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مرکز جونز هوبکینز

أرامكو الطبي

Johns Hopkins

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WellBEING

Fall 2021

**MyChart
Hello
Patient**

**Partners in Excellence
Distinguished Faculty
On-Site Visits**

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early detection
saves lives

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JHAH Recognition



Indiana University has named Dr. Al-Tawfiq, JHAH Director of Infection Control and COVID-19 Response Incident Commander, as an Adjunct Professor.

Expertscape Daily Experts announced Dr. Jaffar Al-Tawfiq, is in the top 0.02% of experts in Middle East Respiratory Syndrome (MERS) and top 0.034% in Infection Control worldwide. *This is based on published articles.*

<https://expertscape.com/au/infection+control/Al-Tawfiq%2C+J+A>

Dr. Jaffar Al-Tawfiq, Adjunct

Professor in Indiana University

Director of Infection Control

COVID-19 Response Incident Commander



"I am humbled by this appointment, and I look forward to working alongside my colleagues at John Hopkins University Baltimore and bringing the technological advancement to Johns Hopkins Aramco Healthcare."



Johns Hopkins Medicine, has appointed Dr. Fahad Al Mulhim, department of Obstetrics and Gynecology, as Adjunct Assistant Professor.

Dr. Fahad Al Mulhim


JHM Adjunct Assistant Professorship




Breast cancer: early detection saves lives

Breast Cancer Awareness


Numbers and Facts



1 in 8 women will be diagnosed with breast cancer




Every 2 minutes a case of breast cancer is diagnosed




Breast cancer is the most common cancer for women


How to Reduce Risk



Do regular exercise




Don't smoke




Do an annual mammogram

There is Hope



If breast cancer is found early and confined to the breast, the 5-year survival rate is 99%



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Breast cancer is the most common cancer for women in the world and in the Kingdom of Saudi Arabia, it accounts for 30 percent of all cancer diagnoses. The risk of breast cancer increases as a woman ages and is most common in women around menopause. As a woman ages, the risk continues to increase. Breast cancer in women in their teens or twenties is not common; however, there have been recorded breast cancer cases of women in their twenties. Therefore, breast awareness and self-examinations need to start when a woman reaches 20 years of age.

Regularly examine your breasts

It is advisable to start with monthly

self-exams of your breasts at the age of 20. The best time to do a breast examination is when your breasts are not tender or swollen, which is usually on the tenth day after your period starts. Women who have reached menopause or who have had a hysterectomy can do their breast exam on any day as long as they do it consistently on that day each month. Following are instructions for properly examining your breasts.

The LOOK and FEEL technique

In the shower

Check each breast with the pads of your fingers moving them in a circular motion from the outside to the center

of the entire breast, including under your armpit and around your collarbone. Feel for lumps, hard knots, or thickening or swelling. Gently squeeze your nipple and check for discharge and lumps.

In front of the mirror

Stand in front of a mirror and with your arms to the side and visibly check your breasts for any changes such as skin discoloration. Next, lift both arms above your head and check each breast for any changes in shape or size. Check also for skin dimpling and changes in the nipple.

Lying Down

With a pillow under you and your arm above your head, check each breast using the pads of your fingers in a circular motion from the outside to the center of the entire breast, including under your armpit and around your collarbone. Feel for lumps, knots, or thickening or swelling. Also gently squeeze your nipple and check for discharge and lumps.

Changes to look for

When checking your breasts look for changes, such as the following:

Breast changes in size or shape, enlargement, or swelling.

- Skin discoloration, redness, or a rash-like skin texture around the breast or around the nipple, e.g., dimpling, puckering or skin feels

rough or looks like the skin of an orange.

- Nipple discharge. If you see discharge, note the discharge color.
- Lump(s) such as a hard knot or thickening of the skin. Check to see if the lump is movable or attached in one place and if it is painful.
- Nipple retracted or inverted (pulled in).
- Swelling in the armpit or around the collarbone.
- Constant pain and/or itching on any part of your breast or in your armpit.

What to do if you find breast changes that are not normal for you?

Do not panic! Not all breast changes are caused by cancer. There are many reasons for your breast to change. Some are harmless. Regardless, you should have them examined by your physician as soon as possible. You know better than anyone what is not normal for you. So go and see your doctor if something does not seem right.

Know your breast cancer risk factors

Aside from being breast-aware, you should also be aware of your risk of developing breast cancer. If you have any of these risks, let your doctor know. Remember, early detection can save your life.

- Gender – Females are at higher risk than males; however, men do get breast cancer
- Age – 81 percent of breast cancer are found in people over the age of 50
- Any previous history of breast or any cancer, particularly if you received radiation to the chest
- Family history of breast cancer or any cancer – 5-10 percent of breast cancers are hereditary with a BRCA1 or BRCA2 gene mutation
- Having been diagnosed with benign breast diseases such as fibroadenoma, breast cysts, or fibrocystic changes
- Early puberty or menstruation
- Late menopause
- Not currently breastfeeding or have not breastfed for a long time
- Not having children or had children after the age of 30
- Currently using hormone replacement therapy

- Obesity (women who have reached menopause are at higher risk)
- Chronic smoking of any kind, including cigarettes, shisha, or cigars

Breast screening

Mammogram

From the age of 40, women should begin having special X-rays called mammograms, annually. A mammogram can detect changes inside the breast.

Self-Breast Examination/Clinical Breast Examination

Once a month do a self-breast exam. As part of your annual mammogram, your doctor should examine your breasts as the doctor may notice something you have missed.

Magnetic Resonance Imaging (MRI)

Women who are at high risk (have several risk factors) based on their family, medical or personal history, should have a yearly MRI as well as a mammogram. Your doctor will determine if you are at high risk, and if you are, will advise you about this test.

What can I do?

- Self-breast exams starting at age 20
- Annual screening mammogram starting at age 40
- Know your risks (family, medical and personal history)
- Eat a well-balanced diet and avoid unhealthy foods
- Increase physical activities such as doing regular exercise
- Maintain a healthy weight
- Quit smoking
- Regularly consult with your doctor and have regular clinical breast exams

JHAH is here for you

The Oncology & Blood Disorders Clinic at JHAH is dedicated to providing the most holistic treatment for your individual needs. Our Oncology team is here 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 & Oncology Nutritional support professionals.

Safe Medication Tips for Older Patients



Patients aged 65 years and above use multiple prescribed medications more frequently than any other age group for chronic conditions such as diabetes, heart diseases, chronic kidney disease, psychological problems and more. As a result, this older age group is more likely to be at significant risk of adverse medication effects, drug to drug interactions and medication-related issues such as overdose, drug toxicity, and medication use without indication.

Medication management is an integral part of medical care in older patients. If medications are not used as prescribed, it might increase the risk of hospitalization, cause harmful side effects, lead to falls and fractures, and even worsen existing health problems. Pharmacists are vital members of the health care team and play a crucial role in reviewing an older patient's medication profile, including over-the-counter medications and dietary supplements. They also advise on the proper use of medication for maximum health benefits.

Safe medication practices for older patients

- Keep track of all medications used and keep an updated personal medications list which should be checked once a year with the medication management clinic through face-to-face, video, or telephone consultation services.
- Inform the doctor or pharmacist about the side effects of medication, as well as any medication you're currently not using and medications bought from outside.
- For older patients admitted to the hospital, the medication list should be revised before discharge. Ask the nurse or pharmacist about the current list of medications to be used after discharge.
- Older patients might have compliance or psychological issues that affect their adherence to medication treatment. Such patients should take the help of a caregiver to assist them daily with medication management.

- Older patients are at risk of side effects and drug to drug interactions, making it essential for the caregiver to ask the pharmacist about the correct medication use.
- Any unused or excess medication should be returned to the Green Bin medication box at the entrance of the primary care pharmacy, Dhahran.
- Check the medication expiry on the bottle or the label, and do not mix your prescribed medication with those of other patients' to avoid medication poisoning or adverse effects.
- Never initiate self-medication without the consultation of a healthcare professional. Some medications may cause addiction, so it is essential you check with a health care professional for any medication-related concerns.

Safe medication management tips for caregivers

- Caregivers need to follow up with medication refills, pick them up from the pharmacy or request medication refills to be delivered at home. The caregiver can request medication refills by calling the pharmacy call center, and the medications will be delivered home the next day.
- Caregivers need to be aware of dosing instructions of medications, side effects, and drug to drug interactions, and keep track of medications used and update them at least once a year for safety.
- The storage condition of medications needs to be checked regularly.
- Older patients might have memory problems, so medication adherence tools like a pillbox tray are an effective way to separate

the medications to be used at different times of the day.

How pharmacists can help older patients

- JHAH pharmacy services have launched a new pharmacist-based video/phone medication consultation service. Now, older patients using more than five medications with concerns about dosing, side effects, drug interactions and more can interact directly with the pharmacist via video or phone to resolve medication-related problems from the convenience of their home. To make a pharmacist-based medication consultation appointment, call 800-305-4444 option # 4 between Sunday and Thursday, from 7 a.m. to 3 p.m., and follow the directions to complete the video/phone consultation on confirmed timing.

For more Older Patient Resources

- Care for the elderly in the Kingdom of Saudi Arabia (my.gov.sa)
- Medicines and You: A Guide for Older Adults | FDA
- Educational Resources: Ensuring Safe Use of Medicine | FDA
- Medications & Older Adults | HealthInAging.org
- 4 Medication Safety Tips for Older Adults | FDA

By: Syed Iqbal Mohiuddin

Senior Pharmacist, Ambulatory care pharmacy services Department

Smart Dietary Substitutions for Your Heart Health



The nutritional guidelines emphasize the need to reduce the amount of fat, sodium (salt), refined carbohydrates and added sugar, and increase the consumption of fiber, vitamins, minerals and antioxidants. When using recipes, there are smart substitutions that can be made to make dishes healthier.

The below nutrition tips are a guide to reducing the amount of fat, salt and calories in recipes, and increasing fiber and other essential nutrients that can support the heart health, with additional benefits to all other organs of the body.

Tips to decrease the total fat and lower calories:

Instead of this:	Try using this:
Shortening, butter, margarine, solid fat, coconut and palm oils	Healthy liquid oil in the recipes but in moderation, such as olive oil or sunflower oil
Whole milk and its products	Low fat or nonfat milk and their products
Full-fat cheese	Low fat or nonfat cheese
Full-fat sour cream	Nonfat or low fat sour cream or fat free plain yogurt
Cream	Evaporated skim milk
Whipping cream	Nonfat whipped topping
Frying	Baking, boiling, broiling, grilling, roasting or stir-frying
Regular mayonnaise or salad dressing	Low fat or nonfat mayonnaise or salad dressing
Canned sardines or tuna in oil	Water-packed canned sardines or tuna
Fatty cuts of meat or skin on poultry	Leaner cuts of meat and skinless poultry



Tips to reduce sodium

Instead of this:	Try using this:
Salt	Limit salt or reduce it by half in recipes and avoid putting the salt shaker on dining table
Seasoning salt or spice mixes with salt. Seasonings high in sodium include ketchup, chili sauce, bouillon cubes, barbecue sauce, soy sauce, and meat tenderizers	Salt-free seasonings and spice mixes. Use herbs, spices, garlic, lime, onion, lemon juice, or vinegar to flavor food instead of salt, and limit pickles and salty olives

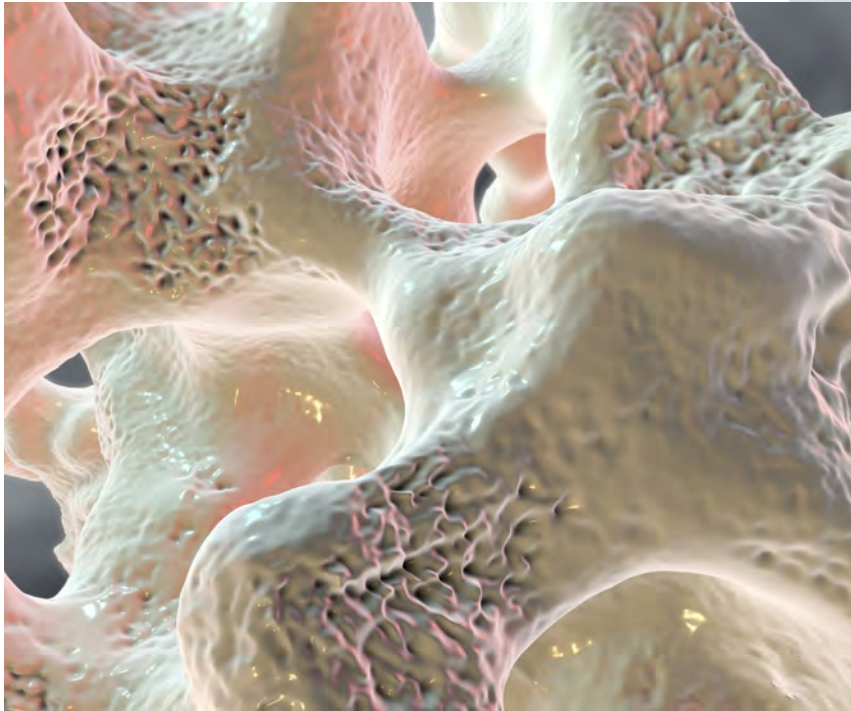


Tips to increase fiber

Instead of this:	Try using this:
White rice and refined grains and cereals	Whole grains, brown rice and whole cereals, preferred unsweetened
All-purpose flour	Whole-wheat flour
Pastas, crackers, cookies, cereals	Whole grain pastas, crackers, cookies, and cereals
White bread	Whole wheat bread
Meat	Use more dried beans and peas. Add legumes and lentils to many dishes: try adding lentils to your rice or pasta dishes or soups. Or cook the meat with vegetables
Peeled fruit and vegetables.	Edible fruits and vegetables with skin. Add vegetables to recipes and include the peel when appropriate

Brittle Bone Disease (Osteoporosis)

Are you at risk?



Regardless of age or gender, keeping your bones dense and healthy is a lifelong process that starts from early childhood. It is never too late to begin caring about your bones to keep them from becoming porous and fragile. Watching your bone health can make a difference in their current strength and help you slow the natural weakening process that leaves bones brittle and easy to fracture.

Health Messages:

- Invest in your bone health by adopting a healthy lifestyle and eating well-balanced foods. This helps build strong bones and reduces your risk for osteoporosis, known as Brittle Bone Disease.
- Select foods rich in calcium and vitamin D
- Exercise regularly and stay active
- Consume nutritious meals and snacks rich in calcium and vitamin D. It is better to maintain health from an early age. However, it is never too late to begin taking care of your bones.

Nutrition tips for bone health

- **Importance of calcium:** Calcium is not only crucial for building and maintaining strong bones, it is also essential to keep the heart, muscles and nerves functioning well.

- The daily requirement of calcium for children (4-8 years) is 1000 mg, for adults (20-70 years) is 1000 mg, and after the age of 70, you should consume 1200 mg.
- Dairy products are the best source of calcium.
- A cup of milk contains about 300 mg of calcium, a cup of yogurt contains 400 mg, and a cup of pudding contains 300 mg.
- A cup of calcium-fortified soy milk contains between 250-300 mg of calcium.
- One ounce (30 grams) of Swiss cheese contains 270 mg of calcium, one ounce of cheddar cheese contains 200 mg, and one ounce of mozzarella cheese contains 185 mg.
- Three ounces (90 grams) of canned salmon with edible bones contains 200 mg of calcium, while the same serving of canned sardines with edible bones contains 270 mg. Tuna contains less calcium than canned sardines or salmon with edible bones.
- In general, the recommended daily milk requirement is as follows:
 - **Three cups** per day for children, adolescents up to 20 years of age, and non-pregnant and non-lactating women
 - **Four cups** for pregnant and lactating women
 - **Three cups** for anyone over 70 years of age
- Low-fat and non-fat dairy products are preferred to limit your intake of saturated fat and cholesterol.

Ways to increase calcium and vitamin D in your meals:

- Adding low-fat dairy products to meals and snacks
- Adding low-fat cheese, yogurt, sardines, tuna, salmon to salads
- Preparing low-fat cheese, labneh, eggs or tuna sandwiches
- Making low-fat milk pudding or custard topped with nuts
- Consuming a milkshake or fruit yogurt as a snack
- Including fortified cereals, eggs, low-fat or non-fat milk, hummus and low-fat cheese or labneh in your breakfast
- **Including mushrooms and dark green vegetables like kale, broccoli, spinach and okra in your snacks, lunch and dinner**

The added benefit is that most of these foods are also rich in Vitamin D.

- Excessive consumption of caffeine-containing beverages is not suitable for the bones as caffeine reduces calcium absorption. Moreover, prescription calcium supplements should be taken between meals as calcium can hinder iron absorption if taken with meals.

- **Importance of vitamin D (Sunshine Vitamin):** Vitamin D is vital to bone health as it helps calcium deposit in the bones. The body produces vitamin D when the sun shines directly on your skin. To enable your body to produce vitamin D adequately, you need about 20-30 minutes of direct sunlight two to three times per week, without applying sunblock. Sun shining through a window does not provide your body with vitamin D.
- **Importance of exercise:** Performing regular exercise, especially strength training, benefits the entire body, including the bones, heart, brain, muscles, lungs, and kidneys. Strength training includes brisk walking, stair climbing, running, jogging, and weight lifting. While swimming and cycling are excellent for health, they are not considered strength training.
- **Avoiding alcohol and smoking** helps keep the bones healthy and reduces the risk of osteoporosis and other serious diseases.

Written by Ghadah Al Habib, manager of Clinical Nutrition Services and Dr Basem Futa, Senior Dietary Specialist

Get Your Annual Flu Shot Your Best Shot For Avoiding Influenza



To protect your health, the 2021 flu vaccine is now available in all JHAH health centers.

Why get the flu shot?

Because flu viruses mutate constantly, last year's vaccine may not protect you from this year's viruses. This makes it important that you get your flu shot this year and every year.

JHAH and the WHO recommend that everyone aged six months and older get the flu shot annually to protect them from coming down with the flu and its complications.

When and where can I get the flu shot?

You can get your flu vaccination at JHAH, Sunday to Thursday, from October 17, 2021, to December 12, 2021. No appointment is necessary.

Visit jhah.com/flu-vax for the full JHAH vaccination schedule and learn about the seasonal influenza vaccine during the COVID-19 pandemic.

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.

The 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

The COVID19- vaccine, physical distancing, mask wearing, and frequent hand washing helps to prevent COVID19- and **also** protect against the flu.



SYMPTOMS

Flu and COVID19-

Flu and COVID19- 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 COVID19- cases recovery can be up to six weeks or more. COVID19- may also lead to lasting organ damage, hospitalization, or death.



TREATMENT

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

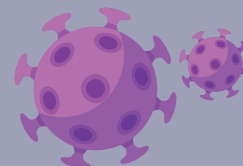
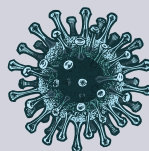


Mild cases: breathing exercises, rest, fever reducers, and cough medicine.

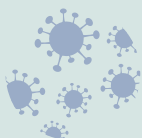
Serious cases: hospitalization, breathing support with a ventilator or other therapies.

CAUSE

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



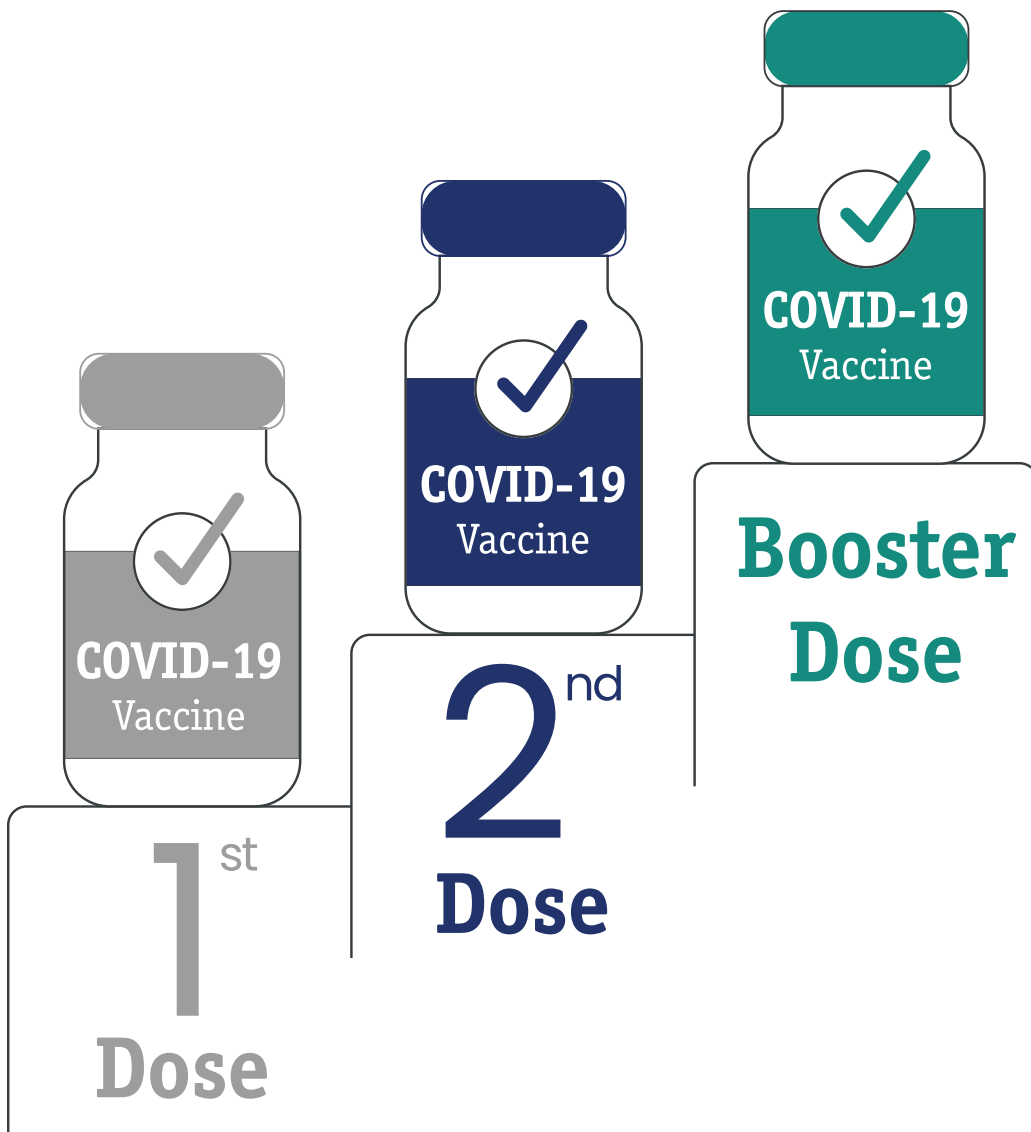
This disease is caused by a coronavirus called SARS-CoV2-, which emerged in 2019



This year, we have vaccines for both the flu and the COVID19-, make sure that you are fully vaccinated.

Together We End the Pandemic:

Important COVID-19 Vaccination update



I want to know more

You can learn more about the COVID-19 vaccination and the booster dose appointments at JHAH.com/CV19-Vax.



JHAH is pleased to offer COVID-19 booster vaccinations in line with Ministry of Health (MOH) directives. Currently, the booster dose is available to Saudi Aramco employees and their eligible dependents aged 60 years or older, who received their second dose at least eight months ago.

Information about the booster dose

How do I book an appointment for the booster dose of the vaccine?

If you meet the conditions to receive the booster dose of the vaccine, you can book your appointment using MyChart if you are registered for care at JHAH. You can also contact our call center at 800-305-4444 to book an appointment.

Eat for Success...Eat Healthy ... Work Smart



Despite the advanced technology that makes your life and work easier, you have more demands to increase your productivity and efficiency. One good way to get the best out of your abilities and talents is to eat healthy and well-balanced meals, as the brain cells need a continuous supply of glucose to avoid stress and exhaustion that may affect your health and work productivity. The Clinical Nutrition team advises the following helpful nutrition tips:

- Start your day with a healthy breakfast to provide your body and brain with the needed energy, replenish your glucose, and keep it within the normal range to keep your brain working effectively and focused throughout your day. Breakfast is the most important meal of the day, and skipping it reduces concentration, focus, attention span, work productivity and satiety, and may lead to excessive consumption of sugary, fatty and unhealthy dishes.

The best options for breakfast are:

- Whole grains or unsweetened cereals that are rich in fiber
- One serving of fresh or dried fruit
- A cup of low-fat or nonfat milk
- A source of protein, such as low-fat cheese, labneh or boiled egg

These foods make you satisfied and provide your body and brain with energy for long hours, as they release glucose slowly and continuously. The breakfast meal should be low in fat, so its carbohydrate contents will not be delayed in digestion and absorption, as complex carbohydrates food items will release glucose slowly and continuously to the brain and body. In contrast, simple carbohydrates, such as sugar (white or brown), jam, sweetened juices and desserts are not the best options as they fuel the brain and body for a short period, after which tiredness and exhaustion happen.

Taking a short break between breakfast and lunch helps in reliving work stress, while walking for few minute, stretching the muscles or tilting the head from side to side and front to back several times is very helpful. It's also suggested to avoid eating fatty or sugary snacks to relive work stress, but try fruits (fresh or dried), unsalted nuts and unsweetened whole grains.

- Do not skip your lunch. Eating a healthy and a well-balanced lunch will help you avoid a dip in your blood sugar and energy levels. Also avoid consuming a big and greasy lunch, as it will make you sleepy and non-alert. Consume a light lunch that includes salad, nonfat dairy products, whole grains, baked or grilled lean meat, fish or skinless poultry and a fresh fruit.
- Take a snack in the afternoon to keep your energy up and blood sugar at normal range. Consume a healthy sandwich with whole-wheat bread, low fat labneh, cheese or lean meat with a fresh fruit or dried fruit or a small cup of unsweetened fruit juice.
- Enrich your meals with antioxidants that are necessary for your brain work, memory and mental health. Antioxidants also support your heart health and reduce your risk for stroke, cancer, stress and aging process. Foods rich in antioxidants are fruits and vegetables with bright colors, such as (oranges, strawberry, grapefruits, purple grapes, red apples, broccoli, spinach, garlic, onion and carrots), healthy oils, such as olive oil and canola oil. It's healthy also to include unsalted nuts or seeds, salmon fish, and tuna packed in water to provide your brain and body with the necessary fatty acids, such as omega 3 fatty acid.
- Hydrate your body by drinking

adequate amount of fluids, such as water, unsweetened fruit juices (limit to one cup per day), unsalted vegetable juices and low fat soup. Avoid excessive intake of caffeine containing beverages such as coffee, tea and cola, as caffeine depletes your body of its water and contributes to dehydration that does not promote good mental health and leads to serious medical problems. Try decaffeinated tea or coffee, as they are caffeine free and rich in antioxidants. Power drinks are not recommended, as they contain a lot of caffeine, sugar and other ingredients that boost brain functions for a short duration but don't contribute to brain health or work productivity and efficiency.

- Sugary drinks also lead to elevation of blood sugar levels, but this does not last longer as it be followed by a drop in the blood sugar level due to releasing of insulin. As a result, the ability to focus, concentrate or work efficiently decreases in addition to feeling weak, confused, and unable to think and work efficiently.
- Keep fit and practice exercise regularly and moderately. This will promote your health, safety, and make you feel and look better. Performing regular exercise helps you to control your appetite and reduces your stress and tension, improves your quality of life and supports your immunity, while a sedentary lifestyle is associated with many serious health problems, such as heart disease, diabetes, stroke, cancer, weak bones and weak immune system. The recommended frequency of exercise is daily or 5 times a

week, with a duration of 150-250 minutes per week.

- Practice deep breathing several times a day to oxygenate your body and relive your stress, tension, job burnout. You also can practice relaxation without distraction or interruption.
- Avoid smoking (active or passive) and alcoholic drinks, as these affect your health, work efficiency, productivity, and lower the oxygen and glucose flow to your brain and muscles, and cause serious medical problems.
- Check with your doctor regularly and perform your medical checkup as advised by your medical team. This will help maintain your good physical and mental health, and keeps your blood sugar, blood pressure and lipids within the normal levels and capture discover silent diseases in their early stages such as diabetes, hypertension, cardiac and others.
- In summary, eating healthy and well-balanced meals and snacks with adapting of a healthy lifestyle promotes your wellbeing, immunity, safety, reduces your risk for many non-communicable, improves your work quality and quantity, reduces your cost of medical treatment and enhances your quality of life and wellbeing.

Written by Ghadah Al Habib, manager of Clinical Nutrition Services and Dr Basem Futa, Senior Dietary Specialist

JHAH Actively Supports Inclusion and Diversity

I am proud to state that Johns Hopkins Aramco Healthcare (JHAH) not only continues our commitment to providing a comprehensive, adaptive environment for our patients, families, visitors, and employees, we strive to actively support inclusion and diversity throughout our organization

While we are honored that our actions have been recognized with Gold certification by Mowamaah and the Planetree organization, we strive for continuous improvement in partnership with our employees and our community.

In harmony with Saudi Vision 2030, JHAH endeavors to enable everyone, including persons with disabilities, to be integrated, independent and to feel respected.

The JHAH response to the COVID-19 pandemic, thanks to the dedication and person-centered approach of our staff at every level, has enabled further progress in our journey to ensure that our provision of care is truly inclusive. JHAH has launched a comprehensive Telemedicine platform; sought feedback from staff and patients to ensure that they are true partners in care, and acted upon this input.

In 2019, we established a Person-Centered Care Committee and Sub-Committee for Persons with Disabilities to drive a cultural transformation and ensure that the changes are sustainable.

Additionally, the majority of JHAH employees have been trained in person-centered care communication and compassion, this training empowers them to support our culture change efforts and sustain the improvements in clinical, operational and patient experience.

For specific inquiries about persons with disability concerns or request for assistive or supportive services, please email: PwD@JHAH.com

We are determined to provide an accessible, inclusive environment at JHAH, in which education, job opportunities, and staff retention are conducted without discrimination.

Sincerely,



Salem A. Al-Shehry
Chief Operating Officer (COO)

Johns Hopkins Aramco Healthcare



JHAH Supports 'Safe Maternal and Newborn Care'

JHAH celebrated Patient Safety Day, which took place September 17, 2021, and due to that, JHAH supports 'Safe Maternal and Newborn Care' and is proud to deliver maternal health outcomes equal to the best in the world.

Important information for a safe pregnancy

- Contact your healthcare provider early in your pregnancy
- Regular prenatal care is important to keep yourself and your developing infant healthy

What your physician will discuss with you:

- Taking folic acid
- Avoiding alcohol, tobacco, and drugs
- The safe use of medications during pregnancy
- Avoiding exposure to toxic substances
- Following a healthy diet
- Limiting your caffeine intake

- Maintaining a healthy level of physical activity
- Maintaining a healthy weight
- Preparing for breastfeeding

JHAH referrals and resources for pregnant women:

- Maternal fetal medicine subspecialist and other specialists as needed
- Pregnancy wellness education classes, held virtually in English and Arabic
- Lactation clinic
- Hospital and Maternity Ward tour

Almost all maternal deaths are preventable by ensuring women have access to quality, respectful, and maternity care provided by healthcare professionals working in supportive environments.

JHAH is proud to deliver maternal health outcomes equal to the best in the world.



JHAH supports 'Safe Maternal and Newborn Care'

All women deserve access to respectful, quality, maternity care provided by healthcare professionals in a supportive environment.



مركز جونز هوبكنز
أرامكو الطبي
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Become a patient at Johns Hopkins Aramco Healthcare



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

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 a 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.

Visit JHAH.com

Visit our website

JHAH.com

- Find a Doctor
- Our Care Services
- Hours of Service and Contact Information



800-305-4444 | www.jhah.com

JHAH launches its 2021 program of on-site rotations with expert physicians from Johns Hopkins Medicine (JHM)



**JOHNS HOPKINS
MEDICINE**



د. أوما سريكوماران
رئيس قسم جراحة العظام بجامعة جونز هوبكنز في مستشفى مقاطعة هوارد العام
أستاذ مشارك في جراحة العظام

Uma Srikumaran, MD
Chair, Johns Hopkins
Orthopedic Surgery at Howard County General Hospital
Associate Professor of Orthopedic Surgery



د. إدوارد رايت
مدير قسم الطب العصبي البولي ورئيس قسم أمراض الجهاز البولي البروفيسور المساعد في قسم أمراض الجهاز البولي

Edward Wright, MD
Director, Division of Reconstructive and Neurological Urology
Chief of Urology at Johns Hopkins Bayview Medical Center



د. هيثم القرين
أستاذ مساعد في طب التخدير والعناية المركزة

Haitham Al Grain, MD
Assistant Professor of Anesthesiology and Critical Care Medicine



د. مهران حبيبي
المدير الطبي، مركز جونز هوبكنز لسرطان الثدي في جامعة جونز هوبكنز بايفيو

Mehran Habibi, MD
Medical Director, Johns Hopkins Breast Center at Johns Hopkins Bayview Medical Center
Associate Professor of Surgery



د. برايان متلدا
مدير مركز ستيفنز للأمراض الحصى أستاذ في جراحة المسالك البولية

Brian Richard Matlaga, MD, MPH
Director, The Stephens Center for Stone Disease
Professor of Urology



د. عاطف زاهر
مساعد مدير برنامج تخصص الأشعة التشخيصية أستاذ مشارك في الطب الإشعاعي والعلوم الإشعاعية

Atif Zaheer, MD
Associate Professor of Radiology and Radiological Science
Associate Program Director Diagnostic Radiology Residency



د. هاريكريشنا تاندري
مدير مشارك، برنامج خلل تنسج البطين الأيمن (ARVD) أستاذ مشارك في الطب

Harikrishna Tandri, MBBS
Co-Director, Arrhythmogenic Right Ventricular Dysplasia (ARVD) Program
Associate Professor of Medicine



د. مايكل آلن شويتزر
مدير مركز جونز هوبكنز لجراحة السمنة أستاذ مشارك في قسم الجراحة

Michael Allen Schweitzer, MD
Director, Johns Hopkins Center for Bariatric Surgery
Associate Professor of Surgery

August 15, 2021, JHAH began the 2021 “JHM On-site” program, consisting of medical rotations with expert physicians from our partner healthcare system Johns Hopkins Medicine (JHM).

Throughout the program we are welcoming doctors from a wide range of specialties. These high-caliber physicians will share their expertise on the ground at JHAH facilities, taking part in reviewing cases, providing face-to-face patient consultations, and performing surgeries for our JHAH patients.

The first physician in the 2021 cycle was Dr. Haitham Al Grain. Dr. Al Grain is an Assistant Professor of Anesthesiology and Critical Care Medicine at the Johns Hopkins University School of Medicine. From August 15 to 26, Dr. Al Grain worked alongside his JHAH counterparts to provide our patients with pain management and anesthesia services. While Dr. Al Grain’s visit was allotted for pre-scheduled

complex cases and procedures, upcoming specialists including Dr. Brian Matlaga, Urologist, and Dr. Uma Srikumaran, Orthopedic Surgeon, and Dr. Michael Schweitzer, Bariatric Surgeon, were available for patient consultations.

Visit Johns Hopkins Medicine On-site to discover more about JHM On-site, including:

- Physician profiles
- How to make an appointment
- The schedule of upcoming visits

Scan the QR code to visit the JHM On-site webpage



Partners in Excellence

Distinguished Faculty On-Site Visits

Haitham Al Grain, M.D.

Assistant Professor of Anesthesiology and Critical Care Medicine

Johns Hopkins Medicine Anesthesiology & Critical Care Medicine expert, Dr. Haitham Al-Grain, joined the JHAH Anesthesia Department on surgical rotation from August 15 to 26, 2021 as part of the JHM 2021 On-site program.

Dr. Al Grain spent two days in the pain clinic and covered the pain service consults. He did "in-patient" pain rounds with the pain fellow and the pain nurse.

Dr. Al Grain visited the Al-Hasa Health Center twice where he had a half-day pain clinic and half-day pain procedures during each visit. These two visits were unique as out-patient pain service was not available in Al-Hasa Health Center prior to this.

In the operating room, Dr. Al Grain assisted in an eight-hour morning for "surgical on-call" coverage. On the subsequent days, he did elective OR lists, and provided anesthesia in several emergency cases as well.

Dr. Al Grain was honored in a formal dinner which was attended by the Chief of Anesthesia Dr. Fahd Algurashi, and the Anesthesia Unit Head, Dr. Amjad Bader.

During his visit, Dr. Al Grain shared some of his valued experience and knowledge in pain and anesthesia with the team, and participated in teaching JHAH's anesthesia residents and pain fellows.

The Anesthesia Division in JHAH was honored by Dr. Al Grain's visit, and they look forward to seeing him again, hopefully in the near future.



Mehran Habibi, M.D.

Medical Director, Johns Hopkins Breast Center at Johns Hopkins Bayview Medical Center

Breast cancer is the leading cause of cancer deaths for Saudi women and accounts for nearly one-third of all new cancer diagnoses in the Kingdom (*World Health Organization International Agency for Research on Cancer*).

As part of the Johns Hopkins Medicine On-Site Program, Dr. Mehran Habibi, Medical Director, Johns Hopkins Breast Center, Johns Hopkins Bayview, Baltimore, Maryland, USA, spent a week at JHAH where he cared for 21 patients and performed a mastectomy with reconstruction and a lumpectomy. Dr. Habibi spent time in the in-patient wards and participated in JHAH's multidisciplinary breast care team meeting, where he provided consultation on 9 new cases.





Brian Matlaga, M.D., M.P.H.

Director, The Stephens Center for Stone Disease

Professor of Urology

Johns Hopkins Medicine Urology expert, Dr. Brian Matlaga, joined the JHAH Urology Team on surgical rotation August 29 - September 2, 2021.

As part of the JHM On-site Program, Dr. Matlaga completed 42 patient visits, and performed ten surgical procedures in the OR including: Bilateral uretero-pyeloscopy with laser lithotripsy of bilateral kidney stones and insertion of bilateral ureteral stents, ureteroscopy with stone basketing and insertion of ureteral stent, uretero-pyeloscopy with laser lithotripsy of kidney stones and insertion of ureteral stent, and cystoscopy and laser lithotripsy of bladder stone.

The highlights of his visit include:

- In the OR, first time use of thulium laser energy at JHAH in stone management with great outcome.
- Use of the most up-to-date disposable ureteroscopes in stone management with excellent outcome.





JHAH Highlights

Blood Donation Appreciation

The Eithar Society recognition event for JHAH from the president of the Saudi Society for Blood and Organ Donation (Eithar) by Mr. Khalifa Al Dobaib, awarding Dr. Walsh with a medal of excellence and a trophy to Dr. Futa and Ghada Habib for their support to the Eithar Society for Blood and Organ Donation since 2015, and for Dr. Futa completing 10 years of the position of Head of their Nutrition Education Department as a professional volunteer.

The recognition event took place at JHAH on August 17, 2021.

Since their blood donation camps were established in Al Rashid Mall and other locations in 2015, Eithar Society has collected 68,000 units of blood. While the blood collected by Eithar Society is not connected with the blood bank at JHAH, we have supported them since 2015 with their promotional campaigns in local universities, companies, commercial centers and more as part of the JHAH outreach and citizenship program. The blood collected by the Eithar Society is sent to Hajj on an annual basis and to military forces, cancer patients in the Kingdom and MOH. It is also used for surgical patients and victims of motor vehicle accidents.



JHAH Highlights

JHAH Recipes Became Global

Dr. Basem Futa, Senior Dietary Specialist and Ms. Ghada Al Habib, Manager of Clinical Nutrition Service from Johns Hopkins Aramco Healthcare (JHAH) in the Kingdom of Saudi Arabia, have participated for the second year in the International Chef Competition for Plant-Based Recipes. The plant-based dishes have been added to the menu of the Dhahran Health Center cafeteria as part of the Persons Centered Care. These dishes will meet the preferences of the vegetarian medical staff and patients, and guide them in making their meals nutritious and well-balanced. Clinical Nutrition Service of JHAH promotes plant-based dishes to reduce the risks of many non-communicable diseases such as obesity, Type 2 diabetes, heart disease, stroke, and hypertension. In addition, we aim to encourage the Saudi population to continue consuming healthy foods that are available in all seasons, locally produced, and economical.

In 2019- 2020, Clinical Nutrition Service participated in the Health Care Without Harm competition program for the international chefs, mainly in the USA and Canada, and submitted a plant-based recipe - Ful Modamass. JHAH was the only healthcare facility outside of the USA and Canada that participated in this global event.

2019 JHAH recipe publication <https://www.noharm-global.org/articles/news/us-canada/international-chefs-share-recipes-food-day>

Baked Vegetable Samboosa is the highlighted plant-based dish for 2021. A popular dish in the Kingdom and around the Gulf region, vegetable samboosas are appropriate for vegetarians and can be consumed at lunch, dinner, or even as a snack. While they are traditionally fried, these are baked, making them healthier as baking reduces calorie and fat content. Two fried samboosas contain 400 calories, but when baked, they only have 140 calories. In addition to this, everyone loves baked vegetable samboosas - from children and students at schools, to pregnant women and older adults. Additionally, as all the ingredients are available locally in all seasons, it is also economical, appropriate for both individual and family budgets.

Both Dr. Futa and Ms. Ghada find the dish personally inspiring, and believe it reflects the strategic goals of JHAH in its promotion of healthy food that contributes to the community's well being.

To view the recipe, you can go to May 2021 JHAH recipe publication <https://noharm-uscanada.org/articles/news/us-canada/johns-hopkins-aramco-healthcare-plant-forward-means-samboosas>

International chefs share recipes for Food Day

News posted by **Healthy Food Team** on **October 16, 2019**

US & Canada | Tags: **HCWH US and Canada, Healthy Food in Health Care, Food Day**



MyChart Hello Patient



MyChart Hello Patient

Hello Patient on MyChart welcomes you to JHAH. You can skip the line and check-in for your appointment on your smartphone.

How does Hello Patient work?

Using geolocation capabilities, **Hello Patient** detects when you arrive for an appointment at JHAH. Once you have enabled **Hello Patient** and permitted location sharing on your device, you will be sent a push notification when you arrive for your appointment. *Please note: Check-in will only be available within 30 minutes of your appointment time and you must be close to the location of your appointment.*

What do I need to use Hello Patient?

- The most up to date MyChart application
- Updated personal information (mobile number)
- Internet connection
- Location services enabled

If your mobile number is not listed on your record, you will be asked to go to the front desk to complete the check-in process.

How do I set up my device to use Hello Patient?

For **Hello Patient** to work, you must have the MyChart App installed on your Android or iOS device, and location sharing permission must be set to "Always" (iOS) or "Allow all the time" (Android).

Scan the QR code for step-by-step instructions on how to use **Hello Patient**.



JHAH Valet Parking

JHAH now offers staff and visitors paid valet parking at JHAH Dhahran



JHAH is pleased to announce that for your convenience, JHAH [Dhahran Valet Parking Services](#) now provide paid valet parking for JHAH staff and visitors. On offer are choices that include monthly parking options and car wash services.

The provision of **the pre-appointment valet parking remains free of charge to patients**, the terms and conditions are shown below.

Furthermore, for improved ease of use, two additional valet service drop/off pick-up locations have been added to the current location at the Specialty Clinic entrance.

New valet parking service drop/off pick-up locations

- Carpark between Surgicare (building 62) and the Oncology & Blood Disorders Clinic (building 1195) ***NEW***
- Carpark between Primary Care Clinic (building 50) and the Dental Clinic (building 54). ***NEW***
- Specialty Clinic carpark entrance.

Hours of service

The service is available Sunday to Thursday, 7 a.m. to 5 p.m.

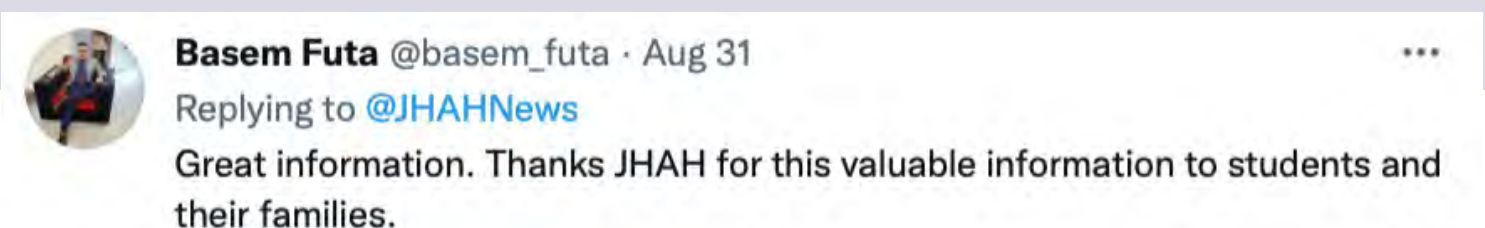
Conditions of Use: free of charge pre-appointment valet parking for JHAH patients

The patient must have a scheduled appointment. The vehicle drop off must be within **15 minutes** of the patient's scheduled appointment time.

Please note: patients may be asked to provide confirmation of their appointment time, such as:

- JHAH SMS Appointment Confirmation
- JHAH Appointment Slip (printout or digital)
- JHAH MyChart (printout or digital)

Demonstrating Excellence in Patient Care





Dr. Tareq Bonohiyah
@bonohiti

شهادتنا في الدكتور عبدالله مجروحه ، صديق غالي وطبيب
متمكن تتشرف كل منشأة بوجوده معها ويقدم كل ما يستطيع
لخدمة مرضاه وفقه الله ورفع من قدره 🌹🌹 @DrAlShaikhi

Translated from Arabic by Google

Our testimony is in Dr. Abdullah Majrouhah, a precious friend and an able doctor. Every facility is honored to have him with her and provide everything he can to serve his patients, may God grant him wisdom and raise his prestige. 🌹🌹 @DrAlShaikhi



إلاف
@ElafSA_

"عن وصلة الأمان بين المريض ودوائه،
والمسخرين بعلمهم عوناً وبلسمًا."

كل عام ونحن أنفع وأسمى ✨

شكرًا @JHAHNews

#يوم_الصيدلي_العالمي
#WorldPharmacistsDay

Translated from Arabic by Google

On the safety link between the patient and his medicine,

And those who are subjected to their knowledge are a help and a balm."

Every year we are more beneficial and superior ✨

Thanks @JHAHNews

#يوم_الصيدلي_العالمي
#WorldPharmacistsDay



مهدي العيد | Mahdi Aleid
@mahdi_aleid

شكرًا للناس التي تحتفل فينا في يوم الصيدلة
شكرًا مركز جونز هوبكنز الطبي @JHAHNews

Translated from Arabic by Google

Thank you to the people who celebrate us on Pharmacy Day 🌟🌟

Thank you Johns Hopkins Medical Center
@JHAHNews



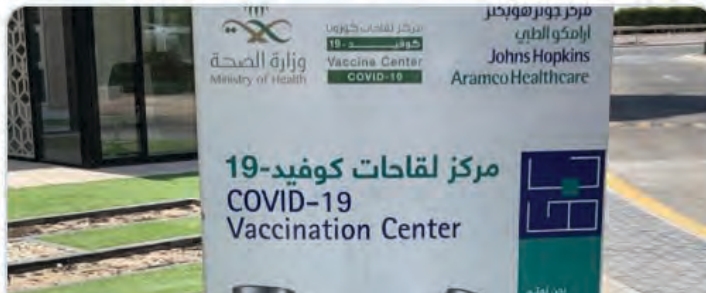
10:24 AM · Sep 27, 2021 · Twitter for iPhone

6 Likes



نواف الفايز · 21h
2nd Dose

Thank you @Saudi_Aramco @JHAHNews



عبدالله الشيكحي
@ALSHIKHI1

ماشاء الله تبارك الله
العطاء نبراسك وإلى الأمام دائماً ...
و ربي يحفظك من كل سوء ...

Translated from Arabic by Google

God bless

@DrAlShaikhi

Giving is your guide and always forward...
And may the Lord protect you from all evil...



Sahar Al-Ghareeb @SagSahar · Aug 22
Thank you @JHAHNews



Demonstrating Excellence in Patient Care

مركز جونز هوبكنز أرامكو الطبي @JHAHNews · Sep 9

تعرفوا على موظفي مركز جونز هوبكنز أرامكو الطبي، استشاري جراحة التجميل والترميم ورئيس أقسام الجراحة في مركز جونز هوبكنز أرامكو الطبي د. عبدالله الشبيخي. #أبطال_جها

تعرفوا على موظفينا

Johns Hopkins Aramco Healthcare

يلتزم قسم الجراحة في مركز جونز هوبكنز أرامكو الطبي بتقديم أحدث العلاجات الطبية المتقدمة على أيدي نخبة من الأطباء المتخصصين في شتى المجالات بنقاط اهتمامهم:

في قسم الجراحة التجميلية، نسعى جاهدين لتوفير علاج جراحي عالي الجودة للمرضى الذين يعانون من الحروق والتشوهات الخلقية وإعادة بناء الثدي وجراحات نحت الجسم وغيرها من العلاجات الجراحية في بيئة تتمحور حول المريض.

د. عبدالله الشبيخي
استشاري جراحة التجميل، والتأهيل

Steven1252 @Steven12521

Replying to @JHAHNews and @DrAlShaikhi

ونعم الرجل صراحة وشهادتي في الدكتور مجروحة

Translated from Arabic by Google

And yes, the man is frankly, and my testimony in the doctor is wounded

أفاق @afac_autism

تشرفنا اليوم بزيارة فريق من مركز جونز هوبكنز مركز أرامكو الطبي (جها) بحيث تأتي الزيارة ضمن أهداف المركز لتبادل الخبرة والتعاون لخدمة أبناء المجتمع من ذوي اضطراب طيف التوحد وأسراهم

@JHAHNews

#مركز_عبدالله_اللطيف_الفوزان_للتوحد

#مركز_أفاق

Translated from Arabic by Google

Today, we were honored by the visit of a team from Johns Hopkins Aramco Medical Center (JHA), so that the visit comes within the goals of the center to exchange experience and cooperation to serve the community with autism spectrum disorder and their families.

@JHAHNews

#مركز_عبدالله_اللطيف_الفوزان_للتوحد

#مركز_أفاق



مشعل بن سالم @volturi1990

صادف تكريمي هذا الاسبوع كأفضل موظف في هذا الشهر .. مرور ٦ اعوام على العمل في #جها JHAH شكرًا لاداره FM&SD و شكرًا جها

@jha0 @JHAHNews

Translated from Arabic by Google

I happened to be honored this week as the best employee of this month.. 6 years have passed since working in #جها JHAH Thank you for managing FM&SD and thank you Jaha

@JHAHNews@jha0



Zahra @zhora20055 · 19h

Proud to be a part of the medication heroes (pharmacists) and so proud to be intern and a part of the inspiring team (JHAHA pharmacy family)

@JHAHNews

Happy pharmacists day...

#يوم_الصيدلي_العالمي

#pharmacistDay



محمد السفلان @MSaflan

و نعم الدكتور خلقا و علما ما شاء الله تبارك الله دعواتنا له بمزيد التقدم و التوفيق

@DrAlShaikhi

Translated from Arabic by Google

And yes, the doctor, in character and knowledge, God willing, may God bless our prayers for him for further progress and success

@DrAlShaikhi

Abu S..a..a..d.(البدوي)
@qahtanis0f

أسأل الله أن يجعلها بردا وسلاما
الحمد لله تلقيت اليوم #الجرعة_الثانية من لقاح
#كوفيد_19 #استرازينكا بكل يسر وسهولة. إستقبال
رائع، ومهنية تنظيمية لفريق عمل جون هوبكنز بالظهران
@JHAHNews
نسأل الله أن يرفع هذا البلاء (#كورونا) ،
وينعم على الجميع بالصحة والعافية 🙏

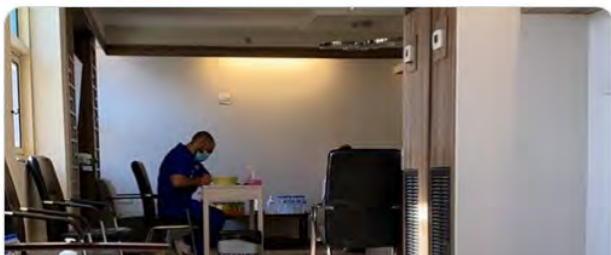
Translated from Arabic by Google

I ask God to make it cool and peaceful
Thank God I received today #الجرعة_الثانية of
vaccine #كوفيد_19 #استرازينكا With ease and ease. A
great reception, and a professional organization for
the Johns Hopkins work team in Dhahran
@JHAHNews

We ask God to lift this affliction. (#كورونا),
May everyone be healthy and well 🙏



@2iis_ · Aug 19
Fully vaccinated 🙏
Many thanks ❤️ @JHAHNews



جمعية إيثار @EitharSA · Aug 17

10 سنوات من العطاء والتميز...
شكرا مركز جونز هوبكنز أرامكو الطبي
@JHAHNews



You Retweeted



@Maryam67001058 · Jul 29

دمت يا #وطني - شامخاً

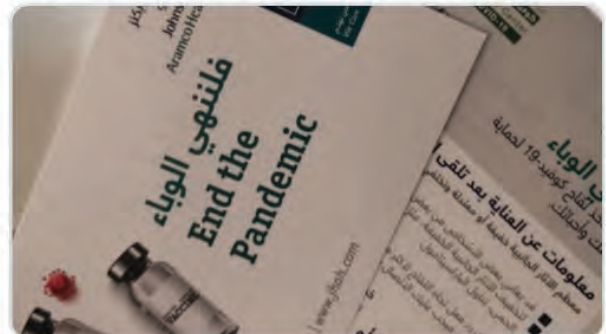
#شكراً لخدام الحرمين الشريفين وولي عهده الأمين على ماقدموه لسلامة
الجميع..

#شكراً لكم #مركز جونز هوبكنز أرامكو
على الاخلاص والدقة بالعمل ثم التنظيم وحسن المواجهة الراقية...

#أبطال الصحة
#اللقاح_طريقنا_للتعافي
#فلنتتهيء_للباء
@JHAHNews
@SaudiMOH937



Mohammad Saifaddin @Saifaddinmoha · Aug 4
fully vaccinated الحمد لله @JHAHNews



Mohammad Saifaddin @Saifaddinmoha · Mar 16

الحمد لله الجرعة الأولى تمت على خير.. شكرا
جونز هوبكنز @JHAHNews





د. لمياء البراهيم
@DrLalibrahim

مو يحق لي احب @JHAHNews و @Saudi_Aramco التي لا تهتم فقط بولاء موظفيها ولو تقاعدوا، وانما حتى ابنائهم ما كسروا خاطري يوم تنغصت على طقم
#اليوم_الوطني_السعودي
و عمار يادارنا دار المحبة والسرور #عمار_يابلادي

Translated from Arabic by Google

I do not have the right to love @JHAHNews And @Saudi_Aramco Which is not only concerned with the loyalty of its employees, even if they retire, but even their children

They didn't break my mind the day I fell into a group

#اليوم_الوطني_السعودي

And Ammar, our home, is the home of love and pleasure #عمار_يابلادي



You Retweeted



@22kNFC

شكرًا على هذا التنظيم وسرعة الخدمة والتعامل الطيب وعلى الاهتمام .. @SaudiMOH @JHAHNews

Translated from Arabic by Google

Thank you for this organization, speed of service, kind treatment and attention .. @JHAHNews@SaudiMOH



SWAYR
@swayr1993

الحمد لله أخذت الجرعة الثانية من اللقاح
الله ينفع بها ويجعلها خير و وقاية يارب
🙏🙏🙏🙏

@JHAHNews

Translated from Arabic by Google

Alhamdulillah, I took the second dose of the vaccine

May God benefit her and make her good and protection, Lord

🙏🙏🙏🙏

@JHAHNews



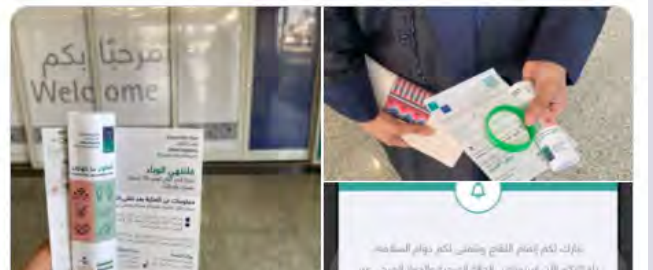
9:26 AM · Aug 5, 2021 · Twitter for Android

You Retweeted



@kms200916 · Jul 27

شكرًا وطني.
وشكرًا وزارة الصحة.
وشكرًا مركز جونز هوبكنز.
شكرًا لكل الأبطال الذين تطوعوا وعملوا طوال الجائحة، بوقتهم وجهدهم لخدمتنا
#فلننهي_الوباء
كلمات لا تنسى .
"أطمئنتوا أنتم في المملكة العربية السعودية تحت ظل قيادة وضعت صحة الإنسان أولًا"
@SaudiMOH @JHAHNews



You Retweeted



Areej Al Khadhra · Aug 1

التطعيمات الثانية في مركز جونز هوبكنز أرامكو الطبي @SaudiMOH @JHAHNews
@SaudiNews50
رغم مرور ٥ أشهر بين التطعيمتين، لم أجد أي تهاون في مستوى النظام، الاهتمام، والنظافة
"حق لنا أن نفخر و يحق لكم أن تغيظونا"
شكرًا لكل من ساهم في هذه الجهود الجبارة وشكرًا لك يا مملكتي الحبيبة



JHAH Nursing Graduation Ceremony



JHAH successfully completed the 2021 Nursing Internship Program for the sixth consecutive year. On August 31, 2021, 27 graduates were recognized for their performance and outstanding achievements as nursing interns. The Nursing Internship Program is a 12-month program provides an opportunity for young professionals to complete the practical portion of their degree, in order to qualify for Professional Licensure by the Saudi Commission for Health Specialties. It combines students' university-acquired academic knowledge with the practical skills of a healthcare worker, in a safe environment that promotes both professional and academic excellence, and under the skilled supervision of JHAH experts. The program aims to create competent clinical staff who are able to practice independently upon graduation. The interns also completed training in Evidence-Based Practice as well as Clinical Leadership; both courses focus on providing interns with the tools to provide patient care based on the latest evidence, as well as addressing safety and quality in the clinical area. The Nursing Internship program is a cooperative program between JHAH and various universities in Saudi Arabia.

"It was an amazing feeling to be among such accomplished, dedicated and motivated young nurses. We are so proud of them!"

Amani Babgi



Proper Nutrition for Older Persons



The International Day of Older Persons takes place on October 1. On this occasion, Clinical Nutrition Services of JHAH would like to share the following nutritional guidelines for older persons to promote their health and help avoid many preventable non-communicable diseases:

- Eat right, and care about your bones by consuming foods rich in calcium and vitamin D, including low fat or fat-free dairy products, fortified cereals, dark green leafy vegetables, sardines with soft bones, fatty fish, such as salmon, and eggs. They are advised to consult their doctors for calcium and vitamin D supplements as they help protect from osteoporosis and reduce their risk of fractures.
- Eat right, and consume foods rich in Vitamin B12, including fortified cereals and grains, lean meat, and seafood. This vitamin helps in improving their blood circulation and protecting their nervous system. Old persons are advised to consult their doctors for their needs of vitamin B12 supplements.
- Eat right, and consume foods rich in fiber, including whole grains and cereals, particularly the fortified kinds, legumes such as hummus, beans, peas and lentils, unsalted nuts and seeds, and whole fresh or dried fruits and vegetables, especially ones bright in color. Fiber helps regulate the bowel and reduce the risk of heart disease, diabetes type 2 and some kinds of cancer.
- Eat right, and keep hydrated. It's essential to drink an adequate amount of healthy fluids throughout the day, including water, and add healthy soups to the meals, such as oats and vegetables. It's also essential to consume low-fat or non-fat milk or buttermilk or yogurt, unsweetened fruit juices, and unsalted vegetable juices. Dehydration is a health problem for old persons, especially considering that many may not feel thirsty to drink water. Therefore they are advised to drink water and other healthy fluids regularly. They are also advised to avoid drinking lots of caffeine-containing beverages as caffeine is a diuretic, depleting the body of its water contents and disturbing sleeping if consumed in the evening.
- Eat right, and care about your heart by consuming heart-friendly foods, including low-fat or non-fat dairy products, unsalted nuts and seeds, avocados, fiber-rich foods, fatty fish such as salmon fish or tuna packed in water, skinless poultry, lean meat, fruits and vegetables. It's also crucial for heart health to limit the intake of junk and processed foods, salted dressings and sauces, saturated and hydrogenated fat, such as ghee, butter, animal fat, and margarine. It's also recommended to limit consuming sweetened beverages, greasy food, refined cereals, white bread, and sugar and to use healthy oils in moderation, such as olive oil or canola oil. The food items that nourish the heart also nourish the brain.

- Eat right, and maintain your body weight at the normal range, as advised by your doctor and dietitian, considering that underweight or overweight/obesity are undesired medical conditions. Obesity is linked with increasing the risk of heart disease, hypertension, kidney failure, diabetes type 2, stroke, some kinds of cancer and problems to the bones and joints. The best way to maintain your body weight at the normal range is to eat healthy, well-balanced and low caloric foods, combined with regular to moderate exercises, considering the precautions to reduce the risk of falls.
- Eat right, and don't skip meals. It's essential to get the dietitian's advice on the use of 'My Plate' guide for regular eating of the three healthy and nutritious meals, and 2-3 snacks a day with the suitable sizes and portions of foods.
- Eat right, care about your teeth, and inform your doctor if you experience difficulty chewing food or encounter dental problems that affect your eating.

- Eat right, and care about your immunity by consuming only safe and healthy foods. Avoid uncooked or undercooked food items and consume only pasteurized or sterilized dairy products or fruits and vegetable juices. Remember to wash your hands more often with water and soap for 40–60 seconds.

Your health is your responsibility. Therefore it's essential to care of it by adopting a healthy lifestyle, eating healthy, well-balanced and safe meals, avoiding active and passive smoking, keeping your blood sugar, blood pressure and lipids at the normal ranges, and taking your medication as advised by your doctor. This advice will support your health and lead you to a better quality of life.

Written by Ghadah Al Habib, manager of Clinical Nutrition Services and Dr Basem Futa, Senior Dietary Specialist

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Healthcare**



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**Johns Hopkins
Aramco
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(JHAH)**



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JHAHNews



Heat Regulation in Adults Versus Heat Regulation in Children and How that Affects Exercise Programs



Before we start talking about heat regulation in human bodies, we need to differentiate between the two types of body temperatures - skin temperature and core temperature:

- On the one hand, skin temperature is the outer body temperature that comes closer to and changes quickly with changes in the environmental temperature.
- On the other hand, the core temperature refers to the temperature of the core organs (critical parts of the body like the brain and the vital internal organs such as the heart, liver, and kidneys). Core temperature remains **relatively** constant regardless of environmental changes.

While there is constant heat production sourced by metabolism, hot environments, physical activities, and others, there is also non-stop heat loss, through sweating, cold food and drinks, and swimming or bathing in water with a lower temperature than the

body. Yet, the Hypothalamus (a portion of the lower brain) works nicely and keeps the core temperature relatively constant between 36.5 to 37.5°C.

So, what elements make the heat regulation process and capacity in children different from that in adults?

Muscle mass:

In adults, muscles work as an insulator that makes losing and gaining heat gradual enough for the body system to control that gain and loss and keep it within normal range.

Muscle hypertrophy does not start before adolescence. Thus, children do not have that protection advantage of the muscle, which is one of the reasons why they gain heat (in hot climates) faster than in adults. Similarly, they also lose heat more quickly in cold environments.

Maximum capacity:

When an individual is pushed to use all of their effort to do a specific physical task, like fleeing a great danger

or lifting the maximum weight they can lift, they exert their maximum ability on that occasion. The training process's primary goal is to increase this maximum ability. However, it's important to mention that training that pushes individuals to use their maximum ability is rare and limited only to elite athletes under specific restrictions.

With this understanding of the concept of "Maximum Capacity", we can now understand why the same exercise intensity could be perceived as intense for untrained participants while it could be considered mild or light for trained ones. Thus, Exercise Intensity is expressed as a **percentage of the maximum capacity of the individual**.

Core temperature increases with the load expressed as a percentage of maximum capacity. Hence, the same executed physical effort raises the body temperature of an untrained person further than that of the trained person.

Since, in general, children are physically less fit than adults, they have a lower maximum capacity.

This means a child's core temperature increases faster than in an adult when both exhibit the same physical effort.

- **Sweating system:**

The human body loses 0.58 kCal of heat for each gram of sweat (water) that evaporates. Children's sweating system is not fully developed, which explains why their maximum sweating capacity is half that of adults and teenagers. For example, adults and teenagers have a maximum sweat rate of about 1.5 liters an

hour, while a prepubertal child (ages 5 to 10) loses only about one-half of that.

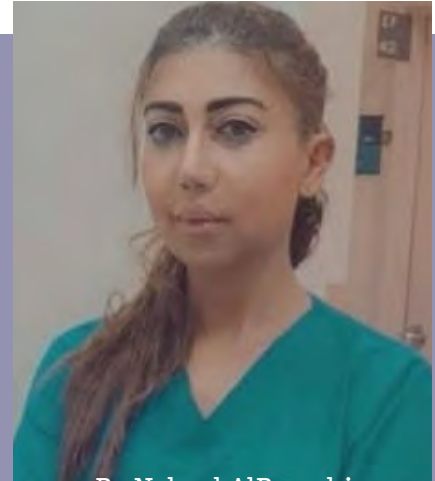
- **Cardiac output:**

When our body temperature increases, signals are sent to the cardiovascular control center in the brain to increase skin blood flow by triggering veins vasodilation. At the same time, signals are also sent, which stimulate the sweat glands to induce more sweating and dissipate excessive heat. This vasodilation, along with the increased sweating rate, leads to a decrease in plasma volume, so there may not be enough blood to return to the heart, which reduces the stroke volume (blood pumped to the rest of the body), thus reducing muscle blood flow and impairing the oxygen transport capacity.

To help maintain blood pressure and cardiac output, peripheral vasoconstriction **overrides** vasodilation, negatively affecting the body's ability to dissipate heat.

Since children have relatively lower cardiac outputs than adults, vasoconstriction occurs earlier than in adults. Thus, in hot temperatures or when a child exhibits a high level of physical activity, the child's **low cardiac output** will leave them vulnerable to heat exhaustion.

Lastly, it is crucial to be aware that the higher the core temperature, the lesser the Hypothalamus' ability to control the body temperature. Therefore, at core temperatures above 40°C, the Hypothalamus may no longer be functionally effective. In such a case, the only alternative to reduce body temperature is external cooling. While this is the case for all age groups, children are



By Naheel AlBareshi

the most vulnerable group for the previously mentioned points.

With a few simple factors taken into consideration, children can safely practice exercise and be protected from heat exhaustion and heat strokes. The golden rules are:

- Avoid extreme environments
- Avoid excessive or intense exercise
- When children exercise or get exposed to a hot climate, remind them to drink 240 ml of water every 20 minutes
- More water than the mentioned amount (with added salt to keep electrolytes in balance) needs to be given to the child if they sweat excessively or exhibit signs of increase in temperature.
- In hot weather and during physical activity, encourage breathable, light clothes with light colors

Smoking Areas at JHAH

Dhahran Health Center staff are reminded that all JHAH premises and surrounding grounds are smoke-free.

Five designated smoking areas

The below Dhahran Health Center smoking areas are marked with "Smoking Area" signs:

- Grass area between buildings 553 and 554
- Grass area outside building 50
- Area next to building 2894
- Area outside building 62 entrance to Day Surgery
- Internal patio area in building 61, first floor

JHAH tobacco policy

The use of any smoked or smokeless tobacco product, including all forms of e-cigarettes outside these designated areas is a violation of JHAH policy CP-PH-001 Tobacco Control. Compliance with the policy will be monitored, and violators will be subject to disciplinary actions, as per JHAH Human Resources Manual.

Smoking cessation program

JHAH offers a smoking cessation program to JHAH patients and staff. Learn more on JHAH.com

It is our obligation to protect our colleagues, patients and visitors from the health hazards of tobacco smoke and secondhand exposure. The use of tobacco and electronic nicotine delivery products on JHAH grounds also compromises the image of JHAH as a healthcare institution.



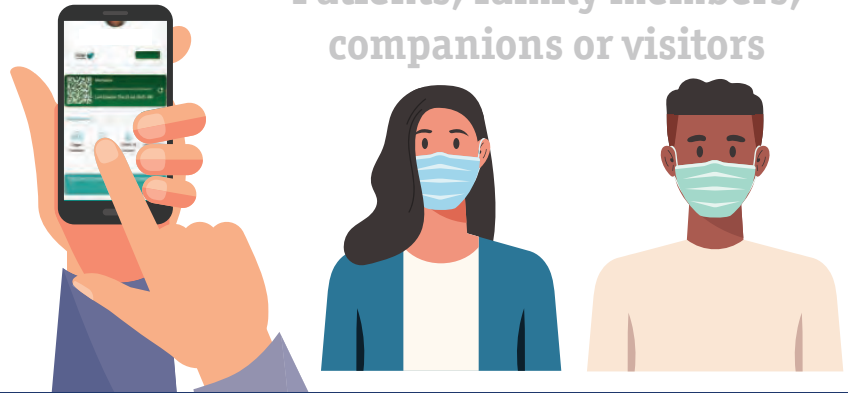
Government-directed Requirements to Enter JHAH Facilities

In accordance with the Ministry of Interior (MOI) and Ministry of Health directions

JHAH staff



Patients, family members, companions or visitors



All JHAH staff must display their Tawakkalna status with the condition of 'Immune', 'Immune by first dose', or 'Immune by recovery' to access JHAH facilities. Those who are 'medically exempted' must refer to the JHAH Staff Clinic for further guidance.

Non-immune Staff

Employees whose Tawakkalna status does not show 'immune' will not be allowed to enter JHAH facilities and they will be considered 'absent'. Their absence from work will be recorded in the following order:

1. Vacation and Special Holiday (if any), then
2. Unauthorized unpaid leave

For JHAH employee inquiries related to this government directive, please email JHAH HR Payroll at HRPayroll@jhah.com, or call 013 870-6000, extension 1.

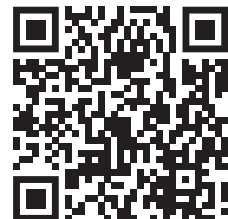
Patients attending an appointment, medical procedure or seeking medical care may be asked to display their Tawakkalna status, however immunity is **not** a condition of entry to JHAH facilities.

Family members, companions or visitors must display their Tawakkalna status with the condition of 'Immune', 'Immune by first dose', or 'Immune by recovery' to access JHAH facilities.

Getting Vaccinated

The COVID-19 vaccine is readily available at JHAH vaccination centers.

Visit the JHAH COVID-19 Vaccination page on JHAH.com for more information.



Scan here to go to jhah.com

The Ministry of Interior notification can be found here:

English



Arabic



Social Media Highlights

What you might have missed

Visit your healthcare provider if signs of carpal tunnel syndrome interfere with your daily activities to avoid permanent nerve and muscle damage.

WHAT IS CARPAL TUNNEL SYNDROME?

Carpal Tunnel Syndrome **CTS** is a condition that causes pain and numbness in the hand.

CTS is a **progressive** condition that can worsen if you do not receive proper care.

Women are **3 times** more likely to get CTS than men.

Causes of CTS include

- Frequent and repetitive hand movements
- Uncontrolled diabetes
- Joint or bone disease
- Wrist injuries
- Hormonal changes such as thyroid imbalance

To reduce your risk of CTS

- Rest your hands every 10 to 15 minutes.
- Avoid bending your hands all the way up or down.
- Do not use more force than needed to do a hand task.
- Manage diseases that can cause CTS.

نحن نهتم We Care

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Are you interested in furthering your career in a person-centered care environment, where your contributions are valued? Join us at Johns Hopkins Aramco Healthcare and build your future with a thought leader in healthcare within the Kingdom and region.

English webinar is presented by:
Maria Cassin
Senior Nurse Clinician, Emergency Care
Fraulein Tabuzo
Charge Nurse, Emergency Care

Arabic webinar is presented by:
Maidaa Fefouban
Senior Nurse Clinician - Emergency Care
Anod Al Bahl
Nurse Clinician - Emergency Care

Pre-recorded JHAH Webinar
Child Safety and First Aid

Watch anytime!

Johns Hopkins Aramco Healthcare (JHAH) invites you to watch our pre-recorded webinar: "Children's First Aid"

This webinar aims to provide professional advice from our emergency experts on child injury prevention and how to provide first aid for common childhood injuries and illnesses.

Please scan the QR at the time of the event. This will take you to the JHAH Events page to join the webinar.

We encourage you to share this invitation with your friends, colleagues and communities.

#TakeTheStep خذ الخطوة
Get Vaccinated خذ اللقاح

800-305-4444 | www.jhah.com

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Watch #JHAH Emergency Care Senior Clinician, Maria Cassin and Emergency Care Charge Nurse, Fraulein Tabuzo, provide professional advice on child injury prevention and how to provide first aid for common childhood injuries and illnesses in our webinar

Career-Defining Opportunities

نحن نهتم We Care

Supply Chain Career Opportunities in Dhahran

Senior category coordinator
Category coordinator

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Social Media Highlights

What you might have missed

"Vitamin and mineral supplements may interact with some medications, leading to either reduced therapeutic effects or potential side effects. Therefore, as a Pharmacist, I recommend that you talk to your healthcare provider before starting supplements, especially if you are taking medication."

Ali H. Homoud
Director of Inpatient Pharmacy
Johns Hopkins Aramco Healthcare



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Has frequent sanitizing and handwashing given you dry hands? Try these tips and keep your hands moist while continuing to wash your hands to fend off COVID-19.



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Some combinations of prescription medications and over the counter vitamins and dietary supplements can cause adverse reactions or make your medication less effective. Speak to your healthcare provider before starting supplements if you take medication regularly.



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Brands, styles, colors and price are the first factors people consider when buying new sunglasses. But have you ever wondered if there are other factors to consider for protecting your eyes when choosing your new shades?



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If stress has you anxious, tense and worried, consider trying meditation. Meditation can help you feel calm and give you a clear awareness of your life. Read more about meditations benefits at JHAH's Health Encyclopedia

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Social Media Highlights

What you might have missed

Meet Our Pepole

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Johns Hopkins Aramco Healthcare



"The Surgery Department in JHAH is committed to providing the latest advanced treatments with compassion and care spanning all disciplines.

In plastic surgery, we strive to provide a quality surgical treatment for patients with burns, deformities, congenital malformations, trauma, breast reconstruction, and body contouring surgeries in a person-centered environment."

Dr. Abdullah AlShaikhi
Chair surgical institute
Plastic and reconstructive surgeon

Meet our #JHAHpeople, Chair of surgical institute, Plastic and reconstructive surgeon, Dr. Abdullah AlShaikhi.

In the digital age, literacy is not limited to reading and writing, but rather includes the ability to effectively access information through various technologies, analyze it, and ensure its reliability.

INTERNATIONAL LITERACY DAY



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Social Media Highlights

What you might have missed

HEALTHY SNACKS



Low/nonfat milk, labneh, yogurt, fruit yogurt or milkshakes.

Puddings made with low fat or nonfat milk and fruits.

Low-fat cheese cubes and fruit.

Pizza prepared with whole wheat flour and topped with low-fat cheese or skinless chicken or vegetables.

Sandwiches prepared with whole-wheat bread and low-fat cheese, low-fat labneh or hummus with vegetables.

Whole wheat, low sugar fruit muffins.

Low sugar/fat banana or carrot cake.

Fresh or dried fruits or unsweetened fruit juices/raw or cooked vegetables

800-305-4444 | www.jhah.com

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Johns Hopkins
Aramco Healthcare

Packing a delicious, and nutritious school lunch box might be challenging at times. Here are some ideas and inspiration to pack great lunches for your child.

"It might be challenging for some children to transition back to school, or they may have concerns about COVID-19 infection. Help your child face their fears by fostering a space for conversation and make them feel heard. Address their worries with a conversation about COVID-19 and its implications for returning to school and encourage them to follow the COVID-19 precautionary measures."

Dr. Amel Alawami
Developmental Behavioral Pediatrician
Johns Hopkins Aramco Healthcare



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Pre-recorded Webinar
Watch it anytime!

Speaker:
Suzan Abu Dayeh
Health Promotion Advisor
Population Health Division
Johns Hopkins Aramco Healthcare

Johns Hopkins Aramco Healthcare (JHAH) invites you to watch our pre-recorded webinar:

Child First Aid and Saving Lives

This webinar aims to describe different life-saving circumstances and child safety practical tips.

Please scan the QR code or click here, this will take you to the JHAH Events page to watch the webinar.

We encourage you to share this invitation with your friends, colleagues and communities. The link to the webinar is only accessible outside the JHAH network.



#TakeTheStep
Get Vaccinated

800-305-4444 | www.jhah.com

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Help your child successfully transition back to school.

Watch our Health Promotion Advisor, Suzan Abu Dayeh, describe different life-saving circumstances and child safety practical tips.

Social Media Highlights

What you might have missed

Myth	Fact
	
<p>If I don't eat a lot of salty foods, I don't consume a lot of salt.</p>	<p>Some foods high in salt don't taste salty. Breakfast cereals, bread, canned sauces, biscuits and muffins may contain a lot of what is called 'hidden salt'.</p> <p>مركز جونز هوبكنز أرامكو الطبي Johns Hopkins Aramco Healthcare</p>

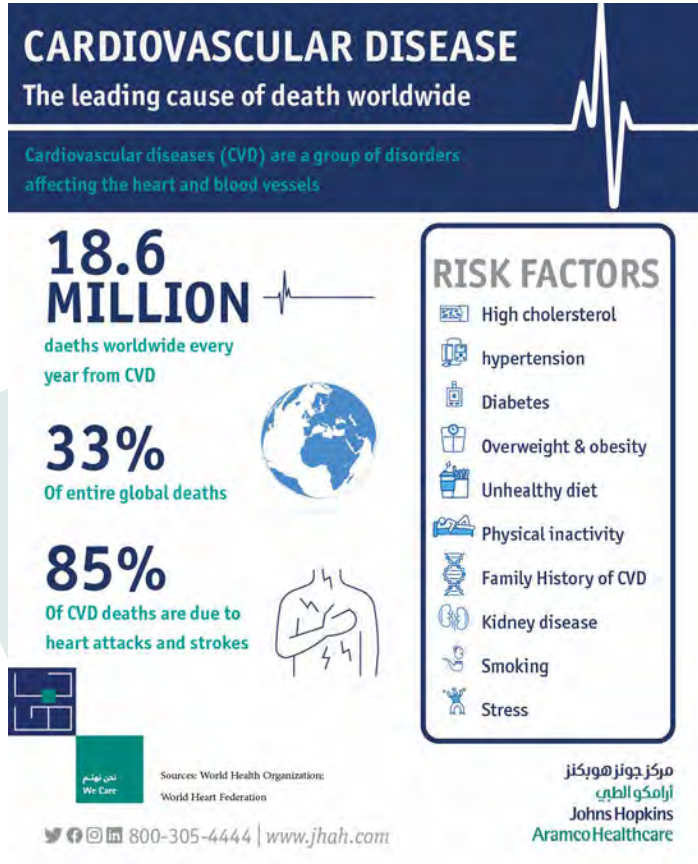
Consuming too much salt is associated with high blood pressure, which increases your risk for heart problems. We can help you to find 'hidden' sources of salt in your diet and reduce your sodium intake for lower blood pressure

Are you suffering from COVID-19 symptoms? If you are registered with JHAH Dhahran, you can now join an online queue for a virtual video visit with a Primary Care Physician using MyChart.



Social Media Highlights

What you might have missed



Most heart and cardiovascular disease can be prevented by lifestyle changes. Watch our upcoming heart health webinars on September 29

Receiving both doses of the COVID-19 vaccine boosts your immunity even if you previously got infected with COVID-19. #TakeTheStep and #GetVaccinated.

What your physician will discuss with you:

- Taking folic acid.
- Avoiding alcohol, tobacco, and drugs.
- The safe use of medications during pregnancy.
- Avoiding exposure to toxic substances.
- Following a healthy diet.
- Limiting your caffeine intake.
- Maintaining a healthy level of physical activity.
- Maintaining a healthy weight.
- Preparing for breastfeeding.

World Patient Safety Day 17 September

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Almost all maternal deaths are preventable by ensuring women have access to quality, respectful maternity care provided by healthcare professionals working in a supportive environment.

Do I need to take both doses of the COVID-19 vaccine?

Previously infected with COVID-19?

No **Yes**

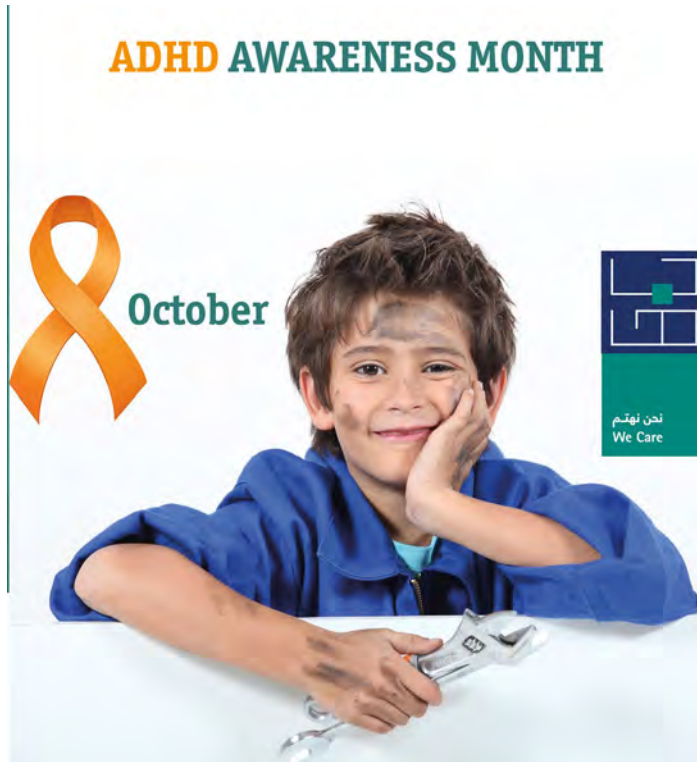
You should receive both doses of **COVID-19 vaccine**. Studies have shown it gives a strong boost to immunity in people even after they have recovered from **COVID-19** infection.

800-305-4444 | www.jhah.com

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آرامکو الطبي
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Social Media Highlights

What you might have missed



October is the #ADHDAwarenessMonth. Attention deficit hyperactivity disorder, or ADHD, is a condition that makes it hard to concentrate, sit still or finish activities. Learn more about ADHD by visiting the JHAH health encyclopedia



You are not alone in your struggle; on #WorldMentalHealthDay, remember that we are always here for you.



JHAH congratulates Dr. Fahad Al Mulhim on his appointment as an Adjunct Assistant Professor in Gynecology and Obstetrics

@HopkinsMedicine

Department of Gynecology and Obstetrics.

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.)
- **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.)

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

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.)

Register for MyChart today

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

- Find FAQs
- How-To Guides

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

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

Abqaiq Health Center

Administration Office

Ras Tanura Health Center

building 2, ground floor

Medical Liaison Office



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

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

Visit the Medical Liaison Office

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

Dhahran Main Hospital

Building 60, main lobby

Dhahran Primary Care

Al-Hasa Health Center

Outpatient Clinics reception area

Abqaiq Health Center

near the Primary Care waiting area

Ras Tanura Health Center

Near the Emergency room reception