VISION رؤيـــة 2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

وزارة الصحة
مدينة الملك فهد الطبية
King Fahad Medical City

Welcome
Aboard

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king fahad medical city
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بسم الله الرحمن الرحيم

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Welcome to King Fahad Medical City,
a concept turned reality – a dream come true.

Today's patients are better informed about their health than ever before thus, they and their families actively look for the best from healthcare services. Moreover, healthcare providers are now more qualified and highly trained than ever, and that is why they are seeking the best positions work environment and well-equipped facilities.
Here, at King Fahad Medical City (KFMC), it is our ultimate goal to combine the best of medical facilities with the best staff from all around the world as well as provide the best healthcare in the region.

INTRODUCTION

In this prosperous era of the reigning Custodian of Two Holy Mosques King Salman bin Abdulaziz, the Ministry of Health is extremely proud of one of its greatest and most exceptional medical achievement King Fahad Medical City (KFMC).Enjoying the strategic location in the heart of Riyadh City – the capital of Kingdom of Saudi Arabia, King Fahad Medical City is considered the largest and most advanced medical complex in the Middle East with a total capacity of 1200 beds.

This colossal medical facility was built at a cost of 2.3 billion Saudi Riyals and comprises of four hospitals and four medical centers expected to treat more than 50,000 in-patients and over 600,000 outpatients annually.

KFMC is staffed with visionary management and highly qualified professionals sharing a common goal in making King Fahad Medical City a leading tertiary care referral center throughout the region At all levels of treatment, specialists from many disciplines are brought together to serve patients.

The environment at KFMC skillfully blends zealous people, exemplary care and a commitment to overall quality of life, while offering programs and services through its advocacy and outreach community efforts to improve the patients' quality of life. Extending knowledge and resources into the community is a top priority at KFMC.

In conclusion, the main and overriding objective of the very existence of King Fahad Medical City is to provide every citizen of the Kingdom of Saudi Arabia with the best health care service and to become a bridge between the East and West for information channeling.

KFMC Mission

We are dedicated to provide highly specialized, evidence-based and safe healthcare, enhanced by education, training and research.

KFMC Vision

To be the benchmark in provision of specialized healthcare.

KFMC Values

- Respect.
- Compassion.
- Teamwork.
- Honesty.
- Loyalty.
- Empathy.

KFMC Strategic Directions:

- Excellence In Patient Experience.
- Research Excellence.
- Best Utilization of Resources.
- Talent Management.

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KFMC Hospitals & Centers

Main Hospital

The Main Hospital proudly started operating in 1425 H corresponding to 2004 G. It is a specialized center that provides medical specialties, surgical, critical care and dental services. It also contributes to the health education and teaching at the local level besides enhancing treatment of diseases through medical researches and specialized medical training programs.

Departments:

- **Department of Pulmonary and Critical Care Medicine**
  - General Intensive Care Section.
  - Pulmonary Section.
- **Department of Dentistry**
  - Preventive Dentistry Section.
  - Hospital Dentistry Sections.
- **Department of Family Medicine and Employee Health**

- **Department of Surgical Specialties**
  - Urology Surgery Unit.
  - Orthopedic Surgery Unit.
  - ENT Surgery Unit.
  - Plastic Surgery Unit.
  - Ophthalmology Surgery Unit.
- **Department of Medical Specialties**
  - General Internal Medicine Unit.
  - Gastroenterology Unit.
  - Nephrology Section.
  - Rheumatology Section.
  - Infectious Diseases Section.
  - Dermatology Section.
- **Department of Surgical Oncology**
  - Minimal Invasive Surgery Section.
  - Hepatobiliary & Oncology Surgery Section.
  - Colorectal Surgery Section.
  - Breast & Endocrine Surgery Section.

Children Specialized Hospital

Children Specialized Hospital was the first to operate from KFMC, which took place in Rabi II 7th, 1424 corresponding to June 6th, 2003. Since the very beginning, it was one of the biggest hospitals in the region with high level services. Shortly, it held a prominent position among the children's hospitals of public sector. It was designed distinctively so that the children are provided with high level of medical care, in addition to advanced medical facilities that are prepared to fit the needs of children and newborns. It provides various specialized clinical programs and advanced methods of intensive medical care for this unique category of patients under the supervision of a distinctive team of physicians, nurses and other health sector staff.

It follows the international bases in this area, through:

- **Health education for patients**
- **Awareness lectures and entertainment programs, which include:**
  - Educational activities for children.
  - Evidence-Based Medicine.
  - Medical Research and Scientific Support.
  - Follow-up of training and continuing medical education.

Departments:

- **Neonatal Intensive Care Department**
- **General Pediatrics and Adolescent Medicine Department**
- **Pediatrics Surgery Department**
- **Pediatric Intensive Care Department**
- **Pediatric Subspecialties Department**
  - Allergy & Immunology Section.
  - Behavioral, Development & Adolescent Section.
  - Endocrinology Section.
  - Gastroenterology Section.
  - Infectious Diseases Section.
  - Medical Genetics Section.
  - Nephrology Section.
  - Pulmonary Section.
  - Rheumatology Section.

Women Specialized Hospital

Women Specialized Hospital started operating on Sha'ban 29th, 1424 corresponding to October 26th, 2003. It is one of the KSA specialized tertiary hospitals in the field of obstetrics and gynecology according to the latest international principles and standards. The hospital excels in providing healthcare during high-risk pregnancy and treating infertility and complications of early stages of pregnancy besides providing health care for women. A number specialized clinics have been developed to serve WSH goals to provide specialized services for obstetrics, in addition to the capabilities to perform many surgical operations without having to keep in-patients for more than one day.

Departments:

- **Reproductive Endocrine & Infertility Medicine Department**
- **Urogynecology Department**
- **Gyne-Oncology Department**
- **Maternal Fetal Medicine Department**
  - Ultrasound Unit.
- **Gynecology & Obstetrics and Department**
  - Labor and Delivery Unit.
  - Emergency Unit.

Rehabilitation Hospital

Rehabilitation Hospital was opened in 1425 corresponding to 2004 under the patronage of His Excellency the Minister of Health. It is the first hospital affiliated to the Ministry of Health to provide comprehensive rehabilitation services for newly injured and patients who need rehabilitation treatment from all ages. The hospital is also the first medical institution outside North America to obtain CARF Accreditation, after CARF conducted a full survey of all rehabilitation services over the course of two years. Today, KFMC is a CARF member and officials from Rehabilitation Hospital take part in the assessment of EU and US hospitals.

The Hospital's first step towards accomplishing its vision was taking the lead in providing comprehensive rehabilitation services for: Spinal cord injuries; patients with head injuries; stroke patients; cerebral palsy patients; amputees; patients with tumors and cardiovascular disease; patients with motor system injuries; and other disabilities.

Departments:

Physical Therapy Department
- Out-patient Section.
- Rehab In-Patient Section.
- Acute In-Patient Section.
- Pediatric Section.

Rehabilitation Technology Department
- Prosthetic Section.
- Orthotics Section.
- Assistive Technology Section.

Comprehensive Rehabilitation Care Department
- Out-Patient Occupational Therapy Section.
- Rehab In-Patient Occupational Therapy Section.
- Acute In-Patient Occupational Therapy Section.
- Art & Recreation Therapy Section.

Communication and Swallowing Disorders Department
- Audiology Section.
- Speech-Language Therapy Section.
- Swallowing Section.

Physical Medicine & Rehabilitation Department
- Spinal Cord Injury Rehabilitation Section.
- Neuro-Rehabilitation & Stroke Rehabilitation Section.
- Brain Injury Rehabilitation Section.
- Musculoskeletal & Limb Loss Rehabilitation Section.
- Pediatric Rehabilitation Section.

National Neuroscience Institute

NNI started to provide the comprehensive clinical specialist medical care in neuroscience until 13/04/1432 –corresponding to 18/03/2011as a Royal Decree No. (A66) was issued to establish the NNI in a more advanced and developed way in order to be a local benchmark. Today, NNI is in its way towards expansion plans at the level of medial and diagnostic services; modern capabilities and training.

which includes the following departments and divisions:

- **Pediatric Neurology Department**
- **Neurophysiology Department**
- **Mental Health Department**
  - Psychology Division.
  - Psychiatry Division.
- **Spine Department**
- **Neurosurgery Department**
- **Pediatric Neurosurgery Department**
- **Neurology Department**
- **Neurocritical Care Department**

King Salman Heart Center

King Salman Heart Center was established in 1426 H, corresponding to 2005 aiming to provide the highest levels of medical services for heart patients with various conditions and from different ages. It also provides treatment services at a global level for heart patients referred thereto from all over KSA. In October 2005, the first catheterization was performed in KFMC.

Departments:

- **Thoracic Surgery Department**
- **Pediatric Cardiac Surgery Department**
  - Pediatric Cardio Vascular Surgery Operating Rooms.
  - Pediatric Cardiovascular Intensive Care Unit.
- **Adult Cardiac Surgery Department**
  - Adult Cardio Vascular Surgery Operating Rooms.
  - Adult Cardio vascular Intensive Care Unit.
  - Vascular Surgery Unit.
- **Pediatric Cardiology Department**
  - Pediatric Cath Lab.
  - Pediatric Non-Invasive Lab.
- **Adult Cardiology Department**
  - Chest Pain Section.
  - Cardiac Electrophysiology Section.
  - Adult Cardiac Cath Section.
  - Coronary Care Section.
  - Adult Non-Invasive Lab.
  - Adult Congenital Heart Disease Unit.

Comprehensive Cancer Center

Comprehensive Cancer Center is one of the main references for hematology and oncology patients in the Ministry of Health. It welcomes patients from all parts of KSA for treatment and periodic follow-up. It was established in Jumada II 1425 corresponding to June 2004. The first intravenous chemotherapy was given in Ramadan of the same year. CCC covers a crucial part of hematology and oncology medicine through providing treatment services in addition to radiation therapy and palliative treatment, CCC also contributes in the development of the cancer national strategy in cooperation with the Ministry of Health.

Departments:

- **Palliative Care Department**
- **Radiation Oncology Department**
  - Medical Physics Section.
  - Radiation Therapy Unit.
- **Pediatric Hematology and Oncology Department**
- **Adult Hematology and BMT Departmen**
- **Adult Medical Oncology Department**

Obesity, Endocrine and Metabolism Center

The Obesity, Endocrine, and Metabolism Center was established in Jumada II 1425 corresponding to June 2004 under the title of "National Center for Diabetes and Endocrinology". Its name was changed on 23 Ramadan 1435H corresponding to 20 July 2014 as the center developed and expanded.

The center provides its services for in-patients and out-patients, in addition to consultations and treatment in Obesity, Endocrinology and Metabolism. It plays a preventive role and deals with advanced cases of severe obesity and diabetes in efforts to avoid the development of other diseases.

Departments:

- **Diabetes Department**
  - Gestational Diabetes & Endocrinopathy Section.
  - Insulin Pump Section.
  - Podiatry Section.
- **Endocrine Department**
  - Thyroid Section.
  - Dynamic Endocrine & Pituitary Section.
  - Metabolic Bone Diseases Section.
- **Obesity Department**

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KFMC Executive Medical Administrations

Associate Executive Administration of Medical Administrations

Pharmcy Services Administration :

Pharmacy Services Administration offers an integrated pharmaceutical care in cooperation with the rest of the health team members. It includes the provision of the appropriate medication and providing the necessary information that aids achieving specific and safe therapeutic results at the lowest costs. The administration also follows up medication use and implements relevant educational and research programs.

Departments:

- **In-Patient Pharmacy Department**
  - IV Admixture/Oncology Pharmacy Section.
  - Satellite Pharmacy Section.
  - Central Unit Does Children's Specialized Hospital Section.
  - Central Unit Dose Main Hospital Section.
- **Clinical Pharmacy Department**
- **Ambulatory Pharmacy Department**
  - ER/Refill Pharmacy Section.
  - WSH and KSHC Outpatient Pharmacy Section.
  - CCC, NNI and CSH Outpatient Pharmacy Section.
  - Surgical Specialties and Medical Specialties Outpatient.
  - Pharmacy Section.

Infection Control & Environmental Health Administration

Infection Control Administration was established to provide the best and safest environment possible for patients, staff and visitors inside KFMC in order to prevent and control infection through a specialized program that relies on modern information, research and training of specialized employees with honesty, effectiveness and appropriate cost.

The administration includes the following departments:

- **Infection Control Department**
- **Environmental Health Department**
- **Hospital Epidemiology Department**

Emergency Medicine Administration

The administration provides medical services for all patients around the clock, and includes the following departments:

- **Poison Control Department**
- **Disaster Management Department**
- **Pediatric Emergency Department**
- **EMS Department**
- **Adult Emergency Department**

Medical Imaging Administration

Medical Imaging Administration is one of the largest diagnostic radiology administrations in KSA hospitals. It provides distinctive medical services for patients, as well as the educational services and community services.

The administration includes the following departments:

- **Technical Chief Supervisor**
- **Body Imaging Department**
- **Nuclear Medicine Department**
- **Pediatric Radiology Department**
- **Neuro-Imaging & Intervention Department**
- **Women's Imagining Department**
- **Body Interventional Radiology Department**

Anesthesiology and Operating Rooms Administration

This administration provides medical care for patients before, during and after surgical operations. It includes the following departments:

- **Anesthesiology Department**
  - Main OR Unit.
  - Cardiac OR Unit.
  - Pediatrics OR Unit.
  - OB GYN OR Unit.
  - Remote Area Unit.
- **CSSD Department**
  - Main OR Unit.
  - Pediatrics OR Unit.
  - Central Sterilization Unit.
  - OB GYN Unit.
- **Operating Rooms Department**
  - Main OR Unit.
  - OB GYN Unit.
  - Pediatrics OR Unit.
- **Anesthesiology Department**
  - General Anesthesia Section.
  - Cardiac Anesthesia Section.
  - Neuro-Anesthesia Section.
  - Pediatrics Anesthesia Section.
  - OB Anesthesia Section.
  - Pain and Regional Anesthesia Section.

Associate Executive Administration of Patient Affairs

The Associate Executive Administration of Patient Affairs is one of the main stakeholders in the patient journey at KFMC. Its role extends from Eligibility & Registration, managing clinics, scheduling patients, bed management, providing case and care management, social service and religious/spiritual counseling, to discharge planning.

The administration also plays a vital role in King Fahad Medical City as it is dedicated to commit, provide and deliver the highest quality services and care with any non-medical concerns that is tailored to patient needs. Patient Affairs provides the best possible service to the patient in a timely manner through dedicated specialized hospital management specialists, social workers, and religious and spiritual counseling.

It includes The following Administrations and Departments:

- **Out-Patient Services Administration.**
  - **Care Plan Management Department**
    - Inter-Facility Care Management Section.
    - Care Plan Coordination Section.
  - **Appointment Management Department**
    - Appointment Scheduling Section.
    - Appointment Management Section.
  - **Clinics Management Department**
    - Clinics Operation Section.
    - Clinics Performance Section.
- **In-Patient Services Administration.**
  - **Emergency Coordination Department**
    - Adult ER Coordination Department.
    - Pediatrics ER Coordination Section.
    - Women's ER Coordination Section.
  - **Case Management Department**
    - Hospitals Case Management Section.
    - Centers Case Management Section.
  - **Bed Management Department**
    - Bed Planning & Assignment Section.
    - Admission Interview Section.
    - Morgue Section.
  - **Ward-Clerk Department**
    - Hospitals Ward-Clerk Section.
    - Centers Ward-Clerk Section.

Associate Executive Administration of Medical Ancillary Services

which includes:

- **Respiratory Care Administration.**
  - **Respiratory Critical Care Department**
  - **Respiratory General Care Department**
  - **Respiratory Ambulatory Department**
- **Clinical Nutrition Administration.**
  - **Clinical Nutrition Adult Department**
    - Main Clinical Nutrition Section.
    - Maternity and Rehabilitation Clinical Nutrition Section.
  - **Clinical Nutrition Pediatric Department**
    - Clinical Nutrition Pediatric Section.
    - Clinical Nutrition Programs & Pediatric Rehabilitation Section.
  - **Clinical Nutrition Outpatient Department**
- **Home Health Care Administration.**
  - **Home Care Allied Health Department**
  - **Home Care Nursing Department**
  - **Home Care Respiratory Department**
  - **Home Care Durable Medical Equipment Department**
- **Health Education Administration.**
  - **Patient Education Department**
    - Diabetic Education Section.
    - Hematology/Oncology Education Section.
    - Cardiac Education Section.
    - Neuroscience Education Section.
    - Rehabilitation Education Section.
    - Women's Health Education Section.
    - General Health Education Section.
  - **Health Promotion Department**
    - Production Section.
    - Activities and Programs Section.
  - **Assistant Executive Administration of Medical Affairs**

Which includes:

- **Project Management Department**
- **Clinic Program Office**
- **Clinical Performance Monitoring Office**

- **Assistant Executive Administration of Medical Information**

Executive Administration of Nursing Affairs

In line with KFMC mission and vision, the Executive Administration of Nursing Services contributes to the development of nurse cadre through applying the advanced nursing standards, the improvement of occupational development in an environment of cooperation with our patients and the rest of healthcare specialists. The Administration also provides an experience to develop and improve the nurse performance occupationally.

Nurses are encouraged to adopt "Competence Culture" and promote the environment of patient respect and understanding. They are also urged to respect different cultures, values and ethics.

- **The Administration includes various nursing specialties as follows:**
  - Nursing Administration of Main.
  - Nursing Administration of Children's Specialized Hospital.
  - Nursing Administration of Women's Specialized Hospital.
  - Nursing Administration of Rehabilitation Hospital.
  - Nursing Administration of Operating Theaters.
  - Nursing Administration of Comprehensive Cancer Center.
  - Nursing Administration of King Salman Heart Center.
  - Nursing Administration of National Neuroscience Institute
  - Nursing Administration of Ambulatory Care.

Departments:

- **Out of Hours Services Department**
- **Nursing Projects Department**
- **Quality Management Nursing Department**
- **Specialty Services Nursing Department**
  - Wound & Stoma Care Section.
  - Pain Management Section.

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Executive Administrative Administrations

Executive Administration of Human Capital

- **Administrative Services Administration.**
  - **Document and Information Department**
    - Indexing and Classification Section.
    - Saving and Lending Section.
    - E-Archiving Section.
  - **Translation Department**
    - Medical Translation Section.
    - Administrative Translation Section.
  - **Administrative Communication Department**
    - Incoming and Outgoing Section.
    - Sorting and Distribution Section.
- **Center of Excellence Administration.**
  - **Workforce Planning Department**
  - **Human Capital Development Department**
  - **Human Capital Excellence Department**

- **Talent Acquisition Administration.**
  - **Recruitment Department**
    - Nursing Recruitment Section.
    - Physician Recruitment Section.
    - Admin and Non-Medical Recruitment Section.
    - Allied Recruitment Section.
  - **Sourcing and Assessing Department**
  - **Candidate Relationship Department**
  - **Onboarding and Induction Department**
- **Employee Affairs Administration.**
  - **Employee Relations Department**
    - Compensation and Benefit Section.
    - End of Service and Violations Section.
    - Administrative Procedures Section.
  - **Governmental Relations Department**
    - Expatriates Service Section.
    - Employee Services Section.
    - Visa Services Section.
  - **Employee Information Management Department**
    - Data Processing Section.
    - Employee Files Section.
    - Health Specialties Registration Section.
  - **Payroll and Benefits Department**
    - General Payroll Sheet Section.
    - Individual Benefits Section.

Executive Administration of Financial and Accounting Affairs

The Executive Administration of Financial and Accounting Affairs is responsible of all matters related to planning, organizing, and following-up on KFMC financial processes.

The Executive Administration also monitors KFMC's resources through applying specific systems and required policies and procedures aiming to increase the efficiency and effectiveness of those resources.

Executive Administration of Operation

Aside from the working hospitals, the specialized centers and the faculty of medicine, there are a number of housing and service facilities and a number of leading construction projects that aim for improving the medical services in terms of quality and quantity.

The Administration provides high quality services to ensure the operation and maintenance of KFMC facilities and proprieties all the time in a manner that ensures the safety of patients, staff and visitors, through providing an appropriate and safe work environment to support this great facility in achieving its mission.

Many supporting projects were established for KFMC. They constitute a significant distinction in terms of providing the necessary medical services for both citizens and residents.

It includes the following Administrations and Associate Executive Administrations:

- **Security Administration**
  - Guarding Department.
  - Traffic Department.
  - Facility Control Department.
- **Support Services Administration**
  - Transportation Department.
  - Laundry Department.
  - Food and Nutrition Services Department.
  - Environmental Services Department.
- **Housing Administration**
  - Housing Operation Department.
  - Housing Planning and Relations Department.

Associate Executive Administration of Supply Chain Management

that includes the following:

- **Materials Planning Administration.**
  - Pharmacy Planning Department
  - Medical Planning Department
  - Non-Medical Planning Department
  - Catalogue and Standardization Department
- **Procurement and Contracts Administration.**
  - Tender Department
  - Contracts Department
  - Direct Purchase Department
- **Warehouse Administraton.**
  - Pharmacy Warehouse Department
  - Material Warehouse Department
  - Replenishment and Distribution Department
  - Receiving Department
- **Property Management Administration.**
  - Property Warehouse Department
  - Property Transfer Department
  - Property Distribution and Coordination Department

Associate Executive Administration of Engineering and Technical Affairs

that includes the following:

- **Projects Administration.**
  - Design and Studies Department
  - Project Supervision Department
- **Environmental Safety Administration.**
  - Fire Prevention Services Department
  - Safety Inspection Department
  - Safety Engineering Department
- **Healthcare Technology Management Administration**
  - Bio-Mechanics Department
  - Bio-Laboratory Department
  - Bio-Electronics Department
  - Bio-Rad Department
- **Bio-Rad Department**
  - Operations Department
  - Maintenance Department
- **Integrated Services Center**

that includes the following:

- Technical and Quality Support Section
- Integrated Operation Customer Care Section

Executive Administration of Academic and Training Affairs

Training is the main tool that gives an individual the skills to express active and beneficial levels of performance. Thus, the Executive Administration of Academic and Training Affairs was established in KFMC on 17/2/2004 to bear the responsibility for the academic education and training and development of KFMC manpower and provide them with opportunities that raise their vocational level and meet the needs of competences in various areas and at all levels. It includes the following administrations:

Administrative and Technical Training Administration

- Training Program Development Department
- Administrative Training Department
- English Language Center

Center of Research, Education, and Simulation Enhanced Learning (CRESENT)

- Undergraduate Simulation Department
- Postgraduate Simulation Department
- Curriculum Development Department
- Life Support and Skills Lab Training Department

Health training Administration

- Training Program Development Department
- Administrative Training Department
- English Language Center

Postgraduate and Scholarship Administration

- Postgraduate Department
- Scholarship Department

Continuous Professional Development Administration

- Continuous Professional Support Department
- Conferences Organizational Department
- Academic Accreditation Department

Assistant Executive Administration of Learning Institute

and it includes the following:

- Educational Program Development and Evaluation Department
- Educational Collaboration and Support Department
- Education Quality Department

Executive Administration of Research Center

The Research Center (RC) at KFMC was declared as an executive administration on February 17th, 2016. Research Center (RC) provides distinguished research support services to KFMC staff and facilitates the conduct of high-quality clinical research by KFMC investigators.
RC is responsible for enhancing the research capacity through research education, research financial support and research recognition. It has set forward a clear description of job functions, work assignments, and time utilization to all staff promising appropriate use of expertise.
It includes the following:

Research Services Administration

- **Training and Education Research Department**
- **Scientific Writing Department**
- **Biostatistics Department**
- **Automation and IT Support Research Department**

RC coordinates research activities at KFMC to generate highly trained researchers with the ultimate goal to improve the quality and effectiveness of patient care and health care delivery systems.

The Research Center (RC) offers KFMC staff with the following services:

Research Education:

Research Courses and Workshops are held around the calendar year including lectures and workshops covering all stages from idea to publication namely : writing a successful research proposal, writing a research manuscript, critical appraisal of medical literature, Good Clinical Practice (GCP), Introduction to SPSS (Statistical Package for Social Sciences) and Clinical Research Training Course (CRTC). Also, research outreach educational program which is an on site practical research training provided to different hospitals, centers and administrations as per their calls.

- **Online Services**

KFMC staff has an access to online tutorials and lectures on various research topics through KFMC RC intranet. Also, the following softwares have been made available to the staff:

- **Endnote.**
- **Grammarly.**
- **Journal Citation Reports (JCR).**
- **Statistical Package of Social Sciences (SPSS).**

- **Research Financial Support:**

Intramural Research Fund (IRF) has been created to enhance research productivity of KFMC, by providing financial research support to KFMC staff. Additionally, Assistance is provided by RC staff for extramural sponsored research in applying for fund from industry and /or King Abdullah City for Science and Technology (KACST). Support to research is also available in the form of Publication Coverage Charges for article-processing fees of publications in peer-reviewed journals including open-access journals wherein journal publication fee up to 15000 SAR per publication for full time KFMC employees are covered.

- **Biostatistics Services:**

Consultation with our biostatisticians addresses statistical issues such as:

- **Sampling strategy**
- **Sample size estimation and power analysis**
- **Statistical analysis plans**
- **Data preparation and management**
- **Data analysis and modeling**
- **Interpretation of results**

- **Methodology Consultation:**

RC provides all the needed support for KFMC researchers for smooth conduct of industry sponsored research. Assistance is provided through each step right from signing the confidentiality agreement to the study completion. These industry-sponsored research projects help put KFMC investigators on the global map of multicenter clinical trials to generate region specific data for diseases, drugs, and devices.

RC helps in turning your research into a published article, through conducting literature search, scientific editing and writing services, manuscript submission and responding to reviewer's comments. Technical Guidance in the form of Institutional Review Board (IRB) submission as per current ethical standards and KFMC organizational policies is also provided.

- **Research Recognition**

Annual awards via publication incentives to KFMC staff publishing in indexed journals as per Journal Citation Reports are given., and the Annual Research Symposium ; an annual competitive event designed to enhance research capacity at KFMC through multidisciplinary research where best oral presentations and posters are awarded during the symposium.

- **Research Center Helpdesk**

Research Helpdesk can be contacted through a centralized e-mail and a hotline number for a speedy expert consultation on questions raised by KFMC staff in regards to all RC services.

Executive Administration of Health Informatics and Information Technology

The Executive Administration of Health Informatics and Information Technology works towards making a qualitative leap in the level of its technical applications through the information technology that started in 2003 to cope with the latest systems used in the major and most significant medical institutions in the world. KFMC recognizes the necessity of coping with the accelerating development in this field. The Administration contributes in the improvement of performance level and extension of the scope of service, so that all staff in various administrative, technical and medical locations can get the utmost advantage therefrom.

It includes the following:

- **Associate Executive Administration for Health Information Management.**
  - **E-Health and Information Release Department**
  - **Knowledge Department**
  - **Information Standardization Department**
  - **Information Management Department**
- **Associated Executive Administration for Health Information Technology.**
  - **Enterprise Architecture Department**
  - **Customer Care Center Department**
  - **IT Infrastructure Department**
  - **Clinical Automation Department**
  - **Non-Clinical Automation Department**
- **Information Security.**

Executive Administration of Patient Experience

was established at the end of 2014. It seeks the development and promotion of the level of services and health care provided to patients through several axis, of which the most important is to identify patient's expectations. The Executive Administration is keen to achieve the desired goal by applying several initiatives and programs, of which the most important is "Voice of Patient Program" , It includes a face-to-face meeting between the patients and the CEO via the internal television network. It also includes the KFMC leaders tour to contact directly with the patients to know their opinion on the services provided and the level of performance. The Program involves "For You" Meeting. It is an open meeting between the KFMC leaders and the community individuals, either patients or not. The improvement and development of patient experience is one of the strategic areas in KFMC through the achievement of the logo "Patient First". It means that KFMC sets forth regulations and provides service from the patient point of view.

To achieve the patient satisfaction, a fair, stimulating and supporting environment must be available so that the employees can undertake their duties completely. Accordingly, The Administration lays down the basic pillars for success:

- **Patient.**
- **Employee (Service Provider).**

Administration

- **Patient Experience Development Administration:**
  - Data Intelligence and Survey Department
  - Quality and Project Oversight Department
  - Training and Education Department
- **Patient Rights and Relations Administration:**
  - In-Patient Rights and Relations Department
  - Out-Patient and ED Rights and Relations Department
  - Patient Advocacy and Service Excellence Department
- **Innovation Center Administration:**
  - Clinical and Care Model Innovation Department
  - Technology and Service Innovation Department
  - Idea Management Department

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Administrative Administrations

CEO Office

The CEO Office Administration has numerous responsibilities. Among them is communicating with external parties, coordinating and carrying out administrative follow-ups, and providing executive secretarial efforts for the CEO in an aim to create the suitable work environment that enhances work efficiency and effectiveness. The administration also follows-up and coordinates with the all other Executive Administrations and the subsidiary administrations in regards to decisions, recommendations, submissions of reports and their results for evaluation, and authorizing parties of interest by the CEO.

Departments:

- **Protocol Department**
  - In-Patient and ER Services Section.
  - Out-Patient Services Section.
- **Coordination Department**

Corporate Planning and Development Administration (CPDA)

The CPDA's work is aimed towards customer needs, departmental needs, and learning and growth needs. This is achieved through their objectives to prepare, review, and update the Strategic Plan, Annual Plans, Operational Plans, and Workforces plans. Also, improve the quality of work in KFMC by applying the quality methods and techniques and monitor all aspects of quality.

Additionally, the CPDA works with all KFMC administrations and its departments to collect data and monitor the performance indicators that are necessary to gauge the progress towards achieving excellence. In addition, the CPDA works to develop templates and guidelines to support the process of technical decisions at KFMC, apply the project-based planning and evaluation method to achieve effective project-planning of using action planning. As well as to improve staff morals and motivation by applying result-based performance appraisal methods and to build corporate knowledge and resource persons to improve the strategic problem solving and organizational creativity; in addition to providing the services of The also provide the full range of planning consultation to help other KFMC's business units.

Departments:

- **Quality management Department**
- **Strategic Planning Department**
  - Accreditation Office.
- **Organizational Management Department**
- **Performance Management Department**
- **Risk Management Department**
  - Mortality and Morbidity Unit.
- **Project Management Department**
- **Change Management Institute**

Legal Affairs Administration

The Administrations' main responsibilities are; offering legal advice to the CEO of the Medical City, providing legal support for all the KFMC's administrations, pleading before judicial authorities regarding all legal cases, whether by the Medical City or against it. Also, preparing and reviewing regulations, policies, agreements, and contracts, in addition to reviewing administrative decisions.

The administrations' goals are to set regulations and policies according to organizational processes that organize the workflow at the Medical City and to develop the workflow procedures. Additionally, to defend KFMC's medical and moral rights and to raise legal awareness among KFMC's employees.

Departments

- **Cases Department**
  - Medical Errors Section.
- **Legal Advisory and Contracts Department**

Public Relation and Corporate Communications

The importance of the Public Relations and Corporate Communications Administrationlies in its communication and media-related operations that connect KFMC to the internal and external publics, and in its emphasis on achieving its goals and highlighting its roles.

The goals of the administration are; introducing the Medical City, its goals, and its range of activity, building a positive image if the Medical City, strengthening the relationship with all media channels. Also,gaining the public's trust and the cooperation of the internal public, in addition to promoting the relationship between the administration and the employees, and among the employees themselves. On the other hand as well, gaining the external public's trust and raising medical awareness.

Additionally, the administration works to design graphics and video media, produce publications, assist with room and auditorium light, sound and projector needs, and maintain signage, both digital and print on the campus of KFMC.

Departments:

- **Public Relations Department**
- **Media Department**
- **Internal communication Department**
- **Corporate Social Responsibility Department (CSR)**
- **Creative Production and Audiovisual Department**
  - Audiovisual Services Section.
  - Production and Program Design Section.
  - Publication Section.

Compliance and Follow-up Administration

The Compliance and Follow-up Administration handles the responsibility of the inspection of compliance with the general laws and regulations related to KFMC tasks and responsibilities; in addition to the Medical City's work-coordinating policies and procedures. Those tasks include observing, detecting investigating, and identifying the correcting action for all administrative, financial, medical, and technical operations.

This process aims at preventing violations and maintain coordination with the government's specialized supervising systems.

The Administration is also responsible of analyzing and evaluating KFMC administrations' performance and provide consultation services that aim to serve the upper management with solid confirmations.

It also aids KFMC administrations in achieving their goals and enhancing the effectiveness of their internal regulation and risk management through applying a systematic evaluating method independently, objectively, and neutrally in coordination with the government's specialized supervising systems.

Business Intelligence Office Administration (BIO)

The Business Intelligence Office Administration's main goals are to; monitor and coordinate all strategic projects serving the development of BIO, transfer "know-how" and develop the appropriate organizational unit to achieve continuity and benefit from tools and systems created for BIO. Also, to conduct analytical financial and business studies and provide recommendations, and to push information to managers at all levels to direct decisions and improvement activities.

Self-Financing Fund Development Administration (SFFD)

The objectives of the SFFD focus on the development of the revenue, donations, contributions, grants, and endowments. Also, to invest in KFMC's assets and equities in addition to investing in the Medical City's services and human and intellectual experiences. Furthermore, managing and developing the finance of the fund through investing in them in accordance with KFMC's needs. The SFFD goals also focus on supporting research and educational and social programs, as well as supporting the development and preparation of the Medical City's facilities.

In addition, developing the pricing and accounting systems,finding and developing administrative and financial systems, documenting the collaboration between other funds in all other fields including the health sector. The main role of SFFD is to provide marketing and financial support to find and develop the Medical City's rising and continuous financial income in exchange for scientific research, social activities, and the development of KFMC and its facilities.

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King Fahad Medical City Facilties

Restaurants and Coffee Shops

There is one main staff restaurant for male and female employees located in the ground floor of the main hospital, it serves a selection of hot and cold food and beverages.

There are also several restaurants and coffee shops in the Community Center; as well as a coffee shop located in each hospital.

Shops

- Supermarket.
- Community Center.
- Supermarket.
- Multi-story Car Parking.
- The Gift Shop.
- Maternity Hospital.
- Shopping Mall.
- Housing Tower 8.

Banks and ATM Machines

- Riyadh Bank in Community Center.
- There is an ATM machine in each hospital of KFMC.
- ATM machine outside the Outpatients Building.
- ATM machine next to the children playground in front of the
- Multi-Story Car Parking.

Recreation Facilities

- Female Recreation (1), (2) and Male Gym Housing group (2B),(2C),(2F).
- Sports Facilities.

Social Club:

Social club membership is optional and available to all King Fahad Medical City's personnel and its obtainment requires payment of trivialfee.

Features:

- Priority and special discounts when registering for sport and social activities as well as beach cabins.
- Making use of loans programs.
- Exemption from administrative fees in installment program.
- Making use of annual discounts offered by companies and establishment in private sector, such as, hotels, restaurants and travel agencies).

Social Club Programs:

- **Investment and Marketing,** features:
  - Cash installment.
  - It provides an annual manual that contains set of discounts in many establishments, companies and commercial sectors.
- **Solidarity Program and Loans,** features:
  - Loans without interest; settled in easy monthly installments within one year, obtained annually, and delivered by hand to the beneficiary.
  - Financial support in case of total bodily disability.
  - Free membership for handicapped people.
  - Financial Support in case of death, where a lump sum amount is allocated to the deceased member relatives.

- **Sport Activities,** features:
  - **Competitive Sports:**
    - football championships, swimming competitions, ladies
    - volleyball championships, feather ball championship,
    - cricket championships, marathon races and many more.
  - **Health Sports**:
    - aerobic, aqua aerobic, yoga, physical fitness and weight.
    - loss programs.
  - **Training Sports:**
    - self-defense, tennis and football clases.
- **Cultural Activities,** features:
  - Scientific and cultural abroad trips and visits.
  - Young reader and Quran pearls program.
  - Omrah and Hajj trips.
  - Both Eids ceremonies and world occasions celebration.
- **Nursery Programs,** features:
  - Daycare Registration Process and Guidelines:
    - Filling up the form – SR 700 monthly service fees and SR 200 registration fees.
    - Accepted age group from 2 months to 4 years.
    - Daycare working hours from 7:30 am till 4:30 pm.
  - Primary care for toddlers, and highly qualified female supervisors for children care supervision.
  - Assigning daily educational lessons.
  - Applying infection control policy within nursery through tools sterilization and cleaning.

For more information about the social club, use the contact information below.

Contact information:

2889999 Ext. 10445/10444

s.c@kfmc.med.sa

Car Services:

Leasing and Financing Co.:

A company that works in the sector of installment and renting cars. There is also a taxi services available for employees upon request. *Special discounts for Social Club gold members.*

Travel Agencies:

There are two travel agencies in KFMC that provides you bookings for airline tickets, hotels, cars, activities, cruises and airport transfers, as well as vacation packages.

Special discounts for Social Club gold members.

Housing Compounds:

On-campus:

- Vila: 100 two-story units.
- Duplex: 186 two-story units.
- Apartment: 207 one-story units.
- Towers: 8 towers with 2984 units.

Off-campus:

- Al Rafea compounds: 102 units
- Al Rabuwa Apartments: 105 units.
- Al Nada apartments: 181 units.

Mosques and Prayer Areas

- Al Subaie mosque in KFMC compound.
- Friday mosque in KFMC compound.
- Prayer room in main hospital ground floor.
- Female prayer room in children specialized hospital ground floor.
- Male prayer room in children specialized hospital first floor.
- Male prayer room in women specialized hospital ground floor.
- Male prayer room in women specialized hospital first floor.
- Male prayer room in rehabilitation hospital ground floor.
- Male prayer room in OPD building first floor to seventh floor.

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New KFMC Family Members

Dear KFMC Employee,

You are taking the first step in endeavoring a new and exciting adventure, and we, the Internal Communication Department – Public Relations and Corporate Communications Administration, are here to guide you through every single step you take. We understand that moving to a new country, leaving behind family and friends can be daunting. However, by joining King Fahad Medical City, you will be joining not just a community, but a new family.

At King Fahad Medical City, we enjoy the challenge of meeting our employees' needs as we are committed to making King Fahad Medical City the best healthcare organization possible, and we gladly welcome you to be a part of it.

وزارة الصحة
مدينة الملك فهد الطبية
King Fahad Medical City

Welcome Aboard

Dear Colleague,

KFMC vision is to be the benchmark in providing the best-quality healthcare and outstanding patient experience through evidence-based practice, research and education. KFMC deeply values your role as an important team member to make this vision a reality.

I welcome you to KFMC and thank you for assuming this responsibility. Our focus on patient and family-centered care means that we stress the importance of providing exceptional patient service by every caregiver. Whether you are a front-line clinician, researcher or administrator, you have a vital role to play in ensuring that every patient receives the very best care.

We will make every effort to support you and to create an environment in which you will have a great experience, fulfill your potential and achieve the highest level of excellence in your practice.

KFMC is a great organization with a great future and we are just delighted that you are now part of our team.

Yours Sincerely,

Mahmoud Abduljabbar Al Yamany, MD
Chief Executive Officer

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Starting Work

Your First Day!

On your first day you will be asked to head to the Human Capital Executive Administration, where you will complete the necessary documentation and further medical tests that the Government requires. Following completion of your paperwork and medical tests, you will be directed to your department of work and get introduced to your manager and colleagues.

- **Orientation:**

Starting a new job, in a new country can be a nerve-wracking experience, so at KFMC we aim to address any worries you may have before they arise. To this end, all new employees will attend our unique orientation course.

- **Attendance:**

The normal working hours per week at the Medical City are 40 hours, 7:30 to 4:30, Sunday to Thursday. However, shift-working patterns may vary between sections, and will be explained by the department supervisor.

Time is logged with your badge swipe.

You can manage your time and attendance profile online. Login with your regular network ID and password.

Login at: http://attendance/

- **ID Badge:**

Please wear your ID badge at all times for your safety and security. Door access to ETTD is by badge only. Fines can be applied for not wearing your badge; avoid issues by always wear your KFMC badge.

- **Fire and Environmental Safety Courses**

All KFMC staff must complete annual Fire Safety Training and Environmental Safety courses. The courses consist of on online training and exam. Fire Safety also includes a hands-on training. First, complete the online training, then print and retain your certificate. For Fire Safety, arrange for the hands-on training with the Fire Safety Department.

Leaves

- **Annual leave**

KFMC employees enjoy vacations and time off granted after approval of the Chairpersons and Directors. Annual leaves must be coordinated with other staff members. Be sure to apply for leave through the RMS early and after discussion with the superiors.

- **Emergencyleave**

Unplanned leaves must be applied for in RMS as "Emergency Leave." If you are unable to come to work please be courteous – call or send a message to your superior and verify that it was received.

- **Sick leave**

Sick Leaves are granted by the Employee Health Clinic. The Staff Clinic must approve a leave from other institutions, with no guarantee of acceptance. If your sick leave is not accepted you must apply for annual leave.

- **Eid Leave**

Intranet and Online Services

The KFMC intranet is a resource for many processes required to do your work. Here is a short list of the areas of the KFMC intranet you may be required to utilize.

Employees are entitled to 10 days within a 12-month contract and can be used in conjunction with annual leave.

5 days - Eid Al Fitr (immediately following the end of Ramadan month)

5 days- Eid Al Adha (approximately nine weeks after Eid Al Fitr)

- **One National Day**

Other Leaves

- **Marriage Leave**

Employees are entitled to three (3) days paid leave. A marriage certification must be provided upon return from leave.

- **Maternity Leave**

Female *Family contract employees are entitled to leave for six 6) weeks. * Single Contract entitlement to 30 days unpaid leave

- **Paternity Leave**

Male employees are entitled to one (1) day leave. A birth certificate must be provided upon return

- **Bereavement Leave**

In case of death of his/her wife/husband, one of the parents or defendants, (firs degree consanguinity) Employees are entitled to three (3) days paid leave. A death certification must be provided upon return from leave.

- **Exceptional Leave (Unpaid Leave)**

Maximum one (1) year and must be approved by the (CEO)

- **Pilgrimages**

After completing the 2 years of employment,Muslim employees are entitled to a HAJJ LEAVE for 5 days, once per the entire contract.

Note

The aforementioned leaves require a Leave Request approved by the Department Head in addition to the appropriate official documents. Other types of leave such as business or professional may be granted depending on the nature of the employee's job and contract.

Internet and Online Services

The KFMC intranet is a resource for many processes required to do your work. Here is a short list of the areas of the KFMC intranet you may be required to utilize.

- **Network ID and Email**

Please note that it is against KFMC policy to share your network ID.
Find the form at:
http://intranet >> E-forms
Click on Page 2 for form 114-3
New User Account/Internet
Access

- **IT & Networking**

Call extension 7777 to log a job order for any IT or networking issue. These departments consider themselves distinct and will insist you to log separate job orders for an issue such as setting up a new computer and gaining intranet access

Uniforms / Laundry

Uniforms and lab coats can be obtained from the Laundry which is located in the basement near the loading dock.

Male Uniforms are also provided. Women must wear lab coats that are loose fitting over their clothes or an "Abaya". Hair must be covered by a scarf.

- **Employee Health Clinic:**

The Employee Health Clinic is located in the Main Hospital. This department is responsible for all employees' healthcare needs.

Each new employee will be required to undergo a pre-employment medical examination in the Employee Health Clinic, upon his or her initial arrival.

Transportations

- **Airport Transportation:**
  - KFMC offers airport transportation services for new arrival employees.
  - Families or single females living in KFMC Housing & Residence have the privilege to use this service once annually.
  - This service is also provided for employees leaving for official business trips.
- **Local Transportation Service:**
  - Official activities outside KFMC such as meetings and conferences.
  - Official activities inside KFMC compound such as departmental visits, surveillance, etc.
- **For more information**

send an e-mail to:

transportation.dept@kfmc.med.sa

or call airport unit at

EXT.18635

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Saudi Arabia - The Country

Location

The Kingdom of Saudi Arabia is the largest country on the Arabian Peninsula. It borders Jordan to the north, Iraq to the north/north-east, Kuwait (again to the north), Qatar to the east, Bahrain (via a bridge or "causeway"); the United Arab Emirates to the south and east, Oman to the south and south-east, and Yemen to the south. The Persian (Arabian) Gulf lies on the northeast, and the Red Sea to the west.

The capital of Saudi Arabia is Riyadh, a modern city situated in the heart of the Kingdom, where more than ninety diplomatic missions can be found.

The Central Province

Riyadh is a region (mintaqah) of Saudi Arabia, also called Al-Wosta, located in the centre of the country. It has an area of 404,240 km² and a population of 6,777,146 (2010), making it the second largest province in terms of both area (behind the Eastern Region) and population (behind Makkah Region). Its capital is the city of Riyadh, which is also the national capital. More than 75% of the population of the province resides within Riyadh. According to the 2004 census, 1,728,840 of the province's population are non-Saudi (approximately 31%), with 1,444,500 of those living within the provincial capital, Riyadh.

History

Saudi refers to the AlSaud family, specifically Saud Ibn Muhammad Ibn Mughrin from the royal house of Saudi Arabia. Saud himself was not a significant figure; it was his son, Muhammad Ibn Saud, who forged an alliance with Sheikh Muhammed Ibn Abdul Wahhab, a religious reformer who preached the teachings font of the Prophet Mohammed *(peace be upon him).*

Arabia refers to the geographic region of the Arabian Peninsula. Before the era of the Muslim conquests in the mid-seventh century, some Arabic-speaking people also lived in Palestine, Syria, Iraq, and Christian Arab buffer states that were established north of the peninsula between the Sassanid and Byzantine empires. As a result of these conquests, people of the peninsula spread out over the wider region, today known as the "Arab world". Arabic is the region's dominant language.

The Kingdom was recognized as a sovereign state in 1927 and consequently, in 1932, the country was renamed the Kingdom of Saudi Arabia. However, the economic depression experienced in the rest of the world intensified, causing desperate conditions in Saudi Arabia; the situation changed when oil was discovered in Dammam during the 1930s. Today, the Kingdom of Saudi Arabia is one of the world's most important oil-producing countries. It is ruled by King Salman bin Abdul Aziz with the assistance of Prince Mohammed bin Nayif bin Abdul Aziz. They continue to move Saudi Arabia towards the national ideal of a modern country that is devoted to Islamic principles.

The Kingdom is steadily developing into a modern state using the latest technology in an Islamic framework. In 1945, the Kingdom had representatives present at the birth of the United Nations. In addition, Saudi Arabia participates in world affairs as a member of the United Nations, Oil Producing Exporting Countries (OPEC), Arab Summit Conferences, Organization of the Islamic Conference and the Gulf Co-operation Council. Furthermore, Saudi Arabia has given aid to over ninety-seven countries.

Religion and Law

Religion is extremely significant in Saudi Arabia, and Saudi Arabian people believe that ultimate authority rests with God (Allah). The historical and religious importance of the Kingdom springs from Islam. The followers of Islam (Muslims) believe in God (Allah), and that Mohammed (peace be upon him) is His Prophet .

Makkah is the birthplace of the Islamic religion. Five times a day, Muslims face the sacred Ka'abah in Makkah during prayer. The Ka'abah is a black stone set in a silver frame, and it is the only remnant of the first mosque built by Abraham. It is covered with a black cloth decorated with verses from the Holy Qur'an (Koran) and is embroidered in gold thread. The Holy Qur'an is the sacred scripture of Islam and is universally recited in Arabic.

Al-Madinah, the second city of religious importance, is the burial site for the Prophet Mohammad (peace be upon him), the messenger of the Islamic religion. Only Muslims may enter the two holy cities of Makkah and Al-Madinah.

Expatriates must respect the feelings and beliefs of Muslims, as well as all prayer calls. It is offensive for non-Muslims to stare at, or walk in front of people who are praying. In addition, they must not walk over prayer mats when wearing shoes.

Fasting (Ramadan) – Muslims fast in the holy month of Ramadan, which is the ninth month of the Islamic calendar. From sunrise to sunset, Muslims must not eat, drink or smoke. It is forbidden for non-Muslims to carry out any of these activities in public during these hours.

Islam is the only legally and officially recognized religion in Saudi Arabia. Non-Islamic activities are forbidden. Custom officials may confiscate religious literature and other materials relating to non-Islamic religions, upon entering Saudi Arabia.

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Traditions and Customs of Saudi Arabia

Greetings

It is important to make small talk asking general questions about family etc., but refrain from asking a Saudi man about his wife. Shaking hands is acceptable, although it may not always be appropriate for a female to shake the hand of a male. Saudi Arabian people tend to hug and kiss each other on the cheeks; to pull away from such a greeting may be considered offensive.

Arabs are justifiably famous for their hospitality. The most usual gesture of hospitality is the serving of Arabic coffee (kahwa) or tea (chai). It is impolite to refuse these offerings.

Saudi Arabian Official Dress

Saudi Arabian men usually wear the floor length shirt called a "Thobe" with leather sandals. A man's headdress consists of 3 separate parts – a small white cap, called the "Tagiyah", a large square cloth, called the "Ghutra", and a double black cord to hold the Ghutra in place, called an "Agal".

By law, all Saudi women must wear a black floor length cloak called an "Abaya" over their clothing. This is a conservative and loose fitting cloak intended to conceal the woman's figure from head to toe. Many Saudi women also wear full-face veils: this consists of a "Burka", which has slits for the eyes.

Saudi Arabian Women

The Saudi community focus a lot on privacy and women are usually very conservative in the way that they dress and even interact with the outside world. From an early age, they are segregated from the opposite sex at school, at home and at social functions. A Saudi woman will only remove her veil in front of other women and male family members. It is advisable for foreign women to show their respect for the Saudi culture by dressing modestly.

Living in Saudi Arabia

- **National and Religious Holidays**

Eid Al-Fitr is a holiday of 3 or 5 days that takes place immediately after Ramadan to celebrate the end of the fasting period. Eid Al-Adha, also a 3 or 5 day holiday, commemorates the annual Hajj or Pilgrimage to Makkah. Also, The Saudi National Day is celebrated in Saudi Arabia on every 23rd of September. Saudi National Day follows the day where the King Abdulaziz announced the country as a kingdom on September 23rd , of 1932.

- **The Islamic Calendar (Hijri)**

The Islamic month is based on the lunar (moon) year rather than the solar (sun) year. The Islamic month consists of 29 or 30 days, making the year 10 to 11 days shorter than the Gregorian calendar. The Islamic calendar started in 633 A.D, when Prophet Muhammad (peace be upon him) fled to Madinah to escape his enemies. Due to the fact that Muslims follow the lunar calendar, Ramadan will never fall on the same day every year on the solar calendar.

- **Prayer Times**

Muslims must pray 5 times a day, and it is a legal must to close all commercial establishments during these times. The Islamic holy day is Friday, making the weekend Friday and Saturday in Saudi Arabia rather than Saturday and Sunday.

- **Travel and Transportation**

Only men are allowed to drive in Saudi Arabia. It is therefore recommended that women use a limousine car service (i.e. taxi) to get around the city. Ensure to ask the price before commencing any journey, as generally taxis in Saudi Arabia do not use their meters. The price usually varies depending on the destination.

Legal System in Saudi Arabia

The Legal System in Saudi Arabia is based on the Islamic Law and Jurisprudence, called Shariah. The law is strictly and swiftly enforced, and criminals are punished immediately.

- **Residency Permit**

The sponsor (or employer) is legally responsible for their employees at all times while they are in the Kingdom. As a foreigner, documentation must be carried at all times, to show sponsorship by a legitimate Saudi organization. This documentation will be in the form of a residency permit, called an "Iqama". The Human Resources department will provide an "Iqama" 6 to 8 weeks after arrival.

In the meantime, a temporary proof of sponsorship will be given. Passports will be kept by the Human Resources Department while living in the Kingdom, and will be returned when required for travel purposes.

- **Driver's License**

A Saudi driver's license (for males only) may be obtained through the Human Capital Executive Administration. Car registration documents should be kept in the car at all times and it is advisable to have adequate car insurance. If traveling to another country, additional insurance may be required.

If involved in an accident, do not leave the scene of the accident until the police arrives. If it is a minor accident, payment of a small fine may be required. If it is more serious accident, participants may be detained until a decision is made regarding what the consequences will be. If a death occurs, the other driver may be liable to pay the family SR100,000 regardless of who may be at fault; the amount to be paid may vary depending on the family of the deceased. If the car is damaged, a "repair permit" will be issued to authorize the repairs to the car. If stopped after the accident without this permit in possession, the police will suspect a hit-and-run accident and there will be dire consequences.

- **Photography**

It is forbidden to photograph the following:

- o Anything related to military facilities, airports and buildings.
- o Anything related to royalty, including palaces or residences, etc.
- o Anything that would give the Kingdom a bad image in any way.
- o People, in particular women, unless given permission.

- **Water**

It is advisable to drink lots of water when in Saudi Arabia, to avoid dehydration and other medical problems. Most compounds have sweet (fresh) drinking water on tap, however many people choose to use tap water for cooking and bottled water to drink. A wide variety of bottled water is readily available and relatively inexpensive.

- **Electricity Voltages**

Most compounds in Saudi Arabia are fitted with dual-voltages (110v and 220v), running to separate sockets. As there are two systems in place, it is recommended that you check the voltage carefully when purchasing appliances, and double-check before plugging them in.
Some appliances are available with a multi-system, and either voltage may be used. You may also find a supply of plug adaptors useful, as both American flat two-pin plug sockets, and European style two-and three-pin sockets are common.

- **Audio-Visual Equipment**

If buying any audio-visual equipment in KSA, such as a video-recorder or a DVD player, it is recommended that a system compatible with that in your home country is purchased.

- **Family Sections**

Many facilities, such as restaurants have family sections that are intended only for females and families. Single males may not enter these sections, and should use the Bachelor's Section designed for them. Banks also generally have separate male and female sections.

- **Telecommunications**

Local, national and international phone calls may be made from phone cabins or from telephone boxes. Telephone cards may be purchased and used in phone kiosks that utilize this system. Most accommodation has international dialing facilities, with the user being billed monthly. Mobile phones may also be considered as an alternative to landline phones.

Internet cafés are also available in Riyadh, for browsing the Internet, sending and receiving emails, as well as phoning home. Internet phone calls generally tend to be less expensive than normal phone charges and telephone cards.

- **Banking & Currency**
- Banks with local and international links are available
- The Saudi Arabian currency is the Saudi Riyal (SR), which is divided into 100 Halalahs.
- The conversion of US $1 is fixed at SR3.75.
- There are no restrictions in converting Saudi Riyals into any foreign currency or transferring money to banking institutions outside the country.
- Although most financial transactions in Saudi Arabia are made in cash, most stores will also accept credit cards such as Visa, Master Card and American Express. Your bank card, which you will receive once an account has been opened, will also enable you to make cash withdrawals at cash machines, and may be used to make purchases over the counter.

- **Embassy Services**

Employees are responsible for registering at their respective embassies; it is advised that all employees register as soon after arrival as possible. Details of embassies may be obtained through our personnel office.

- **Mail System**

To receive mail, the correct address is as follows:

(Your Name)
(Your designation/department)
King Fahad Medical City
P. O. Box 15215

Remember

receiving any illegal items through the mail will result in confiscation and questioning by the authorities.

- **Reading Material**

English reading material may be purchased in the form of newspapers, magazines, and a variety of books at stationery stores.

- **Television and Radio**

Most accommodation provided will have satellite television available, airing a variety of television and radio channels that are broadcast from countries in the Middle East, such as Bahrain and the UAE in various languages including English, Arabic and French.

- **The Following Items are illegal in Saudi Arabia:**

  - **Women Driving:**
  It is forbidden for women to drive in Saudi Arabia. Also, women may not ride bicycles or motorcycles outside compounds.
  - **Alcohol:**
  alcohol is banned. It is absolutely forbidden to consume, purchase, sell, transport, possess or manufacture alcohol in the Kingdom of Saudi Arabia. Violation of these laws will result in serious legal consequences.
  - **Drugs:**
  the use, sale or importation of drugs is illegal,regardless of the quantity. The maximum sentence is the death penalty for traf ficking, which is now imposed in many cases.
  - **Any pork products.**
  - **Obscene Materials:**
  certain possessions that might be considered as being acceptable in Western countries may be regarded as obscene in Saudi Arabia. Nudity or semi-nudity in any form is not acceptable, whether it is in a magazine, film, videotape, or DVD.
  - **Weapons:**
  These are banned in Saudi Arabia, regardless of whether they are bladed or firearms.
  - **Gambling.**

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Our Language

Language

Here are some useful Arabic words and phrases to assis you in day-to-day communication with Arabic people:

- **General Arabic Language :**

Good morning	Sabaah Al Khayr
Response	Sabaah Al Noor
Good evening	Masa Al Khayr
Response	Masa Al Noor
Come in	Tfaddal (to a male) Tfaddali (to a female) Tfaddalu (to a group)
God willing	Inshallah
Good	Bekhair
Pardon me	Afwan
Please (request)	Min fadlak (to a male) Min fadlik (to a female) Min fadlikum (to a group)
Thank you	Shukran

- **Hello and Goodbye in Arabic (conversation)**

Marhaba	Hello, welcome
'Al salamu alaykum	Hello, peace be upon you
'Alaykumu s-salam	Hello, peace be upon you, too
Kayf haluk	How are you?
Shukran. Al Hamdu li-lah	Thank you. Fine, by God's mercy
Wa ant?	And you?
'Ana bi-kayr	I'm fine
Ma'assalaamah	Good Bye

- **Days of the week**

Sunday	Al-Ahad
Monday	Al-Athnain
Tuesday	Ath-Thulatha
Wednesday	Al-Arbia
Thursday	Al-Khamees
Friday	Al-Juma
Saturday	As-Sabt

- **Counting**

0	Sifr
1	Wahid
2	Ithnayn
3	Thalatha
4	'Arba'a
5	Khamsa
6	Sitta
7	Sab'a
8	Thamaniya
9	Tis'a
10	'Ashra

Important extensions

Staff Clinic	28444
Operator	78
Maintenance	7788
IT	7777
Operations	22222
Emergency Maintenance	44444
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On behalf of King Fahad Medical City, we thank you for your interest and we look forward to welcoming you to the KFMC

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Welcome Aboard

Note

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