
 GOVERNMENT OF DUBAI	Standards	 سلطة مدينة دبي الطبية Dubai Healthcare City Authority Regulatory - القطاع التنظيمي
	Standards for Medical / Clinical Director for Healthcare Operators	
Document #: SD/HCO/03/01		Review Date: 21 February 2017
Issue Date: 22 February 2017		Related Forms: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

1 **PURPOSE:**



The purpose of the Dubai Healthcare City Authority Regulatory (DHCR) standards is to define the minimum requirements for the Medical/Clinical Director for all Healthcare Operators as applicable within Dubai Healthcare City (DHCC). These standards will enhance the quality of the healthcare system and the continuity of patient care through governance and direction of the Medical/Clinical Director.

2 **APPLICABILITY:**

- 2.1** These standards are applicable to all DHCC licensed Healthcare Operators and DHCR licensed Healthcare Professionals in all clinical facilities located within Dubai Healthcare City. These Standards must be read in conjunction with all applicable Dubai Healthcare City Authority (DHCA) regulations, rules, policies and standards.
- 2.2** These standards are applicable to DHCR personnel who have a defined role herein.

3 **DEFINITIONS / ABBREVIATIONS:**

- 3.1 Policy:** a defined course of action determined by the DHCA and adopted in accordance with the provisions of the Governing Regulation, on the position, strategy or standing on a subject that shall be followed by those identified within the policy.
- 3.2 Standards:** means specifications that defines attributes, skills, qualifications, materials, methods, processes or practices used to provide a basis for determining consistent and acceptable minimum levels of quality, performance, safety and reliability
- 3.3 Procedure:** A set of instructions that performs a task, a subroutine or function. These are carried out to achieve the rules, regulations and work processes. They assign, prioritize and order responsibilities. The procedure describes the sequential steps of performing a task.
- 3.4 Healthcare Operator (HCO):** In Dubai Healthcare City (DHCC), this is an all-inclusive term meaning a hospital, clinic, laboratory, pharmacy or other entity providing healthcare, engaging in one or more clinical activities.
- 3.5 Clinical Operating Permit (COP):** means the authorization issued by the DHCR Registry of Companies to a HCO allowing it to conduct one or more clinical activities.
- 3.6 DHCC:** Dubai Healthcare City
- 3.7 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.
- 3.8 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.
- 3.9 Medical/Clinical Director:** a licensed healthcare professional appointed by the HCO to govern and oversee all the medical facets of the clinical care within the clinical facility

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4 GENERAL REQUIREMENTS:



- 4.1 All DHCC HCOs must designate a Medical/Clinical Director within their clinical facility.
- 4.2 The designated Medical/Clinical Director must be a DHCR licensed Physician/ Healthcare Professional providing Healthcare services within the specific clinical facility in which he/she is the designated medical/clinical director.
- 4.3 The Medical/Clinical Director's specialty must be approved and reflected on the COP related to the specific clinical facility.
- 4.4 In a situation where a license to practice of the Medical/Clinical Director has been revoked or suspended, the healthcare operator shall re-assign this role to a licensed healthcare professional with the approval of DHCR
- 4.5 All regulatory information from DHCR (e.g. circulars, regulations, policies, standards, guidelines, announcements, etc.) shall be communicated to the Medical/Clinical Director of each clinical facility in a timely manner.

5 STANDARD 1 – RESPONSIBILITY OF HEALTHCARE OPERATOR:

- 5.1 The leadership of the HCO shall appoint a designated Medical/clinical Director in the clinical facility at pre-operative assessment phase.
- 5.2 The appointed Medical/Clinical Director shall govern and oversee all the medical facets of the clinical care within the clinical facility.
- 5.3 The HCO shall inform DHCR about any change/vacancy in the position of Medical/Clinical Director.
- 5.4 The job of Medical/Clinical Director shall not be vacant for more than 2 months, otherwise the facility may be subject to sanctions.
- 5.5 During the absence of Medical/Clinical Director due to any reason, the HCO must designate this role to another suitably qualified and licensed healthcare professional within the facility.
- 5.6 The HCO shall develop and approve a Job Description for the Medical/Clinical Director; it must be signed and should reflect the roles and responsibilities.

6 STANDARD 2 - RESPONSIBILITY OF THE MEDICAL /CLINICAL DIRECTOR

- 6.1 The Medical/Clinical Director shall:
 - 6.1.1 Provide clinical leadership and apply clinical and administrative skills to guide the clinical facility in providing care in an effective, efficient, safe, timely, patient-centered, and equitable manner;
 - 6.1.2 Define, approve and monitor achievement of the organization's strategic objectives;
 - 6.1.3 Be available and accessible to staff to discuss medical problems, clinical cases or any other related issues;
 - 6.1.4 Develop a defined process for physician's privileges and clinical competencies for other healthcare professionals in the clinical facility where applicable;

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- 6.1.5** Maintain records of credential outcomes, privileges and clinical competencies;
- 6.1.6** Develop and improve the foundation standards, protocols, and procedures given that these issues reflect the core of the healthcare operator;
- 6.1.7** Assist the quality of healthcare by developing and managing both quality and safety initiatives, including risk management in the absence of a designated Quality lead within the clinical facility;
- 6.1.8** Participate in administrative decision making, recommends and approves relevant policies and procedures;
- 6.1.9** Be the point of contact for the communication in regards to any requirements / responses directed from DHCR;
- 6.1.10** Be the point of contact and shall ensure that all regulatory information from DHCR is conveyed to the relevant party/ies in the clinical facility and appropriately implemented.

7 STANDARD 3 - PROCEDURE FOR APPOINTMENT:

- 7.1** The leadership of the HCO must identify and appoint the designated Medical/Clinical Director; this must be reflected in an appointment letter.
- 7.2** Where there are medical disciplines / physicians providing healthcare, the designated Medical/Clinical Director can be appointed from the medical disciplines providing healthcare within the clinical facility.
- 7.3** Where the disciplines are ancillary to medicine the designated Medical/Clinical Director can be appointed from the highest category of the ancillary healthcare disciplines providing healthcare within the clinical facility.
- 7.4** The name of designated Medical/Clinical Director will be identified on the COP and be reflected in the licensing system.