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Manual For Licensing Healthcare Professionals

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Dubai Health Authority

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INTRODUCTION

The Manual for Licensing Healthcare Professionals aims to fulfill the following overarching Dubai Health Sector Strategy 2026:

- Pioneering Human-centered health system to promote trust, safety, quality and care for patients and their families.
- Make Dubai a lighthouse for healthcare governance, integration and regulation.
- Leading global efforts to combat epidemics and infectious diseases and prepare for disasters.
- Pioneering prevention efforts against non-communicable diseases.
- Become a global digital health hub.
- Strengthening the economic contribution of the health sector, including health tourism to support Dubai economy.

EXECUTIVE SUMMARY

The manual for the “Licensing Healthcare Professionals" is developed in collaboration with key stakeholders and health regulatory experts. The aim of the manual is to provide a consolidated resource to assist HP and applicants in understanding and demonstrating compliance to the requirements and documentation to be submitted to Health Regulation Sector (HRS) while applying for a DHA HP license.

The current document has been updated considering the new relevant regulations published regarding the following, but not limited to;

- The Ministerial Decision (51) for 2025 concerning the Amendment of Certain Provisions of the Unified Professional Qualification Requirements. (PQR).
- Ministerial Degree No. (70) of 2024 concerning the amending of some articles in the Unified Healthcare Professional Qualification Requirements.
- Ministerial Decision no. (101) of 2022 concerning the amendment of the Unified healthcare Professional Qualification Requirements (PQR)
- Federal Law no. (6) of 2023 concerning the practice of Non-physicians and Pharmacists for Some Medical Professions.
- Federal Law no. (5) Of 2019 concerning the practice of the human medicine profession and its amendments
- Cabinet Decision no. (40) of 2019 concerning UAE Federal Law concerning Medical Liability

The key updates in Version 1.4 of this Standard are as follows:

1. Chapter One: Added requirements for full disclosure, ongoing fitness to practise, applicant accountability, and ethical conduct, alongside DHA's authority to audit applications and impose regulatory action for non-compliance.
2. Chapter Three: Strengthened assessment oversight rules to protect examination integrity and clarify the relevant regulatory actions.
3. Chapter Seven: Clarified the Medical Director's responsibility for licensing compliance and professionals' fitness to practise, including those aged 65+ who do not require a medical fitness certificate for online activation or renewal applications.
4. Chapter Eleven: Established that CPD non-compliance prevents licence renewal and practice and may incur penalties and arrears. Accredited training hours are not required for eligible trainees.
5. Chapter Twenty - Suspension or Revocation of a Licence: Set out DHA's authority to share licensing and disciplinary information with regulators and disclose relevant history to healthcare facilities for patient-safety and governance purposes.
6. Added Chapter Twenty-Two: Reinstatement of a Revoked License.

DEFINITIONS

Authorities: The Regulatory Authorities within the United Arab Emirates according to the geographical jurisdiction, Ministry of Health and Prevention (MOHAP), Department of Health - Abu Dhabi (DOH), Sharjah Health Authority (SHA) and Dubai Health Authority (DHA).

Continuing Professional Development: A range of learning activities through which HPs maintain and develop their knowledge and skills throughout their career to ensure that they retain their capacity to practice safely, effectively, and legally within their evolving scope of practice. CPD is also referred to as Continuing Medical Education (CME).

Credentials: Are the documented evidence of education/ qualifications, registration/ license, training/ experience, and other documents that are required to check the eligibility of the HP to obtain a license.

Discontinuity in practice: An interruption of clinical practice exceeding two (2) years as per PQR.

Dubai Medical Registry: Dubai medical registry is a public database maintained by DHA, which includes details of both licensed HPs as well as registered HPs.

Experience: 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.

Good Standing Certificate: A certificate showing evidence that the healthcare professional is competent to practice the profession, has not been found guilty of unprofessional conduct, and that there are no pending or previous disciplinary orders or criminal proceedings against the healthcare professional. The same licensing authority of the healthcare professional registration / license must issue the certificate.

Healthcare Professional: A person who by education, training, certification and licensure is qualified to provide healthcare services.

License: A permission granted by an authority to practice a healthcare profession.

Logbook: A typed comprehensive record from physicians and dentists with surgical specialties for the last two (2) years demonstrating clinical competence through mixed major cases, signed, and stamped by the medical director of the facility or the head of department, mentioning the name, date, and total number of procedures performed within the mentioned period.

Medical Fitness Certificate: A report issued by medical fitness centres within the last three (3) months confirming that the applicant/ HP is medically fit to practice.

Discrepancy Result: A verification result indicating negative feedback of the submitted credentials.

Position: The term describing the applicant/ HP designation which consist of Category, Title, and Specialty.

Positive Result: A verification result indicating that all submitted credentials have been verified successfully from the primary issuing source.

Primary Source Verification: A process of validating documents required for licensure from the issuing organization. PSV can be referred to as Document Verification.

Qualification: Educational evidence granted by universities, colleges, academic institutes or schools that are nationally accredited or formally recognized.

Registration: First step into obtaining the license, DHA registration confirms the HP eligibility for the applied position. HP registration must be activated into a license by a hiring facility in order to start practicing a health profession.

Sheryan: is the DHA digital platform/ e-licensing system for registering and licensing HP and facilities in Dubai.

Professional Qualification Requirements (PQR): a unified document developed and issued in collaboration with the regulatory authorities in UAE on the 10th of October 2014, which sets the professional qualification requirements necessary to license HP in the UAE and transfer of license requirements across the Emirates.

Unable to Verify Result: A verification result indicating 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.

ABBREVIATIONS

CME: Continuing Medical Education

CPD: Continuing Professional Development

DHA: Dubai Health Authority

DOH: Department of Health - Abu Dhabi

GSC: Good Standing Certificate

HF: Healthcare Facility

HP: Healthcare Professional

MOHAP: Ministry of Health and Prevention

MPC: Medical Practice Committee

PQR: Professional Qualification Requirements

PSV: Primary Source Verification

TCIM: Traditional, Complementary and Integrative Medicine

UTV: Unable to Verify

1. BACKGROUND

DHA is responsible for ensuring the provision of safe, effective, ethical and high-quality healthcare in the Emirate of Dubai. All HPs licensed by DHA, require to follow licensing procedures which ensure possession of minimum degree of competency and verifying that HP meets certain standards and predetermined criteria such as education, examination and experience.

2. SCOPE

2.1. Licensure processes needed for obtaining a HP license in DHA and its related professional services

3. PURPOSE

3.1. To ensure that the documents submitted for licensure to the Health Licensing Department are adequate and fulfil the requirements stipulated in the Unified healthcare Professional Qualification Requirements (PQR) and are in accordance with the applicable federal and local laws.

3.2. To ensure that highly skilled and competent HPs are licensed to practice and provide safe and high-quality health services to the population of Dubai.

4. APPLICABILITY

4.1. Applicant requesting to obtain HP licensure.

4.2. DHA licensed HP and HF applying for professional services.

5. CHAPTER ONE: GENERAL RULES

5.1. This manual shall be read in conjunction with the Unified Healthcare Professional Qualification Requirements (PQR), its updates, and other regulation listed in the executive summary.

5.2. All HPs must be licensed in order to provide healthcare services in the emirate of Dubai.

5.3. All healthcare professionals shall meet qualifications, experience, licensing from their home country, good standing status, assessment, and primary source verification requirements as stipulated in the PQR.

5.4. The applicant shall fully disclose all past or ongoing disciplinary actions, investigations, or restrictions on practice, whether within the UAE or internationally. Failure to disclose such information may result in rejection of the application or regulatory action, including suspension or revocation of the license

5.5. All healthcare professionals shall demonstrate ongoing fitness to practice, including clinical competence, professional conduct, and physical and mental ability to provide safe healthcare services.

5.6. Applicants remain fully responsible for the accuracy and authenticity of all submitted information and documents, regardless of submission through a third party, agent, or representative

5.7. The Applicant is responsible for obtaining, providing, and submitting all documents and evidence as requested by the DHA. The DHA shall not be obligated to obtain, secure, or

contact any party to obtain any missing or additional documents or evidence on behalf of the Applicant.

5.8. Submission of an application, fulfilment of preliminary requirements, or completion of any stage in the licensing process does not guarantee approval or create a vested right to licensure. Final approval remains at the sole discretion of DHA

5.9. Any attempt to exercise undue influence, conflict of interest, or improper interference in licensing, verification, or assessment processes shall be considered a regulatory violation and subject to investigation

5.10. Any misconduct, or any attempt to misrepresent, omit, or conceal information, including without limitation the creation of multiple accounts, the submission of incomplete or false data, or any attempt to bypass regulatory controls, shall constitute a serious regulatory and ethical violation and may result in disciplinary action in accordance with DHA regulations

5.11. The Applicant shall communicate with DHA and its representing officer, as well as with any third party connected to the licensing process, only in an official manner. All communications shall be respectful, professional, and shall include clear and accurate responses to all DHA requests.

5.12. Health Licensing Department at the Health Regulation Sector shall review the eligibility of the applicant for the applied titles.

5.13. HP Licensing shall be issued following the below steps: refer to Appendices **- Figure 1**

5.13.1. Create a Sheryan account and do self-assessment

5.13.2. Fulfil the PQR requirements (Such as Qualification, clinical experience, license from home country and good standing status from the country of practise)

5.13.3. Obtain a Positive Primary Source Verification (PSV) result.

5.13.4. Pass the assessment requirements as per PQR and relevant manuals therein (CBT or Oral). Oral assessment step is carried after registration application

5.13.5. Issue of Professional Registration Certificate.

5.13.6. HP shall comply with limitation indicated in the issued registration or license card, scope of service, licensure requirement related to professional and to code of conduct.

5.13.7. Activate HP license by an employer who shall hold a valid DHA license as a healthcare facility, which must be valid and uploaded in the “Sheryan” system. In case of any change in demographic details (name, Place of birth, nationality, etc), supporting documents must be provided in the application (e.g. marriage certificate, etc.).

5.14. All required documents must be submitted as original copies, along with a certified legal translation if the original is not in English or Arabic.

5.15. Any misuse of DHA digital systems, including submission of false, incomplete, or manipulated information through Sheryan, shall be considered a breach of regulatory requirements and may result in application rejection, account suspension, or any other regulatory action as per DHA procedure

5.16. For certain qualifications, DHA may require a certificate of equivalency from the Ministry of Education - UAE.

5.17. Medical malpractice insurance (Professional Liability Insurance) must be maintained throughout the HP's practice and must indicate the name of HP, specialty, employing facility and insurance coverage. Failure to provide official proof of medical malpractice insurance that shall cover the validity period of the professional license, may result in disciplinary action against the HF and/or HP.

5.18. An official and signed malpractice insurance and employment contract shall be available at all times for audit purposes.

5.19. The HP is not entitled to practice under any of the following conditions:

5.19.1. Facility license is inactive.

5.19.2. Active professional registration without activating the professional license

5.19.3. Facility or related specialty is temporarily or permanently closed.

5.19.4. Facility or related specialty license has expired.

5.19.5. Facility or related specialty license is suspended or revoked.

5.19.6. Professional license is expired.

5.19.7. Professional Part time license status changed to inactive due to cancelation of full-time license.

5.19.8. Failure to practice the profession for a period of six consecutive months during the validity period of DHA license without an excuse accepted by DHA. In this case, a new license to practice the profession must be obtained.

5.20. Assistant allied HP cannot work independently and shall work under a licensed allied HP of the main speciality.

5.21. Assistant nurses cannot work independently and shall work under a licensed Registered Nurses. Only in Dental Clinics, the Assistant Nurse can assist the dentist without presence of registered Nurse.

5.22. HF must ensure the full-time supervision requirements are met as set out in (**Appendix 1**).

5.23. A physician or dentist with surgical specialties working full-time at an outpatient facility for 2 years or more, may not be able to join a hospital or a Day Surgical Center (DSC) as full-time or part-time without being involved in surgical practice (by providing a surgical logbook) for the last 2 years.

5.24. License types are classified as full time or part time, where first DHA license is always a full-time license.

5.25. All HPs requesting a part-time license shall obtain approval by the full-time licensing facility medical director through Sheryan system.

5.26. The number of part-time licensures allowed for HPs are listed in (**Appendix 2**). This approval does not exempt the part time professional from obtaining the approvals from relevant authorities as deem required

5.27. The part –time license(s) will be set as inactive when the full-time license is cancelled until expiry unless one of the following actions are undertaken:

a. A new full-time license is activated, and the medical director approves the part-time license (part-time license validity remains the same).
b. The part-time facility applies to convert the license to full-time within three (3) months from cancelation. (New license will have the same validity of the previous part-time license).
c. The HP can practice at group branches of the full-time licensing facility, provided that branches have been added and approved as one group in Sheryan.
d. A part-time HF may activate a part-time license for a specialty title that is not activated under the professional's full-time license.

5.28. Physicians and dentists in surgical specialties shall provide a surgical logbook documenting sufficient procedures and cases that cover the common aspects of their specialty as a prerequisite for licensing.

5.29. Applicants for the Interventional Radiology title must meet PQR requirements, including submitting a logbook documenting at least 300 cases completed as first or only operator.

5.30. Applicants for the Interventional Cardiology title must meet PQR requirements, including submitting a logbook documenting at least 200 angioplasty cases completed as first or only operator.

5.31. In certain circumstances, DHA reserves the right to request further additional requirements as deemed necessary.

5.32. DHA may take the necessary action on the application/registration/license in the following conditions (including but not limited to):

5.32.1. Have been subject to any disciplinary action or restriction to practice or pending investigation or any history of revoked/suspended/blacklisted professional license.

5.32.2. Have been denied an application for a medical license, whether full, limited, or temporary.

5.32.3. Have lost or denied required recertification by any specialty board or any jurisdiction.

5.32.4. Have been charged with criminal offence or been prosecuted and/or convicted by court/tribunal.

5.32.5. Have been diagnosed with or treated for a medical condition that in any way currently limits or impairs his/her ability to practice.

5.32.6. Have been charged with malpractice related to ethical or professional conduct in the practice of the profession.

5.32.7. Failure to declare information about pending or confirmed malpractice issued by other regulatory bodies.

5.32.8. Evidence of discrepancy/ Negative PSV report.

5.33. Non-compliance with DHA regulations may result in one or more of the following:

5.33.1. Application rejection

5.33.2. Examination failure

5.33.3. Account suspension or blocking

5.33.4. License suspension or revocation

5.33.5. Blacklisting

5.33.6. Notification to relevant authorities

5.34. Applicants are liable for any false, untrue, misleading, misrepresented information or documents.

5.35. Failure to declare the number of failure assessment attempts conducted through the all UAE authorities and failure to announce that the number of failure attempts exceeded the (3) three attempts cross all UAE authorities, including DHA assessments.

5.36. DHA reserves the right to audit, reassess, or review any application, registration, or issued license at any time, including after approval, where discrepancies or new information arise.

5.37. The HP name will be added in DHA blacklist system in the following conditions:

5.37.1. Negative PSV report.

5.37.2. License suspended/revoked by DHA.

5.37.3. License suspended/revoked by other Authorities.

5.37.4. Blacklisted by other Authorities.

5.37.5. Submitted incorrect information or falsified documents to DHA

5.38. A valid medical fitness report shall be required for Applicants who have any physical, mental or emotional condition, which may impair their ability to provide healthcare services.

5.39. A healthcare professional shall notify the Medical Director of any confirmed infectious disease, that may affect any aspect of their professional practice, patient safety, fitness to practice, or ability to perform the full scope of authorized services. Upon notification, the Medical Director shall arrange an appropriate confidential assessment, which may include occupational health or specialist review. Where indicated, the professional's practice may be limited, modified, or defined to ensure safe delivery of care, including restrictions on specified procedures or services.

5.40. Information relating to the professional's health status shall be handled confidentially and disclosed only to those with a legitimate need to know, in accordance with applicable law, professional Fitness to practice Policy, and infection-prevention requirements.

5.41. A healthcare professional shall notify the Medical Director of any disciplinary action, ongoing investigation, restriction of privileges, or closed medical complaint that may affect their professional practice or scope of services. The Medical Director may accept the disclosure, request further information, refer the matter for review, or decide on any appropriate action regarding the professional's appointment, privileges, or scope of practice.

5.42. All healthcare professionals at a minimum must maintain valid training/certification in basic Cardiopulmonary Resuscitation (CPR) or Basic Life Support (BLS) or Advanced Cardiac Life Support (ACLS) as deem fits.

5.43. In addition to the PQR requirements, Anaesthetists are required to submit ACLS certificate on new application, renew professional license, renew professional

registration or upon applying for Add/ Upgrade professional registration service. is required for Anaesthesia doctors.

5.44. HPs who have completed the residency program in Dubai Healthcare facilities, may be exempted from DHA GP assessment provided that they meet the following criteria:

5.44.1. To submit a certificate of completion of residency program successfully.

5.44.2. The residency shall be completed in the government sector in Dubai (Dubai Health/MBRU).

5.44.3. The residency shall be in one of the accepted specialties for GP title according to the PQR (such as Cardiology, Critical Care Medicine, Emergency Medicine, Family Medicine, General Surgery, Internal Medicine, Obstetrics and Gynaecology, or Paediatrics).

5.44.4. The residency program shall be completed within the last 2 years with NO gab in practice.

5.44.5. To submit DHA GSC.

5.45. UK medical graduates who have completed the Foundation 1 and 2, are required to complete a third year of experience postgraduation to apply for GP title.

5.46. HPs currently licensed with other authorities in UAE and requesting a higher title, are required to complete the upgrade process with relevant authorities, however DHA may review the request provide the following are met:

5.46.1. Fulfilling all PQR requirements.

5.46.2. Submit proof of license cancellation with other authorities

5.47. DHA has the right to request documents as deemed necessary but not limited to: Membership, internship, residency, Training Certificate.

5.48. DHA has the right to cancel the professional license if it is discovered that the professional has submitted any misleading documents or evidence.

5.49. DHA reserves the right to hold or reject any professional licensing application if the HP has any outstanding payments on either their professional account or the facility account, they own.

5.50. The healthcare professional shall notify and declare DHA all disciplinary actions against his/her practice, both within and outside the UAE, at the initial licensing stage, during the licensing renewal stage and upon receiving the decision from relevant authority.

5.51. All applications must be submitted through the Sheryan licensing system. Manual applications or those received by email are not acceptable.

5.52. Licensed HP's who are found to have failed to maintain one or more of the licensing requirements, including but not limited to instances where qualifications are determined to be invalid, non-accredited, or misrepresented, or where the HP is subject to ongoing investigation, disciplinary action, or lacks confirmed good standing from other recognized regulatory authorities, shall be subject to appropriate regulatory action. The DHA, represented by the Health Licensing Department, reserves the right to take all necessary measures, including but not limited to the immediate suspension, restriction, or cancelation of the license, where required to protect public health and patient safety,

without prejudice to any additional legal or disciplinary actions, in accordance with applicable laws and regulations.

6. CHAPTER TWO: PRIMARY SOURCE VERIFICATION (PSV)

6.1. PSV is currently delegated by DHA to a third-party professional verification agency to validate the required documents. The outcome of the verification could be one of the following

6.1.1. Positive Result.

6.1.2. Unable to Verify (UTV) Result.

6.1.3. Discrepancy Result.

6.2. In case of UTV result, the applicant may apply for re-verification (appeal)of the same document twice. For discrepancy result, the applicant may apply for re-verification (appeal)of the same document once.

6.3. DHA accepts transferred PSV reports from other regulatory authorities in UAE (DOH, SHA & MOHAP) and DHA reserves the right to request further verification as deem necessary.

6.4. The professional intended to obtain registration must ensure verifying all the required documents. If documents received directly and officially from the source of insurance, then this document will not require verification.

6.4.1. The following documents in general required for verification:

a. Qualification documents

b. Experience/Employment documents

c. License/registration documents
d. Logbook (for Physician with surgical specialities)
e. Good standing certificate (s)
f. Exam exemption proof, if applicable as per the PQR.

6.5. Failure of the applicant to cooperate with the verification process or to provide required documentation within the specified timeframe may result in closure or rejection of the application.

7. CHAPTER THREE: ASSESSMENT/EXAMINATION

7.1. The purpose of assessment is to ensure that the healthcare professional meets the minimum competency standards required to practice safely and effectively within the Emirate of Dubai.

7.2. This article shall be read in conjunction with manual for professional assessment

7.3. Depending on the applied position, assessment could be either a Computer Based Testing (CBT) or an Oral Assessment. Note that there is always update on assessment being converting oral exams to CBT. CBT guideline is being updated periodically

7.4. All applicants shall be given three (3) attempts to successfully pass the assessment modality. Failure to pass upon the third attempt shall result in blocking the applicant from reapplying for DHA license for two years. Fourth attempt could be allowed with permission in any UAE Health authorities (This rule cannot be applied for upgrading to Consultant title from tier 3 qualifications). The applicant must declare the number of examination attempts he/she has undertaken across the Authorities.

7.5. Fourth assessment attempt can be conducted with DHA by submitting the request online and uploading a signed confirmation letter from the applicant of total number of assessment attempts made and failed with other health authorities in UAE. The request is subject for DHA review.

7.6. As per the published unified PQR, the applicant is allowed to reapply and sit for a total of three (3) new attempts if additional recognized certificate/qualification is obtained or a minimum of two (2) years clinical licensed experience have been acquired post the last attempt of the exam.

7.7. Applicant who has met the practice gap requirements and passed DHA assessment over 2 years ago. Applicant will be required to attend new assessment.

7.8. Applicant who has met the practice gap requirements and passed DHA assessment within than 2 years. Assessment record to be considered and no need to go for new assessment.

7.9. Assessments exemptions apply as per the PQR criteria in addition to the following:

7.9.1. Applicants who passed DHA assessment for the same title within five (5) years from the date of obtaining the registration, provided no gap in practice.

7.9.2. Professionals that are maintaining an active registration.

7.9.3. Professionals applying within Five (5) years from DHA professional license cancellation date will be granted the same position, provided no gap in practice.

7.9.4. Professionals applying within Five (5) years from MOHAP/DOH professional license cancellation date will be granted the same position, provided no gap in practice and fulfilling PQR requirements.

7.9.5. Professionals with trainee license title, however applicant has to pass DHA assessment upon applying for upgrade license title.

7.10. Applicants may apply for a re-assessment with no restriction on duration between the attempts and according to assessment availability process.

7.11. The results report will indicate a “pass” or “fail” without details of the result of the assessment.

7.12. The cancellation or failure to attend CBT or oral assessment will not be considered a failed attempt in the assessment.

7.13. Applicant with approved get registered application requiring oral exam, the applicant shall apply for this service “oral assessment” in order to complete the registration.

7.14. For scheduling oral assessment, the applicant shall select the available date for oral assessment, submit the application, and pay the required fees for DHA review. If dates are not available, there will be an option to select a specific desired date range which subject for DHA review and confirmation.

7.15. DHA will confirm the assessment date based on availability and might be subject to change.

7.16. Applicant is required to attend the assessment and complete the session.

7.17. The use, possession, or attempted use of unauthorized electronic devices - including, but not limited to, smart glasses, smart watches, mobile phones, or any device with communication or recording capabilities - during any CBT or oral assessment is strictly prohibited. Such actions constitute a violation of assessment regulations, an ethical breach, and a potential attempt to gain unfair advantage. Any confirmed violation shall result in the automatic failure of the examination. Furthermore, the applicant's account may be suspended or/and blacklisted, and the individual may be restricted from proceeding with the licensure process, subject to regulatory review and decision. Appropriate disciplinary and regulatory measures shall be implemented in accordance with DHA policies and best regulatory practices.

7.18. Any attempt to circumvent examination controls, including impersonation, use of unauthorized devices, or manipulation of assessment procedures, shall be treated as fraudulent conduct and may result in failure, account blocking, and further regulatory action

7.19. Only applicant with pass assessment result will obtain DHA registration certificate.

7.20. Applicant with fail result may apply for Two (2) additional attempts through new schedule oral assessment applications where new assessment fees shall apply.

8. **CHAPTER FOUR:** SHERYAN HEALTH LICENSING SERVICES

8.1. The following licensing services are available through online licensing system (Sheryan):

8.1.1. Self-Assessment Tool and Review Eligibility.

8.1.2. Get Registered (New Professional registration).

8.1.3. Schedule Oral Assessment.

8.1.4. Renew Professional Registration.

8.1.5. Activate Professional License.

8.1.6. Add/ Upgrade Professional Registration.

8.1.7. Add/ Upgrade Professional License.

8.1.8. Renew Professional License.

8.1.9. Update CPD points.

8.1.10. Request Good Standing Certificate/License Details Verification.

8.1.11. Update Professional License Card Information.

8.1.12. Cancel Professional License.

8.1.13. Raise license cancelation issues.

8.1.14. Issue Sick leave “Please refer to Sick Leave Certificate & Escort leave policy"

8.1.15. Payment of fine

8.1.16. Temporary permit to practice

9. **CHAPTER FIVE:** SELF-ASSESSMENT TOOL AND REVIEW ELIGIBILITY

9.1. Applicants shall complete the self-assessment tool and fulfil the PQR requirements for the selected professional title/Specialty.

9.2. The Self-Assessment Tool provides a preliminary evaluation based on the information entered by the applicant. The outcome does not guarantee eligibility, does not confirm entitlement to the selected professional title, and shall not be considered as final approval from DHA. All applicants must complete the process and submit the application to DHA for formal review, verification of submitted information, and validation of supporting documents by DHA. Final eligibility and professional classification will be determined strictly in accordance with the Unified Professional Qualification Requirements (PQR) and applicable regulatory standards

9.3. The applicant shall fill the tool with accurate and valid information.

9.4. No need to upload any document during the self-assessment process.

9.5. Applicant with eligible result is required to apply for get registered service.

9.6. Applicant with not eligible result will follow below process:

9.6.1. Apply for review eligibility service.

9.6.2. Fill the online form, attach required documents.

9.6.3. Submit the application and pay the required fees for DHA review.

9.6.4. Applicant with approved review eligibility application shall apply for get registered (New Professional License) service.

10. CHAPTER SIX: GET REGISTERED SERVICE

10.1. Applicant will be able to access this service with eligible result in the self-assessment tool or an approved review eligibility application.

10.2. The applicant must complete the prerequisites, PSV & CBT Exam. (CBT if required)

10.3. Applicant shall submit the documents for Primary Source Verification (PSV) which include but not limited to the following:

10.3.1. Educational qualification(s).

10.3.2. Experience/employment certificate(s).

10.3.3. License(s)/Registrations(s).

10.3.4. Good standing certificate not older than 6 months from application submission date.

10.3.5. Exam exemption proof, if applicable as per the PQR.

10.3.6. Logbook (for Physician with surgical specialities).

10.3.7. Any other relevant document(s) requested by DHA.

10.4. Applicant shall pass DHA computer-based test (CBT), if required.

10.5. Both PSV and CBT steps can be done simultaneously.

10.6. Get Registered application cannot be processed unless the completion of PSV report and passing CBT assessment (If required).

10.7. Applicant will be required to fill the online form, link the verified PSV document and pay the required fee for DHA review. (please refer to Get Registered Process above)

10.8. The applicant needs to upload the following;

10.8.1. Recent passport size Photograph.

10.8.2. Valid passport copy.

10.9. Application review will reveal in approval or rejection or will be return for the following actions:

10.9.1. Request for additional documents/information, assessment, or PSV.

10.9.2. Change the requested title.

10.9.3. Set a trainee restriction, based on lack of required experience or discontinuity of practice as per PQR criteria.

10.9.4. Add limitations to the applicant's license to practice based on applicant credentials.

10.10. Based on the professional specialty, the applicant with approved get registered application may require an oral assessment.

10.11. In case oral assessment is not required, the applicant with approved get registered application will receive registration certificate and the professional name will be listed on Dubai Medical Registry.

10.12. The validity of the registration is one year from the date of issuance.

10.13. The professional with below conditions are not entitled to apply for registration:

10.13.1. Blacklisted professional, or Pending and negative PSV result, Professional failed three times across the UAE authorities.

10.14. Only the following licensed healthcare professionals (HPs) are eligible to apply for the Beauty Therapy/Aesthetician title after meeting the relevant licensing requirements:

10.14.1. Registered Nurse

10.14.2. Assistant Nurse

10.14.3. Laser Hair Reduction Therapist

10.15. If any other category of licensed HP wishes to obtain the Beauty Therapy/Aesthetician title, they must first cancel their existing specialty license. Holding and activating both licenses simultaneously is not permitted.

11. CHAPTER SEVEN: ACTIVATE PROFESSIONAL LICENSE

11.1. The Medical Director of Healthcare Facility shall be responsible for ensuring that the healthcare professional meets all licensing requirements and practices within the approved scope as per DHA regulations. In addition, the facility must ensure that the healthcare professional is medically fit at all times to practice, including being free from any medical condition or infectious disease that may impair their ability to perform duties safely or pose a risk to patient safety.

11.2. Activation of the license is applied though the facility Sheryan account.

11.3. The prerequisites for the activation are:

11.3.1. Healthcare Facility license shall be Active and shall have the healthcare professional related speciality

11.3.2. Healthcare Professional are required to be registered and shall grant the facility consent on being licensed

11.3.3. Valid labour card (for non-UAE nationals) where applicable

11.4. HP is required to accept the facility request to activate the professional license.

11.5. Activation for Professional License can be for one, two and three years. During the period, the professional shall comply with CPD and malpractice requirements.

11.6. The HP can approve license activation invites from several facilities, and the full-time license will be activated on the facility that completes the payment first.

11.7. The HP reserves the right to withdraw their approval as long as the facility has not completed payment for the activate professional license service.

11.8. The HP must have medical malpractice insurance where license being activated.

11.9. Logbook is required only for Surgeons licensed in outpatient healthcare facility for more than 2 years and applying for a part-time license in a Day Surgical Center or Hospital.

11.10. The activation of a professional license without evidence of actual employment and clinical practice is considered non-compliant with regulatory requirements. In such cases, both the HP and the HF shall be held accountable and may be subject to regulatory review and appropriate action. DHA reserves the right to verify the authenticity of employment and active practice through supporting documentation, and to take necessary measures in line with applicable laws, regulations, and best regulatory practices

12. **CHAPTER EIGHT:** RENEW PROFESSIONAL REGISTRATION

12.1. Maintaining an active registration secures the approval position without the need for re-assessment (providing there is no discontinuity on practice), in addition to being listed in Dubai Medical registry.

12.2. If the registration was not activated to a license within the validity period, the HP is responsible to renew the registration, otherwise the registration shall be cancelled, and a new registration application shall be started by the applicant if required.

12.3. The HPs can apply to renew their registration within 90 days before the expiry date of the registration of the professional's license.

12.4. Experience, valid license and good standing certificate documents are required to be verified and submitted in the following conditions:

12.4.1. Previous verified experience is older than 2 Years.

12.4.2. DHA license cancelled more than a year.

12.5. The applicant will require to upload valid passport copy (if not previously updated on the system).

12.6. Professional with revocation or backlist will not be entitled to apply for this service.

13. **CHAPTER NINE:** ADD/UPGRADE PROFESSIONAL REGISTRATION

13.1. This service allows HPs to update their registration into a higher title, add a new registration position, remove limitations or remove trainee restriction.

13.2. Adding or upgrading the registration will require the applicant to ensure fulfillment to new registration. Self-assessment can be utilized to assess eligibility.

13.3. HP applying for the service must have active registration. Revoked, Suspended and backlisted HPs will not be eligible for this service.

13.4. The HP shall apply online and, submit the required documents as per the PQR, and provide GSC issued by DHA with No disciplinary history of revocation or suspension for the last 10 years.

13.5. HPs with a history of suspension or license revocation during the past 10 years are not eligible for Add or Upgrade processes.

13.6. Professional with "notice letter" or "warning Letter" can apply after 2 years letter issuance (Except HP with Tier 3 qualification applying for Consultant title).

13.7. Physicians and dentists seeking to upgrade their license to a consultant title with a "Tier 3" qualification may apply if they have no history for "notice letter" or "warning Letter" within the past five years and have met other PQR requirements.

13.8. To check the eligibility of HPs with disciplinary history, please refer to **APPENDIX-5** Eligibility of HPs with disciplinary history to apply for Add/ Upgrade Professional Registration Service

13.9. The applicant may require passing an examination in order to get the added/upgraded registration.

13.10. For Implantology privilege or Laser Dentistry, the dentist shall hold valid DHA license and fulfil the licensing requirements, please refer to **APPENDIX-4** Dental implantology and laser dentistry requirements

13.11. DHA Licensed Plastic Surgeons, can upgrade their license to add hair transplant privilege after fulfilling the requirements below:

- Acquire an accredited physician certificate in hair transplant/ restoration surgery from one (1) of the following certifying bodies:

  I. American Board of Hair Restoration Surgery (ABHRS)

  ii. Fellow International Society of Hair Restoration Surgery (FISHRS).

13.10.1 The certificate must be no older than three (3) years. If it exceeds this timeframe, the HP shall provide documented experience and a logbook showing continuous practice in hair transplant procedures.

13.10.2 Plastic Surgeons applying to upgrade their license to add hair transplant, not required to set for exam or providing logbook.

13.12. DHA licensed Dermatologists, General Surgeons and General practitioners can upgrade their license to add hair transplant privilege after fulfilling the requirements below:

13.12.1. Acquire an accredited physician certificate in hair transplant/ restoration surgery from one (1) of the following certifying bodies:

I. American Board of Hair Restoration Surgery (ABHRS)

ii. Fellow International Society of Hair Restoration Surgery (FISHRS)

13.12.2. Have at least two (2) years of recent experience in hair transplant along with a logbook of the number of cases for procedures performed and the outcomes. (With the exception of General practitioners, whom shall require a total of five (5) years' experience in their field of practice, in addition to the 2 years' experience in hair transplant).

13.12.3. Complete DHA assessment

13.13. All healthcare professionals performing hair laser procedures will require having a separate DHA license for hair laser procedures.

13.14. The healthcare professionals listed below can provide hair laser and IPL supervision after obtaining separate DHA license for Laser Hair Reduction privilege:

13.14.1. Consultant/ Specialist Family Medicine.

13.14.2. Consultant/ Specialist Internal Medicine;

13.14.3. General Practitioner with not less than five (5) years' experience in non-surgical cosmetic procedures

13.15. The above listed HPs shall meet the criteria below:

a. Submit an accredited laser training course for hair reduction – not older than 2 years.

b. Proof of completing Ten (10) hands on training cases during the same course.

c. Pass DHA assessment

14. CHAPTER TEN: ADD/UPGRADE PROFESSIONAL LICENSE

14.1. This service allows Healthcare Facilities to update the licenses of their Healthcare Professionals who upgraded their titles or added new positions on their registrations. Any updates made to the Healthcare professionals' registration can be applied to their license without effecting the expiry date.

14.2. The HP's license can be updated by the full or part time licensing HF providing the specialty is available within the facility's license.

14.3. Updating the HP license does not impact the validity of the license.

14.4. To upgrade a Trainee license, the license must be cancelled first then re-activated once the professional completes the registration upgrade process

14.5. Valid passport copy must be uploaded (in case not updated).

15. CHAPTER ELEVEN: RENEW PROFESSIONAL LICENSE

15.1. This service allows healthcare facilities to renew their full-time or part-time professionals' licenses. The validity of the license is extended from expiry date to the chosen validity period.

15.2. Professional license can be renewed for one year, two years and three years.

15.3. HP must achieve CPD (Physicians & Dentists 40 point, Nurses 20 point, Allied Healthcare & TCIM 10 point, Pharmacists 20 point) **annually**. For license renewed for two or three years, CPD hours will be calculated accumulatively (Example: For a physician who has renewed his professional license for 3 years, he will be required to submit (120 points) before the license expiry date.

15.4. The HF shall apply for renewal of a HP license within three (3) months of its expiry.

15.5. Failure to meet the required CPD points shall result in rejection of the license renewal application and suspension of the right to practice until compliance is achieved

15.6. HP with unachieved required CPD hours will not be able to apply for license renewal. Any delays in license renewal due to non-compliance with CPD requirements will result in applicable penalties, which must be settled in full. Both the HP and the employing HF shall bear full responsibility for any consequences arising from such non-compliance with DHA regulations

15.7. HPs enrolled in internship, residency, clinical fellowship, specialized academic programs, or postgraduate programs within their field of specialty are not required to complete accredited professional training hours for license renewal

15.8. Expired DHA license can be renewed within six (6) months from the expiry date once applied online, fulfilled the requirements and late renewal penalty paid. The clinical practice of the professional is not permitted during license expiry period.

15.9. The professional license shall be cancelled in case the HP does not practice his profession for a period of (6) six consecutive months during the validity period without an acceptable excuse from DHA. In this case, a new license to practice must be obtained after fulfilling the licensing requirements.

15.10. If part-time / trainee license is not renewed, the license will be set to cancelled with no penalties and without the options for renewal.

15.11. Trainee license cannot be renewed beyond the trainee restriction period.

15.12. Logbook to uploaded by surgeons every 2 years during upon the license renewal process. Logbook document shall be officially presented with Facility logo, the name of surgeries/procedure, the date, stamped by medical director or verified electronically.

15.13. If the surgeon is not able to provide a logbook, DHA have the right to restrict the surgeon's practice or direct him/her to train as they deem necessary appropriate.

16. CHAPTER TWELVE: TRAINEE/ RESIDENT/ INTERN LICENSE TITLES

16.1. HP not meeting PQR experience criteria can be issued trainee title that shall be activated into a licensed facility with approved clinical training service and under supervision of clinical supervisor, until the required experience is completed.

16.2. For Resident/ Intern title, the applicant shall upload proof of acceptance into the residency or internship program either from DHA or Dubai Health.

16.3. For Trainee title, the applicant shall submit an acceptance letter from one of the approved practice settings. The list is published on DHA website.

16.4. A HP with a full-time license can have an active trainee license for a different position.

16.5. After completion the training, residency or internship programs, the professional license shall be cancelled then the HP can apply for new application with the desired title after fulfilling the PQR requirements.

16.6. The training facility is responsible to assign a new clinical supervisor upon cancelling the full-time license of current clinical supervisor within one (1) month. Otherwise, the following shall apply:

16.6.1. Trainee license shall remain active for one (1) month.

16.6.2. Past the one (1) month period, the trainee license shall be set to inactive status for one (1) month.

16.6.3. After that, the trainee license shall be cancelled.

17. CHAPTER THIRTEEN: TEMPORARY PERMIT TO PRACTICE

17.1. A Temporary Permit to Practice is a time-limited authorization granted by DHA to Healthcare Facility for a healthcare professional who have met certain preliminary requirements with Justification but have not yet obtained their full professional licensure, nor indicate eligibility of the professional to obtain DHA professional license to practice. This permit allows healthcare professionals to practice their profession under supervision with limitations for a specified period of time in the licensed Healthcare Facility.

17.2. The purpose of this permit is to issue professional license for visiting or highly qualified professional to practice the profession as in demand. The reasons could vary and subject for DHA Approval.

17.3. The facility Medical Director from the Healthcare Facility's account will be able to apply for a Temporary Permit to Practice for any unregistered professional under DHA.

17.4. The Medical Director shall apply online with supported documents as below:

17.4.1. valid copy of the passport is required for the related professional.

17.4.2. A valid Emirates ID if it is available (Optional).

17.4.3. Personal Photo.

17.4.4. Specialty degree certifications are required for the related profession and shall be recognized as per the PQR.

17.4.5. License from the original country. For Residents and Interns positions, applicants are not required to submit a license copy.

17.4.6. CV copy.

17.4.7. Justification letter for permit (subject to DHA review and approval).

17.4.8. Additional Documents (if requested).

17.5. The Temporary permit is non-renewable nor transferable.

17.6. The temporary permit to practice does not require passing the assessment or obtaining positive PSV

17.7. Professional obtained temporary permit to practice shall work under the supervision of licensed professional

17.8. Healthcare professional can be granted a Temporary Permit to Practice once only.

17.9. The Permit duration is selected by the Healthcare facility with maximum permit period of 6 months.

17.10. Medical director can submit one application at a time.

17.11. The facility is responsible to ensure the availability of valid Malpractice insurance to cover the professional obtaining temporary permit.

17.12. Availability of existing professional from the same specialty is prerequisite to apply for temporary permit to practice for professional

17.13. The facility/Medical Director is liable for all clinical/administrative services provided by the professional obtaining the permit.

17.14. The Dubai Health Authority reserves the right to immediately suspend or cancel the Temporary Permit to Practice without notice in cases where fraudulent information is provided.

17.15. Application is subjected to DHA review and if rejected refund is not applicable.

17.16. HP with any of below conditions, will not be eligible to obtain a Temporary permit to practice:

17.16.1. The Temporary permit is Non-renewable nor transferable.

17.16.2. Medical director can submit one application at a time.

17.16.3. Professional with temporary permit to practice shall not be involved in dealing with controlled, semi-controlled and narcotic medications, issuing sick leave, applying for GSC or raising E-claim request (insurance)

17.16.4. The facility/Medical Director is liable for all clinical/administrative services provided by the professional obtaining the permit.

17.16.5. This permission does not indicate eligibility of the applicant to obtain professional license later.

18. CHAPTER FOURTEEN: CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

18.1. HPs with active license(s) are obligated to complete the target CPD requirements as per the PQR. (Physicians & Dentists 40 point, Nurses 20 point, Allied Healthcare & TCIM 10 point, Pharmacists 20 point) annually.

18.2. Submission of fraudulent, falsified, misleading, or unverifiable CPD activities shall constitute a breach of professional and regulatory requirements and may result in disciplinary action, including but not limited to suspension, revocation of license, or other regulatory measures as deemed appropriate by DHA.

18.3. CPD points to be calculated according to professional's category with the highest required number, whether this category is activated as full time or part time.

18.4. The CPD completion is prerequisite for professional license renewal. Therefore, a professional licence cannot be renewed if the required annual CPD point has not been achieved.

18.5. Target CPD points requirements shall not be less than 70% in the area of the professional specialty and 30% can be in the area of general professional development.

18.6. 100% of the total targeted CPD points can be gained through online programs.

18.7. CPD points calculation is based on license validity.

18.8. CPD points achieved through online programs can be accepted as long as they are related to the specialty field and recognized by relevant authorities

18.9. If the HP overachieves their target CPD points, they are not eligible to carry forward up or transferred from previous year.

18.10. If the license validity is Two years, then the target of CPD shall be doubled accordingly. Upon renewal of professional license, the CPD points must be secured and uploaded in Sheryan.

18.11. If the License validity is for three years, then the target of CPD shall be tripled and upon renewal upon renewal of professional license, the CPD points must be secured and uploaded in Sheryan.

18.12. Participation in DHA assessment panel for licensing HP process will be considered a part of CPD requirement for the calendar year.

18.13. The following are not considered activities for target CPD:

18.13.1. Regular morning meetings, endorsements, ward rounds and case revisions.

18.13.2. Departmental or medical society internal meetings.

18.13.3. Community and patient awareness sessions.

18.13.4. Public directed activities.

18.13.5. Software skills training.

18.13.6. Induction and orientation programs.

18.13.7. Basic product training and product-specific knowledge.

18.14. Claiming fraudulent CPD will result in disciplinary actions decided by the MPC.

18.15. DHA reserves the right to request additional documentation and evidence to verify the authenticity and accreditation of submitted CPD certificates, including but not limited to requiring completion of Primary Source Verification (PSV) or obtaining confirmation from the issuing authority.

19. CHAPTER FIFTEEN: GOOD STANDING CERTIFICATE (GSC)/LICENSE DETAILS VERIFICATION

19.1. GSC is an electronic certificate generated by the licensing system “Sheryan” into the HP account.

19.2. Request Good Standing Certificate/License Details Verification service is applicable only to HPs who are currently licensed or were previously licensed under DHA and have actively practiced under a HF. Applicants who are only registered with DHA but have not initiated clinical practice and have not activated their license under a HF are not eligible for this service.

19.3. GSC can be verified via DHA website through “Verify Document” service in Sheryan portal.

19.4. The issued certificate shall include all disciplinary action or violation imposed by the concerned committee against the professional during their licensing history at DHA including, but not limited to, letter of notice, warning letter, and license suspension or revocation.

19.5. Disciplinary actions stated on the Good Standing Certificate or the Current Status Certificate issued to a healthcare professional are irreversible and will remain permanently recorded. The acceptance of such certificates, considering the DHA license status, is subject to the sole discretion of the relevant regulatory bodies where the professionals submit the certificate. Healthcare professionals must, at all times, proactively disclose any and all prior disciplinary actions to all applicable regulating

authorities where they intend to practice. Status of Good Standing and Current status will be issued as per the (**Appendix 3**).

19.6. All disciplinary actions recorded in the Good Standing Certificate shall remain permanently documented and cannot be removed or amended as per the Appendix 3, Such information may be disclosed, where appropriate, to relevant authorities, licensing bodies, or employers assessing the HP's fitness to practice.

19.7. Issuance of a notice or warning by relevant committees in DHA, does not automatically restrict the HP's right to continue practicing in Dubai, provided that no suspension, restriction, or condition has been imposed on the professional license.

19.8. HPs are required to demonstrate honesty, integrity, and transparency at all times. In accordance with Good Medical Practice principles, any HP must fully and accurately disclose their fitness-to-practice history when requested by an employer, regulator, or other authorized entity.

19.9. HPs are under a continuing obligation to notify the DHA immediately of any ongoing investigation, disciplinary action, or regulatory concern initiated by another licensing or regulatory authority, whether within or outside the UAE.

19.10. HP applying for Add or Upgrade Professional Registration services must be in good standing and must not be subject to any ongoing investigations, disciplinary proceedings, or unresolved grievance processes by the DHA or any other regulatory authority.

19.11. The issued certificate may include information about ongoing investigations or cases against a healthcare professional for which a final decision has not yet been issued

19.12. GSC information is limited to the HP medical practice and does not indicate non-medical criminal/legal cases. MPC have the right to reflect the administrative violation on HP.

19.13. **For License Details Verification service**; the Applicant must upload the followings:

19.13.1. Copy of Verification Form.

19.13.2. Copy of Valid Passport.

19.13.3. Copy of last DHA license

19.14. DHA will communicate and send the verification form to the designated email address in the application.

19.15. No manual verification document will be obtained from DHA. All verification shall be either via Sheryan system or provided authority links/website or requested electronically.

19.16. Health Authorities (only) who wish to inquire and request for License Details Verification can send a link or official mail to GSC@DHA.GOV.AE

20. CHAPTER SEXTEEN: CANCEL PROFESSIONAL LICENSE

20.1. The facility is responsible for cancelling the professional license or If the HP resigned.

20.2. The cancellation of license will not proceed in the following scenarios:

20.3. The HP is the medical director, where the medical director has to be changed prior to the cancellation.

20.4. The HP has an active appeal, where the appeal must be cancelled, and all fines must be paid prior to the cancellation of the license.

20.5. The HP is under investigation, where the investigation outcome must be issued prior to the cancellation.

20.6. Following license cancellation:

20.6.1. The registration status will be active for One year, where the registration can be renewed or activated into a new license.

20.6.2. If the registration was not renewed or activated during mentioned period, the HP has to apply for a new registration.

20.7. A healthcare professional who has completed the full term of a suspended or revoked period may submit a new professional application for consideration of registration/license reinstatement. The decision to reinstate a professional's registration is subject to the sole discretion and approval of the DHA Review.

20.8. Healthcare Facility Initiated Cancellation During Pending Violation Appeal below shall be considered:

20.8.1. It is mandatory for all applicants seeking reinstatement to fully meet and demonstrate compliance with all applicable PQR requirements at the time of submitting their new application. Applications that do not meet the prevailing PQR

requirement will not proceed for the concerned committee review for reinstatement.

20.8.2. A Healthcare Facility desiring to cancel the professional license of a Healthcare Professional (HP) whose case is currently under violation appeal may submit a formal request to DHA with submission of an undertaking letter signed by the HF's Medical Director confirming that the HF is fully accountable for all findings, decisions, penalties, or any other outcomes against the HF and may result from the aforementioned violation appeal. The request subject to DHA will review and approval

20.9. Healthcare Professional (HP) who is the subject of a pending violation appeal concerning their professional practice or license must, without undue delay, inform any new Healthcare Facility or employer they join of the existence and nature of such an appeal

20.10. In case the HF refuses to cancel the HP license, the HP can escalate the issue to DHA through the 'Raise license cancelation issues' service and submit the required evidence.

20.11. For waiving the professional license, the professional shall apply for new registration and must fulfill the requirements mentioned in the "Get registered" & "general rules".

20.12. DHA has the right to cancel or suspend the professional license if any of the conditions required for obtaining or maintaining the license is no longer satisfied or met.

21. CHAPTER SEVENTEEN: RAISE LICENSE CANCELATION ISSUES

21.1. This service allows HP to request license cancellation in case the facility refuses to cancel their license. Cancelling the Full-time license will result in changing the status of the Part-time license from "Active" to "Inactive".

21.2. The HP shall provide Proof of Resignation Letter / written notification submission to the facility and one of the following documents:

21.2.1. Employment Visa cancellation. Or Labor Card cancellation from previous HF.

21.2.2. Labor Card under the new HF. Or New employment visa under the new HF.

21.2.3. Temporary permission to work in the new HF from Ministry of Human Resources and Emiratization (MOHRE) along with filing an official labor dispute.

21.3. In case of no official legal binding (e.g. contract, labour card or employment visa) between the HF and concerned professional, the request will be granted.

21.4. DHA will do review for the raised issue request and communicate with licensing facility. The facility shall respond to the DHA within 3 days. Failure to respond will result in proceeding of the request.

22. CHAPTER EIGHTEEN: UPDATE PROFESSIONAL LICENSE CARD INFORMATION

22.1. This service allows HP with an active license to request an update of their professional license in case the personal information is updated.

22.2. The HP is required to fill the form with copy of updated documents whether it's recent photo or new passport copy, submit the application and pay the required fees for DHA review.

23. CHAPTER NINTEEN: REISSUANC (ACTIVATION) OF CANCELED LICENSE:

23.1. The registration status shall be active for activation of license.

23.2. All outstanding fees, fines, and penalties (where applicable) must be settled prior to the submission of a reissuance application.

23.3. Requests for license reissuance shall be submitted by a licensed healthcare facility through the "Activate Professional License" service available in the Sheryan system.

23.4. The HP may be eligible to apply for license reissuance, subject to meeting all applicable licensing requirements, in the following circumstances:

23.4.1. At any day after License cancelation occurred requested by HP or the HF.

23.4.2. Upon fulfilment of all applicable licensing requirements, conditions, and regulatory obligations in force at the time of application.

23.4.3. Where a license has been suspended pursuant to a decision issued by the Medical Practice Committee (MPC) /or the Appeal Committee and is subsequently automatically cancelled due to remaining expired for more than six (6) months, the HP may apply for license reissuance, subject to fulfilment of all applicable licensing requirements, including any conditions, corrective actions, or other requirements stipulated in the MPC and/or Appeal Committee decision.

24. CHAPTER TWENTY: SUSPENSION/REVOK OF LICENSE

24.1. DHA through its authorized entities—including the Medical Practice Committee (MPC), Appeal Committee, and Director General (DG)—reserves the right to suspend or revoke a healthcare professional's (HP) license in cases of medical malpractice, breach of professional or ethical standards, adverse Primary Source Verification (PSV) findings, or disciplinary actions imposed by any recognized regulatory or licensing authority, whether within the UAE or internationally.

24.2. Without prejudice to any investigation, disciplinary proceedings, or final regulatory determination, DHA may impose a precautionary (interim) suspension where it reasonably considers such action necessary to protect patient safety, maintain public confidence in the healthcare system, safeguard public health, or otherwise serve the public interest. Such suspension may remain in effect pending completion of the investigation and issuance of a final decision.

24.3. A precautionary suspension may be imposed where the healthcare professional's conduct, competence, health status, or clinical practice poses, or may reasonably be considered to pose, an actual or potential risk to patient safety or public health ~~in~~ circumstances including, but not limited to, the following:

24.3.1. Where there is evidence or reasonable suspicion of professional misconduct, unethical conduct, criminal activity, or any matter that may adversely affect the healthcare professional's fitness to practice.

24.3.2. Where the HP fails to cooperate with a DHA investigation or fails to provide information, records, documents, explanations, or evidence requested by DHA within the specified timeframe.

24.4. In accordance with DHA regulations and as outlined under Chapter Five (General Rules), HP may be added to the DHA blacklist system because of suspension, revocation, or confirmed regulatory violations.

24.5. DHA reserves the right to share and communicate licensing, verification, and disciplinary information, including decisions related to suspension or revocation of licenses, with other relevant regulatory authorities both within the UAE and internationally, in accordance with applicable laws, regulations, and information-sharing agreements

24.6. DHA may, upon a request from a current, prospective, or future healthcare facility where the healthcare professional is employed or seeks employment disclose relevant professional licensing and regulatory information relating to a healthcare professional. Such information may include licensing status, credentialing outcomes, restrictions, conditions, disciplinary findings, suspensions, revocations, or other final regulatory actions issued by DHA or other national or international regulatory authorities. Any such disclosure shall be limited to information that DHA reasonably considers necessary for regulatory purposes, including the protection of patients and the public.

25. CHAPTER TWENTY-ONE: REINSTATEMENT OF LICENSE SUSPENDED

25.1. Upon completion of the full suspension period, the HP may submit a request to DHA through info@dha.gov.ae for consideration of license reinstatement. Any decision regarding reinstatement is subject to the sole discretion and approval of the DHA Review.

25.2. The HP must fully comply with all requirements and conditions specified in the relevant MPC and/or Appeal Committee decision

25.3. HP shall settle any outstanding payment arising from license expiry before any licensing-related application or request is processed.

25.4. Where the MPC and/or Appeal Committee decision does not require any additional conditions or requirements, DHA may process and consider the license reinstatement application without requiring the HP to undergo an assessment.

25.5. Where the MPC and/or Appeal Committee decision imposes specific conditions or requirements, the HP must satisfactorily fulfil such conditions prior to the submission or approval of any reinstatement or licensing application.

25.6. Where a license has expired for more than six (6) months, the license shall be automatically cancelled in accordance with applicable licensing regulations. In such cases, the HP and, where applicable, the licensed HF shall settle any outstanding payment arising from the license expiry. The HP must thereafter submit a new application through “Get Registered” service and fulfil all applicable licensing

requirements, including any conditions stipulated by the MPC and/or Appeal Committee decision.

25.7. Where the application is submitted following a gap in practice exceeding three (3) years, the HP must additionally comply with the applicable Gap of Practice requirements set out in PQR, including successful completion of the DHA assessment where required, in addition to satisfying any requirements imposed by the MPC and/or Appeal Committee decision, before the application may be considered for approval.

26. CHAPTER TWENTY-TWO: REINSTATEMENT OF LICENSE REVOKED:

26.1. Any license subject to a revocation decision issued by the Medical Practice Committee (MPC) and/or Appeal Committee shall be automatically cancelled upon implementation of the final decision.

26.2. A HP whose license has been revoked may submit a request to DHA through info@dha.gov.ae for consideration of license reissuance or reinstatement only after the lapse of two (2) years from the date of the MPC and/or Appeal Committee decision. Submission of such request shall not create any entitlement to licensing reissuance or reinstatement and shall be subject to DHA's regulatory review and approval.

26.3. The request must be supported by the following:

26.3.1. An official signed letter requesting consideration for licence reissuance or reinstatement, including the grounds for the request and any supporting documentation.

26.3.2. Evidence demonstrates compliance with all applicable licensing requirements in force at the time of application, as per the PQR.

26.3.3. Eevidence confirming fulfilment of all conditions, sanctions, corrective measures, or other requirements imposed by the MPC and/or Appeal Committee decision, where applicable.

26.3.4. Full disclosure of all previous disciplinary, regulatory, licensing, or professional practice actions.

26.4. Upon receipt, the request shall be reviewed by the HLD and referred to the MPC for consideration. The MPC may recommend approval or rejection based on the merits of the case, the applicant's compliance history, fulfilment of all applicable requirements, and any other relevant regulatory considerations.

26.5. Where the request is approved by the MPC and subsequently endorsed by DHA, the HP may be permitted to submit a new application through the "Get Registered" service. The HP must satisfy all licensing requirements applicable at the time of application, including any conditions, corrective measures, or requirements previously imposed by the MPC and/or Appeal Committee, and must accurately declare all previous disciplinary, regulatory, licensing, and professional practice actions in the relevant declaration section of the application.

27. CHAPTER Twenty-Three: REINSTATEMENT PROCEDURE FOR PROFESSIONALS UNDER SUPERVISION DISCPLINARY ACTION:

27.1. MPC / Appeal committee can impose a disciplinary action by adding a restriction on the HP licenses to work under supervision for certain period as stipulated by the committee.

27.2. These disciplinary actions are as per on article (19) of the Decree of the Executive Council No. (49) of 2024 Concerning the Regulation of Practicing Health Professions in the Emirate of Dubai must complete the full duration of the supervision as mandated in the disciplinary decision, with no violations or adverse reports. before removing this restriction.

27.3. Healthcare facility & the concerned professional must appoint a qualified supervisor.

27.3.1. Licensed by DHA in the same specialty as the professional under supervision.

27.3.2. Minimum of 5 years of clinical experience post-licensure.

27.3.3. No history of disciplinary action or license suspension.

27.3.4. Currently practicing in a DHA-licensed facility.

27.3.5. Willing to commit to the full supervision period and reporting requirements.

27.4. The facility shall have a defined supervision plan which include specific clinical tasks, frequency of evaluation and documentation requirements.

27.5. After completing the required supervised experience period, the Health Professional (HP) must submit the “Upgrade Professional Registration” Service through the Sheryan and to upload the supervisor’s final report signed by the medical director that cover the details under 25.3 point to remove the restriction remark on their professional license. This submission is necessary to allow DHA to evaluate the supervised training program and confirm the HP's eligibility to practice without restrictions.

28. CHAPTER TWENTY-FOUR: REINSTATEMENT PROCEDURE FOR PROFESSIONALS UNDER REASSESMENT DISCIPLINARY ACTION

28.1. The HP required to undergo re-assessment process and must complete both the computer-based testing (CBT) and oral assessments, or one as decided by DHA.

25.4.1 In case of both, HPs must pass the CBT before proceeding to the oral assessment.

25.4.2 HPs who fail the CBT three times will not be permitted to take the oral assessment, their result will be marked as a "fail," and their account will be blocked, preventing them from practicing accordingly.

25.4.3 The total number of attempts for both assessments (CBT and oral) shall not exceed three attempts.

25.4.4 Required attempts (CBT and Oral assessment) must be completed within three months from the date the decision is issued.

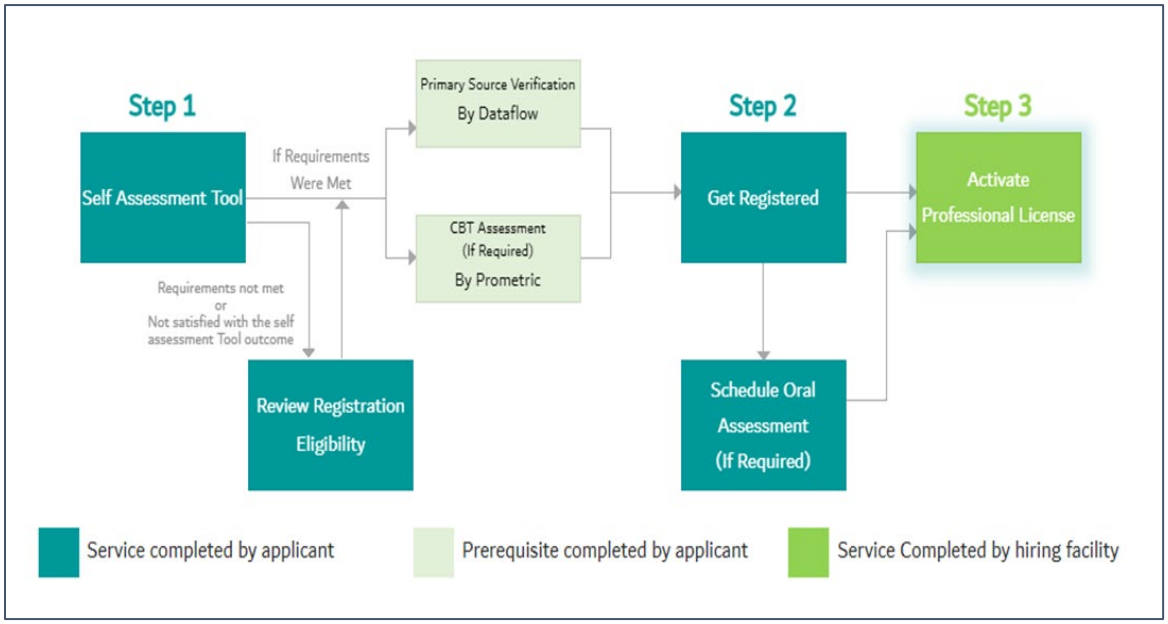
25.4.5 During the reassessment process, HPs are not allowed to practice until they pass the assessments and receive a final decision from the relevant DHA committee.

REFERENCES

1. UAE Government, 2019. Cabinet Decision no. (40) of 2019 concerning UAE Federal Law concerning Medical Liability.
2. UAE Government,2017. Cabinet Decision no. (20) of (2017) concerning unified healthcare Professional Qualification Requirements (PQR) for licensing health professionals in the country.
3. UAE Government, 2019. Federal Law no. (5) of (2019); concerning the practice of the human medicine profession and its amendments.
4. UAE Government,1984. Federal Law No. (5) Of (1984) Concerning practice of Non-physicians and Pharmacists health professions.
5. Decree of the Executive Council No. (49) of 2024 Concerning the Regulation of Practicing Health Professions in the Emirates of Dubai
6. UAE Government,1975. Federal Law no. (7) Of (1975) Concerning the Practice of Human Medicine.

APPENDICES:

FIGURE 1: LICENSING PROCESS



APPENDIX 1: FULL-TIME SUPERVISION REQUIREMENTS FOR HEALTHCARE FACILITIES

Category	Title	Supervising full-time professional
Nursing and Midwifery	**Assistant Nurse**	- Registered Nurse
	Registered Midwife	- Specialist or Consultant Obstetrics and Gynecology except in home care facilities
	Assistant Midwife	- Registered Midwife except in home care facilities
Allied Health	**Audiology Assistant**	- Audiology Technologist
	CSS Aide	- CSS Technician
	Dental Laboratory Aide	- Dental Lab Technician
	Hair Transplant Technician	- Specialist or Consultant Plastic Surgeon. **OR** - Specialist or Consultant Dermatologists, General Surgeons and General practitioners with hair transplant privilege license title (according to DHA Standards for Hair Transplant Service)
	Laser Hair Technician	- Specialist or Consultant Dermatology. **OR** - Specialist or Consultant Plastic Surgery. **OR** - Specialist or Consultant Family Medicine or Internal Medicine or General practitioners with laser privilege license title (according to DHA Standards for Non-Surgical Cosmetic Procedures)
	Assistant Medical Physicist	- Medical Physicist Technologist.
	Occupational Therapy Technician	- Occupational Therapist.
	Ophthalmic Technician	- Specialist or consultant ophthalmologist.
	Psychometrist	- Clinical or health or Neuro psychologist.
	Assistant Psychologist	- Clinical or health or Neuro psychologist.
	Dialysis Technician	- Dialysis Technologist or Nephrologist.
	Respiratory Therapy Technician	- Respiratory Therapist or Specialist or consultant Pulmonology Diseases.
TCIM	**Ayruveda Massage**	- Ayurveda Practitioner
	Chinese Massage Therapist	- Traditional Chinese Medicine (TCM) practitioner

APPENDIX-2 NUMBER OF PART TIME LICENSES PERMITTED FOR HPs*

Professional title	Maximum number of Part Time Licenses
Consultant - Physician or Dentist	4
Specialist (Surgical specialties) – Physician or Dentist	4
Specialist (non-surgical specialties) – Physician or Dentist	2
General Practitioner or General Dentist	1
Nurse or Midwife	1
Allied Healthcare professional	1
Traditional, Complementary and Integrative Medicine (TCIM) Practitioner	1
Resident – Medical or Dental	Not Applicable
Intern – Medical or Intern	Not Applicable
Trainee – All categories	Not Applicable

***** HPs employed by a government organization will be subject to the organization's internal policies and procedures.

APPENDIX-3 STATUS OF GOOD STANDING CERTIFICATE

Scenarios	Type of Certificate that will be issued
No current or previous disciplinary actions during all past years	**Good Standing Certificate**
Letter of notice	**Good Standing Certificate** (The certificate will include a statement about the issued Letter of Notice)
Completion of 2 years from the issuance of warning letter or penalties resulted from prohibited action	**Good Standing Certificate** The certificate will include a statement about the issued Warning Letter)
Completion of 2 years of active practice post license reinstatement following suspension or revocation	**Good Standing Certificate** (The certificate will include a statement about the suspension or revocation history)
Completion of 2 years of issuance of suspension or revocation without re-instating license	**Current Status Certificate** (The certificate will include a statement about the suspension or revocation history)
Less than 2 years from issuance of Warning letter or penalties resulted from prohibited action	**Current Status Certificate** (The certificate will include a statement about the issued warning Letter)
less than 2 years from issuance of suspension or revocation decision	**Current Status Certificate** (The certificate will include a statement about the suspension or revocation history)
Investigation or appeal in progress	**Current Status Certificate** The certificate will include a statement about ongoing investigation for which a final decision has not yet been issued)

Note: All Current Status Certificates will include details of any disciplinary action taken against the HP.

APPENDIX-4 ELIGIBILITY OF HPS WITH DISCIPLINARY HISTORY TO APPLY FOR ADD/ UPGRADE PROFESSIONAL REGISTRATION

Disciplinary History	Eligibility for Upgrade
Revocation or suspension older than last 10 years	Eligible
Revocation or suspension in the last 10 years	Not eligible
Letter of notice	Eligible
Warning letter or penalties resulted from prohibited action older than 2 years	Eligible (Except HP with Tier 3 qualification applying for Consultant title)*
Warning letter or penalties resulted from prohibited action in the last 2 years	Not eligible
Investigation or appeal in progress	Not eligible

* As per the PQR, the HP with Tier 3 qualification shall not be subjected to any disciplinary action in the last 5 years when applying for a consultant title.

APPENDIX-5 DENTAL IMPLANTOLOGY AND LASER DENTISTRY REQUIREMENTS

	Implantology	Laser Dentistry
Type of license	Licensed privilege	Licensed privilege
Related regulations	1- PQR, chapter 2 (Dentists). 2- DHA Dental Implantology Privilege Requirements.	DHA Standards for the use of Laser in Dentistry
Can apply directly for the privilege?	No, the HP shall hold **a valid DHA license** with one of blew specialties: · General Dentist · Specialist/ Consultant in any dental specialties, except dental radiologist	
Qualification Requirements	1- Postgraduate multi-modular structured program or certificate over a period of not less than 12 months. Or Evidence of Implant Dentistry being part of	1- Postgraduate fellowship , diploma or equivalent certification issued institution or laser academy (not as part of her specialty degree). 2- The Postgraduate fellowship, diploma in laser dentistry shall be verified through Dataflow to confirm that the

	the post graduate specialty program. 2- The Postgraduate fellowship, diploma in Implantology shall be verified through Dataflow to confirm that the program is accredited by related authorities. 3- The course shall cover placing a minimum of 30 dental implants per trainee on multiple patients with different complexities documented in a signed logbook.	program is accredited by related authorities. 3- Proof that the program is not less than 125 Continuing Professional Development (CPD) hours. 4- Proof that that the dentist has passed the required assessment at the end of the fellowship/training course. 5- Proof on program location (Theoretical and Clinical parts). • Logbook of performed cases during the program. • Proof that the program equivalent to DHA standard of not less than 125 CPD hours (CPD hours obtained at a laser conferences are not part of the active constructive postgraduate training and do not count.)
Experience requirements for recent graduates	If program is recently issued, and fulfilling other requirements, additional experience is not required after graduation.	
Old graduates /gap of practice	If the program is older than 3 years, the following documents will be required: • Recent 2 years of experience in Implantology • Last 2 years logbook. For gap in practice more than 3 years, new recognized program is required to be submitted.	If the program is older than 3 years, the following documents will be required: • Recent 2 years of experience in Laser Dentistry. • Last 2 years logbook. For gap in practice more than 3 years, new recognized program is required to be submitted.
DHA GSC	Required	Required
Assessment	Required to pass DHA CBT assessment	Required to pass DHA Oral/written Assessment
Accreditation	- Programs conducted outside the country shall be accredited by the relevant Authorities. - Programs conducted in Dubai, shall be approved by DHA. - Programs issued by educational institutes/universities in other UAE emirates, shall be approved by the relevant regulatory authorities.	