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Manual for Licensing Healthcare Professionals

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 the year (2021) amending some clauses of law No. (6) of 2018 pertaining to the Dubai Health Authority (DHA), to undertake several functions including but not limited to:

- Developing regulation, policy, standards, guidelines, and manuals to improve quality and patient safety and promote the growth and development of the health sector;
- Licensure and inspection of health facilities (HF) as well as healthcare professionals (HP) and ensuring compliance to best practice;
- 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 Healthcare Professionals aims to fulfil the following overarching DHA Strategic Priorities (2022-2026):

- Pioneering Human-centered health system to promote trust, safety, quality and care for patients and their families.
- Make Dubai a lighthouse for healthcare governance, integration and regulation.
- 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.

TABLE OF CONTENTS

EXECUTIVE SUMMARY	5
DEFINITIONS	6
ABBREVIATIONS	8
1. BACKGROUND	10
2. SCOPE	10
3. PURPOSE	10
4. APPLICABILITY	10
5. CHAPTER ONE: GENERAL RULES	11
6. CHAPTER TWO: PRIMARY SOURCE VERIFICATION (PSV)	14
8. CHAPTER FOUR: SHERYAN HEALTH LICENSING SERVICES	19
9. CHAPTER FIVE: SELF-ASSESSMENT TOOL AND REVIEW ELIGIBILITY	19
10. CHAPTER SIX: GET REGISTERED SERVICE	20
11. CHAPTER SEVEN: ACTIVATE PROFESSIONAL LICENSE	22
12. CHAPTER EIGHT: RENEW PROFESSIONAL REGISTRATION	22
13. CHAPTER NINE: ADD/UPGRADE PROFESSIONAL REGISTRATION	22
14. CHAPTER TEN: ADD/UPGRADE PROFESSIONAL LICENSE	23
15. CHAPTER ELEVEN: RENEW PROFESSIONAL LICENSE	23
16. CHAPTER TWELVE: TRAINEE LICENSE	23
17. CHAPTER THIRTEEN: VISITING DOCTORS	24
18. CHAPTER FOURTEEN: CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)	24
19. CHAPTER FIFTEEN: GOOD STANDING CERTIFICATE (GSC)	26
20. CHAPTER SIXTEEN: UPDATE PROFESSIONAL LICENSE CARD INFORMATION	26

21. CHAPTER SEVENTEEN: CANCEL PROFESSIONAL LICENSE.....	26
22. CHAPTER EIGHTEEN: RAISE LICENSE CANCELATION ISSUES	27
23. CHAPTER NINETEEN: TEMPORARY PERMIT TO PRACTICE	28
24. CHAPTER TWENTY: REVOCATION/SUSPENSION OF LICENSE	30
REFERENCES	31
APPENDICES.....	32
APPENDIX 1: FULL TIME SUPERVISION REQUIREMENTS FOR HEALTH FACILITIES	32
APPENDIX-2 NUMBER OF PERMITTED PART TIME PERMISSIONS FOR HPS LICENSES AS FULL TIME IN PRIVATE HFS *	33
APPENDIX-3 STATUS OF GOOD STANDING CERTIFICATE	34

EXECUTIVE SUMMARY

This document is a manual of the “Licensing Healthcare Professionals”. 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 the following:

- Federal Law no. (5) Of 2019 concerning the practice of the human medicine profession and its amendments
- Federal Law No. (5) Of 1984 regarding the practice of some medical professions by pharmacists and non-physicians
- Cabinet Decision no. (40) of 2019 concerning UAE Federal Law concerning Medical Liability
- Ministerial Decision no. (101) of 2022 concerning the amendment of the Unified healthcare Professional Qualification Requirements (PQR)
- Local Law no. (6) of 2018 concerning Dubai Health Authority and its amendment.

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

DEFINITIONS

Authorities: The Regulatory Authorities within the United Arab Emirates according to the geographical jurisdiction, Ministry of Health and Prevention (MOHAP), Department of Health - Abu Dhabi (DOH) and Dubai Health Authority (DHA).

Continuing Professional Development: A range of learning activities through which HPs maintain and develop their knowledge and skills throughout their career to ensure that they retain their capacity to practice safely, effectively, and legally within their evolving scope of practice. CPD is also referred to as Continuing Medical Education (CME).

Credentials: Are the documented evidence of education/ qualifications, registration/ license, training/ experience, and other documents that are required to check the eligibility of the HP to obtain a license.

Discontinuity in practice: An interruption of clinical practice exceeding two (2) years as per PQR.

Dubai Medical Registry: Dubai medical registry is a public database maintained by DHA, which includes details of both licensed HPs as well as registered HPs.

Experience: Hands on clinical experience gained by a licensed healthcare professional during a salaried employment/contractual period and it excludes volunteer jobs, observership, or clinical attachment.

Good Standing Certificate: A certificate showing evidence that the healthcare professional is competent to practice the profession, has not been found guilty of unprofessional conduct, and

that there are no pending or previous disciplinary orders or criminal proceedings against the healthcare professional. The same licensing authority of the healthcare professional registration / license must issue the certificate.

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

License: A permission granted by an authority to practice a healthcare profession.

Logbook: A typed comprehensive record from physicians and dentists with surgical specialties for the last two (2) years demonstrating clinical competence through mixed major cases, signed, and stamped by the medical director of the facility or the head of department, mentioning the name, date, and total number of procedures performed within the mentioned period.

Medical Fitness Certificate: A report issued by medical fitness centres within the last three (3) months confirming that the applicant/ HP is medically fit to practice.

Discrepancy Result: A verification result indicating negative feedback of the submitted credentials.

Position: The term describing the applicant/ HP designation which consist of Category, Title, and Specialty.

Positive Result: A verification result indicating that all submitted credentials have been verified successfully from the primary issuing source.

Primary Source Verification: A process of validating documents required for licensure from the issuing organization. PSV can be referred to as Document Verification.

Qualification: Educational evidence granted by universities, colleges, academic institutes or schools that are nationally accredited or formally recognized.

Registration: First step into obtaining the license, DHA registration confirms the HP eligibility for the applied position. HP registration must be activated into a license by a hiring facility in order to start practicing a health profession.

Sheryan: is the DHA digital platform/ e-licensing system for registering and licensing HP and facilities in Dubai.

Unable to Verify Result: A verification result indicating an incomplete verification process related to failure in providing all necessary credentials, and/or applicant is not responding to verification agency, and/or certain issues related to the issuing body.

Professional Qualification Requirements (PQR): a unified document developed and issued in collaboration with the regulatory authorities in UAE on the 10th of October 2014, which sets the professional qualification requirements necessary to license HP in the UAE and transfer of license requirements across the Emirates.

ABBREVIATIONS

CME: Continuing Medical Education

CPD: Continuing Professional Development

- DG:** Director General of Dubai Health Authority
- DHA:** Dubai Health Authority
- DOH:** Department of Health - Abu Dhabi
- GSC:** Good Standing Certificate
- HF:** Health Facility
- HP:** Healthcare Professional
- MOHAP:** Ministry of Health and Prevention
- MOU:** Memorandum of Understanding
- MPC:** Medical Practice Committee
- PQR:** Professional Qualification Requirements
- PSV:** Primary Source Verification
- UTV:** Unable to Verify

1. BACKGROUND

DHA is responsible to ensure the provision of safe, effective, ethical and high-quality healthcare in the Emirate of Dubai. All HPs licensed by DHA, require to follow licensing procedures which ensures possession of minimum degree of competency and verifying that the HP meets certain standards and predetermined criteria such as education, examination and experience.

2. SCOPE

2.1. Licensure processes needed for obtaining a HP license in DHA and its related professional services.

3. PURPOSE

3.1. To ensure that the documents submitted for licensure to the Health Licensing Department are adequate and fulfil the requirements stipulated in the Unified healthcare Professional Qualification Requirements ([PQR](#)) and are in accordance with the applicable federal and local laws.

3.2. To ensure that highly skilled and competent HPs are licensed to practice and provide safe and high-quality health services to the population of Dubai.

4. APPLICABILITY

4.1. Applicant requesting to obtain HP licensure.

4.2. DHA licensed HP and HF applying for professional services.

5. CHAPTER ONE: GENERAL RULES

- 5.1. This manual shall be read in conjunction with the unified healthcare Professional Qualification Requirements (PQR).
- 5.2. All HPs must be licensed in order to provide healthcare services in the emirate of Dubai.
- 5.3. Health Licensing Department at the Health Regulation Sector shall review the eligibility of the applicant for the applied position(s).
- 5.4. HP Licensing shall be issued following the below steps: **(Figure 1)**
 - 5.4.1. Create a Sheryan account.
 - 5.4.2. Fulfil the PQR requirements.
 - 5.4.3. Obtain a Positive Primary Source Verification (PSV) result.
 - 5.4.4. Fulfil the assessment requirements as per PQR and relevant manuals therein.
 - 5.4.5. Gaining / Acquiring a registration on Dubai Medical Registry.
 - 5.4.6. Activation of the HP License by the employing healthcare facility.

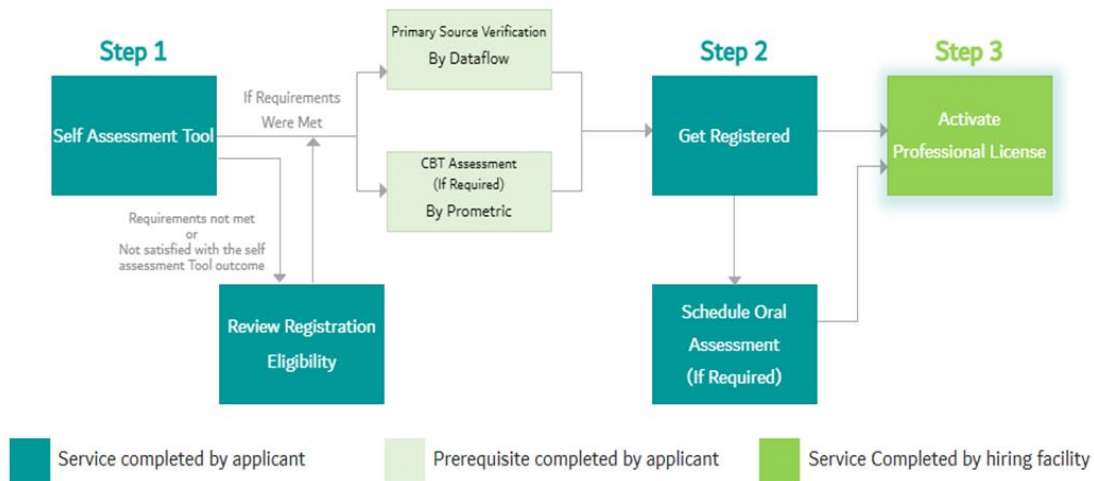


Figure 1: Licensing Process

- 5.5. Applicant details must match his/her passport copy, which must be valid and uploaded in the “Sheryan” system. In case of status details change, supporting documents must be provided in the application (e.g. marriage certificate, etc.).
- 5.6. All required documents shall be submitted in English language. For documents in other languages excluding Arabic language, the applicant is required to submit original and legally translated copies.
- 5.7. In certain cases, DHA may require a certificate of equivalency by Ministry of Education.
- 5.8. Medical malpractice insurance must be maintained at all times of the HP practice and must reflect all activated positions by the hiring facility.
- 5.9. The HP is not entitled to practice under any of the following conditions:
 - 5.9.1. Facility license is inactive.
 - 5.9.2. Facility or related specialty is temporarily or permanently closed.
 - 5.9.3. Facility or related specialty license has expired.
 - 5.9.4. Facility or related specialty license is suspended or revoked.
 - 5.9.5. Professional license is expired.
 - 5.9.6. Professional Part time license status changed to inactive due to cancelation of full-time license.
- 5.10. Assistant allied HP cannot work independently and shall work under a licensed allied HP of the main domain.
- 5.11. HF must ensure the full-time supervision requirements are met as set out in (**Appendix 1**).

- 5.12. A physician/dentist with surgical specialties working full-time at an outpatient facility for 2 years or more, may not be able to join a hospital or a Day Surgical Center (DSC) as full-time or part-time without being involved in surgical practice (by providing a surgical logbook) for the last 2 years.
- 5.13. License types are classified as full time or part time, where first DHA license is always a full-time license.
- 5.14. All HPs requesting a part-time license shall obtain approval by the full-time licensing facility medical director through Sheryan system.
- 5.15. The number of part-time licensures allowed for HPs are listed in **(Appendix 2)**.
- 5.16. The part –time license(s) will be set as inactive when the full-time license is cancelled until expiry unless one of the following actions are undertaken:
- 5.16.1. A new full-time license is activated, and the medical director approves the part-time license (part-time license validity remains the same).
- 5.16.2. The part-time facility applies to convert the license to full-time within three (3) months from cancelation. (New license will have the same validity of the previous part-time license).
- 5.16.3. The HP can practice at group branches of the full-time licensing facility, provided that branches have been added and approved as one group in Sheryan.
- 5.16.4. A part time HF may activate a part time license for a specialty title that is not activated under the professional's full-time license.

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

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

6. CHAPTER TWO: PRIMARY SOURCE VERIFICATION (PSV)

- 6.1. PSV is currently delegated by DHA to a third-party professional verification agency to validate the required documents.
- 6.2. The outcome of the verification could be one of the following
 - 6.2.1. Positive Result.
 - 6.2.2. Unable to Verify (UTV) Result.
 - 6.2.3. Discrepancy Result.
- 6.3. In case of UTV result, the applicant may apply for re-verification of the same document twice.
- 6.4. For discrepancy result, the applicant may apply for re-verification of the same document once.
- 6.5. DHA accepts transferred PSV reports from other regulatory authorities in UAE (DOH & MOHAP) and DHA reserves the right to request further verification as deemed necessary.

7. CHAPTER THREE: ASSESSMENT/EXAMINATION

- 7.1. Depending on the applied position, assessment could be either a Computer Based Testing (CBT) or an Oral Assessment.

- 7.2. All applicants shall be given three (3) attempts to successfully pass the assessment modality. Failure to pass upon the third attempt shall result in blocking the applicant from reapplying for DHA license for two years.
- 7.3. As per the published unified PQR, the applicant is allowed to reapply and sit for a total of three (3) new attempts if additional recognized certificate/qualification as per the published unified PQR stipulated here in is obtained or a minimum of two (2) years clinical licensed experience have been acquired post the last attempt of the exam.
- 7.4. Assessments exemptions apply as per the PQR criteria in addition to the following:
- 7.4.1. Applicants who passed DHA assessment for the same title within five (5) years from the date of obtaining the registration, provided no gap in practice.
- 7.4.2. Professionals that are maintaining an active registration.
- 7.4.3. Professionals applying within Five (5) years from DHA professional license cancellation date will be granted the same position, provided no gap in practice.
- 7.4.4. Professionals applying within Five (5) years from MOHAP/DOH professional license cancellation date will be granted the same position, provided no gap in practice and fulfilling PQR requirements.
- 7.4.5. Professionals with trainee license title, however applicant has to pass DHA assessment upon applying for upgrade license title.
- 7.5. Applicants may apply for a re-assessment with no restriction on duration between the attempts and according to assessment availability process.

- 7.6. The results report will indicate a “pass” or “fail” without details of the result of the assessment.
- 7.7. The cancellation or failure to attend CBT or oral assessment will not be considered a failed attempt in the assessment.
- 7.8. Applicant with approved get registered application, an oral assessment requirement shall apply for this service.
- 7.9. For scheduling oral assessment, the applicant shall select the available date for oral assessment or select a specified desirable date range, submit the application, and pay the required fees for DHA review.
- 7.10. DHA will confirm the assessment date based on availability and might be subject to change.
- 7.11. Applicant is required to attend the assessment and complete the session.
- 7.12. Applicant will receive assessment result “pass” or “fail” through Sheryan system without further details on assessment.
- 7.13. Only applicant with pass assessment result will obtain DHA registration certificate.
- 7.14. Applicant with fail result may apply for Two (2) additional attempts through new schedule oral assessment applications where new assessment fees shall apply.
- 7.15. Applicant may request to reschedule the assessment for one time only in case the request is submitted more than 5 working days prior to the confirmed exam date, at no additional cost. If reschedule request is submitted within 5 working days of confirmed exam date, the applicant is required to pay new assessment fees.

7.16. A valid medical fitness report shall be required for the following:

7.16.1. Applicants who have any physical, mental or emotional condition, which may impair their ability to provide healthcare services.

7.16.2. License activation and license renewal applications where the HP is 65 years or above.

7.17. Physicians and dentists in surgical specialties should provide Logbook(s) with sufficient procedures/ cases covering the common aspects of the specialty as a prerequisite for licensing.

7.17.1. For Interventional Radiology title, the applicant is required to fulfil the PQR requirements which shall include submitting Log book with evidence of completion of at least 300 cases as first or only operator.

7.17.2. For Interventional Cardiology title, the applicant is required to fulfil the PQR requirements which shall include submitting Log book with evidence of completion of at least 200 angioplasty cases as first or only operator.

7.18. In certain circumstances, DHA reserves the right to request further additional requirements as deemed necessary.

7.19. DHA may take the necessary action on the application/registration/license in the following conditions (including but not limited to):

7.19.1. Have been subject to any disciplinary action or restriction to practice or pending investigation or any history of revoked/suspended/blacklisted professional license.

- 7.19.2. Have been denied an application for a medical license, whether full, limited, or temporary.
- 7.19.3. Have lost or denied required recertification by any specialty board or any jurisdiction.
- 7.19.4. Have been charged with criminal offence or been prosecuted and/or convicted by court/tribunal.
- 7.19.5. Have been diagnosed with or treated for a medical condition that in any way currently limits or impairs his/her ability to practice.
- 7.19.6. Have been charged with malpractice related to ethical or professional conduct in the practice of the profession.
- 7.19.7. Failure to declare information about pending or confirmed malpractice issued by other regulatory bodies.
- 7.19.8. Evidence of discrepancy/ Negative PSV report.
- 7.19.9. Applicants are liable for any false, untrue, misleading, misrepresented information or documents.
- 7.20. The HP name will be added in DHA black list system in the following conditions:
- 7.20.1. Negative PSV report.
- 7.20.2. License suspended/revoked by DHA.
- 7.20.3. License suspended/revoked by other Authorities.
- 7.20.4. Blacklisted by other Authorities.
- 7.20.5. Submitted incorrect information or falsified documents to DHA.

8. CHAPTER FOUR: SHERYAN HEALTH LICENSING SERVICES

8.1. The following licensing services are available through online licensing system (Sheryan):

8.1.1. Self-Assessment Tool and Review Eligibility.

8.1.2. Get Registered (New Professional registration).

8.1.3. Schedule Oral Assessment.

8.1.4. Renew Professional Registration.

8.1.5. Activate Professional License.

8.1.6. Add/ Upgrade Professional Registration.

8.1.7. Add/ Upgrade Professional License.

8.1.8. Renew Professional License.

8.1.9. Update CPD points.

8.1.10. Request Good Standing Certificate.

8.1.11. Update Professional License Card Information.

8.1.12. Cancel Professional License.

8.1.13. Raise license cancelation issues.

8.2. Returned / drafted applications shall be automatically cancelled after the lapse of three

(3) months in the applicant Sheryan account unless directed by DHA.

9. CHAPTER FIVE: SELF-ASSESSMENT TOOL AND REVIEW ELIGIBILITY

9.1. Applicants shall complete the self-assessment tool and fulfil the PQR requirements for the selected professional title/Specialty.

9.2. Self-assessment tool is a preliminary evaluation result, and the application is required to be submitted for DHA review to confirm the eligibility.

9.3. Applicant with eligible result is required to apply for get registered service.

9.4. Applicant with not eligible result will follow below process:

9.4.1. Apply for review eligibility service.

9.4.2. Fill the online form, attach required documents.

9.4.3. Submit the application and pay the required fees for DHA review.

9.4.4. Applicant with approved review eligibility application shall apply for get registered (New Professional License) service.

10. CHAPTER SIX: GET REGISTERED SERVICE

10.1. Applicant will be able to access this service with eligible result in the self-assessment tool or an approved review eligibility application.

10.2. Applicant shall submit the documents for Primary Source Verification (PSV) which include but not limited to the following:

10.2.1. Educational qualification(s).

10.2.2. Experience certificate(s).

10.2.3. License(s)/Registrations(s).

10.2.4. Good standing certificate not older than 6 months from application submission date.

10.2.5. Exam exemption proof, if applicable as per the PQR.

- 10.2.6. Any other relevant document(s) requested by DHA.
- 10.3. Applicant shall pass DHA computer-based test (CBT), if required.
- 10.4. Both PSV and CBT steps can be done simultaneously.
- 10.5. Get Registered application cannot be processed unless the completion of PSV report and passing CBT assessment.
- 10.6. Applicant will be required to fill the online form, link the verified PSV document and pay the required fee for DHA review. (please refer to Get Registered Process below).
- 10.7. Application review will reveal in approval or rejection or will be return for the following actions:
- 10.7.1. Request for additional documents/information, assessment, or PSV.
- 10.7.2. Change the requested title.
- 10.7.3. Set a trainee restriction, based on lack of required experience or discontinuity of practice as per PQR criteria.
- 10.7.4. Add limitations to the applicant's license to practice based on applicant credentials.
- 10.8. Based on the professional specialty, the applicant with approved get registered application may require an oral assessment.
- 10.9. In case oral assessment is not required, the applicant with approved get registered application will receive registration certificate and the professional name will be listed on Dubai Medical Registry.
- 10.10. The validity of the registration is one year from the date of issuance.

11. CHAPTER SEVEN: ACTIVATE PROFESSIONAL LICENSE

- 11.1. Activation of the license is applied through the facility Sheryan account.
- 11.2. HP is required to accept the facility request to activate the professional license.
- 11.3. The HP can approve license activation invites from several facilities, and the full-time license will be activated on the facility that completes the payment first.
- 11.4. The HP reserves the right to withdraw their approval as long as the facility has not completed payment for the activate professional license service.

12. CHAPTER EIGHT: RENEW PROFESSIONAL REGISTRATION

- 12.1. If the registration was not activated to a license within the validity period, the HP is responsible to renew the registration, otherwise the registration shall be cancelled and a new registration application shall be started by the applicant if required.
- 12.2. The HPs can apply to renew their registration within 90 days before the expiry date of the registration or 90 days post the cancellation of the professional's license.

13. CHAPTER NINE: ADD/UPGRADE PROFESSIONAL REGISTRATION

- 13.1. This service allows HPs to update their registration into a higher title, add a new registration position, remove limitation or remove trainee restriction.
- 13.2. The HP shall fill the form, submit the required documents as per the PQR, and provide GSC issued by DHA with No disciplinary history of revocation or suspension for the last 10 years.

14. CHAPTER TEN: ADD/UPGRADE PROFESSIONAL LICENSE

14.1. The HP's license can be updated by the full or part time licensing HF providing the specialty is available within the facility's license.

14.2. Updating the HP license does not impact the validity of the license.

15. CHAPTER ELEVEN: RENEW PROFESSIONAL LICENSE

15.1. The HF shall apply for renewal of a HP license within three (3) months of its expiry.

15.2. Expired DHA license can be renewed within six (6) months from the expiry date once applied online, fulfilled the requirements and late renewal penalty paid. The clinical practice of the professional is not permitted during license expiry period.

15.3. If part-time / trainee license is not renewed, the license will be set to cancelled with no penalties and without the options for renewal.

15.4. Trainee license cannot be renewed beyond the trainee restriction period.

16. CHAPTER TWELVE: TRAINEE LICENSE

16.1. HP not meeting PQR experience criteria can be issued trainee title that should be activated into a licensed facility with approved clinical training service and under supervision of clinical supervisor, until the required experience is completed.

16.2. A HP with a full-time license can have an active trainee license for a different position.

16.3. The training facility is responsible to assign a new clinical supervisor upon cancelling the full-time license of current clinical supervisor within one (1) month. Otherwise, the following shall apply:

16.3.1. Trainee license shall remain active for one (1) month.

16.3.2. Past the one (1) month period, the trainee license shall be set to inactive status for one (1) month.

16.3.3. After that, the trainee license shall be cancelled.

17. CHAPTER THIRTEEN: VISITING DOCTORS

17.1. Visiting HP in Governmental HF are required to fulfil only the following

17.1.1. Recognized specialty degree as per the PQR.

17.1.2. Valid GSC or registration.

17.1.3. Evidence of initiating verification process for the required documents.

17.1.4. Visiting HP in Governmental HF are exempted from other licensing requirements such as: Passing DHA assessment, Medical Fitness certificate, etc.

18. CHAPTER FOURTEEN: CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

18.1. HPs with active license(s) are obligated to complete the target CPD requirements as per the PQR.

18.2. CPD points to be calculated according to professional's category with the highest required number, whether this category is activated as full time or part time.

18.3. Target CPD points requirements should not be less than 70% in the area of the professional specialty and 30% can be in the area of general professional development.

18.4. 100% of the total targeted CPD points can be gained through online programs.

18.5. CPD points calculation is based on license validity.

18.6. CPD points achieved through online programs can be accepted as long as they are related to the specialty field.

18.7. If the HP overachieves their target CPD points, they are eligible to carry forward up to 10 CPD points to the following year.

18.8. Overachieved target CPD points cannot be transferred two years in a row.

18.9. If the HP underachieves their target CPD points, then the remaining CPD points must be made up in the following year.

18.10. Participation in DHA assessment panel for licensing HP process will be considered a part of CPD requirement for the calendar year.

18.11. The following are not considered activities for target CPD:

18.11.1. Regular morning meetings, endorsements, ward rounds and case revisions.

18.11.2. Departmental or medical society internal meetings.

18.11.3. Community and patient awareness sessions.

18.11.4. Public directed activities.

18.11.5. Software skills training.

18.11.6. Induction and orientation programs.

18.11.7. Basic product training and product-specific knowledge.

18.11.8. CPD points will be accepted nationally and internationally providing they are recognized by the regulatory authority of the respective country.

18.12. Claiming fraudulent CPD will result in disciplinary actions decided by the MPC.

19. CHAPTER FIFTEEN: GOOD STANDING CERTIFICATE (GSC)

- 19.1. GSC is an electronic certificate generated by the licensing system “Sheryan” into the HP account.
- 19.2. GSC can be verified via DHA website through “Verify Document” service in Sheryan portal.
- 19.3. The issued certificate shall include details of the HP License suspension and revocation in the past ten (10) years.
- 19.4. Status of Good Standing and Current status will be issued as per the **(Appendix 3)**.
- 19.5. GSC information is limited to the HP medical practice and does not indicate non-medical criminal/legal cases. MPC have the right to reflect the administrative violation committed by HP.

20. CHAPTER SIXTEEN: UPDATE PROFESSIONAL LICENSE CARD INFORMATION

- 20.1. This service allows HP with an active license to request an update of their professional license in case the personal information is updated.
- 20.2. The HP is required to fill the form with copy of updated documents whether it's recent photo or new passport copy, submit the application and pay the required fees for DHA review.

21. CHAPTER SEVENTEEN: CANCEL PROFESSIONAL LICENSE

- 21.1. If the HP resigned, the HF shall cancel the HP's license.
- 21.2. The cancellation of license will not proceed in the following scenarios:

21.3. The HP is the medical director, where the medical director has to be changed prior to the cancellation.

21.4. The HP has an active appeal, where the appeal must be cancelled, and all fines must be paid prior to the cancellation of the license.

21.5. The HP is under investigation, where the investigation outcome must be issued prior to the cancellation.

21.6. Following license cancellation:

21.6.1. The registration status will stay as "Active in Transition" for One year, where the registration can be renewed or activated into a new license.

21.6.2. If the registration was not renewed or activated during mentioned period, the HP has to apply for a new registration

21.7. In case the HF refuses to cancel the HP license, the HP can escalate the issue to DHA through the 'Raise license cancelation issues' service and submit the required evidence.

22. CHAPTER EIGHTEEN: RAISE LICENSE CANCELATION ISSUES

22.1. This service allows HP to request license cancellation in case the facility refuses to cancel their license. Cancelling the Full-time license will result in changing the status of the Part-time license from "Active" to "Inactive".

22.2. The HP shall provide Proof of Resignation Letter / written notification submission to the facility and one of the following documents:

22.2.1. Employment Visa cancellation.

22.2.2. Labor Card cancellation from previous HF.

22.2.3. Labor Card under the new HF.

22.2.4. New employment visa under the new HF.

22.2.5. Temporary permission to work in the new HF from Ministry of Human Resources and Emiratization (MOHRE) along with filing an official labor dispute.

22.3. In case of no official legal binding (e.g. contract, labour card or employment visa) between the HF and concerned professional, the request will be granted.

22.4. DHA will do review for the raised issue request and communicate with licensing facility. The facility shall respond to the DHA within 5 days. Failure to respond will result in proceeding of the request.

23. CHAPTER NINETEEN: TEMPORARY PERMIT TO PRACTICE

23.1. Upon a request from HF, this permission is issued and undertaking from the medical director of the facility to allow professional to work temporary in the mentioned facility only and under direct supervision from a licensed professional from the same specialty.

23.2. Only medical director of licensed facility can apply for this service, and it is applicable for all Sheryan titles: physicians, dentist, nursing and midwives, allied professionals and TCAM.

23.3. Availability of existing professional from the same specialty is prerequisite to apply for temporary permit to practice for professional.

23.4. The DHA shall review the submitted application and subject to approval or rejection.

23.5. The required documents:

23.5.1. Copy of passport.

23.5.2. Higher Specialty Degree.

23.5.3. License from home country.

23.5.4. CV.

23.5.5. Any other documents uploaded by the applicant or requested by HRS.

23.6. The temporary permit to practice does not require passing the assessment or obtaining positive PSV.

23.7. The duration of permit can be up to six months subject to DHA approval.

23.8. This permission is not renewable.

23.9. The application fee is similar to activation of professional license and it is non-refundable.

23.10. This permission does not indicate eligibility of the applicant to obtain professional license later.

23.11. This temporary permission is different from the professional license issued from DHA which requires the professional to fulfil all requirements as per the PQR.

23.12. Professional obtained temporary permit to practice shall work under the supervision of licensed professional.

23.13. The medical director and the licensing facility shall take the responsibility and liability for documents submitted, professional competency, medical errors, and misuse of permit.

23.14. Professional with temporary permit to practice shall not be involved in dealing with controlled, semi-controlled and narcotic medications, issuing sick leave, applying for GSC or raising E-claim request (insurance).

23.15. professional with below situations will not be entitled for temporary permit to practice:

23.15.1. A professional who does not hold the required higher education certificate according to the PQR.

23.15.2. A professional who does not have a license to practice the profession from the country in which he worked (except for interns and residency doctors).

23.15.3. A professional whose professional license has been withdrawn or suspended by any of the health authorities in the country.

23.15.4. Rejection of a previous application for licensing at any of the health authorities because the professional did not fulfil the conditions and requirements (eg: failure to pass 3 test attempts, having a negative verification result).

24. CHAPTER TWENTY: REVOCATION/SUSPENSION OF LICENSE

24.1. DHA - through its responsible party such as MPC, Appeal Committee or DG - may take the following decision/action on the HP license resulting in medical malpractice, PSV result or disciplinary action taken by another health regulator/board:

24.2. Precautionary suspension, until the final decision is finalized and applied, including but

not limited to the following scenarios:

24.2.1. The HP practice may put patient safety at risk.

24.2.2. Discrepancy PSV reports.

24.2.3. Suspension.

24.2.4. Revocation.

REFERENCES

1. UAE Government, 2019. Cabinet Decision no. (40) of 2019 concerning UAE Federal Law concerning Medical Liability.
2. UAE Government, 2017. Cabinet Decision no. (20) of (2017) concerning unified healthcare Professional Qualification Requirements (PQR) for licensing health professionals in the country.
3. UAE Government, 2019. Federal Law no. (5) of (2019); concerning the practice of the human medicine profession and its amendments.
4. UAE Government, 1984. Federal Law No. (5) Of (1984) Concerning practice of Non-physicians and Pharmacists health professions.
5. UAE Government, 1975. Federal Law no. (7) Of (1975) Concerning the Practice of Human Medicine.

APPENDICES

APPENDIX 1: FULL TIME SUPERVISION REQUIREMENTS FOR HEALTH FACILITIES

Category	Title	Supervising full-time professional
Nursing and Midwifery	Assistant Nurse	- Registered Nurse
	Registered Midwife	- Specialist or Consultant Obstetrics and Gynecology except in home care facilities
	Assistant Midwife	- Registered Midwife except in home care facilities
Allied Health	Audiology Assistant	- Audiology Technologist
	CSS Aide	- CSS Technician
	Dental Laboratory Aide	- Dental Lab Technician
	Hair Transplant Technician	- Specialist or Consultant Plastic Surgeon. OR - Specialist or Consultant Dermatologists, General Surgeons and General practitioners with hair transplant privilege license title (according to DHA Standards for Hair Transplant Services)
	Laser Hair Technician	- Specialist or Consultant Dermatology. OR - Specialist or Consultant Plastic Surgery. OR - Specialist or Consultant Family Medicine or Internal Medicine or General practitioners with laser privilege license title (according to DHA Standards for Non-Surgical Cosmetic Procedures)
	Assistant Medical Physicist	- Medical Physicist Technologist.
	Occupational Therapy Technician	- Occupational Therapist.
	Ophthalmic Technician	- Specialist or consultant ophthalmologist.

	Psychometrist	- Clinical or health or Neuro psychologist.
	Assistant Psychologist	- Clinical or health or Neuro psychologist.
	Dialysis Technician	- Dialysis Technologist or Nephrologist.
	Respiratory Therapy Technician	- Respiratory Therapist or Specialist or consultant Pulmonology Diseases.
Traditional and Complementary Medicine	Ayurveda Massage	- Ayurveda Practitioner
	Chinese Massage Therapist	- Traditional Chinese Medicine (TCM) practitioner

APPENDIX-2 NUMBER OF PERMITTED PART TIME PERMISSIONS FOR HPS LICENSES AS FULL TIME IN PRIVATE HFS *

Professional title	Maximum number of Part Time Permissions
General Practitioner/ General Dentist/ Nurses & Midwives/ Allied Healthcare professionals/ Traditional Complementary and Alternative Medicine	1
Specialist (non-surgical specialties)	2
Specialist (surgical specialties)	4
Consultant	4
Residents and trainees	0

APPENDIX-3 STATUS OF GOOD STANDING CERTIFICATE

Scenarios	Good Standing Certificate	Current Status	Reflect the history (past 10 years)
HP with No previous disciplinary actions during the last 10 years	✓		
HP More than 2 years of issuance of Warning letter, notice letter,	✓		✓
HP under active investigation or active appeal		✓	✓
HP with history of suspension/ revocation/warning /notice issued during two (2) years		✓	✓
HP More than 2 years of suspension or revocation with reinstated DHA license	✓		✓
HP More than 2 years of suspension or revocation with no reinstalment of DHA license		✓	✓