

[www.manzilhealth.com](http://www.manzilhealth.com)





# About Us

At Manzil, our mission is transforming home health by providing high quality, technology enabled, multidisciplinary care to our patients in the comfort of their place. We measure our superior quality service that our patients recommend to family and friends, physicians prefer for their patients, employees are proud of and the payers/regulators select for their population.

We are based in UAE with offices in Abu Dhabi, Al Ain, Dubai and Ras Al Khaimah, our regional operational presence in Cairo, Egypt and Doha, Qatar, we provide individualized care to our patients through our team of highly qualified physicians, nurses and therapists. Our vision is to become the leading healthcare company providing home health and disease management services in the communities we serve.

Our philosophy places patients at the center of our care. Their goals become our mission as their individual needs guide our treatment. At Manzil, we make every effort to match each patient's needs with the right clinician's skills to achieve the best results.



To learn more about our services in your city and how we can support you or your patients, please call or email us today.

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Organization Accredited  
by Joint Commission International

We are proud to be the first stand-alone JCI-accredited home healthcare provider in the UAE. The JCI Accreditation is globally recognized as the gold standard in healthcare provision. We view our JCI accreditation as part of our journey of continuous improvement, underscoring our commitment to quality patient care. At Manzil, referral providers, patients and families can rest assured their patients or loved ones are in capable hands.

## Why Manzil

- First stand-alone JCI-accredited home healthcare provider in the UAE
- Responsive to patient and provider needs
- Seamless and rapid admission process
- Focus on ensuring quality patient care and referral provider/patient satisfaction
- Highly qualified nurses, therapists and physicians licensed by respective authorities per city
- Strategic affiliation with Spaulding Rehabilitation Network for evaluation and service quality
- Specialized follow up care at home for chronic diseases including diabetes, COPD

## We can help you

- Reduce hospital re-admission rates
- Optimize your bed allocation to meet new patient demand for beds
- Coordinate a seamless care transfer enhancing your reputation as a healthcare provider
- Prevent and/or detect patient complications and notify primary provider as needed
- Better monitor each patient's condition by serving as eyes and ears of the physician

# Our Services

We provide care to pediatric and adult patients ranging from newborn to the elderly. Our team of health professionals includes physicians, therapists, and registered nurses licensed by HAAD, DHA and MOH or all other respective authorities per city. Our physical therapists are specifically trained in adult and pediatric care. We provide skilled nurse visits 24/7 depending on patient needs. Our medical services include but are not limited to post-operative care, post-hospitalization discharge services, senior care, pediatric care, diabetes management, wound care, as well as comprehensive physiotherapy.

## Care Model

**Intermittent Care:** Services provided by a physician, skilled nurse or physical therapist when medical care can be provided on an intermittent basis. Whether patients are recovering from surgery, illness, or managing a chronic disease, we can provide nursing care, rehabilitation and support services in the comfort of their home.

**Extended Care:** Services are delivered to patients on a 12-hour shift basis, seven days a week when they require continuous medical care and monitoring by a licensed clinical professional.



# Our Partner



**SPAULDING**<sup>™</sup>  
**REHABILITATION NETWORK**

An advisory and teaching affiliation

We are affiliated with US-based Spaulding Rehabilitation Network, a Harvard Medical School Teaching Hospital, and a recognized leader in rehabilitative medicine, long-term care and homecare in Massachusetts, in the United States and across the globe. This affiliation provides us access to significant knowledge and best practice in the sphere of long-term care and rehabilitation therapies, helping to drive regional standards in the sector.



# Post-Operative Care

We provide comprehensive individualized care for post-surgical patients. Our highly skilled nurses and therapists work with you to meet your patient's healthcare needs in the comfort of his or her home. Whether the patient needs extended care or daily visits, we can design a holistic plan of care that encompasses all aspects of recovery.

## Scope of Service

- Comprehensive Assessment and Monitoring
- Physiotherapy
- Monitoring of Surgical Site
- Medication Administration
- Wound Care and Dressing
- Pain Management
- Infection Prevention
- Patient & Family Education
- Assistance with activities of Daily Living

## We can help you

- Expedite patient recovery in the crucial early days and weeks after surgery
- Work closely with referring physician to implement the prescribed plan of care
- Help patients achieve the necessary mobility to return to the referring physician's outpatient rehab setting
- Prevent and help patients avoid post-surgery complications by providing timely care at home

# Physiotherapy

If your patient is unable to leave home and requires physiotherapy treatment, Manzil Health can provide a qualified physiotherapist to visit the patient at home. Our physiotherapists treat a variety of conditions and work with patients of all ages ranging from pediatric to the elderly.

## Scope of Service

### Post-Surgery and Trauma Therapy

Post-surgery and trauma can lead to intense pain, edema, decreased muscle endurance, cardiopulmonary endurance and functional limitation. People discharged from the hospital after surgery with limited mobility or who have too much pain to attend an outpatient clinic for physiotherapy services, often wait until their condition is more manageable before seeking outpatient rehabilitation services. One of the advantages of receiving early in-home physiotherapy treatment in the UAE, is to enhance the recovery process which translates into shorter recovery times.

Our physiotherapists can help patients reduce limb edema, relieve pain and improve muscle function. Besides, appropriate functional activity training, patients can benefit from ambulation training, balance training, gait correction and correct assistive device support to expedite recovery and improve quality of life.

### Sports Injury and Pain Therapy

Our physiotherapists are well equipped to treat sports injuries and provide pain relief. Our team uses various treatment modalities such as IFC, TENS, ultrasound, hot/cold pack. In addition, several types of manual techniques such as PNF, therapeutic massage, mobilization technique, and myofascial release technique can release soft tissue and relieve pain.

Movement therapy: For reducing pain, our physiotherapists will train specific muscles, stretch tightness soft tissues based on a special designed exercise program to recover correct posture and activities.



### Post-Stroke and Neurological Disease Therapy

People suffering from stroke or other neurological conditions need complicated and precise neuro-musculoskeletal control to accomplish daily activities such as walking, bathing and housekeeping. It becomes difficult for patients to perform these daily functional tasks, when suffering from disease, traumatic injury or ageing effect. Our physiotherapists can use various facilitation techniques and therapeutic exercises to enhance motor performance, motor learning and motor control ability. Furthermore, our physical therapist can help people to resume independent daily activity living.

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

### Low Back and Neck Pain Therapy

To reduce back pain, our physiotherapists apply different therapy modalities such as heat application, ice packs, and electrical stimulation, and increase function through back exercises/stretching. Our physiotherapists also educate patient about proper body mechanics and prescribe a customized home exercise program to prevent future back pains



# Diabetes Management

Our goal is to provide follow up diabetes care and education for diabetic patients in the comfort of their home.

We are the only home healthcare provider in the region offering a comprehensive diabetes management program to support diabetic patients at home. We have significant access to clinical education and training for our staff.

We offer diabetes management programs for Type 1 and Type 2 patients as well as pre-diabetics. Our program combines at home diabetes care provider visits, with patient access to a diabetes management portal designed to specifically help patients better manage, and monitor their condition with support from our provider team.

## Scope of Service

- Patient assessment and care plan development
- Screening and monitoring blood glucose levels, weight and blood pressure
- Insulin administration and management
- Diabetes education customized to patient needs
- Diet counseling and monitoring
- Active lifestyle education and counseling
- Monitoring for diabetes-related complications and preventive measures
- Diabetes Foot care and counseling support

## When might your patient benefit from our program:

- Patient worried about starting insulin
- Patient unsure what to do with his blood sugar when it is high or low
- Patient does'nt know how to manage lifestyle to better control diabetes
- Patient needs help mapping out the right diet plan customized to his needs
- Patient does'nt know how to check his feet to prevent diabetic foot complications
- Patient suffering from a diabetic foot ulcer
- Patient making frequent trips to the hospital to treat diabetes-related complications

If you have any of these concerns, our program can help.

We will provide a team of professional licensed nurses, therapists and diabetes educators working in collaboration with you to take care of your patients at home.

Take action to better support your diabetic patients at home, and call us today.



# Post-Hospital Discharge Care

We provide comprehensive individualized care for patients post-hospitalization. Our highly skilled nurses and therapists work with you to provide appropriate patient care at home. Whether the patient requires comprehensive care or daily visits we can design a holistic plan of care that encompasses all aspects of recovery.

We can schedule visits to the patient residence for performing a procedure, or assign a registered nurse to provide the skilled nursing care needed. Additionally, skilled nursing care can help in avoiding unnecessary hospitalization. We can support your patients suffering from conditions including stroke, heart disease, chronic illnesses (diabetes, COPD), as well as neurological conditions such as alzheimer's and dementia.

Our team will develop an individualized plan of care based on patient needs. This includes:

- Activities of Daily Living (assistance with or total care)
- Medication Management
  - TPN
  - IV
  - PO
  - PEG/NG
- Pain Management
- Tube Feedings
- Tracheostomy Care
- Respiratory Therapy
- Catheter Care
- Stoma Care
- Mobilization
- Wound Care

# Senior Care

When the elderly require assistance with activities of daily living, medication management and/or skilled nursing care, it's important that they do not feel their independence is lost. Instead, we ensure quality of life is maintained through our qualified Registered Nurses who provide compassionate care in the privacy and comfort of the home.

Our nurses are carefully screened to ensure they meet the highest quality standards. Some seniors require care that involves medical services, thus we tailor programs to meet their specific needs. We understand how difficult it can be to bring someone new into your life and your home, so we are vigilant when it comes to finding the right mix of healthcare professionals to best serve your needs. We can serve elderly patients suffering from a range of conditions including stroke, heart disease, neurological diseases such as alzheimer's and dementia, as well as other complex chronic illnesses.



Our team will develop an age specific plan of care based on patient needs. This includes:

- Activities of Daily Living (assistance with or comprehensive care)
- Medication Management
  - TPN
  - IV
  - PO
  - PEG/NG
- Pain Management
- Tube Feedings
- Tracheostomy Care
- Respiratory Therapy
- Catheter Care
- Stoma Care
- Mobilization
- Wound Care

# Pediatric Care

We provide comprehensive individualized care for pediatric patients post hospitalization. Our highly skilled nurses and therapists work with you to meet the child's healthcare needs in the comfort of his or her home. Whether the patient needs total care or daily visits we can design a family centered holistic plan of care that encompasses all aspects of recovery or continuing care for the child.

We can schedule visits to the patient's home for performing a procedure, or assign a registered nurse to provide the skilled nursing care that meet your pediatric patient's healthcare needs. Additionally, skilled nursing care can help in avoiding frequent hospitalizations.

## Our skilled nursing care includes (but not limited to):

- Respiratory disorders
- Neurological disorders
- Orthopedic disorders
- Cardiac disorders
- Renal disorders
- Blood disorders
- Complications of prematurity
- Metabolic disorders

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

- Activities of Daily Living (assistance with or comprehensive care)
- Medication Management
  - TPN
  - IV
  - PO
  - PEG/NG
- Pain Management
- Tube Feedings
- Tracheostomy Care
- Respiratory Therapy
- Catheter Care
- Stoma Care
- Mobilization
- Wound Care



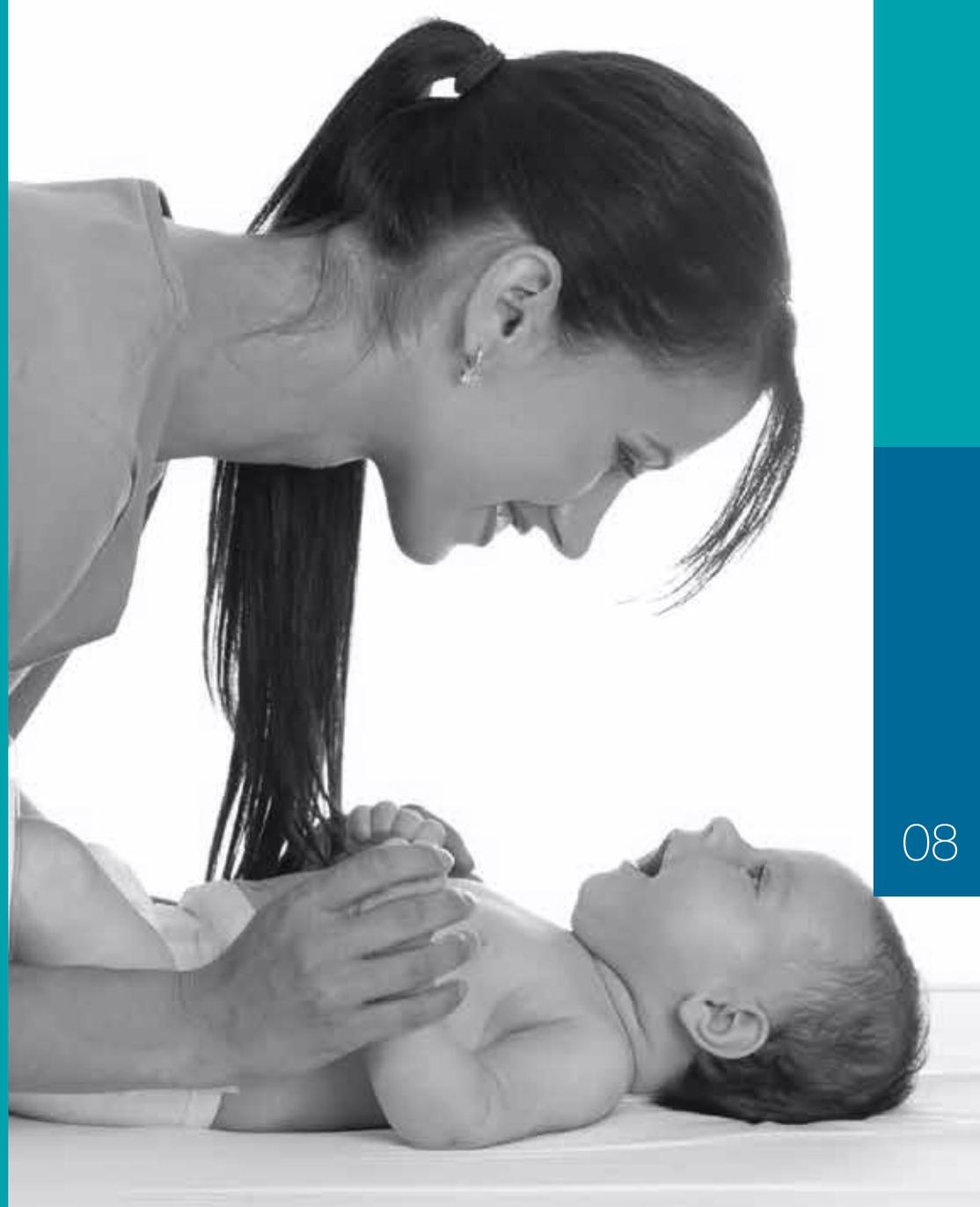
# Baby At Home

While patients may feel wonderfully supported in the clinic or at the hospital during delivery, once they get home with a brand new baby, they face a daunting challenge. New mothers invariably experience anxiety and fear of the unknown as they go about caring for their newborn. The most important thing as a new mother is learning to look after her baby is to have consistent, and high quality licensed midwifery and maternity nurse support. We know how difficult it is going home with a brand new baby, and also how reassuring it is to know that kind and experienced professional help is just a phone call away.

We provide licensed trained nurses to provide mothers the support they need to provide appropriate care for their newborns.

## Scope of Service

- Post-natal mother and baby health monitoring
- Breastfeeding support and education
- Post-delivery wound care
- Psycho-social support
- Baby weighing
- Pre-natal assessment, education and counseling





## Wound Care

We focus on providing quality care for complex or hard-to-heal wounds. Our specialized wound care nurses are recognized for their expertise and highly effective, evidence-based treatments. We visit the home to assess patient needs and then work with the referring physician to develop a specific plan of care. The Wound Care team are continuously applying advances in wound management to help assure that our patients recover quickly and without complications. Together they employ best practice treatments to help heal the wounds and prevent recurrence.

### We can help:

- Provide high-quality wound care at home
- Provide early interventions to prevent hospital re-admissions
- Educate patient and family in the management of the wound
- Improve patient quality of life
- Work collaboratively with you and the referring physician, to expedite patient recovery.

## Scope of Service

- Assessment, monitoring and management of surgical wounds
- Assessment, monitoring and management of pressure sores / ulcers
- Wound dressing management
- Patient and family education on how to care for and dress the wound
- Medication and Pain Management

Our team of wound care clinicians integrates diverse evidence-based information, best practice strategies and multidisciplinary collaboration. The wound care team translates its knowledge into clinical practice through actual bedside and hands-on wound care that includes assessment, management and continuing evaluation. The evaluation includes patients with alterations in skin or tissue integrity that includes but not limited to pressure, arterial, venous and diabetic ulceration as well as those patients on Vacuum Assisted Closure (VAC)

# Manzil Infusion At Home

## Scope of Services:

- Antibiotics
- Nutritional Support Services
  - Nutritional counseling and management
  - Total parenteral nutrition (TPN)
- Special biologics

The technological advances that enabled safe and effective administration of infusion therapies in the home, the desire of patients to resume normal lifestyles and work activities while recovering from illness, and the cost-effectiveness of home care are important. Consequently, home infusion therapy has evolved into a comprehensive medical therapy that is a much less costly alternative to inpatient treatment in a hospital or skilled nursing facility.

Home infusion has been proven to be a safe and effective alternative to inpatient care for many disease states and therapies. For many patients, receiving treatment at home is preferable to inpatient care.

## What diseases can we treat with infusion therapy?

Diseases commonly requiring infusion therapy include infections that are unresponsive to oral antibiotics, cancer and cancer-related pain, dehydration, gastrointestinal diseases or disorders which prevent normal functioning of the gastrointestinal system, and more.

Other conditions treated with specialty infusion therapies may include cancers, congestive heart failure, Crohn's Disease, hemophilia, immune deficiencies, multiple sclerosis, osteoporosis, rheumatoid arthritis, and more.

The major home infusion therapies are IV antibiotics, prescribed primarily for such diagnoses as cellulitis, sepsis, and osteomyelitis; other diagnoses include urinary tract infections, pneumonia, sinusitis and more.

## Vitamin infusion

We provide IV drips at home as a source of vitamin booster or hydration. The intravenous delivery of fluids and nutrients is the most efficient way to rehydrate as they are administered straight into the bloodstream. The body is only able to digest 55% of vitamins and fluids taken orally but is able to absorb 100% of fluids and nutrients delivered intravenously and is therefore able to utilize them quickly and efficiently. The result is that energy levels are turbocharged and the individual feels revitalized and refreshed.

- We have several vitamin infusion packages to choose from such as vitamin C, B12
- The infusion will be administered at home
- Services is completed in less than 1 hour
- The infusion will give you a boost for better health and more energy

## Benefits of the vitamin drips are:

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

# Ventilation At Home



Ventilated patients are often vulnerable individuals who depend on others to maintain their human dignity and quality of life. Ventilation At Home provides clinically stable patients requiring ventilator support with an alternative to lifelong institutional care. It may be suitable for some patients with a range of pathological processes or disorders including those affecting the central nervous, neuromuscular, skeletal cardiovascular and respiratory systems.

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

Manzil's expert clinicians including physicians, nurses, physiotherapists and respiratory therapists have significant ventilation education and clinical experience in providing a continuum of ventilator care from partial to full life support. They tailor this care to the patient's condition e.g. adult recovering from chronic critical illness to palliative care and paediatric to elderly but always include:

- Interdisciplinary clinical practice and respiratory care.
- Continuum of chronic disease management using multiple layers of expertise from home care and chronic health services. This ensures a clear understanding of how a disease trajectory affects goals, planning and outcomes
- Clear therapy goals.

## How we can help Providers

- Freeing hospital ICU beds for acutely ill patients.
- Low frequency of hospital re-admissions and reduced duration of hospital stay.
- RCTs indicate an equivalent physiological/clinical efficacy with enhanced cost-effectiveness between Ventilation At Home and hospital care.
- Quality individualized care provided at lower costs.

## How Manzil's care model supports Ventilation At Home

1. Strong, open lines of communication and multidisciplinary clinica collaboration with other healthcare providers/primary care physician.
2. Substantial discharge planning/preparation for transition to home care including:
  - Rigorous evaluation of a patient's clinical and social requirements to ensure that they are medically suitable for Ventilation At Home, that equipment and supplies are available and the home is a safe environment.
  - Consideration of any underlying disease contributing to morbidity/mortality.
3. Manzil clinicians actively include the patient and family in daily decisions and routines which maintains or increases their engagement and commitment to improving the patients Quality of Life

## To ensure:

1. Smooth transition to homecare a named primary care RN goes to the hospital for handover and a respiratory therapist accompanies the patient and nurse during transport home.
2. Delivery of quality, standardized clinical practice all care related processes are driven by evidence based policies. Replacement nurses "shadow" in the home before providing care and Manzil's physician visit weekly.



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