



# Professional Registration and License Activation

## User Guide

Latest update December/2020

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-  Licensing Health Professional Policy
-  Professional Qualification Requirements
-  Guidelines for Computer Based Testing
-  Fitness to Practice Policy

### Good to Know:

There are two types of assessment, Computer Based Testing and Oral Assessment.

Check the [Prometric portal](#) for the titles under Computer Based Testing.

If the title is not available in the Prometric portal, it is categorized as Oral Assessment.

\* All Consultant Physicians/Dentists are categorized as Oral Assessment.



### Information



Accessing your DHA  
E-Services Account



Sheryan Account  
Management



Ask Latifa/  
Health Licensing Support



Frequently Asked  
Questions

### Services



Self-Assessment Tool



Get Registered Service



Document Verification  
(done by Dataflow)



Computer Based Testing  
(done by Prometric)



Oral Assessment



Application Form



Active Registration



Activate Professional  
License



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.

The screenshot shows the 'DHA Single Sign On' page. It features a header with the Dubai Government logo and navigation links. The main content area has a 'Login With' section with icons for 'DHA Account' and 'UAE PASS'. Below this are input fields for 'User Name' and 'Password', both with red error messages indicating they are required. There are links for 'Forgot Password' and 'Or User Name', a 'Login' button, and a 'Register New Account' button at the bottom.

The screenshot shows the 'Register New Account' page. It has a header with 'Home', 'User Guides', and 'FAQ' links. The main content area has a central graphic with the text 'Be a part of DHA family' and 'Access DHA Eservices with an click.' To the right is a registration form with fields for 'UserName\*', 'Email (abcd@example.com)\*', 'Password\*', 'Confirm Password\*', 'First Name\*', 'Middle Name', 'LastName\*', 'Country Code\*', and 'Mobile Number (eg 501234567)\*'. There is a 'Click or touch the Microphone' button and a 'Register' button at the bottom. A note at the bottom states '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

Are you an individual who want to use DHA Services for personal use?

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.

**Individual Home**

☐ set as default page

Are you a corporate owner or employee who want to use DHA Services for your corporate?

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.

**Corporate Home**

☐ set as default page

Good to Know:



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



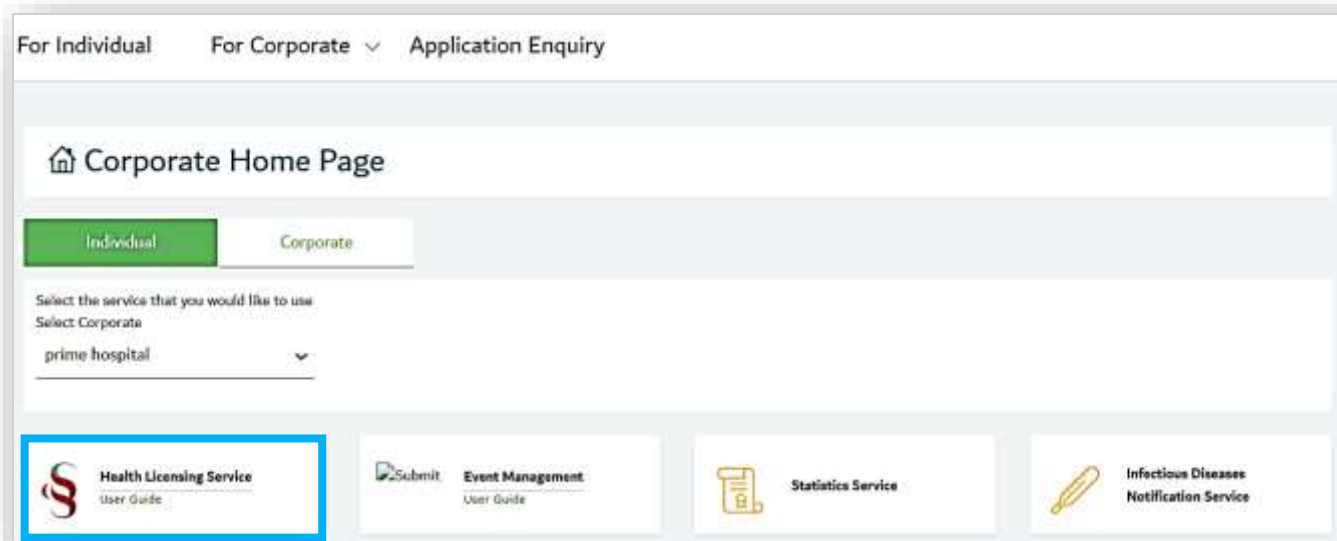
Once an email is registered for an account, it cannot be used for another account.



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



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



The screenshot shows the 'Corporate Home Page' of the DHA Sheryan Portal. At the top, there are tabs for 'For Individual', 'For Corporate' (selected), and 'Application Enquiry'. Below the tabs, there are buttons for 'Individual' and 'Corporate'. A dropdown menu is open, showing 'Select the service that you would like to use' and 'Select Corporate' with 'prime hospital' selected. At the bottom, there are four icons: 'Health Licensing Service' (highlighted with a blue border), 'Event Management', 'Statistics Service', and 'Infectious Diseases Notification Service'.

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.



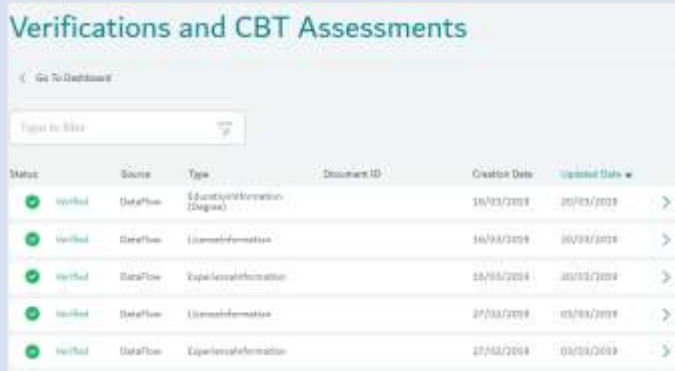
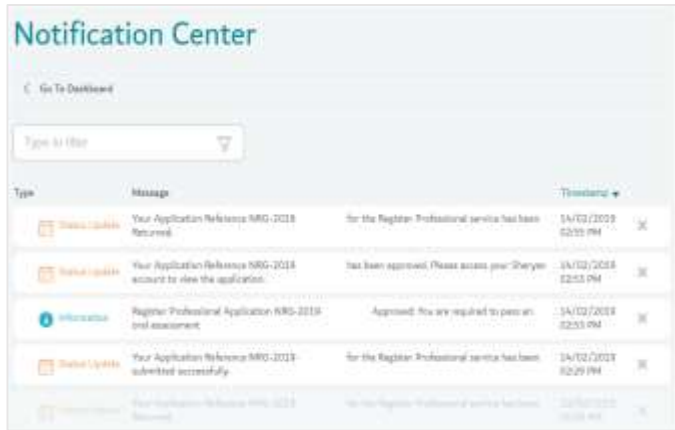


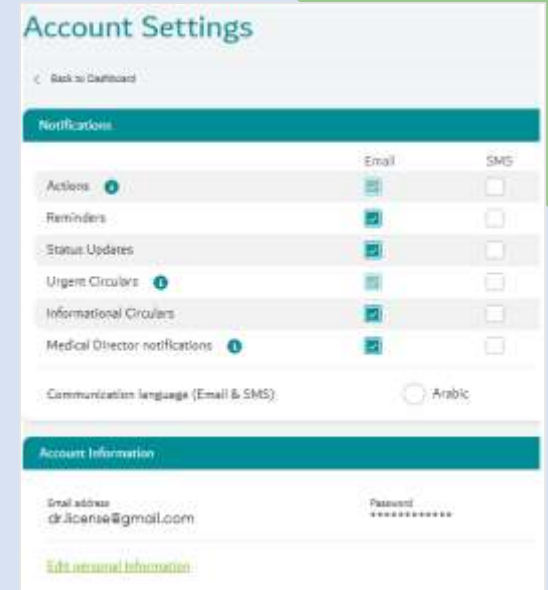
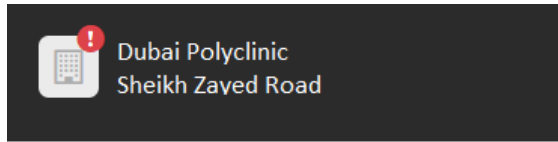
# Sheryan Account Management

Menu Screenshot	Account Menu Options	Screenshot
<div><div>ABDULLAH MOHAMMED</div><div>DHA ID: 00123456</div><div><div>My Dashboard</div><div>My Applications</div><div>Verifications and CBT Assessments</div><div>Notification Centre</div><div>Settings</div></div><div><div><div><div></div><div></div></div><div>Dubai Polyclinic</div><div>Sheikh Zayed Road</div></div></div></div>	<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>	<div><div>My Dashboard</div><div><div>Active Applications</div><div>Verify Master PQN</div><div>Submitted</div><div>Reference Number:</div><div>Estimated time:</div><div>Instant*</div></div><div><div>License and Registration</div><div>You will be able to track your license and registration information once you become a registered professional</div></div><div><div>Sick Leave</div><div>You will be able to track your sick leave certificates once you become a licensed medical professional</div></div><div><div>Edit Dashboard</div><div></div></div></div>
	<p>My Applications - comprehensive view of applications. There are 2 tabs on the screen:</p> <p>Active tab- will show a list of all applications that are either in draft, submitted, returned to you.</p> <p>Closed tab- will show a list of all applications that are either approved, rejected or cancelled by the user.</p>	<div><div>My Applications</div><div><div>Go To Dashboard</div><div>Active</div><div>Closed</div><div>Download Excel</div></div><div><div>Type to filter</div><div></div></div><div><div><div>Status</div><div>Application Name</div><div>Reference No</div><div>Submitted For</div><div>Cost (AED)</div><div>Submitted On</div></div><div><div><div><div>Draft</div><div>02/08/2020</div></div><div>Annual Facility License</div><div>AFE-2020-00003432</div><div>Dubai Polyclinic</div><div>-</div><div>-</div></div></div></div></div>



# 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>	





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](#).



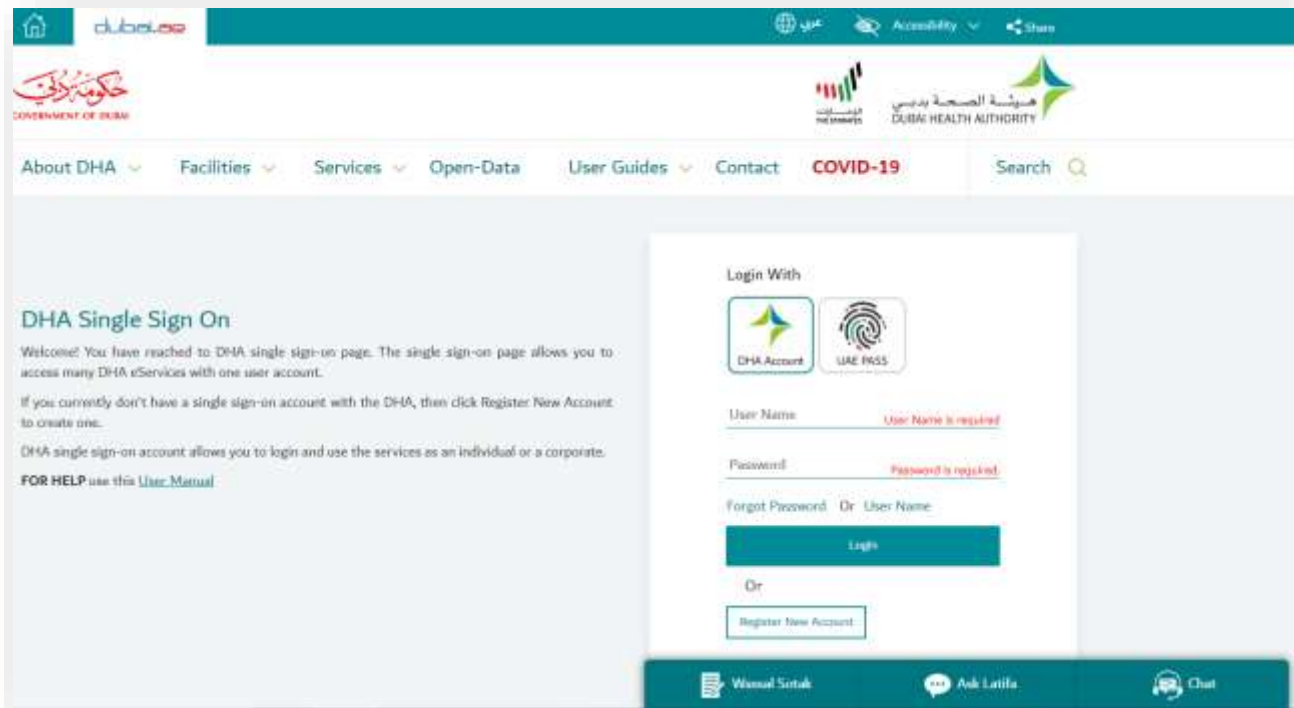
Good to Know: Latifa works through Artificial Intelligence and constantly learns as you ask her more questions.



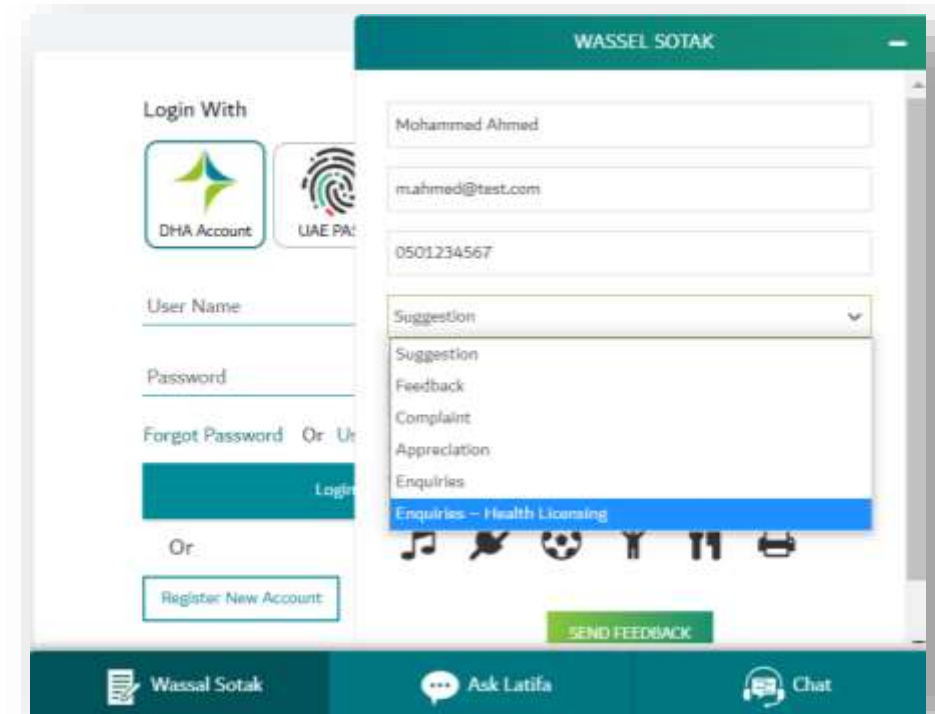
The Health Licensing Department is available to assist you. Contact us by clicking the Wassel Sotak icon the lower right hand corner of the [DHA website](#).

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.



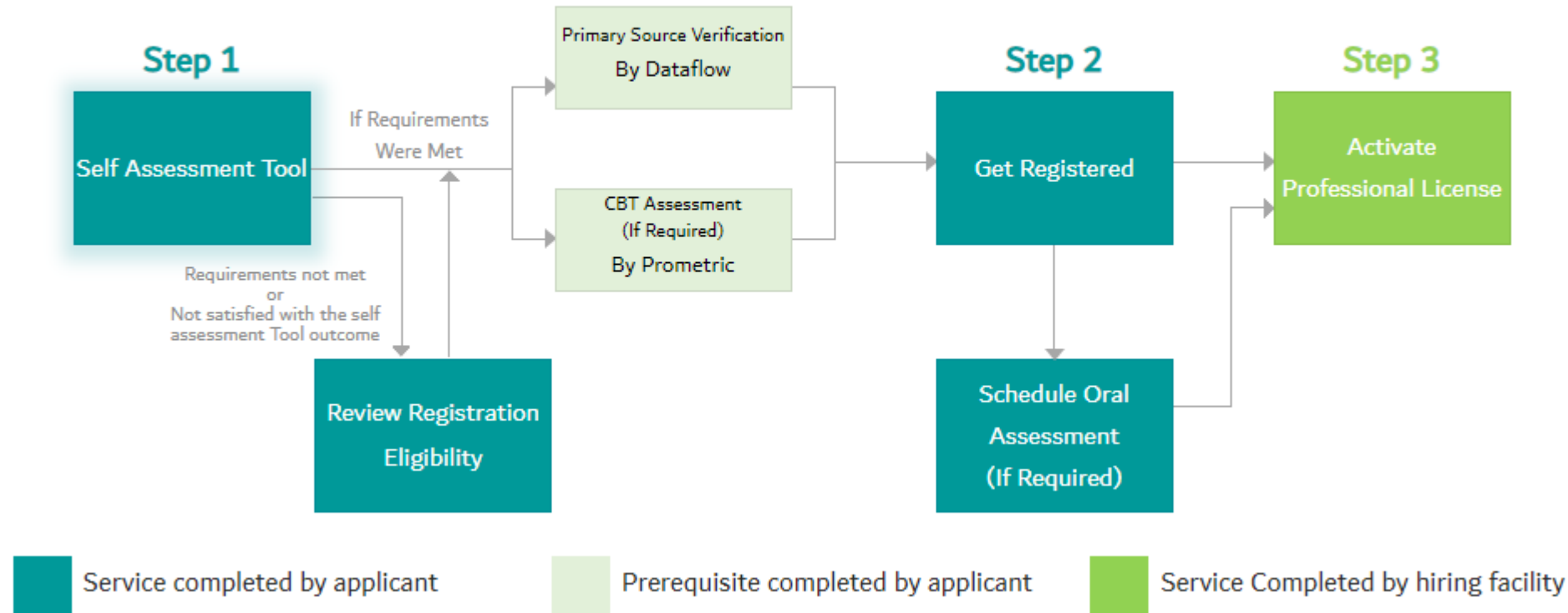
The screenshot shows the DHA Single Sign On page. The header includes the Dubai Government logo, DHA logo, and navigation links: About DHA, Facilities, Services, Open-Data, User Guides, Contact, and COVID-19. The main content area has a 'Login With' section with 'DHA Account' and 'UAE PASS' options. Below this are input fields for 'User Name' (with a red error message 'User Name is required') and 'Password' (with a red error message 'Password is required'). There are links for 'Forgot Password' and 'User Name', a 'Login' button, and a 'Register New Account' button. The footer contains 'Wassel Sotak', 'Ask Latifa', and 'Chat' icons.



The screenshot shows the Wassel Sotak mobile app interface. The header is 'WASSEL SOTAK'. The main content area has a 'Login With' section with 'DHA Account' and 'UAE PASS' options. Below this are input fields for 'User Name' and 'Password'. There are links for 'Forgot Password' and 'User Name', a 'Login' button, and a 'Register New Account' button. A dropdown menu is open, showing options: Suggestion, Feedback, Complaint, Appreciation, Enquiries, and 'Enquiries - Health Licensing' (which is highlighted). The bottom bar contains 'Wassel Sotak', 'Ask Latifa', and 'Chat' icons.



# Professional Licensing Process



## 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 'Frequently Asked Questions' page on the Sheryan website. The header includes the Sheryan logo and navigation links: Professionals, Facilities, Dubai Medical Registry, Policies and Regulations, DHA e-Services, and a Login button. A breadcrumb trail shows 'FAQs'. The main heading is 'Frequently Asked Questions'. Below it is a search bar with the placeholder text 'What do you need help with?' and 'Search to Filter'. A hint below the search bar reads: 'E.g. "Can't login to Sheryan" or "Can I work in Dubai?" or "Error code"'. Two FAQ items are listed: 'New Healthcare Facility License' and 'Activate Facility License', both with right-pointing arrows. The footer contains links for 'About DHA', 'Careers', 'FAQs' (highlighted with a red box), and 'Sitemap'. Other footer elements include 'Contact Us', 'Employees E-Services', a statement 'This site is best viewed in' with browser icons, the 'SMART DUBAI' logo, and social media icons. At the very bottom, it says 'All Rights Reserved. Dubai Health Authority 2020' and 'Terms & Conditions | Privacy Policy'.







# Self-Assessment Tool

To initiate the process of obtaining a New Registration, the first step is to go through 'Self-Assessment Tool'. It is a smart tool that checks an applicant's eligibility for a selected title.

Cost: Free

Average Processing Time : Instant

\*Manual Review (220 AED) : 5 working days

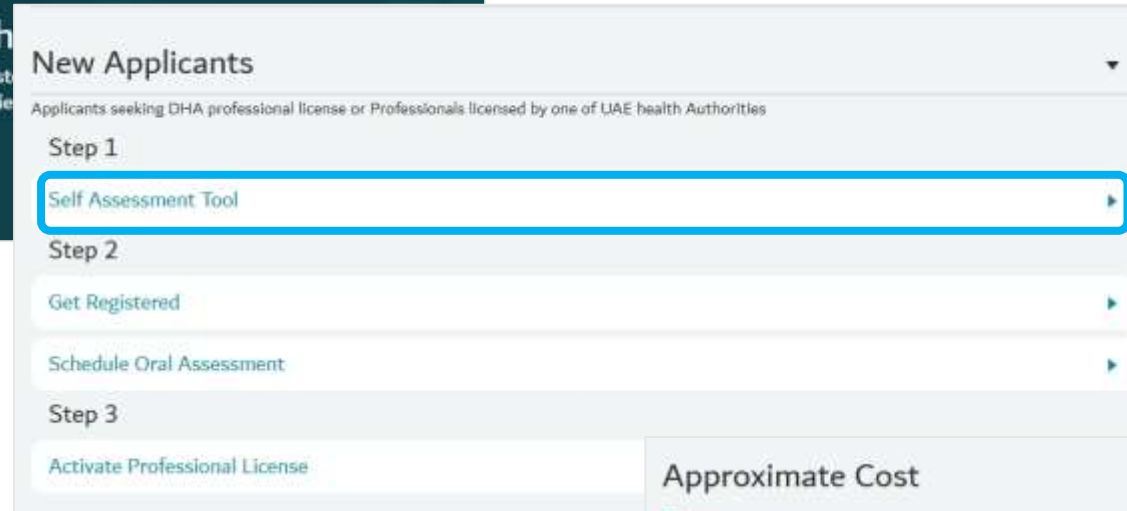


## Self-Assessment Tool

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



**Step 2:** Click on Step 1: Self-Assessment Tool



**Step 3:** Scroll down; click 'Start Self-Assessment'.

### Approximate Cost

**Free**

\* Free for the automated assessment you're about to do.

**Start Self-Assessment**



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





## Self-Assessment Tool

**Step 4:** The Self-Assessment tool will launch; answer all questions accurately (e.g. all related education, all related experience, etc.)

### Self Assessment Tool

Tell us about yourself!

Which category are you applying for?

Please Select ▼

Your category is your healthcare occupation. Please select if you are applying to become a Physician, Dentist, Nurse, Allied Health or Traditional Complementary and Alternative Medicine.

**Step 5:** 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.

### Self Assessment Tool

Tell us about yourself!

I am from [United Arab Emirates](#) and I am applying to become a [Physician General Practitioner](#)  
My basic medical degree is from [Dubai Medical College - United Arab Emirates](#) and I graduated on [30/06/2015](#)  
[Yes](#), I completed my internship from [01/07/2015](#) to [31/07/2016](#)  
[Yes](#), I have professional experience in this field. I completed my experience in [United States of America](#) from [01/01/2017](#) to [31/01/2020](#)

You can click any of your answers to change them.

Get Results

[Cancel, go back](#)



**Result: You are not eligible. If you are certain that you are eligible for the title selected, click on 'Manual Review'. Or 'Edit Your Application'.**

- **Edit Your Application - allows you to edit the details entered.**
- **Request a Review Registration eligibility- allows you to submit an application that will go through the traditional route (review by a licensing officer). This option requires additional payment.**

### Self Assessment Results



#### You are Not Eligible

**Essa Alghurair** unfortunately you are not eligible to become a **Specialist Addiction Psychiatry** because you have not completed any professional experience post your education qualifications. You are required to complete **3 years** of experience to attain this position.

If you continue your registration through the **Get Registered** service, please note you are at risk of having your application rejected.

This result is an automated response based on the information provided by you in the Self Assessment Tool. The Dubai Health Authority reserves the right to reject your Get Registered application based on the verified documents submitted at the time of your application.

Thank you for using Sheryan.

Only the positions you were eligible for will be carried over to your **Get Registered** service. If you think our automatic assessment of your eligibility is inaccurate, you can choose to **Request a Review Registration eligibility**. Payment will apply.

[Edit Your Application](#)

**Note: If you decide on the Review Registration option, the 'Get Registered' service will only be enabled after application is approved. Standard fees apply for the 'Get Registered' service even after payment for Review Registration.**



Result: You are eligible, this result will appear.

**Step 6: Scroll down to read the instructions and requirements. At the bottom of the page click on 'Get Registered'.**

**\*If the approved title is inaccurate, you also have the option to 'Review Registration Eligibility'. This is a paid service.**

### Self Assessment Results



**you are eligible to become a registered  
healthcare professional as a General Practitioner!**

You have met the [eligibility requirements](#) in the United Arab Emirates as a [General Practitioner](#) based on the information you have provided.

Please follow the steps below to complete your registration with the Dubai Health Authority.

This result is an automated response based on the information provided by you in the Self Assessment Tool. The Dubai Health Authority reserves the right to reject your Get Registered application based on the verified documents submitted at the time of your application.

Thank you for using Sheryan.

**Get Registered**

[Go to My Dashboard](#)

Note: If you think our automatic assessment of your eligibility is inaccurate or you wish to proceed regardless, you can choose to [Review Registration Eligibility](#) and payment shall apply.





# Get Registered

DHA registration is a confirmation that the healthcare professional fulfills the requirements for the applied position (Category, title and specialty). It is valid for one year where a health facility should activate it into a license in order for the professional to start clinical practice. Maintaining an active registration secures the approved position without the need for re-assessment (providing there is no discontinuity in practice), in addition to being listed in Dubai Medical Registry.

Cost: 220AED

Average Processing Time : 5 working days



**Good to Know:** You should have an eligible result either via Self-Assessment Tool or Review Registration Eligibility to access this service.



Aside from the 'Start My Registration' button, you can create your application from the Dashboard.

**\*After completing Self-Assessment Tool/Review Registration Eligibility**

Click Professionals to reach the list of professional services.

Click on Step 2: Get Registered.

The service page will open, scroll down and click 'Get Registered'.



The screenshot shows a registration process flow for 'New Applicants'. The flow consists of three steps: Step 1 (Self Assessment Tool), Step 2 (Get Registered), and Step 3 (Activate Professional License). Step 2 is highlighted with a blue border, indicating it is the current step. The text 'Applicants seeking DHA professional license or Professionals licensed by one of UAE health Authorities' is displayed above the steps.

**New Applicants**

Applicants seeking DHA professional license or Professionals licensed by one of UAE health Authorities

**Step 1**

Self Assessment Tool

**Step 2**

Get Registered

Schedule Oral Assessment

**Step 3**

Activate Professional License

### Important to Know:



To acquire registration, three steps must be completed before an application is submitted.



You will only be able to submit your application after both Dataflow and the CBT assessment (if required) are completed.




Dataflow and CBT can be done at the same time.



## Get Registered - Step 1

**Step 1** of Get Registered: Document Verification  
this is done through the third-party service provider, Data Flow.

A green tick will appear next to the document verification bubble once the verified documents are received from Dataflow.




### Document Verification

Qualifications, Experience letters and related licenses that are required for registration position must be verified through Dataflow Group. Create an account using your DHA Unique ID 99906415 to connect your account and start the verification process to complete this section.

- Education
  - Bachelor of Nursing or equivalent, 01/06/06, 30/06/10, Philippines
- Experience : [Registered Nurse Nursing](#)
  - Experience Letters : 01/01/15, 31/01/20
  - Medical License : License/Registration for the same experience
  - Good Standing Certificate : Good Standing Letter for the same experience

☐ To proceed with PSV payment receipt for COVID-19 health facilities based on Circular [CIR-2020-00000195](#)

Go To DataFlow



### Document Verification

Qualifications, Experience letters and related licenses that are required for registration position must be verified through Dataflow Group. Create an account using your DHA Unique ID 00164233 to connect your account and start the verification process to complete this section.

- Education
  - Bachelor of Nursing or equivalent, 01/10/86, 05/03/92, Lebanon
- Experience : [Registered Nurse Nursing](#)
  - Experience Letters : 01/04/92, 30/05/19
  - Experience Letters : 01/04/12, 24/03/16
  - Medical License : License/Registration for the same experience
  - Medical License : License/Registration for the same experience
  - Good Standing Certificate : Good Standing Letter for the same experience
  - Good Standing Certificate : Good Standing Letter for the same experience

☐ To proceed with PSV payment receipt for COVID-19 health facilities based on Circular [CIR-2020-00000195](#)

[View Documents](#) 3 Documents available. Last received on Sep 20, 2019



## Get Registered – Go to Dataflow

Applicants can either click 'Go to Dataflow' from the registration page of their DHA Sheryan account. Or register directly by going to the [Dataflow portal](#).

- Register with your personal details, email id and Unique ID/DHA ID (Professional ID).
- Dataflow accounts from other authorities are not recognized in the DHA-Dataflow portal.

To complete the registration, an email will be sent to your registered email id. Follow the instructions.


LOGIN

You can VISIT or CALL our Service Centers for in-person assistance with your NEW application. [Click here](#)


Welcome to The DataFlow Group portal for Dubai Health Authority. Please enter your login credentials to begin.

Login as a :


☒ Applicant ☐ Agency



First Name




Last Name




Email ID

Your email ID is required.



Password


A password is required.



Professional ID

☐

I'm not a robot



reCAPTCHA  
Privacy - Terms

Login

New user? [Register here.](#)




## Create your password.


**CHANGE PASSWORD**

Your Password has been successfully changed. Kindly logout and login again.

New Password



Confirm Password




Previous


Submit

## Login to your account in the Dataflow portal.


**LOGIN**


Welcome to The DataFlow Group portal for Dubai Health Authority. Please enter your login credentials to begin.






[Forgot password?](#)



 I'm not a robot

  
reCAPTCHA  
[Privacy](#) - [Terms](#)

Success!

Login

New user? [Register here.](#)





### **Step 2 of Get Registered: CBT Assessment**

**- this is done through the third-party service provider, Prometric.**

**If you are exempt from the assessment based on the policy (link provided in the application), click on the dropdown menu and select the reason.**

**You will be required to submit verified assessment exemption evidence once you reach the next step: Application Form.**

### CBT Assessment Nursing exam

Please ensure the identification(i.e., passport number) used with Prometric is the carried through your entire application with DHA - any discrepancies with identification may result in returned or rejected applications

- For information about the duration, number of questions, passing score, fees, content and references; kindly check the [CBT Assessment Guideline](#)
- Review Exam Equivalency Criteria chapter in the [Unified Professional Qualification Requirements \(PQR\)](#) and [Licensing Healthcare Professionals Policy](#). If you are exempt from assessment, select the reason and note that you will be required to include the assessment exemption evidence to dataflow verification and link it in the application form
- Link Assessment Results (linkage will be activated once you pass the assessment)

I am exempt from this assessment because :

Select Reason ▼

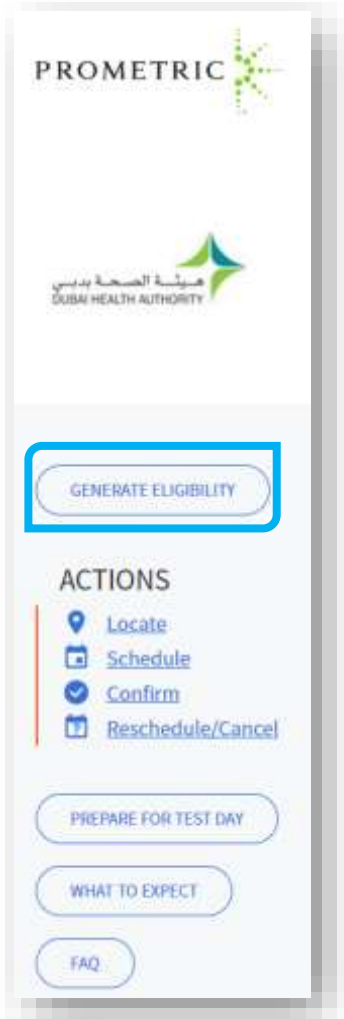
Follow the steps to apply for CBT assessment:

1. Copy DHA Unique ID [Copy Id](#)
2. Use it to generate the Prometric eligibility ID through the following [link](#)

Go To Prometric



Applicants required to pass a Computer Based Test (CBT) through Prometric, can book their assessment by clicking 'Go to Prometric' or directly go to the [Prometric portal](#).



### Generate the DHA Eligibility Number.

#### Generate DHA CBT Eligibility Id

Please enter your DHA Unique ID, if you don't have it, then you can find it from [here](#)

DHA Unique ID

Please enter the position you want to examined for

Category

Title

Speciality

**Generate**

Copy the eligibility number and click 'Schedule'.

Follow the instructions on the Prometric site, schedule and pay for the assessment.

#### Thank you

Your Assessment Eligibility Id is

**1234567 -GEN5331-1**

Please ensure the following:

- You save this assessment eligibility ID, as you will need this in your CBT assessment application.
- You are using the same passport details in your CBT assessment and DHA applications.

Please click on Schedule to proceed to the next steps.

**Print**

**Schedule**



Important to Know: You must use only one DHA Unique ID for Dataflow and Prometric portals for the results to be in one account.



After the result is posted, it will be available in your DHA Sheryan account under 'Verifications and CBT Assessments' and in your application.

## Verifications and CBT Assessments

[Go To Dashboard](#)

Type to filter 

Status	Source	Type	Document ID	Creation Date	Updated Date	
 Verified	DataFlow	EducationInformation (Degree)	91240	18/01/2019	16/12/2019	
 Pass	Prometric	CBT Verified Record	35792	22/03/2015	24/04/2015	

A green tick will appear next to the CBT Assessment bubble once the Assessment Result: Pass is received from Prometric.



### CBT Assessment Nursing exam

Please ensure the identification (i.e., passport number) used with Prometric is the carried through your entire application with DHA - any discrepancies with identification may result in returned or rejected applications

- For information about the duration, number of questions, passing score, fees, content and references; kindly check the [CBT Assessment Guideline](#)
- Review Exam Equivalency Criteria chapter in the [Unified Professional Qualification Requirements \(PQR\)](#) and [Licensing Healthcare Professionals Policy](#). If you are exempt from assessment, select the reason and note that you will be required to include the assessment exemption evidence to dataflow verification and link it in the application form
- Link Assessment Results (linkage will be activated once you pass the assessment)

DHA Unique ID : 001642

Assessment Name : Nursing exam

Assessment Type : CBT

Assessment Date : May 28, 2016

Assessment Result : Pass

Assessment Expiry Date : May 28, 2021

Attempts : 1 of 3

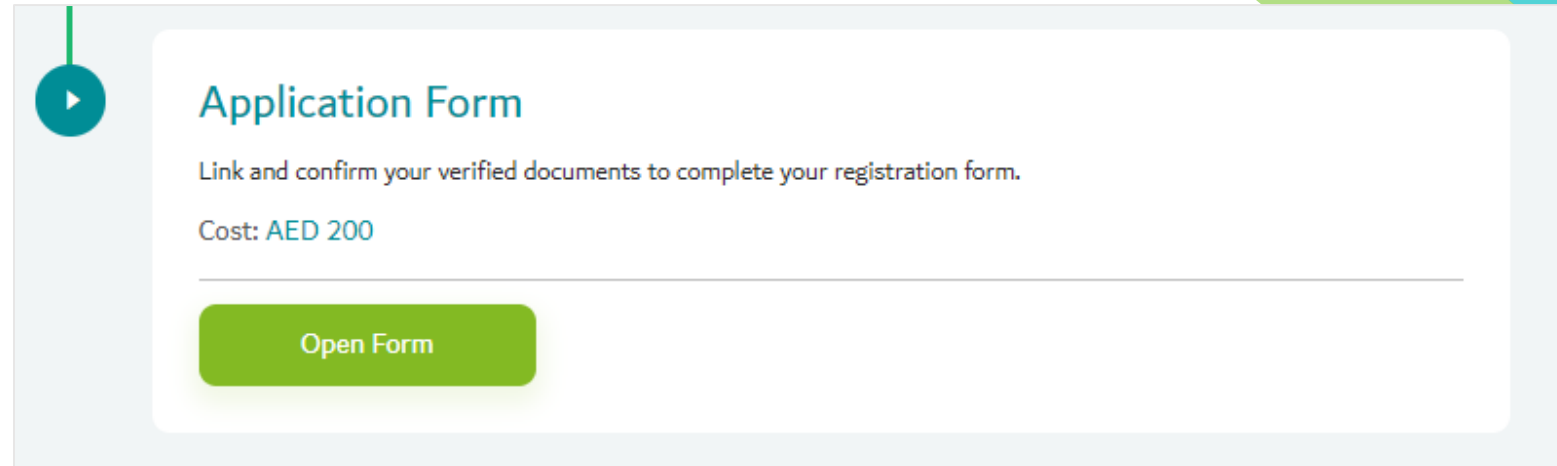
[Unlink Assessment Results](#)

[Go To Prometric](#) Link would open in a new tab.



**Step 3** of Get Registered: Application Form –  
The button 'Open Form' will be active once  
Document Verification and CBT are  
completed.

Fill up the application form with up-to-date  
information and documents. Each section  
must be confirmed. The section becomes  
green once the required information is filled.



The interface shows a card titled "Application Form" with a play button icon on the left. Below the title, it says "Link and confirm your verified documents to complete your registration form." and "Cost: AED 200". At the bottom of the card is a green button labeled "Open Form".

### Application Form

Link and confirm your verified documents to complete your registration form.

Cost: AED 200

Open Form



The progress bar consists of two horizontal bars. The top bar is green and labeled "Application Details" on the left and "Complete" with a checkmark icon on the right. The bottom bar is grey and labeled "Applicant Details" on the left and "Please fill in this section." on the right.

▶ Application Details Complete ✓

▶ Applicant Details Please fill in this section.



Link the required components from your PSV report in the correct sections of your application.

Confirm each section until the button 'Review Form' appears at the bottom of the page. Click 'Review Form', check the information on the form and click 'Submit'.

### Add Experience Letter

Link a Relevant Verified Document

[Add Experience Letter +](#)

☐ Not Applicable

## Professional Experience Information

Please select that applies



VITAL DENT CLINICA ODONTOLOGICA

Designation: DENTAL SURGEON

Duration: 01/10/2011 - 01/05/2018


SALVADOR,Brazil


Link

[Cancel](#)



If the application requires further explanation (e.g. name difference, certificate absence, terminology usage, etc.), the option to add comments is available. This does not guarantee approval and is subject to review.

▶ Other Documents (Optional) Complete 

▶ Declarations Complete 

▼ Comments Please fill in this section.

Comments

Limit of 200 letters

Confirm



## Get Registered - Step 3

All steps should be confirmed with 'Complete' status and tick mark.

The button at the bottom of the page will change to 'Review Form' from 'Save'.

The option to 'Go Back' and 'Withdraw Application' is available.

**Step 4:** Click 'Review Form' and ensure all information entered is correct.

▶ Other Documents (Optional) Complete ✓

▶ Declarations Complete ✓

▶ Comments 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:** 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 220**

Application Fee: AED 200 + 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?

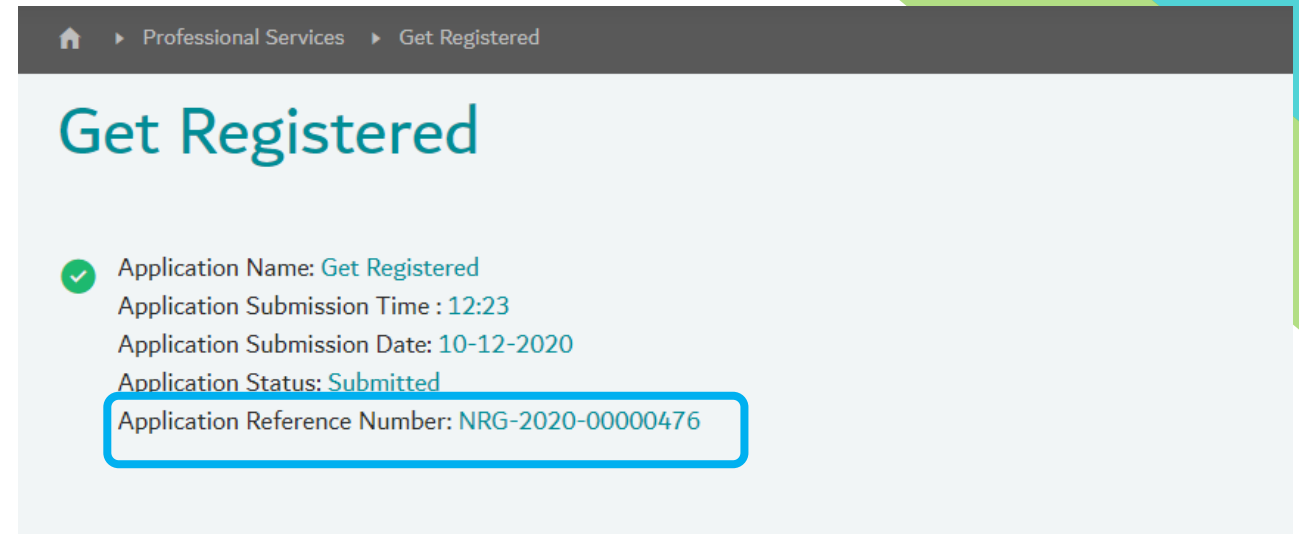
Exemption Reason  
Select One ▼

Exemption Proof  
Exemption Proof 



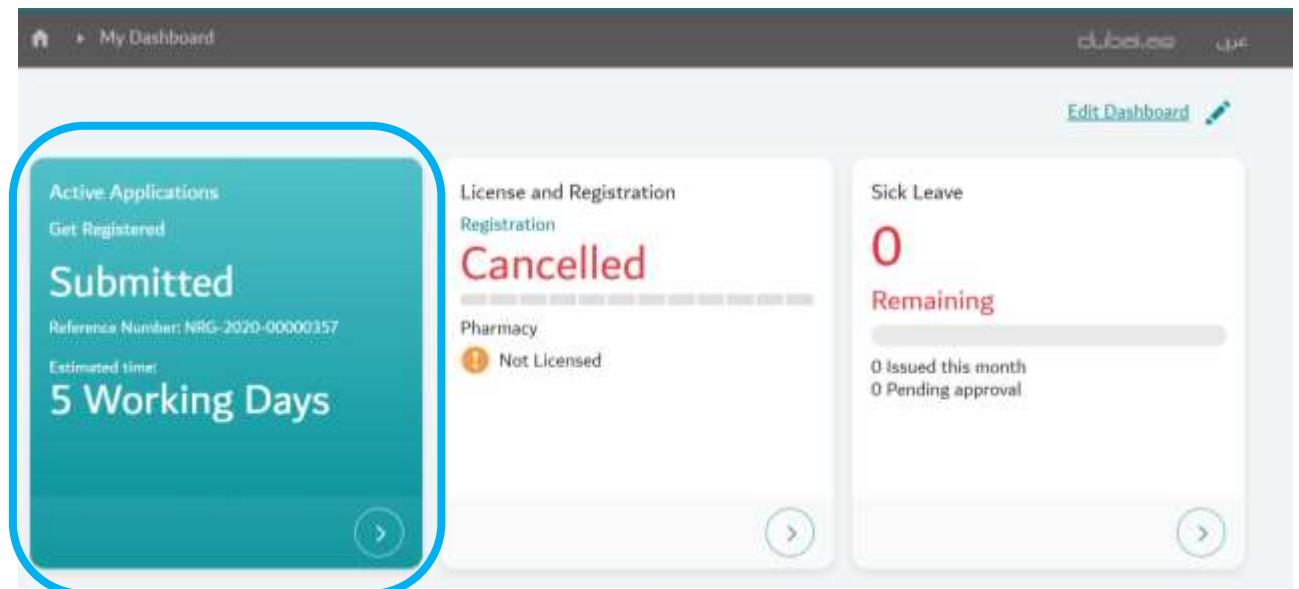


A confirmation page will appear containing your reference number. Keep note of this.



The screenshot shows a web interface with a dark header containing a home icon and the breadcrumb 'Professional Services > Get Registered'. The main heading is 'Get Registered' in a large teal font. Below it, a green checkmark icon is followed by the text: 'Application Name: Get Registered', 'Application Submission Time : 12:23', 'Application Submission Date: 10-12-2020', 'Application Status: Submitted', and 'Application Reference Number: NRG-2020-00000476'. The reference number is highlighted with a blue rounded rectangle.

Check if the application is submitted successfully through My Dashboard.



The screenshot shows a 'My Dashboard' page with a dark header containing a home icon and the breadcrumb 'My Dashboard'. On the right side of the header, there is a 'dubai.ae' logo and an Arabic text 'دبي.اے.إي', and an 'Edit Dashboard' link with a pencil icon. The dashboard features three main cards. The first card, 'Active Applications', has a teal background and shows 'Get Registered' as 'Submitted' with a reference number 'NRG-2020-00000357' and an estimated time of '5 Working Days'. This card is highlighted with a blue rounded rectangle. The second card, 'License and Registration', shows 'Registration' as 'Cancelled' and 'Pharmacy' as 'Not Licensed' with a warning icon. The third card, 'Sick Leave', shows '0 Remaining' and '0 Issued this month' and '0 Pending approval'. Each card has a right-pointing arrow at the bottom right.



Or check if the application is submitted successfully through My Applications.

### My Applications

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

Type to filter 

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼
 Submitted 05/09/2020	Get Registered	NRG-2020-00000357	--	0.00	05/09/2020 >

After the application is approved, the status will change to Approved. The eligibility letter will be available. Check [Appendix 1](#) for the types of application status and steps to re-submitting an application, if returned by DHA.

If your title requires an Oral Assessment, however, the next step is to book the Oral Assessment.



## Schedule Oral Assessment

Applicants required to pass an oral assessment must first acquire a full and positive Dataflow/PSV report.

Once the report is available, you will have the option to submit application (Get Registered.)

This application will be forwarded to DHA for review. After approval, the application to schedule the oral assessment becomes available under 'My Applications'.

Select 3 date ranges suitable to your availability (Normal). If there is an available date, you can book it.

After passing the assessment, your registration will be active.

Professional Services > Schedule Oral Assessment

31/07/2021

### Assessment Calendar - Select 3 Five Day Tentative Ranges

Please select a date from the available oral assessments on the calendar. If you cannot find an available date within these 2 months, you have two options. Either select 3-5 working day tentative ranges within each month you are available, or proceed with a Urgent request to select a single date that suits you best.

Dates are updated every Sunday.

**No Available Days**  
There are no available days within the next 2 months right now.

**Select 3 Tentative Ranges**  
You can select a tentative range of 5 days per month, for up to 2 months. We will search for panelists who can accommodate those tentative ranges and contact you for availability.

Tentative Range 1(Clear This Range)  
**Specify Dates - Window1**

Tentative Range 2(Clear This Range)  
**Specify Dates - Window2**

Tentative Range 3(Clear This Range)  
**Specify Dates - Window3**

Cannot find the day you are looking for? [Urgent Service](#)  
Urgent allows you to select a date and ensure that DHA will sort it out for you.



DHA will review the application after submission. Once approved, the applicant will acquire an active registration valid for one year/twelve months.

This is also known as an Eligibility Letter.

This is not a license, but a registration to confirm that the applicant is eligible for the title and can find a DHA licensed hiring facility.

**Step 6:** The unique ID must be shared to the hiring facility for license activation.

# My Dashboard


## License and Registration

Fully Active Registration valid for

# 11 Months

Expires 17 July 2021

Otolaryngology

 Not Licensed



## شهادة تسجيل مهني صحي Healthcare Professional Registration Certificate

Date: 06-08-2020

Dear ALI

Welcome to the Dubai Medical Registry!

We are pleased to inform you that you have been registered in the Dubai Medical Registry with the following details

تاريخ: 06-08-2020

المهني العزيز علي الغريماوي،

مرحباً بك في سجل دبي الطبي

يسعدنا إعلالك بأنه قد تم تسجيلك في سجل دبي الطبي، حسب البيانات التالية

Name:	علي	الاسم:
Nationality:	Germany	الجنسية:
Registration No.:		رقم التسجيل:
Registration Title:	طبيب استشاري جراحة عامة Physician - Consultant - General Surgery	مسمى التسجيل:

In order to activate the professional license, the health facility you would like to work with, must add you to the facility account and complete the licensure process. For more information about your registration, please visit the DHA licensing Portal "Sheryan" — using your User ID and password.

تفعيل ترخيصك المهني يتوجب على المنشأة الصحية التي ترغب العمل فيها إضافتك في حسابها وإستكمال إجراءات الترخيص. لمزيد من المعلومات حول تسجيلك، يرجى زيارة بوابة الترخيص الإلكتروني هـريان باستخدام اسم المستخدم وكلمة المرور الخاصة بك.

Yours Sincerely,

وتفضلوا بقبول فائق الاحترام والتقدير،

Health Regulation Sector Dubai Health Authority

قطاع التنظيم الصحي هيئة الصحة بدبي

Remarks:

ملاحظات:

- Any modifications will invalidate this certificate.
- This is an electronically generated certificate, that doesn't require signature or stamp
- This is NOT a valid Health professional license.
- This certificate is valid up to one year from the issuing date
- For verification, please visit:  
<https://services.dha.gov.ae/sheryan/wps/portal/home/services-professional/online-verification>

- أي تعديل في الشهادة تعتبر لاغية.
- يتم إصدار هذه الشهادة إلكترونياً ولا تتطلب ختم الهيئة أو الحضور لتصديقها
- هذه الشهادة ليست ترخيصاً رسمياً ولا يمكن مزاولة المهنة الصحية باستخدامها
- مدة سريان هذه الشهادة ستة شهور ميلادية واحدة من تاريخ الإصدار
- لغرض التحقق من هذه الشهادة، يرجى زيارة موقع هيئة الصحة بدبي  
<https://services.dha.gov.ae/sheryan/wps/portal/home/services-professional/online-verification>



For more information visit  
Approved electronic document issued without signature by Dubai Health Authority

dha.gov.ae

للمزيد من المعلومات يرجى زيارة  
وثيقة إلكترونية معتمدة ومصادرة بدون توقيع من هيئة الصحة بدبي

CP\_9.3 F-03



PIN:  
159671657

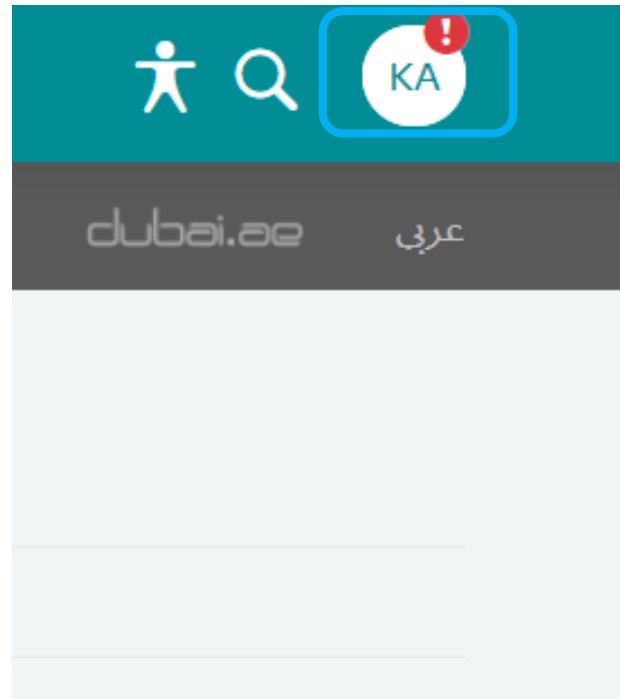


## Accepting an Invitation

The process of activating a license begins with the hiring facility's account.

The facility must use the 'Activate Professional License' service to be able to activate a professional license.

An invitation to join the facility will be sent to the professional's account.



HUSSEIN

DHA ID: 7722

My Dashboard

My Profile

My Applications

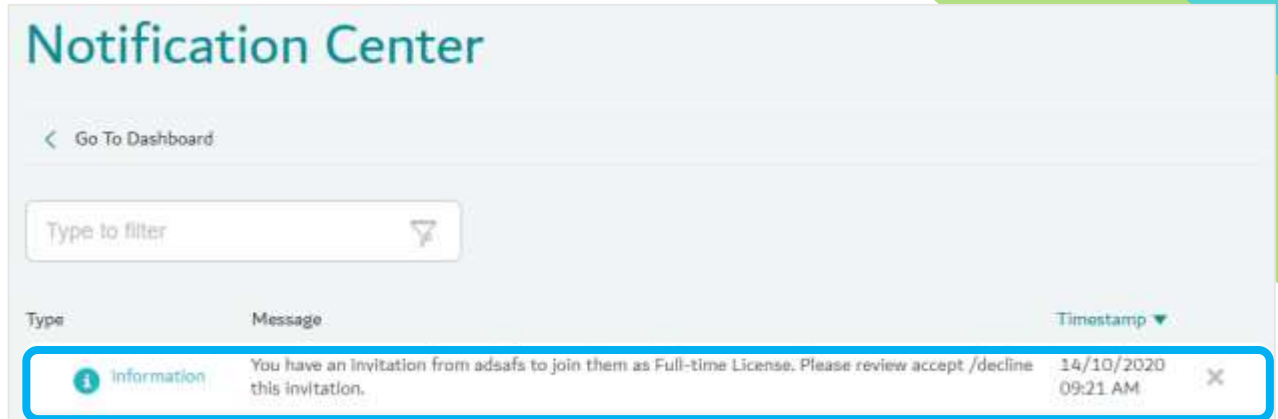
Verifications and CBT Assessments

Notification Centre

Settings

## Accepting an Invitation

**Accepting an Invitation**  
Open the menu (white circle) with notification alert. Go to Notification Centre.



**Notification Center**

< Go To Dashboard

Type to filter

Type	Message	Timestamp
Information	You have an invitation from adsafs to join them as Full-time License. Please review accept /decline this invitation.	14/10/2020 09:21 AM

**Step 7:** View the invitation and click 'Accept'.



**My Registration**

< Back to Dashboard

**Licenses**

adsafs	Status	Specialities
You need to accept this request to activate your license. By accepting you allow the facility to do DHA services on your behalf.	Waiting On Applicant Full-time License Registered Nurse Invite received on 14 October 2020	Nursing

Accept

[Decline request](#)





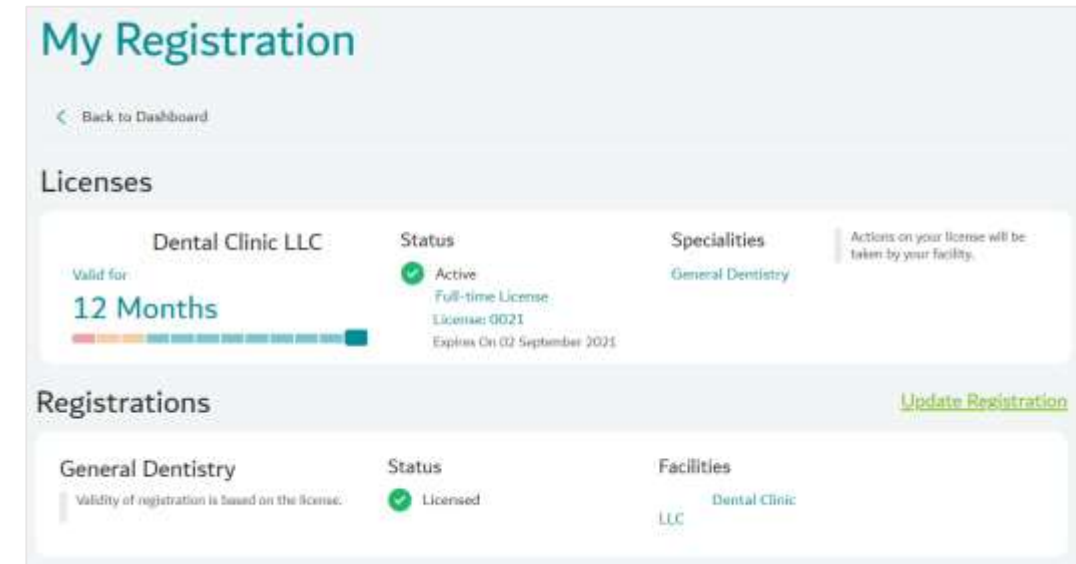
## Active License

After the facility submits the application, DHA will review it. Once approved, the applicant will acquire an active license valid for one year/twelve months.

The facility can print the E-license for new professionals under the 'Activate Professional License' application.

A professional with an active license will have a dashboard similar to the one shown. Click the License and Registration widget to view the 'My Registration' page

**My Registration - complete list of registration/license status.**



Note: It is the responsibility of both facilities and professionals to maintain a valid medical malpractice insurance covering the healthcare professional. The insurance certificate does not need to be uploaded upon license activation, however, it must be presented to DHA officials when requested.





# Activate Professional License – Full Time

This service allows Health Facilities to activate full-time, part-time, or trainee licenses for healthcare professionals with active registration. A Healthcare Professional can practice once the license is issued. [Access the service](#) through the facility account.

Cost: 3020AED (Doctors/Dentists) 1020AED (Nurses/Allied Health)

Average Processing Time : Instant

For Additional documents (e.g. Medical Fitness): 1 working day

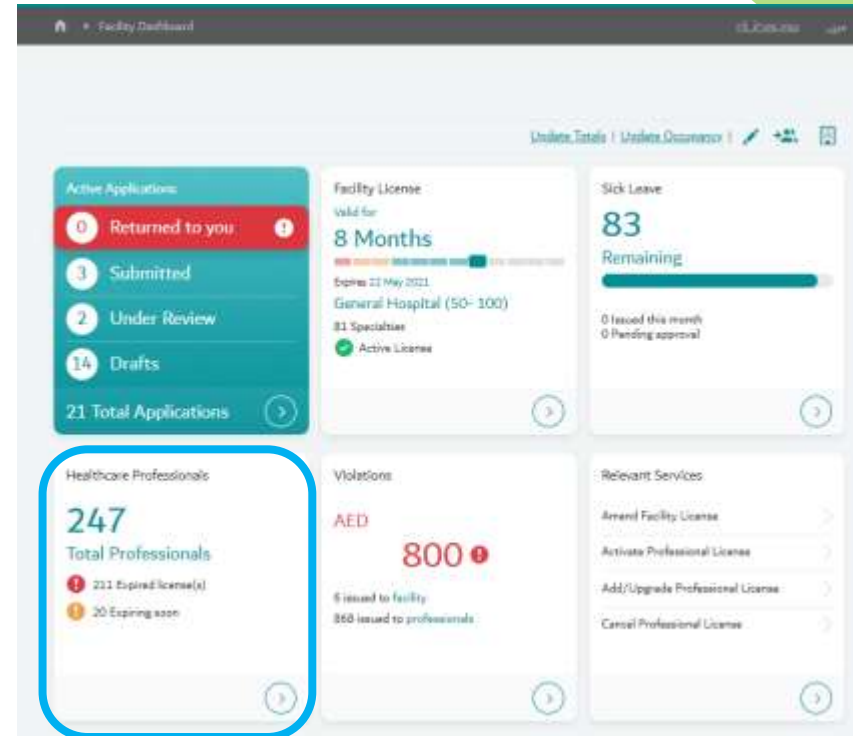




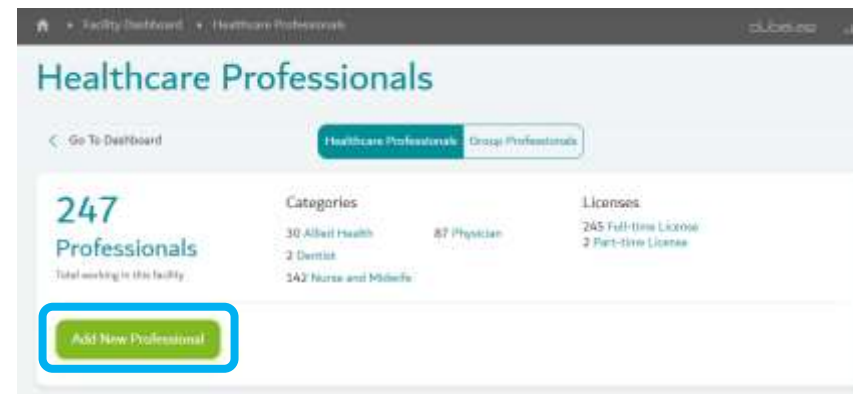
## Activate Professional License

The facility where the healthcare professional will work can now activate the license.

**Step 1:** Login to the facility account and access the Health Licensing Service. Go to the 'Facility Dashboard'. Click on the 'Healthcare Professionals' widget.

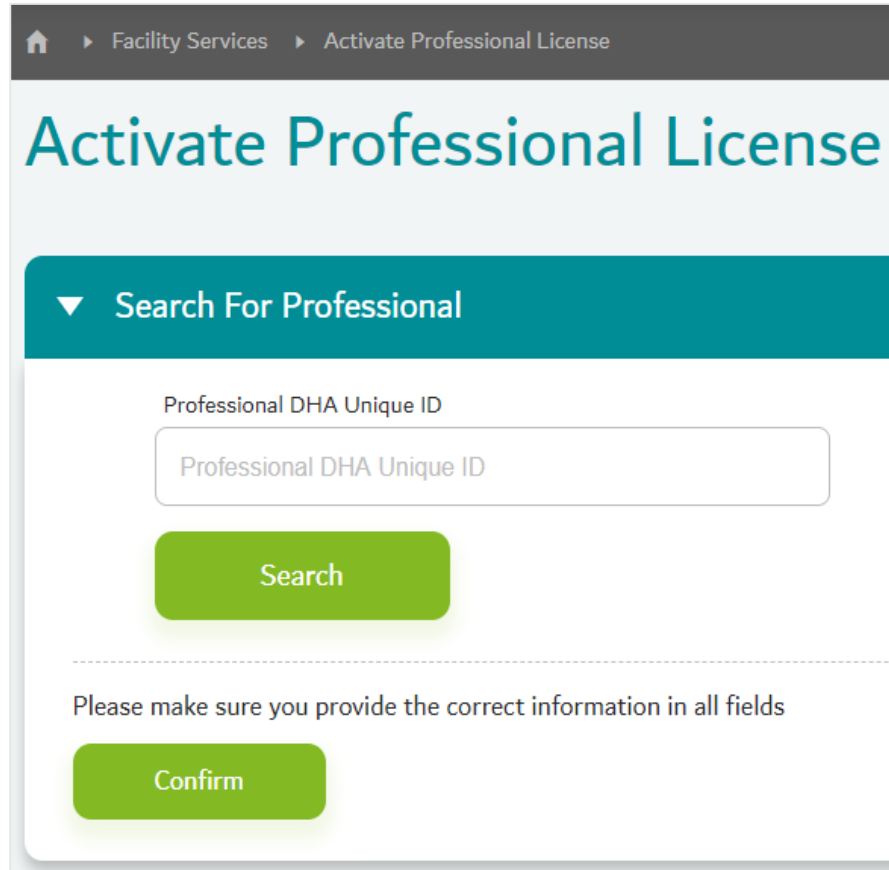


**Step 2:** Click on 'Add New Professional'



**Step 3:** The service for 'Activate Professional License' will open. Type the professional's unique ID and click 'Search'.

After finding the professional, click 'Confirm'.



The screenshot shows a web application interface for activating a professional license. At the top, a dark gray header contains a home icon and the breadcrumb 'Facility Services > Activate Professional License'. Below this, a light gray section features the title 'Activate Professional License' in a large, teal font. A teal bar with a downward arrow and the text 'Search For Professional' serves as a section header. Underneath, the label 'Professional DHA Unique ID' is positioned above a text input field that also contains the placeholder text 'Professional DHA Unique ID'. A green 'Search' button is located below the input field. A dashed horizontal line separates this section from the next, which contains the text 'Please make sure you provide the correct information in all fields' and a green 'Confirm' button.



**Step 4:** The 'Selected Professional' section will appear.

Scroll down until you reach 'Selected Professional Details'.

Under 'Select license type', choose Full-time License.

Tick the box beside the position.

**\*Note:** If available/applicable, multiple positions can be selected.

Enter the Staff ID. Select the joining date and click 'Confirm'.

### Selected Professional Details

Select license Type

Full-time License ▼

Select Position(s)

☐

Nurse and Midwife-Registered Nurse-Nursing

Staff ID(Optional)

Staff ID

Joining Date



Please input your internal facility Staff ID, if exists, else input your DHA Unique ID.

The Joining Date is when the professional will start practicing in the facility

Please make sure you provide the correct information in all fields

Confirm



## Activate Professional License

**Step 5:** After confirming both sections, click 'Submit'.

A bubble confirming the request submission will appear.

**Step 6:** Accept the Invitation - The healthcare professional must login to his/her account and accept the invitation.

Activate Professional License

Search For Professional Complete ✓

Selected Professional 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.

Submit Go Back Withdraw Application

Your request has been submitted, and it is pending Professional Approval. We will notify you once the professional responds.

My Registration

Back to Dashboard

Licenses

Name	Status	Specialities
adsafs	Waiting On Applicant	Nursing

You need to accept this request to activate your license. By accepting you allow the facility to do DHA services on your behalf.

Full-time License  
Registered Nurse  
Invite received on 02 October 2020

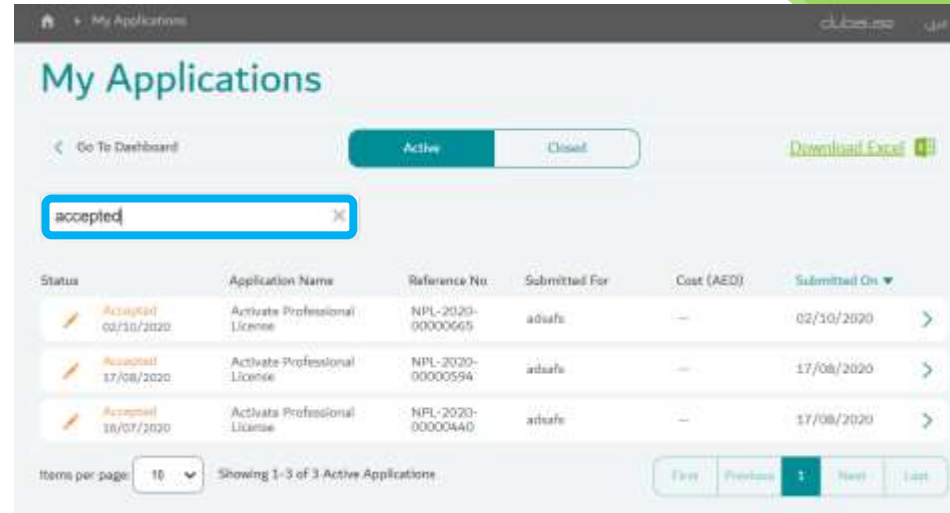
Accept Decline request

Note: If the facility does not submit and pay for the license activation, the professional has the option to decline the invitation and accept another invitation.



## Activate Professional License

**Step 7:** Login to the facility account and go to 'My Applications', under the 'Active' tab find and open the application with the status 'Accepted'.




The screenshot shows the 'My Applications' page with a search filter set to 'accepted'. The table below lists three active applications, all with a status of 'Accepted'.

Status	Application Name	Reference No.	Submitted For	Cost (AED)	Submitted On
Accepted 02/10/2020	Activate Professional License	NPL-2020-00000665	adsafe	—	02/10/2020
Accepted 17/08/2020	Activate Professional License	NPL-2020-00000594	adsafe	—	17/08/2020
Accepted 18/07/2020	Activate Professional License	NPL-2020-00000440	adsafe	—	17/08/2020

Items per page: 10 Showing 1-3 of 3 Active Applications

**Step 8:** 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 shows the 'Activate Professional License' page with a progress bar indicating that all steps are complete.

- Search For Professional Complete
- Selected Professional Complete
- Professional Information Complete
- Applicant Details 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](#)



## Activate Professional License

**Step 9:** The application will be received by DHA for approval. Once issued, you will find the application under the 'Closed' tab of 'My Applications'.

**Step 10:**  
Click 'eLicense' to download the license. Print, cut and laminate.

The professional can now practice in the facility.

The screenshot displays the 'My Applications' page. At the top, there's a navigation bar with 'My Applications' and a user profile. Below this, the page title 'My Applications' is followed by a 'Go To Dashboard' link and two tabs: 'Active' and 'Closed'. A 'Download Excel' button is also present. A search bar contains the text 'npl'. Below the search bar is a table with columns: Status, Application Name, Reference No, Submitted For, Cost (AED), and Submitted On. The table shows one application with a green checkmark icon, status 'Issued', application name 'Activate Professional License', reference number 'NPL-2020-00000604', submitted for 'adsafs', cost '0.00', and submitted on '19/08/2020'. Below the table is an 'Audit Trail' section with the text 'Below is a detailed view of all the interactions on this application..'. The audit trail shows four steps: 'Issued' (19/08/2020), 'Payment Exemption Approved' (19/08/2020), 'Under Review' (19/08/2020), and 'Submitted' (19/08/2020). At the bottom of the page, there is a green button labeled 'eLicense'.

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On
Issued 19/08/2020	Activate Professional License	NPL-2020-00000604	adsafs	0.00	19/08/2020

**Audit Trail**

Below is a detailed view of all the interactions on this application..

- Issued  
19/08/2020
- Payment Exemption Approved  
19/08/2020
- Under Review  
19/08/2020
- Submitted  
19/08/2020

**eLicense**







## Professional License Certificate شهادة ترخيص مهني

Issue Date:	19-08-2020	تاريخ الإصدار:
Professional Name	إلواسا تنداس Eloisa	اسم المهني
DHA Unique ID	00012345-00	الرقم التعريفي
License Number	00012345	رقم الترخيص المهني
License Type	ترخيص بدوام كامل Full-time License	نوع الترخيص
License Title	التمريض القابلة ممرض مسجل Nurse and Midwife-Registered Nurse-Nursing	مسمى الترخيص
License Expiry Date	19-08-2021	تاريخ الانتهاء
Facility Name	برايم شركة ذات مسؤولية محدودة Hospital LLC	اسم المنشأة
Remarks/ Restrictions		ملاحظات

### Notes:

- This certificate is a proof of issuance of DHA Professional license. It does not require signature or stamp.
- To verify this document, Please visit the below link and enter the Barcode.
- Healthcare Professional shall maintain a copy of his/her valid e-License card during clinical practice.

### ملاحظات:

- هذه الشهادة دليل على إصدار الترخيص المهني من قبل هيئة الصحة بدبي، ولا تحتاج إلى ختم أو توقيع.
- للتحقق من هذه الوثيقة، يرجى زيارة الرابط أدناه وإدخال الرمز التعريفي (الباركود)
- يتوجب على المهني الصحي الاحتفاظ بنسخة من بطاقة الترخيص الإلكتروني (سارية المفعول) أثناء الممارسة الإكلينيكية.

<https://services.dha.gov.ae/sheryan/wps/portal/home/services-professional/online-verification>

CP\_9.3 F-01



Using the eLicense card: Print, cut and fold



استخدام الترخيص الإلكتروني: قم بطباعته وقصه ثم طيه







# Activate Professional License – Part Time

This service allows Health Facilities to activate full-time, part-time, or trainee licenses for healthcare professionals with active registration. A Healthcare Professional can practice once the license is issued. [Access the service](#) through the facility account.

Cost: 4020AED

Average Processing Time : Instant

If Additional document requested: 5 working days



### Notes:

- Part-time permission must be provided by the Medical Director of the full-time facility
- Healthcare facility where the professional will work part-time should be active and should have the healthcare professional's specialty.
- Healthcare professional should grant the facility consent on being licensed
- Pay outstanding fines (if applicable)
- It is the responsibility of both facilities and professionals to maintain a valid medical malpractice insurance covering the healthcare professional. The insurance certificate does not need to be uploaded upon license activation, however, it must be presented to DHA officials when requested.

License position	Maximum number of Part Time Permissions
*General Practitioner/ General Dentist/ Nurses & Midwives/ Allied Healthcare professionals/ TCAM	1
Specialist (non-surgical specialties)	2
Specialist (surgical specialties)	4
Consultant	4
Specialist under-supervision/ Registrar	1

### \*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.

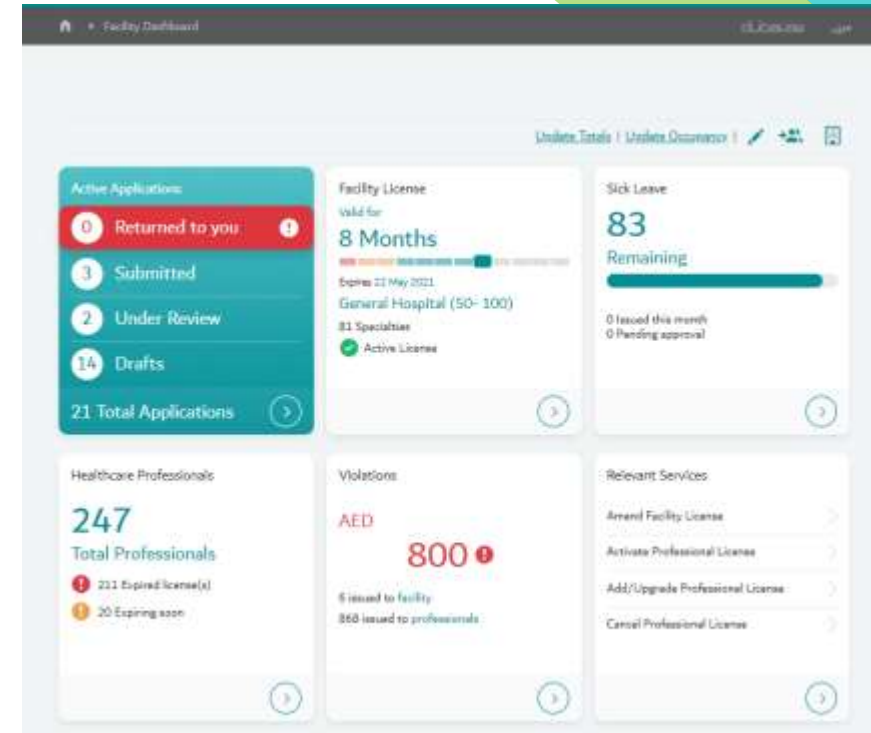


## Activate Part-time License

**Part-time Permission** - The medical director of the full-time healthcare facility must provide permission to the healthcare professional to work part-time in other healthcare facilities.

**Step 1:** The Medical Director will login to his/her account and access the Health Licensing Service. Go to the 'Facility Dashboard'.

**Step 2:** Click on the 'Healthcare Professionals' widget.



## Activate Part-time License

**Step 3:** Search for the healthcare professional and click on the arrow button beside their details.

The screenshot shows the 'Healthcare Professionals' dashboard. At the top, there's a navigation bar with 'Facility Dashboard' and 'Healthcare Professionals'. Below this, a header section displays '248 Professionals' and 'Total working in this facility'. To the right, there are two tabs: 'Healthcare Professionals' (selected) and 'Group Professionals'. Below the tabs, there are three summary cards: 'Categories' (30 Allied Health, 2 Dentist, 143 Nurse and Midwife), 'Physician' (87 Physician), and 'Licenses' (246 Full-time License, 2 Part-time License). A green 'Add New Professional' button is located below the categories. A search bar with the text 'Neelam' and a search icon is present. To the right of the search bar is a 'Download Excel' button. Below the search bar, a professional profile for 'Neelam' is shown, including a blue circular profile picture, the name 'Neelam', the title 'Specialist Undersupervision - Obstetrics And Gynecology', and the license details 'Full-time License • License No: 000 • 001 • Expiration: 28/06/2021'. A right-pointing arrow is visible next to the profile details.

**Step 4:** On the professional profile page, scroll down to reach the "Group and part-time permission" section. Tick the box beside 'Allow this Professional to apply for part-time licenses'.

The screenshot shows the 'Professional Profile' page. The navigation bar includes 'Facility Dashboard', 'Healthcare Professionals', and 'Professional Profile'. The main section is titled 'Group and part-time permission'. It contains a dropdown menu labeled 'Facilities assigned on group' with 'Prime' selected. To the right of this dropdown is a text box stating 'The facility's medical director can allow the professional to practice in other facilities under your facility group.' Below the dropdown, there is a checkbox labeled 'Allow this Professional to apply for part time licenses', which is currently checked. To the right of this checkbox is another text box stating 'This action can be performed by the facility's medical director.' At the bottom of the page, there are three buttons: 'Renew License' (highlighted with a blue border), 'Update License', and 'Cancel License'.



**Step 5:** The 'Selected Professional' section will appear. Scroll down until you reach 'Selected Professional Details'.

Under 'Select license type', choose Part-time License.

Tick the box beside the position.

Under 'Select Facilities from Group', the option to choose which facilities under the same group the professional can practice in is available.

Select the joining date and click 'Confirm'.

**Selected Professional Details**

Select license Type:  
Part-time License ▼

Select Position(s):  
☐ Nurse and Midwife-Registered Nurse-Nursing

Staff ID(Optional)  
Staff ID

Joining Date  
The Joining Date is when the professional will start practicing in the facility

Please Input your Internal facility Staff ID, if exists, else Input your DHA Unique ID.

Please make sure you provide the correct information in all fields

Confirm

Follow the rest of the steps in Full-Time license activation. [Click here.](#)



# APPENDIX 1

Application Status  
Resubmit Returned Application



## How to Check Application Status

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






## Returned Application

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

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



Mohammed Ahmed  
DHA ID: 000012345

عربي


[My Dashboard](#)  
[My Profile](#)  
[My Applications](#)  
[Verifications and CBT As](#)  
[Notification Centre](#)  
[Settings](#)


[Home](#) > [My Applications](#)dubai.ae عربي



## My Applications

[Go To Dashboard](#)

[Active](#)[Closed](#)

[Download Excel](#) 

returned 

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼
 <b>Returned</b> 03/10/2020	Renew Professional License	RPL-2020-00000231	adsafs	3020.00	04/08/2020 

Items per page: 10 ▼ Showing 1-1 of 1 Active Applications

[First](#)[Previous](#)[1](#)[Next](#)[Last](#)



## Returned Application

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

A vertical timeline on the left shows the application status: 'Waiting on Applicant' (29/07/2020), 'Under Review' (29/07/2020), 'Submitted' (27/07/2020), and 'Payment Pending' (27/07/2020). Below the timeline is a green 'Edit' button. To the right of the button is a partially visible 'Request Ref' button.

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

The 'Experience' section contains three items, each in a green bar with a right-pointing arrow and a 'Complete' status with a green checkmark:

- Added Specialist Endodontics
- Other Documents (Optional)
- Terms & Conditions

Below these items is a dashed line, followed by the text: 'Please make sure you provide the correct information in all sections. By submitted is accurate and complete.' At the bottom are two buttons: 'Review Form' (green) and 'Go Back' (green).

**Step 5:** Review the summary of information provided. Agree to the terms and conditions again. Click Submit. The status will change to Resubmitted.

The 'My Applications' page shows a summary of applications. At the top, there's a 'Go To Dashboard' link, 'Active' and 'Closed' tabs, and a 'Download Excel' link. Below is a search bar with 'get' entered. A table lists applications with columns: Status, Application Name, Reference No, Submitted For, Cost (AED), and Submitted On. The table shows one application with status 'Resubmitted' (10/10/2019), name 'Get Registered', reference 'NRG-2019-00019060', cost '220.00', and date '09/10/2019'. At the bottom, there's a pagination bar showing 'Items per page: 10', 'Showing 1-1 of 1 Closed Applications', and navigation buttons: 'First', 'Previous', '1', 'Next', 'Last'.

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On
Resubmitted 10/10/2019	Get Registered	NRG-2019-00019060		220.00	09/10/2019



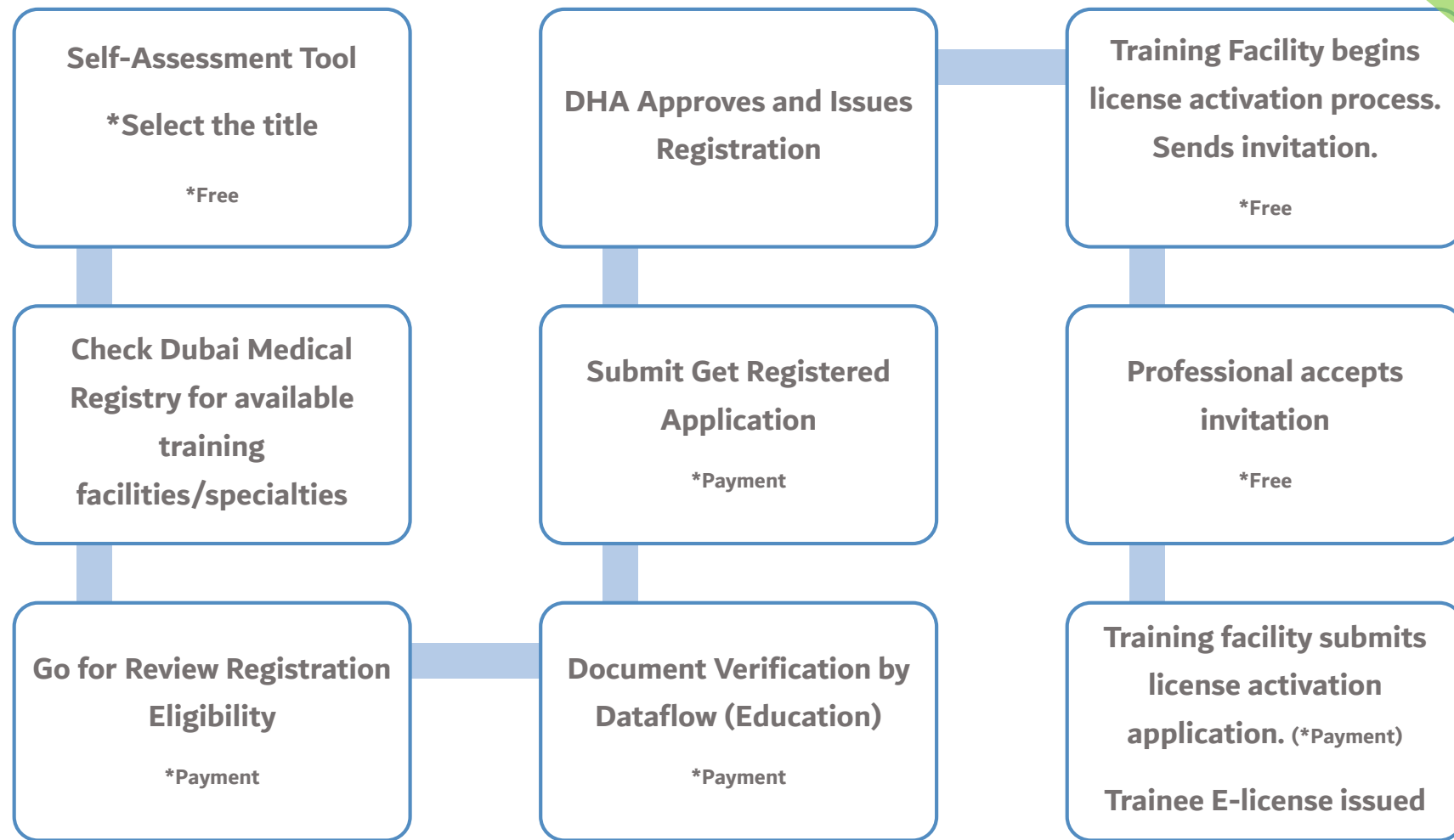
# APPENDIX 2

Customer Journey for:

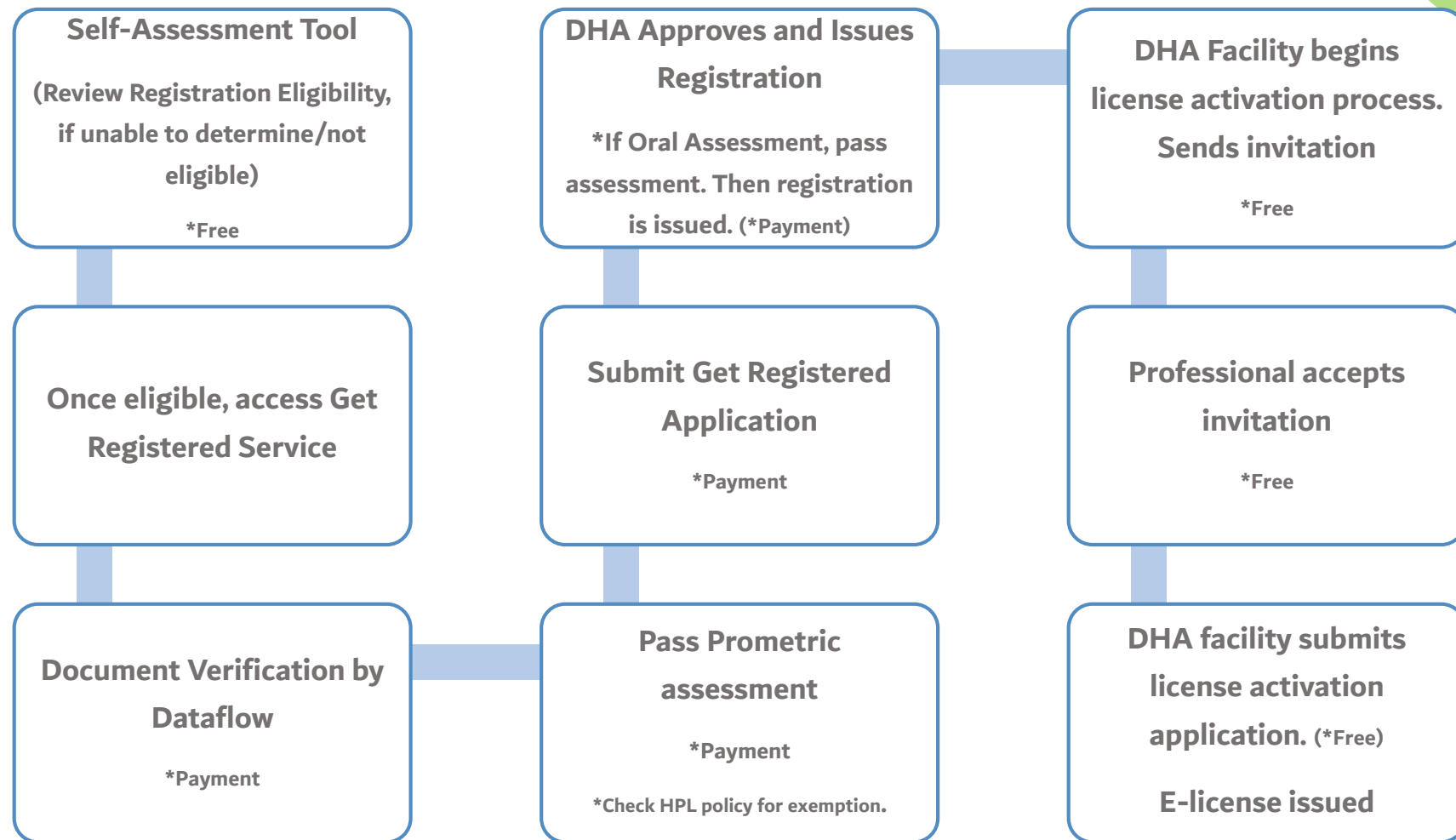
- Trainee
- DHA Staff
- DHCC License Holder
- MOH/HAAD License Holder



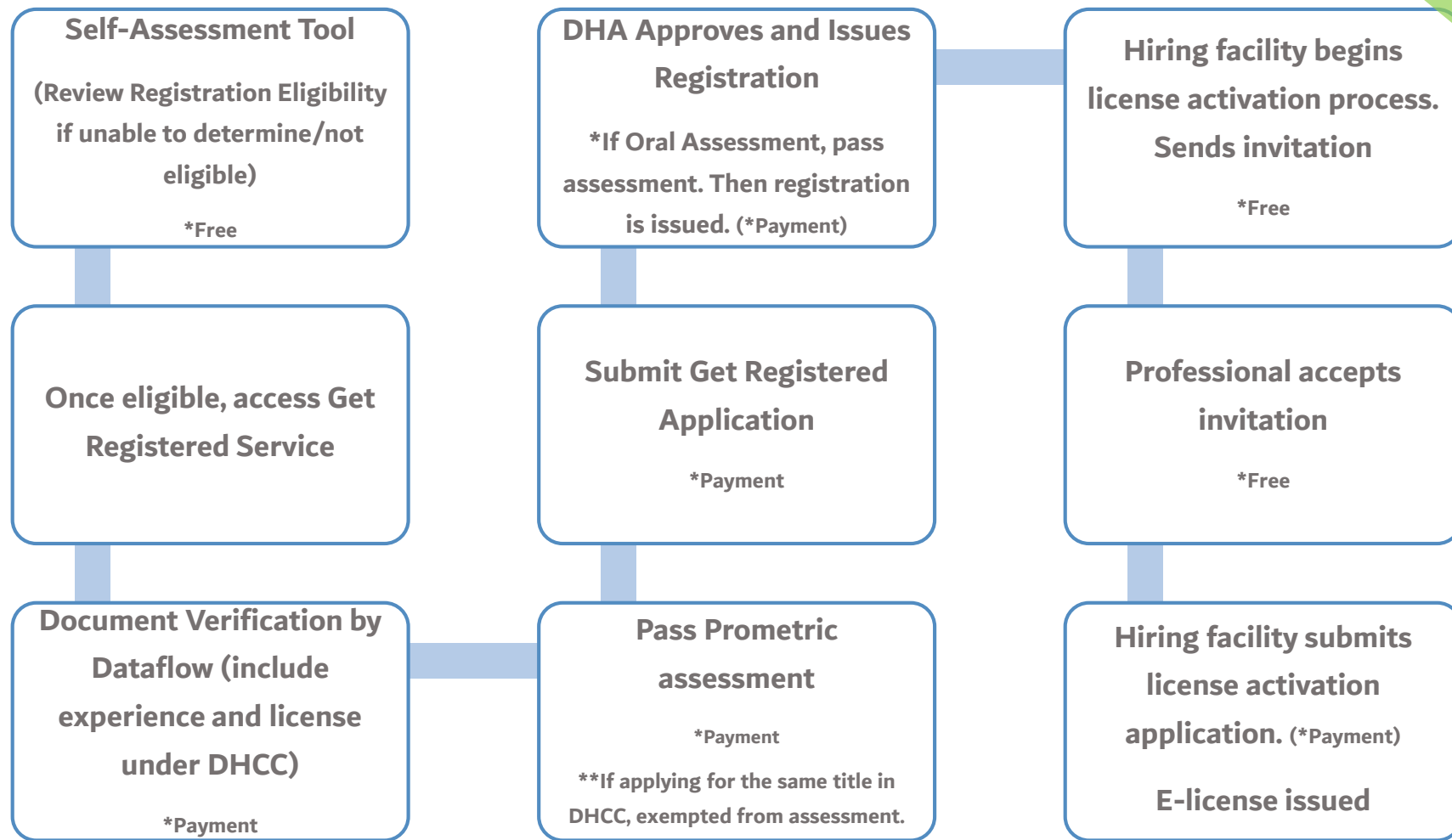
## Customer Journey for Trainee License



## Customer Journey for DHA Staff



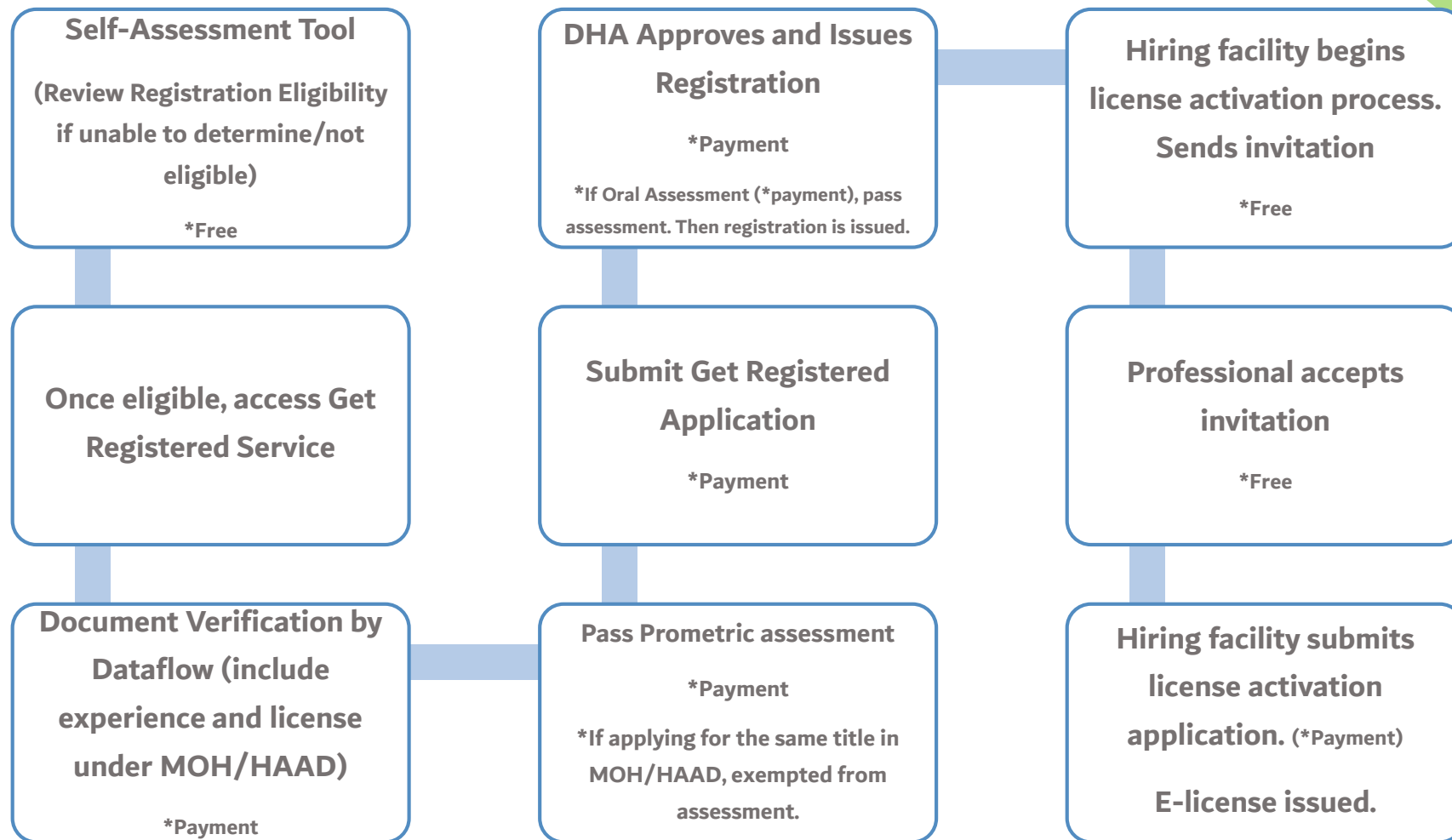
## Customer Journey for DHCC License Holders



\*\* Must be holding active DHCC license or license cancelled within the recent six (6) months.



## Customer Journey for MOH/HAAD License Holders

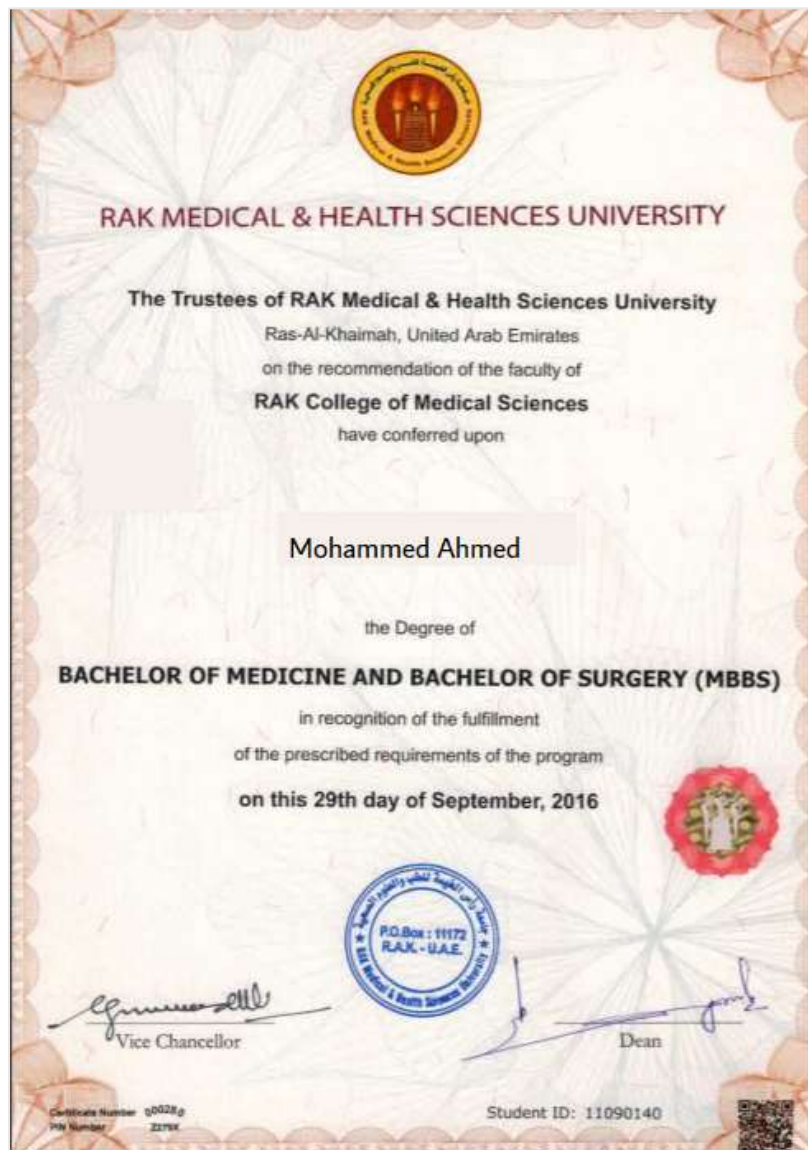


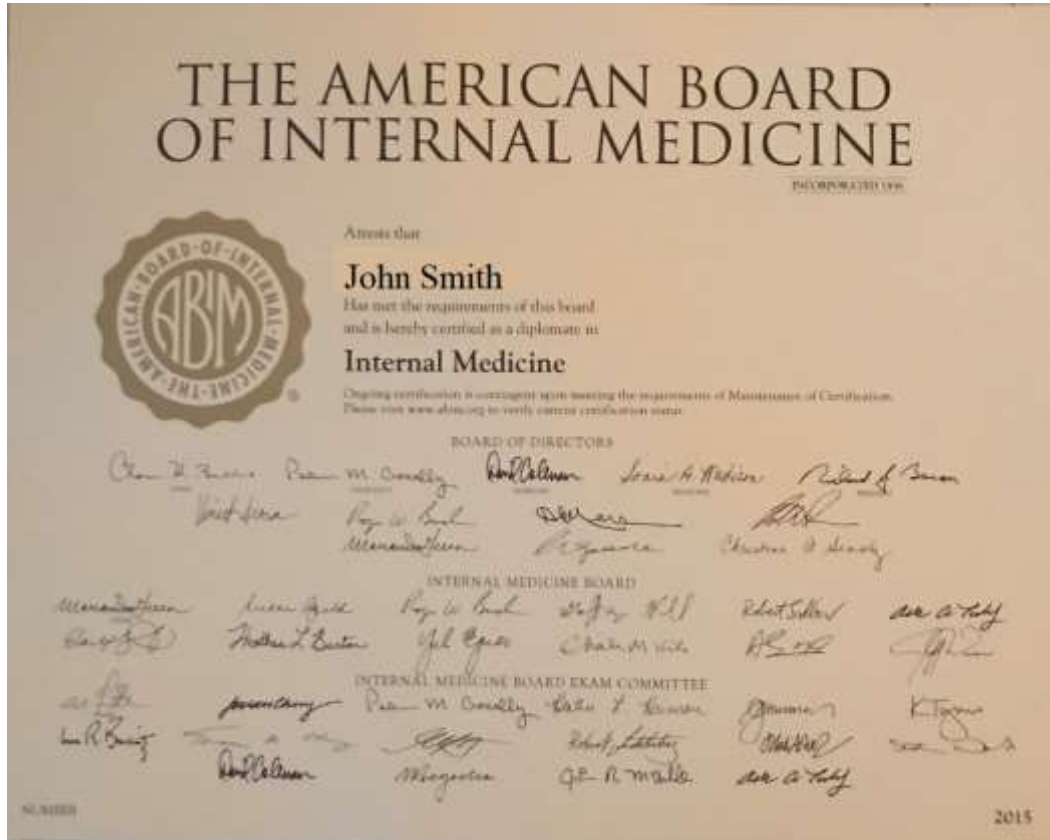


# APPENDIX 3


Sample Documents









University Hospitals of Leicester   
NHS Trust

*Caring at its best*

Human Resources Directorate  
2<sup>nd</sup> Floor Jarvis Building  
Leicester Royal Infirmary  
Direct Line: (0116) 258 7985  
E-Mail: [rajvinder.bains@uhl-tr.nhs.uk](mailto:rajvinder.bains@uhl-tr.nhs.uk)

27<sup>th</sup> September 2019

**TO WHOM IT MAY CONCERN**

**RE: DR. JOHN SMITH**  
**DOD: 15-SEP-1980**

I write to confirm that the above named was employed by the University Hospitals of Leicester NHS Trust, from the following dates as:

06/08/14 to 05/08/15	Renal Registrar at Leicester General Hospital
02/08/17 to 31/07/18	Medical Registrar at Leicester Royal Infirmary
01/08/18 to 06/08/19	Renal Registrar at Leicester General Hospital

This information is provided purely as a record of work.

I trust the above information is satisfactory, however if you require any further information please do not hesitate to contact me.

Yours faithfully,

  
**Adam West**  
Medical HR Officer

 Alberta Health  
Services

Medicine Hat Regional Hospital


**Certificate of Experience**

Nov 27, 2015

Dubai Health Authority  
(DHA)

Re: Dr. John Smith

This is to certify that Dr. John Smith has been employed at the Medicine Hat Regional Hospital from April 2006 to present as a specialist in Internal Medicine and Geriatric Medicine.

  
Vanessa Maclean, MD, CCFP(EM)  
Zone Medical Director  
South Zone – Alberta Health Services

Medicine Hat Regional Hospital  


VM:md

Cc: Dr. Alvin Villanueva


South Zone – MEDICAL AFFAIRS  
Medicine Hat Regional Hospital  
555 – 5 Street SW Medicine Hat, Alberta, Canada T1A 4H5  
Phone: 403-625-0024  
Fax: 403-625-6900  
[MedicalAffairs@MRH@albertahealthservices.ca](mailto:MedicalAffairs@MRH@albertahealthservices.ca)



Cut along the dotted line      Fold along the grey line

---

Ibtisam	Expiry Date: 31 October 2020
<b>Practice Conditions</b>	
There are no conditions on this Certificate of Practice	
	
<b>Certificate of Practice</b> <i>issued pursuant to the Regulated Health Professions Act</i>	
Name: Dr Ibtisam	
Membership Class: Regulated Member - Full	
Effective Date: 1 November 2019    Expiry Date: 31 October 2020	
<i>Not valid without Practice Conditions attached</i>	
The College of Physicians & Surgeons of Manitoba	

  
الهيئة الوطنية لتنظيم المهن والخدمات الصحية  
NATIONAL HEALTH REGULATORY AUTHORITY  
**Healthcare Professional  
LICENSE CARD**

**Khaled**

C.P.R. No. \_\_\_\_\_  
Expiry Date: 17/2/2020  
License No.: 11002331  
Profession: Medical\_Practitioner  
Specialty: Internal & Geriatric Medicine  
Type: Consultant  
Conditions: Full



16/03/2020

## General Medical Council

The Registrar  
Dubai Health Authority  
Health Regulation Department  
Business Village - next to the Clock Tower, PO Box 4545  
Building B, Third Floor, Offices #332-335  
Dubai Health Care City  
Dubai  
United Arab Emirates

3 Hardman Street  
Manchester M3 3AW  
Email: [gmc@gmc-uk.org](mailto:gmc@gmc-uk.org)  
Website: [www.gmc-uk.org](http://www.gmc-uk.org)  
Telephone: +44(0)161 923 6602  
Fax: +44(0)161 923 6201

### Certificate of Current Professional Status (Good Standing)

Practitioner's name:

GMC reference number:

Gender: Man

Date of birth:

Nationality currently held on the GMC Register: British

Primary medical qualification: MB BS 1988 Poona

Current status: Full with specialist registration with a licence to practise

Current restriction to practise: None

Restriction reasons: Not applicable

Duration of restriction: Not applicable

Date of limited registration: 11/04/1994

Date of provisional registration: Not applicable

Date of full registration: 05/12/1996

Date of current entry from: 16/11/2009

Specialist Register Entry:

Specialty	Sub-specialty	Date of entry
Trauma and orthopaedic surgery	None	20/01/2005

GP Register entry date: This doctor is not on the GP Register

Working with doctors Working for patients

Page 1 of 2

The GMC is a charity registered in  
England and Wales (1089278)  
and Scotland (SC037750)

## CERTIFICATE OF REGISTRATION STATUS



For the attention of:  
Dubai Health Authority  
Dubai Health Authority Building  
Al Makroum Bridge Street  
Bur Dubai Area 4545  
United Arab Emirates

Name	Christopher
Date of birth	November
Profession number	
Date of initial registration	15 January 1996
Registration status	Registered
Registration expiry date	30 November 2019
Profession	Chiropractor
Registration type	General
Qualifications	Bachelor of Science, University of New South Wales, 1993 Master of Chiropractic, Macquarie University, 1996
Specialty	Nil
Endorsements	Nil
Conditions	Nil
Notations	Nil

I hereby certify that no disciplinary proceedings under the Health Practitioner Regulation National Law, as in force in each state and territory, are in progress or are at present contemplated in relation to the above-mentioned practitioner.

If you have any questions in relation to this practitioner's registration please contact registration staff via the enquiry form at [www.ahpra.gov.au](http://www.ahpra.gov.au), or via telephone on 1300 470 495 (within Australia) or +61 3 8708 9001 (outside Australia).

*C. Smith*

Catherine Smith  
Senior Regulatory Advisor, Registration, New South Wales

AHPRA

Dated: 8 October 2019

Australian Health Practitioner Regulation Agency  
GPO Box 9958 | Sydney NSW 2001 | [www.ahpra.gov.au](http://www.ahpra.gov.au)

The information contained in this certificate reflects the information held by AHPRA as at the above date.



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Page 2 of 6

## Verification Report

The DataFlow Group hereby certifies that the following credential(s) have been authenticated. The result as stated below:

Report Summary	
Applicant Name	Zubaida
DataFlow Case Reference Number	D001-1801-
Issued To	Dubai Health Authority P.O. Box 119990 Dubai United Arab Emirates
Issued On	February 2018
Passport Number	
Result	Positive

### Report Status Color Reference Table

Discrepancy	The concerned issuing authorities have reported one or more discrepancies in the information provided.
Unable To Verify	One or more component(s) could not be verified due to i) An untraceable or unresponsive issuing authority ii) An unconfirmed affiliation iii) The documents submitted by the applicant were incomplete.
Positive	The concerned issuing authorities have confirmed that the submitted details are verified.

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Page 3 of 6

Verification Component: Cross Check	
Remarks	No derogatory records found.
Comments	Dataflow, hereby, confirms that the report submitted by the applicant for her credentials verified under barcode H005-VR-17-083474 have been analyzed and validated to be correct as on 21/06/2017.  Below are the details verified earlier:





# Surgical Logbook

**KING ABDULLAH MEDICAL COMPLEX, JEDDAH**  
**LOGBOOK April 2017- September 2018**  
**DR. MOHAMMED**

**ELECTIVE**

DATE	NO.	SEX	NATIONALITY	DIAGNOSIS	PROCEDURE
20/4/2017	29	F	Saudi	Umbilical Hernia	Repair of Umbilical Hernia with Mesh
16/5/2017	22	M	Saudi	Left Inguinal hernia	Left Repair of Inguinal Hernia with Mesh
16/5/2017	40	M	Saudi	Acute Calcular Cholecystitis	Lap. Cholecystectomy
18/5/2017	45	F	Saudi	Umbilical Hernia	Repair of Umbilical Hernia with Mesh
1/6/2017	41	F	Saudi	Goiter	Total Thyroidectomy
6/6/2017	42	F	Saudi	Acute Pancreatitis with Gallstones	Lap. Cholecystectomy
6/7/2017	48	M	Saudi	Perianal fistula	EUA and fistulotomy
6/7/2017	52	M	Saudi	Perianal fistula	Fistulectomy
13/7/2017	28	M	Saudi	Open Wound after Pilonidal Excision	Rhomboidoplasty for Pilonidal Excision
16/7/2017	37	M	Saudi	Right Inguinal Hernia	Right Inguinal Hernia Repair
25/7/2017	34	F	Saudi	Umbilical Hernia	Repair of umbilical hernia with mesh

**MEDICAL DIRECTOR**  **HEAD OF THE DEPARTMENT** 

**KINGDOM OF SAUDI ARABIA**  
**EAST JEDDAH HOSPITAL**

المنطقة الشرقية  
وزارة الصحة  
مستشفى جده شرق

**GENERAL SURGERY CASES**

DATE	NAME	AGE	SEX	NAT	DIAGNOSIS	PROCEDURE
APRIL 18, 2016		SW	42Y FEMALE	SAUDI	CHOLELITHIASIS	LAPAROSCOPIC CHOLECYSTECTOMY
MAY 30, 2016		SW	37Y FEMALE	SAUDI	UMBILICAL HERNIA	HERNIORAPHY
JULY 28, 2016		SW	28 YD FEMALE	SAUDI	CHRONIC CALCULAR CHOLECYSTITIS	LAPAROSCOPIC CHOLECYSTECTOMY
AUGUST 07, 2016		SW	32 YD FEMALE	SAUDI	CHRONIC CALCULAR CHOLECYSTITIS	LAPAROSCOPIC CHOLECYSTECTOMY + OPEN
OCTOBER 27, 2016		MSW	34 YD MALE	SAUDI	LIPOMA UNDER RIGHT EAR PINNA	EXCISION OF LIPOMA UNDER RIGHT EAR PINNA
OCTOBER 27, 2016		FMW	28 YD FEMALE	SAUDI	PILOIDAL SINUS	EXCISION OF PILOIDAL SINUS
OCTOBER 27, 2016		MSW	27 YD MALE	SAUDI	HEMORRHOIDS & ANAL STENOSIS	HEMORRHOIDECTOMY & LATERAL SPHERULOTOMY
OCTOBER 27, 2016		TSW	21 YD FEMALE	SAUDI	CHRONIC CALCULAR CHOLECYSTITIS	LAPAROSCOPIC CHOLECYSTECTOMY
OCTOBER 27, 2016		MSW	38 YD MALE	YEMENI	RIGHT DIABETIC FOOT INFECTION	DEBRIDEMENT AND AMPUTATION RIGHT SECOND TOE + PART OF 3 <sup>RD</sup> METATARSAL



<b>Prepared by:</b>	Vanessa Alexandra Avisado Rafael Administrative Officer
<b>Verified by:</b>	Salam Mahmoud Swaid Senior Administrative Officer
<b>Reviewed by:</b>	Aisha Ali AlMaamari Head of Healthcare Professional Licensing Section
<b>Approved by:</b>	Dr. Hisham Hassan Alhammadi Director of Health Licensing Department