1. **Purpose:**

1.1. To set out the regulatory requirements for licensure of Telehealth services.

1.2. To support Healthcare Innovation and Health Technology development in the field of medicine.

2. **Scope:**

2.1. Telehealth services provided within the jurisdiction of DHA.

3. **Definitions/Abbreviations:**

**Health Facility:** Place permitted to provide health examinations for patients and help for diagnosis, treatment, nursing or admission for cure and recovery or any other related medical procedures relating to treatment or rehabilitation post treatment.

**License:** Authorisation granted by DHA to the health facility to provide healthcare services within the Emirate of Dubai under the jurisdiction of DHA.

**Telehealth:** Involves the use of telecommunications and virtual technology to deliver healthcare services remotely, outside of the traditional healthcare facility setting, and without a physical presence and examination of the patient. It is used to exchange patient’s medical information from one site to another via the available electronic communications platforms such as two-way video, email, smart phones, wireless tools and other forms of telecommunication technology to assess and evaluate the patient’s
health status for treatment purposes. Telehealth facilitates the delivery of health and health-related services including patient assessment, diagnosis, treatment, therapy, referral, provider and patient education and self-care, exchange of health information services via telecommunications and digital communication technologies. Telehealth services is divided into six key areas:

- Teleconsultation;
- Telediagnosis;
- Telemonitoring (remote patient monitoring);
- mHealth (Mobile Health);
- Telerobotics and robot-assisted services; and
- Telepharmacy.

**DHA**: Dubai Health Authority

**ICT**: Information Communication and Technology

**MoHaP**: Ministry of Health and Prevention

**NESA**: National Electronic Security Authority

**TDRA**: Telecommunications and Digital Government Regulatory Authority

**VOIP**: Voice Over Internet Protocol
4. **Policy Statement:**

4.1. All DHA licensed Health Professionals and health facilities providing delivering expertise and care at distance/tele-health services shall:


   a. The service provider must comply with the controls regarding the exchange of information and reporting. Service providers must:

      i. Obtain the patient’s consent before transferring their information to another entity for the provision of telehealth services.

      ii. Transfer information shall be within the limits of need required by the patient health condition.

      iii. Adopt accurate procedures on how to transfer, save, store, protect, and maintain the confidentiality of patient’s data.

4.1.2. Ensure all telehealth services and telehealth platforms are licensed by DHA.

   a. Telehealth Services shall be licensed under one for the following areas:

      i. Call Centre.

      ii. Telebooth.

      iii. Add-on services.

4.1.3. Comply with DHA Standards for Telehealth Services.

4.1.4. Comply with DHA Performance Reporting Requirements for Telehealth Services.

4.1.5. Comply with Dubai Health Insurance Corporation requirements for telehealth approval processes, e-claims, reimbursement and documentation.
4.1.6. Ensure telehealth is made available for business continuity.

4.1.7. Comply with all Articles detailed within the Federal Law No. (2) of 2019 concerning the Use of the Information and Communication Technology in the Area of Health (“ICT Health Law”) and the Ministerial Decision no. (51) of 2021 concerning the health data and information which may be stored or transferred outside the country.

   a. It is not permitted to store, develop, or transfer data and health information outside the country that is related to health services provided within the country, except in cases mentioned in Article no. (2) of the Ministerial Decision no. (51) of 2021.

4.1.8. Comply with National Electronic Security Authority Standards and Guidelines for Cyber Security, which include:

   a. Management Control Family.
   
   b. Technical Control Family.

4.1.9. Comply with Telecommunications and Digital Government Regulatory Authority for Voice Over Internet Protocol (VOIP) channel requirements related to Telehealth.

4.1.10. Comply with the requirements for Dubai Electronic Security Center.

4.1.11. Comply with the requirements of the Ministry of Health and Prevention for the use of pharmaceuticals, medical devices and medical advertisement.

4.1.12. Comply with Health Informatics and Smart Health Department and Health Regulations Sector policies for Information Governance.
5. References:


5.3. Dubai Health Authority (2021). Data Quality Policy.


5.10. Ministerial Decision no. (51) of 2021 concerning the health data and information which may be stored or transferred outside the country (Addendum to ICT Law).


