



# ***JORDAN UNIVERSITY HOSPITAL***

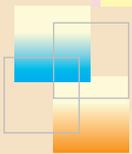
**ORIGINALITY...**

**EXCELLENCE...**

**INNOVATION...**

*Jordan University Hospital*  
*مستشفى الجامعة الأردنية*

مستشفى  
الجامعة  
Jordan University Hospital





**His Majesty King Abdulla II Bin Al-Hussein**

Jordan University Hospital  
مستشفى الجامعة الأردنية

الجامعة الأردنية مستشفى

Jordan University Hospital



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One of His Majesty King Abdulla's Aspects of Patients' Care in Several Hospitals in Jordan

## Forward from the President

The University of Jordan is immensely proud of its hospital. The University of Jordan's hospital is an outstanding multi-purpose unit within UJ which serves several functions at once, effectively and efficiently. Academically, it is a fully-equipped facility in which students of its medical faculties – Medicine, Dentistry, Nursing, Pharmacy, and Rehabilitation Sciences – gain invaluable experience, under the guidance of highly experienced, able and dedicated professors. When these students graduate, they are able to immediately embark on successful careers in a variety of medical or medical-related jobs in the country, the region and abroad, due to an education which focuses on both the theoretical and applied dimensions of knowledge. Practical training, in fact, is a strong component of study plans in all relevant medical specializations.



But the hospital is an important research arm, both for professors and practitioners who teach in the aforementioned medical faculties and who head medical clinics and units at the hospital. Because the hospital admits patients from all segments of the Jordanian society (including the most difficult cases that other hospitals are not able to handle) and from many in the region, the various research teams are able to diagnose rare cases of illness and conduct deep research on a wide variety of medical problems, thus producing original research findings which are published in the most reputable international journals.

In addition to training and research, the hospital – as has already been suggested – offers medical services to the public at large, from the Jordanian society itself and from many societies in the region and abroad. As a matter of fact, the UJ hospital is a leading (if not the leading) hospital in the country which is open to all patients. In this sense, it fulfills one of UJ's fundamental obligations: community service. What distinguishes the UJ hospital and makes it successful and reputable is the quality of the expertise it offers and the affordable, competitive prices. It is to be emphasized, in this very context, that the UJ hospital is a public, non-profit establishment.

The UJ hospital has developed, progressed, and modernized its facilities and services noticeably over the years, always putting quality at the top of its agenda. Nevertheless, while we take pride in its remarkable achievements at the qualitative level, we are intent upon developing and modernizing it further. We will do all in our power to make the hospital not only a quality, excellent hospital, but also world-class.

Prof. Khaled Al-Karaki  
President of the University of Jordan

## Forward from the General Director

The Royal Decree Was issued on January 1st, 1971 to establish Amman Great Hospital which was subsequently, annexed to the University of Jordan in 1975 under the Royal Decree to become the Jordan University Hospital (JUH). Since that time, it has become one of the prestigious medical centers in Jordan and the region. JUH is the first University Hospital in Jordan. It provides a specialized and high quality health care for about half a million patient a year as outpatient, inpatient, emergency and other services. JUH is



a research and teaching center of excellence that provides both research and training for students of medicine and other under- or post-graduate students in health sciences or any other professions in Jordan and the region. JUH lies to the North West of the capital Amman surrounded by its beautiful gardens and the Jordan University campus. Its beautiful view is coupled with an active system of quality to guarantee patient satisfaction and safety which is run by a quality management office through quality programs like PHR plus, ISO and shortly by other international quality management associations. The hospital is almost fully computerized. Moreover, it is going to expand through supporting the (600) beds inpatient building by new extensions. The objective is to better meet the new health care options, improve patient care by employing the state of the art expertise and technology and, finally, by moving beyond the hospital walls to our local community and the world.

Prof. Abdelkarim AL- Qudah  
Vice President for Scientific Research & Quality Assurance  
General Director of Jordan University Hospital

### **Background:**

The Royal Decree was issued on January 1st, 1971 to establish Amman Great Hospital. A hospital of (540) beds was established to serve as a referral hospital and was called "Amman Grand Hospital ". In 1975 the hospital was annexed to the University of Jordan and was affiliated with the Faculty of Medicine. Since its doors opened in 1973, Jordan University Hospital has served more than a quarter of a million people each year and provided a great academic environment for the University school of Medicine, Dentistry, Pharmacy and Nursing.

### **Distinguished Location:**

The Jordan University Hospital (JUH) lays on the North West of the capital Amman within a healthy climate, away from pollution and noise, and surrounded by its beautiful gardens. At present, JUH is (78700) sq.m including the following premises; inpatients wards, out patients clinics, supplies department, emergency building and parking. What is remarkable about the hospital is its location within the University of Jordan campus since it is one of the University's units. Along with the Faculty of Medicine, it defines the southern border of The University of Jordan. This combination of patients care, education, and research facilities has achieved national renown for its health care programs and medical education.



### **Mission & Vision:**

The JUH mission as an educational hospital is to provide the highest quality of medical services of general and specialized nature; as well as providing different teaching and training programs including postgraduate educational programs, developing and promoting scientific research and contribute to the prevention of diseases.

The JUH will be a reference center for developing and providing medical and preventive health care services for the local community, leading other health care institutions in Jordan and the region.

### **Objectives:**

The objectives of the hospital are to better meet the new health care options, improve patient care by employing the state of the art expertise and technology, make available study and specialized training opportunities for students of medicine and other professions in addition to the support medical professions, conduct and encourage scientific and medical research and, finally, to move beyond the hospital walls to our local community and the world.



### **Brief on services:**

The medical service is a cooperative process in which the service of all the staff combines starting from receiving the patient to the various medical service stages such as diagnosis, treatment nursing technical and administrative support services. Patients may get their services at various locations; inpatients building, outpatient clinics, and emergency building.

To provide medical services around the clock, the hospital hosts (10) medical departments and about (26) highly specialized and comprehensive

units in order to guarantee providing special service for critically ill patients. These departments and units contain all known medical specializations and acute medical specializations including (12) in the Internal medicine, (8) in the Special Surgery, (13) in the General Surgery, (10) in Pediatrics, (11) in Obstetrics & Gynecology, (3) in Forensic Medicine, (11) in Dentistry and a special section for family medicine.



### **Medical Departments.**

#### **1. Dept. of Internal medicine. Includes the following sections:**

- Diabetes and Endocrine Diseases
- Neurology
- Cardiology
- Rheumatology
- Hematology Oncology
- Psychology
- Dermatology and Veneriology
- Nephrology
- Hepatology & Gastroenterology
- Pulmonary Medicine
- Radiology
- Infective Diseases

#### **2. Dept. of General Surgery. Includes the following sections:**

- Chest Surgery
- Endocrine & head and neck Surgery
- Surgical Oncology

- Gastrointestinal Surgery
- Plastic & Burn Surgery
- Laparoscopic Surgery
- Pediatric Surgery
- Cardiac Vascular Surgery
- Emergency and Trauma Unit
- Open Heart Surgery

**3. Dept. of Special Surgery. Includes the following sections:**

- Ophthalmology
- Neurosurgery
- Orthopedics
- Urology
- Ear, Nose, Throat ( E.N.T )

**4. Dept. of Pediatrics. Includes the following sections:**

- Pediatric Neurology
- General Pediatric & Rheumatology
- Infectious diseases
- Neonatology
- Pediatric Nephrology
- Pediatric Cardiology
- Hematology - Oncology
- Pulmonology

**5. Dept. of Obstetrics & Gynecology. Includes the following sections:**

- Male and Female Infertility & Family Planning
- General Obstetric & Gyneoncology
- Gyn. Laparoscopy Surgery
- Gyn. Oncology
- Assisted Reproductive Technology I.V.F
- Maternal-Fetal Medicine
- Interventional Fetal Medicine
- Urogynaecology

**6. Dept. of Dentistry. Includes the following sections:**

- Oral Surgery and Maxillo - Facial Surgery
- Conservative Dentistry ( Operative & Fixed - Prosthesis)

- Prosthodontics (Complete and partial removable Dentures)
- Orthodontics
- Endodontics
- Pediatric Dentistry
- Periodontology
- Esthetic Dentistry
- Implantology
- Oral Pathology
- Emergency Clinic

### **7. Dept. of Laboratories and Forensic Medicine.**

#### **Medical Laboratories**

Being a referral center, the hospital is equipped with up-to-date machines that perform almost all types of medical investigations. The following divisions, in addition to the O.P.D Lab, are considered the most important training centers in Jordan for doctors and technicians in laboratory medicine :-

1. Endocrine, with Gamma and Beta counters and Ultracentrifuge
2. Serology and Immunology
3. Clinical Biochemistry
4. Haematology
5. Microbiology
6. Blood bank
7. Toxicology
8. Histopathology and Cytology
9. Molecular Pathology
10. Neonatal Screening

#### **Services provided by the department:**

Investigations conducted by this department include biochemical, hematological and microbiological investigations. Also, cytology is routinely performed at the hospital. Blood banking and histopathology services are provided around the clock for emergency services. Moreover, Jordan University Hospital is the first hospital in the country that has the ability to perform Genetic Testing and Molecular Pathology evaluation for certain diseases. The most recent test that was added to the services of this department is Neonatal Screening.

Recently, the hospital labs participate in special Quality Control Programs to monitor tests in cooperation with the Ministry of Health. In addition to that, it delivered (Leukemia Translocations) tests for the first time.

## **Forensic Medicine**

It has been established since 1977 as one of the main clinical departments. The department is responsible for teaching fifth year medical students, teaching and training residents in the specialization program in forensic medicine, and students in M.SC. and forensic toxicology program.

In addition to its role in teaching and providing services, the department offers the necessary forensic consultations and services to all other clinical departments and to the police under the principles of the Jordanian laws, regulations and the code of medical ethics. This role is applied through the following sections:

- Forensic Medicine and Pathology
- Forensic Toxicology Laboratory
- DNA Finger Printing and Personal Identification.

### **8. Dept. of Physiotherapy.**

Rehabilitation is the development of the person's anatomical, physiological and psychological function to the maximum functional level with his initial impairment or disability.

Services provided by the department:

- Physical treatment using heat, cold and water.
- Physical treatment using equipments.
- Physical treatment using massage and exercises.
- Functional treatment.
- Providing artificial joints.

### **9. Dept. of Anesthesia.**

It includes the following units: Recovery Unit, Intensive Care Unit, Chronic Pain Unit and Anesthesia Technicians Unit.

**Services provided by the department:**

- Complete or partial anesthesia for surgeries.
- Sedation.
- Intensive Care.
- Chronic pain treatment.
- Acute pain treatment.
- CPR.
- Clinical consultations.

## 10. Dept. of Radiology & Nuclear Medicines.

Jordan University Hospital has always attracted the most qualified and specialized medical staff, the radiology department contains a group of highly qualified radiologists and specialists with high educational qualifications. It also embraces devoted residents as well as a full staff of nurses and technicians who had been trained at a high level of training.

Services provided by the department:

- MRI (Magnetic Resonance Imaging)
- C.T Scan
- Mammography
- Ultrasound
- Doppler ultrasound
- Digital Fluoroscopy
- X- Rays
- Angiography
- Interventional Angiography
- Nuclear Medicine
- Echocardiography
- Sonography
- Mammography
- Lithotripsy
- Interventional radiology services



### Family medicine:

Family medicine section provides the following services:

1. A comprehensive and persistent healthily, psychological and social care for all patients at all ages and for both genders.
2. Primary medical care since family medicine section is considered as the first patient-doctor interaction.
3. Initial diagnosis which reduces the treatment cost and paves the way for other medical specializations to perform better.
4. Prevention from diseases and implementation of medical swap on diseases that can be detected at early stages in order to prevent their development.

### Medical Units:

1. Gastroenterology & Liver Unit
2. Neuro-Surgery Intermediate Unit
3. Neonatal Intensive Care Unit
4. Surgical Intensive Care Unit
5. Medical Intensive Care Unit
6. Coronary Care Unit
7. Neurophysiology Unit
8. Physiotherapy Unit
9. Respiratory Therapy Unit
10. Renal Dialysis Unit
11. Extracorporeal Shock Wave Lithotripsy Unit
12. Burn Unit
13. Electrocardiography Unit
14. Post Cardiac Intensive Care Unit
15. Bone Marrow Transplant Unit (BMT)
16. Sleep Apnoea Lab. Unit
17. Fertility and Assisted Reproduction unit ( I.V.F )
18. Chronic Pain Unit
19. Cardiac Surgical Intensive Care Unit
20. Cardiac Catheterization Lab Unit
21. Intensive Care Unit
22. Pediatric Intensive Care Unit
23. Day Care Unit

### Emergency Section:

JUH has a separate emergency building that provides emergency services and receives emergencies twenty –four hours a day. It is equipped with the state of art medical and technological appliances. During 2007, it received 284030 cases. This large number reflects the volume of services provided by this section. The JUH includes, also, an



an emergency specialized dental services section and comprises nine dental specialties for all age groups equipped with sophisticated instruments.

### Pharmacy Department:

Pharmacy department is considered one of the vital sections in the hospital. It includes (18) pharmacies distributed in the outpatient's clinics building and in the hospital floors where all the staff provide the best medical services to all visitors and admitted patients through providing the medicine according to prescribed doses. These pharmacies include one for preparing chemical drugs, another for preparing dangerous drugs and shifting pharmacy that provides service around the clock. All pharmacies are now automated to record all medications prescribed and to prevent the duplication of medication.



### Sophisticated Equipments:

- Cath. Lab
- MRI
- Spiral CT. Scan
- Ultrasound
- C.T. Guided Bx
- Extracorporal Shock Wave Lithotripter
- Stereotactic
- P.H Monitor for Esophagus and Stomach
- Laparoscopic Surgery
- Fundus Fluracin angiography
- Archilict I 2000
- Ultrasound for Operations ( I.O.U )
- STA Compact
- Amino Acid Analyzer LC 3000 (ependorf)
- Beckman Coulter (cychron cx7 )
- Urodynamic
- Ureteroscope
- Lithotripsy-throug

### **Appointments:**

In order to organize visiting the clinics and to save visitors time, the out-patients' clinics are divided into two day periods:

Morning clinics:

From 8:00 am. – 1:00 pm.

Afternoon clinics:

From 2:00 pm. – 5:00 pm.

Patients can make appointments through calling the appointments office on:

Direct: (00962 6 5353355 /or 00962 6 5353366)

Hospital directory:(00962 6 5353666 /or 00962 6 5353444)  
ext (2705 /or 2704)

### **Quality Assurance:**

Quality assurance at JUH means good and persistent performance in the right way with a reasonable cost from the first time.

Being a part of the Accreditation Project supported by the Ministry of Health and USAID, quality assurance committees has been formed to prepare plans, programs, policies and procedures needed to conduct and achieve the international quality standards for hospitals. In addition to that, the hospital is keen on familiarizing its employees with the concept of quality theoretically and practically.

These none stopping efforts done by Jordan University Hospital have flourished by receiving the (ISO 9001) certificate. Not stopping at one success of improving the quality of service at the international level, the hospital has joined various programs for quality assurance like the Joint Commission of International Accreditation Certification (JCIA), the Certificate for Food Quality (HASAB) and King Abdullah II Prize for Excellency.



JUH has developed, progressed, and modernized its facilities and services noticeably over the years, always putting quality at the top of its agenda. It seeks not only being a quality-excelling hospital, but also a world-class.

### **Distinguished Medical Operations:**

- Epilepsy treatment through vagrant nerve stimulator.
- Inserting video brain C.T scan and direct brain C.T scan
- Epilepsy surgical treatment.
- Endoscope through using the Smart Capsule.
- Endoscope through using Ultrasound.
- Kidney plastic surgery.
- Kidney implantation.
- Liver implantation.
- Intensive marrow implantation.
- Open heart surgeries.
- Excessive weight control operations.
- Orthopedic joints replacements.
- Performing rare surgical operation in different medical specializations.

### **Arab and Foreign Patients Services:**

Arab and foreign patients endure the hardship of traveling to and residing in a foreign country in order to get medical care and treatment. In its turn, Jordan University Hospital has given those patients a special and sophisticated care so as to make them feel as if they are in their home country. JUH has established a special office to follow up the Arab and Foreign patient's affairs through conducting memoranda and agreements with Arab ministries of health, universities and their medicine schools. This office takes care of the patient's arrival, residency place in Jordan and his/her clinical appointments and procedures, and provides appropriate facilities and care during the patient's residency in the hospital.



### Residency and Accommodation:

The hospital provides three levels of residency in addition to private suites. All rooms in general are provided with internal bathrooms, central oxygen, central suction and telephones. Each bed has a headlamp, TV, refrigerator, fan and a nurse call button. The three levels are

Room	Class	Price
One-Bed Room	Private	59
Two-Beds Room	1st Class	46
Three-Beds Room	2nd Class	33

The hospital highly concentrates on the private services shift in quality since it has newly formed a complete department especially for this purpose. In addition to that, the hospital offers first class Private Suites for cash payers. In addition to the above mentioned accommodations, these suites are highly furnished and provided with a television for every suite. They are also provided with a book corner along with access to the World Wide Web service. To better ensure patients satisfaction, the hospital has also accompanied these suites with a private cafeteria in order to meet their desires and will soon apply a food service that offers the patient a list of choices. These suites are of two levels; a large one of 106 JDs, and a small one of 79 JDs.

It is worth to mention that though levels of admission differ in accommodations and hotel services, the specialized medical and nursing services are provided at the most distinguished level and at a high quality for all patients at all levels.



## **Local and International Exchange:**

Jordan University Hospital has adopted the philosophy to work in the spirit of the private sector in terms of quality and speed, and in the spirit of the public sector in terms of comprehensive care given to citizens at high efficiency. The hospital will maintain the fruitful communication with medical and treatment institutions whether local or international in Jordan, France, Sweden, Sudan, Yemen, and others to enhance the spirit of cooperation and the exchange of expertise. The hospital offers these institutions all health care related training programs starting from medical treatment to administrative work.

## **Medical Centers in the Hospital:**

### **1. Jordan Pharma Covigilence Center (JPC).**

This center was established in 2001 under the supervision of the pharmacy section. It is electronically connected to the main center in the Ministry of Health, University of Science and Technology and Abulla center in Sweden.

### **2. National Drug and Poison Information Center.**

The center was opened under the Patronage of His Royal Highness Prince Ra'ed Bin Zeid, Head of the Medical Jordan – Sweden Community, in 2004. This center has chosen JUH as the headquarter taking into consideration the specialized medical, pharmaceutical and nursing staff the hospital could provide along with laboratorial services in the field of drugs and poisons.

It is the only accredited center in Jordan to provide special medical, pharmaceutical and nursing consultation regarding any poisonous material the person might have exposed to.

E-mail: [jorpic@ju.edu.jo](mailto:jorpic@ju.edu.jo)

Hot line: (109)

### **3. Jordanian Eye Bank.**

Jordan Eye Bank was established in 1979 and located in the JUH. The bank has earned the Royal patronage especially by His Royal Highness Prince Ra'ed Bin Zeid, Head of Jordan Eye Bank Friends Community.

The bank aims at providing help to those who lost their sight as a result of cornea diseases. It collects corneas from donors after their death and preserves them so as to use them in implantation operations for other patients in need. The Jordan Eye Bank has also a major role in educating people and encouraging them to donate their corneas.

Website: [www.eyebank.com](http://www.eyebank.com)

#### 4. Blood Bank.

Blood Bank is located in the outpatients' building- 3rd floor. The bank plays a major role in providing diagnosis for some diseases through doing tests. It also provides the hospital sections with blood and derivatives; plasma, and blood cells, The bank receives blood donors around the clock.



#### Achievements:

- The University of Jordan approved the new system for the hospital to replace the old one issued in 1976.
- Jordan University Hospital received the (ISO 9001) certificate in 2006.
- Accomplishing quality requirements for the hospital accreditation purposes.
- Accomplishing recognition requirements (JCIA).
- To ensure more security, the hospital has added camera surveillance system to both inpatient and outpatient building.
- Improving service providing and customer interaction through forming the Complaints and Suggestions Committee and distributing special boxes for customer's suggestions or complaints.
- Jordan University Hospital is the first to launch the (SMS) service for all its customers. This service intends to send one short text message or more in Arabic or English on patient's registered mobile numbers as a reminder for their clinical appointments, lab tests, x-rays, surgeries or any other various administrative and technical services.
- The hospital is declared a non –smoking building at the beginning of 2007.

- Opening new clinics specialized in oral and audio impairments.
- All hospital systems are fully computerized and the Lab Interface System (LIS) is put on work.
- Improving the landscape around the hospital through planting around (1500) different plants and forming a beautiful wide green area.
- In order to achieve his ambitions and translate them into deeds that go along with quality requirements and excellent performance, the hospital has hired high qualified teaching staff from the University of Jordan to run the major and critical departments and offices and make a change.
- Establishing a new drug store of (1000) sqm.
- Providing the department of engineering with new important equipments related to air conditioning, water processing, electricity generator and heat monitoring devices inside pharmacies.
- Providing the hospital with the most recent medical equipments at a cost of nearly (15) million JDs.
- Renewing all nursing stations in addition to improving the reception, the admission section and most of the other departments.

#### **Future Plans:**

- To stay abide to the hospital's message as an academic, educational, and training hospital that provides distinguished medical services in corporation with the faculty of medicine and health services faculties in the University of Jordan.
- Strengthen the hospital's financial stability and convert its shortage into overage through increasing the revenues and controlling the expenses.
- Re-equipping the hospital with all needed equipments.
- Establishing a private hospital and an investment building as a new financial resource.
- Achieving several architectural projects like the hospital expansion and the renovation of its buildings.
- Upgrading the performance of all departments through implementing quality systems firmly and providing them with qualified staff.
- Signing new agreements related to Arab and foreign patient's treatment.
- Taking more steps towards establishing medical excellens centers.