

## Says

What have we heard them say? What can we imagine them saying?

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?



As partners to your well-being, HealthHub Clinics by Al-Futtaim and part of Al-Futtaim Health, we ensure that you always have access to the best medical services and facilities. It's a new way of healthcare designed to meet your needs with a complete range of Smart Healthcare solutions.

> As a Center of Excellence, HealthHub Clinics offers multi-disciplinary resources and smart healthcare solutions, supported by a holistic and compassionate approach, understanding and quality care designed around your health.

As a multi-speciality clinic, we offer the best medical expertise in specialised treatments, from ophthalmology to endocrinology. What makes HealthHub Clinics different is the right combination of advanced diagnostics, proven medical expertise and specialised services that work together for your well-being.

**Care Anywhere** encompasses Telehealth and SmartDoc services, powered by

HealthHub Clinics

by Al-Futtaim.

The solutions combine digital and human interaction to enhance the efficiency of healthcare delivery and make medicine more personalized and precise.

**Thinks** 

The new Care Anywhere telehealth solution expands the traditional general practitioner model to include several specialists, and provide expert management of chronic disease, efficient delivery of medicine and ensure continuum of care virtually and in person,

Through SmartDoc, a nurse practitioner from HealthHub Clinics will deliver a multi-gadget device to the patients' premises.

The device then connects the patient to a physician in real time for a full diagnosis by reading the patient's vitals, listening to the patient's heart and chest, studying the eyes and ears, and even conducting a 12-lead ECG.

If there's a complex surgery involved, just leave it to our skilled team of doctors who deliver exceptional expertise with highly specialised treatments. As part of our focus on continuity of care, we

As part of our focus on continuity of care, we even conduct regular research that translates into improved treatment options. We believe that being a Center of Excellence starts by being Human Centric.

> Health hub medical clinic

Recognizing the increasing importance of patient agency in driving the evolution of health care, we describe the concept of a web-based personal digital health hub for integrated patient care. Informed by

collaboration between

Education influences behaviour and can be used to empower patients and their carers with greater agency, thus allowing greater responsibility for and control over the management of patient care.

. We also describe a vision for future health care based on the co-creation of digital health hubs centred on patients' and carers' needs.

Addressing these complex

therefore requires a shift in

person-centred integrated

treatment from a physical

damage model towards

care with increased

patient agency

and often interacting

biopsychosocial factors

At HealthHub Clinics by Al-Futtaim, we constantly redefine your healthcare experience by delivering high quality, smart and integrated care, which includes creating a healing environment at every step of our patient journey, from the moment you enter to the time you finish your treatment and post care.

If you're not feeling well enough to visit the clinic, you could even use our advanced teleconsultation service that connects you to your choice of an online doctor from anywhere, whether that's the comfort of your home or at office

Our online doctors can instantly access the patient's medical records through our integrated EMR system to conduct the teleconsultation and diagnose the patient's condition, recommend treatment plans, provide second opinions on previous diagnoses, follow up on chronic diseases and prescribe medication.

What this means is you are assured of the highest quality of healthcare that meets all your medical needs within your reach.

As partners to your wellbeing, you always have access to our medical services and facilities across our clinics in Dubai. Looking for the closest doctor or pharmacy? Rest assured, you'll always find a HealthHub clinic near you with a network of clinics.

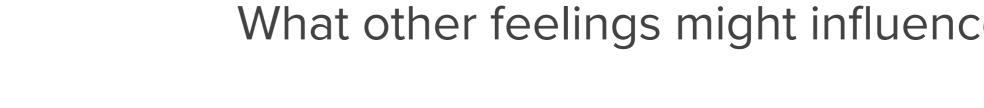
Multimorbidity is the presence of more than one chronic disease condition in an individual. Health-related, socioeconomic, cultural and environmental factors, as well as patient behaviour, all influence the outcomes of multimorbidity.



What behavior have we observed? What can we imagine them doing?



What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?





**Feels** 

