Administrative Resolution No. (14) of 2017

Approving the Bylaw for Sending Patients for Overseas Medical Treatment[1]

We, Humaid Al Qatami, Director General and Chairman of the Board of Directors of the Dubai Health Authority,

After perusal of:

Law No. (27) of 2006 Concerning Management of the Government of Dubai Human Resources and its amendments;

Law No. (13) of 2007 Establishing the Dubai Health Authority and its amendments;

Decree No. (16) of 2015 Forming the Board of Directors of the Dubai Health Authority;

Decree No. (21) of 2015 Appointing the Chairman of the Board of Directors of the Dubai Health Authority to Perform the Duties of its Director General; and

Administrative Resolution No. (178) of 2009 Approving the Bylaw Concerning the Terms and Conditions for Receiving Overseas Medical Treatment; and

In accordance with work requirements,

Does hereby issue this Resolution.

Title
Article (1)

This Bylaw will be cited as the "Bylaw for Sending Patients for Overseas Medical Treatment".

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[1] *Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict, the Arabic text will prevail.*

Definitions
Article (2)

The following words and expressions, wherever mentioned in this Bylaw, will have the meaning indicated opposite each of them unless the context implies otherwise:

UAE:	The United Arab Emirates.
Emirate:	The Emirate of Dubai.
DHA:	The Dubai Health Authority.
Director General:	The director general of the DHA.
Directorate:	The External Relations and Media Directorate.
OMTC:	The Overseas Medical Treatment Committee.
Patient:	A person approved by the DHA to be sent for Overseas Medical Treatment.
Escort:	A person approved by the DHA to accompany a Patient for a certain period during Overseas Medical Treatment.
Medical Office:	The entity in charge of following up a Patient sent for medical treatment, and his Escorts, in the host country.
Overseas Medical Treatment:	Medical treatment recommended by the OMTC to be provided abroad.

Scope of Application
Article (3)

The provisions of this Bylaw apply to all Patients sent for Overseas Medical Treatment and to the Escorts approved by the DHA.

Duties and Functions
Article (4)

The Directorate will supervise the process of sending Patients to hospitals and specialist healthcare centres abroad to receive the necessary medical treatment. This includes:

a. establishing the procedures for presenting the reports of patients applying for Overseas Medical Treatment to the OMTC using a simplified and flexible method that streamlines the process and expedites decisions;

b. upon obtaining the required approvals, coordinating, organising, and supervising the travel arrangements of Patients and their Escorts and the arrangements for receiving them at the host country;

c. managing the relations of Patients sent for Overseas Medical Treatment, and providing all relevant facilities and services in a manner that meets the needs and expectations of Patients and those of their relatives and other stakeholders;

d. communicating with all the entities in charge of the provision of Overseas Medical Treatment, with a view to coordinating and organising the process of sending Patients for Overseas Medical Treatment;

e. following up all cases of Patients who have received Overseas Medical Treatment upon completion of the treatment and making sure they receive the medical care and follow-up required to complete their treatment at the healthcare facilities of the DHA based on the approved medical reports and discharge reports provided upon completion of the Overseas Medical Treatment;

f. overseeing the performance of the DHA Medical Offices abroad, in relation to Patient services and other support services provided in the host countries; and

g. cooperating and coordinating with concerned directorates at the DHA in respect of the implementation of the financial and administrative procedures for sending Patients for Overseas Medical Treatment and their Escorts.

Requirements and Procedures for Submitting Overseas Medical Treatment Applications
Article (5)

1. Sending a Patient for Overseas Medical Treatment will be subject to submitting the originals and copies of the following documents:

    a. a valid passport issued from the Emirate of Dubai, and a family book (*Khulasat Qaid*) or a valid certificate confirming that the Patient is granted the UAE nationality by a presidential decree;

    b. a medical report on the applicant's health condition, which is issued and certified by a government hospital or an accredited private hospital and which recommends

sending him for Overseas Medical Treatment for better treatment or follow-up conditions. The report must not be dated earlier than thirty (30) days. In certain cases, a more recent report issued not earlier than two (2) weeks may be required. These requirements must be met unless the OMTC decides otherwise;

c. a valid Emirates Identity Card; and

d. a valid health insurance card.

2. An Overseas Medical Treatment decision will be approved:

a. by the director of the Directorate, where the Patient is referred by a private office; or

b. by the Director General based on the recommendation of the OMTC, for all other applications.

Rights of Patients
Article (6)

a. A Patient will receive Overseas Medical Treatment based on his health condition and the recommendations of the OMTC.

b. A Patient will receive an original final medical report issued by the medical treatment facility and approved by the competent Medical Office, together with its translation where required. A copy of the same will be provided to the Directorate.

c. A Patient will receive medical devices and equipment throughout the period of his medical treatment based on actual need and as per a report of the treating physician.

d. When leaving the host country, a Patient will receive a maximum of four weeks' supply of prescribed medications based on a report of the treating physician.

e. A Patient will be provided with interpreting services during his Overseas Medical Treatment.

f. All costs of the Overseas Medical Treatment of a Patient will be paid according to the relevant approved medical treatment plan.

g. In special cases where the period of medical treatment extends beyond the validity of the air tickets of a Patient and his escorts, or where visa processing by the competent entities in the host country is delayed, the validity of these air tickets will be extended and the cost of completing the visa procedures will be paid.

h. A Patient and his Escorts will be provided with transportation from and to the airport and the first medical appointment only.

i. Where a Patient or an Escort dies, the DHA will bear the cost of repatriation of the remains to the UAE and will pay daily allowances until final repatriation.

j. A Patient will receive air ambulance services as recommended by the treating physician and approved by the director of the Directorate.

Obligations of Patients
Article (7)

a. A Patient must complete the relevant Overseas Medical Treatment forms and applications.

b. A Patient must provide duly certified medical reports as per the regulations adopted by the DHA.

c. A Patient must sign an Overseas Medical Treatment document and send a copy thereof to the Medical Office located in the host country.

d. A Patient must complete the procedures for issuing and renewing visas, and bear all relevant costs.

e. A Patient must abide by the recommendations of the treating physician and the medical treatment plan approved by the Medical Office.

f. Except in emergency cases, a Patient may not transfer to another physician without the recommendation of his treating physician and the approval of the Medical Office.

g. A Patient may not travel to another country during the period specified for his medical treatment.

h. A Patient must receive the medical treatment for which he is sent and attend all appointments in a timely manner.

i. A Patient must notify the Medical Office fourteen (14) days prior to expiry of the visa.

j. After completion of medical treatment, a Patient must leave the host country within one (1) day from the last medical appointment unless he is obligated to stay longer due to the unavailability of flight bookings. This does not apply where the host country is the USA or Canada, in which case the deadline for leaving the country will be two

(2) days. The Medical Office or the health attaché office will be in charge of all return arrangements.

k. A Patient must contact the Directorate upon his return from Overseas Medical Treatment as per the instructions of the Medical Office.

l. A donor must undergo medical tests prior to travelling with the Patient.

Escorts
Article (8)

a. The following requirements will apply to Escorts:

1. An Escort must not be less than eighteen (18) years of age. This requirement may be waived in special circumstances, as assessed and approved by the director of the Directorate.

2. An Escort must be medically fit and able to provide care and all support to the Patient throughout the period of Overseas Medical Treatment.

3. A female Escort must not be pregnant, and particularly must not be in the last months of pregnancy. This aims to avoid charging the DHA any delivery expenses or post-natal care expenses for the mother and the newborn.

b. The number of Escorts of a Patient will be determined based on the age and health condition of the Patient as follows:

1. one (1) Escort, where the Patient is aged eighteen (18) years or more;

2. two (2) Escorts (the father and mother), where the Patient is aged less than eighteen (18) years; and

3. two (2) Escorts in certain special cases, including:

a. in case of an elderly Patient who is aged sixty-five (65) years or more, and suffers from age-related health issues;

b. where the Patient suffers from complete paralysis;

c. where the Patient is in a coma due to a stroke; or

d. in case of a disabled Patient.

4. Two (2) Escorts in any other cases, as recommended by the director of the Directorate and approved by the Director General.

c. Notwithstanding the provisions of this Article, the DHA will not be liable for any failure by an Escort to obtain leave from his employer.

Obligations of Escorts
Article (9)

a. An Escort must sign an undertaking, on the form prescribed for this purpose, to follow up the medical condition of the Patient throughout the escort period.

b. An Escort must have the necessary visas issued and renewed, and bear all relevant charges.

c. An Escort must follow up the medical condition of the Patient and coordinate with the Medical Office in respect of any matters related to the Patient or his medical treatment and medical appointments.

d. An Escort may leave the host country only after the end of the period of medical treatment; under compelling circumstances and after notifying the Medical Office; or upon expiry of the escort period.

e. An Escort may be replaced only after the lapse of one (1) month from the arrival of a substitute Escort.

Allowances and Air Tickets of Patients and Escorts
Article (10)

a. The allowances of Patients and Escorts stated in Schedule (1) attached hereto are hereby approved. These include accommodation allowance, food and beverage allowance, transportation allowance, and any other expenses, except for medical equipment costs, medical treatment expenses, physician's fees, and costs of medications.

b. Patients and Escorts will be paid economy class air tickets allowance.

c. An air ticket may be upgraded only in special cases based on the recommendation of the OMTC, or the treating physician, and approval of the director of the Directorate.

d. A donor, where required, will be treated as a Patient in terms of daily allowances and medical treatment expenses, only during the period approved by the DHA for his travel to donate an organ to the Patient.

e. The allowances payable to a Patient and his Escorts will be disbursed through the Medical Office as follows:

    1. The allowances for the first week will be disbursed in advance to the Patient and his Escorts. Subsequent allowance payments will be disbursed on a weekly basis. The director of the Medical Office may, where required, disburse allowances for longer periods.

    2. The accounting entries related to the allowances of Patients and their Escorts will be adjusted before their departure from the host country.

    3. In case of status change or expiry of visit visas, the financial entitlements of a Patient and his Escorts will be disbursed to them in the host country until their return to the UAE.

Forfeiture of Entitlement to Allowances
Article (11)

Notwithstanding the provisions of Article (10) of this Bylaw, entitlement to allowances will be forfeited where no acceptable reason is provided in the following cases:

a. The Patient or Escort leaves the host country without the approval of the Directorate or the Medical Office.

b. The Patient or Escort overstays in the host country after the lapse of one (1) day from the last official medical appointment, unless he is required to overstay for reasons beyond the control of the Patient or Escort.

c. The Patient fails to attend a medical appointment. In this case, the allowances will be forfeited in respect of the period from the date of receiving the last allowance payment until the date of the next medical appointment.

d. The Patient changes the treating physician approved by the Medical Office, in other than emergency cases, to a new physician without first obtaining the approval of the Medical Office.

Accompanying Medical Staff
Article (12)

In certain cases, medical staff from within or outside of the DHA may accompany a Patient sent for Overseas Medical Treatment based on the recommendation of the treating physician. Allowances will be disbursed to the accompanying medical staff as follows:

a. return air tickets allowance;

b. suitable accommodation allowance;

c. allowance for transportation to and from the airport in the UAE and in the host country;

d. daily allowance for each day or part of a day spent outside the UAE as follows:

    1. eight hundred dirhams (AED 800.00) for medical staff;

    2. six hundred and fifty dirhams (AED 650.00) for paramedical staff; and

    3. five hundred dirhams (AED 500.00) for nursing staff.

Issuing Policies, Procedures, and Forms
Article (13)

The Directorate will be in charge of preparing the policies, procedures, and forms governing this Bylaw in coordination with the concerned entities in the DHA.

Repeals
Article (14)

The above-mentioned Administrative Resolution No. (178) of 2009 is hereby repealed. Any other provision contradicting the provisions of this Resolution is also hereby repealed.

Compliance
Article (15)

All Patients and their Escorts must comply with this Bylaw and its schedules.

Commencement
Article (16)

This Resolution comes into force as of 1 February 2017, and will be published in the Official Gazette. All organisational units will, each within its own jurisdiction, implement the provisions hereof.

Humaid Al Qatami

Chairman of the Board of Directors

Director General

Issued in Dubai on 6 February 2017

Corresponding to 9 Jumada al-Ula 1438 A.H.

Schedule (1)
Allowances

I. European Countries, except the United Kingdom

Category	Daily Allowance in Euros
Patient	150.00
Escort 1	150.00
Escort 2	50.00

II. United Kingdom

Category	Daily Allowance in Pounds Sterling
Patient	120.00
Escort 1	120.00
Escort 2	50.00

III. Republic of India

Category	Daily Allowance in UAE Dirhams
Patient	300.00
Escort 1	300.00
Escort 2	100.00

IV. United States of America

Category	Daily Allowance in US Dollars
Patient	150.00
Escort 1	150.00
Escort 2	50.00

V. Kingdom of Thailand

Category	Daily Allowance in UAE Dirhams
Patient	300.00
Escort 1	300.00
Escort 2	100.00

VI. Singapore and South Korea

Category	Daily Allowance in US Dollars
Patient	130.00
Escort 1	130.00
Escort 2	50.00

VII. Arab Countries

Category	Daily Allowance in UAE Dirhams
Patient	300.00
Escort 1	300.00
Escort 2	100.00

- A maximum amount of one thousand dirhams (AED 1,000.00) will be disbursed to a Patient sent overseas for ophthalmic treatment against an invoice for the frame of prescription glasses. This limit does not apply to customised prescription glasses recommended by treating physicians.