal puncture
- Abdominal tapping
- Pleural biopsy
- Fine Needle Aspiration Cytology
- Excision biopsy
- Radiological Testing (Computed Tomography (CT) Scan, Ultrasound, Magnetic Resonance Imaging (MRI)
- Electrocardiogram(ECG)
- Routine investigation


THERAPEUTIC MODALITIES

- Carrying out basic medical treatment
- Pre-operative care
- Direct post-operative care and observation
- Plan and implement a comprehensive nursing care plan for a specific patient case
- Dressing and debridement of surgical site
- Fine needle aspiration.
- Review of equipment to determine completeness, availability for use, cleanliness and safety
- Day care and Day Surgery services
- Surgeries for acute surgical emergencies
- Orthopedic surgeries
- Laparoscopic surgeries
- Ventilator support like mechanical ventilation

DEPARTMENT OF PEDIATRICS





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DIAGNOSTIC MODALITIES


- Ultrasound
- Portable radiological test
- Routine investigation
- Gastric lavage
- Pulse oximetry
- Cardiac monitoring
- Throat swab and skin swab for culture and sensitivity studies
- Arterial blood gas sampling
- Neonatal central line insertion
- Intra-osseous cannulation
- Lumbar puncture

THERAPEUTIC MODALITIES

- Intravenous line cannulation
- Intravenous fluid administration
- Gastric lavage
- Nasogastric tube placement
- Intra-osseous cannulation
- Central line insertion
- Umbilical vein catheterization
- Umbilical artery catheterization
- Umbilical vein catheterization
- Blood exchange transfusion
- Neonatal resuscitation
- Phototherapy





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- Chest-tube placement
- Conventional mechanical ventilation
- Ventilator support like mechanical ventilation

DEPARTMENT OF OBSTRETICS AND GYNECOLOGY

DIAGNOSTIC MODALITIES

- Ultrasound for fetal monitoring and gynecologic conditions
- Laboratory investigations include blood chemistry hematology, serology, hormone assay, and urinalysis.
- Pap smear and colposcopy for cervical cancer screening
- Endometrial biopsy and D&C for abnormal uterine bleeding
- Laparoscopy and hysteroscopy for diagnosis and treatment
- Hysterosalpingography (HSG)
- CT/MRI for pelvic masses and cancer staging

THERAPEUTIC MODALITIES


- Caesarian Section
- Normal deliveries
- Gynecological operations
- Hysterectomy
- Pharmacologic therapy (e.g., hormonal treatments, antibiotics, fertility drugs, Induction of labor)
- Emergency obstetric procedures
- Postpartum care and lactation support

EMERGENCY DEPARTMENT

Emergency doctors and general practitioners cover the service in emergency with a registrar & consultant for all specialties for 24 hours, 7 days a week





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ED Bed Availability:

- Triage: 1 bed
- Rapid Assessment Room: 5 beds
- Female observation: 6 beds
- Male observation: 4 beds
- Pediatric area: 6 beds
- Resuscitation room: 4 beds (3 regular and 1 Isolation)
- Negative Isolation Resuscitation room: 1bed
- Waiting Room Isolation:1 bed
- Orthopedic Room: 1 bed
- Minor Room: 1 bed
- Obstetrics & Gynecology :2 beds

URGENT CARE CLINIC (UCC):

Urgent Care Clinics (UCC) is focused on the delivery of medical care for non-critical illnesses or injuries (CTAS 4 and 5), patients who are hemodynamically/vitally stable with an urgent need to see a clinician in an ambulatory medical facility outside of a traditional hospital-based or freestanding emergency department. All non-critical and stable patient presenting to IAFH from 1300H-0400H everyday shall be registered, assessed and examined in the UCC.

In case where patients arrive at the Emergency Department, ED staff will assess and prioritize patients based on the severity of their conditions using the Canadian Triage and Acuity Scale (CTAS).

RADIOLOGY AND DIAGNOSTIC IMAGING


DIAGNOSTIC MODALITIES

All X-ray exams:

Abdomen and Pelvis, Chest, Upper and Lower extremities, Skull., Spine. Mobile (portable) radiography, skeletal survey, Bone age. Scanogram, Fluoroscopy.





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Ultrasound

Abdomen and pelvis Doppler Ultrasound, breast, thyroid, neck, scrotum, Musculoskeletal Ultrasound.

Mammogram:

Breast imaging, Diagnostic/ Screening, Follow-ups, Magnification, Compression, Tomosynthesis.

CT scan with and without contrast:

CT brain (with & w/o contrast), CT Cervical spine, Neck (with & w/o contrast), Chest (with & w/o contrast) Chest HR, Abdomen (Oral with & w/o contrast), Pelvis (with & w/o contrast) Extremities (with & w/o contrast), joints; shoulder, knee, ankle, hips, wrist and whole spine PE (Pulmonary Embolism).

MRI

Brain (with & without contrast), MRA, MRV, Whole Spine (with & without contrast), Extremities (with & without contrast), joints; shoulder, knee, ankle, hips, Orbits P.N.S.


PHARMACY DEPARTMENT

INPATIENT PHARMACY SERVICES.

- Daily dispensing medication & STAT order as unit dose to all inpatient
- Answering medical staff calls (medical question, checking medical availability, etc.)
- Computer data entry, printing and preparation in-patient medication
- Double checking in-patient medication
- Dispensing discharge prescription .
- Preparing new order
- Making monthly floor stock inspection
- Making monthly crash cart inspection & after each opening of crash cart in wards.
- Making monthly checking or inspection & removing expired from central pharmacy.
- Dispensing ward stock medication as floor stock
- Repacking of the loose medicine
- Daily refrigerator temperature checking & filling





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- Making weekly medicine request from store (writing requisition, receiving and arrangement). Daily filling the medicine in the shelves
- Writing some reports to medical supply for requisition of certain medications for certain patient

OUTPATIENT PHARMACY SERVICES

- Dispensing medication for all OPD patient for stock of 1 month.
- Answering medical staff calls (medical question, checking medical availability... etc.)
- Computer data entry, printing and prescription dispensing.
- Weekly medicine request from store (writing requisition, receiving and arrangement)
- Monthly pharmacy inventory, checking & removing expired. Daily refrigerator temperature checking & filling.

EMERGENCY PHARMACY SERVICES


- Dispensing medication for ER patient according to the ER list.
- Answering medical staff calls (medical question, checking medical availability... etc.)
- Computer data entry, printing and prescription dispensing
- Weekly medicine request from store (writing requisition, receiving and arrangement)
- Monthly pharmacy inventory
- Checking & removing expired
- Daily refrigerator temperature checking & filling

CONTROLLED & NARCOTIC PHARMACY SERVICES

- Supplying narcotics as a floor stock to each ward
- Checking the prescription order and making sure that all the information is complete, consumed amount in the ampoule is indicated, and the remaining balance is properly discarded, documented, signed and stamped.





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- Inspecting the ward stock periodically (weekly & monthly).
- Monthly checking the expiration date of the narcotic and controlled drugs in the pharmacy.
- Preparing a monthly statistics of the consumed drugs

MEDICAL REHABILITATION MANAGEMENT

Medical Rehabilitation Management aims to restore and enhance the functional abilities and quality of life of patients recovering from illness, injury, or surgery. It involves a collaborative, multidisciplinary approach to help individuals regain physical, cognitive, and emotional function.

Core Components:

Assessment and Care Planning: Personalized rehabilitation plans based on evaluations by physicians, therapists, and specialists.

Multidisciplinary Approach: A team of rehab physicians, therapists, psychologists, and social workers providing comprehensive care.

Rehabilitation Services:

- Physical Therapy (PT): Mobility, strength, and pain management

Outpatient includes:


- Mainly treat (Musculoskeletal, Neurological and Cardiovascular cases).
- Each referral include: (Patient Name, Medical Record. Number, Diagnosis, Name of physician, Name of clinic, Ext. Numbers of clinic or bleep)

Inpatient includes:

- As a part of multi-disciplinary team, inpatient physical therapists work with all cases providing assessment, treatment, education and consultation.
- Evaluate patients and provide appropriate treatment plans, instructions and home program.
- Occupational Therapy (OT): Daily living skills and independence
- Orthotic Unit





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Patient and Family Education

Training and support for patients and caregivers in the recovery process and long-term care.

Discharge Planning and Continuum of Care

Coordinating home care, outpatient rehab, and long-term services for a smooth post-discharge transition.

MODALITIES

- Diagnostic Tools (Goniometers, Pain Scale, Muscles Test, Hammer,
- Measuring Tape, Sensation Tests, Special Tests and Evaluations Forms)
- Infrared Rays
- Therapeutic Ultrasound
- Transcutaneous Electrical Nerve Stimulation
- Electrical Stimulator
- Hot and Cold Packs
- Nerve Conduction
- Laser
- Pediatric Equipment (e.g. vestibular ball, standing frame, mats, cones)
- Assistive devices (e.g. crutches, walkers, wheelchairs)
- Gym Equipment's (e.g. Treadmill)
- Occupational Equipment's
- Cervical and lumbar tractions
- Therapeutic Exercise Equipment (e.g. Shoulder wheel)


THE OPD SERVICES

Outpatient departmental specialized clinics are operated in morning and afternoon session, which is managed by specialty consultant and specialist:

1. General Surgery: Total of ten (10) session weekly, Morning five (5) sessions, afternoon sessions five (5) sessions.






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2. Internal Medicine: - Total of 12) session; Morning five (5) sessions, afternoon five (5) sessions; Weekly Two sessions (2) Consultant internal medicine clinics
3. Obstetrics & Gynecology Clinic: Total of five (5) morning sessions, one afternoon session in a week.
4. General Pediatric Clinic: Total of six (6) sessions weekly, Morning three (3) sessions and afternoon three (3) sessions.
5. Pediatric Endocrinology clinic: Total of two (2) sessions at morning on Sunday and Monday and one (1) afternoon session on Monday.
6. Pediatric Bronchial: One morning clinic per week.
7. Pediatric Genetic Disease: Total of one (1) clinic per week on Monday morning.
8. Pediatric Infectious Disease: Total of one (1) clinic per week on Monday morning.
9. Pediatric Neurology clinic: Total of two (2) sessions per week, Wednesday afternoon session, Thursday morning.
10. Pediatric surgery: Total of two (2) sessions weekly, Morning one (1) clinic and afternoon (1) session.
11. Neonatal Clinic: Total of one (1) clinic weekly, afternoon session on Wednesday.
12. Cardiology Clinic: - Total of four (4) sessions weekly, morning two (2) and afternoon session two (2).Monday, Tuesday , Wednesday.
13. Pulmonology Clinic: Total of two (2) sessions weekly on Sunday and Monday.
14. Nephrology: Total of two (2) afternoon sessions weekly on Monday and W
15. Urology: Total of six (6) sessions weekly, (Morning four (4) sessions and afternoon three (2) sessions.
16. Neurosurgery: Total of four (4) sessions weekly, (Morning three (3) and afternoon one (1).
17. Neurology: Total of five (5) sessions weekly at morning.
18. Behavioral Clinic: One clinic per week, morning session.
19. Orthopedic Surgery Clinic: Total of six (6) sessions weekly, (Morning 5 sessions and Sunday afternoon One (1) session.
20. Orthopedic Injection: One time per week.
21. Plaster Room: From Sunday to Thursday, morning and evening session.






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22. Hematology: From Sunday to Wednesday, 3 morning sessions and 1 afternoon session.
23. ENT Clinic: Total of eight (8) sessions weekly, Morning sessions (4) and afternoon sessions (4) clinics (Including One stop clinic –Monday)
24. ENT Audiology: Total of eight (8) sessions weekly (Morning session four clinic and afternoon sessions four clinic)
25. Endoscopy: Total of five (5) sessions per week.
26. Anesthesia Clinic: Total of three (3) session clinics weekly at afternoon.
27. Dermatology Surgery: Tuesday afternoon session and Thursday morning session.
28. Dermatology Clinic: Total of 7 sessions from Sunday to Wednesday, 4 morning session and 3 afternoon session.
29. Nutrition Clinic: Monday and Wednesday, morning and evening session.
30. Endocrinology: Total of eight (8) sessions weekly; (Morning session four (4) and afternoon Session (4) From Sunday to Wednesday.
31. Clinical Vascular Surgery: One (1) morning session on Tuesday
32. Psychiatric Clinic: Total of three (3) sessions weekly. Morning.
33. Staff clinic: Total of ten (10) clinics weekly morning session (5) and afternoon session (5)
34. One stop clinic: One Stop Clinic Team will prepare patients for surgery (Cholecystectomy and tonsillectomy) with their initial consultation. All the steps, which are prior to the surgery like examinations, investigations and consultation, should be done in a single visit on Monday of every week.
35. Urgent clinic care: from 1300H-0400H every day.
36. Dental Clinic: Total of ten (10) sessions per week for male and female ((Morning session five (5), afternoon sessions five (5).
37. Oral and dental Health Clinic: Total of two (2) sessions weekly (morning session one (1) and afternoon session (1).
38. Oral examination and Diagnostic Clinic: Total of two (2) sessions weekly (morning afternoon session.





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39. Gastroenterology Clinic: Total of four (4) sessions weekly; (morning sessions three (3) and afternoon session one (1)).
40. Anti –smoking clinic / Tobacco Clinic: Total of eight (8) sessions weekly, morning session (4) and afternoon sessions (4).
41. Health Education Clinic: Total of one (1) morning session clinic on Monday

VIRTUAL SERVICES

Clinics offering services are:

- Dermatology Virtual Clinic
- Diabetes Medicine Virtual Clinic
- Endocrinology Pediatric and Adult Virtual Clinic
- Family Medicine Virtual Clinic(Screening)
- Medication Refill Virtual Clinic
- Pediatrics Virtual Clinic
- Psychological Specialist Virtual Clinic
- Pulmonary Virtual Clinic
- Smoking Cessation Virtual Clinic
- Social Consultation Virtual Clinic


LABORATORY/BLOOD BANK DEPARTMENT

- Provides services in various fields namely Clinical Biochemistry, Hematology, Microbiology, Immunology/Serology, Virology, Parasitology/Clinical Microscopy, Pathology, Specimen Receiving/Processing Reference Laboratory, Culture and Sensitivity, Urinalysis and Point-of-Care Testing (POCT).
- Blood Bank Services includes: Collection & Storage, Typing & Cross matching, Transfusion Services and Donor Management.

DEPARTMENT OF ANESTHESIA





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CORE SERVICES:

- Pre-Anesthesia Assessment**

Evaluation of patients' medical history, risk factors, and anesthesia needs before surgery or procedures.

- Intraoperative Anesthesia Management**

Administration of general, regional, or local anesthesia tailored to each procedure and patient condition.

- Post-Anesthesia Care**

Monitoring and recovery support in the Post-Anesthesia Care, ensuring safe transition post-surgery.

- Pain Management Services**

Acute and chronic pain control, including regional nerve blocks, epidural analgesia, and pain therapies.

- Anesthesia for Non-Operating Room Procedures**

Support for imaging, endoscopy, and emergency procedures requiring sedation or anesthesia outside the OR.

- Emergency and Critical Care Support**

Airway management, resuscitation, and sedation for critically ill or trauma patients.


INFECTION PREVENTION AND CONTROL

The Infection Prevention and control program was established to ensure that Imam Abdulrahman Al Faisal Hospital has a functioning, coordinated process in place to reduce the risks of endemic, epidemic and Healthcare Associated Infection (HAI) to patients and Healthcare Worker's (HCW's). All Healthcare Workers in partnership with medical staff are responsible for the safety, health and well-being of all patients, visitors and- hospital staff. This responsibility 'may be met by working together to promote safe infection prevention and control practices, observing all rules, regulations, procedural guidelines and striving to improve the quality of patient care. For these reasons, Imam Abdulrahman Al Faisal hospital has established an infection prevention and control program which requires 'the participation and cooperation of all personnel. Activities performed by the Infection Prevention and control Department members fall within the current Infection Prevention & Control standards and these include the following:

- Prevention and control of healthcare associated infection in patients and healthcare workers.





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- Target based surveillance/data management and investigation of outbreaks.
- Monitors and coordinates infection prevention and control practices with physicians, nurses and others as appropriate to IC practices.
- Prevention and control of communicable diseases.
- Review of policies and procedures related to Infection control.
- Education of hospital teams, patients, visitors, families and volunteers about infection prevention and control procedures.
- Orientation of new recruits on infection prevention and control matters and issues.
- Reporting communicable disease to MOH (24 Hours weekly basis and monthly).
- Environmental monitoring (waste management, food service, water and air monitoring).

ADMINISTRATIVE AND SUPPORT DEPARTMENTS

Administrative and support departments ensure the efficient, safe, and compliant operation of healthcare facilities by providing the infrastructure and non-clinical services that enable clinical teams to focus on patient care.

HOSPITAL ADMINISTRATION


Oversees overall hospital operations, strategy implementation, policy development, and coordination among departments.

QUALITY AND PATIENT SAFETY DEPARTMENT

Quality has become increasingly a business strategy and is now considered the responsibility of everyone in the organization. In response, the roles and tasks of the Quality Department in Imam Abdul Rahman Al Faisal Hospital is Coordination of organization wide quality management activities and to support organization wide activities, such as education, strategic quality initiatives, building KPIs & data





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management (Ada'a, Information Center) team training and facilitation. The Quality Department report directly to the hospital director.

CLINICAL EXCELENCE DEPARTMENT

The Clinical Excellence Department at IAFH is dedicated to ensuring the highest standards of patient care through a focus on safety, quality, and evidence-based practices. Its scope encompasses the development of clinical governance structures, leadership in quality improvement efforts, and the fostering of a safety-first culture. The department monitors clinical performance, conducts audits, and leads peer reviews to ensure adherence to both national and international standards. Additionally, it supports ongoing professional development, facilitates the implementation of best practices, and incorporates patient feedback to continuously improve care.

DATA WAREHOUSE

The Data Warehouse supports clinical and operational functions by integrating data, with a primary role in administration. It serves as a vital support system for decision-making, performance monitoring, and reporting across departments.

RISK MANAGEMENT


The Risk Management Department at IAFH focuses on identifying, evaluating, and mitigating risks to enhance patient safety, ensure regulatory compliance, and support operational effectiveness. It leads risk assessments, incident investigations, and corrective action planning, while promoting a culture of safety and accountability aligned with the organization's strategic

HUMAN RESOURCE DEPARTMENT

The Human Resource department provides expert advice and support to management and staff on all aspects of HR management and plays a key role in strategic planning in our hospital. The department is staffed by team of HR professionals who promote and support the personal development of our key resource whilst also promoting a working environment that is conducive to positive employee relations through effective best practice HR policies





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PATIENT RELATION

Patient relations department is organized to be more responsive to the needs of the patients. Additionally, it assists patients by providing them and their families with information and services needed during their hospitalization and on their visits to the hospital. The patient Relations Department has prepared the necessary forms and brochures for patient and sitter's guidance and education. Social worker does daily rounds for each admitted patient and receives any suggestion for improvements or complaints.

HOSPITAL INFORMATION MANAGEMENT

Interchangeably to describe the systematic documentation of a single patient's medical history and care across time within one particular health care provider's jurisdiction. The medical record includes a variety of types of "notes" entered over time by health care professionals, recording observations and administration of drugs and therapies, orders for the administration of drugs and therapies, test results, x-rays, reports, etc. The maintenance of complete and accurate medical records is a requirement of health care providers and is generally enforced as a licensing or certification prerequisite.

INFORMATION AND TECHNOLOGY DEPARTMENT


It is responsible for acquiring, analyzing and protecting digital and traditional medical information vital to providing Quality patient care. Health information management professionals plan Information systems, develop Health policy, and identify current and future information needs. In addition, they may apply the science of Informatics to the collection, storage, analysis, use, and transmission of information to meet legal, professional, ethical and administrative records-keeping requirements of Health care delivery. Imam Abdulrahman Al Faisal Hospital is striving to exclusively replace the traditional (paper-based) records are with paper-less Electronic Health Records (EHRs).

SUPPLY CHAIN MANAGEMENT

The **Supply Chain Department** at IAFH Hospital manages the procurement, inventory, distribution, and disposal of medical supplies and equipment. It ensures cost-effective purchasing, maintains optimal stock





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levels, and supports timely deliveries. The department also oversees asset management, quality control, compliance with regulations, and waste disposal. It utilizes forecasting, technology, and collaboration with clinical departments to improve efficiency and prepare for emergencies, ensuring the hospital has the necessary resources to provide high-quality care.

APPOINTMENT UNIT (24 HOURS A DAY)

The **Appointment Unit** is responsible for coordinating and managing patient appointments across all clinical departments within the hospital.

MARKETING AND PUBLIC RELATION

The Marketing & Public Relations Department is responsible for implementation of Hospital marketing programs, including external and internal communication, patient satisfaction monitoring, and advertising. Graphics, Community Education that are aligned with the Hospital's overall strategic plan.

OTHER ADMINISTRATIVE DEPARTMENT UNITS AND SERVICES

- Revenue cycle management Department
- Accounting and Financing Department


NUTRITION DEPARTMENT

The dietary Services department provides all different dietary services according to the patient diagnosis to the inpatient department. Nutrition department in the hospital provides its services in:

- Clinical nutrition.
- Nutritional education.
- Nutrition services and dietary management
- Functions of Clinical Nutrition Unit






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- Providing nutritional care for all inpatients in the hospital and following them in the outpatient clinic in cooperation with the dietitian and the doctor.
- Specify a diet and give nutritional instruction which help to improve the patient's health condition.
- Students and interns training.
- Giving nutritional instruction to the inpatient and the outpatient and educate them about their nutritional condition and linked it to health condition.
- Functions of Nutritional Educational Unit
- Organizing local training courses for administration members to improve their performance and update them with the latest development in the nutritional field.
- Organize lectures and colloquiums to the outpatient of hospital.
- Organize periodical lectures to educate people about the role of nutrition and its relation to the rest of the department in the hospital (as nursing) by getting help from specialized lecturers.
- Printing and specifying diet, brochures, and educational booklets.
- Participating in festivals and days inside and outside the complex to introduce the role of nutrition.
- Functions of Food Services Unit Provide a balance healthy meal to the patients compatible with their healthy needs and make nutritional list to all patients. Direct supervision on all the meal stages (preparation, cooking and serving) and make sure to apply all the healthy standards and condition. Apply all the conditions, which are in the contract between the ministry of health and the contractor like (worker health condition, cleaning and sanitizing).

CSSD





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The CSSD is equipped with the modern technology machines and equipment to ensure 100% sterilization of the equipment and instruments and maintain the intimate of the infection control inside the hospital, the following services are available: steam sterilization, formaldehyde sterilization, plasma sterilization.

FACILITY MANAGEMENT AND SAFETY

Ensures proper maintenance of the physical environment, including safety, utilities, and infrastructure upgrades.

GENERAL MAINTENANCE DEPARTMENT

The **General Maintenance Department** at **Imam Abdulrahman Al Faisal Hospital (IAFH)** is responsible for maintaining the functionality, safety, and reliability of the hospital's physical infrastructure and non-clinical systems. The department ensures that all buildings, utilities, and essential services are maintained in optimal condition to support uninterrupted healthcare delivery and a safe environment for patients, staff, and visitors.

SECURITY

The security department is composed of units, one for male and the other is for female area. Their main duty is to protect people, property, information, and reputation. Responds rapidly to security emergencies within the hospital or health care setting. Help people into and out of their cars, receive hospital deliveries at night, and escort patients as needed.

SUPPORTIVE SERVICES


It includes the following services:

- Housing Department
- Central Department
- Transportation Department





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WORKING HOURS

ADMINISTRATIVE TIMING

- 08:00H – 16:30H

CLINICAL TIMING

- 07:00H – 19:00H
- 19:00H – 07:00H
- 07:00H – 15:00H
- 15:00H – 23:00H
- 23:00H – 07:00H

NURSING ADMINISTRATIVE TIME

- 07:00H – 15:00H
- 15:00H – 23:00H
- 23:00H – 07:00H

STANDARDS OF PRACTICE

The Standards of Practice are the National hospital standards from the Central Board for Accreditation for Health Care Institutions (CBAHI).


APPROVALS

NO.	POSITION	NAME	SIGNATURE	DATE
Prepared By:				








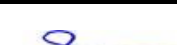




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1	Head of Nursing Quality Improvement Unit	Ms. Amal Alhoilan		17/12/2024 08:28
2	Head of General Surgery	Dr. Sarah Alharbi		17/12/2024 09:07
3	Head of ICU	Dr. Shahzad Ahmed		17/12/2024 10:07
4	Head of Internal Medicine	Dr. Majed Khalifa		17/12/2024 11:08
5	Head of Obstetrics and Gynecology	Dr. Naeemah Abdulkader		17/12/2024 12:12
6	Head of the Emergency Department	Dr. Osama Bakheet		17/12/2024 13:08

Reviewed By:

1	Hospital Director Assistant for patient services	Mr. Mohammed Alkhayat		01/01/2025 09:32
2	HDA for Nursing Affairs	Ms. Maryam Harthi		01/01/2025 13:14
3	Medical Director	Dr. Khaled Alsunidy		02/01/2025 10:12
4	Hospital Director Assistant for Medical Affairs	Dr. Abdullah Alzayedi		02/01/2025 13:23
5	Hospital Director assistant of operating and engineering Affairs	Mr. Faisal Altamimi		05/01/2025 08:25
6	HDA for Financial and Administrative Affairs	Mr. Thamer Al Thamer		05/01/2025 10:32
7	Human Resources Director	Mr. Nabil Madkhali		05/01/2025 14:10
8	Quality and Patient Safety Director	Dr. Ratib Dawood		06/01/2025 09:10

Approved By:

1	Hospital Director	Dr. Ateeg Al Garni		06/01/2025 10:24
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Effective Date : 20/01/2025






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APPROVALS:

No	Position	Name	Signature	Date
Reviewed By R1 Zone:				
1	Riyadh Health Zone CEO	Dr. Mohammed Almalki		06 JAN 2025
2	R1 GRC	Dr. Naifah Hamoudah		06 JAN 2025
3	R1 VP for Healthcare Delivery	Dr. Faisal Alaklabi		06 JAN 2025
Approved By:				
1	Riyadh First Health Cluster CEO	Dr. Saleh Abdullah Altamimi		06 JAN 2025



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DEPARTMENT	INDEX NUMBER		ISSUE DATE		REVIEW DATE	
IAFH	SOS.IAFH.001		17/12/2024		16/12/2027	
REPLACES	SOS.IAFH.001 V1		VERSION	2	PAGES	1 of 2
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POLICY HISTORY

Version	Title	Issued On	Review On	Effective On
SOS.IAFH.001 v.2	IAFH SCOPE OF SERVICE	17/12/2024 00:00	16/12/2027 00:00	20/01/2025 00:00

NAME	POSITION	EMAIL	TIME	DATE	STATUS
PREPARED BY					
Ms. Amal Alhoilan	Head of Nursing Quality Improvement Unit	aalhoilan@moh.gov.sa	08:28	17/12/2024	Approved
Dr. Sarah Alharbi	Head of General Surgery	salharbi492@moh.gov.sa	09:07	17/12/2024	Approved
Dr. Shahzad Ahmed	Head of ICU	shahzada@moh.gov.sa	10:07	17/12/2024	Approved
Dr. Majed Khalifa	Head of Internal Medicine	majedmk@moh.gov.sa	11:08	17/12/2024	Approved
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Dr. Osama Bakheet	Head of the Emergency Department	obinbakheet@moh.gov.sa	13:08	17/12/2024	Approved
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Mr. Mohammed Alkhayat	Hospital Director Assistant for patient services	maalkhayat@moh.gov.sa	09:32	01/01/2025	Approved
Ms. Maryam Harthi	HDA for Nursing Affairs	mamharthi@moh.gov.sa	13:14	01/01/2025	Approved
Dr. Khaled Alsunidy	Medical Director	kalsunidy@moh.gov.sa	10:12	02/01/2025	Approved
Dr. Abdullah Alzayed	Hospital Director Assistant for Medical Affairs	aalzayed@moh.gov.sa	13:23	02/01/2025	Approved
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Mr. Thamer Al Thamer	HDA for Financial and Administrative Affairs	talthamer@moh.gov.sa	10:32	05/01/2025	Approved
Mr. Nabil Madkhali	Human Resources Director	nhmadkhali@moh.gov.sa	14:10	05/01/2025	Approved
Dr. Ratib Dawood	Quality and Patient Safety Director	radawood@moh.gov.sa	09:10	06/01/2025	Approved
APPROVED BY					
Dr. Ateeg Al Garni	Hospital Director	aal-garni@moh.gov.sa	10:24	06/01/2025	Approved

Version	Title	Issued On	Review On	Effective On
SOS.IAFH.001 v.1	IAFH SCOPE OF SERVICE	02/01/2022 00:00	01/01/2025 00:00	23/01/2022 09:35

NAME	POSITION	EMAIL	TIME	DATE	STATUS
PREPARED BY					
Ms. Angeli Puno	Quality Coordinator	arsantos@moh.gov.sa			Approved
REVIEWED BY					
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APPROVED BY					
Dr. Ateeg Al Garni	Hospital Director	aal-garni@moh.gov.sa			Approved

