About Sheryan

1. What is Sheryan?

It's the new online licensing system for HEALTH REGULATION DEPARTMENT (HRD) – DHA. It's for all healthcare professionals and facilities (new and current) where all their licensing transactions and payment will be done ONLY online and manually transactions are not accepted anymore.

2. I have written my surname wrongly, at our new online licensing system which can not be fixed by me, what shall I do?

Send us your username and attach your passport copy to regulation@dha.gov.ae and we will do the needful changes.

3. I have paid for my transaction and then an error has happened, what shall I do?

Send us your transaction number plus to your username to regulation@dha.gov.ae and we will do the needful.

4. I have received my username and password, but only my experience details are filled, what shall I do?

All your missing information should be filled by your self, other wise you will not be able to do any transaction until you complete your data.

5. How can we trace out the link for submission of documents for new license?

Every online transaction will have a reference number where you can use it for follow up.

6. I have started my application and downloaded the required documents, but only payment was pending, can I save my transaction and paid later?

Currently, you can't save your application, if you close it you need to start from beginning.

7. How can we track the old manual applications?

Any transactions that have been applied in the old manual system, you need to come to Health Regulation Department (HRD) and finish it manually.

8. How can I obtain the result of my exam?

A result notification will reach your email, if you have passed then eligibility letter will be send to you in order to find a recruiting Healthcare facility and finalize the licensing process. But if not, then you need to repeat the whole licensing process again.

9. I would like to cancel a transaction that I have paid it, how can I refund my money?

Your transaction can be cancelled, but your **MONEY IS NOT REFUNDABLE**.

10. For the new system transactions, what is the mode of payment?

Only Visa Card / Credit Card / Debit Card are acceptable.

11. For those who don't have Credit Card, how they can do their payment?

Unfortunately, in the mean time the only mode of payment is Visa Card / Credit Card / Debit Card.

12. For those with technical problem such as login failed, reference number is not valid, etc. to whom they should contact?

They need to email us at **regulation@dha.gov.ae** and we will tackle their issue.

Healthcare Professionals License

13. I am a Healthcare professional licensed with DHA, how can I get my username and password for Sheryan?

The existed DHA healthcare professionals and facilities username and password can be picked up from Health Regulation Department – Customer Care Office.
Location: Business Village Building B, 3rd Floor, Office # 332.

14. I would like to work in the Emirate of Dubai, how do I know if I am illegible for DHA license?

To view the eligibility Criteria of DHA Health Professional Licensure
Click Here.

15. I am having less experience than the required, what are the other options for that?

You need to apply online and our Credentialing team will check as it differs from case to case.

16. How can I get a DHA License?

- ❖ Visit http://eservices.dha.gov.ae/DHAWeb/default.aspx
- ❖ Create a new username and password
- ❖ Apply for a new Professional license
- ❖ Save your Application Reference Number in order to track your application.
- ❖ HEALTH REGULATION DEPARTMENT (HRD) to approve your application
- ❖ Applicant need to pay for PSV
- ❖ Book and pay for exam
- ❖ After passing the exam, applicant needs to be registered within a Healthcare facility (offer letter)
- ❖ Issue Malpractice Insurance
- ❖ Issue License

17. When I submit my application, a notification came out saying that my email have been used before?

Kindly note that applicant email ID should be NOT be used before.

18. What do you mean of Specialist under Supervision title?

It is for Physicians and Dentists who are not fulfilling the experience requirement after attaining their post graduation studies.

19. After submitting my new application, when I will receive the credentialing result?

It will take around 5 working days.

20. Until I find a recruiting healthcare facility, for how long my exam will stay valid?

Your exam will stay valid for one year ONLY.

21. To get DHA license, do I have to apply through a health facility OR can I apply by myself?

For new professional licenses, either the professional himself can apply or the facility instead of the professional. So the professional or the facility need to apply as a new professional user and then to follow up all the steps and save the reference number in order to follow up.

22. How to cancel a DHA Professional license for a facility staff?

- ❖ Apply online by using the facility username and password
- ❖ Click on canceling license of Healthcare Professional.
- ❖ Follow up the steps

23. I would like to transfer my license, who can do it me or the facility?

You need to do it by your self online, and the followings need to be attached:

- ❖ Primary Source Verification (PSV) report / receipt.
- ❖ Malpractice Insurance in the concerned healthcare facility (Click here to review the list of Insurance Company).
- ❖ No Objection Letter (NOC)

❖ Transfer License Fees is 3010 DHS for Physicians and 1010 DHS for others.
❖ The new facility should have your specialty.

24. How much time do renewal, cancellation and transferring process take?

Renewal: No waiting period, it will be on spot, if you have fulfilled the whole requirements.
Cancellation and transferring: around 3 working days, if you have fulfilled the whole requirements.

25. What is the DHA exam fee?

To view DHA Exam Fees Click Here.

26. I am having a gap for more than two years in my practical experience, how can I apply for DHA license?

For Physicians: you need to have at least recent one year clinical attachment in your country.
For Nurses and Others: you need to have at least recent 6 month clinical attachment in your country.

DHA Governmental Hospitals

27. I have received an offer letter from one of DHA governmental hospitals (RH, DH, AWH, etc.) would I be exempted from any fees?

Yes you will be exempted from certain fees, but you need to upload your DHA offer letter.

28. I am working at DHA governmental Hospitals; can I apply for a title upgrade?

You need first to have and upload an **eligibility letter or offer letter from the DHA – HR.**

Dubai Healthcare City – Professionals

29. I am a Healthcare Professional working at DHCC; can I apply for a license at DHA?

Yes you can, but it's only for Physicians and Dentists, and you need to:

❖ Apply online: http://eservices.dha.gov.ae/DHAWeb/default.aspx
❖ Create new username and password
❖ Provide NOC from DHCC
❖ Exempted from application, assessment, and PSV fees.
❖ Pay for part time license fees 4010 DHS for 1 year and issue the license.

Part Time License

30. I am licensed by DHA, I want to apply for Part Time to my current DHA license, what shall I do?

For the current Healthcare Professionals, all their transaction will be online. You need only to collect your username and password from your Facility Medical Director. And apply accordingly, but the followings need to be uploaded:
❖ Primary Source Verification (PSV) report / receipt.
❖ Malpractice Insurance in the concerned healthcare facility (Click here to review the list of Insurance Company).
❖ No Objection Letter (NOC)
❖ Part Time License Fees is 4010 DHS for 1 year, and it's only for Physicians.
❖ The new facility should have your specialty.

31. Who can apply for DHA part time license?

Only Physicians and Dentists with full time DHA License can apply for part time license.

32. For Part Time License, do I have to apply through a healthcare facility OR can I apply by myself?

You need to apply for your self, and the followings have to be submitted:
a. No Objection Letter from the main facility license
b. Offer Letter from Part Time Facility License
c. Malpractice Insurance.

33. How many part time licenses can be granted for Physicians and Dentists in addition to their permanent DHA license?

❖ Specialist and Consultant Physicians and Dentists: can have only two part time licenses.
❖ G.P physicians: can have only one part time license in Hotels and Schools.
❖ G.P Dentists: can have only one part time license in any of Healthcare Organizations.
❖ Medical Director: can have only one part time license.

34. What are the needed requirements for recruited facility for part time license?

❖ Availability of Rooms.
❖ Instrument of same specialty.
❖ NOC letter issued from their current licensed Healthcare facility and signed by the medical director / administrator or authorized representative

35. Do I need to apply for a part time license to my facility other branch?

No, Healthcare Professionals can move freely between their facilities with same owner but the other branch need to have a full time DHA licensed Healthcare professional.

36. Can I apply part time license to facility that doesn't have my specialty?

No you can't, the online system will show you only the facilities of your specialty.

37. In case of cancellation / transferring of my full time DHA license, what will happen to my part time license?

In this case all your part time licenses will be cancelled. And money is not refundable.

Healthcare Facilities License

38. What is the regulation to open a Health Facility in the Emirate of Dubai?

To view DHA Regulation of Health Facility Licensure Click Here.

39. I would like to open a new health facility in the Emirate of Dubai, what is the process? What Documents do I have to submit to Health Regulation Department?

❖ Visit http://eservices.dha.gov.ae/DHAWeb/default.aspx
❖ Create a new username and password
❖ Apply for a new Facility license
❖ Save your Application Reference Number in order to track your application.
❖ HEALTH REGULATION DEPARTMENT (HRD) will approve your application
❖ HEALTH REGULATION DEPARTMENT (HRD) Inspection section will approve the application
❖ Issue an Initial approval (valid only for 6 month)
❖ Finalize the application with other licensing departments (such as FZ, DED, etc.)
❖ Submit the approval from other licensing department to HEALTH REGULATION DEPARTMENT (HRD) for Final approval
❖ Start to recruit Healthcare professionals and Medical Director
❖ Pay the license fees (To view Fees Click Here).
❖ Issue the Facility license.

40. How I can change the Medical Director for a Healthcare Facility?

❖ Apply online by using the facility username and password
❖ Click on changing medical director
❖ Follow up the steps

❖ Pay the required fees (1010 DHS)

41. Do facilities have an option to submit the documents for new professional license or only the candidate can submit his/her application online?

For new professional licenses, either the professional himself can apply or the facility instead of the professional. So the professional or the facility need to apply as a new professional user and then to follow up all the steps and save the reference number in order to follow up.

42. How can facility add a professional License to them?

It needs to be done by the Healthcare Professional who have DHA license or have passed the DHA exam within one year.

Good Standing Certificate

43. What do you mean by Good Standing Certificate (GSC) or equivalents?

Good Standing certificate is a certificate issued by the Medical Council / Regulatory body from where your previous license has been issued.

44. What is the validity for Good Standing Certificate (GSC)?

Good Standing Certificate is valid for 3 months only.

45. How I can apply for a GSC from DHA?

❖ Apply online by using your username and password
❖ Pay the GSC fees, for Normal: 510 DHS (it will take 15 working days), for Urgent: 1010 DHS (it will take 5 working days)
❖ Your Facility Medical Director must approve your GSC application
❖ To be reviewed by HEALTH REGULATION DEPARTMENT (HRD)
❖ Issue the letter

46. Can I apply for Good Standing Certificate or my facility needs to do it?

You need to apply by your self and then it will be forwarded to your facility medical director for his approval and feedback.

Assessment - Prometric

47. What is Prometric?

Prometric is a recognized global leader in technology-enabled testing and assessment services for Healthcare Professionals. It includes test development, and test delivery that allows Healthcare Professionals to develop and launch global testing programs as well as accurately measure program results and data.

48. Do I need to set for Prometric exam in Dubai only?

No, Prometric has a robust test center network in 135 countries. So applicant can choose the convenient country to him.

49. Who can go for Prometric Exam?

Prometric Exam will cover the following 10 fields for DHA: (RN, AN, Radiographer, Physiotherapist, Orthodontics, GP, GP Dentist, Obstetrics & Gynecology, Pediatrics, and Dermatology).
For more questions in regards of that, kindly you can check the below link:
http://www.prometric.com/TestTakers/FAQs/default.htm

50. I have passed Prometric exam when I have applied for my Saudi Arabia healthcare license, and now I am interested to apply for DHA license do I have to apply again for prometric exam?

Yes, you need to set again for prometric exam. The only candidate who will be exempted is who have applied and passed prometric through **DHA ONLY**.

51. If my specialty is not one of prometric exam list, then what will be the mode of my exam?

It will be oral exam conducted in Dubai by panel of DHA Healthcare Professionals.

52. Can I apply for my exam abroad?

If your specialty is one of prometric exam list, then YES you can choose the most convenient country to you from the approved 135 countries and apply abroad. And if your exam is not Prometric then you need to come to Dubai and set for exam.

Dataflow – Primary Source Verification (PSV)

53. What is PSV?

PSV is Primary Source Verification; it's done by Dataflow Company.
Dataflow is responsible to perform International background checks for all DHA Healthcare Professionals (new and current) to ensure that documents and information on the application form are genuine.

54. Do I have to attest my certificates from UAE embassy in my country?

No need to attest your documents; Dubai Health Authority has assigned the administration and management of Primary Source Verification to Dataflow. They will verify all the supporting documents, credentials and Information submitted by individuals applying for registration as health professionals in Dubai.

55. Who will choose the documents for PSV?

The HEALTH REGULATION DEPARTMENT (HRD) Credentialing Team is responsible for choosing the applicants documents for PSV, the result will take from 8 - 12 weeks.

56. What is the cost for PSV?

PSV cost for Physicians and Dentists: 1000 Dirham, and for others: 700 Dirham. And 200 Dirham for each extra document.

57. After passing the exam in order to issue the license, do I need to wait for PSV result?

No, Healthcare Professionals don't need to wait for PSV result; they can issue their license at once.

58. How can we pay PSV?

By Credit card: http://dataflowgroup.com/DHA/cardpayment.aspx

59. How can we track our PSV report?

You can track the status of your report on the below link:
http://www.dataflowgroup.com/DHAApplicant/Applicant.htm
Or by sending an email quoting the Dataflow and DHA reference at dha@dataflowgroup.com