



Request for Private Hospital Initial Approval

User Manual

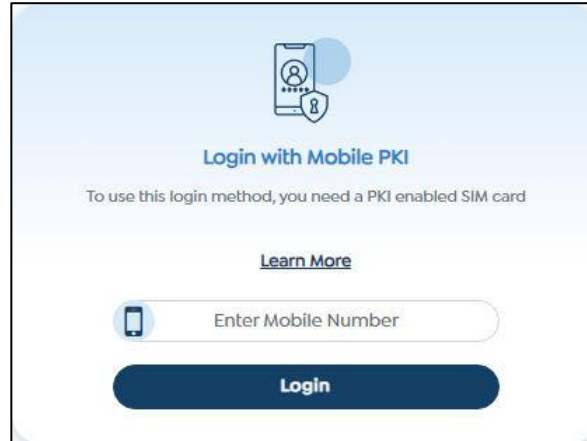


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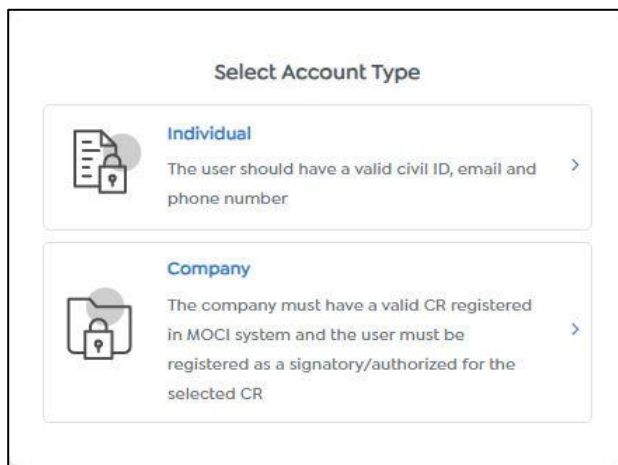
1. Registration

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 first option is "Individual", which requires a valid civil ID, email, and phone number. The second option is "Company", which requires a valid CR registered in the MOCI system and the user to 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](#)

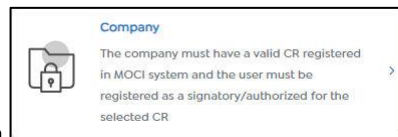
4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click  Send OTP for both platforms, and then enter the OTP which you have received on both platforms.



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)		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

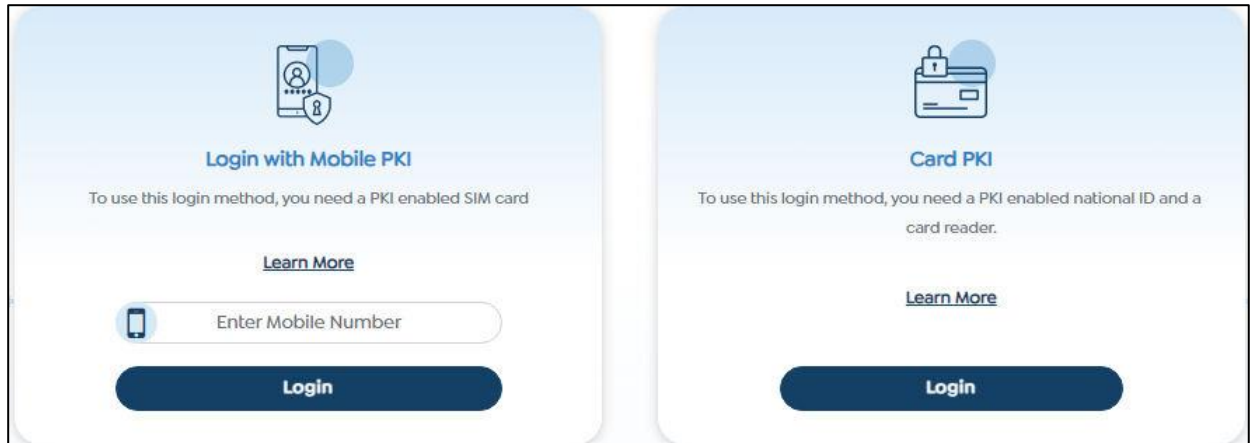
Email

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:



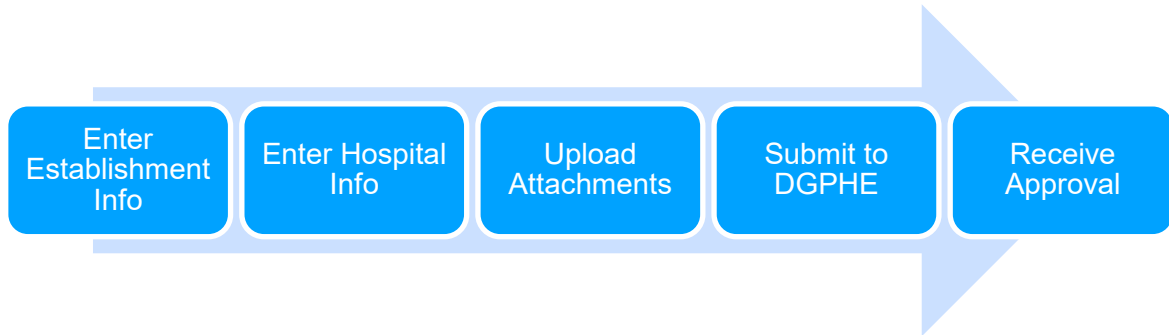
The screenshot displays the login interface with two main sections:

- 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](#)". Below the link is a text input field with a mobile phone icon and the placeholder text "Enter Mobile Number". At the bottom is 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](#)". At the bottom is a dark blue "Login" button.

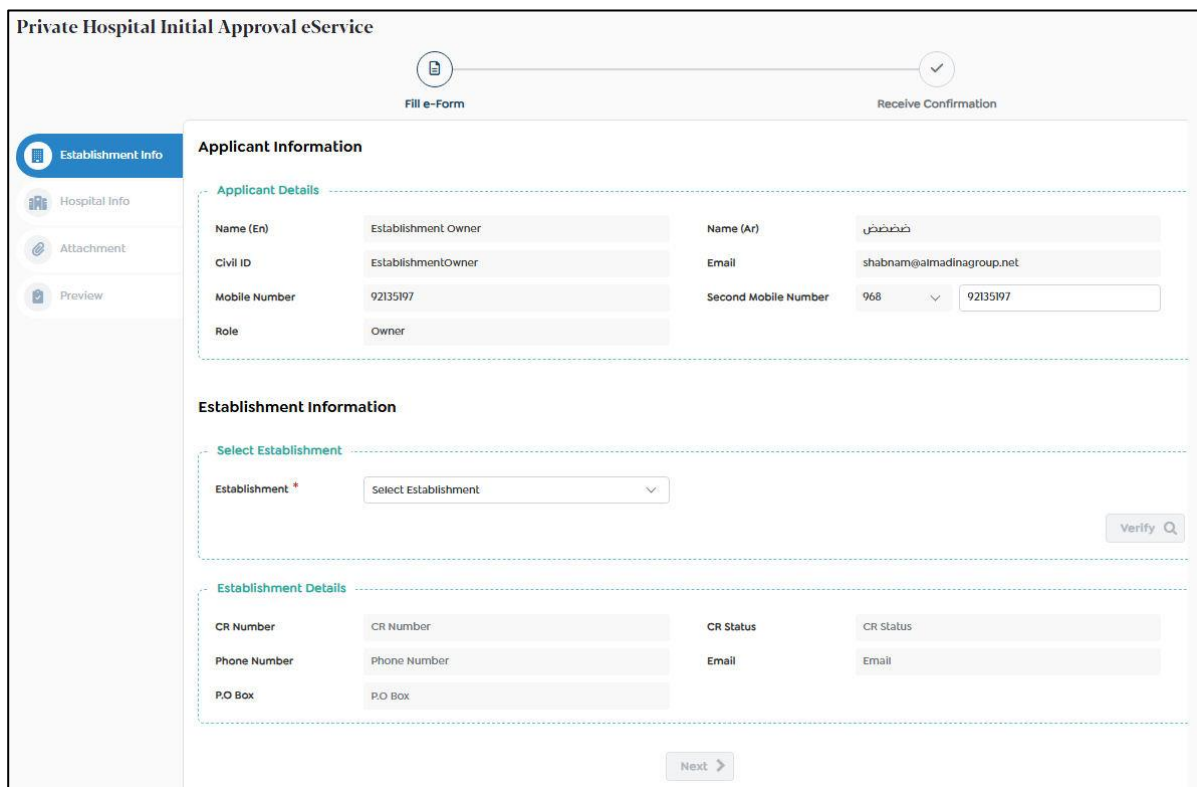
- For **Mobile PKI**, you enter your mobile number then you click **Login** button on the left side, and if you enter your password on your phone.
- For **Card PKI**, you click **Login** on the right side, then you use the ID card reader to read your card, and then you enter your password on the computer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

3. Request for Private Hospital Initial Approval

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



The Private Hospital Initial Approval page appears as shown below:



The screenshot shows the 'Private Hospital Initial Approval eService' interface. It includes a progress bar at the top with 'Fill e-Form' and 'Receive Confirmation' steps. On the left, there's a sidebar with 'Establishment Info' (selected), 'Hospital Info', 'Attachment', and 'Preview'. The main form area is divided into 'Applicant Information' and 'Establishment Information' sections. The 'Applicant Information' section contains fields for Name (En), Civil ID, Mobile Number, Role, Name (Ar), Email, and Second Mobile Number. The 'Establishment Information' section includes a 'Select Establishment' dropdown and a 'Verify' button. Below that, there's an 'Establishment Details' section with fields for CR Number, Phone Number, P.O. Box, CR Status, and Email. A 'Next >' button is at the bottom right of the form.

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  and the following page appears:



Establishment Info
Hospital Info
Attachment
Preview

Hospital Information

Hospital Suggested Name Ar *

Hospital Suggested Name En *

Hospital Type *
Select Hospital Type

Bed Count *

Specialities *
Select From List

Location Information

Governorate *
Select Governorate

Wilayah *
Select Wilayah

Village *
Select Village

Building Type *
Select Building Type

Branch Details Ar

Branch Details En

BuildingNo *

StreetNo *

Nearest Landmark

Total Area m2 *

Location on Map

Longitude *
Longitude

Latitude *
Latitude

Back
Next

- Enter the hospital's suggested name in English and Arabic.
- Select hospital type from the dropdown list.
- Enter bed count depending on the hospital type you have selected.
- Select specialties of the hospital and you can select more than one.
- Enter location information which includes governorate, willaya, Village, building type, branch details, building no., street no., nearest landmark, and total area which should be at least 3000 m².
- Enter location on map by entering the longitude and latitude values.
- Click **Next** and the following page appears:



Establishment Info
Hospital Info
Attachment
Preview

Attachments

Private Hospital 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
Other Documents	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Scope of Work *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file

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

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

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

Establishment Info
Hospital Info
Attachment
Preview

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	صاحب
Civil ID	EstablishmentOwner	Email	shabnam@aimadinagroup.net
Mobile Number	92135197	Second 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@aimadinagroup.net	P.O Box	+1234

Hospital Information

Hospital Name Ar	مستشفى بوشار	Hospital Name En	boschar hospital
Hospital Type	Specialty Hospital (HP-2-I)	Bed Count	50
Specialities	Chiropractic Osteopathy		



Attachments

Private Hospital Initial Approval Documents

Required Attachment	Description	File Name
Certificate of No Criminal Record *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	file - Copy.png
Commercial Register *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	file - Copy.png
Financial Solvency *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	ملف 2.jpg
Other Documents	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	
Scope of Work *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	ملف 2.jpg

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

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

13. click **Submit**, and the following message appears:

Confirmation

Are you sure you want to proceed?

Confirm

Cancel

14. Click **Confirm** button, and the following page appears:

Fill e-Form

Receive Confirmation

Application Information

Application Number:

PHIAI000382580622C

Application Issue Date:

22-10-2025 15:29:47

My Applications

Your request is sent to DGPHE for approval.

You can view your applications using the **My Applications** button.



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