



HEALTHCARE ASSISTANT SCOPE OF PRACTICE

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1. Definitions and Abbreviations

No.	Term and Abbreviation	Definition
1.1.	Activities of Daily Living ADL	essential and routine self-care tasks that healthy individuals may perform daily without assistance such as bathing, dressing, eating, ambulating, and maintaining continence.
1.2.	Adults	Any individual who is 18 years of age or older.
1.3.	Assistive Healthcare Services	A range of administrative and technical tasks in a healthcare setting that aid healthcare professionals in delivering patient care.
1.4.	Competency	The capability of an individual to apply a task-related knowledge, skills, abilities, attitudes and values required to successfully perform an assigned task in a defined work setting.
1.5.	Healthcare Professional	Individuals who hold a current and valid license issued by DoH and are qualified by education, training, certification, and licensure to provide clinical services.
1.6.	Healthcare Provider	Any individual or a legal entity that has the ultimate responsibility for the management of a healthcare facility.
1.7.	Healthcare Assistant HCA	Healthcare professionals trained in Assistive Healthcare Services that include a range of personal patient care related tasks and support other healthcare professionals. These services are carried out under the supervision of licensed healthcare professionals, such as nurses and allied health professionals.
1.8.	Scope of SoP Practice	The predefined range of services, treatments, responsibilities, and activities that might be undertaken within the realm of specific profession.
1.9.	Direct Patient Care	Any care provided by a healthcare professional that directly impacts the patient or has direct contact with the patient.

2. SOP Purpose

2.1. The purpose of this document is to:

- 2.1.1. Define the clinical services that may be provided by DoH licensed healthcare assistant required competencies.
- 2.1.2. Outline licensed healthcare assistant professionals' boundaries, accountabilities, and ethical and legal obligations toward patients and society within their respective titles.
- 2.1.3. Serve as a reference to the healthcare workforce, healthcare providers, healthcare payers and governance bodies.

3. SOP Scope

3.1. This scope of practice applies to:

- 3.1.1. DoH licensed healthcare assistant professionals who wish to practice in the Emirate of Abu Dhabi and to all healthcare providers, who employ Healthcare Assistants.

4. Practice Settings

4.1. Healthcare Assistant professionals may provide services in various health care settings, including but not limited to:

- 4.1.1. Hospitals
- 4.1.2. Medical Centers
- 4.1.3. One Day Surgery Centers
- 4.1.4. Primary Health Care Centers
- 4.1.5. Rehabilitation Center
- 4.1.6. Long-term care facility
- 4.1.7. Home-care setting
- 4.1.8. Mobile healthcare units

5. Standard of Proficiency

5.1. Proficiency of Healthcare Assistant:

- 5.1.1. Participate in patient care based on their training, skills, experience, and competencies to deliver healthcare assistive services as delegated by the supervising healthcare professionals.
- 5.1.2. Uphold local and federal UAE laws, ethical principles, professional standards, clinical competencies, and practice guidelines set by national and international bodies for healthcare assistants.
- 5.1.3. Preserve and exhibit the necessary medical knowledge, skills, expertise, and bedside manner necessary to provide healthcare assistive services.
- 5.1.4. Continue to update their knowledge and enhance their skills to meet relevant patient needs and ensure optimal patient care outcomes.
- 5.1.5. Deliver care with integrity, honesty, and compassion, adhering to ethical principles, evidence-based practice, and internationally recognized guidelines.
- 5.1.6. Demonstrate professionalism consistent with the provision of healthcare assistive services, particularly in empathy, and respecting patients' privacy and autonomy.
- 5.1.7. Respect their scope's limitations within assistive healthcare services.
- 5.1.8. Fulfil their responsibilities toward the assigned healthcare assistive task and its relevant documentation.
- 5.1.9. Document clinical encounters accurately, completely, and timely in accordance with the assigned documentation privileges.
- 5.1.10. Implement quality and patient safety standards and participate in the quality assurance process.
- 5.1.11. Report incidents and safety concerns through the appropriate channels and document findings and responses.
- 5.1.12. Communicate effectively verbally and using written health records, electronic medical records, or other digital technology while adhering to relevant access level regulations.
- 5.1.13. Safeguard patient data and respect patient privacy and confidentiality in accordance with relevant UAE laws and DoH regulations.
- 5.1.14. Follow UAE and DoH laws and regulations related to medical research.
- 5.1.15. Comply with the mandatory Occupational Safety and Health Code of Practices related to their work.
- 5.1.16. Participate in multidisciplinary care teams to contribute to the overall patient care.

5.2. Responsibilities of the supervisor and supervisee

5.2.1. Healthcare assistants undertake a range of patient care responsibilities within the realm of assistive healthcare and under supervision of healthcare professionals.

5.2.2. Responsibilities of the Supervisor Delegating Tasks:

5.2.2.1. Ensure that the HCA has the necessary training, skills, and competence to perform the delegated task.

5.2.2.2. Provide clear, concise, and specific instructions regarding the delegated task.

5.2.2.3. Offer appropriate levels of supervision and support during the performance of the task.

5.2.2.4. Monitor the progress and outcome of the delegated task and provide constructive feedback.

5.2.2.5. Maintain a periodic competency assessment process.

5.2.3. Responsibilities of the Supervisee (Healthcare Assistant):

5.2.3.1. Seek to understand the full aspects of the delegated task and ensure the ability to perform it competently and safely.

5.2.3.2. Acknowledge their limitations to perform the task competently and safely and decline any delegated task that is beyond this scope or the acquired competencies and skills.

5.2.3.3. Perform the delegated task to meet highest standards of patient care and safety and communicate effectively with the supervisor and seek guidance when needed.

5.2.3.4. Accurately document the task performed and report any issues promptly.

5.2.3.5. Always report any concerns or changes to the patient's condition to the supervising healthcare professional.

5.3. Specific scope and competencies

5.3.1. All direct patient care provided by healthcare assistants should be toward adult patients who do not require critical care or high-dependency care.

5.3.2. Healthcare Assistant core competencies:

5.3.2.1. Maintaining a safe environment and patient safety

5.3.2.1.1 Follow infection prevention and control practices.

5.3.2.1.2 Ensure environmental hygiene and safety in accordance with principles of patient's safety and harm prevention.

5.3.2.1.3 Preparing patient and treatment room through safety checks for the environment and equipment within the room.

5.3.2.1.4 Only utilize equipment and devices that they have the knowledge and training to use and ensure their functionality and safety.

5.3.2.1.5 Assist in patient-transport within a healthcare facility.

5.3.2.2. **Establish Effective Communication**

- 5.3.2.2.1 Educate patients and the patients' family members on the care being provided.
- 5.3.2.2.2 Coordinate communication with patients and the healthcare professionals, and communicate patient status updates, changes, and concerns promptly to the concerned healthcare team.
- 5.3.2.2.3 Identifying communication barriers with patients, families, and the healthcare team and seek the appropriate support.

5.3.2.3. **Patient assessment and observations (after completing competency-based training)**

- 3.3.2.3.1 Measure and record vital signs (pulse oximetry, blood pressure, temperature, pulse rate).
- 3.3.2.3.2 Monitor and document any changes or trends in vital signs.
- 3.3.2.3.3 Report any abnormalities or significant changes in vital signs to the supervising healthcare professional promptly.
- 3.3.2.3.4 Help monitor and record respiratory rates, observing for signs of distress or changes in breathing patterns, and promptly reporting these observations to the appropriate healthcare team.
- 3.3.2.3.5 Monitor and report any changes, concerns, or declines to the overall patient's status.
- 3.3.2.3.6 Observe skin for signs of skin changes (related to disease or abuse) and report to the supervising healthcare professional.
- 3.3.2.3.7 Support in providing first aid and basic life support services where required.

5.3.2.4. **Assisting in Direct Patient Care**

- 5.3.2.4.1 HCA may assist other healthcare professionals with administering oxygen and nebulized therapies, provided it was part of their training and have successfully demonstrated the required competencies. **(Refer to clause 5.4 regarding limitations of direct patient care)**

5.3.2.5. **Patient's nutrition, intake and output**

- 5.3.2.5.1 Assist patient during oral feeding for patients who have difficulty eating independently but are not at risk of aspiration or have dysphagia.
- 5.3.2.5.2 Monitor nutrition intake including fluid intake; and report any issues such as loss of appetite or difficulty swallowing.
- 5.3.2.5.3 Monitor and document patients' output including the frequency, consistency, and volume of urinary output, bowel movements, and report any abnormalities.

5.3.2.6. **Assist patients with activities of daily living (ADL) that may include**

- 5.3.2.6.1 Patient ambulation
- 5.3.2.6.2 Oral healthcare
- 5.3.2.6.3 Sleep hygiene
- 5.3.2.6.4 Positioning to ensure optimized breathing and lung expansion
- 5.3.2.6.5 Aid in repositioning patients confined to bed to prevent pressure ulcers
- 5.3.2.6.6 Other ADLs

5.3.2.7. **Perform a variety of administrative tasks**

- 5.3.2.7.1 Perform general clerical duties and provide administrative support.
- 5.3.2.7.2 Coordinate patient admissions, transfers, and discharges.
- 5.3.2.7.3 Monitor medical stock levels, order medical stock where need is identified, and handle and store medical stocks.
- 5.3.2.7.4 Assist in data collection and supportive administrative tasks related to audits and research.

5.4. **Scope Limitations**

- 5.4.1. Healthcare assistants shall not provide care to pediatric patients or adult patients who require critical care or high-dependency care.
- 5.4.2. Healthcare assistants shall not have any prescriptive authority, privilege to diagnose patient conditions, counsel patients and order referrals, diagnostic or therapeutic interventions.
- 5.4.3. Healthcare assistants are not authorized to engage in the preparation, administration, or documentation of medications (except for the administration of oxygen and nebulized therapy – refer to **clause 5.3.2.4**)
- 5.4.4. Healthcare assistants shall not have a role in the provision of any invasive procedure.

6. Specific Learning Requirement

- 6.1. Healthcare Assistants are required to obtain skill-specific competence for each competency.
- 6.2. Healthcare assistants must hold a valid certification in basic life-support training.
- 6.3. Healthcare Assistants may upgrade their professional license to the following titles after attaining the required qualification per the unified Professional Qualification Requirements (PQR):
 - 6.3.1. Electrocardiogram (ECG) Technician
 - 6.3.2. Phlebotomy
 - 6.3.3. Respiratory Therapy Technician
 - 6.3.4. Central Sterile Services Technician
 - 6.3.5. Allied Health Technician

7. Exempted from Scope

None

8. Relevant Reference Documents

No.	Date	Reference Name	Relation Explanation / Coding / Publication Links
1	2023	United Arab Emirates (2023) Federal Law No. (6) of 2023 on the Practice of Some Medical Professions by Persons Other than Physicians and Pharmacists	https://uaelegislation.gov.ae/
2	2021	United Arab Emirates (2021). Federal Decree Law No. (33) of 2021 Regarding the Regulation of Employment Relationship and its Executive Regulations.	https://uaelegislation.gov.ae/
3	2021	United Arab Emirates. (2021) Ministerial Resolution No. (14) of 2021 on the Patient's Rights & Responsibilities Charter.	Arabic version https://www.doh.gov.ae/ar/about-law-and-legislations English version https://mohap.gov.ae/en/about-us/legal-references
4	2019	United Arab Emirates. (2019) Federal Law No. 8 of 2019 on Medical Products, Pharmacy Profession and Pharmaceutical Establishments	https://uaelegislation.gov.ae/
5	2017	Ministerial Resolution No. (1448) of 2017 on Adoption of Code of Ethics and Professional Conduct for Health Professionals	Arabic version https://mohap.gov.ae/app_content/legislations/php-law-ar-64/mobile/index.html English version https://mohap.gov.ae/app_content/legislations/php-law-en-64/mobile/index.html
6	2024	DoH, MOHAP, and SHA. (2024) Healthcare Workforce Bioethics Guidelines. DOH/GD/HCW/BIOETHICSGD/V1/2024	https://www.doh.gov.ae/en/resources/guidelines

7	2023	Department of Health. (2023). Book 3: Legislation regulating the Practice of Human Medicine Profession, Private Health Facilities and the Practice of Some Medical Professions by other than Physicians and Pharmacists.	https://www.doh.gov.ae/-/media/0A33DAF06615441E92671275DD415E92.ashx
8	2023	Department of Health - Abu Dhabi (2023) Standard on collaborative practice agreement between physician and advanced healthcare professionals	https://www.doh.gov.ae/en/resources/standards
9	n.d.	Health Legislations Encyclopedia	https://www.doh.gov.ae/en/about/law-and-legislations
10	2023	Administrative decision no. (19) of 2023 relating to occupational Safety and health & labour accommodations	https://u.ae/-/media/Documents-2nd-half-2023/Administrative-Decision-No-19-of-2023-Relating-to-Occupational-Safety-and-Health--
11	2023	Department of Health – Abu Dhabi, 2023. Standard for Clinical Privileging of Healthcare Workforce and Clinical Services. DOH/HCWS/SD/CLNPRVLG-CS/2, Version 2.	https://www.doh.gov.ae/en/resources/standards
12	2022	MOHAP, DoH, DHA, and SHA (2022). Unified Healthcare Professional Qualification Requirements, 2022, 3rd Version.	https://www.doh.gov.ae/en/pqr
13	2022	Department of Health – Abu Dhabi (2022). Scope of Practice – Nursing. DOH/SOP/NP/V1	https://www.doh.gov.ae/en/resources/scope-of-practice
14	n.d.	NHS Professionals. (n.d.). Healthcare Assistant. bank/healthcare-assistant	https://www.nhsprofessionals.nhs.uk/campaigns/gp-bank/healthcare-assistant
15	2015	NHS (2015). Healthcare assistant. [online] Health Careers. assistant.	https://www.healthcareers.nhs.uk/explore-roles/healthcare-support-worker/roles-healthcare-support-

16	n.d.	Alberta Health Services. (n.d.) Health Care Aide (HCA).	https://www.albertahealthservices.ca/info/Page8636.aspx
17	2023	Mississippi Delta Community College - Division of Health Sciences (2023) Health Care Assistant Student Handbook 2023-2024	https://msdelta.edu/programs/health-sciences/health-care-assistant/cna_handbook_2023_2024.pdf
18	2019	Washington State Department of Health (2019) Nursing Assistant Clinical Skills Checklist and Competency Evaluation	https://nursing.wa.gov/sites/default/files/2022-06/669408.pdf
19	2017	Department of Health. (2017). HEALTHCARE PROFESSIONALS MANUAL.	https://www.doh.gov.ae/-/media/87DBE2A3226940E8A5712D3577064672.ashx
20	2024	DoH, MOHAP, and SHA. (2024) Healthcare Workforce Bioethics Guidelines. DOH/GD/HCWBIOETHICSGD/V1/2024	https://www.doh.gov.ae/en/resources/guidelines
21	2022	Health New Zealand (2022) HEALTHCARE ASSISTANT - Integrated Operation Centre	https://www.tdhub.org.nz/JDs/Healthcare_Assistant_IOC_September_2022.pdf
22	2025	قرار وزاري رقم (146) لسنة 2025م في شأن اعتماد نظام الدراسة الوطني لمساعد الرعاية الصحية	