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UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION

# Issue of Permit to Import Medical Equipment

Updated: January 12<sup>th</sup>, 2023

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## 1. Service Overview- Summary

This service is created to help the citizens to import medical equipment. It gives them a valid medical store license issued by MOHAP. The equipment that are allowed for importing are:

- Medical and surgical devices and their spare parts and medical and surgical supplies
- Materials, supplies, equipment, and spare parts used in dentistry, cosmetic surgery, dental industry, and prosthetic parts.
- Equipment and devices used in medical and diagnostic laboratories and their reagents.
- Materials, supplies, equipment, and spare parts used in the manufacture and installation of
  prosthetic limbs or supportive or prosthetic devices for people with special needs contact
  lenses.

# 2. Service Conditions

Obtain product marketing authorization from MOHAP.

Electronic Shipment clearance permits are conditionally approved and subjected to final approval by MOHAP inspectors to clear the shipment from customs to the importing medical store, and for the purpose of marketing in the local market (for medicated medical devices), after physical inspection and conformity of the products with the original shipment documents and shipping conditions

Only one purchase invoice should be attached for each pre-import application.

Many pre-import applications can be gathered under one shipment clearance application, provided that they are all under the same shipping bill number that should only include items subjected to MOHAP. Issue of Permit to Import Medical Equipment– Applicants User Manual – Version 1.0

3. Create new account

If the user is new (i.e., you do not have account) you need to Register and Create a New Account to be able to access MOHAP services.

If you are already a MOHAP user, then <u>Login to the system</u> directly.

#	Create New Account – Register/Sign up
1	If the user is new (i.e., doesn't have an account) the user needs to Create a New Account First
	• Go to the official website of the <u>Ministry of Health</u>
	• On the left side click on the Login tab
	• Since the user does not have an account yet, the user will need to Register
2	لي UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION عربي ج Login
	Ministry Of Health And Prevention
	Login Register
	Cogin with UAE PASS
	A single trusted digital identity for all citizens, residents and visitors.

3	To Sign Up, the user needs to fill all the req	uired information and follow the steps
		- 1071
	Please Enter The Details	- +9/1 - USMO00000X
		Select
	Accepts only English letters and Numbers, maximum length is 50.	City 🗸
	At least 1 numeric character and 1 capital letter with minimum	Area
	A Verify Password	Address //
		Identity Select
	First Name	User Group Select
	Middle Name	Two Factor Authentication
	Last Name	
	i email@address.com	Word Verification:
		Create New Account Cancel
4	<ul> <li>Click create account.</li> <li>After completing the registration ste that all records are saved successfull activation.</li> </ul>	ps, the following alert will show to confirm y, and a verification email has been sent for
	Ministry Of Health A	nd Prevention
	Login	Register
	Your account has been created The activation link has been se Email addree Kindly open the email from nor noreply@mchap.gov.ae and clicit activate your ac Please note that seldomly, it ca the email to reach depending or get filtered into a Junk o Click here to go to be	but not yet activated. Int to your registered is eply@moh.gov.ae or the Activation Link to count. In take some time for in network load or can r Spam folder. ogin page.
5	Go to the email entered when registering, Account	and click on the link to activate the MOHAP

### Dear

Thank you for registering with Ministry of Health and Prevention E-Services.

Please open below url to activate your account.

Account Activation Link

Regards,

Ministry of Health And Prevention, UAE

# 4. Log into the system

#	User Login
1	If the user already has an account and wants to access any of MOHAP services, the user needs to follow the below steps
	1. Go to the official website of the <u>Ministry of Health</u>
	2. Click on Services
	3. Look for the required service OR search for its name in the search bar
	4. Select the required Service icon
	5. After choosing the service click on Start Service as the below screen.
	6. If the user has logged in from the official page, then when the user clicks on "Services" they'll be directly transferred to the service, otherwise the user will have to login after clicking on "Start Service".
	Services
	88 All ジニ Most used services 🙎 Individual services 😤 Social services 面 Business services 🏦 Government services 🏷 My Favourites
	Issue of Permit to Import Medical $\bigcirc$ Equipment Issue of Permit to Import $\bigcirc$ Medicines for Personal Use Issue of Permit to Import $\bigcirc$ Medicines from a Local Agent Medicines for Exhibitions
	Start Service  Start Service  Start Service  Start Service  Start Service  Start Service
	1 of 1 12 v Total services: 4

Home > Services > Issue of Permit to Import Medical Equipment	t Medical	Start Service → Bookmark service ♡
Service completion duration From 1 to 3 working days for pre-import applications From 1 to 2 working d View more	<ul> <li>Service fees Application fee: 100 dirhams</li> <li>Shipment clearance issuance fee: 1% of the invoice</li> <li>View more</li> </ul>	▶ Export as PDF 図 Export as XLS Service Rating ★★☆☆☆☆ average rating: 2 from 9 users
	Ministry of Health and Preventi	ion
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# 5. Submit Request

5	Submit Request
	• This step is the final step of the process that you finish to get your permit to Import Medical Equipment
	I the pharmacist in charge of the Medical Store, undertake that all provided data and documents are true, complete and correct to the best of my knowledge and belief. The original documents and the payment receipt will be submitted to the MOHAP employee once the shipment arrives at the UAE ports.
	<ul> <li>This notification will appear to you to assure that you confirm the submission Click on "<u>Confirm</u>"</li> </ul>

# 6. Payment Process

Payment Process
• Once you clicked to proceed to payment you will be led to the invoice interface,
• It has the total for the payment and a set of payment terms to agree to after reading.
• After you agree on the terms, you may click on " <u>Pay"</u> .
• The following interface will appear to you, where you can choose your favourite payment method and complete your payment.

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