



Request for Private Clinic/Center/Polyclinic License User Manual

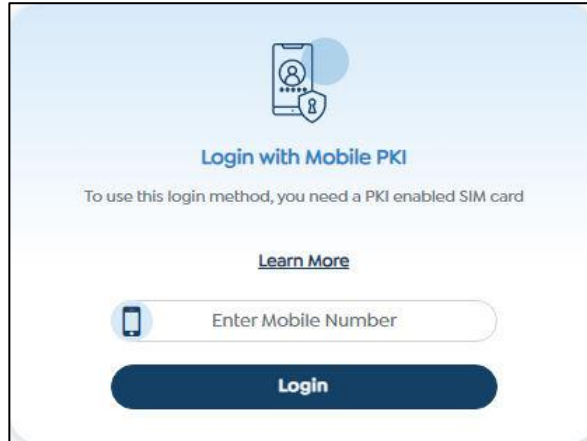


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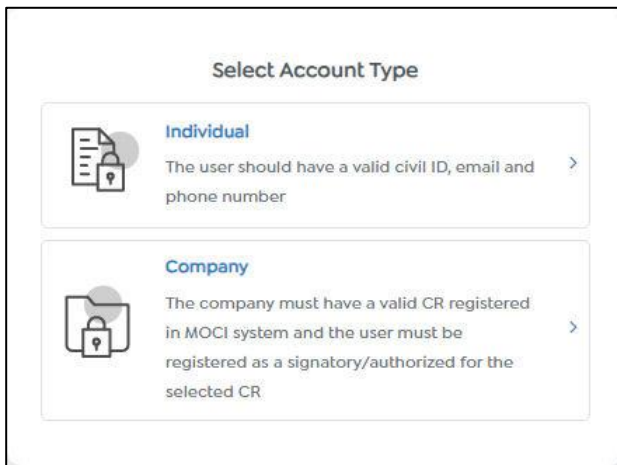
1. Registration

You can create or register a new account to use in the system using two different types: Individual and Company. You start from the **Login** page as shown below:



The screenshot shows a login interface titled "Login with Mobile PKI". It includes a sub-header "To use this login method, you need a PKI enabled SIM card" and a link "Learn More". Below this is a text input field labeled "Enter Mobile Number" with a mobile phone icon on the left. At the bottom is a dark blue "Login" button.

Click your mobile number and click **Login**, when the system recognizes that it is not registered in the system, it will navigate you to the following page:



The screenshot shows a "Select Account Type" screen with two options. The "Individual" option is highlighted and includes the text "The user should have a valid civil ID, email and phone number". The "Company" option includes the text "The company must have a valid CR registered in MOCI system and the user must be registered as a signatory/authorized for the selected CR". Both options have a right-pointing arrow.

You can select an account type by simply clicking on any of them.



1.1 Register an Individual Account

To register an individual account, follow the steps below:



1. Click on , and following page appears:

Individual Registration

Person Identity

ID Card Number ID Expiry Date * 

[Verify](#) 

2. Enter your resident card number and expiry date.
3. Click [Verify](#) , and the system will retrieve your information automatically as shown below:

Person Identity

ID Card Number ID Expiry Date * 

[Verify](#) 

Personal Information

Full Name (En) Date of Birth 

Full Name (Ar) Gender 

Nationality  Age

Governorate  Willayat 

Village 

Contact Details

E-mail address

☒ Send OTP

Mobile *

☒ Send OTP

Communication Preferences

Language * ☒ English ☐ Arabic 

Method ☒ SMS ☐ Email

[Save](#)

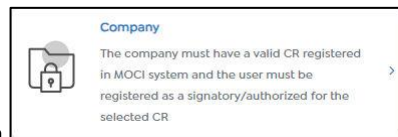
4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click ☒ Send OTP for both platforms, and then enter the OTP which you have received on both platforms.



6. Select the communication language if it's in Arabic or English.
7. Select the communication method if it's by SMS or Email or both.
8. Click **Save**, and a message appears indicating that the account has been successfully registered.

1.2 Register a Company Account

To register a company account, follow the steps below:



1. Click on **Company**, and the following page appears:

Company Registration

Corporate Commercial Register

CR Number *

Verify Q

2. Enter the CR number and then click the **Verify Q** button, and the system will retrieve your company's information as shown below:

Company Registration

Corporate Commercial Register

CR Number *

Verify Q

Corporate Information

Company Name (En)		Company Name (Ar)	
CR Status	Valid	CR Expiry Date	04/23/2024

Person Identity

ID Card Number

ID Expiry Date *

Verify Q

3. Then you need to enter the person's information by entering the resident card number and expiry date, then click **Verify Q** and the system will retrieve the person's information automatically as shown below:



Person Identity

ID Card Number

ID Expiry Date *

Verify

Personal Information

Full Name (En)

Full Name (Ar)

Nationality

Governorate

Village

Date of Birth

Gender

Age

Willayat

03-01-1986

Male

37

Select Willayat

Contact Details

E-mail address

Send OTP

Mobile *

Send OTP

OTP

OTP *

Communication Preferences

Language *

English

Arabic

Method

SMS

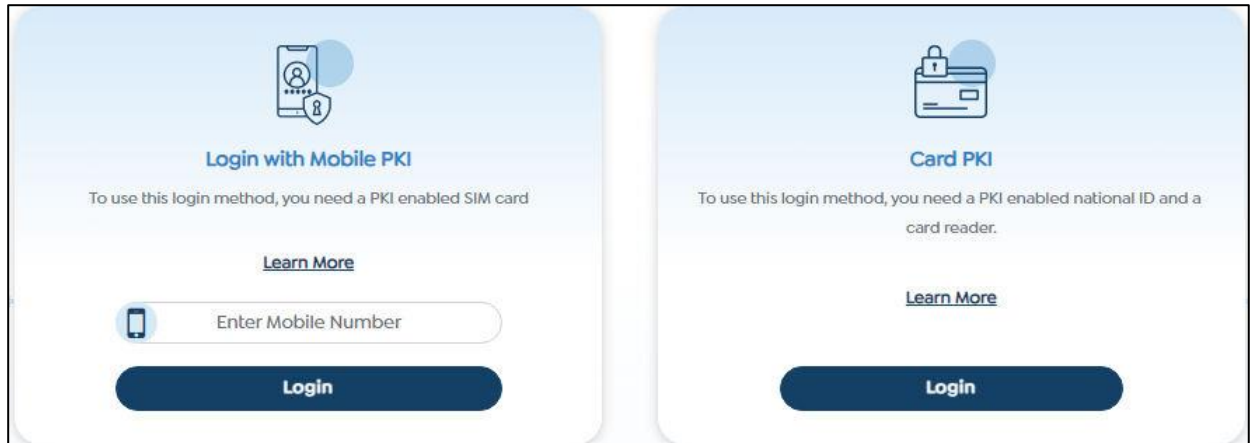
Email

Save

- Enter the location which consists of Governorate, Wilaya, and village.
- Enter email address and mobile number, then click **Send OTP** for both platforms, and then enter the OTP which you have received on both platforms.
- Select the communication language if it's in Arabic or English.
- Select the communication method if it's by SMS or Email or both.
- Click **Save**, and a message appears indicating that the account has been successfully registered.

2. Login

You can login to the system with your account using two different methods: Mobile PKI and Card PKI. The **Login** page appears as shown below:



The screenshot shows a login interface with two main sections. The left section is titled 'Login with Mobile PKI' and includes an icon of a smartphone with a lock. Below the title, it states 'To use this login method, you need a PKI enabled SIM card'. There is a 'Learn More' link, a text input field labeled 'Enter Mobile Number' with a smartphone icon, and a dark blue 'Login' button. The right section is titled 'Card PKI' and includes an icon of an ID card. Below the title, it states 'To use this login method, you need a PKI enabled national ID and a card reader.' There is a 'Learn More' link and a dark blue 'Login' button.

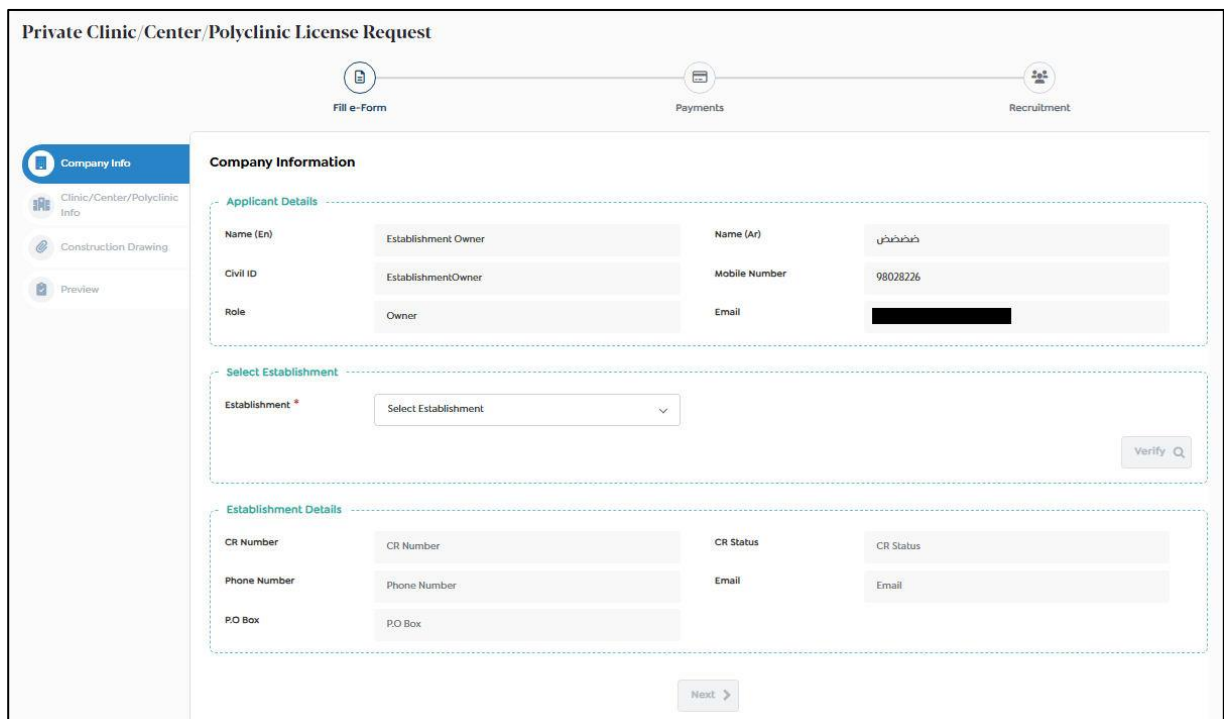
- For **Mobile PKI**, you enter your mobile number then you click **Login** button on the left side, and if you enter your password on your phone.
- For **Card PKI**, you click **Login** on the right side, then you use the ID card reader to read your card, and then you enter your password on the computer screen.

3. Request for Private Clinic/Center/Polyclinic License

Through this page you request license to establish a private clinic/center/polyclinic and you submit this request to DGPHE for approval, then request for inspection, complete the payment, and finally recruit doctors and nurses. The process is as follows:



The Private Clinic/Center/Polyclinic License Request page appears as shown below:



The screenshot shows the 'Private Clinic/Center/Polyclinic License Request' form. It has a progress bar at the top with three steps: 'Fill e-Form', 'Payments', and 'Recruitment'. The 'Fill e-Form' step is currently active. On the left, there is a sidebar with 'Company Info' selected, and other options like 'Clinic/Center/Polyclinic Info', 'Construction Drawing', and 'Preview'. The main form area is titled 'Company Information' and contains three sections: 'Applicant Details', 'Select Establishment', and 'Establishment Details'. The 'Applicant Details' section has fields for Name (En), Establishment Owner, Name (Ar), Civil ID, EstablishmentOwner, Mobile Number (98028226), Role (Owner), and Email. The 'Select Establishment' section has a dropdown menu for 'Establishment' and a 'Verify' button. The 'Establishment Details' section has fields for CR Number, CR Status, Phone Number, Email, and P.O. Box. A 'Next' button is at the bottom right.

3.1 Apply for License Request

To apply for the service, follow the steps below:

1. Select the establishment from the dropdown list, then click [Verify](#) button, and you get a notification in green on top of the page if the establishment and provider are valid and you can continue with the process. The notification appears as shown below:



2. Click **Next >** and the following page appears:

3. Select one of the approved applications from the dropdown list, and the details appear automatically as shown below:

4. Click **Next >** and the following page appears:



Company Info
Clinic/Center/Polyclinic Info
Construction Drawing
Preview

Attachments

Construction Drawing Documents

Required Attachment	Description	File Name	Action
Construction Drawing 1 *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 25 MB		Upload file
Construction Drawing 2	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 25 MB		Upload file
Construction Drawing 3	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 25 MB		Upload file
Location Municipal Approval *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Other Document	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file

[Back](#)
[Next](#)

5. Upload the required attachments using the [Upload file](#) button.

6. Click [Next](#) and the following page appears:

Company Info
Clinic/Center/Polyclinic Info
Construction Drawing
Preview

Company Information

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	المستفيد
Civil ID	EstablishmentOwner	Mobile Number	
Role	Owner	Email	

Select Establishment

Establishment * Establishment

Establishment Details

CR Number	1010913	CR Status	Active
Phone Number		Email	
P.O Box	+1234		

Initial Approved Clinic/Center/Polyclinic Information

Clinic/Centre/Polyclinic Information

Clinic/Centre/Polyclinic Name Ar	تدريسي	Clinic/Centre/Polyclinic Name En	test
Category *	Clinic	Sub-Category *	Dental General Clinic
Specialities *	Ambulatory Services Audiology Rehabilitation Dietetic Counselling		



Construction Drawing

Attachments

Construction Drawing Documents

Required Attachment	Description	File Name
Construction Drawing 1 *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 25 MB	download.pdf
Construction Drawing 2	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 25 MB	
Construction Drawing 3	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 25 MB	
Location Municipal Approval *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	download.pdf
Other Document	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	

Declaration

☐ I acknowledge that all the information I have entered is correct, and I understand that providing false or misleading information will result in the rejection of the application.

Back

Submit

7. Review all the details. Once done, add a tick to the checkbox to declare that the entered information is true and correct.

8. click **Submit**, and the following message appears:

Confirmation

Are you sure you want to proceed?

Confirm

Cancel

9. Click **Confirm** button, and you go to “My Applications” page as shown below:

My Applications > Applications

Applications

Search By

Application Number

Select Eservice

Select Application Status

Filter

Clear

Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
PCLR090852621729H	License Request for Addiction Treatment and Rehabilitation Center Muscat	test	Establishment Owner	29-09-2026 09:02:41	Pending MOH Review	29-09-2026 09:03:39	Establishment Owner	Actions

Your request is sent to DGPHE for approval.



3.2 Re-Upload Construction drawings

In case the staff members requests for you to re-upload the construction drawings, the status of your application changes as shown below:

Applications								
Application Number	PCLR090852262729H	Select Eservice	Select Application Status	Filter	Clear			
Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
PCLR090852262729H	License Request for Addiction Treatment and Rehabilitation Center Muscat	test	Establishment Owner	29-09-2026 09:02:41	Reupload Construction Drawing	29-09-2026 09:53:44	test	Actions
Rows Per Page: 10 1 to 1 of 1 items								

To re-upload the drawings, follow the steps below:

1. Click **Actions** and the following menu appears:



2. Click "Re-Upload Documents" and the following page appears:

Edit Attachment

Required Attachment	Description	File Name	Action
Construction Drawing 1 *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 25 MB		Upload file

Additional Comments

Back to Index
Re-Submit Application

3. Upload the required drawing using the **Upload file** button and enter any additional comments.
4. Click **Re-Submit Application** and the applications goes back to MOH for review.



3.3 Upload Inspection request Documents

After MOH approves the application, the status of your application becomes “Pending Inspection Document Upload” as shown below:

Applications								
Search By	Application Number	Select Service	Select Application Status	Filter	Clear			
Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
PCLR0908522621729H	License Request for Addiction Treatment and Rehabilitation Center Muscat	test	Establishment Owner	29-09-2026 09:02:41	Pending Inspection Document Upload	29-09-2026 10:03:42	test	Actions

To upload the inspection request documents, follow the steps below:

1. Click **Actions** and the following menu appears:



2. Click “Edit” and the follow page appears:

Company Info

Clinic/Center/Polyclinic Info

Construction Drawing

Inspection Request

Preview

Company Information

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	مستشفى
Civil ID	EstablishmentOwner	Mobile Number	
Role	Owner	Email	

Select Establishment

Establishment *	Establishment
-----------------	---------------

Establishment Details

CR Number	1010913	CR Status	Active
Phone Number		Email	Shabnam@almadinagroup.net
P.O Box	+1234		

Next >

3. Keep clicking **Next** until you reach “Inspection Request” or just click the “Inspection Request” Tab and the following page appears:



Company Info
Clinic/Center/Polyclinic Info
Construction Drawing
Inspection Request
Preview

Attachments

Inspection Request Documents

Required Attachment	Description	File Name	Action
Municipal License	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Other Document	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Recent Commercial Registration *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file
Trade Name Reservation *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB		Upload file

[Back](#)
[Next](#)

4. Upload the required inspection request documents using the [Upload file](#) button.

5. Click [Next](#) and the following page appears:

Company Info
Clinic/Center/Polyclinic Info
Construction Drawing
Inspection Request
Preview

Company Information

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	مستفيد
Civil ID	EstablishmentOwner	Mobile Number	
Role	Owner	Email	

Select Establishment

Establishment *

Establishment Details

CR Number	1010913	CR Status	Active
Phone Number		Email	Shabnam@almadinagroup.net
P.O Box	+1234		

Initial Approved Clinic/Center/Polyclinic Information

Inspection Request

Attachments

Inspection Request Documents

Required Attachment	Description	File Name
Municipal License	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	
Other Document	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	
Recent Commercial Registration *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	download.pdf
Trade Name Reservation *	• Allowed FileTypes (jpg,pdf,png) & size must not exceed 5 MB	download.pdf

[Back](#)
[Submit](#)



6. Click **Submit** and the following message appears:

Confirmation

Do you want to proceed with application submission? Note: Application cannot be modified afterwards

Confirm **Cancel**

7. Click **Confirm** and the status changes to “Inspection Requested” as shown below:

Applications								
Search By	Application Number	Select Eservice	Select Application Status	Filter	Clear			
Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
PCLR0908522621729H	License Request for Addiction Treatment and Rehabilitation Center Muscat	test	Establishment Owner	29-09-2026 09:02:41	Inspection Requested	29-09-2026 10:18:06	Establishment Owner	Actions

The application goes to the staff members responsible for inspection.

3.4 Complete payment

Once the status of your application becomes “pending payment” you can proceed with the payment process, the application appears as shown below:

Applications								
Application Number	PCLR0908522621729H	Select Eservice	Select Application Status	Filter	Clear			
Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
PCLR0908522621729H	License Request for Addiction Treatment and Rehabilitation Center Muscat	test	Establishment Owner	29-09-2026 09:02:41	Pending Payment	29-09-2026 10:34:34	test	Actions

To complete the payment, follow the steps below:

1. Click **Actions** and the following menu appears:



2. Click “Pay Now” and the follow page appears:



Payment Summary

Applicant Name	Establishment Owner
Application Reference Number	PCLR0908522621729H
Payment Reference Number	516624463682485680879
Application Fees	500
Total Fees :	500

[< Back](#)
[Pay Now >](#)

- Click [Pay Now >](#) and you move on to the payment page.
- Enter your Bank card details and then submit the payment. Once done, the application status changes to "Pending Medical Staff Recruitment".

3.5 Recruit Medical Staff

After completing the payment, you can recruit your medical staff, the status of your application appears as shown below:

Applications								
Application Number	PCLR0908522621729H	Select Eservice	Select Application Status	Filter	Clear			
Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
PCLR0908522621729H	License Request for Addiction Treatment and Rehabilitation Center Muscat	test	Establishment Owner	29-09-2026 09:02:41	Pending Medical Staff Recruitment	29-09-2026 10:38:46	Establishment Owner	Actions

To recruit staff members, follow the steps below:

- Click [Actions](#) and the following menu appears:



- Click "Edit" and the follow page appears:



Company Info

Clinic/Center/Polyclinic Info

Construction Drawing

Inspection Request

Recruitment

Preview

Company Information

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	مستشفى
Civil ID	EstablishmentOwner	Mobile Number	
Role	Owner	Email	

Select Establishment

Establishment *	Establishment
-----------------	---------------

Establishment Details

CR Number	1010913	CR Status	Active
Phone Number		Email	Shabnam@almadinagroup.net
P.O Box	+1234		

Next >

3. Keep clicking **Next >** until you reach "Recruitment" or just click the "Recruitment" Tab and the following page appears:

Company Info

Clinic/Center/Polyclinic Info

Construction Drawing

Inspection Request

Recruitment

Preview

Doctor Staff

Civil ID

Civil ID

Expiry Date

Expiry Date

Verify Q

Name	Civil Number	Civil Expiry Date	License No	License Expiry Date	Speciality	Actions
No items to show...						

Nurse Staff

Civil ID

Civil ID

Expiry Date

Expiry Date

Verify Q

Name	Civil Number	Civil Expiry Date	License No	License Expiry Date	Speciality	Actions
No items to show...						

Back

Next >

4. Enter doctor staff's ID and expiry date, then click **Verify Q** and the following details appear:



Doctor Staff

Civil ID: [Redacted] Expiry Date: 01-01-2027

Name Ar: [Redacted] Name En: NameEn

License No: [Redacted] License Expiry Date: 21-01-2010

License Status: Cancelled Medical Category: General Practitioner

Professional Role: Professional Role Speciality: Select Speciality

[Verify](#)

[Add Doctor Staff](#)

Name	Civil Number	Civil Expiry Date	License No	License Expiry Date	Speciality	Actions
[Redacted]	[Redacted]	1 Jan 2027	[Redacted]	21 Jan 2010	Ambulatory Services	Delete Edit

5. Select specialty from the dropdown list, make sure that the selected doctor matches the correct specialty.

6. Click [Add Doctor Staff](#) and the doctor's details added as shown below:

Name	Civil Number	Civil Expiry Date	License No	License Expiry Date	Speciality	Actions
[Redacted]	[Redacted]	1 Jan 2027	[Redacted]	21 Jan 2010	Ambulatory Services	Delete Edit

You can add more doctors using the same steps.

Note: you need to add a doctor for each specialty in order to continue.

7. Enter nurse staff's ID and expiry date, then click [Verify](#) and the following details appear:

Nurse Staff

Civil ID: [Redacted] Expiry Date: 01-01-2027

Name Ar: [Redacted] Name En: [Redacted]

License No: 2628 License Expiry Date: 25-03-2023

License Status: Expired Medical Category: Nurse

[Verify](#)

[Add Nurse Staff](#)

Name	Civil Number	Civil Expiry Date	License No	License Expiry Date	Actions
[Redacted]	[Redacted]	1 Jan 2027	[Redacted]	25 Mar 2023	Delete

8. Click [Add Nurse Staff](#) and the nurse's details added as shown below:

Name	Civil Number	Civil Expiry Date	License No	License Expiry Date	Actions
[Redacted]	[Redacted]	1 Jan 2027	[Redacted]	25 Mar 2023	Delete

[Back](#) [Next](#)

You can add more nurses using the same steps.

Note: you need to add at least 2 nurses in order to continue.



9. Click **Next** and the following page appears:

Company Info
Clinic/Center/Polyclinic Info
Construction Drawing
Inspection Request
Recruitment
Preview

Company Information

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	مستشفى
Civil ID	EstablishmentOwner	Mobile Number	
Role	Owner	Email	

Select Establishment

Establishment *

Establishment

Establishment Details

CR Number	1010913	CR Status	Active
Phone Number		Email	Shabnam@almadinagroup.net
P.O Box	+1234		

Initial Approved Clinic/Center/Polyclinic Information

Clinic/Center/Polyclinic Information

Clinic/Center/Polyclinic Name Ar *	تدريسي	Clinic/Center/Polyclinic Name En *	test
Category *	Clinic	Sub-Category *	Dental General Clinic
Specialities *	Ambulatory Services Audiology Rehabilitation Foot medicine(Podiatry) Genetic Counselling		

Recruitment

Doctor Staff

Name	Civil Number	Civil Expiry Date	License No	License Expiry Date	Speciality
		1 Jan 2027		21 Jan 2010	Ambulatory Services
		1 Jan 2027		1 Apr 2016	Audiology Rehabilitation
		1 Jan 2027		18 Nov 2023	Genetic Counselling
		1 Jan 2027		23 Oct 2012	Foot medicine(Podiatry)

Nurses Staff

Name	Civil Number	Civil Expiry Date	License No	License Expiry Date
		1 Jan 2027		25 Mar 2023
		1 Jan 2027		2 Jul 2025

Back
Confirm

10. Click **Confirm** and the following message appears:

Confirmation

Do you want to proceed with application submission? Note: Application cannot be modified afterwards

Confirm
Cancel



11. Click **Confirm** and the status changes to “Pending License Request Approval” as shown below:

Application Number

▼

PCLR090852262729H

Select Eservice

▼

Select Application Status

▼

Filter

Clear

Application Number	Application Type	Provider Name	Applicant Name	Created On	Application Status	Modified On	Modified By	Action
PCLR090852262729H	License Request for Addiction Treatment and Rehabilitation Center Muscat	test	Establishment Owner	29-09-2026 09:02:41	Pending License Request Approval	29-09-2026 11:23:21	Establishment Owner	Actions

The application goes to MOH for final approval.

Once it is approved, the status changes to “Approved” and you can download the certification by clicking the **Actions** button and click ‘Download Certificate’.



Sultanate of Oman سلطنة عُمان
وزارة الصحة
Ministry of Health

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