

Delivering
world-class
healthcare

الإتجاه
ETIHAD
AIRWAYS
MEDICAL CENTRE





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Our vision and mission



Our Vision

To be leaders in Airline Medical Services.



Our Mission

Committed delivering comprehensive Healthcare to ensure employee wellbeing, We provide customer-focused care using Internationally recognized standards and best practices.





Our Director's message

Established in 2004, Etihad Airways Medical Centre (EAMC) has continuously strived to provide exceptional healthcare services dedicated to the wellbeing of Etihad Airways staff, their families, and our guests. Through our collective efforts, we strive to create a safer, healthier, and more fulfilling experience for everyone who embarks on a journey with us. Our unwavering commitment to excellence have allowed us to expand our offerings, ensuring comprehensive and specialised medical care that caters to the diverse needs of our aviation community.

We are proud to offer a wide range of services, including occupational and aviation medicine, general healthcare, ENT clinic, laboratory and radiology services, dietetics, vaccination programs, mental health support, and in-flight nurse escort services.

Our focus on quality and safety is a testament to our commitment to excellence, which has earned us accreditation from the Joint Commission of International Accreditation (JCIA). Certification from ISO and the General Civil Aviation Authority (GCAA), while ensuring compliance with Department of Health (DOH) regulations. These achievements underscore our dedication to safety, quality, and continuous improvement.

We look forward to continuing to serve with the highest standards and are committed to innovating in providing world-class healthcare services as we grow and soar higher.

Dr. Muntaser Husein
Consultant Aerospace Medicine
Director Health & Wellbeing Department

Quality Assurance

At Etihad Airways Medical Center, our Quality team is dedicated to ensuring that we provide the highest standards of care to our patients. The department collaborates with stakeholders across various sectors and departments to support quality programs, enhance patient safety, and attain international accreditation, all aimed at achieving optimal clinical outcomes and improving the experience of our aviation community and their families.

Our Achievements

1. Joint Commission International Accreditation (JCIA) with exceptional result.
2. We are the first Aeromedical Center approved by UAE GCAA.
3. ISO 10002 Customer satisfaction and complaint certification.
4. ADHICS Compliance Certification

Key Functions

Accreditation and Compliance: We ensure that our facility meets all regulatory requirements and maintains accreditation from recognized healthcare organizations like GCAA and JCIA.

Patient Safety Initiatives: We implement programs and protocols aimed at reducing medical errors and ensuring the safety of all patients.

Quality Improvement Programs: Our team regularly reviews and analyzes patient care processes to identify areas for improvement. We utilize evidence-based practices to enhance outcomes.

Patient Feedback and Engagement: We value patient input and encourage feedback to help us improve our services. We conduct patient satisfaction surveys and use the data to enhance our care.

Staff Training and Education: Ongoing training for our healthcare professionals is crucial. We provide regular education sessions on best practices and quality improvement strategies.



Occupational *medicine*

Occupational Health Assessment

Etihad Airways Medical Center provide Etihad staff and other aviation sectors with a wide scope of occupational health services mainly;

- Surveillance of work environment and risk assessment
- Pre-employment medical examination
- Fuel tank entry or Confined space medical assessment
- Ionizing radiation medical assessment
- Medical surveillance for high risk working environment
- Occupational health assessment for fitness for work
- Return to work (RTW) assessment after an injury or major illness
- Occupational injury assessment
- Advice on hazard prevention and control measures
- Health education and health promotion, and promotion of work ability
- Diagnosis of occupational diseases
- Workplace ergonomic assessment





Aviation medicine

Medical Certification

This is a specialized field of preventative and occupational medicine which serves Pilots and Cabin Crew, ensuring their health and wellbeing in order to guarantee flight safety. A number of doctors at the Etihad Airways Medical Centre (EAMC) are licensed aeromedical examiners (AME). They are designated by, and act on behalf of, the General Civil Aviation Authority (GCAA) to perform all licensing medical evaluations for Cabin Crew and Flight Deck Crew. AMEs are also appointed by the GCAA to preside over aeromedical evaluation boards and as medical review officers (MRO) to review the results of drug and alcohol tests. Services include pre-employment medicals, periodic health checks, and long-term sickness management.

EAMC also caters to other aviation personnel for evaluating medical fitness and issuing GCAA, CASA, and FAA medical certificates.

- Class 1 medical assessment (airline, commercial, and helicopter pilots),
- Class 2 medical assessment (private pilots, and student pilots),
- Class 3 medical assessment (air traffic controllers),
- Cabin Crew class, and LSA medical assessment (light sport aircraft)

Duty Travel Clinic

The Duty Travel Clinic is dedicated to Etihad Airways staff and our external clients travelling for duty purposes and they support the business by performing travel risk assessments to ensure employees remain safe and healthy during their journey.

Aviation medicine

Medical Clearance and Fitness to Fly for Guest

For guests that may be flying with a medical condition, a disability or simply require a little bit of extra medical assistance, the EAMC team are there to help. Their priority is that our guests fly safely and so EAMC is accountable for assessing and approving whether guests are medically fit to fly. They also ensure passengers receive all necessary advice and support during their travel.

The Colour Assessment and Diagnosis (CAD) Test

As a requirement by the GCAA, EAMC offers the CAD test to individuals who do not pass the Ishihara colour vision screening exam.

The Colour Assessment and Diagnosis (CAD) test is a complex and comprehensive technique for assessing colour vision. It is intended to identify and measure deficits in colour vision, including both acquired and congenital types of colour blindness. One of the most accurate tests for identifying colour vision impairments is the CAD test, which uses cutting-edge technology to separate and quantify the many components of colour vision. For those in occupations like piloting, air traffic controlling and electrical work, where precise colour perception is critical, the CAD test is necessary. It helps guarantee that people can accurately differentiate colours, which is essential for both job performance and safety.

Human Intervention Motivational Study (HIMS)

EAMC has HIMS AME who can provide management and monitoring for psychoactive substance-related problems or other mental health conditions when required by the FAA and GCAA for medical certification purposes. HIMS is specifically designed for commercial pilots to coordinate the detection, treatment, and return to the cockpit of impaired aircrew.





Psychiatry services

The psychiatry Unit offers diagnostic and therapeutic services for the mental health needs of our aviation community and core staff. Our team ensure that our patients are attended to with personalized care in a safe and comfortable environment, helping them feel better sooner.

With our leading psychiatrist, our community are closely followed every step in their road to recovery, making every effort to see that their mental health progresses and improves.

Our consultant psychiatrist is an approved GCAA Psychiatrist qualified to evaluate, and assist aircrew in safely returning to flying duties while taking into account the stressors associated with the aviation working environment.

Clinical psychology services

Psychological Assessments

- Comprehensive evaluations for mental health conditions
- Pre-employment psychological assessments
- Fitness-for-duty evaluations

Individual Therapy

- Evidence-based treatments for anxiety, depression, stress, and trauma
- Cognitive Behavioral Therapy (CBT), mindfulness, and other therapeutic modalities

Mental Health Webinars

- Educational sessions on topics such as stress management, emotional intelligence, and workplace wellbeing
- Interactive discussions to foster mental health awareness

Consultation Services for Management

- Guidance on creating a mentally healthy workplace
- Strategies for addressing employee mental health concerns

Training and Development

- Workshops for managers on recognizing and addressing mental health issues
- Programs to enhance workplace wellbeing and productivity

Customized Mental Health Programs

- Tailored solutions to meet the specific needs of the organization
- Long-term mental health strategy development





In-Flight nurse

Etihad In-Flight nurse escort services consists of medically qualified registered nurses who provide comprehensive medical care to Etihad Airways guests with special medical needs while travelling on commercial flights.

Our in-flight nurses are qualified and trained in intensive care management (ICU) specifically for the cabin environment and its distinct medical and safety requirements.

These guests may be able to walk with assistance or move from a wheelchair to a seat with help, but may require health monitoring and medical intervention during their journey. Services such as continuous oxygen administration, oral medication, intravenous fluids, and other forms of enteral feeding are available on board.

Etihad In-Flight Nurses also cater to guests who need to be transported by stretcher and must lie down throughout the flight under medical supervision. On the day of travel, our nurse will meet guests at the airport and assist with all boarding procedures. Throughout the flight, the nurse will be available to provide medical assistance until the guest reaches their final destination.

General medicine

Primary healthcare, more commonly known as 'general medicine', refers to a broad range of health services provided by medical professionals such as Family Medicine Specialist/Consultant or General Practitioner (GP). They are often the first point of contact that a patient may have, with the health care system, when they are experiencing a health problem.

Their role is to provide patients with comprehensive care such as the diagnosis and treatment of health issues, and to provide support in managing long- term conditions with personalised treatment plans.

At EAMC, our physicians seek to develop close relationships with their patients to ensure a consistent in-depth understanding of the individual's health requirements and goals.

Our Department of General Medicine can assist with:

- Management of acute illness; such as common cold, sinus infection, ear infection, tonsillitis, headache, diarrhea, urinary tract infection, skin conditions and common musculoskeletal problems
- Management of chronic diseases; such as high blood pressure, high cholesterol, diabetes, asthma and thyroid gland problems
- Prevention screening and counselling (general check-ups)
- Management of some communicable diseases





General medicine

- Vaccinations
- Family planning counselling
- Women's health ; such as menstrual (period) problems and vaginal infections
- Emergency care for non-urgent acute cases
- Travel health services
- Mental health service; such as managing stress, depression and anxiety
- Wound and burn care

These services are delivered by our experienced physicians who are focused on:

- Providing high standards and best practices in diagnosing and treating medical conditions
- Partnering with well-established network providers, locally and internationally, to deliver extensive tertiary and specialised care
- Promoting health awareness through dedicated women's and men's health care services, and general health screenings
- Delivering comprehensive health planning to ensure continuity of care

Ear nose throat

ENT Clinic

EAMC offers Ear, Nose and Throat (ENT) outpatient services for employees. With ENT health issues and diseases being a common occurrence among frequent travellers, this is a service which we know adds value to those in the aviation/travel industry.

The clinic evaluates and manages, on a daily basis, a range of complaints such as ear pain and infections which commonly include hearing loss, tinnitus and dizziness to more common issues such as respiratory allergies, headache, sore throat, unexplained voice changes, nose blockages and discharge as well as sinusitis.

An overview of the outpatient services being delivered by our ENT Clinic are:

- Suction cleaning of the nose /ear
- Chemical cauterisation of nose bleeds
- Wax removal / ear cleaning and wash
- Fine needle aspiration
- Incision and drainage of minor abscess



Orthopedic

Orthopedics, or orthopaedic services, aim at the treatment of the musculoskeletal system, which includes the bones, joints, ligaments, tendons, and muscles.

Orthopaedic doctors frequently work with patients who experience chronic pain or are recovering from an injury. They diagnose and treat injuries resulting from sports or physical activity, overuse, aging, and more. Early orthopedic intervention and regular monitoring help the injured worker return to work more quickly and safely.

Pain, stiffness, and swelling of the joints can cause loss of range of motion — which is how well we are able to move a joint or stretch a part of our body. When this happens, it can be difficult to handle daily tasks, including showering, cleaning, and bending over. Orthopedic doctors help to get the range of motion back to normal through medications, physiotherapy or other treatments.

Taking care of our orthopaedic health extends into the workplace. Ergonomics strives to minimize discomfort, fatigue, and injury by enhancing comfort, safety, and efficiency everywhere from homes and workplaces to public spaces.



Dental clinic

The clinic offers a range of services covering general to cosmetic dentistry.

Here's what's on offer:

- General consultations
- X-rays & fillings
- Root canal treatments
- Tooth extractions
- Full mouth rehabilitation
- Dental implants
- Crowns and bridges
- Teeth whitening
- Hollywood smile





Physiotherapy

Our physiotherapy services begin with thorough assessment and evaluation to understand your individual needs.

We utilise a variety of treatment modalities, including hot moist packs and TENS machines for pain relief, as well as therapeutic ultrasound to promote healing.

Our skilled therapists employ manual therapy techniques to enhance mobility and reduce discomfort. We also provide personalised therapeutic exercises tailored to your recovery goals, and kinesiology taping to support and stabilise injured areas. Our aim is to optimise your physical health and improve your overall quality of life.

Dermatology clinic

Derma Clinic is a premier destination for dermatological care, specialising in conditions such as eczema, acne, and pigmentation. The expert team offers a range of aesthetic treatments, including Botox, dermal fillers, mesotherapy, PRP therapy, and chemical peels.

In addition, the clinic provides non-surgical face lifting with Ultherapy and fat lipolysis for body contouring. Their signature Hydrafacial and face glow treatments hydrate and revitalise the skin. The focus is on personalised care to help clients achieve healthy, radiant skin and boost their confidence.





Laboratory & radiology

Where possible, we aim to be a one-stop shop for employees when it comes to managing their health complaints and conditions. This is why EAMC offers full laboratory and radiology services for all medical diagnostic tests, including ultrasounds.

In addition, our laboratory is CAP and ISO approved.

Dietetics

Dietitians, as part of an integrated interdisciplinary team, play a key role in effective health promotion to reduce health inequalities. Etihad Airways Medical Centre offers Individual nutrition counseling for Etihad employees. Services are provided by a clinical dietitian in a supportive and positive environment. The dietitian can help tailor your diet to meet your personal health needs, which may include:

- Pre-diabetes
- Diabetes
- High Cholesterol
- High Blood Pressure
- Obesity/Overweight
- Prenatal diet
- Other medical conditions requiring nutrition intervention

The initial appointment with the dietitian will last approximately 1 hour. During this appointment the dietitian will take a thorough diet history and ask questions regarding any past medical history and current medication. This will enable the dietitian to provide appropriate dietary advice.

To assist the dietitian, we ask that all patients bring an up to date record of their current prescribed medications and any relevant medical information. If a follow up is required, an appointment will be made for approximately 30 minutes.





Vaccination *clinic*

At EAMC, we provide Pilots, Cabin Crew, Engineers and Technicians with their mandatory vaccines to fulfil their GCAA requirements.

Furthermore; during flu season (Sept-March), the clinic offers all Etihad Airways staff the flu vaccination to promote health and wellbeing.

The clinic also provides vaccinations for special occasions such travelling for Haj. EAMC leads and manages pandemic situations which require mass vaccination.

Other services

Medical Review Officer (MRO)

MRO is the person who is a licenced physician, has knowledge regarding the pharmacology and toxicology of illicit drugs, and has clinical experience in controlled substances abuse disorders, including detailed knowledge of alternative medical explanations following a confirmatory positive test.

MRO generally performs the following duties and responsibilities:

- Act as an independent and impartial “gatekeeper” and advocate for the accuracy and integrity of the drug testing process who receives all confirmatory positive test results for interpretation.
- Provide a quality assurance review of the drug testing process for the specimens under his preview by ensuring the review of the Chain of Custody (CoC) form on all positive specimen collections for the purposes of determining whether there is a problem that may cause a test to be cancelled.
- Determine whether there is a legitimate medical explanation for confirmatory positive test, adulterated, substituted, and invalid drug tests results from the laboratory.
- Conduct a medical evaluation of the donor when a collector reports that the donor was unable to provide a breath or urine specimen.
- Conduct an interview with the donor for the purpose of verification of the results for cases of positive testing, refusal to test or adulterated sample.



A vertical photograph on the left side of the page shows the silhouette of a person in a yoga pose (Tree Pose) against a sunset sky. The person is standing on one leg with the other leg bent and foot resting on the inner thigh. Their arms are raised and hands are together. The sky transitions from a deep orange near the horizon to a pale blue at the top. The foreground is dark, suggesting a silhouette of trees or a field.

Other services

Wellness Campaigns

Our regular wellness campaigns provide health awareness and education to ensure employees wellbeing and satisfaction, and include health screening for all Etihad Airways employees.

- Women health campaigns
- Family health campaigns
- Stress management / mental health seminars
- Fitness Programme

National Service Medical

More than 800 UAE national employees are excited to join the National Service in the coming years. Etihad Airways has an agreement with the National Service to conduct the pre-medical examination for all employees who will join the National Services.

This dedicated service will ensure that all medicals are on time and follow high standards as part of Etihad's commitment to supporting the National Service.

Meet
the team

Meet the team



Dr. Muntaser Husein
Director Health and Wellbeing
Consultant Aviation and
Aerospace Medicine
Snr. Aeromedical Examiner



Dr. Renu Pookottil
Clinical Lead,
Specialist AME,
ENT Specialist



Dr. Emelyn Roux
Medical Practitioner
Snr. Aeromedical Examiner
Medical Review Officer



Dr. Saima Sayed
Medical Practitioner
Aeromedical Examiner



Dr. Deepthie Buultjens
Medical Practitioner
Aeromedical Examiner



Dr Jose Puno Villanueva
Occupational Medicine
Specialist



Saima Ahmed
Clinical Psychologist



Abeer Al Marzouqi
Dietician

Meet the team



Dr. Gabriele Sobek
Family Medicine Consultant
Aeromedical Examiner



Dr. Ghada Alhadrami
General Practitioner
Aeromedical Examiner



Dr Sapna Devi
General Practitioner



Dr Mona Mohammed
General Practitioner



Dr. Rania Farah
General Practitioner



Prof. George Tadros
Consultant Psychiatrist
GCAA approved Psychiatrist



Dr. Zareeha Nauman
General Practitioner



Dr Ravi Kumar
General Practitioner



Daisy Loyola
Specialist OMS Surgeon(MDS)



Mohammed Al Tatari
General dentist

Meet *the team*



Rabee Saudah
Nurse Manager



Mohamed Shafi
Clinical Information
Manager



Hussein Barakat
Wellbeing Manager



Operation hours and location

Opening Times:

AVIATION 08:00 - 16:30 Monday to Friday

OPD 08:00 - 21:00 Monday to Friday
09:00 - 21:00 Saturday & Sunday

For appointments

call: +971 02 511 5555 or email: eamc@etihad.ae

Our location



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