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<b>Document Type:</b> Policy	<b>Code:</b> DHA/HRS/HPSD/HP-04	<b>Version Number:</b> 2
<b>Document Title:</b> Health Tourism Data Collection and Submission	<b>Issue Date:</b> 12/06/2019	<b>Effective Date:</b> 12/06/2019
<b>Ownership:</b> Health Tourism Department (HTD)		
<b>Applicability:</b> All DHA licensed Health Facilities		

### 1. Purpose:

- 1.1. To collect reliable and necessary data to report Key Performance Indicators (KPIs), which are part of Dubai Health Tourism Strategy as approved by The Executive Council (TEC).
- 1.2. To standardize the process for data collection and submission and assure its validity and reliability.
- 1.3. To ensure Health Tourism Statistical Reports are produced in a timely manner.
- 1.4. To ensure data driven decision making plays a key role toward the growth and sustainability of health tourism in the Emirate of Dubai.
- 1.5. To assure compliance with Circular No. (58) and (162) (**Appendicies 1 and 2**) related to data collection.

### 2. Scope:

- 2.1 All DHA licensed Health Facilities in the Emirate of Dubai.

### 3. Definitions/Abbreviations

**Accidental/emergency health tourist:** Individuals or people who reside in one country and travel to the Emirate of Dubai for leisure purpose and due to some unforeseen circumstances tourists seek advice/treatment/therapy through face to face interaction with a DHA licensed physician in a DHA Licensed Health Facility.

**Country of Residence:** Country where the individual/patient resides.

**Data:** The mandatory information on patients specified in Circulars No. (58) and (162) collected by health facilities and submitted for review and analysis.

**Domestic Health Tourists :** Individuals or people who reside in UAE and travel to the Emirate of Dubai to seek advice/wellness or medical treatment/therapy through face to face interaction with a DHA licensed physician.

**OR**

Individuals or people who reside in UAE and travel to the Emirate of Dubai to seek advice/wellness or medical treatment/therapy through e-health/tele-health platforms with a DHA licensed physician.

**Note 1:** Domestic Health Tourist includes accidental/emergency medical tourist. Domestic Health Tourist excludes UAE Nationals and individuals that have a UAE residency visa staying in the Emirate of Dubai.

**Dubai Health Authority (DHA):** A government entity that oversees Dubai's health sector; formed in 2007 under the directive of His Highness Sheikh Mohammed Bin Rashid Al-Maktoum, Vice

President and Prime Minister of the UAE and Ruler of Dubai.

**Dubai Statistics Center (DSC):** A government entity that represents the official source for Statistics at the level of the Emirate of Dubai, responsible for compiling, classifying, and analyzing statistical data and information; preparing and disseminating statistical indicators and reports; and regulating statistical work and Poll Studies, as per Article (5) of Law No (28) of 2015 Concerning the Dubai Statistics Centre.

**Emirati (UAE Nationals):** Patient occupies a residency in the UAE, and is a national citizen of the UAE.

**E-sources system:** A component of the Smart Statistics Suite owned and managed by Dubai Statistics Centre. It is considered the main gate for data flow to the Centralized Statistical Repository from various reliable sources of statistical data.

**Health Tourism Department (HTD):** is a competent department within the Health Regulation Sector (HRS) that is responsible to develop, oversee the implement the Dubai Health Tourism Strategy and assure regulatory controls and governance arrangements are fit for purpose.

**International Health Tourists:** Individuals or people who reside in one country and travel to the Emirate of Dubai to seek advice/wellness or medical treatment/therapy through face to face interaction with a DHA licensed physician in a DHA Licensed Health Facility.

**OR**

Individuals or people who reside in one country and seek advice/wellness or medical treatment/therapy from the Emirate of Dubai through e-health/tele-health platforms with a DHA

licensed physician in a DHA Licensed Health Facility.

**Note 2:** Health Tourist includes accidental/emergency medical tourist.

Health Tourists excludes UAE Nationals and people or individuals that have a UAE residency visa.

**Nationality:** As stated in the passport or identity card by the competent authority.

**Proof of Identity:** An official document that is used to verify a patient's identity and is limited to one of the following categories:

-**UAE residents (Emirati & Expat):** a passport, an Emirates ID or Driving license.

-**GCC residents:** a passport, a GCC ID.

-**Other non- residents:** a passport.

**Resident:** Expats staying in United Arab Emirates (UAE) having legal status with valid residency visa.

**Revenue:** Referred to the billed amount of health services.

**Staying in:** Determines which Emirate of the UAE the patient resides.

**Submission Period:** A period of time allocated by HTD for HFs to submit their data in the e-sources system. The submission period is 10 days after the end of the month.

**CEO:** Chief Executive Officer

**DHA:** Dubai Health Authority

**DSC:** Dubai Statistics Center

**HF :** Health Facility

**HRS:** Health Regulation Sector

**HTD** : Health Tourism Department

**UAE**: United Arab Emirates

#### 4. **Policy Statement:**

4.1. All DHA licensed Health Facilities (HFs) will submit health tourism data through the e-sources system: <https://www.dsc.gov.ae/en-us/EServices/Pages/esource.aspx>

4.2. Only HFs under the following categories are eligible for data submission:

4.2.1. Hospitals.

4.2.2. Day Surgical Centers.

4.2.3. Outpatient care health facilities which include:

a. Polyclinics

b. General clinics

c. Specialty clinics

d. Dental clinics

4.2.4. Fertility centers.

4.2.5. Rehabilitation centers.

4.2.6. Diagnostic centers.

4.2.7. Special need centers.

4.2.8. Wellness centers.

4.2.9. Home healthcare agencies.

4.2.10. Traditional, complementary and alternative medicine.

4.2.11. Tele-health services.

4.3. All eligible HF shall collect and submit data regularly through the e-sources system at intervals specified by Health Tourism Department (HTD).

4.3.1 HF must nominate a responsible lead for collecting and submitting Health Tourism Data. Data must be cleansed and approved for submission by the department lead and the Chief Medical Officer.

4.3.2. Eligible HF shall collect mandatory information as specified in Circular No. (58) issued on 16/08/2015 and Circular No. (162) issued on 11/09/2018 by the Health Regulation Sector (**appendicies 1, 2 and 3**).

4.3.3. HTD shall conduct training for HF regarding data collection and submission.

4.4. The HTD is the responsible and competent department to analyze health tourism data received from the eligible HF in the Emirate of Dubai through the e-sources system:

<https://www.dsc.gov.ae/en-us/EServices/Pages/esource.aspx>

4.4.1. The data includes information related to the following:

- a. International Health Tourists
- b. Domestic Health Tourists

4.5. The HTD will be responsible to:

- a. Request for submission of Health Tourism Data by DHA HF.
- b. Issue correspondence and reminders to HF regarding Health Tourism Data submission.

- c. Extract data from the e-sources system, assure its validity and reliability, conduct analysis and benchmarking.
- d. Establish annual performance targets.
- e. Produce Health Tourism Statistical Reports.
  - (i) The Chief Executive Officer (CEO) of the Health Regulation Sector (HRS) is responsible to review and approve the final Statistical Report prepared and submitted by HTD.
- f. Issue feedback to HF and request for improvement plans.

## 5. References

- 5.1. Circular No.(58) Regarding Mandatory Information for patient registration forms.
- 5.2. Circular No.( 162) Required Data Collection from Healthcare Facilities.
- 5.3. Dalen James (2018). Medical Tourists: Incoming and Outgoing. *The American Journal of Medicine*. Available at: [https://www.amjmed.com/article/S0002-9343\(18\)30620-X/pdf](https://www.amjmed.com/article/S0002-9343(18)30620-X/pdf) (accessed on 25/04/19).
- 5.4. DHA Law no. (6) of 2018 concerning Dubai Health Authority.
- 5.5. Jeremy Snyder et al (2011). The 'patient's physician one-step removed': the evolving roles of medical tourism facilitators. *J Med Ethics* 2011;37:530e534. doi:10.1136/jme.2011.042374.
- 5.6. Patients Beyond Borders (2019). Leading Medical Travel Destinations. Available At: <https://patientsbeyondborders.com/destination> (accessed on 27/04/19).
- 5.7. Samlee Plianbangchang, (2018). A view on medical care globalization and medical tourism. *Journal of Health Research, Vol. 32 Issue: 1, pp.69-73*, <https://doi.org/10.1108/JHR-11-2017>
- 5.8. World Economic Forum (2017). The Travel and Tourism Competitiveness Report. Available at: <https://www.weforum.org/reports/the-travel-tourism-competitiveness-report-2017> (accessed on 29/04/19).

## Appendices

### Appendix 1 – Circular No. (58) Regarding Mandatory Information for patient registration forms

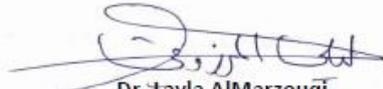
Date : 16/08/2015

التاريخ : 2015/08/16م

تعميم رقم (58) بشأن معلومات الزامية لبيانات تسجيل المرضى

Circular No. (58) Regarding Mandatory Information for patient registration forms

<p>Kindly note that the Health Regulation Department <u>mandates</u> all healthcare facilities in the Emirate of Dubai to incorporate the following mandatory information through their registration form (electronically or manually) in addition to the existing registration information:</p> <ul style="list-style-type: none"><li>○ Proof of Identity</li><li>○ Nationality</li><li>○ Country of Residence</li><li>○ Specify Emirate of Residency for Residents in UAE</li></ul> <p>Note: Attached is template for illustration.</p> <p>Appreciating your continued cooperation with the Health Regulation Department.</p>	<p>يرجى العلم أن إدارة التنظيم الصحي <u>تستوجب</u> المنشآت الصحية المرخصة من قبل هيئة الصحة بدبي إضافة البيانات المذكورة أعلاه إلى السجل الطبي للمرضى بشكل إلزامي (سواء عن طريق برنامج إلكتروني أو بشكل يدوي) بالإضافة إلى البيانات الأخرى الموجودة في السجل:</p> <ul style="list-style-type: none"><li>○ إثبات الهوية</li><li>○ الجنسية</li><li>○ بلد الإقامة</li><li>○ تحديد الإمارة لمقيمين دولة الإمارات العربية المتحدة</li></ul> <p>ملاحظة: مرفق بهذا التعميم مثال توضيحي لكيفية تنظيم المعلومات في بيانات تسجيل المرضى .</p> <p>شاكرين للجميع حسن تعاونهم مع إدارة التنظيم الصحي.</p>
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Dr. Tayla AlMarzouqi  
Director - Health Regulation Department  
د. ليلى محمد المرزوقي  
مدير إدارة التنظيم الصحي

Appendix 2 - Circular No. (162): Required Data Collection from Healthcare Facilities



تعميم خارجي رقم (162) External Circular

الموضوع: جمع بيانات من المنشآت الصحية الخاصة  
Subject: Required Data Collection from Healthcare Facilities

In support of the Health tourism in Dubai, the need to collect accurate data and reports are of paramount importance. Kindly note that the Health Regulation Sector requires DHA licensed healthcare facilities to submit the data as follows:

- Number of patients (inpatient, outpatient, emergency)
- Age
- Gender
- Country of permanent residence
- Emirate of residency (in UAE)
- Nationality
- Type of treatment provided
- medical spend in AED

Data shall be submitted through templates (37 – 39) which are available in e-sources system, which is managed by Dubai Statistics Center.  
<https://esource.dsc.gov.ae/>

For more information; contact Mr. Aneesh George at  
[AneeshGeorge@dha.gov.ae](mailto:AneeshGeorge@dha.gov.ae)  
Contact Number: 042193897

Appreciating your continued cooperation with the Health Regulation Sector

انطلاقاً من دعم السياحة الصحية بإمارة دبي ويقصد جمع معلومات دقيقة، فإن قطاع التنظيم الصحي يستوجب المنشآت الصحية المرخصة من قبل هيئة الصحة بدبي تقديم تقارير إحصائية شهرية كالتالي:

- عدد المرضى مع تحديد إن كان مريضاً داخلياً (ينطبق على المستشفيات فقط)، أو مراجعي العيادات الخارجية أو قدموا للطوارئ
- العمر
- الجنس
- بلد الإقامة
- الإمارة المقيم فيها المريض داخل دولة الإمارات
- الجنسية
- نوع العلاج المقدم
- الإنفاق الطبي (بالدرهم)

يتم تسليم هذه البيانات الإحصائية عن طريق القوالب الإحصائية (37 – 39) المتوفرة في نظام المصادر الإلكتروني التابع لمركز دبي للإحصاء <https://esource.dsc.gov.ae/>

للمزيد من المعلومات يرجى التواصل مع السيد /أنيش جورج عبر [AneeshGeorge@dha.gov.ae](mailto:AneeshGeorge@dha.gov.ae)  
رقم التواصل: 042193897

شاكرين للجميع حسن تعاونهم مع قطاع التنظيم الصحي

د. مروان محمد الملا

Dr. Marwan Mohd Al Mulla

المدير التنفيذي - قطاع التنظيم الصحي - هيئة الصحة بدبي

CEO- Health Regulation Sector- DHA



Appendix 3 – Sample Patient Registration Form

ILLUSTRATION SAMPLE  
FOR PATIENT REGISTRATION FORM

THIS FORM IS INTENDED TO ILLUSTRATE HOW HEALTHCARE FACILITIES CAN ARRANGE THE INFORMATION IN THEIR PATIENT REGISTRATION FORMS

PATIENT ID #		
<b>PATIENT DETAILS</b>		
NAME: _____		
First	Middle	Last
* GENDER: <input type="checkbox"/> Male <input type="checkbox"/> Female		
MARITAL STATUS:		<input type="checkbox"/> Single <input type="checkbox"/> Divorced
		<input type="checkbox"/> Married <input type="checkbox"/> Widowed
* D.O.B: DD MM YYYY		
CONTACT DETAILS: Phone No.: _____ Mobile No.: _____		
Email Address: _____		P. O. Box No.: _____
Address: _____		
* NATIONALITY: _____		
* RESIDENCY STATUS:		
<input type="checkbox"/> RESIDENT		
<input type="checkbox"/> UAE National		
<input type="checkbox"/> Non-UAE national (residency visa)		
<input type="checkbox"/> NON-RESIDENT		
* COUNTRY OF RESIDENCE _____		
* STAYING IN		
Abu Dhabi	Dubai	Sharjah Ajman Umm Al Quwain Ras Al Kaimah Fujairah
* IDENTITY PROOF		
<input type="checkbox"/> Passport ID	_____	
<input type="checkbox"/> Emirates ID	_____	
<input type="checkbox"/> GCC ID	_____	
<input type="checkbox"/> Driving License	_____	
* MUST BE FILLED		