



UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION

# Renewal of a Private Medical Facility License

Updated: January 20<sup>th</sup>, 2023

Ministry of Health & Prevention – UAE ©

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## 1. Service Overview- Summary

Thanks to this service, medical facilities can renew the licenses required to operate and offer healthcare services in the UAE. These facilities consist of public and specialized clinics, medical centers, diagnostic and rehabilitation centers, emergency and home health centers, fertility and recovery centers, one-day surgical centers and hospitals, hospitals of various sizes, and hospitals with various specialties.

## 2. Service Conditions

1

- The facility must have been open and practicing its commercial activity with a valid license for more than 6 months.

2

- The license must be renewed annually. If such renewal is delayed, fines will be calculated at a rate of 25% for every 30 days of the facility's basic fee up to (6) months. After the 6-month period, the license will be legally cancelled

### 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 [Login to the system directly](#)

**Create New Account – Register/Sign up**

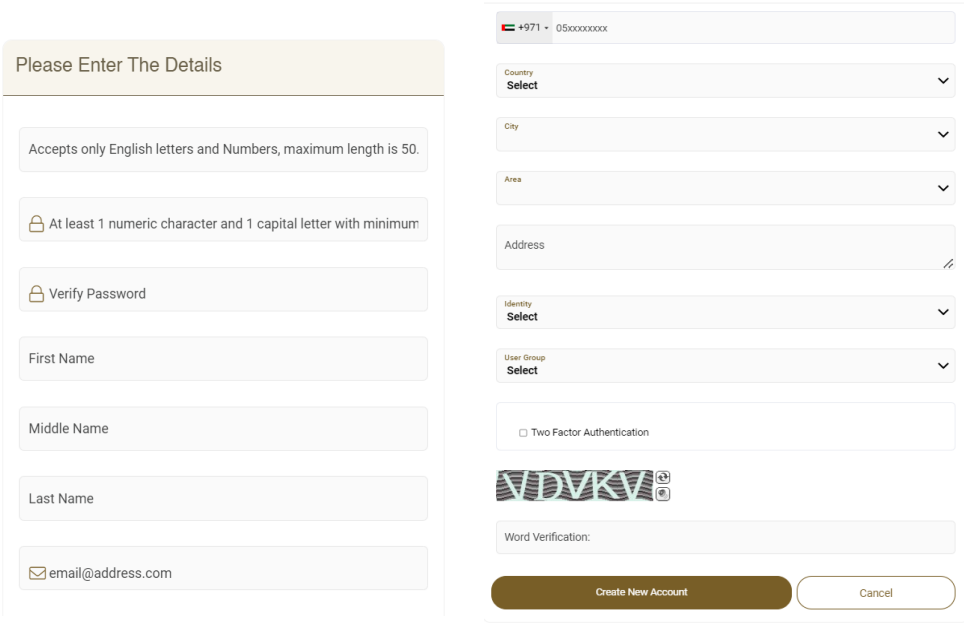
***If the user is new (i.e., doesn't have an account) the user needs to Create a New Account First***

- ***Go to the official website of the [Ministry of Health](#)***
- ***On the left side click on the Login tab***
- ***Since the user does not have an account yet, the user will need to Register***



The screenshot shows the Ministry of Health and Prevention website. At the top, there are logos for the United Arab Emirates Ministry of Health & Prevention and the MOHAP logo. The text 'Ministry Of Health And Prevention' is centered. Below it, there are two tabs: 'Login' and 'Register'. A 'Login with UAE PASS' button is also visible, with a note: 'A single trusted digital identity for all citizens, residents and visitors.'

***To Sign Up, the user needs to fill all the required information and follow the steps***



The screenshot shows the registration form. On the left, there is a section titled 'Please Enter The Details' with a note: 'Accepts only English letters and Numbers, maximum length is 50.' Below this are fields for 'First Name', 'Middle Name', 'Last Name', and 'email@address.com'. There are also password requirements: 'At least 1 numeric character and 1 capital letter with minimum' and 'Verify Password'. On the right, there are dropdown menus for 'Country', 'City', 'Area', 'Identity', and 'User Group'. There is a checkbox for 'Two Factor Authentication' and a 'Word Verification' field with a CAPTCHA image. At the bottom, there are 'Create New Account' and 'Cancel' buttons.

- ***Click create account.***
- ***After completing the registration steps, the following alert will show to confirm that all records are saved successfully, and a verification email has been sent for activation.***

**Ministry Of Health And Prevention**

Login      Register

Your account has been created but not yet activated. The activation link has been sent to your registered Email address.

Kindly open the email from noreply@moh.gov.ae or noreply@mohap.gov.ae and click the Activation Link to activate your account.

Please note that seldomly, it can take some time for the email to reach depending on network load or can get filtered into a Junk or Spam folder.

Click [here](#) to go to login page.

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***Go to the email entered when registering, and click on the link to activate the MOHAP Account***

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Dear

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

Please open below url to activate your account.

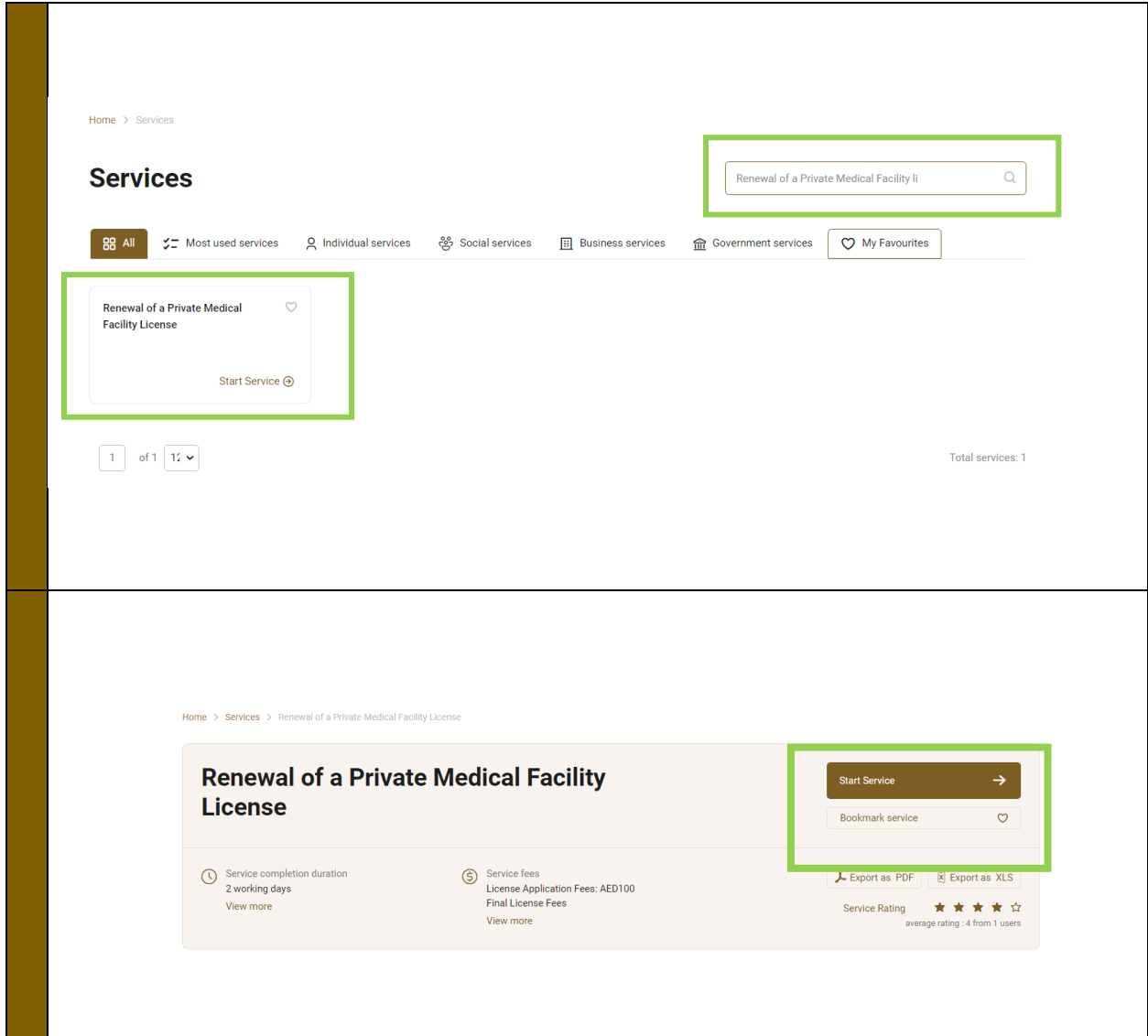
[Account Activation Link](#)

Regards,

Ministry of Health And Prevention, UAE

4. Log into the system

#	User Login
<b>1</b>	<p><b><i>If the user already has an account and wants to access any of MOHAP services, the user needs to follow the below steps.</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. Go to the official website of the <a href="#">Ministry of Health</a></i></b></li> <li><b><i>2. Click on <b>Services</b></i></b></li> <li><b><i>3. Look for the required service <b>OR</b> search for its name in the search bar</i></b></li> <li><b><i>4. Select the required <b>Service icon</b></i></b></li> <li><b><i>5. After choosing the service click on <b>Start Service</b> as the below screen.</i></b></li> <li><b><i>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”.</i></b></li> </ol>



Ministry Of Health And Prevention

Login
Register

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**Login with UAE PASS**  
A single trusted digital identity for all citizens, residents and visitors.

Or

Account Type

Remember Me

Login

This interface will appear to you if you are not already logged in from the amin web page.

### 5. Apply for the Renewal

5 Apply for the Renewal

- Once you started the service you will face this dashboard:**

ESTABLISHMENT WORKSPACE
ESTABLISHMENT DETAILS
STAFF WORKSPACE
VISIT STAFF WORKSPACE
STAFF (RARE SPECIALTY)

DATA UPLOAD -

**Latest Application Details**

Application Number	Request Type	Current Status	Payment Due	Submit Date
37812	Add/Modify Specialty	Approved	AED 0	19-01-2023

**Staff Statistics**

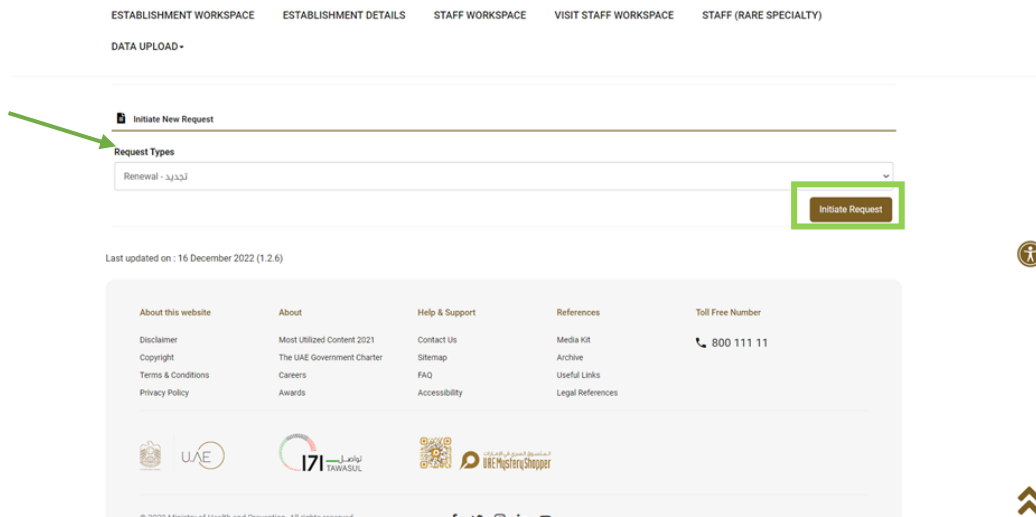
Number of licensed doctors	13
Number of licensed Technicians	1
Number of licensed Visiting Doctors from Inside UAE	1
Number of licensed Visiting Doctors from Outside UAE	0
Number of licensed Hospital Service Doctors	0
Number of application under process for Doctors	0
Number of application under process for Technicians	2
Number of application under process for Visiting Doctors from Inside UAE	0
Number of application under process for Visiting Doctors from Outside UAE	0
Number of application under process for Hospital Service Doctors	0

**Establishment Application Messages**

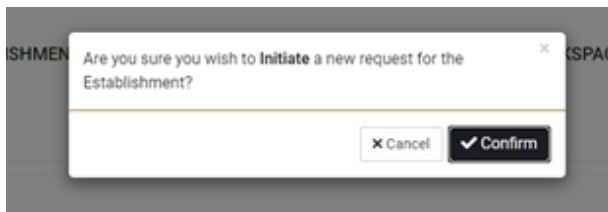
Message	Message	Sent Date
From		
Auditor	Application Id : 37786, Message : no	12-01-2023

- Scroll down to initiate the request**

- Choose the type of request you want, in this case its “Renewal” then click on “Initiate Request”

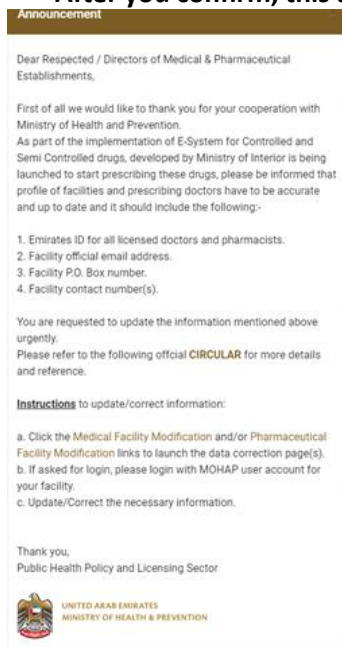


- You will face this notification:



- Click on “Confirm”, and if you would like to stop the process click on “Cancel”

- After you confirm, this announcement will appear to you:





- Your renewal request has been established at this stage, you will start filling the required information and uploading documents
- Click on the “Basic Information” tab it will reveal the main information about the facility, as follows;

**MEDICAL LICENSING**  
Establishment Details

Initiated Submitted Complete

Latest Application Details

Application Number	Request Type	Current Status	Payment Due	Submit Date
57558	Renewal	Not submitted	AED 0.00	29-11-2022

Basic Information Owner Details Partner Details Attachments Payments Notifications Medical Director

Establishment Name (English) \*  
TestClinic

Establishment Name (Arabic) \*  
تست كلينيك شش

Establishment Type \*  
Private

Category \*  
Medical Center

Emirate \*  
Ras Al Khaima

Medical District \*  
Ras Al Khaima

Email \*  
itdeveloper.one@mohap.gov.ae

Secondary Email \*  
itdeveloper.two@mohap.gov.ae

Website  
WWW.WEBSITENAME.A

Telephone \*  
04 2301792

Fax

Building No.  
1

Building Name  
MOH

Contact Name (Person 1) \*  
IT Developer One

Contact Number (Person 1) \*  
0505306467

- You can review your information only.
- Then click on the next tab “Owner Details” where you may also review;

ESTABLISHMENT WORKSPACE ESTABLISHMENT DETAILS STAFF WORKSPACE VISIT STAFF WORKSPACE STAFF (RARE SPECIALTY)

DATA UPLOAD -

Basic Information **Owner Details** Partner Details Attachments Payments Notifications Medical Director

Image Instructions

First Name (English) \*  
Hesham 1

Middle Name (English) \*  
A

Last Name (English) \*  
II

First Name (Arabic) \*  
هشام

Middle Name (Arabic) \*  
E

Last Name (Arabic) \*  
I

Gender \*  
Female

Emirate \*  
Ras Al Khaima

Mobile \*  
0552222222

Identity Type	Identity Number	Issued Date	Expiry Date	View
Family Book	343243243334	01-01-2014	01-01-0001	View
Passport	00111	05-08-2019	06-08-2019	View
Emirates ID	999-9999-9999999-9		05-08-2019	View
Family Book	343243243334	01-01-2014	01-01-0001	View
Passport	00111	05-08-2019	06-08-2019	View
Emirates ID	999-9999-9999999-9		05-08-2019	View

- **Move to the next tab “Partner Details” that contains your partner information (if there is one)**

ESTABLISHMENT WORKSPACE   ESTABLISHMENT DETAILS   STAFF WORKSPACE   VISIT STAFF WORKSPACE   STAFF (RARE SPECIALTY)

DATA UPLOAD -

Basic Information   Owner Details   **Partner Details**   Attachments   Payments   Notifications   Medical Director

Image Instructions ⓘ

Profile Picture \*  
-Max Size: 700 KB  
Format: jpg/jpeg

First Name (English) \*   Middle Name (English) \*   Last Name (English) \*  
Maximum 50 characters   Maximum 50 characters   Maximum 50 characters

First Name (Arabic) \*   Middle Name (Arabic) \*   Last Name (Arabic) \*  
Maximum 50 characters   Maximum 50 characters   Maximum 50 characters

Gender \*   Nationality \*   Email \*   Mobile \*  
--Select--   --Select--   email@address.com   05xxxxxxxx

Name (English)	Name (Arabic)	Nationality	Gender	Mobile Number	Email	View Details
ss	سوسن	Bahamas	Male	0506679887	eng.sohh@gmail.com	👁

Initiate New Request

- Please add missing required documents

- **This tab also provide view option only,**
- **The mentioned 3 tabs up to this point don’t allow the edit feature; all the 3 exports data from already available documents like “Family book” or “Emirates ID”, therefore you may only review them.**
- **The next tab requires action “Attachments”**

ESTABLISHMENT WORKSPACE   ESTABLISHMENT DETAILS   STAFF WORKSPACE   VISIT STAFF WORKSPACE   STAFF (RARE SPECIALTY)

DATA UPLOAD -

Establishment Details

Basic Information   Owner Details   Partner Details   **Attachments**   Payments   Notifications   Medical Director

Instructions:  
Document Types followed by \* are mandatory. Please attach all required documents before submitting the application  
Allowed file types : .jpg, .png, .jpeg, .pdf  
Maximum file size : 1 MB

Add Documents

Sort By:   Quick Filter: Document Type

No documents to display

Initiate New Request

- Please add missing required documents

Establishment Application Messages

Message From	Message	Sent Date
MedicalDistrictOfficer	Application Id : 50367, Status: Rejected, Message : Test	19-10-2022
MedicalDistrictOfficer	Application Id : 50367, Status: Rejected, Message : Test	23-12-2021

- **Start adding the required attachments according to the explained instruction above, click on “Add Documents”**

- After you clicked on **“Add Documents”**

- Choose the type then upload the document, then click on **“Save Document”**

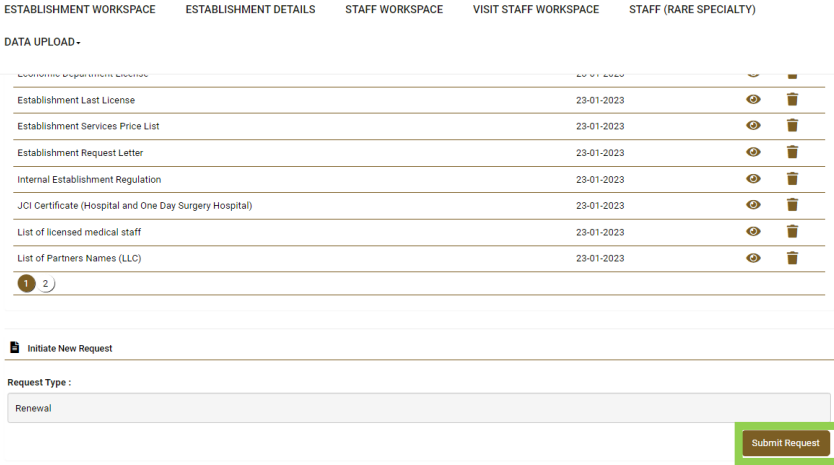
Document Type	Upload Date	View	Delete
Approved Establishment Board Sample	23-01-2023		
Approved Establishment Plan (Croak Plan)	23-01-2023		

- You will notice the list of the documents that you are adding,
- You may **view** or **delete** the unwanted document,
- After you upload all the required documents, this notification will appear to you:

ESTABLISHME **Information**  
All the required information is provided. Please Submit the application.

Document Type	Upload Date	View	Delete
Approved Establishment Board Sample	23-01-2023		
Approved Establishment Plan (Croak Plan)	23-01-2023		
Economic Department License	23-01-2023		
Establishment Last License	23-01-2023		
Establishment Services Price List	23-01-2023		
Establishment Request Letter	23-01-2023		
Internal Establishment Regulation	23-01-2023		
JCI Certificate (Hospital and One Day Surgery Hospital)	23-01-2023		
List of licensed medical staff	23-01-2023		

- **Scroll down while you are still in the “Attachments” tab, to submit the request:**



ESTABLISHMENT WORKSPACE   ESTABLISHMENT DETAILS   STAFF WORKSPACE   VISIT STAFF WORKSPACE   STAFF (RARE SPECIALTY)

DATA UPLOAD -

Document Name	Date	View	Delete
Economic Engagement License	23-01-2023		
Establishment Last License	23-01-2023		
Establishment Services Price List	23-01-2023		
Establishment Request Letter	23-01-2023		
Internal Establishment Regulation	23-01-2023		
JCI Certificate (Hospital and One Day Surgery Hospital)	23-01-2023		
List of licensed medical staff	23-01-2023		
List of Partners Names (LLC)	23-01-2023		

1 2

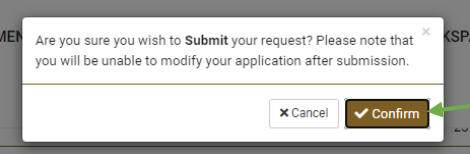
Initiate New Request

Request Type :

Renewal

**Submit Request**

- **Once you clicked on “Submit Request”, this notification will appear to you (if you are sure of the data you provided in the request) click on “Confirm”;**



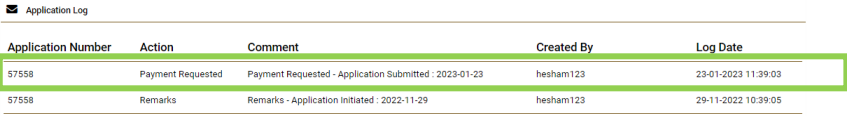
Are you sure you wish to **Submit** your request? Please note that you will be unable to modify your application after submission.

Cancel   **Confirm**

## 6. Payment Process

### Payment Process

- When you submit the request for the renewal you will notice at the bottom of the page under “Application Log” heading, all the current applications with there comments;



Application Log

Application Number	Action	Comment	Created By	Log Date
57558	Payment Requested	Payment Requested - Application Submitted : 2023-01-23	hesham123	23-01-2023 11:39:03
57558	Remarks	Remarks - Application Initiated : 2022-11-29	hesham123	29-11-2022 10:39:05

Last updated on : 27 December 2022 (1.2.6)

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Copyright	The UAE Government Charter	Sitemap	Archive	
Terms & Conditions	Careers	FAQ	Useful Links	
Privacy Policy	Awards	Accessibility	Legal References	

- Go the “Payments” tab and click on it;

ESTABLISHMENT WORKSPACE ESTABLISHMENT DETAILS STAFF WORKSPACE VISIT STAFF WORKSPACE STAFF (RARE SPECIALTY)

DATA UPLOAD-

Establishment Details

Basic Information Owner Details Partner Details Attachments **Payments** Notifications Medical Director

Bill Number	Application Number	Description	Amount Paid	Processed	Issue Date	Transaction Status	Payment Reference Number	Make Payment	View
247420	57558	Default Fees	100	Not Paid	1/23/2023 12:00:00 AM				

Total Amount: AED 100 Paid: AED 0 Remaining: AED 100

Initiate New Request

Establishment Application Messages

Message From	Message	Sent Date
MedicalDistrictOfficer	Application Id : 50367, Status: Rejected, Message : Test	19-10-2022
MedicalDistrictOfficer	Application Id : 50367, Status: Rejected, Message : Test	23-12-2021
MedicalDistrictOfficer	Application Id : 50367, Status: Rejected, Message : What is this	22-12-2021
MedicalDistrictOfficer	Application Id : 50367, Status: Rejected, Message : test	24-10-2021
Auditor	Application Id : 37414, Message : please attach all documents	08-04-2020

- It will show all the applications that are ready to pay, click on the make payment icon.

- Once you clicked on it, it will lead you to the payment gateway, click on the preferred method:

UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION

الإمارات العربية المتحدة  
وزارة الصحة وقاية المجتمع

Ministry of Health and Prevention  
Session time left: 00:33:12

Method Confirm

Select the required payment method



Card Bank Transfer

Cancel Process Calculate Price

- Afterwards click on “Calculate Price”.

- This interface will appear to you with the invoice:

Ministry of Health and Prevention  
Session time left: 00:27:06

Method                  Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Request for issue / renewal/ adding specility to poly clinic medical center license	100 AED	0.00 AED	1	100 AED
<b>Total</b>				<b>100 AED</b>

**Request Fees**

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	0.68 AED	0.03 AED	0.71 AED
<b>Total</b>			<b>0.71 AED</b>

Total Tax	0.03 AED
Total Amount	100.71 AED

Cancel Process

Change Payment Method

Proceed With Payment

- To complete the request click on “Proceed with Payment”
- If you would like to change the payment methd click on the suitable button
- If you would like to keep the application as a draft and pay later click on “Cancel Process”