

Welcome to My 360 Diabetes

Diabetes is something you manage, not something that has to run your life. My 360 Diabetes is here to help you take charge, with a program built entirely around you: your goals, your routine, and the level of control that feels right for your life. It's one of four My 360 Health Programs from My Clinic, and it exists for one reason: to help you prevent complications and live with real confidence.

From day one, we're in your corner. That means continuous monitoring that catches issues early, follow-up that actually follows up, and a care team that shows up as real people, not just appointments on a calendar. The goal isn't just managing numbers; it's helping you feel like yourself again.

This booklet is your guide to the full My 360 Diabetes journey, from enrolment to everyday care, so you know exactly what to expect and exactly who's walking it with you.

OUR PROMISE

To walk beside you with genuine care, helping you manage symptoms, prevent complications, and live a longer, healthier life.

OUR AMBITION

To set an excellent standard for diabetes care, helping people achieve lasting control through continuous, coordinated support.

5,000+

MEMBERS SERVED

8 YEARS

SERVING OUR PATIENTS

90%

MEMBER SATISFACTION

A Guide to Your Care

This booklet is organized to answer three questions: why the program matters, what to expect at each step, and how we'll track your progress together.

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Why My 360 Diabetes?

We combine clinical excellence with structured care coordination and personal support, so you feel informed, supported, and confident managing your diabetes every day.

Personalized Care Plan	A dedicated core team designs a personalized care plan tailored to your needs, goals, and risk profile
A Dedicated Care Coordinator & Program General Practitioner (GP)	Your dedicated care coordinator manages bookings, follow-ups, and your program GP ensures better outcomes & continuous medical support throughout your journey
Multidisciplinary Specialist Access, All in One Place	Cardiology, Ophthalmology, Podiatry, Dental, Nutrition and Psychology, all coordinated as part of your continuous care pathway
Comprehensive Lab & Screening Panel	Quarterly bloodwork and annual screenings catch changes early, before they become complications
Expert Clinical Oversight	A Consultant leads your care, supported by a network of specialists



WHAT MAKES US DIFFERENT

My 360 Diabetes is built on My Clinic's premium standards of care – combining the best Saudi doctors, seamless coordination and a true patient-first experience

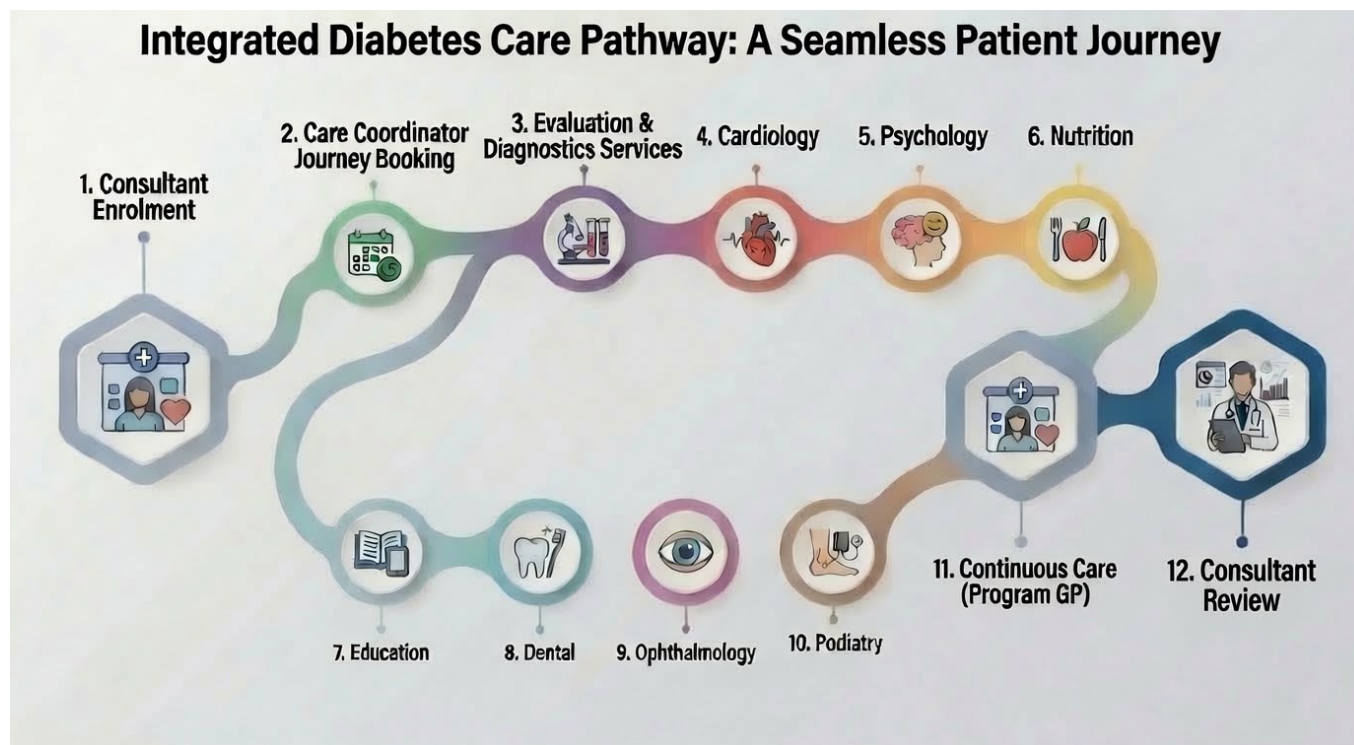
Meet the People Behind Your Plan

Every patient in My 360 Diabetes is supported by a dedicated core team that works together to deliver continuous, coordinated care

Consultant (MRP)	Your Most Responsible Physician, an Endocrinologist, Family Medicine, or Internal Medicine specialist who leads your multidisciplinary team and owns your overall care plan.
Program General Practitioner (GP)	Your primary clinical contact, working closely with your Consultant to keep your care coordinated and on track throughout the year.
Care Coordinator	Your single point of contact for scheduling and support, keeping your experience guided and stress free from day one.

My 360 Path of Care

From the moment you enroll, My 360 Diabetes guides you through twelve connected touchpoints. Each one builds on the last, and your care team is with you at every stage.



Full details on each touchpoint, including timing, format, and what to expect, are on the next page.

What Happens at Each Step

My 360 Diabetes is fully customizable to your needs, but every patient's plan is built from the same touch points below – covering your core care team, key lab work and the consultants who watch after you

① Consultant Enrolment

Your Consultant introduces My 360 Diabetes and enrolls you in the program.

② Journey Booking

Your Care Coordinator schedules your key appointments and shares your annual calendar.

③ Evaluation & Diagnostic Services

Essential labs and risk assessments build a complete picture of your health.

④ Cardiology

A specialized heart evaluation to protect your cardiovascular health.

⑤ Psychology

Support for the emotional side of living with diabetes.

⑥ Nutrition

Personalized dietary guidance for your lifestyle and blood sugar goals.

⑦ Education

Practical sessions that build your confidence in managing diabetes day to day.

⑧ Dental

Oral health screening to prevent issues commonly linked to diabetes.

⑨ Ophthalmology

Comprehensive eye exams to protect your vision.

⑩ Podiatry

Foot and vascular assessment to protect mobility.

⑪ Continuous Care Excellence

Your Program GP remains your ongoing contact, reviewing progress year round.

⑫ Consultant Review

Your Consultant reviews your full clinical picture and leads your treatment strategy.

A Rhythm of Care Built Around You

Your care is fully personalized, but every plan is anchored to the minimum touchpoint frequencies below, so you stay on track for the best possible outcomes.

Touchpoint	Minimum Frequency
Consultant (MRP) Consultation	4x / year
Program GP Follow-up	4x / year
FBS & HbA1c Testing	4x / year
Lipid Profile	4x / year
Renal Profile	4x / year
Microalbumin / Creatinine Ratio	4x / year
Urine Analysis & CBC	4x / year
Liver & Thyroid Function	1x / year
Specialized Consults (Cardiology, Psychology, Nutrition, Dental, Ophthalmology, Surgery)	1x / year
Preventative Scans (ECG, OCT, ABI, ASCVD....)	1x / year

REACHING YOUR CONTROL ZONE

If your diabetes isn't yet well controlled, your care team may recommend more frequent touchpoints until you reach your personal "Control Zone," then settle into the standard rhythm above.

How We Measure Progress

Your care plan includes clear, trackable goals. These are the core biomarkers and outcome measure your care team reviews with you throughout the program.

Biomarker / Measure	Target Range	Frequency	Why It Matters
HbA1c (blood sugar)	= or below 7	Every 3 months	Reflects average blood sugar control over time.
Blood Pressure	below 140/90	Every visit	Key indicator of cardiovascular risk.
LDL Cholesterol	71-99	Every 3 months	Helps assess cardiovascular disease risk.
BMI	18.5 to 24.9 kg/m ²	Every visit	Supports overall metabolic health tracking.
Medication Adherence	>80%	Every 3 months	Confirms treatment plans are being followed as prescribed.
Patient Compliance	>80%	Annually	Tracks whether patient is compliant to care components.

A NOTE ON TARGETS

Clinical target ranges above are based on clinical guidelines. Your consultant will set individualized goals based on your health history, age, and current condition

Lives Changed Through My 360 Diabetes

5,000+

MEMBERS SERVED

67%

REPORT IMPROVED HEALTH

90%

OVERALL SATISFACTION

“The nurses, doctors, coordinators, and all staff are more than amazing, they’re doing a great job. The program is amazing my health has improved a lot. I am with you now for 2 years. My journey in the program was great, and I have not faced any issues.

S.M. , Program Participant

“At the Department of Endocrinology, we are proud to champion the My 360 Diabetes program as a transformative model for value-based chronic care. My 360 Diabetes is not just a medical service it’s a seamless ecosystem designed to provide truly integrated support for patients. It isn’t simply another program; it’s a promise, where clinical excellence meets genuine human support ensuring that every patient is empowered, every complication is proactively prevented, and every life is lived with absolute confidence.

Dr. Hussein ElBadawi, Head of Endocrinology Department /
Endocrinology Consultant

FAQs

Answers to the questions patients ask most.

Do I need a referral to join?	No referral is required. You can enroll directly by reaching out to our team, and your Consultant will confirm eligibility at your first visit.
Is there a cost to join My 360 Diabetes?	My 360 Diabetes is completely free of charge. There is no insurance or payment required to join the program.
What if I miss an appointment?	Your Care Coordinator will help you reschedule as soon as possible to keep your Annual Calendar on track.
Can I choose or change my consultant?	Yes. If you would like to change consultants at any point, simply let your Care Coordinator know and they will help arrange it.
How soon can I start after enrolling?	Most patients begin their initial evaluation within the same week of enrolling.
What happens if my results are outside the target range?	Your care team will adjust your touchpoint frequency and treatment plan to help you reach your personal Control Zone.

We're Here to Help

Ready to join My 360 Diabetes, or still have questions? Reach out any time, our team is happy to schedule an appointment for you to discuss them with our specialists.

YOUR NEXT STEPS CHECKLIST

- ☐ Reach out to us by phone, WhatsApp, or email
- ☐ Book your enrollment consultation with a Program Consultant
- ☐ Complete your initial evaluation and diagnostic labs
- ☐ Receive your personalized Annual Care Calendar
- ☐ Start your journey with your dedicated care team
- ☐

Contact Us

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Web: www.myclinic.com.sa

Social:

Hours of Operation

Sunday – Thursday 9:00 AM – 9:00 PM

Friday 5:00 PM – 9:00 PM

Saturday 1:00 PM – 9:00 PM

