



Document title: [General Medical Department/Clinic Policy – September 2019]

Document Version Number: V.1

Office/department responsible: Medical Department - Clinic

Approved by: Dr. Mahmoud Allam – President of The Knowledge Hub Universities

TKH General Clinic Policy

Policy Statement/Purpose

The Policy is to acknowledge the regulations that will support the medical department to provide the highest quality service within a safe environment.

Who Needs to Know This Policy

Entire TKH Community

Contacts

Responsible University Official: Dr. Ahmed. El-Shennawy

Responsible University Office: Medical Department - Clinic

If you have any questions on the policy, please send an email to: Medical@tkh.edu.eg

General guidelines:

- a. The clinic will be operating on university days Sunday till Thursday during University operating hours.
- b. The Medical Department team is responsible for providing healthcare to all faculty members, students and staff on campus
- c. For non-emergent cases, patient is required to book an appointment by email.
- d. Emergency cases are treated as a priority.
- e. The Medical Department delivers - as a professional first aid provider- the required care to emergency cases until proper transport to a well-equipped primary care facility. E.g. wounds, suspected fracture cases, suspected pathologic coma's ... etc.

- f. The Medical Department handles all of the “cold” cases that do not require expert consultant interference. E.g. first presentation abdominal pain, mild renal colic, first presentation headaches, dizziness, loss of consciousness... etc.
- g. The nurse can provide first aid care to individuals on emergency cases if needed until referral to hospital but still is obliged to contact the physician for instructions and reporting the case.
- h. If any individuals with special needs are present on campus the Medical Department team will gladly support and follow up with the individual during his presence in campus.
- i. The students and staff are allowed to visit the clinic for consultation regarding pathological or psychological diseases.
- j. The Medical Department will provide a Medical History Online Questionnaire that is obligatory to fill in including faculty members, staff, students and campus support crew (CSC).
 - *The questionnaire will provide the primary basic data regarding medical history.*
 - *It will contain data regarding general health status, chronic diseases, previous diseases and/or infections, previous travels (to monitor suspected infections)*
 - *Family medical history should be provided to be aware of any screening processes needed.*
 - *The online questionnaire will also be used as a reference by the Gym, for purposes related to the Gym user’s health and safety.*
- k. All data provided by all individuals are strictly confidential.
- l. The Medical Department will not be accountable for the consequences resulted by misleading data provided by individuals.
- m. TKH will provide a premium health care insurance to - all members of the TKH community - that is active and accepted at the nearby hospitals from the campus.

History/Revision Dates

Origination Date: September, 2019

Next Review Date: December, 2019

*****Disclaimer:** The Knowledge Hub Universities reviews the policies on regular basis if needed for work flow and business purposes.

Version Log	Date	Signature of the President of TKH
Version 1 (V.1)		