



# GENERAL LICENSURE REQUIREMENTS FOR HEALTHCARE PROFESSIONALS GUIDELINE

Department: Professional Licensing Department

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## General Licensure Requirements for Healthcare Professionals- Guideline

### INTRODUCTION

Dubai Healthcare City Authority – Regulatory (DHCR) regulates and licenses healthcare professionals in Dubai Healthcare City (DHCC). A healthcare professional intending to apply for a license to practice in DHCC, must complete and submit all required documents online via the e-service gateway on DHCR's website [www.dhcr.gov.ae](http://www.dhcr.gov.ae) for initial review as identified in this guideline.

### 1. APPLICABLE TO:

- |     |   |
|-----|---|
| 1.1 | All healthcare professionals applying for professional licensure to practice in DHCC. |
|-----|---|

### 2. GUIDELINE

2.1	<p><b>Personal Details</b></p> <p>2.1.1 Full name and surname (as it appears in the passport)</p> <p>2.1.2 Passport number and expiration date (must match with passport copy)</p> <p>2.1.3 Valid contact details (email and telephone/mobile numbers)</p> <p>2.1.4 Nationality</p> <p>2.1.5 Country of residence (current)</p> <p>2.1.5 Address (current residence)</p>
2.2	<p><b>Professional Qualification</b></p> <p>(Undergraduate/ postgraduate qualification, specialty board or other, if applicable.)</p> <p>2.2.1 A professional qualification must be issued by recognized institutions from the country of training:</p> <p>2.2.1.1 Undergraduate university degree/diploma and transcript.</p> <p>2.2.1.2 Postgraduate qualification and transcript (<b><i>Review DHCA guidelines for specific professions on the DHCR's website for more information.</i></b>)</p> <p>2.2.1.3 Specialty board certificate/other certificate along with residency/training completion letter from institute/hospital (for medical, dental and faculty specialties only).</p> <p>2.2.2 Professional qualifications must contain the applicant's full name, degree completed, date of completion, and the name of the institute.</p>
2.3	<p><b>Clinical Work Experience</b></p> <p>2.3.1 Will be considered after obtaining qualifications required for the intended field of practice. <i>Experiences gained during the training/residency/specialty program in order to obtain the required qualification shall not be considered.</i></p>



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	<p>2.3.2 It must be relevant to the category and specialty applied for, and attained in an appropriate clinical setting licensed by the relevant regulatory authority in the country of practice.</p> <p>2.3.3 A letter of experience (LOE) in the applied field of practice must be an official document signed and stamped by an authorized signatory of the employer (e.g. Medical Director or Human Resources Department).</p> <p>2.3.4 The LOE must include Applicant's name, position(s) held, dates of employment, and the name of the issuing hospital/institute.</p> <p>2.3.5 An Applicant with a discontinuation of practice of three to five years must fulfill the requirements listed in the Gap in Practice Policy (<b><i>Review DHCA guidelines for Gap in Practice on the DHCR's website for more information</i></b>).</p> <p>2.3.6 An Applicant must comply with the minimum clinical experience required by DHCA as listed in the related specific professions requirement.</p> <p>2.3.7 Medical/Nursing/Allied Health/CAM Graduates from UAE MOHESR approved universities who have completed their internship (as applicable) are exempt from the required clinical experience.</p>
2.4	<p><b>Professional License</b></p> <p>2.4.1 An Applicant must have a valid and current license to practice and/or registration in the intended field of practice.</p> <p>2.4.2 The license to practice and/or registration must be issued from the relevant regulatory authority in the country of recent employment.</p> <p>2.4.3 An Applicant is responsible to submit evidence of all license(s) to practice and/or registration(s) over the last two years from the jurisdictions of practice.</p> <p>2.4.4 For specialties where there is no regulatory authority, the applicant is responsible to provide official document(s) from an equivalent body to confirm that such specialties are not regulated in that jurisdiction.</p> <p>2.4.5 In countries that issue both a License and Registration – An Applicant is required to submit both documents.</p>
2.5	<p><b>Certificate of Good Standing (CGS)</b></p> <p>2.5.1 A Certificate of Good Standing (CGS) is a letter issued by the Health Regulatory body in the country of practice and must:</p> <p>2.5.1.1 State the Applicant's name and specialty;</p>



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	<p>2.5.1.2 Confirm that the professional is entitled to practice the profession in the jurisdiction; and</p> <p>2.5.1.3 Confirm that the professional is not disqualified, suspended or prohibited from practicing the profession.</p> <p>2.5.2 If there is no health regulatory body in the country to issue a Certificate of Good Standing, the professional will need to submit evidence of that and request for CGS from the employer(s) (subject to DHCR approval).</p> <p><b>2.5.3</b> All healthcare professional Applicants are required to submit a CGS.</p> <p><b>2.5.4</b> The CGS must be valid at the time of submission and issued within the last six months at the time of application submission.</p>
<p>2.6</p>	<p><b>English Proficiency Test</b></p> <p>2.6.1 Evidence of English proficiency must be submitted by all healthcare professionals as follows:</p> <p>2.6.1.1 Test of English as a Foreign Language (TOEFL) – a minimum score of 500 (paper based) and 64 (internet based test) or;</p> <p>2.6.1.2 International English Language Test System (IELTS) –a minimum score of 5.0 or;</p> <p>2.6.1.3 Occupational English Test (OET) – minimum score of C or;</p> <p>2.6.1.4 Cambridge Assessment English– minimum score of 169 on the scoring scale.</p> <p>2.6.2 The English requirement may be exempted if:</p> <p>2.6.2.1 The applicant graduated from a specialty program with an English curriculum (evidence may be requested).</p> <p>2.6.2.2 The applicant has practiced his/her healthcare profession or holds a license from a native English speaking country for at least one (1) year.</p> <p>2.6.2.3 The applicant has been licensed and practiced his/her healthcare profession in United Arab Emirates for at least three (3) years.</p> <p>2.6.2.4 Applicants who score lower in the English proficiency exams than the accepted scores mentioned above will be required to provide an undertaking letter from the hiring healthcare facility confirming the availability of an English translator (or a competent native speaker) who will be present during working hours and patient interaction with the applicant.</p>
<p>2.7</p>	<p><b>DHCA Licensing Exam</b></p> <p>2.7.1 Applicants are required to pass the DHCA examination (as applicable) related to their profession which is conducted at a Prometric Testing Center.</p>



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	<p>2.7.2 An Applicant can only undertake the DHCA examination after submission of the online application.</p> <p>2.7.3 The Applicant will be notified via email to proceed to undertake the examination.</p> <p>2.7.4 An Eligibility ID will be issued once the Applicant confirms readiness on the system.</p> <p>2.7.5 The Eligibility ID will be used to select the exam center location and schedule the exam date within three months from date of issuance.</p> <p>2.7.6 The applicant is required to provide the original PASSPORT at the exam center to be permitted to sit for the exam.</p> <p>2.7.7 Prometric examinations are conducted in English language with a multiple choice questions format.</p> <p>2.7.8 Exam details and reference material can be accessed through the Licensing Exam Guide for Healthcare Professionals on the DHCR's website.</p> <p>2.7.9 The Applicant will be provided with a "Score Report" stating the result (Pass or Fail) by the Prometric Testing Center upon completion of the exam. No other details (such as scores) will be provided.</p> <p>2.7.10 The Applicant will be granted a maximum of three attempts to pass the examination.</p> <p>2.7.11 After the third failed attempt, the Applicant can reapply for:</p> <p style="padding-left: 20px;">2.7.11.1 The same Professional Grade:</p> <p style="padding-left: 40px;">2.7.11.1.1 After one year of continued practice outside DHCC <i>and</i></p> <p style="padding-left: 40px;">2.7.11.1.2 Twenty Continuous Professional Development (CPD) points <i>and</i></p> <p style="padding-left: 40px;">2.7.11.1.3 Two recommendation letters from direct supervisor.</p> <p style="padding-left: 20px;">2.7.11.2 A lower Professional Grade, given that he/she fulfills the licensing requirements for the title.</p> <p>2.7.12 If the applicant is a holder of a valid Dubai Health Authority (DHA) License/ Eligibility Letter then he/she can be exempted from the exam once applied for the same licensed title and specialty.</p>
2.8	<p><b>Curriculum Vitae</b></p> <p>Should be up to date with latest experience and qualifications. The details in the application and the CV should match.</p>
2.9	<p><b>Basic Life Support (BLS)</b></p> <p>2.9.1 All applicants must show evidence of a valid Basic Life Support certification before issuance of license.</p>

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	<p>2.9.2 A valid Basic Life Support (BLS) Certification must comply with the requirement as clarified on the <a href="#">Life Support Guideline</a>.</p> <p>2.9.3 Online based BLS training is not sufficient. Evidence of completing the hands on training must be provided.</p> <p>2.9.4 Advanced Cardiac Life Support (ACLS) can be accepted with evidence of completing BLS requirements within the program.</p>
2.11	<p><b>Police Clearance Certificate</b></p> <p>2.11.1 Applicants of the below, or if requested, are required to submit Police Clearance:</p> <p>2.11.1.1 Reproductive Endocrinology/Infertility specialists or consultants</p> <p>2.11.1.2 Mental Health Nurse</p> <p>2.11.1.3 Trainee if they do not have previous experience.</p> <p>2.11.2 The certificate should be issued from the country of last practice/training.</p>
2.12	<p><b>Latest Personal Photo</b></p> <p>Professional photo with white background should be scanned and submitted in JPEG format.</p>
2.13	<p><b>Payment</b></p> <p>2.13.1 Payment type must be selected online and the available payment methods are:</p> <ul style="list-style-type: none"> <li>- Credit Card;</li> <li>- Cash;</li> <li>- Bank Transfer; or</li> <li>- Cheque</li> </ul> <p>2.13.2 Initial review fees should be paid in order for the Professional Licensing Department to review the submitted application. <i>Please check the website for the latest fee structure.</i></p> <p>2.13.3 Once the application passes the initial review stage, the Applicant will be notified via email (at each stage of the process) to pay the Processing and Verification fee, Examination fee (if applicable), and License Issuance and Delivery fee.</p> <p>2.13.4 Each fee transaction will be subject to a Knowledge fee and an Innovation fee.</p>

### 3 Important Additional Information

3.1	Applicants working under DHA Government facilities must submit a No Objection Certificate (NOC) issued by the Human Resources Department-DHA to be licensed in DHCC.
3.2	All information must be in English or Arabic. A certified English translation is required in addition to the original documents, if the original documents are not in English or Arabic.



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3.3	No attestation of documents is required for DHCA licensure purposes, however it may be required to apply for residency permit (visa).
3.4	All submitted documents are subject to Primary Source Verification (PSV).
3.5	The Applicants that fulfill all DHCR requirements but do not have an employer in DHCC will be issued a Letter of Acceptance (LOA), which is valid for 1 year from the date of issuance. Obtaining an LOA does not permit a healthcare professional to commence practice in DHCC without obtaining a license to practice.
3.6	Additional documents, which are not required at the initial stage but should be submitted before issuing the license to practice and confirmation of employment with a licensed Operator on DHCC, are: <ul style="list-style-type: none"> <li>3.6.1 Evidence of valid Medical Malpractice Insurance (MMI) for all approved applications. MMI must cover the healthcare professional under the healthcare operator with which they will practice.</li> <li>3.6.2 A valid Basic Life Support (BLS) Certification which must comply with the requirement as clarified on the <a href="#">Life Support Guideline</a>.</li> <li>3.6.3 Online based BLS training is not sufficient. Evidence of completing the hands on training must be provided.</li> <li>3.6.4 Registration in DHCC's Al Maktoum Medical Library.</li> </ul>

### 3 COMMUNICATION (check all that apply)

<input checked="" type="checkbox"/>	Announcement
<input type="checkbox"/>	Awareness
<input type="checkbox"/>	Training
<input checked="" type="checkbox"/>	Other specify: Website Upload

### REVISION HISTORY



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S No	Summary	Amend Type*	Page	Issue No	Issue Date
1	Reviewed and Replaced in new template	Modify	All	2	4/11/2018
2					
3					
4					
5					
6					

\* Amend Type: New / Add/ Modify / Cancel