

Medical Licensing

End User Manual

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2. Executive Summary

This Document is developed by MOHAP IT Department, Dubai.

MOHAP IT Department Located in Dubai intends to automate and document the business requirements,

processes and activities done by the MOHAP departments.

Licensing Systems has been developed by IT Department in order to enhance the performance and facilitate its usage with the added new features.

MOHAP IT Department has a strong and long experience in eservices development.

Medical Licensing service is MOHAP service through which establishments can get assorted subservices related to licensing, these services should be passed through one or more of processes or applications until it is completed.

Below is the summary of the medical Licensing sub services and processes or applications required for each subservice:

No.	Licensing Sub Service	Establishment Processes	Staff Processes	Notes
1	New License	Est. Initial Inspection	Initial Approval	
	i.e. First time License	Est. Initial Approval	Final Approval	
		Add Staff Processes		
		Est. Final Inspection		
		Est. Final Approval		
2	Renewal	Renewal	Renewal	
	i.e. Applicable 2 months			
	before expiry and less			
	than 6 months after expiry			
3	Cancellation	Cancellation	Cancellation	
4	Reregistration	Est. Cancelation for	Initial Approval	
	i.e. Reregistration of	reregistration	Final Approval	
	cancelled license or	Est. Initial Inspection		
	expired more than six	Est. Initial Approval		
	months	Est. Final Inspection		
		Est. Final Approval		
5	Transfer	N/A	Transfer of staff to	
			other Establishment	
			1. Initial Approval	
			2. Final Approval	
6	Title Change	N/A	Change Title of the	
			Staff	
			1. Change Title	

No.	Licensing Sub Service	Establishment Processes	Staff Processes	Notes
7	Name Change	Change name of the	N/A	
		establishment		
		1. Name Change		
8	Location Change	Est. Initial Inspection	N/A	
		Est. Initial Approval		
		Est. Final Inspection		
		Est. Final Approval		
9	Type Change	Est. Cancelation for Type	N/A	
		Change		
		Est. Initial Inspection		
		Est. Initial Approval		
		Est. Final Inspection		
		Est. Final Approval		
10	Owner Change	Est. Cancelation for Owner	N/A	
		Change		
		Est. Initial Approval		
		Est. Final Approval		
11	Add Partner	Add local partner to the license	N/A	
		of the establishment		
		Add Partner		
12	Add Medical Director			
13	Modify As Medical Director			
14	Add / Modify Specialty	Add / Modify Specialty	N/A	Add,
				Remove
				specialty
15	Add Extension	Change in establishment area	N/A	Phase II
	Will be done manually	or design		
		1. Add Extension		

Each Process in general has the below steps

Process output:

Application approval, rejection, letter – Notification - or MOHAP License.

Process Pre Requisite:

Process Requirements and Rules

Process workflow:

This process requires the below steps to do

- 1. Start / Initialize the Process / Application
- 2. Select the process, Click Start Process → new application created with status 'Not Submitted'

3 Add the attachments - documents - required for the process

- 4. Submit the Application \rightarrow Status of the application becomes 'Submitted' or 'Payment Requested'...etc.
- 6. Pay the fees if Payment Requested and print the receipt during payment if you want to print it.
- 7. Check Application Status: Approved or Rejected
- 8. Resubmit: the Application if the Application status is 'Rejected' after providing the requirements
- 9. Get the process output if the Application status is 'Approved'
- 10. Start the next process required to until the service processes completed -if applicable-.

Hint: the processes required for every licensing sub service in above table.

3. Copyright and Confidentiality

This Document is Created by MOHAP with the understanding that the technical design and Information contained herein in this document shall not be disclosed to any unrelated person or authority that is not eligible for MOHAP online services.

4. Document management & Version Control

4.1 Document Version Control

Document Title:	Medical Licensing User Manual For Applicants English Version 1.1
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Client:	MOHAP –licensing Department
Mission:	Medical licensing e-service user manual
Issued By:	Tarek Gamal Eldin
Issue Date:	25/02/2019

Version	Date	Author	Revision Notes
1.0	25/02/2019	Tarek Gamal	Created the document using the link http://srvcstgapp2.moh.ae/sc/Sec/Pages/ Login.aspx
1.1	26/02/2019		

4.2 Definitions & Abbreviations

Item	Description
МОНАР	Ministry of Health and Prevention, United Arab Emirates, MOHAP is the Service Provider
MOF	Ministry of Finance
Establishment	Medical Facility (e.g. Hospital, Medical Center, General Clinic, etc.)
Staff	Technical Staff who require license from MOHAP to work in Medical or Pharmaceutical Establishment (e.g. Doctor, Dentist, Pharmacist, Assistant Pharmacist etc.)
Corporate	User Category Specified while creating user account to allow user to request for establishment services as Licensing of Establishment and its technical staff Sick leave attestation Medical Advertising
Individual	User Category Specified while creating user account to allow user to request for individuals standalone services as: Evaluation Good Standing
Service	Online service provided by MOHAP to Corporates as licensing and individuals as
Sub Service	One or set of process to do to obtain certain target sub services provided under the service as Licensing service has sub services as New License for Establishment, New license for Staff, License Renewal, etc.; Each sub service may require one or more process to start and finish obtaining final target.
Process	Process is set of activities and steps with start and end you have to do to complete the process as New license for Establishment may require the below process to get the license at the end Initial inspection process Initial Approval process Adding Staff Sub service Final Inspection process Final Approval process

Item	Description
Originator	The Applicant who is eligible to initiate, request or apply for the service
Inspector	MOHAP user who set appointment for inspection of establishments and enter inspection result
Coordinator	MOHAP Medical District user who reviews the application and accepts or refuses it
Auditor	MOHAP head office user who reviews the application and approve or reject it

5. Business & System Overview

The licensing e-Service is a set of sub eservices provided by MOHAP and used by both medical facilities to obtain licensing services for Facilities / Establishments and the Technical Staff working for the them e.g. Facility / Establishment or staff New License, license Renewal, license cancellation, license re-registration, license transfer...etc..

5.1 Document Purpose & Objective

The purpose of this document is to show the applicants how to use the system of licensing eservices.

5.2 Scope of Work

5.2.1 Medical Facilities

Medical Facilities that require MOHAP License, which are:

Government, Private, Semi Government as

Hospital, One Day Hospital, Medical Center, Diagnosis Center, Rehabitation Center, General Clinic, General Dental Clinic, Speciality Dental Clinic, School Clininc, Specialty Clinic, Pharmacy, etc.

Technical Staff working for the mentioned establishments e.g. Physicians, Dentists, Nurses, etc.;

5.2.2 Eligible Users

Only establishments that requires MOHAP license are authorized to access this service to apply for licensing services of the establishment and staff

MOHAP users authorized to access this service to review or process the service requests are call center, customer hapiness offices, Licensing Department, IT Support and IT Admin.

5.3 Business Entities and Attributes

S. No.	Name	Brief Description	Responsibilit y	Attributes
1	User Sign Up Form	User Login or Sign up a	Establishment	Refer to user
		information		document
2	User Login Form	User Login	MOHAP,	Explained in user roles
			Establishment	section
3	Establishment and	Enter Establishment	Establishment	Refer to licensing Entry
	Staff licensing Details	,owner, partners, staff		Details and processes
	Entry, attachments	details, attach, start and		
	and submission Form	submit the application		
4	Payment of fees Form	On Click on pay button	Establishment	Refer to payment part
		Application Navigates to		
		payment gateway common		
		page		
5	Acknowledge	Update payment status	MOF	payment status
	Receiving the paid fees			updated to
				(Incomplete, In
				Process, successful or
				Failed)
6	Search Applications for	list Applications and	Establishment	Establishment or staff
	the establishment or	licenses, view status,	, MOHAP	information
	staff	details, take actions and		
		Run Reports		
7	Verification and inquiry	Public page on MOHAP	Any, e.g. the	Refer to license
	of licensing Certificate	web site to verify the	Establishment	Verification process
		license and Print it	, Staff,	
			MOHAP	

MOHAP, Establishment, MOF

5.4 User Roles and Definitions

S. No.	Role	Description	Functions
1	End User	The Originator or Applicant	 Create User Account and obtain online license through licensing e-service. Login to System. Select the Service. Start the Application for the requested service By Filling Required Information. Attach Required Documents.

S. No.	Role	Description	Functions
			 Submit Application by button Click. Pay Service Fees and Print the Receipt. View Applications List, Status and Details. Print the Certificate. The Service Access Rules Applied according to the Establishment category, District, and License Status. Respond to Application Status when Changed by
			MOHAP User these Application Statuses may be.
			 Rejected: Read the message from MOHAP, Rectify the Application and Submit again if Allowed. Payment Requested: Pay the Requested Fees Online. Initial Approval – Approved: Start Adding Staff or Start Final Approval Application for Staff or Establishment. Final Approval – Approved: Print License Online. Print Letters/Notifications during the service cycle e.g. Initial Approval notification or letter to economic
			 department. ✓ Create case or incident when face any issue with the system to be viewed and managed by Admin and Support team.

6. Start using the service

To Access any MOHAP eService follow the below few steps

- 1. Go to the official website of the Ministry of Health & Prevention http://www.mohap.gov.ae.
- 2. Click on E-Services.
- 3. Click on Required Service Icon.
- 4. The below screen appears
- 5. If you have username account enter user name, Password and click login button.
- 6. If you don't have username account click the link 'Create New Account'

		Log in with	SmartPass		
	SmartPass is y	our Single Credential to A	Access UAE Goven	ment Services	
		OR			
	User Name Password				
				Login	
Windows Create Ne Forgot Pa Forgot Us	User Login ew Account assword er Name				

7. Create new account

Click new account in the login page

User Name Password	
Windows User Login Create New Account Forgot Password Forgot User Name	Login

7.1 Fill the User sign up information

System navigates to 'Sign up' page

Login Information			
User Name *			
User Group *	Select	~	
Email *			
Password *			
Verify Password *			
User Information			
First Name *			
Middle Name			
Last Name *			
Cell Number			
Address *			
Country *	Select	~	
City	Solort		
0.13 0.13	Select	•	
Area	Select	~	
Identity *	Select	~	
Attachment	Browse No file selected.		
Two Factor Authentication	🕦 🕕 If you need to have additional sect	irity at login, than enable this	opt
Word Verification: *	MEY		

Notes: the Establishment location map information as Map URL, Longitude, and Latitude can be obtained through Google map by search for the location of your establishment

Map URL: is the URL of the browser which showing the location

Longitude, Latitude are the coordinates of the location to get them click mouse right button on the location indicator – the red balloon-, select 'what is here' from the shortcut menu then the values will be displayed at the bottom of the page.

7.2 Two Factor Authentication

1.1 Optional authentic	if you want more security yo ation information.	u will be asked to enter additiona
Two Factor Authentica	ition	
If you need to have ad	lditional security at login, then enable	this option
Method *		•
	Cell	
	E	
Word Verification	Email	

7.3 Enter Word Verification and Click Register



7.4 Activate your Account

a. System navigates to new page which show green box on top with the message 'The user created page and an email is sent to your email for activation of the account'

UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION
Signup
Registration completed successfully. An Email has been sent with the required information

- b. Open your email, find the message from MOHAP, open it, click on the activation link from that email, then system will activate your account.
- c. Login to the system using your user name and password.

8. Login

Login to system	
User Name	tarekmed
Password	••••••
	Login
Windows User Login	
Forgot Password	
Forgot User Name	

9. New License for Establishment

New License of Establishment is a subservice of licensing service through which new establishment can be licensed from MOHAP if it comply with MOHAP rules and requirements

New License should be passed through four processes or applications and Add Staff Processes to obtain the new license for the establishment at the end

The New license Processes or applications are:

- 1. Est. Initial Inspection
- 2. Est. Initial Approval
- 3. Add Staff Processes
- 4. Est. Final Inspection
 - 5. Est. Final Approval

9.1 Est. Initial Inspection Process

Process output:

Initial Inspection Result Passed or Failed.

Process Pre Requisite:

Required documents

Process workflow:

This process requires the below steps to do submission

1. Start / Initialize the Process / Application

<u>Enter Establishment details</u>, Select Specialties; Select the process, Click Start Process \rightarrow new application is created with status 'Not Submitted'

2. Enter Owner Details, Enter Owner Identity, Upload Identity, save owner details

Optionally Enter Local Partners Details, identities– Optional if applicable

- 3. Add establishment attachments documents required for the process
- 4. Submit the Application → Status of the application becomes 'Submitted'
- 5. Resubmit: the Application if the Application status is 'Rejected'
- 6. Check for Assigned Inspection Date and receive the inspector on the specified time
- 7. <u>Check for Inspection Result</u>: Missed/Fail/Pass → Resubmit: the Application in case of rejection by MOHAP

8. Start the next process: 'Est. Initial Approval' in case of Approval.

See the executive summary to know the processes sequence for each service

Hint: Keep watching the application status through work space page and keep responding to MOHAP actions and notifications until the Application is approved to start the next process 'Est. Initial Approval'.

9.1.1 Establishment Details - Start / Initialize the Process

4 Est Datailes Otaut distinit		t Initial Incorpotion Decomposition
Application		st. Initial inspection Process
nter Establishment details, Sel	ect Specialties; Select the proc	ess, Click "Register" Button → new
onlication croated with status (Not Submitted'	
	Not Subinitied	
1.1 Register the Establishmer	it	
UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION		🕒 Tarek Othman 🌐 عربی 🖘 🔹 🕞 Logout
Establishment Registration		
g		
Establishment Desistantian		
Establishment Registration		
Establishment Name (English) *	Establishment Name (Arabic) *	Category *
Tarek Medical Center1	مركز طارق الطبي	Medical Center
Email *	Emirate *	Medical District *
tarekgamal@hotmail.com	Sharjah	∽ Sharjah
		Register
Staff Email Customer Happiness Charter	Archive [FAQ Sitemap Contact Us Privacy Policy RSS Abbreviations	Terms and Conditions Accessibility Policy Disclaimer
Copyright © 2019.	All rights reserved. Ministry of Health & Prevent	ion. United Arab Emirates

	ls: Start	/ Initialize the Pro	ocess /	Est.	Initial Insp	ection Process	
UNITED ARAB E MINISTRY OF H	EMIRATES EALTH & PR	Success Establishment registered the application	I. Please fill require	ed details before su	× bmitting	🔂 🗲 🗢 (اله عربی	Logout
ESTABLISHMENT	T DETAILS	ESTABLISHMENT	WORKSPACE	STAFF WORKS	PACE VISIT	STAFF WORKSPACE	
stabiisiiment De	etans						
Latest Applicatio Application	n Details Reques	t Type	Current Statu	s	Payment D	ue Submit Date	
Number	New Li	cense - Initial Inspectic	Not submitte	d	AED 0	.00 23-02-2019	
Establishment Na	me En *		Es	tablishment Nam	e Ar *		- 11
Tarek Medical Ce	nter1			مركز طارق الطبي			
Tarek Medical Ce	enter1	Category *	Er	مركن طارق الطبي nirate *		Medical District *	
Establishment Typ Private	enter1	Category * Medical Center	Er	مرکز طارق الطبي nirate * Sharjah	~	Medical District * Sharjah	

ablishment Type * Ca	tegory *		
rivate 🗸	Medical Center	⊟ Specialties E Specialties	
vate	Select	51 to 100 beds Accident & Em	nergency
mi Government Ho	ospital	Less than 50 beds Acupuncture	······································
vernment [edical Center	More than 100 beds Ambulance Anaesthesia	
Di	agnosis Center	Hospitals Andrology	of hore
S	pecialty Clinic	Audiology	
S	pecialty Dental Clinic eneral Clinic	Aviation Media Avurveda	tine
G	eneral Dental Clinic	Ayurveda Mas	sage Therapist
		Biochemistry	
Establishment Details			
Basic Information	ner Details 👘 🧐 Partner Informatior	n 📑 Establishment Documents 📑 I	Payments 📑 Notifications
Establishment Name En *		Establishment Name Ar *	
Tarek Medical Center1		مركز طارق الطبي	
Establishment Type *	Category *	Emirate *	Medical District *
Private	V Medical Center	✓ Sharjah ✓	Sharjah
Email *	Website	Telephone *	Fax
tarekgamal@hotmail.com			ł
Building No.	Building Name	Contact Name (Person 1) *	Contact Number (Person
_			•
Street *	Area * PO Box *		
		Contact Name (Person 2)	Contact Number (Person



Establishment Location

Notes: the Establishment location map information as Map URL, Longitude, and Latitude can be obtained through Google map by search for the location of your establishment Map URL: is the URL of the browser which showing the location

Longitude, Latitude are the coordinates of the location to get them click mouse right button on the location indicator – the red balloon-, select 'what is here' from the shortcut menu then the values will be displayed at the bottom of the page.



9.1.2 Owner Details

2 Owner De 2.1 Click of 2.2 Enter 7 2.3 Push t 2.4 Push t 2.5 Push 6 2.6 Repea	 2.1 Click on 'Owners' Tab, System Navigates to Owners Page. 2.2 Enter the owner details. 2.3 Push the "Select" button to select the owner photo, then upload icon to upload it. 2.4 Push the "Save" button to save the owner details. 2.5 Push "Add Documents" to add the Identities of the owner 2.6 Repeat "Add Documents" to add all the Identities of the owner 							
Establishment Det	ails							
Basic Information	Legendre Contraction Contraction	🕸 Partner Informati	on Establishment Documents	🖥 Payments 🛛 🖹 Notifications				
	First Name (Eng	lish) *	Middle Name (English) *	Last Name (English) *				
	First Name (Ara	pic) *	First Name (Arabic) *	Last Name (Arabic) *				
Seler 🗘	Gender *	~	Emirate *	Mobile *				
				Save				

_	Owner details saved					
Basic Information	Owner Details	ner Information	Establishment Docume	nts 📓 Payn	nents 📑 Notification	IS
	First Name (English) *	M	iddle Name (English) *	Last	t Name (English) *	
	Tarek		Gamal Eldin	ot	hman	
- and a	First Name (Arabic) *	Fi	rst Name (Arabic) *	Last	t Name (Arabic) *	
T	خارق		جمال الدين	ىان	úc	
Sele 主	Gender*	En	nirate *	Mot	pile *	
	Male	~	Sharjah	~ 50	4822082	*
Instructions:					/ Update Owner I	Details
Instructions: • All identitie	s are mandatory. Please attach al	II identites befo	re submitting the application		Add Doct	uments
Instructions: • All identitie No identities to disp	s are mandatory. Please attach al play	II identites befo	re submitting the application		Add Docu	uments
Instructions: • All identitie No identities to display the second seco	s are mandatory. Please attach al play Identity Numbe	II identites befo	re submitting the application		Add Doct	uments
Instructions: • All identitie No identities to disp dentity Type * Emirates ID	s are mandatory. Please attach al play Identity Numbe	II identites befo er * 34567-1	re submitting the application	8	Add Doct Expiry Date 02/21/2021	uments
Instructions: • All identitie No identities to disp dentity Type * Emirates ID pload Document	s are mandatory. Please attach al play Identity Numbe	II identites befo er * 34567-1	re submitting the application Issue Date * 02/22/2019	8	Add Doct Expiry Date 02/21/2021	uments
Instructions: • All identitie No identities to disp dentity Type * Emirates ID pload Document • Tarek_photo3.jpg	s are mandatory. Please attach al play Videntity Numbe 123-1234-123 Remove	II identites befo er * 34567-1	re submitting the application Issue Date * 02/22/2019	0	Add Doct Expiry Date 02/21/2021	uments

2 Owner Deta		E CARACTER E	st. Initial Inspecti	on Proces	SS
Instructions: • All identities are	Success Owner Identity uploaded e mandatory. Please attach all identites	before submitting the applicatio	n		×
			(Add Docu	ments
Identity Type	Identity Number	Issued Date	Expiry Date	View	Delet
Emirates ID	123-1234-1234567-1	22-02-2019	21-02-2021	0	Ť
	Owner Identity uploaded		×		
Instructions: • All identities are	Success Owner Identity uploaded e mandatory. Please attach all identites	before submitting the applicatio	n		×
Instructions: • All identities are	Success Owner Identity uploaded e mandatory. Please attach all identites	before submitting the applicatio	n	Add Docu	ments
Instructions: • All identities are	Success Owner Identity uploaded e mandatory. Please attach all identites	before submitting the applicatio	n Expiry Date	Add Docu View	ments
Instructions: • All identities are Identity Type Emirates ID	Success Owner Identity uploaded e mandatory. Please attach all identites Identity Number 123-1234-1234567-1	before submitting the application	n Expiry Date 21-02-2021	Add Docu View	ments Dele
Instructions: • All identities are Identity Type Emirates ID Passport	Success Owner Identity uploaded e mandatory. Please attach all identites Identity Number 123-1234-1234567-1 A1291345	before submitting the application	n Expiry Date 21-02-2021 14-10-2025	Add Docu View @	ments Dele

9.1.3 Partner Information - Optional

3 Partner De 3.1 Click o 3.2 Enter t 3.3 Push tt 3.4 Push tt 3.5 Push ", 3.6 Repeat	etails – if Exist n 'Partner' Tab, Syste he Partner details. he "Select" button to so a "Save" button to so Add Documents" to a "Add Documents" to	m Navigates select the Pa ave the Partr dd the Ident add all the I	Est. In a to Owners Page. Artner photo, then uple her details. ities of the Partner dentities of the Partner	nitial Inspe oad icon to er	o upload it.
Basic Information	Sowner Details	ner Information	Establishment Documents	💾 Paymen	ts 🚦 Notifications
	First Name (English)	Mid	idle Name (English)	La <mark>st</mark> Na	ame (English)
	First Name (Arabic)	Mic	Idle Name (Arabic)	Last Na	nme (Arabic)
Sele 🕹	Gender Select ~	Nationality	Email		Mobile
No records to display	1				Sav

ent Document tablishment nts Page. ne "Document ent' button -> ents list' at the owner Details	nts - Attachme Documents T Int Type", pusl the documen ae page.	ents Est. In Tab → Syste n "select" k t uploaded ion Establis tach all required	hitial Inspect em Navigat outton to se and added	ction Proces tes to the Est elect the doo to the section to the section Payments	ss tablishment cument, push ' ion 'Establishn s Notifications	Sav nent
tablishment nts Page. ne "Documer ent' button → ents list' at th owner Details	Documents T Int Type", push the documen ae page.	Tab → Syste n "select" k t uploaded ion Establis tach all required	em Navigat outton to se and added shment Documer	elect the doc to the sections to the sections Payments	tablishment cument, push ' ion 'Establishn s Notifications	Sav neni
owner Details followed by * are n ∵ .jpg, .png, .jpeg	Reference informat	tach all required	hment Documer	Payments	s Notifications	×
owner Details followed by * are n ∵ .jpgpng, .jpeg	Partner Informat nandatory. Please at	tach all required	shment Documer	Payments	s Notifications	×
followed by * are n :: .jpg, .png, .jpeg	nandatory. Please at	tach all required	documents befo	ore submitting the	application	×
					Add Docume	ents
Owner Details	🕲 Partner Informat	on 🖡 Establis	hment Documer	nts 🖺 Payments	s 📑 Notifications	
		Upload	I Document			
		 ✓ Selet 	ect			
صلة المنتسَّة - (ak Plan) : طلب المؤسسة - Letter ن يهمه الأمن - concern صر	د رسالة رسالة إلى مر			Save	e Document Car	icel
	Owner Details ملة المنتدة - Letter - ملي المزيسة oncern - يهمه الأمر	Owner Details المتله Partner Informati ak Plan) - ملة المتله Letter - رسلة طلب المؤسسة oncern - رسلة إلى من يهمه الأمر	Owner Details المتله Partner Information Establis Upload v Sete ak Plan) - ملة المتله - etter - رسالة إلى من يهمه الأمر - oncern - رسالة إلى من يهمه الأمر -	Owner Details المتله Partner Information Establishment Document Upload Document v Select ak Plan) - ملة المتله من يهمه الأمر - Select oncern - رسلة إلى من يهمه الأمر - م	Owner Details المنتقلة المنتقلة المنتقلة المنتقلة (سالة إلى من يهمه الأمر - Select عملة المنتقلة من يهمه الأمر - Save oncern - رسالة إلى من يهمه الأمر - Save	Owner Details Partner Information Establishment Documents Payments Notifications Upload Document Add Docume Upload Document Add Document Cart Add Document Cart C

Establishment Details						
Basic Information 💄 Owner Details 🤹	Partner Information	Establishment De	ocuments	Payments	Notification	S
Instructions: • Document Types followed by * are man- • Allowed file types : .jpg, .png, .jpeg	datory. Please attach a	all required documer	nts before sub	mitting the a	pplication	×
					Add Docu	uments
Document Type	Docum	nent Type	Uplo	ad Date	Add Docu View	uments Delet
Document Type Establishment Plan (Croak Plan)	Docum ملة المنشأة	nent Type	Uplo 23-0:	ad Date 2-2019	Add Doct	uments Delet
Document Type Establishment Plan (Croak Plan) Establishment Request Letter	Docum طة المنتياة ب المؤسسة	nent Type خ رسالة طلب	Uplo 23-0: 23-0:	ad Date 2-2019 2-2019	Add Doct	Delet
Document Type Establishment Plan (Croak Plan) Establishment Request Letter Letter to Whom it May Concern	ملة المنتبأة ب المؤسسة يهمه الأمر.	nent Type خ رسالة طلي رسالة إلى من ي	Uplo 23-0: 23-0: 23-0:	ad Date 2-2019 2-2019 2-2019	Add Doct	Delet
Document Type Establishment Plan (Croak Plan) Establishment Request Letter Letter to Whom it May Concern Location Photos	للة المنتبأة بالمؤسسة يهمه الأمر ور الموقع	العملية المعالية الى من ال	Uplo 23-0: 23-0: 23-0: 23-0: 23-0:	ad Date 2-2019 2-2019 2-2019 2-2019	Add Docu View @ @	Delet

9.1.5 Submit the Application

the "Establishment W (space Page.) the "Submit Request" "Application Log" sect the Action date & time	orkspace" Tab, Sy ' Button. ion under "Establi and the Action as	/stem Navigate: shment Details "Submit".	s to the " TAB v	Establishment
T DETAILS ESTABLISHMEN	NT WORKSPACE STA	FF WORKSPACE	VISIT ST	AFF WORKSPACE
Vorkspace				
Est. Name En	Est. Name Ar	Est. Category		Medical District
Tarek Medical Center1	مركز طارق الطبي	Medical Center -	کن طبی	الشارقة - Sharjah
License no.	Issue Date	Expiry Date		License Status
یں - License not issued	س - License not issued	License not issue	س - ed	- License not issued
on Details				
Request Type	Current Status	Payme	ent Due	Submit Date
New License - Initial Inspection	Not submitted	AED	0.00	23-02-2019
	the "Establishment W space Page. the "Submit Request" 'Application Log" sect the Action date & time T DETAILS ESTABLISHMEN Vorkspace Est. Name En Tarek Medical Center1 License no. License no. License not Issued on Details Request Type New License - Initial Inspection	the "Establishment Workspace" Tab, Sy space Page. the "Submit Request" Button. 'Application Log" section under "Establi the Action date & time and the Action as T DETAILS ESTABLISHMENT WORKSPACE STA Vorkspace Est. Name En Tarek Medical Center1 License no. License no. License not issued - ب Current Status New License - Initial Inspectic Not submitted	the "Establishment Workspace" Tab, System Navigates space Page. the "Submit Request" Button. 'Application Log" section under "Establishment Details" the Action date & time and the Action as "Submit". T DETAILS ESTABLISHMENT WORKSPACE STAFF WORKSPACE Vorkspace Est. Name En Tarek Medical Center1 License no. License no. License not issued License not issued License not issued License not issued License not issued	the "Establishment Workspace" Tab, System Navigates to the space Page. the "Submit Request" Button. 'Application Log" section under "Establishment Details" TAB with Action date & time and the Action as "Submit". T DETAILS ESTABLISHMENT WORKSPACE STAFF WORKSPACE VISIT ST Vorkspace Est. Name En Est. Name Ar Est. Category Medical Center VISIT ST Vorkspace License no. License not issued - ب Issue Date License not issued - ب License not issued - ب Expiry Date License not issued - ب On Details Request Type Current Status Payment Due New License - Initial Inspectic Not submitted Action Action Action Content of the submitted Action Action Action Content of the submitted Action Act

	on Est. Initial Inspection Process	
Staff Statistics		
Number of licensed doctors Number of licensed	0 Number of application under process fo 0 Doctors	r O
Technicians Number of licensed Visiting	Number of application under process fo Technicians	r O
Doctors from Inside UAE	Number of application under process fo Visiting Doctors from Inside UAE	r O
Doctors from Outside UAE	Number of application under process fo Visiting Doctors from Outside UAE	r O
Service Doctors	Number of application under process fo Hospital Service Doctors	r O
Establishment Application Messag	es	
Establishment Application Messag	es	
Establishment Application Messag o messages to display	es	
Establishment Application Messag o messages to display Initiate New Request	es	
Establishment Application Messag o messages to display Initiate New Request quest Type: lew License - Initial Inspection	es	
Establishment Application Messag o messages to display Initiate New Request quest Type: lew License - Initial Inspection	es	
Establishment Application Messag o messages to display Initiate New Request quest Type: ew License - Initial Inspection	es	Submit Reques
Establishment Application Messag o messages to display Initiate New Request quest Type: ew License - Initial Inspection	es your request? Please note that you will be unable to modify your application aft	Submit Requester submission.

UNITED ARA MINISTRY O	AB EMIRATES FHEALTH & PR Establishment app	lication submitted successful	×.	عربى 📣 🖨 🗕 🔂 ا
ESTABLISHME	ENT DETAILS	ENT WORKSPACE	FF WORKSPACE VISIT	STAFF WORKSPACE
establishment	Workspace			
	Est. Name En	Est. Name Ar	Est. Category	Medical District
-	Tarek Medical Center1	مركز طارق الطبى	کز طبی - Medical Center	الشارقة - Sharjah
	License no. License not issued - بن -	Issue Date License not issued - بن -	Expiry Date License not issued - ب	License Status
😑 Latest Applica	ation Details			
Application	Request Type	Current Status	Payment Due	e Submit Date
Number				
STABLISHMEI	New License - Initial Inspe NT DETAILS ESTABLISHME Details	Ctic Awaiting Auditor A	AED 0.0	TAFF WORKSPACE
Number 37688 ESTABLISHMEI stablishment	New License - Initial Inspe NT DETAILS ESTABLISHME Details	Ctic Awaiting Auditor A	AED 0.0	0 23-02-2019
Number 37688 ESTABLISHMEI stablishment	New License - Initial Inspe NT DETAILS ESTABLISHME Details tion Details Request Type	ctic Awaiting Auditor A	AED 0.0	0 23-02-2019
Number 37688 ESTABLISHMEI stablishment atablishment a	New License - Initial Inspe NT DETAILS ESTABLISHME Details tion Details Request Type New License - Initial Inspec	ctic Awaiting Auditor A ENT WORKSPACE STA Current Status tic Awaiting Auditor A	AED 0.0 FF WORKSPACE VISIT S Payment Due AED 0.00	0 23-02-2019 TAFF WORKSPACE Submit Date 23-02-2019
STABLISHMEI	New License - Initial Inspe NT DETAILS ESTABLISHME Details tion Details Request Type New License - Initial Inspec Details Details Metails	ctic Awaiting Auditor A ENT WORKSPACE STA Current Status tic Awaiting Auditor Ap ner Information Establist	AED 0.0 FF WORKSPACE VISIT S Payment Due AED 0.00 AED 0.00 ament Documents Payment	TAFF WORKSPACE
STABLISHMEI	New License - Initial Inspe NT DETAILS ESTABLISHME Details tion Details Request Type New License - Initial Inspec Details on Over Details Part Jame En *	ctic Awaiting Auditor A ENT WORKSPACE STA Current Status tic Awaiting Auditor Ag ner Information Establish	AED 0.0 FF WORKSPACE VISIT S Payment Due pproval AED 0.00 mment Documents Payment shment Name Ar *	ts Notifications
Number 37688 ESTABLISHMEI stablishment I Latest Applicat pplication lumber 37688 Establishment I Establishment IN Tarek Medical C	New License - Initial Inspe NT DETAILS ESTABLISHME Details Tion Details Request Type New License - Initial Inspec Details on A Owner Details Part Iame En * Center1	ctic Awaiting Auditor A ENT WORKSPACE STA Current Status tic Awaiting Auditor A ner Information Establish Establish ن النيني	AED 0.0 FF WORKSPACE VISIT S Payment Due oproval AED 0.00 AED 0.00 AED 0.00 AED 0.00 AED 0.00	a 23-02-2019
Number 37688 ESTABLISHMEI stablishment I Latest Applical pplication lumber 37688 Establishment I Tarek Medical C Establishment T	New License - Initial Inspe NT DETAILS ESTABLISHME Details Tequest Type New License - Initial Inspec Details on Conternation Contents Conternation Contents Category •	ctic Awaiting Auditor A ENT WORKSPACE STA Current Status tic Awaiting Auditor A ner Information Establisi تاليني Establisi Establisi	AED 0.0 FF WORKSPACE VISIT S Payment Due oproval AED 0.00 AED 0.00 AED 0.00 AED 0.00 AED 0.00 AED 0.00	0 23-02-2019 TAFF WORKSPACE Submit Date 23-02-2019 Its Notifications dical District*

5 Submit the	Application	Est. Initial Inspectio	on Proces	SS
🖂 Establishment Appli	cation Messages			
No messages to display				
Application Logs				
Application Number	Action	Comment	Action By	Log Date
37688	Misc-UnKnown	Misc-UnKnown - Application Submitted : 2019-02-23	tarekmed	2/23/2019 4:50:35 AM
Staff Email Customer	r Happiness Charter	Archive [FAQ] Sitemap Contact Us Privacy Policy Terms and RSS Abbreviations	d Conditions A	ccessibility Policy Disclain

9.1.6 Re S	Submit the Applica	ation if it was reje	cted	
6 Re Submi	it the Application if i	t was rejected	Est. Initial Inspe	ection Process
6.1 Click Works 6.2 Read them 6.3 Scroll	on "Establishment V space Page. the rejection remark to "Initiate New Red	Workspace" Tab, S ts at the "Establish quest" section and	ystem Navigates to the I ment Application Messa push the "Submit Requ	Establishment Iges" and Rectify Jest" button
ESTABLISHMENT	T DETAILS ESTABLISHN	MENT WORKSPACE	TAFF WORKSPACE VISIT ST.	AFF WORKSPACE
Establishment W	/orkspace			
	Est. Name En Tarek Medical Center1	Est. Name Ar مرکز طارق الطنی	Est. Category کر طبی - Medical Center	Medical District Sharjah - الشارغة
Establishmen Message From	It Application Messages	atus Rejected By Audit	or Message : Upload clear o	photo for the location
🖹 Initiate New Re	equest			
Initiate New Reques	st			
Request Type:				
New License - Initial In	spection			
				Submit Request

9.1.7 Che	eck for Assigned Ins	pection Date		
7 Check the	Assigned Inspection	Date Est. Initia	al Inspection Proces	S
7.1 Push Works 7.2 The A appro inspec 7.3 The A inspec specif Messa 7.4 Read appoi 7.5 Recei inspec 7.6 Inspec 7.6 Inspec 7.7 to "Ini applic 7.8 Read 7.9	on "Establishment Waspace Page. pplication Status "As ved the application for ction date & time to vi pplication Status "Pe ctor and the MOHAP i fied date & time which ages", also it sent thre the remarks at the "E ntment. ve the inspector at es ction of the establish ctor enter the result o itial New Request" se cation status at the 'A the inspection remark	orkspace" Tab, Syste sign Inspection Date or inspector and the I isit the location. nding for inspection nspector has to visit in can be found at the ough email and SMS stablishment location ment. of inspection and the ction and push the " pplication Status' sec is at the 'Application	em Navigates to the "means that the Mo MOHAP inspector hat the location for ins "Establishment Ap to the applicant. ation Messages" to on the specified da system notify the ap Submit Request" be ction Log' section	Establishment OHAP Auditor as to assign an the MOHAP pection at the plication know the inspection te and time for the oplicant utton Watch the
ESTABLISHMENT		T WORKSPACE STAFF	WORKSPACE VISIT ST	AFF WORKSPACE
Establishment Wo	orkspace			
	Est. Name En Tarek Medical Center1 License no.	Est. Name Ar مرکز طارق الطنی Issue Date License not issued - س	Est. Category کز طبی - Medical Center Expiry Date License not issued - س	Medical District الشرقة - الشرقة License Status License not issued - س
Latest Application	Details			
Application Number 37688	Request Type	Current Status Assign Inspection Date	Payment Due	Submit Date 23-02-2019
🖂 Establishment App	lication Messages			
Message From Messa	age			Sent Date
56184 Applica checki	ation Id : 37688, Status: Assign I ng the application status for initia	nspection Date , Message : The al inspection	e Croak Plan was clear thanks	s,keep 2/23/2019 12:00:00 AM
56183 Applica	ation ld : 37688, Status: Rejecter	d By Auditor , Message : Uploa	d clear photo for the location	2/23/2019 12:00:00 AM
Initiate New Request	st			

9.1.8 Check for Inspection Result

8 Check the for Inspection Result

Est. Initial Inspection Process

- 8.1 Click on "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Page.
- 8.2 Watch the application status in the Application status section

8.3 Read the Inspection result and remarks in the application log section -

If Inspection Missed a new appointment will be set

If Inspection Failed, the Application Status is updated to "Rejected By inspector", Read and Rectify the remarks and submit the application again

If Inspection passed the Application status is updated to "Payment Requested", then proceed to the payment, then the next process 'Est. Initial Approval'

Application Log		Application Status	Action to take					
Inspection Resu	ılt - Missed	Pending for inspection Result	Inspector Set new Appointment					
Inspection Resu	ılt - Fail	Rejected By Inspector	Applicant read and rectify the log					
			remarks, and resubmit.					
Applicant resub	mits the	Pending for inspection Result	Inspector Set new Appointment, or					
application			enter the result directly					
Inspection Resu	ılt - Pass	Payment Requested	Applicant has to pay the inspection					
			or re inspection fees					
ESTABLISHM	ESTABLISHMENT WORKSPACE							
Latest Application	Details							
Application	Request Type	Current Status	Payment Due Submit Date					
Number	New License - Initia	Inspectic Rejected By Inspector	AED 0.00 23-02-2019					

37688

Establish	ment Application Mes	sages	Est. I		55
lessage rom	Message				Sent Date
6186	Application Id : 376	688 Inspection Sta	tus : Failed , Message : Water I	Leak has to be resolved	2/23/2019 12:00:00 AM
6185	Application Id : 376	888, Inspection on 2	2019-02-23 , Message : be rea	dy for the visit with original docume	2/23/2019 12:00:00 AM
5184	Application Id : 376 checking the applic	688, Status: Assign ation status for ini	Inspection Date , Message : T tial inspection	he Croak Plan was clear thanks,ke	eep 2/23/2019 12:00:00 AM
6183	Application Id : 376	i88, Status: Reject	ed By Auditor , Message : Uplo	ad clear photo for the location	2/23/2019 12:00:00 AM
	TED ARAB EMIRATES IISTRY OF HEALTH & PR	Success Establishment app ESTABLISHM	lication submitted successfully.	عربی 💭 F WORKSPACE VISIT STAF	Submit Reques
6	Est. Nam	ie En	Est. Name Ar	Est. Category	Medical District
-	Est. Nam Tarek N License	ne En	Est. Name Ar مركز طارق الطنبي Issue Date	Est. Category کر طبی - Medical Center Expiry Date	Medical District Sharjah - الشارقة License Status
	Est. Nam Tarek M License	no. • not issued - سر	Est. Name Ar مرکز طارق الطنی Issue Date License not issued - ص	Est. Category کز طبی - Medical Center کز طبی - Expiry Date License not issued	Medical District Sharjah - الشارقة License Status License not issued - o
E Latest Application Number	Est. Nam Tarek M License License Application Details	he En Addical Center1 no. e not issued - مر t Type	Est. Name Ar مركز طارق الطبي Issue Date عن - License not issued Current Status	Est. Category Medical Center - کز طبي Expiry Date License not issued - ب Payment Due	Medical District Sharjah - الشريّة License Status License not issued - ر Submit Date

		esuit	Est. Initial Inspecti	on Proces	SS
ESTABLISHMEN	T DETAILS ESTABLIS	HMENT WORKSPACE	STAFF WORKSPACE	VISIT STAF	F WORKSPACE
stablishment W	Vorkspace				
	Est. Name En	Est. Name Ar	Est. Category		Medical District
-	Tarek Medical Center	مركز طارق الطبي	Medical Center	کن طبي -	الشارفة - Sharjah
and the second	License no.	Issue Date	Expiry Date	_	License Status
A	License not issued - U	⊭ License not iss	After inspector App	roval	License not issued -
🗮 Latest Applicatio	on Details				
Application	Request Type	Current Statu	is Payn	nent Due	Submit Date
Number	New License - Initial Ir	nspectic Payment Re	quested AE	D 1000	23-02-2019
37000					

9.1.9 Pay the Requested Fees and Print Payment Receipt

9 Pay the Fe	es		E	st. Initia	I Approva	al Process	
Pay the fees if the	e Application status is 'F	Payment Re	equested' and	d print th	ne receipt	during	
payment if you lik 9.1 Push o Worksj	e. n "Establishment Works oace Tab.	space" Tab	, System Nav	vigates t	o the Est	ablishmen	t
9.2 Make s 9.3 Push o 9.4 You wi or Crea MOHA 9.5 The 'A the Act	ure that the current stat n "Payments" Tab, Syst II be transferred to paym dit Card and, if payment P Approval else try the p oplication Log' section i tion as 'Payment Succes	us of the A tem Naviga nent gate w was succes payment ag n the page ss'	pplication is tes to the Pay ay where you ssful you car ain after few will show a r	'Payme yments u can se n print th minutes ecord w	nt Reques Tab. Ilect to pa ne receipt s. ith the Ac	sted' y with e D and wait t tion date a	irham for and
ESTABLISHMENT	DETAILS ESTABLISHMENT V	VORKSPACE	STAFF WORK	SPACE V	VISIT STAFF	WORKSPAC	Æ
Establishment De	tails						
Latest Application	Details						
Application Number	Request Type	Current Stat	us	Payme	ent Due	Submit Da	ite
37688	New License - Initial Inspectic	Payment Re	equested	AED	1000	23-02-20	J19
Basic Information Bill Applicat	Con Description Amount Pai	formation 🖺 E	Issue Trar Date Stat 2/23/2019	ments 🗗	Payments Payment Reference Number	Make Payment	View
98177 37688	Default Fees 1000 No	No	12:00:00 AM				_
Total Amount : AED 1000	Paid :	AED 0		AED	ning : 1000		
UNITED ARAB EM MINISTRY OF HEA	IRATES LITH & PR Payment done successful	ly.		×	ب عربی 🌒) 🌣 - 🔒 (Logout
ESTABLISHMENT	DETAILS ESTABLISHMENT W	ORKSPACE	STAFF WORKS	PACE V	ISIT STAFF	WORKSPACE	
	lans		After payment inspection	t of initial fees			
Latest Application	Details						
Application Number 37688	Request Type New License - Initial Inspectic	Current Statu Pending For	Engineer Appro	AED	0	Submit Date 23-02-201	9
<u> </u>							

9.1.10 Check for MOHAP Engineer

10 Che 10.1 10.2 10.3 Enginee If the Ap process 'E	ck the for MOHAP Engineer Action Est. Initial Inspection Process Click on "Establishment Workspace" Tab, System Navigates to the E Workspace Page. Watch the application status in the Application status section Read the Engineer remarks in the application log section – r may do one of the action "Approve", "Send Back to Applicant", "Reject plication status is updated to "Approved", then proceed to the payment, st. Initial Approval'	stablishment " then the next
ESTABLIS	SHMENT WORKSPACE	
😑 Latest A	oplication Details After Engineer approval	
Application Number 37688	Request Type Current Status Payment Due New License - Initial Inspectic Approved AED 0	Submit Date 23-02-2019
🖂 Establishr	nent Application Messages	
Message From	Message After Engineer approval for Initial inspection	Sent Date
56191	Application Id : 37688, Engineer Status : Application Approve , Message : croak plan is not clear	2/23/2019 12:00:00 AM
56187	Application Id : 37688, Inspection Status : Passed , Message : 2nd.Leak resolved 1st. Water Leak has to be resolved	2/23/2019 12:00:00 AM
56186	Application Id : 37688, Inspection Status : Failed , Message : Water Leak has to be resolved	2/23/2019 12:00:00 AM
56185	Application Id : 37688, Inspection on 2019-02-23 , Message : be ready for the visit with original documents	2/23/2019 12:00:00 AM
56184	Application Id : 37688, Status: Assign Inspection Date , Message : The Croak Plan was clear thanks,keep checking the application status for initial inspection	2/23/2019 12:00:00 AM
12		
Request Types	s	
Initial Approv	المرائدة المبتقِّة - al المرائدة المبتقَّة	~
		Initiate Request

9.2 Est. Initial Approval Process

Process output:

Establishment Initial Approval Notification from MOHAP to the economic department.

Establishment Initial Approval Application status updated to "Approved"

Establishment License Created with a given license No. and validity for one year starting from approval date Establishment License Status updated to "Licensed"

Process Pre Requisite:

The 'Est. initial inspection' Process should be completed and the application approved to start this process.

Process workflow summary:

This process requires the below steps to do submission

1. Before you should have completed the 'Est. initial inspection' Process i.e. reached the last step and Status is application is "Approved"

2. Start / Initialize the Process / Application : Navigate to "Establishment Work Space" Page, select the process

'Est. Initial Approval', Click submit request → new application created with status 'Not Submitted'

- 3. Add establishment documents attachments required for the process
- 4. Submit the Application → Status of the application becomes 'Submitted'
- 5. Resubmit: the Application if the Application status is 'Rejected'
- 6. Pay the fees and print the receipt during payment if the Application status is 'Payment Requested'
- 7. Check Application Status: Approved or Rejected
- 8. Resubmit: the Application if the Application status is 'Rejected'
- 9. Get the Process output Initial Approval Notification -
- 10. Start the next processes: 'Adding Staff' if the Application status is 'Approved'

Hint: Keep watching the application status through work space page and keep responding to MOHAP actions and notifications until the application is approved.

9.2.1 Before You Start

1 Before	You Start	Est. Ini	tial Approval Process	
The 'Est. ini last step and S	tial inspection' Proces Status is application is	s should be complet "Approved"	ed i.e. 'Est. initial insp	pection' reached the
1.1 Push "Esta Page.	blishment Workspace	" Tab, System Navig	ates to the Establishr	nent Workspace
1.2 Watch the a 1.3 Make sure	application status at th the "New License – Ini	ne "Latest Application itial Inspection" Req	n Details" section uest Status is "Appro	ved".
ESTABLISHME	NT DETAILS	ENT WORKSPACE STAF	FF WORKSPACE VISIT ST	AFF WORKSPACE
Establishment	Workspace			
	Est. Name En	Est. Name Ar	Est. Category	Medical District
-	Tarek Medical Center1	مركز طارق الطبي	کز طبی - Medical Center	الشارقة - Sharjah
100	License no.	Issue Date	Expiry Date	License Status
	License not issued - 🗸	License not issued - 🖂	License not issued - $_{\rm V}$	4- License not issued - الم
😑 Latest Applica	ition Details			
Application	Request Type	Current Status	Payment Due	Submit Date
37688	New License - Initial Inspe	ctic Approved	AED 0	23-02-2019

9.2.2 Start / Initialize the Process

2 Start / Initialize the Process / Application Est. Initial Approval Process	
 2.1 Push "Establishment Workspace" Tab, System Navigates to the Establishmer Page. 2.2 Click Push "Initiate Request" button → New application is created with status 	nt Workspace s 'Not Submitted'
ESTABLISHMENT DETAILS ESTABLISHMENT WORKSPACE STAFF WORKSPACE VISIT S	TAFF WORKSPACE
E Latest Application Details	
Application Number Request Type Current Status Payment Due 37688 New License - Initial Inspectic Approved AED 0	Submit Date 23-02-2019
Stablishment Application Messages	
Message Message From	Sent Date
56191 Application Id : 37688, Engineer Status : Application Approve : Message : croak plan is not clear	2/23/2019 12:00:00 AM
56187 Application Id : 37688, Inspection Status : Passed , Message : 2nd.Leak resolved 1st. Water Leak has to be resolved	2/23/2019 12:00:00 AM
56186 Application Id : 37688, Inspection Status : Failed , Message : Water Leak has to be resolved	2/23/2019 12:00:00 AM
56185 Application Id : 37688, Inspection on 2019-02-23, Message : be ready for the visit with original document	2/23/2019 12:00:00 AM
56184 Application Id : 37688, Status: Assign Inspection Date , Message : The Croak Plan was clear thanks,kee checking the application status for initial inspection	p 2/23/2019 12:00:00 AM
12	
Initiate New Request	
Initial Approval - المواقفة المبتقية	~
	Initiate Request
Are you sure you wish to Initiate a new request for the Establishment?	3
2	Cancel
After Starting the process System Creates an Application and refresh 'establishment work space' page to s	how additional
sections as below:	

2 Start / Initi	alize the Proc	cess / Application Est. Initial App	oroval Process		
1. Information abo	out the applic	ation created and the current stat	US	opuliantiana	
2. Application log	s section whi	ch shows the history of actions ta	aken against the	applications	
Establishment We	orkspace	Initialize New Request "Initial Approv	al" produced the f	ollowing: New	
E Latest Application D	test Application Details				
Application	Request Type	Current Status	Payment Due	Submit Date	
Number	Initial Approval	Not submitted	AED 0.00	23-02-2019	
37689					
ESTABLISHMENT DET	IAILS	MENT WORKSPACE STAFF WORKSPACE VISI	IT STAFF WORKSPACE		
Establishment De	tails	Entry Added to the application Logs Details Page to show the actic	section under the	Establishment	
Application Logs		Dotalio Page to offer the dete	no taiton on the ap		
r gpiledaoir 20 g5					
Application Number	Action	Comment	Action By	Log Date	
37689	Misc-UnKnown	Misc-UnKnown - Application Initiated : 2019-02-2	23 tarekmed	2/23/2019 9:01:47 PM	

3 Establish	ment Documents - Atta	chments	Est. Initial Appr	oval Process		
 Refer to Co attach the r Add the req 	mmon Function <u>Establi</u> equired documents uired documents	ishment [Documents - Attach	iments if you do	n' know h	iow to
Latest Application	Details					
Application Number 37689	Request Type Initial Approval	Not su	ibmitted	AED 0.00	Submit D 23-02-2	2019
Establishment Deta	iils 🏝 Owner Details 🛛 🤷 Partner	Information	Establishment Docum	ents 👌 Payments	Notifications	3
Document Type *			Upload Document			
Select * Approved Establishmer * Economic Department * Establishment Request Letter to Whom it May (Owner Qualification - اللاًمني * Security Check - الأمني	خطة المنشأة - (Croak Plan) - خطة المنشأة رخصة دائرة التنمية الاقتصادية - رسالة طلب المؤسسة - Letter رسالة إلى من يهمه الأمر - oncern مؤهلات ه الفحص	~	Select	Save Doo	cument C	Cancel
Document Tree		Document	Tupe	Linioad Date	Add Docu	ments
Establishment Request	Letter	ansal ulhá	ha	23-02-2010	view	Delete
Security Check		النحص الأمنى		23-02-2019		-
Owner Qualification		مز ملات مالك		23-02-2019		-
Letter to Whom it May	Concern	, من يهمه الأمر	رسلة إل	23-02-2019	0	-
Economic Department	License	لقمية الإقصادية	رخصة دائرة ا	23-02-2019	Ø	Î

9.2.4 Submit the Application

4 Submit tl	he Application	Est. Initial Approval	Process	
 Refer to Co action is d Submit the The applic The 'Applic 	ommon Function one Request. ation status is c cation Log': sho	n <u>Est. Initialize or Submit a Request</u> if yo hanged to Submitted ws the submit action and date	ou don' kno	w how this
Establishment W	orkspace			
🖹 Initiate New Reque				
Request Type:				
Initial Approval				
				Submit Request
😑 Latest Applicatio	n Details			
Application	Request Type	Current Status Pa	ayment Due	Submit Date
Number	Initial Approval	Submitted	AED 0.00	23-02-2019
37669				
Application Logs				
Application Number	Action	Comment	Action By	Log Date
37689	Misc-UnKnown	Misc-UnKnown - Application Initiated : 2019-02-23	tarekmed	2/23/2019 9:01:47 PM
37689	Initial App. Submitted	Initial App. Submitted - Application Submitted : 2019-02-2	3 tarekmed	2/23/2019 10:56:00 PM

9.2.5 Re Submit the Application if it was rejected

5 Re Submit the Application if it was rejected Est. Initial Approval Process Click on "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Page.

Read the rejection remarks at the "Establishment Application Messages" and Rectify them, Example Attachment rectified before submission

Scroll to "Initiate New Request" section and push the "Submit Request" button

9.2.6 Pay the Fees

6 Pay the	Fees		Est. Initial Approval Process
/ the fees if	the Application status	s is 'Payment Requested' an	nd print the receipt during
/ment 1. Refer to know h 2. Submit 3. The ap 4. The 'Ap	o Common Function Pa low this action is done the Request. plication status is char oplication Log': shows	ay the Requested Fees and P nged to Submitted the submit action and date	Print Payment Receipt if you don'
stablishment	Details		
■ Latest Applica	ation Details		
pplication	Request Type	Current Status	Payment Due Submit Date
azeso	Initial Approval	Payment Requested	AED 1000 23-02-2019
Establishment	Details		
Rasic Informat			
en Dasic informat	ion 🛛 💄 Owner Details 🛛 🕬 Parti	ner Information 🚽 🖥 Establishment Docume	ents 🔄 🛐 Payments 🗧 🛅 Notifications
	ion 💄 Owner Details 🥬 Partu	ner Information 🛛 🚯 Establishment Docume	ents Payments Notifications
Bill App Number Nur	ion Solution Solution Description Amoun	ner Information 📑 Establishment Docume nt Paid Processed Issue Date Sta	Ansaction atus Ansaction Atus Ansaction Atus Ansaction Reference Payment Number Ansaction Ansact
Bill App Number Nur 98178 376	ion Source Details Parti Plication Description Amoun 89 Default Fees 1000	ner Information Establishment Docume nt Paid Processed Issue Date Tra Sta No No 2/23/2019 12:00:00 AM	Ansaction atus Reference Payment Number Payment
Bill App Number Nur 98178 376 Total Amount : AED 1000	Nication Description Amoun Noter Default Fees 1000	Int Paid Processed Issue Date Tra No No 2/23/2019 12:00:00 AM Paid : AED 0	Payments Notifications unsaction atus Payment Reference Number Make Payment Vie Payment Remaining :
Bill App Number Nur 98178 376 Total Amount : AED 1000 After Payme	Nication Description Amoun Ner Default Fees 1000 P P P P P	Iner Information Establishment Docume Int Paid Processed Issue Date Sta No No 2/23/2019 12:00:00 AM Paid : AED 0	Payments Notifications Insaction atus Payment Reference Payment Make Vie Payment Number Payment Image: Image
Bill App Number Nur 98178 376 Total Amount : AED 1000 After Payme WINISTRY C	AB EMIRATES IF HEALTH & PREY Owner Details Partion Amour Description Amour Description Amour Pescription Amour Pescriptio	Int Paid Processed Issue Date Transition No No 2/23/2019 12:00:00 AM Paid: AED 0 ccessfully.	AED 1000
Bill App Number Nur 98178 376 Total Amount : AED 1000 After Payme WINITED AR MINISTRY O	Sourcess Participation Alication Description Amour 89 Default Fees 1000 89 Default Fees 1000 P P P Sont Success P AB EMIRATES SF HEALTH & PREV Success Payment done suc P ENT DETAILS ESTABLISHME	Iner Information Establishment Docume Int Paid Processed Issue Date Tra Sta No No 2/23/2019 12:00:00 AM Paid : AED 0 0 ccessfully. ENT WORKSPACE STAFF WORKSPACE STAFF WORKSPACE	Insaction Payments Notifications Insaction Reference Make Vie Number Payment Vie Image: Imag
Bill App Number Nur 98178 376 Total Amount : AED 1000 After Payme WINITED AR MINISTRY C ESTABLISHME	Solication Description Amour able Default Fees 1000 B9 Default Fees 1000 B1 Success Payment done success B1 DETAILS ESTABLISHME ENT DETAILS ESTABLISHME t Details	Int Paid Processed Issue Date Tra sta No No 2/23/2019 12:00:00 AM Paid : AED 0	Insaction Payments Notifications Insaction Reference Make Vie Number Payment Vie Image: Imag
Bill App Number Nur 98178 376 Total Amount : AED 1000 After Payme WINISTRY C ESTABLISHME	Solication Description Amour ablication Description Amour 89 Default Fees 1000 89 Default Fees 1000 P P P AB EMIRATES P SF HEALTH & PREV Success Payment done suc ENT DETAILS ENT DETAILS ESTABLISHME Details E	Int Paid Processed Issue Date Traistant No No 2/23/2019 12:00:00 AM Paid: AED Cocessfully. ENT WORKSPACE STAFF WORKSPA	Insaction Payments Notifications Insaction Reference Make Vie Number Payment Vie Image: Imag
Bill App Number Num 98178 376 Total Amount : AED AED 1000 After Payme WINITED AR MINISTRY C ESTABLISHME Establishment	Solication Description Amour 89 Default Fees 89 Default Fees 1000 Particular Fees Particular Fees Particular Fees Success Payment done success ENT DETAILS ESTABLISHME EDetails ation Details	Int Paid Processed Issue Date Training No No 2/23/2019 12:00:00 AM Paid: AED Creessfully. ENT WORKSPACE STAFF WORKSPA	Insaction tus Payment Reference Payment Number Image: Payment Image: Payment Ima
Bill App Number Num 98178 376 Total Amount : AED AED 1000 After Payme WINITED AR MINISTRY C ESTABLISHME Establishment E Latest Applic Application	Solication Description Amour 89 Default Fees 89 Default Fees 80 P	Int Paid Processed Issue Date Traistant No No 2/23/2019 12:00:00 AM 12:00:00 AM Paid: AED 0 ccessfully. ENT WORKSPACE STAFF WORKSPACE ST	Insaction Payment Reference Payment Number Payment Image: Payment
Bill App Number Num 98178 376 Total Amount : AED AED 1000 After Payme WINITED AR MINISTRY C ESTABLISHME Establishment Image: Latest Applic Application Number 37689	Ion Owner Details Discation mber Description 89 Default Fees 80 Default Fees 80 Default Fees 80 Success Payment done success ENT DETAILS ESTABLISHME t Details ation Details Request Type Initial Approval	Int Paid Processed Issue Date Trassa No No 2/23/2019 12:00:00 AM Paid : AED 0 Current Status Pending for Auditor Approval	Payments Notifications Insaction tus Payment Reference Number Make Payment Vie Payment Image: AED 1000 AED 1000 ACE VISIT STAFF WORKSPACE Payment Due Submit Date AED 0

9.2.7 Check Application Status Approved or Rejected

1.1 Push the Tab. 1.2 Watch the Rejected 1.3 Read the application was application was staff Proces Establishment I cation status up plishment Licens	Establishment D application state result and remark rejected, Read an approved and yo ses' approved and yo nitial Approval A dated to "Appro se Created with a se Status update	Details' Tab, System us in the Application hd Rectify the rema ou want to continue ou want to cancel you Approved oved" a given license No. a d to "Licensed"	Navigates to the Esta n status section is - A n log section – rks and re submit the then proceed to the n ou may start 'Cancellat	blishment Details pproved or application again ext process ion' Process ar starting from
Tab. 1.2 Watch the Rejected 1.3 Read the i application was a ing Staff Proces application was a Establishment I cation status up blishment Licens oval date	e application stat result and remarl rejected, Read ar approved and yo ses' approved and yo nitial Approval A dated to "Appro se Created with a	us in the Application ks in the application nd Rectify the rema ou want to continue ou want to cancel you Approved wed" a given license No. a d to "Licensed"	n status section is - A n log section – rks and re submit the a , then proceed to the n ou may start 'Cancellat and validity for one yea	pproved or application again ext process ion' Process ar starting from
1.2 Watch the Rejected 1.3 Read the i application was ing Staff Proces application was Establishment I cation status up olishment Licens	e application stat result and remark rejected, Read ar approved and yo ses' approved and yo nitial Approval A dated to "Appro se Created with a	us in the Application ks in the application nd Rectify the rema ou want to continue ou want to cancel you Approved wed" a given license No. a d to "Licensed"	n status section is - A n log section – rks and re submit the a , then proceed to the n ou may start 'Cancellat and validity for one yea	pproved or application again ext process ion' Process ar starting from
Rejected 1.3 Read the image application was bind Staff Proces application status up bishment Licens bishment Licens bishment Licens	result and remarl rejected, Read and approved and yo ses' approved and yo nitial Approval A dated to "Appro se Created with a se Status updated	ks in the application nd Rectify the rema ou want to continue ou want to cancel yo Approved wed" a given license No. a d to "Licensed"	n log section – rks and re submit the , then proceed to the n ou may start 'Cancellat and validity for one yea	application again ext process ion' Process ar starting from
application was application was application was Establishment I cation status up plishment Licens	rejected, Read and approved and yo ses' approved and yo initial Approval A idated to "Appro se Created with a	d to "Licensed"	rks and re submit the a , then proceed to the n ou may start 'Cancellat and validity for one yea	application again ext process ion' Process ar starting from
application was application was application was Establishment I cation status up plishment Licens oval date	approved and yo ses' approved and yo nitial Approval A odated to "Appro se Created with a	d to "Licensed"	and validity for one yea	ar starting from
ing Staff Proces application was Establishment I cation status up plishment Licens oval date	approved and yo Initial Approval A Indated to "Appro se Created with a se Status updated	ou want to cancel yo Approved wed" a given license No. a d to "Licensed"	ou may start 'Cancellat and validity for one yea	ion' Process ar starting from
application was Establishment I cation status up blishment Licens oval date blishment Licens	approved and yo Initial Approval A odated to "Appro se Created with a se Status updated	ou want to cancel yo Approved wed" a given license No. a d to "Licensed"	ou may start 'Cancellat and validity for one yea	ion' Process
Establishment I cation status up blishment Licens oval date blishment Licens	Initial Approval A odated to "Appro se Created with a se Status updated	Approved ved" a given license No. a d to "Licensed"	and validity for one yea	ar starting from
cation status up blishment Licens oval date blishment Licens	odated to "Appro se Created with a se Status updated	ved" a given license No. a d to "Licensed"	and validity for one yea	ar starting from
blishment Licens oval date blishment Licens	se Created with a se Status updated	a given license No. a d to "Licensed"	and validity for one yea	ar starting from
oval date olishment Licens	se Status update	d to "Licensed"		
oval date plishment Licens	se Status update	d to "Licensed"		
blishment Licens	se Status update	d to "Licensed"		
STABLISHMENT DET		NT WORKSPACE	WORKSPACE VISIT STAFF	WORKSPACE
tablishment Works	pace			
		Est Name Ar	Fat Oataman	Medical District
	π. Name En	Est. Name Ar	Est. Category	Medical District
	Tarek Medical Center1	مركز طارق الطبي	رکز طبی - Medical Center	الشارقة - Sharjah
Lic	ense no.	Issue Date	Expiry Date	License Status
A	7631	23-02-2019	22-02-2020	مرخص - Licensed
1883			,	
Latast Assistantian Date	-1-			
 Latest Application Deta 	aiis			
plication R	equest Type	Current Status	Payment Due	Submit Date
umber	Initial Approval	Approved	AED 0	23 02 2010
37689	initial Approval	Approved	ALD 0	23-02-2019

Application Number	Action	Comment	Action By	Log Date
7689	Misc-UnKnown	Misc-UnKnown - Application Initiated : 2019-02-23	tarekmed	2/23/2019 9:01:47 PM
7689	Initial App. Submitted	Initial App. Submitted - Application Submitted : 2019-02-23	tarekmed	2/23/2019 10:56:0 PM
7689	Payment Requested	Payment Requested - Approved by Coordinator : 2019-02-23		2/23/2019 11:10:5 PM
37689	Payment Requested	Payment Requested - Approved By Auditor - it is ok	MedCoordinatorDub	2/23/2019 11:10:5 PM
7689	Initial App. Approved	Initial App. Approved - Application Approved by Auditor : 2019-02-23	MedAuditorDub	2/23/2019 11:47:3 PM
ESTABLISH	IMENT DETAILS	ESTABLISHMENT WORKSPACE STAFF WORKSPACE	CE VISIT STAFF	WORKSPACE
Initiate New F	Request			
quest Types				
equest Types Cancelation - «	إلغاه			

9.2.8 Get the Approval Notification Application if it was rejected

8	Re Submit the Application if it was rejected	Est. Initial Approval Process
Refer	to the Common Function Establishment Notifications	if you don' know how this

9.3 Adding Staff Processes

Kindly refer to one of the below subservices to add staff to the establishment New License for Staff: For Staff who are first time to be licensed from MOHAP Staff Transfer: For staff who have valid license from MOHAP, but for other establishment. Staff Reregistration: For Staff who have license from MOHAP, but cancelled or expired.

9.4 Est. Final Inspection Process

This process requires the below steps to do submission

1. Start / Initialize the Process / Application

Select the process, Click Start Process → new application created with status 'Not Submitted'

- 3 Add the attachments documents required for the process
- 4. Submit the Application → Status of the application becomes 'Submitted'
- 5. Resubmit: the Application if the Application status is 'Rejected'
- 6. Pay the fees if Payment Requested and print the receipt during payment
- 7. Check Application Status: Approved or Rejected
- 8. Resubmit: the Application if the Application status is 'Rejected'
- 9. Get the process output if the Application status is 'Approved'
- 10. Start the next process required to get the receive the service if applicable

Hint: Keep watching the application status through work space page and keep responding to MOHAP actions and notifications until the Application is approved to start the next process.

9.5 Est. Final Approval Process

This process requires the below steps to do submission

- 1. Start / Initialize the Process / Application
- 2. Select the process, Click Start Process → new application created with status 'Not Submitted'
- 3. Add the attachments documents required for the process
- Submit the Application
 → Status of the application becomes 'Submitted'
- 5. Resubmit: the Application if the Application status is 'Rejected'
- 6. Pay the fees if Payment Requested and print the receipt during payment
- 7. Check Application Status: Approved or Rejected
- 8. Resubmit: the Application if the Application status is 'Rejected'
- 9. Get the process output if the Application status is 'Approved'
- 10. Start the next process required to get the receive the service if applicable

Hint: Keep watching the application status through work space page and keep responding to MOHAP actions and notifications until the Application is approved to start the next process.

10. New License for Staff

New License of Staff is a subservice of licensing service through which new staff can be licensed first time from MOHAP if he/she comply with MOHAP rules and requirements

New License should be passed through tow processes or applications to obtain the new license at the end The New license Processes or applications are:

- 1. Staff Initial Inspection
- 2. Staff Final Approval

10.1 Staff Initial Approval Process

Process output:

Staff Initial Approval, Staff License.

Process Pre Requisite:

Establishment Initial Approval and Security Approval.

Process workflow:

This process requires the below steps to do submission

- 1. Start / Initialize the Process / Application from the "staff work space" tab and Find the staff
- 2. Add the staff, Click Start Process → new "Initial Approval" application created with status 'Not Submitted'
- 3. Add the attachments documents required for the process
- 4. Submit the Application \rightarrow Status of the application becomes 'Submitted'
- 5. Resubmit: the Application if the Application status is 'Rejected'
- 6. Pay the Application fees Example: 100 AED if Payment requested and print the receipt during payment
- 7. Check Application Status: Approved (Fees Payment Requested for license fees) or Rejected
- 8. Resubmit: the Application if the Application status is 'Rejected'
- 9. Pay the service (License) fees Example: 1000 AED if Payment requested
- 10. Start the next processes: 'Staff Final Approval' if the Application status is 'Approved'

See the executive summary to know the processes sequence for each service

Hint: Keep watching the application status through work space page and keep responding to MOHAP actions and notifications until the Application is approved to start the next process.

10.1.1 Before You Start

Establishment should be at least initially approved

10.1.2 Adding Staff – Initiate Request

Initiate Request		Add	Staff - Staff	Initial Approval	
Push "Staff Workspace" T	ab opens the "Staff	Workspace" Tab.			
Push "Add Staff" button w	ill opens the "Add S	taff" Tab.			
Select the proper radio bu	tton for example ' E	valuated Staff/Nurse'			
Enter Staff (Evaluation Nu	mber (RN), Nursing	g orLicense No.			
Push "Find Staff" button -	Staff information	listed			
Click "Add Staff" Link \rightarrow N	lew Application "Sta	aff Initial Approval" is cre	eated with st	atus not submitt	ed and
few.					
Complete staff information	and save it: Syster	m Navigates to the Staf	f Application	window to com	plete the
staff information, upload th	ne photo, etc.				
ESTABLISHMENT DETAILS	ESTABLISHMENT WOR	KSPACE STAFF WORKSPA	ACE VISIT ST	AFF WORKSPACE	
Staff Workspace					
Est. Name En	Est. Name Ar	Est. Category	1	Oberiab State	
Tarek Medical Centern	مركز طارق الطلبي	ی - Medical Center	مركز طب	التنارفة - Sharjan	
License no.	Issue Date	Expiry Date		License Status	
7631	23-02-2019	22-02-2020		مرخص - Licensed	
				*	Add Staff
No police application to display					
Staff Lingung Ma	Madical Staff Time	Creation Medical Title	Evalue Data	Linemen Status	Mieur
Stati License No Name	мецісаї зтатт Туре	specially medical litle	Expiry Date	License status	view
No licensed staff found					
·					



itiate Request Add Staff - Staff Initial Approval				
taff Application				
st. Name En	Est. Name Ar	Est. Category	Medical District	
Tarek Medical Center1	مركز طارق الطبي	مرکز طبی - Medical Center	السّارقة - Sharjah	
icense no.	Issue Date	Expiry Date	License Status	
7631	23-02-2019	22-02-2020	مرخص – Licensed	
90010		NOT Submitted	01-01-0001	
93013	Initial Approval	Not submitted	01-01-0001	
L Staff Details				
Basic Information	aff Documents 🛛 🖺 Payments 📑 Notific	ations		
Lic	ense No License Status	Issue Date Expiry Da	te Visit Licenses Count	
	icense not i	License not i License مر	not 0	
Sta	ff Name (English)	Staff Name (Arabic	•	

nitiate Reques	t		Add	Staff - Staff Ini	tial App	roval		
Staff Details								
Basic Informatio	n 🖥 Staff Documents	🖁 Payments 🛛 🖺 Notification	S					
	License No	License Status	Issue Date	Expiry Date	Visit Li	censes Count		
	License not i	ص - License not issued	License not i	License not	0			
	Staff Name (Englis)	h)	Staff Name (Arabic) *					
	akbar guthab		یں عس					
Selec 🗘	Evaluation No.		Specia	Ity	Medical T			
Î	165012							
	Staff Type	Nationality	Gende	r	DOB			
	Select	✓ India	Male		01-06	6-1978		
	Email		Emirates ID	Bayan	ati No.	Unified No.		
					-	Save Changes		
🖹 Initiate New Re	quest							
Request Type :	Initial Approval	Subm	it Request					

Initiate Request					Add	Staff - Staff I	nitial Ap	proval	
💄 Staff Details									
Basic Information	Staff Documents	Payments	Notificat	tions					
	License No	License Statu	IS	Issue Da	ate	Expiry Date	Visit L	icenses Count	
1000	License not	License not	issued - a	License	e not	License not	0		
Staff Name (English)					Staff Na	ame (Arabic) *	ne (Arabic) *		
	akbar guthab			فین عمر	51				
Selec 1	Evaluation No.	Cate	egory		Specialty		Medical Title		
	165012	Те	chnician						
	Staff Type	Nati	onality		Gender	,	DOB		
	Technician V India		dia		Male		01-06-1978		
	Email			Emirates	5 ID	Baya	nati No.	Unified No.	
	tariqj@moh.gov.	ae		123-12	34-12345	567-1	×	1	
								Save Changes	
🖹 Initiate New Reque	st								
Request Type :	al Approval		Subm	nit Request					
Staff Logs 0 - 0 of	D								

10.1.3 Add the documents – Attachments

Add - Documents		Add Staff - Staff Ini	tial Approval	
Staff Details				
Basic Information	ts 🖥 Payments 📑 Notifica	ations Attach the required doo	cuments for	staff
				Jun
 Instructions: Document Types followed by * at Allowed file types : .jpg, .png, .jp 	re mandatory. Please attach al eg	Il required documents before submitting the	e application	×
Document Type		Upload Document		
Select	~	Select 3		
Select * Passport Copy Good Standing Certificate * Establishment Request Letter * Evaluation Certificate * Experience Certificate * Job Offer	2	4	Save X	Cancel
 Initiate New Request Please add missing required documents 	برجاء استَكمال المرفقات الناقصة -			×
			Save X	Cancel
Document Type (English)	Document Type (Arabic)	Upload Date	View	Delete
Passport Copy	صورة من جواز السفر	24-02-2019	٥	T
Establishment Request Letter	رسالة طلب المؤسسة	24-02-2019	0	Î
Evaluation Certificate	شهادة التقبيم	24-02-2019	0	Î
Experience Certificate	شهادة الخبرة	24-02-2019	0	Ť
Job Offer	عرض عمل	24-02-2019	0	Ť

10.1.4 Submit request

Submit Request		Add Sta	ff - Staff Initial Approval
Submit the Request.			
The application status	is changed to "Paym	ent Requested" for a	pplication fees
ESTABLISHMENT DETAILS	ESTABLISHMENT WORKS	PA 1 STAFF WORKSPA	CE VISIT STAFF WORKSPACE
Staff Application			
🖹 Initiate New Request			
Request Type :	2 5	ubmit Request 3	
Staff Logs 0 - 0 of 0			
No Data To Display			
Success			×
Staff application submit	ted successfully.		
Staff Logs 1 - 1 of 1	Staff Application submitte became payment re	ed and status equested	
Comment	Created By	Created On M	lessage
Payment Requested	tarekmed	2/24/2019 1:03:46 PM	

10.1.5 Pay the Application Fees

9 Pay the Fees		Est. Initial	Approval Process
Pay the fees if the App	lication status is 'Payme	nt Requested' and print the	e receipt during
payment if required			
Refer to Common F	unction Payment for staff	if you don' know how this	action is done
The application stat	us is changed to "Submi	itted"	
The 'Staff Logs': do	esn't show the submit ac	ction and date	
E Latest Application Details			Staff Application
Application Number	Request Type	Current Status	Submit Date
93013	Initial Approval	Payment Requested	24-02-2019
Staff Details			
Basic Information Staff	Documents Payments	fications	
Staff Bill Application Do		Pa Issue Transaction	wight Make View
Number Number	Scription Amount Paid Proces	Date Status Nu	Payment View
		2/24/2019	
98181 93013 De	ault Fees 100 No No	12:00:00	
1			
Total Amount :	Paid: AED 0	Remainir	ng :
AED 100		AED	100
After Payment Succe	ess		
ESTABLISHMENT DETAIL	China and	~ ~ ~	T STAFF WORKSPACE
Otoff Annulisation	Payment done successfully.	1	
Starr Application	,		
Est. Name En	Est. Name Ar	Applicant Paid App Fees 100> Application status	Medical District
Tarek Medical Center1	مركز طارق الطبي	became submitted> MOHAP has to Approve or	السّارفة - Sharjah
License no.	Issue Date	Reject> status becames payment	License Status
7631	23-02-2019	requested again but for License Fees 1000	مرخص – Licensed
E Latest Application Details			
Application Number	Request Type	Current Status	Submit Date
93013	Initial Approval	Submitted 2	24-02-2019

10.1.6 Check Application Status Approved or Rejected

10 Check Application Status: Approved or RejectedStaff Initial Approval ProcessPush the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab.Look at the application status at "Active Staff Applications" list.If application was rejected, Read and Rectify the remarks and re submit the application againIf application was approved and you want to continue, then proceed to the next step 'PaymentRequested'

	Est. Name En	Est. Name Ar	Est. Category	Medical District
-	Tarek Medical Center1	مركز طارق الطبي	رکز طبی - Medical Center	الشارقة - Sharjah
	License no.	Issue Date	Expiry Date	License Status
A	7631	23-02-2019	22-02-2020	مرخص - Licensed
Latest Applica	ation Details			
polication	Request Type	Current Status	Payment Due	Submit Date
pplication				

Application Logs							
Application Number	Action	Comment	Action By	Log Date			
37689	Misc-UnKnown	Misc-UnKnown - Application Initiated : 2019-02-23	tarekmed	2/23/2019 9:01:47 PM			
37689	Initial App. Submitted	Initial App. Submitted - Application Submitted : 2019-02-23	tarekmed	2/23/2019 10:56:00 PM			
37689	Payment Requested	Payment Requested - Approved by Coordinator : 2019-02-23		2/23/2019 11:10:59 PM			
37689	Payment Requested	Payment Requested - Approved By Auditor - it is ok	MedCoordinatorDub	2/23/2019 11:10:59 PM			
37689	Initial App. Approved	Initial App. Approved - Application Approved by Auditor : 2019-02-23	MedAuditorDub	2/23/2019 11:47:35 PM			

10.1.7 Re Submit the Application if it was rejected

11 Re Submit the Application if it was rejectedEst. Initial Approval ProcessClick on "Establishment Workspace" Tab, System Navigates to the Establishment WorkspacePage.

Read the rejection remarks at the "Establishment Application Messages" and Rectify them, Example Attachment rectified before submission

Scroll to "Initiate New Request" section and push the "Submit Request" button

10.1.8 Pay the License Issuance Fees

	12 Pay the Fees					Est. Initial Approval Process					
Pay	y the fees if the Application status is 'Payment Requested' and print the receipt during										
pay	ment										
Ref	er to C	ommon F	unction Pa	iyment i	for st	aff if you	don' kno	ow how th	is action is o	done	
The	applic	ation stat	us is chan	ged to	"Aw	aiting Auc	litor App	oroval"			
:	Latest /	Application Det	tails							Staff Ap	plication
A	oplication	Number	Requ	uest Type		(Current St	atus	Submi	t Date	
	93013		Init	ial Approva	al		Payment	Requested	24-0	2-2019	
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	Staff De	etails									
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	Basic In	formation	Staff Documen	🕫 🚺 Paj	yments	🕽 🖹 Notificat	ions				
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	Bill	Application	Description	Amount	Paid	Processed	Issue	Transaction	Reference	Make	View
	Number	Number					Date	Status	Number	Payment	
Π.							2/24/2019				
	98181	93013	Default Fees	100	Yes	No	12:00:00	Successful	111222333444		
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		unt :		Pa	id: /	AED 100		R	emaining :		
	AED	1100							AED 1000		

10.1.9 Check Application Status Approved or Rejected

13 Check Application Status: Approved or Rejected **Est. Initial Inspection Process** Push the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab. Look at the application status at "Active Staff Applications" list. If application was rejected, Read and Rectify the remarks and re submit the application again If application was approved and you want to continue, then proceed to the next process for staff 'Final Approval Process' If application was approved and you want to cancel you may start 'Cancellation' Process Establishment Workspace Est. Name En Est. Name Ar Est. Category Medical District Tarek Medical Center1 مركز طارق الطبى ركز طبي - Medical Center الشارقة - Sharjah License no. Issue Date Expiry Date License Status 23-02-2019 22-02-2020 7631 مرخص - Licensed Application **Request Type Current Status** Payment Due Submit Date Number Initial Approval Approved AED 0 23-02-2019 37689 Application Logs Application Action Comment Action By Log Date Number 2/23/2019 9:01:47 37689 Misc-UnKnown Misc-UnKnown - Application Initiated : 2019-02-23 tarekmed PM 2/23/2019 10:56:00 Initial App. 37689 Initial App. Submitted - Application Submitted : 2019-02-23 tarekmed Submitted PM Payment Payment Requested - Approved by Coordinator : 2/23/2019 11:10:59 37689 2019-02-23 Requested PM Payment 2/23/2019 11:10:59 MedCoordinatorDub 37689 Payment Requested - Approved By Auditor - it is ok PM Requested 2/23/2019 11:47:35 Initial App. Initial App, Approved - Application Approved by Auditor : 37689 MedAuditorDub 2019-02-23 Approved PM

10.1.10Re Submit the Application if it was rejected

14 Re Submit the Application if it was rejected

Est. Initial Approval Process

14 Re Submit the Application if it was rejected

Est. Initial Approval Process

Click on "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Page.

Read the rejection remarks at the "Establishment Application Messages" and Rectify them,

Example Attachment rectified before submission

Scroll to "Initiate New Request" section and push the "Submit Request" button

10.1.11 Get the Approval Notification Application if it was rejected

15 Re Submit the Application if it was rejecte	ed Est. Initial Approval Process
Refer to the Common Function Staff Notifications	if you don' know how this

10.2 Staff Final Approval Process

Process output:

MOHAP License valid for one year from final approval date

Process Pre Requisite:

'Staff Initial Approval' Process

Process workflow:

This process requires the below steps to do submission

1. Start / Initialize the Process / Application

Select the process 'Est. Initial Approval', Click Start Process \rightarrow new application created with status 'Not Submitted'

3 Add the attachments - documents - required for the process

- 4. Submit the Application \rightarrow Status of the application becomes 'Submitted'
- 5. Resubmit: the Application if the Application status is 'Rejected'
- 6. Pay the fees if Payment Requested and print the receipt during payment
- 7. Check Application Status: Approved or Rejected
- 8. Resubmit: the Application if the Application status is 'Rejected'
- 9. Get the process output if the Application status is 'Approved'

Hint: Remember to renew before 2 months from expiry to avoid fine