

قرار وزاري رقم ( 40 ) لسنة 2024م  
بشأن المعايير الوطنية لخدمة الرعاية الصحية المنزلية

وزير الصحة ووقاية المجتمع

بعد الاطلاع:

- على القانون الاتحادي رقم (1) لسنة 1972م بشأن اختصاصات وصلاحيات الوزراء وتعديلاته،
- وعلى القانون الاتحادي رقم (4) لسنة 2015م في شأن المنشآت الصحية الخاصة وتعديلاته ولائحته التنفيذية،
- وعلى المرسوم بقانون اتحادي رقم (4) لسنة 2016م بشأن المسؤولية الطبية، وتعديلاته ولائحته التنفيذية،
- وعلى القانون الاتحادي رقم (5) لسنة 2019م في شأن تنظيم مزاولة مهنة الطب البشري ولائحته التنفيذية،
- وعلى القانون الاتحادي رقم (8) لسنة 2019م في شأن المنتجات الطبية ومهنة الصيدلة والمنشآت الصيدلانية ولائحته التنفيذية، وتعديلاته،
- وعلى القانون الاتحادي رقم (6) لسنة 2023م بشأن مزاولة غير الأطباء والصيدالدة لبعض المهن الصحية،
- وعلى قرار مجلس الوزراء رقم (20) لسنة 2017م باعتماد المعايير الموحدة لترخيص مزاولي المهن الصحية على مستوى الدولة وتعديلاته،
- وعلى قرار مجلس الوزراء رقم (11) لسنة 2021م في شأن الهيكل التنظيمي لوزارة الصحة ووقاية المجتمع،
- وعلى القرار الوزاري رقم (79) لسنة 2022م بشأن حوكمة اللجان وفرق العمل بالوزارة.

وبناء على مقتضيات المصلحة العامة،،

قصر ما يلي:

- المادة (1): تعتمد المعايير الوطنية لخدمة الرعاية الصحية المنزلية المرفقة بهذا القرار.
- المادة (2): تلتزم الجهات الصحية باتخاذ الاجراءات اللازمة لتنفيذ احكام هذا القرار كل في حدود اختصاصه.
- المادة (3): ينشر هذا القرار في الجريدة الرسمية ويعمل به اعتباراً من اليوم التالي لتاريخ نشره.

عبدالرحمن بن محمد العويس  
وزير الصحة ووقاية المجتمع

صدر بتاريخ: 06/03/2024

مرفق القرار الوزاري رقم ( 40 ) لسنة 2024  
بشأن المعايير الوطنية لخدمة الرعاية الصحية المنزلية

المعايير الوطنية لخدمة الرعاية الصحية المنزلية

NATIONAL STANDARDS FOR HOME HEALTHCARE SERVICES

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**Purpose:**

Ensure high quality, safe and accessible home healthcare services provided by healthcare facilities and health care professionals.

**Scope:**

This standard applies to:

- All healthcare facilities licensed by concerned health authorities to provide home healthcare services.
- Healthcare Professionals licensed by concerned health authorities to implement home healthcare services.

**Definitions and Abbreviations:**

**People of Determination:** people with personal condition or situation that could make it difficult for them to participate fully or with limited approach in self- health care. It

includes individuals with disabilities such as (physical, intellectual, or sensory), age related (either elderly or very young), trauma or medications/drugs related.

**Healthcare professional:** a licensed healthcare personal working in healthcare facilities and required to be licensed as per the applicable laws in United Arab Emirates.

**Health Services:** services provided by health care provider to individuals for the purpose of improving or maintaining a person's health status.

**Home Health Care Services:** Healthcare is a medical, dental or nursing service or any supportive care provided by professional caregiver such as but not limited to physiotherapy, social, occupational therapy, psychologist counselling, and palliative care in the individual or client in their residences to promote, restore and maintain a person maximum level of comfort, physical and mental functioning, and health status.

**Licensure:** Issuing a license to operate a health facility to an individual, government, corporation, partnership, Limited Liability Company (LLC), or other form of business operation legally responsible for the facility's operation.

**Patient:** A person who is served by or uses the services of a licensed Home Health Care provider.

**Patient Care Plan:** An individualized plan of care devised through an interdisciplinary team with supporting documentation for each patient.

**Interdisciplinary Team:** Consists of various licensed medical Health specialties. Members collaborate to ensure that the treatment plan is appropriately applied according to the recommendations of the Referring Physician.

**Registered Nurse (RN):** Licensed healthcare professional by health authority as Registered Nurse.

**Assistant Nurse (AN):** Licensed healthcare professional by health authority as Assistant Nurse who provides basic care and assistance to patients under the supervision of a registered nurses and other healthcare professionals.

**Dental Assistant:** Licensed healthcare professional by health authority as Dental Assistant who provides basic care and assistance to patients under the supervision of a registered dentist and other healthcare professionals.

**Physiotherapist (PT):** Licensed healthcare professional by health authority as Physiotherapist.

**Respiratory Therapist (RT):** Licensed healthcare professional as by health authority as respiratory therapist.

**Speech Therapist (ST):** Licensed healthcare professional by health authority as speech therapist.

**Occupational Therapist (OT):** Licensed Healthcare professional by health authority as Occupational Therapist.



**Treating Physician:** Licensed Physician who has an established history of treating specific medical conditions. Provide consultations, treat patients, use diagnostic tests, refer patients to additional medical expertise and generate medical reports.

**Treating Dentist:** Licensed Dentist who has an established history of treating specific teeth and gums related conditions. Provide consultations, treat patients, use diagnostic tests, refer patients to additional medical expertise and generate medical reports.

**Referring Physician:** A Physician located at the Referring Healthcare Provider who reviews the patient's follow-up healthcare plan initiated by the Treating Physician, fill a form based on the patient's medical condition to specify the necessary home health care services, type, timeframe, frequency. However, the treating physician can be the referring physician.

**Referring Dentist:** A Dentist located at the Referring Healthcare Provider who reviews the patient's follow-up healthcare plan initiated by the Treating Dentist, fill a form

based on the patient's medical condition to specify the necessary health care services, type, timeframe, frequency. However, the treating Dentist can be the referring Dentist.

**Dietician:** Licensed health professionals by health authority that assess, diagnose, and treat dietary and nutritional problems at an individual and wider public-health level.

**Palliative care:** is an interdisciplinary medical caregiving approach aimed at optimizing quality of life and mitigating suffering among people with serious, complex, and often terminal illnesses.

**Informed Consent:** a process of communication between a person and a physician or other healthcare professional that results in the person's authorization or agreement to undergo a specific medical intervention. It includes the principle that a physician has a duty to inform his or her patients about the nature of a proposed or alternative treatment, procedure, test, or research, including the risks and benefits of each

alternative and of not receiving it. An informed patient can then make a choice which procedure, if any, to undergo.

**Licensed Healthcare Professionals:** a natural person engaged in a healthcare profession holding a License duly issued by the health authority licensing board in accordance with the Healthcare Professionals Regulation and the applicable Rules, Standards and Policies.

#### **1 Registration and Licensure Requirements:**

All healthcare facilities providing home healthcare services must comply to the following requirement for licensure:

##### **1.1 Submit a request of:**

1.1.1 A new facility under the category of "new facility license application"

1.1.2 An existing facility under category of "Add service,"

##### **1.2 Home healthcare services is only available for the following healthcare facility types:**

- 1.2.1 Hospital.
- 1.2.2 Centre (Day Care surgery / Medical /Dental/Dialysis Centre / Rehabilitation).
- 1.2.3 Clinic (General, Specialized).
- 1.2.4 Standalone Home Healthcare Facility.
- 1.3 Add the service under their facility trade license.
- 1.4 Ensure that all the home care service provided by the facility must be within the scope of the facility license.
- 1.5 Ensure the availability of all medical equipment needed to provide the service.
- 1.6 Ensure that all healthcare professionals employed by the facility are licensed to provide competency based or privileged health services at home.
- 1.7 Employ a sufficient number of qualified and licensed healthcare professionals to satisfy the service requirements and to meet patient's needs for proper services provision with minimum requirement of one (1) Physician and three (3) Registered Nurses and (1) dentist and (1) dental assistance and an appropriate skill mix of staff including

physiotherapist, occupational therapist, speech therapist, respiratory therapist, and dietician Social Worker and Psychologist.

## **2 Healthcare Professional Minimum Requirements**

- 2.1 Home Healthcare services must have a Director (A physician, dentist or a registered nurse) who shall act as a supervisor over the professional staff, be responsible for the services provided in the home healthcare facility and establish the services policies and procedures.**
- 2.2 1 full time Nurse Clinical Educator – Licensed Registered Nurse preferably with graduate level prepared. The clinical educator assumes a leadership position to facilitate the professional development of home health nurses and educate other staff on the organization's policies, procedures, and expectations.**
- 2.3 Quality and performance improvement nurse –responsible for quality and performance improvement, promotes excellence in clinical practice in the organization. This is accomplished by assessing, planning, organizing, administering, and coordinating all**

aspects of the program. This position can be assigned to any of the exiting nursing staff.

2.4 Infection control nurse- The Infection Control Registered Nurse provides administrative, surveillance and consultative work in planning, developing, coordinating, and administering an Infection Control Program for home care patients.

This position can be assigned to any of the exiting nursing staff.

2.5 Healthcare professionals who may work and provide home health services are:

2.5.1 Physician.

2.5.2 Dentist

2.5.3 Nursing (Nurse Practitioners, Specialty Nurse, Registered Nurses and Assistant

Nurses under supervision of registered nurse). The ratio of AN to RN should not

exceed 1:2.

2.5.4 Physiotherapist and physiotherapist assistant.

2.5.5 Nutritionist and dietitian.

2.5.6 Psychologist and Social worker (must be licensed by authorities).

2.6 Other healthcare professionals which are not mentioned above will be handled case by case.

2.7 All healthcare professionals must provide care to patients of Home Healthcare facility within their scope of practice.

### **3 Health Facility Design Requirement:**

For standalone facility, should follow the following requirement:

3.1 The facility must be an independent unit that is not connected to any other units or activities.

3.2 The location of the facility must be easily accessible.

3.3 The facility must have a sufficient area to accommodate all required services (not less than 60 square meters).

### **4 Duties for Healthcare Facilities, Providers and Professionals:**

4.1 Accept referrals from licensed Specialist / Consultant and within the scope of his/her specialty.

- 4.2 Assess the referred patients within 3 days from receiving a referral.
- 4.3 Provide transfer and referral service to emergency or other healthcare specialty whenever required during the patient care.
- 4.4 Home care facility should provide a documented policy and procedures of the following:
  - 4.4.1 Patient/Relatives' acceptance criteria, consent form and referral to home healthcare from a health facility.
  - 4.4.2 International Patient Safety goals.
  - 4.4.3 Patient's assessments and reassessment.
  - 4.4.4 Patient's medication management.
  - 4.4.5 Incident reporting.
  - 4.4.6 Discharge/transfer policy (if any).
  - 4.4.7 Provide palliative care.
  - 4.4.8 Patient record management and retention.
  - 4.4.9 Patient and family's rights and responsibilities policy.



4.4.10 Policy on hazardous waste management (if any).

4.4.11 Infection control measures.

4.4.12 Emergency action plan in the office.

4.4.13 Medical equipment and devices related to the services provided shall be maintained according to the manufacturer requirements.

4.5 Clinical care services provided by a licensed physician additional to their scope of practice are:

4.5.1 Physician consultations prior to discharging an inpatient from a health facility to home healthcare facility.

4.5.2 Physician consultations in the patient's home.

4.5.3 Comprehensive assessment (includes medical, functional, and psychological, social, and nutritional assessment), plan of patient care, evaluation, treatment, management and follow ups. (The assessment could be in facility or during the home visit)

- 4.5.4 Support preventive practices for general health and wellness through identification of any further needs for skilled nursing care, need of supportive care or specialized therapy at home.
- 4.5.5 Telephonic or telehealth follow up consultation.
- 4.5.6 Prescription, replacement, and refill of medications.
- 4.5.7 Prescription of specific personal medical devices.
- 4.5.8 Home preparation to assess environment and set up equipment where required.
- 4.5.9 Home visit for prenatal or postnatal evaluation and basic management.
- 4.5.10 Home visit for newborn evaluation and management.
- 4.5.11 Home visit for complex wound care and debridement.
- 4.5.12 Education and counseling, consistent with the type/nature of treatment and/or care management need.
- 4.5.13 Clinical services by dentists for target groups:
  - 4.5.13.1 Preventive dentistry
  - 4.5.13.2 Dental emergency

4.5.13.3 Simple fillings

4.5.13.4 Scaling

4.5.13.5 Simple extraction

4.5.13.6 Removable prosthesis

4.6 Nursing care services provided by a licensed (RN) are:

4.6.1 Observation and assessment of patient condition:

4.6.1.1 To determine the care, treatment, and services that will meet the patient's

initial and continuing needs. The patient assessment conducted should help in

deciding about the patient's treatment needs for emergency, elective, or planned

care, even when the patient's condition changes. Patient assessment is an

ongoing, aggressive process and consists of:

4.6.1.1.1 Collecting information and data on the patient's physical, psychological, and

social status, and health history.

4.6.1.1.2 Analyzing the data and information, including the results of laboratory testing, diagnostic imaging, and physiologic monitoring, to identify the patient's health care needs.

4.6.1.1.3 Developing a plan of care to meet the patient's identified needs.

4.6.1.2 Needed laboratory testing to be arranged through outside source to meet patient needs according to a set policy on transporting, and disposing of specimens.

4.6.1.3 Radiology and diagnostic imaging services are arranged with the referring facility through the treating physician to meet patient needs.

4.6.1.4 Physical assessment includes interviewing patients and their families about the patient's health history and diagnoses, and includes performing a complete physical assessment of all the patient's body systems and capabilities, as well as pain. The initial assessment includes determining the need for discharge planning.

4.6.1.5 Pain assessment: patients are screened for pain and assessed when pain is present.

4.6.1.6 Nutritional assessment Patients are screened for nutritional status and functional needs and are referred for further assessment and treatment when necessary.

4.6.1.7 Psychosocial assessment includes assessing the patient's cognitive, developmental, behavioral, and coping status and includes screening for anxiety, depression, and abuse or neglect.

4.6.1.8 Environmental and Safety assessment focuses on risks within the home and community to the patients. A home environmental assessment includes attention to obstacles within the home that may increase the risk for falls (e.g., throw rugs, clutter), presence of needed safety features (e.g., grab bars in the bathroom, rubber bathmats), presence of smoke alarms, and safety practices that are required for home treatments, such as oxygen safety.

4.6.2 Diagnosis: Home health nurses derive their diagnoses and identify problems from the assessment data. Diagnoses focuses on the physical, psychosocial, cultural, spiritual, environmental, economic, and interpersonal aspects of care. Home health

nurses, in collaboration with interprofessional team members, identify actual problems as well as situations that might become problems if unattended.

4.6.3 Management of a Patient Care Plan in collaboration with the patient, and family, and other healthcare providers. This plan is based upon the comprehensive assessment; identified diagnoses, problems, or issues; and expected outcomes or goals.

4.6.4 Evaluation of patient outcomes to provide critical data from which to determine the effectiveness of the plan. Evaluation is an ongoing and dynamic process. The home health nurse evaluates progress toward expected outcomes and thus determines the effectiveness of the plan of care. As the patient's status changes and new data are collected, modifications of the plan of care may be required.

4.6.5 Observation and assessment of patient's condition, vital signs assessment.

4.6.6 Implementation of the plan and provide skilled nursing interventions to patients, as well as patients' families, including direct care, teaching, counselling, coaching, care management, and resource coordination.

4.6.7 Administer of medications such as (injections, IV's, inhalation, oral, infusions, rectal, and enteral)

4.6.8 Management of palliative care patients who have a diagnosis of cancer or advanced progressive illness/terminal life-threatening disease of disabilities including pain management (without control drug).

4.6.9 Daily insulin injections, supervision of patients with diabetes and monitoring blood glucose.

4.6.10 Tube feeding Management.

4.6.11 Nasopharyngeal and tracheostomy aspiration care.

4.6.12 Indwelling catheter care and maintenance.

4.6.13 Wound care.

4.6.14 Ostomy care and maintenance.

4.6.15 Assessment for oxygen therapy requirements.

4.6.16 Point of care testing such as Blood Glucose Level, Dipstick Urine.

4.6.17 Venipuncture.

4.6.18 Naso-gastric tube care and maintenance.

4.6.19 Urinary Catheter Insertion, care, and management.

4.6.20 Pain management.

4.6.21 Continence assessment and management.

4.6.22 Prenatal, Postnatal, and newborn assessment.

4.6.23 Education and counseling, consistent with the type/nature of treatment and/or care management needs.

4.6.24 Record Keeping (Recording of all patient information, data collection and care rendered as well as reported.

4.7 Home care organization staff report and refer suspected or alleged victims of abuse or neglect, to the team leader, the report is escalated to Director of Nursing, and then to the management team (CEO, Operation Manager, Medical Director). If investigations reveal the fact is true, the management deals with such report according to UAE laws and regulations.



4.8 To provide Peritoneal Dialysis at home, the Home Healthcare must submit a special request seeking authorization to provide the dialysis services. The request shall satisfy the following requirements:

4.8.1 All patients shall receive Nephrologists consultations and approval to start home dialysis program.

4.8.2 Provide evidence that the licensed Registered Nurse providing the dialysis service has successfully completed training in dialysis and received a certification/accreditation. This must be practiced in a line with the scope of practice and the scope of service.

4.8.3 He/she shall be responsible for monitoring patients' receiving.

4.8.4 He/she shall be competent and hold training in the following:

4.8.4.1 Basic Life Support and Advanced Cardiac Life Support (ACLS).

4.8.4.2 Insertion of Intravenous (IV) lines

4.8.4.3 Medicine preparation and administration which includes understanding of pharmacology of the agents administered.

## 5 Patient-Centered Care

### 5.1 Assessment of Patient:

5.1.1 Patient assessment must be conducted using a unified evidence-based assessment tool.

5.1.2 Environmental and Home Safety Assessment.

5.1.3 Each patient's initial assessment includes a physical examination and health history as well as an evaluation of psychological, social factors.

5.1.4 Radiology and diagnostic imaging services are available to meet patient needs, and all such services meet applicable local and national standards, laws, and regulations.

5.1.5 Laboratory services are readily available through arrangements with external licensed sources to meet patient needs.

5.1.6 Assessment shall be conducted based on accepting patient for home care services, following a change in health status, after an incident or when patient is transferred to another care provider.

5.1.7 Processes of gathering information and identification for people of determination as well as patients at high risk shall be documented. Healthcare professionals should use evidence-based protocol and scales to assess skin integrity and risk of falls for such patients.

## 5.2 Patient Selection Criteria:

5.2.1 Patient is diagnosed by Referring Physician as Homebound patient.

5.2.2 The care needed is medically necessary and reasonable and in need of skilled nursing care and/or therapy including PT, OT, ST, and or RT

5.2.3 Appropriate evaluation of the patient's medical history and physical assessment shall be conducted. Current medications and drug and other allergies should also be documented.

5.2.4 Any patient with acute or chronic medical condition can access home care service.

5.2.5 To provide Home Healthcare Services if patients is:

5.2.5.1 Under the care of a physician.

5.2.5.2 The patient and/or his family agree to accept Home Healthcare Services.

5.2.5.3 The patient's medical, nursing, and social needs can be met sufficiently and satisfactorily in the patient's place of residence in place of being admitted in a hospital or other extended care facility.

5.2.5.4 The patient's residence has adequate facilities for the patient's proper care.

5.2.6 The patient shall be in a physical status which permits him/her for home dialysis.

This service should not be provided to the following:

5.2.6.1 Children under 15 years old.

5.2.6.2 Pregnant patients.

5.2.6.3 Patients with history of drug or alcohol abuse.

5.2.6.4 Patients with Metabolic disorders, in extremes of age or morbidly obese.

### 5.3 Screening for and Admission to Home Care:

5.3.1 Patients have access to services based on their identified health care needs and the home care facility's mission, resources, and scope of services.

5.3.2 When the home care facility accepts the patient for care, the facility provides information to the patient and/or family members on the proposed care and services, the expected results of the care and services, and any expected cost for the care and services.

#### 5.4 Continuity of Care.

5.4.1 The home care facility designs and carries out processes to provide continuity of patient care services in the facility, coordination among health care practitioners, and access to information related to the patient's care.

#### 5.5 Discharge, Referral, and Follow-Up.

5.5.1 The home care facility develops and implements a discharge planning and referral process that is based on the patient's readiness for discharge.

5.5.2 Follow up plan as per patient's care plan, the home care team should have MOU or collaboration with a hospital for emergency transfer, provide services (e.g.: admission or radiology) and referral.

5.5.3 Home Healthcare Service provider shall consider stopping Home Healthcare

Services in the following circumstances:

5.5.3.1 The objectives of the patient-specific medical care plan have been achieved.

5.5.3.2 The equipment or the Home Healthcare Services that are medically required for are not available.

5.5.3.3 The patient requires hospitalization.

5.5.3.4 The patient/patient's family wishes to terminate Home Healthcare Services.

5.5.3.5 The patient no longer meets admission criteria

5.5.3.6 The patient's condition has changed and/or the provider's resources are such that the required care or services are beyond the scope, type, or quantity that can be provided by the provider.

5.5.3.7 The patient/patient's family is no longer able or willing to cooperate with the established Care Plan

5.5.3.8 The patient's Referring Physician will not initiate or renew orders authorizing Home Health Care services

5.5.3.9 The patient's home environment will not support the provision of services.

## 5.6 Transfer of Patients.

5.6.1 The home care facility develops a process to transfer patients to other health care facility based on status, the need to meet their continuing care needs, and the ability of the receiving facility to meet patients' needs.

5.6.2 The receiving facility is given a written summary of the patient's clinical condition and the interventions provided by the referring home care facility, and the process is documented in the patient's medical record.

## 5.7 Patient Consent Process.

5.7.1 General consent for treatment, if obtained when a patient is admitted to the home care facility's services, is clear in its scope and limits.

5.7.2 Patient informed consent is obtained through a process defined by the home care facility and is carried out by trained staff in a manner and language the patient or their caregiver can understand.

5.7.3 Home healthcare management must design a consent form to include the following:

5.7.3.1 Treatment details.

5.7.3.2 Patient read and understood the rights and responsibilities.

5.7.3.3 Specialized consent form for specialized services, like dialysis, IV therapy  
etc.

5.7.3.4 Cost of the services.

5.7.3.5 Scope of services.

5.7.3.6 services provided.

## 6 Patient's Safety:

Health care facility seeking to provide home health care services should:

6.1 Develop and implements a process to improve the accuracy of patient identification.



- 6.2 Develop and implements a process to improve the effectiveness of verbal and/or telephone communication among caregivers. Patient orders are to be signed by the treating Physician. If the treating Physician is not available to sign patient orders, the verbal orders must be taken by a Registered Nurse and signed by the Physician
- 6.3 Adapt and implement evidence-based infection control guidelines to reduce the risk of health care-associated infections.
- 6.4 An emergency protocol and safety equipment must be available for the patient in case of an emergency e.g., emergency contact numbers, emergency and injury reporting system.

## 7 Patient and Family Rights

- 7.1 The home care facility is responsible for providing processes that support the patients' and families' rights during care.
- 7.2 Patients and families receive adequate information about the patient's condition, proposed treatment(s) or procedure(s), and health care practitioners so that they can make care and services decisions.

- 7.3 The home care facility must establish a process, within the context of existing law and culture, for when others can grant consent.
- 7.4 The Home Healthcare Service provider shall be considerate of the cultural, ethical, religious, and spiritual values, beliefs and preferences of the patient and their family in the home setting.
- 7.5 The home care facility must have a process to receive and manage complaints from patients and their families.