

Name of the Facility: \_\_\_\_\_

Date of Inspection: \_\_\_\_/\_\_\_\_/\_\_\_\_

Ref.	Registration and Licensure Requirements	Yes	No	N/A	Remarks
5.2.1.	Telehealth Service Category	Added service to an existing DHA licensed health facility category			
		Standalone Telehealth Centre			
		Telehealth Booth			
		Standalone Telehealth Platform			
5.2.1.	Telehealth Booth	Yes	No	N/A	Remarks
5.2.1.c.i	Licensed separately by means of the specific location.				
5.2.1.c.ii	Written permission from the respective property owner(s) for the site(s) of the Telehealth booth.				
5.7.1.a.	DHA informed at least two (2) weeks prior to the allocation or relocation of the telehealth booth and be granted the necessary approvals before commencing services.				
5.7.1.b.	MOHAP approval for the importation and use of medical devices within the booth.				
5.7.1.c.	A waiting area as per the minimum requirements for an outpatient clinic				
5.7.1.d.	Provide for patient privacy during the provision of telehealth services.				
5.7.1.f	Maintain a portable Automated External Defibrillator (AED).				
5.7.1.g.	At least one (1) Registered Nurse (RN) with up to date Basic Life Support (BLS) training must be present at the booth during operating hours				
5.7.1.h.	Minimum of one (1) accountable DHA licensed physician responsible for the service.				
5.2.1.d.	Standalone telehealth platforms	Yes	No	N/A	Remarks

5.2.1.d.ii	Legal representation in Dubai with relevant commercial/trade license issued by the concerned authority				
5.2.1.d.ii	Full or part time DHA licensed Medical Director				
5.2.1.d.ii	Access to technical support for platform users (physicians and patients).				
5.2.1.d.iii	All telehealth platforms	Yes	No	N/A	Remarks
5.2.1.d.iii	All communication channels are approved by the TRA in the UAE.				
5.2.1.d.iii	All data stored complies with the UAE ICT Law.				
5.2.1.d.iii	All data Centers, at least Tier 3 Certified.				
5.2.1.d.iii	All data stored in a server located in the UAE				
5.2.1.d.iii	Exemptions for non-identifiable data to be stored outside the UAE approved by DHA as per UAE ICT Law				
5.2.1.d.iii	Obtain HIPAA compliance certification				
5.2.1.d.iii	Obtain ISO 27001 certification				
<b>5.</b>	<b>General Requirements</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remark</b>
5.4.	Medical liability/malpractice insurance				
5.5.2.	Employ the minimum required number of physicians for the provision of telehealth services as per DHA Policy for Licensing Health Facilities.				
5.5.3.	Install equipment, devices and technologies approved by Ministry of Health and Prevention (MOHAP) that are required for telehealth service delivery, including peripheral devices and associated software.				
6.1.1.b.	TRA registration and approval of Radio and Telecommunications Terminal Equipment (RTTE) and devices.				
5.6.2.	Equipment and devices approved for medical use are in good functioning condition.				

5.6.3.	Equipment maintained in accordance to the manufacturer's specifications to support all applicable telehealth services.				
5.6.4.	Availability of integrated technical network with uninterrupted connectivity/back up power supply and adequate bandwidth.				
5.6.8.	Provision of secure servers (including iCloud) located in the UAE with relevant data backup.				
5.6.9.	Provision for technical systems to record and document patient information and telehealth services.				
5.6.10.	Provision for protection of information stored in the electronic health records				
5.6.11.	Secure, private and soundproof workspaces to safeguard patient privacy and confidentiality and limit access to authorized and responsible staff				
5.6.12.	Alternative ways of communication between the healthcare service provider and patient in place.				
5.5.4.	Written Contract/Memorandum of Understanding (MOU) where telehealth service provision entails two or more entities.				
5.5.5.	Maintain a record or all physicians engaged in telehealth services.				
5.5.7.	<p>Policies and procedures</p> <ol style="list-style-type: none"> <li>Telehealth service description with scope of services available to members of the public.</li> <li>Patient identification, selection and risk assessment.</li> <li>Patient consent.</li> <li>Clinical care pathways and prescribing protocols.</li> <li>Health record documentation management.</li> <li>Patient privacy and confidentiality.</li> <li>Patient referral, follow up and continuity of care.</li> <li>Incident recording and reporting.</li> </ol>				

	<ul style="list-style-type: none"> <li>i. Complaint and grievance process</li> <li>j. Quality and safety improvement.</li> <li>k. Business continuity.</li> <li>l. Emergency protocol for emergency patient cases.</li> <li>m. Equipment testing, maintenance and failure management.</li> <li>n. Network and data confidentiality, transmission, storage and access security.</li> <li>o. Artificial Intelligence (AI), if applicable- Risk assessment and Patient Management plan.</li> </ul>				
5.5.	Artificial Intelligence	Yes	No	N/A	Remark
5.5.7.n.i.	Evidence of devices used are registered with MOHAP				
5.5.7.n.i.	Evidence of Intellectual Property (IP) of technology or software				
5.5.7.n.i.	Evidence of independent testing and evaluation by the respected scientific body for its scientific accuracy, validity and reliability with documented evidence of outcome(s)				
5.5.7.n.i.	Evidence of Algorithms review and improvement plan				
5.5.7.n.i.	Evidence of AI internal auditing protocol that aligns of external auditing protocol				
5.6.4.	Availability of integrated technical network with uninterrupted connectivity and adequate bandwidth.				
5.6.7.	Provision of uninterrupted/backup power supply.				
5.6.8.	Provision of secure servers (including iCloud) located in the UAE with relevant data backup.				
5.6.11	Secure, private and soundproof workspaces to safeguard patient privacy and confidentiality and limit access to authorized and responsible staff.				

5.6.12.	Ensure alternative ways of communication between the healthcare service provider and patient are in place.				
<b>6.</b>	<b>Health Facility Management Responsibilities</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remarks</b>
6.1.1.	TRA registration and approval of Radio and Telecommunications Terminal Equipment (RTTE) and devices				
6.1.1. c.	Medical devices and pharmaceuticals are MOHAP registered and approved				
6.1.3.	Provision of adequate supply and qualified human resources to provide telehealth services.				
6.1.4.	Employ adequate number of healthcare professionals with suitable credentials, experience, skills and qualifications that is documented				
6.1.4. 7.4.	Employed healthcare professionals are trained to provide telehealth services and the training is documented.				
6.1.8.	Provision of an integrated electronic health record system				
6.1.10.	Policies for billing, scheduling, cancellation and refunds.				
6.1.13.	Quality Improvement process in place				
6.1.14.	Documented reporting system in place				
6.1.15.	Telehealth services are accessible to People of Determination.				
6.1.17.	Information for any bespoke telehealth service(s) are available online for the public				
<b>7.</b>	<b>Physicians, Nurses and Allied Health Responsibilities</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remarks</b>
7.2.	Telehealth services is Physician led.				
7.3.	DHA licensed Physicians, nurses and allied health professionals must be privileged to provide Telehealth Services as per DHA requirements for Clinical Privileging				

7.3.2.	Physicians providing telehealth services shall comply with the professional licensure requirements set out in Appendix 1 of the Standards for Telehealth Services.				
<b>8.</b>	<b>Patient Consent</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remarks</b>
8.2.	Patient consent should be available in a paper or electronic format and it should be tailored to the type of telehealth service(s), a sample is provided in Appendix 2 of the Standards for Telehealth Services				
<b>9.</b>	<b>Health Record Management</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remarks</b>
9.3.1.	Policy and procedures shall be maintained by the health facility to ensure effective telehealth communication.				
9.4.	Provision of retaining patient health records for a minimum of twenty-five (25) years from the date of the last health procedure.				
<b>11.</b>	<b>Teleconsultation (Synchronous)</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remarks</b>
11.1.3.	Provided by a DHA licensed physician with appropriate skills, competencies training and knowledge in relevant technologies and tools to provide consultation services.				
11.1.4.	Access to patients seeking telehealth services, including People of Determination.				
11.1.5.	Telehealth services in at least Arabic and English languages.				
11.1.9.	Availability of a satisfaction survey at the end of the teleconsultation.				
<b>12.</b>	<b>Telediagnosis (Synchronous And Asynchronous)</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remarks</b>
12.1.1	Ensure equipment and tools, software and hardware are appropriate for Tele diagnosis in the related field including but not limited to: a. High definition medical camera. b. Digital Stethoscope (General Medical). c. Digital Derma scope (Dermatology).				

	d. Digital Otoscope (ENT). e. Digital Iriscope (Eye). f. Ultrasound (Gynaecology, Sonology). g. ECG (Cardiology). h. X-Ray Scanner (Radiology). i. Digital Notepad (Prescription Writing).				
12.1.2.	Diagnostic equipment checked and calibrated with documentation on a regular basis.				
12.1.3.	Professional training and competencies of healthcare professionals prior to the provision of teleradiologic services.				
12.1.4.	Ensure high quality audio-visual equipment and software is used for continuous two-way communication.				
12.1.6.	Ensure data is captured through routine workflow and the data collection system is automated and integrated into the telehealth system				
12.1.8.	Secure and safe transmission and storage of relevant patient information in accordance with UAE federal and local Laws and regulations.				
<b>13.</b>	<b>Telemonitoring (Synchronous And Asynchronous)</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remarks</b>
13.1.	Telehealth Platforms used are DHA approved				
13.1.	All medical devices used are MOHAP approved				
13.1.2.	All Patient Remote Monitoring (PRM) devices are used for their intended purpose and maintained as per the manufacturer's instructions and specifications.				
13.2.	DHA licensed Physician is the responsible lead for the provision of PRM services				
13.3.	Information and Communication Technology (ICT) technologies used are compatible with <ul style="list-style-type: none"> <li>• TRA requirements</li> <li>• UAE ICT Law (2019) and</li> </ul>				

	• DHA interoperability Standards.				
13.4.	Contracts and Memorandums of Understanding are in place where support services are being used.				
13.5.5.	Systematic approach available for measuring clinical quality outcomes.				
13.5.6.	Patient Consent available for PRM services				
13.5.7.	Policy and procedures in place for Patient Selection, educating PRM patients on how to use the service optimally and manage emergency scenarios.				
13.6.1.	Written policy for data collection, use and storage.				
13.6.2.	Maintenance and servicing of PRM equipment and devices should be undertaken and documented on a regular basis.				
13.6.3.	Authentication and synchronisation system for data collection available, that includes the date and time when data is either sent or received which should be a part of the electronic health record.				
13.6.4.	PRM services are available throughout the day and night (24/7).				
13.6.5.	A backup system in place to address service interruptions.				
<b>14.</b>	<b>Mobile Health (MHealth)</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remarks</b>
14.1.	Written scope of services for use of MHealth applications and devices.				
14.3.	Mhealth must integrate with clinical decision support software algorithms that use patient-specific data for customized diagnoses or treatment recommendations.				
14.4.	Mhealth must assure transmission and synchronization capability of patient data for monitoring and documentation purposes.				
14.4.1.	Patient consent available for applications that include patient location tracking or any other tracking of personal non-health related data.				



4.5.1.	Telehealth technologies and applications for Mhealth comply with the requirements set out by NESAs, TRA and UAE ICT Law (2019) and MOHAP regulation for the use of medical devices.				
4.5.2.i.	The mobile medical application is approved by DHA.				
14.5.3.	Secure access for Mobile Wi-Fi and blue tooth connectivity.				
14.5.5.	Text functionality				
14.5.6.	QR code scanning				
14.5.7.	GPS Functionality				
14.5.8.	Motion sensor functionality				
14.5.9.	Microscope functionality				
14.5.10	Voice Over Internet Protocol (VOIP) and Video conferencing capability.				
14.5.11.	Physician and patient identification and authentication.				
14.5.12.	Secure user interface with the treating physician.				
14.5.13.	Image capture functionality (high definition).				
14.5.14.	Interface with medical devices utilised for telehealth services.				
<b>15.</b>	<b>Telerobotics and Robot Assisted Services</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remarks</b>
15.1.1.	Telesurgery services are led by DHA licensed consultant and meet the licensure privileging, patient assessment, medical equipment, data protection, security and confidentiality requirements as per UAE federal and local laws and regulations.				
15.1.1.a.	Medical devices for telesurgery comply with FDA and Quality System Regulation or CE Marking and ISO 9001 and ISO 9002 Standards.				

15.1.2.	Telesurgery devices should entail a bilateral master-slave system (expert site and remote manipulator site) with direct control by the user. With the slave unit with robotic arms present at the site the patient is treated.				
15.1.2.a.	Master control unit (robot command station) is operated by the physician using hand and foot control while watching surgery on a high-quality 3D monitor.				
15.1.3.	High-speed connectivity or Local Area Network and information management system in place with high definition visual and audio capability to enable time-bound and accurate intervention and exchange of information, which supports: <ul style="list-style-type: none"> <li>• Real Time control data</li> <li>• Medical Video Streaming</li> <li>• High Level Management Data</li> </ul>				
15.1.3.b.	Physicians trained on telesurgery to include competencies for force (haptic) feedback, time delay and depth perception management systems.				
15.1.3.b.	Auxiliary control functions should be in place such as motion scaling, biomotion compensation and hand-tremor filtering.				
15.1.3.e.	The environment set up is tested and outcome of testing documented prior to provision of tele-surgery.				
15.1.3.f.	Risk management plan in place for all short and long distance surgeries to include delay in synchronisation of commands and data packets exchanged between the two sites and operating systems.				
15.2.1.	Telepresence and video conferencing is physician led and meet all the licensure requirements, privileging requirements, patient assessment requirements and				

	data protection, security and confidentiality requirements.				
15.2.2.	Requirements for telepresence and video conferencing include: a. Secure high-speed internet connectivity. b. Visual Display Panel. c. Desktop head and neck robots or drivable robots d. Pan, tilt and zoom cameras. e. Off-site medical professionals to move, look around, communicate, and participate from remote locations. f. Feedback loop sensory system to the operator. g. Mobile robot avatar for remote patient consultation. h. Maintenance and software upgrade schedule. i. Integrated document management system.				
<b>16.</b>	<b>Telepharmacy</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remarks</b>
16.1.	Licensure, privileging, medical equipment, patient assessment, data protection, security and confidentiality requirements as per UAE federal and local laws and regulations.				
16.1.1.	Provision to authenticate, validate and encrypt patient information to avoid any intended or accidental leakage to any unauthorized access.				
16.1.1.i.	Protocols in place for online sales and transactions.				
16.1.1.i.i.	Telepharmacy services provided through direct service provision or through a third party entity shall have in place a mutual written agreement.				
16.2.1.	Provision for all prescriptions to be documented in the patient health record.				
16.3.	Provision of an electronic pharmacy system to manage transaction information and track				

	movement of medications which should be able to track and segregate recalled medicines and products.				
16.5.	Provision of a backup systems to avoid service disruption and maintain data security.				
16.9.	Electronic Pharmacy Services	Yes	No	N/A	Remarks
16.9.1.b.	Store medications and products in accordance with the manufacturer's specifications and requirements.				
16.10.	Approved Electronic Pharmacy Services	Yes	No	N/A	Remarks
16.10	<ul style="list-style-type: none"> <li>• Teleprescribing (physician only).</li> <li>• Teledispensing (online Pharmacy).</li> <li>• Telephonic Patient Counselling and Medication Therapy Management (MTM).</li> <li>• Medication Vending Machines.</li> <li>• Medication Delivery Services.</li> </ul>				
16.11.	Teleprescribing (physician only)	Yes	No	N/A	Remarks
16.11.1.	A DHA licensed physician employed in a DHA licensed health facility shall only offer Teleprescribing.				
16.11.6.	Teleprescribing medications shall be in accordance with UAE MOHAP drug list to protect the patients from any counterfeit or substandard medications.				
16.11.7.	The physician shall not prescribe Narcotic, Controlled or Semi controlled medication through telehealth services.				
16.12	Teledispensing (online pharmacy)	Yes	No	N/A	Remarks
16.12.1.a	Teledispensing services provided by a DHA licensed health facility.				
16.12.1.b	Policies and procedures to ensure the integrity, legitimacy and authenticity of the online prescription/drug order.				
16.12.1.b	Policy in place to ensure the dispensing pharmacist maintains the original copy of the prescription.				

16.12.1. vi.	Computer system and controls to prevent unauthorized or unlawful access to confidential patient information and data.				
16.12.1.f.	System in place to prevent drug orders from being submitted and filled by multiple Teledispensing pharmacies under the same health facility name.				
16.12.1.i	Delivery of medication and medical products to patient shall be undertaken through secure and traceable means.				
16.12.1.i.	Delivery of medication and medical products should be transported using packaging or devices, which will ensure that they are maintained within appropriate standards pertaining to temperature, light and humidity as described in the manufacturer's specifications.				
16.12.1.j.	Develop a system regarding reporting of adverse drug reactions and errors.				
6.13.	Patient Counselling and MTM	Yes	No	N/A	Remarks
16.13.1.	A system to document in a consistent manner that is sufficient and appropriate for evaluating the patient's progress, billing purposes, and informing other healthcare providers about the care provided to the patient.				
6.13.3.	Provision for a face to face consultation				
16.1.4.	Medication Vending Machines (MVM)	Yes	No	N/A	Remarks
16.14.1.	Medication Vending Machines are approved by the MOHAP and comply with the competent authority requirements for installation, use and maintenance				
16.14.2.	May only include the following: a. Over the Counter (OTC) and General Sale List products (GSL). b. Pharmacy Only Medicine. c. Prescription Only Medicine.				

16.14.3.a.	The vending machine is located and affiliated nearby a DHA licensed pharmacy.				
16.14.b.	The medicines dispensed are under the responsibility of the in-charge pharmacist.				
16.14.3.c.	The vending machine has the technology and capability to support Telepharmacy services.				
16.14.d.	The vending machine can identify and authenticate the patient's identity and patient prescription.				
16.14.3.g	The pharmacy name and contact details are prominently displayed on the automatic vending machine to enable patients to directly contact the operator and pharmacy for any faults or discrepancies with the dispensed product.				
16.14.3.h	The vending machine is sufficiently equipped and secured with appropriate storage conditions as per the manufacturer's specification and requirements.				
16.14.3.i.	The medications are labelled and packaged in accordance with the conditions required by MOHAP, upon registration of the Therapeutic Products under the applicable UAE laws and regulations.				
16.14.3.j	The total amount of the product in each package does not exceed a total dosage of one (1) month with a maximum of two (2) refills.				
<b>16.15.</b>	<b>Medication Delivery Services</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Remarks</b>
16.15.1.	Medication delivery services shall only be provided if the facility is licensed to provide Telepharmacy services.				
16.15.1.a.	A third party may be engaged for delivery of medication, but should be supported by an MOU				
16.15.1.b.	The DHA licensed Pharmacy and pharmacists in charge shall take full responsibility for any medication errors or adverse events resulting inappropriate or unsafe delivery of medications.				

16.15.2.a	Medication and medical product transportation is conducted in strict temperature, humidity and light controls as per the manufacturer's requirements. The pharmacy shall provide a special container designed for medication requiring cold chain during transporting, and storing shall be within the recommended temperature range of +2 to +8 degrees Celsius (°C).				
16.15.2.b	The delivered medicines and medical products shall not encounter any damage to quality or effectiveness during the delivery process.				
16.15.2.d	There is a secure way for the pharmacist to confirm delivery of medicines and medical products to the patient.				
16.15.2.e	There is a satisfaction survey for the provision of medication delivery services.				
16.15.2.f	There are contact details for the patients to raise a complaint about the delivery of medicines and medical products				

	Inspectors Name	Signature
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