



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

User Guide

Issue/ Cancel Online Pharmacy Permit
MOHAP External Users



www.mohap.gov.ae



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Table of Contents

1. SERVICE OVERVIEW	3
2. SERVICE CHANNEL	3
3. SERVICE TARGET AUDIENCE	3
4. SERVICE OUTPUTS	3
5. SERVICE PREREQUISITES	4
6. SUBMIT SERVICE REQUEST	5
6.1 Select Issue Online pharmacy permit	6
6.2 Select Cancel Online Pharmacy permit	10
7. SAVE & DRAFT	12
8. SEND BACK SCREEN	14
8.1 update the application	14
8.2 Resubmit the request	14
9. DOWNLOAD CERTIFICATE	15





1. Service Overview

This service enables the Issue/Cancel Online Pharmacy permit for the semi government and private pharmacies.

2. Service Channel



Website

3. Service Target Audience



Facility

4. Service Outputs



Issue/cancel Online pharmacy permit letter





5. Service Prerequisites

1

The Establishment classification should be Pharmacy.

2

The Establishment licence should be valid for 30 days.

3

The pharmacist in charge should hold a valid licence.

4

This service is only available for Private and semi government entities.

The service is not available for government establishments.

5

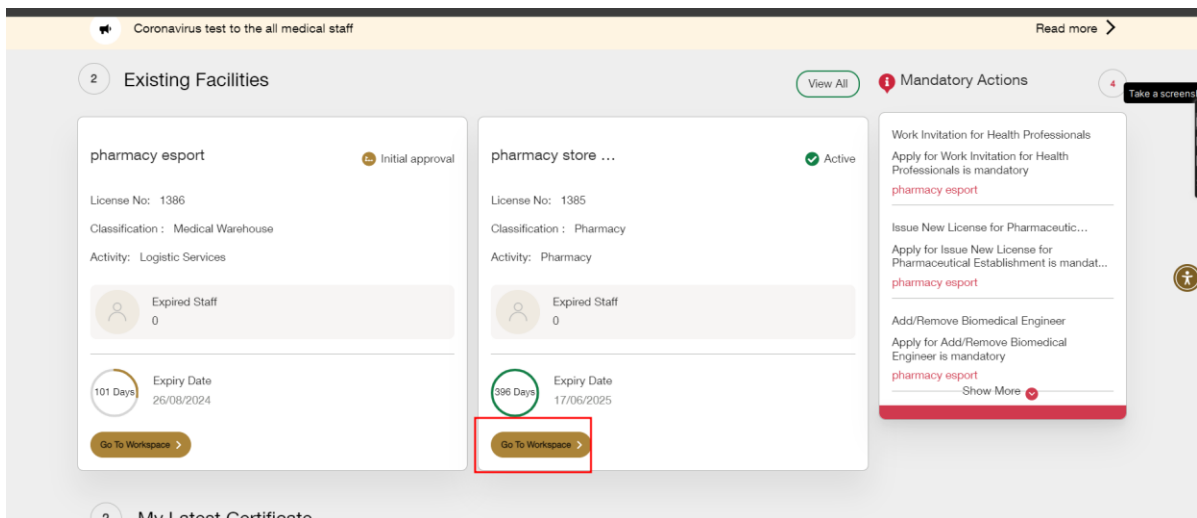
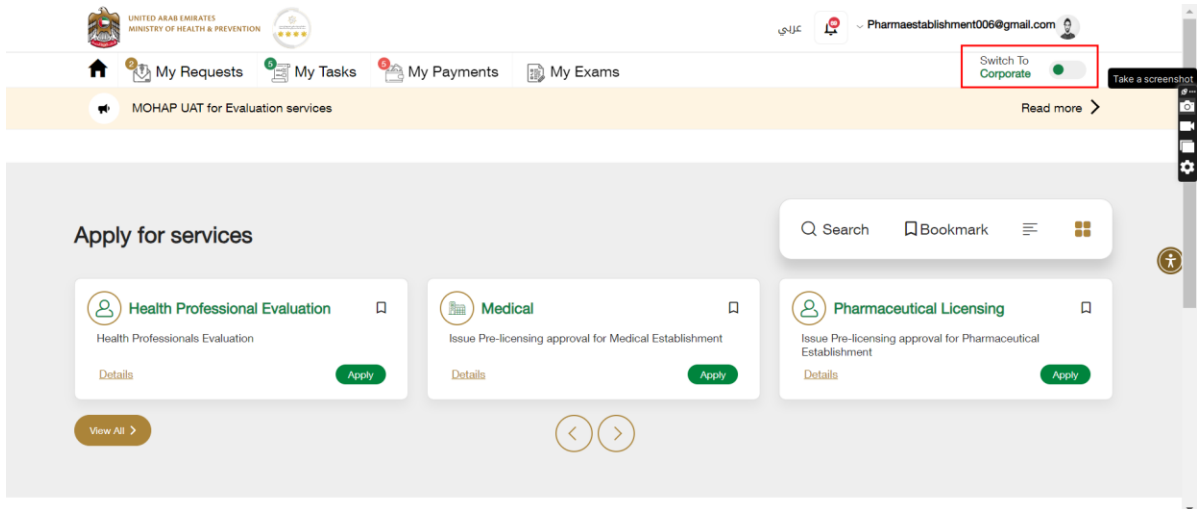
Applying multiple issue / cancel online pharmacy permit service at a time is not allowed.





6. Submit Service Request

Switch to corporate-->go to Facility work space-->click on more services->select Issue/cancel Online pharmacy permit service





Biomedical Engineer Show Details

Take a screenshot

Priority Services

Search Bookmark

Pharmaceutical Licensing

Request for a List of Licensed Pharmaceutical Establishments in the UAE

[Details](#) [More Services](#) [Apply](#)

Health Professional Licensing

Issue a Replacement of lost Registration License

[Details](#) [More Services](#) [Apply](#)

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← Services Dashboard > All Services > Pharmaceutical Licensing

Pharmaceutical Licensing

- Request for a List of Licensed Pharmaceutical Establishments in the UAE
- Add Area Extension for Pharmaceutical establishment
- Issue 24 hours work permit for pharmacy
- Cancelling the License of Private Pharmaceutical Establishment
- Change the Name of Pharmaceutical Establishment
- Renew License of Pharmaceutical Establishment
- Relocation of Pharmaceutical Establishment
- Issue/ Cancel Pharmacy Home Delivery Permit
- Issue/Cancel Online Pharmacy Permit**
- Add/Remove Partner(s) for Pharmaceutical Establishment





Start the service

6.1 (a) Select Issue Online Pharmacy Permit

6.1.1 Click on Issue/Cancel Online Pharmacy permit button:

Request Information

- Establishment Information
- Contact Information
- Location Information
- Owner Details
- Partner Details

Issue/Cancel Online Pharmacy Permit →

6.1.2 Select Issue Online Pharmacy permit:

Request Information

Select Service

- Issue Online Pharmacy Permit ✓
- Cancel Online Pharmacy Permit

Next

Complete Progress
0%

Application Form Attachments Preview





6.1.3 view Pharmacist's information:

The screenshot shows a web interface for 'Issue/Cancel Online Pharmacy Permit'. Under the 'Request Information' section, there is a 'Pharmacist's Information' card for Jessica Garcia. The card displays the following details:

R Number	12511	License Number	T30053
Category	Allied Healthcare Professionals	Specialty	Pharmacist
Nationality	Barbadian	Medical Title	Pharmacist Incharge

Below the card is a 'Next' button with a dropdown arrow, which is highlighted with a red box. Below that is a 'Terms and Conditions' section with a checked checkbox.

6.1.4 Read All Terms & Conditions & select check box:

The screenshot shows the 'Terms and Conditions' section of the 'Issue/Cancel Online Pharmacy Permit' page. The 'Pharmacist's Information' card is now green with a checkmark. The 'Terms and Conditions' section has a checked checkbox. The text in the scrollable area includes:

- 3. Deliver liquid or delicate packaged medicines to the patient or consumer intact.
- 4. Medicines and products are not compromised in quality or efficacy during the delivery, packaging, transport and delivery process. Care must be taken with temperature-sensitive medications.
- 5. Use a delivery method that is easy to monitor and track from the moment the patient/consumer requests the medication until it reaches them, or until it is returned to the pharmacy if delivery fails.
- 6. Respect the privacy of the patient or consumer and their medication needs during the delivery process.

Therefore, we ask you to comply with the above conditions and notify us for inspection of the means of transport and approval of this service.

Consequently, please license the online pharmacy website on the Health Advertisements System.

Important Note: The online pharmacy activity and drug delivery should be limited to the Northern Emirates only.

At the bottom, there is a checked checkbox labeled 'I Read All', which is highlighted with a red box, and a 'Go To Attachment' button.





6.1.5 Upload all mandatory attachments:

Request Information

Attachments Completed 0 of 3

Valid License of the facilities pharmacy

General Attachments

Trade License

Select Files from your computer
Use the "Browse" button to upload your attachments
The supported file are: pdf, png, jpg, docx
File size: No more than 10MB

Browse For Attachments On Your Computer

Go To Preview

6.1.6 preview all info regarding selected service:

Issue/Cancel Online Pharmacy Permit

Submit

Selected Service

Selected Service
Issue Online Pharmacy Permit

Pharmacist's Details

Attachments

Submit

6.1.7 submit the request:

Your application has been submitted successfully.
Request Number #LPE-24-3147

Go To Workspace





6.2(b) Select Cancel Online Pharmacy Permit

6.2.1 Click on Issue/Cancel Online Pharmacy permit button:

Request Information

- Establishment Information
- Contact Information
- Location Information
- Owner Details
- Partner Details

Issue/Cancel Online Pharmacy Permit →

6.2.2 Select Cancel Online Pharmacy Permit:

Request Information

Select Service

- Issue Online Pharmacy Permit
- Cancel Online Pharmacy Permit

Next

Complete Progress
0%

Application Form Attachments Preview





6.2.3 Enter valid permit number:

Request Information

Permit Number *

POP1009

Name
pharmacy store ware house

Issue Date Expiry Date
17/05/2024 --

Submit

Complete Progress
100%

Application Form

6.2.4 Submit the request:

Your application has been submitted successfully.
Request Number #LPE-24-3148

Go To Workspace

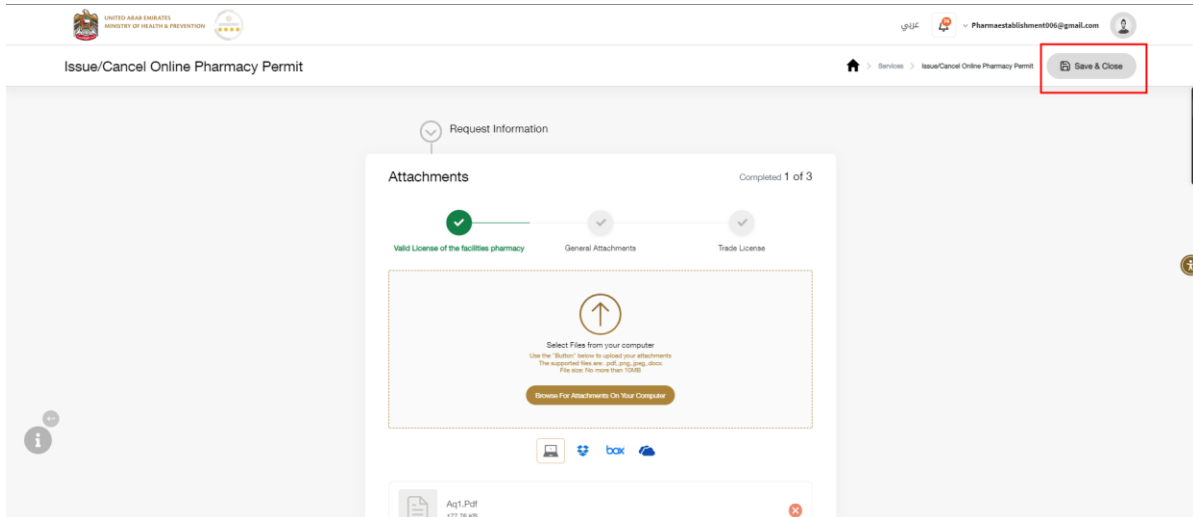




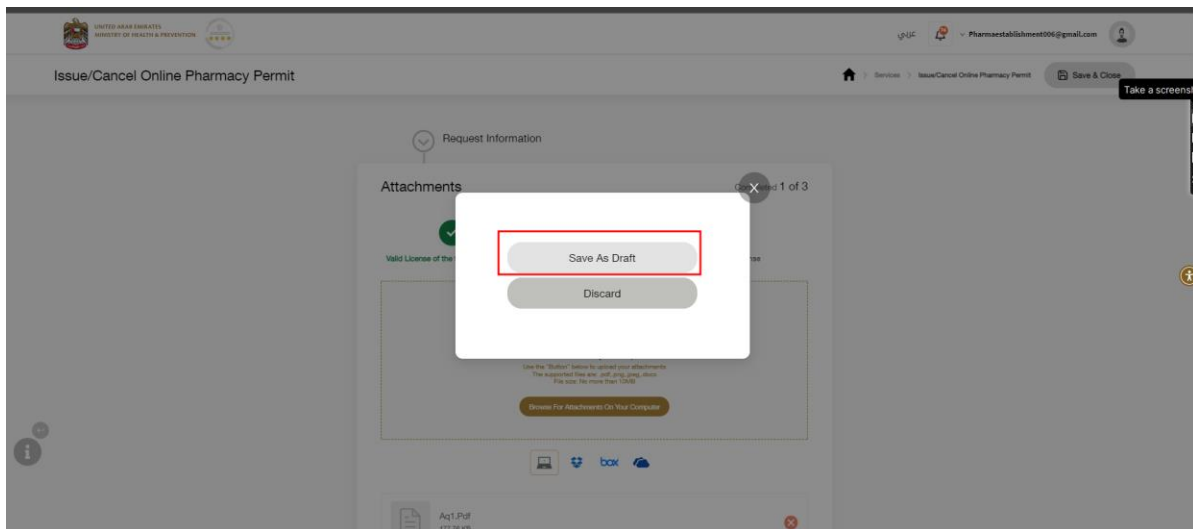
7. Save & draft

Applicants can save the application as a draft or discard it when initiating the submission form.

7.1 select save & close:

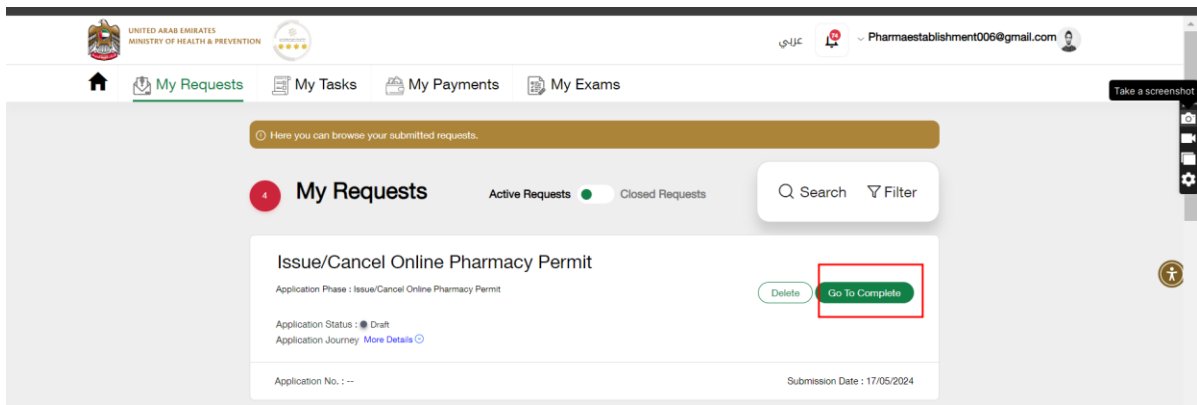


7.2 select save as draft:

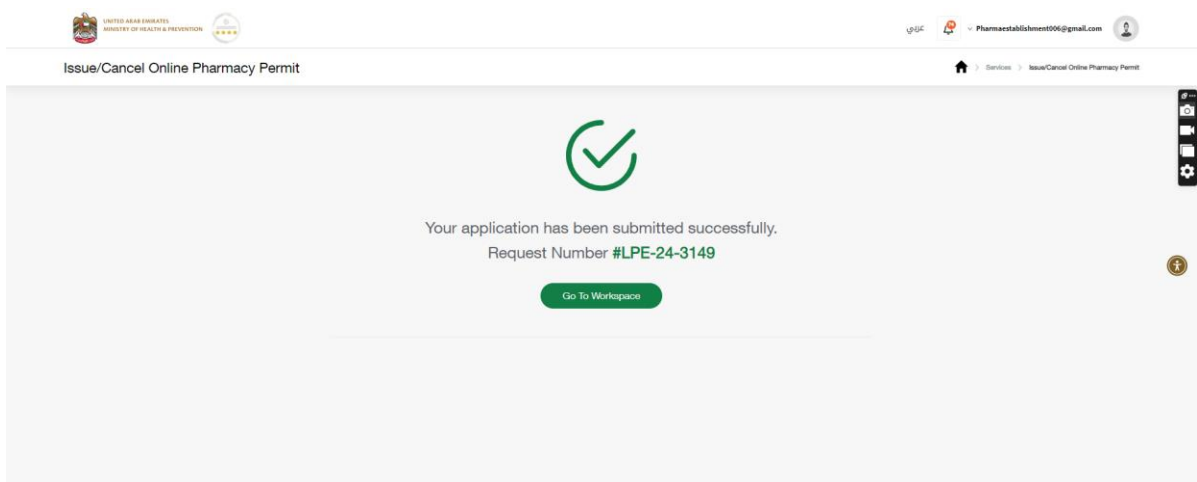
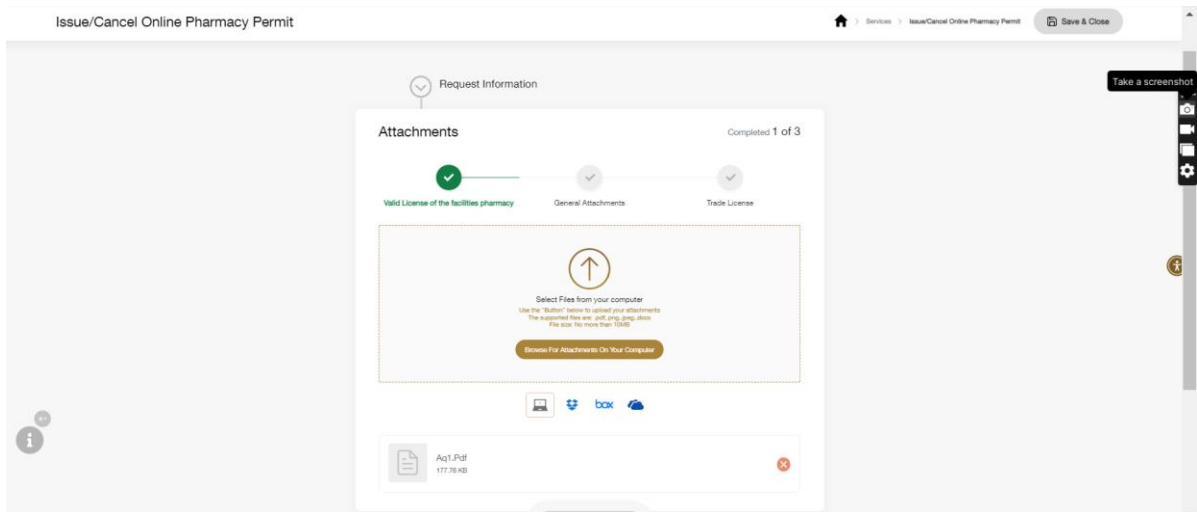




7.3 select Go to complete:



7.4 The information provided is saved can be retrieve it & complete it or edit it:





8. Send-Back screen

If send back, the applicant will be asked to update and resubmit to MOHAP Auditor. (only for Issue Online pharmacy permit)

8.1 update the application:

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My Requests My Tasks My Payments My Exams

Here you can browse your submitted requests.

My Requests Active Requests Closed Requests Search Filter

Issue/Cancel Online Pharmacy Permit

Application Phase : Issue/Cancel Online Pharmacy Permit

Application Status : Pending Actions
Application Journey [More Details](#)

Application No. : LPE-24-3147-01 Submission Date : 17/05/2024

[View Details](#)

Request No: LPE-24-3147

Reviewer Comment send backkkkk	License Status Active	License No 1326
	Issue Date 19/05/2024	Expiry Date 17/06/2025

Pharmacists

Attachments Completed 1 of 3

Valid License of the facilities pharmacy ✗ General Attachments ✓ Trade License ✗

Aq1.Pdf [Replace File](#)

Submit

8.2 Resubmit the request:

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Issue/Cancel Online Pharmacy Permit

Services > Issue/Cancel Online Pharmacy Permit

✓

Your request has been re-submitted successfully
Application Number #LPE-24-3147-01

[Go To Workspace](#)





9. Download certificate:

