1. Purpose

1.1 This Standard defines the requirements for Primary Healthcare Services in the Emirate of Abu Dhabi. It aims to improve appropriate patient access to quality and safe primary healthcare services. It sets the minimum requirements and specifications that Healthcare Providers are required to comply with in providing high quality preventive, curative, palliative and high value healthcare in a cost-effective manner in a primary care setting.

2. Scope

2.1 This standard applies to all Healthcare Providers, Public and Private, licensed by HAAD in the Emirate of Abu Dhabi that wish to provide primary healthcare in accordance with the definitions of this Standard.

3. Definitions

| Primary Healthcare* | HAAD adopts the World Health Organisation definition of primary healthcare, namely “essential health care based on practical, scientifically sound and socially acceptable methods and technology made universally accessible to individuals and families in the community through their full participation and at a cost that the community and the country can afford to maintain at every stage of their development in the spirit of self-reliance and self-determination”. |

Primary Healthcare Services
For the purposes of this document, it comprises a range of services provided in support of preventive, curative and palliative healthcare as per section 8.

Electronic Medical Record
Means a repository of patient medical data in digital form, stored and exchanged securely, and accessible by multiple authorized users. It contains retrospective, concurrent, and prospective information and its primary purpose is to support continuing, effective and efficient healthcare service and assure the continuity of high quality, safe and integrated healthcare for patients. To comply with HAAD Data protection policies and standards.

Primary Healthcare Service Providers
Any HAAD licensed facility and/or healthcare professional licensed to provide primary healthcare services in the emirate of Abu Dhabi.

Primary Healthcare Patients
Patients in this Standard mean adults and children who access and/or use primary healthcare services from HAAD purposefully licensed primary healthcare service providers.

*Note: Appendix 1 provides detailed descriptions for Primary Care

4. General Duties for Primary Healthcare Facilities, Providers and Professionals

All Healthcare Facilities and Professionals licensed by HAAD to provide Primary Care Healthcare Services must:

4.1 Provide only the healthcare services defined in this Standard (see section 8), and in accordance with the specified requirements of this Standard, ensuring the highest standards of care and professionalism with the patient and their family members or carers;

4.2 The duty to ensure patients receive integrated and continuous care, including the following:
   4.2.1 Provision of responsive reactive access to appropriate elective and urgent care;
   4.2.2 Provide support for care to patients with chronic diseases that is already managed by patients (and their families) themselves; and
   4.2.3 For those patients requiring secondary or tertiary care, the facility must ensure streamlined continuity of care with a seamless referral system to the appropriate service in either public or private hospitals.

4.3 Ensure that healthcare services are accessible to patients determined as eligible for these services, in accordance with the mandated criteria, and are offered in at least Arabic and English languages and/or as per patient needs;

4.4 Comply with the requirement to safeguard and preserve patient rights through treatment with dignity and respect, provision of the determined healthcare services in the home in accordance with this Standard and on the basis of clinical need, assuring professionalism and confidentiality during the course of providing healthcare services to the patient;

4.5 Comply with Patient consent and ensure patients and their families are informed of their rights and responsibilities;

4.6 Protect the privacy concerns of the patient and the confidentiality and security of their medical information and records when providing healthcare services. Confidentiality, privacy and security of health data and records must comply with the Data Management Policy, Chapter VI, Healthcare Regulator Policy Manual Version 1.0, the HAAD Policy on Medical Records- Health Information Retention and Disposal and the HAAD Data Standards and Procedures Standard requirements and UAE Laws;
4.7 Comply with the data submission and reporting requirements specified in the Data Management Policy, Chapter VI, Healthcare Regulator Policy Manual Version 1.0 and set out in the Data Standards and Procedures (available from: www.haad.ae/datadictionary);

4.8 Comply with HAAD requests to inspect and audit records and cooperate with HAAD authorised auditors, as required for inspections and audits by HAAD;

4.8 Comply with the health insurance and/or third party administrator appointed by HAAD to manage claims reimbursement requests to inspect and audit records and to cooperate with their auditors as required for inspections and audits;

4.9 Comply with all facility licensing and design, plans, engineering specifications and guidelines as set out by HAAD;

4.10 Comply with Market Entry and Exit, General Duties, Governance, Change Control, EHSMS, Staff and Staff Management and Standards of Care as set out in the HAAD Policy Manual for Healthcare Providers;

4.11 Comply with the Professional Licensing and Clinical Privileging Framework, Duties of Healthcare Professionals, Training and Education as set out in the HAAD Policy Manual for Healthcare Professionals; and

4.12 Comply with the Abu Dhabi Health Insurance Scheme, Products and Recovery of Payment for Healthcare services as set out in the HAAD Policy Manuals for Insurers

5. Enforcement and Sanctions

5.1 Healthcare service providers must comply with the terms and requirements of this Standard, the HAAD Standard Provider Contract and the HAAD Data Standards and Procedures. HAAD may impose sanctions in relation to any breach of requirements under this Standard in accordance with the Complaints, Investigations, Regulatory Action and Sanctions Policy, Chapter IX, Healthcare Regulator Policy Manual Version.


Primary health care providers must comply with the following Primary Healthcare Service-specific Requirements:

6.1 Principles of Quality Primary Care

HAAD seeks to develop an approach to the delivery of primary care that is based on the following principles:

6.1.1 Patient-centered: A partnership among practitioners, patients, and their families ensures that decisions respect patients’ wants, needs, and preferences, and that patients have the education and support the need to make decisions and participate in their own care, effectively and collaboratively;

6.1.2 Comprehensive: A team of care providers that is wholly accountable for a patient’s physical and mental health care needs, including prevention and wellness, acute care, and chronic care;

6.1.3 Coordinated: Care that is organised across all elements of the broader health care system, including specialty care, hospitals, long term and home health care and broader community services;

6.1.4 Accessible: Patients have access to services with shorter waiting time for urgent needs, extended hours of clinic availability, tele health or electronic access to members of the care team, with innovative communication and appointments that reflect the needs of the patient population
6.1.5 **Committed to quality and safety:** Clinicians and staff commit to provide the highest quality of preventive and curative care to their patients and the wider community they serve in a culturally fit manner. This is through striving to continuously measure and improve quality, using collaborative, open to learning and high reliability approach. While deploying the latest tools that will achieve this e.g. health IT and other tools;

6.1.6 **Evidence based:** Assessment, treatment and interventions must be evidence based and in line with agreed and culturally acceptable best practice; and

6.1.7 **Integrated:** The provider should play leading active and effective role in the provision of integrated healthcare across the wider system. Advocating for the patient to ensure that they get the full benefits of integrated care.

7 **Standard 2. Primary Health Care Clinical Leadership**

7.1 All HAAD licensed primary healthcare providers must ensure that healthcare professionals employed by them work under the leadership and supervision of Consultants/Specialist in Family Medicine, Internal Medicine or Pediatrics, dependent on the local population demographics being served. Patients should have access to the most appropriate clinician, including the Consultant/Specialist. All clinical staff must be licensed by HAAD (or locum agreement endorsed by HAAD) and have privileges granted to them in accordance with the requirements of the HAAD Standard for Privileging Framework, and that they limit their practice to their specified job, competence and privileges.

8 **Standard 3. Range of Services to be provided**

8.1 Services that **must** be provided in a primary care setting include:

8.1.1 Family Medicine, including planned and unplanned primary care services;
8.1.2 Chronic disease management;
8.1.3 Healthcare Screening and prevention services;
8.1.4 Vaccinations and Immunisations;
8.1.5 Non-communicable diseases management;
8.1.6 Communicable diseases management;
8.1.7 Unplanned and urgent primary care services, including: initial management, stabilisation and transfer of any presenting emergencies to an emergency department as appropriate;
8.1.8 Pharmacy on site (this is discretionary if one already exists within 10 minute walk of the facility); and
8.1.9 Access to basic on site diagnostic services

8.2 Additional Services that **may** be provided if required by the local population

8.2.1 Maternal and child health;
8.2.2 Visiting Specialty Clinic’s e.g. Obstetrics, Gynecology, Pediatrics
8.2.3 Mental health management for mild-moderate cases;
8.2.4 Substance/drug Misuse services;
8.2.5 Dentistry;
8.2.6 Optometry;
8.2.7 Minor Surgery (e.g. dermatology);
8.2.8 Monitoring Services (e.g. anti-coagulation);
8.2.9 Extended hours of operation to reflect the local population needs;
8.2.10 Health Education/Nutritionist  
8.2.11 Telemedicine  
8.2.12 Community Services such as: Home Care Services  
8.2.13 Palliative Care  
8.2.14 Any other medical services having met the requirements of this Standard as approved by HAAD from time to time upon an application of a healthcare provider or not.  

**Note:** The above list is neither exclusive or exhaustive and provider should undertake their own local health needs assessment of the population they serve.


9.1 The Primary Care opening hours need to be sufficient to "*meet the reasonable needs of its patients*" taking into account both the time a patient has to wait for an appointment and the convenience of the appointment. Whilst not specifying opening hours the table below provides the **minimum** requirements expected of Primary Care providers.

<table>
<thead>
<tr>
<th>Clinic Type</th>
<th>Physicians (FTE)</th>
<th>Population (000)</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rural Village</td>
<td>1-2</td>
<td>4-6</td>
<td>5 days a week with 1 evening, or weekend clinic</td>
</tr>
<tr>
<td>Small</td>
<td>4-6</td>
<td>6-10</td>
<td>5 days a week with evening and weekend clinic</td>
</tr>
<tr>
<td>Medium</td>
<td>7-14</td>
<td>12-29</td>
<td>6 days a week with multiple evening clinics</td>
</tr>
<tr>
<td>Large</td>
<td>15-20</td>
<td>30-40</td>
<td>7 days a week with evening clinics each day</td>
</tr>
</tbody>
</table>

**Note:** The clinical size definition, number of physicians and notional population coverage information is taken from the Abu Dhabi Community Facilities Planning Standards, published by the Urban Planning Council. For sake of clarity the minimum opening hours are established against the number of WTE physicians working within the facility.

### 10. Standard 5. Clinical and Quality Governance Systems

10.1 A HAAD licensed Primary Healthcare Provider must have in place documented evidence of adherence to the range of services provided within their healthcare facility, including but not limited to:

10.1.1 Its scope of services and their service specifications

10.1.1.1 All HAAD licensed Primary Healthcare Providers must ensure that healthcare professionals employed by them work under the leadership and supervision of Consultants/Specialist in Family Medicine, Internal Medicine or Pediatrics, dependent on the local population demographics and needs being served.

10.1.1.2 Patients shall have access to the most appropriate clinician, including the Consultant/Specialist.
10.1.1.3 Appropriately skilled and trained staff of suitable skills-mix and number shall commensurate with the size and needs of and the frequency of interactions with the patient population it serves.

10.1.2 Job descriptions and scope of practice for all staff employed within the healthcare facility

10.1.2.1 All clinical staff must be licensed by HAAD (or locum agreement endorsed by HAAD) and have privileges granted to them in accordance with the requirements of the HAAD Standard for Privileging Framework, and that they limit their practice to their specified job, competence and privileges.

10.1.3 Quality assurance and improvement framework including:

10.1.3.1 Establishing a Quality Committee and assigning a responsible physician for Quality and performance monitoring;

10.1.3.2 Setting and monitoring performance against quality and safety metrics set out by HAAD;

10.1.3.3 Maintenance of comprehensive Electronic Medical Records;

10.1.3.4 Implementing risk control and management processes to improve the quality of care, optimise patient wellbeing and minimize


11.1 Healthcare providers licensed to provide Primary Healthcare Services must ensure that they meet the key performance indicators noted in Appendix 2. HAAD may revise and update these metrics taking into consideration service needs, performance and population health challenges.


12.1 Healthcare facilities wishing to provide primary healthcare services, must apply under the established HAAD Facility Category, Centre, Sub Type: Primary Healthcare Centre.