

 GOVERNMENT OF DUBAI	Policy	 سلطنة مدينة دبي الطبية Dubai Healthcare City Authority القطاع التنظيمي - Regulatory
	<u>Policy for Certificate of Good Standing / Current Status</u>	
Document #: PP/HCP/002/01		Review Date: 30 November 2019
Issue Date: 01 December 2016		Related Forms: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

1 **INTRODUCTION**

The CGS/CCS document is necessary when Licensed Healthcare Professionals wish to activate, reapply, convert their Letter of acceptance (LOA) or apply for a new license. The issuance of this document will ensure that all Healthcare Professionals have their status confirmed and are therefore deemed able to deliver safe and quality healthcare going forward.

2 **PURPOSE:**

The purpose of this Dubai Healthcare City Authority (DHCA) Certificate of Good standing (CGS)/ Current Status (CCS) policy is to define and establish the rules for issuing and receiving this certificate. It aims for a better quality service from DHCR and to protect the public through licensing competent Healthcare Professionals (HCP's).



3 **APPLICABILITY:**

- 3.1 The policy is applicable to all Dubai Healthcare City Authority's (DHCA) licensed Healthcare Professionals with inactive or active license as outlined in the "General Licensure Requirements for Healthcare Professionals Guidance for Applicants" GL/HCP/050/01 wishing to confirm their status as a licensed healthcare professional.
- 3.2 The policy is applicable to DHCR Professionals Licensing Department.

4 **DEFINITIONS / ABBREVIATIONS:**

- 4.1 **Certificate of Good Standing (CGS) / Current Status (CCS):** is the document issued by a Licensing/ registration authority to indicate to another the registration status of the healthcare professional; if legally registered and permitted to practice without any restrictions related to unprofessional conduct, disciplinary orders or criminal proceedings **OR** there is an investigation at present, in progress or contemplated in relation to the fitness to practice(including health, competence, and conduct) of the health practitioner or their practice is restricted in some way.
- 4.2 **CPU:** Customer protection unit, a department set up within DHCR to manage and investigate complaints against licensees
- 4.3 **DHCA:** The Dubai Healthcare City Authority established under Article (4) of the Law, and comprises the Chairperson, the DHCC Board of Directors and the Executive Body.
- 4.4 **DHCC:** Dubai Healthcare City established in the emirates of Dubai under Resolution No. (9) of 2003.

- 4.5 DHCR:** is the regulatory arm of Dubai Healthcare City Authority. An independent licensing and regulatory authority for all healthcare providers, medical, educational and other business operating within DHCC.
- 4.6 Disciplinary Action:** any of the actions specified in the regulations, and includes, but not limited to, restriction or suspension, or the refusal to renew a license of a licensed healthcare Professional.
- 4.7 Good Moral Character:** with respect to an applicant means that the applicant is in possession of those attributes essential for safe and competent professional practice in DHCC.
- 4.8 Inactive Status:** the status of a licensed healthcare professional during which time he shall not engage in clinical practice.
- 4.9 Inappropriate Professional practice:** means the provision of Healthcare Services by a Licensed Healthcare Professional that is below the Required Standard of Competence in relation to the scope of Professional Practice in respect of which the Licensed Healthcare Professional was licensed at the time that the conduct occurred
- 4.10 Letter of Acceptance (LOA):** is a letter issued to HCP who doesn't have a job offer but qualify for a license.
- 4.11 Licensed Healthcare Professional (HCP):** Healthcare Professional holding a License duly issued by the DHCA Licensing Board in accordance with the Healthcare Professionals Regulations and the applicable Practice Rules, standards and policy.
- 4.12 License Status Confirmation (LSC):** Is a letter issued by the licensing authority to Doctors applying for a DHA license.
- 4.13 Professional Licensing Department (PLD):** is responsible for issuing CGS, COS and LSC for the licensed healthcare professional upon their request. They also request CGS and COS from applicants upon submission of license application.
- 4.14 Professional Misconduct:** means conduct by a Licensed Healthcare Professional that constitutes improper or inappropriate conduct affecting his provision of Healthcare Services or his compliance with applicable Regulations, Rules, Standards, Policies and ethical requirements
- 4.15 Required Standard of competence:** means the standard of competence reasonably to be expected of a Licensed Healthcare Professional practicing within that Licensed Healthcare Professional's scope of Professional Practice, measured. To the greatest extent feasible, in an objective fashion against accepted norms of professional practice and any code of conduct issued by the Central Governance Board, as reasonably determined by the person or entity authorized under this Healthcare Professionals Regulation to make judgments concerning standards of Competence.



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5 POLICY:

- 5.1 The certificate can be CGS or CCS depending on the professional conduct and standard of competence.
- 5.2 To fulfill the criteria for good standing status (except in the event of section 5.5 being relevant), the CGS/CCS must state that the HCP has never been subject to any disciplinary action including, but not limited to warning, suspension, probation, or revocation for his/her practice in DHCC. Note that
- 5.3 Good standing/current status confirmation is not a substitute for police clearance and excludes any court issues related to the professional himself (Criminal, legal or labor disputes beyond DHCA).
- 5.4 In case of renewal, late renewal and upgrade, the PLD team will ensure that the Healthcare professional has no case against him/her as per the DHCR customer protection unit (CPU) system and processes.
- 5.5 In the event of issues being identified for a HCP, the remarks and decision will be included in the certificate, it will be valid for the duration detailed below from the date that the certificate is issued:

Type of Remark/Decision	Validity Period
Warning letter or disciplinary Action	Six months (6)
Suspension of license	Two years (2)(unless otherwise Specified by the CPU and fitness to practice)
Revocation of license	Three years (3)

- 5.6 The CGS/CCS will not include the operator details and employment duration; it will only mention the name, date of birth, nationality, license number, license status, license category, initial license date, expiry date and the declaration.
- 5.7 The certificate will be issued for any HCP who requests it online regardless of the license start date.
- 5.8 It is normally valid for six (6) months from the date of issuance and can be verified through the designated email address, PLD@dhcr.gov.ae.
 - 5.8.1 If the HCP is the subject of a pending investigation that could result in the restriction, suspension or revocation of his/her license, a CGS will be issued with a validity of 3 Months.
- 5.9 The Certificate attests the validity of the information written as of the date issued only. Dubai Healthcare City Authority does not assume responsibility for any disciplinary action that takes place at a later date.
- 5.10 If a Healthcare Operator refuses to provide the applicant with an experience certificate/letter of employment without acceptable justification, the PLD may communicate with the operator or ask the applicant to provide evidence

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relating to the HCP experience/employment and issue the CGS/CCS accordingly.

6 **RESPONSIBILITY:**

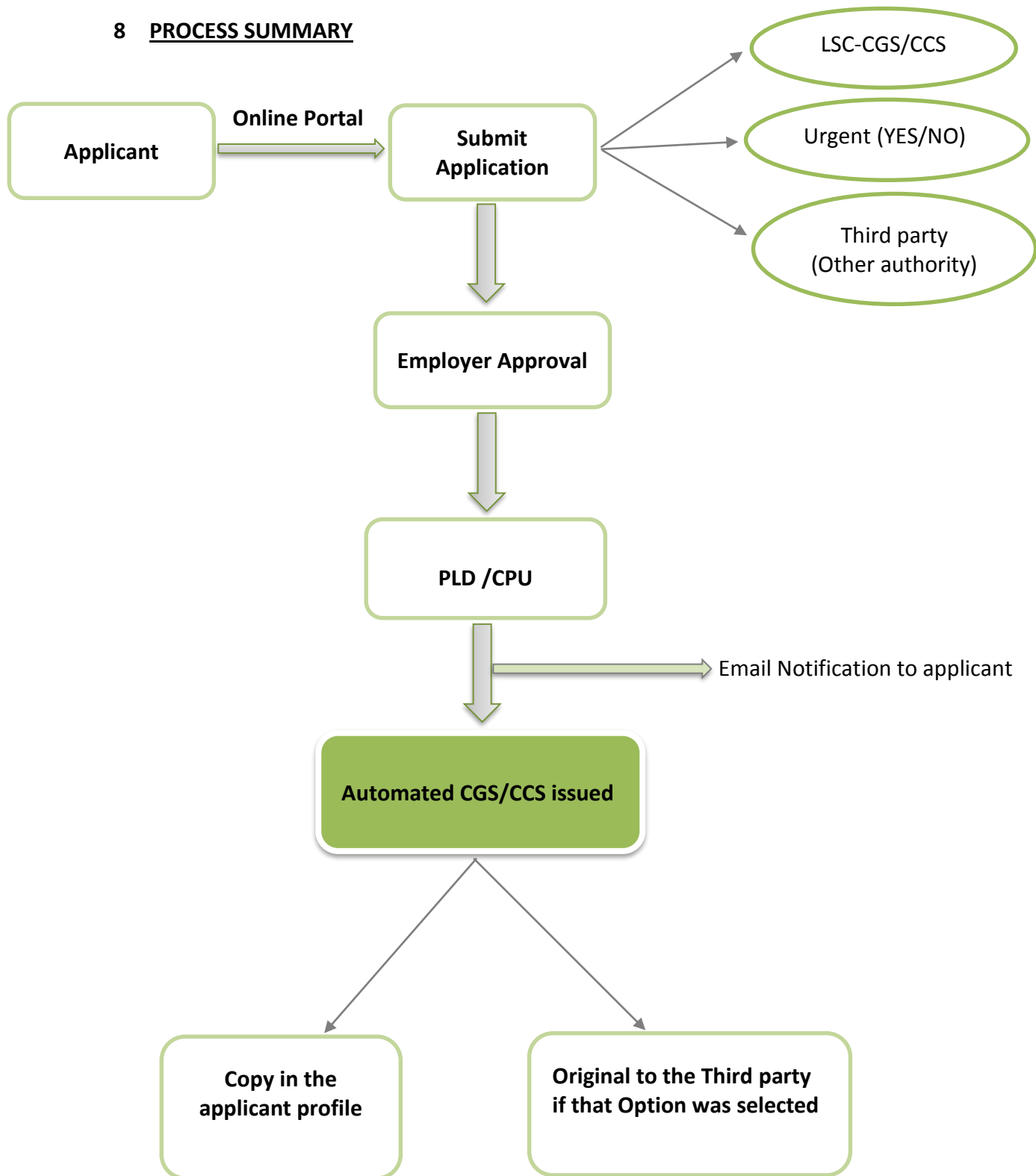
- 6.1 HCP to apply for the Certificate through DHCR online system (www.dhcr.gov.ae, E services).
- 6.2 HCP to submit all the required documents and make the necessary payment.
- 6.3 HCP to select which letter he/she is requesting (LSC/CGS) and specifying if it is urgent or not urgent.
- 6.4 HCP to provide the correct email address of the authority they wish their CGS to be emailed to.
- 6.5 PLD to act in accordance with this policy and procedure.



7 **PROCEDURE:**

- 7.1 An electronic Certificate will be issued only after completion of all the required steps.
- 7.2 A notification email will be sent to the applicant notifying readiness of the Certificate.
- 7.3 In the event that the employer does not approve the request in a timely manner, then the PLD team will take action accordingly.
- 7.4 When the certificate is completed, the CGS/CCS will be emailed to the requested authority and a copy will be available in the profile of the applicant.



8 PROCESS SUMMARY



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9. Cost and time frame for Good Standing and Current Status confirmation

<p>1) Good Standing/ Current Status Certificate:</p> <ul style="list-style-type: none"> • Regular – AED 520 • Urgent – AED 1020 <p>2) License Status Confirmation 'LSC'- AED 1020</p> <ul style="list-style-type: none"> • Processing time 10 working days after documents & fees submission • 2 working days for Urgent 'CGS/ CCS' requests • Duplicates, change in details, and change of license status will require second payment
