

Under the patronage of
His Majesty King Abdullah II ibn Al Hussein

 **HCAC2025**
8TH QUALITY HEALTH CARE
CONFERENCE AND EXHIBITION

ISQua's First Ever Regional Conference

in the Eastern Mediterranean

Conference Booklet

In collaboration with





His Majesty King Abdullah II ibn Al Hussein

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Welcome Letter

On behalf of the Health Care Accreditation Council (HCAC), it is my pleasure to welcome you to the **8th Quality Health Care Conference & Exhibition 2025**, held under the esteemed patronage of His Majesty King Abdullah II ibn Al Hussein. This year, in collaboration with the International Society for Quality in Health Care (ISQua) as its 2025 Regional Conference in the Eastern Mediterranean Region, we mark a significant milestone in expanding HCAC's global impact on healthcare quality and patient safety.

Since 2010, HCAC has been dedicated to advancing healthcare excellence in Jordan and the region through developing rigorous standards, providing expert consultations, awarding accreditation, and building the capacity of healthcare professionals—all with people-centered care at the heart of our mission.

The theme of this year's conference, "**Resilient Health Systems: Enhancing Quality and Safety – Patients Always at the Heart!**", reflects our commitment to robust, adaptive, and sustainable healthcare. Key topics include healthcare resilience in crisis, workforce development, accreditation and value-based healthcare, digital transformation including AI integration, resilient primary healthcare, and sustainability in healthcare.

The conference will bring together over 800 professionals, policymakers, and experts from Jordan, the region, and beyond, to exchange knowledge, explore practical solutions, and foster partnerships that drive measurable improvements in quality and patient safety. A dedicated "Workshops Day" will offer hands-on learning, while two days of plenary sessions will showcase innovations, address key challenges, and highlight practical solutions. A scientific poster competition will also present outstanding research and innovative ideas through a display of high-quality posters.

We extend our sincere gratitude to our partners, sponsors, and supporting organizations, whose generous contributions enable HCAC to host participants free of charge. This ensures that knowledge and best practices reach even the most remote areas of Jordan, maximizing the conference's impact while remaining true to our non-profit mission. The HCAC team is committed to making your participation seamless, enriching, and inspiring, as we work together to advance resilient, people-centered healthcare across the country and the region.

Welcome to the **8th Quality Health Care Conference & Exhibition 2025**. Together, let us continue to place patients at the heart of all we do and shape a safer, higher-quality healthcare future.

Ms. Salma Jaouni

Chief Executive Officer

Health Care Accreditation Council (HCAC)

About HCAC

The **Health Care Accreditation Council (HCAC)** is a private nonprofit company based in Jordan and established in 2007. It aims to promote quality improvement and patient safety through accreditation, capacity building and consulting across Jordan and the Arab Region. We are a full member of the International Hospital Federation (IHF) since 2020.

Our mission is to Lead comprehensive quality and safety improvements of the healthcare environment, services, governance and worker performance through providing customized, high-end products with a commitment to sustainable practices and global standards.

And our vision is to be the most highly regarded and sought-after quality and safety improvement service provider in Jordan and the region.

HCAC is an internationally renowned institution: it is the first institution in the Arab region that has achieved the three ISQua accreditations; for its standards, for the surveyors' certification course and for the organization.

We develop and deliver quality improvement programs in efforts to assist healthcare facilities in meeting and maintaining quality standards through guiding healthcare professionals on how to measure their performance against these standards, and monitor their improvements using our quality improvement methods.

Furthermore, HCAC identifies impediments to improvement and develops strategies to overcome them. For example, HCAC developed a series of flagship courses to improve healthcare professionals in the field of Quality and Patient Safety with the belief that human resources are the most critical element in the quality improvement journey.

About the Conference



The 8th Quality Health Care Conference and Exhibition

Under the Patronage of His Majesty King Abdullah II ibn Al Hussein and guided by the Board of Directors, the Health Care Accreditation Council (HCAC) is pleased to organize for Jordan and the Region, **the 8th Quality Health Care Conference and Exhibition**, providing a unique professional development and networking opportunity for all participants in the conference.

The Health Care Accreditation Council (HCAC) has committed to organizing every-other-year a regional conference aimed at local and regional professionals and institutions availing to them the latest knowledge and experiences from the international world of quality and patient safety. This 8th Quality and Health Care Conference and Exhibition will be held under the Patronage of His Majesty King Abdullah II ibn Al Hussein, at Landmark Hotel in Amman – Jordan, from the 24th to the 26th of November 2025.

This year's HCAC 8th Quality Healthcare Conference & Exhibition is being held in collaboration with ISQua as ISQua's 2025 Regional Conference in the EMRO Region. The conference will explore emerging issues in healthcare quality and safety, focusing on impactful interventions and future development relevant to the Eastern Mediterranean region.

We are honored to welcome **three distinguished speakers from ISQua**, including:
Professor Ezequiel García-Elorrio, ISQua President Elect.

This partnership marks a significant step in expanding the global reach and impact of the HCAC Conference with special attention to:



A steering committee with a diverse group of stakeholders and professionals from across the healthcare sector, will guide the content. A Workshops Day will precede the conference, offering practical, hands-on learning aligned with conference topics.

Goal:

The overall goal of the conference is to promote quality, safety, and patient-centered care by empowering stakeholders with tools, knowledge, and innovations.

The conference highlights best practices, digital transformation, and collaborative solutions to address emerging healthcare challenges, including AI, sustainability, climate change, and Universal Health Coverage (UHC).

Objectives

- Build capacity and inspire action for quality improvement and safer care
- Share impactful innovations and systems that advance healthcare delivery
- Promote accreditation as a driver for better governance and digital health outcomes
- Influence policy and practice toward integrated, resilient health systems
- Foster regional collaboration on patient safety, environmental health, and UHC.

العيـن عـلـيـك

500 أـلـف

مـوزـعـة عـلـى 5 رـاـبـدـيـن

100 أـلـف لـكـل رـاـبـدـيـن بـشـهـر 12

اـفـتـح أـو غـدـدـ حـسـابـك التـوـفـير

Conference Steering Committee and Organizers

We thank all the organizations and individuals who have dedicated time and effort to ensure that this conference meets its objectives. Moreover, we are grateful for the speakers, moderators and attendees who have come to identify, discuss and recommend best practices and latest achievements to raise the level of safety and quality for health services and focus on patients.

This partnership marks a significant step in expanding the global reach and impact of the HCAC Conference with special attention to:

Name	Affiliation	Position
H.E Mrs. Reem Abu Hassan	Former Minister	Chairman
H.E. Ms. Badreyeh Balbesi	Minister of State for Public Sector Development	Member
Dr. Ghada Kayyali	World Health Organization	Member
Dr. Hani Nawafleh	Jordan Nursing Council	Member
Dr. Zaid Makahleh	Royal Medical Services	Member
Dr. Mohammad Thnibat	Private Hospitals Association	Member
Dr. Safa'a Oran	Ministry of Health	Member
Dr. Sawsan Al Majali	Policy	Member
Dr. Mohammad Qudah	Academic	Member
Dr. Suliman Al Ghamidi	Academic	Member
Dr. Ismail Matalqa	Academic	Member
Eng. Omar Ayesh	Electronic Health Solutions	Member
Dr. Ala'a Al Tamimi	Jordan Center for Disease Control	Member
Dr. Maher Zghayir	Pathology	Member
Dr. Ola Tibawi	European Union	Member
Dr. Shaher Shatnawi	Parliament	Member
Eng. Lana Marashdeh	Vice Chair-Arab Accreditation Cooperation (ARAC) JAS-AU Director	Member

We would like to thank **ALL** of the **Health Care Accreditation Council Team Members** for their commitment and diligence to organizing this conference.

Conference Venue and Dates

Landmark Hotel Amman on November 24,25 and 26, 2025

With its contemporary design and elegant ambiance, Landmark Amman Hotel & Conference Center offers a distinctive blend of modern comfort and genuine Jordanian hospitality. Ideally located in the heart of Amman, the hotel provides exceptional facilities and services that make it a premier destination for conferences, meetings, and exhibitions. Combining sophistication with warmth, Landmark Amman ensures an unforgettable experience for every guest.





بنقدملك مزايا عديدة
موافق عليه مسبقاً
مع برنامج الأطباء



أعرف أكثر
عن البرنامج



Conference Agenda

Time	Topic
Day 1: Monday, November 24th, 2025 (Workshops Day)	
08:00 - 09:00	Welcome Coffee Break and Registration <hr/> <p>Implementation Science to Improve Quality and Patient Safety in Less Resourced Settings: Lessons from Latin America Dr. Ezequiel Garcia Elorrio, Argentina Room No. 3</p> <hr/> <p>Appreciative inquiry as accelerator for clinical leadership, staff engagement and patient empowerment in hospital accreditation. Dr. Ellen Joan Van Vliet, Netherland Room No. 2</p> <hr/> <p>09:00 - 13:00</p> <p>Learning Health System 2.0: Creating Environmentally Responsive Adaptation and Mitigation Strategies in Healthcare Prof. Jeffrey Braithwaite, Australia Room No. 4</p> <hr/> <p>Advanced clinical simulation: Breast Examination workshop Dr. Wafa Taher, Jordan Room No. 5</p> <hr/> <p>The Breastfeeding Landscape in Jordan: Current Status, Addressing Challenges, and Shaping the Future Jamila Abd Al-Rahman Abu Idhail, Jordan Room No. 1</p> <hr/> <p>09:00 - 15:30</p> <p>Simulation Exercise: How to Improve Healthcare Dr. Rashad Masoud, USA Room No. 6</p>
10:30 - 11:00	Coffee Break
13:00 - 14:00	Lunch

Time	Topic
Day 2: Tuesday, November 25th, 2025 (Conference Sessions)	
07:30 - 08:30	Registration
Opening Ceremony	
09:00 - 09:45	Opening
09:45 - 10:30	<p>Addressing core challenges in Healthcare: Quality, Safety, Implementation, Complexity and Unprofessional behavior</p> <p>Keynote speech, Prof. Jeffrey Braithwaite, Australia</p>
10:30 - 11:00	Opening of the Exhibition - Coffee Break
<p>Session 1: Upholding Quality in Crisis: Healthcare Resilience in Conflict Zones</p> <p>Moderator Dr. Fawzi Al Hammori</p> <p>Healthcare systems in conflict zones face immense challenges, including infrastructure destruction, shortages of medical supplies, workforce displacement, and security risks. Despite these adversities, ensuring the quality and resilience of healthcare services remains paramount. Resilient healthcare in conflict zones requires innovative, adaptable, and collaborative approaches. By integrating technology, strengthening supply chains, and fostering global partnerships, healthcare providers can continue to deliver quality care despite the challenges posed by war and crises. Prioritizing healthcare resilience not only saves lives but also lays the foundation for post-conflict recovery and sustainable development. This session explores strategies to uphold healthcare quality in crisis settings, leveraging innovative solutions, partnerships, and adaptive methodologies.</p>	
11:00 - 12:30	<p>Maintaining quality of healthcare education in a war zone: Lessons from Gaza</p> <p>Dr. Mahmoud Aloubani, UK</p>
<p>Innovation and Partnerships for Quality Healthcare in Crisis: Insights from the Gaza Mission</p> <p>Dr. Yanal Ajlouni, Jordan</p>	
<p>Good Governance in Complex & Health Emergency: lessons from the response to the 66-Day War on Lebanon (2024)</p> <p>Dr. Nasser Yassin, Lebanon</p>	

Time	Topic
	<p>When Conflict Becomes Chronic: The Lasting Effects on Healthcare Systems in Syria Dr. Mahmoud Megdadi, Jordan</p>
	<p>The Resilient Pulse: Sustaining Quality Health Services in the Heart of Conflict – The Royal Medical Services Experience Dr. Alia Mousa Alkhlaifat, Jordan</p>
Session 2: Accreditation and Value Based Health Care	
12:30 - 14:00	<p>Moderator: Ms. Salma Jaouni</p> <p>Accreditation and Value-Based Health Care (VBHC) both aims to enhance health care quality, patient safety, and efficiency. However, they differ in purpose, methodology, and impact on health care organizations, in this session the discussion will be around how the Accreditation and VBHC drives continuous improvement and financial sustainability. By integrating both, health care organizations can enhance patient outcomes, operational efficiency, and financial performance.</p>
<p>It takes two to tango: the value of a human factors approaches in accreditation of health care services that are under pressure. Dr. Ellen Joan Van Vliet, Netherland</p>	
<p>The Evidence for Accreditation and Systems Improvement Prof. Jeffery Braithwaite, Australia</p>	
<p>Saudi Arabia's Health Sector Transformation: A Global Health Perspective Dr. Reem F. Bunyan, KSA</p>	
<p>Value-based healthcare from volume to quality: Oman experience Ms. Laila Tamimi, Oman</p>	
<p>Transforming Quality into Value: Enhancing Outcomes and Efficiency Dr. Khalid Kheder, KSA</p>	
14:00 - 15:00	Lunch Break

Time	Topic
15:00 - 16:30	<p>Session 3: Healthcare workforce challenges and insights</p> <p>Moderator: Dr. Ismail Mataalka</p> <p>The healthcare workforce is facing a variety of challenges, ranging from staffing shortages to burnout and evolving technology. Building a resilient healthcare workforce is essential for maintaining high-quality care, adapting to crises, and ensuring long-term sustainability. This session will shed the light on proactive planning, investment in well-being, and strategic use of technology. By addressing shortages, improving working conditions, and fostering innovation, healthcare systems can better withstand crises and deliver high-quality resilient care.</p>

From Shortage to Strength: Strategies for a Resilient Healthcare Workforce

Prof. Dr. Elsayed Elokda, Egypt

Support4Resilience – an EU-funded project to develop a toolkit to promote organisational resilience

Dr. Carsten Engel, Denmark

Building a Resilient Nursing and Healthcare Workforce with Data Driven Planning

Dr. Jihan Qaryouti, Jordan

Investing in the workforce: why People are the greatest asset in healthcare

Dr. Aref Abed, Jordan

Igniting health worker engagement through improvement teams

Dr. Rashad Masoud, USA

16:30

End of Day 1

Time	Topic
Day 3: Wednesday November 26th, 2025	
09:00 - 10:30	<p>Session 4: Resilient Primary Health Care, The Foundation of Universal Health Coverage</p> <p>Moderator: Dr. Fadia Samara</p> <p>A resilient Primary Health Care (PHC) system is the cornerstone of Universal Health Coverage (UHC). By ensuring accessible, affordable, and high-quality primary care, health systems can address the majority of health needs, prevent diseases, and respond effectively to public health challenges. A strong PHC system reduces healthcare costs, improves equity, and enhances overall system resilience. The focus of this session will be on the strategies for strengthening PHC for UHC such as expanding access to primary care services, strengthening financial protection and health insurance, leveraging digital health and AI, building a resilient healthcare workforce, and enhancing crisis preparedness and response.</p>
	<p>Improving Primary HealthCare in South America through the Lense of Quality of Care</p> <p>Dr. Ezequiel Garcia, Brazil</p>
	<p>Advancing UHC through Strong PHC</p> <p>Dr. Ahmad Taha, Egypt</p>
	<p>Integrating Cancer Prevention and Early Detection into Primary Health Care: Lessons from Jordan's Breast Cancer Program.</p> <p>Dr. Reem Ajlouni, Jordan</p>
	<p>Expanding Home Care to Strengthen Resilient Primary Health Care for Universal Health Coverage.</p> <p>Dr. Basel Elian, Jordan</p>
	<p>Breastfeeding and Public Health in Qatar: From National Policy to Universal Health Coverage</p> <p>Fitna Alnuaimi, Qatar</p>
	<p>Topic: The Role of Health Insurance in Strengthening the Primary Health Care System (The Iraqi Experience)</p> <p>Ali Abaid, Iraq</p>
10:30 - 11:00	Break

Time	Topic
11:00 - 12:30	<p>Session 5: Integration of artificial intelligence and digital health into quality systems</p> <p>Moderator: Dr. Suliman Ghamedi</p> <p>The integration of AI and digital health into healthcare quality systems is transforming patient care, operational efficiency, and decision-making. By leveraging these technologies, healthcare systems can enhance accuracy, efficiency and patient outcomes while ensuring compliance with quality standards. This session will address how the integration of AI and digital health into healthcare quality systems enhances patient safety, operational efficiency, and decision-making. While challenges exist, responsible AI deployment with ethical oversight and strong data governance will shape the future of high-quality healthcare.</p>

How AI can help and hinder improvements in the quality of healthcare
Prof. Johanna Westbrook, Australia

Redefining Healthcare Efficiency Through Tech and AI
Eng. Omar Ayash, Jordan

Enhancing Healthcare Quality Through AI and Digital Health Transformation: Opportunities and Challenges
Prof. Mohammad Odeh, UK

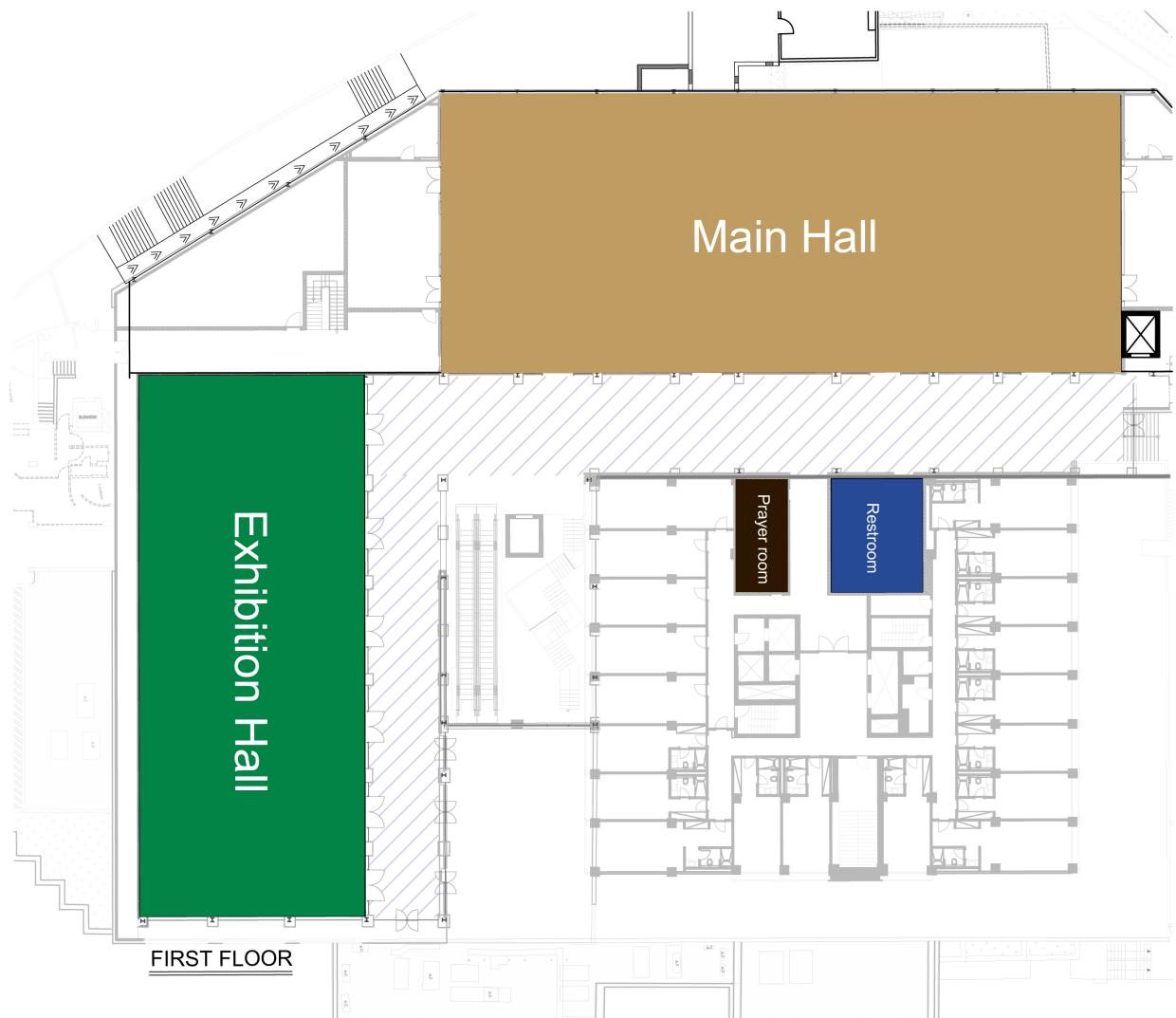
Digital Health and AI: Transforming Quality in Healthcare
Dr. Anas Alkamiyani, Oman

Benefits of Digital health Transformation
Dr. Ibrahim Labib, Jordan

Pathways to Impact: Integrating AI and Digital Health from Academia to Commercialization
Dr. Asif Ali, USA

Time	Topic
12:30 - 14:00	<p>Session 6: Sustainability in Healthcare</p> <p>Moderator: Dr. Ismail Mataalka</p> <p>Healthcare systems face growing challenges in delivering high-quality care while ensuring long-term sustainability across environmental, economic, and social dimensions. This session will explore how sustainable healthcare practices can improve resource efficiency, reduce costs, support workforce well-being, and minimize environmental impact. From responsible procurement and waste management to equitable access and staff resilience, adopting a holistic approach to sustainability strengthens healthcare systems and enhances their ability to serve communities now and in the future.</p>
	<p>Sustainable Care in 38 Countries: What Can Jordan Learn?</p> <p>Prof. Jeffery Braithwaite, Australia</p>
	<p>Healing People, Healing the Planet: A Blueprint for Sustainable Healthcare</p> <p>Dr. Salah Al-Aqtash, UAE</p>
	<p>Healthcare sustainability and health workforce: roles and benefits.</p> <p>Dr. Alaa Alsheikh, Jordan</p>
	<p>Sustainability (Aim and Progress) in Royal Medical Services Healthcare Facilities</p> <p>Dr. Zaid Makahleh, Jordan</p>
	<p>Keeping Public Health Systems Alive: Strategies for Sustaining Essential Public Health Functions</p> <p>Prof. Khalid Kheirallah, Jordan</p>
	<p>An international approach to sustainable healthcare transformation</p> <p>Mr. Thomas Dakin, Switzerland</p>
14:00 - 15:00	Lunch Break
15:00 - 16:30	<p>Closing Session</p> <p>HE Reem Abu Hassan, Jordan, Dr. Rashad Masoud, USA</p>
	Announcement of winning posters
	Honouring Sponsors and steering committee members

Whole Floor Plan





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Al Kindi Hospital is the only hospital accredited in
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Conference Speakers



Prof. Jeffrey Braithwaite
Keynote Speaker



BA, DipLR, MBA, MIR (Hons), PhD, FIML, FCHSM, FFPHRCP (UK), FAcSS (UK), Hon FRACMA, FAAHMS



Dr. Carsten Engel

CEO
ISQua



Dr. Ezequiel Garcia Elorrio

President
ISQua



Dr. Ellen Joan Van Vliet

President Elect
ISQua





Dr. Ala'a Al-Shaikh

Public Health Officer (Health Promotion and Determinants of Health)
WHO Country Office For Jordan



Dr. Alia Mousa Alkhlaifat

Pediatric Infectious Disease Consultant
Royal Medical Services



Dr. Anas Al Kamyani

Director of National center for virtual health
Ministry of health



Dr. Aref Alabed

GM MENA Region for The CPD Standards Office, CEO for IMTA British Academy, UK



Dr. Asif Ali

Member of the Health Technology Advisory Group
American Heart Association (AHA)



Dr. Basel Elyyan

CEO
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Dr. El Sayed Elokda

Board Member
The General Authority for Health Accreditation and Control (GAHAR)



Dr. Fadia Samara

Director of National center for virtual health
Ministry of health



Dr. Fawzi Hammouri

Executive Chairman
Gaza Health Initiative.



Dr. Ibrahim Labib

Director of Jordan Digital Health Center & Director of Crisis Management
Jordan Ministry of Health





Dr. Jamila Abu Idhail

Dean, Nursing Faculty
Hashemite University



Dr. Jihan Al Qaruti

Director of Nursing Directorate
Ministry of Health, Jordan



Dr. Khalid Kheder

Advisor to the Vice Minister and Director General of Boards and Committees
Ministry of Health, Saudi Arabia



Dr. Reem Al-Ajlouni

Director
Jordan Breast Cancer Program- King Hussein Cancer Foundation and Center



Dr. Reem Bunyan

Member of the Health Technology Advisory Group
American Heart Association (AHA)





Dr. Salah Aqtash

Chief Nursing Officer
The Medical Office/ PureHealth Corporate



Dr. Suliman Al Ghamdi

Managing Partner
Beyond Management Consulting



Dr. Wafa Taher

Consultant Oncoplastic breast surgeon , Assistant Professor Assistant Dean
for Quality, Training, and Innovation
Faculty of Medicine Al Balqa Applied University



Dr. Yanal Ajlouni

President
Jordan Paramedic Society (JPS)



Dr. Zeid Makahleh

Lead of congenital and pediatric cardiac surgery department of QAHI at
KHMC
The Jordanian Royal Medical Services (JRMS)





Eng. Omar Ayesh

CEO
Electronic Health Solutions



Mr. Ali Obaid

Director of Health Insurance
Ministry of Health Iraq



Ms. Aditi Jayaram

Project Officer
Geneva Sustainability Centre



Ms. Fitna Alnuaimi

Senior Specialist, Health Policy
Ministry of Public Health , Qatar



Ms. Laila Al-Tamimi

Head of Standards Development Section, Quality Assurance Center
Ministry of Health, Oman





Ms. Salma Jaouni

CEO
Health Care Accreditation Council (HCAC)



Prof. Dr. Ahmed Taha

Managing Partner
Beyond Management Consulting



Prof. Ismail Matalka

President
Ras Al Khaimah Medical & Health Sciences University (RAKMHSU)



Prof. Johanna Westbrook

Director
Centre for Health Systems and Safety Research, Australian Institute of Health Innovation,



Prof. Mahmoud Loubani

Chair
PalMed Academy





Prof. Mohammad Odeh

President & Professor of Digital Health
Global Academy for Digital Health



Dr. Khalid Kheirallah

Professor of Public Health
Medical School of Jordan University of Science and Technology (JUST)



Dr. M. Rashad Masoud

Head, Global Health, USA
IQVIA



Dr. Mahmoud Megdadi

Public Health Officer
International Organization for Migration (IOM)



Dr. Nasser Yassin

Senior Policy Adviser, Former Minister of Environment

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HCAC 2025
8TH QUALITY HEALTH CARE
CONFERENCE AND EXHIBITION



**WELCOME
TO JORDAN**

In collaboration with



About Jordan

Jordan offers its visitors a truly unforgettable experience with its rich history, vibrant culture, and captivating landscapes. The country is a land of remarkable diversity—where ancient heritage meets natural beauty and warm hospitality. From the awe-inspiring Rose Red City of Petra, one of the New Seven Wonders of the World, to the Dead Sea, known as the lowest point on Earth and nature's living miracle, Jordan promises experiences unlike any other.

Explore the mystic deserts of Wadi Rum, relax along the shores of the Red Sea, or discover timeless treasures in Amman's bustling streets and ancient castles. Whether for history, adventure, or relaxation, Jordan welcomes every visitor with open arms and a genuine spirit of generosity.

For more information, please visit www.visitjordan.com

Key Facts About Jordan

- Capital: Amman
- His Majesty King: Abdullah II ibn Al Hussein
- Currency: Jordanian Dinar (JOD)
- Population: Approximately 11 million
- Continent: Asia
- Official Language: Arabic
- Dialing Code: +962
- Location: Amman, Jordan
- Latitude / Longitude: 31.722534° N / 35.98932° E
- Time Zone: GMT +03:00
- Main Airport: Queen Alia International Airport (Code: AMM)

General Information – Jordan

Climate

Jordan enjoys a predominantly dry and sunny climate throughout the year. During November, the weather is typically mild with occasional scattered showers. Days are comfortably warm, while evenings can be cool.

For the period of 20–30 November 2025, Jordan is expected to experience mostly sunny to partly cloudy skies, with daytime temperatures ranging from 22–24°C and cooler evenings around 10–12°C. Visitors are advised to bring light jackets or sweaters for evening activities, particularly in desert regions and highland areas.

Ground Transportation

Taxis

Taxis remain one of the most convenient and affordable ways to travel within Amman and between cities such as Amman and Aqaba.

- Yellow taxis can be hailed on the street or found outside hotels.
- White “service taxis” operate on fixed routes and are shared by passengers.
- Ride-hailing services such as Uber and Careem are widely available, reliable, and reasonably priced.

Buses

Several transport companies operate modern, air-conditioned buses and coaches offering both charter and scheduled services across Jordan. Hotel concierges can assist with timetables and ticket bookings.

Car Rental

Jordan’s expanding road network makes driving a convenient option for exploring the country. Visitors must hold a valid International Driving Permit (IDP).

- Driving is on the right-hand side.
- Road signs are in Arabic and English.
- Brown signs mark tourist attractions.

Currency

The currency of Jordan is the Jordanian Dinar (JOD).

- **Exchange Rate:** 1 USD \approx 0.71 JOD (subject to change).
- **Exchange:** Available at banks, exchange offices, and most hotels.
- **ATMs:** Widely available throughout Amman and other cities, including shopping areas and banks.
- **Credit Cards:** Major credit cards (Visa, MasterCard, American Express, and Diners Club) are widely accepted. Smaller shops and local markets often prefer cash in Jordanian Dinars.
- **Bank Hours:** Sunday–Thursday, 8:30 AM–3:00 PM. Some mall branches operate 10:00 AM–10:00 PM with a mid-day break and open on weekends.

Local Time

Jordan Standard Time (JST) is GMT +3 hours. Jordan no longer observes daylight saving time.

The country is approximately 7 hours ahead of U.S. Eastern Standard Time (EST).

Business Hours

Most organizations operate Sunday through Thursday, with Friday and Saturday as the weekend.

- **Government offices:** 8:30 AM – 3:00 PM
- **Private sector:** Sunday–Thursday, with morning hours roughly 8:30–1:30 PM and afternoon hours 2:30–6:00 PM (may vary by company).
- **Banks:** Sunday – Thursday, 8:30 AM – 3:00 PM

Language

The official language of Jordan is Arabic, but English is widely spoken, particularly in Amman, hotels, and business settings.

Electrical Current

Jordan's electrical power supply is 220 volts, 50 Hz. Hotels are equipped with hairdryers and offer power outlets compatible with European-style two-pin plugs. Visitors from countries with different voltage systems are advised to bring a universal adapter.

Jordan on the Web

- HM King Abdullah II Official Website: www.kingabdullah.jo
- HM Queen Rania Official Website: www.queenrania.jo
- Jordan Tourism Board: www.visitjordan.com
- Jordan Times Newspaper: www.jordantimes.com
- Al Rai Newspaper: www.alrai.com

Emergency

For emergencies in Jordan, dial 911 (toll-free) for police, ambulance, or fire services.

