



UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

Renewal of Health Facility License

User Guide

July 2025

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Customer Portal: Raising an Application to obtain a Renewed Facility License

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".

Welcome to Ministry of Health and Prevention

Select a profile to continue

AH	American Hospital Dubai Dubai@hospital.com	<input checked="" type="radio"/>
R	RoydenPRO diaxaparry@gmail.com	<input type="radio"/>
m	mostafa_test11 mKhalid@testemail.com	<input type="radio"/>
m	mostafa_test15 mostafa.keswani@gmail.com	<input type="radio"/>
m	mostashfa mostafa.keswani@gmail.com	<input type="radio"/>
Y	YAMAL YAMAL	<input type="radio"/>
r	rehab AbdullahIbrahim@testemail.com	<input type="radio"/>
B	Barcaa mostafa.keswani@gmail.com	<input type="radio"/>

Continue

2

From the Facility Dashboard: Click "Services"

Facility Dashboard
American Hospital
Dubai

Home > Tasks

Tasks

Facility License Requires Action

License Number	Category	Expiry Date	Action Due Date	
MOHAP-123456-2023	Hospital	01.01.2025	30.06.2025	Start Service

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

Application Name	Application No	Submission Date	Action Required
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Staff Licenses
The Licenses that need your attention. Please review.

Staff Name	License No	Expiry Date	Details	Action Required
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[Return to Home Page](#)

3

Find the service 'Renew a Medical Facility's License'

Note:

- To start the service your facility should have a MOHAP approved facility license.
- If you have a valid license you can start this service but only if there are less than 60 days left for your license to expire OR your license has expired, but for not more than 180 days since expiry.
- The system will prevent you from starting this service if there are staff members with expired licenses (Their licenses will need to be renewed or cancelled).

Facility Details

Staff +

Applications +

Payment History

Services

Documents

Sign out

Return to Home Page

Initial Approval for Licensing a Medical Facility	License a Visiting Doctor	Licensing a medical professional
Start Service →	Start Service →	Start Service →
Transfer License of Medical Professional from DHA or DOH	Inspection - Final Approval to License a Medical Facility	Final Approval For Licensing A Medical Facility
Start Service →	Start Service →	Start Service →
Cancellation of license of a medical professional	Cancel a Health Facility License	Renewal of License for a Medical Professional
Start 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
Start Service →	Start Service →	Start Service →
Initial Approval to Change the Name of a Medical Facility	Final Approval to Change the Name of a Medical Facility	Modifying the Medical Director of a Health Facility

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When you start the service, you will see your facility's license details.

Any additional details displayed here will depend on the category and type of your facility.

Note: Since this is a license renewal service, any additional details displayed is only for representation purposes. No modifications will be allowed to them at this time.

The screenshot displays a web application for renewing a medical facility license. The title is "Renewal of Medical Facility License". A progress bar at the top left shows "0% Completed". On the left side, there is a vertical list of four steps: 1. Select Facility (highlighted with a green circle), 2. Upload Documents, 3. Review Application, and 4. Payment. The main content area is titled "Select Facility". It includes a "Select Facility" dropdown menu currently showing "American Private Hospital Dubai". Below this, there is a form with several fields: "FacilityCategory" (Hospital), "Facility Type" (General Hospital), "FacilitySector" (Private), "Number" (585292268), "American Hospital Lane", "Al Barsha", and "Dubai". At the bottom of the form, there is a "Number Of Beds" field with the value "75". Below the form, there are two buttons: "Back" and "Continue". At the very bottom, there is a small link that says "Save and Close the Application".

Renewal of Medical Facility License

0% Completed

1 Select Facility

2 Upload Documents

3 Review Application

4 Payment

Select Facility

Select Facility

American Private Hospital Dubai

FacilityCategory

Hospital

Facility Type

General Hospital

FacilitySector

Private

Number

585292268

American Hospital Lane

Al Barsha

Dubai

Number Of Beds

75

Back Continue

Save and Close the Application

5

Upload the required list of documents as specified and click "Continue" to proceed.

- The system will validate the type and size of the document uploaded (Allowed formats: JPEG, .PNG, .JPG, PDF within 10 MB only)

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

Home > Services > Renewal of Medical Facility License

Renewal of Medical Facility License

25% Completed

- 1 Select Facility
- 2 Upload Documents
- 3 Review Application
- 4 Payment

Upload Documents

Upload required documents to proceed with your application.

Trade License

Please upload a valid trade license.

Your document should include

- The name of your facility
- The owner
- The partner details indicated in your initial approval letter.
- Attach the list of partners (mandatory)

Accepted file types: jpg, png, pdf, jpeg Maximum file size: 10 MB

Choose file No file chosen

Medical Waste Agreement

Accepted file types: jpg, png, pdf, jpeg Maximum file size: 10 MB

Choose file No file chosen

External Billboard of Facility

- 6 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 a Medical Facility License Renewal. The page header includes the United Arab Emirates Ministry of Health & Prevention logo and the text 'UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION'. The breadcrumb trail is 'Home > Services > Renewal of Medical Facility License'. The page title is 'Renewal of Medical Facility License'. A progress bar indicates '50% Completed'. The left sidebar shows four steps: 1. Select Facility, 2. Upload Documents, 3. Review Application (current step), and 4. Payment. The main content area is titled 'Review Application' and includes the instruction 'Please thoroughly review your application before submitting.' Below this, there are two sections: 'Facility Details' and 'Documents'. The 'Facility Details' section contains three rows: 'Facility name (English)' with the value 'American Private Hospital Dubai', 'Facility name (Arabic)' with the value 'مستشفى أمريكا دبي الخاصة', and 'Number Of Beds' with the value '75'. The 'Documents' section contains one row: 'Facility License' with the value '9e80d6a66c77cd12949d559d6bb2a0ee.jpg'. Below the documents section, there is a checkbox labeled 'I understand and agree.' with the text 'I confirm that all personal information and details provided are accurate, complete, and comply with MOHAP's requirements for this service.' At the bottom, there are two buttons: 'Back' and 'Continue'.

- 7 After checking the consent box, click on "Continue"

This screenshot shows the same 'Review Application' page as the previous one, but with the 'Continue' button highlighted by an orange circle. The progress bar now shows '100% Completed'. The left sidebar shows the same four steps: 1. Select Facility, 2. Upload Documents, 3. Review Application (current step), and 4. Payment. The main content area is the same as the previous screenshot, but the 'I understand and agree.' checkbox is now checked. Below the 'Continue' button, there is a link that says 'Save and Close the Application'.

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An application fee of 100 AED may be applicable for Private Sector facilities.

Click "Proceed to Payment" to continue or submit the application.

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

Home > Services > Renewal of Medical Facility License

Renewal of Medical Facility License

75% Completed

- 1 Select Facility
- 2 Upload Documents
- 3 Review Application
- 4 Payment

Payment

Payment

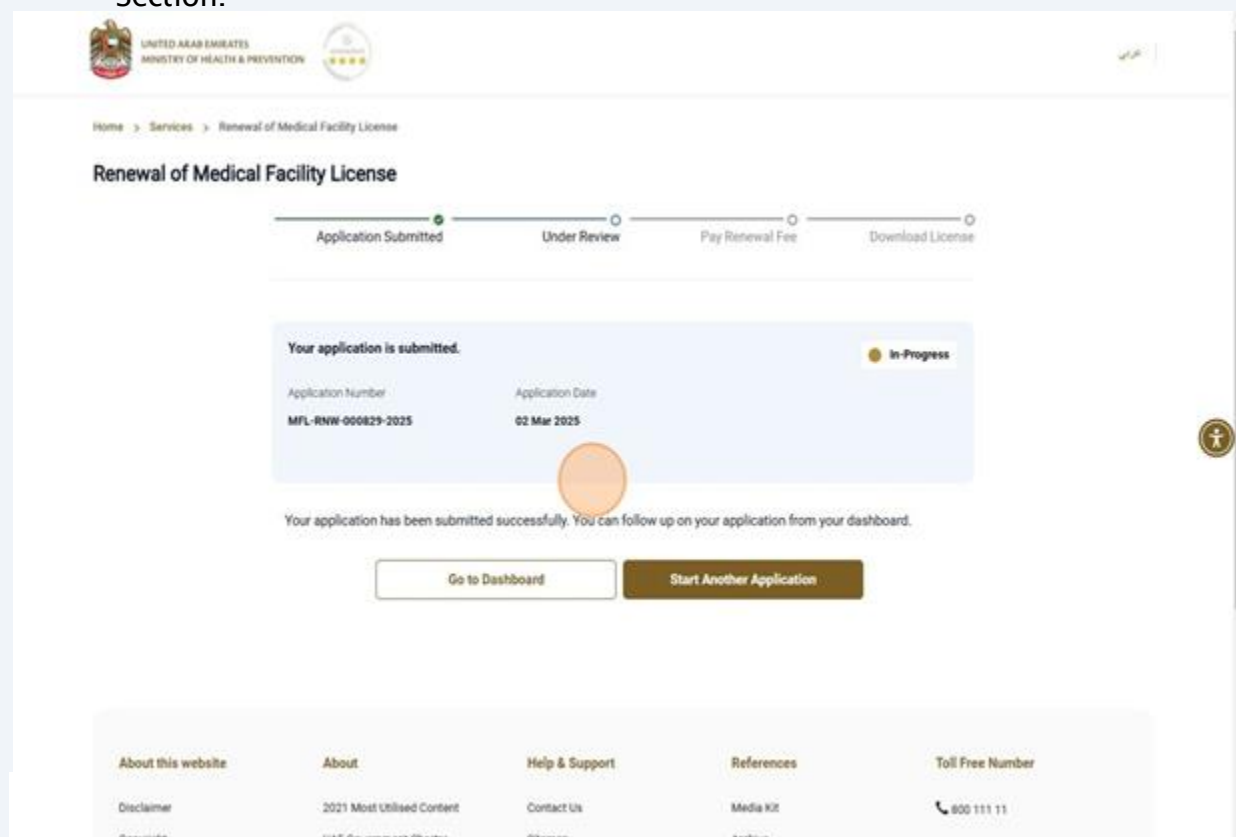
Application fee	
Renew a Medical Facility License	AED 0
Total Amount to be Paid:	
	AED 0

[Back](#) [Proceed to Payment](#)

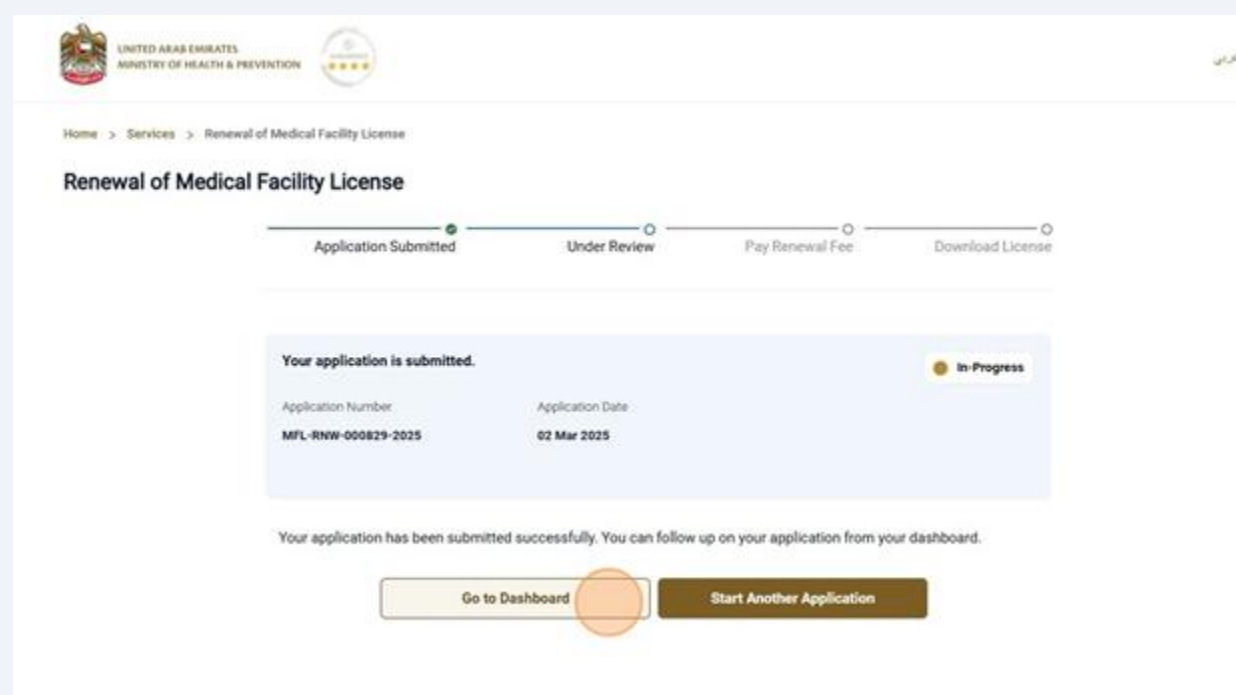
Save and Close the Application

- 9 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.



- 10 Click "Go to Dashboard" to find the application details from your dashboard



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To review the status of your application, click "All Applications" or on the relevant tab based on the status of your application;

- Action Required: Applications pending payment updates or a payment.
- In progress: Applications that are pending action from MOHAP Auditors.
- Completed: Applications that have been successfully completed.
- Drafts: Applications with a draft status that are yet to be submitted.
- Rejected: Applications that were rejected by the MOHAP Auditors.
- Expired: Applications that expired while awaiting action from the applicant.

The screenshot displays the 'Applications' section of the American Hospital Dubai dashboard. The left sidebar contains navigation links: Task, Facility Details, Staff, Applications (highlighted), Payment History, Services, Documents, and Sign out. The main content area shows 'All Application (380)' with a search bar, 'Show filters' button, and pagination controls. Below this, there are three application cards, each titled 'License a Visiting Doctor'. The first card shows a 'Rejected' status, and the second card shows an 'Expired' status. Both cards list application numbers and categories.

Application number	Category	Medical Professional Name	Date submitted	Status
LVD241012.125859629	Licensing			Rejected
LVD241012.125902611	Licensing			Expired

- 12** Click the "Search" field and enter the application to quickly find the desired application.

The screenshot shows the 'Applications' page of the American Hospital Dubai system. The left sidebar contains navigation links: Task, Facility Details, Staff, Applications, All Applications, Action Required, In Progress, Completed, Drafts, Rejected, Expired, Payment History, Services, Documents, and Sign out. The main content area is titled 'All Application (380)' and features a search bar with a magnifying glass icon. Below the search bar, there are three application cards. The first card is titled 'License a Visiting Doctor' and shows a table with columns: Application number, Category, Medical Professional Name, Date submitted, and a status icon. The second card is also titled 'License a Visiting Doctor' and shows a similar table. The third card is titled 'License a Visiting Doctor' and shows a similar table. The search bar is highlighted with a red circle.

Application number	Category	Medical Professional Name	Date submitted	Status
LVD241012.125859629	Licensing			Rejected
LVD241012.125902611	Licensing			Expired

- 13** Once found, click "View Details" to open it.

The screenshot shows the 'Applications' page of the American Hospital Dubai system. The left sidebar contains navigation links: Task, Facility Details, Staff, Applications, All Applications, Action Required, In Progress, Completed, Drafts, Rejected, Expired, Payment History, Services, Documents, and Sign out. The main content area is titled 'All Application (380)' and features a search bar with a magnifying glass icon. Below the search bar, there are three application cards. The first card is titled 'Renewal of Medical Facility License' and shows a table with columns: Application number, Category, Medical Professional Name, Date submitted, and a status icon. The second card is also titled 'Renewal of Medical Facility License' and shows a similar table. The third card is titled 'Renewal of Medical Facility License' and shows a similar table. The search bar is highlighted with a red circle.

Application number	Category	Medical Professional Name	Date submitted	Status	Action
MFL-RNW-000829-2025	Facility Licensing		02.03.2025	In-Progress	View Details

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You can review the details of the application depending on its timeline and progress so far.

Renewal of Medical Facility License

Facility Licensing

Application Number MFL-RNW-000829-2025 Application Date 02 March 2025

Application Submitted Under Review Pay Renewal Fee Download License

Your application is under review

MOHAP reviewing officer is reviewing your application. Your application status will be updated and you will receive an email and an SMS to notify you about the update.

Processing time: **2 business day(s)**

If the review succeeds

You proceed to pay the service fees.

If the review fails

Your application will be sent back to you for more information.

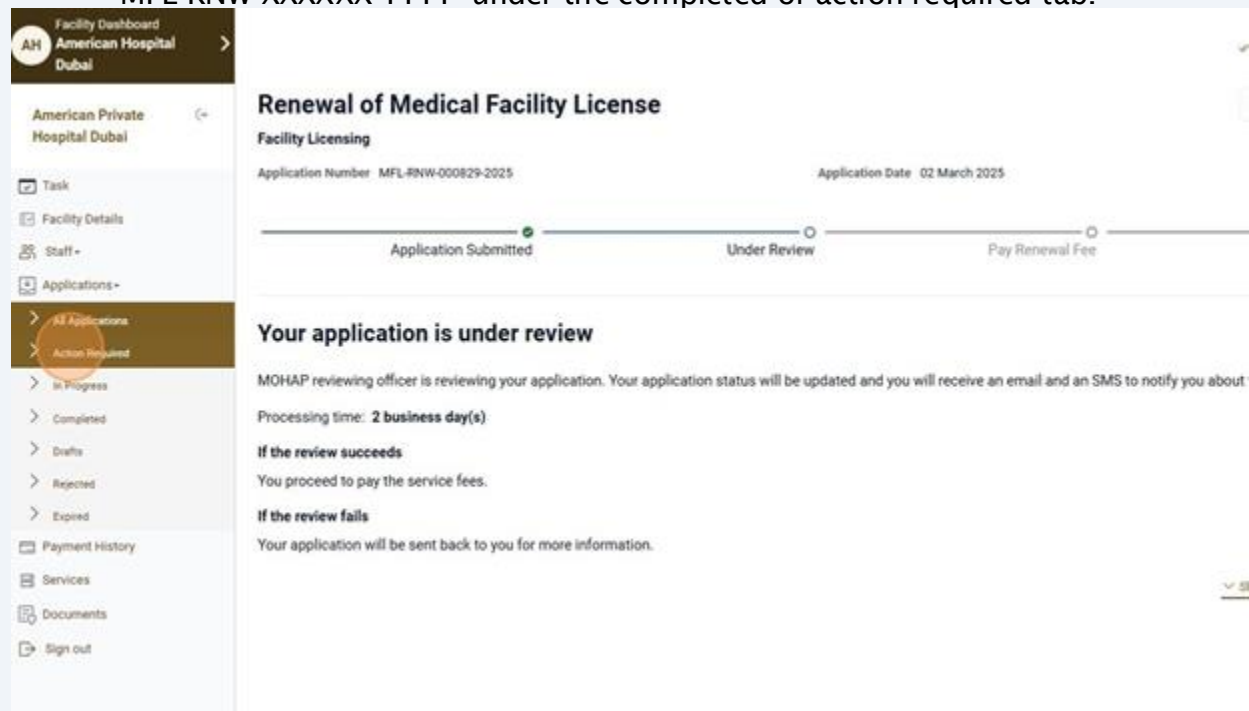
Show Application Details

Customer Portal: Application Update and Completion of Process to Renew a Facility's License

- 41** Once the application is reviewed, you will receive further communication via email/sms/in-app notification on the next steps.

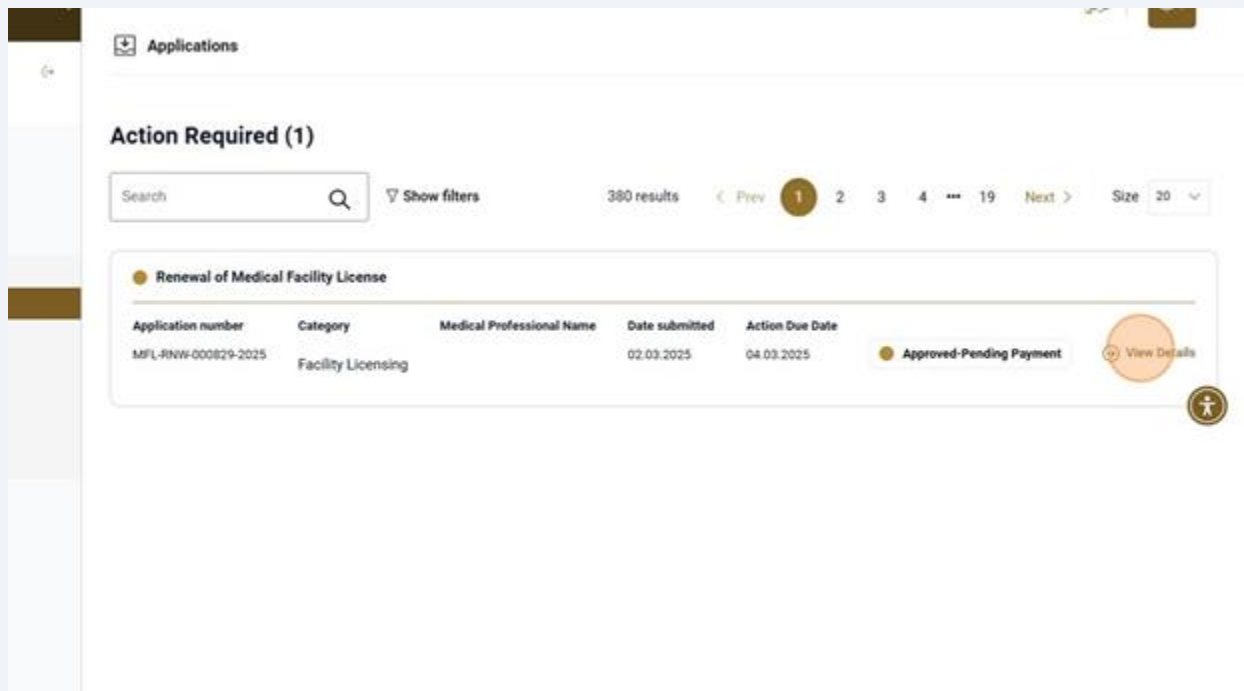
If your facility belongs to the Private sector, a service fee may be applicable to to pay for the renewed license.

You can find the application using the application number 'MFL-RNW-XXXXXX-YYYY' under the completed or action required tab.



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When you find the application, click "View Details" to review the details.



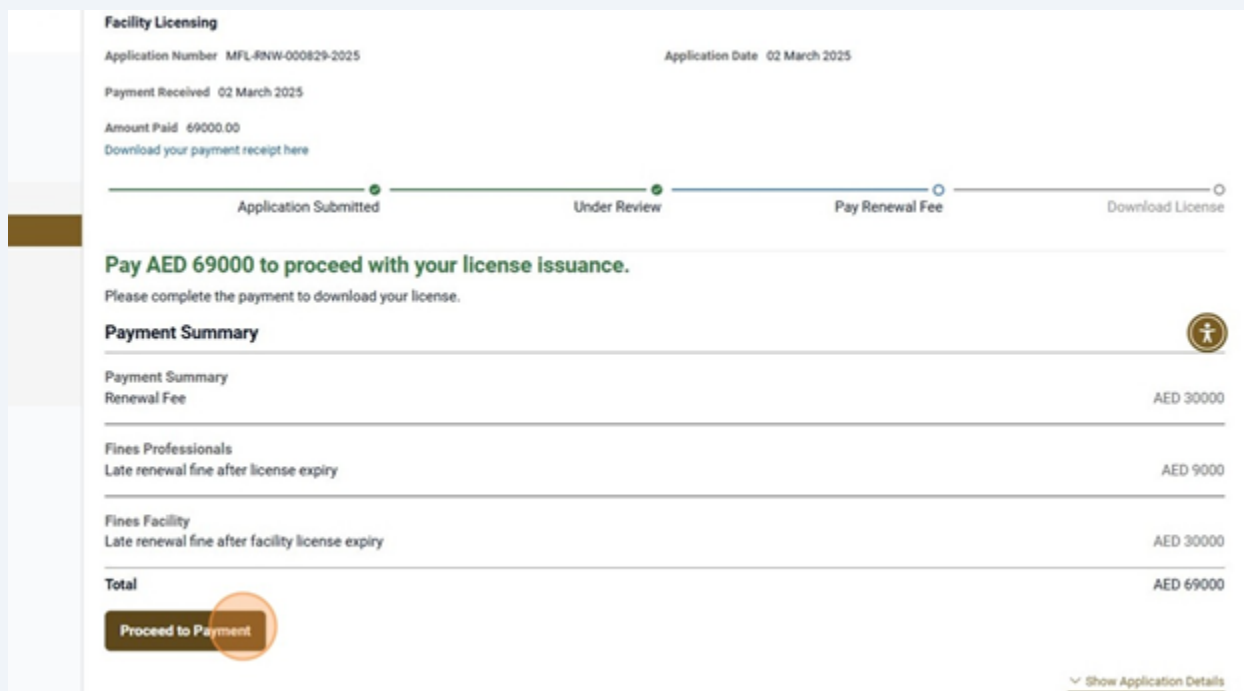
The screenshot shows the 'Applications' page with a search bar and a table of applications. The first application is highlighted with a 'View Details' button.

Application number	Category	Medical Professional Name	Date submitted	Action Due Date	Status	Action
MFL-RNW-000829-2025	Facility Licensing		02.03.2025	04.03.2025	Approved-Pending Payment	View Details

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For a private facility, a renewal fee is applicable.

Click "Proceed to Payment" to complete the payment and the service. Fines for late facility license renewal may be applicable.



The screenshot shows the 'Facility Licensing' page with a progress bar and a payment summary table.

Facility Licensing

Application Number: MFL-RNW-000829-2025 Application Date: 02 March 2025

Payment Received: 02 March 2025

Amount Paid: 69000.00

[Download your payment receipt here](#)

Progress: Application Submitted (Completed) → Under Review (Completed) → Pay Renewal Fee (In Progress) → Download License (Pending)

Pay AED 69000 to proceed with your license issuance.

Please complete the payment to download your license.

Payment Summary	
Payment Summary	
Renewal Fee	AED 30000
Fines Professionals	
Late renewal fine after license expiry	AED 9000
Fines Facility	
Late renewal fine after facility license expiry	AED 30000
Total	AED 69000

[Proceed to Payment](#)

[Show Application Details](#)

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On successful service completion, you can download the facility's renewed license from your dashboard.

Facility Dashboard
American Hospital Dubai

American Private Hospital Dubai

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

Renewal of Medical Facility License

Facility Licensing

Application Number: MFL-RNW-000829-2025 Application Date: 02 March 2025

Payment Received: 02 March 2025

Amount Paid: 39000.00
Download your payment receipt here

Application Submitted Under Review Pay Renewal Fee

Your facility license has been renewed.

Your review was a success and you can download the renewed license. This license is valid until 01/01/2026.

[Download License](#)

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Facility Licensing

Application Number: MFL-RNW-000829-2025 Application Date: 02 March 2025

Payment Received: 02 March 2025

Amount Paid: 39000.00
Download your payment receipt here

Application Submitted Under Review Pay Renewal Fee

Your facility license has been renewed.

Your review was a success and you can download the renewed license. This license is valid until 01/01/2026.

[Download License](#)

Facility Details

Facility name (English)	American Private Hospital Dubai
Facility name (Arabic)	مستشفى أمريكي دبي الخاص
Number Of Beds	75

Uploaded Documents

Service Ends