



UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION

# Service Guide

## Ministry of Health and Prevention



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## Introduction

The UAE government seeks to be among the best in the world in providing government services, as it focuses on developing government work and adopting innovative solutions using future technology and creating a new generation of government services to reach the best government model that keeps pace with future requirements and achieves efficiency and effectiveness, reflects the leadership and excellence of the government work system in the UAE and supports national efforts in preparation for the next fifty years.

The “Principles and Standards for Designing the Government Services Experience” document aims to clarify the roadmap for government agencies and teams working on designing and digitizing new government services, as it includes a set of principles and standards that must be followed and adhered to when designing government packages and services.

Accordingly, the Ministry of Health and Prevention, under the guidance and support of the wise leadership, has been keen to adopt and launch many innovative initiatives and projects that focus on people and aim to enhance community health through easy, fast, comprehensive and innovative health services according to international standards, building a healthy society free of diseases. The Ministry of Health and Prevention has also developed a comprehensive plan for 100% integration of artificial intelligence into medical services, in implementation of the UAE Strategy for Artificial Intelligence and in line with the UAE Centennial 2071, to achieve an exceptional qualitative shift in the field of healthcare in the UAE.

This Service Guide includes a precise description of each service, covering: Service Name, Service Code, Service Structure, Service Type, and Customer Journey. It also outlines the main services along with their descriptions, sub-services, and complementary services. Additionally, it provides further details essential for the customer, identifies various target segments, maps the customer journey, and specifies service delivery channels and the methods for accessing them across different platforms.



## Vision

A world-class health system for a community with long healthy life expectancy.

## Strategic Objectives

**01**



Provide a vital legislative framework and governance, and distinctive regulatory and supervisory services for the health sector.

**02**



Develop preventive health programs in innovative and sustainable ways to prevent the spread of diseases in the community.

**03**



Apply global standards in the management of the infrastructure of the ministry.

**04**



Ensure and guarantee the provision of all administrative services according to the standards of quality, efficiency and transparency.

**05**



Entrench a culture of innovation in the institutional work environment.



# THE UAE GOVERNMENT CHARTER FOR FUTURE SERVICES

## Human Centered Services

Providing government services that are tailored to meet human needs, requirements and preferences, and designed with customers' feedback in mind.

1

## Digital Services by Default

Providing proactive digital government services to suit future lifestyle.

2

## One-time Data Provision

Designing interconnected and integrated government services that request customer data only once.

3

## Safe Data and Guaranteed Privacy

Protecting the data shared among government entities to keep it safe and ensure customer privacy.

4

## Integrated, Varied and Consistent Service Channels

Providing government services through various, integrated and coordinated channels that cater to customer preferences through a unified government interface.

5

## Seamless and Proactive Experience

Providing bundles of seamless, interconnected and proactive services to the customer on time and before request, based on life events.

6

## Listening to Customer's Voice

Listening to the customer's voice and ensuring transparency in the evaluation results.

7

## Value Added Services






Adjusting government fees to reduce costs and increase efficiency in government entities.

8





# Customer Classification

## Individuals

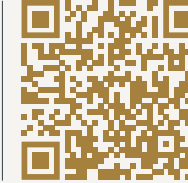
 Demographic Classification	 Lifestyle-based Classification	 Behavior- based Classification	 Geographic Classification	 Special Categories
<ul style="list-style-type: none"> <li>• Gender</li> <li>• Nationality</li> <li>• Age</li> </ul>	<ul style="list-style-type: none"> <li>• Customer category (citizen/resident)</li> <li>• Social status</li> <li>• Profession</li> <li>• Education level</li> </ul>	<ul style="list-style-type: none"> <li>• Channel used to access information</li> <li>• Channel used to submit requests</li> <li>• Channel used to follow up on requests</li> <li>• Channel used to obtain the service</li> <li>• Communication language</li> </ul>	<ul style="list-style-type: none"> <li>• Place of service submission</li> <li>• Place of residence</li> </ul>	<ul style="list-style-type: none"> <li>• People of determination</li> <li>• Senior citizens</li> </ul>

## Businesses

 Business sector categories	 Government entities
<ul style="list-style-type: none"> <li>• Pharmacies &amp; medical equipment suppliers</li> <li>• Private Health Facilities</li> <li>• Factories and Companies</li> </ul>	<ul style="list-style-type: none"> <li>• Local</li> <li>• Federal</li> </ul>



## 01- Licensing of a Visiting Doctor



Scan the QR code or visit:

Licensing of a Visiting Doctor



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-022-000



**Service Completion duration**  
2 working days



**Description**  
This service enables medical facilities to apply for a license (permit) of a visiting doctor (physician or surgeon) to practice for a limited period at the applicant facility.



**Service Structure (Main Service / Sub Service)**  
Variation

### Service Delivery Channel



[www.mohap.gov.ae](http://www.mohap.gov.ae)



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**Service Bundle**  
None



**Target Audience**  
Health facilities, specialist doctors, and consultant doctors.



### Service Required Documents

1. Passport
2. Insurance against medical errors
3. Physical and mental report (for doctors aged 60 and above)
4. No Objection Certificate
5. Surgical logbook
6. Family book
7. Good standing certificate



### Service Terms and Conditions

- An active medical professional license issued by MOHAP/DHA/DOH is required. (Alternatively, valid medical professional evaluation issued by MOHAP can be produced).
- There should not be a gap in professional practice for more than 2 years.
- A certificate of physical and mental report from the Emirate Health Service (EHS) is mandatory for doctors aged 60 or above.
- One visiting physician license (permit) and one visiting surgeon license (permit) is allowed.
- A full-time doctor must be available to follow up on cases once the visiting license expires. (Applicable for visiting physician outside the UAE or with visiting surgeon license).
- A surgical log book record is required for specialty doctors authorized to perform surgery.
- A clean professional track record for past work in the UAE is mandatory.
- A valid medical facility license is required.
- One registered nurse for every two doctors, or two dental assistants for every two dentists are required (Not applicable for hospitals).



### Service Fees

#### Application fees:

- All medical professionals – AED 100

#### License fees:

- Visiting physician from the UAE – AED 4,000 for 12 months
- Visiting physician from outside the UAE – AED 3,000 for 3 months
- Visiting surgeon – AED 1,000 for 12 months



### Penalties

- No financial penalties are applied for the Visiting Doctor Licensing Service.
- Applications will be rejected if eligibility criteria or required documents are not fulfilled.
- Fees are non-refundable once the license is issued.
- Practicing after the expiry of the visiting license is strictly prohibited.

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service application.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained through the website and mobile application.



## 02- Change Title of Licensed Health Professional



Scan the QR code or visit:

Change Title of Licensed Health Professional



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-023-000



**Service Completion Duration**  
Instant



**Description**  
This service enables medical facilities to update the title on the license of medical professionals such as doctors, nurses, technicians and pharmacists.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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**Service Bundle**  
None



**Target Audience**

Medical facilities, registered nurses, nursing assistants, registered midwives, assistant midwives, medical laboratory technicians, occupational therapists, opticians, audiologists, radiologists, anesthetists, geneticists, beauticians, emergency technicians, dialysis technicians, dental assistants, psychologists and social workers, other medical specialists.



### Service Terms and Conditions

- There should be valid new medical professional evaluation with MOHAP that allows for updating of medical title as per the medical Professional Qualification Requirements (PQR).
- The medical professional must have an active medical professional license with the applicant medical facility.
- A clean professional track record for past work in the UAE is mandatory.
- The medical facility must have a valid license.



### Service Fees

- Doctors – AED 500
- Nurses technicians – AED 100
- Pharmacists – AED 100



### Service Required Documents

None



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill in the application form.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 03- Transfer of Health Professional License



Scan the QR code or visit:

Transfer of Health Professional License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-018-000



**Service Completion Duration**  
1-2 working days



**Description**  
This service enables medical facilities to transfer license of medical professionals such as doctors, nurses and technicians.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



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**Service Bundle**  
None



**Service Terms and Conditions**

The license of the health professional to be transferred must be valid.



**Target Audience**

Private health facilities, general practitioners, dentists, specialist physicians, consultant physicians, medical facilities, registered nurses, nursing assistants, registered midwives, assistant midwives, medical laboratory technicians, occupational therapists, opticians, audiologists, radiologists, anesthetists, geneticists, beauticians, emergency technicians, dialysis technicians, dental assistants, psychologists and social workers, other medical specialists.



### Service Required Documents

1. A letter from the facility requesting the transfer of the physician's license.
2. Introductory Statement.
3. The contract of employment.
4. A copy of license or ID card.
5. No Objection Letter.
6. The facility's plan.



### Service Fees

AED 100



### Penalties

- No direct penalties.
- Transfer request will be rejected if conditions are not fulfilled.

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill in the application form.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 04- Cancellation of Health Professional License



Scan the QR code or visit:

Cancellation of Health Professional License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-021-000



**Service Completion Duration**  
Instant



**Description**  
This service enables medical facilities to apply for the cancellation of license (including temporary license) of medical professionals such as doctors, nurses, technicians and pharmacists.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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**Service Bundle**  
None



**Target Audience**

Private health facilities, general practitioners, dentists, specialist physicians, consultant physicians.



### Service Terms and Conditions

- The medical professional must have an active or expired license with the applicant medical facility.
- There must be a registered nurse for every two doctors or two dental assistants for every two dentists after the cancellation is completed. (Not applicable for hospitals).
- Another medical director must be appointed with the facility (in case of cancellation of license of current medical director).
- Another follow-up doctor must be appointed for visiting doctor in case of cancellation of licenses of doctors who are supposed to follow up on a visiting doctor's cases).
- A clean professional track record for past work in the UAE is mandatory.



### Service Required Documents

None



### Service Fees

All medical professionals– AED 100 per person (Only for full-time medical professionals of private and semi-government facilities).



### Penalties

- 30-day grace period after expiry with no penalty.
- After that: 25% of license fee per month, up to 6 months.

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill in the application form.
- Pay fines and fees (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 05- Renewal of a License to Practice as a Pharmacist



Scan the QR code or visit:

Renewal of a License to Practice as a Pharmacist



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-009-014



**Service Completion Duration**  
3 working days



### Description

Providing medical and pharmaceutical facilities to submit their applications to renew the license of those working in the pharmacy profession, such as an in-charge pharmacist, second pharmacist, assistant pharmacist.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

### Service Delivery Channel



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**Service Bundle**  
None



### Service Terms and Conditions

A medical fitness certificate from EHS is required for those who are 60 years and above.



### Target Audience

Medical and pharmaceutical facilities (in-charge pharmacist, second pharmacist, assistant pharmacist).



### Service Required Documents

1. List of continuous medical education indicating required number of hours (20 hours for the in-charge pharmacist and second pharmacist, 10 hours for assistant pharmacist)
2. List of controlled drugs (in-charge pharmacist)
3. UAE ID
4. A No Objection Letter
5. A copy of passport
6. A copy of residency/visa
7. A copy of medical malpractice insurance



### Service Fees

- Application fee: AED 100
- License renewal: AED 1,000



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained through the website or the mobile application.



## 06- Transfer License for Practicing the Profession of Pharmacist



Scan the QR code or visit:

Transfer License for Practicing the Profession of Pharmacist



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-009-015



**Service Completion Duration**  
5 working days



### Description

This service allows medical and pharmaceutical facilities to apply for the transfer of licenses of employees in the pharmacy profession from one facility to another, including in-charge pharmacist, second pharmacist and assistant pharmacist.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

### Service Delivery Channel



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**Service Bundle**  
None



### Service Terms and Conditions

The facility must have one in-charge pharmacist.



### Target Audience

In-charge pharmacist, second pharmacist, assistant pharmacist.



### Service Required Documents

1. Letter of appointment from the facility.
2. Contract of employment approved by the Ministry of Labor.
3. Certificate of criminal clearance.
4. List of employees working in the facility.
5. Copy of valid trade license.
6. The same person must complete the character reference.
7. Last payment receipt for the license from the Ministry of Health and Prevention.
8. List of controlled drugs (for official pharmacist).
9. Registration certificate of Chamber of Commerce membership.
10. Emirates ID card.
11. Copy of passport.
12. Clearance letter from the previous facility.
13. Residency permit or visa copy.



### Service Fees

Application fees: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service application.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained through the website or the mobile application.



## 07- Re-licensing of a Pharmacist



Scan the QR code or visit:

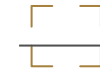
Re-licensing of a Pharmacist



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-009-017



**Service Completion Duration**  
5 working days



**Description**  
This service allows medical and pharmaceutical facilities to apply for the re-issuance of licenses for employees in the pharmacy profession, including in-charge pharmacist, second pharmacist, and assistant pharmacist



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



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**Service Bundle**  
None



**Service Terms and Conditions**

The facility must have one in-charge pharmacist.



**Target Audience**

Medical and pharmaceutical facilities, in-charge pharmacist, second pharmacist, and assistant pharmacist.



### Service Required Documents

1. Contract of employment approved by the Ministry of Human Resources and Emiratization
2. Assessment certificate
3. List of controlled drugs (for official pharmacist)
4. Emirates ID card
5. No Objection Letter from the facility
6. Copy of passport
7. Copy of residence license or visa



### Service Fees

- Application fees: AED 100
- Re-license to practice pharmacy: AED 1,000



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service application.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained through the website or the mobile application.



## 08- Registration of a Change to the Professional Title of a Pharmacist



Scan the QR code or visit:

Registration of a Change to the Professional Title of a Pharmacist



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-009-018



**Service Completion Duration**  
5 working days



### Description

This service allows medical and pharmaceutical facilities to apply for the registration of changes to the professional job titles on the licenses of employees in the pharmacy profession, including in-charge pharmacist, second pharmacist, and assistant pharmacist.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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**Service Bundle**  
None



### Service Terms and Conditions

A valid assessment certificate, updated as per the Health Professional Licensing Requirements (PQR).



### Target Audience

In-charge pharmacist, second pharmacist, and assistant pharmacist.



### Service Required Documents

1. Letter requesting amendment to the title from the facility
2. List of controlled drugs (for pharmacist in-charge)



### Service Fees

- Application fees: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service application.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The registration of changes to the professional job titles is obtained through the website or the mobile application.



## 09- Cancellation of a License to Practice as a Pharmacist



Scan the QR code or visit:

Cancellation of a License to Practice as a Pharmacist



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-009-016



**Service Completion Duration**  
5 working days



**Description**  
This service allows medical and pharmaceutical facilities to submit their requests to cancel the license of a pharmacy worker, including an in-charge pharmacist, second pharmacist, and assistant pharmacist.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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**Service Bundle**  
None



**Service Terms and Conditions**  
Pay fines, if any.



**Target Audience**  
Health facilities and in-charge pharmacist, second pharmacist, assistant pharmacist.



### Service Required Documents

A letter by the establishment to cancel the license



### Service Fees

Application fees: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service application.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.

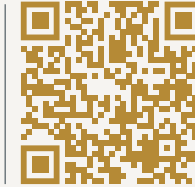


### Obtaining the service

The cancellation of a pharmacist license is obtained through the website or the mobile application.



## 10- Renewal of Health Facility License



Scan the QR code or visit:

Renewal of Health Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-021-054



**Service Completion Duration**  
1-2 working days



### Description

This service enables health facilities to renew their licenses to practice and provide health services in the UAE.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

### Service Delivery Channel



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The facility must settle all outstanding professional and/or facility fines linked to it.
- The facility license must be renewed annually. If the renewal is delayed, fines will be calculated at a rate of 25% of the facility's basic fees for every 30 days, up to a maximum of 6 months. After the 6-month period, the license will be legally auto-canceled.



### Target Audience

Investors in the health sector who own different health facilities.



### Penalties

The facility will incur a fine equivalent to 25% of the licensing fee for each month following the license expiry date, up to a maximum of 180 days, If any.



### Service Fees

- Application fees: AED 100
- Facility licensing fees:
  - » General hospital, specialized hospital, rehabilitation hospital:
    - » (1 to 50 beds): AED 20,000
    - » (51 to 100 beds): AED 30,000
    - » (More than 100 beds): AED 40,000
  - » One-day surgery centers, assisted reproductive medicine centers: AED 20,000
  - » General medicine clinic, general dental clinic, school clinic, nursery clinic, first aid unit, home health care services center: AED 5,000
  - » Specialized clinic, specialized dental clinic, health transport and ambulance service centers: AED 6,000
  - » Dialysis center:
    - » Minimum fees for one specialty: AED 6,000
    - » Maximum fees for three specialties: AED 18,000
  - » Oncology center, gastroenterology endoscopy center, psychological treatment center, sleep disorder diagnosis and treatment center, medical center:
    - » Minimum fees for two specialties: AED 12,000
    - » Maximum fees for three specialties: AED 18,000
  - » Telemedicine center: Fees depend on the type
  - » Medical imaging center, medical analysis laboratories:
    - » Fees for one specialty: AED 6,000
    - » Fees for two specialties: AED 12,000
    - » Maximum fees for three specialties: AED 18,000
  - » Mobile health unit: Fees depend on the type
  - » Traditional and complementary medicine center (acupuncture treatment center, Ayurvedic medicine center, chiropractic treatment center, osteopathy center, cupping therapy center, physiotherapy center, homeopathy treatment center, traditional Chinese medicine center, traditional Korean medicine center, traditional Greek medicine center):
    - » Minimum fees for one specialty: AED 5,000
    - » Maximum fees for three or more specialties: AED 15,000
  - » Allied health services center (physiotherapy, occupational therapy center, speech and communication therapy center, audiology center, prosthetic orthopedic devices center, dental laboratory, optometry center, psychological treatment center, weight management and diet center, podiatry treatment center):
    - » Minimum fees for one specialty: AED 5,000
    - » Maximum fees for three or more specialties: AED 15,000
  - » Long-term healthcare facilities (nursing home, palliative care home, therapeutic and supportive living home): AED 20,000



### Service Required Documents

1. Trade license (Should include the list of partners)
2. Medical waste agreement
3. External billboard of the facility
4. JCI certificate
5. Valid copy of civil defence certificate
6. Service price list
7. Internal rules and regulations of the facility
8. License of radiation protection (If applicable)
9. Evidence of Registration in Tatmeen System
10. Evidence of Registration in the Riayati System

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay the fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.

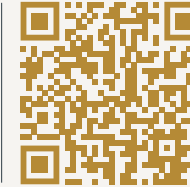


### Obtaining the service

The renewed health facility license is obtained through the website or the mobile application.



# 11- Evaluation of Health Professional



Scan the QR code or visit:

Evaluation of Health Professional



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-006-008-000



**Service Completion Duration**  
5 working days



## Description

This service allows health professionals to obtain an evaluation certificate to issue the necessary licenses to practice the profession in the country and then verify the level of knowledge through the required examinations.



**Service Structure (Main Service / Sub Service)**  
Variation



**Penalties**  
None

## Service Delivery Channel



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



## Service Terms and Conditions

- There should not be a gap in professional practice of more than three years.
- Candidates should have an accredited certificate from their origin country.
- Candidates should pass all the prescribed examinations, if applicable.

- All certificates other than those in English must be legally translated and the original certificates must be uploaded along with the English translation.
- Experience is calculated from the date of issuance of the professional license in the country in which the profession is practiced.
- Blacklisted candidates are prohibited from applying.
- Candidates should have a valid passport.



### Target Audience

Allied Health Professional (medical technicians, alternative medicine technicians and complementary medicine technicians), physicians, dentists, pharmacists, nursing and midwifery professionals.



### Service Fees

- Physicians & dentists: AED 500
- Nurses & midwives: AED 400
- TCAM: AED 300
- Allied health professionals: AED 300



### Service Required Documents

1. Education (qualification certificate)
2. Education (academic record)
3. Certificate of experience (optional for new graduates)
4. License (optional for new graduates)
5. Certificate of good conduct (optional for new graduates)
6. Surgical record (for surgical specialties only)
7. Family book (For UAE nationals only)
8. Copy of valid passport
9. Exemption documents (as per PQR or DHA eligibility)
10. Unprotected copies of all previous dataflow reports, if any

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The certificate is obtained through the website or the mobile application.



## 12- Amend a Community or Compounding Pharmacy Whether Independent or within a Health Facility



Scan the QR code or visit:

Amend a Community or Compounding Pharmacy Whether Independent or within a Health Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-020-025



**Service Completion Duration**  
3 working days



**Description**  
This service allows community or compounding pharmacy to modify their licenses, such as changing the name, and changing the location and others.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
The conditions vary depending on the submitted request.



**Target Audience**  
Community or compounding pharmacy



### Service Required Documents

The required documents vary depending on the submitted request



### Service Fees

- The fees vary depending on the submitted request.



### Penalties

In owner change and type change services the pharmacy will incur a fine equivalent to 25% of the licensing fee for each month following the license expiry date, up to a maximum of 180 days, if any.

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service application.
- Pay the fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The amended pharmaceutical facility license is obtained through the website or the mobile application.













# 12- Amend a Community or Compounding Pharmacy Whether Independent or within a Health Facility

## A- Changing the Location of Community or Compounding Pharmacy



Scan the QR code or visit:

Amend a Community or Compounding Pharmacy Whether Independent or within a Health Facility

 <p><b>Service Delivery Time</b> 24 Hours</p>	 <p><b>Service Type (Sub Service)</b> Transactional</p>	 <p><b>Service Code</b> 110-003-020-025</p>
 <p><b>Service Completion Duration</b> 3 working days</p>	 <p><b>Description</b> This service allows community or compounding pharmacy change their location.</p>	 <p><b>Service Structure (Main Service / Sub Service)</b> Auxiliary</p>
<p><b>Service Delivery Channel</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><a href="http://www.mohap.gov.ae">www.mohap.gov.ae</a></p> </div> <div style="text-align: center;">  <p>MOHAP Smart App</p> </div> </div>		<p><b>Service Bundle</b> None</p>
 <p><b>Service Terms and Conditions</b> The facility's license must be valid.</p>	 <p><b>Target Audience</b> Community or compounding pharmacy</p>	



### Service Required Documents

1. Initial approval:
  1. Affection plan attested by the municipality
  2. Establishment request letter
  3. Location photos
2. Final approval:
  1. A copy of the establishment's lease agreement
  2. A copy of the establishment's trade license



### Service Fees

- Application fees: AED 100
- Service fee to move the location of a community or compounding pharmacy: AED 1,000

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service application.
- Pay the fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The amended pharmaceutical facility license is obtained through the website or the mobile application.














# 12- Amend a Community or Compounding Pharmacy Whether Independent or within a Health Facility

## B- Changing the Name Community or Compounding Pharmacy



Scan the QR code or visit:

Amend a Community or Compounding Pharmacy Whether Independent or within a Health Facility

 <p><b>Service Delivery Time</b> 24 Hours</p>	 <p><b>Service Type (Sub Service)</b> Transactional</p>	 <p><b>Service Code</b> 110-003-020-025</p>
 <p><b>Service Completion Duration</b> 3 working days</p>	 <p><b>Description</b> This service allows community or compounding pharmacy change their name.</p>	 <p><b>Service Structure (Main Service / Sub Service)</b> Auxiliary</p>
<p><b>Service Delivery Channel</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><a href="http://www.mohap.gov.ae">www.mohap.gov.ae</a></p> </div> <div style="text-align: center;">  <p>MOHAP Smart App</p> </div> </div>		 <p><b>Service Bundle</b> None</p>
 <p><b>Service Terms and Conditions</b> The facility's license must be valid.</p>	 <p><b>Target Audience</b> Community or compounding pharmacy</p>	



### Service Required Documents

1. Initial approval:
  1. Facility License Issued by MOHAP
  2. Establishment Request Letter
  3. Current trade license issued by the Department of Economic Development
  
2. Final approval :
  1. Valid copy of Establishment Trade License with new name



### Service Fees

- Application fees: AED 100
- Service fee to change the name of a community or compounding pharmacy: AED 1,000

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service application.
- Pay the fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The amended pharmaceutical facility license is obtained through the website or the mobile application.



## 13- Cancellation of a License for a Community or Compounding Pharmacy Whether Independent or within a Health Facility



Scan the QR code or visit:

Cancellation of a License for a Community or Compounding Pharmacy Whether Independent or within a Health Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-020-028



**Service Completion Duration**  
3 working days



**Description**  
This service allows a community or compounding pharmacy to apply for the cancellation of their licenses.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



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**Service Bundle**  
None



**Service Terms and Conditions**

- Fines, if any, must be paid.
- Licenses of the facility's pharmacists must be cancelled or transferred before the facility can cancel its license.



**Target Audience**

Community or compounding pharmacy.



### Service Required Documents

1. A copy of the facility's license issued by MOHAP
2. A request letter from the owner to cancel the license
3. Current commercial license issued by the Department of Economic Development



### Service Fees

**Cancellation of a pharmacy license:**  
AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service application.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The cancellation of a pharmaceutical facility license is obtained through the website or the mobile application.



## 14- Licensing of a Community or Compounding Pharmacy, Whether Independent or within a Health Facility



Scan the QR code or visit:

Licensing of a Community or Compounding Pharmacy, Whether Independent or within a Health Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-020-000



**Service Completion Duration**  
3 working days



**Description**  
This service allows customers to apply for a license a community or compounding pharmacy, whether independent or within a health facility for a new facility.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

The following technical and health conditions must be met in pharmacy:  
In case of applying for a pharmacy license, the applicant should follow Ministerial Circular No. (932) Regarding the Health and Technical Conditions that Must be Met in Private Pharmacies.  
Click the link to view the circular:  
<https://mohap.gov.ae/w/ministerial-decree-no.-932-of-the-year-2012-regarding-the-health-and-technical-conditions-that-must-be-met-in-private-pharmacies>



**Target Audience**  
Community or compounding pharmacy.



### Service Required Documents

1. Initial approval (owner profile check & primary inspection):
  1. A copy of the owner's valid passport
  2. A copy of the owner's family book
  3. A copy of a valid ID card
  4. Recent color photographs
  5. An introductory statement filled out exclusively by the owner and the responsible pharmacist (the statement is available at Customer Happiness Centers)
  6. The site's architectural drawing approved by an engineering consultant office
  7. Location photos
2. License initial approval for new facility:
  1. Affection plan attested by the municipality
  2. A copy of the establishment lease agreement
  3. A copy of the trade name reservation
3. Final inspection and final approval of the license for new facility:
  1. A valid copy of the trade license issued by the Department of Economic Development
  2. A copy of the license of the pharmacist responsible for the pharmaceutical facility
  3. A valid copy of the certificate of conformity with preventive safety requirements issued by Civil Defense
  4. A list of partners



### Service Fees

- Fees for initial inspection: AED 1,000 per inspection
- Initial approval fee: AED 1,000
- Final inspection fee: AED 1,000 per inspection
- Final license fees: AED 7,500



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service application.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The pharmaceutical facility license is obtained through the website or the mobile application.



## 15- Renewal of a Community or Compounding Pharmacy Whether Independent or within a Health Facility



Scan the QR code or visit:

Renewal of a Community or Compounding Pharmacy Whether Independent or within a Health Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-020-023



**Service Completion duration**  
3 working days



**Description**  
This service allows applications for the renewal of a community or compounding pharmacy.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Target Audience**  
Community or compounding pharmacy



### Service Terms and Conditions

- The facility must be open and active
- The responsible pharmacist must be on duty



### Service Required Documents

1. Required documents:
  1. A copy of the pharmacist's valid license
  2. A copy of the valid commercial license
  3. A copy of the facility's civil defense certificate of fulfillment of fire prevention and fire fighting requirements
  4. A copy of registration in Tatmeen
  5. A copy of registration in Riayati



### Service Fees

Application fee: AED 100  
Renewal fee: AED 7,500



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your preferred channel to apply for the service (Website / Smart Application).
- Search for the required service.
- Fill in the application form.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 16- Issue a Good Standing Certificate for a Health Professional



Scan the QR code or visit:

Issue a Good Standing Certificate for a Health Professional



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-015-000



**Service Completion duration**  
It varies depending on the submitted request.



**Description**  
This service enables health professionals to apply for a certificate of good conduct for the period during which they worked in medical facilities licensed by the Ministry of Health and Prevention (MOHAP).



**Service Structure (Main Service / Sub Service) Variation**

**Service Delivery Channel**



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**Service Bundle**  
None



**Target Audience**

- Medical physicians and dentists
- Specialist and consultant doctors
- Technicians, nurses and midwives
- Alternative medicine practitioners



### Service Terms and Conditions

The requirements vary depending on the submitted request.



### Service Required Documents

The required documents vary depending on the submitted request.



### Service Fees

The fees vary depending on the submitted request.



### Penalties

None

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose your preferred channel to apply for the service (Website / Smart Application).
- Search for the required service.
- Fill in the application form.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the certificate through the website or the mobile application.



## 16- Issue a Good Standing Certificate for a Health Professional A- Private Sector



Scan the QR code or visit:

Issue a Good Standing Certificate for a Health Professional



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-015-000



**Service Completion duration**

- Instant.
- 3 working days (In case experience is not available, employment details should be entered, and application will be reviewed).



**Description**

This service allows medical staff from public and private sectors to apply for certificate of good professional conduct.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Target Audience**

- Medical physicians and dentists
- Specialist and consultant doctors
- Technicians, nurses and midwives
- Alternative medicine practitioners



### Service Terms and Conditions

- **The medical professional must be a graduate and have a full-time license.**
- **The medical professional should not be blacklisted.**



### Service Required Documents

1. In case experience is available in the Government sector:
  1. A letter of experience/To whomsoever it may concern from MOHAP/EHS human resources department, issued through Bayanati.
  2. An e-certificate of experience for licensing purposes, approved by the medical/technical director, issued through EHS human resources portal.
  3. A letter of experience approved by the outsourcing company, stating the name of the government facility affiliated with EHS and the date of experience.
2. In case experience is available in the private sector:
  1. Employment Experience Letter from HR in the facility.
  2. Medical Professional License (Provide a copy of your license. If you have an evaluation letter, you may attach it here as well).
  3. License Cancellation Document (Only provide this document if the license for the job you are adding has been cancelled).



### Service Fees

Nursing professionals, medical professionals and doctors: AED 500

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose your preferred channel to apply for the service (Website / Smart Application).
- Search for the required service.
- Fill in the application form.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the certificate through the website or the mobile application.



## 16- Issue a Good Standing Certificate for a Health Professional

### B- Government Sector



Scan the QR code or visit:

Issue a Good Standing Certificate for a Health Professional



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-015-000



**Service Completion duration**

- Instant.
- 3 working days (In case experience is not available, employment details should be entered, and application will be reviewed).



**Description**

This service allows medical staff from public and private sectors to apply for certificate of good professional conduct.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Target Audience**

- Medical physicians and dentists
- Specialist and consultant doctors
- Technicians, nurses and midwives
- Alternative medicine practitioners



### Service Terms and Conditions

- **The medical professional must be a graduate and have a full-time license.**
- **The medical professional should not be blacklisted.**



### Service Required Documents

1. For government sector employees:
  1. A letter of experience/To whomsoever it may concern from MOHAP/EHS human resources department, issued through Bayanati.
  2. An e-certificate of experience for licensing purposes, approved by the medical/technical director, issued through EHS human resources portal.
  3. A letter of experience approved by the outsourcing company, stating the name of the government facility affiliated with EHS and the date of experience.
2. The following documents are required only if the employment details are not available in the system:
  4. Experience letter from facility.
  5. Experience letter from HR.
  6. Evaluation letter.
3. In case experience is available in the private sector:
  7. Employment Experience Letter from HR in the facility.
  8. Medical Professional License (Provide a copy of your license. If you have an evaluation letter, you may attach it here as well).
  9. License Cancellation Document (Only provide this document if the license for the job you are adding has been cancelled).



### Service Fees

Nursing professionals, medical professionals and doctors: AED 500

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your preferred channel to apply for the service (Website / Smart Application).
- Search for the required service.
- Fill in the application form.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the certificate through the website or the mobile application.



## 17- Licensing or Re-licensing of Health Professional



Scan the QR code or visit:

Licensing or Re-licensing of Health Professional



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-019-000



**Service Completion Duration**  
1-2 working days



### Description

This service enables medical facilities to apply for licensing or re-licensing of health professionals such as doctors, nurses and technicians.



**Service Bundle**  
None



**Service Structure (Main Service / Sub Service) Variation**

### Service Delivery Channel



[www.mohap.gov.ae](http://www.mohap.gov.ae)



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### Penalties

- No penalties if application is submitted correctly.
- Application is rejected if mandatory requirements are not met.



### Target Audience

Private health facilities, general practitioners, dentists, specialist physicians, consultant physicians.



### Service Terms and Conditions

- A valid medical professional evaluation with MOHAP must be done.
- The documents must be verified by an accepted third party agency (e.g. Dataflow)
- There should not be a gap in professional practice for more than 2 years. Alternatively, medical training details can be provided as per PQR if there is gap of practice of 2 years or more.
- The work invitation must be accepted by the medical professional. In case of transfer, additional acceptance from the current medical facility is required.
- A certificate of physical and mental report from EHS is required for doctors aged 60 or above.
- A clean professional track record for past work in the UAE is essential.
- A valid medical facility license is needed.
- One registered nurse for every two doctors OR two dental assistants for every two dentists are required. (Not applicable for hospital medical facilities).



### Service Required Documents

1. Passport
2. Introductory Statement
3. Insurance against medical errors
4. Physical and mental report (for doctors aged 60 and above)
5. Experience certificate



### Service Fees

- Application fees: (Only for private and semi-government facilities)
  - All medical professionals – AED 100
- License fees : (Only for private facilities)
  - Doctors – AED 3,000
  - Nurses & technicians – AED 1,000

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Obtaining the service

The license is obtained via email, website, or mobile application.



### Communication during the process

Communication will be sent via text messages and email.



## 18- Licensing of Pharmacists



Scan the QR code or visit:

Licensing of Pharmacists



### Service Delivery Time

24 Hours



### Service Type (Sub Service)

Transactional



### Service Code

110-040-009-000



### Service Completion duration

5 working days



### Description

This service enables medical and pharmaceutical facilities to apply for licenses for employees, including first or second official pharmacists and assistant pharmacists.



### Service Structure (Main Service / Sub Service)

Variation

### Service Delivery Channel



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Service Bundle

None



### Service Terms and Conditions

- At least two years of experience is required.
- There should be no more than a two-year gap in the applicant's work record.
- The assessment certificate is valid for five years only.



### Target Audience

- Medical and pharmaceutical facilities
- First official pharmacist
- Second official pharmacist
- Assistant pharmacist



### Penalties

None



### Service Required Documents

1. Scientific and academic certificates
2. Certificates of recent experience from employer
3. Valid assessment certificate
4. Certificate of criminal clearance
5. Letter of license request from the facility
6. Job offer
7. List of employees licensed to work in the facility
8. Copy of valid passport
9. Copy of valid residence license
10. Copy of valid Emirates ID card
11. Pharmacist's character reference (form available at Customer Happiness Centers)
12. List of controlled medicines (for official pharmacist)
13. Employment contract
14. Labor card



### Service Fees

- Application fee: AED 100
- License to practice pharmacy: AED 1,000



## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 19- Issue a Good Standing Certificate for a Pharmacist



Scan the QR code or visit:

Issue a Good Standing Certificate for a Pharmacist



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-020-000



**Service Completion duration**  
3 Working days



**Description**  
This service enables medical professionals to apply for a certificate of good conduct for the period during which they worked in medical facilities licensed by the Ministry of Health and Prevention (MOHAP).



**Service Structure (Main Service / Sub Service) Variation**

### Service Delivery Channel



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Service Terms and Conditions

- The medical professional must have a valid medical professional license for at least 3 months.
- The medical professional must be a graduate and have a full-time license.
- The medical professional should not be blacklisted.
- For government sector employees:
  - A letter of experience/To whom it may concern from MOHAP/EHS human resources department, issued through Bayanati.
  - An e-certificate of experience for licensing purposes, approved by the medical/technical director, issued through EHS human resources portal.
  - A letter of experience approved by the outsourcing company, stating the name of the government facility affiliated with EHS and the date of experience.



**Service Bundle**  
None



### Target Audience

Pharmacists and assistant pharmacists.



### Service Required Documents

1. Experience letter from facility.
2. Experience letter from HR.
3. Evaluation letter.
4. For government sector employees:
  1. A letter of experience/To whom it may concern from MOHAP/EHS human resources department, issued through Bayanati.
  2. An e-certificate of experience for licensing purposes, approved by the medical/technical director, issued through EHS human resources portal.
  3. A letter of experience approved by the outsourcing company, stating the name of the government facility affiliated with EHS and the date of experience.



### Penalties

None



### Service Fees

- Pharmacists and assistant pharmacists: AED 300



## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The certificate is obtained via email, website, or mobile application.



## 20- Renewal of Health Professional License



Scan the QR code or visit:

Renewal of Health Professional License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-031-000



**Service Completion Duration**  
1 working day



**Description**  
This service enables medical facilities to apply for renewal of license of medical professionals such as doctors, nurses, technicians and pharmacists.



**Service Structure (Main Service / Sub Service)**  
Complementary

**Service Delivery Channel**



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MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The medical professional must have an active or expired medical professional license with the applicant medical facility.
- The medical professional must have Continuous Medical Education (CME) in the same specialty domain.
- A certificate of physical and mental report from EHS is required for doctors aged 60 or above.
- A clean professional track record for past work in the UAE is mandatory.
- A valid medical facility license is required.
- One registered nurse for every two doctors, or a dental assistant for every two dentists are required (not applicable for hospitals).
- For government facilities, the license of the medical professional will be automatically renewed on the expiry date.



### Target Audience

Private health facilities/government/semi government (General practitioners, Dentists, Specialist Physicians, Consultant physicians).



### Service Fees

- Application fees: (Only for private and semi-government facilities)
  - All medical professionals – AED 100
- Service fees: (Only for private facilities)
  - Doctors – AED 3,000
  - Nurses & technicians – AED 1,000
  - Pharmacists – AED 1,000



### Service Required Documents

1. CME documents
2. Insurance against medical errors
3. Physical and mental report (for doctors aged 60 and above)



### Penalties

- 30-day grace period after expiry with no penalty.
- After grace period: 25% of license fee per month, up to 6 months.
- Doctor: Max fine AED 4,500.
- Technician: Max fine AED 1,500.
- Delay beyond 6 months license considered expired and new license required.

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service. (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 21- Cancelling the License of Health Facility



Scan the QR code or visit:

Cancelling the License of Health Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-021-046



**Service Completion Duration**  
1-2 working days



**Description**  
This service enables health facilities to permanently cancel their existing licenses, allowing them to formally discontinue their current licensing status.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



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**Service Bundle**  
None



### Service Terms and Conditions

- Medical staff licenses must be canceled or transferred prior to the cancellation of the facility.
- The facility must pay all outstanding professional and/or facility fines linked to the facility.
- Fines will be calculated at a rate of 25% of the facility's basic fees for every 30 days from the license expiry date, up to a maximum of 6 months.



### Target Audience

Investors in the health sector who own different health facilities.



### Service Required Documents

Request letter to cancel the health facility license.



### Service Fees

Cancellation fees: AED 100



### Penalties

The facility will incur a fine equivalent to 25% of the licensing fee for each month following the license expiry date, up to a maximum of 180 days.

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.

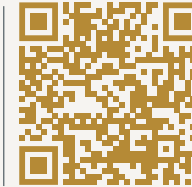


### Obtaining the service

The license is obtained via email, website, or mobile application.



## 22- Transfer License from DHA/DOH



Scan the QR code or visit:

[Transfer License from DHA/DOH](#)



### Service Delivery Time

24 Hours



### Service Type (Sub Service)

Transactional



### Service Code

110-040-024-000



### Service Completion Duration

2 working days



### Description

This service allows medical facilities to apply for license of medical professionals with an active license with Dubai Health Authority (DHA) and Department of Health (DoH) Abu Dhabi.



### Service Structure (Main Service / Sub Service) Variation

### Service Delivery Channel



[www.mohap.gov.ae](http://www.mohap.gov.ae)



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### Service Bundle

None



### Service Terms and Conditions

- The medical professional must have an active license from DoH/ DHA.
- The work invitation must be accepted by the medical professional.
- A physical and mental health certificate from EHS (applicable for doctors aged 60 or above) is mandatory.
- A clean professional track record for past work in UAE is essential.
- A valid medical facility license is needed.
- One registered nurse for every two doctors, or one dental assistant for every two dentists are required.



### Target Audience

Doctors, Nurses, Technicians.



### Service Required Documents

1. Physical and mental health certificate
2. Insurance against medical error
3. Passport



### Service Fees

- Application fees: (Only for government and semi-government facilities)
  - All health professionals – AED 100
- License fees: (Only for private health facilities)
  - Doctors – AED 3,000
  - Nurses & technicians – AED 1,000



### Penalties

- No penalties applied.
- Application is rejected if the license or good standing certificate is invalid.

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 23- Initial Approval for Licensing/ Re-licensing Health Facility



Scan the QR code or visit:

Initial Approval for Licensing/  
Re-licensing Health Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-033-000



**Service Completion Duration**

- Ministry of Health and Prevention auditor: 1 - 2 working days
- Ministry of Health and Prevention engineer: 4 - 7 working days



**Description**

This service allows health facilities to obtain the necessary license to practice and provide health and treatment services in the UAE. These facilities include public and specialized clinics, medical centers, diagnostic and rehabilitation centers, emergency and home health centers, assisted reproductive medicine centers, recuperation centers, one-day surgery centers and hospitals of different sizes and specialties.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



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MOHAP Smart App



**Service Bundle**  
None



**Target Audience**

Investors in the health sector who own different health facilities.



**Penalties**

In case of re-licensing the facility will incur a fine equivalent to 25% of the licensing fee for each month following the license expiry date, up to a maximum of 180 days.



## Service Required Documents

1. Facility Documents:
  1. Trade name reservation
  2. Facility drawing plan
  3. Location photos
  4. A facility self-assessment report for the location, required only for the following facilities: General, Specialized or Rehab Hospital, One day surgery, Fertility Center or Gastroenterology and Endoscopy Center.
2. Owner documents:
  1. Owner of type Individual:
    5. Profile Photo
    6. Passport
    7. Family Book (For citizens)
    8. Introductory Statement
    9. Memorandum of Facility/ Authorization letter
  2. Owner of type Company:
    1. Memorandum of Facility/ Authorization letter
    2. Trade License
3. Company Representative documents:
  1. Profile Photo
  2. Passport
  3. Family Book
  4. Introductory Statement
  5. Power of Attorney
4. Partner documents:
  1. Profile Photo
  2. Passport
  3. Family Book



## Service Terms and Conditions

- If the owner is a company, an authorization letter must be uploaded designating an individual as the authorized representative of the company.
- The facility must comply with engineering guideline and standards for licensing health facilities, as outlined in the regulations for healthcare facilities.
- The facility drawing plans shall be revised and stamped by specialized engineering consultants in healthcare design and planning and inserted in the standard ministry form (published in MOHAP service card page).
- The construction works, finishes and furnishing of the facility should not be implemented or initiated prior to the initial approval of the facility drawing plan.
- The initial approval will be valid for one year only, which is the period granted to the owner to meet all technical requirements and conditions for obtaining the MOHAP license. The initial approval does not authorize the facility to practice or operate; it is solely granted to allow completion of the procedures required to obtain the license.



### Service Fees

- **Initial Approval Service Fee:**
  - General hospital, specialized hospital, rehab hospital, one day surgery center, fertility center, oncology center, gastroenterology endoscopy center, health transfer and ambulance service centers, home health care service center, long term health care homes: AED 2,000.
  - All remaining types: AED 1,000.
- **Verifying site plan fees:**
  - General hospital, specialized hospital, rehab hospital, One day surgery center, fertility center, oncology center, gastroenterology endoscopy center: AED 2,000.
  - All remaining categories/types: AED 1,000.
- **Re-verifying site plan fees:**
  - General hospital, specialized hospital, rehab hospital, one day surgery center, fertility center, oncology center, gastroenterology endoscopy center: AED 1,000.
  - All remaining categories/types: AED 500.

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 24- Final Approval for Licensing/ Re-licensing Health Facility



Scan the QR code or visit:

Final Approval for Licensing/  
Re-licensing Health Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-032-000



**Service Completion Duration**  
1-2 working days



**Description**  
This service enables healthcare facilities to obtain the final license required to practice and provide healthcare and treatment services in the UAE.



**Service Structure (Main Service / Sub Service) Variation**

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The facility must have an active initial approval.
- The facility must have hired the required staff.
- The inspection for final approval must be completed.



**Target Audience**  
Investors in the health sector who own different health facilities.



### Service Required Documents

- |  |   |   |
|--|---|---|
| <ol style="list-style-type: none"> <li>1. Trade license (must include the list of partners)</li> <li>2. Location photos</li> <li>3. Medical Waste Disposal Agreement</li> <li>4. External billboard of the facility</li> <li>5. Valid copy of civil defence certificate</li> <li>6. Service price list</li> <li>7. Internal rules and regulations of the facility</li> </ol> | <ol style="list-style-type: none"> <li>8. Evidence of registration in Riyati (Only required for re-licensing a facility)</li> <li>9. License of radiation protection (if applicable)</li> <li>10. List of medical equipment</li> <li>11. Medical director documents:               <ol style="list-style-type: none"> <li>1. Only if the facility is general hospital, specialized hospital or rehab hospital, the</li> </ol> </li> </ol> | <p>medical director can be added manually by providing the below:</p> <ol style="list-style-type: none"> <li>2. Attested certificate</li> <li>3. Passport copy</li> <li>4. Family book copy (Only for UAE nationals)</li> </ol> |
|--|---|---|



### Service Fees

- Application fees: AED 100
- Facility licensing fees:
  - General hospital, specialized hospital, rehabilitation hospital:
    - (1 to 50 beds): AED 20,000
    - (51 to 100 beds): AED 30,000
    - (More than 100 beds): AED 40,000
  - One-day surgery centers, assisted reproductive medicine centers: AED 20,000
  - General medicine clinic, general dental clinic, school clinic, nursery clinic, first aid unit, home health care services center: AED 5,000
  - Specialized clinic, specialized dental clinic, health transport and ambulance service centers: AED 6,000
  - Dialysis center:
    - Minimum fees for one specialty: AED 6,000
    - Maximum fees for three specialties: AED 18,000
- Oncology center, gastroenterology endoscopy center, psychological treatment center, sleep disorder diagnosis and treatment center, medical center
  - Minimum fees for two specialties: AED 12,000
  - Maximum fees for three specialties: AED 18,000
- Telemedicine center: Fees depend on the type
- Medical imaging center, medical analysis laboratories:
  - Fees for one specialty: AED 6,000
  - Fees for two specialties: AED 12,000
  - Maximum fees for three specialties: AED 18,000
- Mobile health unit: Fees depend on the type
- Traditional and complementary medicine center (acupuncture treatment center, Ayurvedic medicine center, chiropractic treatment center, osteopathy center, cupping therapy center, physiotherapy center, homeopathy treatment center, traditional Chinese medicine center, traditional Korean medicine center, traditional Greek medicine center):
  - Minimum fees for one specialty: AED 5,000
  - Maximum fees for three or more specialties: AED 15,000
- Allied health services center (physiotherapy, occupational therapy center, speech and communication therapy center, audiology center, prosthetic orthopedic devices center, dental laboratory, optometry center, psychological treatment center, weight management and diet center, podiatry treatment center):
  - Minimum fees for one specialty: AED 5,000
  - Maximum fees for three or more specialties: AED 15,000
- Long-term healthcare facilities (nursing home, palliative care home, therapeutic and supportive living home): AED 20,000



**Penalties**  
None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 25- Inspection for Licensing/ Re-licensing Health Facility



Scan the QR code or visit:

Inspection for Licensing/  
Re-licensing Health Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-007-007-000



**Service Completion Duration**  
7-10 working days



**Description**  
This service allows health facilities to obtain the final approval from MOHAP engineers so that they can proceed to apply for the final approval of the facility's license.



**Service Structure (Main Service / Sub Service) Variation**



**Service Bundle**  
None

**Service Delivery Channel**



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**Target Audience**  
Investors in the health sector who own different health facilities.



### Service Terms and Conditions

- The facility must have an active Initial Approval.
- Compliance with engineering guidelines and standards for licensing health facilities and engineering inspection checklist.
- In case of any changes on the approved drawing, Licensing Department in MOHAP should be informed.



### Service Required Documents

Location photos



### Service Fees

- First engineer inspection visit fees: Free
- Second and third engineer inspection visit fees: AED 2,000
- Fourth and fifth engineer inspection visit and beyond fees: AED 5,000



### Penalties

None

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 26- Amending of Health Facility License



Scan the QR code or visit:

Amending of Health  
Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-030-000



**Service Completion Duration**  
The service duration varies depending on the submitted request.



**Description**

This service allows healthcare facilities to modify their licenses, such as changing the name, changing the owner, changing the type of healthcare facility, and more.



**Service Bundle**  
None



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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**Service Fees**  
The fees vary depending on the submitted request.



**Target Audience**

Investors in the health sector who own different health facilities.



**Penalties**

In owner change and type change services the facility will incur a fine equivalent to 25% of the licensing fee for each month following the license expiry date, up to a maximum of 180 days. If any.



### Service Required Documents

The required documents vary depending on the submitted request.



### Service Terms and Conditions

The requirements vary depending on the submitted request.

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 26- Amending of Health Facility License

### A- Changing the Name of a Private Health Facility



Scan the QR code or visit:

Amending of Health  
Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-030-000



**Service Completion Duration**  
1-2 working days



#### Description

This service allows the medical facilities to amend their facility license.



**Service Bundle**  
None



**Service Structure  
(Main Service / Sub Service)**  
Auxiliary

#### Service Delivery Channel



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#### Service Fees

Initial approval - application  
fee: AED 100  
Final approval- service fees:  
AED 1,000



#### Target Audience

Investors in the health sector who own different health facilities (hospital, convalescent home, assisted reproductive medicine center, emergency center, home medical center, general and specialized clinics, multi-specialty center, medical diagnosis center, rehabilitation center, one-day surgery center).



### Service Required Documents

1. Initial approval:
  1. Trade name reservation issued by the Department of Economic Development.
2. Final approval:
  1. Trade license issued by the Department of Economic Development that includes the new name.
  2. External billboard.



### Service Terms and Conditions

The facility must have a valid license, or its license may be expired for no more than 180 days.

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 26- Amending of Health Facility License

### B- Changing the Location of a Private Health Facility



Scan the QR code or visit:

Amending of Health  
Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-030-000



**Service Completion Duration**

Initial approval:

Engineer: 4 - 7 working days  
(based on facility category/type)

Final approval:

Engineer: 7 - 10 working days  
(based on facility category/type)

Auditor: 1- 2 working days



**Description**

This service allows the medical facilities to amend their facility license.



**Service Bundle**  
None

**Service Delivery Channel**



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**Service Structure  
(Main Service / Sub Service)**  
Auxiliary



**Target Audience**

Investors in the health sector who own different health facilities (hospital, convalescent home, assisted reproductive medicine center, emergency center, home medical center, general and specialized clinics, multi-specialty center, medical diagnosis center, rehabilitation center, one-day surgery center).



### Service Required Documents

1. Initial approval:
  1. Facility drawing Plan
  2. Location photos
2. Final approval:
  1. A valid trade license issued by the Department of Economic Development with the new location details



### Service Terms and Conditions

- The facility must have a valid license, or its license may be expired for no more than 180 days.
- Medical facilities may only be transferred after obtaining final approval from MOHAP.
- Compliance with engineering conditions and standards for licensing health facilities (regulations for healthcare facilities) and engineering inspection checklist.



### Service Fees

- (Initial approval): Verifying site plan fees: General hospital, specialized hospital, rehab hospital: AED 2,000.
- One day surgery center, assisted reproductive medicine center, oncology center, gastroenterology endoscopy center: AED 2,000.
- All remaining categories/types: AED 1,000.
- Re-verifying site plan fees: General hospital, specialized hospital, rehab hospital: AED 1,000.
- One day surgery center, assisted reproductive medicine center, oncology center, gastroenterology endoscopy center: AED 1,000.
- All remaining categories/types: AED 500.
- (Final approval): Application fees: AED 100.
- Service fee: AED 1,000.
- First Engineer inspection visit fee: Free.
- Second and third Engineer inspection visit fee: AED 2,000.
- Fourth and fifth Engineer inspection visit and beyond Fee: AED 5,000.

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Obtaining the service

The license is obtained via email, website, or mobile application.



### Communication during the process

Communication will be sent via text messages and email.



## 26- Amending of Health Facility License

### C- Changing the Licensed Ownership of a Private Health Facility



Scan the QR code or visit:

Amending of Health Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-030-000



**Service Completion Duration**

Initial approval:  
1-2 working days  
Final approval:  
1-2 working days



**Description**

This service allows the medical facilities to amend their facility license.



**Service Bundle**  
None

**Service Delivery Channel**



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MOHAP Smart App



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Target Audience**

Investors in the health sector who own different health facilities (hospital, convalescent home, assisted reproductive medicine center, emergency center, home medical center, general and specialized clinics, multi-specialty center, medical diagnosis center, rehabilitation center, one-day surgery center).



## Service Required Documents

### 1. Initial Approval:

#### 1. Individual owner:

1. Profile photo
2. Passport
3. Introductory Statement
4. Family book (For UAE nationals)
5. Memorandum of facility / Authorization letter
6. Introductory Form

#### 2. Company owner:

1. Memorandum of facility / Authorization letter
2. Trade license

#### 3. Company representative:

1. Profile photo
2. Passport
3. Introductory Statement
4. Family book (For UAE nationals)
5. Power of attorney

### 2. Final approval:

1. Trade license
2. Assignment contract authenticated by a notary



## Service Terms and Conditions

- The facility must have been open and practicing its commercial activity with a valid license.
- The application must be submitted in accordance with the approved procedures of the relevant authority in the emirate where the health facility is located, in line with the applicable legislation in this regard.
- The facility must have a valid license within 180 days of the expiry date.
- The new owner must obtain a security clearance.
- If the owner is a company, an authorization letter must be uploaded designating an individual as the authorized representative of the company.
- All fines on the facility should be cleared before change of ownership.



### Service Fees

- (Initial Approval):
  - Cancellation Fees: AED 100
  - Fines (if any):
  - Service fees: General hospital, specialized hospital, rehabilitation hospital, one-day surgery center, assisted reproductive medicine center, oncology center, gastroenterology endoscopy center, long-term care facilities, emergency services center, home health care services center: AED 2,000
  - All other types: AED 1,000
  - Final approval: Application fees:
    - Private facilities: AED 100
    - Government/semi-government facilities: Free
    - Service fees: General hospital: 1-50 beds : AED 20,000
    - 51-100 beds : AED 30,000
    - more than 100 beds: AED 40,000
    - Specialized hospital, rehab hospital, One day Surgery Center Assisted reproductive medicine center, Long term Health Care Homes: AED 20,000
    - General Medicine Clinic, General Dental Clinic, School Clinic, Nursery Clinic, First Aid Unit, Home Health Care Service Center : AED 5,000
    - Specialized Clinic, Specialized Dental Clinic, Health transfer and ambulance service centers: AED 6,000
    - Medical Center, Center of Diagnosis and Treatment of Sleep Disorders, Oncology Center, Gastroenterology Endoscopy Center: Max Payment for 3 specialties: AED 18,000
    - Max Payment for 2 specialties: AED 12,000
    - Dialysis Center: Max Payment for 3 specialties: AED 18,000
    - Min Payment for 1 specialty: AED 12,000
    - Medical Imaging Center, Medical Analysis Laboratories: Max Payment for 3 specialties: AED 18,000
    - Max Payment for 2 specialties: AED 12,000
    - Payment for 1 specialty: AED 6,000
    - Traditional, Complementary and Alternative Medicine Center: Max Fee for 3 or above: AED 15,000
    - Min Fee for 1 specialty: AED 5,000

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 26- Amending of Health Facility License

### D- Adding/Removing a Speciality to a Private Health Facility



Scan the QR code or visit:

Amending of Health Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-030-000



**Service Completion Duration**

1- 2 working days



**Description**

This service allows the medical facilities to amend their facility license.



**Service Bundle**  
None

**Service Delivery Channel**



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**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Target Audience**

Investors in the health sector who own different health facilities (hospital, convalescent home, assisted reproductive medicine center, emergency center, home medical center, general and specialized clinics, multi-specialty center, medical diagnosis center, rehabilitation center, one-day surgery center).



### Service Required Documents

No documents required for this service.



### Service Terms and Conditions

- The facility must have been open and commercially operating with an approved active license.
- The facility should adhere to the staff criteria for the new specialty.



### Service Fees

- Adding/modifying one or more specialties for a Health Facility that already has three or more specialties: AED 100
- Removing specialty: AED 100
- Adding one specialty to a Medical Center that has two specialties: AED 6,000
- Adding one specialty to a Medical Diagnostic Center that has two specialties: AED 6,000
- Adding one specialty to a Medical Imaging Center or Medical Analysis Laboratory that has one or two specialties: AED 6,000
- Adding two specialties to a Medical Imaging Center or Medical Analysis Laboratory that has one specialty: AED 12,000
- Adding one specialty to a Traditional, Complementary and Alternative Medicine Center that has one or two specialties: AED 5,000
- Adding two specialties to a Traditional, Complementary and Alternative Medicine Center that has one specialty: AED 10,000
- Adding one specialty to a Support Health Service Center that has one or two specialties: AED 5,000
- Adding two specialties to a Support Health Service Center that has one specialty: AED 10,000

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Obtaining the service

The license is obtained via email, website, or mobile application.



### Communication during the process

Communication will be sent via text messages and email.



## 26- Amending of Health Facility License

### E- Changing the Type of a Health Facility



Scan the QR code or visit:

Amending of Health  
Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-030-000



**Service Completion Duration**

Initial approval:  
Auditor: 1- 2 working days  
Engineer: 4 - 7 working days  
(based on facility category/type)  
Final approval:  
Engineer: 7 - 10 working days  
(based on facility category/type)  
Auditor: 1- 2 working days



**Description**

This service allows the medical facilities to amend their facility license.



**Service Bundle**  
None

**Service Delivery Channel**



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MOHAP Smart App



**Service Structure  
(Main Service / Sub Service)**  
Auxiliary



**Target Audience**

Investors in the health sector who own different health facilities (hospital, convalescent home, assisted reproductive medicine center, emergency center, home medical center, general and specialized clinics, multi-specialty center, medical diagnosis center, rehabilitation center, one-day surgery center).



### Service Required Documents

1. **Initial approval:**
  1. Facility drawing plan
2. **Final approval:**
  1. Latest trade license issued by the Department of Economic Development - including list of partners
  2. Location Photos - Front/back/side views
  3. List of medical equipment
  4. Medical waste agreement
  5. External billboard of the facility
  6. Valid copy of civil defence certificate
  7. License of radiation protection (issued by the Federal Authority for Nuclear Regulation)
  8. Internal rules and regulations of the facility
  9. Proof of registration in Riayati & Tatmeen



### Service Terms and Conditions

- The facility must have a valid license, or its license may be expired for no more than 180 days.
- The facility should adhere to the staff criteria for the new specialty.
- All fines on the facility should be cleared before changing the type.
- Compliance with engineering guidelines and standards for licensing health facilities (regulations for healthcare facilities) and engineering inspection checklist.



### Service Fees

- Initial approval - Cancellation fees: AED 100
- Fines (if any):
- Change facility type service fees: General hospital, specialized hospital, rehab hospital: AED 2,000
- One-day surgery center, Assisted reproductive medicine center, Oncology center, Gastroenterology endoscopy center, Long-term care facilities, Specialized units, Dialysis Center, Center of Diagnosis and Treatment of Sleep Disorders, Telehealth Center, Psychological Treatment Center: AED 2,000
- All remaining facility categories/types: AED 1,000
- Verifying facility drawing plan Fess (As per Facility Category): General Hospital, Specialized Hospital, Rehab Hospital: AED 2,000
- One day surgery center, Assisted reproductive medicine center, Oncology center, Gastroenterology endoscopy center: AED 2,000
- All remaining facility categories/types: AED 1,000
- Re-verifying facility drawing plan Fees: General hospital, specialized hospital, rehab hospital:: AED 1,000
- One day surgery center, Assisted reproductive medicine center, Oncology center,
- Gastroenterology endoscopy center: AED 1,000
- All remaining facility categories/types: AED 500
- Final approval - Application fees: Private health facilities: AED 100
- Government/Semi-Government facilities: Free
- Engineering inspection fess - First Engineer inspection visit fee: Free
- Second and third Engineer inspection visit fee: AED 2,000
- Fourth and fifth Engineer inspection visit and beyond fee: AED 5,000
- Service fees: Hospital: 1-50 beds : AED 20,000
- 51-100 beds: AED 30,000
- more than 100 beds: AED 40,000
- One day Surgery Center, Assisted reproductive medicine center, Dialysis Center, Center of Diagnosis and Treatment of Sleep Disorders, Psychological Treatment Center, Oncology Center, Gastroenterology Endoscopy Center, Psychological Treatment Center, Long term Health Care Homes: AED 20,000
- General Medicine Clinic, General Dental Clinic, School Clinic, Nursery Clinic, First Aid Unit, Home Health Care Service Center: AED 5,000
- Specialized Clinic, Specialized Dental Clinic, Health transfer and ambulance service centers: AED 6,000
- Home Health Care Service Center, Telehealth Center: AED 12,000
- Mobile Health Unit: AED 18,000
- Medical Center: Fee for 3 specialties or above: AED 18,000
- Fee for 2 specialties: AED 12,000
- Medical Diagnostic Center: Fee for 3 specialties or above:: AED 18,000
- Fee for 2 specialties: AED 12,000
- Medical Imaging Center, Medical Analysis Laboratories: Fee for 3 specialties or above: AED 18,000
- Fee for 2 specialties:: AED 12,000
- Fee for 1 specialty: AED 6,000
- Traditional, Complementary and Alternative Medicine Center: Fee for 3 specialties or above:: AED 15,000
- Fee for 2 specialties:: AED 10,000
- Fee for 1 specialty: AED 5,000
- Support Health Service Center: Fee for 3 specialties or above: AED 15,000
- Fee for 2 specialties: AED 10,000
- Fee for 1 specialty:: AED 5,000

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 26- Amending of Health Facility License

### F- Changing the Medical Director of a Private Health Facility



Scan the QR code or visit:

Amending of Health  
Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-030-000



**Service Completion Duration**  
2 Working days



#### Description

This service allows the medical facilities to amend their facility license.



**Service Bundle**  
None



#### Service Fees

- Service fees: (For all facility categories): AED 1,000

#### Service Delivery Channel



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**Service Structure  
(Main Service / Sub Service)**  
Auxiliary



#### Target Audience

Investors in the health sector who own different health facilities (hospital, convalescent home, assisted reproductive medicine center, emergency center, home medical center, general and specialized clinics, multi-specialty center, medical diagnosis center, rehabilitation center, one-day surgery center).



### Service Required Documents

1. Medical director documents:  
(Only if the facility is general hospital, specialized hospital or Rehab Hospital), the director can be added manually by providing the below:
  1. Attested certificate
  2. Passport copy
  3. Family book copy (Only for UAE nationals)



### Service Terms and Conditions

- The facility must have a valid license, or its license may be expired for no more than 180 days.
- The facility must comply with government regulations when appointing a medical director, who must have the required experience and qualifications.

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 26- Amending of Health Facility License

### G- Adding/Removing a Partner in a Private Health Facility



Scan the QR code or visit:

Amending of Health  
Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-030-000



**Service Completion Duration**  
1-2 working days



#### Description

This service allows the medical facilities to amend their facility license.



**Service Bundle**  
None



#### Service Fees

Adding partner service fee:  
AED 1,000  
Removing partners service fees:  
AED 100

#### Service Delivery Channel



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Structure  
(Main Service / Sub Service)**  
Auxiliary



#### Target Audience

Investors in the health sector who own different health facilities (hospital, convalescent home, assisted reproductive medicine center, emergency center, home medical center, general and specialized clinics, multi-specialty center, medical diagnosis center, rehabilitation center, one-day surgery center).



### Service Required Documents

1. A copy of partner's passport.
2. A copy of family book (only for UAE nationals).
3. Trade License issued by the Department of Economic Development.



### Service Terms and Conditions

The partner's name must be listed on the commercial license.

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 27- Re-licensing of a Community or Compounding Pharmacy, Whether Independent or within a Health Facility



Scan the QR code or visit:

Re-licensing of a Community or Compounding Pharmacy, Whether Independent or within a Health Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-020-024



**Service Completion Duration**  
3 working days



**Description**  
This service allows customers to re- license a community or compounding pharmacy, whether independent or within a health facility expired for more than 180 days.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

This service can be applied only after cancelling the existing license and the cancellation will be temporary.



**Target Audience**

Community or compounding pharmacy



### Service Required Documents

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. A letter signed by the owner</li> </ol>  | <ol style="list-style-type: none"> <li>3. A copy of Civil Defense certificate</li> <li>4. License of the pharmacist concerned</li> </ol>  |
| <ol style="list-style-type: none"> <li>1. Initial approval:               <ol style="list-style-type: none"> <li>2. Request letter for re-licensing</li> </ol> </li> <li>2. Final approval:               <ol style="list-style-type: none"> <li>1. A copy of establishment lease agreement</li> <li>2. A copy of establishment trade license</li> </ol> </li> </ol> | <ol style="list-style-type: none"> <li>3. Extra documents requested for expired facility for more than 180 days:               <ol style="list-style-type: none"> <li>1. A copy of the establishment lease agreement</li> <li>2. A copy of registration in Tatmeen</li> <li>3. A copy of registration in Riayati</li> </ol> </li> </ol> |



### Service Fees

- Application fee: AED 100
- Pay the fines:
  - Fees for initial inspection: AED 1,000 per inspection
  - Final inspection fee: AED 1,000 per inspection
  - Final license fees: AED 7,500



### Penalties

Any fines will be calculated at 25% for every 30 days from the base fee of the facility up to 6 months.

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 28- Adding Privilege to Health Professional Evaluation



Scan the QR code or visit:

Adding Privilege to Health Professional Evaluation



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-006-008-049



**Service Completion Duration**  
2-5 Working days



### Description

This service enables licensed dentists and physicians to add new privileges within their primary specialty such as dental implant privileges or subspecialty privileges, update a medical title, add a second medical title, upgrade a second medical title or training, after meeting the criteria for the Professional Qualification Requirements (PQR) and passing the examinations required for privilege accreditation by the Ministry of Health and Prevention.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

### Service Delivery Channel



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**Service Bundle**  
None



**Target Audience**  
Physicians and dentists.



**Service Fees**  
Application fees: AED 500



**Penalties**  
None



### Service Terms and Conditions

- This service is applicable for physicians and dentists (general dentists, periodontists, prosthodontists, oral and maxillofacial surgeons, oral surgeons, restorative dentists) for adding a privilege to their main specialty.
- The health professional must have an active and valid evaluation and license.
- The health professional should pass the prescribed examinations, if applicable.
- Privileges are exclusive to subspecialties related to the main specialty licensed by doctors.
- The health professional is allowed to obtain multiple privileges related to the main specialty based on the PQR criteria.
- Certificates are accepted in Arabic and English only. If they are in other languages, the certificate must be legally translated and duly certified, and the two original certificates must be uploaded with the translated copy.
- Experience is calculated from the date of issuance of the license.



### Service Required Documents

1. Qualification documents: Degree, professional certificates.
2. Duration of work experience corresponding to the field of specialization, from date of issue of license as per PQR.
3. A professional license corresponding to the period of work experience.
4. Certificate of good professional conduct by health authorities in the country of work.
5. A valid passport.
6. Exemption documents, if any. For more information, you can view the file of the Handbook of Unified Standards for Practitioners of Health Practitioners Licensing (PQR) to verify the required documents and conditions.



## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The evaluation letter is obtained via email, website, or mobile application.



## 29- Issue/Cancel an Online Community Pharmacy Permit



Scan the QR code or visit:

Issue/Cancel an Online  
Community Pharmacy Permit



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-029-000



**Service Completion Duration**  
One working day



**Description**  
This service enables the issuance/  
cancellation of an online  
community pharmacy permit.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



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**Service Bundle**  
None



**Service Terms and Conditions**

- The conditions vary depending on the submitted request



**Target Audience**

Community pharmacy



### Service Required Documents

The required documents vary depending on the submitted request.



### Service Fees

The fees vary depending on the submitted request



### Penalties

None

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose your preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill in the application form.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 29- Issue/Cancel an Online Community Pharmacy Permit

### A- Issue an Online Community Pharmacy Permit



Scan the QR code or visit:

Issue/Cancel an Online  
Community Pharmacy Permit



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-029-000



**Service Completion Duration**  
One working day



**Description**  
This service enables the issuance/  
cancellation of an online  
community pharmacy permit



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The establishment license should be valid.
- The pharmacist-in-charge should have a valid license.



**Target Audience**  
Community pharmacy



### Service Required Documents

Trade license



### Service Fees

- Application fee: AED 100
- Permit issuance fee: AED 500
- License renewal fee: AED 500



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill in the application form.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 29- Issue/Cancel an Online Community Pharmacy Permit

### B- Cancel an Online Community Pharmacy Permit



Scan the QR code or visit:

Issue/Cancel an Online  
Community Pharmacy Permit



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-029-000



**Service Completion Duration**  
One working day



**Description**  
This service enables the issuance/  
cancellation of an online  
community pharmacy permit



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



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**Service Bundle**  
None



**Service Terms and Conditions**

The pharmacy should stop providing any online services



**Target Audience**

Community pharmacy



### Service Required Documents

Request letter to cancel the permit



### Service Fees

Permit cancellation application fee:  
AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose your preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill in the application form.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you will be notified through the website or the mobile application.



## 30- Permit for a Community Pharmacy to Operate 24 Hours a Day



Scan the QR code or visit:

Permit for a Community Pharmacy to Operate 24 Hours a Day



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-006-000



**Service Completion Duration**  
3 working days



**Description**  
This service allows community pharmacies to obtain a license to operate a 24-hour licensed pharmacy.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Target Audience**  
Community pharmacy



**Service Fees**

- Application Fee: AED 100
- Permit for 6 Months: AED 3,000
- Permit for 1 Year: AED 6,000



**Penalties**  
None



### Service Terms and Conditions

- The facility’s license must be valid for 2 months before expiry.
- The facility’s license must include at least four pharmacists, each with a valid license.
- One of the four pharmacists should be in-charge pharmacist.
- The work permit will be suspended if the facility’s license is expired.
- The work permit will be suspended if the license of the in-charge pharmacist is expired.
- Pharmacies licensed to operate 24 hours must have a licensed pharmacist present at all times (the pharmacy must have 4 licensed pharmacists).



### Service Required Documents

1. Request letter signed by owner requesting for 24-hour work permit
  1. Valid licenses of the four pharmacists of the facility
  2. License of in-charge pharmacists with their contact information

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill in the application form.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 31- Issue License / Renew License for a Health Advertisement



Scan the QR code or visit:

Issue License / Renew License  
for a Health Advertisement



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-005-029-000



**Service Completion Duration**  
1-3 working days



**Description**  
This service enables customers to issue and renew health advertisements through multiple media channels and electronic platforms in the country.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Target Audience**  
Non-medical companies, general clinic - pharmacy - rehabilitation center, polyclinic medical center - diagnostic center - specialty clinic - medical store - scientific office, hospital - factory - drug company - convalescence home - medical equipment & supplies.



**Service Fees**  
The fees vary depending on the submitted request.



**Penalties**  
None



### Service Terms and Conditions

- The advertising license from the Ministry of Health and Prevention does not exempt the institution from complying with the requirements imposed by other parties in terms of services and products contained in the material.
- Documentation must be provided for each product included in the licensed advertisement.
- Advertisements in languages other than Arabic or English must be legally translated into Arabic or English.
- One account must be opened for each healthcare institution holding a license from one of the licensing authorities to practice the healthcare professions in the UAE.
- One account must be opened under the name of each pharmaceutical group upon registration, subject to their registration as a group with the healthcare licensing authority (with a list of all pharmacies affiliated within the group, stating the pharmacies' names, the start and end dates of the license, and contact details of each pharmacy).
- One account must be opened for each commercial organization licensed by one of the economic departments in the UAE, provided that their activities are related to healthcare.
- Every healthcare institution is permitted to open one account. If more than one account is opened for the same institution, all of its accounts on the program will be frozen.



### Service Required Documents

1. The required documents vary depending on the submitted request.

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose your preferred channel to apply for the service (Website / Smart Application).
- Search for the required service.
- Fill in the application form.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 32- Appealing Against Advertising Violations for Healthcare Institutions and Pharmacies



Scan the QR code or visit:

Appealing Against Advertising Violations for Healthcare Institutions and Pharmacies



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-007-005-005



**Service Completion Duration**  
One working day



**Description**  
This service enables companies and corporations to appeal against previously recorded violations of the conditions and requirements of health advertisements.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
Documents validating the appeal must be submitted.



**Target Audience**  
Companies and investors in the health, health products and pharmaceutical sectors.



### Service Required Documents

Identification documents (the violation may be cleared once the documents have been submitted).



### Service Fees Free



### Penalties None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose your preferred channel to apply for the service (Website / Smart Application).
- Search for the required service.
- Fill in the application form.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Customers will be notified of the removal of the health advertisement violation via email, the website, or the smart app.



## 33- Appeal Against the Decision of the Oversight of Health and Pharmaceutical Practices Committee



Scan the QR code or visit:

Appeal Against the Decision of the Oversight of Health and Pharmaceutical Practices Committee



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-007-006-006



**Service Completion Duration**  
30 working days



**Description**  
This service enables the owners of medical and pharmaceutical establishments, and members of their medical and technical teams, to appeal the decisions of the Medical Licensing Committee.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

Appeals may be lodged within 15 days from the date of receiving the decision of the Medical Licensing Committee.



**Target Audience**

Companies and investors in the health, health products and pharmaceutical sectors.



### Service Required Documents

1. A letter of appeal addressed to the Minister of Health and Prevention.
2. All documents related to the grievance must be submitted, namely:
  1. Letter of grievance.
  2. Decision of the Medical Licensing Committee.
  3. Subject (Medical Complaint or Inspection Report).
  4. Documents and evidence related to the subject.



### Service Fees Free



### Penalties None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose your preferred channel to apply for the service (Website / Smart Application).
- Search for the required service.
- Fill in the application form.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Customers will be notified of the removal of the health advertisement violation via email, the website, or the smart app.



## 34- Complaints about Private Health Facilities, Pharmacies and Their Medical Staff



Scan the QR code or visit:

Complaints about Private Health Facilities, Pharmacies and Their Medical Staff



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-007-006-000



**Service Completion Duration**  
45 days (according to complaint procedures) The time frame depends on the nature of the complaint. Complaints may take an extensive and detailed investigation and for a longer time to ensure the interests of all parties and achieve the best results.



### Description

This service enables community individuals to submit complaints or comments about MOHAP-registered private medical and pharmaceutical facilities or their medical or technical employees in Northern Emirates (Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah and Fujairah).



**Service Structure (Main Service / Sub Service)**  
Variation

### Service Delivery Channel



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



### Target Audience

All community individuals receiving health services in the private sector of the MOHAP.



### Service Terms and Conditions

- Complaints may be submitted against health and pharmaceutical facilities in the private sector that are licensed by the MOHAP. This includes private health facilities in the northern emirates (Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah and Fujairah). Complaints against medical facilities located in the Emirate of Dubai or the Emirate of Abu Dhabi should be channelled through the authorities concerned.
- Complaints may be submitted by citizens and residents of the UAE.
- A complainant should be a mentally sane adult above the legal age (21 years) or, alternatively, should the patient be unable to submit their complaint in person, the complaint may be submitted by the patient's guardian, family member or any person holding power of attorney to act on his or her behalf.
- Complaints related to financial and insurance matters are not received, the customer is directed to submit the complaint at the competent authority (the Economic Department).



### Service Required Documents

1. Requirements for Manual Submission of a Complaint:
  1. Fill in the complete data (complainant data – patient data – complaint description) in the complaints system.
  2. Attach medical documents related to the patient's health condition (if any).



### Service Fees Free



### Penalties None



## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose your preferred channel to apply for the service (Website / Smart Application).
- Search for the required service.
- Fill in the application form.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the response through the website or the mobile application.














## 35- Approval of Medical Leaves and the Leave of the Patient's Companion



Scan the QR code or visit:

Approval of Medical Leaves and the Leave of the Patient's Companion

 <p><b>Service Delivery Time</b> 24 Hours</p>	 <p><b>Service Type (Sub Service)</b> Transactional</p>	 <p><b>Service Code</b> 110-010-027-000</p>
 <p><b>Service Completion Duration</b> 5 working days</p>	 <p><b>Description</b> This service allows the approval of medical leaves and the companion's leave for employees working in the UAE government sector, private sector, and local entities. It applies on medical leaves exceeding 5 working days and issued by licensed health facilities in the UAE, as well as medical leaves and the companion's leave issued by health facilities outside the UAE.</p>	 <p><b>Service Structure (Main Service / Sub Service)</b> Variation</p>
<p><b>Service Delivery Channel</b></p>  <p><a href="http://www.mohap.gov.ae">www.mohap.gov.ae</a></p>  <p>MOHAP Smart App</p>		<p><b>Service Bundle</b> Ajr wa Afya</p>
 <p><b>Target Audience</b> Patients and their companions of all age groups working in the government sector, private sector, and local entities.</p>	 <p><b>Service Fees</b> Free</p>	 <p><b>Penalties</b> None</p>



### Service Terms and Conditions

In the case of medical leaves issued by a licensed medical facility in the UAE:

- The medical leave should be attested through the “Attestation of Medical Leaves and Reports” service. After completing the request and paying the attestation fees, the user submits the request through the system and attach the medical report that has the same issuance date for the sick leave certificate including the medical diagnosis and dates of admission and discharge from the medical facility.

In the case of medical leaves issued from outside the UAE - at the expense of a government entity:

- Submit a To Whom It May Concern certificate issued by the government entity that sponsored the patient’s treatment abroad, stating the patient’s name as well as the beginning and end dates of the travel for the treatment.
- Submit a medical report with the patient’s name, attested by the UAE Embassy in the country of treatment, stating the medical diagnosis and the date of entry and exit from the medical facility.
- Submit a To Whom It May Concern certificate issued from the UAE Embassy in the country of treatment, stating the patient’s name, the beginning and end dates of the treatment, and the name of the government entity that sponsored the treatment abroad.
- Provide a copy of the exit and entry stamps from and to the UAE airports or a copy of an e-statement of entry and exit movements from the Federal Authority for Identity and Citizenship mobile app.

In the case of medical leaves issued from outside the UAE - at the patient’s own expense:

- Submit a medical report with the patient’s name, attested by the UAE Embassy in the country of treatment, stating the medical diagnosis and the date of entry and exit from the medical facility.
- Submit a To Whom It May Concern certificate from the UAE Embassy in the country of treatment, stating the patient’s name, the beginning and

end dates of the treatment, as well as a note mentioning that the patient is traveling at his own expense.

- Provide a copy of the exit and entry stamps from and to the UAE airports or a copy of an e-statement of entry and exit movements from the Federal Authority for Identity and Citizenship mobile app.

In the case of a patient’s companion leave outside the UAE - at the expense of a government entity (UAE citizen employee):

- Submit a To Whom It May Concern certificate issued by the government entity that sponsored the patient’s treatment abroad, stating the patient’s name, the companion’s name, as well as the beginning and end dates of the travel for the treatment.
- Submit a medical report with the patient’s name, tested by the UAE Embassy in the country of treatment, stating the medical diagnosis, as well as the entry and exit dates from the medical facility.
- Submit a To Whom It May Concern certificate issued by the UAE Embassy in the country of treatment, stating the patient’s name, the companion’s name, the beginning and end dates of the treatment, as well as the name of the government entity that sponsored the patient’s treatment abroad.
- Provide a copy of the companion’s passport showing the exit and entry stamps from and to the UAE airports or a copy of an e-statement of entry and exit movements from the Federal Authority for Identity and Citizenship mobile app.

In the case of a patient’s companion leave outside the UAE - at the patient’s own expense (Emirati employee):

- Submit a medical report with the patient’s name, attested by the UAE Embassy in the country of treatment, stating the medical diagnosis, as well as the entry and exit dates from the medical facility.



- Submit a To Whom It May Concern certificate issued by the UAE Embassy in the country of treatment, stating the patient’s name, the companion’s name, the beginning and end dates of the treatment, as well as a note mentioning that the patient is traveling at his own expense.
- Provide a copy of the companion’s passport showing the exit and entry stamps from and to the UAE airports or a copy of an e-statement of entry and exit movements from the Federal Authority for Identity and Citizenship mobile app.



### Service Required Documents

1. For the required documents for the following:
  1. Medical leaves issued from within UAE.
  2. Medical leaves issued from outside UAE (at the expense of UAE).
  3. Medical leaves issued from outside UAE (at the patient’s own expense).
  4. In case that the companion leave is outside UAE (at the expense of UAE).
  5. In case that the companion leave is outside UAE (at the patient’s own expense).

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose your preferred channel to apply for the service (Website / Smart Application).
- Search for the required service.
- Fill in the application form.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the approval through the website or the mobile application.



## 36- Health Statistics



Scan the QR code or visit:

Health Statistics



### Service Delivery Time

24 Hours



### Service Type (Sub Service)

Transactional



### Service Code

110-015-005-000



### Service Completion Duration

5 working days, depending on the type and amount of data required.



### Description

This service allows health and media specialists to apply for specific statistics from within and beyond the Ministry of Health and Prevention. The statistical team provides the required data after it has been extracted, collected and reviewed.



### Service Structure (Main Service / Sub Service)

Variation

### Service Delivery Channel



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Service Bundle

None



### Service Terms and Conditions

All requested statistics are usually reviewed twice before being sent to the authority requesting such data.



### Target Audience

Health Specialists and health authorities.



### Service Required Documents

1. An email with a detailed explanation of the type of statistical data required.
2. Fill in the requirements if the application is submitted through the website.
3. A completed confidentiality form when the application is submitted by a third party.



### Service Fees Free



### Penalties None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

Statistics are obtained via email, website, or mobile application.



## 37- Support and Coordination of Health Research



Scan the QR code or visit:

Support and Coordination of Health Research



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-015-004-000



**Service Completion Duration**  
5 working days



**Description**  
This service aims to provide the necessary scientific support to researchers in medical and health fields within the UAE, as well as to support existing research projects and research proposals in the field of health and medicine in the country.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Approvals from the competent authorities must be obtained prior to conducting the research.
- Research must be conducted within the UAE.



**Target Audience**

Medical and health workers, health and medical research, and researchers from various members of society.



### Service Required Documents

1. Submit an email indicating the type of support required.
2. Fill in the requirements if the application is submitted through the website.
3. Complete and submit the Data Confidentiality form when requesting statistical data.



**Service Fees**  
Free



**Penalties**  
None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.

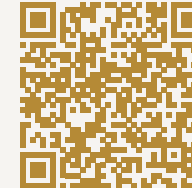


### Obtaining the service

Support is available via email, the website, or the smart app.



## 38- Publish a Research Paper in the Research Bank



Scan the QR code or visit:

Publish a Research Paper in The Research Bank



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Informational



**Service Code**  
110-015-006-000



**Service Completion Duration**  
5 working days, depending on the study type and size.



**Description**  
This service allows researchers to upload their research and health studies to the Research Bank platform.



**Service Structure (Main Service / Sub Service)**  
Sub Service

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Approvals from the competent authorities must be obtained prior to conducting the research.
- Research must be conducted within the UAE.



**Target Audience**

Researchers from various members of society.



### Service Required Documents

1. Fill out the requirements on the Ministry's website.
2. Attach the study and necessary approvals.



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.

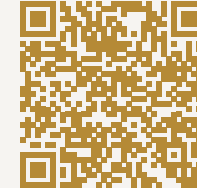


### Obtaining the service

The customer will be notified of the response via email.



## 39- Arranged Health Awareness or Health Educational Event



Scan the QR code or visit:

Arranged Health Awareness or Health Educational Event



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-016-006-000



**Service Completion Duration**  
5 working days



**Description**  
This service allows customers to request permission to organize educational activities and awareness programs, including lectures, workshops, medical checkups and others.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
None



**Target Audience**

- Associations
- Educational institutions
- Government institutions



### Service Required Documents

Application form for organizing a health education event.



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.

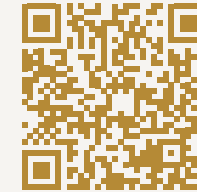


### Obtaining the service

Support is available via email, the website, or the smart app.



## 40- Healthy Restaurant Accreditation



Scan the QR code or visit:

Healthy Restaurant  
Accreditation



### Service Delivery Time

24 Hours



### Service Type (Sub Service)

Transactional



### Service Code

110-016-007-000



### Service Completion Duration

30 working days



### Description

It is an "optional" accreditation service that aims to encourage restaurants to provide healthy meal options in addition to the initial meals provided to customers, which contributes to enhancing the health of community members.



### Service Structure (Main Service / Sub Service) Variation

### Service Delivery Channel



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Service Bundle

None



### Service Terms and Conditions

- The restaurant must have a fixed location and offer integrated services.
- Have complete local control and authority in decision-making regarding the restaurant's menu.
- The restaurant must hold a local valid trade license.
- The restaurant must have received no more than two violation notifications over the past year from regulatory authorities, such as municipalities.



### Target Audience

Restaurants



### Service Required Documents

1. Registration form
2. Copy of valid trade license
3. Latest approved menu



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The customer will be notified of the response via email.



## 41- Customer Service – Submit Suggestions



Scan the QR code or visit:

Customer Service – Submit  
Suggestions



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-049-001-000



**Service Completion Duration**  
Normal suggestion: within 14  
working days  
Complex suggestion: within 30  
working days



**Description**  
This service allows customers to submit their suggestions and ideas on various aspects related to MOHAP’s scope of work, including the services provided, services provision methods, the work environment, or the employees. MOHAP studies and evaluates these suggestions and responds to the customers.



**Service Structure  
(Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Suggestions shall be related to the MOHAP scope of work. For suggestions/ideas out of MOHAP scope, the customer will be directed to the entity concerned.
- MOHAP is committed to maintaining the confidentiality of information submitted by customers.



**Target Audience**

The service is available for all customers.



### Service Required Documents

1. The following information should be provided:
  1. Customer name
  2. The proposed suggestion
  3. Customer contact number or email address
  4. The suggestion details when using email, website, live chat or social media channels



### Service Fees Free



### Penalties None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The customer will be notified of the response via email.



## 42- Customer Service – Submit Complaints and Feedback



Scan the QR code or visit:

Customer Service – Submit Complaints and Feedback



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-049-002-000



**Service Completion Duration**

- Urgent complaints: within 1 working day
- Normal complaints: within 5 working days
- Complex complaints: within 14 working days



### Description

This service allows customers to submit their complaints and feedback on various topics related to the services provided by the MOHAP, staff, service provision methods, the work environment, etc. The complaints/feedback usually result from the failure to obtain a required service, non-compliance with the standards, or employee conduct. MOHAP assesses each complaint and takes the appropriate action.



**Service Structure (Main Service / Sub Service) Variation**

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Complaints/feedback must be related to the MOHAP scope of work. Complaints/feedback out of MOHAP's scope of work will not be answered and the customer will be directed to the entity concerned.
- MOHAP is committed to maintaining the confidentiality of information provided by customers.



### Target Audience

The service is available for all customers.



### Service Required Documents

1. The following information must be provided:
  1. Customer name.
  2. Customer contact number or email address.
  3. Complaint/feedback with all the details when using email, website, live chat or social media channels.



**Service Fees**  
**Free**



**Penalties**  
**None**

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.

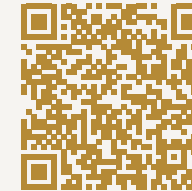


### Obtaining the service

The customer will be notified of the response via email.



## 43- Attestation of Medical Leaves and Reports



Scan the QR code or visit:

Attestation of Medical Leaves and Reports



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-010-019-000



**Service Completion Duration**

- For less than 5 days: Instant
- For more than 5 days: Sick leave will be reviewed by the medical committee, the service will require 1 working day to get the medical committee decision



**Description**

This service allows the proactive attestation of sick leaves and medical reports if issued by private or government health facilities, and immediate attestation if they are submitted by the applicant themselves, regardless of their duration, to be provided to the employers.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
Ajr wa Aafya



**Target Audience**

Patients (of all age categories)



**Service Fees**  
Free



**Penalties**  
None



### Service Terms and Conditions

- For sick leaves issued from private health facilities, the facility must be licensed.
- If the sick leave is for five days or less, it will be attested instantly, and in case of issue by a private or government health facility in Sharjah or a northern emirates attestation will be at the health facility where the treatment was carried out.
- If the sick leave exceeds five days and extends for up to one month, it must be attested electronically, and then approved by the medical sub-committee in the emirate.
- If the duration of the leave exceeds one month, it must be attested electronically, and then approved by the Higher Medical Committee of MOHAP.
- Duration between the date of leave issuance by the medical establishment and the attestation request from the Ministry must not exceed one month.
- If the sick leave, companion leave, or medical report has been attested by the competent and authorized health authority in the country (Department of Health – Abu Dhabi, Dubai Health Authority, Sharjah Health Authority), there is no need to have it re-attested by the Ministry.
- Medical reports or sick leave certificates issued by healthcare facilities outside the UAE must be attested by the Ministry of Foreign Affairs. If the applicant wishes to have the sick leave certificate approved by the Ministry of Health and Prevention, it will be referred to the Medical Committee for review and approval.



### Service Required Documents

1. Sick leave of 5 days or less:
  1. Instant attestation.
2. Sick leave of more than 5 days:
  1. Sick leave certificate.
  2. Medical report related to the leave.
3. Escort Leave:
  3. Attach proof of relationship.
  4. Sick leave certificate.
  5. Medical report.



## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The certificate is obtained through the website or the mobile application.



## 44- Customer Service – Inquiries



Scan the QR code or visit:

Customer Service – Inquiries



### Service Delivery Time

24 Hours



### Service Type (Sub Service)

Informational



### Service Code

110-049-003-000



### Service Completion Duration

- MOHAP Website: within 2 working days.
- MOHAP Smart Application: within 2 working days.
- The UAEs Centralized Portal for your observations, suggestions and Inquires: within 2 working days.

Live Chat: immediate, providing the response if available.

- Social Media Channels: immediate, providing the response if available
- Email: within 1 working days.

- MOHAP Call Center: immediate, providing the response if available.

- Customer Happiness Centers: immediate, providing the response if available.



### Description

This service provides individuals or organizations with answers and responses to their queries and provides clarification about various aspects related to MOHAP's scope of work, including the services provided, service provision locations, the status of transactions and general inquiries about MOHAP functions. The Ministry uses this service to reply to all such inquiries.



### Service Structure (Main Service / Sub Service) Variation

### Service Delivery Channel



www.mohap.gov.ae



MOHAP Smart App



### Target Audience

The service is available for all customers.



### Service Terms and Conditions

- Inquiries should be related to MOHAP's scope of work. In cases of inquiries outside of MOHAP's scope , the customer will be redirected to the entity concerned.
- MOHAP is committed to maintaining the confidentiality of information provided by customers.



### Service Bundle

None



### Service Required Documents

1. The required information includes:

1. Customer name.
2. Customer contact number or email address.
3. The inquiry details when using email, website, live chat or social media channels.



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.

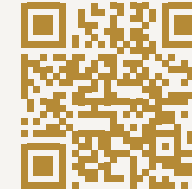


### Obtaining the service

The customer will be notified of the response via email.



## 45- Treatment Abroad



Scan the QR code or visit:

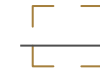
Treatment Abroad



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-039-001-000



**Service Completion Duration**  
5 working days



**Description**  
This service enables UAE nationals to request treatment outside the country in the absence of appropriate treatments at the health establishments of the Ministry of Health and Prevention.



**Service Structure (Main Service / Sub Service)**  
Sub Service

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Unavailability of appropriate treatment in the health establishments authorized by the Ministry.
- Emergency medical treatment required while travelling abroad.



**Target Audience**

Patients (all age groups) UAE Nationals.



### Service Required Documents

1. Copy of a recent medical report issued by a government hospital in the UAE.
2. Copy of the patient's passport.
3. Copy of the patient's ID card.
4. Copy of the citizenship (family book).



### Service Fees Free



### Penalties None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.

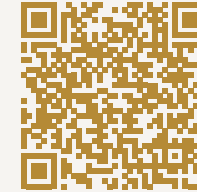


### Obtaining the service

The customer will be notified of the response through the website or the mobile application.



## 46- Issue/Cancel of Home Delivery Permit for a Community Pharmacy



Scan the QR code or visit:

Issue/Cancel of Home Delivery Permit for a Community Pharmacy



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-028-000



**Service Completion Duration**  
The working days vary depending on the submitted request



**Description**  
This service enables the issuance/cancellation of home delivery permit for the community pharmacies.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



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**Service Bundle**  
None



**Service Terms and Conditions**  
The conditions vary depending on the submitted request



**Target Audience**  
Community pharmacy.



### Service Required Documents

The required documents vary depending on the submitted request



### Service Fees

The fees vary depending on the submitted request



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 46- Issue/Cancel of Home Delivery Permit for a Community Pharmacy

### A- Issue of Home Delivery Permit for a Community Pharmacy



Scan the QR code or visit:

Issue/Cancel of Home Delivery Permit for a Community Pharmacy



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-028-000



**Service Completion Duration**  
Self-inspection: 1 working day  
Field inspection: 1 - 5 working days



**Description**  
This service enables the issuance/  
cancellation of home delivery permit  
for a community pharmacy.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The establishment license should be valid.
- The pharmacist-in-charge should have a valid license.



**Target Audience**

Community pharmacy.



### Service Required Documents

1. Trade license
2. Vehicle Registration Card
3. Storage Unit Photo
4. Storage Unit Temperature



### Service Fees

- Application fee: AED 100
- Inspection fees- Vehicle inspection: AED 1,000
- Permit issuance fee: AED 500
- License renewal fee: AED 500



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.



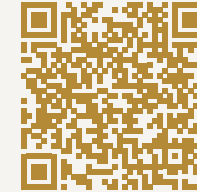
### Obtaining the service

Once your application is approved, you can obtain the permit through the website or the mobile application.



## 46- Issue/Cancel of Home Delivery Permit for a Community Pharmacy

### B- Cancel of Home Delivery Permit for a Community Pharmacy



Scan the QR code or visit:

Issue/Cancel of Home Delivery Permit for a Community Pharmacy



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-028-000



**Service Completion Duration**  
One working day



**Description**  
This service enables the issuance/  
cancellation of home delivery permit  
for a community pharmacy.



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
The pharmacy should stop providing any home delivery services



**Target Audience**  
Community pharmacy.



### Service Required Documents

Request letter to cancel the permit



### Service Fees

Permit cancellation  
application fee: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 47- Approve the Signature of the Responsible for Narcotic Drug Custody



Scan the QR code or visit:

Approve the Signature of the Responsible for Narcotic Drug Custody



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-046-004-000



**Service Completion Duration**  
1 to 3 working days



**Description**  
Request for the signature of the doctor/ pharmacist in charge of narcotic drugs in hospitals and one-day surgeries, and/or a request for the delivery of drugs from those in charge.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



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**Service Bundle**  
None



### Service Terms and Conditions

- The customer must complete forms F1 (Narcotic Application) and F2 (Signature Approval) if the facility is new or if a new administrator has been appointed.
- If the administrator resigns or is on leave and a substitute supervisor is appointed, the customer must fill out form F3 (Narcotic Drugs Stock Handover).
- The narcotic drugs receipt form must be approved and signed by the appointed official.
- A delivery list of semi-controlled, controlled and narcotic drugs should accompany the form.



### Target Audience

- Pharmacies within hospitals.
- One day surgery centers.



### Service Required Documents

1. A letter from the technical director of the hospital/one-day surgery clinic or medical warehouse owner, listing the drugs required, including their type, quantities and concentrations, the name of the pharmacist/doctor in charge of drug custody, and the reason for the drugs requirement.
2. Copy of valid license of the person in charge of the narcotic drugs.
3. Copy of the establishment's license, where issued by a licensing authority other than the Ministry of Health and Prevention (Dubai Health Authority/Dubai Healthcare City/Health Authority Abu Dhabi/Ministry of Environment and Climate Change).
4. Copies of the UAE IDs of the technical director and the custodian.
5. NOC from the licensing authority.
6. Copy of the establishment's Dubai Chamber of Industry and Commerce membership.
7. Copy of the commercial license issued by the Department of Economic Development.
8. List of doctors and their valid licenses.



**Service Fees**  
Free



**Penalties**  
None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 48- Handover of Narcotic Drugs Custody Permission



Scan the QR code or visit:

Handover of Narcotic Drugs  
Custody Permission



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-046-003-000



**Service Completion Duration**  
1-3 working days



**Description**  
Request for the signature of the doctor/ pharmacist in charge of narcotic drugs in hospitals and one-day surgeries, and/or a request for the delivery of drugs from those in charge.



**Service Structure (Main Service / Sub Service) Variation**

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The customer must complete forms F1 (Narcotic Application) and F2 (Signature Approval) if the facility is new or if a new administrator has been appointed.
- If the administrator resigns or is on leave and a substitute supervisor is appointed, the customer must fill out form F3 (Narcotic Drugs Stock Handover).
- The narcotic drugs receipt form must be approved and signed by the appointed official.
- A delivery list of semi-controlled, controlled and narcotic drugs should accompany the form.



### Target Audience

- Pharmacies within hospitals.
- One day surgery centers.



### Service Required Documents

1. Letter from the technical director of the hospital one-day surgery clinic or medical warehouse owner listing the drugs required, including their types, concentrations and quantities, the name of the designated pharmacist/doctor in custody of the drugs, and reason for the drug requirement.
2. Copy of valid license of the custodian.
3. Copy of the establishment's license, where issued by a licensing authority other than the Ministry of Health and Prevention (Dubai Health Authority/Dubai Healthcare City/ Health Authority Abu Dhabi/Ministry of Environment and Climate Change).
4. Copy of the UAE ID of the technical director and of the custodian.
5. NOC from the licensing authority.
6. Copy of the establishment's Chamber of Industry and Commerce membership.
7. Copy of the commercial license issued by the Department of Economic Development.
8. List of doctors and their valid licenses.



**Service Fees**  
Free



**Penalties**  
None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.



### Communication during the process

Communication will be sent via text messages and email.

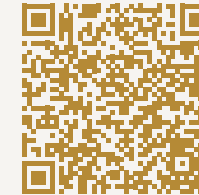


### Obtaining the service

The customer will be notified of the response via the website or the mobile application.















## 49- Verification of Registration of a Nursing Certificate from a Foreign Country



Scan the QR code or visit:

Verification of Registration of a Nursing Certificate from a Foreign Country

 <p><b>Service Delivery Time</b> 24 Hours</p>	 <p><b>Service Type (Sub Service)</b> Transactional</p>	 <p><b>Service Code</b> 110-006-012-000</p>
 <p><b>Service Completion Duration</b> Instant</p>	 <p><b>Description</b> This service allows nursing and midwifery professionals to apply for validation and verification of nursing registration (without a validation code) issued by the Ministry of Health and Prevention.</p>	 <p><b>Service Structure (Main Service / Sub Service) Variation</b></p>
<p><b>Service Delivery Channel</b></p>  <a href="http://www.mohap.gov.ae">www.mohap.gov.ae</a>  MOHAP Smart App  Call Center		 <p><b>Service Bundle</b> None</p>
 <p><b>Service Terms and Conditions</b></p> <ul style="list-style-type: none"> <li>The applicant must be a nursing or midwifery professional.</li> <li>The applicant must hold a nursing practice certificate from MOHAP.</li> </ul>		 <p><b>Target Audience</b> Nurse, assistant nurse, midwife and assistant midwife.</p>



**Service Required Documents**

None



**Service Fees**

AED 100



**Penalties**

None

**Customer Journey**

**Receiving service information**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Submitting service application**

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



**Communication during the process**

Communication will be sent via text messages and email.

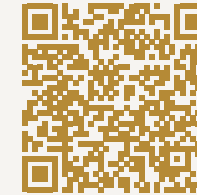


**Obtaining the service**

The customer will be notified of the message via the website or the mobile application.



## 50- Narcotics Custody for Hospital Permission



Scan the QR code or visit:

Narcotics Custody for Hospital Permission



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-046-002-000



**Service Completion Duration**  
3-5 working days



**Description**  
This service enables hospitals and one day surgery centers to submit applications to receive the custody of narcotic drugs.



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
The quantities of drugs expected to be used annually should be determined.



**Target Audience**

- Pharmacies within hospitals.
- One day surgery centers.



### Service Required Documents

1. Copy of valid license of the hospital/one-day surgery clinic.
2. Copy of pharmacy's valid license.
3. Copy of valid license of the pharmacist or doctor in charge.
4. Form for the custody of narcotic drugs.
5. Official letter from the technical director of the hospital/day surgery clinic, listing the hospital's drug requirements, including the types, concentrations and quantities of narcotic drugs (standard stock), the number of hospital beds and the designated custodian of the drugs.
6. Copy of trade license of the hospital/one-day surgery clinic.
7. Copy of Chamber of Commerce membership.
8. Copies of the medical licenses for physicians practicing at the Hospital / Day Surgery Clinic.
9. Copy of the commercial license of the hospital/day surgery clinic.
10. Completed copy of Form F6, (Approval/Determination or Modification of Quotas of Drugs), signed by the pharmacist/doctor in charge or, in their absence, the supervising pharmacist/doctor, and stamped by the applicant.
11. Copy of the UAE ID of the pharmacist/doctor in charge.
12. Copy of the UAE ID of the medical director.
13. Receipt of service Fees.
14. Previous approval in case of quota amendment.
15. Approval of the health authority, if the establishment's license is from the Dubai Healthcare City Authority or the Dubai Health Authority.



### Service Fees

Application Fee AED 100



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.

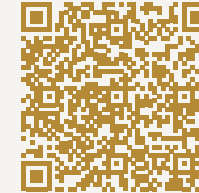


### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 51- Determine or Modify the Narcotic Drugs Quotas of a Private Health or Pharmaceutical Institution



Scan the QR code or visit:

Determine or Modify the Narcotic Drugs Quotas of a Private Health or Pharmaceutical Institution



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-046-011-000



**Service Completion Duration**  
One hour



**Description**  
Application for approval to determine narcotic drugs quotas for new establishments or to modify narcotic drugs quotas for establishments already registered at MOHAP, in order to purchase narcotics from the local agent or MOHAP's central warehouses for use within the establishment.



**Service Structure (Main Service / Sub Service) Variation**

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
The quantities of drugs expected to be used annually should be determined.



**Target Audience**

- Pharmacies within hospitals.
- One day surgery centers.



### Service Required Documents

1. Copy of valid license of the hospital/day surgery clinic.
2. Copy of valid license of the pharmacy.
3. Copy of valid pharmaceutical license/doctor in charge.
4. Form for custody of narcotics.
5. Official letter from the technical director of the hospital/day surgery clinic, listing the hospital's required drugs, including their types, concentration and quantities (standard stock), number of hospital beds and operations performed, as well as identification of the custodian of drugs.
6. Copy of trade license of the hospital/day surgery clinic.
7. Copy of Chamber of Commerce membership.
8. Copy of the commercial license of the hospital/day surgery clinic.
9. Completed Form F6, "Approval/determination or modification of quotas of drugs", signed by the pharmacist/doctor in charge or, in their absence, the supervising pharmacist/doctor, and stamped by the applicant.
10. Copy of the UAE ID of the pharmacist/doctor in charge.
11. Copy of the UAE ID of the medical director.
12. Previous approval in case of quota amendment.
13. Approval of the health authority, if the license of the establishment is from the Dubai Healthcare City Authority or the Dubai Health Authority.



### Service Fees

Application Fee AED 100



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.

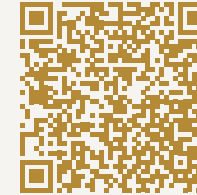


### Obtaining the service

The customer will be notified of the response via Email.



## 52- Approve Narcotic Drugs for Internal Pharmacies at Private Hospitals



Scan the QR code or visit:

Approve Narcotic Drugs for Internal Pharmacies at Private Hospitals



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-046-007-000



**Service Completion Duration**  
One hour



**Description**  
This service allows submitting a request to obtain approval to determine narcotic drugs quotas for new establishments or to modify narcotic drugs quotas of establishments already registered at MOHAP, for use within the establishment, in order to purchase narcotics from the local agent or MOHAP's central warehouses for use within the establishment.



**Service Structure (Main Service / Sub Service) Variation**

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
The quantities of drugs expected to be used annually should be determined.



**Target Audience**

- Pharmacies within hospitals.
- One day surgery centers.



### Service Required Documents

1. A copy of valid license of the hospital/one-day surgery clinic.
2. A copy of valid license of the pharmacy.
3. A copy of valid license of pharmacist/ one-day surgery clinic.
4. Form for the custody of narcotic drugs.
5. An official letter from the technical director of the hospital/day surgery clinic including the hospital's need for drugs, identification of the types and quantities of narcotic drugs (standard stock), drug concentration, number of hospital beds and operations performed with identification of the custodian of drugs.
6. A copy of trade license of the hospital/one-day surgery clinic.
7. A copy of chamber of commerce & Industry membership.
8. A copy of the commercial license of the hospital / day surgery clinic.
9. Complete the Form of "approval/determination or modification of quotas of the drugs", it shall be signed by the pharmacist/ doctor in charge or the supervising pharmacist/doctor in case of holiday, and to be sealed by the requester (Form F6).
10. A copy of the UAE ID for the pharmacist / doctor in charge.
11. A copy of the UAE ID of the medical director.
12. Fees payment receipt.
13. Previous approval in case of quota amendment.
14. The approval of the health authority if the license of the establishment is from the Dubai Healthcare City Authority or the Dubai Health Authority.



### Service Fees

Application Fee AED 100



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.

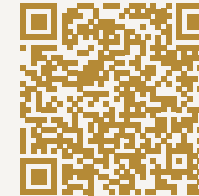


### Obtaining the service

The customer will be notified of the response via the website or E-mail.














## 53- Approve Narcotic Drugs for One Day Surgery Centers



Scan the QR code or visit:

Approve Narcotic Drugs for One Day Surgery Centers

 <p><b>Service Delivery Time</b> 24 Hours</p>	 <p><b>Service Type (Sub Service)</b> Transactional</p>	 <p><b>Service Code</b> 110-046-005-000</p>
 <p><b>Service Completion Duration</b> 3-5 working days</p>	 <p><b>Description</b> Application for approval of narcotic drugs quotas for new establishments or to modify narcotic drugs quotas of establishments already registered at MOHAP, in order to purchase narcotics from the local agent or MOHAP's central warehouses for use within the establishment.</p>	 <p><b>Service Structure (Main Service / Sub Service)</b> Variation</p>
<p><b>Service Delivery Channel</b></p>  <p><a href="http://www.mohap.gov.ae">www.mohap.gov.ae</a></p>  <p>MOHAP Smart App</p>		 <p><b>Service Bundle</b> None</p>
 <p><b>Service Terms and Conditions</b> The quantities of drugs expected to be used annually should be determined.</p>		 <p><b>Target Audience</b></p> <ul style="list-style-type: none"> <li>• One Day Surgery Centers.</li> <li>• Internal Pharmacies in the Hospitals.</li> </ul>



### Service Required Documents

1. A copy of valid license of the hospital/one-day surgery clinic.
2. A copy of valid license of the pharmacy.
3. A copy of valid license of pharmacist/ one-day surgery clinic.
4. Form for the custody of narcotic drugs.
5. An official letter from the technical director of the hospital/day surgery clinic including the hospital's need for drugs, identification of the types and quantities of narcotic drugs (standard stock), drug concentration, number of hospital beds and operations performed with identification of the custodian of drugs.
6. A copy of trade license of the hospital/one-day surgery clinic.
7. A copy of chamber of commerce & Industry membership.
8. A copy of the commercial license of the hospital / day surgery clinic.
9. Complete the Form of "approval/determination or modification of quotas of the drugs", it shall be signed by the pharmacist/ doctor in charge or the supervising pharmacist/doctor in case of holiday, and to be sealed by the requester (Form F6).
10. A copy of the UAE ID for the pharmacist / doctor in charge.
11. A copy of the UAE ID of the medical director.
12. Fees payment receipt.
13. Previous approval in case of quota amendment.
14. The approval of the health authority if the license of the establishment is from the Dubai Healthcare City Authority or the Dubai Health Authority.



### Service Fees

Application Fee AED 100



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or E-mail.



## 54- Ajr Wa Aafya Bundle



Scan the QR code or visit:

Ajr Wa Aafya Bundle



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-010-028-000



**Service Completion Duration**  
Immediate



**Description**  
Ajr Wa Aafya Bundle



**Service Structure (Main Service / Sub Service)**  
Sub Service

**Service Delivery Channel**



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
None



**Target Audience**  
Federal government employees and candidates for employment in the federal government.



### Service Required Documents

None



### Service Fees

Approval of sick leaves  
and medical reports:  
Free,  
Medical fitness examination:  
AED 250



### Penalties

None

## Customer Journey

### Receiving service information



[www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website / smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees.



### Communication during the process

Communication will be sent via text messages and email.



### Obtaining the service

The customer will be notified of the response via E-mail.

**Thank You**

