



OUTPATIENT CARE FACILITIES

Empowerment And Health Compliance Department

Ministry Of Health And Prevention

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Acknowledgment

Ministry of health and prevention (MOHAP) is pleased to present the **Outpatient Care Regulation** which represents a milestone towards fulfilling the MOHAP strategic objectives in providing “A world class integrated health system that ensures excellence in health and healthcare for the Emirates that follow MOHAP.

This Regulation places an emphasis on facility design and services criteria with a focus on quality of services and safety of professionals based on the local and federal laws in addition to international accreditation standards.

Therefore, this document provides a base for the Ministry of health and prevention (MOHAP) to assess the Outpatient Care’ performance and to ensure safe and competent delivery of services. It will also assist the Outpatient Care in developing their quality management systems and in assessing their own competence to ensure compliance with MOHAP regulatory requirements.



I. Scope

This regulation applies to all Outpatient care services subject to licensure under the Ministry of health and prevention (MOHAP) establishment law which includes semi-governmental, and private Outpatient Care Facilities.

The MOHAP reserves the right to amend the **Outpatient Care Regulation** stipulated herein without prior notice; the latest version of the regulation shall be published on the MOHAP website www.moh.gov.ae.

II. Purpose

The MOHAP is the sole responsible entity for regulating, licensing and monitoring all healthcare facilities and healthcare professionals in the emirates that follow federal authority. Through the development, establishment, and enforcement of this regulation which matches best practices for operating Outpatient Care Facilities, the MOHAP will ensure provision of the highest levels of quality and healthcare services at all times.



CHAPTER ONE:
OUTPATIENT CARE DESIGN
REQUIREMENTS



1. Physical Facility Criteria

1.1. General design considerations

- 1.1.1. The facility buildings could be free standing with open access to main road to facilitate traffic movement or at the ground floor in multistory building with easy access to the main road. The main center entrance should be located at ground level, protected from all- weather elements, and easily accessible to the public and physically disabled. Parking area should be spacious enough to accommodate patients, staff and public needs.
- 1.1.2. All facilities having patient services located on other than the ground floor should have electrical elevators. The elevator shall accommodate the largest option available for equipment for patient circumstances requiring transport, e.g. a patient stretcher with all attachments, trolleys and attendant staff that are needed for worst case safe patient movement. The elevator/ transportation system shall be able to operate during a power failure event.
- 1.1.3. The Facility should be easily accessible for disabled individuals.
- 1.1.4. The minimum ceiling height shall be 2.70 meters. The minimum door opening width for patient use shall be 86.35 centimeters and for patients confined to wheelchairs shall be 1.10 meters. Public corridors shall have a minimum width of 1.50 meters.
- 1.1.5. The facility shall be provided with wayfinding and Signage for all spaces, clearly display hazardous signs aimed to restrict access for the safety of patients, visitors and staff.
- 1.1.6. Maintain adequate lighting and utilities, including temperature controls, water taps, sinks and drains, electrical outlets and communication system.
- 1.1.7. The facility should be clean, properly maintained and have suitable day light and ventilation.



- 1.1.8. The facility should be provided with a mechanical ventilation system if a local exhaust is not provided.
- 1.1.9. Privacy Curtains: Use washable, flame-resistant curtains.
- 1.1.10. Wall finishes shall be washable, anti-bacterial and fungus, smooth and moisture resistant.
- 1.1.11. Floors, work surfaces, and other areas shall be clean and neat. Slip - resistant flooring products shall be considered for flooring surfaces whenever required for safety consideration.
- 1.1.12. Floor opening joints, pipes, and ducts shall be tightly sealed.
- 1.1.13. The facility shall follow the fire prevention and safety measures required by Civil Defence.
- 1.1.14. Privacy and confidentiality of patients, visitors and staff should be respected and granted according to the UAE cultural requirements.
- 1.1.15. Security and safety of patients, visitors and staff should be insured at all time and stages according to the existent rules and regulations of the concerned Federal and Local Authorities in conjunction with present MOHAP regulations.
- 1.1.16. The facility must provide security services for; systems, video surveillance systems, door intercommunication systems, intrusion detection systems.
- 1.1.17. Adequate power back up of essential services are to be insured for critical areas and medical equipment
- 1.1.18. Wired glass; or plastic, break-resistant material that creates no dangerous cutting edges when broken shall be used in certain areas such as glass doors and sidelights.
- 1.1.19. Designate secured areas for the collection of medical waste, general storage facilities for supplies and equipment and storing area for hazardous materials.



- 1.1.20. Facilities handling ionizing radiation for diagnostic and therapeutic purposes and potentially bio-hazard material must comply with the Federal Authority Nuclear Regulation (FANR), the National Radiation Protection Center (NRPC) and the existing Federal and Local Laws. The facility should also provide safe storage and disposal of hazardous materials and biomedical waste.
- 1.1.21. Waste and environmental management should support safe practice and a safe environment. The facility should develop and implement waste and environmental management policies.
- 1.1.21.1 The policy shall include segregation and disposal of waste in a right way according to regulations.
- 1.1.21.2 The waste management policy shall cover handling, storing, transporting, and disposing all kinds of waste.
- 1.1.21.3 The facility must have contract with a specialized company to regularly collect, transport and destroy waste materials according to the local regulations.
- 1.1.21.4 Cleanliness throughout the facility shall be maintained by trained domestic help.
- 1.1.22. Requirements for proper hand hygiene shall include:
- 1.1.22.1. Conveniently located hand wash basins, used only for washing purpose with hands free operating taps.
- 1.1.22.2. Wall mounted non-refilling liquid soap dispenser next to each hand wash basin.
- 1.1.22.3. Wall mounted paper towel in use.



1.2. Functional Areas

1.2.1. Reception and waiting area

- 1.2.1.1. A reception counter shall be located to provide visual control of the entrance to the outpatient unit and shall be immediately apparent from that entrance.
- 1.2.1.2. The Reception counter should provide access to patient's records.
- 1.2.1.3. There must be a separate dedicated area (Male and Female) for patients and escorts and shall be under staff control.
- 1.2.1.4. Provide drinking water source and a space for wheelchairs at the patients waiting area.
- 1.2.1.5. Provide a separate controlled area for pediatric patients if pediatrics service provided in the facility.
- 1.2.1.6. Provide a sufficient number of toilets for patients, their families, and staff (Male and female). Toilet(s) for public use conveniently accessible from the waiting area without passing through patient care or staff work areas. A hand-washing station shall be provided in the toilet room. Dedicated toilets should be provided for disabled individuals as per the standards and guidelines.

1.2.2. Consultation/Examination/Treatment room

- 1.2.2.1. At least one examination room should be available for each doctor, Privacy of the patient in the rooms shall be considered.
- 1.2.2.2. Room space requirements shall depend on the services provided.
 - Consultation and examination room (in the same vicinity) shall have a minimum floor area of 12 square meters.
 - Consultation room only (without examination) shall have a minimum floor area of 9 square meters.
 - Regular treatment room for injection or nebulizer shall



have a minimum floor area of 7.5 square meters.

- Room for minor treatments, procedures and casting shall have a minimum floor area of 12 square meters. The minimum room dimension shall be 3 meters. Room arrangement shall permit a minimum clearance of 91.45 centimeters at each side and at the foot.

1.2.2.3. Support Areas for; Examination and Treatment Rooms, Nurse Station, a work counter, a space for supplies, and a sink should be provided dependent upon the size of the outpatient service.

1.2.2.4. All rooms should have;

- A counter or shelf space for writing and documentation.
- A hand-washing station and Hand sanitizer. Sinks shall be designed with deep basins, made of porcelain, stainless steel, or solid surface materials.
- A lockable refrigerator for medication use should be provided.
- Locked storage for controlled drugs should be provided.
- Door swings oriented to provide patient privacy.

1.2.2.5. Airborne Infection Isolation Rooms (AII) should be provided in facilities with a functional program that includes treatment of patients with known infectious disease. The need for a number of such rooms should be determined by an infection control risk assessment.

1.2.2.6. Airborne Infection Isolation Rooms (AII) shall comply with the design requirements. For further information, please visit Ministry of Health & Prevention website: www.moh.gov.ae.

1.2.3. Observation room

1.2.3.1. If the Outpatient Care facility requires the provision of



observation room, patient's observation rooms shall have a minimum floor area of 7.45 square meters per observation bed with hand-washing station in the vicinity. The room shall be convenient to a nurse station or control area.

1.2.4. **Physiotherapy and TCAM rooms**

- 1.2.4.1. Physiotherapy, Osteopathy, Chiropractor, Traditional Chinese Medicine Homeopathy, Ayurveda, Unani, Naturopathy, Acupuncture and therapeutic massage room/area shall have a minimum floor area of 7.5 square meters.
- 1.2.4.2. Door swings/curtains should be oriented to provide patient privacy.
- 1.2.4.3. Designated shelf or area for storing and maintaining necessary permitted supplies such as acupuncture needles, primarily massage oil, etc.

1.2.5. **Dental room**

- 1.2.5.1. Dental consultation and treatment room(s) shall have a minimum floor area of 12 square meters. The minimum dimension of the room shall be 3 meters.
- 1.2.5.2. The dental room door swing and direction of the dental chair shall consider patient privacy.
- 1.2.5.3. Orthodontics consultation and treatment room(s) shall have a minimum floor area of 9 square meters.
- 1.2.5.4. If the facility providing multiple dental chairs in the same room, a minimum floor area of 9 square meters shall be provided for each treatment chair.
- 1.2.5.5. There must be a dedicated specific space for cleaning and sterilization of dental instruments. Instruments sterilization and cleaning should not be executed inside the dental room.



1.2.6. Services Area

- 1.2.6.1. A system for sterilizing equipment and supplies should be available.
- 1.2.6.2. At least one housekeeping room per floor should be provided containing a service sink and storage for housekeeping supplies and equipment.
- 1.2.6.3. Spaces should be made available for storage, and disposal of soiled materials.
- 1.2.6.4. Filing cabinets and storage shall be provided for the safe and secure storage of patient's health records with provisions for easy retrieval.
- 1.2.6.5. General storage facilities for supplies and equipment shall be provided based on the facility services.
- 1.2.6.6. Special storage for staff personal effects with lockable drawers or cabinets shall be provided.
- 1.2.6.7. Rooms for mechanical and electrical equipment should be provided.
- 1.2.6.8. Each Outpatient Care facility shall make provisions to support administrative activities, filing, and clerical work as appropriate.
- 1.2.6.9. The facility should have a permanently installed air conditioning system able to maintain an interior temperature of 23°C.

For further information regarding the physical requirements see the Outpatient Care Facilities section in the Facility Guidelines Institute (FGI) or visit www.fgiguideines.org



1.2.7. Pharmacy

- 1.2.7.1. The size and type of services to be provided in the pharmacy shall depend upon the type of drug distribution system used and number of patients to be served. Pharmacy Departments must comply with the requirements of MOHAP and the Local and Federal Authorities.
- 1.2.7.2. Providing an area for consultation and patient education adjacent to the dispensing area is recommended.
- 1.2.7.3. The pharmacy area shall consist of the following;
- A room or area for receiving, breakout, and inventory control of materials used in the pharmacy.
 - Work counters and space for automated and manual dispensing activities and for reviewing and recording.
 - An area for temporary storage, exchange, and restocking of carts.
 - Secure storage shall be provided for narcotics and controlled drugs as per the Ministry of Health & Prevention laws and regulations.
 - Refrigerated storage should be provided if required.
- 1.2.7.4. Adequate ventilation and air exchange, with at least 4 air changes per hour as per ASHRAE requirements shall be maintained in Pharmacy services area. Pharmacy services area should be kept at positive pressure relative to the adjacent areas.
- 1.2.7.5. The area temperature should be maintained at 23 °C plus or minus 1 °C and relative humidity 30% to 60% and should be adjustable.

1.2.8. Clinical Laboratory Services

- 1.2.8.1. Clinical laboratory services may be performed on site or



through an outsource contract.

- 1.2.8.2. On site clinical laboratory services may be performed either as point of care testing in a general clinic or in a dedicated laboratory area in case of a polyclinic. And it shall meet the MOHAP Clinical Laboratory Regulation.
- 1.2.8.3. Blood collection facilities shall have;
- Seating space.
 - A work counter.
 - A reclining chair or stretcher.
 - A hand-washing station.
- 1.2.8.4. Blood collection area shall have a minimum floor area of 7.5 square meters with minimum dimension of 2.0 meter.
- 1.2.8.5. Laboratory area for basic hematology and biochemistry tests shall have a minimum clear floor area of 15 square meters.
- 1.2.8.6. If Microbiology services are provided, a dedicated closed area with appropriate equipment and supplies shall be provided in the facility.
- 1.2.8.7. The area of Microbiology service shall be kept at negative pressure relative to the adjacent areas.
- 1.2.8.8. Laboratory area shall have appropriate facilities for storage and refrigeration of blood, urine, and other specimens.
- 1.2.8.9. Work counters and equipment space shall be provided to accommodate all on- site services identified in the functional program and sufficient to meet equipment specifications and laboratory technician needs.
- 1.2.8.10. Storage cabinet(s) or closet(s) for the Clinical Laboratory shall be provided.



1.2.8.11. Communications service should be provided.

For further information, please visit Ministry of Health & Prevention website: www.moh.gov.ae.

1.2.9. Medical Imaging services

1.2.9.1. Outpatient Care facilities may provide specific range of diagnostic imaging services within the facility premises such as;

- Ultrasound imaging.
- Conventional radiography (general radiology).
- Computer Tomography Scanning (CTS).
- Magnetic Resonance Images (MRI).
- Mammography.

1.2.9.2. Radiology Departments must comply with the requirements of the National Radiation Protection Center and the related Federal and Local Authorities Laws. Radiation protection requirements shall be incorporated into the specifications and the building plans. The health facility may need a certified physicist or a qualified expert to specify the type, location, and amount of radiation protection to be installed in accordance with the final approved layout and equipment selections. Every health facility providing ionizing radiation services shall comply with the Federal and Local Authorities rules and regulations.

1.2.9.3. Adequate ventilation and air exchange, with at least 6 air changes per hour as per ASHRAE requirements shall be maintained in all Diagnostic Imaging service area. The area should be kept at positive pressure relative to the



adjacent areas.

- 1.2.9.4. The area temperature should be maintained at 21 °C to 24 °C and relative humidity 30% to 60% and should be adjustable. High-efficiency filters should be installed in the air handling system.
- 1.2.9.5. Each X-ray room shall include a Warning light over the entrance door with wording “X-RAY IN USE, DO NOT ENTER”.
- 1.2.9.6. Male and Female waiting area for patients and escorts shall be separated and under staff visual control.
- 1.2.9.7. Radiology Services;
- Conventional radiography room size shall be at least 15 square meters depending on the machine type and the functional program.
 - Tomography and radiography/fluoroscopy (R&F) rooms should be a minimum of 25 square meters depending on the machine type and the functional program.
 - Room entrance shall not be less than 2 meters height with shielded door.
 - At least one designated patient gowning area for patient changing shall be provided within the conventional radiography room.
 - Shielded viewing window (Lead glass) from the Control Area to the conventional radiography room should be provided.
 - Minimum X-ray room surfaces and shielding thicknesses shall comply with the requirements of the National Radiation Protection Center and the Federal and Local Authorities Laws.
 - If film systems are used, a darkroom shall be provided for



processing films (at least 2 meters square) with water basin, table, benches, film holder and Safe light.

- Film storage (active). A room with cabinet or shelves for filing patient film for immediate retrieval shall be provided.
- Film storage (inactive). A room or area for inactive film storage shall be provided. It shall be permitted to be outside the imaging suite, but must be under imaging's administrative control and properly secured to protect films against loss or damage.
- Storage facilities for unexposed film shall include protection of film against exposure or damage and shall not be warmer than the air of adjacent occupied spaces.
- The Ministry of Health & Prevention strongly advises all new facilities not to consider using films in their practice due to the environmental hazardous caused.

1.2.9.8. ICT room;

- Shall be at least 24 square meters depending on the machine type and the functional program.
- Patient gowning area for patient changing shall be provided.
- At least one space should be large enough for staff-assisted dressing.
- A control room shall be provided that is designed to accommodate the computer and other controls for the equipment.
- A view window (Lead glass) shall be provided to permit full view of the patient.
- The angle between the control and equipment shall permit the control operator to see the patient's head all the time.
- A patient toilet shall be provided.



- If contrast media are used, this area shall include provision for appropriate emergency equipment and medications must be immediately available and central oxygen or oxygen cylinder to treat adverse reactions associated with administered medication. Also the area shall include; crash cart, sink, counter, and storage area.
- One preparation room, if conveniently located, shall be permitted to serve any number of rooms.

1.2.9.9. Mammography room;

- The space requirement is at least 9 square meters depending on the machine type.
- Patient gowning area shall be inside the room.

1.2.9.10. Magnetic Resonance Imaging (MRI);

- The MRI room shall be permitted to range from 30.0 square meters to 57.5 square meters, depending on the machine type and functional program.
- Patient gowning area shall be provided.
- There should be a control room with full view of the MRI room.
- At least one space should be large enough for staff-assisted dressing shall be provided.
- A patient holding area according to work load shall be provided.
- Hand-washing stations convenient to the MRI room, but need not be within the room should be provided.
- A computer room is required.
- Cryogen storage is required.
- Equipment installation requirements;
 - Power conditioning.
 - Magnetic shielding.



- For super-conducting MRI, cryogen venting and emergency exhaust in accordance with the original equipment manufacturer's specifications.
- Adequate space for Coils storage based on the on these anatomic applications.
- Magnetic door interlock should be provided.
- MRI Warning light and signs should be provided.
- Compatible MRI medical equipment including Anesthesia machine should be provided.
- Magnetic shielding may be required to restrict the magnetic field plot.
- Radio frequency shielding may be required to attenuate stray radio frequencies.
- The area around, above and below the MRI suite shall be reviewed and evaluated for the following;
 - Possible occupancy by person(s) who could have pacemakers or other metal implants.
 - Equipment that can be disrupted by a magnetic field. Examples include but are not limited to personal computers, monitors, CT scanners, and nuclear cameras.

1.2.9.11. Ultrasound imaging;

- Room size shall not be less than 7 square meters depending on the machine type.
- Patient toilet shall be inside the ultrasound room.

1.2.9.12. If contrast media is provided as part of the diagnostic services, the facility must provide the following;

- Registered Nurse (RN) or a physician with contrast media administration competencies.
- Skilled staff holding certificates in emergency cases management such as BLS, ACLS, etc.



- Equipment and emergency medication should be available for resuscitation and stabilization of the patient.
- 1.2.9.13. MRI safety training shall be provided to staff.
- 1.2.9.14. At least one full time licensed radiographer shall be available in the facility.
- 1.2.9.15. General Practitioners can interpret chest and extremities plain X-ray images only>
- 1.2.9.16. Consultant/Specialist physicians can interpret X-ray images limited to their specialty scope only.
- 1.2.9.17. Where CT/MRI services are available, the following shall be met;
- At least one licensed Consultant/Specialist Radiologist must supervise the radiology and medical imaging services on full time basis and to provide reports.
 - At least one full time licensed radiographer with training in CT/MRI shall be available in the facility.

For further information regarding Diagnostic Imaging Services requirements visit Ministry of Health & Prevention website: www.moh.gov.ae to see the Diagnostic Imaging Services Licensure and Regulatory Standards.

1.2.10. Central Sterile Supply Department

- 1.2.10.1. This area should be physically separated from all other areas of the facility.
- 1.2.10.2. It should be arranged to handle the cleaning, sterilization and disinfection of all medical and surgical instruments and equipment for all the facilities services.
- 1.2.10.3. Work tables, sinks, flush-type devices, washer and sterilizer decontaminators should be provided as work load requires.
- 1.2.10.4. The clean room should contain hand-washing stations, and



equipment for terminal sterilizing of medical and surgical equipment and supplies.

- 1.2.10.5. Access to the sterilization room should be restricted. This room should contain Hi-Vacuum steam sterilizers and sterilization equipment to accommodate heat- sensitive equipment. Storage area for packs, should maintain suitable ventilation, humidity, and temperature.