

Document Type: Policy	Ref No: HRS/HLD/TC/1/2020	Version Number: 1
Document Title: Temporary closure and cancellation of Health Facility	Effective Date: 01/11/2020	Revision Date: 01/11/2023

Ownership: Health License Department

Applicability: This Policy applies to all active Health Facilities under the jurisdiction of Dubai Health Authority.

1. Purpose:

- 1.1. To guide all DHA licensed Health Facilities (HF) on process for temporary closure, cessation of clinical services, and facility license cancelation.
- 1.2. To ensure continuity of safe and efficient healthcare services for patient seeking services at DHA licensed HF.

2. Scope:

- 2.1. Process application of temporary closure, temporary suspension of clinical services, and license cancelation.
- 2.2. Imposed suspension resulting from violation to part of clinical activities or all the health facility's services is out of the scope of this policy.

3. Definitions and Abbreviations:

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.

Healthcare Professional: A person who by education, training, certification and licensure is qualified to provide health services.

Inspection: A visit by DHA authorized individuals to a licensed facility for the purpose of determining compliance with applicable laws and regulations.

License: A permission granted by an authority to practice a healthcare profession. In this document, it is a certificate issued by HRS to a health facility to provide healthcare services within the Emirate of Dubai under the jurisdiction of DHA.

Violations: There are two types of violations: ethical and technical violations; and administrative violations noted in Executive Council Resolution No. (32) Of 2012 Regulating the Practice of Medical Professions in the Emirate of Dubai.

Sheryan: DHA online licensing system/ portal, where HPs and health facilities can access, apply and monitor their licenses status and activity.

Abbreviations

DHA	:	Dubai Health Authority
HF	:	Health Facility
HLD	:	Health License Department
HP	:	Healthcare Professional
HRS	:	Health Regulation Sector

4. Policy Statement:

4.1. All DHA Licensed HF shall voluntarily apply for Temporary Suspension and cancellation via HF Sheryan account.

4.1.1 HF may apply for Temporary suspension after exhausting all the measures needed to avoid closure.

- 4.1.2 HF shall have a contingency plan for any potential interruption of services.
- 4.1.3 In circumstances where HF shall undergo cessation of its services, due diligence of winding down the clinical activity must be ensured.
- 4.1.4 No announcements or actions related to the proposed closure or cessation of clinical activity/s should be taken prior to receiving approval from Health Licensing Department (HLD).
- 4.2. Temporary Suspension shall be one of two types:
- 4.2.1 Partial Suspension: Temporary cessation of one or more clinical services for a period of time not exceeding 6 months.
- 4.2.2 Full Suspension: Temporary cessation of all clinical services for a period of time not exceeding 6 months (facility closure).
- 4.3. The HF should submit a justification at the time of application including but not limited to:
- 4.3.1 Insufficient number of health professionals.
- 4.3.2 Financial constraints or crisis.
- 4.3.3 Downsizing the facility or the parent company.
- 4.3.4 Low/no demands for the service.
- 4.4. The HF shall maintain renewing the facility license during the request of temporary closure or cessation of one or more its clinical activities.
- 4.5. HF shall ensure the sufficient time and date required for suspension or temporary closure.
- 4.6. For Partial suspension of Healthcare Services:
- 4.6.1. HF may temporarily cessation the provision of one or more clinical activities upon the

approval of the HLD.

4.6.2. HF shall specify the steps that will be taken to ensure alternative care is provided for scheduled patients to receive care during the temporary cessation.

4.6.3. HF shall specify the period of time in which the service/s will be suspended.

4.6.4. HF services will be automatically activated in Sheryan as per the stipulated end date.

4.6.5. In case the HF wishes to resume the suspended clinical service/s before the stipulated date, approval shall be obtained from HLD.

4.6.6. No extension shall be approved beyond 6 months.

4.7. For full suspension (Temporary closure):

4.7.1. Cessation of all clinical activities to which it refers, will be subject for approval from HLD.

4.7.2. All HF, shall notify HRS prior to the temporary closure via Email to regulation@dha.gov.ae in which the HF shall apply after HRS acknowledgment as follow.

a. Hospitals-ten (10) working days.

b. All HF -five (5) working days.

4.7.3. HF shall specify the period of time of the temporary suspension.

4.7.4. Full suspension will be allowed once during the active license.

4.7.5. HF license will be automatically activated in Sheryan as per the stipulated end date

4.7.6. In case the HF wishes to resume before the stipulated date, approval shall be obtained from HLD.

4.7.7. No extension shall be approved beyond six (6) months.

4.7.8. In case the facility did not resume the services, HRS has the right to cancel the facility

License.

4.8. For cancellation of facility License:

4.8.1. All HF, shall notify HRS prior cancellation via Email to regulation@dha.gov.ae in which the HF shall apply after HRS acknowledgment as follow.

- a. Hospitals-ten (10) working days.
- b. All HF-five (5) working days.

4.8.2. HF shall cancel all HP license employed before submitting the request of cancellation.

4.8.3. All the fines and violation payment for both professional and facility shall be completed before submitting the request of cancellation.

4.8.4. There shall be no active appeal against the facility or the facility is under investigation.

4.8.5. Upon the cancellation of the facility license, the HF will immediately be prohibited from providing any healthcare services.

4.8.6. The facility dealing with Narcotics, Controlled and Semi Controlled Drugs must obtain clearance from Drug Control Section at HRS.

4.8.7. The facility might be subject for inspection upon submission for cancellation or winding down its activities.

4.8.8. With no prejudice to the above aforementioned articles, the HF shall comply with the requirements in the declaration of HF cancelation Form at Sheryan system (**Appendix 1**).

4.8.9. HF shall maintain record retention as per DHA "Guidelines for managing health records" with undertaking letter of taking the responsibility to ensure safe custody of patient's medical records.

5. References:

- 5.1. AHIMA. "Protecting Patient Information after a Facility Closure (2011 update)." Journal of AHIMA (Updated August 2011).
- 5.2. Department of Health (DOH). New York State. Facility Closure Plan Guidelines (March 19, 2014).
- 5.3. Dubai Health Authority (DHA). Licensing Health Facility Policy (2019),available at:
<https://www.dha.gov.ae/Documents/HRD/RegulationsandStandards/Polocies/Licensing%20Health%20Facility%20Policy.pdf> (Acceded on 15.7.2020).
- 5.4. Dubai Health Authority (DHA). Guidelines For Managing Health Records(2019),available at:
<https://www.dha.gov.ae/Documents/HRD/RegulationsandStandards/guidelines/Guidelines%20for%20Managing%20Health%20Records%20.pdf> (Acceded on 15.7.2020).

6. Appendix:

6.1. Declaration for HF cancellation

Declaration for cancellation

I acknowledge the notification of facility closure to current employee through official communication by:

- Email or staff Meeting.

I acknowledge the notification of facility closure in media and to my current patients by:

- Publishing local notification about the closure.
- Posting a signage in the facility office to notify the visitor of the last day of business.

I commit to discontinue admissions/appointment including the date of new admissions/ appointment and appropriate referral for health institutions placed for current patients by:

- Preparing and sending notification to patients listing the closing date and reason for closing.
- Include an authorization form to transfer medical records to your patients' new providers if required.
- No new patients should be accepted once the closing date is announced unless urgent cases.
- Patients who need continual follow-up and care should be referred to another provider.

I acknowledge safe disposal, storage and management of all the Medical Equipment/ Radiology and imaging machine by;

- Maintaining Preventive Periodic Maintenance (PPM) service and records.
- Ensuring safe storage and addressing safe management of chemical and compressed. gases, radiological and laser equipment.

I acknowledge safe disposal, storage and management of all the medications by;

- Ensuring safe medication practices and management at all levels of care in alignment with professional standards and local/Federal regulatory requirements.
- Ensuring medications are stored according to manufacture directions.
- Contacting Drug Control at HRS for any notification and inquiries.

I shall declare any legal or medical case under investigation against the facility.

I acknowledge safe retain and storage of the medical records (paper/Electronic).

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