

Policy Directive pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai
Policy Directive Number 04 of 2020 (PD 04/2020)

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| Subject of this Policy Directive | Co-Payments of emergency cases transferred by ambulance |
| Applicability of this Policy Directive | This general circular is for the information of all market participants, and is applicable to all 'eClaimLink licensed Hospitals |
| Purpose of this Policy Directive | The Policy Directive serves to advise all eClaimLink Licensed hospitals on the treatment of Co-payments for emergency cases transferred by Dubai Corporation for Ambulance Services |
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| Drafted by | Ali F. Lutfi, Dubai Health Insurance Corporation, Dubai Health Authority |
| This document replaces | Not Applicable |
| This document has been replaced by | Not Applicable |
| Publication date | March 19 th , 2020 |
| Effective date of this Policy Directive | Immediately upon Publication |
| Expiry date of this Policy Directive | Until Further Notice |

Preamble

This circular aims to advise providers on the treatment of co-payments for emergency patients received via Dubai Corporation for Ambulance Services (DCAS). As stated in the [Executive Resolution pertaining to Federal Law no 4 of 2016 regarding Medical Liability Law](#) medical emergencies must be accepted and treated at any emergency facility. The Dubai Health Authority would like to express its gratitude to both the payers and providers in the Emirate of Dubai for their continuous and ongoing support during these times.

Objectives of this General Circular

- Emergency Definition
- Co-Payments of Emergency patients received by DCAS

Emergency Definition

The definition defined in [PD-02 of 2017](#) remains the definition of emergency. This is applicable to all patients received by DCAS referenced in this policy directive.

Co-Payments

Co-Payments for emergency patients transferred via DCAS to any private hospital that are insured via any Dubai Government program should not be charged co-payments. For removal of doubt, all hospitals in Emirate of Dubai have been contacted and have graciously accepted to waive the co-payment from Government of Dubai programs, which will now be borne by them during this period of uncertainty.