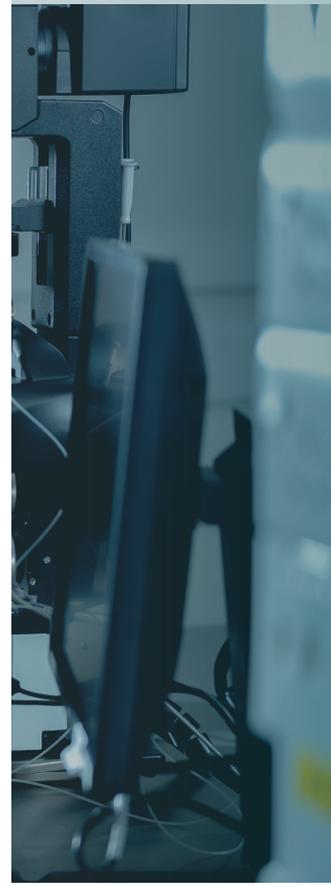




TAWTEEN FACILITIES USER GUIDE



This guide demonstrates the process of entering and updating data for healthcare facilities employees, as well as extracting Tawteen reports through the Tamm portal.

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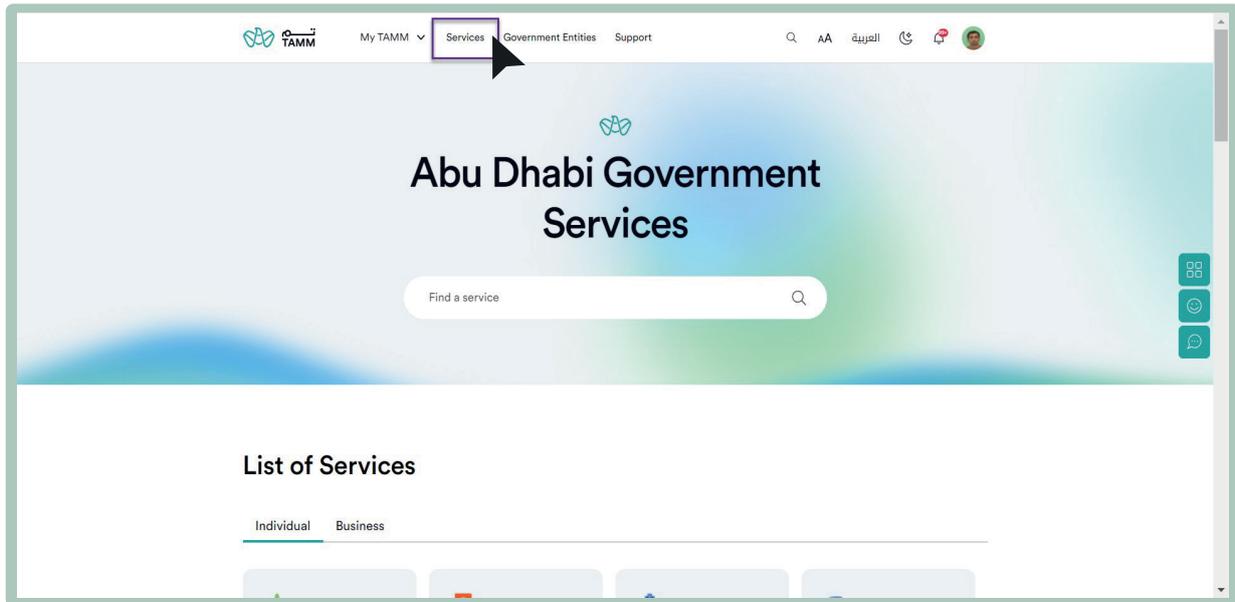
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| 02 Update Healthcare Professionals Profile Information | 9 |
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Update Admin Staff Details

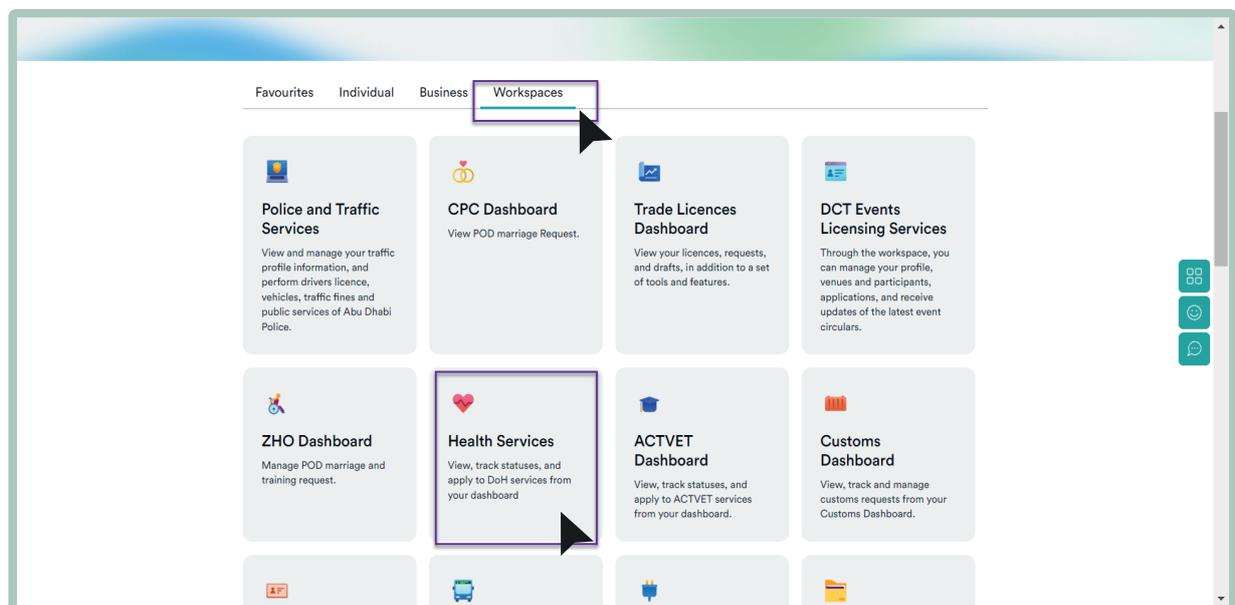
Please follow below steps to add 'Admin Staff Details' for facility.

01 Login to TAMM

02 Click on "Services" from the side menu.

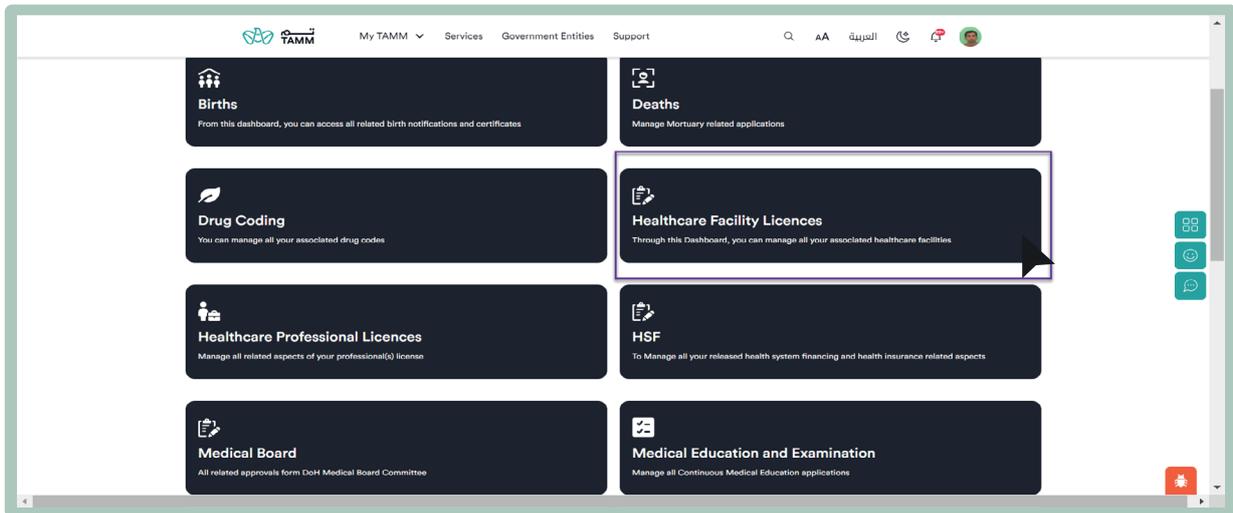


03 Click on "Workspaces" then click on "Health Services"



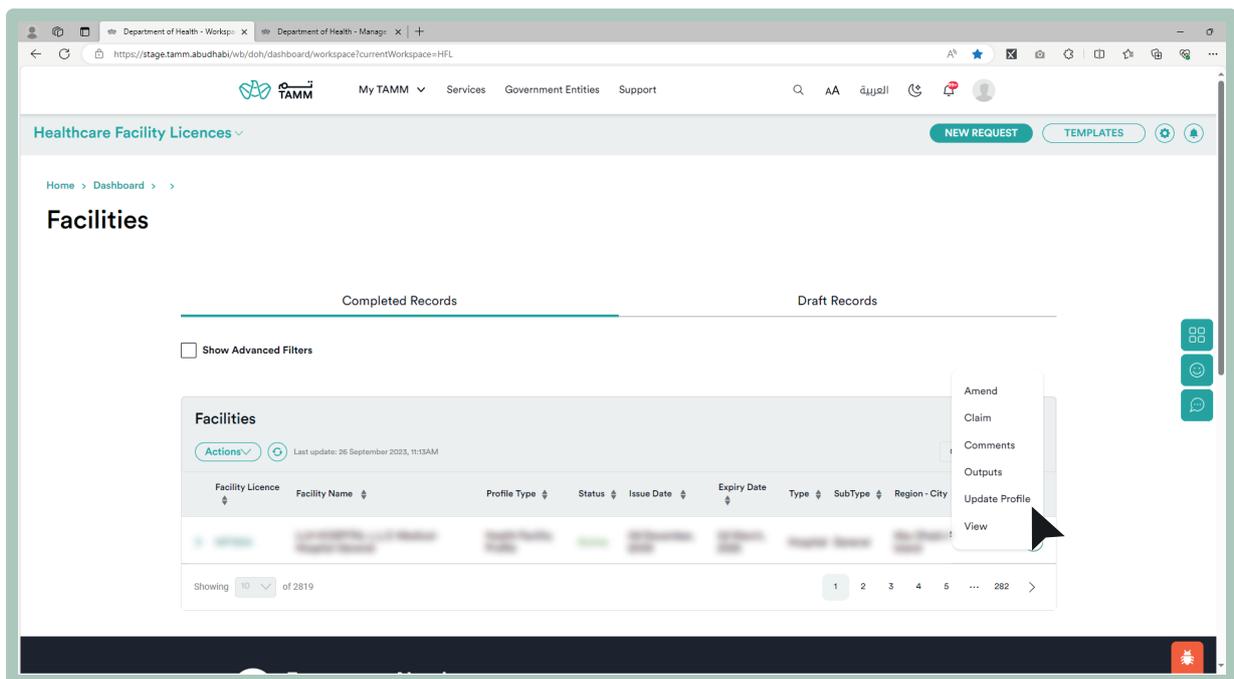
Update Admin Staff Details

04 Navigate to "Healthcare Facility Licences" section:



05 From the list of facilities click on the three-dot action button

06 Then click "Update Profile" option as shown below



Update Admin Staff Details

07

Following screen will allow you to to update the facility's profile and add Tawteen data :

The screenshot shows the 'Manage the Facility's Profile' page. At the top, there is a navigation bar with 'My TAMM', 'Services', 'Government Entities', and 'Support'. Below that, the page title is 'Manage the Facility's Profile' with a sub-header 'Update details associated with the healthcare facility.' A blue notice box contains the following text: 'Notice: Please make sure you have entered all the fields in following sections: Facility Contact Details, Director or Pharmacist In Charge, Medical Director, Outpatient Pharmacy. If the PRO record status is "incomplete" please click the edit (pencil) icon and enter the required details.' Below the notice, the facility name 'LLH HOSPITAL L.L.C' is displayed. A table shows the following details:

| | |
|----------------|--------------------|
| Facility Name | LLH HOSPITAL L.L.C |
| Licence Number | [REDACTED] |
| Status | [REDACTED] |

08

Make sure the following sections are filled:

- Facility Contact Details
- Director or Pharmacist In Charge
- Medical Director
- Outpatient Pharmacy

The 'Facility Contact Details' form section includes the following fields:

- Fax: +971 [REDACTED]
- Telephone: +971 [REDACTED]
- Email: [REDACTED]
- P.O. Box: [REDACTED]

The 'Director or Pharmacist In Charge' form section includes the following fields and instructions:

The director should be medical staff or a person with medical background and the pharmacist in charge should be DoH licenced, whether hired, on a secondment, or a rotation.

ARE THEY A LICENCED PROFESSIONAL?
 YES NO

DIRECTOR'S SPECIALTY: [REDACTED] Nationality: [REDACTED] Emirates Id: [REDACTED]

FIRST NAME (ENGLISH): [REDACTED] MIDDLE NAME (ENGLISH): [REDACTED] LAST NAME (ENGLISH): [REDACTED]

Full Name (Arabic): [REDACTED] Mobile Number: +971 [REDACTED] Email Address: [REDACTED]

He will be responsible for managing the work at the facility and acting on our behalf to DOH. We undertake to adhere to measurements, regulations and DOH circulars regarding regulating the work of the medical sector.

Update Admin Staff Details

11 Tawteen information update

12 Click on “Add Professional Staff”

UAE National Admin Staff

| Professional Name | Professional Date of Birth | Emirates ID | Occupation | Joining Date | Actions |
|-------------------|----------------------------|-------------|------------|--------------|---------|
| No results found. | | | | | |

Non UAE National Admin Staff

| Professional Name | Professional Date of Birth | Emirates ID | Occupation | Joining Date | Actions |
|-------------------|----------------------------|-------------|------------|--------------|---------|
| No results found. | | | | | |

Click on "Add Professional Staff"

Add Professional Staff

13 Once clicked on “Add Professional Staff” a dialogue box will appear as shown below:

Add Professional Staff

Emirates ID *

Validate

Cancel Add

14 From this dialogue box you can validate both National and Non-National details. Relevant tables will be auto-populated with fields:

- Make sure to enter the "Occupation" and "Joining Date"

Add Professional Staff

Emirates ID *

Professional Name

Professional Date of Birth

Nationality

Occupation *

Joining Date *

Validate

Cancel Add

Update Admin Staff Details

15 Click on "Add Professional Staff"

UAE National Admin Staff

| Professional Name | Professional Date of Birth | Emirates ID | Occupation | Joining Date | Actions |
|----------------------|---|----------------------|---|---|---------|
| <input type="text"/> | <input style="border: none; border-bottom: 1px solid #ccc;" type="text"/> | <input type="text"/> | <input style="border: none; border-bottom: 1px solid #ccc;" type="text"/> | <input style="border: none; border-bottom: 1px solid #ccc;" type="text"/> | |

Non UAE National Admin Staff

| Professional Name | Professional Date of Birth | Emirates ID | Occupation | Joining Date | Actions |
|-------------------|----------------------------|-------------|------------|--------------|---------|
| No results found. | | | | | |

[Add Professional Staff](#)

16 Click on the check box to approve the terms and conditions, then click "Save"

My TAMM ▼ Services Government Entities Support

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Non UAE National Admin Staff

| Professional Name | Professional Date of Birth | Emirates ID | Occupation | Joining Date | Actions |
|-------------------|----------------------------|-------------|------------|--------------|---------|
| No results found. | | | | | |

[Add Professional Staff](#)

Upload Documents

Supporting Documents (Optional)

Select File or drop file(s) here

Max. 10 MB per file

I agree to the Department of Health's [Terms and Conditions](#)

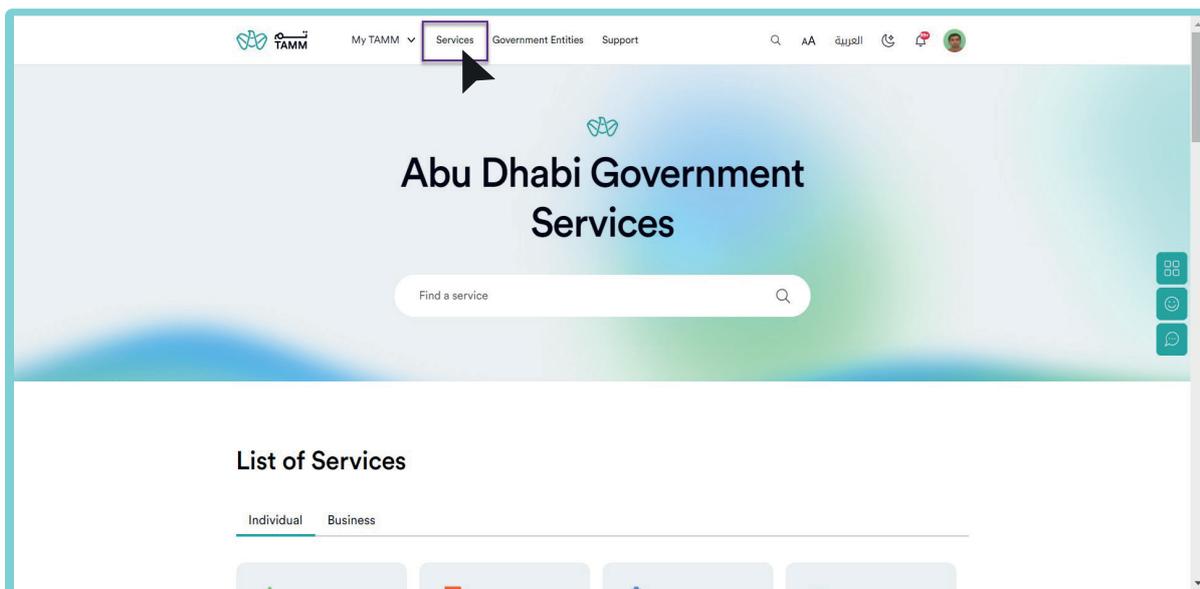
< Back
Save

Update Healthcare Professionals Profile Information

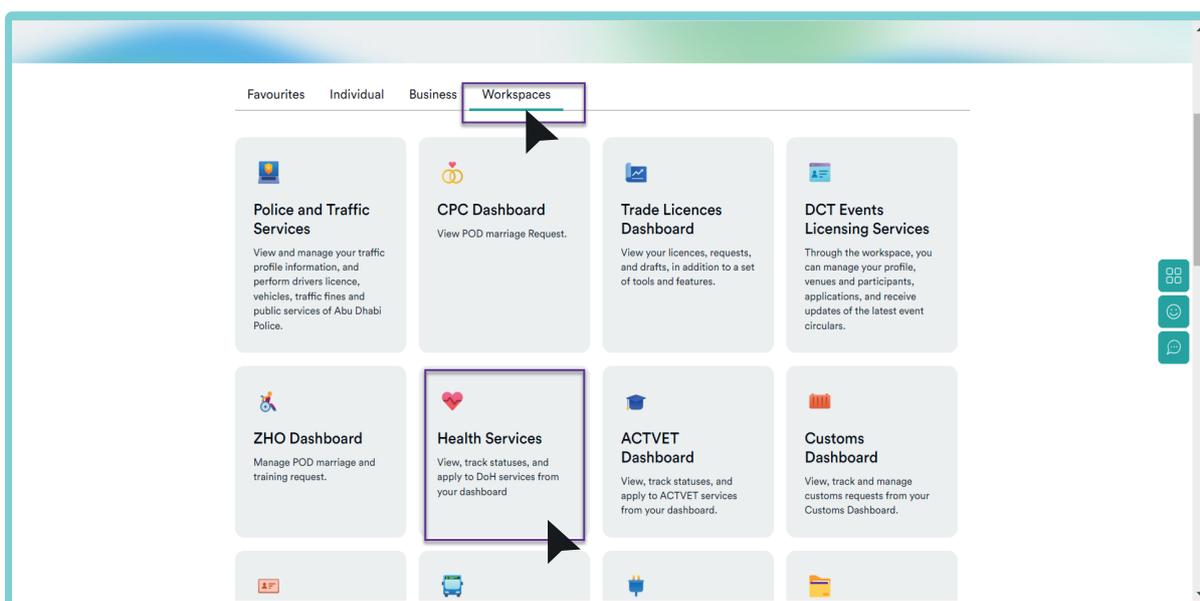
Please follow below steps to update the healthcare professional profile information.

01 Login to TAMM

02 Click on "Service" from the side menu.

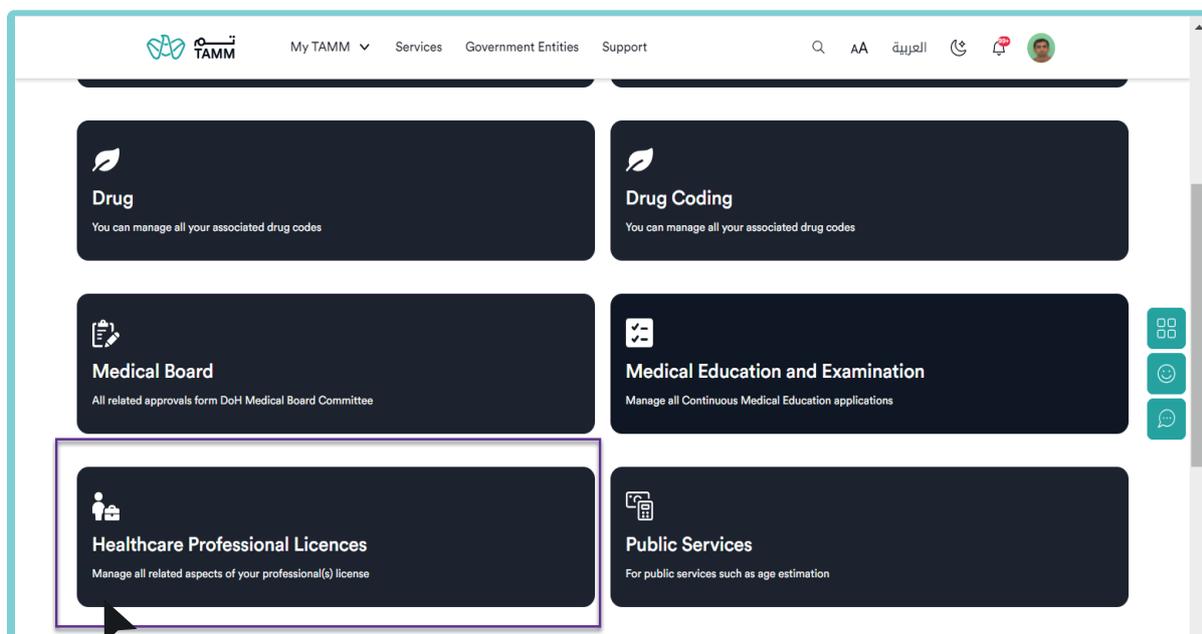


03 Click on "Workspaces" then click on "Health Services"



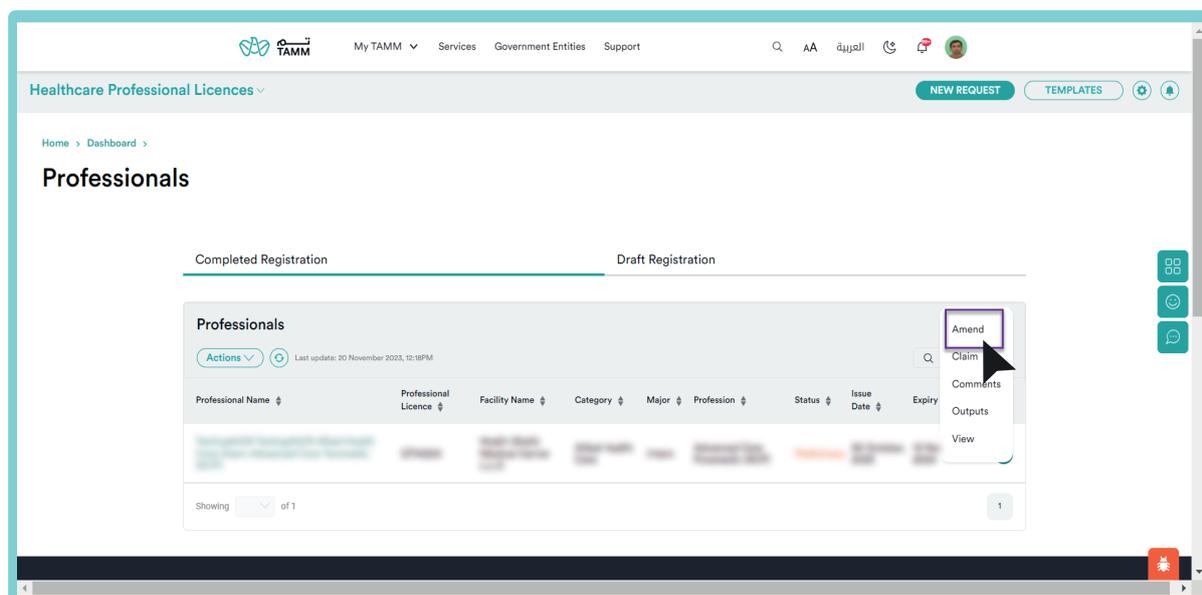
Update Healthcare Professionals Profile Information

04 Navigate to Healthcare Professional License section:

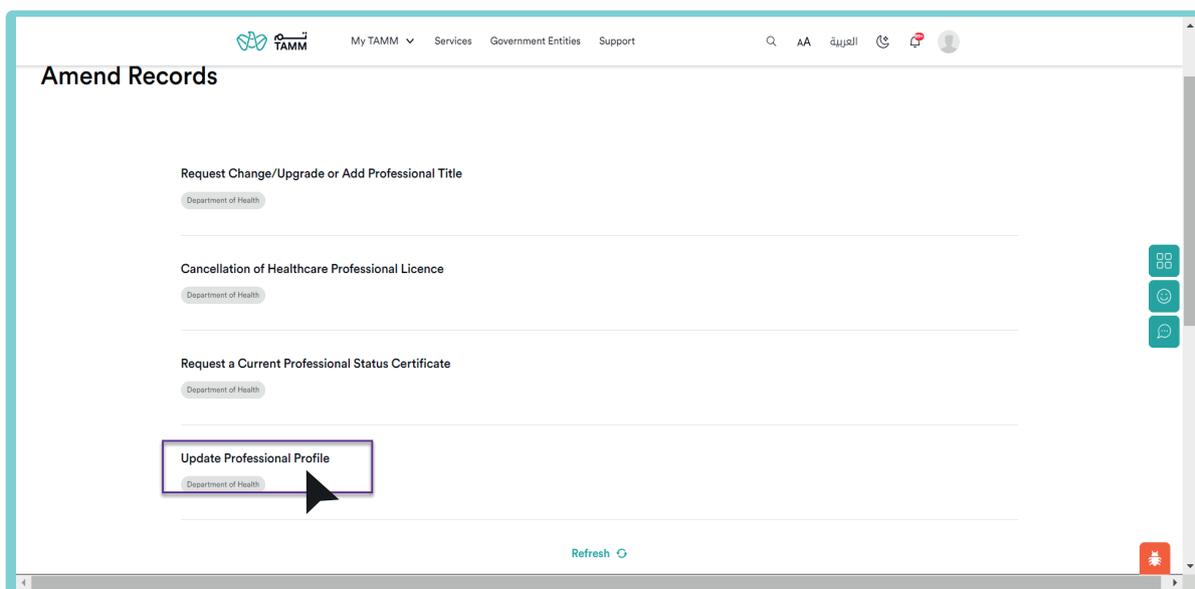


05 From the list of facilities click on the three-dot action button

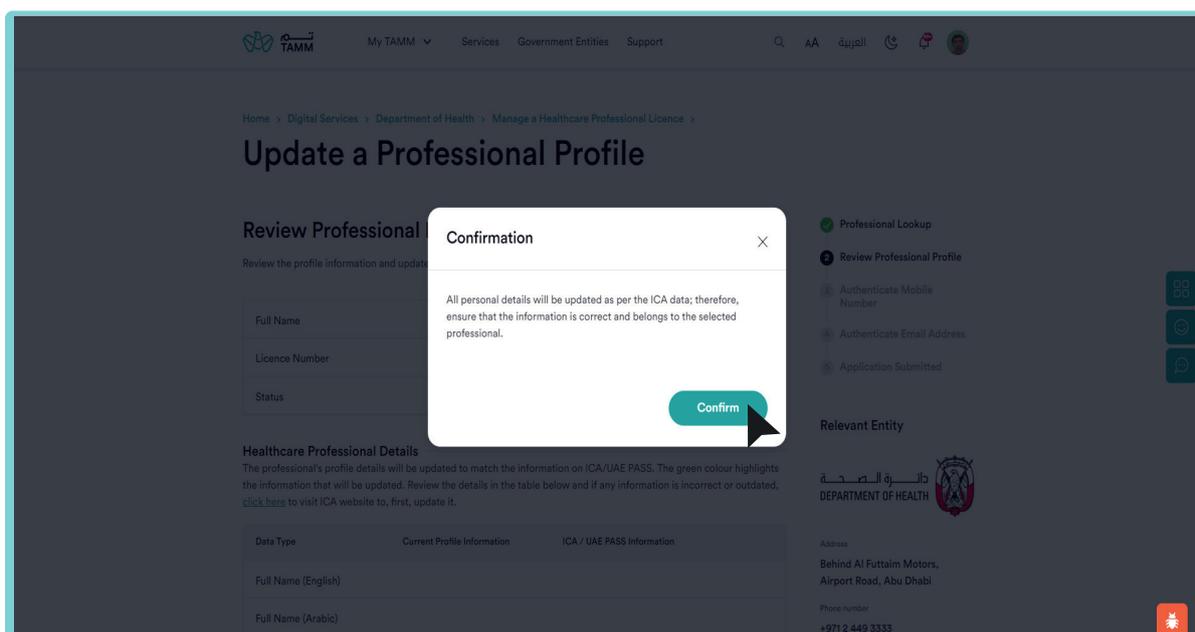
06 Then click "Amend" as shown below:



07 Click on “Update Professional Profile”



08 It is important to note that the personal data are all fetched from UAE PASS system.



- 09** A table will appear, with TAMM profile information and information in the UAE PASS system (The UAE PASS green fields will replace TAMM profile information once the application is submitted). Thus, ensure having the information updated in UAE PASS system before proceeding with the service (a link to UAE PASS profile update is available within the service).

My TAMM ▼ Services Government Entities Support

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Home > Digital Services > Department of Health > Manage a Healthcare Professional Licence >

Update a Professional Profile

Review Professional Profile

Review the profile information and update the contact details.

Healthcare Professional Details

The professional's profile details will be updated to match the information on ICA/UAE PASS. The green colour highlights the information that will be updated. Review the details in the table below and if any information is incorrect or outdated, [click here](#) to visit ICA website to, first, update it.

| Data Type | Current Profile Information | ICA/UAE PASS Information |
|----------------------|-----------------------------|--------------------------|
| Full Name (English) | Dr. Ahmad Hassan Ali | Dr. Ahmad Hassan Ali |
| Full Name (Arabic) | د. أحمد حسن علي | د. أحمد حسن علي |
| Emirates ID | 1234567890 | 1234567890 |
| Date of Birth | 12/12/1980 | 12/12/1980 |
| Gender | Male | Male |
| Nationality | United Arab Emirates | UAE |
| Country of Birth | United Arab Emirates | UAE |
| Country of Residence | United Arab Emirates | United Arab Emirates |
| Marital Status | Single | Single |
| Passport Number | 1234567890 | 1234567890 |
| Place of Issue | United Arab Emirates | United Arab Emirates |
| Passport Issue Date | 12/12/2020 | 12/12/2020 |
| Passport Expiry Date | 12/12/2025 | 12/12/2025 |
| Email Address | ahmad.hassan@tamm.gov.ae | ahmad.hassan@tamm.gov.ae |
| Mobile Number | 979712345678 | 979712345678 |
| City | Dubai | Dubai |
| Address | 1234 Street | 1234 Street |

If you wish to update the Emirates ID number, contact DOH at support@doh.gov.ae and include a copy the DOH licence, passport and Emirates ID.

Process

- 1 Professional Lookup
- 2 Review Professional Profile
- 3 Authenticate Mobile Number
- 4 Authenticate Email Address
- 5 Application Submitted

Relevant Entity

DEPARTMENT OF HEALTH

Address:
Behind Al Fattan Motor, Airport Road, Abu Dhabi

Phone number:
+971 2 419 3333

Website:
<https://doh.gov.ae/>

Email:
support@doh.gov.ae

Office hours:
Open Close at 2:00 pm

[Hide details](#)

Update Contact Details Manually

All licensing notifications will be communicated to the provided mobile number and email address below (authentication of both are mandatory and must be completed by entering the received code on the next screen). Note: this will not update the contact information on ICA.

Mobile Number

Email Address

Update Healthcare Professionals Profile Information

- 10** A separate section is available to update the email and mobile number. Those are not fetched from UAE PASS system and will be receiving TAMM notifications (it is important to ensure the email and mobile belong to the professional and not the PRO)

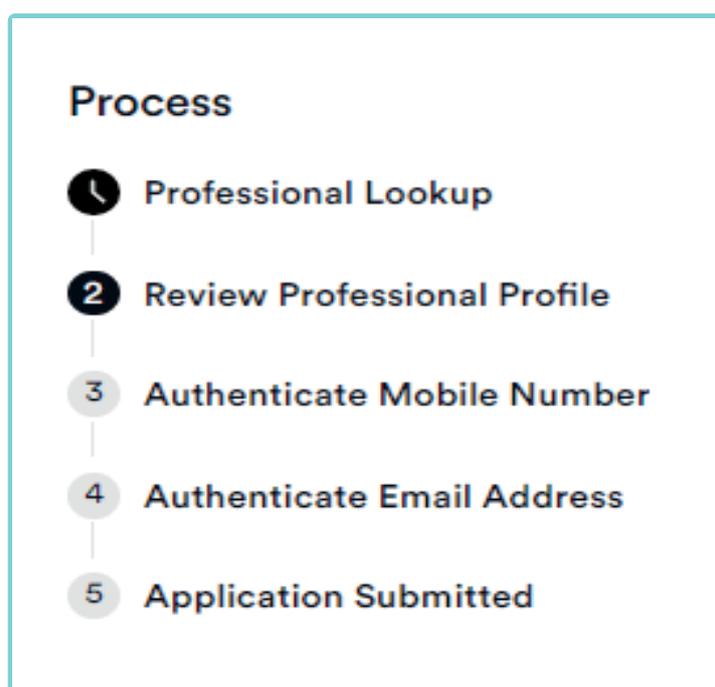
Update Contact Details Manually

All licencing notifications will be communicated to the provided mobile number and email address below (authentication of both are mandatory and must be completed by entering the received codes on the next screen). **Note: this will not update the contact information on ICA.**

| | |
|---|---|
| Mobile Number | Email Address |
| <input type="text" value="+971 50 123 4567"/> | <input type="text" value="health@pro.com"/> |

[Cancel](#) [next >](#)

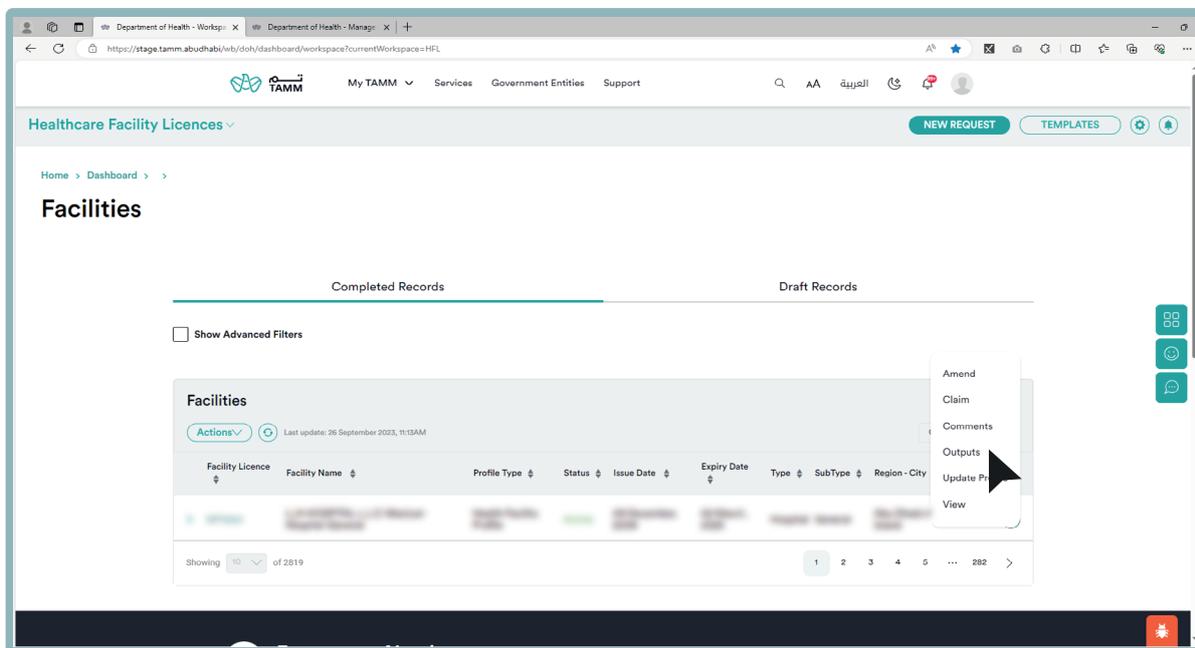
- 11** The updated email & mobile will receive an OTP. Once confirmed, the application can be submitted and the profile will be updated immediately.



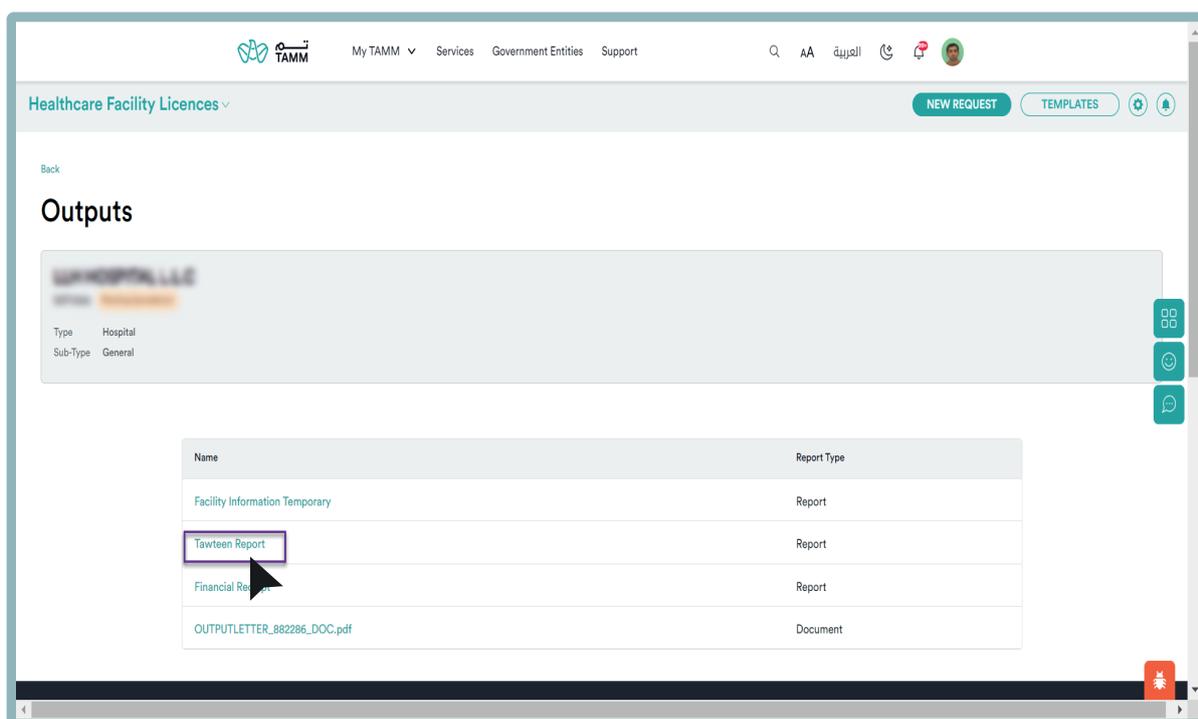
Tawteen Reports Extraction from Tamm Portal

To download Tawteen Report from the Tamm portal

01 Select the "Outputs" from the "Actions" of the facility.



02 The system will open a page showing all the facility's outputs including Tawteen Report:



Tawteen Reports Extraction from Tamm Portal

03 Click on the “Tawteen Report” to download

The screenshot shows a PDF document titled "Tawteen Report" from the Department of Health, UAE, dated 16/11/2023. The report contains two tables showing Tawteen rates for various categories, broken down by Total, Non Nationals, and Nationals.

Table 1: Tawteen Rates for Medical Professionals

| توتين Tawteen % | المجموع Total | غير المواطنين Non Nationals | المواطنين Nationals | فئة Category |
|--------------------|------------------|--------------------------------|------------------------|-----------------|
| | | | | Dentists |
| | | | | Nurses |
| | | | | Physicians |
| | | | | Total |

Table 2: Tawteen Rates for Admin Staff

| توتين Tawteen % | المجموع Total | غير المواطنين Non Nationals | المواطنين Nationals | فئة Category |
|--------------------|------------------|--------------------------------|------------------------|-----------------|
| | | | | Admin Staff |