CIRCULAR

13th November 2024

Dear Parents,

Greetings and good wishes from The Westminster School – Dubai!

I am writing to inform you of an important change in how we provide healthcare at our school.

In line with new standards from Dubai Health Authority (DHA), we are taking the step to modernise and digitise our medical provision with the introduction of a comprehensive telehealth service that allows us to benefit from exceptional healthcare provision during school hours from a team of fully qualified doctors.

The new service is provided by TruDoc, an organisation that has been offering quality healthcare since 2011 and is fully endorsed and recommended by DHA. We intend to trial the service from 18 November 2024 to 17 January 2025, after which it will be closely assessed to determine whether we implement it permanently.

The introduction of the service requires careful restructuring of the medical team in our school clinic. With the addition of TruDoc's provision, one school doctor will remain on campus alongside our existing medical staff, all of whom are receiving full training ahead of the trial's start date to ensure seamless continuity of care. In addition, Dr Mirrah Agha Kandil, GEMS Education's Group Medical Director, as well as our newly appointed Group Head Nurse, Marinette Saratan, will be available throughout the trial period to provide support.

I want to assure you that keeping our students safe and healthy at all times remains our top priority as we maintain our commitment to providing the highest standard of medical care that our families have rightly come to expect. We continue to work closely with the relevant education and healthcare regulators to ensure all requirements are fully met.

The outcome of the trial will be communicated to all families in due course. In the meantime, should you have any questions or concerns, please contact our Senior Leadership Team (SLT).

I very much appreciate your support as we make this important transition.

Kind regards,

CARL ROBERTS
EXECUTIVE PRINCIPAL/CEO

PO Box 27016, Dubai, United Arab Emirates
+971 (0)4 298 8333 +971 (0)4 298 8603
gemsws-ghusais.com
gemseducation.com
linkedin.com/company/gems-education
@GEMS_ME