



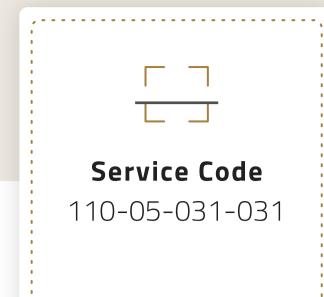
#### Renewal License for a Healthcare **Advertisement through Call Centers**

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

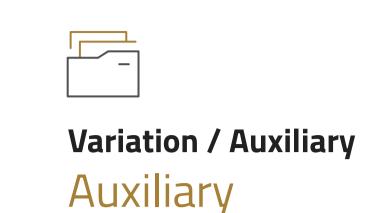
















#### **Service Process**



Click the ad view to show a list of possible transactions with changing transaction bar colors. 02

Select 'Renew and open the transaction' and change the date as required. 03

Pay the application fee (non-refundable). 04

The employee concerned will approve the advertisement. 05

Pay the fees online or through a Customer Happiness Center.

Print the ad design, including the MOHAP approval and the start and end dates of the license.



#### **Required Documents**

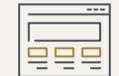
• The e-system allows the use of the original approved application, under a new number, with the required documents attached



# **Requirements & Conditions**

- Renewal applications should be submitted at least 3 working days before the expiry of the original licence.
- If any changes, additions or replacement of documents are required upon renewal, the application must be submitted on a new form.
- 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.
- 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).
- 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.
- 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 Channels**



MoHAP Website: www.mohap.gov.ae





Customer Happiness Centers (for fee payment only)

# Resources

- Chemical, herbal and natural products
- O Educational health campaigns
- Free health service campaigns
- O Guide to get printed confirmation of ad approval
- Guidelines for health advertisement approval request Health advertisement fees - English
- Health scientific activities
- Health service abroad (medical tourism)
- O Institutions, medical and health services Doctors and health professionals
- o Medical health devices and equipment
- Suspension or annulment of the approval



**Average Service Time** 



**Payment channels** E-Payment

**Target Audience** 

Investors in the healthcare and pharmaceutical sectors



**Service Locations** 

- MoHAP website www.mohap.gov.ae
- MoHAP Smart App
- Service Centers

**Related Services** 



This service is not linked to other services



**Service Bundle** 

This service is not linked to any other bundle



**Contact Details Email:** 

info@mohap.gov.ae



#### **Service Fees**

**Application fees:** AED 100

Monthly healthcare advertising license for a call center: AED 1,000 per month

**Annual healthcare advertising** license for a call center: AED 10,000 per year

Note: The fees to renew health advertisements are the same as those for new licenses; there is no annual license renewal and, therefore, new applications are required.

# Sustainable **Development Goals**



# Notes

**FAQs**