HEALTH REGULATION SECTOR

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS

📍 LOCATION

@ E-MAIL

📞 TELEPHONE

TIMING

🕐 TIMINGS

FOR WHOM?

🏛️ DELEGATED HEALTHCARE FACILITY REPRESENTATIVE

👥 HEALTHCARE PROFESSIONALS

🧍 MEN

🧍 WOMEN

♿ PEOPLE OF DETERMINATION

INFORMATION RECEIVED BY

🌐 WEBSITE

🏢 SERVICE CENTRE

🎧 CALL CENTRE

📱 DHA APP.

PAYMENT METHOD

💳 ONLINE CREDIT CARD

📞 800342 (DHA) | 🌐 dha.gov.ae | 🐦 📷 🔵 📍 @dha_dubai | 💼 ▶️ 📘 Dubai Health Authority | 🔵 🌐 DHA

Update 21-3-2023

HEALTH REGULATION SECTOR

The sector oversees the healthcare facilities and professionals in Dubai, including free zones. The services offered are:

1. Developing health related regulatory standards, policies and legislations

2. Issuing licensure of healthcare facilities as well as healthcare professionals

3. Supervising and inspecting healthcare professionals and facilities in addition to managing patients' complaints

4. Governing the provision of health tourism services in Dubai

5. Governance and management of health informatics

Contacts

Sheikh Ahmed Square Tower
Al-Jadaf area (beside Al Wasl Club)

regulation@dha.gov.ae

800342

To call from outside UAE
+971 4 219 8888

Mon - Thu
07:30am – 03:30pm
Sat - Sun
Closed
Fri
07:30am -12:00pm

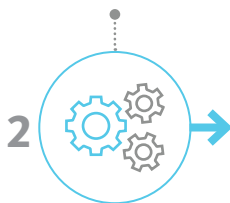24h online Sheryan portal

CUSTOMER JOURNEY
FACILITY LICENSING

Accessing Information
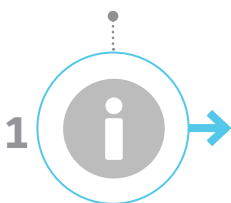
1

Gathering information

Information can be found on DHA website, DHA App. or by calling 800DHA.

Sheryan account

2

Creating/accessing account

The customer can create/access the account on the DHA website - Facility services page.

Application/payment

3

Applying for services

The customer applies for the service by filling in and submitting the application, then paying as per the service requirements.

Receiving DHA review comments (if required)

4

"My applications" page

The customer can re-submit the application according to DHA comments.

Inspection visit (if required)

5
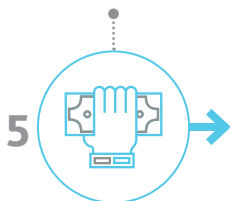
Complete inspection visit procedures

The customer can book an inspection visit (if required) and pay the required fees online. The inspection visit will be completed according to the procedures.

Licence/certificate

6

Receiving licence/certificate

The customer can find the licence/certificate can be found in the account.

CUSTOMER JOURNEY
PROFESSIONAL LICENSING

Accessing Information

1

Gathering information

Information can be found on DHA website, DHA App. or by calling 800DHA.

Sheryan account

2
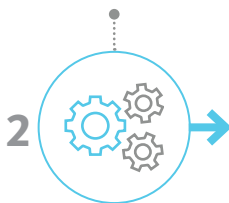
Creating/accessing account

The customer can create/access the account on the DHA website - Professional services page.

Application/payment
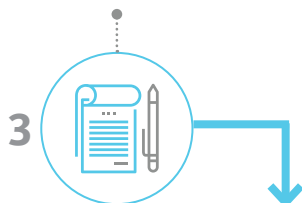
3

Applying for services

The customer applies for the service by filling in and submitting the application, then paying as per the service requirements.
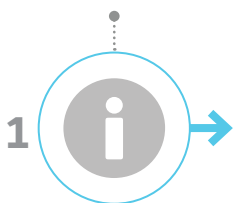
Receiving DHA review comments (if required)

4

"My applications" page

The customer can re-submit the application according to DHA comments.

Licence/certificate

5

Receiving licence/certificate

The licence card will be sent by courier to the customer and a soft copy (licence/certificate) can be found in the account.

CUSTOMER JOURNEY
FILE A MEDICAL COMPLAINT

Access Information
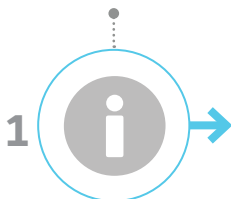
1

Gathering information

Information can be found on DHA website, DHA App. or by calling 800DHA.

Submitting a complaint

2

Completing a complaint form

The customer accesses the CRM - medical complaints portal- and attaches the required documents. Then, the customer receives a reference number by e-mail, and accordingly the complaint is classified. If the criteria of Dubai Health Authority are met, the customer receives an acceptance of the complaint.

Medical Liability Committee (MLC) outcome

3
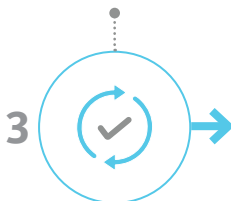
MLC outcome

The customer receives the Committee's outcome. Upon receiving the result, the complainant and professional/facility will be given 30 days to appeal.

Appealing the received outcome (if required)

4

Applying for an appeal

The customer provides additional documents that support the appeal to the case.

4
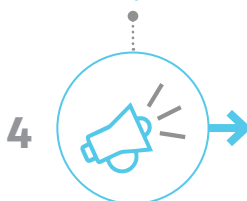
Higher Committee for Medical Liability outcome

5

Receiving the result of the Higher MLC

The customer provides additional supporting documents to appeal for the Committee to reconsider, which is based on what they receive.

Medical Practice Committee outcome

6

Receiving the MPC final decision

The customer receives the Medical Practice Committee's outcome. Upon receiving the result, professional/facility will be given 30 days to appeal.

Appealing the received outcome (if required)

7
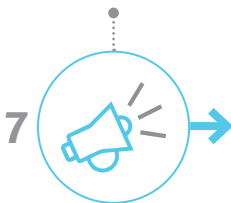
Applying for an appeal

The customer provides additional documents that support the appeal to the case.

Medical Practice Committee outcome

8

Receiving the final outcome from the MPC

The complainant will receive the Committee's outcome which is final.

CUSTOMER JOURNEY
PURCHASE PRODUCTS

Accessing information
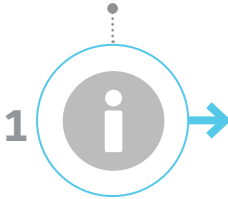
1

Gathering information

Information can be found on DHA website, DHA App. or by calling 800DHA.

Sheryan account

2

Creating/ accessing account

The customer can create/ access the account on the DHA website - Facility services page.

Applying for purchased products (controlled and semi-controlled medications registers)

3
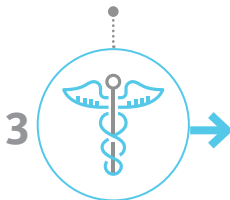
Applying for the service

The customer can submit the application through Sherian account and and pay the required fees.

Receiving service outcome

4

Receiving confirmation

Confirmation is received online and registers must be collected from the centre.

CUSTOMER JOURNEY
HAPPINESS CENTRE VISIT

Accessing information
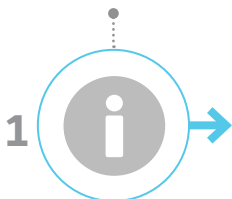
1

Gathering information

Information can be found on DHA website, DHA App. or by calling 800DHA.

Reaching the centre

2

Finding suitable parking

When the customer arrives at the centre, a dedicated parking is available and accessible.

Enquiring at the reception

3

At the reception area

The customer receives information from the receptionist.

Waiting to be called

5

Taking a token

The customer takes a token and waits to be called.

At the assigned counter

6

Receiving information

The counter staff assists the customer answering questions and enquiries.

Obtaining the required Information/guidance

7

Completing the feedback survey

The counter staff asks the customer to complete a survey.

INDEX FOR SERVICES

PROFESSIONAL LICENSING SERVICES

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Search in Dubai Medical Registry
Payment of Fines
Raise Licence Cancellation Issues
Renew Professional Registration
Renew Professional Licence
Request Good Standing Certificate
Schedule Oral Assessment
Self Assessment Tool & Review Eligibility
Update Continuous Professional Development (CPD) Points

FACILITIES LICENSING SERVICES

Activate Facility Licence
Add Facility to Group
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Appeal Violations
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Change Medical Director
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Temporary Facility Closure

MEDICAL COMPLAINTS

File a Medical Complaint

FACILITY FAQ

Professional FAQ

INTERCONNECTED SERVICES

PROFESSIONAL LICENSING SERVICES

Activate Professional license

This service allows healthcare facilities to activate full-time, part-time, or trainee license for healthcare professionals with active registration. A Healthcare Professional can practice once the licence is issued.

Preparation Steps

- Healthcare facility license should be active and should have the healthcare professional related specialty
- Healthcare professionals are required to have a valid registration
- Valid medical fitness report for professionals who are 65 years or older
- Valid medical malpractice insurance covering the healthcare professional
- Pay outstanding fines (if required)

Service Limitations

- Facility license status must be active and have the healthcare professional related service
- Professional's selected registration must be active
- Professional part-time permission matrix should be met
- Facility must have approved practice setting as an add-on in order to activate a trainee license
- Full-time facility must grant the professional a part-time approval in order for the part-time facility to activate the professional's licence
- Facility must have a full-time supervisor in order to activate trainee licences or supervised titles
- Professional must not have unpaid outstanding fines

For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Documents Required

No documents are required unless:
- The passport copy in the system is expired, then a valid copy must be uploaded

Delivery Time

Instant

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

Nurse/Allied/TCAM

1000AED
full-time licence fee

4000AED
part-time licence fee

200AED
convert from part-time to full-time fee
(validity remains the same)

Physician/Dentist

3000AED
full-time licence fee

4000AED
part-time licence fee

200AED
convert from part-time to full-time fee
(validity remains the same)

Payment Methods

Add/Upgrade Professional License

This service allows healthcare facilities to update the license of their healthcare professionals who upgraded their titles or added new positions on their registrations. Completing this service does not affect the license expiry date.

Preparation Steps

- Valid medical malpractice insurance covering the healthcare professional
- Pay outstanding fines (if required)

Service Limitations

- Selected professional must have an active license
- Selected professional must not be a trainee (trainee license must be cancelled first then the updated position can be activated)
- Professional must not have unpaid outstanding fines

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Documents Required
No documents are required

Delivery Time
Instant

Service Charges

200AED

Payment Methods

14

Add/Upgrade Professional Registration

This service allows healthcare professionals to upgrade their registration title into a higher title or add new positions.

Preparation Steps

- Submit required documents to the Primary Source Verification (PSV) Agency and receive verification result
- Pass any required Computer Based Testing (CBT) Assessments

Service Limitations

- Registration must be active
- Professional must not be revoked or blacklisted
- Professional must not have a non-completed Continuous Professional Development (CPD) action against their registration/license
- Professional must not have unpaid outstanding fines

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

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For Whom?

Healthcare Professionals

🕐

24/7 online on Sheryan portal

Documents Required
- Verification results of qualification(s)/experience(s)/registration(s) to the position as per the Professional Qualification Requirements (PQR) and CBT Assessment results (if required)
- DHA Good Standing Certificate (valid and not older than six months at the time of application)
- Last two years Logbook for surgical specialties

Delivery Time
5 working days

Service Charges

200AED

Payment Methods

Appeal Violations

This service allows healthcare facilities and healthcare professionals to appeal for violations within 30 days of violation issue date.

Service Limitations

• Appeal must be submitted within 30 days of violation issue date
• Appeal outcomes are final and a violation can only be appealed once

Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

For Whom?

Delegated Healthcare Facility Representatives

Healthcare Professionals

16

24/7 online on Sheryan portal

Delivery Time
30 working days

Service Charges

These services are free of charge

For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Documents Required
No required documents

Delivery Time
1 working day

Cancel Professional License

This service allows healthcare facilities to cancel their healthcare professionals' license.

Preparation Steps

- In case the professional to be cancelled is the Medical Director of the facility, a new Medical Director must be assigned prior to completing this service
- In case the professional to be cancelled has an active appeal, the appeal must be cancelled first and fines must be paid prior to completing this service
- In case the professional to be cancelled is under investigation, the investigation outcome must be issued prior to completing this service
- In case the professional to be cancelled has unpaid outstanding fines, the payment must be paid prior to completing this service

Service Limitations

- Selected professional must not have an active appeal
- Selected professional must not be the Medical Director
- Selected professional must not be under investigation
- Professional must not have unpaid outstanding fines

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

These services are free of charge

Self Assessment Tool & Review Eligibility

This service allows applicants to verify whether they meet the Unified Healthcare Professional Qualification Requirements (PQR) to work in a DHA licensed healthcare facility.

Service Limitations

- Professional must pass the related Assessment within 3 attempts across the Authorities
- Professional must not be blacklisted

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Documents Required

For instant/automated review, no documents are required.
If you submit an application for DHA review, the following documents are required:
- Recent passport size photograph
- Valid passport copy
- Educational qualification(s)
- Experience certificate(s)
- Licence(s)/registration(s)
- Good Standing Certificate(s) (GSC) (valid and not older than six months at the time of application)
- Last two years Logbook for surgical specialties

Service Charges

FREE
for the automated Self-Assessment Tool

200AED
Submitting an application for DHA review post the automated Assessment

Payment Methods

For Whom?

Healthcare Professionals

24/7 online on Sheryan portal

Delivery Time
- Instant
- 10 working days for manual (Review Eligibility)

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Get Registered

This service allows applicants to obtain a DHA registration. The registration is considered a confirmation that the professional fulfills the requirements for the applied position (category, title and specialty) and allows the professional to become part of Dubai Medical Registry. It is valid for one year where a healthcare facility should activate it into a licence in order to start practicing.

Preparation Steps

- Submit required documents to the Primary Source Verification (PSV) Agency and receive verification result
- Pass any required Computer Based Testing (CBT) Assessment

19

Service Limitations

- Professional must pass the related Assessment within 3 attempts across the Authorities
- Professional must not be blacklisted
- Professional must first receive the PSV result for submitted documents

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

200AED

Payment Methods

For Whom?

Healthcare Professionals

24/7 online on Sheryan portal

Documents Required

- Recent passport size photograph
- Valid passport copy
- Verification result of qualification(s)/ experience(s)/ registration(s) related to the position as per Professional Qualification Requirements and CBT Assessment results (if required)
- Last two years Logbook for surgical specialties
- Good Standing Certificate (GSC) (valid and not older than six months at the time of application)

Delivery Time
5 working days

Issue Sick Leave Certificate

This service allows licensed healthcare professionals and healthcare facilities to issue sick leave certificates for patient based on DHA issuance of Sick Leave Certificate Policy.

Service Limitations

- Professional licence must be an active full-time or part-time licence
- Facility licence status must be active
- Professional must be a physician or a dentist (general practitioner, general dentist, specialist or consultant)
- Professional valid Emirates ID must not match the patient's Emirates ID

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

For Whom?

Healthcare Professionals

24/7 online on Sheryan portal

Documents Required
No documents are required

Delivery Time
Instant

Service Charges

These services are free of charge

20

Licence Card Replacement

This service allows healthcare professionals with an active license to request a re-print of their professional licence card in case if they have updated their personal details.

Service Limitations

• Professional must have an active license

Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

21

For Whom?

Healthcare Professionals

24/7 online on Sheryan portal

Documents Required
No documents are required unless:

• The passport copy in the system is expired, then a valid copy must be uploaded
• The professional wanted to change the personal picture in the licence card, then a new updated picture must be uploaded

Delivery Time
1 working day

Service Charges

50AED

Payment Methods

Search in Dubai Medical Registry

This service allows people to look-up any healthcare licensed or registered professional under DHA or any health facility licensed in the Emirate. This is done through a comprehensive search engine through DHA website and smart application.

For Whom?

UAE Nationals

Residents

Expats

Visitors

24/7 online on Sheryan portal

Delivery Time
Instant

Service Charges

These services are free of charge

Payment of Fines

This service allows healthcare facilities and healthcare professionals to pay for single or multiple fines that have been issued against their licences.

In addition to requesting payment in instalments if the fine value exceeded 20,000AED for healthcare facility and 5,000AED for professionals (excluding knowledge and innovation fees).

For Whom?

Delegated Healthcare Facility Representatives

Healthcare Professionals

24/7 online on Sheryan portal

Documents Required
No documents are required

Delivery Time
- Instant
- 4 working days for installments

Service Limitations

- Only fines can be requested to be placed under instalments
- Minimum amount applies for professionals/ facilities for instalment request
- Instalment duration cannot exceed 1 year

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

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Service Charges

These services are free of charge

Raise License Cancellation Issues

This service allows healthcare professionals to report facilities under which they are licensed in case the facility refuses to cancel their license.

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

For Whom?

Healthcare Professionals

24/7 online on Sheryan portal

Documents Required
- Supporting documents (e.g. new employment visa under new registered healthcare facility, confirmation of employment visa or labor card cancellation, temporary permission to work in another healthcare facility from the Ministry of Human Resources and Emiratisation)

Delivery Time
5 working days

Service Charges

These services are free of charge

Renew/Professional Registration

This service allows healthcare professionals to renew their registration for an additional year. Maintaining an active registration secures the approved position without the need for re-assessment (providing there is no discontinuity in practice), in addition to remaining listed in Dubai Medical Registry. The registration can be renewed within three (3) months of its expiry date or within three (3) months post the cancellation of the professional licence.

For Whom?

Healthcare Professionals

🕐

24/7 online on Sheryan portal

Documents Required
- Valid passport copy (if not previously updated on the system)
- Verification result of required documents
- Good Standing Certificate (GSC) (Valid and not older than six months at the time of application)
- Last two years Logbook for surgical specialties

Delivery Time
- 5 working days

25

Preparation Steps

• Pay outstanding fines (if required)

Service Limitations

• Registration must not be expired
• Professional must not be revoked or blacklisted
• Professional must not have unpaid outstanding fines

Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

200AED

Payment Methods

Renew Professional License

This service allows healthcare facilities to renew their full-time or part-time professionals' license within 3 months of the licence expiry date. The validity of the license is 1 year from expiry date.

For Whom?

Delegated Healthcare Facility Representatives

Preparation Steps

- Valid medical fitness report for professionals who are 65 years or older
- Valid medical malpractice insurance covering the healthcare professional
- Pay outstanding fines (if required)

Service Limitations

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- Professional license can be renewed 90 days prior to expiry date
- Professional must not be blacklisted/ revoked
- Professional's full-time license cannot be renewed if the licence is expired for more than 6 months
- Professional's license cannot be renewed if the professional requires supervision and the full-time supervisor is not available in the facility
- Professional's trainee license cannot be renewed if their training period is complete
- Professional's part-time licence cannot be renewed if the full-time facility no longer grants a part-time approval for the professional
- Professional must not have unpaid outstanding fines

24/7 online on Sheryan portal

Documents Required

No documents are required unless:

- Emirates ID details have not been updated in the system previously, then the details must be updated and a copy of the card must be uploaded

Delivery Time

Instant

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

Nurse/Allied/TCAM

1000AED
full-time license fee

4000AED
part-time license fee

Physician/Dentist

3000AED
full-time license fee

4000AED
part-time license fee

Payment Methods

Request Good Standing Certificate

This service allows current or previously licensed DHA healthcare professionals to request for Good Standing Certificates. The certificate can be retrieved from the application located in the professional account under closed applications section.

For Whom?

Healthcare Professionals

🕐 24/7 online on Sheryan portal

Documents Required

No documents required unless:
• Valid passport copy (if not previously updated on the system.

Delivery Time

1 working day

Preparation Steps

• Pay outstanding fines (if required)

Service Limitations

• Professionals must have an active DHA license for more than 3 months
• Professionals who are currently revoked/ suspended, or have been revoked/ suspended, under investigation or received other decisions (e.g. re-assessment, violation warning or undertaking letter) in the past two years, a Certificate of Current Status will be issued instead of GSC
• Professional must not have unpaid outstanding fines

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Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

500AED

Payment Methods

For Whom?

Healthcare Professionals

24/7 online on Sheryan portal

Delivery Time
5 working days (from exam date to obtaining the result)

Schedule Oral Assessment

This service allows healthcare professionals going through registration service to schedule Oral Assessments (normal or urgent) which are conducted in Dubai. The access to this service is only enabled following the completion of DHA review of the services "Get Registered" or "Add/Upgrade Professional Registration" and if Oral Assessment is required. When mandated, Oral Assessments are required to complete the registration process.

Preparation Steps

• Obtain a conditional approval following DHA review of the services "Get Registered" or "Add/Upgrade Professional Registration"

Service Limitations

• Professional must not be suspended, revoked or blacklisted

Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

2000AED
Urgent fees
for any category

500AED
for Physician and Dentists

250AED
for Allied, Nurses and TCAM

Payment Methods

Update Continuous Professional Development (CPD) Points

This service allows healthcare professionals to view, manage and update CPD points related to their respective categories which is required to maintain their license. If the applicant overachieves their CPD targets for the year, they are eligible to carry forward 10 CPD points to the following year.

If the applicant underachieves their CPD targets for the year, then the CPD points must be made-up in the following year.

For Whom?

Healthcare Professionals

24/7 online on Sheryan portal

Documents Required
• Evidence of attending/ Completing the claimed CPD activity

Delivery Time
1 working day

Service Limitations

• CPD provider must not be blacklisted
• Professional's account must not be blacklisted, revoked

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Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

These services are free of charge

FACILITIES LICENSING SERVICES

Activate Facility License

This service allows healthcare facilities to activate their previously issued inactive license in order to start operating.

Preparation Steps

- Adding and activating licences of professionals under the facility & select medical director

Service Limitations

- Facility needs to have a valid inactive facility license to be able to apply for this service

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Documents Required
- Valid trade licence (if not uploaded)

Delivery Time
1 working day

Service Charges

Category 3
Polyclinic, Dental Clinic, GP Clinic, School Clinic and others:

2000AED
Final Approval

Licence Fees
18000AED
Polyclinic with 3 Specialties

12000AED
Polyclinic with 2 Specialities

6000AED
Specialty clinic

7500AED
Pharmacy

5000AED
School Clinic /GP /Others

Category 1
Hospitals

Category 2
Day Surgical Centres, ICF Centres, Convalescence

4000AED
Final Approval

Licence Fees
40000AED
Above 100 beds

30000AED
50 to 100 beds

20000AED
Hospital < 50 beds and category 2

Payment Methods

Add Facility to Group

This service allows healthcare facilities with active/inactive license to create a facility group and add a facility to a group providing they have the same ownership.

Service Delivery Channels

- SMS and/e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Documents Required
- Evidence of shared ownership for facilities inside the group

Delivery Time
3 working days

Service Charges

These services are free of charge

Amend Facility License

This service allows healthcare facilities to request amending their active and/or inactive healthcare facility license. Possible amendments are:
• Add/remove speciality
• Change category
• Change location
• Expand facility location
• Add/remove add-ons
• Request renovation
• Change facility layout

For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Documents Required
Depending on the amendment type, one or multiple of the below documents may be required:
• Floor plan
• Updated trade licence

Delivery Time
5 working days

Preparation Steps

• Applying for the changes in the respective trade licensing authority for applicable changes before requesting for the service is optional

Service Limitations

• Facility license is expired, cancelled, suspended, revoked or on hold.

Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

Fee Applicable
https://www.dha.gov.ae/Asset%20Library/HealthRegulation/Fees.pdf

For Remove Specialty: no payment

Payment Methods

Appeal Violations

This service allows healthcare facilities and healthcare professionals to appeal for certain violations within 30 days of violation issue date.

Service Limitations

- Appeal must be submitted within 30 days of violation issue date
- Appeal outcomes are final and a violation can only be appealed once

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

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For Whom?

Delegated Healthcare Facility Representatives

Healthcare Professionals

24/7 online on Sheryan portal

Documents Required
- Supporting documents of the appeal

Delivery Time
30 working days

Service Charges

These services are free of charge

Cancel Facility License

This service allows healthcare facilities to request for license cancellations. After cancellation of the healthcare facility licence, the facility will no longer be allowed to provide patient services.

For Whom?

Delegated Healthcare Facility Representatives

Preparation Steps

- Pay all professional and facility related fines - if any
- Withdraw any open appeals - if any

Service Limitations

- Active investigation
- Open inspections

24/7 online on Sheryan portal

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Documents Required
- No required document

Delivery Time
5 working days

Service Charges

These services are free of charge

Change Facility Name

This service allows healthcare facilities with active or inactive healthcare facility license to change or edit the names which should be compliant with Dubai Health Authority regulations.

For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Documents Required
• Updated trade license

Delivery Time
1 working day

Service Limitations
• Facility license is expired, cancelled, suspended, revoked or on hold
• New facility name should be compliant with Dubai Health Authority regulations

Service Delivery Channels
• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

1000AED

Payment Methods

Change Facility Ownership

This service allows healthcare facilities to request changes of owners, partners and local service agents.

For Whom?

Delegated Healthcare Facility Representatives

Service Limitations

- Facility licence is expired, cancelled, suspended, revoked or on hold.

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

24/7 online on Sheryan portal

Documents Required
- Updated trade licence

Delivery Time
1 working day

Service Charges

Depending on the Facility Category

Licence fees for 12 months =
Amount multiply by the number of months until license expiry date

Payment Methods

Change Medical Director

This service allows healthcare facilities to request changing their Medical Director (a new Medical Director from the facility's professionals should be appointed as the new Medical Director).

For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Delivery Time
1 working day

Preparation Steps

• Select the new medical director

Service Limitations

• Facility license must be active
• Selected professional must not be the Medical Director of another facility outside the current facility group
• Selected professional must meet the healthcare facility Medical Director requirements
• Selected professional must have an active license
• Selected professional must be a full-time professional of the facility or a facility inside the same group

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Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

Service Charges

1000AED

Payment Methods

New Facility License

This service allows individuals and holding companies to request for a new healthcare facility license in the Emirate of Dubai under the jurisdiction of Dubai Health Authority. The license must be later an active facility licence in order to start operating.

For Whom?

Delegated Healthcare Facility Representatives

Preparation Steps

• Obtaining a trade license before applying to this service is optional

Service Limitations

• Applicant needs to have consent from the facility owners to apply for the service

Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
• Service centre
• Call centre

24/7 online on Sheryan portal

Documents Required
• Floor plan from engineering/design company
• Trade licence (if available)

Delivery Time
1-10 working days

Service Charges

Category 3	Category 1
1000AED	Hospitals
Polyclinic, Dental Clinic, GP Clinic, School Clinic and others	**Category 2**
	2000AED
	Day Surgical Centres, IVF Centres, Convalescence

Payment Methods

Payment of Fines

This service allows healthcare facilities and healthcare professionals to pay for single or multiple fines that have been issued against their license. In addition to requesting payment in instalments if the value of the fines exceeds 20000AED for healthcare facility and 5000AED for professionals (excluding knowledge and innovation fees).

Service Limitations

- Only fines can be requested to be placed under instalments
- Minimum amount applies for professionals/ facilities for instalment request
- Instalment duration cannot exceed 1 year

Service Delivery Channels

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- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

For Whom?

Delegated Healthcare Facility Representatives

Healthcare Professionals

24/7 online on Sheryan portal

Documents Required
- No documents are required

Delivery Time
- Instant
- 4 working days for installments

Service Charges

These services are free of charge

Purchased Products (Controlled and Semi-controlled Medications Registers)

This service enables health and pharmaceutical facilities, which are licensed under the Dubai Health Authority to request the registers for controlled and semi-controlled drugs. The service request and payment are electronic services. The approval is issued by the Drug Control Section within 3 working days from the date of submitting the request.

Service Limitations

- For the facilities which are not dealing with the controlled and semi-controlled drugs

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Obtain the registers:
Customer Happiness Centre
Mon to Thu
07:30am – 03:30pm
Fri
07:30am -12:00pm

Delivery Time
3 working days

Service Charges

320AED
for each register

Payment Methods

For Whom?

Delegated Healthcare Facility Representatives

🕐

24/7 online on Sheryan portal

Delivery Time
Instant

Purchase Sick Leave Certificates

This service allows licensed healthcare facilities to purchase sick leave certificates (if a facility has multiple branches, sick leave needs to be purchased for each branch).

Service Limitations

- Facility license status must be active
- Facility category must be eligible to access this service
- Facility must have an active licensed physician or dentist

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
    - Service centre
    - Call centre

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Service Charges

70AED

Payment Methods

Renew Facility License

This service allows healthcare facilities to renew their active or inactive license. Renewal is available within 90 days before the expiry of the license.

Preparation Steps

• Obtaining a renewed trade licence

Service Limitations

• Facility licence is expired for more than 6 months
• The facility license is cancelled or revoked

Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
• Service centre
• Call centre

For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Documents Required

• Active facility license renewal:
    - Accreditation certificate copy (if required)
    - Trade license (if not updated)
• Inactive facility license
    - No required documents

Delivery Time
1 working day

Service Charges

Category 3
Polyclinic, Dental Clinic, GP Clinic, School Clinic and others
18000AED
Polyclinic 3 Specialties
12000AED
Polyclinic 2 Specialties
7500AED
Pharmacy
5000AED
School clinic, General Physician, other
15000-5000 AED
Clinical Support
6000AED
Specialty Clinic , Medical Laboratory

Category 1
Hospitals

Category 2
Day Surgical Centres, IVF Centres, convalescence
40000AED
Above 100 beds
30000AED
50 to 100 beds
20000AED
Hospital < 50 beds and category 2

Payment Methods

Request for Temporary Permit

This service allows healthcare facilities with active license to request for temporary permits such as advertising, mobile unit campaigns and fixed temporary locations.

Service Limitations

• Only facilities with active licences can apply for this service

Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application Status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

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For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Documents Required

• No Documents required

Delivery Time

3 working days

Service Charges

These services are free of charge

Temporary Facility Closure

This service allows healthcare facilities to request temporary closure of the entire facility or of certain facility specialties (minimum of 1 day and maximum of 6 months).

Service Limitations

- Facility license must be active

Service Delivery Channels

- SMS and/or e-mail notification(s)
- Application status on the dashboard
- Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

For Whom?

Delegated Healthcare Facility Representatives

24/7 online on Sheryan portal

Documents Required
- Supporting evidence (if needed)

Delivery Time
3 working days

Service Charges

These services are free of charge

MEDICAL COMPLAINTS

File a Medical Complaint

This service allows patients and their caregiver to apply for medical complaints against healthcare professionals and/or facilities through the following link click here.

Service Limitations

• A complaint exceeding 3 years from the date of the event cannot be filed.

Service Delivery Channels

• SMS and/or e-mail notification(s)
• Application status on the dashboard
• Additional information and follow-up can be obtained through:
  - Service centre
  - Call centre

For Whom?

UAE Nationals
Residents
Expats
Visitors

24/7 online on Sheryan portal

Documents Required
• Emirates ID for UAE National and resident in UAE
• Medical report, lab and X-ray (if available)

Delivery Time
1-6 months

Service Charges

These services are free of charge

FACILITY FAQ

FACILITY FAQ

New Healthcare Facility Licence

- What are the areas under the jurisdiction of DHA?
- Can the owner of the facility attain the designation of the Medical Director of the facility?
- What is meant by the engineering layout?
- What is meant by Feasibility study/Proposal letter?
- What is meant by the Affection Plan (D.M map)?
- What should be done to obtain a Trade Name Reservation Certificate?
- What is the maximum number of physicians that can share a clinic/consultation room?
- Can IVF services be added to a polyclinic?
- What is the required nurses ratio in the facility?
- What are the requirements to have a portable X-ray machine?
- Is the approval of Dubai Municipality required for a Hospital/Day Surgical Centre licence initial approval?
- Is the medical removal of tattoo/medical tattoo/permanent make-up considered a service that requires a licence or be an addition as a specialty to the facility?
- What is meant by a school/nursery proof document?
- What is the validity of the inactive facility licence?
- After obtaining an inactive facility licence, is it possible to modify the approved application?
- How to obtain a copy of the facility licence after its issuance?
- Can the professionals start practicing after obtaining the initial facility approval?
- The final inspection visit has been completed, why yet the facility licence is not issued?

Activate Facility Licence

- Can the inspection visit be re-scheduled after the payment?
- Who should be the Medical Director of the medical facility?
- What is the validity of the active facility licence?
- How many routine inspection visits can be expected per year?
- What is the primary reference for violations in the Emirate?

Renew Facility Licence

- When applying to renew the facility licence, what should be the validity of the DED licence?

Temporary Facility Closure

- Can the request for a facility temporary closure be extended beyond 6 months?
- Is it mandatory to maintain the validity (renew) the facility and professionals licences during the temporary closure period of the facility?

Cancel Facility Licence

- What should be done to the Medical Director licence when wanting to cancel the facility licence?
- What should be done in case the facility wants to cancel the licence of the Medical Director, but have no current replacement?

Facility Group

- What is meant by a Facility Group?

Amend Facility Licence

- What is required to obtain a permission for conducting a hands-on workshop or a clinical training programme at a facility?
- Can a facility apply for more than one amendment within one application?
- How can the professionals' licences be updated in case of facility name change?
- Would the facility licence validity change upon changing the owner name?
- Is there is any applicable fees for internal transfer of professionals amongst the facility branches?

Fines and Violations

- Why is the facility fined for a professional renewal delay when the professional is no longer working with the facility?

New Healthcare
Facility Licence

What are the areas under the jurisdiction of DHA?

All Dubai area

Can the owner of the facility attain the designation of the Medical Director of the facility?

Yes, that is possible. As long as he/she fulfills the criteria for of the healthcare professionals licensing.

What is meant by the engineering layout?

It is a schematic design drawing in AutoCad format for the facility with clear measurement in "sqm" of each room/area with labels as per the services.

The engineering company must have the activity of "Interior Decoration" or "Architectural Prospective Drawings Services" for Hospitals, Day Surgery Centre and Fertility Centre.

What is meant by Feasibility study/Proposal letter?

It is an explanatory letter regarding the services/procedures that will be provided in the facility signed by the owner/partners or the authorised person with power of attorney.

What is meant by the Affection Plan (D.M map)?

It is a map from Dubai Municipality or Free Zone Authority showing the land plot number.

What should be done to obtain a Trade Name Reservation Certificate?

This can be done by submitting an online application and paying the required fees for DED or Free Zone Authority.

What is the maximum number of physicians that can share a clinic/consultation room?

Two full-time physicians/dentists can share one room, providing their specialties require the same setting.

Can IVF services be added to a polyclinic?

IVF services can only be offered in standalone fertility centres or hospitals. However the specialty can be added in to polyclinics for consultation purposes only.

What is the required nurses ratio in the facility?

- Assistant nurse to registered nurse ratio is 2 : 1. However, for home care facilities, it is required to have eight (8) nurses in total (3 AN to every 1 RN)

- Registered nurse/assistant nurse to physicians ratio is 1 : 2

- Registered nurse/assistant nurse/dental assistant to dentist ratio is 1 : 1

What are the requirements to have a portable X-ray machine?

The facility has to add the specialty of diagnostic or radiology service only where a diagnostic radiology/radiology physician can operate the machine. In addition, an approval from FANR and is required.

Is the approval of Dubai Municipality required for a Hospital/Day Surgical Centre licence initial approval?

Yes, the applicant has to provide an approval from Dubai Municipality to turn the specific land location into a Hospital/DSC.

Is the medical removal of tattoo/medical tattoo/permanent make-up considered a service that requires a licence or be an addition as a specialty to the facility?

No, non-surgical cosmetic procedures are services that do not require a licence, but are privileges granted by the Medical Director of the facility for professionals who fulfill the criteria as per the **Standards for Non-Surgical Cosmetic Services** document.

What is meant by a school/nursery proof document?

It is the Knowledge and Human Development Authority - KHDA licence (different from the Trade Licence).

What is the validity of the inactive facility licence?

The licence is valid for one year, subject to renewal within three (3) months from the expiry date.

After obtaining an inactive facility licence, is it possible to modify the approved application?

Yes, modifications can be done with payment of required fees (example: change facility location, add/remove specialty, change ownership - except for the modification of "Change Facility Category").

How to obtain a copy of the facility licence after its issuance?

A soft copy of the licence and other approval letters are available in the facility profile. They can be downloaded and printed from there.

Can the professionals start practicing after obtaining the initial facility approval?

No, the facility must obtain the final approval and get its status changed to "active" before its professionals are allowed to work.

The final inspection visit has been completed, yet why is the facility licence not yet issued?

It is possible that the facility has a pending action in its account (check the Dashboard) or it could be due to not completing the mandatory survey which is required to issue the licence.

Activate Facility Licence

Can the inspection visit be re-scheduled after the payment?

Yes, with no additional fees by communication with DHA on callcenter@dha.gov.ae
However, in case of fulfillment of DHA requirements, a new application must be completed with a new inspection visit appointment scheduling and payment.

Who should be the Medical Director of the medical facility?

The professional with the most senior position/job title and longest duration of experience is considered the most suitable person for the position of the facility Medical Director.

What is the validity of the active facility licence?

The licence is valid for one year, subjected to renewal.

How many routine inspection visits can be expected per year?

For facilities other than hospitals, a minimum of two visits per year are to be expected. The time interval between visits shall be based on the outcome of the inspection.

What is the primary reference for violations in the Emirate?

Decree of the Executive Council No. (32) of 2012 concerning The Regulation of Practicing Health Professions in the Emirate of Dubai is the primary reference for violations in the Emirate. If the healthcare facility or professional did not comply with the DHA regulations and guidelines, fines from Table (3) and Table (4) shall be issued.

Renew Facility Licence

When applying to renew the facility licence, what should be the validity of the DET licence?

The DET licence should be valid for not less than threee (3) months.

Temporary Facility Closure

Can the request for a facility temporary closure be extended beyond 6 months?

Yes, by submitting an online application with clear and elaborated justification -subject to DHA review and approval.

Is it mandatory to maintain the validity /renew the facility and professionals licences during the temporary closure period of the facility?

Yes, the facility shall be responsible to ensure renewing the licences and paying any applicable fines.

Cancel Facility Licence

What should be done to the Medical Director licence when we want to cancel the facility licence?

First, all other professionals' licences must be cancelled. Then upon DHA approval of the facility cancellation online application, the Medical Director's licence will be cancelled simultaneously.

What should be done in case the facility wants to cancel the licence of the Medical Director, but has no current replacement?

The Medical Director should apply for "Raise Licence Cancellation Issues" service from his/her Sheryan account and upload all the supporting documents from the facility side.

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Facility Group

What is meant by a Facility Group?

A Facility Group includes all the branches of the facility that share the same ownership. This can be documented in the system by applying for "Add Facility to Group" service and providing evidence of shared ownership.

Healthcare professionals can then rotate between the Group Facilities without the need for a part-time licence (according to Circular no. 80 pertaining Physicians Transfer Amongst Medical Facilities). However, this should be documented in the facility account by applying for the "Activate Professional Licence" service and adding the branches to the professional licence (this service is proposed free of charge).

Is there is any applicable fees for internal transfer of professionals amongst the facility branches?

No, this service is completed free of charge. However, this should be documented in the facility account by applying for the "Activate Professional Licence" service and adding the branches to the professional licence.

Amend Facility Licence

What is required to obtain a permission for conducting a hands-on workshop or a clinical training programme at a facility?

Training programmes and hands-on workshop are considered an Add-on that requires to be added to the facility's account by applying for "Amend Facility Licence" service, then choosing the "Clinical Training Service" from the "Add/Remove Add-Ons" list. Upon filling the application, the required documents must all be provided as per the Guidelines for Clinical Training Facilities.

Can a facility apply for more than one amendment within one application?

Yes, that is possible.

How can the professionals' licences be updated in case of facility name change?

Each professional is required to apply online for "Licence Card Replacement" service from their account in order to obtain an updated licence card.

Would the facility licence validity change upon changing the owner name?

No change apply on the licence validity after changing the owner name.

Fines and Violations

Why is the facility fined for a professional renewal delay when the professional is no longer working with the facility?

It is the responsibility of the facility to renew or cancel the professional licences of its staff. The arrears fee shall apply on the facility's account if the professional licence has not been renewed or cancelled prior to its expiry date.

• Physicians/Dentists: 600AED per month (up to six (6) months)
• Nurses/Allied healthcare professionals/TCAM: 200AED per month (up to six (6) months)

PROFESSIONAL FAQ

Sheryan System and Account

- What is Sheryan system?
- Where can the application status/comments be found in the system?
- Is there a user-guide for Sheryan?
- Where can details about different licensing processes be found?
- What is Dubai Medical Registry?
- Why was an active application rejected/closed even though it was not submitted back for review?
- What should be done in case there were no options after clicking dropdown menus within Sheryan applications?
- How can the personal details (name/passport copy/nationality/gender/date of birth/profile picture) of the professional be updated on Sheryan account?
- How can the e-mail address and contact details be changed in Sheryan account?
- Why is the code to reset Sheryan account password not accepted?
- Why is it not possible to submit an application (only the "Save" button is enabled)?

Professional Registration

- How can a professional know if he/she is eligible to obtain a DHA licence?
- Are documents in foreign languages other than Arabic or English accepted for the professional licence application?
- Are certificate(s)/documents attestation required for the professional licence application?
- Is the high secondary school certificate (as per the country specific education) required for the professional licence application?
- What is the logbook required in the professional licence application?
- What can be done in case the professional was not required to have a registration/licence to practice in the country of last employment?
- Can the professional still apply for the licence in case of discontinuity in clinical practice for more than 2 years?
- What is meant by the term "position" in the registration process?
- If the Self-Assessment Tool result was "not eligible", can the professional still proceed into applying for a registration?
- Can an expired registration be renewed?
- What is the difference between renewing the registration as a Full Registration or as Provisional Registration?
- Does renewing the registration guarantee approval of the position?
- Can the professional start practicing once the registration gets activated?
- How can a previously obtained eligibility letter (on the old system) be renewed?

Professional Qualification Requirements (PQR)

- What is meant by PQR?
- When will be the next update of the Unified Healthcare Professional Qualification Requirements (PQR) document?
- What should be done in case the applicant's title was not listed in the Unified Healthcare Professional Qualification Requirements (PQR)?

Primary Source Verification (PSV)

- What is meant by Primary Source Verification (PSV) process?
- What is meant by linking of the Primary Source Verification PSV) - Dataflow report result?
- What is the timeframe for a Primary Source Verification (PSV) - Dataflow report to be completed?
- How can the status of the Primary Source Verification (PSV) - Dataflow report be tracked?
- What is the validity of the Primary Source Verification (PSV) - Dataflow report?
- What are the Primary Source Verification (PSV) - Dataflow report fees?
- Are Dataflow reports issued by other authorities, recognised by DHA?
- Is Dubai Healthcare City Authority (DHCC) Primary Source Verification (PSV) recognised by DHA?
- How can a previous Primary Source Verification (PSV) - Dataflow report be linked in Sheryan account?
- After reviewing the professional's application, how can a new document be verified as requested by DHA credentialing team?

Assessment

- What type of exam is required to apply for DHA Licence?
- What is a Prometric Assessment?
- What is an Oral Assessment?
- Does DHA provide study references for the licensing exam?
- What document(s) are required for DHA Assessment?
- What is the Assessment exemption criteria?
- When and where are the Assessment results announced?
- When can a professional re-appear for a new Assessment in case of failing an earlier attempt?
- What can be done in case the applicant failed three (3) Assessments?
- Can an applicant appeal the Assessment results?
- Are professionals required to re-take the Assessment in case their licence was cancelled?
- Why there has been no feedback after submitting the Oral Assessment date range?

Activate Professional Licence

- Is malpractice insurance required for licence activation?

Renew Professional Licence

- Can an expired professional licence be renewed?
- How can a professional licence that has expired for over 6 months be renewed?
- What would be the validity of a renewed professional licence in case it was renewed post the expiry date?

Add/Upgrade Professional Licence

- Why wasn't the licence updated with the new position after completing the Add/Upgrade Professional Registration service?
- What is the validity of the updated professional licence (when a new position or an upgraded title is added)?

Healthcare Professional Licence

- How to obtain a DHA Professional Licence?
- What is the validity of the professional licence?
- Why is the professional licence status showing as 'Inactive - Awaiting Facility Licence'?
- What should be done in case the professional licence card was not received although it has been issued more than 5 days ago?
- Can the professional start practicing without receiving the licence card?
- Where can the interim licence be found?
- Should visiting physicians obtain a DHA licence?

Part-time Licence

- How many part-time licences are permitted for professionals?
- Can a part-time licence have a different position than the full-time licence?
- Will updating (add/upgrade positions) to the full-time licence reflect on the part-time licence(s)?
- Is the professional permitted to practice in other branches of their full-time licence facility?
- Will the part-time licence(s) be automatically cancelled, if the full-time licence facility removed the part-time licence approval?
- Will the part-time licence(s) be automatically cancelled if the full-time licence was cancelled?
- Will there be any penalties for the delay in renewing part-time licence(s)?
- How can a part-time licence be converted into a full-time licence?
- How can the full-time licence facility grant a part-time licence approval to the professional?

Trainee Licence

- Why is a trainee restriction added on certain professional licences?
- How can an applicant apply for a "trainee" title with DHA?
- Where can the training period be completed?

Cancel Professional Licence

- What should be done in case the facility refuses to cancel the professional licence?

Revoke Professional Licence

- When can a professional apply to obtain a new licence if their licence has been revoked?

Good Standing Certificate (GSC)

- What is meant by the Good Standing Certificate (GSC) requested in the registration application?
- How to obtain the Good Standing Certificate after the online application is approved?
- What is the validity of the DHA Good Standing Certificate?
- Will the Good Standing Certificate include the name of the facility(ies) the professional is working or previously worked at?
- Can the Good Standing Certificate be sent abroad?
- Can the professional apply for a Good Standing Certificate in case his/her licence status is revoked/suspended?
- Why is the licence validity date in the Good Standing Certificate different from the licence card?
- How can the professional request a copy of the Good Standing Certificate forwarded by another health authority to DHA?
- For professionals with cancelled DHA licence, is a DHA Good Standing Certificate required when applying for a new registration/licence?

Verification

- What is the process to verify a professional's licence details as requested by other authority(ies)?

Continuous Professional Development (CPD)

- What will happen in case the professional did not manage to complete the required CPD points within the given period?
- What is the number of CPD points required from professionals who have a licence of more than one different categories positions?

Fees

- What is the cost of DHA professional licensing services?
- What are the payment channels available on Sheryan?
- How to get a copy of the application payment receipt?

Fines and Violations

- What are the penalty fees for delays in renewing the professional licence?
- Can fines/violations be paid in instalments?

Other

- What is the way to apply for medical complaint on a health professional or a health facility?
- What are the contact details for Health Regulation Sector (HRS)?

Sick Leave

- There has been a mistake in the issued sick leave certificate, can this be edited?

Sheryan System and Account

What is Sheryan system?

Sheryan is the name given to DHA's online licensing system for healthcare facilities and professionals. Details and access to all licensing services can be found there.

Where can the application status/comments be found in the system?

Statuses and/or comments can be viewed in the professional/facility account under "My Applications" page in the "active or closed applications" tabs depending on the status of the application.

Is there a user-guide for Sheryan?

Yes, you may find detailed step-by-step instructions on how to apply for selected facility and professional services here.

Where can details about different licensing processes be found?

All services and their related information including timeframe, fees, requirements, etc. can be found in the professionals service catalogue or the facilities service catalogue.

What is Dubai Medical Registry?

Dubai Medical Registry is a database for information about all healthcare professionals and facilities with active registration/licence within Dubai Health Authority.

The Registry contains multiple filters for easy access of details about either professionals or facilities.

Why was an active application rejected/closed even though it was not submitted back for review?

As stated in the application Terms and Conditions, DHA reserves the right to reject any application if there is no response from the applicant, for more than 3 months. This will additionally forfeit the applicant's right for a refund of fees, associated to the service.

What should be done in case there were no options after clicking dropdown menus within Sheryan applications?

To have a better experience while navigating Sheryan system or applying to any of its services, it is advised to use a laptop/personal computer and Google Chrome/Mozilla Firefox browser.

If the issue is not solved, please withdraw the application and re-apply for the service.

How can the personal details (name/passport copy/nationality/gender/date of birth/profile picture) of the professional be updated on Sheryan account?

This cannot be done from the account directly, the professional may change those details within any new applications they apply for.

How can the e-mail address and contact details be changed in Sheryan account?

This can be done through the settings page by clicking on "Edit Personal Information" (the new e-mail address must not be used in any other Sheryan account).

Why is the code to reset Sheryan account password not accepted?

Kindly enter the username instead of e-mail address when applying to change the password as the e-mail might be used in another Sheryan account.

Why is it not possible to submit an application (only the "Save" button is enabled)?

Kindly make sure that all mandatory fields are filled and that all tabs have turned into the colour green.

Professional Registration

How can a professional know if he/she is eligible to obtain a DHA licence?

To view the eligibility criteria, please check the Unified Healthcare Professional Requirements (PQR). In addition, the free "Self-Assessment Tool" service can provide an instant evaluation on the professional's credentials.

Are documents in foreign languages other than Arabic or English accepted for the professional licence application?

No, documents need to be legally translated and uploaded in the application along with the original copies.

Are certificate(s)/documents attestation required for the professional licence application?

No, attestation of documents is not required unless it has been specifically requested by DHA credentialing team.

Is the high secondary school certificate (as per the country specific education) required for the professional licence application?

Yes, it is mandatory to be uploaded in the application unless the applicant degree is a BSc or a higher qualification.

What is the logbook required in the professional licence application?

It is a record of surgical procedures performed by professional of surgical specialties for the last two (2) years. The logbook should be signed, stamped and it includes the names, numbers and dates of performed surgeries. Please note that the logbook does not require Dataflow verification.

What can be done in case the professional was not required to have a registration/licence to practice in the country of last employment?

The professional must provide a formal letter issued by a government entity (Medical Council or Ministry of Health) confirming that the professional is allowed to practice without a registration/licence and that he/she is in good standing. If the professional did not manage to obtain the mentioned letter, an official Good Standing Certificate (GSC) from last employer confirming the same must be provided.

Can the professional still apply for the licence in case of discontinuity in clinical practice for more than 2 years?

In that case, the professional is considered to be having a gap of practice which must not exceed five (5) years for non-locals and ten(10) years for locals. A trainee title restriction would apply on the professional registration until fulfilling the gap requirements as set in the Unified Healthcare Professional Requirements (PQR).

What is meant by the term "position" in the registration process?

A position consists of a category (e.g. physician, dentist), title (e.g. specialist, consultant) and specialty (e.g. cardiology, paediatrics). Each professional is allowed to have a maximum of 3 registered positions.

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If the Self-Assessment Tool result was "not eligible"; can the professional still proceed into applying for a registration?

Yes, you may proceed with "Request a Manual Review" application, which is a paid service that requires the DHA credentialing team to check if you fulfill the requirements for the position you are applying for.

In case of approval, you will have to proceed into applying for "Get Registered" service.

Can an expired registration be renewed?

No, the registration can only be renewed in two scenarios:
Three (3) months before expiry or three (3) months post the licence cancellation date.

In case the registration expires, the professional is required to apply again for "Self-Assessment Tool" service and complete all requirements.

Does renewing the registration guarantee approval of the position?

Yes, unless a gap of practice of over two (2) years has been detected, then a trainee restriction shall be added. The trainee restriction will be removed once the professional completes the gap of practice requirements as stated in the Unified Healthcare Professional Requirements (PQR)".

Can the professional start practicing once the registration gets activated?

An active registration is like an eligibility proof to start job hunting in Dubai. The registration must be activated into a licence by a hiring facility first in order to start practicing.

How can a previously obtained eligibility letter (on the old system) be renewed?

If the letter was valid, then the professional would have a valid registration in their account. But in case it was expired, then the professional must apply again starting with the "Self-Assessment Tool" service and uploading a copy of the eligibility letter in the application.

Professional Qualification Requirements (PQR)

What is meant by PQR?

PQR refers to the Unified Healthcare Professional Qualification Requirements which is the licensing guideline followed within UAE by the Regulatory Authorities (Ministry of Health and Prevention, Department of Health - Abu Dhabi and Dubai Health Authority). It lists the licensing titles and the requirements and specifications for each of those titles. The PQR document has been transferred into a free automated Self-Assessment Tool service, enabling an immediate evaluation of the professional's credentials.

When will be the next update of the Unified Healthcare Professional Qualification Requirements (PQR) document?

The PQR is updated every two (2) to three (3) years. The updated version may include new titles, new recognised countries and updated requirements.

What should be done in case the applicant's title was not listed in the Unified Healthcare Professional Qualification Requirements (PQR)?

The applicant may apply to the most relevant (closest) title(s) according to their qualifications and experiences and the DHA credentialing team shall review the documents and select the suitable title in case the PQR criteria was fulfilled.

Primary Source Verification (PSV)

What is meant by Primary Source Verification (PSV) process?

Primary source verification (PSV) process aims to ensure safe and effective professional practice by verifying the documents provided for licensure directly from their original source(s). This process is completed by "Dataflow" which is a specialised international verification company.

What is meant by linking of the Primary Source Verification / (PSV) - Dataflow report result?

It is a process of electronically linking the verification result in the professional registration applications. To be able to link, the PSV report must be transferred into an electronic report, starting by creating an account on Dataflow website and following the applicable steps (e.g. old report, reports issued under other Authorities, etc.).

What is the timeframe for a Primary Source Verification (PSV) - Dataflow report to be completed?

It takes twenty-five (25) working days (from payment date) for a new PSV report to be issued and five (5) working days (from payment date) for existing PSV reports to be transferred.

How can the status of the Primary Source Verification (PSV) - Dataflow report be tracked?

It is possible to track PSV reports by clicking here.

What is the validity of the Primary Source Verification (PSV) - Dataflow report?

PSV reports have no validity. New documents are added to existing reports. However, previously checked documents may require a new verification in case they have been updated (e.g. an update to the experience duration that has been verified earlier).

What are the Primary Source Verification (PSV) - Dataflow report fees?

To view Professional Licensing Fees click here.

Are Dataflow reports issued by other authorities, recognised by DHA?

Yes they are, however there shall apply a report transfer fee of 100AED and DHA may request verification of an already verified document if it has been updated.

Is Dubai Healthcare City Authority (DHCC) Primary Source Verification recognised by DHA?

Yes, it is. The report should be uploaded in the registration application under "Other Documents" section. The included documents in DHCC report shall not require Dataflow verification, unless there is an update in them (e.g. an update to the experience duration that has been verified earlier).

How can a previous Primary Source Verification (PSV) - Dataflow report be linked in Sheryan account?

If the Dataflow verified documents are not present under the "Verifications and CBT Assessments" page in Sheryan account, then the professional must apply for the transfer service on Dataflow website (this process may take up to five working days and it is a free service for DHA reports post 2017, for other cases transfer fees shall apply).

After reviewing the professional's application, how can a new document be verified as requested by DHA credentialing team?

The professional must login to their Dataflow account and create a new case for additional document through the portal.

Assessment

What type of exam is required to apply for DHA Licence?

The applicant is required to pass one Assessment only for each position he/she applies for (a Computer Based Testing - CBT or an Oral Assessment). To know the type of the required Assessment, complete the "Self-Assessment Tool" service.

What is a Prometric Assessment?

DHA conducts Computer Based Testing (CBT) as a mode of assessing professionals applying to practice in the Emirate of Dubai. DHA runs its CBTs through a recognised global leader in technology-enabled testing, called Prometric. With Prometric, having its centres across the globe, professionals may attend the Assessment from their home country.

What is an Oral Assessment?

It is an interview by an examining panel conducted in Dubai. The Assessment duration for physicians/dentists Assessment is thirty (30) to forty-five (45) minutes, while for other categories it lasts between twenty (20) to thirty (30) minutes.

Does DHA provide study references for the licensing exam?

DHA does not provide any references for Oral Assessment. However, for Prometric exams, some specialties references are available on here.

What document(s) are required for DHA Assessment?

The original passport is the only required document.

What is the Assessment exemption criteria?

All Assessment exemptions are listed in the Unified Healthcare Professional Qualification Requirements (PQR) and in DHA Assessment and Exam Exemption Policy.

When and where are the Assessment results announced?

It is important to note that the Assessment results are not shared with applicants, only the outcome as Pass or Fail is. Prometric Assessment results are shared instantly while Oral Assessment results are published within five (5) working days.

The results will be displayed in the application form (Get Registered or Add/Upgrade Professional Registration). Prometric results can also be found in the "Verifications and CBT Assessments" page in the professional account.

When can a professional re-appear for a new Assessment in case of failing an earlier attempt?

There is no grace period to take another Assessment. The professional may re-apply again once the first attempt is completed.

What can be done in case the applicant failed three Assessments?

According to the Unified Healthcare Professional Qualification Requirements (PQR) applicants have only three (3) attempts for each position. The professional must obtain a new qualification and fulfil the PQR criteria for a new higher title to be able to apply again.

Are professionals required to re-take the Assessment in case their licence was cancelled?

If the professional does not renew their registration within a year of the cancellation and the Assessment has been passed more than five (5) years ago, they will have to be examined again once they apply (if no other Assessment exemption criteria applies upon applying).

Why there has been no feedback after submitting the Oral Assessment date range?

Feedback will be sent three (3) working days or earlier before the selected date range, confirming the availability of an Assessment panel and when the exam will be scheduled. Otherwise, the professional needs to wait until the next selected date range.

Activate Professional Licence

Is malpractice insurance required for licence activation?

Malpractice Insurance should be available and valid, covering the period of the professional's practice, however, there is no need to upload it in the licence activation application.

Renew Professional Licence

Can an expired professional licence be renewed?

Only full-time licences can be renewed within a period of maximum six (6) months from the expiry date, however, penalty for non-renewal shall apply (it is important to note that clinical practice is not permitted if the professional licence is expired).

How can a professional licence that has expired for over six (6) months be renewed?

The facility must apply to cancel the professional licence and pay all penalties, then they can apply to activate the licence again.

What would be the validity of a renewed professional licence in case it was renewed post the expiry date?

The renewed licence will have the original expiry date.

Add/Upgrade Professional Licence

Why wasn't the licence updated with the new position after completing the Add/Upgrade Professional Registration service?

In order for the updated position to reflect on an active licence (full-time or part-time), the facility must apply for Add/Upgrade Professional Licence service.

However, to activate a new licence with the updated position, the facility should apply for Activate Professional Licence service (example: activating a new part-time licence).

What is the validity of the updated professional licence (when a new position or an upgraded title is added)?

The validity shall remain the same as the validity of the licence before the update.

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Healthcare Professional Licence

How to obtain a DHA Professional Licence?

A career in healthcare in Dubai starts with obtaining a registration then activating it into a licence. To apply for the registration the professional must first apply for the Self-Assessment Tool as a first step.

What is the validity of the professional licence?

The licence is valid for one (1) year. However, the validity will not be printed on the licence card. It can be checked and tracked from the facility and professional account.

Why is the professional licence status showing as 'Inactive - Awaiting Facility Licence'?

If the facility licence status is "Inactive", then the professionals licences status will be set to "Inactive - Awaiting Facility Licence" until the facility licence gets activated (professionals must not practice until their licence status becomes "Active").

Should visiting physicians obtain a DHA licence?

Yes, all visiting professionals need to apply for a full-time licence in order to clinically practice their specialty in Dubai even if for a limited period of time (procedures and steps are similar to other professionals).

Part-time Licence

How many part-time licences are permitted for professionals?

Licence position	Maximum number of part-time Permissions
General Practitioner/General Dentist/Nurses and Midwives/ Allied Healthcare professionals/TCAM	1
Specialist (non-surgical specialties)	2
Specialist (surgical specialties)	4
Consultant	4
Specialist under-supervision/Registrar	1

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For more information, please check healthcare professionals Licensing Policy and Circular no. (80) regarding physicians transfer in-between branches of mother group and Nursery clinic facility requirements.

Can a part-time licence have a different position than the full-time licence?

Yes, it is possible to activate a part-time licence on a position that is not listed in the full-time licence.

Will updating (add/upgrade positions) to the full-time licence reflect on the part-time licence(s)?

No, the part-time licence position(s) will not change unless the part-time facility applies to update it.

Is the professional permitted to practice in other branches of their full-time licence facility?

Yes, according to Circular no. (80) for year 2016, a professional may practice in other branches of their full-time licence facility. However, the facility and its branches should be registered as a "Group" in Sheryan then the facility must apply for "Activate Professional Licence" service and add the branches to the professional licence - this service is completed free of charge. (Working in branches of the part-time licence facility requires applying for another part-time licence).

Will the part-time licence(s) be automatically cancelled, if the full-time licence facility removed the part-time licence approval?

No, the current part-time licence(s) shall remain "Active". However, those licences cannot be renewed unless the full-time licence facility grants the part-time licence approval again.

Will the part-time licence(s) be automatically cancelled if the full-time licence was cancelled?

No, however the status of the part-time licence(s) will be set to "Active in transition" until a new full-time licence is activated or one of the part-time licences is converted into a full-time licence (clinical practice is not permitted when the licence status is on hold).

Will there be any penalties for the delay in renewing part-time licence(s)?

No, in case the part-time licence was not renewed, the status will be set to "Expired" with no penalties and the part-time licence facility must apply again in order to activate the licence.

How can a part-time licence be converted into a full-time licence?

Once the Full-time licence is cancelled, the part-time licence status becomes "Active in transition" and that is when the part-time facility has the option to convert the licence into a full-time licence through the "Activate Professional Licence" service with fees of 200AED (the new full-time licence will have the same part-time licence expiry date).

How can the full-time licence facility grant a part-time licence approval to the professional?

This should be done from the Medical Director account, where the list of professionals should be accessed from the dashboard page then select the professional and approve the option of 'Allow this professional to apply for part-time licences'.
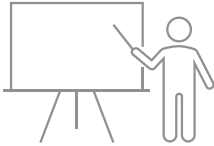
Trainee Licence

Why is a trainee restriction added on certain professional licences?

Trainee restriction is put on professionals who do not fulfill the experience criteria as per Unified Healthcare Professional Requirements (PQR) and DHA credentialing team evaluation (e.g. tier 3 degrees, gap of practice, fresh graduate). Once the requirements are fulfilled, the professional may update the licence.

How can an applicant apply for a "trainee" title with DHA?

Applicants cannot apply directly on the system for the title of trainee. First, they must complete the Self-Assessment Tool service selecting their main title, then according to the result of the Self-Assessment Tool, the applicant should proceed into applying for either "Get Registered" or "Manual Review" services. Once the DHA credentialing team approves the application, a trainee restriction will be put on the professional's registration.

Where can the training period be completed?

The required training should be a hands-on training in a training approved facility. If the professional wishes to train in Dubai, they may check for approved facilities in Dubai Medical Registry (filter by Add-Ons: Clinical Training Service and then contact the facility for more details). If the training is conducted outside UAE, then a valid licence/ registration covering the training period must be provided.

Cancel Professional Licence

What should be done in case the facility is refusing to cancel the professional licence?

The professional can apply for "Raise Licence Cancellation Issues" service uploading supportive documents (e.g. new employment visa under new licensed healthcare facility, confirmation of employment visa or labor card cancellation, temporary permission to work in another healthcare facility from the Ministry of Human Resources and Emiratisation) and DHA shall take the necessary action.

Revoke Professional Licence

When can a professional apply to obtain a new licence if their licence has been revoked?

DHA shall not accept applications by revoked professionals prior to a period of two (2) years from the date of revocation. Re-applying will be subject to Medical Practice Committee (MPC) approval and fulfilment of the Unified Healthcare Professional Requirements (PQR) criteria which includes providing positive verification report of new documents and passing any required Assessment.

Good Standing Certificate

What is meant by the Good Standing Certificate (GSC) requested in the registration application?

Good Standing Certificate is a certificate issued by the Medical Council/Regulatory licensing body, confirming the professional's Good Standing (lack of any malpractice) during his/her practice. The submitted letter must not be older than 6 months on the date of applying.

How to obtain the Good Standing Certificate after the online application is approved?

The Good Standing Certificate can be found in the professional's account by accessing "My Applications" page under "Closed Applications" tab.

What is the validity of the DHA Good Standing Certificate?

DHA Good Standing Certificate has no validity, only an issue date. It is up to the receiving authority to decide whether to accept the certificate or not.

Will the Good Standing Certificate include the name of the facility(ies) the professional works or previously worked at?

No, the facility(s) details shall not be included in the issued certificate.

Can the Good Standing Certificate be sent abroad?

Yes, DHA shall provide a stamped envelope with the letter that can be forwarded by courier (arranged by the professional).

Can the professional apply for a Good Standing Certificate in case their licence status is revoked/suspended?

Yes, however, the letter will not be issued as "Good Standing Certificate" but instead as a "Letter of Current Status" with details of the revocation/suspension.

Why is the licence validity date in the Good Standing Certificate different from the licence card?

If the facility cancels the professional licence before the expiry date, the cancellation date will be the date listed in the certificate.

How can the professional request a copy of the Good Standing Certificate forwarded by another health authority to DHA?

A request along with a copy of the professional's passport must be e-mailed to regulation@dha.gov.ae.

For professionals with cancelled DHA licence, is a DHA Good Standing Certificate required when applying for a new registration/licence?

If the professional is applying for the same position with no new experience outside the jurisdiction of DHA, then there is no need to upload for a Good Standing Certificate.

Verification

What is the process to verify a professional's licence details as requested by other Authority(ies)?

The professional or any person repressing them (must have a copy of the professional's valid passport) should visit our office with the required document/form. After payment of the required fees (500AED) the form shall be completed within five (5) working days.

Continuous Professional Development (CPD)

What will happen in case the professional did not manage to complete the required CPD points within the given period?

If the professional underachieves the CPD target for the year, then the CPD points must be made-up in the following year.

What is the number of CPD points required from professionals who have a licence of more than one different categories positions?

If there are multiple categories under the professional licence, the target CPD points are combined (the sum of the required CPD points for each category).

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Fees

What is the cost of DHA professional licensing services?

To view professional licensing fees click here.

What are the payment channel available on Sheryan?

The online payment is accepted using credit card (Visa or Master card), debit and e-Dirham card.

How to get a copy of the application payment receipt?

The payment receipt for any application can be found by opening the application from the closed applications tab in the professional/facility account.

Fines and Violations

What are the penalty fees for delays in renewing the professional licence?

To view all fees related to professional licensing click here.

Can fines/violations be paid in instalments?

Fines cannot be paid in instalments. However, violations instalment can be accepted provided the professional violation exceeds 5000AED and the facility violation exceeds 20000AED.

Other

What is the way to apply for medical complaint on a health professional or a health facility?

Kindly click here.

What are the contact details for Health Regulation Sector (HRS)?

📞   800342

@   regulation@dha.gov.ae

📍   Customer Happiness Centre: Festival tower,

🕐   Mon - Thu
07:30am – 03:30pm
Sat - Sun
Closed
Fri
07:30am -12:00pm

Sick Leave

There has been a mistake in the issued Sick Leave Certificate, can this be edited?

No, Sick Leave Certificate details cannot be changed once issued. The professional/facility must apply for a new certificate (no refund will be accepted).
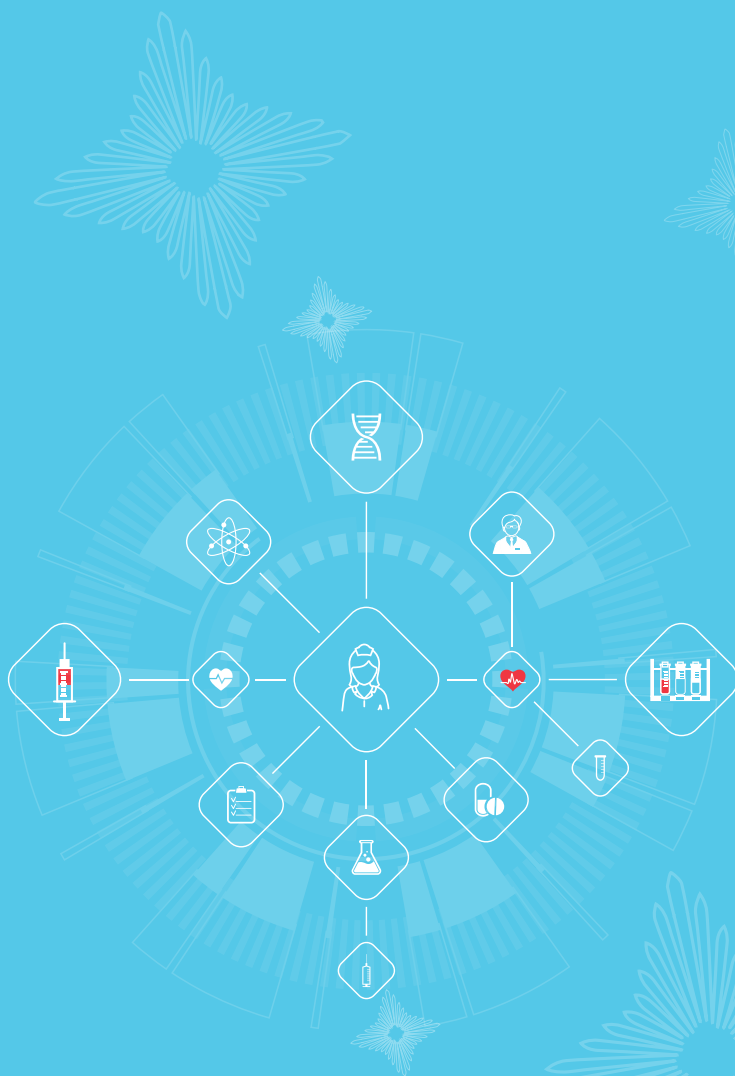
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INTERCONNECTED SERVICES

PROFESSIONAL SERVICES

Services Name	Name of Related Service
• Self-assessment tool	• Get registered
• Get registered	• Activate professional licence • Renew professional registration • Add/upgrade professional registration • Self-Assessment Tool
• Schedule oral assessment	• Get registered • Add/upgrade professional registration
• Activate professional licence	• Renew professional licence • Add/upgrade professional licence • Get registered
• Renew/professional registration	• Activate professional licence • Add/upgrade professional registration
• Add/upgrade professional registration	• Activate professional licence • Add/upgrade professional licence • Renew/professional registration • Self-Assessment Tool
• Issue sick leave certificate	• Purchase sick leave certificates
• Raise licence cancellation issues	• Cancel professional licence
• Payment of fines	• Appeal violations
• Appeal violations	• Payment of fines

FACILITY SERVICES

Services Name	Name of Related Service
• New facility licence	• Activate facility licence • Amend facility licence • Renew facility licence • Activate professional licence
• Activate facility licence	• Amend facility licence • Renew facility licence • Activate professional licence
• Renew facility licence	• Activate facility licence • Amend facility licence
• Amend facility licence	• Activate facility licence • Renew facility licence
• Temporary facility closure	• Amend facility licence
• Add facility to group	• Change facility ownership
• Change Medical Director	• Activate professional licence

Interconnected Services

Services Name	Name of Related Service
• Cancel facility licence	• Cancel professional licence
• Payment of fines	• Appeal violations
• Purchase sick leave certificates	• Issue sick leave certificates
• Appeal violations	• Payment of fines
• Request for temporary permit	• Amend facility licence