



The Organisation, Licenses & Advertisemnet Dept
The Public Health Policies and Licensing Sector

إدارة التنظيم والتراخيص والإعلانات
قطاع سياسة الصحة العامة والتراخيص

Important notices for evaluation and re-evaluation clients

- All clients are required to register on the evaluation electronic system through MOH website www.moh.gov.ae. At any circumstances, documents from any one are not acceptable to be sent to any of MOH Evaluation section's emails unless you are asked to do so. For any inquiries, you are kindly requested to contact MOH main call center via toll free number 80011111, or 009714 -2301000 or by visiting customer service office prior contacting us.
- **National Physicians and pharmacists(for evaluation and re-evaluation) must send their application numbers to the following email addresses to proceed:(saif@moh.gov.aeandghadeer.abdeen@moh.gov.ae).**
- **All Pharmacists who passed the required exams by MOH and wish to be evaluated, to send email to : saif@moh.gov.ae or Ranya.shaban@moh.gov.ae to avoid delaying of your applications.**
- **If you are a HAAD License Holder or DHA License Holder and have got the Data Flow report, kindly upload it in your application online. Then you need to send your application number to the following emails: saif@moh.gov.ae or Ranya.shaban@moh.gov.ae to avoid delaying of your applications. Also you need to mention in your email whether you wish to convert your same HAAD/DHA evaluation to MOH or to be assigned for the examination to upgrade your medical title.**
- Be informed that the electronic auditing of the qualifications and experiences is done by third party (Data Flow) for all medical categories. Therefore, you will be requested to pay additional fees to the third party, except those who got the Data Flow Reports from HAAD / DHA. (For any inquiries about Data Flow and its reports, you can contact the following email: mohuae@dataflowgroup.com or to call **+9714 4539604**).
- Immediately after the online registration, clients are required to contact Data Flow directly via email address mohuae@dataflowgroup.com or to call **+9714 4539604** to follow up their applications. Please be informed that the MOH is **NOT** responsible for the auditing process at all. After the auditing approval you will be assigned to the exams by MOH.



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- For any queries regarding the prometric exams and prometric issues, applicants should call the **contact center: 0031320239530**, they are open from Sunday till Friday 11am to 8pm UAE time.
- Also note that MOH fees must be paid **online** with an amount of AED 100 for physicians, dentists and pharmacists; and AED 50 for technicians of all categories, Nursing and TCAM.
- Kindly be informed that the prometric online exam for the different specialties (Pediatrics, Obs/Gyn, Dermatology, Orthodontics) is **MUST**. You will be assigned for the oral interview after passing the online exams. This is **Mandatory to upgrade medical title for ALL MOH staff in both Government and Private sectors, Except physicians to be upgraded to Consultants to be assigned to oral interviews ONLY. An official interview letter is needed** from the Health Profession Organization Section- Organization, Licenses & Advertisements Dept. at MOH – Dubai to be sent to the applicants at this case.
- Please be advised that all exams required online registration on the evaluation electronic system for all specialties. For whatever reason, you are requested not to contact the MOH in person, as all clients will be contacted through their email addresses entered in the system with regards to all updates done in their applications, as well as the schedule for their written exams or interviews.
- If you are a Holder of Old MOH Evaluation certificate, and you **do not** wish to upgrade medical title, you need to register online for **Re-evaluation (to add experience only)**. A copy of the old evaluation certificate is needed to be uploaded in your account and a recent experience mentioned that you still working at UAE kindly send your application number or your query to the following emails: saif@moh.gov.ae or Ranya.shaban@moh.gov.ae to avoid delaying of your applications.
- If your application has been rejected by committee, you should upload the missed documents requested and then you need to email saif@moh.gov.ae or Ranya.shaban@moh.gov.ae and subject your email with your application number or the R-number all the time, that you have completed your application, so we can forward it to the committee again to avoid delaying. Please be informed that this step does not need you to do the exams again.
- **UAE National Technicians, (for evaluation and re-evaluation)** must send their application numbers to the following email address nadheera@moh.gov.ae to proceed.



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- **UAE National Physicians**, who have graduated from UAE approved universities by MOHESR, are **exempted** from Data Flow procedures. They must send their application numbers or R-numbers to the email address ghadeer.abdeen@moh.gov.ae to proceed.
- **UAE National Technicians**, who have graduated from UAE approved universities by MOHESR, are **exempted** from Data Flow procedures. They must send their application numbers to the following email address nadheera@moh.gov.ae to proceed.
- Note that **all technicians** (national citizens and non-nationals) application will not be accepted without **equivalency certificate** of their qualifications issued from the Ministry of Higher Education and Scientific Research at UAE.
- All UAE National physicians who obtained an exceptional letter from H.E. Minister of Health to promote their medical title, have to attach a copy of the official signed letter in their online application + recommendation letter from their direct supervisor.
- Passing MOH exams for all specialties **does not mean** acceptance for evaluation the Physicians or Technicians and other Evaluation Committees. Please be informed that **you can pass the exam with the SAME EVALUATION THAT YOU HAVE GOT BEFORE** . It depends on your performance in the oral interview plus the decisions of the Higher Evaluation committees at MOH.
- In case of any details missing or mistakes in the online applications in the E-system, then the applicant will not be entitled to set for the exam or evaluation process under any circumstances unless he fulfilled and cleared all requirements and payments.
- Be informed that **all exams announced online** are decided by the concerned committees and applicants **CANNOT** postpone it once the details sent to them. Failure to attend the exam will be considered as **FAILURE ATTEMPT**. Another attempt to be given **after 6 months** as per committee instructions.



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- Please note that all online exams and interviews' results are confidential, and will not be disclosed according to the instructions of MOH officers and evaluation and re-evaluation applied regulations till it is officially sent to the applicants' via email or to their online applications.
- Be informed that re-evaluation process requires attachment of **old evaluation certificate issued by MOH**, in which R-number (Certificate Number) is mentioned; then to select carefully one of the following options as the MOH will not be liable for any mistake occurred during registration process by candidates, and that should be done after reading the **User Manual** carefully:
 - Re-evaluation for **medical title promotion** requires setting for applied exams.
 - Re-evaluation for **adding new experiences**; candidate will get the previous evaluation after being approved by evaluation committee.
 - **Transferring of HAAD / DHA licenses**; candidate will get the same HAAD/DHA evaluations according the unified PQR (**professional Qualification Requirements**). NO exams needed at this point or according to the committee decisions.
- Please be informed that all processes **are done online, applicants are NOT required to visit MOH in person, except in the following situations:**
 - To determine exam schedule for specialists and consultants or other specialties for which no specific date is determined in the ministry website, as the ministry deem fit. Applicants will be contacted personally via emails.
 - If any of the candidates has been emailed by the evaluation committee for any reason that needs a personal meeting at the MOH.
- Please be informed that all the following exams are subjected to Prometric E-system, **then it's required NOT to refer to the ministry for any reason whatsoever:**



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- General Practitioner (Medicine and Dental Physicians **without** interview).
- Obstetrics and Gynecology (All private and government physicians followed by interview as per schedule determined on MOH website and according to the available seats).
- Pediatrics (All private and government followed by interview as per schedule determined on MOH website and according to the available seats).
- Orthodontic (All private and government physicians followed by interview as per schedule determined on MOH website and according to the available seats).
- Dermatology (All private and government physicians followed by interview as per schedule determined on MOH website and according to the available seats).
- **Technicians'** exams (All private and government Technicians followed by interview as per schedule determined on MOH website and according to the available seats) as follows:

<u>Specialty</u>
Microbiology Technician
Laboratory Technician
Medical X - ray technicians
Dental Laboratory Technician
Pharmacy technician
Dental Assistant Technician
Clinical Psychologist (non-doctors)
Physiotherapist (non-doctors)
Physical Therapy Assistant
Dental Hygienist
Emergency Medical Technician



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Medical Equipment Specialist
Ambulance Technician
Medical Equipment Technician
Artificial Limbs- Technician
Laboratories- bachelor
Cardiac Perfusion Technician
Electrocardiogram Technician
Biochemistry Technician
Functional Therapy Technician
Medical records (Arabic)
Kidney Dialysis Technician

- **ALL the above exams are subjected to be decided by the Higher Evaluation Committees.**
- **Please be informed that no extensions will be given for Prometric E-exams unless in case of deficiency in the Prometric system. Meanwhile, failure in exams, non-attending or expiry of grace period (three months ONLY) will be counted as failure attempts, then results will be recorded as “Fail”.**
- **It is strictly prohibited to contact any of the Evaluation Committee Members directly or the Examiners for all specialties for any reason whatsoever unless they asked the applicants to do so.**
- Be informed that depletion of exam attempts and failure in MOH exams for (**three times**) shall **mean that candidate will not be able to be evaluated by the MOH even if he obtained licenses from any other authorities.**
(**Application for transferring of HAAD / DHA will not be accepted** in case of physician failure in the ministry exams – Prometric or interview – for **three consecutive times**, and the application status will be “Suspended”)



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- Please be informed that Evaluation Committee decision is **Final**, and candidates will be entitled to any **objections regarding their evaluation** by sending official **email** to evaluation department **within two weeks only** from the decision after filling the specified application (**e-complaint form**) on the MOH website with no need to visit the ministry personally.
- Hand written complains, or that not on the specified form or that submitted after the above-mentioned period **will not be accepted**.
- Please refer to the MOH website and the evaluation system website which contain all the process steps and requirements, therefore, kindly read the instructions carefully to avoid wasting the employees' time.
- Evaluation certificates will not be submitted to the candidates **until all required stamps and attestation being verified by the verifier** (from UAE embassy / consulate in the study or work country and UAE MOFA); exceptions will not be granted to any candidate for any reason whatsoever except after committees approval if any.
- **Applicants' User Manual** should be read carefully at the MOH website.
- Please be informed that in **absolute necessity situation that require your personal attendance** to the MOH **are as follows after obtaining an appointment** by filling special application **e-appointment** form online and send it via email. **Visitors without prior appointment or NOT in the specified times mentioned below are not welcomed and sorry for inconvenience.**