







a reference for informed decision-making, continuous improvement, and innovative growth.

### Greetings!

This year marks an extraordinary milestone in the journey of the Primary Health Care Corporation (PHCC). Our dedication to delivering high-quality primary healthcare services has been reflected in unprecedented growth—both in volume and impact. We have seen the highest surge in patient visits since the COVID-19 period, alongside remarkable advancements in our performance indicators

At the heart of this achievement are our dedicated healthcare professionals and support teams who work tirelessly to ensure accessible, efficient, and patient-centered care. I extend my deepest appreciation to every member of PHCC for their commitment and excellence in serving our communities.

The Annual Statistical Report 2024, meticulously compiled by the Business and Health Intelligence Department within the Strategic Planning and Health Intelligence Directorate, continues to be a cornerstone of our data-driven approach. It provides valuable insights that guide our strategic decisions, enabling us to maintain this momentum of growth and identify new opportunities for enhancement.

I encourage all our stakeholders, both internal and external to leverage Annual Statistical Report as a reference for informed decision-making, continuous improvement, and innovative growth. Together, let us build upon our successes and drive PHCC forward toward even greater excellence in healthcare delivery.

Dr. Mariam Abdulmalik Managing Director Primary Health Care Corporation



# FOREWORD



empowers decision-makers with the intelligence needed to drive improvements and innovation across our organization

# Greetings!

The Strategic Planning and Health Intelligence Directorate and its Business and Health Intelligence Department are pleased to present the 2024 Annual Statistical Report (ASR), a greatly acclaimed reference to PHCC's ongoing transformation and its commitment to data-driven excellence

This year, PHCC has experienced exceptional growth, with record-high patient volumes and notable advancements in service delivery. Alongside this expansion, we have strengthened our analytical capabilities by integrating prescriptive and predictive analytics, enabling a more forward-thinking approach to healthcare planning and decision-making. These developments will play a crucial role in shaping our future strategies and optimizing healthcare delivery.

The 2024 ASR builds upon previous editions, offering a richer, more insightful perspective on PHCC's performance. We continue to refine our methodologies, enhancing data visualization and structuring the report to provide a clear and actionable view of healthcare operations at the overall, regional, and individual health center levels.

As a vital resource for internal and external stakeholders, this report empowers decision-makers with the intelligence needed to drive improvements and innovation across our organization. I encourage you to explore the data, utilize its insights, and join us in advancing PHCC's journey toward excellence.

Dr. Mohamed Ghaith Al Kuwari Executive Director Strategy Planning and Business Intelligence

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# **HEALTH CENTER PROFILE**

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The ASR provides an overview of the primary healthcare services provided by the Primary Health Care Corporation (PHCC) in Qatar. The report aims to present the key statistics and trends for PHCC, based on data from the past year.

The report provides a comprehensive analysis of strategic data including patient demographics, patient visits, and details on different services provided through the health centers. It also presents trends over time, comparing data from the past year with previous years to identify any significant changes or patterns.

The ASR will be relevant to healthcare professionals, policymakers, and researchers in Qatar, as well as stakeholders in the healthcare sector. The report offers valuable insights, highlighting both areas of success and opportunities for improvement.

#### Data sources:

The data sources used for compiling the information presented in this report primarily come from Cerner clinical information systems. The staff information presented in this report is based on data collected from the Human Resources Department. Additionally, the facility information presented in this report is obtained from data received from the Facilities, Engineering & Biomedical Department.

# How to read the ASR

- The report presents the statistics and trends for PHCC based on data from the past year, 2023.
- For comparison, previous years' data have been provided wherever applicable.
- The report follows an overall summary representing PHCC as an organization, followed by regional and Health Center specific statistics.

### Legend:

• To denote change % in 2024 over 2023 has been shown using the following legend across the report.



• To facilitate comparison with the respective health centers, the colored legend below indicates the overall PHCC averages/values as well as the regional averages.



Key measures are presented using the following visual



• A detailed guide on the definitions used to calculate each measure is provided at the end of this report (appendix).



The Primary Health Care Corporation (PHCC) is the state-owned Primary Healthcare provider in Qatar, established as an independent Corporation by Emiri Decree in 2012. PHCC is leading the transformation of the health and wellbeing of the people of Qatar, by shifting the balance of care from curative, hospital-based treatment to enhanced preventive, health and wellness services in the community. This year PHCC proudly opened one more health center, currently operating 31 health centers including 7 wellness centers.

PHCC remains focused on adding value into the health sector and building on the momentum of the past two decades. PHCC has placed significant emphasis on developing safe, high quality and person-centered health services in Qatar through its expanding network of Health Centers. Shaped around our vison, mission and values, our care models are designed to achieve our aims of better health, better care and better value.

PHCC Corporate Strategy 2024-2030



**OUR VISION** 

To be the Trusted Provider of Choice for Primary Health Care and Wellbeing of People in Qatar



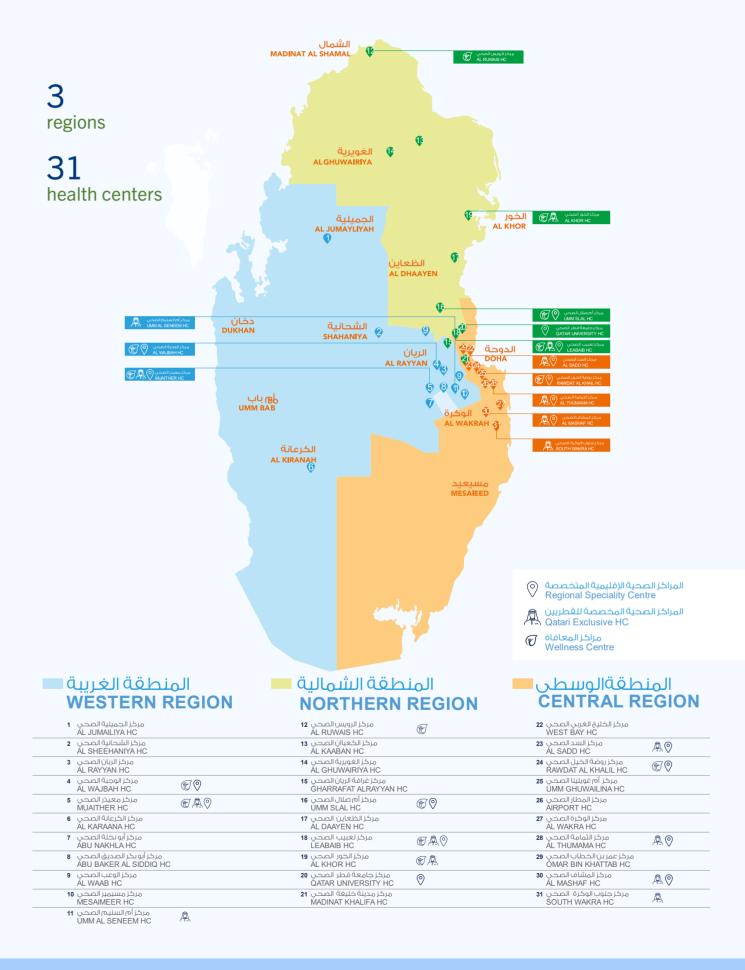
Delivering Excellent, People-Centered Family Medicine and Preventative Health Services to the Community



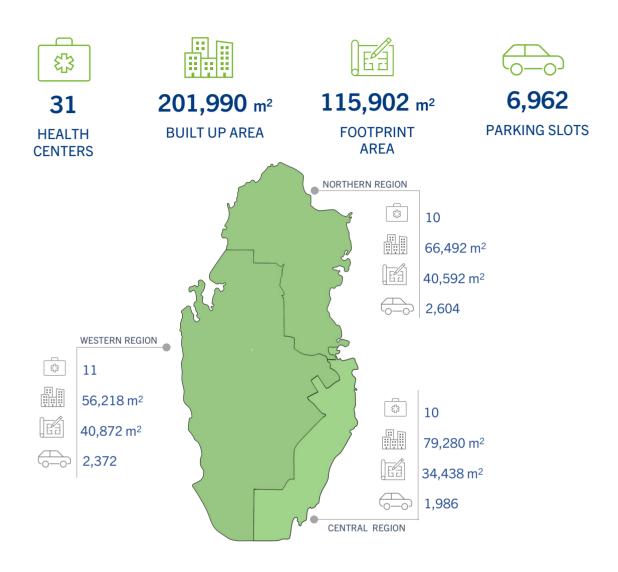
**OUR VALUES** 

Efficiency and Quality
Leadership and Collaboration
Integrity and Innovation
Teamwork and Respect
Empowerment and Accountability









# **CLINIC ROOMS**







7,975 TOTAL STAFF

CLINICAL ADMIN 2,926 5,049 63% 37%















**PHARMACISTS** 



239 1.3 RADIOLOGY TECH

2,926 15.6 ADMIN



5

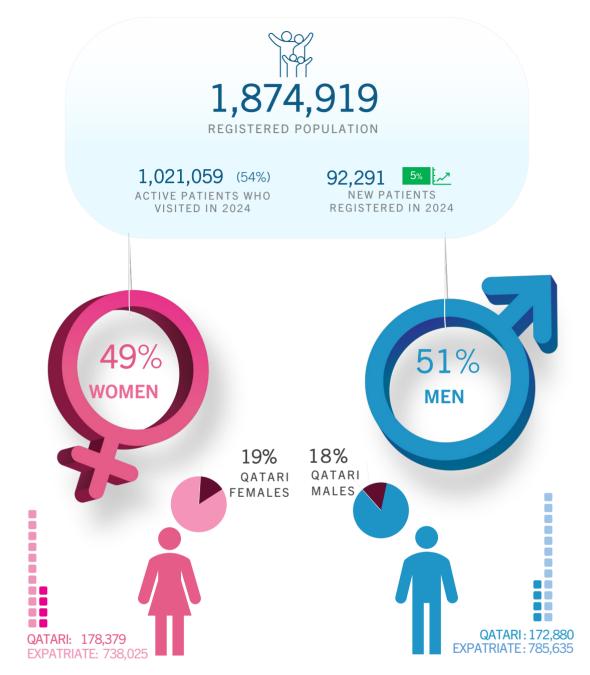




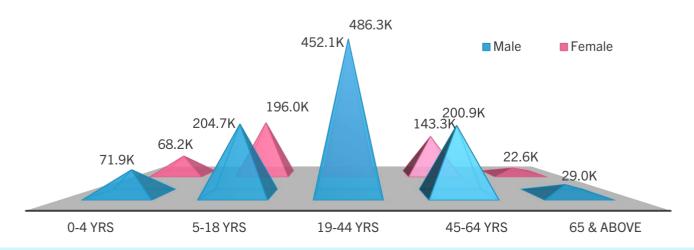


Staff density per 10,000 registered patients

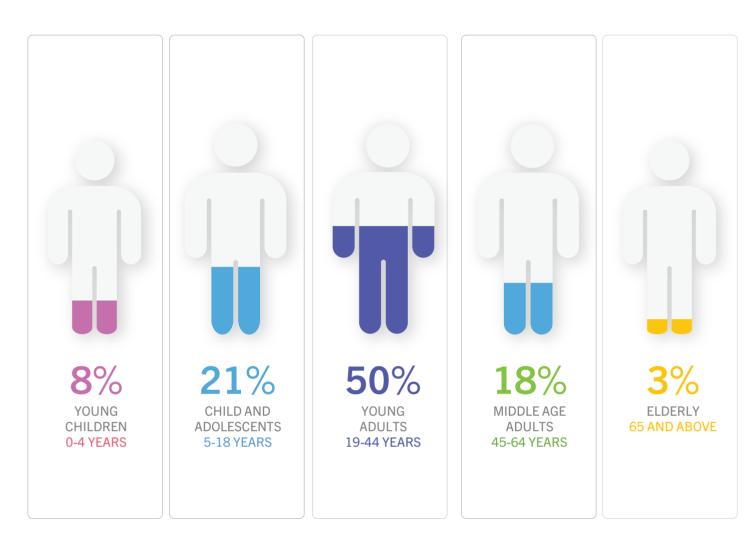




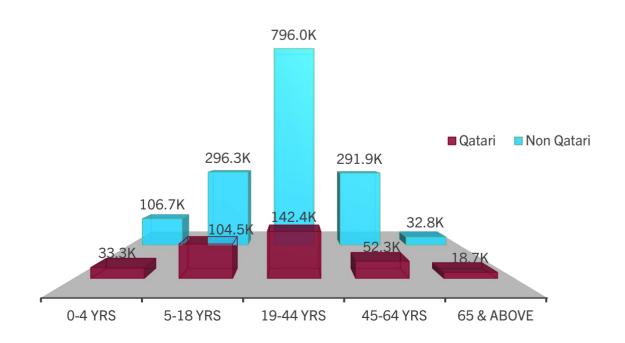
# **GENDER DISTRIBUTION BY AGE GROUPS**



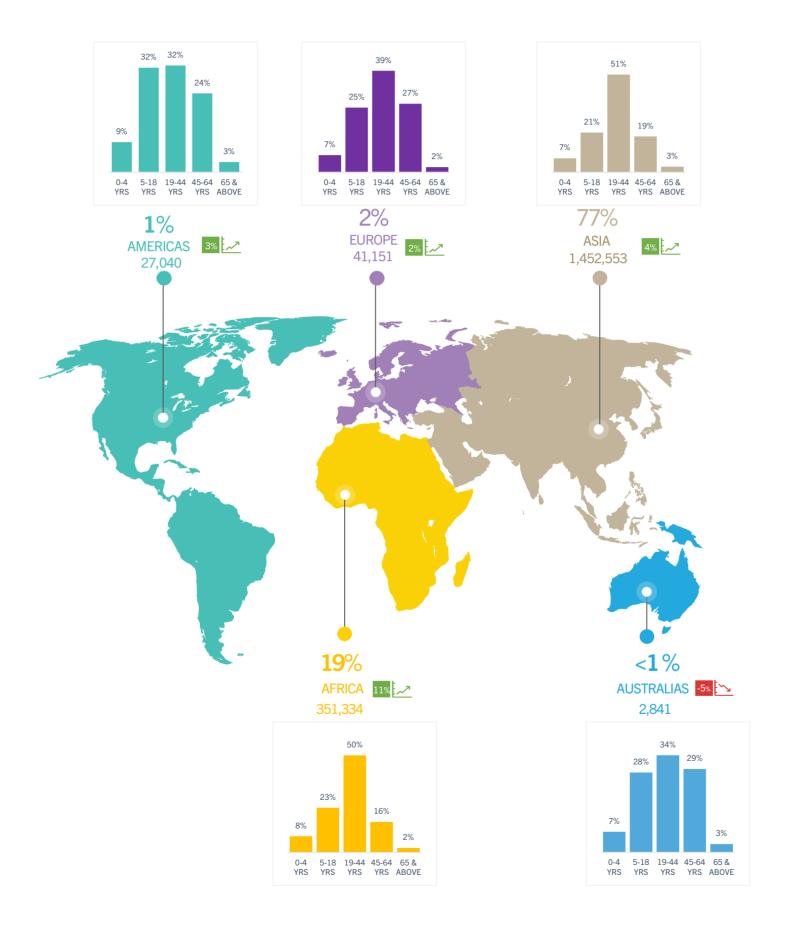




# AGE GROUPS BY NATIONALITY









†††††† 4% <b>企</b> †††††† 1,612,061	fiffiff fiffiff 1,710,112	†††††† †††††††† 1,782,628	İİ	5% û 1,874,919
2021	2022	2023		2024
HEALTH CENTER	2023	2024	2024/2023	3 VAR%
CENTRAL REGION	656,884	700,067	7%	•
ARP AIRPORT	90,001	91,915	2%	-
MSH AL MASHAF	5,299	9,052	71%	-
OBK OMAR BIN AL KHATTAB	83,140	92,357	11%	•
RAK RAWDAT AL KHAIL	154,171	165,749	8%	•
SDD Al Sadd	4,979	8,603	73%	•
SWK SOUTH WAKRA	6,688	8,405	26%	•
THM AL THUMAMA	21,092	21,363	1%	•
UMG UMM GHUWAILINA	56,305	58,195	3%	•
WAK AL WAKRA	144,197	153,232	6%	•
WBC WEST BAY	91,012	91,196	0.2%	•
NORTHERN REGION	551,525	582,285	6%	•
DYN AL DAAYEN	63,070	66,152	5%	•
GHR GHARRAFAT AL RAYYAN	118,216	121,530	3%	•
GHW LEGHWAIRIYA	5,059	5,424	7%	-•
KBN AL KAABAN	6,092	6,428	6%	-•
KHR AL KHOR	25,793	25,902	0.4%	•
LBB LEABAIB	55,581	59,187	6%	•
MKH MADINAT KHALIFA	78,960	84,746	7%	-•
QUN QATAR UNIVERSITY	82,225	89,304	9%	-•
RUW AL RUWAIS	25,473	27,110	6%	•
UMS UMM SLAL	91,056	96,502	6%	-
WESTERN REGION	574,219	592,567	3%	•
ABN ABU NAKHLA	39,765	40,264	1%	•
ABS ABU BAKER AL SIDDIQ	80,795	84,097	4%	•
JUM AL JUMAILIYA	3,955	4,037	2%	•
KAR AL KARAANA	3,768	3,727	-1%	•
MES MESAIMEER	114,277	113,960	0.3%	•
MUA MUAITHER	39,653	40,903	3%	•
RYN AL RAYYAN	89,608	92,024	3%	•
SHN SHEEHANIYA	40,328	41,940	4%	•
USN UMM AL SENEEM	12,111	16,946	40%	•
WAB AL WAAB	78,106	79,787	2%	•
WAJ AL WAJBAH	71,853	74,882	4%	-•



# **UTILIZATION AND ACCESS**



















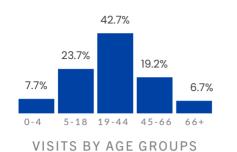


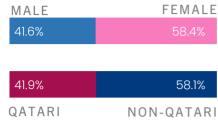


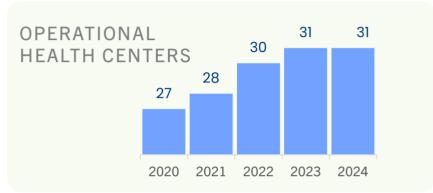


# PATIENT VISITS











# REGISTRATIONS







# **PATIENT VISITS**



61% 3,177,548 **FAMILY MEDICINE** 



3,058,569 **FAMILY MEDICINE** CONSULTATIONS



63.955 MATERNAL HEALTH



2,696 COMPLEX CASE MANAGEMENT



48,492 NCD CLINICS



3,836 OTHER CONSULATIONS



14% 732,792 **PREVENTIVE** HEALTH



183,438 WELL BABY



425,910 SCHOOL HEALTH



31,826 SCREENING



86,900 WELLNESS



4,718 SMOKING CESSATION



213,794 **CLINICS** 



97,318 OPHTHALMOLOGY



47,756 ENT



44,110 DERMATOLOGY





15,338 CHILD HEALTH



2,846 CARDIOLOGY



6,426 MENTAL HEALTH



7% 356,802 DENTAL



4% 217,388 **URGENT CARE** 



2% 91,543 PHYSIOTHERAPY



81,258 HOME HEALTH



5% 237,615

ALLIED HEALTH



1% 61,258

OTHER SERVICES







3,209,415 PHARMACY VISITS



8,577,272 MEDICATION

DISPENSED



4,203

**MEDICATIONS** HOME DELIVERED





VISITS



12,340,117 LABORATORY INVESTIGATIONS



8,032,990

PERFORMED AT PHCC LABS



4,307,127

SENT TO HMC









(WWW)

164,657

X-RAY

32,558

PANORAMIC

DENTAL X-RAY



78,092

ULTRASONOGRAPHY





5,407,407 NURSING **ACTIVITIES** 



3,674,351

VITAL SIGNS ASSESSMENT



802,677

MEDICATION ADMINISTRATION













REFERRALS





EXTERNAL REFERRALS

EMERGENCY REFERRALS







25,586 TOTAL VISITS



12,518 PHARMACY ORDERS



1,126 VACCINATIONS ADMINISTERED



2,850 REFERRALS



# **ALL PATIENTS**

Represents

100%

of visits



- 1. Acute upper respiratory infection
- 2. Need for immunization
- 3. Type 2 diabetes mellitus
- 4. Hypertension
- 5. Vitamin d deficiency
- 6. Routine child health examination
- 7. Dyslipidemia
- 8. Supervision of normal pregnancy
- 9. Low back pain
- 10. Hypothyroidism

# 0 - 4 YEARS

Represents

8%

of total visits



- 1. Routine child health examination
- 2. Need for immunization
- 3. Acute upper respiratory infection
- 4. School health examination
- 5. Otitis media
- 6. Dental caries
- 7. Dermatitis
- 8. Dental examination
- 9. Gastroenteritis and colitis of origin
- 10. Conjunctivitis

## 5 - 17 YEARS

Represents

**15**%

of total visits



- 1. Acute upper respiratory infection
- 2. School health examination
- 3. Need for immunization
- 4. Dental caries
- 5. Vitamin d deficiency
- 6. Gastroenteritis and colitis of origin
- 7. Dental examination
- 8. Abdominal pain
- 9. Routine child health examination
- 10. Malaise and fatigue

# 18 - 44 YEARS

Represents

46%

of total visits



- Acute upper respiratory infection
- 2. Supervision of normal pregnancy
- 3. Vitamin d deficiency
- 4. Low back pain
- 5. Type 2 diabetes mellitus
- 6. Hypothyroidism
- 7. Gastroenteritis and colitis of origin
- 8. Abdominal pain
- 9. Malaise and fatigue
- 10. Hypertension

# 45 - 64 YEARS

Represents

23%

of total visits



- 1. Type 2 diabetes mellitus
- 2. Hypertension
- 3. Dyslipidemia
- 4. Acute upper respiratory infection
- 5. Vitamin d deficiency
- 6. Hypothyroidism
- 7. Low back pain
- 8. Other disorders of lacrimal gland
- 9. Need for immunization
- 10. Abdominal pain

# **65 & ABOVE**

Represents

8%

of total visits



- 1. Type 2 diabetes mellitus
- 2. Hypertension
- 3. Dyslipidemia
- 4. Acute upper respiratory infection
- 5. Hypothyroidism
- 6. Disorders of lacrimal gland
- 7. Vitamin D deficiency
- 8. Low back pain
- 9. Constipation
- 10. Pain in a joint



LIST OF TOP 5 DIAGNOSIS BY ICD CLASSIFICATION CHAPTERS

#### **Infectious**

diseases



- 1. Gastroenteritis and colitis
- 2. Viral infection
- 3. Viral warts
- 4. H. pylori infection
- 5. Tinea pedis

### **Neoplasms**



- 1. Leiomyoma of uterus
- 2. Benign lipomatous neoplasm
- 3. Malignant neoplasm of breast
- 4. Malignant neoplasm of thyroid gland
- 5. Benign neoplasm of pituitary gland

#### Diseases of

### Blood



- Iron deficiency anemia
- Other anemia
- 3. Agranulocytosis
- 4. Disorders of white blood cells
- 5. Polycythemia

# **Endocrine &** Metabolic

diseases



- 1. Type 2 diabetes mellitus
- 2. Vitamin D deficiency
- 3. Dyslipidemia
- 4. Hypothyroidism
- 5. Obesity

# Mental & neurodevelopmental

diseases



- 2. Depressive episode
- 3. Failure of genital response
- 4. Developmental disorder of speech and language
- 5. Childhood autism

### Diseases of

# **Nervous system**



- Migraine
- Disorders of initiating and maintaining sleep
- 3. Carpal tunnel syndrome
- 4. Polyneuropathy
- 5. Epilepsy

## Diseases of

### eye and adnexa

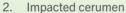


- 1. Disorders of lacrimal gland
- 2. Conjunctivitis
- 3. Disorder of refraction
- Hordeolum
- Blepharitis

## Diseases of

# ear and mastoid process





- 3. Otalgia
- 4. Otitis externa
- Hearing loss

## Diseases of

### circulatory system



- 1. Hypertension
- 2. Hemorrhoids
- 3. Atherosclerotic heart disease
- 4. Varicose veins
- 5. Chronic ischemic heart disease

# Diseases of

# respiratory system



- 1. Acute upper respiratory infection
- Acute pharyngitis
- 3. Allergic rhinitis
- 4. Asthma
- 5. Acute tonsillitis

#### Diseases of

### digestive system



- 1. Dyspepsia
- Constipation
- Gastro-esophageal reflux disease
- Gastritis
- Irritable bowel syndrome

#### Diseases of

## skin and subcutaneous tissue



- Dermatitis 1.
- Hair loss
- 3. Acne
- Xerosis cutis
- Pruritus



LIST OF TOP 5 DIAGNOSIS BY ICD CLASSIFICATION CHAPTERS

Diseases of

# musculoskeletal system

- 1. Low back pain
- 2. Pain in a ioint
- 3. Cervicalgia
- 4. Myalgia
- 5. Pain in limb, ankle and foot

Diseases of

# genitourinary system



- 1. Dysmenorrhea
- 2. Urinary tract infection
- 3. Amenorrhea
- 4. Irregular menstruation
- 5. Acute vaginitis

# Pregnancy & childbirth



- 1. Gestational Diabetes mellitus
- 2. Anemia complicating pregnancy
- 3. Respiratory diseases complicating pregnancy
- 4. Hyperemesis gravidarum
- 5. Maternal care for rhesus isoimmunisation

Diseases during the

# Perinatal period



- 1. Omphalitis of newborn
- 2. Slow fetal growth
- 3. Congenital hypotonia
- 4. Umbilical haemorrhage
- 5. Neonatal erythema toxicum

# Congenital malformations & abnormalities



- 1. Down's syndrome
- 2. Macrocephaly
- 3. Ankyloglossia
- 4. Undescended testicle
- 5. Congenital stenosis and stricture of lacrimal duct

# Injury & conseq. of external causes



- 1. Injury of ankle and foot
- 2. Injury of wrist and hand
- 3. Open wound
- 4. Burns
- 5. Injury of head

# External causes of morbidity



- 1. Fall
- 2. Bitten or stung by insect or arthropods
- 3. Striking against or struck by or exposure to objects
- 4. Bitten or struck by cat
- 5. Exposure to smoke, fire and flames

# Factors influencing health status



- 1. Routine child health examination
- 2. Supervision of normal pregnancy
- 3. School health examination
- 4. Routine postpartum followup
- 5. Consulting for explanation of investigation findings

# OTHER DIAGNOSES GROUPS



## **Preventive health**



- 1. Need for immunization
- Dental screening
- 3. Special screening examination
- 4. General medical examination
- 5. General counselling and advice on contraception

#### **Dental**



- 1. Dental caries
- 2. Periapical abscess
- 3. Gingivitis
- 4. Pulpitis
- 5. Stomatitis



# **CHRONIC DISEASE BURDEN**

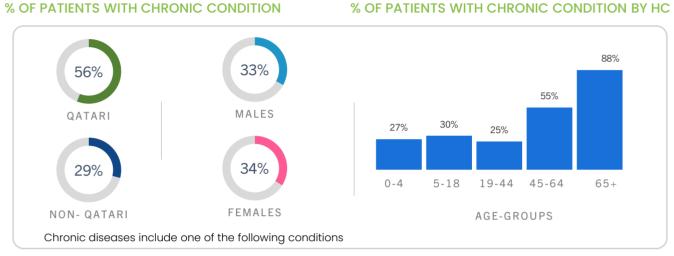


ADULTS WITH AT LEAST ONE CHRONIC DISEASE

# 34%

ADULT PATIENTS DIAGNOSED WITH AT LEAST ONE CHRONIC CONDITION

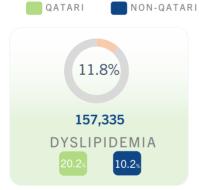
#### % OF PATIENTS WITH CHRONIC CONDITION BY HC







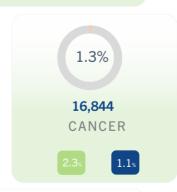






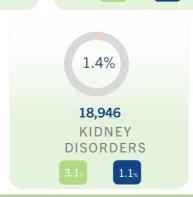






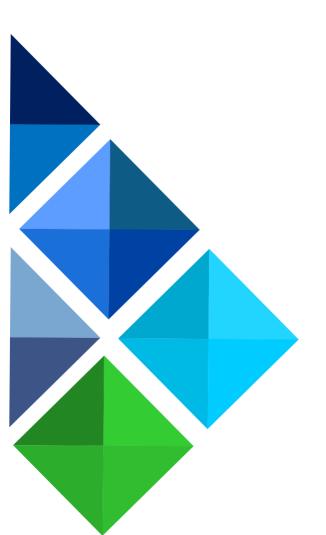




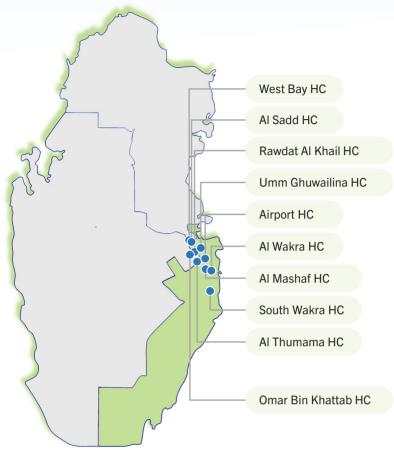


# **Central Region**

Patients, visits and activity volumes







### ■ REGISTERED PATIENTS PROFILE

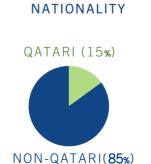
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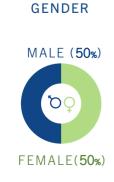
**700,067**REGISTERED PATIENTS

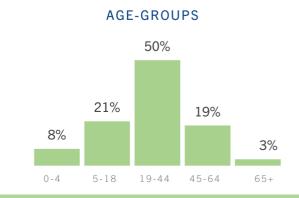
Patients who are registered at the HC

**334,845** (48%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024





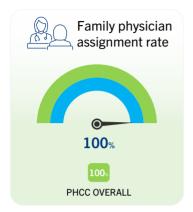




# ■ UTILIZATION AND ACCESS MEASURES



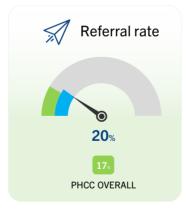


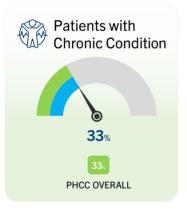






















# FACILITY



**79,280** m<sup>2</sup>

BUILT UP AREA



34,438 m<sup>2</sup>

FOOTPRINT AREA



1,986

PARKING SLOTS

# CLINIC ROOMS



**264** FAMILY MEDICINE



**51** SPECIALTIES



53 DENTAL



23 WELL BABY



**37**ALLIED HEALTH



10 PHARMACY



**36**RADIOLOGY



**69**LAB ANALYZERS



8 WELLNESS



13 PHYSIOTHERAPY

### STAFFING



2,175

TOTAL STAFF

CLINICAL 1,713 ADMIN 462

79%

21%



368 5.3 PHYSICIANS



131 1.9 LABORATORY TECH



70 1.0 DENTISTS



77 1.1 RADIOLOGY TECH



759 10.8 NURSES



158 2.3 ALLIED HEALTH



150 2.1 PHARMACIST



462 6.6 ADMIN

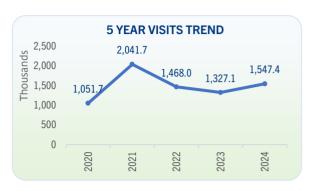
Staff density per 10,000 registered patients



### PATIENT VISITS







# ■ VISITS BY CLINICS







78,603

SPECIALTY CLINICS



FAMILY MEDICINE 897,354	PREVENTIVE HEALTH 103,827	SPECIALTY CLINICS <b>64,236</b>	DENTAL 105,348	URGENT CARE <b>23,014</b>	HOME HEALTH <b>20,844</b>	76,186	PHYSIOTHERAPY 18,426	OTHERS 17,851
<b>2022</b>   TOTAL VISITS: 1,467,955								
FAMILY MEDICINE 767,703	PREVENTIVE HEALTH 152,383	SPECIALTY CLINICS 46,067	DENTAL <b>86,178</b>	URGENT CARE <b>12,806</b>	HOME HEALTH <b>20,359</b>	ALLIED HEALTH <b>67,527</b>	PHYSIOTHERAPY 9,081	OTHERS 305,851
<b>2021</b>   TOTAL VISITS: 2,041,748								
FAMILY MEDICINE <b>763,175</b>	PREVENTIVE HEALTH 292,512	SPECIALTY CLINICS 40,431	DENTAL <b>94,773</b>	URGENT CARE <b>8,377</b>	HOME HEALTH <b>3.987</b>	ALLIED HEALTH <b>65,771</b>	PHYSIOTHERAPY <b>6,743</b>	OTHERS <b>765,979</b>

## ■ ANCILLARY SERVICES









NURSING SERVICES



### ■ REGISTERED PATIENTS PROFILE

# 

91,915

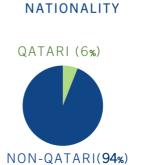
**REGISTERED PATIENTS** 

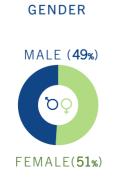
Patients who are registered at the HC

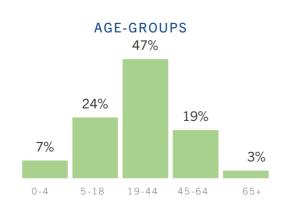
**41,851** (46%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024



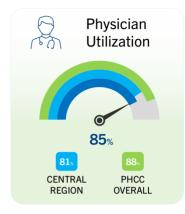




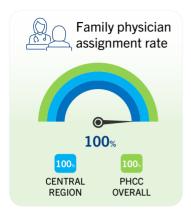




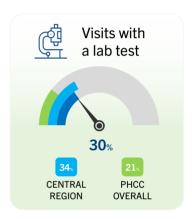
### ■ UTILIZATION AND ACCESS MEASURES





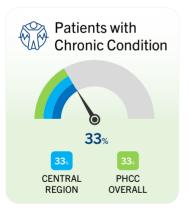








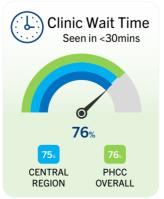














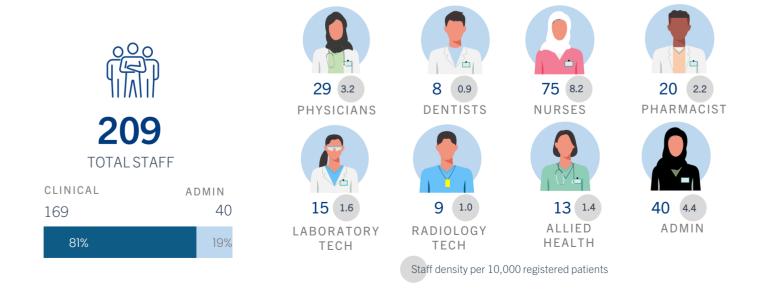
# **FACILITY**



# CLINIC ROOMS



## STAFFING





### PATIENT VISITS







# ■ VISITS BY CLINICS



# 2023 | TOTAL VISITS: 151,452

FAMILY MEDICINE 108,581	PREVENTIVE HEALTH 12,224	SPECIALTY CLINICS 6,492	10,902	URGENT CARE	HOME HEALTH	9,315	PHYSIOTHERAPY 0	3,305	
<b>2022</b>   TOTAL VISITS: 191,813									
FAMILY MEDICINE 116,337	PREVENTIVE HEALTH 12,453	SPECIALTY CLINICS 5,325	DENTAL 10,057	URGENT CARE	HOME HEALTH	ALLIED HEALTH 11,846	PHYSIOTHERAPY 0	OTHERS <b>35,039</b>	
<b>2021</b>   TOTAL VISITS: 243,292									
FAMILY MEDICINE 117,088	PREVENTIVE HEALTH <b>25,475</b>	SPECIALTY CLINICS <b>5,426</b>	DENTAL <b>14,541</b>	URGENT CARE	HOME HEALTH <b>199</b>	ALLIED HEALTH 7,544	PHYSIOTHERAPY  0	OTHERS <b>73,019</b>	

## ■ ANCILLARY SERVICES









NURSING SERVICES



### ■ REGISTERED PATIENTS PROFILE

# 

9,052
REGISTERED PATIENTS

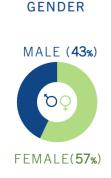
Patients who are registered at the HC

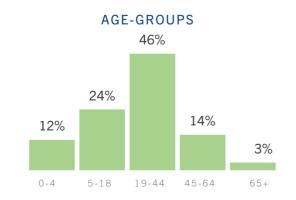
**7,846** (87%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024







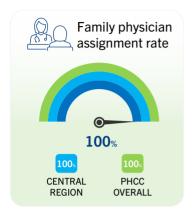


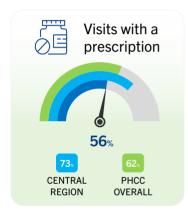


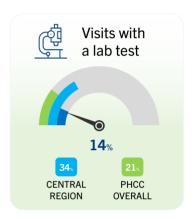
# ■ UTILIZATION AND ACCESS MEASURES





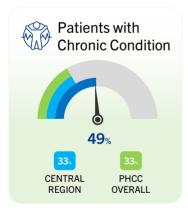






















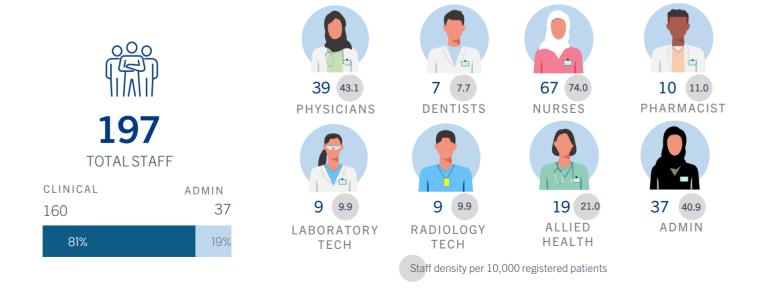
# FACILITY



# CLINIC ROOMS



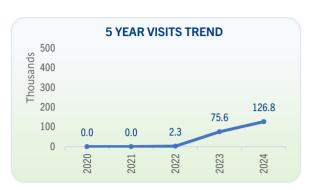
### STAFFING











### ■ VISITS BY CLINICS





### **2023** | TOTAL VISITS: 75,637

	FAMILY MEDICINE 43,652	PREVENTIVE HEALTH 1,606	SPECIALTY CLINICS 5,331	6,748	URGENT CARE <b>10,420</b>	HOME HEALTH	ALLIED HEALTH 3,911	PHYSIOTHERAPY 3,421	OTHERS <b>548</b>	
2	022   TOTAL	VISITS: 2,32	5							
	FAMILY MEDICINE 1423	PREVENTIVE HEALTH <b>24</b>	SPECIALTY CLINICS 208	DENTAL 302	URGENT CARE 71	HOME HEALTH	ALLIED HEALTH 138	PHYSIOTHERAPY 156	OTHERS 3	

### ANCILLARY SERVICES









NURSING SERVICES



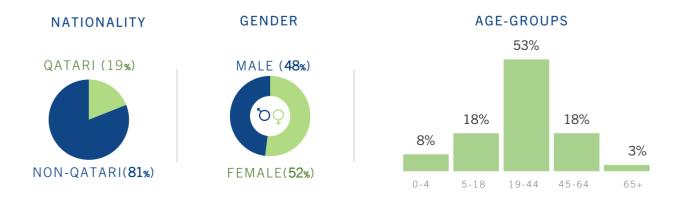
### 

92,357
REGISTERED PATIENTS

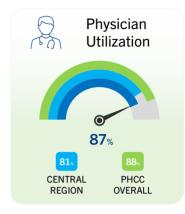
Patients who are registered at the HC

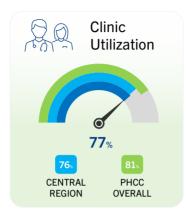
**47,946** (52%) ACTIVE PATIENTS

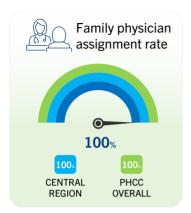


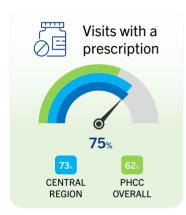


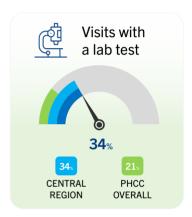
### OMAR BIN KHATTAB HEALTH CENTER





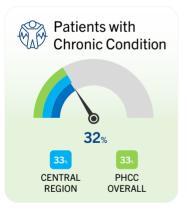


















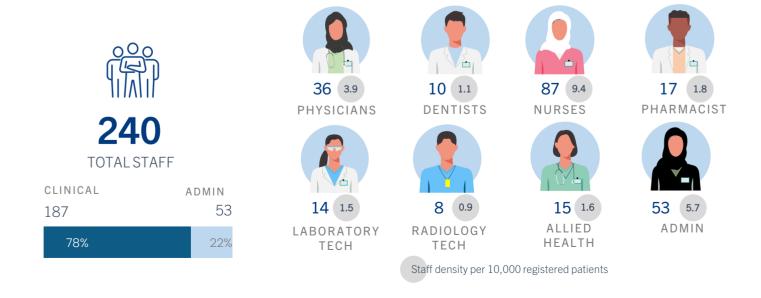






### CLINIC ROOMS













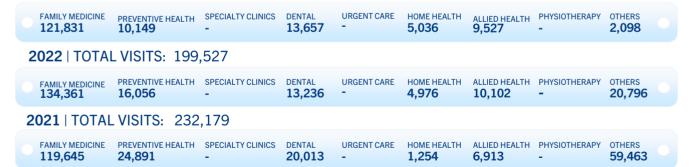
### ■ VISITS BY CLINICS







### 2023 | TOTAL VISITS: 162,298

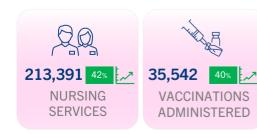


### ANCILLARY SERVICES



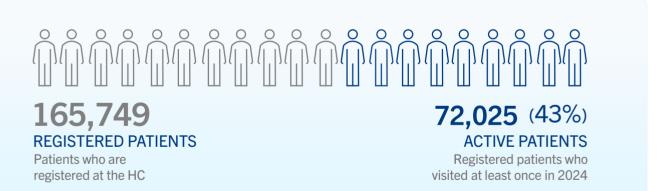


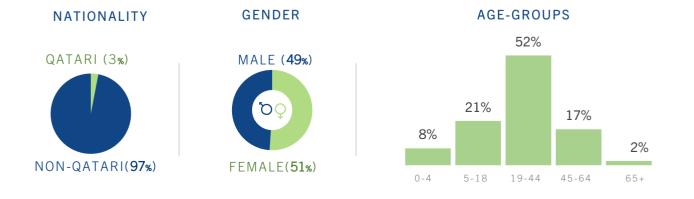




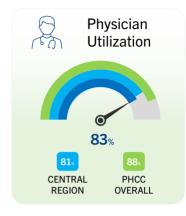
NURSING SERVICES

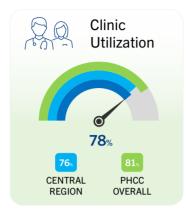


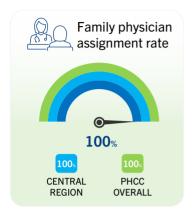








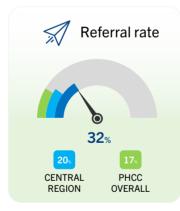


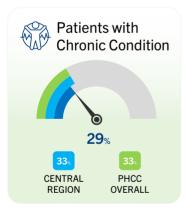






















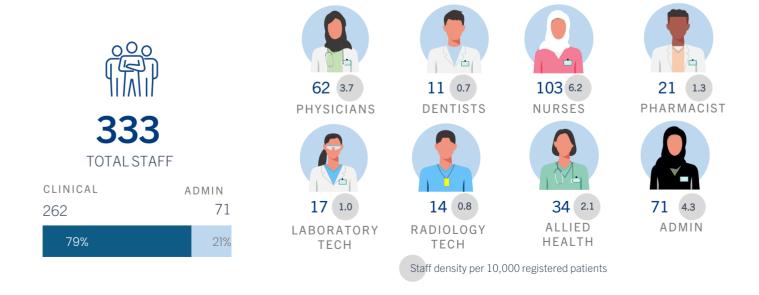






### CLINIC ROOMS





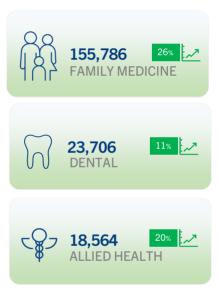








### ■ VISITS BY CLINICS



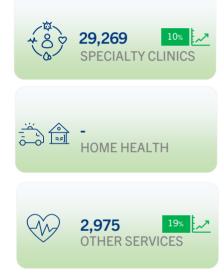


6,316

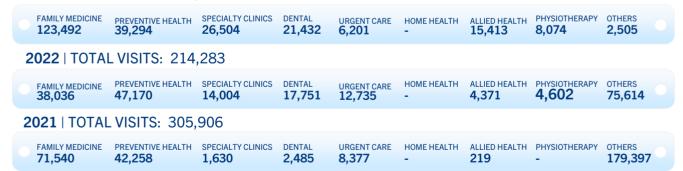
7.227

**URGENT CARE** 

**PHYSIOTHERAPY** 







### ANCILLARY SERVICES







### NURSING SERVICES





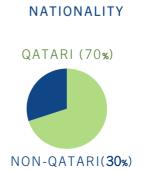
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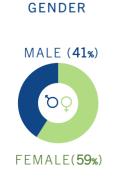
8,603
REGISTERED PATIENTS

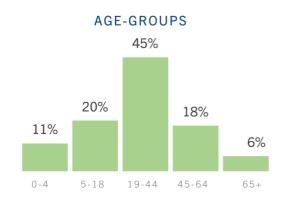
Patients who are registered at the HC

**7,179** (83%) ACTIVE PATIENTS



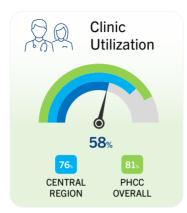


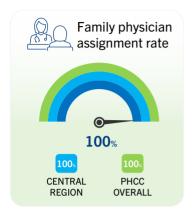




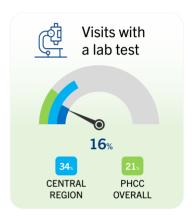






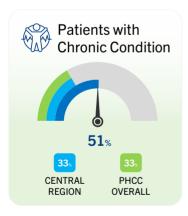






















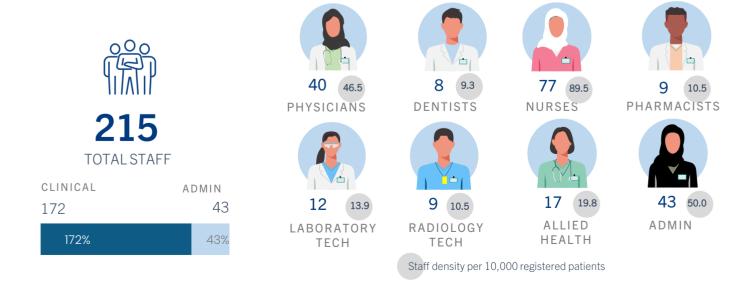






### CLINIC ROOMS

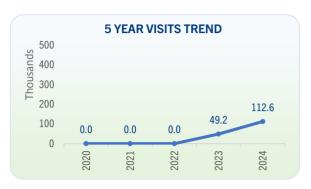












### ■ VISITS BY CLINICS



### 2023 | TOTAL VISITS: 49,225



### ■ ANCILLARY SERVICES







### NURSING SERVICES





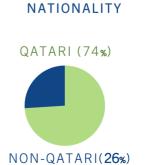
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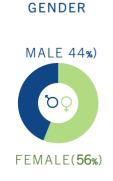
8,405
REGISTERED PATIENTS

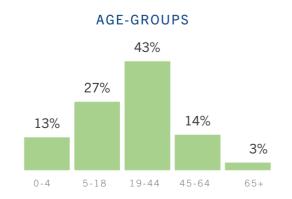
Patients who are registered at the HC

**7,109** (85%) ACTIVE PATIENTS

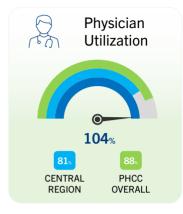




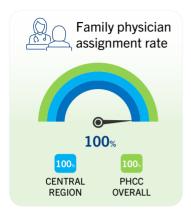




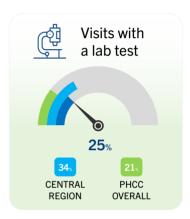






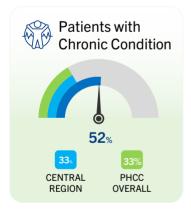






















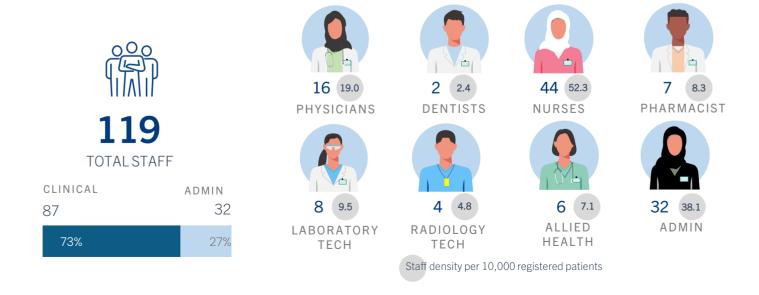






### CLINIC ROOMS













### ■ VISITS BY CLINICS



### 2023 | TOTAL VISITS: 59,915

FAMILY MEDICINE <b>52,680</b>	PREVENTIVE HEALTH 1,686	SPECIALTY CLINICS	DENTAL <b>2,587</b>	URGENT CARE	HOME HEALTH	ALLIED HEALTH <b>2,449</b>	PHYSIOTHERAPY -	OTHERS 513		
2022   TOTAL VISITS: 49,681										
FAMILY MEDICINE 38,858	PREVENTIVE HEALTH <b>4,595</b>	SPECIALTY CLINICS	DENTAL <b>2,550</b>	URGENT CARE	HOME HEALTH	ALLIED HEALTH 1,432	PHYSIOTHERAPY -	OTHERS <b>2,246</b>		
<b>2021</b>   TOTAL VISITS: 7,832										
FAMILY MEDICINE 5,113	PREVENTIVE HEALTH	SPECIALTY CLINICS	DENTAL 865	URGENT CARE	HOME HEALTH	ALLIED HEALTH 195	PHYSIOTHERAPY	OTHERS <b>573</b>		

### ■ ANCILLARY SERVICES







### ■ NURSING SERVICES





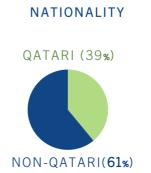
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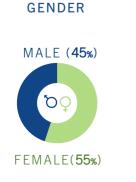
21,363
REGISTERED PATIENTS

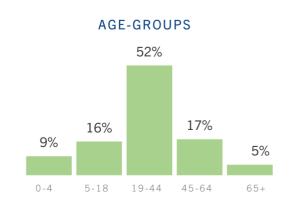
Patients who are registered at the HC

**12,001** (56%) ACTIVE PATIENTS

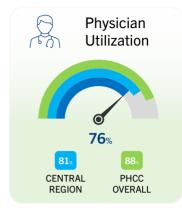




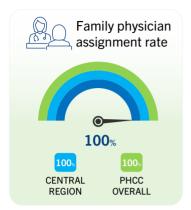


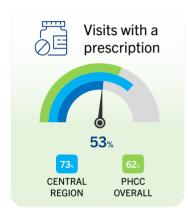


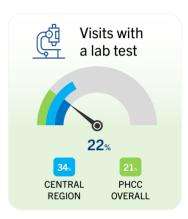




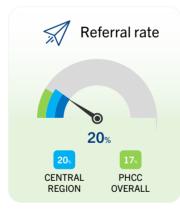










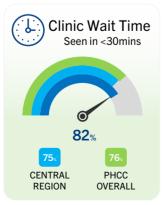










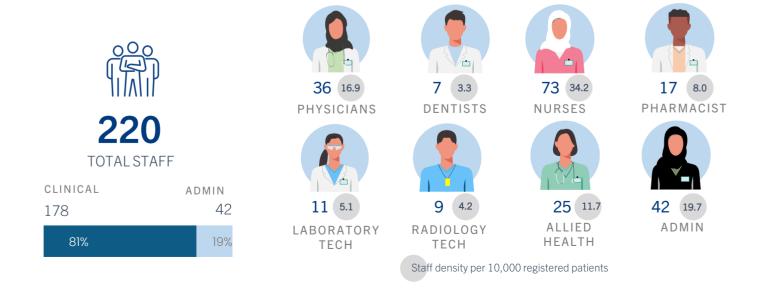






### CLINIC ROOMS

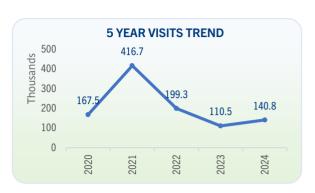












### ■ VISITS BY CLINICS





3,694

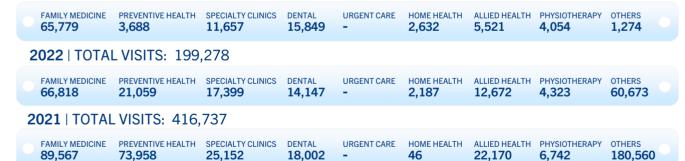
**PHYSIOTHERAPY** 



13,224

SPECIALTY CLINICS





### ■ ANCILLARY SERVICES









NURSING SERVICES

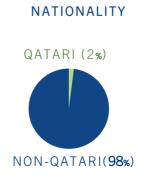


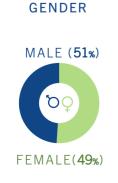
**58,195**REGISTERED PATIENTS

Patients who are registered at the HC

**25,682** (44%) ACTIVE PATIENTS





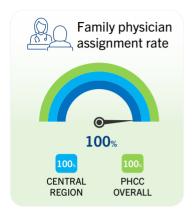




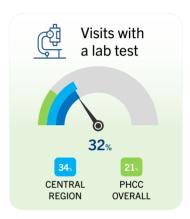






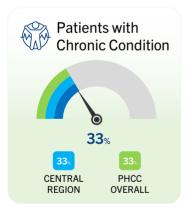


















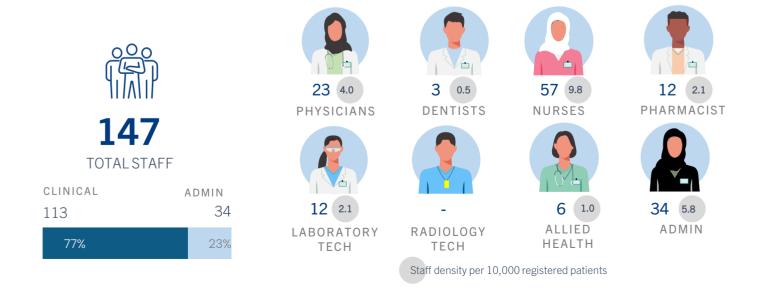






### ■ CLINIC ROOMS

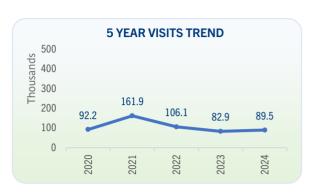












### ■ VISITS BY CLINICS



### **2023** | TOTAL VISITS: 82,859

FAMILY MEDICINE 66,604	PREVENTIVE HEALTH <b>6,044</b>	SPECIALTY CLINICS	DENTAL <b>3,816</b>	URGENT CARE	HOME HEALTH	ALLIED HEALTH <b>5,390</b>	PHYSIOTHERAPY	OTHERS 1,005	
<b>2022</b>   TOTAL VISITS: 106,137									
FAMILY MEDICINE 63,635	PREVENTIVE HEALTH <b>6,533</b>	SPECIALTY CLINICS	DENTAL <b>3,343</b>	URGENT CARE	HOME HEALTH	ALLIED HEALTH <b>6,356</b>	PHYSIOTHERAPY -	OTHERS <b>26,270</b>	
<b>2021</b>   TOTAL VISITS: 161,853									
FAMILY MEDICINE <b>67,300</b>	PREVENTIVE HEALTH	SPECIALTY CLINICS	DENTAL <b>7,729</b>	URGENT CARE	HOME HEALTH	ALLIED HEALTH <b>6,399</b>	PHYSIOTHERAPY	OTHERS <b>63,327</b>	

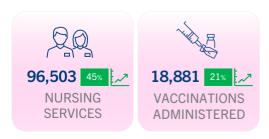
### ANCILLARY SERVICES







### ■ NURSING SERVICES





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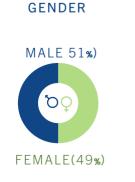
153,232 REGISTERED PATIENTS

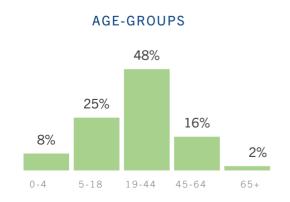
Patients who are registered at the HC

**69,205** (45%) ACTIVE PATIENTS





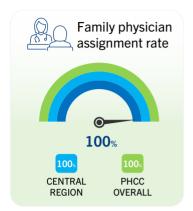


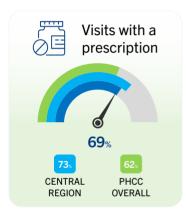


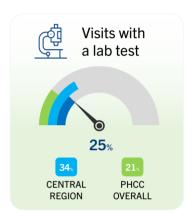






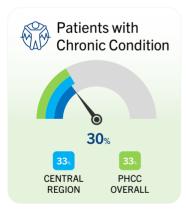
























BUILT UP AREA







204 PARKING SLOTS

### CLINIC ROOMS





**SPECIALTIES** 



DENTAL



**WELL BABY** 



ALLIED HEALTH





**RADIOLOGY** 



8 LAB ANALYZERS



0 WELLNESS



PHYSIOTHERAPY

### STAFFING



**TOTAL STAFF** 

CLINICAL 199

ADMIN 59



41 2.7 PHYSICIANS



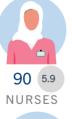
LABORATORY TECH



8 0.5 DENTISTS



9 0.6 RADIOLOGY TECH







HEALTH

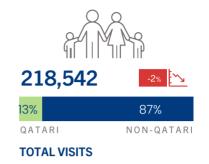
20 1.3 PHARMACIST



59 3.9 ADMIN

Staff density per 10,000 registered patients









### ■ VISITS BY CLINICS



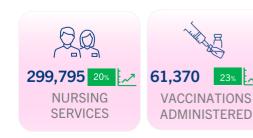
### 2023 | TOTAL VISITS: 222,368

FAMILY MEDICINE 158,063	PREVENTIVE HEALTH 21,658	SPECIALTY CLINICS 6,113	DENTAL 12,671	URGENT CARE	HOME HEALTH <b>6,379</b>	ALLIED HEALTH 13,206	PHYSIOTHERAPY -	OTHERS <b>4,278</b>	
<b>2022</b>   TOTAL VISITS: 306,261									
FAMILY MEDICINE 178,917	PREVENTIVE HEALTH 28,888	SPECIALTY CLINICS <b>5,585</b>	DENTAL 13,789	URGENT CARE	HOME HEALTH <b>7,079</b>	ALLIED HEALTH 12,657	PHYSIOTHERAPY	OTHERS <b>59,346</b>	
<b>2021</b>   TOTAL VISITS: 394,334									
FAMILY MEDICINE 160,377	PREVENTIVE HEALTH <b>67,066</b>	SPECIALTY CLINICS 4,804	DENTAL 18,662	URGENT CARE	HOME HEALTH <b>1,768</b>	ALLIED HEALTH 14,272	PHYSIOTHERAPY	OTHERS 127,385	

### ANCILLARY SERVICES







NURSING SERVICES



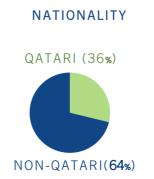


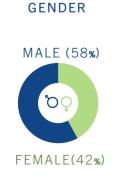
91,196
REGISTERED PATIENTS

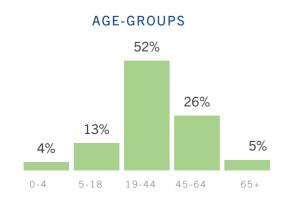
Patients who are registered at the HC

**44,001** (48%) ACTIVE PATIENTS





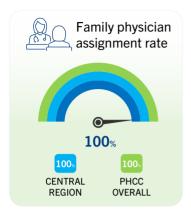


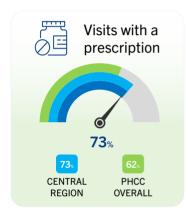


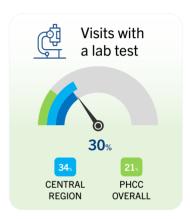




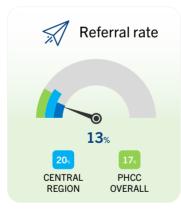


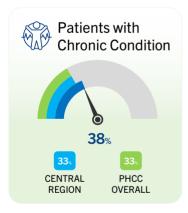








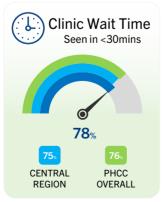




















### CLINIC ROOMS



**PHARMACY** 







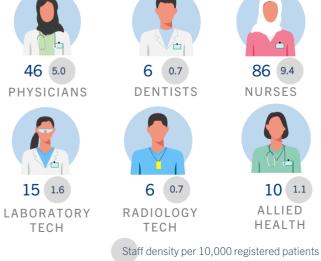






















### ■ VISITS BY CLINICS





### 2023 | TOTAL VISITS: 169,961

131,797	PREVENTIVE HEALTH 6,297	4,061	10,978	URGENT CARE	5,752	8,944	PHYSIOTHERAPY -	2,132		
2022   TOTAL VISITS: 198,650										
FAMILY MEDICINE 129,318	PREVENTIVE HEALTH 15,605	SPECIALTY CLINICS 3,546	DENTAL 11,003	URGENT CARE	HOME HEALTH <b>5,360</b>	ALLIED HEALTH 7,953	PHYSIOTHERAPY	OTHERS 25,865		
<b>2021</b>   TOTAL VISITS: 279,615										
FAMILY MEDICINE 132,545	PREVENTIVE HEALTH	SPECIALTY CLINICS 3,419	DENTAL 12,476	URGENT CARE	HOME HEALTH	ALLIED HEALTH 7,519	PHYSIOTHERAPY	OTHERS <b>82,256</b>		

### ■ ANCILLARY SERVICES



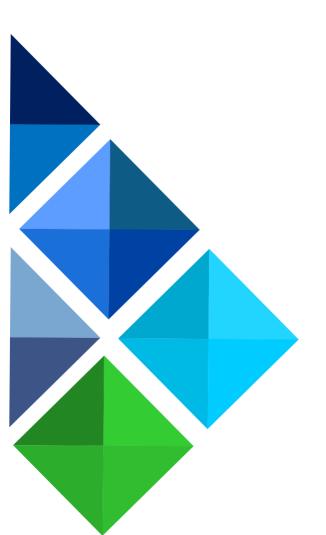




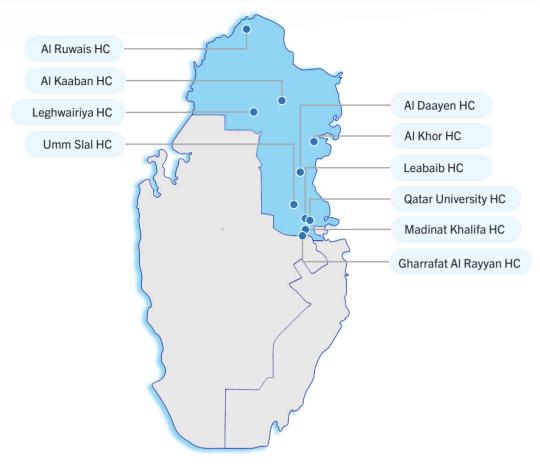


## **Northern Region**

Patients, visits and activity volumes







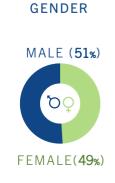
## 

582,285
REGISTERED PATIENTS

Patients who are registered at the HC

**310,725** (53%) ACTIVE PATIENTS



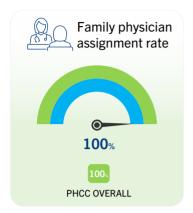










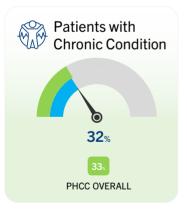






















#### FACILITY



66,492 m<sup>2</sup>

BUILT UP AREA



40,592 m<sup>2</sup>

FOOTPRINT AREA



2,604

PARKING SLOTS

#### CLINIC ROOMS



220 FAMILY MEDICINE



43 SPECIALTIES



**51** DENTAL



**20**WELL BABY



**37**ALLIED HEALTH



11 PHARMACY



35 RADIOLOGY



**62**LAB ANALYZERS



37
WELLNESS



18 PHYSIOTHERAPY

#### STAFFING



2,063

**TOTAL STAFF** 

CLINICAL 1,583

ADMIN 480

77%

23%



343 5.9 PHYSICIANS



107 1.8 LABORATORY TECH



65 1.1
DENTISTS



82 1.4 RADIOLOGY TECH



699 12.0 NURSES



156 2.7 ALLIED HEALTH



131 2.2 PHARMACIST



480 8.2 ADMIN

Staff density per 10,000 registered patients









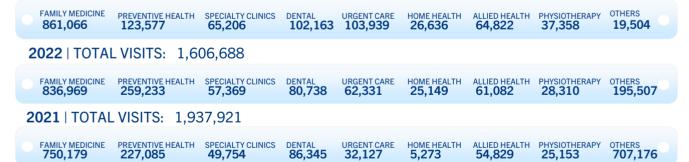
#### ■ VISITS BY CLINICS







2023 | TOTAL VISITS: 1,404,271



#### ANCILLARY SERVICES









NURSING SERVICES



## 

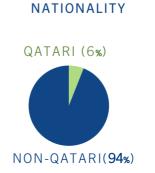
66,152
REGISTERED PATIENTS

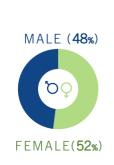
Patients who are registered at the HC

**31,704** (48%) ACTIVE PATIENTS

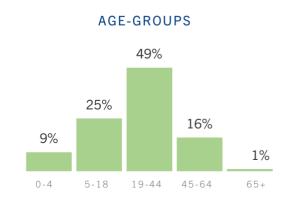
Registered patients who visited at least once in 2024



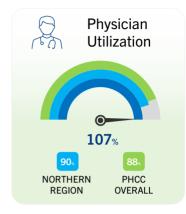


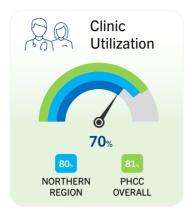


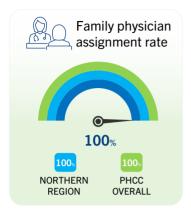
**GENDER** 

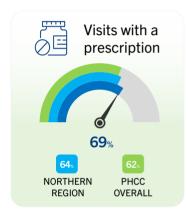


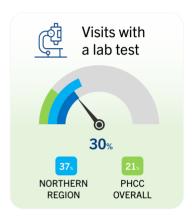






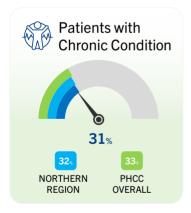






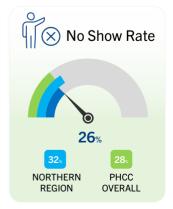


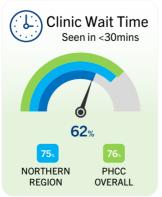














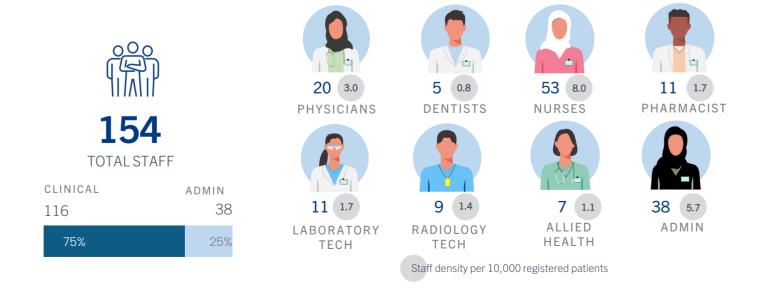
#### ■ FACILITY



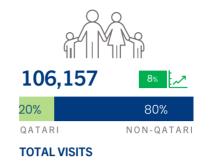
#### ■ CLINIC ROOMS



#### STAFFING











#### ■ VISITS BY CLINICS



#### 2023 | TOTAL VISITS: 98,351

FAMILY MEDICIN 73,602	e preventive health 9,088	SPECIALTY CLINICS	7,087	URGENT CARE	HOME HEALTH	ALLIED HEALTH <b>6,279</b>	PHYSIOTHERAPY	OTHERS <b>2,157</b>	
<b>2022</b>   TOT	AL VISITS: 94,0	018							
FAMILY MEDICIN 55,079	e PREVENTIVE HEALTH 8,520	SPECIALTY CLINICS	DENTAL <b>5,888</b>	URGENT CARE	HOME HEALTH	ALLIED HEALTH <b>5,182</b>	PHYSIOTHERAPY	OTHERS 19,129	
<b>2021</b>   TOTAL VISITS: 112,233									
FAMILY MEDICIN 42,110	E PREVENTIVE HEALTH	SPECIALTY CLINICS	DENTAL <b>6,655</b>	URGENT CARE	HOME HEALTH	ALLIED HEALTH 4,296	PHYSIOTHERAPY	OTHERS 46,922	

#### ANCILLARY SERVICES







NURSING SERVICES





## 

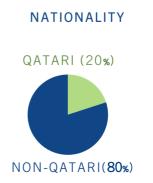
121,530

**REGISTERED PATIENTS** 

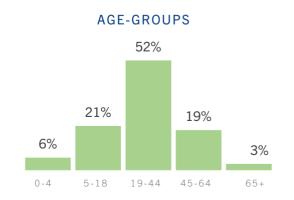
Patients who are registered at the HC

**65,285** (54%) ACTIVE PATIENTS

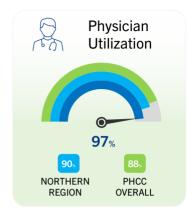
Registered patients who visited at least once in 2024

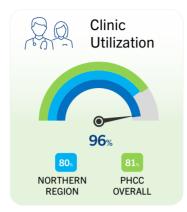


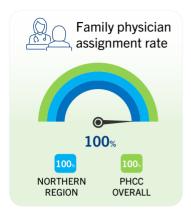




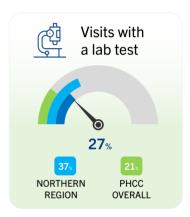
### GHARRAFAT AL RAYYAN HEALTH CENTER





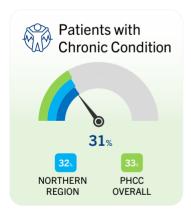








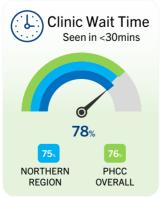














#### ■ FACILITY





FOOTPRINT AREA



#### CLINIC ROOMS





2

**RADIOLOGY** 





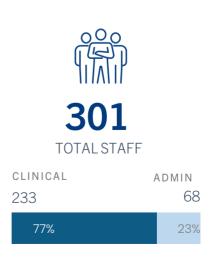
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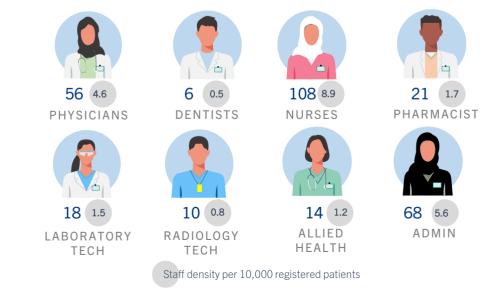
WELLNESS





**PHARMACY** 













#### ■ VISITS BY CLINICS









174,808	12,182	<b>4,915</b>	14,459	24,854	6,331	13,458	8,906	3,673	
2022   TOTAL	L VISITS: 348	,705							
FAMILY MEDICINE 181,912	PREVENTIVE HEALTH <b>71,800</b>	SPECIALTY CLINICS 3,790	DENTAL 11,550	URGENT CARE <b>21,874</b>	HOME HEALTH <b>4,934</b>	ALLIED HEALTH 11,622	PHYSIOTHERAPY <b>6865</b>	OTHERS <b>34,358</b>	
<b>2021</b>   TOTAL	VISITS: 372,	740							
FAMILY MEDICINE 159,961	PREVENTIVE HEALTH <b>51,478</b>	SPECIALTY CLINICS 3,258	DENTAL 12,332	URGENT CARE <b>13,637</b>	HOME HEALTH <b>1,444</b>	ALLIED HEALTH 10,711	PHYSIOTHERAPY <b>6,556</b>	OTHERS 113,363	

#### ANCILLARY SERVICES







#### ■ NURSING SERVICES





## 

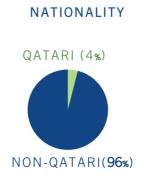
**5,424**REGISTERED PATIENTS

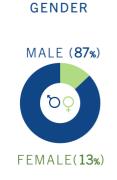
Patients who are registered at the HC

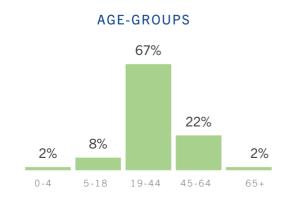
**2,691** (50%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024

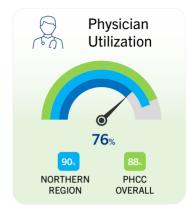


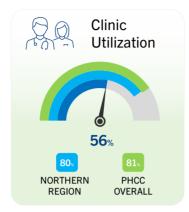


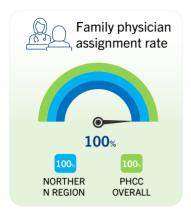


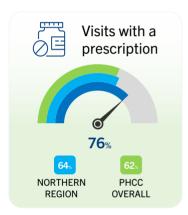


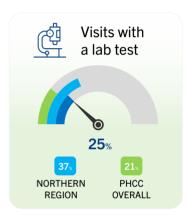






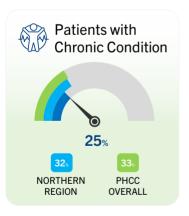






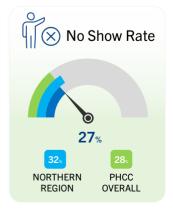


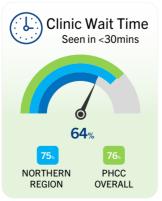














#### **FACILITY**



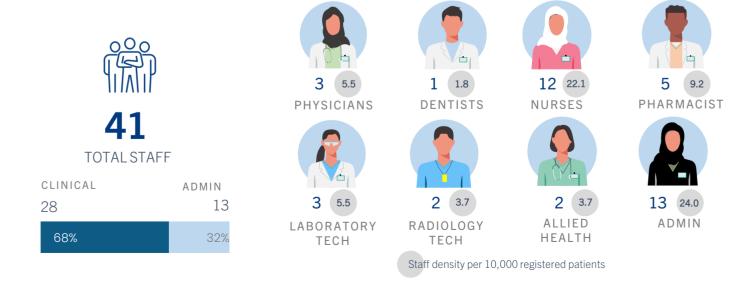




#### CLINIC ROOMS



#### STAFFING











#### ■ VISITS BY CLINICS



#### 2023 | TOTAL VISITS: 9,591

FAMILY MEDICINE 8,353	PREVENTIVE HEALTH 307	SPECIALTY CLINICS	DENTAL 413	URGENT CARE	HOME HEALTH	ALLIED HEALTH <b>257</b>	PHYSIOTHERAPY	OTHERS <b>261</b>	
2022   TOTAL	VISITS: 12,0	085							
FAMILY MEDICINE 8,612	PREVENTIVE HEALTH 437	SPECIALTY CLINICS	DENTAL 361	URGENT CARE	HOME HEALTH	ALLIED HEALTH 291	PHYSIOTHERAPY	OTHERS 2,384	
<b>2021</b>   TOTAL	. VISITS: 29,2	262							
FAMILY MEDICINE 8,243	PREVENTIVE HEALTH	SPECIALTY CLINICS	DENTAL <b>504</b>	URGENT CARE	HOME HEALTH	ALLIED HEALTH 146	PHYSIOTHERAPY	OTHERS 19,979	

#### ANCILLARY SERVICES









NURSING SERVICES









6,428

**REGISTERED PATIENTS** 

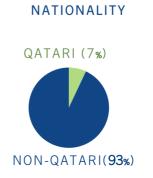
Patients who are registered at the HC

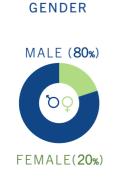
**3,334** (52%)

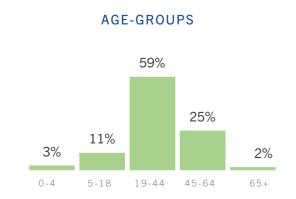
**ACTIVE PATIENTS** 

Registered patients who visited at least once in 2024

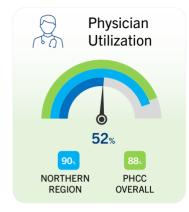


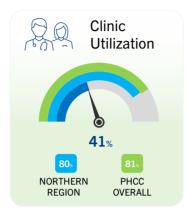


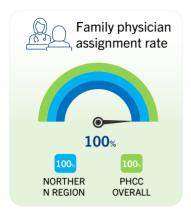


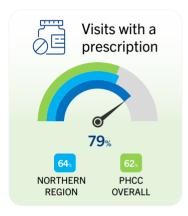


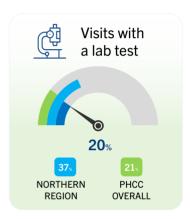




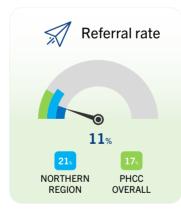


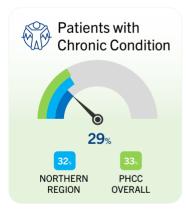






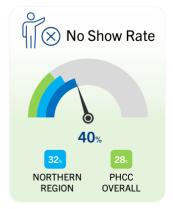


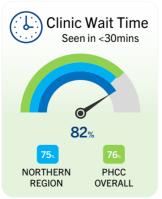














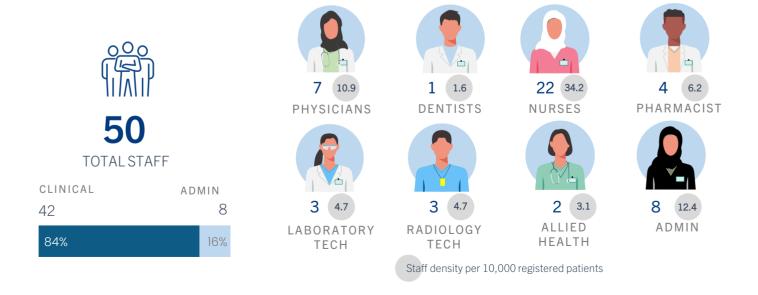
#### **FACILITY**



#### CLINIC ROOMS



#### STAFFING











#### ■ VISITS BY CLINICS





FAMILY MEDICINE 7,678	PREVENTIVE HEALTH 457	SPECIALTY CLINICS	DENTAL <b>474</b>	URGENT CARE 7,402	HOME HEALTH	ALLIED HEALTH 234	PHYSIOTHERAPY	OTHERS 12	
2022   TOTAL	VISITS: 17,	075							
FAMILY MEDICINE 7,038	PREVENTIVE HEALTH 1,272	SPECIALTY CLINICS	DENTAL 340	URGENT CARE <b>6,718</b>	HOME HEALTH	ALLIED HEALTH 229	PHYSIOTHERAPY	OTHERS 1,247	
<b>2021</b>   TOTAL	VISITS: 28,	841							
FAMILY MEDICINE <b>7,145</b>	PREVENTIVE HEALTH	SPECIALTY CLINICS	DENTAL <b>702</b>	URGENT CARE 5,064	HOME HEALTH	ALLIED HEALTH	PHYSIOTHERAPY	OTHERS 15,115	

#### ANCILLARY SERVICES







NURSING SERVICES



## 

25,902

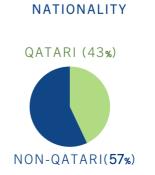
REGISTERED PATIENTS

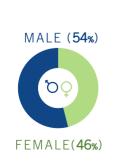
Patients who are registered at the HC

**14,895** (58%) ACTIVE PATIENTS

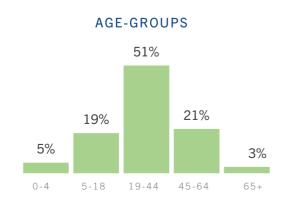
Registered patients who visited at least once in 2024



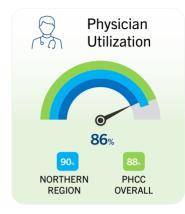


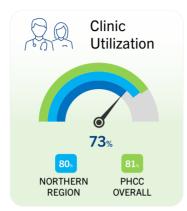


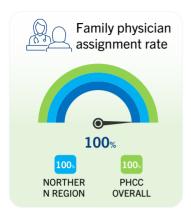
**GENDER** 

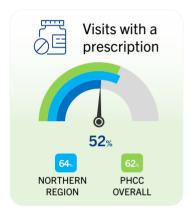


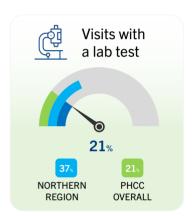






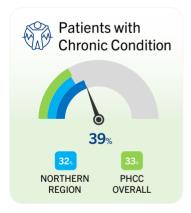








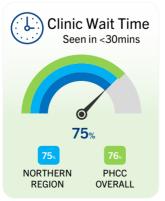














#### **FACILITY**



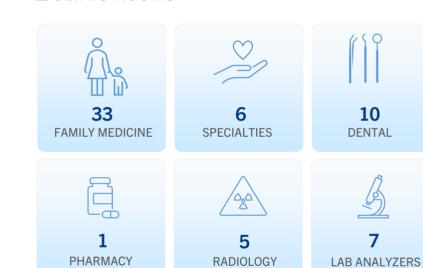






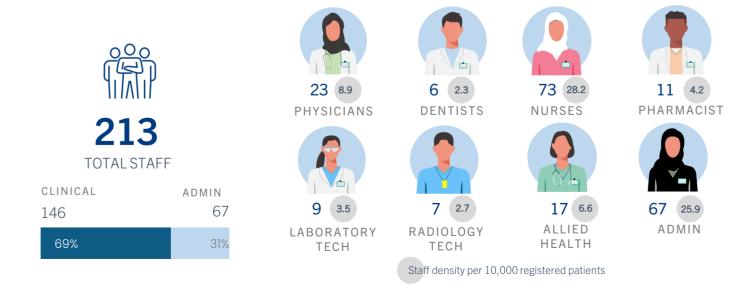
PARKING SLOTS

#### CLINIC ROOMS





#### STAFFING











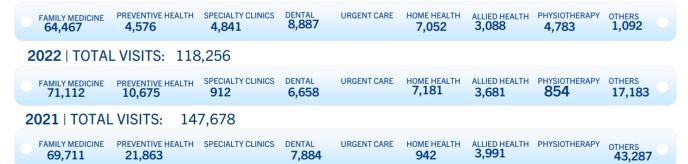
#### ■ VISITS BY CLINICS











#### ANCILLARY SERVICES







## NURSING SERVICES





## 

59,187

**REGISTERED PATIENTS** 

Patients who are registered at the HC

**40,404** (68%)

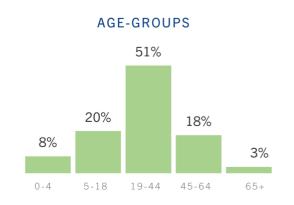
**ACTIVE PATIENTS** 

Registered patients who visited at least once in 2024

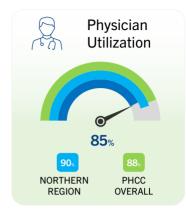


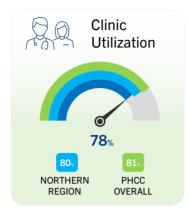
# NATIONALITY QATARI (60%) NON-QATARI(40%)

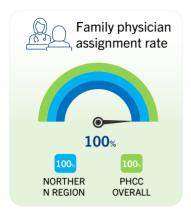


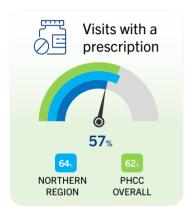


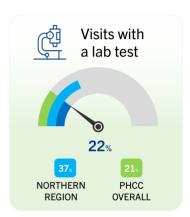




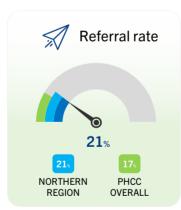


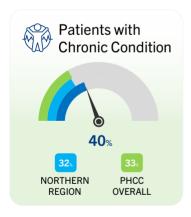








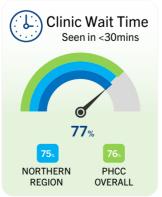














#### **FACILITY**





**5,343** m<sup>2</sup> FOOTPRINT AREA



462 PARKING SLOTS

#### CLINIC ROOMS





**SPECIALTIES** 



10 **DENTAL** 



**WELL BABY** 



ALLIED HEALTH





7 **RADIOLOGY** 



9 LAB ANALYZERS



8 WELLNESS



PHYSIOTHERAPY

#### STAFFING



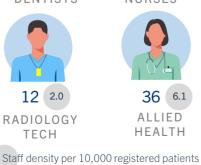


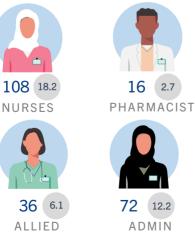




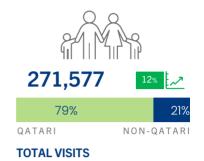




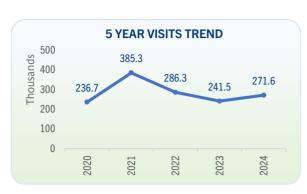








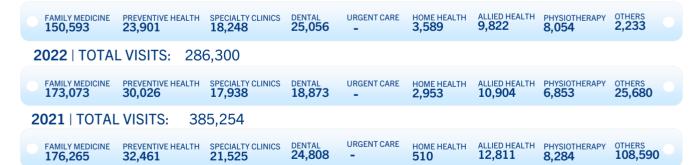




#### ■ VISITS BY CLINICS



2023 | TOTAL VISITS: 241,497



#### ANCILLARY SERVICES







### NURSING SERVICES







84,746
REGISTERED PATIENTS

Patients who are registered at the HC

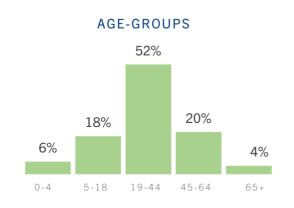
**46,793** (55%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024



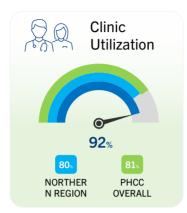
# NATIONALITY QATARI (21%) NON-QATARI(79%)

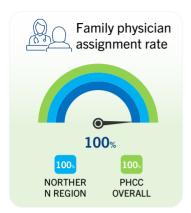








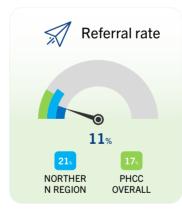


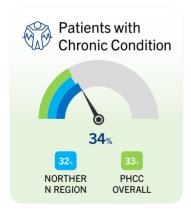






















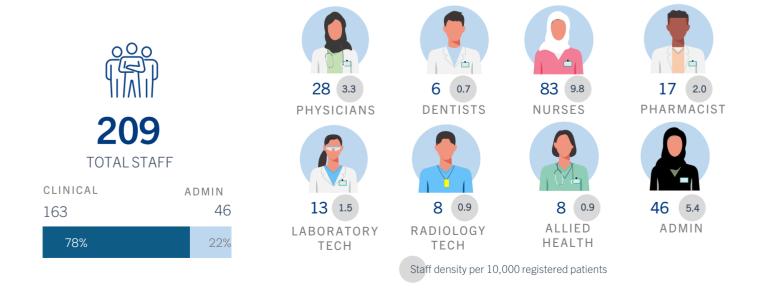
#### **FACILITY**



#### CLINIC ROOMS



#### STAFFING











#### ■ VISITS BY CLINICS



2023 | TOTAL VISITS: 180,561

FAMILY MEDICINE 128,773	PREVENTIVE HEALTH <b>27,931</b>	SPECIALTY CLINICS	9,935	URGENT CARE	3,223	7,126	PHYSIOTHERAPY	OTHERS 3,573	
2022   TOTA	VISITS: 215	5,479							
FAMILY MEDICINE 116,768	PREVENTIVE HEALTH <b>56,929</b>	SPECIALTY CLINICS	DENTAL <b>8,350</b>	URGENT CARE	HOME HEALTH <b>3,173</b>	ALLIED HEALTH <b>6,548</b>	PHYSIOTHERAPY -	OTHERS <b>23,711</b>	
<b>2021</b>   TOTAL	VISITS: 243	,556							
FAMILY MEDICINE 108,438	PREVENTIVE HEALTH <b>22,450</b>	SPECIALTY CLINICS	DENTAL 10,553	URGENT CARE	HOME HEALTH <b>1.139</b>	ALLIED HEALTH <b>5,962</b>	PHYSIOTHERAPY	OTHERS <b>95,014</b>	

#### ANCILLARY SERVICES



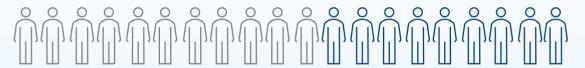




#### NURSING SERVICES







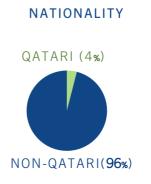
89,304
REGISTERED PATIENTS

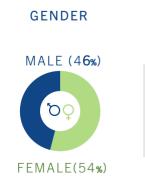
Patients who are registered at the HC

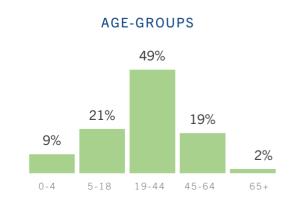
**39,022** (44%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024

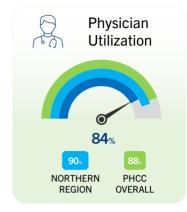


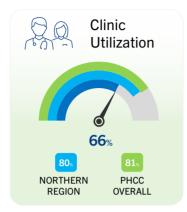


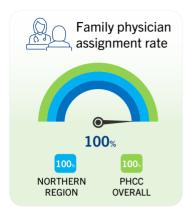


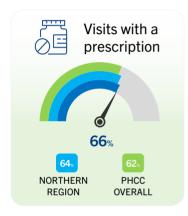


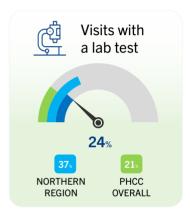






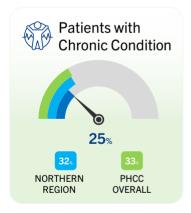






















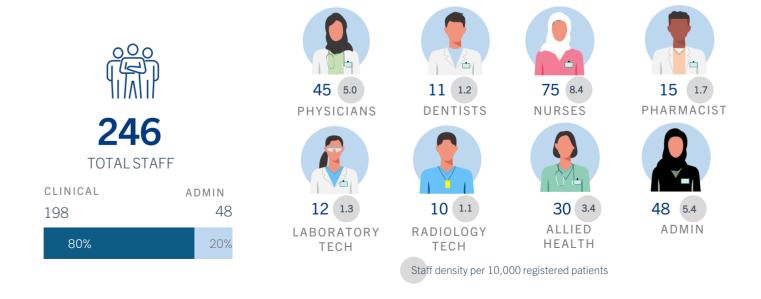
#### **FACILITY**



#### CLINIC ROOMS



#### STAFFING











#### ■ VISITS BY CLINICS







**2023** | TOTAL VISITS: 169,274

FAMILY MEDICINE <b>92,721</b>	PREVENTIVE HEALTH 21,474	SPECIALTY CLINICS 16,447	DENTAL <b>15,588</b>	URGENT CARE	1,374	ALLIED HEALTH 12,289	PHYSIOTHERAPY <b>6,819</b>	OTHERS <b>2,562</b>	
2022   TOTA	L VISITS: 20	0,959							
FAMILY MEDICINE 81,159	PREVENTIVE HEALTH 45,954	SPECIALTY CLINICS 16,350	DENTAL <b>9,962</b>	URGENT CARE	HOME HEALTH <b>1,188</b>	ALLIED HEALTH 11,468	PHYSIOTHERAPY <b>5,353</b>	OTHERS 29,525	
<b>2021</b>   TOTAL VISITS: 262,475									
FAMILY MEDICINE 72.018	PREVENTIVE HEALTH 31,373	SPECIALTY CLINICS 17,651	DENTAL 11,758	URGENT CARE	HOME HEALTH	ALLIED HEALTH	PHYSIOTHERAPY <b>4,862</b>	OTHERS 112,955	

#### ■ ANCILLARY SERVICES







#### ■ NURSING SERVICES





## 

27,110

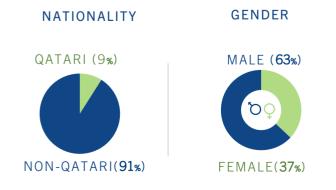
**REGISTERED PATIENTS** 

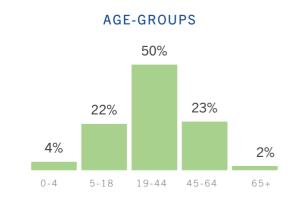
Patients who are registered at the HC

**11,151** (41%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024

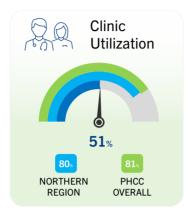


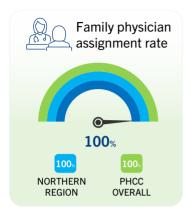


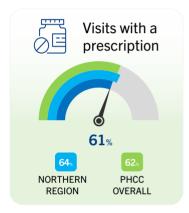








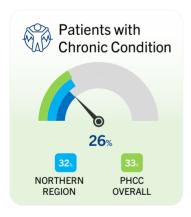






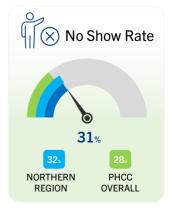


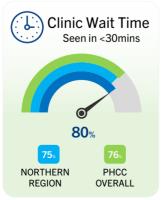












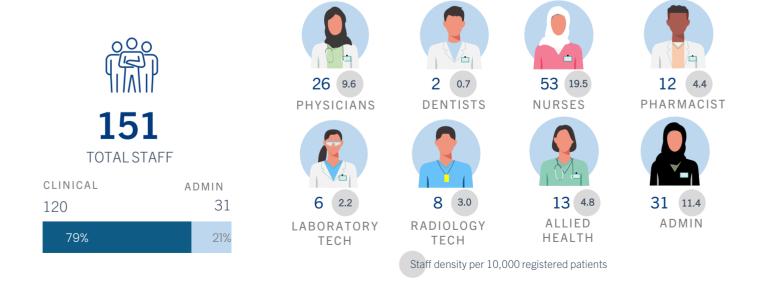




#### CLINIC ROOMS



#### STAFFING











#### ■ VISITS BY CLINICS





#### 2023 | TOTAL VISITS: 68,491

FAMILY MEDICINE 27,394	PREVENTIVE HEALTH 3,718	SPECIALTY CLINICS 4,270	DENTAL <b>4,829</b>	URGENT CARE <b>22,739</b>	HOME HEALTH	ALLIED HEALTH 1,162	PHYSIOTHERAPY 3,012	OTHERS <b>821</b>	
2022   TOTA	L VISITS: 74,	265							
FAMILY MEDICINE 24,352	PREVENTIVE HEALTH 1,951	SPECIALTY CLINICS 3,695	DENTAL <b>2,649</b>	URGENT CARE <b>21,716</b>	HOME HEALTH	ALLIED HEALTH  964	PHYSIOTHERAPY <b>2,893</b>	OTHERS 15,658	
<b>2021</b>   TOTAL VISITS: 93,079									
FAMILY MEDICINE 27.968	PREVENTIVE HEALTH 4.972	SPECIALTY CLINICS 2.987	DENTAL <b>2.758</b>	URGENT CARE	HOME HEALTH	ALLIED HEALTH	PHYSIOTHERAPY 3.151	OTHERS 37.381	

#### ANCILLARY SERVICES





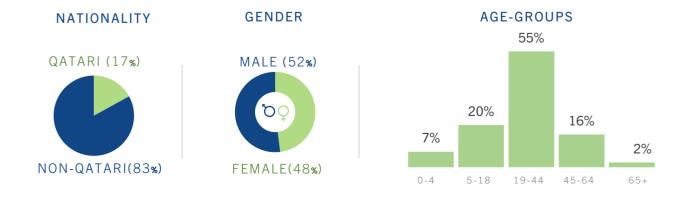


#### ■ NURSING SERVICES

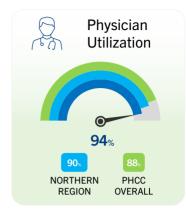


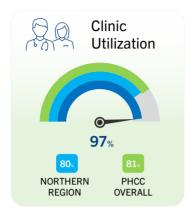


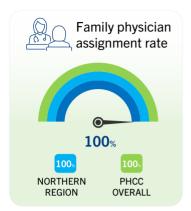


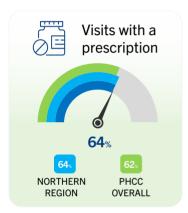


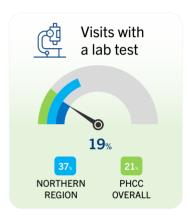






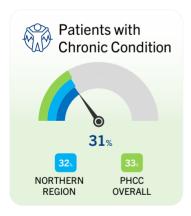








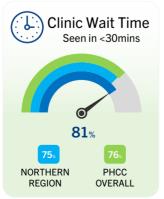












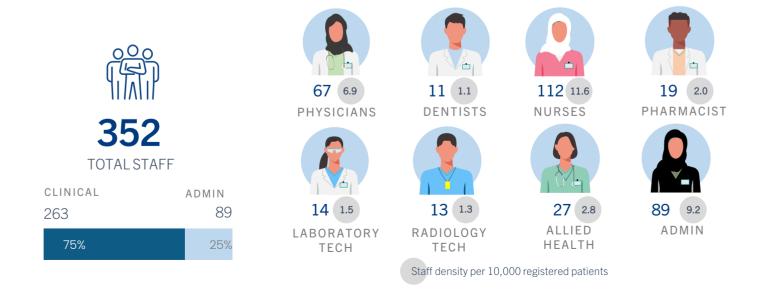




#### CLINIC ROOMS



#### STAFFING







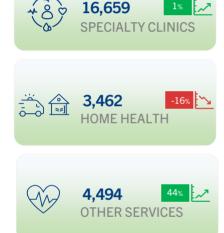




#### ■ VISITS BY CLINICS







#### 2023 | TOTAL VISITS: 257,638

FAMILY MEDICINE 132,677	PREVENTIVE HEALTH 19,943	SPECIALTY CLINICS 16,485	DENTAL 15,435	URGENT CARE <b>48,943</b>	HOME HEALTH <b>4,144</b>	ALLIED HEALTH 11,107	PHYSIOTHERAPY <b>5,784</b>	OTHERS 3,120
2022   TOTA	L VISITS: 239	9,546						
FAMILY MEDICINE 117,864	PREVENTIVE HEALTH 31,669	SPECIALTY CLINICS 14,682	DENTAL <b>16,107</b>	URGENT CARE 12,023	HOME HEALTH <b>4,882</b>	ALLIED HEALTH 10,193	PHYSIOTHERAPY <b>5,492</b>	OTHERS 26,634
<b>2021</b>   TOTAL	VISITS: 262	2,803						
FAMILY MEDICINE 78,320	PREVENTIVE HEALTH 49,264	SPECIALTY CLINICS 4,331	DENTAL <b>8,391</b>	URGENT CARE <b>514</b>	HOME HEALTH	ALLIED HEALTH 4,392	PHYSIOTHERAPY <b>2,300</b>	OTHERS 114,572

#### ■ ANCILLARY SERVICES







### NURSING SERVICES



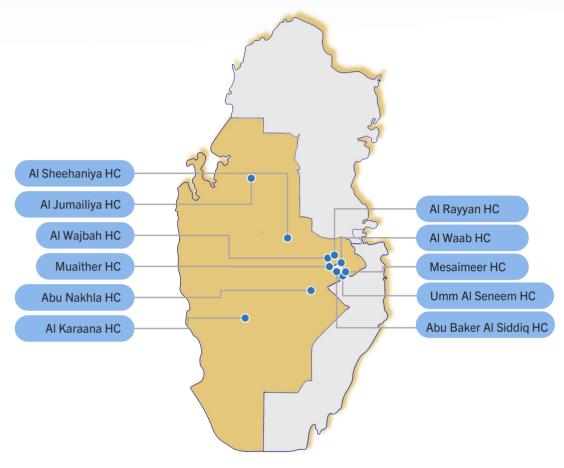


# Western Region

Patients, visits and activity volumes







# 

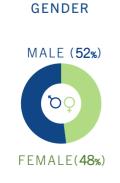
**592,567**REGISTERED PATIENTS

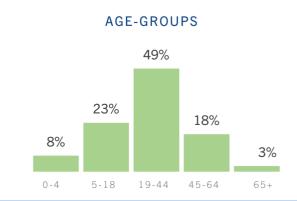
Patients who are registered at the HC

**333,798** (56%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024



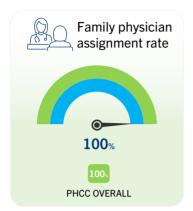










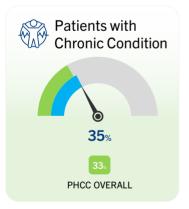






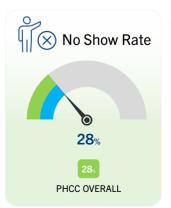


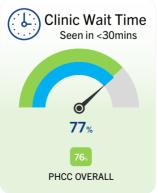
















**56,218** m<sup>2</sup>

BUILT UP AREA



40,872 m<sup>2</sup>

FOOTPRINT AREA



2,372

PARKING SLOTS

#### CLINIC ROOMS



219 FAMILY MEDICINE



38 SPECIALTIES



**59** DENTAL



**21** WELL BABY



39 ALLIED HEALTH



10 PHARMACY



32 RADIOLOGY



**63**LAB ANALYZERS



19 WELLNESS



**14** PHYSIOTHERAPY

#### STAFFING



2,441

TOTALSTAFF

CLINICAL 1,718

ADMIN 723

70%

30%



356 6.0 PHYSICIANS



124 2.1 LABORATORY TECH



77 1.3
DENTISTS



80 1.4 RADIOLOGY

TECH



765 12.9 NURSES



172 2.9 ALLIED HEALTH



144 2.4 PHARMACIST



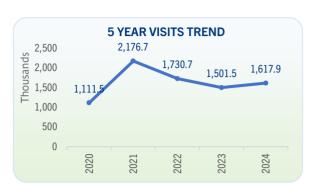
723 12.2 ADMIN

Staff density per 10,000 registered patients









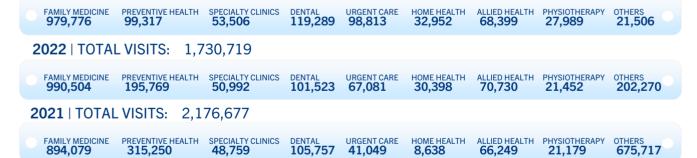
#### ■ VISITS BY CLINICS











#### ■ ANCILLARY SERVICES











## 

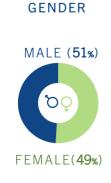
40,264
REGISTERED PATIENTS

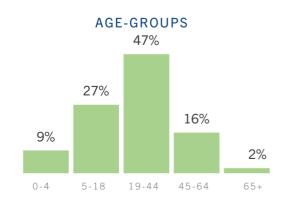
Patients who are registered at the HC

**23,724** (59%) ACTIVE PATIENTS

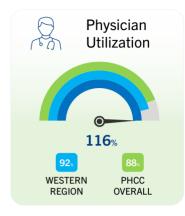
Registered patients who visited at least once in 2024



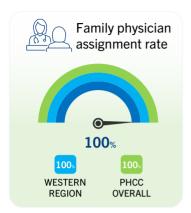


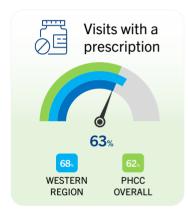


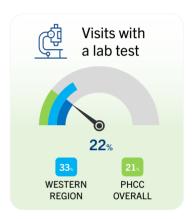




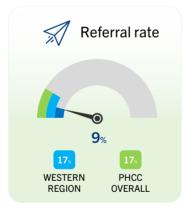


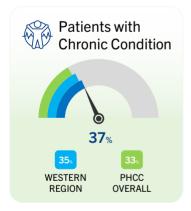








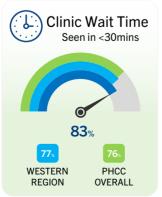












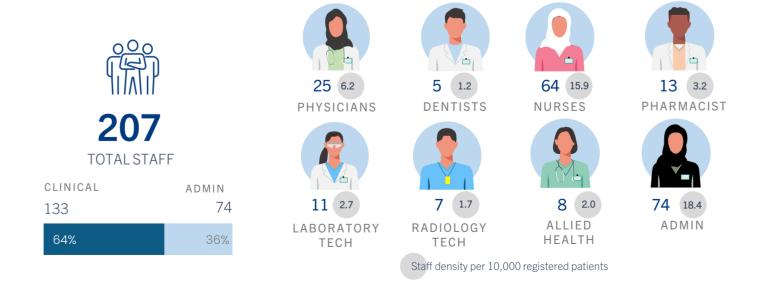




#### CLINIC ROOMS



#### STAFFING











#### ■ VISITS BY CLINICS





#### 2023 | TOTAL VISITS: 132,811

FAMILY MEDICINE 107,092	PREVENTIVE HEALTH 7,253	SPECIALTY CLINICS 0	DENTAL <b>8,176</b>	URGENT CARE  0	1,958	ALLIED HEALTH 5,350	PHYSIOTHERAPY 0	OTHERS <b>2,982</b>		
<b>2022</b>   TOTAL VISITS: 163,155										
FAMILY MEDICINE 101,366	PREVENTIVE HEALTH 29,562	SPECIALTY CLINICS 0	7,568	URGENT CARE  0	HOME HEALTH <b>1,702</b>	ALLIED HEALTH <b>5,983</b>	PHYSIOTHERAPY 0	OTHERS 16,974		
<b>2021</b>   TOTAL VISITS: 177,143										
FAMILY MEDICINE 85,809	PREVENTIVE HEALTH 24,038	SPECIALTY CLINICS  0	DENTAL <b>8,003</b>	URGENT CARE	HOME HEALTH	ALLIED HEALTH 5.801	PHYSIOTHERAPY 0	OTHERS <b>53,175</b>		

#### ■ ANCILLARY SERVICES







#### ■ NURSING SERVICES





## 

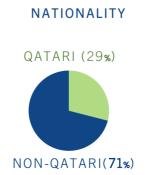
84,097
REGISTERED PATIENTS

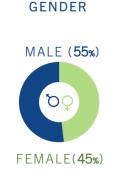
Patients who are registered at the HC

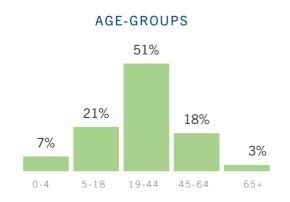
**52,166** (62%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024

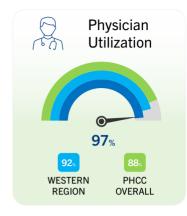


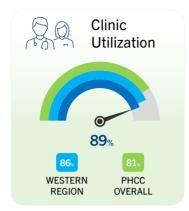


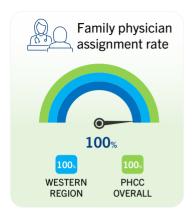




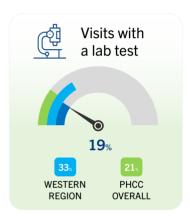
### ABU BAKER AL SIDDIQ HEALTH CENTER





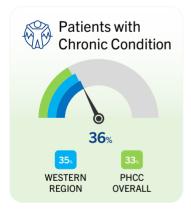




















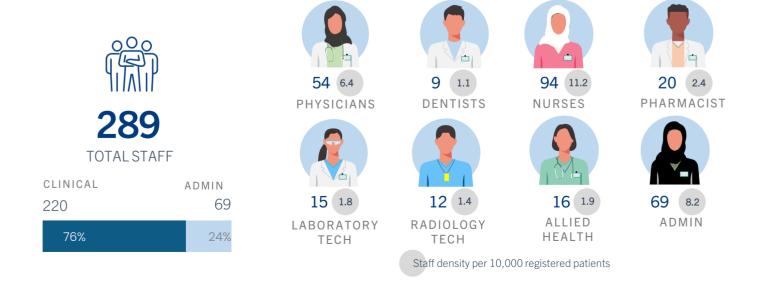




#### CLINIC ROOMS



#### STAFFING











#### ■ VISITS BY CLINICS







#### 2023 | TOTAL VISITS: 256,546

177,774	9,450	O SPECIALTY CLINICS	15,375	26,685	10,536	<b>6,314</b>	<b>6,148</b>	4,263	
2022   TOTAI	L VISITS: 270	,939							
FAMILY MEDICINE 163,901	PREVENTIVE HEALTH 13,977	SPECIALTY CLINICS  0	DENTAL <b>14,612</b>	URGENT CARE <b>23,724</b>	HOME HEALTH <b>10,956</b>	ALLIED HEALTH <b>5,355</b>	PHYSIOTHERAPY <b>3,504</b>	OTHERS <b>34,910</b>	
<b>2021</b>   TOTAL VISITS: 353,190									
FAMILY MEDICINE 156,308	PREVENTIVE HEALTH 48.664	SPECIALTY CLINICS	DENTAL 14.243	URGENT CARE 20.432	HOME HEALTH <b>3.166</b>	ALLIED HEALTH 5.869	PHYSIOTHERAPY <b>3.144</b>	OTHERS 101.364	

#### ■ ANCILLARY SERVICES







#### ■ NURSING SERVICES





## 

4,037
REGISTERED PATIENTS

Patients who are registered at the HC

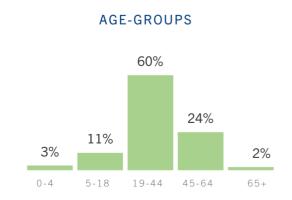
**1,811** (45%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024



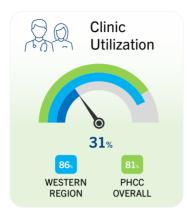


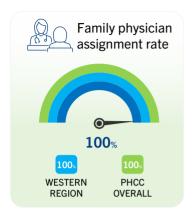
**GENDER** 



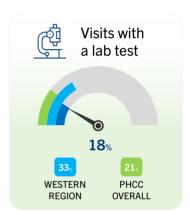






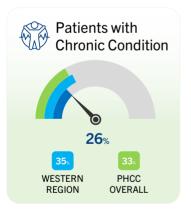






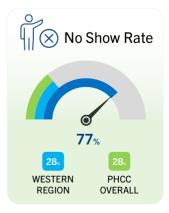














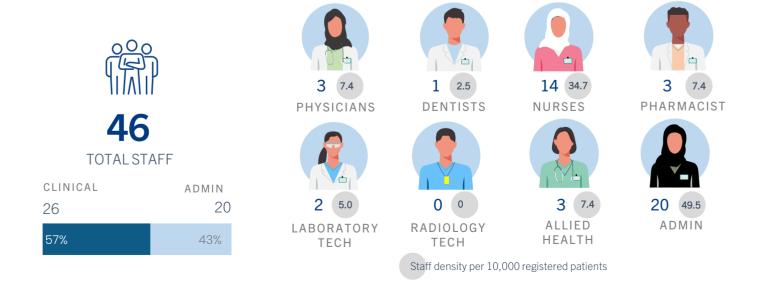




#### CLINIC ROOMS



#### STAFFING











#### ■ VISITS BY CLINICS





FAMILY MEDICINE 7,129	PREVENTIVE HEALTH 185	SPECIALTY CLINICS 0	DENTAL <b>571</b>	URGENT CARE  0	HOME HEALTH	ALLIED HEALTH	PHYSIOTHERAPY 0	OTHERS 0		
<b>2022</b>   TOTAL VISITS: 11,446										
FAMILY MEDICINE 7,690	PREVENTIVE HEALTH <b>754</b>	SPECIALTY CLINICS 0	DENTAL <b>441</b>	URGENT CARE  0	HOME HEALTH	ALLIED HEALTH	PHYSIOTHERAPY 0	OTHERS <b>2,561</b>		
<b>2021</b>   TOTAL VISITS: 20,056										
FAMILY MEDICINE 6,708	PREVENTIVE HEALTH	SPECIALTY CLINICS  0	DENTAL 601	URGENT CARE	HOME HEALTH	ALLIED HEALTH	PHYSIOTHERAPY 0	OTHERS 12,311		

#### ■ ANCILLARY SERVICES







#### ■ NURSING SERVICES





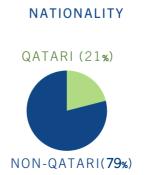
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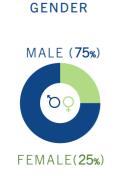
3,727
REGISTERED PATIENTS

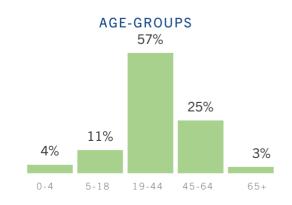
Patients who are registered at the HC

**1,815** (49%) ACTIVE PATIENTS

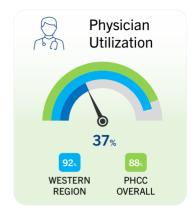
Registered patients who visited at least once in 2024

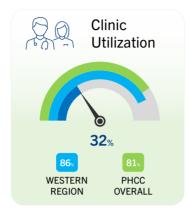


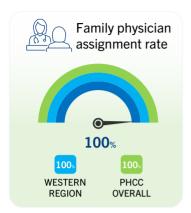


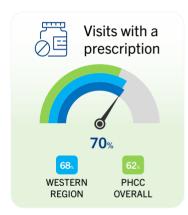


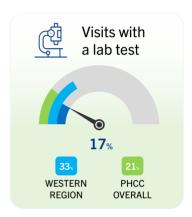






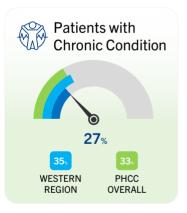


























FOOTPRINT AREA



#### CLINIC ROOMS





**SPECIALTIES** 





**WELL BABY** 



ALLIED HEALTH





2 **RADIOLOGY** 



LAB ANALYZERS

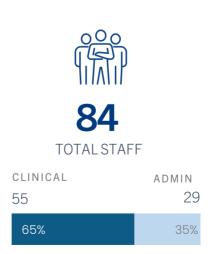


0 WELLNESS



PHYSIOTHERAPY

#### STAFFING



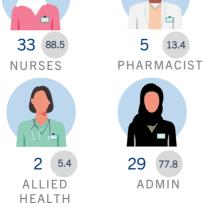




RADIOLOGY

TECH













#### ■ VISITS BY CLINICS



#### 2023 | TOTAL VISITS: 12,211

FAMILY MEDICINE 11,208	PREVENTIVE HEALTH <b>246</b>	SPECIALTY CLINICS 0	719	URGENT CARE  0	HOME HEALTH	ALLIED HEALTH  93	PHYSIOTHERAPY 0	OTHERS 48		
<b>2022</b>   TOTAL VISITS: 14,409										
FAMILY MEDICINE 11,878	PREVENTIVE HEALTH 348	SPECIALTY CLINICS 0	DENTAL 801	URGENT CARE  0	HOME HEALTH	ALLIED HEALTH <b>84</b>	PHYSIOTHERAPY 0	OTHERS <b>1,187</b>		
<b>2021</b>   TOTAL VISITS: 18,254										
FAMILY MEDICINE 10,970	PREVENTIVE HEALTH	SPECIALTY CLINICS  0	DENTAL 914	URGENT CARE	HOME HEALTH	ALLIED HEALTH 210	PHYSIOTHERAPY 0	OTHERS <b>5,185</b>		

#### ■ ANCILLARY SERVICES







### NURSING SERVICES







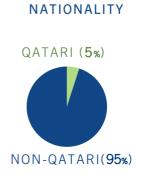
113,960 REGISTERED PATIENTS

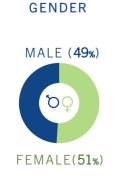
Patients who are registered at the HC

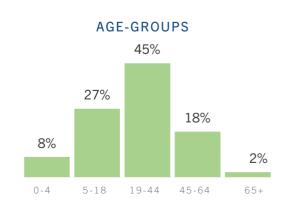
**49,773** (44%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024



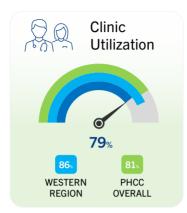


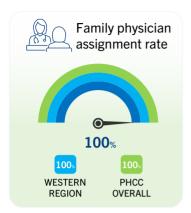




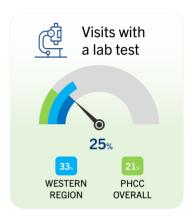






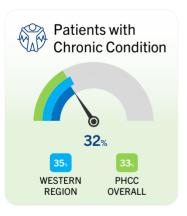






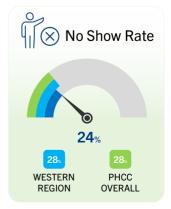




















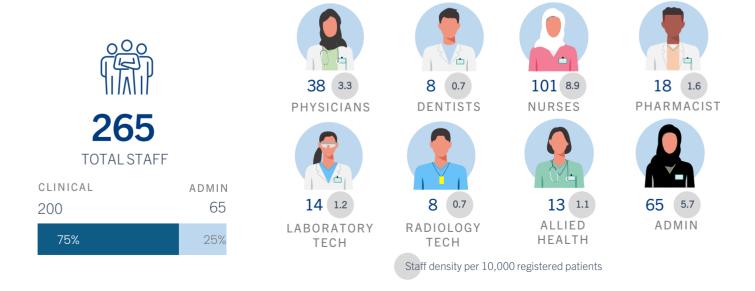


#### CLINIC ROOMS

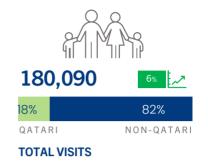




#### STAFFING











#### ■ VISITS BY CLINICS



#### 2023 | TOTAL VISITS: 170,224

FAMILY MEDICINE 115,614	PREVENTIVE HEALTH 14,891	SPECIALTY CLINICS 11,422	11,534	URGENT CARE	10ME HEALTH <b>2,332</b>	ALLIED HEALTH 10,965	PHYSIOTHERAPY -	3,466		
<b>2022</b>   TOTAL VISITS: 218,817										
FAMILY MEDICINE 122,819	PREVENTIVE HEALTH 18,079	SPECIALTY CLINICS 10,836	DENTAL 11,687	URGENT CARE	HOME HEALTH <b>1,557</b>	ALLIED HEALTH 13,677	PHYSIOTHERAPY	OTHERS 40,162		
<b>2021</b>   TOTAL VISITS: 292,079										
FAMILY MEDICINE 114,846	PREVENTIVE HEALTH <b>47,802</b>	SPECIALTY CLINICS 10,230	DENTAL 15,764	URGENT CARE	HOME HEALTH	ALLIED HEALTH	PHYSIOTHERAPY	OTHERS <b>91,772</b>		

#### ■ ANCILLARY SERVICES







#### NURSING SERVICES





## 

40,903

#### **REGISTERED PATIENTS**

Patients who are registered at the HC

**30,664** (75%) ACTIVE PATIENTS

ACTIVE PATIENTS

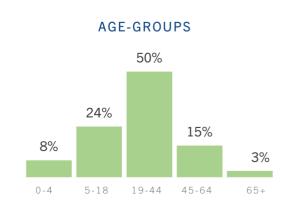
Registered patients who visited at least once in 2024



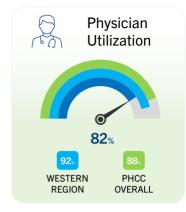


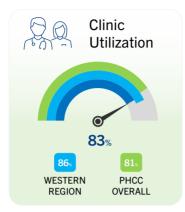


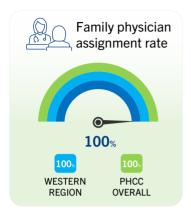
**GENDER** 

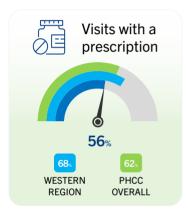


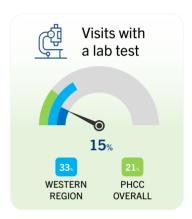




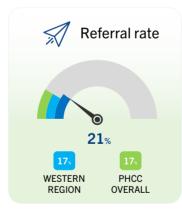


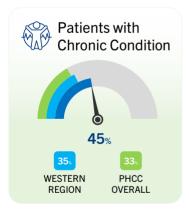




























#### CLINIC ROOMS











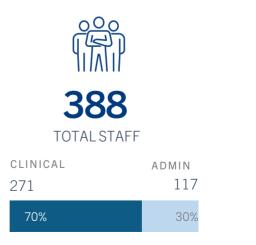
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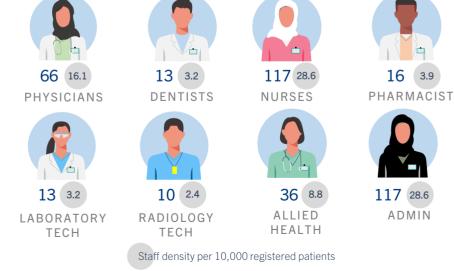
WELLNESS



#### STAFFING

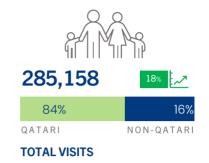
**PHARMACY** 







#### PATIENT VISITS







#### ■ VISITS BY CLINICS



#### 2023 | TOTAL VISITS: 240,850

FAMILY MEDICINE <b>97,660</b>	PREVENTIVE HEALTH <b>22,140</b>	SPECIALTY CLINICS 12,594	DENTAL <b>26,075</b>	URGENT CARE <b>58,797</b>	HOME HEALTH <b>8,045</b>	ALLIED HEALTH 9,333	PHYSIOTHERAPY <b>5,229</b>	OTHERS <b>977</b>	
<b>2022</b>   TOTAL VISITS: 285,615									
FAMILY MEDICINE 127,758	PREVENTIVE HEALTH 48,962	SPECIALTY CLINICS 16,326	DENTAL <b>22,133</b>	URGENT CARE <b>29,593</b>	HOME HEALTH <b>7,497</b>	ALLIED HEALTH 10,827	PHYSIOTHERAPY <b>4,255</b>	OTHERS 18,264	
<b>2021</b>   TOTAL VISITS: 295,675									
FAMILY MEDICINE	PREVENTIVE HEALTH 47.051	SPECIALTY CLINICS 17.028	DENTAL 18.852	URGENT CARE	HOME HEALTH <b>2.749</b>	ALLIED HEALTH	PHYSIOTHERAPY 5.376	OTHERS <b>75.397</b>	

#### ANCILLARY SERVICES







## ■ NURSING SERVICES







#### ■ REGISTERED PATIENTS PROFILE

# 

92,024

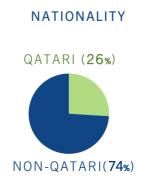
**REGISTERED PATIENTS** 

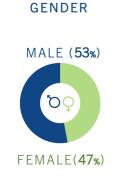
Patients who are registered at the HC

**51,261** (56%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024



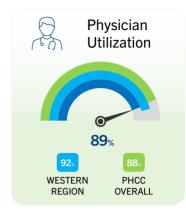


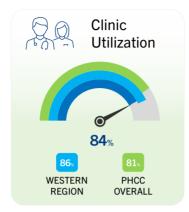


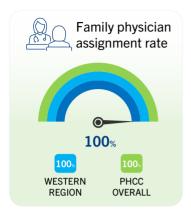


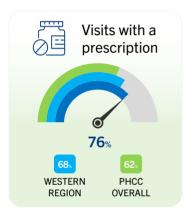


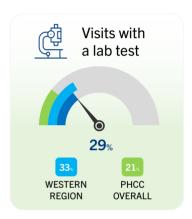
#### ■ UTILIZATION AND ACCESS MEASURES





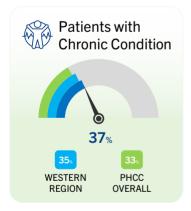






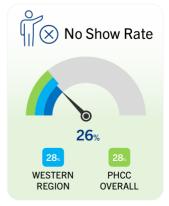


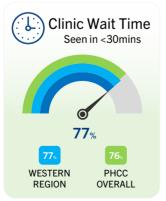














#### **FACILITY**







#### CLINIC ROOMS

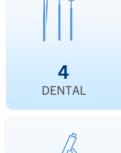




**SPECIALTIES** 

2

**RADIOLOGY** 



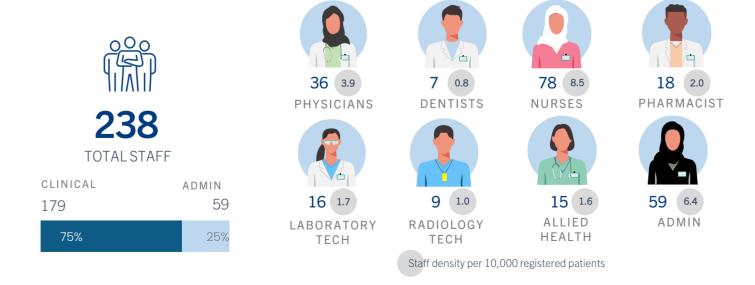
7

LAB ANALYZERS





#### STAFFING





#### PATIENT VISITS







#### ■ VISITS BY CLINICS



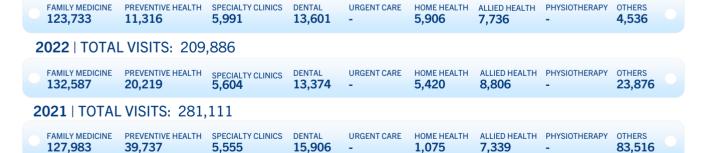




5,985

SPECIALTY CLINICS

#### 2023 | TOTAL VISITS: 172,819



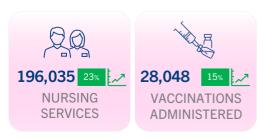
#### ANCILLARY SERVICES







#### ■ NURSING SERVICES





#### ■ REGISTERED PATIENTS PROFILE



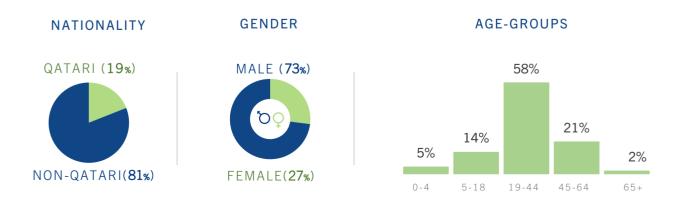
41,940

**REGISTERED PATIENTS** 

Patients who are registered at the HC

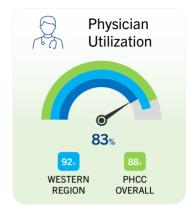
**21,882** (52%) ACTIVE PATIENTS

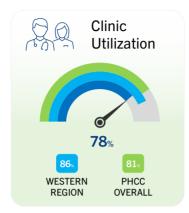
Registered patients who visited at least once in 2024

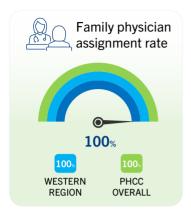




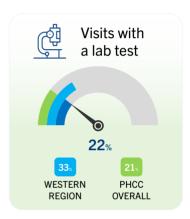
#### ■ UTILIZATION AND ACCESS MEASURES





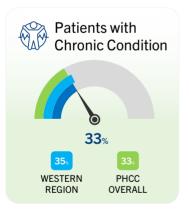






















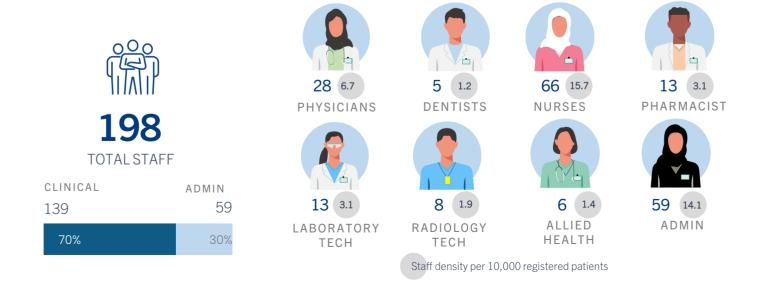
#### **FACILITY**



#### CLINIC ROOMS



#### STAFFING





#### PATIENT VISITS







#### ■ VISITS BY CLINICS







#### 2023 | TOTAL VISITS: 122,558

FAMILY MEDICINE 93,084	PREVENTIVE HEALTH 3,507	SPECIALTY CLINICS	DENTAL <b>6,808</b>	URGENT CARE <b>13,331</b>	HOME HEALTH	ALLIED HEALTH <b>2,994</b>	PHYSIOTHERAPY	OTHERS 1,877	
<b>2022</b>   TOTAL VISITS: 165,409									
FAMILY MEDICINE 99,335	PREVENTIVE HEALTH <b>25,356</b>	SPECIALTY CLINICS	DENTAL <b>5,851</b>	URGENT CARE <b>13,764</b>	HOME HEALTH	ALLIED HEALTH 3,176	PHYSIOTHERAPY	OTHERS 17,005	
<b>2021</b>   TOTAL VISITS: 185,883									
FAMILY MEDICINE 87,709	PREVENTIVE HEALTH 21,381	SPECIALTY CLINICS	DENTAL <b>6,270</b>	URGENT CARE <b>12,001</b>	HOME HEALTH	ALLIED HEALTH 2,558	PHYSIOTHERAPY	OTHERS <b>55,618</b>	

#### ANCILLARY SERVICES







#### ■ NURSING SERVICES





#### ■ REGISTERED PATIENTS PROFILE

# 

16,946

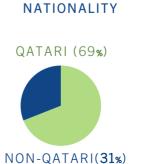
**REGISTERED PATIENTS** 

Patients who are registered at the HC

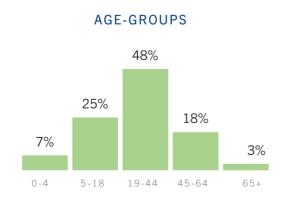
**13,957** (82%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024



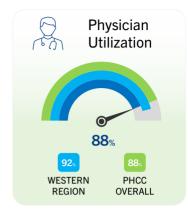


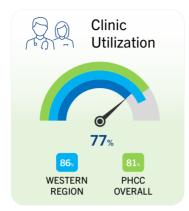


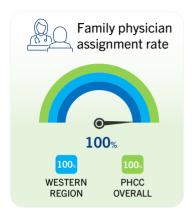




#### ■ UTILIZATION AND ACCESS MEASURES





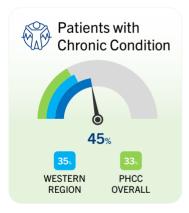






















#### **FACILITY**



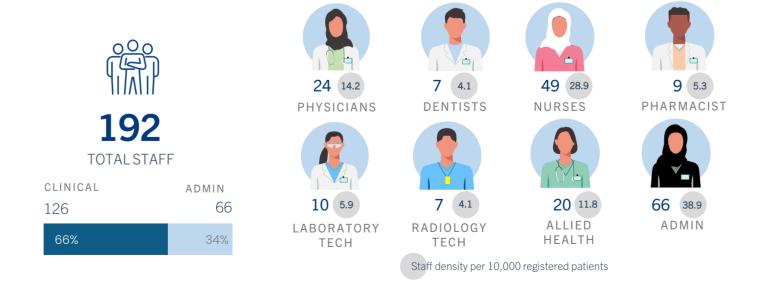




#### CLINIC ROOMS

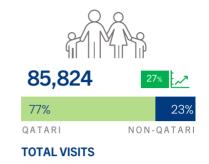


#### STAFFING

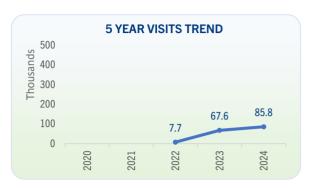




#### PATIENT VISITS



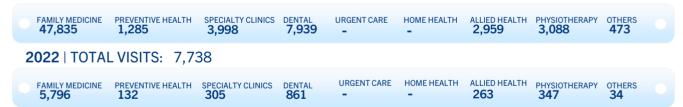




#### ■ VISITS BY CLINICS



#### 2023 | TOTAL VISITS: 67,577



#### ANCILLARY SERVICES







#### ■ NURSING SERVICES





#### ■ REGISTERED PATIENTS PROFILE

# 

**79,787**REGISTERED PATIENTS

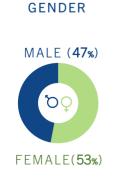
Patients who are registered at the HC

**39,261** (49%) ACTIVE PATIENTS

Registered patients who visited at least once in 2024



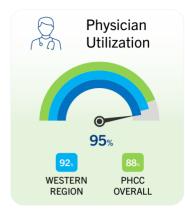


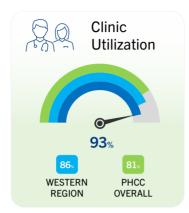


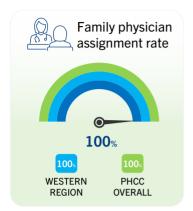




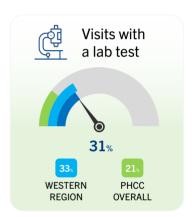
#### ■ UTILIZATION AND ACCESS MEASURES





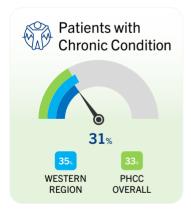






















#### **FACILITY**





FOOTPRINT AREA



#### CLINIC ROOMS





**SPECIALTIES** 





DENTAL



6 LAB ANALYZERS



**WELL BABY** 



0 WELLNESS

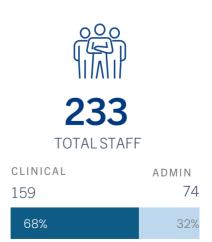


ALLIED HEALTH



PHYSIOTHERAPY

#### STAFFING







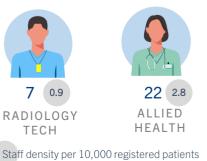
















#### PATIENT VISITS







#### ■ VISITS BY CLINICS





#### 2023 | TOTAL VISITS: 126,342



#### ANCILLARY SERVICES



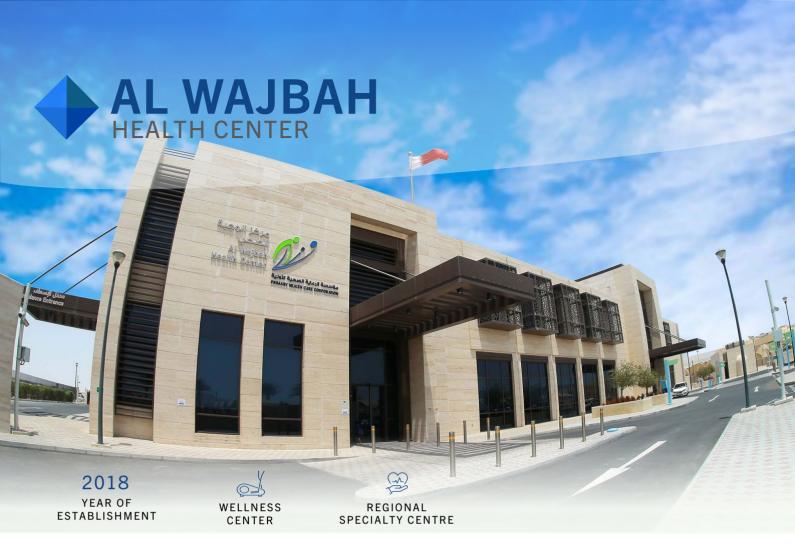




#### NURSING SERVICES



-0.3%



#### ■ REGISTERED PATIENTS PROFILE

# 

74,882

**REGISTERED PATIENTS** 

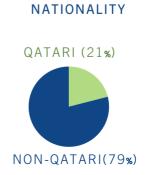
Patients who are registered at the HC

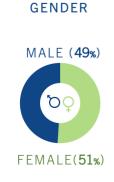
**47,484** (63%)

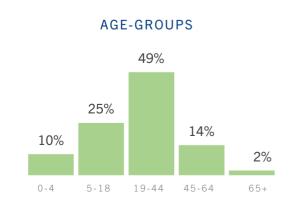
**ACTIVE PATIENTS** 

Registered patients who visited at least once in 2024



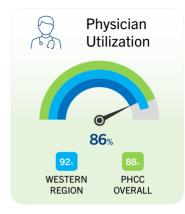


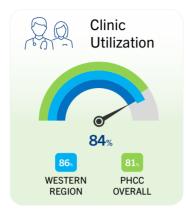


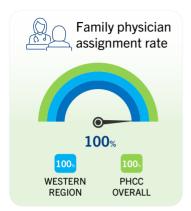




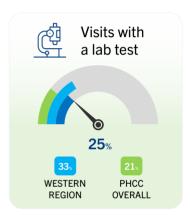
#### ■ UTILIZATION AND ACCESS MEASURES





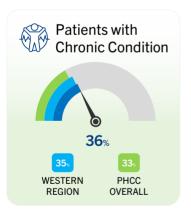






















#### **FACILITY**









PARKING SLOTS

#### CLINIC ROOMS





**SPECIALTIES** 



10 DENTAL



**WELL BABY** 



ALLIED HEALTH





**RADIOLOGY** 



LAB ANALYZERS



9 WELLNESS



PHYSIOTHERAPY

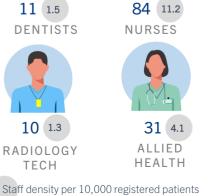
#### STAFFING















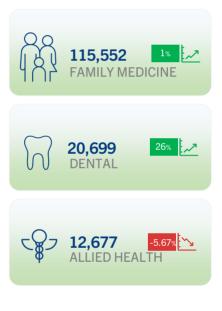
#### PATIENT VISITS







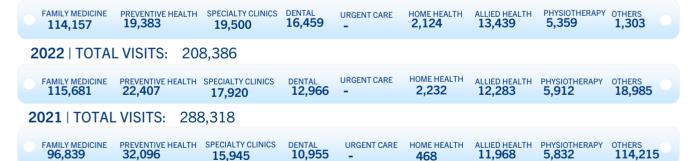
#### ■ VISITS BY CLINICS







2023 | TOTAL VISITS: 191,724



#### ANCILLARY SERVICES





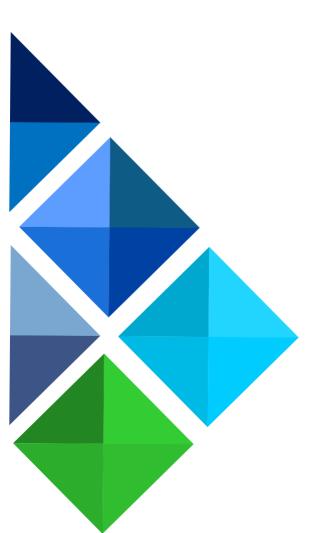


### NURSING SERVICES





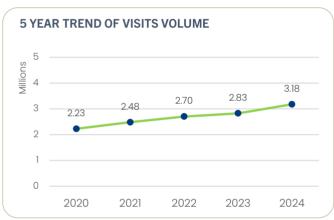
# Summary by PHCC Services





## **FAMILY MEDICINE CLINICS**





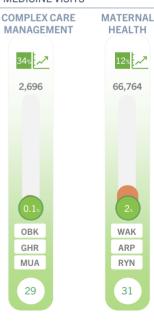


#### **FAMILY MEDICINE SUB CLINICS**

 $133,\!277\,$  - 4% OF TOTAL FAMILY MEDICINE VISITS









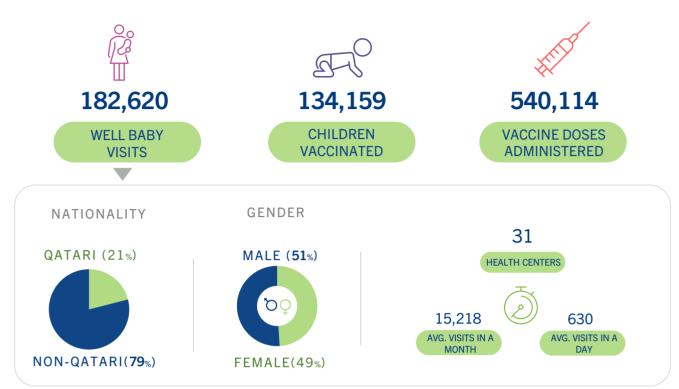




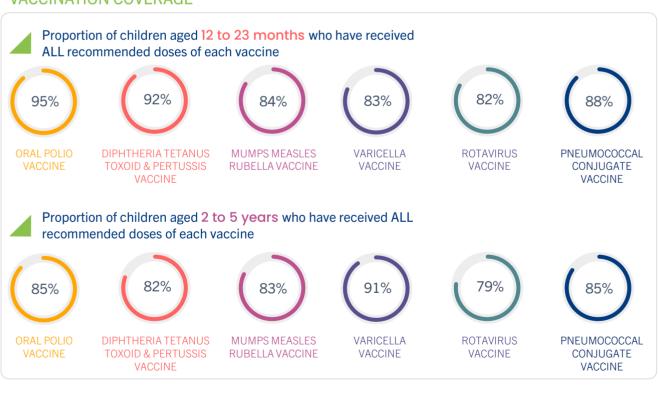








#### **VACCINATION COVERAGE**



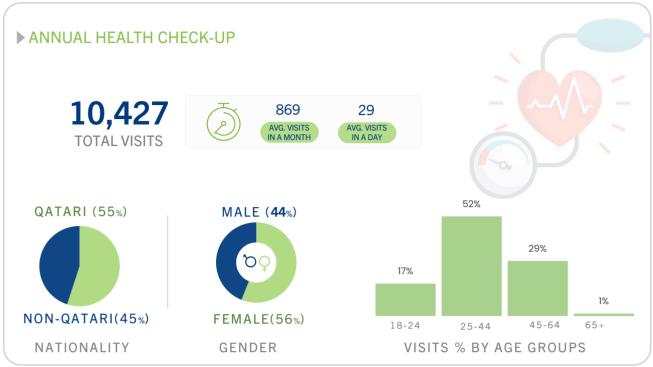


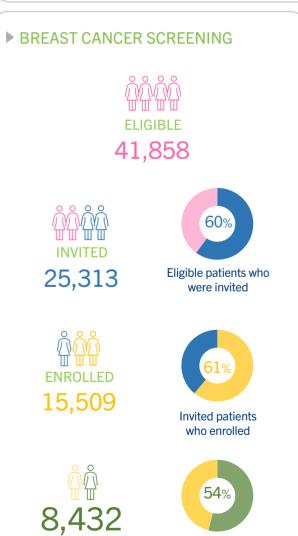






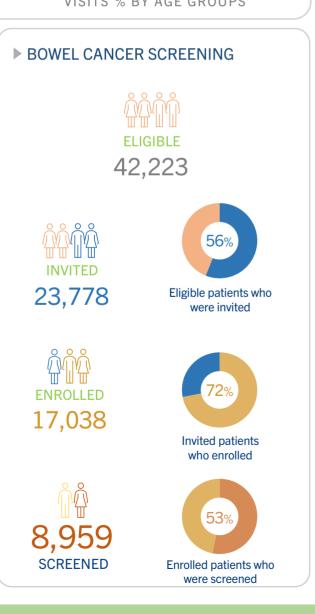
# SCREENING SERVICES PREVENTIVE HEALTH





Enrolled patients who

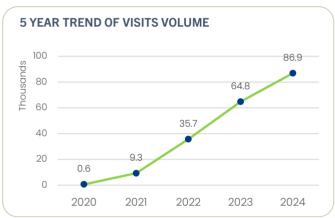
were screened



**SCREENED** 













**HEALTH COACH** 

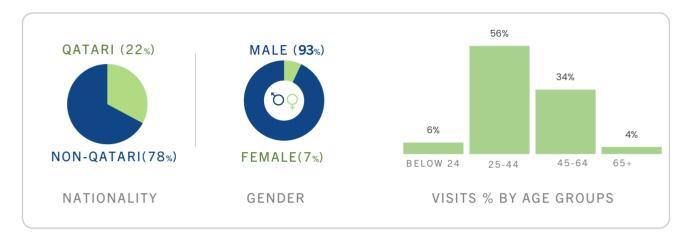




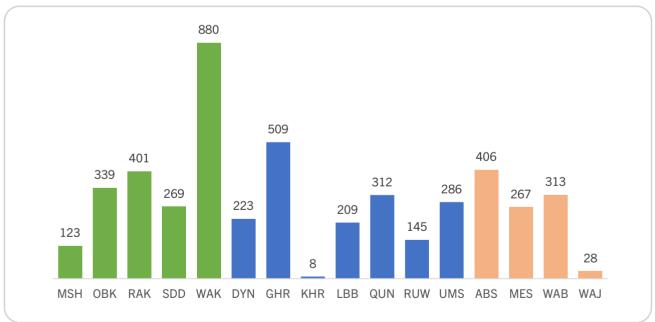








#### VISITS BY HEALTH CENTER

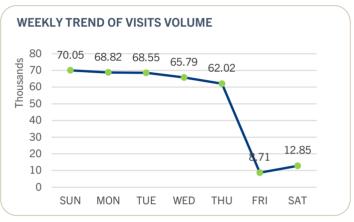


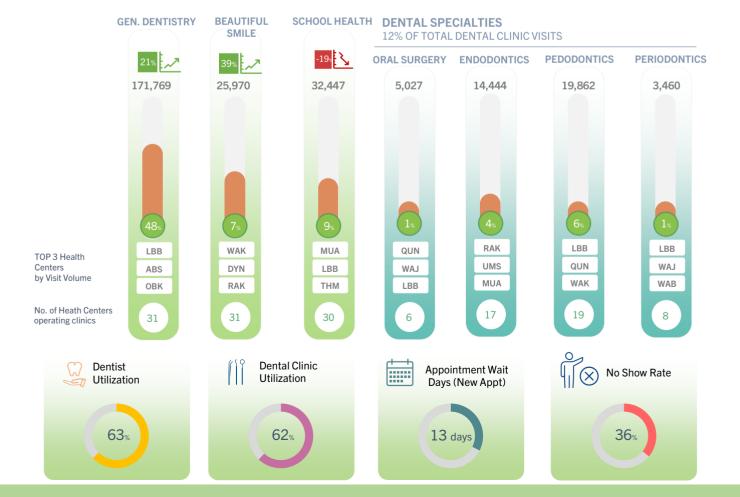


# **DENTAL CLINICS**





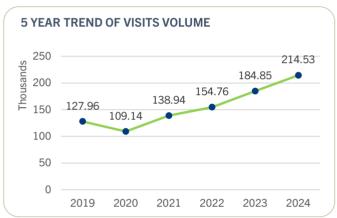




# 

## **SPECIALTY CLINICS**











## **NURSING SERVICES**



#### TOTAL NURSING SERVICES

**5,407,407** 



**DAILY AVE.** 14,815

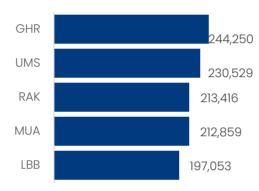
**MONTHLY AVE.** 450,617

3,674,351 (68%)

#### VITAL SIGNS ASSESSMENTS



#### TOP 5 HCS, VITALS ASSESSMENT



1,733,056 (32%)



#### OTHER NURSING SERVICES









#### POINT OF CARE TESTING

(FBS, RBS, Urine dipstick, other POC tests)



348,376

#### NURSING PROCEDURES

(Wound management, nebulization, elastic wrap, etc.)



57,910

**OPTOMETRY** 



MEDICATION ADMIN



SPECIALIZED ASSESSMENTS (ECG, oximetry, foot exam, etc.)



95,325





344,354

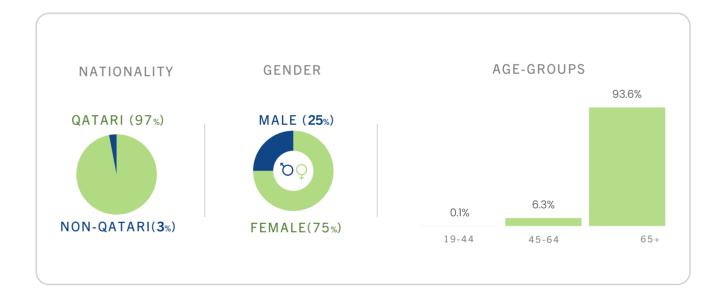


## **HOME HEALTH CARE SERVICES**

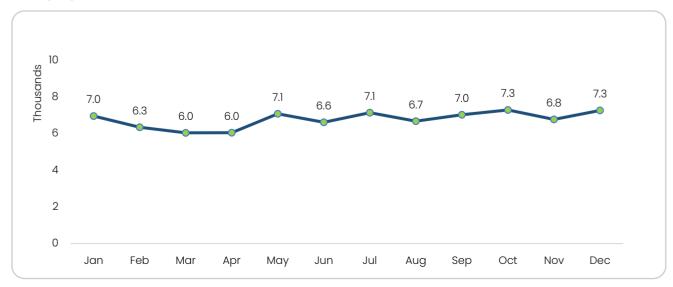








#### **VISITS TREND**

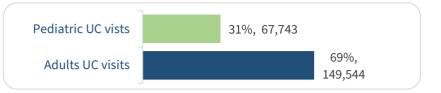


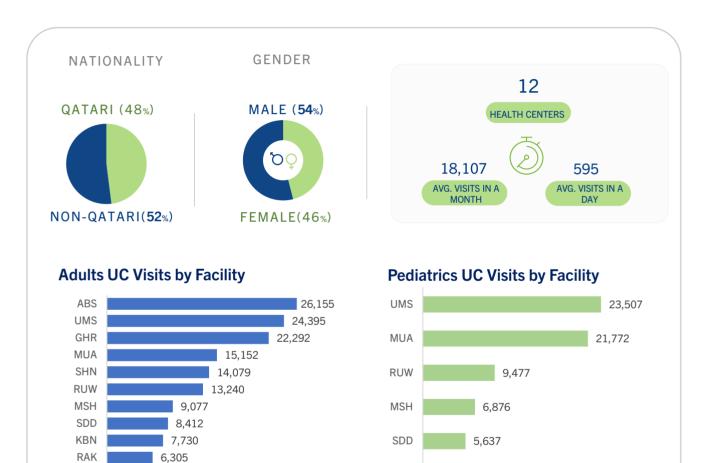


## **URGENT CARE SERVICES**



**217,287** 





LBB

456

#### TOP 5 DIAGNOSIS/ REASON FOR URGENT CARE VISITS

Adults
Acute upper respiratory infection
Gastroenteritis and colitis
Back pain
Abdominal pain
Chest pain

Pediatrics	
Acute upper respiratory infection	
Gastroenteritis and colitis	
Pharyngitis	
Acute tonsillitis	
Otitis media	

KAR 1,794

LBB 1,014



## **SCHOOL HEALTH SERVICES**

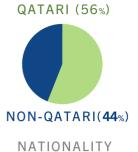


STUDENTS SERVED

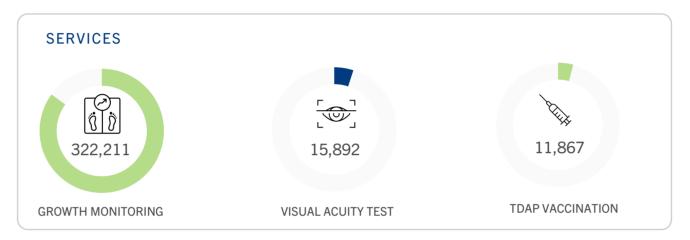


110,366 380,159

TOTAL VISITS









#### TOP 5 REASONS FOR VISIT

- Pain
- Sore throat
- Fever
- **Fatigue**
- Trauma



#### TOP 5 REASONS FOR **TRANSFERS**

- · Acute complaints, transferred for further care
- · Abnormal growth monitoring following screening.
- · Abnormal visual acuity test following screening.
- Suspected communicable disease.
- Abnormal dental assessment or complaint.







784,166

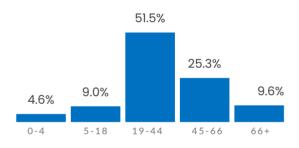
TOTAL REFERRALS



EXTERNAL

183,117

REFERRED TO HMC SPECIALTY CLINICS OR SIDRA HOSPITAL

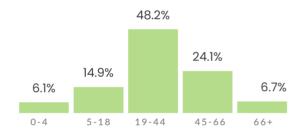


REFERRALS BY AGE GROUPS

#### INTERNAL

601,049

REFERRED TO PHCC SPECIALTY CLINICS OR ALLIED HEALTH CLINICS



REFERRALS BY AGE GROUPS

#### **TOP 10 EXTERNAL REFERRALS**

Orthopedics	19,040	10%
Obstetrics	14,174	8%
Gynecology	10,030	5%
Neurology	6,749	4%
General Surgery	6,499	4%
Urology	6,059	3%
Cardiology Medicine	5,696	3%
ENT	5,350	3%
Endocrinology & Diabetes	4,762	3%
Dentistry Prosthodontics	4,663	3%
Other services	100,095	55%

#### **TOP 10 INTERNAL REFERRALS**

Ophthalmology	82,743	14%
ENT	52,782	9%
Dentistry	49,190	8%
Dermatology	48,674	8%
Antenatal Clinic	30,197	5%
Family Medicine	29,972	5%
NCD Clinic	19,421	3%
Pediatrics	16,452	3%
Pediatrics Well Baby Clinic	8,003	1%
Psychiatry	1,433	0.2%
Other services	262,182	44%

## **→** VIRTUAL CARE

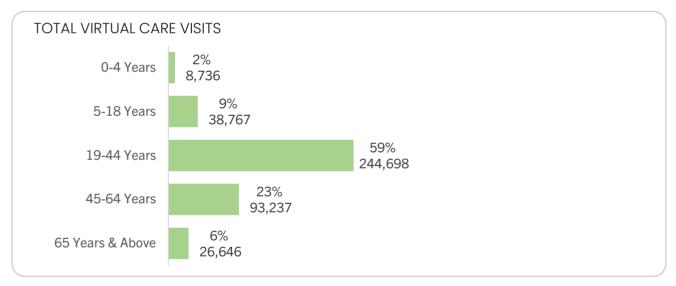


412,084
VIRTUAL CARE VISITS/
TELE-CONSULTATIONS

8%
OF TOTAL VISITS



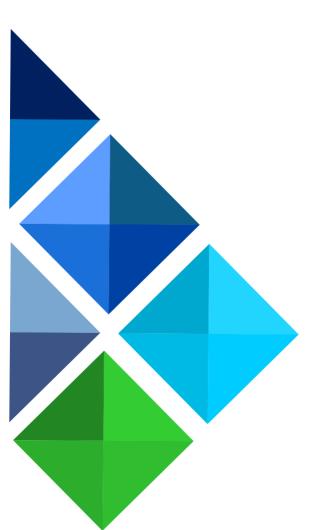




#### TOTAL TELEPHONIC VISITS & % OF TELEPHONIC VISITS



# Ancillary & Allied Health Services



# PHARMACY



**TOTAL PHARMACY VISITS** 

▶ 3,209,415

7%

DAILY AVG. 8,793 MONTHLY AVG. 267,451



NO. OF MEDICATIONS DISPENSED

▶ 8,577,272

8%

DAILY AVG. 23,499

MONTHLY AVG. 714,773

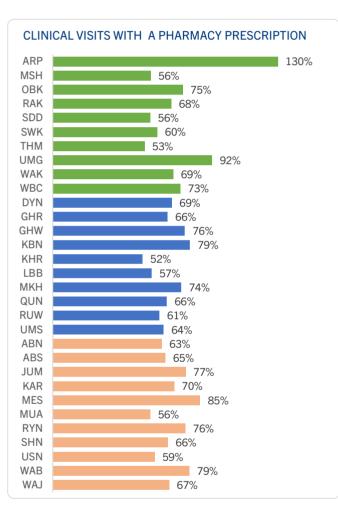


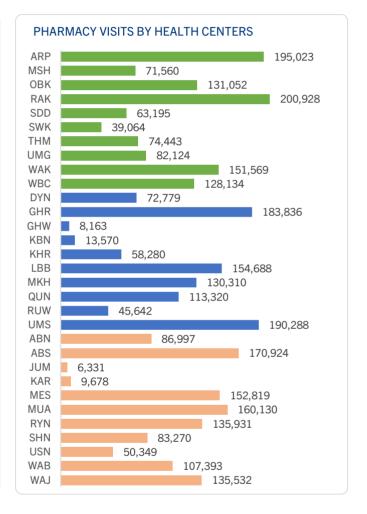
NO. PATIENTS RECEIVED MEDS

▶ 872,784

13%

DAILY AVG. 2.391 MONTHLY AVG. 72,732

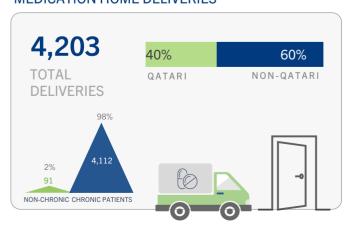




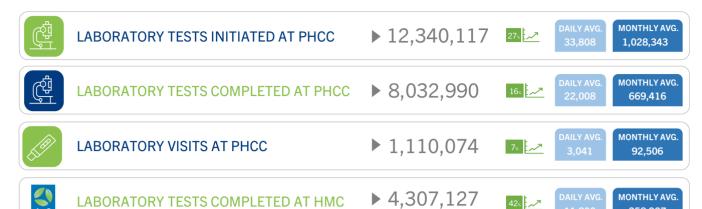
## **TOP 10 MEDICATIONS DISPENSED**

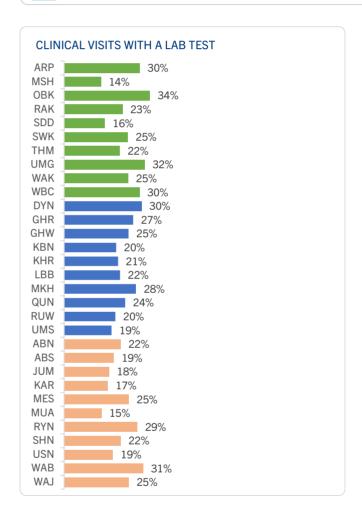
Paracetamol
Cholecalciferol
Ibuprofen
Amoxicillin/clavulanate
Xylometazoline
Diclofenac topical
Levocetirizine
Levothyroxine
Metformin
Ocular lubricant

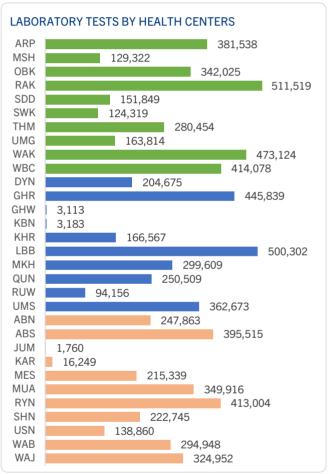
## MEDICATION HOME DELIVERIES



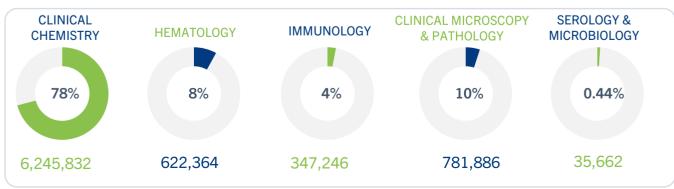








### BREAK UP OF TESTS BY PHCC LAB MENU



358.927



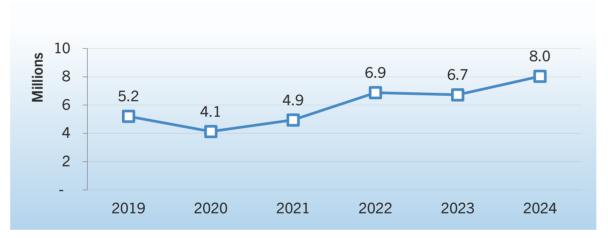


## LABORATORY TESTS INITIATED AT PHCC





## LABORATORY TESTS COMPLETED AT PHCC





## LABORATORY TESTS COMPLETED AT HMC







TOTAL RADIOLOGY INVESTIGATIONS

275,307

18%

DAILY AVE. 754

MONTHLY AVE. 22,942



TOTAL X RAY INVESTIGATIONS

**164,657** 

23%

DAILY AVE. 451 MONTHLY AVE. 13,721



TOTAL ULTRASOUND SCANS

78,092

11%

DAILY AVE. 214 MONTHLY AVE. 6,508



**TOTAL PANORAMIC X-RAYS** 

32,558

11%

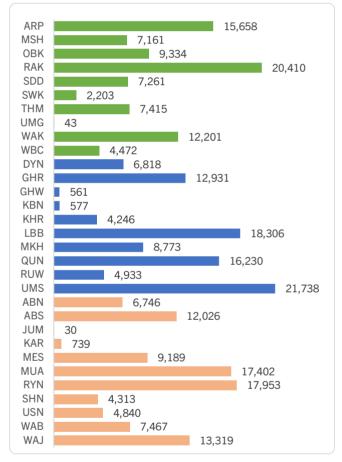
DAILY AVE.

MONTHLY AVE. 2.713

#### CLINICAL VISIT WITH A RADIOLOGY INVESTIGATION

#### ARP **MSH** 6% OBK 5% **RAK** SDD 6% **SWK** 3% THM 5% UMG WAK 6% **WBC** 3% DYN **GHR** 5% GHW 5% **KBN** KHR 4% LBB 7% MKH 5% QUN 9% RUW 7% **UMS** ABN 5% ABS 5% JUM 0.4% **KAR** 5% MFS 5% MUA 6% RYN 10% SHN 3% USN 6% WAB WAJ 7%

## RADIOLOGY VISIT VOLUMES BY HEALTH CENTERS

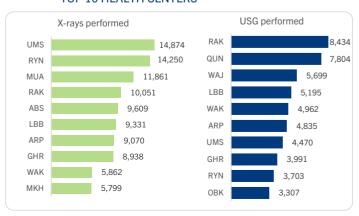


#### **TOP 10 RADIOLOGY INVESTIGATIONS**



XR Orthopantomogram full
XR Chest
US Pelvis
US Obstetric nuchal dating scan
US Abdomen
XR Chest Medical Commission
US Obstetric fetal anatomy scan
US Obstetric 2nd trimester
XR Foot Rt
US Obstetric fetal growth

## TOP 10 HEALTH CENTERS





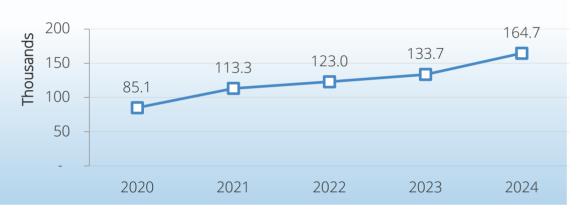


## **TOTAL RADIOLOGY INVESTIGATIONS**





## **TOTAL X RAY INVESTIGATIONS**



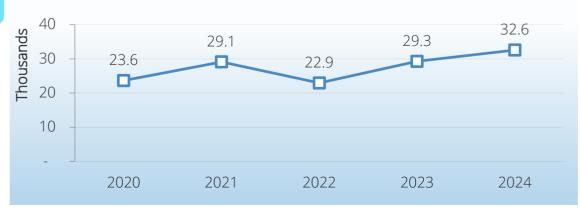


## **TOTAL ULTRASOUND SCANS**





## **TOTAL PANORAMIC X-RAYS**





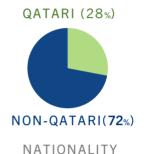
## **ALLIED HEALTH SERVICES**

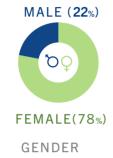
328,409

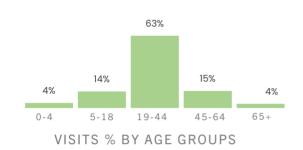
**TOTAL VISITS** 







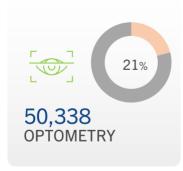






















## DEFINITIONS OF MEASURES USED IN ASR 2023



# Physician Utilization

Percentage of utilized physician clinic time over total available physician clinic time



## Clinic Utilization

Percentage of Clinic capacity slots utilized over Total available clinic slots (Only for Physician clinics)



Family physician assignment rate

Percentage of registered patients assigned to a family physician



# Visits with a prescription

Percentage of pharmacy prescriptions over total patient visits



# Visits with a lab test

Percentage of laboratory tests performed over total patient visits



## Virtual Visits

Percentage of virtual visits or teleconsultations over total patient visits



## Referral rate

Percentage of referrals over total physician visits



# Patients with Chronic Condition

Percentage of registered patients with at least one chronic disease diagnosis recorded.



# Appointment Waiting Days

Average of days between appointment requested date and the appointment date (if requested date is invalid, then booked date is used)



# Walk-in visit rate

Percentage of walkin visits over total visits



## No Show Rate

Percentage of no shows over total scheduled appointments (excluding walk-in)



### Clinic Wait Time Seen in <30mins

Average of the difference between CHECK IN TIME and SEEN TIME recorded against a patient visit





## **ASR 2024**

Published by the Business and Health Intelligence Department within the Strategy Planning and Health Intelligence Directorate, the Annual Statistical Report (ASR) 2024 offers a nuanced exploration of PHCC's performance from three dimensions: Patient and Patient Services, Resources and Infrastructure.

## Visit PHCC's KMP

The Knowledge Management Portal (KMP) is available to all PHCC staff via the intranet. It's your go-to source for reports, dashboards, and data insights. You can also send queries or request data directly from the Business and Health Intelligence team. Check out KMP for the latest reports, Annual Statistical Reports through 2019 onwards and explore useful information anytime.