



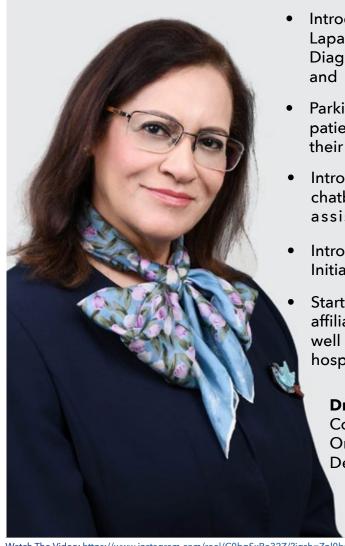
⊕ www.alkindihospital.com

⑦ ◎ ⊗ ○ @alkindihospital

CEO Message

As we reflect on 2023, Al Kindi Hospital is proud to share the critical advancements by investing in the latest technology and equipment, solidifying our commitment to providing exceptional healthcare and position us at the forefront of medical innovation and compassionate medical services.

- Launching a new ICU that has the latest technology and highly trained professionals.
- Introducing MRI screening / the new era in Mammography.
- Fully equipped new ambulance services with advanced medical equipment, highly trained paramedics, and critical care specialists.
- Highest tech of ECO in the Cardiology department (Cardiography Ultrasound System).



- Introducing the new Laparoscopic Tower, Monitors, Diagnostic Ultrasound System, and many others.
- Parking Renovations to Improve patient accessibility and enhance their experience.
- Introducing a new WhatsApp chatbot system with 24/7assistance.
- Introducing the Patient Feedback Initiative to share patient's voice.
- Starting negotiation on the affiliation of the hospital with well known universities and hospitals abroad.

Dr. Ebtisam Al Dallal

Consultant Periodontist & Oral Medicine, CEO & Dental Department Manager

Chairman **Dr. Faisal Al Mosawi**

App Store

Google Play

CEO Dr. Ebtisam Al Dallal

02 See it, Say it & Sort it

04 Al Kindi WhatsApp Chatbot

05 **New Joining Doctors**

06 Al Kindi First Baby Born in 2024

07 MOU's & Strategic Partnerships

10 **Continuous Medical** Education

13 Meetings with Strategic Partners

17 **Colorectal Cancer Awareness** Campaign

19 Ramadan Campaign & Initiatives

22 **Medical Achievements**

26 Latest News

27 **Events**

See it, Say it & Sort it

We've all got a role to play in keeping our work environment safe for us, for our patients, visitors, and staff.

YOU SEE IT

If you see something that doesn't feel right, we want to hear from you.

YOU SAY IT

Report the unusual activity.



Dr. Hanan Madan General & Restorative Dentist Dental Administration Manager Quality Department Manager

WE SORT IT

We as Quality and management work hard to create a safe and healthy environment for all of us by investigating every near miss, incident, feedback, and possible risks to develop a safer environment with best practice standards.

A **"NEAR MISS"** is an unplanned event that did not result in injury, illness, or damage - but had the potential to do so, that is why if not reported it could be the next incident.

Why Near Miss is important to report?

- Helps to establish and continue safe practices within the workplace.
- The information provided enables managment to communicate facts and corrective actions.
- Reporting and tracking near misses and incidents can provide valuable information as to where weaknesses in the safety program exist and how to prevent them.
- Provides opportunity to improve safety, health, and security of operation at our hospital.
- Reduces tolerance for risk.
- A very good tool to identify workplace hazards.
- Employees are to be encouraged to report near misses and incidents without fear of discipline.
- Demonstrates Management's commitment to safety.
- Allows identification of possible trends.
- Actions taken will eliminate or reduce the likelihood of recurrence or potential impact in case of recurrence.

An **"INCIDENT REPORT"** is a process to notify management of an abnormal event, process or action identified that might affect patients, visitors, or staff by filling the related document.

Responsibility, IT START WITH YOU

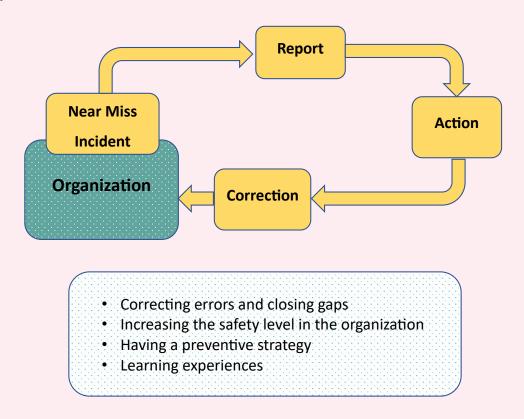
- Dial 455 if the incident listed on emergency codes.
- Protect patients, visitors, or staff.
- Immediately inform the Department Head or In-charge through phone or in person
- Initiate the incident report form (all involved persons must fill in and complete it in detail).
- The completed form is to be sent to the Quality department.
- Quality department to review, approve and conduct personal interviews if needed to evaluate causes of incidents.
- Close the incident report within 15 working days with recommendations for corrective or preventive actions to prevent reoccurrence.
- Trending of the incidents for better prevention & training.
- Follow up each department accordingly for the implementation of actions and its effectiveness.
- Send quarterly report of types of incidents with actions taken to QPS Committee headed by CEO which in turn will be presented to the board members.

Why Incidents are important to report?

1. Because, INCIDENT might affect with different severity levels to:

- Patients
- Visitors
- Staff
- Facility
- Business in general

2. Because it helps the management to develop improved processes and safe procedures



24/7 Healthcare Assistant, Al Kindi's WhatsApp Chatbot is Here!

As the IT Manager at Al Kindi, to view their reports and be I'm excited to introduce our care, Al Kindi WhatsApp Chatbot.

Our WhatsApp simplifies the healthcare journey for patients in multiple to safeguard patient's medical ways. Patients can now book information and implementing appointments their doctors, saving time and ensuring efficient scheduling. Additionally, they can chat with We're continuously improving a live agent during working our hours for immediate assistance. also The Chatbot keeps patients informed about offers and promotions, allowing them to easily take advantage of discounts.

Soon, we will launch the Laboratory reports feature on Experience the convenience the Chatbot, allowing patients

notified on their WhatsApp latest advancement in patient once their report results are ready, saving them time and today. hassle.

saving our hospital's WhatsApp number +973 17240444 and engaging with our service

Chatbot We prioritize security with measures like OTP verification directly with strong security protocols for utmost protection.

> Chatbot, exploring advanced AI and machine learning technologies for personalized healthcare support. Our goal is to make the patient experience seamless and hassle-free by leveraging technology.

> of our WhatsApp Chatbot by



Mr. Aamer Al Salloom IT Manager

Book your next appointment in few clicks by sending a message to 17240444



Our customer service team is available 24 hours a day to provide assistance and support



SCAN ME

Al Kindi Hospital Expands Its Team! Meet Our New Doctors



Dr. Nehad Abdelmageed Intensive Care Specialist



Dr. Bushra Kadhem Resident - Obstetrics and Gynecology



Dr. Batool Altaraifi General Practitioner

Welcome, Baby Amna! Al Kindi Hospital Welcomes its First Baby Born in 2024

Q17240444/17240402

Baby Amna entered the world on 2nd January 2024 under the care of Dr. Amarjit Kaur Sandhu.

Al Kindi Hospital's Obstetrics Gynecology department & delivers exceptional care for all women's health needs managed by a team of expert consultants and specialists. Al Kindi Hospital is also committed to providing exceptional care for various obstetrics and gynecological emergencies around 24 Hours.



OFFER AVAILABLE DATES

Package Includes 2 Free Consultations	May 05-05-2024 25-05-2024	September 09-09-2024 24-09-2024
NORMAL DELIVERY DELIVERY	June 06-06-2024 24-06-2024	October 10-10-2024 24-10-2024
вр 500 вр 800	July 07-07-2024 24-07-2024	November 11-11-2024 24-11-2024
Call today to book your appointment	August 08-08-2024 24-08-2024	December 12-12-2024 24-12-2024

MOU's and Strategic Partnerships

Al Kindi Hospital Partners with Ministry of Social Development on Discount Program for Elderly



In partnership with the Ministry of Social Development, Al Kindi Hospital now offers special discounts for Bahraini Senior Citizens. The offer is eligible for patients who are of Bahrain nationality and aged 60 or above. To avail the discount, patients need to present their CPR when visiting the hospital and ask about the special offers for senior citizens when booking an appointment. Patients can view all the offers included in the discount scheme through Al Kindi Hospital website. This partnership comes as part of Al Kindi Hospital's ongoing commitment to serving the Bahraini community.

Al Kindi Hospital and MD Medicine Partnership



In a move to expand access to high-quality healthcare, Al Kindi Hospital and MD Medicine have signed a memorandum of understanding. This strategic partnership will offer patients a range of benefits, including:

- Convenient virtual consultations removing geographical limitations.
- Expert medical advice from specialized and highly qualified doctors.
- This partnership also opens the door for renowned surgeons from well known universities and hospitals abroad. This will provide patients with access to a wider range of surgical expertise and potentially the latest advancements in surgical techniques.

This agreement emphasizes Al Kindi Hospital's commitment to keeping up with the rapid developments in the healthcare field and utilizing the latest technologies and global expertise to provide the best treatment experience for patients.



Read more: https://alkindihospital.com/PDF_DOCS/Offers/Elderly_Discount_Scheme_Details.pdf

AI KINDI HOSPITAL 2024 NEWSLETTER | 7

Al Kindi Hospital and ila Bank Partnership Renewed with New Exclusive Benefits!

Building on a successful year of collaboration, Al Kindi Hospital is proud to renew its partnership with ila Bank.



Dr. Ebtisam Al Dallal Consultant Periodontist & Oral Medicine, CEO & Dental Department Manager





Mrs. Nada Tarada Head of Business and Customer Department

This strategic alliance prioritizes making healthcare more accessible for the community. ila bank cardholders will enjoy exclusive offers on a variety of medical services, including:



Read more: https://alkindihospital.com/PDF_DOCS/Offers/ila_Bank_Cardholhders_(2024-2025)_EN.pdf

Al Kindi Hospital Bridges the Gap for The Deaf and Hard of Hearing Community Strategic Partnership with " Nasmaakum"

Mobile App



Al Kindi Hospital has signed a Memorandum of Understanding (MoU) with the "Nasmaakum" app.

Al Kindi Hospital is the first hospital in Bahrain to sign an MoU with the "Nasmaakum" app. The hospital has always been a pioneer in community initiatives and empowering people with disabilities.

This partnership aims to better integrate the deaf and hard of hearing community into society by providing instant sign language translation services.

This initiative will undoubtedly contribute to enhancing patients' satisfaction while receiving medical care.





Empowering Efficiency: Al Kindi Hospital Partners with Invita for Improved Call Center Service

Al Kindi Hospital is committed to providing exceptional care for its patients. In a strategic move designed to enhance the patient experience, the hospital has relocated its call center operations to Invita, region's leading multilingual contact center based in Bahrain.

Invita's extensive experience in managing large-scale call centers ensures that Al Kindi Hospital patients receive exceptional service. Collaborating with Invita's has helped to minimize wait times and provide prompt resolution to inquiries. It also assisted in delivering clear and consistent information to patients besides the 24/7 Multilingual Support.

This collaboration with Invita ensures a more efficient and seamless experience for all patient interactions.



Staying Current, Advancing Care: Al Kindi Hospital's Commitment to Continuing Medical Education

Al Kindi Hospital hosted 8 Internal CME lectures during the first quarter of 2024, encompassing a diverse range of topics fostering a culture of continuous learning and professional development for our esteemed staff. The sessions boasted impressive attendance, averaging over 50 participants per lecture. This strong engagement highlights our staff's commitment to staying current with the latest advancements in healthcare. The interactive format of the lectures facilitated knowledge sharing and skill enhancement, ultimately contributing to the delivery of exceptional patient care. Al Kindi Hospital remains dedicated to providing our staff with the resources and opportunities necessary to deliver the highest quality medical services.

Dr. Mahmoud Saraya Consultant Cardiology

8 January 2024

Topic: Acute Coronary Syndrome



Dr. Fadheela Al Najjar Consultant Obstetrics and <u>Gynecology & Urogynecology</u>

22 January 2024

Topic: Genitourinary syndrome of menopause



Dr. Shaima Hamdi Consultant Radiologist

15 January 2024

Topic: Pelvic Floor Dysfunction



Dr. Abduljabbar Mirani Consultant General Surgeon, Head of Surgical Department & Head of 24 Hours Clinic

29 January 2024

Topic: Minimal Access Surgery



Dr. Husain Naser Consultant Radiologist & Head of Radiology Department

5 February 2024

Topic: DEXA scanning for osteoporosis. When? How? And what is next?



Dr. Ali Al Baqali Consultant Gastroenterologist

19 February 2024

Topic: Colorectal Cancer

Dr. George Mezher Consultant Anesthesiology

12 February 2024

Topic: Medical Malpractice & legal issues



Dr. Salah Mufleh Surgical Resident

26 February 2024

Topic: Acute Abdominal Pain





Meetings with Strategic Partners Al Kindi Hospital Welcomes NHRA Delegation for Continuous Improvement and Collaboration

On February 1st, 2024, A delegation from the National Health Regulatory Authority(NHRA)visited Al Kindi Hospital premises. The delegation conducted routine monitoring and evaluation procedures as part of their ongoing quality control programs. Additionally, discussions explored potential areas for future collaboration, paving the way for further advancements in healthcare delivery. This collaborative approach reinforces Al Kindi's dedication to exceeding regulatory standards and ensuring the highest quality care for its patients.



Tamkeen Meets with Al Kindi Hospital Management to Discuss Workforce Development Opportunities

On February 7th, 2024, representatives from Tamkeen met with the management of Al Kindi Hospital to introduce the diverse support programs designed to empower the Bahraini workforce. These programs offer a range of opportunities to support Al Kindi's efforts in employment and career development, specifically within the critical healthcare sector. Through this collaboration, Tamkeen and Al Kindi can work together to strengthen the hospital's workforce and ultimately enhance the quality of healthcare services provided to the community.



U.S. Embassy Health Unit Fosters Collaboration with Al Kindi Hospital

On 29 February 2024, a delegation from the Health Unit team of the US Embassy visited Al Kindi Hospital. This visit served to establish a strong working relationship between the Health Unit and Al Kindi's medical team. Through this collaborative visit, the Health Unit gained valuable insights into Al Kindi Hospital's capabilities, fostering a strong foundation for future referrals, and streamlined healthcare access for the U.S. Embassy community in Bahrain.











Al-Hekma Retired Society Expresses Appreciation to Al Kindi Hospital for Improving the Quality of Life for the Retired Community

Al Kindi Hospital was honored by Al-Hekma Retired Society for the support offered to reduce the living burdens of the retired members and their families. This collaboration focuses on providing support that directly reduces living burdens for retired members and their families. Through this partnership, Al Kindi Hospital aims to contribute to the well-being of retired individuals and their families. This commitment reflects the hospital's core values of social responsibility and a dedication to fostering a healthy and thriving community.



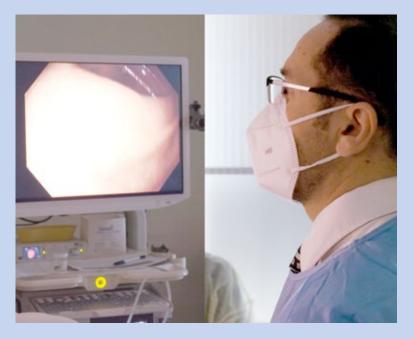
Colorectal Cancer Awareness Campaign

Dr. Ali Al-Baqali: To prevent colorectal cancer, you must adhere to regular examination and a healthy lifestyle

As part of Al Kindi Hospital continuous efforts in educating the community and spreading health awareness, Dr. Ali Al Baqali Consultant Gastroentrologist, answers the FAQ's related to colon and rectal cancer

> What is the average age for conducting screenings against colorectal cancer?

Average risk screening should be at age 45, by doing either stool test (FIT) or Colonoscopy.



What's the importance of screening tests?

It can detect colorectal polyps, which are a benign polyps, but can grow over years to become colorectal cancer, detecting polyps, and removing them during the colonoscopy, prevents the development of CRC.

What are the potential risk factors contributing to the rise of colorectal cancer in the younger demographic?

Dietary changes; increase in processed food, low fiber, sedentary lifestyle, obesity, including childhood obesity, altered gut microbiome, smoking, etc. Has there been an increase in the incidence of colorectal cancer among the younger population? (those less than 45 years old)

> CRC is higher by 2-4 fold in millennials compared to their grandparents. CRC incidence increased by 22% in younger population since 1990.

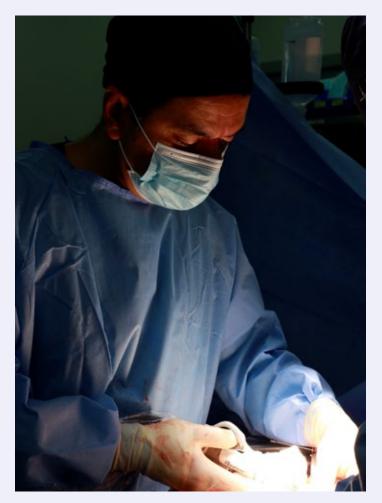
Addressing Misconceptions about Colorectal Cancer

Dr. Raed Al Marzooq: Colonoscopy is the most common test in early detection of colon cancer, and it is not true that it is a painful procedure

Dr. Raed Al Marzooq: Research indicates that colon and rectal cancer cases have decreased after the age of 50, thanks to the early detection screening programs. Dr. Raed recommends to do the screening against colon and rectal cancer starting from the age 45 as the number of cases has recently increased among people aged between 40 to 45.

Our goal is not to spread fear but to prevent this disease, as when polyps in the colon are discovered, they should be removed immediately to prevent the development of cancerous tumor.

The colonoscopy procedure is the best and most successful screening method, Most cases are random, genetic and hereditary factors represents only 20% of the total number of case. This tumor mostly results from polyps. There are some contributing factors that prevent this tumor from occurring. Including exercising and maintaining a healthy weight, avoid smoking, avoid drinking alcohol and eat less red meat, and processed food.



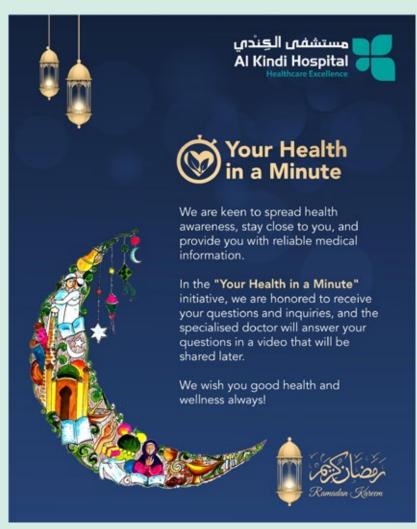


 $Watch \ The \ Video: \\ \underline{https://www.instagram.com/reel/C4U2k1QIZLb/?igsh=eXhxcmk2bDFuZ2FI}$

Ramadan Campaign and Initiatives Your Health in a Minute Initiative

At Al Kindi Hospital, we are dedicated to promoting health awareness, fostering strong patient relationships, and providing access to reliable medical information. Through "Your Health in a Minute" initiative started in Ramadan, we actively encouraged patients to submit their health questions and concerns. Our team of specialist doctors then selected a compelling topic and provided a concise video response addressing the topic. These informative videos are then shared with a wider audience, empowering individuals to make informed decisions about their health.

This initiative exemplifies our commitment to prioritizing patient education, fostering open communication, and building trust and accessibility.



KNEE GROUP EXERCISE CLASSES

Classes Timing:

🛗 Every Sunday & Tuesday

Two timing each day 9:00 AM and 6:00 PM



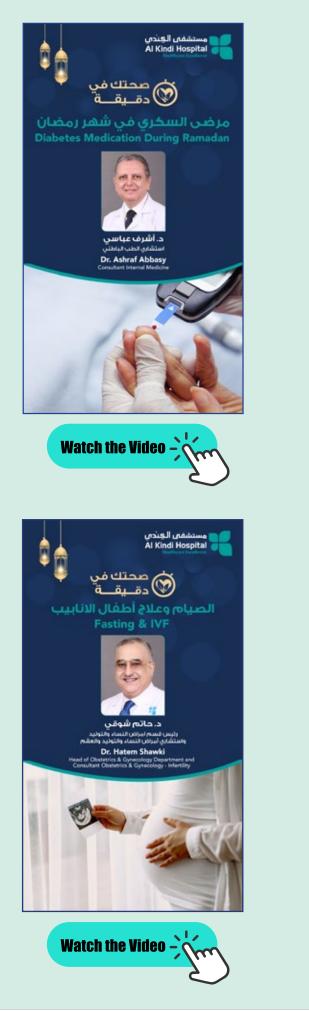
BACK GROUP EXERCISE CLASSES

Classes Timing:

- Every Monday & Wednesday
- Two timing each day 10:00 AM and 6:00 PM

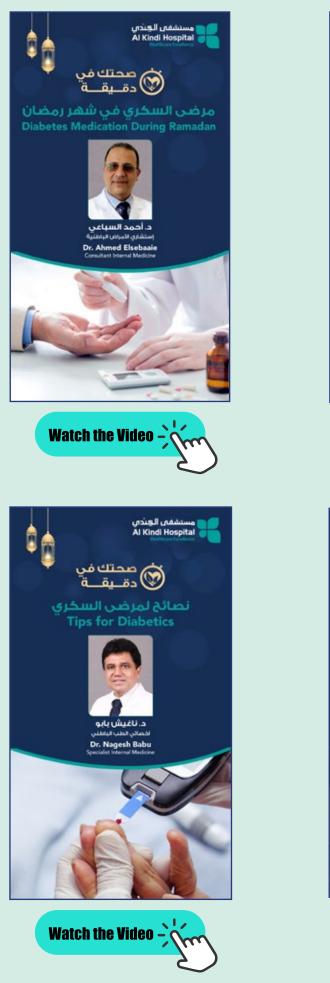
FOR APPOINTMENTS PLEASE CALL **@17240475 / 17240477**

Ramadan Campaign & Initiatives





Ramadan Campaign & Initiatives





Remarkable Transformations: Inspiring Stories of Medical Succes Effective Treatment for Scalp Fungal Infection



Dr. Rajishri Gachkal Specialist Dermatologist



Laparoscopic Splenectomy Surgery



Successful Laparoscopic Splenectomy for a 15-Year-Old Girl at Al Kindi Hospital

Led by **Dr. Raed Al Marzooq**, General Surgeon, Surgical Oncologist And Colorectal Surgeon, and supported by a team of distinguished medical professionals from the Anesthesia Department, Radiology Department, Gastroenterology and Liver Diseases Department, The Surgical & Oncology Diagnosis Surgical Unit team at Al Kindi Hospital successfully performed a laparoscopic splenectomy for a 15-year-old girl.

The girl suffered from severe and chronic abdominal pain. After a number of examinations and diagnostic tests, she was diagnosed with a large cyst in her spleen. Initially, the problem of Stomach acidity was treated, but the symptoms continued, so the best option was laparoscopic splenectomy, which was successfully performed thanks to God and the efforts of the medical staff.

Pilonidal Sinus Surgery



Successful Pilonidal Sinus Surgery for a 19-Year Old Girl at Al Kindi Hospital

Dr. Abdul Jabbar Mirani, Consultant General Surgeon, Head Of Surgical Department & Head Of 24 Hours Clinic, treated a young female patient suffering from an infected pilonidal sinus. After successfully managing the infection, he used a cutting-edge laser ablation technique for a minimally invasive solution.

This innovative approach is a great alternative to traditional pilonidal sinus treatments. It's minimally invasive, meaning there's no need to remove the old tract. He used a specialized laser fiber to target the affected area.

In this case, the doctor utilized a state-of-the-art diode laser from Lasotronix. This versatile machine offers pre-programmed settings for various procedures, including pilonidal sinus, hemorrhoids, anal fistulas, and anal fissures.

Before & After Veneers: Unveiling a Confident New Smile

TRANSFORMING YOUR SMILE BY OUR TALENTED TEAM





Dr. Aysha Javed General Dental Practitioner

News

Al Kindi Hospital Investment in Bahraini Cadres as part of Tamkeen's continuous support.

The support provided through Tamkeen's National Employment, Wage Increment, and Business Growth Programs is aimed at human capital and enterprise development. This included the employment and wage increments of more than 80 Bahraini employees and Investing in the latest technology and equipment for healthcare excellence, including new ICU and ambulance services, and improved critical care and surgery facilities. This emphasizes Al Kindi Hospital's commitment to delivering patient-centric services through enhanced technological solutions and providing professional growth and skills development for the Bahraini healthcare workforce.





Maha Mofeez Chief Executive Officer





Dr. Ebtisam Al Dallal Consultant Periodontist & Oral Medicine, CEO & Dental Department Manager

Events Bahrain Farmers Market



Al Kindi Hospital participated in the 11th edition of the Bahrain Farmers Market, on Saturday, January 20, 2024. Clinical Dietitian Ms.Hana Ali delivered a lecture on nutrition and healthy eating habits.

This participation is a testament of Al Kindi Hospital's continues commitment to supporting public health in Bahrain. The market offers a variety of fresh produce and healthy foods that help people follow a healthy diet.



Bahrain Sports Day



Al Kindi Hospital was selected by the Bahrain General Sports Authority to participate in the Bahrain Sports Day, which took place at Bahrain Bay on February 22, 2024.

The medical team at Al Kindi Hospital provided free consultations with Dietitian Ms. Hana Ali, in addition to conducting general health check-ups, such as blood pressure and sugar level measurements, for all attendees.

The physiotherapy department provided comprehensive medical consultations related to muscles, joints and bone health or injuries for those interested or looking for someone to answer their inquiries. The Physiotherapy team also provided hands-on diagnostic tests for muscles and joint health problems as well as mini-treatment sessions that included hands-on relaxation techniques of muscle tension, dry needling, kinesio taping and many other therapeutic exercises.



Watch The Video: https://www.instagram.com/reel/C3znEOeoxbz/?igsh=eXU4d3NvbHFqYmpp_ https://www.instagram.com/reel/C325gctlZFT/?igsh=Z3R2N3F0a2RjMTF6_

International Women's Day Celebration

Al Kindi Hospital celebrated International Women's Day in recognition of the outstanding efforts of its female staff and their significant contributions to the development of the hospital and its services.

Dr. Ebtisam Al Dalal, Consultant Periodontist & Oral Medicine, CEO & Dental Department Manager, delivered a speech on this occasion, in which she emphasized the importance of the role of women in various departments of the hospital, including doctors, nurses, administrators, and technicians. She considered their achievements to be a milestone in the hospital's journey and success.

Al Kindi Hospital affirms its commitment to supporting and empowering women in various fields, believing in the importance of their role in building society and achieving sustainable development.





 $Watch \ The \ Video: \ https://www.instagram.com/reel/C4aMTwKlpi1/?utm_source=ig_web_copy_link&igsh=MzRlODBiNWFlZA==$

AI KINDI HOSPITAL 2024 NEWSLETTER | 29

Shura Council Pre-Ramadan Checkups

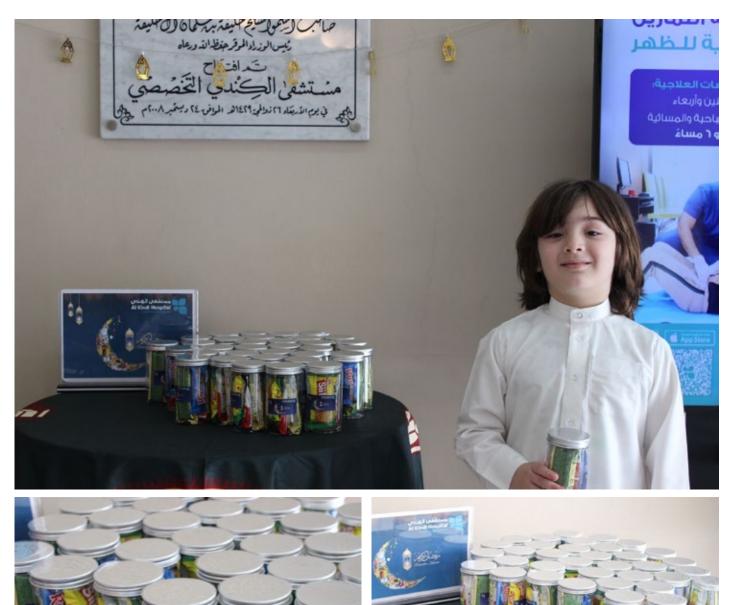


As part of Al Kindi Hospital Outreach Programs, the medical team has conducted general health checkups measuring vital signs for the members of the Shura Council, this coincides with the advent of the blessed month of Ramadan.



Gergaoon Celebration

Gergaoon is a joyous celebration marking the mid-point of Ramadan. It is a cherished tradition that strengthens community bonds and brings joy to young and old alike. Al Kindi Hospital embraced the festive spirit of Gergaoon by distributing treats to patients visiting the hospital. This initiative reflects Al Kindi's ongoing commitment to community engagement and spreading cheer to both patients and the wider community.





Trust us to be your lifeline in times of emergency



EMERGENCY MEDICAL SERVICES UNIT

www.alkindihospital.com