Document Title: Issuance of Sick Leave Certificate	**Ref No:** HRS/HPSD/ISLC/2/2019	**Version Number:** 2
Document Type: Policy	**Effective Date:** 04/08/2019	**Revision Date:** 07/08/2022
Ownership: Health Licensing Department		
Applicability: All licensed Physicians and Dentists under the jurisdiction of DHA Private Sector.		

1. **Purpose:**

    1.1. To regulate and standardize the criteria for the issuance of Sick Leave Certificate.

    1.2. To prevent duplication of Sick Leave Certificates.

    1.3. To clarify the process of verifying Sick Leave Certificate.

2. **Scope:**

    2.1. All licensed Physicians/Dentists under DHA jurisdiction in the private sector who are permitted to issue DHA Sick Leave Certificate.

3. **Definitions/Abbreviations:**

    DHA: Dubai Health Authority

    HP: Healthcare professionals

    HLD: Health Licensing Department

    ICD : The International Classification of Disease

    SL : Sick Leave

    WHO: World Health Organisation

    Attestation: is the process of validating that the issued Sick Leave is genuine.

    General Medical Committee: is the committee which is responsible for reviewing and sick leave determination.

Health Facility: Any place prepared to examine medically the patients or to help them in the diagnosis of their diseases or to treat or nurse or host them for convalescence or to do any action related to treatment or rehabilitation after treatment whether its owner or Manager is an individual or an Organization, which is licensed by Dubai Health Authority.

ICD code: Is a medical classification list by the World Health Organization (WHO). It contains codes for diseases, signs and symptoms, abnormal findings, complaints, social circumstances, and external causes of injury or diseases.

Medical Report: is a document, which describe the medical condition of the patient. Generally include the symptoms appear on the patient, clinical diagnoses and treatment plan.

Sick Leave Certificate (SLC): is an electronic certificate applied through DHA's electronic system by a DHA licensed physician/dentist to allow a patient to take time off from his/her occupation due to medical reasons.

4. <u>**Policy Statement:**</u>

4.1.   All health facilities seeking to issue Sick Leave Certificate (SLC) shall purchase the application for submitting SLC through DHA's electronic system. **(Appendix 1)**

4.2.   The health facility that is authorised for submitting SLC is responsible for issuing clinical privileges to ensure SLC are only issued by licensed Physicians/Dentists as per this policy.

4.3.   DHA licensed physicians and dentists are the only healthcare professionals (HP) permitted to submit a SLC.

4.3.1. Physicians/Dentists are only permitted to issue a SLC from the same health facility where they are licensed to work and where they have under taken a face to face consultation with the patient, except for telehealth consultations (refer to point c).

    a. Sick leave certificates shall only be issued when the patient has completed a consultation at the health facility.

    b. SLC shall only be issued to the patient request or next of kin (identified and confirmed with signature).

    c. Sick leave issued through a Telehealth consultation, should be issued through the licensed health facility and is limited to one day only.

    d. SLC shall be valid, legible and accurate.

    e. SLC shall not be granted retrospectively, prospectively or with inaccurate dates.

    f. SLC shall be issued on the same day of the consultation.

    g. SLC should only be issued as per the scope of practice of the treating physician.

4.4. All Physicians/Dentists must comply with the maximum duration for SLC as per the following table:

Category	Maximum No. of Sick Leave days permitted
Consultant **and** Specialist (including Maxillofacial surgeons)	Up to 30 days[1]
General Practitioner (GP)/ Dentist	Up to 5 days[2]

4.4.1. The starting and ending date for each sick leave submission should not overlap or be duplicated with another sick leave.

4.5. All DHA licensed health facilities and Physicians/Dentists in the Emirate of Dubai must comply with the online electronic Sick Leave (SL) system (**Appendix 1 and 2**)

4.6. The Physician/Dentist who is submitting for SLC shall fulfil the contents in DHA's electronic system application form for SL.

4.7. SLC duration shall meet the sick leave time limit granted for medical cases, issued by the General Medical Committee/DHA, as per the Medical Guidelines for Sick Leaves Duration.

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[1] According to the medical status.

[2] GP may issue a sick leave up to 2 weeks in exceptional diagnosis (**Appendix 4**).

4.8. All SL applications (excluding Governmental Health Facilities) that exceed five (5) days shall be submitted to Health Licensing Department (HLD) with patients' medical report.

    4.8.1. All Facilities must adopt and comply with the Medical Report Form set out in **Appendix 3.**

    4.8.2. The Physician/Dentist applying for the SLC on DHA's electronic system shall be the same physician who wrote the medical report.

    4.8.3. The information in the medical report shall be considered confidential to serve as a legal document.

    4.8.4. All abbreviations, terminologies, and medications noted in the medical report shall be typed according to WHO standards.

4.9. HLD is responsible for reviewing and verifying all submitted SL and Medical Reports.

    4.9.1. HLD has the right to approve, reject or request for further documents related to the submitted SL.

    4.9.2. HLD has the right to refer the SL to the General Medical Committee when required.

4.10. SL application submitted without medical justification will be subjected to HLD investigation and disciplinary action.

    4.10.1. DHA has the right to violate a Physician/Dentist in the following cases:

        a. Issuing sick leave outside the scope of a professional's License.

        b. Issuing sick leave by unauthorized persons or by administrative employees in the Health Facility.

        c. Issuing false or medically unjustifiable sick leave.

        d. Issuing sick leave for a period longer than the period authorized for the healthcare professional.

        e. Failure to issue sick-leaves electronically.

        f. Failure to issue medical reports in accordance.

5. **References:**

5.1. Dubai Health Authority Medical Department (2015). Medical Guidelines of sick leaves duration.

Available at:

https://www.dha.gov.ae/Asset%20Library/20180702/general_medical_committe_office.pdf

(Accessed at 13/06/2019).

5.2. Executive Council Resolution No. (32) of 2012 Regulating the Practice of Medical Professions in

the Emirate of Dubai

5.3. Medical Protection Society (Professional Support and Expert Advice) (2014). A Guide to Writing

Expert Reports. Available at:

http://www.medicalprotection.org/docs/default-source/pdfs/factsheet-pdfs/england-factsheet-

pdfs/guide-to-writing-expert-reports.pdf?sfvrsn=7(Accessed at 15/05/2019).

5.4. NOVO Scotia Barristers' Society (1994). Guidelines for medical –Legal reports policy. Available at:

https://nsbs.org/sites/default/files/ftp/med_legal_guidelines.pdf (Accessed at 5/05/2019).

5.5. The Medical Defence Union Limited (MDU) (2013). Guide to report writing. Available at:

http://www.themdu.com/~/media/Files/MDU/Publications/Guides/Coroners%20inquiries/Medi

co-legal_guide_to_coroners_inquiries_22_guide_to_report_writing.pdf

(Accessed at 15/05/2019).

5.6. The Royal Children's Hospital Melbourne (1995). Writing a good medical report. Available at:

https://www.rch.org.au/clinicalguide/guideline_index/Writing_a_good_medical_report/.

(Accessed at 15/05/2019).

6. Appendices:

Appendix 1: Procedure of online purchase of SLC for the Health Facility

No.	Procedure
1.	Click on http://eservices.dha.gov.ae login with facility user name and password
2.	Review facility details, click on sick leave purchase application
3.	Feed-in the purchase quantity
4.	A reference number will be granted for the submitted request
5.	Proceed the payment order
6.	Payment process is done through Dubai e-Government e-Pay Gateway
7.	Transaction is completed please view the receipt and keep it as a reference. *A user manual is available at DHA website to guide professionals and facilities how to apply for sick leave*

For more information click here.

Appendix 2: Procedure of submitting for SLC for Physicians/Dentists

No.	Procedure
1.	Click http://eservices.dha.gov.ae login with user name and password
2.	Review facility details, click on Sick leave attestation application
3.	Add Physicians/Dentists details
4.	Feed-in patient medical information
5.	Feed-in diagnosis information (If sick leave duration is longer than 5 days, download, fill and attach the medical report in **Appendix 3**.
6.	Submit sick leave certificate.

For more information click here.

Appendix 3: Medical Report Form

Health Facility Name and logo

MEDICAL REPORT (DISCHARGE SUMMARY)

Date of Issue:

Patient Personal Details	
Patients Name:	
Date of birth:	Gender:
Nationality:	File No.:
National ID No.:	

Health Facility Course:
Date of Admission/Visit:
Date of Discharge:
Date of Surgery/Procedure:
Surgery/Procedure Name:
Clinical Diagnosis (According to ICD code):
Past Medical/Surgical History (Comorbidity Diagnosis):
History of Present illness:

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Health Facility Name and logo

Physical Examination:

Investigations, Laboratory, Pathology and Radiology Data:*

*Original Reports should be attached with clear date.

Medical and surgical treatment plan:

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Discharge Summary:

Follow up plan: (*Date of follow up appointment should be mentioned, either by date or by weeks).

Physician Name and Designation: **Health Facility Stamp**

Signature and Stamp

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Appendix 4: List of exceptional diagnosis

Diagnosis	ICD-10
Chickenpox	B01.9
Cholera	A00.1
Diphtheria	A36.9
Hepatitis A	B15.9
Measles	B05.9
Mumps	B26
Rubella	B06.9
Scarlet fever	A38.9
Tuberculosis	A15
Typhoid fever	A01.00
Whooping cough	A37.01

Appendix 5: Sick Leave Process Map

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                        │  Sick Leave (SL) │
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                        ┌──────────────────┐
                        │ Online Submission │◄──────┐
                        │     (Sheryan)     │       │
                        └────┬────────┬─────┘       │
                             │        │             │
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         ┌──────────────┐              ┌──────────────────┐
         │ Complete data │              │  Incomplete data │─┘
         └──────┬────────┘              └──────────────────┘
          ┌─────┴─────┐
          ↓           ↓
  ┌──────────────┐ ┌──────────────────┐
  │    Short     │ │       Long        │
  │(1-5 working  │ │  ( >5 working     │
  │    days)     │ │      days)        │
  └──────┬───────┘ └────────┬─────────┘
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 │     DHA      │ │ Submit the Medical Report │◄─┐
 │ Auto-Approved│ │ Form and Supporting       │  │
 └──────────────┘ │ Documents                 │  │
                  └───────────┬──────────────┘  │
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                       │  DHA review  │          │
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           ┌──────────┐ ┌──────────┐ ┌──────────────┐
           │ Approve  │ │  Reject  │ │ Returned due │─┘
           └──────────┘ └──────────┘ │ to missing   │
                                     │ documents    │
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