

## RESIDENT FORUM Q2 - 2019

SR #	Question / Suggestion	AKCMC Response	Action Required	Status	Estimated Completion Date
1	Resident complained about the total budget per person is QAR 5,000 and it is not sufficient as the dental services are very expensive.	<b>Iyad Bardaweel:</b> Please you have to understand that these dental service fees are not made by the Medical Centre, it was based on the input from different decision makers -subject matter experts and market statistics . I can assure you that the dental services within Qatar is expensive. It is every where you go. As you know that the budget for the dental is QAR 5,000 per person, that means, if you have 5 kids, you will have QAR 25,000, but if you go anywhere, the dental is always the least amount provided. . The Medical is currently being operated by Qatargas and not by Al Koot. We charge them for the services. So when you come to us, we charge Al Koot, so we give Al Koot money for the insurance as a company, but we check and take it back through our medical service. We try to provide good health care for you all. And I think some of you are trying the services outside first, instead of coming to the Medical Centre (which is understandable and everyone's right). We are with you, I personally pay the dental services for my family.. Take this opportunity, it would be best for you to have options. Although this is a valid point and we shall take it to the management for them to review.	None at this point in time	Closed	
2	Resident mentioned that her daughter is diabetic patient. They went to Sidra Medical Centre and was advised the if he will use the Al Koot card, some services that are not part of the list and are chargeable and is then doubled per month.	<b>Iyad Bardaweel:</b> Before, residents are requesting for insurance. Now that the insurance is here, we are still facing problems. Regarding the hospitals like Hamad or Sidra or even Aspetar, this is not part of the Al Koot state, but you could have these services and request Al Koot for reimbursement . We are still on the early stages, so we would appreciate your support and understanding until such a time that we could see that is the option way, Based on experience, if you have any questions, please feel free to visit us anytime.	None at this point in time	Closed	