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Manual for Licensing Health Facility Version (1)

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Health Licensing Department

Health Regulation Sector (2022)

INTRODUCTION

Health Regulation Sector (HRS) forms an integral part of Dubai Health Authority (DHA) and is mandated by DHA Law No. (14) of 2021 Amending Law No. (6) of 2018 Concerning the Dubai Health Authority, to undertake several functions including but not limited to:

- Developing regulations, policies, standards, guidelines, and manuals to improve quality and patient safety and promote the growth and development of the health sector;
- Licensure of health facilities (HF) as well as healthcare professionals (HP) and ensuring compliance to best practice.
- Perform audit, and inspection on health facilities (HF) as well as healthcare professionals (HP) to maintain high standards of quality and safety.
- Managing patient complaints and assuring patient and physician rights are upheld;
- Strengthening health tourism and assuring ongoing growth; and
- Assuring management of health informatics, e-health and promoting innovation.

The Manual for Licensing Health Facility aims to fulfil the following overarching DHA Strategic Priorities (2022-2026):

- Make Dubai a lighthouse for healthcare governance, integration and regulation.
- Leading global efforts to combat epidemics and infectious diseases and prepare for disasters.
- Become a global digital health hub.
- Foster healthcare education, research and innovation.

- Strengthening the economic contribution of the health sector, including health tourism to support Dubai economy.

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EXECUTIVE SUMMARY

This document is a manual of the “Licensing Health Facility”. The manual was developed in collaboration with key stakeholders and health regulator experts. The current document has been updated considering the new relevant regulations published in regard to UAE Federal Law no. (4) of 2015 concerning Private Health Facilities and Local Law No. (14) of 2021 on amending the local law no. (6) of 2018 concerning the Dubai Health Authority.

The aim of the manual is to provide a consolidated resource to assist future HF and investors in understanding and demonstrating compliance to the requirements and documentation to be submitted to Health Regulation Sector (HRS) while applying for a DHA HF license.

DEFINITIONS

Authorities: The Regulatory Authorities within the United Arab Emirates according to the geographical jurisdiction, Ministry of Health and Prevention & Department of Health - Abu Dhabi

Activate Professional License: Is an online service available on DHA’s portal, which allows Health Facilities to activate full-time, part-time, or trainee licenses for healthcare professionals with active registration.

Activate Facility License: Is an online service available on DHA’s portal, which allows healthcare facilities to activate their previously issued inactive license in order to start operating once all of the conditions, such as final inspection and adding medical professionals to the facility, have been fulfilled.

Amend Facility License: Is an online service available on DHA's portal, which will allow the applicant to modify information on the issued facility license such as location, owners and facility specifications.

Dental Laboratory: A facility designed to manufacture removable and nonremovable dental prostheses and ceramics, among others, in accordance with relevant, applicable rules and regulations. Dental Laboratory can be established independently or within a health facility providing dental services.

Dubai Universal Design Code: Is a document which defines how the built environment and transportation systems in the Emirate of Dubai shall be designed, constructed and managed to enable people of all abilities to approach, enter, use, egress from and evacuate independently, in an equitable and dignified manner, to the greatest extent possible, in line with the Universal Design concept.

Health Facility: Any place (establishment that falls within one or more named category set out in a document) prepared to examine medically the patients or to help them in the diagnosis of their diseases or to treat or nurse or host them for convalescence or to do any action related to treatment or rehabilitation after treatment whether its owner or Manager is an individual or an organization.

Health Facility Management Personnel: includes The CEO, The Executive Board Members, Medical/Clinical Director, and Service Managers Responsible for day to day operations and Facility Management.

Healthcare Professional: A person who by education, training, certification and licensure is qualified to provide healthcare services.

Inspection: DHA authorized individuals for the purpose of determining compliance of the health facilities with applicable laws and regulations.

License: A permission granted by DHA to the HF to provide healthcare services within the Emirate of Dubai under the jurisdiction of DHA.

Occupational Therapy Centre: Standalone complementary HF, based on the assessment and treatment of the daily life skills of people with physical, neurological or cognitive problems, by developing, restoring or maintaining their abilities from regression.

Optical Center: A facility focused on examining the eye especially with examining the eye for refractive error problems and prescribing spectacle lenses, contact lenses and low vision to improve /treat these related problems.

Psychology Centre: Standalone facility provides professional services which are founded upon psychological principles derived from a base of scientific knowledge and a recognized and accepted theory of clinical application; Psychology Centre provides non-pharmacological assessment, diagnosis and treatment services, in accordance with internationally recognized treatment methods adopted in the clinical psychology field.

Psychology Centre provides non-pharmacological assessment, diagnosis and treatment services, in accordance with internationally recognized treatment methods adopted in the clinical psychology field

Physiotherapy centre: Standalone complementary HF, designed to treat mobile problems and disorders and pathological conditions using different therapeutic and physical exercises services.

Podiatry Centre: Standalone facility where Podiatrists provides treatment and support to patient with problems that affect the feet or lower legs. They can treat injuries as well as complications from ongoing health issues like diabetes.

Prosthetics and Orthotics Center: Standalone facility that designed to ensure the manufacturing and fitting of prostheses to serve patients suffering from a partial or total amputation of a limb, as well as to offer orthopaedic equipment to people with special needs, in addition to other post-orthopaedic rehabilitation services as well.

Request Temporary Permit: Facilities can use the Request Temporary Permit service in order to obtain approvals for permits such as event, clinic activities etc.

Request Facility Closure: This Service allows healthcare facilities to request temporary closure of the entire facility or certain facility specialities maximum of 6 months.

Revoke License: To cancel a HF license by recalling or withdrawing its authority to operate.

Speech and Hearing Center-Audiology: Standalone designed to assess and diagnoses speech and swallowing disorders, as well as to identify each patient's capabilities and provide necessary treatment to restore and improve language, sound, speech fluency and swallowing problems, through the use of specialized Physicians and specialists.

ABBREVIATIONS

- DET:** Dubai Economic & Tourism.
- DHA:** Dubai Health Authority.
- HF:** Health Facility.
- HP:** Health Professional.
- HRS:** Health Regulation Sector.
- IID:** Invest In Dubai
- FANR:** Federal Authority for Nuclear Regulation

1. BACKGROUND

The regulation of HF by means of licenses issued by DHA is one of the most important ways in which DHA can ensure the provision of safe, effective, ethical and high-quality healthcare, to allow an appropriate level of regulation to be applied to each facility.

It is important that DHA is able to define different types of facilities so as to distinguish between them; therefore, this manual imposes a set of duties on HF operating in Dubai.

2. SCOPE

- 2.1. Licensure procedure needed for obtaining a HF license in DHA and its related facility services.

3. PURPOSE

- 3.1. To ensure that DHA licensed HF have appropriate facility design requirements and infrastructure and employ suitably trained, competent, adequately experienced DHA licensed HP to provide safe and high-quality healthcare services.

4. APPLICABILITY

- 4.1. Applicant requesting to obtain HF licensure.
- 4.2. DHA licensed HP and HF applying for facility services.

5. CHAPTER ONE: GENERAL RULES

- 5.1. A HF must obtain a DHA facility license from Licensing Department, prior to providing health services.

- 5.2. DHA shall issue the HF license subject to compliance with corresponding laws, regulations, manuals, DHA HF guideline, Dubai Universal Design Code, and payment of all applicable licensure fees.
- 5.3. Licensing fees paid to DHA are non-refundable, unless provided with exceptional approval and as per the terms and conditions.
- 5.4. HF must with any conditions or restrictions to which they are subject under the terms of license issued by DHA.
- 5.5. The HP of the HF are not entitled to practice under the following circumstances:
 - 5.5.1. The HF license is inactive.
 - 5.5.2. The HF license is suspended.
 - 5.5.3. The HF or related specialty is temporarily or permanently closed.
 - 5.5.4. The HF or related specialty license has expired.
 - 5.5.5. The HF or related specialty license is suspended.
- 5.6. If the facility license becomes inactive, all professional license status under the respective HF will be changed to inactive status.
- 5.7. Unavailability of licensed professional staff at a HF will result in temporary closure of the facility by DHA. However, temporary closure of a facility does not prevent licence renewal.
- 5.8. The maximum period of temporary closure of a HF is six months.

All applications shall be submitted through licensing system (Sheryan).

For any inquiry related to facility licensure, please contact info@dha.gov.ae or call DHA at 800342.

6. CHAPTER TWO: NEW FACILITY LICENSE

- 6.1. New facility license may be initiated with DHA or relevant trade license issuing authorities such as Dubai Economic & Tourism (DET) or authorities of the Free Zone areas.
- 6.2. The owner or an authorized person from the HF shall register through the online facility licensing service, accessible on the Sheryan website or Invest In Dubai Platform (IID).
- 6.3. DHA shall issue the HF license subject to compliance with corresponding laws, regulations, manuals, DHA HF guideline, Dubai Universal Design Code, and payment of all applicable licensure fees.
- 6.4. Licensing fees paid to DHA are non-refundable, unless provided with exceptional approval and as per the terms and conditions.
- 6.5. HF must comply with any conditions or restrictions to which they are subject under the terms of license issued by DHA.
- 6.6. For a HF to obtain a facility license the following two services must be completed:
 - 6.6.1. Apply for New Facility License Service: This service provides the HF with a facility license with an inactive status.
 - 6.6.2. Activate Facility License Service: This service converts the inactive HF license to active status.
 - 6.6.3. The following steps are required to get the initial approval (inactive status):

- 6.6.4. Create account in the Licensing system Sheryan through DHA Website
- 6.6.5. Upon receiving an email confirming the activation of the user's account, log into the Sheryan system to apply for a "new facility license" application
- 6.6.6. Ensure that the application has been filled according to the facility type/category attaching the required documents before submitting the application.
- 6.6.7. Facility categories of the HF and their respective descriptions are available on **(Appendix 1)**.
- 6.6.8. The following requirements are required for a new HF license service
- a. Trade License information or expected Trade Name and ownership information.
 - b. Facility overview, which includes the type of facility, services provided, value proposition and specialties of HP to be employed.
 - c. Location details along with the Makani number.
 - d. HF layout/floor plan designed and approved by prequalified HF design consultants, with room and bed count specifications as per DHA HFG.
 - e. Agreement on DHA Terms and Conditions applicant.
- 6.6.9. Facility licensing team will review the application, and the feedback will be available in the application.

6.6.10. Payment of the application fees will be required through online payment.

Licensing fees paid to DHA are non-refundable, unless provided with exceptional approval and as per the terms and conditions.

6.6.11. Upon completion of the new facility license service, the HF will be issued an inactive facility license valid for a period of one (1) year. During this period, the information provided may be amended using the amend facility license service.

- a. The inactive facility license can be renewed using the renew facility license service and subject to authority approval.
- b. A HF with an inactive license can apply professional licenses.
- c. The professional license status will remain inactive until the facility license is activated. On activation of the facility license, the professional licenses shall be automatically activated.
- d. Failure to complete the licensing requirements within one (1) year shall lead to cancellation of the licensing process and the HF will be required to re-apply.

6.6.12. During the initial approval period, the HF is not allowed to

- a. Provide healthcare services.
- b. Receive or treat any patient.
- c. Promote or advertise any health services.

7. CHAPTER THREE: ACTIVATE FACILITY LICENSE

- 7.1. After fulfilling all DHA requirements, the HF shall proceed to activate the license.
- 7.2. The HF is required to complete the capacity survey after activation of license.
- 7.3. The requirements to activate facility license service include
 - 7.3.1. Valid Trade License.
 - 7.3.2. Appoint a Medical Director.
 - 7.3.3. Initial registration with FANR is required if the HF requires installation of radiology equipment. Once radiology equipment is installed, the HF is required to submit the 'radiation safety assessment request' for authorisation and inspection of x-ray facilities will be conducted by DHA. The HF should adhere to the requirements set out by FANR and obtain their final approval.
 - 7.3.4. Pass DHA inspection
 - a. During the inspection, if the HF requires any amendments, as per the inspection results, the HF will be required to apply for the amend facility license service and request for a paid re-inspection.
 - b. After a successful final inspection and fulfilling mandated requirements mentioned in the Law No. 4 for 2015 concerning private facilities, the license of all HP linked shall be automatically activated.
 - c. HRS may deny activation of facility license, where the HF fails to demonstrate compliance with applicable licensing requirements. In

such circumstances, the HF could request for a re-inspection or approval with condition.

7.3.5. DHA inspectors may conduct inspection to the HF at their discretion once the facility license is activated.

7.3.6. The HF license name (facility activity should reflect the name as shown in the facility 's trade name (Arabic & English).

8. CHAPTER FOUR: RENEW FACILITY LICENSE

8.1. Renew of a facility licensed applies to an inactive or an active facility license from the date of expiry.

8.2. All financial penalties must be cleared prior renewing the facility license.

8.3. Facility License renewal may be initiated three (3) months prior to expiration.

8.4. If a facility fails to fulfil the licence renewal requirements delay fines shall apply

8.5. In case of non-renewal for more than 6 months from the expiry date, or if the licence renewal requirements have not fulfilled the licence shall be considered cancelled.

8.6. The HF shall comply with DHA accreditation requirements within their specified timeframes.

8.7. HF with an active facility license:

8.7.1. Must upload the renewed trade license, ensuring all HP licenses are active and pay for renewal in order to renew the facility license.

8.7.2. Failure to renew the facility license within 6 months will be subject to financial penalties consequences and license cancellation.

- a. The HF should not provide health services and all licensed HP should not practice until the HF license is renewed.
- b. Practicing under an expired HF license will lead to violation on the HF and HP.

9. CHAPTER FIVE: AMEND FACILITY LICENSE

9.1. A HF may request for amendments to be undertaken with respective authorities, prior to requesting for amendments with DHA or vice-versa.

9.2. Any amendments will be subjected for payment.

9.3. The licensed HF or inactive facility license shall submit an online application for the proposed amendments:

9.3.1. Add/Remove Specialty.

9.3.2. Change Category.

9.3.3. Change Location.

9.3.4. Expand Facility Building.

9.3.5. Add/Remove Add-Ons.; which includes, but not limited to: Home Healthcare, Telehealth, 24 Hour facility, Pharmacy delivery, Pharmacy Drive-thru, COVID-19 swabbing & COVID-19 RT-PCR testing.

9.3.6. Renovate/Change Layout.

9.3.7. Update Accreditation (for active license only).

- 9.3.8. Update FANR License (for active license only).
- 9.4. During the amendment process, the HF can operate with the existing license until the amended license has been approved.
- 9.5. Amendments may be subject to an inspection.
- 9.6. Upon approval of the requested amendment, the facility license details will be updated and the old facility license details will be void.
- 9.6.1. The validity of the license will remain as per the existing expiry date.
- 9.6.2. The HF will only provide services as per the amended facility license details.

10. CHAPTER SIX: CHANGE FACILITY NAME

- 10.1. HF applying to change the HF name must propose a trade name that is compliant with Dubai rules & regulations.
- 10.2. DHA reserves the right to reject the proposed trade name of the HF.
- 10.3. The following criteria must be observed:
- 10.3.1. The HF name should not have been previously registered or currently used for the same category of activity or for a similar type of activity.
- 10.3.2. The HF name should not be identical or similar to any local or international trade name registered with DET or the Ministry of Economy.
- 10.3.3. The HF name must be compatible with the required type of activity and legal status.

- 10.3.4. The HF name should not contain names of any religion, denomination, governing authority or names or logos of any institutions and organizations without written and approved affiliation.
- 10.3.5. The HF name should not violate the public law and order.
- 10.3.6. The HF name should not be misleading to the patients with regard to the type of facility, its importance, size, etc.
- 10.3.7. The HF name should be identical to the approved trade name from DET or Free Zone Authority.

11. CHAPTER SEVEN: CHANGE FACILITY OWNERSHIP

- 11.1. The HF may change the owner, partner(s) and Local Service Agent (LSA)
- 11.2. The HF applying for this service must submit the new owners' details and the ownership distribution must be compliant with DHA regulation, the UAE Investment Law No. 19 of 2018 and Cabinet resolution no. 16 Of 2020 regarding foreign direct investment.
- 11.3. DHA reserves the right to reject the proposed owners if not compliant with DHA regulations.
- 11.4. Relevant trade licensing authorities such as DET and authorities of the Free Zone areas will be responsible to audit ownership details of the HF.
- 11.5. The validity of the issued facility license will not be extended through change of ownership.

11.6. Applying for Change facility ownership is not eligible in case of any pending violation, under appeal status for payment or if the Facility license is expired, cancelled, suspended, revoked or on hold.

11.7. The new owner/partner is responsible to clarify any no pending cases or violations on the existing facility.

11.7.1. Where the owner has deceased, the matter must be settled through the Court or with related authority.

11.7.2. The minor affairs foundation will deal with cases where beneficiary is a minor prior to updating with DET and HRS.

12. CHAPTER EIGHT: CHANGE MEDICAL/CLINICAL DIRECTOR

12.1. A medical/clinical director may be appointed for multiple facilities where the HF are a part of the same group.

12.2. The proposed medical/clinical director must apply on the HRS licensing system (Sheryan).

12.3. The medical/clinical director shall not be vacant from their duties for more than two weeks.

12.3.1. medical/clinical director that are vacant for more than two weeks may be subject to penalties.

12.3.2. In the event of the medical/clinical director absence for more than two weeks, the HF must designate medical/clinical director role to another suitably qualified and licensed HP within the HF.

13. CHAPTER NINE: REQUEST TEMPORARY PERMIT

13.1. Temporary permits are applicable to temporary fixed location permit, the service allows healthcare facilities with active licenses to request for temporary permits such as health awareness, dental screening, school health awareness, and sport event.

13.2. All HF with mobile units to participate in campaigns must obtain a temporary permit.

The temporary permit is valid only between the issued start and end date.

13.3. The HF shall not be permitted to operate with the existing permit if:

13.3.1. The facility license is inactive.

13.3.2. The facility license is suspended.

13.3.3. The facility or specialty within the HF is temporarily closed, expired, or suspended or under investigation by DHA.

14. CHAPTER TEN: ADD FACILITY TO GROUP

14.1. A HF may be added to a group upon approval by HRS

14.2. The decision to create a group is based on the ownership of the HF.

14.3. If ownership of a HF changes it will no longer be a part of the group.

14.4. HP are allowed to work within HF that are a part of a group as long as the HF specifies the locations the HP will be providing health services. The specialty of the service shall

be existing and the minimum HP requirements at any HF should not be compromised because of movement of HP.

15. CHAPTER ELEVEN: PAYMENT OF FINES

15.1. If non-compliance is identified, a HF may be subject to payment of fines.

15.2. HP license related fines shall be paid by the HF or the HP.

15.3. All HF outstanding fines must be paid prior to applying to the following services:

15.3.1. Activate Facility License.

15.3.2. Renew Facility License.

15.3.3. Amend Facility License.

15.3.4. Change Facility Name.

15.3.5. Cancel Facility License.

15.3.6. Change Facility Ownership.

15.4. Any cheque that does not clear payment will be subject to a fine as per DHA manuals and procedures. If the cheque has not cleared payment on more than one occasion, the application will be pending.

15.5. The HF may request for instalment payments however, DHA reserve the right to update, change, or reject the instalment request at its discretion.

16. CHAPTER TWELVE: TEMPORARY FACILITY CLOSURE

16.1. A HF may request to temporarily close its HF for one (1) day or up to a period of six (6) months only.

16.1.1. The HF may apply for the entire HF closure or only for a specific specialty.

16.1.2. The HF remains responsible and liable to renew the HF and HP licenses within the specified period.

16.1.3. The temporary closure of the HF does not exempt it from other responsibilities like paying renewal fees, extending any expiring licenses etc.

17. CHAPTER THIRTEEN: CANCEL FACILITY LICENSE

17.1. A HF is permitted to cancel the facility license once the following criteria are met:

17.1.1. Not under investigation by HRS.

17.1.2. There is no active medical complaint against the HF.

17.1.3. There is no active appeal against the HF.

17.1.4. There are no outstanding fines to be paid on the account.

17.1.5. There are no licensed HP under the HF other than the medical director.

17.1.6. Before the cancellation of a facility license, all active professional licenses within that HF must first be cancelled.

17.2. Upon the cancellation of the facility license, the HF will immediately be prohibited from providing any healthcare services.

17.3. If the HF is found to be continuing operation, DHA reserves the right to fine and to take disciplinary action against the HF.

18. CHAPTER FOURTEEN: HEALTH FACILITY MANAGEMENT PERSONNEL

18.1. Upon obtaining the facility license, the facility management must fulfil the following:

18.1.1. Comply with all federal and local laws and regulations.

- 18.1.2. Take necessary measures to distribute DHA circulars and announcements to all of its staff.
- 18.1.3. Cooperate with HRS Health Inspectors and/or any duly authorized representative and provide requested documentation or files.
- 18.1.4. Avoid giving misleading information and false statements, which may lead to legal action against HP or the HF.
- 18.1.5. Settle any violation fines related to HP or the HF.
- 18.1.6. Maintain malpractice insurance for all licensed HP.
- 18.1.7. Obtain prior approval for temporary permit for media and advertisement materials.
- 18.1.8. The HF management shall deny employment and/or involvement with a HP whose license is suspended, revoked or blacklisted by DHA.
- 18.1.9. The appointed medical/clinical director shall govern, oversee and be responsible for clinical care and privileging provided within the HF. The medical/clinical director shall ensure that all regulatory messages from DHA is conveyed to the relevant party within the HF and appropriately implemented.

REFERENCES

1. Department of Health Abu Dhabi, 2015. Standards for Healthcare Facility Licensure.
2. Department of Health Abu Dhabi, 2019. Healthcare Providers Manual.
3. Government of Dubai, 2017. Dubai Universal Design Code. First edition: Feb 2017.
4. Ministry of Health and Prevention, 2018. Hospital Regulations.
5. UAE government, 2015. UAE Federal Law No. (4) of 2015 Concerning Private Health Facilities.
6. UAE government, 2018. Cabinet Decision No. (47) for the year 2018 in Adopting the Unified Standard for Hospitals.

APPENDIX

APPENDIX1- FACILITY CATEGORIES AND DESCRIPTION

| Category | Facility Sub-Categories | Description |
|----------------------------|-------------------------------|--|
| Hospital | General or Specialty Hospital | A health facility that provides facilities and services with can accommodate patients for the diagnosis, treatment, and care of such patients over a period exceeding 24 hours and provides medical and surgical care of acute illness, injury or infirmity. A hospital is required to have support services such as diagnostic radiology services, clinical laboratory services, pharmacy services, ambulance service and, in which all diagnoses, treatment or care are administered by or performed under the direction of healthcare professionals licensed to practice. The facility can be licensed in three Categories: |
| | | <ul style="list-style-type: none"> • Less than 50 beds |
| | | <ul style="list-style-type: none"> • Between 50 and 100 beds |
| | | <ul style="list-style-type: none"> • Above 100 beds |
| Outpatient Health Facility | Fertility Center | A freestanding health facility providing artificial reproductive techniques including surgical, clinical and biological procedures that are necessary to effect extracorporeal conception. Services include Assisted Reproduction Technology, Obstetrics and Gynecology, Ultrasonography, Medical Imaging and Pharmacy/Medication management. Patients do not require hospitalization or an overnight stay. |

| Category | Facility Sub-Categories | Description |
|----------------------------|-------------------------|--|
| | Day Surgical Center | A freestanding Ambulatory Surgery Center mainly providing surgical procedures and services for patients who do not require hospitalization or overnight stay. An Outpatient Surgical Center may provide outpatient services for other medical specialties including diagnostics. It shall be classified according to the American Association for Accreditation of Ambulatory Surgery Center as a Class A, Class B, Class C-M, or Class C Day Surgery Center |
| | General Clinic | An outpatient health facility that is focused on diagnosis, treatment, and management of patient by one general practitioner or more. |
| | School Clinic | An outpatient clinic within a school intended to provide basic medical care, examining school student, prescribing proper treatments and refer them to the specialist/primary health centre if required. School clinic services are provided by a Licensed Registered Nurse under the supervision and direction of a General Practitioner, Paediatrician, Internal medicine physician, or Family medicine physician licensed to practice |
| Outpatient Health Facility | Nursery clinic | An outpatient clinic within a nursery, intended to provide basic medical care, examining children, prescribing proper treatments and referring them to higher level of care if required. Nursery clinic services are provided by a Licensed Registered Nurse under the supervision and direction of a General Practitioner or Paediatrician licensed to practice. |
| | Express Clinic | An outpatient clinic within a pharmacy providing basic medical care, prescription and referral to higher level of care when required. |

| Category | Facility Sub-Categories | Description |
|----------|-------------------------|--|
| | Polyclinic | An outpatient clinic that is a free-standing medical facility, designed to receive and undergo patients to necessary medical examinations and treatments, encompassing a minimum of 2 different specialties which may include diagnostics, dental and TCAM services, to patients that do not need an overnight stay. |
| | Specialty Clinic | An outpatient health facility That provides a single health service to patients including a service in either preventive health, primary care, medical specialties and/or therapeutic outpatient services |
| | Dental General Clinic | An outpatient health facility the is focused on diagnoses, treatment, and management of overall oral health care needs by General Dentist |
| | Sleep Medicine Centre | A free-standing facility dedicated to the diagnosing and treatment of sleep disorders, and related medical and psychological disorders under the general direction of persons licensed to practice in the related field of medicine |
| | Renal Dialysis Center | A health facility that provides dialysis services on short or long term basis for patients with assisted Dialysis or training and support services for self-Dialysis to renal disease patients that do not require an overnight stay. The center is managed under the general direction of persons licensed to practice Nephrology |
| | Oncology Center | A center that specializes in the diagnosis and treatment of cancer. It includes medical oncology (the use of chemotherapy, hormone therapy, and other drugs to treat cancer), radiation oncology (the use of radiation therapy to treat cancer), and surgical oncology (the use of surgery and other procedures to treat cancer). |

| Category | Facility Sub-Categories | Description |
|----------------------------|-----------------------------------|--|
| Outpatient Health Facility | Gastrointestinal Endoscopy centre | A center that provides diagnostic and therapeutic gastrointestinal endoscopy procedures for patients not requiring an overnight stay. The center is managed under the general direction of persons licensed to practice Gastroenterology |
| | Psychiatric centre | A health facility that is specialized to provide medical services to mental illness including treatment of Electroconvulsive therapy (ECT) that performed under general anaesthesia. The Center shall be equipped with all medical resources including qualified licensed professionals to provide the service |
| | Tele-health Center | A facility that utilizes telecommunications technologies Such as multimedia, e-mail and smart applications, by health facilities or practitioners, so as to enable safe and direct communication between the patients and health practitioners to assess their medical conditions and provide necessary treatment thereto Telehealth services may include but are not limited to: Teleconsultation, Tele-radiology, Tele-pathology, Tele-dermatology, Tele-surgery, Tele-healthcare and Tele-pharmacy. |
| | Thalassemia Center | Standalone facility or Department in a Hospital which manage and treat Thalassemia that led by general hematology, pediatric or oncology. The facility shall have close collaboration with necessary services, such as the blood bank and other laboratories |
| | Medical Fitness Center | Standalone facility where medical examination & testing carried to prove the fitness to practice the occupation, profession, clearance the individual from specific test or condition. The center shall have the resources and services to perform the activities such as laboratory and radiology. |

| Category | Facility Sub-Categories | Description |
|-------------------|-------------------------|--|
| Diagnostic center | Medical Laboratory | <p>A medical institution, building or place in which procedures for the examination of materials taken from or originating from the human body performed through testing or other forms of examinations to obtain information for diagnosis, prophylaxis, or treatment of humans. Laboratory services;</p> <ul style="list-style-type: none"> • Anatomic Pathology • Clinical Biochemistry and Therapeutic Drug Monitoring • Hematology and Coagulation • Microbiology • Immunology • Blood bank and Transfusion • Histocompatibility (HLA lab) • Genetics and molecular biology • Forensic pathology |
| | Radio-Diagnostic Center | <p>A facility in which a radiology and diagnostic imaging system(s) are used for the purpose of diagnosis or visualization. The range of services including general radiography, fluoroscopy, mammography, Computed Tomography (CT) scanning, Magnetic Resonance Imaging (MRI), Positron Emission Tomography/Computed Tomography (PET/CT), Positron Emission Tomography/Magnetic Resonance (PET/MR) and Bone dosimeter, ultrasound and any other Radiology procedures. Facilities may specialize in only one of these areas or may provide a mix of services.</p> |

| Category | Facility Sub-Categories | Description |
|----------|---|---|
| | Diagnostic Center (Multiple Specialties) | A licensed health facility that may be free standing or associated with an outpatient facility that specializes in delivering a wide range of health services mainly in radiology and laboratory services, which may include diagnostics to patients that do not need an overnight stay. |
| Pharmacy | Community/Retail Pharmacy | Any retail standalone pharmacy that practices the pharmaceutical services. This includes any retail establishment located on street level or the ground floor or situated in a larger complex such as a commercial center or shopping mall may be on a higher floor, where medications are dispensed. |
| | Hospital Pharmacy | Is the facility or department of the hospital to manage the procurement, storage, preservation, packaging, sterilization, compounding, preparation, dispensing or distribution of medicine in the hospital serving the patients within outpatient and inpatients units in the hospital. |
| | Ambulatory Pharmacy | Any pharmacy that practices retail within an outpatient clinic setting/Day Surgical Centre (DSC) to serve the clinics/DSC patients only, where prescription medications are dispensed. |
| | Drug Store | The place licensed to store the medicinal product in accordance with the provisions of the law and its executive regulations, and the warehouse may be licensed for the purpose of importing or distributing or for the purpose of distribution only. |

| Category | Facility Sub-Categories | Description |
|-------------------|----------------------------------|---|
| Specialized units | Mobile facility | It is a mobile unit equipped with medical materials and equipment that provides a set of temporary health services in specific locations (rural / schools / residential housing) in which services such as dental treatment, general or specialized medical services, medical imaging services, laboratory services, medicine, blood donation services are provided. or any other services determined by the health authority. This unit must be owned by another licensed health facility that operates within the geographical scope of the licensed health authority |
| | First aid unit | A first aid room or medical room is a room in an establishment (e.g. a school, factory, sports venue or airport) to which someone who is injured or taken ill on the premises can be taken for first aid and to await the arrival of professional emergency medical services. |
| | Blood Bank Service Center | A place where blood is collected from donors, typed, separated into components, stored, and prepared for transfusion to recipients. A blood bank may be a separate freestanding facility or part of a larger laboratory in a hospital. |
| | Cord Blood & Stem Cell Center | Health Facility carrying activities for providing, collection, testing, preparation, storing, preserving, importing and exporting all related procedure to cord blood, stem cell and Hematopoietic Stem Cell |
| | Patient Transfer Services Center | Center provides services of transferring patients from health facilities or home according to request of the client. The service may cover Vehicle, air and/or water ambulance transportation. |
| | Home Healthcare Agency | Facility service engaged in arranging and providing medical care services at the patient's home. This service can be licensed either independently or as a sub-service to other service provider such as hospital, polyclinic, specialty clinic etc. |

| Category | Facility Sub-Categories | Description |
|--|-------------------------|---|
| Traditional Complementary and Alternative Medicine | TCAM Centre | <p>An outpatient health facility that provides one or more specialty only of Traditional Complimentary Alternative Medicine service below:</p> <ul style="list-style-type: none"> • Acupuncture • Ayurveda • Chiropractic • Osteopathy • Naturopathy • Homeopathy • Traditional Chinese Medicine • Traditional Korean Medicine • Herbal/Oriental Medicine • Unani • Hijama |
| Clinical Support Facility | Clinical Support Center | <p>A facility that provides one or more specialty of ancillary services below in support of the clinical assessment.</p> <ul style="list-style-type: none"> • Physiotherapy center • Occupational therapy center • Speech and Hearing Center-Audiology • Prosthetics and Orthotics center • Dental Laboratory • Optical Center • Psychology Centre • Dietitian and Weight Control Center • Podiatry Center <p>Clinical Support Center may include TCAM services in support of the clinical assessment.</p> |

| Category | Facility Sub-Categories | Description |
|---|---|---|
| Long Term Residential Healthcare Facilities | Convalescence | Provides residence services for 24 hours or more for stable patients who are undergoing treatment for diseases, injuries, deformities, or any abnormal physical or mental condition or lack of self-reliance to perform daily activities of life or for the purpose of convalescence in the post-medical treatment period, or in A need for continuous care that does not reach an overnight stay in hospitals. These facilities do not provide services for emergency cases and intensive care for patients. |
| | Nursing Home | Facility-based long-term care services include: board and care homes, assisted living facilities, nursing homes, and continuing care retirement communities |
| | Hospice Facility | Hospice care is a special kind of care that focuses on the quality of life for people and their caregivers who are experiencing an advanced, life-limiting illness. Hospice care provides compassionate care for people in the last phases of incurable disease so that they may live as fully and comfortably as possible |
| | Addiction Treatment and Rehabilitation Center | healthcare facilities that provide substance use disorder treatment and rehabilitation services ranging from acute detoxifications to long-term recuperation programs, in compliance with the Standards for Addiction Rehabilitation Centres |