

COVID-19 Voluntary Service at Cleveland Clinic Abu Dhabi

Frequently Asked Questions

Updated April 30, 2020

This FAQ provides information on assisting with the COVID-19 pandemic at Cleveland Clinic Abu Dhabi (CCAD) in Abu Dhabi, United Arab Emirates.

Where will I be providing service?

You will provide service at Cleveland Clinic Abu Dhabi (CCAD) in Abu Dhabi, United Arab Emirates. You may be working on COVID-19 floors or non-COVID-19 floors.

If I'm approved for this assignment, how soon will I be required to leave?

If you are interested in assisting, [please complete this form](#). Leadership will determine who will assist and if selected, they will reach out to you about the timing for your departure. The intent would be to send all nurses and physicians together on or around May 12, 2020.

How will I get to my assigned location?

Flights will be provided to and from Abu Dhabi departing from Cleveland, Ohio.

How will I be compensated for this assignment?

You will continue to receive your regular pay and benefits, including accruing PTO or vacation time (when applicable) while on this assignment. No vacation time or PTO will need to be taken.

Will I be receiving additional pay while on this assignment?

Supplemental pay will not be provided for this assignment; however, accommodation, meals and incidental expenses will be covered.

Will I need a license to practice in Abu Dhabi, United Arab Emirates (UAE)?

Yes, you will need a license to practice in Abu Dhabi.

If selected, nurses will need to provide a copy of their nursing degree, an updated resume, a copy of their passport and a passport photo to obtain temporary licensure.

Physicians will need to work with HR/OPSA/Global Mobility to collect and submit proper documentation to CCAD for licensure approval.

Will I require a visa or other paperwork to enter the UAE?

You will require a temporary "mission" visa to enter the UAE. Global Mobility will work with you to provide documentation to obtain this visa.

Am I covered from a medical malpractice perspective?

Yes, as part of your licensure process, CCAD will also obtain medical malpractice insurance, which will cover you while providing services at CCAD.

Will any additional expenses be covered?

Transportation, housing, meals, laundry and other incidental costs, as per the Cleveland Clinic travel policy, will be covered for the duration of your assignment. Where possible, Cleveland Clinic and CCAD will attempt to cover these costs directly, but where they cannot, you will be reimbursed for out-of-pocket expenses.

Where will I stay in Abu Dhabi?

Caregivers will be provided accommodations at the Rosewood Hotel, which is in walking distance of the hospital.

Will we have appropriate PPE available for us to use during medical care?

Appropriate PPE, which meet or exceed Cleveland Clinic standards, will be available for clinical use.

Will I need to be in quarantine upon arrival to Abu Dhabi?

Anticipated departure is on or around May 12, 2020, staying for a six-week period, inclusive of a potential quarantine entering Abu Dhabi. Caregivers would complete this quarantine in the provided accommodation. The United Arab Emirates currently urges a 14-day quarantine period for those entering the country. Cleveland Clinic Abu Dhabi leaders are working with the UAE Department of Health to shorten quarantine by sequential performance of rapid testing, which would include COVID-19 testing within 24 hours prior to departure and upon arrival. This will make a 14-day quarantine unlikely. More information will be provided prior to leaving for Abu Dhabi.

How long will I need to commit to this assignment?

We ask that our nurses and physicians remain in Abu Dhabi for a 6-week period inclusive of any quarantine time in Abu Dhabi.

How much will I work while in Abu Dhabi?

Caregivers will be expected to work shifts similar to the shifts they would work at their current Cleveland Clinic location.

What happens if there is a surge at a location within the Cleveland Clinic health system?

Given transportation complexities, caregivers will need to remain in Abu Dhabi for the full 6-week period.

What happens if I get sick or test positive for COVID-19?

While in Abu Dhabi, caregivers will receive any needed healthcare treatment at CCAD.

Upon my return, will I need to self-quarantine or get cleared by Occupational Health before returning to work at CCF?

When you return from assignment you will need to call the Caregiver COVID-19 Hotline at 216.445.8246 to be screened and cleared by Occupational Health to return to work. Although international travel requires a quarantine before return to work, in high-need areas, caregivers can return to work after speaking with Occupational Health, wearing a mask at work and performing daily symptom checks. Occupational Health requirements are subject to change.

Will I be allowed to take any time off when I return from the assignment?

Any time off requests will need to be approved by your current manager. PTO will need to be taken.

Will I be in contact with the Cleveland Clinic during this assignment?

Yes. A Cleveland Clinic representative will conduct regular check-ins as appropriate.

What type of training/orientation will be provided?

You will be assigned an on-site coordinator upon arrival in Abu Dhabi who will assist you with the details of the assignment (e.g. shift, contact information, training). Global Mobility and Human Resources will also provide detailed information prior to your departure regarding living and working in Abu Dhabi.

What is the primary language used at CCAD?

All caregivers at CCAD speak English. All clinical and business communication is conducted in English. Also, airport and hotel staff speak English.

Is it possible to bring my spouse/partner?

No. Only Cleveland Clinic caregivers selected for this assignment will be able to travel to Abu Dhabi.

What precautions are in place in the UAE that I should consider?

Similar to many parts of the U.S., non-essential businesses are closed and residents are encouraged to stay home. Currently, there is a curfew while the streets are being sanitized, typically from 8 p.m. - 6 a.m., and during Ramadan will change to 10 p.m. - 6 a.m. During curfew no one is permitted to leave their homes except for grocery, pharmacy and medical emergencies. Healthcare workers are exempt while going to and from work.

Per UAE regulations, it is mandatory for all individuals to wear masks in public. CCAD is requiring all caregivers, regardless of role, to wear a surgical mask (unless they are wearing other PPE to protect against COVID-19).

What is the current status of the UAE regarding COVID-19?

As of April 23, 2020, the UAE had 8,238 confirmed COVID-19 cases, 52 deaths, and 1,546 recoveries. The healthcare system is set up in tiers for hospitals; tier 1 and tier 2 for less acuity and tier 3 for higher acuity. CCAD is a tier 3 hospital.

Is there guidance about working in the UAE during Ramadan?

Ramadan is observed from April 24 – May 23, and caregivers should be aware of proper etiquette during Ramadan. Of note, non-Muslims are not permitted to eat or drink in public during fasting hours. You will be briefed on Ramadan etiquette prior to assisting at CCAD.

Who do I contact if I am interested or have any further questions?

To assist or ask a question, [please complete this form](#). Nursing leadership will be in contact with nurses selected to assist. OPSA will be in contact with selected physicians to assist.