



DCAS:	The Dubai Corporation for Ambulance Services.
Board of Directors:	The board of directors of the DCAS.
Executive Director:	The executive director of the DCAS.
Licensing Authority:	Any entity legally authorised to issue commercial licences to establishments engaged in providing Ambulance Services.
Establishment:	A company or corporation authorised by the DCAS to provide Ambulance Services in the Emirate.
Ambulance Services:	Any pre-hospital medical service provided to the injured or patients including transport of patients between health facilities, as well as training on the provision of such services.
Emergency Medicine:	Medical skills required when dealing with the injured and patients who require prompt healthcare in order to sustain their lives.
Professional:	A natural person qualified to provide any of the Ambulance Services determined in this Resolution.
Authorisation:	A document issued by the DCAS authorising an Establishment to conduct any Ambulance Service activity in the Emirate after that Establishment meets all the conditions and requirements adopted by the DCAS in this respect.
Licence:	A document issued by the DCAS licensing a Professional to conduct any Ambulance Service activity in the Emirate after that Professional meets all the conditions and requirements adopted by the DCAS in this respect.
Registration:	Registration of an Establishment or a Professional in a special register maintained by the DCAS after that Establishment or Professional meets all the conditions and requirements stipulated in this Resolution.

Committee: The Committee for the Registration of Professionals formed pursuant to this Resolution.

### **Scope of Application**

#### **Article (2)**

The provisions of this Resolution will apply to Establishments engaged in providing Ambulance Services in the Emirate and to Professionals employed in such Establishments. This includes Establishments operating in free zones and in Special Development Zones.

### **Duties and Powers of the DCAS**

#### **Article (3)**

The DCAS will be the sole official entity in the Emirate charged with regulating the provision of Ambulance Services, and in doing so will have the duties and powers to:

1. set the conditions, rules, and technical standards that Establishments and Professionals must meet in line with the international standards adopted in this respect;
2. grant Authorisations to Establishments and register Establishments with the DCAS;
3. grant Licences to Professionals and register Professionals with the DCAS;
4. approve and determine services provided by Establishments;
5. authorise Establishments to provide patient transport services in non-emergency situations and to provide services during events or in various business locations in accordance with the conditions and standards adopted by the DCAS in this respect;
6. supervise the activities of Establishments and Professionals and monitor their compliance with the provisions of this Resolution, the bylaws issued in pursuance thereof, and the controls and standards adopted by the DCAS in this respect;
7. create a database containing the names of registered and accredited Establishments, the names of Professionals and the activities they conduct;
8. organise training courses in the area of Ambulance Services; and

9. perform any other duties related to implementation of this Resolution.

### **Provision of Ambulance Services**

#### **Article (4)**

- a. No Ambulance Service activity whatsoever may be conducted in the Emirate unless the required Licence or Authorisation stipulated in this Resolution is obtained.
- b. No Professional or Establishment may conduct an activity which is not included in the Licence or Authorisation issued to them unless they first obtain the written approval of the DCAS.

### **Classification of Ambulance Services**

#### **Article (5)**

Ambulance Services authorised to be provided by Establishments will be classified as follows:

1. pre-hospital medical services provided to the injured and patients;
2. transport of patients in ambulances;
3. basic first aid training services;
4. advanced first aid training services; and
5. any other Ambulance Services determined by the Board of Directors upon the recommendation of the Executive Director.

### **Procedure for Granting Authorisation to Establishments**

#### **Article (6)**

An Establishment wishing to provide Ambulance Services in the Emirate will be granted Authorisation subject to the following procedure:

1. The Establishment wishing to provide Ambulance Services will submit an application to the Licensing Authority in accordance with the applicable legislation and procedures.

2. The Licensing Authority will refer the application to the DCAS for review of technical aspects and verification of compliance with the conditions and requirements adopted in this respect.
3. If the application meets all relevant conditions and requirements, the DCAS will issue a no objection letter permitting the Establishment to conduct the activity of providing Ambulance Services. This letter will be forwarded to the Licensing Authority in preparation for issuing the Licence.
4. The Establishment must meet all operation requirements within a maximum period of six (6) months from the date on which the Licence is issued.
5. During the period stipulated in paragraph (4) of this Article, the Establishment must submit an application to the DCAS to obtain an Authorisation.
6. The DCAS will conduct an on-site inspection of the Establishment, and based on such inspection the DCAS may take one of the following measures:
  - a. If the Establishment meets all operation requirements and completes any missing requirements, the Establishment will be granted the Authorisation.
  - b. If the Establishment fails to meet the operation requirements or fails to complete any missing requirements within the specified period, the Executive Director may extend that period to a maximum period of six (6) months. If the Establishment fails again to meet the operation requirements or fails to complete any missing requirements, then the Establishment will not be granted the Authorisation and the Licensing Authority will be advised to suspend or cancel the procedure for issuing the Licence.
7. No Establishment may conduct its activities before meeting all the operation requirements adopted by the DCAS and obtaining the Authorisation.
8. Upon obtaining the Authorisation, the Establishment will be registered in the register maintained by the DCAS for this purpose. This register will contain all essential information of the Establishment such as the name, address, name of owner, nature of business, services provided, and any other information as the DCAS deems necessary.

## **Obligations of Establishments**

### **Article (7)**

An Establishment must:

1. provide the services authorised by the DCAS;
2. conduct the activities under the supervision of a physician licensed by the competent entities in the UAE;
3. maintain medical liability insurance covering employed Professionals working in the area of Ambulance Services through an insurance company operating in the Emirate;
4. create paper and electronic records containing all data related to patients, keep these for at least ten (10) years, and make them accessible to DCAS experts;
5. maintain records containing all data related to employed Professionals;
6. keep all records related to the registration, insurance, and maintenance of ambulances and available medical equipment for at least three (3) years, and make these accessible to DCAS experts whether in electronic or paper form;
7. develop guidelines and clinical and infection control procedures, have such procedures approved by the DCAS, keep such procedures and make them accessible to Establishment employees at all times;
8. respect the code of conduct adopted by the DCAS;
9. in case the Establishment wishes to suspend its activities, notify the DCAS at least thirty (30) days before such suspension;
10. provide the DCAS with monthly reports on the number and nature of cases handled and the places from and to which such cases have been moved, as well as any events covered;
11. notify the DCAS of any change in its data or the data of its Professionals or ambulances;
12. abide by the instructions issued by the DCAS;

13. not employ any Professional who is not licensed by the DCAS to practise the profession;
14. not operate any ambulance that does not comply with the rules and standards adopted by the DCAS for ambulances;
15. submit training curricula used for its training courses to the DCAS for approval;
16. maintain records containing all data related to training activities, trainers, and trainees and keep these for three (3) years and make them accessible to DCAS experts; and
17. provide the DCAS with quarterly reports featuring the names and numbers of trainees as well as the types and subjects of offered training programmes and trainees' evaluation of such programmes.

### **Classification of Professionals Article (8)**

Professionals will be classified as follows:

1. Emergency Medicine technician;
2. Specialist Emergency Medicine technician;
3. Advanced Emergency Medicine technician;
4. Air Emergency Medicine technician;
5. Maritime Emergency Medicine technician;
6. Basic first aid trainer;
7. Advanced first aid trainer;
8. Medical dispatcher;
9. Ambulance driver; and
10. any other category determined by the Board of Directors upon recommendation of the Executive Director.

## **Professionals Registration Committee**

### **Article (9)**

- a. A committee known as the "Professionals Registration Committee" will be formed pursuant to a resolution of the chairman of the Board of Directors upon the recommendation of the Executive Director. This committee will consider applications for registration and licensing of Professionals.
- b. The resolution forming the committee will determine its method of work, and the procedure for convening its meetings and rendering its decisions.

## **Licensing Requirements for Professionals**

### **Article (10)**

Professionals must meet the following requirements to obtain a Licence:

1. have the academic qualifications and professional experience stipulated by the DCAS, and these qualifications must be duly legalised, and the DCAS may, at its own discretion, verify such academic qualifications and professional experience;
2. have not been convicted in a felony or other crime affecting honour or trustworthiness;
3. be a legal resident of the UAE; and
4. successfully pass the technical tests prescribed by the DCAS.

## **Obligations of Professionals**

### **Article (11)**

A Professional must:

1. provide the services authorised by the DCAS;
2. practise the profession under the supervision of a licensed physician;
3. respect the code of conduct adopted by the DCAS;
4. abide by the terms of the Licence;

5. abide by the instructions issued by the DCAS; and
6. notify the DCAS in case he wishes to cease practice, at least thirty (30) days before the date fixed for such cessation.

### **Validity of Authorisations and Licences**

#### **Article (12)**

An Authorisation or a Licence will be valid for a period of one (1) year renewable for the same period, provided that an application for renewal is submitted thirty (30) days before expiry of such Authorisation or Licence.

### **Temporary Licence**

#### **Article (13)**

- a. An Establishment may engage any Ambulance Service specialist for a specific period pursuant to a temporary Licence issued by the DCAS in this respect.
- b. The Licence referred to in Paragraph (a) of this Article will be valid for a period not exceeding three (3) months. Based on acceptable reasons, the DCAS may renew a temporary Licence on a monthly basis, provided that the total period of such Licence will not, at all events, exceed six (6) months.

### **Limited Licence**

#### **Article (14)**

- a. Students of Emergency Medicine courses and fresh graduates specialised in Emergency Medicine will be granted limited Licences to work for the DCAS or for any entity approved by the DCAS which provides Ambulance Services.
- b. The students and graduates referred to in paragraph (a) of this Article must work under supervision of a licensed physician or Professional.

**Fees**  
**Article (15)**

The DCAS will, in return for issuing Authorisations, Licences, and certificates and for other services provided by the DCAS pursuant to this Resolution, collect the fees set out in Schedule (1) and Schedule (2) annexed to this Resolution.

**Violations and Penalties**  
**Article (16)**

- a. Without prejudice to any higher penalty stipulated by any other legislation, an Establishment or a Professional that commits any of the violations set out in Schedule (3) and Schedule (4) annexed to this Resolution will be punished by the relevant fine indicated opposite each violation.
- b. In the event of repetition of the same violation within one (1) year, the fine stipulated in Schedule (3) and Schedule (4) annexed to this Resolution will be doubled.
- c. In addition to the fine stipulated in paragraph (a) of this Article, the DCAS may take any of the following measures against any violating Establishment or Professional, as the case may be:
  1. suspend the Establishment for a period not exceeding six (6) months;
  2. revoke the Authorisation of the Establishment and advise the relevant Licensing Authority to revoke the Establishment licence in accordance with the procedure adopted by such Licensing Authority;
  3. suspend the Professional for a period not exceeding six (6) months; or
  4. revoke the Licence of the Professional and revoke his registration with the DCAS.

**Judicial Officers**  
**Article (17)**

- a. Employees of the DCAS appointed pursuant to a resolution of the chairman of the Board of Directors upon the recommendation of the Executive Director will be authorised as law enforcement officers to record the violations of the provisions of this Resolution or the bylaws issued in pursuance hereof. For this purpose, they may

enter Establishments and their facilities and conduct inspections of Professionals, ambulances, and the requirements that must be met by Establishments in order to verify their availability and validity. They may also review all registers and records and draft the relevant violation reports.

- b. In performing their duties pursuant to Paragraph (a) of this Article, judicial officers will coordinate with free zone and Special Development Zone authorities when inspecting an Establishment operating in such zones.

### **Payment of Fees and Fines** **Article (18)**

The fees and fines collected pursuant to this Resolution will be paid to the public treasury of the Government of Dubai.

### **Grievances Committee** **Article (19)**

Any concerned person may file a grievance against any resolution or measure taken by the DCAS by submitting a written objection to the Executive Director within fifteen (15) days from the date of such resolution or measure. Such grievance will be considered within a period not exceeding sixty (60) days by a committee formed by the Executive Director for this purpose, and the resolution rendered by this committee in this respect will be final.

### **Compliance** **Article (20)**

Establishments authorised to operate and Professionals licensed to practise in the Emirate prior to this Resolution must comply with the provisions of this Resolution within a period not exceeding six (6) months from the date on which it comes into force.

### **Liability of the DCAS** **Article (21)**

The DCAS will in no way be liable towards third parties for the losses they suffer as a result of an Establishment or a Professional performing their duties by providing

Ambulance Services. The Establishment or Professional will be solely liable for compensating such losses.

**Issuing Bylaws  
Article (22)**

Upon recommendation of the Executive Director, the chairman of the Board of Directors will issue the bylaws necessary for the implementation of the provisions of this Resolution.

**Repeals  
Article (23)**

Any provision in any other legislation will be repealed to the extent that it contradicts the provisions of this Resolution.

**Publication and Commencement  
Article (24)**

This Resolution will be published in the Official Gazette and will come into force ninety (90) days following the date of its publication.

**Hamdan bin Mohammed bin Rashid Al Maktoum**  
**Crown Prince of Dubai**  
**Chairman of the Executive Council**

Issued in Dubai on 16 October 2011  
Corresponding to 19 Thu al-Qidah 1432 A.H.

**Schedule (1)**  
**Fees for Establishments**

<b>SN</b>	<b>Type of Service</b>	<b>Fee (in Dirhams)</b>
1.	Authorisation to an Establishment providing Ambulance Services	5,000.00
2.	Authorisation to an Establishment providing basic first aid training	2,000.00
3.	Authorisation to an Establishment providing advanced first aid training	4,000.00
4.	Change of activity	3,000.00
5.	Renewal of Authorisation to an Establishment providing Ambulance Services	2,500.00
6.	Renewal of Authorisation to an Establishment providing basic first aid training	1,000.00
7.	Renewal of Authorisation to an Establishment providing advanced first aid training	2,000.00
8.	On-site inspection of an Establishment	500.00
9.	Issuing replacement of a lost Authorisation	200.00
10.	Variation of the details of an Authorisation	300.00
11.	Authorisation to a branch of an Establishment	1,000.00
12.	Approval of training courses	AED 200.00 per course
13.	Inspection of the technical fittings of a level 4 ambulance	200.00
14.	Inspection of the technical fittings of a level 5 ambulance	250.00
15.	Inspection of the technical fittings of a level 6 ambulance	300.00
16.	Re-inspection of the technical fittings of a level 4 ambulance thirty (30) days after the initial inspection	100.00
17.	Re-inspection of the technical fittings of a level 5 ambulance thirty (30) days after the initial inspection	125.00
18.	Re-inspection of the technical fittings of a level 6 ambulance thirty (30) days after the initial inspection	150.00
19.	Issuing a no objection certificate for licensing an ambulance	150.00
20.	Legalisation of a training certificate	50.00

**Schedule (2)**  
**Fees for Professionals**

<b>SN</b>	<b>Service</b>	<b>Fee (in Dirhams)</b>
1.	Assessment of an application for a Professional Licence	150.00
2.	Written and oral exam for Professionals (normal)	200.00
3.	Written and oral exam for Professionals (urgent)	1,000.00
4.	An ambulance driver's Licence	300.00
5.	A medical dispatcher Licence or Emergency Medicine technician Licence	800.00
6.	A specialist Emergency Medicine technician Licence	1,300.00
7.	Licence for advanced air or maritime Emergency Medicine technician/ basic or advanced first aid trainer	1,800.00
8.	Renewal of an ambulance driver's Licence	150.00
9.	Renewal of medical dispatcher Licence or Emergency Medicine technician Licence	400.00
10.	Renewal of specialist Emergency Medicine technician Licence	650.00
11.	Renewal of a Licence for advanced air or maritime Emergency Medicine technician/ basic or advanced first aid trainer	900.00
12.	Limited Licence for an Emergency Medicine technician	100.00
13.	Limited Licence for a specialist Emergency Medicine technician	200.00
14.	Limited Licence for an advanced air or maritime Emergency Medicine technician	300.00
15.	Temporary Licence	100.00
16.	Issuing replacement of a lost Licence	100.00
17.	Variation of the details of a Licence	100.00

**Schedule (3)**  
**Violations and Fines for Establishments**

SN	Violation	Fine (in Dirhams)
1.	Providing Ambulance Services in the Emirate without Authorisation from the DCAS	7,000.00
2.	Abstaining from providing authorised Ambulance Services	2,000.00
3.	Providing Ambulance Services without supervision of a licensed physician	2,000.00
4.	Failure to maintain medical liability insurance covering the Professionals employed by an Establishment	AED 500.00 per Professional
5.	Failure to notify the DCAS of any variation of the details of an Establishment or a Professional	500.00
6.	Providing Ambulance Services under an expired Licence	AED 1,000.00 per month (part of a month will be rounded up to a full month)
7.	Failure to present the registries required by the DCAS or maintain such registries for the period prescribed by the DCAS	2,000.00
8.	Operating an ambulance which does not meet the standards approved by the DCAS	2,000.00
9.	Providing training courses without approval of the DCAS	AED 500.00 per course
10.	Unlawfully granting a training certificate	3,000.00
11.	Failure to provide the DCAS with the required reports in due course	AED 1,000 per report
12.	Obstructing DCAS inspectors from performing their duties or failure to comply with the DCAS's instructions	2,000.00
13.	Employing Professionals who are not licensed or whose Licences are expired	AED 2,000 per Professional
14.	Conducting an unauthorised activity	2,000.00
15.	Allowing a Professional to work beyond the limit of his Licence	2,000.00
16.	Engaging a Professional who is licensed to work for another Establishment	2,000.00
17.	Failure to maintain an ambulance in good working condition at the authorised level	2,000.00

18.	Absence of or failure to comply with the guidelines or procedures to control infections	5,000.00
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**Schedule (4)**  
**Violations and Fines for Professionals**

<b>SN</b>	<b>Violation</b>	<b>Fine (in Dirhams)</b>
1.	Providing any Ambulance Services in the Emirate without obtaining a Licence from the DCAS	1,000.00
2.	Conducting an unlicensed activity	1,000.00
3.	Failure to comply with the code of conduct and code of ethics adopted by the DCAS	1,000.00
4.	Violating any of the terms of the Licence	1,000.00
5.	Failure to produce the identity card of the Professional upon request	200.00
6.	Obstructing or preventing the DCAS's inspectors from performing their duties	500.00
7.	Failure to notify the DCAS of any variation in the details of the Licence	500.00
8.	Failure to comply with the resolutions and instructions issued by the DCAS	1,000.00