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GOVERNMENT OF DUBAI	**Sick Leave and Escort Leave Certificate Policy**	سلطـة مدينـة دبـي الطبيـة Dubai Healthcare City Authority Regulatory · القطاع التنظيمي
Document #: PP/BO/001/01		Review Date: 23/20/2020
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1 PURPOSE:

1.1 This policy outlines the process and procedures for Clinical operators within Dubai Healthcare City (DHCC) and ensures compliance, establishes the process, forms and evidence required for reporting and attestation of SLC.

1.2 This Policy identifies the responsibilities of DHCR licensed Healthcare Operators (HCO's) and Healthcare Professionals. (HCP's) regarding the issuance, of Sick Leave Certificates (SLC) and Escort Leave Certificates (ELC)

1.3 DHCR will ensure SLC and ELC are issued in accordance with clinical evidence including professional and ethical practices

1.4 Work in co-operation with internal personnel and external business partners to monitor and control issuance in order to protect the reputation and professional integrity of DHCC and DHCR

1.5 Ensure that all documentation is timely, accurate, consistent, clear and uses appropriate language and terminology

1.6 Facilitate the process of verifying SLC and ensure customer happiness.

2 APPLICABILITY:

2.1 This Policy is applicable to all DHCR licensed HCO's and HCP's

2.2 This document is applicable to all DHCR personnel involved in the authorization, processing and management of SLC.

3 POLICY

3.1 DHCR will identify suitable staff and resources as necessary to ensure that the assigned authority or individual at DHCR is effectively implementing, monitoring and maintaining full compliance of this policy.

3.2 Ensure sick leave days are compliant with t PP/BO/001/01 he diagnosis and patient's condition.

3.3 Evaluate and identify areas for improvement that will enhance online sick leave certificate attestation throughout HCO and HCP

4 RESPONSIBILITY:

4.1 DHCR staff are responsible for attesting SLC and assessing individual cases that are outside the current allocated Sick Leave allowance;

4.2 DHCR Office and Administration personnel are responsible for implementing this policy and procedure

4.3 DHCR is not responsible for the content of the certificate that is issued by the HCO and HCP's

4.4 Only HCO's and HCP's with valid operating permits can issue SLC and ELC

5 DEFINITIONS / ABBREVIATIONS: Please add to suit your policy

5.1 **Form:** A document that requires completion for consideration e.g. permit, license etc.

5.2 **Sick Leave Certificates**: Document provided by a licensed physician that states 'why' an employee is unfit for work or evidence of a health condition

5.3 **Escort Leave Certificate:** Document provided by a Licensed physician (In conjunction with a Sick Leave Certificate) that identifies the name and relationship to the patient obtaining a Sick Leave Certificate

5.4 **Policy:** a defined course of action determined by the DHCA and adopted in accordance with the provisions of the Governing Regulation, on the position, strategy or standing on a subject that shall be followed by those identified within the policy.

5.5 **Procedure:** A set of instructions that performs a task, a subroutine or function. These are carried out to achieve the rules, regulations and work processes. They assign, prioritize and order responsibilities. The procedure describes the sequential steps of performing a task**.**

5.6 **Manual sick leave certificate:** any hand written or typed sick leave not issued from DHCR Online System "MASAAR" to allow patient's absence from his/her job because of illness

6   <u>Relevant Information:</u>

6.1 DHCR can approve sick leave that exceeds the allowance outlined in this policy. This includes and not limited to:

    6.1.1 developing complications that have no guidelines;

    6.1.2 diagnosis that has one or multiple conditions;

    6.1.3 diseases that do not have a procedure that has a guideline. (consideration will be given once appropriate documentation has been submitted)

6.2 DHCR may conduct monthly audits of SLC and ELC as part of routine regulations. Representatives from DHCR can visit HCOs and check patients' records without prior notice.

6.3 All SLC and ELC are subject to investigation carried out by DHCR personnel.

6.4 HCP's and HCO's

    6.4.1 Physicians, Dentists and Dr of CAM with a valid DHCR license are the only HCPs eligible to issue SLC and/or ELC

6.4.2 All other HCPs including but not limited to Nurses, Allied Healthcare Professionals and Traditional and Complementary Medicine Assistants are not permitted to issue SLC and/or ELC

6.4.3 Compliance with this policy is mandatory for all HCOs and HCPs in DHCC and the management of each facility shall be responsible for its licensed Healthcare Professionals' commitment to the process of issuing SLC

6.4.4 Violations will be treated seriously and may result in direct fines to the HCPs and/or HCOs and disciplinary action to HCPs and/or HCOs and/or referral to concerned regulatory Board for appropriate action to be taken

6.5 Sick Leave Issuance

6.5.1 It is mandatory for the HCP's and HCO's to issue SLC and ELC through the DHCR online (MASAAR) *(Please Note – No manual sick leave certificate will be issued to the patient)*

6.5.2 The HCO's and HCP's must ensure patient information is typed in an accurate manner and completed by providing the following information:

6.5.2.1 Patient Information

- Patient Full Name

- Medical Record Number (MRN).

- Emirates ID number for locals and residents or, Passport number and nationality for visitors and locals who do not have Emirates ID.

- Place of employment in the form of "company name/emirate" and for visitors it will be "company name/country".

6.5.2.2 Sick Leave details

- Date of Visit

- Leave Start Date

- Leave End Date

- Number of leave Days (Calculated by the system)

- Type of Work: e.g. Light/moderate (office, sales, mild physical, etc.), other duties that could cause further harm and/or equipment that hinders an individual to perform duties

6.5.2.3 Diagnosis/Procedure

- Diagnosis as per ICD-10 or procedure name as per CPT Code or both

6.5.2.4 Doctor's name, signature & stamp

6.5.2.5 Notes concerning disease course, admission, surgery, recurrent visit, follow-up, etc. which might be relevant to the employers to know

6.5.3 A backdated SLC can be issued within 72 hours from a visit to the HCP

6.5.4 The SLC must be signed and stamped by the treating physician, surgeon, dentist or doctor of CAM. (Other health professionals cannot sign on behalf of the treating doctor).

6.5.5 Sick Leave Certificates are deemed to be legal documents. Healthcare Professionals who deliberately issue false, misleading or inaccurate certificates could be subjected to disciplinary action and possible sanctions.

6.5.6 A SLC should not be issued for children below 5 years old or for the purpose of accompanying a patient for treatment

6.5.7 Payment is made through online payment gateway in MASAAR.

6.5.8 Patient can request SLC to be written in English or Arabic

6.5.9 SLC without payment shall not be considered as attested by DHCR

6.5.10 Patient admitted to the hospital can be issued Medical Report during their inpatient period and SLC once discharged from the hospital

6.5.11 All SLC or ELC becomes invalid if the certificate is altered, outside (MASAAR)

6.5.12 All SLC or ELC are system generated and do not require a 'stamp' or 'Manual Attestation' from DHCR

6.6 Sick Leave Approval Process

6.6.1 **Sick Leave approval:** If the request meets all the requirements outlined in (7.6) and the leave days do not exceed the number of days for the HCP's category, Sick Leave will be granted

6.6.2 **Pending approval:** Is when the leave days exceed number of days for the HCP's category (Detailed justifications need to be provided in a complete medical report and submitted to DHCR for review)

7.8.3 **Denied from the system:** A SLC can will be denied if one of the following conditions apply:

- If more than one SLC is requested per patient, per day either by the same or different physician.

- Backdating of a SLC for more than 72 hours for out-patients from the visit

- If the SLC is future dated, i.e. sick leave starts two (2) days after the consultation/visit date.

- If a second SLC is requested and it is within the date range of the first issued certificate from same or multiple facilities.

- If the facilities and/or professional license is not renewed and sick leave is issued on the expiry date or after expiry date of the facility and/ or professional license.

7.8.4   Other criteria for SLC being rejected:

- Justification for the exceptional request is not accepted

- Medical report is incomplete when it falls under 'pending approval'

- Medical report is issued by a HCP outside of DHCC zone

- Procedure is performed outside of the submitting HCO

- Procedure is not within the scope of the practice of the HCO and/or HCP

- Abuse of the system (unjustified multiple SLC requests) per patient in a short period of time.

- Abuse of the system (unjustified extensions of sick leave exceeding the maximum allowance) per HCP for his/her patients, exceeding the norm of his/her peers from same specialty

7   SICK LEAVE ALLOCATION(DAYS)

7.1 The below table provides a guide of the 'maximum days' a HCP can issue a SLC per visit

Category/Grade	Max. number of days (calendar days)

Medical/Doctor	7
Medical/Specialist	30
Medical/Consultant	60
Dental/Doctor	7
Dental/Specialist	30
Dental/Consultant	60
CAM/Professional	3

8   Other attestations:

8.1   Attestation of Escort Certificate

8.1.1   It is the patient's responsibility to ensure the escort certificate being submitted for authentication is required to be in Arabic or English. This will be determined by the employer/department /government of the patient.

8.1.2   Payment should be made in advance and the amount is defined in the fee structure of the DHCR Price List

8.1.3   Both HCO and HCP should have a valid License from DHCR

8.1.4   The Escort Certificate cannot substitute a SLC. Any instructions or advice for granting sick leave is not valid unless the same information has been requested in a sick leave system and the sick leave request obtained DHCR approval

8.1.5   The Escort Certificate must have the patient's demographic data, full name, nationality, passport number and all legal requirements to identify the patient. It must also include the HCP name, the facility name, date, time (if possible) and should state the true condition of the patient at the time of producing the report

8.1.6   Escort leave can only be issued a 1st degree relative of the patient

8.1.7 An Escort Certificate is deemed to be a legal document. Healthcare Professionals who deliberately issue false, misleading or inaccurate reports could be subject to disciplinary actions under the Healthcare Professionals Regulation. Healthcare Professionals may also expose themselves to civil or criminal legal action.

8.1.8 HCO and HCP are solely responsible for the content of the escort certificate. Authentication of escort certificate is made, only to certify that HCO and HCP are hold valid licenses at the time of the attestation

8.1.9 The escort certificate should be signed and stamped by the consulting HCP and the license number should be clearly stated and/or from the hospital administration and/or day surgery facility manager

8.1.10 Escort Certificate should state the date that they accompanied a patient to a visit or for admission. It should also state the relationship to the patient.

8.1.11 Escorts are not eligible to get escort leave before or after patient's visit or discharge from the facility

9 Other Considerations

9.1 HCO and HCP cannot issue a sick leave to a patient or escort certificate to a person who did not physically attend the facility

9.2 HCO and HCP should refrain from issuing a SLC to a patient who is fit to work or does not present any health issues

9.3 DHCR does not carry any liability toward issuing SLC or EC or for the approval of a SLC or EC. This is subject to the organization/employers internal policies

9.4 The employer has the right to accept or refuse any sick leave issued to their employee based on the employer organizational internal policy

9.5 For the granting of a sick leave period: The medical report, discharge report, lab report or any other documentation cannot substitute the sick leave request. Each sick leave request should be attested and approved by DHCR in order for it to be valid

9.6 The management of each licensed HCO shall be responsible for its licensed HCP's commitment of granting sick leave/escort certificate. In case of any violation, the HCO and HCP shall be held liable

9.7 The following conditions are considered examples of violations and is subjected to fines and disciplinary actions

9.7.1 Issuing sick leave certificate for medical conditions beyond the scope of doctor/dentist's license

9.7.2 Issuing sick leave certificate by unauthorized person or administrative employee(s) in a health facility

9.7.3 Issuing sick leave certificate without medical justification or by forgery

9.7.4 Issuing sick leave certificate for a period longer than outlined in the guidelines and beyond the timeframe outlined in the clinical diagnosis

9.7.5 Issuance of a sick leave certificate to an individual not attending the healthcare facility

9.7.6 Issuance of a sick leave certificate without proper documentation of the patient visit

10 Related References and Documents

10.1 DHCR Sick Leave guidelines.

10.2 DHA Sick Leave policy.

10.3 General Medical Committee of Dubai- Medical Guidelines of sick leaves issued in cooperation with Dubai Health Authority Medical Department 2011.

10.4 Health Authority _ Abu Dhabi, Policy for issuing Medical/Sickness Certificates

10.5 MASAR User Guide for 'Sick Leave'

10.6 Medical Documents Attestation via Masaar – Quick Reference Guide

10.7 As required

11 RELATED FORMS:

    11.1   DHCR shall have all its regulatory documents in line with this policy