



Renewal License for a Healthcare Advertisement through Call Centers

About the Service

This service allows customers to apply for the renewal of a license to establish and operate a call center related to healthcare products or services.

Service Process

- Login to the MOHAP website or smart app using the UAE PASS to apply for the service.
- Click 'ad view' to show a list of possible transactions; the color of the transaction bar will change.
- Select 'renew and open the transaction' and change the date as required.
- Pay the application fee (non-refundable).
- The employee concerned will approve the advertisement.
- Pay the service fee online or through a Customer Happiness Center.
- Print the ad design, including the MOHAP approval and the start and expiry dates of the license.

Required Documents

- The e-system allows the use of the original approved application, under a new number, with the required documents attached

Conditions & Requirements

1. Renewal applications should be submitted at least 3 working days before the expiry of the original licence.
2. If any changes, additions or replacement of documents are required upon renewal, the application must be submitted on a new form.
3. One account must be opened for each healthcare institution that holds a license from one of the licensing authorities to practice the healthcare professions in the UAE.
4. One account must be opened under the name of each pharmaceutical group upon registration, subject to their registration as a group with the healthcare licensing authority (with a list of all pharmacies affiliated within the group, stating the pharmacies' names, the start and end dates of the license, and contact details of each pharmacy.)
5. One account must be opened for each commercial organisation licensed by one of the economic departments in the UAE, provided that their activities are related to healthcare.
6. Every healthcare institution is permitted to open one account. If more than one account is opened for the same institution, all of its accounts on the program will be frozen.

Service completion duration

- 1-3 working days

Service fees

Service channels

Service locations

- MOHAP Website - www.mohap.gov.ae
- MOHAP Smart App

Support

- Email: info@mohap.gov.ae
- Call Center: 80011111

Payment channels

- E- Payment

Target audience

- Investors in the healthcare and pharmaceutical sectors

Resources

- [Chemical, Herbal and Natural Products](#)
- [Educational Health Campaigns](#)
- [Free Health Service Campaigns](#)
- [Guide to get printed confirmation of ad approval -renew - amend](#)
- [Guidelines for Health Advertisement Approval Requestion](#)
- [health Advertisement Fees - English](#)
- [Health Scientific Activities](#)
- [Health Service Abroad \(Medical Tourism\)](#)
- [Institutions, Medical and Health Services - Doctors and Health Professionals](#)
- [Medical Health Devices and Equipment's](#)
- [Suspension or Annulment of the Approval](#)
- [11 Renewal License for a Healthcare Advertisement through Call Centers](#)
- [Infographic - Renewal License for a Healthcare Advertisement through Call Centers - PDF 367KB](#)

Department name

Licensing and Accreditation

Sector name

Health Regulation

Main service

Healthcare Advertisement Licencing

Service Code

110-05-031-031

Service Classification

Transactional

Sub Service Type

Auxiliary

Service Type

Government to Business

Related Services

- This service is not linked to any other services

Service Bundle

This service is not linked to any bundles

Notes

This service accepts documents authenticated with the UAE PASS Digital Seal.

Sustainable Goals

Good Health And Well-Being