

Walk-In Care Clinic

What You Need to Know



مركز جونز هوبكنز
أرامكو الطبي
Johns Hopkins
Aramco Healthcare

We welcome you to Johns Hopkins Aramco Healthcare (JHAH) and we look forward to partnering with you on your health and well-being.

Learn about the Walk-In Care Clinic with the following educational information.

What is the Walk-In Care Clinic?

The Walk-In Care Clinic is an after hours clinic available to patients who have medical conditions that cannot wait for regular clinic hours.

When Should I go to the Walk-In Care Clinic?

Please visit the Walk-In Care Clinic if you are experiencing an urgent but non-life threatening condition that does not require immediate emergency medical care. Urgent conditions include but are not limited to the below:

- Sprains and strains
- Moderate back problems
- Mild asthma exacerbation
- Eye irritation and redness
- Fever or flu
- Vomiting and diarrhea
- Sore throat or cough
- Skin rashes and infections
- Urinary tract infections

For more information, please contact Patient Relations by:

- Email: PatientRelations@JHAH.com
- Phone: Call the CCC at **800-305-4444** within the Kingdom and **+966-13-877-3888** outside of the Kingdom and select **option 6** during working hours to reach a Patient Relations representative.

What are the services not offered at the Walk-In Care Clinic?

The following services are not offered at the Walk-In Care Clinic:

- Well Physical Examination (Check-up)
- Non-Urgent Care
- Referrals of any type
- Elective, non-urgent procedures (suture removal, dressing changes, skin treatments)
- Prescription refills
- Laboratory test results
- Routine immunizations and preparations of immunization records
- School/routine physicals
- Test results or requests
- X-ray results or requests
- Routine follow up for chronic problems
- Routine follow up for chronic skin problems
- Routine referrals to specialty
- Liquid nitrogen treatment, ear irrigation or other minor procedures
- Routine injections or injections ordered by other hospitals

What is the expected wait time at the Walk-In Care Clinic?

Cases are prioritized according to the screening assessment and it may take you up to two hours to be seen.

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What if I my condition is not urgent but I feel too ill to wait to see my Primary Care Physician?

It is always best to see your Primary Care Physician, however we understand that sometimes you are feeling too ill to wait for the clinic to open the next day. In this case you may access the Walk-In Care Clinic.

How do I schedule an appointment with my Primary Care Physician?

Schedule your appointments with your selected Primary Care Physician ahead of time by phone by calling the Centralized Contact Center (CCC) at **800-305-4444** if you are in Kingdom, or at **+966-13-877-3888** if you are out of the Kingdom. Our phone lines open at 7 a.m.

You can also schedule a medical appointment by vising HR Online on the Saudi Aramco myhome corporate portal where you would select the **“Make or Cancel a Medical or Dental appointment”** option.



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Patient Scenarios



Patient Scenario of When to go to the Walk-In Care Clinic:

Ahmad began experiencing irritation to his eye accompanied with minor redness and immediately heads to the Emergency Medical Services to seek treatment.

The EMS Nurse then assessed his condition and directed him to go to the Walk-In Care Clinic for treatment as his condition is not a life-threatening condition and does not require emergency medical care.

Patient Scenario of When to Make a Primary Care Appointment

Mona leaves her office and decides that the rash that she has had for one month is bothering her, so she decides to drop by the Walk-In Care Clinic to be seen. Once at the reception desk she is advised to schedule an appointment as her condition does not require urgent care.

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Patient Scenario of How to Request a Medication Refill



Khalid needs to refill his medication and drops by the Walk-In Care Clinic to request that service. When he tries to check-in at the reception desk, he is notified that **medication refill is not an available service at the Walk-In Care Clinic** and is advised to do the following to request a medication refill:

- Contact the Centralized Contact Center (CCC) at **800-305-4444**
- Visit the Medication Management Clinic which is operational from **7:00 a.m. until 3:30 p.m.** and can process:
 - Medication order extension for a maximum of 30 days
 - Telephone medication renewal and HR Online Medication Extension (while the prescriber is on leave at the time of the request)

Patients who visit the Primary Care Services for the purpose of medication/prescription renewal and patients who visit the pharmacy for medication refills (however his/her prescription is expired or has no more refills and requires renewal) are referred to the MMC.

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Important Contact Information

Please find the emergency numbers you should save to your mobile phone

Dhahran and all areas: From a landline inside Saudi Aramco dial 110 for security for ambulance or fire. 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.



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What are the working hours of the Walk-In Care Clinic?

Dhahran:

Effective July 2, 2017, Dhahran Walk-In Care Clinic hours are:

Weekdays: 4 - 9 p.m.

Weekends and Holidays: 7:30 a.m. - 9 p.m.

Districts:

In the districts, the Walk-In Care Clinic in Abqaiq and Ras Tanura is provided in the Emergency Room area, and in al-Hasa it is provided in the Urgent Care Unit adjacent to the Emergency room.

Working hours of the districts' Walk-In Care Clinics:

Weekdays: 3 - 11 p.m.

Weekends and Holidays: 7 a.m. - 11 p.m.