

<b>Document Type:</b> Policy	<b>Ref No:</b> HRD/PSV/2/17	<b>Version Number:</b> 2
<b>Document Title:</b> Primary Source Verification	<b>Effective Date:</b> 28/05/17	<b>Revision Date:</b> 28/05/2020

**Ownership:** Health Regulation Department - Health Professional Licensing

**Applicability:** This policy applies to all new and licensed Healthcare Professionals under the jurisdiction of DHA. The policy excludes those practicing in Dubai Healthcare City, and Health facilities under the jurisdiction of the Ministry of Health and Prevention.

## 1. Purpose

1.1 Comply with the Federal Law No. (7) of 1975 concerning the practice of human medicine profession, Federal Law No. (5) of 1984 regarding the practice of some medical professions by pharmacists and non-physicians and Federal Law No. (4) of 2016 concerning medical liability.

1.2 Ensure that appropriately trained, competent, adequately experienced and licensed Healthcare Professionals are employed in the Emirate of Dubai to provide safe and high-quality healthcare services.

1.3 Ensure the information and documents submitted by Health Professionals to the Health Regulation Department are genuine and are endorsed by an orderly and comprehensive process of validation.

1.4 Elaborate the process from the point credentials are uploaded by the applicant on the DHA online licensing system for Primary Source Verification, to the point the professional license is issued to the applicant.

1.5 Set out the various steps and actions taken by Health Regulation Department on outcomes involved in the Primary Source Verification process.

1.6 Align with the Dubai Health Authority (DHA) vision, mission and strategic objective, to direct resources to ensure a healthy and safe environment for Dubai population.

## 2. Scope:

2.1 Primary Source Verification for Healthcare Professionals applying to obtain DHA license to practice in the Emirate of Dubai.

## 3. Definitions/Abbreviations:

**Credentials** are the documented evidence of registration, license, education, training, experience or other qualifications.

**Experience** is hands-on clinical experience gained by a licensed healthcare professional during a salaried employment/contractual period and it excludes volunteer jobs, observership, or clinical attachment.

**Crosscheck** is the background screening process from records obtained from law enforcement, regulatory agencies and terror watch-lists across the globe.

**Healthcare Professional (HP)** shall mean a person who by education, training, certification and licensure is qualified to provide healthcare services.

**License** shall mean a permission granted by an authority to practice a healthcare profession.

**Licensing** shall mean a process of granting a legally protected professional title by an authority.

**Licensure** shall mean the legal permission granted to an individual by the government to take personal and unsupervised responsibility for practicing a healthcare profession.

**Negative report** indicates a negative feedback of the submitted credentials.

**Positive report** indicates that all submitted credentials have been verified successfully.

**Primary Source Verification (PSV)** shall mean a process of validating documents required for licensure from the issuing organization.

**Reactivate** is a process when a HP with an inactive license applies for a new professional license.

**Unable to verify report** indicates an incomplete verification process related to failure in providing all necessary credentials, and/or applicant is not responding to verification agency, and/or certain issues related to the issuing body.

**DHA** : Dubai Health Authority

**HP** : Healthcare Professional

**HR** : Human Resources

**HRD** : Health Regulation Department

**HPL** : Health Professional Licensing

**MPC** : Medical Practice Committee

**PQR** : Professional Qualification Requirements

**PSV** : Primary Source Verification

**N/A** : Not Applicable

#### **4. Policy Statement:**

4.1 All individuals seeking a DHA license shall apply via the DHA online licensing system (refer to Healthcare Professional Licensure Policy). The submitted information and documents of the applicant shall comply with the Healthcare Professionals Qualification Requirements (PQR), to obtain the required licensing title.

4.2 License shall only be issued to applicants with a positive PSV report.

4.3 HRD shall receive and assess the applicant's information and documents and select documents for PSV.

4.4 PSV shall apply to, but not limited to the following documents:

4.4.1 Professional qualifications

- 4.4.2 HP registration or license
- 4.4.3 Professional experience
- 4.4.4 Crosscheck (background screening)
- 4.4.5 Any other relevant documents requested by HRD.
- 4.5 PSV is delegated by DHA to a professional verification agency to validate the selected documents.
- 4.6 The agency will validate the documents from the main source through emails, phone calls, fax or site visits.
- 4.7 The agency will share the PSV report with the applicant and DHA within six (6) weeks from the date of payment confirmation by the applicant. The outcome of the report may be:
  - 4.7.1 Positive
  - 4.7.2 Partially verified
  - 4.7.3 Unable to verify
  - 4.7.4 Negative
- 4.8 The PSV report will also be available on the current professional verification agency website [www.dataflow.com](http://www.dataflow.com)
- 4.9 Applicant is required to upload the final positive PSV report on the online system along with valid medical malpractice insurance and an offer letter to proceed with the application for the professional license to be issued by HRD.
- 4.10 In case of positive or partially verified result, HRD will proceed with the application.
- 4.11 In case the PSV report is unable to verify, HRD will address the issues based on the scenario's mentioned below:
  - 4.11.1 New applications - refer to **Appendix 1**.
  - 4.11.2 Renewal/Add/Upgrade/Reactivate/Transfer applications - refer to **Appendix 2**.
- 4.12 Negative PSV report shall result in the following:
  - 4.12.1 The license of the HP shall be suspended immediately. HRD shall notify the applicant and the Medical Director of the DHA licensed health facility that employed the HP.
  - 4.12.2 All initial negative PSV reports are eligible for reverification.
  - 4.12.3 The HP will be given a total period of six (6) weeks to apply for and complete the reverification process, by submitting relevant documents as a reverification request to the professional verification agency from the date of notification by HRD.
  - 4.12.4 Should the applicant fail to apply for re-verification, or fail to provide a positive PSV re-verification report within six (6) weeks, the case shall be forwarded to the Medical Practice Committee (MPC) for further action.
  - 4.12.5 HRD shall notify the applicant and the health facility's Medical Director and/or other concerned regulatory authorities regarding MPC's decision.
  - 4.12.6 Confirmed negative crosscheck PSV reports shall be forwarded to MPC for further action.
  - 4.12.7 Negative/unable to re-verify report of an existing licensed HP employed by DHA will be sent to the DHA, Human Resource (HR) Department for appropriate action as deemed necessary. If required for clarification purpose, additional documents may be requested to prove employment status of the applicant, by HRD.
- 4.13 HRD will not consider the re-verification report in case there is a discrepancy of information or documents provided during the re-verification by the applicant.
- 4.14 The applicant can only apply for one (1) re-verification. HRD reserves the right to directly ask the professional verification agency for a second re-verification, if required.
- 4.15 HRD shall not accept applications for re-licensure prior to a period of two (2) years effective from the date of HP license revocation. Reinstatement of HP license will be subject to MPC

approval and fulfilment of the PQR criteria including positive report of new documents and assessment.

4.16 HRD is the final authority in decisions regarding PSV. Further information on the PSV process is provided in **Appendix 3**.

## 5. References

- Professional verification agency; [www.professionalverificationagencygroup.com](http://www.professionalverificationagencygroup.com) [Accessed 7 February 2017].
- Decree of the Executive Council No. (32) of 2012 Concerning The Regulation of Practising Health Professions in the Emirate of Dubai
- Federal Law No. (4) of 2016 concerning Medical Liability.
- Federal law No. (5) of 1984 concerning the practice of some medical professions by non-physicians and pharmacists.
- Federal Law No. (7) of 1975 concerning the practice of human medicine profession.
- Circular 86 PSV Report Requirement for Licensure- Positive Dataflow Report

## 6. Appendix

### Appendix 1 - PSV Report on New Application

#### Inclusion criteria:

1. Registration for DHA Healthcare Professionals who are opting for DHA license to practice in the Emirate of Dubai
2. Verified documents shall be required by PQR

#### Actions:

1. Disapprove the application
2. Maintain documentation and approve the application

### Transaction

PSV Result/ Document	Document not genuine	Not Affiliated/ Not accredited by the Govt.	Non- Cooperative Authority/ No response	Records not available/ Unable to locate/ Ceased operation	Not of the scale claimed	Unable to verify due to situation in the country	Negative Feedback/ Negative crosscheck
Qualification	1	1	1	1	N/A	1	1
License	1	N/A	1	1	N/A	1	1
Experience	1	N/A	1	1	2	1	1

## Appendix 2 - PSV Reports on Renewal/Add/Upgrade/Reactivate/Transfer Application

### Inclusion criteria:

1. DHA licensed HP

### Actions:

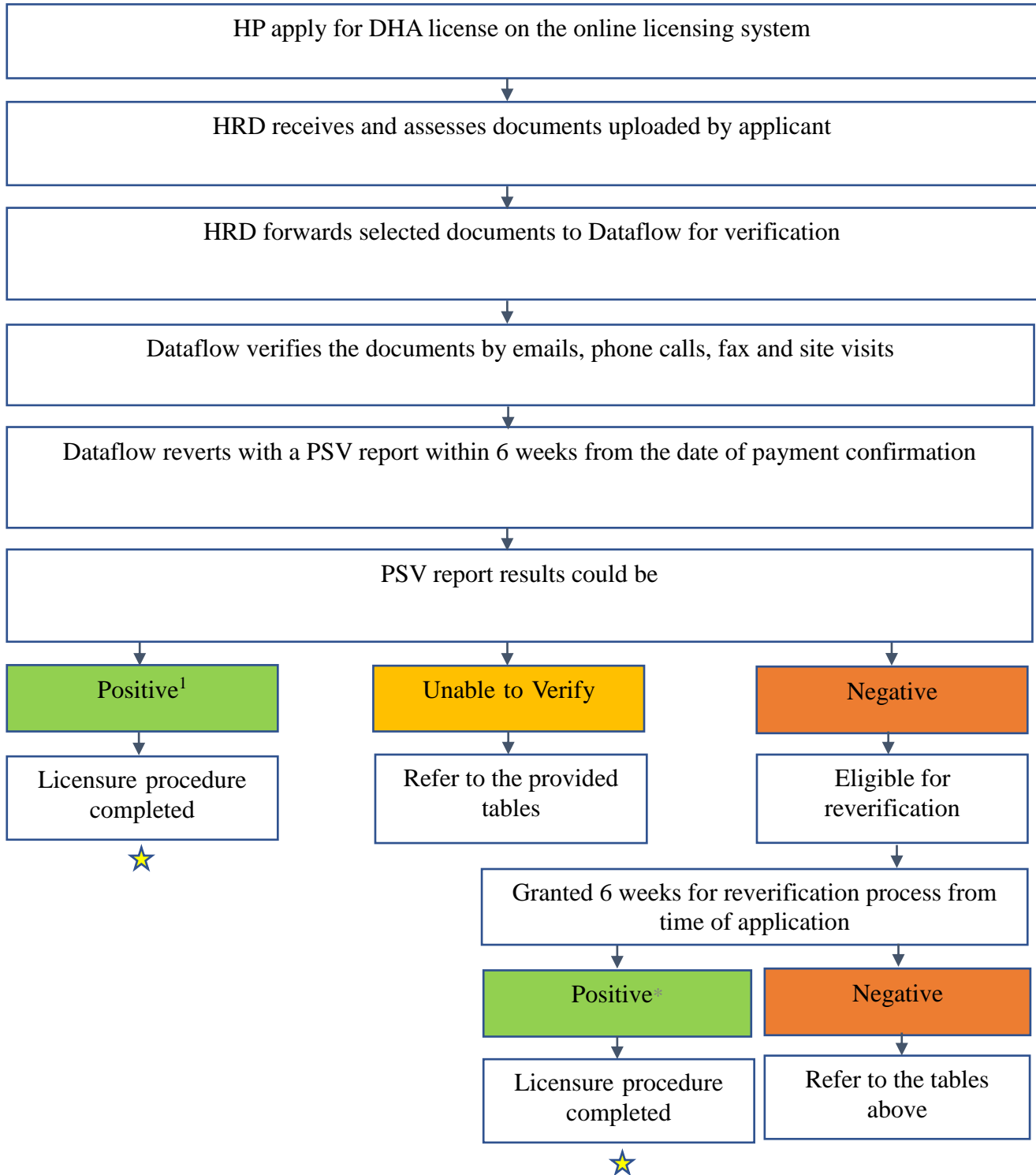
1. Consider grandfathering the case and accept the report as it is.
2. One-year license conditionally to reverify the specific component prior to next renewal (maintain documentations & undertaking letters format- refer letter of undertaking). DHA may communicate with the relevant organization for verification.
3. For negative or unable to verify verifications-Disapprove the application. For negative verification second unable to verify reports, the HP to be suspended and the case to be forwarded to MPC.

PSV Result/ Document	Not genuine document	Not Affiliated/ Not accredited by the Govt.	Non- cooperative Authority/ No response	Records not available or health facility could not be located/ceased operation	Unable to verify due to situation in country	Derogatory records/nega tive cross check
<b>Qualification</b>	3	1 If details are genuine and with a valid home country registration	2	1 If the date of issuing the degree is more than 20 years 2 If the date of issuing the degree is less than 20 years	2 For first PSV result 1 For second PSV result, to rely on attestation	3
<b>License</b>	3	N/A	2	1 If licensed by DHA more than 10 years 2 If licensed by DHA less than 10 years	2 For first PSV result 1 For second PSV result, to rely on attestation	3
<b>Experience</b>	3	N/A	1 If experience in Dubai fulfils PQR 2 If experience in Dubai does not fulfil PQR	1 If experience in Dubai fulfils PQR 2 If experience in Dubai does not fulfil PQR	2 For first PSV result 1 For second PSV result, to rely on attestation	3

### Letter of Undertaking

<p><b>I Mr./Mrs./Miss</b></p> <p>_____ ,</p> <p>the undersigned, hereby confirm that all the information contained within the documents provided by me is complete and accurate.</p> <p>I recognize that in case it is proved otherwise and regardless of how and when the discovery of this matter, I am subject to accountability and punishment, which may involve the suspension/revocation of my professional license in UAE and GCC countries. I also undertake to apply for second verification report to DHA within 6 month <input type="checkbox"/></p> <p><b>Name:</b> _____</p> <p><b>Designation:</b> _____</p> <p><b>Signature:</b> _____</p> <p><b>Date:</b> _____</p>	<p>أنا السيد/ السيدة /الآنسة</p> <p>الموقع أدناه _____</p> <p>أتعهد بأن جميع المعلومات الواردة والوثائق المرفقة كاملة وصحيحة وأعلم أنه في حال ثبوت خلاف ذلك وبصرف النظر عن كيفية ووقت اكتشاف هذا الأمر فإني أكون عرضة للمساءلة والعقاب والتي تشمل سحب ترخيصي المهني ومنعي من مزاولة المهنة في الإمارات العربية المتحدة وفي دول مجلس التعاون الخليجي.</p> <p>وايضا اتعهد بتقديم النتيجة النهائية لتقرير داتا فلو لهيئة الصحة بدبي خلال 6 أشهر <input type="checkbox"/></p> <p>الاسم: _____</p> <p>المسمى الوظيفي: _____</p> <p>التوقيع: _____</p> <p>التاريخ: _____</p>
<p><b>For official use only</b></p>	<p>للاستخدام الرسمي</p>
<p><b>Received &amp; Acknowledged by:</b></p> <p><b>Name:</b> _____</p> <p><b>Designation:</b> _____</p> <p><b>Signature:</b> _____</p>	<p><b>الموظف المستلم:</b></p> <p>الاسم: _____</p> <p>المسمى الوظيفي: _____</p> <p>التوقيع: _____</p>

**Appendix 3 - PSV Process Flowchart and Procedure**



\* Partially verified results are considered positive

No.	Procedure	Responsibility
1	Apply via the DHA online licensing system	Applicant
2	Receive and assess the applicant's information and documents and select documents that are required for PSV	HRD
3	Documents furthered to professional verification agency for validation	HRD
4	Payment link sent to applicant	Professional verification agency
5	Payment for PSV	Applicant
6	Documents validated from the main source through emails, phone calls, fax or site visits.	Professional verification agency
7	PSV report shared with the applicant and DHA within six (6) weeks from the date of payment confirmation <sup>1,2</sup> The PSV report will also be available on the professional verification agency website <a href="http://www.dataflow.com">www.dataflow.com</a>	Professional verification agency
8	Final positive PSV report uploaded on the online system along with valid medical malpractice insurance and an offer letter to proceed with the application for the professional license to be issued.	Applicant

<sup>1</sup> Applicant shall cooperate with the professional verification agency in case added documents are requested.

<sup>2</sup> In case of negative PSV report applicant shall apply for reverification to continue with the application process.