



Department of Health (DoH)
United Arab Emirates
FAQs





1. What is the DataFlow Group?

The DataFlow Group is a leading global provider of specialized Primary Source Verification (PSV) solutions, and background screening and immigration compliance services. Clients across the public and private sectors rely on the DataFlow Group to mitigate potential risk by exposing fraudulent academic degrees, employment certificates, practice licenses, work permits and passports, among other documents.

To ensure that hired professionals have the qualifications they claim, the DataFlow Group utilizes cutting-edge technologies and leverages an expansive network of over 60,000 issuing authorities throughout more than 200 countries and territories to liaise with primary sources and verify the authenticity of documents submitted by candidates, in accordance with global industry best practices and Joint Commission International (JCI) guidelines.

The DataFlow Group undertakes hundreds of thousands of immigration compliance screening and verification service transactions for professionals each year on behalf of various government, quasigovernment, regulatory and large multinational organizations worldwide.

2. How do I apply for PSV with the DataFlow Group?

To apply for PSV, visit <http://www.haad.ae>. Review the DoH Personnel Qualification Requirements (PQR) and Eligibility Criteria, then follow the instructions to create a DataFlow Group account at: <https://www.dfhaad.com/>. Read the instructions carefully and upload clear documents to avoid any delays.

3. What information and documents do I need to submit?

Attach and submit all documents relevant to the position you are applying for, according to DoH PQR and Eligibility Criteria.

You will also need to attach and submit all documents mentioned in 'Section 8' and 'Section 9' in the online DataFlow Group application. The list is also available on the DoH website.

4. What is the fee for the PSV application?

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

Note: The only payment fee required by the DataFlow Group is settled during the application stage. If any party claims the need for additional fees, please notify us immediately via the Contact Us page on the DataFlow Group website.



5. Is it possible to submit documents and information for verification at a later stage?

All relevant details and documents must be submitted at the time of application. Anything submitted at a later stage will be subject to additional costs and will delay the final report.

6. How do I pay?

Several payment options are currently available:

- All applicants may pay online via credit card
- Applicants in the UAE may pay in cash at the DataFlow Group counters located at DoH facilities in Abu Dhabi, Al Ain and the Western Region
 - ✓ When submitting your online application, select 'Cash' under 'Section 12' as your payment option of choice and complete the form
 - ✓ You will receive a confirmation email comprising your DoH Reference Number
 - ✓ Print the confirmation email and visit the DataFlow Group helpdesk at the DoH office in Abu Dhabi or Al Ain to settle your payment in cash

7. What happens after I submit my DataFlow Group documents and online application?

After submitting your online application, the DataFlow Group will send your details to the DoH and commence the verification process.

Once complete, applicants with 'Positive' DataFlow Group reports will be eligible for a DoH license. They will either sit for a DoH examination or will obtain the licence directly if they pass the Pearson VUE examination.

On the other hand, applicants who received 'Negative' DataFlow Group reports or were unable to clear DoH or Pearson VUE examinations will be rejected.

8. How can I follow up on the status of my application?

[Click here](#) to check the current status of your application. This can be done by entering your Barcode Number and Passport Number or by using a combination of your Client Reference Number and DataFlow Group Number.

9. My request for a DoH license was rejected. Can I get a refund?

Requests for refund must be submitted within a maximum of 48 hours from the date of payment of the DataFlow Group fee.

Therefore, we recommend that you carefully read the instructions and review DoH criteria to determine whether you are eligible for a license before applying with the DataFlow Group.



10. I have a 'Negative' or 'Unable to Verify' DataFlow Group report. May I request a re-verification?

[Click here](#) to submit your request, quoting your Barcode Number or Reference Number. The DataFlow Group team will revert shortly.

11. Is this service mandatory for obtaining a DoH license?

The purpose of this service is to speed up the verification process, allow applicants to obtain health licenses within a short period of time, as well as protect the general public from potential occupational fraud. Therefore, it is mandatory for all healthcare professionals.

12. Who can apply for this service?

All medical professionals may apply. However, applicants are advised to check DoH PQR for eligibility prior to applying.

Applicants who do not meet DoH criteria will not be granted a health license, even if they have been issued a 'Positive' DataFlow Group report.

13. Am I allowed to apply for a license in Abu Dhabi without securing a job there first?

Yes, applicants may apply before securing employment in Abu Dhabi.

14. Can a representative submit the documents at a DataFlow Group helpdesk on behalf of the applicant? If yes, is an authorisation letter or an authorisation letter with a form required?

Applications are only accepted online. No documents are accepted at the DataFlow Group helpdesks. DataFlow Group customer service agents only collect payments and guide applicants and facilities on the process.

15. When is the next DoH examination and how many times it is conducted per year? Can applicants check this on the DoH website? Where are the examination centres located?

- Exams are announced on the DoH website
- Applicants with Pearson VUE clearance are not required to sit for DoH examinations. They will be issued a license upon completion of the DataFlow Group verification and the DoH evaluation
- For further information regarding Pearson VUE, visit <http://www.pearsonvue.com>



16. My Health license is valid for life. However, I cannot find an option specifying the same.

Please use 31 December, 2050, as default year.

17. How can I review the status of my DoH exam application?

For assistance regarding examination, assessment or license renewal, contact the DoH 24/7 toll free number at: 800 555 or send an email to: contact@abudhabi.ae

18. I previously applied for a DoH examination but did not attend. Can I use the same email address to register with the DataFlow Group again?

Unfortunately, you cannot use the same email address to register again with the DataFlow Group. Please create a new email address to re-register.

19. I have passed my DoH RN examination, but I failed to complete the final step regarding facility sponsorship and exceeded the specified 90 days. Now, my licensing application has been disapproved and I am applying for a new DataFlow Group application. Do I need to pay again?

Yes, you are required to pay again. Fill in the online DataFlow Group application form and select 'Cash' as your payment option. Once you receive the confirmation email, send a copy of the email and of your previous report to the DataFlow Group.

20. I am looking to reapply for the DoH examination. Do I need to provide another Certificate of Good Standing?

The Certificate of Good Standing is valid for a period of six months only. For further clarification, contact concerned officials at the DoH.

21. How can I obtain a Certificate of Good Standing from the DoH?

To obtain a Certificate of Good Standing, contact concerned officials at the DoH for guidance.





DATAFLOW

22. How can I complete the application form without a facility sponsorship?

To complete the application form without a facility sponsorship, follow the steps below:

- If sponsored by a facility - Select the 'None' option in Section 3.1
- Others - Specify 'NA' in Section 3.1.0

Download the declaration form by the sponsoring facility at <https://www.dataflowgroup.net/e-services.html>. Upload the blank document in Section 3.2 on 'Upload Signed Facility Declaration Form' to complete your online application form.

23. I live outside the UAE and I accidentally clicked on the 'Cash' payment option instead of the 'Credit Card' payment option to settle my DataFlow Group payment. How can I fix this and complete the payment process?

You can make arrangements through a relative or friend to settle the payment on your behalf in Abu Dhabi. Otherwise, you must apply once again.

24. I was unable to get an answer to my query, and I still have a question.

[Click here](#) to submit your request, quoting your Barcode Number or Reference Number. The DataFlow Group team will revert at the soonest.

