MINISTRY OF HEALTH & PREVENTION

وزارة الصـــحــة ووقـــاية المـجـتـمـع

User Guide

Import Drugs for Personal Use

MOHAP External Users

www.mohap.gov.ae

1 Document Information

1.1 Information Technology © 2021 All Rights Reserved.

1.2 Document Owner(s)

Owner	Contact
Information Technology	info@mohap.gov.ae

Table of Contents

www.mohap.gov.ae   **Hotline: 80011111**

1. Brief Overview

This manual is prepared to navigate applicants through MOHAP's Personal Drug Use e- service. This e-service will allow MOHAP customers to seamlessly request MOHAP's approval on importing medications for personal use. By getting MOHAP's approval, customers will be able to clear their medications from UAE customs.

This manual is designed to help applicants:
- Apply for MOHAP's Personal Drug Use service
- Manage Personal Drug Use applications

After completing this manual, the applicant should be able to perform all activities related to Personal Drug Use on MOHAP Portal.

This service is only available to the Applicants Type: Individual

2. Apply for Service

Portal users who have logged in successfully to MOHAP portal will be directed to Dashboard screen where they can apply to MOHAP's e-services. This user manual will focus on the Personal Drug Use service.

For applicants to apply to their available services, they must go through the following process:

1. Create a new application
2. Complete application
3. Review application

The sections below will help user through the step-by-step process of applying to an application.
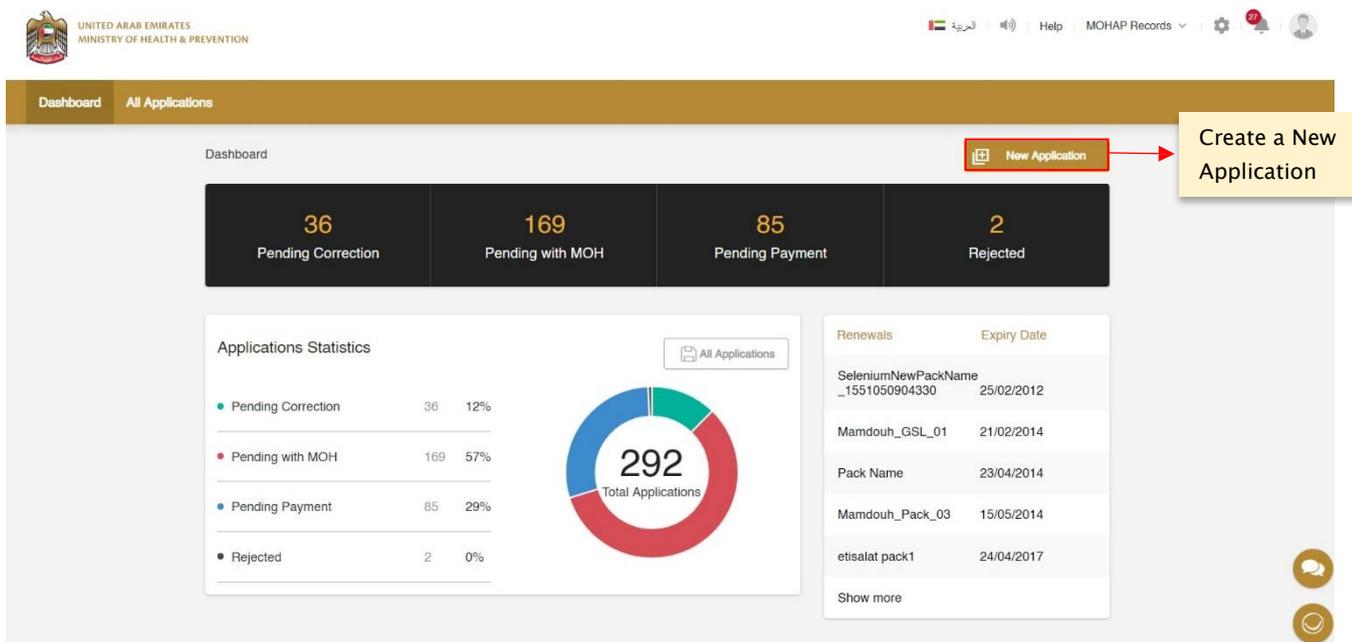
Figure A: Dashboard screen

2.1   Create a New Application

The Applicant can request approval to transfer unregistered narcotics and controlled medicine from another establishment by applying to MOHAP's Personal Drug Use service.

To do so, the user must create an application from the Applicant Portal and select the following service: Drug ⟹ Certificates ⟹ Personal Drug Use.

To create a new application form from the Applicant Portal, the user must do the following:

a. Click on one of the New Application buttons found on the Dashboard Screen (or All Applications Screen) – which opens New Application Screen
b. Select Personal Drug Use
c. Click Create Application button

Once the user selects Personal Drug Use as a service and creates an application, the user will be redirected to the Medicine List screen.

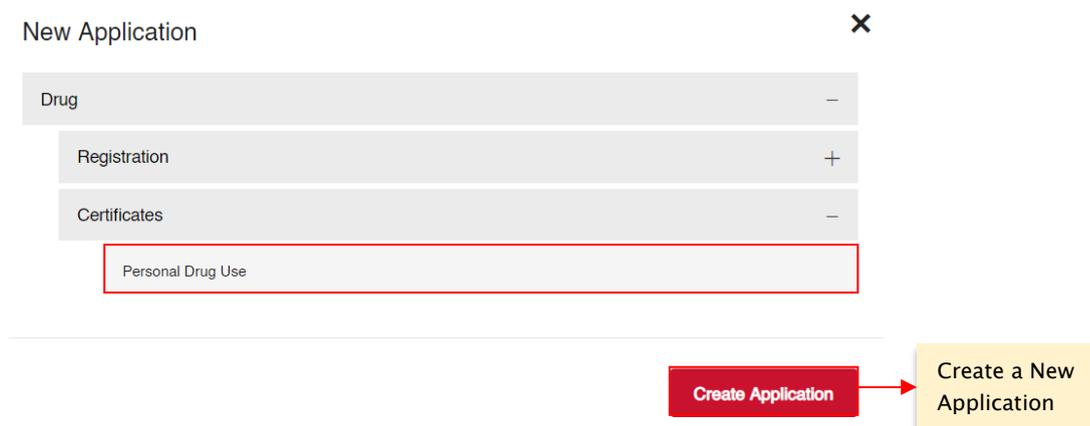**www.mohap.gov.ae**   **Hotline: 80011111**

Figure B: New Application Screen

2.2   Personal Drug Use Application

To complete a Personal Use Drug application, the applicant must fill the following sections:

1. Medicine List
2. Arrival Information
3. Attachments

At any application stage, the applicant can perform the following actions:

❖ Save application
❖ Discard application
❖ Proceed to next section
❖ Go back to previous section

For an applicant to move from one section to another, they are required to fill the section's mandatory fields and tables.

Figure C: Progress Bar

Warnings:

- In case the applicant did not complete a mandatory field, a warning message marked in red will be displayed under the field text box highlighting the note: This Field is Required.
- In case the applicant did not fill a table, a warning message marked in red will be displayed under the table box highlighting the note: Table Cannot be empty.
- In case the applicant inputs a non-numeric character in a field that only accepts numbers, a warning message marked in red will be displayed under the field text box highlighting the note: This field accepts numbers only.

Tip: Each application section will contain a progress bar that shows the input progress of the application data

2.2.1 Medicine List

In this section, the applicant must enter all the list of personal medical products that require MOHAP's approval. For an applicant to fill the medicine list, they must perform the following:

1. Click on Add Medicine button – which opens Add Medicine window
2. Fill the following fields:
   a. Product Category
   b. Batch Number (Optional)
   c. Trade Name
   d. Generic Name/ Active Ingredients*
   e. Strength*
   f. Product Form*
   g. Pack Type
   h. Number of imported Packs
   i. Pack Size
   j. Pack Size Unit
3. Click the Add button

Once the applicant completes the Medicine List, the applicant must click on the Arrival Information button to proceed to the next section.

www.mohap.gov.ae   **Hotline: 80011111**

Rule ID	Rule Description
*R1	These fields are optional for Product Category = Medical Device

Table 1: Medicine List Rule

Display icons:

- ⬜ allows user to Delete Medicine (found under Actions)
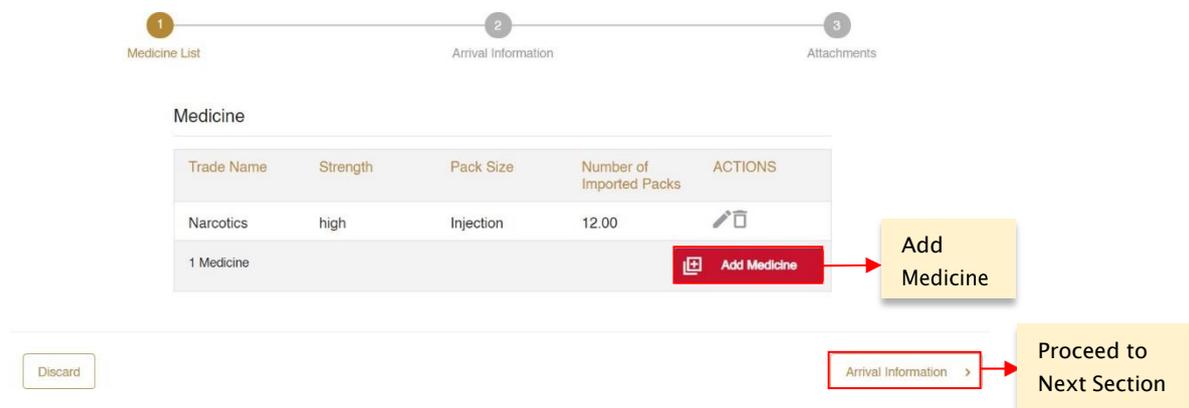
- ✏ allows user to Edit Medicine (found under Actions)

Figure D: Medicine List Screen

Figure E: Add Medicine Window

2.2.2 Arrival Information

In this section, the applicant is required to fill in their arrival information along with their medical product's arrival information. This information includes the following:

a. Importing Country
b. Date of Arrival
c. Date of Departure (Optional)
d. Duration of Stay (Optional)
e. Courier Shipping
f. Courier Company Name*
g. Tracking Number*

To proceed to the next section, the user must click on the Attachments button.

Rule ID	Rule Description
*R1	These fields are mandatory if Courier Shipping = Yes

Table 2: Arrival Information Rule

Figure F: Arrival Information Screen

2.2.3 Attachments

This section is where an applicant can upload General Attachments before proceeding to submit the application. Below are the attachments the applicant must submit before moving to the next section.

Figure G: List of Attachments

The user can add more supporting documents to their application by performing the following:

1. Enter the Document Name
2. Click the Add Attachment icon
3. Upload Attachment

Once the applicant is done with this section, they can move to the Review section by clicking the Approvals button.
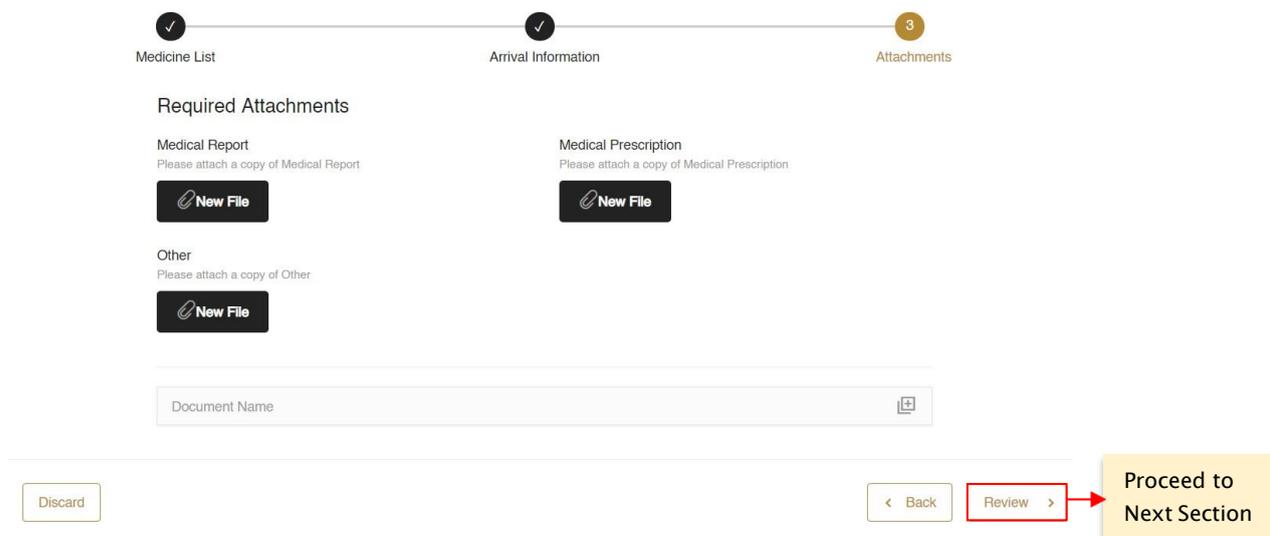
Figure H: Attachments Screen

2.3   Review Application

After the applicant completes filling all application details, they must click on the Review button to proceed with application submission. The Review section provides a full summary of the application and allows the user to perform the following actions:

- ❖ Edit Application
- ❖ Save Application
- ❖ Discard Application
- ❖ Go Back to Previous Section
- ❖ Read & Accept General Terms & Conditions
- ❖ Submit Application

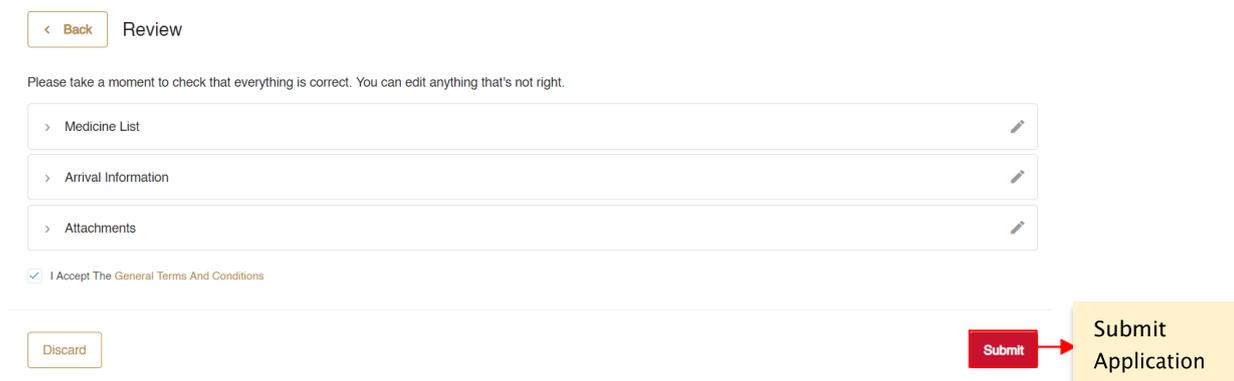**www.mohap.gov.ae**   **Hotline: 80011111**

Figure I: Review Screen

Once the applicant reviews application and accepts the General Terms and Conditions, they must click the Submit button to proceed to checkout.

Please note: to proceed with application submission, the applicant must read & accept the General Terms and Conditions.

Warning: In case the user did not fill all mandatory fields, a warning message will be displayed noting that applicant must fill all required fields before submitting the application.

Display icon:

- allows user to Edit application details
- allows user to View content of a table

3. Take Required Actions

Once an application has been reviewed by a MOHAP officer, the officer might request the applicant to take actions before proceeding with application. The applicant will get notified via SMS or email once the officer requires an action.

For a user to view and take these actions, they must:

a. Click on the Application Number in All Applications screen – which redirects user to Submitted Application screen
b. Click on Required Actions tab
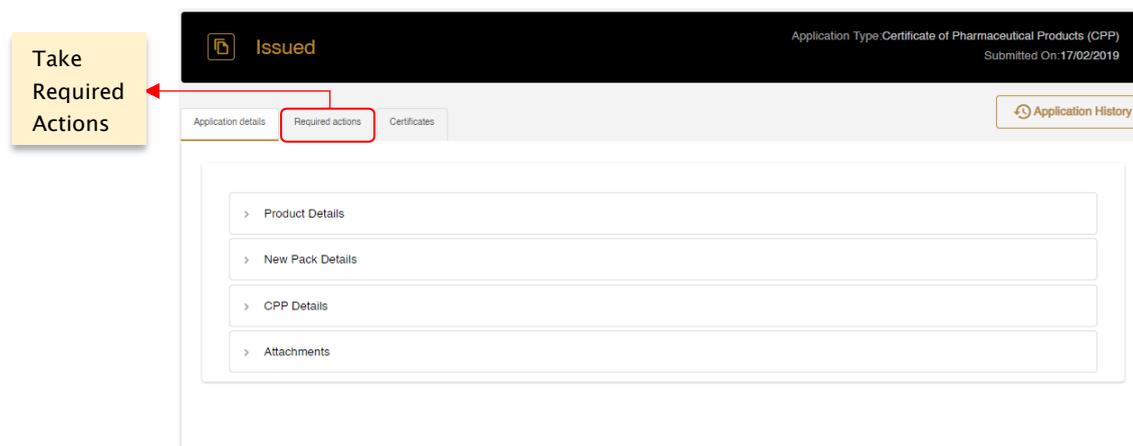c. Click on the Action – which opens an Action window

Figure J: Submitted Application Screen

The request the officer can ask an applicant is the following:

1. Application Correction

This action will be explained in detail in the following section.

3.1   Application Correction

In case a MOHAP officer identifies fields/attachments in application that require modification, the officer will send back the application to applicant for correction as part of the approval reviewing process.

For the applicant to view and change the fields/attachments that require correction, the applicant must:

a. Click on Correction button found in Required Actions tab – which redirects applicant to Correction screen
b. Make changes to fields/attachments*
c. Add comment in Comment box
d. Click on Submit Correction button
e. Confirm correction

Once the applicant confirms correction, the application will be sent back to officer for further review.

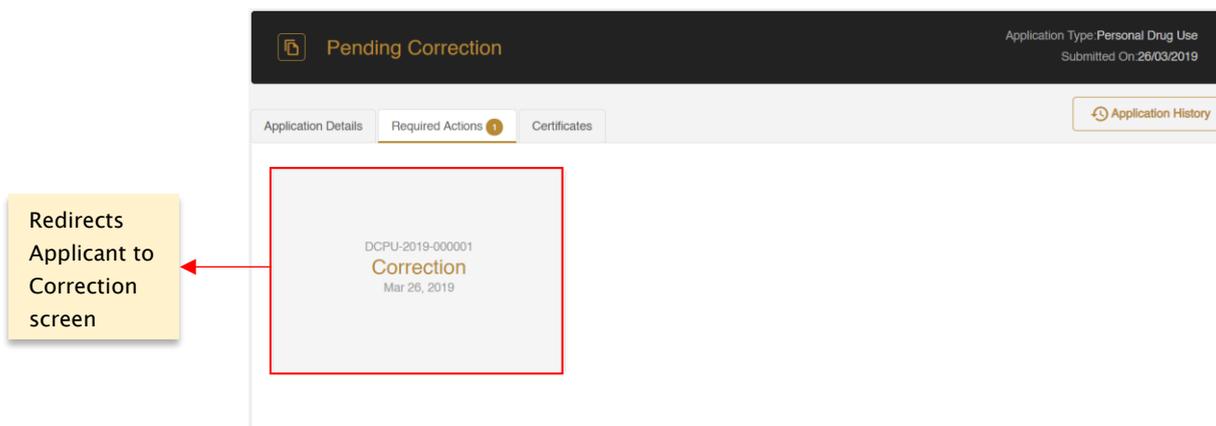| Rule ID	Rule Description
*R1	Only fields/attachments needed for correction are displayed for change
R2	If the applicant spent 60 days or more to respond to the Send Back action from MOHAP then the system will update the application status to Rejected and email the applicant

Table 3: Establishment Director Rule

Redirects Applicant to Correction screen

Figure K: Submitted Application Screen – Required Actions

Figure L: Field Correction Tool

Figure M: Modified Field   Figure N: Unmodified Field

Figure O: Correction Screen

Display icons: ↺ allows the user to undo change

Tips:

i.   Field Correction Tool helps user navigate from one unsolved request to another

ii. Fields required for change are highlighted in Red

iii. Modified fields are highlighted in Yellow.

4. Rejected Applications

Once an application has been rejected by a MOHAP Officer, an email or an SMS will be sent to the applicant containing the application's latest updates and results.

To view the rejection comments given by MOHAP Officer and the step at which the application got rejected, please click on the Application History button.

Figure P: Application History

To resubmit a rejected application, please perform the following actions:

www.mohap.gov.ae   Hotline: 80011111

a. Click on ⊞ icon shown in the All Applications screen (or Submitted Application screen) – which redirected to Medicine List screen

b. Make changes based on MOHAP Officer's rejection comments

c. Proceed to submit application

Resubmit
Application

Rejected

Application Type: Personal Drug Use
Submitted On: 27/03/2019

View
Application
History

Application Details   Required Actions 0   Certificates

Application History

> Medicine List

> Arrival Information

> Attachments

Figure Q: Submitted Application Screen – Application Details

5. Printouts

Once an application has been reviewed and approved by a MOHAP officer, the officer will issue an approval certificate associated with the Medicine Type selected by the applicant. The applicant will get notified via SMS or email once the officer issues the certificate.

For a user to view and printout a certificate, they must:

a. Click on the Application Number in All Applications screen – which redirects user to Submitted Application screen

b. Click on the Certificate tab

c. Click on the Attachment – which opens the certificate as a PDF

d. Print PDF

Please refer to Appendix I to view the content of the Permit Certificate

Open
Certificates

Approved

Application Type: Personal Drug Use
Submitted On: 03/04/2019

Open
Application
History

Application Details   Required Actions 0   Certificates

Application History

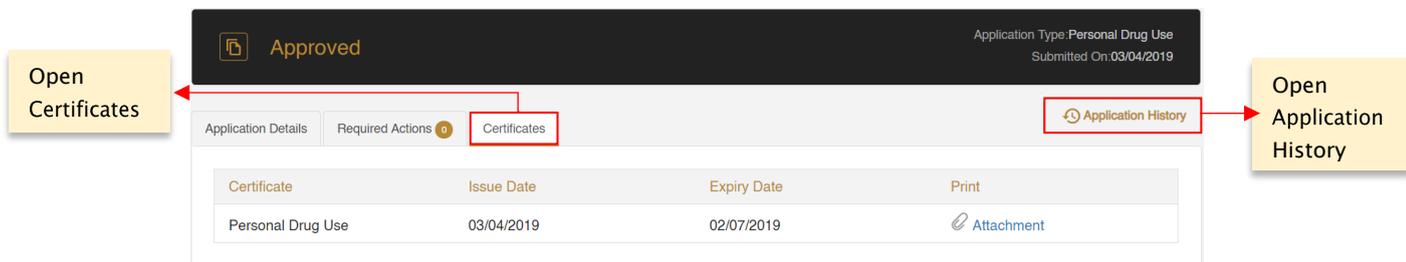| Certificate	Issue Date	Expiry Date	Print
Personal Drug Use	03/04/2019	02/07/2019	📎 Attachment

Figure R: Submitted Application Screen – Printout

6. Appendix

6.1 Appendix I

Approval to Import Personal [Product Category]							
Permit Number		Issue Date	Approval Date			Expiry Date	
Patient Personal Details							
Name							
Nationality							
ID Number		Display Passport Number If Passport Number is not available then Displays Emirates ID					
Emirate							
Address in UAE							
Importing Country							
Tracking Number		Displayed only for Courier Cases					
Mobile							
Email							
Information about the Medicines List all Medicines in the Application							
#	Trader Name	Pack Type	Pack Size	Number of Packs	Total Quantity	Unit	Remarks
Sequence Number	Trade Name + ' '+ Strength	Strip	20	2	40	tablet	Officer Remarks
		Box	5	1	5	Injection	
		Tube	1	1	1	tube	
I hereby confirm that all information provided and documents attached are genuine and the medication carried will be under my own responsibility. UAE – MOHAP is not responsible for any side effects that may occur due to above mentioned medicines.							
Note: All medicines will be inspected by inspectors and if the requirements are not fulfilled the medicine entry will be rejected by authorities.							

www.mohap.gov.ae   Hotline: 80011111