

School Research & Innovation School Clinic Frequently Asked Questions (FAQs)

Where Is the School Clinic located?

SRI has two clinics located on campus, both situated on the **ground floor**:

Main Clinic is located inside the **Main Building**,

Sports Clinic is located within the **Sports Complex**, providing quick access for students during physical activities or outdoor programs

Our clinics are fully equipped and staffed by a licensed medical team to ensure your child receives timely, professional care wherever they are on campus. If you need assistance finding the nearest clinic during school visits, our reception team will be happy to guide you.

What are the clinic's hours of operation?

The clinic operates during regular school hours: 7am to 3:30pm with extended hours from 3:30 pm to 5:30 pm for CCA's ,during which a nurse will be present on site.

What services does the clinic provide?

In accordance with DHA regulations, the following services are offered at the school clinic.

- First aid and emergency care during school hours
- Management of chronic conditions (e.g., asthma, diabetes)
- Vaccination Campaigns
- Routine Medical Screenings (FS2, Year 2, Year 5, Year 8, Year 11, and all New Students)
- Referrals to specialists when needed
- Health promotion and awareness campaigns
- Annual Height and Weight Measurement (BMI)

Are health screenings conducted during the school year?

Yes, routine health screenings are conducted annually for all students in FS2, Year 2, Year 5, Year 8, Year 11, as well as for all new students, in accordance with Dubai Health Authority (DHA) guidelines. These screenings include assessments for vision, hearing, body mass index (BMI), dental health, and scoliosis, and are carried out only with prior parental consent received during admission. Parents will be duly informed of the results, along with any recommendations or referrals for further evaluation, if necessary.

What are the vaccines administered in school?

In collaboration with the Dubai Health Authority (DHA), the following vaccines are administered in school by the school medical team, free of charge:

- **DTaP-IPV** (Diphtheria, Tetanus, acellular Pertussis, and Inactivated Polio Vaccine)
- **OPV** (Oral Polio Vaccine)
- **MMR** (Measles, Mumps, and Rubella)
- **Varicella** (Chickenpox)
- **Tdap** (Tetanus, Diphtheria, and acellular Pertussis booster)
- **Meningococcal (ACWY)**
- **HPV** (Human Papillomavirus) – *for Year 9 Emirati students only*

Parental consent is required prior to vaccination, along with submission of the original vaccination card or an officially translated vaccine record in English. Kindly note that the original vaccine card is mandatory to proceed with any vaccination.

Can my child be vaccinated at school without the original vaccination card?

As per Dubai Health Authority (DHA) guidelines, the original vaccination card is required for your child to receive any school-based vaccinations.

We understand that sometimes the original card may not be immediately available. If you only have a copy or digital record of your child's vaccinations, you may still proceed by following this simple step:

- Bring your vaccination copy to your child's pediatrician and ask them to transcribe the details onto an official vaccination card.
The pediatrician will then sign and stamp it, making it an accepted document.
- Once the new card is completed and signed, please submit it to the school clinic so we can proceed with your child's scheduled vaccinations.

If you need any assistance or have questions about this process, our school medical team is happy to support you every step of the way.

What happens if my child feels unwell during school hours?

Your child's comfort, safety, and well-being are our top priority at all times.

If your child feels unwell while at school, our qualified medical team members will assess their condition with care and professionalism. Based on the assessment, one of the following will be advised:

1. Return to Class

If your child feels better after rest, hydration or medication, and shows no signs of illness or discomfort, they will be safely returned to class. The nurse will continue to monitor them throughout the day.

2. Sent Home for Observation

If your child has symptoms that have not resolved following rest and medication or are indicative of an infectious process, for example fever, we will contact you promptly and request that they be collected for rest and monitoring at home or further referral (if applicable). We will provide you with a brief health summary and care tips if needed.

3. Medical Referral or Emergency Support

If the nurse observes symptoms that may require medical investigation or specialist care—such as persistent high fever, rash, difficulty breathing, injury, or signs of infection—we will recommend a medical referral to your child's pediatrician for further evaluation and care.

In rare but urgent situations where your child's condition requires immediate attention (e.g., breathing difficulty, seizures, fractures, or sudden collapse), we will:

- Call for ambulance support immediately.
- Inform you without delay via phone and school emergency contact channels.
- Accompany your child to the nearest hospital, if needed, until you arrive.
- Share all relevant medical details with the attending emergency team to ensure continuity of care.

Please know that you will always be notified before any major medical decision is made, unless the situation is life-threatening and requires immediate action to safeguard your child's health.

What if my child is injured or becomes unwell during school hours and you are not able to reach me?

We understand how important it is for you to be informed immediately if your child feels unwell or is injured while at school. Rest assured, if we are unable to reach you right away, we have a well-established care and emergency protocol to ensure your child receives the attention they need without [delay](#). We request all families to provide us an alternative emergency contact as well and require that this information is updated should there be any changes.

What Is the policy on administering medication to my child at school?

Whether your child has a chronic condition (like asthma or diabetes) or needs short-term medication (such as antibiotics), our school clinic is here to support them safely and responsibly.

In full compliance with Dubai Health Authority (DHA) regulations and to ensure the safe administration of any prescribed medication during school hours, we kindly request the following:

- A **Medical Report** from your child's treating doctor explaining the condition and the need for medication.
- A **Doctor's Prescription** that clearly states the name, dose, timing and duration of the medication.
- **Medication in Its Original Packaging** with the pharmacy label intact (no loose tablets or repackaged medicines will be accepted).
- **DHA Medication Consent Form**, to be completed and signed by you.
This form is available at the school clinic and can also be emailed to you upon request.

How do I inform the clinic about my child's medical condition or allergies?

We are committed to providing the highest standard of care for your child while they are at school. To do so effectively and safely, it is essential that we are fully informed of any medical conditions, allergies, or health-related needs your child may have. You may do so by:

1. Submitting Medical Information at the Start of the School Year

In line with Dubai Health Authority (DHA) regulations, all parents are required to complete the School Health Form and submit it to the school clinic at the beginning of the academic year. This form includes details about:

- Allergies (e.g., food, medication, insect bites)
- Chronic medical conditions (e.g., asthma, epilepsy, diabetes)
- Daily medications or medical devices your child may require
- Emergency medications (e.g., EpiPen, inhalers)
- Relevant medical history or hospitalizations

2. Reporting New or Updated Medical Conditions During the School Year

If your child is diagnosed with a new condition or allergy at any time during the year, or if there is a change to an existing health concern, please notify the school clinic immediately via email or in person. This allows our medical team to:

- Update your child's health records
- Make staff aware of necessary precautions or support
- Ensure emergency medication is available and accessible
- Coordinate with your family and your child's healthcare provider as needed.

Please ensure the information provided is complete, accurate, and up to date. This helps us develop a care plan that is tailored to your child's needs.

For students with medical conditions/concerns, a meeting with our school medical team is required before the first day of school. To schedule this meeting, please contact us at: clinic_sri@gemsedu.com

When should I not send my child to school?

In line with the DHA guidelines, and the GEMS infection control policy, students should be excluded from school if they have any of the below:

- A fever of **37.5°C** and higher
- **Persistent Cough, excessive nasal discharge/runny nose** (especially if accompanied by fever or fatigue)
- **Vomiting or diarrhea** within the last 24 hours

- **Rashes** that are unexplained or possibly contagious
- **Red, itchy eyes** with discharge
- **Head lice or nits**
- Any **known contagious illness** (e.g., chickenpox, measles, mumps, hand-foot-and-mouth disease, COVID-19, etc.)

When can my child return to School?

To ensure your child is fully recovered and safe to return to the classroom:

- They must be fever-free for at least 24 hours without medication.
- They should be symptom-free and feeling well enough to participate in school activities.
- In some cases, especially with communicable diseases, a medical clearance certificate may be required.

Before your child returns to class, please stop by the school clinic for a quick check. Our nurse will provide the final clearance to ensure it is safe for your child, and their classmates to be back in school.

How do I Inform the school if my child is absent due to illness?

If your child is feeling unwell and will be staying home, we kindly ask you to inform the school **as early as possible** via email, so we can ensure proper follow-up and support.

Who do I contact for clinic related concerns or updates?

Our school clinic team is always here to support your child's health and well-being.

For any medical concerns, health updates, or questions related to your child's care at school, you may contact us through the following channels:

Email the Clinic Team: clinic_sri@gemsedu.com

Call via School Reception: You may reach the clinic directly by calling the school reception, and they will connect you with our medical team.

I'm not satisfied with the service I received from the School Clinic. Who can I speak to?

We are truly sorry to hear that your experience did not meet expectations. Your feedback is important to us, and we are committed to resolving any concerns with care, transparency, and urgency.

If you would like to escalate a clinic-related matter, you may:

- **Contact the School Leadership Team (SLT):** You are welcome to reach out directly to a member of the Senior Leadership Team for support and resolution.
- **Write to the GEMS Group Medical Director (GMD) and Group Head Nurse (GHN):** If the concern requires further escalation, you may email our Group Medical Director at m.kandil_daa@gemsedu.com or our Group Head Nurse at m.saratan_daa@gemsedu.com

We aim to respond to all concerns within 24 working hours of receiving your email.

Please note that during weekends or school holidays, response times may vary slightly, but rest assured your message will be addressed as soon as possible.