قطاع التنظيم الصحي
Health Regulation Sector

Document Type: Policy	**Code:** DHA/HRS/HPSD/HP-04	**Version Number:** 2.1
Document Title: Health Tourism Data Collection and Submission	**Issue Date:** 04/11/2024	**Effective Date:** 04/01/2025
Ownership: Health Tourism Department (HTD)		
Applicability: All DHA licensed Health Facilities in the Emirate of Dubai.		

1. **Purpose:**

   1.1. The Health Tourism Data Collection and Submission aims to fulfil the following overarching Dubai Health Sector Strategy 2026:

      1.1.1. Strengthening the economic contribution of the health sector, including health tourism to support Dubai economy.

      1.1.2. Strengthening the health tourism ecosystem in the emirate.

   1.2. To collect reliable and necessary data to report Key Performance Indicators (KPIs), which are part of Dubai Health Tourism Strategy as approved by The Executive Council (TEC).

   1.3. To standardize the process for data collection and submission and assure its validity and reliability.

   1.4. To ensure Health Tourism Statistical Reports are produced in a timely manner.

1.5. To ensure data driven decision making plays a key role toward the growth and sustainability of health tourism in the Emirate of Dubai.

2. **Scope:**

2.1. All Dubai Health Authority (DHA) licensed Health Facilities (HF) in the Emirate of Dubai.

3. **Definitions/Abbreviations:**

Accidental/emergency health tourist: Individuals or people who reside in one country and travel to the Emirate of Dubai for leisure purpose and due to some unforeseen circumstance's tourists seek advice/treatment/therapy through face to face interaction with a DHA licensed physician in a DHA Licensed Health Facility.

Country of Residence: Country where the individual/patient resides.

Data: The mandatory information on patients collected by health facilities and submitted for review and analysis.

Dubai Statistics Center (DSC): A government entity that represents the official source for Statistics at the level of the Emirate of Dubai, responsible for compiling, classifying, and analysing statistical data and information; preparing and disseminating statistical indicators and reports; and regulating statistical work and Poll Studies, as per Article (5) of Law No (28) of 2015 Concerning the Dubai Statistics Centre.

E-sources system: A component of the Smart Statistics Suite owned and managed by Dubai Statistics Centre. It is considered the main gate for data flow to the Centralized Statistical Repository from various reliable sources of statistical data.

Health Tourism Department (HTD): is a competent department within the Health Regulation

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Sector (HRS) that is responsible to develop, oversee the implement the Dubai Health Tourism Strategy and assure regulatory controls and governance arrangements are fit for purpose.

International Health Tourists*: Individuals or people who reside in one country and travel to the Emirate of Dubai to seek advice/wellness or medical treatment/therapy through face to face interaction with a DHA licensed physician in a DHA Licensed Health Facility. **OR**

Individuals or people who reside in one country and seek advice/wellness or medical treatment/therapy from the Emirate of Dubai through e-health/tele-health platforms with a DHA licensed physician in a DHA Licensed Health Facility.

* International Health Tourist includes accidental/emergency medical tourist. International Health Tourists excludes UAE Nationals and people or individuals that have a UAE residency visa.

Nationality: As stated in the passport or identity card by the competent authority.

Proof of Identity: An official document that is used to verify a patient's identity and is limited to one of the following categories:

- **GCC residents:** a passport, a GCC ID.

- **Other non- residents:** a passport.

Revenue: Referred to the billed amount of health services.

Submission Period: A period of time allocated by HTD for HFs to submit their data in the e-sources system. The submission period is 10 days after the end of the month.

CEO : Chief Executive Officer

DHA : Dubai Health Authority

DSC : Dubai Statistics Center

GCC : Gulf Cooperation Council

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HF	**:**	Health Facility
HRS	**:**	Health Regulation Sector
HTD	**:**	Health Tourism Department
ID	**:**	Identification Document
TEC	**:**	The Executive Council
UAE	**:**	United Arab Emirates

4. **Policy Statement**

4.1. All DHA licensed HFs should submit health tourism data through the e-sources system as specified in DHA Circular No. DHA/OUT/2024/0000290.

https://www.dsc.gov.ae/en-us/EServices/Pages/esource.aspx

4.2. HFs under the following categories are eligible for data submission:

4.2.1. Hospitals.

4.2.2. Day Surgical Centers.

4.2.3. Outpatient care health facilities which include:

a. Polyclinics,

b. General clinics,

c. Specialty clinics,

d. Dental clinics.

4.2.4. Fertility centers.

4.2.5. Rehabilitation centers.

4.2.6. Diagnostic centers.

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4.2.7. Special need centers.

4.2.8. Wellness centers.

4.2.9. Home healthcare agencies.

4.2.10. Traditional, complementary and alternative medicine.

4.2.11. Tele-health services.

4.3. All eligible HF should collect and submit data regularly through the e-sources system at intervals specified by Health Tourism Department (HTD).

4.3.1. HF must nominate a responsible lead for collecting and submitting Health Tourism Data. Data must be cleansed and approved for submission by the department lead and the Chief Medical Officer.

4.3.2. Eligible HF shall collect and submit mandatory information as specified in the DHA health tourism data collection template, available in the e-sources system managed by the Dubai Statistics Center, which includes:

a. Type of visit,

b. Proof of Identity,

c. Document reference number,

d. Date of birth,

e. Gender,

f. Continent/Region,

g. Nationality,

h. Country of permanent residence,

i. Address of stay in United Arab Emirates,

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      j. Date of admission and discharge,

      k. Speciality,

      l. Total medical spend,

      m. Contact details, (optional)

      n. Current Procedural Terminology (CPT), (optional) and

      o. International Classification of Diseases (ICD) (optional).

4.3.3. A sample illustration of the patient registration form, is given for HF to collect the required information from international health tourists, refer to **(Appendix 1).**

4.3.4. HTD shall conduct training for HF regarding data collection and submission.

4.4. The HTD is the responsible and competent department to analyze health tourism data received from the eligible HF in the Emirate of Dubai through the e-sources system:

https://www.dsc.gov.ae/en-us/EServices/Pages/esource.aspx

    4.4.1. The data includes information related to the following:

        a. International Health Tourists.

4.5. The HTD will be responsible to:

    4.5.1. Request for submission of Health Tourism Data from DHA licensed HF.

    4.5.2. Issue correspondance and reminders to HF regarding Health Tourism Data submission.

    4.5.3. Extract data from the e-sources system, assure its validity and reliability, conduct analysis and benchmarking.

    4.5.4. Establish annual performance targets.

    4.5.5. Produce Health Tourism Satistical Reports.

        a. The Chief Executive Officer (CEO) of the Health Regulation Sector (HRS) is

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responsible to review and approve the final Statistical Report prepared and

submitted by HTD.

4.5.6. Issue feedback to HF and request for improvement plans.

5. **Performance measures**

5.1. Number of produced International Health Tourism statistical reports

Name	Number of produced International Health Tourism statistical reports				
Description/Definition	The intent of this KPI is to measure the commitment of Health Tourism Department to develop International Health Tourism statistical reports				
Formula	KPI=N Where; N: Number of produced reports within measurement period				
Target Value	1.0	Measurement Unit	Reports	Frequency	Annual
Polarity	Positive	Source	e-Sources System		
Method of data collection	Concurrent				

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7. **Appendices**

Appendix 1 – Sample Patient Registration Form

ILLUSTRATION SAMPLE
FOR PATIENT REGISTRATION FORM

THIS FORM IS INTENDED TO ILLSUTRATE HOW HEALTHCARE FACILITIES <u>CAN</u> ARRANGE THE INFORMATION IN THEIR PATIENT REGISTRATION FORMS

PATIENT ID #

PATIENT DETAILS

NAME: _____ _____ _____
       First   Middle   Last

* GENDER: ☐ Male   ☐ Female   **MARITAL STATUS:** ☐ Single   ☐ Divorced
                                             ☐ Married   ☐ Widowed

* D.O.B: ☐ DD ☐ MM ☐ YYYY

CONTACT DETAILs: Phone No.: _____ Mobile No.: _____

Email Address: _____ P. O. Box No.: _____

Address: _____

* NATIONALITY: _____

* RESIDENCY STATUS:
  ☐ **RESIDENT**
    ☐ UAE National
    ☐ Non-UAE national (residency visa)
  ☐ **NON-RESIDENT**

* COUNTRY OF RESIDENCE _____

* STAYING IN | Abu Dhabi | Dubai | Sharjah | Ajman | Umm Al Quwain | Ras Al Kaimah | Fujairah |

* IDENTITY PROOF
  ☐ Passport ID _____
  ☐ Emirates ID _____
  ☐ GCC ID _____
  ☐ Driving License _____

* MUST BE FILLED

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