



**Directorate General of Private Health
Establishments –
Administrative and technical violation
section**

Doc. No: MoH/DGPHE/SOP/011/Vers.02
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Institution Name: Directorate General of Private Health Establishments

Document Title: Procedure – Administrative and technical violation Section

Approval Process

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Acknowledgement

DGPHE would like to thank and appreciate the great efforts of all the staff from different departments and directorates within the Ministry of Health who participated in writing up this SoP and in particular the following staff:

Name of Employee	Institution / Directorate / Department
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Acronyms:

DGPHE	Directorate General of Private Health Establishments
MOH	Ministry of Health, Oman
SOP	Standard Operating Procedure
Vers	Version
DO	Document Owner
DT	Document Type
DN	Document Number
QPs	Quality problems / 4.18 IT : Information Technology Section
PHE	Private Health Establishments
ATV	Administrative and technical violation section



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1. Introduction

The Directorate General of Private Health Establishments (DGPHE) provides this procedure as a functional guidance to standardize the format and the procedure for managing activities related to Administrative and technical violation Section

2. Scope

This document is applicable to Administrative and technical violation Section

3. Purpose

3.1 To provide guidelines for carrying out the activities related to the Administrative and technical violation Section

3.2 To ensure that all in Administrative and technical violation Section follow a recognized standardized framework and process.

4. Definitions

4.1 Institution: is an organization, establishment, foundation, society devoted to the promotion of a particular cause or program e.g universities, hospitals, directorates (Douglas, 2010).

4.2 Institutional Document: is any document related/ applied to the institutional level.

4.3 National Documents: is any document applied to the national level.

4.4 Policy: is the basic principle, by which a government is guided, it declares objectives of the institute.

4.5 Procedure: is the established steps to be followed routinely in order to ensure that the outcome and values expressed in the policy are achieved (Athabasca University, 2009).

4.6 Process: It is a set of mandatory step by step, detailed action required to successfully accomplish a task.

4.7 Protocol: Protocol has several different meanings, all connected to the idea of guidelines or procedures to follow, including:



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- 4.9.1 An accepted or established code of procedure or behavior in any group, organization or situation.
- 4.9.2 A set of rules explains the ideal procedures.
- 4.8 Record: Document that memorializes and provides objective evidence of activities performed, events occurred, results achieved, or statements made.
- 4.9 Review: is a process of going over a subject or document again and again to correct it and make it valid.
- 4.10 Revision: is a process of re-reading or reviewing a document periodically for updating purpose.
- 4.11 Storage/Archiving: Options to maintain system files via data storage hardware, utilizing one or several distributed location.
- 4.12 Version: Refers to the status the document currently at with regard to the number of times the document has been revised.

5. Policy

The DGPHE ensures that all in Administrative and technical violation Section will be following the policy and procedure mentioned here in this document while carrying out activities related to the Administrative and technical violation Section.

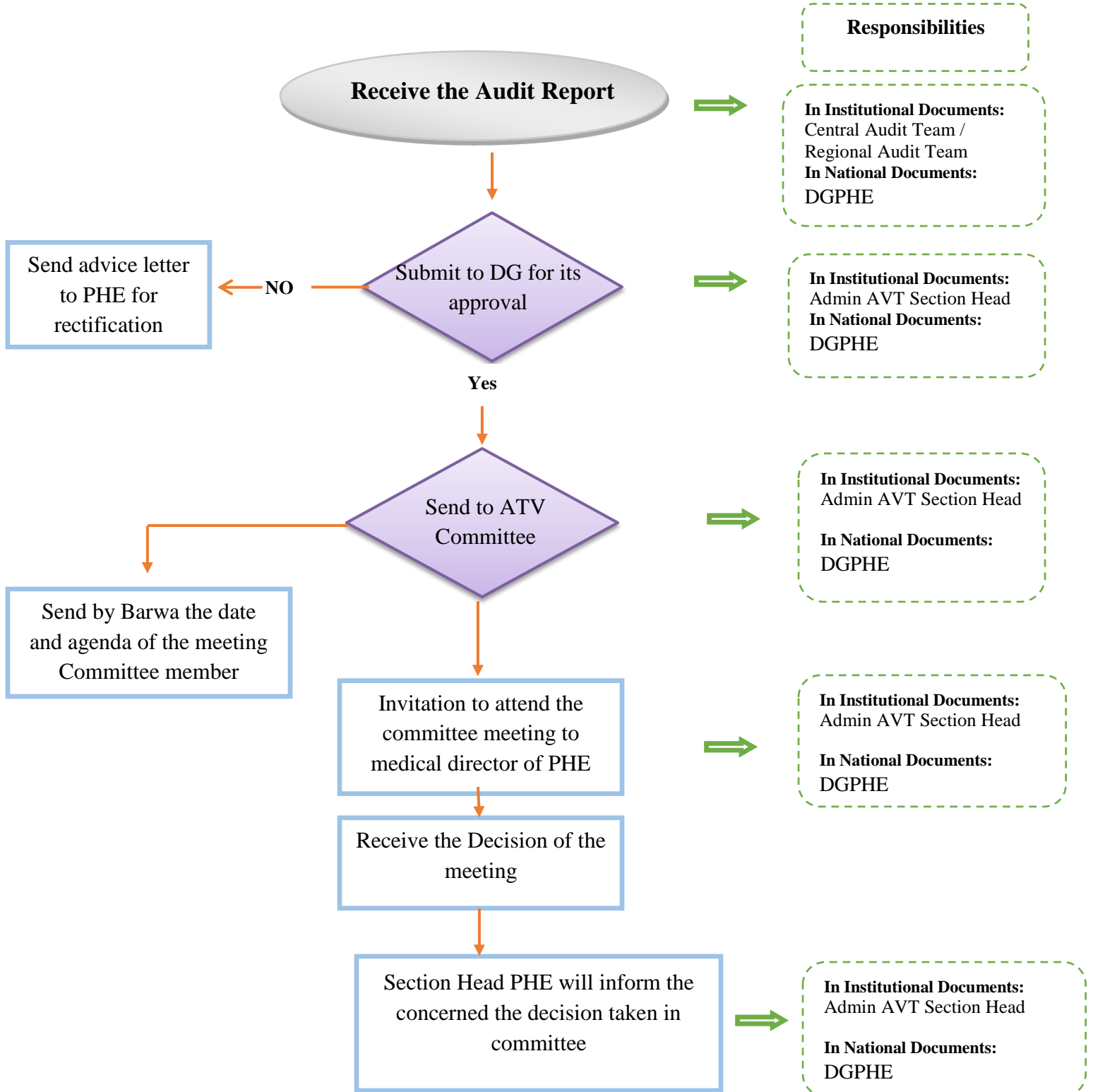
- 1.1 Definitions of Administrative and technical violation Section mentioned in the document in 4.0 Definitions for better understanding.
- 1.2 Upon receiving of any bill or requirements to Administrative and technical violation Section this procedure shall be followed by all employees working in Administrative and technical violation Section.



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6. Procedure – Administrative and technical violations processing

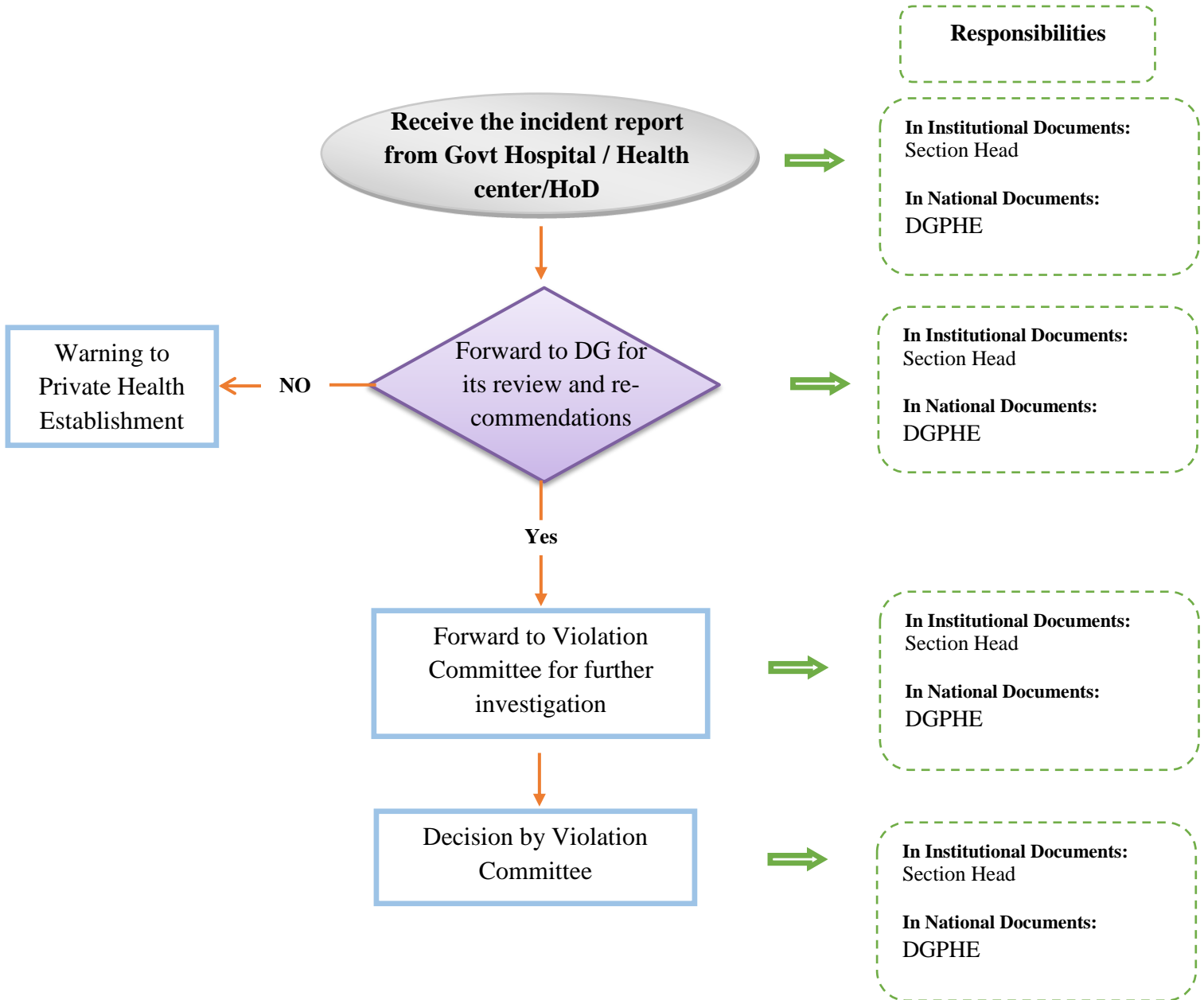




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7. Procedure –Incident Reporting

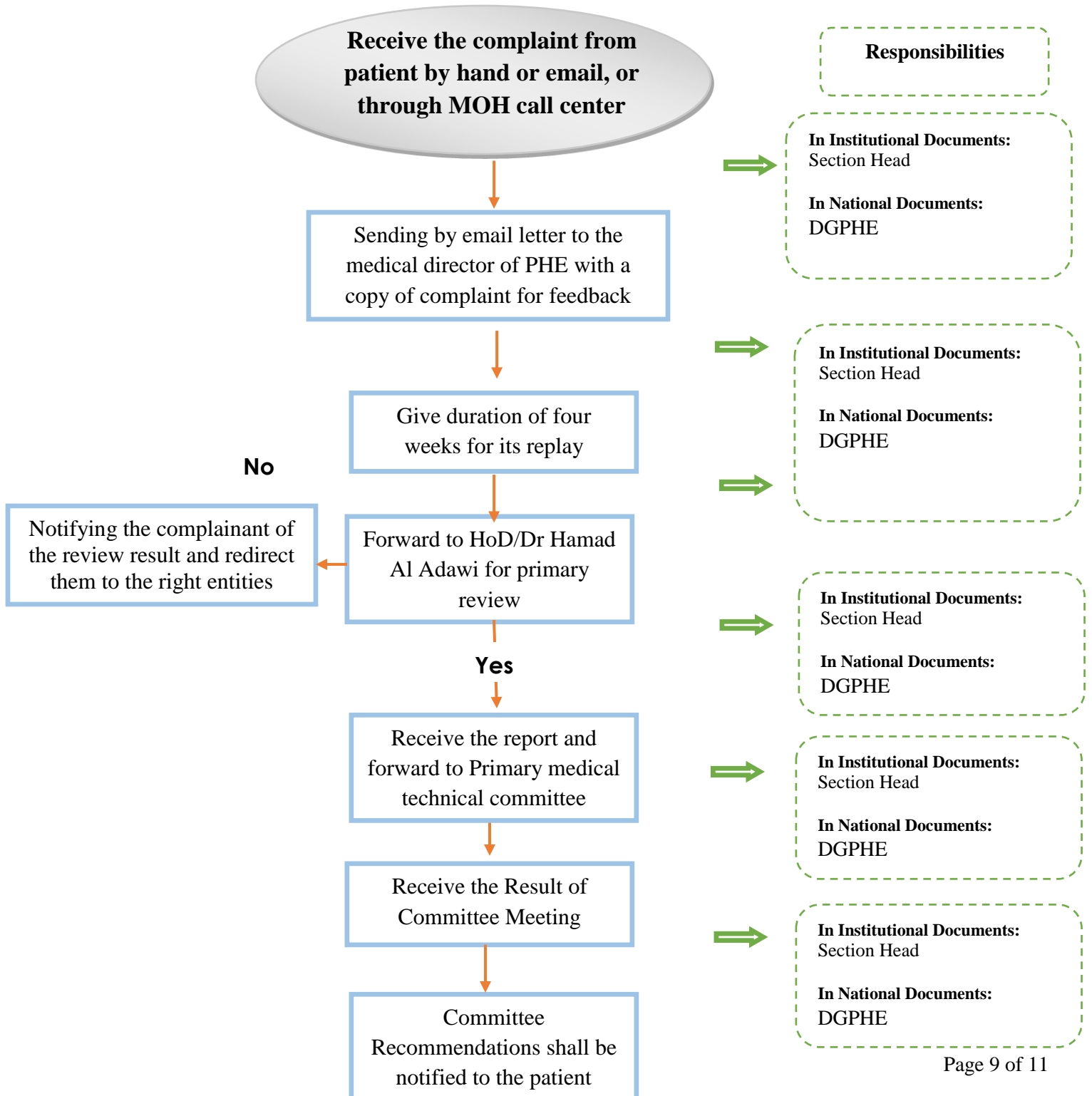




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8. Procedure – Patient Complaint processing





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9. Responsibilities

4.10 Responsibilities are mentioned above in the 6.0 procedure for each activity in the DG Private Health Establishments while performing this procedure

4.11 Ms Aisha Al Balushi - Head of Administrative and technical violation section

4.12 Dr Munira Al Hashmi – Head Of Quality Control And Patient Safety Department

4.13 Mr Bader Al Jabri – DG Of DGPHE

4.14 Dr Hamad Al Adawi – consultant - DGPHE

10. Document History and Version Control

Document History and Version Control			
Version	Description of Amendment	Author	Review Date
01	Initial Release	Ms Aisha Al Blushi	Feb 2020
02	First Review	Ms Aisha Al Blushi	Dec 2021
Written by		Reviewed by	Approved by
Ms Aisha Al Blushi		Ms Rawan Amri	Mr Bader Al Jabri



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11. Related Documents:

قانون مزاولة مهنة الطب البشري و طب الأسنان

12. References:

Title of book/ journal/ articles/ Website	Author	Year of publication	Page
No references			