

UNITED ARAB EMIRATES
MINISTRY OF HEALTH



الإمارات العربية المتحدة
وزارة الصحة

**Ministry Of Health Services Manual
Customers Service Centers**

**First Version
2014**



**H.E. Abdul Rahman Bin Mohammed Al Owais
Minister of Health**

Minister Speech

Valued Customers,

The United Arab Emirates has recently witnessed a remarkable progress in all fields to cope with the advanced countries. However, due to the keen interest of our wise leadership to enhance the government efficiency, focus on the customers, upgrade the competitiveness of the state, and serve our dear homeland, we, the leadership and staff of the Ministry Of Health have been, continuously and actively, exerting our best efforts in order to realize high standards of quality and innovation in providing our services to the customers and patients to ensure maintaining good health for the individual, as well as community, as reflected in the 2014-2016 strategy of the Ministry, concentrating on the provision of world class services, and launching so many initiatives and projects that upgrade service levels and standards.

We are so proud for building distinguished relationship with our customers and do appreciate their confidence in our services. Moreover, we do appreciate their personal attention to the Ministry, its values, decisions and activities. We always endeavor to create value for our customers.

Within the efforts and endeavors of the Ministry in promoting its services and enhancing the awareness levels of its customers, we are pleased to present you the first version of the MOH Administrative Services Manual (ASM) to help you for the easy access to the necessary information whenever you require any service. It provides full explanation of the service provision sites, channels, timings, and the documents required for processing the same, in addition to more useful information.

In conclusion, we stress our commitment to the process of updating and continued upgrading of our services in order to satisfy your needs and anticipations, enhance the standards and quality of the services rendered to you, and increase your satisfaction score.

Welcome again, let's share the march of progress and prosperity, to achieve all the best for our homeland, praying to Allah Almighty to grant all of us success for the benefit of the State and citizen.

Abdul Rahman Bin
Mohammed Al Owais
Minister of Health

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Introduction

Ministry Of Health has been devoting all its capabilities and potentials for enhancing and developing its services rendered to customers through providing them with the experience of receiving excellent services, and is improving such services regularly and continuously. Due to the keen interest of the Ministry to provide service requirements, facilitate the procedures and processes for our valued customers, and in line with our commitment to develop the services and upgrade the efficiency, we have issued this manual to elaborate the services of the customer service centers in Sharjah, Umm Al-Quwain, Ras Al Khaima and Al Fujairah medical zones. It includes all the information and requirements our valued customers may need upon requesting any of the services provided by such centers.

In case any of the information included in this manual is confusing, please do not hesitate to provide us with your comments or suggestions to the below mentioned addresses, or any contact addresses mentioned for each one of the services listed in this manual, or through:



Our Vision

Sustainable health for a UAE community enjoying comprehensive and long lasting healthcare life.

Our Mission

Enhance the health of individuals and society of the UAE through the provision of comprehensive and excellent health services in a healthy and sustainable environment through local and international effective policies, legislations programs and partnerships.

Our Values

- **Professionalism:**
Our healthcare services are provided efficiently and effectively.
- **Client's Priority:**
Our clients are the core element of our attention and care.
- **Sustainability:**
Achieve sustainability in all our practices to support the health of individuals in the present and future time.
- **Team Work:**
Work with partners, employees and customers with a one team spirit.
- **Integration:**
Provide comprehensive and credible services on all levels.
- **Creativity:**
Encourage creativity and excellence in all our practices.

Service Provision Sites

The below mentioned services shall be provided at the sites with (X) mark opposite them:

Main Service	Sub & Supplementary Services	Customers Service Center - Umm Al-Quwain	Customers Service Center – Al Fujairah	Customers Service Center – Sharjah	Customers Service Center – Ras Al Khaimah
Clearance, Imports and Exports Permissions	Permission for Sending Medicines Abroad by Mail	X	X	X	X
Clearance, Imports and Exports Permissions	Requesting Controlled Medicine Prescriptions Issuance Book	X	X	X	X
Clearance, Imports and Exports Permissions	Requesting Controlled Medicines Registers Issuance Book – Class (A)	X	X	X	X
Clearance, Imports and Exports Permissions	Requesting Controlled Medicines Registers Issuance Book – Class (B)	X	X	X	X
Medical Firms Licensing & Registration	Pharmacy License	X	X	X	X
Medical Firms Licensing & Registration	Pharmacy License Renewal	X	X	X	X
Medical Firms Licensing & Registration	Pharmacy License Replacement	X	X	X	X
Medical Firms Licensing & Registration	Pharmacy License Re-Issue	X	X	X	X
Medical Firms Licensing & Registration	Pharmacy Expansion Application	X	X	X	X
Medical Firms Licensing & Registration	Pharmacy License Ownership Transfer	X	X	X	X
Medical Firms Licensing & Registration	Pharmacy Location Change	X	X	X	X
Medical Firms Licensing & Registration	Pharmacy Name Change	X	X	X	X
Medical Firms Licensing & Registration	24 Hours Pharmacy Work Permission	X	X	X	X
Medical Firms Licensing & Registration	24 Hours Pharmacy Work Permission Renewal	X	X	X	X
Medical Firms Licensing & Registration	Medical Store License	X	X	X	X
Medical Firms Licensing & Registration	Medical Store License Renewal	X	X	X	X
Medical Firms Licensing & Registration	Medical Store License Replacement	X	X	X	X
Medical Firms Licensing & Registration	Medical Store License Re-Issue	X	X	X	X
Medical Firms Licensing & Registration	Medical Store Expansion Application	X	X	X	X
Medical Firms Licensing & Registration	Medical Store License Ownership Transfer	X	X	X	X
Medical Firms Licensing & Registration	Medical Store Location Change	X	X	X	X
Medical Firms Licensing & Registration	Scientific Office License	X	X	X	X
Medical Firms Licensing & Registration	Scientific Office License Renewal	X	X	X	X
Medical Firms Licensing & Registration	Scientific Office Ownership Transfer	X	X	X	X

Main Service	Sub & Supplementary Services	Customers Service Center - Umm Al-Quwain	Customers Service Center – Al Fujairah	Customers Service Center – Sharjah	Customers Service Center – Ras Al Khaimah
Medical Firms Licensing & Registration	General Clinic License	X	X	X	X
Medical Firms Licensing & Registration	General Clinic License Renewal	X	X	X	X
Medical Firms Licensing & Registration	General Clinic Name Change	X	X	X	X
Medical Firms Licensing & Registration	General Clinic Location Change	X	X	X	X
Medical Firms Licensing & Registration	General Clinic License Ownership Transfer	X	X	X	X
Medical Firms Licensing & Registration	General Clinic License Cancellation	X	X	X	X
Medical Firms Licensing & Registration	General Clinic License Re-Issue	X	X	X	X
Medical Firms Licensing & Registration	General Clinic License Replacement	X	X	X	X
Medical Firms Licensing & Registration	Specialized Clinic License	X	X	X	X
Medical Firms Licensing & Registration	Specialized Clinic License Renewal	X	X	X	X
Medical Firms Licensing & Registration	Specialized Clinic Name Change	X	X	X	X
Medical Firms Licensing & Registration	Specialized Clinic Location Change	X	X	X	X
Medical Firms Licensing & Registration	Specialized Clinic License Ownership Transfer	X	X	X	X
Medical Firms Licensing & Registration	Specialized Clinic License Cancellation	X	X	X	X
Medical Firms Licensing & Registration	Specialized Clinic License Re-Issue	X	X	X	X
Medical Firms Licensing & Registration	Specialized Clinic License Replacement	X	X	X	X
Medical Firms Licensing & Registration	Medical Polyclinic License	X	X	X	X
Medical Firms Licensing & Registration	Medical Polyclinic License Renewal	X	X	X	X
Medical Firms Licensing & Registration	Medical Polyclinic Name Change	X	X	X	X
Medical Firms Licensing & Registration	Medical Polyclinic Location Change	X	X	X	X
Medical Firms Licensing & Registration	Medical Polyclinic License Ownership Transfer	X	X	X	X
Medical Firms Licensing & Registration	Medical Polyclinic License Cancellation	X	X	X	X
Medical Firms Licensing & Registration	Medical Polyclinic License Re-Issue	X	X	X	X
Medical Firms Licensing & Registration	Medical Polyclinic License Replacement	X	X	X	X
Medical Firms Licensing & Registration	Diagnostic Center License	X	X	X	X
Medical Firms Licensing & Registration	Diagnostic Center License Renewal	X	X	X	X
Medical Firms Licensing & Registration	Diagnostic Center Name Change	X	X	X	X
Medical Firms Licensing & Registration	Diagnostic Center Location Change	X	X	X	X
Medical Firms Licensing & Registration	Diagnostic Center License Ownership Transfer	X	X	X	X
Medical Firms Licensing	Diagnostic Center	X	X	X	X

Main Service	Sub & Supplementary Services	Customers Service Center - Umm Al-Quwain	Customers Service Center – Al Fujairah	Customers Service Center – Sharjah	Customers Service Center – Ras Al Khaimah
& Registration	License Cancellation				
Medical Firms Licensing & Registration	Diagnostic Center License Re-Issue	X	X	X	X
Medical Firms Licensing & Registration	Diagnostic Center License Replacement	X	X	X	X
Medical Firms Licensing & Registration	Rehabilitation Center License	X	X	X	X
Medical Firms Licensing & Registration	Rehabilitation Center License Renewal	X	X	X	X
Medical Firms Licensing & Registration	Rehabilitation Center Name Change	X	X	X	X
Medical Firms Licensing & Registration	Rehabilitation Center Location Change	X	X	X	X
Medical Firms Licensing & Registration	Rehabilitation Center License Ownership Transfer	X	X	X	X
Medical Firms Licensing & Registration	Rehabilitation Center License Cancellation	X	X	X	X
Medical Firms Licensing & Registration	Rehabilitation Center License Re-Issue	X	X	X	X
Medical Firms Licensing & Registration	Rehabilitation Center License Replacement	X	X	X	X
Medical Firms Licensing & Registration	Less than 50 Bed Hospital License	X	X	X	X
Medical Firms Licensing & Registration	Less than 50 Bed Hospital License Renewal	X	X	X	X
Medical Firms Licensing & Registration	Less than 50 Bed Hospital Name Change	X	X	X	X
Medical Firms Licensing & Registration	Less than 50 Bed Hospital Location Change	X	X	X	X
Medical Firms Licensing & Registration	Less than 50 Bed Hospital License Ownership Transfer	X	X	X	X
Medical Firms Licensing & Registration	Less than 50 Bed Hospital License Cancellation	X	X	X	X
Medical Firms Licensing & Registration	Less than 50 Bed Hospital License Re-Issue	X	X	X	X
Medical Firms Licensing & Registration	Less than 50 Bed Hospital License Replacement	X	X	X	X
Medical Firms Licensing & Registration	51-100 Bed Hospital License	X	X	X	X
Medical Firms Licensing & Registration	51-100 Bed Hospital License Renewal	X	X	X	X
Medical Firms Licensing & Registration	51-100 Bed Hospital Name Change	X	X	X	X
Medical Firms Licensing & Registration	51-100 Bed Hospital Location Change	X	X	X	X
Medical Firms Licensing & Registration	51-100 Bed Hospital License Ownership Transfer	X	X	X	X
Medical Firms Licensing & Registration	51-100 Bed Hospital License Cancellation	X	X	X	X
Medical Firms Licensing & Registration	51-100 Bed Hospital License Re-Issue	X	X	X	X
Medical Firms Licensing & Registration	51-100 Bed Hospital License Replacement	X	X	X	X
Medical Firms Licensing	100+ Bed Hospital	X	X	X	X

Main Service	Sub & Supplementary Services	Customers Service Center - Umm Al-Quwain	Customers Service Center – Al Fujairah	Customers Service Center – Sharjah	Customers Service Center – Ras Al Khaimah
& Registration	License				
Medical Firms Licensing & Registration	100+ Bed Hospital License Renewal	X	X	X	X
Medical Firms Licensing & Registration	100+ Bed Hospital Name Change	X	X	X	X
Medical Firms Licensing & Registration	100+ Bed Hospital Location Change	X	X	X	X
Medical Firms Licensing & Registration	100+ Bed Hospital License Ownership Transfer	X	X	X	X
Medical Firms Licensing & Registration	100+ Bed Hospital License Cancellation	X	X	X	X
Medical Firms Licensing & Registration	100+ Bed Hospital License Re-Issue	X	X	X	X
Medical Firms Licensing & Registration	100+ Bed Hospital License Replacement	X	X	X	X
Medical Firms Licensing & Registration	Hospital Services Utilization Request	X	X	X	X
Medical Professions Evaluation & Licensing	Consultant Physician /Dentist (A) License for the Private Sector	X	X	X	X
	Physician License Renewal				
Medical Professions Evaluation & Licensing	Consultant Physician /Dentist (B) License for the Private Sector	X	X	X	X
Medical Professions Evaluation & Licensing	Job Title Change of a Physician (Practitioner/ Specialist / Consultant) License.	X	X	X	X
Medical Professions Evaluation & Licensing	Specialist Physician /Dentist (A) License for the Private Sector	X	X	X	X
Medical Professions Evaluation & Licensing	Physician (Practitioner/ Specialist / Consultant) License Transfer.	X	X	X	X
Medical Professions Evaluation & Licensing	Specialist Physician /Dentist (B) License for the Private Sector	X	X	X	X
Medical Professions Evaluation & Licensing	Physician (Practitioner/ Specialist / Consultant) License Re-Issue	X	X	X	X
Medical Professions Evaluation & Licensing	Practitioner Physician/ Dentist License – for the Private Sector	X	X	X	X
Medical Professions Evaluation & Licensing	Physician (Practitioner / Specialist/Consultant) License Cancellation	X	X	X	X
Medical Professions Evaluation & Licensing	Foreign Visiting Doctor License	X	X	X	X
Medical Professions Evaluation & Licensing	Foreign Visiting Doctor License Renewal	X	X	X	X
Medical Professions Evaluation & Licensing	Local Visiting Doctor License	X	X	X	X
Medical Professions Evaluation & Licensing	Local Visiting Doctor License Renewal	X	X	X	X
Medical Professions Evaluation & Licensing	In-Charge Pharmacist License	X	X	X	X
Medical Professions Evaluation & Licensing	In-Charge Pharmacist License Renewal	X	X	X	X
Medical Professions Evaluation & Licensing	In-Charge Pharmacist License Transfer	X	X	X	X

Main Service	Sub & Supplementary Services	Customers Service Center - Umm Al-Quwain	Customers Service Center – Al Fujairah	Customers Service Center – Sharjah	Customers Service Center – Ras Al Khaimah
Medical Professions Evaluation & Licensing	In-Charge Pharmacist License Re-Issue	X	X	X	X
Medical Professions Evaluation & Licensing	In-Charge Pharmacist Leave Request and Appointing Alternative Pharmacy Supervisor	X	X	X	X
Medical Professions Evaluation & Licensing	Clearance Certificate Request at the End of Supervision Period	X	X	X	X
Medical Professions Evaluation & Licensing	Second Pharmacist License	X	X	X	X
Medical Professions Evaluation & Licensing	Second Pharmacist License Renewal	X	X	X	X
Medical Professions Evaluation & Licensing	Second Pharmacist License Transfer	X	X	X	X
Medical Professions Evaluation & Licensing	Second Pharmacist Provisional License Transfer	X	X	X	X
Medical Professions Evaluation & Licensing	Assistant Pharmacist License	X	X	X	X
Medical Professions Evaluation & Licensing	Assistant Pharmacist License Renewal	X	X	X	X
Medical Professions Evaluation & Licensing	Assistant Pharmacist License Transfer	X	X	X	X
Medical Professions Evaluation & Licensing	Assistant Pharmacist License Re-Issue	X	X	X	X
Medical Professions Evaluation & Licensing	Government Employee Pharmacist License	X	X	X	X
Medical Professions Evaluation & Licensing	Government Employee Assistant Pharmacist License	X	X	X	X
Medical Professions Evaluation & Licensing	Technician License	X	X	X	X
Medical Professions Evaluation & Licensing	Technician License Renewal	X	X	X	X
Medical Professions Evaluation & Licensing	Technician License Transfer	X	X	X	X
Medical Professions Evaluation & Licensing	Technician License Re-Issue	X	X	X	X
Medical Professions Evaluation & Licensing	Technician Job Title Change	X	X	X	X
Medical Professions Evaluation & Licensing	Technician License Cancellation	X	X	X	X
Control & Inspection	Control on Compliance with Medicine Prices	X	X	X	X
Control & Inspection	Inspection of Controlled & Mentally Influencing Medicinal Items	X	X	X	X
Control & Inspection	Inspection of Medical and Pharmaceutical Firms	X	X	X	X
Medical Reports, Sick Leaves And Approvals	Approval of Sick Leaves (Inside UAE More than 5 Days)		X		X
Medical Reports, Sick Leaves And Approvals	Approval of Sick Leaves (Outside UAE at the Government Expense)		X		
Medical Reports, Sick Leaves And Approvals	Approval of Sick Leaves (Outside UAE at the Personal Expense)		X		
Medical Reports, Sick Leaves And Approvals	Patient Companion Leave (Inside the UAE)		X		X

Main Service	Sub & Supplementary Services	Customers Service Center - Umm Al-Quwain	Customers Service Center – Al Fujairah	Customers Service Center – Sharjah	Customers Service Center – Ras Al Khaimah
Medical Reports, Sick Leaves And Approvals	Patient Companion Leave (Outside the UAE)		X		X
Medical Reports, Sick Leaves And Approvals	Approval of Sick Leaves and Medical Reports (in the Private Sector) Less than 5 Days	X	X	X	X
Medical Reports, Sick Leaves And Approvals	Medical Fitness Report for Pregnant Woman for Travel Purpose			X	
Customer Care	Customers Inquiries	X	X	X	X
Customer Care	Customers Suggestions	X	X	X	X
Customer Care	Comments (Customers Complaints)	X	X	X	X
Customer Care	Medical Complaints	X	X	X	X
Customer Care	Medical Cases Referred from Other Parties.	X	X	X	X
Medical Registration & Medical Files	Health Card Issuance	X	X	X	X
Medical Registration & Medical Files	Health Card Renewal	X	X	X	X
Medical Registration & Medical Files	Lost or Damaged Health Card Replacement	X	X	X	X
Medical Registration & Medical Files	Transfer a Health Card to Center	X	X	X	X
Medical Registration & Medical Files	Health Card Fees Refund	X	X	X	X
Medical Registration & Medical Files	Health Card Amendment	X	X	X	X
Advertisement Licensing	Medical Advertisement License Fees Payment	X	X	X	X
Advertisement Licensing	Medical Advertisement Renewal Fees Payment	X	X	X	X

Customer Service Charter

The Ministry Of Health is committed to provide you with distinguished services that achieve customers' satisfaction or exceed their expectations.

We shall:

- Deal with you attentively, respectfully and friendly.
- Provide you with excellent and fair service.
- Handle your requirements professionally and do our best to meet them.
- Provide our services through a well versed cooperative work team, who understands your requirements and can reply your inquiries.
- Provide you with the requirements of each service and times of processing them.
- Respond to your requests on time, without any delay.
- Minimize number of procedures to provide you with prompt and smooth service.
- Supply you with accurate information and smooth service procedures.
- Provide timely services through the suitable channels, as much as possible.
- Welcome your comments and proposals to share development of our services with you.

To enable us serve you better, Please:

- Appreciate the efforts of our staff serving you by showing mutual respect in dealing.
- Submit the supporting documents.
- Provide the required documents in advance to process the transaction.
- Inform us, as soon as possible, in case of any error or amendment in the information.
- Notify us of any change in the personal data or circumstances related to processing of the service.
- Respond to the questions of the customer service to serve you better on timely basis.

Contact Numbers & Addresses of MOH Customer Service Centers:

Customer Service Center – Sharjah Medical Zone:			
Telephone No.:	0097165722222	Fax No.:	0097165748106
Working Hours:	7:30 – 2:30	E. mail:	Cs.shj@moh.gov.ae

Customer Service Center – Umm Al-Quwain Medical Zone:			
Telephone No.:	0097167649000	Fax No.:	0097167649252
Working Hours:	7:30 – 2:30	E. mail:	Cs.uaq@moh.gov.ae

Customer Service Center – Ras Al Khaimah Medical Zone:			
Telephone No.:	0097172283444	Fax No.:	0097172281161
Working Hours:	7:30 – 2:30	E. mail:	Cs.rak@moh.gov.ae

Customer Service Center – Al Fujairah Medical Zone:			
Telephone No.:	00971932242888	Fax No.:	0097192242291
Working Hours:	7:30 – 2:30	E. mail:	Cs.fuj@moh.gov.ae

Chapter One

Clearance Services and Export & Import Permissions

1. Permission for Sending Medicine Abroad by Mail
2. Requesting Controlled Medicine Prescriptions Issuance Book
3. Requesting Controlled Medicines Register Issuance Book – Class (A)
4. Requesting Controlled Medicines Register Issuance Book – Class (B)

Name of Service	Permission for Sending Medicines Abroad by Mail	Service Strategic Value	Sub
Package	Pharmacies	Type of Service	Transactional
Service Description			
Applying for Permission for Sending Medicines Outside the UAE by Mail			
Service Provision Authority in the MOH		Service Provision Channels	
Medicine Department		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(0 / 1 / 0) Day / Hour / Min		Individuals, Companies	
Service Fees		Service Provision Timings	
Free		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
Filling out Personal Medicine Export form & enclosing the required documents		Customer	
Studying the application and ensuring meeting the requirements		Medicine Dept.	
Issuing Permission for Sending Medicines Abroad by Mail		Medicine Dept.	
Service Provision Requirements (Required Documents)			
<p>Requirements of Personal Medicine:</p> <ul style="list-style-type: none"> ○ Filling out Personal Medicine Export form ○ Purchase invoice issued by the pharmacy <p>Requirements of Medicines Exported by Companies & Stores Filling out export form enclosed with the following</p> <ul style="list-style-type: none"> ○ A copy of the store license issued by the MOH (if the applicant is a medical store) ○ A copy of the company license issued by the MOH (if the applicant is a pharmaceutical company) ○ Registration Certificate of the products intended to be exported (for registered products) ○ Registration certificates of the products in the destination country (if they are not registered in the MOH of the UAE) ○ Customs Manifest ○ A copy of the invoice ○ A copy of the packing list 			
Terms & Conditions			
<p>Personal Medicine Conditions</p> <ul style="list-style-type: none"> ○ The medicines intended to be exported shall be registered and purchased from pharmacies licensed to operate in the UAE ○ They should not be classified as controlled medicines ○ The quantity should not be merchantable. <p>Conditions of the Medicines Exported by Companies & Stores</p>			

- 
- It is requested that the salesperson or representative of the pharmaceutical company or the medical store in order to complete exportation procedures

Name of Service	Requesting Controlled Medicines Prescriptions Issuance Book	Service Strategic Value	Sub
Package	Pharmacies	Type of Service	Transactional
Service Description			
Requesting Controlled Medicines Prescriptions Book used by doctors in issuing and registering controlled medicines and drugs for patients			
Service Provision Authority in the MOH		Service Provision Channels	
Medicine Department		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(1 / 0 / 0) Day / Hour / Min		Clinics / Private Hospitals	
Service Fees		Service Provision Timings	
AED 50		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting a letter addressed to the Medicine Department Director, enclosing the required documents of the company and paying the fees		Customer	
2. Studying the request		Medicine Dept.	
3. Approval		Medicine Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A letter addressed to the Medicine Department Director requesting the book ○ A copy of the doctors' licenses and specialties ○ Paying the fees of the requested books (AED 50 each) ○ Delivering the old books 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Nil 			

Name of Service	Requesting Controlled Medicines Register Issuance Book – Class (A)	Service Strategic Value	Sub
Package	Pharmacies	Type of Service	Transactional
Service Description			
Requesting Controlled Medicines Register Issuance Book – Class (A), Used for Registering Drugs Issued by Pharmacies			
Service Provision Authority in the MOH		Service Provision Channels	
Medicine Department		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(0 / 1 / 0) Day / Hour / Min		Clinics / Private Hospitals	
Service Fees		Service Provision Timings	
AED 300		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting a letter addressed to the Medicine Department Director requesting the register, enclosing the required documents of the company and paying the fees		Customer	
2. Studying the request		Medicine Dept.	
3. Approval		Medicine Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A letter addressed to the Medicine Department Director requesting the register ○ A copy of the pharmacy license ○ Paying the fees of the requested books (AED 300 each) 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Nil 			

Name of Service	Requesting Controlled Medicines Register Issuance Book – Class (B)	Service Strategic Value	Sub
Package	Pharmacies	Type of Service	Transactional
Service Description			
Requesting Controlled Medicines Register Issuance Book – Class (B), Used for Registering Drugs Issued by Pharmacies			
Service Provision Authority in the MOH		Service Provision Channels	
Medicine Department		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(0 / 0 / 1) Day / Hour / Min		Clinics / Private Hospitals	
Service Fees		Service Provision Timings	
AED 300		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting a letter addressed to the Medicine Department Director requesting the register, enclosing the required documents of the company and paying the fees		Customer	
2. Studying the request		Medicine Dept.	
3. Approval		Medicine Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A letter addressed to the Medicine Department Director requesting the register ○ A copy of the pharmacy license ○ Paying the fees of the requested books (AED 300 each) 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Nil 			

Chapter Two

Medical Firms Licensing & Registration

Pharmacy License	General Clinic Name Change	Diagnostic Center License	Less than 50-Bed Hospital License Re-issue
Pharmacy License Renewal	General Clinic Location Change	Diagnostic Center License Renewal	Medical Firm License Replacement
Pharmacy License Replacement	General Clinic License Ownership Transfer	Diagnostic Center Name Change	51-100-Bed Hospital License
Pharmacy License Re-issue	General Clinic License Cancellation	Diagnostic Center Location Change	51-100-Bed Hospital License Renewal
Pharmacy Expansion Application	General Clinic License Re-issue	Diagnostic Center License Ownership Transfer	51-100-Bed Hospital Name Change
Pharmacy License Ownership Transfer	General Clinic License Replacement	Diagnostic Center License Cancellation	51-100-Bed Hospital Location Change
Pharmacy Location Change	Specialized Clinic License	Diagnostic Center License Re-issue	51-100-Bed Hospital License Ownership Transfer
Pharmacy Name Change	Specialized Clinic License Renewal	Diagnostic Center License Replacement	51-100-Bed Hospital License Cancellation
24-Hour Pharmacy Work Permission	Specialized Clinic Name Change	Rehabilitation Center License	51-100-Bed Hospital License Re-issue
24-Hour Pharmacy Work Permission Renewal	Specialized Clinic Location Change	Rehabilitation Center License Renewal	51-100-Bed Hospital License Replacement
Medical Store License	Specialized Clinic License Ownership Transfer	Rehabilitation Center Name Change	100+ Bed Hospital License
Medical Store License Renewal	Specialized Clinic License Cancellation	Rehabilitation Center Location Change	100+ Bed Hospital License Renewal
Medical Store License Replacement	Specialized Clinic License Re-issue	Rehabilitation Center License Ownership Transfer	100+ Bed Hospital Name Change
Medical Store License Re-issue	Specialized Clinic License Replacement	Rehabilitation Center License Cancellation	100+ Bed Hospital Location Change
Medical Store Expansion Application	Medical Polyclinic License	Rehabilitation Center License Re-issue	100+ Bed Hospital License Ownership Transfer
Medical Store License Ownership Transfer	Medical Polyclinic License Renewal	Rehabilitation Center License Replacement	100+ Bed Hospital License Cancellation
Medical Store Location Change	Medical Polyclinic Name Change	Less than 50-Bed Hospital License	100+ Bed Hospital License Re-issue
Scientific Office License	Medical Polyclinic Location Change	Less than 50-Bed Hospital License Renewal	100+ Bed Hospital License Replacement

Scientific Office License Renewal	Medical Polyclinic License Ownership Transfer	Less than 50-Bed Hospital Name Change	Hospital Services Utilization Request
Scientific Office License Ownership Transfer	Medical Polyclinic License Cancellation	Less than 50-Bed Hospital Location Change	
General Clinic License	Medical Polyclinic License Re-issue	Less than 50-Bed Hospital License Ownership Transfer	
General Clinic License Renewal	Medical Polyclinic License Replacement	Less than 50-Bed Hospital License Cancellation	

Name of Service	Pharmacy License	Service Strategic Value	Sub
Package	Pharmacies	Type of Service	Transactional
Service Description			
Submitting Pharmacy License Application – First Time			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(0 / 0 / 90) Day / Hour / Min		Companies	
Service Fees		Service Provision Timings	
AED 7610		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting Initial Inspection Application & enclosing the required documents		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Provisional Approval		Regulation, Licensing & Advertising Dept.	
4. Applying for the final inspection to acquire license and pay fees		Customer	
5. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Applicant shall be a United Arab Emirates national ○ He should not be owner of more than two pharmacies in the United Arab Emirates ○ The pharmacy area should not be less than 30 sq. meters ○ The pharmacy should not be linked with any other commercial activity ○ The pharmacy shall be more than 200 meters away from any other existing pharmacy ○ Provisional approval shall be valid only for (6) six months, which is the grace period given to the pharmacy owner to meet all the technical requirements and conditions in order to obtain the MOH's license ○ Shelves and closets shall be available for storing medicines ○ Tightly secured locker shall be available to store controlled medicines ○ Availability of a freezer with a digital thermometer ○ Availability of air conditioners sufficient for the area ○ Availability of sufficient illumination ○ Availability of operational firefighting extinguishers ○ Availability of a signboard in conformity with the technical conditions (in Arabic and English languages), showing the pharmacy name approved by the pharmacy licensing committee. All letters of the name shall be with the same font size ○ Availability of a list including schedule of shifts ○ Availability of first aid box ○ Availability of curtains for the glass shop windows exposed to sunlight ○ Availability of insect repellent devices 			

Terms & Conditions

- Filling out the initial inspection request form for establishing the pharmacy
- A copy of the owner's valid passport
- A copy of Family book
- A copy of a valid Identity Card.
- The internal lay out of the proposed location
- The payment receipt of the initial inspection fees amounting to AED 100
- The engineering drawing of the location approved by an engineering consultancy office
- Plot planning map for the pharmacy location approved by the Municipality
- (4) Four new colored photographs
- A copy of the valid tenancy contract
- Filling out the Data Form (Wathiqat Al Taaruf) by the owner personally (the form is available at the customer service center)
- A copy of the valid trade license
- The transaction delivery voucher of the pharmacist who is appointed or transferred from another pharmaceutical firm to be in-charge of the pharmacy, from the Regulation, Licensing & Advertising Dept. / the Central Administration
- The payment receipt of final licensing fees at the sum of (AED 7500) seven thousand five hundred dirham

Name of Service	Pharmacy License Renewal	Service Strategic Value	Supplementary
Package	Pharmacies	Type of Service	Transactional
Service Description			
Submitting Pharmacy License Renewal Application			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(14 / 0 / 0) Day / Hour / Min		UAE nationals, Companies	
Service Fees		Service Provision Timings	
AED 3500		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting Pharmacy License Renewal Application & enclosing the required documents		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approving renewal		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Pharmacy License Renewal form signed by the owner or his/her deputy and sealed by the firm's seal ○ A copy of the valid license of the in-charge pharmacist ○ A copy of the pharmacy license ○ A copy of the trade licenses from the licensing authorities (Economic Development Department / Municipality) ○ A list including the names and designations of the staff (signed by the owner and sealed by the firm's seal on the pharmacy's letterhead) ○ A copy of the latest renewal voucher of the license ○ A certificate stating that the firm has satisfied fire protection and firefighting requirements 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The pharmacy should be operating and practicing its activities ○ The in-charge pharmacist should be on-job. 			

Name of Service	Pharmacy License Ownership Transfer	Service Strategic Value	Supplementary
Package	Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application for transferring the pharmacy ownership from one owner to the other			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Companies	
Service Fees		Service Provision Timings	
AED 8510		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting a Pharmacy License application form and enclosing the required documents		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval on transfer		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the new owner's passport ○ A copy of a valid Identity Card. ○ 3 personal colored photographs ○ A copy of Family book ○ A copy of the transfer agreement from the old owner to the new owner duly notarized by the Notary Public. ○ The original license of the pharmaceutical firm issued by the MOH in favor of the previous owner. ○ The payment receipt of the new license fees amounting to AED 7500 plus an AED 1000 as license transfer fees. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The new owner shall be a UAE national ○ The owner should not have more than two pharmacies in the UAE ○ The amounts payable to the MOH shall be settled before changing the owner's name in case there are penaltis. ○ Upon approval of the committee, a letter addressed to the Department of Economic Development stating shall be issued stating the approval to transfer the ownership. 			

Name of Service	Pharmacy Location Change	Service Strategic Value	Supplementary
Package	Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application for changing the location of the pharmacy			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Companies	
Service Fees		Service Provision Timings	
AED 610		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the initial inspection application form for the new location and enclosing the required documents.		Customer	
2. Provisional approval application and enclosing the required documents		Customer	
3. Final inspection application for obtaining the license		Customer	
4. Studying the application		Regulation, Licensing & Advertising Dept.	
5. Approval on changing the location		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the new owner's passport ○ A copy of valid Identity Card ○ Initial inspection fees amounting to AED 100 ○ A copy of Family book ○ The engineering drawing of the location approved by an engineering consultancy office. ○ Plot planning map for the pharmacy location approved by the Municipality ○ 4 personal colored photographs. ○ A copy of the valid trade license of the new location ○ Changing location fees payment receipt at the sum of AED 500 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The pharmacy area should not be less than 30 sq. meters ○ The pharmacy should not be linked with any other commercial activity ○ The pharmacy shall be more than 200 meters away from any other existing pharmacy ○ Provisional approval shall be valid only for (6) six months, which is the grace period given to the pharmacy owner to meet all the requirements and technical conditions in order to obtain the MOH's license ○ Shelves and closets shall be available for storing medicines, in addition to tightly secured locker to store controlled medicines. ○ Availability of a freezer with a digital thermometer ○ Availability of air conditioners sufficient for the area 			

- Availability of sufficient illumination
- Availability of operational firefighting extinguishers
- Availability of a signboard in conformity with the technical conditions (in Arabic and English languages)
- Availability of a list including the schedule of shifts
- Availability of first aid box
- Availability of curtains for the glass shop window exposed to sunlight
- Availability of insect repellent devices

Name of Service	Pharmacy Name Change	Service Strategic Value	Supplementary
Package	Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application for changing the name of the pharmacy			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Companies	
Service Fees		Service Provision Timings	
AED 10		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the license form for the pharmaceutical firm in a new name and enclosing the required documents		Customer	
2. Studying the application and ensuring meeting the requirements		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Typing the required information in the pharmaceutical firm license form in new name (fees of the form amount to AED 10) ○ A copy of the Department of Economic Development approval on the new name ○ A letter from the owner requesting changing the name of the pharmaceutical firm addressed to the pharmaceutical licensing committee 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The pharmaceutical firm license should be valid ○ The file should be submitted to the licensing committee to obtain approval 			

Name of Service	24 Hours Pharmacy Work Permission	Service Strategic Value	Sub
Package	Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application for permitting the pharmacy to work and operate 24 hours			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Companies	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application and enclosing the required documents		Customer	
2. Studying the application and ensuring meeting the requirements		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
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Name of Service	24 Hours Pharmacy Work Permission Renewal	Service Strategic Value	Supplementary
Package	Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application for renewing permitting the pharmacy to work and operate 24 hours			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Companies	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application and enclosing the required documents		Customer	
2. Studying the application and ensuring meeting the requirements		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○			

Name of Service	Medical Store License	Service Strategic Value	Sub
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Submitting Medical Store License Application – First Time			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(90 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 7610		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form and enclosing the required documents		Customer	
2. Studying the application and ensuring meeting the requirements		Regulation, Licensing & Advertising Dept.	
3. Applying for provisional approval		Customer	
4. Provisional Approval		Regulation, Licensing & Advertising Dept.	
5. Applying for the final inspection to acquire license.		Customer	
6. Approval		Regulation, Licensing & Advertising Dept.	
7. Filling out the application form, enclosing the required documents and paying the fees		Customer	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out the initial inspection application form for establishing the store ○ A copy of the owner's valid passport ○ A copy of Family book ○ A copy of valid Identity Card ○ The internal layout of the proposed location ○ The payment receipt of the initial inspection fees amounting to AED 100 ○ The engineering drawing of the location approved by an engineering consultancy office ○ Plot planning map for the pharmacy location approved by the Municipality ○ (4) Four recent colored photographs ○ A copy of the valid tenancy contract ○ Filling out the Data Form (Wathiqat Al Taaruf) by the owner personally (the form is available at the customer service center) ○ A copy of the valid trade license ○ The transaction delivery receipt of the pharmacist who is appointed or transferred from another pharmaceutical firm to be in-charge of the pharmacy, from the Regulation, Licensing & Advertising Dept. / the Central Administration ○ The payment receipt of final licensing fees at the sum of (AED 7500) seven thousand five hundred dirham 			



Terms & Conditions

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Name of Service	Medical Store License Renewal	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Submitting an application for medical store license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(0 / 0 / 14) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out Medical Store License Renewal form and enclosing the required documents of the company		Customer	
2. Studying the application and ensuring meeting the requirements		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Medical Store License Renewal form signed by the owner or his/her deputy and sealed by the firm's seal ○ A copy of the valid license of the in-charge pharmacist (The in-charge pharmacist's latest license renewal voucher shall be attached with the transaction) ○ A copy of the medical store license ○ A copy of the trade licenses from the licensing authorities (Economic Development Department / Municipality) ○ A list including names and designations of the staff (signed by the owner and sealed by the firm's seal on the pharmacy's letterhead) ○ A copy of the latest renewal voucher of the license ○ A certificate stating that the firm has satisfied fire protection and firefighting requirements 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The store should be open and practicing its activities ○ The in-charge pharmacist shall be on job 			

Name of Service	Medical Store License Ownership Transfer	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Submitting an application for transferring the medical store ownership from one owner to another			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 8510		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting a Medical Store License Ownership Transfer application, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the new owner's passport ○ A copy of a valid Identity Card ○ 3 personal photographs ○ A copy of Family book ○ A copy of the transfer agreement from the old owner to the new owner duly notarized by the Notary Public ○ The original license of the pharmaceutical firm issued by the MOH in favor of the previous owner ○ The payment receipt of the new license fees amounting to AED 7500 plus an AED 1000 as license transfer fees. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The new owner should be a UAE national ○ The amounts payable to the MOH shall be settled before changing the owner's name in case there are fines ○ Upon approval of the committee, a letter addressed to the Department of Economic Development stating shall be issued stating the approval to transfer the ownership 			

Name of Service	Medical Store Location Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Submitting an application for changing the location of the medical store			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 610		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting an application for changing the location of the medical store, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the new owner's passport ○ of a valid Identity Card ○ Initial inspection fees amounting to AED 100 ○ A copy of Family book ○ The engineering drawing of the location approved by an engineering consultancy office ○ Plot planning map for the pharmacy location approved by the Municipality ○ 4 personal colored photographs ○ A copy of the valid trade license of the new location ○ Changing location fees payment receipt at the sum of AED 500 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The storing area in the store should not be less than 50 sq. meters ○ The pharmacy should not be linked with any other commercial activity ○ The application and enclosures shall be submitted to the pharmaceutical licensing committee to obtain the provisional approval ○ Provisional approval should be valid only for (6) six months, which is the grace period given to the pharmacy owner to meet all the technical requirements and conditions in order to obtain the MOH's license ○ Shelves and closets should be available for storing medicines ○ Tightly secured locker should be available to store controlled medicines ○ Availability of a freezer with a digital thermometer ○ Availability of air conditioners sufficient for the area ○ Availability of sufficient illumination 			

- Availability of operational firefighting extinguishers
- Availability of a signboard in conformity with the technical conditions (in Arabic and English languages), showing the pharmacy name approved by the pharmacy licensing committee. All letters of the name should be with the same font size
- Availability of curtains for the glass shop windows exposed to sunlight
- Availability of insect repellent devices

Name of Service	Scientific Office License	Service Strategic Value	Sub
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Submitting Scientific Office License application			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(90 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 2110		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
Submitting Scientific Office License application, enclosing the required documents and paying the fees		Customer	
Studying the application		Regulation, Licensing & Advertising Dept.	
Applying for the initial inspection and paying the fees		Customer	
Initial inspection		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out the initial inspection request form for establishing the scientific office ○ A copy of the owner's valid passport ○ A copy of Family book ○ A copy of a valid Identity Card ○ The internal layout of the proposed location ○ The payment receipt of the initial inspection fees amounting to AED 100 ○ The engineering drawing of the location approved by an engineering consultancy office ○ Plot planning map for the pharmacy location approved by the Municipality ○ (4) Four recent colored photographs ○ A copy of the valid tenancy contract ○ Filling out the Data Form (Wathiqat Al Taaruf) by the owner personally (the form is available at the customer service center) ○ A copy of the valid trade license ○ The transaction delivery voucher of the pharmacist who is appointed or transferred from another pharmaceutical firm to be in charge of the pharmacy, from the Regulation, Licensing & Advertising Dept. / the Central Administration ○ The payment receipt of final licensing fees at the sum of AED 2000 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Applicant should be a United Arab Emirates national ○ Applicant should be a representative of pharmaceutical company registered with the MOH, or a contractor with a manufacturing company registered with the MOH ○ The office should not be annexed with any residential apartment or linked with other commercial activity ○ The office area shall be reasonable 			

- Shelves and closets shall be available for storing medicines
- Tightly secured locker shall be available to store controlled medicines
- Availability of a freezer with a digital thermometer
- Availability of air conditioners sufficient for the area
- Availability of sufficient illumination
- Availability of operational firefighting extinguishers
- Availability of a signboard in conformity with the technical conditions (in Arabic and English languages), showing the pharmacy name approved by the pharmacy licensing committee. All letters of the name shall be with the same font size
- Availability of a list including schedule of shifts
- Availability of first aid box
- Availability of curtains for the glass shop windows exposed to sunlight
- Availability of insect repellent devices

Name of Service	Scientific Office License Renewal	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing scientific office license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(14 / 0 / 0) Day / Hour / Min		Companies, individuals	
Service Fees		Service Provision Timings	
AED 2110		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
Submitting Scientific Office License Renewal Application, enclosing the required documents and paying the fees		Customer	
Studying the application		Regulation, Licensing & Advertising Dept.	
Approving renewal		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Scientific Office License Renewal form signed by the owner or his/her deputy and sealed by the firm's seal ○ A copy of the valid license of the in-charge pharmacist ○ A copy of the trade licenses from the licensing authorities (Economic Department / Municipality) ○ A list including names and designations of the staff (signed by the owner and sealed by the firm's seal on the pharmacy's letterhead) ○ A copy of the latest renewal voucher of the license ○ A certificate stating that the firm has satisfied fire protection and firefighting requirements 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The scientific office should be open and practicing its activities ○ The in-charge pharmacist shall be on job 			

Name of Service	Scientific Office License Ownership Transfer	Service Strategic Value	Supplementary
Package	Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application for transferring the scientific office ownership from one owner to another			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Companies	
Service Fees		Service Provision Timings	
AED 8510		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
Submitting a Scientific Office License application form, enclosing the required documents and paying the fees		Customer	
Studying the application		Regulation, Licensing & Advertising Dept.	
Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the new owner's passport ○ A copy of a valid Identity Card ○ 3 personal colored photographs ○ A copy of Family book ○ A copy of the transfer agreement from the old owner to the new owner duly notarized by the Notary Public ○ The original license of the pharmaceutical firm issued by the MOH in favor of the previous owner ○ The payment receipt of the new license fees amounting to AED 2000 plus an AED 1000 as license transfer fees. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The new owner should be a UAE national ○ The amounts payable to the MOH should be settled before changing the owner's name in case there are fines ○ Upon approval of the committee, a letter addressed to the Department of Economic Development shall be issued stating the approval to transfer the ownership 			

Name of Service	General Clinic License	Service Strategic Value	Sub
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on general clinic license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies	
Service Fees		Service Provision Timings	
AED 5100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the General Clinic License form and enclosing the required documents electronically (online)		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Initial approval		Regulation, Licensing & Advertising Dept.	
4. Final approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the firm drawings ○ A copy of the academic qualification of the firm owner ○ A "To Whom It May Concern" letter from the employer of the firm owner ○ The firm owner's Identity Card ○ A copy of the firm's trade name from the Department of Economic Development ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date ○ A copy of the advertising signboard sample ○ A copy of the Municipality license ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical waste ○ A sample of the publications used in the firm 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	General Clinic License Renewal	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on general clinic license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 2600		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the General Clinic License Renewal form and enclosing the documents electronically (online)		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the latest license of the firm ○ The firm owner's Identity Card ○ A copy of the firm's trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date ○ A copy of the advertising signboard sample ○ A list including services prices ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee shall be a United Arab Emirates national 			

Name of Service	General Clinic Name Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on general clinic name change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the General Clinic Name Change form, enclosing the documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval and issuance of notice		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the latest license of the firm ○ A "To Whom It May Concern" letter from the firm owner 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	General Clinic Location Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on general clinic location change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies, UAE nationals	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the General Clinic Location Change form, enclosing the documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval and issuance of the notice		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A letter requesting changing location ○ Firm's new location layout ○ A copy of the firm's trade name from the Department of Economic Development ○ Licensing doctors and technicians to work in the firm ○ Firm's license 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			


Name of Service	General Clinic License Ownership Transfer	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on general clinic license ownership transfer			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min.		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic for each specialization, maximum AED 18000 (or 12000) ○ Less than 50 bed hospital (AED 15000) ○ 51-100 Bed hospital (AED 30000) ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center, for each specialization (AED 6000) ○ Rehabilitation Center, for each specialization (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for general clinic license ownership transfer, enclosing the required documents and paying the fees.		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval and issuance of the notice		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the academic qualification of the firm owner ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ Signing a transfer letter between both parties ○ The firm owner’s Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development ○ Licensing doctors and technicians to work in the firm ○ A copy of the advertising signboard sample ○ Services price list ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes. 			

Terms & Conditions

- The licensee should be a UAE national.

Name of Service	General Clinic License Cancellation	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on general clinic license cancellation			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, UAE nationals	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the General Clinic License Cancellation form, enclosing the documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Medical firm license ○ A letter from the firm owner requesting cancellation ○ Statement of Firm employees issued by Ministry of Labor 			
Terms & Conditions			
Payment of penalties in case the cancellation application is submitted after the license expiry.			

Name of Service	General Clinic License Re-issue	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on general clinic license re-issue			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min.		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic (AED 12000 or (AED 6000). ○ Less than 50 bed hospital (AED 15000) ○ 51-100 Bed hospital (AED 30000). ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center (AED 6000) ○ Rehabilitation Center (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for General Clinic license re-issue, enclosing the required documents and paying the fees.		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval and issuing notice		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the academic qualification of the firm owner ○ A list including services prices ○ Previous cancellation notice of the firm ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ The firm owner’s Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development ○ Licensing doctors and technicians to work in the firm ○ A copy of the advertising signboard sample ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes. 			
Terms & Conditions			

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- Application fees in addition to re-issue fees.
 - As for the medical polyclinic, it starts from AED 12000 to AED 18000 in maximum.
 - Value of penalties (if any) shall be added.
 - The licensee should be a UAE national.

Name of Service	General clinic license replacement	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approvals on general clinic license replacement			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
50% Of the license fees		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for General Clinic license replacement, enclosed with the required documents.		Customer	
2. The approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○ 50% Of the license fees shall be charged for issuing a license replacement.			
○ The licensee should be a UAE national.			

Name of Service	Specialized clinic license	Service Strategic Value	Sub
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approvals on specialized clinic license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
AED 6100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for specialized clinic license, enclosed with the required documents.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Provisional approval		Assistant Deputy Minister	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Copy of the entry extract (Family book) and the passport. ○ Copy of the firm drawing. ○ Copy of the academic qualification of the firm owner. ○ A letter to whom it may concern from the firm owner's employer. ○ Identity card of the firm owner. ○ Copy of trade name of the firm issued by the economic development department. ○ Licenses of the doctors and technicians to work in the firm within 6 months from opening of the firm. ○ Copy of the advertising signboard sample. ○ Copy of the municipality license. ○ Copy of the agreement with the municipality or a company for disposal of the medical wastes. ○ Forms of the publications used in the firm 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a UAE national. 			

Name of Service	Specialized Clinic License Renewal	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on renewal of a specialized clinic license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies / Individual (UAE National)	
Service Fees		Service Provision Timings	
AED 3100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for renewal of specialized clinic license, enclosed with the required documents.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Provisional approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Copy of the entry extract (Family book) and the passport. ○ Copy of the last firm license. ○ Identity card of the firm owner. ○ Copy of trade name of the firm issued by the economic development department. ○ Licenses of the doctors and technicians to work in the firm within 6 months from opening of the firm. ○ Service fees list. ○ Copy of the agreement with the municipality or a company for disposal of the medical wastes. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ In case renewal application is submitted after expiry of the license, delay penalties should be paid. 			

Name of Service	Specialized clinic name Change	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on change of a specialized clinic name			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for change of specialized clinic name, enclosed with the required documents and payment of fees.		Customer	
2. Studying the application and inspection		Regulation, Licensing & Advertising Dept.	
3. Approval and issue of notification		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Copy of the previous firm license issued by the Ministry. ○ To whom it may concern letter by the firm owner 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a UAE national. 			

Name of Service	Specialized Clinic Location Change	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on change of a specialized clinic location			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for change of specialized clinic location, enclosed with the required documents and payment of fees.		Customer	
2. Studying the application and inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Drawing of the new firm location. ○ Copy of the trade name issued by the economic development department. ○ Licenses for the doctors and technicians to work in the firm. ○ License of the firm. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a UAE national. 			

Name of Service	Specialized Clinic License Ownership Transfer	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on specialized clinic license ownership transfer			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 /) Day / Hour / Min.		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic for each specialization (AED 6000), maximum AED 18000 ○ Less than 50 bed hospital (AED 15000) ○ 51-100 Bed hospital (AED 30000) ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center, for each specialization (AED 6000) ○ Rehabilitation Center, for each specialization (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for specialized clinic license ownership transfer, enclosing the required documents and paying the fees.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○ The licensee should be a UAE national.			

Name of Service	Specialized Clinic License Cancellation	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on cancellation of a specialized clinic license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for cancellation of specialized clinic license, enclosed with the required documents and payment of fees.		Customer	
2. Studying the application.		Regulation, Licensing & Advertising Dept.	
3. Approval.		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Specialized clinic license. ○ Statement of Firm employees issued by Ministry Of Labour. 			
Terms & Conditions			
○			

Name of Service	Specialized clinic license re-issue	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on specialized clinic license re-issue			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
(180 / 0 /0) Day / Hour / Min.		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic for each specialization (AED 6000). ○ Less than 50 bed hospital (AED 15000) ○ 51-100 Bed hospital (AED 30000). ○ 100+ bed hospital (AED 40000). ○ Diagnostic Center, for each specialization (AED 6000) ○ Rehabilitation Center, (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for specialized clinic license re-issue, enclosing the required documents and paying the fees.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Application fees in addition to re-issue fees. ○ As for the medical polyclinic, it starts from AED 12000 to AED 18000 in maximum. ○ Value of penalties (if any) shall be added. ○ The licensee should be a UAE national. 			

Name of Service	Specialized Clinic License Replacement	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approvals on specialized clinic license replacement			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
50% of the license fees		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for specialized clinic license replacement, enclosed with the required documents and payment of the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. The approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○ 50% of the license fees shall be charged for issuing a license replacement.			
○ The licensee should be a UAE national.			

Name of Service	Medical Polyclinic License	Service Strategic Value	Sub
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing medical polyclinic license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(180 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 6000, maximum AED 18000		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting Medical Polyclinic License application, enclosing the required documents and paying the fees		Customer	
2. Studying the application and inspecting the location		Regulation, Licensing & Advertising Dept.	
3. Initial Approval		Regulation, Licensing & Advertising Dept.	
4. Final Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○			

Name of Service	Medical Polyclinic License Renewal	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing medical polyclinic license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 6000 for two specializations, AED 9000 for more than two specializations		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Medical Polyclinic License Renewal Application, enclosing the required documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the latest license of the firm ○ The firm owner's Identity Card ○ A copy of the firm's trade name from the Department of Economic Development . ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date. ○ A copy of the advertisement signboard sample. ○ Services price list ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee shall be a United Arab Emirates national 			

Name of Service	Medical Polyclinic Name Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on medical polyclinic name change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		UAE nationals, companies	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Medical Polyclinic Name Change form, enclosing the documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the professional license of the firm ○ A copy of the latest license of the firm issued by the MOH ○ A “To Whom It May Concern” letter from the firm owner 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee shall be a United Arab Emirates national 			

Name of Service	Medical Polyclinic Location Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on medical polyclinic location change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Medical Polyclinic Location Change form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Firm's new location layout ○ A copy of the firm's trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm. ○ Firm's license. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	Medical Polyclinic License Ownership Transfer	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on medical polyclinic license ownership transfer			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min.		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic (AED 6000) for each specialization, maximum (AED 18000) ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000) ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center, for each specialization (AED 6000) ○ Rehabilitation Center, for each specialization (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for medical polyclinic license ownership transfer, enclosing the documents and paying the fees.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○ The licensee should be a UAE national.			

Name of Service	Medical Polyclinic License Cancellation	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on medical polyclinic license cancellation			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, UAE nationals	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Medical Polyclinic License Cancellation form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Medical Polyclinic license ○ Statement of Firm employees issued by Ministry of Labor 			
Terms & Conditions			
○			

Name of Service	Medical Polyclinic License Re-issue	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on medical polyclinic license re-issue			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
(180 / 0 / 0) Day / Hour / Min.		UAE Nationals	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic, (AED 6000) for each specialization ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000). ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center (AED 6000) ○ Rehabilitation Center (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for medical polyclinic license re-issue, enclosing the required documents and paying the fees.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the academic qualification of the firm owner ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ A copy of the Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm ○ A copy of the advertising signboard sample ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Application fees in addition to re-issue fees. ○ As for the medical polyclinic, it starts from AED 12000 to AED 18000 in maximum. ○ Value of penalties (if any) shall be added. 			

- The licensee should be a UAE national.

Name of Service	Medical Polyclinic License Replacement	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approvals on medical polyclinic license replacement			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for medical polyclinic license replacement, enclosed with the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. The approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○ 50% of the license fees shall be charged for issuing a license replacement			
○ The licensee should be a UAE national.			

Name of Service	Diagnostic Center License	Service Strategic Value	Sub
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing diagnostic center license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 6100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting Diagnostic Center License application, enclosing the required documents and paying the fees		Customer	
2. Studying the application and inspecting the location		Regulation, Licensing & Advertising Dept.	
3. Initial Approval		Regulation, Licensing & Advertising Dept.	
4. Final Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the firm drawings ○ A copy of the academic qualification of the firm owner ○ A "To Whom It May Concern" letter from the employer of the firm owner ○ The firm owner's Identity Card ○ A copy of the firm's trade name from the Department of Economic Department ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date ○ A copy of the advertising signboard sample ○ A copy of the Municipality license ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes ○ A sample of the publications used in the firm 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	Diagnostic Center License Renewal	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing diagnostic center license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 3100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Diagnostic Center License Renewal Application, enclosing the required documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the latest license of the firm ○ The firm owner's Identity Card ○ A copy of the firm's trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date ○ A copy of the advertising signboard sample ○ Services price list ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee shall be a United Arab Emirates national 			

Name of Service	Diagnostic Center Name Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on diagnostic center name change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		UAE nationals, companies	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Diagnostic Center Name Change form, enclosing the documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the professional license of the firm ○ A copy of the latest license of the firm issued by the MOH ○ A "To Whom It May Concern" letter from the firm owner 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee shall be a United Arab Emirates national 			

Name of Service	Diagnostic Center Location Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on diagnostic center location change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Diagnostic Center Location Change form, enclosing the required documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Firm's new location layout ○ A copy of the firm's trade name from the Department of Economic Development ○ Licensing doctors and technicians to work in the firm ○ Firm's license 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	Diagnostic Center License Ownership Transfer	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on diagnostic center license ownership transfer			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 /0) Day / Hour / Min.		Individuals (UAE Nationals), Companies	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic (AED 6000) for each specialization, maximum (AED 18000) ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000) ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center, for each specialization (AED 6000) ○ Rehabilitation Center, for each specialization (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for Diagnostic Center license ownership transfer, enclosing the documents and paying the fees.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the academic qualification of the firm owner ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ Signing a transfer letter between both parties ○ A copy of the Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development ○ Licensing doctors and technicians to work in the firm ○ A copy of the advertising signboard sample ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes. 			
Terms & Conditions			

- The licensee should be a UAE national

Name of Service	Diagnostic Center License Cancellation	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on diagnostic center license cancellation			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, UAE nationals	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Diagnostic Center License Cancellation form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Diagnostic Center license ○ Statement of Firm employees issued by Ministry of Labor 			
Terms & Conditions			
○			

Name of Service	Diagnostic Center License Re-issue	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on diagnostic center license re-issue			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(180 / 0 /0) Day / Hour / Min.		Individuals (UAE Nationals), Companies	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic, (AED 6000) for each specialization ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000). ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center (AED 6000) ○ Rehabilitation Center (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for Diagnostic Center license re-issue, enclosing the required documents and paying the fees.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Application fees in addition to re-issue fees. ○ As for the medical polyclinic, it starts from AED 12000 to AED 18000 in maximum. ○ Value of penalties (if any) shall be added. ○ The licensee should be a UAE national. 			

Name of Service	Diagnostic Center License Replacement	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approvals on diagnostic center license replacement			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Individuals (UAE Nationals), Companies	
Service Fees		Service Provision Timings	
50% of the license fees		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for Diagnostic Center license replacement, enclosed with the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. The approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○ 50% of the license fees shall be charged for issuing a license replacement			
○ The licensee should be a UAE national.			

Name of Service	Rehabilitation Center License	Service Strategic Value	Sub
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing rehabilitation center license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 5100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting Rehabilitation Center License application, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the firm drawings ○ A copy of the academic qualification of the firm owner ○ A "To Whom It May Concern" letter from the employer of the firm owner ○ The firm owner's Identity Card ○ A copy of the firm's trade name from the Department of Economic Development ○ Licensing technicians to work in the firm within 6 months from the opening date ○ A copy of the advertising signboard sample ○ A copy of the Municipality license ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical waste ○ A sample of the publications used in the firm 			
Terms & Conditions			
○			

Name of Service	Rehabilitation Center License Renewal	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing rehabilitation center license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 2600		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Rehabilitation Center License Renewal Application, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the latest license of the firm ○ The firm owner's Identity Card ○ A copy of the firm's trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date. ○ A copy of the advertising signboard sample ○ Services price list ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee shall be a United Arab Emirates national 			

Name of Service	Rehabilitation Center Name Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on rehabilitation center name change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Rehabilitation Center Name Change form, enclosing the documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the professional license of the firm ○ A copy of the latest license of the firm issued by the MOH ○ A "To Whom It May Concern" letter from the firm owner 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	Rehabilitation Center Location Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on rehabilitation center location change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Individuals (UAE nationals), Companies	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Rehabilitation Center Location Change form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Firm's new location layout. ○ A copy of the firm's trade name from the Department of Economic Development ○ Licensing doctors and technicians to work in the firm ○ Firm's license 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	Rehabilitation Center License Ownership Transfer	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on rehabilitation center license ownership transfer			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min.		Individuals (UAE Nationals), Companies	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic (AED 6000) for each specialization, maximum (AED 18000) ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000) ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center, for each specialization (AED 6000) ○ Rehabilitation Center, for each specialization (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for Rehabilitation Center license ownership transfer, enclosing the required documents and paying the fees.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○ The licensee should be a UAE national			

Name of Service	Rehabilitation Center License Cancellation	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on rehabilitation center license cancellation			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Individuals (UAE Nationals), Companies	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Rehabilitation Center License Cancellation form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○			

Name of Service	Rehabilitation Center License Re-issue	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on rehabilitation center license re-issue			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
(180 / 0 / 0) Day / Hour / Min.		UAE Nationals	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic, (AED 6000) for each specialization ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000). ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center (AED 6000) ○ Rehabilitation Center (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for Rehabilitation Center license re-issue, enclosing the required documents and paying the fees.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the academic qualification of the firm owner ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ A copy of the Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development ○ Licensing doctors and technicians to work in the firm ○ A copy of the advertising signboard sample ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Application fees in addition to re-issue fees. ○ As for the medical polyclinic, it starts from AED 12000 to AED 18000 in maximum. ○ Value of penalties (if any) shall be added. ○ The licensee should be a UAE national. 			



Name of Service	Rehabilitation Center License Replacement	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approvals on rehabilitation center license replacement			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Individuals (UAE Nationals), Companies	
Service Fees		Service Provision Timings	
50% of the license fees		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for Rehabilitation Center license replacement, enclosed with the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. The approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○ A copy of the previous transaction			
Terms & Conditions			
○ 50% of the license fees shall be charged for issuing a license replacement			
○ The licensee should be a UAE national.			

Name of Service	Less than 50 Bed Hospital License	Service Strategic Value	Sub
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on less than 50 bed hospital license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
AED 15100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Less than 50 Bed Hospital License form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and family book ○ A copy of the firm drawings ○ A copy of the academic qualification of the firm owner ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ The firm owner’s Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date ○ A copy of the advertising signboard sample ○ A copy of the Municipality license ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes ○ A sample of the publications used in the firm 			
Terms & Conditions			
○			

Name of Service	Less than 50 Bed Hospital License Renewal	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing less than 50 bed hospital license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 7600		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Less than 50 Bed Hospital License Renewal form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the latest license of the firm ○ The firm owner's Identity Card ○ A copy of the firm's trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date ○ A copy of the advertising signboard sample ○ Services price list. ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	Less than 50 Bed Hospital Name Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on less than 50 bed hospital name change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Less than 50 Bed Hospital Name Change form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the professional license of the firm ○ A copy of the latest license of the firm issued by the MOH ○ A "To Whom It May Concern" letter from the firm owner 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee shall be a United Arab Emirates national 			

Name of Service	Less than 50 Bed Hospital Location Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on less than 50 bed hospital location change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Less than 50 Bed Hospital Location Change form, enclosing the documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Firm's new location layout ○ A copy of the firm's trade name from the Department of Economic Department ○ Licensing doctors and technicians to work in the firm ○ Firm's license 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	Less than 50 Bed Hospital License Ownership Transfer	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on less than 50 bed license ownership transfer			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(180 / 0 / 0) Day / Hour / Min.		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic, (AED 6000) for each specialization, maximum (AED 18000) ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000) ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center, for each specialization (AED 6000) ○ Rehabilitation Center, for each specialization (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for Less than 50 Bed Hospital license ownership transfer, enclosing the documents and paying the fees.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval and issuance of the notice		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○ The licensee should be a UAE national.			

Name of Service	Less than 50 Bed Hospital License Cancellation	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on less than 50 bed hospital license cancellation			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Less than 50 Bed Hospital License Cancellation form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○			

Name of Service	Less than 50 Bed Hospital License Re-issue	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on less than 50 bed hospital license re-issue			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
(180 / 0 / 0) Day / Hour / Min.		UAE Nationals	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic, (AED 6000) for each specialization ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000). ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center (AED 6000) ○ Rehabilitation Center (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for Less than 50 Bed Hospital license re-issue, enclosing the required documents and paying the fees.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the academic qualification of the firm owner ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ A copy of the Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm ○ A copy of the advertising signboard sample ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Application fees in addition to re-issue fees. ○ As for the medical polyclinic, it starts from AED 12000 to AED 18000 in maximum. ○ Value of penalties (if any) shall be added. 			

- The licensee should be a UAE national.

Name of Service	Less than 50 Bed Hospital License Replacement	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approvals on Less than 50 bed hospital license replacement			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
50% of the license fees		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for Less than 50 Bed Hospital license replacement, enclosed with the required documents		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○ A copy of the previous transaction			
Terms & Conditions			
○ 50% of the license fees shall be charged for issuing a license replacement.			
○ The licensee should be a UAE national.			

Name of Service	51-100 Bed Hospital License	Service Strategic Value	Sub
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on 51-100 bed hospital license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 30100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the 51-100 Bed Hospital License form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the firm drawings ○ A copy of the academic qualification of the firm owner ○ A "To Whom It May Concern" letter from the employer of the firm owner ○ The firm owner's Identity Card ○ A copy of the firm's trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date ○ A copy of the advertising signboard sample ○ A copy of the Municipality license ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes ○ A sample of the publications used in the firm 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	51-100 Bed Hospital License Renewal	Service Strategic Value	Sub
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing 51-100 bed hospital license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 15100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the 51-100 Bed Hospital License Renewal form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the latest license of the firm ○ The firm owner's Identity Card ○ A copy of the firm's trade name from the Department of Economic Development ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date ○ A copy of the advertising signboard sample ○ Services price list ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes 			
Terms & Conditions			
○			

Name of Service	51-100 Bed Hospital Name Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on 51-100 bed hospital name change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the 51-100 Bed Hospital Name Change form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the professional license of the firm ○ A copy of the latest license of the firm issued by the MOH ○ A "To Whom It May Concern" letter from the firm owner 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee shall be a United Arab Emirates national 			

Name of Service	51-100 Bed Hospital Location Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on 51-100 bed hospital location change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the 51-100 Bed Hospital Location Change , enclosing the documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Firm's new location layout ○ A copy of the firm's trade name from the Department of Economic Development ○ Licensing doctors and technicians to work in the firm ○ Firm's license 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	51-100 Bed Hospital License Ownership Transfer	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on 51-100 bed hospital license ownership transfer			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(180 / 0 / 0) Day / Hour / Min.		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic, (AED 6000) for each specialization, maximum AED 18000 ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000) ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center, for each specialization (AED 6000) ○ Rehabilitation Center, for each specialization (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for 51-100 Bed Hospital License Ownership Transfer , enclosing the required documents and paying the fees.		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval and issuance of the notice		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the academic qualification of the firm owner ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ Signing a transfer letter between both parties ○ A copy of the Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development ○ Licensing doctors and technicians to work in the firm ○ A copy of the advertising signboard sample ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes. 			
Terms & Conditions			

- The licensee should be a UAE national.

Name of Service	51-100 Bed Hospital License Cancellation	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on 51-100 bed hospital license cancellation			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the 51-100 Bed Hospital License Cancellation form, enclosing the documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Medical firm license ○ Statement of Firm employees issued by Ministry of Labor 			
Terms & Conditions			
Nil			

Name of Service	51-100 Bed Hospital License Re-issue	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on 51-100 bed hospital license re-issue			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(180 / 0 / 0) Day / Hour / Min.		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic, (AED 6000) for each specialization ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000). ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center (AED 6000) ○ Rehabilitation Center (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for 51-100 Bed Hospital License Re-issue , enclosing the required documents and paying the fees.		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and Family book ○ A copy of the academic qualification of the firm owner ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ A copy of the Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm ○ A copy of the advertising signboard sample ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Application fees in addition to re-issue fees. ○ As for the medical polyclinic, it starts from AED 12000 to AED 18000 in maximum. ○ Value of penalties (if any) shall be added. ○ The licensee should be a UAE national. 			

Name of Service	51-100 Bed Hospital License Replacement	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approvals on 51-100 bed hospital license replacement			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
50% of the license fees		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for 51-100 Bed Hospital License Replacement, enclosed with the required documents.		Customer	
2. The approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
<ul style="list-style-type: none"> ○ 50% of the license fees shall be charged for issuing a license replacement. ○ The licensee should be a UAE national. 			

Name of Service	100+ Bed Hospital License	Service Strategic Value	Sub
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on 100+ bed hospital license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
AED 40100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the 100+ Bed Hospital License form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and family book ○ A copy of the firm drawings ○ A copy of the academic qualification of the firm owner ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ The firm owner’s Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date. ○ A copy of the advertising signboard sample ○ A copy of the Municipality license ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical waste ○ A sample of the publications in the firm 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	100+ Bed Hospital License Renewal	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing 100+ bed hospital license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 20100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the 100+ Bed Hospital License Renewal form, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and family book ○ A copy of the latest license of the firm ○ The firm owner's Identity Card ○ A copy of the firm's trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm within 6 months from the opening date ○ A copy of the advertising signboard sample ○ Services price list ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	100+ Bed Hospital Name Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on 100+ bed hospital name change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the 100+ bed hospital name change form, enclosing the required documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the professional license of the firm ○ A copy of the latest license of the firm issued by the MOH ○ A "To Whom It May Concern" letter from the firm owner 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

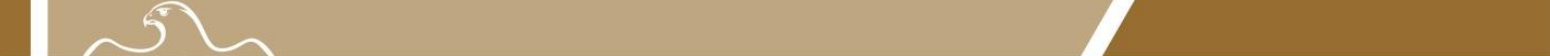
Name of Service	100+ Bed Hospital Location Change	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on 100+ bed hospital location change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the 100+ Bed Hospital Location Change form, enclosing the documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Firm's new location layout ○ A copy of the firm's trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm ○ Firm's license 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The licensee should be a United Arab Emirates national 			

Name of Service	100+ Bed Hospital License Ownership Transfer	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on 100+ bed license ownership transfer			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min.		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic, (AED 6000) for each specialization, maximum AED 18000 ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000) ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center, for each specialization (AED 6000) ○ Rehabilitation Center, for each specialization (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for 100+ Bed Hospital License Ownership Transfer , enclosing the documents and paying the fees.		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval and issuance of the notice		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and family book ○ A copy of the academic qualification of the firm owner ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ Signing a transfer letter between both parties ○ A copy of the Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm ○ A copy of the advertising signboard sample ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes. 			
Terms & Conditions			

- The licensee should be a UAE national.

Name of Service	100+ Bed Hospital License Cancellation	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Issuing approval on 100+ bed hospital license cancellation			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the 100+ bed hospital license cancellation form, enclosing the documents and paying the fees		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Medical firm license ○ Statement of Firm employees issued by Ministry of Labor 			
Terms & Conditions			
Nil			

Name of Service	100+ Bed Hospital License Re-issue	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approval on 100+ bed hospital license re-issue			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(180 / 0 / 0) Day / Hour / Min.		Companies, Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ Application Fees (AED 100) ○ General Clinic (AED 5000) ○ Specialized clinic (AED 6000) ○ Medical polyclinic, (AED 6000) for each specialization ○ Less than 50 bed hospital (AED 15000) ○ 51-100 bed hospital (AED 30000). ○ 100+ bed hospital (AED 40000) ○ Diagnostic Center (AED 6000) ○ Rehabilitation Center (AED 5000) 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for 100+ Bed Hospital License Re-issue , enclosing the documents and paying the fees.		Customer	
2. Studying the application and conducting inspection		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the passport and family book ○ A copy of the academic qualification of the firm owner ○ A “To Whom It May Concern” letter from the employer of the firm owner ○ A copy of the Identity Card ○ A copy of the firm’s trade name from the Department of Economic Development. ○ Licensing doctors and technicians to work in the firm ○ A copy of the advertising signboard sample ○ A copy of the agreement concluded with the Municipality or a company to dispose of the medical wastes. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Application fees in addition to re-issue fees. ○ As for the medical polyclinic, it starts from AED 12000 to AED 18000 in maximum. ○ Value of penalties (if any) shall be added. ○ The licensee should be a UAE national. 			



Name of Service	100+ Bed Hospital License Replacement	Service Strategic Value	Supplementary
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approvals on 100+ bed hospital license replacement			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Companies / Individuals (UAE Nationals)	
Service Fees		Service Provision Timings	
50% of the license fees		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form for 100+ Bed Hospital License Replacement, enclosed with the required documents		Customer	
2. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○			
Terms & Conditions			
○ 50% of the license fees shall be charged for issuing a license replacement.			
○ The licensee should be a UAE national.			

Name of Service	Hospital Services Utilization Request	Service Strategic Value	Sub
Package	Investors & medical private sector	Type of Service	Transactional
Service Description			
Issuing approvals on the doctor's utilization of the hospital services			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Individuals: visitor, resident (foreign expat), resident (Arab expat), UAE national	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the Hospital Services Utilization Request, enclosed with the required documents and paying the fees		Customer	
2. Studying the request		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the doctor's valid license ○ A "No Objection Certificate" from the employer ○ A copy of the doctor's license ○ A contract stating the operations agreed upon between both contracting parties ○ A copy of the UAE national Identity Card ○ The hospital's insurance policy against medical errors ○ List of operations 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ A letter of undertaking provided by the hospital to assume the liability 			

Name of Service	Pharmacy License Replacement	Service Strategic Value	Supplementary
Package	Pharmacies	Type of Service	Transactional
Service Description			
Application for pharmacy license replacement			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(15 / 0 / 0) Day / Hour / Min		Individuals / Companies	
Service Fees		Service Provision Timings	
AED 3500		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the required documents and paying the fees.		Customer	
2. Studying the application and ensuring that the documents are completed.		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A formal letter by the owner requesting issuing license replacement ○ A copy of the owner's valid passport ○ A copy of the owner's entry extract (Family book) ○ A copy of the valid UAE identity card ○ 2 recent colored personal photographs ○ A copy of the lost or damaged license ○ Fees payment receipt 			
Terms & Conditions			
○			

Name of Service	Pharmacy License Re-issue	Service Strategic Value	Supplementary
Package	Pharmacies	Type of Service	Transactional
Service Description			
Application for pharmacy license re-issue			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(15 / 0 / 0) Day / Hour / Min		Individuals / Companies	
Service Fees		Service Provision Timings	
AED 7500 + 11250 + 10		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form and paying the fees.		Customer	
2. Studying the application and ensuring that the documents are completed		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the owner's valid passport ○ A copy of the owner's entry extract (Family Book) ○ A copy of the valid UAE identity card ○ 4 recent colored personal photographs ○ A copy of the tenancy contract ○ The original license of the pharmacy. ○ Fees payment receipt at the sum of AED 7500 ○ A copy of the lost or damaged license ○ Payment receipt of penalties for 6 months at the monthly rate of 25% of the license fees from the renewal date against each month. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Activities may only be practiced after the re-licensing of the pharmacy by the Pharmacy Licensing Committee. 			

Name of Service	Pharmacy Expansion Application	Service Strategic Value	Supplementary
Package	Pharmacies	Type of Service	Transactional
Service Description			
Application for pharmacy space expansion			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(15 / 0 / 0) Day / Hour / Min		Individuals / Companies	
Service Fees		Service Provision Timings	
AED 110		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting an application to add more space to the pharmacy with the required documents.		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Conducting inspection		Regulation, Licensing & Advertising Dept.	
4. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out the initial inspection application for establishing a pharmacy ○ A letter from the owner requesting adding more space ○ A copy of the owner's valid passport ○ A copy of the owner's entry extract (Family Book) ○ A copy of the valid UAE identity card ○ 4 recent colored personal photographs ○ A copy of the tenancy contract ○ Fees payment receipt of the initial inspection at the sum of AED 100 ○ The engineering drawing of the location approved by an engineering consultancy office after adding the space ○ Plot planning map for the pharmacy location approved by the Municipality 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The pharmacy should not be linked with any other commercial activity ○ All areas shall be subject to the technical conditions approved by the Ministry of Health 			

Name of Service	Medical Store License Replacement	Service Strategic Value	Supplementary
Package	Pharmacies	Type of Service	Transactional
Service Description			
Application for medical store license replacement			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(15 / 0 / 0) Day / Hour / Min		Individuals / Companies	
Service Fees		Service Provision Timings	
AED 3500		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the required documents and paying the fees		Customer	
2. Studying the application and ensuring that the documents are completed		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A formal letter by the owner requesting issuing license replacement ○ A copy of the owner's valid passport ○ A copy of the owner's entry extract (Family Book) ○ A copy of the valid UAE identity card ○ 2 recent colored personal photographs ○ A copy of the lost or damaged license ○ Fees payment receipt 			
Terms & Conditions			
○			

Name of Service	Medical Store License Re-issue	Service Strategic Value	Supplementary
Package	Investors & Private Medical Sector	Type of Service	Transactional
Service Description			
Application for medical store license re-issue			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(15 / 0 / 0) Day / Hour / Min		Individuals / Companies	
Service Fees		Service Provision Timings	
AED 7500 + 11250 + 10		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Filling out the application form and paying the fees.		Customer	
2. Studying the application and ensuring that the documents are completed.		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the owner's valid passport ○ A copy of the owner's entry extract (Family Book) ○ A copy of the valid UAE identity card ○ 4 recent colored personal photographs ○ A copy of the tenancy contract ○ The original license of the medical store ○ Fees payment receipt at the sum of AED 7500 ○ Payment receipt of penalties for 6 months at the monthly rate of 25% of the license fees from the renewal date against each month 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Activities may only be practiced after the re-licensing of the medical store by the Pharmaceutical Licensing Committee 			

Name of Service	Medical Store Expansion Application	Service Strategic Value	Supplementary
Package	Pharmacies	Type of Service	Transactional
Service Description			
Application for medical store space expansion			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(15 / 0 / 0) Day / Hour / Min		Individuals / Companies	
Service Fees		Service Provision Timings	
AED 110		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting an application to add more space to the medical store with the required documents		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Conducting inspection		Regulation, Licensing & Advertising Dept.	
4. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out the initial inspection application for establishing a pharmacy ○ A letter from the owner requesting adding more space ○ A copy of the owner's valid passport ○ A copy of the owner's entry extract (Family Book) ○ A copy of the valid UAE identity card ○ 4 recent colored personal photographs ○ The engineering drawing of the location approved by an engineering consultancy office after adding the space. ○ Plot planning map for the pharmacy location approved by the Municipality. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The added space should not be linked with any other commercial activity ○ All areas shall be subject to the technical conditions approved by the Ministry of Health 			

Chapter Three

Medical Professions Evaluation & Licensing

Consultant Physician / Dentist (A) License for the Private Sector	Clearance Certificate Request at the End of Supervision Period
Physician License Renewal	Second Pharmacist License
Consultant Physician / Dentist (B) License for the Private Sector	Second Pharmacist License Renewal
Job Title Change of a Physician (Practitioner/ Specialist / Consultant) License	Second Pharmacist License Transfer
Specialist Physician / Dentist (A) License for the Private Sector	Second Pharmacist Provisional License Transfer
Physician (Practitioner / Specialist / Consultant) License Transfer	Second Pharmacist License Re-Issue
Specialist Physician / Dentist (B) License for the Private Sector	Assistant Pharmacist License
Physician (Practitioner / Specialist / Consultant) License Re-Issue	Assistant Pharmacist License Renewal
Practitioner Physician / Dentist License – for the Private Sector	Assistant Pharmacist License Transfer
Physician (Practitioner / Specialist / Consultant) License Cancellation	Assistant Pharmacist License Re-Issue
Licensing a visitor physician from abroad	Government Employee Pharmacist License
Renewal the license of a visitor physician who works abroad	Government Employee Assistant Pharmacist License
Licensing a visitor physician who works in UAE	Technician License
Renewal the license of visitor physician who works in UAE	Technician License Renewal
In-Charge Pharmacist License	Technician License Transfer
In-Charge Pharmacist License Renewal	Technician License Re-Issue
In-Charge Pharmacist License Transfer	Technician Job Title Change
In-Charge Pharmacist License Re-Issue	Technician License Cancellation
In-Charge Pharmacist Leave Request and Appointing Alternative Pharmacy Supervisor	

Name of Service	Consultant Physician / Dentist (A) Licensing for the Private Sector	Service Strategic Value	Sub
Package	Physicians	Type of Service	Transactional
Service Description			
Verifying the scientific and academic certificates and the practical experience for medicine and dentistry specializations in order to license a physician to work in the private sector under the job title “Consultant A”			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0)Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 2600		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the initial license notice		Regulation, Licensing & Advertising Dept.	
4. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
Required documents for issuing initial notice			
○ MOH evaluation	○ Approved medical facility drawings	○ A copy of customer’s passport	
○ Valid facility license	○ A list of the facility staff	○ Customer’s experience certificates	
○ A letter from the facility indicates the customer employment	○ A “ Professional Good Standing Certificate” for employees in the UAE	○ A “Medical Fitness Report” from the preventive medicine for +60 yrs. Physicians	
Required documents for issuing the final license			
○ A copy of U.A.E Identity Card	○ A copy of the labor card	○ Insurance against medical liability	
○ Medical prescription of the approved physician (with signatures and stamps)			
Terms & Conditions			
○ The customer’s service should not be interrupted for more than two years			

Name of Service	Physician License Renewal	Service Strategic Value	Supplementary
Package	Physicians	Type of Service	Transactional

Service Description		
Verifying the scientific and academic certificates and the practical experience for medicine and dentistry specializations in order to renew license		
Service Provision Authority in the MOH		Service Provision Channels
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)
Average Service Processing Time		Category of Targeted Customers
(7 / 0 / 0) Day / Hour / Min		Individuals
Service Fees		Service Provision Timings
AED 850		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.
Service Provision Actions & Procedures		
Action / Procedure		Responsibility
1. Submitting the application		The facility employing the customer
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.
3. Issuing the license		Regulation, Licensing & Advertising Dept.
Service Provision Requirements (Required Documents)		
○ Previous license	○ Approved medical facility drawings	○ A copy of customer's passport
○ Valid facility license	○ A list of the facility staff	○ Physician's identification card
○ A letter from the facility indicates the customer employment	○ A "Professional Good standing Certificate" for employees in the UAE	○ A "Medical Fitness Report" from the preventive medicine for +60 yrs. Physicians
○ A copy of U.A.E Identity Card	○ A copy of the labor card	○ Insurance against medical errors.
○ Approved certificates for 30- hours continuous medical education	○ Medical prescription of the approved physician (with signatures and stamps)	
Terms & Conditions		
○ Penalties (if any) shall be added in case renewal exceeded expiry date		

Name of Service	Consultant Physician / Dentist (B) License . to work for the Private Sector	Service Strategic Value	Supplementary
Package	Physicians	Type of Service	Transactional
Service Description			
Verifying the scientific and academic certificates and the practical experience for medicine and dentistry specializations in order to license a physician to work in the private sector under the job title “Consultant B”			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0)Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 2600		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the initial license notice		Regulation, Licensing & Advertising Dept.	
4. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
Required documents for issuing initial notice			
○ MOH evaluation	○ Approved medical facility drawings	○ A copy of customer’s passport	
○ Valid facility license	○ A list of the facility staff	○ Customer’s experience certificates	
○ A letter from the facility indicates the customer employment	○ A “ Professional Good Standing Certificate” for employees in the UAE	○ A “Medical Fitness Report” from the preventive medicine for +60 yrs. Physicians	
Required documents for issuing final license			
○ A copy of U.A.E Identity Card	○ A copy of the labor card	○ Insurance against medical errors	
○ Medical prescription of the approved physician (with signatures and stamps)			
Terms & Conditions			
○ The customer’s service should not be interrupted for more than two years			

Name of Service	Physician Job Title Change	Service Strategic Value	Supplementary
Package	Physicians	Type of Service	Transactional
Service Description			
Issuing approvals for physician job title change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license with the new job title		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○ A copy of the previous evaluation certificate	○ A copy of the new evaluation certificate	○ A copy of the previous medical license	
○ Valid facility license	○ A list of the facility staff	○ Physician's identification card	
○ Application letter from the facility requesting job title change	○ A copy of the customer's UAE Identity Card		
Terms & Conditions			

Name of Service	Specialist Physician / Dentist (A) License for the Private Sector	Service Strategic Value	Sub
Package	Physicians	Type of Service	Transactional
Service Description			
Verifying the scientific and academic certificates and the practical experience for the human medicine and dentistry specializations in order to license a physician to work in the private sector under the job title “Consultant A”			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0)Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 2600		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the initial license notice		Regulation, Licensing & Advertising Dept.	
4. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
Required documents for issuing initial notice			
○ MOH evaluation	○ Approved medical facility drawings	○ A copy of customer’s passport	
○ Valid facility license	○ A list of the facility staff	○ Customer’s experience certificates	
○ A letter from the facility indicates the customer employment	○ A “ Professional Good Standing Certificate” for employees in the UAE	○ A “Medical Fitness Report” from the preventive medicine for +60 yrs. Physicians	
Required documents for issuing final license			
○ A copy of U.A.E Identity Card	○ A copy of the labor card	○ Insurance against medical errors	
○ Medical prescription of the approved physician (with signatures and stamps)			
Terms & Conditions			
○ The customer’s service should not be interrupted for more than two years			

Name of Service	Physician License Transfer	Service Strategic Value	Supplementary
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Package	Physicians	Type of Service	Transactional
Service Description			
Submitting application to transfer physician's license from one facility to another			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the initial license notice		Regulation, Licensing & Advertising Dept.	
4. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
Required documents for issuing initial notice			
○ A letter from the new facility	○ Approved medical facility drawings (New Facility)	○ Customer's latest medical license	
○ Valid facility license	○ A list of the facility staff	○ Customer's experience certificates	
○ A letter from the facility indicates the customer employment	○ A “ Professional Good Standing Certificate” for employees in the UAE	○ A “Medical Fitness Report” from the preventive medicine for +60 yrs. Physicians	
○ “No Objection Certificate” from the previous facility			
Required documents for issuing final license			
○ A copy of the valid UAE Identity Card	○ A copy of the valid labor card	○ Insurance against medical errors	
○ A copy of the passport and residency visa			
Terms & Conditions			
○ License should not have been expired for more than 6 months			

Name of Service	Specialist Physician / Dentist (B) License for the Private Sector	Service Strategic Value	Sub
Package	Physicians	Type of Service	Transactional
Service Description			
Verifying the scientific and academic certificates and the practical experience for the human medicine and dentistry specializations in order to license a physician to work in the private sector under the job title “Consultant B”			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 2600		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the initial license notice		Regulation, Licensing & Advertising Dept.	
4. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
Required documents for issuing initial notice			
○ MOH evaluation	○ Approved medical facility drawings	○ A copy of customer’s passport	
○ Valid facility license	○ A list of the facility staff	○ Customer’s experience certificates	
○ A letter from the facility indicates the customer employment	○ A “ Professional Good Standing Certificate” for employees in the UAE	○ A “Medical Fitness Report” from the preventive medicine for +60 yrs. Physicians	
Required documents for issuing final license			
○ A copy of U.A.E Identity Card	○ A copy of the labor card	○ Insurance against medical errors	
○ Medical prescription of the approved physician (with signatures and stamps)			
Terms & Conditions			
○ The customer’s service should not be interrupted for more than two years			

Name of Service	Re-Issuing Physician (Practitioner / Specialist / Consultant) License	Service Strategic Value	Sub
Package	Physicians	Type of Service	Transactional
Service Description			
Submitting an application to re-issue a license for a physician with cancelled license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 2600		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the initial license notice		Regulation, Licensing & Advertising Dept.	
4. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
Required documents for issuing initial notice			
○ MOH evaluation	○ Approved medical facility drawings	○ A copy of customer's passport	
○ Valid facility license	○ A list of the facility staff	○ Customer's experience certificates	
○ A letter from the facility indicates the customer employment	○ A "Professional Good Standing Certificate" for employees in the UAE	○ A "Medical Fitness Report" from the preventive medicine for +60 yrs. Physicians	
○ Physician's latest cancellation notice			
Required documents for issuing final license			
○ A copy of U.A.E Identity Card	○ A copy of the labor card	○ Insurance against medical errors	
○ Medical prescription of the approved physician (with signatures and stamps)			
Terms & Conditions			
○ The customer's service should not be interrupted for more than two years, and the penalties (if any) shall be added			

Name of Service	Practitioner Physician / Dentist License – for the	Service Strategic Value	Sub
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	Private Sector		
Package	Physicians	Type of Service	Transactional
Service Description			
Verifying the scientific and academic certificates and the practical experience for the human medicine and dentistry specializations in order to license a physician to work in the private sector under the job title “General Practitioner”			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 2600		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the initial license notice		Regulation, Licensing & Advertising Dept.	
4. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
Required documents for issuing initial notice			
○ MOH evaluation	○ Approved medical facility drawings	○ A copy of customer’s passport	
○ Valid facility license	○ A list of the facility staff	○ Customer’s experience certificates	
○ A letter from the facility indicates the customer employment	○ A “ Professional Good Standing Certificate” for employees in the UAE	○ A “Medical Fitness Report” from the preventive medicine for +60 yrs. Physicians	
Required documents for issuing final license			
○ A copy of U.A.E Identity Card	○ A copy of the labor card	○ Insurance against medical errors	
○ Medical prescription of the approved physician (with signatures and stamps)			
Terms & Conditions			
○ The customer’s service should not be interrupted for more than two years			

Name of Service	Physician License Cancellation	Service Strategic Value	Sub
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Package	Physicians	Type of Service	Transactional
Service Description			
Submitting an application to cancel the license of a physician employed by a medical facility			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license cancellation notice		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○ A license cancellation application from the facility	○ A copy of the cancelled labor card	○ Customer's latest medical license	
○ A copy of the cancelled employment visa			
Terms & Conditions			
○ Penalties (if any) shall be added			

Name of Service	Licensing a visitor physician from abroad	Service Strategic Value	Sub
Package	Physicians	Type of Service	Transactional
Service Description			
Submitting an application to practice medicine career provisionally for a physician outside the UAE			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 2600		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○ A copy of the evaluation certificate	○ Curriculum Vitae	○ Personal photograph	
○ Insurance against medical errors	○ Approved medical facility drawings	○ A copy of customer's passport	
○ Valid facility license	○ A list of the facility staff	○ Customer's experience certificates	
○ A letter from the facility indicates the customer employment	○ A “ Professional Good Standing Certificate”	○ The license of the physician following-up the visiting physician's conditions	
Terms & Conditions			
○ License is valid only for three months			
○ Penalties (if any) shall be added			

Name of Service	Renewal the license of a visitor physician who works abroad	Service Strategic Value	Supplementary
Package	Physicians	Type of Service	Transactional
Service Description			
Verifying the scientific and academic certificates and the practical experience for the human medicine and dentistry specializations in order to renew license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 850		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○ Previous license	○ Approved medical facility drawings	○ A copy of customer's passport	
○ Valid facility license	○ A list of the facility staff	○ Physician's identification card	
○ A letter from the facility indicates the customer employment	○ A "Professional Good Standing Certificate" for employees in the UAE	○ A "Medical Fitness Report" from the preventive medicine for +60 yrs. Physicians	
○ A copy of U.A.E Identity Card	○ A copy of the labor card	○ Insurance against medical errors	
○ Approved certificates for 30-hours continuous medical education	○ Medical prescription of the approved physician (with signatures and stamps)		
Terms & Conditions			
○ Penalties (if any) shall be added in case renewal exceeded expiry date			

Name of Service	Licensing a visitor physician who works in UAE	Service Strategic Value	Sub
Package	Physicians	Type of Service	Transactional
Service Description			
Submitting an application to practice medicine career provisionally for a physician who works in UAE			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 2600		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○ Physician's permanent license from the MOH	○ Approved medical facility drawings	○ A copy of customer's passport	
○ Valid facility license	○ A list of the facility staff	○ Customer's experience certificates	
○ A letter from the facility indicates the customer employment	○ A "Professional Good Standing Certificate" for employees in the UAE	○ A "Medical Fitness Report" from the preventive medicine for +60 yrs. Physicians	
○ A copy of the valid UAE Identity Card	○ A copy of the valid labor card	○ Insurance against medical errors	
○ Medical prescription of the approved physician (with signatures and stamps)	○ A "No Objection Certificate" issued by its employer as permanent physician		
Terms & Conditions			
○ Licenses as a visitor physician should not be given more than twice			

Name of Service	Renewal the license of visitor physician who works in UAE	Service Strategic Value	Supplementary
Package	Physicians	Type of Service	Transactional
Service Description			
Verifying the scientific and academic certificates and the practical experience for the human medicine and dentistry specializations in order to renew license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 850		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○ Previous license	○ Approved medical facility drawings	○ A copy of customer's passport	
○ Valid facility license	○ A list of the facility staff	○ Physician's identification card	
○ A letter from the facility indicates the customer employment	○ A "Professional Good Standing Certificate" for employees in the UAE	○ A "Medical Fitness Report" from the preventive medicine for +60 yrs. Physicians	
○ A copy of the valid UAE Identity Card	○ A copy of the valid labor card	○ Insurance against medical errors	
○ Approved certificates for 30-hours continuous medical education	○ Medical prescription of the approved physician (with signatures and stamps)		
Terms & Conditions			
○ Penalties (if any) shall be added in case renewal exceeded expiry date			

Name of Service	In-Charge Pharmacist License	Service Strategic Value	Sub
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Issuing new in-charge pharmacist license for practicing the profession in the UAE			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
AED 310		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the Graduation Certificate (Bachelor of Pharmacy) attested by the embassy of the issuing country or its consulate in the UAE, with the stamp of the UAE Ministry of Foreign Affairs ○ A copy of minimum two-year experience certificate after the graduation date attested by the embassy of the issuing country or its consulate in the UAE, with the stamp of the UAE Ministry of Foreign Affairs. ○ A copy of the transcript of academic degrees obtained during the study years. ○ A certificate stating that the pharmacist has passed the examinations done by the MOH for the (scientific, legal and Arabic language for non-Arabs) licensing, or passing the technical interview done by the MOH (for pharmaceutical factories and scientific offices). ○ Two copies of the valid passport with the valid residency visa issued by the pharmaceutical facility to be licensed for. ○ (Original) Good Standing Certificate issued by the Intelligence & Criminal Research Department for residents in the UAE for more than 6 months. Residents in the UAE for less than 6 months shall submit a Good Standing Certificate attested by the consulate or embassy of their home country. ○ A copy of the employment contract at the facility with the job title “pharmacist” duly attested by the Ministry of Labor (unattested employment contract may be submitted under the condition of filling out a form undertaking submitting the employment contract from Registration & Medical Control Department signed by the pharmacist and the pharmacy owner and stamped by the pharmaceutical facility, along with attaching a copy of the employment contract unattested by the Ministry of Labor and a copy of the payment receipt issued by the Ministry of Labor). ○ A copy of the valid trade license of the pharmaceutical facility ○ A copy of the MOH license 			

- Payment receipt of the license fees + payment receipt of the license application fees
- 6 recent colored personal photographs.
- Filling out the Data Form “ (Introductory Statement)” (the pharmacist shall appear in person to the Regulation, Licensing & Advertising Department or the Medical Zone to fill out the form).
- A copy of the appointment letter signed by the employer with the facility stamp, including the appointment date, the job title “in-charge pharmacist” on the facility’s letterhead
- A copy of the list of facility staff including pharmacist and assistants showing their designations and nationalities, signed by the employer with the facility stamp, including the name of the new pharmacist to whom the license is to be issued
- Two copies of the valid UAE Identity Card
- A list of the controlled medicines handed over by the previous pharmacist (in case the pharmacy was existing before his joining signed by the pharmacist and the previous pharmacist).

Terms & Conditions

- The applicant shall be holder of bachelor degree in pharmacy specialization from a recognized university (with minimum 4-year study period)
- He shall have practiced the profession under the job title “pharmacist” after the graduation date.
- He shall pass the examinations prescribed by the MOH (scientific, legal and Arabic language for non-Arabs)
- He shall be nominated for the pharmacist job by a facility licensed by the MOH (i.e. having an employment contract with the pharmaceutical facility attested by the Ministry of Labor)
- He shall be sponsored by the pharmaceutical facility he is going to work with
- He shall obtain the approval of the security authorities

Name of Service	In-Charge Pharmacist License Renewal	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Issuing in-charge pharmacist license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 200		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ License renewal form of the pharmacist signed by the pharmacy owner with the pharmaceutical facility stamp ○ A copy of the license ○ Two copies of the valid passport ○ 1 recent colored personal photograph ○ A formal letter by the owner approving renewal ○ 20 credited hours of continuous medical education (CME) for the renewal year 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The in-charge pharmacist shall practice the profession in the pharmaceutical facility he is licensed for 			

Name of Service	In-Charge Pharmacist License Transfer	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application to transfer the in-charge pharmacist’s license from one facility to another			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
Payment of non-renewal penalties in case renewal exceeded expiry date		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the appointment letter (signed by the employer with the facility stamp, including the appointment date, the job title “in-charge pharmacist” or “second pharmacist” on the facility’s letterhead) ○ The pharmacy profession practicing certificate of the transfer applicant issued by the MOH (the original certificate and a copy thereof) ○ Clearance certificate from the last employer (a formal letter from the pharmaceutical facility he was working with, stating the date of clearance and including the signature of the owner and the stamp of the facility, attached with a custody handing over minutes of the controlled drugs (CDA) and semi-controlled drugs (CDB). In case the pharmacy does not keep the controlled drugs (CDA) and semi-controlled drugs (CDB), the clearance certificate shall state on the same) ○ Original Good Standing Certificate issued by the Intelligence & Criminal Research Department and a copy thereof ○ A copy of the employment contract at the facility with the job title “pharmacist” duly attested by the Ministry of Labor (unattested employment contract may be submitted under the condition of filling out a form undertaking submitting the employment contract from Registration Medical Control Department signed by the pharmacist and the pharmacy owner and stamped by the pharmaceutical facility, along with attaching a copy of the employment contract unattested by the Ministry of Labor and a copy of the payment receipt issued by the Ministry of Labor) ○ Two copies of the valid passport with the valid residency visa issued by the new pharmaceutical facility ○ Two copies of the valid UAE Identity Card ○ 6 recent colored personal photographs 			

- A copy of the valid trade license of the pharmaceutical facility
- A copy of the facility license
- A copy of the list of facility staff (including his name) with the names of all pharmacist and assistants with their designations and nationalities. The list shall be written on the facility's letterhead dated and signed by the pharmaceutical facility owner with the facility stamp)
- A copy of the list of facility staff including pharmacist and assistants showing their designation and nationality, signed by the employer with the facility stamp, including the name of the new pharmacist to whom the license is to be issued
- Filling out the Data Form “ (Introductory Statement)” (the pharmacist shall appear in person to the Regulation, Licensing & Advertising Department or the Medical Zone to fill out the form)
- Payment receipt of the latest license renewal

Terms & Conditions

- The applicant shall be holder of the pharmacy profession practicing certificate issued by the MOH
- His license shall be valid
- He shall submit an attested clearance certificate and resignation issued by the last pharmaceutical facility he was employed by. He shall attest the same from the Medical Zone wherein the facility he was licensed for is located (as per the MOH conditions stated in the Manual)
- He shall be nominated for a job by a pharmaceutical facility licensed by the MOH (i.e. having an employment contract with the pharmaceutical facility he intends to transfer his license to)
- He shall be sponsored by the pharmaceutical facility he is going to work with (transactions of the female pharmacist under the sponsorship of their fathers or husbands is accepted)
- Security forms shall be typed (by the competent employee) after receiving the entire transaction satisfying the requirements
- The applicant is required to deliver the transaction to the central administration and receive a “transaction delivery voucher”
- The license applicant is only permitted to work in the pharmaceutical facility upon approving his license by the pharmaceutical licensing committee; not upon delivering the transaction and receiving the “transaction delivery voucher”
- No fees are charged for pharmacist license transfer. However, the pharmacy profession practicing certificate shall be valid at the time of transfer, and a copy of the latest renewal receipt. If the license is not renewed, the applicant shall renew the same at the time of renewal

Name of Service	In-Charge Pharmacist License Re-Issue	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application to re-issue the in-charge pharmacist's license in case renewal expired for more than 6 months			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
AED 300 + AED 10 (form price) + payment of penalties for 6 months at the monthly rate of 25% of the license fees amounting to AED 450		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ License form (It must be typed) ○ A copy of the valid passport ○ A copy of the valid residency visa ○ A copy of the valid UAE Identity Card ○ 4 recent colored personal photographs ○ The original license. ○ A formal letter from the pharmaceutical facility employing the pharmacist approving re-issue of the license. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Payment of new license form in addition to the delay penalty for a maximum of 6 months 			

Name of Service	In-Charge Pharmacist Leave Request and Appointing Alternative Pharmacy Supervisor	Service Strategic Value	Sub
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Submitting an in-charge pharmacist leave request and appointing alternative pharmacy supervisor for the pharmacy until the in-charge pharmacist comes back			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Facilities	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out the form of “Annual Leave and Supervision Undertaking” signed by the in-charge pharmacist requesting leave and the supervisor pharmacist, stamped by their pharmaceutical facility 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Leaves of Pharmacists working in private pharmacies shall only be accepted if an assistant pharmacist licensed at the pharmacy is available and upon the availability of a supervisor pharmacist ○ No supervision upon the facility should be accepted if the in-charge pharmacist resigned ○ When the in-charge pharmacist resumes work after leave and the supervision period expires, a form of coming back from leave should be filled out ○ An inventory of the controlled and semi-controlled drugs shall be performed and they shall be handed over to the in-charge pharmacist under a statement signed by both parties ○ Leave period should not exceed 60 days per year 			

Name of Service	Second Pharmacist License	Service Strategic Value	Sub
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Issuing new second pharmacist license for practicing the profession in the UAE			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
AED 310		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the Graduation Certificate (Bachelor of Pharmacy) attested by the embassy of the issuing country or its consulate in the UAE, with the stamp of the UAE Ministry of Foreign Affairs. ○ A copy of minimum two-year experience certificate later to the graduation date attested by the embassy of the issuing country or its consulate in the UAE, with the stamp of the UAE Ministry of Foreign Affairs. ○ A copy of the transcript of the academic degrees obtained during the study years. ○ A certificate stating that the pharmacist has passed the examinations Doneby the MOH for the (scientific, legal and Arabic language for non-Arabs) licensing, or passing the technical interview Done by the MOH (for pharmaceutical factories and scientific offices). ○ Two copies of the valid passport with the valid residency visa issued by the pharmaceutical facility to be licensed for. ○ (Original) Good Standing Certificate issued by the Intelligence & Criminal Research Department for residents in the UAE for more than 6 months. Residents in the UAE for less than 6 months shall submit a Good Standing Certificate attested by the consulate or embassy of their home country ○ A copy of the employment contract at the facility with the job title “pharmacist” duly attested by the Ministry of Labor (unattested employment contract may be submitted under the condition of filling out a form undertaking submitting the employment contract from Registration Medical Control Department signed by the pharmacist and the pharmacy owner and stamped by the pharmaceutical facility, along with attaching a copy of the employment contract unattested by the Ministry of Labor and a copy of the payment receipt issued by the Ministry of Labor) ○ A copy of the valid trade license of the pharmaceutical facility ○ A copy of the MOH license 			

- Payment receipt of the license fees + payment receipt of the license application fees (the payable fees for issuing pharmacist license are AED 300 + AED 10 form price)
- 6 recent colored personal photographs
- Filling out the Data Form “ (Introductory Statement)” (the pharmacist shall appear in person to the Regulation, Licensing & Advertising Department or the Medical Zone to fill out the form).
- A copy of the appointment letter signed by the employer with the facility stamp, including the appointment date, the job title “second pharmacist” on the facility’s letterhead
- A copy of the list of facility staff including pharmacist and assistants showing their designations and nationalities, signed by the employer with the facility stamp, including the name of the new pharmacist to whom the license is to be issued.
- Two copies of the valid UAE Identity Card.

Terms & Conditions

- The applicant shall be holder of bachelor degree in pharmacy specialization from a recognized university (with minimum 4-year study period)
- He shall have practiced the profession under the job title “pharmacist” after the graduation date
- He shall pass the examinations prescribed by the MOH (scientific, legal and Arabic language for non-Arabs)
- He shall be nominated for the pharmacist job by a facility licensed by the MOH (i.e. having an employment contract with the pharmaceutical facility attested by the Ministry of Labor)
- He shall be sponsored by the pharmaceutical facility he is going to work with
- He shall obtain the approval of the security authorities

Name of Service	Second Pharmacist License Renewal	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Issuing second pharmacist license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 200		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ License renewal form of the pharmacist signed by the pharmacy owner ,with the pharmaceutical facility stamp ○ A copy of the license ○ Two copies of the valid passport ○ 1 recent colored personal photograph ○ A formal letter by the owner approving renewal ○ 20 credited hours of continuous medical education (CME) for the renewal year 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The pharmacist shall practice the profession in the pharmaceutical facility he is licensed for 			

Name of Service	Second Pharmacist License Transfer	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application to transfer the second pharmacist’s license from one facility to another			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
Payment of non-renewal penalties in case renewal exceeded expiry date		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ The pharmacy profession practicing certificate of the transfer applicant issued by the MOH (the original certificate and a copy of it) ○ Clearance certificate from the last employer (a formal letter from the pharmaceutical facility he was working with, stating the date of clearance and including the signature of the owner and the stamp of the facility). ○ Original Good Standing Certificate issued by the Intelligence & Criminal Research Department ○ A copy of the valid passport with the valid residency visa issued by the new pharmaceutical facility under the job title “Pharmacist” ○ Payment receipt of the latest license renewal ○ Filling out the Data Form “ (Introductory Statement)” (the pharmacist shall appear in person to the Regulation, Licensing & Advertising Department or the Medical Zone to fill out the form). ○ A copy of the facility license ○ Two copies of the valid UAE Identity Card ○ 6 recent colored personal photographs ○ A copy of the valid trade license of the pharmaceutical facility ○ A copy of the appointment letter (signed by the employer with the facility stamp, including the appointment date, the job title “second pharmacist” on the facility’s letterhead) ○ A copy of the employment contract at the facility with the job title “pharmacist” duly attested by the Ministry of Labor (unattested employment contract may be submitted under the condition of filling out a form undertaking submitting the employment contract from Regulation, Licensing & Advertising Department signed by the assistant 			

pharmacist and the pharmacy owner and stamped by the pharmaceutical facility, along with attaching a copy of the employment contract unattested by the Ministry of Labor and a copy of the payment receipt issued by the Ministry of Labor)

- A copy of the statement of facility staff (including his name) with the names of all pharmacists and assistants with their designations and nationalities. The statement shall be written on the facility's letterhead dated and signed by the pharmaceutical facility owner with the facility stamp)

Terms & Conditions

- The applicant shall be holder of the profession practice certificate issued by the MOH
- His license shall be valid
- He shall submit an attested clearance certificate and resignation issued by the last pharmaceutical facility he was employed by. He shall attest the same from the Medical Zone wherein the facility he was licensed for is located (as per the MOH conditions stated in the Manual)
- He shall be nominated for a job by a pharmaceutical facility licensed by the MOH (i.e. having an employment contract with the pharmaceutical facility he intends to transfer his license to).
- He shall be sponsored by the pharmaceutical facility he is going to work with (transactions of the female pharmacist under the sponsorship of their fathers or husbands is accepted)

Name of Service	Second Pharmacist Provisional License Transfer	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application to transfer the second pharmacist's license to another facility with the same owner			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out the provisional transfer form with the names of all pharmacists and pharmacist assistants working in the pharmaceutical facilities including the pharmacist to be transferred (his name should be added to the pharmaceutical facility he is transferred to) ○ Copies of the pharmacists and pharmacist assistants working in these pharmaceutical facilities ○ A letter by the transferred pharmacist undertaking his attendance in the pharmacy during the provisional transfer period 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The in-charge pharmacist is not permitted to be provisionally transferred from one pharmaceutical facility to another ○ No pharmacist is permitted to be transferred as an in-charge pharmacist in another pharmaceutical facility ○ Provisional transfer is only permitted to pharmacists and assistant pharmacists working in the pharmaceutical facility with the same owner ○ The maximum permitted period of provisional transfer shall be (3) three months ○ The reason behind provisional transfer request shall be convincing 			

Name of Service	Second Pharmacist License Re-Issue	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application to re-issue the second pharmacist's license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
AED 300 + payment of delay penalties (if any)		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ License form (must be typed) ○ A copy of the valid passport ○ A copy of the valid residency visa ○ A copy of the valid UAE Identity Card ○ 4 recent colored personal photographs ○ The original license ○ A formal letter from the pharmaceutical facility employing the pharmacist approving re-issue of the license ○ 20 credited hours of continuous medical education (CME) for the renewal year 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Payment of new license form in addition to the delay penalty for a maximum of 6 months 			

Name of Service	Assistant Pharmacist License	Service Strategic Value	Sub
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Issuing new assistant pharmacist license for practicing the profession in the UAE			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(60 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 160		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the Graduation Certificate (Diploma in Pharmacy) for a minimum two years in a recognized university or institution attested by the embassy of the issuing country or its consulate in the UAE, with the stamp of the UAE Ministry of Foreign Affairs. ○ A copy of minimum two-year experience certificate after the graduation date attested by the embassy of the issuing country or its consulate in the UAE, with the stamp of the UAE Ministry of Foreign Affairs. ○ A certificate stating that the assistant pharmacist has passed the examinations Done by the MOH for the (scientific, legal and Arabic language for non-Arabs) licensing ○ Two copies of the valid passport with the valid residency visa issued by the pharmaceutical facility to be licensed for ○ Two copies of the valid UAE Identity Card ○ A copy of the pharmaceutical facility license he will be licensed for ○ Original Good Standing Certificate issued by the Intelligence & Criminal Research Department for residents in the UAE for more than 6 months. Residents in the UAE for less than 6 months shall submit a Good Standing Certificate attested by the consulate or embassy of their home country ○ A copy of the employment contract with the job title duly attested by the Ministry of Labor (unattested employment contract may be submitted under the condition of filling out and attaching a form undertaking submitting the employment contract signed by the assistant pharmacist and the pharmacy owner and stamped by the pharmaceutical facility, along with attaching a copy of the employment contract payment receipt issued by the Ministry of Labor). ○ Copies of the valid trade license of the pharmaceutical facility ○ A copy of the license by the pharmaceutical facility to be licensed for ○ A copy of the list of facility staff including pharmacist and assistants showing their designations and nationalities, signed by the employer with the facility stamp, including 			

the name of the new pharmacist to whom the license is to be issued

- A copy of the appointment letter signed by the employer with the facility stamp, including the appointment date, the job title “in-charge pharmacist” on the facility’s letterhead
- Payment receipt of the license fees + payment receipt of the license application fees (the payable fees for issuing assistant pharmacist license are AED 150 + AED 10 form price)
- 6 recent colored personal photographs
- Filling out the Data Form “ (Introductory Statement)” (the assistant pharmacist shall appear in person to the Regulation, Licensing & Advertising Department or the Medical Zone to fill out the form)

Terms & Conditions

- The applicant shall be holder of a diploma degree in pharmacy specialization from a recognized university (with minimum 2-year study period)
- He should have practiced the profession under the job title “assistant pharmacist” after the graduation date
- He shall pass the examinations prescribed by the MOH (scientific, legal and Arabic language for non-Arabs)
- He shall be nominated for the assistant pharmacist job by a facility licensed by the MOH (i.e. having an employment contract with the pharmaceutical facility attested by the Ministry of Labor)
- He shall be sponsored by the pharmaceutical facility he is going to work with.

Name of Service	Assistant Pharmacist License Renewal	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Issuing assistant pharmacist license renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A valid copy of U.A.E Identity Card ○ A copy of the valid passport ○ A copy of the valid visas sponsored by the facility ○ 4 recent colored personal photographs ○ The original license ○ A formal letter issued by the pharmaceutical facility approving renewal ○ Payment receipt of the assistant pharmacist license ○ Payment receipt of the assistant pharmacist license form fees at the sum of AED 10 ○ 15 approved classes of continuous medical education (CME) for the renewal year 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Payment of the new license fees in addition to the delay penalty for a maximum of 6 months 			

Name of Service	Assistant Pharmacist License Transfer	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application to transfer the assistant pharmacist’s license from one facility to another			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
Payment of non-renewal penalties in case renewal exceeded expiry date		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Issuing the approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ The pharmacy profession practicing certificate of the transfer applicant issued by the MOH (the original certificate and a copy thereof) ○ Clearance certificate from the last employer (a formal letter from the pharmaceutical facility he was working with, stating the date of clearance and including the signature of the owner and the stamp of the facility) ○ Original Good Standing Certificate issued by the Intelligence & Criminal Research Department ○ A copy of the valid passport with the valid residency visa issued by the new pharmaceutical facility under the job title “Pharmacist”. ○ Payment receipt of the latest license renewal ○ Filling out the Data Form “ (Introductory Statement)” (the assistant pharmacist shall appear in person to the Regulation, Licensing & Advertising Department or the Medical Zone to fill out the form) ○ A copy of the facility license ○ Two copies of the valid UAE Identity Card ○ 6 recent colored personal photographs ○ A copy of the valid trade license of the pharmaceutical facility. ○ A copy of the appointment letter (signed by the employer with the facility stamp, including the appointment date, the job title “assistant pharmacist” on the facility’s letterhead). ○ A copy of the employment contract at the facility with the job title “assistant pharmacist” duly attested by the Ministry of Labor (unattested employment contract may be submitted under the condition of filling out a form undertaking submitting the employment contract from Regulation, Licensing & Advertising Department signed by 			

the assistant pharmacist and the pharmacy owner and stamped by the pharmaceutical facility, along with attaching a copy of the employment contract unattested by the Ministry of Labor and a copy of the payment receipt issued by the Ministry of Labor)

- A copy of the statement of facility staff (including his name) with the names of all pharmacists and assistants with their designations and nationalities. The statement shall be written on the facility's letterhead dated and signed by the pharmaceutical facility owner with the facility stamp)

Terms & Conditions

- The applicant shall be holder of the profession practice certificate issued by the MOH
- His license shall be valid
- He shall submit an attested clearance certificate and resignation issued by the last pharmaceutical facility he was employed by. He shall attest the same from the Medical Zone wherein the facility he was licensed for is located (as per the MOH conditions stated in the Manual)
- He shall be nominated for a job by a pharmaceutical facility licensed by the MOH (i.e. having an employment contract with the pharmaceutical facility he intends to transfer his license to)
- He shall be sponsored by the pharmaceutical facility he is going to work with (transactions of the female pharmacist under the sponsorship of their fathers or husbands is accepted)

Name of Service	Assistant Pharmacist License Re-issue	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Submitting an assistant pharmacist license reissue application			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
AED 160		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application an assistant pharmacist license reissue, enclosing the required documents and paying the fees		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Re-issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the valid UAE Identity Card ○ A copy of the valid passport ○ A copy of the valid visas sponsored by the facility ○ 4 recent colored personal photographs ○ The original license ○ A formal letter issued by the pharmaceutical facility employing the assistant pharmacist ○ Payment receipt of the assistant pharmacist license ○ 15 Credited hours of continuous medical education (CME) for the re- issue year 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Payment of new license fees in addition to the delay penalty for a maximum of 6 months 			

Name of Service	Government Employee Pharmacist License	Service Strategic Value	Sub
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application to obtain a government employee pharmacist license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A letter from the employer stating the continuity of service, showing the job title of the applicant ○ A copy of the valid passport ○ A copy of the entry extract Family book if the applicant is a UAE national ○ A copy of the valid UAE Identity Card ○ 2 recent colored personal photographs 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Nil 			

Name of Service	Government Employee Assistant Pharmacist License	Service Strategic Value	Sub
Package	Assistant Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Submitting an application to obtain a government employee assistant pharmacist license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Studying the application		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the valid UAE Identity Card ○ A copy of the valid passport (with valid visa if the assistant pharmacist is an expatriate) ○ 4 recent colored personal photographs ○ A copy of the entry extract Family book if the applicant is a UAE national ○ A letter from the employer stating the continuity of service, showing the job title of the applicant 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Nil 			

Name of Service	Technician License	Service Strategic Value	Sub
Package	Assistant Professions Specialists	Type of Service	Transactional
Service Description			
Verifying the scientific and academic certificates and the practical experience for the technicians specializations to work in the private sector			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 300		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the initial license notice		Regulation, Licensing & Advertising Dept.	
4. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
Required documents for issuing initial notice			
○ MOH evaluation	○ Approved medical facility drawings	○ A copy of customer's passport	
○ Valid facility license	○ A list of the facility staff	○ Customer's experience certificates	
○ A letter from the facility indicates the customer employment	○ A "Professional Good Standing Certificate" for employees in the UAE		
Required documents for issuing the final license			
○ A copy of U.A.E Identity Card	○ A copy of the labor card	○ Insurance against medical errors	
Terms & Conditions			
○ The customer's service should not be interrupted for more than two years			

Name of Service	Technician License Renewal	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists	Type of Service	Transactional
Service Description			
Verifying the scientific and academic certificates and the practical experience for the technicians specializations in order to renew license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 300		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○ Previous license	○ Approved medical facility drawings	○ A copy of customer's passport	
○ Valid facility license	○ A list of the facility staff	○ A “ Professional Good Standing Certificate” for employees in the UAE	
○ A letter from the facility indicates the customer employment	○ A copy of U.A.E Identity Card	○ A copy of the labor card	
○ Insurance against medical errors	○ Approved certificates for 15-credited hours of continuous medical education		
Terms & Conditions			
○ Penalties (if any) shall be added in case renewal exceeded expiry date			

Name of Service	Technician License Transfer	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists	Type of Service	Transactional
Service Description			
Submitting application to transfer technician's license from one facility to another			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the initial license notice		Regulation, Licensing & Advertising Dept.	
4. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
Required documents for issuing initial notice			
○ A letter from the new facility	○ Approved medical facility drawings	○ Customer's latest medical license	
○ Valid facility license	○ A list of the facility staff	○ Customer's experience certificates	
○ A letter from the facility indicates the customer employment	○ A "Professional Good Standing Certificate" for employees in the UAE	○ A "Medical Fitness Report" from the preventive medicine for +60 yrs. Physicians	
○ "No Objection Certificate" from the previous facility			
Required documents for issuing the final license			
○ A copy of the valid UAE Identity Card	○ A copy of the valid labor card	○ Insurance against medical errors	
○ A copy of the passport and residency visa			
Terms & Conditions			
○ License should not have been expired for more than 6 months			

Name of Service	Technician License Re-	Service Strategic	Sub
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	Issue	Value	
Package	Assistant Professions Specialists	Type of Service	Transactional
Service Description			
Submitting an application to re-issue a license for a technician with cancelled license			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 300		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the initial license notice		Regulation, Licensing & Advertising Dept.	
4. Issuing the license		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
Required documents for issuing initial notice			
○ MOH evaluation	○ Approved medical facility drawings	○ A copy of customer's passport	
○ Valid facility license	○ A list of the facility staff	○ Customer's experience certificates	
○ A letter from the facility indicates the customer employment	○ A "Professional Good Standing Certificate" for employees in the UAE	○ Physician's latest cancellation notice	
Required documents for issuing the final license			
○ A copy of U.A.E Identity Card	○ A copy of the labor card	○ Insurance against medical errors	
Terms & Conditions			
○ The customer's service should not be interrupted for more than two years, and the penalties (if any) shall be added			

Name of Service	Technician Job Title Change	Service Strategic Value	Supplementary
Package	Assistant Professions Specialists	Type of Service	Transactional
Service Description			
Issuing approvals on technician job title change			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license with the new job title		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○ A copy of the previous evaluation certificate	○ A copy of the new evaluation certificate	○ A copy of the previous medical license	
○ Valid facility license	○ A list of the facility staff	○ A copy of the customer's UAE Identity Card	
○ Application letter from the facility requesting job title change			
Terms & Conditions			

Name of Service	Technician License Cancellation	Service Strategic Value	Supplementary
Package	Physicians	Type of Service	Transactional
Service Description			
Submitting an application to cancel the license of a physician employed by a medical facility			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 100		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		The facility employing the customer	
2. Studying the application and verifying the documents		Regulation, Licensing & Advertising Dept.	
3. Issuing the license cancellation notice		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
○ A license cancellation application from the facility	○ A copy of the cancelled labor card	○ Customer's latest medical license	
○ A copy of the cancelled employment visa			
Terms & Conditions			
○ Penalties (if any) shall be added			

Name of Service	Clearance Certificate Request at the End of Supervision Period	Service Strategic Value	Sub
Package	Paramedical Professions Specialists – Pharmacies	Type of Service	Transactional
Service Description			
Requesting clearance certificate at the end of supervision period			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(0 / 0 / 5) Day / Hour / Min		Individuals / Companies	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Reviewing the application		Regulation, Licensing & Advertising Dept.	
3. Approval		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out the end of supervision period form. ○ Handing over and receiving the controlled drugs custody 			
Terms & Conditions			
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Chapter Four

Control & Inspection

- 1. Control on Compliance with Medicine Prices**
- 2. Inspection of Controlled & Mentally Influencing Medicinal Items**
- 3. Inspection of Medical and Pharmaceutical Firms**

Name of Service	Control on Compliance with Medicine Prices	Service Strategic Value	Sub
Package	Pharmacies	Type of Service	Disciplinary
Service Description			
Controlling the extent of compliance with the list of unified prices in the UAE and taking decisions against violators			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Empowerment & Compliance Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Companies	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Forming the inspection team		Medical Empowerment & Compliance Dept.	
2. Reviewing the pharmaceutical firm's file / violations history		Medical Empowerment & Compliance Dept.	
3. Conducting inspection, filling out inspection form and approving the signature of the in-charge pharmacist.		Medical Empowerment & Compliance Dept.	
4. Writing the inspection report and processing the remaining procedures when required (investigation, referring to the competent committees)		Medical Empowerment & Compliance Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Pharmacy / pharmacist license ○ License renewal with the pharmacy / pharmacist receipts 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Inspecting the medicines prices 			

Name of Service	Inspection of monitored & Mentally Influencing Medicinal Items	Service Strategic Value	Sub
Package	Pharmacies	Type of Service	Disciplinary
Service Description			
Inspecting the extent of compliance with the controlled and mentally influencing medicinal items and the bylaws related to providing them in the UAE, as well as taking decisions against violators			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Empowerment & Compliance Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Companies	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Forming the inspection team		Medical Empowerment & Compliance Dept.	
2. Reviewing the pharmaceutical firm's file / violations history		Medical Empowerment & Compliance Dept.	
3. Conducting inspection, filling out inspection form and approving the signature of the in-charge pharmacist		Medical Empowerment & Compliance Dept.	
4. Writing the inspection report and processing the remaining procedures when required (investigation, referring to the competent committees)		Medical Empowerment & Compliance Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Pharmacy / pharmacist license ○ License renewal with the pharmacy / pharmacist receipts 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Concentrating on the controlled medicines 			

Name of Service	Inspection of Medical and Pharmaceutical Firms	Service Strategic Value	Sub
Package	Pharmacies	Type of Service	Disciplinary
Service Description			
Inspecting the medical and pharmaceutical firms and verifying their application of the related criteria and conditions			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Empowerment & Compliance Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Companies	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Forming the inspection team		Medical Empowerment & Compliance Dept.	
2. Reviewing the pharmaceutical firm's file / violations history		Medical Empowerment & Compliance Dept.	
3. Conducting inspection, filling out inspection form and approving the signature of the in-charge pharmacist		Medical Empowerment & Compliance Dept.	
4. Writing the inspection report and processing the remaining procedures when required (investigation, referring to the competent committees)		Medical Empowerment & Compliance Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Pharmacy / pharmacist license ○ License renewal with the pharmacy / pharmacist receipts 			
Terms & Conditions			
○			

Chapter Five

Medical Reports & Leaves

1. Approval of Sick Leaves (Inside UAE More than 5 Days)
2. Approval of Sick Leaves (Outside UAE at the Government Expense)
3. Approval of Sick Leaves (Outside UAE at the Personal Expense)
4. Patient Companion Leave (Inside the UAE)
5. Patient Companion Leave (Outside the UAE)
6. Approval of Sick Leaves and Medical Reports (in the Private Sector) Less than 5 Days
7. Pregnant Woman Medical Fitness Report for Travel Purpose
8. Approval of Sick Leaves (which are Inside UAE ,and exceeds 5 Days)
9. Approval of Sick Leaves (which are abroad , and at the Government Expense)
10. Approval of Sick Leaves (which are abroad, and at the Personal Expense)
11. Patient Companion Leave (Inside UAE)
12. Patient Companion Leave (Abroad)
13. Approval of Sick Leaves and Medical Reports (in the Private Sector) which are Less than 5 Days
14. Pregnant Women Medical Fitness Report for Travel Purpose

Name of Service	Approval of Sick Leaves (Inside UAE More than 5 Days)	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Approval application of sick leaves inside the UAE for more than 5 days			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(10 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure			Responsibility
1. Submitting the application			Customer
2. Studying the application			Medical Sub-Board
3. Issuing the resolution (approval / rejection).			Medical Sub-Board
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out sick leave approval form from the medical board ○ A medical report issued by the hospital treating the patient ○ A copy of the patient's UAE identity card 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The sick leave should be submitted to the medical board if it exceeded 5 working days each time ○ The sick leave should be submitted to the medical board if it exceeded 15 working days per annum ○ The excluded conditions should be according to the cabinet resolution No. 6 of 2002 			

Name of Service	Approval of Sick Leaves (Outside UAE at the Government Expense)	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Approval application of sick leaves for patients to be sent outside the UAE at the government expense			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(10 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 50		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure			Responsibility
1. Submitting the application			Customer
2. Studying the application			Medical Sub-Board
3. Issuing the resolution (approval / rejection)			Medical Sub-Board
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Approval letter for the sick leave issued by the employer ○ A medical report issued by the hospital treating the patient and attested by the UAE embassy + attestation of the UAE Ministry of Foreign Affairs + Ministry of Health ○ A copy of the passport including the entry / exit stamps of the UAE and the country wherein the patient was treated ○ A leave from the doctor to the companion issued by the hospital treating the patient and attested by the UAE embassy + attestation of the UAE Ministry of Foreign Affairs + Ministry of Health 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The leave is granted only to the UAE nationals 			

Name of Service	Approval of Sick Leaves (Outside UAE at the Personal Expense)	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Approval application of sick leaves for patients to be sent outside the UAE at their own expense			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(10 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure			Responsibility
1. Submitting the application			Customer
2. Studying the application			Medical Sub-Board
3. Issuing the resolution (approval / rejection)			Medical Sub-Board
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out sick leave approval form from the medical board ○ A medical report issued by the hospital treating the patient and attested by the UAE embassy + attestation of the UAE Ministry of Foreign Affairs + Ministry of Health ○ A copy of the passport including the entry / exit stamps of the UAE and the country wherein the patient was treated ○ The medical report granted to the patient from the treating doctor before travelling ○ A copy of the patient's UAE identity card 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The excluded conditions shall be according to the cabinet resolution No. 6 of 2002 ○ The patient shall be referred to the medical examination in the hospital 			

Name of Service	Patient Companion Leave (Inside the UAE)	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Application of companion leaves with patients to be treated inside the UAE			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(10 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure			Responsibility
1. Submitting the application			Customer
2. Studying the application			Medical Sub-Board
3. Issuing the resolution (approval / rejection)			Medical Sub-Board
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out sick leave approval form from the medical board ○ Companion's birth certificate (for sons) ○ A medical report issued by the hospital treating the patient showing that the concerned person is the companion of the patient (inside the UAE) ○ Filling out the patient data form ○ A copy of the UAE identity card 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The leave is granted only to the UAE nationals 			

Name of Service	Patient Companion Leave (Outside the UAE)	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Application of companion leaves with patients to be treated inside the UAE			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(10 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure			Responsibility
1. Submitting the application			Customer
2. Studying the application			Medical Sub-Board
3. Issuing the resolution (approval / rejection)			Medical Sub-Board
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out sick leave approval form from the medical board ○ A detailed medical report attested by the UAE embassy in the country to which the patient is sent (outside the UAE) ○ A medical report issued by the hospital treating the patient showing that the concerned person is the companion of the patient ○ Filling out the patient data form ○ A copy of the UAE identity card ○ A copy of the passport including the entry / exit stamps of the UAE and the country wherein the patient is delegated to (outside the UAE) ○ A copy of the delegating authority's letter showing the date of travel and return. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The leave is granted only to the UAE nationals 			

Name of Service	Approval of Sick Leaves and Medical Reports (in the Private Sector) Less than 5 Days	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Approval application of sick leaves and medical reports issued by the medical firms in the private sector for the sick leaves of less than 5 days			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(1 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the application		Customer	
2. Studying the application		Medical Sub-Board	
3. Issuing the resolution (approval / rejection)		Medical Sub-Board	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out sick leave approval form from the medical board ○ A medical report issued by the hospital treating the patient ○ A copy of the patient's UAE identity card 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The sick leave should be submitted to the medical board if it exceeded 15 working days per annum. ○ The excluded conditions should be according to the cabinet resolution No. 6 of 2002 			

Name of Service	Pregnant Woman Medical Fitness Report for Travel Purpose	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Pregnant Woman Medical Fitness Report for Travel Purpose			
Service Provision Authority in the MOH		Service Provision Channels	
Special Medical License Section		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
2 – 5 Minutes		Individuals	
Service Fees		Service Provision Timings	
AED 50		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure			Responsibility
1.	Submitting the report		Customer
2.	Verifying the medical report		Attestation Staff
3.	Collecting fees		Attestation Staff
4.	Approving the report		Attestation Staff
Service Provision Requirements (Required Documents)			
○ Pregnant Woman Medical Fitness Report for Travel Purpose			
Terms & Conditions			
○ Nil			

Name of Service	Approval of Sick Leaves (Inside UAE that exceeds 5 Days)	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Approval application of sick leaves inside the UAE for more than 5 days			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(10 / 0 / 0)Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure			Responsibility
4. Submitting the application			Customer
5. Studying the application			Medical Sub-Board
6. Issuing the resolution (approval / rejection).			Medical Sub-Board
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out sick leave approval application form from the medical board ○ A medical report issued by the hospital treating the patient ○ A copy of the patient's UAE identity card 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The sick leave should be submitted to the medical board if it exceeded 5 working days each time ○ The sick leave should be submitted to the medical board if it exceeded 15 working days per year ○ The excluded conditions should be according to the cabinet resolution No. 6 of 2002 			

Name of Service	Approval of Sick Leaves (which are abroad , and at the Government Expense	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Approval application of sick leaves for patients to be sent outside the UAE at the government expense			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(10 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
AED 50		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
4. Submitting the application		Customer	
5. Studying the application		Medical Sub-Board	
6. Issuing the resolution (approval / rejection)		Medical Sub-Board	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Approval letter for the sick leave issued by the employer ○ A medical report issued by the hospital treating the patient and attested by the UAE embassy + attestation of the UAE Ministry of Foreign Affairs + Ministry of Health ○ A copy of the passport including the entry / exit stamps of the UAE and the country wherein the patient was treated ○ A leave from the doctor to the companion issued by the hospital treating the patient and attested by the UAE embassy + attestation of the UAE Ministry of Foreign Affairs + Ministry of Health 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The leave is granted only to the UAE nationals 			

Name of Service	Approval of Sick Leaves (which are abroad, and at the Personal Expense))	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Approval application of sick leaves for patients to be sent outside the UAE at their own expense			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(10 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
4. Submitting the application		Customer	
5. Studying the application		Medical Sub-Board	
6. Issuing the resolution (approval / rejection)		Medical Sub-Board	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out sick leave approval form from the medical board ○ A medical report issued by the hospital treating the patient and attested by the UAE embassy + attestation of the UAE Ministry of Foreign Affairs + Ministry of Health ○ A copy of the passport including the entry / exit stamps of the UAE and the country wherein the patient was treated ○ The medical report granted to the patient from the treating doctor before travelling ○ A copy of the patient's UAE identity card 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The excluded conditions shall be according to the cabinet resolution No. 6 of 2002 ○ The patient shall be referred to the medical examination in the hospital 			

Name of Service	Patient Companion Leave (Inside the UAE)	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Application of companion leaves with patients who are treated inside the UAE			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(10 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure			Responsibility
4. Submitting the application			Customer
5. Studying the application			Medical Sub-Board
6. Issuing the resolution (approval / rejection)			Medical Sub-Board
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out sick leave approval form from the medical board ○ Companion's birth certificate (for sons) ○ A medical report issued by the hospital treating the patient showing that the concerned person is the companion of the patient (inside the UAE) ○ Filling out the patient data form ○ A copy of the UAE identity card 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The leave is granted only to the UAE nationals 			

Name of Service	Patient Companion Leave (Abroad)	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Application of companion leaves with patients to be treated inside the UAE			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(10 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
4. Submitting the application		Customer	
5. Studying the application		Medical Sub-Board	
6. Issuing the resolution (approval / rejection)		Medical Sub-Board	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out sick leave approval form from the medical board ○ A detailed medical report attested by the UAE embassy in the country to which the patient is sent (outside the UAE) ○ A medical report issued by the hospital treating the patient showing that the concerned person is the companion of the patient ○ Filling out the patient data form ○ A copy of the UAE identity card ○ A copy of the passport including the entry / exit stamps of the UAE and the country wherein the patient is delegated to (outside the UAE) ○ A copy of the delegating authority's letter showing the date of travel and return. 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The leave is granted only to the UAE nationals 			

Name of Service	Approval of Sick Leaves and Medical Reports (in the Private Sector) which are less than 5 Days	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Approval application of sick leaves and medical reports issued by the medical firms in the private sector for the sick leaves of less than 5 days			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Board		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
(1 / 0 / 0) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
Nil		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
4. Submitting the application		Customer	
5. Studying the application		Medical Sub-Board	
6. Issuing the resolution (approval / rejection)		Medical Sub-Board	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Filling out sick leave approval form from the medical board ○ A medical report issued by the hospital treating the patient ○ A copy of the patient's UAE identity card 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ The sick leave should be submitted to the medical board if it exceeded 15 working days per annum. ○ The excluded conditions should be according to the cabinet resolution No. 6 of 2002 			

Name of Service	Pregnant Women Medical Fitness Report for Travel Purpose	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Pregnant Woman Medical Fitness Report for Travel Purpose			
Service Provision Authority in the MOH		Service Provision Channels	
Special Medical License Section		Traditional (Non – Electronic)	
Average Service Processing Time		Category of Targeted Customers	
2 – 5 Minutes		Individuals	
Service Fees		Service Provision Timings	
AED 50		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure			Responsibility
5.	Submitting the report		Customer
6.	Verifying the medical report		Attestation Staff
7.	Collecting fees		Attestation Staff
8.	Approving the report		Attestation Staff
Service Provision Requirements (Required Documents)			
○ Pregnant Woman Medical Fitness Report for Travel Purpose			
Terms & Conditions			
○ Nil			

Chapter Six

Customer Care

- 1. Customers Inquiries**
- 2. Customers Suggestions**
- 3. Comments (Customers Complaints)**
- 4. Medical Complaints**
- 5. Medical Cases Referred from Other Parties.**

Name of Service	Customer Inquiries	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Submitting an inquiry application by customers to get the necessary information within the scope of MOH			
Service Provision Authority in the MOH		Service Provision Channels	
Customer Services Centers Department		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(0 / 0 / 10) Day / Hour / Min		Individuals, Companies	
Service Fees		Service Provision Timings	
Free		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Receiving and welcoming the customer		Receptionist / Call Center	
2. Recognizing the customer's need		Receptionist / Call Center	
3. Directing the customer to the concerned counter		Receptionist / Call Center	
4. Replying the customer's inquires		Counter Staff / Receptionist / Call Center	
5. Providing the customer with the required documents		Counter Staff / Receptionist / Call Center	
6. Directing the customer to get the service from the website		Counter Staff / Receptionist / Call Center	
Service Provision Requirements (Required Documents)			
○ Browsing the website to determine the required service and its documents			
Terms & Conditions			
○ No conditions are required			

Name of Service	Customers Suggestions	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Submitting a suggestion to the MOH by customers related to the MOH scope			
Service Provision Authority in the MOH		Service Provision Channels	
Customer Services Centers Department		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(10 / 0 / 0) Day / Hour / Min		Individuals, Companies	
Service Fees		Service Provision Timings	
Free		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Receiving and welcoming the customer		Receptionist / Call Center	
2. Directing the customer to submit his suggestion through (MY GOV) portal		Receptionist / Call Center	
Service Provision Requirements (Required Documents)			
○ The suggestion			
Terms & Conditions			
○ The suggestion should be related to the MOH			

Name of Service	Comments (Customers Complaints)	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Submitting a comment or complaint by the customers to the MOH concerning the transactions or provided services, or in case of breaching any of the promises given by the MOH to its customers			
Service Provision Authority in the MOH		Service Provision Channels	
Customer Services Centers Department		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(7 / 0 / 0) Day / Hour / Min		Individuals, Companies	
Service Fees		Service Provision Timings	
Free		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure			Responsibility
1. Receiving and welcoming the customer			Receptionist / Call Center
2. Inquiring the customer about the nature of the complaint			Receptionist / Call Center
3. Registering the complaint and referring it to the competent department			Government Communications
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the UAE identity card ○ The Customer's details ○ The complaint filed by the customer 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ No conditions are required 			

Name of Service	Medical Complains	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Submitting medical complaints by customers in case of medical error occurrence			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Liability Office		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Individuals	
Service Fees		Service Provision Timings	
Free		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Receiving and welcoming the customer		Receptionist / Call Center	
2. Inquiring the costumer about the nature of the complaint		Receptionist / Call Center	
3. Identifying the nature of the complaint (government or private hospital) / concerned emirate		Receptionist / Call Center	
4. Registering the complaint: <ul style="list-style-type: none"> ○ Referring it to the Medical Liability Office if it is related to a government hospital ○ Referring it to the Regulation, Licensing & Advertising Dept. if it is related to a private hospital 		Government Communications / Medical Liability Department / Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the UAE identity card ○ The Customer's details ○ The complaint filed by the customer ○ The medical report (if any) 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ No conditions are required 			

Name of Service	Medical Cases Referred from Other Parties	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Studying the medical cases referred from other authorities to the MOH, such as courts, to investigate them			
Service Provision Authority in the MOH		Service Provision Channels	
Medical Liability Office		Traditional offline Enhanced offline	
Average Service Processing Time		Category of Targeted Customers	
Nil		Courts, Government Institutions	
Service Fees		Service Provision Timings	
Free		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Receiving and following-up the medical complaints related to the medical errors from the following authorities: <ul style="list-style-type: none"> ▪ The medical firms affiliated to the MOH (hospitals and health centers) ▪ The medical zone ▪ MOH (Government Communications or through complaints system), (Medical Liability Office) 		Medical Liability Office Director	
2. Ensuring the availability of the complaint requirements: <ul style="list-style-type: none"> ▪ The complaint shall be in writing on the approved form ▪ The complaint shall be signed, with clear name, address and telephone number to communicate with the complainant ▪ The complained case shall be clear in terms of the name of the patient, the medical firm and the medical treating staff (if possible) ▪ Clearly stating the reason of the complaint ▪ The complaints shall be filed within 12 months from the occurrence of the incident 		Complaints Coordinators	
3. Communicating with the complainant within 3 working days to ensure receiving the complaint, and providing him with a simplified explanation about the procedures and estimated time to address his complaint		Complaints Coordinators	
4. Communicating with the insurance company within 3 working days from receiving the complaint		Medical Liability Office Director	
5. Studying and assessing all filed complaints, and collecting the necessary information		Medical Liability Office Director	
6. Communicating with complainant of simple complaints to solve them and putting the necessary procedures of		Medical Liability Office Director	

the work plans. The file, notice of complainant and firm shall be archived.	
7. For medium complaints, an internal investigation shall be requested from the firm. According to the assessment results, forming an internal committee could be required	Medical Liability Office Director
8. For serious complaints and in some medium complaints, an investigations in the medical errors shall be requested to be conducted by specialized consultancy medical boards as required by the complaint status.	Medical Liability Office Director
9. <u>In case the error or negligence is proved by the technical committee, the following steps shall be taken:</u> a. Studying the final report b. Notifying the firm c. Notifying the complainant d. Submitting the suggested recommendations or improvements to the firm director, the undersecretary office and the hospitals sector department as periodical reports.	Medical Liability Office Director
10. In case the medical error is proved, the following steps shall be taken: a. Studying the final report b. A technical memo including the opinion and recommendations shall be submitted to the undersecretary to take the appropriate resolution by referring to the violations committee or the licenses committee c. Notifying the firm	Medical Liability Office Director
11. Notifying the resolution of the violations committee to the hospitals sector and the firm	Medical Liability Office Director
In case of receiving cases from the following authorities: <ul style="list-style-type: none"> • Courts • Public Prosecution 	
12. Receiving the complaint	Undersecretary office and the legal consultant of MOH
13. Receiving the complaint or case for studying	Medical Liability Office Director
14. Communicating with the insurance company within 3 working days from the date of receiving the case	Medical Liability Office Director
15. Investigating the complaint through specialized and neutral technical committees, or referring to the higher committee of medical liability for investigation	Investigation Committees
16. Requesting a technical memo from the firm director concerning the filed complaint along with hearing the statements of the medical staff	Medical Liability Office Director
17. Submitting the technical memo with the investigation outcomes to the undersecretary office and the legal consultant	Medical Liability Office Director

Service Provision Requirements (Required Documents)

- Policies and procedures to manage and address medical complaints.
- Filing complaint form.
- Investigation form

Terms & Conditions

- Receiving the formal complaints filed only by the patients, their relatives or their attorneys related to the diagnosis and treatment procedures through receiving services in the medical firms of the MOH.
- The firm or the department receiving the complaint shall be responsible for dealing with the complaint and coordinating with the other competent authorities to address the complaint
- Providing a complaint system to all users of the service regardless of their racial, cultural backgrounds, sex, religion, disability, etc.
- Facilitating the process of filing complaints by the patient or the service users in terms of providing leaflets about how to file complaints or suggestions.
- Appointing or assigning officers or coordinators to receive medical complaints and deal with them as required by this policy.
- Complaints and communications related thereto shall be kept separately from the medical records of the patients.
- Complaints files shall be kept up to 3 years.
- Medical complaints shall be filed within 12 months after the occurrence of the accident which led to filing the complaint.
- Communication with the complainant (whether by telephone, email or interview) shall be conducted within **three working days** after receiving the complaint by the complaints receptionists, whether in the medical firms, medical zones or the medical liability office. If this does not happen, a reasonable excuse shall be presented for such delay in the complaint file. The following points shall be explained:
 - The manner of addressing the complaint
 - The time schedule expected for responding with the filed complaint
 - The complainant's expectations in terms of the result (compensation, prosecution, improving service, etc.)
- The time schedule for addressing the medical complaints shall be **within a maximum period of four weeks from the date of receiving the complaint until notifying the complainant with the final result – unless the case is complicated** (e.g. it necessitates referring the complaint to the medical liability office for investigation by specialized technical committee or to the higher committee of medical liability); in this case the complainant shall be contacted to explain the adopted procedures and the expected time schedule if possible.
- The works and conclusions of the technical committees and internal committees shall be deemed as confidential reports.
- The medical liability office in the MOH should not receive the complaints or cases of medical errors filed against firms that are not affiliated to the MOH (e.g. health authorities)

Chapter Seven

Medical Registration & Medical Files Services

- 1. Health Card Issuance**
- 2. Health Card Renewal**
- 3. Lost or Damaged Health Card Replacement**
- 4. Transfer a Health Card to Center**
- 5. Health Card Fees Refund**
- 6. Health Card Amendment**
- 7. Medical Advertisement License Fees Payment**
- 8. Medical Advertisement Renewal Fees Payment**

Name of Service	Health Card Issuance	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Application for obtaining a health card			
Service Provision Authority in the MOH		Service Provision Channels	
Nil		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(0 / 0 / 30) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ UAE nationals – GCC nationals – Diplomats (0 – 10 years AED 80, 11 – 18 years AED 100, older than 18 years AED 150) ○ Expatriates AED 550 ○ People with special needs AED 40 typing fees 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Typing the health registration form		Typist	
2. Payment of the prescribed fees		Typist	
3. Reviewing the typed information in the form by the customer		Customer	
4. Submitting the form to the health registration section		Receptionist	
5. Verifying and reviewing the details included in the form by the receptionist with the customer		Receptionist	
6. Inputting the form to the system by the automatic reader and saving the same on the MOH system device		Receptionist	
7. Issuing the card electronically by the device		Receptionist	
8. Delivering the card to the customer personally		Receptionist	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ UAE national: A copy of the family book, a copy of the identity card, a copy of the passport, a personal photograph ○ GCC national: A copy of the identity card, a copy of the passport, a copy of the tenancy contract, a personal photograph ○ Expatriate: A copy of the identity card, a copy of the passport with the visa, a copy of the tenancy contract, a personal photograph ○ Diplomat: A copy of the diplomatic passport, a copy of the card issued by the Ministry of Foreign Affairs in yellow color, a letter proving that he is still on job issued by the consulate, a personal photograph ○ People with Special Needs: A copy of the identity card, a copy of the passport, medical report issued by a government hospital proving that the applicant is one of those having 			

a special needs, approval letter on the medical report by the medical board, a personal photograph

Terms & Conditions

- Permanent residency in the UAE
- The card issuance location shall be related to the residential area of the customer

Name of Service	Health Card Renewal	Service Strategic Value	Supplementary
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Application for a health card renewal			
Service Provision Authority in the MOH		Service Provision Channels	
Nil		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(0 / 0 / 30) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ UAE nationals – GCC nationals – Diplomats (0 – 10 years AED 80, 11 – 18 years AED 100, older than 18 years AED 150) ○ Expatriates AED 550 ○ People with special needs AED 40 typing fees 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Typing the health registration form		Typist	
2. Payment of the fees		Typist	
3. Reviewing typed information in the form by the customer		Customer	
4. Submitting the form to the health registration section		Receptionist	
5. Verifying and reviewing the details included in the form by the receptionist with the customer		Receptionist	
6. Inputting the form to the system by the automatic reader and saving the same on the MOH system device		Receptionist	
7. Issuing the card electronically from the device		Receptionist	
8. Delivering the card to the customer personally		Receptionist	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ UAE national: A copy of the family book, a copy of the identity card, a copy of the passport, a personal photograph ○ GCC national: A copy of the identity card, a copy of the passport, a copy of the tenancy contract, a personal photograph ○ Expatriate: A copy of the identity card, a copy of the passport with the visa, a copy of the tenancy contract, a personal photograph ○ Diplomat: A copy of the diplomatic passport, a copy of the card issued by the Ministry of Foreign Affairs in yellow color, a letter proving that he is still on job issued by the consulate, a personal photograph ○ People with Special Needs: A copy of the identity card, a copy of the passport, medical report issued by a government hospital proving that the applicant is one of those having 			

a special needs, approval letter on the medical report by the medical board, a personal photograph

Terms & Conditions

- Permanent residency in the UAE
- The card issuance location shall be related to the residential area of the customer

Name of Service	Lost or Damaged Health Card Replacement Application	Service Strategic Value	Supplementary
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Application for a lost or damaged health card issuance			
Service Provision Authority in the MOH		Service Provision Channels	
Nil		Electronic	
Average Service Processing Time		Category of Targeted Customers	
(0 / 0 / 30) Day / Hour / Min		Individuals	
Service Fees		Service Provision Timings	
<ul style="list-style-type: none"> ○ UAE nationals – GCC nationals – Diplomats AED 100 ○ Expatriates AED 350 ○ People with special needs AED 40 typing fees 		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Payment of the fees		Receptionist	
2. Issuing the card electronically from the device		Receptionist	
3. Delivering the card to the customer personally			
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the identity card and a personal photograph 			
Terms & Conditions			
<ul style="list-style-type: none"> ○ Valid health card 			

Name of Service	Transfer a Health Card to a Center	Service Strategic Value	Supplementary
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Transferring Health Card <ul style="list-style-type: none"> ○ Internal: Transferring the health card from one health center to another in the same emirate ○ External: Transferring the health card from one health center to another (from one emirate to another) 			
Service Provision Authority in the MOH		Service Provision Channels	
Health Registration & Medical Files		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(1 / 0 / 0) Day / Hour / Min		Individuals, Companies	
Service Fees		Service Provision Timings	
Typing fees AED 50		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure			Responsibility
1. Typing the health registration form			Typist
2. Payment of the prescribed fees			Typist
3. Reviewing typed information in the form by the customer			Customer
4. Submitting the form to the health registration section			Receptionist
5. Verifying and reviewing the details included in the form by the receptionist with the customer			Receptionist
6. Inputting the form to the system by the automatic reader and saving the same on the MOH system device			Receptionist
7. Issuing the card electronically by the device			Receptionist
8. Delivering the card to the customer personally			Receptionist
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ Internal: A copy of the identity card and residence address ○ External: <ul style="list-style-type: none"> ✓ UAE national: A copy of the family book, a copy of the identity card, a copy of the passport, a personal photograph ✓ GCC national: A copy of the identity card, a copy of the passport, a copy of the tenancy contract, a personal photograph ✓ Expatriate: A copy of the identity card, a copy of the passport with the visa, a copy of the tenancy contract, a personal photograph ✓ Diplomat: A copy of the diplomatic passport, a copy of the card issued by the Ministry of Foreign Affairs in yellow color, a letter proving that he is still on job issued by the consulate, a personal photograph ✓ People with Special Needs: A copy of the identity card, a copy of the passport, medical 			

report issued by a government hospital proving that the applicant is one of those with special needs, approval letter on the medical report by the medical board, a personal photograph

Terms & Conditions

- Submitting the old health card

Name of Service	Health Card Fees Refund	Service Strategic Value	Supplementary
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Refunding the fees related health card issuance			
Service Provision Authority in the MOH		Service Provision Channels	
Health Registration & Medical Files		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(1 / 0 / 0) Day / Hour / Min		Individuals, Companies	
Service Fees		Service Provision Timings	
Free		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Requesting the customer to deliver the typed form of health registration, attached with a copy of payment receipt to start refund procedures		Health Registration Section Head / Deputy	
2. Inquiring about the reason of refund request		Health Registration Section Head / Deputy	
3. Inputting the transaction in the system		Receptionist	
4. Saving the transaction on the system (Fees Refund Application)		Receptionist	
5. Submitting a letter to the head of financial affairs section in the zone to refund the fees		Health Registration Section Head / Deputy	
6. Delivering the transaction to the customer to report to the financial affairs section in the zone		Receptionist	
Financial Affairs Section in the Zone			
1. Issuing a document to refund the fees		Financial Affairs Section in the Zone	
2. Setting an appointment for the customer to receive the fees		Financial Affairs Section in the Zone	
Service Provision Requirements (Required Documents)			
○ The typed form of health registration, attached with a copy of payment receipt			
Terms & Conditions			
○ No Conditions are required			

Name of Service	Health Card Amendment Application	Service Strategic Value	Supplementary
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Amending the health card in case errors are found in the customer's details			
Service Provision Authority in the MOH		Service Provision Channels	
Health Registration & Medical Files		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(1 / 0 / 0) Day / Hour / Min		Individuals, Companies	
Service Fees		Service Provision Timings	
Free		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Contacting the health card system technician		Health Registration Section Head / Deputy	
2. The technician enters the system database of the card and corrects the error		Health Card System Technician	
3. Retyping the card and delivering it to the customer		Health Card System Technician	
Service Provision Requirements (Required Documents)			
○ Identification ID			
Terms & Conditions			
○ No Conditions are required			

Chapter Eight

Advertising License

- 1. Medical Advertisement License Fees Payment**
- 2. Medical Advertisement Renewal Fees Payment**

Name of Service	Medical Advertisement License Fees Payment	Service Strategic Value	Sub
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Payment of medical advertisement license fees			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(5 / 0 / 0) Day / Hour / Min		Individuals / Companies	
Service Fees		Service Provision Timings	
According to the required renewal period.		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the required documents and paying the fees		Customer	
2. Studying the application and ensuring that the documents are completed		Regulation, Licensing & Advertising Dept.	
3. Payment of fees		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the advertisement to be licensed. ○ A copy of the email approving the renewal from the Regulation, Licensing & Advertising Dept. (advertising section) A copy of the documents that are attached with the email to the Health Advertising Department. ○ Payment of fees 			
Terms & Conditions			

Name of Service	Medical Advertisement Renewal Fees Payment	Service Strategic Value	Supplementary
Package	Supporting Services of Patients & Individuals	Type of Service	Transactional
Service Description			
Payment of medical advertisement renewal fees			
Service Provision Authority in the MOH		Service Provision Channels	
Regulation, Licensing & Advertising Dept.		Traditional offline	
Average Service Processing Time		Category of Targeted Customers	
(0 / 0 / 5) Day / Hour / Min		Individuals / Companies	
Service Fees		Service Provision Timings	
According to the required renewal period		Sun. to Thur. from 07:30 a.m. to 02:30 p.m.	
Service Provision Actions & Procedures			
Action / Procedure		Responsibility	
1. Submitting the required documents and paying the fees		Customer	
2. Studying the application and ensuring that the documents are completed.		Regulation, Licensing & Advertising Dept.	
3. Payment of fees		Regulation, Licensing & Advertising Dept.	
Service Provision Requirements (Required Documents)			
<ul style="list-style-type: none"> ○ A copy of the advertise to be renewed ○ A copy of the email approving the renewal from the Health Advertising Department ○ A copy of the documents that were attached with the email to the Health Advertising Department ○ Payment of fees 			
Terms & Conditions			