
Dubai Healthcare Services

Muna Al Mulla

Abstract

Hospitals and other healthcare interests are continuously improving patient care and are considered a critical factor to consider in such a modern era. Dubai healthcare city is the world's largest healthcare economic free zone, founded by His Highness Sheikh Mohammed Bin Rashid Al Maktoum in 2002, which now provides quality services to the society. Dubai healthcare city (DHCC) is dominated by high tech hospitals and medical teaching centres.

The project comprises two phases. Phase I occupies 4.1 million square feet located in Oud Metha and is dedicated to healthcare and medical education. The 22.1 million square feet Phase II, in Al Jadaf is dedicated to wellness. Over the past 18 years, DHCC regulatory framework and high clinical standards have attracted worlds class healthcare industries and medical education. Now the DHCC comprises nearly 180 clinical facilities and more than 250 non-clinical facilities. It is housed to nearly 4000 healthcare professionals with 245 different specialities.

The Dubai healthcare city authority (DHCA) ensures compliance and implementation of clinical governance, policies and strategies for healthcare in private and public healthcare sectors. It enables partnerships between healthcare providers and industries which make it an internationally recognized place for providing quality healthcare with state of the art facilities for clinical and wellness services, medical education and research. It provides licensing and regulate medical professionals and facilities associated with it.

The governance of healthcare services is regulated by regulatory authorities which meets an international standard. It is also home to luxurious hotels offering elegant dining from Middle Eastern mezze to Western-style buffets, and fantastic malls and fashion boutiques, which makes an attractive place for investors. The vision and mission are straight forward towards a healthier and happier community, by transforming Dubai into a leading healthcare destination.

Author biography

Muna Al Mulla Muna Al Mulla holds a bachelor's degree in pharmacy, and a masters in Innovation and Change Management. She also has a diploma in International Leaders and a Diploma in Clinical Leader from RCSI.

She has 13 years of experience in which she has worked as a pharmacist for 4 years, then made a radical change when she moved to Dubai Healthcare City Authority Regulatory, and became responsible for the administrative side of the pharmacy unit in DHCC.

She is currently holding the position of Compliance and Assurance Department Manager, and she is responsible for complaints management throughout DHCC including clinical, operational and labor disputes, along with managing the pharmacy unit as well.

Moreover, she is currently the project manager of the Controlled Medications System under the Ministry of Interior at Dubai Healthcare City Authority.