



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.

Department name
Licensing and Accreditation

Sector
Health Regulation

Main Service
Healthcare Advertisement Licencing

Service Code
110-05-031-031

Service Classification
Transactional

Variation / Auxiliary
Auxiliary

Service Type
Government to Business



Service Process

- 01 Click the service link and access e-services using username and password.
- 02 Click the ad view to show a list of possible transactions with changing transaction bar colors.
- 03 Select 'Renew and open the transaction' and change the date as required.
- 04 Pay the application fee (non-refundable).
- 05 The employee concerned will approve the advertisement.
- 06 Pay the fees online or through a Customer Happiness Center.
- 07 Print the ad design, including the MOHAP approval and the start and end dates of the license.



Required Documents

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



Requirements & Conditions

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



MoHAP Mobile App



Customer Happiness Centers (for fee payment only)

Resources

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



Average Service Time
1-3 working days



Payment channels
E-Payment



Target Audience
Investors in the healthcare and pharmaceutical sectors



- Service Locations**
- o MoHAP website www.mohap.gov.ae
 - o MoHAP Smart App
 - o 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

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FAQs

None