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Manual For Licensing

Health Facility

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INTRODUCTION

The manual for Licensing Health Facility 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.
- 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 aim of the Manual for Licensing Health Facility is to provide a consolidated resource to assist future Health Facility (HF) and investors in understanding and demonstrating compliance to the requirements and documentation to be submitted to Health Regulation Sector (HRS) while applying for a DHA HF license.

This manual must be read in conjunction with following laws/regulations/ Health Standards; but not limited to:

- Decree of the Executive Council No. (49) of the year 2024 Concerning the Regulation of Practicing Health Professions in the Emirate of Dubai.
- Federal Law no. (8) of 2023 amending some provisions of Federal Law no. (4) of 2015 concerning the Private Health Facilities.
- Ministerial Decree No. (174) of 2024 Concerning the Amending of the Unified Nationals Standards for Hospitals.
- DHA Manual for the Health Resources System Application Programming Interface (API) (Beds Definitions and Classification)
- DHA Standards for Specialty Hospitals Services.
- DHA Standards for Outpatient Facilities.
- DHA Standards for Diagnostic Imaging Services.
- DHA Standards for Clinical Laboratory Services.
- DHA Standards for Home Healthcare Services
- DHA Standards for Long Term Services.

The key updates in Version 1.2 of this Standard are as follows:

1. Chapter fourteen: Cancel facility license: new requirements added for financial clearance.
2. Chapter Four - Renewal of a Facility License: Added requirements for compounding pharmacies and Good Manufacturing Practice (GMP).

3. Chapter Ten - Requesting a Temporary Permit: Expanded the section to clarify its scope and limitations, supported by a new appendix outlining permitted, conditional, and prohibited activities.
4. Chapter Thirteen - Temporary Facility Closure: Added requirements to ensure facilities are closed safely on a temporary basis.
5. Chapter Fourteen - Cancel Facility License: Added financial clearance requirements.

DEFINITIONS

Authorities: The Regulatory Authorities within the United Arab Emirates according to the geographical jurisdiction, Ministry of Health and Prevention & Department of Health - Abu Dhabi

Activate Professional License: Is an online service available on DHA's portal, which allows Health Facilities to activate full-time, part-time, or trainee licenses for healthcare professionals with active registration.

Activate Facility License: Is an online service available on DHA's portal, which allows healthcare facilities to activate their previously issued inactive license in order to start operating once all of the conditions, such as final inspection and adding medical professionals to the facility, have been fulfilled.

Amend Facility License: Is an online service available on DHA's portal, which will allow the applicant to modify information on the issued facility license such as location, owners and facility specifications.

Dental Laboratory: A facility designed to manufacture removable and nonremovable dental prostheses and ceramics, among others, in accordance with relevant, applicable rules and

regulations. Dental Laboratory can be established independently or within a health facility providing dental services.

Dubai Universal Design Code: Is a document which defines how the built environment and transportation systems in the Emirate of Dubai shall be designed, constructed and managed to enable people of all abilities to approach, enter, use, egress from and evacuate independently, in an equitable and dignified manner, to the greatest extent possible, in line with the Universal Design concept.

Health Facility: Any place (establishment that falls within one or more named category set out in a document) prepared to examine medically the patients or to help them in the diagnosis of their diseases or to treat or nurse or host them for convalescence or to do any action related to treatment or rehabilitation after treatment whether its owner or Manager is an individual or an organization.

Health Facility Management Personnel: includes the CEO, The Executive Board Members, Medical/Clinical Director, and Service Managers Responsible for day to day operations and Facility Management.

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

Inspection: DHA authorized individuals for the purpose of determining compliance of the health facilities with applicable laws and regulations.

License: A permission granted by DHA to the HF to provide healthcare services within the Emirate of Dubai under the jurisdiction of DHA.

Occupational Therapy Centre: Standalone complementary HF, based on the assessment and treatment of the daily life skills of people with physical, neurological or cognitive problems, by developing, restoring or maintaining their abilities from regression.

Optical Center: A facility focused on examining the eye especially with examining the eye for refractive error problems and prescribing spectacle lenses, contact lenses and low vision to improve /treat these related problems.

Psychology Centre: Standalone facility provides professional services which arc founded upon psychological principles derived from a base of scientific knowledge and a recognized and accepted theory of clinical application; Psychology Centre provides non-pharmacological assessment, diagnosis and treatment services, in accordance with internationally recognized treatment methods adopted in the clinical psychology field.

Psychology Centre provides non-pharmacological assessment, diagnosis and treatment services, in accordance with internationally recognized treatment methods adopted in the clinical psychology field

Physiotherapy centre: Standalone complementary HF, designed to treat mobile problems and disorders and pathological conditions using different therapeutic and physical exercises services.

Podiatry Centre: Standalone facility where Podiatrists provides treatment and support to patient with problems that affect the feet or lower legs. They can treat injuries as well as complications from ongoing health issues like diabetes.

Prosthetics and Orthotics Center: Standalone facility that designed to ensure the manufacturing and fitting of prostheses to serve patients suffering from a partial or total

amputation of a limb, as well as to offer orthopaedic equipment to people with special needs, in addition to other post-orthopaedic rehabilitation services as well.

Request Temporary Permit: Facilities can use the Request Temporary Permit service in order to obtain approvals for permits such as event, clinic activities etc.

Request Facility Closure: This Service allows healthcare facilities to request temporary closure of the entire facility or certain facility specialities maximum of 6 months.

Revoke License: To cancel a HF license by recalling or withdrawing its authority to operate.

Speech and Hearing Center-Audiology: Standalone designed to assess and diagnoses speech and swallowing disorders, as well as to identify each patient's capabilities and provide necessary treatment to restore and improve language, sound, speech fluency and swallowing problems, through the use of specialized Physicians and specialists.

ABBREVIATIONS

GMP: Good Manufacturing Practice

DET: Dubai Economic & Tourism

DHA: Dubai Health Authority

EDE: Emirates Drug Establishment

HF: Health Facility

HP: Health Professional

HRS: Health Regulation Sector

IID: Invest In Dubai

FANR: Federal Authority for Nuclear Regulation

1. BACKGROUND

The regulation of HF by means of licenses issued by DHA is one of the most important ways in which DHA can ensure the provision of safe, effective, ethical and high-quality healthcare, to allow an appropriate level of regulation to be applied to each facility.

It is important that DHA is able to define different types of facilities so as to distinguish between them; therefore, this manual imposes a set of duties on HF operating in Dubai.

2. SCOPE

2.1. Licensure procedure needed for obtaining a HF license in DHA (Government, semi-Government and private) and its related facility services.

3. PURPOSE

3.1. To ensure that DHA licensed HF have appropriate facility design requirements and infrastructure and employ suitably trained, competent, adequately experienced DHA licensed HP to provide safe and high-quality healthcare services.

4. APPLICABILITY

4.1. Applicant requesting to obtain HF licensure.

4.2. DHA licensed HP and HF applying for facility services in Government, semi-Government and private.

5. CHAPTER ONE: GENERAL RULES

5.1. A HF must obtain a DHA facility license from Licensing Department, prior to providing health services.

5.2. DHA shall issue the HF license subject to compliance with corresponding laws, regulations, manuals, DHA HF guideline, Dubai Universal Design Code, and payment of all applicable licensure fees.

5.3. Licensing fees paid to DHA are non-refundable, unless provided with exceptional approval and as per the terms and conditions.

5.4. HF must comply with any conditions or restrictions to which they are subject under the terms of license issued by DHA.

5.5. The HP of the HF are not entitled to practice under the following circumstances:

5.5.1. The HF license is inactive.

5.5.2. The HF license is suspended.

5.5.3. The HF or related specialty is temporarily or permanently closed.

5.5.4. The HF or related specialty license has expired.

5.5.5. The HF or related specialty license is suspended.

5.5.6. Any direction from legalizations authority

5.6. If the facility license becomes inactive, all professional license status under the respective HF will be changed to inactive status.

5.7. Unavailability of licensed professional staff at a HF will result in temporary closure of the facility by DHA. However, temporary closure of a facility does not prevent licence renewal.

5.8. The maximum period of temporary closure of a HF is six months. However, it's common for regulations to also allow flexibility for the licensing authority to extend or shorten

this period based on the exceptional circumstances of the closure. These circumstances could include factors like:

5.8.1. The reason for closure (e.g., renovation, natural disaster, health emergencies).

5.8.2. Specific requirements of the facility

5.8.3. The ongoing efforts of the facility to resume normal operations.

5.8.4. The licensing authority has the discretion to adjust this period if necessary, based on the situation at hand.

5.9. **Inactive facility** can apply for the following services only:

5.9.1. Amend facility license (add remove speciality, change layout,). Excludes ownership changes and facility classification modifications.

5.9.2. Activate facility Licence

5.10. The facility shall be in compliance with approved services granted. HF shall ensure provision of service according to facility license issued and must comply with scope of service, the location area, approved services, specialities, staffing and ownership.

5.11. The facility are subject to inspection to ensure the compliance to rules and regulations.

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

6. **CHAPTER TWO:** NEW FACILITY LICENSE

6.1. New facility license may be initiated with DHA or relevant trade license issuing authorities such as Dubai Economic & Tourism (DET) or authorities of the Free Zone areas.

6.2. The owner or an authorized person from the HF shall register through the online facility licensing service, accessible on the Sheryan website or Invest In Dubai Platform (IID).

6.3. DHA shall issue the HF license subject to compliance with corresponding laws, regulations, manuals, DHA HF guideline, Dubai Universal Design Code, and payment of all applicable licensure fees.

6.4. Licensing fees paid to DHA are non-refundable, unless provided with exceptional approval and as per the terms and conditions. DHA will not refund the fee unless the situation meets certain criteria. For example, if:

6.4.1. There was an error in the processing of the payment.

6.4.2. The facility is unable to proceed further with the application due unforeseen event, like system error

6.4.3. The application is withdrawn before any significant processing occurs.

6.5. HF must comply with any conditions or restrictions to which they are subject under the terms of license issued by DHA.

6.6. For a HF to obtain a health facility license the following two services must be completed:

6.6.1. Apply for New Facility License Service: This service provides the HF with a facility license with an inactive status.

6.6.2. Activate Facility License Service: This service converts the inactive HF license to active status.

6.7. The following steps are required to get the initial approval (inactive status):

6.7.1. Create account in the Licensing system Sheryan through DHA Website

6.7.2. Upon receiving an email confirming the activation of the user's account, log into the Sheryan system to apply for a "new facility license" application

6.7.3. Ensure that the application has been filled according to the facility type/category attaching the required documents before submitting the application.

6.7.4. Facility categories of the HF and their respective descriptions are available on (**Appendix 1**).

6.7.5. The following documents are required for a new HF license service

a. Trade License information or expected Trade Name and ownership information.

b. Facility Proposal plan overview, which includes the type of facility, services provided, value proposition, specialties of HPs, and the clinical program.

c. Location details along with the Makani number, DM plot number certificate and Ejari

d. HF layout/floor plan designed and approved by prequalified HF design consultants, with room and bed count specifications as per DHA HFG.

e. Agreement on DHA Terms and Conditions applicant.

f. For Government and semi-Government, all above points are required except providing Trade license which replaced by Decree or ministerial decision.

6.7.6. Facility licensing team will review the application, and the feedback will be available in the application.

6.7.7. Payment of the application fees will be required through online payment. Licensing fees paid to DHA are non-refundable, unless provided with exceptional approval and as per the terms and conditions.

6.7.8. Upon completion of the new facility license service, the HF will be issued an inactive facility license valid for a period of one (1) year. During this period, the information provided may be amended using the amend facility license service.

a. The inactive facility license can be renewed using the renew facility license service and subject to authority approval.
b. A HF with an inactive license can apply professional licenses.
c. The professional license status will remain inactive until the facility license is activated. On activation of the facility license, the professional licenses shall be automatically activated.
d. Failure to complete the licensing requirements within one (1) year shall lead to cancellation of the licensing process and the HF will be required to re-apply.

6.7.9. During the initial approval period, the HF is not allowed to

a. Provide healthcare services.
b. Receive or treat any patient.
c. Promote or advertise any health services.

7. CHAPTER THREE: ACTIVATE FACILITY LICENSE

7.1. After fulfilling all DHA requirements, the HF shall proceed to apply for activate the license service.

7.2. The requirements/document to activate facility license service include

7.2.1. Obtain a valid Trade License.

7.2.2. Appoint a Medical Director.

7.2.3. Initial registration with FANR is required if the HF requires installation of radiology equipment. Once radiology equipment is installed, the HF is required to submit the 'radiation safety assessment request' for authorisation and inspection of x-ray facilities will be conducted by DHA. The HF should adhere to the requirements set out by FANR and obtain their final approval.

7.2.4. Provide evidence of the installation of Electronic Medical Record (EMR) system that complies with the NABIDH Minimum Data Set, connectivity requirements, and other NABIDH standards.

7.2.5. Pass DHA inspection

a. During the inspection, if the HF requires any amendments, as per the inspection results, the HF will be required to apply for the amend facility license service and request for a paid re-inspection.

b. After a successful final inspection and fulfilling mandated requirements mentioned in the Law No. 4 for 2015 concerning private facilities, the license of all HP linked shall be automatically activated.

c. HRS may deny activation of facility license, where the HF fails to demonstrate compliance with applicable licensing requirements. In such circumstances, the HF could request for a re-inspection or approval with condition.

7.2.6. The facility should have the below upon activation ready for Inspection:

7.2.6.1. Copy of approved engineering layout.

7.2.6.2. Have sufficient number of professional to deliver the service.

7.2.6.3. Assign medical director.

7.2.6.4. Present a list with all medical equipment's - Providing medical equipment and ensuring the readiness of the facility

7.2.6.5. Copy of Civil defence certificate.

7.2.6.6. Copy of all facility approved policies and procedures.

7.2.6.7. Copy Third party insurance contract.

7.2.6.8. Waste management contract.

7.2.6.9. Copy of Trade License.

7.2.6.10. Copy of approval email for tested connectivity with NABIDH.

7.3. DHA inspectors may conduct inspection to the HF at their discretion once the facility license is activated.

7.4. The HF license name (facility activity should reflect the name as shown in the facility 's trade name (Arabic & English).

7.5. For Compounding pharmacies; specific requirements below;

7.5.1. Compounding pharmacies shall obtain a valid GMP certificate issued by Emirates Drug Establishment (EDE), and secure EDE approval for all compounded products before their license is activated

7.5.2. Compounding pharmacies shall maintain a valid GMP certificate issued by EDE throughout their operations and at the time of license renewal.

7.5.3. A compounding pharmacy must cease operations if its GMP certificate expires, is revoked, or is otherwise no longer valid.

7.6. The license can be activated for one year or Two years or Three years.

7.7. The HF is requested to complete the capacity survey after activation of license.

8. CHAPTER FOUR: RENEW FACILITY LICENSE

8.1. Healthcare professionals rotating within the group must practice only within approved scope at each facility and Not compromise minimum staffing requirements

8.2. Renew of a facility licensed applies to an inactive or an active facility license from the date of expiry.

8.3. All financial penalties must be cleared prior renewing the facility license.

8.4. Facility License renewal may be initiated three (3) months prior to expiration.

8.5. If a facility fails to fulfil the licence renewal requirements delay fines shall apply

8.6. In case of non-renewal for more than 6 months from the expiry date, or if the licence renewal requirements have not fulfilled, the licence shall be considered cancelled.

8.7. The HF shall comply with DHA accreditation requirements within their specified timeframes.

8.8. For inactive facility; License can be renewed for only one year after DHA approval

8.9. HF with an active facility license:

8.9.1. Must upload the renewed trade license, ensuring all HP licenses are active and pay for renewal in order to renew the facility license.

8.9.2. Renewal for facility license can be for one, Two, and Three years

8.9.3. Failure to renew the facility license within 6 months will be subject to financial penalties consequences and license cancellation.

a. The HF should not provide health services, and all licensed HP should not practice until the HF license is renewed.

b. Practicing under an expired HF license will lead to violation on the HF and HP.

9. **CHAPTER FIVE:** AMEND FACILITY LICENSE

9.1. A HF may request for amendments to be undertaken with respective authorities, prior to requesting for amendments with DHA or vice-versa.

9.2. Any amendments will be subjected for payment.

9.3. The HF with **inactive License** can only apply for the below:

9.3.1. Amend facility license (add remove speciality, change layout,). Excludes ownership changes and facility classification modifications.

9.3.2. Activate facility Licence

9.4. The HF with **active License** facility license shall submit an online application for the proposed amendments:

9.4.1. Add/Remove Specialty.

9.4.2. Change Category.

9.4.3. Change ownership

9.4.4. Change facility Name

9.4.5. Expand Facility Building.

9.4.6. Add/Remove Add-Ons.; which includes, but not limited to: Home Healthcare, Telehealth, 24 Hour facility, Pharmacy delivery, Pharmacy Drive-thru, COVID-19 swabbing & COVID-19 RT-PCR testing.

9.4.7. Renovate/Change Layout.

9.4.8. Update Accreditation

9.4.9. Update FANR License

9.5. During the amendment process, the HF can operate with the existing license until the amended license has been approved.

9.6. Amendments may be subject to an inspection, and/ or trade license modifications

9.7. Upon approval of the requested amendment, the facility license details will be updated, and the old facility license details will be void.

9.7.1. The validity of the license will remain as per the existing expiry date unless the changes will reveal in changing facility category, then new license will be issued from activation date.

9.7.2. The HF will only provide services as per the amended facility license details.

10. CHAPTER SIX: CHANGE FACILITY LOCATION

10.1. This service allows valid healthcare facilities to request a change of its location and it requires initial approval along with the submission of the required engineering plans/layout for the new sit

10.2. Facility must be having valid active license before applying for change facility location.

10.3. The facility shall submit the following:

10.3.1. Floor Plan/layout. Updated.

10.3.2. Updated Trade license.

10.4. The facility may apply to add or remove specialities a long with change location service and detailed proposal plan will be requested.

10.5. The application will be reviewed by DHA and final decision will made

10.6. A field inspection will be conducted on the site before final approval is obtained.

10.7. To move a HF that is registered under a Free Zone to Dubai Mainland, you need to follow a structured process, as the regulatory and licensing requirements differ between Free Zones and the Mainland in Dubai. The HF need to:

10.7.1. Request a No Objection Certificate (NOC) from the Free Zone authority. This document is essential when transferring your operations to the Dubai Mainland.

10.7.2. The NOC confirms that the Free Zone authority has no objections to the business transferring out of the Free Zone area.

10.7.3. Register the facility as new entity in Dubai Mainland

11. CHAPTER SEVEN: CHANGE FACILITY NAME

11.1. HF applying to change the HF name must propose a trade name that is compliant with Dubai rules & regulations.

11.2. DHA reserves the right to reject the proposed trade name of the HF.

11.3. The following criteria must be observed:

11.3.1. The HF name should not have been previously registered or currently used for the same category of activity or for a similar type of activity.

11.3.2. The HF name should not be identical or similar to any local or international trade name registered with DET or the Ministry of Economy.

11.3.3. The HF name must be compatible with the required type of activity and legal status.

11.3.4. The HF name should not contain names of any religion, denomination, governing authority or names or logos of any institutions and organizations without written and approved affiliation.

11.3.5. The HF name should not violate the public law and order.

11.3.6. The HF name should not be misleading to the patients with regard to the type of facility, its importance, size, etc.

11.4. The HF name should be identical to the approved trade name from DET or Free Zone Authority. Although the commercial authority approves the trade name, the DHA has oversight when it comes to healthcare facilities and services. The DHA will ensure that the trade name:

11.4.1. Does not violate healthcare-related laws: For example, the name cannot mislead the public into thinking a facility offers services it does not, or it cannot suggest affiliations with DHA or other regulatory bodies unless authorized.

11.4.2. Complies with health regulations: The name should not be misleading or in violation of healthcare regulations in terms of ethics or professional standards.

11.4.3. Adheres to medical or health-specific guidelines: The DHA may reject a name if it includes terms that conflict with medical, professional, or ethical standards in the healthcare industry.

12. CHAPTER EIGHT: CHANGE FACILITY OWNERSHIP

12.1. The HF may change the owner, and Local Service Agent (LSA)

12.2. The HF applying for this service must submit the new owners' details whether corporate or individual.

12.3. DHA reserves the right to reject the proposed owners if not compliant with DHA regulations.

12.4. Relevant trade license authorities such as DET Or its equivalent from the free zone licensing authority will be responsible to audit ownership details of the HF.

12.5. The validity of the issued facility license will not be extended through change of ownership.

12.6. Applying for Change facility ownership is not eligible in case of any pending violation, under appeal status for payment, or if the Facility license is expired, cancelled, suspended, revoked or on hold.

12.7. The existing owner is responsible to clear all pending issues and violations on the facility before submitting the application.

12.7.1. Where the owner has deceased, the matter must be settled through the Court or with related authority.

12.7.2. The minor affairs foundation will deal with cases where beneficiary is a minor prior to updating with DET and HRS.

12.8. Procedures for Transferring Ownership of Healthcare Facilities to Heirs

12.8.1. The heirs must submit an official request to transfer the ownership, either directly or through a legally authorized representative. This requires a formal letter from the heirs indicating their intention to transfer the ownership into their names.

12.8.2. If any of the heirs are minors (under the age of majority), documents proving guardianship must be provided. These documents should be certified by the relevant authority (such as a court order or any official documentation showing how the minor's assets will be managed until they reach adulthood).

12.8.3. A certified death certificate of the deceased owner must be submitted, and this certificate should be officially attested by the relevant authorities (e.g., the Ministry of Health or local health authorities).

12.8.3.1. Ownership Transfer Must Be Completed Within 6 Months:

- The transfer of ownership to the heirs must be completed within 6 months from the date of the owner's death. This time frame is crucial to ensure the

transfer process is completed in a timely manner, preventing any legal or regulatory issues.

12.8.3.2. Extension of Time in Case of Legal Dispute:

- If there is any legal dispute or other obstacles that prevent the timely transfer of ownership, the 6-month period may be extended. However, this extension requires approval from the relevant health authority (such as the Dubai Health Authority or any other local health body).

13. CHAPTER NINE: CHANGE MEDICAL/CLINICAL DIRECTOR

13.1. This service allows healthcare facilities to request changing their Medical Director. This requires the appointment of new Medical Director from the Facility's professionals.

13.2. Ther are some limitations for the service as below:

13.2.1. Facility license must be active.

13.2.2. Selected professional must not be the medical director of another facility OUTSIDE the current facility group.

13.2.3. Selected professional must meet the healthcare facility Medical Director requirements.

13.2.4. Selected professional must have an active license.

13.3. A medical/clinical director may be appointed for multiple facilities that are part of the same group registered in Sheryan.

13.4. The request for changing a medical/clinical director must submitted through the licensing system (Sheryan).

13.5. The medical/clinical director shall not be vacant from their duties for more than two weeks.

13.5.1. medical/clinical director that are vacant for more than two weeks may be subject to penalties.

13.5.2. In the event of the medical/clinical director absence for more than two weeks, the HF must designate medical/clinical director role to another suitably qualified and licensed HP within the HF.

14. CHAPTER TEN: REQUEST TEMPORARY PERMIT

14.1. The temporary permit must align with the facility's licensed specialty and approved services, and shall not exceed the facility's authorized scope/approved specialities

14.2. Services must be limited to preventive, low-risk, and non-invasive screening. Campaigns must not replace licensed clinical services

14.3. Non-invasive screening such as blood pressure, BMI, pulse oximetry, and POCT including glucose and cholesterol screening. Health education and awareness are permitted.

14.4. All staff must be licensed. Infection Control measures must be followed. Patient privacy ensured

14.5. All services are for screening purposes only and do not constitute medical diagnosis. Individuals should visit licensed facilities for further care

14.6. Venous blood collection, laboratory testing, invasive procedures, radiology, dental treatments, and emergency interventions are strictly prohibited

14.7. Please refer to Appendix 2 for examples of allowed activities. For any services not listed, a detailed scope of services and a justification supported by scientific evidence must be submitted for review. Submission is not a guarantee of approval.

14.8. For school Health awareness activities, prior approval from School health division in Public Health is required.

14.9. This service allows healthcare facilities with active licenses to request for temporary permits such as Health awareness, Dental screening, School Health Awareness, Sport event, etc.

14.9.1. HF shall upload detailed plan for the temporary permit including but not limited to:

- The beneficiary audience.
- The exact location.
- The service/awareness program
- The duration of the program.
- The involved stakeholders/partners

14.10. Temporary permits are applicable to temporary fixed location permit, the service allows healthcare facilities with active licenses to request for temporary permits such as health awareness, dental screening, school health awareness, and sport event.

14.11. All HF with mobile units to participate in campaigns must obtain a temporary permit. The temporary permit is valid only between the issued start and end date.

14.12. The HF shall not be permitted to operate with the existing permit if:

14.12.1. The facility license is inactive.

14.12.2. The facility license is suspended.

14.12.3. The facility or specialty within the HF is temporarily closed, expired, or suspended or under investigation by DHA.

14.13. NOC from the land lord will be requested if the permit is outside the facility location

15. CHAPTER ELEVEN: ADD FACILITY TO GROUP

15.1. This service allows healthcare facilities with active license to create a Facility group and add a facility to a Group, provided they have the same ownership

15.2. A HF may be added to a group upon approval by HRS

15.3. The decision to create a group is based on the ownership of the HF.

15.4. If ownership of a HF changes it will no longer be a part of the group.

15.5. HP are allowed to work within HF that are a part of a group as long as the HF specifies the locations the HP will be providing health services. The specialty of the service shall be existing and the minimum HP requirements at any HF should not be compromised because of movement of HP.

15.6. Professional working as part time in one of the facility group where the main Full time license is outside the group, will not be allowed to be added.

15.7. The below is prerequisite before applying the service:

15.7.1. Related service shall be available in the group facility account where the professional will be rotating

15.7.2. Adequate medical staff as per requirements set for each service shall be available in the group facility branches; to guarantee that patient care will not be negatively impacted by professional's rotation

15.7.3. Rotating professionals shall be covered within the Malpractice Insurance of the group facility.

16. CHAPTER TWELVE: PAYMENT OF FINES

16.1. If non-compliance is identified, a HF may be subject to payment of fines.

16.2. HP license related fines shall be paid by the HF or the HP.

16.3. All HF outstanding fines must be paid prior to applying to the following services:

16.3.1. Activate Facility License.

16.3.2. Renew Facility License.

16.3.3. Amend Facility License.

16.3.4. Change Facility Name.

16.3.5. Cancel Facility License.

16.3.6. Change Facility Ownership.

16.3.7. Change Facility location

16.4. The HF may request for instalment payments however, DHA reserve the right to update, change, or reject the instalment request at its discretion. In case of request for instalments:

16.4.1. Select Fines for Instalments and submit evidence of inability to pay fines. The amount shall not be under AED 20,000

16.4.2. Bank statement shall be submitted to evaluate the financial capacity

16.4.3. Application will be subject for DHA finance review and approval.

16.4.4. If approved, applicant is required to physically submit post-dated cheques to DHA.

16.5. Any cheque that does not clear payment will be subject to a fine as per DHA manuals and procedures. If the cheque has not cleared payment on more than one occasion, the application will be pending.

17. CHAPTER THIRTEEN: TEMPORARY FACILITY CLOSURE

17.1. This service allows healthcare facilities to request temporary closure of the entire facility or of certain facility specialties.

17.2. HF may apply for Temporary suspension after exhausting all the measures needed to avoid closure.

17.3. HF shall have a contingency plan for any potential interruption of services.

17.4. HF Shall ensure that all pharmacy drugs, laboratory samples medical machines or equipment are properly secured, stored, monitored, and managed in accordance with applicable laws, regulatory requirements, and manufacturer storage conditions to maintain their safety, quality, integrity, and traceability.

17.5. HF shall specify the steps that will be taken to ensure alternative care is provided for scheduled patients to receive care during the temporary closure.

17.6. A HF may request to temporarily close its HF for one (1) day or up to a period of six (6) months only.

17.6.1. The HF may apply for the entire HF closure or only for a specific Department.

17.6.2. HF services will be automatically activated in Sheryan as per the stipulated end date. In case the HF wishes to resume before the stipulated date, approval shall be obtained from HLD

17.6.3. The HF remains responsible and liable to renew the HF and HP licenses within the specified period.

17.6.4. The temporary closure of the HF does not exempt it from other responsibilities like paying renewal fees, extending any expiring licenses etc.

17.7. HF shall specify the period of time of the temporary suspension.

17.8. Full suspension will be allowed once during the active license.

17.9. HF license will be automatically activated in Sheryan as per the stipulated end date.

17.10. No extension shall be approved beyond six (6) months.

17.11. The HF should submit a justification at the time of application including but not limited to

17.11.1. Insufficient number of health professionals.

17.11.2. Financial constraints or crisis.

17.11.3. Downsizing the facility or the parent company.

17.11.4. Low/no demands for the service

18. CHAPTER FOURTEEN: CANCEL FACILITY LICENSE

18.1. A HF is permitted to cancel the facility license once the following criteria are met:

18.1.1. Not under investigation by HRS. or There is no active appeal against the HF.

18.1.2. There is no active medical complaint against the HF.

18.1.3. There are no outstanding fines to be paid on the account.

18.1.4. There are no licensed HP under the HF other than the medical director.

18.1.5. Clearance from inspection and Financial Department.

18.2. Upon the cancellation of the facility license, the HF will immediately be prohibited from providing any healthcare services.

18.3. If the HF is found to be continuing operation, DHA reserves the right to fine and to take disciplinary action against the HF.

18.4. Cancelled facility license can not be reissued, the facility shall apply for new facility with all requirements accordingly.

18.5. The facility dealing with Narcotics, Controlled and Semi Controlled Drugs must obtain clearance from Drug Control Section at HRS.

18.6. HF shall maintain record retention as per DHA regulation and policies with undertaking letter of taking the responsibility to ensure safe custody of patient's medical records.

18.7. Clearance from Health Informatic Department & Finance Department will be prerequisite before final approval for cancellation as per Standards for Health Information Assets Management During Healthcare Facility Closure.

18.8. Reissuance of license; the facility must fulfil the requirements and condition for new facility license in order to issue facility license. All points mentioned in Chapter 6 & 7 applies.

19. CHAPTER FIFTEEN: HEALTH FACILITY MANAGEMENT PERSONNEL

19.1. Upon obtaining the facility license, the facility management must fulfil the following:

19.1.1. Comply with all federal and local laws and regulations.

19.1.2. Take necessary measures to distribute DHA circulars and announcements to all of its staff.

19.1.3. Cooperate with HRS Health Inspectors and/or any duly authorized representative and provide requested documentation or files.

19.1.4. Avoid giving misleading information and false statements, which may lead to legal action against HP or the HF.

19.1.5. Settle any violation fines related to HP or the HF.

19.1.6. Maintain malpractice insurance for all licensed HP.

19.1.7. Obtain prior approval for temporary permit for media and advertisement materials.

19.1.8. The HF management shall deny employment and/or involvement with a HP whose license is suspended, revoked or blacklisted by DHA.

19.1.9. The appointed medical/clinical director shall govern, oversee and be responsible for clinical care and privileging provided within the HF. The medical/clinical director shall ensure that all regulatory messages from DHA is conveyed to the relevant party within the HF and appropriately implemented.

REFERENCES

1. Decree of the Executive Council No. (49) of 2024 Concerning The Regulation of Practicing Health Professions in the Emirate of Dubai
2. Department of Health Abu Dhabi, 2015. Standards for Healthcare Facility Licensure.
3. Department of Health Abu Dhabi, 2019. Healthcare Providers Manual.
4. Government of Dubai, 2017. Dubai Universal Design Code. First edition: Feb 2017.
5. Ministry of Health and Prevention, 2018. Hospital Regulations.
6. UAE government, 2015. UAE Federal Law No. (4) of 2015 Concerning Private Health Facilities.
7. UAE government, 2018. Cabinet Decision No. (47) for the year 2018 in Adopting the Unified Standard for Hospitals.

APPENDIX

APPENDIX 1 FACILITY CATEGORIES AND DESCRIPTION

Category	Sub-Categories	Description
Hospital	General or Specialty Hospital	A health facility that provides facilities and services with can accommodate patients for the diagnosis, treatment, and care of such patients over a period exceeding 24 hours and provides medical and surgical care of acute illness, injury or infirmity. A hospital is required to have support services such as diagnostic radiology services, clinical laboratory services, pharmacy services, ambulance service and, in which all diagnoses, treatment or care are administered by or performed under the direction of healthcare professionals licensed to practice. The facility can be licensed in three Categories:
		• Less than 50 beds*
		• Between 50 and 100 beds*
		• Above 100 beds*
Outpatient Health Facility	Fertility Center	A freestanding health facility providing artificial reproductive techniques including surgical, clinical and biological procedures that are necessary to effect extracorporeal conception. Services include Assisted Reproduction Technology, Obstetrics and Gynaecology, Ultrasonography, Medical Imaging and Pharmacy/Medication management. Patients do not require hospitalization or an overnight stay.

*Hospital beds are counted as beds accommodating patients who are formally admitted (or hospitalised) to a facility for treatment and/or care and who stay for a minimum of one night. Excluding OT beds, Emergency beds, Preparation beds, Recovery beds, beds in Radiology rooms, etc.

please refer to the DHA Manual for the Health Resources System Application Programming Interface (API) (Beds Definitions and Classification)

Category	Sub-Categories	Description
Outpatient Health Facility	Day Surgical Center	A freestanding Ambulatory Surgery Center mainly providing surgical procedures and services for patients who do not require hospitalization or overnight stay. An Outpatient Surgical Center may provide outpatient services for other medical specialties including diagnostics. It shall be classified according to the American Association for Accreditation of Ambulatory Surgery Center as a Class A, Class B, Class C-M, or Class C Day Surgery Center
	General Clinic	An outpatient health facility that is focused on diagnosis, treatment, and management of patient by one general practitioner or more.
	School Clinic	An outpatient clinic within a school or college, intended to provide basic medical care, examining school student, prescribing proper treatments and refer them to the specialist/primary health centre if required. School clinic services are provided by a Licensed Registered Nurse under the supervision and direction of a General Practitioner, Paediatrician, Internal medicine physician, or Family medicine physician licensed to practice
	Nursery clinic	An outpatient clinic within a nursery or early learning centre/ early childhood centre, intended to provide basic medical care, examining children, prescribing proper treatments and referring them to higher level of care if required. Nursery clinic services are provided by a Licensed Registered Nurse under the supervision and direction of a General Practitioner or Paediatrician licensed to practice.
	Express Clinic	An outpatient clinic within a pharmacy providing basic medical care, prescription and referral to higher level of care when required. eg. GP, FM or internal medicine

Category	Sub-Categories	Description
Outpatient Health Facility	Polyclinic	An outpatient clinic that is a free-standing medical facility, designed to receive and undergo patients to necessary medical examinations and treatments, encompassing a minimum of 2 different specialties which may include diagnostics, dental and TCIM services, to patients that do not need an overnight stay.
	Specialty Clinic	An outpatient health facility That provides a single health service to patients including a service in either preventive health, primary care, medical specialties and/or therapeutic outpatient services
	Dental General Clinic	An outpatient health facility the is focused on diagnoses, treatment, and management of overall oral health care needs by General Dentist
	Sleep Medicine Centre	A free-standing facility or within hospital dedicated to the diagnosing and treatment of sleep disorders, and related medical and psychological disorders under the general direction of persons licensed to practice in the related field of medicine
	Renal Dialysis Center	A health facility that provides dialysis services on short or long term(not in patients) basis for patients with assisted Dialysis or training and support services for self-Dialysis to renal disease patients that do not require an overnight stay. The center is managed under the general direction of persons licensed to practice Nephrology
	Oncology Center	A Standalone center that specializes in the diagnosis and treatment of cancer. It includes medical oncology (the use of chemotherapy, hormone therapy, and other drugs to treat cancer), radiation oncology (the use of radiation therapy to treat cancer), and surgical oncology (the use of surgery and other procedures to treat cancer).
	Gastrointestinal Endoscopy centre	A center that provides diagnostic and therapeutic gastrointestinal endoscopy procedures for patients not requiring an overnight stay. The center is managed under the general direction of persons licensed to practice Gastroenterology

Category	Sub-Categories	Description
Outpatient Health Facility	Psychiatric centre	A health facility that is specialized to provide medical services to mental illness including treatment of Electroconvulsive therapy (ECT) that performed under general anaesthesia. The Center shall be equipped with all medical resources including qualified licensed professionals to provide the service
	Tele-health Center	A facility that utilizes telecommunications technologies Such as multimedia, e-mail and smart applications, by health facilities or practitioners, so as to enable safe and direct communication between the patients and health practitioners to assess their medical conditions and provide necessary treatment thereto Telehealth services may include but are not limited to: Teleconsultation, Tele-radiology, Tele-pathology, Tele-dermatology, Tele-surgery, Tele-healthcare and Tele-pharmacy.
	Thalassemia Center	Standalone facility or Department in a Hospital which manage and treat Thalassemia that led by general hematology, pediatric or oncology. The facility shall have close collaboration with necessary services, such as the blood bank and other laboratories
	Medical Fitness Center	Standalone facility where medical examination & testing carried to prove the fitness to practice the occupation, profession, clearance the individual from specific test or condition. The center shall have the resources and services to perform the activities such as laboratory and radiology.

Category	Sub-Categories	Description
Diagnostic center	Medical Laboratory	A medical institution, building or place in which procedures for the examination of materials taken from or originating from the human body performed through testing or other forms of examinations to obtain information for diagnosis, prophylaxis, or treatment of humans. Laboratory services; • Anatomic Pathology • Clinical Biochemistry and Therapeutic Drug Monitoring • Hematology and Coagulation • Microbiology • Immunology • Blood bank and Transfusion • Histocompatibility (HLA lab) • Genetics and molecular biology • Forensic pathology
	Radio-Diagnostic Center	A facility in which a radiology and diagnostic imaging system(s) are used for the purpose of diagnosis or visualization. The range of services including general radiography, fluoroscopy, mammography, Computed Tomography (CT) scanning, Magnetic Resonance Imaging (MRI), Positron Emission Tomography/Computed Tomography (PET/CT), Positron Emission Tomography/Magnetic Resonance (PET/MR) and Bone dosimeter, ultrasound and any other Radiology procedures. Facilities may specialize in only one of these areas or may provide a mix of services.
	Diagnostic Center (Multiple Specialties)	A licensed health facility that may be free standing or associated with an outpatient facility that specializes in delivering a wide range of health services mainly in radiology and laboratory services, which may include diagnostics to patients that do not need an overnight stay.

Category	Sub-Categories	Description
Pharmacy	Community/Retail Pharmacy	Any retail standalone pharmacy that practices the pharmaceutical services. This includes any retail establishment located on street level or the ground floor or situated in a larger complex such as a commercial center or shopping mall may be on a higher floor, where medications are dispensed.
	Hospital Pharmacy	Is the facility or department of the hospital to manage the procurement, storage, preservation, packaging, sterilization, compounding, preparation, dispensing or distribution of medicine in the hospital serving the patients within outpatient and inpatients units in the hospital.
	Ambulatory Pharmacy	Any pharmacy that practices retail within an outpatient clinic setting/Day Surgical Centre (DSC) to serve the clinics/DSC patients only, where prescription medications are dispensed.
	Drug Store	The place licensed to store the medicinal product in accordance with the provisions of the law and its executive regulations, and the warehouse may be licensed for the purpose of importing or distributing or for the purpose of distribution only.
	Compounding Pharmacy	Pharmaceutical Establishment licensed to prepare medical preparations based on medical prescriptions or to meet the needs of Health establishments for the necessary synthetic products.
Specialized units	Mobile facility	It is a mobile unit equipped with medical materials and equipment that provides a set of temporary health services in specific locations (rural / schools / residential housing) in which services such as dental treatment, general or specialized medical services, medical imaging services, laboratory services, medicine, blood donation services are provided. or any other services determined by the health authority. This unit must be owned by another licensed health facility that operates within the geographical scope of the licensed health authority

Category	Sub-Categories	Description
Specialized Units	First aid unit	A healthcare unit - belongs to a health facility licensed by the Dubai Health Authority (DHA) or to a commercial establishment/entity in the same location - that provides medical and Primary care services by healthcare professionals licensed by DHA for simple cases that do not require advanced medical equipment
	Blood Bank Service Center	A place where blood is collected from donors, typed, separated into components, stored, and prepared for transfusion to recipients. A blood bank may be a separate freestanding facility or part of a larger laboratory in a hospital.
	Cord Blood & Stem Cell Center	Health Facility carrying activities for providing, collection, testing, preparation, storing, preserving, importing and exporting all related procedure to cord blood, stem cell and Hematopoietic Stem Cell
	Patient Transfer Services Center	Center provides services of transferring patients from health facilities or home according to request of the client. The service may cover Vehicle, air and/or water ambulance transportation.
	Home Healthcare Agency	Facility service engaged in arranging and providing medical care services at the patient's home. This service can be licensed either independently or as a sub-service to other service provider such as hospital, polyclinic, specialty clinic etc.

Category	Sub-Categories	Description
Traditional, Complementary and Integrative Medicine	TCIM Centre	An outpatient health facility that provides one or more specialty only of Traditional, Complementary and Integrative Medicine service below: • Acupuncture • Ayurveda • Chiropractic • Osteopathy • Naturopathy • Homeopathy • Traditional Chinese Medicine • Traditional Korean Medicine • Herbal/Oriental Medicine • Unani • Hijama
Clinical Support Facility	Clinical Support Center	A facility that provides one or more specialty of ancillary services below in support of the clinical assessment. • Physiotherapy center • Occupational therapy center • Speech and Hearing Center-Audiology • Prosthetics and Orthotics center • Dental Laboratory • Optical Center • Psychology Centre • Dietitian and Weight Control Center • Podiatry Center Clinical Support Center may include TCIM services in support of the clinical assessment.

Category	Sub-Categories	Description
Long Term Residential Healthcare Facilities	Convalescence	Provides residence services for 24 hours or more for stable patients who are undergoing treatment for diseases, injuries, isolation, deformities, or any abnormal physical or mental condition or lack of self-reliance to perform daily activities of life or for the purpose of convalescence in the post-medical treatment period, or in A need for continuous care that does not reach an overnight stay in hospitals. These facilities do not provide services for emergency cases and intensive care for patients.
	Nursing Home	Facility-based long-term care services include: board and care homes, assisted living facilities, nursing homes, and continuing care retirement communities
	Hospice Facility	Hospice care is a special kind of care that focuses on the quality of life for people and their caregivers who are experiencing an advanced, life-limiting illness. Hospice care provides compassionate care for people in the last phases of incurable disease so that they may live as fully and comfortably as possible
	Addiction Treatment and Rehabilitation Center	healthcare facilities that provide substance use disorder treatment and rehabilitation services ranging from acute detoxifications to long-term recuperation programs, incompliance with the Standards for Addiction Rehabilitation Centres

Appendix 2 REQUEST TEMPORARY PERMIT

Specialty	Permitted (Screening Only)	Conditionally Allowed	Prohibited Services
Cardiology	BP, pulse, heart rate	Portable ECG (screening only)	Diagnosis, stress tests, intervention
Dental	Oral exam education	Dental check under hygienic control	Extraction, scaling, drilling
Ophthalmology	Vision test, eye screening	Basic tools use	Diagnosis, prescriptions
Dermatology	Skin screening, awareness	Lesion identification	Procedures, laser, biopsy
ENT	Simple ear/throat check	Hearing screening	Endoscopy, procedures
Pediatrics	Growth & development	General screening	Vaccination, diagnosis
Women's Health	Awareness, risk screening	None	Pelvic exam, ultrasound
Orthopedics	Posture, mobility screening	Basic assessment	Therapy, manipulation
Physiotherapy	Posture advice	Simple movement screening	Treatment sessions
Nutrition	BMI, diet advice	Basic assessment	Medical nutrition therapy
Mental Health	Questionnaires, awareness	Basic screening	Diagnosis, therapy
Pharmacy	Medication awareness	Counseling	Dispensing medication
General Medicine	Basic wellness checks	General consultation	Diagnosis, prescribing
Laboratory	POCT (finger prick)	Limited rapid tests	Venous sampling, lab testing
Radiology	None	None	X-ray, ultrasound