



Certificate of Good Standing/ Current Status

Policy

Department: Professional Licensing Department

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POLICY AND PROCEDURE - DHCR CERTIFICATE OF GOOD STANDING/ CURRENT STATUS POLICY

INTRODUCTION

A Dubai Healthcare City Authority (DHCA) Certificate of Good Standing/ Current Status (CGS/CCS) is issued by the Professional Licensing Department (PLD) to confirm the current status of a Healthcare Professional's license.

This document will ensure that the Healthcare Professional has his/her status confirmed and therefore has been able to deliver safe and quality healthcare services up to the date of document issuance.

1. PURPOSE

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| 1.1 | The purpose of this policy is to establish the rules for issuing and receiving a certificate of Good Standing/ Current Status. It aims for a better quality service from Dubai Healthcare City Authority-Regulatory (DHCR) and to protect the public through licensing competent Healthcare Professionals (HCPs). |
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2. Scope of Application

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| 2.1 | The policy is applicable to all Healthcare Professionals licensed by Dubai Healthcare City Authority (DHCA) with any license status. wishing to confirm their status as a licensed HCP |
| 2.2 | The policy is applicable to the DHCA Professional Licensing Department. |

3. Policy

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| 3.1 | The certificate may be issued as a CGS or CCS depending on the professional conduct and standard of competence of the Healthcare Professional at the time of application |
| 3.2 | The CGS/CCS confirms the status of the healthcare professional practice during the period of the license issued by DHCA. The status of the license will be reflected as per the status at the time of application. |
| 3.3 | The CGS/CCS will mention the below details regarding the licensed healthcare professional: <ul style="list-style-type: none"> 3.3.1 Name 3.3.2 date of birth 3.3.4 nationality 3.3.5 Passport Number 3.3.6 license number 3.3.7 license status 3.3.8 license category 3.3.9 Specialty 3.3.10 initial license date |



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	3.3.11 expiry date and the declaration.
3.4	The CGS will 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. The CCS will state the current disciplinary action that has been taken against the HCP including but not limited to warning, suspension, probation, or revocation for this/her practice in DHCC according to section (3.9).
3.5	A Certificate of Good Standing/Current Status is not a substitute for Police Clearance or any Court issues related to the professional himself (Criminal, legal or labor disputes beyond DHCA).
3.6	At the time of renewal of a professional license the Healthcare Professional's good conduct is checked against the customer protection unit (CPU) records.
3.7	Healthcare Professionals with a previous case decision against them must declare it during application for New License, Reapplication, and Renewal of license. HCPs are must provide evidence of clearance or reinstatement (as applicable) to be considered for licensure or renewal of license.
3.8	In the event of issues being identified against a licensed HCP applying for a certificate of good standing/ current status the remarks and decision will be included in the certificate. In the event of issues being identified against a licensed HCP applying for a certificate of good standing/ current status, the remarks and decisions will be included in the certificate. It will remain on the professional's record for the durations detailed in (section 3.9) from the date the certificate is issued.
3.9	Decisions against the HCP will be included in the certificate as per the duration listed below: 3.9.1 Warning letter or disciplinary action will be mentioned on the certificate for Six (6) months from the date of the decision. 3.9.2 Suspension of license will be mentioned on the certificate for two (2) years from the date of the decision unless otherwise specified by the CPU and fitness to practice panel. 3.9.3 Revocation of license will be mentioned on the certificate for three (3) years from the date of the decision unless otherwise specified by the CPU and fitness to practice panel.
3.10	The CGS/CCS will not include the healthcare operator (employer) details or employment duration.
3.11	The certificate will be issued for any HCP who requests it online regardless of the license start date.
3.12	Certificates of good standing/current standing are valid for six (6) months from the date of issuance. All certificates can be verified through the designated email address, PLD@dhcr.gov.ae or by entering the reference number and code as per CGS/ CCS through DHCR online system www.dhcc.ae --> E-services--> Verify Certificate of Good Standing.
3.13	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.



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3.14	The Certificate confirms the validity of the information within it from its date of issuance only. Dubai Healthcare City Authority does not assume responsibility for any disciplinary action that takes place at a later date following issuing of the CGS/CCS.
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4. Procedure

5.1	HCPs can apply for the Certificate (CGS/ CCS) through the DHCR online system (www.dhcc.ae E-services- Letter request).
5.2	After completion of all the required steps including payment of applicable fees, the Certificate (CGS / CCS) will be issued electronically in to the healthcare professional's document wallet., . No stamp or signature is required.
5.3	HCPs can apply for a Professional Letter namely, License Status Confirmation (LSC) and Primary Source Verification (PSV) by submitting a Professional Letter Request Form along with payment receipt via email to PLD@dhcr.gov.ae
5.3	The Professional Letter Request Form is available for download through https://dhcc.ae/regulations/forms to request (LSC/PSV).
5.4	In cases where the HCP wishes to send the Professional Letter to a third party, an email or postal address must be provided in addition to receipt of applicable fees.

5. Cost and Time Frame

5.1	Certificate of Good standing/ Current Status <ul style="list-style-type: none"> • Regular – AED 520 • Urgent – AED 1020
5.2	Primary Source Verification <ul style="list-style-type: none"> • Regular – AED 520 • Urgent – AED 1020
5.3	License Status Confirmation <ul style="list-style-type: none"> • Regular – AED 1020 • Urgent- AED 1520
5.4	The Processing time for a Regular application is seven (7) working days after payment and two (2) working days for Urgent applications .
5.5	Duplicates, change in details, and/or change of license status will require a second payment.
5.6	All paid fees are non-refundable.
5.7	All fees include an additional AED 20/- Knowledge and Innovation fees.



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6. DEFINITIONS

6.1	Certificate of Good Standing (CGS): is the document issued by a Licensing/ registration authority to indicate to another the registration status of the healthcare professional. Specifically, the CGS indicates that a HCP is legally registered and permitted to practice without any restrictions related to unprofessional conduct, disciplinary orders or criminal proceedings.
6.2	Certificate of Current Status (CCS): is the document issued by a Licensing/ registration authority to indicate to another that the registration status of the healthcare professional is under 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.
6.3	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.
6.4	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.
6.5	DHCC: Dubai Healthcare City established in the emirate of Dubai under Resolution No. (9) of 2003.
6.6	CPU: Customer protection unit, a department set up within DHCR to manage and investigate complaints against licensees.
6.7	Disciplinary Action: any of the actions specified in the regulations, including but not limited to, restriction or suspension, revocation, issuance of warning letters or the refusal to renew a license of a licensed Healthcare Professional.
6.8	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.
6.9	Inactive Status: the status whereby a DHCA license is valid but the Healthcare Professional is not permitted to engage in clinical practice.
6.10	Inappropriate Professional Practice: 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 the Licensed Healthcare Professional was licensed for at the time that the conduct occurred
6.11	Letter of Acceptance (LOA): is a letter issued to HCPs who qualify for a license but have not obtained a job offer from a DHCA licensed facility.



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6.12	Licensed Healthcare Professional (HCP): Healthcare Professional holding a License duly issued by the DHCR Professional Licensing Department in accordance with the Healthcare Professionals Regulations and the applicable practice rules, standards and policies.
6.13	License Status Confirmation (LSC): a report that lists the verification statuses of the credentials of a healthcare professional that were verified at the time of licensing in addition to stating the current good standing of the healthcare professional.
6.14	Primary Source Verification (PSV): a report that lists the verification statuses of the credentials of a healthcare professional that were verified at the time of licensing
6.15	Professional Licensing Department (PLD): Is the department responsible for licensing, renewing and upgrading professional licenses in addition to issuing professional letters for healthcare professionals upon their request.
6.16	Professional Misconduct: means conduct by a Licensed Healthcare Professional that constitutes improper or inappropriate conduct affecting his/her provision of Healthcare Services or his/her compliance with applicable Regulations, Rules, Standards, Policies and ethical requirements.
6.17	Required Standard of Competence: the standard of competence reasonably to be expected of a Licensed Healthcare Professional practicing within their scope of Professional Practice. It is 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 the Healthcare Professionals Regulation to make judgments concerning standards of competence.