



UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION

# **Cancelling the License of Health Facility**

## ***User Guide***

**July 2025**

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## Overview

This service allows medical facilities to cancel their current licenses. Such facilities include general and specialized clinics, medical centers, diagnostic and rehabilitation centers, emergency and home health centers, fertility and recuperation centers, one-day surgery centers and hospitals, and hospitals of different sizes and specialties.

## Main Stakeholders

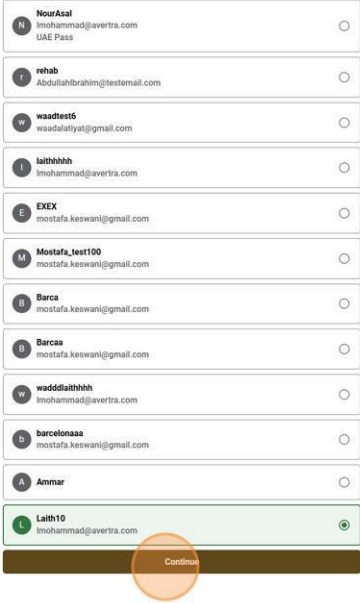
**Medical Facility PRO:** Primary user of the service. Manage and track the entire application until completion of the service.

**MOHAP Officer:** Reviews the application, verifies the documents, sends back application for any changes/revisions and takes action on the application - Approve/Reject.

## Customer Portal: Raising an Application to Request For Canceling A Facility License

1. Sign-in through UAE Pass and proceed to select the business profile linked to your account.

Click "Continue" after selecting the facility profile.



The screenshot shows a list of accounts for selection. Each account entry includes a circular icon with a letter, the account name, the email address, and a radio button for selection. The 'Continue' button is highlighted with an orange circle.

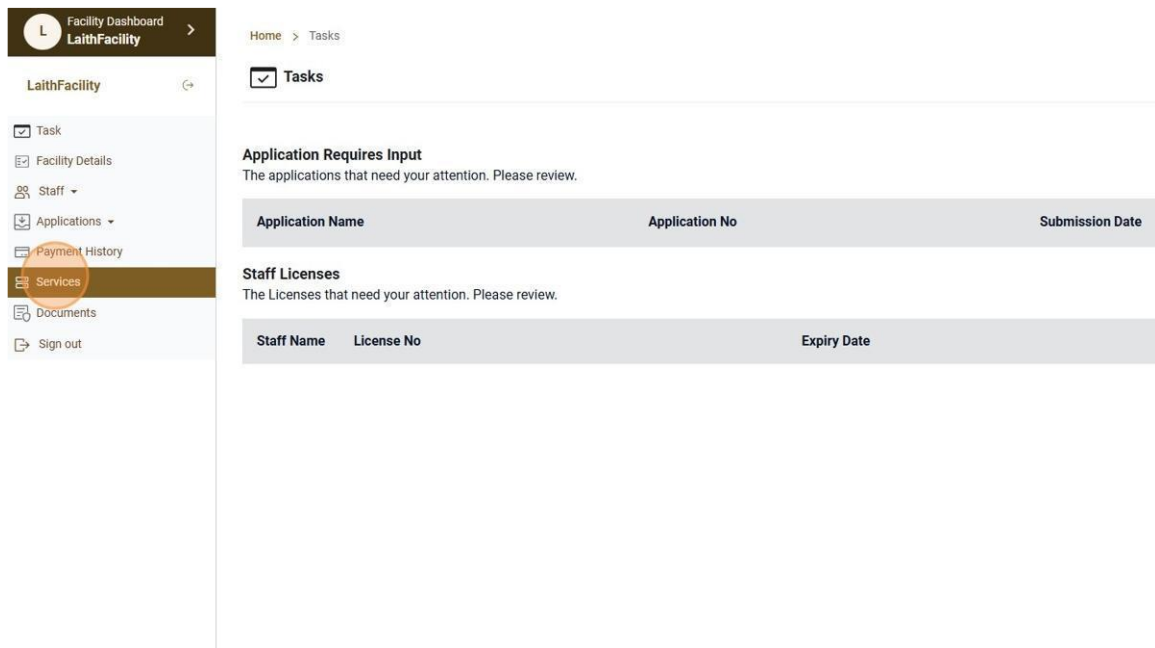
Icon	Account Name	Email Address	Selection
N	Nour Asai	nmohammad@avertra.com	<input type="radio"/>
r	rehab	Abdullahbrahim@testemail.com	<input type="radio"/>
w	waadtest6	waadlatiyat@gmail.com	<input type="radio"/>
l	laithhhhh	lmohammad@avertra.com	<input type="radio"/>
E	EXEX	mostafa.keswani@gmail.com	<input type="radio"/>
M	Mostafa_test100	mostafa.keswani@gmail.com	<input type="radio"/>
B	Barca	mostafa.keswani@gmail.com	<input type="radio"/>
B	Barcaa	mostafa.keswani@gmail.com	<input type="radio"/>
w	waddlaithhhh	lmohammad@avertra.com	<input type="radio"/>
b	barcelona	mostafa.keswani@gmail.com	<input type="radio"/>
A	Ammar		<input type="radio"/>
L	Laith10	lmohammad@avertra.com	<input checked="" type="radio"/>

**Continue**

Or link an existing MoHAP account to your UAE Pass account.

Customers who want to link an account with a corporate and a personal ID, please refer to the guide.

## 2. Click "Services" from the Facility Dashboard



The screenshot shows the LaithFacility dashboard. On the left is a sidebar with a dark header containing a profile icon and the text 'Facility Dashboard LaithFacility'. Below the header is a list of menu items: 'Task', 'Facility Details', 'Staff', 'Applications', 'Payment History', 'Services' (highlighted with an orange circle), 'Documents', and 'Sign out'. The main content area has a breadcrumb trail 'Home > Tasks' and a 'Tasks' section with a checkmark icon. Below this, there are two sections: 'Application Requires Input' with a table header containing 'Application Name', 'Application No', and 'Submission Date'; and 'Staff Licenses' with a table header containing 'Staff Name', 'License No', and 'Expiry Date'.

Facility Dashboard  
LaithFacility

LaithFacility

- 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
------------------	----------------	-----------------

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

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

3. Look for the "Cancel a Health Facility License" and then click "Start Service".

- The PRO should be able at any time to cancel their facility license even if it is still active.
- Cancellation can be applied at any time, even when exceeding 180 days from expiry.
- The facility license status can be auto-cancelled, as well as active, expired.
- Medical staff licenses must be cancelled or transferred prior to the cancellation of the facility.
- The facility must pay all application fees, in addition to any outstanding profession and/or facility fines linked to the facility.

License a Visiting Doctor	Licensing a medical professional	Transfer License of Medical Professional from DHA or DOH
Service →	Start Service →	Start Service →
Approval For Licensing A Medical Facility	Cancellation of license of a medical professional	Cancel a Health Facility License
Service →	Start Service →	Start Service →
Renewal of Medical Facility License	Adding/Removing Specialties from the Health Facility	Adding/Removing a Partner in a Medical Facility
Service →	Start Service →	Start Service →
Approval to Change the Name of a Medical Facility	Modifying the Medical Director of a Health Facility	Changing the Location of a Medical Facility
Service →	Start Service →	Start Service →

4. Select a facility name from the drop down, all facilities tagged to the corporate profile should be displayed in the drop down.

If only one facility is tagged to the corporate profile, the drop down should not be shown.

Upon selecting a facility, the PRO should be able to view the following active license information:

- Facility name
- Facility type
- Issue date
- Expiry date
- Category
- Owner name
- License number
- Medical director
- Address

The screenshot shows a web application interface for a 'Facility Details' form. On the left, a progress bar indicates '0% Completed' and a sidebar lists three steps: '1 Facility Details' (active), '2 Review Application', and '3 Payment Summary'. The main form area is titled 'Facility Details' and includes a warning: 'Please thoroughly review your application before submitting.' Below this is a 'Select Facility' dropdown menu with 'LathFacility' selected. The form displays the following information: 'LathFacility' (External Health Care Facilities), 'Issue Date' (18.02.2025), 'Expiry Date' (17.02.2026), 'Facility Type' (Center of Diagnosis and Treatment of Sleep Disorders), 'Owner Name' (JORDAN ALEXANDER KELLY), 'Medical Director' (Yamman Shalabi), and 'Facility Location' (7C45+PSM - Muhaisanah - Muhaisanah 2 - Dubai - United Arab Emirates). Below the form is a 'Request Letter from Owner' section with a file upload area (labeled 'Choose file' and 'No file chosen') and a checkbox for 'I understand and agree.' with a confirmation text. At the bottom are 'Back' and 'Continue' buttons, and a small link 'Save and Close the Application'.

0% Completed

1 Facility Details

2 Review Application

3 Payment Summary

### Facility Details

Please thoroughly review your application before submitting.

Select Facility

LathFacility

**LathFacility**  
External Health Care Facilities

**Issue Date**  
18.02.2025

**Expiry Date**  
17.02.2026

**Facility Type**  
Center of Diagnosis and Treatment of Sleep Disorders

**Owner Name**  
JORDAN ALEXANDER KELLY

**Medical Director**  
Yamman Shalabi

**Facility Location**  
7C45+PSM - Muhaisanah - Muhaisanah 2 - Dubai - United Arab Emirates

#### Request Letter from Owner

Accept the form: jpg, png, pdf, jpeg Maximum file size: 10 MB

Choose file No file chosen

☐ I understand and agree.  
By applying for this service, I confirm that all information I have provided is accurate and complete. Failure to comply with the service conditions may result in rejecting your application.

Back Continue

[Save and Close the Application](#)

5. Upload the request letter from owner then read and accept the Terms and Conditions.

**Facility Location**  
7C46+P5M - Muhaisnah - Muhaisnah 2 - Dubai - United Arab Emirates

**Request Letter from Owner**  
Accepted file types: jpg, png, pdf, jpeg Maximum file size: 10 MB  

Test Attachment.png [Remove](#)

+ Add Another Document

☐ **I understand and agree.**  
By applying for this service, I confirm that all information I have provided is accurate and complete. Failure to comply with the service conditions may result in rejecting your application.

[Back](#) [Continue](#)

Save and Close the Application

<a href="#">Visit this website</a>	<a href="#">About</a>	<a href="#">Help &amp; Support</a>	<a href="#">References</a>	<a href="#">Toll Free Number</a>
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6. Click "Continue" to proceed to the next step.

- You should not be able to proceed with the application if any active or expired staff license is tagged in the facility profile.
- If the license status of any staff member tagged to the facility is Active or Expired, a message should be displayed: "You must cancel all licensed medical professionals under your facility before proceeding further."
- This message should not be displayed for staff licenses with the status of Canceled.

If you wish to not proceed;

- Click on 'Back' to go back to the previous page.  
OR
- Click on the 'Save and Close the Application' to save the application as a draft. This draft will have a validity of 30 days only.

Test Attachment.png

Remove

+ Add Another Document

☒ I understand and agree.

By applying for this service, I confirm that all information I have provided is accurate and complete. Failure to comply with the service conditions may result in rejecting your application.

Back

Continue

Save and Close the Application

7. Confirm the cancellation by clicking "Yes, cancel"

#### ← License Cancellation Confirmation

**Are you sure you want to cancel?**

Are you sure you want to permanently cancel your facility's license?  
This action is irreversible.

No, I don't want to cancel

Yes, cancel

8. Review the application before proceeding to payment.  
Click on the change button in case you want to amend the application details.

#### Review Application

Please review your application details before you proceed to payment.

##### Facility Details

Facility Name (English)

LaithFacility

Request Letter from Owner

Test Attachment.png

[View](#) [Change](#)

Back

Continue

Save and Close the Application

9. Click "Proceed to Payment"

- The service fees are as follows:
  - Private Facilities: Cancellation fee: AED100
  - Government/Semi-Government Facilities: Cancellation Fees: 0 AED
  - Any fines will be calculated with the following logic:
    - From day 1 till the end of day 30 after license expiry (grace period), there will be no fines imposed
    - From day 31 to day 60 after license expiry, the fine to be paid is (2\*25%) of facility licensing fees
    - From day 61 to day 90 after license expiry, the fine to be paid is (3\*25%) of facility licensing fees
    - From day 91 to day 120 after license expiry, the fine to be paid is (4\*25%) of facility licensing fees
    - From day 121 to day 150 after license expiry, the fine to be paid is (5\*25%) of facility licensing fees
    - From day 151 to day 180 after license expiry, the fine to be paid is (6\*25%) of facility licensing fees

The screenshot shows the 'Cancel a Health Facility License' page on the United Arab Emirates Ministry of Health & Prevention website. The page is 67% completed. A progress bar on the left shows three steps: 1. Facility Details, 2. Review Application, and 3. Payment Summary. The 'Payment Summary' section on the right shows the 'Application Fee' for 'Cancel a Medical Facility License' as AED 0. The 'Total Amount to be Paid' is also AED 0. At the bottom of the payment summary, 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 text link: 'Save and Close the Application'. The footer of the page contains links for 'About this website', 'About', 'Help & Support', 'References', and 'Toll Free'.

10. Once the payment is done the request is sent to the back office for review.

## Cancel a Health Facility License



Your application is submitted.

Under Review

Application Number  
MPL-FCAN-000747-2025

Application Date  
18.02.2025

Your application has been submitted successfully. You can follow up on your application from your dashboard.

Go to Dashboard

Start Another Application

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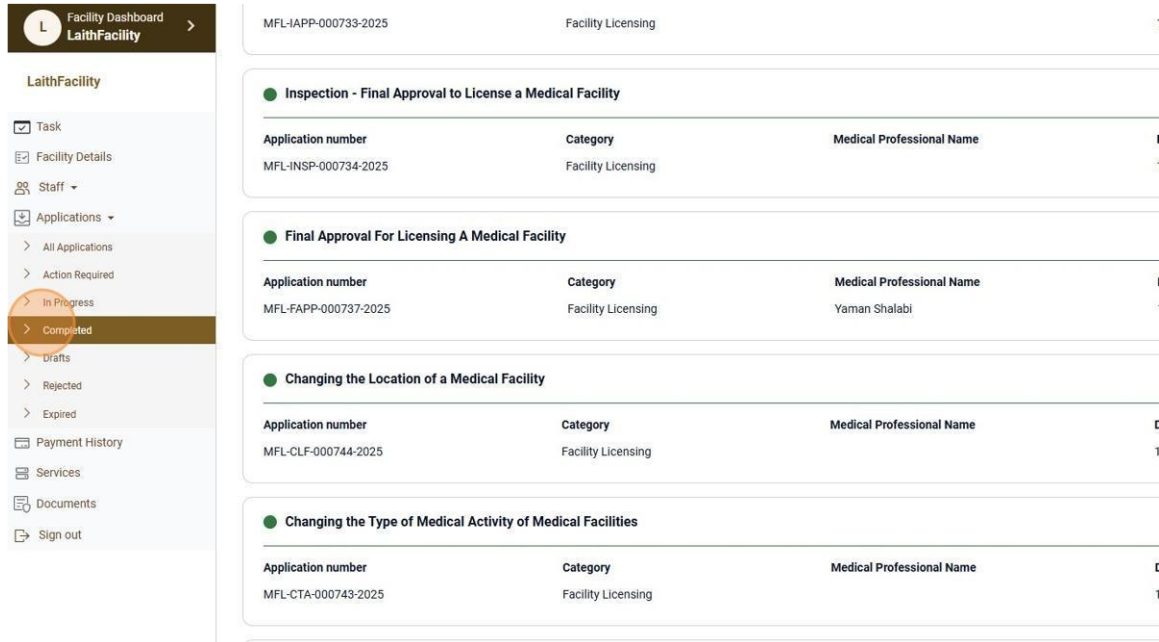
### Toll Free Number

800 111 11



## Customer Portal: Application Update on Canceling A Facility License

11. Login to your Facility Dashboard and Click "Completed" to check all completed application.



The screenshot shows the LaithFacility dashboard. The left sidebar has a 'Completed' tab highlighted. The main content area displays four application cards, each with a title, application number, category, and medical professional name.

**LaithFacility**

- Task
- Facility Details
- Staff
- Applications
  - All Applications
  - Action Required
  - In Progress
  - Completed**
  - Drafts
  - Rejected
  - Expired
- Payment History
- Services
- Documents
- Sign out

**Inspection - Final Approval to License a Medical Facility**

Application number	Category	Medical Professional Name
MFL-INSP-000734-2025	Facility Licensing	

**Final Approval For Licensing A Medical Facility**

Application number	Category	Medical Professional Name
MFL-FAPP-000737-2025	Facility Licensing	Yaman Shalabi

**Changing the Location of a Medical Facility**

Application number	Category	Medical Professional Name
MFL-CLF-000744-2025	Facility Licensing	

**Changing the Type of Medical Activity of Medical Facilities**

Application number	Category	Medical Professional Name
MFL-CTA-000743-2025	Facility Licensing	

12. You can use the "Search" field under applications to find your application using the application number.

When found, click "View Details" to open and view it.

The screenshot shows the 'Facility Dashboard' for 'LaithFacility'. The left sidebar contains navigation links: Task, Facility Details, Staff, Applications (with sub-links for All Applications, Action Required, In Progress, and Completed), Drafts, Rejected, Expired, Payment History, Services, Documents, and Sign out. The main content area displays a list of applications under the 'Facility Licensing' category, all marked as 'Completed' on 18.02.2025. The applications are:

- Inspection - Final Approval to License a Medical Facility (Application number: MFL-INSP-000733-2025)
- Final Approval For Licensing A Medical Facility (Application number: MFL-FAPP-000737-2025, Medical Professional Name: Yaman Shalabi)
- Changing the Location of a Medical Facility (Application number: MFL-CLF-000744-2025)
- Changing the Type of Medical Activity of Medical Facilities (Application number: MFL-CTA-000743-2025)
- Final Approval for Changing the Type of Medical Activity (Application number: MFL-FTA-000745-2025)
- Final Approval for Changing the Location of a Medical Facility (Application number: MFL-FCLF-000746-2025)
- Cancel a Health Facility License (Application number: MFL-FCAN-000747-2025)

A 'View Details' button is highlighted for the application MFL-FCAN-000747-2025.

13. If successfully completed, Click "Download Cancellation Letter"

The screenshot shows the 'Cancel a Health Facility License' page. The left sidebar is the same as in the previous screenshot. The main content area displays the following information:

- Facility Licensing**
- Application Number:** MFL-FCAN-000747-2025
- Application Date:** 18 Febr
- Payment Received:** 18.02.2025
- Amount Paid:** AED 0
- [Download your payment receipts here](#)
- Submit Application** (button)
- The license has been cancelled.**
- You have successfully cancelled your facility license.**
- Download Cancellation Letter** (button, highlighted with an orange circle)