

جامعة الشرقية
A'SHARQIYAH UNIVERSITY



University Clinic Manual

2022/2023

HS0002



A'SHARQIYAH UNIVERSITY
HS0002 University Clinic Manual

Approval

This document was approved by:

Name	Date
1- Academic Board of the University	22/05/2022
2- Board of Trustees	23/06/2022
3- Board Of Directors	18/06/2023

Implementation and Responsibility

Document owner	Contact person	Implementation date
Administration affairs Department	Director of Department of Administrative Affairs	18/06/2023

General Provisions:

- Failure to comply with this policy/procedure by any means renders the perpetrator liable and subject to the University's disciplinary procedures.
- Any exceptions to this policy/procedure will be legally ineffective against the university or third parties unless they have been approved and agreed upon by the University President or Board on a case-by-case basis.

Revision date:

Version	Author	Revision (s) done	Date
1.0	Administration affairs Department	-	26/04/2023

1. Definitions:

Terms/ abbreviations	Definition
University	A'Sharqiyah University (S.A.O.G)
Vice Chancellor	University Vice Chancellor
Deputy Vice Chancellor	Deputy Vice Chancellor – Resources & Institutional Support
Director of Department	Director of Administration Affairs
Medical Staff	Physicians and nurses

2. Purpose



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- Verification of the policies and procedures for A'Sharqiyah University's University Clinic services and management.
- Ensuring the consistent and regular implementation of the University Clinic policies and the continuity of employee turnover procedures.
- Furthermore, this regulation fulfills A'Sharqiyah University's obligations as outlined in the strategic plan related to University Clinic Management.

3. Scope of the manual

This manual encompasses the provisions and procedures pertaining to the operations of the University Clinic, including its services, medication management, and the working conditions and protocols for handling both emergency and routine medical situations.

4. Manual structure

The manual is divided into policies. The related activities in every policy shall be divided into:

- Overview
- Provisions
- Procedures

5. Key Stakeholders/ related persons

This manual applies to all students of A'Sharqiyah University, academic and non-academic employees, University visitors, organizations, authorities, or individuals who enter into contract with them. This manual includes the policies of provisions and procedures of A'Sharqiyah University's Clinic .

6. Statement of manual

- I. The Department of Administrative Affairs is responsible for implementing this manual and can be contacted for inquiries or requests related to revisions within it.
- II. The contents of this manual are intended for internal use within the University and should not be circulated or published outside the University's boundaries. The distribution of this manual is controlled through the "manual distribution" process (Form 1-7).
- III. The Department of Administrative Affairs , in coordination with legal consultants, is responsible for revising this manual. The revision process is crucial for accommodating changes in the University Clinic's provisions and procedures to address evolving needs and requirements.
- IV. These revisions are essential for maintaining the manual's relevance. Any University employee, including officers in the



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Administrative Department, can propose changes to this regulation. To initiate a review, such proposals should go through the deans of the colleges and heads of the relevant departments using the "regulation revision" form (Form 7-2).

- V. The Department of Administrative Affairs is responsible for reviewing proposed changes to this manual. If a proposal is not approved, a notice will be issued with reasons specified. Approved proposals will be incorporated as needed, and the updated pages will be distributed to all relevant parties. A cover letter will accompany the updated version, explaining the changes and the effective date of the review through the "manual amendment" form (Form 7-3).

7. Forms

No	Description	Form No.
1	Manual circulation form	7.1
2	Manual revision form	7.2
3	Manual amendment form	7.3

8. Rules and responsibilities

The Department of Administrative Affairs shall be responsible for the University's clinic through the following roles and responsibilities:

1. Establishing and maintaining an integrated administrative system within the University Clinic, continuously working on its improvement, and coordinating with relevant authorities both inside and outside the University, including the Ministry of Health and private healthcare institutions within and beyond the governorate.
2. Welcoming all clinic visitors, comprising University staff and students, and electronically documenting clinical referrals.
3. Ensuring a prompt response to emergency situations in any University facility or dormitory.
4. Offering medical guidance and recommendations at the clinic while collaborating with relevant educational institutions to develop awareness programs.

9. Provisions and procedures

9.1 Services of the Clinic:

This chapter outlines the provisions and procedures governing the Clinic's delivery of primary healthcare services to university staff, whether on the University campus or within university dormitories, during regular working hours, as well as during university organized events and special occasions.



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Additionally, it covers the process of referring cases requiring further treatment to public hospitals.

9.1.1 Provisions of the Clinic's Service:

- 9.1.1.1 The clinic provides primary care to university employees and visitors while also making referrals for emergency and secondary medical cases to hospitals.
- 9.1.1.2 The Clinic actively contributes to enhancing health awareness and education among university employees.
- 9.1.1.3 The clinic meets the fundamental requirements for primary and preventive healthcare services, aligning with the Ministry of Health's standards.
- 9.1.1.4 Clinic operating hours on regular workdays within the University campus are from 8:00 am to 6:00 pm, while for the women's student dormitory, the hours are from 1:00 pm to 9:00 pm.

9.1.2 Clinic Service procedures:

- 9.1.2.1 The medical staff consistently ensures that the Clinic meets the essential requirements for providing pathological treatment services.
- 9.1.2.2 The nurse is responsible for regularly inspecting the ambulance and preparing it for optimal use on a weekly basis.
- 9.1.2.3 The nurse manages medical equipment and ensures the proper disposal of medical waste, adhering to her delegated authorities.
- 9.1.2.4 The medical staff creates informative brochures for university employees aimed at preventing the spread of epidemic diseases and promoting health awareness.
- 9.1.2.5 The Clinic organizes awareness workshops and lectures for university employees, conducted by the medical staff or in collaboration with health education authorities.

9.2 Clinics Management:

This chapter outlines the policies and procedures governing the management of the clinic, including the fulfillment of its requirements and those of its medical staff. It operates within designated sites to provide continuous service to the University's employees throughout the year.

9.2.1 Provisions of the Clinic's management:

- 9.2.1.1 The clinic is committed to maintaining the full confidentiality of visitors' data.



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- 9.2.1.2 The clinic adheres to proper disposal procedures for medical waste, in compliance with the regulations set by the Ministry of Health.
- 9.2.1.3 The clinic issues medical certificates for University employees with pathological conditions, which require approval from the University's Department of Human Resources.
- 9.2.1.4 The clinic's medical staff may have their normal work hours and workplace adjusted as necessary, based on work-related circumstances and the services provided to university employees.

9.2.2 The Clinic management procedures:

- 9.2.2.1 Clinic Visitors' Data shall be maintained using Enterprise Resource Planning (ERP) systems.
- 9.2.2.2 The Clinic's medical staff is required to submit a monthly report detailing the various functions and services provided by the Clinic.
- 9.2.2.3 The medical staff is responsible for daily oversight and monitoring of the Clinic's inventory, including medical tools, equipment, and devices, to ensure their availability and validity.

9.3 Handling of Medicines:

This chapter outlines the provisions and procedures for managing medications, encompassing their procurement, storage in compliance with health standards, and the proper disposal of expired medicines.

9.3.1 Medicine handling provisions:

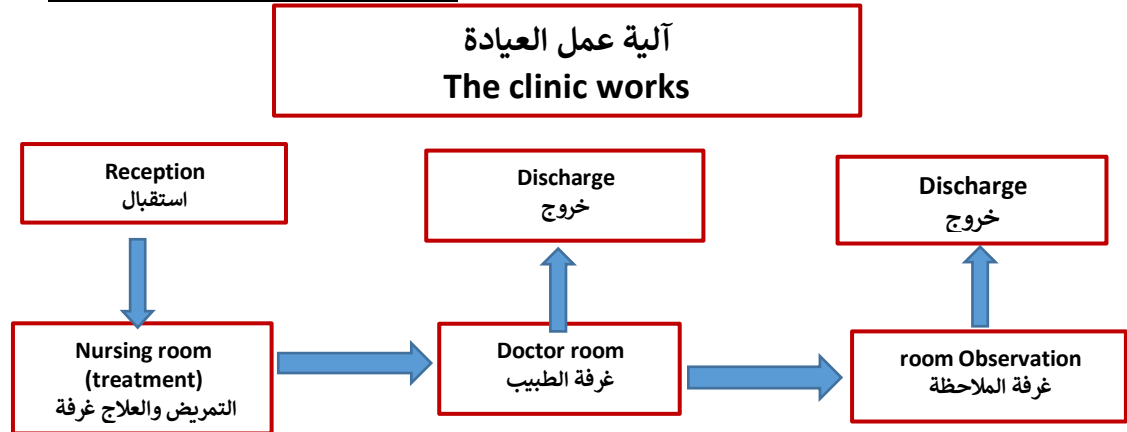
- 9.3.1.1 The medical department shall procure the necessary medications to support primary and preventive medical services in alignment with the Ministry of Health requirements.
- 9.3.1.2 Medications will be stored in a designated area equipped with temperature monitoring, ensuring compliance with health standards.
- 9.3.1.3 Expired medicines will be appropriately disposed of through a contracted medical waste and equipment disposal company.

9.3.2 Medicine handling procedures

- 9.3.2.1 The medical staff shall follow up the validity of medicines on a weekly basis and regulate and order the applicable storage method.
- 9.3.2.2 Requests for supply of medicines shall be presented by the beginning of every semester in accordance with the indicators of storage, consumption and actual need.
- 9.3.2.3 The financial cost of the expired medicines shall be listed by type on a monthly basis in the Clinic's monthly report.

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9.4 The Clinic Work Mechanism:



9.5 Management of emergency and ordinary cases

