

General Circular pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai

eClaimLink General Circular Number 09 of 2018 (GC 09/2018)

Subject of this General Circular	Prescriptions for VIP Patients in the Emirate of Dubai
Applicability of this General Circular	This circular applies to all DHA, MOH and DHCC licensed Healthcare Providers and Pharmacies in the Emirate of Dubai and who are enrolled as Providers on the eClaimLink platform.
Purpose of this General Circular	To provide clarification and confirm the process with which prescriptions for VIP patients are to be issued by Healthcare Providers and dispensed by Pharmacies across Dubai.
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This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this General Circular	10th October 2018
Grace period for compliance	Not applicable

Preamble

As eClaimLink has evolved to include the full billing cycle of healthcare claims. The ePrescription initiative is the computer-based electronic generation, transmission and filling of a medication prescription, taking the place of paper prescriptions.

There are special circumstances when the use of paper prescriptions is required, in particular for VIP patients. This General Circular outlines the required process to be applied for issuing and dispensing prescriptions for VIP patients in the Emirate of Dubai.

Purpose

The purpose of this General Circular is to provide clarification and confirm the process with which prescriptions for VIP patients are to be issued by Healthcare Providers and dispensed by Pharmacies across Dubai.

Process – Healthcare Provider

- I. If it is intimated by a VIP patient that they do not wish to use their health insurance coverage to pay for healthcare services, including medication, they must be issued with a paper prescription which meets the Ministry of Health (MOH) regulations.
- II. All paper prescription issued for VIP patients must clearly identify them as VIP in order to ensure efficient processing of these special cases.

Process – Pharmacy

- I. Prescriptions for VIP patients must be processed on a **cash basis**, and not processed through the eClaimLink ePrescription system, unless otherwise stated by the patient.
- II. Ministry of Health (MOH) Regulations for dispensing must be applied at all instances.

Timelines and Deadlines

Instructions of this General Circular must be applied immediately by all DHA, MOH and DHCC licensed Healthcare Providers and Pharmacies in the Emirate of Dubai and who are enrolled as Providers on the eClaimLink platform.