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Introduction

This guide is prepared to PLD employees in order to start utilize the portal frontend site dedicated for each department. This guide also shows cases of system's screens and explains the steps each employee should follow in order to use services provided by the portal front end site.

About PLD Add Employer

The purpose of this service is for a professional – who has a valid professional license - to work with another employer in addition to the primary employer that s/he is currently working with.

This service is also used by a professional – who has a valid LOA or previously acquired a license and now he is not working for any employers – and wants to work for a healthcare operator – which will be his/her primary employer.

Target Audience

The guide is specially designed to address the following of DHCA employees:

- New employer (New Healthcare Operator)
- Primary employer (Primary Healthcare Operator)
- Applicant (Healthcare Professional)
- IT Admin (CRM Admin)

Guide Map

The following table indicates how this guide is categorized:

Chapter Title	Description
Healthcare professional applies for adding a new employer with LOA	Readers of this chapter shall be introduced to detailed instructions about the phases that the healthcare professional applies for adding a new employer with LOA passes through.
Healthcare professional applies for adding a new employer	Readers of this chapter shall be introduced to detailed instructions about the phases that the Healthcare professional applies for adding a new employer passes through.
Healthcare professional applies for adding a new employer and the new employer reject employment	Readers of this chapter shall be introduced to detailed instructions about the phases that the Healthcare professional applies for adding a new employer and the new employer reject employment passes through.
Healthcare professional applies for adding a new employer and the primary employer reject employment.	Readers of this chapter shall be introduced to detailed instructions about the phases that the Healthcare professional applies for adding a new



	employer and the primary employer reject employment Passes through.
System Configuration	This chapter is dedicated to IT Admins as it sums up all the possible configurations that can be done regarding adding new employer.

PLD Product Users

The following table sums up the PLD application process by mentioning the main concerned employees as well as the tasks assigned to each one of them:

Role Name	Assigned Tasks
Applicant	<ul style="list-style-type: none"> •Selects new employer or primary employer. •Fills an application to add a new employer. •Enters MMI and BLS details. •Pays fees and enter courier details. •makes some modifications on the application.
New employer	<ul style="list-style-type: none"> •Review applications. •Approve and reject applications explaining the reason in case of rejection.
Primary employer	<ul style="list-style-type: none"> •Review applications. •Approve and reject applications explaining the reason in case of rejection.
System	<ul style="list-style-type: none"> •Changes application statuses. •Calculate fees. •Send notification mails and messages to applicant, new employer and primary employer.

PLD Application Statures

During the phase of any PLD application, the system shall mark every phase with a status to indicate the current phase through which the application passes.

The following are the different application statuses:

- New
- Open
- Pending on submission
- Pending on new employer approval
- Pending on Primary Healthcare Operator Approval
- Pending on payment

- pending on Finance member approval
- Pending on Courier Details
- Pending on MMI & BLS Submission
- Pending on PLD Team Member Approval
- Closed
- Cancelled

Glossary

The following table provides the reader with a definition to each unclear or ambiguous term or abbreviation used extensively throughout the document:

Term	Definition
Applicant	The one who initiates the new license request which can either be the healthcare operator or the healthcare professional
BLS	Basic Life Support Emergency procedures performed to sustain life that include cardiopulmonary resuscitation, control of bleeding, treatment of shock, stabilization of injuries and wounds, and first aid.
COP	Clinical Operational Permit It is the authorization issued by the Registry of Companies to a healthcare operator allowing it to conduct one or more Clinical Activities.
DHCR	Dubai Healthcare Regulatory
Healthcare Operator	Means a hospital, clinic, laboratory, pharmacy or other Entity providing Healthcare Services in DHCA, holding a Clinical Operating Permit duly issued by the Registry of Companies in accordance with the Healthcare Operators Regulation and the applicable Rules, Standards and Policies
LOA	Letter of Acceptance
MMI	Medical Malpractice Insurance Is a professional liability insurance which protects physicians and other licensed health care professionals from liability associated with wrongful practices resulting in bodily injury, medical expenses and property damage, as well as



	the cost of defending lawsuits related to such claims.
PLD	Professional License Department

1. Log On to DHCA Portal Frontend Site

The section is dedicated to all healthcare operators and healthcare professionals in order to help them know the steps required to log on to DHCA Portal frontend site.

▶ Start executing the following steps

1. In your browser, enter the URL of DHCA portal frontend site, **Authentication Required** window opens.



Sign In

Please Enter your information below

E-mail

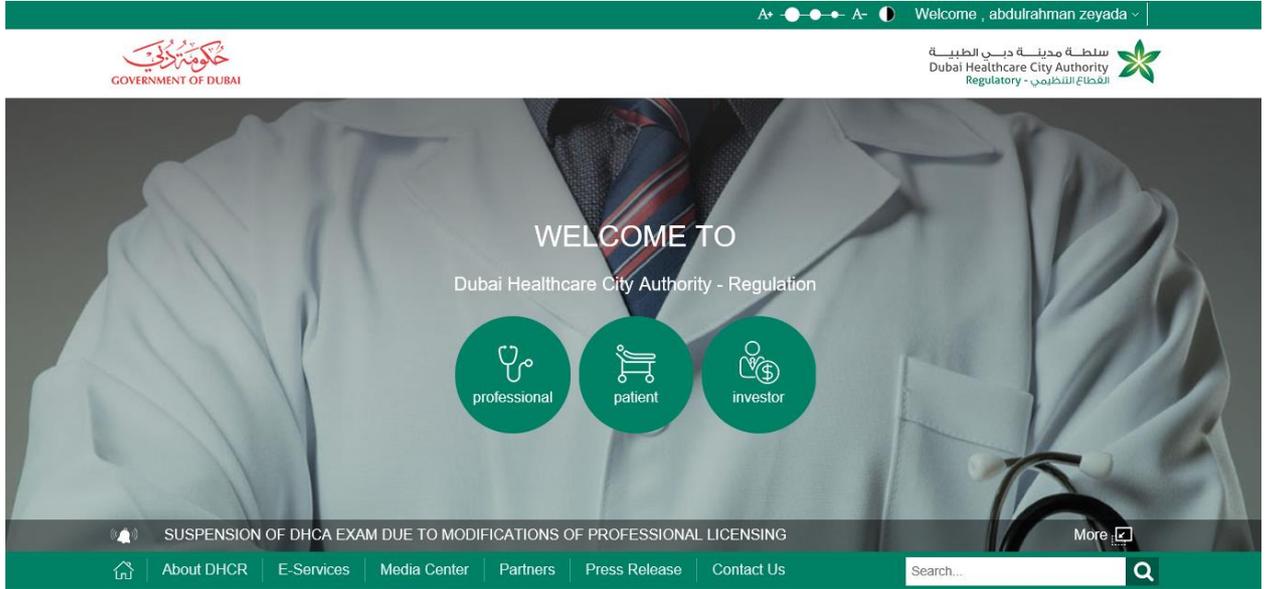
Password

[Forgot Password](#)

[Register](#)

[Sign In](#)

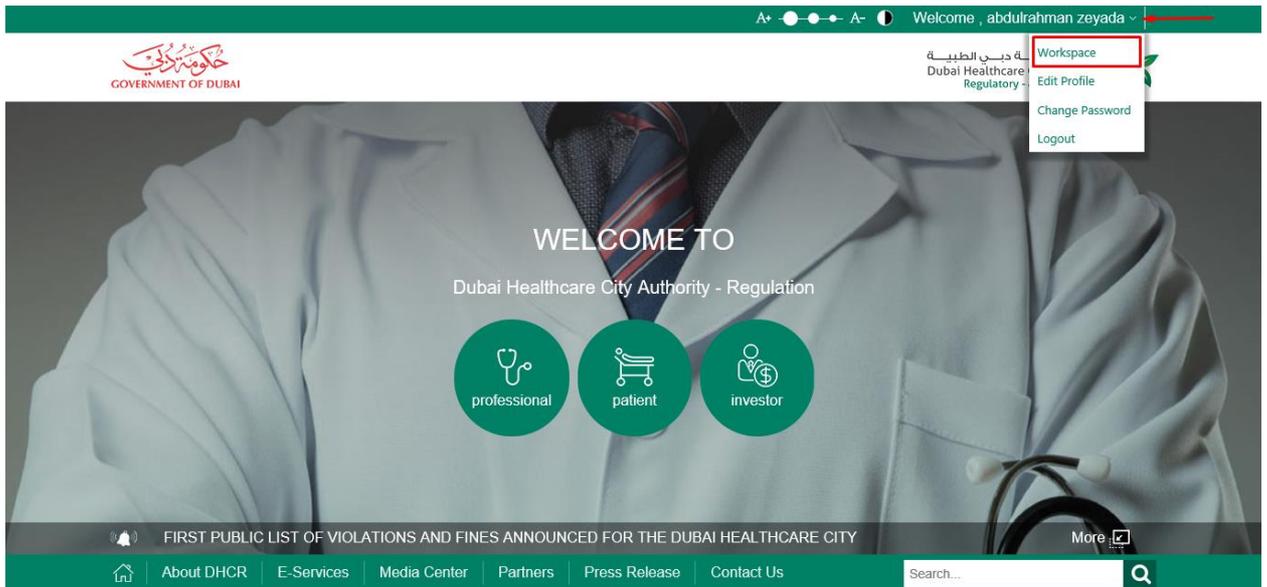
2. On **Authentication Required** window, in **E-mail** and **Password** text boxes, type your E-mail and password as a health care professional or a health care operator.
3. Click **Sign in**, portal home page will be displayed.



There are 2 scenarios:

a. Navigating to workspace to see pending task or request scenario.

1. Click on the upper arrow, then go to “workspace”, workspace home page opens.

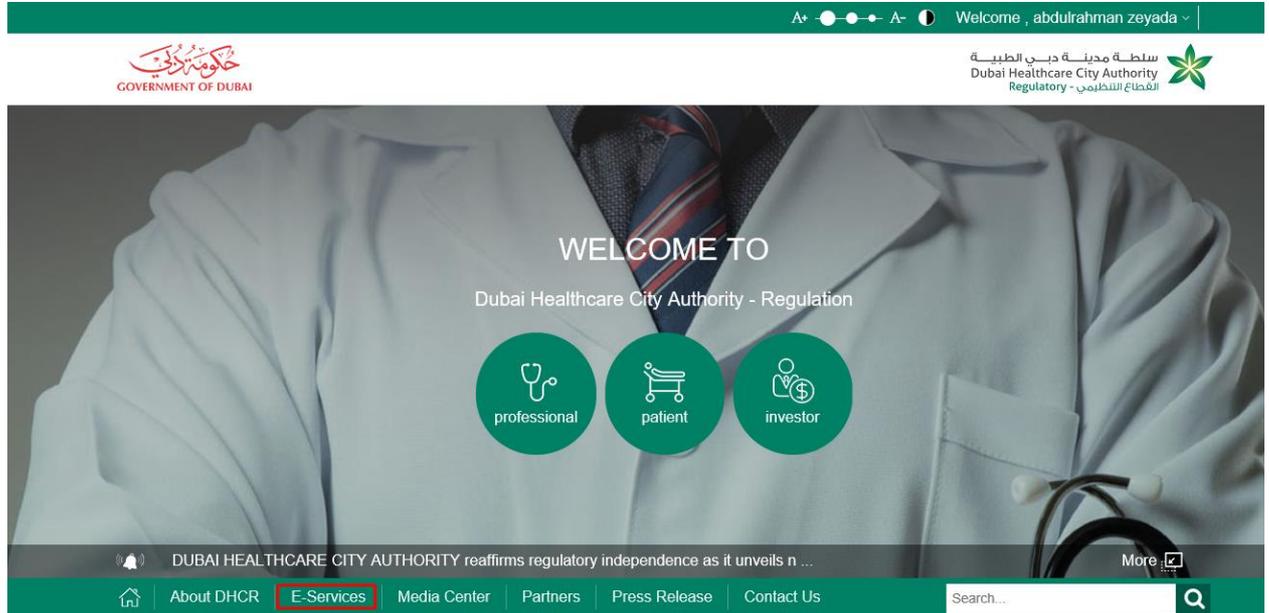


2. Go to the required task or payment and click to open.

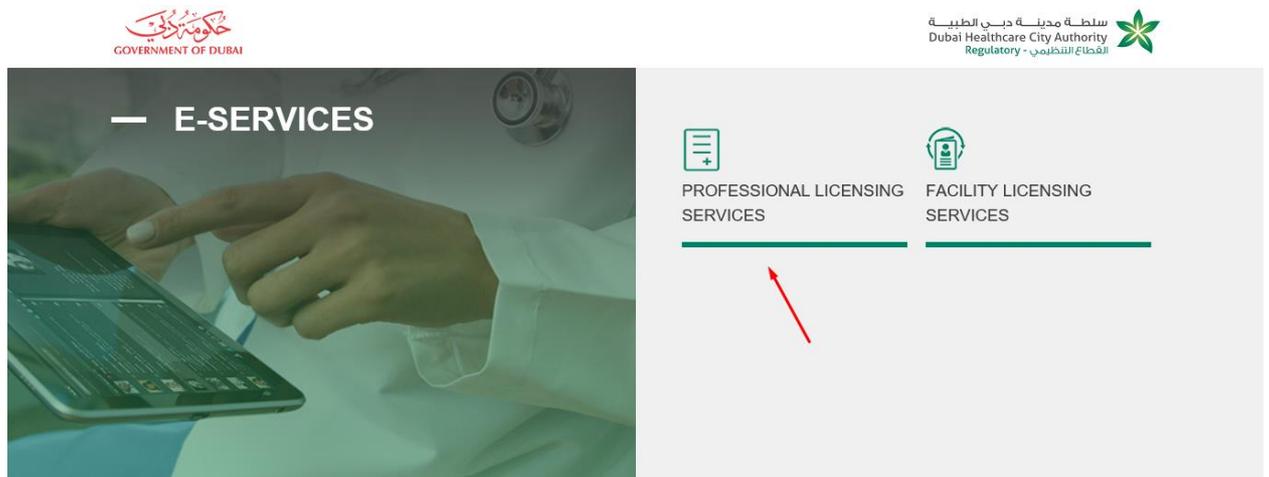
The screenshot shows the 'WORKSPACE-HOME' interface. The left sidebar contains a navigation menu with the following items: Workspace, Profile, My Tasks, My Requests, My Draft Requests, and My Documents Wallet. The main content area features four summary cards: 'My Tasks' (0), 'My Requests' (1), 'My Draft Requests' (0), and 'My Documents Wallet'. Below these are four detailed views: 'MY TASKS' (empty table), 'MY REQUESTS' (table with one row: Name: PL-NwLns-16-01117, eService Status: Application Closed, Creation Date: 28-Sep-2016), 'MY DOCUMENTS WALLET' (table with four rows: Attachment, Attachment, Other Attachments, LDA), and 'MY DRAFT REQUESTS' (empty table).

b. Applying for adding a new employer scenario.

1. Click "E-Services" from portal homepage.



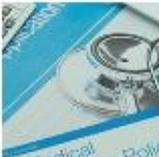
2. Go to “professional licensing services”



3. Click on “Part time license”.

SERVICESLISTING

Professional Licensing Services

- **New Professional License**
Apply for a new professional license
[MORE DETAILS](#)
- **Part Time License**
Apply for adding additional employers (Part-time)
[MORE DETAILS](#)
- **Renewal of license**
Apply to renew your Professional License
[MORE DETAILS](#)
- **Reapplication**
Apply to reapply for a license
[MORE DETAILS](#)
- **Upgrade Professional License Process**
Apply to upgrade an active license from one specialty to another
[MORE DETAILS](#)
- **Deactivate Professional License Process**
Apply to inactivate a license
[MORE DETAILS](#)
- **License Replacement Process**
N/A
[MORE DETAILS](#)
- **Letter Issuance**
Request for Professional letter
[MORE DETAILS](#)
- **MMI, BLS, Title and Name Updates**
Apply for MMI, BLS, Title and Name Updates
[MORE DETAILS](#)
- **Activating License or LOA**
Apply for activating a License or LOA
[MORE DETAILS](#)
- **Change of status**
Apply to Change Primary Employer
[MORE DETAILS](#)

4. Click on “apply for service” button.

DEPARTMENT SERVICE

DEPARTMENT: PROFESSIONAL LICENSING SERVICES

SERVICE NAME	Part Time License
DESCRIPTION	This service enables the licensed professional to add additional employers to their license.
PREREQUISITES	<ul style="list-style-type: none">Valid DHCC licenseOffer letter from new facilityApproved service in the new facility
REQUIRED DOCUMENTS	<ol style="list-style-type: none">No objection letter from the primary facility.
Offer letter from the new facility.
Medical Malpractice insurance to cover the practice under the new facility.
Receipt of required payment (as per fee structure).
Passport Size photo for license issuance.

FEES (AED)	AED 2020 per additional facility
TIME FRAME	10 Working days
SERVICE CHANNELS	Online
POLICIES AND PROCEDURES	<ul style="list-style-type: none">Submit an online requestpay required feesreview & approval by new facilityreview and approval by PLDLicense issuance

[← BACK TO LIST](#) [APPLY FOR SERVICE](#)

2. Healthcare professional applies for adding a new employer with LOA

▶ Start executing the following steps

1. Healthcare professional login to DHCA portal with HC professional credentials.
2. Healthcare professional clicks “E-services” from portal homepage.
3. Healthcare professional goes to “professional licensing services” .
4. Healthcare professional clicks on “Part time license”.
5. Healthcare professional clicks on  button , PLD Add Employer page opens successfully.

PLD ADD EMPLOYER

Add Employer

All fields with (*) are mandatory



Specify
Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator *

SPECIFY CATEGORY & SPECIALITY

Category	Nursing	Grade *	<input type="text" value="Registered Nursing"/>
Scope *	<input type="text" value="Nurse Scope"/>	Speciality *	<input type="text" value="Nurse Speciality"/>

PROFESSIONAL LICENSE TYPE

Professional License Type * FullTime PartTime

CURRENT LOA DETAILS

LOA Issuance Date	28-Sep-2016	LOA Expiry Date	28-Sep-2017
Category	Nursing	Grade	Registered Nursing
Scope	Nurse Scope	Speciality	Nurse Speciality

« »

6. Healthcare professional selects "HCO", "Grade", "Scope", "Specialty" and Professional license type.

PLD ADD EMPLOYER

Add Employer

All fields with (*) are mandatory

Specify Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator *

SPECIFY CATEGORY & SPECIALITY

Category	Nursing	Grade *	<input type="text" value="Registered Nursing"/>
Scope *	<input type="text" value="Nurse Scope"/>	Speciality *	<input type="text" value="Nurse Speciality"/>

PROFESSIONAL LICENSE TYPE

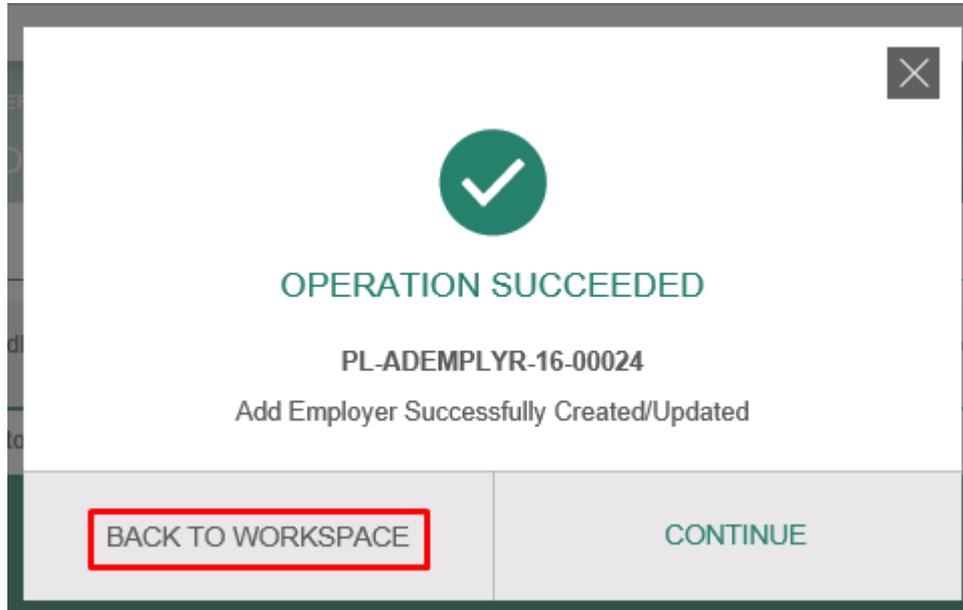
Professional License Type * FullTime PartTime

CURRENT LOA DETAILS

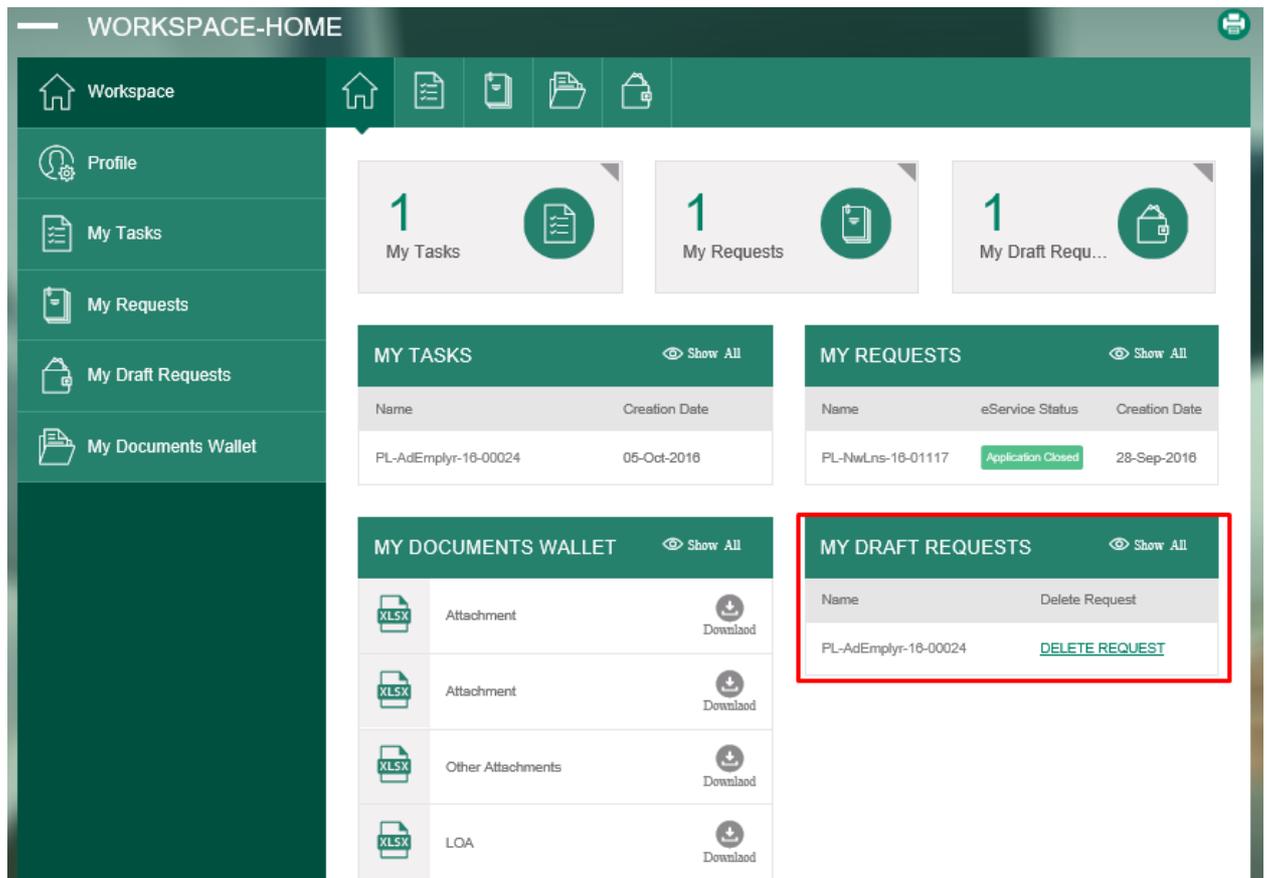
LOA Issuance Date	28-Sep-2016	LOA Expiry Date	28-Sep-2017
Category	Nursing	Grade	Registered Nursing
Scope	Nurse Scope	Speciality	Nurse Speciality

« SAVE SUBMIT »

- Healthcare professional clicks on  button .
- Healthcare professional verifies that operation success message appears and clicks on "back to workspace".



9. Healthcare professional verifies that Application saved as a draft.



10. Healthcare professional opens the task by clicking on it and verifies that its status is "Pending on submission".

WORKSPACE-HOME

Workspace

Profile

My Tasks

My Requests

My Draft Requests

My Documents Wallet

1 My Tasks

1 My Requests

1 My Draft Requ...

MY TASKS [Show All](#)

Name	Creation Date
PL-AdEmpry-16-00024	05-Oct-2016

MY REQUESTS [Show All](#)

Name	eService Status	Creation Date
PL-NwLns-16-01117	Application Closed	28-Sep-2016

MY DOCUMENTS WALLET [Show All](#)

	Attachment	Download
	Attachment	Download
	Other Attachments	Download
	LOA	Download

MY DRAFT REQUESTS [Show All](#)

Name	Delete Request
PL-AdEmpry-16-00024	DELETE REQUEST



PLD ADD EMPLOYER

Add Employer

Application Number PL-AdEmPLY-16-00024 Application Status Pending On Submission

All fields with (*) are mandatory

Specify Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator * Nancy Mohsen

SPECIFY CATEGORY & SPECIALITY

Category Nursing Grade * Registered Nursing

Scope * Nurse Scope Speciality * Nurse Speciality

PROFESSIONAL LICENSE TYPE

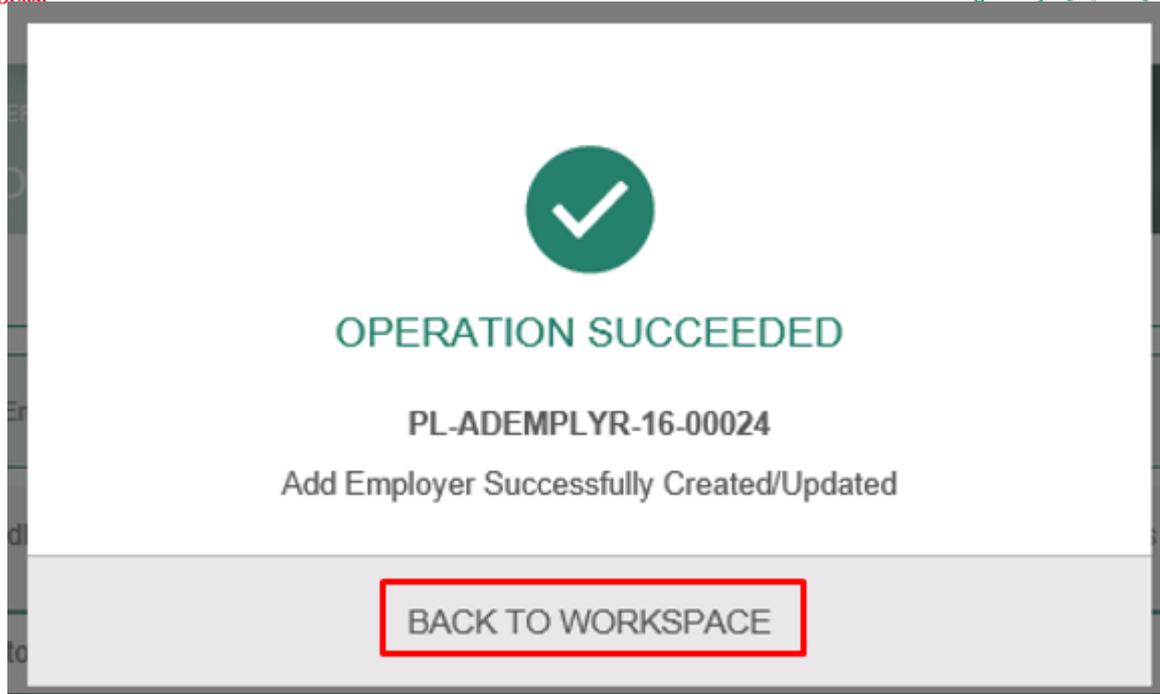
Professional License Type * FullTime PartTime

CURRENT LOA DETAILS

LOA Issuance Date	28-Sep-2016	LOA Expiry Date	28-Sep-2017
Category	Nursing	Grade	Registered Nursing
Scope	Nurse Scope	Speciality	Nurse Speciality

« SAVE SUBMIT »

- Healthcare professional clicks on **SUBMIT** button.
- Healthcare professional verifies that success message appears and clicks “back to workspace”.



13. Healthcare professional verifies that status is “pending on employer’s approval”.

Name	eService Status	Creation Date
PL-LcnsRplctn-16-00042	Application Closed	06-Oct-2016
PL-AdEmplry-16-00024	Pending on Employer's Approval	05-Oct-2016
PL-NwLns-16-01117	Application Closed	28-Sep-2016



PLD ADD EMPLOYER

Add Employer

Application Number PL-AdEmpr-16-00024 Application Status Pending on Employer's Approval

All fields with (*) are mandatory

Specify Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator	Nancy Mohsen
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SPECIFY CATEGORY & SPECIALITY

Category	Nursing	Grade	Registered Nursing
Scope	Nurse Scope	Speciality	Nurse Speciality

PROFESSIONAL LICENSE TYPE

Professional License Type	Full Time
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CURRENT LOA DETAILS

LOA Issuance Date	28-Sep-2016	LOA Expiry Date	06-Jan-2016
Category	Nursing	Grade	Registered Nursing
Scope	Nurse Scope	Speciality	Nurse Speciality

14. New employer (new Healthcare operator) login to portal with new HCO credentials.

15. New employer navigates to “workspace” and opens task.

WORKSPACE-HOME

Workspace

Profile

My Tasks

My Requests

My Draft Requests

My Documents Wallet

27
My Tasks

55
My Requests

20
My Draft Requ...

MY TASKS [Show All](#)

Name	Creation Date
PL-AdEmpr-16-00024	09-Oct-2016
Fit-Out AppOP -172	05-Oct-2016
Fit-Out AppOP -171	05-Oct-2016
Fit-Out AppOP -168 PaymentProcess00047 POP	05-Oct-2016
Fit-Out AppOP -167 PaymentProcess00045 NOP	05-Oct-2016

MY REQUESTS [Show All](#)

Name	eService Status	Creation Date
PL-LonsRpldn-16-00049	In Progress	09-Oct-2016
PL-LonsRpldn-16-00048	In Progress	09-Oct-2016
PL-LonsRpldn-16-00047	Pending on Prometric Readiness	09-Oct-2016
PL-LonsRpldn-16-00045	Pending on Payment	09-Oct-2016
PL-LonsRpldn-16-00044	Pending on Payment	07-Oct-2016

16. New employer selects “approve” from decision field and clicks on “submit” button.



ACTION NEEDED

Add Employer Approval Decision

All fields with (*) are mandatory

GENERAL INFORMATION

Application Number	PL-AdEmptyr-16-00024	Application Status	Pending On Employer's Approval
--------------------	----------------------	--------------------	--------------------------------

APPLICATION INFORMATION

Healthcare Operator	Nancy Mohsen	Healthcare Professional	Abdulrahman Zeyada
Category	Nursing	Grade	Registered Nursing
Scope	Nurse Scope	Speciality	Nurse Speciality
Professional License Type	Full Time		

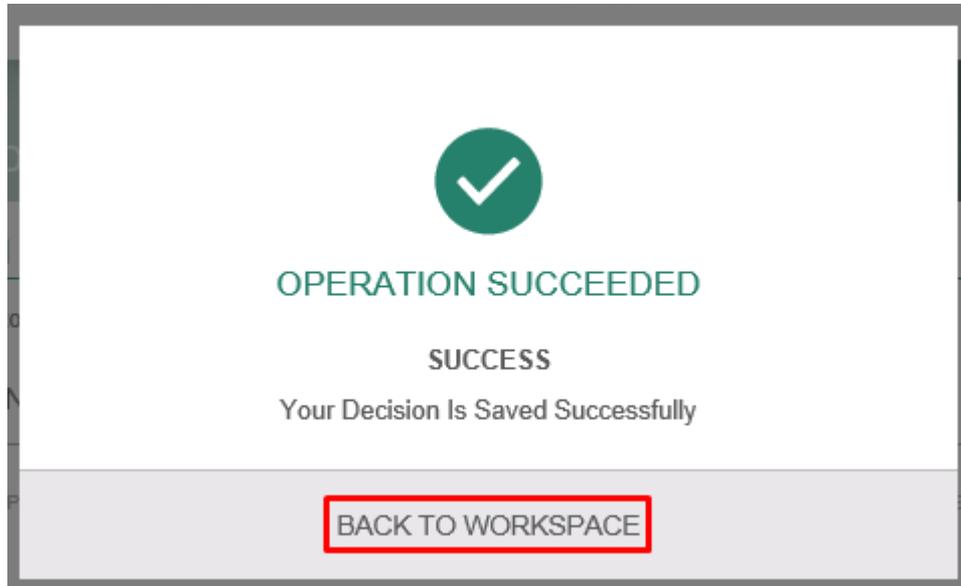
APPROVAL FORM

Decision *	<div style="border: 2px solid red; padding: 2px;">Approve Employment</div>
Comment	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

SUBMIT

→

17. New employer verifies that success message appears and clicks “back to workspace”.



18. New employer verifies that current status is “Pending on payment”.

WORKSPACE-HOME

Workspace | Profile | My Tasks | My Requests | My Draft Requests | My Documents Wallet

1 My Tasks | 3 My Requests | 0 My Draft Requests

MY TASKS

Name	Creation Date
PL-AdEmplyr-16-00024	09-Oct-2016

MY REQUESTS

Name	eService Status	Creation Date
PL-LongRplcbs-16-00042	Application Closed	06-Oct-2016
PL-AdEmplyr-16-00024	Pending on Payment	05-Oct-2016
PL-NewLns-16-01117	Application Closed	28-Sep-2016

PAYMENT REQUEST

Workspace | Profile | My Tasks | My Requests | My Draft Requests | My Documents Wallet

Payment

Application Number: PL-AdEmplyr-16-00024 | Service: Add Employer

Application Status: Pending on Payment

All fields with (*) are mandatory

PAYMENT DETAILS

No Refund policies will be applied

Fee Code	Description	Unit Amount (AED)	Count	Total Fees (AED)
FeeCode-00006	Service Fee	500	1	500
FeeCode-00003	KDF	800	1	800
FeeCode-00004	IDF	10	1	10

19. Healthcare professional login to DHCA portal with healthcare professional credentials.
20. Healthcare professional navigates to “workspace” and opens task.

E-SERVICES > WORKSPACE-HOME

WORKSPACE-HOME

Workspace Profile My Tasks My Requests My Draft Requests My Documents Wallet

1 My Tasks 3 My Requests 0 My Draft Requ...

MY TASKS Show All

Name	Creation Date
PL-AdEmplr-16-00024	09-Oct-2016

MY REQUESTS Show All

Name	eService Status	Creation Date
PL-LonsRplctn-16-00042	Application Closed	06-Oct-2016
PL-AdEmplr-16-00024	Pending on Payment	05-Oct-2016
PL-NwLns-16-01117	Application Closed	28-Sep-2016

21. Healthcare professional chooses “wire transfer” as a payment type.

PAYMENT REQUEST
🏠

- 🏠 Workspace
- 👤 Profile
- 📄 My Tasks
- 📁 My Requests
- 📁 My Draft Requests
- 📁 My Documents Wallet

Payment

Application Number: PL-AdEmplyr-16-00024 Service: Add Employer

Application Status: Pending on Payment

ⓘ All fields with (*) are mandatory

PAYMENT DETAILS

ⓘ No Refund policies will be applied

Fee Code	Description	Unit Amount (AED)	Count	Total Fees (AED)
FeeCode-00006	Service Fee	500	1	500
FeeCode-00003	KDF	800	1	800
FeeCode-00004	IDF	10	1	10
				1310 (AED)

PAYMENT TYPE

Payment Type*

Online
 Wire transfer

22. Healthcare professional enters the “bank transaction number” and clicks “pay”.

BANK ACCOUNT DETAILS

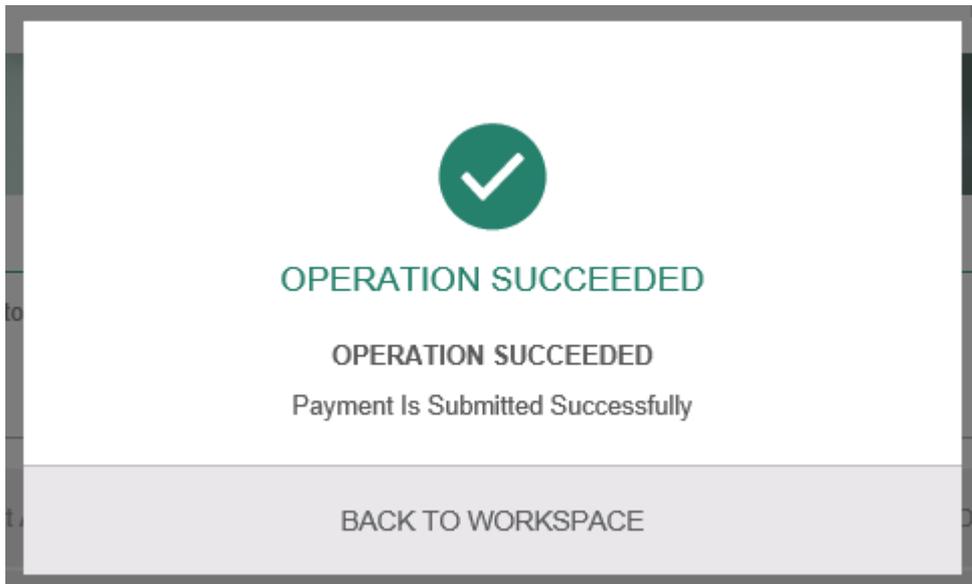
Account Title	Dubai HealthCare City Authority	Bank Name	Dubai Islamic Bank
Bank Address	Dubai , United Arab Emirates	Bank Account No	001520081672101
IBAN Code	AE200240001520081672101	Currency	United Arab Emirates Dirham
Swift Code	DUIBAEADXXX		

TRANSACTION DETAILS

Bank Transaction Number*	4432412
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23. Healthcare professional verifies that payment is submitted successfully.



24. PLD finance user Picks add employer task and approves payment on CRM.

25. Healthcare professional login to DHCA portal with HC professional credentials.

26. Healthcare professional navigates to “workspace”

27. Healthcare professional verifies that application status is “Pending on MMI and BLS information submission” and opens it.

WORKSPACE-HOME

Workspace

Profile

My Tasks

My Requests

My Draft Requests

My Documents Wallet

1 My Tasks

3 My Requests

0 My Draft Requ...

MY TASKS

Name	Creation Date
PL-AdEmpr-16-00024	10-Oct-2016

MY REQUESTS

Name	eService Status	Creation Date
PL-LnsRpldtn-16-00042	Application Closed	08-Oct-2016
PL-AdEmpr-16-00024	Pending on MMI and BLS Information Submission	05-Oct-2016
PL-NwLns-16-01117	Application Closed	28-Sep-2016

28. Healthcare professional fills MMI and BLS needed details and clicks on “submit” button.



PLD ADD EMPLOYER

Add Employer

Application Number PL-AdEmplyr-16-00024 Application Status Pending on MMI and BLS Information Submission

All fields with (*) are mandatory

Specify Operator/Professional New Healthcare Operator Approval MMI And BLS Details

MMI DETAILS

Insurance Company * MMI Expiry Date *

MMI *

+ ADD FILES Allowed extension(s) .pdf, .gif, .jpg, .jpeg, .png, .bmp, .doc, .docx
Min. number of files is 1 with Max. file size 5.00 MB

 File size 667.54 KB DELETE

BASIC LIFE SUPPORT (BLS)

BLS Expiry Date *

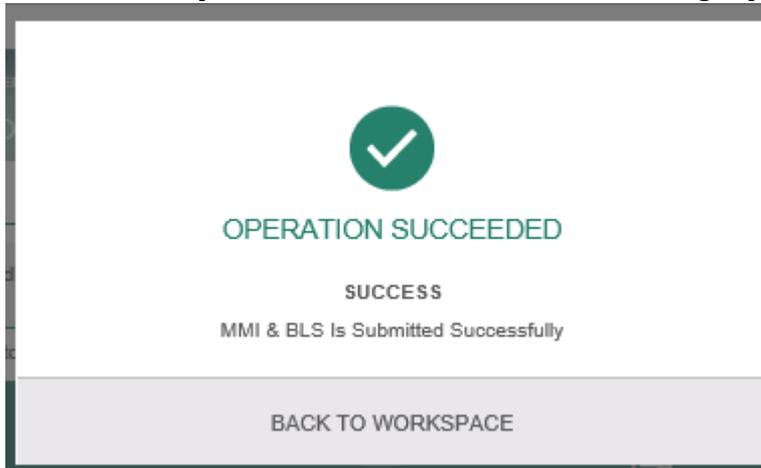
BLS *

+ ADD FILES Allowed extension(s) .pdf, .gif, .jpg, .jpeg, .png, .bmp, .doc, .docx
Min. number of files is 1 with Max. file size 5.00 MB

 File size 667.54 KB DELETE

« SUBMIT »

29. Healthcare professional verifies that success message appears.



30. PLD team member picks task and approves MMI & BLS modifications on CRM.

31. Healthcare professional login to portal with HC professional credentials.
32. Healthcare professional navigates to "Workspace" and verifies that there exists task with status "pending on courier submission" then clicks on to open.

The screenshot shows the 'WORKSPACE-HOME' page. The left sidebar contains a 'Workspace' menu with sub-items: Profile, My Tasks, My Requests, My Draft Requests, and My Documents Wallet. The main content area features three summary cards: '1 My Tasks', '3 My Requests', and '0 My Draft Requests'. Below these are two tables: 'MY TASKS' and 'MY REQUESTS'. The 'MY REQUESTS' table has a row for 'PL-AdEmplyr-16-00024' with a status of 'Pending on Courier Submission', which is highlighted with a red box.

Name	Creation Date
PL-AdEmplyr-16-00024	10-Oct-2018

Name	eService Status	Creation Date
PL-LensRplctn-16-00042	Application Closed	08-Oct-2018
PL-AdEmplyr-16-00024	Pending on Courier Submission	05-Oct-2018
PL-NwLns-16-01117	Application Closed	28-Sep-2018

33. Healthcare professional fills courier details then clicks on "submit" button.

Application Number PL-AdEmplyr-16-00024 Application Status Pending on Courier Submission

All fields with (*) are mandatory

Specify Operator/Professional New Healthcare Operator Approval MMI And BLS Details Courier Details

COURIER DETAILS

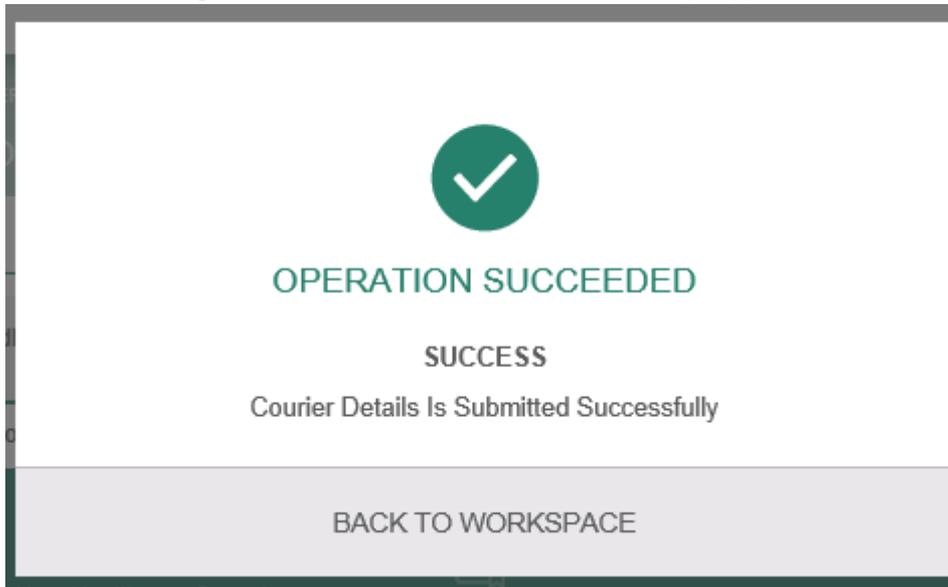
Select The Licensing Title That Will Be Mostly Applied To You (Once Approved, This Title Will Appear On The License)* Registered Nursing Nurse Speciality Address* 26 Hafez street.

Delivered To* 45 AbdelKhalek street. Phone Number* 01043866723

Second Phone Number Second Phone Number Notes Notes

« SUBMIT »

34. Healthcare professional verifies that success message appears.



3. Healthcare professional applies for adding a new employer

▶ Start executing the following steps

1. Healthcare professional login to DHCA portal with HC professional credentials.

- Healthcare professional clicks "E-services" from portal homepage.
- Healthcare professional goes to "professional licensing services".
- Healthcare professional clicks on "Part time license".
- Healthcare professional clicks on **APPLY FOR SERVICE** button , PLD Add Employer page opens successfully.
- Healthcare professional selects "HCO", "Grade", "Scope", "Specialty" and Professional license type.

Add Employer

All fields with (*) are mandatory

Specify Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator *

SPECIFY CATEGORY & SPECIALITY

Category Grade *

Scope * Specialty *

PROFESSIONAL LICENSE TYPE

Professional License Type * FullTime
FullTime option is not available for the current healthcare professional

PartTime

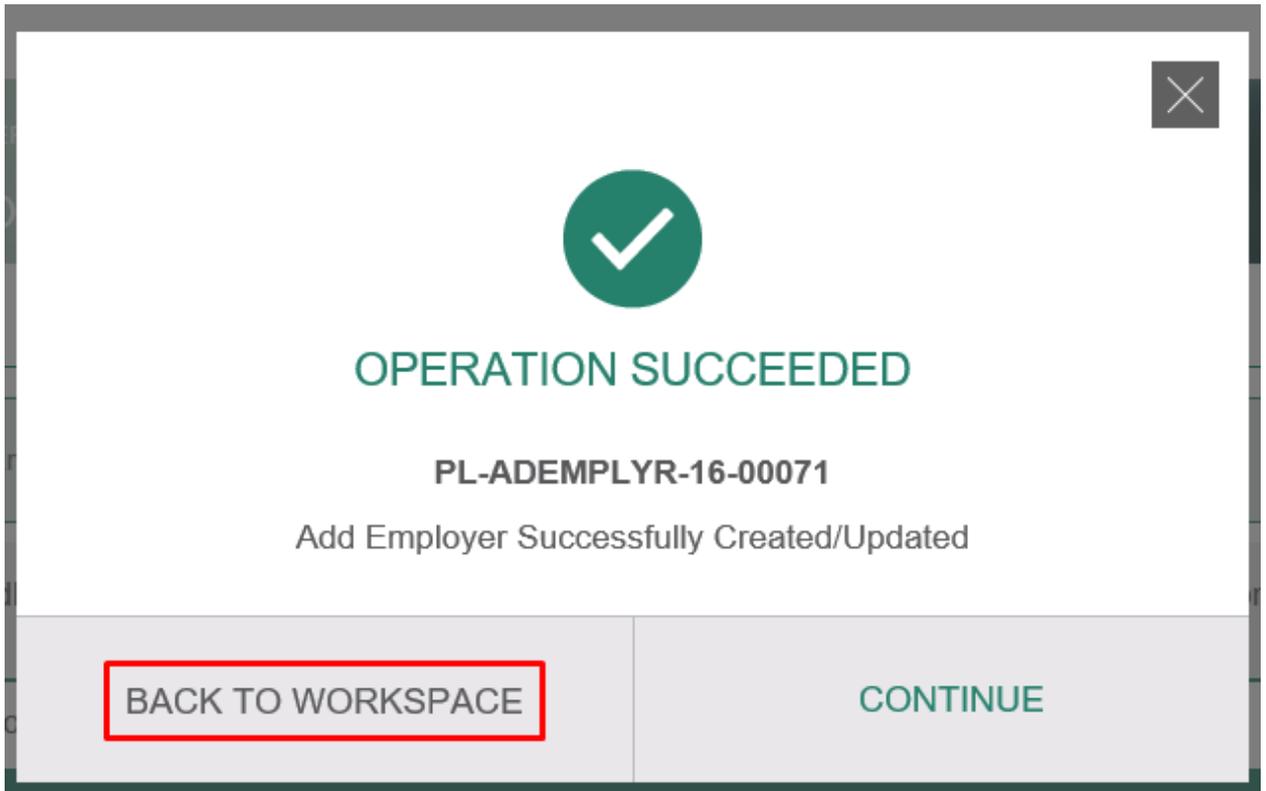
CURRENT LICENSE DETAILS

License Number	License000039	License Issuance Date	05-Sep-2013
License Expiry Date	05-Sep-2015	Primary Employer	Mina E
Category	Trainee License (Postgraduate Medical / Dental Education Program)	Grade	Trainee Grade
Scope	Trainee Scope	Specialty	Trainee Spec

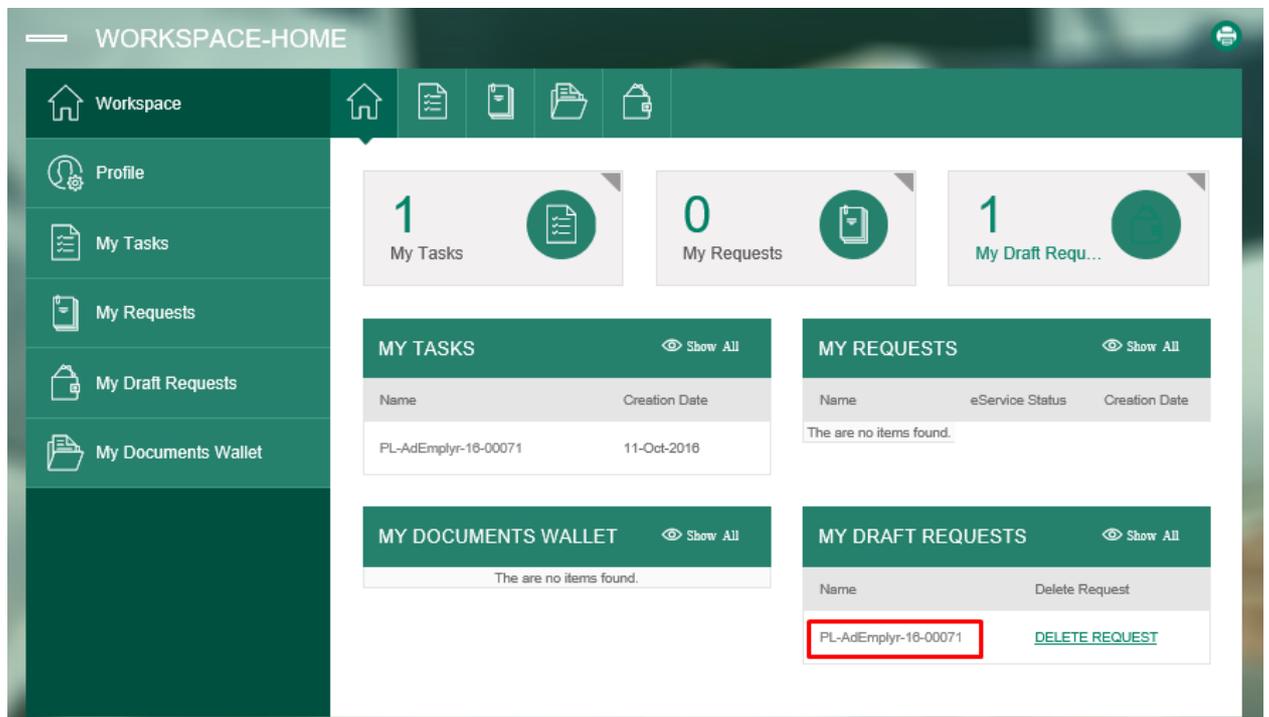
SAVE **SUBMIT**

- Healthcare professional clicks on **SAVE** button .

8. Healthcare professional verifies that operation success message appears and clicks on "back to workspace".



9. Healthcare professional verifies that Application saved as a draft.



10. Healthcare professional opens the task by clicking on it and verifies that its status is "Pending on submission".

WORKSPACE-HOME

Workspace Profile My Tasks My Requests My Draft Requests My Documents Wallet

1 My Tasks 0 My Requests 1 My Draft Requ...

MY TASKS Show All

Name	Creation Date
PL-AdEmplyr-16-00071	11-Oct-2016

MY REQUESTS Show All

The are no items found.

MY DOCUMENTS WALLET Show All

The are no items found.

MY DRAFT REQUESTS Show All

Name	Delete Request
PL-AdEmplyr-16-00071	DELETE REQUEST

PLD ADD EMPLOYER

Add Employer

Application Number PL-AdEmplyr-16-00071 Application Status Pending On Submission

All fields with (*) are mandatory

Specify Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator * Abdulrahman Zeyada

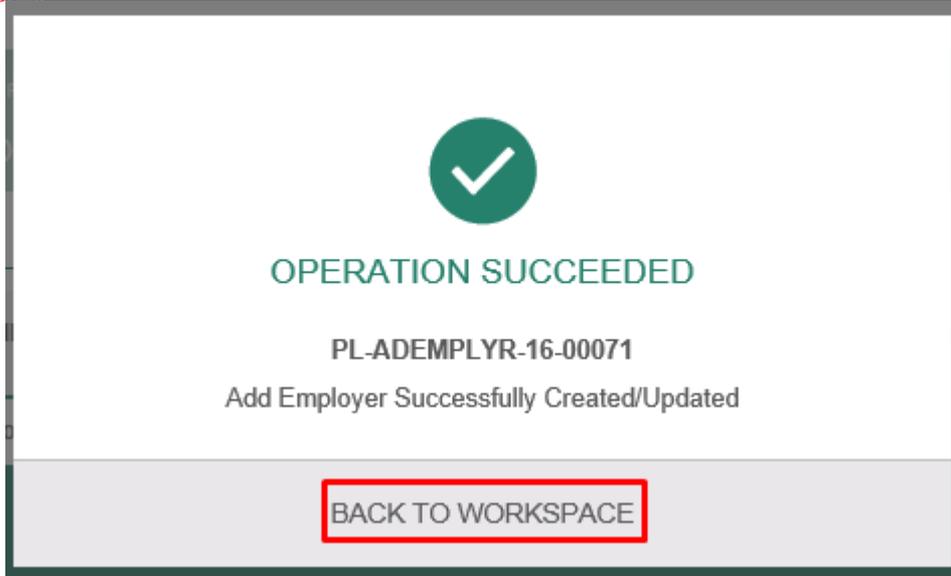
SPECIFY CATEGORY & SPECIALITY

Category Trainee License (Postgraduate Medical / Dental Education Program) Grade * Trainee Grade

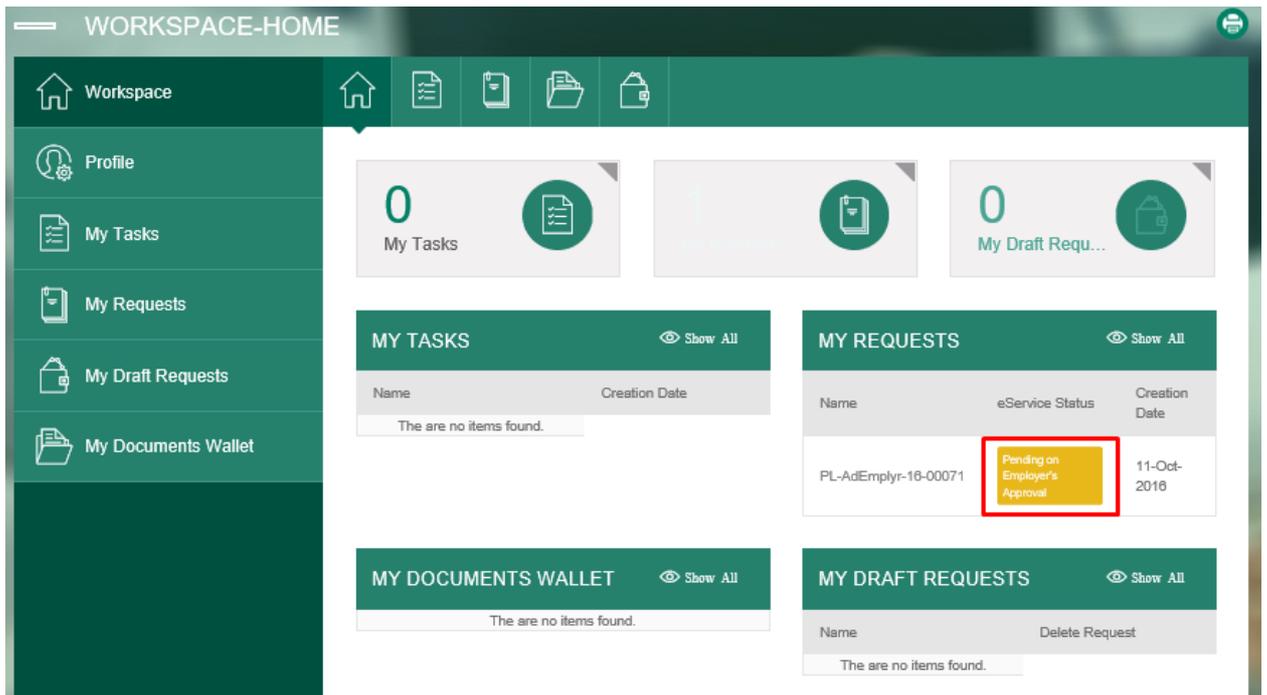
Scope * Trainee Scope Speciality * Trainee Spec

SUBMIT

- Healthcare professional clicks on **SUBMIT** button.
- Healthcare professional verifies that success message appears and clicks "Back to workspace".



13. Healthcare professional verifies that request status is “Pending on employer’s approval”.



14. New employer (new Healthcare operator) login to portal with HCO credentials.
15. New employer navigates to “workspace” and opens task.

WORKSPACE-HOME

Workspace Profile My Tasks My Requests My Draft Requests My Documents Wallet

1 My Tasks 1 My Requests 0 My Draft Requ...

MY TASKS Show All

Name	Creation Date
PL-AdEmplyr-16-00071	11-Oct-2016

MY REQUESTS Show All

Name	eService Status	Creation Date
PL-AdEmplyr-16-00071	Pending on Employer's Approval	11-Oct-2016

MY DOCUMENTS WALLET Show All

The are no items found.

MY DRAFT REQUESTS Show All

Name	Delete Request
The are no items found.	

16. New employer selects "approve" from "decision" field and clicks on "submit" button.

ACTION NEEDED

Add Employer Approval Decision

All fields with (*) are mandatory

GENERAL INFORMATION

Application Number	PL-AdEmplyr-16-00071	Application Status	Pending On Employer's Approval
--------------------	----------------------	--------------------	--------------------------------

APPLICATION INFORMATION

Healthcare Operator	Abdulrahman Zeyada	Healthcare Professional	Amal Rofaie
Category	Trainee License (Postgraduate Medical / Dental Education Program)	Grade	Trainee Grade
Scope	Trainee Scope	Spedality	Trainee Spec
Professional License Type	Part Time		

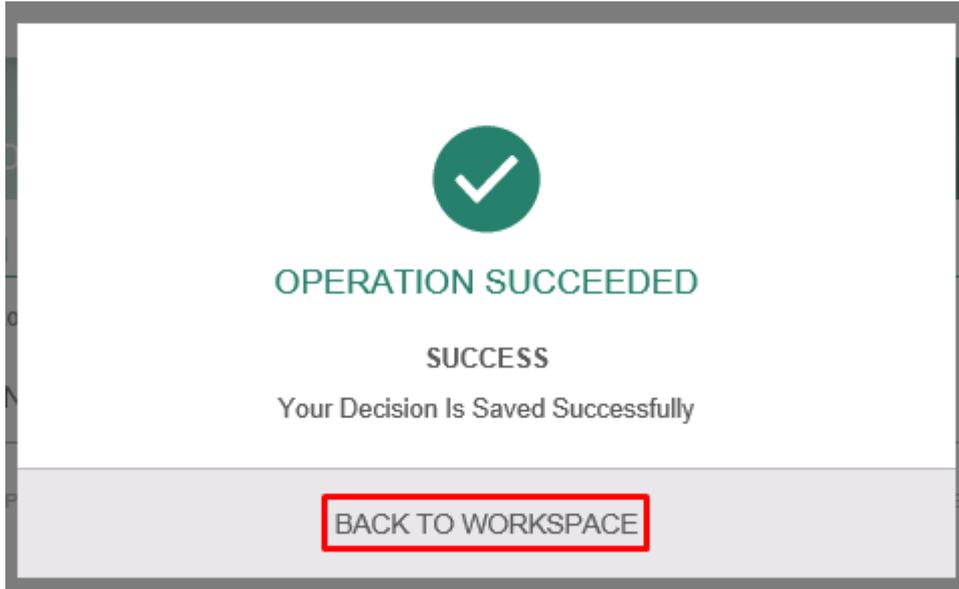
APPROVAL FORM

Decision * Approve Employment

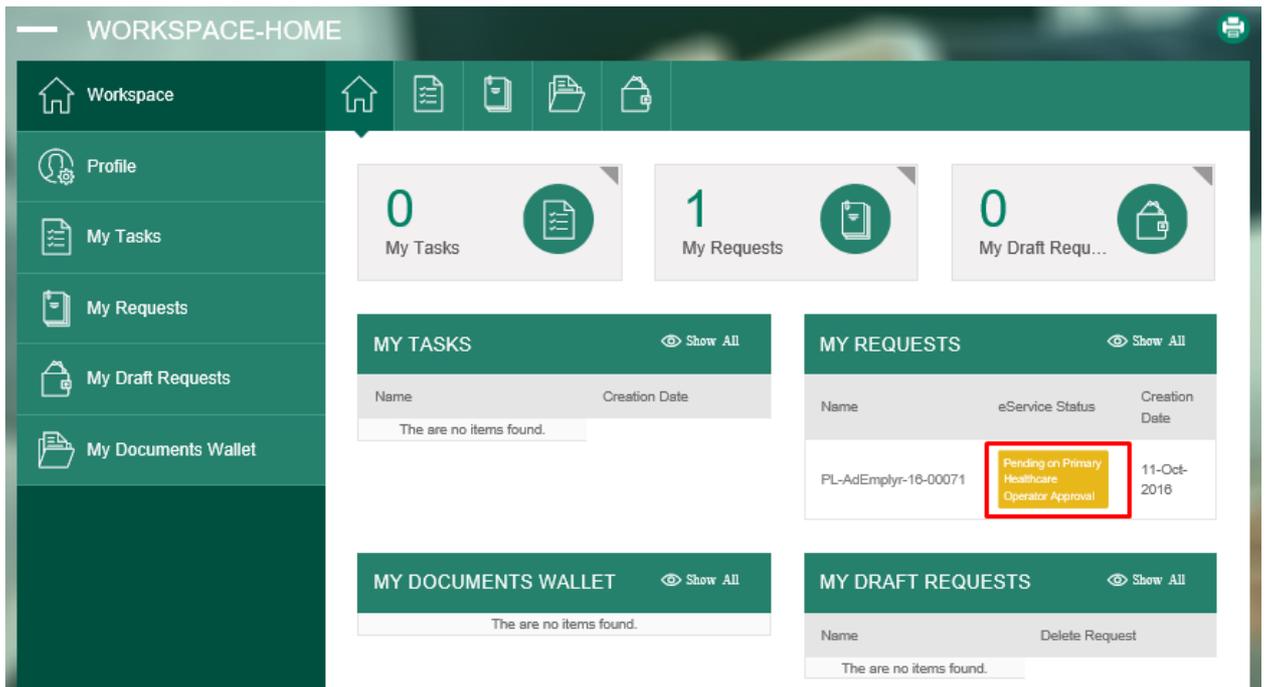
Comment

SUBMIT

17. New employer verifies that success message appears and clicks “back to workspace”.



18. New employer verifies that current status is “Pending on primary healthcare operator approval”.



19. Primary employer (primary healthcare operator) login to DHCA portal with HCO credentials.

20. Primary employer navigates to “workspace” and opens task.

WORKSPACE-HOME

Workspace

Profile

My Tasks

My Requests

My Draft Requests

My Documents Wallet

1 My Tasks

0 My Requests

0 My Draft Requ...

MY TASKS Show All

Name	Creation Date
FL-AdEmplyr-16-00071	11-Oct-2016

MY REQUESTS Show All

Name	eService Status	Creation Date
The are no items found.		

MY DOCUMENTS WALLET Show All

The are no items found.

MY DRAFT REQUESTS Show All

Name	Delete Request
The are no items found.	

21. Primary employer selects "approve" from decision field then clicks on "submit" button.

ACTION NEEDED

Add Employer Approval Decision

All fields with (*) are mandatory

GENERAL INFORMATION

Application Number	FL-AdEmplyr-16-00071	Application Status	Pending On Primary Healthcare Operator Approval
--------------------	----------------------	--------------------	---

APPLICATION INFORMATION

Healthcare Operator	Abdurahman Zeyada	Healthcare Professional	Amal Rofaiei
Category	Trainee License (Postgraduate Medical / Dental Education Program)	Grade	Trainee Grade
Scope	Trainee Scope	Speciality	Trainee Spec
Professional License Type	Part Time		

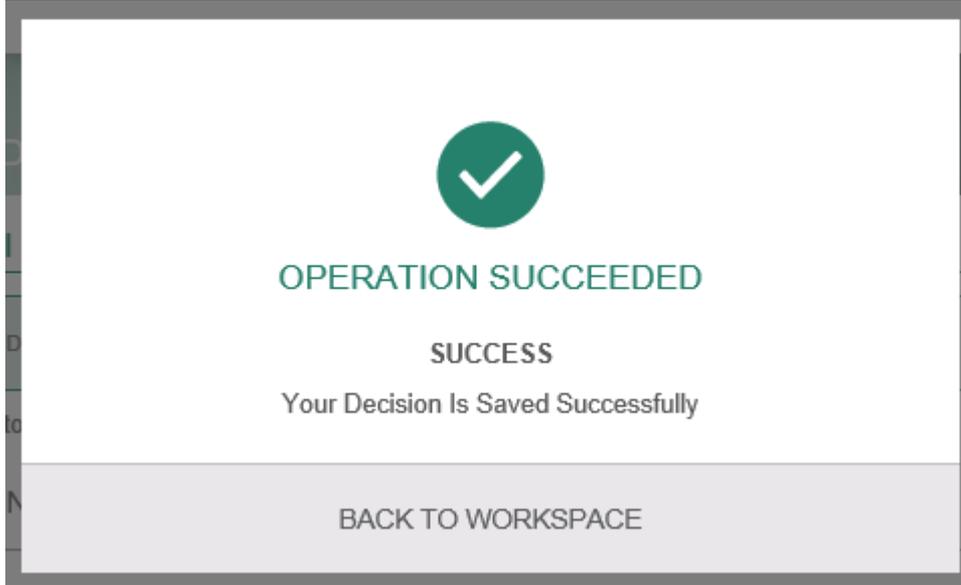
APPROVAL FORM

Decision *

Comment

SUBMIT

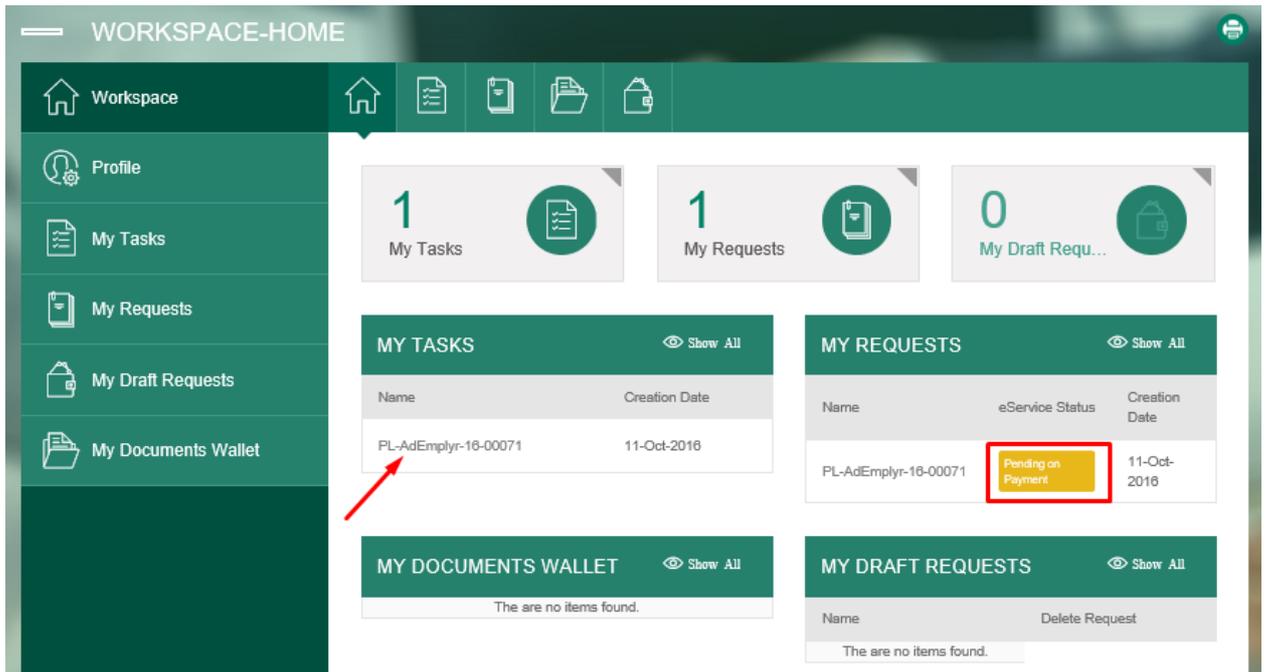
22. Primary employer verifies that success message appears.



23. Healthcare professional login to DHCA portal with HC professional credentials.

24. Healthcare professional navigates to “workspace”.

25. Healthcare professional verifies that there is existing a task with status “pending on payment” and opens it.



26. Healthcare professional chooses “wire transfer” as a “payment type”, enters “bank transaction number” then clicks “pay”.

PAYMENT TYPE

Payment Type* Online
 Wire transfer

BANK ACCOUNT DETAILS

Account Name	Center For Healthcare Planning And Quality FZ LLC	Bank Name	Dubai Islamic Bank
Bank Address	Main Branch, Al Shola Building, Al Etihad Road, P.O. Box 1080, Dubai, UAE	Bank Account No	001520046515501
IBAN Code	AEB10240001520046515501	Currency	AED
Swift Code	DUIBAEAD		

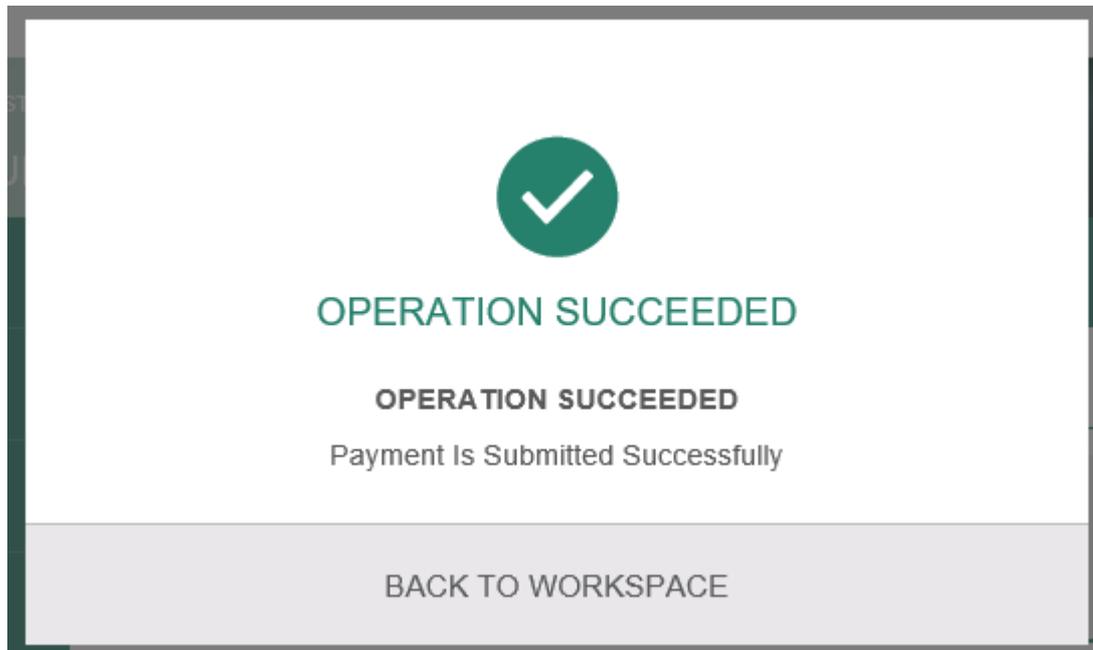
TRANSACTION DETAILS

Bank Transaction Number*

313142241

 **PAY**

27. Healthcare professional verifies that success message appears.



28. PLD finance user picks add employer task and approves payment on CRM.

29. Healthcare professional login to DHCA portal with HC professional credentials.

30. Healthcare professional navigates to “workspace”

31. Healthcare professional verifies that application status is “Pending on MMI and BLS information submission” and opens it.

32. Healthcare professional Fills MMI and BLS needed details and clicks on “submit” button.

Add Employer

Application Number PL-AdEmpry-16-00071 Application Status Pending on MMI and BLS Information Submission

All fields with (*) are mandatory

Specify Operator/Professional New Healthcare Operator Approval Primary Healthcare Operator Approval MMI And BLS Details

MMI DETAILS

Insurance Company * ECS MMI Expiry Date * 11/3/2018

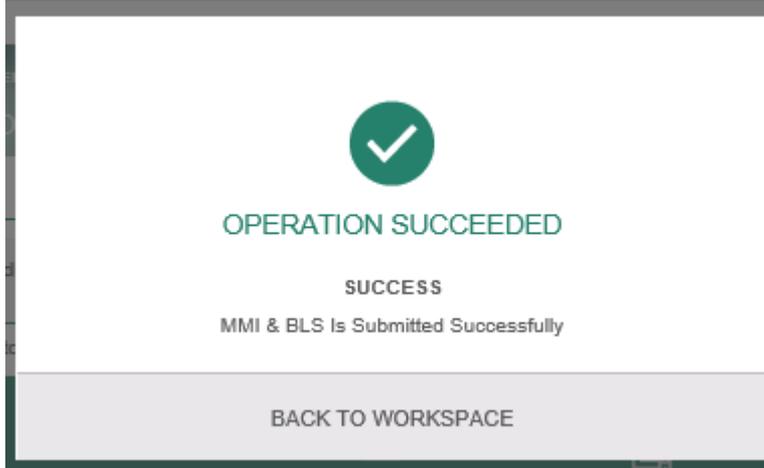
MMI *

+ ADD FILES Allowed extention(s) .pdf, .gif, .jpg, .jpeg, .png, .bmp, .doc, .docx
Min. number of files is 1 with Max. file size 5.00 MB

Document.docx File size 687.54 KB DELETE

« SUBMIT »

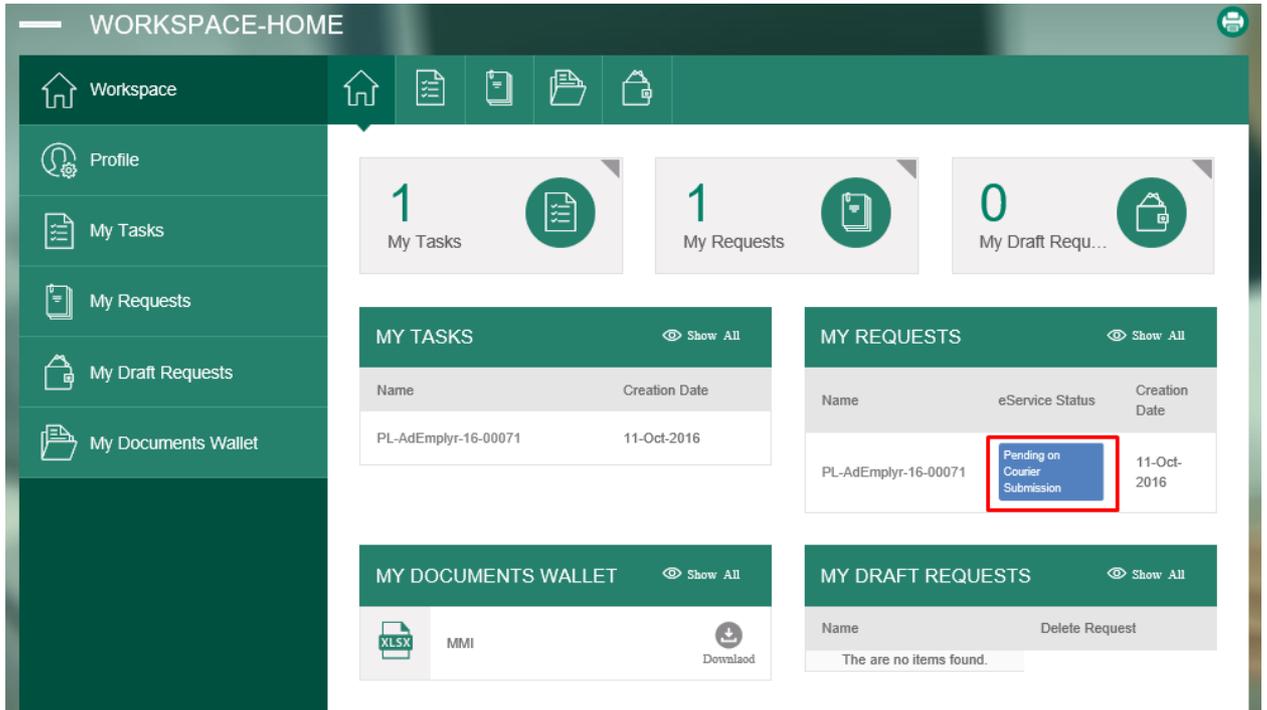
33. Healthcare professional verifies that success message appears.



34. PLD team member picks task and approve MMI and BLS modifications on CRM.

35. Healthcare professional login to portal with HC professional credentials.

36. Healthcare professional navigates to “Workspace” and verifies that there exists task with status “pending on courier submission” then clicks on to open.



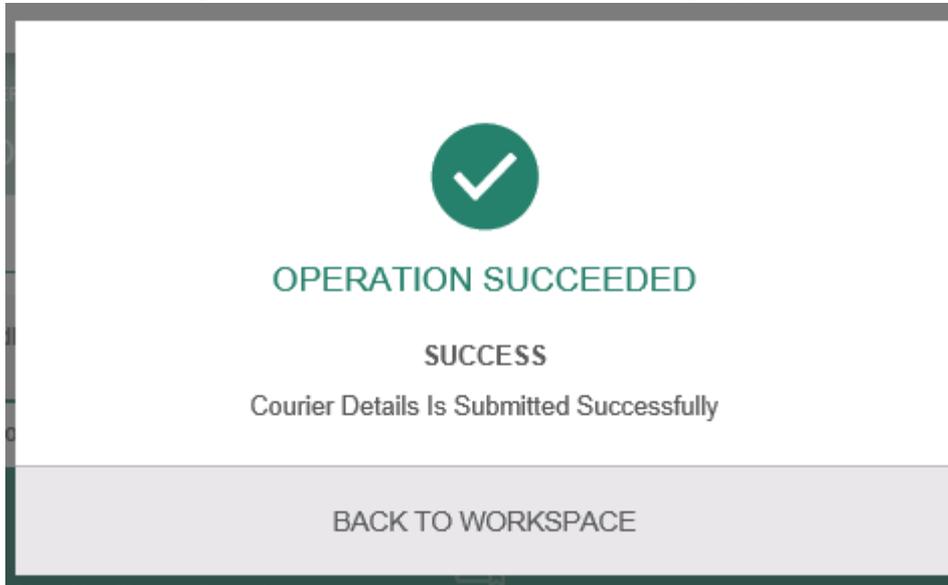
37. Healthcare professional fills courier details then clicks on “submit” button.

COURIER DETAILS

Select The Licensing Title That Will Be Mostly Applied To You (Once Approved, This Title Will Appear On The License)*	Registered Nursing Nurse Speciality	Address *	26 Hafez street.
Delivered To *	45 AbdelKhalek street.	Phone Number *	01043866723
Second Phone Number	Second Phone Number	Notes	Notes

« SUBMIT »

38. Healthcare professional verifies that success message appears.



4. Healthcare professional applies for adding a new employer and the new employer reject employment

▶ Start executing the following steps

1. Healthcare professional login to DHCA portal with HC professional credentials.
2. Healthcare professional clicks “E-services” from portal homepage.
3. Healthcare professional goes to “professional licensing services”.
4. Healthcare professional clicks on “Part time license”.
5. Healthcare professional clicks on  button , PLD Add Employer page opens successfully.
6. Healthcare professional selects “HCO”, “Grade”, “Scope”, “Specialty” and Professional license type.



PLD ADD EMPLOYER

Add Employer

i All fields with (*) are mandatory

Specify
Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator *

SPECIFY CATEGORY & SPECIALITY

Category	Medical License	Grade *	<input style="width: 100%;" type="text" value="Medicine"/>
Scope *	<input style="width: 150px;" type="text" value="Med Scope"/>	Speciality *	<input style="width: 150px;" type="text" value="Med Spec"/>

PROFESSIONAL LICENSE TYPE

Professional License Type *

FullTime
FullTime option is not available for the current healthcare professional

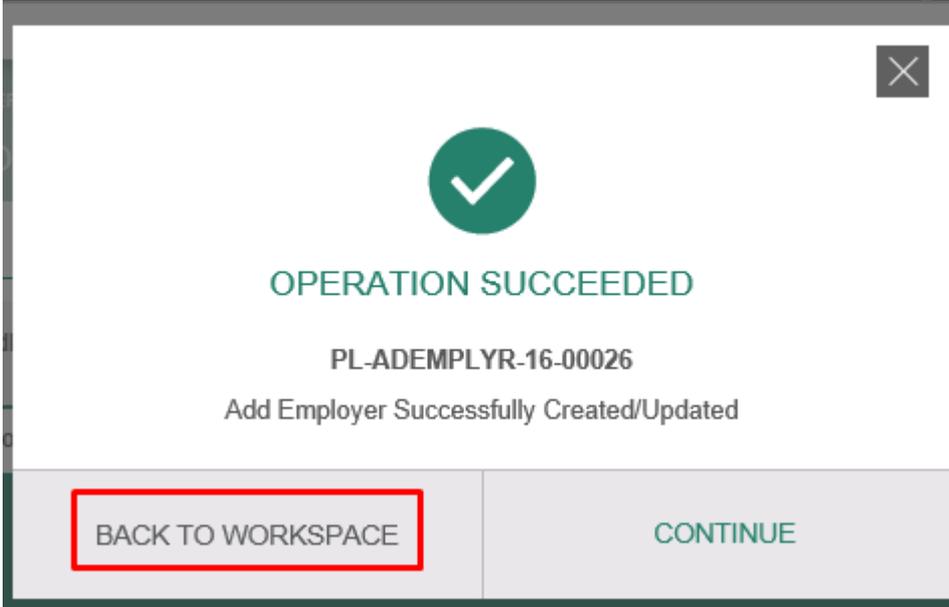
PartTime

CURRENT LICENSE DETAILS

License Number	License000030	License Issuance Date	29-Sep-2016
License Expiry Date	29-Sep-2018	Primary Employer	Yasmine Shams
Category	Medical License	Grade	Medicine
Scope	Med Scope	Speciality	Med Spec

⬅
SAVE
SUBMIT
➡

7. Healthcare professional clicks on SAVE button .
8. Healthcare professional verifies that operation success message appears and clicks on “back to workspace”.



9. Healthcare professional verifies that Application saved as a draft.



WORKSPACE-HOME

Workspace

Profile

My Tasks

My Requests

My Draft Requests

My Documents Wallet

1 My Tasks

19 My Requests

1 My Draft Requ...

MY TASKS

Name	Creation Date
PL-AdEmplyr-16-00025	10-Oct-2018

MY REQUESTS

Name	eService Status	Creation Date
PL-AdEmplyr-16-00025	Pending on Employer's Approval	10-Oct-2018
PL-LcmsActiv-16-00062	Application Closed	09-Oct-2018
PL-LcmsActiv-16-00061	Application Rejected	09-Oct-2018
PL-LcmsActiv-16-00060	Application Closed	09-Oct-2018
PL-LcmsActiv-16-00059	Application Rejected	09-Oct-2018

MY DOCUMENTS WALLET

Name	Download
English Proficiency Test Result	Download
Passport Photo	Download
Passport	Download
Attachment	Download
Attachment	Download

MY DRAFT REQUESTS

Name	Delete Request
PL-AdEmplyr-16-00025	DELETE REQUEST

10. Healthcare professional opens the task by clicking on it and verify that its status is "Pending on submission".

WORKSPACE-HOME

Workspace Profile My Tasks My Requests My Draft Requests My Documents Wallet

1 My Tasks 19 My Requests 1 My Draft Requ...

MY TASKS Show All

Name	Creation Date
PL-AdEmpr-16-00026	10-Oct-2016

MY REQUESTS Show All

Name	eService Status	Creation Date
PL-AdEmpr-16-00025	Pending on Employer's Approval	10-Oct-2016
PL-LensActvt-16-00082	Application Closed	09-Oct-2016
PL-LensActvt-16-00081	Application Rejected	09-Oct-2016
PL-LensActvt-16-00080	Application Closed	09-Oct-2016
PL-LensActvt-16-00059	Application Rejected	09-Oct-2016

Add Employer

Application Number PL-AdEmpr-16-00026 Application Status Pending On Submission

All fields with (*) are mandatory

Specify Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator * Nancy Mohsen

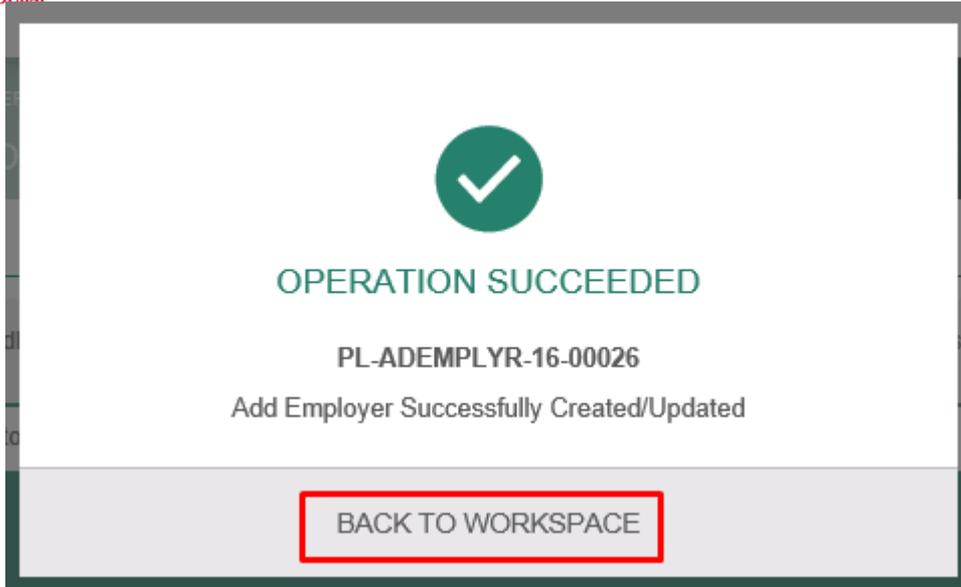
SPECIFY CATEGORY & SPECIALITY

Category Medical License Grade * Medicine

Scope * Med Scope Speciality * Med Spec

SUBMIT

- Healthcare professional clicks on **SUBMIT** button.
- Healthcare professional verifies that a success message appears and clicks on "back to workspace".



13. Healthcare professional verifies that status is “pending on employer’s approval”.

WORKSPACE-HOME

- Workspace
- Profile
- My Tasks
- My Requests
- My Draft Requests
- My Documents Wallet

0

My Tasks

20

My Requests

0

My Draft Requ...

MY TASKS Show All

Name	Creation Date
The are no items found.	

MY REQUESTS Show All

Name	eService Status	Creation Date
PL-AdEmplyr-16-00026	Pending on Employer's Approval	10-Oct-2018
PL-AdEmplyr-16-00025	Pending on Employer's Approval	10-Oct-2018
PL-LensActvt-16-00082	Application Closed	09-Oct-2018
PL-LensActvt-16-00081	Application Rejected	09-Oct-2018
PL-LensActvt-16-00080	Application Closed	09-Oct-2018

Dubai Healthcare City Authority, P.O. Box: 505001, Dubai, UAE
T +971 4 383 8300 F +971 4 383 8359

سلطة مدينة دبي الطبية، ص.ب: ٥٠٥٠٠١، دبي، الإمارات العربية المتحدة
هـ ٨٣٠٠ ٣٨٣ ٤٩٧١ ف ٨٣٥٩ ٣٨٣ ٤٩٧١

dhcr.gov.ae



PLD ADD EMPLOYER

Add Employer

Application Number PL-AdEmplyr-16-00028 Application Status Pending on Employer's Approval

All fields with (*) are mandatory

Specify
Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator Nancy Mohsen

SPECIFY CATEGORY & SPECIALITY

Category	Medical License	Grade	Medicine
Scope	Med Scope	Speciality	Med Spec

PROFESSIONAL LICENSE TYPE

Professional License Type Part Time

CURRENT LICENSE DETAILS

License Number	License000030	License Issuance Date	29-Sep-2016
License Expiry Date	29-Sep-2018	Primary Employer	Yasmine Shams
Category	Medical License	Grade	Medicine
Scope	Med Scope	Speciality	Med Spec

14. New employer (new healthcare operator) login to portal with HCO credentials.
15. New employer navigates to “workspace” and opens task.

WORKSPACE-HOME

Workspace

Profile

My Tasks

My Requests

My Draft Requests

My Documents Wallet

27 My Tasks

57 My Requests

20 My Draft Requ...

MY TASKS [Show All](#)

Name	Creation Date
PL-AdEmplyr-16-00026	10-Oct-2016
Fit-Out AppOP -172	05-Oct-2016
Fit-Out AppOP -171	05-Oct-2016
Fit-Out AppOP -168 PaymentProc...	05-Oct-2016
Fit-Out AppOP -167 PaymentProc...	05-Oct-2016

MY REQUESTS [Show All](#)

Name	eService Status	Creation Date
PL-AdEmplyr-16-00026	Pending on Employer's Approval	10-Oct-2016
PL-AdEmplyr-16-00025	Pending on Employer's Approval	10-Oct-2016
PL-LensRplotn-16-00049	Application Rejected	09-Oct-2016
PL-LensRplotn-16-00048	In Progress	09-Oct-2016
PL-LensRplotn-16-00047	Pending on Prometric Readiness	09-Oct-2016

16. New employer selects “reject” from decision field, enters the reason then clicks on “submit” button.



ACTION NEEDED

Add Employer Approval Decision

i All fields with (*) are mandatory

GENERAL INFORMATION

Application Number	PL-AdEmptyr-16-00026	Application Status	Pending On Employer's Approval
--------------------	----------------------	--------------------	--------------------------------

APPLICATION INFORMATION

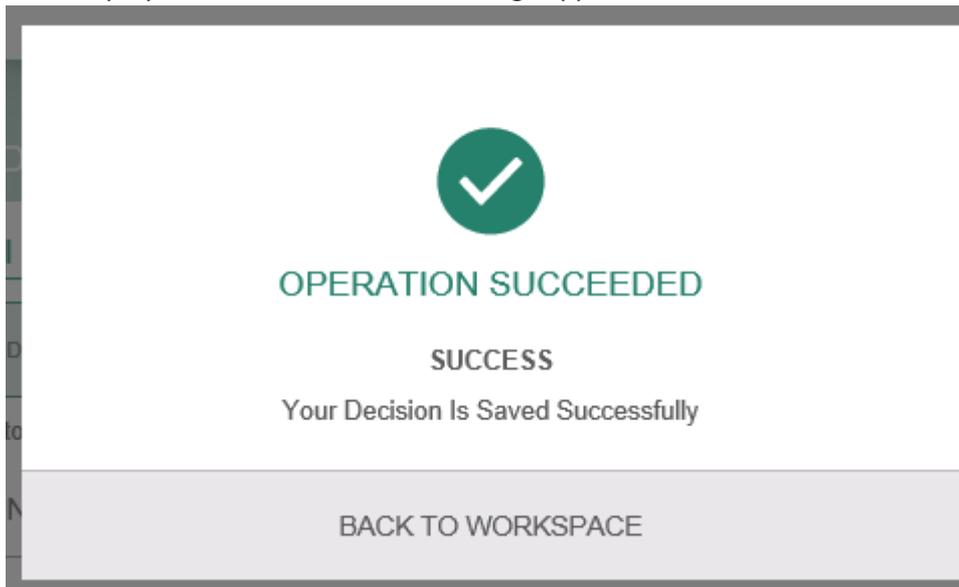
Healthcare Operator	Nancy Mohsen	Healthcare Professional	Sandra Mounir
Category	Medical License	Grade	Medicine
Scope	Med Scope	Speciality	Med Spec
Professional License Type	Part Time		

APPROVAL FORM

Decision *	<div style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> Reject Employment </div>
Rejection Reason *	<div style="border: 1px solid #ccc; padding: 5px;"> Because 1+ 2+ 3+ </div>
Comment	<div style="border: 1px solid #ccc; padding: 5px; height: 40px;"> Comment </div>

SUBMIT

17. New employer verifies that success message appears.



5. Healthcare professional applies for adding a new employer and the primary employer reject employment.

▶ Start executing the following steps

1. Healthcare professional login to DHCA portal with HC professional credentials.
2. Healthcare professional click "E-services" from portal homepage.
3. Healthcare professional goes to "professional licensing services".
4. Healthcare professional clicks on "Part time license".
5. Healthcare professional clicks on  button , PLD Add Employer page opens successfully.
6. Healthcare professional selects "HCO", "Grade", "Scope", "Specialty" and Professional license type.



PLD ADD EMPLOYER

Add Employer

All fields with (*) are mandatory

Specify Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator *

SPECIFY CATEGORY & SPECIALITY

Category	Medical License	Grade *	Medicine
Scope *	Med Scope	Specialty *	Med Spec

PROFESSIONAL LICENSE TYPE

Professional License Type *

FullTime
FullTime option is not available for the current healthcare professional

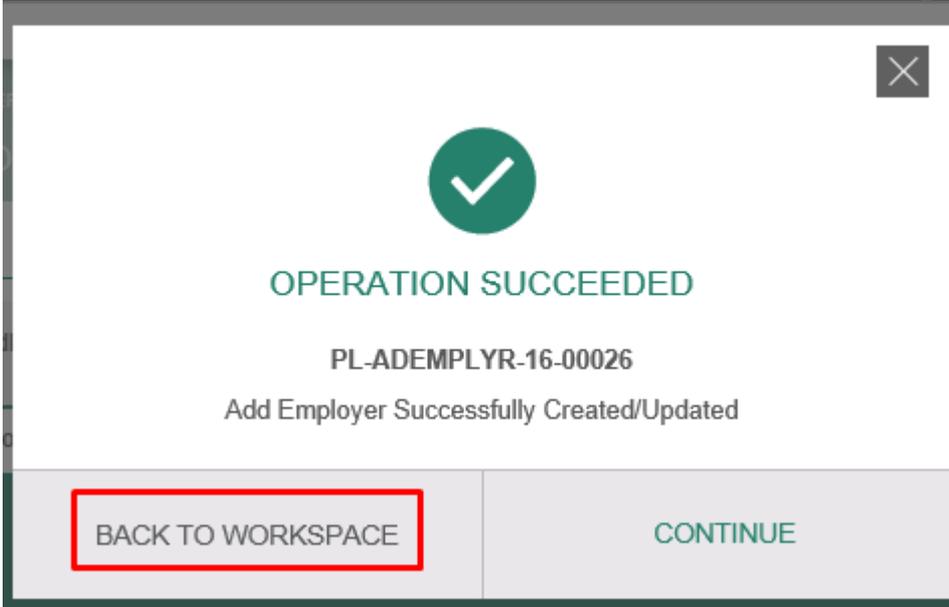
PartTime

CURRENT LICENSE DETAILS

License Number	License000030	License Issuance Date	29-Sep-2016
License Expiry Date	29-Sep-2018	Primary Employer	Yasmine Shams
Category	Medical License	Grade	Medicine
Scope	Med Scope	Specialty	Med Spec

« SAVE SUBMIT »

- Healthcare professional clicks on  button .
- Healthcare professional verifies that operation success message appears and clicks on "back to workspace".



9. Healthcare professional verifies that Application saved as a draft.



WORKSPACE-HOME

Workspace Profile My Tasks My Requests My Draft Requests My Documents Wallet

1 My Tasks 19 My Requests 1 My Draft Requ...

MY TASKS Show All

Name	Creation Date
PL-AdEmplyr-16-00025	10-Oct-2018

MY REQUESTS Show All

Name	eService Status	Creation Date
PL-AdEmplyr-16-00025	Pending on Employer's Approval	10-Oct-2018
PL-LcmsActiv-16-00062	Application Closed	09-Oct-2018
PL-LcmsActiv-16-00061	Application Rejected	09-Oct-2018
PL-LcmsActiv-16-00060	Application Closed	09-Oct-2018
PL-LcmsActiv-16-00059	Application Rejected	09-Oct-2018

MY DOCUMENTS WALLET Show All

English Proficiency Test Result	Download
Passport Photo	Download
Passport	Download
Attachment	Download
Attachment	Download

MY DRAFT REQUESTS Show All

Name	Delete Request
PL-AdEmplyr-16-00025	DELETE REQUEST

10. Healthcare professional opens the task by clicking on it and verifies that its status is "Pending on submission".

WORKSPACE-HOME

Workspace Profile My Tasks My Requests My Draft Requests My Documents Wallet

1 My Tasks 19 My Requests 1 My Draft Requ...

MY TASKS Show All

Name	Creation Date
PL-AdEmpr-16-00026	10-Oct-2016

MY REQUESTS Show All

Name	eService Status	Creation Date
PL-AdEmpr-16-00025	Pending on Employers Approval	10-Oct-2016
PL-LensActvt-16-00082	Application Closed	09-Oct-2016
PL-LensActvt-16-00081	Application Rejected	09-Oct-2016
PL-LensActvt-16-00080	Application Closed	09-Oct-2016
PL-LensActvt-16-00059	Application Rejected	09-Oct-2016

Add Employer

Application Number PL-AdEmpr-16-00026 Application Status Pending On Submission

All fields with (*) are mandatory

Specify Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator * Nancy Mohsen

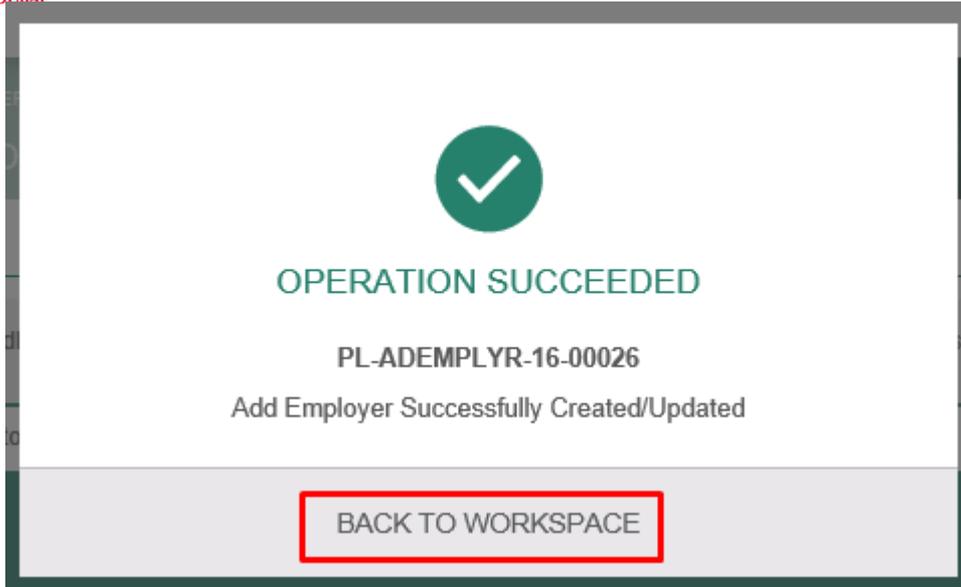
SPECIFY CATEGORY & SPECIALITY

Category Medical License Grade * Medicine

Scope * Med Scope Speciality * Med Spec

SUBMIT

- Healthcare professional clicks on **SUBMIT** button.
- Healthcare professional verifies that a success message appears and clicks on "back to workspace".



13. Healthcare professional verifies that status is “pending on employer’s approval”.

WORKSPACE-HOME

Workspace Profile My Tasks My Requests My Draft Requests My Documents Wallet

0 My Tasks 20 My Requests 0 My Draft Requ...

MY TASKS Show All

The are no items found.

MY REQUESTS Show All

Name	eService Status	Creation Date
PL-AdEmplyr-16-00026	Pending on Employer's Approval	10-Oct-2018
PL-AdEmplyr-16-00025	Pending on Employer's Approval	10-Oct-2018
PL-LensActvt-16-00082	Application Closed	09-Oct-2018
PL-LensActvt-16-00081	Application Rejected	09-Oct-2018
PL-LensActvt-16-00080	Application Closed	09-Oct-2018



PLD ADD EMPLOYER
🏠

Add Employer

Application Number PL-AdEmplyr-16-00028 Application Status Pending on Employer's Approval

ⓘ All fields with (*) are mandatory



Specify
Operator/Professional

SELECT HEALTHCARE OPERATOR

Healthcare Operator Nancy Mohsen

SPECIFY CATEGORY & SPECIALITY

Category	Medical License	Grade	Medicine
Scope	Med Scope	Speciality	Med Spec

PROFESSIONAL LICENSE TYPE

Professional License Type Part Time

CURRENT LICENSE DETAILS

License Number	License000030	License Issuance Date	29-Sep-2016
License Expiry Date	29-Sep-2018	Primary Employer	Yasmine Shams
Category	Medical License	Grade	Medicine
Scope	Med Scope	Speciality	Med Spec

14. New employer (new healthcare operator) logs to portal with new employer (new HCO) credentials.
15. New employer navigates to “workspace” and opens task.

WORKSPACE-HOME

Workspace

Profile

My Tasks

My Requests

My Draft Requests

My Documents Wallet

27 My Tasks

57 My Requests

20 My Draft Requ...

MY TASKS [Show All](#)

Name	Creation Date
PL-AdEmplyr-16-00026	10-Oct-2016
Fit-Out AppOP -172	05-Oct-2016
Fit-Out AppOP -171	05-Oct-2016
Fit-Out AppOP -168 PaymentProc...	05-Oct-2016
Fit-Out AppOP -167 PaymentProc...	05-Oct-2016

MY REQUESTS [Show All](#)

Name	eService Status	Creation Date
PL-AdEmplyr-16-00026	Pending on Employer's Approval	10-Oct-2016
PL-AdEmplyr-16-00025	Pending on Employer's Approval	10-Oct-2016
PL-LensRplctn-16-00049	Application Rejected	09-Oct-2016
PL-LensRplctn-16-00048	In Progress	09-Oct-2016
PL-LensRplctn-16-00047	Pending on Prometric Readiness	09-Oct-2016

16. New employer selects "approve" from decision field and clicks on "submit" button.



ACTION NEEDED

Add Employer Approval Decision

? All fields with (*) are mandatory

GENERAL INFORMATION

Application Number	FL-AdEmpty-16-00026	Application Status	Pending On Employer's Approval
--------------------	---------------------	--------------------	--------------------------------

APPLICATION INFORMATION

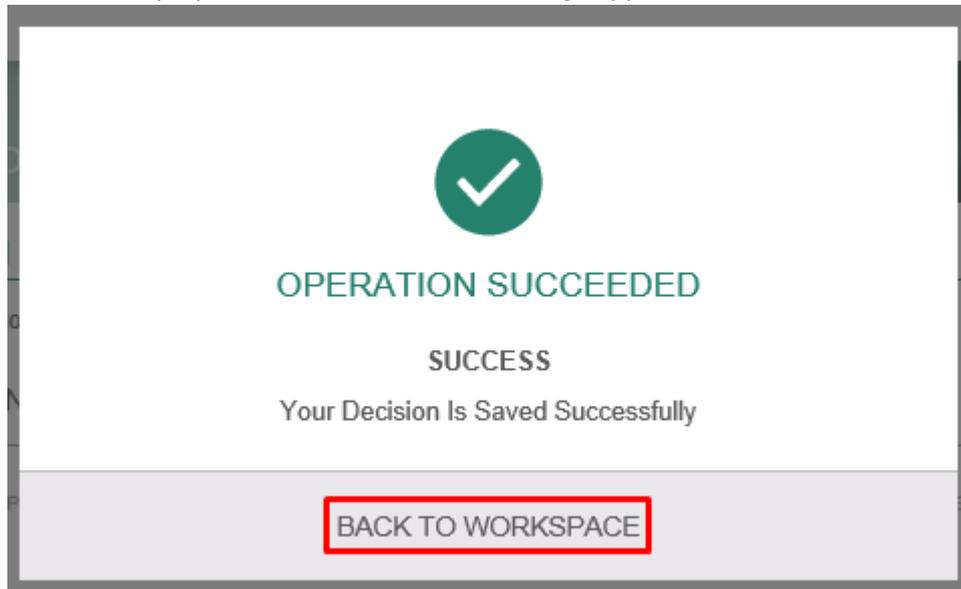
Healthcare Operator	Nancy Mohsen	Healthcare Professional	Sandra Mounir
Category	Medical License	Grade	Medicine
Scope	Med Scope	Speciality	Med Spec
Professional License Type	Part Time		

APPROVAL FORM

Decision *	<div style="border: 2px solid red; padding: 2px;">Approve Employment</div>
Comment	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

SUBMIT

17. New employer verifies that success message appears and clicks back to workspace.



18. New employer verifies that current status is "Pending on primary healthcare operator approval".

WORKSPACE-HOME

Workspace Profile My Tasks My Requests My Draft Requests My Documents Wallet

26 My Tasks 57 My Requests 20 My Draft Requ...

MY TASKS Show All

Name	Creation Date
Fit-Out AppOP -172	05-Oct-2016
Fit-Out AppOP -171	05-Oct-2016
Fit-Out AppOP -168 PaymentProc...	05-Oct-2016
Fit-Out AppOP -167 PaymentProc...	05-Oct-2016
Fit-Out AppOP -169 PaymentProc...	05-Oct-2016

MY REQUESTS Show All

Name	eService Status	Creation Date
PL-AdEmplpr-16-00026	Pending on Primary Healthcare Operator Approval	10-Oct-2016
PL-AdEmplpr-16-00025	Pending on Employer's Approval	10-Oct-2016
PL-LensRplctn-16-00049	Application Rejected	09-Oct-2016
PL-LensRplctn-16-00048	In Progress	09-Oct-2016
PL-LensRplctn-16-00047	Pending on Prometric Readiness	09-Oct-2016

19. Primary employer (primary HCO) login to DHCA portal with healthcare operator (primary employer) credentials.
20. Primary employer navigates to "workspace" and opens task.

WORKSPACE-HOME

Workspace Profile My Tasks My Requests My Draft Requests My Documents Wallet

2 My Tasks 8 My Requests 0 My Draft Requ...

MY TASKS Show All

Name	Creation Date
PL-AdEmplyr-16-00026	10-Oct-2016
PL-LcnsActvt-16-00058	09-Oct-2016

MY REQUESTS Show All

Name	eService Status	Creation Date
PL-LcnsActvt-16-00060	Application Closed	09-Oct-2016
PL-LcnsActvt-16-00059	Application Rejected	09-Oct-2016
PL-LcnsActvt-16-00058	Pending on Primary Healthcare Operator Approval	09-Oct-2016
1	Pending on HealthCare Professional Approval	09-Oct-2016
1	Pending on HealthCare Professional Approval	09-Oct-2016

21. Primary employer selects "reject" from decision field, enters the reason then clicks on "submit" button.



ACTION NEEDED

Add Employer Approval Decision

All fields with (*) are mandatory

GENERAL INFORMATION

Application Number	PL-AdEmplr-16-00026	Application Status	Pending On Primary Healthcare Operator Approval
--------------------	---------------------	--------------------	---

APPLICATION INFORMATION

Healthcare Operator	Nancy Mohsen	Healthcare Professional	Sandra Mounir
Category	Medical License	Grade	Medicine
Scope	Med Scope	Speciality	Med Spec
Professional License Type	Part Time		

APPROVAL FORM

Decision *

Reject Employment

Rejection Reason *

Because :
 1-
 2-
 3-

Comment

Comment

SUBMIT

22. Primary employer verifies that success message appears.

