



## Message from the Group Chief Executive Officer Manzil Health

Welcome to Manzil. We have created this booklet to serve the health information needs of you and your family and to highlight recent advancements in patient care.

At Manzil, we always strive to remain as the leader in what we do, and we commit to delivering compassionate care across the healthcare continuum in order to improve the quality of life of our patients and their families.

We are proud to offer the multiple layers of clinical and organizational expertise and services required to provide you with the highest quality of medical home care within Manzil's continuously expanding geographical locations. The quality of our services is validated by Manzil being the first stand-alone, dedicated homecare provider in the UAE to receive accreditation from Joint Commission International (JCI), the world's largest and most recognized healthcare accreditor.

We build strong and long-standing relationships with medical professionals and educate them about best practices, latest technologies and the numerous benefits of home health services, especially related to chronic disease management. We also coach our patients and their families to help them develop long-term strategies which combat these diseases using education, lifestyle changes and the adoption of latest technologies.

We hope the information provided in this booklet will enhance your experience with Manzil. If you do not find the information you are looking for, please visit [manzilhealth.com](http://manzilhealth.com) or call any of our offices directly.

We thank you for your support and it is our sincere pleasure to serve you.

Warmest regards,

Sarper Tanli, MD, PhD, MHA  
Group Chief Executive Officer



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# About Us

At Manzil, we understand that patients recover better and faster, and enjoy a more positive outlook on health when treated in the comfort and supportive setting of their home. This is why our mission is to transform home health by providing a wide range of customized, high quality, technology enabled multidisciplinary care and healthcare services to our patients in the comfort of their home.

Manzil places highly trained, accredited physicians, therapists, professional nurses and midwives at our patient's disposal. These clinicians often provide what many consider to be an extension of hospital care as they are trained to meet patient's individual needs. They can provide support for patients with chronic conditions, for example diabetes, mothers and newborns , patient's recovering from an operation, families caring for an elderly loved one or temporary help in circumstances when families need it.

## Joint Commission International Accreditation

Manzil is proud to be the first stand-alone Joint Commission International (JCI)-accredited home healthcare provider in the UAE. JCI Accreditation is globally recognized as the gold standard in healthcare provision. We view our JCI accreditation as part of our journey of continuous improvement as it underscores our commitment to providing the highest quality patient care.

## Why Manzil

- Our nurses, therapists and physicians are all highly qualified and licensed by the relevant authorities
- We are the first stand-alone JCI-accredited home healthcare provider in the UAE
- We are affiliated with the Spaulding Rehabilitation Network, USA for training , operational evaluation and service quality
- We are highly responsive to our patient's needs and tailor programs specifically to their requirements
- Our admission process is efficient and seamless
- Our primary focus is ensuring that we provide the highest quality of patient centered care
- We provide specialized care at home for chronic diseases including diabetes or Chronic Obstructive Pulmonary Disease (COPD) and others
- Our healthcare professionals are trained to detect and prevent patient complications and to liaise with our patient's primary healthcare providers as needed



Organization Accredited  
by Joint Commission International



# Our Services

We provide care for pediatric and adult patients ranging from newborn to the elderly. Our teams of healthcare professionals includes physicians, therapists and registered nurses who are licensed by regulating authorities in the different geographical area they practice in, for example in the UAE by HAAD, DHA and MOH. Our physical therapists are specifically trained in adult and pediatric care. We provide skilled nurse visits tailored to individual patient needs. Our medical services include Pediatric Care and Mother & Baby, Post Hospital Discharge Care, Post-Operative Care, Ventilator at Home, Infusion at Home, Wound Care, Physiotherapy at Home, Diabetes Management, Senior Care and Palliative Care.

## Home Care Models

**Visiting Care:** Manzils' skilled physicians, nurses and physical or respiratory therapists can provide individualized, intermittent visit medical, nursing, rehabilitation, and support services provided when and where needed, for patients recovering from surgery, illness, or managing a chronic disease in the comfort of their home.

**Extended Care:** When patients require continuous medical care and monitoring by a licensed clinical professional, our services can be delivered covering 24-hours, seven days a week.

## Our Partners

Manzil is affiliated with the US-based Spaulding Rehabilitation Network and Partners HealthCare at Home. Spaulding Rehabilitation Network is a Harvard Medical School Teaching Hospital and a recognized leader in rehabilitative medicine, long-term care, and homecare in the United States and across the globe. Partners HealthCare at Home, it is one of the largest home health care organizations in the United States. These affiliations provide Manzil with access to significant knowledge and best clinical practices in the sphere of home care and rehabilitation therapies. Manzil applies this learning to ensure we provide the highest international standards to all our patients in whichever country we serve them in.





## Pediatric Care

Providing for the needs of an unwell child is emotionally very stressful for many families so pediatric patients and their families require sensitive, delicate, professional care. Our highly skilled physicians, nurses and therapists work with families to provide for the child's healthcare needs and help balance homecare requirements with providing a comfortable environment for the child, its siblings and parents. Whether the child needs total 24 hour care or daily intermittent visits, we can design a family centered, holistic plan of care that encompasses all aspects of recovery or continuing care while minimizing stressful hospital visits and facilitating normal household living.

Our skilled pediatric nursing care includes care for a wide range of conditions including those related to complications of prematurity, respiratory, neurological, orthopedic, cardiac, renal, blood and metabolic disorders

**Our multidisciplinary team will develop an individualized age-specific plan of care based on the child's needs. This includes:**

- Activities of daily living (assistance with or comprehensive care)
- Medication management
- Total parenteral nutrition (TPN)
- Intravenous therapy (IV)
- Percutaneous endoscopic gastrostomy (PEG)/nasogastric tube (NG) feeding
- Pain management
- Tracheostomy care
- Respiratory therapy
- Catheter care
- Stoma care
- Mobilization
- Wound care

# Mother & Baby

Going home with a newborn baby is often a challenge, especially for mothers. Our nurses and midwives will guide you through the life-changing experience of becoming a mother and growing a family.

Our experienced nurses and midwives have undergone specialized education in providing instruction and practical help in mother and infant care, including what to expect during the first few weeks at home with a newborn. This includes but is not limited to, nutrition, exercise, breast-feeding, and assisting parents in introducing their new baby with his/her sibling(s).

## Scope of Service:

- Pre-natal assessment, education, and counseling
- Care of new born such as feeding, bathing, nappy changing , baby settling, sleeping and helping families cope with a crying infant
- Baby health monitoring including growth charting, baby weighing and observation of fontanelle
- Mothers' breastfeeding support and education
- Post-delivery wound care
- Psycho-social support
- Sibling integration and comfort
- Child care services

Our services also include providing professional, specialized Child Care Services at home.

We offer flexible solutions for your childcare needs and cater for babies and older children.

The main aim of our services is to provide you with the support that you can rely on, such as:

- Supporting you on returning home from hospital stay
- Helping you get a good night sleep
- Helping care for multiple babies at home
- Smoothing your return to work or attending to other commitments
- Assisting you during your nanny's leave





## Infusion at Home

Manzil's home infusion therapy services harnesses technological advances to deliver infusion therapies administered by our skilled nurses and physicians in patient's homes. This comprehensive, home therapy service provides patients with a safe, effective and cost-effective alternative to inpatient treatment and helps them resume their normal lifestyle and work activities while recovering from illness.

Conditions commonly requiring infusion therapy which may be provided by Manzil include infections that do not respond to oral antibiotics, cancer and cancer-related pain management, dehydration and gastrointestinal diseases/disorders that prevent normal functioning of the gastrointestinal system, congestive heart failure, Crohn's Disease, hemophilia, immune deficiencies, multiple sclerosis, osteoporosis and rheumatoid arthritis, urinary tract infections, pneumonia, and sinusitis.

### Scope of Service:

- Antibiotic Therapy
- Total Parenteral Nutrition (TPN)
- Pain Management
- Hydration Therapy

# Vitamin infusion

Manzil provides infusion therapy (IV drips) at home or at the office as a source of hydration or a vitamin booster. While the body only digests 55% of vitamins and fluids taken orally, it can quickly and efficiently absorb 100% of fluids and nutrients delivered intravenously (directly into the bloodstream). This makes intravenous delivery the most efficient way to rehydrate and deliver vitamins resulting in individuals feeling revitalized and refreshed with significantly enhanced energy levels.

## Scope of service:

- A variety of vitamin infusion packages
- Treatment administered at your place of choice
- Completion in less than 1 hour

## Benefits of vitamin infusions include:

- Increased energy
- Increased immunity
- Enhanced mood
- Improved sleep
- Decreased stress and anxiety



# Physiotherapy at Home

Physiotherapy is a vital part of recovery. It offers effective treatment of injury, illness, or disability through movement and exercise, manual therapy and education. Physiotherapy helps patients of all ages, from pediatric to elderly care to maintain their health, manage pain and prevent disease. Our qualified physiotherapists help patients at home by providing care tailored to the individual patient's condition and needs.

## Scope of Service:

- **Post-Surgery and Trauma Therapy:** Post-surgery and trauma can lead to intense pain, edema, decreased muscle endurance, cardiopulmonary endurance, and functional limitation. Our physiotherapists can help patients reduce limb edema, relieve pain and improve muscle function. They also provide functional activity training including ambulation and balance training, gait correction and assistive device support to expedite recovery and improve quality of life.
- **Sports Injury and Pain Therapy:** Our physiotherapists are well equipped to treat sports injuries and provide pain relief. Our team uses various treatment modalities such as interferential current (IFC) therapy, transcutaneous electrical nerve stimulation (TENS), ultrasound, hot/cold pack administration, proprioceptive neuromuscular facilitation (PNF), therapeutic massage, mobilization technique, and myofascial release techniques.
- **Movement therapy:** To reduce pain, our physiotherapists will train specific muscles, stretch tight soft tissues based on a specially designed exercise program to help patients regain correct posture and return to normal activities.

- **Post-Stroke and Neurological Disease Therapy:** People suffering from stroke or other neurological conditions need complicated and precise neuro-musculoskeletal control to accomplish daily activities such as walking, bathing, and housekeeping. Our physiotherapists can use various facilitation techniques and therapeutic exercises to enhance motor performance, motor learning and motor control ability.

For high-risk infants, our physiotherapists evaluate overall developmental status, including muscle tone, primitive reflex, stimulation response, and developmental milestones. They can provide positioning, massage and teach parents how to care for the preterm infant in a comfortable and safe environment.

- **Lower Back and Neck Pain Therapy:** To reduce back pain, our physiotherapists apply different therapy modalities such as heat application, ice packs, electrical stimulation, exercises, and stretching to increase function and strength. They can also provide education about correct body mechanics and prescribe a customized home exercise program to prevent future back pain.





## Wound Care

Patients recovering from wounds generally require assistance to help them make a full recovery and return to normal life. To assist patients our highly skilled physicians, nurses and therapists provide comprehensive, individualized wound care in the comfort of the patients' homes. Whether a patient needs extended care or daily visits, Manzil's multidisciplinary clinical team will design a holistic plan of care that encompasses all aspects of care and recovery from major operations such as large bowel, urological, gynecology, bariatric orthopedic, cardiothoracic surgeries, stroke, heart disease as well as chronic illnesses (diabetes, Chronic Obstructive Pulmonary Disease).

### Scope of Service:

- Comprehensive patient assessment, monitoring, and management of surgical wounds, pressure sores, ulcers and surgical sites
- Wound dressing, cleaning and disinfecting
- Medication administration
- IV therapy
- Infection prevention
- Pain management
- Tube feeding
- Tracheostomy care
- Respiratory therapy
- Catheter care
- Stoma care
- Mobilization
- Patient and family education on care for and dressing of the wound
- Physiotherapy and respiratory therapy

To help our patients recover quickly and without complications, our team of specialized wound care clinicians use evidence-based information, best practice strategies and multidisciplinary collaboration to ensure they are using the most advanced techniques in wound management.

# Post-Operative and Post-Hospital Discharge Care



Operations are intrusive procedures. Patients recovering from operations generally require assistance during the phase leading up to their full recovery and return to normal life. To assist patients, our highly skilled physicians, nurses and therapists provide comprehensive, individualized, post-surgical care to help them recover in the comfort of their home. Whether a patient needs extended care or daily intermittent visits Manzil's clinicians will design a holistic plan of care that encompasses all aspects of recovery including recovery from major operations such as large bowel, urological , gynecology, bariatric, orthopedic , cardiothoracic surgeries, stroke, heart disease or chronic illnesses for example diabetes or Chronic Obstructive Pulmonary Disease (COPD).

## Scope of Service:

- Comprehensive patient assessment and monitoring
  - Monitoring of surgical site
  - Medication administration including intravenous therapy (IV)
  - Wound care and dressing
  - Infection prevention
  - Pain management
  - Physiotherapy and respiratory therapy
  - Patient and family education
- Our multidisciplinary team will develop an individualized plan of care based on patient needs. This includes:**
- Activities of Daily Living (assistance with or total care)
  - Medication management including TPN and intravenous therapy (IV)-
  - Pain management
  - Tube feeding (PEG/NG)
  - Tracheostomy care
  - Respiratory therapy
  - Catheter care
  - Stoma care
  - Wound care
  - Mobilization



manzil  
Healthcare Services

# Diabetes Management

Diabetes is a chronic, serious and complex condition which affects the entire body. It can severely impact on a person's morale and standard of living. Diabetes requires daily self-care. Failure to do this care can result in complications which significantly impact on wellness, quality of life and life expectancy. Although there is no cure for diabetes, people with diabetes can benefit from personalized help to learn about diabetes and how to effectively manage it in order to lead a healthy, enjoyable life.

Manzil offers a comprehensive homebased diabetes support and management program designed to help patients with Type 1 and Type 2 diabetes who are:

- Worried about starting insulin
- Unsure what to do with their blood sugar when it is high or low
- Don't know how to manage their lifestyle to improve diabetes control
- Need help mapping out a diet plan customized to their needs
- Don't know how to check their feet to prevent diabetic foot complications
- Already suffer from a diabetic foot ulcers
- Want to reduce the stress of frequent trips to the hospital to treat diabetes-related complications

In this program Manzil's team of professional licensed nurses and diabetes advisors work in collaboration with you to provide you with the requisite attention in the comfort of your home.

Manzil diabetes program combines at home diabetes care, complemented by support through a diabetes management portal designed to specifically help patients manage and monitor their condition.

## Scope of Service:

- Development of patient assessment and comprehensive care plan
- Screening and monitoring blood glucose levels, weight and blood pressure
- Insulin administration and management
- Diabetes education customized to patient needs
- Diet counseling and monitoring
- Active lifestyle education and counseling
- Monitoring for diabetes-related complications and implementation of preventive measures
- Diabetic foot care, counseling, and support



## Ventilation at Home

Ventilation At Home provides clinically stable patients requiring ventilator support with an alternative to lifelong institutional care. It is suitable for patients of all ages from pediatric to elderly suffering from a range of pathological processes or disorders including those affecting the central nervous, neuromuscular, skeletal, cardiovascular or respiratory systems and patients recovering from chronic or critical illness or requiring palliative care.

Randomized Controlled Trials have established many benefits of Ventilation At Home. These include increased family and community integration and other social interactions that enhance the patient and their family's quality of life. Patients cared for in the comfort and familiar setting of their homes have reduced exposure to hospital-borne infections including MRSA/MDRO. For children, living with their parents and family greatly enhances their normal development and the quality of their relationships with family and friends.

Manzil's expert clinicians including physicians, nurses, physiotherapists and respiratory therapists have significant ventilation clinical experience and education. They provide holistic, partial or full life-support ventilator care tailored to the individual patient's condition and needs.



## Senior Care

The elderly enjoy a higher quality of life and have a more positive outlook on their health if they remain in the comfort and supportive setting of their home. Unfortunately if they require assistance with medication management, mobility, and daily living requirements, they can feel like they are becoming a burden on family and a disruption to family life. Mundane tasks can become an intrusion on their privacy and the weight of losing their independence can hasten the degeneration of their health and wellbeing. Their relationships with family become an imposition, and they feel deprived of the simple joys of being among family and friends.

Manzil's qualified nurses provide compassionate, sensitive care for the elderly in the privacy and comfort of their home. They are carefully screened and provided with specific education to ensure they deliver the highest quality standards of care tailored to meet individual elderly patients' medical and social requirements and enhance their wellbeing.

Our skilled elderly nursing care includes care for a wide range of conditions including those related to respiratory, neurological, orthopedic, cardiac, renal, blood and metabolic disorders

Our multidisciplinary team will develop an individualized age-specific plan of care based on the patients' needs including:

- Activities of daily living (assistance with or comprehensive care)
- Mobilization
- Medication management
- Pain management
- Catheter care
- Wound care
- Physiotherapy



# Palliative Care

Palliative care patients and their families require sensitive care throughout all stages of a life limiting illnesses. Manzil's customized programs provide a targeted, integrated, and multidisciplinary approach designed to improve the quality of life of patients and families dealing with these illnesses. It aims to help alleviate the suffering and assist with some of the difficult decision making for patients with advanced illnesses, by early identification, assessment and treatment of pain and other symptoms.

Manzil's multidisciplinary Palliative Care team is tailored to patient needs. It includes skilled physicians, nurses, clinical pharmacists, pain management specialists, physiotherapists and dietitians.

## Scope of Service:

- Extensive nursing care hours
- Intermittent nurse and other clinician visits
- Respite care

## What we do:

- Multidisciplinary assessment and care planning to manage pain or other symptom of the illness
- Provide durable medical equipment to aid care at home for example oxygen, suction and nebulizers.
- Nutritional assessment and support
- Support for patients and families to meet cultural and religious obligations and emotional and spiritual concerns
- Counselling and grief support

## Type of patients who will benefits from this program

### Examples include those with:

- Cancer
- Severe heart failure, cardiomyopathies and advanced cardiac disease
- Advanced lung disease, end stage pulmonary fibrosis, advanced Chronic Obstructive Pulmonary Disease (COPD).
- Advanced neurological disorders like motor neuron disease, advanced Parkinson's disease, Progressive Supranuclear Palsy (PSP), and Multiple sclerosis (MS)
- End stage kidney or liver disease

# Disease Management

Chronic disease is a major driver of rising health care costs as people with chronic conditions typically use more health care services and resources. As the prevalence & associated costs of chronic disease continue to grow, management of such conditions becomes a pressing global concern.

Care for the chronically ill presents an opportunity for improved health outcomes through disease management programs. Disease management programs use proactive and preventative approaches to provide better care for patients with specific chronic conditions, reduce complications and utilization of expensive hospital resources.

Manzil Disease Management Programs focus efforts on improving overall health for patients with chronic disease through an integrated care approach. Manzil's unique strategy features broad-based educational programs, tele-monitoring, care coordination and outcome evaluation.

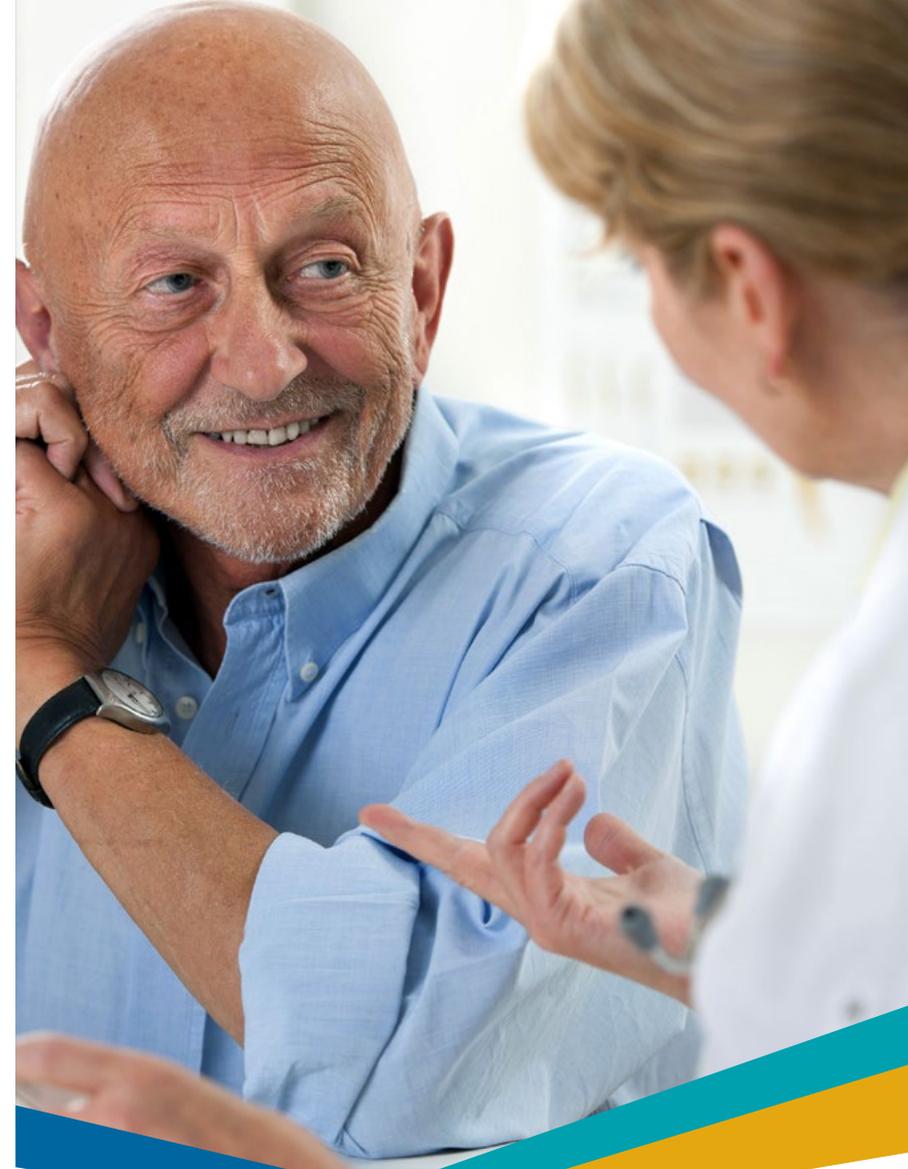
All program efforts are based on Manzil's underlying premise that individuals can make informed choices about their own health and medical care if they are provided information about their disease, self-care management & are guided and supported throughout the treatment journey. Manzil disease management programs help participants understand the factors that impact health status and support them in making changes toward improved health outcomes.

## Manzil does so through a range of services, including:

- Phone-based health coaching by specially trained registered nurses. The nurses provide health and medical information and help participants develop a plan to self-manage their condition
- Routine reporting/feedback to treating physician to ensure continuity of care & encourage adherence to physician's instructions
- Home visits
- Tele-monitoring

## Manzil disease management programs promote:

- Improved care for individuals with chronic diseases
- Improved course and outcome of disease
- Reduced need for acute medical interventions
- Improved patients' quality of life



# Corporate Health

Health management is a central issue in corporate life, as the health of employees determines the health of the organization itself. Businesses that initiate Corporate Wellness programs aren't only investing in the physical wellness, safety, and mental health of their employees, but are also taking preventive measures to create a healthier happier workplace.

Both businesses and employees stand to gain a lot from putting employees' wellness first. By starting a Corporate Wellness program, corporations are able to:

- improve the overall workforce productivity
- retain employees; keeping them happy, healthy and productive
- reduce healthcare costs
- reduce absenteeism and sick leave

At Manzil, we offer effective Corporate Wellness programs customized to cater to individual employees' needs. We create plans and services that generate a healthy ROI through reducing employee sick days, claim costs and health premiums, while improving employee health risk profiles, staff productivity and satisfaction levels.





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