

20 SEP 2019

E-HEALTH PORTAL MOH OMAN

PHARMACY SERVICES BUSINESS USER MANUAL



monator

ICT HEALTH OMAN LLC |

P2 Coral Building Al Khuwair
PO Box 1042, PC 131, Muscat, Oman
Phone +968 22034300 Fax +968 22034302
Email: azzan.mushefri@icthealth.com
CR 1118845

Table of Contents

Table of Contents	1
1 Overview	3
2 Pharmacy Services Roles	3
3 Workflow	3
4 Step-by-Step Instructions	3
4.1 Business Registration	3
4.2 Pharmacist Services	4
4.2.1 Apply For Pharmacist License Examination.	4
4.2.2 License Registration, Re-registration and Transfer	7
4.2.3 Renew Pharmacist License	9
4.2.4 Request Good Standing Certificate	10
4.2.5 Request Document	12
4.3 Pharmacy Services	14
4.3.1 Apply For Pharmacy License (Initial Location Inspection)	14
4.3.2 Confirm Pharmacy License Application (Final Inspection)	16
4.3.3 Renew Pharmacy License.	18
4.3.4 Request Pharmacy Transfer	19
4.3.5 Other Services	20
4.3.6 Request Pharmacist Leave	20
4.3.7 Schedule Temporary Closure.	21
4.3.8 Update Contact Details	22

Ver.	Date	Author	Change
2	20/09/2019	AK	First release version
2	26/09/2019	AK	Overall revision

1 Overview

eHealth Portal is a large project with a diverse user base, including patients, business users, and MOH staff. Each users group has one or more user sub-groups. This document is intended only for business users working in the pharmaceutical industry in Oman, including but not limited to pharmacists.

This document must not be shared with any other users group.

The purpose of this document is to introduce the pharmacy related roles, explain relevant workflows, if any, and provide systematic usage instructions complimented with screen-shots.

2 Pharmacy Services Roles

Pharmacy services depend on multiple ministry staff processing applications using different roles. These are not relevant to the business users and not added here.

3 Workflow

The workflows are not relevant to the business users.

4 Step-by-Step Instructions

Steps below demonstrate how business users can request any of the pharmacy related e-services that provided through ministry of health portal.

4.1 Business Registration

To access pharmacy related e-services such as applying for pharmacy licenses, registering drugs and so on, you must first register your business on eHealth Portal through this link: <https://www.moh.gov.om/en/business-registration-at-moh>

Details are mentioned in the same page. This one-time process and must be carried by an authorized signatory as per Ministry of Commerce and Industry (MOCI) registration papers. Once the business is registered, the authorized signatory may access the registered business from 'My Sites' on the top-bar.

In that page, click on Members page and then Add button to add authorized employees so the business can be represented on the portal by employees other than those in the top management and listed in the MOCI papers.

Please note, to add authorized employees, they must first sign in to the portal so their account is created and searchable.

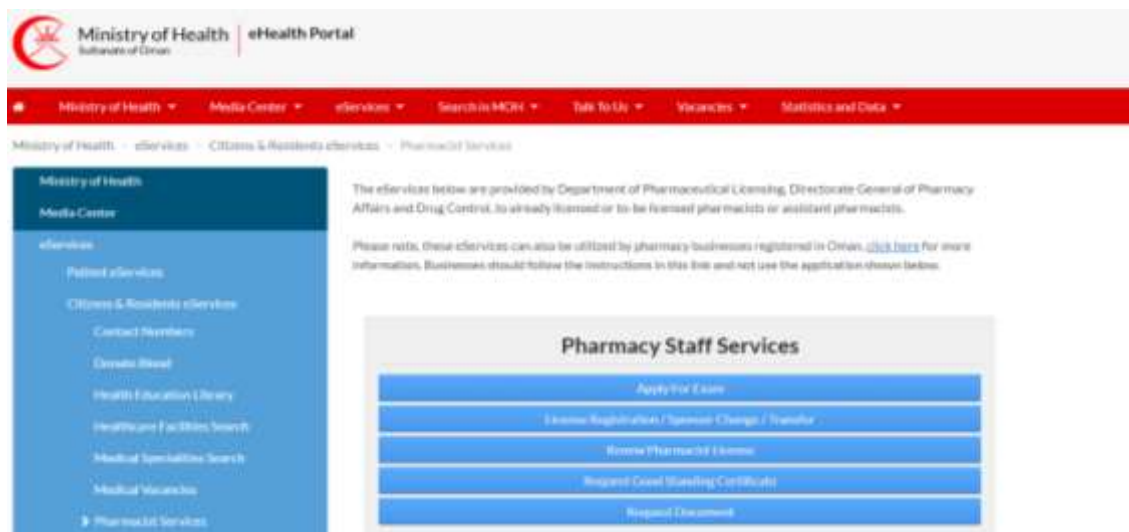
4.2 Pharmacist Services

Please note that all of the pharmacist services below can be used either by an authorized employee of the business or the pharmacists on individual basis.

Instructions below show how to the access the service as an individual pharmacist. Business users must access the Pharmacist Services from the Business Dashboard accessible after successful registration of the business as explained in 4.1 above.

4.2.1 Apply For Pharmacist License Examination.

Screen1: Click on eServices > Business eServices > Pharmacist Services. Choose Apply For Pharmacist License Examination.



Screen 2: You need to enter the personal email of the pharmacist and click Next (if this is the first time you are creating the pharmacist file, a password is sent to the entered email address along with a pin code).

Ministry of Health | eHealth Portal
Sultanate of Oman BETA

Ministry of Health - Media Center - Talk To Us - Search in MOH - e-Services -

Ministry of Health - e-Services - Business - Pharmacist Services

License Examination Request

Please enter the email address of the pharmacist you are applying for:

Pharmacist Email

Next Back

Privacy | Message | Disclaimer

Copyright © Ministry of Health. All rights reserved.

Screen 3: You should add the pharmacist's (or assistant pharmacist or medical representative) details, certification and attachments into your profile before you proceeding to the next step.

Ministry of Health - e-Services - Business - Pharmacist Services

License Examination Request

Please check your profile before proceeding on to the next step

Next Back

Details Certifications Attachments

Name (English)

Name (Arabic)

Email

Civil ID#

Gender

Date of Birth

Address (English)

Save

Screen 4: Once profile is complete, you can request the examination by submitting the form below. Make sure you select the correct type and company that where the pharmacist intends to work or train. Once complete, click Next.

Ministry of Health - e-Services - Business - Pharmacist Services

License Examination Request

Please enter your application details:

Pharmacist Type:

Parent Company:

Preferred Exam Month:

Request Training:

Training Start Date:

Training End Date:

"I certify that I have 3 years work experience"

[Next](#) [Back](#)

Screen 5: If the applicant is not an Omani citizen, you need to accept the terms of service to proceed to e-payment.

Ministry of Health | eHealth Portal
Sultanate of Oman BETA

Ministry of Health - Media Center - Talk To Us - Search in MOH - e-Services

Ministry of Health - e-Services - Business - Pharmacist Services

License Examination Request

There is a charge for applying for a pharmacist license. You will now be redirected to a payment page.

[Proceed to payment website](#) [Back](#)

I have read and accepted the [terms of service](#)

Fee: 30,000 OMR

Privacy | Site map | Disclaimer

Copyright © Ministry of Health. All rights reserved.

Screen 6: If the payment is complete successfully, your application will be submitted to the relevant department in the ministry.

Ministry of Health | eHealth Portal
Sultanate of Oman BETA

Ministry of Health - Media Center - Talk To Us - Search in MOH - e-Services

Ministry of Health - e-Services - Business - Pharmacist Services

Citizens and Residents

Business

- Business Registration of MOH
- Pharmacist Services
- Report Adverse Drug Reaction
- Report Non Available Drug

Patients

The application has been submit. You will be contacted by the MOH soon.

[Ok](#)

Pharmacist Services

- Apply For Pharmacist License Examination
- License Registration / Re registration / Transfer
- Renew Pharmacist License
- Request Good Standing Certificate

Requests can be electronically returned, rejected or accepted by the ministry staff processing your request. In all cases, the requester will receive an email notification as well as a notification in the portal's top bar.

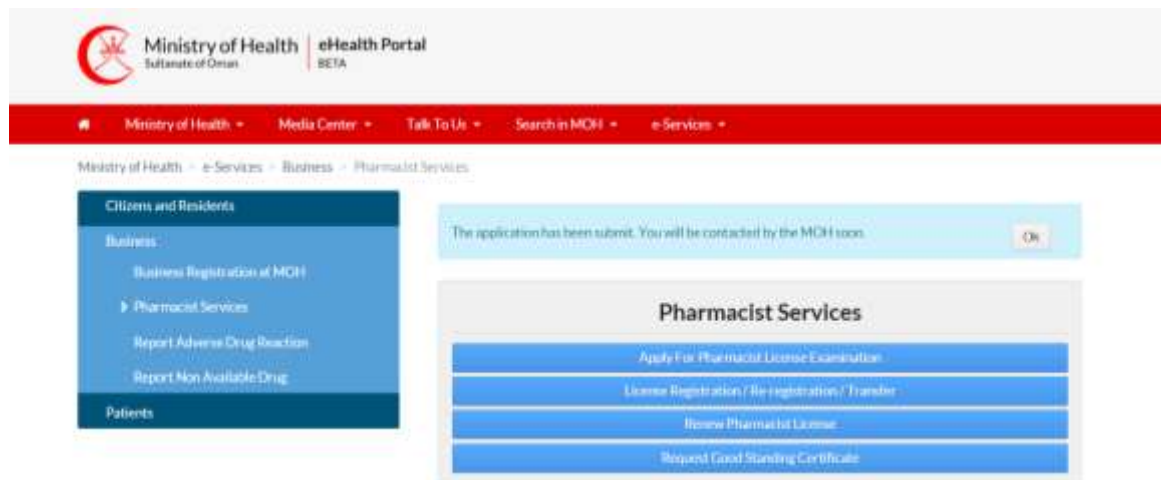
If the application is returned, you can find the application under the list of Pharmacist Services. You will need to open the application, edit it as per the reasons mentioned by the ministry staff, and resubmit it. You will not need to pay again.

If the application is rejected, you will need to make a new application and pay again. You may contact DGPADC for further clarifications.

If the application is approved (it is approve only when they pass), you will need to commence training and attend the oral exam at DGPADC. Once you pass the exam, you can request License Registration as shown below.

4.2.2 License Registration, Re-registration and Transfer

Screen 7a and 7b: In the Pharmacist Services, click on License Registration / Re-registration / Transfer. You need to enter the email of the pharmacist. Click on Next.



You need to enter the email of the pharmacist. Click on Next.

Ministry of Health | eHealth Portal
Sultanate of Oman | BETA

Ministry of Health - e-Services - Business - Pharmacist Services

Finalise License Application

Please enter the email address of the pharmacist you are applying for:

Pharmacist Email

Next Back

Privacy | Site map | Disclaimer

Copyright © Ministry of Health. All rights reserved.

Screen 8: Make sure all information that in your profile are up to date then click Next. You may get validation messages asking you to upload certain files.

Ministry of Health - e-Services - Business - Pharmacist Services

Finalise License Application

Please make sure your civil ID is current and your details are up to date.

Next Back

Details Certifications Attachments

Please be sure to attach all necessary files before continuing. If needed please collect multiple files into a single ZIP or RAR archive file.

Prometric certificate that is not more than 6 months old:

Choose file Delete attachment

Certificate of verification from dataflow (optional if graduated from an Omani institute):

Choose file Delete attachment

Qualifications (education) certificates:

Choose file Delete attachment

Screen 9: You need to define all details about the pharmacy establishment and branch that you will be employed for. Upload civil ID card and insurance. Click on Next.

Ministry of Health - e-Services - Business - Pharmacist Services

Finalise License Application

Please verify the pharmacy you will be employed at:

Next Back

Pharmacist Type: Pharmacist

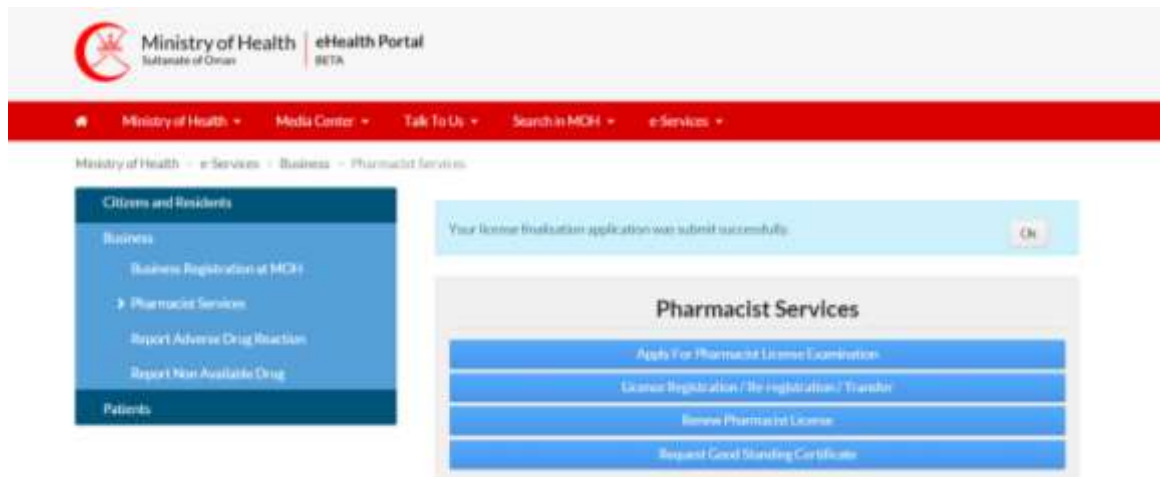
Request Type: New License

Parent Company: الشرق الأوسط للتجارة العامة

Pharmacy Branch: ZakhrZakhr ZakhrZakhrZakhr

Copy of civil ID card: Choose file Delete attachment

Screen 10: You will get message if the application was submit it successfully.



Requests can be electronically returned, rejected or accepted by the ministry staff processing your request. In all cases, the requester will receive an email notification as well as a notification in the portal's top bar.

If the application is returned, you can find the application under the list of Pharmacist Services. You will need to open the application, edit it as per the reasons mentioned by the ministry staff, and resubmit it. You will not need to pay again.

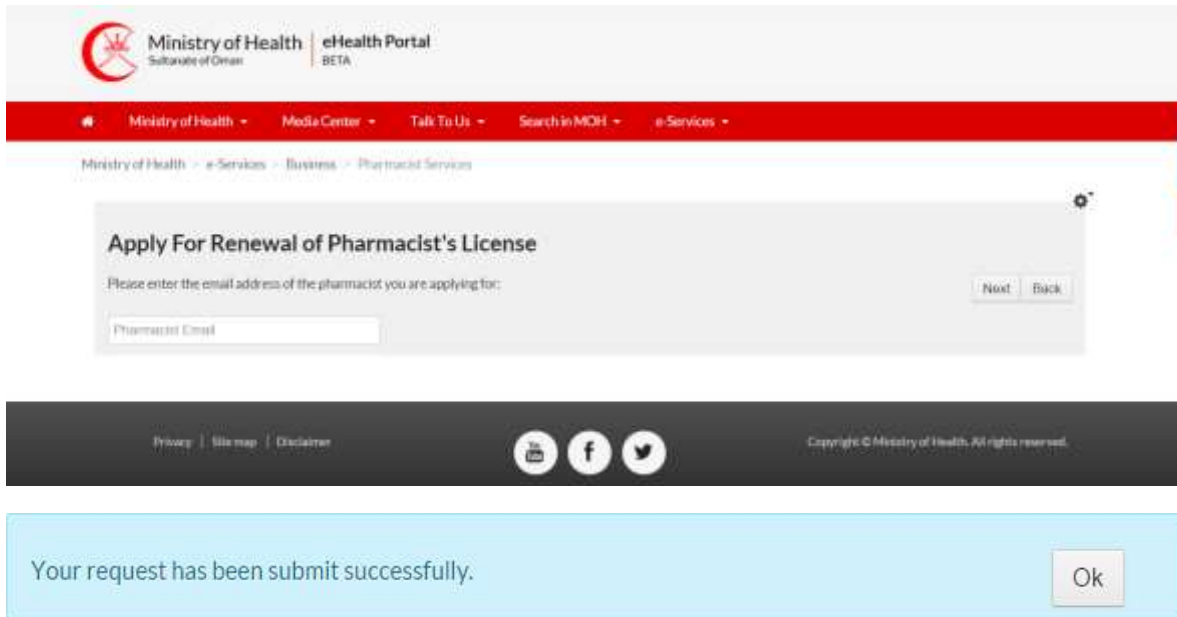
If the application is rejected, you will need to make a new application and pay again. You may contact DGPADC for further clarifications.

If the application is approved, you can ([download](#)) your license and access other services.

4.2.3 Renew Pharmacist License.

You can renew your license few weeks before it expires. You will receive a notification reminding you to do the same.

Screen 11: Click on Renew Pharmacist License. You need to enter the pharmacist email and click Next. After e-payment is done, your application is submitted.



Ministry of Health | eHealth Portal
Sultanate of Oman | BETA

Ministry of Health - e-Services - Business - Pharmacist Services

Apply For Renewal of Pharmacist's License

Please enter the email address of the pharmacist you are applying for:

Pharmacist Email

Next Back

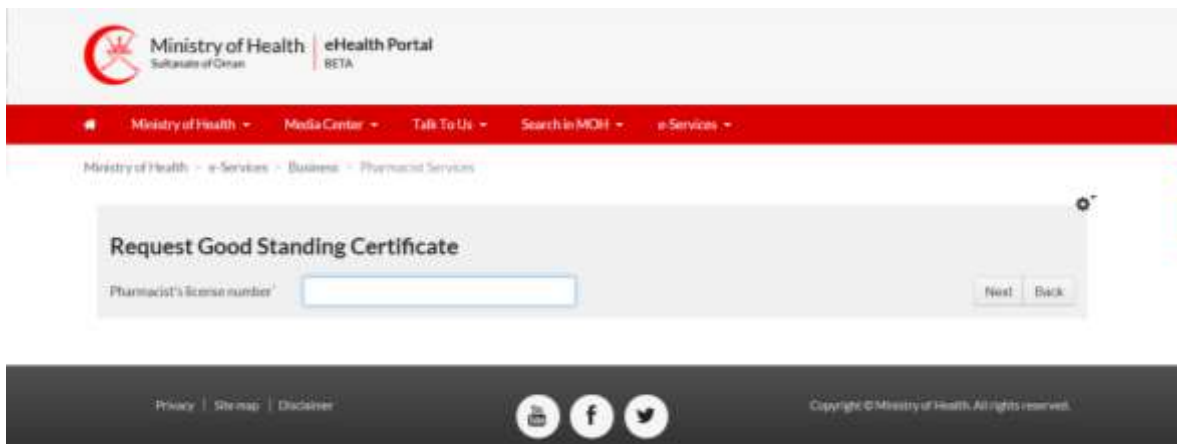
Privacy | Site map | Disclaimer

Copyright © Ministry of Health. All rights reserved.

Your request has been submit successfully. Ok

4.2.4 Request Good Standing Certificate

Screen 12: Click on Request Good Standing Certificate if you wish Ministry of Health to issue this for any work experience you had in Oman. You need to enter the pharmacist license number and click Next.



Ministry of Health | eHealth Portal
Sultanate of Oman | BETA

Ministry of Health - e-Services - Business - Pharmacist Services

Request Good Standing Certificate

Pharmacist's license number

Next Back

Privacy | Site map | Disclaimer

Copyright © Ministry of Health. All rights reserved.

Screen 13: System will show you all experiences as per your license history. You can add other pharmacy work experiences that the system does not show. Click Add to add more than one experience.

Request Good Standing Certificate

Pharmacist name: Mujal Al-Hadi

Please list all the pharmacies in Oman that the pharmacist has worked in:

Pharmacy	Type	From	To
Zahra Zahra Zahra Zahra Zahra	Pharmacist	11/11/2013	15/11/2013
Muscat Pharmacy (SM)	Pharmacist	09/11/2015	15/11/2015

Parent Company:

Pharmacy Branch:

Pharmacist Type:

From:

To:

After you add all your experience, click Submit.

After e-payment is done, your application is submitted.

You will get successfully notification message.

Your request has been submit successfully.

Requests can be electronically returned, rejected or accepted by the ministry staff processing your request. In all cases, the requester will receive an email notification as well as a notification in the portal's top bar.

If the application is returned, you can find the application under the list of Pharmacist Services. You will need to open the application, edit it as per the reasons mentioned by the ministry staff, and resubmit it. You will not need to pay again.

If the application is rejected, you will need to make a new application and pay again. You may contact DGPADC for further clarifications.

If the application is approved, you will need to collect the certificate from DGPADC.

4.2.5 Request Document

Screen 13: Click on Request Document, if you wish Ministry of Health to issue this for request ministry of manpower clearance letter. You need to enter the pharmacist email and pin number and click Next.

Ministry of Health | eHealth Portal
Sultanate of Oman

Ministry of Health | Media Center | eServices | Search in MOH | Talk To Us | Vacancies | Statistics and Data

Ministry of Health | eServices | Citizens & Residents eServices | Pharmacist Services

Request Document

Please enter the email address of the pharmacist you are requesting documents for:

Pharmacist Email:

Next Back

Privacy | Site map | Disclaimer | Policies and Guidelines | Portal Usage Report

Copyright © Ministry of Health. All rights reserved.

Screen 14: The chosen service is only available to pharmacist with an active license.

Ministry of Health | eHealth Portal
Sultanate of Oman

Ministry of Health | Media Center | eServices | Search in MOH | Talk To Us | Vacancies | Statistics and Data

Ministry of Health | eServices | Citizens & Residents eServices | Pharmacist Services

Request Document

Please select the type of document desired:

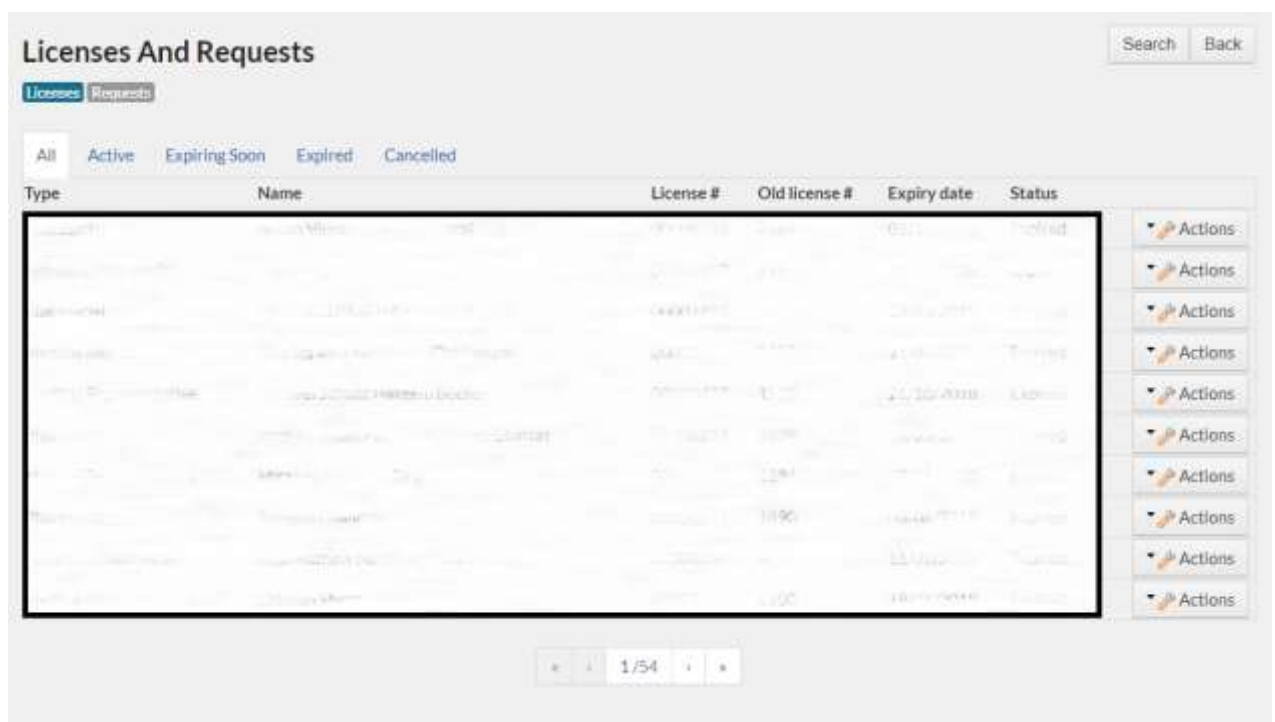
Request MOH clearance

Back

Privacy | Site map | Disclaimer | Policies and Guidelines | Portal Usage Report

Copyright © Ministry of Health. All rights reserved.

Screen15: The authorized persons can access the business dashboard and will be able to check all pharmacists' licenses and applications by clicking on the "magnifier icon".



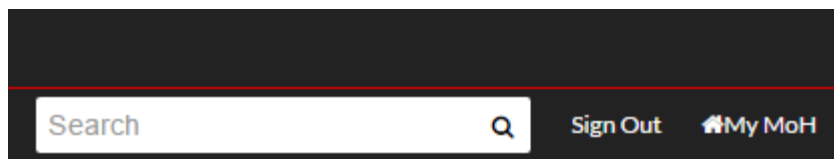
Note: The authorized person can print the license for any pharmacist by clicking on Action> Download license.

4.3 Pharmacy Services

Pharmacy services are only accessible via the Business Dashboard, which is accessible by staff of a business registered in the portal as explain in section 4.1.

4.3.1 Apply For Pharmacy License (Initial Location Inspection)

Screen16: After you login into the portal, click on My MoH. Then click on Business Dashboard (only visible if business is registered and you are added as a staff member).



Screen17: Click on Apply for Pharmacy license to request an initial inspection of the location of the pharmacy branch.



Screen18: You need to enter all required details before you can submit the request. Please make sure you select the correct establishment type. The contact person details should be of the person who will be available during the inspection, so the contact details must be correct.

Apply For Pharmacy License

Please enter all required details:

[Back](#)

Establishment Details

Company	<input type="text" value="Test Company Lorem Ipsum"/>
Establishment type*	<input type="text" value="Public"/>
Governorate*	<input type="text"/>
Wilaya*	<input type="text"/>
Area	<input type="text" value="None"/>
Zone	<input type="text" value="None"/>
Longitude*	<input type="text"/>

Contact Person Details

Name*	<input type="text"/>
Passport/ID Number*	<input type="text"/>
Occupation*	<input type="text"/>
Place of Work	<input type="text"/>
Post Box*	<input type="text"/>
Postal Code*	<input type="text"/>
Email*	<input type="text"/>
Confirm Email*	<input type="text"/>
Office phone	<input type="text"/>
Mobile phone*	<input type="text"/>

[owner-details](#)

Attachments

pharmacy-license-application-mainAttachments

Pharmacy Name Registry (Sanad) Confirmation

Browse for file

Delete attachment

Authorized Signatory ID Copy

Browse for file

Delete attachment

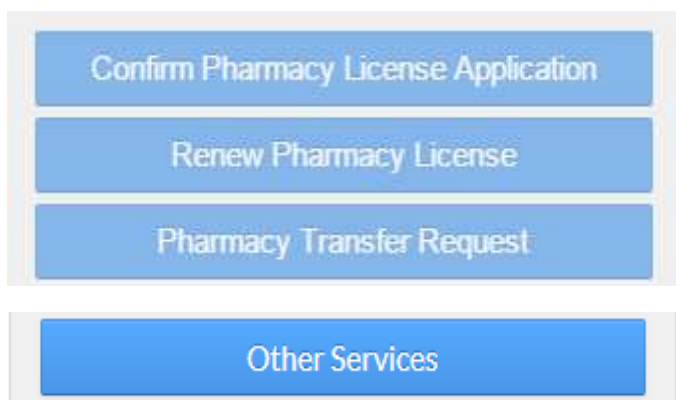
Other Attachments

Browse for file

Apply

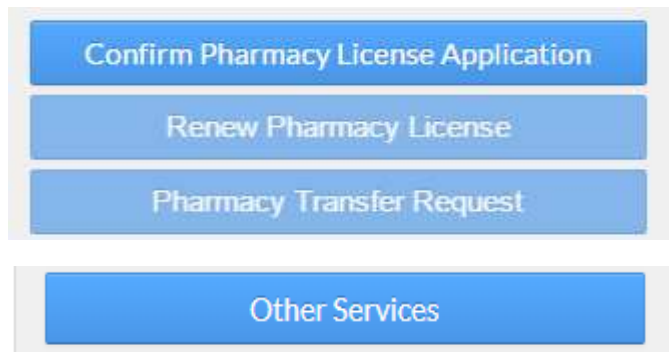
Apply

Note: You will not be able to request any of other services until the ministry approves your initial application (after the initial inspection is passed based on the location). As a result, if you click on the branch name after the application is made, all services are shown but disabled.



4.3.2 Confirm Pharmacy License Application (Final Inspection)

Screen19: After the initial location inspection is approved, you will receive a notification like all other services in the portal. You can now confirm your pharmacy license by clicking on Confirm Pharmacy license Application. This button will only be enabled once the ministry approved your initial inspection application.



Screen20: You may notice the following error if you have not yet hired a pharmacist for this branch (using the Pharmacist Services discussed in 4.2) and you cannot submit the application for the final inspection. To resolve this, you must first request a pharmacist license and at the time of the application, select this branch.



Once done, you will be able to submit your request.

Requests can be electronically returned, rejected or accepted by the ministry staff processing your request. In all cases, the requester will receive an email notification as well as a notification in the portal's top bar.

If the application is returned, you can find the application under the list of Pharmacy Services. You will need to open the application, edit it as per the reasons mentioned by the ministry staff, and resubmit it. You will not need to pay again.

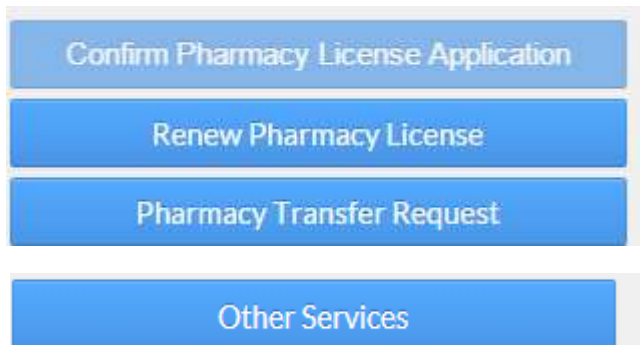
If the application is rejected, you will need to make a new application. You may contact DGPADC for further clarifications.

If the application is approved, you will need to collect the license from DGPADC.

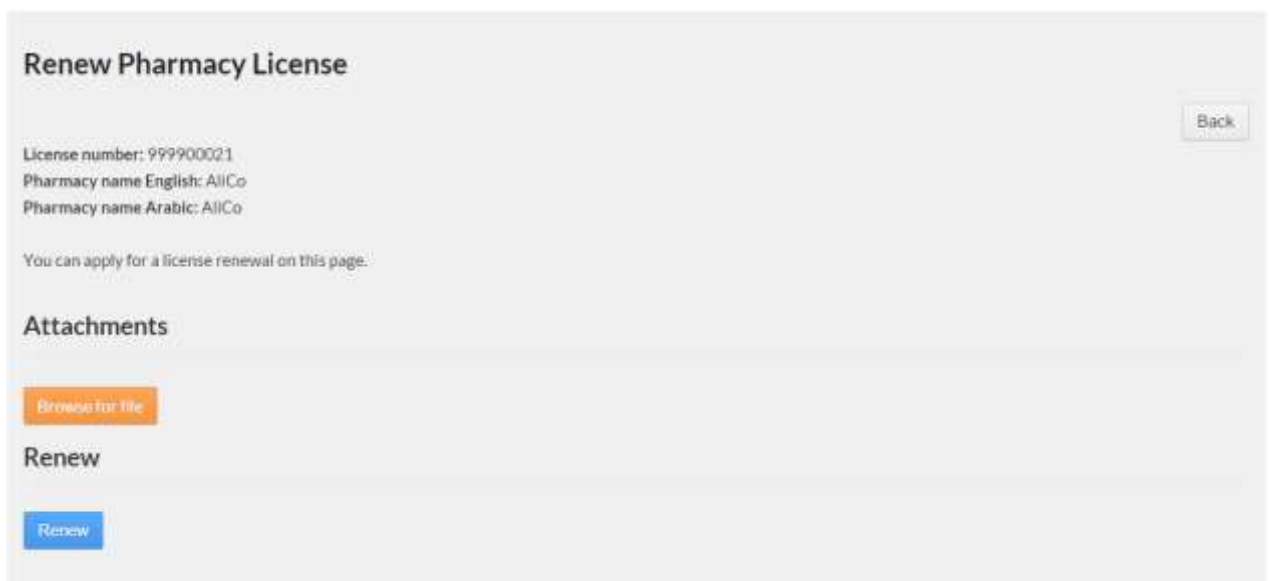
4.3.3 Renew Pharmacy License.

You can renew your license few weeks before it expires. You will receive a notification reminding you to do the same.

Screen21: Click on Renew Pharmacy License on the Pharmacy dashboard.



You will notice all details about your old license displayed. Click on Renew to submit the request and complete the e-payment.



4.3.4 Request Pharmacy Transfer

You can request to transfer your pharmacy branch to a different location using this service. You must first receive approval for the transfer request before commencing with the relocation.

Screen 22: You can transfer the pharmacy by clicking Pharmacy Transfer Request and enter the new location details.

Request Pharmacy Transfer

License number: 999900021
 Pharmacy name English: A/Co
 Pharmacy name Arabic: A/Co

You can apply for permission to transfer your pharmacy or branch to a new location on this page.

Request transfer
Back

New address

Governorate	Muscat
Wilaya	Al Amerat
Area	None
Zone	None
Longitude	0
Latitude	0
Nearest Landmark	

Request Pharmacy Transfer

License number: 999900021
 Pharmacy name English: A/Co
 Pharmacy name Arabic: A/Co

You can apply for permission to transfer your pharmacy or branch to a new location on this page.

Request transfer
Back

New address

Governorate	Muscat
Wilaya	Al Amerat
Area	None
Zone	None
Longitude	0
Latitude	0
Nearest Landmark	

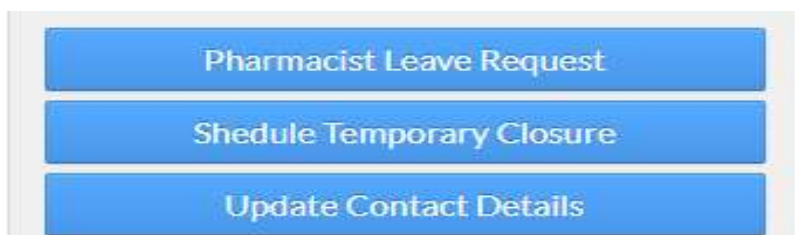
4.3.5 Other Services.

Screen23: You can find other services by clicking on “Other services”



4.3.6 Request Pharmacist Leave.

Screen 24: You can request leave for your pharmacist and specify whether the branch will be closed or run by another pharmacist. Click on Leave Request in the Pharmacy dashboard after selecting the branch. You will have to select the pharmacist who wishes to go on leave and click Next.



Request Pharmacist Leave

You can put in a leave request for a pharmacist on this page.

License number: 999900021
Pharmacy name English: AllCo
Pharmacy name Arabic: AlRo

Pharmacist details

Pharmacist Name

[Back](#)

Leave details

First day of leave (Required)

Last day of leave (Required)

Leave period

Leave type

Establishment status

[leave details](#)

Attachments

[Browse for file](#)

Request leave

[Request leave](#)

If the pharmacist wishes to extend their leave, you must submit a new request otherwise it is assumed the pharmacy will re-open after the last day of leave as specified in the application.

You must wait for an approval notification before closing the pharmacy.

4.3.7 Schedule Temporary Closure.

Screen 25: You can request temporary pharmacy closure and get the approval by the pharmacy regulatory authority.

Schedule Temporary Branch Closure

You may close a pharmacy for up to six months. During this time active pharmacists can work in a different branch. [Back](#)

Establishment name

Branch name

License number

From

To

Reason for closure

[Submit](#)

4.3.8 Update Contact Details.

Screen 26: You can update the contact details for each branch. These details will help MOH staff to communicate directly to the pharmacies.

Update Contact Details



(T-Pharmacy (T-Pharmacy))

Post Box -

Postal Code -

Office phone

Mobile phone -

Note: Requests can be electronically returned, rejected or accepted by the ministry staff processing your request. In all cases, the applicant will receive an email notification as well as a notification in the portal's top bar.

If the application is returned, you will need to open the application, edit it as per the reasons mentioned by the ministry staff, and resubmit it.

END OF DOCUMENT