



Sheryan
شريان

New Facility License Activate Facility License

User Guide

Latest update December/2020

Table of Contents

Quick Links	3
Guide Overview	4
DHA E-Service Account Access	5
Health Licensing Service (Sheryan) Access	7
Sheryan Account Management	8
Ask Latifa	11
Health Licensing Support	12
Frequently Asked Questions	13
Facility Qualification Requirement	14
New Facility License	18
New Facility License – Application Form	20
New Facility License – Step Description	21
New Facility License – Payment	31
New Facility License – E-license	34
Activate Facility License	36
Activate Facility License – Application Form	38
Activate Facility License – Payment	46
Facility Inspection and Final Approval	47
Required Action – Fill Survey	48
Appendix 1 – Application Status/ Returning Applications	51
Appendix 2 – Customer Journey	55
Appendix 3 – Sample Documents	57

 Health Facility Guidelines

 Facility Licensing Process

 Service Catalogue

 Facility Licensing Fees

 Facility Regulations

Good to Know:



Facility Licensing is a two-step process: New Facility License and Activate Facility License.



Only DHA licensed facilities can activate a healthcare professional's license.



Depending on the facility type, additional approvals may be required (e.g. FANR).



Information



Accessing your DHA
E-Services Account



Sheryan Account
Management



Ask Latifa/
Health Licensing Support

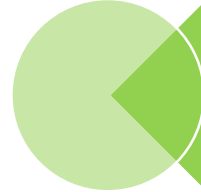


Frequently Asked
Questions

Services



Facility Qualification
Recommendation



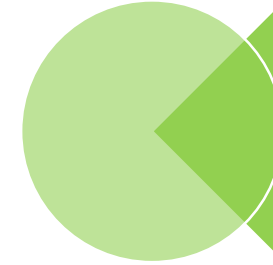
New Facility License



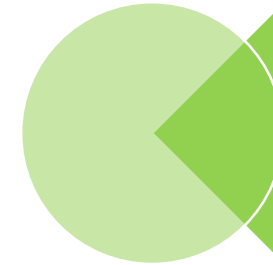
Activate Facility
License



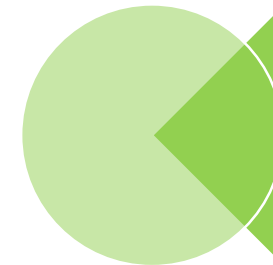
Required Action -
Survey



Appendix 1



Appendix 2



Appendix 3



Note: Click the icon to skip to a specific section.



Follow the steps below to sign-up or login on the DHA Sheryan account.
Visit the [website](#) and click on the Login icon to access the DHA Sheryan [portal](#).

Login: Existing users can enter their username and password on this page.

Registration: New users must create an account. Click the 'Register With Us' button to create a new username & password.

DHA Single Sign On

Welcome! You have reached to DHA single sign-on page. The single sign-on page allows you to access many DHA eServices with one user account.

If you currently don't have a single sign-on account with the DHA, then click Register New Account to create one.

DHA single sign-on account allows you to login and use the services as an individual or a corporate.

FOR HELP use this [User Manual](#)

Login With

User Name User Name is required

Password Password is required

[Forgot Password](#) Or [User Name](#)

Or

Register New Account

UserName*

Email (abcd@example.com)*

Password* Confirm Password*

First Name* Middle Name
Personality*

Last Name* United Arab Emirate ▾

Country Code* +971 Mobile Number (eg 501234567)*

All the fields marked with * are mandatory



Set Preference

- After login, a prompt to set preference for 'Individual Home' or 'Corporate Home' will appear.
- Access to all the services provided by Dubai Health Authority will be on the next page

DHA Service Start Page

<p>Are you an individual who want to use DHA Services for personal use?</p> <p>From DHA Individual Home Page you will be able to access broad range of service like Registering yourself as a new Health Professional, Renewing your license etc.</p> <p><input type="button" value="Individual Home"/></p> <p><input type="radio"/> set as default page</p>	<p>Are you a corporate owner or employee who want to use DHA Services for your corporate?</p> <p>From DHA Corporate Home Page you will be able to access broad range of service like Registering a new Health Facility, Renewing the facility, adding partner etc.</p> <p><input type="button" value="Corporate Home"/></p> <p><input type="radio"/> set as default page</p>
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Good to Know:



DHA E-service account is managed by IT Department. For assistance, call 800-342.



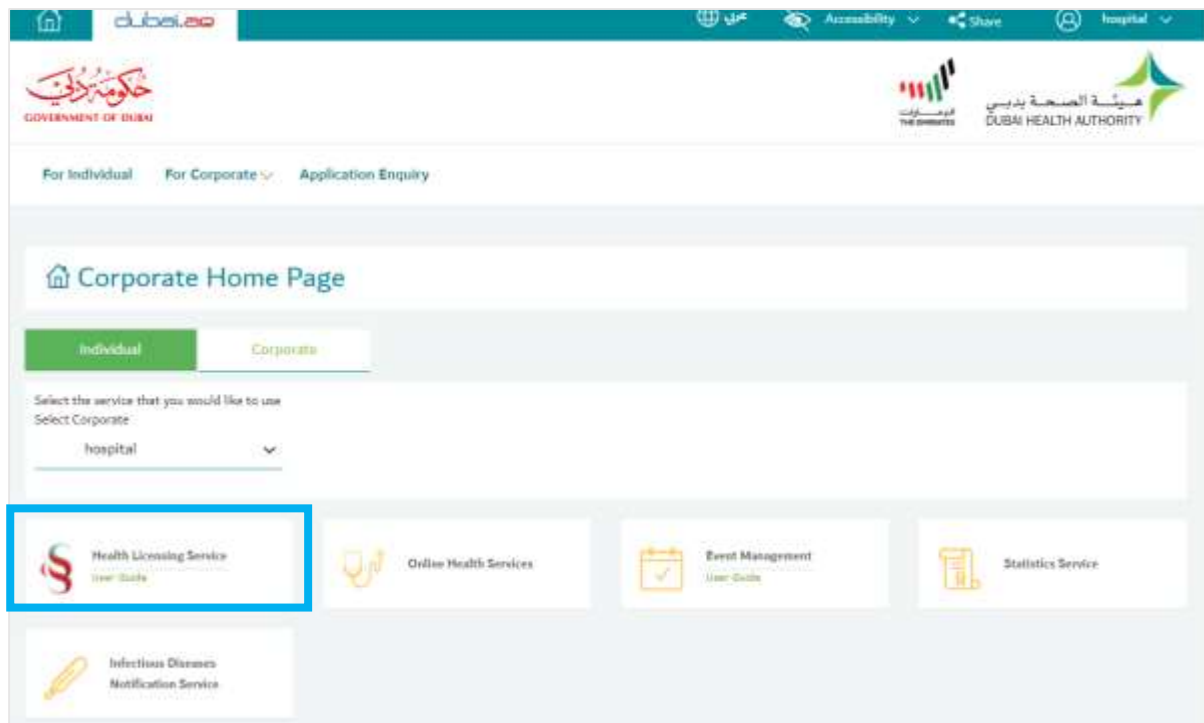
Once an email is registered for an account, it cannot be used for another account.



Each user must have one account. Do not create multiple accounts.



Click on the Health Licensing Service icon to access the [DHA Sheryan Portal](#)



Good to Know:



Sheryan is an application within your DHA E-service account.




Users who can access facility dashboard are categorized as Privileged or Limited Access user.

Users must keep their log-in details confidential to avoid unauthorized access.



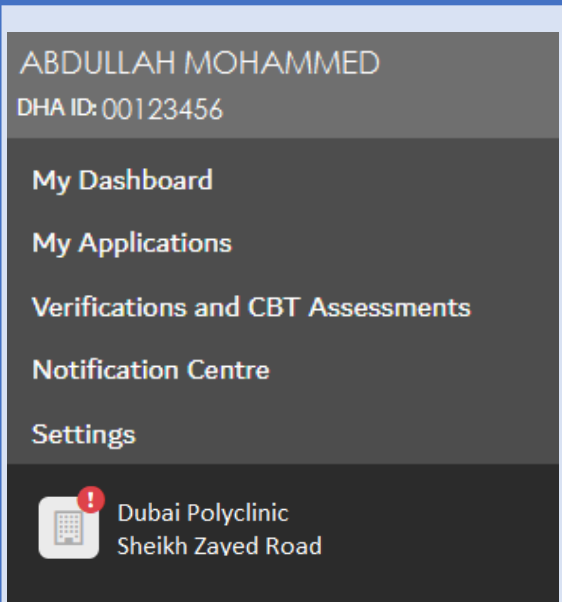
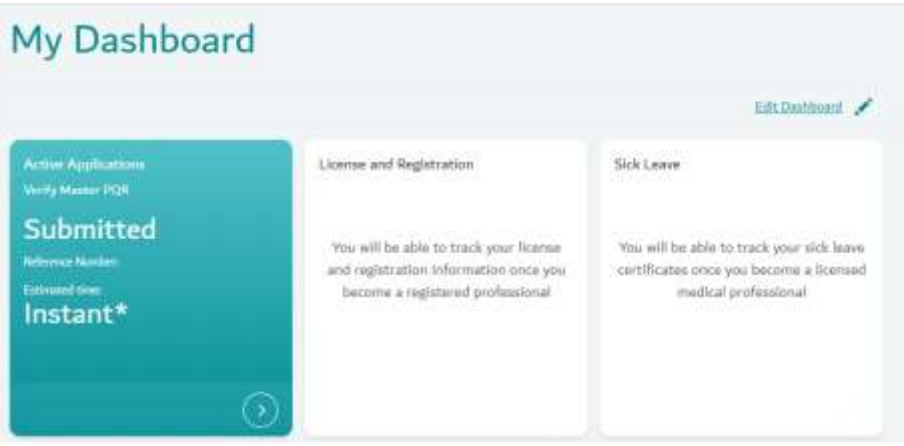

Before proceeding to the licensing services, users must be familiar with account management.



Icon	Action
عربي /English	Change Language Preference
	Accessibility (Text Resize, Contrast Switch, Read Speaker)
	Search
	The initials depend on the user's first and last name. Click on the icon to view your unique ID, access your dashboard, applications, verified documents, notifications and settings pages.



Sheryan Account Management

Menu Screenshot	Account Menu Options	Screenshot
 <p>ABDULLAH MOHAMMED DHA ID: 00123456</p> <ul style="list-style-type: none"> My Dashboard My Applications Verifications and CBT Assessments Notification Centre Settings <p>Dubai Polyclinic Sheikh Zayed Road</p>	<p>Name and Unique ID - important when accessing third party services (Prometric, Dataflow) and license activation by a hiring facility.</p>	<p>Note: The unique ID never changes and is only an identifier.</p>
	<p>My Dashboard - quick view of application status, current registration/ license status, services, issued sick leaves, etc.</p>	
	<p>My Applications - comprehensive view of applications. There are 2 tabs on the screen: Active tab- will show a list of all applications that are either in draft, submitted, returned to you. Closed tab- will show a list of all applications that are either approved, rejected or cancelled by the user.</p>	



Sheryan Account Management

Account Menu Options	Screenshot
<p>Verifications and CBT Assessments - list of all verified documents from Dataflow and assessment results from Prometric.</p> <p>This will be empty for users who are not registered healthcare professionals.</p>	
<p>Notification Centre - (!) alerts represented by a red exclamation point beside your name's initials can be seen here.</p>	

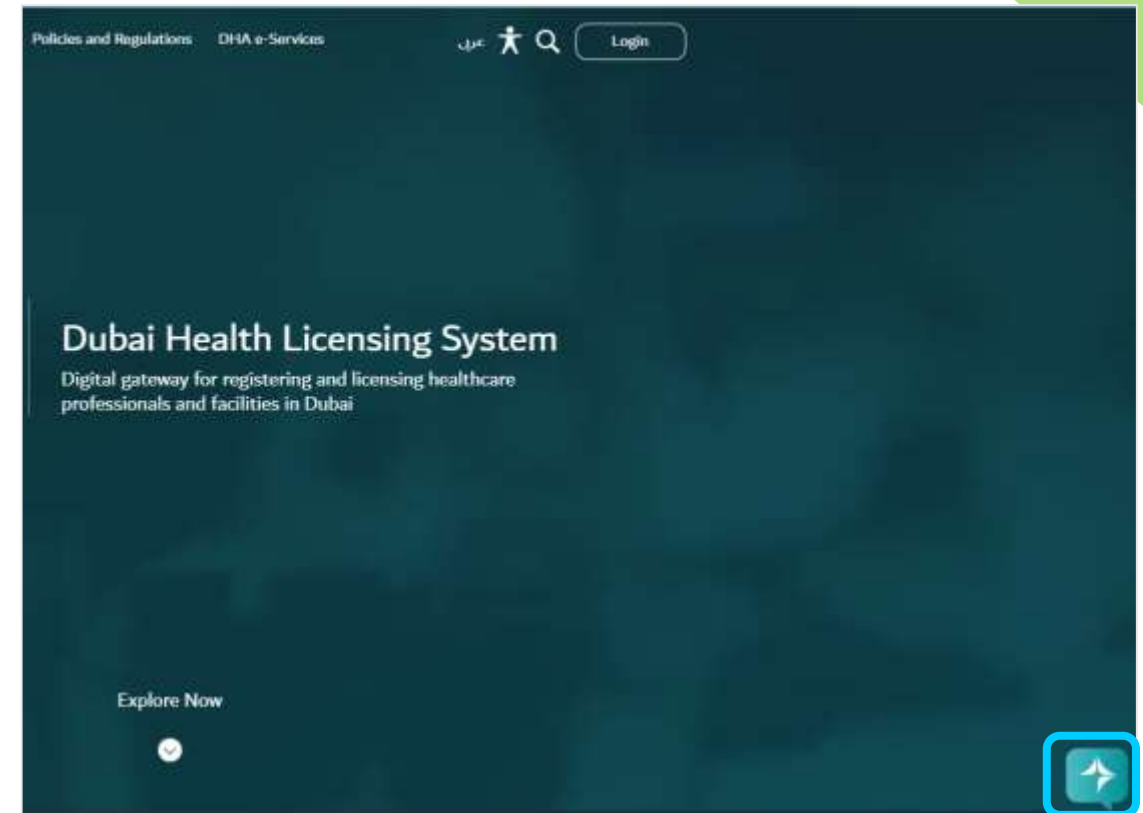
Account Menu Options	Screenshot
<p>Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here.</p>	
<p>Linked Facility User – if you are a linked user, you can access the facility dashboard by clicking on the facility name on your menu.</p>	
<p>Logout - exit the account.</p>	



Ask Latifa



DHA's virtual assistant, Latifa, is trained to answer your questions on Sheryan's healthcare licensing services for Professionals and Facilities. Interact with her by clicking the Ask Latifa icon the lower right hand corner of the [DHA website](#) or the [Sheryan Homepage](#).



Good to Know: Latifa works through Artificial Intelligence and constantly learns as you ask her more questions.

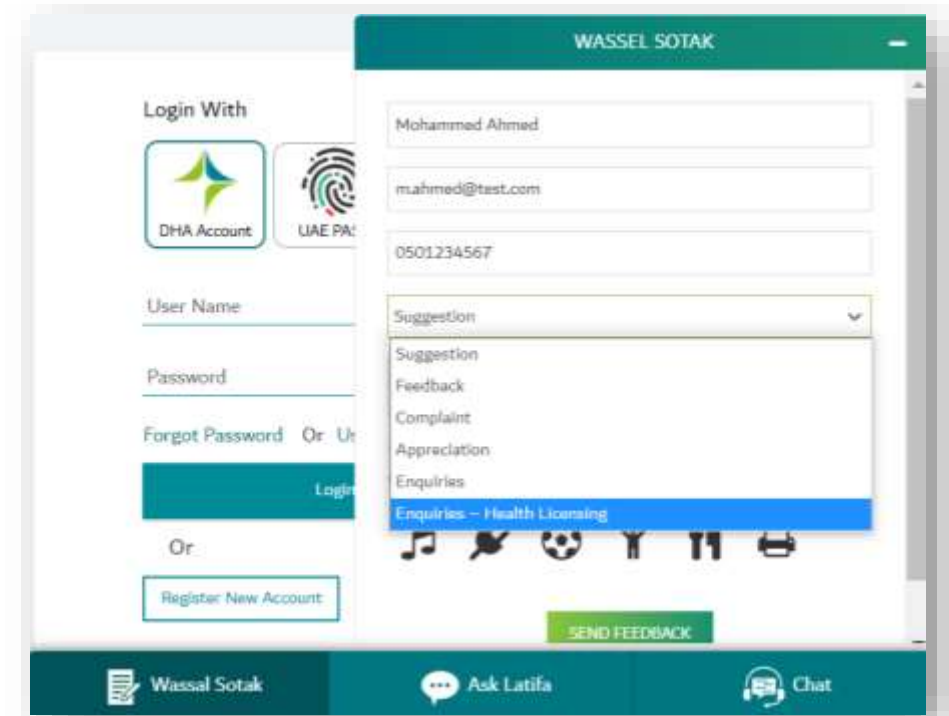
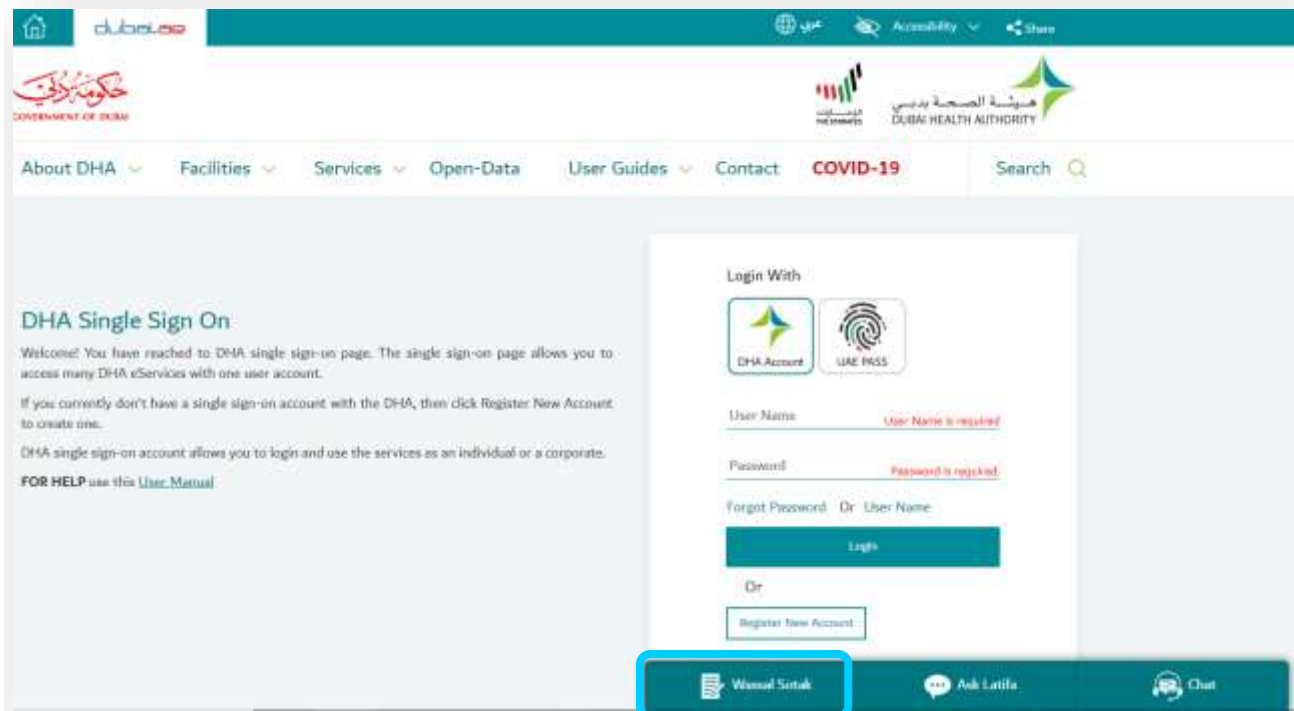


Health Licensing Support

The Health Licensing Department is available to assist you. Contact us by clicking the Wassel Sotak icon the lower right hand corner of the [DHA website](#).

Fill-up the form. Select [Enquiries – Health Licensing](#) and select the correct category before typing your message.

We will get in touch with you within five (5) working days.



Good to Know: For 24/7 support, call 800-342 or click on the 'Chat' icon in the lower right hand corner of the DHA website.



Frequently Asked Questions

An efficient way to gather information is to check the [Frequently Asked Questions/FAQ page](#).

The link can be found at the bottom of the HRS web page.

The screenshot shows the Sheryan website's 'Frequently Asked Questions' page. The header includes the Sheryan logo and navigation links for Professionals, Facilities, Dubai Medical Registry, Policies and Regulations, and DHA e-Services. A search bar is present with the text 'What do you need help with?' and a 'Search to Filter' input field. Below the search bar, there are two main FAQ categories: 'New Healthcare Facility License' and 'Activate Facility License'. The footer contains links for 'About DHA', 'Careers', 'FAQs', and 'Sitemap'. The 'FAQs' link is highlighted with a blue box. Other footer elements include 'Contact Us', 'Employees E-Services', 'This site is best viewed in' (with browser icons), 'دبي الذكية SMART DUBAI', and 'All Rights Reserved. Dubai Health Authority 2020'.





Facility Qualification Recommendations

To initiate the process of obtaining a New Facility Registration, the first step is to go through Facility Qualification Recommendations. It is a smart tool that provides you with the recommendations to follow, next steps, fees and etc. for the selected facility type.

Cost: Free
Average Processing Time : Instant



Facility Qualification Recommendations

Step 1: On the [DHA Sheryan Portal](#), click 'Facilities' to access the complete list of services.

Step 2: Click Facility Qualification Recommendations

The screenshot shows the DHA Sheryan Portal interface. At the top, there is a navigation menu with 'Facilities' highlighted. Below the menu is the Sheryan logo and the text 'Dubai Health Licensing System'. The main content area is titled 'Healthcare Facility Services' and includes a description of the services and a button for 'Facility Qualification Recommendations'.

Professionals **Facilities** Dubai Medical Registry Policies and Regulations DHA e-Services

Sheryan شريان
Dubai Health Licensing System
Digital gateway for registering and licensing healthcare professionals and facilities in Dubai

Home > Facility Services

Healthcare Facility Services

Sheryan helps you setup, license and run a successful facility in Dubai. The Health Regulation Sector services are listed below or can be viewed by checking the [Service Catalog](#).

Want to Open a Facility in Dubai?

Facility Qualification Recommendations >



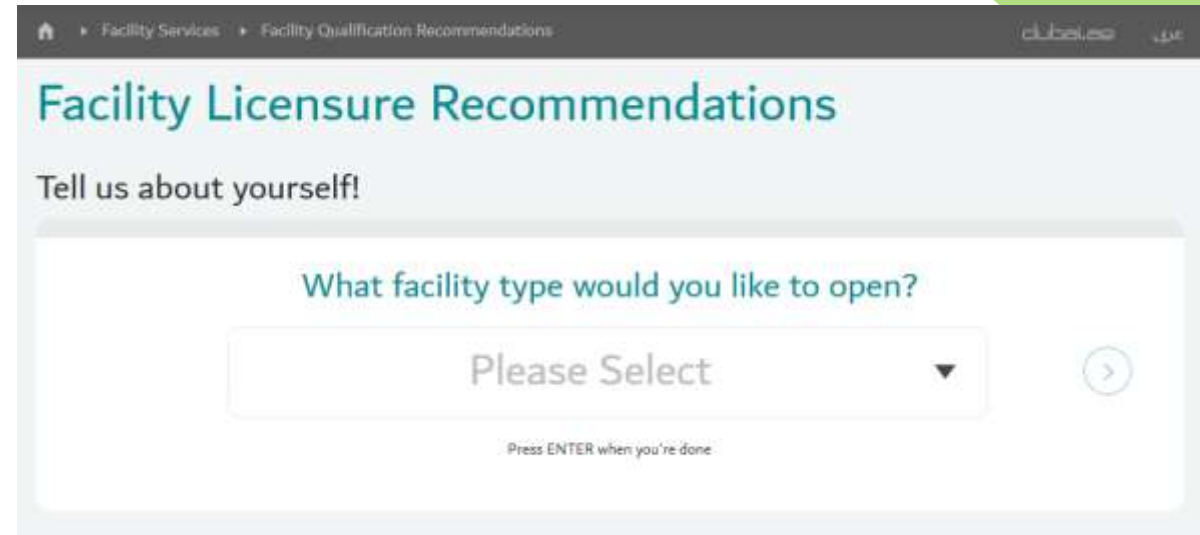
Good to Know: You must login to your DHA E-service account to access these services.



Step 3: The tool will launch; answer all questions accurately.

Step 4: After answering all questions, check the summary. If you are satisfied with the summary, click 'Get Results'.

The answers have clickable links for easy editing. Otherwise, the option 'Cancel, go back' is available to edit all answers.



Facility Services > Facility Qualification Recommendations

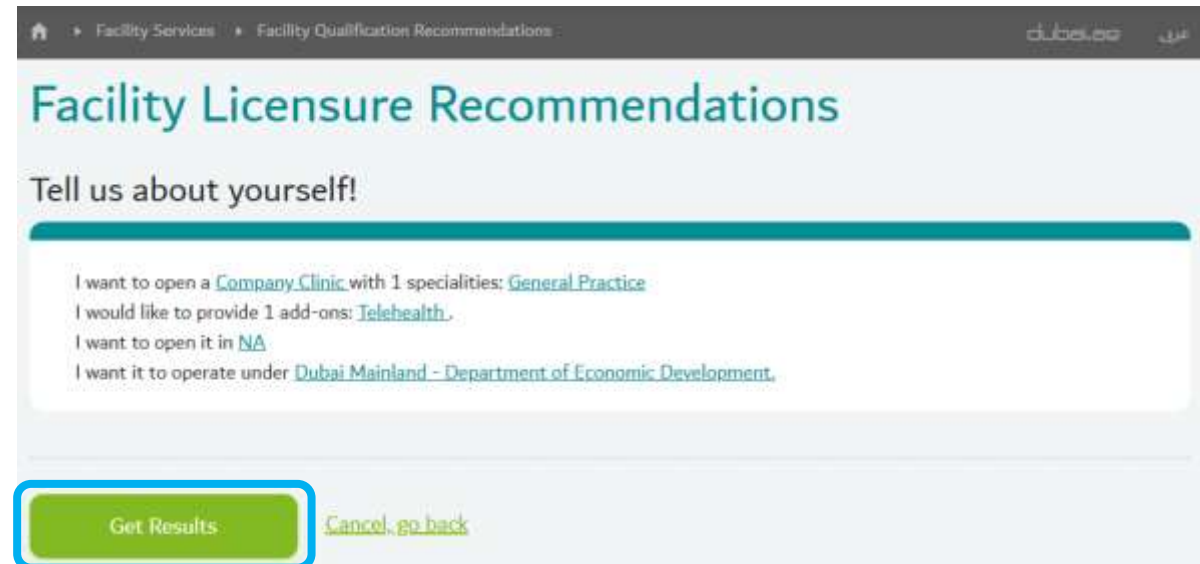
Facility Licensure Recommendations

Tell us about yourself!

What facility type would you like to open?

Please Select

Press ENTER when you're done



Facility Services > Facility Qualification Recommendations

Facility Licensure Recommendations

Tell us about yourself!

I want to open a [Company Clinic](#) with 1 specialities: [General Practice](#)
I would like to provide 1 add-ons: [Telehealth](#).
I want to open it in [NA](#)
I want it to operate under [Dubai Mainland - Department of Economic Development](#).

[Get Results](#) [Cancel, go back](#)



Step 5: The Facility Qualification Recommendation Result will contain a summary of your answers, the next steps, requirements and fees. Click on 'Open New Facility' to begin the process.

The screenshot shows the left portion of a web application interface. At the top, there is a breadcrumb trail: 'Facility Services > Facility Qualification Recommendations Result'. The page is divided into three main sections:

- Facility Details:** States 'You have requested the following specialities: [General Practice](#)'. Below this, it defines a 'Company Clinic' as an outpatient clinic within a company intended to provide basic medical care, examining employees, prescribing proper treatments and refer them to the specialist/primary health center if required.
- Add-Ons:** States 'You have chosen the following add-ons: [Telehealth](#)'. A bullet point below explains: '• Telehealth: To allow facilities to provide medical advice through telephonic or online communication channels.'
- Next Steps:** States 'You have selected: [Dubai Mainland – Department of Economic Development](#)'. It instructs the user to 'Follow the steps below to open your facility:' and lists eight numbered steps: 1. Obtain commercial approval from Land department; 2. Obtain trade license; 3. Apply for New Facility License from Dubai Health Authority; 4. Complete detailed design layout; 5. Prepare facility construction; 6. Review medical director requirements; 7. Activate professionals; 8. Request and pass final inspection.

The screenshot shows the right portion of the web application interface. It features two main sections:

- Trade License Requirements:** States 'Your facility will be operating under the jurisdiction of DED. Please ensure you are licensed for the below activity:'. It includes a table with columns for 'Activity ID' and 'Activity Name', and a note: 'Please contact your trade licensing authority for the activity codes of your selected facility category'. A sub-note states: 'If you are operating in a free zone, you should have an equivalent activity on your trade license.'
- Fees:** Contains a table with a teal header 'Fees' and the following items:

	Fees
New Facility License	AED 1000
Activate Facility License	AED 5000
Inspection Fees	AED 2000
Re-Inspection Fees	AED 1000
Add-on yearly fees: Telehealth	AED 14000
Total	AED 23000

Below the fees table, there is a 'Terms & Conditions' note: 'Knowledge and Innovation fees will be applied at checkout. *Based on minimum requirements. Actual cost may vary based on your application requirements. Activating professional licenses will incur additional fees per license.'

A disclaimer at the bottom reads: 'Please make sure you provide the correct information in all sections. By submitting your application you agree that all information provided is accurate and complete.'

At the bottom of the page, there are two buttons: a green button labeled 'Open New Facility' (highlighted with a blue border) and a blue link labeled 'Go to My Dashboard'.





New Facility License

This service allows individuals and holding companies to request for a new healthcare facility License in the Emirate of Dubai under the jurisdiction of DHA. The license must later be activated through the Activate Facility License service in order to start operating. Through this service, the facility can request to add add-ons which include: home healthcare, telehealth, 24 hour facility, pharmacy delivery, pharmacy drive-thru, clinical training service, mobile unit (depending on the facility category, different add-ons are permitted).

Cost: 1020AED*

Average Processing Time : 10 working days

* Depending on facility type



Aside from the 'Open New Facility' button, you can create your application from the Facility Dashboard.

Click 'Facilities' to reach the list of facility services.
Click on New Facility License.
The service guide will open, scroll down and click 'Apply for License'.

Want to Open a Facility in Dubai?

Facility Qualification Recommendations >

Get a Facility License

New Facility License >

Activate Facility License >

Important to Know:



Secure your trade name reservation/license before applying for your DHA New Facility License.



The New Facility License is also known as an Initial Approval.



The New Facility License needs to be activated before the facility may begin operations.



New Facility License

After clicking on 'Open New Facility' the New Facility License application will appear.

•**Save:** Saves the documents uploaded in the current session. If logged out, saved session will not appear in Draft application.

•**Go Back:** Takes you back to results page, no information/document will be saved.

•**Withdraw Application:** This rejects the entire application from the user's end.

The screenshot shows a web application interface for 'New Facility License'. The breadcrumb navigation at the top reads 'Facility Services > New Facility License'. The page title is 'New Facility License'. The form consists of several sections, each with a right-pointing arrow icon:

- License Information
- Applicant Details
- Facility Overview
- Location Details
- Facility Layout
- Additional Documents
- Terms & Conditions

Below the form sections, there is a disclaimer: 'Please make sure you provide the correct information in all sections. By submitting your application you agree that all information provided is accurate and complete.' At the bottom of the form, there are three buttons: a green 'Save' button, a green 'Go Back' button, and a red 'Withdraw Application' button.



New Facility License – Step Description

Sections	Description
Step 1: License Information	Select facility category, trade license authority, trade name, and ownership details (owners/partners).
Step 2: Applicant Details	Personal details of applicant. We recommend selecting someone who is permanent in the facility (i.e. owner, partner, etc.)
Step 3: Facility Overview	Fulfill the sections of facility type and planned professionals.
Step 4: Location Details	Fulfill the section of location details matching Ejari and trade license.
Step 5: Facility Layout	Upload the floor plan (measurement: sqm) in AutoCad, PDF format.
Step 6: Additional Documents	Other documents like Ejari, Dubai Municipality certificate, proposal letter, Memorandum of Association (MOA) and Power of Attorney can be uploaded here.
Step 7: DHA Undertaking Letter	Download the undertaking letter, print and sign then upload.
Step 8: Terms & Conditions	Read the terms & conditions and tick the box beside 'I Agree'.



Home > Facility Services > New Facility License dubai.ae عربي

License Information

Authority Details

Facility Sector

DHA Government Facility

Private Facility

Other Government Facility

Facility Trade License Authority

Dubai Mainland - Department of Economic De... ▼

Do You Have an Existing Trade License for the Health Activity to be Performed?

Yes No

Please make sure you provide the correct information in all fields.

Confirm



New Facility License – Applicant Details

▼ Applicant Details

This section displays the logged-in user information.

Personal Information (Individual)

DHA Unique ID

9990

English First Name

K

English Last Name

Healthcare

Date of Birth

24/02/1976



Gender

Male



Nationality

United Arab Emirates



Email Address

Mobile Number

+971

Please make sure you provide the correct information in all fields.

Confirm



▼ Facility Overview

Facility Type

Facility Category

Select Option ▼

Facility Specialities

Select Multiple Options ▼

Service Excellence(Optional)

Select Option ▼

Add-Ons(Optional)

Select Multiple Options ▼

Value Proposition

Enter your facility's value proposition

Project Cost (AED)

In AED

Opening Date



From the selected specialities indicate which specialities will the facility be focusing on as it's core service.

Select any add-ons to be added to the facility. Applicable fees will apply. Add-ons may be requested through the Amend Facility License service if the add-on document requirements are not ready yet.

Explain how the facility will bring added value to it's patients and contribute to the healthcare ecosystem in Dubai.

Amount is in AED

Select the expected Opening Day

Planned Professionals

Planned Number of Physicians

0

Planned Number of Dentists

0

Planned Number of Nurses / Midwives

0

Planned Number of Allied Health Professionals

0

Planned Number of Traditional Complimentary and Alternative Medicine (TCAM) Professionals

0

Please make sure you provide the correct information in all fields.

Confirm



New Facility License – Location Details

▼ Location Details

You can retrieve location details and property classification using the map pin, makani number or plot number fields. If the property selected is classified as residential, you will be required to submit a NOC from Dubai Municipality along with your application.

Please make sure you provide the correct information in all fields.

Click on a location to drop a pin



Confirm Location

[Add Manually +](#)

Please make sure you provide the correct information in all fields.

Confirm



▼ Facility Layout

Facility floor plans must be reviewed and stamped by an approved expert house.

You must ensure that all floor plans are:

- In pdf format
- Services offered are labelled on each room
- Room sizes are labelled for each room
- Expert house stamp clearly mentioned

Floor Plan

Upload Floor Plans

Select File



Floor plans must be in pdf format and cover all the areas in the facility

[Additional Files +](#)

Please make sure you provide the correct information in all fields.

Confirm



▼ Additional Documents

In case the document you wish to upload consists of multiple pages, kindly upload them as one PDF document – please note that the maximum number of attachment is 10

Add More Documents(Optional)

Upload File

Upload File



Label

[Add Another Attachment](#)

Please make sure you provide the correct information in all fields.

Confirm



▼ Terms & Conditions

Terms & Conditions

- You, hereby acknowledge and accept that all payments are due on system prompt. If a payment is not received or payment method is declined, it is deemed that the user has forfeited their right to service.
Refund or payment exemption is **only** considered if
 1. There has been a system error in the processing of your application.
 2. If DHA identifies that there has been a processing error in your application.The Dubai Health Authority will not provide credit, refunds, or prorated billing after the 'Service' (In part or full) has been provided.
- You hereby acknowledge and accept that you have restricted right to withdraw the application after submission. Withdrawal will forfeit the applicant's right for a refund of fees associated to the service, as per DHA refund policy.
- You hereby acknowledge and accept that in cases when additional information is required from the applicant, the applicant is liable to respond to the request for information, in a timely manner. Failure to provide the requested information will lead to rejection of the application.
The Dubai Health Authority reserve the right to reject the application if there is no response from the applicant, for more than 3 months (90 days).
This will additionally forfeit the applicant's right for a refund of fees, associated to the service.
- You hereby acknowledge and accept that the Service Level Agreement (SLA) for this service is as defined in the service catalogue.
Dubai Health Authority reserves the full right to adjust or update the Service Level Agreement as it sees fit, and will not be required to provide updates on any changes made.
- You hereby acknowledge and accept that the Dubai Health Authority reserves the right to reject any application in which the applicant has failed background check procedures. The applicant is not entitled to be provided the reason of rejection by the Dubai Health Authority.
- You hereby acknowledge and accept that the Dubai Health Authority reserves the right to request additional documentation from the applicant outside of the standard guidelines to make an informed decision. The Dubai Health Authority shall not be responsible or liable for the availability, usefulness, or accuracy of any information provided by the applicant. The Dubai Health Authority shall not be liable or responsible for any omission or error in the information provided.
- You hereby acknowledge and accept that it is your responsibility to renew the license months prior to the expiry of the Professional License. If the license is not renewed on time, you will be subject to recurring monthly fines and penalties as per the Dubai Health Authority regulations until the license is cancelled or renewed.

- You hereby acknowledge and accept that you have the adequate/relevant approvals and authorizations from the facility owners to apply for a new facility license, on their behalf.
- You hereby acknowledge and accept that if the facility requires installation of radiology equipment, it is required to provide evidence of inspection by the Rashid Hospital Radiology Department.
- You hereby acknowledge and accept that you are required to have all valid trade license and No Objection Certificates for any add-ons before the facility or the add-ons are in operation.
- You hereby acknowledge and accept that this service will provide the facility with an inactive facility license under which the facility is prohibited from starting operations. The facility can only begin healthcare operations once the facility license has been activated.
- You hereby acknowledge and accept that the inactive facility license will have to be renewed if the facility is not completed within one year. If the inactive facility license expires, you will be required to reapply.
- You hereby acknowledge and accept that the facility, once built, will be inspected based on the approval provided in this service. If the facility requires any amendments, as per the inspection results, you will be required to apply for the Amend Facility License Service and request for a paid re-inspection.
- You hereby acknowledge and accept that professionals are unable to operate in facilities in which the license status is inactive.
- You hereby acknowledge and accept that once the facility is ready after physical inspection, it is your responsibility to request to activate the facility license.
- You hereby acknowledge and accept to provide owners access to the facility account when it is so requested.
- You hereby acknowledge and accept that the Dubai Health Authority inspectors will be allowed entry to the facility at the full discretion of the Dubai Health Authority and will extended / provided full cooperation by the facility representatives.
- You hereby acknowledge and accept to uphold to all the Dubai Health Authority regulations, policies, and circulars published before, during, and after the date of this application.
- You hereby acknowledge and accept that if the facility is required to attain any accreditations, they must be acquired within the first six months of facility operation.
- You hereby acknowledge and accept the following conditions of facility naming conventions:
 1. The facility name should not have been previously registered or currently used for the same category of activity or for a similar type of activity.
 2. The facility name should not be identical or similar to any local or international trade name registered with Dubai Economic Department or the Ministry of Economy.
 3. The facility name must be compatible with the required type of activity and legal status.
 4. The facility name should not contain Allah Almighty's Names, names of any religion, denomination, governing authority or names or logos of any local, Arab and international bodies, institutions and organizations.
 5. The facility name should not violate the public law and order.
 6. The facility name should not be misleading to the patients with regard to the type of facility, its importance, size, etc.
 7. The facility name should be identical to the approved trade name from the Department of Economic Development



New Facility License – Review Form

Step 9: Once all steps are confirmed and completed, the button at the bottom of the page will show 'Review Form'.

The screenshot shows the 'New Facility License' page on the Sheryon website. The page has a teal header with the Sheryon logo and navigation links: Professionals, Facilities, Dubai Medical Registry, Policies and Regulations, and DHA e-Services. A search icon and a user profile icon with 'EA' and a notification badge are also present. Below the header, a breadcrumb trail shows 'Facility Services' > 'New Facility License'. The main content area is titled 'New Facility License' and contains a list of seven steps, each in a green bar with a right-pointing arrow and a 'Complete' status with a checkmark icon:

- ▶ License Information Complete ✓
- ▶ Applicant Details Complete ✓
- ▶ Facility Overview Complete ✓
- ▶ Location Details Complete ✓
- ▶ Facility Layout Complete ✓
- ▶ Additional Documents Complete ✓
- ▶ Terms & Conditions Complete ✓

Below the list, a dashed line separates the steps from a disclaimer: 'Please make sure you provide the correct information in all sections. By submitting your application you agree that all information provided is accurate and complete.' At the bottom, there are three buttons: a green 'Review Form' button (highlighted with a blue border), a green 'Go Back' button, and a red 'Withdraw Application' button.



Good to Know:



New Facility License – Review Form

Review the details in the form.

[Professionals](#)
[Facilities](#)
[Dubai Medical Registry](#)
[Policies and Regulations](#)
[DHA e-Services](#)

[Home](#)
[Facility Services](#)
[New Facility License](#)

New Facility License

[Back](#)

License Information

Authority Details

Do You Have an Existing Trade License for the Health Activity to be Performed?
 No

Facility Sector
 Private Facility

Facility Trade License Authority
 Dubai Mainland - Department of Economic Development

Expected Trade Name In English
 Expected Trade Name In Arabic

Owner-1

Role
 Owner

Type
 Individual

First Name
 Last Name

Arabic First Name
 Arabic Last Name

Date of Birth
 Gender

Nationality
 United Arab Emirates

Place of Birth
 United Arab Emirates

Passport Number
 Passport Expiry Date

Passport Copy
 Emirates ID Number

Emirates ID Expiry Date
 Country of Residence
 United Arab Emirates

Email Address
 Mobile Number

Applicant Details

DHA Unique ID
 84551277

Nationality
 United Arab Emirates

English First Name
 English Last Name

Date of Birth
 01/01/1925

Gender

Email Address
 Mobile Number

Facility Overview

Facility Type

Facility Category
 PolyClinic (2 Specialties)

Facility Specialties
 Cardiology,Dermatology

Service Excellence
 Cardiology

Value Proposition
 to do good work

Planned Investment Amount
 40000000

Planned Professionals

Planned Number of Physicians
 3

Planned Number of Dentists
 0

Planned Number of Nurses / Midwives
 4

Planned Number of Allied Health Professionals
 1

Planned Number of Traditional Complimentary and Alternative
 Medicine (TCAM) Professionals
 0

Location Details

Makani Number
 31882 93977

Street Name
 DEIRA CITY CENTER

Building Name
 DEIRA CITY CENTER

Apartment/Villa Number

Facility Layout

Version Number
 1

Uploaded By

Upload Date
 Floor Plan

Room and Bed Count

Room Type
 General Room

Number of Rooms
 3

Specialties
 Cardiology

Total Number of Rooms
 3

Additional Documents

Additional Documents

Version No
 1

Uploaded By

Upload Date
 Upload File

DHA Undertaking Letter

Signed Undertaking Letter

Upload File



Step 10: If all the information is correct, agree to terms and conditions again and proceed to payment. (via Dubai Smart Government E-pay)

etc.

7. The facility name should be identical to the approved trade name from the Department of Economic Development



I agree to the terms and conditions

Total

AED 1020

Application Fee: AED 1000 + Knowledge & innovation fee: AED 20



Are you exempted from payment?

Please make sure you provide the correct information in all the sections.

[Pay Now](#)

[Go Back](#)

[Withdraw Application](#)



***If you have any exemption certificate, click on the Exemption Reason drop down menu and select the certificate. Upload the exemption proof.**

Total

AED 1020

Application Fee: AED 1000 + Knowledge & innovation fee: AED 20

Are you exempted from payment?

Exemption Reason

Exemption Proof

Exemption Proof



Please make sure you provide the correct information in all the sections.

Submit

[Go Back](#)

[Withdraw Application](#)



New Facility License – DHA Review

The application status will change from 'Draft' to 'Submitted'. It will be reviewed by the facility licensing team. If additional documents are requested, the application will be returned for you to fulfill the request.
*Check Appendix 2 on how to resubmit returned applications.
If all requirements are met, the application is approved and an 'Inactive' license is issued.

Step 11:

You can view and download the license through the 'New Facility License' application. Open the application, click 'View Facility License'

My Applications

[Go To Dashboard](#) Active Closed [Download Excel](#)





Healthcare Facility License

License Status: Inactive
Date: 21-11-2020

License Details

Facility Name: Dubai Test Hospital
Facility Category: Company Clinic
Trade License Number:

Facility ID: 5866959
License Number: 5866959
License Expiry Date: 21-11-2021

Address

Street Name: al khail st
Apartment/Villa Number: 234
Makani Number(s): N/A
Email Address: N/A

Building Name: al khail 128
Area Name: Al Aweer - 1
Telephone Number: N/A

Customer Information

Customer Name	Customer Type	Customer Nationality
N/A	N/A	N/A

Medical Director

Medical Director Name: N/A
Medical Director Position: N/A

Medical Director Nationality: N/A

Thank you for your continuous cooperation,
Yours Sincerely,

Health Regulation Sector Dubai Health Authority

Remarks:

- If any of the given information has been changed, you are requested to contact and inform the Health Regulation Department at DHA.

CP_9.2 F-01



رخصة المنشأة الصحية

حالة الرخصة: غير فعالة
تاريخ: 2020-11-21

بيانات الرخصة

رقم المنشأة الصحية : 5866959
رقم الرخصة الصحية : 5866959
تاريخ انتهاء الرخصة الصحية : 2021-11-21

اسم المنشأة : مستشفى اختبار دبي
فئة المنشأة الصحية : عيادة شركة
رقم الرخصة التجارية :

العنوان

اسم المبنى : al khail 128
اسم المنطقة : Al Aweer - 1
رقم الهاتف : N/A

اسم الشارع : al khail st
رقم الشقة الفيلا : 234
رقم مكاني : N/A
البريد الإلكتروني : N/A

بيانات العملاء

اسم العميل	الجنسية	الصفة
-	-	-

المدير الطبي

اسم المدير الطبي : -
تخصص المدير الطبي : -
جنسية المدير الطبي : -

شاكرين لكم حسن تعاونكم الدائم،
وتفضلوا بقبول فائق الاحترام والتقدير،

قطاع التنظيم الصحي هيئة الصحة بدبي

ملاحظات:

- إذا تم تغيير في أي من المعلومات المعطاة، فعليكم مراجعة وإبلاغ إدارة التنظيم الصحي هيئة الصحة بدبي.

CP_9.2 F-01



Necessary approvals and applications to other authorities can be acquired once the inactive license is issued.

Recommendations mentioned in the application such as number of professionals for each specialty, facility layout, etc., must be met to apply for facility license activation.

The inactive facility license is valid for one (1) year from the date of issue. The facility representatives must apply for the Activate Facility License service before beginning their operations/practice.

The screenshot displays a mobile application interface with three main panels. The first panel, 'Active Applications', has a teal background and contains the text 'Required Action', 'Action Required', 'Reference Number: ACT-2020-00000469', and 'Estimated time:'. The second panel, 'Facility License', has a white background and features a progress bar for 'Valid for 12 Months' (with the bar nearly full), 'Expires 21 November 2021', 'Company Clinic', '2 Specialties', and a red warning icon next to 'Inactive License'. The third panel, 'Sick Leave', has a white background and contains the text 'You can start purchasing sick leave notes once your facility license is activated'. Each panel has a right-pointing arrow icon at the bottom right.





Activate Facility License

This service allows healthcare facilities to activate their previously issued inactive license in order to start operating. The facility can also request to add add-ons in this service, which include: home healthcare, telehealth, 24 hour facility, pharmacy delivery, pharmacy drive-thru, clinical training service, mobile unit (depending on the facility category, different add-ons are permitted).

Cost: [Check Portal \(Facility Category\)](#)
Average Processing Time : 1 working day



Want to Open a Facility in Dubai?

Facility Qualification Recommendations >

Get a Facility License

New Facility License >

Activate Facility License >

Go back to Dashboard and click on 'Facilities', then 'Activate Facility License'.

Scroll down, click on 'Activate License

Approximate Cost

	Air Ambulance ▾
Facility License Fees (yearly)	AED 5000
Inspection Fees	AED 2000
Re-Inspection Fees	AED 1000
Add-on yearly fees: 24 Hour Facility	AED 0

Knowledge and Innovation Fees will be applied at checkout.

Activate License



Activate Facility License – Application Form

Home ▶ Facility Services ▶ Activate Facility License dubai.ae عربي

- ▶ License Information
- ▶ Review Professionals
- ▶ Radiology Regulation Compliance
- ▶ Final Inspection
- ▶ Review Contact Details
- ▶ Terms & Conditions



License Information

Complete 

Health Facility License Information

Facility Name English
Dubai Test Hospital

Facility Name Arabic
مستشفى اختبار دبي

License Issue Date
21/11/2020

License Expiry Date
21/11/2021

License Status
Inactive

Facility Category
Company Clinic

Speciality
2

Facility Type
DHA Government Facility

Confirm



Review Professionals

Review Professionals

Note: You must add the following Health Professionals to your facility before being able to activate the Facility License:
Allied Health : 0
Dentist : 0
Physician : 1
Nurse : 0
TCAM : 0
Pharmacist : 0
From the list of professionals that have been added to the facility below, select the Facility Medical Director. You should upload the NOC letter from the Medical Director.
The licenses of the Health Professionals that have been added to your facility will be automatically activated once this application is approved. To add more professionals to the facility use the Activate Professional License service.

Select Medical Director

Select	Name	Category
No data available in table		

Showing 0 to 0 of 0 entries

[First](#) [Previous](#) [Next](#) [Last](#)

Minimum Professionals Requirements

Here you can see the total number of professionals under your facility in each category.

Physicians	Dentists	Nurses/Midwives	Allied Health	TCAM
0	0	0	0	0

You don't have enough professionals from each category

You can add more professionals to your Facility using the Activate Professional License service in the Facility Service Catalogue

Please make sure you provide the correct information in all fields.

[Confirm](#)



***In some facilities providing radiology services, the Radiology Regulation Compliance step is required.**

Note: Based on your facility category, DHA policy requires you to obtain a license from the Federal Authority for Nuclear Regulation. Submit evidence of request of the Federal Authority for Nuclear Regulation License below. You will receive an email outlining the next steps in order to obtain approval to start using the radiology equipment in your facility.

Compliance Details

Facility Name

Facility Owner

Facility Manager

FANR Number

Facility Location Details

Mobile Number

Facility Category

Please make sure you provide the correct information in all fields.

Confirm



▼ Final Inspection

Note: Once your activate facility license application is approved you can expect the inspection team to get in touch with you to scheduling the inspection within 5 working days.

Final Inspection Details

Will the Applicant be Present during the inspection?

Yes

No

If the applicant will not be present on the day of the inspection provide contact details of an inspection coordinator. The inspection team will get in touch with this facility representative

Inspection Coordinator Name

Inspection Coordinator Mobile Number

 +971 ▾ Inspection Coordinator Mobile Number

By submitting this application I confirm that the facility is ready for final inspection

Please make sure you provide the correct information in all fields.

Confirm



Review Contact Details

▼ Review Contact Details


This section displays the logged-in user information.

Personal Information (Individual)

DHA Unique ID
999

English First Name

English Last Name

Date of Birth
 

Gender
 ▼

Nationality
 ▼

Email Address

Mobile Number

Please make sure you provide the correct information in all fields.



▼ Terms & Conditions

Terms & Conditions

- You, hereby acknowledge and accept that all payments are due on system prompt. If a payment is not received or payment method is declined, it is deemed that the user has forfeited their right to service.
Refund or payment exemption is **only** considered if
 1. There has been a system error in the processing of your application.
 2. If DHA identifies that there has been a processing error in your application.The Dubai Health Authority will not provide credit, refunds, or prorated billing after the 'Service' (In part or full) has been provided.
- You hereby acknowledge and accept that you have restricted right to withdraw the application after submission. Withdrawal will forfeit the applicant's right for a refund of fees associated to the service, as per DHA refund policy.
- You hereby acknowledge and accept that in cases when additional information is required from the applicant, the applicant is liable to respond to the request for information, in a timely manner. Failure to provide the requested information will lead to rejection of the application.
The Dubai Health Authority reserve the right to reject the application if there is no response from the applicant, for more than 3 months (90 days).
This will additionally forfeit the applicant's right for a refund of fees, associated to the service.
- You hereby acknowledge and accept that the Service Level Agreement (SLA) for this service is as defined in the service catalogue.
Dubai Health Authority reserves the full right to adjust or update the Service Level Agreement as it sees fit, and will not be required to provide updates on any changes made.
- You hereby acknowledge and accept that the Dubai Health Authority reserves the right to reject any application in which the applicant has failed background check procedures. The applicant is not entitled to be provided the reason of rejection by the Dubai Health Authority.
- You hereby acknowledge and accept that the Dubai Health Authority reserves the right to request additional documentation from the applicant outside of the standard guidelines to make an informed decision. The Dubai Health Authority shall not be responsible or liable for the availability, usefulness, or accuracy of any information provided by the applicant. The Dubai Health Authority shall not liable or responsible for any omission or error in the information provided.
- You hereby acknowledge and accept that it is your responsibility to renew the license months prior to the expiry of the Professional License. If the license is not renewed on time, you will be subject to recurring monthly fines and penalties as per the Dubai Health Authority regulations until the license is cancelled or renewed.

- You hereby acknowledge and accept that you have the adequate/relevant approvals and authorizations from the facility owners to apply for a new facility license, on their behalf.
- You hereby acknowledge and accept that if the facility requires installation of radiology equipment, it is required to provide evidence of inspection by the Rashid Hospital Radiology Department.
- You hereby acknowledge and accept that you are required to have all valid trade license and No Objection Certificates for any add-ons before the facility or the add-ons are in operation.
- You hereby acknowledge and accept that this service will provide the facility with an inactive facility license under which the facility is prohibited from starting operations. The facility can only begin healthcare operations once the facility license has been activated.
- You hereby acknowledge and accept that the inactive facility license will have to be renewed if the facility is not completed within one year. If the inactive facility license expires, you will be required to reapply.
- You hereby acknowledge and accept that the facility, once built, will be inspected based on the approval provided in this service. If the facility requires any amendments, as per the inspection results, you will be required to apply for the Amend Facility License Service and request for a paid re-inspection.
- You hereby acknowledge and accept that professionals are unable to operate in facilities in which the license status is inactive.
- You hereby acknowledge and accept that once the facility is ready after physical inspection, it is your responsibility to request to activate the facility license.
- You hereby acknowledge and accept to provide owners access to the facility account when it is so requested.
- You hereby acknowledge and accept that the Dubai Health Authority inspectors will be allowed entry to the facility at the full discretion of the Dubai Health Authority and will extended / provided full cooperation by the facility representatives.
- You hereby acknowledge and accept to uphold to all the Dubai Health Authority regulations, policies, and circulars published before, during, and after the date of this application.
- You hereby acknowledge and accept that if the facility is required to attain any accreditations, they must be acquired within the first six months of facility operation.
- You hereby acknowledge and accept the following conditions of facility naming conventions:
 1. The facility name should not have been previously registered or currently used for the same category of activity or for a similar type of activity.
 2. The facility name should not be identical or similar to any local or international trade name registered with Dubai Economic Department or the Ministry of Economy.
 3. The facility name must be compatible with the required type of activity and legal status.
 4. The facility name should not contain Allah Almighty's Names, names of any religion, denomination, governing authority or names or logos of any local, Arab and international bodies, institutions and organizations.
 5. The facility name should not violate the public law and order.
 6. The facility name should not be misleading to the patients with regard to the type of facility, its importance, size, etc.
 7. The facility name should be identical to the approved trade name from the Department of Economic Development

Tick 'I Agree to the Terms and Conditions'



Fill-up and confirm each step.

Tick the box beside 'I agree to the terms and conditions'. The button will change from 'Save' to 'Review Form'. Review the information on the page, submit and pay for license activation.

The screenshot displays the 'New Facility License' application page. The header includes the DHA logo and navigation links for Professionals, Facilities, Dubai Medical Registry, Policies and Regulations, and DHA e-Services. The breadcrumb trail shows 'Facility Services' > 'New Facility License'. The main content area features a progress bar with five steps, all of which are marked as 'Complete' with a checkmark icon:

- ▶ License Information Complete ✓
- ▶ Review Professionals Complete ✓
- ▶ Final Inspection Complete ✓
- ▶ Review Contact Details Complete ✓
- ▶ Terms & Conditions Complete ✓

Below the progress bar, a disclaimer states: 'Please make sure you provide the correct information in all sections. By submitting your application you agree that all information provided is accurate and complete.' At the bottom, there are three buttons: a green 'Review Form' button, a green 'Go Back' button, and a red 'Withdraw Application' link.



Step 5: Click 'Pay Now' to make the payment through Dubai Smart Government portal - Epay. Please use a valid credit card.

If you are exempted from payment, click the tick box beside 'Are you exempted from payment?' A dropdown menu will appear. Select the reason for exemption.

Total
AED 1020

Initial Approval Fees AED 1000.0
Knowledge & innovation fee AED 20

Are you exempted from payment?

Please make sure you provide the correct information in all the sections.

[Pay Now](#) [Go Back](#) [Withdraw Application](#)

Are you exempted from payment?

Exemption Reason
Select One ▼

Exemption Proof
Exemption Proof 



The application status will change from 'Draft' to 'Submitted'. It will be reviewed by the facility licensing team.

If required, an inspection is scheduled.

If additional documents are requested, the application will be returned for you to fulfill the request. The status changes from 'Submitted' to 'Returned'.

Once final approval is issued and inspection is passed, a 'Required Action' must be completed.

The mandatory survey must be filled before the license is activated.

A notification alert (!) will appear on the menu icon. Click on menu and select 'Notification Centre'. Click on the required action and complete the survey.

ABDULLAH MOHAMMED

DHA ID: 00123456

My Applications

Notification Centre

Settings



Centre LLC
Al Wasl Road



<h3>Facility Information</h3> <hr/> <p>Enter Subject's Phone number for calls:</p> <p><input type="checkbox"/> Day Case Surgery Centre <input type="checkbox"/> Dental Centre <input type="checkbox"/> Diagnostic Centre <input type="checkbox"/> Rehabilitation Centre <input type="checkbox"/> Medical Centre <input type="checkbox"/> Rehabilitation Centre</p>	<h3>Facility Identity</h3> <hr/> <p>What is your facility's main statement?</p> <p><input type="text"/></p> <p>What type of services do you offer? <small>Maximum 3 selections</small></p> <p><input type="checkbox"/> ADACC <input type="checkbox"/> DVA <input type="checkbox"/> UMC <input type="checkbox"/> MRC <input type="checkbox"/> MRC <input type="checkbox"/> MRC <input type="checkbox"/> MRC</p> <p>When did you first begin operations? <small>Month/Year</small></p> <p><input type="text"/></p> <p>What date is your planned facility expected to be commissioned? <small>Month/Year</small></p> <p><input type="text"/></p>	<h3>Facility Contact Details</h3> <hr/> <p>Facility Street Number / Building Name? <small>How many buildings are there?</small></p> <p><input type="text"/></p> <p>Facility Street Name? <small>How many streets are there?</small></p> <p><input type="text"/></p> <p>Facility Area or Community Name? <small>How many areas or communities are there?</small></p> <p><input type="text"/></p> <p>Postal Number? <small>How many postal numbers?</small></p> <p><input type="text"/></p>	<h3>Outpatient Appointment</h3> <hr/> <p>How can patients make outpatient appointments? <small>How many ways?</small></p> <p><input type="checkbox"/> Email <input type="checkbox"/> Online <input type="checkbox"/> Other <input type="checkbox"/> Phone <input type="checkbox"/> Walk in</p> <p>Phone <small>Facility</small></p> <p><input type="text"/></p> <p>Email <small>Facility</small></p> <p><input type="text"/></p> <p>Website <small>Facility</small></p> <p><input type="text"/></p> <p>If other please specify <small>Facility</small></p> <p><input type="text"/></p>
<h3>Operating Hours</h3> <hr/> <p>Monday? <small>to AM to AM</small></p> <p><input type="text"/></p> <p>Tuesday? <small>to AM to AM</small></p> <p><input type="text"/></p> <p>Wednesday? <small>to AM to AM</small></p> <p><input type="text"/></p> <p>Thursday? <small>to AM to AM</small></p> <p><input type="text"/></p> <p>Friday? <small>to AM to AM</small></p> <p><input type="text"/></p>	<h3>Insurance</h3> <hr/> <p>Which of the following insurance do you facility accept? <small>Maximum 3</small></p> <p><input type="checkbox"/> Abu Dhabi National Insurance Company (ADNIC) <input type="checkbox"/> Abu Dhabi National Sukuk Company <input type="checkbox"/> Allianz Insurance Co. LTD <input type="checkbox"/> Aviva Global <input type="checkbox"/> Al-Falaj Insurance Company <input type="checkbox"/> Al-Nahda National Insurance Company <input type="checkbox"/> Al-Rasheed Insurance Company <input type="checkbox"/> Al-Falaj National Insurance Company <input type="checkbox"/> Al-Falaj National Insurance Company <input type="checkbox"/> Al-Falaj National Insurance Company</p>	<h3>How many of the following are allocated to this specialty?</h3> <hr/> <p>Consultation Hours? <small>How many hours are allocated to this specialty?</small></p> <p><input type="text"/></p> <p>Treatment Hours? <small>How many hours are allocated to this specialty?</small></p> <p><input type="text"/></p> <p>Laboratory? <small>How many hours are allocated to this specialty?</small></p> <p><input type="text"/></p>	<h3>In the last full calendar year, which types of services and how many of each were provided from your facility?</h3> <hr/> <p>Which of the following test types does your facility's pathology & Laboratory services provide? <small>How many times?</small></p> <p><input type="checkbox"/> Microbiology <input type="checkbox"/> Cell Culture <input type="checkbox"/> Serology <input type="checkbox"/> Histology <input type="checkbox"/> Immunology/Cytogenetics <input type="checkbox"/> Immunology <input type="checkbox"/> Microbiology <input type="checkbox"/> Molecular Pathology <input type="checkbox"/> Immunology <input type="checkbox"/> Microbiology</p> <p>How outpatient tests performed? <small>How many tests?</small></p> <p><input type="text"/></p> <p>Comments/remarks</p> <p><input type="text"/></p> <p>Please provide additional comments/remarks to responses above if required</p> <p><input type="text"/></p>



Download the Facility License

After the survey is completed, the Active Facility License is automatically issued. You can view and download the license through the 'Activate Facility License' application. The license status in the Facility Dashboard will also be updated.

View Facility License

[View Facility](#)

Facility License

Valid for

12 Months



Expires 22 May 2020

PolyClinic (2 Specialties)

2 Specialties

 Active License



***Note:**

General Practitioners can acquire up to 4 part-time licenses under School Clinics.
Part-time license holders are not allowed to rotate in the other branches of the same group.



APPENDIX 1

Application Status
Resubmit Returned Application



How to Check Application Status

Status	Action
DRAFT	Application is pending in your account. It is not submitted.
SUBMITTED	Application is successfully submitted and pending for DHA action.
APPROVED	Application is completed.
ISSUED	Application is completed, document issued.
RETURNED	Application is returned in your dashboard. Read the comment, complete the pending action and re-submit the application.
REJECTED	<p>Application is rejected. Read the comment in the application. Possible reasons:</p> <ul style="list-style-type: none">• Requirements not met• Missing documents• Instructions not followed etc. <p>Rejected applications cannot be activated. You must re-apply.</p>
CANCELLED/AUTO-CANCELLED	Application exceeded 90 days without any action.



Returned Applications

Step 1: Login to your account, open the menu and select 'Applications'.

ABDULLAH MOHAMMED
DHA ID: 00123456

My Dashboard

My Applications

Verifications and CBT Assessments

Notification Centre

Settings

Step 2: Under Active tab, search for the status 'Returned'. Click on the arrow on the right to open the application form.

The screenshot shows the 'My Applications' page on the DHA portal. The top navigation bar includes 'Professionals', 'Facilities', 'Dubai Medical Registry', 'Policies and Regulations', and 'DHA e-Services'. The page title is 'My Applications'. Below the title, there are tabs for 'Active' and 'Closed', and a 'Download Excel' button. A search bar contains the text 'returned'. Below the search bar is a table with the following data:

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On	
Returned 21/11/2020	New Facility License	NFL-2020-00001179	--	0.00	21/11/2020	>
Returned 09/10/2020	New Facility License	NFL-2020-00001152	--	0.00	09/10/2020	>

Step 3: Scroll down at the bottom of the page and click 'Edit' button.

Edit

[Request Refund](#)



Step 4: Fill-up each section, upload the required document.
All sections must be complete and bright green.
Click Review Form.

New Facility License

- ▶ License Information Complete ✓
- ▶ Applicant Details Complete ✓
- ▶ Facility Overview Complete ✓
- ▶ Location Details Complete ✓
- ▶ Facility Layout Complete ✓
- ▶ Additional Documents Complete ✓
- ▶ Terms & Conditions Complete ✓

Please make sure you provide the correct information in all sections. By submitting your application you agree that all information provided is accurate and complete.

Review Form

[Go Back](#)

[Withdraw Application](#)

Step 5: Review the summary of information provided. Agree to the terms and conditions again. Click Submit.

Please make sure you provide the correct information in all sections. By submitting your application you agree that all information provided is accurate and complete.

Submit

[Go Back](#)

[Withdraw Application](#)

The status will change to Submitted.

New Facility License

- ✓ Application Name: New Facility License
Application Submission Time : 18:40
Application Submission Date: 21-11-2020
Application Status: Submitted
Application Reference Number: NFL-2020-00001179

Note: After opening the **RETURNED** application the status will change to **DRAFT**.
If the application is in **DRAFT** status, it is not **SUBMITTED** and not received by DHA.

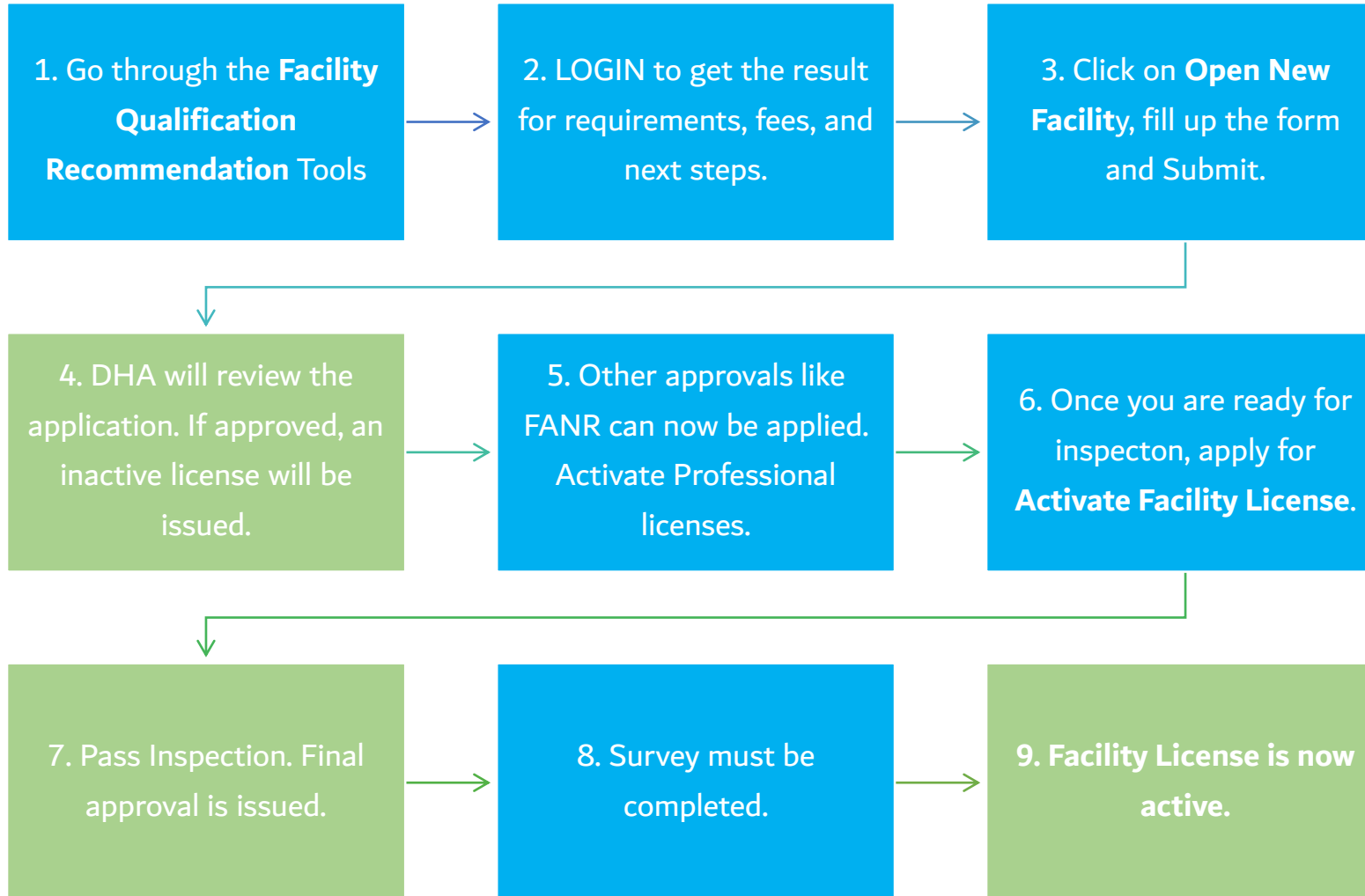


APPENDIX 2

Customer Journey



New Facility License Flow Chart



Legend	
Applicant	
DHA	



APPENDIX 3

Sample Documents



Sample Proposal Letter

Date: DD-MM-YYYY

Respected Dubai Health Authority,

(Registered Facility Name), (Location), (DHA Facility license number) would like to request your initial approval make some modifications as per below:

We proposed to add the following services:

1. Gastroenterology
2. Speech Therapy
3. Diet and Nutrition

	Room description	Space (m ²)	Currently Approved as	Proposed Change of Usage To:
1	Room No. ---	16.3 m ²	Cardiology	Sharing: Cardiology Gastroenterology Orthopaedic
2	Room No. ---	16 m ²	Paediatrics	Sharing: Paediatrics Occupational Therapy Speech Language therapy
3	Room No. ---	15.8 m ²	Internal Medicine Dietician	Sharing: Internal Medicine Dietician Gastroenterology

The rooms will be used to provide daily care for patients on out-patient basis and all services will be managed by skilled and experienced Consultants/Specialists with adequate DHA licensing.

For your kind approval,

Yours Sincerely,
(Authorized Signatory)

NOTE: The letter needs to be printed on the facility's letter head, ink signed and stamped.

Clearly enumerate the amendments requested and actions done to support these changes.

Include complete information of the requesting facility.

Letter head, logo, stamp and signature of registered representative is required.



Sample Trade License




رخصة تجارية Commercial License

تفاصيل الرخصة / License Details

License No.	785	رقم الرخصة
Company Name	HEALTHCARE LLC	اسم الشركة
Trade Name	هيث كيرشيم (HEALTHCARE LLC)	الإسم التجاري
Legal Type	United Liability Company(LLC)	الشكل القانوني
Expiry Date	21/06/2018	تاريخ الإنتهاء
D&B D-U-N-S * No.		رقم الرخصة الأم
Register No.	1102701	رقم السجل التجاري
		رقم الرخصة
		رقم الرخصة

أصحاب الرخصة / License Partners

		رقم الرخصة
		رقم الرخصة

اطراف الرخصة / License Members

Share / الحصص	Role / الصفة	Nationality / الجنسية	رقم الشخص/No.	Name / الإسم
	Manager / مدير	United Kingdom / بريطانيا	NEIL	نيل

نشاط الرخصة التجارية / License Activities

Poly Clinic / مطيع طبي

العنوان / Address

Telephone	تليفون	P.O. Box	صندوق البريد
Fax	فاكس	Parcel ID	رقم الطقعة
Mobile No.	الهاتف المتحرك		

ملاحظات / Remarks

Print Date: 20/07/2017 تاريخ الطباعة: 847 Receipt No. رقم الإيصال

يمكنك الآن تجديد رخصتك التجارية من خلال الرسائل النصية القصيرة أرسل رقم الرخصة إلى 6969 (دو/الصالات) للحصول على اذن الدفع
 Now you can renew your trade license by sending a text message (SMS). Send your trade license number to 6969 (Du/ Etisalat) to receive payment

وثيقة إلكترونية معتمدة وصادرة بدون توقيع من دائرة التنمية الاقتصادية: المراجعة صحة البيانات الواردة في الرخصة يرجى زيارة الموقع www.dubaied.gov.ae
 Approved electronic document issued without signature by the Department of Economic Development. To verify the license kindly visit: www.dubaied.gov.ae




ملحق الشركاء Partners

تفاصيل الرخصة / License Details

D&B D-U-N-S * No.		رقم الرخصة
		رقم الرخصة

أصحاب الرخصة / License Partners

Sr. No./مستسل الشخص/م	Nationality / الجنسية	Name / الإسم
70.2800000%	الإمارات / United Arab Emirates	
29.7200000%	الإمارات / United Arab Emirates	

Trade licenses may differ depending on the trade authority you are licensed under e.g. Dubai Economy, DAFZA, etc.

Always check the validity before uploading.



Sample No Objection Certificate (NOC)

Depending on its purpose, a No Objection Certificate (NOC) may vary in content.

It should, however, always include the letterhead, stamp and signature of authorized signatory.

The content must be clear, concise and detailed (e.g. dates, reference numbers, etc.)

 **إتش هيلث كيرز ذ.م.ش.**
Healthcare LLC

Mr. CEO
Healthcare LLC
P.O. Box
Dubai, UAE

June 1st 2017

Health Regulation Department
P.O. Box 2045
Dubai, UAE

Re: Appointment of Medical Director for College Hospital Jumeirah Road, Dubai.

To whom it may concern,

I am pleased to inform you of my intention to appoint Dr _____ as Medical Director of our new College Hospital _____ at Jumeirah Road, Dubai, which with your support and approval, is due to open on September 1st 2017.

I would be grateful for your acceptance of this letter as confirmation of our approval and statement of no objection to the above appointment.

Dr _____ DHA eligibility reference number is _____

Should you require any further information, please do not hesitate to contact me.

Yours sincerely,

Mr. CEO Healthcare LLC



Cc: Dr _____ Chief Medical Officer Healthcare LLC
Mr _____ Chief Operations and Nursing Officer



Appendix 4

Frequently Asked Questions



Service Catalogue



Sheryan FAQ



Policies and Regulations



Prepared by:	Vanessa Alexandra Avisado Rafael Administrative Officer
Verified by:	Ruqaya Abdelghafar Ali A AlMarzooqi Administrative Officer
Reviewed by:	Aisha Rashid Al Falasi Head of Healthcare Facility Licensing Section
Approved by:	Dr. Hisham Hassan Alhammadi Director of Health Licensing Department