



Dubai Healthcare City Authority

United Arab Emirates

Sick Leave - User Guide

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Preface

This guide is especially designed to help healthcare professionals, as well as healthcare providers know how to submit Sick Leave / Escort Leave / Medical Reports.

The guide shows cases of system's screens and explains the steps each user should follow in order to utilize services provided by the Masaar portal.

About Sick Leave/ Escort Leave/ Medical Reports

Masaar portal gives the authority to some of registered healthcare providers and healthcare operators to issue sick leaves for their patients.

This privilege is granted only to:

- ✳ certain segments of healthcare operator
- ✳ certain titles and grades of healthcare professional

Used Conventions

In order to help you understanding this guide thoroughly, the following table describes the different styles and conventions used throughout the guide.

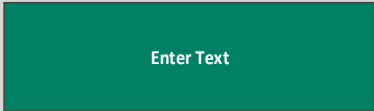


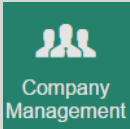
Convention	Description	Example
Bold	Represents: Names of user interface elements such as names of buttons, dialog boxes, lists, menus, tabs, sections, etc.	Under SICK LEAVE APPLICATION INFORMATION section, provide sick leave details such as patient emirates ID, Passport number and Place of employment .



Get Quick Look on System User Interface [UI] Elements

This section will help service users to understand the most commonly used UI elements while submitting and tracking leave applications.

The following table highlights detailed information about each element along with its description:

UI Element	Element Name	Description
	Textbox	A rectangular box through which users shall be able to enter a text.
	Drop-down List	Closed version of a list box with an arrow next to it. Clicking the arrow opens the list.
	Checkbox	Square box that is selected or cleared to turn-on or turn-off an option. More than one check box can be selected
	Tab	Grouped number of options used for many similar kinds of settings.




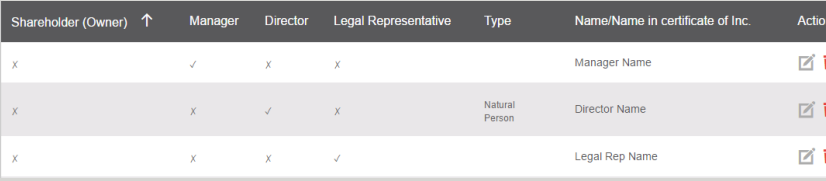

	<p>Date Picker</p>	<p>An application or tool in the form of an electronic calendar, commonly used for selecting a date.</p>
	<p>Grid</p>	<p>A table that places content into a tighter arrangement, aligning content by rows and/or columns.</p>
	<p>Uploader</p>	<p>A button that allows user to transfer a copy of a file from a local computer to a remote computer by means of a modem or network.</p>

Figure 1: Commonly Used UI Labels

How this Guide is Organized

The guide is categorized as follows:

Chapter Title	Chapter Overview
About This Guide	The chapter mainly introduces useful information that might be needed across the guide such as: Commonly used UI Elements, General Overview about OP Service, and User Account Creation as well as Logging on to Masaar Portal.
Submit Sick Leave/ Escort Leave/ Medical Report application	Readers of this chapter shall be provided with thorough sequential instructions on how Sick submit/ Escort Leaves request or Medical Reports.
Manage Your Workspace	This chapter explains how registered users can utilize their workspace on Masaar Portal. It provides detailed guidelines on

	submitting their received clarifications/ additional information requests during Sick/ Escort Leaves or Medical Report workflow.
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Glossary

The aim of this section is to illustrate all terms that might seem ambiguous or confusing. The terms listed here used extensively throughout the guide, and it is recommended that you read these terms thoroughly before you read the chapters' content. Always refer to the following table when you encounter an unfamiliar term:

Term	Definition
ICD	The International Classification of Diseases (ICD) is the standard diagnostic tool for epidemiology, health management and clinical purposes.
CPT	Current Procedural Terminology (CPT) is a system developed by the American Medical Association for standardizing the terminology and coding used to describe medical services and procedures.

Log on to DHCA

In order to submit OP fit out application you will need to:

- ✳ Create an account on DHCA portal
- ✳ Log on to DHCA portal using your account

Create an Account

▶ Start executing the following steps

1. In your browser, enter DHCA portal URL, DHCA homepage opens.

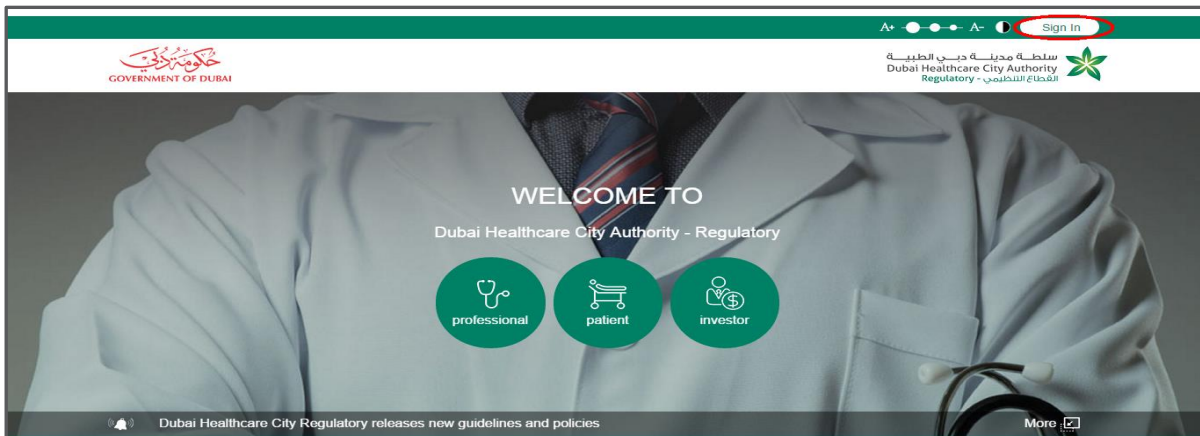



Figure 2: DHCA Homepage

2. At the top right of DHCA homepage, click [Sign In](#), **Sign In** page opens.

Figure 3: Access Registration Form

3. At the bottom of **Sign In** page, click **Register**, **Registration Form** page opens.



Through "**Registration Form**" page, you are requested to provide:

- ✳ Basic Information
- ✳ Main Contact Person Information

Provide Registration Basic Information

- ▶ Start executing the following steps

- ✳ On **Registration Form** page, under **BASIC INFORMATION**, fill in the required fields as described in the following table:

Field	Steps
Email text box	Type your email address
Confirm Email text box	Retype your email address
Once you provide your email address, your user name will be displayed automatically next to Username .	
Password text box	Enter your account password
Confirm Password text box	Retype your account password
Permanent Email To Receive Notification On text box	Provide an email address on which you need to receive a notification.
Permanent Mobile Number To Receive Notification On text box	Provide a mobile number on which you need to receive SMS notifications
Registration Type drop-down list	Click your registration type (e.g. Investor/Health Care Professional) → Select Investor

Registration Form

i All fields with (*) are mandatory

BASIC INFORMATION

Email *	<input type="text" value="ahmed.ali@gamil.com"/>	Confirm Email *	<input type="text" value="ahmed.ali@gamil.com"/>
Username	Ahmed.Ali@Gamil.Com		
Password *	<input type="password" value="....."/>	Confirm Password *	<input type="password" value="....."/>
Permanent Email To Receive Notification On *	<input type="text" value="ahmed.ali@gamil.com"/> <small>All notifications will be sent on this email.</small>	Permanent Mobile Number To Receive Notification On *	<input type="text" value="0097145365789"/> <small>All notifications will be sent on this number.</small>
Registration Type *	<input type="text" value="Facility"/>		

Figure 4: Provide Registration Basic Information

Provide Main Contact Person Information


▶ Start executing the following steps

- ✳ On **Registration Form** page, under **MAIN CONTACT PERSON**, fill in the required fields as described in the following table:

Field	Steps
-------	-------

First Name text box	Type main contact person first name
Last Name text box	Type main contact person last name
Email text box	Type main contact person email address
Mobile text box	Type main contact person mobile number
Nationality drop-down list	Click main contact person nationality
Country of Residence drop-down list	Click main contact person country of residence

MAIN CONTACT PERSON

 Insert the name exactly in your passport

First Name * <input style="width: 90%;" type="text" value="Ahmed"/>	Last Name * <input style="width: 90%;" type="text" value="Ali"/>
Email * <input style="width: 90%;" type="text" value="ahmed.ali@gamil.com"/>	Mobile * <input style="width: 90%;" type="text" value="0097145236"/>
Nationality * <input style="width: 90%;" type="text" value="Bahraini"/>	Country Of Residence * <input style="width: 90%;" type="text" value="United Arab Emirates"/>

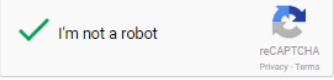


Figure 5: Provide Main Contact Person Information

Log on to DHCA Portal Using Account Credentials

After creating your account on DHCA, you will need to log on to DHCA site using your account credentials.

▶ Start executing the following steps

1. On **Sign In** page, in **E-mail** and **Password** text boxes, type your email as well as your account password respectively.

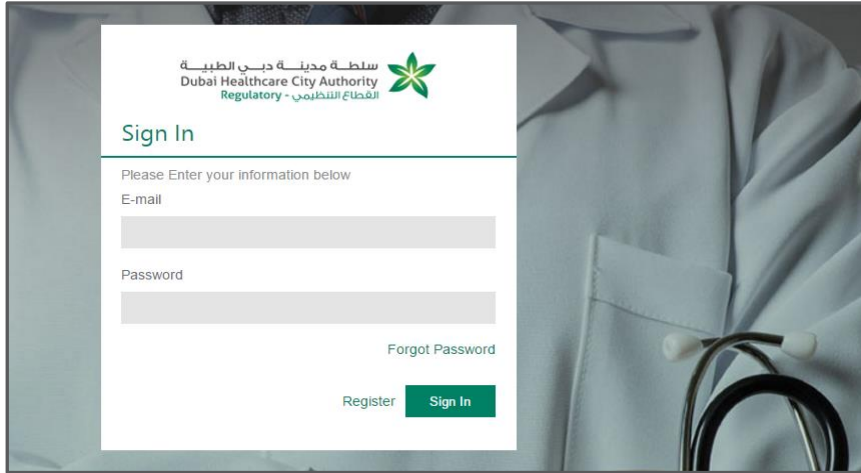


Figure 6: Sign In to DHCA Website

2. Click **Sign In**, you will be redirected to DHCA homepage.

Submit Sick/ Escort Leaves or Medical Report Request

The service is open for both healthcare providers as well as healthcare professionals.

Before initiating sick leave request, make sure you will have the following whether you are a healthcare provider or healthcare professional:


Initiator Type	Requirements
Healthcare Provider	<ul style="list-style-type: none"> ✳ Valid commercial license ✳ License segments are eligible to issue sick leaves
Healthcare Professional	<ul style="list-style-type: none"> ✳ Valid professional license ✳ Professional category and grade is eligible to issue sick leave

1 Access Sick Leaves Submission Form

In order to request issuing any of leaves types, you will need first to access request submission form.

- ▶ Start executing the following steps

1. On DHCA homepage, scroll down to Smart Services Shop section.



For further information on how to log on to DHCA site, please visit "[Log on to DHCA Site Using Account Credentials](#)".

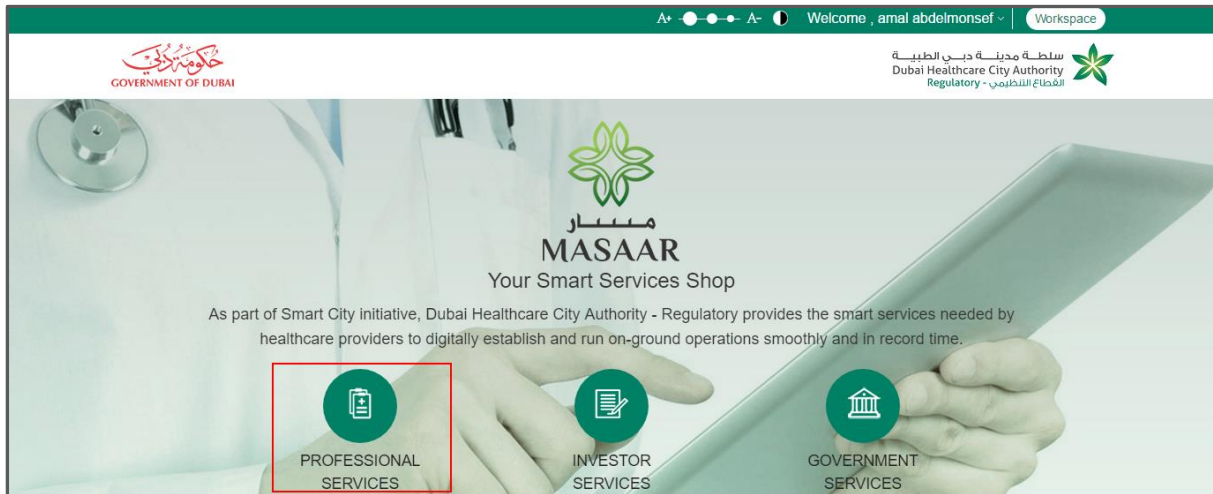


Figure 7: Access Professional Services

2. Click **PROFESSIONAL SERVICES**.

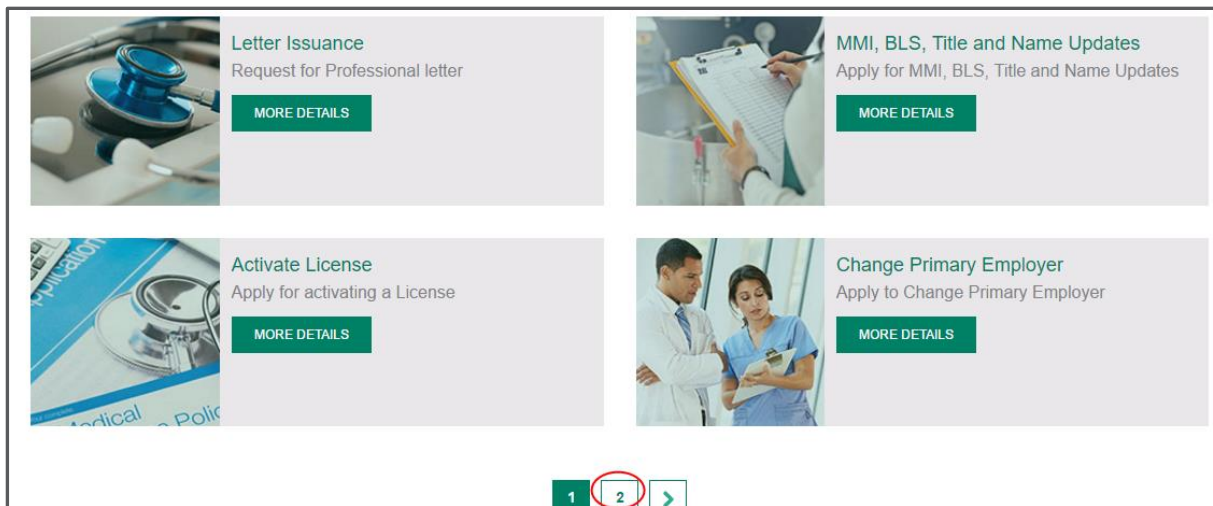


Figure 8: Professional Services List

3. At the bottom of the page, click 2.

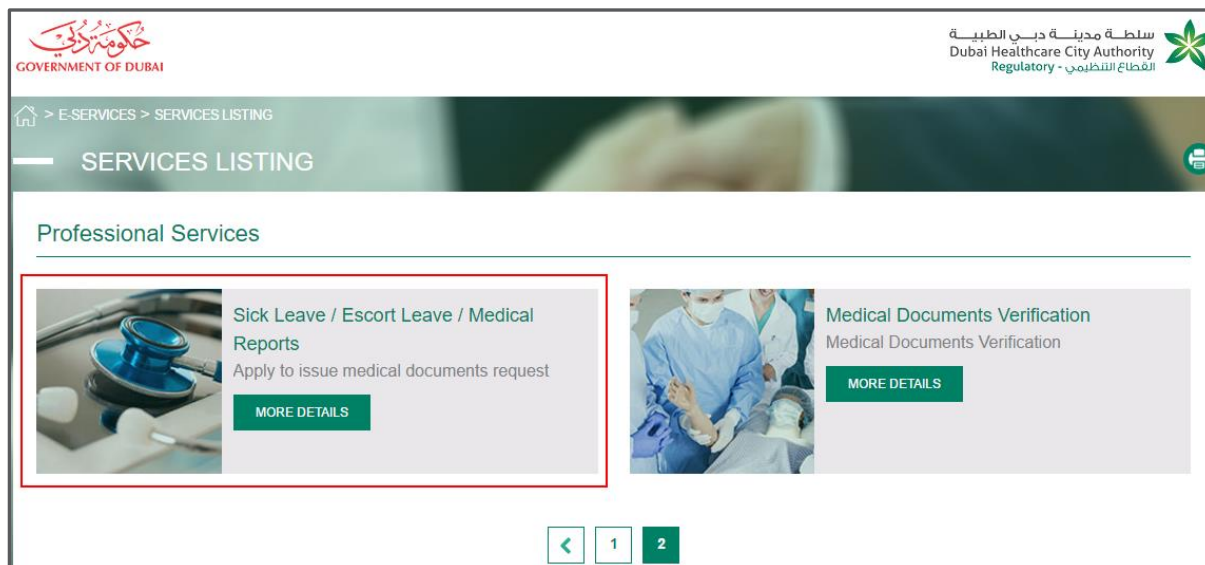


Figure 9: Access Sick Leave/ Escort Leave/ Medical Reports

- On **PROFESSIONAL SERVICES** listing page, under **Sick Leave/ Escort Leave/ Medical Reports**, click **MORE DETAILS**.

The screenshot displays the 'DEPARTMENT SERVICE' page for 'PROFESSIONAL SERVICES'. The service is titled 'Sick Leave / Escort Leave / Medical Reports'. The description states: 'This service enables clinical facilities to issue sick leaves, escort leaves and medical reports'. Prerequisites include a 'Valid DHCC License' and 'Meeting the requirements'. There are no required documents. Fees are listed for Sick leave (AED 50), Medical report (AED 100), and Escort (AED 50). A note specifies that each fee transaction is subject to a Knowledge fee of AED 10.00 and an Innovation fee of AED 10.00. The time frame is 'Working Day'. Service channels are 'Online'. Policies and procedures include submitting an online request, paying fees, system processing, and issuing the report. At the bottom, there are buttons for 'BACK TO LIST' and 'APPLY FOR SERVICE'.

Figure 10: Sick/ Escort Leaves/ Medical Reports Business Information

Through **DEPARTMENT SERVICE** page, you can get general information about Sick Leave/ Escort Leave/ Medical Report such as:

- ✳ Service Name and Description
- ✳ Prerequisites
- ✳ Required Documents
- ✳ Service Fees
- ✳ Service Timeframe
- ✳ Service Channels Policies and Procedures

5. At the bottom of **DEPARTMENT SERVICE** page, click .

2 Select Request Type

▶ Start executing the following steps

- ✳ On **Medical Documents** page, in **Request Type** drop-down list, click the request type you want to submit then click **CONTINUE**.




The screenshot shows the 'MEDICAL DOCUMENTS' page. Under the 'REQUEST TYPE' section, there is a dropdown menu labeled 'Request type*' with a red border. The dropdown is open, showing options: 'Select', 'Medical Report', 'Patient's Escort Notification', and 'Sick Leave'. A green 'CONTINUE' button is visible to the right of the dropdown.

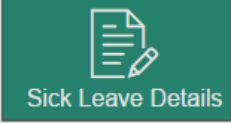
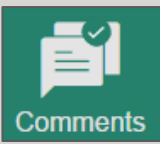
Figure 11: Select Request Type

2.1 Initiate Sick Leave Request

Once you select the request type "**Sick Leave**", you will be redirected to request submission form.

You can submit sick leave request by filling in required information through the following tabs:

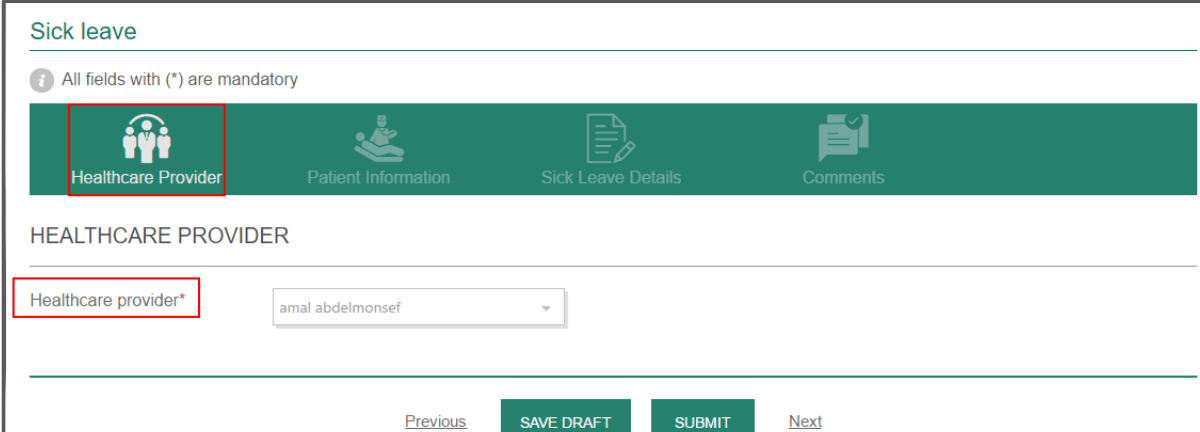
Tab Name	Description
 <p>Healthcare Provider</p>	<ul style="list-style-type: none"> ✳ This tab is displayed only in case you are submitting the request as healthcare professional. ✳ You are requested to define the healthcare provider you work at
 <p>Healthcare Professional</p>	<ul style="list-style-type: none"> ✳ This tab is displayed only in case you are submitting the request as healthcare provider. ✳ You are requested to define the healthcare professional works at your organization
 <p>Patient Information</p>	<p>Through which you can specify patient information such as Name, email, mobile number and date of birth.</p>

 <p>Sick Leave Details</p>	<p>You can provide sick leave as well as medical information about the patient</p>
 <p>Comments</p>	<p>You can provide any additional information.</p>

2.1.1 Select your Healthcare Provider

▶ Start executing the following steps

- ★ On  **Healthcare Provider** tab, in **Healthcare Provider** drop-down list, click the healthcare provider you are working at.



The screenshot shows the 'Sick leave' form with a navigation bar containing four tabs: 'Healthcare Provider', 'Patient Information', 'Sick Leave Details', and 'Comments'. The 'Healthcare Provider' tab is highlighted with a red box. Below the tabs, the 'HEALTHCARE PROVIDER' section is visible, featuring a dropdown menu labeled 'Healthcare provider*' with the name 'amal abdelmonsef' selected. At the bottom of the form, there are buttons for 'Previous', 'SAVE DRAFT', 'SUBMIT', and 'Next'.


Figure 12: Select your Healthcare Provider

2.1.2 Provide Patient Information

Patient Information tab, displays the following sections:

- ★ Patient Information
- ★ Sick Leave Application Information

▶ Start executing the following steps

1. On  **Patient Information** tab, under **PATIENT INFORMATION** section, provide patient personal information such as **First Name, Last Name, Email, Date of Birth, Mobile Number** and **Medical Record Number**.



Please fill in fields marked with the red asterisk (*).

Sick leave

All fields with (*) are mandatory

Healthcare Provider Patient Information Sick Leave Details Comments

PATIENT INFORMATION

First name*	Ahmed	Middle name	Middle name
Last name*	Aly	Mobile number*	00971452644
E-mail*	ahmed.ali@gmail.com	Medical record number*	2562
Date of birth*	4/26/1991		

Figure 13: Provide Patient Personal Information

- Under **SICK LEAVE APPLICATION INFORMATION** section, provide sick leave details such as **patient emirates ID, Passport number and Place of employment**.

SICK LEAVE APPLICATION INFORMATION

Please fill Emirates ID field or Passport number field

Emirates ID number*	123-1234-1234567-1	Passport number	Passport number
Place of employment*	Private		

Figure 14: Provide Sick Leave Application Information



- ✳ In case you select Place of employment, "UAE Government", you will need to specify which Emirate through "Emirate" drop-down list.
- ✳ In case place of employment is "Other", you will need to provide the place where the patient works through "Please Specify" text box.

2.1.3 Specify Sick Leave Details

Through sick leave details tab, you can:

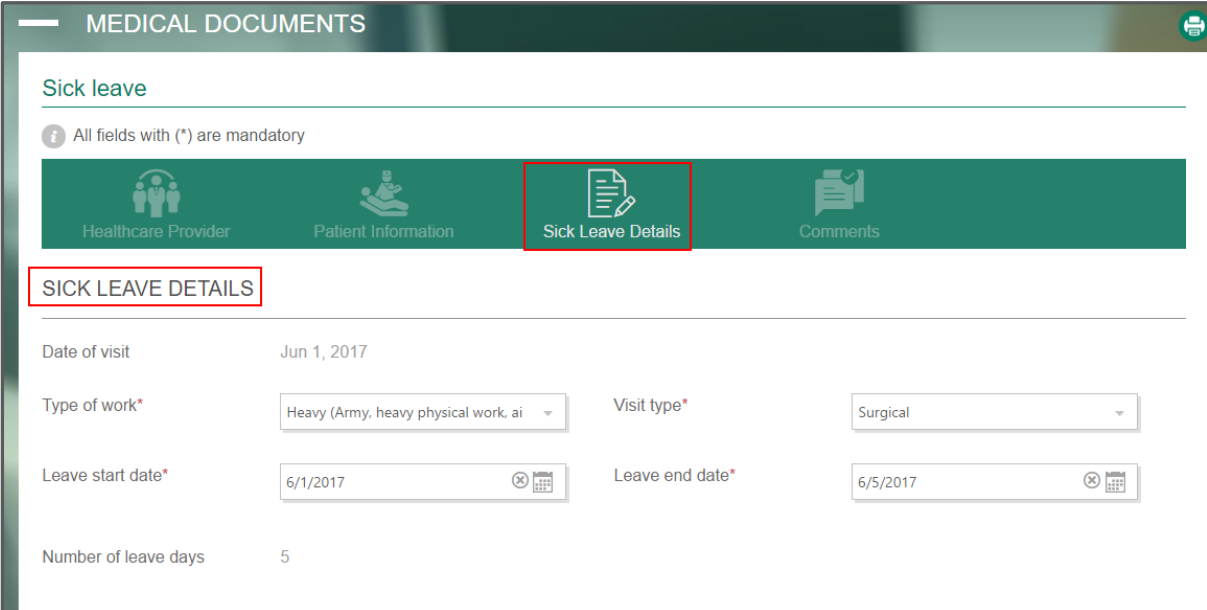
- ✳ Provide Sick Leave Information
- ✳ Diagnosis Procedure

Also, you can view your details as a physician such as your name as well as license number.

▶ Start executing the following steps

1. On  tab, under **SICK LEAVE DETAILS** section, define further details about the requested sick leave such as:

- ✳ **Type of Work**
- ✳ **Visit Type**
- ✳ **Leave Start Date**



MEDICAL DOCUMENTS

Sick leave

All fields with (*) are mandatory

Healthcare Provider Patient Information **Sick Leave Details** Comments

SICK LEAVE DETAILS


Date of visit Jun 1, 2017


Type of work* Heavy (Army, heavy physical work. ai) Visit type* Surgical

Leave start date* 6/1/2017 Leave end date* 6/5/2017

Number of leave days 5

Figure 15: Specify Sick Leave Details



- ✳ Next to **Leave Start Date**, click  icon and select leave start date.
- ✳ Once you select leave start date, leave end date field is displayed.
- ✳ After specifying leave end date, total number of leave days are calculated automatically.
- ✳ In case the specified leave days **EXCEEDS** your permitted number of days, the request is forwarded to leaves officer at DHCA for approval and you can't proceed the request process until you receive the response.

2. Under **DIAGNOSIS PROCEDURE**, type the required medical information.

DIAGNOSIS/PROCEDURE*

Provide required medical information|

ICD CODE*

No selected items

CPT CODE*

No selected items

REMARKS/COMMENTS

Remarks/Comments

[Previous](#) [Next](#)

Figure 16: Provide Diagnosis Details

- Next to **ICD Code**, click .

ICD Code ✕

i Please search for ICD code.

SEARCH

<input type="checkbox"/>	Zoster without complications	B02.9	Zoster without complications
<input checked="" type="checkbox"/>	Zoster with other complications	B02.8	Zoster with other complications
<input type="checkbox"/>	Zoster scleritis	B02.34	Zoster scleritis

First << 1 2 3 4 5 ... >> Last

CANCEL
CONTINUE

Figure 17: Search ICD Code

4. On **ICD Code** window, you can type the code you need to view then click SEARCH or you can click the button directly.
5. Select the checkbox next to your preferred choice then click **CONTINUE**.
6. Next to **CPT Code**, click SEARCH.

CPT Code

Please search for CPT code.

SEARCH

<input checked="" type="checkbox"/>	99606	99606	Medication therapy management service(s) provided by a pharmacist, individual, face-to-face with patient, with assessment and intervention if provided; initial 15 minutes, established patient
-------------------------------------	-------	-------	---

First « 1 2 3 4 5 ... » Last

CANCEL **CONTINUE**

Figure 18: Search CPT Code

7. On **CPT Code** window, you can type the code you need to view then click **SEARCH** or you can click the button directly.
8. Select the checkbox next to your preferred choice then click **CONTINUE**.
9. Under **REMARKS/ COMMENTS**, leave any additional comments.

2.1.4 Leave Additional Comments

▶ Start executing the following steps

- ✳ On **Comments** tab, in **Comments** textbox, leave your comments.

Sick leave

All fields with (*) are mandatory

Healthcare Provider Patient Information Sick Leave Details **Comments**

COMMENTS

Comments Leave additional comments here

Previous SAVE DRAFT SUBMIT Next


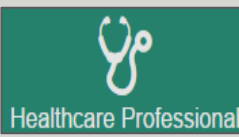

Figure 19: Leave Additional Comments

After providing the request necessary information, click **SUBMIT** to send the request for approval or **SAVE DRAFT** to send it later.





2.2 Initiate Escort Notification Request

Once you select the request type "Patient Escort's Notification", you will be redirected to request submission form.

You can submit escort notification request by filling in required information through the following tabs:

Tab Name	Description
 <p>Healthcare Provider</p>	<ul style="list-style-type: none"> ✳ This tab is displayed only in case you are submitting the request as healthcare professional. ✳ You are requested to define the healthcare provider you work at
 <p>Healthcare Professional</p>	<ul style="list-style-type: none"> ✳ This tab is displayed only in case you are submitting the request as healthcare provider. ✳ You are requested to define the healthcare professional works at your organization
 <p>Patient Information</p>	<p>Through which you can specify patient information such as Name, email, mobile number and date of birth, etc.</p>




 Visit Details	<p>You can provide patient's visit details such as date of visit/admission, name of department or until of visit/admission.</p>
 Escort Details	<p>You will provide escort information such as Name and Relationship to Patient.</p>
 Physician Information	<p>The tab displays your information as a physician such as your name as well as your DHCC License Number.</p>
 Comments	<p>You can provide any additional information.</p>



Get more information about selecting your healthcare provider, by visiting "[Select your Healthcare Provider](#)" section.

2.2.1 Provide Patient Escort Information

► Start executing the following steps

- ★ On  tab, under **PATIENT INFORMATION** section, provide patient personal information such as **First Name, Last Name, Email, Date of Birth, Mobile Number** and **Medical Record Number**.

PATIENT INFORMATION

First name* Middle name

Last name* Mobile number*

E-mail* File number*

Date of birth*



Nationality*

[Previous](#) **SAVE DRAFT** **SUBMIT** [Next](#)

Figure 20: Provide Patient Escort Information

2.2.2 Provide Visit Information

▶ Start executing the following steps

1. On  **Visit Details** tab, next to **Date of visit/admission**, click  icon and specify patient's visit/ admission date.

VISIT DETAILS

Date of visit/admission* Date of discharge


Name of department or unit of visit/admission*

REMARKS/COMMENTS

Remarks/Comments

[Previous](#) **SAVE DRAFT** **SUBMIT** [Next](#)

Figure 21: Provide Visit Information

2. Next to **Date of Discharge**, click  icon and define patient's exit date.
3. In **Name of department or unit of visit/admission** text box, type which department/unit the patient has visited.
4. Under **REMARKS/ COMMENTS**, type any further comments.

2.2.3 Provide Escort Details

▶ Start executing the following steps

1. On  tab, in **Escort Name** textbox, type escort name.

Patient's Escort Notification

All fields with (*) are mandatory

←
Healthcare Provider
Patient Information
Visit Details
Escort Details
Physician Information
→


ESCORT DETAILS

Escort name* Relationship to patient*

[Previous](#)
SAVE DRAFT
SUBMIT
[Next](#)

Figure 22: Provide Escort Details

2. In **Relationship to patient** textbox, highlight your relationship to patient.











- ✦ For more information on adding comments, please refer to "[Leave Additional Comments](#)" section.
- ✦ After providing the request necessary information, click SUBMIT to send the request for approval or SAVE DRAFT to send it later.


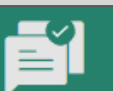



2.3 Issue Medical Report Request

Once you select the request type "Medical Report", you will be redirected to request submission form.

In order to request issuing medical report, you will need to fill in the required information as described in the following table:

Tab Name	Description
 Healthcare Provider	<ul style="list-style-type: none"> ✳ This tab is displayed only in case you are submitting the request as healthcare professional. ✳ You are requested to define the healthcare provider you work at
 Healthcare Professional	<ul style="list-style-type: none"> ✳ This tab is displayed only in case you are submitting the request as healthcare provider. ✳ You are requested to define the healthcare professional works at your organization
 Patient Information	Through which you can specify patient information such as Name, email, mobile number and date of birth, etc.
 Visit Details	You can provide patient's visit details such as date of visit/admission, name of department or until of visit/admission.
 Diagnosis	You are requested to provide some medical information about the patient such as ICD and CPT codes.
 Patient's History	You can add information about patient illness history.
 Patient Examination	You can provide detailed explanation about patient examination.
 Discharge Information	Through this tab, you can highlight cautions and instructions needed to be followed after patient discharge.



 Physician Information	<p>The tab displays your information as a physician such as your name as well as your DHCC License Number</p>
 Comments	<p>You can provide any additional information.</p>



- * Get more information about selecting your healthcare provider, by visiting "[Select your Healthcare Provider](#)" section.
- * For more information on providing patient information, please refer to "[Provide Patient Escort Information](#)" section

2.3.1 Enter Patient Visit Information [Medical Report]

▶ Start executing the following steps



- On  **Visit Details** tab, next to **Date of admission**, click  icon and specify patient's admission date.

Medical report

All fields with (*) are mandatory

Healthcare Provider
Patient Information
Visit Details
Diagnosis
Patient's History

VISIT DETAILS

Date of admission*  Date of discharge 

REMARKS/COMMENTS

Remarks/Comments

Previous
SAVE DRAFT
SUBMIT
Next

Figure 23: Enter Patient Visit Information [Medical Report]

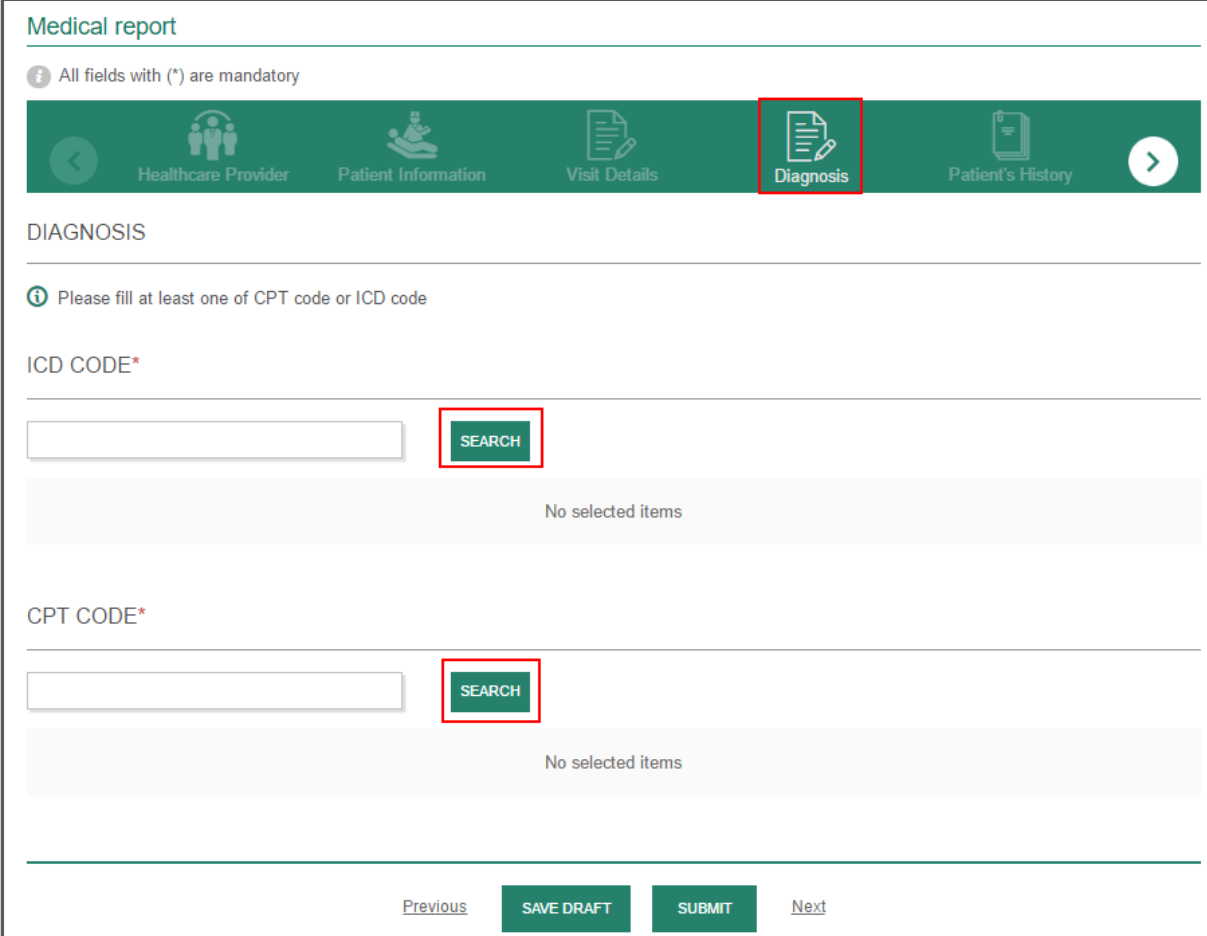
- Next to **Date of Discharge**, click  icon and define patient's exit date.

3. Under **REMARKS/ COMMENTS**, type any further comments.

2.3.2 Provide Diagnosis Information of Patient Disease

▶ Start executing the following steps

1. Move to  tab.



The screenshot shows a web interface for a medical report. At the top, there is a navigation bar with five tabs: Healthcare Provider, Patient Information, Visit Details, Diagnosis (highlighted with a red box), and Patient's History. Below the navigation bar, the form is titled "DIAGNOSIS". A message states: "Please fill at least one of CPT code or ICD code". There are two sections for code entry. The first is "ICD CODE*" with a text input field and a "SEARCH" button (highlighted with a red box). Below the input field, it says "No selected items". The second is "CPT CODE*" with a text input field and a "SEARCH" button (highlighted with a red box). Below the input field, it says "No selected items". At the bottom of the form, there are four buttons: "Previous", "SAVE DRAFT", "SUBMIT", and "Next".

Figure 24: Provide Diagnosis Information of Patient Disease

2. Next to **ICD Code**, click .

ICD Code ✕

i Please search for ICD code.

SEARCH

<input type="checkbox"/>	Zoster without complications	B02.9	Zoster without complications
<input checked="" type="checkbox"/>	Zoster with other complications	B02.8	Zoster with other complications
<input type="checkbox"/>	Zoster scleritis	B02.34	Zoster scleritis

First << 1 2 3 4 5 ... >> Last

CANCEL
CONTINUE

Figure 25: Find ICD Code (Medical Report)

3. On **ICD Code** window, you can type the code you need to view then click SEARCH or you can click the button directly.
4. Select the checkbox next to your preferred choice then click **CONTINUE**.
5. Next to **CPT Code**, click SEARCH.

Figure 26: Find CPT Code [Medical Report]

6. On **CPT Code** window, you can type the code you need to view then click **SEARCH** or you can click the button directly.
7. Select the checkbox next to your preferred choice then click **CONTINUE**.

2.3.3 Add Patient Illness History

You are allowed to add any information about patient illness history such as:

- ✳ History of present illness history
- ✳ Past medical history
- ✳ Relevant family history and social history
- ✳ Allergy

Medical report

All fields with (*) are mandatory

Healthcare Provider Patient Information Visit Details Diagnosis Patient's History

PATIENT HISTORY

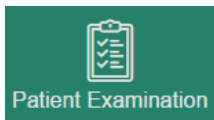
History of present illness History of present illness Past medical history Past medical history

Relevant family history & social history Relevant family history & social history Allergy Allergy

Previous SAVE DRAFT SUBMIT Next

Figure 27: Add Patient Illness History

2.3.4 Provide Patient Physical Information








Through **Patient Examination** tab, you can provide through information about patient examination such as:

- * Physical Examination
- * Investigations laboratory data
- * Hospital Course
- * Treatment Plan

Medical report

All fields with (*) are mandatory

 Patient Information
  Visit Details
  Diagnosis
  Patient's History
  Patient Examination

PATIENT EXAMINATION

Physical examination*

Investigations laboratory data


Hospital course

Treatment plan

[Previous](#)

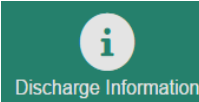
[Next](#)

Figure 28: Provide Patient Physical Information





Please fill in fields marked with the red asterisk (*).

2.3.5 Give Discharge Instructions

Through  Discharge Information, you can give your patient all the needed instructions after exiting hospital such as:

- ✳ Discharge medications
- ✳ Discharge instructions
- ✳ Follow up care

Moreover, you are allowed to upload any medical reports related to the patient by clicking  **UPLOAD FILE**, then navigate your pc to upload the needed file.





To remove the uploaded file, click  **DELETE** next to the attached document.

Figure 29: Give Discharge Instructions



- ✳ For more information on adding comments, please refer to "[Leave Additional Comments](#)" section.
- ✳ After providing the request necessary information, click **SUBMIT** to send the request for approval or **SAVE DRAFT** to send it later.

Manage Your Workspace

Each of DHCA registered portal users are privileged to have their own workspace through which they can easily:

- ✳ View a list of the received tasks regarding the submitted requests
- ✳ View a list of draft requests
- ✳ Track submitted requests status
- ✳ View a list of the previously uploaded documents

Moreover, registered users are allowed to update their profile information (only contact information).

The following figure indicates how your workspace is organized as well as the different available ways to access any of its components.

The screenshot shows a user's workspace with a left-hand navigation menu and a main content area. Callouts provide instructions on how to access different parts of the workspace:

- Profile:** Click Here to Start Editing Your Profile
- Navigation Menu:** Use This Menu to Access Any of Your Workspace Components
- My Tasks:** Click to Access Your Assigned Tasks (1 My Tasks)
- My Requests:** Click to Access Your Submitted Requests (2 My Requests)
- My Draft Requests:** Click to Access Your Draft Requests (0 My Draft Requests)
- Status Legend:** Colors Refer to Your Requests Status: Pending on Applicant (Yellow), Closed (Green), Rejected (Orange), Draft (Grey), Pending on DHCA team (Blue)
- My Documents Wallet:** Click to Access Your Previously Uploaded Docs
- My Requests Status:** Click to Track Your Requests Status
- My Draft Requests:** Click to Access Your Saved Requests

The main content area displays four sections:

- PENDING TASKS:** A table with columns: Name, eService Status, Creation Date. One item: RL-NwLcns-1612-02991, Pending On Payment, 12-Dec-2016.
- MY REQUESTS STATUS:** A table with columns: Name, eService Status, Creation Date. Two items: RL-NwLcns-1612-02991 (Pending On Payment, 08-Dec-2016) and RL-NwLcns-1611-02975 (In Progress, 24-Nov-2016).
- MY DOCUMENTS WALLET:** Shows one document: Name_Good Standing Certificate from the Parent Com, with a Download button.
- MY DRAFT REQUESTS:** Displays "There are no items found."

Figure 30: Get Acquainted With Your Workspace

1 Receive Sick Leaves Assigned Tasks

After submitting sick leave/ escort notification/ medical report request, you shall:

- ✳ [Receive service fees payment task](#)
- ✳ [Receive the request sick leave/ escort notification/ medical report in your document wallet](#)

1.1 Pay Service Fees

▶ Start executing the following steps

- At the right top of DHCA homepage, click **Workspace**, **WORKSPACE** page opens.

The screenshot shows the 'WORKSPACE' page with a sidebar on the left containing navigation options: Workspace, GSO Workspace, Profile, My Pending Tasks, My Submitted Requests, My Draft Requests, My Documents Wallet, and My Payments. The main content area displays three summary cards: '1 Pending Tasks', '1 My Requests S..', and '0 My Draft Requ...'. Below these is a legend for task statuses: Pending on Applicant (yellow), Closed (green), Rejected (orange), Draft (grey), and Pending on DHCA team (blue). A 'PENDING TASKS' table is visible with the following data:

Name	eService Status	Creation Date
SckLv-17-0059	Pending on Payment	02-Jun-2017

Below the table are sections for 'MY REQUESTS STATUS' and 'MY DRAFT REQUESTS'. The 'MY DRAFT REQUESTS' section shows 'There are no items found.'

Figure 31: Access Service Fees Payment Task

- On **WORKSPACE** page, under **PENDING TASKS**, click the provided application number with the status (**Pending On Payment**), **PAYMENT REQUEST** page opens.

» Update Healthcare Professional Profile

Pending Tasks (1)

» Pending On Payment 1

My Requests Status (1)

» Pending On Payment 1

Payment

Application Number: SckLv-17-0059 **Service:** Sick Leave Request

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-00081	Sick Leave Fees	AED 50	1	AED 50
FeeCode-00002	Knowledge Dirham Fees	AED 10	1	AED 10
FeeCode-00001	Innovation Dirham Fees	AED 10	1	AED 10
Total Fees (AED):				AED 70

PAYMENT TYPE

Payment Type* Cash Online

Remarks / Comment

Payment Attachment

+ UPLOAD FILE Allowed extension(s) .pdf, .gif, .jpg, .jpeg, .png, .bmp, .doc, .docx
Minimum number of files is 1 and Maximum number of files is 5 with Maximum file size 5.00 MB

No files were uploaded

ⓘ Failure to make the payment within 7 working days will result in rejection of your application.

PAY

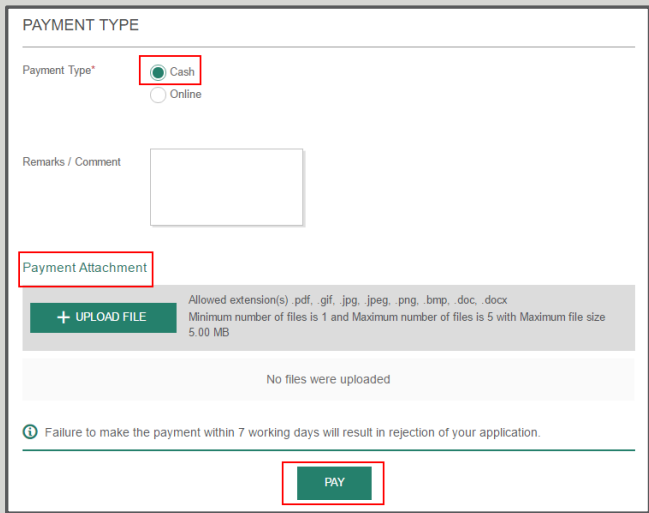
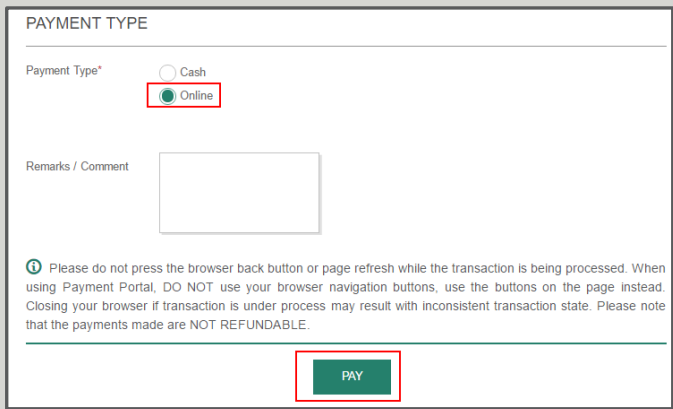
Figure 32: Pay Service Fees

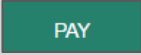
PAYMENT REQUEST page includes the following sections:

- ✳ **PAYMENT DETAILS**, through which you can get, detailed information on the required fees as well as the total payment amount.

✳ **PAYMENT TYPE**, through which you are free to choose your preferred payment method.

The following table indicates the available payment methods along with the requested action according to your choice.

Available Payment Type	Requested Action	Figure
Cash	You will need to pay the requested fees at DHCA premises then upload a receipt copy.	 <p>The screenshot shows a form titled 'PAYMENT TYPE'. Under 'Payment Type*', the 'Cash' radio button is selected and highlighted with a red box. Below it is a 'Remarks / Comment' text area. A 'Payment Attachment' section includes an 'UPLOAD FILE' button and a list of allowed file extensions (.pdf, .gif, .jpg, .jpeg, .png, .bmp, .doc, .docx) with a maximum file size of 5.00 MB. A message states 'No files were uploaded'. At the bottom, a 'PAY' button is highlighted with a red box. A warning message at the bottom reads: 'Failure to make the payment within 7 working days will result in rejection of your application.'</p>
Online	You will be redirected to payment gateway to provide the required online payment details.	 <p>The screenshot shows the same 'PAYMENT TYPE' form, but the 'Online' radio button is selected and highlighted with a red box. The 'Remarks / Comment' text area is empty. A warning message at the bottom reads: 'Please do not press the browser back button or page refresh while the transaction is being processed. When using Payment Portal, DO NOT use your browser navigation buttons, use the buttons on the page instead. Closing your browser if transaction is under process may result with inconsistent transaction state. Please note that the payments made are NOT REFUNDABLE.' The 'PAY' button at the bottom is highlighted with a red box.</p>

After selecting your desired payment type and providing the needed information, click .

1.2 Download Requested Sick Leave

After the successful payment, you shall receive the requested sick leave/ escort notification/ medical report in your document wallet.

▶ Start executing the following steps

1. At the left menu of your workspace, click  My Documents Wallet.

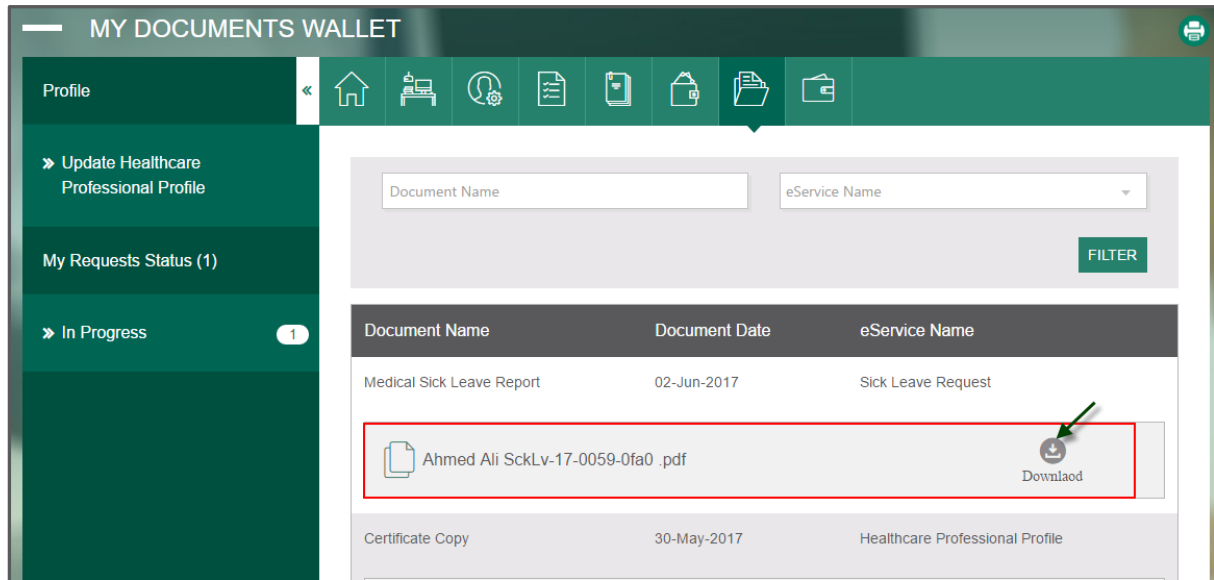



Figure 33: Download the Received Sick Leave

2. Under MY DOCUMENTS WALLET, next to the received file, click .



شهادة الإجازة المرضية
Sick Leave Certificate

رقم الشهادة
Certificate Number: SckLv-17-0059-0fa0

Security Code: f4a1

بيانات المريض

اسم المريض بالكامل
Patient Full Name: Ahmed Ali

رقم الملف الطبي
Medical Record Number: 23564

مكان العمل
Place of Employment: Private

تاريخ الميلاد
Date of Birth: 23/08/1991

رقم الهوية الإماراتية
Emirates ID Number: 123-1234-1234567-1

تفاصيل الإجازة المرضية

اسم المنشأة
Facility Name: amal abdelmonsef

تاريخ بداية الإجازة
Leave Start Date: 04/06/2017

تاريخ الزيارة
Date of Visit: 02/06/2017

تاريخ نهاية الإجازة
Leave End Date: 05/06/2017

نوع الزيارة
Visit Type: Medical

عدد أيام الإجازة
Number of leave Days: 2

نوع العمل
Type of Work: Light/moderate (office, sales, mild physical, etc.)

التشخيص

ICD Code	Description
B46.9	Zygomycosis, unspecified
CPT Code	Description
CPT 4	CURRENT PROCEDURAL TERMINALOGY

Doctor's Name : amal abdelmonsef Signature : Stamp :

Notes

- Certificate becomes invalid if any corrections are made.
- Certificate is valid only if its signed and stamped by the concerned doctor / Hospital.
- This certificate is issued at patient's request.
- For the Purpose of verification of this certificate, Please click <https://portal.aqa.ae/foundation.ae/en/E-Services/Pages/PLD-Sick-Leave-Report.aspx?C=SckLv-17-0059-0fa0&S=f4a1>.

Dubai Healthcare City Authority, P.O. Box: 355003, Dubai, UAE
T: +971 4 285 8300 F: +971 4 281 8150 www.dhcc.ae

Figure 34: Downloaded Sick Leave



Patient can provide any of non-registered users [e.g. their employers] with certificate number and security code.

Appendix

This section is created to non-registered users, who would need to view patient's issued sick leave/ escort notification/ medical report. Those users might be patient employers or any other external authority who would need to verify patient medical report issued through DHCA.

1 Access Medical Documents Verification

▶ Start executing the following steps

1. On DHCA homepage, scroll down to Smart Services Shop section.

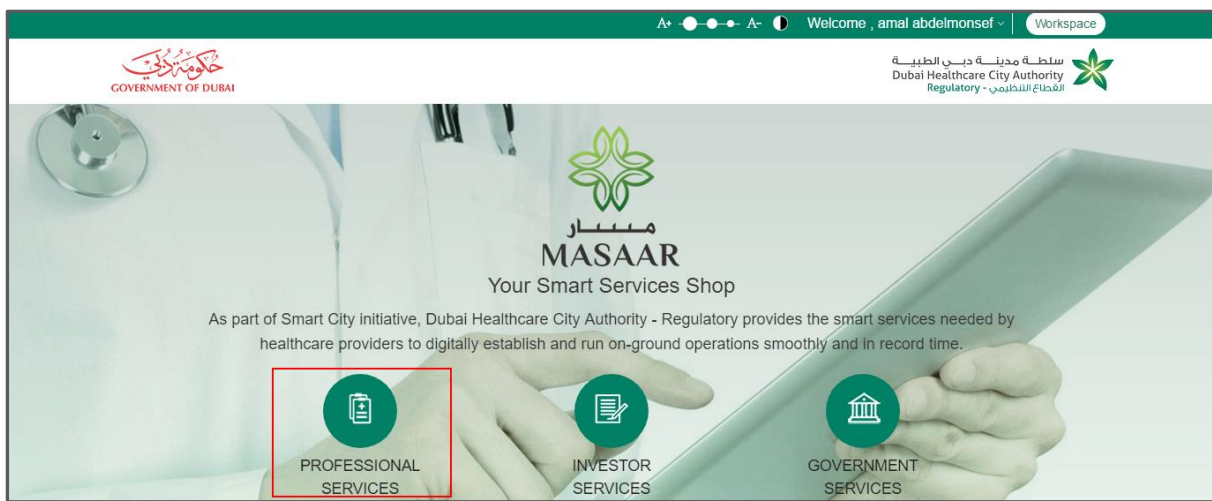


Figure 35: Access Professional Services List [Non-registered Users]

2. Click **PROFESSIONAL SERVICES**.

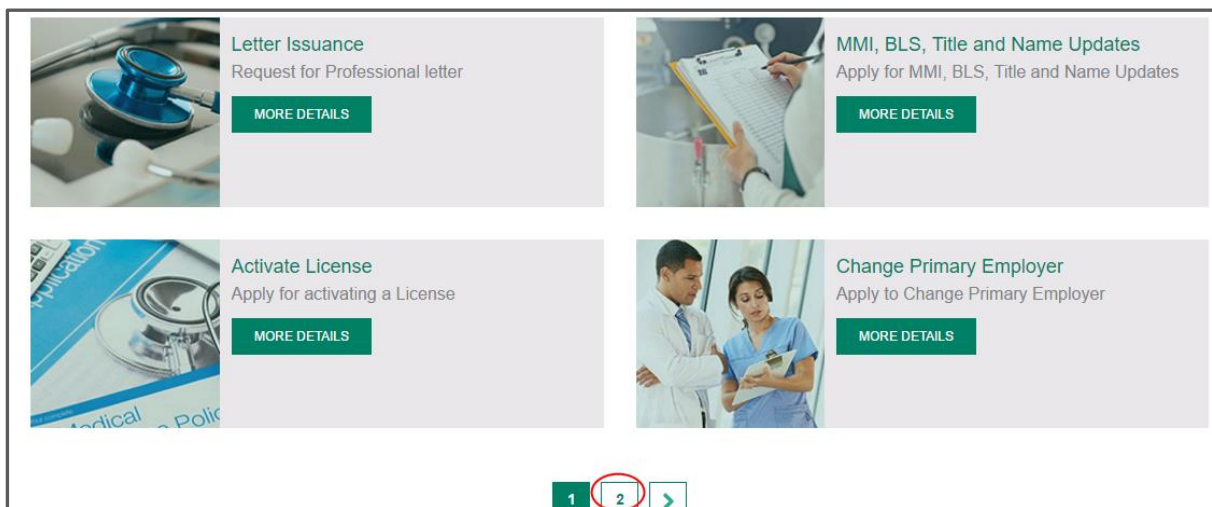


Figure 36: Professional Services List [Non-registered Users]

3. At the bottom of the page, click 2.

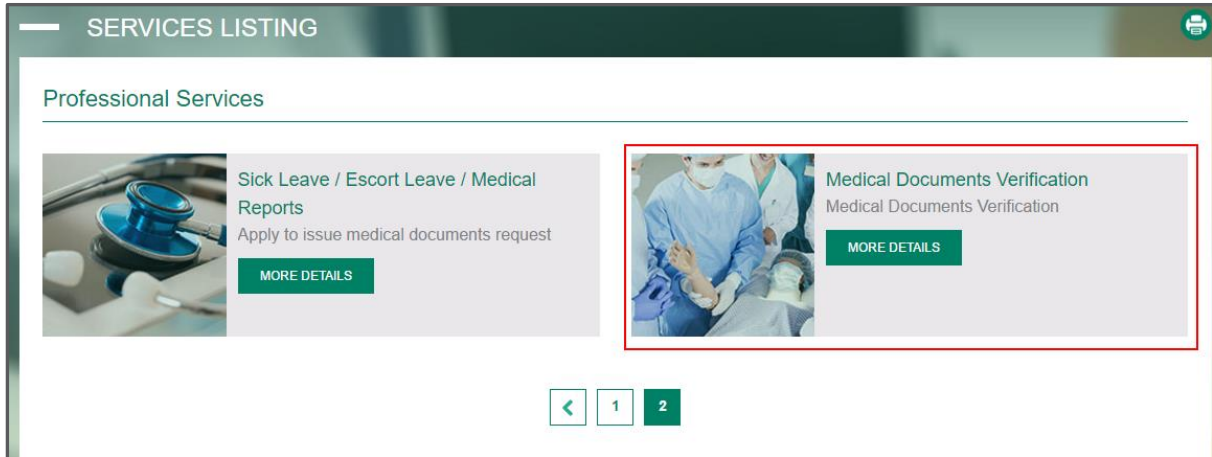


Figure 37: Access Medical Documents Verification

4. On **PROFESSIONAL SERVICES** listing page, under **Medical Documents Verification**, click MORE DETAILS.

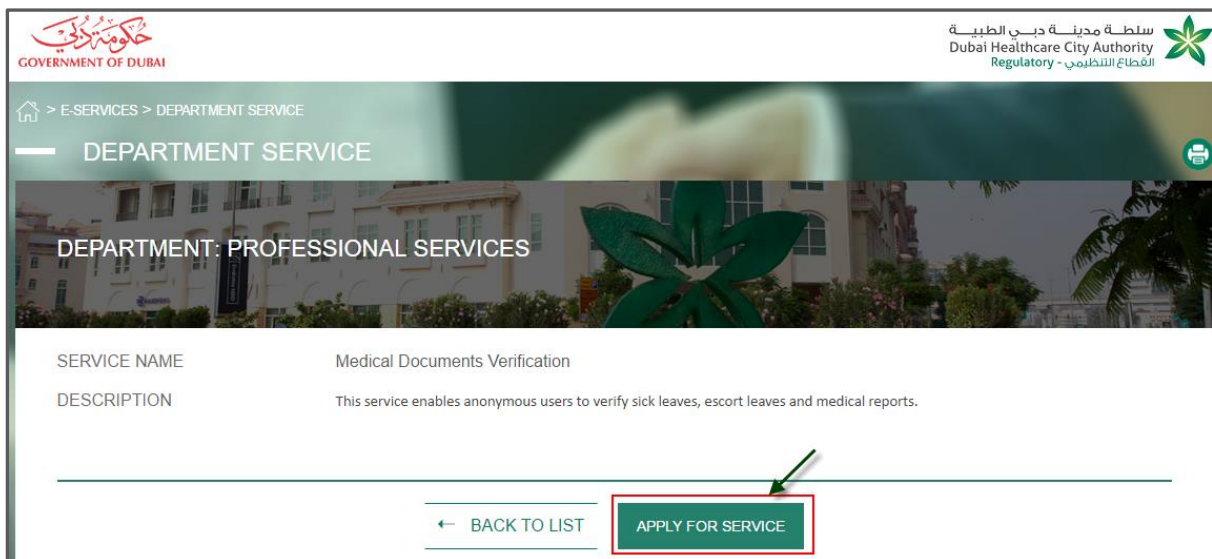


Figure 38: Service Business Information

5. On **DEPARTMENT SERVICE** page, you will be provided with service name and description.
6. Click APPLY FOR SERVICE.

1.1 View Issued Medical Reports [Non-registered Users]

▶ Start executing the following steps

1. On **Medical Report** page, next to **Certificate Number** textbox, type the provided certificate number.

The screenshot shows the 'MEDICAL REPORT' page. At the top, there is a breadcrumb trail: 'E-SERVICES > MEDICAL REPORT'. Below this, the page title is 'MEDICAL REPORT'. The main content area is titled 'MEDICAL CERTIFICATE'. There are two input fields: 'Certificate number*' with the value 'SckLv-17-0059-0fa0' and 'Security code*' with the value 'f4a1'. To the right of these fields is a green button labeled 'SHOW REPORT'. Red boxes highlight the 'Certificate number*' label, the 'Security code*' label, and the 'SHOW REPORT' button.

Figure 39: Show Medical Report

2. In **Security code** textbox, type the provided security code then click **SHOW REPORT**.

The screenshot shows the 'MEDICAL REPORT' page after clicking the 'SHOW REPORT' button. The breadcrumb trail is 'E-SERVICES > MEDICAL REPORT'. The page title is 'MEDICAL REPORT'. The main content area is titled 'MEDICAL CERTIFICATE'. There are two input fields: 'Certificate number*' with the value 'SckLv-17-0059-0fa0' and 'Security code*' with the value 'f4a1'. To the right of these fields is a green button labeled 'SHOW REPORT'. Below the input fields, the patient's name is displayed as 'Ahmed Ali'. Underneath, there is a section titled 'Medical Sick Leave Report'. A red box highlights a download link for the file 'Ahmed Ali SckLv-17-0059-0fa0 .pdf' with a file size of 584.80 KB.

Figure 40: View Patient Medical Report

3. Under **Medical Sick Leave Report**, click the provided link to download the file to your machine.