



Issue of a Health Card

About the Service

This service enables patients to apply for a Health Card, which entitles the owner to receive health and treatment services at MOHAP health facilities.

Service Process

- A user must first register in the e-services portal and create a username and password. Thereafter, they can click on the service link to access the electronic system and follow the required steps:
- Submit an application through the smart service in a typing center or through the electronic service for individual users, service provision centers in health registration centers, or companies registered in the system
- Pay the service fee
- The employee concerned at the Health Registration department will verify the application
- If the application is approved, the applicant will be notified via an SMS
- Once approved, the applicant can begin to benefit from the service
- In case of non-approval or rejection of the application, a user may modify the request and re-submit it for approval

Required Documents

- A recent passport-type photo with white background
- A copy of valid passport (first page and second page)
- A copy of ID card (both sides) or ID application form
- Citizens: a copy of the Family Book
- Expatriates: a copy of valid residence or visa, in case of first-time entry
- Diplomats: a copy of diplomatic passport, a copy of the yellow card issued by the Ministry of Foreign Affairs, and written proof of diplomatic employment issued by the consulate
- Other attachments (including lease contract, birth certificate, marriage contract, etc.)

Conditions & Requirements

1. A citizen's wife must be sponsored by him and registered in the Family Book.
2. Health Card are not issued in case of divorce or the husband's death, even if his residence is sponsored by his citizen sons.
3. The applicant must have a valid residency in UAE.
4. Issuance of health card is linked to the applicant's place of residence.
5. Health Cards for citizens and GCC citizens are valid for four years, while cards of non-citizens are valid for one year.
6. Proof of residence such as lease contract, electricity bill, property ownership contract is required.
7. Only one card is issued per person.
8. The individual user can submit 10 transactions per year through his activated account, with his registered name, ID, phone number and email address
9. An actual Health Card is no longer issued as it is linked to the Emirates ID card.
10. Health Cards for newborns can be registered and issued through special cases, and the registration number can be used in the birth notification instead of the ID card.

11. Children of female citizens shall be under the category of citizens.
12. The validity of the Health Card may not match the remaining validity of the ID card, however the ID card must be valid when applying for the Health Card.
13. A Health Card may be renewed no more than one month before its expiry date

Service completion duration

- 7 minutes

Service fees

Service channels

Service locations

Payment channels

- E- Payment
- E- Dirham

Target audience

- All categories of individual patients who need health services in the MOHAP's health facilities

Resources

- [Infographic](#)
- [User Manual](#)

Department name

Primary Health Centers Department

Sector name

Health centres and clinics

Service Code

110-18-001-000

Service Classification

Transactional

Sub Service Type

Variation

Service Type

Government to Customer

Number of Users

3529

Sustainable Goals

Good Health And Well-Being