



Request for Private Clinic/Center/Polyclinic Initial Approval User Manual

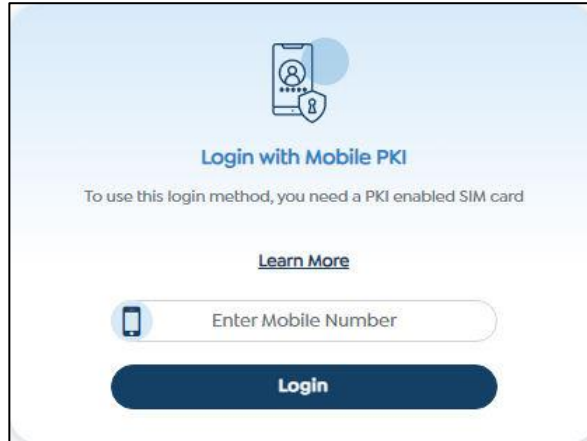


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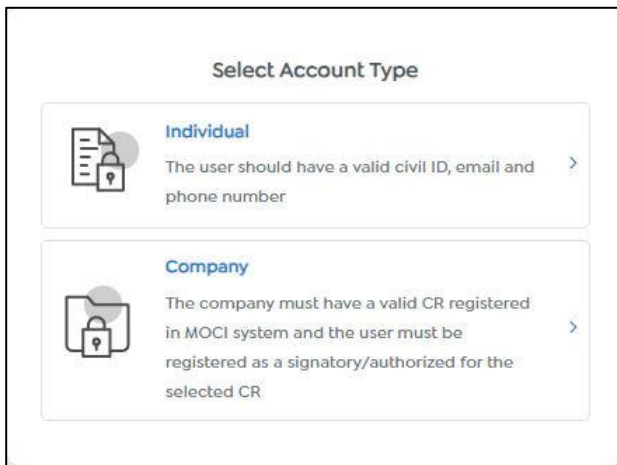
1. Registration

You can create or register a new account to use in the system using two different types: Individual and Company. You start from the **Login** page as shown below:



The screenshot shows a login interface titled "Login with Mobile PKI". It includes a sub-header "To use this login method, you need a PKI enabled SIM card" and a link "Learn More". Below this is a text input field labeled "Enter Mobile Number" with a mobile phone icon on the left. At the bottom is a dark blue "Login" button.

Click your mobile number and click **Login**, when the system recognizes that it is not registered in the system, it will navigate you to the following page:



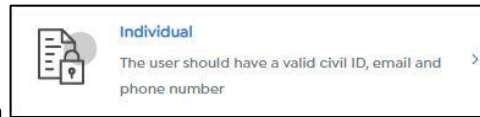
The screenshot shows a "Select Account Type" screen with two options. The "Individual" option is highlighted and includes a document icon with a lock and the text: "The user should have a valid civil ID, email and phone number". The "Company" option includes a document icon with a lock and the text: "The company must have a valid CR registered in MOCI system and the user must be registered as a signatory/authorized for the selected CR". Both options have a right-pointing arrow.

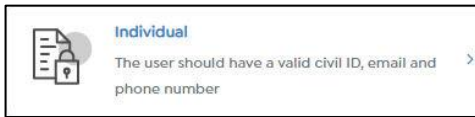
You can select an account type by simply clicking on any of them.



1.1 Register an Individual Account

To register an individual account, follow the steps below:



1. Click on , and following page appears:

Individual Registration

Person Identity

ID Card Number ID Expiry Date *

[Verify](#)

2. Enter your resident card number and expiry date.
3. Click [Verify](#), and the system will retrieve your information automatically as shown below:

Person Identity

ID Card Number ID Expiry Date *

[Verify](#)

Personal Information

Full Name (En) Date of Birth

Full Name (Ar) Gender

Nationality Age

Governorate Willayat

Village

Contact Details

E-mail address OTP

☒ Send OTP

Mobile * OTP *

☒ Send OTP

Communication Preferences

Language * ☒ English ☐ Arabic

Method ☒ SMS ☐ Email

[Save](#)

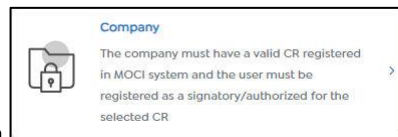
4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click ☒ Send OTP for both platforms, and then enter the OTP which you have received on both platforms.



6. Select the communication language if it's in Arabic or English.
7. Select the communication method if it's by SMS or Email or both.
8. Click **Save**, and a message appears indicating that the account has been successfully registered.

1.2 Register a Company Account

To register a company account, follow the steps below:



1. Click on **Company**, and the following page appears:

Company Registration

Corporate Commercial Register

CR Number *

Verify Q

2. Enter the CR number and then click the **Verify Q** button, and the system will retrieve your company's information as shown below:

Company Registration

Corporate Commercial Register

CR Number *

Verify Q

Corporate Information

Company Name (En)	Company Name (Ar)
CR Status Valid	CR Expiry Date 04/23/2024

Person Identity

ID Card Number

ID Expiry Date *

Verify Q

3. Then you need to enter the person's information by entering the resident card number and expiry date, then click **Verify Q** and the system will retrieve the person's information automatically as shown below:



Person Identity

ID Card Number

ID Expiry Date *

Verify

Personal Information

Full Name (En)

Full Name (Ar)

Nationality

Governorate

Village

Date of Birth

Gender

Age

Willayat

03-01-1986

Male

37

Select Willayat

Contact Details

E-mail address

Send OTP

Mobile *

Send OTP

OTP

OTP *

Communication Preferences

Language *

English

Arabic

Method

SMS

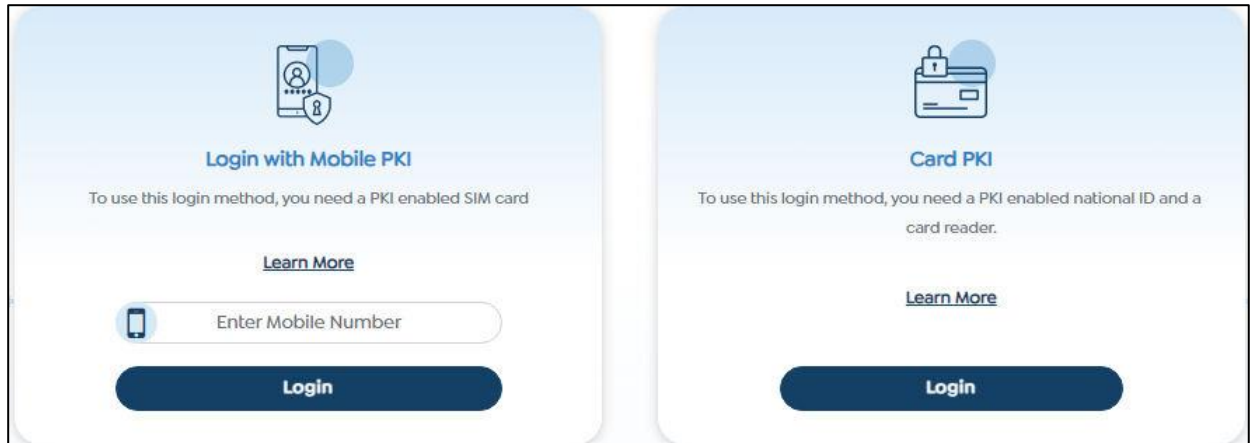
Email

Save

- Enter the location which consists of Governorate, Wilaya, and village.
- Enter email address and mobile number, then click **Send OTP** for both platforms, and then enter the OTP which you have received on both platforms.
- Select the communication language if it's in Arabic or English.
- Select the communication method if it's by SMS or Email or both.
- Click **Save**, and a message appears indicating that the account has been successfully registered.

2. Login

You can login to the system with your account using two different methods: Mobile PKI and Card PKI. The **Login** page appears as shown below:



The screenshot displays the login interface with two main sections:

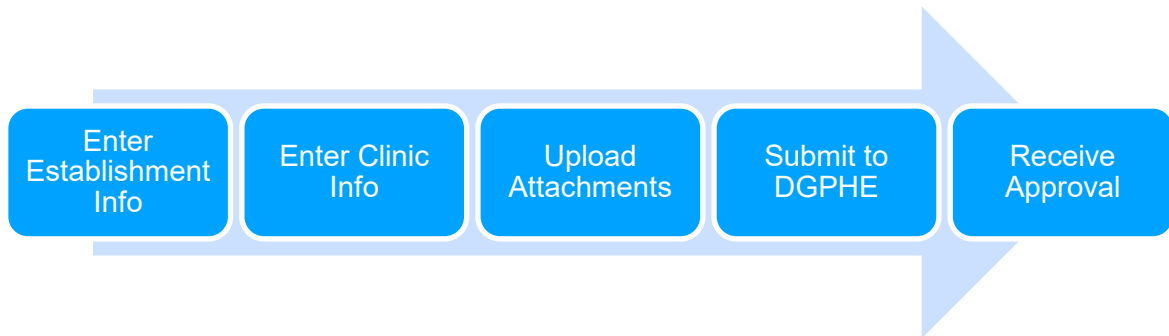
- Login with Mobile PKI:** Features an icon of a smartphone with a lock. Below it, the text states: "To use this login method, you need a PKI enabled SIM card". There is a link for [Learn More](#). A text input field labeled "Enter Mobile Number" is present, followed by a dark blue **Login** button.
- Card PKI:** Features an icon of an ID card with a lock. Below it, the text states: "To use this login method, you need a PKI enabled national ID and a card reader." There is a link for [Learn More](#). A dark blue **Login** button is located at the bottom.

- For **Mobile PKI**, you enter your mobile number then you click **Login** button on the left side, and if you enter your password on your phone.
- For **Card PKI**, you click **Login** on the right side, then you use the ID card reader to read your card, and then you enter your password on the computer screen.



3. Request for Private Clinic/Center/Polyclinic Initial Approval

Through this page you request for initial approval to establish a private clinic/center/polyclinic and you submit this request to DGPHE for approval. The process is as follows:



The **Private Clinic/Center/Polyclinic Initial Approval** page appears as shown below:

Private Clinic/Center/Polyclinic Initial Approval eService

Fill e-Form Pay Online Receive Confirmation

Establishment Info

Applicant Information

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	ضبيبض
Civil ID	EstablishmentOwner	Email	hajir.atbalushi@moh.gov.om
Mobile Number	92135197	Second Mobile Number	968 92135197
Role	Owner		

Establishment Information

Select Establishment

Establishment *

Establishment Details

CR Number	CR Number	CR Status	CR Status
Phone Number	Phone Number	Email	Email
P.O Box	P.O Box		

To apply for the service, follow the steps below:

1. Select the establishment from the dropdown list, then click button, and you get a notification in green on top of the page if the establishment and provider are valid and you can continue with the process. The notification appears as shown below:





2. Click **Next >** and the following page appears:

3. Enter the clinic/center/polyclinic suggested name in English and Arabic.
4. Select clinic/center/polyclinic type and subtype from the dropdown lists.
5. Select specialties and you can select more than one.
6. Enter location information which includes governorate, willaya, Village, building type, branch details, building no., street no., and nearest landmark.
7. Enter location on map by entering the longitude and latitude values.
8. Click **Next >** and the following page appears:



Establishment Info
Clinic Info
Attachment
Preview

Attachments

Private Clinic Initial Approval Documents

Required Attachment	Description	File Name	Action
Certificate of No Criminal Record *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Commercial Register *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Financial Solvency *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
PCIA-Other Documents	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
PCIA-Scope of Work *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file

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

9. Upload the required attachments using the [Upload file](#) button.

10. Click [Next](#) and the following page appears:

Establishment Info
Clinic Info
Attachment
Preview

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	ضضضض
Civil ID	EstablishmentOwner	Mobile Number	92135197
Role	Owner		

Establishment Details

Establishment Name	Al Madina Development and Supply	CR Number	1197509
CR Status	Active	Phone Number	94898410
Email	Shabnam@almadinagroup.net	P.O Box	+1234

Clinic Information

Clinic Name Ar	عيادة	Clinic Name En	clinic
Clinic Type	Clinic	Clinic Type Sub Category	Dental Speciality Clinic
Specialities	Oral Medicine		



Private Clinic Initial Approval Documents

Required Attachment	Description	File Name
PCIA-Other Documents	• Allowed FileTypes (doc,docx,jpg,pdf,png,zip) & size must not exceed 5 MB	
PCIA-Scope of Work *	• Allowed FileTypes (doc,docx,jpg,pdf,png,zip) & size must not exceed 5 MB	download.pdf

Fee Details

Fees to be paid: 0 OMR

Declaration

☐ I hereby declare that all the information provided in this application form is true and accurate. I understand that providing incorrect or misleading information will result in the rejection of my application.

[Back](#) [Submit](#)

11. Review all the details. Once done, add a tick to the checkbox to declare that the entered information is true and correct.

12. click [Submit](#), and the following message appears:

Confirmation ✕

Are you sure you want to proceed?

[Confirm](#) [Cancel](#)

13. Click [Confirm](#) button, and the following page appears:

Fill e-Form ✓ **Receive Confirmation**

Application Information

Application Number: PCIA1000742503022C

Application Issue Date: 22-10-2025 16:08:56

[My Applications](#)

Your request is sent to DGPHE for approval.

You can view your applications using the [My Applications](#) button.



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