



Services Guide For People with Special Needs



About Health Authority – Abu Dhabi

The Health Authority – Abu Dhabi (HAAD) is the regulatory body of the Healthcare Sector at the Emirate of Abu Dhabi and ensures excellence in Healthcare for the community by monitoring the health status of the population. HAAD defines the strategy for the health system, monitors and analyses the health status of the population and performance of the system. In addition, HAAD shapes the regulatory framework for the health system, inspects against regulations, enforces standards, and encourages adoption of world – class best practices and performance targets by all healthcare service providers in the Emirate. HAAD also drives programs to increase awareness and adoption of healthy living standards among the residents of the Emirate of Abu Dhabi in addition to regulating scope of services, premiums and reimbursement rates of the health system in the Emirate of Abu Dhabi. For more information visit www.haad.ae

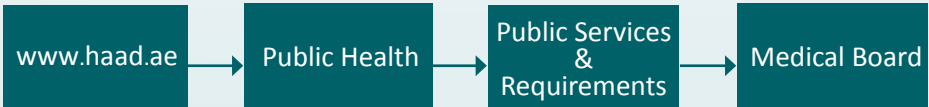
The Health Authority – Abu Dhabi (HAAD), the regulatory body of the healthcare sector in the Emirate of Abu Dhabi, provides a range of services for citizens and residents with special needs in the Emirate of Abu Dhabi.

These services include:

- * Eligibility Assessment for THIQA Health Card for (Nationals)
- * Disability Percentage Assessment for (Nationals & Non-nationals)
- * Eligibility Assessment for Special Needs Parking Permits for (Nationals & Non-nationals)
- * Work Fitness Assessment for Employees with Special Needs for (Nationals & Non-nationals)
- * Eligibility Assessment for AOUNAK Health Card for (Non-nationals)
- * Patients Fitness Assessment for Driving Training for (Nationals & Non-nationals)
- * Mental Status Assessment for (Nationals & Non-nationals)

How to access HAAD services

All information on HAAD services for people with special needs is available on www.haad.ae



Applicants need to fill the form for requested service (forms available online) and submit necessary documents along with the application at any Health Authority – Abu Dhabi customer service counters (Abu Dhabi, Al Ain & Western Region).

The documents will be reviewed by the Medical Committee for assessment and necessary action. Once finalized, the applicant will be notified and asked to collect their documents from customer service counters

Services - requirements and conditions

* Eligibility Assessment for THIQA Health Card for (Nationals)

This initiative, named Thiqa, the Arabic word for “trust,” was to be delivered through a comprehensive network of partner providers.

The National Health Insurance Company - Daman was nominated to manage this prestigious program on behalf of the Government of Abu Dhabi.

Thiqa for people with special needs:

Among its various benefits, the card covers all costs of medical treatment, therapy, equipment and much more for people with special needs at public hospitals .in the Emirate of Abu Dhabi

Female UAE Nationals married to non – UAE nationals, can apply to get Thiqa health card for their children with special needs. Children will be assessed for eligibility.

Required Documents	Special Considerations
A primary medical report	Original, signed by the physician and stamped by the health facility and the physician
Passport or Emirates ID card of the mother and her son or daughter	Copy
Previous THIQA health card (if any)	Copy

Process steps:

- Fill in the application and submit it along with the required documents to HAAD customer service counters (Abu Dhabi - Al Ain - Madinat Zayed in the Western Region).
- Collect Medical Committee report from HAAD customer service counters.

* Disability Percentage Assessment for (Nationals & Non-nationals)

Through this service, individuals can submit a request to assess the disability percentage caused by work accidents, occupational diseases, traffic accidents and assault incidents

Required Documents	Special Considerations
Patient's passport or Emirates ID card	Copy
A letter addressed from the work place or from the Work Relation Administration - Labour Disputes or courts or Judicial Department in case of work related accidents and occupational diseases	The letter should have the patient's full name as per the passport or the Emirates ID card, his/her designation, actual job and date of appointment, report proving that the occupational disease happened during work or due to work, the purpose of assessment Signed and stamped by the concerned party
A letter addressed from the court or Ministry of Justice or Judicial Department or Abu Dhabi Police General Head Quarter, Ministry of Interior in case of road traffic accidents	The letter should have the patient's full name as per the passport or the Emirates ID card, designation, actual job and date of appointment, date and time of the accident, and the purpose of assessment Signed and stamped by the concerned party
Police report in case of road traffic accidents	Copy



<p>A letter from the Police Department or the court or the conciliation committee or Ministry of Justice or Judicial Department in case of assault accidents</p>	<p>The letter should have the patient's full name as per the passport or the Emirates ID card and the purpose of the requested assessment Signed and stamped by the concerned party</p>
<p>A letter from the Police Department or the court or the conciliation committee or Ministry of Justice or Judicial Department and the Critical National Infrastructure Authority and Department of Transport Marine Sector in case of Marine work related incidents</p>	<p>The letter should have the patient's full name as per the passport or the Emirates ID card and the purpose of the requested assessment Signed and stamped by the concerned party</p>
<p>Primary or comprehensive medical report from the treating physician</p>	<p>The report should have personal information, brief medical history, result of physical examinations, appropriate investigations and results, diagnosis, prognosis, sick leaves periods, admissions and discharge dates (if any), impact of the accident on the body functions or impairments (if any), assessment of disability percentage in figure (if any) and specification of the bases and the source from which the disability percentage was calculated It should be signed by the doctor and stamped by the hospital and the doctor</p>

Process steps:

– Fill in the application and submit it along with the required documents to HAAD customer service counters (Abu Dhabi - Al Ain - Madinat Zayed

in the Western Region).

– Collect Medical Committee report from HAAD customer service counters.

*** Eligibility Assessment for Special Needs Parking Permits for (Nationals & Non-nationals)**

Through this service, individuals can submit a request for the issuance of reports assessing the eligibility for special needs parking permit

Required Documents:	Special Considerations
A formal letter from the Traffic and Patrols Directorate at the Abu Dhabi police General Head Quarter, Ministry of Interior	The letter should have the full name as per the passport and the purpose of the assessment Signed and stamped by Traffic and Patrols Directorate
Passport including residency visa or a UAE ID Card	Copy
Driving license	Copy
Car's registration	Copy
Primary medical report	It should bear doctor's signature, hospital and doctor's stamps

Process steps:

– Fill in the application and submit it along with the required documents to HAAD customer service counters (Abu Dhabi - Al Ain - Madinat Zayed in the Western Region).

– Collect Medical Committee report from HAAD customer service counters.



* Work Fitness Assessment for Employees with Special Needs for (Nationals & Non-nationals)

Through this service, government entities in Abu Dhabi can request the issuance of reports assessing the suitability for employment of new candidates with Special Needs.

Required Documents	Special Considerations
A letter from the work place	The letter should have the employee's full name as per the passport or the Emirates ID card, his designation, actual job and the purpose of the requested assessment Signed and stamped by the work place
Personal photo	1 photo
Patient's passport or Emirates ID card	Copy
A primary medical report of the case	Signed by the physician and stamped by the hospital and the physician

Process steps:

- Fill in the application and submit it along with the required documents to HAAD customer service counters (Abu Dhabi - Al Ain - Madinat Zayed in the Western Region).
- Collect Medical Committee report from HAAD customer service counters.

* Eligibility Assessment for AOUNAK Health Card for (Non-nationals)

About AOUNAK health card: The Health Authority- Abu Dhabi (HAAD) issued AOUNAK health card for people with special needs
The new scheme is a gesture of generosity by President His Highness Shaikh Khalifa Bin Zayed Al Nahyan, and Shaikh Mohammad Bin Zayed

Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Executive Council of the Emirate of Abu Dhabi.

Holders of the card are eligible for free treatment and complete care, without incurring any additional fees. The cards covers in-patient and out-patient care in hospitals, clinics and emergency centers.

Coverage also includes the cost of equipment and medical devices, nutritional therapy, physiotherapy, medication, psychological treatment in outpatient clinics, as well as screening for early detection of disease. It also includes the cost of treating the eyes and teeth and childbirth.

Through this service, non-nationals with special needs can submit a request to Health Authority – Abu Dhabi for AOUNAK health card eligibility assessment.

Required Documents	Special Considerations
Primary medical report	It should bear doctor's signature, hospital and doctor's stamps
Applicant's passport or UAE ID card	Copy
Sponsor's passport	Copy
Abu Dhabi residence visa	Copy
Rental contract or letter from the court	For GCC nationals

Process steps:

- Fill in the application and submit it along with the required documents to HAAD customer service counters (Abu Dhabi - Al Ain - Madinat Zayed in the Western Region).
- Collect Medical Committee report from HAAD customer service counters.



* Patients Fitness Assessment for Driving Training for (Nationals & Non-nationals)

Through this service, patients suffering from congenital or acquired deformities, can obtain a report for driving training, provided that they are tested and found fit for such training.

Required Documents	Special Considerations
Primary medical report	Signed by the physician and stamped by the health facility and the physician
A letter from the Traffic and Patrols Directorate at the Abu Dhabi Police General Head Quarter, Ministry of Interior	The letter should have the patient's full name according to the passport or the Emirates ID card, type of disability, purpose of the requested medical assessment, and sort of vehicle required for driving training Signed and stamped by the Traffic and Patrols Directorate
Patient's passport or UAE ID card	Copy

Process steps:

- Fill in the application and submit it along with the required documents to HAAD customer service counters (Abu Dhabi - Al Ain - Madinat Zayed in the Western Region).
- Collect Medical Committee report from HAAD customer service counters.

* Mental Status Assessment for (Nationals & Non-nationals)

Individuals can submit a request for issuing a medical report after assessing the mental state and capacity of the patient to manage his/her



financial affairs as well as the extent of self-reliance. This report enables the court to determine whether to nominate a guardian on medical basis or not.

Required Documents	Special Considerations
A formal letter from the court	The letter should specify the purpose of the assessment and the name of the patient and his/her guardian Signed and stamped by the court
Passport or Emirates ID card of the patient's and his /her relative (the guardian)	Copy
A primary medical report of the case	Signed by the physician and stamped by the hospital and the physician

Process steps:

- Fill in the application and submit it along with the required documents to HAAD customer service counters (Abu Dhabi - Al Ain - Madinat Zayed in the Western Region).
- Collect Medical Committee report from HAAD customer service counters.



Contact us

Main Building

Abu Dhabi, Airport Road – Near EMC

P.O. Box 5674

Tel: +971 2 449 3333

Al Ain Office

Al Mawajai District – Near Al Ain Co-OP

P.O. Box 86663

Tel: +971 3 767 8883

Western Region Office

Madinat Zayed City - Madinat Zayed Hospital Road - Awamer Popular

P.O. Box 58868

Tel: +971 2 894 6400

For your Inquiries, Please contact Abu Dhabi Government Contact Center on 800555 Or Email: contact@abudhabi.ae

Also you can visit Health Authority – Abu Dhabi Customer Service Counters from 02:30 – 07:30 pm, Sunday to Thursday.

