

Document Title: DHA Online Sick Leave Certificate	Ref No: HRD/RAS/FRU/002
Ownership: Registration and Accreditation Section	Effective Date: May 2013
Version: 0.2	Revision Date: June 2015

1. **Purpose:**

To

- 1.1 align with Quality Strategic Goal and Strategic objective 3.1 *maintain and improve quality standards at health facility.*
- 1.2 review and amend the DHA Administrative Order No. (317) of 2006
- 1.3 implement an online sick leave system for all health facilities licensed by DHA.
- 1.4
- 1.5 electronically attest sick leave certificate by DHA licensed Physicians / Dentists.
- 1.6 ensure sick leave days compliance with the diagnosis and patient's condition.
- 1.7 monitor and control sick leave certificate issuance in order to prevent abuse and misuse.
- 1.8 evaluate and identify areas for improvement through the uniformity of applying online sick leave certificate attestation throughout healthcare facilities.
- 1.9 facilitate the process of verifying sick leave certificates and ensure customer satisfaction.

2. **Scope:**

- 2.1. All healthcare facilities licensed by DHA
- 2.2. All Physicians / Dentists.licensed by DHA

3. **Policy Statement:**

- 3.1. Any DHA licensed health facility in the Emirate of Dubai is required to use DHA online sick leave system.
- 3.2. DHA licensed Physicians and dentists are the only healthcare professionals eligible to issue sick leave certificates and escort leaves.
- 3.3. No manual sick leave certificate shall be issued by DHA licensed facilities under any circumstances.
- 3.4. The maximum duration of the sick leave that Physicians / Dentists are permitted to give is defined according to the table below:

Category	Max. duration of permitted sick leave days to be given
General Practitioners (GP)	3 days
Specialists-under supervision and Specialists	14 days
Consultants	30 days

- 3.5. Sick leave certificates more than 14 days require attachment of documents such as (medical report/discharge summary or any other relevant documents). The documents along with the issued sick leave certificate must be sent to DHA for review and approval.

- 3.6. Any sick leave certificate exceeding 30 days shall be referred with proper justification from the Medical Director of the facility to DHA for approval.
- 3.7. So sick leave certificates issued by hospital for a period exceeding 30 days must be and other cert which are for duration more than 30 days come to us
- 3.8. Physicians / Dentists are prohibited to issue sick leave certificates as well as escort leave to any patient who has not physically attended the facility.
- 3.9. sickle certificates as well as escort leave certificates may be issued within 3 days from patient's visit if not issued at the same time.
- 3.10. All other healthcare professionals (includingbut not limited to Nurses, Allied Healthcare Professionals and Traditional and Complementary Medicine Practitioners (TCAM)) are not permitted to issue any type of sick leave certificate.
- 3.11. Electronically issued sick leave certificates shall be signed and stamped by DHA licensed Physician / Dentist, and do not require manual attestation by DHA.
- 3.12. Escort leave certificates can be included within the sick leave certificate and escort name can be mentioned in the "Remarks" field).
- 3.13. DHA does not carry any liability towards issuing sick/escort leave certificates and the approval of the sick/escort leave certificate is subjected to human resources' policyin a healthcare facility
- 3.14. All sick/escort leave certificates are subject to investigation and audit by DHA.if needed
- 3.15. Sick leave certificates and/or escort leave certificates issued with no acceptable medical justification shall subject the physician / Dentist to an investigation by a committee and disciplinary action which may reach to the withdrawal of physician / Dentist's license if forgery is confirmed.
- 3.16. The management of each licensed healthcare facility shall be responsible for its licensed physicians'/dentists ' commitment of granting sick/escort leave certificates. In case of any violation, the healthcare facility and the physician/dentist shall be held liable.
- 3.17. As per the Decree of the Executive Council No. (32) of 2012 concerning the Regulation of Practicing Health Professions in the Emirate of Dubai, DHA has the right to fine in the following conditions:
 - issuing sick/escort leave certificate
 - 3.17.1. which is not related to the doctor/dentist's license.
 - 3.17.2. sick/ by unauthorized person or administrative employees in the healthcare facility.
 - 3.17.3. without medical justification or forged one.
 - 3.17.4. for a period longer than the permitted for the professional.
 - 3.17.5. manually

1. Procedure Table :

No.	Procedure	Responsibility
1.1	Healthcare Facility	Facility administration

1.1.1	Click on http://eservices.dha.gov.ae login with facility user name and password.	Facility administration
1.1.2	Review facility details, click on sick leave purchase application	Facility administration
1.1.3	Feed-in the purchase quantity	Facility administration
1.1.4	A reference number will be granted for your submitted request	Facility administration
1.1.5	Proceed your order payment	Facility administration
No.	Procedure	Responsibility
1.1.6	Payment process is done through Dubai e-Government e-Pay Gateway	Facility administration
1.1.7	Transaction is completed please view the receipt and keep it as a reference. A user manual is available at DHA website to guide professionals and facilities how to apply for sick leave http://www.dha.gov.ae/en/SectorsDirectorates/Directorates/HealthRegulation/Pages/Usermanuals.aspx	Facility administration
1.2	Healthcare professional	Physicians / Dentists
1.2.1	Click http://eservices.dha.gov.ae login with user name and password	Physicians / Dentists
1.2.2	Review facility details, click on Sick leave attestation application	Physicians / Dentists
1.2.3	Add Physicians / Dentists details	Physicians / Dentists
1.2.4	Feed- in patient medical information	Physicians / Dentists
1.2.5	Feed- in diagnosis information	Physicians / Dentists

1.2.6	Submit sick/escort leave certificate	Physicians / Dentists
1.2.7	sign and stamp on line sick/escort leave certificate	Physicians / Dentists

2. efinition:

2.1. **Manual sick leave certificate** :any hand written/ typed non electronic sick leave certificate issued by physician/ dentist to allow a patient take time off from his/her occupation because of illness.

3. Tools / Attachments:

3.1 Medical Guidelines of sick leaves certificate duration

4. References

4.1. Decree of the Executive Council No. (32) of 2012 Concerning the Regulation of Practicing Health Professions in the Emirate of Dubai

4.2. The executive regulation of Administrative Order No. (317) of 2006

4.3. Sick Leave certificate purchase user manual

4.4. Sick Leave certificate attestation user manual

5. Performance Indicators:

5.1. Number of sick/escort leave certificate issued by facility / physician

5.2. Number of approved sick/escort leave certificate

5.3. Number of rejected sick/escort leave certificate by facility / physician

5.4. Top 10 common diagnosis using sick/escort leave certificate