Department of Health (DoH)
United Arab Emirates

FAQs

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bsi. ISO 9001 Quality Management   ISO/IEC 27001 Information Security Management

1. **What is the DataFlow Group?**

   The DataFlow Group is a leading global provider of specialized **Primary Source Verification (PSV)** solutions, and background screening and immigration compliance services. Clients across the public and private sectors rely on the DataFlow Group to mitigate potential risk by exposing fraudulent academic degrees, employment certificates, practice licenses, work permits, and passports, among other documents.

   To ensure that hired professionals have the qualifications they claim, the DataFlow Group utilizes cutting-edge technologies and leverages an expansive network of over 100,000 issuing authorities throughout more than 200 countries and territories to liaise with primary sources and verify the authenticity of documents submitted by candidates, in accordance with global industry best practices and Joint Commission International (JCI) guidelines. The DataFlow Group undertakes hundreds of thousands of immigration compliance screening and verification service transactions for professionals each year on behalf of various government, quasi-government, regulatory, and large multinational organizations worldwide.

2. **How do I apply for PSV with the DataFlow Group?**

   Please visit https://doh.gov.ae to apply for a PSV.

   1. Review the DoH Professional Qualification Requirements (PQR) and Eligibility Criteria
   2. You must register to the DOH User Management System to obtain a Unique Identity Number. Please refer to the article number 3.
   3. Follow the instructions to create a DataFlow Group account at https://www.dfdoh.com

   Please read the instructions carefully and upload clear documents to avoid any delays.

3. **How to register and obtain Unique Identity Number (UIN) from Department of Health Abu Dhabi**

   Click Here to register with the User Management system (UMS) of the Department of Health - Abu Dhabi and receive your Unique Identity Number.

   For new users the UIN will be sent by email after registration, and the user can view the UIN after login and click on profile from the main menu.

   Once the UIN is generated, please click here to sign up or login on the

application portal by clicking on https://www.dfdoh.com

4. What information and documents do I need to submit?

Attach and submit all documents relevant to the position you are applying for, according to DoH PQR and Eligibility Criteria.

You will also need to attach and submit all documents mentioned in the online DataFlow Group application. The list is also available on the DoH website.

5. What is the fee for the PSV application?

Fees vary depending on the number of documents that need to be verified.

Note: The only payment fee required by the DataFlow Group is settled during the application stage. If any party claims the need for additional fees, please notify us immediately via the Contact Us page on the DataFlow Group website.

6. Is it possible to submit documents and information for verification at a later stage?

All relevant details and documents must be submitted at the time of application.

Anything that needs to be submitted at a later stage may be subject to additional costs and may delay the final report.

7. How do I pay?

Several payment options are currently available:

- All applicants may pay online via credit card
- Applicants can visit the helpdesk (address below) and share the documents to be verified with the DataFlow Group representative who would submit the application on their behalf. The service charge of this process is USD 40 for which a confirmation receipt would be shared with the applicant.

> **Tas'heel - Al Amaal Business Services**
> -The DataFlow Group Counter No. 35
> -Location on Google Maps: https://goo.gl/maps/EiaRPDsc1AjcWCnV9
> -Address: Sheikh Rashid Bin Saeed Al-Maktoum Street (airport road) Opposite to Universal Hospital and Al Hilal Bank - Abu Dhabi
>
> Note: The payment option will be only by credit card.

8. What happens after I submit my DataFlow Group documents and online application?

After submitting your online application, the DataFlow Group will commence the verification process. Once your application is completed, it will be sent to DoH for the licensing process.

9. How can I follow up on the status of my application?

Click Here to check the current status of your application. This can be done by using a combination by entering your DataFlow Case Number and Passport Number or by using a combination of your Client Reference Number and Passport Number.

10. My request for a DoH license was rejected. Can I get a refund?

Requests for refund must be submitted within a maximum of 48 hours from the date of payment of the DataFlow Group fee.

Therefore, we recommend that you carefully read the instructions and review DoH criteria to determine whether you are eligible for a license before applying with the DataFlow Group.

11. I have a 'Negative' or 'Unable to Verify' DataFlow Group report. May I request a re-verification?

Click Here to submit the re-verification request, please quote your DataFlow Case number/Reference number/ Unique Identity Number (UIN) / registered Passport Number while raising a support ticket. The DataFlow Group team will review your application and reply to your request.

You must register to the DoH User Management System to obtain a Unique Identity Number. Please refer to the article number 3.

12. Who can apply for this service?

All medical professionals may apply. However, applicants are advised to check DoH PQR for eligibility prior to applying.

Applicants who do not meet DoH criteria will not be granted a health license, even if they have been issued a 'Positive' DataFlow Group report.

13. Am I allowed to apply for a license in Abu Dhabi without securing a job there first?

Yes, applicants may apply before securing employment in Abu Dhabi.

14. Can a representative submit the documents at a DataFlow Group helpdesk on

behalf of the applicant? If yes, is a Letter of Authorization or a form required?

Whether the applicant or a healthcare facility representative is submitting the PSV application on the applicant's behalf, duly filled and signed Letter of Authorization (LOA) by the Applicant is a mandatory document to be submitted with the rest of the required documents for verification.

All four fields should be filled in a readable format with a date not older than 3 months.

To download LOA copy please **Click Here**

15. My Health license is valid for life. However, I cannot find an option specifying the same.

Please use 31 December, 2050, as the default year.

16. I previously applied for a DoH examination but did not attend. Can I use the same email address to register with the DataFlow Group again?

You can use the same email address to register again with the DataFlow Group.

17. I am looking to reapply for the DoH examination. Do I need to provide another Certificate of Good Standing?

The good standing certificate must be valid and not older than six months at the time of application for licensure covering the minimum required experiences for the applied title.

18. How can I obtain a Certificate of Good Standing from the DoH?

To obtain a Certificate of Good Standing, contact concerned officials at the DoH for guidance.

19. I was unable to get an answer to my query, and I still have a question.

Click Here to submit your request, quoting your Reference Number. The DataFlow Group team will revert at the earliest.

20. What is a Continued Medical Education (CME) certificate?

Continuing Medical Education (CME), also known as Continuing Professional Development (CPD) is an ongoing systematic maintenance and growth of the knowledge and skills required for a health professional to remain competent in his/her occupation for the benefit of that particular profession.
A CME document depends on the type of activity, however, generally is a

certificate of attendance that clearly indicates the number of credits and the accrediting body.

CME could be of various types;
- Workshop, Lectures, Seminars
- Conference
- Presentation
- Teaching
- Consultation with peers and medical experts,
- Reading (books, journals, monographs)
- Writing policies
- Life Support Training

21. What type of CME document is acceptable for the Department of Health - Abu Dhabi?

Below are the few mandatory requirements for a CME certificate submitted for the Primary Source Verification process.

- CME certificate issued only by UAE authorities.
- CME certificate issued by the Department of Health-Abu Dhabi will not be considered.
- CME certificate is a different document type from Qualifications, and should not be submitted under the Education component in the system.

22. How do i Submit a CME certificate for Primary Source Verification?

CME must be submitted on the additional checks page with a clear and complete copy of the certificate. Please note that a CME submitted under the education section will not be considered for the Primary Source Verification process.

23. I have a CME issued from an authority situated in a different country, other than the United Arab Emirates, can I still verify it?

No, the only accepted CME certificates should be issued by UAE authorities.

24. In which section should I submit my Residency Certificate for PSV process. Can I submit my Education qualification certificate or transcript to verify my residency.

Residency certificate must be only submitted under additional checks option and must be a proper certificate reflecting the residency tenure issued by the training institution or hospital/clinic. In case of submission of incorrect certificate like education qualification or a transcript will be considered as insufficient and verification might be closed with unable to verify result.

25. My DoH case was submitted before the new process (05-Jun-2020), how to push the completed report to the DOH system.

In order to link your case to the DOH User Management System (UMS), you must first register to the same.
Once registered, on your UMS Dashboard, please click on **New Request** which will reflect an option to **"Link Case to DataFlow"**.
Please click on the same to enter your DF case number, DataFlow Email ID and Contact Email ID.
Click on Continue to successfully submit your request, the case may take upto 24 hours to be linked to your profile.

Note: Link to DataFlow service is only applicable for cases submitted for PSV after August 2017.

There will be no communication from DataFlow or DoH to confirm regarding the case linked with the UIN profile.

26. My case was completed by DataFlow a few months back, however, registration for the DoH licensing process was not initiated on the DOH system. How to do it now.

In order to link your case to the DoH User Management System (UMS), you must first register to the same. Once registered, on your UMS Dashboard, please click on **New Request** which will reflect an option to **"Link Case to DataFlow"**. Please click on the same to enter your DF case number, DataFlow Email ID and Contact Email ID. Click on Continue to successfully submit your request, the case may take upto 24 hours to be linked to your profile.

Note: Link to DataFlow service is only applicable for cases submitted for PSV after August 2017.

There will be no communication from DataFlow or DoH to confirm regarding the case linked with the UIN profile.

27. Can I remove the incomplete or completed cases from my application portal dashboard/profile.

You cannot remove any of the cases from the dashboard. If you may fill an incorrect application which is yet to be submitted then please start a fresh case by going back to the Dashboard and clicking on **Add New Case.**

If you have submitted an incorrect case or information then please notify us immediately by quoting your case number and UIN via the **Contact Us** page on

the DataFlow Group website.

28. I have already registered to the DoH system before the new process (05-Jun-2020), how do i receive my Unique Identity Number (UIN).

The UIN will not be issued to the existing registrant, you are required to register again to the DOH system in order to receive a UIN.