

Orientation Guide

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Introduction

Who we are at PureHealth

We are the largest healthcare platform in the United Arab Emirates.

Pure Health is building healthcare in the cloud, a digitally integrated ecosystem enabling longevity for humankind.

We are committed to improving access across the continuum of care through the responsible use of digital intelligence to drive meaningful innovation and deliver optimal healthcare.

What we do

PureHealth is a network that gives patients access to a broad range of clinical expertise and centres of excellence in healthcare.

Our integrated network brings together vital clinical knowledge, process expertise, technology, and analytics to deliver outcome-focused, world-class quality across all channels and touchpoints.

Our Story

PureHealth is a brand of scientific innovation where we combine our imagination and advances in technology to unlock time in order to extend human possibility through life, meaning and purpose.

We are the largest integrated healthcare network in the United Arab Emirates. With a cross-category ecosystem that covers hospitals, clinics, diagnostics, insurance, pharmacies, health-tech, procurement and more, we are on the ground and in the cloud to advance the science of longevity.

Pioneering ground-breaking innovations and leading from the edge of tomorrow, we're on a mission to unlock time for humankind.

Vision

To unlock time for humankind.

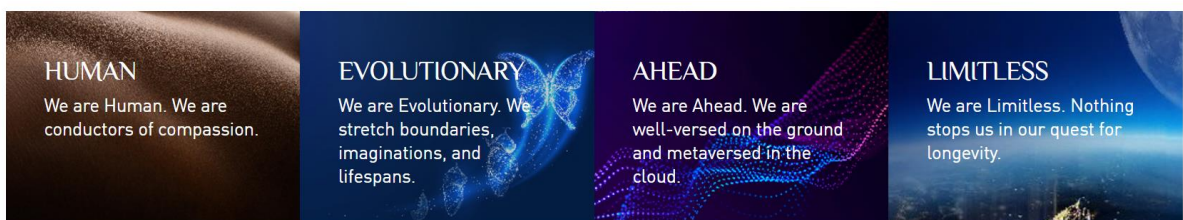
Mission

To advance the science of longevity so that people live longer, healthier, happier and fuller lives.

Core Values (P.U.R.E)



Cultural Values (H.E.A.L)



Social Media Links

LinkedIn; <https://www.linkedin.com/company/purehealthae>

Facebook; <https://instagram.com/purehealthae>

Instagram; <https://www.facebook.com/purehealthae>


Our Network's Footprint




Healthcare Operations

 <p>SEHA صحة شركة أبوظبي للخدمات الصحية Abu Dhabi Health Services Co. P.J.S.C</p>	<p>Through SEHA - Abu Dhabi Health Services Company, PureHealth reaches millions of people every year to provide healthcare with its vast network of public health centers and hospitals committed to advancing the Science of Longevity. SEHA uses the most advanced diagnostics and systems across the network that includes internationally renowned specialists, 14 hospitals and 46 clinics.</p>
 <p>THE MEDICAL OFFICE</p>	<p>Through the Medical Office, PureHealth provides robust governance to healthcare facilities established under H.H. the President of UAE's healthcare initiatives. The Medical Office is advancing the Science of Longevity by enabling better health outcomes and strategic direction through the use of clinical knowledge, process expertise and technology.</p>
 <p>ADSCC مركز أبوظبي للخلايا الجذعية ABU DHABI STEM CELLS CENTER</p>	<p>Through ADSCC, PureHealth facilitates cutting-edge research on stem cells in the UAE in order to advance the Science of Longevity. With a dedicated center for advanced stem cell research, ADSCC is focused on cell therapy and regenerative medicine. It provides outpatient treatments for people from anywhere in the world and has treated millions since being established.</p>


Health Insurance

	Through Daman, PureHealth empowers over 3 million people with comprehensive health insurance solutions. As a pioneer in healthcare insurance, Daman drives innovation through cutting edge technology and leading expertise in order to extend healthspans. Daman is consistently ranked as the No.1 health insurer and covers more than 2000 hospitals and clinics.
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Group Purchasing

	Through Rafed, PureHealth supplies essential healthcare goods and medical equipment across its vast healthcare network. Rafed is the first Group Purchasing Organization in the region that is primarily focused on healthcare procurement, including supplier sourcing, contract management, procurement ordering services, warehousing, and distribution.
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Diagnostic Solutions

	Through Pure Lab, PureHealth enables in-house testing through laboratory facilities with over 160 labs across the UAE. In addition to leading COVID-19 screening initiatives in the UAE, Pure Lab plays a crucial role in utilizing its laboratory diagnostics network to carry out public screening programs and population health management.
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Medical Solutions

	Through One Health, PureHealth drives end-to-end medical solutions for healthcare service providers. One Health is the authorized distributor for some of the top global brands in the medical and diagnostic devices business and is powered by strong supply chain professionals for more than 300 healthcare providers.
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Pharmacy Service

	With The Life Corner, PureHealth provides pharmaceutical products and services to the people of Abu Dhabi. The Life Corner leverages integrated technology solutions to enable patients and customers to have access to essential medicine by being an all-in-one holistic pharmacy.
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Digital Healthcare Platform

	PureCS, is PureHealth's tech arm and one of the fastest growing IT solutions company in the UAE.
	Riayati ("My Care") is Pure CS's biggest project and is a world class healthcare platform for the National Unified Medical Record (NUMR) programme.

Ambulatory Healthcare Services

	Through AHS, PureHealth delivers comprehensive community-based healthcare services in the personalized setting of a healthcare center. AHS provides family medicine, specialty, screening and diagnostic services spread across the United Arab Emirates.
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About United Arab Emirates



The United Arab Emirates (UAE) is situated on the Persian Gulf in the Southeast of the Arabian Peninsula, bordering Oman and Saudi Arabia.

The UAE population consists of more than 200 nationalities, and 80 percent are expats.

The UAE is based on traditional Arab culture and Islamic values. You can see the culture in their food, homes, clothing, buildings, and even music.

The UAE ranked as the **World's 4th best** place to live and work according to HSBC's 14th annual Expat Explorer study 2021.

There are seven Emirates in the United Arab Emirates, please see below:

Abu Dhabi

Abu Dhabi is the largest emirate in the United Arab Emirates. It has 200 islands and a long coastline stretching 700km.

Abu Dhabi is the capital of the United Arab Emirates.

It has become a centre for world-class sporting events such as: the Golf Championship, the prestigious Desert Challenge cross-country rally and the Formula One Grand Prix.

In addition, the city will soon have the world's largest concentration of premier cultural institutions which will include the Sheikh Zayed National Museum and the Louvre.

Ajman

Ajman is the smallest of the seven emirates, it has a few sandy beaches but is mainly characterised by the rugged Hajar mountain range. Although Ajman is modern and provides up-to-date services and facilities, it reflects traditional charm.

The magical beaches of Ajman have a peaceful environment and clean water providing various marine activities that attracts many sea lovers.

Dubai

Dubai is the second largest emirate, located on the eastern coast of the Arabian Peninsula. It shares its boundaries with Abu Dhabi in the south and Sharjah in the northeast.

The older district of Dubai is called 'Pearl of the Gulf' and 'Jewel of the world' because of its heritage and history.

Dubai has world-class hotels, modern architecture, entertainment, dining venues, traditional markets, shopping centres and sporting events.

Some of the major tourist attractions in the emirate are, the sail-shaped Burj Al Arab hotel, which is also the world's only seven-star hotel and Burj Khalifa, which is the world's tallest skyscraper.

Fujairah

Fujairah is the only emirate that is located completely on the eastern coast of the UAE along the Gulf of Oman.

Fujairah is distinguished with its rugged mountains, valleys, waterfalls and sandy beaches.

Because of its easterly location, Fujairah's climate is more moderate than that of Abu Dhabi and Dubai. Weekend visitors looking to escape the heat are drawn to Fujairah's relaxed and peaceful atmosphere.

Ras Al Khaimah

Ras Al Khaimah is the fourth largest Emirate it has a rich history dating back 7,000 years.

The highest peak in the UAE is Jebel Jais, located in Ras Al Khaimah, which has the world's longest zipline certified by the Guinness World Records.

It is an up-and-coming tourism hub, having scenic locations with diverse landscapes ranging from sand dunes, coastal strips, mangroves and mountains.

Umm Al Quwain

Umm Al Quwain is the second smallest and the least populated Emirate in the UAE. It covers an area of approximately 720 sq. km. which is equivalent to 1 per cent of the UAE's area.

The Emirate has rich coastal mangroves on the coast of the Arabian Gulf and many islands that lie to the east of the mainland. The biggest island, Al Seniah, and is home to Arabian gazelles, falcons, and turtles.

Umm Al Quwain provides facilities for numerous recreational activities; from sailing to skydiving. Traditional activities such as dhow building and sports such as falconry and camel racing are also popular in the Emirate. Dreamland Aqua Park, the UAE's largest water park and resort also attracts several visitors.

UAE culture

The UAE has a rich culture and heritage that reflects traditional Arab and Islamic values.

Traditionally, Emirati culture has been based upon a patriarchal society, the UAE endorses gender equality, guaranteeing equal rights for both sexes.

UAE Law

The official system of law in the UAE is Sharia, which has been developed from the holy Qur'an.

Religion

The constitution designates Islam as the official religion. It guarantees freedom of worship as long as it does not conflict with public policy or morals. All persons are equal before the law, and prohibits discrimination on grounds of religious belief.

Clothing

The traditional dress is a symbol of culture and honor for the Emiratis. It has deep roots in their culture and religion. You will rarely find Emirati's wearing western clothes in the UAE as they take immense pride in their traditions.

Male Clothing

The traditional dress for Emirati men is a Dishdasha or a Kandura. This is a single-piece ankle-length garment. In their homes, they sometimes wear half-sleeved Kanduras, but formal Kanduras are always full-sleeved.

Emirati Kanduras are mostly white though they have other variations like brown, beige, and grey, their styles vary from country to country.



Emirati men wear a Gutra as the headdress, it is an integral part of their traditional Emirati clothing. The Gutra, which is a square piece of a scarf, protects their head and face from the heat of the desert. They would also cover their faces with it when the dust is too high. Agal is used to hold the Gutra on the head.

There is another variation to Gutra called Shemagh. While Gutras are made of white cotton with a smooth finish, Shemaghs have red checks on the white. Originally from the central part of the Arabian peninsula, it has also spread to other neighboring regions.

Agal

An Agal (Iqal/Eqal depending on the dialect) is the black rope-like band placed over the head to hold the Gutra in place. It is one enormous circular band that is folded to form two rings when worn. Agals are not worn in casual settings. But for formal occasions, Agal cannot be missed out.



Bisht

Bisht is the common factor that connects all Arab cultures. They have used it for thousands of years. Unlike all other pieces of traditional Emirati clothing, the Bisht is relatively similar across all Arab countries. It is a ceremonial sleeveless cloak worn over the Kandura that is either black or beige and trimmed with golden or silver embroideries.



Female Clothing

The traditional outfit of Emirati women is an Abaya. It is an elegant loose fitting flowing black cloak. The Abaya is always worn on top of other clothes. Underneath the abaya, women wear traditional or western clothes.

Abaya is not a garment exclusive to Emirati women. Most of the Islamic world, including North Africa and Asia, has adopted this as a part of their Islamic custom. The Abaya covers every aspect of the body from the neck down except for the feet and palms.

Traditional Abayas are plain black, modern Abayas have simple embroidery designs, materials like cotton and linen are used to suit the hot desert climate, the most popular material for Abayas is crepe.



Kaftan or Jalabiyya

When Arab women are within the household or among female relatives, they wear a Kaftan, otherwise called a Jalabiya. Kaftans are highly decorated with embroideries and come in a plethora of colors.

A Kaftan is a female version of the Kandura. Instead of the men's white Kandura, women wear those with more feminine designs and colors, loose pants called Sirwal are worn along with Kaftan.



Hijab

Hijab is the umbrella term covering different headdresses worn by Muslim women. The Hijab covers the neck and hair according to Islamic teachings. There are numerous hijab styles, they are light material, both headdresses and face veils come under the Hijab.



Shyla

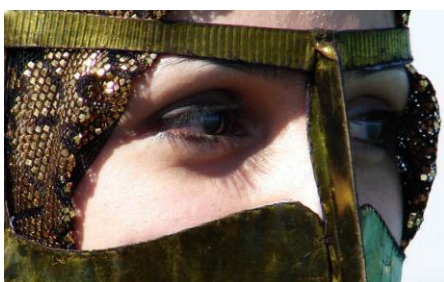
Shyla is a black scarf loosely draped around the head, covering the hair.

Gishwah

Some women also cover their faces with a light, see-through fabric.

Burqa

It is a face veil covering most of the face except the eyes. Emirati Burqas are different from those in South Asian countries. They have a distinctive look and are worn like a mask.



The Burqa is traditionally made of a particular type of cloth, unlike the main headscarf. At first sight, the Burqa looks like it is made of metal, but it is a unique lightweight and sweat-absorbing fabric.

A small piece of wood keeps the Burqa in shape and bridges over the nose without touching the face. The Burqa is tied to the back of the head with white cotton strings.

Girls wear burqas once they pass the age of puberty. The original idea was to provide modesty for women. Some women wear Burqas for special occasions as part of the culture.

The younger generation of Emirati women only wears a traditional Burqa for wedding ceremonies.

National day celebration (2 December)

National Day is on December 2 as the UAE marked the unification of all seven Emirates into one nation back in 1971. 'Spirit of the Union' is the official theme of the UAE's National Day celebrations.

National day is one of the biggest celebrations of the year.

Public Holidays In UAE

- New Year's Day
- Eid al Fitr
- Eid al Adha
- Day of Arafat
- Islamic New Year
- Prophet's Birthday
- Commemoration Day
- National Day

Majlis

Majlis is an Arabic term meaning "sitting room", used to describe various types of special gatherings among common interest groups of administrative, social or religious nature in countries with linguistic or cultural connections to Islamic countries.

In the Majlis, the head of the family hosts guests and family members to converse on religious topics, day-to-day life, and to share memories. The Majlis is the most important space in the Arabic home.



UAE Flag

The national flag of the United Arab Emirates contains the Pan-Arab colors red, green, white, and black. It was designed in 1971 by Abdullah Mohammed Al Maainah. The main theme of the flag's four colors is the unity of Arab nations.



UAE National Bird (Falcon)

The falcon is the UAE's national bird and considered a potent symbol of the nation's strength and heritage. These remarkable birds are, in fact, so revered here that they enjoy a level of luxury that many humans can only dream about: flying first class and having medical teams devoted to their well-being.



UAE Currency

The UAE Dirham is the currency of the United Arab Emirates. It is sub-divided into 100 fils. It is pegged to the U.S. dollar and is among the world's most stable currencies.



Ramadan

Ramadan is the ninth month of the Islamic calendar, during which many Muslims fast from sunrise to sunset each day.

The word Ramadan is also used to refer to as daily fast.

During Ramadan, Muslims who fast start the day by eating a meal, called suhoor, before sunrise. The fast is then broken every night after sunset with a meal called iftar. The strictness of the fast varies among Muslims, and not every Muslim fasts during Ramadan. Children, elderly people, and people who have a health condition or are sick or pregnant are not required to fast, and often eat and drink during the day.

Along with the daily fast and other forms of abstinence, many muslims observe Ramadan by praying, attending services at their mosque, trying to give up bad habits, and performing charitable acts.

The day after Ramadan ends, the festival known as Eid-al-fitr begins. Its name means "festival of the breaking of the fast."

One traditional greeting for Ramadan is Ramadan Mubarak, roughly meaning "Happy Ramadan" or "Blessed Ramadan."

Ramadan always lasts either 29 or 30 days, because it's based on the Islamic calendar, which the lunar calendar. Because of that, the dates during which it is observed vary from year to year.

Climate

The UAE has a hot desert climate, it has two distinct seasons, winter and summer. Summer begins around the last week of April and ends around the first week of October. This period is characterized by extremely hot weather, hot winds and high humidity.

Arabic Phrases

<u>English</u>	<u>Arabic</u>
Hello	Ahlan / Marhaba
Please	Law samaht
Good Morning	Sabah alkhayr
Good Evening	Masa' alkhayr
How are you?	Kaif Halek (Male) Kaif Halik (Female)
Good Bye	Maa al salama
Thank you	Shukran

Places of interest in the UAE

Burj Khalifa (Dubai) - is the tallest skyscraper in the world, having a height of 828 meters. Built for mixed use, it contains 300 homes, nine hotels, offices and 163 floors.

Burj Al Arab (Dubai) - is a seven-star luxury hotel situated in an artificial Island besides Jumeirah beach. It is globally popular for it's luxurious hotel services and 'sail of ship' design. From 1999 to 2008 it remained as the only seven-star hotel in the world.

Sheikh Zayed Grand Mosque (Abu Dhabi) – Is the largest mosque in the United Arab Emirates. The mosque covers an area of 30 acres and has a capacity to accommodate 40000 worshipers.

Dubai Mall - is the largest mall in the world, spread across 13 million square feet. It is situated in Downtown Dubai. It opened in 2008, attracted 65 million visitors in 2012 and became the most visited shopping mall in the world.

Ferarri World (Abu Dhabi) - is the largest indoor amusement park in the world, located on Yas Island. It is the first Ferrari theme park in the world, it explains the story of Ferrari through educational rides. The huge iconic red roof of itself is the main attraction of Ferrari world.

Emirates Palace (Abu Dhabi) - is a seven-star hotel, it contains 300 rooms and 92 suites. The 114 domes of this luxurious hotel standing at height of 80 meters, covered with gold. Many suites of the Emirates Palace is decorated with gold and expensive marbles.

Dubai Creek - divides the city in to two main sections, Bur Dubai and Deira. The creek is served as a main port for transportation of merchandise from Africa and India. Boating through Dubai creek is a popular tourist activity. Tourists can hire old fashioned boats known as 'abra'. The cruising offers views of beautiful sunsets and remarkable buildings like Dubai creek tower and Deira twin tower.

Miracle Garden (Dubai) - is a flower garden located in the district of Dubailand. The garden was launched on Valentine's Day in 2013. It occupies over 72,000 square metres, making it the world's largest natural flower garden, featuring over 50 million flowers and 250 million plants. The garden is only open November to March each year.

IMG World (Dubai) - IMG Worlds of Adventure is an indoor amusement park, it is Dubai's first mega themed entertainment destination.

Dubai Frame – Is an iconic structure that 'frames' impressive views of Old and New Dubai, while serving as a metaphorical bridge connecting the emirate's rich past with its magnificent present. Offering spectacular panoramic views across the city.

How to engage with an Emirati

- Stand up when meeting new people
- Accept food and drinks with your right hand
- Do not offer to shake hands when greeting opposite sex who is Muslim
- Show the soles of your feet and avoid crossing your legs, maybe seen as rude
- Do not point your foot at anyone
- Be careful what you post on social media
- Show respect during Ramadan
- Cover up when visiting a Mosque

Things to be mindful of when in public

- Dress respectfully when in public areas
- Choose your hand gestures carefully
- Being intoxicated
- Swearing
- Kissing and touching in public
- Don't take photos/videos without people's permission
- Do not drive while being intoxicated, UAE has Zero tolerance to any alcohol whilst driving

For more information on living in the UAE please click on the relevant links below:

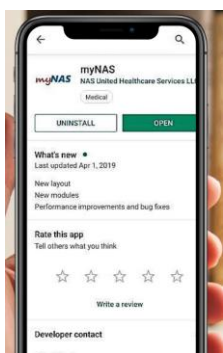
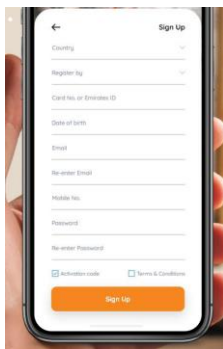
The Official Portal of the UAE Government - <https://u.ae>


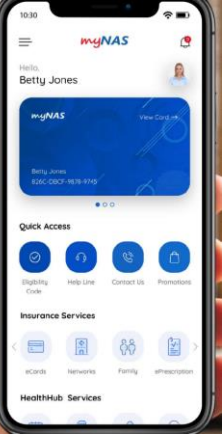
Moving to the UAE - <https://u.ae/en/information-and-services/moving-to-the-uae>

Move Hub - <https://www.movehub.com/uk/moving-abroad/uae/20-reasons/>

Common policy questions

- **Probationary period** is a maximum of 6 months, this starts on the date of joining, employment will be confirmed upon satisfactory performance of the employee
- **Dress code (Office)** - The dress and appearance of all employees should reflect a professional image. Public perceptions and work practices can be influenced by the appearance of employees. At all times clothing should be appropriate to the duties and generally established standards and employees' appearance should be neat, clean and tidy. It is particularly important for uniformed employees to present a professional image. Any clothing that is too revealing is considered inappropriate. The acceptable attire for Pure Health during business hours is formal, or the national dress of the UAE.
- **Working days and hours** - Please refer to your employment contract corporate office 45 hours including lunch break and alternate working Saturdays if required.
- **Medical Insurance** is through Daman, it can take time, this is linked to your Emirates ID, you will receive an email once this is set up.

	<p><u>Step 1</u></p> <p><u>Download the App</u></p> <p>Go to the App Store or Google Play, in the “Search” tab, type in myNas and download the application. After installing the Mobile application click on “Open”</p>
	<p><u>Step 2</u></p> <p>How to register</p> <p>After opening the mobile application, click on “Registration” tab, select method of registration whether Emirates ID or Card No. and fill in all the details and click on “Register”. An activation code will be sent via email, key in the code and once you have successfully registered, the login screen will appear.</p>
	<p><u>Step 3</u></p> <p>How to sign-in</p> <p>To sign in click on “Sign in”. Enter Card No. or email and password and then click on</p>

	<p>“Sign-in”. Members can login from any device using the same login credentials. On some devices you can sign-in by using your bio-metric touch ID. Members can reset their password by clicking on “Forgot password”, then filling in the required details. SMS with the resetting steps will be sent to your registered mobile number.</p>
	<p>Step 4</p> <p>Homepage</p> <p>After signing in, the user will be directed to the Home Page where one can access different functionalities of myNas App.</p>

You can access information on your Medical Insurance plan through the application, a booklet will also be sent via email so you can familiarize yourself with the policy and coverage provided.

For queries related to cover, network, approvals, claims. etc, you can reach out to the NAS Call Centre (24/7): 8002311 or email: info@nas.ae

- **Annual Leave policy** - Annual leave shall be granted to employees on a yearly accrual basis according to the “Employment Contract” and UAE Labour Law, where leave days are calculated on an accrual basis from the date of joining till the end of the fiscal year. Therefore, all PHG staff is eligible for annual leaves of 30 calendar days.
- All employees are entitled to the annual leave specified in the contract after completing six months’ probation period. Annual leave is scheduled in agreement with the DM, ensuring business needs are always met. The employee is required to apply for the leaves through the appropriate/required channel prior to leave.
- PH encourages employees to use the full annual leave during the year in which it is accrued. If they do not avail of the annual leaves, a maximum of five (5) calendar days can be carried forward. Accumulation of more than five (5) annual leave is not allowed.
- Employees joining in the 2nd quarter of any particular year will be an exceptional case for the above clause, and their leaves can be carried forward to the following year. (Applicable only for the first employment year).

Grievance procedure - Employee shall submit a written grievance to DM, who shall reply within five (5) working days. If the employee is unsatisfied, he can escalate the written grievance to the HoD, responding within ten days. If the employee is unsatisfied, he can forward the grievance and all supported written documents to the Head of HCD, investigating and getting back to the employee within ten working days where the decision will be final.

If the employee is still not satisfied, the Head of HCD will establish an Investigation Committee to investigate the grievance case and interview all parties concerned to decide on the outcome. Not later than 15 days from the date of submission of the grievance, the committee will deliver their final decision, and no further discussions will be entertained on the subject. After the committee has communicated its decision in writing to the employee with a copy to the HoD and Head of HCD, they will be responsible for the proper implementation of the decision.

Human Capital Policy Manual – This is available on SAP and all employees must familiarize themselves.

Important contacts

Pay slip requests	payroll@purehealth.ae
Medical Insurance requests	hr.insurance@purehealth.ae
Visa related queries	pro@purehealth.ae
Letter requests	christelle.deeb@purehealth.ae
IT	it.support@purehealth.ae

IT Frequently asked questions

Q: How can I open Service Desk?
A: You can open any Brower and type servicedesk.purehealth.ae
Q: What will be my credentials?
A: Use same credentials as per your outlook firstname.lastname
Q: How can I raise a ticket if my laptop is not working?
A: You can download the mobile application from Playstore.
Q: What is difference between Incident and Service Request?
A: Any issue your facing is incident, and any new requirement is a service request
Q: What is Service Catalog for?
A: Service Catalog helps us to have better understanding of your request
Q: What is the benefit of using this application?

A: Raising ticket on this portal will help you trace status of your ticket at your desk.

Q: Can I use this application from my home?

A: It's a cloud-based application you can access it from anywhere

Banking Contacts

ADCB (Abu Dhabi Region)	Merwyn Dsouza +971 55 194 3500 merwyn.dsouza@adcb.com
First Abu Dhabi Bank	Zoeb Khan +971 52 786 3092 Zoeb.Khan@bankfab.com
Emirates NBD	Vinod Kumar +971 56 403 0832 vinothkumarp@emiratesnbd.com
Commercial Bank of Dubai	Richa Gandhi +971 58 596 7681 richa.gandhi@cbd.ae
ADCB (Dubai & Northern Emirates)	Mahendra Sahu +971 56 401 5617 mahendra.sahu@adcb.com
HSBC	Moigan Houshyar +971 56 682 5632 +971 50 5521756 moigan.houshyar@hsbc.com

Residency process

Step One – Official Job Offer and Contract

Official job offer along with contract will be sent to you to sign a few days after joining PureHealth to your work email.

If you do not receive anything, check private email, this will assist PRO team to expedite the process.

Step 2 – Medical Process

Information will be shared with you regarding the steps of what to do and where to go.

Medical test takes place at Al Baraha, consisting of blood test and X-Ray.

Visa team will send you all documents to take with you, please ensure to take your original passport along with you to the centre.

After the test you maybe, required to do the following:

- All employees with **no attested degree** are required to visit Tawjeeh in Bay Avenue to watch a 30 minute video.
- Tawjeeh will then automatically proceed with the visa process
- **Attested degree certificate** Tawjeeh visit is not required

Step 3 – Residency visa

Residency visa is issued, the process takes approximately 7 working days excluding Emirates

Step 4 - Emirates ID

Photo requirements - White background, no eyewear, no teeth showing, Hijab must not obscure the face.

First time applying for Emirates ID – Attend the relevant centre for biometrics consisting of fingerprint, eye scan and photograph.

Appointment basis only, visa team will communicate appointment date and time, waiting time can take 1 month.

A negative PCR test is required to enter the centre.

Emirates ID card will take up to 10 working days, you will receive an email once it had arrived.

The ID can be collected or delivered to you depending on your office location.

Other Important Visa information

- Visa stamping is no longer required, if you would like the stamp, please visit Amer centre in Oasis Mall along with the visa receipt, residency copy and original passport.

- Family visa information– please contact, Stephanie.sanjab@purehealth.ae or eyad.almohamad@purehealth.ae

Facilities -Corporate Head Office Vision Tower (Dubai)

There are many facilities in Bay Avenue, Ground floor, please see below:

Supermarket	<ul style="list-style-type: none"> • Spinneys
Laundry	<ul style="list-style-type: none"> • Bay Laundry
Restaurants	<ul style="list-style-type: none"> • Ortantik (Turkish/Lebanese) • La Brioche (International) • Kamat (Indian) • Gazebo (Indian) • Food Court – M Floor • Eat Fuschia (Thai/Asian) • BarBar (Lebanese) • Little Italy (Italian) • Tangerine (Thai/Far Eastern) • Farsi (Iranian) • WKD Chicken
Coffee shops / Bakery's / Ice Cream	<ul style="list-style-type: none"> • Starbucks • Caribou Coffee • Costa Coffee • Bakery and Deli • Sale Sucre • Baskin & Robbins • La Fragola
Pharmacies	<ul style="list-style-type: none"> • Life Pharmacy • Health First
Mosque	<ul style="list-style-type: none"> • Bay avenue Mosque • Al Ghafoor Mosque
Nursery	<ul style="list-style-type: none"> • Learning Tree Nursery
Doctor	<ul style="list-style-type: none"> • Emirates Hospital Clinics – 04 368 3813 • Aster Clinic
ATM	<ul style="list-style-type: none"> • Bay Avenue
AMER	<ul style="list-style-type: none"> • Bay Avenue – Submitting documents for visa

Metro Station - Business Bay	<ul style="list-style-type: none"> • 10minute walk from Vision Tower
Dubai Mall	<ul style="list-style-type: none"> • 10minute drive

Facilities – The Life Corner – Al Dar Building (Abu Dhabi)

Supermarkets	<ul style="list-style-type: none"> • Lulu Express, Al Raha Mall • VIVA Super Market, Al Raha
Laundry facilities	<ul style="list-style-type: none"> • Asfar Laundry, Al Raha Mall • Silver Pearl Laundry, Al Raha Mall • Plume Laundry, Khalifa City
Café's / restaurants	<ul style="list-style-type: none"> • Keki, Aldar HQ • Gloria Jean's, Al Raha Mall • Sevilla, Al Raha Hotel
Pharmacies	<ul style="list-style-type: none"> • DOCIB Lulu Pharmacy, Al Raha Mall • Health First Planet Pharmacy • Al Bandar
Nursery's	<ul style="list-style-type: none"> • Yellow Submarine Nursery, Al Muneera • Yellow Submarine Nursery, Al Zeina • First Hope Nursery, Khalifa City

Facilities Tamouh Head Office (Abu Dhabi)

Supermarkets	<ul style="list-style-type: none"> • Carrefour – Reem Mall
Laundry facilities	<ul style="list-style-type: none"> • Washio Dry Cleaners - Reem Island • Oceanscape - Oceanscape Building
Café's / restaurants	<ul style="list-style-type: none"> • McDonalds - Reem Mall • KFC - Abu Dhabi Mall
Coffee	<ul style="list-style-type: none"> • Starbucks - Reem Island • Costa Coffee - Tamouh Tower
Pharmacies	<ul style="list-style-type: none"> • Sky community pharmacy • Burjeel Pharmacy
Nursery's	<ul style="list-style-type: none"> • Hummingbird nursery, Reem Island

Bank ATM	<ul style="list-style-type: none"> • Reem Mall
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Facilities – PureLab Head Office (Abu Dhabi)

The closest area is Mafraq, SSMC Hospital, 3minute drive.	<ul style="list-style-type: none"> • Food Court • Coffee shops
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Facilities Purelab (Dibba)

Supermarkets	<ul style="list-style-type: none"> • Lulu Hyper Market
Laundry Facilities	<ul style="list-style-type: none"> • Altaf Dry Clean • Alaqed Alfared Laundry • Alzuhor Laundry
Café's / restaurants	<ul style="list-style-type: none"> • McDonalds • Alnoaman • Anwar Lebanon • Ariana Afghan • Pizza Hut • KFC • Trendy Chicken
Coffee Shops	<ul style="list-style-type: none"> • Baskin Robbins • Papa Kunafa • Aseer Time • Malak Cafee • Press Speciality
Pharmacies	<ul style="list-style-type: none"> • Health First • AlSharq • Alsalama • Balasam
Nursery's	<ul style="list-style-type: none"> • Super baby • Alkalema al ola • Dibba Alhishn

Facilities PureLab (Masafi)

Supermarkets	<ul style="list-style-type: none"> • Aswaq Hypermarket
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Café's / restaurants	<ul style="list-style-type: none"> • Layal Al Sham Restaurant
Coffee Shops	<ul style="list-style-type: none"> • MARS Cafe
Pharmacies	<ul style="list-style-type: none"> • Aster Pharmacy

Facilities PureLab (Kalba)

Supermarket	<ul style="list-style-type: none"> • Sajidha Supermarket
Restaurants	<ul style="list-style-type: none"> • KFC • Pizza hut • Starbucks • Subway • Bait Al Mandi Al Kabeer restaurant • King Fish restaurant
Pharmacies	<ul style="list-style-type: none"> • Aster • Medicina

Facilities PureLab Shaarm Aria

Supermarket	<ul style="list-style-type: none"> • Aswaq Ras al Khaimah shaam
Laundry	<ul style="list-style-type: none"> • Al Nmet laundry
Restaurants	<ul style="list-style-type: none"> •
Coffee shops	<ul style="list-style-type: none"> • The Specialty House Café
Pharmacies	<ul style="list-style-type: none"> •

Facilities Al Dhaid Hospital

Supermarket	<ul style="list-style-type: none"> • One Safeer
Restaurants	<ul style="list-style-type: none"> • Khyber Darbar Restaurant

	<ul style="list-style-type: none"> • Al Aseel Restaurant Al Dhaid Branch • Olive Diner - Al Dhaid hospital
Coffee shops/Café's	<ul style="list-style-type: none"> • Al Aqsa Cafeteria • Gulf Gate Cafeteria • Brazil Cafeteria • Al Shaay Al Arabi Cafeteria
Pharmacies	<ul style="list-style-type: none"> • Al Kawkab • AL DHAID • Bab Al Afiah • Al Maliha

Facilities Fujairah Hospital

Supermarket	<ul style="list-style-type: none"> • Al Safwah Grocery Shop • Nesto Hypermarket
Restaurants	<ul style="list-style-type: none"> • Keita D Café • Mc Café • Shawarma House • Manila Kitchen • Indian Spice hut • Hola Mexico
Coffee shops	<ul style="list-style-type: none"> • VIA VIA • O'Leary's

Facilities Al Qassimi Hospital

Supermarket	<ul style="list-style-type: none"> • Al Suez • Al Shareef • Mujama Al Taawon • Sharjah COOP
Laundry	<ul style="list-style-type: none"> • ER Laundry Shop • SM Automatic Laundry
Restaurants	<ul style="list-style-type: none"> • Rajab Cafeteria • KFC

Coffee shops	<ul style="list-style-type: none"> • The Galactic Coffee Shop • Baskin Robbins • Dunkin Donuts • Bake Al Arab Sweets & Pastries
Pharmacies	<ul style="list-style-type: none"> • LIFE Pharmacy • NMC Pharmacy
Mosque	<ul style="list-style-type: none"> • Sheikh Saud Al Qassimi



Facilities SEHA Head Office (Abu Dhabi)

Supermarkets	<ul style="list-style-type: none"> • Viva • Baqala
Laundry	<ul style="list-style-type: none"> • New Emirates • Blue Star • Blossom Laundry
Restaurants	<ul style="list-style-type: none"> • Domino's • The Third Place Cafe
Coffee shops	<ul style="list-style-type: none"> • Costa Coffee • Caribou Coffee • Starbucks
Pharmacies	<ul style="list-style-type: none"> • Life Pharmacy • Al Wadi Pharmacy
Nursery	<ul style="list-style-type: none"> • British Orchard Nursery • Blossom Nursery



Delivery Providers

	Deliveroo: Food and grocery delivery services https://deliveroo.ae/
	Talabat: Food and grocery delivery services https://www.talabat.com/
	Careem: Taxi request Delivery service Careem Bike rent Food and grocery delivery Careem Wallet: Money transfer from one Careem Wallet to another https://www.careem.com/
	Zomato: Food and grocery delivery services https://www.zomato.com/




Transportation


	RTA app for Dubai residents Salik (toll gate) payment and tracking Drivers License renewal Car registration Fines payment Dubai public parking payment https://www.rta.ae/wps/portal/rta/ae/home?lang=en
	Dubai Metro assists in: Finding the best route Access to metro map Individual station information

Accommodation

	Property Finder: Trusted website for property search (rent and buy) https://www.propertyfinder.ae/
	Bayut: Trusted website for property search (rent and buy) https://www.bayut.com/

Other useful apps

	DubaiNow: An app for all city services, it is the first and only Dubai Government application that provides you access to more than 120 government and private sector services from over 30 entities.
	AI Hosn: General guide on Do's and Don't's when tested Covid positive Green AI Host required to enter Government entities and hotels in abu Dhab
	Darb: App for Abu Dhabi residents Tall gate payment
	UAE Pass app is used for having a digital trusted identity being able to sign in to all government websites and services through a single mobile-based login being able to sign documents digitally being able to store and share digital documents being able to update your profile information being able to update your address records customised services.
	Urban Company Salon at home for men and women AC service and repair home deep cleaning electricians plumbers carpenters pest control

	painting
	The Entertainer: The Buy One Get One Free and discount app with over 3 million members globally.

We wish you an enjoyable onboarding journey at PureHealth. Thank you for reading.