



DHA

Frequently Asked Questions





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1. How do I apply?

Please follow the below mentioned process:

- Visit <http://eservices.dha.gov.ae/DHAWeb/default.aspx>
- Create a new username and password
- Apply for a new Professional license (copy of educational documents, experience letters and health license (registration) would be required)
- Save your Application Reference Number in order to track your application which you shall be intimated of via e-mail
- HRD approve your application
- Applicant need to pay for PSV – another e-mail shall be sent for the same

For further queries, please write us an e-mail on dha@dataflowgroup.com

2. What are the fees for Primary Source Verification through DataFlow?

Fees vary depending on the number of documents that need to be verified.

For further queries, please write us an e-mail on dha@dataflowgroup.com

3. How do I pay?

Please visit the link below where can view the payment details and submit the payment online using your credit card: <https://www.dataflowgroup.com/PaymentReceipt/frmDHACreditCardPayment.aspx>
A confirmatory email will be sent to your registered Email Id once DataFlow successfully receives the payment.

For further queries, please write us an e-mail on dha@dataflowgroup.com

4. I need assistance regarding examination and assessment. Please advise.

DataFlow Group conducts Primary Source Verification only.

Reference to queries regarding examination, assessment or license renewal, please contact DHA for assistance.

For further queries, please write us an e-mail on dha@dataflowgroup.com

5. How do I check the status of my application?

Applicant may check the Application Status through the following ways:

- Visit the following link using their Login details https://www.dataflowbpm.com/sbm/Applicant/DHA_Applicant.jsp
- Send query via Email to dha@dataflowgroup.com quoting their unique ID number received by email from DataFlow

For further queries, please write us an e-mail on dha@dataflowgroup.com





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6. What is the expected time of completion for Primary Source Verification?

As per the normal process it would take approximately 30 days' time to complete the application from the date of submission. It may spillover if any issuing authority is not cooperative.

For further queries, please write us an e-mail on dha@dataflowgroup.com

7. Who will choose the required documents for my Primary Source Verification?

The HEALTH REGULATION DEPARTMENT (HRD) Credentialing Team at Dubai Health Authority is responsible for choosing the applicants documents for Primary Source Verification.

This process takes 5 working days post which Applicant will receive a DHA Reference Number on their registered Email Ids.

For further queries, please write us an e-mail on dha@dataflowgroup.com

8. Do I have to attest my documents from the UAE Embassy in my country or any other authority?

For Primary Source Verification, DataFlow does not require attested documents. Please ensure that the scan of each document is clear and complete for timely processing of your application.

For further queries, please write us an e-mail on dha@dataflowgroup.com

9. I wish to request a refund. What is the procedure?

Requests for refund must be submitted within a maximum of 48 hours from the date of the payment of the Primary Source Verification fee.

In case you have paid excess amount or paid more than once, please write to dha@dataflowgroup.com quoting your DHA Reference Number and proof of payments for further processing.

10. Can I login again to my account and edit / delete some of the uploaded documents?

Applicant can add or delete his/her information / documents before submission of fees only.

For further queries, please write us an e-mail on dha@dataflowgroup.com

11. How do I attain a copy of my Primary Source Verification Report?

Please send your request to dhareports@dataflowgroup.com quoting your DHA Reference Number.





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12. DataFlow has previously verified my credentials under another regulatory authority. Will I need to go through the entire process again for DHA?

Please note the following:

Application submitted in Sheryan: Please write to dha@dataflowgroup.com with a copy of your previous DataFlow Report. We will send an updated payment request email after revising your application details.

Application yet to be submitted in Sheryan: Please contact Dubai Health Authority and share copy of the previous DataFlow Report while discussion. DHA will assess your application and the previous DataFlow Report. You may be required to submit additional documents for Primary Source Verification.

13. Whom can I contact in DHA for further assistance after my application is complete?

Please contact DHA on the below mentioned contact information:

Tel: 045022999

Toll Free: 800 DHA (342)

Email: regulation@dha.gov.ae and PSVTeam@dha.gov.ae

