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.

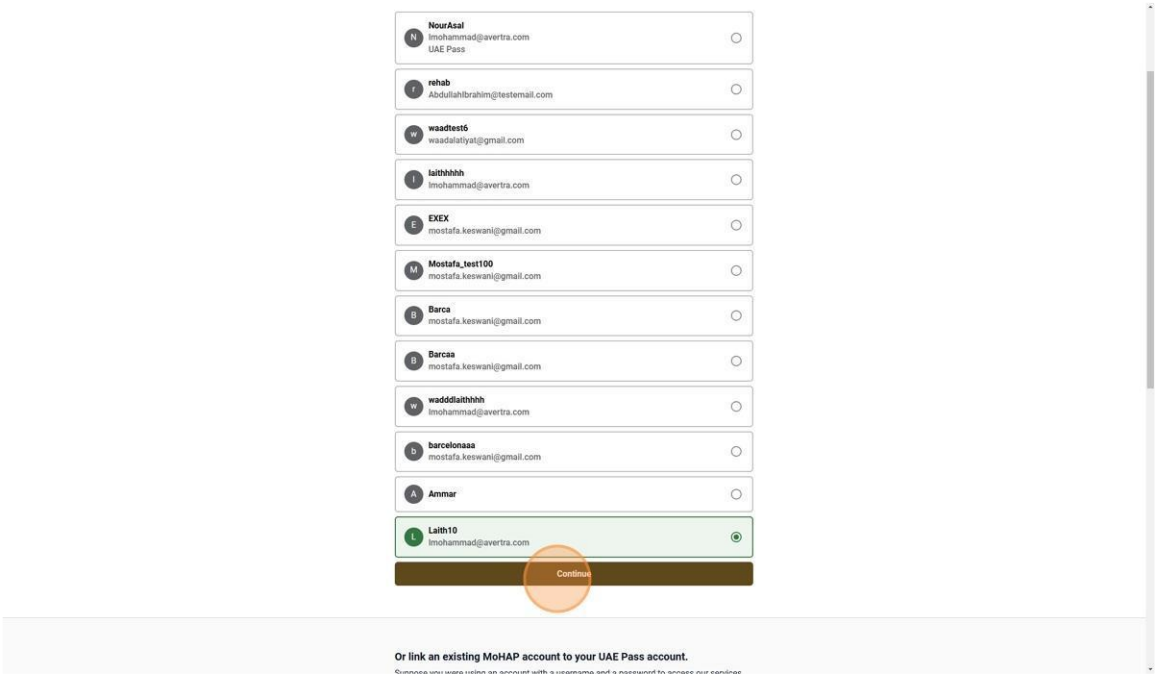
Main Stakeholders

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

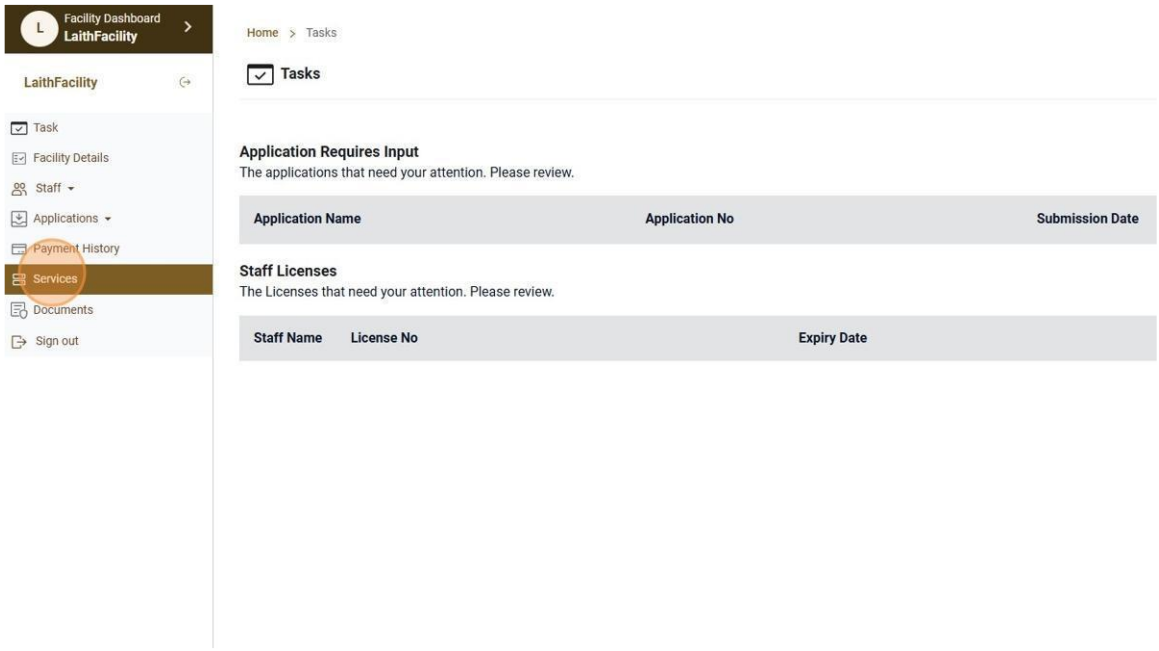
MOHAP Officer: Reviews the application, verifies the documents, sends back application for any changes/revisions and takes action on the application - Approve/
Reject.

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.

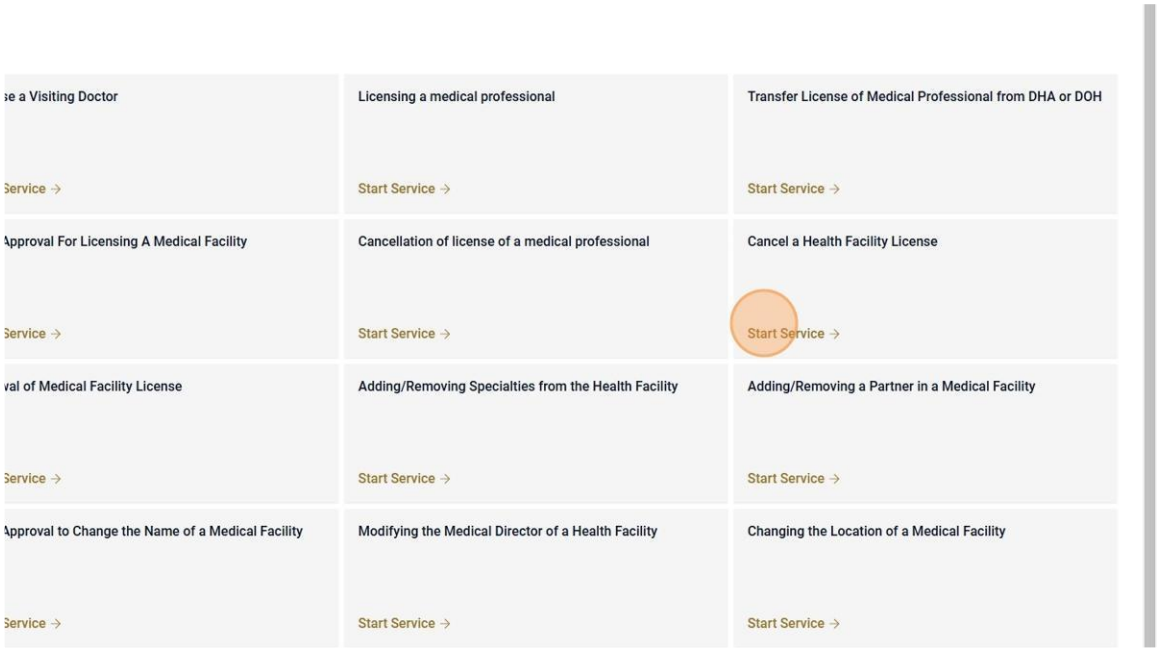


2. Click "Services" from the Facility Dashboard



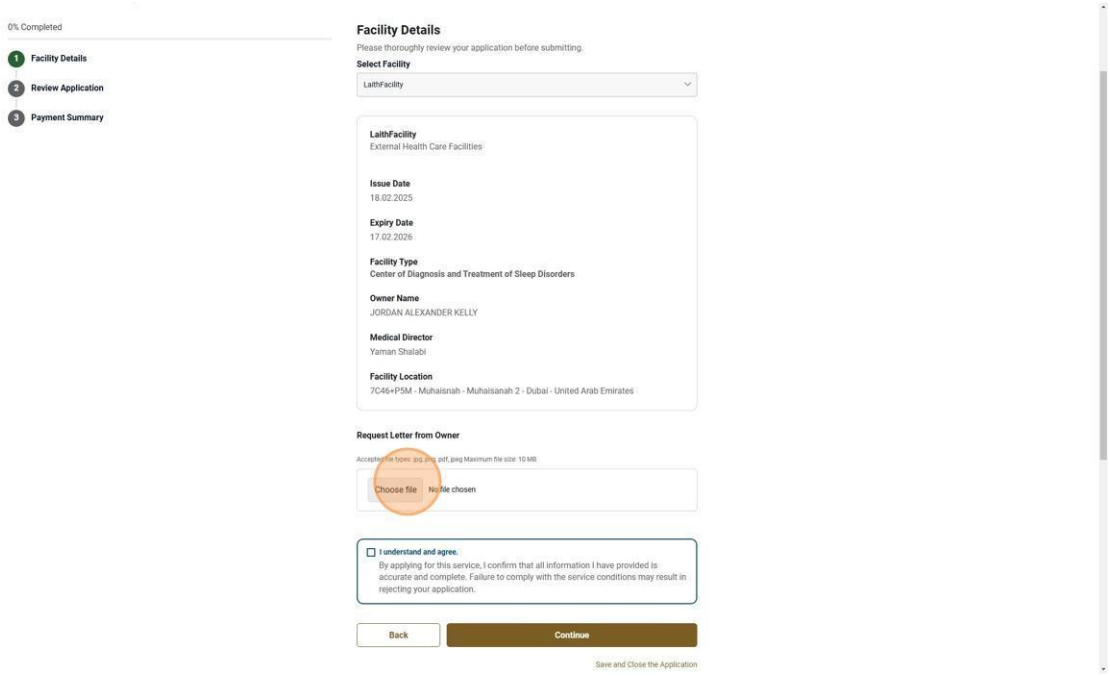
3. Look for the "Cancel a Health Facility License" and then click "Start Service".

    - 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.

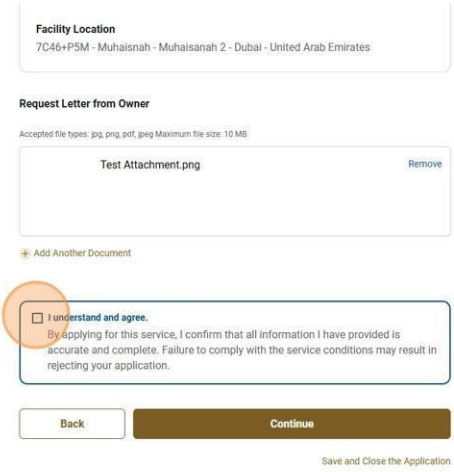


4. Select a facility name from the drop down, all facilities tagged to the corporate profile should be displayed in the drop down.
   If only one facility is tagged to the corporate profile, the drop down should not be shown.
   Upon selecting a facility, the PRO should be able to view the following active license information:

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



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

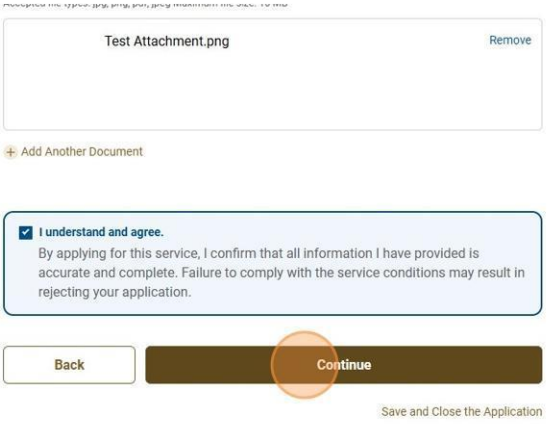


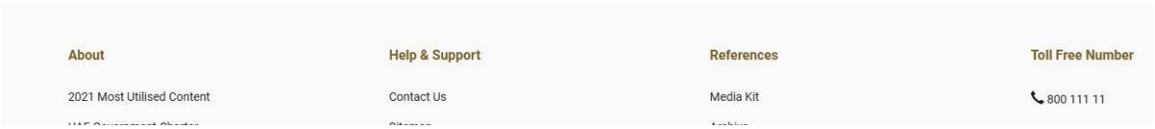
6. Click "Continue" to proceed to the next step.

- 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.

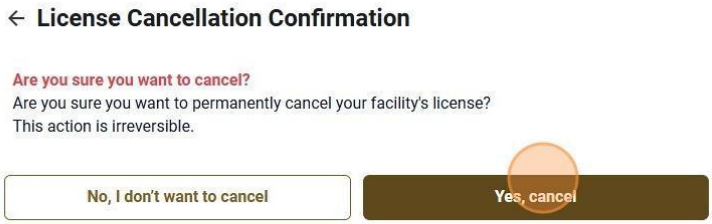
If you wish to not proceed;

- 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.

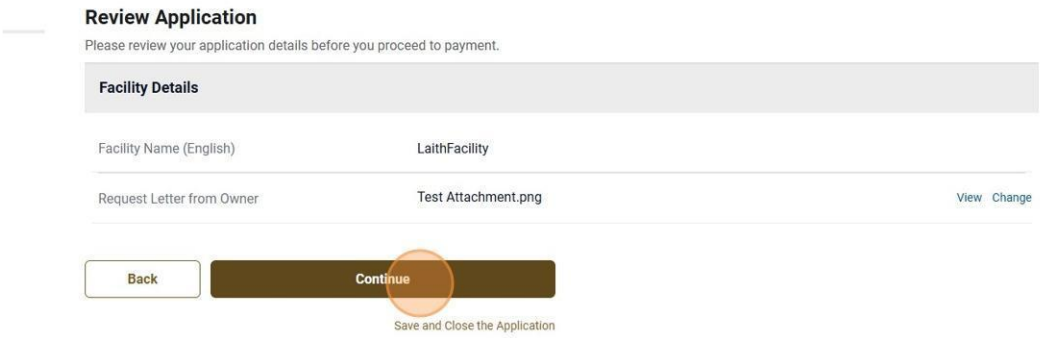




7. Confirm the cancellation by clicking "Yes, cancel"



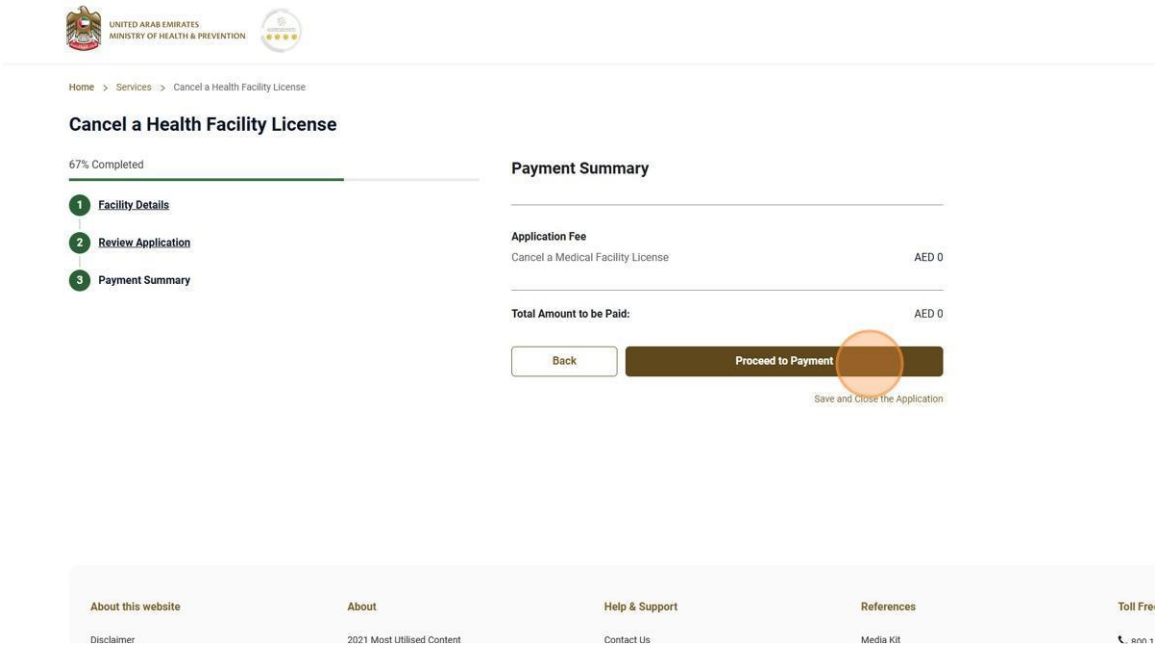
8. Review the application before proceeding to payment.
   Click on the change button in case you want to amend the application details.



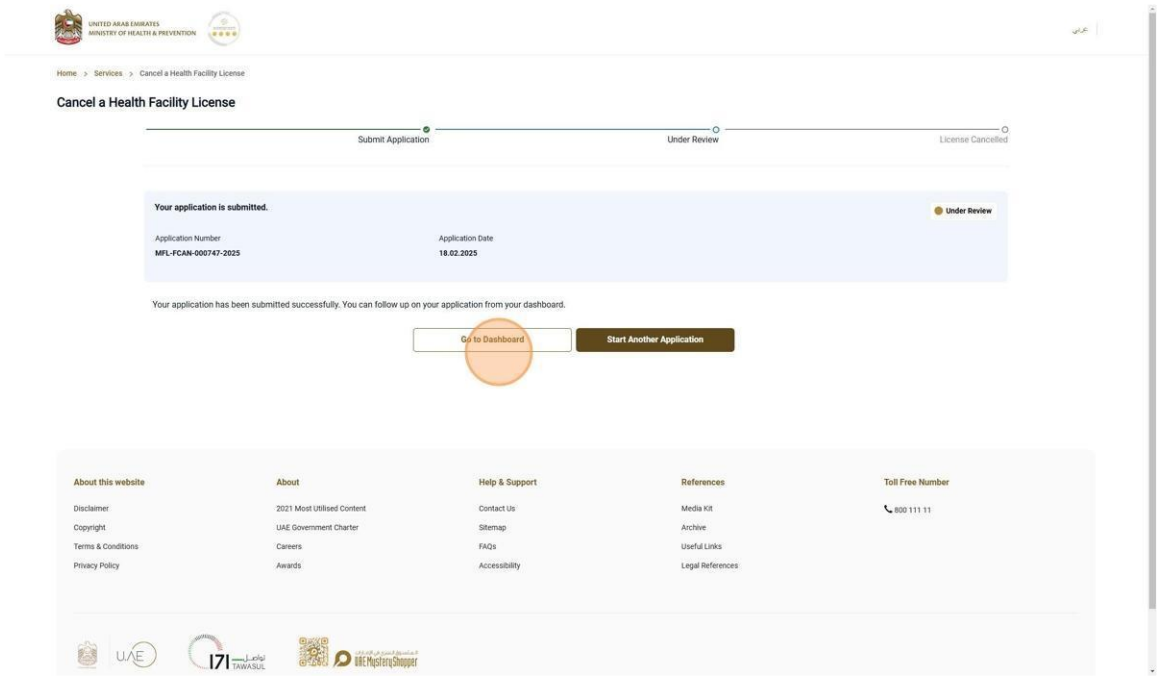
9. Click "Proceed to Payment"

    - 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%) facility licensing fees
        - From day 151 to day 180 after license expiry, the fine to be paid is (6*25%) facility licensing fees



10. Once the payment is done the request is sent to the back office for review.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MINISTRY OF HEALTH & PREVENTION
عربي
Home > Services > Cancel a Health Facility License
Cancel a Health Facility License
Submit Application
Under Review
License Cancelled
Your application is submitted.
Under Review
Application Number
MFL-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
About this website
Disclaimer
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Privacy Policy
About
2021 Most Utilised Content
UAE Government Charter
Careers
Awards
Help & Support
Contact Us
Sitemap
FAQs
Accessibility
References
Media Kit
Archive
Useful Links
Legal References
Toll Free Number
800 111 11
UAE
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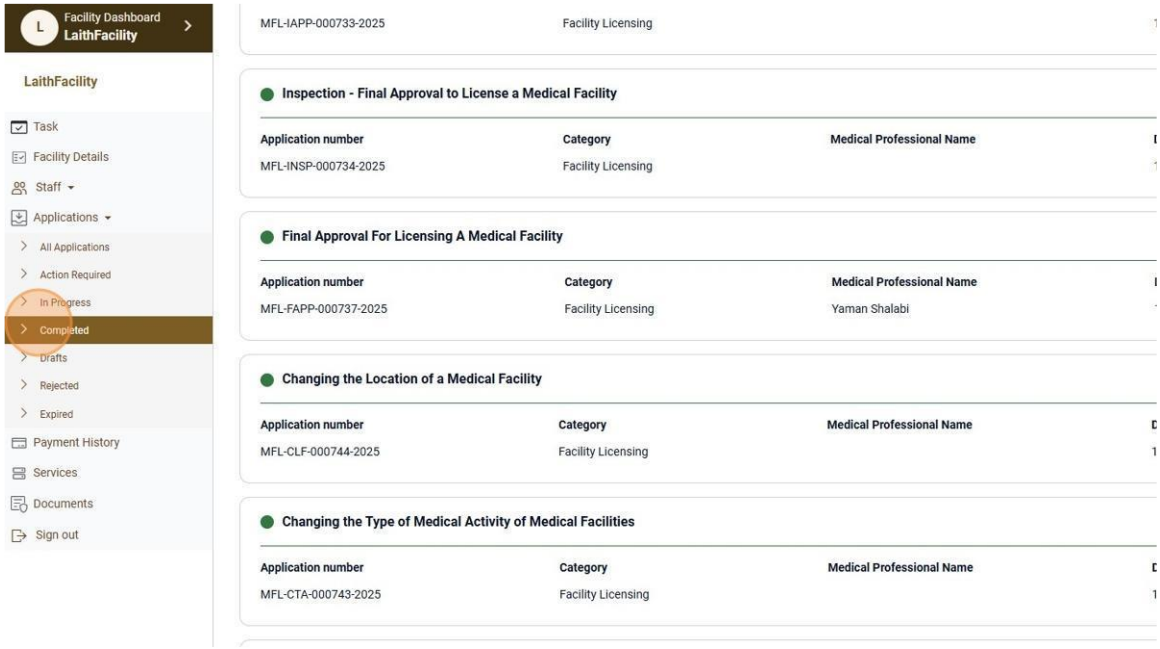
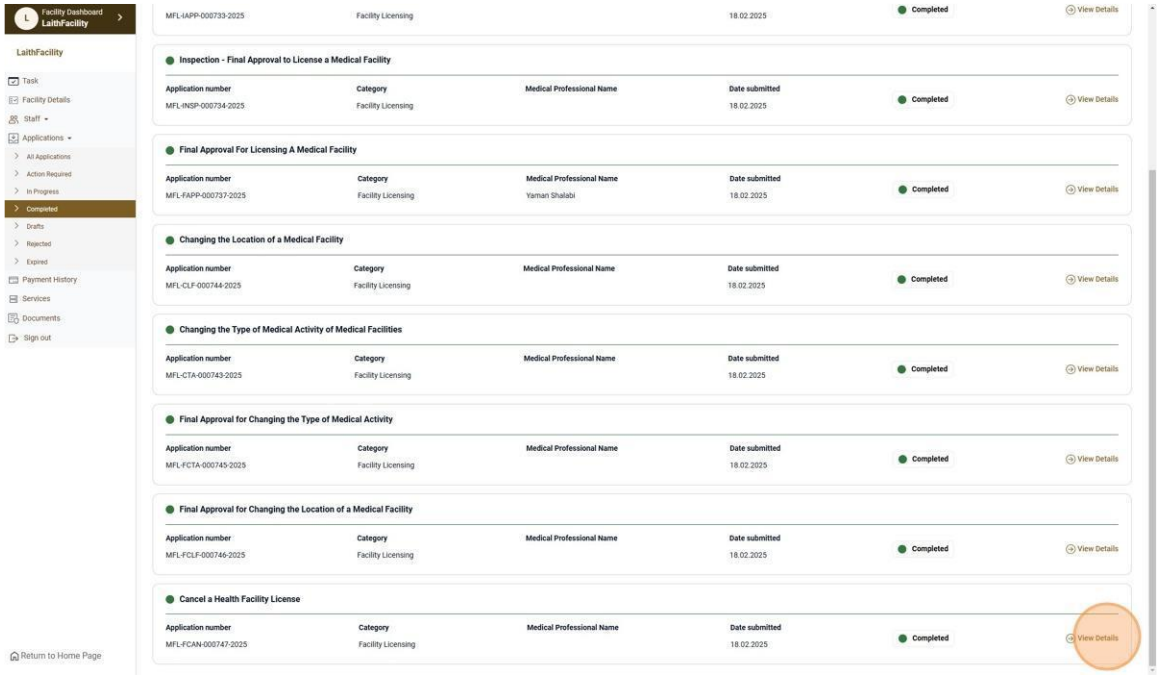
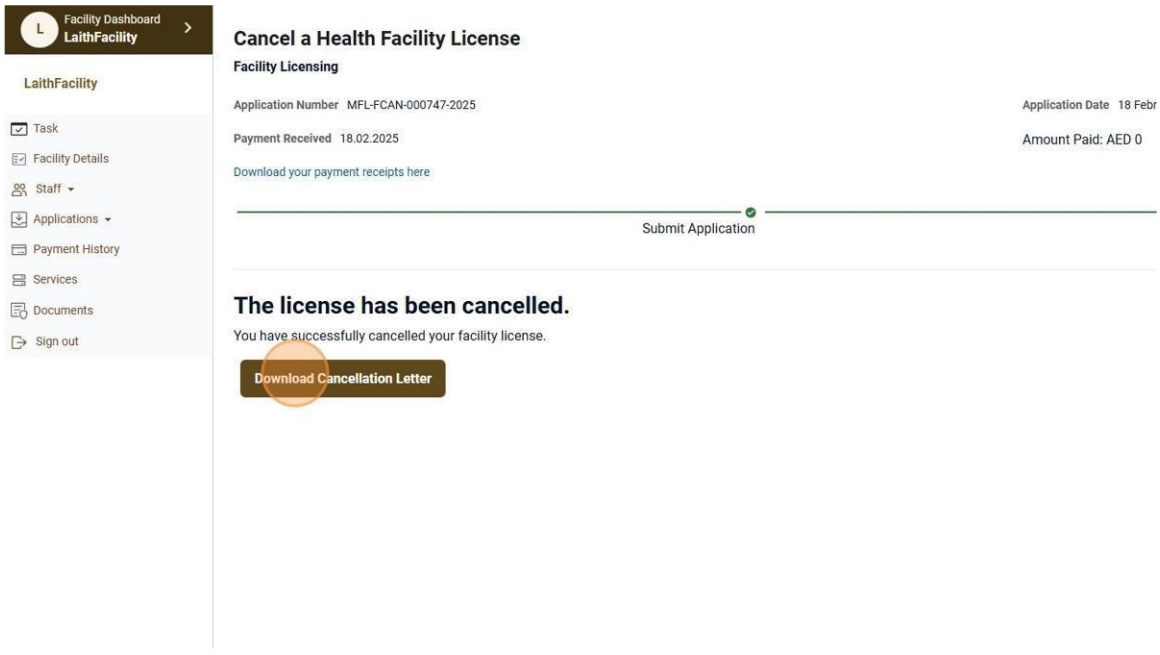
Customer Portal: Application Update on Canceling A Facility License

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



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.



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