

المديرية العامة للمؤسسات الصحية الخاصة
Directorate General of Private Health Establishment

وزارة الصحة
Ministry of Health



Licensing and Assessing of Private Polyclinics, Medical Centers, and Clinics Department Standard Operating Procedure

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Acronyms

DGPHE	Directorate General of Private Health Establishments
MOH	Ministry of Health, Oman
SOP	Standard Operating Procedure
MOC	Ministry of Commercial
CR	Commercial Registration
A&FA	Administration & Financial Affairs
Vers	Version
QPs	Quality problems
PHE	Private Health Establishments
IGRA	Interferon-Gamma Release Assay

Definitions

- **Licensing:** The formal approval granted by the Ministry of Health to operate a healthcare facility after meeting all regulatory, technical, and quality requirements.
- **Assessment:** A structured evaluation process conducted by authorized MoH teams to determine a facility's compliance with applicable standards and regulations.
- **Polyclinic:** A private healthcare establishment providing multiple medical specialties and services under one facility.
- **Medical Center:** A private healthcare establishment offering a range of healthcare services that may be broader or more specialized than those provided in a clinic but fewer than a hospital.

- **Clinic:** A smaller-scale healthcare facility offering outpatient medical services in one or more specialties.
- **Version:** The numerical identification of a document reflecting the number of revisions made.
- **IGRA Test:** A laboratory test used to detect latent tuberculosis infection (LTBI) by measuring the immune cell in the body when they exposed to TB- specific antigen.

Licensing and Assessing of Private Polyclinics, Centers, and Clinics, Standard Operating Procedure

1. Introduction

The DGPHE (DGPHE) provides this procedure as a functional guidance to standardize the format and the procedure for managing activities related to Licensing and Assessing of Polyclinics, Centers, and Clinics that is initiated by all levels in private healthcare institutions (Primary, Secondary and National levels) in Ministry of Health (MoH).

2. Scope

This procedure applies to:

- All private healthcare institutions operating under the Ministry of Health, including polyclinics, medical centers, and clinics.
- All staff within the DGPHE involved in the licensing and assessment process, as well as applicants and representatives of private healthcare institutions.

3. Purpose

The purpose of this procedure is to:

- Provide guidelines for carrying out the activities related to the Licensing and Assessing of Polyclinics, Centers, and Clinics section
- Establish a standardized process for licensing and assessing private polyclinics, centers, and clinics.
- ensure that all in MoH follow a recognized standardized framework and process.

4. Policy:

The Directorate General of Private Health Establishments (DGPHE) is committed to ensuring that all private polyclinics, medical centers, and clinics in the Sultanate of Oman operate in full compliance with the Ministry of Health's regulatory, safety, and quality standards.

Licensing and assessment processes shall be carried out in a transparent, consistent, and efficient manner, following clearly defined procedures and criteria.

All DGPHE staff involved in these processes are required to adhere strictly to the procedures outlined in this document, ensuring fairness, impartiality, and accountability in decision-making.

5. Procedure:

A. Procedure of Licensing Private polyclinic , medical center or Clinic

5.1. Opening a new private polyclinic, medical center, or clinic:

5.1.1. Applicant (PHE representative) submits an application to the HoD Licensing & Assessing of Private Polyclinics, Centers, and Clinics's Office:

- Application letter – stating investor's name and the type of institution (used the provided institution opening Request).
- Copy of personal identification card of the investor and the authorized representative.
- Copy of Commercial Registration Certificate (the most recent update).
- Copy of Certificate of Affiliation (from the Chamber of Commerce and Industry – Oman).
- Police Clearance Certificate for the investor and the authorized representative.
- Operational plan of the institution – specifying the type and specialties of the institution, the service to be provided, and the medical staff who will work in the institution.
- Undertaking Letter – confirming that no commercial activity, sale or transfer of ownership will take place until the completion of all licensing procedures and the official approval for the institution's license.

- **Ensure the distance of propose PHE and the nearest private health care facility of the same speciality is not less than One Hundred (100) meters.**

- 5.1.2. Central Inspection Team reviews and evaluates the application.
- 5.1.3. If compliant, forward to the DG for approval (based on the PHE category); if not compliant, return to applicant for correction.
- 5.1.4. Upon HoD Licensing & Assessing of Private Polyclinics, Centers, and Clinics's Office approval, application is sent to Finance department for fee payment. The estimated time to provide the feedback for the application within 10 days.
- 5.1.5. Register the facility in the PHE system.
- 5.1.6. Initial Approval Letter will be issued to the applicant (the valid date for initial letter is One year).

5.2. Drawing Approval:

- 5.2.1. Applicant submits a request for drawing approval addressed to the HoD, attaching all required sketches and documents (The sketches/ layouts should be stamped from an approved engineering office). The estimated date to review and give feedback for the layouts is 2 to 3 weeks and depends on required services.
- 5.2.2. HoD forwards the drawings to the concerned department HoD of Quality Control and Patients Safety office in order to be reviewed by the technical team.
- 5.2.3. The application is forwarded to Governorate to do initial inspection before approving the sketch/layout. Initial inspection report shall be sent.
- 5.2.4. HoD forwards the drawing to the Department of Medical Technologies, Directorate General of Projects & Engineering Affairs to evaluate certain specialities; for instance, IVF, endoscopy & radiology departments (CT, MRI) ...etc and to evaluate gas and plant system.
- 5.2.5. If the drawing meets the requirements, approved and stamped sketches/ layouts are issued to the client.
- 5.2.6. If rejected, it will be reported back to client for rectification.

5.3. Final Inspection of Facility:

- 5.3.1. Applicant submits a request for final inspection along with:

- Filled final inspection and approval form for issuing health establishment licensee
- Letter of request from the PHE staff
- Copy of Commercial Registration Certificate after activating the new activity
- Copy of Economic Activities License Certificate
- Copy of Lease (Rent) contract
- Copy of reserved trademark or commercial name of the PHE from Ministry of Commerce
- Copy of waste disposal contract
- Copy of cleaning contract or copy of cleaner's ID under establishment name
- Copy of approved drawing/s

5.3.2. Central Inspection team shall evaluate and inspect the **specialized** clinics, Centres and polyclinics,

5.3.3. Regional inspection team shall evaluate and inspect clinics, medical centres and polyclinics.

5.3.4. The inspection report will be then submitted as the declaration form to PHE.

5.3.5. If the PHE meets the requirement, **payment process will be proceeded** and HoD office will activate the PHE in the DGPHE system. Then, the client continues hiring the medical personal in the Directorate of Assessing and licensing of Medical Professions at DGPHE.

5.3.6. If inspection report is not fulfilling the requirements, then it will be reported back to client for rectification and submit an official letter for re-inspection.

5.3.7. PHE license can be printed only after ensuring all health professionals are licensed and entered in the system for all departments/ specialities (PHE license is valid for Three years).

5.3.8. Permit letter can be issued to start some specialities if certain departments are not yet activated or no medical personals are hired for these department/s.

B. Procedure of Licensing Visa Medical Center

5.4. **Opening a new visa medical center:**

5.4.1 Applicant (PHE representative) submits an application to the HoD Licensing & Assessing of Private Polyclinics, Centers, and Clinics's Office:

- Application letter – stating investor’s name and the type of institution (used the provided institution opening Request).
- Copy of personal identification card of the investor and the authorized representative.
- Copy of Commercial Registration Certificate (the most recent update).
- Copy of Certificate of Affiliation (from the Chamber of Commerce and Industry – Oman).
- Police Clearance Certificate for the investor and the authorized representative.
- Operational plan of the institution – specifying the service to be provided, and the medical staff who will work in the institution.
- Undertaking Letter – confirming that no commercial activity, sale or transfer of ownership will take place until the completion of all licensing procedures and the official approval for the institution’s license.

5.4.2 The application forwarded to the DG and Governorate approval.

5.4.3 Upon DG approval, the application forwarded to HoD Licensing & Assessing of Private Polyclinics, Centers, and Clinics's Office to evaluate the application, if compliant; the application is sent to finance section for fee payment. If not compliant, return to applicant for correction.

5.4.4 Register the facility in the PHE system.

5.4.5 Initial Approval Letter will be issued to the applicant (the valid date for initial letter is One year).

5.5 **Drawing Approval:**

5.5.1 Applicant submits a request for drawing approval addressed to the HoD, attaching all required sketches and documents (The sketch/ layout should be stamped from an approved engineering office).

- 5.5.2 HoD forwards the drawings to the concerned department and HoD of Quality Control and Patients Safety office in order to be reviewed by the technical team.
- 5.5.3 The application is forwarded to Governorate to do initial inspection before approving the sketch/layout. Initial inspection report shall be sent.
- 5.5.4 If the drawing meets the requirements, approved and stamped sketch/ layout is issued to the client.
- 5.5.5 If rejected, it will be reported back to client for rectification.
- 5.5.6 The estimated date to review and give feedback for the layouts is 2 weeks.

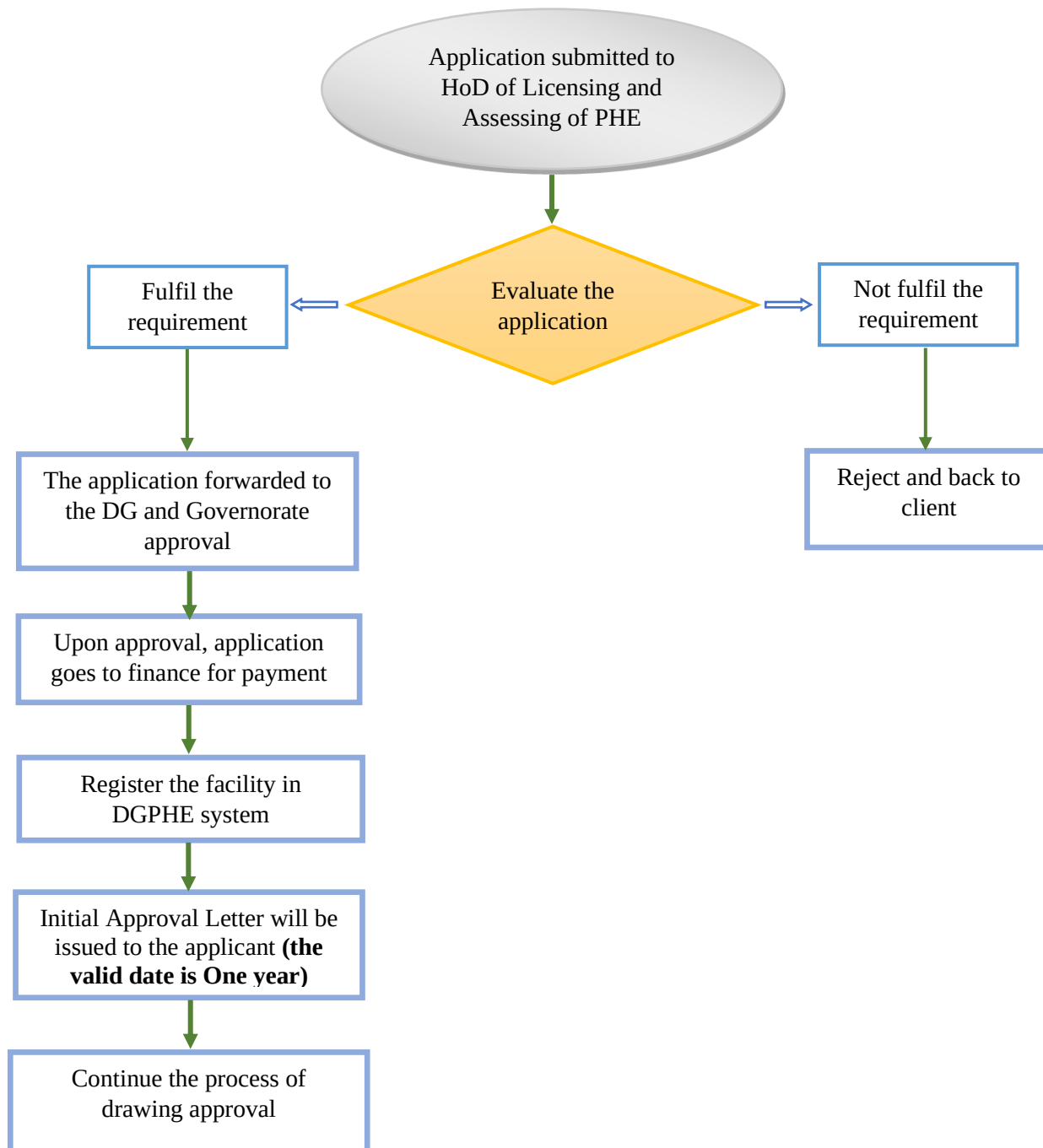
5.6 Final Inspection of Facility:

- 5.6.1 Applicant submits a request for final inspection along with:
- Filled final inspection and approval form for issuing health establishment licensee
 - Letter of request from the PHE staff
 - Copy of Commercial Registration Certificate after activating the new activity
 - Copy of Economic Activities License Certificate
 - Copy of Lease (Rent) contract
 - Copy of reserved trademark or commercial name of the PHE from Ministry of Commerce
 - Copy of waste disposal contract
 - Copy of cleaning contract or copy of cleaner's ID under establishment name
 - Copy of approved drawing/s
- 5.6.2 Central inspection team shall evaluate the application and accordingly forwarded to the concerned governorate for inspection.
- 5.6.3 Central inspection team shall evaluate and inspect visa medical centres in Muscat region.
- 5.6.4 The inspection report will be then submitted as the declaration form to PHE.
- 5.6.5 If the PHE meets the requirement, **payment process will be proceeded** and HoD office will activate the PHE in the DGPHE system. Then, the client

continues hiring the medical personal in the Directorate of Assessing and licensing of Medical Professions at DGPHE.

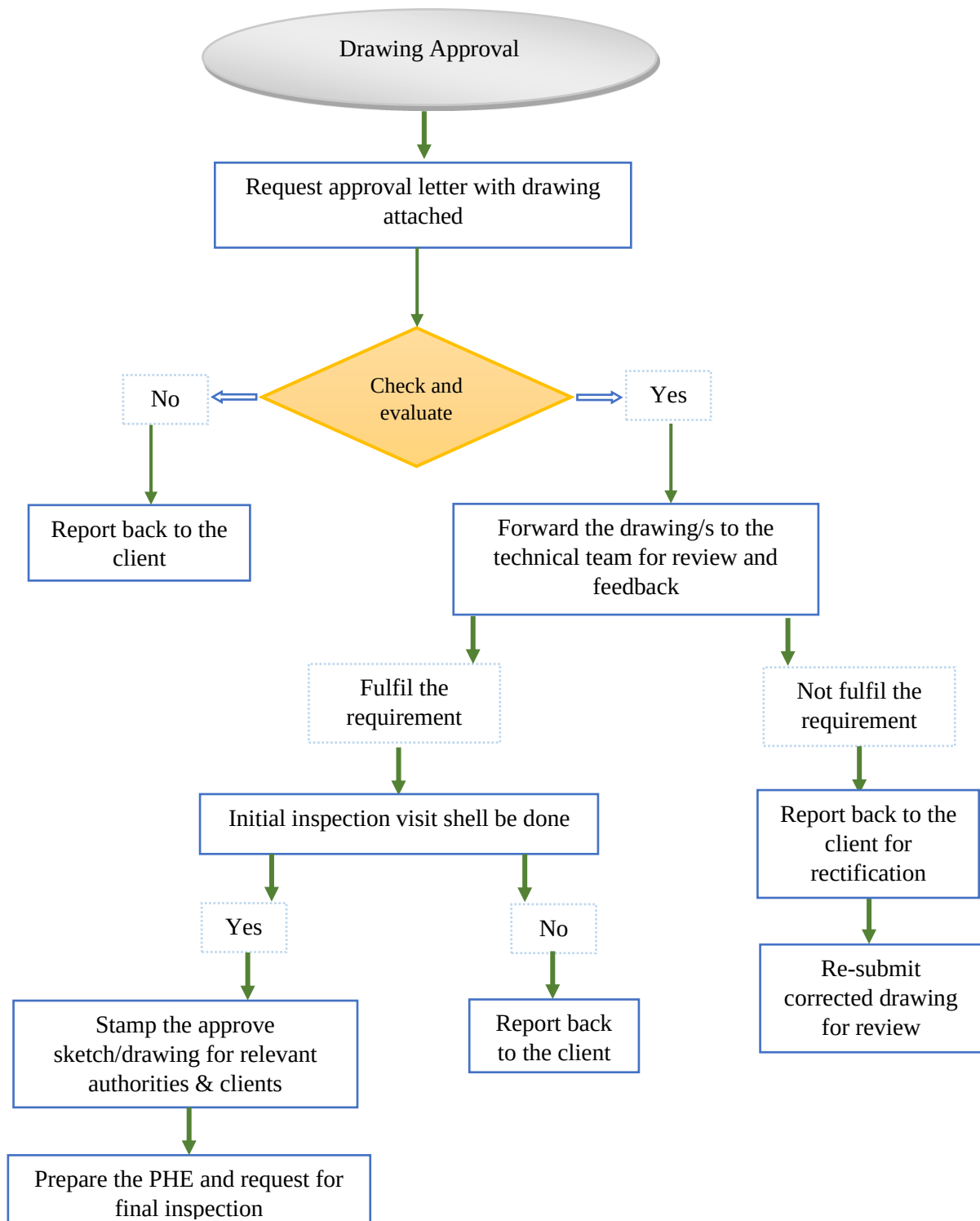
- 5.6.6 If inspection report is not fulfilling the requirements, then it will be reported back to client for rectification and submit an official letter for re-inspection.
- 5.6.7 Ensure the health professions are entered in the system & one of the lab technicians has an experience in microbiology.
- 5.6.8 IGRA service is activated and PHE license can be printed.

A. Opening a new private polyclinic or medical center, or clinic or visa medical center:



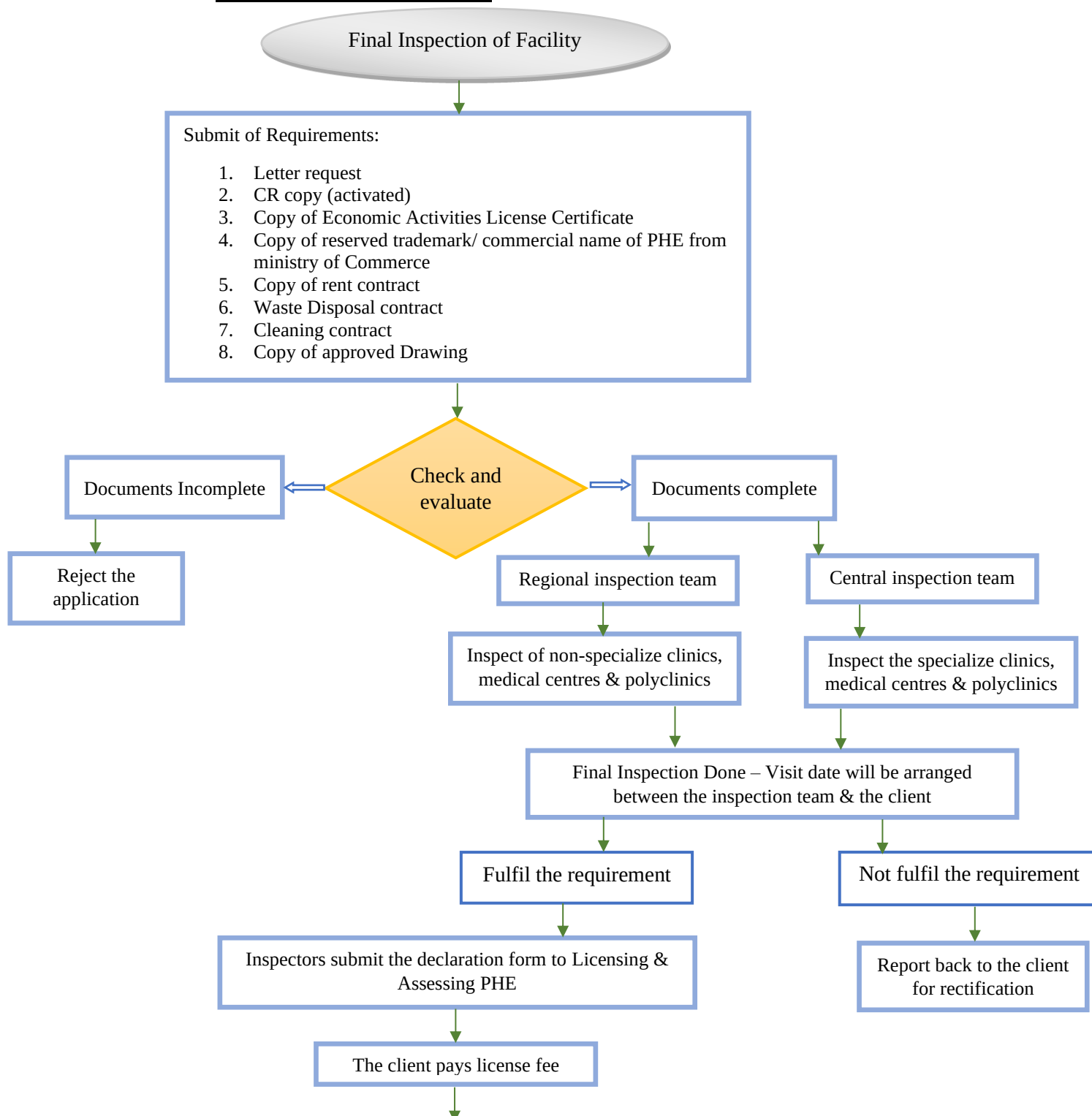
Note: The estimated time to provide the feedback for the application should be within 10 days.

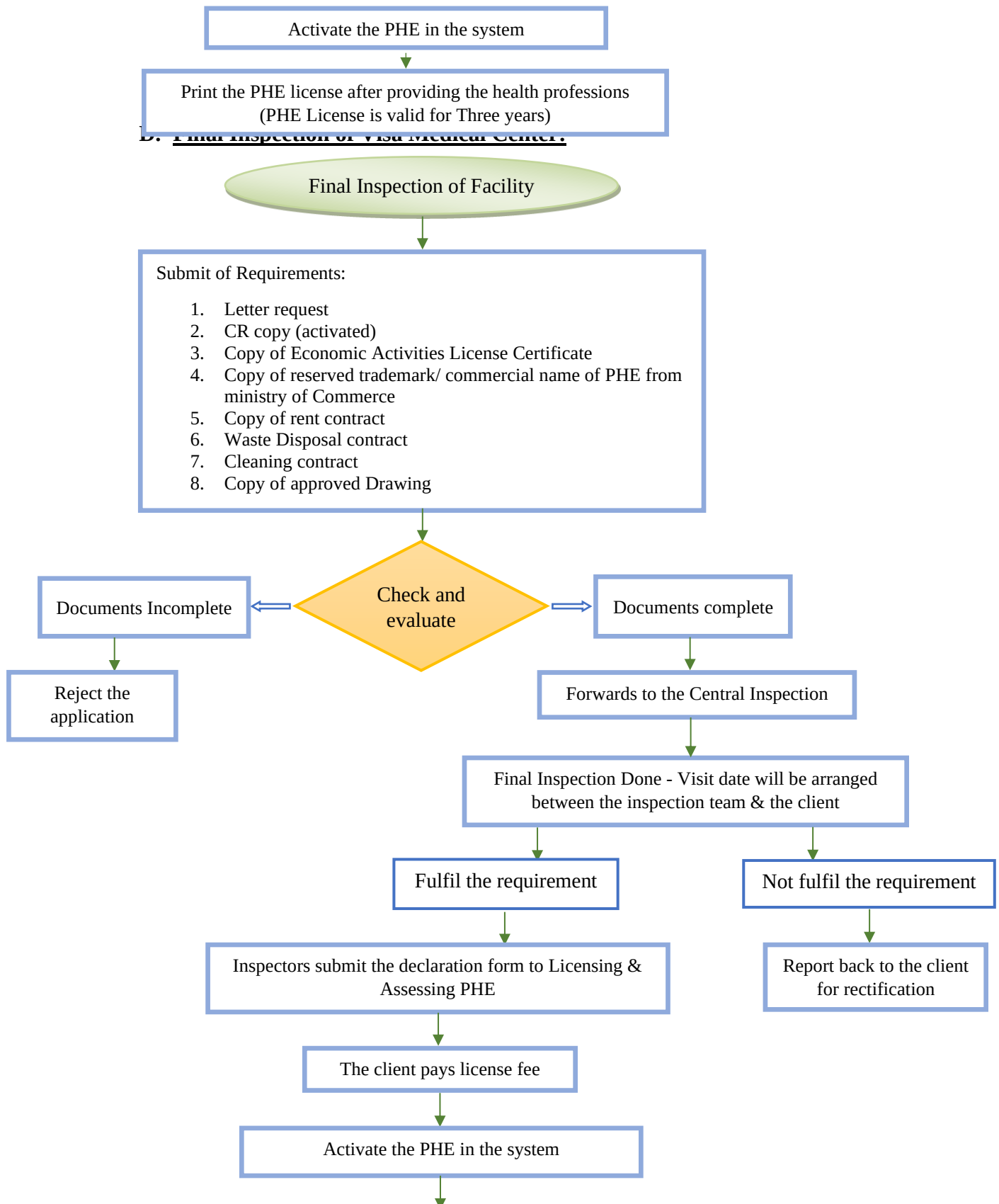
B. Drawing Approval:



Note: The estimated date to review and give feedback for the layouts is 2 to 3 weeks and depends on to required services.

C. Final Inspection of Facility:





Ensure the health professions are entered in the system & one of the lab technicians has an experience in microbiology



IGRA service is activated and Print the PHE license

Responsibilities:

1. Directorate General of Private Health Establishments (DGPHE)

- Oversee the licensing and assessment process for all private polyclinics, medical centers, clinics and visa medical centers.
- Ensure procedures are followed in accordance with MoH regulations and standards.
- Maintain official records of applications, assessments, and issued licenses.

2. Head of Department (HoD) – Licensing and Assessing of Private Polyclinics, Centers, and Clinics

- Review and approve licensing and assessment applications.
- Forward compliant applications for final approval by the Director General.

3. Head of Department – Quality Control and Patient Safety

- Oversee inspections for compliance with patient safety and quality standards.
- Ensure inspection teams follow standardized checklists and protocols.
- Review inspection findings and issue observation reports where applicable.

4. Directorates of Private Health Institutions in the Governorate

- Perform inspection visits for the private health establishments.
- Ensure all establishments are complying to MoH regulations and standards.

Document history and version control table

Version	Description	Author	Review date
1	Initial Release	Dr. Hamood Al-Harhi	2023
2	2 nd version	Ms. Aida Khatir Al-Hinai	November 2028

Related Documents

- Private health establishment license request evaluation form, MoH/DGPHE/F/001/Vers.02
- Final approval form for issuing health establishment license, MoH/DGPHE/F/002/Vers.03
- Application for private health establishment license renewal, MoH/DGPHE/F/012/Vers.01
- Application form for cancellation of private Health establishment MoH/DGPHE/F/049/Vers.02
- Application form for Approval draw plan MoH/DGPHE/F/052/Vers.01