



Request for Adding Specialty in PHE

User Manual

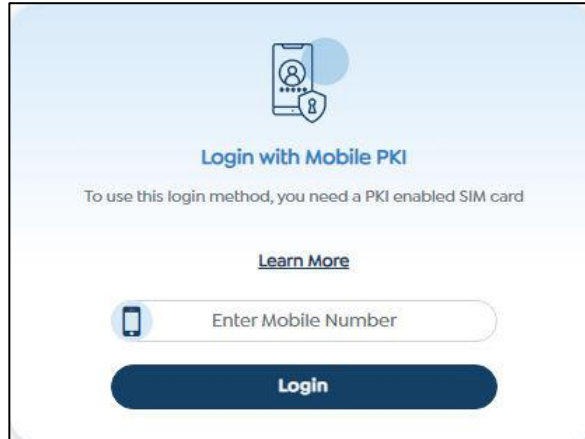


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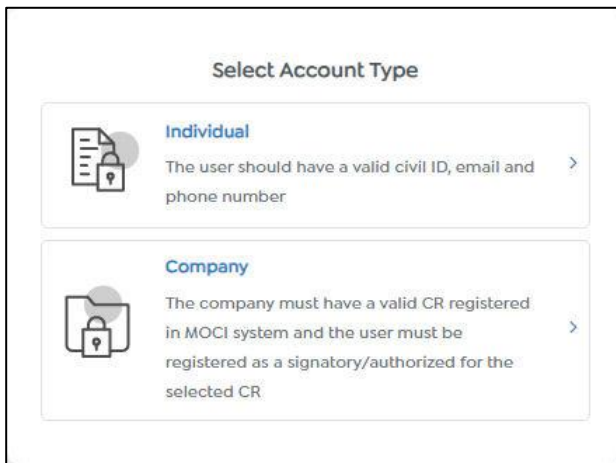
1. Registration

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

 Send OTP

Mobile *


 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)	<input type="text" value=""/>	Company Name (Ar)	<input type="text" value=""/>
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

Contact Details

E-mail address

Send OTP

Mobile *

Send OTP

OTP

OTP *

Communication Preferences

Language *

English

Arabic

Method

SMS

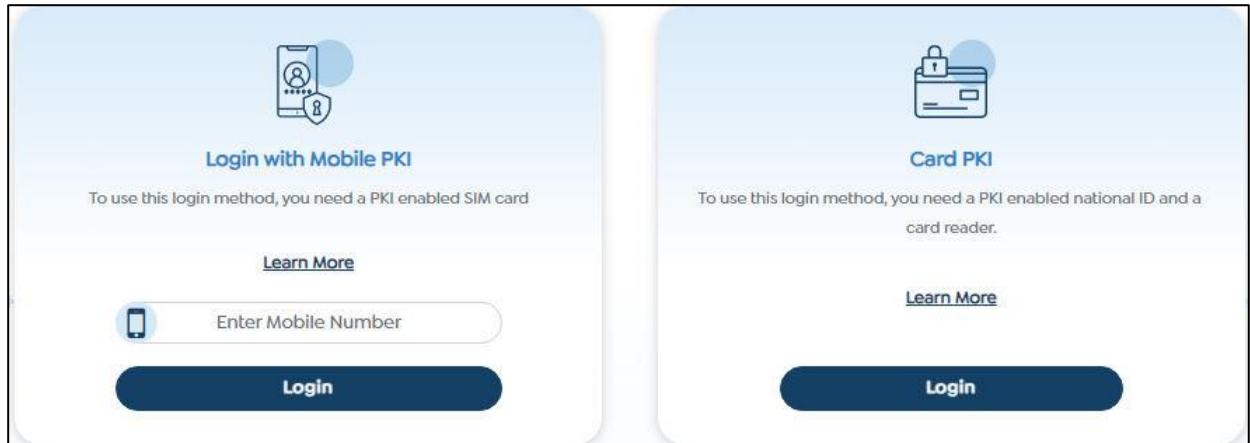
Email

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:



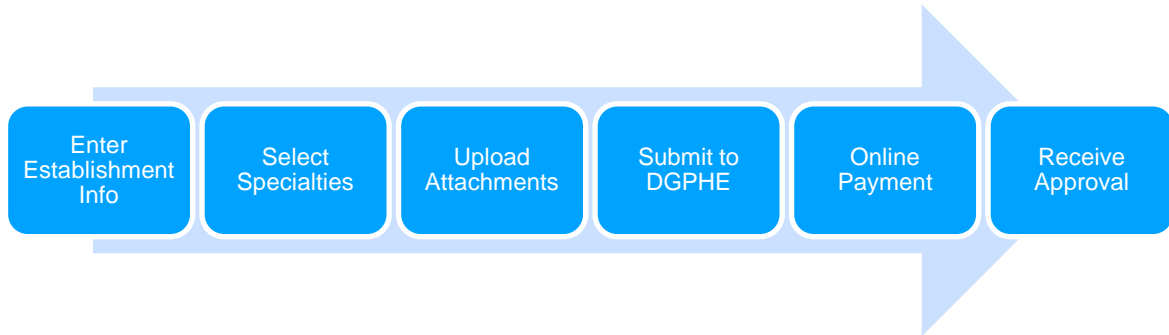
The screenshot displays two login options side-by-side. The left panel, titled 'Login with Mobile PKI', features an icon of a smartphone with a lock, a text box for 'Enter Mobile Number', and a 'Login' button. The right panel, titled 'Card PKI', features an icon of an ID card, a text box for 'Enter National ID', and a 'Login' button. Both panels include a 'Learn More' link.

- For **Mobile PKI**, you enter your mobile number then you click **Login** button on the left side, and it 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 Adding Specialty in PHE Service

Through this page you request to add specialties in your private health establishment and you submit this request to DGPHE for approval. The process is as follows:



The Request for Adding Specialty in PHE page appears as shown below:

Request For Adding Speciality In PHE

Fill e-Form Receive Confirmation MOH Initial Approval Online Payment Final Inspection MOH Final Approval and License Status

Establishment Info

Specialties Info

Attachments

Preview

Establishment Information

Applicant Information

Civil ID EstablishmentOwner Delegate Type CR Signatory

Applicant Name (En) Establishment Owner Applicant Name (Ar) ضحى

Applicant Email shabnam@almadinagroup.net Applicant Mobile Number 94898410

Select Establishment

Establishment * Select Establishment Verify

Establishment Details

CR Number CR Number CR Status CR Status

Phone Number Phone Number Email Email

License Number License Number License Status License Status

Legal Form/Category Category Sub Category Sub Category

Governorate Governorate Willaya Willaya

P.O. Box P.O. Box Address Address

Next >

3.1 Apply for service

To apply for the service, follow the steps below:

1. Select the establishment from the dropdown list, and the details appear automatically also the following field appears:



Establishment * Providers *

2. Select Provider 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:



3. Click and the following page appears:

Specialties Information

Specialties Details

Specialty *

Specialty	Status	Action
Audiology Rehabilitation	Approved	
Adolescent Care	Approved	
Anterior Segment Surgery	Approved	

Staff Details

No. of Doctors in Establishment Total Number Of Staff

4. Select specialty from the dropdown list then click , and the specialty is added to the list as shown below:

Specialties Information

Specialties Details

Specialty *

Specialty	Status	Action
Audiology Rehabilitation	Approved	
Adolescent Care	Approved	
Anterior Segment Surgery	Approved	
Ultrasound	Pending Approval	<input type="button" value="Delete"/>

Staff Details

No. of Doctors in Establishment Total Number Of Staff

You can add more specialties or delete them.



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

Establishment Info
Specialties Info
Attachments
Preview

Attachments

Required Documents

Required Attachment	Description	File Name	Action
Attested Architectural Map *	<ul style="list-style-type: none"> Attested Architectural Map from an approved Consultancy Firm by MOH Allowed Filetypes (pdf) & size must not exceed 20 MB 		Upload file
Supporting Documents	<ul style="list-style-type: none"> Allowed Filetypes (pdf) & size must not exceed 20 MB 		Upload file

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

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

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

Establishment Info
Specialties Info
Attachments
Preview

Establishment Details

Applicant Information

Civil ID	EstablishmentOwner		
Applicant Name (En)	Establishment Owner	Applicant Name (Ar)	مستشفى
Applicant Email		Applicant Mobile Number	94898410

Establishment Details

Establishment	Al Madina Development and Supply	Provider	
CR Number		CR Status	Active
Phone Number		Email	
License Number	33	License Status	Opened
Legal Form/Category	Polyclinic	Sub Category	Polyclinic (PC-I)
Governorate	Muscat	Willaya	Al-Seeb
P.O. Box	0	Address	

Specialties Information

Specialties Details

Specialty	Status
Audiology Rehabilitation	Approved
Adolescent Care	Approved



Attachments

Required Documents

Required Attachment	Description	File Name
Attested Architectural Map *	<ul style="list-style-type: none"> Attested Architectural Map from an approved Consultancy Firm by MOH Allowed FileTypes (pdf) & size must not exceed 20 MB 	download.pdf
Supporting Documents	<ul style="list-style-type: none"> Allowed FileTypes (pdf) & size must not exceed 20 MB 	download.pdf

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, and the DGPHE will take the necessary actions.

[< Back](#)
[Submit >](#)

- Review all the details. Once done, add a tick to the checkbox to declare that the entered information is true and correct.
- click [Submit >](#), and the following message appears:

Confirmation

Do you want to proceed with application submission?

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

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

Fill e-Form

Recieve Confirmation

MOH Initial Approval

Online Payment

Final Inspection

MOH Final Approval and License Issuance

Application Information

Application Number:

PHES05099125828298

Application Issue Date:

29-05-2025 09:08:18

[My Applications](#)

Your request is sent to DGPHE for approval.



3.2 Online Payment

Once you receive initial approval, you view your applications using the [My Applications](#) button, and the details appears as shown below:

Applications								
Application Number	PHES0510512528927C	Select Application Type	Select Application Status	Q	Reset			
Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
PHES0510512528927C	Request for adding specialty for PHE eService	AL-FATEH MEDICAL CENTER	Establishment Owner	27-05-2025 12:00:53	Pending Payment	01-06-2025 12:30:50	Establishment Owner	Actions
1 to 1 of 1 items								

1. Click “Actions” link and the following menu appears:



2. Click “Pay Now” and the following page appears:

Fill e-Form

Receive Confirmation

MOH Initial Approval

Online Payment

Final Inspection

MOH Final Approval and License Issuance

Pay Application Fees

Payment Summary

Applicant Name	Establishment Owner
Application Reference Number	PHES0510512528927C
Payment Reference Number	5756329204462385127
Application Fees	50,000 OMR
Total Fees :	50,000 OMR

Declaration

☐ I hereby acknowledge and confirm my understanding that it is my responsibility to ensure the readiness of the Private Health Establishment for the Final Inspection & the Completion of the recruitment process of staff within one year from the date of fee payment. I further understand and agree that no refund of the paid amount will be provided in case of any delays or failure to meet the required timeline.

Back

Pay Now

3. Add a tick to the checkbox to declare that the entered information is true and correct.
4. click [Pay Now](#), and complete the payment process and change the status to “Pending Readiness Confirmation”.

3.3 Inspection Readiness and Final Approval

After completing your payment, you can determine if you're ready for inspection by follow the steps below:

1. Go to “My applications” page and the following appears:



Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
PHES0510512528927C	Request for adding specialty for PHE eService	AL-FATEH MEDICAL CENTER	Establishment Owner	27-05-2025 12:00:53	Pending Readiness Confirmation	01-06-2025 12:41:34	Establishment Owner	Actions

1 to 1 of 1 items

- Click "Actions" link and the following menu appears:



- Click "Confirm Readiness for Inspection" and the following page appears:

Medical Establishment Inspection Readiness Confirmation

Please Note : Fees might be applied after the second inspection visit and therefore Please Assure your Readiness before confirming the Inspection

By Clicking on 'Confirm' you're confirming that readiness of your Private Health Establishment for the Final Inspection by MOH

Secondary Phone Number *

- Enter secondary phone number then click **Confirm**, and the status changes to "Pending Schedule inspection".

After MOH schedules the inspection and inputs the final results as "Passed", the following status appears:

Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
PHES060086251740IR	Request for adding specialty for PHE eService	Al Farooq Clinic	Establishment Owner	01-06-2025 15:15:58	Pending Staff Readiness	01-06-2025 15:28:43	Establishment Owner	Actions

1 to 1 of 1 items

Note: There may be multiple inspections in case the establishment fails to meet the required criteria during the initial or follow-up visits. If an inspection fails, a subsequent inspection may be scheduled. Please note that the **inspection fee for the third visit (or beyond) is subject to MOH policy** and may or may not be applicable, depending on the Ministry's decision.

- Click "Actions" link and the following menu appears:



- Details
- View Payment Details
- Confirm Staff Readiness
- Download Attested Map
- View History
- Download Letter

6. Click “Confirm Staff Readiness” and the following page appears:

Staff Readiness Confirmation ✕

i To receive the updated Licence Certificate for your Private Health Establishment, an authorized Health Practitioner with a valid license must be appointed for each of the added specialties

ID.	Specialty	Status	Concerned Staff
134	Cosmetic Surgery	Approved	Select staff ▼

Confirm
Cancel

7. Select staff member from the dropdown list and make sure he/she matches the specialty.

8. Click Confirm, and the application changes to “Approved”.



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Ministry of Health

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