



دائرة الصحة
DEPARTMENT OF HEALTH

ABU DHABI CLINICAL COSTING

Quick Start Guide

Document Version 1.0

Refer to the primary document:
Abu Dhabi Clinical Costing Standard v2;
Abu Dhabi Clinical Costing Guideline v2
Submission Year 2 (SY02)



DOCUMENT NAME	VERSION	DATE OF ISSUE	DEPARTMENT
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Important Notice

Abu Dhabi Department of Health (AD DOH) reserves the right to make changes to the **Abu Dhabi Clinical Costing - Quick Start Guide** as it sees fit, to ensure this Clinical Costing Submission is fit-for-purpose for the Abu Dhabi healthcare market.

AD DOH looks forward to notifying you of any changes or any updates to version(s) of the Abu Dhabi Clinical Costing Quick Start Guide process and providing further training in its implementation.



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Abbreviations

ABBREVIATION	DESCRIPTION
AD DOH	Abu Dhabi Department of Health
CFO	Chief Financial Officer
DOF	Director of Finance
DOH	Department of Health
EMR	Electronic Medical Record
FTE	Full-Time Equivalent
HIS	Hospital Information System
XML	extensible Markup Language

About This Document

This document is a Quick Guide to clinical costing in Abu Dhabi, providing clear and practical support for healthcare providers. It summarises key requirements, core concepts, and submission steps to help ensure accurate submission data, improve data quality, and support successful clinical costing submissions to the Department of Health (DOH).



Do I need to undertake Clinical Costing?

If your facility is licensed by DOH Abu Dhabi and provides direct patient care, the answer is YES.

✓ YOU MUST COMPLY	✗ YOU ARE EXCLUDED
Hospitals	Stand-alone pharmacies (no direct patient care)
Medical centers and polyclinics	Stand-alone diagnostic/lab centers (serving other facilities only)
Outpatient and specialist clinics	Orthotics/prosthetic supply centers (no direct care)
Dental clinics	
Day surgery and day case centers	
Homecare and long-term care providers	

Non-Compliance Consequences

Failure to comply may result in financial penalties, rejection of your data submission, and increased DOH audit scrutiny.

What Is Clinical Costing?

Clinical costing measures the actual cost of delivering care to each individual patient. It is different from what you charge - it is what each test, consultation, surgery and medication truly costs your facility to deliver.

Why is DOH doing this?

Clinical costing provides benefits across the healthcare sector.

For healthcare providers, this helps identify opportunities to improve efficiency, optimise resource use, and better understand the cost of delivering care across teams, services and facilities.

For the DOH Clinical Costing, this data supports the development of fair and transparent healthcare pricing while helping build a sustainable healthcare funding model for Abu Dhabi.

3 Things You Need Before You Start

1	<p>Appoint a Clinical Costing Contact Person</p> <p>Nominate one person from your facility to be the single point of contact with the AD DOH Clinical Costing Team. Register your Key Contact Form with DOH.</p>
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2

Build Your Internal Team

You will need for your clinical costing process - input from:

- Finance,
- IT/HIS,
- Clinical Operations & Medical Records.

As well as this, **your CFO must be involved** – as they will need to sign off on your clinical costing submission.

3

Check Your Systems

Make sure you can:

- Extract expenses from your general ledger by cost center,
- pull patient-level encounter data from your eMR/HIS,
- access the Shafafiya portal, and
- generate clinical costing output data in XML format.

Not sure where you stand?

That's okay. Contact our team using the following forms and we will help you assess your readiness

Abu Dhabi Clinical Costing -
Technical Questions



Abu Dhabi Clinical Costing -
Questionnaire





The 6 Steps to Calculate Your Costs

The AD DOH Standard requires you to follow six stages. Here is what each one means - in plain terms:

- 1 Gather Your Expenses**

Pull all relevant expenses from your general ledger: salaries, supplies, equipment costs, outsourced services. Read the AD DoH Costing Standards to find out what costs need to be excluded. .
- 2 Organise your costs Into Cost Centers**

Sort your expenses into cost centers. Label each one as either Direct (departments that treat patients, like wards and clinics) or Overhead (support functions like admin, IT and facilities)
- 3 Allocate Overhead Costs**

Distribute your overhead costs to the direct departments using a logical method - for example, allocating IT costs based on number of devices, or cleaning costs based on floor space.
- 4 Define Your Products**

List all the clinical services and products your facility delivers. Separate patient-related services (e.g. surgeries, imaging, pharmacy) from non-patient activities (e.g., teaching, research)
- 5 Assign Costs to Each Patient**

Link costs to individual patient visits using cost drivers: time spent (e.g., hours in surgery, days on a ward), items consumed (e.g., drugs, tests) or actual cost where known.
- 6 Check Everything Adds Up**

Reconcile your costing output against your financial statements. Every dirham must be accounted for. Complete the DOH Reconciliation Report and get your CFO to sign off on the Costing reconciliation process



How to Submit Your Data

#	Action	What to Know
1	Format your data	Convert your costing data into the DOH XML format. Refer to the Cost Data Collection Technical Document for the exact schema.
2	Validate internally	Check for duplicates, missing fields, zero totals and mismatched codes before you upload anything.
3	Upload to Shafafiya	Submit your XML files through the Shafafiya Post Office. Set the Disposition Flag to PRODUCTION. Split large files into batches of 5MB or less.
4	Review results	Shafafiya will validate your data automatically. You will receive error flags: Critical errors must be fixed; Warnings should be reviewed.
5	Fix and resubmit	Correct any flagged records and resubmit only the affected claims - you do not need to resubmit the entire dataset!
6	CFO/DOF signs off	Your Chief Financial Officer / Director of Finance must formally confirm the accuracy and completeness of the submitted data

Do not leave it to the last day

Clinical Costing Submission 2 (SY2) should be submitted between **1 - 30 August 2026** - see link to the AD DoH SY2 Circular: [Clinical Costing SY2 Circular - USO/70/2026](#).

Important Notice

All healthcare service providers **must** comply with submitting full cost data. Failure to comply will result in the application of administrative procedures in accordance with the provisions of the Disciplinary Regulations for the healthcare sector.



Your 3 Key Reference Documents

Everything you need is built on three official DOH documents. Download them [Here](#) from our web home page.

Document	What It Tells You
Clinical Costing Standard	The rules: what you must do, the six-stage methodology and the costing principles.
Clinical Costing Guidelines	The how-to: step-by-step practical guidance on applying each stage
Cost Data Collection Technical Document	The tech specs: XML format, data fields, validation rules and the Shafafiya submission process

Top Mistakes to Avoid

#	Mistake	Fix
1	Missing expenses	Refer to the Abu Dhabi Clinical Costing Guidelines V2 for items to exclude.
2	Splitting overhead costs equally	Use a logical basis such as (floor space, headcount, device count) - refer to the Abu Dhabi Clinical Costing Guidelines V2 for further insight.
3	Forgetting self-pay patients	All patient encounters <u>must be included</u> , including self-paid and uninsured.
4	Duplicate records across file batches	When splitting files into 5MB batches, make sure no claim appears in more than one batch.
5	No CFO involvement until the end	Involve your CFO <u>from the start</u> . They must sign off on the final data.
6	Submitting on the last day	<u>Submit early</u> . If Shafafiya flags errors, you need time to correct and resubmit.



Am I Ready? - Quick Checklist

Tick off each item before you submit:

People

- Costing contact person registered with DOH
- Internal team assembled (Finance, IT, Clinical Operations, Medical Records)
- CFO engaged and aware of sign-off requirement

Data

- General ledger expenses extracted and classified
- Cost centers defined (direct vs. overhead)
- Patient encounter data extracted from EMR/HIS
- Shafafiya portal access confirmed

Costing Model

- Six-stage methodology completed
- Overhead costs allocated using logical statistics
- Costs assigned to individual patient encounters
- Reconciliation completed

Submission

- Data formatted in DOH XML schema
- Internal validation checks passed
- Files batched at 5MB or less
- Uploaded to Shafafiya (PRODUCTION flag)
- Errors corrected and resubmitted
- CFO sign-off obtained



Need Help?

The DOH Clinical Costing Team is here to support you every step of the way. However, we encourage all providers **to first review the available documentation, standards, guidelines, and training materials before reaching out for clarification.**

To support providers, we offer online:

- Training materials and webinars,
- workshops,
- one-on-one support sessions,
- This quick start guide and a a Frequently Asked Questions (FAQs) document that should answer your questions

This previously created documentation is designed to assist you throughout the submission process.

While **providers remain responsible for developing and submitting their own clinical costing models and data**, our team is available to help clarify requirements, guidance and processes where needed.

Don't hesitate to reach out - we are here to help you succeed!

Contact the Clinical Costing Team

Email: DoHClinicalCosting@doh.gov.ae

Website: <https://www.doh.gov.ae/en/Shafafiya/Clinical-Costing>