



The Medical Tourism Office (MTO), under the directions of Dubai Health Authority (DHA) acknowledges your interest to become a member of Dubai Health Experience (DXH) Group, which aims to position Dubai as a hub for healthcare service for medical tourists. Dubai's medical tourism strategy is built on **Transparency, Talent and Trust**, which forms the backbone of the health system.

Instructions for Application Form:

The Membership application form has to be completed electronically and submitted through the DXH Portal. Please ensure that all fields are completed prior to submitting the form. If you have any questions concerning this form or the DXH Group Membership in general, kindly contact our team on +97145024041 or email us on medicaltourism@dha.gov.ae.

Membership Eligibility and Qualifying Criteria:

All healthcare facilities with an aim to promote medical tourism services in Dubai are eligible to apply to become a member of DXH Group. All Eligibility Application forms for membership will be evaluated according to established criteria and subsequently, the **“Certificate of Membership”** shall be granted on acceptance into the DXH Group. All members shall be reviewed and evaluated annually by the MTO.

*** DHA shall have absolute discretion in its decision to accept a specific Member or the type of Membership assigned.**

Goals of DXH Group:

- To facilitate the Dubai Health Experience program which aims to promote Dubai as a preferred medical tourism destination
- To gather and promote medical tourism services offered by member facilities in regionally and globally recognized medical tourism events and activities
- To collectively contribute to the Dubai medical tourism strategy by identifying new markets and service offering
- To be an official voice of the private healthcare sector on topics related to medical tourism, healthcare and wellness
- To provide a trusted source of direction and information pertaining to medical tourism for current and new members
- To gather and analyze information on global and local medical tourism trends
- To propose promotional strategies for DMT
- To engage in DMT promotional activities in target markets
- To review and evaluate the performance of DMT initiative

- To address shortcomings and deficiencies faced by the DXH Group members in relation to medical tourism
- To participate in Medical Tourism conferences and exhibitions along with DHA

CONTACT INFORMATION

FACILITY NAME

ADDRESS

TELEPHONE

WEBSITE

CONTACT PERSON:

• Designation:

• Email :

MOBILE

MEDICAL DIRECTOR:

• Email :

MOBILE

CHIEF EXECUTIVE OFFICER:

• Email :

MOBILE

NOTE: The contact persons will be the single point of contact between the Member facility and MTO. The contact person shall receive all publications, notifications, and events invites.

FACILITY INFORMATION

1. GROUP NAME (if any)

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2. DATE OF COMMENCING OPERATION (Date on First DHA License)

(DD)	(MM)	(YYYY)
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3. LIST OF FACILITIES/BRANCHES

TYPE OF FACILITY	NAMES
Hospital	
Day Surgical Center	
Outpatient Care Clinic	
Diagnostic Imaging Centre	
Clinical Laboratory	
Rehabilitation Centre	
Assisted reproductive technology Centers	
Others	

4. NUMBER OF DOCTORS

Full -time Part-time

Total Number of Doctors by Specialty

5. INTERNATIONAL ACCREDITATIONS- Please indicate if your facility has more than one.

YES

NO

1. Name of Accrediting body:

Valid until:

/ /

2. Name of Accrediting body:

Valid until:

/ /

3. Name of Accrediting body:

Valid until:

/ /

6. INTERNATIONAL AFFILIATION

- List of branches in other Countries

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.....
.....

- Affiliation with other clinic / hospital abroad

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- Joint Venture or Investment in Hospital or Clinics outside UAE.

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7. OWNERSHIP / MANAGEMENT

Facility managed/ owned by an establishment facility from another country?

YES

NO

If yes, please provide details of Parent Organization and Head Office Address

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MEDICAL TOURISM

1. IS YOUR FACILITY CURRENTLY PROMOTING MEDICAL TOURISM

YES

NO

If yes, List promotional tools

Website

Events

Facilitators

Promotions

Abroad

Others, kindly specify

2. HOSPITALITY SERVICES OFFERED FOR INTERNATIONAL PATIENT

Patient Coordinator

- Translator
- Hotel stay Discounts
- Airport picks up and drops off
- Others, kindly specify

3. ARE YOU WILLING TO CREATE BESPOKE MEDICAL TOURISM PROMOTIONAL PACKAGES DEDICATED TO THE DUBAI MEDICAL TOURISM PROGRAM?

- YES NO

If yes, are the packages specially designed for Medical Tourists?

- YES NO

4. LIST THE SPECIALTIES THAT YOUR FACILITY INTENDS TO OFFER FOR MEDICAL TOURISM.

1.
2.
3.
4.
5.

IF YOUR FACILITY IS ACTIVELY ENGAGED WITH MEDICAL TOURISM, KINDLY UPDATE THE FOLLOWING INFORMATION

a. TOP THREE (3) DESTINATION SOURCES OF MEDICAL TOURISTS VISTING YOUR FACILITY

1.
2.
3.

5. TOTAL NUMBER OF MEDICAL TOURISTS IN 2013, 2014, AND 2015, RESPECTIVELY

2013 2014 2015

FACILITY EVALUATION

The information requested below is essential for evaluating your facility based on the services offered and performance. All additional information and supporting documents can be included as attachment.

- A brief description about the facility, location, services offered, accreditations and recognitions
- A brief description about the specialties, prices, key specialists/ surgeons and volumes for your facility(s)
- ***(Please fill a separate form for each hospital/ clinic/ medical centers under your management in Dubai)***

Specialty	Procedure/ treatment	Volume (2013)	Volume (2014)	Volume (2015)	Current Prices (in AED)	Key Physicians (Name as per Sheryan license)
Ophthalmology	Vision correction by implantation of lenses					
	Corneal graft					
	Lasik					
	Surgical treatment of glaucoma					
	Surgical treatment of strabismus					
	Others					
Cosmetic Surgeries	Rhinoplasty					
	Face lift					
	Breast Augmentation					
	Eyelids and Forehead Surgery					
	Hair Transplantation					
	Tummy tuck					
	Breast Reduction					
	Others					
Dental Procedures	Crowns					
	Dentures					
	Veneers					
	Implants					
	Root canal					
	Tooth Whitening					
	Others					
Specialty	Procedure/ treatment	Volume (2013)	Volume (2014)	Volume (2015)	Current Prices (in AED)	Key Physicians (Name as per Shervan)
Orthopedic Surgeries and Sports Medicine	Knee replacement					
	Hip replacement					
	Spinal surgery					
	Sports Medicine					

	Others					
Wellness	Health check ups					
	Spas – Detox & Rejuvenation packages					
	Weight loss Treatments					
	Health Nutrition					
Dermatology	Laser Hair Removal					
	Skin treatments					
	Others					
Assisted reproductive technology Centers	IVF					
	Genetics					
	Intracytoplasmic sperm injections					
	Laparoscopic surgery					
	Gender Determination tests					
	Others					

- A one page CV for each of the above consultants or specialist physicians listing their educational qualifications, credentials and their experience with a possible mention of number of procedures performed related to their clinical specialties.
- Please attach a pdf copy of the CVs.
- A brief on visiting clinicians to your facility with description of their qualifications and experience (Related to procedures and treatments within the medical tourism priorities only)
- Clinical and Operational Outcomes for your facilities for the above listed procedures treatments.

Key Performance Indicator (KPI)	Outcome in 2013 (Annual)	Outcome in 2014 (Annual)	Outcome in 2015 (Annual)
Clinical Indicators			
Mortality rate			
Infection rate			
Hospital readmissions			
Medical Complaints			
Patient Safety & Quality Indicators			

Patient Satisfaction Rate			
No of Sentinel Events			
Adverse Events and Incidents Reported			
Average length of stay - IP			
Average waiting time - OP			

Service Excellence Indicators – indicate YES/NO and provide proof as attachment	Outcome in 2013 (Annual)	Outcome in 2014 (Annual)	Outcome in 2015 (Annual)
Translator services of at least 5 languages			
International Patient Department or Coordinators			
Medical Tourists assistance services offered like visa processing, hotel booking etc.			
Proof of how your organization contributes to the Dubai Medical Tourism strategy as a healthcare provider (Include attachments)			

TERMS AND CONDITIONS

• APPLICATION PROCESS

- This application form applies solely to Healthcare Facilities in the Emirate of Dubai, licensed by Dubai Health Authority.
- Provide a complete Membership Application Form including all relevant information. All Fields are mandatory.
- Nominate a coordinator to be the main point of contact between DXH Group and the Member Facility.
- The nominated coordinator will receive notification from DXH Group that the Membership Application is accepted and the granted Membership.

• DETERMINATION OF MEMBERSHIP

- Acceptance of an Application to DXH Group and Membership assigned shall be decided according to the decision of Dubai Health Authority and Dubai Medical Tourism Office based on the evaluation of the submitted information.
- Facility Members must inform DXH Group in writing about any changes that may affect its eligibility for membership within 5 working days.
- Members will be informed upon renewal of membership.

- **MEMBERSHIP**

- Details of benefits attributed with Membership will be outlined on the Medical Tourism Office Web Portal; as launched. Moreover, it can be requested from the DXH Group Administration.
- Dubai Medical Tourism Office has the right to evaluate Member Facilities periodically, and consequently retain membership and benefits, granting the Member Facility 10 Days' Notice. Information will announced on the Medical Tourism Web Portal, prior to implementation.
- Each member shall receive a "Certificate of Membership" with a validity of 12 months (1year), which shall be renewed annual, on the discretion of the MTO.
- All members shall cooperate with the MTO, by providing specialized Medical tourism packages for the success of the Dubai Medical Tourism Program
- All members shall accurately and timely provide all relevant statistics as requested by the Health Regulations Section.
- All members shall provide relevant marketing materials in support of the Dubai Medical Tourism campaigns.

- **MEMBERSHIP FEES:**

- Notwithstanding the conditions listed below the Membership to DXH Group is Free, until any further notice from DHA or DXH Group Administration.
- The membership year begins on January 1 and end on 31 December of each calendar year, subscriptions are payable annually in advance.
- The (DXH) Group will issue an invoice in the amount applicable to the relevant Membership Type, prior to an Applicant being eligible for membership
- Membership fees may be revised and will be notified to Members on the Medical Tourism portal.
- Payments, if any, must be made within 30 calendar days from the date of the invoice and must be in UAE Dirhams only.
- All invoices will be sent to the address designated in the Membership Application Form.
- No refund.
- Fees for Members joining mid-year will be calculated pro rata rounded down to the nearest month

- **INTELLECTUAL PROPERTY**

- Each Facility Member explicitly authorize DXH Group to use their name, logo and trademark on the MT portal, Members' Directory, all official publications and materials, as of being approved as a Facility Member.

- Each Member acknowledges and agrees that DXH Group is entitled to have the necessary contacts of personnel assigned from the Facility Member to manage the Projects to be held by the DXH Group.

END OF APPLICATION FORM