



UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

Applicants User Manual - Version 1.0

Request Health Statistical Data



Updated: November 6th, 2023



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Service Description

This service enables users to apply for specific statistics from within and beyond the Ministry of Health and Prevention. The MOHAP Statistic and Research Center (SARC) team provides the required data after it has been extracted, collected and reviewed.



Requirements and Conditions

- An email with a detailed explanation of the type of statistical data required
- Fill in the requirements if the application is submitted through the website
- A completed confidentiality form when the application is submitted by a third party.

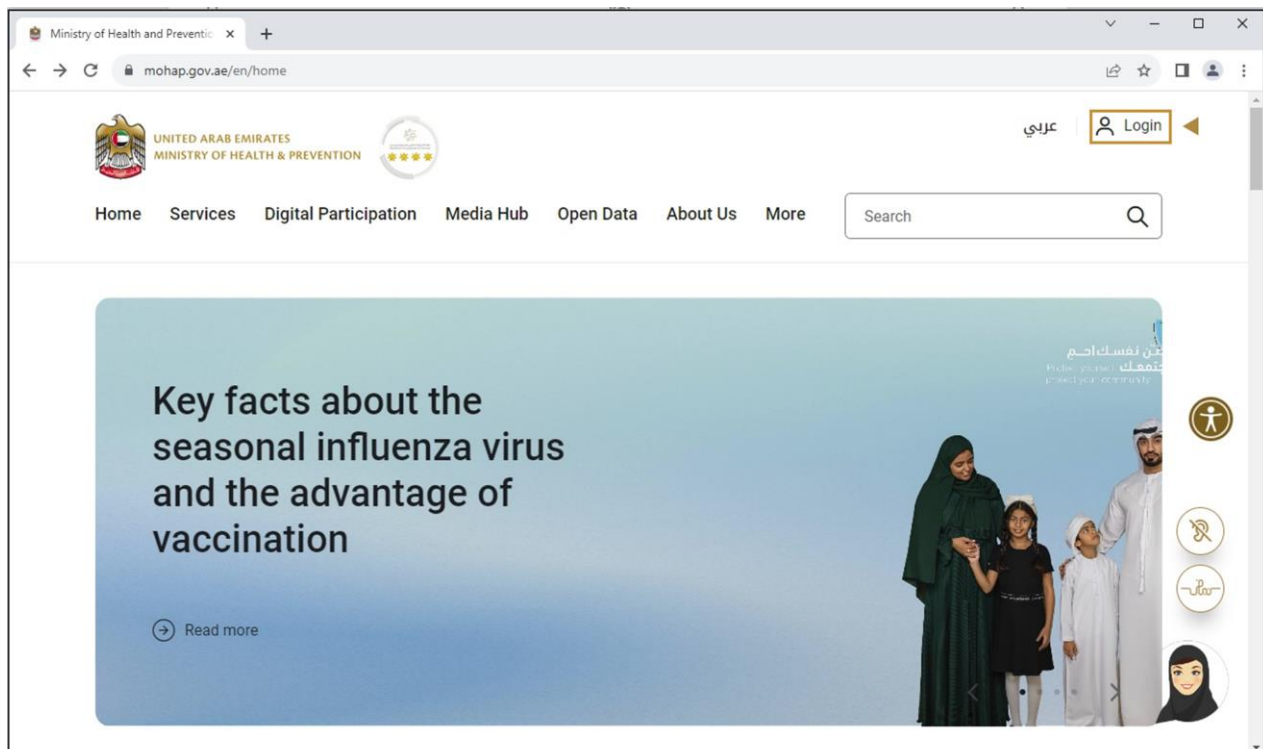


Steps to Avail the Service

1. Require a MOHAP account to request for services. If you are a new user and do not have a MOHAP account, you need to register and create a new account to access the MOHAP services. If you are already a MOHAP user, login to your account.
2. Submit a detailed email explaining what data is required
3. The Statistic and Research Center (SARC) will evaluate the application, ascertain the required period to gather the data and notify the requesting party.
4. The Center will then identify a relevant officer to complete the data, a member of the team will review the same, and the Director of the Department will conduct a final review.
5. The requested data will be sent to the requesting party.

Create New Account - Register/Sign up

1. Visit the official website of the Ministry of Health and Prevention and click 'Login'.





2. Click 'Register' if you are a new user.

loginso.aspx - smartforms-moh x +

smartforms.moh.gov.ae:444/loginso.aspx?lang=en&returnurl=https://mohap.gov.ae

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عربي Login

Ministry Of Health And Prevention

Login ▶ Register

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

Or

Please Enter The Details

3. Fill all the required information.

loginso.aspx - smartforms-moh x +

smartforms.moh.gov.ae:444/loginso.aspx?lang=en&returnurl=https://mohap.gov.ae

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عربي Login

First Name

Middle Name

Last Name

email@address.com

+971 05xxxxxxx

Country



4. Click 'Create New Account.'

The screenshot shows a web browser window with the URL `smartforms.moh.gov.ae:444/loginso.aspx?lang=en&returnurl=https://mohap.gov.ae`. The page header includes the United Arab Emirates Ministry of Health & Prevention logo and a 'Login' button. The main form area contains a 'User Group' dropdown menu set to 'Individual', a checkbox for 'Two Factor Authentication', a CAPTCHA image showing the word 'JU99S', and a 'Word Verification' input field containing 'JU99S'. At the bottom of the form are two buttons: 'Create New Account' and 'Cancel'.

5. After completing the registration steps, an alert will pop up to confirm that all details have been saved and a verification email has been sent for activation.

The screenshot shows the Ministry of Health and Prevention website. The header includes the logo and 'Log in' button. A central banner reads 'Ministry of Health and Prevention'. Below this, a modal window titled 'New Registration' is displayed. The modal contains the following text: 'Your account has been created but has not yet been activated. The activation link is set to your registered email address. Please 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 in rare cases it may take some time for the email to arrive depending on the network load or it may be filtered in the spam folder.'



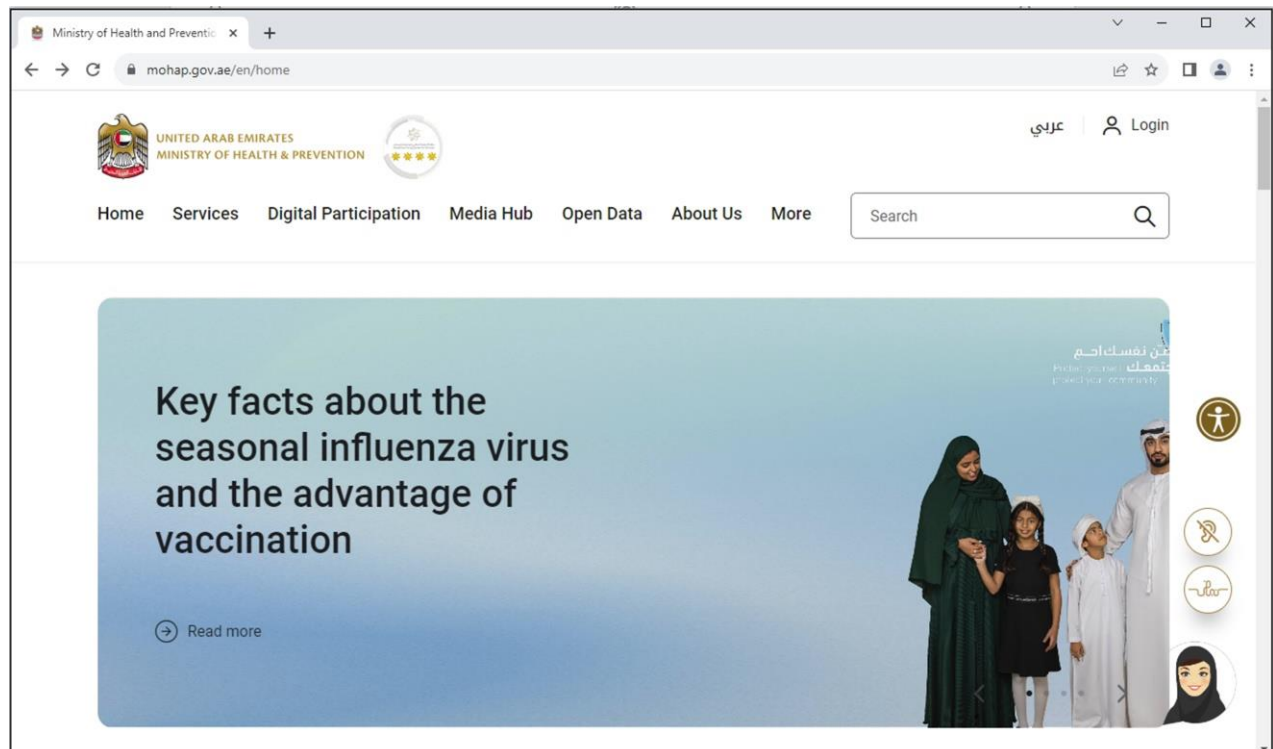
6. Login to the email you entered while registering and click the activation link.



Login to the System

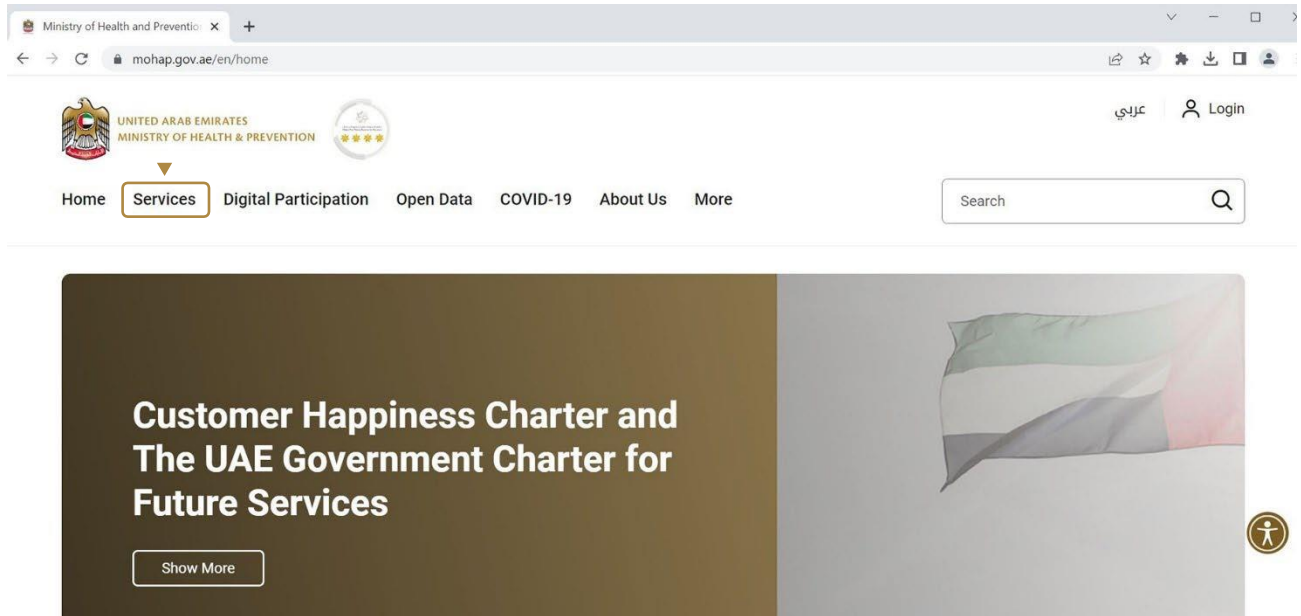
- ▶ If you already have a MOHAP account and want to access any of the services, follow the steps mentioned below.

1. Visit the official website of the Ministry of Health and Prevention.

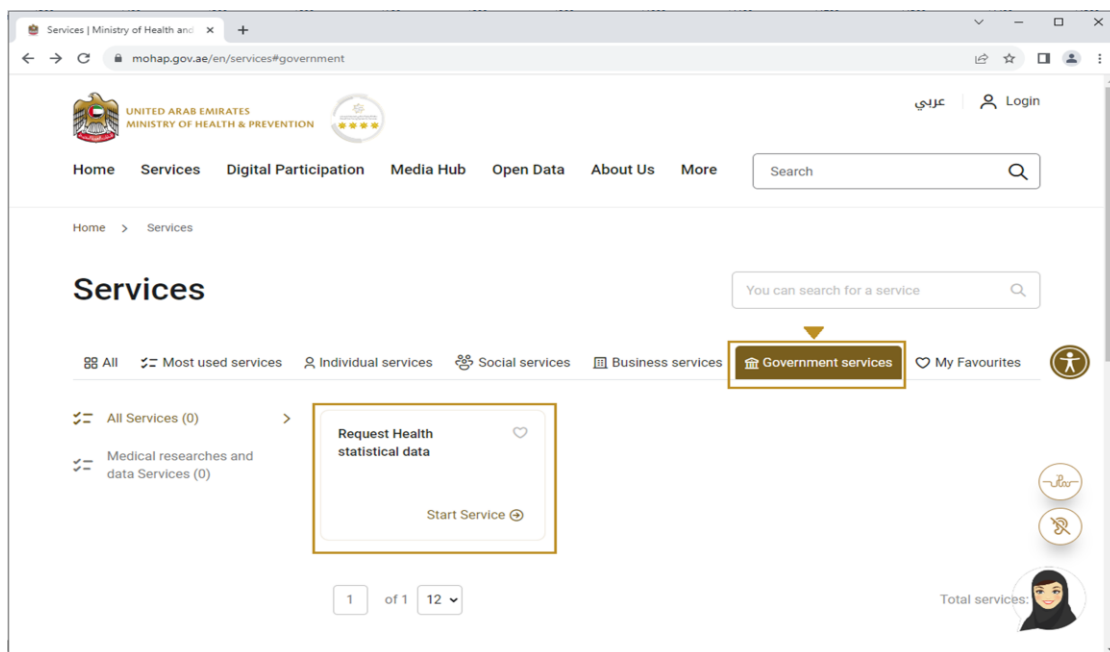




2. Click 'Services.'

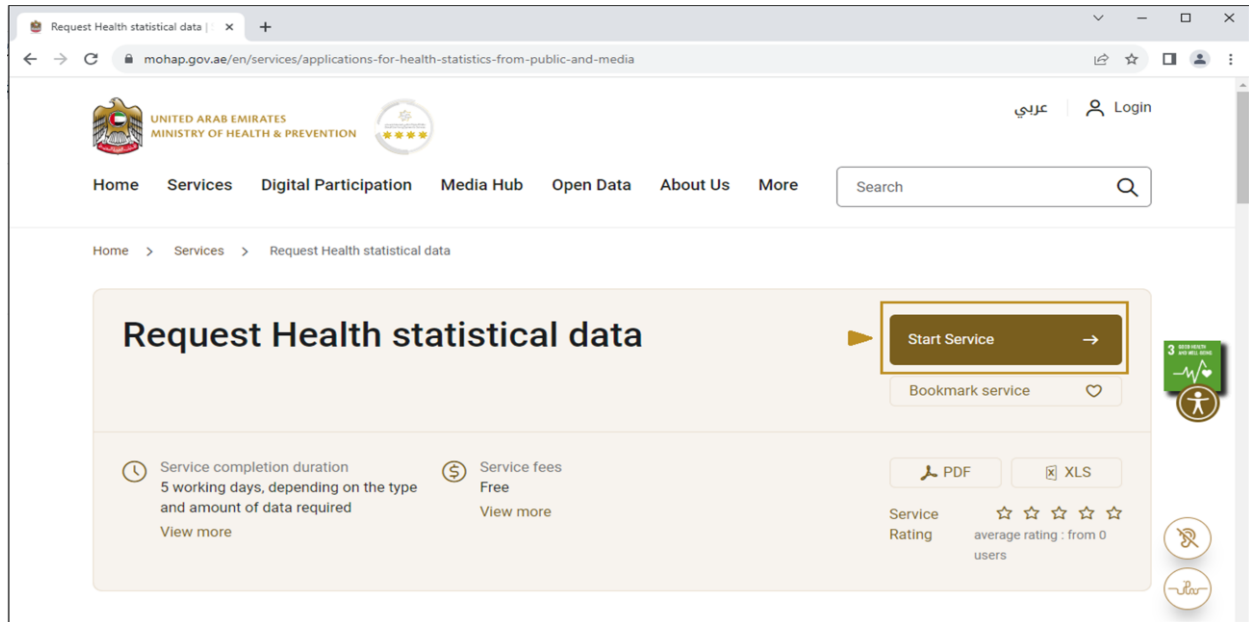


3. Click 'Government services.'

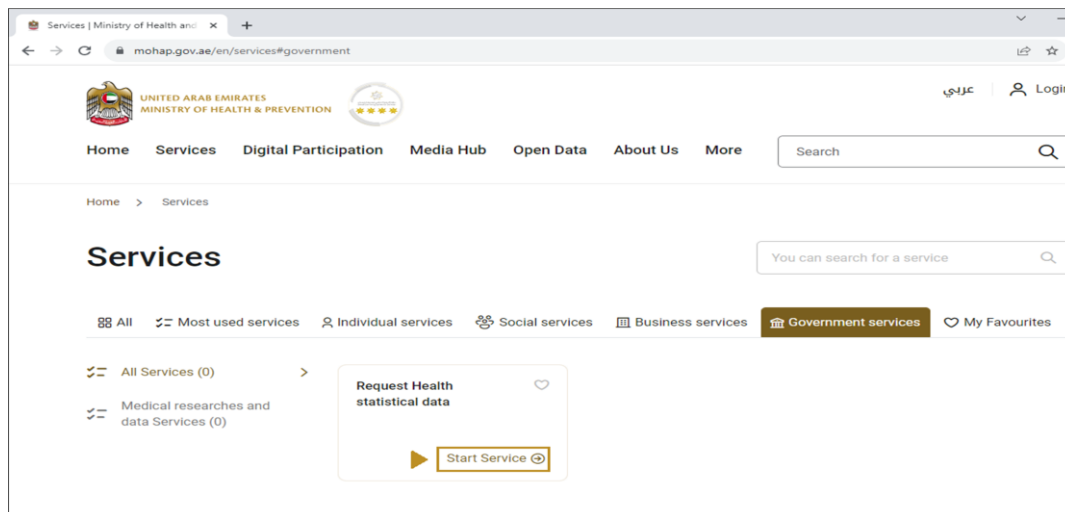




4. Select the service and click 'Start Service' as shown below.



5. If you are logged in from the official page of MOHAP, you will directly be taken to the service; otherwise, you have to login after clicking 'Start Service'.





Submit Request for Statistical Data

1. On your first login, the SARC Request Home Page appear, there is a dashboard for requests and links to the services and other relevant documents.

You can send request for the following statistical data:

- Statistics Section - Statistical data for healthcare across UAE
- National Diseases Registry - The report sub-part or data related to registries under MOHAP
- Data Science Informatics - Information related to data science and informatics
- Research Support - Research Clinic and Research Bank

For requests related to medical research, go to [Research Support](#) section.

The process to submit a request for - Statistics Section, National Diseases Registry, and Data Science Informatics is similar. To submit a new request, click the link on the services or click 'Create New.'

The screenshot shows the SARC Request Home Page dashboard. The page is titled "HOME PAGE" and "SARC Request". It features a navigation menu on the left with "All Services" and a list of services: Statistics Section, National Diseases Registry, Data Science Informatics, Research Support, Research Clinic, and Research Bank. The dashboard includes several widgets: "Total Submitted Request" (0), "Avg Waiting Time" (5), "Application Usage" bar chart, "Clinical Manpower" profile, "Latest Documents" list, and a "Requests" table. The "Requests" table has a "Draft" entry with a count of 0. The page also includes a "Logout" button and a "Frequently viewed documents" section.



2. If you selected Create New, the following screen appears. Click the link on the Service that you need to request data for:

The screenshot shows a web browser window with the URL `smartforms.mohap.gov.ae/RSS/AppPages/Newrequest`. The page title is "SARC Request" and it features a "New Request" section. Under "All details for the customer", there are input fields for Name, Mobile Number (with a masked number), Email (with a masked email), and Work Place. Below these are four service categories, each with a description and a link to create a request:

- Statistics Section**: Create a request related to statistical data for healthcare across UAE.
- National Diseases Registry**: Create a request to get the report sub-part or data related to registries under MOHAP.
- Data Science Informatics**: Create requests and support related to data science and informatics.
- Research Support**:
 - Research Clinic**: Any support or guidance to your research or to book an appointment with research expert.
 - Research Bank**: Add your research in the UAE research bank.

3. For sending any request for statistical data, you need to accept the Confidential Agreement. Select the 'I have read and understood the above rules...' checkbox and click 'Agree.'

The screenshot shows a "Confidential Agreement" dialog box. It contains the following text:

Confidential Agreement

Terms and Conditions of released data

You must agree to the terms of use as set out below in order to receive data from MOHAP Statistic and Research Center (SARC). The data supplied to you remains the property of MOHAP. To protect against misuse of the data, all requestor must agree to the following conditions:

- MOHAP Statistics and Research Center is to be clearly acknowledged as the source of the data in any publication or presentation in which it is used.
- MOHAP Statistics and Research Center is to be sent a draft copy, prior to submission to any peer reviewed journal, of any paper based on SARC data.
- SARC may refuse permission for the use of the data in this way if this would not be in the interests of the UAE MOHAP.
- No presentation of the data which could potentially identify any individual patient, doctor or health care institution is to be made without the permission of SARC and of the person or institution concerned.
- Data released shall be only used for the purpose mentioned in this form.
- Any direct contact with the patients to collect additional or updated information is prohibited, unless it was explicitly approved by SARC or MOHAP Top Management.

I have read and understood the above rules and I agree to accept the responsibility for the Terms and Conditions of the released data.

Agree



4. After accepting the Confidential Agreement, the following screen appears to fill in the requestor details.

The screenshot shows a web browser window with the URL `smartforms.mohap.gov.ae/RSS/AppPages/StatisticsAndResearchesRequest`. The page title is "RSS - Statistics Section". The header includes the United Arab Emirates Ministry of Health & Prevention logo and a "Logout" button. The main content area is titled "SARC Request" and "Statistics Section". The form is divided into several sections:

- Requester Details:** Includes fields for "Requester Name", "Requester's Organization & Department", and "Occupation".
- Request type:** A checkbox labeled "Statistics and Research" is checked.
- Reason for Request:** A dropdown menu is set to "Media".
- Location:** A dropdown menu is set to "Select".
- Information Requested:** A text area with the placeholder "Information Requested (Please specify type of information/data needed)".

5. Fill in the details and click 'Save as Draft' to save the application as draft and complete it later.

The screenshot shows the same web browser window, but the form is now filled out. The "Information Requested" field contains "Data on Covid". The "Attachments" section is expanded, showing a list of supporting documents. Below the list is a table of attachments:

| Attachment Type | File Name | Date | View | Download | Delete |
|---------------------------|-------------|----------------------|------|----------|--------|
| 14 - Supporting Documents | Sample1.png | 11/2/2023 8:53:07 AM | | | |
| 14 - Supporting Documents | Sample2.png | 11/2/2023 8:53:11 AM | | | |

At the bottom of the form, there are three buttons: "Save as Draft", "Submit", and "Cancel". The "Save as Draft" button is highlighted with a red box. The "Attachments Comment" field contains the text "Require these data to present to the Health Authority".



6. Fill in all the details and click 'Submit'.

Information Requested (Please specify type of information/data needed) *

Data on Covid

Attachments ↓

- Supporting Documents

Select Attachment Type

Supporting Documents

Choose File File Type Should be *.jpg,.png,.pdf,.jpeg,.doc,.docx,.xls,.xlsx,.pptx,.docx* Upload

Attachments Comment

Require these data to present to the Health Authority

| Attachment Type | File Name | Date | |
|---------------------------|-------------|----------------------|----------------------|
| 14 - Supporting Documents | Sample1.png | 11/2/2023 8:53:07 AM | View Download Delete |
| 14 - Supporting Documents | Sample2.png | 11/2/2023 8:53:11 AM | View Download Delete |

Save as Draft Submit Cancel

7. This completes the application request process. You will receive a reference ticket number as shown:





Research Support

1. On the SARC Request Home Page, the Research Support requests links appear on the right side under All Services.

To submit a new request for medical research, click 'Research Clinic'.

To submit a new request to add book to the research bank, click 'Research Bank'.

The screenshot displays the SARC Request Home Page. The page features a navigation menu on the left with 'All Services' highlighted. Under 'All Services', the 'Research Support' section is highlighted, containing 'Research Clinic' and 'Research Bank' links. The main content area includes a dashboard with various widgets: 'Total Submitted Request' (0), 'Avg Waiting Time' (5), 'Application Usage' (bar chart), 'Latest Documents' (list of reports), and 'Requests' (table with 0 drafts). The page also includes a 'View / Update Profile' section and a 'Frequently viewed documents' section.

2. For sending any request for statistical data, you need to accept the Confidential Agreement. Select the 'I have read and understood the above rules....' checkbox and click 'Agree.'

Confidential Agreement

Terms and Conditions of released data

You must agree to the terms of use as set out below in order to receive data from MOHAP Statistic and Research Center (SARC). The data supplied to you remains the property of MOHAP. To protect against misuse of the data, all requestor must agree to the following conditions:

- MOHAP Statistics and Research Center is to be clearly acknowledged as the source of the data in any publication or presentation in which it is used.
- MOHAP Statistics and Research Center is to be sent a draft copy, prior to submission to any peer reviewed journal, of any paper based on SARC data.
- SARC may refuse permission for the use of the data in this way if this would not be in the interests of the UAE MOHAP.
- No presentation of the data which could potentially identify any individual patient, doctor or health care institution is to be made without the permission of SARC and of the person or institution concerned.
- Data released shall be only used for the purpose mentioned in this form.
- Any direct contact with the patients to collect additional or updated information is prohibited, unless it was explicitly approved by SARC or MOHAP Top Management.

I have read and understood the above rules and I agree to accept the responsibility for the Terms and Conditions of the released data.

Agree

3. The Research Clinic request is as shown. Fill in all the details and click 'Submit'.

smartforms.mohap.gov.ae/RSS/AppPages/ResearchClinic

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Logout

HOME PAGE

SARC Request

Research Clinic

Full Name *
Full Name

Job Title *
Job Title

Date of Birth
dd/mm/yyyy

Affiliation / Institution / Organization name *
Affiliation / Institution / Organization name

Department *
Department

Email Address
Email Address

Phone Number *
Phone Number

Research Title *
Research Title

Subject Area *
Subject Area

Appointment Type *
--Select--

Research Service *
--Select--

Choose your appointment Date *
dd/mm/yyyy

Choose Your Appointment Time *
--:--

Description *
Description

Attachments *
• Proposal - Manuscript
• Other Supporting Documents

Select Attachment Type
Select

Choose File

File Type Should be *.jpg,*.png,*.pdf,*.jpeg,*.doc,*.docx,*.xls,*.xlsx,*.pptx,*.docx **Upload**

Attachments Comment

Save as Draft **Submit** **Cancel**

3. The Research Bank request is as shown. Fill in all the details and click 'Submit'.

The screenshot shows a web browser window displaying the 'Research Bank' request form. The page header includes the United Arab Emirates Ministry of Health & Prevention logo and the URL 'smartforms.moh.gov.ae/RS/APP/Pages/ResearchBank'. The form is titled 'SARC Request' and 'Research Bank'. It contains several sections for data entry:

- Names of Authors:** A text input field with a '+' icon.
- Year of publication:** A dropdown menu with '--Select--'.
- Title:** A text input field.
- Topic:** A text input field.
- Keywords:** A text input field.
- Institute:** A text input field with a '+' icon.
- Journal:** A text input field.
- Version Issue page:** A text input field.
- Web link:** A text input field.
- Health related research:** A dropdown menu with 'YES' selected.
- UAE Population used?:** A dropdown menu with 'YES' selected.
- Abstract:** A text input field.
- Attachments:** A section with a list of supported file types: PDF, Other Supporting Documents, and a 'Select Attachment Type' dropdown.
- File Upload:** A 'Choose File' button and an 'Upload' button.
- File Type:** A text input field with a note: 'File Type Should be *.jpg,*.png,*.pdf,*.jpeg,*.doc,*.docx,*.xls,*.xlsx,*.pptx,*.docx'.
- Attachments Comment:** A large text area.
- Buttons:** 'Save as Draft', 'Submit', and 'Cancel' buttons.

At the bottom of the page, there is a footer with links for Staff Email, Customer Happiness Charter, Archive, FAQ, Sitemap, Contact Us, Privacy Policy, Terms and Conditions, Accessibility Policy, Disclaimer, RSS, Abbreviations, and Digital Security. A user profile icon is visible in the bottom right corner.

Notes

- The request may be approved or rejected.
- You will receive email notifications via SMS regarding the request completion, and rejection or acceptance of therequest.
- The request will be processed in 5 working days. If the request is complex, you will receive an email notification that the request will take more time than expected.