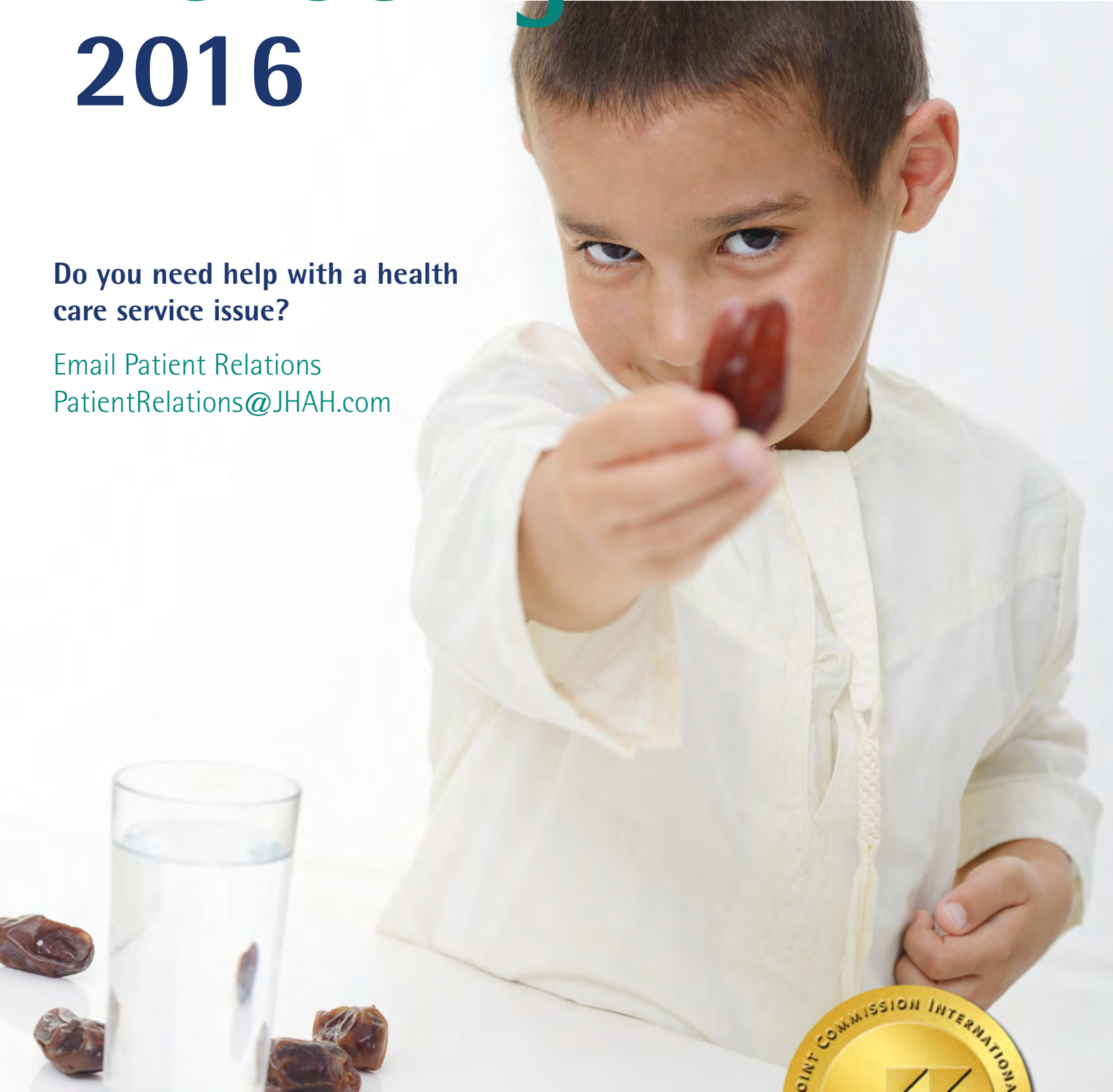


Wellbeing 2016

June/July 2016

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Nutritional Facts: Holy Month of
Ramadan



Promoting Health and Wellbeing

June/July 2016

Welcome to JHAH News, where we share the latest health and wellbeing news and current and upcoming events.

If you have any questions, suggestions, contributions or topics you would like to read about, please email them to the editor:

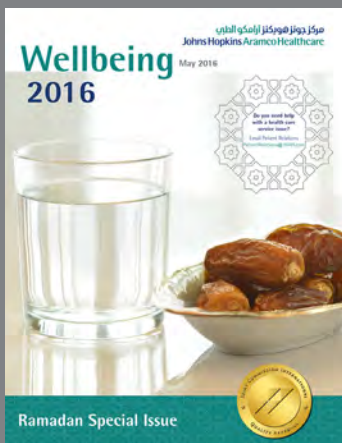
Salam.jishi@JHAH.com

All health and health-related information contained in this Johns Hopkins Aramco Healthcare Company material is intended to be general in nature and should not be used as a substitute for a visit with a health care professional. The advice is intended to offer only a general basis for individuals to discuss their health and medical conditions with their health care provider. Your health care provider should be consulted regarding matters concerning the medical condition, treatment and needs of you and your family.

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Tips to Avoid Food Wastage in Ramadan



Plan food purchases in proportional amounts for individual meals or banquets to promote healthy fasting.



Prepare shopping lists ahead of time and avoid shopping during fasting hours to minimize food that is purchased due to hunger pangs.



Always check expiration dates and actively look for expiration free items, such as long life milk; avoid buying bulk or oversized containers of food.



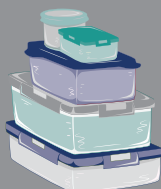
Store purchased food properly at home, while avoiding excessively overstocking your freezer or refrigerator to fill it up with food.



Prepare meals as per family member or guest preferences to avoid cooking a myriad of dishes to suit every possible taste.



Use smaller plates and cups, thus serving smaller portions; this avoids excess food as family and guests can help themselves to one more portion if they are still hungry; smaller is also suitable for children and diabetics.



Put leftovers in covered containers with the date written on them when they were stored.

Nutritional Facts: Holy Month of Ramadan

Maintaining a healthy lifestyle during the Holy Month of Ramadan can be challenging. Your dietary consumption changes as a result, your hunger levels and cravings for high calorie foods also fluctuate.

To reinforce your confidence in being able to make healthy decisions every day and maintain a vigorous lifestyle during this Holy Month, you should focus on positive behaviors that you have incorporated into your day to day activities.

Answers to questions on how to fast and stay healthy and provide different options that you can use during the Holy Month of Ramadan follow below.

What is the best way to break a fast?

Break your fast at your Iftar meal with 3 dates and 1 cup of warm low-fat soup (vegetable or grain soup) before going to prayer. You can also have 1 cup of low-fat buttermilk, but make sure it is not chilled as cold drinks do not promote digestion. After prayer, you can resume your main Iftar meal in order to help your system adjust to ending the fast.

Why am i sleepy after my iftar meal?

This is rather common and the way to avoid it is to:

- Limit your food consumption
- Chew all your food thoroughly
- Minimize the amount of fats and oils consumed
- Drink small quantities of fluids regularly between Iftar and Sahoor
- Do physical exercise such as walking during your day but wait at least two hours after Iftar meal before any exercise

When is the best time for suhoor and what should be consumed?

Sahoor should be as close to Fajr as possible because Sahoor should include those foods that digest slowly to last for many hours and thus reduce hunger during the daylight fasting hours.

The best foods for the Sahoor meal include:

- 1 cup of low-fat milk, laban or yoghurt
- 2 slices of whole wheat bread or 1 cup of oatmeal
- Low-fat labnah, low-fat cheese or peanut butter
- Fresh fruit, unsweetened fruit juice or dried fruit
- 1 cup of cooked lentils or beans

When is the best time to exercise during the holy month of ramadan?

The best time for exercise is during the evenings, at least 2 hours after Iftar. Good options include 30 to 40 minutes of brisk walking or swimming, as well as going to the gym.



What is best to eat at iftar?

The Iftar meal should be low in fat, well balanced and nutritious, including:

- 3 dates
- 1 cup of low-fat soup (vegetable or grain) or 1 cup of low-fat laban
- 1 cup of steamed rice or pasta
- 1 cup of salad
- 1 cup of cooked vegetables
- 1 portion of lean meat (150 gram cooked), 1/4 chicken without skin
- or baked fish (150 gram cooked)
- 1 to 2 baked samboosas
- Try fruits, vegetables and low fat yogurt or laban for snacks
- Drink sufficient fluids (especially water) between Iftar and Sahoor

How much water should I drink?

Drinking 8 to 10 cups of water between Iftar and Sahoor meals is recommended. Drinking 1 to 2 cups of water every 2 to 3 hours is ideal. Unsweetened juices, low-fat or non-fat milk, butter milk, low-fat soup are also good for you, if limited to 1 cup a day because of the caloric content.

How many dates can I eat?

3 to 5 dates per day, with each date providing 30 kcal and containing the equivalent of 1 teaspoon of sugar.

What snack can be consumed during the night?

- 1 cup of non-fat or low-fat milk, yogurt or buttermilk.
- 1 fresh fruit or 1 cup of unsweetened fruit juice.
- 2 slices of low-fat cheese or 2 tablespoons of low-fat labnah.
- 2 slices of whole wheat bread or 1 cup of oatmeal.
- 1 cup of salad or vegetables

How can I reduce thirst while fasting?

- Drink 8 to 10 cups of water between Iftar and Sahoor.
- Increase fluid intake with low-fat soup, milk, and unsweetened fruit juice.
- Replace dried sweets (such as baklava or Lugaimat) with custard, jello or puddings.
- Replace caffeinated drinks (tea, cola, coffee) with decaffeinated refreshments.
- Reduce the salt intake.
- Limit the consumption of meat.

- Do not exercise in the heat of the day, but perform regular exercise in the evening.
- Reduce the consumption of fried, spicy and salty food, i.e., pickles, olives, canned food, zaater, salted cheese, and salty sauces.

How can I reduce hunger while fasting?

- Eat the Iftar meal at sunset as permitted.
- Divide meals into three timings: Iftar, Midnight and Sahoor.
- Delay Sahoor to just before Fajr comes in (as close to sunrise as possible)
- Consume more protein at Sahoor, including low-fat cheese, labnah, peanut butter, low-fat yogurt, laban or milk.
- Consume more slow-digesting foods at Sahoor including cheese, labnah, yogurt, lentils, beans, oatmeal, peanut butter, dried fruits and lean meat.
- Increase the fiber intake at Sahoor including whole wheat bread, legumes, salads, vegetables and dried fruit.
- Reduce the intake of sweets.
- Do not exercise during the day while fasting.
- Your body should adapt and hunger should subside as Ramadan progresses.

صحتك ... غايتنا

Your Health ... Our Commitment

I have high cholesterol.	I have high cholesterol.
<p>Foods to avoid</p> <ul style="list-style-type: none"> • Harees with butter or ghee, any food with jareesh • Commercial samboosa. Only consume home baked vegetable, lentil, low-fat cheese or labneh samboosa, using a little non-stick spray on the baking sheet • Egg yolks and organ meats (liver, kidney, heart, brain) • Sweets and heavy cream (Gishda) • Dishes containing eggs • Food prepared with palm oil, coconut oil, ghee, butter or animal fat 	<p>Recommended Foods</p> <ul style="list-style-type: none"> • Lean meat or skinless chicken when preparing harees • Skimmed milk, butter milk or yoghurt • Fresh fruit • Non-fat labneh • Salads, vegetables and fresh fruit • Food prepared with moderate amounts of olive oil, canola oil or corn oil • Manage your weight with regular exercise

Tips to Lose Weight During Ramadan

Seven-Day Meal Plan



Tips to Lose Weight during Ramadan

- Make sure to eat one small light meal in between the two main meals- and make sure all three are healthy.
- Diversify your meals to include vegetables, proteins, carbs and a small amount of healthy oils.
- Moderate your salt consumption.
- Drink a sufficient amounts of water daily, and every hour during the night. You can also eat watery vegetables and fruits, as red watermelon, cucumber and lettuce.
- If you like juices, make sure to drink natural, fresh and sugar-free juices.
- Cook your food in a healthy way, as boiling, grilling, frying (with small amount of oil), or by using the air fryer. Avoid deep frying, and use a small amount of the healthy oils as olive oil, sunflower oil, and corn oil.
- Consume slow-digesting foods, which are rich in fibers, especially at Sohoor time, because they will keep you full during the day until Iftar time. Low-digesting foods are rich in fibers, complex carbs, and they may include: whole cereals, barley, wheat, oat, beans, lentils, whole wheat bread, brown rice, fresh vegetables and fruit (with skin) as peach, figs, and dates.
- Usually samboosa is one of the most popular dishes during Ramadan. Enjoy eating them using the following healthy stuffings:

- Skinless chicken with onion, pepper, carrots, and cilantro. (coriander)
- Fat-free meat with onion, pepper, carrots, and cilantro.
- Eggs with pepper and olives.
- Tuna with onion, pepper, carrots, and cilantro.
- Lintel or Indian pea with onion, pepper, carrots, and cilantro.
- Haloomi cheese or low-fat feta cheese with olives.
- Haloomi cheese or low-fat Feta cheese with oregano (Za'tar).

Innovation and creation is a must when cooking food. Try to amend and diversify your recipes to make them healthier. Consider these tips:

- Replace white wheat with oat or brown wheat in some recipes.
- Add more non starchy vegetables, like zucchini, to your meat kofta.
- Replace creamy cheese with another type containing higher protein, low fat haloomi cheese or Kareesh (Egyptian cheese).
- Replace the ready-to-eat sauces and mayonnaise with yogurt avocado sauce flavored by natural spices and mint.
- Add small amounts of dates or dates molasses to some recipes.

Despite the common idea that Ramadan can cause a weight gain, in fact, it can become a golden opportunity to lose weight and clean your body from toxins which you accumulate throughout the year, by following a well-balanced and healthy diet after fasting.

We present here a 7 day well-balanced diet containing nearly 1,500 calories. Our diet consists of two main meals, Iftar, Suhoor and one small light meal at midnight (in between). However, you are free to change the timings of your meals to suit your usual diet, and you can add your favorite food in Ramadan:

Start your Iftar with 3 dates and a glass of low-fat liquid yogurt daily. If you don't like dates, you can replace it with figs or dried peaches.

Day	Iftar	Light Meal	Suhoor	Beverages
Day 1	Cup of lentil soup Cup of Tabouleh 60 gm of chicken and vegetable Kofta 2 baked Samboosas 1 fruit	Cup of fruit salad + milk or yogurt or labneh	2-egg omelet One brown bread Olives, cucumbers, tomato milk or yogurt or labneh	Karkadeh, You can sweeten this drink by adding artificial sweetener
Day 2	Cup of squash soup Cup of rocket & beat salad Okra with meat + cup of cooked rice 1 fruit	Home-made dates balls (3 dates + 7 walnuts or almonds)	Cup of beans (foul) Cup of green salad ½ slice brown bread milk or yogurt or labneh 1 fruit	Ginger
Day 3	Cup of oats & vegetable soup Cup of green salad 60 gm of meat & vegetable Kofta 2 baked Sambosas 1 fruit	Olives, sliced of carrots and cucumbers with Hommus	2 grilled chicken burgers 1 brown bread Cup of green salad milk or yogurt or labneh 1 fruit	Natural berry juice
Day 4	Cup of Harrira soup Cup of Fatoush Salad 60 gm of grilled chicken 2 baked Sambosas 1 fruit	Home-made date balls (3 dates + 7 walnuts or almonds) milk or yogurt or labneh	Grilled fish Cup of cooked rice Cup of green salad milk or yogurt or labneh 1 fruit	Lemon juice
Day 5	Cup of oats & vegetable soup Cup of broth-soaked bread (meat or chicken) (Thareed) Cup of tabouleh 1 fruit	Cup of yogurt with nuts & 1 banana	3 pieces of baked burgle & meat Kubba Yogurt & cucumber salad milk or yogurt or labneh 1 fruit	Tamarind juice
Day 6	Cup of broccoli soup Cup of pasta with meat, tomato and vegetables sauce 2 baked samboosas 1 fruit	Olives, sliced carrots and cucumbers with Humus	2 eggs with tomato omelet 2 slices of toasted brown bread Cup of green salad milk or yogurt or labneh 1 fruit	Cinnamon tea
Day 7	Cup of Harees with meat soup Sautéed or grilled vegetables 2 baked samboosas 1 fruit	Cup of fruit salad + milk or yogurt or labneh	Cup of beans cooked in tomtosauce ½ slice of brown bread milk or yogurt or labneh 1 fruit	Mint tea

JHAH Healthy Recipes

By: JHAH Clinical Nutrition & Food Services Unit



Moussakhan

A popular tender chicken and bread dish with lemony flavor and a taste of sumac. It is served mostly in Palestine and Jordan.

Ingredients (6 Servings):

- 6 skinless chicken breasts
- 2 tablespoons of canola oil
- 4 onions, sliced
- 2 tablespoons sumac
- ¼ teaspoon of all-spice
- Black pepper to taste
- 3 Arabic whole-wheat bread (pita bread)

Preparation:

- Season chicken pieces with all spice and black pepper.
- In the sauce pan, sauté the seasoned chicken pieces in oil, until golden in color.
- Add Sumac, stir, and remove from the heat.
- Cut the bread into halves and heat it in the oven.
- Add half of the onion over the bread then place the chicken pieces on top.
- Put the remaining onion on the top of chicken then cover the top with bread.
- Bake for 10 minutes at 350 °F (175 °C).
- Serve with salad, a little almond, non-fat or low-fat yogurt or laban for a more balanced and nutritious dish.

Fat and Calories Contents (per serving):

- **Calories:** 230 calories
- **Fat:** 6.5 grams

Health Profile:

Moussakhan is appropriate for people with heart disease with lower sodium limits, children, pregnant and lactating women and seniors. Diabetics can consume it (30 grams of bread = 1 serving of carbohydrates). It is not recommended to be served to infants under one year of age or for people with chewing and swallowing difficulties. Olive oil should not be heated as heat impacts its nutritional value and reduces its nutritional content.



Warak Enab

A popular appetizer in Lebanon, Syria, Palestine and Egypt. It is prepared with grape leaves stuffed with rice. It is rich in fiber, vitamins and minerals.

Ingredients (6 servings, 5 pieces per serving):

Grape leaf stuffing:

- 1½ cups tomatoes, finely chopped
- 2 cups uncooked white rice
- 2 tablespoons lemon juice
- 2 tablespoons of olive oil
- 1 tablespoon parsley, finely chopped
- 1 tablespoon coriander
- Black pepper to taste
- 1 tablespoon dried mint
- 1½ jars of grape leaves

Preparation:

- Remove the grape leaves from the jar or use freshly cut leaves and soak them for 3 hours in cold water.
- Wash the rice with water and soak it for 1 hour.



- Mix the tomato, rice, parsley, coriander, pepper and lemon juice together.
- Fill the grape leaves with the above stuffing mixture.
- In a sauce pan, place stuffed grape leaves in layers over some tomato cubes then pour lemon juice and olive oil on top.
- Add water on top and simmer it covered, on low heat, for about 90 minutes until cooked.
- Serve with salad and low-fat or fat free yogurt or laban for a more balanced and nutritious treat.

Fat and Calories Contents (per serving):

- **Calorie:** 170 calories
- **Fat:** 5 grams

Health Profile:

Warak Enab is appropriate for people with heart disease, children, pregnant and lactating women and seniors. Diabetics can consume it (6 grape leaves = 1 serving carbohydrates). It is not recommended to be served to infants under one year of age or for people with chewing or swallowing difficulties. It is ideally served immediately and should not be kept at room temperature for more than 2 hours.



Strawberry-Orange Muffin

Strawberries and oranges are excellent fruits with bright colors that are rich in antioxidants, vitamins and fiber. Making strawberry and orange based muffins will enhance nutritional values and add more taste and flavor.

Ingredients (6 servings, 2 muffins per serving):

- 1 whole egg and 2 egg whites
- ¾ cup whole-wheat flour
- ¾ cup all-purpose flour
- 3 tablespoons sugar
- 1 tablespoon canola oil
- 2 tablespoons almonds, chopped
- 2 teaspoons baking powder
- 1 tablespoon flax seed
- 1 cup nonfat milk
- ½ cup unsweetened orange juice
- 1½ cups strawberries, chopped
- 1 tablespoon orange skin, grated

Preparation:

- Mix sugar, baking powder, flax seed and flour in a bowl.
- Beat the egg with the milk, orange juice, sugar and oil then add them to the above powdered mixture and mix well.
- Add the chopped strawberries and mix gently.
- Spoon the above mixture in 12 waxed muffin cups or grease muffin cups with cooking oil spray.
- Bake them at 400 °F for 20 minutes until done or until a toothpick inserted in the center comes out clean.
- Remove from oven and allow cooling down.
- Serve with fresh fruit salad and nonfat yogurt or milk to enrich it with fiber, vitamins, and minerals and make it more balanced and nutritious.

Fat and Calories Contents (per serving):

- **Calories:** 260 calories
- **Fat:** 7 grams

Health Profile:

Strawberry-Orange Muffins are appropriate for people with heart disease. They are advised to replace the whole eggs with egg whites, as egg yolk is rich in cholesterol. It is also appropriate for children, pregnant and lactating women and seniors. Diabetic people can consume it, considering that a 30 gram muffin = 1 serving carbohydrate. It is not recommended to be served for babies below one year of age or for people with a milk, egg or Gluten allergies. Non-caloric sweetener can be used instead of sugar to reduce the calorie and carbohydrate contents.

Arabian Hospitality



Facts about Arabic coffee

In the Arabic world, Arabic coffee is a traditional part of the hospitality and customs. It is offered at traditional occasions, feasts, during Ramadan, Eid and during social gatherings. It is distinct in its contents, preparation and in the manner of serving it in tiny and delicate cups. These cups will be only half-filled and guests should have at least one cup, although the tradition is to take three cups.

Arabic coffee is called Qahwa and is prepared using heavily roasted coffee beans. The coffee pot is called a Dallah and Arabic coffee includes ground roasted coffee beans and a variety of items including cardamom, cloves and saffron.

To prepare Arabic coffee

- Add ground roasted coffee beans with cardamom, cloves, and saffron to boiling water.
- After 10 minutes, the mixture is removed from the heat which allows the ground coffee beans to settle, then strain and transfer into the Dallah to serve.

By JHAH Clinical Nutrition & Food Services Unit

Facts on Dates

- Dates are delicious and a popular fruit; they are rich in many essential nutrients, including fiber, vitamins, mineral and antioxidants.
- Fresh dates are easily digestible flesh and contain simple sugars.
- Dates are high in calories: one pitted date averages 30 calories.
- People with diabetes should not over consume dates as 3 dates represent one full serving of carbohydrates.
- It is recommended to consume dates as fresh, dried or stuffed with almonds or walnuts but in moderation due to the high caloric content.



Tips for Making Lighter and Healthier Sweets

Many of traditional and commercial sweets are made from white flour, syrup or sugar, butter or ghee, nuts, whole milk and milk products. These ingredients result in sweets that are very high in calories, which are excessively fatty, induce indigestion and heartburn, contribute to weight gain, increase blood sugar and eventually increase the risks of some nutrition related diseases as well as enhance cravings for even more sweets in ever larger amounts.

The following tips provided by JHAH Clinical Nutrition Services can help you to enjoy light, healthy and heart friendly sweets:

- Serve the sweets in smaller portions.
- Reduce the fat and sugar specified in the recipe to half of the original amounts.
- Use low-fat or non-fat milk and its products in the recipe instead of full cream, milk or cheese.
- Use egg whites instead of whole eggs. Replace each egg yolk with 2 egg whites.
- Bake or grill the sweets rather than frying.
- Add fresh or dried fruits instead of syrup or sugar. Zero calorie sweetener can be used in place of sugar. Adding cinnamon to desserts adds a pleasant taste and flavor.
- Replace butter or ghee with moderate amounts of healthy oils, such as corn or canola oil.
- Replace half of the oil with apple sauce to soften the texture of the sweets as well as reduce the calories
- Use whole wheat flour instead of white.
- Garnish the sweets with slices of fresh fruits or nuts, such as almonds or walnuts, rather than icing the top or adding cream or chocolate or coconut .
- Reduce the volume of nuts by half by using cinnamon instead.
- Serve the sweets as snacks after the main meal and remember to consume them in moderation.

By JHAH Clinical Nutrition & Food Services Unit



Ask the Expert

Heart Health: Answers From Cardiologist Dr. Michael Blaha

Some of the first steps toward a healthy heart are eating well, exercising regularly and not smoking.

Dr. Michael Blaha, a Johns Hopkins Aramco Healthcare heart expert, answers questions about heart health. You can learn more about how to eat heart smart, move more and stay healthy with the Johns Hopkins Healthy Heart portal.



Is short, intense exercise or longer, sustained training better for cardiovascular health?

In general, any good heart healthy exercise program should include sustained, moderate to vigorous activity. You should break a sweat. Short, intense activity is not necessary. However, research has shown that sustained activity coupled with short bursts of strength training do better than either one alone. Variety is good!

Is blockage the only cause of heart attacks?

There are other rare causes of heart attack that are not caused by atherosclerosis, the continued buildup of cholesterol in the walls of the arteries. However, more than 95 percent of heart attacks are caused by atherosclerosis.

There does not need to be a blockage to have a heart attack. An atherosclerotic plaque can "rupture" and cause a heart attack. If you have a score of zero, you likely have little significant atherosclerosis risk now, so your near-term risk is quite low, but you need to keep it that way with heart-healthy lifestyle choices.

Is the feeling of pressure in my chest while lying down a sign to be concerned about a heart issue?

Usually coronary artery disease causes more symptoms during exercise compared to when patients are at rest. However, this is not always the case, particularly if the symptoms last a long time. Take detailed notes of any symptoms you might also feel during exercise and then

present a detailed account of all of your symptoms to your doctor, who can determine what to do next.

What heart diseases are common in the age group 55 to 65? How can these diseases be prevented? What measures can one take to maintain a healthy heart?

The main thing to worry about in this age range is the continued buildup of cholesterol in the walls of the arteries. The disease can start to cause symptoms in this age range.

It is particularly important in this age range to see a doctor regularly and adopt these heart-healthy lifestyle behaviors:

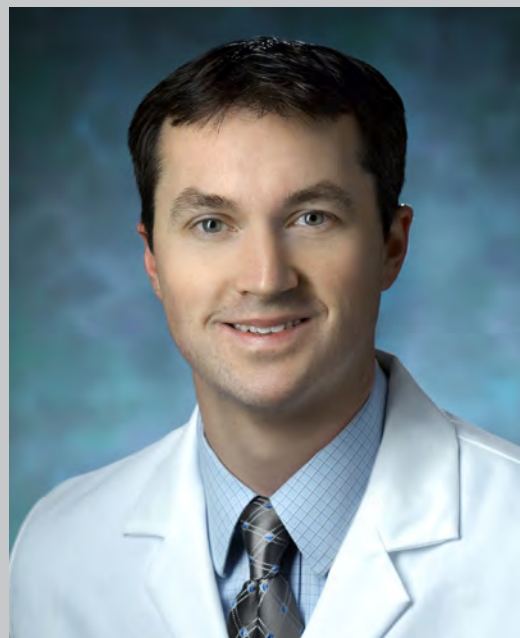
- Don't smoke
- Maintain a healthy weight
- Eat a healthy diet
- Exercise regularly



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<http://www.hopkinsmedicine.org/health/articles-and-answers/ask-the-expert>



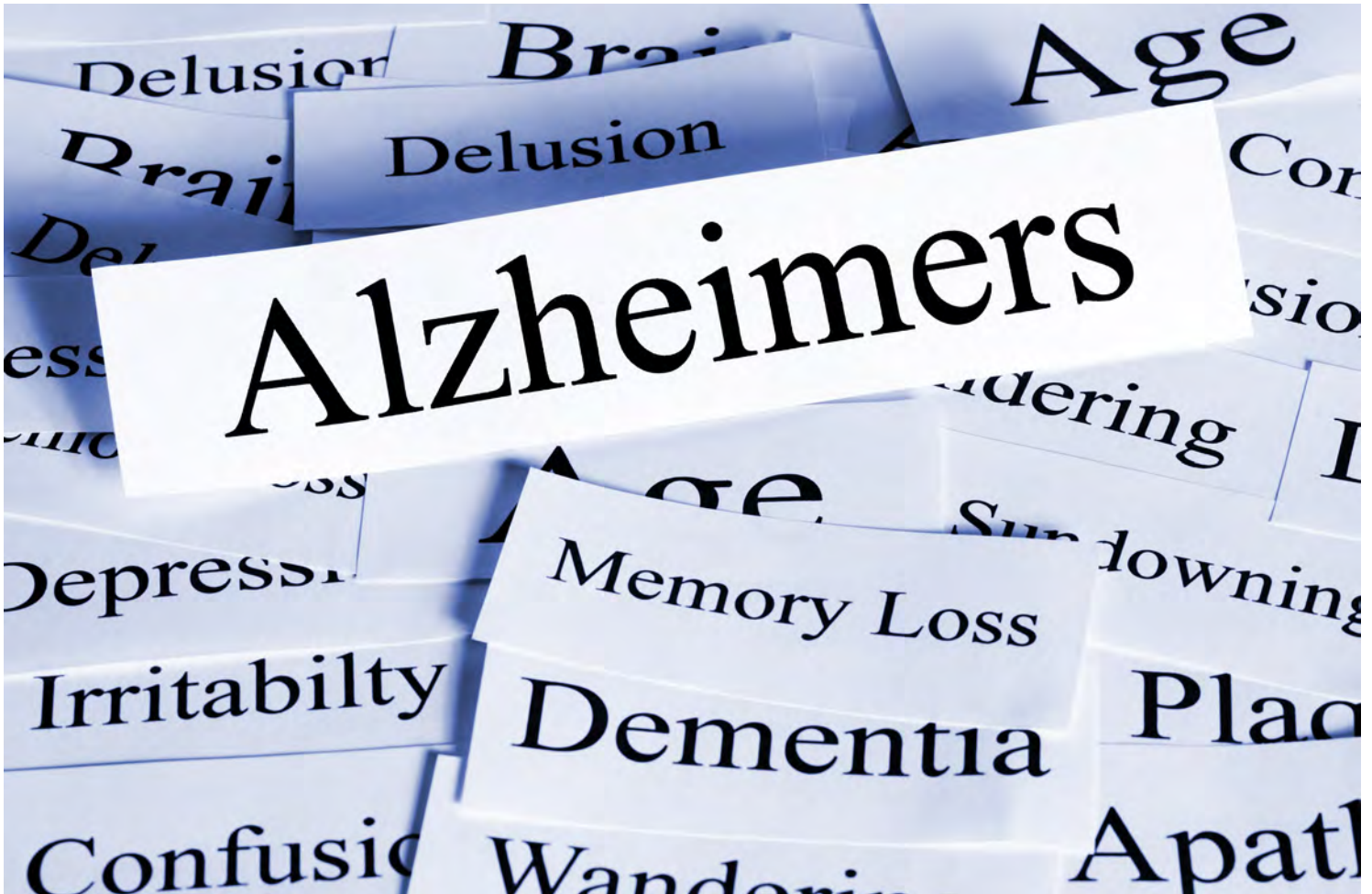
Michael Joseph Blaha, M.D., M.P.H.

Director of Clinical Research, Ciccarone Center for the Prevention of Heart Disease
Assistant Professor of Medicine

Michael J. Blaha, M.D. M.P.H represents the 4th generation of physicians in his family. After earning a B.S. in pre-medical studies and classical civilization at the University of Notre Dame in 2001, Dr. Blaha went to Vanderbilt University where in 2006 he received his M.D. as well as an M.P.H. in Clinical Epidemiology and Biostatistics. At Vanderbilt, he served as president of the local Alpha Omega Alpha chapter and was awarded the Dr. Rudolph Kampmeier Prize as the top clinical researcher. Dr. Blaha then completed his Internal Medicine residency in the Osler Medical Housestaff Training Program at Johns Hopkins in 2009 before completing a fellowship in Cardiology at Johns Hopkins in 2012. He is currently a preventive cardiologist and researcher in clinical epidemiology and has faculty appointments in both Cardiology and in Epidemiology at the Johns Hopkins Bloomberg School of Public Health. Dr. Blaha is a member of the Ciccarone Center for the Prevention of Heart Disease and serves as the Centers Director of Clinical Research. On the national level, he currently serves on both the Statistics and Fellow-in-Training/Early Career Committees of the American Heart Association (AHA) and is a member of the Cardiometabolic Alliance through the American College of Cardiology (ACC).

Beyond Memory Loss

How to Handle the Other Symptoms of Alzheimer's



Alzheimer's is known as a disease of lost memories. But what many of us may not understand—until faced with it in our own loved ones—is that memory loss is just the beginning. Depression, anxiety and agitation and sleep-related problems also plague people with Alzheimer's Disease.

Left untreated—as they too often are—these symptoms can have a significant effect on quality of life and even on the course of the disease itself. On the other hand recognizing and treating these behavioral and cognitive symptoms can go a long way toward improving the quality of life of both caregivers and patients, and may even help with some of the cognitive symptoms, if only for a short time.

Johns Hopkins expert Andrea Nelson, R.N., highlights several of the most common non-memory-related symptoms, along with treatments that offer hope for relief.

Depression

Between 40 and 50 percent of people with Alzheimer's experience depression, Nelson says, compared with about 7 percent of the general population. The high incidence is related both to changes in the brain from the disease and, at least early in the disease, the shock of diagnosis.

Johns Hopkins has been on the forefront of recognizing depression in people with Alzheimer's disease, with Johns Hopkins psychiatrists coining the term "affective syndrome of Alzheimer's disease" more than a decade ago to describe the depression that occurs in these patients.

People with Alzheimer's who are depressed tend to be apathetic and irritable and to have sleep disturbances, but they are less likely to feel guilty or harm themselves than depressed people without Alzheimer's.

Treatment

"A lot of times if you treat the depression, people's quality of life really improves," Nelson says. "You may even see a few upticks in their memory." Treatment for depression typically involves the use of medications called selective serotonin reuptake inhibitors, which may also help with anxiety and agitation.

Anxiety and Agitation

These conditions can manifest as emotional distress, excessive movement, aggression, disruptive irritability and loss of inhibition. The anxiety and agitation are more apparent in the early stages of the disease as people begin to recognize their losses and the seriousness of the disease, Nelson says. Later, they may become anxious about being left alone or abandoned, while any changes in the daily routine can also trigger anxiety and agitation.

Treatment

The most common treatment for anxiety and agitation is low doses of atypical antipsychotic medications such as risperidone and olanzapine. However, the drugs may increase the risk of strokes, heart attacks and death in older

people. Meanwhile, anti-anxiety drugs such as diazepam can lead to dizziness and falls in the elderly.

Antidepressants can often help. A clinical trial at Johns Hopkins evaluating the use of the antidepressant citalopram in people with Alzheimer's and anxiety found that it was safer than, and at least as effective as currently used antipsychotic drugs.

Sleep Disruptions

Studies find that people with Alzheimer's disease spend more time awake than those without. In fact, changes in sleep pattern may be an early sign of the disease, with one study finding that the brains of older adults with poor sleeping habits were more likely to have amyloid plaque deposits, the sticky protein fibers that are a hallmark of Alzheimer's Disease. Researchers speculate that treating sleep problems early could minimize this effect and, potentially, prevent or slow the progression of the disease, although that is still speculative.

Treatment

The most important treatment for sleep disruptions is not sleeping pills, but activity, says Nelson. "If they're up at night and sleeping during the day, we recommend activities. Walking, an adult day center, anything to get them more active during the day so they can sleep better at night," she says.



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Johns Hopkins Aramco Healthcare Celebrates World Blood Donor Day

JHAH hosted two events recognizing our blood donors, this group of selfless individuals who offer the "gift of life" to critically and chronically ill persons undergoing treatment within our hospital. These special ladies and gentlemen are acknowledged worldwide for their generous acts.

Johns Hopkins Aramco Healthcare (JHAH) celebrated those blood donors who have donated 25 times or more at an "invitation only" event. The thirty (30) dedicated individuals were presented with recognition certificates, acknowledging their relentless support for the wellbeing of others by continuing to donate blood.

These "Olympic caliber" persons received their certificates of appreciation from JHAH Senior Medical management, each donor also received a personal and heartfelt thank you. This was done on behalf of all those patients who benefited from the unselfish and ongoing blood donations providing as lifesaving treatments as well as improving the quality of life for the recipients

JHAH currently receives an average of over 20 donations every day, which amounts to over 5,100 donors annually. While this figure seems impressive on the surface, the actual requirement is between 25 and 30 donations daily, as a consequence, there is a shortfall and more donors are welcome every time, all the time.

Every person who decides to become a donor can donate every 2 months or up to 6 times per year. Each donation can save up to 4 lives because JHAH hematology technicians can prepare 4 different types of components from each unit of donated blood, including red blood cells, platelets, fresh frozen plasma and cryogenic blood banking.

A JHAH official, Bahijah Al-Rashid with the Medical Public Relations Unit of Medical Support Services said: "Being generous is when you do something good for someone who will never find out because the real meaning of generosity is giving without waiting for anything in return."

In order to promote the ethos of Blood donation and to demonstrate the vital lifesaving role these special people play in offering a lifeline to a variety of recipients of their important donation, Blood Donor Campaign was held on the afternoon of the 2nd of June 2016 within the front lobby of the main Hospital building.

Subject matter experts were made available to provide information to Saudi Aramco employees, family members and visitors to JHAH.

The successful campaign resulted in many visitors being informed of the need for blood donors and donations, as well as having numerous questions being answered by JHAH staff regarding the details of donating blood, the procedures and the frequencies.

This World Blood Donor Day campaign was sponsored by JHAH and the General Lab Services Unit, of the Medical & Technical Support Services Department.

The Blood Bank Work Director, Mr. Ali H. Khardawi summed it up best by stating, "Only 15 minutes from your time can save several lives."

By John Keszler



Caring Through Knowledge Sharing: Celebrating Three Years of a Successful Partnership



May 26, 2016 marked the 3rd consecutive commencement ceremony for the Nutrition Support Program graduating students from the University of Dammam. The course is given by Johns Hopkins Aramco Healthcare (JHAH) Clinical Nutrition and Food Services and coordinated by JHAH General Medical Relations Services. This effort is part of a strategic partnership that has been established between JHAH and the University of Dammam on specific areas of interest, including Nutrition. This partnership is manifested through a series of educational programs created by JHAH Clinical Nutrition and Food Services and taught by JHAH staff to help nutrition students learn to apply theory into practice.

Dr. Zeina Khouri-Stevens, JHAH Chief Nursing Officer and Dr. Omar Abu Zaid, the Dean of the Nutrition Department of the University of Dammam were in attendance at the graduation ceremony.

This partnership began in 2014, on a smaller scale, in Food Services and later extended to include Nutrition. "The main objective of the Nutrition Support Program was to share JHAH's continually updated knowledge and best practices in the area of nutrition support and to build the capabilities and competencies of the University of Dammam nutritional students in order to make them better dietitians in the future." said Dr. Basem Futa, JHAH Clinical Nutrition and Food Services Advisor.

The program was conducted at Dhahran Health Center and extended over two months (March to May) of intense training. This unique and highly specialized program was conducted by a group of specialized clinical JHAH dietitians.

Although the current program encompassed several nutritional aspects of caring for pediatric and adult inpatients, it primarily focused on tube feeding and total parental nutrition (TPN). It also included transitional feeding, food drug interaction, nutrition documentation and other topics. The interactive side of the course included presentations, workshops, touring patient rooms and multiple scenario discussions. The students were allowed to observe actual cases from the day of admission to discharge, and in some cases, follow-up, if the patients needed any physical rehabilitation. Prior to graduation, the students completed an evaluation exam.

"This strategic partnership is designed to enhance the students' knowledge and skills in nutrition support and to prepare them to contribute to community health and wellbeing", said Ghada Habib, JHAH Supervisor of Medical Nutrition Services, "It will improve patients' outcomes and enable the students to effectively participate in multidisciplinary clinical care".

By Layla Gafashat

Successful Obesity Campaign Conducted at Al-Othaim Mall

Dr. Hannan Al-Shaikh conducted a successful Obesity campaign, part of Johns Hopkins Aramco Healthcare's (JHAH) outreach program, at the Al-Othaim Mall in Dammam on Friday, the 3rd of June. The exhibit booths were open from 4 p.m. until 9 p.m. with over 1,100 children, women and men in attendance. There were booths and separate sections for attendees to inquiry about the risks of obesity and the resulting complications as well as offering help on identifying smart eating and healthy alternatives.

The booths included: A Measurement booth run by the nurses from JHAH's Nursing Services and medical volunteers who helped measure height, weight and BMI for audience members who wanted to know; An Ask the Physician booth run by Dr. Hannan Al-Shaikh and Dr. Ameena Al-Dabbagh, both of whom answered a myriad of questions about BMI, obesity and complications from being overweight; An Ask the Specialist booth manned by Clinical Dietitian Maha Abussaud and a Health Educator to help attendees to determine all the foods that were appropriate for the needs of contemporary Saudi Arabian families.

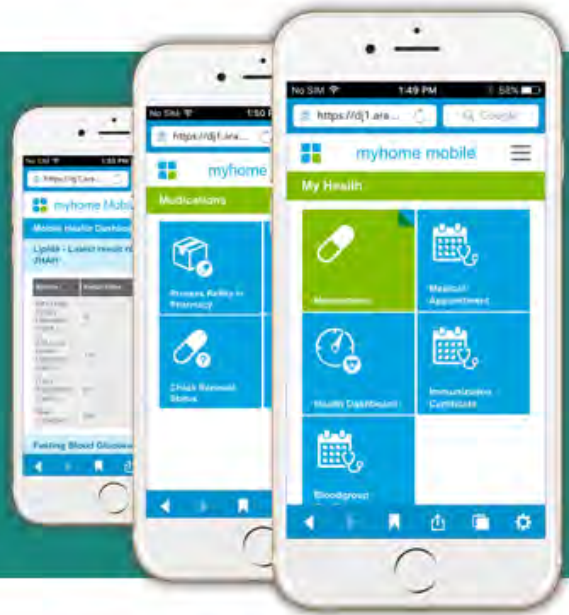
Dr. Al-Shaikh summed it up when she observed that "The difference between success and failure is a great team. This Obesity Campaign was successful because of a great motivated, collaborative and passionate team with a common vision."

The sections also included a Dietician in a Grocery section contrasting the difference between healthy and unhealthy food shopping; a Kid's section using "My Plate" to show examples of healthy eating and a Playground section for children to play and participate in games.

By John Keszler



New Mobile Medications and Health Dashboard



To all Saudi Aramco Employees,

Johns Hopkins Aramco Healthcare in coordination with Saudi Aramco Information Technology is pleased to announce the Go-live of the following mobile Medical applications.



Process Refills in pharmacy
To view and submit a refill request for you or your dependents to pharmacy



Request Prescription Renewal:
To submit medication renewal request to physician.



Check Request Status:
To check your refill and renew status.



Drug Information:
To check your requested medication information.



Health Dashboard:
To view your health test results, such as blood pressure and BMI.

Access it today at <http://mobile.aramco.com>

For business device users, please click on the myhome Mobile Portal icon located on the device.

For non-business device users, type the following URL <http://mobile.aramco.com>.

If you do not have access to myhome on the internet, please submit a CRM request as follows:

Go to: Service Catalog -> IT Services -> Email & Internet/Intranet Services -> myhome Corporate Portal Access.

For assistance, please contact: [IT Help Desk](#)

Managed Care Advisory Team Partners with JHAH's Managed Care and Population Health Department

Anita Moore, MPA, BN, BA, the Chief Population Health Officer (CPHO) at Johns Hopkins Aramco Healthcare (JHAH), welcomed a visiting team of subject matter expert physicians and nurses from Johns Hopkins Healthcare (JHHC) located in Glen Burnie, Maryland on May 22, 2016.

The Managed Care and Population Health Department currently manages the care for those Saudi Aramco employees and their eligible dependents who receive their medical care within the contracted network of Medical Designated Facilities or MDFs. The Department is responsible for recruiting, contracting and maintaining a network of Providers within the Kingdom along with monitoring and ensuring appropriate care is provided to approximately 203,000 Eligible Medical Recipients (EMRs) under JHAH or 56% of the total EMR population.



The team spokespersons were: Dr. Felicia Hill-Briggs, Ph.D., Professor of Medicine, Senior Director of Population Health Research and Development and Dr. Michelle Hawkins, DNP, Director of Care Management and Population Health Integration.

Additional team members from Johns Hopkins included: Dr. Laura Herrera Scott, MD, MPH, Medical Director, Population Health and Community Health Programs; Ms. Noelle Flaherty, RN, MBA, CPHQ Director, Quality Improvement; Ms. Polly Howard, RN, MSN, Director of Care Management at Johns Hopkins Bayview Medical Center; Ms. Laura Eaker, RN, BSN, Clinical Screener; Ms. Karyn Nicholson, RN, MSN, Clinical Informatics Specialist, Care Management-Population Health.

The visiting team's objectives were to understand and review current practices within the Department, identify challenges, and thereafter define, explain and explore Care

Management (CM) and Utilization Management (UM) methods in relation to access to care. This team made recommendations on how CM and UM techniques affect Population Health by using a multi-disciplinary care team approach. One of the many techniques that were discussed included motivational interviewing in order to impact patient engagement to increase individual adherence to promote and achieve improved health.

Dr. Husni M Tafesh, Chief, Care Management, said "This visit would introduce the medical network facilities to the concepts of Utilization Management and Care Management." He added that "We envision that this will help to establish Population Health in JHAH and beyond along by enabling the practice of Utilization Management and Care Management to improve the health of Saudi Aramco employees and their families."

The visit began with the intention of providing collaborative updates on current practice in Care and Utilization Management and Quality Improvement. Training on UM and CM techniques were provided for 15 physicians and 15 nurses within the Department along with 6 Nurse Case managers from the Hospital.

Dr. Felicia Hill-Briggs said, "We're excited and pleased about the work to date and what's been accomplished, and moving towards implementing Population Health."

From May 30th to June 2nd, our visiting guests divided into groups and visited the following regional MDFs:

Eastern Region: Al-Mouwasat Hospital in Dammam, Al-Mana Hospitals in Al-Khobar and Dammam.	Central Region: Dallah and Riyadh Care Hospitals.	Western Region: International Medical Center, Soliman Fakeeh Hospitals in Jeddah, Yanbu National Hospital in Yanbu.
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The Managed Care experts reviewed the Managed Care and Population Health Department's work practices in order to help identify potential enhancements to patient care delivery, safety and quality of care. This included analyzing current roles and job descriptions to make recommendations on how to make modifications based on the new functions within the Department.

Dr. Michelle Hawkins observed "It's been an honor to be here in this collaborative project. I have enjoyed being a part of this exciting process and having the opportunity to train on the Johns Hopkins Population Health model. I am impressed with the enthusiasm of the group and their zeal for learning. It has been an interesting experience to learn the current process and culture and I am glad to have been a part of it."



ATVs: Tragedy on Wheels

JHAH Joins a New Governmentally Formed Committee to Counter the Danger of ATVs



@JHAH_NEWS

#JHAH, #ATV



In 2015, more than 1,000 trauma cases related to All-Terrain Vehicle (ATV) or quad cycles were admitted at King Fahad University Hospital alone. The severe outcomes of this huge number included amputations, paralysis, and deaths. The age of the injured ranged from as young as a year and a half to individuals in their forties, with the majority being children to young adults in their twenties. This statistic includes both male and female victims. The mortality rate of ATV related accidents registered a spike of 60% last year.

Unfortunately, the majority of the injuries and deaths could have been prevented as most resulted from poor safety measures, lack of skills, and a disregard for the safety of others.

In an effort to counteract and limit the tragedies resulting from this increasingly popular activity, a new committee composed of 16 relevant organizations, was formed. Johns Hopkins Aramco Healthcare (JHAH) has been asked to join this committee and actively participate in educating the public regarding medical-related safety measures. JHAH's contribution to this initiative will include publishing awareness messages, creating infographics and offering Basic Life Support courses to related organizations.

Representing JHAH in this initiative is Dr. Basem Bahrani, ER Consultant and the Head of Dhahran Emergency Medicine Services. Dr. Bahrani has already attended several meetings with the committee and he was part of a workshop that was held on June 1st, 2016 to discuss and reach agreement on the recommendations and regulations that will be needed to counter the damage caused by ATVs. "JHAH is participating in this initiative to reduce the risks of motorbikes, mainly ATVs, as part of its commitment to the community by promoting wellness", stated Dr. Basem Bahrani, "Riding ATVs is a favorite activity for youth during the summer. Unfortunately, the safety measures and awareness are not optimal."

The newly formed committee is headed by Her Royal Highness Princess Abeer Bint Faisal Bin Turki, Chairman of the Eastern Province Council for Social Responsibility and wife to His Royal Highness Prince Saud bin Nayef bin Abdulaziz, Governor of the Eastern Province of the Kingdom of Saudi Arabia

By Layla Gafashat

Annual Nutrition Campaign

“For Better Nutrition for Men and Women”

By Basem Futa

Every year Clinical Nutrition Services selects an important nutrition topic related to the health of the population. Last year, the March 2015 campaign focused on “Children Health and Nutrition” and aimed to promote children’s health and wellbeing.

For the 2016 nutrition campaign, which was held during April-May with the theme of “For Better Nutrition for Men and Women”, the focus was on the role of nutrition on: reducing non-communicable diseases, improving quality of life, supporting immunity and enhancing work productivity.



Geographically, the campaign covered many locations, including Dhahran King’s Road, Dhahran Primary Care Building 50, Al Midra Tower, Al Hasa Health Center, Abqaiq Health Center and Ras-Tanura Health Center, with a total attendance of over 2,000 Saudi Aramco employees and their dependents.

The campaign shared nutrition messages for both men and women and the educational booths included food models, printed materials, interactive interviews, Q and A sessions, educational games, posters and nutrition quizzes. The attendees were given “My Plate” Models as gifts to guide them to select their appropriate food groups for themselves and their families.

Ghada Al Habib, Supervisor of Clinical Nutrition Services, chaired the campaign, selected nutrition experts and highlighted the role of nutrition in improving the health outcomes of both men and women in their communities.

She also noted that the Women’s Health booth included the following sections:

- Healthy Shopping
- Healthy Cooking
- Healthy Dining Table
- Nutrition during Pregnancy
- Nutrition during Lactation
- Nutrition for Healthy Skin and Hair

While the Men’s Nutrition section was described by Dr. Basem Futa, Nutrition Advisor, as including:

- Heart Nutrition
- Stroke Prevention
- Muscles Building
- Roles of Nutrition in Reducing the Risks of Colon and Rectal Cancer

Dr. Futa also observed that the anticipated benefits of the campaign were medical, environmental and economical and that the shared nutrition topics between men and women included:

- Bone Health
- Weight Management and Fad Diets
- Healthy Eating Strategies
- Mental Health, Fatigue and Stress Management

The attendees appreciated the nutrition focused campaign in health and disease for both men and women, with the most frequently asked questions being about osteoporosis prevention, heart health, diabetes nutrition, caffeine contents in beverages, hidden salt and sugar in food, and weight management tips.

In addition, dozens of children participated in the event located at King’s Road in Dhahran and engaged in educational stories, hand and face painting, games, quizzes, with lots of other recreational and educational activities.



PARTNERS IN EXCELLENCE



In keeping with the promise of continuous education, Johns Hopkins Aramco Healthcare began a quality elevation program focused on sharing knowledge and experience in order to build a dynamic, autonomous health care organization. The Partners in Excellence concept blends the pre-existing decades long tradition of quality medical care provided by SAMSO with the renowned educational and clinical strengths of Johns Hopkins Medicine. To date, Partners in Excellence activities have involved more than 100 members of Johns Hopkins Medicine faculty and staff on-site at JHAH.

"Simulation in Obstetrics and Gynecology: Education, Application, and Evaluation in U.S. Medical Centers"

Community Outreach Lecture by Dr. Andrew Satin from Johns Hopkins Medicine

On May 21, 22 and 23, Johns Hopkins Aramco Healthcare (JHAH) welcomed Dr. Andrew J. Satin, Director of Gynecology and Obstetrics and Professor of Gynecology and Obstetrics at Johns Hopkins Hospital and Johns Hopkins Medicine.

Hosting Dr. Satin, Dr. Hisham Al Hashmi, Chief of JHAH's Specialty Ob/Gyn Unit, introduced him to the Ob/Gyn physicians during the first day of his visit, prior to giving him a tour of the hospital. Dr. Satin then met with JHAH's specialists in Maternity Fetal Medicine and Neonatology, and concluded his first day at JHAH with a visit to the High Risk Clinic.

On Monday, May 23rd, Dr. Satin presented the grand rounds "Simulation in Obstetrics and Gynecology: Education, Application, and Evaluation in U.S. Medical Centers" to JHAH staff at the Dhahran Health Center Auditorium.

In the afternoon, Dr. Satin presented the "Innovation in Gynecology and Obstetrics: Hot Topics from Johns Hopkins", as part of the JHAH Community Outreach Lecture initiative, to over 40 attendees from the Saudi Aramco community.



Presented at the Research & Development Technical Exchange Center in Dhahran, Dr. Satin shared the latest Johns Hopkins Medicine developments in the field of fetal therapy and treating diseases before birth, along with research innovations regarding Maternal Fetal Medicine and Ovarian cancer research.

During his visit, Dr. Satin was introduced to Pediatric Cardiology physicians, and was able to meet with different JHAH specialists within the fields of Radiology, Midwifery, and Genetics.

To enhance the quality of Johns Hopkins Aramco Healthcare's clinical care in an environment of growth and learning, JHAH hosts distinguished faculty members from multiple specialties on a regular basis. While visiting, these eminent clinicians deliver grand rounds, participate in clinical consultations with their JHAH counterparts, mentor JHAH staff and host educational community outreach events such as the Community Outreach Lecture series.

By Layal Al-Khatib

Connect with JHAH



We have more than **734** followers.
ARE YOU ONE OF THEM?

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We have more than **468** likes.
ARE YOU ONE OF THEM?



Johns Hopkins Aramco Healthcare



We have more than **502** followers.
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We have more than **38,000** followers.
ARE YOU ONE OF THEM?



Johns Hopkins Aramco Healthcare (JHAH)



We have more than **189** subscribers and **14,400** views on our channel.
ARE YOU ONE OF THEM?

Johns Hopkins Aramco Healthcare (JHAH)

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Broaden your horizons with a career at Johns Hopkins Aramco Healthcare.

Johns Hopkins Aramco Healthcare is pleased to announce the availability of job slots for Saudi nationals.

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We have more than

38,000

LinkedIn followers.

ARE YOU ONE OF THEM?



Your Voice Has the Power of Change

We have partnered with Health.Links / Press Ganey, the leading company in evaluating hospital services, to help us improve. We ask your cooperation in answering the survey you may receive (via phone or SMS) to evaluate your visit. Your participation in the survey is optional. All information will be kept confidential, and your response will not be disclosed to caregivers.



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Stay Connected Update

Your Contact Information.

For us to communicate with you easily, kindly update your contact information to ensure you regularly receive our news.

Please make sure to update your mobile number at reception during your visit to the clinic.

Caring Profile: Helen Mosedie

Education

- Registered Nurse, Coronation Nursing College and Rand Afrikaans University, South Africa, 1986-1990
- Intensive Care Nurse, Milpark Hospital and Rand Afrikaans University, South Africa, 1994
- B.Sc. Health Studies, University of the West of Scotland, 2011- 2014.
- Certified Professional in Healthcare Risk Management, 2014.

Work History

- General Surgical Nursing, 1990-1993, South Africa
- Cardiothoracic Surgical Intensive Care Nursing, 1994 to 2003 South Africa and Jeddah
- Cardiology Intensive care Nurse, 2003- 2011, SAMSO
- Quality Improvement in Healthcare, 2011-2012, SAMSO
- Healthcare Risk Management, 2012- 2015, SAMSO

Current Job Title

Paralegal in JHAH Law.



Quote: "A passion for making people feel loved and cared for when they are at their most vulnerable is what motivates me to be part of the team of healthcare providers at JHAH. Acknowledging each and every patient and provider as a unique and special part of our great family called humanity, keeps me grounded and intent on showing every individual that they are special and that their wellbeing is my only concern. Being a part of this organization offers me an opportunity to change peoples' lives for the better, ensuring that their rights are valued and protected. I'm passionate about protecting patients' rights and being a patient advocate. I enjoy working in this very diverse society where I can interact with many different people from various cultures, practicing the one thing that unites us all- 'a love for one another'."

Emergency Numbers: SAVE THESE NUMBERS TO YOUR MOBILE PHONE

- **Dhahran and all areas:** From a land line inside Saudi Aramco dial 110 for security for ambulance or fire. From your mobile phone inside Saudi Aramco, dial +966-13-872-0110. From outside Saudi Aramco, dial 997 for ambulance and 998 for fire.
- **Abqaiq:** From your mobile phone inside Abqaiq, dial +966-13-572-0110.
- **al-Hasa:** Dial 997 for ambulance and 998 for fire.
- **Ras Tanura:** From your mobile phone inside Ras Tanura, dial +966-13-673-0110.
- **'Udhailiyah:** From your mobile phone inside 'Udhailiyah, dial +966-13-576-7110.
- **Help with your health care:** Contact Patient Relations at PatientRelations@JHAH.com or call 800-305-4444 In Kingdom or +966-13-877-3888 out of Kingdom.
- **Urgent health care access helpline** for MDF patients dial +966-55-600-0468 (after 4 p.m.).

If you have an immediate medical concern, make an appointment with your Primary Care physician. In the event of a medical emergency, go to the Emergency Room at the nearest hospital.

- **Appointments:** To make medical or dental appointments and to access multiple medical services, call:
 - Centralized Call Center 800-305-4444
 - or out of Kingdom +966-13-877-3888
- **Feeling Stressed?** Have psychological, emotional or social problems? Call Community Counseling Clinic for an appointment +966-13-877-8400.
- **Quit Smoking:** JHAH help for employees, dependents, contractors and retirees to quit smoking, email SmokingCessation@aramco.com.
- **Become a volunteer:** To volunteer, email VOLUNTEER.HEALTHCARE@JHAH.COM. You must be in good health, at least 18 years old and have a good understanding of English.
- **Pregnant?** Attend the Pregnancy Wellness Program in Arabic or English. Email registration: MedicalPregnancyWellness@exchange.aramco.com.sa You must be 12 weeks or more into a pregnancy.
- Register for the **Mother and Baby Unit Pregnancy Tour** in Arabic or English. The tour starts at 1 p.m. on the 1st and 3rd Tuesday of the month. To register, email Eman.Mutairi@JHAH.com. You must be 30 weeks or more into your pregnancy. For more information about both programs, visit <http://JHAH > Health Education > Calendar of Health Care Events > Programs>.

- **SMS Reminder:** Never miss a medical/dental appointment. Register for the SMS reminder service. Update your mobile number on the Corporate Portal at <http://myhome > myInformation > Medical > Maintain SMS Reminder Details>.
- **Dependents** call 800-305-4444 to activate or deactivate the SMS reminder service and update a mobile number. SMS reminders are sent 48 hours prior to an appointment to all patients who are registered for the service and have booked their appointment at least 48 hours prior to the appointment.

Employee Online Access to Medical Services

- **myhome Corporate Portal:** <http://myhome > myInformation > Medical>.
- **Campaigns and Programs online:** <http://JHAH > Health Education > Calendar of Health Care Events>.
- **Community Counseling Clinic:** <http://JHAH > A-Z Services > Mental Health website>.
- **Patient Relations:** <http://JHAH > A-Z Services > Patient Relations>.
- Patient Relations is available to help with issues that you are unable to resolve with specific clinical areas.
- **News from Medical Online:** <http://JHAH > Announcements: What's New in Medical>.
- Al-Midra Wellness Center offers consultations, lifestyle wellness coaching and health screenings (Mon to Wed 1-3:30 p.m.) and other services including Blood Donations (Mon and Wed 8 a.m. - noon) and Pharmacy (Sun to Thurs 12-4 p.m.). For more information visit <http://JHAH > A-Z Services > Al-Midra Wellness Center>.
- **MDF Patients:** View the MDF list of contacts and website links on <http://JHAH > Hospitals and Clinics Contacts > MDF>.



Do you need help with a health care service issue?

Email Patient Relations
PatientRelations@JHAH.com

JHAH focuses on the elements of Patient Experience

Starting with a warm welcome



June 5, 2016 – A new service for JHAH patients and their families was inaugurated in Dhahran: Welcome Guides. The Welcome Guides are offering a personal way-finding for patients and their families in the Dhahran facility. JHAH is on a journey to become a national champion in the provision of quality health care, this includes a transformation to distinguish ourselves as a recognized leader in patient and family experience. JHAH's non-clinical frontline staff, such as Welcome Guides, receptionists, schedulers and admissions staff, can make patients feel welcome and comfortable while demonstrating the professionalism of all caregivers at JHAH, or they can increase anxiety and frustration and give an uncaring impression. The Welcome Guides are one facet of the hospital's Caring Experience program, stewarded by Faisal Hajji (Chief Operating Officer). This program is designed to train, motivate and support the non-clinical frontline staff to achieve excellence in customer service.

The month of May also indicated an improvement in the reported Patient Experience of Care at Clinics and Patient Experience of Care at Hospitals.



Visitors assisted in the first five days

Welcome Guide Location	Number of Visitors Assisted
Main Entrance (Building 60)	132
Surgical Entrance (Building 61)	127
Pediatric Entrance (Building 61)	181
Primary Care Main Entrance (Building 50)	88
Primary Care Pharmacy Entrance (Building 50)	78

"We are now making progress every week on the expansion of our services, this month we have inaugurated another new patient service – the Welcome Guides. As part of our overall Caring Experience Program the guides will welcome our patients and their families to the Dhahran facilities. They will offer a warm smile and assist with way finding."

Faisal Al Hajji, Chief Operating Officer at Johns Hopkins Aramco Healthcare