



Medical Clearance

User Manual



Table of Contents

1. Registration	3
1.1 Register an Individual Account.....	4
1.2 Register a Company Account.....	5
2. Login	7
3. Medical Clearance Service.....	8



1. Registration

You can create or a 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:

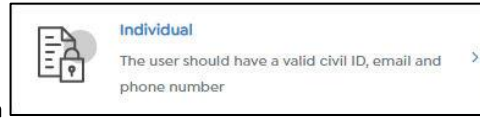
Click your mobile number and click **Login**, when the system recognizes that it is not registered in the system, it will navigate you to the following page:


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 , 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](#)

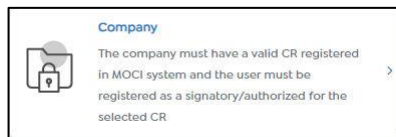
4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click Send OTP for both platforms, and then enter the OTP which you have received on both platforms.



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 **Save**, and the following page appears:

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

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) 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

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 , 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:

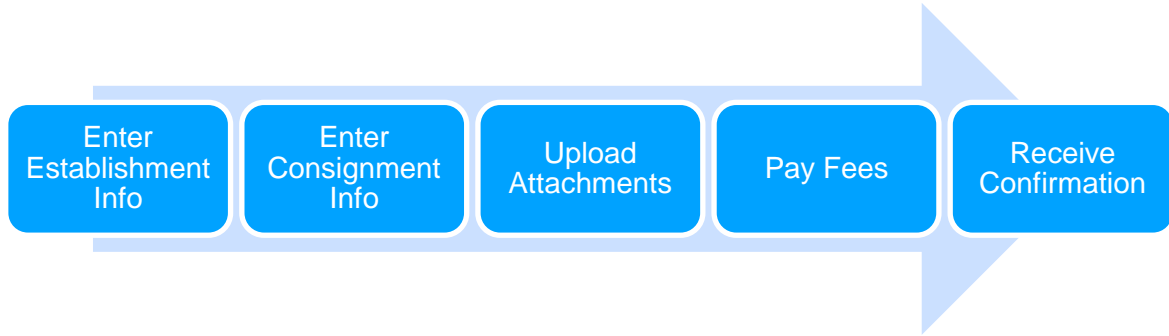
The screenshot shows two login options side-by-side. The left option is 'Login with Mobile PKI', which includes a mobile phone icon, a text box for 'Enter Mobile Number', and a 'Login' button. The right option is 'Card PKI', which includes a card reader icon and a 'Login' button. Both options have a 'Learn More' link above their respective 'Login' buttons.

- 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. Medical Clearance Service

Through this page you apply for medical clearance of a certain product. The process is as follows:




The Medical Clearance Service page appears as shown below:

To apply for the service, follow the steps below:

1. Select the establishment from the dropdown list, and the details appear automatically.
2. Click  button, and you get a notification in green on top of the page if the establishment is valid and you can continue with the process. The notification appears as shown below:



3. Click  and the following page appears:



Establishment Info

Consignment Info

Attachments

Fees

Preview

Consignment Information

Consignment Details

Clearance Type *	<input type="text" value="Select..."/>	Importing From *	<input type="text" value="Select..."/>	
Port of Entry	<input type="text" value="Select..."/>	Exporting To *	<input type="text" value="Select..."/>	
Invoice Number *	<input type="text" value="Invoice Number"/> <input type="button" value="Q"/>	Currency *	<input type="text" value="Select..."/>	
Consignment Type *	<input type="text" value="Select..."/>	Invoice Date *	<input type="text" value="dd-mm-yyyy"/>	<input type="button" value="📅"/>
		Expected Arrival Date *	<input type="text" value="dd-mm-yyyy"/>	<input type="button" value="📅"/>

Medicine Details

Institution/Application Type			
Institution Name *	<input type="text" value="Select..."/>	Application Type *	<input type="text" value="Select"/>
<input type="button" value="Verify"/> <input type="button" value="Q"/>			

Product Information

Batch No. *	<input type="text"/>	Quantity *	<input type="text" value="Enter Quantity"/>	<input type="text" value="Select Unit"/>
Unit Price *	<input type="text"/>	Production Date *	<input type="text" value="dd-mm-yyyy"/>	<input type="button" value="📅"/>
Production Date *	<input type="text" value="dd-mm-yyyy"/>	Expiration Date *	<input type="text" value="dd-mm-yyyy"/>	<input type="button" value="📅"/>

Institution Name	Application Type	Trade Name	Product Category	Unit Price	Quantity	Batch No.	Production Date	Expiration Date	Action
 No Items Added...									

4. Select clearance type if it is "Import", "export", or "Re-export".
5. Select the country you're importing from or exporting to or both in case you selected "re-export".
6. Select port of entry.
7. Select currency used.
8. Enter invoice number then click . If the invoice number is correct, the notification appears as shown below:

Invoice Number is Valid
9. Enter invoice date.
10. Select consignment type, if you select "baby food" or "baby milk" you can enter the details manually which will be explained later.
11. Enter expected arrival date.
12. Select institution name, you can select more than one.
13. Select application type:
 - If you select "Non-Registered Drug", the following fields appear:



Institution/Application Type

Institution Name * Application Type *

Non-Registered Product No

Non-Registered Drug Details

Shipment To	<input type="text"/>	Port Of Entry	<input type="text"/>
Manufacturer Name	<input type="text"/>	Manufacturer Email	<input type="text"/>
Manufacturer Address	<input type="text"/>		
Supplier Name	<input type="text"/>	Supplier Email	<input type="text"/>
Supplier Address	<input type="text"/>		
Hospital/Institute Name	<input type="text"/>	Hospital/Institute Phone No	<input type="text"/>
Hospital/Institute Address	<input type="text"/>		
LPO Number	<input type="text" value="0"/>	LPO Date	<input type="text"/>
Trade Name	<input type="text" value="Not Available"/>	Generic Name	<input type="text" value="Not Available"/>
Strength	<input type="text" value="Not Available"/>	Unit	<input type="text" value="Not Available"/>
Dosage Form	<input type="text" value="Not Available"/>	Requested Quantity	<input type="text" value="Not Available"/>
Approved Quantity	<input type="text" value="0"/>	Approver Comments	<input type="text" value="Not Available"/>

You have to submit an application for the e-Service ‘Import of Non-Registered Drug’ and after you get the approval from MOH, the system will generate a unique number which you enter in the “Non-Registered Product No” field, then you click .

- If you select “Non-Registered Controlled Drugs”, the following fields appear:

Institution/Application Type

Institution Name * Application Type *

Non-Registered Controlled Drug Product No

Non-Registered Controlled Drugs

Trade Name	<input type="text" value="Trade Name"/>	Generic Name	<input type="text" value="Generic Name"/>
Registration Type	<input type="text" value="Not Available"/>	Approval Status	<input type="text" value="Approval Status"/>
Strength	<input type="text" value="Strength"/>	Company Name	<input type="text" value="Company Name"/>
Quantity	<input type="text" value="Not Available"/>	Base Content	<input type="text" value="Base Content"/> <input type="text" value="Gram"/>
Dosage Form	<input type="text" value="Not Available"/>		

You have to submit an application for the e-Service ‘Import/Export of Controlled Drug’ and after you get the approval from MOH, the system will generate a unique number which you enter in the “Non-Registered Controlled Drug Product No” field, then you click .

- If you select “Registered Medicine”, the following fields appear:



Institution/Application Type

Institution Name * Application Type *

Registration No. With MOH

Registered Product Details

Trade Name	<input type="text" value="Not Available"/>	Registration Status	<input type="text" value="Status"/>
Analysis Status	<input type="text" value="Status"/>	Flavor	<input type="text" value="Not Available"/>
Dosage Form	<input type="text" value="Not Available"/>	Strength	<input type="text" value="Not Available"/>
Company Name	<input type="text" value="Name"/>	Country	<input type="text" value="Country"/>
Product Category	<input type="text" value="Not Available"/>		
Retail Price *	<input type="text" value="0"/>	CIF Price *	<input type="text" value="0"/>

Enter registration number then click

If the number is valid, you will get this notification:



And all the details appear automatically.

- If you select "Other (baby food/Baby milk)" and this option appears after you select "baby food" or "baby milk" as Consignment Type, the following fields appear:

Other (Baby Food / Baby Milk)Details

Trade Name * Storage Conditions

Select the Trade name and enter storage conditions details manually.

- Enter Product Information which consists of batch number, unit price, quantity, production date, and expiration date.
- Click and the details are added as shown below:

Institution Name	Application Type	Trade Name	Product Category	Unit Price	Quantity	Batch No.	Production Date
DGMS	Non-Registered Controlled Drugs	tradel211222	N/A	20	5 Vials	41412	10-09-2024

1 to 1 of 1 items

You can add more products or delete them.

- Click and the following page appears:



- Establishment Info
- Consignment Info
- Attachments
- Fees
- Preview

Attachments

Medicine Clearance Docs

Required Attachment	Description	File Name	Action
BAC	Allowed FileTypes (bmp,dcm,doc,docx,gif,jpg,pdf,png,xls,xlsx,zip) & size must not exceed 2 MB		<input type="button" value="Upload file"/>
Bill of Lading/AWB	Allowed FileTypes (bmp,dcm,doc,docx,gif,jpg,pdf,png,xls,xlsx,zip) & size must not exceed 2 MB		<input type="button" value="Upload file"/>
Invoice	<ul style="list-style-type: none"> Invoice of the clearance Allowed FileTypes (pdf) & size must not exceed 2 MB 		<input type="button" value="Upload file"/>
NOC	Allowed FileTypes (bmp,dcm,doc,docx,gif,jpg,pdf,png,xls,xlsx,zip) & size must not exceed 2 MB		<input type="button" value="Upload file"/>
Other Supporting Documents	Allowed FileTypes (bmp,dcm,doc,docx,gif,jpg,pdf,png,xls,xlsx,zip) & size must not exceed 2 MB		<input type="button" value="Upload file"/>
Pick order for examination	Allowed FileTypes (bmp,dcm,doc,docx,gif,jpg,pdf,png,xls,xlsx,zip) & size must not exceed 2 MB		<input type="button" value="Upload file"/>
Purchase Order	Allowed FileTypes (bmp,dcm,doc,docx,gif,jpg,pdf,png,xls,xlsx,zip) & size must not exceed 2 MB		<input type="button" value="Upload file"/>

17. Upload the required attachments using the **Upload file** button.

18. Click **Next** and the following page appears:

- Establishment Info
- Consignment Info
- Attachments
- Fees
- Preview

Fee Details

Fee Details

Validity Period Months Fees to be paid OMR

19. View the validity period and the service fees then click **Next** and the following page appears:



Applicant Details			
Name (En)	Establishment Owner User	Name (Ar)	gov
Civil ID	test_EstablishmentOwner	Mobile Number	Mobile Number
Role	Owner	Email	rabnawaz@almadinagroup.net

Establishment Details			
Establishment Name	Al Madina Development and Supply	Message	Eligible
CR Number	1197509	CR Status	1197509
Phone Number		Email	
P.O Box	building No.106 ,way No. , PO.1181		

Consignment Details			
Clearance Type	Import	Importing From	BAHRAIN
Port of Entry	Muscat International Airport	Currency	RIYAL OMANI
Invoice Number	1234141123	Invoice Date	17/09/2024

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 Drug Safety Center will take the necessary actions.

[← Back](#) [Continue to Payment >](#)

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

21. Click [Continue to Payment >](#) and the following message appears:

Confirmation ✕

Are you sure you want to Confirm and Proceed for Payment?

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

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



Payment Summary

Applicant Name	Establishment Owner User
Application Reference Number	MECL0912112457622A
Payment Reference Number	POMECL10002229122092401
Application Fees	5.000 OMR
Total Fees :	5.000 OMR

[← Back](#) [Pay Now →](#)

23. Click [Pay Now](#), you will be transferred to the payment page.

Once done, you will receive the receipt as shown below:

Payment Transaction Information

Application Number:	MECL0912112457622A
Application Issue Date:	22-09-2024 14:36:52

Payment Id 600202426603376414	Order Reference Number POMECL10002229122092401	Transaction Date Time 22-09-2024 04:06 PM
Transaction Ref 439357*****5381	Payment Status Description Success - CAPTURED	Transaction Amount 5.000 OMR
Card Number	Track ID	
439357*****5381	15045	

[My Applications](#)

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



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