UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

9/1/2023

Complaints about Private Health Facilities and their Medical Staff

User Manual Document Version: 1.0

Updated: January 9th, 2023

M i n i s t r y   o f   H e a l t h   &   P r e v e n t i o n   –   U A E ©

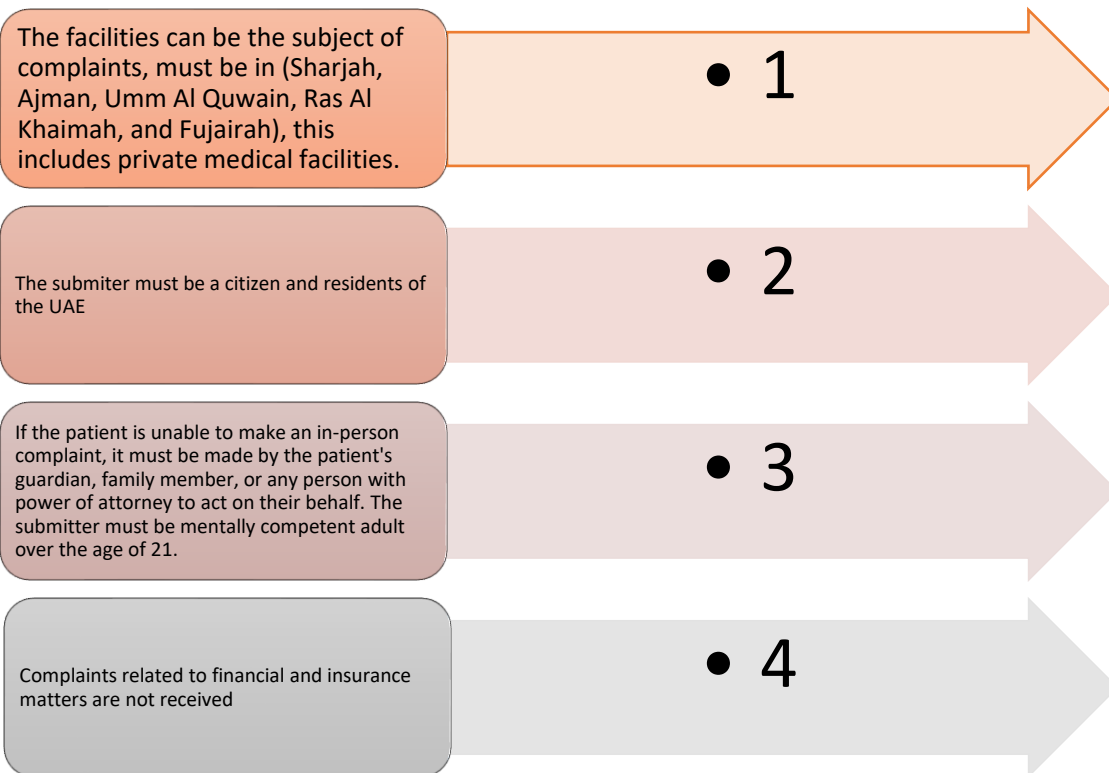*Table of Contents*

1. Service Overview – Summary

The "Complaints about Private Health Facilities and their Medical Staff" service enables end user to submit their complains to MOHAP to ensure that mistakes are never made again and to help them follow up the process of their application.

There are different channels to submit the complaint:

- o MOHAP Website
- o MOHAP Customer Happiness Center in the representative offices
- o MOHAP SmartApp
- o Customer Happiness Center - Dubai

This document will go through it over website.

2. Service Conditions & Requirements

The facilities can be the subject of complaints, must be in (Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah, and Fujairah), this includes private medical facilities.

• 1

The submiter must be a citizen and residents of the UAE

• 2

If the patient is unable to make an in-person complaint, it must be made by the patient's guardian, family member, or any person with power of attorney to act on their behalf. The submitter must be mentally competent adult over the age of 21.

• 3

Complaints related to financial and insurance matters are not received

• 4

3. Create new account

If the user is new (i.e., you do not have account) you need to Register and Create a New Account to be able to access MOHAP services.

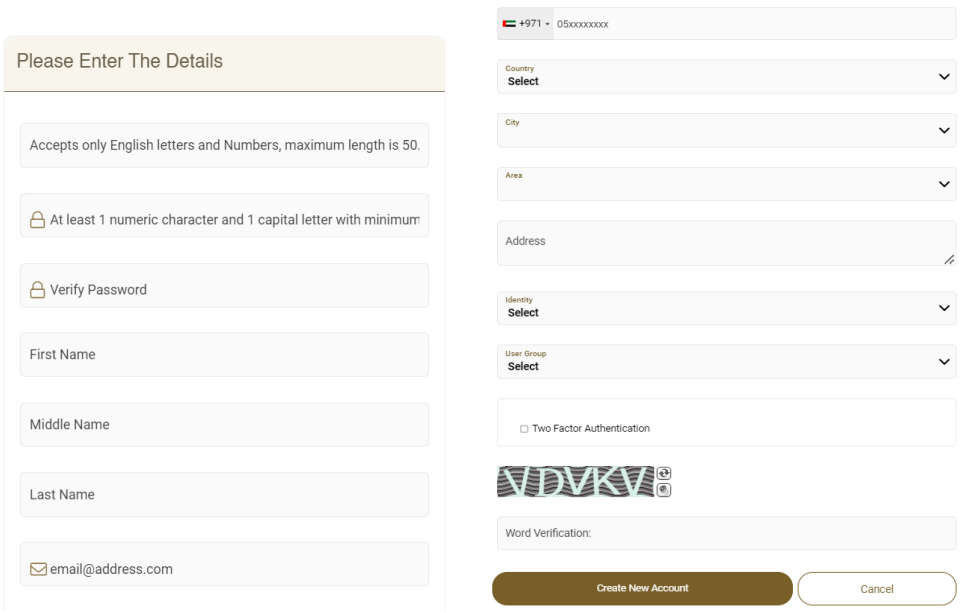If you are already a MOHAP user, then Login to the system directly

Create New Account – Register/Sign up

If the user is new (i.e., doesn't have an account) the user need to Create a New Account First
- *Go to the official website of the Ministry of Health*
- *On the right side click on the Login tab*
- *Since the user does not have an account yet, the user will need to Register*

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

عربي Login

Ministry Of Health And Prevention

Login   Register

Login with UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

To Sign Up, the user needs to fill all the required information and follow the steps

Please Enter The Details

+971 ▾ 05xxxxxxxx

Accepts only English letters and Numbers, maximum length is 50.

Country
Select

🔒 At least 1 numeric character and 1 capital letter with minimum

City
Select

Area

🔒 Verify Password

Address

First Name

Identity
Select

Middle Name

User Group
Select

Last Name

☐ Two Factor Authentication

✉ email@address.com
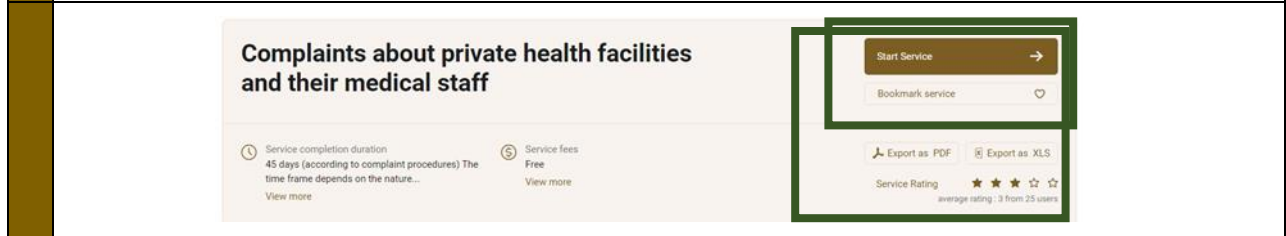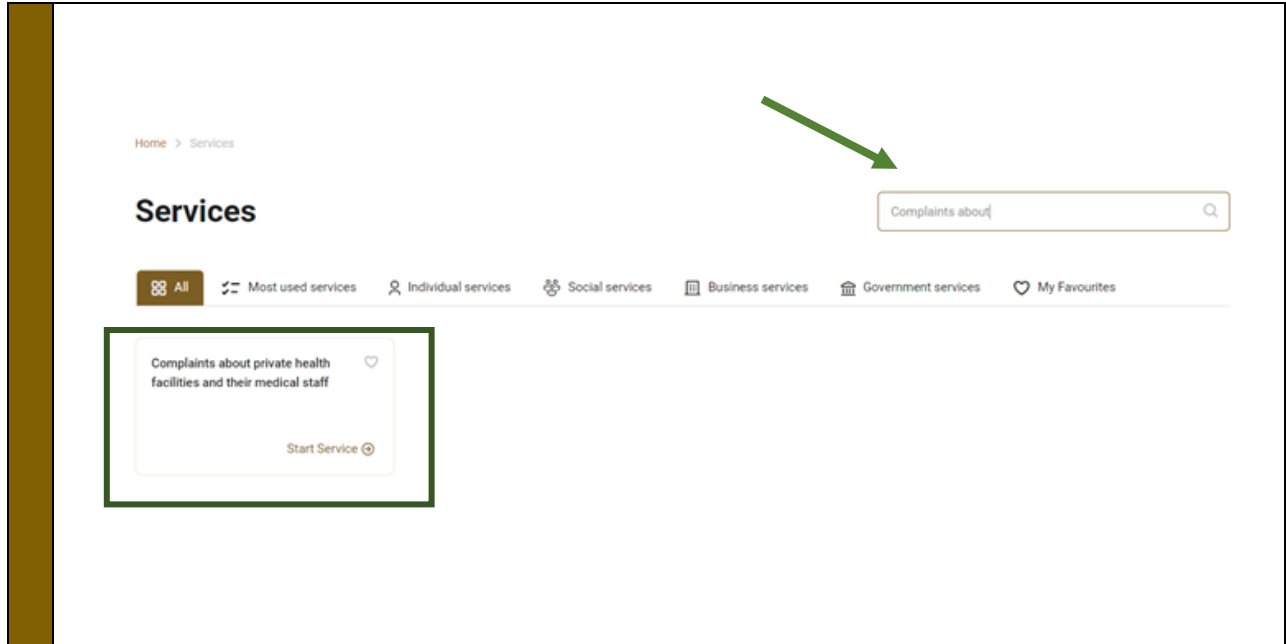
VDVKV

Word Verification:

Create New Account   Cancel

- *Click create account.*
- *After completing the registration steps, the following alert will show to confirm that all records are saved successfully, and a verification email has been sent for activation.*

Signup

Record Saved Successfully and Email has been sent to User For Activation

Go to the email entered when registering, and click on the link to activate the MOHAP Account

Dear

Thank you for registering with Ministry of Health and Prevention E-Services.

Please open below url to activate your account.

Account Activation Link

Regards,

Ministry of Health And Prevention, UAE

4. Log into the system

#	User Login

1	*If the user already has an account and wants to access any of MOHAP services, the user needs to follow the below steps*
	
	    1. *Go to the official website of the* **Ministry of Health**
	    2. *Click on* **Services**
	    3. *Look for the required service* **OR** *search for its name in the search bar*
	    4. *Select the required* **Service icon**
	    5. *After choosing the service click on* **Start Service** *as the below screen.*
	    6. *If the user has logged in from the official page, then when the user clicks on "Services" they'll be directly transferred to the service, otherwise the user will have to login after clicking on "Start Service".*

Home > Services

Services

Complaints about

88 All	Most used services	Individual services	Social services	Business services	Government services	My Favourites

Complaints about private health facilities and their medical staff

Start Service ⊕

Complaints about private health facilities and their medical staff

Start Service →

Bookmark service ♡

Service completion duration
45 days (according to complaint procedures) The time frame depends on the nature...
View more

Service fees
Free
View more

Export as PDF   Export as XLS

Service Rating ★ ★ ★ ☆ ☆
average rating : 3 from 25 users

3

Ministry Of Health And Prevention

Login	Register

🔒 Login with UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

Or

👤 User Name

🔒 Password 👁

Account Type
🔒 Customer ⌄

○ Remember Me   Forgot Password   Forgot User Name

Login

5. Submit Complaint

5	**Open the suitable form from the services list**
	The user needs to choose the kind of the complaint: **ACTIONS** Create New Medical Complaint — + CREATE NEW Create New Pharmacy Complaint — + CREATE NEW View All Applications — 👁 VIEW EXISTING
A.	**Create New Medical Complaint**
	ACTIONS Create New Medical Complaint — + CREATE NEW Create New Pharmacy Complaint — + CREATE NEW View All Applications — 👁 VIEW EXISTING
	• Start the application by filliing the required information, • First, Patient information 📄 Medical Facility Complaint Form 👤 Patient Information 🏛 Facility Information 📄 Complaint Details 🔗 Supporting Documents **Note:** Please use this section to provide details about the patient. The patient is the one who was affected by the incident (directly or indirectly) while being under the treatment. **Who is the patient?** * ⦿ I am the patient. I was affected during treatment. ◯ I am not the patient. I am registering on behalf of the patient. **Name of the Patient** * **Date of Birth*** Gender * ◯Male ⦿Female [Full Name] [ ] 📅 Patient Information Full Name This field is required **Emirates Id** * **Health Card Number (MOHAP)** ⓘ [999-9999-9999999-9] [Health Card Number (MOHAP)] **Nationality*** **Emirate*** [Jordan ▾] [Dubai ▾] **UAE Mobile Number (05xxxxxxxx)** * **Email Address** * [05_____] [halaaltahainh@gmail.com] This field is required **Address** [عنوان]
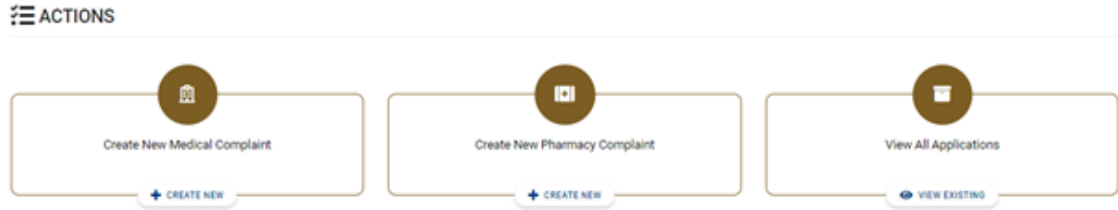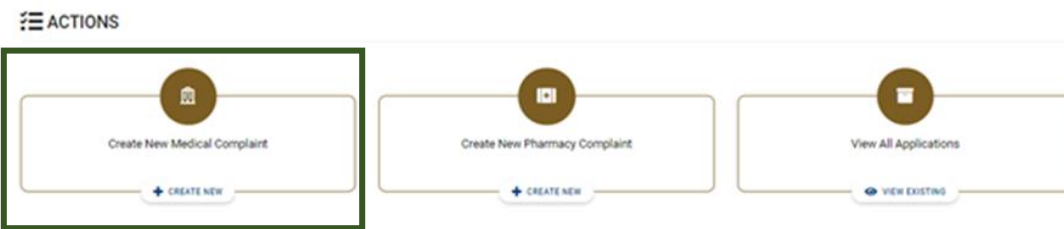
- Second, fill the required Facility Information

- Third, fill and choose the Complaint Details

- Fourth, add Supporting Documents

Pay attention to the document type and size.

- Once you are done filling all the required information you have two options:
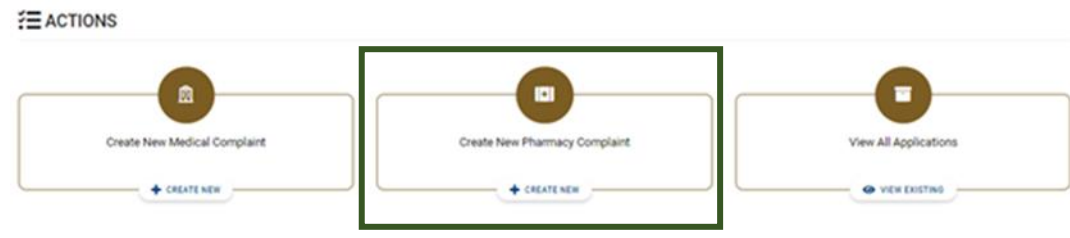
> ⚠ Acknowledgement
>
> I confirm all information submitted on this form and the supporting documents are true to the best of my knowledge.
> I hereby authorize the ministry of health Prevention complaints officer to access and obtain copies of medical records for the purpose of the investigation

[🖫 Save] [▶ Submit] [Back]

- You may **Save** the application to get back to it later to make edits.
- You may **Submit** the application directly, if you are sure of all the information you added.

> Pay attention to the acknowledgment added to every step in the service application.

B.	*Create New Pharmacy Complaint*

≡ ACTIONS

Create New Medical Complaint	Create New Pharmacy Complaint	View All Applications
✚ CREATE NEW	✚ CREATE NEW	👁 VIEW EXISTING

- Start the application by filliing the required information,
- First, Edit and add the missing User Information

👤 User Information   ▦ Patient Information   💬 Complaint Details   🏢 Facility Information   🖉 Complaint Attachments

Welcome to Medical Complaints and Grievances System

As a new user to the System, we request you to **Register** and move forward to make a complaint.

👤 User Registration

Name of the user *
MMuna ALT

Gender *
Female

Nationality *
Jordan

Emirate *
Dubai

UAE Mobile Number (05xxxxxxxx) *
0500000000
This field is required

Email Address *
email@address.com
This field is required

Address
عمان

[🖫 Save] [🖫 Submit] [Back]

> You will be able to find filled fields, imported from your profile. You can edit the filled fields.

- Second, fill the Patient Information and pay attention to the system note,

- Third, fill the Complaint Details carfully,

Note: know that you can save a draft in any step you reach,

- Fourth, adding Facility Information

👤 User Information   🖼 Patient Information   🖥 Complaint Details   **🏢 Facility Information**   🔗 Complaint Attachments

Emirate *

| Select | ⌄ |

Facility Name *

| Nothing selected | ⌄ |

Facility Type

| Type of the Facility |

Telephone

| 06xxxxxxx |

Address

| Address |

Is this complaint against a medical professional ? ☐

📄 Save   💾 Submit   Back

- Fifth, uploading the Complaint Attachments

👤 User Information   🖼 Patient Information   🖥 Complaint Details   🏢 Facility Information   **🔗 Complaint Attachments**

Instructions:
Please provide any supporting documents such as Medical Report, Receipt , Prescription etc (if any)
Allowed file types : .jpg, .png, .pdf, .jpeg, .doc, .docx. | Maximum file size : 15 MB
Please do not include any special characters in the file name. e.g. **,&#*@

Documents ⓘ *
| Select |

Attachment Comments

| Attachment Comments |

Upload Document   Cancel

Documents List

No documents to display

📄 Save   💾 Submit   Back

- You may <mark>Remove</mark> the uploaded document via the button next the field

👤 User Information   🖼 Patient Information   🖥 Complaint Details   🏢 Facility Information   **🔗 Complaint Attachments**

Instructions:
Please provide any supporting documents such as Medical Report, Receipt , Prescription etc (if any)
Allowed file types : .jpg, .png, .pdf, .jpeg, .doc, .docx. | Maximum file size : 15 MB
Please do not include any special characters in the file name. e.g. **,&#*@

Documents ⓘ *
| 🟢 MicrosoftTeams-image (49).png   Remove |

Attachment Comments

- Once you are done filling all the required information you have two options:

⚠ Acknowledgement

I confirm all information submitted on this form and the supporting documents are true to the best of my knowledge.
I hereby authorize the ministry of health Prevention complaints officer to access and obtain copies of medical records for the purpose of the investigation
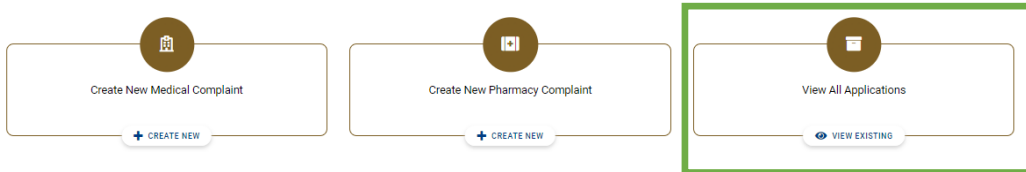
[💾 Save] [⊙ Submit] [Back]

- You may **Save** the application to get back to it later to make edits.
- You may **Submit** the application directly, if you are sure of all the information you added.

> Pay attention to the acknowledgment added to every step in the service application.

6. View All Applications

6	**View All Applications**
	- This interface allows you to go through your submitted/ drafted complaints. *Here's how to navigate:* 📋 Create New Medical Complaint **+ CREATE NEW**	Create New Pharmacy Complaint **+ CREATE NEW**	🗄 View All Applications **👁 VIEW EXISTING** • From the main interface of the services, click on View All Applications
	• The following service appears after the click, Medical Complaints & Grievances System 🔍 Applications Search Reference Number Incident Date Last updated on Complaint Type Application Status Select Select [Search] ☰ New Complaint Applications 0 - 0 of 0 Sort By: ↑↓ ↓↑ Quick Filter: Complaint ReferenceNo 🔍 ✖ No Data to Display ☰ Complaint Applications 0 - 0 of 0 Sort By: ↑↓ ↓↑ Quick Filter: Complaint ReferenceNo 🔍 ✖ No Data to Display

- It allows you to search for a draft or a submitted application using different fields:

Reference Number		Incident Date		Last updated on	
Reference Number					

Complaint Type		Application Status	
Select		Select	

Search

- You may fill all the fields or fill some,
- Click on search

- The applications will appear respectivly under its suited title:

☰ New Complaint Applications 0 - 0 of 0

Sort By: Quick Filter: Complaint ReferenceNo

No Data to Display

☰ Complaint Applications 0 - 0 of 0

Sort By: Quick Filter: Complaint ReferenceNo

No Data to Display

Note: in this screen, there are no results.

The End