

Elevating patient experience

TAJRUBA

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Welcome Note from CEO Dr. Marwan Al Kaabi

Dear Valued Patients, Families, and Community,

It is my pleasure to welcome you to the fifth edition of Tajruba, a reflection of the heart and soul of Sheikh Shakhbout Medical City (SSMC). As we continue our journey to redefine healthcare, our focus remains steadfast on delivering exceptional care that touches lives and inspires hope.

In this edition, you will discover the stories that define us - whether it's bringing smiles to our youngest patients, or enhancing your experience with convenient services. At SSMC, we listen, innovate, and care deeply, ensuring every moment you spend with us is filled with compassion and support.

Thank you for trusting us with your care. Together, we are shaping a healthier, happier community, one meaningful connection at a time.

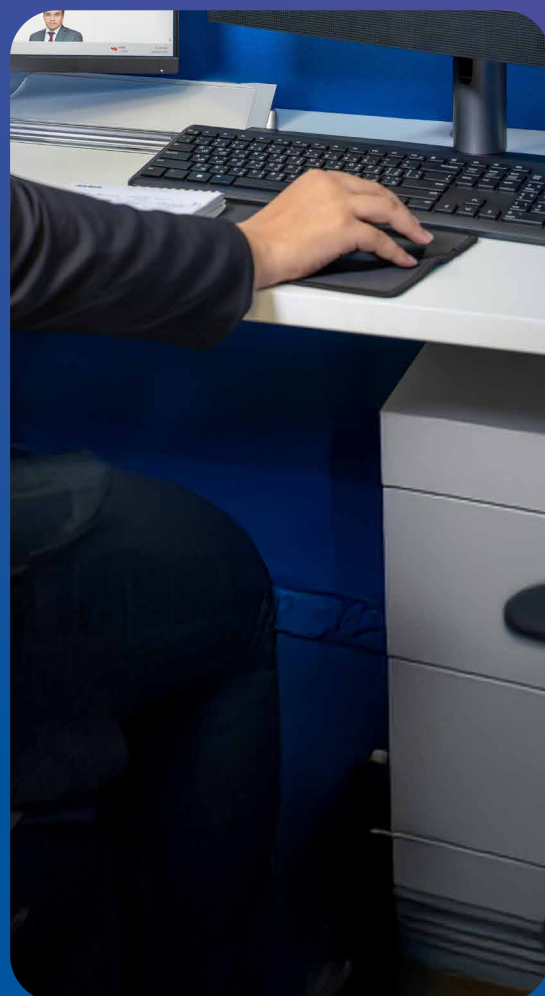
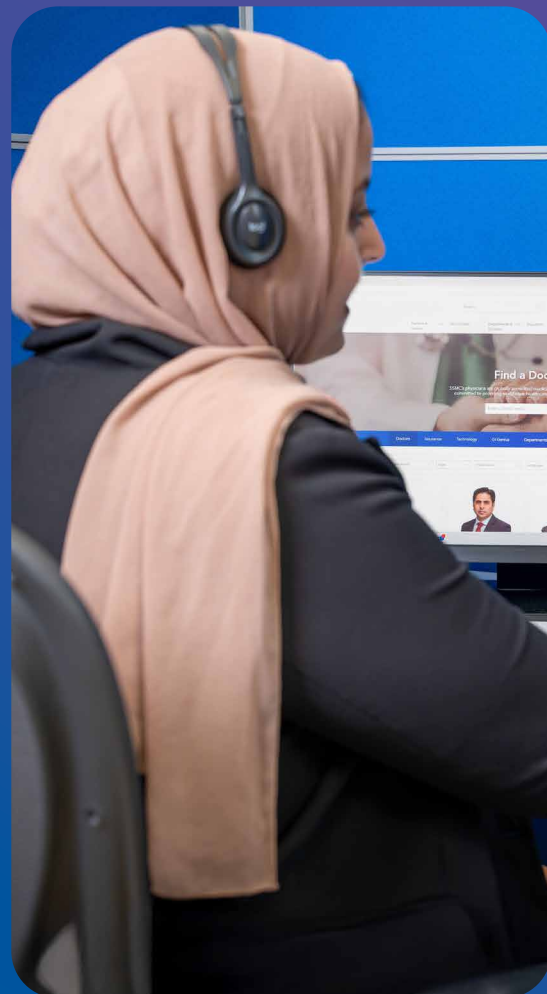
Warm regards,

Dr. Marwan Al Kaabi

Chief Executive Officer
Sheikh Shakhbout Medical City



CONVENIENT INITIATIVES



Language Communication When You Need it Most

SSMC is committed to ensuring every patient feels heard and understood through our professional interpreter services.

For Outpatient Clinics, interpretation support is available remotely from Monday to Friday, and Sundays, including evening sessions, ensuring patients across specialties can access care in their preferred language.

In our Emergency Department, we offer in-person interpretation daily from 9 a.m. to 3 a.m. covering critical services.

Our team also translates vital documents, while upholding the highest standard of accuracy and confidentiality. These services reflect SSMC's dedication to delivering accessible, compassionate, and respectful care for every nationality.

Ask your doctor or nurse today about interpreter services to make your care journey clearer and more comfortable.

A Helping Hand for Outpatients

Our established Guest Relation Officers (GROs) are available to support you and enhance your outpatient experience, **every day of the week**.

These compassionate professionals embody our commitment to patient-centred care, offering guidance, assistance, and an empathic ear.

You can contact 02 314 5005 for support.



Streamlined Care for Your Time, Comfort, and Convenience

Appointments at the Touch of a Button

SSMC is making it easier than ever for you and your loved ones to stay connected and manage their healthcare needs. You can now connect with us through WhatsApp to schedule and manage your appointment instantly. In addition, you can continue to use our trusted booking platforms, SEHA or Sahatna, ensuring you always have options.

Book your appointment today by messaging us on our WhatsApp at 800 7762



Stay Charged

To keep devices powered during your visits, we've introduced ISTEELBOX charging ports at convenient locations across the hospital. These secure power bank stations ensure you and your loved ones can stay connected, and offering peace of mind.

Ask the nearest welcome desk or Guest Relations Officer for guidance.



Access Your Medical Records with Ease

For your convenience, SSMC offers simple ways to get your medical records

- **Use the SEHA App**
You can now order your medical records online through the SEHA mobile application. Simply log into the app on your phone, select the Services tab at the bottom left, scroll to Medical records, follow the steps and complete the payment. Your records should be available within five working days.
- **For Assistance**
Please email us at ssmc-roihim@ssmc.ae.
- **In-Person Requests**
For those with special needs, you may visit our care counters at SSMC. Our team is here to assist with your request near the main desk hospital entrance.

Visitor Management Process

Check-out

Vistor shows pass to security upon leaving for checkout

Check-in

Security checks in the visitor at the lobby

Visitor Pass

Protective Services team issues a pass to visitors

Registration

Protective Services team logs visitor details into the system

Identification

Visitor presents EID or valid document

Arrival at Desk

Visitor arrives at central registration desk



Swift Visitor Registration

Visiting a loved one? Our **Visitor Management System** makes it easy!

Pass by the protective services desk near the main reception with a valid ID (Emirates ID, driving licence, or passport) to get your visitor pass. You can come and go on the same day without registering again. You can also request your daily attendant letter at this counter. It's safe, simple, and hassle-free!

Free Self-Parking

Patients park for free!

Validate your car plate number at the nearest desk for free parking.



Comfort at Your Fingertips: SSMC Retail Offerings

SSMC is always looking out for your wellbeing, and our wide range of retail outlets and services ensure you have all your essentials. You can enjoy the comfort of cafes such as **Starbucks**, **Ladurée**, **Ten 11**, **Läderach**, and **Maison Samira Maatouk**, and you can brighten your loved one's day with a gift from **Le Cadeau**. **WH Smith** and **Allday Market** are available for your everyday conveniences, while our salons are on hand to offer you a reset or new look.

If you get hungry while at SSMC, there are a variety of dining options, including **Baydar**, **La Capitale**, and **Mado** to ensure comfort, delicious meals, and care throughout your visit.

Once settled, you and your loved ones can relax in the serene comfort of our **Majlis Al Ghaba**, located on the Ground Floor, between Tower A and Tower B.



Sunday Clinics

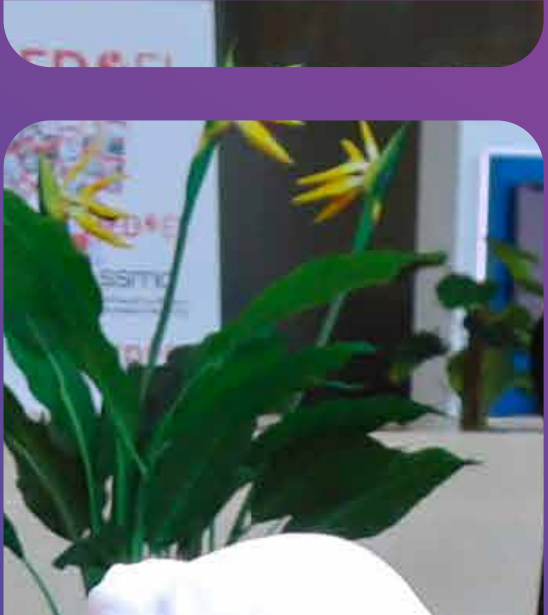
Need a convenient appointment? Our Sunday clinics are open from 10 a.m. to 5 p.m., offering Dermatology, Endocrinology, Gastroenterology, Internal Medicine, Obstetrics and Gynaecology, Paediatric Endocrinology, and Paediatric Rheumatology consultations. Our Pharmacy, Laboratory, and Radiology services are ready to support you. Schedule with ease and get the care you need.

Book your appointment by messaging us through our WhatsApp at 800 7762

WE'RE HERE FOR YOU ON SUNDAYS

Select clinics and services are available every Sunday from 10 a.m. - 5 p.m.

SCHEDULE TODAY



PEOPLE OF DETERMINATION

Piano Recital Delights Visitors



During International Patient Experience Week, SSMC continued its journey to embrace local talent. As we plan for regular musical events at the hospital reception, we hosted touching piano recitals by young talented musicians **Ahmed Al Hashemi** and **Zayed Al Zaabi**, People of Determination, who delighted onlookers with their inspiring performances.

Special Olympics Honour for SSMC

We're thrilled to share that the United Arab Emirates Special Olympics (UAESO) has recognised SSMC as an accredited and unified healthcare provider for People of Determination. A heartfelt thank you to our dedicated caregivers and medical professionals, whose passion and authenticity have made this achievement possible.



AWARDS



Excellence in Nursing

Every day, our nurses go above and beyond to make patients and their families feel cared for and supported. SSMC is delighted to announce that Arwa Almashjari, from our Cardiology Clinic, has been nominated for the DAISY Award - given to extraordinary nurses who provide skilful and compassionate care.

One patient expressed her gratitude to Nurse Arwa, saying: "I was so nervous and already had palpitations before seeing the doctor, and nurse Arwa was there to calm me down and take me through the appointment step by step. I cannot thank her enough for her support."

The DAISY Award, established in 1999, honours nurses worldwide in memory of J. Patrick Barnes, who passed away from complications of auto-immune. His family created the award to publicly thank nurses for their exceptional care, a mission inspired by the compassion shown to Patrick and his loved ones during his hospitalisation.

We are grateful for the incredible compassion and care our nurses provide in every patient interaction

You can thank your nurse by scanning the QR code





EVENTS AT SSMC

Spreading Joy Through Connection

At SSMC, we believe that small moments of happiness can make a big difference in the healing journey. Our Patient Experience team brings this vision to life through heartfelt initiatives such as Happiness Day, Patient Experience Week, and Joy Activity events, designed to uplift patients, visitors, and staff alike.

Every month, **Happiness Day** fills our hospital with warmth, featuring fun activities like colouring with children, thoughtful giveaways, and sharing smiles to promote emotional well-being.

During **Patient Experience Week**, we took joy to the next level with engaging activities across the hospital. A professional storyteller captivated paediatric patients with fun tales, paired with tasty snacks, while the Outpatient Paediatric Clinic hosted a lively Games Day with mini basketball, cards, and refreshing mocktails.

Our team also visited the Paediatric Rehab Unit, distributing small gifts to create joyful moments for children and their families.

Adding to these efforts, our **Joy Activity events**, in partnership with the Emirates Women Chapter (EWC), welcomed **Ghariba Almehairi**, an EWC member and SSMC employee, for a delightful storytelling session. Paediatric patients enjoyed popcorn and juice while immersed in enchanting tales.

With the support of volunteers and staff from various departments, these initiatives transform the hospital into a warmer, kinder space filled with positive energy, fostering connections that brighten everyone's day.



PAEDIATRICS



A Gift of Resilience: Salem the Turtle

Inspired by the stories of our paediatric burn patients, we created **Salem the Turtle**, a symbol of strength, resilience, and recovery. This meaningful initiative was brought to life in collaboration with Al Khaznah Leathers, a proud Emirati female-owned brand, who helped us craft special camel leather turtle toys to gift our young patients.

To bring the story full circle, burn survivors were invited on a special field trip to SeaWorld, where they experienced the rehabilitation of rescued sea turtles, connecting their own healing with nature's power and perseverance.

This collaboration reinforced our role as a holistic Centre of Excellence for burn treatment, recognised by the Department of Health - Abu Dhabi (DoH). It reflects our commitment to compassion and innovative care, aligning with our mission to improve outcomes through dedicated programmes such as the Paediatric Burn Survivorship Programme.

Kids' Corner



School Health Tips

School is well under way, and we have some super-cool tips to keep you healthy and happy while you learn and play. Let's make this school year awesome!

Stay Cool with Water

It's hot out there in Abu Dhabi! Drink lots of water - about six to eight cups a day. Bring a fun reusable bottle to school and sip during breaks. Make sure to eat juicy snacks like watermelon or cucumber to stay refreshed and energised.

Dust Yourself Off for Class

Abu Dhabi can get dusty, so wash your hands often to stay clean and healthy. It keeps you feeling great and ready for fun at school!

How to Clean Your Hands

Here is how we scrub our hands, and you can do the same!

- Wet your hands with clean water
- Add soap and make lots of bubbly suds
- Rub your hands - front, back, and between fingers - for 20 seconds (Top tip: Sing "Happy Birthday" twice)
- Rinse all the bubbles away
- Dry with a clean towel, paper tissues or air dry

Do this before eating, after playing, and when you get home.



Be a School Superstar

Get plenty of sleep - aim for eight to ten hours to be a champ in class. Eat a yummy breakfast like fruit or yogurt to power up your brain.

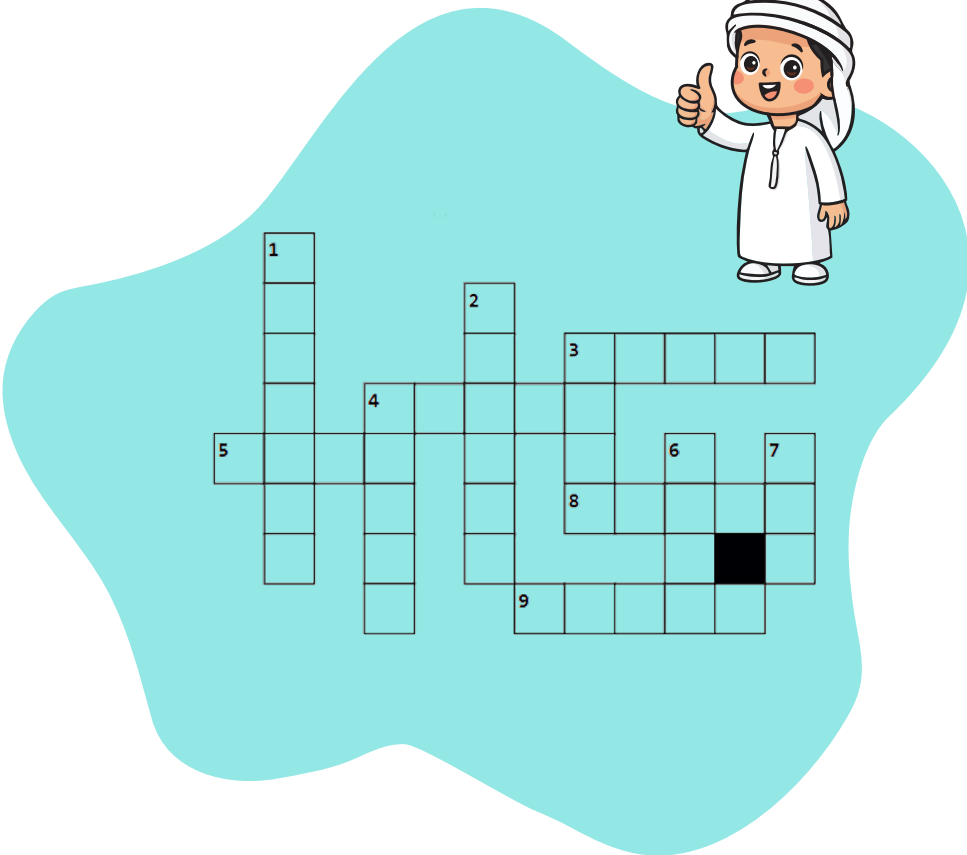
Join us on a fun puzzle adventure!

You'll get to solve a cool crossword to test what you know, search for hidden words in a word hunt, and crack some clever riddles all about SSMC.

So, grab your pencil, bring your curiosity, and let's start playing together!



Crossword



Across

- 3. Hospital care comes from this organ (5 letters)
- 4. A happy face shows this (5 letters)
- 5. A present you give someone (4 letters)
- 8. Musical instrument seen at the hospital (5 letters)
- 9. These tough materials make up our skeleton! (5 letters)

Down

- 1. Where you leave your car (7 letters)
- 2. Where patients go for check-ups (6 letters)
- 3. Guest Relation Officers ____ patients (4 letters)
- 4. A tale told to kids (5 letters)
- 6. What doctors and nurses give to patients (4 letters)
- 7. Happiness Day spreads this (3 letters)

Wordsearch

LAUGHTER

FRIEND

NURSE

MEDICINE

KINDNESS

RECOVERY

STETHOSCOPE

DOCTOR

WHEELCHAIR

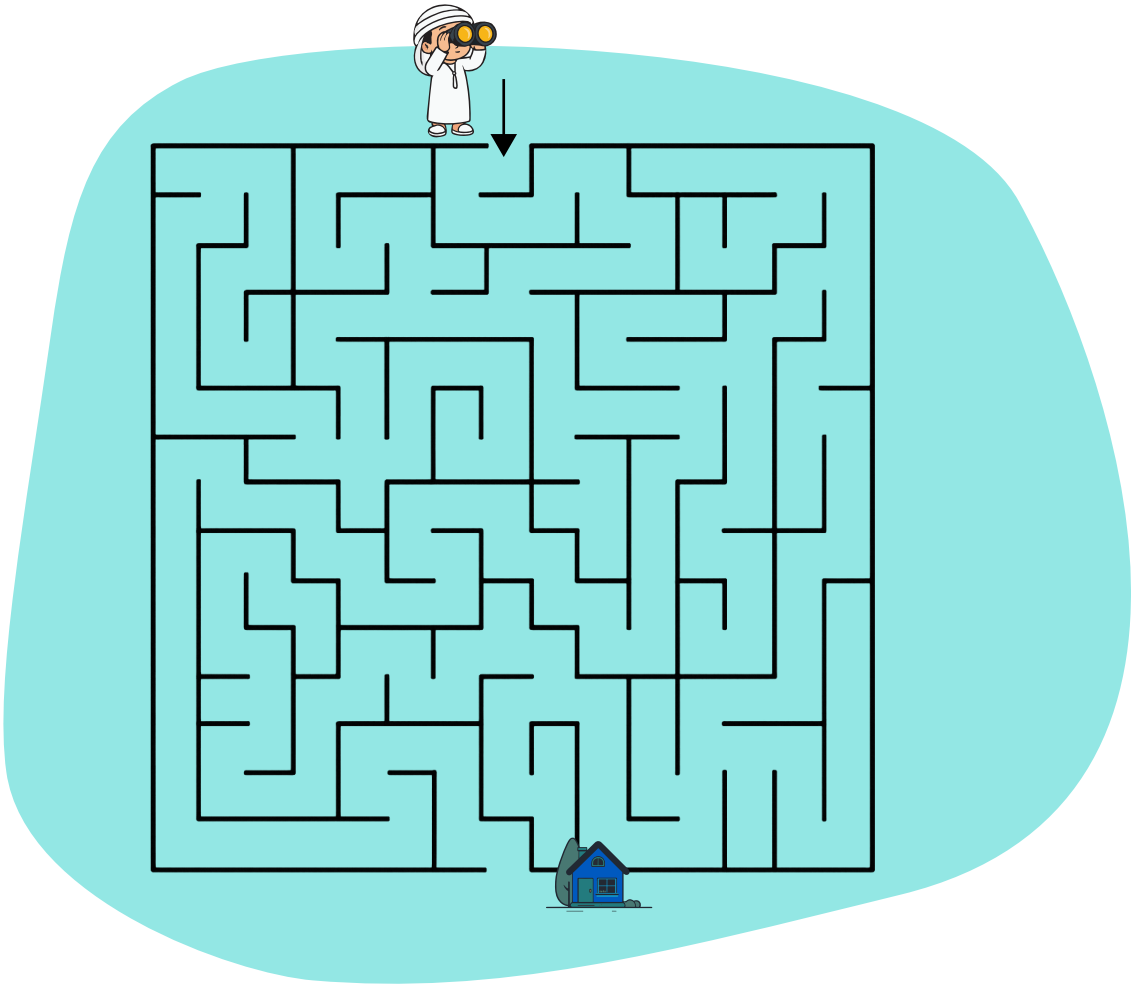
HOSPITAL

BED

PLAYROOM



Maze



In the capital of the UAE, shining bright,
I'm a city of kindness, adventure, and light.
Home of SSMC, where care leads the way,
Families come smiling, feeling better each day.
With beaches, big parks, and towers so high.
Which city am I? Go on, give it a try!

Answer: _____

At SSMC, I sit in a hall,
With black and white keys, I delight one and all.
Press my notes gently, hear music so sweet,
I bring joy and calm to the people I meet.
What am I?

Answer: _____

Riddles

Here are some tricky riddles about SSMC. Can you solve them?

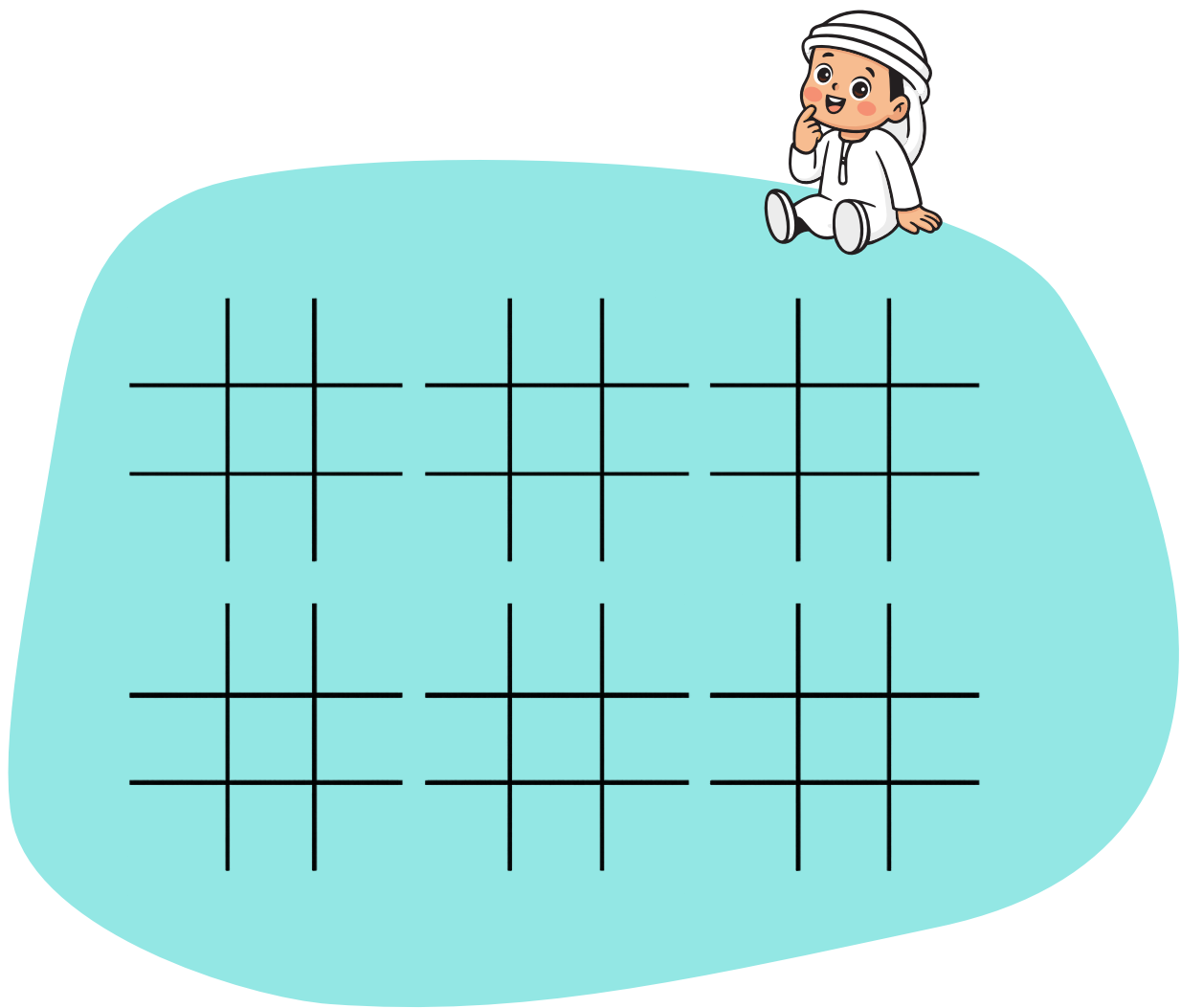
In halls of healing, where care is profound,
I wield knowledge to make health abound.
With stethoscope poised and a compassionate ear,
I guide patients through hope, easing their fear.
At SSMC, my role is clear,
Who am I, serving with expertise here?

Answer: _____

In SSMC's rooms, I'm there with a smile,
Checking your health, I'll stay for a while.
With a thermometer and bandage in hand,
I help you feel better, so you can stand.
Who am I?

Answer: _____

Challenge Your Friends and Family to a Quick Game of XOXO



Your Chance to Win!

Email us at ssmcped@ssmc.ae with your answers to the various puzzles and you could win a great prize!



SSMC management reserves the right to choose one winner.

A WORLD OF EXPERTS, FOR YOU.

Our values

Respect, Integrity, Compassion, Healing - Care, Teamwork - Together,
Innovation, Excellence, Stewardship.

YOUR OPINION MATTERS.

SCAN
THE QR CODE



OR

CLICK HERE

TO SHARE YOUR FEEDBACK ON GOOGLE REVIEWS



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