

# Certificate of Registration

The International Customer Experience Standard - ICXS:2019

This is to certify that:

Dubai Health Authority  
Head Quarters  
Customer Happiness Department  
Oud Metha-Bur Dubai  
Dubai  
4545  
United Arab Emirates

Holds Certificate No:

**ICXS 710860**

and operates a customer experience system which complies with the requirements of ICXS:2019 for the following scope:

Managing and Provision of Medical and Health Services excluding Pre-Employment Examination and Occupational Health Screening

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2019-10-22

Latest Revision Date: 2021-12-08

Effective Date: 2019-10-22

Expiry Date: 2022-10-21

Page: 1 of 6



...making excellence a habit.™

Certificate No: **ICXS 710860**

Location	Registered Activities
Dubai Health Authority Head Quarters Customer Happiness Department Oud Metha-Bur Dubai Dubai 4545 United Arab Emirates	Provision of medical services
Latifa Hospital Oud Metha Road Dubai United Arab Emirates	Provision of Medical Services
Rashid Hospital Medical Education Department, Lab and Pharmacy Oud Metha- Bur Dubai Dubai United Arab Emirates	Provision of medical services
Health Regulation Customer Happiness Center 26th Floor Festival Office Tower Dubai Festival City Dubai United Arab Emirates	Provision of Medical Services
Dubai Hospital Opposite to Palm Deira Al Baraha Deira Dubai United Arab Emirates	Provision of medical services
Hatta Hospital Hatta province Dubai United Arab Emirates	Provision of Medical Services
Thalassemia Center and Blood Donation Medical Centre Clinic Al Jaddaf Dubai United Arab Emirates	Provision of Medical Services

Original Registration Date: 2019-10-22

Latest Revision Date: 2021-12-08

Effective Date: 2019-10-22

Expiry Date: 2022-10-21

Page: 2 of 6

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.  
An electronic certificate can be authenticated [online](#).  
Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)

BSI (EMEA) Headquarters: 389 Chiswick High Road, London, W4 4AL, United Kingdom  
A Member of the BSI Group of Companies.

Certificate No: **ICXS 710860**

Location	Registered Activities
Dubai Gynaecology and Fertility Centre Medical Centers Clinic Building 64, Street 20, Block C Dubai Health Care City Dubai United Arab Emirates	Provision of Medical Services
Dubai Physiotherapy and Rehabilitation Center 29B Street, Sheikh Zayed Road Exit No. 45, Al Safa 2 Jumeirah Dubai United Arab Emirates	Provision of Medical Services
Dubai Diabetes Centre Medical Centre Clinic First Floor, Block C Al Hudaiba Awards Building 2nd December St., Near Union House Bur Dubai Dubai United Arab Emirates	Provision of Medical Services
Dubai International Airport Medical Centre Clinic Terminal 3 Dubai International Airport Airport Road Deira Dubai United Arab Emirates	Provision of Medical Services
Central Services Complex Dubai Clinic and Nutrition Head Quarters Jafliya, Bur Dubai Dubai United Arab Emirates	Contact center activities
Dubai Blood Donation Centre Clinic Al Jaddaf- Bur Dubai Dubai United Arab Emirates	Provision of Medical Services

Original Registration Date: 2019-10-22

Effective Date: 2019-10-22

Latest Revision Date: 2021-12-08

Expiry Date: 2022-10-21

Page: 3 of 6

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.  
An electronic certificate can be authenticated [online](#).  
Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)

BSI (EMEA) Headquarters: 389 Chiswick High Road, London, W4 4AL, United Kingdom  
A Member of the BSI Group of Companies.

Certificate No: **ICXS 710860**

Location	Registered Activities
Al Badaa Health Center DHA Primary Healthcare Center Al Badaa Sheikh Zayed Road 1 Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services
Al Barsha Health Center DHA Primary Healthcare Center Al Barsha 3 Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services
Al Khawaneej Health Center DHA Primary Healthcare Center Sector Al Khawaneej Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services
Al Mamzar Health Center DHA Primary Healthcare Center Sector Al Mamzar Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services
Al Mankhool Health Center DHA Primary Healthcare Center Al Mankhool Road Al Mussalah Mosque Bur Dubai Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services
Al Mezhir Health Center DHA Primary Healthcare Center Sector Al Mezhir 1 Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services
Al Safa Health Center DHA Primary Healthcare Center Al Safa Al Wasl Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services

Original Registration Date: 2019-10-22

Effective Date: 2019-10-22

Latest Revision Date: 2021-12-08

Expiry Date: 2022-10-21

Page: 4 of 6

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.  
An electronic certificate can be authenticated [online](#).  
Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)

BSI (EMEA) Headquarters: 389 Chiswick High Road, London, W4 4AL, United Kingdom  
A Member of the BSI Group of Companies.

Certificate No: **ICXS 710860**

Location	Registered Activities
Al Towar Health Center DHA Primary Healthcare Center Sector Al Towar 1 Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services
Dubai Complementary Medicine Centre Behind Rashid Hospital Dubai United Arab Emirates	Provision of Medical Services
Dubai Dermatology Center - Al Safa Al Wasl Jumeirah Dubai United Arab Emirates	Provision of Medical Services
Nad Al Hammar Health Center DHA Primary Healthcare Center Sector 10th Street Nad Al Hammar Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services
Nad Al Shiba Health Center DHA Primary Healthcare Center Sector Nad Al Shiba Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services
Senior Citizen Happiness Center Behind Rashid Hospital Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services
Zabeel Health Center DHA Primary Healthcare Center Sector Zabeel 1 Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services
Al Lsaili Health Center Al Lsaili District Dubai United Arab Emirates	Provision of Primary Healthcare Sector Medical related services

Original Registration Date: 2019-10-22

Effective Date: 2019-10-22

Latest Revision Date: 2021-12-08

Expiry Date: 2022-10-21

Page: 5 of 6

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.  
An electronic certificate can be authenticated [online](#).  
Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)

BSI (EMEA) Headquarters: 389 Chiswick High Road, London, W4 4AL, United Kingdom  
A Member of the BSI Group of Companies.

Certificate No: **ICXS 710860**

Location	Registered Activities
Dubai Health Authority - Consulate General of UAE, Munich Lohengrinstrabe 21 Munich Munchen 81675 Germany	Overseas Admin office for the medical treatment registration for Emiratis
Dubai Health Authority - Consulate General of UAE, Bonn Erste Fahrgasse 6 Bonn 53113 Germany	Overseas Admin office for the medical treatment registration for Emiratis
Dubai Health Authority Office Embassy of United Arab Emirates 71 Harley Street London W1G 8DE United Kingdom	Overseas Admin office for the medical treatment registration for Emiratis

Original Registration Date: 2019-10-22

Latest Revision Date: 2021-12-08

Effective Date: 2019-10-22

Expiry Date: 2022-10-21

Page: 6 of 6

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.  
An electronic certificate can be authenticated [online](#).  
Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)

BSI (EMEA) Headquarters: 389 Chiswick High Road, London, W4 4AL, United Kingdom  
A Member of the BSI Group of Companies.