

Meet Our Contributors

01

Dhahran Primary Care
Temporary Wayfinding

21

DeepDive 2019 Family
Medicine Conference

27

مرکز جونز هوبكنز

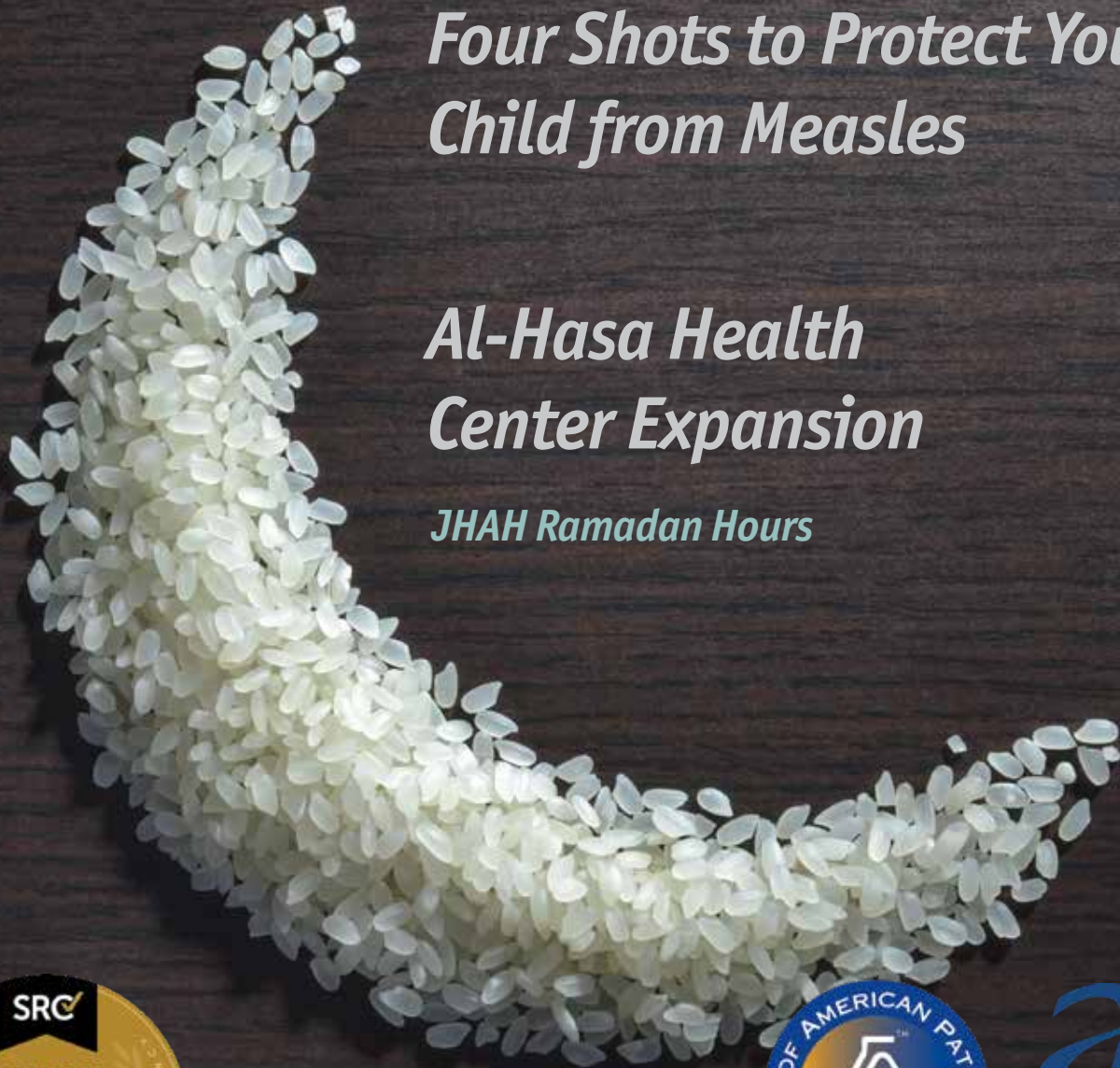
أرامكو الطبي

Johns Hopkins

Aramco Healthcare

WellBEING

رمضان
كريم
2019



*Four Shots to Protect Your
Child from Measles*

*Al-Hasa Health
Center Expansion*

JHAH Ramadan Hours



*Center of Excellence
Metabolic & Bariatric
Surgery Accreditation*



Laboratory Accreditation



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Legal Disclaimer: 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 healthcare professional. The advice is intended to offer only a general basis for individuals to discuss their health and medical conditions with their healthcare provider. Your healthcare provider should be consulted regarding matters concerning the medical condition, treatment and needs of you and your family.

Meet Our Contributors



Dr. Basem Futa
Senior Dietary Specialist

"I take great professional and personal satisfaction in being a JHAH nutrition expert and promoting the health and wellbeing of members of the Saudi Aramco community, my colleagues here at JHAH and their families and the general public through outreach activities."



Ghada Al- Habib
Director, Clinical Nutrition & Food Services Division

"As the Director of Clinical Nutrition and Food Services Division, I would like to express my personal commitment to promote the health and wellbeing of the community by following the same dietary approach for myself and my family in eating healthy and well balanced meals that are nutritious and sustainable for my health."



Dana Bugaighis
New Media & Marketing Strategist

"I have a difficult time meeting my health goals at work, especially with a busy schedule. If I feel an ounce of stress, I tend to think munching on something will make it go away. I started using the walking workstation instead of giving in to snacking and it has helped me feel lighter and healthier. If only some of my colleagues would stop bringing unhealthy snacks."



Layla Gafashat
New Media & Visual Communications Lead

"I'm one of those people who struggle to be healthy; I try but it doesn't come easily to me. I found that focusing on gradually adding healthy habits works better for me. At the moment, I'm using an app to remind myself to drink water and to move every one-two hours. Since I started, my skin has started to look more youthful and I'm having less muscle pain."



Kristen Pinheiro
Senior Communications Specialist
Johns Hopkins Medicine International

"I'm in that middle part of life where staying fit takes a lot more work than it did when I was in my 20s and 30s. I work out at least six times a week—a mix of cardio, flexibility and strength training to stave off both boredom and the effects of aging. There's still so much ahead to experience, and I want to make sure I've got the energy and physical ability to enjoy many adventures to come with my wonderful husband."

"I'm aware that relapsing into old bad habits is a possibility and I try to counteract that by reading more about age-related health conditions that are caused by an unhealthy lifestyle. That's my responsibility to myself. My responsibility towards others is being part of a team who use JHAH publications and social media channels to spread awareness and encourage a 'take care of your body and it'll take care of you' approach."

Medication Management Clinic Now Operating at JHAH Al-Hasa

At JHAH, we know it is important for you to quickly and easily refill a prescription or find out more about your prescribed medication. This is why we now offer a daily Medication Management Clinic in Al-Hasa Health Center.

Our pharmacists play an important role in providing you with care of the highest quality and safety. They will talk you through how to take any new medication, support you with medication refill extensions for up to 30 days and process your medication renewals if your prescriber is not available.

Al-Hasa Pharmacy Profile

The Al-Hasa Health Center (AHHC) Pharmacy is equipped with the most advanced technology in the region and a highly qualified team of 16 pharmacists.



45% of Pharmacists have a master's degree, and an additional seven pharmacists hold a Doctorate of Pharmacy degree



Contact Us

Visit

www.JHAH.com/Pharmacy



Five languages spoken by our pharmacists

Arabic, English, Hindi, Tagalog and Urdu



To speak to a pharmacist, call

Sunday - Thursday,

7 a.m. to 4 p.m.

In Kingdom: 800-305-4444

Out of Kingdom: +966 13-870-3888



Average waiting time

6.5 minutes



23 Pick-Up Locations to Collect Your Medications

Five Special Services Available



- Medication Management Clinic
- Anticoagulation Clinic
- Safe Medication Disposal 'Green Bin'
- Pharmacist Medication Counselling at Discharge

Experience the unmatched patient care of JHAH Al-Hasa

Eligible Saudi Aramco employees and their dependents are invited to register for health care at our JHAH Al-Hasa Health Center. Learn more at www.JHAH.com > Patient Information > [Becoming a Patient Al-Hasa](#)







If you need help: Patient Relations

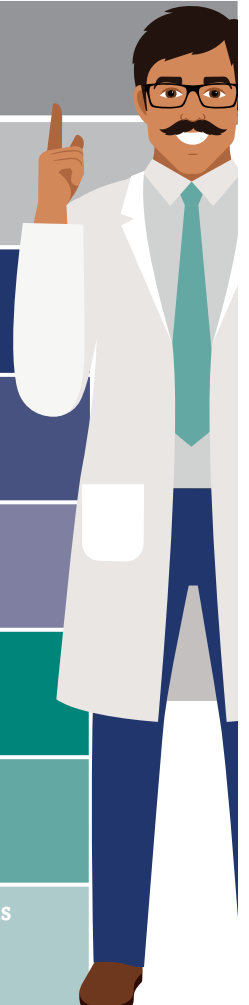
Email: PatientRelations@JHAH.com

Phone: 800-305-4444, Ext. six, during working hours

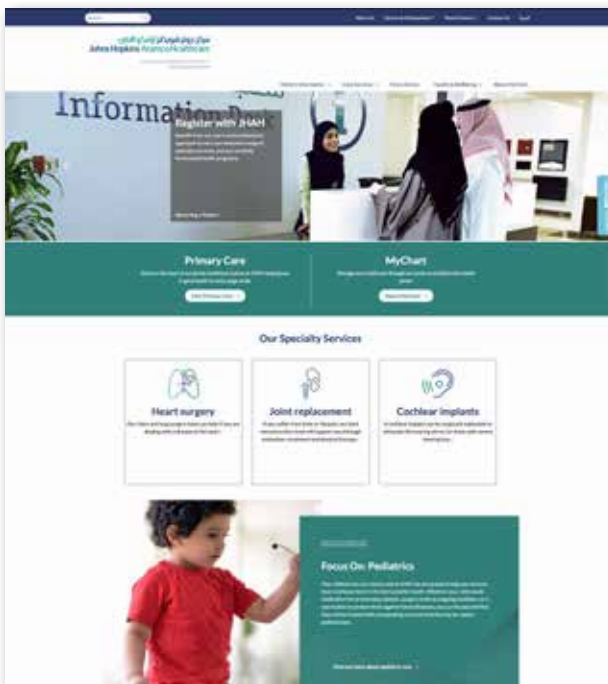
Visit: The Patient Relations team in the Al-Hasa Health Center, Outpatient Clinics reception area

**Is your medication safe?
Expired medications can be less effective and may even be toxic.**

Formulation type	Expiry details	Comments
 Oral Tablets/ Capsules	Manufacturer's expiry date, as printed on the packaging.	Check the expiry date before using.
 Inhalers	Manufacturer's expiry date, as printed on the packaging.	Check the expiry date before using.
 Oral Liquids	6 months from opening, or as recommended by the manufacturer.	Write date of opening on the label.
 Topical Medication, such as creams, lotions and patches	6 months from opening, or as recommended by the manufacturer.	Write date of opening on the label.
 Sterile Eye/Ear Nose drops/ Ointments	One month after opening.	Write date of opening on the label.
 Insulin	Unopened vial or pen, as recommended by manufacturer (store between 2- 8 C).	Used insulin for 28 days, or as recommended by manufacturer.



Better Online Experience, Better Patient Experience



After nearly a year of cross-department collaboration, JHAH's digital communication and website team has unveiled a transformed website for the health system. The new JHAH.com is a comprehensive hub of information—in Arabic and English—geared toward current and prospective JHAH patients and their families.

Highlights of the redesign include an expanded physician directory; 50+ clinical service webpages, including more comprehensive information on primary care and preventive and population health programs such as smoking cessation and weight management; consumer-friendly health information from JHM experts; and a landing page for MyChart, a health portal that gives patients easy access for managing their health.

The site also enables increased engagement. Since the go-live, more than 1,700 users have enrolled as patients, signed up for health programs, registered for community outreach lectures by JHM experts, submitted patient relations queries or interacted with the health system.

"It was a tremendous undertaking to create a site that better represents who JHAH is to the world," says Dr. Linda Lee, JHAH Medical Chief of Staff. "Current and future patients now have at their fingertips reliable information to help safeguard their health and easy access to our comprehensive primary and specialty clinical services for them and for their loved ones."

Proper Nutrition for Bone Health



Bone health is a serious issue. Bones are important not only to hold you upright but to protect your inner organs. There are many things that can weaken your bones. These include smoking (both active and passive); an inactive lifestyle; not consuming enough protein, calcium and Vitamin D; drinking alcohol; and drinking too much caffeine. Following are a few tips from JHAH Clinical Nutrition and Food Services that will help you maintain strong, healthy bones.

- Drink dairy products such as low-fat or nonfat milk, soy milk, almond milk and labneh that are fortified with Vitamin D, which helps the body absorb calcium.
 - Dairy products should be consumed throughout life, from childhood to old age. They are high in calcium and are usually fortified with Vitamin D. Each serving below is 240 gm (8 oz).
 - Daily children and adolescents need three (3) servings of dairy products.
 - Daily adults (both male and female) need two (2) servings.
- Daily pregnant and breastfeeding women need four (4) servings.
- Daily elders need three (3) servings.
- Eat cheese (60 grams, about two slices), yoghurt or labneh (lowfat or nonfat)
- Eat seafood such as salmon, sardines with bones and tuna as they are rich in both calcium and Vitamin D.
- Eat unsweetened cereals as they are rich in both calcium and Vitamin D as well as provide fiber.
- Eat protein (lean meat), and take supplements with potassium, magnesium, Vitamin C and B Vitamins
- Get at least 20 minutes of direct exposure (not through a window) to the sun without using sunblock.
- Do strength training as it helps build strong bones. Strength training includes walking; jogging; or carrying loads such as weights, groceries or anything with a bit of weight. Talk to your physician if you have been inactive for some time, are taking medication or have an illness.

Johns Hopkins Aramco Healthcare Awarded Accreditation as a Center of Excellence in Metabolic & Bariatric Surgery by the Surgical Review Corporation



Assistant Professor of Surgery at The Johns Hopkins University School of Medicine.

At JHAH, bariatric surgery is part of a comprehensive Weight Management program that empowers people to make healthier choices and enjoy more fulfilling lives. Manal Tallal, Nurse Coordinator of one of the few multidisciplinary programs in the region, coordinates essential education on nutrition, wellness and psychology services as each patient prepares for his or her life after surgery. Her stewardship of this vital aspect of the program in partnership with the work of our outstanding surgeons allows JHAH patients to achieve consistently high quality outcomes.

JHAH chose to pursue Surgical Review Corporation accreditation as it helps patients identify healthcare providers that have met rigorous standards for delivering high-quality perioperative and long-term follow-up care and distinguish them from those who have not.

In April, JHAH was accredited as one of only eight Centers of Excellence in Metabolic & Bariatric Surgery in Saudi Arabia. The Bariatric Surgery Program Director, Dr. Abdullah Al-Ghamdi (Madaani), JHAH General Surgeon, has been accredited as one of just ten Surgeons of Excellence in Metabolic & Bariatric Surgery in the Kingdom by the Surgical Review Corporation, which recognizes surgeons that demonstrate an unparalleled commitment and ability to consistently deliver safe, effective, evidence-based care.

“Achieving Surgical Review Corporation accreditation demonstrates our ability to continuously deliver and elevate the quality care for our patients,” said JHAH Chief of Staff, Dr. Linda Lee. “This accreditation program fosters quality improvement in bariatric surgery. The focus on achieving the accreditation reinforced our team’s motivation to exceed clinical benchmarks because they know that it contributes to better outcomes and improving the health and wellbeing of our patients.”

Other recent, notable achievements by the Bariatric Surgery Program include a milestone in March this year, when JHAH became the first hospital in the Eastern Province to conduct robotic-assisted bariatric surgery. Dr. Abdullah Al-Ghamdi (Maadani), and other JHAH surgeons, conducted the procedures with Dr. Hien T. Nguyen, FACS,



Dr. Abdullah Al-Ghamdi (Maadani), General Surgeon and Bariatric Surgery Program Director at Johns Hopkins Aramco Healthcare

Four Shots to Protect Your Child from Measles



“Every child has the right to be healthy and protected from preventable diseases, such as Measles. Protect your child’s rights and vaccinate them; our Saudi Child Protection law recognizes this right too.”

Dr. Hanan Al-Shaikh, Pediatrician
Johns Hopkins Aramco Healthcare



Measles is in the news due to outbreaks in multiple countries. Unfortunately it is often children who are most affected by outbreaks of this highly contagious disease. It is spread by coughing, sneezing or close contact with infected nasal or throat secretions. It has serious complications including blindness, encephalitis (brain swelling) and pneumonia, and can be fatal. However, outbreaks of the disease, are preventable through proper vaccination.

Four Shots in Their Regular Vaccination Schedule Protects Your Child from Measles

Your child’s first measles vaccination takes place at nine months. This is followed the MMR (measles-mumps-rubella) vaccination at 12 months, 18 months, and between four and six years of age. The measles vaccine is safe and, effective, it saves almost a million lives every year.

There is no evidence that any association exists between the MMR vaccine and autism.

Who is at Risk?

Unvaccinated young children and unvaccinated pregnant women. Any non-immune person (who has not been vaccinated or was vaccinated but did not develop immunity) is at higher risk too.

Why Vaccinate?

Getting your child vaccinated for measles not only keeps your child from becoming ill with measles but also helps prevent the disease from spreading to, neighbors, co-workers and others in close contact.

How?

Vaccinations are available in all JHAH facilities for JHAH registered patients through Primary Care – check www.JHAH.com Primary Care for details.

Does My Child Need a Vaccination?

You need always to keep your child’s immunizations status up to date. You can check, and print, their immunization record on MyChart. View the full Vaccination Schedule on our website.

Vaccination Schedule – A Lifetime of Protection

Vaccinations should begin early in an infant’s life and continue on a regular basis to adolescence. If your infant is allergic to eggs, please consult your pediatrician.

Recommended Age	VACCINE
Birth	BCG HepB (1)
2 months	IPV – DtaP-HepB-Hib, Hexavalent (1) Pneumococcal conjugate – 13 (1) Rotavirus (1)
4 months	IPV – DtaP-HepB-Hib, Hexavalent (2) Pneumococcal conjugate – 13 (2) Rotavirus (2)
6 months	IPV – DtaP-HepB-Hib, Hexavalent (3) OPV (1) Pneumococcal conjugate – 13 (3) Rotavirus (3) if required, consult your pediatrician
9 months	Measles (monovalent) Meningococcal conjugate (1)
12 months	OPV (2) MMR#1 Varicella Pneumococcal conjugate – 13 (4) Meningococcal conjugate – 13 (2)
18 months	OPV (3) DTaP/Hib or DTP/Hib (4) Hep A (1) MMR#2
24 months	Hep A (2)
4 – 6 years	OPV (4) DTaPd (5) Varicella (2) MMR#3
11 – 12 years	Tdap Meningococcal conjugate (3)
16 – 18 years	Meningococcal conjugate (4)
Adults	Tdap booster every 10 years

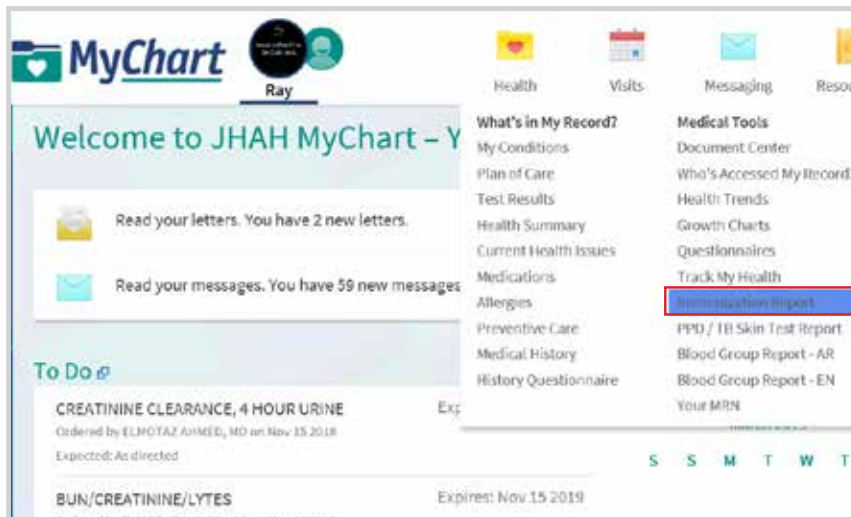
Annual influenza vaccination recommended for all adults and children aged 6 months and older.



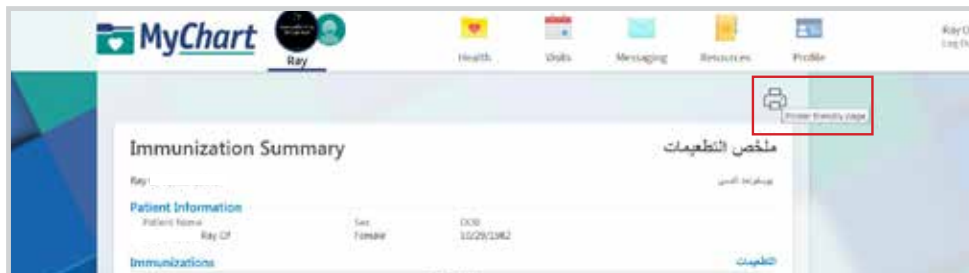
How to Access your Immunization Report on MyChart

Visit www.jhah.com/about-mychart

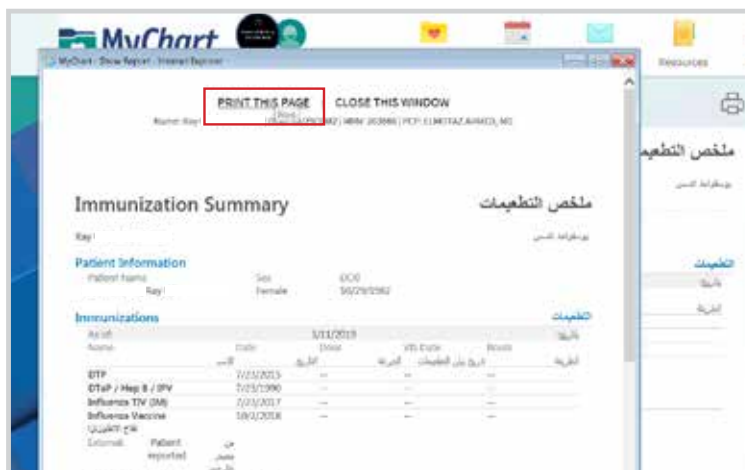
1. After logging in to your MyChart account, from the **Health** tab, select **Immunization Report**



2. Click the **Print Preview Icon**



3. Click **Print This Page**

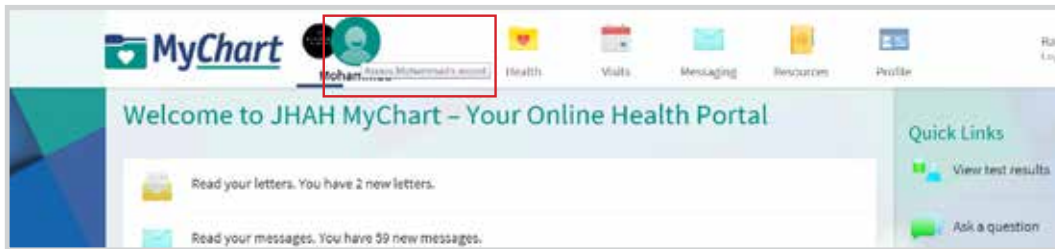




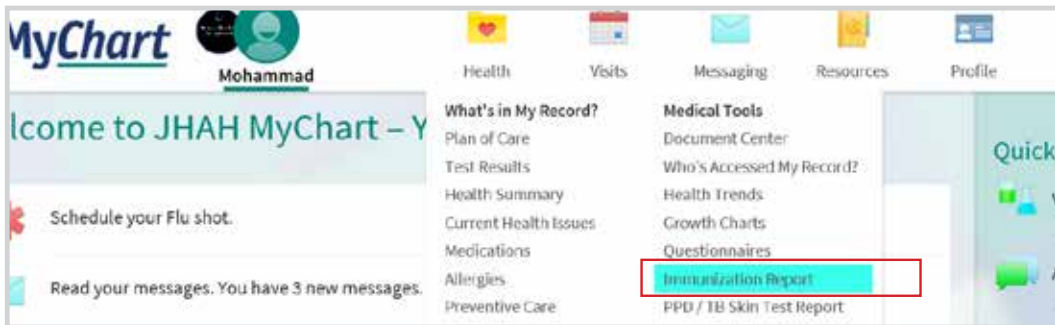
How to Access your dependent children's Immunization Report on MyChart

Visit www.jhah.com/about-mychart

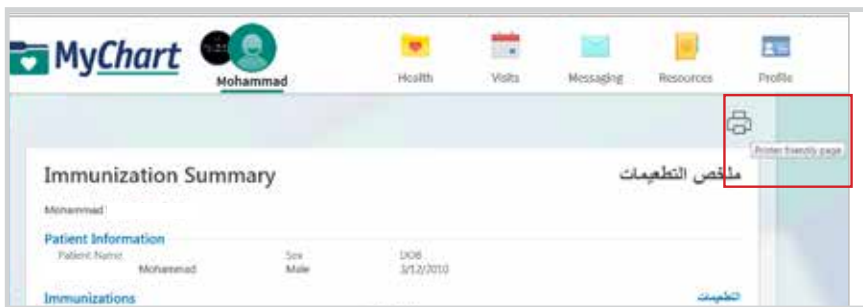
1. After logging in to your MyChart account, select your dependent child's icon



2. From the **Health** tab, select **Immunization Report**



3. Click the **Print Preview** icon

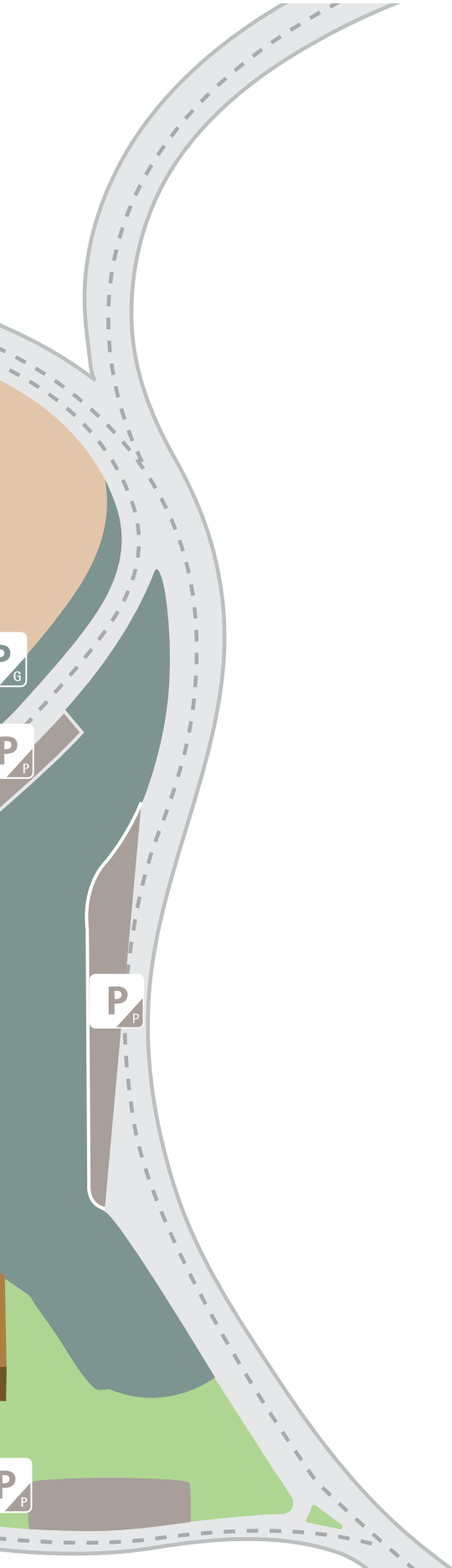


4. Click **Print This Page**





مركز جونز هوبكنز أرامكو الطبي Johns Hopkins Aramco Healthcare



بوابة الشارع السادس
6th Street Gate



مسجد / مصلى
Mosque / Prayer Room



مدخل مبنى
Entrance



1. المدخل الرئيسي
Main Entrance

2. مدخل خدمات طب الطوارئ
Emergency Services Entrance

3. مدخل الجراحة
SurgiCare Entrance

4. مدخل رعاية مرضى السرطان
CancerCare Entrance

5. مدخل الرعاية الجراحية
Surgical Clinic Entrance

6. مدخل صيدلية العيادات التخصصية
Speciality Clinics Entrance

7. مدخل العيادات التخصصية
Speciality Clinics Entrance

8-9-10. مدخل الرعاية الصحية الأولية.
Primary Care Entrance

مواقف محجوزة
Reserved Parking



مواقف عامة
General Parking



مواقف المرضى
Patient Parking



منطقة التدخين
Smoking Zone



كوفي شوب
Coffee Shop



متجر ورود
Flower Shop



بنك الدم
Blood Bank



مركبات
أرامكو السعودية
Saudi Aramco Vehicles



آلات بيع الطعام
Vending Machine



مركز تموينات صغير
Mini Market



Sports & Nutrition

A Winning Combination



Exercise is an essential factor in maintaining good health. JHAH Clinical Nutrition provides some tips for those involved in athletic activities.

Keep hydrated: You should drink adequate amount of fluids, mainly water, before, during and after games or practice to avoid dehydration. The recommended amount is 2-3 cups per hour. When your practice or game is done, it is recommended you drink one cup of unsweetened fruit juice to replace lost electrolytes.

Healthy carbohydrates are a source of energy for sports, including football. Healthy carbohydrates replenish the glycogen that is depleted during intense activity and provide vitamins, minerals and fiber that the body converts into energy.

Protein builds muscles and repairs damage that may occur. High quality protein can be found in skinless chicken or turkey; lean red meat; beans, lentils or hummus; eggs; low-fat or nonfat dairy products; and seafood.

Healthy oils are recommended in moderation. Eating too much oil can increase fat mass and reduce performance. The best sources for healthy oils are olive oil, canola oil, unsalted nuts and seeds, fatty fish (tuna and salmon) and avocado. Unhealthy fat such as ghee, greasy food, fatty cuts of meat and fatty dressings are not recommended as they can cause heart problems.

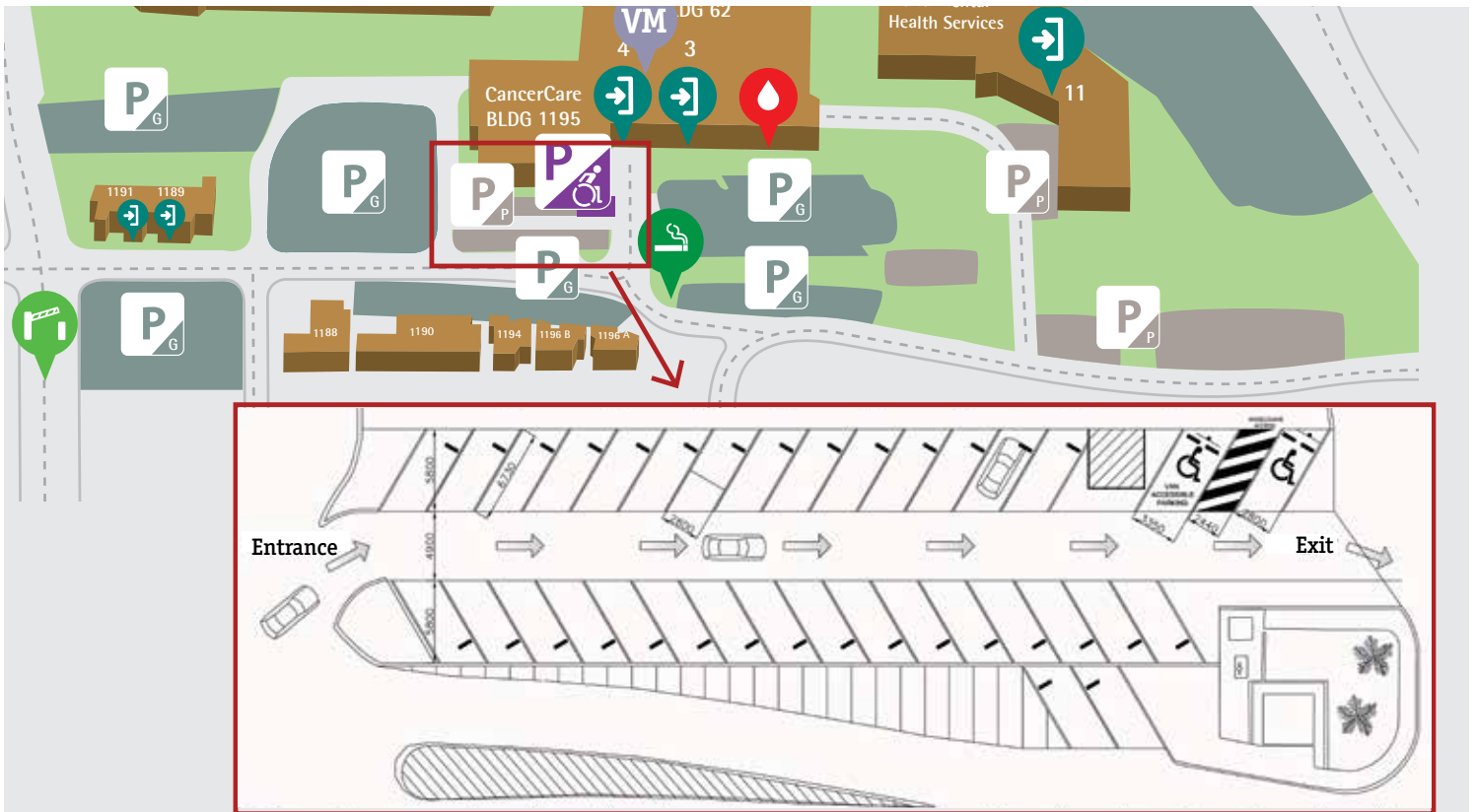
Eating Habits: It is important to eat three healthy meals and 2-3 snacks each day to keep your body properly fueled. This pattern also enhances performance during sports. Snacks should be healthy and can include fresh or dried fruits or protein containing sandwiches made with whole wheat bread topped with low-fat cheese, labneh, peanut or almond butter, skinless turkey or chicken and sliced vegetables such as tomato, cucumber or lettuce.

Parking Expansion

April 2019 Increment Delivers 21 New Spaces

JHAH is determined to ease parking congestion. In April, the Facilities Management & Services Parking Expansion Project released 21 new spaces. This parking was reclaimed by revising green space, adjusting walkways and optimizing spacing. The adjustments included improving the location of the handicapped parking space to position it closer to the entrance of the building. The original parking lot, which had previously accommodated 12 cars, has now been expanded to allow parking for 33 cars.

The Parking Expansion Project seeks innovative solutions to improve patient experience at JHAH through increased parking, improved zoning management and better use of space. The increased availability of parking will continue throughout 2019 with more optimization planned. This builds on the previous efforts to extend parking.



بنك الدم
Blood Bank



مدخل
Entrance



مواقف محجوز
Reserved Parking



آلات بيع الطعام
Vending Machine



منطقة التدخين
Smoking Zone



مواقف عامة
General Parking



بوابة الشارع السادس
6th Street Gate



مواقف المرضى
Patient Parking



Ramadan Hours

Operating hours are 7 a.m. to 4 p.m., Sunday to Thursday unless otherwise stated
Emergency open 24 hours

Abqaiq

Dental Clinic

- Sundays 9 a.m. – 4 p.m.
- Mondays, Tuesdays & Wednesdays 9 a.m. – 3 p.m.
- Thursdays 7 a.m. – 1 p.m.

Patient Relations

7 a.m. – 3 p.m. Sunday to Thursday

Pharmacy

7 a.m. – 12 midnight daily

Primary Care

7 a.m. – 4 p.m. Sunday to Thursday

Al-Hasa

Collection Laboratory

7 a.m. – 3:30 p.m. Sunday to Thursday

Dental

7 a.m. – 4 p.m. Sunday to Thursday

Patient Relations

7 a.m. – 3 p.m. Sunday to Thursday

Pharmacy

24 hours daily

Primary Care

7 a.m. – 1 a.m. Sunday to Thursday

Driving License Medical Assessment

Employees & Dependents: Primary Care Clinic, Women & Children's Clinic Reception Wednesdays, 12 - 3 p.m. (By appointment call 800 305 4444 and drop-in depending on availability)

Dhahran

Blood Bank

Open for donations 8 p.m. – 1 a.m.
Sunday to Thursday

To register phone 870-6770/6638 during regular working hours (7 a.m. – 4 p.m. Sunday to Thursday) or visit www.jhah.com/blood

Collection Laboratory:

Primary Care Clinic

7 a.m. – 4 p.m. and 7 p.m. – 1 a.m.

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Sunday to Thursday.

Cancercare (coverage by lab)

7 a.m. – 11:30 p.m. Sunday to Thursday

Specialty Clinic lab

7 a.m. – 4 p.m. Sunday to Thursday

Dental

7 a.m. – 12 noon and 1 – 4 p.m. Sunday to Thursday

Patient Relations

7 a.m. to 4 p.m. Sunday to Thursday

Pharmacy

Al Midra

12 noon – 3 p.m. Sunday to Thursday

Cancercare

9 a.m. – 3 p.m. Sunday to Thursday

Emergency Medical Services (EMS)

3 p.m. – 7 a.m. daily

Dhahran Core Area Tower Building, North Wing, room TN-178

9 – 11:30 a.m. Sunday to Thursday

Primary Care

7 a.m. – 5 p.m. then 7 p.m. – 1 a.m.
Sunday to Thursday

Weekends, 10 a.m. – 5 p.m. then 7 p.m. – 1 a.m.

Specialty Clinic

7 a.m. – 4 p.m. Sunday to Thursday

Dhahran Anti-Coagulation Clinic

9 a.m. -3 p.m. Sunday to Thursday

Primary Care

7 a.m. – 4 p.m. Sunday to Thursday

Walk in Care

7 p.m. – 1 a.m. Sunday to Thursday

Weekend Walk in Care

10 a.m. to 4 p.m. and 7 p.m. to 1 a.m.

Visiting hours

1 - 9 p.m. daily.

Driving License Medical Assessment

Occupational Health Clinic Reception, Building 553, Room 130, drop-in only on Sundays from 9 a.m. to 3 p.m.

Mother and Baby

3H Tour 1-2 p.m. May 1, 8, 15 and 29

Ras Tanura

Collection Laboratory

7 a.m. – 4 p.m. Sunday to Thursday

Dental

7 a.m. -6 p.m. Sunday to Thursday

Dental Hygienist

9 a.m. – 3 p.m. Sunday to Thursday

Patient Relations

7 a.m. to 4 p.m. Sunday to Thursday

Pharmacy

7 a.m. – 1 a.m. Sunday to Thursday

Primary Care

7 a.m. – 4 p.m. Sunday to Thursday

Walk in Care

8 p.m. -1 a.m. Sunday to Thursday

Weekend Walk in Care

11 a.m. to 4:30 p.m. and 8 p.m. to 1 a.m.

'Udhailiyah

Collection Laboratory

7 a.m. – 3.30 p.m. Sunday to Thursday.

Dental

Closed. From June 15 to July 4, 9 a.m. – 3 p.m. every Sunday to Thursday

Pharmacy

7 a.m. – 3:45 p.m. Sunday to Thursday

Primary Care

7 a.m. – 3:30 p.m. Sunday to Thursday

Ramadan and Healthy Living



Healthy living revolves around eating healthy, exercising, sleeping well and avoiding stress and addictive harmful habits. The month of Ramadan is seen by many as the time to start on a road to a healthier and more spiritual way of living.

Exercising is essential for a healthier and longer life. During Ramadan, although you should avoid doing vigorous exercise during the day because you will lose water as you fast. You can walk, stretch, do household chores and go up the stairs. Any physical activity counts as exercise. After Iftar, rest a little to digest the food and then do your favorite exercise.

Smoking is directly associated with cancer, heart disease and other serious diseases. We all know it but it is difficult to kick the habit. If you can fast 12 or more hours without smoking, it is proof that you can quit! Cut down on your smoking during Ramadan so you can stop smoking completely after Ramadan.

Too much caffeine affects sleep and may make you irritable. Ramadan is a good opportunity to cut down. Remember that drinking coffee and tea makes you lose water. This should be avoided during Suhur.

Remember that a sudden decrease in caffeine prompts headaches, mood swings and irritability. It is better to start reducing the intake of caffeine a week before Ramadan.

Healthy Ramadan FAQ

I feel dizzy and tired in the afternoon, what can I do?

Drink more water at Suhur, stay in cool places and eat more mineral salts.

I have headaches when fasting, what can I do?

This is probably due to cutting down on caffeine or stopping smoking. It may also be because of inadequate sleep. Cut down on caffeine and smoking and sleep for at least seven to eight hours a day.

I have indigestion and gas after Iftar what can I do?

Drink plenty of water and avoid fried food and overeating.

I have heartburn after Iftar, what can I do?

Do not over-eat or mix large amounts of food. Avoid fried food and other food that usually cause you heartburn. Examples of foods that can cause heartburn are spicy foods, coffee and tomato paste. Medications are available to control heartburn.

I have constipation during Ramadan, what can I do?

You should drink more water and, eat bran, whole wheat, vegetables and fruit.

I am having sudden muscle cramps, what can I do?

You may be losing minerals. Eat foods rich in minerals such as vegetables, fruit, dairy products and meat. Take multivitamins if available.

During the month of Ramadan, our diet should not differ much from our regular healthy diet. The foods that we eat should be well-balanced and rich in vegetables, fruits and slow-digesting carbohydrates. Our diet should also be low in fried foods, other fats and sweet desserts.

It is easy after fasting to over-indulge at Iftar, which can cause weight gain. If you follow simple healthy eating habits, you should be able to fast comfortably and enjoy fully the spiritual benefits of Ramadan.

2019 Summer Volunteer Program



Registration for the 2019 Summer Volunteer Program was open from April 16 to April 25. During that time, about 1,600 people applied. The summer volunteer program at JHAH allows people to have a positive impact on patient care, learn about what it is like to work in a healthcare environment and provides them with an opportunity to give back to the community.

Generations of Care

SAMSO cared for generations of Aramcons, a responsibility that JHAH is proud to uphold. If several generations of your family have been treated here, send us a family photo to publish in our next magazine issue. Email Media@JHAH.com before June 8, 2019.



- 1 **Clean the lens:** Your smartphone spends a lot of time in your pocket, a bag or in your hand; it will get dirty! Make sure you've cleaned the lens before taking the photo.
- 2 **Pay attention to good lighting:** Natural light is the most flattering, so try to take your photo near a window or outdoors. Take the photo in the shade, away from sharp sunlight.
- 3 **Don't use the flash:** Smartphone camera flashes can cause an unflattering color temperature and can create a forehead glare or distort your appearance.
- 4 **Avoid cluttered backgrounds:** Choose a simple background or landscape to set the tone for your picture.
- 5 **Get the focus right:** simply tap the screen where your subject is in the frame and the camera will automatically focus on that area.
- 6 **Use your phone's back camera:** The back camera takes higher-resolution pictures than the front one and as a result a better image. Avoid 'selfies' and ask someone to take the picture for you or use the timer option.
- 7 **Remember to smile 😊**
- 8 **Go big!** Email the image (not WhatsApp as it degrades the file) and select the 'Large' size for the image.

JHAH Laboratory, Pathology and Blood Bank Services Shine in Re-Accreditation Surveys



In March, JHAH Laboratory & Pathology Services achieved re-accreditation by the College of American Pathologists. The outcome was an excellent 99.7%, following a rigorous on-site survey. The laboratory accreditation assessment takes place every two years and is designed to advance excellence in laboratory testing through peer inspection and education.

Also in March, the American Association of Blood Banks (AABB) reaccredited the JHAH Donor Center and Transfusion Services. The AABB assessment success rate was 99.8%. In 1977 the Blood Bank, at that time part of Saudi Aramco Medical Services Organization, was the first accredited transfusion service in the Middle East and has been continuously AABB accredited ever since.

JHAH laboratories conduct nearly 3.25 million tests annually in Dhahran, Al-Hasa, Ras Tanura, Abqaiq and 'Udhailiyah and they play an important role in diagnosing, treating and managing illness. When you have a lab test at JHAH, you can be confident that well-trained lab technologists and pathologists are conducting timely tests in a high performing laboratory and providing your doctor with accurate analytical data.

At the JHAH Blood Banks, something amazing happens every day. We receive enough donated blood to provide lifesaving transfusions to patients in need and are a source for other hospitals in times of emergency. If you would like to save a life and donate blood visit: <https://jhah.com/blood>

“Given the drive and dedication of the people of the Laboratory Services Department, Clinical Laboratory’s operational distinction and its capacity for improvement and growth, and the vision and capabilities of its leadership team, I am confident that we will continue to reach new heights in the years and decades to come.”

“As they say ‘the sky is the limit’; I believe “standards” are not the limit. We are and can do even better to continuously enhance our skills to achieve excellence.”

Suha Amoudi

Senior Director, Lab Services Department

It's Not Just Losing Weight, It's Regaining Health

JHAH's Distinctive Integrated Approach to Obesity Management



The patient was a grandmother. She had diabetes, obstructive sleep apnea and a body mass index of 84—more than four times what experts consider healthy.

Last October, Dr. Hien Nguyen, a bariatric surgeon visiting Johns Hopkins Aramco Healthcare (JHAH) from Johns Hopkins Medicine (JHM) in Baltimore, accepted her as a patient. He and Dr. Michael Schweitzer, director of the Johns Hopkins Center for Bariatric Surgery, were on a clinical rotation to share knowledge with their colleagues at JHAH and to perform surgical procedures, including this patient's operation and 10 other complex cases.

Five months later, the patient is doing well and meeting her weight loss benchmarks. She says she can now walk in her garden for the first time in a very long time, and she even brought in her extended family to thank Dr. Abdullah Madaani, JHAH's Bariatric Surgery Program director, and his expert care team.

"I could tell this was a milestone," says Manal Al-Talal, R.N. and JHAH bariatric coordinator.

While this case of obesity may seem extreme, it is far from an isolated occurrence. In Saudi Arabia, one in three adults suffer from obesity, and at least one in 10 have morbid obesity.

JHAH had established the first bariatric weight management program in the Eastern Province of the Kingdom back in 2009. However, obesity rates among JHAH's patient population continue to increase - underscoring a global health crisis.

In 2016, JHAH, Saudi Aramco and JHM felt an urgency to expand the weight management program by developing a dedicated, multidisciplinary center for obesity care and enhancing bariatric surgical services, including introducing new procedures and techniques.

Comprehensiveness was key. The partners strived to engage all departments that are involved in obesity care. And they wanted to serve JHAH patients needs across the continuum of care—from pre-surgery assessment to post-surgery support services.

"When we launched the program, it was the JHAH bariatric team and a group of us from Johns Hopkins Medicine in Baltimore—me, Dr. Schweitzer, our nutritionist, our psychologist, our administrator and our bariatric coordinator," says Dr. Nguyen. "Because we had a good complement of all the people who play a major role within the bariatric program here at Hopkins, we were able to give them solid feedback about roles, workflow and collaboration."

Partnering on Pathways

The JHM team has been sharing best practices to help JHAH continue to develop the interconnections among services involved in a successful obesity management program, including nutrition, psychology, nursing, care coordination and health education.

"JHAH was already embracing a multidisciplinary approach to obesity management," says Dr. Nguyen. "But when you're building a clinical program, especially one that is as ambitious as a bariatric program, there are a lot of nuts and bolts, a lot of pathways. These things won't be gleaned unless you interact with a program that is already very well-established."

This kind of information sharing is strengthening the obesity management program JHAH has been cultivating for nearly a decade. A significant amount of collaborative work has gone into defining clear-cut pathways to get patients through the preoperative, perioperative and postoperative processes in the most efficient way.

JHAH dietitians are providing patients with both pre- and post-surgery education using tools developed by the bariatric team at Johns Hopkins Bayview Medical Center. JHAH clinical psychologists are using JHM evaluation forms before treatment to ensure patients are good candidates for bariatric surgery, and they're setting up post-surgery support groups using a Johns Hopkins model.

"We now have structured a process map, going from identifying patients with the best chance of success and ending with them graduating from our program ready to live healthier lives," says Al-Talal.

JHAH's program emphasizes that weight loss isn't a quick process, nor is it a quick fix. Making positive changes for long-term wellness is a journey that requires conscious effort. JHAH obesity management patients participate in a four-month educational program taught by a clinical dietitian, social worker and registered nurse. During that time, patients also receive individual counseling by a clinical dietitian, which includes goal setting and postoperative bariatric nutrition education. The goal is for patients to achieve at least a 10 percent change in their body composition or weight.

It isn't until the end of this months-long journey that the clinical dietitian and behavioral therapist will assess whether a patient should pursue bariatric surgery.

Long View on Good Health

Three years ago, JHAH performed two or three bariatric surgeries each week. Now, JHAH has four dedicated bariatric surgeons who continue to train for and embrace advanced procedures such as laparoscopic sleeve gastrectomy, laparoscopic gastric bypass and revisions. Since the start of the focused collaboration between the partners, JHAH has been performing nearly eight surgeries a week, though this number could easily double to meet patient needs.

However, the volume of surgeries isn't what's noteworthy about JHAH's obesity management program. "With most obesity management programs, patients go see the surgeon and get scheduled for their procedure. It's thought of as a quick fix," says Al-Talal. "What makes JHAH a pioneer is that in addition to having excellent, well-trained surgeons, we also have a structured program that emphasizes lifelong nutrition, exercise and behavior changes."

Dr. Nguyen emphasizes the impact this approach could have for the community and beyond: "For every bariatric patient you take care of, you're also helping the community of people who surround them. If you're taking care of a matriarch or a patriarch, their children will see that they're happier and healthier, and may be positively motivated to change their lifestyles too."



An interactive learning experience

Our online healthcare educational platform, where you can expand your knowledge on medical conditions, treatments, and health topics, through an active learning experience.

jhaah.com/health-encyclopedia

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JHAH offers our patients and their families the online Health Encyclopedia. A bilingual health and wellness knowledge center. The online Health Encyclopedia is a comprehensive educational resource containing easily searchable information, interactive tutorials and illustrated downloadable handouts. To access the Health Encyclopedia from your computer or mobile device, visit www.JHAH.com, and select Health & Wellbeing.

One in Five Diabetic Saudis at Risk of Blindness – JHAH combines comprehensive care, case managers and technology to protect their vision



It is estimated that 20% of Saudis living with diabetes are at risk of developing diabetic retinopathy (sdea.org.sa), also known as diabetic eye, which affects both type 1 and type 2 diabetes patients and can lead to blindness.

“Diabetic retinopathy is a condition in which the retina is damaged due to diabetes mellitus,” explains Dr. Ramiz Al Hindi, JHAH Consultant Ophthalmologist and Ophthalmology Clinic Physician Manager.

Diabetic retinopathy is due to structural changes in the blood supply to the retina, which receives the light coming into the eye. As a result, the blood supply can become weak and/or leak important elements. Diabetic retinopathy can also cause the blood vessels to narrow. This causes changes in the cells of the retina that cause new vessel formation and can cause bleeding inside the eye called vitreous hemorrhaging.

Prevention & Intervention

Careful management of diabetes is the best way to prevent diabetic retinopathy. Fortunately JHAH Primary Care is one of the highest performing healthcare providers in the Kingdom for diabetes management.

The Multidisciplinary Care Team model means that doctors, nurses, case managers, practice coordinators and schedulers work together as a team to support continuity of care. JHAH Primary Care connects people living with diabetes with diabetic educators, nurse led clinics and wellness programs to help them achieve their health goals.

Blood sugar tests indicate that more than 80% of JHAH patients manage their diabetes. This is better than general diabetes control in the U.S., where 52% control their diabetes. It is also significantly higher than the regional average. (Carls, G., et al. Diabetes Therapy, 2017)

Starting Early

“We have been doing the Pediatric Diabetes Fun Day for nearly 20 years now,” said Ahlam Sarhan, Nursing Supervisor, Diabetic Educators and Case Managers, JHAH, speaking of the popular annual event that brings together diabetic children, their families and caregivers. The event includes motivational speeches from high achievers who have not let diabetes stand in their way, and a prize giving to recognize those children who have managed their blood sugar.

“It is clear the Fun Day provides motivation and gives them the opportunity to meet other kids with diabetes. We’ve also noticed that families used to be reluctant to talk about their child’s diabetes. Now we see families sharing information and phone numbers,” says Ahlam. The positive reinforcement and support plays a key role in successful outcomes and empowering families to share strategies to help them overcome the day-to-day challenges of life with diabetes.

Photographic Screening

One of the ways JHAH addresses the risk of diabetic retinopathy is to use a photographic scan. This technology enables the identification of potential cases of diabetic retinopathy before symptoms appear.

Symptoms

In the early stages of diabetic retinopathy, you may have no symptoms. As the disease progresses, you may notice the following:

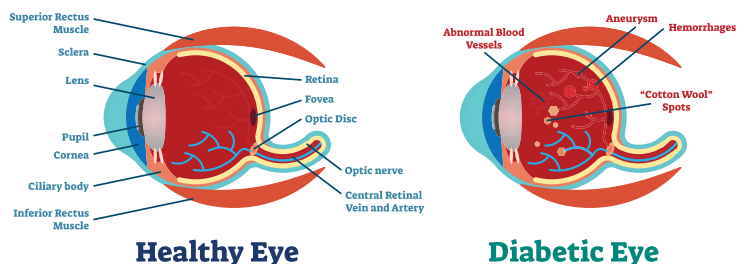
- Spots or strings floating in your vision (floaters)
- Blurred vision
- Vision changes
- Impaired color vision
- Dark or empty areas in your vision
- Sudden loss of vision

When Should You See Your Eye Doctor

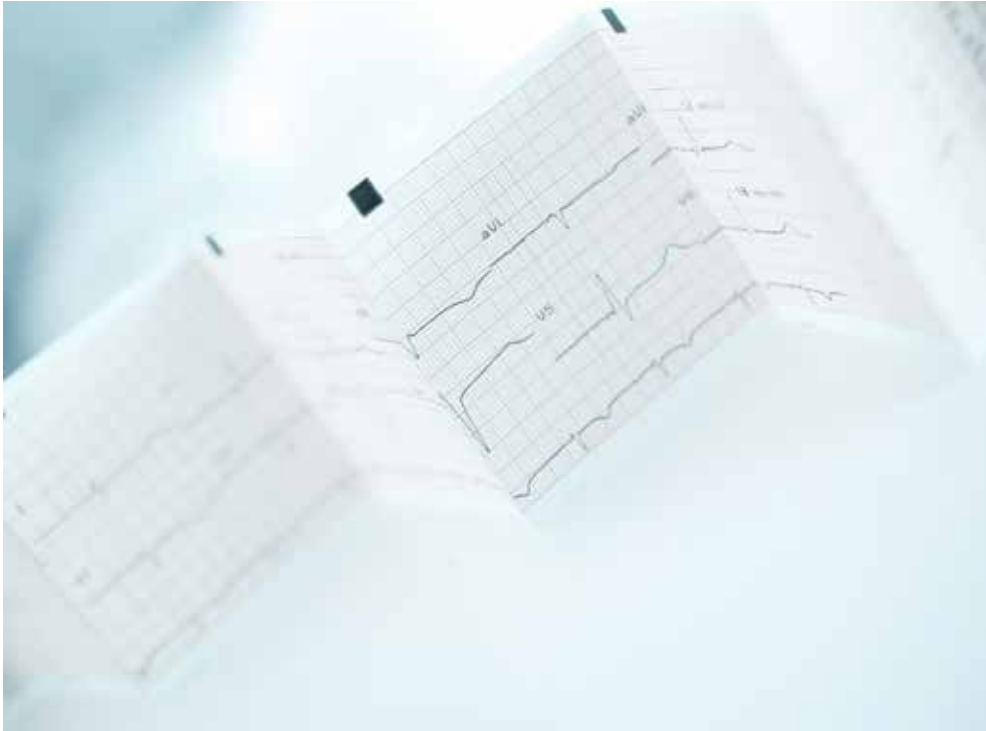
If your vision changes suddenly, contact your doctor.

If you are a diabetic, JHAH recommends that you have your eyes checked at least once a year. As in most diseases, early detection is key to quality of life

Pregnancy may worsen diabetic retinopathy. If you are pregnant and have diabetes, talk to your doctor who may prescribe more frequent examinations.

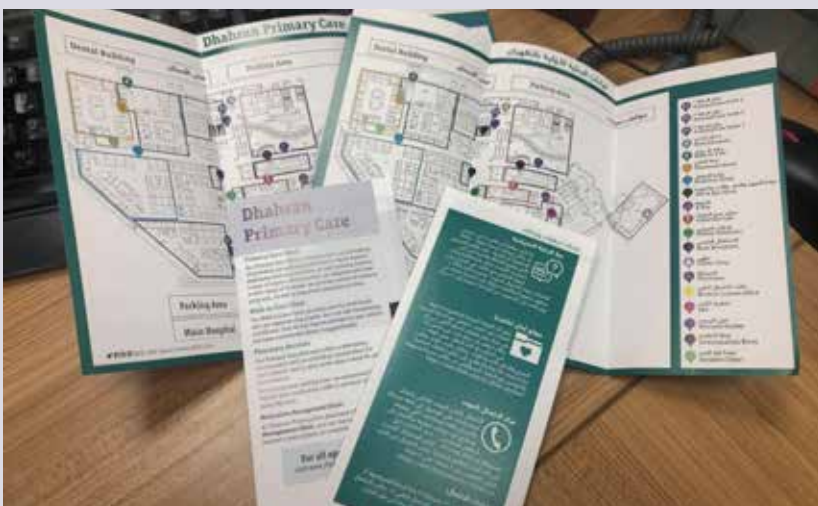


Advancing Treatment for Arrhythmic Patients



JHAH is the only hospital in the Eastern Province to offer this advanced treatment for AFib—the most common type of irregular heartbeat in Saudi Arabia, which is associated with elevated risks of blood clots, stroke, dementia and death. JHM and JHAH worked closely to enhance procedures for diagnosing and treating abnormal heart rhythms. In December 2016, the partners collaborated to perform the first atrial fibrillation (AFib) ablations at JHAH. Dr. Hari Tandri, co-director of JHM's Arrhythmogenic Right Ventricular Dysplasia Program, recently returned to JHAH for an electrophysiology rotation. He worked closely with Dr. Saad Hasaniah, JHAH's head of electrophysiology and cardiology services, proctoring several procedures, including AFib ablations, to treat patients with complex arrhythmias.

Dhahran Primary Care Temporary Wayfinding



To help people find their way through Dhahran Primary Care, JHAH is developing person-centered and clear directional guidance.

As an interim solution, a Dhahran Primary Care map is now available in Arabic and English to address immediate wayfinding needs. To best guide our visitors through their Primary Care journey, the map highlights areas identified as being hard to find.

Arabic/English trifold leaflets featuring the Primary Care Wayfinding map and key service information are available from:

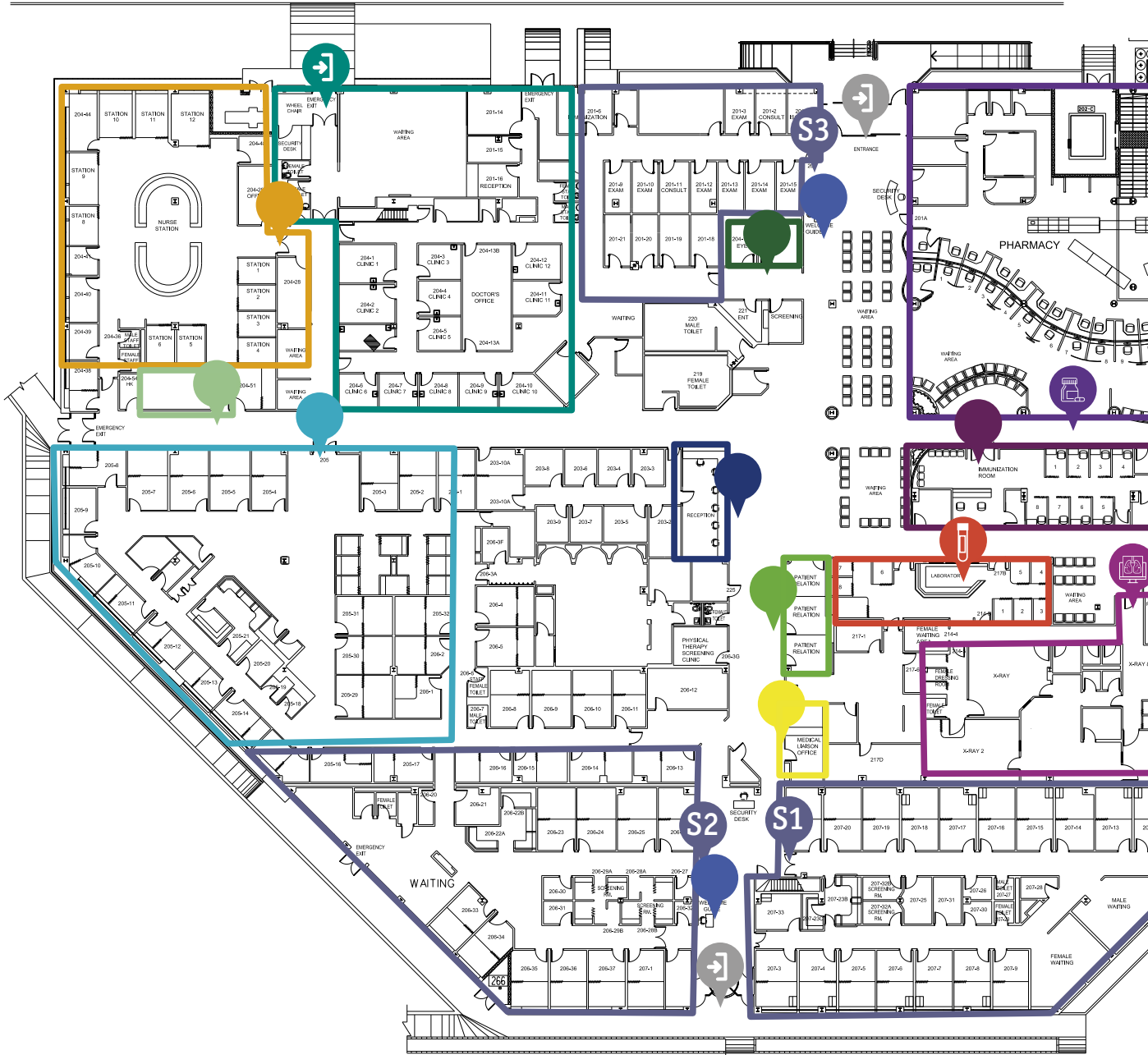
- Saudi Aramco Al Mujammah Information Center
- JHAH Patient Relations
- The map is also available on the Dhahran Primary Care page at www.JHAH.com. View map on next page.

Arabic/English maps are now available at the three entrances to Dhahran Primary Care and near the main reception.

Dental Building

مبنى الأسنان

Parking Area



Parking Area

مواقف سيارات

Main Hospital

المبنى الرئيسي

Area

مواقف سيارات



-  جناح الرعاية ١
Primary Care Suite 1
-  جناح الرعاية ٢
Primary Care Suite 2
-  جناح الرعاية ٣
Primary Care Suite 3
-  مدخل رئيسي
Main Entrance
-  رعاية بلا موعد
Walk-In Care
-  غرفة العلاج
Treatment Room
-  عيادة الأطفال
Pediatric Clinic
-  عيادة العيون والأنف والأذن والحنجرة
ENT & Eye Clinic
-  الأشعة
X-Ray
-  مختبر جمع العينات
Collection Lab
-  علاقات المرضى
Patient Relations
-  الاستقبال الرئيسي
Main Reception
-  مقهى
Coffee Shop
-  الصيدلية
Pharmacy
-  مكتب الاتصال الطبي
Medical Liaison Office
-  تخطيط القلب
EKG
-  دليل الترحيب
Welcome Guides
-  غرفة التطعيم
Immunization Room
-  عيادة كبار السن
Geriatric Clinic

Our Social Media Highlights

What you might have missed

Chronic Fatigue Syndrom (CFS)

What is CFS?
Chronic fatigue syndrome, also known as CFS, is a disorder that causes extreme fatigue, also known as tiredness. This fatigue is not the kind of tired feeling that goes away after you rest. Instead, it lasts a long time and limits your ability to do ordinary daily activities.

Symptoms

- Fatigue
- Difficulty concentrating
- Headaches
- Memory problems
- Muscle pain
- Pain in multiple joints
- Sleep problems
- Sore throat
- Tender lymph node

Read more on: <http://jhah.com> > Health Awareness > Health Encyclopedia

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Healthy Nutrition While Pregnant

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The Bad ❌

- Undercooked Eggs
- Undercooked Meat
- Raw Fish & Sushi
- Excessive Amounts of Caffeine
- Alcohol
- Certain Types of Cooked Fish

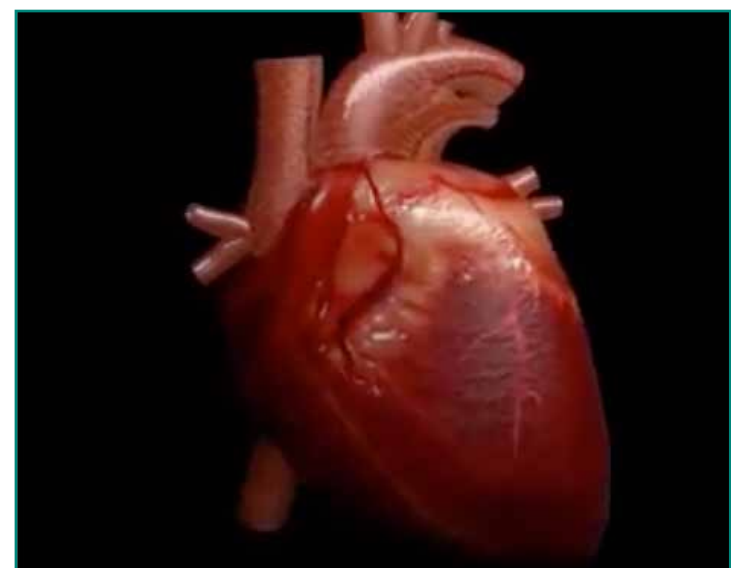
The Good

- Oatmeal
- Leafy Greens
- Nuts
- Beans & Lentils
- Yogurt
- Avocados
- Lean Meats


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A behind-the-scenes look at our joint video shoot with Saudi Aramco capturing the potential of future leaders.



For the first time at JHAH, interventional cardiologists Dr. Ali Al-Shehri and Dr. Tariq Al-Shaikh used a temporary pumping device for people whose hearts need extra support during heart procedures. Known as an Impella device, it was placed in the patient's heart to stabilize him during surgery to treat coronary heart disease. The 91 year-old high-risk patient was stable through the procedure. He is now home with his family.



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If possible, stay indoors when the weather is dusty. If it is necessary to go outside, wear a face mask to prevent the inhalation of dust particles. If you are caught outside without a face mask, cover your nose and mouth with a wet cloth as an alternative.

Protect yourself from dust

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Top Tips to Safe Exercising

- If you have diabetes or heart disease - check with your doctor about the safest exercise for you
- Wear appropriate exercise clothes and shoes
- Always warm up before exercising and cool down after it
- Drink enough water to stay hydrated

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How Can Diabetes Hurt You?

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Eyes
Problems with the eyes including blindness

Blood Sugar
Persistently elevated blood sugar levels

Bones
Problems with bones and joints, osteoporosis

Skin
Fungal and bacterial infections

Kidneys
Damage to the kidneys

Nerves
Can cause nerve damage

How is your cellphone doing damage to your cervical spine?

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When you bend your head to view your cellphone, you could be doing damage to your spine according to research conducted by Dr. Kenneth Hansraj, chief of spine surgery at New York Spine Surgery and Rehabilitation Medicine.

Tilting your head 60° puts 60 lbs/27.3 kgs of weight on your cervical spine.

0 Degrees	15 Degrees	30 Degrees	45 Degrees	60 Degrees
10-12 lbs	27 lbs	40 lbs	49 lbs	60 lbs



To avoid neck pain and injury, always maintain good posture, be safe and do neck exercises to increase flexibility and to strengthen your muscles.

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JHAH Football Tournament. For scores, visit our facebook page Johns Hopkins Aramco Healthcare.

Meet Our People

مركز جونز هوبكنز أرامكو الطبي
Johns Hopkins Aramco Healthcare

“I enjoy applying my education and experience and using the latest technology to take care of my patients. I really love the smile the patient give me and the prayers they offer me each day.”

Wisam Almashharawi, M.D.
Associate Consultant
Obstetrics & Gynecology



Don't Diet

Adopt a Healthy Lifestyle

Diets usually fail. Lose weight naturally by nourishing your body rather than depriving it.

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Flashback: 1949 - The Dhahran Health Center

DeepDive 2019 Family Medicine Conference

April 3-6



Vision 2030 identifies the development of Primary Care as a prerequisite to transformation. JHAH is a proud advocate for comprehensive and person-centered primary healthcare.

On April 3, DeepDive 2019, the Family Medicine conference, launched with grassroots enthusiasm from physicians, nurses and residents, and with distinguished supporters from the medical establishment. The esteemed guests included the Secretary General of the Council of Cooperative Health Insurance; CEO of the E1 Health Cluster Eastern Province; President of the Saudi Society of Family and Community Medicine, and CEO of JHAH.

JHAH is a leading advocate for primary care. The JHAH Family Medicine Residency Program, in partnership with the Saudi Commission for Health Specialties, is now in its second year and has demonstrated that its residents are among the highest performers in the Kingdom. The JHAH Family Physician and Family Medicine Residency Program Director, Dr. Hadi Al Enazy, is the course director and chairman of the scientific committee for the DeepDive 2019 conference. This is not an isolated contribution; dozens of JHAH experts are supporting the event as speakers and organizers. The value of Dr. Al Enazy's role was reinforced during the opening ceremony when Prof. Sameeh Alamael, President of the Saudi Society of Family and Community Medicine (SSFCM), announced that Dr. Al Enazy has been appointed as the Head of the Eastern Province Office of the Society of Family Medicine.

In opening remarks to the fully attended event, Dr. Daniele Rigamonti, FACS, CEO, JHAH, spoke of his own changed perspective of Primary Care. "As a neurosurgeon, I spent my entire career practicing at Johns Hopkins Medicine, seeing the world of healthcare from a narrow perspective. Now, as the CEO of JHAH, a healthcare provider caring for people for decades and often generations, I look at healthcare delivery with fresh eyes." Dr. Rigamonti described the increasing incidence of non-communicable diseases as a tsunami on the horizon. He commended the Saudi Vision 2030 for its clear roadmap to address the threat by using interventions based on the epidemiology of disease and a transition from a reactive to proactive mode that is health focused and grounded in primary healthcare.

Dr. Shabab AlGhamdi, Secretary General of the Council of Cooperative Health Insurance, the regulator of private health insurance organizations in Saudi Arabia, described primary care as the foundation of value-based healthcare. He added that "Saudi Vision 2030 identifies the development of primary care as the cornerstone of the health transformation."

The education and training agenda for DeepDive 2019 is accredited for a robust 28 Continuing Medical Education hours by the Saudi Commission for Health Specialties (SCFHS). A unique feature of the event was the signing of two memorandums of understanding between the Saudi Society of Family and Community Medicine and the Council of Cooperative Health Insurance (CCHI); and the SSFCM and the E1 Health Cluster Eastern Province.

The energy of the conference, sense of direction and confidence of those involved in Family Medicine in the Eastern Province signals an optimistic forecast.



Dr. Daniele Rigamonti, FACS, CEO, JHAH, with Dr. Hadi Al Enazy, JHAH Family Physician and Family Medicine Residency Program Director.

During the event, Dr. Al Enazy was announced as the Head of the Eastern Province Office of the Saudi Society of Family and Community Medicine.

Al-Hasa Expansion – AHHC Hemodialysis Treatment Area

JHAH Al-Hasa expands to offer hemodialysis treatment



Johns Hopkins Aramco Healthcare Al-Hasa welcomes patients to a state-of-the-art hemodialysis treatment area. This comes less than one year after the opening of the JHAH Dhahran Hemodialysis Unit.

Congratulations and thanks to all involved in this important milestone for staff and patients.

Hemodialysis can take up to four hours each session and require three sessions each week. The AHHC hemodialysis service can handle eight patients at a time and will be open six days each week. In the hemodialysis treatment area it is clear that patient comfort and wellbeing during this time has been carefully considered. As well as beds, the hemodialysis treatment area includes ergonomic dialysis chairs that are designed for patient comfort and help avoid loss of mobility.



“The convenience of providing this service in Al-Hasa makes life much easier for patients living in the Al-Hasa area and their families,” said Ali Zein, AHHC Senior Director of Nursing.

JHAH Recent Appointments



Haralabos Parissis, M.D.

*JHAH Cardiac and Thoracic Surgeon
Cardiac Surgery Program Head*

JHAH congratulates Dr. Haralabos Parissis on his appointment as an Adjunct Assistant Professor of Surgery at the Johns Hopkins School of Medicine.

“I am honored by being made part of the exemplary Johns Hopkins faculty. I will work hard to live up to the tremendous challenge and responsibility of exceeding their high expectations.”

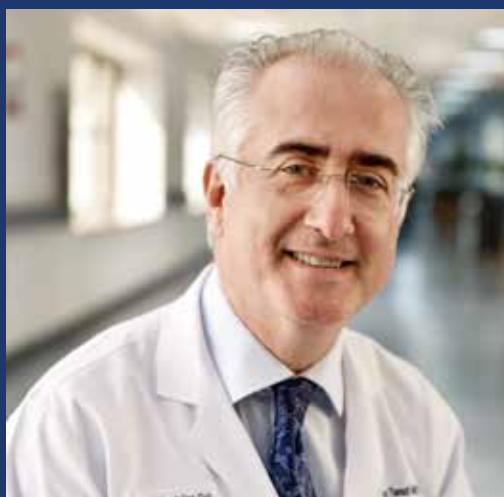


Dr. Saad M. H. Al-Hasaniah, FACC

*Cardiology Chief
Heart and Vascular Institute*

JHAH congratulates Dr. Saad Al-Hasaniah on his appointment as an Adjunct Assistant Professor in the Department of Medicine at the Johns Hopkins University School of Medicine.

“I am honored to receive this recognition from such a prestigious medical school. I very much look forward to working with trainees as well as continued collaboration between the cardiology groups at JHM and JHAH to enhance the care of patients in both Dhahran and Baltimore”.



Antoine Tarazi, M.D., FACS

*Otolaryngology, Head & Neck Surgery
Chair, Neuroscience Institute*

JHAH Congratulates Antoine Tarazi, M.D., FACS on his appointment as Adjunct Assistant Professor in the Department of Otolaryngology, Head and Neck Surgery at Johns Hopkins University School of Medicine.

“I feel both honored and privileged. The Department of Otolaryngology, Head and Neck Surgery at the Johns Hopkins University School of Medicine has been rated as the number one Residency program in the U.S. I am pleased to accept this responsibility, dedicating my time not only to improving patients quality of life but also to teaching.”

One year on – JHAH patients are the most active adopters of MyChart internationally

By: Dana Bugaighis



At the beginning of 2018, JHAH put itself at the cutting edge of healthcare technologies when it became the first healthcare provider in the Middle East to launch Epic, one of the world's leading electronic healthcare record systems. This year it continues its leadership role by introducing a significant Epic upgrade, including its patient portal, MyChart, which allows busy users to take charge of their healthcare on their mobile or computer.

When first activated in 2018, MyChart users could see a summary of their clinic visits, their medication and medical history, schedule appointments, request medication refills and communicate with their clinicians.

Now, MyChart users can view live updates on the average wait time at JHAH's Emergency Medical Services, check lab test results, update their allergies and medications from home, receive preventative care notifications and check in for clinic appointments. By popular demand JHAH has made the MyChart app available on Android as well as iPhone devices.

A Personal Perspective of MyChart

My colleague and I were packing up after supporting patients at one of our MyChart awareness sessions in early 2018. We were chatting about how the day went and what new issues were brought up so we could prepare for our next session a little better when a patient came rushing up to us with a list of questions to ask. My colleague, Mohammed Al-Qudaihi from Patient Relations, started helping the patient. After the first few questions, the patient expressed his frustration with the new portal and his hesitation about continuing to use it. Mohammed's response that day really struck me, he said "It may feel complicated at first, but I believe you'll find that it gives you a controlling role in managing your healthcare."

It helps us help you. It helps you connect with the doctors and nurses treating you. I say simply try it, give it some time." This was true for me too. MyChart is more complex than the system it replaced, but it offers so much more. It empowers you to complete dozens of actions online and to be informed and engaged with your healthcare.

New MyChart Functionalities

Know Before You Go

You can view live updates on the average wait times for the Dhahran and Al-Hasa Emergency Medical Services (EMS).

Complete Your Medical Profile

You can now update your allergies and medication information prior to your clinic visit. During your next scheduled visit at JHAH, a nurse or physician will review the allergies and medications that you requested to have added or removed from your chart and reconcile them accordingly.

Preventive Care Notifications

The preventive care feature has been designed to help you and your family maintain good health. Notifications may include reminders for annual flu or other shots, with clear information about when procedures were performed and when a repeat is due. A study shows that patients who receive health reminders through MyChart are more likely to engage in their health and schedule their next clinic visit (UPMC – UGM 2012).

Manage Your Health from Anywhere, Anytime

Got Android? Get the MyChart App. Head to the Google Play Store and download it today for one-tap easy access to manage your health.

JHAH MyChart is available for both Apple iOS and Android devices.

MyChart eCheck-In

Have you ever checked in early for a flight because it's easier to get that process out of the way before you arrive at the airport? You can now do the same for your appointments at JHAH. With MyChart eCheck-in, you can go online before your appointment to:

- Verify and update personal information including email and phone number
- Review and update your allergies
- Review and update your current medications
- List dates and places for travel history
- Complete a communicable disease screening questionnaire

You'll receive an appointment reminder five days before your

appointment that will include a link to eCheck-In. Make sure to let the reception know that you have arrived for your appointment so they know that you're there!

Not taking advantage of the power of MyChart? Register today

Visit www.JHAH.com/about-mychart



- Find FAQs
- How-To Guides

If you need help signing up for MyChart or would like to ask a question, call: 800-305-4444 (013-870-3888 from out-of-Kingdom) and select Option 8 (hours of service 7 a.m. to 4 p.m.)

Did you know?

Epic is used by all of the top-ranked hospitals and medical schools in the United States (U.S. News & World Report).

General Stats

- **190** million people around the world have an electronic health record in Epic
- **84%** of consumers say that technology is very important to managing their health (AccentureConsulting, 2016)
- **81%** of people agreed they receive better care when their doctors can access and use their electronic health record (AccentureConsulting, 2016)
- **30.25** million Internet users in Saudi Arabia, 96% of those users are smart phone users (INTERNETWORLDSTATS, et al., 2018)

JHAH MyChart Stats



The JHAH patient population registration of the MyChart patient portal is equal to that of the top 10% of U.S.- based hospitals



62% active JHAH MyChart users



Over 8,000 primary care appointments scheduled through MyChart last month



Over 3,500 medication refills requested through MyChart last month



JHAH Healthy Recipes

Umm Ali

Health Profile:

Umm Ali is appropriate for people with heart disease, pregnant and lactating women, children and seniors. People with diabetes can eat it considering that 1/2 cup = 1 serving of carbohydrate. It is not recommended for babies below one year of age, people with chewing or swallowing difficulties or people with milk or gluten allergies. Non-caloric sweetener can be used instead of sugar to reduce calories and amount of carbohydrates.



Umm Ali is a delicious dessert that is popular in the Middle East. It is rich in calcium, protein, vitamins, minerals, antioxidants and has a nutty flavor and taste. This recipe includes ingredients that increase its nutritional value.

Ingredients (12 one cup servings)

- 4 whole-wheat croissants
- 1 cup unsweetened bran flakes
- 6 tablespoons raisins
- 2 tablespoons roasted almonds, flaked
- 2 tablespoons walnuts, flaked
- 2 tablespoons pistachios, flaked
- 4 cups unsweetened nonfat milk (one liter)
- 1 teaspoon vanilla extract
- 3 tablespoons sugar
- 3 teaspoons cinnamon, powdered

Preparation

- Break the croissants into small pieces and combine them with the bran flakes, raisins, walnuts, almonds and pistachios in a baking tray.
- Place the nonfat milk, sugar, cinnamon and vanilla in a saucepan and bring it to boil; remove it from the heat; and pour immediately over the croissant mixture.
- Set the mixture aside for five minutes or until the croissant and bran flake mixture absorbs the milk.
- Place the baking tray in an oven preheated to 170 °C (340 °F) and

bake for 15 minutes. If desired, turn the oven to broil and broil for an additional two minutes to brown the top.

- Remove from the oven and let stand for five minutes before serving.

Fat and Calories

- Calories per serving: 160
- Fat per serving: 4 grams

Accessing Aramco Guest Wi-Fi

An outcome of the Al-Hasa & 'Udhailiyah Patient & Family Advisory Council (PFAC)

Continuous excellence in medical care and improvement in patient and family experience cannot be achieved by healthcare providers in isolation. It requires patient and family involvement. JHAH established four Patient & Family Advisory Councils (PFACs) covering our facilities. Publishing the instructions to access the Aramco Wi-Fi was suggest by a PFAC member.

About Guest Network Access

Once you have created a guest account, you will be able to start using your network immediately. You should connect to the wireless network named Guest. You should log in with Your Guest user name (email address) and password.

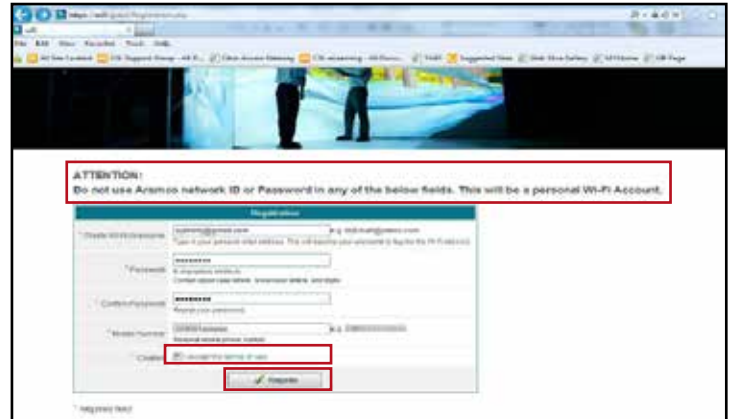
- Go to <http://wifi/guest>



- Type your username and Active Directory password then click on log on



- Fill out the required fields and accept the terms of use then click on register.
- Note:
 - Type-in your personal email address. This will become your username to log into the Wi-Fi network
 - Password 8-characters minimum; Contain uppercase letters, lowercase letters, and digits



- You will get a successfully message "you can start using Wi-Fi service" Log out and configure your smart phone



Go to home then click on setting



Choose Wi-Fi



Turn Wi-Fi on then click on Guest



Type your user name 'your personal email address' and password then Click on join



Accept the certificate

World Kidney Day



The theme of the 2019 World Kidney Day is Kidney Health for Everyone Everywhere. It is estimated that 10% of the world's population have chronic kidney disease (International Society of Nephrology, 2018).

In Saudi Arabia, about 20,000 people living with kidney disease are on some form of dialysis (Saudi Center for Organ Transplantation, 2017).

The following information is provided by Dr. Ahmed Khunaizi, JHAH Nephrologist, to help people prevent kidney disease and to identify their kidney disease risk.

At Risk

If you have one or more of the following, you are considered 'high risk' for chronic kidney disease and should see a doctor.

- Diabetes (most common cause of kidney disease in Saudi Arabia)
- High blood pressure
- Obesity

- Family history of kidney disease
- Repeated urinary tract infections
- Repeated kidney stones

Prevention is Key

Following are a few things you can do to prevent chronic kidney disease:

- Control your blood sugar, blood pressure and cholesterol
- Limit your salt and sugar intake
- Eat at least six (6) servings of fruits and vegetables each day
- Keep fit and active to maintain a healthy weight
- Avoid smoking and second-hand smoke
- Avoid taking over-the-counter medications
- Avoid dehydration, especially during the summer

World Kidney Day Awareness



On the morning of March 14, almost 100 runners from the Saudi Aramco Industrial Security Operation Academy (ISOA) participated in an organizational marathon. An informative and entertaining part of the event was a healthy food briefing, Eat Right Run Well, delivered by JHAH's resident food expert, Dr. Basem Futa.

Photo: March 14, 2019, World Kidney Day, Saudi Aramco Industrial Security Operation Academy (ISOA) employees celebrate health under the theme of 'Kidney Health for Everyone Everywhere' supported by JHAH.



JHAH Highlights

Al-Hasa Health Center's First Cataract Surgery

Al-Hasa Health Center's first cataract surgery was conducted using a state-of-the-art phacoemulsification machine.



Orthopedic Surgery at Al-Hasa

As part of the JHAH network, we are growing our Al-Hasa specialized services. Orthopedic surgery was launched in the expanded OR.





**March 31- April 1
Heartsaver Outreach
Campaign at Al-Hasa
Community Social
Center**

HPU participated in the Heartsaver Outreach Campaign sponsored by the Aramco Southern Area Oil Operations Manpower Development Division. A female Heartsaver instructor and a volunteer provided educational sessions regarding emergency preparedness, CPR and first aid for female dependents in the morning and afternoon. Four presentations were delivered that demonstrated the skills and practice was provided. CPR/First Aid booklets was distributed during the session. Around 70 females attended the sessions.

**January 24:
EXPEC Computer
Operations
Department
Heartsaver
Workshop**

The Operations Planning & Consulting Unit requested four safety workshops be delivered in 2019 to ECC employees, contractors and SMP employees.

The Heartsaver team conducted a Heartsaver workshop for 39 employees. After the session, attendees were able to demonstrate basic CPR and first aid skills.



**Heartsaver
Training**

In response to a letter received from the coordinator of the 2019 KSA Expatriate Reunion, the team provided a Heartsaver course for 30 volunteers on February 25-27 and March 2 at the Reunion House located at 1180 11th Street in the Dhahran Main Camp. At the end of the training, volunteers expressed confidence and readiness to address health challenges that could emerge during the Expatriate Reunion.

Civil Defense & the Health Promotion Unit Support Child Safety



The JHAH Health Promotion Unit (HPU) participated in the Civil Defense Day. The theme of the event was Child Safety is Our Goal and was held at the Dhahran Exhibit Center March 4-7. During the event, HPU advisors conducted educational sessions on how to respond to medical emergencies and promoted preventive safety for children. Around 1,500 attendees visited the HPU booth.





Become a patient at Johns Hopkins Aramco Healthcare



How to register

1. On the Saudi Aramco corporate portal, go to **myhome**
2. Click on **My Information**
3. Select **My Family**
4. Select the individual to be registered, then click on **Change Medical Provider**
6. Once you click on Change Medical Provider, you can select **Johns Hopkins Aramco Healthcare, (Dhahran or Al-Hasa)**
7. You will receive an email notification in your Saudi Aramco email inbox to confirm

For more information on how to change your registration, contact your local HR Service Center or visit HR Online

Eligible Saudi Aramco employees and their dependents are invited to register for healthcare at JHAH.

JHAH's Nurse Care Line



Save yourself unnecessary clinic visits if you have:

- A cough or a cold
- A sore throat
- An earache
- Discharge from the nose

Sunday - Thursday

7:30 a.m. - 3 p.m.

How to Call the Nurse Care Line:

Dial 800-305-444

or 870-3888

Follow the prompts to speak to a JHAH nurse

Demonstrating Excellence in Patient Care



This word cloud displays the most frequently reoccurring words according to size (larger words are those that have been used most often) in the positive feedback from patients in the Outpatient, Inpatient and Pediatric clinics.

"I am very pleased with my physician. He is very kind, knowledgeable, polite, modest and gives me the time and answers all my concerns"

"Outstanding care by the doctor"

"It is very good service."

JHM On-Site Visits



JHM On-Site

Johns Hopkins Medicine Vascular Surgery and Endovascular Therapy expert, Dr. James Black, will join the JHAH Vascular Surgery Program on surgical rotation from April 2 to 4.

James Hamilton Black, M.D.

Chief of the Division of Vascular Surgery and Endovascular Therapy
Associate Professor of Surgery



In addition to his interest with open surgical reconstruction of carotid, extremity and complex aortic disease, Dr. Black aggressively pursues the application of minimally invasive endovascular technologies for patients with aortic aneurysms and aortic dissection, occlusive disease of the carotid, renal, mesenteric, and lower extremity arteries.

Vascular surgery deals with blood-vessel conditions. Our surgeons at Johns Hopkins Aramco Healthcare treat a number of artery and vein diseases, from aneurysm or dissection of the aorta, to the narrowing or occlusion of vessels such as the carotid or the lower-extremity arteries. We also provide diabetic foot care, limb-salvage procedures, and consultations if you are suffering from renal failure and are in need of hemodialysis.

مركز جونز هوبكنز
أرامكو الطبي
Johns Hopkins
Aramco Healthcare

800-305-4444 | www.jhah.com



JHM On-Site

Johns Hopkins Medicine diagnostic radiology expert, Dr. Atif Zaheer, will be on-site at JHAH from April 13 to 28.

Atif Zaheer, M.D.

Associate Program Director Diagnostic Radiology Residency
Associate Professor of Radiology and Radiological Science



Dr. Zaheer is clinically active in cross-sectional imaging of the body using CT, MRI and ultrasound and is also involved in multidisciplinary conferences for liver, rectal cancer, pancreas and prostate imaging. His research interests include imaging of tumors and inflammatory disorders of the pancreas. He has contributed to clinical trials, publications and presentations.

JHAH's Radiology team provides a comprehensive range of medical imaging services that include: diagnostic radiography, mammography, bone densitometry, nuclear medicine, computed tomography (CT), ultrasound, interventional procedures, and magnetic resonance imaging (MRI).

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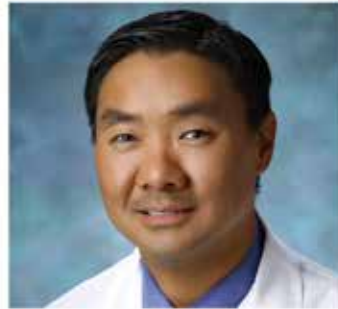
JOHNS HOPKINS
MEDICINE

JHM On-Site

Johns Hopkins Medicine
Ophthalmology expert, Dr.
Albert Jun, will join the JHAH
Ophthalmology department on
academic rotation from April
28 to 30.

Albert S. Jun, M.D., Ph.D.

Chief, Division of Cornea, Cataract and External Eye Diseases
Professor of Ophthalmology



Dr. Jun specializes in corneal disorders - including Fuchs dystrophy and keratoconus - refractive surgery (LASIK), cataracts and external eye diseases. Dr. Jun's clinical and research interests include endothelial keratoplasty, refractive surgery, granular corneal dystrophy, genetic analysis of corneal diseases and corneal gene therapy.

At JHAH, the Ophthalmology department adopts a team approach to taking care of your sight. Our eye care experts include consultants, technicians and nurses, who are trained to treat a variety of conditions. We provide a wide range of diagnostic and medical expertise for eye treatments including cornea, retina, glaucoma and pediatric surgeries, as well as a contact lens clinic.

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KLAS Visits JHAH

We were honored to have a team from KLAS Research visit us at JHAH. KLAS Research is a leading healthcare IT data and insights company. It conducts research on software and services used worldwide to provide analytical solutions, insight exchange and real experiences.

The visiting team was interested to experience our successful Epic implementation and know more about our key enablers leading to that accomplishment.

The visit started with a presentation laying the road map to our Epic preparation and implementation plan, our go-live experience and post go-live metrics. To have a real feel of our successful implementation, the team toured the hospital and visited the Blood Bank Triage, 1B Medical Surgical Unit and the PC Pharmacy. They met staff members and were impressed by how comfortable they are using the system.



Connect with JHAH



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16,098
followers

@JHAHNEWS



More than
3,641
likes

Johns Hopkins Aramco Healthcare



More than
2,835
followers

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More than
62,282
followers

Johns Hopkins Aramco Healthcare
(JHAH)



249
subscribers
17,873
views

Johns Hopkins Aramco
Healthcare (JHAH)

Do you need help
with a healthcare
service issue?

Email Patient Relations
[PatientRelations@
JHAH.com](mailto:PatientRelations@JHAH.com)

How to Contact

Johns Hopkins Aramco Healthcare

If you are a registered patient trying to make medical or dental appointments or to access medical services, contact the Centralized Contact Center (CCC) during working hours by calling:

- 800-305-4444 (in Kingdom)
- +966-13-877-3888 (out of Kingdom)

Working hours (7 a.m. – 4 p.m.), Sunday–Thursday.

For more information, visit the “Contact Us” page on our website <http://www.JHAH.com>.

JHAH Bulletin Board

Emergency Numbers: Save These Numbers To Your Mobile Phone

- **Dhahran and all areas:** From a landline inside Saudi Aramco or from outside Saudi Aramco, dial 911.
- **Abqaiq:** From your mobile phone inside Abqaiq, dial +966-13-572-0911
- **al-Hasa:** Dial 911
- **Ras Tanura:** From your mobile phone inside Ras Tanura, dial +966-13-673-0911
- **'Udhailiyah:** From your mobile phone inside 'Udhailiyah, dial +966-13-576-7911
- **Help with your healthcare:** Contact Patient Relations at PatientRelations@JHAH.com or call 800-305-4444 In Kingdom or +966-13-870-3888 out of Kingdom
- **Urgent healthcare 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 Contact Center 800-305-4444
 - Out of Kingdom +966-13-870- 3888

- **Feeling Stressed?** Have psychological, emotional or social problems? Call Community Counseling Clinic for an appointment +966-13-870-8400
- **Quit Smoking:** JHAH help for employees, dependents, contractors and retirees to quit smoking, email SmokingCessation@JHAH.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. To register, go to jhah.com/pregnancy-wellness. 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 first and third Tuesday of the month. To register, email Eman.Mutairi@JHAH.com (you must be 30 weeks or more into your pregnancy.)

Register for MyChart today

Visit www.JHAH.com/en/about-mychart

- Find FAQs
- How-To Guides

If you need help signing up for MyChart, or would like to ask a question, call: 800-305-4444 (013-870-3888 from out-of-Kingdom) and select Option 8 (hours of service 7 a.m. to 4 p.m.)

Community Counseling Clinic: Call +966-13 870- 8400, +966-13 870-8306

- **Patient Relations:** PatientRelations@JHAH.com
- Patient Relations is available to help with issues that you are unable to resolve with specific clinical areas.
- **Al-Midra Wellness Center** offers consultations, lifestyle wellness coaching and health screenings (Mon. to Wed. 1- 3:30 p.m.) Pharmacy (Sun. to Thurs. 12-4 p.m.)

Patient Relations



Our multilingual Patient Relations team is here to talk with you about:

- Addressing any concerns you may have with your care at JHAH
- Choosing or changing your Primary Care Physician
- Talk with you about a staff member who has “gone the extra mile” in caring for you, or something you feel we could have done better

Visit the Patient Relation office

Our offices are open Sunday to Thursday, 7 a.m. - 4 p.m. For urgent requests, while you are in the hospital, ask the nearest charge nurse.

Dhahran:

- Emergency Services
- Surgicare, behind reception
- Gastrointestinal clinic area
- Building 61, in front of OBGYN clinic
- Primary Care

Al-Hasa Health Center:

Outpatient Clinics reception area

Abqaiq Health Center

Administration Office

Ras Tanura Health Center

building 2, ground floor

Medical Liaison Office



Our Medical Liaison Office team is here to assist you with:

- Requests for medical reports/summaries
- Copies of medical records, diagnostic imaging and lab reports
- Issuing off-duty certificates
- Issuing Escort Certificates, Hospital Attendance, and disabled parking stickers

Visit the Medical Liaison Office

Our offices are open Sunday to Thursday, 7 a.m. - 4 p.m. For urgent requests, while you are in the hospital, ask the nearest charge nurse.

Dhahran Main Hospital,

Building 60, main lobby

Dhahran Primary Care

Al-Hasa Health Center,

Outpatient Clinics reception area

Abqaiq Health Center

near the Primary Care waiting area

Ras Tanura Health Center

near the Emergency room reception