



UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

Cancellation of Health Professional License

User Guide

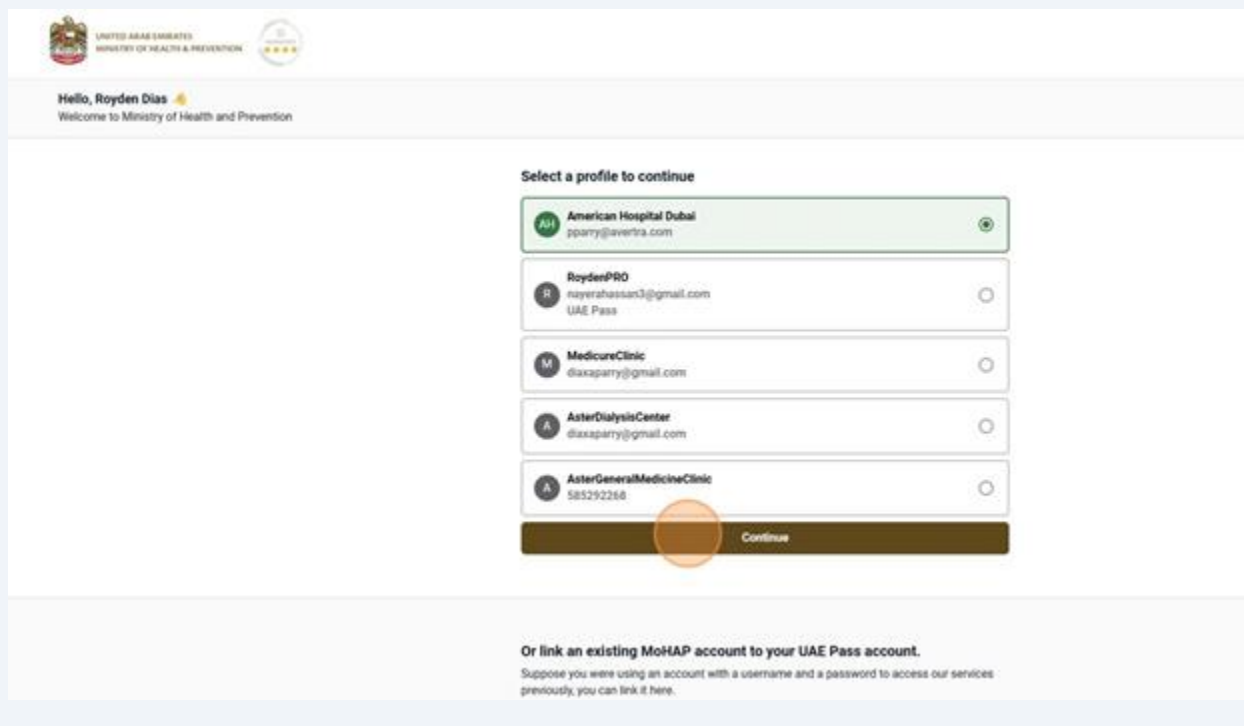
July 2025

Table of Contents

Customer Portal: Raising an Application to Cancel a License	3
Sign-in and Individual Dashboard Navigation	3
Fill Application Details	5
Application Submission	9

Customer Portal: Raising an Application to Cancel Staff Licenses

- 1 Sign-in through UAE Pass and proceed to select the business profile linked to your account. In this case, we will proceed with 'American Hospital Dubai' and click "Continue".



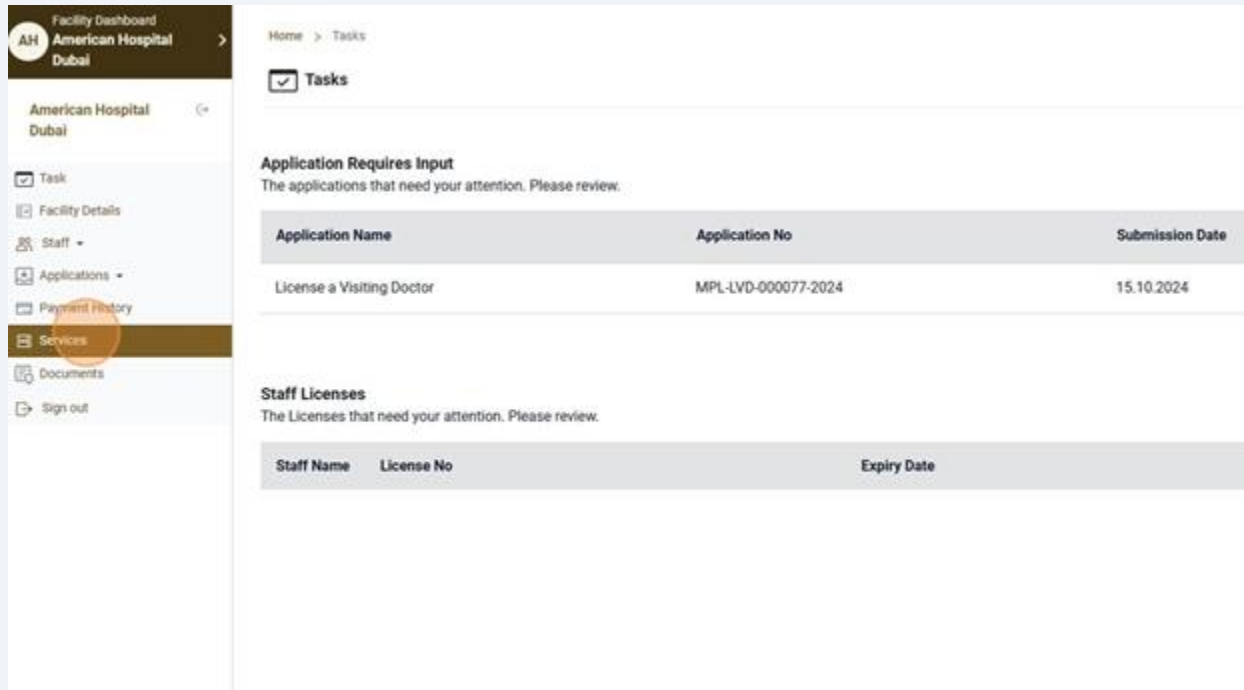
The screenshot shows the MoHAP (Ministry of Health and Prevention) login page. At the top, there are logos for the United Arab Emirates and MoHAP. Below the logos, a greeting reads "Hello, Royden Dias" followed by "Welcome to Ministry of Health and Prevention". The main section is titled "Select a profile to continue" and contains a list of five business profiles, each with a circular icon, a name, an email address, and a radio button for selection:

- American Hospital Dubai** (AH): ppatty@avertra.com (Selected)
- RoydenPRO**: rayerahsan3@gmail.com, UAE Pass
- MedicareClinic**: diaxaparry@gmail.com
- AsterDialysisCenter**: diaxaparry@gmail.com
- AsterGeneralMedicineClinic**: 585292268

At the bottom of the list is a large orange "Continue" button. Below the list, there is a section titled "Or link an existing MoHAP account to your UAE Pass account." with a subtext: "Suppose you were using an account with a username and a password to access our services previously, you can link it here."

2

From the Facility Dashboard: Click "Services"



Facility Dashboard
American Hospital
Dubai

American Hospital
Dubai

- Task
- Facility Details
- Staff
- Applications
- Payment History
- Services**
- Documents
- Sign out

Home > Tasks

☒ Tasks

Application Requires Input
The applications that need your attention. Please review.

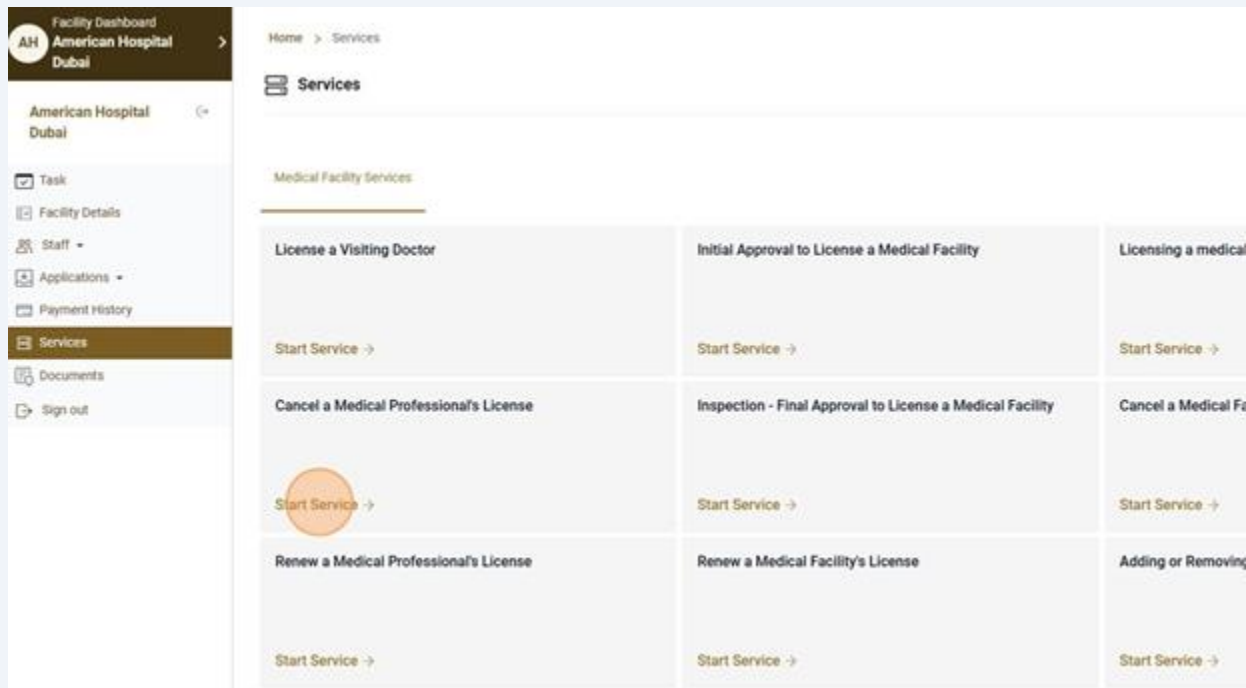
Application Name	Application No	Submission Date
License a Visiting Doctor	MPL-LVD-000077-2024	15.10.2024

Staff Licenses
The Licenses that need your attention. Please review.

Staff Name	License No	Expiry Date
------------	------------	-------------

3

Find the service 'Cancel a Medical Professional's License' and click "Start Service".



Facility Dashboard
American Hospital
Dubai

American Hospital
Dubai

- Task
- Facility Details
- Staff
- Applications
- Payment History
- Services**
- Documents
- Sign out

Home > Services

Services

Medical Facility Services

License a Visiting Doctor	Initial Approval to License a Medical Facility	Licensing a medical
Start Service ->	Start Service ->	Start Service ->
Cancel a Medical Professional's License	Inspection - Final Approval to License a Medical Facility	Cancel a Medical Fa
Start Service ->	Start Service ->	Start Service ->
Renew a Medical Professional's License	Renew a Medical Facility's License	Adding or Removing
Start Service ->	Start Service ->	Start Service ->

4 The system will display a list of staff members currently licensed at your facility. These include licenses that have expired or have been backlisted.

- Use 'Search' to quickly find licenses to cancel.

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

Home > Services > Cancellation of license of a medical professional

Cancellation of license of a medical professional

0% Completed

- 1 Select Staff
- 2 Review Application
- 3 Payment Summary

Select Staff

Select the medical professional(s) whose license(s) you wish to renew. The table below shows staff members who are eligible for renewal (licenses expiring in less than 2 months and not blacklisted).

Enter the name or license number of the medical professional.

Search

Name	License	Category	Specialty	Expiry
<input type="checkbox"/> Sophia Noor Al-Mansour	T00022	Nurses And Midwives	Midwifery	25.12.
<input type="checkbox"/> Saad Alzubi	D00345	Physicians	Internal Medicine	09.08.
<input type="checkbox"/> Mohammad Alsharif	D90123	Physicians	Laboratory Genetics and Genomics	17.12.
<input type="checkbox"/> Mohammed Wadataila	D00016	Physicians	Clinical Biochemical Genetics	28.11.
<input type="checkbox"/> Leila Haddad	D89012	Traditional And Complementary Medicine (TCAM)	Acupuncture	15.11.
<input type="checkbox"/> Khalil Alrisheq	D34570	Physicians	Internal Medicine	02.12.
<input type="checkbox"/> KhalidAlMansour	D56780	Physicians	Pediatrics	31.12.

5 If you happened to select the Current Medical Director's license, the system will prevent you from proceeding since you cannot cancel the MEDical Director's license without first cancelling all other staff member's licenses.

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

Home > Services > Cancellation of license of a medical professional

Cancellation of license of a medical professional

0% Completed

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- 3 Payment Summary

Select Staff

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Enter the name or license number of the medical professional.

Search

<input type="checkbox"/> Alejandro Miguel Ramirez	T00021	Nurses And Midwives		
<input type="checkbox"/> Sophia Noor Al-Mansour	T00022	Nurses And Midwives		

You cannot cancel the Medical Director's license.

You have selected , Khalil Alrisheq who is currently your facility's' medical director. You must change the medical director before you can cancel their license.The selected medical professional, , Khalil Alrisheq, is currently designated as your facility's Medical Director. To proceed, you must first change the Medical Director. Change the Medical Director

Cancel Continue

6

The system will redirect you to the 'Reassign Follow up Doctors' page ONLY IF you have selected medical professionals who are currently assigned to be follow-up doctors to visiting doctors at the your facility.

← Reassign Follow-up Doctors

Current Follow-up Doctor



Mohannad Alsharif
 Laboratory Genetics and Genomics | Specialist

List of Temporary Visiting Doctors assigned to the selected Follow-Up Doctor:

Replacement Follow-up Doctor:



Celine Abdel Hameed

[Back](#)
[Save & Next](#)

7

You can click to select multiple staff members to update their license at once.

- 2 Review Application
- 3 Payment Summary

Enter the name or license number of the medical professional.

[Search](#)

Name	License	Category
<input type="checkbox"/> Saad Alzubi	D00345	Physicians
<input checked="" type="checkbox"/> Celine Abdel Hameed	D67893	Physicians
<input type="checkbox"/> Leila Haddad	D89012	Traditional And Complementary Medi (TCAM)
<input type="checkbox"/> Khalil Alrisheq	D34570	Physicians
<input type="checkbox"/> Mohannad Alsharif	D90123	Physicians
<input type="checkbox"/> Khalid AlMansour	D56780	Physicians
<input checked="" type="checkbox"/> Fatima Al Mansoori	T56789	Nurses And Midwives
<input type="checkbox"/> Mohammed Widatalla	D00016	Physicians
<input type="checkbox"/> Alejandro Manuel Ramirez	T00021	Nurses And Midwives

8

Click "Continue" to proceed with your selection.

Summary

Name	License	Category	Specialty	Expiry Date
<input type="checkbox"/> Saad Alzubi	D00345	Physicians	Internal Medicine	09.08.2024
<input checked="" type="checkbox"/> Celine Abdel Hameed	D67893	Physicians	Laboratory Genetics and Genomics	11.10.2024
<input type="checkbox"/> Lella Haddad	D89012	Traditional And Complementary Medicine (TCAM)	Acupuncture	15.11.2024
<input type="checkbox"/> Khalil Alrisheq	D34570	Physicians	Internal Medicine	02.12.2024
<input type="checkbox"/> Mohannad Alsharif	D90123	Physicians	Laboratory Genetics and Genomics	17.12.2024
<input type="checkbox"/> Khalid AlMansour	D56780	Physicians	Pediatrics	31.12.2024
<input checked="" type="checkbox"/> Fatima Al Mansoori	T56789	Nurses And Midwives	Nurses	15.11.2025
<input type="checkbox"/> Mohammed Widadalla	D00016	Physicians	Clinical Biochemical Genetics	28.11.2025
<input type="checkbox"/> Alejandro Miguel Ramirez	T00021	Nurses And Midwives	Nurses	25.12.2025
<input type="checkbox"/> Sophia Noor Al Mansour	T00022	Nurses And Midwives	Midwifery	25.12.2025

Cancel Continue

9

The system will redirect you to a 'Confirm License Cancellation' page where you can confirm your decision to proceed with your selection.

← Confirm License Cancellation

Are you sure you want to cancel the selected staff license(s)?
Please note that by clicking 'Yes, Cancel License(s)', you will take full legal responsibility for any incorrectly canceled licenses. This action is permanent and cannot be undone.

Go Back Yes, Cancel License(s)

- 10** After reviewing the details on the application review page, click the "I Understand and Agree" field to proceed.

The screenshot shows the 'Review Application' page for the 'Cancellation of license of a medical professional' service. The page header includes the United Arab Emirates Ministry of Health & Prevention logo and a breadcrumb trail: Home > Services > Cancellation of license of a medical professional. A progress bar indicates 33% completion, with steps: 1. Select Staff, 2. Review Application (current), and 3. Payment Summary. The 'Review Application' section contains a table of staff details.

Staff Details	
Staff 1	
Name	Fatima Al Mansoori
License	T56789
Category	Nurses And Midwives
Expiry date	15.11.2025
Status	Active
Staff 2	

- 11** After checking the consent box, click on "Continue"

This screenshot shows the bottom portion of the 'Review Application' page. It displays the details for 'Staff 2' and a consent section. The 'Staff 2' table lists Celine Abdel Hameed with license D67893, category Physicians, expiry date 11.10.2024, and status Expired. Below the table is a consent box with a checked checkbox and the text 'I Understand and Agree'. At the bottom, there are 'Back' and 'Continue' buttons, with the 'Continue' button highlighted by an orange circle. A link 'Save and Close the Application' is also visible.

Expiry date	15.11.2025
Status	Active
Staff 2	
Name	Celine Abdel Hameed
License	D67893
Category	Physicians
Expiry date	11.10.2024
Status	Expired

☒ I Understand and Agree
I confirm that all information and details provided are accurate, complete, and comply with MOHAP's requirements for this service.

[Back](#) [Continue](#) [Save and Close the Application](#)

12 An application fee may be applicable for each staff member selected - 100 AED.

- Fines are applicable for staff members with expired licenses.

Click "Proceed to Payment" to continue.

The screenshot shows a web interface for the 'Cancellation of license of a medical professional' process. The header includes the United Arab Emirates Ministry of Health & Prevention logo and a breadcrumb trail: Home > Services > Cancellation of license of a medical professional. The main title is 'Cancellation of license of a medical professional'. A progress bar indicates '67% Completed' with three steps: 1. Select Staff, 2. Review Application, and 3. Payment Summary. The 'Payment Summary' section lists the following items:

Category	Description	Amount
Application Fee	License cancellation fee for Fatima Al Mansoori	AED 100
Fines Professionals	Late renewal fine after license expiry Celine Abdel Hameed (121 days)	AED 3750
Application Fee	License cancellation fee for Celine Abdel Hameed	AED 100
Total Amount to be Paid:		AED 3200

At the bottom, there are two buttons: 'Back' and 'Proceed to Payment'. The 'Proceed to Payment' button is highlighted with an orange circle. Below the buttons, there is a small link: 'Save and Close the Application'.

- 13** On successful payment or submission, you are shown a detailed application status page with pertinent details about the application.

The same details can be found on the dashboard under the Application Section. Click "Download Cancellation Letter" to save the staff members' cancellation letters

The screenshot shows the official website of the United Arab Emirates Ministry of Health & Prevention. The header includes the ministry's logo, name, and navigation links: Home, Services, Digital Participation, Open Data, Covid, About Us, and More. A search bar is located on the right. The breadcrumb trail reads: Home > Services > Cancel a Medical Professional's License > Start Service.

Cancel a Medical Professional's License

A progress bar at the top shows two steps: 'Application Submitted' (completed) and 'Licence Cancelled' (in progress).

The license has been cancelled. Completed

Application Number	Application Date	Amount Paid
98765432100	24 Nov 2023	AED 1700

[You can download your application fee receipt here](#)

Your application for cancelling a medical professional's license has been completed successfully.

You can view the medical professional licenses associated with your facility, on the "Staff" tab in your side navigation bar.

[Go to Dashboard](#) [Download Cancelled License](#)

Footer links include: About this website, About, Help & Support, References, Toll Free Number, Disclaimer, The UAE Government charter, Contact us, Media kit, and the toll-free number 800 111 11.

Service Ends