



Here to
save lives





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Delivering healthcare to more than 271,200 people in workforces throughout the Middle East, Response Plus Medical (RPM) is the largest provider of on-site healthcare management, occupational health solutions, and medical emergency transfers from remote work sites.

We are part of VPS Healthcare, one of the largest healthcare groups in the Middle East, with 20 operational hospitals, more than 125 medical centres, 10,000 employees, and medical support services across the Middle East, Europe and India.

Our Mission

To provide prompt, affordable and quality healthcare, via a fully integrated network, using customised and tailor-made medical solutions that put patients at the very heart of what we do – and leave our clients free to focus on their core business.

Our vision

To be the premier global healthcare support partner in the provision of quality staffing solutions and advanced medical services.

VPS Healthcare

Speciality Clinics and Services	Hospitals and Healthcare Centres	Pharmaceuticals
RPM Response Plus Medical	Burjeel Hospital	LifePharma
Tajmeel	Medeor Hospital	Burjeel Hospital
Burjeel Hospital	LLH Hospital	
OccuMed Clinic	Lifecare Hospital	
Prince Medical Center	Lifeline Hospital	
Educare Institute	VPS Rockland	
	VPS Lakeshore	



120

With more than 120 vehicles, we operate one of the largest private ambulance fleets in the region.



300

RPM provided medical and healthcare coverage at more than 300 events over a 12-month period.



271,200

We are responsible for the healthcare and wellbeing of more than 271,200 people in workforces across the Middle East.



190

More than 190 medical facilities managed by us throughout the UAE, maintaining consistently high-quality healthcare from highly-skilled teams of medical and para-medical staff.



2,009%

Growth in the number of RPM staff working for us since 2010.



1,400

High-calibre medical staff at all grades and specialities placed in both primary and emergency healthcare sectors since 2010.



800%

Growth in the number of clients using a range of our services since 2010.



2m

More than two million participants or spectators attend our healthcare events each year.

A trusted and reliable healthcare partner for on-site work forces throughout the Middle East



RPM is a key unit of one of the largest healthcare groups in the region. This enables us to provide comprehensive patient management services to internationally-recognised standards.

Further, we strive to leverage and constantly build the reputation that VPS Healthcare upholds for excellence in healthcare delivery across the region.

It is against this backdrop that we are increasingly recognised as a trusted and reliable healthcare partner for the oil and gas industry, construction companies and chemical facilities. In fact, we are the first go-to partner for any industry with a need for on-site healthcare or emergency transfers from remote sites.

Since our inception in 2010, we have quickly grown and now operate out of strategic locations in Abu Dhabi, Dubai and the Northern Emirates. Our portfolio of services has also expanded and we are now one of the region's leading medical staffing organisations. We are a major provider of medical support at sporting and entertainment events, where we coordinate specialised medical and ambulance services. We also operate one of the largest private fleets of ambulances in Abu Dhabi.

We are particularly proud of our role in supporting on-site workforces with customised health check-ups, along with training in the use of protective clothing, maintaining a healthy lifestyle, and wider health education and awareness campaigns.

By enabling 24/7 access to state-of-the-art healthcare solutions, we ensure workforces in multi-cultural companies that drive one of the world's most developed economies can operate effectively. This demonstrates our focus of being a vital cog in UAE's economy.

Dr Shamsheer Vayalil

Chairman and Managing Director

We ensure workforces in multi-cultural companies that drive one of the world's most developed economies can operate effectively. This demonstrates our focus of being a vital cog in UAE's economy.

Taking a leadership role to drive our sector forward



Our position as the largest provider of on-site healthcare management in the region places real responsibilities on us.

We endeavour to consistently deliver excellence across our five core businesses (On-site Medical, Occupational Health Services, Mobile Clinics, Medical Support for Events and Emergency Medical Services).

In doing so, we must take a leadership role in driving our sector forward and strive to improve what we do at every turn.

Key among these is first-aid training for attending to patients before the arrival of an ambulance. Given the remoteness of areas that we cover, it is critical. Developing partnerships, for example, with health centres and maintaining an ongoing collaboration is vital in ensuring that these centres are adequately equipped to deal with emergency and trauma patients.

Healthcare provision cannot work in isolation. Therefore, we devote considerable resources to supporting our clients, from a range of industries, with targeted and sector-specific training for their on-site personnel. These personnel are a critical link in healthcare provision when time is of the essence. We regard this as one of our most significant contributions and a crucial service to the communities in which we operate.

RPM continues to make an active contribution to the ongoing debate around the challenges of on-site healthcare provision in our region. We champion causes close to our heart with an aim of improving what we do.

Dr Mohammed Qaddoura
CEO

We endeavour to consistently deliver excellence across our five core businesses. In doing so, we must take a leadership role in driving our sector forward and strive to improve what we do at every turn.



284

Average number of RPM ambulance emergency call-outs over a 12-month period.



Partners

Our partners are among the best-known names in healthcare and medicine; our clients are renowned nationally and internationally

A selection of our clients



Sister companies



"Our two-year relationship with Response Plus Medical has been extremely rewarding. They offer nursing services of the highest standards, combined with the best technical skills and exceptional patient care. We are pleased to be associated with a healthcare provider that boasts such a high level of commitment and professionalism."

Abu Dhabi Vocational Education & Training Institute

"The health of our employees is of paramount importance, which is why we have entrusted RPM with this critical aspect of our operations. We are very happy with their service and overall effectiveness in managing the healthcare needs of our workforce across many geographic locations. We look forward to continuing this highly beneficial relationship."

Antoine Chamy
Group Administration & Insurance Director,
Al Jaber Group

"Response Plus Medical has provided Yas Marina Circuit with comprehensive event medical services during most of the major events held there. They have delivered an exemplary service."

We have found them to be both reliable and professional and we are happy to recommend them to any company requiring event management assistance."

Andy Beaven
Head of Sporting
Yas Marina Circuit

Comprehensive healthcare support in close partnership with our clients

We go well beyond traditional and more conventional healthcare schemes.

One of our principal clients
Abu Dhabi National Oil Company (ADNOC)

We now offer on-site medical support during an emergency and other critical situations to clients.

Such support is not offered in isolation. It involves significant input from both sides and the close involvement of our clients is vital to this process.

This includes:

- Detailed assessment of conditions in a client's operational sites
- Thorough evaluation of their existing medical facilities
- Guidance on how these can be improved
- Advice on meeting Government requirements for the operation of healthcare facilities

But we also go well beyond traditional and more conventional healthcare schemes. A commitment to training and education is central to our healthcare services. It is driven by our philosophy that prevention is better than cure and to being prepared for every contingency.

Our own staff are some of the best-trained in the industry. Additionally, we place emphasis on the importance of trained on-site personnel in healthcare provision. We offer specially-tailored programmes that address role specific health and safety measures.

The objective throughout is to safeguard lives.

Our approach is driven by the determination to provide comprehensive, industry-specific healthcare support across a broad range of services in close partnership with our clients.



70

Companies working with RPM to train their on-site personnel.



One of the UAE's preferred medical staffing service providers in primary and emergency healthcare

Our success is driven by our attention to detail and in applying the highest levels of quality excellence.

Our staffing solutions are flexible, efficient and cost effective. This has made us a preferred supplier of medical staffing services in the UAE in less than a decade.

RPM has earned a reputation for its placement of highly-skilled medical staff, at all grades and specialties, in both the primary and emergency healthcare sectors.

Our success is driven by our attention to detail and in applying the highest levels of quality excellence. This approach has helped us maintain our position as a premier provider of roles for doctors, nurses and allied health professionals.

Additionally, our outstanding clinical experience has given us the expertise to recognise and meet the needs of our clients. We offer a world-class staffing service that is specifically tailored to their every need.

Further, we assume all responsibility for sponsorship, visa formalities, mobilisation, performance, quality and demobilisation of all outsourced staff. This includes general and specialist doctors; paramedics and emergency medical technicians; general, industrial and school nurses; allied medical professionals; and trained ambulance drivers.

We have worked hard to earn our reputation for premier medical staffing and remain committed to maintaining and building it further.



350

The number of doctors, nurses and healthcare professionals placed by RPM for ADNOC over a 12-month period.



The go-to provider for emergency and ambulance medical services in the region

RPM has taken a leading role in remote healthcare management, contributing to better pre-hospital care in medical emergencies.

One of our principal clients
Abu Dhabi Airport

Our experienced and highly-trained medical professionals have the back-up of one of the largest private fleets of ambulances in Abu Dhabi.

All our vehicles are available from strategically-located ambulance stations on a 24-hour basis. They are equipped for acute emergencies, from initial evaluation to resuscitation, treatment, investigation, stabilisation and monitoring. In addition, each ambulance carries a range of emergency drugs that are customised to clients' needs.

In Dubai, we offer non-emergency ambulance transfers, pre-hospital care services, medical coverage at a range of events, and on-site ambulance and medical assistance.

We start from the basic principles of first aid, which are to:

- **Preserve** life
- **Prevent** further injury
- **Promote** recovery

RPM has taken a leading role in remote healthcare management, contributing to better pre-hospital care in medical emergencies. This, in turn, is reducing the burden on hospitals and the extra healthcare costs they incur when dealing with emergencies.



358

Average number of annual emergency and non-emergency ambulance journeys.



Services designed to meet the specific needs of any event

We leave nothing to chance and design our services around the needs of the event. We never employ a one-size-fits-all approach.

One of our principal clients
FLASH Entertainment

RPM is an elite and preferred provider of medical support at some of the region's highest-profile events. These include the Red Bull Air Race, UAE Triathlon, Qasr al Hosn and many more.

With our logistical capabilities and ability to exceed the requirements of the most demanding of briefs, the RPM name has become synonymous with professional care. The comprehensive provision of healthcare at a wide range of sporting, cultural and heritage events has made us a reliable and sought after partner by many of the world's leading event organisers.

No matter how large or small, any event or gathering with a requirement for specialised medical and ambulance services falls within our scope.

We are experienced and eager to work on events varied in nature of time duration. Be it on one-off events on a short-term contract, to multi-day and annual events, we like to work with clients in any of these situations.

We leave nothing to chance and design our services around the needs of the event. We never employ a one-size-fits-all approach. And, should the worst happen, our clients can be secure in the knowledge that they will enjoy the support of highly-trained teams ready to support their staff and visitors alike.

Reliability and professionalism are our watchwords.



2m

Each year, more than two million participants or spectators attend events where RPM provides medical support.



Supporting schools in ensuring the health and safety of their students

We support schools to ensure the health and safety of students always remains a top priority.

One of our principal clients
Abu Dhabi Vocational Education and Training Institute (ADVETI)

Responding to the unique physical and mental health needs of adolescents requires a model of care that is both accessible and youth-friendly.

We recognise that the proper provision of student healthcare presents unique challenges, particularly sensitivity and understanding. Hence, we work very closely with schools and other educational institutions to develop superior and specific healthcare solutions that meet the needs of youth.

It is an approach that offers positive benefits to the community. A well-cared-for student is committed to the centre of learning and an ideal learner.

Therefore, we support schools to ensure the health and safety of students always remains a top priority.

Additionally, access to school healthcare eases pressure on emergency rooms, results in fewer hospitalisations and boosts primary care.

This is a shared responsibility and we are committed to co-delivering it with our schools and educational establishments.




44

Schools or colleges now covered by RPM.



Targeting the health concerns of the working population

Fit-to-work medical certificates are issued to clients with minimal impact on day-to-day operations.

One of our principal clients
Al Jaber Group

Our long-standing relationship with a large number of companies throughout the UAE is notable for two reasons.

Firstly, our partnership approach to healthcare provision ensures that the Occupational Health (OH) Services we provide are absolutely industry-specific. Secondly, any related medical assessments are job or sector-specific to ensure that all the relevant aspects of an employee's health at work can be fully covered.

These include, for example, pre-placement medical screening for new recruits, in-service medical check-ups for existing staff and exit medical screening for outgoing staff.

Fit-to-work medical certificates are issued to clients with minimal impact on day-to-day operations.

Another key element of our client partnership includes helping them achieve legal compliance. Our ongoing collaboration on broader health and well-being initiatives ensures that the health concerns of the working population are targeted.

We work across both the public and private sector, handling health and well-being issues with sensitivity and cultural awareness.



72

Companies are now collaborating with RPM on healthcare provision.



Bespoke solutions for managing healthcare facilities

We work closely with our clients to devise bespoke solutions that ensure their facility is properly resourced and well-run.

One of our principal clients
Emirates Global Aluminium (EGA)

We provide a comprehensive solution for the efficient and cost-effective management and operation of healthcare facilities.

These include offering consultancy on design and layout; obtaining Government approvals; medical manpower and staffing; insurance; medical supplies management; biomedical engineering services; on-site training and awareness programmes; and preventive healthcare services.

We work closely with our clients to devise bespoke solutions that ensure their facility is properly resourced and well-run.



190

Healthcare facilities now fall under RPM's remit.



Healthcare for everyone, regardless of location

We use specially-equipped trucks that feature secure examination rooms, X-ray and ECG facilities.

Mobile healthcare, particularly in remote or rural areas, has assumed vital importance as a link to the outside world.

We use specially-equipped trucks that feature secure examination rooms, X-ray and ECG facilities, and laboratory services. This means people who would not normally be able to access quality healthcare by reason of distance, cost or disability can now do so with RPM's Mobile Project. It brings medical services direct to their doorstep – wherever they are.



100

RPM now serves more than 100 locations with its mobile clinics.



