USER MANUAL

HFL MEDICAL – RE-REGISTRATION

February, 2012

Version 1.0
# TABLE OF CONTENTS

1.0 GENERAL INFORMATION ........................................................................................................... 3

1.1 SYSTEM OVERVIEW .................................................................................................................. 3
1.2 AUTHORIZED USE PERMISSION ............................................................................................... 3
1.3 ORGANIZATION OF THE MANUAL ............................................................................................ 3
1.4 ACRONYMS AND ABBREVIATIONS ........................................................................................... 4
1.5 KNOWN ISSUES .......................................................................................................................... 4
1.6 VERSION MAINTENANCE ............................................................................................................. 4

2.0 SYSTEM SUMMARY ..................................................................................................................... 5

2.1 USER ACCESS LEVELS ............................................................................................................... 5

3.0 GETTING STARTED ....................................................................................................................... 6

3.1 LOGGING ON .............................................................................................................................. 6
3.2 SYSTEM MENU ........................................................................................................................... 6
3.3 HEALTH FACILITY LICENSING SEARCH ................................................................................ 7
3.3.1 START PROCESS: RE-REGISTRATION .................................................................................. 10
3.3.1.1 Re-Registration: Process Description ............................................................................. 10
3.4 CHANGING USER PROFILE DATA AND PASSWORD .............................................................. 11
3.5 EXIT SYSTEM ............................................................................................................................ 11
1.0 GENERAL INFORMATION

1.1 System Overview

An entity who wants to establish itself as a Health Care Facility in the Emirate of Abu Dhabi should have a valid healthcare license from HAAD. This document describes the steps involved in re-registering such a facility, should the license be already expired. Initially, a Preliminary License would be issued and then the facility can apply for a Permanent License.

1.2 Authorized Use Permission

The copyright for all material provided on the system is held by Health Authority – Abu Dhabi (HAAD). Except as stated herein, none of the material may be copied in any form or by any means, including, but not limited to, any data, software, reports, and documents, or otherwise, without the prior written permission of HAAD. Permission is granted to display, copy, distribute and download the materials on this system for personal, non-commercial use only provided you do not modify the materials and that you retain all copyright and other proprietary notices contained in the materials. This permission terminates automatically if you breach any of these terms or conditions. Upon termination, you will immediately destroy any downloaded and printed materials. Any unauthorized use of any material contained on this system may violate copyright laws; trademark laws, the laws of privacy and publicity, and communications regulations.

1.3 Organization of the Manual

1.0 General Information: This section includes the basic information needed to understand the system, and the details of contacts that provide assistance.
2.0 System Summary: This section introduces the system technically.
3.0 Getting Started: This section provides the information needed to get started and use the system.
1.4 Acronyms and Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAAD</td>
<td>Health Authority - Abu Dhabi</td>
</tr>
<tr>
<td>HFL</td>
<td>Health Facilities Licensing</td>
</tr>
<tr>
<td>LO</td>
<td>Licensing Officer</td>
</tr>
<tr>
<td>CSO</td>
<td>Customer Service Officer</td>
</tr>
<tr>
<td>HPL</td>
<td>Health Professionals Licensing</td>
</tr>
<tr>
<td>TTF</td>
<td>Technical Task Force</td>
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</tbody>
</table>

1.5 Known Issues

**Browser Pop-ups:**
When clicking on Print, the window does not open as the client’s browser settings may have it blocked. Enable the pop-up option as shown below:

**Browser Compatibility:**
The application is best viewed in Internet Explorer (IE) v8.0 onwards. Certain scripts will not work in browsers like Mozilla Firefox or Google Chrome or Apple Safari.

1.6 Version Maintenance

<table>
<thead>
<tr>
<th>Version #</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>19-FEB-12</td>
</tr>
</tbody>
</table>
2.0 SYSTEM SUMMARY

The entity has to complete/submit the transaction, in order for the Health Facilities Licensing Department within HAAD to take action.

2.1 User Access Levels

<table>
<thead>
<tr>
<th>Process/Screen</th>
<th>Users Group</th>
<th>Permissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Facilities</td>
<td>HFL Group</td>
<td>HFL Search Screen</td>
</tr>
</tbody>
</table>
3.0 GETTING STARTED

3.1 Logging On

Go to the URL https://bpmweb.haad.ae and click on How to register? to download the guidelines on creating a new username/password on the system.

3.2 System Menu

The login created in 3.1 will not directly have access to the HFL menu. If the entered email ID is already available in the HAAD IT database, an email will be automatically sent to the user with an activation link. Once this link is clicked, the user can access the HFL application.
3.3 Health Facility Licensing Search

The HFL user will get access to the screen as shown below. Multiple search filters can be used to view the records submitted/save as draft and to add additional details for execution of the request.

Entering any of the filters and clicking on the **Search** button, would display results as shown in the e.g. below. Click on **Clear Search** to clear all filters chosen and clicking on **New** would open the page for New Registration (discussed in the ‘New Registration’ user manual).
**Note:** All icons shown above in the search results are initially disabled and are activated only after a record is selected for processing.

Click on the radio button (circular shaped) of the required application record & choose the type of process required to be started from the list of icons. This icon access will be based on the logged-in user permissions & application status.
Each icon is described below:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Reports</td>
</tr>
<tr>
<td></td>
<td>Re-Registration</td>
</tr>
<tr>
<td></td>
<td>Renewal of License</td>
</tr>
<tr>
<td></td>
<td>Cancellation of License</td>
</tr>
<tr>
<td></td>
<td>Change of Title</td>
</tr>
<tr>
<td></td>
<td>Change of Owner</td>
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<tr>
<td></td>
<td>Change of Location</td>
</tr>
<tr>
<td></td>
<td>Registration for Insurance</td>
</tr>
<tr>
<td></td>
<td>Cancellation of Insurance</td>
</tr>
<tr>
<td></td>
<td>Change of Type</td>
</tr>
<tr>
<td></td>
<td>Add Specialty</td>
</tr>
</tbody>
</table>

Note: ‘Save as Draft’ denotes that the application is still with the user and not yet submitted to HAAD for processing.

Note: ‘Submit’ denotes that the application has gone through all the validation checks and is now with HAAD for further processing & approval.

Note: ‘Print’ is available only for ‘Submitted’ applications.
3.3.1 Start Process: Re-Registration

3.3.1.1 Re-Registration: Process Description

The option of ‘Re-Registration’ is invoked when a healthcare facility requires re-registering itself after the license is either Cancelled or if the License is not renewed for more than 6 months after the initial expiry date.

**Note:** Existing application in the system with status of ‘Cancelled’ would enable the Re-Registration icon.

3.3.1.1.1 ‘Read Me’

The instructions should be read thoroughly on the HAAD website only after which the checkbox should be checked. On checking this option, the button is activated as shown below.

**Note:** All other tabs are disabled and would be activated only after clicking based on the process logic.

Clicking on would now follow the same process flow as defined in the ‘HFL Medical – New Registration’ user manual up to the Final Approval when the license would be issued to the facility. Refer to the ‘New Registration’ process user manual for further instructions.
3.4 Changing User Profile Data and Password

Please refer to the Registration User Manual for information on how to change user profile data/password.

3.5 Exit System

You can exit from the application by clicking on ‘Sign Out’ link on the top of the screen as shown below.