

## Questions & Answers:

### Transition of healthcare regulation from DHCA to DHA



## HEALTH FACILITY LICENSE - PROFESSIONAL LICENSE

### HEALTH FACILITY LICENSE

#### What is the role of the Health Regulation Sector?

The Sector oversees healthcare facilities and professionals in Dubai( including free zones).

The services of the sector include but are not limited to:

1. Developing health related regulatory standards, policies and legislations
2. Issuing license for healthcare facilities as well as healthcare professionals
3. Supervising and inspecting healthcare professionals and facilities
4. Managing patient's complaints
5. Governing the provision of health tourism services in Dubai
6. Governance and management of health informatics
7. Developing and updating policies, conducting regular inspections, providing support and assistance to the health sector to ensure the provision of the highest quality of patient-centered health services

#### What are the contact details of the Health Regulation Sector (HRS) for enquiries concerning licesne transfer from DHCC to DHA?

Please see the below options to get in touch with the DHA's Health Regulation Sector.

- **Telephone:** 800 342
- **Email address:** [Dhcc-query@dha.gov.ae](mailto:Dhcc-query@dha.gov.ae)
- **Customer Happiness Centre:** Festival Tower.
- **Working hours:** Sunday to Thursday from 7:30 a.m. to 2:30 p.m.

## How can a health facility request for licensing services?

The health facility can apply online through the Sheryan portal.

For more information, please see the below link: website

<https://bit.ly/HCFServices>

## What is the Sheryan system?

Sheryan is DHA's online licensing system for healthcare facilities and professionals.

## Is there a user guide for Sheryan?

Yes, you can get it from the below link:

<https://bit.ly/HR-EN-5-12-19>

You will also find step-by-step instructions on how to apply for a selected facility and professional service under each service page.

## Will the DHA conduct any training initiatives for the facility to know more about the Sheryan and DHA's Health regulation sector?

Yes, training campaigns will take place to orient DHCC facilities about Sheryan and the DHA's Health regulation sector. You will be notified and communicated about the planned sessions.

## Does a DHCC facility need to apply and create an account in the DHA system?

No, all existing facilities will be seamlessly migrated from the Massar System (DHCC) to the Sheryan (DHA) system through integration. All new health facilities and professionals will have to create an account in Sheryan.

## How will I be informed about my access and new account in Sheryan?

DHA will be communicating with each facility's coordinator through their official contacts in the Massar System.

## Would the facility have to pay for the integration and data transfer between DHCC & DHA?

No payment will be required.

## Will there be any changes to my facility services or category?

The facility services will not have any changes to ensure smooth operation and continuity of patient care. However; the category name could be changed according to the UAE federal law and DHA classification of Health Facilities

## Are there any changes to the facility license, which has multiple Clinical Operating Permit (COP) under one Commercial License?

All the facilities will be reviewed and classified on a case-by-case basis as per the DHA rules and regulations. However, facilities with multiple COPs under one commercial license may be merged under one facility license if they are in the same location and if the services they offer complement each other. This will help to facilitate the movement of staff as well as be a more financially viable option.

## Will the expiry date of my facility license be affected?

No, it will be according to the current expiry date.

## What about the commercial license of my facility, will it also be under the DHA's jurisdiction?

For information and enquiries, not pertaining to health regulations in Dubai Healthcare City Free Zone, you can contact 800Health.

## I have obtained an initial approval for a new healthcare facility from DHCC; do I need to re-register with DHA?

Yes, you need to re-register with the DHA to obtain an initial approval from the DHA

To create a new facility account and to register, please visit the following links:

Step-by-step video tutorial:

<https://youtu.be/vd-7XYuhDbA>

Service page:

<http://bit.ly/NewFacilityLicense>

## My facility is a branch of a company in Dubai; could any changes affect my legal form or any benefits?

Branch facilities will have no impact on their legal form. The facility can apply under the “add to group” service.

A ‘facility group’ term is used to describe branches of the facility that share the same ownership. This can be documented in the system by applying for ‘Add Facility to Group’ service and providing evidence of shared ownership.

Healthcare professionals can then rotate between the group facilities without the need for a part-time license. The Medical Director should access the list of professionals from the dashboard page, then select the professional and select the option of approving the rotation. The professional will be able to issue sick leave certificate under the selected branches (Working in branches on a part- time license facility requires applying for another part- time license)

## What is the validity of a DHA Health Facility license?

The license is valid for one year, subject to renewal within 3 months before the expiry date. However; all existing facilities with more than one year will be issued an expiry date similar to the DHCC expiry date.

## How can I obtain a copy of the facility license after its issuance?

A soft copy of the license & other approval letters are available on the facility profile, ‘My Applications’ page.

## Would the facility license validity change upon changing the owner's name?

No changes will apply on the license validity after changing the owner's name.

## How can the facility make changes in the facility license?

The facility has to apply online through the Sheryan system to amend the facility license.

For more details please refer to the following link

<https://bit.ly/AmendFacilityLicense>

## What are the documents needed to renew my license?

You need to submit the following documents online:

- Accreditation Certificate Copy (if applicable)
- Valid Trade License

## How long does it take to renew a facility license?

It takes 1 working day.

## How can a facility apply for medication related services?

(Narcotic medications related requests, medication disposal, report incidents, request controlled/ semi-controlled medication transfer, purchase drug registers & emergency medication)

The facility has to download and fill the forms and send it to [Drugcontrol@dha.gov.ae](mailto:Drugcontrol@dha.gov.ae)

All the forms are available on the Sheryan page under the section, 'Manage Facility medication'. For more details please refer to the following link:

<https://bit.ly/HCFServices>

## How to apply for permission to carry out health awareness campaigns/events outside the health facility?

The facility should request for approval online via the Sheryan system. The service is called Request for Temporary Permit. For more details, please refer to the following link:

<https://bit.ly/RequestTemporaryPermit>

### Do I need to obtain a DHA approval to post a video or picture of the facility/professional on social media?

No, however, facility and professionals are required to adhere to the principles of ethical social media advertising, in accordance with the DHA [guidelines](#) on the social media content requirements for health advertisements and promotions.

Facilities and professionals are required to obtain an approval from MOHAP directly without referring to the DHA.

### Do all the facilities have to be accredited by a recognized accreditation body?

No, only the hospitals, laboratories and Day Surgery Centres are required to undergo accreditation within three years of operation.

### What are the guidelines and standards that shall be followed after being within the DHA jurisdiction?

All the facilities shall comply with DHA policies, standards and guidelines for their clinical practice.

### How many routine inspection visits can be expected per year?

For facilities other than hospitals, a minimum of two visits per year, are to be expected. The time interval between visits shall be based on the outcome of the inspection.

### Should I expect an announced inspection yearly?

Inspection visits are mostly unannounced throughout the year, however; a facility might receive a notification for inspection visits.

### Where can we find a list for violations that can be imposed by the DHA?

Decree of the Executive Council No (32) concerning The Regulation of Practicing Health Professionals in the Emirate of Dubai is the primary reference for violations in the Emirate. If the healthcare facility or professional does not comply with the DHA regulations and guidelines, fines from table (3) and table (4) shall be issued. For more information, please refer to:

<https://bit.ly/DEC-322012>

## How can a health facility pay the violation fine/s?

Any pending fine will be carried to the Sheryan account. To pay your fines, please proceed to your dashboard and click on the 'Violations' widget then select 'Pay Fines'. All payments can be made via the Dubai Government ePay gateway.

## What are the type of cards accepted for payment on Sheryan?

The online payment link accepts all Credit Cards (Visa or Master card) and Debits cards issued in the UAE

## What are the responsibilities of a health facility in case of a medical complaint?

The Medical Director of the facility is the responsible professional to communicate and respond to all information requested by the DHA. The medical file of the patient shall be submitted ( soft copy) within 24 hours of the request. The facility shall provide all cooperation in order to facilitate the investigation. Medical complaint procedures are similar in their investigation process across all UAE health authorities.

## What are the requirements to close a facility for a certain period of time (temporary closure)?

The facility has to submit an online application and apply for Temporary Facility Closure service. The maximum time should not exceed six months.

For more information, please refer to the following link:

<https://bit.ly/TemporaryFacilityClosure>

## How can I issue a Sick Leave Certificate?

All health facilities seeking to issue a Sick Leave Certificate (SLC) shall purchase the number of certificates (balance) for submitting SLC through the Sheryan system so that your physicians and dentists can issue a sick leave for patients.

Step-by-step video tutorial

<https://youtu.be/ePc0w2sguvA>

Service page:

<http://bit.ly/IssueSickLeaveCertificate>

## What should be done to the Medical Director's license when canceling a facility license?

The facility shall cancel all other professionals' licenses prior to facility cancellation. Then upon DHA's approval of the facility license cancellation, the Medical Director's license will be canceled.

## For medical report attestation, do we need to issue the report through DHA's Sheryan system?

No; a medical report can be issued directly from your facility's system to the patient. For attestation purposes, a clear scanned copy can be sent to [Med-report-attest@dha.gov.ae](mailto:Med-report-attest@dha.gov.ae). An attested copy will be sent back to you within 48 hours. The service is free-of-charge.

## How can we issue an escort certificate?

It can be issued directly from your facility's system to the patients without applying through the DHA system. It can also be a part of the sick leave certificate issued to the patient with details of the escort mentioned there.



## PROFESSIONAL LICENSE

### My professional license is valid with DHCC, do I have to apply via Sheryan to convert my license to a DHA License?

No, all professional licenses and data will be migrated to the Sheryan system.

### I have a job offer to work in DHCC, where should I apply to obtain the license?

Dubai Health Authority is the regulatory body responsible for granting healthcare professional licenses in the Emirate of Dubai. Please refer to the link for more information

<https://bit.ly/HealthcareProfessionalServices>

### What is the validity of a DHA license?

A DHA license is valid for 1 year, however; for DHCC professionals their license expiry date will remain the same.

### I have a letter of acceptance (LOA) from DHCC; do I need to apply for professional registration in Sheryan?

Yes, the letter of acceptance (LOA) holder will be required to register and pay the registration fees in the Sheryan system. The LOA holder will also need to upload the DHCC verification report, valid LOA, and other DHA required documents. The professional can apply for a DHA license title as the one given by DHCC without going for another exam.

### What is a DHA professional registration?

This is similar to a Letter of Acceptance (LOA) in DHCC.

It allows healthcare professionals to obtain a DHA registration. The registration is considered to be a confirmation that the professional fulfills the requirements for the applied position (category, title and specialty) and it allows the professional to become part of the Dubai Medical Registry.

### How can I convert my DHA registration to an active license?

The facility shall activate the professional registration through the service, 'Activate Professional License'.

Step-by-step video tutorial:

<https://youtu.be/GaRjhwa62Ac>

Service page:

<https://bit.ly/ActivateProfessionalLicense> .

## What are the fees for professional licensing services at DHA?

Please refer to the service fees link: <https://bit.ly/ProfessionalLicensingFees>

## My DHCC license title is not mentioned in the unified PQR, so will the DHA grant me the same title?

Yes, DHA will transfer all current data and titles of health professionals as it is.

## I already passed the DHCC exam; do I have to sit for a DHA exam?

The exam result is accepted only if a valid (LOA) certificate was issued.

## Is it possible to change my elicense detail in Sheryan?

Yes, it is. You can apply for a License Card Replacement. This service allows healthcare professionals with an active license to request an update of their professional license in case the personal information is updated. For more information, please refer to this link: <https://bit.ly/LicenseCardReplacement>

## My professional license has expired/is about to expire. Where can I renew my professional license; the Dubai Healthcare City Authority Or Dubai Health Authority?

Your professional license can be renewed by DHCC until all professionals' data is transferred to the DHA's Sheryan system.

## How can I transfer my license to another facility?

Your current facility has to cancel your professional license. Then your new facility should activate your license through the 'Activate Professional Licensee' service.

## How can I renew my professional license?

The license can be renewed within three (3) months of its expiry date or within three (3) months post the cancellation of the professional license. The renewal can be done from the facility's account only. The professional will not be able to renew his/her license directly without applying for a service through the facility's account.

Required Documents

- Valid passport copy or Emirates ID(if not previously updated on the system)

## How long does it take to process a license renewal?

Online renewals are processed immediately after the payment is done.

### **Do I need to upload Malpractice Insurance to the DHA's system?**

No. The facility is responsible to issue and maintain valid malpractice insurances for all of their professionals. The details should be available and presented to the inspection team upon their request.

### **How can I apply for cancelation of my license?**

The healthcare facility is responsible for cancelling your health professional license.

### **What shall I do if the facility refuses to cancel my professional license?**

You can apply for 'Raise License Cancelation Issues'. This service allows healthcare professionals to request license cancellation in case the facility refuses to cancel their license. Cancelling a full-time license will result in changing the status of the part-time license from 'Active' to 'Inactive'. There are conditions that apply in order to accept your request. Please refer to this link

<https://bit.ly/RaiseLicenseCancelationIssues>

### **Can an expired professional license be renewed?**

Full-time licenses can be renewed within a period of maximum six (6) months from the expiry date; however, penalty for non-renewal shall apply. Part-time and Trainee licenses are automatically cancelled once expired.

### **How can a professional license that has expired for over 6 months be renewed?**

A license that has expired more than 6 months ago, will be automatically locked and penalty for non-renewal will be added to the facility's account.

### **How can I update my professional license?**

You can update your professional license by applying for the 'Add/Upgrade Professional License' service. This service allows healthcare facilities to update the licenses of their healthcare professionals who upgraded their titles or added new positions on their registrations. Any updates made to the healthcare professionals' registration can be applied to their license.

### **How can I apply for a Good Standing Certificate?**

A Good Standing Certificate is an electronic certificate generated by the licensing system (Sheryan) in the professional's account; it is issued for currently and previously licensed HPs after completing three (3) months of licensure.

### Can a hard copy of the Good Standing Certificate be sent abroad?

Yes, DHA shall provide a stamped envelope with a letter that can be forwarded by courier (arranged by the professional) .The request shall be sent to [gsc@dha.gov.ae](mailto:gsc@dha.gov.ae) .

### Can I apply for a Good Standing Certificate in case my license status is revoked/suspended?

Yes, however, the letter of 'Current Status' will be issued which will mention your license status.

### How can I issue a Sick Leave Certificate?

All health facilities seeking to issue Sick Leave Certificates (SLCs) shall purchase the application for submitting SLC through DHA's electronic system. For more details, please refer to the link:

Step-by-step video tutorial

<https://youtu.be/ePc0w2sguvA>

Service page:

<http://bit.ly/IssueSickLeaveCertificate>

### Do health facilities offer Fertility Service Needs permit to transfer frozen specimens from one centre to another?

Yes, the request form is available on the DHA website. For more information, please refer to:

<https://bit.ly/FrozenSpecimenTransfer>

### What is required to obtain a permission for conducting a workshop or a clinical training program at a healthcare facility?

- For Clinical Training programs: The facility must apply for 'Amend Facility License' service and choose 'Clinical Training service' from the 'Add/Remove Add-Ons' list.
- For hands-on workshops: The facility must apply for "Request Temporary Permit" service.

### What happens if I have a dual license (DHA & DHCC) where I am a consultant in DHCC and a specialist at DHA?

DHA will consider the higher title, so in this case, your license title will be a Consultant.

### I have a dual license (DHA & DHCC) but my expiry dates are different?

DHA will consider the longer expiry date for your license.

### What happens if I have a dual license (DHA & DHCC) with multiple part-time work in facilities that fall under both authorities?

DHA will initially grant all the part-time positions until further notice.

### What happens if I have a dual (DHA & DHCC) full-time license?

DHA will consider the DHA facility full-time and DHCC facility part-time, unless requested and justified by the applicant before the end of December 2021. Any request received day after this date has to go through the 'professionals service' criteria in Sheryan.

### How many continuing education hours are required? Do I need to submit the details when I apply for a renewal?

Yes, you are required to submit CME/CPD hours as per the PQR requirement. For further information, please refer to the Licensing Health Professional Policy: <https://bit.ly/LicensureHealthProfessionals>

### How long does it take to process my application for licensure?

The normal processing time for a physician license, depends on timeliness of the Primary Source Verification (PSV) and other required information. Once your application is complete, your application will be sent for credentialing within (5 working days). You will be notified by email and SMS.

### Where can I find DHA rules and regulations?

Kindly visit the DHA website [www.dha.gov.ae](http://www.dha.gov.ae)

Then select the tabs:

DHA Facilities > Health Regulation Sector > Policies and Regulations

<https://bit.ly/Policies-Regulations>

### How do I contact the Health Licensing Department to check the status of my application?

Please send your email to to [regulation@dha.gov.ae](mailto:regulation@dha.gov.ae) or visit the DHA's Customer Happiness Centre at Dubai Festival Tower, 26<sup>th</sup> floor (Health Regulation Sector Office)

### Where I can find the FAQ section in Sheryan?

It is available on the DHA website @ <https://www.dha.gov.ae/en/Pages/FAQ.aspx>