UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

# Sick Leave Attestation for Public

## End User Manual

Version: 1.0

Date: 27 December, 2017

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# 1 Copyright and Confidentiality

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# 2 Document management & Version Control

## 2.1 Document History

| Version | Date | Author | Revision Notes |
|---|---|---|---|
| **1.0** | 27-Dec-2017 | MOHAP | |
| | | | |
| | | | |


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# 3 Executive Summary

This Document is developed by MOHAP IT Department, Dubai.

The MOHAP IT Department Located in Dubai intends to automate and document the business requirements, processes and activities done by the MOHAP departments.

MOHAP IT Department has a strong and long experience in eservices development.

The MOHAP Customer Happiness Center provide the Attestation of sick leave and medical report services to the patients

The Attestation is required and acknowledged by government and private facilities.


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# 4 Definitions & Abbreviations

| Item | Description |
|---|---|
| **MOHAP** | Ministry of Health and Prevention, United Arab Emirates, MOHAP is the Service Provider |
| **MOF** | Ministry of Finance |
| **CH** | MOHAP Customer Happiness or Customer service |
| **BRD** | Business Requirement Documents |
| **HAAD** | Health authority of Abu Dhabi |
| **DHA** | Dubai Health Authority |
| **Medical Facilities** | Hospitals, Medical Centers, Clinics…etc.; which issues sick leaves or medical reports to their patients |
| **Companion** | Patient Companion |


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# 5 Business & System Overview

The MOHAP provide the Attestation of sick leave and medical report services to the patients

The Attestation is required and acknowledged by mainly federal government and some private facilities

## 5.1 Current situation Overview

- MOHAPprovide the Attestation service manually for the medical reports and the sick leaves less than 5 days or more which are issued from any medical facility including those licensed from HAAD , DHA and from outside UAE.
- Private Medical Facilities licensed by MOHAP uses the MOHAP sick leave attestation system to provide sick leave attestation certificate to their patients for the leaves less than 5 days.
- Customer visits the customer happiness centers with the original documents, which is reviewed by CH, pay the attestation fees and get his document stamped.

## 5.2 The Change

MOHAP is to do the attestation processes needed for the sick leave online starting from request and end with attestation report –certificate- issuance and print.

The customer applies pays, the got application approved and the attestation certificate becomes available online.

## 5.3 Document Purpose

The purpose of this document is to guide the end users, how to use the system.


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# 6 Scope of work

## 6.1 Entities in the scope:

The customers (the Patients or their working authority) who applies for the attestation of the sick leave or medical report

MOHAP customer happiness centers staffs that are responsible for reviewing and approving the attestation

## 6.2 Services in the scope

**Services of** Sick Leave and medical report attestation include the below

| # | اسم الخدمة | Service Name |
|---|---|---|
| ١ | تصديق الإجازة المرضية الصادرة من القطاع الخاص والهيئات الصحية ومستشفى زايد العسكري الأكثر من ٥ أيام إلى شهر | Attestation of sick leave issued by the private sector, health authorities and Zayed Military Hospital more than 5 days to 1 month |
| ٢ | تصديق الإجازة المرضية أكثر من شهر | Attestation of sick leave more than months |
| ٣ | اعتماد التقرير الطبي الموجه لخارج الدولة | Approval of the medical report directed abroad |
| ٦ | تصديق الإجازات المرضية للقطاع الخاص أقل من ٥ أيام | Attestation of sick leave for the private sector less than 5 days |
| ٧ | اعتماد التقرير الطبي من القطاع الخاص والهيئات الصحية | Approval of the medical report from the private sector and health authorities |


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# 7 Out of scope

## 7.1 Entities out the scope

Companion of the patient certificate is out of the scope since it is no longer provided by customer happiness centers

## 7.2 Services out of scope

The below services are out of scope and should be processed manually, since it is transferred to higher committee

| # | اسم الخدمة | Service Name |
|---|---|---|
| ٤ | اعتماد طلبات التقاعد أو العجز الطبي | **Approval of Application for retirement or medical disability** |
| ٥ | تصديق الإجازات المرضية أكثر من شهر | **Attestation of sick leave more than one month** |

## 7.3 Processes out of scope

Submission of applications to other departments as Medical Board, retirement committee or any committee will be out of the system.


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# 8 Business and process objectives and benefits

Automation of the provision of sick live attestation services provided by MOHAP customer happiness centers to the customers this will achieve the below benefits

- Minimize the customer need to visit CH
- Have register and log of sick leave attestation applications
- Search and find any required information easily and fast
- Print the attestation certificate online
- Verification of the attestation certificate

## 8.1 User Login or Sign up Process

Refer to user Management Module

User may be corporate if the corporate (Employer of the patient) if the corporate is applying to apply for the attestation for their employees

User may be individual if the employee is applying to attest by himself.

## 8.2 Attestation of Sick Leaves and Medical Report Process

### Summary

User has to be registered through MOHAP user management and has user name and password to login to the system.

The below services has the same requirements, interface and work flow

| # | اسم الخدمة | Service Name | Service Fees AED |
|---|---|---|---|
| ١ | تصديق الإجازة المرضية الصادرة من القطاع الخاص والهيئات الصحية ومستشفى زايد العسكري الأكثر من ٥ أيام إلى شهر | Attestation of sick leave issued by the private sector, health authorities and Zayed Military Hospital more than 5 days to 1 month | 50 |
| ٢ | تصديق الإجازة المرضية أكثر من شهر | Attestation of sick leave more than months | 50 |
| ٣ | اعتماد التقرير الطبي الموجه لخارج الدولة | Approval of the medical report directed abroad | 50 |
| ٦ | تصديق الإجازات المرضية للقطاع الخاص ٥ | Attestation of sick leave for the private sector 5 days or less | 50 |


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| # | اسم الخدمة | Service Name | Service Fees AED |
|---|---|---|---|
| | أيام أو أقل | | |
| ٧ | اعتماد التقرير الطبي من القطاع الخاص والهيئات الصحية | Approval of the medical report from the private sector and health authorities | **50** |


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## Flow Diagram

### Work Flow Steps

1. Applicant login to MOHAP e-services.
2. Applicant click on sick leave icon to start the service.
3. Applicant click on New Application link to open Page 'New Application for sick Leave Attestation'.
4. Applicant Select attestation type for services listed in the scope of work section.
5. Applicant completes the details of the application.
6. Applicant save the details by click the save button.
7. if Application was not submitted before
    - System set application status to 'Not Submitted
    - System gives application no. for the saved details.
8. Applicant attaches the sick leave document and click Attach button.
9. Applicant submits the application by click 'submit' button.
10. if Application Fees Not paid
    - System set application status to 'Payment Requested'.
    - Applicant pays the service fees by click on 'Pay….' Link or Button.
    - System set Payment status to 'In Process' and Pay Button disabled.
    - When Payment processed, system updates payment status to 'Successful' or 'Failed'
    - If Payment status 'Failed' the 'Pay….' link or button is enabled and user has to click it to retry the payment again.
11. if Application Fees was paid successfully, System update application status to 'Waiting For Auditor Approval'
12. MOHAP Auditor review the application and approve, send back to applicant or reject the application
13. Go to step (4) if Application was 'sent back to applicant 'for more information required.
14. Go to step (18) if Application was 'Rejected'
15. If Application was approved System set application status to 'Approved' and verification code generated.
16. Applicant may view or print payment receipt.
17. Applicant prints the attestation report.
18. Applicant will not be able to do any activity on the application it was rejected or approved.


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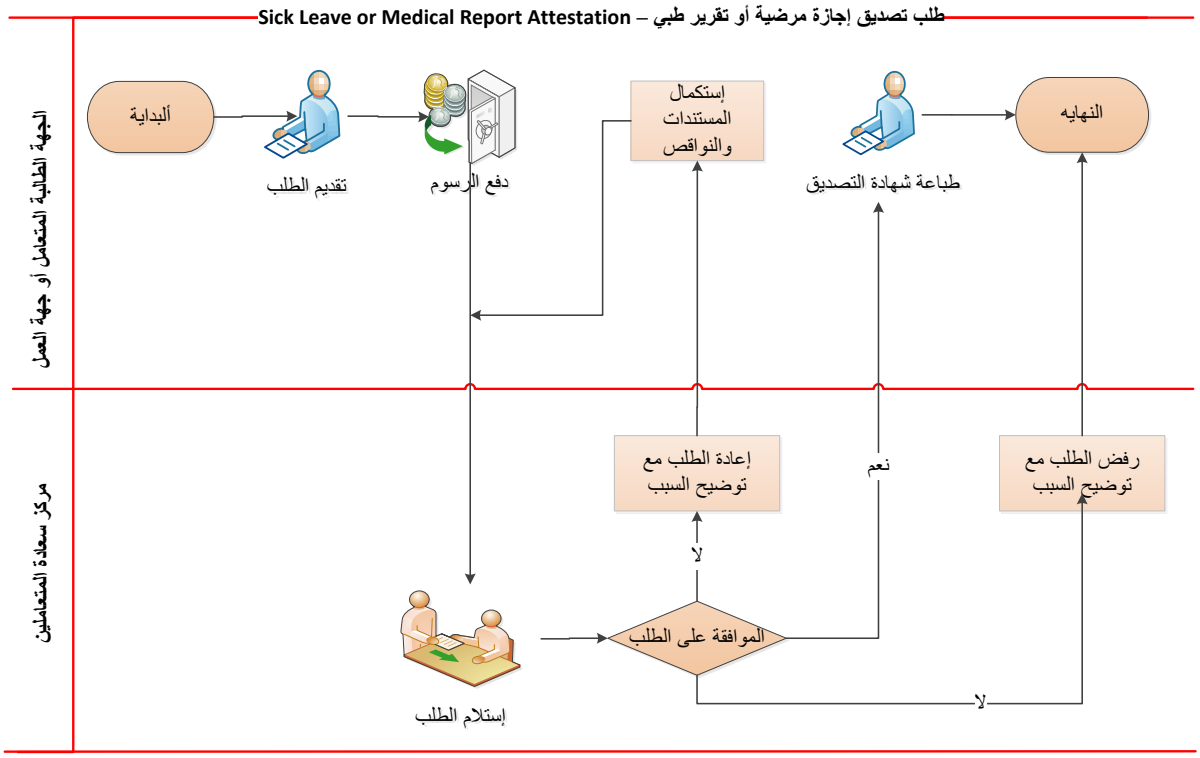


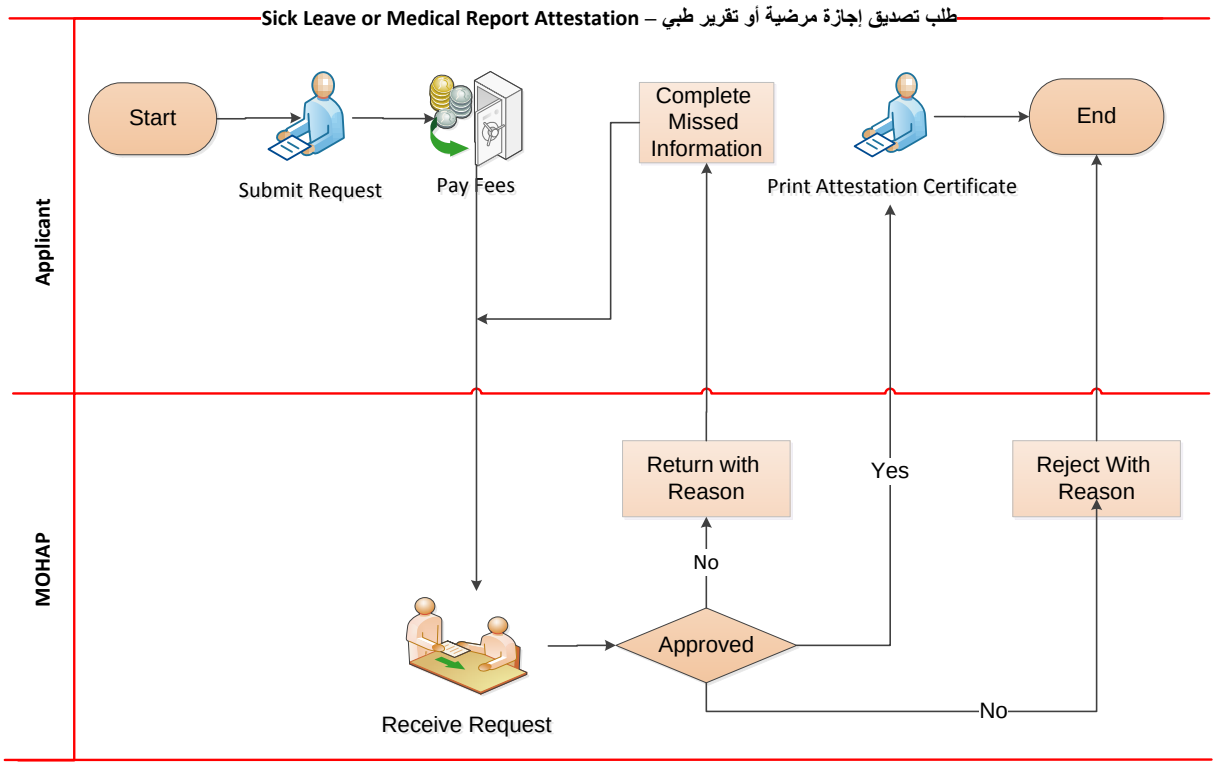



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# 9 Using the system

## 9.1 Summary

1. Create new account and activate it if you don't have account
2. Login
3. Select the 'Sick leave Attestation for Public' service
4. Create new attestation applicantion
5. Save and edit application information
6. Submit the application
7. Pay the Application Fees
8. Resubmit the application after fulfilling the remarks if it was sent back to you
9. Print the certificate of Attestation if approved
10. Print VerificationCertificate or show it to any party want to verify the attestation certificate

## 9.2 Create New Account

If you are new (i.e. you don't have user) you have to Create New Account to be able to access MOHAP e Services.

If you already have an account, skip to Login to the system

| # | Create New Account – Sign Up |
|---|---|
| 1 | If You are new (i.e. you don't have user) you have to Create New Account before login<br>Go to the official website of the Ministry of Health https://smartforms.moh.gov.ae:444/?lang=en<br>Click 'Create New Account' Link |
| 1 | |
| 2 | Enter all required information to sign up in the signup page<br>Click Create Account |


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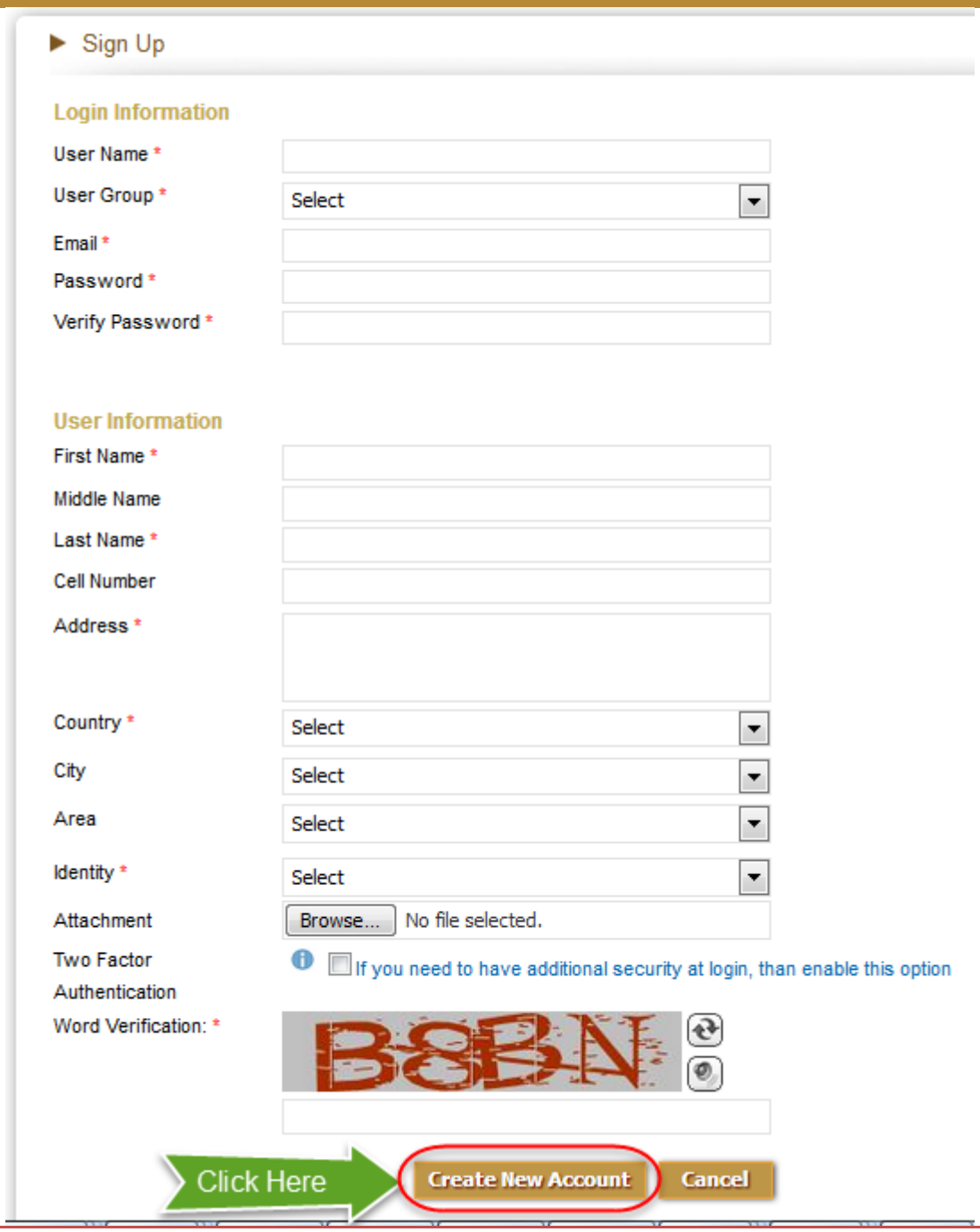
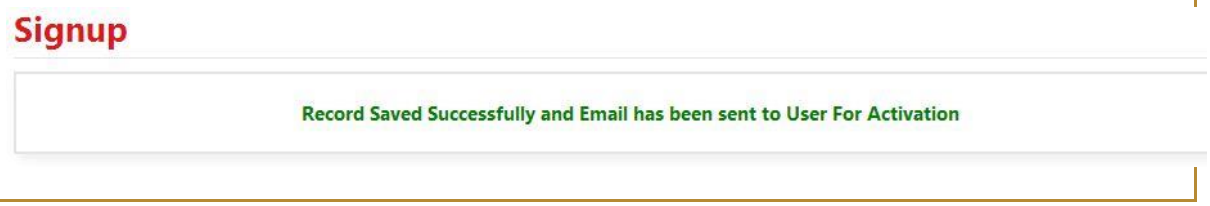
| # | Create New Account – Sign Up |
|---|---|
| 2 |  |
| 3 | After Completion of the registration steps, the following alert will show to confirm that the records saved successfully and an Email has been sent for activation. |
| 3 |  |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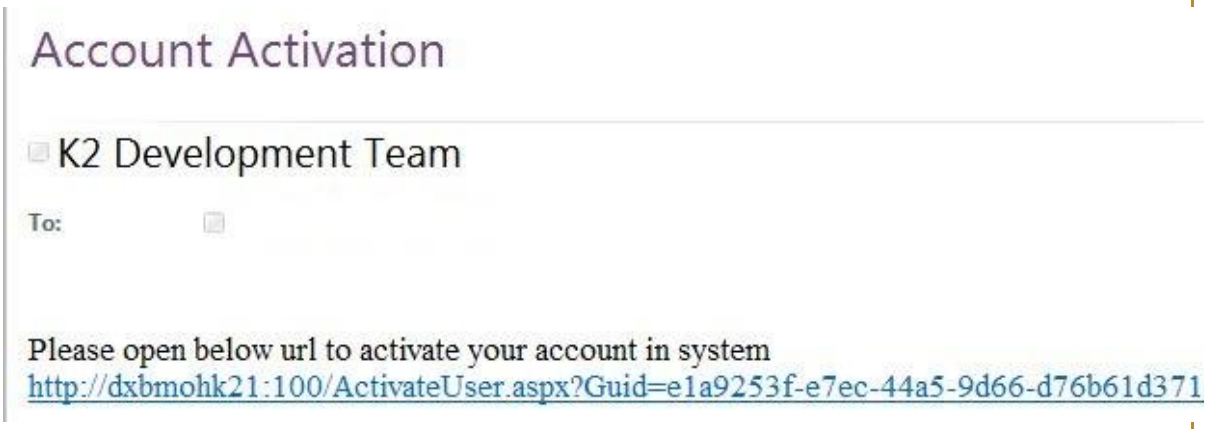
| # | Create New Account – Sign Up |
|---|---|
| 4 | Click on the link in activation E-mail to activate the account |
| 4 |  |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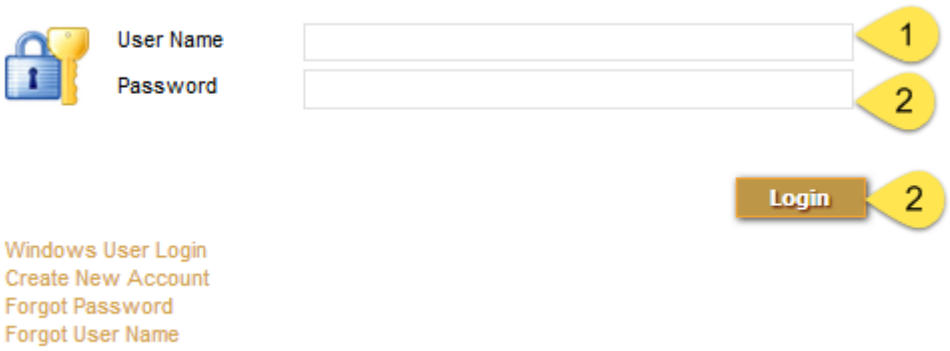
## 9.3 Login to the system

| # | User Login |
|---|---|
| 1 | Go to the official website of the Ministry of Health https://smartforms.moh.gov.ae:444/?lang=en<br>Enter User Name , Password and Click Login Button<br>1. Enter the Username<br>2. Enter the Password<br>3. Click in "Login" |
| |  |

## 9.4 Service Select

| # | Service Select |
|---|---|
| 1 | Select the service 'Sick Leave Attestation For Public' |
| | |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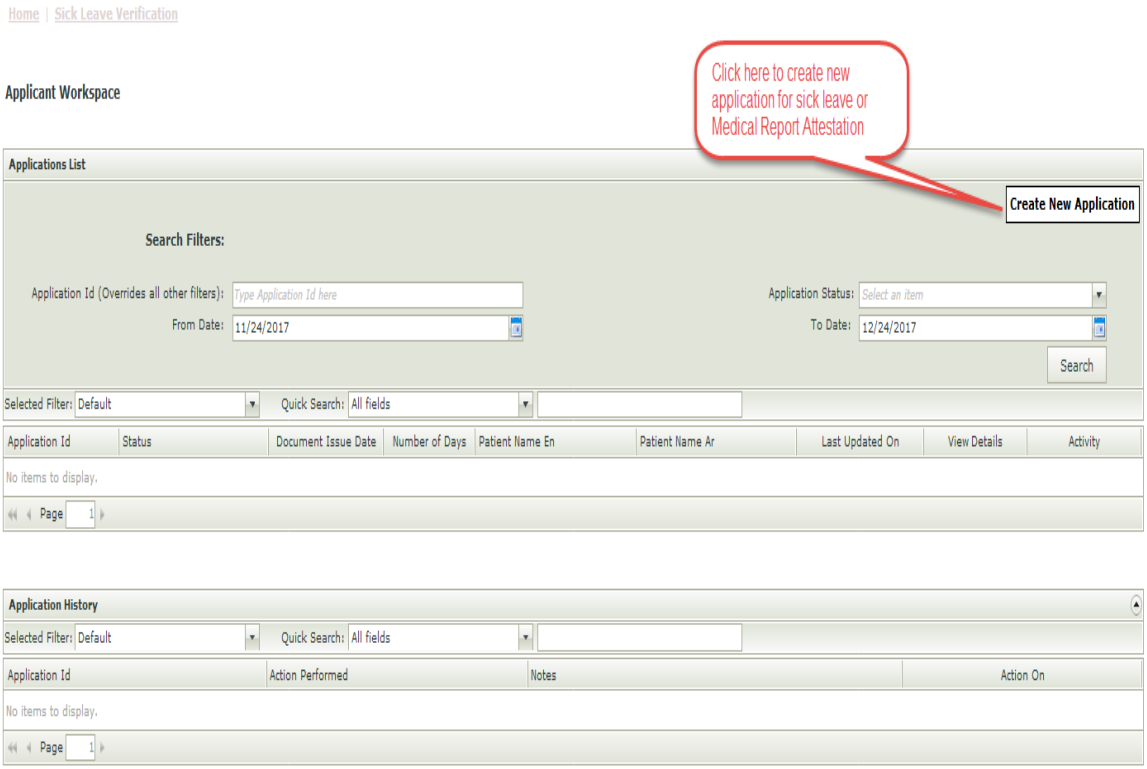
## 9.5 Create New Application

### 9.4.1 Create New Application

At the work space page click on 'Create New Application' button to open the 'New Application page'

1. Create new attestation applicantion
2. Save and edit application information
3. Submit or resubmit the application





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| 9.5.1 Application Form Page | Applciation Form Page |
|---|---|
| 1 | ApplicationForm Page can be used by the patient or the patient employer to<br>4. Create new attestation applicantion<br>5. Save and edit application information<br>6. Submit or resubmit the application<br>Theis page is opened when you click in Create New Application Burtton from you work space page<br>This Page is divided into sections which you have to go through it in order as below<br>1. Patient Information<br>2. Save the Patient Information<br>3. Patient Attachment Section<br>4. Patient Documents<br>5. Patient Attachment Viewer<br>6. Application Information<br>7. Medical Facility information<br>8. Save the Aplication Details<br>9. Application Attachment Section<br>10. Application Documents<br>11. Application Attachment Viewer<br>12. Action Section |
| | <br>UNITED ARAB EMIRATES<br>MINISTRY OF HEALTH & PREVENTION<br>Home \| Sick Leave Verification<br>**Application Form** |


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| 9.5.2 Patient Information – New Patient | Applciation Form Page |
|---|---|
| 1 | Patint information section is used to:<br>select the patient if his details was registerd before through another application<br>Enter patient details first time<br>Select the employer that the patient working for, if the employer not exist select others and enter the employer name.<br>Complete the patient information<br>Click on save button to save the informramtion |

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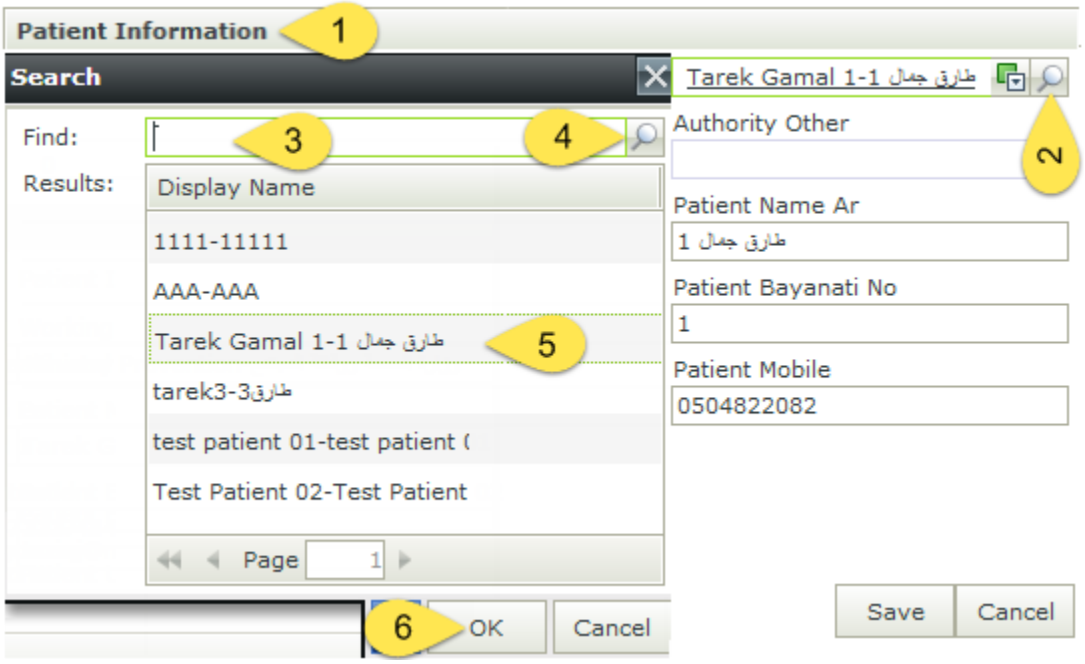
| 9.5.3 Patient Information – Registered Patient | Applciation Form Page |
|---|---|
| OR | 1. In Patint information section<br>If the patient details was registerd before through another application created by the same user:<br>2. Click on the search icon (i.e. the magnifier glass) to select the patient → the search window opens.<br>3. Enter any part of the patient name to filter the patients or leave blank to display all patients.<br>4. Press enter or click on search icon (the magnifier glass) → the list wiil be populated with the patients.<br>5. Select the patient and pres enter or doble click on the select patient name from the list → the petient details are populated over the Patient information section.<br>6. You may update any of patient information and press save button to save the changes. |
| |  |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### 9.5.4 Patient Attachment Section

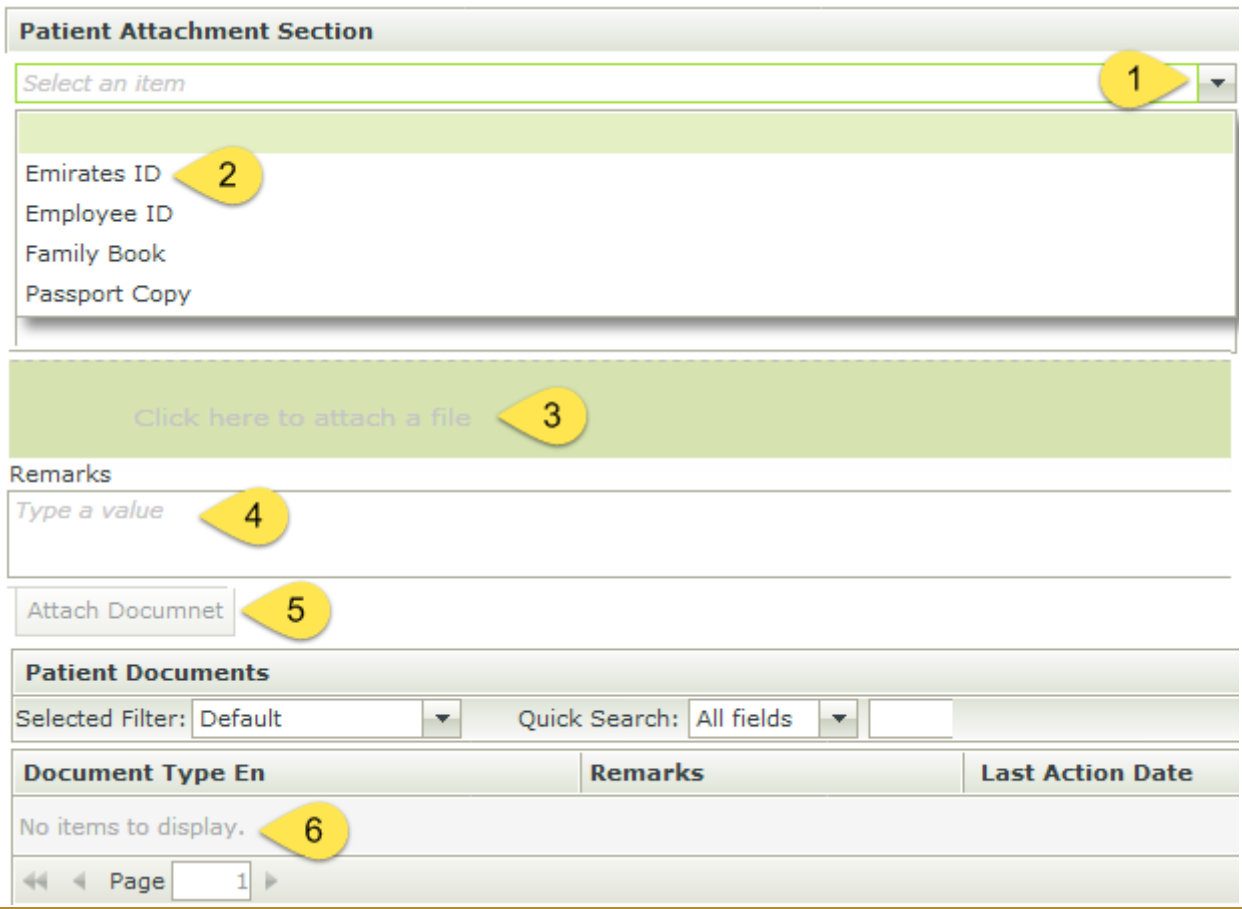
Applciation Form Page

Patient Attachment Section is used to:

Select and Add the Identities of the Patient from your device to the applications

The steps from 1 to 5 are repeated until all required documents attached and listed in the Patient Documents List (No. 6 in the figure)

1. Click on the drop down list to select the documen type → Document types listed
2. Select the document type
3. Click on the link 'Click here to attach the file' → dialog box opens, select the the file from your device, click →the file name displayed
4. Fill aany remarks for the attached file if needed
5. Click 'Attach document' button → The document is added to the application and listed in the Patient documents list.
6. Patient Documents section lists all the attached documents



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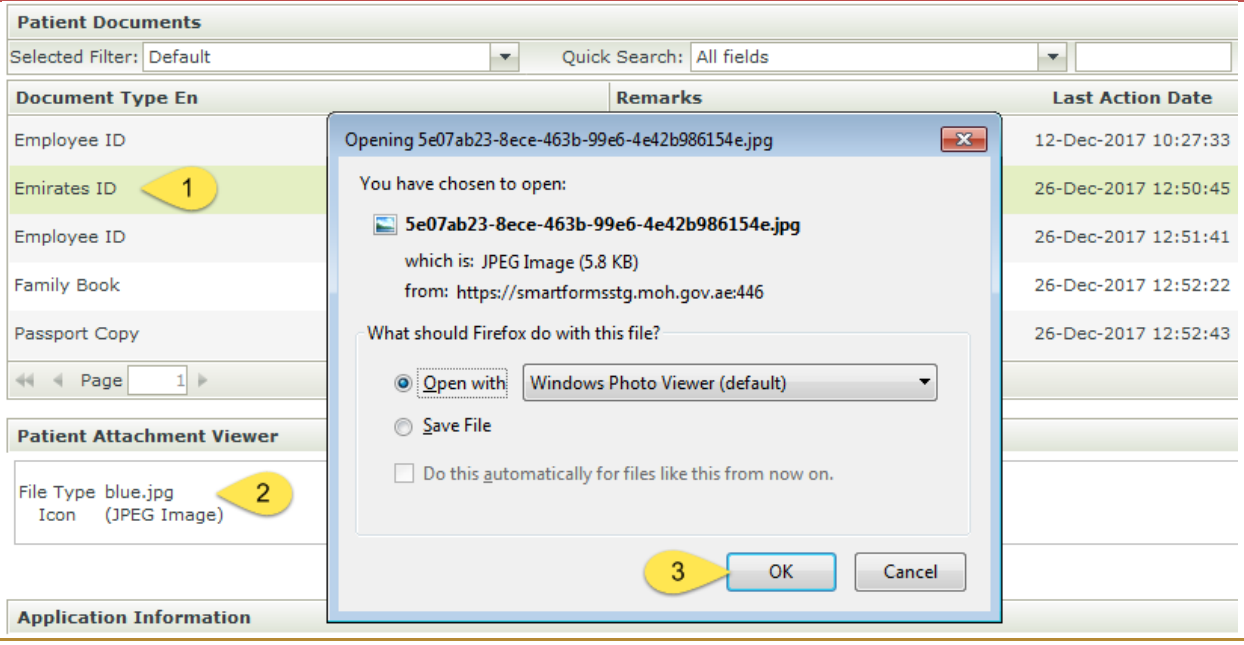
## 9.5.5 Patient Documents Section

Applciation Form Page

Patient Document Section lists the Patient Identities documents Attached to the application

To view or download the document at your device follow the below step

1. Double click on any document in the list → The document downlad link in the Patient Attachment Viewer
2. Click on the filee name at the 'Patient Attachment viewer' → Dialog box appear to open or save the document at your device
3. Click OK button → the document opens




## 9.5.6 Patient Documents Viewr

Applciation Form Page

Described at the Patient Document Section

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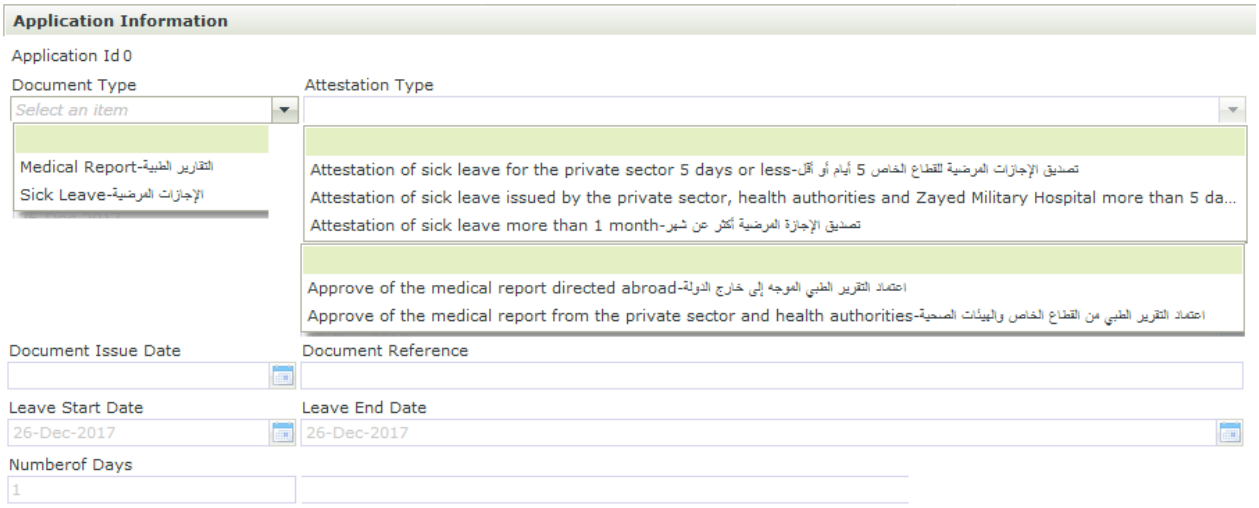
## 9.5.7 Application Information

Applciation Form Page

Application Information Displays the Sick leave or Medical report information

1. Select Document Type (Medical Reprots or Sick Leave)
2. Select Attestation Type corresponidg to the attestation type
3. Enter Document issue date as the date of issuing the Medical Report or Sick leave from the medical facility
4. Document Referance No. of the Medical Facility
5. Enter or select the leave start date if applicable
6. Enter or select the leave start date if applicable
7. Number of days is calculated automatically



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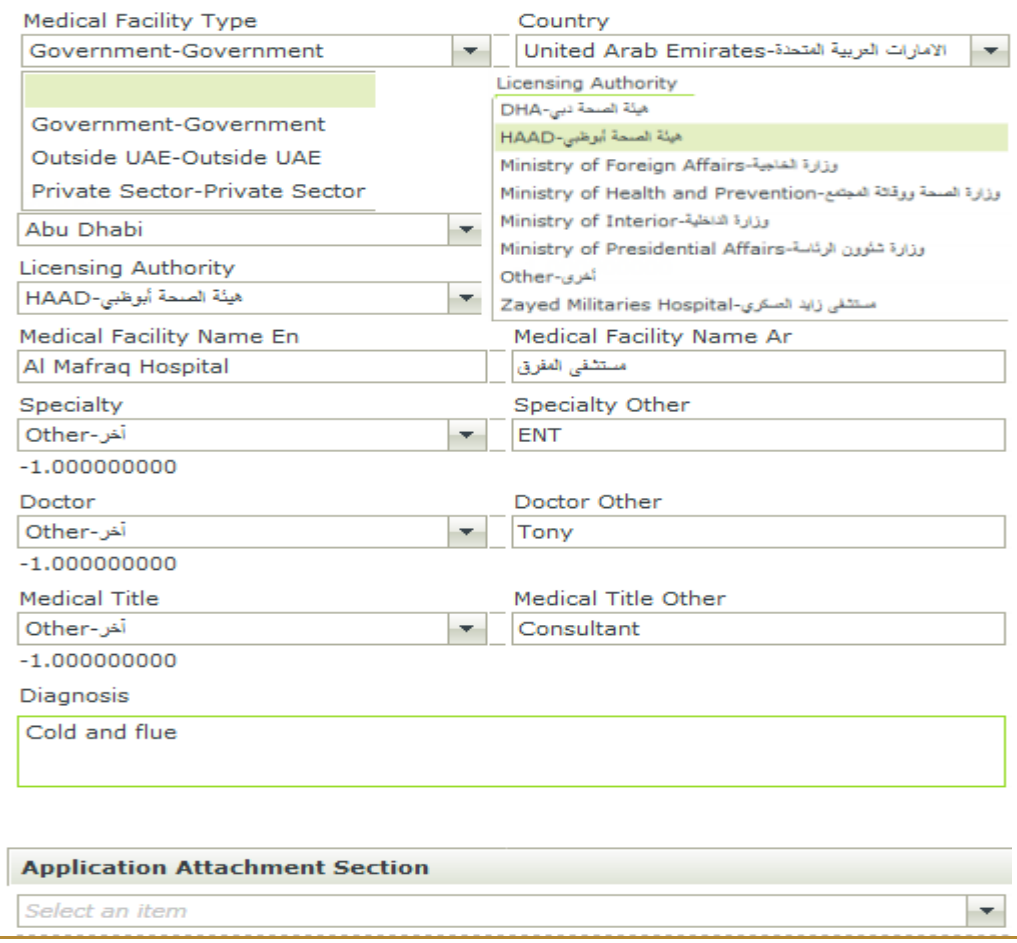
### 9.5.8 Medical Facility Information

Applciation Form Page

Medical Facility Information section collects the details of the facility which issued the document and the medical information from the document

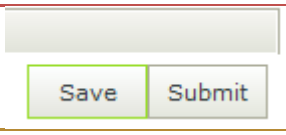
Select other from the drop down list and enter the description if the item you want to select is not available in the drop down list




### 9.5.9 Save the Application Details

Applciation Form Page

Save the application details to be able to add the application attachments



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### 9.5.10 Application Attachment Section

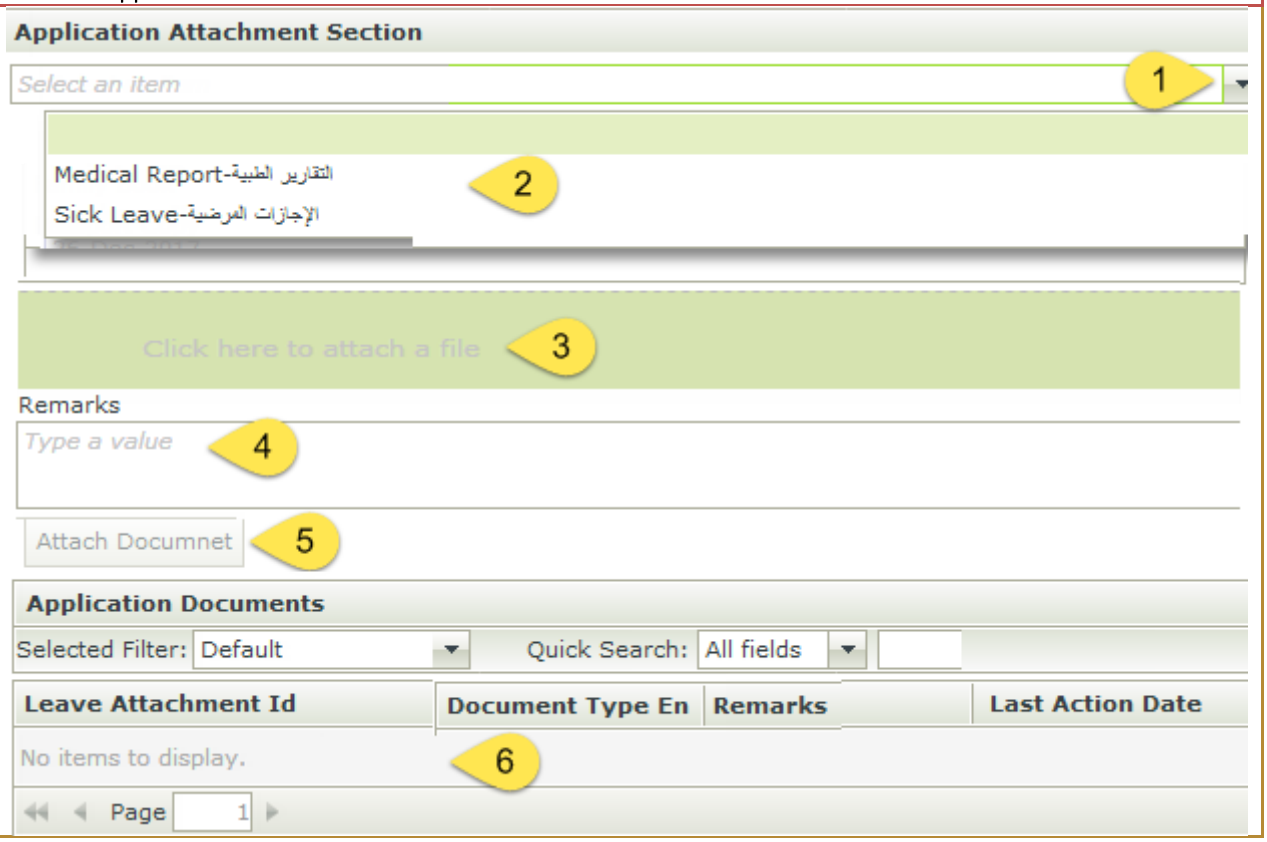
Applciation Form Page

Application Attachment Section is used to:

Select and Add the Document to be attaested of the Patient from your device to the applications

The steps from 1 to 5 are repeated until all required documents attached and listed in the Patient Documents List (No. 6 in the figure)

1. Click on the drop down list to select the documen type → Document types listed
2. Select the document type
3. Click on the link 'Click here to attach the file' → dialog box opens, select the the file from your device, click →the file name displayed
4. Fill any remarks for the attached file if needed
5. Click 'Attach document' button → The document is added to the application and listed in the Patient documents list.
6. Application Documents section lists all the attached documents



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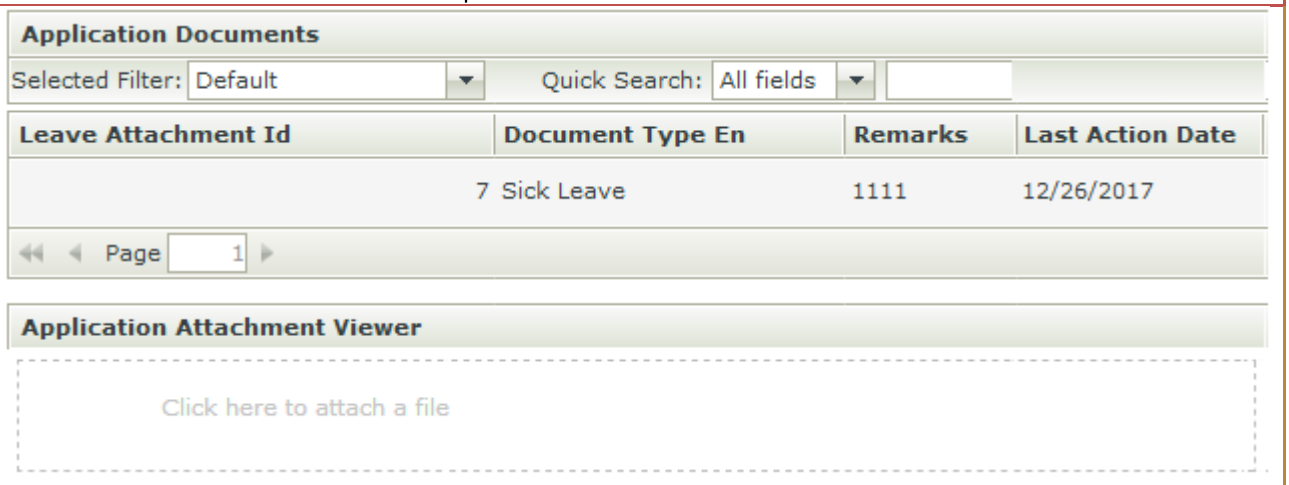
## 9.5.11 Application Documents Section

Applciation Form Page

Application Document Section lists the Documents to be Attested Attached to the application

To view or download the document at your device follow the below step

1. Double click on any document in the list → The document downlad link in the Patient Attachment Viewer
2. Click on the filee name at the 'Patient Attachment viewer' → Dialog box appear to open or save the document at your device
3. Click OK button → the document opens



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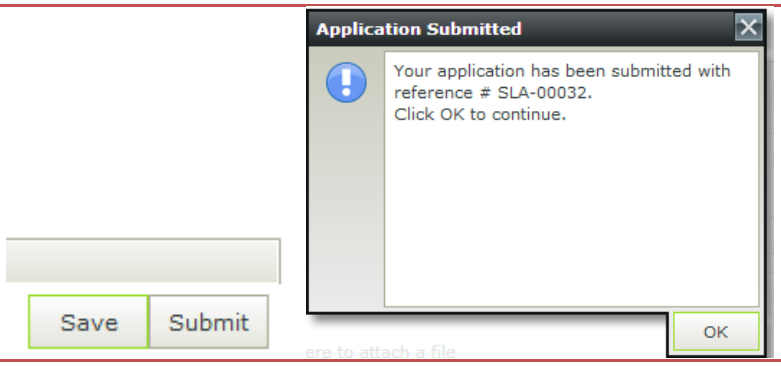
| 9.5.12 Submit the Application | Applciation Form Page |
|---|---|
| | Cilck Submit Button to submit the application<br>→ Confirmation message 'You wil not be able to edit the application after submission'<br>→ Confirmation message 'Application Submitted, Click OK to continue'<br>→System navigates to the work space and application status becomes 'Payment Requested'<br>→Next steps is to click on the payment link to pay the application fees<br>→ The Application Status Changes to 'Awaiting Auditor Approval'<br>→ MOHAP Auditor review the application and approve it or send it back to you or reject and close it.<br>→ if MOHAP Auditor Approved the application and approve it or send it back to you or reject and close it. |
| |  |
| | |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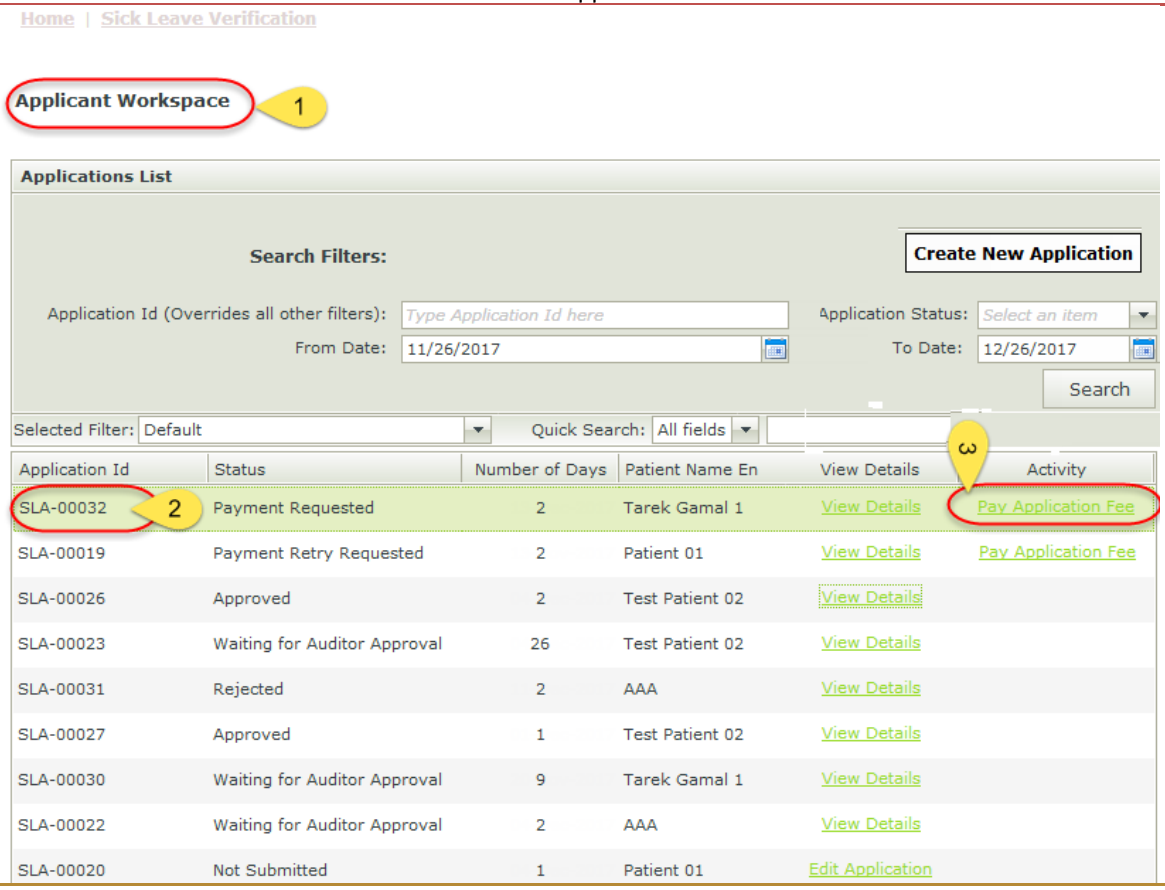
## 9.6 Payment

### 9.6.1 Pay the Application Fees — WorkSpace Page

1. Go the Applicant workspace Page
2. Select the Application
3. Click on the Pay Application Fees Link → you will be transferred to the payment gateway
4. After Payment the Application status will be 'Awaiting Auditor Approval' → MOHAP Have to take Action
5. If MOHAP Approves → Status will be approved → you can view the application and press button print to print the ceritficate of attestation.
6. If MOHAP Sent the Application back → Status will be Sent Back to Applicant → you view the application and MOHAP Remarks, Fix it and resubmit the application.

1





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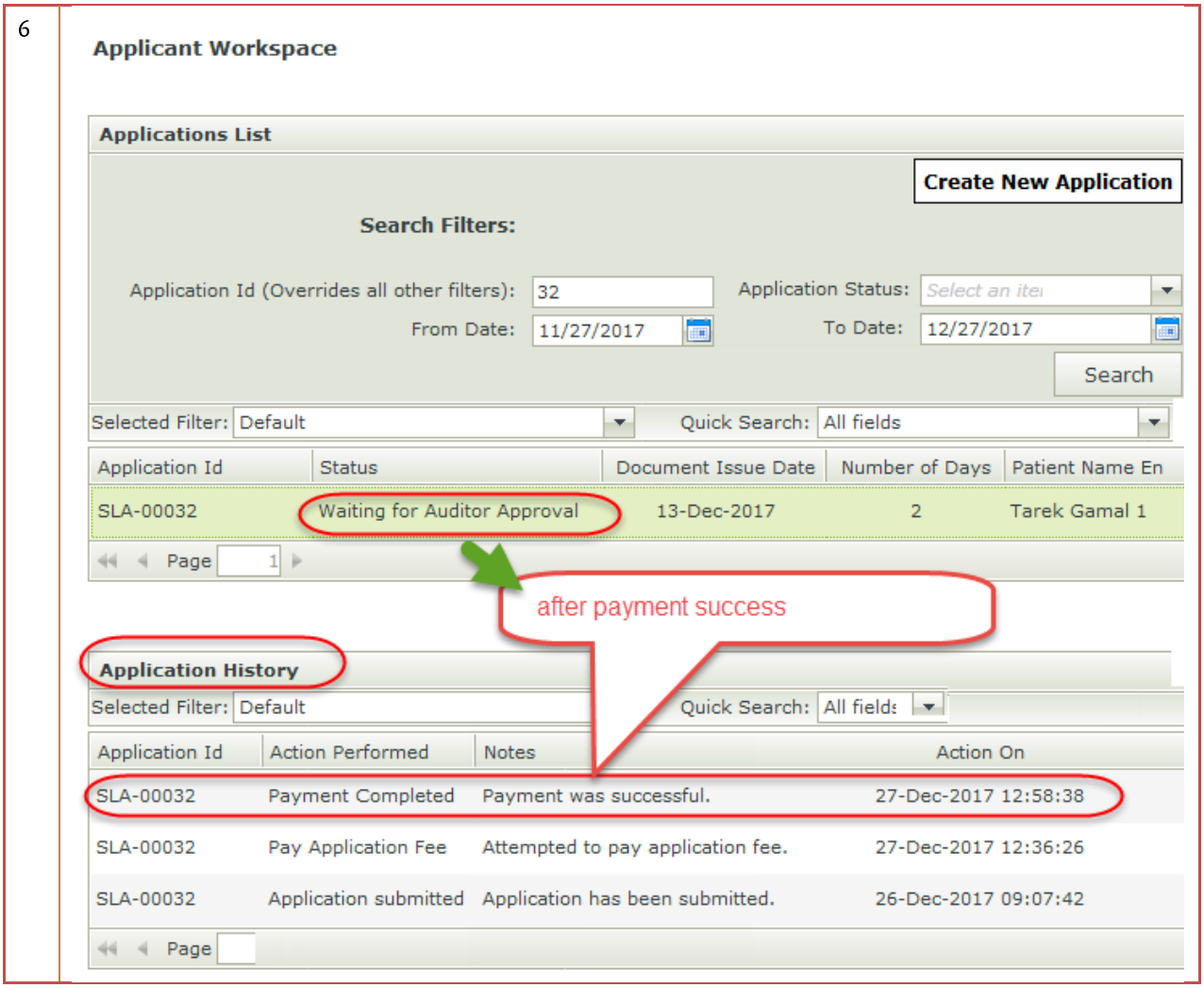
6





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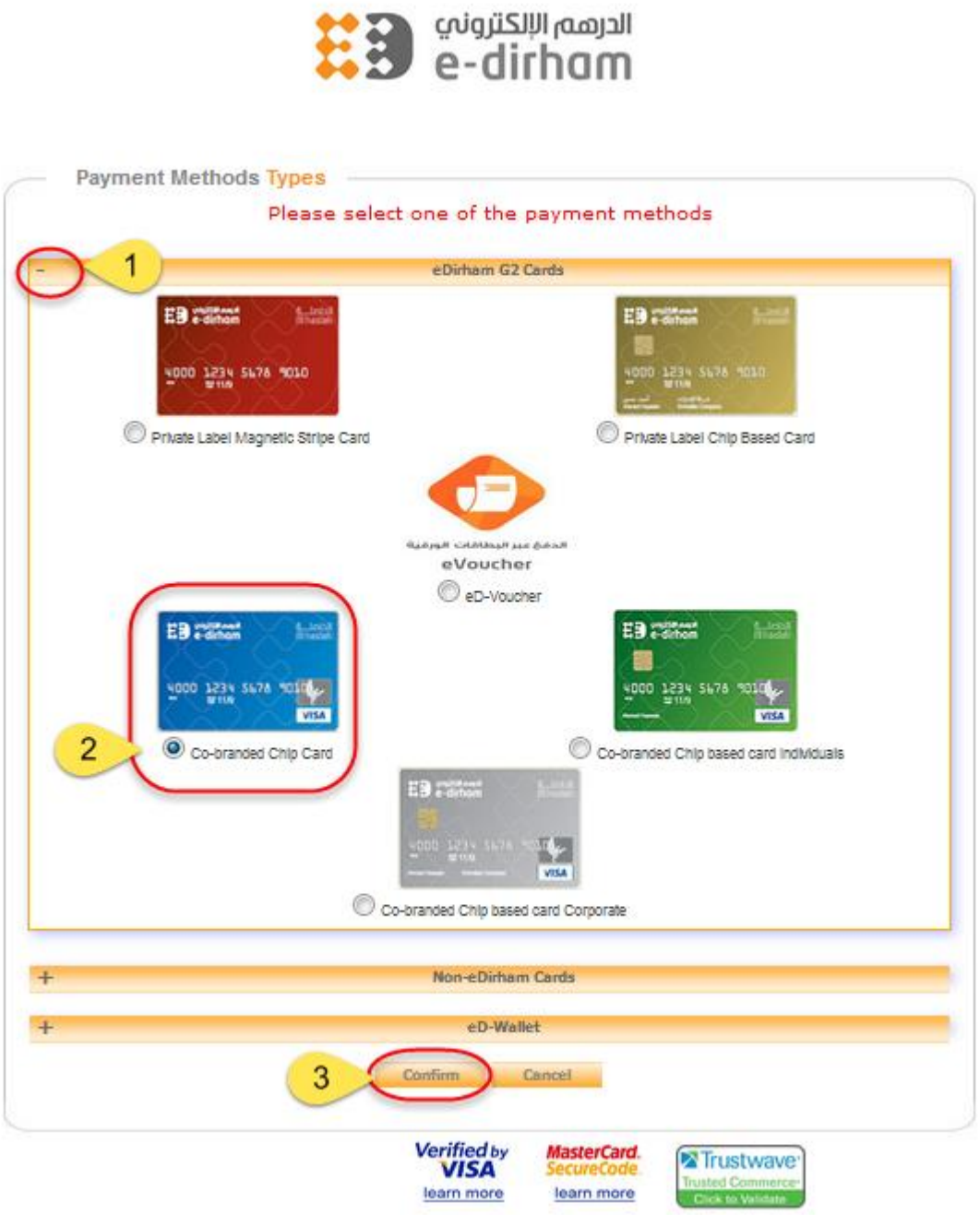
| 9.6.2 Payment Gateway Process | Applciation Form Page |
|---|---|

1. Select Payment Method (eDirham Cards, Non eDirham Cards, eD-Wallet)
2. Select the Card Type (Matster,Visaa)
7. Click on the Pay Application Fees Link → you will be transferred to the payment gateway





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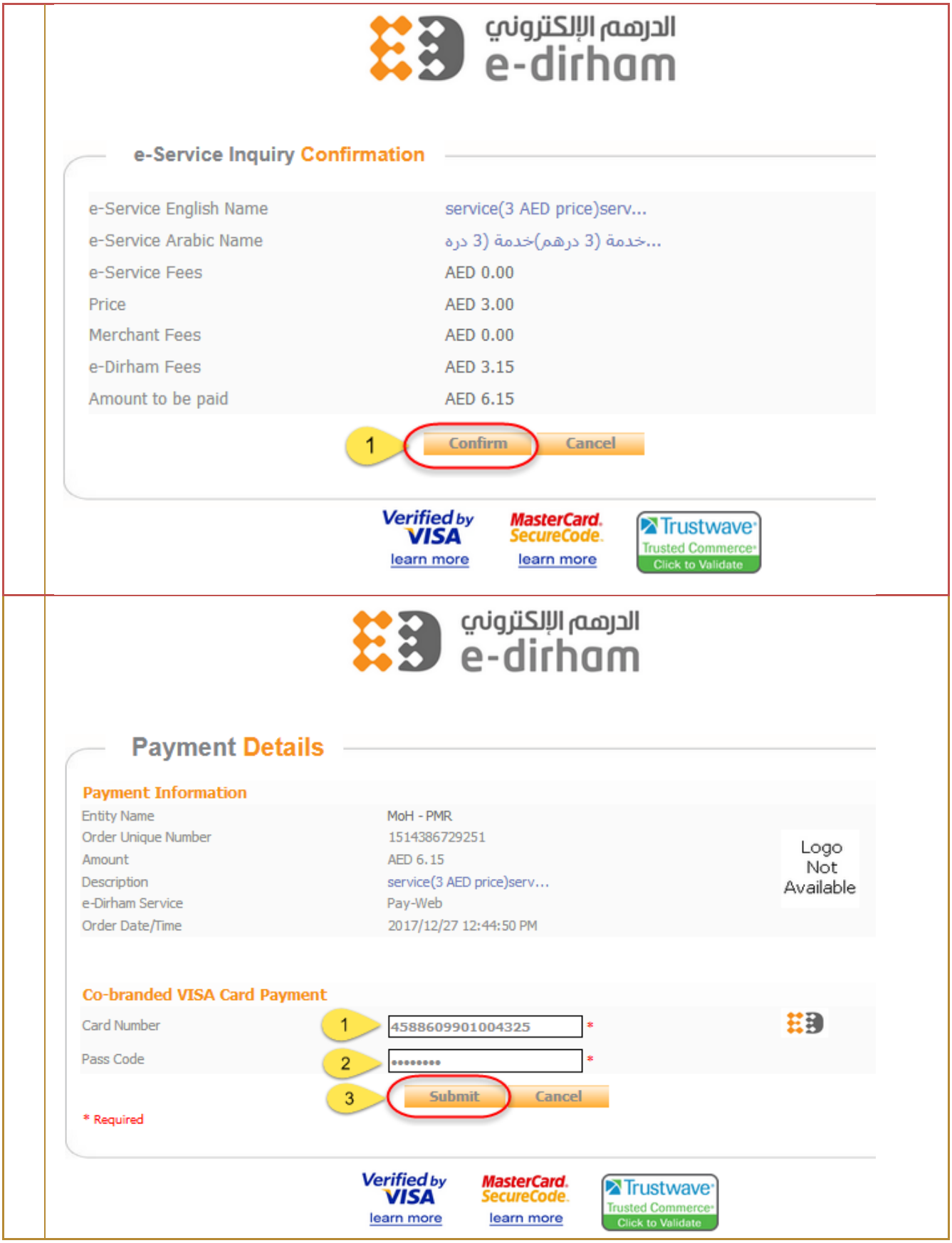



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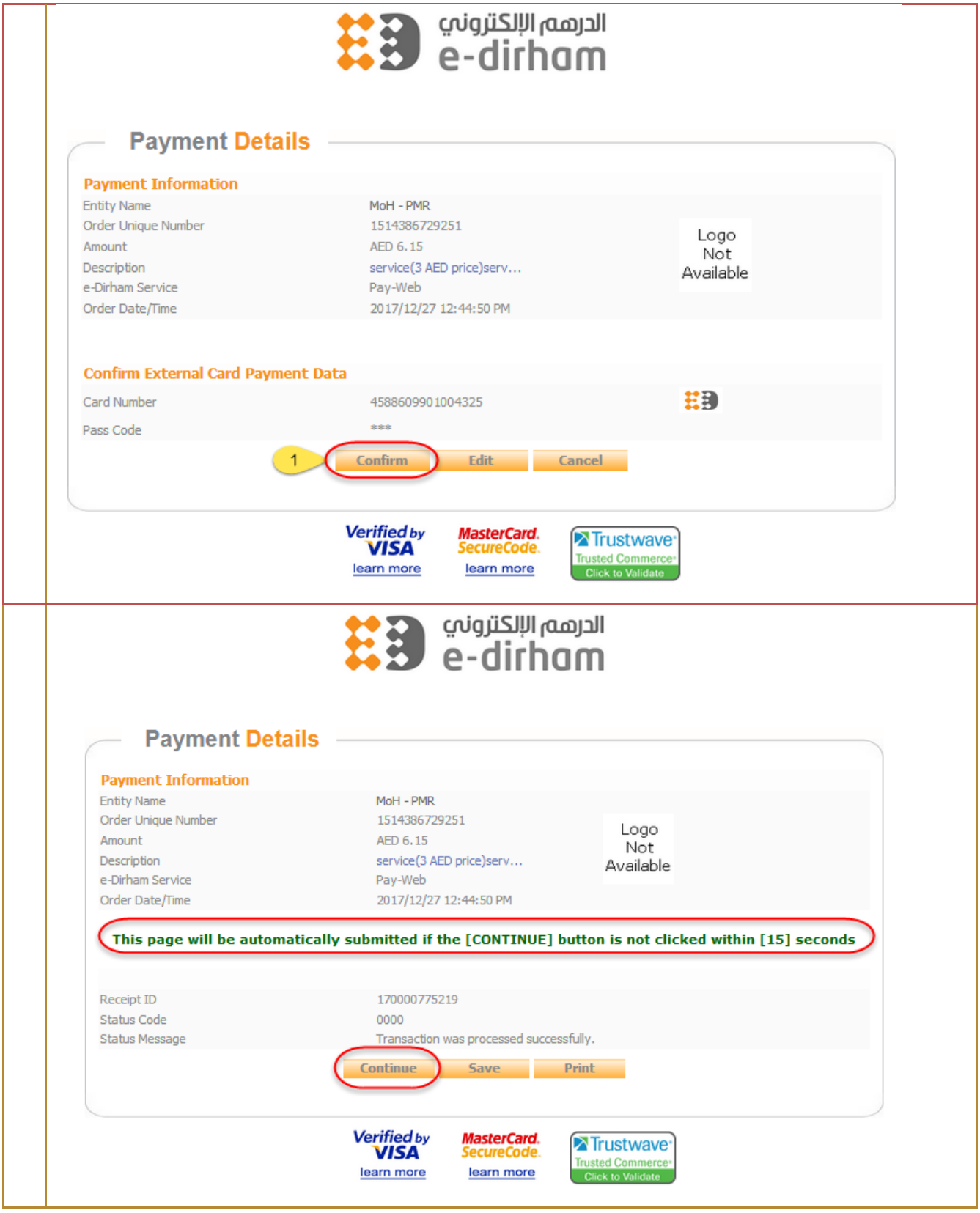



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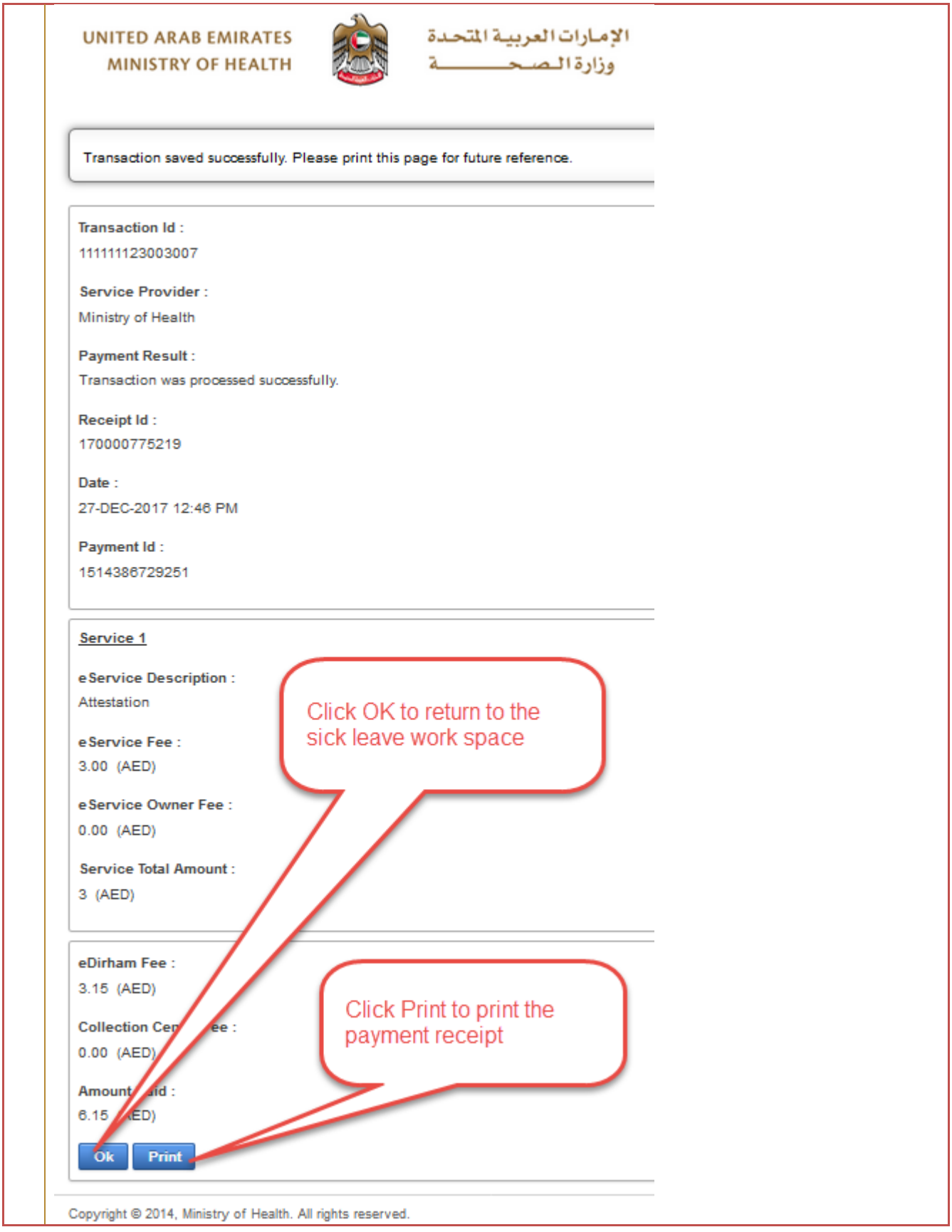



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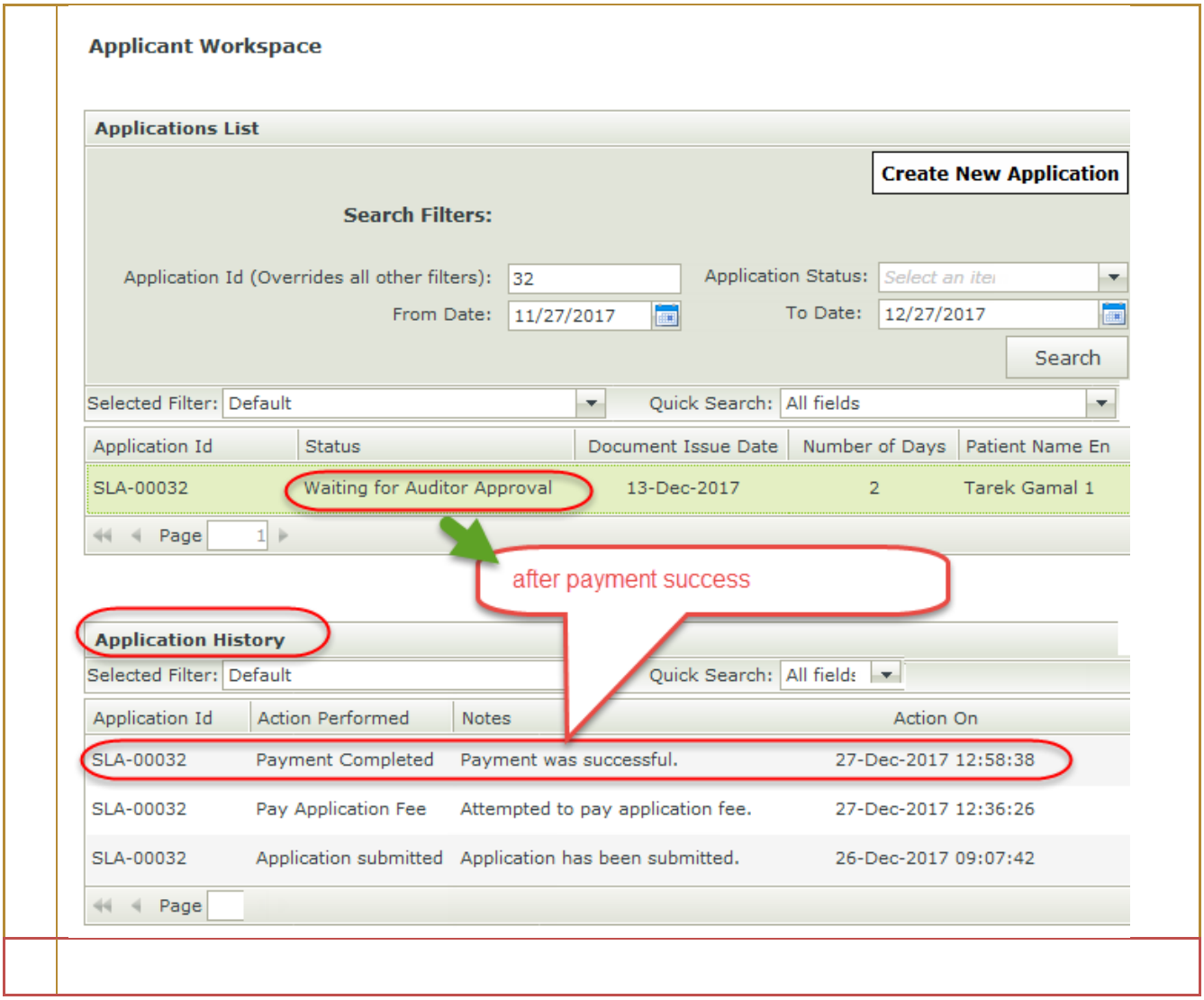



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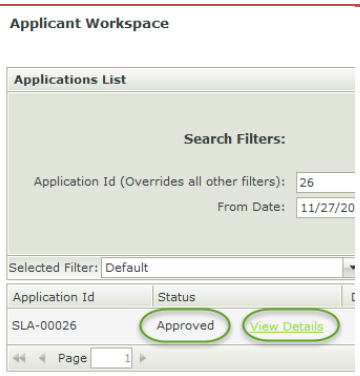
## 9.7 Print the Attestation Certificate or resubmit the Application

| 9.7.1 Pay the Application Fees | WorkSpace Page |
|---|---|

1. Go the Applicant workspace Page
2. Select the Application
3. Click on the View Details Link → Application Details Pageopens
4. Click Print the PDF

1

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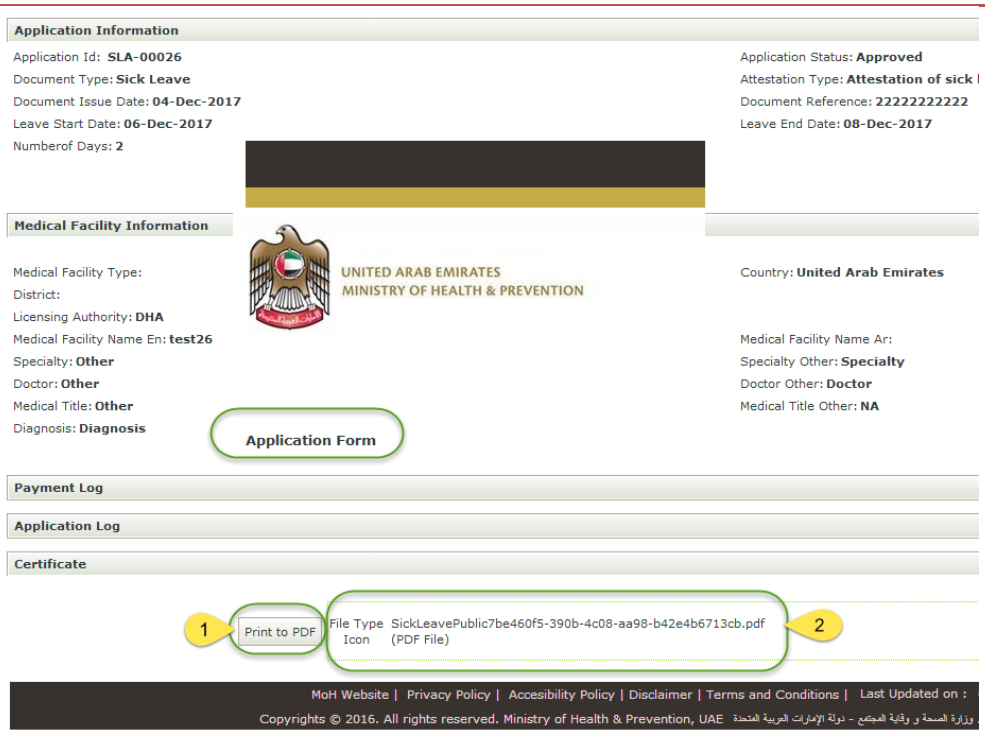


## 9.8 Verification of the Attestation Certificate

Verification can be done without user name or password through MOHAP Web Site


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