

المديرية العامة للمؤسسات الصحية الخاصة
Directorate General of Private Health Establishment

وزارة الصحة
Ministry of Health



Licensing of Private Alternative and Complementary Medicine Establishments

(Standard Operating Procedures)

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I. Acknowledgment

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Introduction

This document is designed to provide standardized formalities and procedures of licensing Private Complementary and Alternative Medicine Establishments to ensure that all establishments meet and comply to the required standards, rules and regulations of the Ministry of Health.

Definitions and Abbreviations

MOH	Ministry of Health
DGPHE	Directorate General of Private Health Establishments
DG	Director General of Private Health Establishments
CAM Establishment	A facility that provides services in the following categories of Complementary and Alternative Medicine; Traditional Indian Medicine (Ayurveda), Traditional Chinese Medicine, Homeopathy, Osteopathy, Chiropractic Therapy, and Cupping (Hijama).
Licensing Authority	Ministry of Health. Directorate General of Private Health Establishments. Department of Alternative and Complimentary Medicine regulation.
Rules/Laws /Regulations	includes all the regulatory frameworks and decisions issued by the Ministry of Health and the relevant Authorities; including but not limited to; the Regulatory Framework 231/2024 and the CAM establishments licensing requirements/guide.
Applicant	The individual or legal entity applying for private CAM clinic/establishment license.
License	Official authorization to operate a clinic for a specified period under defined conditions and for specified specialties and services.
Relevant Authorities	Ministry of Commerce, Industry and Investment Promotion / Municipality/ Ministry of Labor/ Royal Oman Police. and other Authorities as per the required collaboration for specific permits
MoCIIP	Ministry of Commerce, Industry and Investment Promotion

Chapter 1: Purpose, Scope, & Policy Statements

Purpose

- This document establishes standardized procedures of licensing private Alternative and Complementary Medicine (CAM) establishment to ensure following standardized procedures in compliance with applicable laws and regulations.

Scope

- This Standard applies to private CAM establishments seeking initial licensure, renewal, modification, reinstatement or cancellation of a license within the jurisdiction of the Ministry of Health.

Policy

- **The Licensing Authority (MOH/DGPHE)** is committed to ensure that all licensed CAM establishments fulfil the requirements and will operate in compliance with the rules, regulations, safety and quality standards.
- **The licensed establishments and service providers must ensure to:**
 - Maintain provision of high-level quality, safety, and evidence-based practices.
 - Comply with all rules and regulations.
 - Maintain accurate records.
 - Provide ethical based practices and ensure privacy and confidentiality.
 - The practices should be free from discrimination, ensuring equal treatment for all patients regardless of their racial background or religious beliefs.
 - Continuously improve the services.
- **All employees of the MOH/DGPHE/and section of private health establishments** involved in the procedure of licensing should adhere and comply to the rules and regulations to ensure fairness, integrity, trust, impartiality and accountability.

Review and Updates

This document shall be reviewed periodically and updated as necessary to reflect regulatory or operational changes.

Chapter 2: Procedures

Submission of the application is subject to approval by Ministry of health.

MOH reserves the right to accept or reject the application based on compliance with regulations, rules, laws and requirements.

The concerned department at DGPHE is Department of Alternative and Complementary Medicine Regulation/ Section of Licensing Private Alternative and Complementary medicine Establishments

Procedure Name: **Initial Approval**

1. Submission of the Application (The Applicant)

Applicant must submit complete application documents that include:

- Completed online application form.
- ID copy of Applicants/partners in the CR.
- Royal Oman Police Clearance
- Financial solvency
- Commercial Record (CR) copy
- List of services (scope of services and practices)
- Any other document if requested by the licensing authority (if informed).

2. Application Review Process (DGPHE)

- **Receiving Applications:** Applications are received electronically (or in hard copy if informed otherwise).
- **Preliminary Review:** The Section of Licensing the Alternative and Complementary establishments reviews submissions for completeness, and forward it to the section of private health establishments in the concerned governorate for initial suggestions and opinion. After receiving the feedback, the application will be forwarded to DG for approval.
- **Deficiency Notice:** Applicants are notified of missing or inadequate information. OR the applicant will be notified with the rejection notice.
Acceptance: If the required documents and details are complete, the application will be conditionally approved and the applicant will be notified to proceed for payment.

3. Payment of the applicable fees (The Applicant)

- The Applicant will be notified to pay the applicable fees (100 RO as Application/Request submission fees).

4. Release of The Initial Approval (DGPHE)

- After payment, the application will be forwarded for approval and the initial/preliminary approval will be issued.
- The Licensing Authority (DGPHE/MOH) will issue a preliminary/Initial Approval of a 1-year validity.
- The applicant may submit a request to renew the initial approval providing clarification/justification or updates as required. This is subject to ongoing rules and regulations.

- During this validity period, the applicant may proceed to complete the licensing process. (Meanwhile; the process of staff licensing (assessment phase) can be initiated in the section of licensing practitioners of alternative and complementary medicine.

Procedure Name: **Drawings/layouts Approval**

1. Submission of the Layouts/floor plans/Scope of services (The Applicant)

- Fill the request form of layout approval and submit it to the section of private health establishments in the concerned governorate with the below listed attachments:
- loaded layout and floor plans (prepared by engineering Consultancy office).
- Scope of the services, if additional notes or details to be added to the document that was submitted during the initial phase, including brief explanation of Policies and procedures (clinical staff, administrative staff, infection control, patient safety. etc.).
- Equipment list (if applicable or informed to submit)

2. Layout Review and Initial Inspection Visit (DGPHE)

- The submitted proposed layout will be reviewed initially by the section of private health establishments in the concerned Governorate and forward it to the section of licensing alternative and complementary medicine establishments/DGPHE.
- The section of private health establishments will be informed to perform a field visit to inspect the proposed location and building.
- The team will fill the initial inspection form.
- The form will be signed by the applicant and the inspection team members.
- Copy of the filled form will be given to the applicant.
- The applicant will be notified if amendment has to be made to the proposed layout or other documents, OR if the proposed site is rejected.

The applicant should submit a no-objection certificate from the Municipality (The relevant Authority) if the proposed site is a residential building that will be utilized for commercial use. (applicable for Muscat Governorate).

3. Approval of the Proposed Layout/Drawings (DGPHE)

- The Section of licensing alternative and complementary medicine establishments will issue/release the approved layout.
- The applicant can submit a request if any amendment made to the approved layout or if the proposed site and building is changed for any reason.
a new request must be submitted and the above mentioned steps must be followed.

Setting up of the Private CAM establishment (The Applicant)

- Applicant may proceed to prepare and set-up the private CAM establishment with the following:
- The required equipment, tools, partitions, medical furniture, final design of the facility and other necessary required items.

- The Applicant will proceed to get the approvals and complete the required formalities in the other relevant authorities.

Procedure Name: **Final inspection & Licensure**

1. Submission of a Request for Final Inspection Visit (The Applicant)

- Upon readiness, the applicant may submit a request to the section of private Health Establishments in the concerned Governorate (or to the concerned department in DGPHE if specified by the licensing authority) for final inspection.
- The applicant should attach the following documents to the application form of final inspection:
 - Final inspection request form
 - Copy of CR after endorsement and activation of the commercial activity
 - (Commercial Activity code 862002).
 - Commercial Activity Certificate/rent contract/civil defense certificate.
 - Commercial logo/branding/Trade Mark. (registered at the Registration Authority, MOCIIP, Intellectual Property Department)
 - Biohazard waste collection and management contract (e.t Be'ah); (if applicable).
 - Cleaning service contract/copy of the cleaner's ID
 - Medical laundry contract (if applicable)

2. Final inspection Visit (DGPHE)

- Pre-licensing inspections are conducted by the concerned team from section of licensing private health establishments in the concerned governorate or by the team from section of auditing alternative and complementary medicine establishments whenever required and decided.
- Inspections will include facility safety, infection prevention, equipment functionality, record-keeping (electronic medical records system), staffing list, and other requirements as applicable.

3. Recording/Reporting of the Final Inspection Findings (DGPHE or the team from the concerned governorate)

- Inspection findings are documented and shared with the applicant if there are requirements not met.
- The applicant will be noticed to request a second visit upon readiness.
- Failure to fulfill all the requirements in the second visit, the applicant may request a third visit.

Note that the request for subsequent visit (from the third visit onwards) will be subject to fees as determined by the licensing Authority).

Otherwise;

The final inspection form will be filled and signed by the inspection team members if the facility met all the requirements.

The final inspection form will be countersigned by the head of department.

- Final Decision will be made; the applicant will be informed to proceed for payment of the License Fees.

4. Payment of The License fees (The Applicant)

- The Applicant will be informed to proceed for payment if the final inspection report/form is approved by the inspection team and head of the department.

5. Endorsement of the Staff (The applicant)

- The Applicant will be informed to continue finalizing the procedure of staff Licenses in the section of licensing practitioners of alternative and complementary medicine as per the followed regulations.

6. Issuance and Release/Activation of Licenses (DGPHE)

- License of the facility is issued upon satisfactory review and inspection, and after endorsement of the staff licenses. (issued/witnessed by the Director of the Department)
- Conditional approval (commencement of work) may be granted with corrective action requirements. (issued/witnessed by Director of department of alternative and complementary medicine regulation)
- Denials or rejection statements are issued in writing with the reasons/justifications, and information on appeal rights. (Director of department of alternative and complementary medicine regulation)

Procedure Name: Add Specialty to an existing CAM establishment

1. Application Request (The Applicant)

- The applicant should submit the request and the proposed drawing online; MOH e-Portal.

2. Review of the application (DGPHE)

- The request will be reviewed by the section of licensing alternative and complementary medicine establishments.
- The request will be forwarded to the section of private health establishments in the concerned governorate for review and feedback.
- If no objection, the proposed drawing will be approved.
- The applicant will be informed.
- Upon readiness, the applicant must submit a request for final inspection.

3. Final inspection

- Final inspection will be performed by a team from the section of private health establishments in the concerned Governorate and report to the Department of Regulating Alternative and Complementary Medicine Establishments/Section of Licensing Alternative and Complementary Establishments.
- If the set-up of the proposed service is complete, the applicant will be informed to proceed to appoint the relevant practitioners.

This procedure subject to fees as per the Ministerial Decision 71/2024

Procedure Name: **Relocation of the CAM Establishment**

1. Application Request (The applicant)

- The applicant should submit the request form to the section of private health establishments in the concerned governorate, explaining the reasons and attaching the proposed drawing.

2. Review of the Application, drawings approval and initial inspection (DGPHE/ section of private health establishments in the concerned governorate)

- The similar steps of the drawings approval and initial inspection visit to be followed to approve the drawings and proposed site.

3. Final inspection

- The similar steps of final inspection visit to be followed to visualize and approve the readiness of the new site.

This procedure is subject to fees as per the Ministerial Decision 71/2024

Procedure Name: **Renewal of the License of CAM Establishment**

1. Application Request (The applicant)

- The applicant must initiate and complete the procedure online; MOH e-Portal. Attaching the required documents.

2. Review of the Application

- The application will be reviewed by the section of the private health establishments in the concerned governorates and check completeness.

3. Payment of the Applicable Fees (The applicant)

- If the documents are complete, no record of violations or due fines, The Applicant will be notified to pay the applicable fees and the license will be renewed.
- If the documents are not complete, there is proof of due violation fines or delay in renewal, the Applicant will be notified; the due fees must be paid to proceed for license renewal.

The applicable renewal fees to be paid as per the Ministerial Decision 71/2024

Procedure Name: **Cancellation of the License of CAM Establishment**

1. Application Request (The Applicant)

- The applicant must submit the voluntarily request form to the section of private health establishments in the concerned governorate.

2. Review of the Application

- The section head will review the application and the status of the license.
- The facility license must not include any active licenses of health professionals/practitioners, no record of outstanding financial obligations and legal issues.

3. Payment of the Applicable Fees (The Applicant)

- The applicable violation fees and delay of license renewal fees must be paid.

4. Cancellation of the License (DGPHE)

- The section of private health establishments must report to the Director of department of alternative and complementary medicine regulation to proceed for the final decision of cancellation of the license.

Procedure Name: Change Ownership of CAM Establishment

NOTICE: The owner of the facility must settle all the outstanding violations, fees and legal cases before initiating the procedure of changing the ownership. The CAM facility must be available and functioning.

1. Application Request (The Applicant)

- The applicant should submit the following attachments to the section of private health establishments in the concerned governorate
 - Application request form for transfer of Ownership.
 - Request letter from the current owner for selling the activity and clarification about the staff & trademark.
 - Request letter from the buyer that he/she will purchase the activity and clarification about the staff & trademark
 - ID copy of both parties.
 - The new owner must be eligible and submit the following:
 - Royal Oman Police Clearance.
 - Financial solvency.
 - Updated CR Copy (with endorsement of the relevant commercial activity, can be endorsed after the initial approval).

2. Review of the Application

- The request will be reviewed by the section of private health establishments in the concerned governorate for the completeness of the required documents and forward the application to the Director of Department of Alternative and Complementary Medicine Regulation through the applicable communication platform.

3. Issue of No-Objection Letter

- The Director of department of alternative and complementary medicine regulation will issue a no objection letter to the Ministry of Commerce, Industry and Investment Promotion.
- The applicant must submit to the department of alternative and complementary medicine regulation the following documents:
 - Agreement contract from Ministry of Commerce.
 - Payment receipt from Ministry of Commerce.
 - Signed Minutes of meeting.
- The new owner must submit the required documents as listed in the application form to update the data of the license.

4. Endorsement of staff licenses

- The updating of the staff licenses will be processed in the section of licensing practitioners of alternative and complementary medicine establishments.

Chapter 3: Responsibilities

1. Directorate General of Private Health Establishments (DGPHE)

- The licensing Authority that licenses and oversees the Private Alternative and Complementary Medicine Establishments in accordance with MOH rules and regulations.
- Keep and Maintain the system, records and data of licensed facilities.
- Defines the required licensing guidelines and policies in collaboration with the concerned departments and sections (Department of Alternative and Complementary Medicine Regulation & section of Licensing Alternative and Complementary Medicine Establishments).

2. Director of Alternative and Complementary Medicine Regulation Department

- Supervise the licensing applications process and procedures.
- Oversees the daily operations.
- Review the final complete licensing process to obtain the final approval of the Director General.
- Set and develop the licensing strategies in collaboration with team.
- Represent the department to the relevant regulatory bodies and external relations.

3. Head of Section, Licensing Alternative and Complementary Medicine Establishments

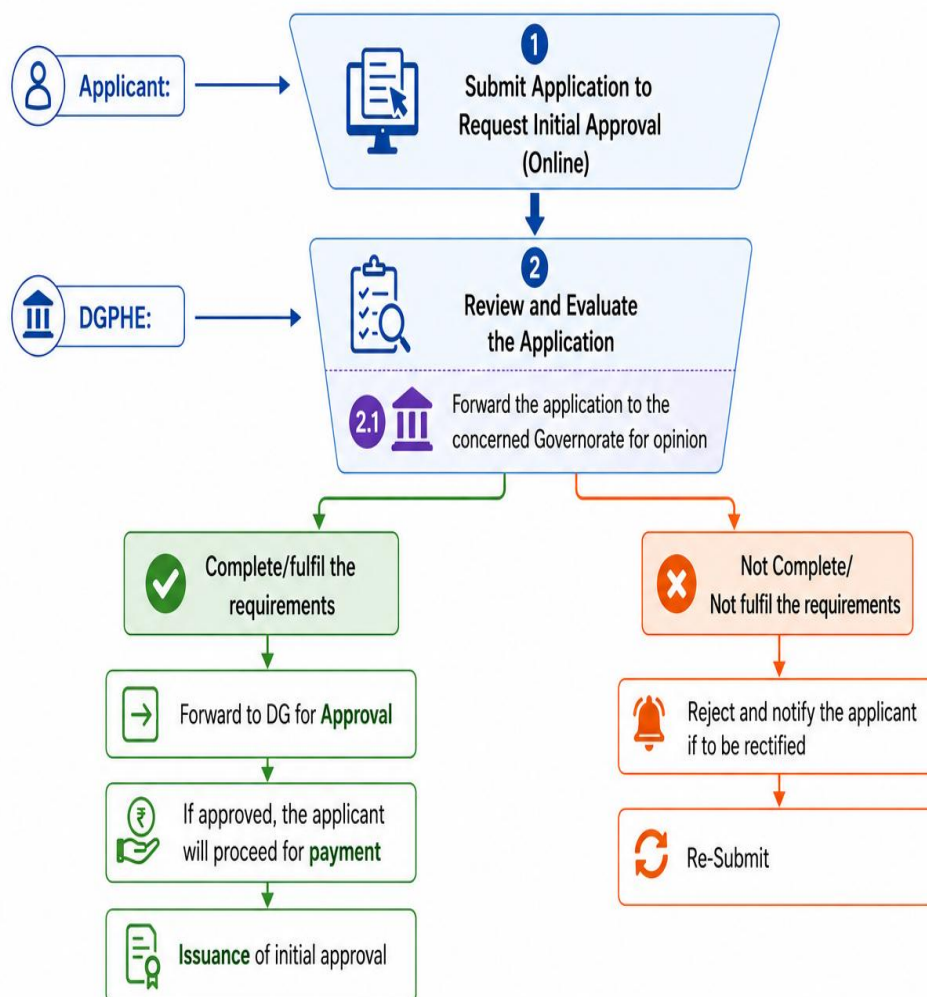
- review the new applications for completeness.
- Ensure the applications are in accordance with the set forth requirements
- Review the submitted drawings and approve it.
- Review the initial and final inspection reports.
- Monitoring daily requests received regarding the licensing procedures.
- Review, maintain and update the relevant guides and forms.

4. Section of Private Health Establishments in the Governorate

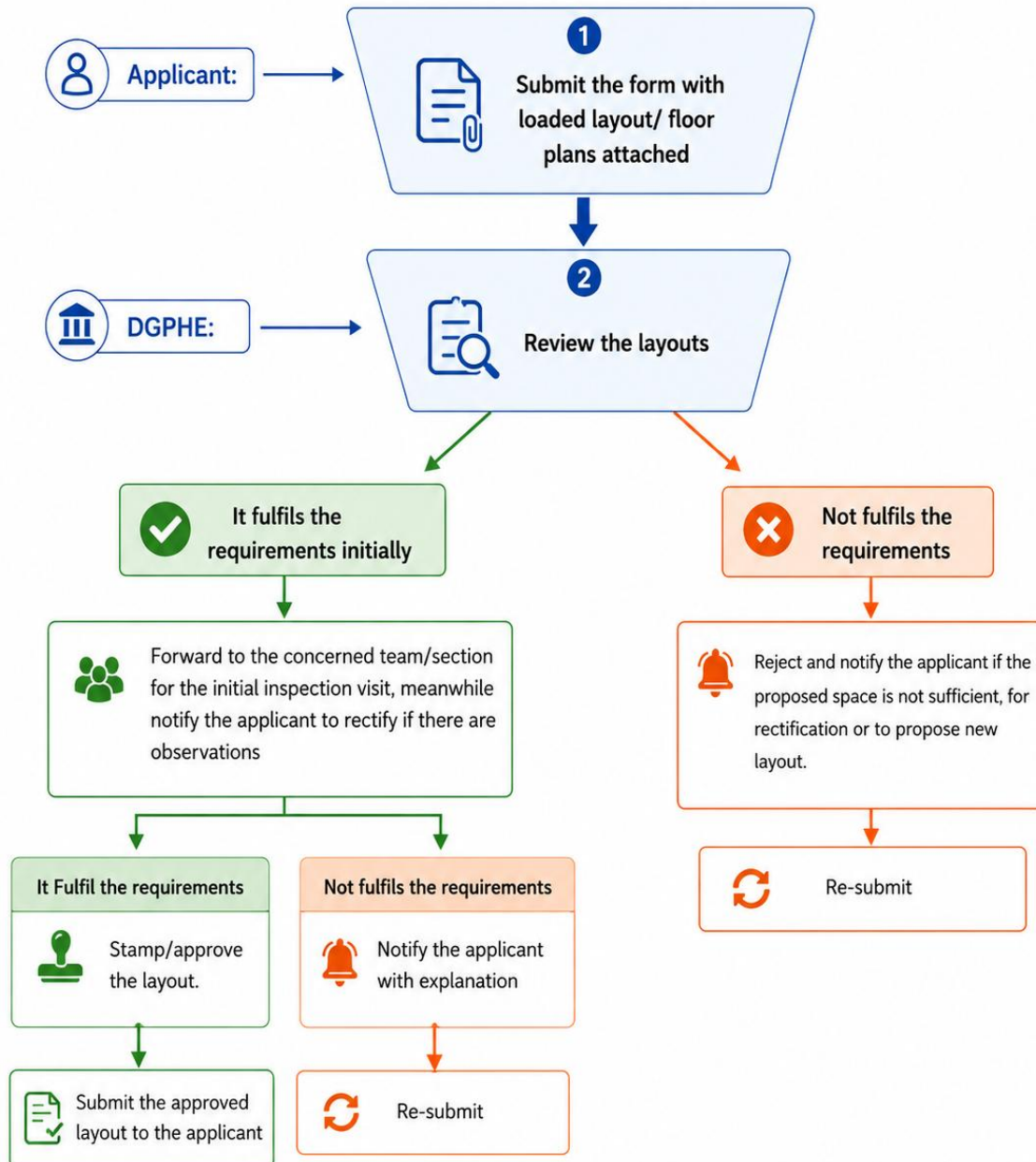
- Receive the applications and record the daily requests.
- Forward the requests Department alternative and complementary medicine regulation for review and further decisions.
- Perform initial and final inspection visits as scheduled.
- Perform regular Follow up visits to ensure compliance with MOH licensing regulations.
- Review and process the renewal of licenses.

Chapter 4: Procedures Flowcharts

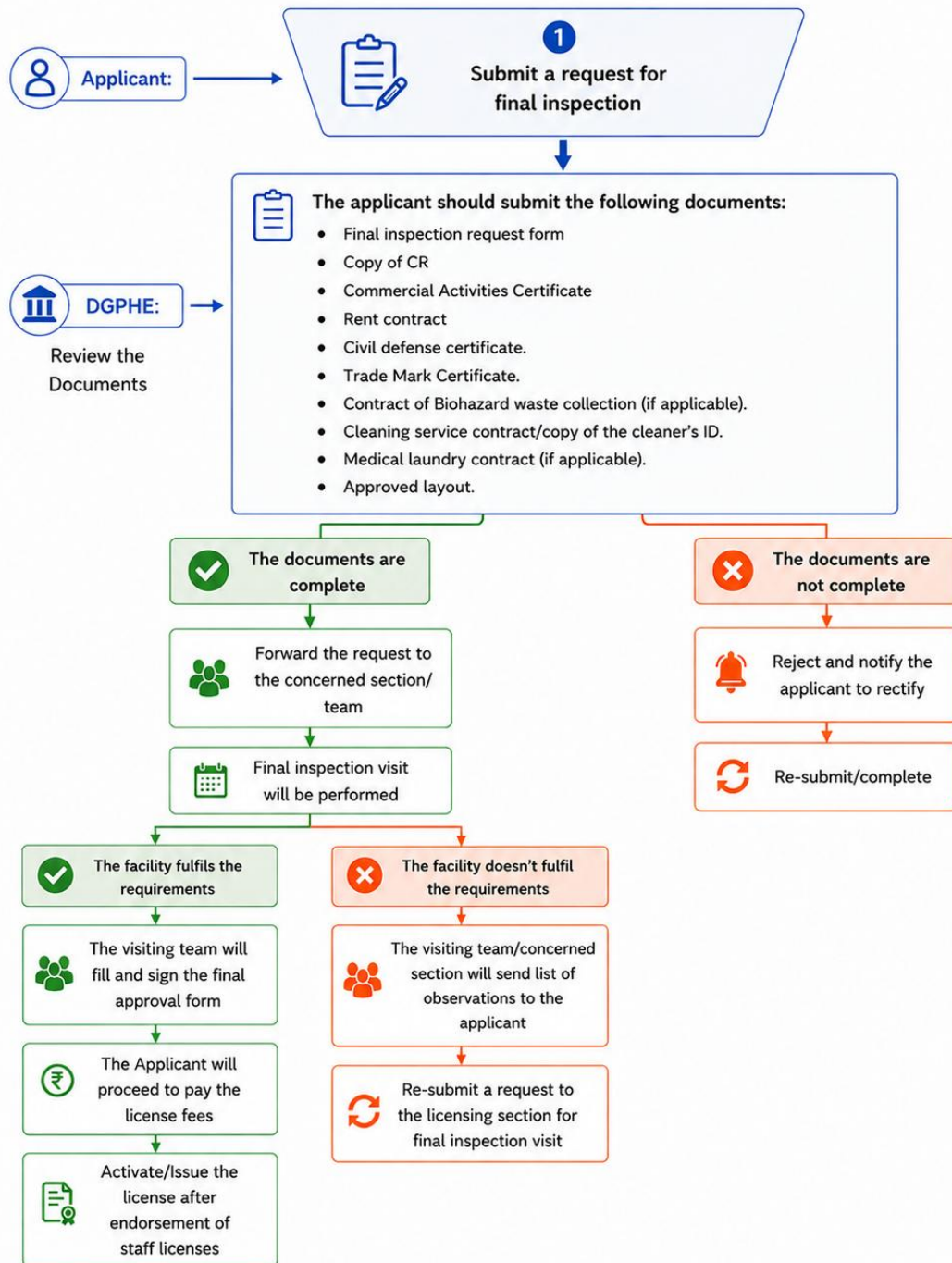
Request for Initial Approval to Establish Private CAM Establishment



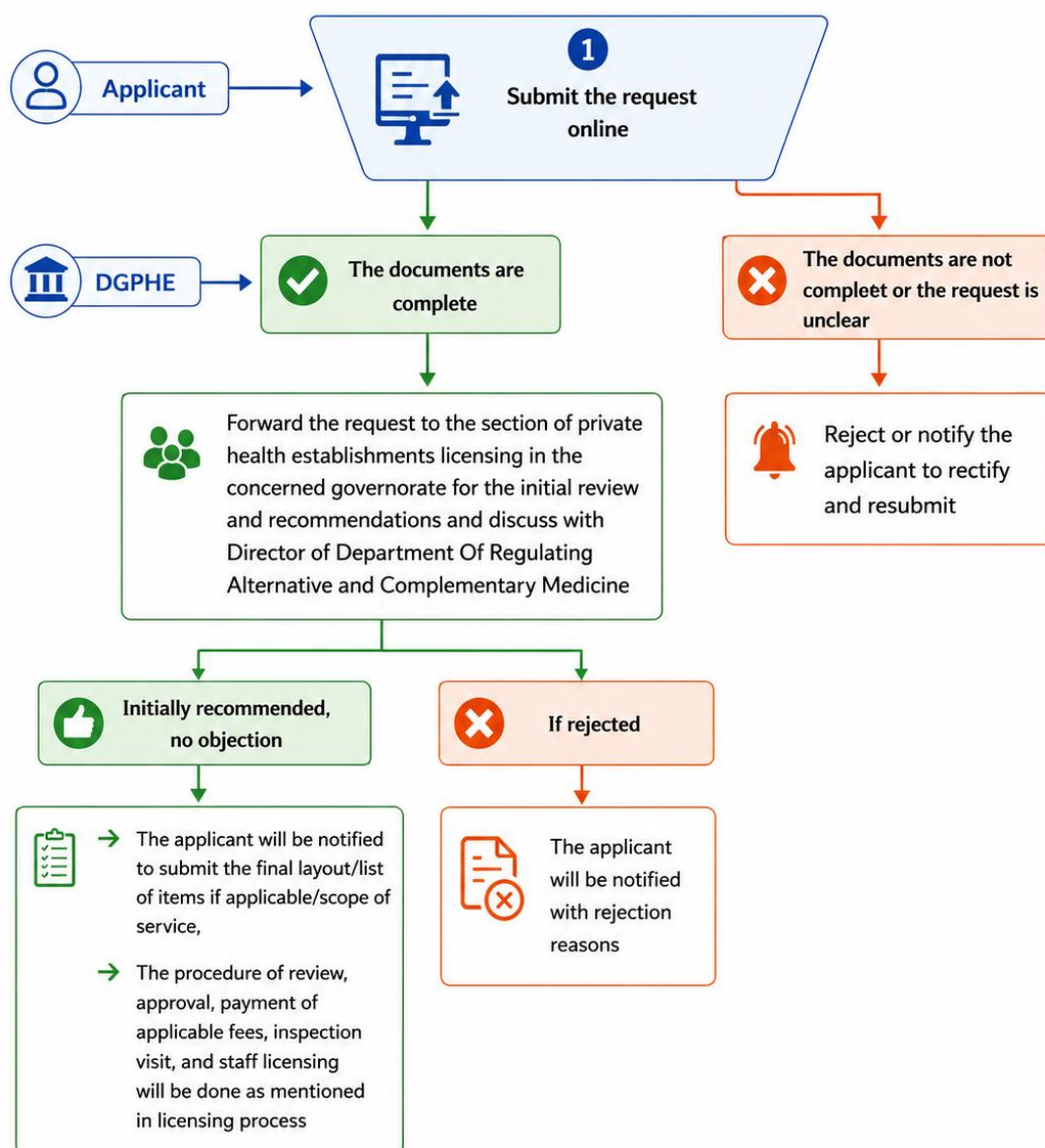
Request of Drawings/ Layouts Approval



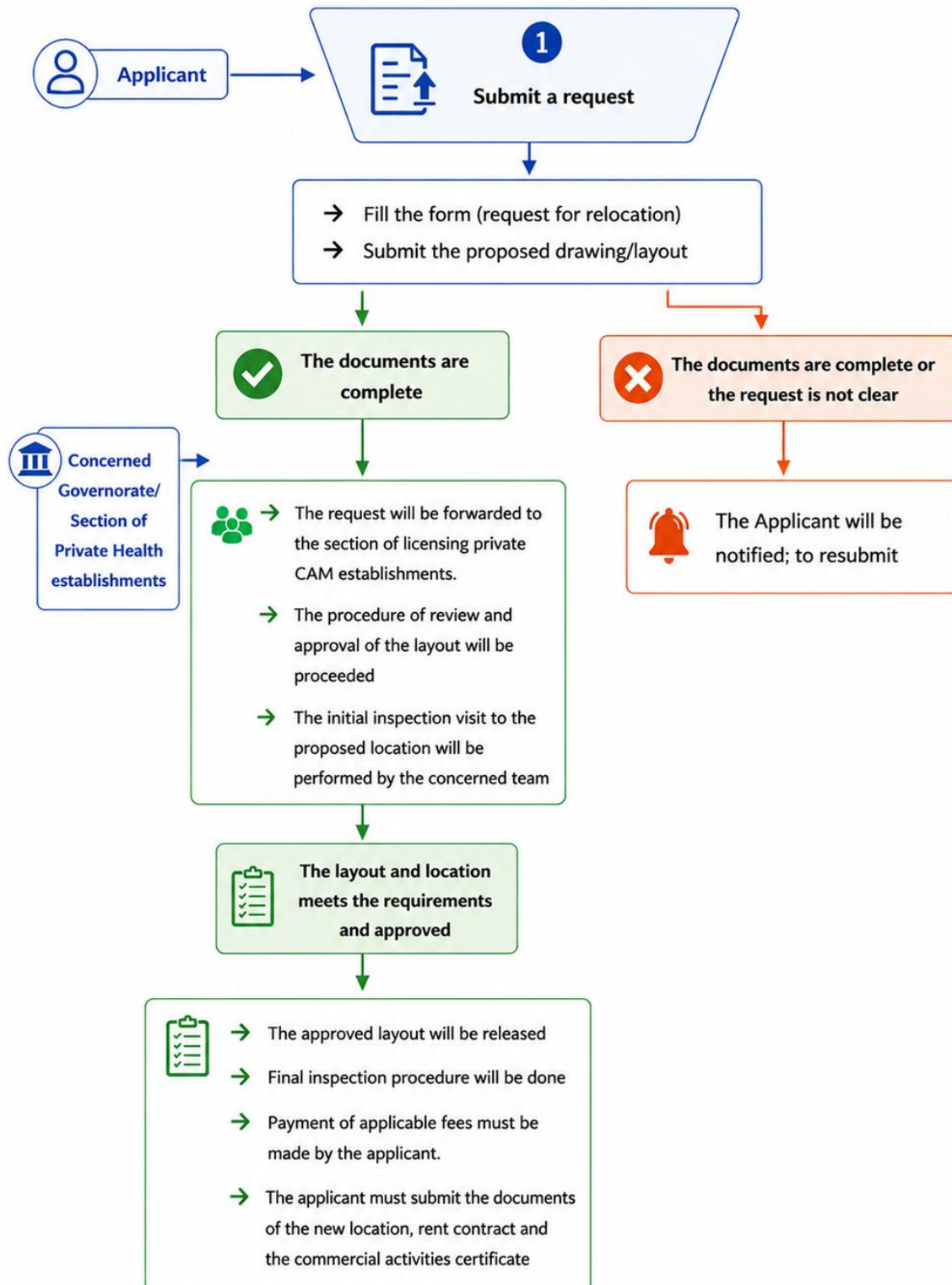
Request for Final Inspection



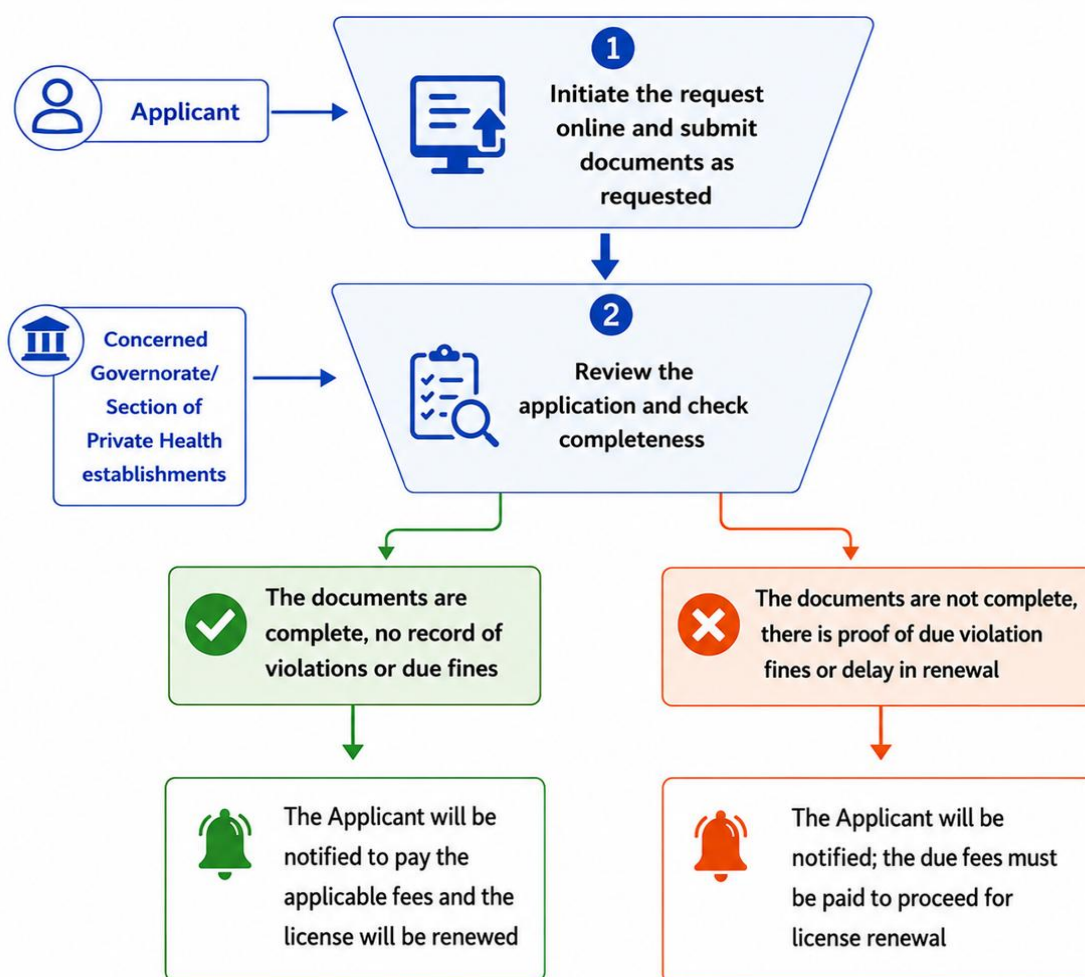
Request to Add Specialty to Existing CAM Establishment



Request to Relocate the CAM Establishment



Request to Renew the License



Document History and Version Control Table

Version	Description		Review date
1	Initial Release	Fawziya Rashid Hamed Al Hasani	August/2029

References:

1. Regulatory Framework 231/2024 for regulating medical and allied health professionals, Sultanate of Oman
2. Licensing regulations of private Health establishments, DGPHE/MOH, version 3:2025