



Summary of Workshop

Dubai Health Authority (DHA) hosted a workshop under the theme of "Telehealth Services".

Dr. Marwan Al Mulla, CEO of the Health Regulatory Sector (HRS) for DHA welcomed all stakeholders and praised their ongoing commitment and efforts toward Telehealth Services. Dr. Marwan Al Mulla, said, 'this is needed to execute HH Sheikh Mohamed Bin Rashed Al Maktoum vision and 50 Year Charter as per Article 5 which aims 'To provide citizens with medical consultations 24/7 through hundreds of thousands of doctors, specialists and medical consultants across the globe. This will be facilitated by smart government application. The goal is to transform the medical system to bring doctors closer to individuals, enhance awareness, and utilise top medical minds globally to serve the health of our citizens'. Dr. Marwan Al Mulla, highlighted the possibilities are endless in field of telemedicine through a joined up collaborative and joint working approach. Attendees included healthcare tele-health providers, patients and relevant DHA department.

Dr. Hanan Obaid, Director for the Health Policy and Standards Department gave an overview of the Dubai context highlighting how tele-health aligns to HH Sheikh Mohamed Bin Rashed Al Maktoum vision and 50 Year Charter and DHA Strategy (2016-2021) specifically, Program 1 - Care Model Innovation, Program 4 - Primary Care, and Program 11A – Governance. Tele-health is to aid cost effectiveness and improve quality and safety of care across Dubai and enable ongoing innovation and development in the field of medicine. Dr. Hanan Obaid, shared information on health sector growth, the evidence base and benchmarks on tele-health services across the globe. Dr. Hanan Obaid, highlighted where it can support better patient care, reduce service costs and patient waiting times.

The workshop included four focus group discussions on licensing, technical data capability and data security, medical liability and prescribing a defined list of medications without face-to-face contact. Each focus group presented its findings and solutions on how to improve the regulation of tele-health services in the Emirate of Dubai as well as the challenges that need to be addressed by other regulatory authorities. Participants highlighted the need to overcome expedite in addressing these challenges to allow for better value care and service integration to strengthen the health system in accordance with international best practices.

The focus group concluded with a presentation by Mr. Khamis Al-alawy, Consultant for the Health Regulation Sector who highlighted the importance of scaling up innovations such as tele-health and ensuring sustainability, simplicity, and personalization of care with some international examples. In addition, Mr. Khamis Al-alawy added the importance of evaluation and knowledge sharing for all and presented Dubai's tele-health journey and the key actions that DHA will be taking forward to address the challenges raised in the workshop.

The workshop ended by thanking all participants for their valuable feedback, contribution, and support for assuring Dubai remains a leader in the field of innovations and indeed tele-health.

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