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## قطاع التنظيم الصحي Health Regulation Sector

|   |                                |                                   |
|---|--------------------------------|-----------------------------------|
| <b>Document Type:</b> Policy  | <b>Code:</b> DHA/HRS/HLD/PH-01 | <b>Version Number:</b> 2.1        |
| <b>Document Title:</b> Issuance of Sick Leave Certificate & Escort Certificate  | <b>Issue Date:</b> 11-10-2024  | <b>Effective Date:</b> 11-10-2024 |
| <b>Ownership:</b> Health Licensing Department   |                                |                                   |
| <b>Applicability:</b> All licensed Physicians and Dentists under the jurisdiction of DHA  |                                |                                   |
| <p><b>1. Purpose:</b></p> <p>1.1. The Issuance of Sick Leave Certificate policy aims to fulfil the following overarching Dubai Health Sector Strategy 2026:</p> <p>1.1.1. Pioneering Human-centered health system to promote trust, safety, quality and care for patients and their families.</p> <p>1.1.2. Make Dubai a lighthouse for healthcare governance, integration and regulation.</p> <p>1.1.3. Make Dubai a model for accessible value-based health care.</p> <p>1.2. To regulate and standardize the criteria for the issuance of Sick Leave Certificate.</p> <p>1.3. To prevent duplication of Sick Leave Certificates.</p> <p>1.4. To clarify the process of verifying Sick Leave Certificate.</p> <p><b>2. Scope:</b></p> <p>2.1. All licensed Physicians and Dentists under Dubai Health Authority (DHA) jurisdiction.</p> |                                |                                   |

2.1.1. Medical and dental trainees or interns are not entitled to issue sick leave certificate.

### 3. **Definitions/Abbreviations:**

DHA : Dubai Health Authority

ICD : The International Classification of Disease

WHO : World Health Organisation

**Attestation:** is a process of validation that the document is issued by a licensed healthcare professional working in a licensed health facility within the emirates of Dubai.

**Escort Certificate** is a document provided by a Licensed physician or dentist (In conjunction with a Sick Leave Certificate) that identifies the name and relationship of the person accompanied the patient during his/her stay or visit to a health facility.

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

**Health Facility:** is a facility licensed by DHA to provide medical services to individuals, including areas of prevention, treatment, and convalescence owned and managed by natural or corporate body.

**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 that generally includes the Demographic data of the patient, Date of visit or admission, date of discharge, History of present illness, investigations carried out clinical diagnoses and treatment plan.

**Sick Leave Certificate:** is an electronic certificate Generated from a DHA Licensing System (Sheryan) by licensed physician or dentist to allow a patient to take time off from his/her work due to medical reasons

#### 4. **Policy Statement**

4.1. All health facilities seeking to issue sick leave certificate shall ensure sufficient credit of sick leave quantity (topping up) for submitting sick leave certificate through DHA's electronic system Sheryan. **(Appendix 1)**

4.2. For Government employee, the Human Resource Law No. 18 of 2018 articles shall be applied and sick leave up to 5 working days consecutive and 15 working days non-consecutive shall be raised for medical committee with medical report for evaluation

4.3. Health facility, eligible for submitting sick leave certificate, is responsible to have a clear internal operating procedure for handling and issuing sick leave certificate.

4.4. Sick leave certificate is deemed to be legal documents. Healthcare Professionals who deliberately issue false, misleading or inaccurate certificates will be subjected to disciplinary action and possible sanctions.

4.5. DHA licensed physicians and dentists are the only healthcare professionals permitted to issue Sick Leave Certificate.

4.5.1. Physicians and Dentists are only permitted to issue a sick leave certificate from the same health facility where they are licensed to work and where they have undertaken a face-to-face consultation with the patient, except for telehealth consultations (refer to point c).

- a) Sick leave certificate shall only be issued after the patient has completed a consultation or treatment with a physician or dentist.
- b) Sick leave certificate shall only be issued to the patient with clinical justification.
- c) Sick leave certificate issued through a Telehealth consultation, should be issued through the licensed health facility and is limited to three days only.
- d) Sick leave certificate shall be issued on the same day of the visit.
- e) Sick leave certificate should only be issued as per the scope of practice of the treating physician.

4.6. All Physicians and Dentists must comply with the maximum duration for sick leave certificate per patient as per the following table:

| Category                           | Maximum No. of Sick Leave days permitted |
|------------------------------------|--|
| Consultant                         | Up to 30 days                            |
| Specialist                         | Up to 14 days                            |
| General Practitioner (GP)/ Dentist | Up to 5 days                             |
| For infectious Disease-GP/GD       | Up to 14 days <sup>1</sup>               |

<sup>1</sup> please refer to **(Appendix 3)**.

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

4.8. A backdated sick leave certificate shall not be issued. Sheryan System will not process any application written in retrospective date of application submission, where in case of system error or in special cases, sick leave certificate may be issued with mentioning the actual date of sick leave in the remark section. This sick leave certificate will be attested by DHA.

- 4.9. DHA licensed health facilities and Physicians or Dentists in the Emirate of Dubai must comply with the online electronic Sick Leave system **(Appendix 1 and 2)** and shall not issue any manual certificate.
- 4.10. The Physician and Dentist who is submitting for sick leave certificate shall fulfil the contents in DHA's electronic system application form for sick leave certificate.
- 4.11. Sick leave certificate 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](#). For medical cases which are not mentioned in the guideline, the duration of sick leave certificate should be supported by international practise guidelines.
- 4.12. All sick leave certificate applications, that exceed stipulated days mentioned in point 4.5, shall be supported with patient's medical report.
- 4.12.1. Health Facilities must comply with all elements of Medical such as- but not limited to- Chief medical complaint, History of present illness, examination, investigation findings, diagnosis, treatment plan, follow-up. etc.
- 4.12.2. The Physician/Dentist applying for the sick leave certificate on DHA's electronic system shall be the same physician who wrote the medical report.
- 4.12.3. All other Healthcare Professionals including but not limited to Nurses, Allied Healthcare Professionals and Traditional and Complementary Medicine Assistants are not permitted to issue sick leave certificate and/or escort certificate
- 4.12.4. The information in the medical report shall be considered confidential to serve as a legal document.

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

4.12.6. Health Facility and Healthcare professional must ensure information is entered in Sheryan System in accurate manner and completely providing the following:

- a) Patient Full name as ID
- b) Patient File No
- c) Visit Type
- d) Admission date (If applicable)
- e) Discharge Date (If applicable)
- f) Patient Passport No/Emirates ID
- g) Employer name
- h) Diagnosis as per ICD-10 or procedure name as per CPT Code or both should be entered
- i) Date of sick leave “from” to “To” (The period is calculated by the system)
- j) Physician and dentist name and signature; For further information refer to **(Appendix 4)**.

4.13. DHA is not responsible for the content of the certificate that is issued by the Health Facility and Healthcare professional.

4.14. Only Health Facility and licensed healthcare professionals with valid DHA license can issue sick leave certificate and escort certificate.

4.15. A sick leave certificate should not be issued for the purpose of accompanying a patient for treatment.

4.16. In case of System or typing error for the date issuance of Sick leave, the responsible physician/dentist can issue new certificate writing the correct date in the “Remark” section and the Certificate should be attested by DHA.

4.17. DHA is responsible for reviewing and verifying all submitted sick leave certificate and Medical Reports.

4.17.1. DHA has the right to approve, reject or request for further documents related to the submitted sick leave certificate.

4.17.2. DHA has the right to refer the sick leave certificate to the General Medical Committee when required.

4.17.3. All sick leave certificate and escort certificate are subject to investigation and audit check by DHA.

4.18. The Medical Committee reserves the right to reject attesting sick leave certificate failing to demonstrate evidence of clear diagnosis, appropriate sick leave period for the condition, or where the requirements of this policy are not fully satisfied.

4.19. Sick leave application submitted without medical justification will be subjected to DHA investigation and disciplinary action.

4.19.1. 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 through DHA Licensing System (Sheryan).

4.20. Patient admitted to the hospital can be issued Medical Report or Stay Certificate during their inpatient period and sick leave certificate once discharged from the hospital.

4.21. All sick leave certificate generated by Sheryan System do not require a stamp or manual attestation by DHA unless requested.

4.22. Sick leave certificate becomes invalid if the certificate is altered or modified once generated from (Sheryan).

4.23. The management of each licensed Health facility shall be responsible to ensure that all healthcare professionals are committed and complied with policy. In case of any violation, the health facility and the Healthcare professional shall be held liable.

4.24. To Verify the issued sick leave certificate, please access the "[Verify Document](#) service" at Sheryan using the barcode number and Pin number at the certificate.

4.25. **Attestation of Escort Certificate**; the following shall be considered:

4.25.1. The Health Facility must develop a template on their Facility letterhead for "Escort Certificate" which should include Date of issuance, patient's full name, nationality, passport number/ID Number, Medical Record number, Visit or admission date with reason.

4.25.2. The treating physician or dentist should request an ID from the escort; and the issued certificate should include the name and ID number matching with what presenting



during the visit.

4.25.3. The escort certificate will not be attested by DHA if it does not include the name and signature of the treating physician or dentist

4.25.4. Escort Certificate can only be issued a 4<sup>th</sup> degree relative of the patient or next of kin.

4.25.5. An escort certificate is deemed to be a legal document. Healthcare Professionals who deliberately issue false, misleading or inaccurate reports could be subject to disciplinary actions under the Healthcare Professionals Regulation. Healthcare Professionals may also expose themselves to civil or criminal legal action.

4.25.6. Health facility and Healthcare professional are solely responsible for the content of the escort certificate. Authentication of escort certificate is made, only to certify that Health facility and Healthcare professional are hold valid licenses at the time of the attestation.

4.25.7. The escort certificate should be signed and stamped by the Licensed physician or dentist and the license number should be clearly stated and/or from the hospital administration and/or day surgery facility manager.

4.25.8. Health Facility and Healthcare professionals should refrain from issuing sick leave certificate to the escort. if the patient requires escorting during his/her stay at the hospital or at home, such recommendation should be included in the medical report of the patient.

## **5. Performance measures**

5.1. Percentage of sick leave reviewed by DHA within 3 working days.

5.2. Compliance of Health Facility/Healthcare professional with the mandatory data entered in the system.

## 6. **References**

- 6.1. Decree of the Executive Council No. (49) of 2024 Concerning The Regulation of Practicing Health Professions in the Emirate of Dubai
- 6.2. DOH Standard for The Issuance and Attestation of Sick Leave Reports in The Emirate of Abu Dhabi <file:///C:/Users/amalameri/Downloads/Issuance-and-Attestation-of-Sick-Leave.pdf>  
(Accessed on 7/7/2024)
- 6.3. Dubai Health Authority Medical Department (2015). Medical Guidelines of sick leaves duration. Available at: <https://www.dha.gov.ae/uploads/112021/b5000aa0-1b1c-4212-b886-25abdab60ff3.pdf> (Accessed at 13/08/2024).
- 6.4. Executive Council Resolution No. (32) of 2012 Regulating the Practice of Medical Professions in the Emirate of Dubai
- 6.5. Local Law No. (14) of 2021 on amending the local law no. (6) of 2018 concerning the Dubai Health Authority
- 6.6. Law No. (8) of 2018 concerning Management of Government of Dubai Human Resources.
- 6.7. Medical Protection Society (Professional Support and Expert Advice) (2014). A Guide to Writing Expert Reports. Available at:
- 6.8. <http://www.medicalprotection.org/docs/default-source/pdfs/factsheet-pdfs/england-factsheet-pdfs/guide-to-writing-expert-reports.pdf?sfvrsn=7> (Accessed at 15/08/2024).  
(Accessed at 15/08/2024).

## 7. Appendices

### Appendix 1: Procedure of Online “Top-up” Facility Account (Purchase of Sick Leave balance)

| No. | Procedure  |
|-----|--|
| 1.  | Click on <a href="#">DHA website</a> , login with facility username 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.     |

### Appendix 2: Procedure of online Issuance of Sick leave

| No. | Procedure for <u>Issuance of Sick leave</u>  |
|-----|--|
| 1.  | Click on <a href="#">DHA website</a> , login and click on issue sick leave (number of leaves will be shown at facility widget) |
| 2.  | Add the physician or dentist details, Feed-in patient details.   |
| 3.  | Feed-in diagnosis information (If sick leave duration is longer than 5 days, download, fill and attach the medical report)     |
| 4.  | Submit the request and reference number will generated   |

### Appendix 3: List of Exceptional Diagnosis (Not Limited To)

| 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 4: Sick Leave Certificate

### Sick Leave Certificate شهادة إجازة مرضية

Date: 01-01-2030 تاريخ:

| Patient Information             |  |                                   |
|---------------------------------|--|-----------------------------------|
| Patient Name                    |  | اسم المريض                        |
| Patient File No.                |  | رقم ملف المريض                    |
| Visit Type                      |  | نوع الزيارة                       |
| Date of Admission               |  | تاريخ الدخول                      |
| Date of Discharge               |  | تاريخ الخروج                      |
| Patient Passport No/Emirates ID |  | رقم بطاقة الهوية / رقم جواز السفر |
| Employer                        |  | جهة العمل                         |
| Employer Name                   |  | اسم جهة العمل                     |

| Sick Leave Information |  |                          |
|------------------------|--|--------------------------|
| Diagnosis - ICD Code   |  | اسم ورقم التشخيص         |
| Sick Leave From, To    |  | الإجازة المرضية من , إلى |
| Sick Leave Period      |  | مدة الإجازة المرضية      |
| Physician Remarks      |  | ملاحظات الطبيب           |

| Physician Information |  |             |
|-----------------------|--|-------------|
| Physician Name        |  | اسم الطبيب  |
| Physician Title       |  | تخصص الطبيب |
| Facility Name         |  | اسم المنشأة |

|                     |  |              |
|---------------------|--|--------------|
| Physician Signature |  | توقيع الطبيب |
| Physician Stamp     |  | ختم الطبيب   |

ملاحظات:  
- This certificate is electronically issued and does not require a DHA stamp or attending DHA for manual attestation.  
- For the purpose of verification of this certificate, please visit DHA Website: <https://services.dha.gov.ae/sheryan/wps/portal/home/services-professional/online-verification> and enter the Security code & Certificate No. mentioned below.  
- يتم إصدار هذه الشهادة إلكترونياً ولا تتطلب ختم الهيئة أو الحضور لتسجيلها  
- للتحقق من هذه الشهادة، يرجى زيارة موقع هيئة الصحة بدبي: <https://services.dha.gov.ae/sheryan/wps/portal/home/services-professional/online-verification> وادخال رمز و رقم الشهادة المذكورين أدناه

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