



Sheryan
شريان

License Card Replacement

User Guide

Last Updated October/2020

Information

-  Accessing your DHA E-Services Account
-  Sheryan Account Management
-  Ask Latifa / Health Licensing Support
-  Frequently Asked Questions

-  How to Check Application Status
-  How to Download the e-License
-  How to Re-Submit Applications

Steps

-  Accessing the Service
-  Fill-up Form
-  Review Form/Submit
-  e-License sample



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



DHA E-service Account Access

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](#)

Login

Or

[Register New Account](#)

Be a part of DHA family
Access DHA Eservices with an click.

Register New Account

UserName*

Email (abcd@example.com)*

Password* Confirm Password*

First Name* Middle Name
Nationality*

LastName* United Arab Emirate: ▾

Country Code* +971 Mobile Number (e.g 501234567)*

Click or touch the **Microphone**

All the fields marked with * are mandatory

Register



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.



Health Licensing Service (Sheryan) Access

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

For Individual For Corporate ▾ Application Enquiry

Corporate Home Page

Individual Corporate

Select the service that you would like to use
Select Corporate
prime hospital ▾

 **Health Licensing Service**
User Guide

 **Event Management**
User Guide

 **Statistics Service**

 **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.



Sheryan Account Management

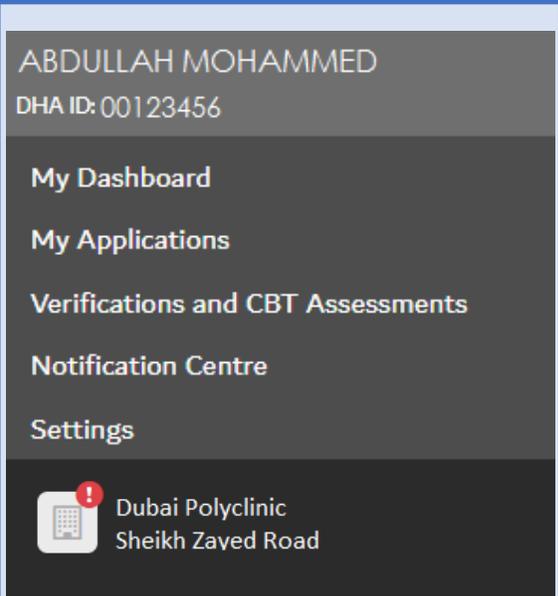
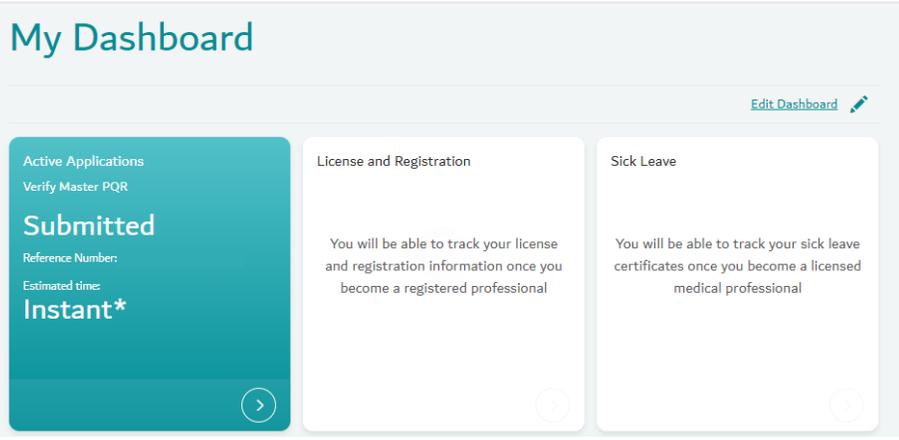
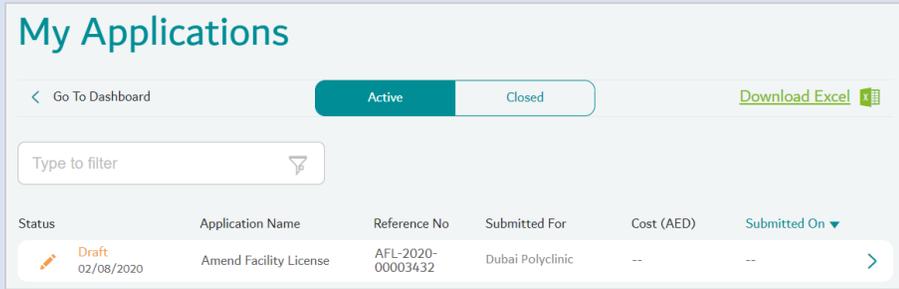
Before proceeding to the licensing services, users must be familiar with account management.



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.

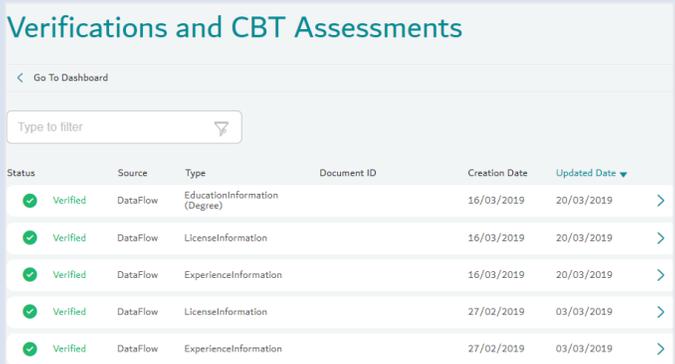
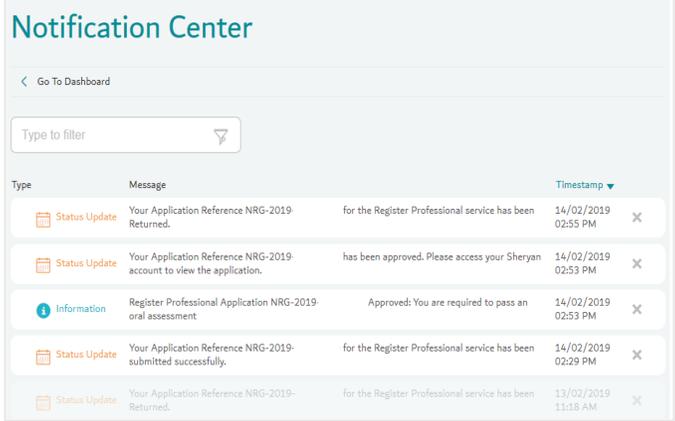


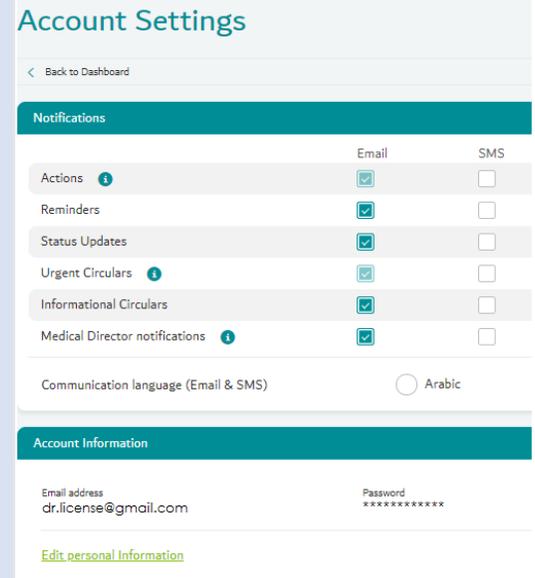
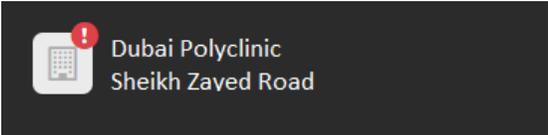
Sheryan Account Management

Menu Screenshot	Account Menu Options	Screenshot												
	<p>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>	 <table border="1"> <thead> <tr> <th>Status</th> <th>Application Name</th> <th>Reference No</th> <th>Submitted For</th> <th>Cost (AED)</th> <th>Submitted On</th> </tr> </thead> <tbody> <tr> <td>Draft 02/08/2020</td> <td>Amend Facility License</td> <td>AFL-2020-00003432</td> <td>Dubai Polyclinic</td> <td>--</td> <td>--</td> </tr> </tbody> </table>	Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On	Draft 02/08/2020	Amend Facility License	AFL-2020-00003432	Dubai Polyclinic	--	--
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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>Verifications and CBT Assessments</p> <p>Go To Dashboard</p> <p>Type to filter</p> <table border="1"> <thead> <tr> <th>Status</th> <th>Source</th> <th>Type</th> <th>Document ID</th> <th>Creation Date</th> <th>Updated Date</th> </tr> </thead> <tbody> <tr> <td>Verified</td> <td>DataFlow</td> <td>EducationInformation (Degree)</td> <td></td> <td>16/03/2019</td> <td>20/03/2019</td> </tr> <tr> <td>Verified</td> <td>DataFlow</td> <td>LicenseInformation</td> <td></td> <td>16/03/2019</td> <td>20/03/2019</td> </tr> <tr> <td>Verified</td> <td>DataFlow</td> <td>ExperienceInformation</td> <td></td> <td>16/03/2019</td> <td>20/03/2019</td> </tr> <tr> <td>Verified</td> <td>DataFlow</td> <td>LicenseInformation</td> <td></td> <td>27/02/2019</td> <td>03/03/2019</td> </tr> <tr> <td>Verified</td> <td>DataFlow</td> <td>ExperienceInformation</td> <td></td> <td>27/02/2019</td> <td>03/03/2019</td> </tr> </tbody> </table>	Status	Source	Type	Document ID	Creation Date	Updated Date	Verified	DataFlow	EducationInformation (Degree)		16/03/2019	20/03/2019	Verified	DataFlow	LicenseInformation		16/03/2019	20/03/2019	Verified	DataFlow	ExperienceInformation		16/03/2019	20/03/2019	Verified	DataFlow	LicenseInformation		27/02/2019	03/03/2019	Verified	DataFlow	ExperienceInformation		27/02/2019	03/03/2019
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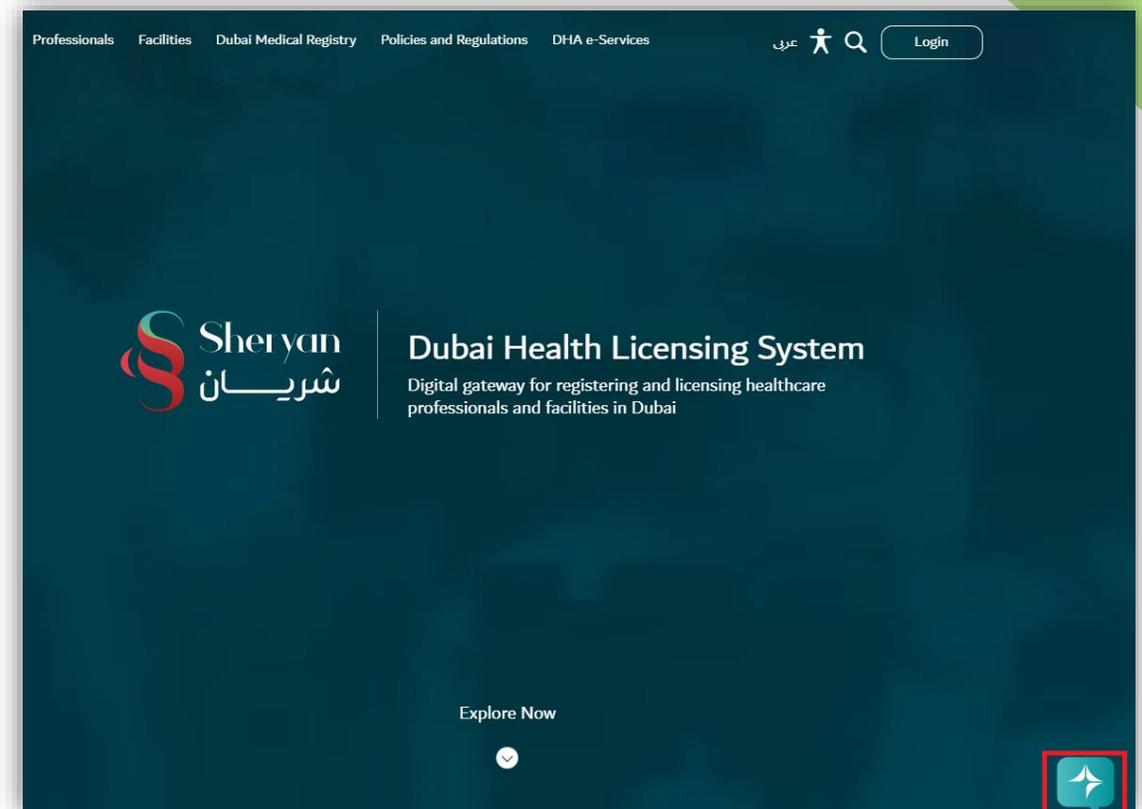
Account Menu Options	Screenshot																		
<p>Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here.</p>	 <p>Account Settings</p> <p>Back to Dashboard</p> <p>Notifications</p> <table border="1"> <thead> <tr> <th>Actions</th> <th>Email</th> <th>SMS</th> </tr> </thead> <tbody> <tr> <td>Reminders</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Status Updates</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Urgent Circulars</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Informational Circulars</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Medical Director notifications</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> <p>Communication language (Email & SMS) <input type="radio"/> Arabic</p> <p>Account Information</p> <p>Email address: dr.license@gmail.com Password: *****</p> <p>Edit personal information</p>	Actions	Email	SMS	Reminders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Status Updates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Urgent Circulars	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Informational Circulars	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Medical Director notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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<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>Dubai Polyclinic Sheikh Zayed Road</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.

The screenshot shows the DHA website's login page. At the top, there is a navigation bar with the Dubai Government logo and the DHA logo. Below the navigation bar, there are several menu items: About DHA, Facilities, Services, Open-Data, User Guides, Contact, and COVID-19. A search bar is also present. The main content area features a 'DHA Single Sign On' section with a welcome message and instructions. A login form is displayed, including 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 buttons for 'Login' and 'Register New Account'. At the bottom, there are icons for 'Wassel Sotak', 'Ask Latifa', and 'Chat'.

The screenshot shows the Wassel Sotak mobile app interface. The top bar is labeled 'WASSEL SOTAK'. Below it, there are options to 'Login With' 'DHA Account' or 'UAE PASS'. There are input fields for 'User Name', 'Password', and a phone number '0501234567'. A 'Login' button is visible. Below the login options, there is a 'Register New Account' button. A dropdown menu is open, showing a list of categories: 'Suggestion', 'Feedback', 'Complaint', 'Appreciation', 'Enquiries', and 'Enquiries – Health Licensing' (which is highlighted in blue). At the bottom, there are icons for 'Wassel Sotak', 'Ask Latifa', and 'Chat', along with a 'SEND FEEDBACK' button.



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 'Frequently Asked Questions' page on the Sheryan website. 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 filter icon. Below the search bar, there are three main categories of questions: 'New Healthcare Facility License', 'Activate Facility License', and 'Renew Facility License', each with a right-pointing arrow. The footer contains links for 'About DHA', 'Careers', 'FAQs' (highlighted with a blue box), and 'Sitemap'. It also includes 'Contact Us' and 'Employees E-Services' links, a statement 'This site is best viewed in' with browser icons, and the 'Dubai Smart DUBAI' logo. At the bottom, there is a copyright notice 'All Rights Reserved. Dubai Health Authority 2020' and links for 'Terms & Conditions' and 'Privacy Policy'.



Step 1: Accessing the Service

Under relevant service, click on the side arrow within the same widget to access the list of all services

The dashboard is titled "My Dashboard" and includes an "Edit Dashboard" link with a pencil icon. It features six main widgets:

- License and Registration:** Shows "Active License valid for 12 Months" with a progress bar. It notes "Expires 30 August 2021" and "Nursing Licensed by Healthcare LLC".
- Sick Leave:** Shows "132 Remaining" with a progress bar. It notes "Healthcare LLC", "0 Issued this month", and "0 Pending approval".
- CPD Points:** Shows "1.75 Points" in a circular gauge. It notes "4.92 Points required by 31 December 2020".
- Violations:** Shows a green checkmark and the text "You have no outstanding violations!".
- Relevant Services:** A list of services with right-pointing arrows: "Request Good Standing Certificat...", "Add/Upgrade Professional Registr...", "License Card Replacement", and "Facility Qualification Recommend...".
- Circulars:** A list of circulars with right-pointing arrows: "27 August 2020 External Circular - Updating Lab Test Results of COVID19 in Hasa...", "24 August 2020 Participation in a Survey- Exploring the Enablers and Barriers o...", and "24 August 2020 Participation in a Survey- Exploring the Enablers and Barriers o...".

Each widget has a right-pointing arrow icon at the bottom right corner. The arrow in the "Relevant Services" widget is highlighted with a blue circle.



Good to Know: To proceed with license card replacement service, license must be active



Step 1: Accessing the Service

Scroll down until the end of the page, there will be “Request Replacement”. Click on the button

Licensed Professionals

Issue Sick Leave Certificate >

Request Good Standing Certificate >

License Card Replacement >

Update CPD Points >

Raise License Cancellation Issues >

Approximate Cost

AED 50

Knowledge and Innovation Fees will be applied at checkout. Delivery fees are to be paid by cash directly to the courier company.

Request Replacement



Step 2: Filling up the Application Form

▼ Personal Details Please fill in this section.

If you want to update the photo on your license, please upload the new photo here.

Personal Information

DHA Unique ID
00122049

English First Name

English Last Name

Arabic First Name (Optional)

Arabic Last Name (Optional)

Maiden Name (Optional)

Date Of Birth

Gender

Professional Services > License Card Replacement dubai.ae

City

Country

Postcode

Address In UAE (Optional)

Communication Preference (Optional)

Email Address

Tel (Contact No)

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

Fill up the form and make sure to provide correct information



Step 2: Filling up the Application Form

Select the license, then tick on reason to the request of the card replacement

▼ Application Details Please fill in this section.

License Number
00122049-001 ▼

Duplicate Reason
Duplicate Reason ▼

Please i

- Change Primary Position
- Damaged
- Lost/Misplaced
- Updated Personal Details

► Terms & Conditions



Step 4: Review Form & Submit

Make sure that all section turn to green & click on review form

Click on "Review form" review all information.

Please read term & condition and proceed to payment. Then submit the application

License Card Replacement

▶ Personal Details Complete

▶ Application 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](#)

Total

AED 70

Application Fee: AED 50 + Knowledge & innovation fee: AED 20

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

Pay Now

[go back](#)

[Withdraw Application](#)



Professional License Certificate
شهادة ترخيص مهني

Issue Date:	21-01-2020	تاريخ الإصدار:
Professional Name	عمر أحمد Omar Ahmed	اسم المهني
DHA Unique ID	00256332	الرقم التعريفي
License Number	00256332-001	رقم الترخيص المهني
License Type	ترخيص بدوام كامل Full-time License	نوع الترخيص
License Title	المساعدين في الرعاية الصحية المهنية تقني أشعة Allied Health-Technologist- Radiography - Medical Imaging	مسمى الترخيص
License Expiry Date	21-01-2021	تاريخ الانتهاء
Facility Name	مستشفى التخصصي Speciality Hospital	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.

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

CP_9.3 F-01



 Professional License
ترخيص مهني
عمر أحمد
تقني أشعة
مستشفى التخصصي
Omar Ahmed
Radiography Technologist
Speciality Hospital
Full Time
License No: 00256332
00256332

Using the eLicense card: Print, cut and fold

Position 2	N/A	Position 3	N/A
Remarks			
Expiry Date	21-01-2021	تاريخ الانتهاء	
To verify the License details & Expiry date, please visit the Dubai Medical Registry www.dha.gov.ae Dubai, United Arab Emirates			

استخدام الترخيص الإلكتروني: قم بطباعته وقصه ثم طيه



ADDITIONAL INFORMATION

Application Status
Resubmit Returned Application
Download the e-License



How to Check Application Status

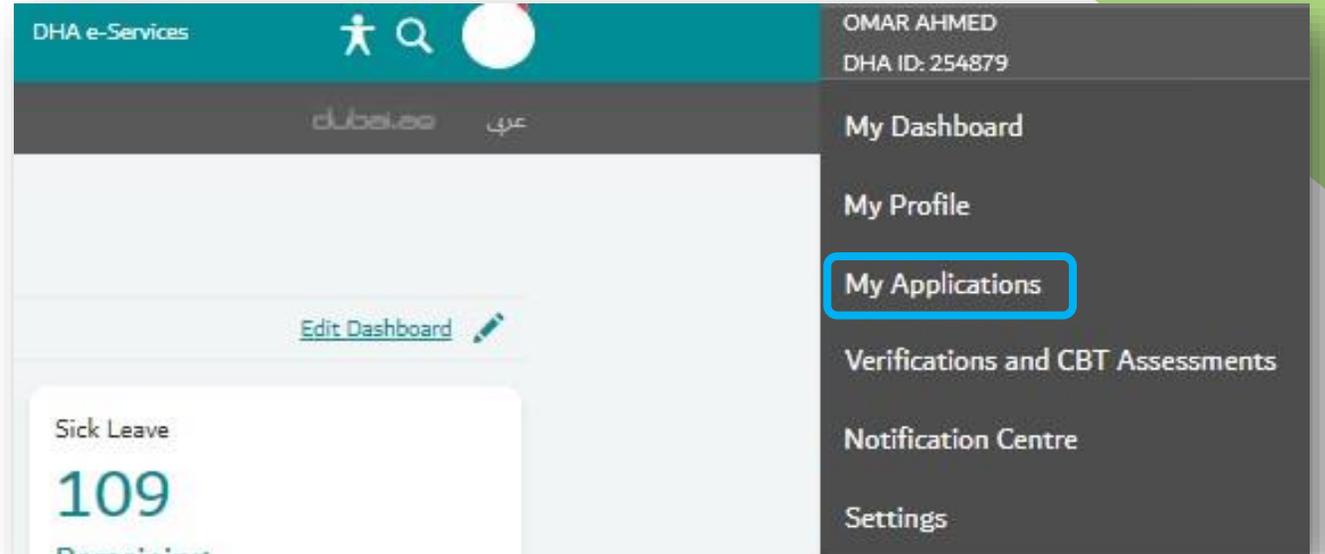
Status	Action
DRAFT	Application is pending in your account. It is not submitted.
SUBMITTED	Application is successfully submitted and pending for DHA action.
APPROVED	Application is completed.
ISSUED	Application is completed, document issued.
RETURNED	Application is returned in your dashboard. Read the 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.



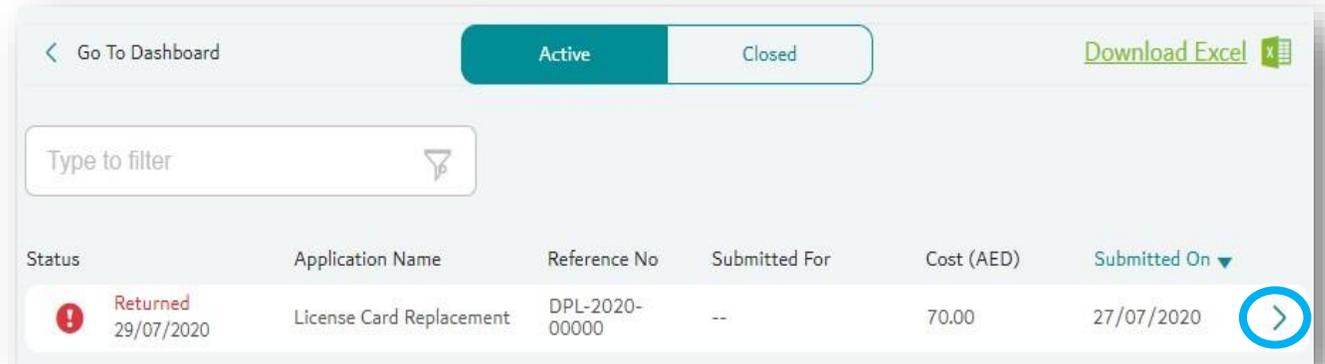
How to Re-Submit Application

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

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 DHA e-Services user interface. At the top, the user's name 'OMAR AHMED' and ID 'DHA ID: 254879' are displayed. A navigation menu is open on the right side, listing options: 'My Dashboard', 'My Profile', 'My Applications' (highlighted with a blue box), 'Verifications and CBT Assessments', 'Notification Centre', and 'Settings'. The main dashboard area shows a 'Sick Leave' section with a count of '109' and an 'Edit Dashboard' link.



The screenshot shows the 'Active' tab of the application list. It includes a search filter 'Type to filter', a 'Download Excel' button, and a table of applications. The table has columns for Status, Application Name, Reference No, Submitted For, Cost (AED), and Submitted On. One application is listed with a 'Returned' status, marked with a red exclamation mark icon.

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On
Returned 29/07/2020	License Card Replacement	DPL-2020-00000	--	70.00	27/07/2020

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.



How to Re-Submit Application

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

● Waiting on Applicant

29/07/2020

● Under Review

29/07/2020

● Submitted

27/07/2020

● Payment Pending

27/07/2020

Edit

[Request Refund](#)



How to Re-Submit Application

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

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

License Card Replacement

▶ Personal Details Complete ✓

▶ Application 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](#)

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼
✓ Resubmitted 15/09/2020	License Card Replacement	DPL-2020-00000117	--	70.00	27/07/2020 >

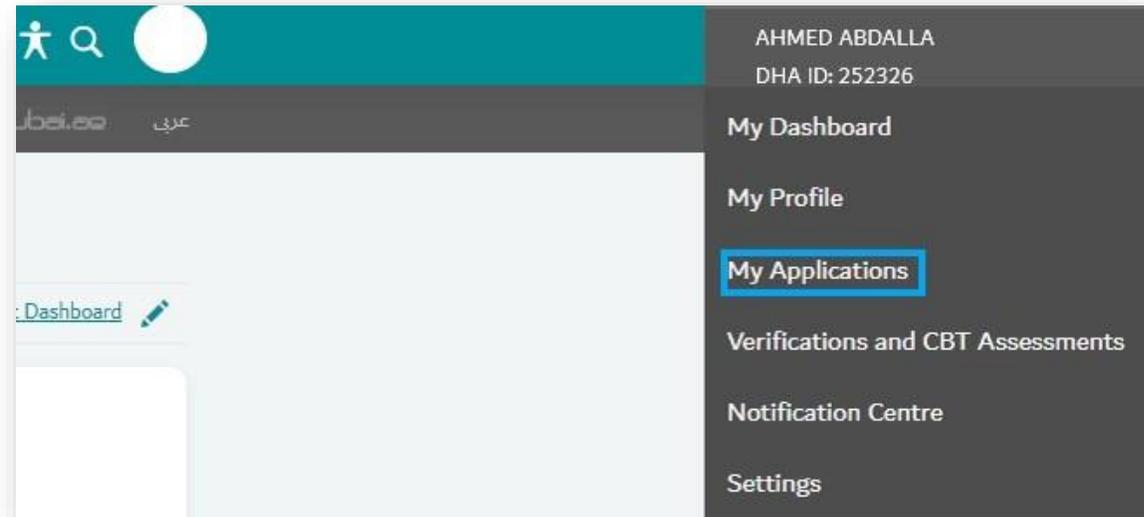


How to Download the e-License

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



Step 2: Under Closed tab, search for the abbreviation 'DPL'. Click on the arrow on the right to open the application.



How to Download the Certificate

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

My Applications

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

dpl

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On
Issued 06/10/2020	License Card Replacement	DPL-2020-00000145	--	70.00	06/10/2020

Items per page: 10 Showing 1-1 of 1 Closed Applications First Previous 1 Next Last

- Approved
07/04/2020
- Under Review
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- Submitted
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- Payment Pending
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