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مركز جونز هويكنز أرامكوالطب **Johns Hopkins** Aramco Healthcare

# 1000 Special Edition Winter 2020



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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.

# COVID-19 Vaccination

At JHAH we have prepared the infrastructure, equipment and logistical requirements needed to store, transport and administer COVID-19 vaccinations for JHAH and Saudi Aramco employees and dependents.

It is not possible to confirm the start date for on-site vaccination at this point, however Saudi Aramco and JHAH are collaborating with the MOH to enable the vaccination program within JHAH locations.

For more specific information on the COVID-19 vaccine, please contact the Ministry of Health's COVID-19 helpline at 937.

You are encouraged to register your interest in the COVID-19 vaccination with the Ministry of Health

A clear understanding of demand will enhance the efficient and effective provision of vaccinations.

#### Procedure to register for Corona Vaccination through 'Sehhaty' app in Saudi Arabia

The Minister of Health in Saudi Arabia invited all citizens and resident expatriates to register their interest in receiving the COVID-19 vaccination through their 'Sehhaty' app.

#### Procedure to apply for receiving Corona Vaccine in Saudi Arabia:

- 1. Download 'Sehhaty' app from Google Play or Apple
- 2. Register for Account, If you do not have or Login to your account.
- 3. Click on Yellow icon 'Covid-19 Vaccine' with message 'Register for the COVID-19 vaccine, and you will be contacted to register the appointment according to the medical specifications'.
- 4. Select the beneficiary of the Vaccine, You or Your Dependents.
- 5. Read the Message, Click 'Next'.
- 6. Fill your details like Mobile Number, Select Region and District from the list. Click on 'Next'.
- 7. Select your Occupation from the specified list below. Choose the one, click on Next.
  - I work in Health sector (registered in SCFHS)
  - I work in Health sector (not registered in SCFHS)
  - I work in educational sector
  - I work in field of Hajj and Umrah
  - I work in transportation by Land / Sea / Air
  - I work in communication or Water or Electricity company

- I work in other government sectors
- I work in other private sectors
- Student
- 8. Select your Health Condition mentioned below by clicking 'Yes' or 'No'.
- Do you suffer from Obesity?
- Do you have causes of Immunodeficiency?
- Do you have a chronic disease?
- Is there any kind of allergy?
- 9. Click 'Next' and wait for Ministry's response for booking appointment.

#### For citizens and residents of Saudi Arabia





Scan the OR code to download the MOH Sehhaty application and register.

For clinical professionals (those with a SCFHS number)



Scan the OR code to download the MOH Anat application and register.

# **End the Pandemic:**

Take the COVID-19 vaccine to protect yourself and those you care about

#### Name of Vaccine: Pfizer-BioTech vaccine\*

# How is it given? The vaccine is given by injection. How many doses? There are two doses of the vaccine, which are administered four weeks apart. How does the vaccine protect me? When vaccination is given, your immune system creates antibodies to fight the disease.

#### What are the side effects?

A small number of people may experience:

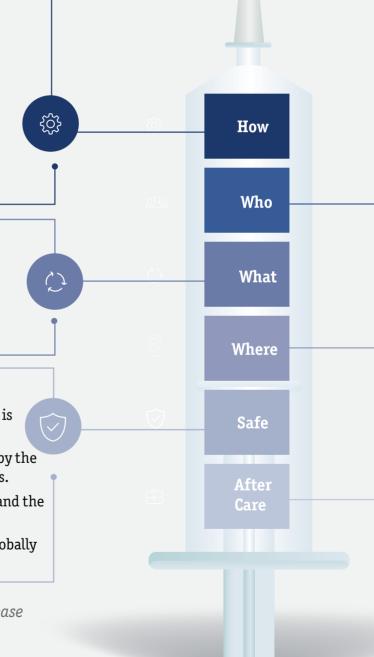
- Headache and fatigue
- Pain at the injection site
- Muscle pain
- Fever and shivering

#### Is the vaccine safe?

This vaccine has been rigorously tested in clinical trials and is considered safe

- The COVID-19 Pfizer-BioTech vaccine has been approved by the Saudi Food and Drug Authority and other relevant bodies.
- The vaccine is endorsed by the Saudi Ministry of Health and the World Health Organization.
- Scientist are constantly monitoring the use of vaccine globally for potential health risks.

<sup>\*</sup>For more specific information on the COVID-19 vaccine, please contact the Ministry of Health's COVID-19 helpline at 937.



# COVID-19 Vaccination Frequently Asked Questions

#### Who will receive it?

UCCU

How

Who

What

Where

Safe

After Care The Ministry of Health (MOH) established a three phase plan:

**Phase One:** citizens or residents who are over the age of 65, and professionals who are most vulnerable to infection. People whose Body Mass Index (BMI) is over 40; those who have an immune deficiency or are taking immunosuppressive drugs. Those who have two or more of the following chronic diseases: asthma, diabetes, chronic kidney disease, chronic heart disease, chronic pulmonary disease and anyone with a history of stroke.

**Phase two:** citizens and residents over the age of 50 and all other health care practitioners, and those with a BMI between 30 and 40.

**Phase three:** for all citizens or residents who wish to take the vaccine to protect themselves and their families.

#### Where can I get vaccinated?

JHAH and Saudi Aramco are collaborating with the MOH to enable vaccinations at JHAH sites.

#### How do I relieve any side effects?

- Take paracetamol to relieve headaches, muscle pain or fever.
- Place a cold compress on the injection site to reduce any discomfort, redness or swelling.



# A New Look, with a Better Digital Experience

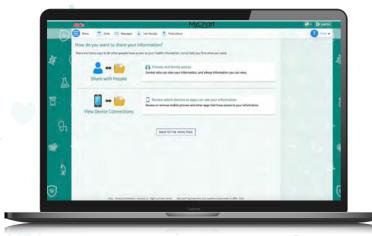
MyChart empowers you to manage your health at anytime from anywhere



MyChart is a patient portal that is part of JHAH's advanced electronic health record, Epic.

#### MyChart is where you:

- Schedule appointments
- Request medication refills
- Communicate with your clinicians
- View test results



#### What's New?

- Schedule a Video Visit.
- Schedule a Telephone Visit
- Select Remote Medication Pick-up Locations
- Download and print COVID19- test results
- Monitor your COVID19- symptoms using MyChart Care Companion
- Share your record with other health organizations using ShareEverywhere
- eCheck-In before your appointment to list the reason for your visit and update your allergies and medication

The new easy to use MyChart mobile app now offers all the same functions as accessing MyChart from the website.

Download the MyChart app on your Apple or Android for health on the go.



- Download and print immunization records and blood group certificates
- View a summary of your clinic visits
- Receive preventative care reminders
- Request to be placed on the wait list for specialist appointments

#### Did you know?

- More than 81,000 JHAH patients are using MyChart
- +114,000 Total Telephone Visits within the first 8 months of offering the service
- More than 8,700 Video Visits within the first 8 months of offering the service

#### For more information



#### How to Register

**Fast Track Registration for MyChart** 

#### Step 1

Contact the MyChart Helpdesk at -305-4444 800 and follow the prompts to receive your fast track link by text message or email. You may also request a fast track link at your next clinic visit.

#### Step 2

From MyChart you can complete the registration process by selecting your username, password and a security question.

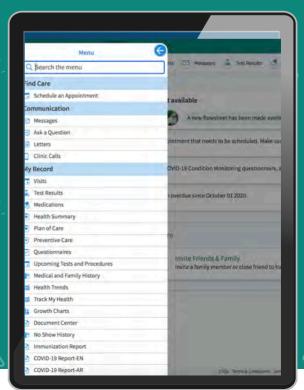
Register for MyChart Without an Activation Code

#### Step 1

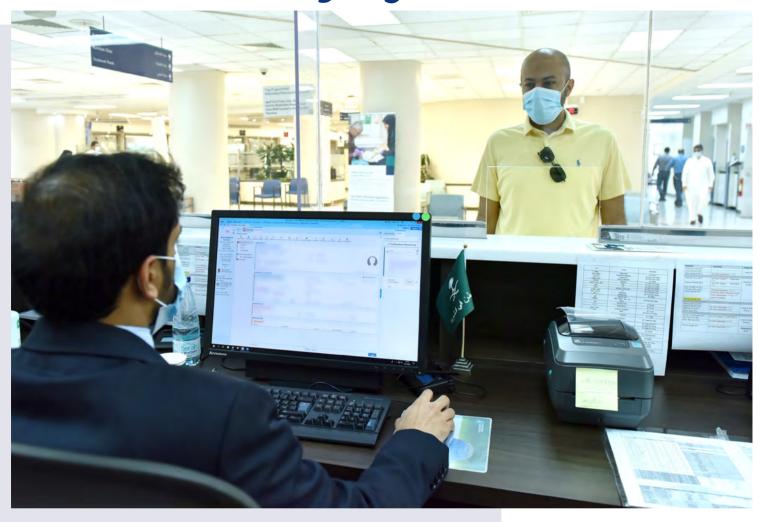
Go to www.jhah.com/about-mychart then click log in to MyChart

#### Step 2

Click "sign up now", and follow the steps to log in and request for your MyChart portal to be activated.



# Your Safety at JHAH



At Johns Hopkins Aramco Healthcare, we care about your safety.

As JHAH continues the phased expansion of our in-person primary, specialty, and dental care appointments we are following the latest COVID-19 safety and prevention guidelines in accordance with the Ministry of Health and the most recent international standards of care.

We understand you that may feel hesitant about coming to the hospital during this time. We would like to share the precautions our organization has implemented to continue to provide you with high-quality care in a safe, healing environment.

#### **Screening at JHAH Entrances**

All patients, family members, and JHAH staff are screened upon entering our facilities. This consists of:

- A temperature check using an infra-red non-contact thermometer
- The application of hand sanitizer
- Answering questions related to travel history and symptoms
- Visual triage

Visit 'Safe at JHAH'

#### **Adjusting Appointment Scheduling**

- Before attending your scheduled appointment, you may be contacted by our staff and asked screening questions.
- As we continue to take precautions to protect
  against the spread of COVID-19, you will experience
  changes in the way we are scheduling patients to
  ensure the minimum number of patients are present
  at any one time in our waiting areas.

#### When attending your appointment

- To maintain a safe and uncrowded environment, please come no more than 15 minutes before your scheduled appointment. We request that you come alone to your visit but, if necessary, you are allowed to have one person escort you to your visit.
- Should you arrive early, you may be requested to wait in your vehicle or an alternative waiting area.

If you have the following symptoms, please contact your healthcare provider

- Fever
- Shortness of breath
- Cough
- Headache
- Body aches/fatique
- Diarrhea
- Vomiting/nausea
- Runny nose or sore throat
- Loss of sense of smell and/or taste

Additionally, please cancel your face-to-face appointment and request a telephone or MyChart video visit at 800-305-4444 if you:

- Are currently in-Home Quarantine
- Are currently waiting for a COVID-19 test result
- Have any family members that are COVID-19 positive in the last two weeks or are waiting for a result

#### Re-design of our patient waiting areas

 We have re-designed our patient waiting areas using visual cues (such as floor and seat labels) to ensure patients observe the two-meter physical distance requirement before their appointment.

#### Disinfecting and sanitizing

 Our hospital waiting rooms, examination rooms, equipment, and surfaces are frequently cleaned and disinfected throughout the day following the highest standards.

#### Hand sanitizers

 Hand sanitizing stations are installed throughout our facilities. Our clinicians sanitize/wash their hands before and after each patient visit.

#### **Face masks**

All patients, visitors, and staff are required to wear
a face mask throughout our facilities at all times.
Our physicians and nurses will be wearing additional
protective gear including face shields to ensure your
safety and theirs.

# Our healthcare technology is supporting your safety

- Our experience applying advanced technology within the healthcare setting makes JHAH safer during the COVID-19 pandemic.
- In addition to the many Telehealth options to meet your medical needs, JHAH is also real-time monitoring the number of people in our facilities to minimize risk.

Your cooperation and adherence to JHAH's precautionary measures will help us to maintain a safe environment for you and your loved ones in need of care.

The well-being of our patients, staff, and the community is our highest priority. We will continue to adapt and to implement measures that keep you healthy and safe.

For more information on our guidelines, visit https://www.jhah.com/en/new-coronavirus/patients-and-visitors/safe-at-jhah



# The Silver Linings Playbook to COVID-19:



By: Layal AlKhatib

Living with the 'new normal' during COVID-19 is probably one of the hardest challenges we have had to face this year. Feelings of grief, anger, depression, stress, and isolation are not uncommon during this time, and whether your life has changed drastically, or you have felt a generalized sense of pressure due to rapidly changing world events it can be difficult to look beyond current feelings of despair and hopelessness.

To thrive in our lives these days, we need to adopt small daily habits to uplift us and give us hope, to build an air of positivity and joy, we need to look for the silver lining. That can start with looking inwards and feeling grateful. An attitude of gratitude, making a conscious effort to regularly count your blessings can enhance your mental and physical wellbeing. Regularly expressing gratitude to others, or even to yourself, can help you stay positive, increase your life satisfaction, and build mental resilience to help you overcome any challenges that come your way.

Studies have shown that practicing gratitude has a positive effect in helping people manage their stress, and people who regularly expressed gratitude took better care of themselves mentally and physically, which improved their immune system.

#### How can you foster gratitude?

Keep a gratitude journal to write down two to three things you are grateful for every day, or try to express gratitude to your family, friends, and the people you work with. Try incorporating gratitude into your daily habits and keep reminders so that this becomes second nature to you. You will automatically start to see the silver lining to the challenges you are dealing with.

**Dr. Ahmed Almai**, a Consultant Child and Adolescent Psychiatrist advises: "Negative self-talk can affect your life in many ways. Be optimistic, show gratitude for everything you have and life will be happier."

At this moment you might be thinking, "how could there be a silver lining to COVID-19?". Well, if you can't think of any, let's hear from some of our JHAH Heroes who are working on the frontlines and behind the scenes of this pandemic.

**Dr. Ali Mollah**, Physician Manager at the JHAH Abgaig Primary Care shared what he learned during this pandemic, "COVID-19 has been a life changing experience, it taught me to prioritize closeness in relationships and an enhanced capacity for loving my family and friends; to appreciate the divinely gifted life privileges that I had taken for granted; to value time and cherish the blissful memories. It allowed me to grow, to care, to share and empathize with my patients, family and friends, to remain positive despite uncertainties and to endure in the face of fear. And above all to appreciate life and trust Allah."

#### Sarah Palmer, JHAH

Communications Manager, discovered how creative her team could be and became closer to her extended family. "When my team members worked from home during lockdown they were so innovative and committed to the cause. For example, they organized photo shoots of their family members' Video Visit appointments (with their permission) to publicize Telehealth

to our community. I also relied on my extended family to support my daughter who is in boarding school in the U.K. and although it has been difficult that closeness will outlast the pandemic."

**Suha Al Amoudi**, JHAH Clinical Administrator at the Laboratory Department appreciates the colleagues she worked with to tackle the challenges that came with COVID-19, "Although this pandemic is difficult, it has taught us to be more appreciative. I appreciate my colleagues who have worked tirelessly to reduce stress and fear in the community. We faced many challenges during COVID-19. Our biggest challenge was working on accurate testing with a fast turnaround time. It was hard work, which took thousands of hours, but it was worth it to reduce stress and fear in the community."

**Dr. Jaffar Al-Tawfiq**, JHAH COVID-19 Incident Commander and Director of infection Control, felt a sense of community and appreciation, stating that.

"being on the frontlines of the battle against COVID-19, it is rewarding to know how my colleagues valued and respected the experience and knowledge that I had accumulated over the years in infectious disease, and infection prevention and control. I felt a sense of community and comradery as we all united in the fight against this pandemic. It has been a difficult time, but with the support of my family and peers, I have a duty to contribute to JHAH's noble mission of keeping our community and patients safe and a duty to contribute nationally and internationally with the aim to defeat this pandemic. I had gained valuable lessons during this time, and I know we all will come out of this experience stronger, wiser, and more thankful."

#### **Personal observations**

We also asked some of our readers how the pandemic shifted their perspective on life and how their priorities have changed:

"COVID-19 made me realize that we are stronger than we thought, it taught me resilience, strength and courage." One reader said "Before the COVID-19 outbreak, I always enjoyed my monthly facial or my daily coffee runs, which I thought I could never live without". Another reader shared, "the pandemic turned my reality upside down. Now I realize that what is truly important in my life circulates around family, health, and happiness. Everything else is secondary."

"COVID-19 made me realize that I am stronger than I thought. It taught me resilience and courage, and that being mindful and empathetic can help us survive."

"Before COVID-19, I took so many things for granted, a simple walk, dinner out with friends, family gatherings, and everyday routines. It's sad to say that it took a global pandemic like COVID-19 to shake me out of the deep negative slumber I was in, to make me realize how lucky I was and how good I had it. I have become a more positive person by realizing that at any second our lives can change and the liberties or people we took for granted could be gone."

Humor is a way to ease life's daily stressors, it is a good method to help overcome difficult times, reflecting on that, one of our introverted readers shared that "I have been preparing for social distancing my entire life, and now, thanks to COVID-19, everyone else is too."

Along with practicing gratitude, staying safe and vigilant is important, COVID-19 is still prevalent. Remember to continue to abide by the 3Ws: Wash your hands, Wear your mask, and Watch your distance. Visit JHAH.com> New Coronavirus for more COVID-19 prevention measures and guidelines.

What are your COVID-19 silver linings? Share your thoughts with Layal.Khatib@JHAH.com or dalia.basrawi@JHAH.com for an opportunity to inspire others and be published in JHAH's Wellbeing Magazine's "Gratitude Corner" feature or "Covid Chronicles".

If you are suffering from feelings of depression, stress, or isolation, call the JHAH Emotional Help Line at 013-870-1919, the help line is available Sunday to Thursday, 8 a.m. to 3 p.m., or download our "Mental Health Tool Kit"



JHAH Mental Health Tool Kit

For more about our mental health resources, visit JHAH.com> Care Services> Specialty Care> Mental Health

# Gratitude Corner

Even though this pandemic has been difficult on me on a personal level and of course the entire world, we have all lost loved ones, but I resist letting the negativity bring me down. I have taken the opportunity to be closer to my children and husband, especially my teenage daughter, and son who are difficult to connect with considering their age and interests. I spent more time at home whether its playing games with them or just talking. We should all take this and think of what truly is valuable in life? What really matters? What are our priorities? Try to turn a negative to positive.

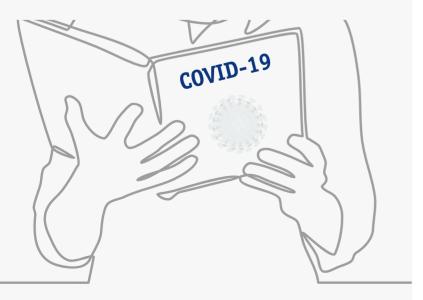
#### **Ghadah Al-Habib**

Manger, Clinical Nutrition Services

#### **Coronavirus Chronicles**

COVID-19, the people tell all

Let us hear your personal stories about living in COVID-19 or what you are mot thankful for. If you wish to have your peice published in the next issue, send to dalia.basrawi@JHAH.com



In the beginning I would like to extend my sincere thanks and appreciation to JHAH for taking care of its patients, employees and their families in relation to COVID – 19 and other infectious diseases and increase their awareness about its control measures.

COVID - 19 Pandemic has made me stronger and more focused on the importance of adapting healthy lifestyle, proper nutrition and hydration in strengthening the immune system to fight COVID-19 and other infectious diseases. I became more determined to pass the proper nutrition messages to community and to the patients who were infected with COVID-19 to eat well to enhance their recovery from it. These messages were added to all the virtual presentations I delivered to the community as part of JHAH outreach and citizenship program.

My message is that good nutrition is critical for health and people who eat well-balanced meals tend to be healthier with stronger immunity and lower risk of chronic illnesses and infectious diseases, but to make the diet more effective in its fight against COVID-19 it should be combined with adequate sleep and physical activities. These nutrition messages were considered when the immunity boosting menu was developed for the patients at Dhahran Health Center and Location 2-Dhahran Suites. COVID-19 outbreak tauaht us not only to care about ourselves but also about the generations to come to enable them to combat future pandemics and in better ways. I learned that it's important to review the lessons learned before any new wave of COVID-19 or any pandemic in order to manage future health crises with less casualties and with optimal medical care and to invest in health as a long term goal and to consider the safety and hygienic precautions all the times.

#### Dr. Basem Futa

Senior Dietary Specialist



# To protect you... a shot against the flu

The flu season is upon us, and this year its arrival coincides the COVID-19 pandemic. There is a lot to process when it comes to talk of vaccines, prevention, and awareness, while keeping an eye out for COVID-19, what should you do differently in 2020 to ensure your own safety and that of the people you love?

Taking time out of his busy schedule as JHAH's Incident Commander and Director of Infection Control, Dr. Jaffar Al-Tawfig answers your most pressing flu questions:

#### Does the flu vaccine protect me from COVID-19?

The flu vaccine is meant to protect you from influenza (the flu) and has been proven to decrease your risk of the flu and hospitalization. There are few suggestions in the scientific literature that the influenza vaccine may indirectly activate the immune system. However, further studies are needed.

## Is it possible to get the flu and COVID-19 at the same time?

Yes, patients may be infected with respiratory viruses (such as influenza) and COVID-19 simultaneously.

# Why is it more important for me to get the flu vaccine during the COVID-19 outbreak?

This year, the COVID-19 public health crisis means that avoiding an unnecessary hospital stay is more important than ever. Taking the flu shot can help protect you against the flu and decrease the risk of being hospitalized because of the flu.

# I'm practicing physical distancing, do I still have to get vaccinated against the flu?

Yes, physical distancing is a preventive measure for both COVID-19 and influenza, yet the risk for COVID-19



and the flu is very much still there. The influenza vaccine will provide additional protection for you and those around you.

#### Why get the flu vaccination?

As reported by the Saudi Ministry of Health (MOH), the seasonal influenza 'flu' affects 600 million people globally, and is fatal in around 500,000 cases per year.

# Who is at a higher risk for health complications from the flu?

- People aged 65 years and older
- Pregnant women
- Children between 6 months and 23 months of age

People of any age who have chronic medical conditions such as heart, lung, liver, or kidney disease are also at



"The overlap of the COVID-19 pandemic and the annual flu season is a cause for concern and individuals should take steps to prepare and protect themselves and their families."

#### Dr. Jaffar Al-Tawfiq

JHAH COVID-19 Incident Commander and Epidemiologist

a higher risk for flu complications. People who have suppressed immune systems from chemotherapy treatments for cancer, immunosuppressive medication such as prednisone are also at higher risk.

#### Should my family get the flu vaccine?

JHAH and the World Health Organization (WHO) recommend that everyone aged six months and older get the flu vaccine to prevent infection from the influenza virus or to reduce the severity of the illness.

How can I protect myself and my family from COVID-19 when heading out to take the flu vaccine?

To make getting the flu shot safer and easier, JHAH is providing more locations outside our hospitals to get vaccinated than ever before, including a Drive-Through option.



For the full schedule and locations please visit our JHAH. com Flu Vaccination webpage.

If you are visiting a JHAH facility, please follow the guidance on our "Safe at JHAH" webpage and continue to observe the 3 W's:

- Wear a mask
- Watch your distance
- Wash or sanitize your hands frequently

During these unprecedented times, extra protection against disease can be a lifesaver. Get the flu shot, stay safe and comforted knowing that we at Johns

Hopkins Aramco Healthcare continue to prioritize the safety and wellbeing of you and your family.



# JHAH Flu Vaccination Campaign

Don't forget to get your flu shot



#JHAHHeroes and nurses Donabel Gajeton, Shanty Muthukattil, and Annie Kuriakose, continue to prioritize the safety and wellbeing of our patients by staying vigilant and adhering to COVID-19 preventive measures while administering the flu vaccine to Saudi Aramco employees as part of the JHAH flu vaccination campaign at the Al-Mujamma' in Dhahran.



JHAH Flu Vaccine Page

Have you taken your flu shot yet? For JHAH's flu vaccination schedule, visit https://www.jhah.com/en/ news-events/events/fluvaccine

### Flu Prevention During Coronavirus Pandemic

#### Fall and winter months bring the flu season.

Here is what you need to know to protect you and your family from the flu and COVID-19.

#### FLU

#### Flu shot. A flu shot protects you and your family from the most common strains of the flu. Visit JHAH.com to find out where, when, and how to get your flu shot.

#### **PREVENTION**





#### COVID-19

Physical distancing, mask wearing, frequent hand washing helps to prevent COVID-19 and also protect against the flu.



#### **SYMPTOMS**

#### Flu and COVID-19

Flu and COVID-19 can have similar symptoms. Call a doctor or health care center if you have any of these symptoms:

- Stuffy or runny nose • Cough
- Diarrhea Fever
- Headache
- Muscle or body aches
- Nausea or vomiting
- New fatigue/feeling tired or without energy
- · New loss of taste or smell
- · Shortness of breath or difficulty breathing
- · Sore throat



#### WHAT TO EXPECT



Fever and aches should end within five days. Coughing and fatigue can last about two weeks. Speak to your doctor if symptoms get worse. Severe cases may lead to hospitalization or death.

Some people may not experience any symptoms. For mild cases recovery can take up to two weeks, in severe COVID-19 cases recovery can be up to six weeks or more. COVID-19 may also lead to lasting organ damage, hospitalization, or death.



#### **TREATMENT**

Rest, a fever reducer, such as ibuprofen, and an antiviral medicine to reduce the amount of time you have the flu and prevent complications





Mild cases: rest, fever reducers, and cough medicine.

Serious cases: hospitalization, breathing support with a ventilator or other therapies.

#### CAUSE

It is caused by several different influenza viruses that change each year. which is why there is a new vaccine each flu season.





This disease is caused by a coronavirus called SARS-CoV-2, which emerged in 2019



This year, the COVID-19 public health crisis means that avoiding an unnecessary hospital visit or inpatient stay due to the flu is more important than ever.

Sources: Dr. Jaffar Al-Tawfiq, Johns Hopkins Aramco Healthcare (JHAH); JHAH Marketing and Communications; Johns Hopkins Medicine, 2020.



**У 6** ◎ **In** 800-305-4444 | www.jhah.com

مركز جونز هوبكنز أرامكوالطبي **Johns Hopkins** Aramco Healthcare



# What You Need to Know About Breast Cancer

By: JHAH Oncology Institute



Breast cancer is a type of cancer that starts in the breast. Cancer starts when cells begin to grow out of control. Breast cancer cells usually form a tumor that can often be seen on an x-ray (Mammogram) or felt as a physical lump. Breast cancer is most often found in women, but men can get breast cancer too. Breast cancer is the most prevalent form of cancer diagnosed in women in Saudi Arabia.

#### Signs & Symptoms of breast cancer:

- A lump or swelling in the breast.
- Redness or flaky skin in/on the breast.
- Irritation or dimpling of breast skin.

#### How can I reduce my risk of breast cancer?

#### 1. Maintain a healthy weight

If you are overweight or obese, you have a higher risk of breast cancer, especially after menopause, when most of a woman's estrogen comes from fat tissue. This leads to higher estrogen levels, which can cause breast cancer.

#### 2. Follow a healthy eating plan

Aim for 5 servings of vegetables and 2 fruit servings daily. Look for lean protein sources, replace animal fats with polyunsaturated fats and avoid processed foods. Vitamin D deficiency increases the risk of breast cancer: women should consume low-fat or non-fat dairy products that are fortified with Vitamin D. Other food sources of Vita-min D include egg yolk, salmon and fortified cereals. Direct exposure to sunlight for 15 minutes a day is encouraged to meet Vitamin D requirements. Exposure to sunlight through glass windows, clothes or sunblock does not help Vitamin D absorption. Limit the consumption of burned and charcoal-grilled foods. Limit the intake of canned or processed meat, sausages, pickled and smoked foods. Limit the intake of sugar and refined carbohydrates such as sweets and sugary drinks. It is important to limit excessive intake of fats, such as animal fat, butter, ghee, fatty meat, full cream dairy products and fried foods. Steaming, baking or grilling foods is healthier than frying or charcoal grilling.

#### 3. Exercise regularly

Inactivity can increase your risk of breast cancer. Each week, aim for 150 minutes of moderate exercise (50% to 70% of your maximum heart rate), or 75 minutes of vigorous exercise (70% to 85% of maximum heart rate).

#### 4. Pregnancy

Having children later in life or not at all may increase your breast cancer risk. Estrogen levels are lower during pregnancy. Women who have a full-term pregnancy before age 20 have a lower risk of breast cancer than women who have not had children or who give birth to their first child after the age of 35.

#### 5. Breastfeeding

Estrogen levels may remain lower while a woman is breast-feeding. Women who have breastfed have a lower risk of breast cancer than women who have had children, but did not breastfeed.

#### 6. Medications and Hormone Replacement

Using hormone therapy after menopause can increase your risk of breast cancer. To avoid this, talk to your healthcare provider about non-hormonal options to treat menopausal symptoms.

#### 7. Hormonal Contraceptives (Birth Control)

Some studies show a potential link between hormonal contraceptives and breast cancer. These are typically contraceptives that are estrogen based. Please speak with your JHAH physician about the side effects and risks associated with the use of hormonal contraceptives and which ones are right for you.

#### 8. Avoid smoking

Smoking has been linked to many forms of cancer. Quitting smoking may help reduce your susceptibility to cancer.

#### **Breast Cancer Screening:**

#### **Physical Exam**

Every month, at least 10 days after your monthly period, you are encouraged to do your physical exam to check for any changes in your normal self. The Breast Cancer Awareness Handbook can help guide you on how to complete a self-physical examination.

#### **Frequent Close Observation**

For women with an increased breast cancer risk, who don't want to take medicines or have surgery, some doctors might recommend close observation. This approach might include:

- More frequent doctor visits (such as every 6 to 12 months) for breast exams and ongoing risk assessment
- Starting breast cancer screening with yearly mammograms at an earlier age
- Possibly adding another screening test, such as breast MRI

#### Mammogram

Women 40 years old and above are encouraged to do a yearly screening mammogram. This test is still the best test to detect any early or abnormal changes within your breast.

#### What is a Mammogram?

Mammograms are low-dose x-rays that can help find breast cancer. Mammograms can often show abnormal areas in the breast. They can't prove that an abnormal area is cancer, but they can help healthcare providers decide whether more testing is needed.

# What is a Breast MRI (Magnetic Resonance Imaging)?

For certain women at high risk for breast cancer, a screening MRI is recommended along with a yearly mammogram. MRI is not recommended as a screening test by itself because it can miss some cancers that a mammogram would find.

#### Know your body

Know what is normal for yourself. Don't be shy to take the initiative to know your body intimately, because then you can report any unusual changes such as lumps, areas of discoloration or tenderness to your physician.

#### **Education**

There is a lot of information on the internet about breast cancer and some of this information is wrong. Incorrect information or myths can mislead you in your knowledge about what breast cancer is and what can help you to protect yourself from breast cancer.

Visit the JHAH.
com breast cancer
service page, where
you can also find the
JHAH Breast Cancer
Awareness Handbook.



#### **Genetic Counselling & Testing**

If there are reasons to think you might have inherited a gene change that increases your risk of breast cancer (such as having a strong family history of breast cancer, or a family member with a known gene mutation), you might want to talk to your doctor about genetic counseling to see if you should be tested.

#### What are some common myths about breast cancer?

- Underwire bras do not cause or increase the risk of breast cancer
- Mammograms do not cause or increase the risk of breast cancer
- Breast implants do not increase the risk of breast cancer. However, women with breast implants are at a higher risk category because mammograms can't be performed as easily on them.

# Did you Know JHAH has a Breast Cancer Survivor Group?

JHAH has a breast cancer survivorship group. Due to COVID-19, physical meetings have been limited. However, virtual support groups will be made available. Please contact the Oncology Institute regarding upcoming survivor meetings.

#### Follow-up care

Many women are relieved or excited to be finished with breast cancer treatment. But it can also be a time of worry, being concerned about the cancer coming back, or feeling lost without seeing their cancer care team as often. To help prevent the potential for the reoccurrence of breast cancer, it is important to maintain a healthy and active lifestyle, eat nutritiously, as well as maintain advised screening as recommended by your Oncology team.

#### JHAH is here for you:

The Oncology Institute at JHAH is dedicated to provide the most holistic treatment for your individual needs. Our Oncology team is here to meet your individual physical, emotional, and mental health needs. Our team consists of experienced Oncologists, Radiation Oncologists, Surgeons, Oncology Psycho-Social Councilors, Social workers, Oncology Nurses & Oncology Nutritional support professionals.

#### **Breast Cancer Awareness Tips**

- Women who are 40 years old and above are encouraged to do a yearly screening mammogram. This test is still the best test to detect any early abnormal changes within your breast.
- Reduce your risk of breast cancer by maintaining a healthy weight; if you are overweight or obese, you have a higher breast cancer risk especially after menopause.
- Exercise regularly to reduce your risk of breast cancer. Each week, aim for 150 minutes of moderate exercise or 75 minutes of vigorous exercise.
- Vitamin D deficiency increases the risk of breast cancer. Consume low-fat or nonfat dairy products that are fortified with Vitamin D like egg yolks, salmon, and fortified cereals. Direct exposure to sunlight for 15 minutes a day is also encouraged.
- Maintain a healthy diet, limit your consumption of canned or processed meats, pickled and smoked foods, as well as reduce your intake of sugar and refined carbohydrates such as sweets and sugary drinks
- Consume five servings of fruits and vegetables a day to provide you with antioxidants that reduce the risk of breast cancer.
- Using hormone therapy after menopause can increase your risk of breast cancer. To avoid this, talk to your healthcare provider about non-hormonal options to treat menopausal symptoms.
- Every month, at least ten days after your monthly period, you are encouraged to do a self-check physical exam to check for any changes in your body. The Breast Cancer Awareness Handbook can help guide you on how to complete a self-physical exam
- The Oncology Institute at JHAH is dedicated to provide the most holistic treatment to meet your physical, emotional, and mental health needs. Our team consists of experienced Oncologists, Radiation Oncologists, Surgeons, Oncology Psycho-Social Councilors, Social workers, Oncology Nurses, and Oncology Nutritional support professionals.

# 2020 Breast Cancer Screeninghear from our experts

#### Meet JHAH's Dr. Abdulrahman AlShehri, Medical Oncologist Consultant.

Hello, I am Dr. Abdulrahman AlShehri, Medical Oncologist Consultant.

The cure rate for breast cancer has improved significantly over the last few years. This is based on advances in breast cancer treatment but also and most importantly, because women are getting screened for breast cancer more and more appropriately. As physicians, we want to diagnose women with breast cancer early on; because the chances of cure are much higher if we find the disease early.

Screening for breast cancer is simple and widely available, and it includes a once-a-year mammogram. This is a safe, x-ray procedure that takes a few minutes and generally, does not cause discomfort.

We recommend an annual mammogram for all women over the age of 40. For women with a family history of breast cancer, their physician may advise starting these screenings at an earlier age

At JHAH we have experienced healthcare providers and advanced technology to help you protect your well-being. Take the first step and talk to your Primary Care physician to schedule your screening appointment, or learn more at www.JHAH.com

# Meet JHAH's Judith Guevarra, she is helping prevent Breast Cancer and supporting women conquering cancer.

Hello, I am Judith Guevarra and I am the breast care coordinator for Johns Hopkins Aramco Healthcare (JHAH).

As a nurse coordinator I have two very important roles:

First: I guide patients and their families throughout their breast cancer journey, from the time a woman is found to have a suspicious breast abnormality, to diagnosis, through treatment, and to survivorship. I offer education, counseling, and continuous support throughout their journey.

My second role is to promote breast cancer awareness. I encourage women to take these three important steps for their health:

**First**: all ladies need to know their body... know your breasts. Each month, take some time to physically exam your breasts. This is to check your breasts for any changes. To learn how to conduct your breast self-examination and what changes to look for, please visit JHAH. com and read our Breast Care Handbook. *QR code for the handbook*.

Second: all women, from the age of 40, should have a yearly mammogram. This test is the best way of detecting the early changes inside the breast that may lead to breast cancer.

**Third:** and most important, DO NOT BE AFRAID, if you find any changes in your breasts that concern you please see contact your physician immediately. We are here for you.

Remember early detection saves lives.



# Healthy Living Ambassadors

State-of-the-art technology and instant access to online services often have negative health effects as they encourage inactive lifestyles and unhealthy food selections. The younger generation is more likely to be influenced by these choices.

Childhood obesity has both immediate and long-term health effects. Studies validated by the Centers for Disease Control and Prevention reveal that the present generation may be the first to have more diseases linked to lifestyle and decreased longevity than their parents. Children's physical activities, along with weight control, can prevent obesity at an older age. For example, the body weight of an untrained 17-year-old female typically consists of about 25% fat while a female athlete often possesses less than 18%

In JHAH, prevention is the key, and with the high team spirit our employees possess, anything and everything is possible. Naheel AlBareshi, a senior nurse clinician at JHAH, believes that advocating for exercise should be part of every healthcare practitioner's role.

In 2015, Naheel was determined to contribute to improving the health of the young lives that she works with every day in Dhahran Primacy Care. She was studying the possibility of conducting exercise sessions for obese children mainly to help them maintain a healthier weight. Even though she was certified as a wellness champion, it did not qualify her to commence such a program, and that was her first challenge.



Naheel's superiors, Dr. Hanan AlShaikh, Chair of the Women & Child Health Institute, and Margaret Crockford, Senior Director of Primary Care Nursing, were in full support of her initiative. Dr. Hanan has always wished for such a program; therefore, her excitement, support and encouragement fueled Naheel to start. She studied intensely on the job in her own time for nine months. In September 2016, she was certified as a fitness trainer by the International Sports Sciences Association. However, she was required to certify as a basic life support provider too.

Though Margaret had concerns that starting a regular fitness clinic where children come to the hospital only to exercise might not go well, she agreed to give Naheel a chance. After she attended a session, Margaret said she was proud of the achievement as she got to hear

positive feedback from the parents and children on how they liked their new lifestyle.

The clinic targets children from ages five to 14 years and runs three times a week. Since beginning in 2018, the clinic has hosted 1,200 exercise sessions of multiple activities, including dancing, aerobic and kinesthetic attended by approximately 200 children.

Despite the challenges Naheel faced, her determination and the empowerment of her superiors transferred an idea into a reality, which contributed to having young ambassadors for healthy living, for their own lives first, and the lives of their families and community.

# Tips to Avoid Food Waste



By: Ghada Al Habib and Dr Basem Futa from Clinical Nutrition Services

Health and safety guidelines recommend serving moderate amounts of foods and eating reasonably. Avoid overeating and generating food waste. Food waste is usually accompanied by the wastage of resources such as water, electricity, fuel, time and effort in addition to negative impacts on the health and economy of individuals, families and communities. Nearly 1/3 of the food produced globally is wasted; this further accounts for 1.3 billion tons of food waste each year. This significantly affects the environment through landfills which contain discarded food waste and produce harmful gases that contribute to the global climate change crisis.

#### The following tips are helpful to reduce food waste:

- Eating healthy starts with proper planning for meals and with adopting healthy meal plans.
- Prepare your shopping list ahead of time, and try to shop after consuming your meals or after finishing snacks to avoid purchasing unnecessary food items.
   This helps reduce the impulse of buying excess food items.
- Store your food items properly at home and check expiry dates. Avoid commercials and deals that promote 'buy one, get one free'. Don't overstock your refrigerator or freezer. This will avoid food

- spoilage. You can use First in, First out (FIFO) technique for the food items stored in your refrigerator, freezer or dry store which helps to avoid reaching the expiration date of your food items.
- Cook meals by portions based on your family members, or the number of invited people to your gathering. Make moderate food portions, and use small plates and cups.
- Turn food leftovers into new dishes for the next meal and be creative in your kitchen. Turn leftover rice into a rice salad or rice soup and, use milk to make puddings and smoothies. Remember to cover and date leftover food that is kept in the refrigerator. Consume leftovers within 2 to 3 days.
- Keep oil bottles in a cool and dry place, and firmly close them to avoid getting rancid and spoilt.

It is important that we keep our environment clean and safe for ourselves, and for generations to come. Let's practice the three methodologies of limiting food waste by reducing, reusing and recycling. The practical tips mentioned above can support the economy and efforts against climate change, and can be practiced wisely when shopping for food items, preparing meals and consuming them

# Pediatric Fundamental Critical Care Support (PFCCS) now offered at JHAH

On October 10-11, 2020, the Pediatric Fundamental Critical Care Support (PFCCS) course was conducted for the first time at Johns Hopkins Aramco Healthcare (JHAH) and in the eastern province.

This program is offered by the JHAH Office of Academic Affairs (OAA) in conjunction with the Society of Critical Care Medicine (SCCM), one of the largest nonprofit medical organizations based in the United States of America, dedicated to promoting excellence and consistency in the practice of critical care.

This course is internationally recognized course and is conducted in multiple languages at hundreds of training sites in over 30 countries. It is intended for primary care physicians, emergency physicians, residents, fellows, physician assistants, nurses, and other personnel with with varying levels of experience in critical care who must care for such patients during early stabilization and in anticipation of the arrival of an intensivist or specialist or pending transfer.

The course was taught by 'elite' Subject Matter Experts (SMEs) from the pediatric specialty, subspecialty and the OAA.

Our pediatric population are precious—they are today's



happiness and tomorrow's success. We want them to be healthy so that they can thrive in the future. Unexpected life events can lead to trauma, burns, infections, sepsis and more. Therefore, healthcare professionals should be equipped with the fundamentals of pediatric critical care to help patients meet the ultimate goal of positively reducing morbidity and, preventing mortality in the critically ill pediatric patients.

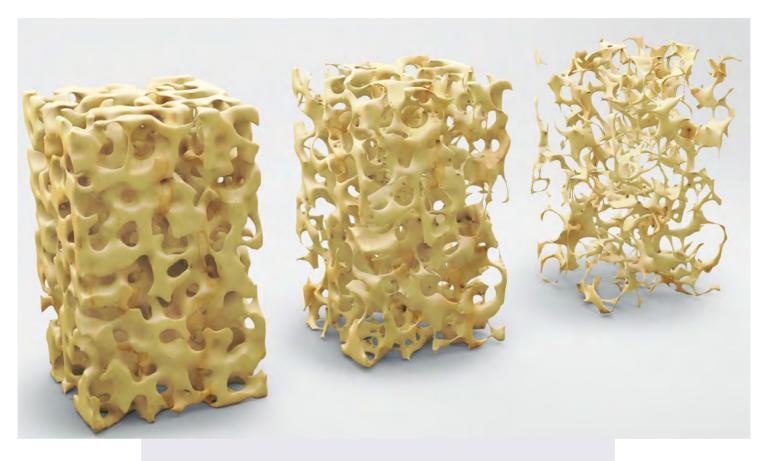
Our first participants were residents and nurses from the PICU and pediatric unit. They found the course to be "very informative, hard, needing preparation and study and refreshing". Participants also

said that they "gained a lot of knowledge and skills to practice more confidently and be more engaged in the treatment plan" and "reflected on previous cases I cared for in the past and understood why doctors chose their treatment plan".

Additionally, some of the participants' comments were-"my learning was enhanced by the knowledge and experiences shared by the facilitator", "I was well engaged during the training session" and "I will be able to immediately apply what I learned".

The SMEs found the course material "refreshing" and that it "covered most aspects of the pediatric specialties".

# Proper Nutrition for Bone Health



# Factors Affecting Bone Health

- Smoking
- Inactive lifestyle
- Diet with less calcium and vitamin D intake
- Poor protein intake
- Alcohol and drinking
- Excessive salt intake and consuming processed meats
- Excessive caffeine intake

#### **Bone Friendly Diet**

 Calcium-rich foods such as milk and its products, and those fortified with Vitamin D

- Sea food such as salmon and tuna also contain vitamin D, which helps absorbs calcium
- Sardines with bones and salmon contain a good amount of calcium in addition to green leafy vegetables and soy milk
- Fortified foods such as cereals are rich in both calcium and Vitamin D
- Other nutrients (lean Protein, Potassium, Magnesium, Vitamin C, and B Vitamins) support bones health

- Exposure to sun for 20 minutes a day
- Weight-bearing exercises can help in building bones and maintaining them. These include walking, jogging and lifting small weights

# New JHAH Business Center

### Open Now

Are you a JHAH or Medical Designated Facilities (MDF) patient with a question about treatment eligibility or back referral, or are you a JHAH dental patient with a billing question?

If you are, call the new JHAH Business Center for answers to the following types of questions:

#### **JHAH Patients**

Treatment Eligibility

#### **MDF** Patients

- Treatment Eligibility
- JHAH Back Referral

#### **Dental Patients**

- Invoice Details
- Payment Methods
- Payment Plans
- Refund Authorization
- **Departure Clearance**

### **Call Center**

JHAH Business Center

Sunday-Thursday

# 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.

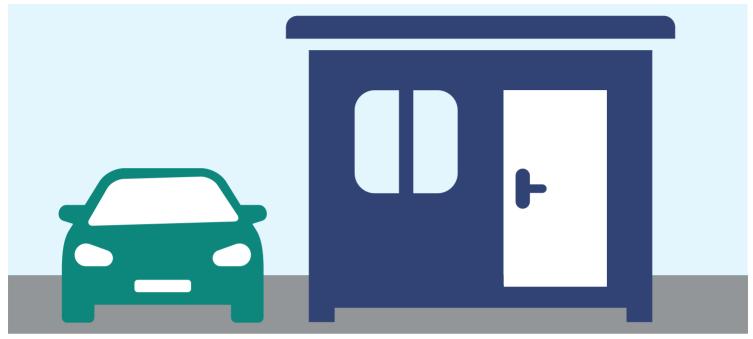
How to Call the Nurse Care Line:

Dial 800-305-444

or 870-3888

Follow the prompts to speak to a JHAH nurse

# Drive-Through Medication Pick-up



JHAH is now operating a Dhahran Drive-Through Medication Pickup location. It is located behind Dental Services (Building 54). This service offers greater convenience and follows infection-prevention best practice.

This new service is only available for medications ordered on MyChart:

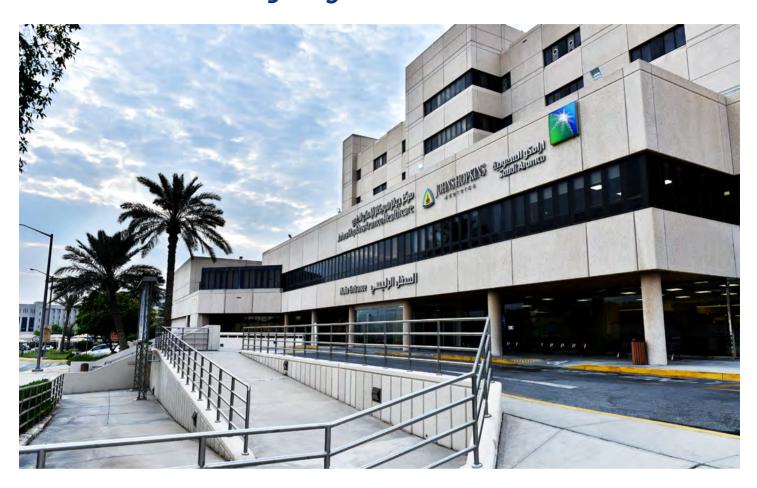
- Select the "DH Drive-Through Medication Pickup location" on MyChart
- Medications are ready the following business day from the time of request.
- The hours of service are 8 a.m. to 4 p.m., Sunday to Thursday.



The MOH held a celebration to recognize all physicians who helped manage Covid19 quarantine facilities throughout the Eastern Province.

JHAH was represented by these individuals who did an extraordinary job (L to R): Hatim Kheir, MD, Nuha Bukhari, MD, Amar Sattar, MD, Saeed Qahtani, MD, Mubarak Mulhim, Deputy CEO of the E1 Cluster, Hanan Shaikh, MD and Talal Dahkeel Kheir, MD

# JHAH Successfully CBAHI Reaccredited



JHAH has been successfully reaccredited by the Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI), following the November 10 survey.

The CBAHI survey results were excellent, and JHAH has been able to improve on the 2017 assessment. This is particularly noteworthy as during preparation for the survey you have all continued to meet the steep demands of providing care during a global pandemic.

"This achievement demonstrates that JHAH has made significant progress on our goal to become a high-reliability organization. Every member of our organization deserves to feel a sense of accomplishment."

#### Dr. Saeed Al-Yami

Chief Patient Safety & Quality Officer (CPSQ0)





# The Emotional Help Line (013) 870-1919

8.a.m. to 3p.m. from Sunday-Thursday

Our Mental Health specialists are here to help you address your stressors, feelings, thoughts and worries.

This service is for JHAH patients, who are admitted to JHAH hospital, in a quarantine facility or in home isolation. If you need further support, you may be referred for additional services or to alternative resources best suited to help you.

مركز جونزهوبكنز أرامكو الطبي Johns Hopkins Aramco Healthcare

♥ 6 @ 1 800-305-4444 | www.jhah.com

# JHAH Opening Hours



All you need to know about JHAH Hours and Locations.

Find out JHAH Visiting Hours as well.

Scan this OR code.



# New Technology to Relieve Scanxiety

# Taking computed tomography to the next level

Whether before, during or after, anxiety associated with medical imaging might impact patient exams' accuracy and quality, but not with the patient-centered imaging technology offered at Johns Hopkins Aramco Healthcare (JHAH).

Siemens Healthineers' SOMATOM
Force Computed Tomography (CT)
Scanner was installed earlier this
year. The CT Scanner improves clinical outcomes by providing enhanced
levels of image quality. The machine
allows faster scanning with higher
quality images and a much lower radiation dose than older generations.
The machine is also kidney-friendly.
It works with a smaller dose of the
contrast agent used to increase the
contrast of structures or fluids within the body, primarily benefiting
patients with renal insufficiency.

SOMATOM was equipped with a compatible virtual ceiling powered by ambient technology. Based on a study published in the Journal of Nuclear Medicine Technology, exposure to audiovisual imagery during an imaging procedure helps put patients at ease and, as a result, reduce their motion. The captured high-resolution images allow for precision medicine, supporting clinicians in effective treatment plans.

# CT scans may be recommended to help:

- Detect muscle and bone problems, such as tumors and fractures
- Detect internal injuries and bleeding



- Monitor the effectiveness of certain treatments, such as cancer treatment
- Detect and monitor diseases and conditions such as cancer, heart disease and liver masses
- Locate a tumor, blood clot or infection
- Guide treatment procedures, such as biopsies, surgeries and radiation therapy

JHAH's commitment to person-centered care and improving patient satisfaction with the entire healthcare experience is ongoing. The new scanner is now operational in Dhahran Health Center and suitable for both young and adult patients.



To find out more about the Radiology Imaging Services offered at JHAH, go to JHAH.com

https://www.jhah.com/en/careservices/specialty-care/radiology

"This new device scans faster with a much lower radiation dose compared to older CT machines. Additionally, it will allow for a major reduction in the amount of administered contrast medium that is necessary to perform CTs - this is very beneficial for patients with impaired renal function," said Hanadi Daher, Senior Director of Radiology Imaging at JHAH.





# Demonstrating Excellence in Patient Care

محمد المثيني ل @HyperMoedism

عام ١٩٩٤ ولدت في هذا المستشفى و اخذت رعايتي الصحية فيه حتى كبرت، والآن أعود إليه مرة أخرى كطبيب لعلي أرد له الجميل.. أسأل الله ينفع بي لخدمة المرضى شفاهم الله و إيانا.

#### Translated from Arabic by Google

In 1994 I was born in this hospital and took my health care in it until I grew up, and now I go back to him again as a doctor in order to return the favor to him .. I ask God to benefit me to serve the patients, may God heal them and us.





Thank you to all the doctors, nurses and staff who have been working so hard during this time of great need."

Shail Mohammed Al Subaie

Warm greetings from Philippines! I hope you are all doing well. Our family, friends and the little ones here in my neighbourhood, we would like to send our gratitude to all of the hardworking healthcare workers all over the world. We wanted to make some help by giving thank you letters for you. We wanted you to know that we really appreciate your hard work and sacrifices. We may not thank you personally, but we hope our letters would express it to you. We hope this letters that we

made can help to brighten up your day. :) Thank you so much for your service during this challenging times. Please keep safe and healthy. I hope I can send the letters to your email address. Thank you! Sincerely,

Jeriah Mabale

"Doctor Joy is great.
So warm-happy and welcoming".



الحمدلله من قبل ومن بعد .!
اجريت عملية جراحية بالمثانة بعد اكتشاف
كيس ورم مائي حميد والحمدلله تكللت بنجاح
بعد توقيق من الله في مستشفى
UHAHNew
المسالك البولية د. طارق الترتير فاله مني كل
الشكر والتقدير وفريقة الطبي وعلى الخدمة
والرعاية المميزه من التمريض

والرعاية المميزه من التمريض

الجراح

Translated from Arabic by Google

Praise be to God before and after.!

A bladder surgery was performed after the discovery of a benign and benign watery tumor bag. @JHAHNews Under the supervision of the urologist urologist d. Tariq Al Tartir, thank you, my appreciation, and the medical team for the excellent service and care from nursing

"The doctor is amazing! I always recommend him to my family friends and coworkers"



Replying to @JHAHNews

الى الامام حبيبيتي شيماء جعل الله التوفيق في طريقك ابوك عبدالرؤوف عيسى ال خلبتيت

Translated from Arabic by Google

To the front, my beloved Shaima, may God grant you success on your way.

U.S. Mission to KSA Retweeted a Tweet you were mentioned in

Dr. Hanan Al Shaikh is part of the effort at Johns Hopkins Aramco Healthcare (@JHAHNews) to end abuse towards women. Be sure to learn about their efforts to stop domestic violence and end abusive behavior. #16daysKSA #EmpoweringWomenKSA #OrangeTheWorld \$\foating\$ #GenerationEquality \$\foating\$ pic.twitter.com/IH6tLncyjG

"Televisit was very informative. The doctor was very professional as well as cooperative. He clearly demonstrated his professionalism."

"Very professional staff and Doctor." "Thanks Dr. Garni and Dr. Nour for being Super kind to me And professional - and to the nurses being super patient and lovely with me and the whole team was very professional - Thank you"

"Extremely thorough genuine care for patients went out of his way to treat my condition."

"Dr. Qureshi truly made me feel taken care of. - She calls me to ask about my case- check on my status- follows upand answers my emails promptly. - Please convey my gratitude to her."





يعطيكم العافيه والف شكر لكم علي اهتمامكم ( مريت المستشفي اليوم ولله الحمد اخذت التطعيمه لي ولعائلتي وانا بسيارتي شكرا من الاعماق علي خدمتكم المتميزة

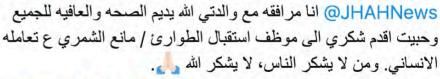
Give you wellness and a thousand thanks to you for your concern (I went to the hospital today, I took the vaccination for me and my family, while I was in my car. Thank you from the depths for your distinguished service



"Very thorough and systematic! Listened to patient suggestions and complaints"







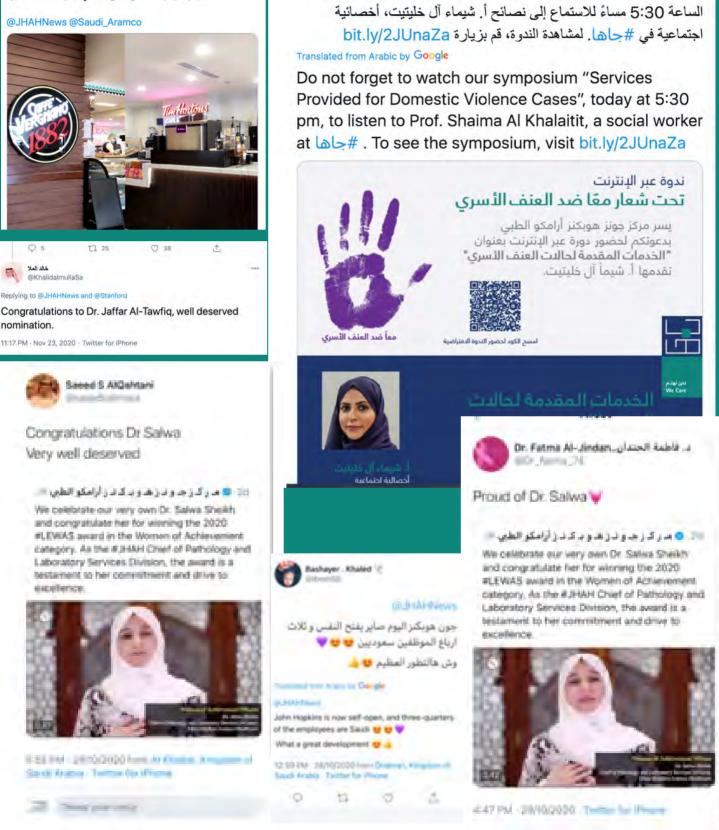
Translated from Arabic by Google

@JHAHNews I accompany my mother, may God preserve the health and well-being of all, and I wanted to extend my thanks to the emergency receptionist / Maneh Al-Shammari for his humanitarian treatment. He who does not thank people, does not thank God ...



1:03 AM · Dec 3, 2020 from Dhahran, Kingdom of Saudi Arabia · Twitter for iPhone



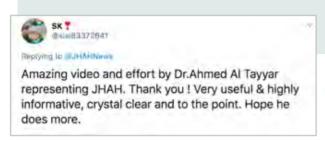


🕢 مر كرز جو نرز هو بكنر أرامكو الطبي

لا تنسى أن تشاهد ندوتنا "الخدمات المقدمة لحالات العنف الأسرى"، اليوم

"I am proud of the heroes of health of the people of the country. They stay up to the comfort of patients, always in the front ranks, to defend us against viruses and diseases. God bless you."

#### Mohammed Hilal Al Yaquob



"I hope this note finds you doing well. I can't imagine how much work you all have had to deal with during this unprecedented pandemic. We all appreciate the work that JHAH has provided us through these times. Please let the staff know we are praying for their safety as they are on the front lines of this every day."

Melbourne Scott





recommend this Dr to others. - My

only criticism would be that the

triage nurse who you see before

and whilst taking my bp etc.

the doctor left the door open whilst

asking about the reason for my visit

"I had surgery done by Dr. Asia Shaikh on October 18th. I received excellent treatment and care from Dr. Asia Shaikh during hospitalazation and clinic

visits. Her service with professionalism and curtesy is highly appreciated. I highly recomend her as a very good physician. - Also I appreciate the whole team from Operating Room- Day surgery and Recovery room for their excellent compassionative care and service. Their support and care made my stress level very low."

"The Doctor really went out of the way to have my kid seen by ENT specialist and attend to the concern.coudnt thank him enough for this kind act and Dr.Antonie was kind enough to accommodate on short notice."

# JHAH Recognition

Dr. Jaffar Al-Tawfiq



**Dr. Jaffar Al-Tawfiq**Incident Commander and Director of Infection Control at JHAH



#### **Expert Contributors**



Jaffar Al-Tawfiq, M.D., FIDSA
Johns Hopkins Aramco Healthcare

Dr. Jaffar Al-Tawfiq, #JHAH Director of Infection Control, is now 1 of 6 expert contributors to the COVID-19 Real-Time Learning Network.@IDSAInfo's platform offers the latest guidance and protocols in partnership with @CDCgov to frontline health workers.



### Dr. Jaffar Al-Tawfiq, the world's top 1% most influential scientists.

Stanford University has named Dr. Al-Tawfiq, JHAH Director of Infection Control and COVID-19 Response Incident Commander, as one of the world's top 1% most influential scientists. The university has analyzed research data from the mid-1990s through to 2019, covering millions of scientists in all fields of study. The list was released October 2020.

# Patient Relations

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

- 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 Relations 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 OB / GYN clinic
- Primary Care

#### Al-Hasa Health Center:

Outpatient Clinics reception area

#### **Abgaig 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

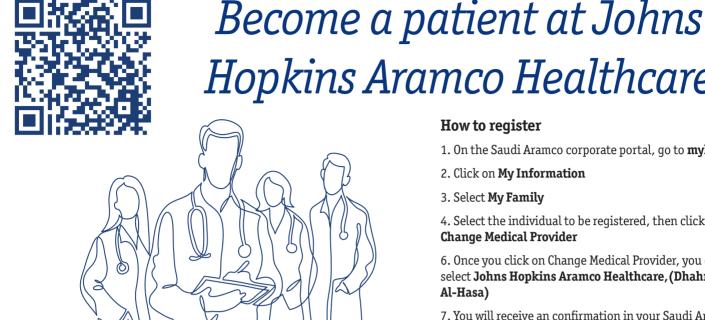
#### **Abqaiq Health Center**

near the Primary Care waiting area

#### Ras Tanura Health Center

Near the Emergency room reception





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

# 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 confirmation in your Saudi Aramco email Inbox.

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

# Stay healthy, stay updated We're here for you online JHAH.com/COVID-19



Learn about MyChart Video Visit and telephone consultations at **jhah.com/video-visit** 











مركز جونز هويكنز أرامكو الطب **Johns Hopkins Aramco Healthcare** 

# Meet Our People



"Working at JHAH is one of the greatest experiences I have ever gone through, I am proud to be part of this successful healthcare institution."

Nizar Aridi Manager of Primary Clinic Collection

**#JHAHHeroes** 

"As a newcomer from Saudi Aramco, I look forward to contributing to the sustained growth of this high-quality organization. Recent events have accelerated change and digitization in healthcare. New modalities, such as telemedicine, have the potential to improve access to care and enable patient-centered innovation at JHAH."

Salem Al-Shehry Chief Operating Officer

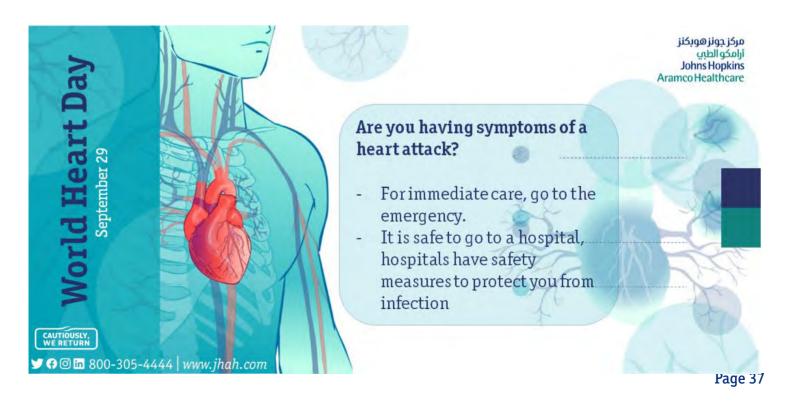


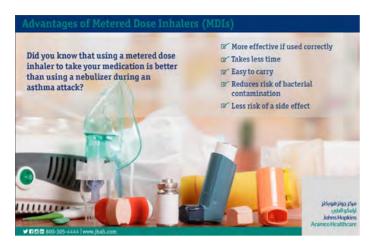
# Social Media Highlights

What You Might Have Missed



At JHAH, your safety and wellbeing remain our highest priority. To find out the precautions and preventive measures we have implemented to keep you safe at JHAH,





Know your #asthma triggers and keep your #inhaler close to you at all times.



The seasonal flu is back, be prepared and get your flu shot.

#JHAH MyChart, your online patient portal, now has a new interface, giving you an enhanced digital experience. Log in today to explore the shortcuts and updates to your frequently used actions.



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### The flu shot protects you and your family



Did you know that a flu shot protects you and your family from the most common strains of the flu? With each new strain, there's a new vaccine to help fight it.

> CAUTIOUSLY, WE RETURN

♥ 6 @ 1 800-305-4444 | www.jhah.com

Did you know that bacteria and #viruses are two completely different organisms. That's why #antibiotics cannot cure #ViralInfections and taking them without need will weaken your immune system.



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### Did you know?

If you are 65 years old or over, you are at risk for developing serious complications from



Get your flu shot today! Visit http://JHAH.com to find a vaccination location nearest to you

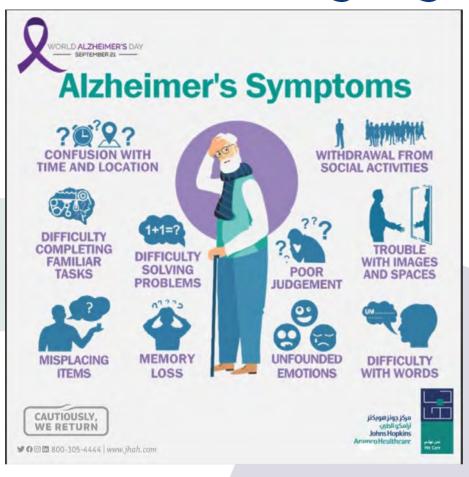
### Get your flu shot today!

# Protect yourself ...wear your mask correctly

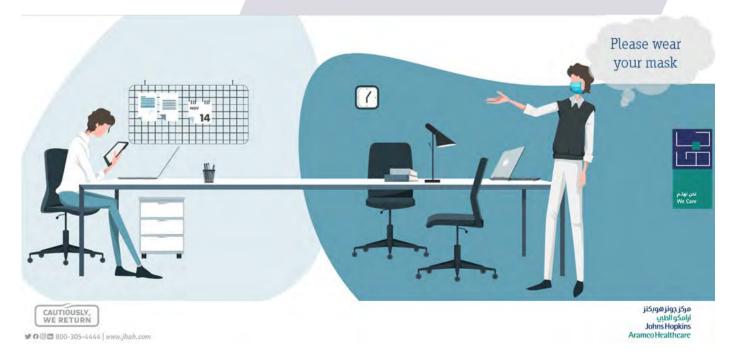
Wearing your face mask correctly can protect you from infection.



# Social Media Highlights (cont'd)



Learn to recognize the signs and symptoms of Alzheimers Disease



Create an environment of accountability. Invite others to tell you if you are doing something that isn't safe, like touching your face or removing your face mask. #SafeAtWork #JHAH #CautiouslyWeReturn



Find out what you as a patient can do for your #healthcare safety.



Stay safe on #WorldFirstAidDay, always make sure you have a first aid kit at home, at your workplace, and with you during your travels. Find out what a first aid kit should contain.



# Top Tips to Controlling Your Diabetes

The Kingdom is the second in the Middle East and the seventh globally in the rate of Type 2 diabetes, and with World Diabetes Day taking place on November 14, find out how you can take control of your diabetes and lead a healthy life:

- Eating right: A healthy diet may include changing what you eat, how much you eat, and how often you eat. You may be surprised by how many healthy and tasty food options you have.
- Exercising: Exercise helps people with diabetes in many ways. It lowers glucose levels, helps weight-loss, and maintains a healthy heart and circulation. In addition, exercising helps relieve stress and strengthens muscles.
- Monitoring your blood glucose level: Blood glucose testing is important to find out if your blood glucose level is where it should be. If your blood glucose is too low or too high, you may need a change in your diabetes medication, diet, or exercise plan. Your diabetes educator will give you instructions on what you should do, and how to test your blood glucose correctly.
- Taking prescribed medications: In cases of very high blood glucose levels that do not respond to diet and exercise plans, medications may be



needed. Your health care provider will tell you if you need medications or insulin. If insulin is needed, it can only be injected. Insulin is needed for all patients with Type 1 diabetes and some patients with Type 2 diabetes.

**Learning more about diabetes:** for more information on diabetes, visit our JHAH health encyclopedia at JHAH.com> Health & Wellbeing> Health Encyclopedia

# 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
- 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/aboutmychart

- Find FAOs
- 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.)

# Johns Hopkins Aramco Healthcare's Double Win at the Leadership Excellence for Women Awards & Symposium (LEWAS)

Bahrain, October 28, 2020 – Johns Hopkins Aramco Healthcare (JHAH) was awarded the Corporate Excellence Award at the Leadership Excellence for Women Awards (LEWAS) virtual symposium. Senior leader at JHAH, Dr. Salwa Sheikh, Chief of Pathology and Laboratory Services Division, was presented with the Woman of Achievements Award for her commitment and excellence in her profession for more than 15 years. "I am truly overwhelmed with gratitude to receive this prestigious Woman of

Achievements award. It means so much to me that my lifetime worth of work resonates with everyone and is recognized this way. For the younger generation, remember practicing gratitude despite setbacks in life builds resilience and resilience is the key to success," Dr. Sheikh commented reflecting on her win.



"I am proud to be part of an organization that embraces diversity and inclusion in leadership and elsewhere. Diversity and inclusion to us is about empowerment and role modeling and Dr. Sheikh is proof of that. We empower our leaders to excel in our patients care and promote a culture of excellence," said Haithem Al Balawi, Chief Human Resources Officer (CHRO).

The LEWAS Corporate Excellence award recognizes organizations that have excelled in initiatives to encourage, advance, hire and retain women through inclusive hiring and development practices. JHAH was commended for its commitment to diversity and inclusion and for having a workforce that comprises of 56% women, with 36% of the female workforce holding leadership positions.

JHAH was placed in the top three Corporate Excellence candidates at last year's LEWAS symposium held at the Bahrain International Exhibition & Convention Centre.

Females make up 53% of the Residency Program at JHAH. JHAH's training programs provide a unique opportunity to learn in a diverse and inclusive environment that promotes both professional and academic excellence. JHAH has been recognized as a center of excellence and is accredited by the Saudi Commission for Health Specialties (SCFHS) as a recognized training center for nine specialties.

The other nominee in the Corporate Excellence category with JHAH was Dubai Ports World.

LEWAS is the forerunner in the GCC to honor talented and influential women, address pressing issues, develop new and better opportunities and create long-lasting collaborations and partnerships. The award program is dedicated to recognizing professional excellence and celebrates those who demonstrate innovation, leadership and talent while advocating for women's empowerment, in both academic and business sectors.

#### **JHAH Statistics and Initiatives**

- Female Workforce by Organization Level:
  - Senior Director, Chair: 10 (67% increase in the last year)
  - Director, Chief: 16 (7% increase in the last year)
  - Manager: 46 (5% increase in the last year)
  - Lead: 55 (20% increase in the last year)

- JHAH Workforce by Gender:
  - 56% Female (2,240 total)
  - 44% Male (1,753 total)
- JHAH Residents by Gender
  - 53% Female (91 total)
  - 47% Male (81 total)
- JHAH Physicians by Gender
  - 20% Female (109 total, 9% increase in the last year)
  - 80% Male (440 total)

## Key programs and achievements for women in the JHAH workforce

 JHAH female employees have the opportunity to participate in a women's training and leadership

- development initiative, Women Leaders 2030, by the Ministry of Labor and Social **Development and Princess** Nourah bint Abdulrahman University. Women Leaders 2030 is aimed at training leaders and employees expected to assume leadership positions to increase the importance of women's participation in the Saudi workforce. Four JHAH employees were nominated for the pilot group of this program and one was accepted and attended the program in March 2020.
- JHAH welcomed its first Saudi female paramedic in 2019. The program has since welcomed another dozen female paramedic interns.
- JHAH was awarded gold certification for excellence in Person-Centered Care by Planetree International for achievements and innovation in the delivery of person-centered care.
   103 female employees were a part of the team

- to train their colleagues in compassion and communication workshops to enhance patient care and transform the organizational culture.
- JHAH was accredited with Mowaamah gold certification by the Ministry of Labor and Social Development for having a diverse, inclusive and supportive environment for Persons with Disabilities (PwD).
- First female nursing doctorate graduates from an in-kingdom program
- First Saudi woman to be appointed as a faculty member at Johns Hopkins University of Medicine.



# Save A Life...Become A JHAH Blood Donor

Every three seconds someone needs blood worldwide, and nearly 120 million units of blood are donated every year. Regular blood donations from healthy people are needed to ensure that safe blood will available to save lives when people need transfusions due severe trauma from accidents; complex surgery; cancer treatment, or for regular transfusions for conditions such as sickle cell disease. There is a constant need for blood donations because blood can be stored for only a limited time before use.

We caught up with JHAH Blood Bank Manager, Aqeel Al-Otaibi, who shared his expert advice on how to become a JHAH Blood Donor.

## Why should we donate blood?

Donating blood is a selfless act that can help save lives, one unit of blood can save three adults, or up to six newborn babies

Ageel Al-Otaibi

#### What is the most needed blood type for donations?

The most needed blood type for donation is the 0 blood type, a blood type that is compatible with all blood types, it is followed by blood types

#### A and B

### How can I become a JHAH Blood Donor?

You can become a donor if you have a valid ID (Saudi Aramco ID, National ID, or passport), are healthy, at least 17 years old, and weigh at least 110 pounds (50 kg). To register to donate blood at JHAH you can call +966-13-870-6770 or +966-13-870-6638 or fill in the blood donation sign-up sheet available on JHAH.com/blood-donation

### What is the blood donation process at the JHAH blood Bank?

When you arrive to the JHAH blood bank, you will first answer a questionnaire to assess your health and eligibility. If you are eligible to donate, you will then be directed to sit in a recliner chair and will be given a stress ball to squeeze as 450 ml of blood is drawn from you using new single-use and sterile equipment. After donating blood, you will be asked to relax and have some refreshments to make sure you are feeling well enough to stand up and head home. The blood donation process is conducted and monitored by well-qualified nurses or blood bank technicians and takes approximately 20 minutes.

### How much blood can I donate in one session, and how often can I donate?

You can donate 450 ml in one session, and you can donate every eight weeks.

#### Will donating blood negatively affect my health?

Blood donation is safe and there is no risk on healthy donors, it can even burn a few calories as one blood donation session uses up to 650 calories.



#### Is it safe to donate blood during the COVID-19 outbreak?

It is safe to donate blood during COVID-19 in facilities such as JHAH where stringent infection prevention measures are in place.

### What are some general blood donation safety and health quidelines?

- Anyone under the age of 17, underweight (weight under 50 kilograms), or those with infectious diseases or anemia cannot donate.
- Donors are advised not to donate blood when they are hungry or dehydrated. You should drink adequate amounts of water and eat a good meal two hours before donation. Drink water after blood donation to replace fluids as blood is mostly water. In addition, consume a fruit or drink a cup of fruit juice to prevent blood sugar from dropping. This is healthier than consuming fatty meals after blood donation.
- Eat healthy and well-balanced meals that are rich in protein, iron, and other nutrients and increase your fluid intake before and after blood donation. Good nutrition helps you to restore your blood volume after blood donation.

- Practice regular activity to strengthen your body and improve blood circulation. Avoid exercise (particularly strenuous exercise) immediately after blood donation.
- Practice deep breathing.
- Avoid alcohol and smoking (active or passive), as they do not help your body make new blood cells.
- Reduce caffeine intake, as caffeine reduces iron absorption, depletes the body's fluids and may lead to dehydration. It is better to replace caffeinated drinks with decaffeinated ones.
- Do not drive for long distances after donating blood.
- If you experience dizziness during or after donation, inform the blood bank technician, keep your head lower than the donation chair, and drink an adequate amount of water (around two cups). It is important to not leave the donation chair by standing-up too guickly.

Remember, there is no substitute for human blood. Become a #JHAHBloodDonor and donate today.

### JHAH Social Media Followers! Join Us

Stay Connected & Up to Date



Twitter @JHAHNews



Johns Hopkins Facebook Aramco Healthcare



LinkedIn Johns Hopkins
Aramco Healthcare



**Instagram** *JHAHNews* 



### Facts About Blood Donation

It is safe to donate blood during COVID-19 in facilities such as JHAH where stringent infection prevention measures are in place.



One blood donation uses about 650 calories.



There is a constant need for regular blood donations because blood can be stored for only a limited time before use.

One unit of blood can save three adults, or up to six newborn babies!



Regular blood donations from healthy people are needed to ensure that safe blood will available to save lives when people need transfusions due severe trauma from accidents; complex surgery; cancer treatment, or for regular transfusions for conditions such as sickle cell disease.



### Become a #JHAHBloodDonor today!

For more information on how to donate blood at JHAH visit: jhah.com/blood-donation





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# Top Five Exercise Myths

Regular exercise is a critical part of staying healthy. People who are active feel better and live longer. Exercise can help you maintain a healthy weight. It can also help prevent diabetes, heart problems and certain cancers. Most adults need at least 30 minutes of moderate physical activity 5 days per week. Exercise can also reduce feelings of anxiety, stress, and depression during this time of uncertainty. Many people face challenges when trying to adhere to an exercise routine, and have misconceptions when it comes staying active.

Let's tackle the top five most common myths when it comes to exercise:

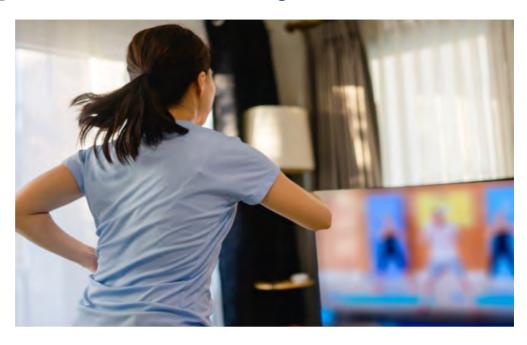
**Myth #1:** No pain, no gain. To benefit from exercise, you should feel pain during and after a workout.

Exercise should not be painful. Sharp pain when you move is your body telling you that something is wrong. Muscle pain during or after exercise may mean that you injured yourself.

When you exercise, it is okay to push yourself. Some soreness after exercise is normal, especially if you are just getting active. But you should not feel severely uncomfortable the following day.

**Myth #2:** If you are working out, you can eat whatever you want.

Just because you are exercising does not mean that you can eat an unhealthy diet that is high



in fat. If you justify unhealthy food choices because you are working out, your exercise routine will not be able to catch up with the number of calories you are taking in.

A healthy, balanced diet combined with exercise is the best way to lose extra weight or maintain a healthy weight.

**Myth #3:** If you cannot exercise every day, there is no point.

Any amount of exercise can provide health benefits. Getting in shape does not have to mean hours at the gym every day.

Most health care providers recommend 30 minutes of moderate physical activity at least 5 days per week for adults. Some people prefer to break their workouts up into high-intensity 10 minute sessions. Work on creating an exercise plan that is right for you. Everyone has a different fitness level. You should choose physical activities that are right for your abilities and health.

**Myth #4:** You have to join a gym, buy expensive equipment or hire a personal trainer to reach your exercise goals.

Exercise does not have to be expensive. There are many activities that burn calories that you can do for free, such as going for a walk or washing your car.

Do strengthening exercises at home. Use inexpensive resistance bands in place of weights. Lift soup cans or plastic milk jugs partially filled with water or sand. Do push-ups or squats.

Download and watch online work-outs to try different fitness videos to see what you enjoy and can stick with.

Myth #5: Exercise is boring.

It is natural to grow tired of a repetitive workout day after day, especially when you are exercising alone. But exercise does not have to be boring.

Choose activities you enjoy. You will be more likely to stay interested. Remember, anything that gets you moving counts.

## Congratulations to the Art Competition Winners

