HEALTH REGULATION SECTOR

SERVICE CATALOGUE
The sector oversees the healthcare facilities and professionals in Dubai, including free zones. The services offered are:

1. Developing health related regulatory standards, policies and legislations
2. Issuing licensure of healthcare facilities as well as healthcare professionals
3. Supervising and inspecting healthcare professionals and facilities in addition to managing patients’ complaints
4. Governing the provision of health tourism services in Dubai
5. Governance and management of health informatics

Contacts

26th floor, Festival Office Tower
Dubai Festival City, Dubai, UAE

regulation@dha.gov.ae
800342

To call from outside UAE
+971 4 219 8888

Sun - Thu
7:30am - 2:30pm

24h online Sheryan portal
CUSTOMER JOURNEY  
FACILITY LICENSING

1. Accessing Information  
   Information can be found on DHA website, DHA App. or by calling 800DHA.

2. Sheryan account  
   The customer can create/access the account on the DHA website - Facility services page.

3. Application/payment  
   The customer applies for the service by filling in and submitting the application, then paying as per the service requirements.

4. Receiving DHA review comments (if required)  
   The customer can re-submit the application according to DHA comments.

5. Inspection visit (if required)  
   The customer can book an inspection visit (if required) and pay the required fees online. The inspection visit will be completed according to the procedures.

6. Licence/certificate  
   The customer can find the licence/certificate can be found in the account.

CUSTOMER JOURNEY  
PROFESSIONAL LICENSING

1. Accessing Information  
   Information can be found on DHA website, DHA App. or by calling 800DHA.

2. Sheryan account  
   The customer can create/access the account on the DHA website - Professional services page.

3. Application/payment  
   The customer applies for the service by filling in and submitting the application, then paying as per the service requirements.

4. Receiving DHA review comments (if required)  
   The customer can re-submit the application according to DHA comments.

5. Licence/certificate  
   The licence card will be sent by courier to the customer and a soft copy (licence/certificate) can be found in the account.
CUSTOMER JOURNEY
FILE A MEDICAL COMPLAINT

Access Information
Gathering information
Information can be found on DHA website, DHA App. or by calling 800DHA.

Submitting a complaint
Completing a complaint form
The customer accesses the CRM - medical complaints portal - and attaches the required documents. Then, the customer receives a reference number by e-mail, and accordingly the complaint is classified. If the criteria of Dubai Health Authority are met, the customer receives an acceptance of the complaint.

Higher Committee for Medical Liability outcome
Receiving the result of the Higher MLC
The customer provides additional supporting documents to appeal for the Committee to reconsider, which is based on what they receive.

Medical Practice Committee outcome
Receiving the MPC final decision
The customer receives the Medical Practice Committee’s outcome. Upon receiving the result, professional/facility will be given 30 days to appeal.

Medical Liability Committee (MLC) outcome
MLC outcome
The customer receives the Committee’s outcome. Upon receiving the result, the complainant and professional/facility will be given 30 days to appeal.

Appealing the received outcome (if required)
Applying for an appeal
The customer provides additional documents that support the appeal to the case.

Appealing the received outcome (if required)
Applying for an appeal
The customer provides additional documents that support the appeal to the case.

Medical Practice Committee outcome
Receiving the final outcome from the MPC
The complainant will receive the Committee’s outcome which is final.
CUSTOMER JOURNEY
PURCHASE PRODUCTS

1. Accessing information
2. Sheryan account
3. Applying for purchased products (controlled and semi-controlled medications registers)
4. Receiving service outcome
5. Receiving confirmation

Gathering information
Information can be found on DHA website, DHA App. or by calling 800DHA.

Creating/accessing account
The customer can create/access the account on the DHA website - Facility services page.

Applying for the service
The customer can submit the application through Sherian account and pay the required fees.

CUSTOMER JOURNEY
HAPPINESS CENTRE VISIT

1. Accessing information
2. Reaching the centre
3. Enquiring at the reception
4. Waiting to be called
5. At the assigned counter
6. Obtaining the required information/guidance
7. Completing the feedback survey

Gathering information
Information can be found on DHA website, DHA App. or by calling 800DHA.

Finding suitable parking
When the customer arrives at the centre, a dedicated parking is available and accessible.

At the reception area
The customer receives information from the receptionist.

When the customer arrives at the centre, a dedicated parking is available and accessible.

The customer receives information from the receptionist.

The counter staff assists the customer answering questions and enquiries.

The counter staff asks the customer to complete a survey.
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MEDICAL COMPLAINTS
File a Medical Complaint

FACILITY FAQ

INTERCONNECTED SERVICES
Activate Professional Licence

This service allows healthcare facilities to activate full-time, part-time, or trainee licences for healthcare professionals with active registration. A Healthcare Professional can practice once the licence is issued.

Preparation Steps

- Healthcare facility licence should be active and should have the healthcare professional related specialty
- Healthcare professionals are required to have a valid registration
- Valid medical fitness report for professionals who are 65 years or older
- Valid medical malpractice insurance covering the healthcare professional
- Pay outstanding fines (if required)

Documents Required

No documents are required unless:

- The passport copy in the system is expired, then a valid copy must be uploaded
- Activating a part-time licence of a surgeon on a Day Surgical Centre or Hospital, then a last two years Logbook must be uploaded (providing this surgeon has been licensed in an out-patient facility for more than 2 years)
- The professional was 65 years old or older, then a valid medical fitness report must be linked to the application (applicable for full-time licence only)

Delivery Time

Instant

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

Nurse/Allied/TCAM

- 1000AED full-time licence fee
- 4000AED part-time licence fee
- 200AED convert from part-time to full-time fee (validity remains the same)

Physician/Dentist

- 3000AED full-time licence fee
- 4000AED part-time licence fee
- 200AED convert from part-time to full-time fee (validity remains the same)

Payment Methods
**Add/Upgrade Professional Licence**

This service allows healthcare facilities to update the licences of their healthcare professionals who upgraded their titles or added new positions on their registrations. Completing this service does not affect the licence expiry date.

**Preparation Steps**
- Valid medical malpractice insurance covering the healthcare professional
- Pay outstanding fines (if required)

**Service Limitations**
- Selected professional must have an active licence
- Selected professional must not be a trainee (trainee licence must be cancelled first then the updated position can be activated)
- Professional must not have unpaid outstanding fines

**Service Delivery Channels**
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

**Documents Required**
No documents are required unless:
- The passport copy in the system is expired, then a valid copy must be uploaded
- Emirates ID details have not been updated in the system previously, then the details must be updated and a copy of the card must be uploaded

**Delivery Time**
- Instant

**Service Charges**
- 200AED

**Payment Methods**
24/7 online on Sheryan portal

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**Add/Upgrade Professional Registration**

This service allows healthcare professionals to upgrade their registration title into a higher title or add new positions.

**Preparation Steps**
- Submit required documents to the Primary Source Verification (PSV) Agency and receive verification result
- Pass any required Computer Based Testing (CBT) Assessments

**Service Limitations**
- Registration must be active
- Professional must not be revoked or blacklisted
- Professional must not have a non-completed Continuous Professional Development (CPD) action against their registration/licence
- Professional must not have unpaid outstanding fines

**Service Delivery Channels**
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

**Documents Required**
- Verification results of qualification(s)/experience(s)/registration(s) to the position as per the Professional Qualification Requirements (PQR) and CBT Assessment results (if required)
- Valid passport copy (if not previously updated on the system)
- DHA Good Standing Certificate (valid and not older than six months at the time of application)
- Last two years Logbook for surgical specialties

**Delivery Time**
- 5 working days

**Service Charges**
- 200AED

**Payment Methods**
24/7 online on Sheryan portal
### Appeal Violations

This service allows healthcare facilities and healthcare professionals to appeal for violations within 30 days of violation issue date.

#### Service Limitations
- Appeal must be submitted within 30 days of violation issue date
- Appeal outcomes are final and a violation can only be appealed once

#### Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre
- 24/7 online on Sheryan portal

#### Delivery Time
30 working days

#### For Whom?
- Delegated Healthcare Facility Representatives
- Healthcare Professionals

### Cancel Professional Licence

This service allows healthcare facilities to cancel their healthcare professionals’ licences.

#### Preparation Steps
- In case the professional to be cancelled is the Medical Director of the facility, a new Medical Director must be assigned prior to completing this service
- In case the professional to be cancelled has an active appeal, the appeal must be cancelled first and fines must be paid prior to completing this service
- In case the professional to be cancelled is under investigation, the investigation outcome must be issued prior to completing this service
- In case the professional to be cancelled has unpaid outstanding fines, the payment must be paid prior to completing this service

#### Service Limitations
- Selected professional must not have an active appeal
- Selected professional must not be the Medical Director
- Selected professional must not be under investigation
- Professional must not have unpaid outstanding fines

#### Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre
- 24/7 online on Sheryan portal

#### Documents Required
- No required documents

#### Delivery Time
Instant

#### For Whom?
- Delegated Healthcare Facility Representatives

These services are free of charge
Get Registered

This service allows applicants to obtain a DHA registration. The registration is considered a confirmation that the professional fulfills the requirements for the applied position (category, title and specialty) and allows the professional to become part of Dubai Medical Registry. It is valid for one year where a healthcare facility should activate it into a licence in order to start practicing.

Preparation Steps
- Submit required documents to the Primary Source Verification (PSV) Agency and receive verification result
- Pass any required Computer Based Testing (CBT) Assessment

Service Limitations
- Professional must pass the related Assessment within 3 attempts across the Authorities
- Professional must not be blacklisted
- Professional must first receive the PSV result for submitted documents

Documents Required
- Recent passport size photograph
- Valid passport copy
- Verification result of qualification(s)/experience(s)/registration(s) related to the position as per Professional Qualification Requirements and CBT Assessment results (if required)
- Last two years Logbook for surgical specialties
- Good Standing Certificate (GSC) (valid and not older than six months at the time of application)

Delivery Time
5 working days

Service Charges
200AED

Payment Methods

Issue Sick Leave Certificate

This service allows licensed healthcare professionals and healthcare facilities to issue sick leave certificates for patient based on DHA issuance of Sick Leave Certificate Policy.

Service Limitations
- Professional licence must be an active full-time or part-time licence
- Facility licence status must be active
- Professional must be a physician or a dentist (general practitioner, general dentist, specialist or consultant)
- Professional valid Emirates ID must not match the patient’s Emirates ID

Documents Required
- Supporting diagnosis documents
- Sick leaves are issued

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Delivery Time
Instant

Service Charges
These services are free of charge
Licence Card Replacement

This service allows healthcare professionals with an active licence to request a re-print of their professional licence card in case it is lost, damaged or if they have updated their personal details.

Service Limitations
- Professional must have an active licence

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Documents Required
- No documents are required unless:
  - The passport copy in the system is expired, then a valid copy must be uploaded
  - The professional wanted to change the personal picture in the licence card, then a new updated picture must be uploaded

Delivery Time
- Instant

Service Charges
- 50AED

Payment Methods

Search in Dubai Medical Registry

This service allows people to look-up any healthcare licensed or registered professional under DHA or any health facility licensed in the Emirate (except those under DHCC jurisdiction). This is done through a comprehensive search engine through DHA website and smart application.

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Delivery Time
- Instant

Service Charges
- These services are free of charge
Payment of Fines

This service allows healthcare facilities and healthcare professionals to pay for single or multiple fines that have been issued against their licences.

In addition to requesting payment in instalments if the fine value exceeded 20,000AED for healthcare facility and 5,000AED for professionals (excluding knowledge and innovation fees).

Service Limitations

- Only fines can be requested to be placed under instalments
- Minimum amount applies for professionals/facilities for instalment request
- Instalment duration cannot exceed 1 year

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Documents Required

In case of request for instalments:
- Proof of inability of payment

Delivery Time

- Instant
- 4 working days for instalments

Service Charges

These services are free of charge

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Raise Licence Cancellation Issues

This service allows healthcare professionals to report facilities under which they are licensed in case the facility refuses to cancel their licence.

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Documents Required

- Supporting documents (e.g. new employment visa under new registered healthcare facility, confirmation of employment visa or labor card cancellation, temporary permission to work in another healthcare facility from the Ministry of Human Resources and Emiratisation)

Delivery Time

- 1 working day

Service Charges

These services are free of charge

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Renew/Restore Professional Registration

This service allows healthcare professionals to renew/restore their registration for an additional year. Maintaining an active registration secures the approved position without the need for re-assessment (providing there is no discontinuity in practice), in addition to remaining listed in Dubai Medical Registry. The registration can be renewed within three (3) months of its expiry date or within three (3) months post the cancellation of the professional licence.

There are different types of renewal depending on the healthcare professional preference:

• Renew as provisional registration: This service is designed for healthcare professionals who do not plan to practice in Dubai for the time-being but would like to maintain their approved registration position.

• Renew/restore full registration: This service is designed for healthcare professionals planning to practice in Dubai by keeping their registration records updated with recent qualification(s), experience(s) and other required documents (Renew full registration is for healthcare professionals with no gap in practice, Restore full registration is for healthcare professionals with gap in practice for more than two years).

Documents Required

• Supporting documents (e.g. new employment visa under new registered healthcare facility, confirmation of employment visa or labor card cancellation, temporary permission to work in another healthcare facility from the Ministry of Human Resources and Emiratisation)

Delivery Time

• Instant
• 5 working days for restoring the registration

Preparation Steps

In case of Restore Full Registration:

• Required documents (experience, valid licence) must be submitted on the Primary Source Verification (PSV) agency website and receive verification result
• Pay outstanding fines (if required)

Service Limitations

• Registration must not be expired
• Professional must not be revoked or blacklisted
• Professional must not have unpaid outstanding fines

Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

These services are free of charge

For Whom?

Healthcare Professionals

24/7 online on Sheryan portal

Documents Required

• Supporting documents (e.g. new employment visa under new registered healthcare facility, confirmation of employment visa or labor card cancellation, temporary permission to work in another healthcare facility from the Ministry of Human Resources and Emiratisation)

Delivery Time

• Instant
• 5 working days for restoring the registration

Service Charges

200AED

Payment Methods
Renew Professional Licence

This service allows healthcare facilities to renew their full-time or part-time professionals’ licences within 3 months of the licence expiry date. The validity of the licence is 1 year from expiry date.

Preparation Steps

• Valid medical fitness report for professionals who are 65 years or older
• Valid medical malpractice insurance covering the healthcare professional
• Pay outstanding fines (if required)

Service Limitations

• Professional licence can be renewed 90 days prior to expiry date
• Professional must not be blacklisted/revoked
• Professional’s full-time licence cannot be renewed if the licence is expired for more than 6 months
• Professional’s licence cannot be renewed if the professional requires supervision and the full-time supervisor is not available in the facility
• Professional’s trainee licence cannot be renewed if their training period is complete
• Professional’s part-time licence cannot be renewed if the full-time facility no longer grants a part-time approval for the professional
• Professional must not have unpaid outstanding fines

Documents Required

No documents are required unless:
• The passport copy in the system is expired, then a valid copy must be uploaded
• Emirates ID details have not been updated in the system previously, then the details must be updated and a copy of the card must be uploaded
• The professional is 65 years old or older, then a valid medical fitness report must be linked to the application (applies for full-time licence only)

Delivery Time

Instant

Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

Nurse/Allied/TCAM
1000AED full-time licence fee
4000AED part-time licence fee

Physician/Dentist
3000AED full-time licence fee
4000AED part-time licence fee

Payment Methods
Request Good Standing Certificate

This service allows current or previously licensed DHA healthcare professionals to request for Good Standing Certificates. The certificate can be retrieved from the application located in the professional account under closed applications section.

Preparation Steps
- Pay outstanding fines (if required)

Service Limitations
- Professionals must have an active DHA licence for more than 3 months
- Professionals who are currently revoked/suspended, or have been revoked/suspended, under investigation or received other decisions (e.g. re-assessment, violation warning or undertaking letter) in the past two years, a Certificate of Current Status will be issued instead of GSC
- Professional must not have unpaid outstanding fines

Documents Required
- Valid passport copy (if not previously updated on the system)
- End of service letter (for Government healthcare professionals)

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Delivery Time
1 working day

Service Charges
500AED

Payment Methods

Schedule Oral Assessment

This service allows healthcare professionals going through registration service to schedule Oral Assessments (normal or urgent) which are conducted in Dubai. The access to this service is only enabled following the completion of DHA review of the services “Get Registered” or “Add/Upgrade Professional Registration” and if Oral Assessment is required. When mandated, Oral Assessments are required to complete the registration process.

Preparation Steps
- Obtain a conditional approval following DHA review of the services “Get Registered” or “Add/Upgrade Professional Registration”

Service Limitations
- Professional must be present in person in Dubai on the day of the Assessment
- Professional must not be suspended, revoked or blacklisted

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Delivery Time
5 working days (from exam date to obtaining the result)

Service Charges

<table>
<thead>
<tr>
<th>Category</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician and Dentists</td>
<td>2000AED</td>
</tr>
<tr>
<td>Urgent fees</td>
<td>250AED</td>
</tr>
</tbody>
</table>

Payment Methods
Self Assessment Tool

This service allows applicants to verify whether they meet the Unified Healthcare Professional Qualification Requirements (PQR) to work in a DHA licensed healthcare facility.

Service Limitations
- Professional must pass the related Assessment within 3 attempts across the Authorities
- Professional must not be blacklisted

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Documents Required
For instant/automated review, no documents are required.
If you submit an application for DHA review, the following documents are required:
- Recent passport size photograph
- Valid passport copy
- Educational qualification(s)
- Experience certificate(s)
- Licence(s)/registration(s)
- Good Standing Certificate(s) (GSC) (valid and not older than six months at the time of application)
- Last two years Logbook for surgical specialties

Service Charges
FREE for the automated Self-Assessment Tool

200AED Submitting an application for DHA review post the automated Assessment

Payment Methods

Update Continuous Professional Development (CPD) Points

This service allows healthcare professionals to view, manage and update CPD points related to their respective categories which is required to maintain their licences. If the applicant overachieves their CPD targets for the year, they are eligible to carry forward 10 CPD points to the following year.

If the applicant underachieves their CPD targets for the year, then the CPD points must be made-up in the following year.

Service Limitations
- CPD provider must not be blacklisted
- Professional’s account must not be blacklisted, revoked

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Documents Required
- Fill and submit online application
- CPD points are added to the professional’s account

Delivery Time
Instant

Payment Methods

These services are free of charge
Activate Facility Licence

This service allows healthcare facilities to activate their previously issued inactive licence in order to start operating.

**Preparation Steps**
- Adding and activating licences of professionals under the facility

**Service Limitations**
- Facility needs to have a valid inactive facility licence to be able to apply for this service

**Documents Required**
- Select a Medical Director from activated professionals and provide a NOC from the Medical Director on appointment
- Accreditation certificate copy (if required)
- Hiring required professionals
- Valid trade licence

**Service Delivery Channels**
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

**Delivery Time**
1 working day

**Service Charges**

<table>
<thead>
<tr>
<th>Category 3</th>
<th>Category 1</th>
<th>Category 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polyclinic, Dental Clinic, GP Clinic, School Clinic and others:</td>
<td>Hospitals</td>
<td>Day Surgical Centres, ICF Centres, Convalescence</td>
</tr>
<tr>
<td>2000AED</td>
<td></td>
<td>4000AED</td>
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<tr>
<td>Final Approval</td>
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<td>Licence Fees</td>
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<td>18000AED</td>
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<td>Above 100 beds</td>
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<td>Polyclinic with 3 Specialties</td>
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<tr>
<td>6000AED</td>
<td></td>
<td>Others</td>
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<tr>
<td>Specialty clinic</td>
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<td></td>
</tr>
<tr>
<td>7500AED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharmacy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5000AED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>School Clinic /GP /Others</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Payment Methods

Add Facility to Group

This service allows healthcare facilities with active/inactive licences to create a facility group and add a facility to a group providing they have the same ownership.

**Documents Required**
- Evidence of shared ownership for facilities inside the group

**Service Delivery Channels**
- SMS and/e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

**Delivery Time**
3 working days

**Service Charges**

These services are free of charge
### Amend Facility Licence

This service allows healthcare facilities to request amending their active and/or inactive healthcare facility licences. Possible amendments are:

- Add/remove speciality
- Change category
- Change location
- Expand facility location
- Change bed capacity
- Add/remove add-ons
- Request renovation
- Change facility layout

#### Preparation Steps

- Applying for the changes in the respective trade licensing authority for applicable changes before requesting for the service is optional

#### Service Limitations

- Facility licence is expired, cancelled, suspended, revoked or on hold.

#### Documents Required

- Depending on the amendment type, one or multiple of the below documents may be required:
  - Accreditation certificate copy
  - FANR licence copy
  - Commercial property use NOC
  - Floor plan
  - Mobile unit plan
  - Upload approved practice setting form
  - Approved practice setting attachments
  - Signed undertaking letter
  - Updated trade licence

#### Delivery Time

- 5 working days

### Appeal Violations

This service allows healthcare facilities and healthcare professionals to appeal for certain violations within 30 days of violation issue date.

#### Service Limitations

- Appeal must be submitted within 30 days of violation issue date
- Appeal outcomes are final and a violation can only be appealed once

#### Documents Required

- Supporting documents of the appeal

#### Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

#### Delivery Time

- 30 working days

### Service Charges

#### For Whom?

- Delegated Healthcare Facility Representatives
- Healthcare Professionals

These services are free of charge
Cancel Facility Licence

This service allows healthcare facilities to request for licence cancellations. After cancellation of the healthcare facility licence, the facility will no longer be allowed to provide patient services.

**For Whom?**
Delegated Healthcare Facility Representatives

**Preparation Steps**
- Pay all professional and facility related fines - if any
- Withdraw any open appeals - if any

**Service Limitations**
- Active investigation
- Open inspections

**Service Delivery Channels**
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

**Documents Required**
- Undertaking letter

**Delivery Time**
5 working days

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Change Facility Name

This service allows healthcare facilities with active or inactive healthcare facility licences to change or edit the names which should be compliant with Dubai Health Authority regulations.

**For Whom?**
Delegated Healthcare Facility Representatives

**Service Limitations**
- Facility licence is expired, cancelled, suspended, revoked or on hold
- New facility name should be compliant with Dubai Health Authority regulations

**Service Delivery Channels**
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

**Documents Required**
- Updated trade licence after initial approval

**Delivery Time**
1 working day

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**Service Charges**
1000AED

Payment Methods
Change Facility Ownership

This service allows healthcare facilities to request changes of owners, partners and local service agents.

For Whom?
Delegated Healthcare Facility Representatives

Documents Required
- Undertaking letter
- Updated trade licence after initial approval

Delivery Time
1 working day

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges
Depending on the Facility Category
Licence fees for 12 months = Amount multiply by the number of months until licence expiry date

Payment Methods

Change Medical Director

This service allows healthcare facilities to request changing their Medical Director (a new Medical Director from the facility’s professionals should be appointed as the new Medical Director).

For Whom?
Delegated Healthcare Facility Representatives

Preparation Steps
- The new Medical Director should have given his/her consent to be appointed as a Medical Director (NOC to be signed by the new Medical Director)

Service Limitations
- Facility licence must be active
- Selected professional must not be the Medical Director of another facility outside the current facility group
- Selected professional must meet the healthcare facility Medical Director requirements
- Selected professional must have an active licence
- Selected professional must be a full-time professional of the facility or a facility inside the same group

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges
1000AED
Payment Methods
New Facility Licence

This service allows individuals and holding companies to request for a new healthcare facility licence in the Emirate of Dubai under the jurisdiction of Dubai Health Authority. The licence must be later an active facility licence in order to start operating.

Preparation Steps
- Obtaining a trade licence before applying to this service is optional

Service Limitations
- Applicant needs to have consent from the facility owners to apply for the service

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Documents Required
- Commercial property use
- NOC in case the chosen location is classified as residential
- Floor plan from engineering/design company
- Signed undertaking letter from owner or power of attorney
- Trade licence (if available)

Delivery Time
- 1-10 working days

Service Charges

<table>
<thead>
<tr>
<th>Category 3</th>
<th>1000AED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polyclinic, Dental Clinic, GP Clinic, School Clinic and others</td>
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</table>

<table>
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<tr>
<th>Category 1</th>
<th>2000AED</th>
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<tbody>
<tr>
<td>Hospital</td>
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</table>

<table>
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<tr>
<th>Category 2</th>
<th>5000AED</th>
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</thead>
<tbody>
<tr>
<td>Day Surgical Centres, IVF Centres, Convalescence</td>
<td></td>
</tr>
</tbody>
</table>

Payment Methods

24/7 online on Sheryan portal

Payment of Fines

This service allows healthcare facilities and healthcare professionals to pay for single or multiple fines that have been issued against their licences. In addition to requesting payment in instalments if the value of the fines exceeds 20000AED for healthcare facility and 5000AED for professionals (excluding knowledge and innovation fees).

Service Limitations
- Only fines can be requested to be placed under instalments
- Minimum amount applies for professionals/facilities for instalment request
- Instalment duration cannot exceed 1 year

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Documents Required
- Proof of inability of payment

Delivery Time
- Instant
- 4 working days for instalments

Service Charges

These services are free of charge
For Whom?
Delegated Healthcare Facility Representatives

Purchased Products
(Controlled and Semi-controlled Medications Registers)

This service enables health and pharmaceutical facilities, which are licensed under the Dubai Health Authority to request the registers for controlled and semi-controlled drugs. The service request and payment are electronic services. The approval is issued by the Drug Control Section within 3 working days from the date of submitting the request.

Service Limitations
- For the facilities which are not dealing with the controlled and semi-controlled drugs

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Delivery Time
3 working days

Service Charges
320AED for each register

Payment Methods

Purchase Sick Leave Certificates

This service allows licensed healthcare facilities to purchase sick leave certificates (if a facility has multiple branches, sick leave needs to be purchased for each branch).

Service Limitations
- Facility licence status must be active
- Facility category must be eligible to access this service
- Facility must have an active licensed physician or dentist

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Delivery Time
Instant

Service Charges
70AED

Payment Methods
Renew Facility Licence

This service allows healthcare facilities to renew their active or inactive licences. Renewal is available within 90 days before the expiry of the licence.

**Preparation Steps**
- Obtaining a renewed trade licence

**Service Limitations**
- Facility licence is expired for more than 6 months
- The facility licence is cancelled or revoked

**Service Delivery Channels**
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre
  - 24/7 online on Sheryan portal

**Documents Required**
- Active facility licence renewal:
  - Accreditation certificate copy
  - Trade licence
- Inactive facility licence
  - No required documents

**Delivery Time**
1 working day

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Request for Temporary Permit

This service allows healthcare facilities with active licences to request for temporary permits such as advertising, mobile unit campaigns and fixed temporary locations.

**Service Limitations**
- Only facilities with active licences can apply for this service

**Service Delivery Channels**
- SMS and/or e-mail notification(s)
- Application Status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre
  - 24/7 online on Sheryan portal

**Documents Required**
- Advertisement content
- Additional supporting evidence
- Landlord/concerned authority NOC letter

**Delivery Time**
3 working days

---

**Service Charges**

Category 3
- Polyclinic, Dental Clinic, GP
  - Polyclinic 3 Specialties: 18000AED
  - Polyclinic 2 Specialties: 12000AED
  - Pharmacy: 7500AED
  - School clinic, General Physician: 5000AED

Category 2
- Day Surgical Centres, IVF Centres, convalescence:
  - Above 100 beds: 40000AED
  - 50 to 100 beds: 30000AED
  - Others: 20000AED

Category 1
- Hospitals

These services are free of charge!
Temporary Facility Closure

This service allows healthcare facilities to request temporary closure of the entire facility or of certain facility specialties (minimum of 1 day and maximum of 6 months).

Service Limitations
- Facility licence must be active

Service Delivery Channels
- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Documents Required
- Online application form
- Supporting evidence

Delivery Time
3 working days

Service Charges
These services are free of charge
MEDICAL COMPLAINTS
File a Medical Complaint

This service allows patients and their caregiver to apply for medical complaints against healthcare professionals and/or facilities through the following link, click here.

Service Limitations

- A complaint exceeding 3 years from the date of the event cannot be filed.

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Documents Required

- Emirates ID for UAE National and resident in UAE
- Medical report, lab and X-ray (if available)

Delivery Time

1-6 months

Service Charges

These services are free of charge
FACILITY FAQ

New Healthcare Facility Licence

• What are the areas under the jurisdiction of DHA?
• When opting to open a new healthcare facility, what are the ownership guidelines?
• Can the owner of the facility attain the designation of the Medical Director of the facility?
• What is meant by the engineering layout?
• What is meant by Feasibility study/Proposal letter?
• What is meant by the Affection Plan (D.M map)?
• What should be done to obtain a Trade Name Reservation Certificate?
• What is the maximum number of physicians that can share a clinic/consultation room?
• Can IVF services be added to a polyclinic?
• What is the required nurses ratio in the facility?
• What are the requirements to have a portable X-ray machine?
• Is the approval of Dubai Municipality required for a Hospital/Day Surgical Centre licence initial approval?
• Is the medical removal of tattoo/medical tattoo/permanent make-up considered a service that requires a licence or be an addition as a specialty to the facility?
• What is meant by a school/nursery proof document?
• What is the validity of the inactive facility licence?
• After obtaining an inactive facility licence, is it possible to modify the approved application?
• How to obtain a copy of the facility licence after its issuance?
• Can the professionals start practicing after obtaining the initial facility approval?
• The final inspection visit has been completed, why yet the facility licence is not issued?

Activate Facility Licence

• Can the inspection visit be re-scheduled after the payment?
• Who should be the Medical Director of the medical facility?
• What is the validity of the active facility licence?
• How many routine inspection visits can be expected per year?
• What is the primary reference for violations in the Emirate?

Renew Facility Licence

• When applying to renew the facility licence, what should be the validity of the DED licence?

Temporary Facility Closure

• Can the request for a facility temporary closure be extended beyond 6 months?
• Is it mandatory to maintain the validity (renew) the facility and professionals licences during the temporary closure period of the facility?

Cancel Facility Licence

• What should be done to the Medical Director licence when wanting to cancel the facility licence?
• What should be done in case the facility wants to cancel the licence of the Medical Director, but have no current replacement?

Facility Group

• What is meant by a Facility Group?

Amend Facility Licence

• What is required to obtain a permission for conducting a hands-on workshop or a clinical training programme at a facility?
• Can a facility apply for more than one amendment within one application?
• How can the professionals’ licences be updated in case of facility name change?
• Would the facility licence validity change upon changing the owner name?
• Is there is any applicable fees for internal transfer of professionals amongst the facility branches?

Fines and Violations

• Why is the facility fined for a professional renewal delay when the professional is no longer working with the facility?
New Healthcare Facility Licence

What are the areas under the jurisdiction of DHA?
All Dubai areas except Dubai Healthcare City (DHCC).

When opting to open a new healthcare facility, what are the ownership guidelines?
• The owner should be a UAE National individual/company under the UAE National name or majority partner (LLC Company, UAE National 51%, expat 49%).
• Ownership share law is not applicable in Free Zone area except for the following facility categories: Hospitals, Day Surgery Centre and Fertility Centre.

Note:
If the owner/partners is a company, they must provide valid Trade Licence copy(ies) with the memorandum of association of the company.

Can the owner of the facility attain the designation of the Medical Director of the facility?
Yes, that is possible. As long as he/she fulfills the criteria for of the healthcare professionals licensing.

What is meant by the engineering layout?
It is a schematic design drawing in AutoCad format for the facility with clear measurement in “sqm” of each room/area with labels as per the services.

The engineering company must have the activity of “Interior Decoration” or “Architectural Prospective Drawings Services” for Hospitals, Day Surgery Centre and Fertility Centre.
Is the approval of Dubai Municipality required for a Hospital/Day Surgical Centre licence initial approval?
Yes, the applicant has to provide an approval from Dubai Municipality to turn the specific land location into a Hospital/DSC.

Is the medical removal of tattoo/medical tattoo/permanent make-up considered a service that requires a licence or be an addition as a specialty to the facility?
No, non-surgical cosmetic procedures are services that do not require a licence, but are privileges granted by the Medical Director of the facility for professionals who fulfill the criteria as per the Standards for Non-Surgical Cosmetic Services document.

What is meant by a school/nursery proof document?
It is the Knowledge and Human Development Authority - KHDA licence (different from the Trade Licence).

What is the validity of the inactive facility licence?
The licence is valid for one year, subject to renewal within three (3) months from the expiry date.

After obtaining an inactive facility licence, is it possible to modify the approved application?
Yes, modifications can be done with payment of required fees (example: change facility location, add/remove specialty, change ownership - except for the modification of “Change Facility Category”).

How to obtain a copy of the facility licence after its issuance?
A soft copy of the licence and other approval letters are available in the facility profile. They can be downloaded and printed from there.

Can the professionals start practicing after obtaining the initial facility approval?
No, the facility must obtain the final approval and get its status changed to “active” before its professionals are allowed to work.

The final inspection visit has been completed, yet why is the facility licence not yet issued?
It is possible that the facility has a pending action in its account (check the Dashboard) or it could be due to not completing the mandatory survey which is required to issue the licence.

Activate Facility Licence

Can the inspection visit be re-scheduled after the payment?
Yes, with no additional fees by communication with DHA on callcenter@dha.gov.ae However, in case of fulfillment of DHA requirements, a new application must be completed with a new inspection visit appointment scheduling and payment.

Who should be the Medical Director of the medical facility?
The professional with the most senior position/job title and longest duration of experience is considered the most suitable person for the position of the facility Medical Director.

What is the validity of the active facility licence?
The licence is valid for one year, subjected to renewal.

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.

What is the primary reference for violations in the Emirate?
Decree of the Executive Council No. (32) of 2012 concerning The Regulation of Practicing Health Professions in the Emirate of Dubai is the primary reference for violations in the Emirate. If the healthcare facility or professional did not comply with the DHA regulations and guidelines, fines from Table (3) and Table (4) shall be issued.
Renew Facility Licence

When applying to renew the facility licence, what should be the validity of the DED licence?

The DED licence should be valid for not less than three (3) months.

Temporary Facility Closure

Can the request for a facility temporary closure be extended beyond 6 months?

Yes, by submitting an online application with clear and elaborated justification -subject to DHA review and approval.

Is it mandatory to maintain the validity /renew the facility and professionals licences during the temporary closure period of the facility?

Yes, the facility shall be responsible to ensure renewing the licences and paying any applicable fines.

Cancel Facility Licence

What should be done to the Medical Director licence when we want to cancel the facility licence?

First, all other professionals’ licences must be cancelled. Then upon DHA approval of the facility cancellation online application, the Medical Director’s licence will be cancelled simultaneously.

What should be done in case the facility wants to cancel the licence of the Medical Director, but has no current replacement?

The Medical Director should apply for "Raise Licence Cancellation Issues" service from his/her Sheryan account and upload all the supporting documents from the facility side.

Facility Group

What is meant by a Facility Group?

A Facility Group includes all the 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 licence (according to Circular no. 80 pertaining Physicians Transfer Amongst Medical Facilities). However, this should be documented in the facility account by applying for the “Activate Professional Licence” service and adding the branches to the professional licence (this service is proposed free of charge).
Is there any applicable fees for internal transfer of professionals amongst the facility branches?

No, this service is completed free of charge. However, this should be documented in the facility account by applying for the “Activate Professional Licence” service and adding the branches to the professional licence.

Amend Facility Licence

What is required to obtain a permission for conducting a hands-on workshop or a clinical training programme at a facility?

Training programmes and hands-on workshop are considered an Add-on that requires to be added to the facility’s account by applying for “Amend Facility Licence” service, then choosing the “Clinical Training Service” from the “Add/Remove Add-Ons” list. Upon filling the application, the required documents must all be provided as per the Guidelines for Clinical Training Facilities.

Can a facility apply for more than one amendment within one application?

Yes, that is possible.

How can the professionals’ licences be updated in case of facility name change?

Each professional is required to apply online for “Licence Card Replacement” service from their account in order to obtain an updated licence card.

Would the facility licence validity change upon changing the owner name?

No change apply on the licence validity after changing the owner name.

Fines and Violations

Why is the facility fined for a professional renewal delay when the professional is no longer working with the facility?

It is the responsibility of the facility to renew or cancel the professional licences of its staff. The arrears fee shall apply on the facility’s account if the professional licence has not been renewed or cancelled prior to its expiry date.

- Physicians/Dentists: 600AED per month (up to six (6) months)
- Nurses/Allied healthcare professionals/TCAM: 200AED per month (up to six (6) months)
FACILITY FAQ

Sheryan System and Account

- What is Sheryan system?
- Where can the application status/comments be found in the system?
- Is there a user-guide for Sheryan?
- Where can details about different licensing processes be found?
- What is Dubai Medical Registry?
- Why was an active application rejected/closed even though it was not submitted back for review?
- What should be done in case there were no options after clicking dropdown menus within Sheryan applications?
- How can the personal details (name/passport copy/nationality/gender/date of birth/profile picture) of the professional be updated on Sheryan account?
- How can the e-mail address and contact details be changed in Sheryan account?
- Why is the code to reset Sheryan account password not accepted?
- Why is it not possible to submit an application (only the “Save” button is enabled)?

Professional Registration

- How can a professional know if he/she is eligible to obtain a DHA licence?
- Are documents in foreign languages other than Arabic or English accepted for the professional licence application?
- Are certificate(s)/documents attestation required for the professional licence application?
- Is the high secondary school certificate (as per the country specific education) required for the professional licence application?
- What is the logbook required in the professional licence application?
- What can be done in case the professional was not required to have a registration/licence to practice in the country of last employment?
- Can the professional still apply for the licence in case of discontinuity in clinical practice for more than 2 years?
- What is meant by the term “position” in the registration process?
- If the Self-Assessment Tool result was “not eligible”, can the professional still proceed into applying for a registration?
- Can an expired registration be renewed?
- What is the difference between renewing the registration as a Full Registration or as Provisional Registration?
- Does renewing the registration guarantee approval of the position?
- Can the professional start practicing once the registration gets activated?
- How can a previously obtained eligibility letter (on the old system) be renewed?

Professional Qualification Requirements (PQR)

- What is meant by PQR?
- When will be the next update of the Unified Healthcare Professional Qualification Requirements (PQR) document?
- What should be done in case the applicant’s title was not listed in the Unified Healthcare Professional Qualification Requirements (PQR)?

Primary Source Verification (PSV)

- What is meant by Primary Source Verification (PSV) process?
- What is meant by linking of the Primary Source Verification (PSV) - Dataflow report result?
- What is the timeframe for a Primary Source Verification (PSV) - Dataflow report to be completed?
- How can the status of the Primary Source Verification (PSV) - Dataflow report be tracked?
- What is the validity of the Primary Source Verification (PSV) - Dataflow report?
- What are the Primary Source Verification (PSV) - Dataflow report fees?
- Are Dataflow reports issued by other authorities, recognised by DHA?
- Is Dubai Healthcare City Authority (DHCC) Primary Source Verification (PSV) recognised by DHA?
- How can a previous Primary Source Verification (PSV) - Dataflow report be linked in Sheryan account?
- After reviewing the professional’s application, how can a new document be verified as requested by DHA credentialing team?

Assessment

- What type of exam is required to apply for DHA Licence?
- What is a Prometric Assessment?
- What is an Oral Assessment?
- Does DHA provide study references for the licensing exam?
- What document(s) are required for DHA Assessment?
- What is the Assessment exemption criteria?
- When and where are the Assessment results announced?
- When can a professional re-appear for a new Assessment in case of failing an earlier attempt?
- What can be done in case the applicant failed three (3) Assessments?
- Can an applicant appeal the Assessment results?
- Are professionals required to re-take the Assessment in case their licence was cancelled?
- Why there has been no feedback after submitting the Oral Assessment date range?

Activate Professional Licence

- Is malpractice insurance required for licence activation?
**Renew Professional Licence**
- Can an expired professional licence be renewed?
- How can a professional licence that has expired for over 6 months be renewed?
- What would be the validity of a renewed professional licence in case it was renewed post the expiry date?

**Add/Upgrade Professional Licence**
- Why wasn’t the licence updated with the new position after completing the Add/Upgrade Professional Registration service?
- What is the validity of the updated professional licence (when a new position or an upgraded title is added)?

**Healthcare Professional Licence**
- How to obtain a DHA Professional Licence?
- What is the validity of the professional licence?
- Why is the professional licence status showing as ‘Inactive - Awaiting Facility Licence’?
- What should be done in case the professional licence card was not received although it has been issued more than 5 days ago?
- Can the professional start practicing without receiving the licence card?
- Where can the interim licence be found?
- Should visiting physicians obtain a DHA licence?

**Part-time Licence**
- How many part-time licences are permitted for professionals?
- Can a part-time licence have a different position than the full-time licence?
- Will updating (add/upgrade positions) to the full-time licence reflect on the part-time licence(s)?
- Is the professional permitted to practice in other branches of their full-time licence facility?
- Will the part-time licence(s) be automatically cancelled, if the full-time licence facility removed the part-time licence approval?
- Will the part-time licence(s) be automatically cancelled if the full-time licence was cancelled?
- Will there be any penalties for the delay in renewing part-time licence(s)?
- How can a part-time licence be converted into a full-time licence?
- How can the full-time licence facility grant a part-time licence approval to the professional?

**Trainee Licence**
- Why is a trainee restriction added on certain professional licences?
- How can an applicant apply for a “trainee” title with DHA?
- Where can the training period be completed?

**Cancel Professional Licence**
- What should be done in case the facility refuses to cancel the professional licence?

**Revoke Professional Licence**
- When can a professional apply to obtain a new licence if their licence has been revoked?

**Good Standing Certificate (GSC)**
- What is meant by the Good Standing Certificate (GSC) requested in the registration application?
- How to obtain the Good Standing Certificate after the online application is approved?
- What is the validity of the DHA Good Standing Certificate?
- Will the Good Standing Certificate include the name of the facility(ies) the professional is working or previously worked at?
- Can the Good Standing Certificate be sent abroad?
- Can the professional apply for a Good Standing Certificate in case his/her licence status is revoked/suspended?
- Why is the licence validity date in the Good Standing Certificate different from the licence card?
- How can the professional request a copy of the Good Standing Certificate forwarded by another health authority to DHA?
- For professionals with cancelled DHA licence, is a DHA Good Standing Certificate required when applying for a new registration/licence?

**Verification**
- What is the process to verify a professional’s licence details as requested by other authority(ies)?

**Continuous Professional Development (CPD)**
- What will happen in case the professional did not manage to complete the required CPD points within the given period?
- What is the number of CPD points required from professionals who have a licence of more than one different categories positions?

**Fees**
- What is the cost of DHA professional licensing services?
- What are the payment channels available on Sheryan?
- How to get a copy of the application payment receipt?

**Fines and Violations**
- What are the penalty fees for delays in renewing the professional licence?
- Can fines/violations be paid in instalments?

**Other**
- What is the way to apply for medical complaint on a health professional or a health facility?
- What are the contact details for Health Regulation Sector (HRS)?

**Sick Leave**
- There has been a mistake in the issued sick leave certificate, can this be edited?
**Sheryan System and Account**

**What is Sheryan system?**

Sheryan is the name given to DHA’s online licensing system for healthcare facilities and professionals. Details and access to all licensing services can be found there.

**Where can the application status/comments be found in the system?**

Statuses and/or comments can be viewed in the professional/facility account under “My Applications” page in the “active or closed applications” tabs depending on the status of the application.

**Is there a user-guide for Sheryan?**

Yes, you may find detailed step-by-step instructions on how to apply for selected facility and professional services here.

**Where can details about different licensing processes be found?**

All services and their related information including timeframe, fees, requirements, etc. can be found in the professionals service catalogue or the facilities service catalogue.

**What is Dubai Medical Registry?**

Dubai Medical Registry is a database for information about all healthcare professionals and facilities with active registration/licence within Dubai Health Authority.

The Registry contains multiple filters for easy access of details about either professionals or facilities.

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**Facility FAQ**

**Why was an active application rejected/closed even though it was not submitted back for review?**

As stated in the application Terms and Conditions, DHA reserves the right to reject any application if there is no response from the applicant, for more than 3 months. This will additionally forfeit the applicant’s right for a refund of fees, associated to the service.

**What should be done in case there were no options after clicking dropdown menus within Sheryan applications?**

To have a better experience while navigating Sheryan system or applying to any of its services, it is advised to use a laptop/personal computer and Google Chrome/Mozilla Firefox browser.

If the issue is not solved, please withdraw the application and re-apply for the service.

**How can the personal details (name/passport copy/nationality/gender/date of birth/profile picture) of the professional be updated on Sheryan account?**

This cannot be done from the account directly, the professional may change those details within any new applications they apply for.

**How can the e-mail address and contact details be changed in Sheryan account?**

This can be done through the settings page by clicking on “Edit Personal Information” (the new e-mail address must not be used in any other Sheryan account).

**Why is the code to reset Sheryan account password not accepted?**

Kindly enter the username instead of e-mail address when applying to change the password as the e-mail might be used in another Sheryan account.

**Why is it not possible to submit an application (only the “Save” button is enabled)?**

Kindly make sure that all mandatory fields are filled and that all tabs have turned into the colour green.
Professional Registration

How can a professional know if he/she is eligible to obtain a DHA licence?

To view the eligibility criteria, please check the Unified Healthcare Professional Requirements (PQR). In addition, the free “Self-Assessment Tool” service can provide an instant evaluation on the professional’s credentials.

Are documents in foreign languages other than Arabic or English accepted for the professional licence application?

No, documents need to be legally translated and uploaded in the application along with the original copies.

Are certificate(s)/documents attestation required for the professional licence application?

No, attestation of documents is not required unless it has been specifically requested by DHA credentialing team.

Is the high secondary school certificate (as per the country specific education) required for the professional licence application?

Yes, it is mandatory to be uploaded in the application unless the applicant degree is a BSc or a higher qualification.

What is the logbook required in the professional licence application?

It is a record of surgical procedures performed by professional of surgical specialties for the last two (2) years. The logbook should be signed, stamped and it includes the names, numbers and dates of performed surgeries. Please note that the logbook does not require Dataflow verification.

What can be done in case the professional was not required to have a registration/licence to practice in the country of last employment?

The professional must provide a formal letter issued by a government entity (Medical Council or Ministry of Health) confirming that the professional is allowed to practice without a registration/licence and that he/she is in good standing. If the professional did not manage to obtain the mentioned letter, an official Good Standing Certificate (GSC) from last employer confirming the same must be provided.

Can the professional still apply for the licence in case of discontinuity in clinical practice for more than 2 years?

In that case, the professional is considered to be having a gap of practice which must not exceed five (5) years for non-locals and ten(10) years for locals. A trainee title restriction would apply on the professional registration until fulfilling the gap requirements as set in the Unified Healthcare Professional Requirements (PQR).

What is meant by the term “position” in the registration process?

A position consists of a category (e.g. physician, dentist), title (e.g. specialist, consultant) and specialty (e.g. cardiology, paediatrics). Each professional is allowed to have a maximum of 3 registered positions.

If the Self-Assessment Tool result was “not eligible”; can the professional still proceed into applying for a registration?

Yes, you may proceed with “Request a Manual Review” application, which is a paid service that requires the DHA credentialing team to check if you fulfill the requirements for the position you are applying for.

In case of approval, you will have to proceed into applying for “Get Registered” service.

Can an expired registration be renewed?

No, the registration can only be renewed in two scenarios:

Three (3) months before expiry or three (3) months post the licence cancellation date.

In case the registration expires, the professional is required to apply again for “Self-Assessment Tool” service and complete all requirements.
What is the difference between renewing the registration as a Full Registration or as Provisional Registration?

Renewing as Full Registration allows a healthcare facility to activate the professional licence immediately, because the professional has already provided verified evidence of experience/registration for the last two (2) years proving continuity of practice.

Renewing as Provisional Registration secures the approved position without the need for re-assessment. However, if a healthcare facility wishes to activate the licence, the professional must apply to renew the registration into a Full Registration and update their account with verified evidence of continuity of practice.

Does renewing the registration guarantee approval of the position?

Yes, unless a gap of practice of over two (2) years has been detected, then a trainee restriction shall be added. The trainee restriction will be removed once the professional completes the gap of practice requirements as stated in the Unified Healthcare Professional Qualification Requirements (PQR).*

Can the professional start practicing once the registration gets activated?

An active registration is like an eligibility proof to start job hunting in Dubai. The registration must be activated into a licence by a hiring facility first in order to start practicing.

How can a previously obtained eligibility letter (on the old system) be renewed?

If the letter was valid, then the professional would have a valid registration in their account. But in case it was expired, then the professional must apply again starting with the “Self-Assessment Tool” service and uploading a copy of the eligibility letter in the application.

Professional Qualification Requirements (PQR)

What is meant by PQR?

PQR refers to the Unified Healthcare Professional Qualification Requirements which is the licensing guideline followed within UAE by the Regulatory Authorities (Ministry of Health and Prevention, Department of Health – Abu Dhabi and Dubai Health Authority). It lists the licensing titles and the requirements and specifications for each of those titles. The PQR document has been transferred into a free automated Self-Assessment Tool service, enabling an immediate evaluation of the professional’s credentials.

When will be the next update of the Unified Healthcare Professional Qualification Requirements (PQR) document?

The PQR is updated every two (2) to three (3) years. The updated version may include new titles, new recognised countries and updated requirements.

What should be done in case the applicant’s title was not listed in the Unified Healthcare Professional Qualification Requirements (PQR)?

The applicant may apply to the most relevant (closest) title(s) according to their qualifications and experiences and the DHA credentialing team shall review the documents and select the suitable title in case the PQR criteria was fulfilled.
What is meant by Primary Source Verification (PSV) process?

Primary source verification (PSV) process aims to ensure safe and effective professional practice by verifying the documents provided for licensure directly from their original source(s). This process is completed by “Dataflow” which is a specialised international verification company.

What is meant by linking of the Primary Source Verification / (PSV) - Dataflow report result?

It is a process of electronically linking the verification result in the professional registration applications. To be able to link, the PSV report must be transferred into an electronic report, starting by creating an account on Dataflow website and following the applicable steps (e.g. old report, reports issued under other Authorities, etc.).

What is the timeframe for a Primary Source Verification (PSV) - Dataflow report to be completed?

It takes twenty-five (25) working days (from payment date) for a new PSV report to be issued and five (5) working days (from payment date) for existing PSV reports to be transferred.

How can the status of the Primary Source Verification (PSV) - Dataflow report be tracked?

It is possible to track PSV reports by clicking here.

What is the validity of the Primary Source Verification (PSV) - Dataflow report?

PSV reports have no validity. New documents are added to existing reports. However, previously checked documents may require a new verification in case they have been updated (e.g. an update to the experience duration that has been verified earlier).

What are the Primary Source Verification (PSV) - Dataflow report fees?

To view Professional Licensing Fees click here.

Are Dataflow reports issued by other authorities, recognised by DHA?

Yes they are, however there shall apply a report transfer fee of 100AED and DHA may request verification of an already verified document if it has been updated.

Is Dubai Healthcare City Authority (DHCC) Primary Source Verification recognised by DHA?

Yes, it is. The report should be uploaded in the registration application under “Other Documents” section. The included documents in DHCC report shall not require Dataflow verification, unless there is an update in them (e.g. an update to the experience duration that has been verified earlier).

How can a previous Primary Source Verification (PSV) - Dataflow report be linked in Sheryan account?

If the Dataflow verified documents are not present under the “Verifications and CBT Assessments” page in Sheryan account, then the professional must apply for the transfer service on Dataflow website (this process may take up to five working days and it is a free service for DHA reports post 2017, for other cases transfer fees shall apply).

After reviewing the professional’s application, how can a new document be verified as requested by DHA credentialing team?

The professional must login to their Dataflow account and create a new case for additional document through the portal.
Assessment

What type of exam is required to apply for DHA Licence?
The applicant is required to pass one Assessment only for each position he/she applies for (a Computer Based Testing - CBT or an Oral Assessment). To know the type of the required Assessment, complete the “Self-Assessment Tool” service.

What is a Prometric Assessment?
DHA conducts Computer Based Testing (CBT) as a mode of assessing professionals applying to practice in the Emirate of Dubai. DHA runs its CBTs through a recognised global leader in technology-enabled testing, called Prometric. With Prometric, having its centres across the globe, professionals may attend the Assessment from their home country.

What is an Oral Assessment?
It is an interview by an examining panel conducted in Dubai. The Assessment duration for physicians/dentists Assessment is thirty (30) to forty-five (45) minutes, while for other categories it lasts between twenty (20) to thirty (30) minutes.

Does DHA provide study references for the licensing exam?
DHA does not provide any references for Oral Assessment. However, for Prometric exams, some specialties references are available on here.

What document(s) are required for DHA Assessment?
The original passport is the only required document.

What is the Assessment exemption criteria?
All Assessment exemptions are listed in the Unified Healthcare Professional Qualification Requirements (PQR) and in DHA Assessment and Exam Exemption Policy.

When and where are the Assessment results announced?
It is important to note that the Assessment results are not shared with applicants, only the outcome as Pass or Fail is. Prometric Assessment results are shared instantly while Oral Assessment results are published within five (5) working days.

The results will be displayed in the application form (Get Registered or Add/Upgrade Professional Registration). Prometric results can also be found in the “Verifications and CBT Assessments” page in the professional account.

When can a professional re-appear for a new Assessment in case of failing an earlier attempt?
There is no grace period to take another Assessment. The professional may re-apply again once the first attempt is completed.

What can be done in case the applicant failed three Assessments?
According to the Unified Healthcare Professional Qualification Requirements (PQR), applicants have only three (3) attempts for each position. The professional must obtain a new qualification and fulfil the PQR criteria for a new higher title to be able to apply again.

Can an applicant appeal the Assessment results?
Yes, except appealing for forth Assessment attempt. The applicant may submit an appeal letter to regulation@dha.gov.ae within one (1) month after receiving the results.

Are professionals required to re-take the Assessment in case their licence was cancelled?
If the professional does not renew their registration within a year of the cancellation and the Assessment has been passed more than five (5) years ago, they will have to be examined again once they apply (if no other Assessment exemption criteria applies upon applying).

Why there has been no feedback after submitting the Oral Assessment date range?
Feedback will be sent three (3) working days or earlier before the selected date range, confirming the availability of an Assessment panel and when the exam will be scheduled. Otherwise, the professional needs to wait until the next selected date range.
**Activate Professional Licence**

**Is malpractice insurance required for licence activation?**

Malpractice Insurance should be available and valid, covering the period of the professional’s practice, however, there is no need to upload it in the licence activation application.

**Renew Professional Licence**

**Can an expired professional licence be renewed?**

Only full-time licences can be renewed within a period of maximum six (6) months from the expiry date, however, penalty for non-renewal shall apply (it is important to note that clinical practice is not permitted if the professional licence is expired).

**How can a professional licence that has expired for over six (6) months be renewed?**

The facility must apply to cancel the professional licence and pay all penalties, then they can apply to activate the licence again.

**What would be the validity of a renewed professional licence in case it was renewed post the expiry date?**

The renewed licence will have the original expiry date.

**Add/Upgrade Professional Licence**

**Why wasn’t the licence updated with the new position after completing the Add/Upgrade Professional Registration service?**

In order for the updated position to reflect on an active licence (full-time or part-time), the facility must apply for Add/Upgrade Professional Licence service.

However, to activate a new licence with the updated position, the facility should apply for Activate Professional Licence service (example: activating a new part-time licence).

**What is the validity of the updated professional licence (when a new position or an upgraded title is added)?**

The validity shall remain the same as the validity of the licence before the update.

**Healthcare Professional Licence**

**How to obtain a DHA Professional Licence?**

A career in healthcare in Dubai starts with obtaining a registration then activating it into a licence. To apply for the registration the professional must first apply for the Self-Assessment Tool as a first step.
What is the validity of the professional licence?

The licence is valid for one (1) year. However, the validity will not be printed on the licence card. It can be checked and tracked from the facility and professional account.

Why is the professional licence status showing as ‘Inactive - Awaiting Facility Licence’?

If the facility licence status is “Inactive”, then the professionals licences status will be set to “Inactive - Awaiting Facility Licence” until the facility licence gets activated (professionals must not practice until their licence status becomes “Active”).

What should be done in case the professional licence card was not received, although it has been issued more than 5 days ago?

Kindly e-mail the courier company “Zajel” customer care office on info@zajel.com or contact their toll free number 80021111.

Can the professional start practicing without receiving the licence card?

Yes, as an interim licence will be issued in the facility account (A copy is sent to the professional’s e-mail address as well) until the licence card is delivered by the courier company “Zajel” within five (5) working days.

Where can the interim licence be found?

The interim licence (valid for fourteen (14) days from the licence activation date) can be found in the facility account under the “Closed” applications tab. In addition, a copy is sent to the professional’s e-mail address as well.

Should visiting physicians obtain a DHA licence?

Yes, all visiting professionals need to apply for a full-time licence in order to clinically practice their specialty in Dubai even if for a limited period of time (procedures and steps are similar to other professionals).

Part-time Licence

How many part-time licences are permitted for professionals?

<table>
<thead>
<tr>
<th>Licence position</th>
<th>Maximum number of part-time Permissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Practitioner/General Dentist/Nurses and Midwives/Allied Healthcare professionals/TCAM</td>
<td>1</td>
</tr>
<tr>
<td>Specialist (non-surgical specialties)</td>
<td>2</td>
</tr>
<tr>
<td>Specialist (surgical specialties)</td>
<td>4</td>
</tr>
<tr>
<td>Consultant</td>
<td>4</td>
</tr>
<tr>
<td>Specialist under-supervision/Registrar</td>
<td>1</td>
</tr>
</tbody>
</table>

For more information, please check healthcare professionals Licensing Policy and Circular no. (80) regarding physicians transfer in-between branches of mother group and Nursery clinic facility requirements.

Can a part-time licence have a different position than the full-time licence?

Yes, it is possible to activate a part-time licence on a position that is not listed in the full-time licence.
Will updating (add/upgrade positions) to the full-time licence reflect on the part-time licence(s)?

No, the part-time licence position(s) will not change unless the part-time facility applies to update it.

Is the professional permitted to practice in other branches of their full-time licence facility?

Yes, according to Circular no. (80) for year 2016, a professional may practice in other branches of their full-time licence facility. However, the facility and its branches should be registered as a “Group” in Sheryan then the facility must apply for “Activate Professional Licence” service and add the branches to the professional licence - this service is completed free of charge. (Working in branches of the part-time licence facility requires applying for another part-time licence).

Will the part-time licence(s) be automatically cancelled, if the full-time licence facility removed the part-time licence approval?

No, the current part-time licence(s) shall remain “Active”. However, those licences cannot be renewed unless the full-time licence facility grants the part-time licence approval again.

Will the part-time licence(s) be automatically cancelled if the full-time licence was cancelled?

No, however the status of the part-time licence(s) will be set to “Active in transition” until a new full-time licence is activated or one of the part-time licences is converted into a full-time licence (clinical practice is not permitted when the licence status is on hold).

Will there be any penalties for the delay in renewing part-time licence(s)?

No, in case the part-time licence was not renewed, the status will be set to “Expired” with no penalties and the part-time licence facility must apply again in order to activate the licence.

How can a part-time licence be converted into a full-time licence?

Once the Full-time licence is cancelled, the part-time licence status becomes “Active in transition” and that is when the part-time facility has the option to convert the licence into a full-time licence through the “Activate Professional Licence” service with fees of 200AED (the new full-time licence will have the same part-time licence expiry date).

How can the full-time licence facility grant a part-time licence approval to the professional?

This should be done from the Medical Director account, where the list of professionals should be accessed from the dashboard page then select the professional and approve the option of ‘Allow this professional to apply for part-time licences’. 

Trainee Licence

Why is a trainee restriction added on certain professional licences?

Trainee restriction is put on professionals who do not fulfill the experience criteria as per Unified Healthcare Professional Requirements (PQR) and DHA credentialing team evaluation (e.g. tier 3 degrees, gap of practice, fresh graduate). Once the requirements are fulfilled, the professional may update the licence.

How can an applicant apply for a “trainee” title with DHA?

Applicants cannot apply directly on the system for the title of trainee. First, they must complete the Self-Assessment Tool service selecting their main title, then according to the result of the Self-Assessment Tool, the applicant should proceed into applying for either “Get Registered” or “Manual Review” services. Once the DHA credentialing team approves the application, a trainee restriction will be put on the professional’s registration.

Where can the training period be completed?

The required training should be a hands-on training in a training approved facility. If the professional wishes to train in Dubai, they may check for approved facilities in Dubai Medical Registry (filter by Add-Ons: Clinical Training Service and then contact the facility for more details). If the training is conducted outside UAE, then a valid licence/registration covering the training period must be provided.
Cancel Professional Licence

What should be done in case the facility is refusing to cancel the professional licence?

The professional can apply for “Raise Licence Cancellation Issues” service uploading supportive documents (e.g. new employment visa under new licensed healthcare facility, confirmation of employment visa or labor card cancellation, temporary permission to work in another healthcare facility from the Ministry of Human Resources and Emiratisation) and DHA shall take the necessary action.

Revoke Professional Licence

When can a professional apply to obtain a new licence if their licence has been revoked?

DHA shall not accept applications by revoked professionals prior to a period of two (2) years from the date of revocation. Re-applying will be subject to Medical Practice Committee (MPC) approval and fulfilment of the Unified Healthcare Professional Requirements (PQR) criteria which includes providing positive verification report of new documents and passing any required Assessment.

Good Standing Certificate

What is meant by the Good Standing Certificate (GSC) requested in the registration application?

Good Standing Certificate is a certificate issued by the Medical Council/Regulatory licensing body, confirming the professional’s Good Standing (lack of any malpractice) during his/her practice. The submitted letter must not be older than 6 months on the date of applying.

How to obtain the Good Standing Certificate after the online application is approved?

The Good Standing Certificate can be found in the professional’s account by accessing “My Applications” page under “Closed Applications” tab.

What is the validity of the DHA Good Standing Certificate?

DHA Good Standing Certificate has no validity, only an issue date. It is up to the receiving authority to decide whether to accept the certificate or not.

Will the Good Standing Certificate include the name of the facility(ies) the professional works or previously worked at?

No, the facility(s) details shall not be included in the issued certificate.

Can the Good Standing Certificate be sent abroad?

Yes, DHA shall provide a stamped envelope with the letter that can be forwarded by courier (arranged by the professional).

Can the professional apply for a Good Standing Certificate in case their licence status is revoked/suspended?

Yes, however, the letter will not be issued as “Good Standing Certificate” but instead as a “Letter of Current Status” with details of the revocation/suspension.
Why is the licence validity date in the Good Standing Certificate different from the licence card?

If the facility cancels the professional licence before the expiry date, the cancellation date will be the date listed in the certificate.

How can the professional request a copy of the Good Standing Certificate forwarded by another health authority to DHA?

A request along with a copy of the professional’s passport must be e-mailed to regulation@dha.gov.ae.

For professionals with cancelled DHA licence, is a DHA Good Standing Certificate required when applying for a new registration/licence?

If the professional is applying for the same position with no new experience outside the jurisdiction of DHA, then there is no need to upload for a Good Standing Certificate.

What is the process to verify a professional’s licence details as requested by other Authority(ies)?

The professional or any person repressing them (must have a copy of the professional’s valid passport) should visit our office with the required document/form. After payment of the required fees (500AED) the form shall be completed within five (5) working days.

Continuous Professional Development (CPD)

What will happen in case the professional did not manage to complete the required CPD points within the given period?

If the professional underachieves the CPD target for the year, then the CPD points must be made-up in the following year.

What is the number of CPD points required from professionals who have a licence of more than one different categories positions?

If there are multiple categories under the professional licence, the target CPD points are combined (the sum of the required CPD points for each category).

Fees

What is the cost of DHA professional licensing services?

To view professional licensing fees click here.

What are the payment channel available on Sheryan?

The online payment is accepted using credit card (Visa or Master card), debit and e-Dirham card.
How to get a copy of the application payment receipt?
The payment receipt for any application can be found by opening the application from the closed applications tab in the professional/facility account.

Fines and Violations

What are the penalty fees for delays in renewing the professional licence?
To view all fees related to professional licensing click here.

Can fines/violations be paid in instalments?
Fines cannot be paid in instalments. However, violations instalment can be accepted provided the professional violation exceeds 5000AED and the facility violation exceeds 20000AED.

Other

What is the way to apply for medical complaint on a health professional or a health facility?
Kindly click here.

What are the contact details for Health Regulation Sector (HRS)?

- 800342
- regulation@dha.gov.ae
- Customer Happiness Centre: Festival tower,
  Sunday to Thursday
  from 7:30 am to 2:30 pm

Sick Leave

There has been a mistake in the issued Sick Leave Certificate, can this be edited?
No, Sick Leave Certificate details cannot be changed once issued. The professional/facility must apply for a new certificate (no refund will be accepted).
FACILITIES LICENSING SERVICES

- Activate Facility Licence
- Add Facility to Group
- Amend Facility Licence
- Cancel Facility Licence
- Change Facility Name
- Change Facility Ownership
- Change Medical Director
- New Facility Licence
- Purchase and Issue Attested Medical Report
- Purchase Sick Leave Certificates
- Purchase Products
- Renew Facility Licence
- Request Medication Disposal or Transfer CD Certificate
- Request for Temporary Permit
- Temporary Facility Closure

PROFESSIONAL LICENSING SERVICES

- Activate Professional Licence
- Appeal for Violations
- Cancel Professional Licence
- Claim CPD Points
- Issue Sick Leave
- Payment of Fines
- Print Duplicate Professional Licence
- Raise Conflict
- Register DHCC Professionals
- Register Professionals
- Renew Professional Licence
- Renew/Restore Professional Registration
- Request for Good Standing Certificate
- Schedule Oral Assessment
- Update Professional Licence
- Update Professional Registration
- Upgrade to Premium
- Verify Professional Qualification Requirement (PQR)

INTERCONNECTED SERVICES
### PROFESSIONAL SERVICES

<table>
<thead>
<tr>
<th>Services Name</th>
<th>Name of Related Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Self-assessment tool</td>
<td>• Get registered</td>
</tr>
<tr>
<td>• Get registered</td>
<td>• Activate professional licence</td>
</tr>
<tr>
<td>• Schedule oral assessment</td>
<td>• Renew/restore professional registration</td>
</tr>
<tr>
<td>• Activate professional licence</td>
<td>• Add/upgrade professional licence</td>
</tr>
<tr>
<td>• Renew/restore professional registration</td>
<td>• Get registered</td>
</tr>
<tr>
<td>• Add/upgrade professional registration</td>
<td>• Add/upgrade professional licence</td>
</tr>
<tr>
<td>• Issue sick leave certificate</td>
<td>• Purchase sick leave certificates</td>
</tr>
<tr>
<td>• Raise licence cancellation issues</td>
<td>• Cancel professional licence</td>
</tr>
<tr>
<td>• Payment of fines</td>
<td>• Appeal violations</td>
</tr>
<tr>
<td>• Appeal violations</td>
<td>• Payment of fines</td>
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### FACILITY SERVICES

<table>
<thead>
<tr>
<th>Services Name</th>
<th>Name of Related Service</th>
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<tbody>
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<td>• New facility licence</td>
<td>• Activate facility licence</td>
</tr>
<tr>
<td>• Amend facility licence</td>
<td>• Renew facility licence</td>
</tr>
<tr>
<td>• Renew facility licence</td>
<td>• Activate professional licence</td>
</tr>
<tr>
<td>• Amend facility licence</td>
<td>• Activate facility licence</td>
</tr>
<tr>
<td>• Renew facility licence</td>
<td>• Renew facility licence</td>
</tr>
<tr>
<td>• Add facility to group</td>
<td>• Change facility ownership</td>
</tr>
<tr>
<td>• Temporary facility closure</td>
<td>• Amend facility licence</td>
</tr>
<tr>
<td>• Change Medical Director</td>
<td>• Activate professional licence</td>
</tr>
</tbody>
</table>

- Some services are labeled as "Interconnected Services."
<table>
<thead>
<tr>
<th>Services Name</th>
<th>Name of Related Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Cancel facility licence</td>
<td>• Cancel professional licence</td>
</tr>
<tr>
<td>• Payment of fines</td>
<td>• Appeal violations</td>
</tr>
<tr>
<td>• Purchase sick leave certificates</td>
<td>• Issue sick leave certificates</td>
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<tr>
<td>• Appeal violations</td>
<td>• Payment of fines</td>
</tr>
<tr>
<td>• Request for temporary permit</td>
<td>• Amend facility licence</td>
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