

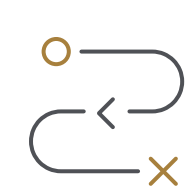


Issue of Permit to Import Medicines for Personal Use

This service (optional service) allows travelers coming to the country to obtain prior approval to bring Narcotics & Controlled Medicines. Also, the service allows residents of the country to obtain approvals to import personal narcotic and psychotropic drugs through shipping companies.

 Department name Drug	 Sector Health Regulation	 Main Service Clearance, Import and Export Permits	 Service Code 110-02-001-000
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 Service Classification Transactional	 Variation / Auxiliary Variation	 Service Type Government to Customer
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Service Process

- 01 Login to the MOHAP website or smart app using the UAE PASS.
- 02 Fill in the data, attach the required documents and complete the application to obtain approval.
- 03 If the required conditions are met, the permit will be issued through the MOHAP e-system or smart app.



Required Documents

- A prescription is a doctor's order for medicine. It should include the patient's full name, and name of the medicine with the dose, dosage form and duration of treatment. The date of issuance, along with the name of physician, is also required. The document should be issued within the last three months & recognized/stamped by the healthcare facility from which the patient receiving treatment.
- A medical report is a comprehensive report that covers a person's clinical history. It should include the patient's full name, diagnosis (medical condition), treatment plan (name of medicine, dose, dosage form, along the duration of treatment), along with the name of the physician. The document should be issued within the last year & recognized/stamped by the healthcare facility from which the patient is receiving treatment.



Requirements & Conditions

- For residents of the country who are above the legal age: The application must be submitted through the e-system to obtain the approval.
- For residents of the country who are under the legal age: The guardian shall submit through the e-system.
- For travelers: This service is optional for travelers visiting the country who wish to obtain electronic approvals, as it is allowed for those coming to the country to take narcotic medicine and psychotropics (controlled medications) with them, provided that the quantity is within the limits, such that it does not exceed the patient's need for a maximum period of three months.

Service Channels



MOHAP Website: www.mohap.gov.ae



MOHAP Smart App

Resources

- Login user manual
- import medicines for personal use
- Travellers' manual
- Annex to travellers' guidelines
- External user manual

FAQs

1. If the medicine is listed on the Annex attached to the Issue of Permit to Import Medicines for Personal Use service, does that mean it's allowed into the UAE without prescription?

The traveler can carry his medicines along with the prescription/medical report, as long as the quantity does not exceed a three-month supply. The e-submission is an optional service available for the traveler's convenience.

2. Does the name of the brand need to match the ones listed on the Annex attached to the service?

No, patients can use either the trade name or the brand name for the e-submission. They can also type the name of the medicine in the Medicine Field.

3. How much medicine can the travelers bring?

For narcotics & controlled medicines, a maximum quantity required for three months.
For the prescription only medicines, a maximum quantity required for six months.

4. When does the customer need to carry their prescription with them? Do all of them need to be attested by the Health Attaché and the Embassy before going into the country? Are there any other documents needed?

Yes, the traveler must carry the prescription and the medical report if the medications are considered as narcotic or psychotropic, and the documents must be authenticated by the health authority from which the patient is receiving treatment.

5. What steps should be taken if the medicine is not listed?

If the medicine isn't considered as narcotics or psychotropics, patients can carry their medicines safely without any prior submission.

6. If the application form is submitted by elderly or any technical issues were faced in registering a UAE PASS account or if the travelers do not have a UAEPASS account, what is the alternative option?

The traveler can contact the Service Support Team SmartServicesSupport@mohap.gov.ae for technical assistance. If the traveler is unable to submit the application form, he or she can carry the medicines along with the prescription/medical report, provided the quantity does not exceed a three-month supply.



Average Service Time
1 Working Day



Payment channels
The service is free



Target Audience
Patients (all age groups)



Service Locations

- MOHAP Website
www.mohap.gov.ae
- MOHAP Smart App



Related Services
This service is not linked to any other services



Service Bundle
This service is not linked to any bundles



Contact Details

Email
info@mohap.gov.ae

Call Center
80011111



Service Fees

Free

Sustainable Development Goals



Notes

If a prior approval wasn't obtained, travelers must declare their narcotic and controlled medicines upon arrival at the country's ports along with the prescription and medical report.

Transit travelers (who will not leave the country's ports) are not required to obtain prior approval to carry narcotic and controlled medicines, but rather it is recommended to carry the medicines with the prescription.