



OVERSEAS MEDICAL TREATMENT DEPARTMENT

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS

- LOCATION
- E-MAIL
- TELEPHONE

TIMING

- TIMINGS

FOR WHOM?

- HOSPITALS
- PHARMACIES
- CLINICS
- OTHER FACILITIES

FOR WHOM?

- MEN
- WOMEN
- CHILDREN
- SENIOR CITIZENS
- PEOPLE OF DETERMINATION

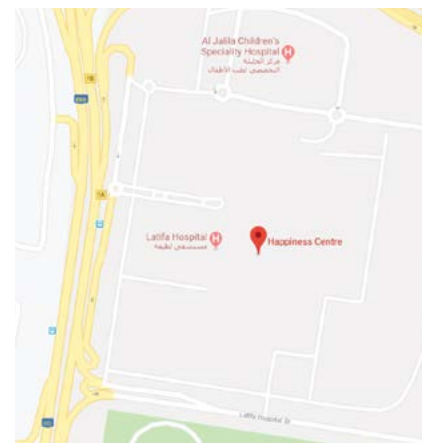
INFORMATION RECEIVED BY

- WEBSITE
- SERVICE CENTRE
- CALL CENTRE
- DHA APP.



Disclaimer: All data provided in this manual are for the purpose of information only; it is valid as of the latest date of update. Dubai Health Authority has the right to make any modification, revocation or addition to the mentioned in this guide, including, for example, waiting times, official working hours, financial fees and expenses at the hospitals and service centres mentioned in the manual are subject to change according to health status, events and official holidays. For more information, please call 800324.

OVERSEAS MEDICAL TREATMENT DEPARTMENT



Overseas Medical Treatment Department-DHA is handling the responsibility of sending patients having critical cases for medical treatment either in and/or outside UAE, thus providing selective health services in the best and most specialised health facilities worldwide.

To apply, please visit the DHA website and register on the Shefa System.

Contacts



Happiness Centre, Counter 11 & 12
Headquarters - DHA



800342



To call from outside UAE
+971 4 219 8888



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

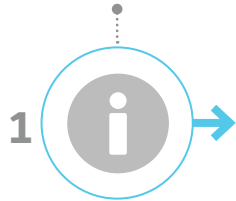


www.dha.gov.ae
online services on DHA Website



CUSTOMER JOURNEY

1 Accessing information



Gathering information

The patient can access DHA website or call 800DHA or use DHA App. to get the needed information about the services provided.



2 Reaching the centre

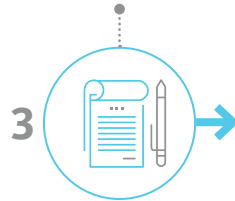


Finding suitable parking

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



3 Registration

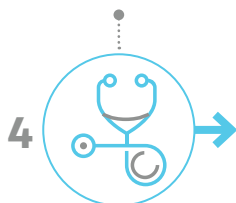


Registration for the overseas treatment request

The patient can register and apply for the treatment overseas request, then the patient will receive the response from the centre.



4 Visiting the physician



Coordination with the Health Authority

The patient will receive the treatment appointment details from the Health Authority in Dubai to visit the physician.



5 Travel plan/Treatment



Coordination with DHA for the travel plan

The patient can go to the physician and receive the treatment required.



INDEX OF SERVICES

OVERSEAS PATIENT AFFAIRS

Overseas Treatment Request

Appeal After Overseas Treatment Committee Decision

Issuing Letters/Transfer Request

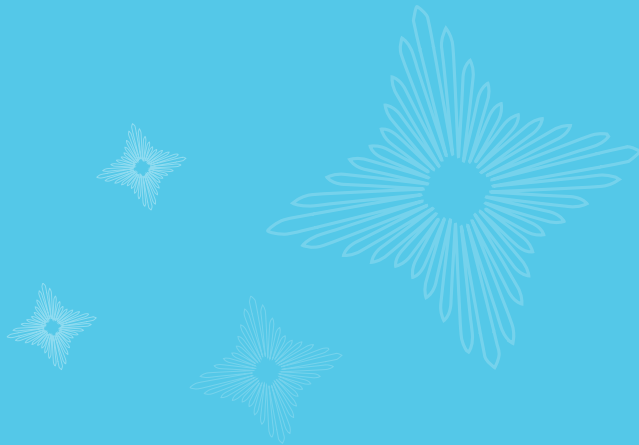
Change Request

FACILITY FAQ

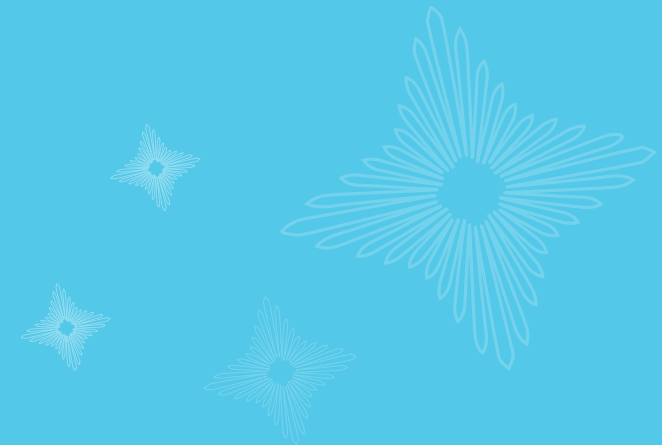
Frequently Asked Questions

INTERCONNECTED SERVICES

Interconnected Services



**OVERSEAS
PATIENT
AFFAIRS**



Overseas Treatment Request

The customers will be provided with all overseas treatment services.

For Whom?

UAE Nationals



Process Steps

The customer must attach the required documents and submit the request on the DHA website.

Service Limitations

- Holding UAE passport not issued from Dubai
- Treatment being available locally
- Outdated medical report (more than 30 days)

Walk-in



24/7 on website

Customer Happiness Centre
Sun - Thu
7:30am - 2:30pm

Documents Required

- Copy of the patient insurance card
- Copy of the patient passport
- Copy of the patient Emirates ID
- Updated medical report

Delivery Time

5 working days

Service Charges

These services are free of charge

Appeal After Overseas Treatment Committee Decision

The patient can appeal after the Overseas Treatment Committee decision.

For Whom?

UAE Nationals



Process Steps

Request submission on the DHA website.

Service Limitations

Submitting the request after more than 30 days of the Overseas Treatment Committee decision.



24/7 on website

Customer Happiness Centre
Sun - Thu
7:30am - 2:30pm

Delivery Time

5 working days

Service Charges

These services are free of charge

Issuing Letters/Transfer Request

The services include:

- Issuing visa letter to help patients and escorts to apply for Medical Visa Issuing “To Whom it May Concern” letter.
- Requesting for airport transfer on arrival in treatment country.

Process Steps

Request submission on the DHA website.

Service Limitations

The patient and escorts passports are expired.

For Whom?

UAE Nationals



24/7 on website

Customer Happiness Centre
Sun - Thu
7:30am - 2:30pm

Documents Required

- Copy of the escort Emirates ID
- Copy of the escort passport

Delivery Time

1 working day

Service Charges

These services are free of charge

Change Request

The patient can submit a change request for any approved service.

Process Steps

To attach the required documents and to submit the request on the DHA website.

Service Limitations

The request mismatches the overseas treatment rules.

For Whom?

UAE Nationals



24/7 on website

Customer Happiness Centre
Sun - Thu
7:30am - 2:30pm

Documents Required

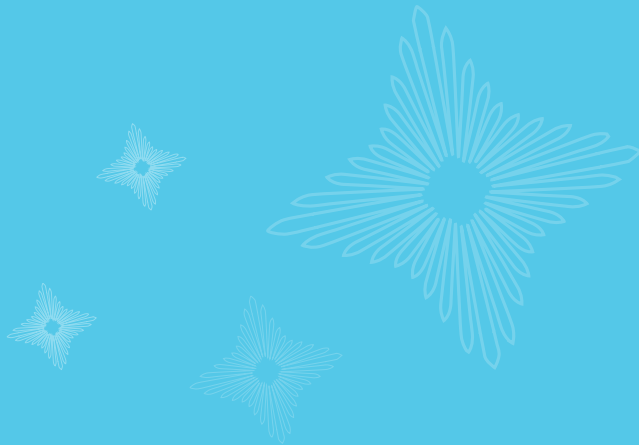
Passport copies of the escorts (in case of changing the escorts)

Delivery Time

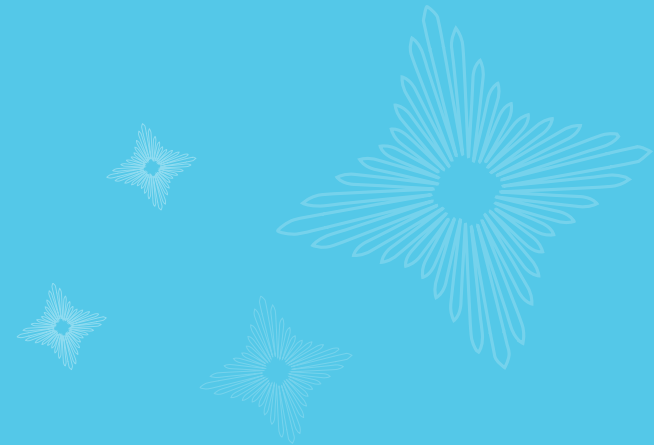
2 working days

Service Charges

These services are free of charge



FACILITY FAQ





Do the patients have the right to get all kinds of treatment during their stay abroad in the treatment destination?

The patient has the right to get only the treatment that is determined by the Overseas Treatment Department and Health Offices, and no further medical specialties appointment could be made for him without obtaining the Overseas Treatment Department and Health Offices' approval.

If the treating physician does not satisfy me, can I change him/her? What is the procedure to follow?

You should arrange with the medical coordinator in the Overseas Health Office and explain to him the reasons why you want to change. Then he will evaluate them and take the proper action.

What is the applicable procedure when the patient or the escorting person's passport are expired during the treatment period?

You can contact the Overseas Health Office or the UAE embassy if there are no DHA-Overseas Health Offices in those countries to make the necessary arrangements.

What shall I do if any emergency medical case occurred out of the Overseas Health Office's official working hours?

If you need urgent medical help in an emergency case or if a threatening life case occurs, you should call the UAE embassy in the country of your stay.

Can I request to change my first appointment with the treating physician/hospital before I travel?

No, you cannot change the time or the place of the first appointment with the treating physician/hospital. In case of emergency, you can contact the Overseas Treatment Department and Health Offices to take the necessary procedures.

May the patient/family have personal appointments during the treatment period?

The official medical appointments during overseas treatment are made via the medical coordinator in the Overseas Health Offices. However, if there are any personal medical appointments, the Overseas Health Office shall be informed to avoid any conflict between the medical appointments.

May the escorting persons request medical prescriptions on the DHA cost during their stay in the treatment destination?

Escorting persons should bear the cost of their medications during their stay in the treatment country. The Overseas Health Office can advise them regarding the place where they can dispose their medications but will not bear the costs.

Should the escorting persons be UAE citizens?

Yes, unless the escorting person is the patient's relative of the first or second degree. There may be an exception upon the approval of the Director of Overseas Treatment Department and Health Offices.

If the patient is granted economic air ticket for overseas treatment, can he upgrade this air ticket and pay the difference? What is the procedure?

Yes, it is possible through his/her travel agent.

Is there any transportation provided for unofficial escorting persons from and to the airport?

No, unofficial escorting persons will not be provided with transportation.

Is transportation allowance paid for each appointment?

Transportation allowance will be paid to the patient and escorting persons within the daily allowances as per the applicable policies.

When will be the final payment date? Is it on the travel date or on the last appointment with the physician?

The final payment for the patient will be on the last appointment date with the treating physician or on the final discharge from the hospital, according to the case condition.

What are the costs covered by the DHA during the treatment period?

The DHA will bear the costs of economic air tickets for the patient and the official escorting persons, treatment costs, including medications and medical supplies, in addition to a daily allowance that will be paid to the patient and the escorting persons as per the policies applicable in this regard.

Can I get my medicines for chronic diseases that are not related to the treatment I am receiving abroad?

No, the patient should carry with him enough quantity of his/her medicines for the ailments not covered by the overseas treatment plan, or he/she may purchase the medicines on his/her own cost if needed.

What is the procedure if the patient or escorting persons wants to change the accommodation during the overseas treatment period?

They should contact the Overseas Health Office to update the data online.

How can I obtain a sick leave to present to my workplace/employer?

Your treating physician will issue the sick leave and you can request it during the follow-up visit.

Should I attest “To Whom it May Concern” letters from the UAE embassy/consulate in the treatment country?

The DHA does not bear liability regarding the attestation of such letters.



INTERCONNECTED SERVICES

Interconnected Services

Services Name	Name of Related Service
• Appeal after Overseas Treatment Committee decision	• Overseas treatment request
• Change request	• Overseas treatment request
• Issuing letters/transfer request	• Overseas treatment request