

4.1 Healthcare professionals



STARTER Healthcare professionals

In the space below, name as many healthcare professionals as you can.

- Doctor
- Nurse
- Surgeon
- Dentist
- Pharmacist
- Physical therapist
- Social worker
- Nutritionist
- Speech therapist
- EMT (Emergency Medical Technician)
- Paramedic
- Veterinarian
- Neurologist
- Health promoter



Activity 1

Your experience

You experience healthcare professionals from the minute you are born, the whole way through life. Write about a recent experience you have had with a healthcare professional.

Last week I had a sore throat and I was coughing a lot, I then go to my school nurse to get some help. She said to me which medicine to take which I later that day went to the local pharmacy to get, ever since then I feel really better.

Identify

Read the descriptions on the left. Identify which healthcare professional is being described.

Assesses, diagnoses, and treats psychological illness

Educates people about health before becoming ill

Examines patients, diagnoses illnesses, and provides treatment

Works with medications

Emergency responder trained to provide emergency medical care

Works with patients to encourage movement

Provides first medical care at the scene of an emergency

Doctor

EMT

Psychologist

Paramedic

Pharmacist

Health promoter

Physical therapist

4.1 Healthcare professionals



National Ambulance EMT programme

Answer the following questions about the Emirati EMT Programme that is organised by the National Ambulance.

1. Write four entry requirements of the course.

- Be UAE National.
- Be Medically Fit.
- Have Basic English language skills.
- Have a minimum of high school diploma or equivalent.

2. How many student places are available on the programme?

More than 50 students.

3. How long does the programme last?

One year.

4. How many training phases are there?

3 phases.

5. Which university is responsible for the programme?

The University of Sharjah.

Research: Healthcare related university courses

Research the healthcare courses offered in universities around the UAE. Write down the name of the courses you can find, the university that provides each course, how many years the course lasts and what the entry requirements are.

- Bachelor of Medicine and Bachelor of Surgery (MBBS)
University of Sharjah, 1 Foundation year + 5 yrs.

- Bachelor of Dental Surgery (BDS)
University of Sharjah, 1 Foundation year + 5 years + 1 year clinical practice.

- Bachelor of Pharmacy
University of Sharjah, 5 years.

- Bachelor of Science in Biotechnology
University of Sharjah, 4 years.

- Bachelor of Science in Nursing
University of Sharjah, 4 years.

- Bachelor of Science in Environmental Health Science.
University of Sharjah, 4 years.

4.2 Health services

STARTER

Keyword revision

Match the keywords on the left with its correct definition on the right.

Keyword	Definition
detection	to advertise or encourage doing something.
prevention	to find out or discover something.
promotion	to cure or manage something, such as a disease.
treatment	a profession that a person has for most of his or her life.
career	to stop something from happening.

Write one synonym (a word with the same meaning) to the two following keywords. First keyword is an example.

1. disease

Synonym: illness or sickness.

2. improve

Synonym: ...

Enhance or Develop
Refine or Advance.

3. career

Synonym: Profession or occupation.



Discussion: Types of health services

If you become injured or unwell, what health services would you require?
Discuss in groups.

- Emergency services if the condition was severe.
- Medications and prescriptions
- Home care services if needed.
- Physical therapy
- mental health services if the issue is psychological.
- Dentist if I had ~~to~~ pain in my teeth.
- Medical attention from a doctor or nurse depending on the condition.



Activity 2

Health services you have used

Name some of the health services you or your family have used in the past.

- Home care service.
- Dental services.
- Medical attention from an orthopedist.
- Medicine prescriptions from doctors.

4.2 Health services



Scenarios

Read the following scenarios. Direct each patient to the type of health service they need and write what medical professional would be required to provide treatment to the patient.

1. Sara fell down the stairs. She hit her head and it is bleeding a lot.

Health service required: Emergency care/ Urgent treatment.

Medical professional required: general/medical professional.

2. Zayed is very overweight and he wants to know how to lose weight.

Health service required: Dietitians and nutritional support.

Medical professional required: Dietitian.

3. Ghaya has not been able to sleep because she has a toothache.

Health service required: Dental care.

Medical professional required: Dentist.

4. Khalid has noticed that every time he eats seafood, he is unwell.

Health service required: Urgent treatment.

Medical professional required: Allergist.

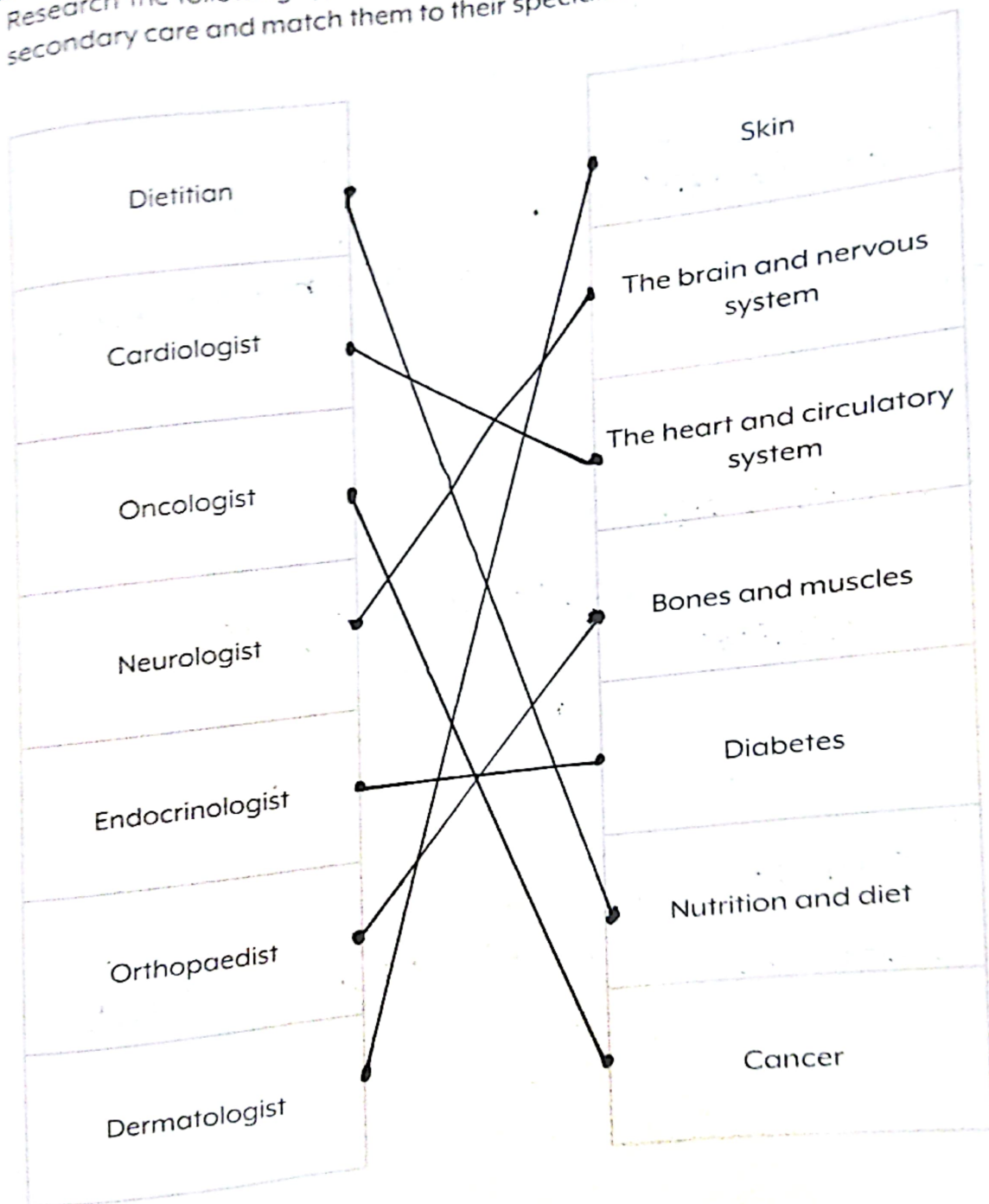
5. Fatima broke her leg. She needs to learn how to walk again.

Health service required: Physical and occupational therapy.

Medical professional required: Physiotherapist.

Research: Specialists

Research the following types of medical specialists that you would find in secondary care and match them to their specialism.



4.2 Health services



Activity 6

Examples

Give examples of primary, secondary, and tertiary healthcare providers.

Primary

- Nurse Practitioners.
- General Practitioners.
- Pediatricians.

Secondary

- Cardiologists
- physical therapists
- Neurologists

Tertiary

- organ transplant center
- Burn centers
- Specialized Rehabilitation center.

4.3 Outpatient and inpatient care



Discussion: Outpatient and Inpatient care

What do you know about both types of care? Where are you likely to find each type? Have you ever been an inpatient or an outpatient? Discuss and make notes below.

there are 2 types of medical care and they are:
Inpatient care: you stay overnight at the hospital.
It is found in hospitals and specialized clinics.
outpatient care: you visit the doctor's office
for check-ups, tests and minor issues. It is
found in clinics and diagnostic centers.
I ~~was~~^{was} an outpatient because I had some
minor dental problems it lasted for 3 days.



Activity 7

True or false

Answer true or false to the following statements about outpatient care.

	True	False
Outpatient care requires an overnight hospital stay.		/
When you visit your family doctor for a check-up, you are an outpatient.	/	
The emergency department is for inpatients only.		/
You don't need an appointment to attend a specialised outpatient clinic for treatments such as chemotherapy.		/
Outpatients can undergo surgery.	/	

Inpatient care

Explain the following phrases.

Admitted to hospital.

A patient is given a bed and kept in hospital for at least one night.

Discharged from hospital.

When a patient can officially leave the hospital, by a doctor approval.

Which of the above stages is the point where an outpatient becomes an inpatient?

① Admitted to hospital.

Which of the above stages is the point where a patient is no longer an inpatient?

② Discharged from hospital.

Comparing

Look at the following treatments. Write beside each of the treatments whether it is an example of inpatient or outpatient care.

	Inpatient/outpatient
Minor surgery	outpatient
Complex surgery	Inpatient
Consultation with a family medicine doctor	outpatient
Chemotherapy treatment	outpatient

4.4 Patient rights and responsibilities



Discussion: Why is it important?

In groups, discuss why it is important to have patient rights and responsibilities.

Patient rights and responsibilities form the foundation of ethical healthcare. Patient rights encompass dignity, informed decision making, quality of care and accountability. Patient responsibilities includes adherence to treatment plans, honesty in medical information and respect for health care staff. Together, these principles create a balanced and ethical health system, fostering respect among everyone and ensuring the highest quality of care.



Activity 10

Video: Know your rights

Watch the video from MoHAP that explains what to do if your patient rights are not met when visiting a healthcare facility in the UAE. What action should you as a patient take in this situation?

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Patient rights

Read the following scenarios. Decide if the patient's rights are being met in each situation. Explain your answer.

Alia has pains in her joints. The doctor has offered to give her an injection to reduce the pain. Alia has a fear of needles and she knows there are ways to reduce the pain other than by injection. She refuses the treatment from the doctor, but the doctor said she cannot leave the surgery without getting the injection.

No, Her refusal of the treatment should be acknowledged, and alternatives should be discussed. Forcing treatment against her will is a violation of her rights.

Ling is a tourist from Tokyo who is visiting Dubai. He has become very unwell and has gone to the nearest hospital. The doctor who is looking after Ling speaks Arabic, English and Hindi. Ling doesn't speak Arabic or Hindi, and his English is very basic. He told the doctor about this. The doctor requested a translator through the translation and interpretation department in the hospital.

Yes, the doctor's action to request a translator demonstrates an effort to ensure the patient (Ling) gets the highest quality of medical care.

Jasim was in a car accident. He broke both of his legs which required physiotherapy to get better. Jasim's doctor did not tell him that he must pay for the physiotherapy sessions.

No, He should've been informed about the treatment.

4.4 Patient rights and responsibilities



Patient responsibilities

Read the following scenarios and decide if each patient is following the patient responsibilities or not.

Khalifa had a dentist appointment at the same time as an important work meeting. He called the dentist a day before to change his appointment

Khalifa is following his responsibilities (Notifying the dentist in advance).

Hamda did not wear a mask to the hospital even though she was told to wear it when she made the appointment. She was not allowed to enter the hospital and she became very angry.

Hamad is Not following her responsibilities (Following the healthcare Facility rules)

Shouq has been feeling very tired recently. She knows she should see a doctor about it so she went to the emergency department of the nearest hospital.

No, She could've went to a clinic because the emergency department is only for urgent needs

Ahmed thinks his diabetes medication is making him feel unwell. He has made a list of all the exact symptoms that he feels so he can tell the doctor when goes to his next appointment.

Yes, He made a list to inform the doctor.

Notes:

Right or responsibility

Beside each of the following statements, write whether it is a patient right or responsibility.

	Right or responsibility
You must be told about any uncovered costs and expenses before making decisions.	Right
You must follow the treatment plan as outlined by your healthcare professional.	responsibility
You must give accurate information about personal details, medical history, and the medication you are receiving. You must also provide your history of allergies or sensitivity to medicines.	responsibility
You must take your insurance card with you when you attend a healthcare facility.	responsibility
You must receive treatment in an emergency situation regardless of the status of your insurance card.	Right
You must be treated to the highest professional standards by licensed, qualified, and experienced healthcare providers in a properly licensed and approved facility.	Right
You must tell the staff if you have any special needs when being discharged from a hospital or clinic.	responsibility
You must have access to your medical records and expect those records to be up-to-date and accurate.	Right

4.5 Ethics in healthcare

STARTER

Keywords

Match the keywords on the left to their correct image on the right.

keywords		images
cardiologist	●	
Emergency	●	
Healthcare service	●	

Using your own words, write the definition of the following keywords.

1. Patient responsibilities

Synonym: Patient (duties), (obligations), (commitments)



Discussion: Ethics

Have you ever heard the word ethics used before? What do you understand about ethics? Discuss and make notes below.

Yes, I'm familiar with the word 'ethics', it refers to the study of moral principles and values that guide human behavior, helping individuals distinguish between right and wrong actions and providing a framework for ethical decision-making.



Autonomy

Can you think of any examples of situations where patients might not want to do what the doctor suggests? Why might this be?

Fear of side effects: Patients may be concerned about any side effects of a certain medicine or treatment.
 Financial constraints: Cost of a treatment plays a significant role in ~~de~~ decision making.

Personal Preferences: some patients rather than getting treatment they ^{prefer to} ~~will~~ change their life-style habits etc.

4.5 Ethics in healthcare



Matching

Match the ethics with the correct description.

Autonomy	Considering if a decision will harm others.
Beneficence	Being as fair as possible when offering treatments.
Non-maleficence	Patients have control over what happens their body.
Justice	All treatments should benefit the patient.



Activity 16

Ethical or unethical?

Read the following scenarios. Decide if they are examples of ethical or unethical treatment by healthcare professionals.

A patient went to hospital with severe migraines. The doctor said that the only way to fix the problem was through surgery. The patient was worried that the surgery would leave a scar and so refused any surgical treatment. The surgeons thought this was a poor decision and decided to perform the procedure without consent.

unethical

A man was diagnosed with an illness that will kill him within the next five years. He could have a procedure to correct the disease, but there was a 50% chance of him dying during the surgery. The doctor said the procedure is very dangerous and he did not recommend it, but the patient wanted to have it despite what the doctor said. They went ahead with the procedure, but the patient died mid-surgery.

ethical

Research: Your emirate

Research who regulates healthcare in the emirate you live in.

The Federal Ministry of Health and Prevention
(CMOHAP)

Insert, or draw their logo below.



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

4.5 Ethics in healthcare



Debate

Read the following statements and decide if you think each one is ethical or unethical. You should be able to give reasons for your answers. Your teacher will hold a class debate for each statement. Use the space below to make notes.

1. A dying patient with an infectious disease cannot have family members physically with them for the last moments of their life.
2. A hospital has used all its ventilators. It has been reported that 15 new patients under the age of 40 need ventilators. Doctors decide to remove ventilators from 15 patients above 80 years of age.

① This situation can be considered ethical under certain circumstances, because the disease is infectious, preventing further spread of the disease and maintaining public health reasons are the top priority. However, it's important to provide alternatives for communication between the patient and his family like for instance virtually.

② This situation raises significant ethical concerns, while it is important to prioritize others who has a greater chance of survival we can't just ignore ~~to~~ those who are in need based on their age. I say that it is unethical because it isn't fair to make the judgement based on age.

4.6 Patient confidentiality

STARTER

Who would you talk to?

Imagine you have some problems that are personal to you. Who would you feel comfortable talking to about these problems?

I would reach out to my close friend ^{or people} to express the need to talk privately and engage in a two-way conversation.

I ~~can~~ also will reach out to other people who are close to ^{me} like family members, doctor, ~~pen~~ teachers and maybe a pharmacist.

Why are you comfortable talking to this person/these people?

I'm comfortable talking to them because they are close to me, they are people that I trust and value.



How would you feel?

In the box below, write some key words explaining how you would feel if you were told that your doctor shared information about you to their friends.

- Violation of my rights
- privacy breach
- anger
- disappointment
- Frustration
- betrayed
- legal repercussions

Activity 19 Patient confidentiality

Read the scenario and answer the following questions.

A family doctor has a very busy schedule. He has a short break between appointments in the afternoon and he uses this time to pray. One day he left his office, but he forgot to log out of his computer which had all of the previous patient's details on the screen. His office was not locked because the cleaners also come in during this break to sanitize his office. His previous patient happened to be a friend of one of the cleaners.

How is this a breach of patient confidentiality?

Not taking suitable steps for the patients confidentiality.

Not making sure of no accidental leaks about patients information

What should the doctor have done?

Make sure that he had log out of the computer

-encrypting the patient's information folder

Activity 20 Consequences

Circle the consequences that healthcare professionals might face if they breach patient confidentiality.

Increased respect	Imprisonment	Fines up to 1 million AED
Lower patient numbers	Removal of licence to practise	Increased patient numbers
Loss of respect	Bad reputation	Written warning

4.7 Patient safety

STARTER

Keywords

Match the keywords on the left with its correct definition on the right.

Keyword		Definition
ethics		rules and regulations.
Non-maleficence		principals or values that control a person's behaviour and the way they act.
law		to be of benefit or advantage.
autonomy		to do no harm.
beneficence		independence; freedom of choice.

Write one synonym (a word with the same meaning) to the two following keywords.
First keyword is an example.

1. Confidentiality

Synonym: privacy.

2. Justice

Synonym: Fairness, equality or rightness

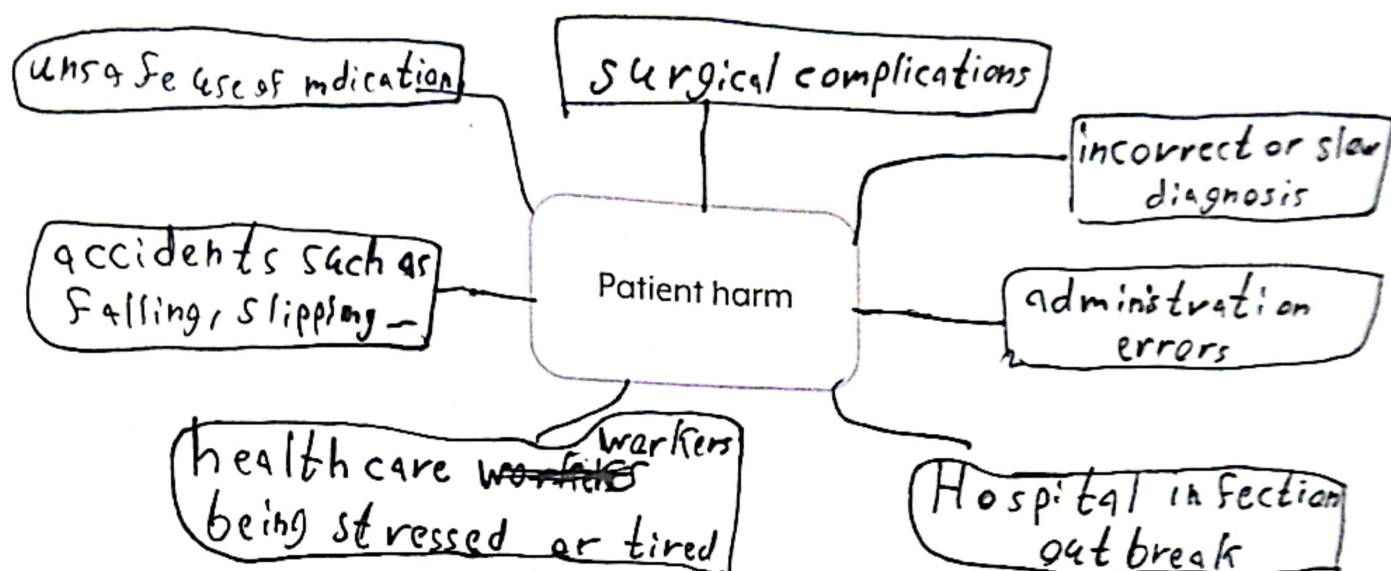
3. Safety

Synonym: Security, protection or peace

Activity 21

Spider diagram

Create a spider diagram in the space below showing reasons why patients can be harmed in healthcare.



Activity 22

Patient safety day

Make a list of some things you could do to promote world patient safety day around your school or local area.

- Safety Demonstrations
- Safety Drills
- PPE Display
- Safety Literatures
- Safety videos
- Social Media Campaigns

4.7 Patient safety



Activity 23 Video: Medication without harm

Watch the video showing a campaign from the WHO about giving and taking the correct medication. Make a note of the key points of the video.

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Activity 24

Goals

Write down the six goals to improving patient safety.

- Identify patients correctly.
- Improve effective communications.
- Improve the safety of high-alert medications.
- Ensure safe surgery.
- Reduce the risk of healthcare-associated infections.
- Reduce the risk of patient harm resulting from falls.

End of unit quiz

1. Name five healthcare professionals.

Pharmacists

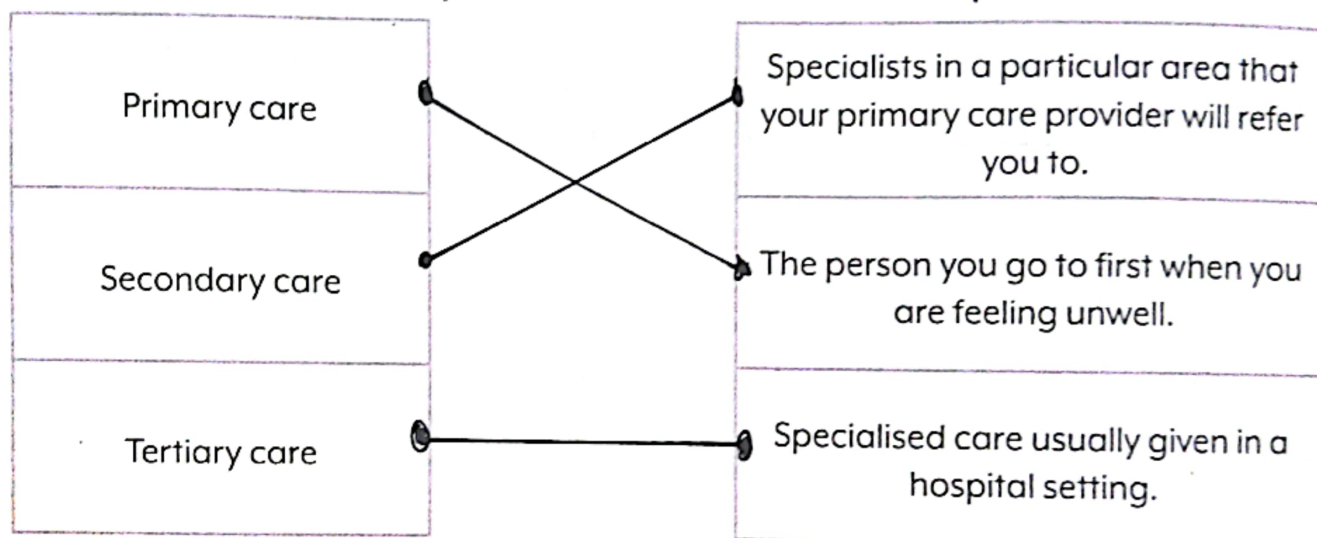
Nurses

Neurologist

Gastroenterologist

Cardiologist

2. Match the health service provider with the correct description.



3. Explain the difference between inpatient and outpatient care. Give examples of each.

① Inpatient care: A patient who is admitted to a hospital and can stay for more than a day until they are discharged.

② Outpatient care: checks ups or tests it won't involve staying overnight in the hospital.

① Ex. Recovering from surgery.

② Ex. Routine check ups.

4. Decide if the following statements are either patient rights or patient responsibilities.

You should receive treatment in an emergency situation regardless of the status of your insurance card.	Right
You should safeguard your belongings while receiving any health care treatment.	Responsibility
You can refuse or accept treatment based on personal decisions.	Right
You should follow any specific rules and regulations of the healthcare facility.	Responsibility
You should face the outcomes of your own actions if you decide not to follow any advice, instructions and/or treatment plans.	Responsibility

5. Write the four principles of ethics in healthcare.

Autonomy

Beneficence

Non-Maleficence

Justice

6. How can patients be harmed in healthcare?

Surgical complications.

Incorrect or slow diagnosis.

Hospital infection outbreak.

Administration errors.