Issue Sick Leave Certificate Guide

User Guide

Last Updated January/2021
Follow the steps below to sign-up or login on the DHA Sheryan account. Visit the [website](#) and click on the Login icon to access the DHA Sheryan [portal](#).

**Login:** Existing users can enter their username and password on this page.

**Registration:** New users must create an account. Click the ‘Register With Us’ button to create a new username & password.
Set Preference

• After login, a prompt to set preference for ‘Individual Home’ or ‘Corporate Home’ will appear.

• Access to all the services provided by Dubai Health Authority will be on the next page.

DHA E-service account is managed by IT Department. For assistance, call 800-342.

Good to Know:

Once an email is registered for an account, it cannot be used for another account.

Each user must have one account. Do not create multiple accounts.
Click on the Health Licensing Service icon to access the DHA Sheryan Portal

<table>
<thead>
<tr>
<th>For Individual</th>
<th>For Corporate</th>
<th>Application Enquiry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Home Page</td>
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Good to Know:

Sheryan is an application within your DHA E-service account.

Users who can access facility dashboard are categorized as Privileged or Limited Access user.

Users must keep their log-in details confidential to avoid unauthorized access.
Before proceeding to the licensing services, users must be familiar with account management.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>عربي /English</td>
<td>Change Language Preference</td>
</tr>
<tr>
<td>🧤</td>
<td>Accessibility (Text Resize, Contrast Switch, Read Speaker)</td>
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<tr>
<td>🔍</td>
<td>Search</td>
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<tr>
<td>🧤</td>
<td>The initials depend on the user’s first and last name. Click on the icon to view your unique ID, access your dashboard, applications, verified documents, notifications and settings pages.</td>
</tr>
<tr>
<td>Menu Screenshot</td>
<td>Account Menu Options</td>
</tr>
<tr>
<td>-----------------</td>
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</tr>
</tbody>
</table>
| ABDULLAH MOHAMMED  
DHA ID: 00123456  
My Dashboard  
My Applications  
Verifications and CBT Assessments  
Notification Centre  
Settings  
Dubai Polyclinic  
Sheikh Zayed Road | Name and Unique ID - important when accessing third party services (Prometric, Dataflow) and license activation by a hiring facility.  
Note: The unique ID never changes and is only an identifier. | |
| My Dashboard - quick view of application status, current registration/license status, services, issued sick leaves, etc. | My Dashboard - quick view of application status, current registration/license status, services, issued sick leaves, etc. | |
| My Applications - comprehensive view of applications. There are 2 tabs on the screen:  
Active tab - will show a list of all applications that are either in draft, submitted, returned to you.  
Closed tab - will show a list of all applications that are either approved, rejected or cancelled by the user. | My Applications - comprehensive view of applications. There are 2 tabs on the screen:  
Active tab - will show a list of all applications that are either in draft, submitted, returned to you.  
Closed tab - will show a list of all applications that are either approved, rejected or cancelled by the user. | |
Account Menu Options

Verifications and CBT Assessments - list of all verified documents from Dataflow and assessment results from Prometric.

This will be empty for users who are not registered healthcare professionals.

Notification Centre - (!) alerts represented by a red exclamation point beside your name's initials can be seen here.

Account Menu Options

Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here.

Linked Facility User – if you are a linked user, you can access the facility dashboard by clicking on the facility name on your menu.

Logout - exit the account.
DHA’s virtual assistant, Latifa, is trained to answer your questions on Sheryan’s healthcare licensing services for Professionals and Facilities. Interact with her by clicking the Ask Latifa icon the lower right hand corner of the DHA website or the Sheryan Homepage.

Good to Know: Latifa works through Artificial Intelligence and constantly learns as you ask her more questions.
The Health Licensing Department is available to assist you. Contact us by clicking the Wassel Sotak icon the lower right hand corner of the DHA website.

Fill-up the form. Select Enquiries – Health Licensing and select the correct category before typing your message.

We will get in touch with you within five (5) working days.

Good to Know: For 24/7 support, call 800-342 or click on the ‘Chat’ icon in the lower right hand corner of the DHA website.
An efficient way to gather information is to check the **Frequently Asked Questions/FAQ page**.

The link can be found at the bottom of the HRS web page.
Step 1: Accessing the Service

Logging to the account “Facility/Professional” to get access to the service. Click on ‘Sick Leave’ widget.

Good to Know: If the service access from facility account, the certificate will be issued on behalf of the professional.
Step 1: Accessing the Service

From facility account, click on ‘Issue Sick Leave on behalf’

From professional account, click on ‘Issue Sick Leave Certificate’
If access from facility account Select the professional unique ID in which the sick leave certificate will be issued on behalf & Fill up the form

If accessed from professional account, Select the facility in which the sick leave will be generated

Good to Know: If the professional has more than one licenses, all facilities in which the professional has license will be listed
Step 2: Filling up the Application Form

Full up required information accurately in each section

- Facility Name: Orthopaedics And Spine Hospital
- Facility Category: General Hospital (≥100)
- Facility ID: 00001
- Professional Unique ID: 0022
- Professional Category: Physician
- Professional Specialty: General Surgery
- Professional License Type: Full-time License FTL
- Available Sick Leave Quantity: 278

Select:
- Professional Name: Neer
- Professional Title: Specialist

Patient Information:
- Patient Type:
  - Select
- Patient Residency Status:
  - Select
- Patient Nationality:
  - Select
- Patient Date of Birth:
  - Select
- Patient Gender:
  - Select
Step 2: Filling up the Application Form

If required, fill-up the information of Escort and confirm the step.
Step 3: Filling up the Application Form

Enter the ‘ICD Code’

Medical Information

Diagnosis

Search ICD Code

ICD Name

ICD Code

Leave From

10/01/2021

Requested Period

3

Leave To

12/01/2021

Please note, according to DHA Policy, the below applies:
1. A General Practitioner is not allowed to issue a sick leave for more than 5 days for normal diseases and more than 15 days for infectious diseases.
2. If a specialist issues a sick leave for more than 15 days, it will require a DHA Review which will take up to 5 working days.
3. If a consultant issues a sick leave for more than 30 days, it will require a DHA Review which will take up to 5 working days.
Search for the ICD code or type the diagnosis to search.

Click on the diagnosis, then click ‘Add’ to include under ‘Selected ICDs’. Click ‘Save’.

If a diagnosis/ICD code was selected by mistake, click ‘Remove' then ‘Save'.
Select the date range for the sick leave and upload supporting documents, if necessary. Then click on ‘Confirm’.

Good to know: Review the Sick Leave Policy for maximum duration Sick Leave Certificate per professional category.
Step 3: Filling up the Application Form

If sick leave is issued for more than 15 days, a medical report must be filled and uploaded in the ‘Supporting Documents’ application.

Physician could add remarks, if required. This will appear in the certificate.
Step 2: Filling up the Application Form

Fill up patient details (details will appear in the output of the sick leave certificate)

Patient Employer Type
- Private

Patient Employer Name
- Select

Medical Information
- Awqaf and Minors Affairs Foundation
- Board of Economic Development
- Department of Civil Aviation
Review the terms & conditions then click ‘Confirm’.
Step 3: Review Form/Payment & Submit the Application

Make sure that all sections are completed & all tabs turn to green

Click on ‘Review Form‘ to review the whole form, then submit

Issue Sick Leave Certificate

Issue Sick Leave Certificate
Complete ✓

Terms & Conditions
Complete ✓

Review Form
Go Back

Issue Sick Leave Form

Application Name: Issue Sick Leave Certificate
Submission Time: 09:29
Submission Date: 10-11-2020
Application Status: Submitted
Application Reference Number: ISL-2020-00000075

View your application
View Sick Leave Certificate

Click on ‘View your application’
How to Download Certificate

1. Click on 'View Sick Leave'.
2. Scroll down till the end of the page.
The certificate is issued electronically. This means a printout is considered the original copy.

This certificate can be verified online. Enter the Pin and Barcode found at the lower right hand corner of the page.
<table>
<thead>
<tr>
<th>Prepared by:</th>
<th>Salma Abdalla Mohamed Masoud</th>
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<tbody>
<tr>
<td></td>
<td>Senior Administrative Officer</td>
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<tr>
<td>Verified by:</td>
<td>Vanessa Alexandra Avisado Rafael</td>
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<td></td>
<td>Administrative Officer</td>
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<td>Reviewed by:</td>
<td>Aisha Ali AlMaamari</td>
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<td></td>
<td>Head of Healthcare Professional Licensing Section</td>
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<td>Approved by:</td>
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<td></td>
<td>Director of Health Licensing Department</td>
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