



## Wait times decrease 75 per cent as Sidra adds extra pharmacies

**Doha, Qatar, 15 October 2017** – Sidra Medical and Research Center (Sidra) has opened three extra pharmacies at its Outpatient Clinic, significantly reducing waiting times for patients.

The satellite pharmacies are located on two of the pediatric specialty floors on levels 1 and 2 with an additional pharmacy on level 4, where the obstetrics and women's wellness clinic is based. The pharmacies offer medications relevant to the clinics on the same floor. However, patients requiring special compounded medications will be directed to the main pharmacy on the ground floor.

Patients or parents can also receive a text message when it is their turn to collect medication. The service is part of a new in-house developed application called [Saffara](#), which is directly connected with a patient's electronic medical record system – ensuring confidentiality, efficiency and saving time.

Chief Operating Officer, [Morag Gates](#) said, "With over 47 clinics and services, there has been a significant increase in the number of patients we care for at the OPC. This can average to nearly 2,000 patients per week. Improving our patients' experience is vitally important to us, so we increased the number of pharmacies to four. Patients can now get their prescriptions from the same floor as where they receive care from their doctors. Coupled with the launch of Saffara, we have drastically reduced wait times at the pharmacy by nearly 75 per cent!"

Anish Nicholas Patel, Operations Manager from Sidra's Pharmacy Department said, "Our patients' needs and comfort are always top of mind. These initiatives have reduced wait times from up to 45-50 minutes to just 10-12 minutes. The satellite pharmacy on the fourth floor has won the praise of many of our pregnant patients who now don't have to wait at the general pharmacy on the ground floor."

The Saffara app has also allowed for patients to comfortably wait in the café or from home for their medications to be prepared or refilled - all without the stress of having to worry that they may miss their turn.

"As Sidra expands its services, we have a firm commitment to ensuring that we listen to our patients concerns and the feedback of our staff. This allows us to continually put in place measures to ensure that we provide safe, patient and family focused care for the women and children of Qatar. The additional pharmacies have made a huge difference to the experience of our patients. I am immensely pleased and proud of our staff and their collaborative efforts to improve the care of our patients. And a special mention to the brains behind Saffara, Dr. Ben Lee and the Project Imagine team who brought it to life. Together, we have been able to showcase how teamwork, care and innovation can transform lives," concluded Ms. Gates.

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## About Sidra Medical and Research Center

Sidra Medical and Research Center will be a groundbreaking hospital, research and education institution, focusing on the health and wellbeing of children and women regionally and globally.

Sidra represents the vision of Her Highness Sheikha Moza bint Nasser who serves as its Chairperson. The high-tech facility will not only provide world-class patient care but will also help build Qatar's scientific expertise and resources.

Sidra will be a fully digital facility, incorporating the most advanced information technology applications in all its functions. Designed by renowned architect Cesar Pelli, Sidra features a main hospital building and a separate outpatient clinic.

Sidra opened its Outpatient Clinic on 1 May 2016 and offers outpatient services for women and children through a referral based system in partnership with other healthcare providers in Qatar.

Sidra is also part of a dynamic research and education environment in Qatar and through strong partnerships with leading institutions around the world, Sidra is creating an intellectual ecosystem to help advance scientific discovery through investment in medical research. For more information please visit [www.sidra.org](http://www.sidra.org).

### **For any media inquiries, please contact:**

Farhana Coelho

T: (974) 44042176

E: [fcoelho@sidra.org](mailto:fcoelho@sidra.org)

The Communications Department

Sidra Medical and Research Center