



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
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 Service Classification Transactional	 Variation / Auxiliary Auxiliary	 Service Type Government to Business
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Average Service Time
1-3 working days



Payment channels
E-Payment



Target Audience
Investors in the healthcare and pharmaceutical sectors



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 Process

- 01 Login to the MOHAP website or smart app using the UAE PASS to apply for the service.
- 02 Click 'ad view' to show a list of possible transactions; the color of the transaction bar will change.
- 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 service fee online or through a Customer Happiness Center.
- 07 Print the ad design, including the MOHAP approval and the start and expiry 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



MOHAP Smart App



Customer Happiness Centers (for fee payment only)

Resources

- Chemical, herbal and natural products
- Educational health campaigns
- Free health service campaigns
- 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)
- Institutions, medical and health services - Doctors and health professionals
- Medical health devices and equipment
- Suspension or annulment of the approval



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

None

FAQs

None.