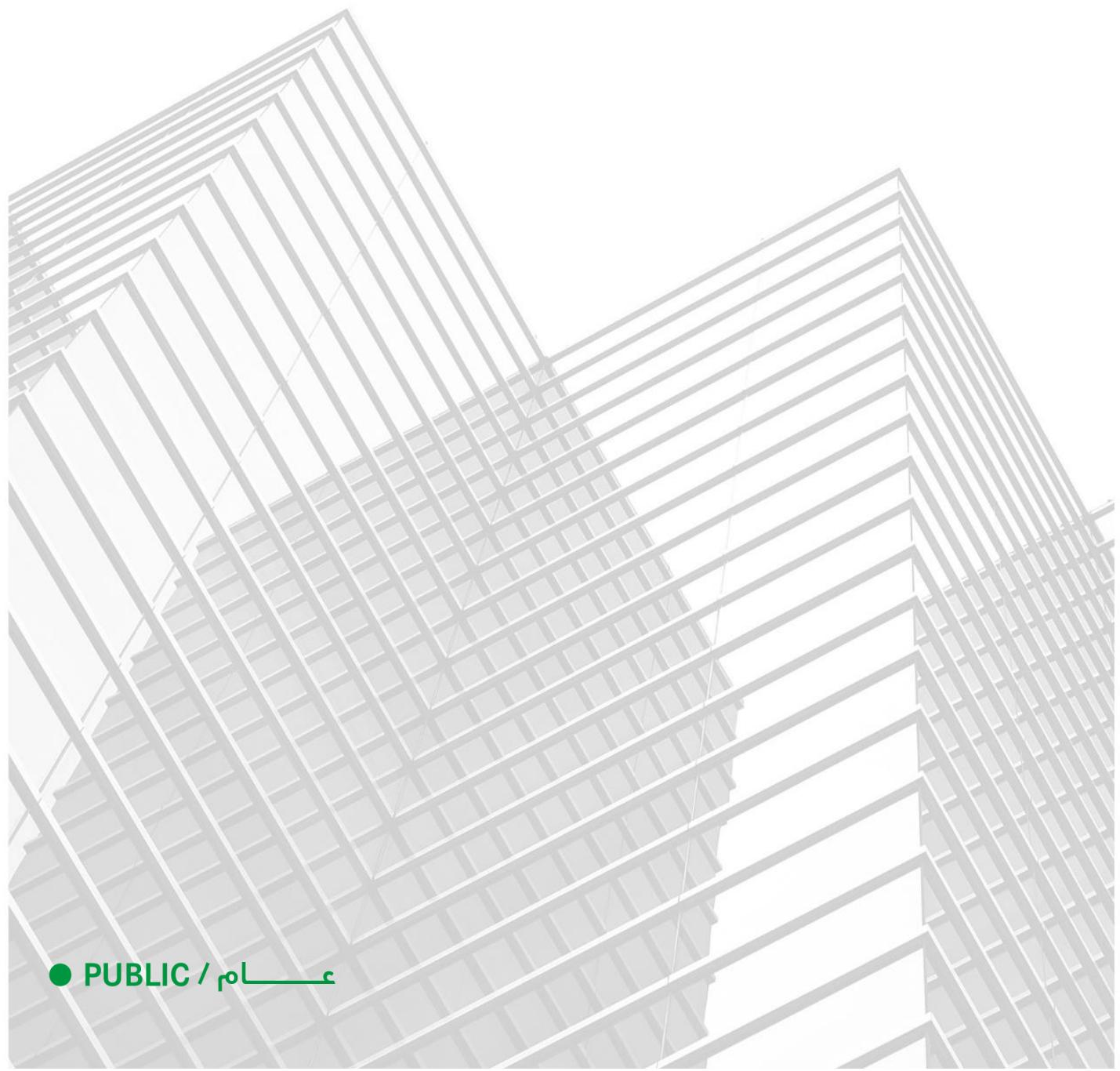




Standard for Healthcare Facility Licensure



● PUBLIC / رُول

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1. Standard Scope

This Standard applies to all Healthcare Facility services provided through TAMM website:

- English: [eServices | DoH Abu Dhabi](#)
- Arabic: [الخدمات الإلكترونية | دائرة الصحة أبوظبي](#)

2. Definitions and Abbreviations

No.	Term / Abbreviation	Definition
2.1	DoH	The regulative body of the Healthcare Sector in the Emirate of Abu Dhabi, Established based on law No. (10) of 2018.
2.2	DED	Department of Economic Development
2.3	Preliminary Approval	Approval issued by DoH to healthcare Facilities to commence establishment of the healthcare facility.
2.4	Permanent license	Authorization certificate to operate and practice healthcare services in the Emirate of Abu Dhabi.
2.5	PRO	Public relation officer, his work assignment shall be to follow up with DoH in regards of submitting applications, following up work transactions, and delivering or receiving all papers pertaining to our facility from facilities licensing department at DoH
2.6	Pharmacist in Charge	A licensed pharmacist who is delegated to manage and supervise the pharmacy on which he/she is licensed, from the technical and managerial aspects during his/her assigned working hours.
2.7	Secondary Owner	Owner who has been added after issuing the permanent license.
2.8	Primary Owner	Owner who got approved at the time of issuing the permanent license.

3. Standard Requirements and Specifications

3. Healthcare Facility Licensure Process:

The facility licensing process involves the following two steps:

- 3.1 Request for Preliminary Approval.
- 3.2 Request for Permanent License.

3.1. Request Preliminary Approval:

- Service Link: [TAMM - Preliminary Approval to Register a Healthcare Licence](#)
- Time Frame: DoH Preliminary approval timeframe process is within 20 working days.

The process of obtaining preliminary approval is as follows:

- 3.1.1. The new healthcare facility shall check for the requirements below:

- 3.1.1.1 Contact Department of Economic Development to issue needed approvals (valid trade name certificate).

- 3.1.2. The new healthcare facility must create a facility account using UAE Pass through the TAMM portal:

- 3.1.2.1 Request for a "Public Relation Officer access - PRO":

- 3.1.2.1.1 Click Request New Service Access.

- 3.1.2.1.2 Choose Add Additional Facility User Permissions.

- 3.1.2.1.3 Choose New Healthcare Provider from Facility Type drop down list

- 3.1.2.1.4 Choose either New Medical or Pharmaceutical Facility from Facility name drop down list

- 3.1.2.1.5 Refer to appendix number (1).

3.1.2.2 Submit a Request for Preliminary Approval.

3.1.2.3 Pay the application fees.

3.1.2.4 Receive an email notification of the decision.

3.1.2.5 Print the preliminary approval certificate or the report.

3.1.2.6 Upon preliminary approval issuance, healthcare facility can access healthcare facility licensing and registration services such as: changing facility owner, changing facility type, adding new specialties, services or beds, changing facility internal plan, cancel a specialty, service or beds, changing facility title, extend the preliminary approval and cancel the preliminary approval.

3.1.3 Preliminary approval issued by DoH will have a preliminary approval period of 6 months; irrespective of the facility type. This period is eligible for extension depending on facility's type as clarified in table 1.

3.1.4 Once the preliminary approval is issued, the facility can register medical professionals staffing.

3.1.5 The Healthcare facility is required to apply for "Super Public Relation Officer access" to license and register the medical professionals staffing:

3.1.5.1 Click Request New Service Access.

3.1.5.2 Choose Add Additional Facility User Permissions.

3.1.5.3 Select your Facility Type from Facility Type drop down list.

3.1.5.4 Select your facility from Facility Name drop down list.

3.1.6 During the preliminary approval period, the facility is not allowed to provide Healthcare Services through:

3.1.6.1 Receiving or treating any patient

3.1.6.2 Promoting or advertising any health services.

3.1.7 Cancel / Withdraw Preliminary Approval Rules:

3.1.7.1 DoH has the right to cancel/ withdraw preliminary approval in any of the following cases:

3.1.7.1.1 Failure to submit "Extend Preliminary Approval Request" through TAMM portal.

3.1.7.1.2 Failure to submit periodic reports by the healthcare facility.

3.1.7.1.3 The percentage of completion does not exceed 10% of the planned project completion after 6 months of issuing the approval.

3.1.7.1.4 Non-compliance with the above will lead to an automatic preliminary approval cancelation on its expiry date.

Notes:

- If any of the above DoH regulations related to health facilities are violated, preliminary approval will be revoked.
- In the case of applying for the re-registration of the facility license, the facility type, title, and owner information will remain unchanged.
- For the registration of Inpatient Pharmacies, the facility owner's name indicated on the pharmacy license must be identical to the name of the hospital with which its affiliated.

3.2 Request for Permanent license:

- Service Link: [TAMM - Register a Permanent Healthcare Licence](#)
- Time Frame: DoH Permanent License process within 25 working days.

The process of obtaining a permanent license is as follows:

3.2.1 Uploading the Engineering Drawings, noting the following:

3.2.1.1 The below healthcare facility type shall select one of the "pre-qualified consultants"(see 'Notes' below) to submit the engineering drawings (only for: Hospital, One Day Surgery Center, Fertilization Center, Dialysis Center, Diagnostic center, Center with Diagnostic Imaging and Medical Laboratory services, Oncology Center).

3.2.1.2 The rest of the healthcare facility types shall select DoH option from consultant drop down list to submit the facility engineering drawings to be reviewed and stamped by DoH planning section and reviewed by Healthcare Quality team during the inspection visit.

3.2.2 Submitting a request for 90% inspection, noting the following:

3.2.2.1 The below healthcare facility type shall select one "pre-qualified consultant" to conduct 90% inspection (only for: Hospital, One Day Surgery Center, Fertilization Center, Dialysis Center, Oncology services).

3.2.3 Providing the required documents:

3.2.3.1 Medical Malpractice insurance contract.

3.2.3.2 Pest control contract.

3.2.3.3 Valid DED Trade license.

3.2.3.4 All Contracts to be valid for a period of 13 months to cover the full period of issued permanent license, excluding group facilities policies (if any).

3.2.4 Obtaining required approvals:

3.2.4.1 MCC (Monitor and Control Center)

3.2.4.2 Malaffi (Electronic Medical Record)

3.2.5 Submitting a request for 100% inspection, a healthcare facility to ensure selecting the specialties, services or beds ready for 100% inspection with the related medical professionals. However, other inactive specialties, services or beds where the healthcare facility is not ready for inspection should be suspended by applying for specialty suspension application through TAMM portal.

3.2.6 Paying final licensing fees.

3.2.7 Printing out the healthcare facility permanent license copy.

Notes:

- Any violations found in the above process will result in withdrawal or suspension of a permanent license.
- Pre-qualified consultant list available through the following links:
<https://www.tamm.abudhabi/en/articles/DoH-offices>
<https://www.tamm.abudhabi/ar-AE/articles/DoH-offices>

3.3 Health Facility Licensing Applications (Available Through TAMM Portal):

3.3.1 Request for Preliminary Approval Extension:

TAMM Service Link: [TAMM - Request for Extension of Initial Approval for Registration of a Health Facility Licence](#)

3.3.1.1 Request for Preliminary Approval Extension Rules:

3.3.1.1.1 The healthcare facility will be able to apply for “Extend Preliminary Approval application” through TAMM portal 2 months prior to preliminary approval expiry date.

3.3.1.1.2 The healthcare facility is required to upload the following documentation in the Extend preliminary approval application for review and decision:

3.3.1.1.2.1 Detailed report of the project completion rate if the project is licensed in a dedicated building.

3.3.1.1.2.2 Delay reasons in completing the project with support documentation.

3.3.1.1.2.3 Detailed report of the project from the assigned consultant office in the event of a new construction project.

3.3.1.1.2.4 Periodic reports to the Healthcare Facilities licensing and Registration Department.

3.3.1.1.2.5 The team concerned in DoH shall decide on the extension period (see Table 1).

Table 1. Extension Periods for Healthcare Facility Types

Healthcare Facility Type	New Construction / Dedicated Building	Extension Period
Hospital (General, Specialized, Rehabilitation, Nursing Home)	New construction	6 months extendable for a maximum period of 5 years
Hospital (General, Specialized, Rehabilitation, Nursing Home)	Dedicated building	6 months extendable for a maximum period of 3 years
Center (One Day Surgery, Primary Healthcare, Medical, Dental, IVF, Dialysis center, stem cell and cord blood)	New construction	6 months extendable for a maximum period of 3 years
Center (One Day Surgery, Primary Healthcare, Medical, Dental, IVF, Dialysis center, stem cell and cord blood)	Dedicated building	6 months extendable for a maximum period of 2 years
Clinic (General, Specialized, General Dental, Specialized Dental)	Dedicated building	6 months extendable for a maximum period of 18 months
Tele- Medicine and virtual clinics	Dedicated building	6 months extendable for a maximum period of 18 months
Provision of Healthcare service (Home Care Service)	Dedicated building	6 months extendable for a maximum period of 18 months

3.3.2 Request for license Renewal:

TAMM Service Link: <https://www.tamm.abudhabi/wb/doh/dashboard/redirect?redirectUrl=/renew-facility-licence>

- 3.3.2.1** The healthcare provider can submit the renewal application 2 months prior to the facility expiry date. Failure by the healthcare provider to renew the license 30 days after its expiry date will result in:
 - 3.3.2.1.1** Licensing renewal delay fine in the amount of 25% of the license fees monthly (maximum 6 months).
 - 3.3.2.1.1** Insurance renewal delays fine amounts to 10,000 AED monthly (maximum 6 months) in case the Facility participated in Health Insurance.
 - 3.3.2.1.3** 6 months after facility expiry date, the license status will be marked as Cancelled by law.
- 3.3.2.2** The healthcare facility has the option to renew the license for one to two years, subject to approval by DoH, in case of 2 years renewal; Healthcare facility should successfully pass the Health Quality team inspection visit.

3.3.3 Healthcare Facility Temporary Closing / Suspension of Activities

TAMM Service Link: [Temporary Closing / Suspension of Activities - Request Details](#)

- 3.3.3.1** Through this service, healthcare facilities may request the whole facility temporary closure or temporarily suspend an activity of a service or specialty. (This service is auto approved for the first 6 months of closure; excluding Hospital and Home care providers facility types).
- 3.3.3.2** All Healthcare facilities are required to fully adhere to the rules for temporary closure /Extending temporary closure of facilities (Medical / Pharmaceutical).

3.3.4 Amend the Suspension of activities for a healthcare facility

TAMM Service Link: [Extend / End the Suspension of an Activity - Amend Suspension Start](#)

- 3.3.4.1** Through this service, healthcare facilities may request for:
 - 3.3.4.1.1** Extending the suspend activity of a service or specialty.
 - 3.3.4.1.2** Ending the suspend activity of a service or specialty.
- 3.3.4.2** Failure in extending the specialty or service suspension will lead the system to auto delete the inactive specialty or service.

3.3.5 Amend Temporary Closure of a healthcare facility

TAMM Service Link: [Request to Manage Health Facility Licence - Temp Closure Details](#)

- 3.3.5.1** Through this service, healthcare facilities may request for:
 - 3.3.5.1.1** Extending the temporary closure period.
 - 3.3.5.1.2** Ending the temporary closure period.
- 3.3.5.2** Temporary closing of facility does not prevent renewing the facility license.
- 3.3.5.3** The maximum period of temporary closure of a healthcare facility is six months and the facility must provide evidence to support the closure extension request subject to DoH approval.

3.3.6 Request to Cancel Healthcare Facility License

TAMM Service Link: [Request to Cancel Healthcare Facility License - Application Information](#)

- 3.3.6.1** Through this service, the healthcare facility may cancel the facility healthcare license.
- 3.3.6.2** The facility license shall be valid in case of cancelling the license to avoid cumulative penalties.
- 3.3.6.3** Healthcare facility to ensure cancelling the registered medical professional licenses.

3.3.7 Request to Change Healthcare Facility Name

TAMM Service Link: [Request to Change Healthcare Facility Name - Submit Requested Information](#)

- 3.3.7.1** Through this service, a healthcare facility may apply to change the name of the healthcare facility.
- 3.3.7.2** Facility name shall reflect the name as shown in the facility's Trade Name in both the Arabic and English language, reflecting the provided services as well.
- 3.3.7.3** Owner's name of the school clinic shown in DoH license shall match the school's name as per DED trade license.

3.3.8 Request to Change Healthcare Facility Location

TAMM Service Link [Request to Change Healthcare Facility Location - New Address Information](#)

- 3.3.8.1** Through this service, a healthcare facility may change the current healthcare

location to a new location after obtaining DoH approval.

3.3.8.2 Healthcare facility is required to sign the change facility location undertaking form by the facility owner or authorized person.

3.3.9 Request to Change Internal Plans of Healthcare Facility

TAMM Service Link [Request to Change Internal Plans of Healthcare Facility - Plan Change Details](#)

3.3.9.1 Through this service, a health facility can apply to change the facility internal plan.

3.3.10 Request to Modify Healthcare Facility Owner

TAMM Service Link [Request to Modify Healthcare Facility Owner - Added Owner](#)

3.3.10.1 Through this service, a health facility may request a change to the healthcare facility owner. The owner's name shall match the owner details as shown in the Emirates ID in both Arabic and English language.

3.3.10.1.1 Add/ delete Owner Application: System will allow add or delete from secondary owner without any applicable fees.

3.3.10.1.2 Modify Owner Application: System will allow to add/delete from Primary owners exist during the preliminary approval process and fees will be applied as a new facility license.

3.3.11 Request to Add Specialty / Number of Beds / Service

TAMM Service Link [Request to Add Specialty / Number of Beds / Service - Choose Services](#)

3.3.11.1 Through this service, a healthcare facility can request to add a new specialty, service or beds category.

3.3.11.2 Healthcare facility is required to sign the Add Specialty undertaking form by the facility owner or authorized person.

3.3.12 Request to Cancel a Specialty, Bed or Service from the Health Facility

TAMM Service Link [Cancel a Speciality, Bed, or Service from the Health Facility - Choose Services](#)

3.3.12.1 Through this service, the healthcare facility may request to cancel specialty, bed or service from a healthcare facility and ensure cancelling the related medical professionals.

3.3.13 Request to Activate Specialty or Beds

TAMM Service Link [Request to Activate Specialty or Beds - Choose Request Details](#)

3.3.13.1 Through this service, a healthcare facility may request the activation of specialty/ beds or healthcare services that has obtained a previous preliminary approval and ensure registering the minimum required medical professionals.

3.3.14 Request for Changing Type of Healthcare Facility

TAMM Service Link [Request for Changing Type of Healthcare Facility - Facility Information](#)

3.3.14.1 Through this service, a healthcare facility may request DoH approval to change the healthcare facility main or sub-type.

3.3.15 Request to Manage/Change Bed Type

TAMM Service Link [Request to Manage/Change Bed Type - Manage Beds](#)

3.3.15.1 Through this service, a healthcare facility may request DoH approval to re-allocate the beds' type without increasing or decreasing the current inpatient beds capacity.

3.3.16 Obtain a Narcotic and Controlled Drugs Register Book

TAMM Service Link [Request for Prescription Pads, Register Books and Vouchers - Application Information](#)

3.3.16.1 Reference to circular number (2025/25) the National platform for Narcotic and controlled medicines, all healthcare & pharmaceutical facilities and healthcare professionals to the use of the National Platform in accordance with Ministerial Decree No. (379) of 2019 regarding the unified electronic platform for prescribing and dispensing narcotic, controlled, and semi-controlled medicines. Noting that reconsideration will be made in certain situations where the use of paper prescriptions and register books may be necessary, such as inability to use the platform due to technical issues.

3.3.17 Apply for Staff Rotation

TAMM Service Link [Apply for Staff Rotation - Application Information](#)

3.3.17.1 Through this service, a healthcare facility can apply for staff to be rotated between facilities of the same owners or partners.

3.3.17.2 Healthcare facilities must guarantee that all medical specialties are available in every facility included in the rotation request.

3.3.17.3 In case of changing facility ownership, staff rotation is considered cancelled.

3.3.18 Manage Staff Rotations

TAMM Service Link : [Amend the Staff Rotation - Application Information](#)

3.3.18.1 Through this service, a healthcare facility can apply to amend their staff rotation between facilities of the same owner.

3.3.18.2 Healthcare facilities must guarantee that all medical specialties are available in every facility included in the rotation request.

3.3.18.3 In case of changing facility ownership, staff rotation is considered cancelled.

3.3.19 Manage the Registration of an Ambulance or a Medicine Transportation Unit

3.3.19.1 Through this service, healthcare facility can apply to:

3.3.19.1.1 Renew the Ambulance or a Medicine Transportation Unit license. [Manage the Registration of an Ambulance or a Medicine Transportation Unit - Application Information](#)

3.3.19.1.2 Change the Ambulance or a Medicine Transportation Unit owner. <https://www.tamm.abudhabi/wb/doh/amend-ambulance-or-medical-transportation?&relationshipType=Amendment&applicationType=ChangeOwnerAmbulance>

3.3.19.1.3 Cancel the license of the Ambulance or a Medicine Transportation Unit. <https://www.tamm.abudhabi/wb/doh/amend-ambulance-or-medical-transportation?&relationshipType=Amendment&applicationType=CancelRegistrationAmbulance>

3.3.19.1.4 Change Paramedics. <https://www.tamm.abudhabi/wb/doh/amend-ambulance-or-medical-transportation/changeparamedics>

3.3.19.1.5 Upgrade or downgrade of an Ambulance or a Medicine Transportation Unit. [Manage the Registration of an Ambulance or a Medicine Transportation Unit - Application Information](#)

3.3.20 Register a Medicine Transportation Unit or Ambulance

TAMM Service Link [Registration of Medicine Transportation unit / Ambulance - Vehicle Type](#)

3.3.20.1 Through this service, a healthcare facility may apply to register an ambulance or a medicine transportation unit belonging to healthcare facility.

3.3.21 Annual Leave for Pharmacist in Charge

TAMM Service Link [Request to Obtain Annual Leave of Pharmacist In Charge - Application Information](#)

3.3.21.1 Through this service, pharmaceutical facilities can apply for annual leave for the pharmacist in-charge.

3.3.22 Manage the Annual Leave of the Pharmacist In-Charge

TAMM Service Link [Manage the Annual Leave of the Pharmacist in-Charge - Application Information](#)

3.3.22.1 Through this service, pharmaceutical facilities can apply to extend / End the annual leave of the pharmacist in-charge / Pharmacist's Supervision or Replace the Supervising Pharmacist.

3.3.23 Manage Facility Profile: the Public Relation Officer, Medical Director, Facility Director and/or Pharmacist in charge, a healthcare facility shall keep the information up to date by submitting application of manage facility profile through e-licensing system.

3.4 Healthcare Facilities and Registration Manual Services: Request these services through the healthcare facility and licensing Department via e-mail: hfld@doh.gov.ae

3.4.1 Registration of Companies Providing Healthcare Services via Mobile Applications:

Through this service companies can apply for registration in DoH to provide health services via mobile applications as follows:

3.4.1.1 Company to send their request by email with the requirements to Facility Licensing department through hfld@doh.gov.ae

3.4.1.2 Request will be reviewed by Facility Licensing division.

3.4.1.3 Request will be reviewed and approved by the Information and cyber security team.

3.4.1.4 Listing the company in the registration list on DoH website.

3.4.1.5 Required Documents:

- 3.4.1.5.1** Emirates ID.
- 3.4.1.5.2** DED license / Abu Dhabi Global Market (ADGM) license.
- 3.4.1.5.3** Scope of Service.
- 3.4.1.5.4** Declaration.
- 3.4.1.5.5** Technical Registration Form.

3.4.2 Request to Increase Medical Staff Number (Quota)

Healthcare facilities offering “Home Care Services” in the Abu Dhabi community must comply with DoH regulations when increasing their medical staff (Quota) by following the below steps:

3.4.2.1 Facility to Send the Quota request via email address: hfd@doh.gov.ae along with the following supporting documentations signed by the facility owner or the authorized person:

- 3.4.2.1.1** An official letter detailing the requested number of new medical staff.
- 3.4.2.1.2** A valid Thiqa Authorization Letter for Outpatient Service for each patient.
- 3.4.2.1.3** Current patient details by filling in the Quota checklist form.
- 3.4.2.1.4** Patient details are currently in the waiting list to receive the service.

3.4.2.2 Request to be reviewed and evaluated for final decision.

3.4.2.3 Issue letter.

4.Key stakeholder Roles and Responsibilities

4. Duties of Healthcare Providers:

All healthcare providers seeking to practice in the Emirate of Abu Dhabi must:

- 4.1** Be licensed by DoH to operate a Healthcare facility in the Emirate of Abu Dhabi.
- 4.2** Fulfil the criteria set out in this standard for facility licensure services.
- 4.3** Ensure all healthcare staff are licensed by DoH and operate within the privileges granted by the Healthcare facility as per DoH Clinical Privileging framework.
- 4.4** Ensure facility insurance and medical liability of staff is obtained.
- 4.5** Adhere to the Health facility design guidelines as per: [Home - Health Facility Guidelines](#)
- 4.6** Adhere to all Health Facility data reporting and health quality requirements, Health Facility licensure related rules and definitions as per DoH regulatory tools.
- 4.7** Adhere to requirements of Abu Dhabi Occupational Safety and Health System Framework.
- 4.8** Fulfil the Information and Cyber Security Requirements as per the AAMEN program and ADHICS Standard
- 4.9** Undertake to submit the documentation required for facility licensure according to DoH requirements; and shall observe veracity and integrity of documentation.
- 4.10** Fulfill their Tawteen Target following related circulars issued by DoH.
- 4.11** Adhere to the above for the best interest of work.

5.Monitoring and Evaluation

A monitoring and evaluation framework of key indicators, audit checklists and generated reports are in place to evaluate the effectiveness, outcomes and impact of this standard, and where necessary, adopt changes to ensure continuous improvement within the health system in line with emerging new developments in safe and quality healthcare facility requirements, medical practices and healthcare facility licensure practices.

6.Enforcement and Sanctions

DoH may impose sanctions in relation to any breach of requirements under this standard in accordance with the disciplinary regulation of the healthcare sector.

7. Relevant Reference Documents

No.	Reference Name	Relation Explanation / Coding / Publication Links
1	DoH Healthcare Providers Manual	https://www.DoH.gov.ae/en/resources/policies
2	DoH Healthcare Professionals Manual	https://www.DoH.gov.ae/en/resources/policies
3	DoH Healthcare Regulators Manual	https://www.DoH.gov.ae/en/resources/policies
4	DoH Healthcare Insurers Manual	https://www.DoH.gov.ae/en/resources/policies
5	DoH Standards	https://www.DoH.gov.ae/en/resources/standards
6	Laws & Legislations	https://www.DoH.gov.ae/en/about/law-and-legislations
7	DoH Circulars	https://www.DoH.gov.ae/en/resources/Circulars

Appendix (1)

Step 1

Favourites Individual Business **Workspaces**

Abu Dhabi Police Dashboard
View and manage your traffic profile information, and perform drivers licence, vehicles, traffic fines and public services of Abu Dhabi Police.

CV Builder
Prepare your CV with the help of this tool.

Investor Dashboard
View your licences, requests, and drafts, in addition to a set of tools and features.

DCT Events Licensing Services
Through the workspace, you can manage your profile, venues and participants, applications, and receive updates of the latest event circulars.

Department of Health
View, track statuses, and apply to DoH services from your dashboard

Department of Government Enablement
View, track statuses, and apply for job vacancies from your dashboard

ACTVET
View, track statuses, and apply to ACTVET services from your dashboard.

Abu Dhabi Customs Dashboard
View, track and manage customs requests from your Customs Dashboard.

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Step 2

Overview

Home > Dashboard >

Welcome HANAN
The DOH dashboard helps you manage your medical facilities in one convenient location

Births
From this dashboard, you can access all related birth notifications and certificates

Deaths
Manage Mortuary related applications

Drug
You can manage all your associated drug codes

Drug Coding
You can manage all your associated drug codes

New Request Templates [Manage User Profile](#) [Request New Service Access](#)

Step 3

Overview

Back

Manage Service Access
Please provide the required information below to add services to your account.

Select a Request Type

Add Additional Service Access
By selecting this option you can request to add additional service access to an existing facility listed below

Add Additional Facility User Permissions
By selecting this option you can request to add a new facility to your user management system. You will then be able to select this facility to add further service access (only for facility representative).

Facility Details

Facility Type: Facility Name:

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