

WellBEING

Summer 2020

*How to Stay Healthy and
Focused while Virtual Learning*

Congratulations to the Winners of
the JHAH Art Competition

Video Visits
with Primary
Care Physicians
available for
patients through
MyChart



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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.

Thank You Our Unseen Heroes

*1,416 digital screens
in office buildings and
residential communities.*

*Nearly 23,000 COVID-19
hygiene kits were
distributed to office users.*



*100,000 multilingual
materials were
distributed in schools,
office buildings,
community facilities,
and contractor camps
to educate people on
COVID-19*



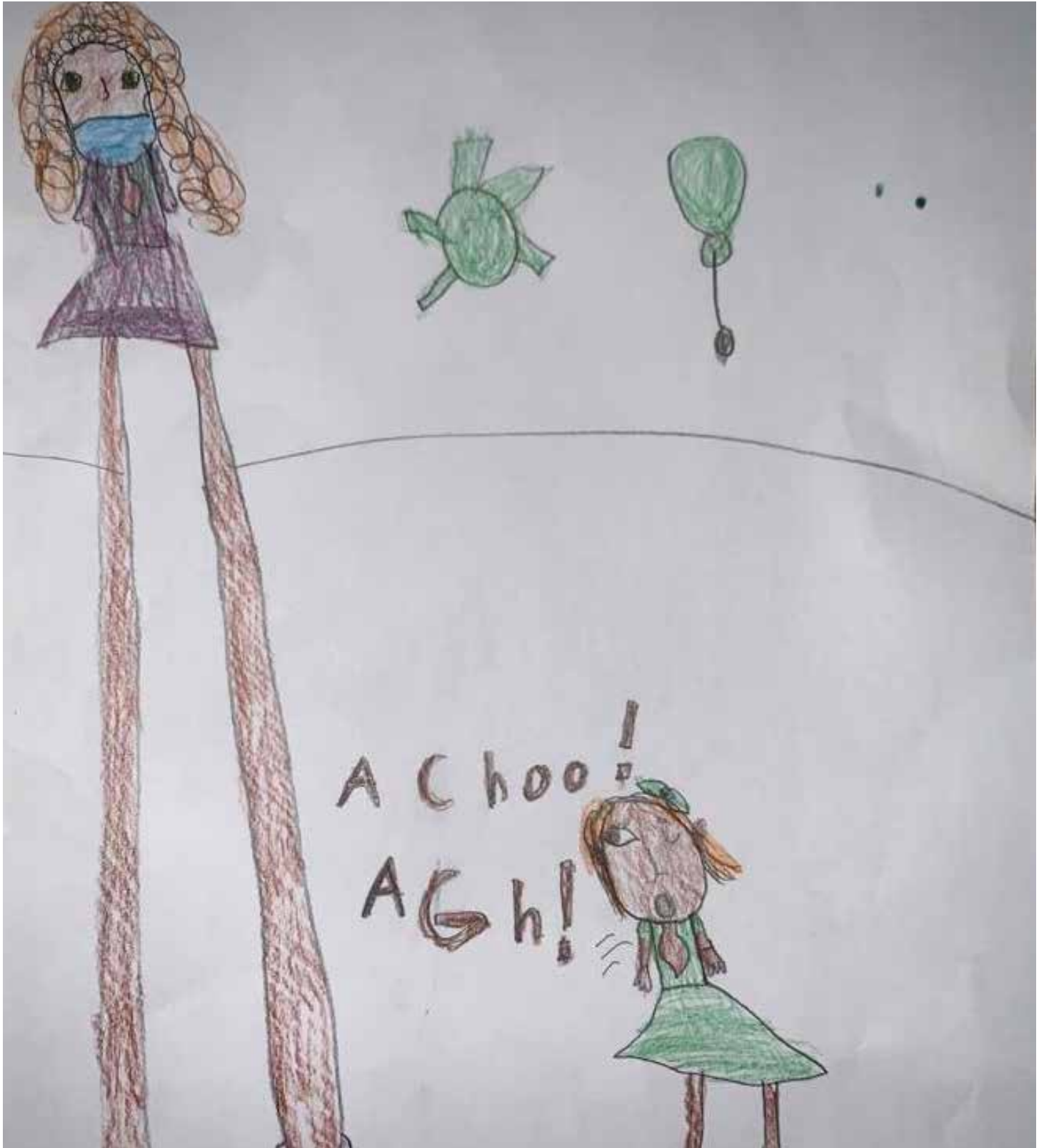
**For every JHAH employee who is working
on the frontline or behind the scenes,**

thank you *for everything that you do.*

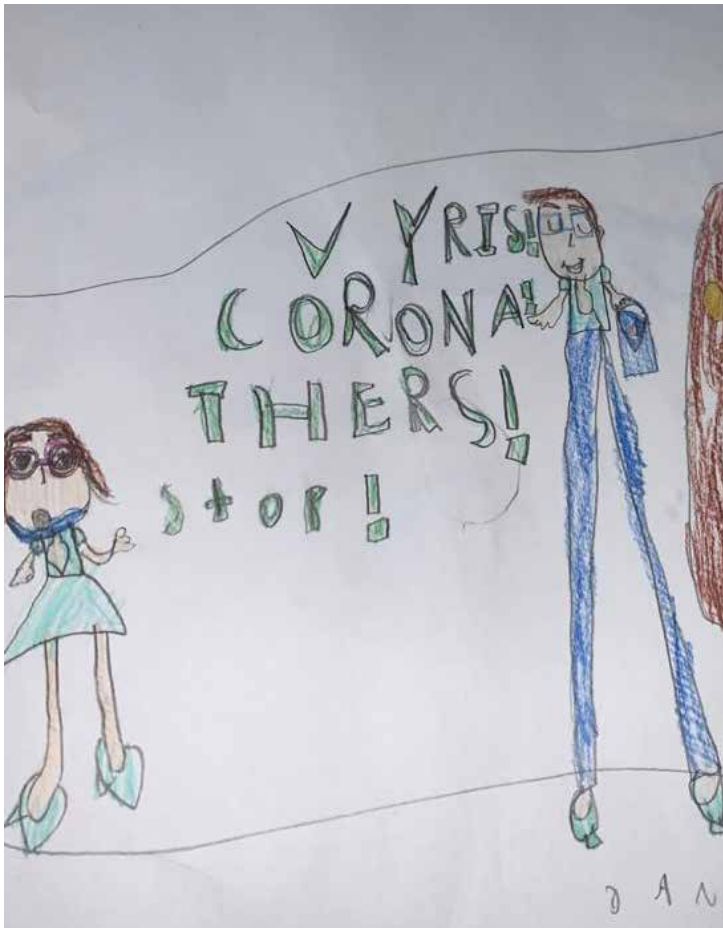
You are our healthcare heroes.



Expression Through Art



By: Daniela Lecanda, age 5.



By: Daniela Lecanda, age 5.



By: Jory Adaweya, age 6.



By: Abdulmuhsin, age 6.



By: Hawraa, age 7.



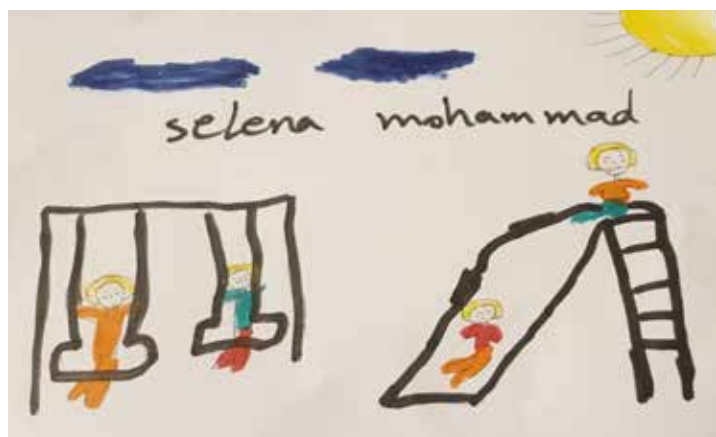
By: Jamila, age 5.

By: Mazen, age 5.





By: Relam, age 6.



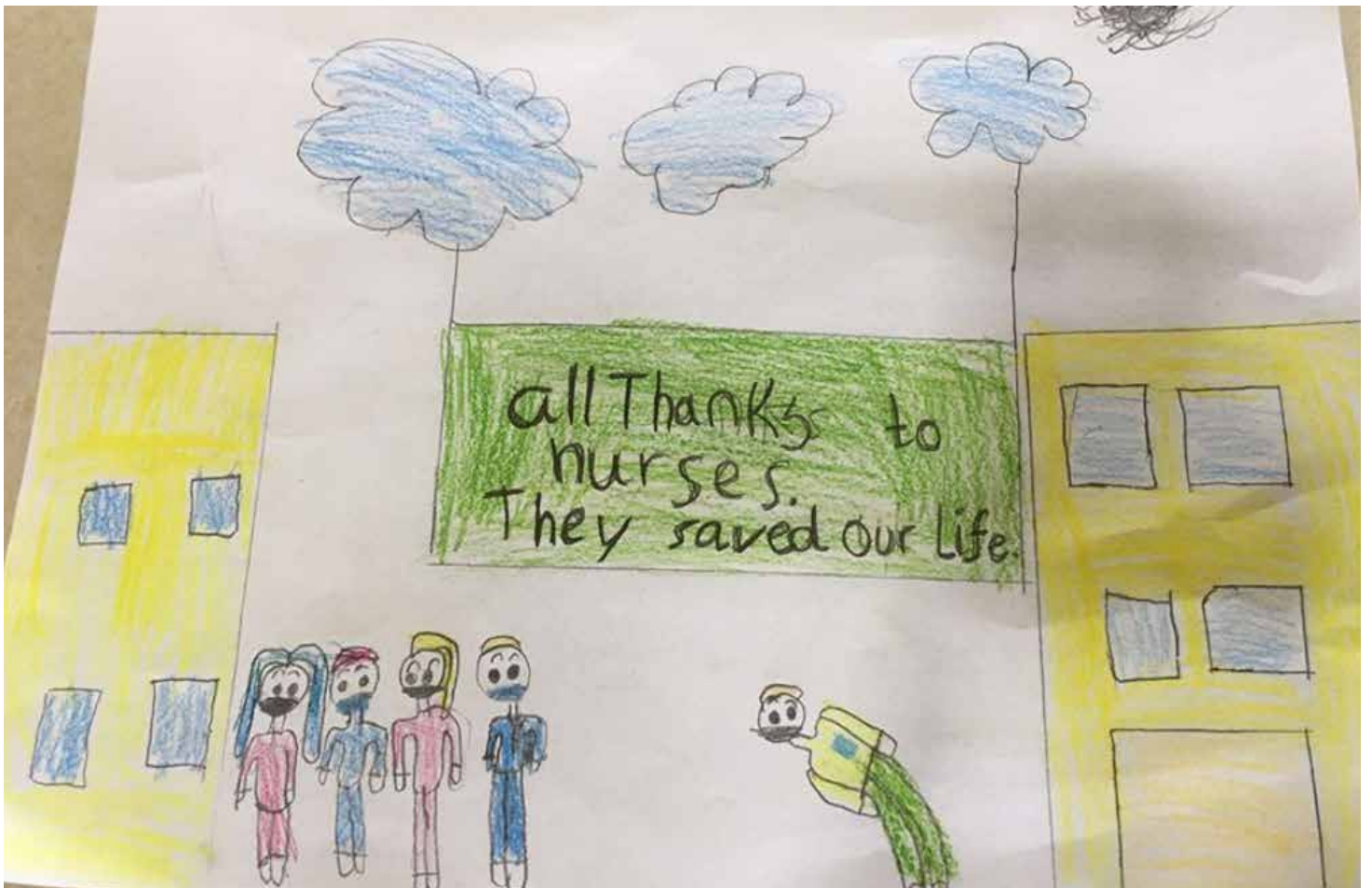
By: Selena Mohammad, age 5.



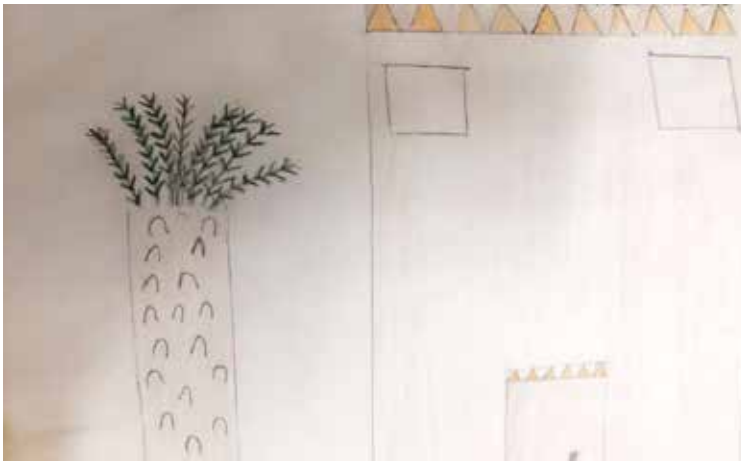
By: Sophia , age 6



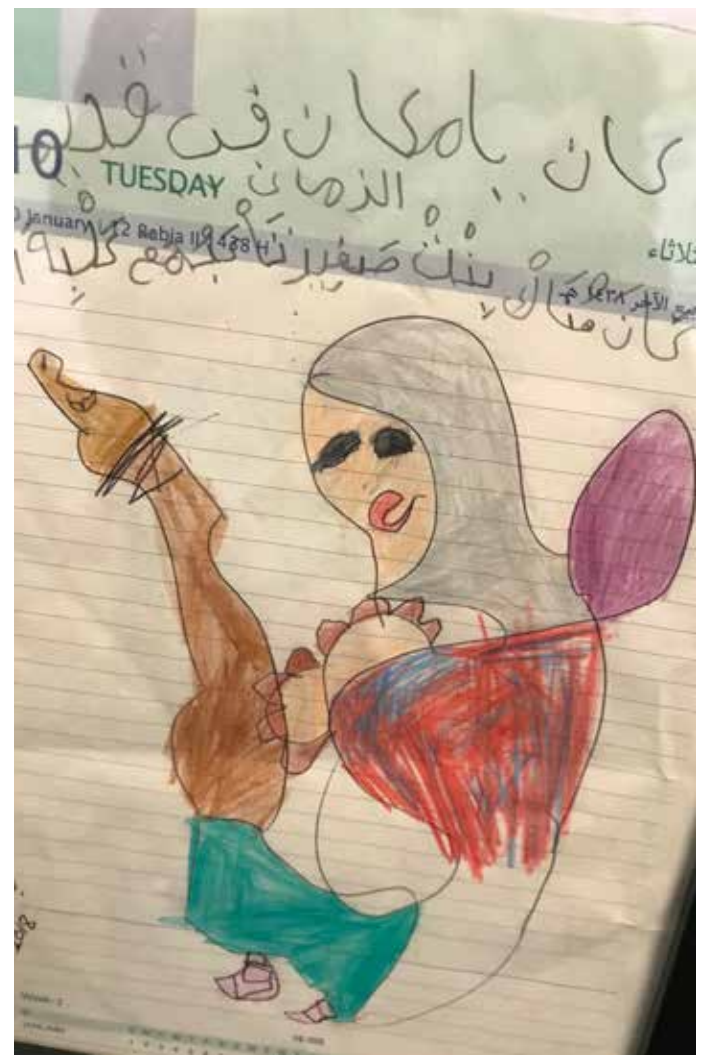
By: Ahmed , age 9.



By: Adam , age 9.



By: Amnah, Age 10



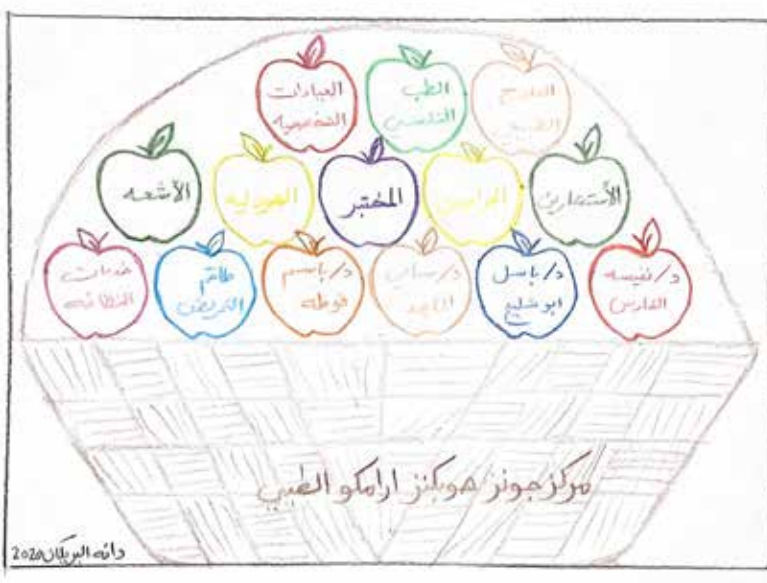
By: Bedour, age 9



By: Bedour, age 9



By: Bedour, age 9



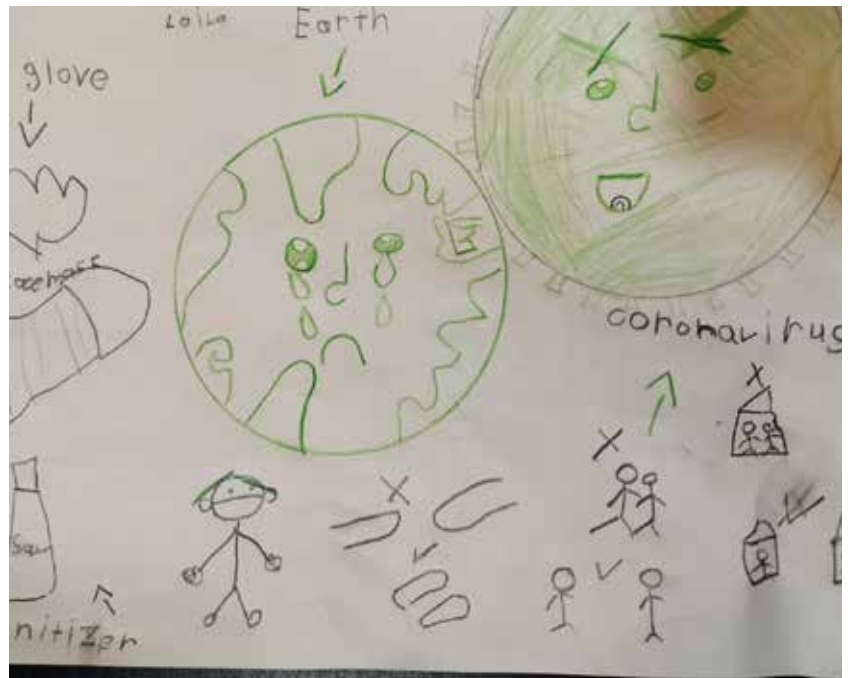
By: Dana, age 10



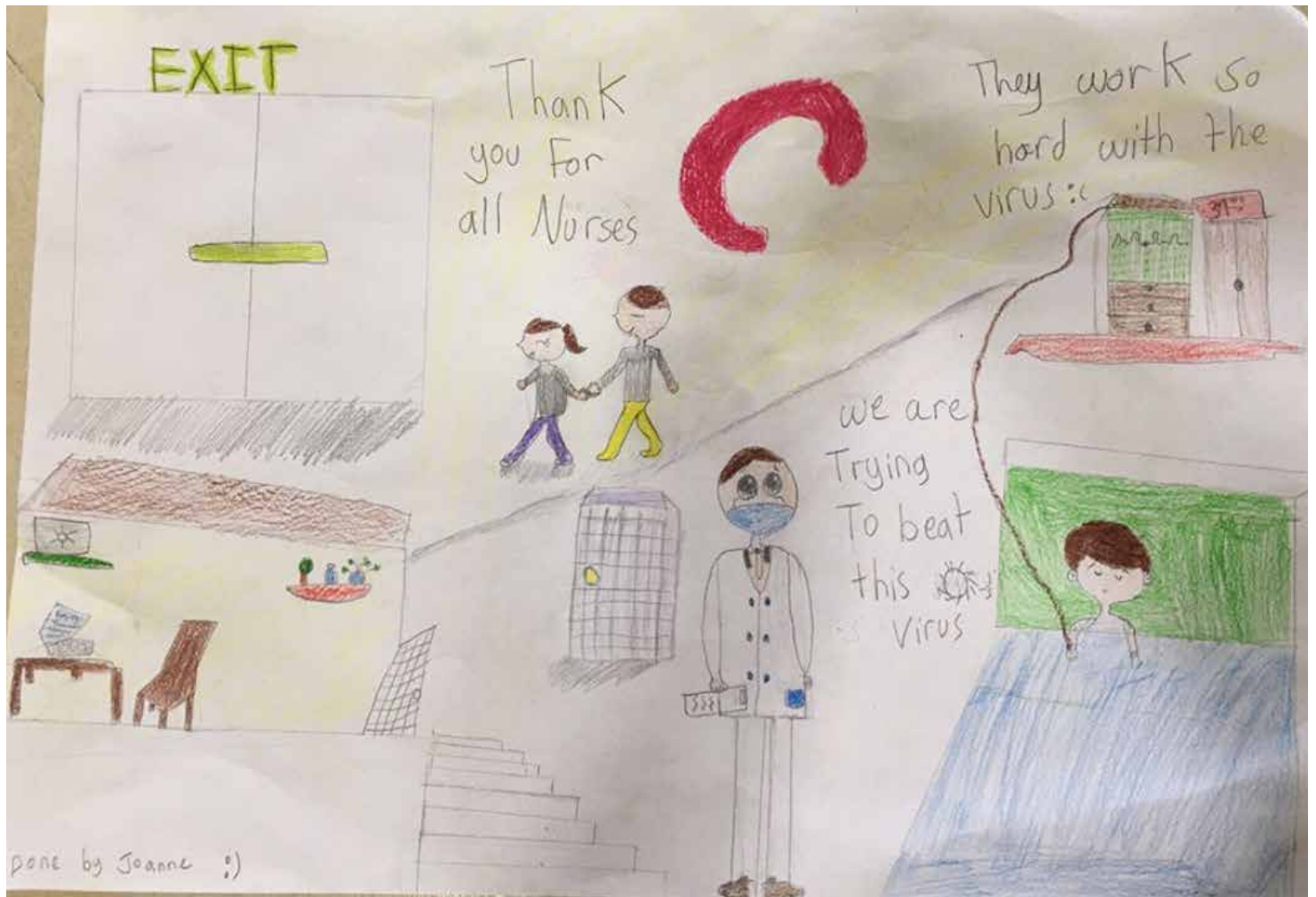
By: Fatimah, age 10



By: Ghadeer, age 8



By: Laila, age 8



By: Joanne, age 10



By: Leen, age 9



By: Shagha, age 10



By: Zahra, age 10



By: Fawziah, age 12



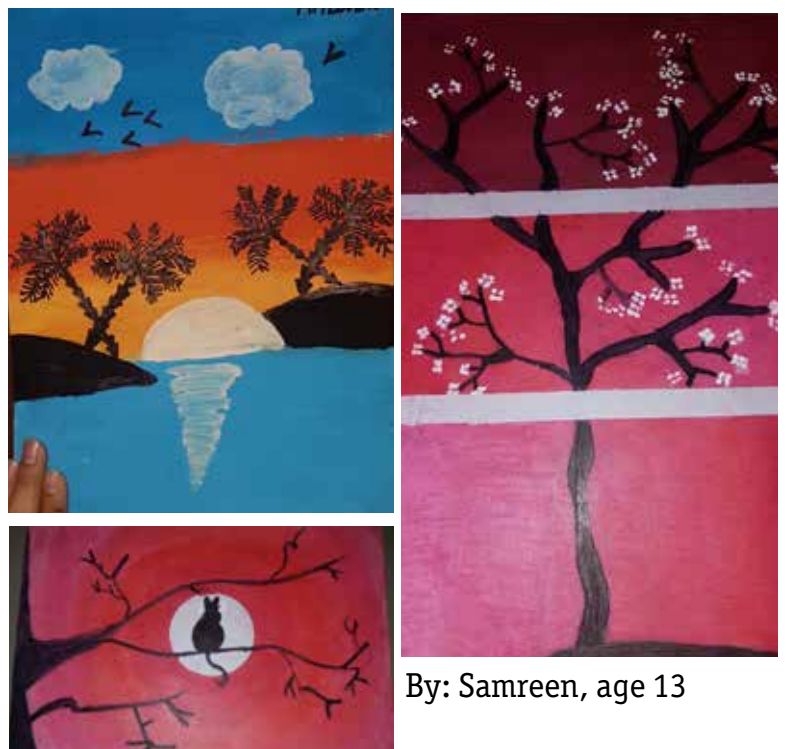
By: Joory, age 12



By: Mohammed, age 12



By: Jood, age 12



By: Samreen, age 13

and The Winners Are...



Hawraa,
age 7 from the
5-7 age group

Ahmed,
age 9 from the
8-10 age group



Congratulations!



**Samreen, age 13 from the
11-13 age group**



Terms and Conditions:

- The competition is monthly and open to children ages 5-13.
- When you complete your drawing, please ask your parent or guardian to post it to their Twitter or Instagram account before the last Wednesday of the month, mentioning @JHAHNews and #JHAHArt.
- On the first of every month, the winners will be announced on the JHAH's Instagram and Twitter, @JHAHNews, and we will post the winning pictures for everyone to see!
- The September theme will be Saudi National Day. Please send the submissions before September 22. Winners will be announced September 27.

**Winners will receive
a Jarir gift voucher
of 300 SR from
Patient Relations**



نعود بحدذر

CAUTIOUSLY,
WE RETURN

800-305-4444 | www.jhah.com



مركز حفصة
للخدمات الصحية

مركز جونز هوبكنز
أرامكو الطبي
Johns Hopkins
Aramco Healthcare



With Strength and Courage, Resilience Can Help You Bounce Back.

By: Loyal AlKhatib



With the outbreak of COVID-19, it's easy to lose ourselves with all the worry, anxiety, fear and other different emotions we are experiencing during this time. Our lives have been altered in many ways, leading most of us to increased feelings of anxiety. Getting used to the new normal and adhering to all the preventive guidelines to keep yourself, your family, and your community safe may take a toll on your overall well-being.

While these are demanding times, we are fortunate that there are ways for us to deal with these challenges. Resilience is defined as the ability to flexibly adapt to adverse, challenging, or traumatic life events. And, in the face of a pandemic, resilience is needed now more than ever.

How do I build my resilience?

When people think of resilience they think of finding the strength to be patient, calm, while accepting the change happening around them, but that's only part of the story. When working on strengthening your resilience, you need to be mindful of your physical, mental, and social health. With our following tips, you'll be a force to be reckoned with in the face of adversity:

Focus on your physical health

Stress not only affects your mental well-being but it can also affect your immune system, build your resilience by strengthening yourself physically through:

Exercising: Incorporate at least 30 minutes of physical activity in your daily life, work-out to an online class, or use any exercise equipment you have at home to keep your body fit and healthy.

Eating a healthy diet: Consume nutritious meals and include fruits and vegetables in your daily diet. Don't feed your stress with sugary or fried foods and cut back on caffeine.

Getting enough sleep: Adult needs seven to nine hours of sleep, and a good night's sleep can give you the boost you need to better manage your stress.

Staying hydrated: If you're stressed you probably not remembering to drink enough water, try to stay hydrated with drinking at least 8-13 cups of water a day.

Take care of your mental and social wellbeing:

- **Stay connected:** During the COVID-19 pandemic, it is important to keep your distance but also to stay (virtually) close. Feelings of loneliness and isolation that have increased during the COVID-19 outbreak can lead to depression. In the age of connectivity, physical distancing doesn't mean disconnecting from loved ones, stay responsibly connected by connecting with your family and friends

by phone, text, or email, hosting a virtual game night, spending meaningful technology free time with the people in your household, connecting with yourself by practicing mindfulness, mediating, or practicing yoga.

- **Remain mentally active:** Learn a new hobby that excites you, or a new language, read books you've been meaning to read but haven't had the time to. Play mentally stimulating board games with the people in your household, or work on a puzzle together. Take an online course in a topic that interests you.
- **Address your emotions:** If you are feeling overwhelmed or anxious, address those emotion by talking to someone about them, or writing them in a daily journal. If feelings of depression and anxiety persist, seek professional support by scheduling an online video visit appointment with a JHAH Psychiatrist through your MyChart app.
- **Silence the noise:** If you find yourself excessively watching the news and reading COVID-19 news online, minimize the time you spend doing that, and don't be a victim to rumors, instead seek trusted sources like our website, JHAH.com, to find reliable information

- **Taking deep breaths:** Deep breathing can help calm your central nervous system and decrease the feeling of general discomfort and panic. Try our 2-to-1 breathing technique at least once a day to sustain and build your resilience, while calming your nerves. (see picture)

The 2-to-1 Breathing Technique

This is a self-calming technique you can practice at any time to help you manage your feelings and promote relaxation. The 2-to-1 breathing technique activates a relaxation response in your body's para-sympathetic nervous system. It is called 2-to-1 because you exhale twice as long as you inhale.

- Step 1:** Find a quiet, comfortable location where you feel safe.
- Step 2:** Settle into a comfortable seated or reclining position. (You may wish to remove your shoes and loosen tight clothing.)
- Step 3:** Put one hand on your chest and the other on your stomach.
- Step 4:** Close your eyes, and focus on your breathing.

Step 5: To get started, take a deep breath, inhaling through your nose in a slow, steady manner with a silent count of four: (1- 2- 3- 4-)

You should feel your chest and stomach rise as you breathe in.

Step 6: Then, exhale slowly and steadily through your nose with a silent count of eight:

(1- 2- 3- 4- 5- 6- 7- 8-)

Step 7: Repeat the deep breathing two more times, inhaling slowly through your nose with a silent count of four and exhaling slowly through your nose with a silent count of eight.



- **Nurture your child's resilience:** Remember that this time is also difficult for your children, don't leave them in the dark, explain the changes in their lives, give them time and attention, listen and comfort them, and address their concerns. Also, try to involve them in fun activities at home, and set a schedule or routine for them to give them a sense of normalcy.
- **Read the "My Hero is You" to your child:** "My Hero is You" is a book written for children around the world affected by the COVID-19 pandemic. "My Hero is You" should be read by a parent, caregiver or teacher alongside a child or a small group of children. It is not encouraged for children to read this book independently without the support of a parent, caregiver or teacher. The supplementary guide called "Actions for Heroes" (to be published later) offers support for addressing topics related to COVID-19, helping children manage feelings and emotions, as well as supplementary activities for children to do based on the book.



"My Hero is You" is a book written for children around the world affected by the COVID-19 pandemic. "My Hero is You" should be read by a parent, caregiver or teacher alongside a child or a small group of children. It is not encouraged for children to read this book independently without the support of a parent, caregiver or teacher.



Where can you find a trusted source for COVID-19 information and preventive measures?

Visit our JHAH COVID-19 website page <https://www.jhah.com/en/COVID-19> outbreak, including guidelines on hand hygiene, grocery shopping, safely receiving your groceries at home, face masks, office hygiene and more.

downloadable version of this booklet can be found on the JHAH.com website in the section below "For our community"



Mental Health Tool Kit
 نحن نهتم We Care
 These tools help people to normalize their experience during COVID-19 by teaching strategies, techniques and interventions to maintain their emotional wellbeing and mental health.
 مركز جونز هوبكينز ارامكو الطبي
 Johns Hopkins Aramco Healthcare
 800-365-4444 | www.jhah.com



How can you cope with isolation and loneliness during home isolation or quarantine?



A period of home isolation or quarantine may be absolutely necessary for infection prevention, however you should recognize that it will disrupt your regular routine, and may affect mental well-being. If you are feeling lonely or isolated during this difficult time, follow our steps below to help you cope:

- Identify feelings of loneliness: Learn to recognize feelings of loneliness and remind yourself about those people who can connect with you.

- Alternative activities: Focus on activities that you can do on your own, such as keeping a journal, reading a book, watching television and doing some physical and mental exercises.

- Hope: Establish a sense of hope through inspirational stories.
- Problem solving: Identify the problems you would like to work on by writing them down and thinking of several
- Additional help: Seek additional help by talking to a supportive friend, a trusted family member, your primary care physician, or call the JHAH Emotional Help Line 8:00 a.m. to 3:00 p.m., Sunday to Thursday at 013-870-1919.

Top Tips on coping with stress during the COVID-19 outbreak



It's normal to feel sad, stressed, confused, scared or angry during a crisis. Here are five tips to help you cope with stress during the COVID-19 outbreak:

- Talking to people you trust can help. Contact your friends and family
- Eat healthy balanced meals
- Get adequate amounts of sleep, around 7-9 hours a day.
- Exercise regularly
- Find a credible source to get the facts, such as the jhah.com/covid-19 page on the jhah.com website
- Limit watching media coverage that you perceive as upsetting
- Use past experiences managing adversity to help you manage your emotions



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 جونز هوبكنز
أرامكو الطبي
Johns Hopkins
AramcoHealthcare

800-305-4444 | www.jhah.com

Video Visits with Primary Care Physicians available for patients through MyChart



In response to the elevated risk level of COVID-19, JHAH has accelerated the launch of Video Visits. In addition to the increased convenience, Video Visits also reduce the risk of exposure to infection. The service operates on the MyChart secure patient portal to offer face-to-face appointments with a JHAH Primary Care physician.

What is a Video Visit?

A Video Visit means you can connect with your physician more easily than ever before. Using MyChart's secure portal, Video Visit offers face-to-face appointments with your physician from the comfort of your own home.

How do I request a Video Visit?

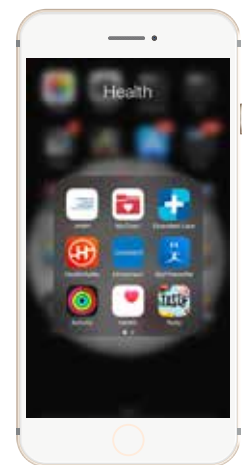
Video Visit is available for patients for follow-up appointments, speak to your physician at your next clinic visit about this option.

What do I need for a Video Visit?

You will need:

- An active MyChart account
- A Personal Computer (PC) or a smartphone or tablet

- Recommended browsers to use on your PC are Google Chrome or Firefox. If you are using Internet Explorer, you will be asked to install an Internet Explorer Plug-in for your first Video Visit
- The 'Extended Care Virtual Care Room' application for first time mobile or tablet users from the App Store or Google Play
- A strong and secure Wi-Fi/network connection



Download the 'Extended Care Virtual Care Room' application



Test Your Video Visit Link Prior to Your Appointment

- Once your Video Visit is scheduled, login to your MyChart account on the device you will use for your Video Visit at least two days prior to your appointment
- Click on your upcoming MyChart Video Visit
- Click on the 'Test Video' button and follow the steps displayed to ensure you are set-up and ready for your Video Visit
- If you are unable to successfully test your connection, you may need to reschedule your Video Visit appointment to be a clinic visit or test another device



MyChart Video Visit Support

If you need help with your Video Visit appointment, please contact:

MyChart Help Desk:

- Phone: 800-305-4444, extension 8 (during working hours)
- If you have a customer service concern, please contact Patient Relations by emailing PatientRelations@JHAH.com or calling 800-305-4444, extension 6 (during working hours)

Not taking advantage of MyChart?

Register today.

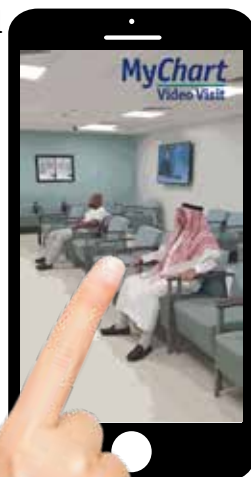
- 'How-to' video guides
- FAQs

“Eight out of ten patients said that scheduling a video visit follow-up was more convenient than arranging an in-person follow-up appointment”

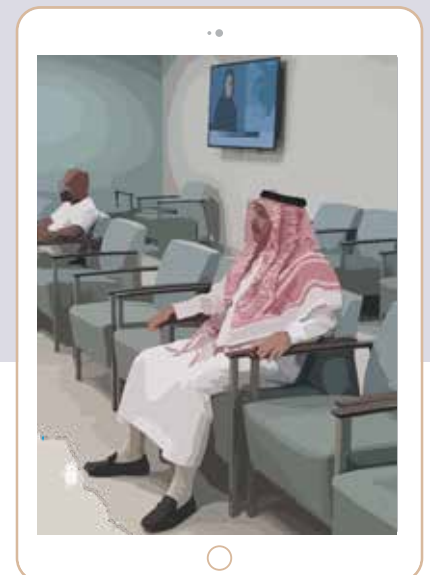
Massachusetts General Hospital

How do I begin my Video Visit?

- Find a place that is well-lit (so that your doctor can see you) and where you can talk freely
- Login to your MyChart account 15 minutes before your appointment and click 'Begin Video Visit'
- Make sure your device is fully charged or you have a charger at hand



For more information visit www.JHAH.com/MyChart



JHAH Telehealth Success



JHAH's specialists, health care IT team, and other multi-disciplinary colleagues are preparing to make multiple specialty care services accessible for video visits in the coming weeks. Through the technology, doctors will be able to better diagnose employees and their families in a wide array of health care situations

Since March, Dr. Nisar Ul-Islam Yaseen, Family Medicine specialist and JHAH Primary Care physician, and Dr. Abdulsamad Al Jishi, psychiatrist and chief of Psychiatry and Mental Health Services, have been connecting with patients through video visits on MyChart, the patient portal that is part of the hospital's electronic medical record.

Now JHAH's specialists, health care IT team, and other multi-disciplinary colleagues are preparing to make multiple specialty care services accessible for video visits in the coming weeks.

Patients give video visits thumbs up

As with any new and emerging technology, there may be some connectivity challenges to overcome. However the response from the patients surveyed have been strongly positive, with 85% (367 responses) replying that they felt their medical concern was resolved by their video visit and 82% (355 responses) noting they would use the technology again in the future.

"I found that video visits, when compared to the alternative of a telephone appointment, offer a valuable extra communication modality," Yaseen said. "By being able to see the patient, you can improve the quality of the clinical assessment.

"For example, if a patient complains about asthma symptoms, without being able to see them, I would

ask him to come to the clinic for a fuller physical assessment. But with the video visit, I would be able to see that the patient wasn't in respiratory distress, looked well, and had no difficulty breathing. This would allow me to make a better judgment and develop a more appropriate management plan, which did not require him to attend the hospital," he added.

Yaseen noted that video visits also allow users to feel more connected, empowered, and reassured because they can see their doctor. "You are able to maintain eye contact with the patient, pick up on important nonverbal communication cues, and better express sympathy and empathy, unlike telephone or email," he said.

Treating stress and anxiety

The COVID-19 pandemic is also having a psychological impact on the population, including elevated stress and anxiety. As the situation continues, and people deal with stress, periods of isolation, and other restrictions, the World Health Organization predicts the effects will be more severe.

To maintain continuity of care, JHAH's mental health specialists started MyChart video visits for patients currently under their care. "Tele-psychiatry began in the 1950s when teleconferencing was used for group therapy and consultation liaison psychiatry. In the 1990s, video visits spread further to provide psychiatric care in underserved areas around the world. In the decades since, studies have shown telehealth options to be equivalent to in-person psychiatric care in diagnostic accuracy, treatment, and effectiveness," said Dr. Abdulsamad Al Jishi, psychiatrist and chief of Psychiatry and Mental Health Services.

To find out more about booking a Primary Care, Psychiatry Video Visit, or Telephone Visits, go to JHAH.com. If you need help signing up for MyChart, our online patient portal, or would like to ask a question, call the MyChart Help Desk at 800-305-4444, and select option 8.

<https://www.jhah.com/en/patient-information/appointments-and-referrals>



Additional resources for your well-being and mental health

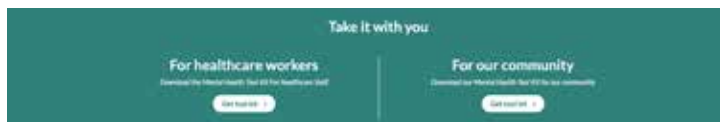
- For medical questions related to COVID-19 Care Line, or questions about your health, our caring and expert doctors and nurses can help. Call 800-305-4444, option 3
 - To speak to a clinician on the COVID-19 Care Line, press 1
 - To speak to a nurse about your health, press 2
- If you would like to communicate with your health care team, you can use MyChart to message them.

- **The Emotional Help Line** is for Saudi Aramco employees and dependents admitted to JHAH hospital, in a quarantine facility, or in home isolation. It provides psychological support and counselling when needed between 9 a.m. and 3 p.m., Sunday to Thursday, at 013-870-1919. (see page 15)
- An online Mental Health Took Kit. Visit JHAH.com, and search “Mental Health Took Kit.” The Tool Kit avoids diagnosing or labeling, and helps people to normalize their experience by teaching strategies, techniques, and interventions to maintain their mental health, as well as help other family members, such as children and the elderly.

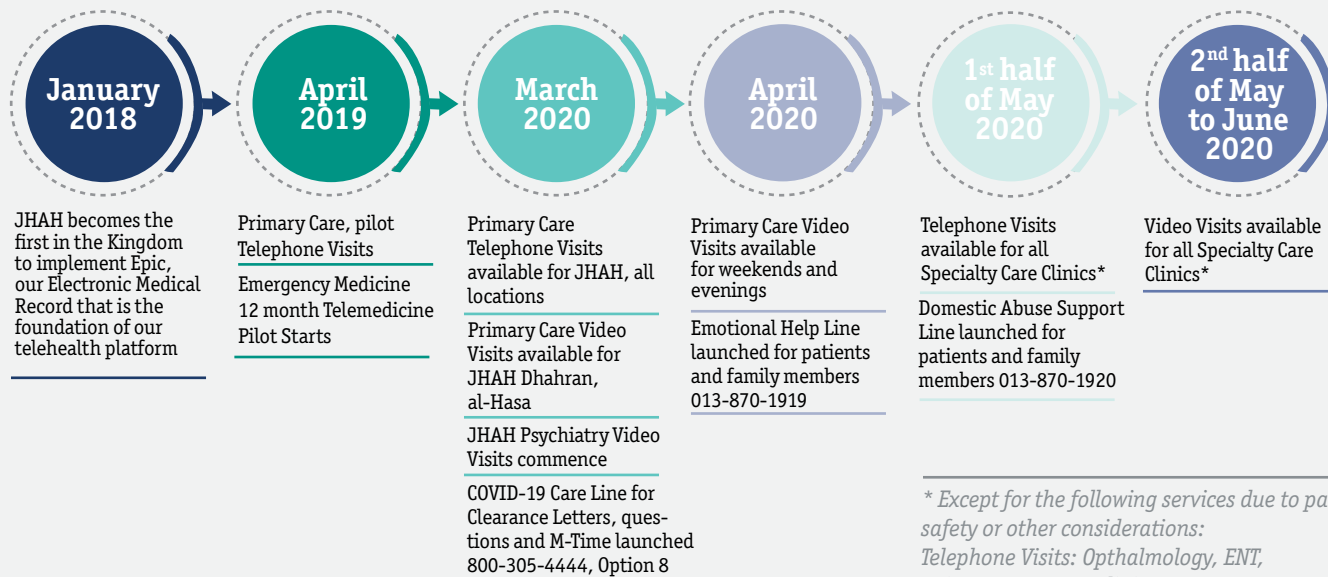


A downloadable version of this booklet can be found on the JHAH.com website in the section below “For our community”

Another Resource provided for Staff is the COVID-19 Mental Health Tool Kit. Mental Health guide and coping strategies for healthcare staff during the COVID-19 pandemic.



JHAH Telehealth Journey



* Except for the following services due to patient safety or other considerations:
 Telephone Visits: Ophthalmology, ENT, Pain Management Clinic

Primary Care Telephone Visits – another Telehealth Option

To maintain our continuity of quality care and support health and well-being during the current COVID-19 physical distancing precautions, JHAH is happy to announce a new telehealth option. JHAH Primary Care is now accessible by Telephone Visit.

To request a Telephone Visit please call 800-305-4444 and select option 1, during working hours, or schedule an appointment using MyChart. For details refer to page 16.



If you have a customer service concern, please contact Patient Relations or call 800-305-4444, option 6

You don't require a visit but need medical advice?

- For medical questions related to COVID-19, or questions about your health, our caring and expert doctors and nurses can help. The Care Line is open Sunday to Thursday, 9 a.m. to 3 p.m. (Ramadan Hours) Call 800-305-4444, option 3
- To speak to a clinician on the COVID-19 Care Line, press 1
- To speak to a nurse about your health, press 2
- If you would like to communicate with your healthcare team, you can use MyChart to message them.

** JHAH policy requires a parent/guardian to be present during a Telephone Visit for patients younger than 18 years of age. Telephone Visits are available for Pediatric patients.*

Primary Care Telephone Visits are a great fit for:

- Adult and pediatric patients*
- New concern, follow-up or medication refill appointments

Should you require specialist treatment, we will coordinate your care with JHAH's specialized services. Your Care Team's expert knowledge and long-term understanding of your medical history and background mean you can be treated more effectively.

How do I begin my Telephone Visit?

- At the time of your appointment, you will receive a call from JHAH.

Please note: If you do not respond to the call within your scheduled time, you will not be seen as the doctor is scheduled with other patients. Appointments may be cancelled one hour before the appointment through MyChart or by calling 800-305-4444, option 1 during working hours or logging in to MyChart.

If you need help with your Telephone Visit, please contact JHAH on 800-305-4444, option 1.

Pediatric Age Brackets

- 12 years and below
- 14 years and below
- 6 years and below

Location

- Dhahran
- Al-Hasa and 'Udhailiyah
- Abqaiq and Ras Tanura

Dr. Virtual will see you now

accessing health care without face-to-face contact

by Janet Pinheiro

With just a few online clicks from my unit in Dhahran, I had booked myself on a virtual visit to Johns Hopkins Aramco Healthcare (JHAH) for an online consultation with a human doctor of my choice.

Hiking through Australia's gorgeous Blue Mountains on a crisp winter morning in 2016, I slipped and broke my ankle, requiring two plates and 18 screws of titanium to permanently secure the multiple fractures.

Here and now, I needed a doctor to check why my ankle was becoming stiff and swollen.

In the privacy of my home, I was seated in front of a laptop, ready for my 11:45 a.m. online consultation, booked the previous day.

A few quick clicks, and the visit begins

After logging into JHAH MyChart, choosing email as the secure code option, I accessed my patient dashboard and entered the waiting room by clicking on "eCheck-in." Here, I completed some routine medical questions.

Taken to my video visit page, I clicked the "begin video visit" button, and shortly afterward, Dr. Nisar Yaseen was ready to see me.

He introduced himself, pulled up my electronic chart (which I could also see on my dashboard), and began asking routine questions about my general health.

A visual examination was needed when we got to chatting about my titanium-packed lower limb.

With much shared laughter, I maneuvered my leg and laptop camera so Yaseen could view my cantankerous ankle.



He concluded the swelling was likely due to increased inactivity from working from home during the COVID-19 pandemic.

While his medical advice was elevation, massage, and increased walking, I also privately thought I needed to stop using COVID-19 restrictions as an inexcusable reason to avoid exercise.

Many say you cannot outdo a face-to-face medical consultation but JHAH's "video visits" was quick and easy to use.

The benefits of online care

Yaseen estimates more than half of his patients are potentially suitable for online care, adding that

with patient permission, and if needed, he can enable colleagues to join the video visit to offer further input in assessing and managing the medical case.

Besides the safety offered by online consultations during COVID-19, there are other benefits—no needing to travel, wait in waiting rooms, and the convenience and simplicity of what feels like a FaceTime session.

MyChart Care Companion for Home Monitoring



- To complete the questionnaire, select all the appropriate responses to the questions then tap 'Continue'. Review your responses and once ready tap 'Submit'.
- To complete the temperature reading, tap 'Add Readings', enter your temperature reading, and tap 'Save'

MyChart Care Companion for Home Monitoring Care Companion is an interactive, smart home-monitoring technology on MyChart, our patient portal.

MyChart Care Companion helps you effectively self-monitor with:

- Easy to use symptom questionnaire
- Prompts for daily check-ins
- Validated and customized educational materials

MyChart Care Companion improves health outcomes:

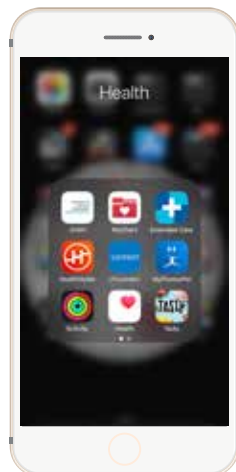
Care Companion keeps the medical team responsible for your care informed of your condition including any changes or new symptoms. The medical team is notified and will follow-up with you or adjust your care plan if needed.

To access MyChart Care Companion:

In discussion with your physician, you will select to use the MyChart Care Companion either on the MyChart app on your mobile, or on MyChart on your desktop.

Using the MyChart mobile application on your phone:

- Log-in to the MyChart app
- From the home screen, tap 'To Do' to see a list of
- required 'tasks'
- To complete a 'task', tap the relevant task for either symptom monitoring questionnaire or temperature reading.



Download the 'MyChart' application



Using MyChart desktop:

- Go to www.JHAH.com
- Click log-in to MyChart
- From the home screen, you will see a list of required 'tasks'. Click on 'Complete your COVID-19 Condition Monitoring questionnaire, which is due today.'
- To complete the questionnaire, select all appropriate responses to the questions and click 'Continue'.
- Review your responses and once ready, click 'Submit'.

MyChart Help Desk:

If you need help registering for MyChart, activating your account, or would like to ask a question, please call the MyChart Help Desk at 800-305-4444, option 8, during working hours.

Save your Data Package, Connect to JHAH's New Wi-Fi Network Today

JHAH's IT Services & Operations is pleased to announce the new 'Visitor' Wi-Fi network, accessible to all JHAH employees and visitors through personal devices (smartphones, tablets, or laptops). The new 'Visitor' Wi-Fi network will replace the Aramco 'Guest' W-Fi network in JHAH facilities.

Please note that access to JHAH's internal services such as JHAH Connect and InSite will not be accessible using the new 'Visitor' Wi-Fi network.

How do I access the new Wi-Fi network?

1. Select 'Visitor' Wi-Fi on your device
2. Click 'Create an Account' once connected to Wi-Fi
3. Enter first and last name and your mobile phone number
4. Account information (username and password) will be received via SMS
5. Change your account password



Need Help?

Visit InSite for a step-by-step guide on connecting to the 'Visitor' Wi-Fi network.

COVID-19 MyChart Self-Assessment Tool

JHAH Population Health and Clinical Applications Unit created and implemented a self-assessment tool for COVID-19 contacts. This tool aids in identifying symptomatic contacts more efficiently and effectively. In May, the tool was successfully piloted with a total of **86 JHAH patients**.

 **9,000+**
Total Number of Calls

 **120**
Health Providers

84% Average answer rate in our daily calls.

92 Tanajeeb Contact Cases

474 Abqaiq Contact Cases

1,970 Riyadh Contact Cases

JHAH Paramedics – At the Front of the Frontliners

by Abdullah Albahrani, Specialist EMT-Paramedic



JHAH’s pre-hospital care division has been in a frontline role since the beginning of the COVID-19 pandemic, and our paramedics have been at the heart of this medical care, despite an unexpected manpower shortage in some areas as the pandemic spread and lockdown was implemented.

In addition to responding to 911 emergency calls, JHAH paramedics have provided frontline medical services for multiple quarantine facilities for this whole period. Despite stressful conditions and being away from their families during lockdown, our paramedics have shown unstinting commitment and dedication.

Preparedness and responding to 911 calls

While local COVID-19 responses remain necessary, JHAH paramedics are also still providing day-to-day lifesaving services such as responding to 911 calls for known and unknown conditions, trauma and medical issues. They provide emergency medical services to all districts and remote areas, industrial and community sites.

As they respond, treat and transfer suspected and confirmed COVID-19 emergency cases during this pandemic, they, like other healthcare providers, are also exposed to the risk of catching the virus.

Quarantine medical coverage

JHAH paramedics are well prepared to deal with the current crisis in terms of providing basic and advanced emergency medical care according to our pre-hospital care protocols. Their training includes the use of appropriate personal protective equipment (PPE) such as powered air-purifying respirators (PAPR).

Director of JHAH’s pre-hospital care division, Ali Al-Hajri, explains: “During the COVID-19 pandemic, the safety of our paramedics and providing optimum care for our patients, at the same level of service, have been our main concerns. All of our staff have received PPE training. We have kept them informed about any developments with the new virus and provided the appropriate PAPR devices to protect them while they respond to emergency calls and transfer critical patients. In addition, we have developed COVID-19 interim guidelines for pre-hospital care providers, to manage cases in alignment with MOH instructions and policies.”

Since March 14, JHAH paramedics have also provided medical coverage to several hotels and buildings used as quarantine facilities in Dhahran, Dammam and

Al-Khobar, and inside and outside Saudi Aramco facilities. They covered a total of six locations where people coming from abroad were tested and quarantined for COVID-19 in accordance to the Ministry of Health protocols. Paramedics from Dhahran, Ras Tanura, Abqaiq, Al-Hasa, and 'Udhailiyah provided full-time coverage, delivering immediate patient care and transfers as needed.

What is it like being a frontline paramedic during the COVID-19 pandemic?

During lockdown in Qatif, some paramedics sacrificed family time in order to fulfil their duties – making their workplaces their homes. They became increasingly connected, building strong team bonds during this stressful time and making fighting and combating COVID-19 their priority.

Ali Almomen, Senior EMT-Paramedic explains: “Being on the frontline during this pandemic was an awesome experience, yet challenging. Having to stay away from my family, working extra shifts, and protecting myself, was challenging. However, it has made us shine – becoming who we trained to become, and do what we are always prepared for.”

Ahmad Muslam, Senior EMT-Paramedic, has also been away from his family during the lockdown. He says: “There is a duty to carry on, a duty to serve my country. This is my job, and I have trained for such hard times. Knowing that my family

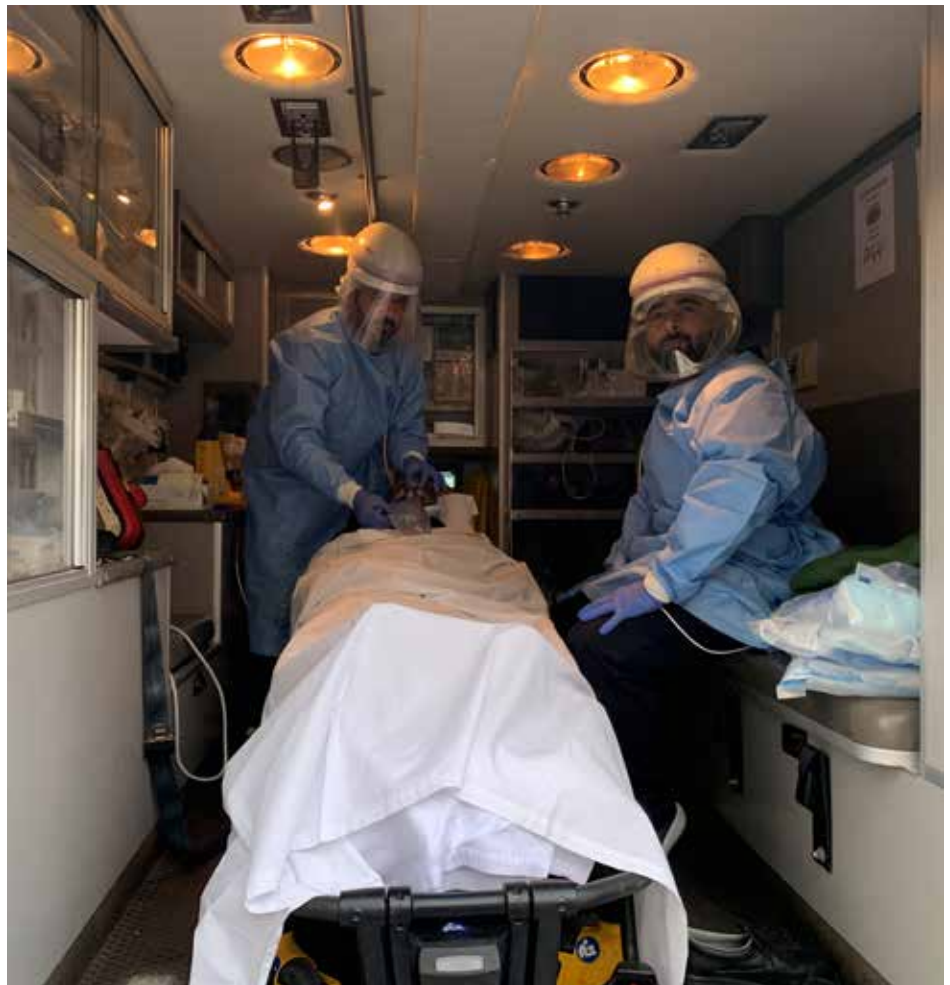
was fine and in good health was a relief. Staying away was better for them and improved their safety”.

Ali Alsadiq, Associate EMT-paramedic, who was in a similar situation, agreed: “It was the toughest experience in my life being away from my family. Working non-stop wasn't as bad as being away from home, especially during Ramadan.”

ABQ PHCU Manager, Ali Al Khodair, adds: “I remember the first day covering the quarantine facility – it was tough mentally for me and

all my paramedic colleagues. It was a new situation and different setting that we faced, but we decided to do whatever it takes to successfully combat the COVID-19 pandemic.”

These are just a few of the many paramedics who have gone the extra mile during this pandemic. Being a paramedic means being prepared for anything, any time, any place, offshore or onshore. Responding to the unknown is part of a paramedic's job, in order to save lives. Our JHAH paramedics have not only been part of the frontline fight against this pandemic – they have been at the forefront of the frontliners.



Tips on Adopting a Healthy Lifestyle During COVID-19 to Help Your Family Reduce Their Risk of COVID-19 Infection

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

- All family members should eat healthy and well-balanced meals. This includes low-fat/non-fat dairy products, fruits, vegetables, whole grains, and protein from lean meats and plants. The 'MyPlate Model' can help families build healthy eating habits and reduce food waste
- Preparing healthy food can be fun, and something all family members can get involved with. Children can help prepare milkshakes, sandwiches and pizza and wash and cut vegetables and fruits
- Hydration is important, so make sure your family drinks plenty of water and healthy fluids such as low-fat milk, low-fat soup (vegetables/whole grains) and unsweetened juices. Try to limit sugary drinks, sweetened beverages and junk food, as sugar, sweets and unhealthy food can weaken immunity
- Arrange physical and mental activities for the whole family. These could include drawing, sharing experiences, working in gardens, writing stories, reading books, walking, and cycling. You can also encourage your children to join in with TV exercise



programs, but it is important to try and limit the use of TV screens and computer games to one or two hours per day

- Avoid close gatherings and group meetings or parties
- Keep fit as a family and aim to maintain your body weight within normal and healthy ranges
- Keep your home smoke-free and conducive to a healthy environment
- Safety precautions to reduce the risk of infection should include social distancing and frequent hand washing with soap and water for 40-60 seconds, or 20 seconds when

using hands sanitizers. Wear masks in public places and maintain a two-meter social distance from other people

- Family members should avoid sharing personal items. It is also good practice to regularly sanitize inner doors, kitchen tables, kitchen tools, computer keyboards, and TV remote controls. Bathrooms should be cleaned before and after use
- Encourage your family to avoid shaking hands, touching, hugging, and to maintain their personal hygiene.

Importance of Drinking Adequate Amount of Water

Points to remember for Increasing Water Intake

- Make drinking water as a regular habit and do not wait until you are thirsty to drink in order to avoid dehydration.
- Avoid drinking a lot of water at a time, and it's better to have it distributed throughout the day. Other nutritional fluids are unsweetened fruit juices, vegetable juices, low-fat soups and low-fat or non-fat milk or butter milk that are recommended to be consumed with the main meals and as snacks. Sweetened drinks, sodas, and sugar added flavored milk are not healthy fluids options. Some fruits and vegetables contain a high percentage of water, including cucumber, watermelon, citrus fruits, watermelon, green pepper and tomatoes. These also are nutritious to the body and brain, support immunity, and reduce the risk of heart diseases, stroke and cancer.
- Limit drinking lots of caffeine containing beverages as caffeine works as a diuretic and increases urination. Caffeine containing beverages includes coffee, tea and cola. Green contains less amount of caffeine in comparison to coffee or red tea. Alcoholic containing beverages also increase urination and lead to dehydration and



The average adult needs 8 cups of fluids a day and sometimes more.

health problems. Dark colored urine and its reduced amount indicate dehydration in which drinking water become a necessity.

- It's essential to drink water before, during, and after exercise.

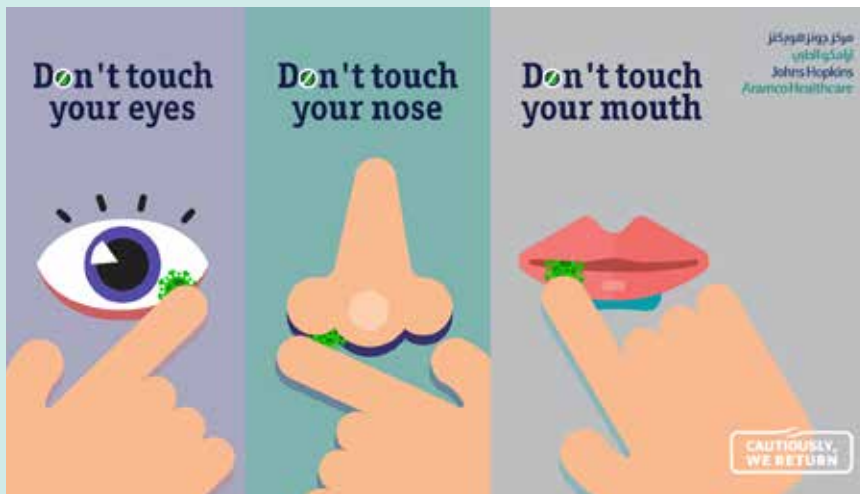
Important Health Messages

- Pregnant and lactating women need to drink additional 3-4 cups of water per day to compensate for their increased requirement of fluids.
- People with diabetes are advised to keep their blood sugar well controlled and

inform their medical team if they would feel dehydrated or have increased urination.

- People with kidney or heart failure should consult their physicians about their fluid needs as drinking more fluids may hurt their health and worsen their medical conditions.
- Elders are advised to get the advice of their doctors about their needs of water as many of them may have a decline in their thirst sensation and get dehydration without noticing which can badly affect their health.

How to Stop Touching Your Face:



Did you know that you touch your face an average of 23 times per hour? Touching your face can significantly increase your risk of COVID-19 infection, where the virus can enter through your nose, eyes, or mouth.

Here's how you can stop:

- When you feel the urge to touch your face, touch your arm instead.
- Make a conscious effort to stop touching your face, try placing a visual reminder where you will see it every day.
- Keep your hands busy, try having a stress ball nearby.
- Avoid the use of contact lenses.
- Make not touching your face a competition, give your child a reward for not touching their face.
- Get your colleagues involved, you can encourage and monitor each other.

Top tips on how to keep your children hydrated this summer:



- Always bring water with you. Coconut water is a good option as it contains vitamins, minerals, sugars, vitamin C and electrolytes. Lemonade is another option for younger kids.
- Fruits contain a lot of water that can keep children hydrated. These include the summer fruits such as watermelon, cantaloupe, strawberries, pineapples, cranberries, peaches, raspberries and oranges. You

can also add fruit to your child's water to make it tastier.

- Vegetables are also a good source of water. At the top on the list are lettuce, cucumbers, celery, zucchini, green cabbage, tomato and radishes.
- Make popsicles with 100% fruit juice or pureed fruit, vegetables or yogurt.
- Children don't think about whether or not they are hydrated. They might tell you when they are thirsty. It's also possible that they get so caught up in playing that they fail to mention their thirst. Make sure your child drinks water every 30 minutes or so.
- When it comes to hydration, water is still the drink of choice. It is important to ensure that children take a water break every 15-30 minutes. Offer healthy beverages at every meal and with snacks as well.

Food Safety During COVID-19



Safe food handling practices are essential in preventing foodborne illnesses and getting rid of harmful bacteria, and during the COVID-19 outbreak, you need to take extra precautions when going out grocery shopping and when bringing in your groceries from the store to your home to reduce your risk of COVID-19

Following our tips to keep yourself safe and to handle your food safely.

Before you go:

Leave your home prepared with your shopping list in mind or ideally written down on a piece of paper. This will reduce the time you spend wandering around the store trying to figure out what else you might need and help you avoid another a trip to the store.

Keep the 3W's in mind: Wash your hands, wear a mask, watch your distance.

Before you head out to the grocery store, wash your hands with soap and water for at least 40-60 seconds or rub your hands with sanitizer for a minimum of 20 seconds.

Leave the house prepared. Take disinfectants and gloves with your outing. When you walk in to the store, sanitize your hands with alcohol-based sanitizer for at least 20 seconds, wear gloves and wipe down the handles of your shopping cart or basket with an anti-bacterial wipe. Don't rely on the store to provide these items.

Some stores allow you to bring re-useable shopping bags, remember to always wash these bags between each shopping trip.

Wear a face mask as soon as you leave your home. When donning on a face mask, always sanitize your hands first.

Remember to not only keep your hands to yourself but to keep your hands away from your face, especially if your hands have come in to contact with unwashed items. Viruses can enter the body through your mouth, nose or eyes.

At the store:

To help keep you safe, practice physical distancing by keeping

two meters between yourself and others at all times, even while waiting in line at the check-out counter. When shopping for fruits and vegetables, select packaged or wrapped produce when possible. Check fresh produce with your eyes, not hands, and avoid touching items unnecessarily especially if you don't plan on buying them. Choose produce that isn't bruised or damaged. In your shopping cart, keep your fruits and vegetables separated from any poultry, raw meat, or fish. When you are ready to purchase your groceries, use your card instead of cash. Remove and dispose of your gloves before you get in your car and then immediately sanitize your hands.

At home:

As soon as you get home and again after you have put all of your groceries away wash your hands with soap and water for a full 40-60 seconds. Clean food packages and cans using antibacterial wipes. When you are unpacking your groceries, make sure that you refrigerate or freeze any perishables you have purchased such as eggs, fish, poultry or meat within two hours of your time of purchase.



Shopping with a re-usable bag?

Remember to wash your re-useable shopping bag between each shopping trip.

Wash or scrub fruits and vegetables under running water before eating or preparing them, then dry with a clean paper towel. Even if you don't plan to eat the peel, wash it. Germs on the peel can get inside fruits and vegetables when you cut them. Washing fruits and vegetables with soap or detergent is not recommended. Do not use bleach solutions or other disinfecting products on food.

Don't forget to wipe down surfaces that your groceries came in contact with using an antibacterial household cleaner, including kitchen countertops.

Before preparing or eating food, it's important to wash your hands with clean water and soap for a minimum of 40-60 second seconds, if handwashing is not an option, you can sanitize your hands for at least 20 seconds with a 60-percent alcohol-based sanitizer.

Our New Normal – Life at JHAH During COVID-19

We must all work together to eliminate COVID-19 and save lives!



ارتدِ الكمامة بنفسك، لا تنتظر أن يطلب أحد منك استخدامها
Wear a mask ... don't make us ask

Please respect the infection prevention guidelines and encourage others to do the same:

- All JHAH employees, contractors, and visitors, must wear face masks throughout the entire facility. Patients in outpatient settings and during any transportation in JHAH must have face mask on as per JHAH policy.
- Adhere to physical distancing, stay two meters apart.
- Say hello with non-contact greetings, such as waving or placing your hand on your chest.
- Practice proper hand hygiene, wash your hands frequently.
- Once a day, or more if there are shift changes, clean surfaces with disinfectant – for example, work desks and keyboards.
- Conduct meetings virtually, unless this is not possible.
- Aggregation for dining, coffee, or other eating/drinking activities is not allowed.
- All Chief Position Holders are responsible for monitoring compliance with these guidelines.

Can I Make a Difference?

- First, be a role model, make sure you wear a mask, physical distance, and observe the guidelines.
- Speak up if someone isn't compliant with infection prevention guidelines. It is your right to work in a safe environment, so politely remind them.
- If change is needed in your workplace, help make it happen! This could be arranging chairs for physical distancing, setting up a hand sanitizer station, or setting up virtual meetings.
- If you have a COVID-19 related question or suggestion email it to COVID-19@JHAH.com. The questions will be answered during the Virtual Town Hall meetings.



Dr. Tawfiq Al-Rabiah
His Excellency, Minister of Health,

"The return to the normal conditions requires that we all have a high responsibility and attention and follow the guidelines."

Our New Normal: Beating COVID-19 with the 3 W's

By: Layal AlKhatib

As we adjust to the 'new normal', we need to incorporate new habits into our day-to-day lives. Whether at work, visiting family members, going to a grocery store, or eating at a restaurant, COVID-19 preventive measures need to be implemented by us and those around us.

How can you beat COVID-19?

How can you go on with your normal life safely, protecting ourselves and those around us from the threat of this virus?

Incorporating JHAH's 3 W's as part of your daily habits in the world of the new normal can help you stop COVID-19. Being responsible, and holding yourself accountable can be a lifesaver.



Dr. Jaffar Al-Tawfiq MD, FACP, FCCP
COVID-19 Incident Commander, Director of Infection Control
JHAH Patient Safety & Quality Department



“ Our new normal life means we have to adapt the way we live and abide by the Ministry of Health guidelines. We must continue to practice hand hygiene, physical distancing, and universal masking. This new norm will enable us to beat the wave of COVID-19 ”

Wash your hands:

COVID-19 is a virus that spreads when droplets or mucus that contain the virus enters your body through your nose, eyes, or mouth. Most often the medium that transfers the virus to you is own your hands.

Regularly washing your own hands is one of the most important acts that will help prevent the spread of the new coronavirus.

Handwashing is proven to reduce respiratory illnesses, such as colds, in the general

population by 21%, while also reducing the number of people who get sick with diarrhea by 31%, according to the Centers for Disease Control and Prevention.

To correctly practice hand hygiene be sure to frequently wash your hands with soap and water for at least 40 to 60 seconds, or if soap and water are not available, use an alcohol-based hand sanitizer for 20 to 30 seconds.

Tip: Check the label of your alcohol-based hand sanitizer to make sure it

is at least 62% alcohol.

“We can still do things if we do them safely, for example if you go out for a walk, you have to adhere to the ‘3W’s’: Wash your hands, wear a mask, and watch your distance.”

Dr. Ahmed Al-Tayyar, JHAH
Occupational Medicine Consultant &
Internal Medicine Consultant

Wear a mask

Wearing a face mask can help prevent the spread of COVID-19. A face mask should be worn at all times when leaving the house, according to the Saudi Ministry of Health’s current guidelines.

How do I wear a cloth mask correctly?

1. Before putting on your face mask, wash your hands with soap and water for at least 40 to 60 seconds, or sanitize your hands for 20 to 30 seconds, and make sure the mask fits securely against the sides of your face.
2. While wearing the cloth mask, avoid touching the mask or your eyes, nose, and mouth.
3. Before you remove your cloth mask, wash your hands with soap and water for at least 40 to 60 seconds, or sanitize your hands for 20 to 30 seconds, avoid touching your eyes.
4. When removing the mask touch it only by the ear straps.
5. Repeat hand hygiene again immediately after removing the mask.

6. Cloth mask should be machine or hand washed in hot water with laundry soap after each use and dried thoroughly. This is sufficient for sterilization.
7. If you are using a disposable face mask, dispose of it responsibly in a covered trash can.

The cloth mask should:

- Fit squarely to the sides of the face and chin.
- Be secured with a thread that wraps around the ear to secure its fastening.
- Include multiple layers of fabric, preferably cotton, but allows for comfortable breathing.
- Tolerate washing and drying without damage or changing in shape.

What are some cloth masks precautions?

Misuse may increase the risk of infection. Don’t use damaged masks and don’t reuse it without washing. Don’t put a face mask on children under two years of age and don’t use it for people who are unconscious.

Watch your distance

One of the most effective preventive measures that is proven to slow the spread of COVID-19 is physical distancing.

What is physical distancing?

Physical distancing refers to limiting the number of people

you come in to close contact with by keeping a two-meter physical distance between yourself and others at all times.

Why should you practice physical distancing?

Physical distancing cuts the risk of COVID-19 infection by half. When a person with COVID-19 coughs or sneezes, or talks, the droplets from their mouth or nose can travel up to six feet, and you can get infected if you inhale these droplets or if they land on your mouth, eyes, or nose.

Up to 50% of people with COVID-19 don’t have any symptoms at all and a further 30% only have very mild symptoms, so they may not even know they are infected. So it is important to prevent COVID-19 to keep your distance at all times, even if the people around you are to be healthy.

This will help slow the spread of COVID-19 will help you protect yourself, and your loved ones and will help you protect everyone in your community.

Save lives with the 3 W’s, and together we can overcome this pandemic.

Helping Children Cope with Stress



1.

Respond to your child's reaction in a supportive way and give them extra love and attention.

2.

If possible, make opportunities for the child to play and relax.



3.

Keep to regular routines and schedules or help create new ones in a new environment.



4.

Provide facts about the situation and give them clear information on how to reduce the risk of infection in words they can understand depending on their age.



For more information visit JHAH.com

Expanding in-person visits at JHAH



As a result of our ongoing assessment of the COVID-19 pandemic, we are pleased to now offer you more in-person care at Johns Hopkins Aramco Healthcare. You can now choose your preferred type of visit, whether it's a convenient video or telephone call or a face-to-face visit in one of our clinics.

How can I book a Primary Care visit at JHAH?

You can book an in-person or video/telephone visit in MyChart or by calling 800-305-4444 and selecting option 1 for appointments.

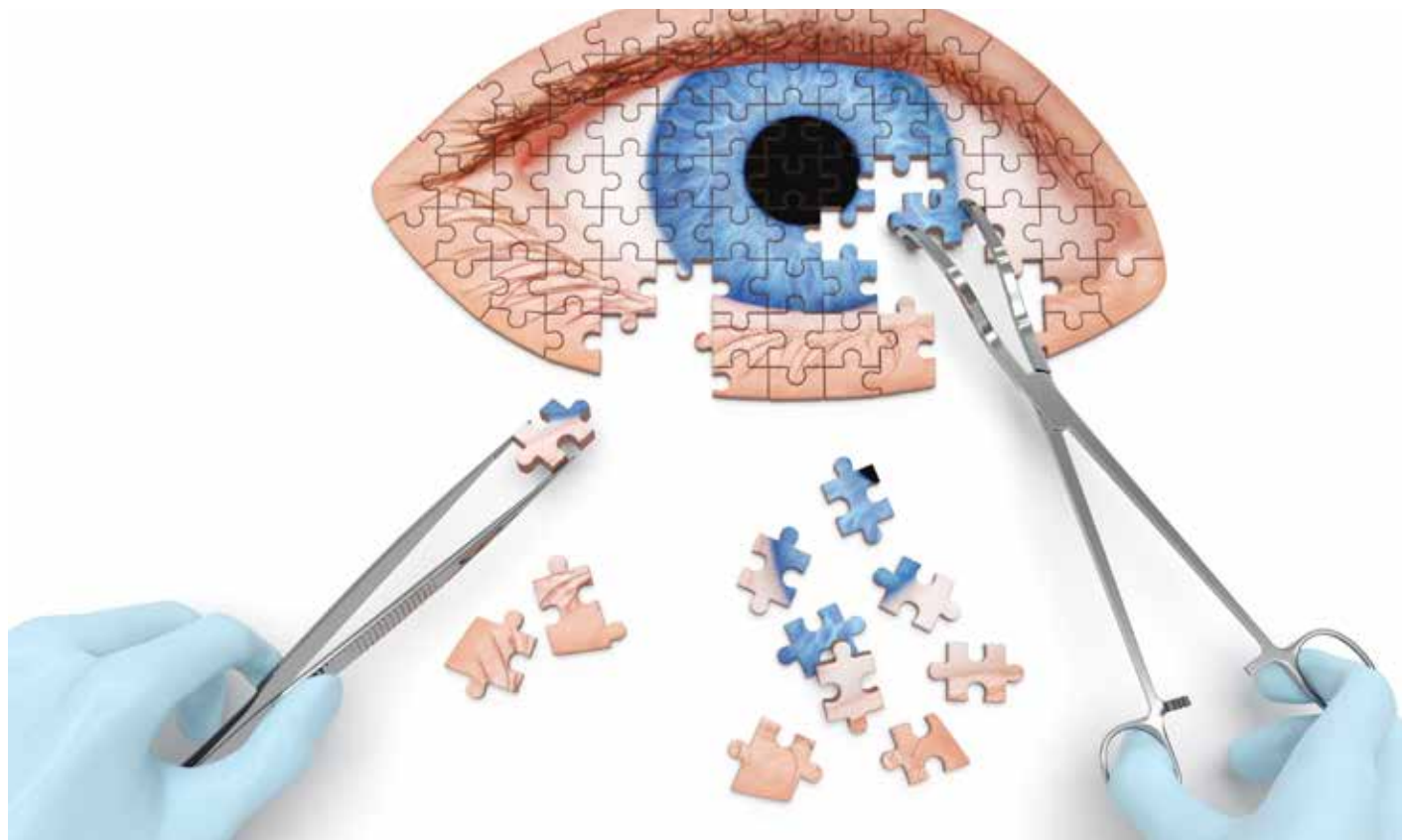
For more information on JHAH clinic visit options, visit jhah.com/appointments

As we continue to take precautions to protect against the spread of COVID-19, you will experience changes in how you book your visit with us and the preventive measures we take at our facilities. Our patients, staff and the community are our highest priority and we must do everything we can to keep them safe and healthy.

We thank you for helping us maintain physical distancing in our waiting areas and hallways.

Banking on New Supply of Corneal Tissue

Johns Hopkins Aramco Healthcare (JHAH) Sees Success



Unlike the case with other solid organs - like the heart, kidneys and lungs - cornea donations are much less common, perhaps less understood. It is becoming increasingly difficult for eye banks worldwide to meet the growing demand for transplantable corneal tissue. A survey* of eye banking and corneal transplantation worldwide indicated that only one cornea is available for every 70 that are needed.

In Saudi Arabia, this leads surgeons to perform most corneal transplants with imported tissue, according to a 2019 study published in the Saudi Journal of Ophthalmology.

Fortunately, in a collaborative effort with Johns Hopkins Medicine U.S., JHAH recently received approval from the Saudi Center for Organ Transplant to import corneal tissue directly from out-of-Kingdom eye banks, rather than going through the center's process for procurement and coordination. This is a critical step as the partners continue to improve procedures for JHAH patients who require cornea transplant surgery.

JHAH began to work with Johns Hopkins' Wilmer Eye Institute — the largest research and clinical ophthalmic center in the United States — in 2018 to enhance corneal and refractive surgical services, including establishing an eye bank to support JHAH's cornea transplant program.

"Obtaining corneal tissue can be difficult," says Dr. Ramiz Al-Hindi, physician manager of ophthalmology at JHAH. "Now that we can import corneal tissues directly from international eye banks - including the same ones Johns Hopkins uses - JHAH will be able to perform more corneal surgeries and ultimately provide corneal tissues to other hospitals in Saudi Arabia. This means more people with advanced corneal problems can regain normal vision and resume healthy, productive lives."

Visit the Ophthalmology Service pages on JHAH.com to learn more.

*Published in the Journal of the American Medical Association, 2016

Johns Hopkins Aramco Healthcare Establishes the Kingdom's Second Eye Bank

Until now, Saudi Arabia has had only one licensed center where sight saving corneal tissues could be obtained. It was in Riyadh; now there is a second, Johns Hopkins Aramco Healthcare (JHAH).

Previously all hospitals in Saudi Arabia had to rely on one organization to provide eye tissues. As a result, sometimes demand exceeded supply so JHAH and others had to postpone surgical procedures. At JHAH, that will no longer be the case.

"We have been working on this for more than two years because we knew an eye bank would have a significant, positive impact on our patients," said Dr. Ramiz Al-Hindi, Physician Manager Ophthalmology Unit. "By JHAH having direct access to imported corneal tissues, our patients will receive the highest quality tissues and will not have to wait long to have procedures that will restore their sight."

The rigorous procedure to get licensed required both Saudi Center for Organ Transplant and Saudi Food & Drug Administration review and approval. Once that was received JHAH conducted a test shipment to ensure that these tissues, which can only be used for about one week, could be quickly and reliably obtained.

"Being able to receive these eye tissues directly from the United States means we will be able to provide our patients with high quality transplants," said Abid AlTalhi, JHAH Advanced Eye Bank Technician. "Most importantly, this will translate into patients who can once again see their loved ones and return living their lives to the fullest."



*Dr. Ramiz Al-Hindi, Physician Manager
Ophthalmology Unit.*

"JHAH is proud of the diligent work of Dr. Ramiz Al-Hindi and so many others in bringing this Eye Bank to reality," said Dr. Linda Lee, JHAH Chief of Staff. "This initiative is yet another example of the commitment JHAH has to advancing healthcare and patient access in the Kingdom."

New JHAH Business Center

Opening Soon

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 COVID-19 Careline



If you would like to speak to a clinician about COVID-19, or if you have a question about your health and would like to speak to a nurse, call:

800-305-4444/Option 3

This service is currently available between 7:30 a.m. and 3:00 p.m., Sunday through Thursday.



JHAH Healthy Recipe

Mango and Ginger Smoothie



Boost your immunity with a healthy smoothie packed with vitamins and nutrients, and is also easy to prepare.

Ingredients:

- 3/4 inch peeled fresh ginger
- Two tablespoons of celery
- 3/4 cups of spinach
- 1/2 peeled cucumber
- 1 1/2 cups of mango
- Two tablespoons of fresh parsley
- 1 cup of water
- Half of a peeled and seeded lemon

Instructions:

1. Using a blender, blend parsley, celery and water until smooth.
2. Next, add the remaining ingredients and blend again.
3. Once fully blended, pour the smoothie into a glass and enjoy your refreshing drink



Top five immune-boosting foods

The next time you're preparing a meal or having a snack, try to incorporate some of these foods to boost your immunity and stay healthy:

- **Citrus fruits:** Citrus fruits like grapefruit, oranges, lemons, and limes are packed with vitamin C which may boost your immunity, lower your risk of heart disease and chronic diseases.
- **Broccoli:** Broccoli contains fiber, calcium, potassium, magnesium as well as vitamins A, E, C, K. With its anti-inflammatory properties, broccoli is a great food to add raw to salads or cooked with your meal.
- **Garlic:** Garlic contains Vitamin B6, Vitamin C, Selenium, Fiber, and Manganese and is rich in antioxidants and has inflammatory and immune boosting properties.
- **Ginger:** Ginger has immune-boosting and anti-inflammatory properties and can also help with your digestion.
- **Spinach:** Spinach has a high amount of vitamins A and C, iron, magnesium, fiber and folate. Eating spinach can help reduce the oxidative stress in your body.

Top Tech Trend Comes to Health Care



Saudi Aramco uses digital twin technology to manage its manufacturing processes and to monitor equipment in real time to determine when to perform maintenance.

Many high-hazard industries, such as oil and gas, airlines and mining facilities, create virtual models — or digital twins — of a process, product or service based on real-time data, and then apply artificial intelligence to run scenarios and guide decisions in the real world.

This pairing of the physical and virtual realms improves data analysis and systems monitoring to head off potential problems, prevent downtime and develop new opportunities by using simulations.

What could this technology mean for the future of health care?

During a recent Distinguished Faculty Visit, Johns Hopkins' Dr. Mohamed Rehman discussed how digital twins could revolutionize health care operations as well as patient care.

Dr. Rehman presented a community outreach lecture, titled "From Industry to Healthcare: Application of Digital Twin Technology," to about 65 members of the Saudi Aramco and JHAH community.

He explained the significant operational value of using digital twins to identify and address potential technical issues in medical systems and devices to ensure continuity of patient care.

He also discussed applying this concept to discover and treat ailments in the human body before they become apparent. "By creating digital twins of a patient or organs, clinicians can practice procedures in a simulated environment, rather than on a real patient," he says. "The ultimate vision is to have a lifelong, personalized model of a patient that includes behavioral and genetic data that we can update with every new measurement, scan and exam."

Internationally recognized for his medical and clinical informatics expertise, Dr. Rehman is the Eric Kobren Endowed Professor in applied health informatics and a professor of anesthesiology and critical care at the Johns Hopkins University School of Medicine. He is the chair of the Department of Anesthesia and Pain Medicine at Johns Hopkins All Children's Hospital.

Dr. Rehman also leads one of the few teams in the world that uses real-time, consumer-level medical data to improve quality, safety and value in patient care. He shared insights of this work with his JHAH colleagues in information science, anesthesia and pediatrics and presented a Grand Rounds, "Clinical Informatics in 2020: Using Data to Improve Outcomes," during his visit.



Mohammed Athuar Rehman, M.D.

Professor of Anesthesiology and Critical Care and Pediatrics

Watch Those Plastics

Look in about any refrigerator or kitchen cabinet, and you will find plastic bottles or containers being reused for food storage. Even though reuse is one way to recycle, not all plastics are safe for reuse as some types of plastics are not suitable for use with foods.

Using the American Chemistry Council and the Institute for Agriculture and Trade Policy guidelines below, you can determine which plastics can be reused and which should not.

Plastic Packaging Resin Identification Codes

Polyethylene Terephthalate (PET or PETE)	High-Density Polyethylene (HDPE)	Polyvinyl Chloride (PVC or Vinyl)	Low-Density Polyethylene (LDPE)	Polypropylene (PP)	Polystyrene (PS)	Other
 PET	 HDPE	 PVC	 LDPE	 PP	 PS	 OTHER
Commonly used for food jars and bottles of beverages, ketchup and salad dressings	Commonly used for milk	Commonly used for shrink wrap, cooking oil containers and squeezable bottles	Commonly used for bread and ziplockbags, shrink wrap and container lids	Common in containers used for yogurt, takeout meals, bottles of syrup and straws	Commonly used for cups, plates, cutlery, clamshell containers and egg cartons	Commonly used for three-and five-gallon water bottles and oven-baking bags
						
Should NOT be reused	Safe for reuse	Should be avoided and NOT reused	Safe for reuse	Safe for reuse	Should be avoided and NOT reused	Should NOT be reused

Recommendations for safe plastic use:

- Avoid #7 plastics, labeled PC, or Polycarbonate as they can leach harmful Bisphenol A (BPA). Look for labels on products that say "BPA-free."
- Avoid using plastic containers in the microwave.
- Do NOT use shrink wraps to cover foods. Use waxed paper, a paper towel or a plate instead.
- Avoid buying any products made of #3 plastics.
- Choose bio-based, disposable plastics. Bioplastics are made in whole or part from renewable biological resources such as potatoes, corn or rice.
- Before you pick up a plastic container to store leftovers or frozen foods, look for the code and make sure it is safe for reuse. Stay safe; stay healthy.

By: Dana Mohamad

Ask the Expert: When Small Nodules Cause Big Problems



Dr. Wojtek Mydlarz

If you or a loved one has had trouble swallowing and been diagnosed with a thyroid nodule, being confused and frightened is understandable. But what are thyroid nodules, and what do they mean for your long-term health? Below you will find answers to common questions on signs, symptoms and treatments for thyroid nodules, what the difference between thyroid cancer and thyroid nodules are and much more.

While I was in the emergency room for something else, they ran scans on me and found a nodule on my thyroid. What is a thyroid nodule?

Simply put, thyroid nodules are lumps that commonly arise within an otherwise normal thyroid gland. Some are actually cysts, which are filled with fluid rather than

tissue. Over 50 percent of people will develop a thyroid nodule by the time they are 60 years old. Although the vast majority of thyroid nodules are benign (noncancerous), a small proportion do contain thyroid cancer. In order to diagnose and treat thyroid cancer at the earliest stage, most thyroid nodules need some type of evaluation.

My mother is having trouble swallowing and thinks she has a thyroid nodule. What are the symptoms and how are they discovered?

Most thyroid nodules are completely asymptomatic, which means they show no symptoms. Rarely, very large nodules can manifest as a lump or asymmetry in the neck, and these large nodules can cause some difficulty

swallowing or difficulty breathing when lying flat. This happens when the nodule is particularly large or low in the neck, pressing on the esophagus or windpipe. Sometimes a thyroid nodule that produces excess thyroid hormones, called a “toxic nodule,” can actually cause symptoms of hyperthyroidism such as weight loss, heart palpitations, and intolerance of heat. However, most nodules do not produce excess thyroid hormone. The majority of nodules are identified incidentally on various types of x-rays and scans done for other reasons.

If I have a thyroid nodule, what are the next steps I should take? Is there further testing needed and how urgent is the matter?

Once the nodule is discovered, your doctor will try to determine whether the rest of your thyroid

is healthy or whether the entire thyroid gland has been affected by a more general condition and is overactive (hyperthyroidism) or underactive (hypothyroidism).

Again, there is no reason to worry as most nodules are benign (noncancerous) and the evaluation can be done in a relaxed yet methodical fashion.

Your physician will feel your neck to see whether the entire thyroid gland is enlarged and whether a single or multiple nodules may be present. The initial laboratory tests may include measurement of thyroid hormone function (thyroxine or T4 tests) and thyroid-stimulating hormone (TSH) in your blood to determine whether your thyroid is functioning normally. Since it's usually not possible to determine whether a thyroid nodule is cancerous or what it looks like by physical examination and blood tests alone, the evaluation also includes a thyroid ultrasonography. A biopsy may also be performed to test the nodule and see what it may look like under the microscope.

A coworker of mine was explaining his treatment process for thyroid nodules. Is every case treated the same? How is treatment determined?

For nodules that are not suspicious for cancer, observation with regular ultrasound tests is sufficient. If a thyroid nodule is suspicious for cancer or confirmed to be cancer based on biopsy results, or if it is large enough to be causing trouble with breathing or swallowing, then treatment is recommended.

In most cases, treatment consists of surgery to remove half or all of

the thyroid. In cases where the nodule is small or not confirmed to be cancer, only half of the thyroid is removed. Usually, the nodule will turn out to be benign and the patient will still retain the other half of their thyroid, which is sufficient for producing the necessary levels of thyroid hormone.

In other cases, if the nodule is confirmed to be thyroid cancer either on biopsy or after removing that half of the thyroid, the remaining half of the thyroid gland is then also removed. In more advanced cases involving large thyroid cancers or more aggressive subtypes, additional therapy such as removal of the lymph nodes in the neck or a treatment called radioactive iodine may be required.

My wife just got diagnosed with a thyroid nodule. Does that mean she has thyroid cancer? How often do the nodules turn out to be cancer?

The vast majority of thyroid nodules are benign. Those that are large or have a suspicious appearance on ultrasound examination are more likely to contain thyroid cancer, in which case a needle biopsy is recommended. Risk factors associated with thyroid cancer include: male gender, age under 20 or over 70 and a history of radiation exposure. Symptoms such as the rapid development of trouble swallowing, a hoarse voice, or the presence of large lymph nodes (bumps in the neck) may also indicate that a thyroid nodule contains cancer.

My daughter is only 20 and might have thyroid cancer. How serious is this? Is it treatable or curable?

Thyroid cancer is highly treatable and curable. The prognosis is excellent, especially for younger patients and those with small cancers. The 10-year survival for such patients is 100 percent and death from thyroid cancer anytime thereafter is extremely rare.

For patients who are over 45, or those with larger or more aggressive tumors, the prognosis still remains very good but the risk of cancer recurrence is higher. I encourage you to talk to your doctors about your individual profile of cancer and expected prognosis. It will be necessary to have lifelong monitoring, even after successful treatment.

Do thyroid nodules always need to be treated or removed or is that only necessary when they are malignant?

Benign (noncancerous) thyroid nodules are sometimes removed to confirm that they are benign. This is rare because the accuracy of needle biopsy is quite high, especially for smaller nodules. Benign nodules are removed if they are large enough to compress the esophagus or windpipe, which can cause difficulty with swallowing or with breathing while lying flat.

My husband was told he needs to have surgery for his thyroid cancer. Are there complications after surgery?

The primary therapy for all forms of thyroid cancer is surgery and the generally accepted approach at the present time is to remove the entire thyroid gland in what is called a

total thyroidectomy. Some patients will have thyroid cancer present in the lymph nodes of the neck or upper chest. These lymph nodes are removed at the time of thyroid surgery or sometimes as a later procedure. After surgery, patients need to be on a thyroid hormone for the rest of their lives with close monitoring.

Some of the more common changes after surgery are scars, sore or scratchy throat, swelling and stiffness, healing fluid (seroma) or small blood collection (hematoma). These usually resolve with time and can be treated during follow up.

The most serious possible risks of thyroid surgery are more rare, but can include: bleeding that can cause progressive difficulty breathing and/or swallowing, and injury to the nerve that moves your vocal cords (recurrent laryngeal nerve) that can cause permanent change in voice quality (hoarseness). Rarely, patients will have breathing problems. This happens if both nerves are injured (there is one on each side) and from damage to the parathyroid glands, which regulate calcium levels in the body, causing low blood calcium level (hypocalcemia). Overall the risk of any serious complication should be less than 2 percent, which is 1 in 50 patients.

The risk of complications should be discussed with each patient at length and prior to surgery. Patients should understand the reasons for the operation, the alternative methods of treatment and the potential risks and benefits of the operation.

Are there any nonsurgical treatments for a thyroid nodule? What about thyroid cancer?

Thyroid nodules that are benign rarely require any type of treatment. For toxic nodules that produce excess thyroid hormone, medications can be used to suppress the excess thyroid hormone production to lessen the symptoms of hyperthyroidism; however, if these medications do not adequately suppress thyroid hormone production, surgery to remove the thyroid gland may be required.

For some cases of thyroid cancer, removal of the thyroid is followed by radioactive iodine therapy (RAI). Most iodine consumed in the diet is taken up by thyroid gland cells and RAI involves attaching a radioactive component to the iodine, which is then taken up by a residual or microscopic thyroid cancer cells, with limited impact on other normal cells and tissues in the body.

For patients with advanced thyroid cancer that has spread to other parts of the body, which fortunately is rare, new generation targeted drugs, given intravenously specifically act on thyroid cancer cells. These new drugs have shown promise in recent clinical trials.

My mom has thyroid nodules. Is there a genetic link and is there anything I can do to avoid a thyroid nodule?

We do not know what causes most thyroid nodules, but they are extremely common. By age 60, about one-half of all people have a thyroid nodule that can be found either through examination or with imaging. Fortunately, more than 90 percent of such nodules are benign

(non-cancerous). Hashimoto's thyroiditis, which is an autoimmune process that causes your body's cells to damage the thyroid gland, is the most common cause of underactive gland function (hypothyroidism). It is associated with an increased risk of thyroid nodules. Low iodine levels (iodine deficiency), which is very uncommon in the United States, is also known to cause thyroid nodules.

My doctor said my thyroid tests were normal, even though I have a nodule. How are these related?

In rare cases, toxic nodules produce excess thyroid hormone, causing symptoms of hyperthyroidism (overactive thyroid gland) as described above. However, most thyroid nodules do not produce an excess of thyroid hormone, so most people with thyroid nodules will have normal thyroid function on their blood tests.



JOHNS HOPKINS
M E D I C I N E

Fifth Evidence-based Practice Day for Nursing & Clinical Services

The Clinical Practice Education & Research Division was pleased to organize the 5th Evidence-based Practice Day for Nursing & Clinical Services Interns to enhance and support the culture of evidence based practice at JHAH. The interns had presented eight evidence-based projects driven from clinical areas' needs. The event was attended by senior management and clinicians to support the interns in their first EBP project after having a course with hands-on practice that was delivered over six weeks by the following team Dr. Amani Babgi, Dr. Jafar Tawfiq, Ms. Lamia Al Zayer, Ms. Julie Barritt, and Ms. Nada Al Khaldi"



JHAH Ambulances First in the Kingdom with EasyFix Plus Vacuum Mattress

JHAH's Pre-hospital Care Division is pleased to announce the introduction of the EasyFix Plus Vacuum Mattress in Dhahran and districts. JHAH Pre-Hospital Care Division, part of the Emergency Medicine Department, is the first in the Kingdom to implement this technology in its ambulances.

The benefits to patient safety, care and comfort include:

- Superior immobilization, the unique chamber design and body shape with built-in upper supports to hold the patient securely in the correct position
- X-ray and MRI transparent, no need to move the patient to another device for diagnostics
- Significantly greater stability, offered by the vacuum mattress, is combined with greater patient comfort than the traditional backboard model

To learn more about the EasyFix Plus Vacuum Mattress, please visit our JHAH Emergency Department floor.



Your Way Out of Prediabetes

JHAH opens 2020 intake for proven diabetes prevention program

By: Sarah Palmer



Tawazon is a support group-based diabetes prevention program that through physical activity, diet, education, and behavior, can transform lives.

The 2020 round of the Tawazon will be the third intake for the unique John Hopkins Aramco Healthcare (JHAH) program.

Tawazon was created by JHAH experts and specialists in Public Health from Johns Hopkins Medicine in Baltimore, and follows

evidence-based practice from the CDC* Diabetes Prevention Program. Participants in the first two rounds of Tawazon experienced excellent outcomes in terms of a reduction in body weight and blood sugar levels.

The Hidden Dangers of Diabetes and Prediabetes

While many people are aware that diabetes is a serious health risk, they may not know that it is possible to have prediabetes

or even undiagnosed Type 2 diabetes without any obvious warning signs or symptoms. Prediabetes is a medical condition where your blood sugars are higher than normal. It can predispose you to Type 2 diabetes, with a subsequent higher risk of developing diabetic complications such as chronic heart disease, stroke, blindness, kidney failure, and early death.

The good news is these conditions can often be reversed through lifestyle and behavior changes, as well as by introducing physical activity and healthier food choices.

Take The Quiz



to Determine Your Risk Level

To take the prediabetes quiz to find out your risk level for prediabetes, go to www.jhah.com. Knowing your risk level can empower you to reverse prediabetes and to prevent Type 2 diabetes in your future.

Your quiz results will also indicate if you are eligible for the Tawazon program and you can immediately complete the online application.

To access the Tawazon prediabetes quiz, visit www.jhah.com or scan the QR code.

A Program Designed to Help You Reach Your Goals

Tawazon's targeted measurable outcomes include:

1. Losing between 5% and 7% of your body weight
2. Maintaining 150 minutes of moderate physical activity per week.

Over the course of six to nine months, candidates receive 12 sessions with a lifestyle coach, along with four supervised physical activity sessions with a personal trainer to try to reach these goals.

The program is designed to help participants adopt a moderate physical activity program. Along with diet and exercise support, Tawazon provides a supportive team of health coaches, nutritionists, case managers, Primary Care physicians, and fitness coaches to help participants improve their quality of life.

Tawazon is run in groups of 20 to 25 participants. Session times will be based around the needs and preferences of each particular group.

Tawazon is run in groups of 20-25 participants, the session times will be based around the needs and preferences each particular group.

Tawazon Eligibility

The program is available to JHAH and Saudi Aramco adult employees and their eligible dependents (18 years of age and older) who:

- Have a body mass index (BMI) higher than 25
- Are diagnosed with prediabetes or are at risk of developing type 2 diabetes
- Registered to receive care with Johns Hopkins Aramco Healthcare
- Eligible Saudi Aramco employees and their dependents are invited to register for health care at JHAH. Visit Saudi Aramco MyHome>MyInformation>MyFamily.

*Centers for Disease Control

توازن
Tawazon
Your Way Out of Prediabetes
أوقف السكري قبل حدوثه

How to Stay Healthy and Focused While Virtual Learning



Get enough sleep by sleeping 7-9 hours a night to make sure you are well-rested for your virtual learning day ahead.

Make sure you have a quiet and comfortable environment for your virtual lessons.



Watch your posture, make sure you are sitting up straight while watching your virtual lessons.

Do not sit too closely to the computer screen to avoid eye strain.





Take breaks every hour to stand-up and stretch or walk around the house.

Eat healthy meals and snacks throughout your day to get the nutrients and vitamins you need to help you stay focused and feel energized.



Minimize technological distractions such as using mobile phones/iPads while attending your virtual lesson.



March 2020 - Johns Hopkins Aramco Healthcare (JHAH) has been awarded gold certification for excellence in Person-Centered Care by Planetree International. This Person-Centered Care Certification® recognizes the organization's achievements and innovation in the delivery of Person-Centered Care. JHAH is one of only 97 healthcare organizations worldwide to earn this prestigious certification and is the fourth in the kingdom and largest healthcare organization in the Middle East to be certified to date.

Gold certification for excellence in person-centered care represents the highest level of achievement in person-centered care grounded in quantitative evidence and standards. Person-centered healthcare values the active participation of staff, patients,

*Johns Hopkins Aramco Healthcare awarded **Gold** Person-Centered-Care Certification by Planetree International to achieve evidence based benefits*

and their families throughout the healthcare process with a strong emphasis on partnership, compassion, transparency, inclusion, and quality.

There is a growing body of scientific research connecting patient and family engagement to improved health outcomes. The JHAH journey to person-centered care certification started in 2018, when JHAH committed to improve the entire healthcare experience by engaging patients, families, and all levels of staff.

"Becoming a person-centered healthcare organization requires reshaping our culture. The Gold Certification signals to JHAH's patients and community that this is an organization where staff partner with patients and their families and where patient and family comfort, dignity, empowerment, and well-being are considered key elements of providing top-quality clinical care." Being a person-centered healthcare organization is key to continuing to improve quality, safety and experience" stated Dr. Daniele Rigamonti, Chief Executive Officer JHAH.

Surveyors from Planetree were on-site at five JHAH

facilities as part of the 'Validation Visit', February 16 – 20, 2020, to assess the organization's achievements and commitment to the culture of person-centered care. The assessment criteria include the quality of patient-provider interactions, access to information, family involvement, and the physical environment of care. Importantly, the criteria also measure how the organization supports staff, opportunities for staff, patients, and whether families have a voice in the way care is delivered, and the ways in which JHAH is reaching beyond its walls to care for its community. As part of their assessment, the Planetree team interviewed focus groups that included frontline staff, clinical staff, and patients and their family members.

"We all played a role within our sphere of influence; understanding the anxiety of patients, acknowledging the concern of families and fulfilling the expectations of our colleagues. Collectively, we have changed and are changing the culture of our work environment and our lived experience" stated Dr. Amar Sattar, Co-Chairman of the JHAH Person-Centered Care Council.



Notable Achievements in JHAH's Journey to Person-Centered Care Excellence:

- **Experiential Communication and Compassion Training:** %97 of JHAH employees completed Experiential Communication Training (four hours) and Compassion Training (two hours) within eight months.
- **Patient and Family Advisory Councils (PFAC):** JHAH established PFACs, which are a partnership between patients and families and staff that work together to create a person-centered healthcare culture. The PFAC members include active employees, retirees, persons with disabilities and spouses who team up to improve patient and family experience.
- **Patient-Directed Visiting Hours:** When patients are admitted to the ward they will be asked their visiting preferences. This information is recorded in the electronic medical record, Epic.
- **MyWay - Digital Navigation App:** JHAH's wayfinding technology is here to help JHAH patients, staff and visitors find their destination and information.
- **Multidisciplinary Rounding:** JHAH staff hold multidisciplinary rounds partnering with patients and their loved ones to take into account personal preferences and respect spiritual and cultural needs.
- **Welcoming to All - An Employee Guide to Communication,** this training provides practical resources and tips on welcoming all people, including persons with disabilities and special needs, to the hospital.
- **Human Resources Interviewing:** JHAH's Human Resources department includes the presence of either peer-to-peer staff or patients in the interview process for potential new hires.
- **Welcome Guides:** JHAH Welcome Guides are available to assist patients, family members and visitors with directions within our hospitals.
- **JHAH Arabic/English Health Encyclopedia:** The JHAH Arabic/English Health Encyclopedia is JHAH's online educational platform. Detailed descriptions of healthcare topics, conditions and treatments are available to support patients, family members and caregivers to actively take part in the healthcare journey.
- **Executive Rounding:** This takes place across all JHAH facilities, pairs of C-suite leaders 'round' or visit wards and offices taking time to talk with staff, patients and families.
- **JHAH Courtyard:** The courtyard area, near the main lobby of the Dhahran Health Center, was re-opened in 2019 after extensive landscaping. Research is finding that natural light in a healthcare facility can help patients recover faster and reduce their need for medication as well as reduce the stress of healthcare workers while increasing their productivity.
- **Inpatient Care Plan:** During JHAH's admissions process, when a patient and their loved ones and/or caregiver arrives on the ward a care team member will ask a series of questions. This is to help JHAH understand their needs and respect their personal preferences – this is the 'care plan'.
- **Inpatient Welcome Booklet:** The Welcome Booklet is a part of ensuring a comfortable stay for patients and their loved ones. The booklet is available upon arrival in all inpatient rooms.
- **Radiology's Calming Ambiance:** JHAH's Radiology Department has chosen equipment that combines advanced diagnostic technology with person-centered design. It provides patients with access to controllable immersive environmental display technology.

Johns Hopkins Aramco Healthcare (JHAH) Awarded 'Gold' Mowaamah Certification for Persons with Disabilities Inclusive Work Environment



JHAH Dhahran and Al-Hasa have installed dedicated wheelchair spaces for the ease and comfort of patients and visitors. Our person-centered initiative will expand to our other facilities soon.



JHAH has been accredited as one of only three healthcare organizations in the Kingdom with Mowaamah 'Gold' certification. Mowaamah is an accreditation by the Ministry of Labor and Social Development designed for organizations who wish to enhance their work environments to be comprehensive and more supportive of persons with disabilities. Organizations awarded 'Gold' certifications have a 100 – 70 percent compliance level, JHAH is 93 percent compliant.

In 2019, JHAH's Chief Executive Officer, Dr. Daniele Rigamonti, announced his commitment to providing an inclusive and adaptive environment for everyone, including patients, family members, visitors and employees. He said "At JHAH, we established a

Person-Centered Care (PCC) committee and a sub-committee for Persons with Disabilities (PwD) to facilitate person-centeredness at our organization and make it sustainable. Our strategy is aligned with the Kingdom's Vision 2030 as we strive to enable everyone, including persons with disabilities, to be integrated and independent. We are determined to provide an accessible, inclusive environment that provides suitable education, job opportunities and staff retention without discrimination."

At JHAH, the sub-committee for PwD provides oversight to the JHAH Disability Supportive Improvement Plan (DSIP) to ensure that JHAH's governance, recruitment policies, premises, products, services, equipment and training programs are inclusive for persons with disabilities.

“The high score reflects your commitment to enhance your work environment to be a friendly environment for PwD. Also, I would like to thank you and your team for the impressive work that was put into this initiative,” said Musaad Alqadhi, Ministry of Labor and Social Development, Mowaamah Certification Program Auditor.

JHAH’s Patient and Family Advisory Councils (PFAC), established in 2018, are a partnership between patients and families and staff that works together to create a person-centered healthcare culture. The PFAC members include active employees, retirees, persons with disabilities and spouses who team up to improve patient and family experience.

“This is a call for healthcare organizations to join us in providing an accessible future for all,” said Hadi Al Irjan, Chairman, PwD Sub-Committee. He added, “We are proud to be associated with this noble initiative. To us, it is all about going through the journey to create sustainable change in our environment and not just about receiving the accreditation”.

JHAH is among the few healthcare organizations kingdom-wide that chose to pursue this MOL initiative and to reflect its standard in its policies, processes and day-to-day procedures to create a sustainable culture.

Notable Achievements in JHAH’s Journey to become Mowaamah Accredited

- JHAH strives to provide a barrier-free recruitment process: In line with the Saudi Vision 2030, JHAH is an inclusive workplace, we welcome the skills and talents of all individuals, including persons with disabilities.
- Started providing alternative interview methods including work trials for applicants with disabilities who might be able to fully demonstrate their potentials and capabilities to meet job requirements
- JHAH uses VictorReader Streams handheld devices, allowing users to convert text to audio. This is useful for persons with visual impairment or low-vision
- The majority of JHAH Dhahran Health Center receptions have been upgraded to have a lower desk to wheelchair users. The remaining reception renovations are targeted for completion in the first quarter of 2020
- JHAH has a large braille printer for frequently used documents such as consent and admission forms. The printer converts text files into braille in both Arabic and English



Left-to-Right: Abdulmohsen Al-Mukhaild, Hadi Al Irjan, Ahmed Al Otaibi, Shoukry Alhousseini, Najebah Al Khonizi, Zahyah AlAmry, Tatiana Mezerhane, Najat Albaraki, Vera Burns, Dr. Daniele Rigamonti, Basmah Bakhsh, Syed Nadeem, Naif AlGhurayri, Salam AlJishi. PwD SubCommittee Members recognized, but not pictured: Sarah Palmer, Rania Ghamdi, Rotimi Okuneye, Muneerah Al Rafiha, Rashid AlRasheed.

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



Become a patient at Johns Hopkins Aramco Healthcare



How to register

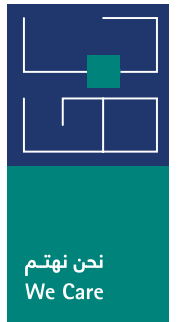
1. On the Saudi Aramco corporate portal, go to **myhome**
2. Click on **My Information**
3. Select **My Family**
4. Select the individual to be registered, then click on **Change Medical Provider**
6. Once you click on Change Medical Provider, you can select **Johns Hopkins Aramco Healthcare, (Dhahran 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.

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

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](https://www.jhah.com/video-visit)



#StaySafe
#StayHome

مرکز جونز هوبكنز
أرامكو الطبي
Johns Hopkins
Aramco Healthcare

Social Media Highlights

What You Might Have Missed

Keep Your Children Hydrated this Summer

- ✓ Always bring water with you.
- ✓ Feed them fruits and vegetables as they contain a lot of water.
- ✓ Make sure your child drinks water every 30 minutes or so.
- ✓ Make popsicles with 100% fruit juice or pureed fruit.



Is your child drinking enough water? Make sure by following these tips.

Simple changes to your daily habits can save you from #COVID19.

Protect yourself from COVID-19:
Clean "high-touch" surfaces, such as counters, tabletops, keyboards, doorknobs, bathroom fixtures, toilets and bedside tables daily.



As a JHAH-registered patient, you can download and print a JHAH-stamped and Medical Liaison Office signed #COVID19 Report using MyChart. Giving you proof of your latest results for purposes such as travel clearance. Visit JHAH.com for the how-to guide

<https://www.jhah.com/media/2181/mychart-request-or-grant-access-to-medical-record.pdf>



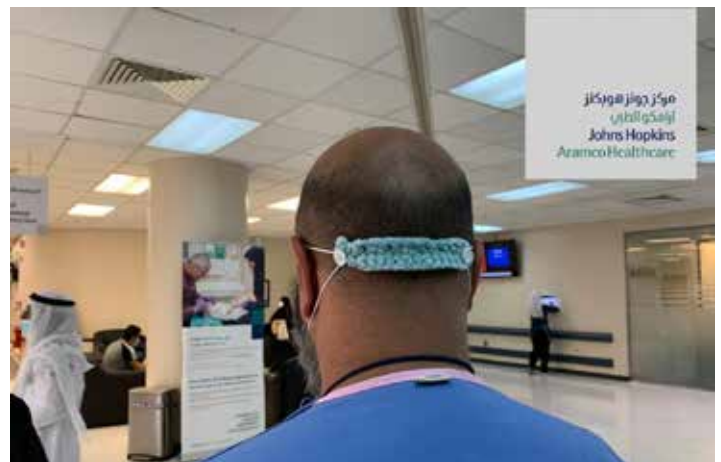
How to Access your COVID-19 Lab Result Report on MyChart

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

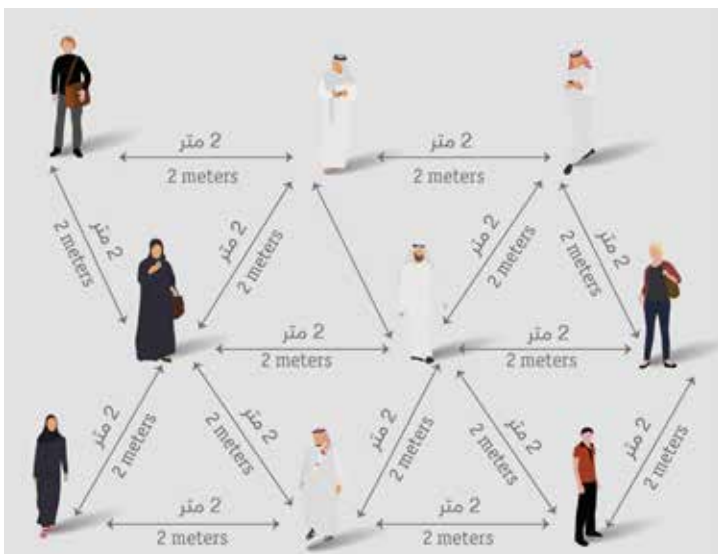




Simple changes to your daily habits can save you from COVID-19.



Joharah, mother of 3 and talented arts and crafts enthusiast, used her creativity to make a difference in the lives of #JHAH frontline healthcare workers when she gave Primary Care staff over 100 crocheted mask bands to make face masks more comfortable and avoid ear irritation.



Don't become a #COVID19 statistic this 'Id. Help us all avoid a spike in infections.



The sun + a car + sanitizer = BAD IDEA.

Social Media Highlights (cont'd)

Breastfeeding Mothers and COVID-19

If you are sick with COVID-19 or think you might have it, follow these steps when breastfeeding:



Use a medical mask when near your child



Wash or sanitize your hands before and after contact with your child



Routinely clean and disinfect any surfaces you touch

مركز جونز هوبكنز
أرامكو الطبي
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If you are severely ill with COVID-19 and unable breastfeed your infant, express milk to safely provide breastmilk to your child.



CAUTIOUSLY, WE RETURN



Are you worried about breastfeeding during this pandemic? Read these tips to protect your child and yourself.

Trivia Tuesday

False. It is advised you wear a mask AND physical distance to keep yourself and others safe.



Should you adhere to physical distancing if you're wearing a mask? Watch this video to find out.



Because we care, JHAH is constantly striving to adapt to the changes during this challenging phase

MyChart Home Monitoring Program is one of the latest services added to manage the health of those in home isolation/quarantine

Find out how you can fill in your form using a desktop



مركز جونز هوبكنز
أرامكو الطبي
Johns Hopkins
Aramco Healthcare

We welcome our new Chief Executive

Dr. Michael Walsh

MBBS (Hons), BHA, FRACMA, MPA (Harv), FCHSM

Dr. Michael Walsh has more than 25 years of experience in healthcare leadership roles. Dr. Walsh joins Johns Hopkins Aramco Healthcare (JHAH) following 11 years as Chief Executive of Cabrini Australia. Under his leadership, Cabrini Australia achieved growth in virtually all areas, especially teaching, research, and fundraising.

His previous international experience includes key roles such as the Chief Executive of the South East London, NHS Strategic Health Authority (U.K.), and Chief Executive of The Alfred in Melbourne, Australia. Additionally, he was Vice President of the Royal Australasian College of Medical Administrators, for eight years.

Michael is a medical doctor by background and a specialist in Medical Administration.



نحن نهتم
We Care

Meet JHAH's new CEO, Dr. Michael Walsh.

Meet Our People

مركز جونز هوبكنز أرامكو الطبي
Johns Hopkins Aramco Healthcare

"I am grateful to be part of JHAH family working as a lead of Capital Expenditure strategic sourcing team to ensure efficient utilization of all Capital and strategical projects procurement in order to improve the quality of our healthcare services and increase our patients' overall satisfaction."

Basil Al Naser
Lead, Equipment Sourcing



Meet our #JHAHpeople, Basil Al Naser.

Social Media Highlights (cont'd)

Cloth Mask Instructions / تعليمات الكمامة القماشية

قم بديك قبل وبعد لمس الكمامة.
Sterilize your hands before and after touching the mask.

20-30 ثانية seconds

40-60 ثانية seconds

ارتد كمامة نظيفة وغطي فمك وأنفك بالكامل.
Wear a clean mask and cover all of your mouth and nose.

اغسل الكمامة مرة يوميًا أو أكثر إذا اتسخت.
Wash the mask daily or more often if soiled.

12 ساعة hours

1 ساعة hour

اغسل الكمامة في الغسالة أو يدويًا وجفها جيدًا.
Machine or hand wash the mask and dry thoroughly.

تخلص من الكمامات المتضررة.
Dispose of damaged masks.

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Trivia Tuesday

The average office desk is said to contain 400 times more germs than a toilet seat – meaning that many office workers could be at risk of sickness due to dirty desks. Keep your space and your hands clean!

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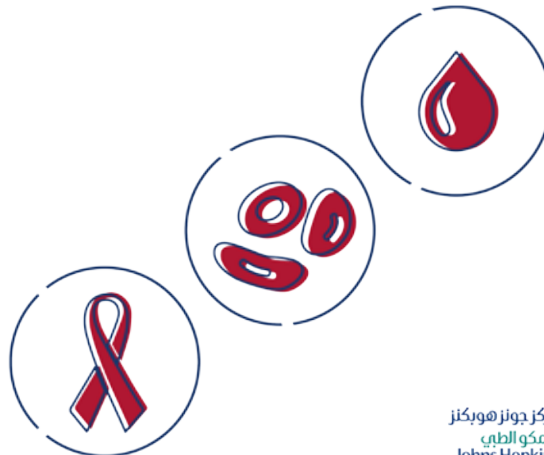
How careful are you with disinfecting objects on your office desk? Watch this short animation quiz to check how accurate your information is.

Are you looking for expert advice on the correct way to use a cloth mask? Download, share, or print the JHAH bilingual cloth mask guidelines.

World Sickle Cell Day June 19

If you suffer from sickle cell disease, the JHAH Clinical Nutrition Department encourages you to follow these tips to stay healthy:

- Consume healthy and well-balanced meals.
- Take Folic Acid supplements as advised by your physician.
- Drink at least eight cups of water a day to avoid dehydration.
- Avoid strenuous exercise.
- Avoid smoking.
- Manage your stress and practice relaxation techniques.
- Get adequate amounts of sleep.



Are you looking for expert advice on the correct way to use a cloth mask? Download, share, or print the JHAH bilingual cloth mask guidelines.



How to safely receive deliveries to your home?



Keep a safe distance of at least 2 meters between you and the delivery man



Pay online or by card and avoid using cash



Dispose of bags and packaging as soon as they get delivered and remember to disinfect the packages before opening them



Make sure to wash your hands before and after you pick up the groceries from your doorstep

How can you safely receive grocery deliveries to your home? Follow these steps to stay safe.



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#CautiouslyWeReturn to mosques again. Follow recommended guidelines to ensure your safety and that of your loved ones. Below link to check out more guidelines

<https://www.jhah.com/en/new-coronavirus>

How to protect yourself and others when praying at mosques during COVID-19

Help Children Eat Healthy



1. Lead by example and eat with them



2. Slice fruits and vegetables into fun shapes



3. Add fruits to breakfasts and desserts



4. Add vegetables to pastas and soups

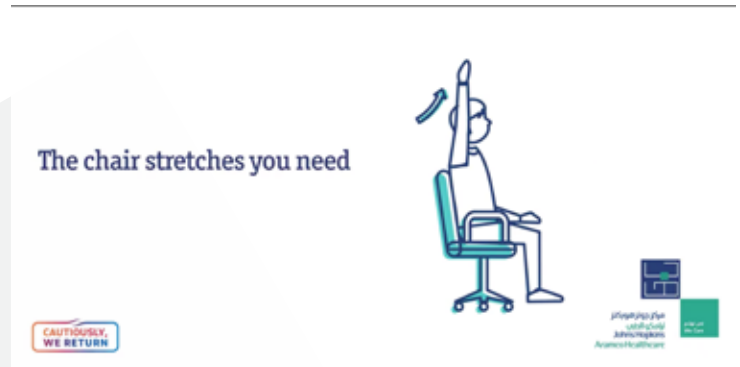
Use this time at home to bring in some healthy color to your children's diets.



Social Media Highlights (cont'd)



Make a difference, save lives, and donate today! Become a hero at #JHAH



Extended hours spent seated at a desk can lead to body stiffness and soreness. Follow these simple stretches to keep your health and spirits up. #JHAH

Did you know

Too much sugar in your diet can lead to high blood pressure and more

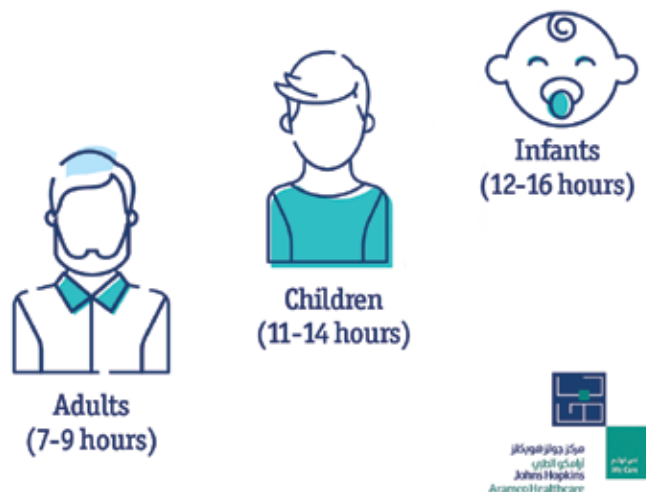
Try to limit your sugar consumption and opt for natural fruit sugars instead



It is important to keep your #sugar in check to ensure good #cardiovascular health. Switch to a more natural diet and feel the difference. #JHAH

Sleep Well

Different age groups need different amounts of sleep to stay healthy



A good night's rest means getting the right amount of #sleep and enjoying quality sleep patterns that let your body rest and rejuvenate. Sleep well to stay healthy. #JHAH



Shopping & Coronavirus

We advise you to utilize delivery app services to order your groceries, but when you need to make a necessary trip to the grocery store, please follow the below guidelines:



Prepare a shopping list before you leave home. This will reduce shopping time and avoid unnecessary trips for forgotten items



When entering the store, sanitize your hands with alcohol-based sanitizer and wear gloves



Sterilize the handle of your shopping cart using sterilized wet wipes



Maintain a distance of at least 1.5 meters between you and other shoppers



Do not touch products that you are not going to purchase



Do not touch your face when you are shopping



Use credit, or debit, cards for placing your payments



Sterilize your hands before leaving the store



Sterilize food cans using sterilized wet wipes



Wash your fruits & vegetables carefully



Did you know

Calcium deficiencies can make bones fragile

Stay healthy by incorporating calcium-rich foods like dairy products and leafy vegetables into your diet



From your nervous system to your muscles, blood and more, it's not just your bones that benefit from #calcium. Take a closer look at the calcium dietary needs for different age groups.



Did you know that #smokers are more vulnerable to contracting #COVID19? Protect your lungs...quit smoking today.

If you need to make a necessary trip to the grocery store, follow these tips to safely shop for food



التباعد الجسدي
Physical Distancing
शारीरिक दूरी
جسمانی دوری
शारीरिक दूरतव
Physical Distancing
Jarak Fisik
Khoảng cách vật lý
ਸਰੀਰਕ ਦੁਰੀ
物理距離



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Social Media Highlights (cont'd)

Missing your grandparents?
Family is what keeps us together during these difficult times, and true happiness is seeing your loved ones safe and healthy.

Protect them when you go for a visit:

- Before visiting, confirm that no family members are experiencing COVID-19 symptoms
- Keep your face mask on
- Wash your hands frequently before, during, and after the visit
- Maintain a two meter physical distance (avoid hugging, kissing and shaking hands)
- Avoid sharing any utensils, food, or beverages
- Encourage them to disinfect the surfaces before and after your visit (e.g. wipe down countertops and tables)
- Limit the number of visitors - less is best

Did you know Salt can increase retention and may damage your cardiovascular health



Try to control the amount of salt you consume daily and replace it with fresh herbs

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There are some important steps to take so we can enjoy family time and follow the Ministry of Health guidelines responsibly

Most people get more sodium in their diets than they need. A key to healthy eating is choosing foods low in salt and sodium. Reading food labels can also help you see how much sodium is in prepared foods.

Relieve Stress While at Home

Practice self-care

Disconnect from social media

Virtually catch up with friends and family

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Eye strain is caused by overusing digital screens

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At times like these, it's important to take the care of your mental wellbeing. Download our "Mental Health .Tool Kit" for more tips

Staring at a computer, smartphone, or TV screen for hours at a time can cause digital eye strain. Follow .these steps to keep your eyes healthy

It is recommended that you disinfect your shoes after each use and before entering the house



We're all
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Protect yourself and your loved ones by taking every precaution to keep your home safe and clean.

At times like these, it's necessary to take every precaution to ensure you stay safe. Shop safely and securely by using contactless payment methods. <https://jhah.com/en/new-coronavirus>

Coins and notes can sometimes be contaminated

It is recommended to do payments using credit and debit cards and to wash your hands after each transaction



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Avoid misinformation about COVID-19



Stay safe and seek only trusted sources

Visit JHAH website for credible information on the new coronavirus

عَبَّرْتُمْ بِأَسْمَى الْكَلِمَاتِ، فَزِدْنَا إِصْرَاراً وَالتَّزَاماً...
 شكراً لكم.



Stay well informed about #COVID19 only through reliable sources. To stay updated with the latest COVID-19 news, visit <https://bit.ly/3ffphL>

A thank you from patients to JHAH video.

Social Media Highlights (cont'd)

How to reduce anxiety during the COVID-19 outbreak?

- Limit your time watching the news
- Participate in fun games and activities with your family
- Stay calm
- Practice self-care
- Exercise regularly
- Eat healthy and balanced meals

We're all

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Find out how to relieve your #anxiety with these tips during #quarantine.

#WeAreAllResponsible. Check out the video on staying healthy during COVID-19.



They are doing their best do your best too

keep physical distance
wear a mask
wash your hands
stay at home

Why you should practice physical distancing

Physical Distancing can reduce the rate of COVID-19 transmission by half.

Without Physical Distancing	With Physical Distancing
1 person infects	1 person infects
2.5 people	1.25 people
406 people	15 people

Timeline: Now, In 2 Days, After 10 Days

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كلنا مسؤول

Did you know that physical distancing can reduce the rate of COVID-19 transmission by half? Practice #PhysicalDistancing to protect yourself and others. #COVID19

Did you know that the colored side of a disposable mask should be worn outwards?

If you are wearing a disposable mask, make sure to wear the colored surface facing outwards, with the white surface of the mask facing inwards.



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Use your elbow to open doors, and reduce your risk of infection.



Simple changes to your daily habits can save you from #COVID19.

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COVID-19 Testing

COVID-19 Testing at JHAH:
We are here to safeguard your health.



Social Media Highlights (cont'd)



We can still connect no matter the distance. Follow these tips to best stay in touch with your loved ones. #COVID19 #WeAreAllResponsible #JHAH

check the video on our twitter page: <https://twitter.com/JHAHNews/status/1263016779686674432>

Handwashing can be a lifesaver when done correctly, follow the proper hand hygiene steps, and stay safe. It's in your hands.

#WorldHandHygieneDay #COVID19 #WeAreAllResponsible

<https://jhah.com/en/new-coronavirus>



JHAH is happy to announce a new #telehealth option. JHAH Primary Care is now accessible by Telephone Visit. To request a Telephone Visit please call 800-305-4444 and select option 1, during working hours, or schedule an appointment using MyChart.

What do you need to know about cloth masks? According to the Saudi Ministry of Health @SaudiMOH, a cloth mask should always be worn when leaving the house, and when going to a public area, #WeAreAllResponsible #COVID19



Watch Aramco's 'insight' coverage of JHAH's COVID-19 support and services, this is the third edition of insight to focus on JHAH's contribution to COVID-19 <https://youtu.be/E7EvqSwCla0> via @YouTube #Aramco #JHAH #WeAreAllResponsible #COVID19



Aramco Insight: Covid-19 Special Edition 4

Stay Six Feet Away to Keep Infection at Bay

When living within an apartment building or in a gated community, it is important to abide by the 'stay at home' and 24 hour curfew restrictions.

Everyone has a role to play in stopping the spread of COVID-19 and protecting themselves, their family, and our communities.

- Avoid mixing with your neighbors, even if you live in the same apartment building, don't have your neighbors over to your house (adults or children).**
- Avoid visits with members of your family (parents, cousins, or siblings), who are not a part of your current household, even if they live within the gated community or the same apartment building.**
- Observe physical distancing with individuals outside your household. This includes interactions with people in the communal building spaces such as lobbies and outdoor spaces.**

Everyone has a role to play in stopping the spread of #COVID19 and protecting themselves, their family, and our communities. Follow these tips if you are living in an apartment or gated community. #WeAreAllResponsible



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Your immune system is your first line of defence in fighting infection. Follow our guidelines to strengthen your immunity. #COVID19

How to boost your immune system?



Stay Safe at Work



Wear a mask when going to work and keep it on when you are with others



Wash your hands for 40-60 seconds or sanitize your hands for 20 seconds frequently during the day



Work from home or make all meetings virtual if possible



Keep at least two meters between yourself and others



Disinfect the surfaces you touch frequently



Practice non-contact greetings such as waving or placing your hand on your chest

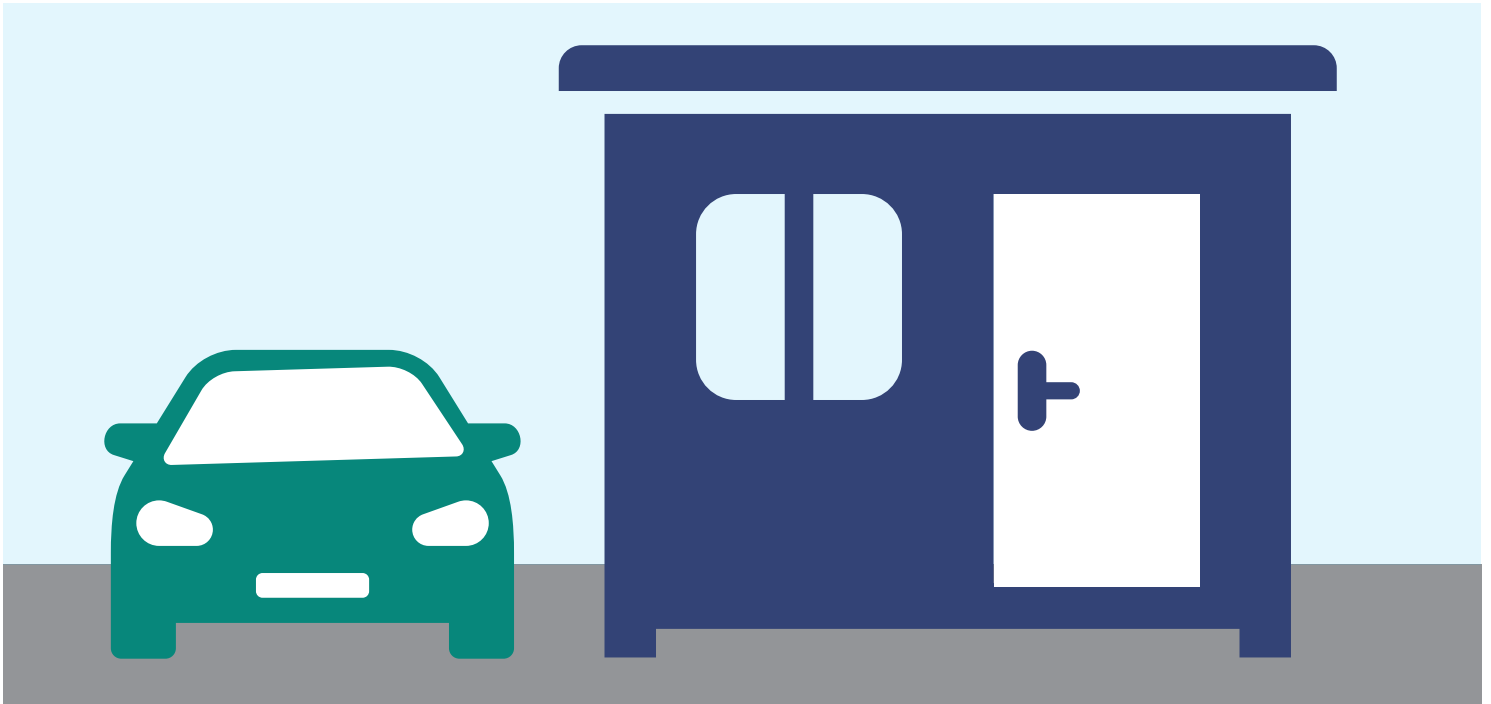


Avoid gatherings and crowded spaces such as busy elevators and coffee rooms



If you experience any COVID-19 symptoms, contact your medical provider and stay home

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.

Start Using MyChart Today

If you need help signing up for MyChart or would like to ask a question, please call the MyChart Help Desk 800-305-4444 and select option 8 during normal working hours.

Manage Your Medication on MyChart

Arrange for medication refills via your online health portal, MyChart. Once logged in, you can see when your medication is ready for renewal, easily request refills, and find out more about the medication you have been prescribed. You can also request MyChart notifications that will inform you when medication is ready for pickup or renewal.

Watch a video on ‘How to refill/renew your medication on MyChart’ on [MyChart Learning](#).

Find the Dhahran Drive-Through Medication Pickup

The Medication Pickup location is available in JHAH MyWay, our navigation app. Search ‘JHAH’ on the Apple App Store or Google Play (Arabic or English). Or, if you prefer, please use the online map. *Please note, the online map is not accessible using Internet Explorer.*

Please remember:

It is a requirement to show government-issued identification when collecting medication.



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
- **Become a volunteer:** To volunteer, email VOLUNTEER.HEALTHCARE@JHAH.COM. You must be in good health, at least 18 years old and have a good understanding of English.
- **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/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.)

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.)

JHAH Highlights



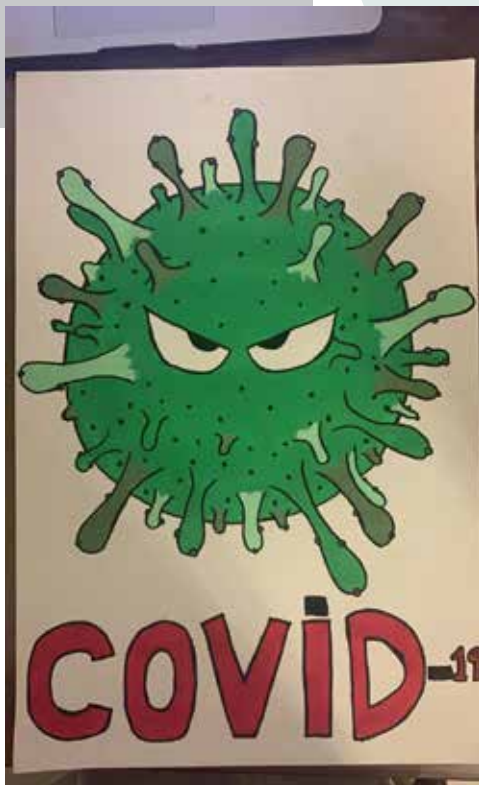
2019
RECOGNITION AWARD
GOLD

Johns Hopkins Aramco Healthcare
Dhahran, Saudi Arabia

In recognition of an exemplary first aid, CPR and advanced cardiovascular care lifesaving training program

JHAH received
"Gold"
Award from
American Heart
Association

COVID-19
and heartfelt
expressions



Drawing by: Raneem Jamal Wali
16 yrs. old
Letter by: Mujahidah

A LETTER TO CORONAVIRUS:
AKA: COVID-19

Dear Corona,

How are you doing so far? Hope you are enjoying your visit on Earth.

Recently, people have been sick and it was reported that they have COVID-19, which is your nickname. Beginning your trip from China and spreading all the way to America. DON'T you think this is enough! :)

However, you should be satisfied by now that you have visited over 100 countries and you've infected 304,336 people and 12,984 are dead just because of you. :)

On top of that, countries are on lockdown, supermarkets are running out of stock, schools are cancelled and all mosques in the Arab countries are closed. Plus, the 2020 OLYMPICS in Tokyo will be postponed if you don't leave the planet by May. :)

To sum up, all I'm asking is for you to disappear for good. I'm 14 and I'm forced not to hug my friends, which is impossible for a popular girl. :)

Yours,
Mujahidah



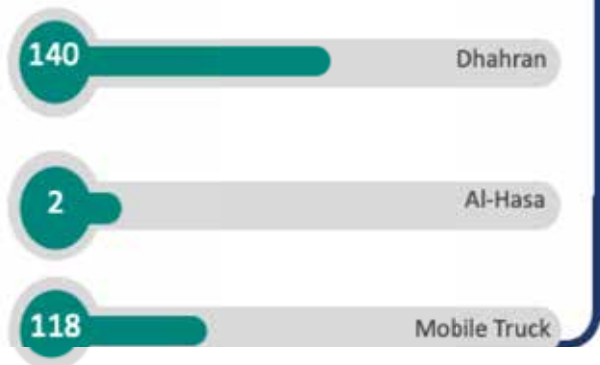
Mechanical Ventilators Installation

As part of COVID-19 taskforce, Healthcare Technology Management Division installed over 100 mechanical ventilators as follows:

- 74 portable Breas Vivo 65 Ventilators
- 31 Hamilton T1 Transport Ventilators
- 35 Respironics Trilogy 202 Ventilators

Drive Through testing for potential COVID-19 patients

Drive Through' testing for potential COVID-19 patients was launched at JHAH on March 22, 2020, at building 50, allowing patient swabs to be taken from their car. Security personnels were assigned to the location to facilitate the flow of patients and help maintain patient privacy.



Blood Donations

Design and information by Corporate Planning and Development Office.

Advanced Glaucoma Surgery at JHAH

March 4, saw Moaz Suleiman, MD, Ophthalmologist & Glaucoma Specialist, carry out JHAH's first case of Diode laser Endoscopic Cyclophotocoagulation (ECPC), considered to be an advanced Glaucoma procedure.



Moaz Suleiman MD
Ophthalmologist

Meet Our People



“ Working at JHAH has been indeed inspirational to me. Our health center has evolved tremendously over the years. We are very blessed to work in an environment which attracts the highest quality of staff in the field combined and the support I need as a practicing Endocrinologist to serve my patients with cutting edge medical care. That is second to none. ”

Dr. Suhail Abushullaih, MD, FRCPC, FACE

Consultant Endocrinologist and Diabetologist, Johns Hopkins Aramco Healthcare

“ Psychological management of the COVID-19 crisis goes hand-in-hand with medical management. Family psychological support during COVID-19 crisis is a priority. ”

Dr. Ahmad Almai

Consultant Child and Adolescent Psychiatrist,
Johns Hopkins Aramco Healthcare.



Ways to Strengthen your Immune System against Microorganisms and Infection

By: JHAH Clinical Nutrition & Food Services

The immune system does great in defending your body against infections caused by microorganisms. There are many health and nutrition tips that can boost your immune system and its response against infection. These tips also improve the functioning of your organs and reduce your risk for non-communicable diseases such as diabetes, obesity, hypertension, heart disease, stroke and some types of cancer.

- Avoid smoking, both active and passive.
- Consume a minimum of five servings of fruits and vegetables to enrich your body with the antioxidants, vitamins and minerals that nourish your immune system.
- Exercise regularly.
- Maintain your body weight within the healthy range.
- Get adequate sleep (7-8 hours a day).
- Avoid under-cooked foods such as meat and eggs and unpasteurized milk
- Minimize stress by consuming healthy food; performing exercise; relaxing and breathing deeply; limiting your exposure to contaminants, pollution and noise; and keeping busy by volunteering. High levels of stress over a long period of time negatively affect the immune system.
- Consume foods and beverages that support your heart and circulatory system. These include fresh or dried fruits and vegetables, whole grains and cereals, legumes, low-fat or nonfat dairy products, salmon, skinless poultry and healthy oils. A strong circulatory system strengthens your immune system. Limit your intake of saturated and trans-fats and salt.
- Keep hydrated by drinking an adequate amount of fluid, primarily water. This helps your body function properly, including your immune system.
- Consume well-balanced, healthy meals that provide your body with nutrients that boost your immune system. These include protein, vitamins (vitamins A, B6, C and E), minerals (iron, zinc, selenium, and folic acid), antioxidants and fiber.
- Consume an adequate amount of protein in your meals. Protein is found in lean meat, skinless poultry, eggs, seafood, low-fat and nonfat dairy products, nuts, seeds, and dried legumes such as lentils, beans, chickpeas and peas.
- Consume food that help probiotics grow and multiply in your digestive system. These include fruits, vegetables and fermented foods such as yogurt.
- Do not take any over-the-counter medications, antibiotics, herbs or supplements without consulting your doctor.
- People with diabetes MUST keep their blood sugar controlled as high levels of blood sugar negatively affect immunity. It is also important to keep your blood pressure and lipids controlled to avoid serious health problems that may lead to chronic medical complications that weaken the immune system.
- Avoid foods and beverages that weaken your immune system against harmful microorganisms. These include sugar (white and brown) and refined carbohydrates such as sweets. Consume whole-wheat grains and cereals rather than white bread or refined grains and to replace sweets with fresh or dried fruits.

Meal Planning

Nutrition Program to Strengthen the Immune System

Your meal plan should be well-balanced, nutritious and satisfactory. It also needs to support your immune system against microorganisms that cause infection. A well-balanced, nutritious meal plan reduces your risk for diabetes and many kinds of cancer. It also supports bone health as it is rich in calcium and vitamin D, and it helps regulate bowel movements as it is rich in fiber, fluids and the nutrients needed for skin and hair health. Finally, it supports muscle mass as it is rich in protein.

A Proper Meal Plan

- Pasteurized low-fat or nonfat milk, buttermilk or yogurt = 3 cups/day
- Clean fruits or sterilized, packaged unsweetened fruit juice = 3 servings/day
- Clean, sanitized vegetables = 6 servings/day
- Starch = 3 servings/day
- Well-cooked, lean protein = 8 servings/day
- Healthy oil = 3 teaspoons/day

Breakfast

- 1 cup of low-fat or nonfat milk
- 2 choices of bread (2 slices of whole-wheat bread or 1 cup unsweetened cold/hot cereal (preferably nutritionally fortified))
- 2 choices of protein, 60 grams, such as packaged low-fat cheese, eggs (well-cooked with no watery egg yolk) or packaged low-fat labneh
- 1 choice of fruit or 1 cup of unsweetened fruit juice
- 1 teaspoon of healthy oil

Mid-Morning Snack

- 1 choice of fruit or 1 cup unsweetened fruit juice

Lunch

- 1 cup soup (vegetable or broth)
- 2 choices of bread (2 slices of whole-wheat bread, 1 cup cooked rice or pasta, or one medium potato (100 grams, baked or boiled))

- 2 choices of vegetables (one bowl of salad or steamed vegetables)
- 3 choices of well-cooked meat, skinless poultry or baked/grilled fish
- 1 teaspoon of healthy oil

Mid-Afternoon Snack

- 1 salad, vinegar or lemon optional
- 1 cup low-fat or nonfat milk, yogurt or laban

Dinner

- 1 cup of vegetable or broth
- 2 choices of bread (2 slices of whole-wheat bread, 1 cup cooked rice or pasta, or one medium potato (100 grams, baked, boiled or roasted))
- 2 choices of vegetables (one bowl of salad or steamed vegetables)
- 4 choices of well-cooked, lean protein (120 grams of skinless poultry, baked/grilled fish or lean beef/lamb)
- 1 teaspoon of healthy oil

Evening Snack

- 1 choice of fruit or 1 cup unsweetened fruit juice
- 1 choice (1 cup) of low-fat or nonfat milk, yogurt or buttermilk
- 1 choice of vegetables such as a salad

Dietary Supplements

Dietary supplements are vitamins, minerals, herbs and many other products. They can come as pills, capsules, powders, drinks and energy bars.

Some supplements can play an important role in health. For example, calcium and vitamin D are important for keeping bones strong. Pregnant women can take folic acid to prevent certain birth defects in their babies.

Dietary supplements are meant to improve your diet. But supplements shouldn't replace the variety of foods that are important to a healthy diet.

People use dietary supplements for a wide variety of reasons. Some people use supplements to boost energy or get a good night's sleep. Postmenopausal women may use them to respond to a sudden drop in estrogen levels.

Unlike drugs, supplements are not intended to treat, diagnose, prevent or cure diseases. This means that supplements shouldn't make claims, such as "reduces arthritic pain" or "treats heart disease." Only drugs can make claims like these.

One of the most common dietary supplements is a multivitamin and mineral supplement. These supplements contain a combination of vitamins and minerals. Different products use different vitamins and minerals. Dietary supplements are also available as a standalone nutrients, like vitamin C tablets.

Benefits

Some supplements can help you get the proper dietary intake of essential nutrients. Other supplements may help you reduce the risk of certain diseases.

Scientific studies have shown that some dietary supplements may be beneficial for overall health. They may also help to manage some health conditions.

The benefits of dietary supplements vary greatly depending on the nutrients they contain. Folic acid is commonly taken as a dietary supplement. Pregnant women can take the vitamin folic acid to prevent certain birth defects in their babies.

Calcium and vitamin D are two more common supplements. They are important for keeping bones strong and reducing bone loss. Omega-3 fatty acids from fish oils might help some people with heart disease. Probiotics are another common dietary supplement. These products may be used to help with a variety of gastrointestinal conditions.

Risks

Many supplements contain active ingredients that have strong effects on the body. This could make them unsafe in some situations. They may be harmful to your health.

Taking supplements if you have diabetes, high blood pressure and other health problems may increase your risk for side effects. Make sure to talk to your physician before beginning any dietary supplements.

Some supplements can also have unwanted side effects, for example, before, during and after surgery. They may increase the risk of bleeding or affect a person's response to anesthesia. Be sure to tell your physician about any supplements you are taking before surgery.

Some risks of dietary supplements are caused by not taking the supplements properly. You should never substitute supplements for prescription medicines or take more than the recommended amount. This could lead to life-threatening consequences.

Taking too much of some supplements can also be harmful to your health. For example, too much vitamin A can cause headaches and liver damage, reduce bone strength and cause birth defects. Excess iron causes nausea and vomiting, as well as damage to the liver and other organs.

Women who are pregnant or nursing should be cautious about taking dietary supplements. Supplements other than a basic multivitamin shouldn't be given to children.

Safety Considerations

Make sure you are aware of the potential benefits and risks before you begin taking a dietary supplement. Read trustworthy information about the supplement.

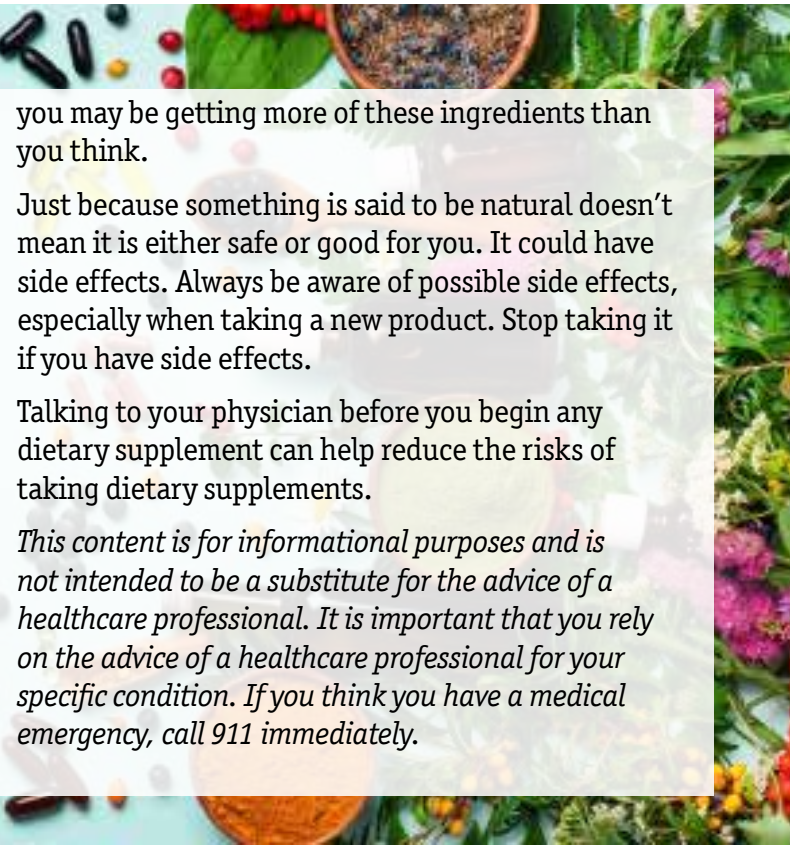
Check with your physician before you take any supplements as they can help you determine whether a supplement is healthy for you.

Always check with your physician before:

Combining supplements.

Using supplements with any medications, both prescription and over-the-counter.

Don't take a bigger dose than the label recommends. Also, keep in mind that some ingredients found in dietary supplements are added to a growing number of foods. As a result,



you may be getting more of these ingredients than you think.

Just because something is said to be natural doesn't mean it is either safe or good for you. It could have side effects. Always be aware of possible side effects, especially when taking a new product. Stop taking it if you have side effects.

Talking to your physician before you begin any dietary supplement can help reduce the risks of taking dietary supplements.

This content is for informational purposes and is not intended to be a substitute for the advice of a healthcare professional. It is important that you rely on the advice of a healthcare professional for your specific condition. If you think you have a medical emergency, call 911 immediately.

Top Tips to Managing Indigestion

Indigestion is common. It is a feeling of discomfort or burning in your abdomen. It may cause heartburn, belching or bloating. It may also cause nausea or vomiting. Nearly everyone experiences indigestion. Although it is common, the way you experience indigestion may be different than the way other people experience it.

Follow these tips to manage your indigestion, as adopting a healthy lifestyle choices may help prevent mild indigestion:

- Eat smaller, more frequent meals. Chew your food slowly and thoroughly.
- Avoid triggers. If certain foods, beverages or behaviors trigger your indigestion, avoid them.
- Maintain a healthy weight. Excess weight can put pressure on your abdomen. This pressure may push into your stomach and cause acid to back up into your esophagus.
- Exercise can help you maintain a healthy weight and lead to better digestion. It can be as simple as a daily walk. Try for 30 to 60 minutes of physical activity on most days of the week.
- Eliminate stress from your daily life, especially during meal time. Practice relaxation techniques, such as deep breathing, meditation and yoga. Spend time doing things you enjoy and get plenty of sleep.
- Talk to your physician about medications you take to find out if any of them cause indigestion. With your physician's approval, stop or cut back on pain-relieving drugs that may irritate your stomach.
- If lifestyle changes don't help your indigestion, medications may help.

The 4 Cs of Food Safety



Cleaning



Cooking



Cross Contamination



Chilling

The '4 Cs' are four simple and practical guidelines that will help you to keep safe from food-borne diseases in your kitchen (before/during and after food preparation for hot and cold dishes and snacks), and they are the 4Cs of the first letters of the following steps: **Cleaning**, **Cooking**, **Cross contamination** and **Chilling**.

Cleaning process, and the safe tips include:

- Clean kitchen surfaces thoroughly with water and soap before and after preparing food, and ensure sanitizing it all.
- After handling raw meat, poultry, sea food and other raw foods always wash hands with water and soap for 40-60 seconds and wash utensils and food preparation surfaces thoroughly. Remember to avoid any contact between cooked or ready-to-eat food with raw food.

Cooking process, and the safe tips include:

- Follow the healthy recipes and appropriate cooking methods for food preparation in particular the cooking time and temperature. It's important to pre-heat the oven properly before baking.
- During cooking process ensure that the food temperature has reached the recommended range before serving, and the food is well cooked especially the meat, sea food and poultry. Medium or rare cooked meat, poultry or sea food are risky to be consumed. To ensure that they are well cooked insert a thermometer inside the cooked flesh and pierce it with a knife to in which any juice that runs out should be clear, not bloody.
- Avoid serving rare or medium cooked food.
- Avoid drinking raw milk if not boiled. It should be pasteurized or lifelong (sterilized). It's also important to avoid consuming raw or undercooked eggs.
- Don't prepare your dishes very early to meal time, or keep it at room temperature, as this will make the germs to multiply and cause food poisoning. Therefore it's important to keep the cold food such as salads in the refrigerator and the hot foods covered in the oven in hot-holding temperatures.

Cross contamination, and the prevention steps include:

- Food poisoning and other food-borne illnesses are caused when harmful germs exist on one food and are spread by hands or kitchen tools to other foods. Proper hygiene for the hands and kitchen utensils help to prevent cross contamination.
- Always keep raw food separate from cooked and ready-to-eat food, and designate chopping boards, knives and other utensils for raw and cooked foods.
- Wash your hands and utensils thoroughly with water and soap before and after preparing raw food.

Chilling process, and the safe tips include:

- After cooking hot food avoid keeping it immediately in the fridge or freezer, which may lead to food poisoning later. Cool it first by keeping it at room temperature for a short period of time (one or two hours after cooking), and it's recommended to divide it into smaller portions and placing them in wide plates on top of shallow containers filled with cold water.

Important food safety notes:

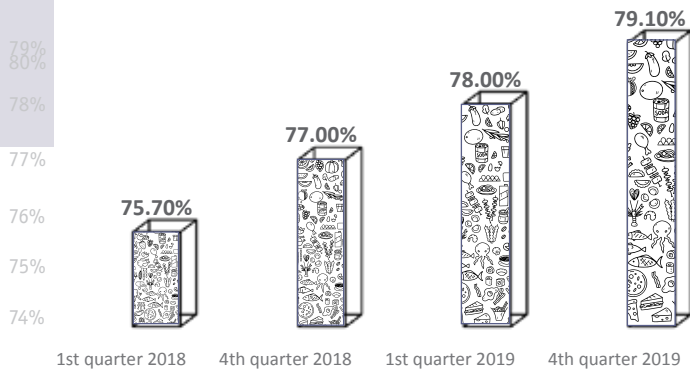
- Food safety is a journey that starts at the supermarket and it's necessary to buy only safe food after checking its production and expiry dates. Buying frozen or refrigerated food should be last.

- When reaching home, store the food in the appropriate places, such as kitchen shelves for dry foods away from chemicals or cleaning materials or medications or in humid cabinets. It's essential to use the rule of first in, -first out. Refrigerated or frozen food should be stored immediately in the refrigerator or freezer after ensuring that the cooling temperature is appropriate.
- Food leftover after meals should be covered, dated, labeled and kept in the refrigerator and can be used within three days of refrigeration. Reheating that food should not be for the whole portions, but should be for the portion to be consumed, in which the reheating temperature should be high and equal to cooking temperature. The food while reheating should be stirred to ensure that the hot temperature reaches all of it, keeping in mind that any food remains after should be discarded and not be refrigerated again.

By: JHAH Clinical Nutrition & Food Services

Patient Satisfaction Rate at DHC for their Meals

Clinical Nutrition Services Initiative



The latest survey into what our patients think about their meals at Dhahran Health Center shows increasing satisfaction from 2018 to 2019.

And things are getting even better, as we continue to make improvement such as:

- Enabling patients to choose meals – from a diet-based selection – for children, adults and seniors, with the help of the on-ward dietary team
- Using patient feedback to inform changes to patient menus
- Incorporating patient feedback into menu improvements to food temperature, diet restrictions, meal times, nutrition education, menu portions, taste/ flavor and varieties
- Sharing new Diet Rational Cards with patients on their first day of admission
- Expanding the menu for all patients, with more varieties of hot and cold dishes and snacks and beverages, based on age, preferences, food allergies and medical conditions
- Improving the taste and flavor of the food, in particular the low salt, renal, diabetes, oncology and cardiac diets
- Upgrading the garnishing and presentation of cold and hot meals by using contrasting colors, sizes, shapes and portions
- Extending meal times to 2 hours per meal, enabling patients to eat meals at more flexible and personalized times
- Dietary assistants will spend more time with patients educating them about their diets and helping them select their meals according to their preferences and medical conditions
- Upgrading food safety and quality for cold and hot dishes in all stages of food production
- Improving the variety of food available for the patients' companions by providing vouchers for cafeteria meals and advising them about healthy and well-balanced meals within the meal budgets
- Instigating food quality improvement plans, informed by food flow and process mapping tools



*The above listed actions have resulted in improving the inpatients' satisfaction rate for their meals at Dhahran Health Center, and will continue working on it for further improvement because **We Care**.*

Precision & Expertise

First Stereotactic Radiosurgery Performed at JHAH



Senior Consultant Medical Physicist Abdul Karim Elhamri uses SRS radiation detectors to test the precision of radiation targeting to ensure most effective, safe treatment for each patient.

For nearly 25 years, Cancercare has provided its highly qualified medical staff with the latest tools and technologies to treat cancer and other blood disorders, using linear accelerators for more than 20 years to deliver high intensity radiation beams to destroy cancer cells.

JHAH has kept up with the advances of linear accelerator technology. The recently integrated Varian Truebeam™ technology allows the JHAH radiation oncology team to deliver more focused treatments.

Recently, the TrueBeam accelerators were used to conduct the first Stereotactic Radiosurgery (SRS) in the Eastern Province. SRS allows for higher doses of radiation

to be more precisely delivered. “The brain is particularly sensitive, so we started using SRS on patients with certain types of brain tumors,” said Dr. Majid Othman, Radiation Oncology Unit Head.

SRS can also be used to treat lung, liver, adrenal and other soft tissue tumors. When other areas of the body are the focus, the treatment is called Stereotactic Body Radiotherapy (SBRT). JHAH Oncology is preparing to use SBRT to treat a lung cancer patient and is looking to expand the program into treating diseases in other parts of the body.

Demonstrating Excellence in Patient Care



*The doctor is
really good - takes
good care of her
patients.. answering
their concern ..
always smiling*





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

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

Very professional staff and Doctor.

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 up- and answers my emails promptly. - Please convey my gratitude to her."



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."

Scott, Melbourne



On behalf of the local communities, we honor and thank everyone for their bravery to combat the silent killer, the coronavirus! You all are our real heros! Your commitment to save humanity is truly valued. May God bless you all and Ramadan Kareem!

Sarah Ahmad

This word cloud displays the most frequently reoccurring words according to size (larger words are those that have been used most often) in the positive feedback from patients in the Outpatient, Inpatient and Pediatric clinics.

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



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

"Loyal and Dana have been absolutely brilliant, the Research & Development employees are reassured and informed by the JHAH materials visible in our facilities."

Niall Higgins
Public Relations Specialist Research & Dev
Center Department

"I felt very relaxed and the Doctor was so serious to help me. - In my opinion he was perfect"

" The communications from JHAH, our CEO, the posters in our washrooms, and the QR code on my desk this morning, etc., are all very comforting and informative! Thanks to you and the other professional communicators for these excellent efforts."

" Thank you for all "



أم فهد
@omfahad0080

Replying to @JHAHNews

ماشاء الله مركز طبي ناجح ومتفوق .. شكراً للموعد بمقابلة الدكتور أريج الدوسري فيديو / تحدثنا وكأني بالعيادة معها بصفاء ووضوح.. لكن العلاج أضرطريت أخرج لكم لأن مايوصل بنفس اليوم .. شكراً كثيراً جونز هبكنز 🌸🌸

Translated from Arabic by Google

@JHAHNews God willing, a successful and superior medical center .. Thank you for the appointment to see Dr. Areej Al-Dosari. 🌸🌸

Twitter for iPhone



am mohamad
@AlshmoWafaa

Replying to @JHAHNews

يفوز بأفضل مستشفى دخلته بحياته وأفضل اطباء وفقكم الله لخدمة المرضى وجزاكم الله الف جزاء يارب استمرو بنفس جهودكم وقوتكم وفقكم الله 🙏

Translated from Arabic by Google

@JHAHNews He wins the best hospital I entered in his life and the best doctors. May God grant you success in serving the sick. May God reward you. A thousand rewards. 🙏

7:25 PM · 5/2/20 · Twitter for iPhone



" Thanks to JHAH for the excellent care provided "

health champion
deserve all the
support and we
thank them for
their work

" Dr. Adnan is very knowledgable and very professional in his treatment of his patients. "

Thank You

COVID-19 Responses

Letters of Appreciation - Patient and Relative Feedback in Their Own Words during COVID-19

Subject: *Appreciation!*

Dear Dr. Ahmed,

Please accept my sincere thanks and appreciation for the exceptional support provided by you during the recent SAISOD/JHAH COVID-19 Virtual Campaign under the theme of UNITED AGAINST COVID-19. Sparing us the time from your busy schedule by conducted five awareness sessions was extremely appreciated. The support and the extinguished collaboration by you and our team was outstanding. Your efforts contributed substantially to the quality of the campaign and the effectiveness of the interchange was enhanced by the professionalism displayed during the videoconferencing.

We believe this joint campaign was one of the most productive we have had on the effort of increasing the level of awareness about COVID-19 and the prevention methods. The campaign reached out to more than 1400 employees and contractors in Southern Area Industrial Security Operations Dept. Moreover, in order of sharing knowledge with others, a recorded session was sent out to all employees within our organization.

Thank you again and we look forward to collaborate with you in the future events.

Kind regards,

Bader

Subject: *Thank you*

Dear Dr. Asim Safdar,

Myself, Father and Family would like to express our high appreciation for your great support in my Father's medical case (Saeed Attiyah Abu Aali).

My Father was diagnosed with Diabetes on April 2019 and the Glucose value was 813 mg/dL and his Hemoglobin A1C % was 16.8 which was very serious and his health was declining swiftly. With your great help and follow up, his health condition was significantly restored and his numbers showed impressive improvements in few months as following. His Hemoglobin A1C % values were reduced repeatedly from 16.8 on April 2019 to 11.6 on May to 6.3 on July and to 5.7 on October. In addition, his Glucose values are maintained between 70 and 180 mg/dL with your medication plan and food diet instructions. My whole family and friends has been talking highly about the impressive successful treatment of my Father Diabetes case and we all would like to express again our thanks and appreciation to you.

Subject: *Dr. Wadea Khonizy
(Rheumatology)*

a compliment for the Patient Relations record – and to my doctor managing my autoimmune case. I emailed to ask him if I should take any special precautions and he replied immediately via his nurse with customized recommendations. This level of responsiveness – similar to your own email, Sarah – is also significant for peace-of-mind, and I am grateful.

Best to you and the team in your continued management of the COVID-19 situation.

Thank You

COVID-19 Responses

Letters of Appreciation - Patient and Relative Feedback in Their Own Words during COVID-19

Industrial Security would like to extend its appreciation to JHAH for their support and collaboration to address COVID-19 challenges

From: Salem Shehry , Chair of the COVID-19 Execution Task Force

Thank You Sarah and to JHAH team for such great contributions throughout.

Subject: Appreciation!

Dear Mr. Eyad

I would sincerely like to express my gratefulness to Nurse manager Ms. Narmeen Talawah, and her nurses who are first one Ms Sarah Saihati , Ms. Najat AlMadh Ms. Ashjan Almhames and Ms Bindu Samuel for their outstanding work pre anesthesia & Post-anesthesia care and nursing care on my son Elias Alrowie for adenoidectomy and myringotomy. My son feels so much better now with it out.

During my son at pre anesthesia clinic and receiving area before sent my son to Operating room ,it came to my attention that there is Nurse manager Ms. Narmeen Talawah dedicates to her work and attention to details cause me to write in admiration of her performance .My son is so fortunate to have been cared for by nurses in recovery room . I know this because Ms. Ms. Narmeen Talawah is playing an important role in delivering the best possible patient centered care & is a part of helping JHAH become a center of excellence for healthcare in the Kingdom of Saudi Arabia.

Ms. Sarah Saihati , Ms. Najat AlMadh, Ms. Ashjan Almhames and Ms Bindu Samuel showed a great compassion for my son ,maintaining high level nursing care ,ensuring my son is comfortable . This dedication to their nursing care is commendable .

Finally, Thank you for the kindness and respect they showed my son.

*Best regards
Haider*

Dear JHAH

I want to share my recent visit, stay and experience in the isolation ward (2A). I went to the clinic on March 14 because I had a sore throat. My doctor Dr. Khan consulted with the Infectious Disease Center and my pulmonologist and together decided that I should be tested for COVID-19 and put under observation in isolation ward. I stayed in isolation for exactly a week (was discharged on March 21). Here are my observations and feedback:

The staff in Ward 2A were superb. They are my heroes. Especially the nurses Anci Verghese, Joyce, and Merlin. They were very professional and need to be commended.

The ward physicians were also good and professional.

Dr. Khalid Khan was superb and it showed in his care and help. I had many questions and he provided the best.

The facilities were great and top notch.

The food was mediocre at best. Mostly cold by the time it came.

In closing I am very appreciative of the care and health support from JHAH!

Thank you!

Sunil Kokal

Thank You

Letters of Appreciation

Subject: Appreciation!

As the kingdom and the entire world face a global COVID-19 Epidemic, the Saudi Society for Promoting Organ and Blood Donation (Eithar) would like to extend its sincere thanks, gratitude, and appreciation to all JHAH staff and especially the Frontline Healthcare Workers for their hard work in saving lives and supporting safety, health, and wellbeing of the vulnerable population and the entire community in the battle against COVID-19. We thank JHAH Heroes for their dedication, commitment, and courage that deserve our deepest gratitude and admiration.

Besides, Eithar Society would like to express its thanks to both Dr. Abdulrazack Amir and Dr. Basem Futa for participating in Eithar's Webinars and educational messages to the Saudi community on various health and nutrition topics related to fighting strategies of COVID-19 and strengthening the peoples' immunity.



Shady Anis
Technical Services Advisor, Eithar
Society



Thanks, JHAH Heroes for your dedication, commitment, and courage that deserve our gratitude and admiration for saving lives and supporting safety, health, and wellbeing of the vulnerable population and the entire community in the battle against COVID-19

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