SERVICE NAME / ISSUE OF A HEALTH CARD

DEPARTMENT NAME
Primary Healthcare Department

SECTOR NAME
Health Centers and Clinics

SERVICE DESCRIPTION
This service enables patients to apply for a Health Card, which entitles the owner to receive health and treatment services at MOHAP health facilities.

SERVICE CHANNELS
- Website

- Typing Centers

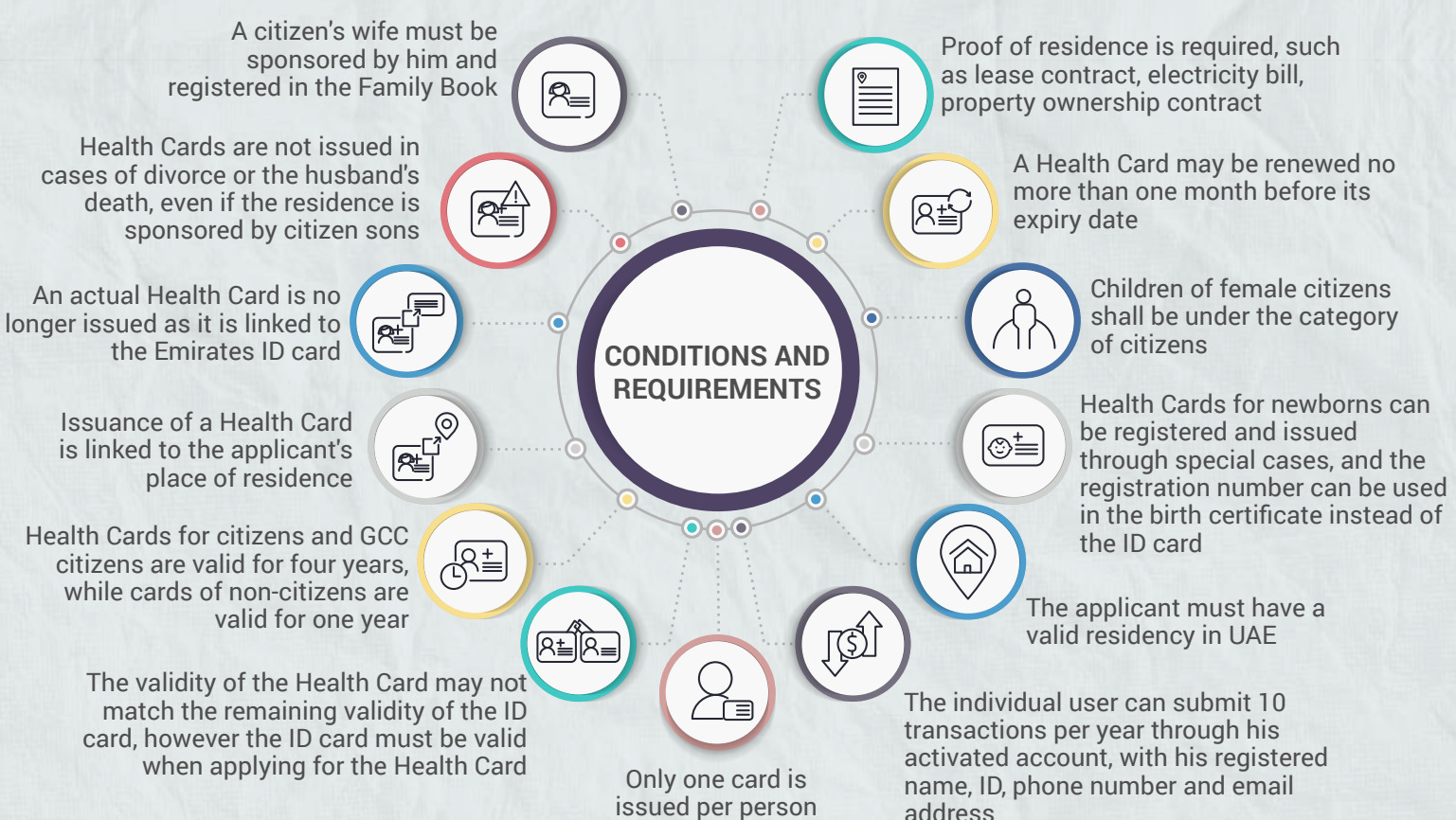- Service Provision Centers

SERVICE FEES

For UAE citizens, GCC citizens and diplomats:

- Age group (0-10 years): AED25

- Age group (11-18 years): AED50

- Age group (18 years and older): AED100

Expatriates of all age groups:

- AED500

- Payment by e-Dirham card: an additional AED3 will be charged

- Payment by other cards (such as Visa or Mastercard): fees vary as per bank fees
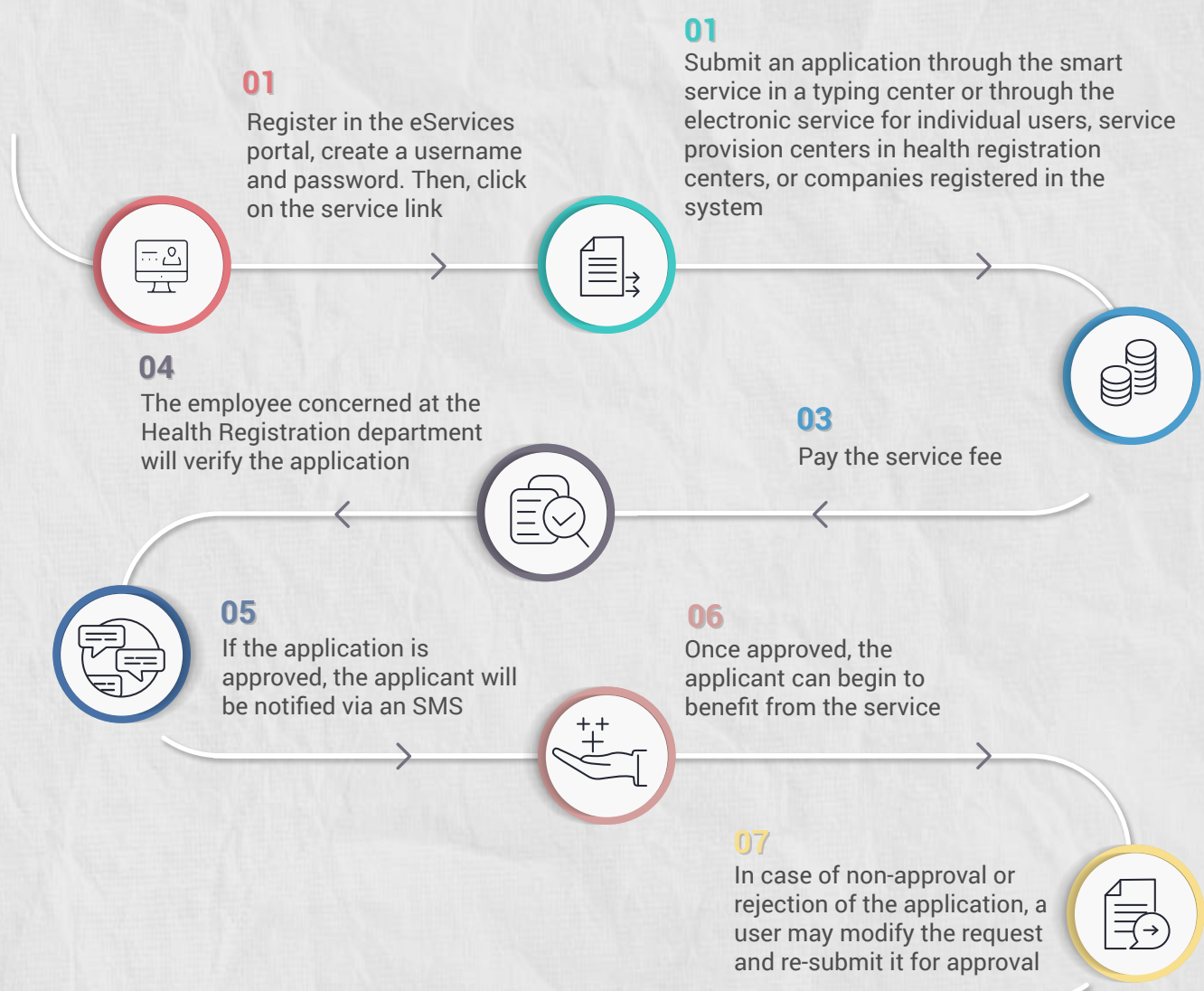
CONDITIONS AND REQUIREMENTS

A citizen's wife must be sponsored by him and registered in the Family Book

Health Cards are not issued in cases of divorce or the husband's death, even if the residence is sponsored by citizen sons

An actual Health Card is no longer issued as it is linked to the Emirates ID card

Issuance of a Health Card is linked to the applicant's place of residence

Health Cards for citizens and GCC citizens are valid for four years, while cards of non-citizens are valid for one year

The validity of the Health Card may not match the remaining validity of the ID card, however the ID card must be valid when applying for the Health Card

Only one card is issued per person

Proof of residence is required, such as lease contract, electricity bill, property ownership contract

A Health Card may be renewed no more than one month before its expiry date

Children of female citizens shall be under the category of citizens

Health Cards for newborns can be registered and issued through special cases, and the registration number can be used in the birth certificate instead of the ID card

The applicant must have a valid residency in UAE

The individual user can submit 10 transactions per year through his activated account, with his registered name, ID, phone number and email address

REQUIRED DOCUMENTS

01 A recent passport-type photo with white background

02 A copy of valid passport (first page and second page)

03 A copy of ID card (both sides) or ID application form

04 Citizens: a copy of the Family Book

05 Expatriates: a copy of valid residence or visa, in case of first-time entry

06 Diplomats: a copy of diplomatic passport, a copy of the yellow card issued by the Ministry of Foreign Affairs, and written proof of diplomatic employment issued by the consulate

07 Other attachments (including lease contract, birth certificate, marriage contract, etc.)

SERVICE STEPS

01 Register in the eServices portal, create a username and password. Then, click on the service link

01 Submit an application through the smart service in a typing center or through the electronic service for individual users, service provision centers in health registration centers, or companies registered in the system

04 The employee concerned at the Health Registration department will verify the application

03 Pay the service fee

05 If the application is approved, the applicant will be notified via an SMS

06 Once approved, the applicant can begin to benefit from the service

07 In case of non-approval or rejection of the application, a user may modify the request and re-submit it for approval

SERVICE LOCATIONS

1. **Dubai**:
   - Preventive Medicine, Hor Al Anz Health Center, Muhsina Health Center, Al Ittihad Health Center

2. **Sharjah**:
   - Al Qasimi Hospital, Kuwait Hospital, Al Dhaid Hospital, Khorfakkan Hospital, Al Ghubaiba Preventive Medicine Center, Preventive Medicine Center in Khorfakkan, Kalba Health Complex, Al Qarayen Health Center, Khalidiya Health Center

3. **Ajman**:
   - City Medical Center, Mushairef Medical Center, Preventive Medicine Center

4. **Umm Al Quwain**:
   - Umm Al Quwain Hospital

5. **Ras Al Khaimah**:
   - Saqr Hospital, Obaidullah Hospital, Ras Al Khaimah Medical Zone

6. **Fujairah**:
   - Fujairah Hospital, Dibba Hospital, Masafi Hospital