

Overseas Treatment Policies and Procedures



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Introduction

These guidelines are designed to determine the policies and procedures related to treatment outside the UAE as applicable by the Dubai Health Authority (DHA).

This guideline is the main reference for all the customers applying for this service.

These guidelines include directives for the overseas treatment travel, specifying its steps, starting from application right until treatment and closure of the case.

This guideline is available online at www.dha.gov.ae.

Applying for Treatment Abroad

1. The patient or his / her representative shall apply for overseas treatment request through Shefa system on the below website: <https://services.dha.gov.ae/Shefa/Registration>
2. A medical report on the patient's condition issued by the official bodies accredited by DHA should be attached to the application, as per the following conditions:
 - The patient should be a UAE citizen.
 - The passport should be issued only by the Emirate of Dubai, in addition to the summary of the Family Book (Khulasat Al Qayd) or a valid copy of the issued Royal Decree granting UAE citizenship.
 - The medical report indicating the health condition of the applicant must be issued and approved by an accredited hospital. The report should recommend overseas treatment or follow-up abroad, provided that the report date does not exceed 30 days from the date of submission. In some critical cases, a very recent report shall be required unless otherwise decided by the DHA.
 - The medical committee conducts periodical meetings to consider all applications for treatment abroad. The appropriate recommendation will be made based on its medical situation.
 - The concerned officer of the Overseas Treatment Department & External Health Offices will communicate the committee's recommendations to the patient / applicant.

The required documents

- 1.** Certified Medical Report.
- 2.** Valid passport.
- 3.** Family Book (Khulasat Al Qayed) or copy of the Royal Decree.
- 4.** Valid UAE ID.
- 5.** Health Insurance card, if any.

Travel for Treatment and Medical Appointments:

- The concerned officer of the Overseas Treatment Department & External Health Offices in Dubai will request an appointment attaching the documents required by the Overseas Health Offices or Health Attachés. A text message/email shall be sent to the patient informing the same.
- The concerned officer of the Overseas Treatment Department & External Health Offices will communicate the appointment to the patient in order to confirm the booking.
- In case a donor is required, all the necessary tests shall be submitted to confirm the compatibility of the donor and obtain the approval of the treatment.
- If the appointment is canceled or rescheduled, the patient shall fill in the postponement application form, stating the reasons and the supporting documents, subject to the approval of the manager in-charge.

Travel Arrangements for Patient and Escorts

- An employee from the Overseas Medical Treatment Department receives the data and documents of the patient's escort/s (and donor/s, if needed) to check the satisfaction of the patient's escort's condition set out in the overseas treatment referral regulations.
- An economy class travel ticket for the patient and the escorts shall be delivered.
- An employee from the Overseas Medical Treatment Department will issue a letter for the patient and the escort, stating that details of the patient's treatment journey and expected duration.
- The patient and his / her escorts shall also follow the guidelines for treatment and travel procedures, receive travel tickets and sign an undertaking for the overseas treatment travel.
- If the treating country requires a visa, the Overseas Treatment Department & External Health Offices of the DHA will issue a letter to the patient addressing the relevant embassy, in support of the patient's application to issue entry Visa.

Special case procedures

- In case of travel with medical supplies or accompanied by a medical staff, the escort shall coordinate with the concerned employee in the department, in order to determine the travel requirements of the patient.
- In critical cases, requiring travel by air ambulance, the employee shall request an urgent appointment and shall coordinate with the patient's relatives and the attending physician.

Overseas Treatment, Management and Follow-up

- The Public Relations officer will take necessary action for receiving patients and escorts at the airport, starting with their registration at the Overseas Health office, helping them to move to their residence, and providing them with the details of the first appointment at the health facility.
- The Overseas Treatment Department & External Health Offices shall follow-up the process of treatment according to the approved treatment plan.

Transportation will be provided for the patient and the official escort/s as follows:

- From the airport to the residence.
- From the residence to the treatment place on the first day of the appointment only.
- From the resident to the airport (After the treatment ends).

Completion of Overseas Treatment and Return Back Home:

- Determination of the final discharge date or the last medical appointment of the patient in coordination with the treating hospital and the medical coordinator.
- Processing the travel procedures and details according to the recommendations of the attending physician and the approval of the director of the Overseas Treatment Department and overseas health offices.
- The medical team of the Overseas Treatment Department will arrange appointment with the physician in the UAE after returning back.

Medical equipment

- The medical equipment shall be ordered based on the patient's condition and the need of the same in coordination with the health office, which will be sent directly to the patient's resident.
- If the device is no longer needed, the patient can return it to the DHA if he wishes.

Frequently Asked Questions (FAQ)

1. Are patients entitled to receive all types of treatments during their treatment course at the overseas treating country?

The patient is entitled to be treated only as determined by the Overseas Treatment Department & External Health Offices. No additional appointments shall be provided without approval of the department.

2. In case of dissatisfaction with the attending physician, can I change the same and how can I do that?

You have to coordinate with the health coordinator at the Overseas Health Office and explain the reasons. Your case will be evaluated and appropriate action will be taken.

3. In case validity of the passport of the patient or escort/s is expired, what are the procedures?

You must coordinate with the Overseas Health Office or with the UAE embassy in that country if there is no DHA Overseas Health Office.

4. What should I do if an emergency medical condition occurs beyond the daily working hours of the Overseas Health Office?

In case of an emergency, and if urgent medical assistance is required or when a life-threatening matter occurs, you have to contact the UAE embassy in the country where you are located.

Frequently Asked Questions (FAQ)

5. May I request to change my first appointment with my attending physician / hospital before traveling?

The place/ time specified for the first appointment with the attending physician / hospital may not be changed. In case of emergency, contact the Overseas Treatment Department and Overseas Health Office to take the necessary action.

6. Can the patient / family schedule personal appointments during the treatment period?

Procedures for official medical appointments during the overseas treatment period are carried out by the medical coordinator at the Overseas Health Office. If there are personal appointments for patients, the office should be updated to avoid conflict with the medical appointments.

7. Are the patient's escort/s entitled to request medical prescriptions at the expense of the DHA during their stay in the treating country?

The patient's escort/s shall pay for the expenses of their medicines during their stay in the treating country. We can provide advice on the place of dispensing medicines but the Overseas Health Office will not bear the expenses of these medicines.

8. Is it required that the patient's escort/s are citizens of the UAE?

Yes, unless the person accompanying the patient has a first or second-degree kinship to the patient. Exceptions may be made upon the approval of the Director of the Overseas Health Office.

Frequently Asked Questions (FAQ)

9. In the case of Overseas Treatment Department granting an economy class ticket for the overseas treatment, can the patient pay the difference to upgrade the ticket, and what is the procedure?

Yes, this can be done by your travel agent.

10. Is transportation to and from the airport available for non-official persons accompanying the patient?

No, transportation is not provided to non-official persons accompanying the patient.

11. Is transportation allowance paid to patients for all appointments?

A transport allowance for patients and persons accompanying the patient shall be included in the daily allowance as per the policies.

12. What is the last payment date? Is it the date of travel or the last appointment date of the physician?

The last payment of the patient is due on the date of the last appointment with the attending physician or on the final discharge date from the hospital, depending on the nature of the case.

Frequently Asked Questions (FAQ)

13. What are the costs covered by DHA during the period of treatment ?

The DHA will bear the cost of the economy tickets for the patient and the official escorts , and the cost of treatment, including medicines and medical supplies, in addition to the daily allowance paid to the patient and the patient's escort/s according to the applicable policies.

14. May I get the chronic diseases medicines that are not related to my overseas treatment?

No, the patient shall buy himself/ herself sufficient quantities of the medicines for the diseases not covered by the overseas treatment plan or shall purchase them , when needed, at his/her own expense.

15. How do I get the medicines that my physician prescribed during my treatment abroad, if they are not available in the UAE when I return home? What is the procedure to provide them in the UAE?

The medicines prescribed by your overseas physician, are dispensed for one month only. If the patient needs additional medicines, he will follow-up with a physician within the UAE immediately after his return.

Frequently Asked Questions (FAQ)

16. If the patient / the patient's escort/s wish to change the residence during the period of the overseas treatment, what is the procedure?

Kindly contact the Overseas Health Office to update the data in the e-system.

17. How can I get a sick leave for my workplace?

Your physician is responsible for issuing a sick leave, and you can request the same during the follow-up appointments.

18. Should "To Whom It May Concern" certificates be certified by the UAE embassy / consulate in the treating country?

The DHA is not responsible for the certification of such type of letters.

Daily Allowance

1. European Country

Category	Daily Allowance in EUROS
Patient	150
Escort (1)	150
Escort (2)	50

2. United Kingdom



Category	Daily allowance in GBP
Patient	120
Escort (1)	120
Escort (2)	50

3. Republic of India



Category	Daily allowance in UAE dirhams
Patient	300
Escort (1)	300
Escort (2)	100

4. United States



Category	Daily allowance in US dollars
Patient	150
Escort (1)	150
Escort (2)	50

Daily Allowance

5. Kingdom of Thailand



Category	Daily allowance in Thai Baht
Patient	3000
Escort (1)	3000
Escort (2)	1000

6. Singapore and South Korea



Category	Daily allowance in US dollars
Patient	130
Escort (1)	130
Escort (2)	50

7. Arab countries

Category	Daily allowance in UAE dirhams
Patient	300
Escort (1)	300
Escort (2)	100

- Please receive return letters from the UAE embassy so that we can issue return letters when requested from our office in Dubai.
- Note: It is not allowed to change the escort 30 days prior to the date of accompanying the patient abroad for the patient's treatment.