



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

User Guide

Issue/ Cancel Pharmacy Home Delivery Permit
MOHAP External Users



www.mohap.gov.ae



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1. Service Overview

This service enables the Issue/Cancel Pharmacy Home Delivery Permit.

2. Service Channel



Website

3. Service Target Audience



Facility

4. Service Outputs



Issue/Cancel Pharmacy Home Delivery Permit
letter





5. Service Prerequisites

1

The Establishment classification should be Pharmacy.

2

The Establishment licence should be valid for 30 days.

3

The pharmacist in charge should hold a valid licence.

4

This service is only available for Private and semi government entities.

The service is not available for government establishments.

5

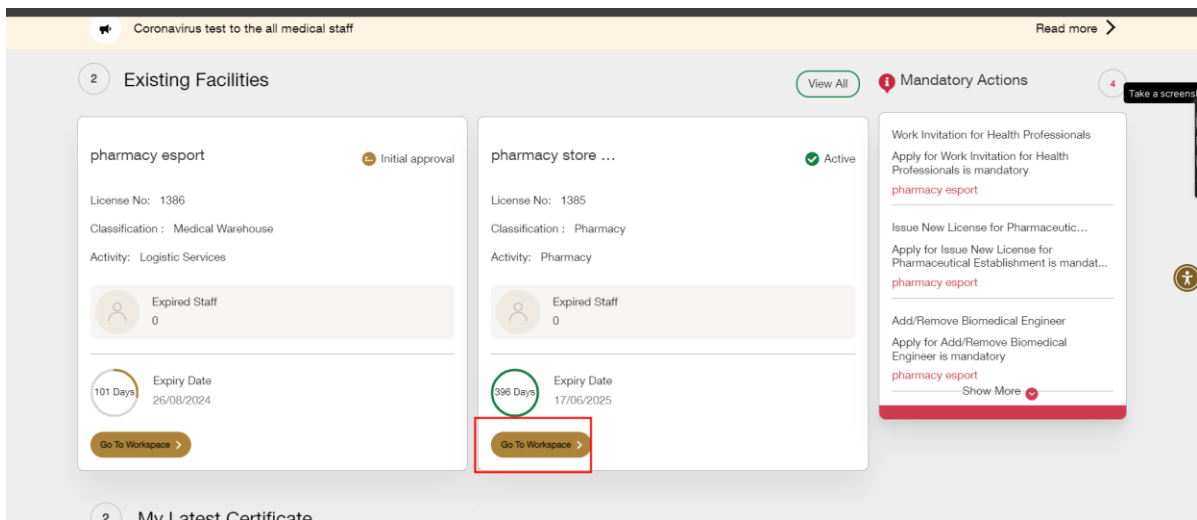
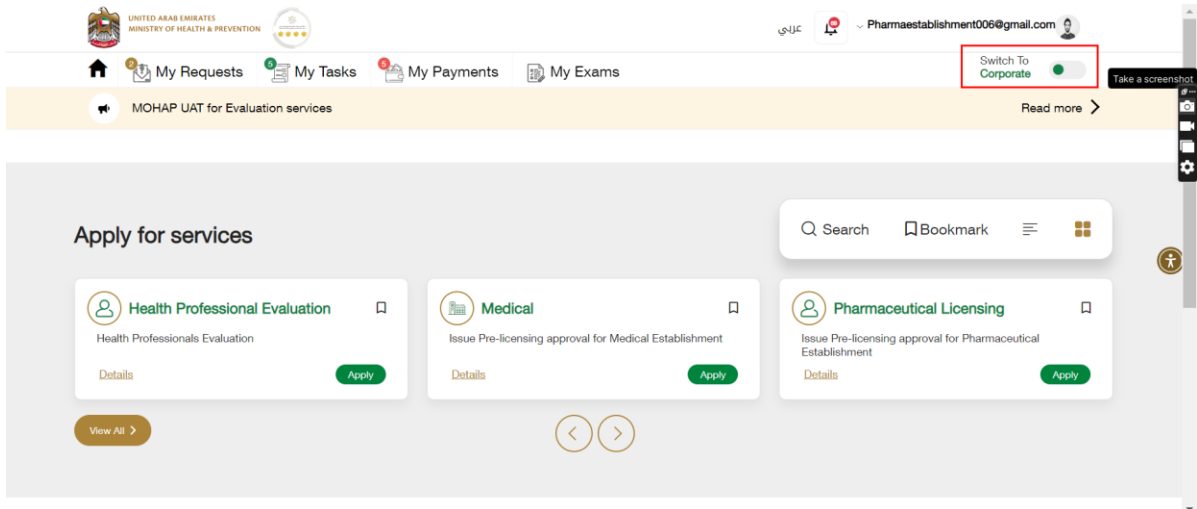
Applying multiple Issue/ Cancel Pharmacy Home Delivery Permit service at a time is not allowed.





6. Submit Service Request

Switch to corporate-->go to Facility work space-->click on more services->select Issue/Cancel Pharmacy Home Delivery permit service





Biomedical Engineer [Show Details](#)

Priority Services

Search | Bookmark | Menu | Grid

Pharmaceutical Licensing

Request for a List of Licensed Pharmaceutical Establishments in the UAE

[Details](#) [More Services](#) [Apply](#)

Health Professional Licensing

Issue a Replacement of lost Registration License

[Details](#) [More Services](#) [Apply](#)

[About this website](#) [About](#) [Help & Support](#) [References](#) [Toll Free Number](#)

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عربي | Pharmaestablishment006@gmail.com

← Services [Dashboard](#) > [All Services](#) > [Pharmaceutical Licensing](#)

Pharmaceutical Licensing

- Request for a List of Licensed Pharmaceutical Establishments in the UAE
- Add Area Extension for Pharmaceutical establishment
- Issue 24 hours work permit for pharmacy
- Cancelling the License of Private Pharmaceutical Establishment
- Change the Name of Pharmaceutical Establishment
- Renew License of Pharmaceutical Establishment
- Relocation of Pharmaceutical Establishment
- Issue/ Cancel Pharmacy Home Delivery Permit**
- Issue/Cancel Online Pharmacy Permit
- Add/Remove Partner(s) for Pharmaceutical Establishment





Start the service

6.1(a) Select Issue Pharmacy Home Delivery Permit

6.1.1 Click on Issue/Cancel Pharmacy Home Delivery permit button:

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Issue/Cancel Pharmacy Home Delivery Permit

Establishment Information

Contact Information

Location Information

Owner Details

Partner Details

Issue/Cancel Pharmacy Home Delivery Permit →

6.1.2 Select Issue Pharmacy Home Delivery permit:

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MINISTRY OF HEALTH & PREVENTION

Issue/Cancel Pharmacy Home Delivery Permit

Request Information

Select Service

Issue Pharmacy Home Delivery Permit

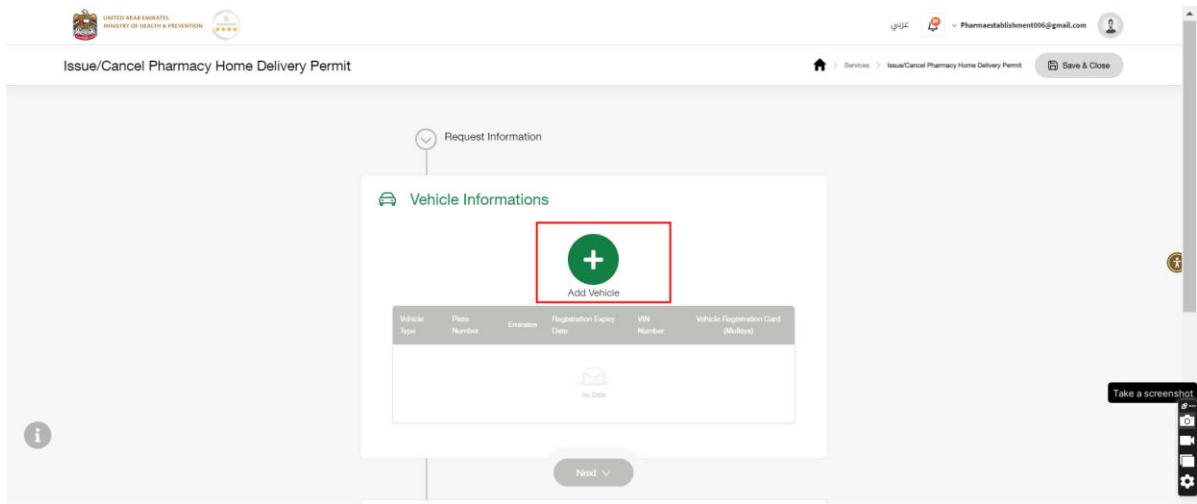
Cancel Pharmacy Home Delivery Permit

Next

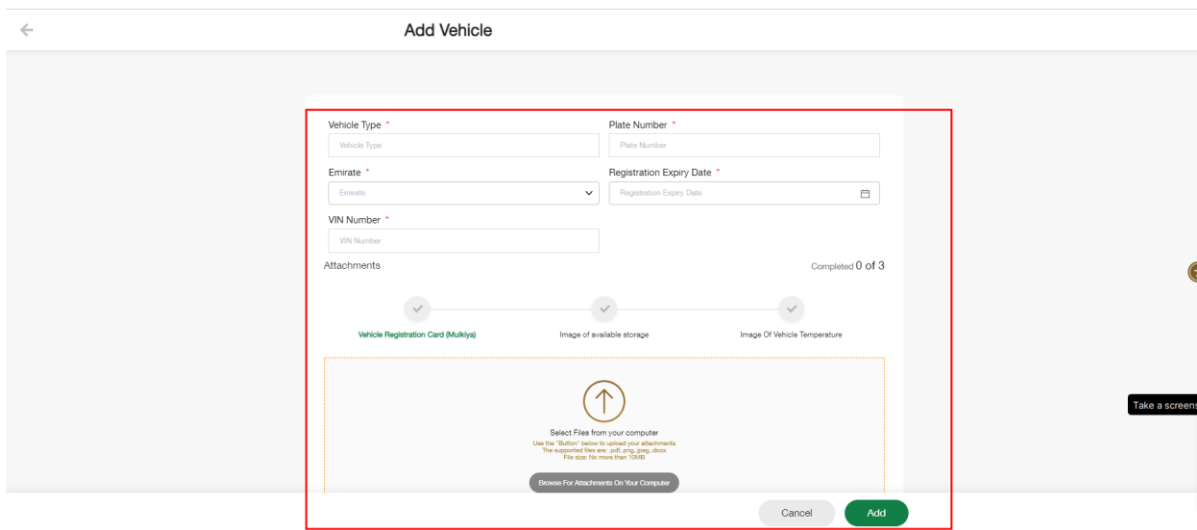




6.1.3 click on Add vehicle button:



6.1.4 Enter all vehicle details & upload attachments:





6.1.5 Enter Inspection details:

If inspection visit is required then enter inspection place & suggested date

The screenshot shows a web form titled "Issue/Cancel Pharmacy Home Delivery Permit". The form is divided into several sections: "Request Information", "Vehicle Informations" (with a car icon and a checkmark), "Inspection Information" (highlighted with a red box), "Self Inspection", and "Declaration". The "Inspection Information" section contains the following fields and options:

- Place Of Inspection ***: A text input field.
- Suggested Date And Time Of Inspection ***: A date and time picker.
- Inspection Visit Required ***: Radio buttons for "Yes" (selected) and "No".
- Next**: A button with a dropdown arrow.

6.1.6 Self Inspection:

Read all the below points carefully and select Yes/No accordingly.

The screenshot shows the "Self Inspection" section of the form, which is a list of six questions, each with "Yes" and "No" radio buttons:

- Providing Delivery Service Through A Pharmacy Licensed By The Ministry Of Health And Prevention Yes No
- The Means Of Transport Is Equipped With A Data Logger Yes No
- The Name Of The Pharmacy Or Group Is Listed On The Means Of Transport Yes No
- Presence Of A Refrigerated Container Dedicated To Transporting Refrigerated Medicines And Medical Supplies Yes No
- The Temperature Of The Container Does Not Exceed 25°C In Case Of Transporting General Products And Medicines Do Not Need Refrigeration Yes No
- Temperature Of The Refrigerated Container 2-8°C In The Case Of Transportation Of Refrigerated Medicines And Medical Supplies Yes No

A "Next" button with a dropdown arrow is located at the bottom of the section.





6.1.7 Read all Declaration points & select check box:

The screenshot shows a web interface with a green header bar containing 'Inspection Information' and 'Self Inspection', both with checkmarks. Below this is a 'Declaration' section with a checkmark icon. It lists several conditions under the heading 'We Also undertake the following:'. At the bottom of the declaration section, there is a checkbox labeled 'I Read All' which is checked and highlighted with a red box. A 'Go To Attachments' button is located at the bottom of the page.

Inspection Information ✓

Self Inspection ✓

Declaration ✓

We Also undertake the following:

- Compliance with all conditions stated in circular no. 2888 of 2018 AD.
- Presence of a licensed pharmacist at the pharmacy at any time for 24 hours
- Coordinating between the pharmacist' Licenses and informing the ministry of Health and Prevention in advance of any changes
- The number of working pharmacists should not be less than 4 pharmacists
- Continues opening of the pharmacy around the clock, whatever the circumstances
- Hiring of students pharmacist as soon as on eof the pharmacist is released
- Renewal of the application one month before the expiry of the period and on the form for that
- Notify the Ministry of Health and Prevention if they wish to stop the service or if the number of pharmacists is less than 4 pharmacists

I Read All

[Go To Attachments](#)

6.1.8 Upload all required attachments:

The screenshot shows a web interface for uploading attachments. At the top, it says 'Request Information' with a dropdown arrow. Below is a section titled 'Attachment Files' with a progress indicator showing 'Completed 1 of 2'. The progress bar has a green checkmark for 'Valid Trade License' and a grey checkmark for 'General Attachments'. A large dashed box contains an upload icon and text: 'Select Files from your computer. Use the "Upload" button to upload your attachments. The supported file are: pdf, png, jpg, docx. File size: No more than 10MB'. Below this is a 'Browse For Attachments On Your Computer' button. At the bottom, there are icons for file sharing services (OneDrive, Box, etc.) and a list of uploaded files, including 'Visiting Pharmacist Permit (3).Pdf' with a red 'x' icon. A 'Go To Preview' button is at the bottom.

Request Information

Attachment Files Completed 1 of 2

Valid Trade License General Attachments

Select Files from your computer
Use the "Upload" button to upload your attachments
The supported file are: pdf, png, jpg, docx
File size: No more than 10MB

[Browse For Attachments On Your Computer](#)

Visiting Pharmacist Permit (3).Pdf

[Go To Preview](#)





6.1.9 Preview all details & submit the request:

Collapsible All Expand All Submit

Selected Service ↕

Vehicle Details ●

Vehicle Type	Plate Number	Emirate	Registration Expiry Date	VIN Number	Vehicle Registration Card (M.R.V.C)
vhvdrdv	KAZ4WS1234	Fujairah	21/05/2024	vhvdrsd	↗

Inspection Information ●

Place Of Inspection: school Suggested Date And Time Of Inspection: 22/05/2024

Inspection Visit Required: Yes ↗


Self Inspection ↕

i Take a screenshot

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Arabic Pharmacy PharmacistEstablishment006@gmail.com

Issue/Cancel Pharmacy Home Delivery Permit Services > Issue/Cancel Pharmacy Home Delivery Permit



Your application has been completed and submitted successfully
Request Number: #LPE-24-3156

Go To Workspace





6.2(b) Select Cancel Pharmacy Home Delivery Permit

6.2.1 Click on Issue/Cancel Pharmacy Home Delivery permit button:

Issue/Cancel Pharmacy Home Delivery Permit

Establishment Information

Contact Information

Location Information

Owner Details

Partner Details

Issue/Cancel Pharmacy Home Delivery Permit →

6.2.2 Select Cancel Pharmacy Home Delivery Permit:

Request Information

Select Service

Issue Pharmacy Home Delivery Permit.

Cancel Pharmacy Home Delivery Permit. ✓

Next





6.2.3 Enter valid permit number:

Request Information

Permit Number *

PHDP1706

Emirate	Number of vehicle
Ajman	1

Place Of Inspection
school

Submit Application

6.2.4 Submit the request:

✓

Your application has been completed and submitted successfully
Request Number: #LPE-24-3159

Go To Workspace

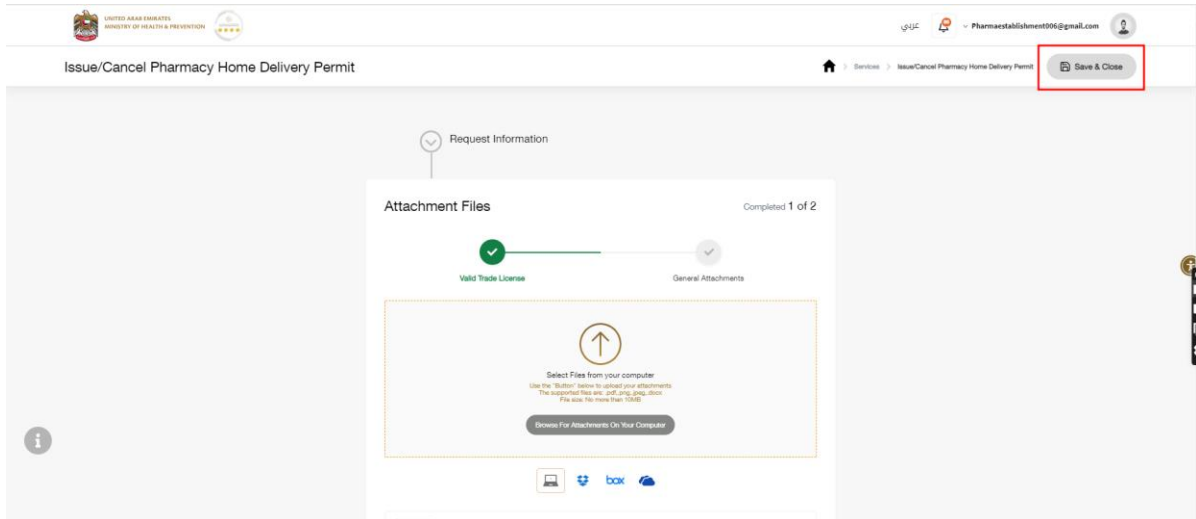




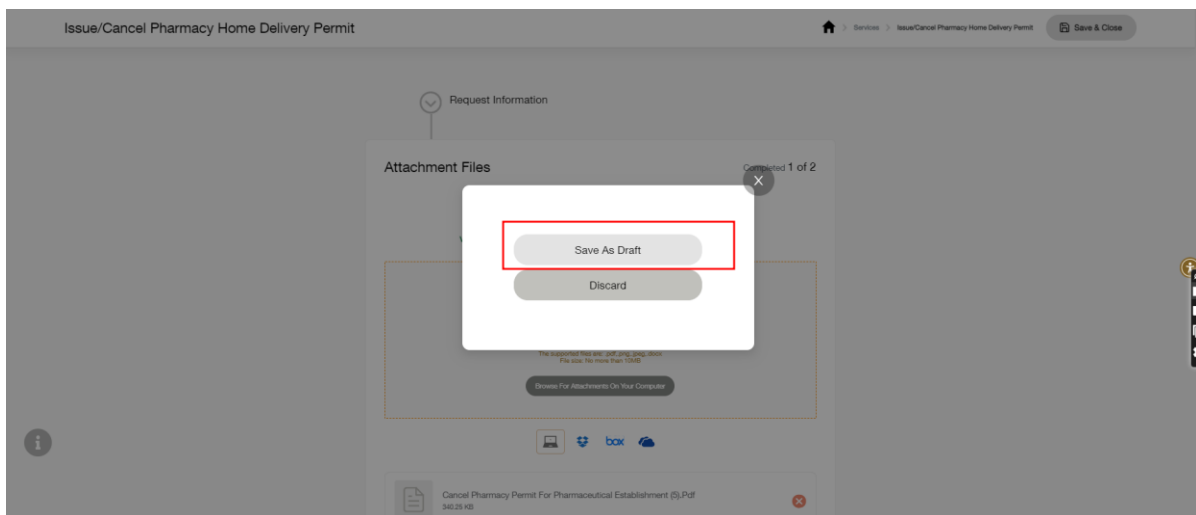
7. Save & draft

Applicants can save the application as a draft or discard it when initiating the submission form.

7.1 select save & close:

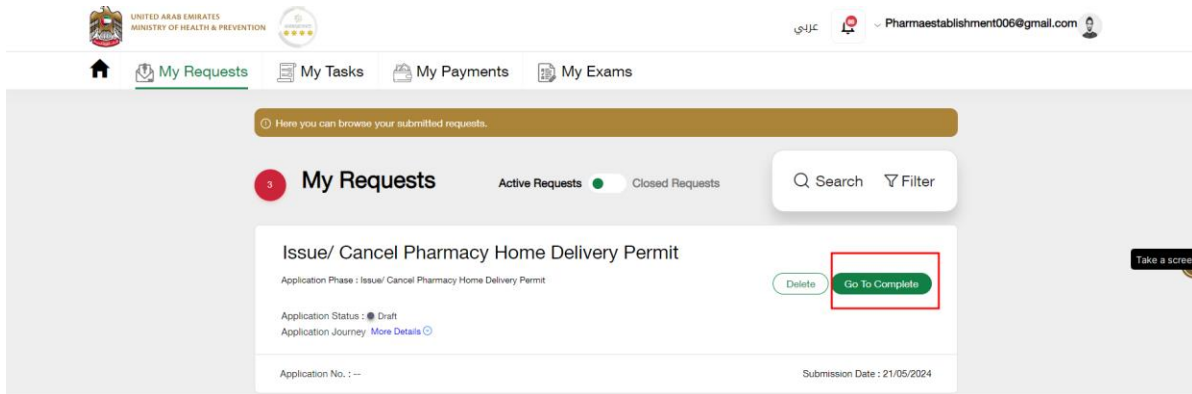


7.2 select save as draft:

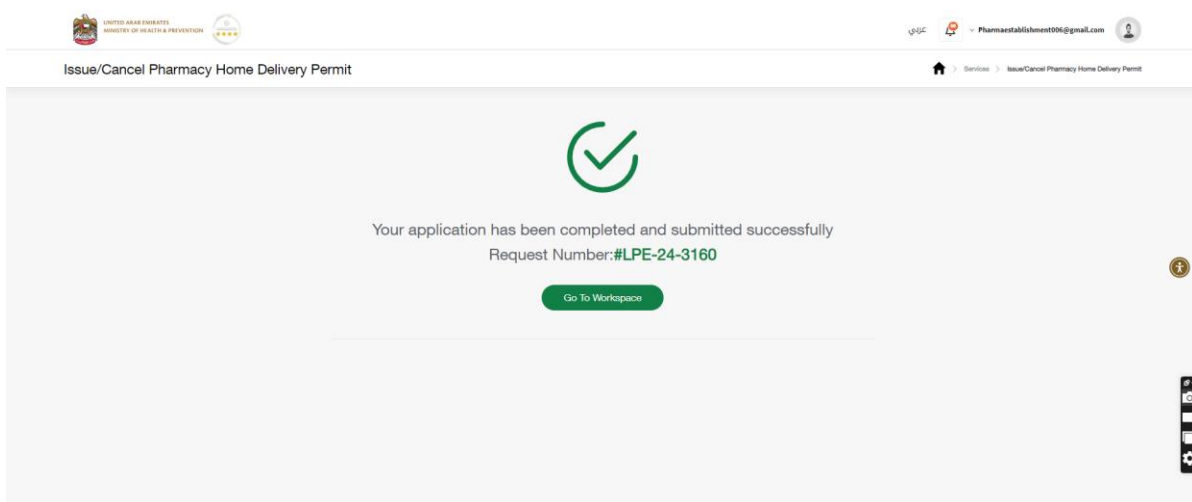
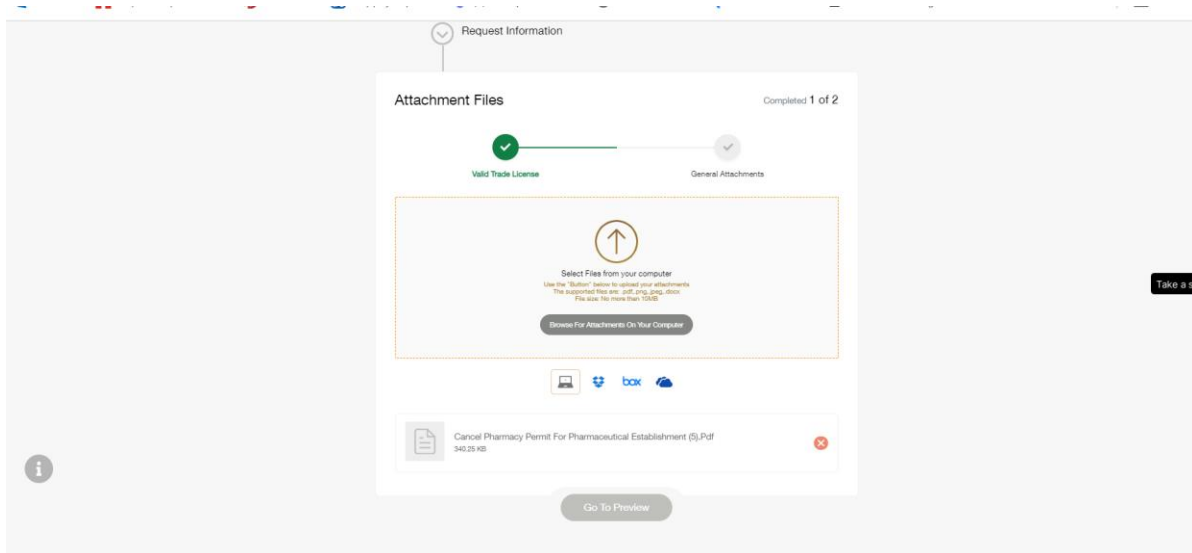




7.3 select Go to complete:



7.4 The information provided is saved can be retrieve it & complete it or edit it:





8. Send-Back screen

If send back, the applicant will be asked to update and resubmit to MOHAP Inspector. **(only for Issue Pharmacy Home Delivery permit)**

8.1 update the application:

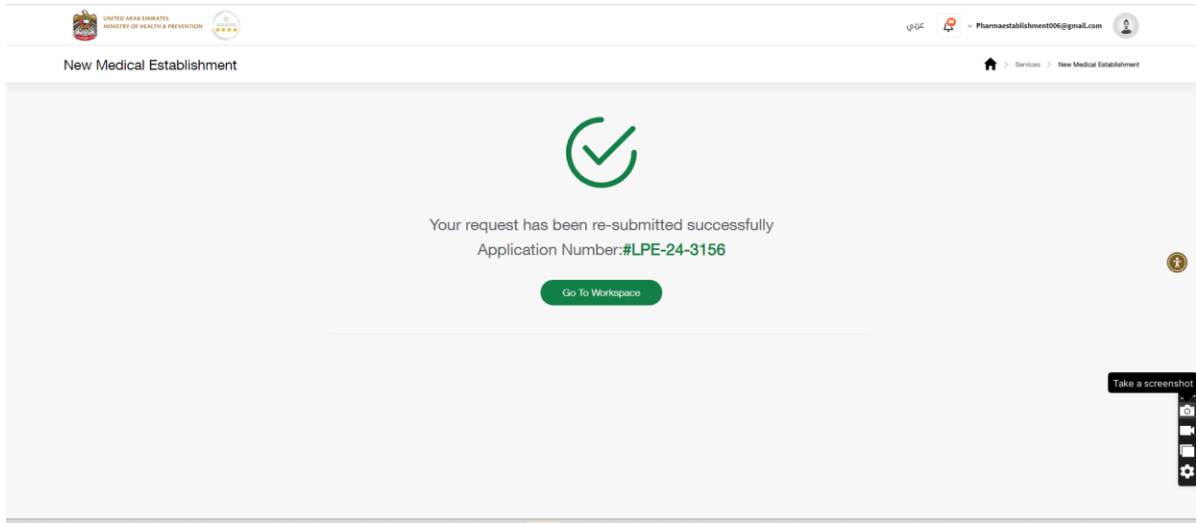
The screenshot shows the 'My Requests' section of the MOHAP portal. The user is logged in as 'Pharmaestablishment006@gmail.com'. The page displays a list of requests, with the first one being 'Issue/ Cancel Pharmacy Home Delivery Permit'. The application phase is 'Issue/ Cancel Pharmacy Home Delivery Permit', the status is 'Pending Actions', and the submission date is '21/05/2024'. A red box highlights the 'View Details' button.

The screenshot shows the 'Attachments' section of the MOHAP portal for request number LPE-24-3147. It displays a progress bar with three steps: 'Valid License of the facilities pharmacy' (marked with a red X), 'General Attachments' (marked with a green checkmark), and 'Trade License' (marked with a red X). Below the progress bar, there is a file upload area for 'Aq1.Pdf' with a 'Replace File' button. A 'Submit' button is located at the bottom of the page.





8.2 Resubmit the request:





9. Download certificate:

