Frequently Asked Questions

Registration & Licensing Department / Qatar Council for Healthcare Practitioners

February 2015

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Definitions of Abbreviations:

* QCHP = Qatar Council for Healthcare Practitioners
* PLC = Permanent Licensing Committee
*SCH = Supreme Council of health

1- <u>Introduction</u>

- **<u>Historical Overview of QCHP:</u>**

Due to the urgent need to regulate healthcare practitioners in the healthcare sector in the State of Qatar, the Medical Licensing Department was established as a department of the Ministry of Health under Article No. (9) Of Law No. (13) Of the year 2002, and its responsibilities are defined under article No. (13) of the above mentioned law.

<u>Emiri decree No.7 was declared in March 2013</u>, which provided for the establishment of the Qatar Council for Healthcare Practitioners (QCHP) as an independent council rather than being a department within the Secretariat of the Supreme Council of Health; and the Sole authority responsible for the regulating of all healthcare practitioners working in both governmental and private healthcare sectors in the state of Qatar.

The council functions through, three departments, which works solely and in collaboration on improving healthcare quality and ensuring patient safety. These Departments are:

1. Healthcare Practitioner Registration & Licensing Department.

2. The Accreditation Department.

3. The Fitness to Practice Department.

- **<u>Our Vision:</u>**

- High Quality services.

- High Quality healthcare practitioners.

- High Quality healthcare.

- **<u>Our Values:</u>**

- Principles of fairness and integrity in everything we do.

- Respect for ourselves and those we regulate.

- Continuous innovation in order to improve and develop our services.

- Excellence in comprehensive regulation services.

- **<u>Our Mission:</u>**

To protect the health and safety of the citizens and residents of the State of Qatar by ensuring that all licensed healthcare practitioners are competent and fit to practice.

Responsibilities:

1. Sets the specifications and standards in relation to the accreditation of hospitals, clinics and healthcare centers as training centers for the healthcare practitioners.

2. Evaluate the applications for the purpose of registration and licensing in order to grant or revoke licenses to practice.

3. Agree on formation of technical committees for evaluation and investigation relating to the different healthcare specializations/scopes, and to accredit specialized scientific and medical committees to undertake the evaluation and equivalence of the specialization certificates, as well as deciding the privileges, conduct examinations relating to registration and re-registration or as required.

4. Accredit the basis for evaluating the different medical specializations and define the necessary conditions to list the healthcare practitioner name in the Council. Records which enable this to obtain the specialization degree and supervise it.

5. Approve the examinations held by the specialist committees and to ratify the exams results.

6. Accredit the healthcare specialization programs criteria and the continuing medical education criteria in all the healthcare specializations.

7. Set the requirements for the ethics of the practice of healthcare professions and to take the necessary actions to ensure the compliance.

8. Investigate complaints against healthcare practitioners and the imposition of sanctions.

9. Coordinate and cooperate between regional and international specialized medical councils.

10. Cooperate between the educational and academic institutions and the different medical authorities to organize training courses for all the healthcare practitioners to be qualified for their specializations.

11. Hold and attend symposiums and medical conferences and follow up the implementation of recommendations.

2- Healthcare Practitioners Registration and Licensing Department-QCHP Functions

Q: Who should be licensed by Healthcare Practitioners Registration and Licensing Department-QCHP?

A: Healthcare practitioners registration and licensing department - QCHP licenses all healthcare professionals including: physicians, nurses, dentists, pharmacists, midwives and a range of allied healthcare practitioners which include but not limited to psychologists, opticians, audiologists, paramedics, podiatrists, speech therapists, physiotherapists, dieticians, dental hygienists, chiropractors, and medical technicians.

Q: Does QCHP's function includes finding jobs for healthcare practitioners?

A: QCHP's function doesn't include neither to find jobs for healthcare practitioners in the healthcare sector in the State of Qatar nor to specify the amount of salaries which must be provided by the employer, as it's the applicant's responsibility to agree these details upon discussion with his place of work.

3- Registration/Licensing Process

Q: What are the Registration / Licensing steps?

A: Please check the following link in order to find the Registration and licensing overview process map.
http://sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/process-map

Notes: You should regularly check the SCH and QCHP's websites in order to see the updates.

Q: How to apply for Registration / practicing License in the State of Qatar?

A: In order to get practicing license in the healthcare sector in the State of Qatar, you need to apply for an online application for registration / evaluation through the Electronic Registration & Licensing System and complete all the requirements using the following QCHP website www.qchp.org.qa

Kindly notice that:
1. Your online application should be through an Employer/potential employer in the State of Qatar (you will not be able to apply for registration request without an employer in Qatar).

2. For more information on how to use the electronic registration/licensing system, please check the following link on the SCH website http://sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/process-map/guidelines-copy

3- To find all about the Registration / Evaluation requirements, please check the guidelines at the following link on the SCH website http://www.sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/guidelines

4- To find all about the qualifying examination (Prometric), please check the following link on the SCH website http://www.sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/qualifying-examination

5- To find all about the primary source verification, please check the following link on the SCH website http://www.sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/primary-source-verification

Notes:
- No practitioner is allowed to practice before receiving their medical license from QCHP; otherwise the licensing application will be rejected, and the institution and practitioner will face disciplinary actions.
- Please follow up with your employer or potential employer's focal point concerning the registration / evaluation process and in case you need to check your delayed application status (if any).

Q: What are the requests that I can apply for through the Registration & Licensing Electronic System and what is the time frame for each request?

A: Kindly find below the types of request that can be applied though the registration & Licensing Electronic System:

Time Frame (Starting from the request submission date after payment)	Type of Request
25 working days	Evaluation
20 working days	Licensing
15 working days	License Renewal
15 working days	Change Place of Work
15 working days	Change Scope of Practice
25 working days	Certificate of Good Standing covering the work experience spent in the State of Qatar

Notes:
- Please use the following link on the SCH website in order to find the requirements and the process of each of the above mentioned requests by checking the guideline of your profession.

    http://sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/process-map/guidelines-copy

- For any technical issue in using the Electronic Registration & Licensing System please contact our System Help Desk Officer on the following contact details: nchalil@sch.gov.qa Telephone number: 44070279.

Q: What are the Evaluation / licensing / License Renewal fees?

A: The Evaluation, Licensing and License Renewal fees change depending on the profession and scope of practice as shown in the below noted table, knowing that the license validity is 2 years starting from the issuing date and that it is prohibited for any practitioner to practice without license or with an expired license:

Profession	Request Type	Request Fees (QR)
Physician (specialist)	Evaluation	100
	Licensing	1200
	Renewal	1200
General Scope Physician	Evaluation	100
	Licensing	1000
	Renewal	1000
Dentist (specialist)	Evaluation	100
	Licensing	1200
	Renewal	1200
General Scope Dentist	Evaluation	100
	Licensing	1000
	Renewal	1000
Pharmacist	Evaluation	100
	Licensing	600
	Renewal	600
Allied Health Practitioner	Evaluation	100
	Licensing	600
	Renewal	600
Nurse	Evaluation	100
	Licensing	600
	Renewal	600

Q: what are the available payment modes for the evaluation, licensing and renewal fees?

A: There are 2 modes of payment for the evaluation, licensing and renewal fees as shown below:

1. **The online payment gateway:**

The online payment through the registration & licensing electronic system knowing that payments are accepted via credit cards: Master Card or Visa Card and the focal point must review the application and submit it online immediately after completing the payment step without the need to personally come to the SCH premises. For more details please check circular no. (14/2014) available on the SCH website.

2. **Manual Payment:**

The focal point can attend the SCH premises in order to pay the fees on the payment counter and after that submit the request through the registration & licensing electronic system.

Q: What universities are recognized by QCHP/Qatar?

A: For physicians, the QCHP recognizes primary medical degrees listed in the IMED FAIMER directory (International Medical Education Directory of the Foundation for Advancement of International Medical Education and Research). https://imed.faimer.org

Equivalent primary degrees have different names in different countries and universities. For example, the primary degree for physicians throughout the Middle East, UK, and Commonwealth is called a Bachelor of Medicine and Bachelor of Surgery (MBBS, MBChB, or MBBCh). In North America, the equivalent is called a Doctor of Medicine (MD) or Doctor of Osteopathic Medicine (DO).

Physician applicants who do not hold a recognized qualification will be referred to an expert panel for assessment. For all other healthcare professions, QCHP assesses primary qualifications on a case-by-case basis.

Q: How can we reduce the time taken to process our license applications?

A: Submitting a complete application is the best way to ensure the shortest possible processing time. Make sure you submit a complete online application attached with all the relevant required documents. In addition to the following:

- Apply for Data verification before applying for registration / evaluation). (click here in order to see further FAQs about the verification process) and attaching the Data Flow payment receipt in the application.
- Arrange to send the CoGS at the earliest from each registration authority where you have been registered for the last years of required experience (depending on your per profession) (sometimes it's called a Certificate of Registration Status). (click here in order to see further FAQs below about Certificates of Good Standing).
- Sit the qualifying exam (Prometric) (if required) and attach copy of the exam passing certificate in the registration / evaluation application.
- Regularly follow up with your employer's focal point on your request, in order to check your application status and provide help in case of missing documents or further information is needed by the registration & licensing department.
- Keep checking the circulars and news continuously published in the SCH and QCHP's websites in order to find all the updates concerning the registration / licensing process.

Q: If the main cause for delays is incomplete applications, why doesn't the healthcare practitioners registration and licensing department - QCHP have someone to check that the electronic application is complete before being submitted to avoid delay?

A: The Healthcare Practitioners Registration and Licensing Department- QCHP has previously done workshops for focal points and employers to train them on how to use the electronic registration/licensing system and to ensure that all the required data is filled and the required documents are attached. Therefore, focal points and employers must take the responsibility for submitting a complete application.

Q: Can the evaluation and the primary source verification processes be done without the candidate physically present in Doha?

A: Yes, a large part of the registration and licensing process can be done while the applicant remains in their home country. For example, the primary source verification application can be completed and submitted by using the electronic verification system, Qualifying examination (if required) can be taken in one of 10,000 test centers located in over 100 countries around the world, and the evaluation application can be completed and submitted by the employer locally while the applicant is still outside Qatar. However, some evaluation requirements (for example an assessment interview) will require the presence of the applicant in the State of Qatar. In addition, the licensing process will also require the presence of the applicant in the State of Qatar.

Q: Is there scope of practice for the different types of licenses (nurse, EMT etc)?

Each type of license has a defined scope of practice that describes what work the license-holder is authorized to do. Physicians / dentists/ nurses have both general and specialist scopes of practice.
Job descriptions that give details of duties in the workplace are set by employers, knowing that it is prohibited for any practitioner to work out of his defined scope of practice which is mentioned in his license provided by QCHP.

4- **Evaluation Process**

Q: What is an experience certificate?

A: An experience certificate is an official letter from a previous employer stating the nature and time period of the person's previous employment along with the job description. The letter must include the applicant's full name, specify the applicant's clinical role and list the exact dates of employment. The letter must be on official company letterhead, and signed by an appropriate authority within the company. Appropriate authorities may include a human resources officer, manager, departmental director or business owner. Please also ensure that the letter is dated and has the stamp of the facility.

Q: Why can't I be registered in the state of Qatar if I don't' have the minimum required years of experience?

A: The current laws of the State of Qatar require a minimum of years of experience in order to be eligible to work in the State of Qatar. However, Healthcare practitioners can obtain training to complete the required years of experience. To find all about the training terms and liabilities, please visit the following link on the SCH website http://www.sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/process-map/guidelines-copy

Q: If I have lack of required experience or break from practice for more than 2 years and I would like to apply for registration /licensing in Qatar, what are the procedures in this case?

A: In case you have lack of required experience or break from practice for more than 2 years and you would like to apply for registration /licensing in Qatar, please check the training requirements section specific for your profession through the following link of the SCH website.

http://sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/process-map/guidelines-copy

Q: Are healthcare practitioners graduated from any Qatari university exempted from the work experience requirement for registration / licensing in the healthcare sector in Qatar?

A: This subject is currently under discussion.

Q: What is the validity of the Preliminary Assessment and what are the procedures in case it's expired and I would like to proceed with my licensing process?

A: The Preliminary Assessment is valid for 6 months after the issuing date and if it's expired and you would like to proceed with your licensing process, in this case you need to reapply for evaluation request and attach all the requirements along with the previous evaluation documents.

Note: The Preliminary Assessment is not considered as license to practice.

Q: If the evaluation application is rejected can I apply for re-evaluation?

A: Yes. In case your evaluation application was rejected, you can apply for a re-evaluation request of your academic and work experience qualifications to the healthcare practitioners registration and licensing department- QCHP within 1 months from the rejected preliminary assessment date.

Q: How many years of experience are required to obtain a speciality scope license after completion of post-graduate degree?

A: This will be assessed on a case-by-case basis. For more information, please check the following link on the SCH website http://www.sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/guidelines

Q: Why don't the other GCC countries have evaluation certificates?

A: All licensing authorities have a process to assess that an applicant's background, training, qualifications and experience are suitable for them to practice safely in that country. Licensing authorities have a different name in each country.

Q: How can I continue my registration for evaluation if the name of the medical center that I will work for in Qatar is not mentioned in the list of "institution type", "Place of work information"?

A: Please contact your facility's focal point to check the facility license status with the facility licensing department in SCH. (if the facility didn't apply for registration then it won't appear on the system)

Note: Concerning the facility Licensing status or process please contact the Facility Licensing section in Supreme Council of Health.

Q: Does my experience as Nurse eligible me to be evaluated as Dental Assistant in the State of Qatar?

A: Nursing work experience is accepted as one of the requirements for registration/ licensing of dental assistant provided that this category must works in dental clinics <u>only</u> and that the applicant will sit for the qualifying exam as <u>Dental Assistant</u>. For more details please check the Allied Health Professions' guidelines on the Supreme Council of Health website using the following link http://d13jic5e805ehy.cloudfront.net/app/media/755

5- Licensing Process

Q: Can the department give temporary licenses until the primary source verification report is ready?

A: It is currently under discussion.

Q: For Qatari CID (police clearance certificate) can this be processed with the visa in order to save time?

A: No, as there is specific procedures for the police clearance requested by the registration department in order to proceed with the registration / licensing process, knowing that you may use the same Certificate of Good Standing from your home country for both procedures.

Q: Why do I have to submit the blood test report to get a license?

A: Blood tests are a requirement under current Qatari law to protect both patients and healthcare practitioners from the transmission of infectious diseases. Blood tests are evidence that the healthcare practitioner does not have any communicable disease or illness that may infect patients in the course of clinical duties.

Q: Are technicians required to do the blood tests since they are not in contact with patients?

A: Yes. However, only pharmacists & pharmacy technicians are exempted.

Q: If someone has had a transmissible disease, for example hepatitis that has been treated can they get a license?

A: Healthcare Practitioners Registration & Licensing Department- QCHP will assess the consequences of blood test results on a case-by-case basis, taking into account expert medical advice.

Q: How can I convert my status in the license card from a visiting doctor to a resident doctor?

A: If you need to convert your license from Visiting doctor to resident doctor, you will need to apply online for "update personal information" request through the registration & licensing electronic system and attach the following documents:

1. Valid Qatari ID
2. A certificate of good standing from your current registration authority.
3. Police clearance from Qatari Ministry of Interior.
4. Recent experience certificate which must be verified through the primary source verification company.
5. Copy of Valid Recognized CPR (cardio-pulmonary resuscitation) course or its equivalent. Please check the Circular number (9/2014) on the SCH website through the following link http://www.sch.gov.qa/page?a=189&lang=en-CA&item=91&backArt=180
6. Copy blood test including the following: HIV test, HCV test, HBV test, HB vaccination and chest X-Ray.
7. Any other relevant requirements set by the Healthcare Practitioners Registration & Licensing Department- QCHP.

6- Primary Source Verification of credentials (Data Flow verification)

Q: What is primary source verification?

A: Primary source verification (PSV) is the process of checking the educational background, training, experience as well as other credentials of all healthcare practitioners applying for registration and licensing in both the private and public healthcare sectors in the State of Qatar.
This assures the regulators that all healthcare practitioners' credentials are verified as genuine thus, ensuring safe and effective professional practice in the State of Qatar.
Primary source verification (PSV) means that those applicants who present false or misleading credentials are discovered early and prevented from practicing. It also allows QCHP to warn other registration authorities of fraudulent applicants.

The ultimate goal of QCHP is to protect the health, safety, welfare of the public and will not risk the safety of the public by allowing a person to practice before the results of the verification process are known, in addition to, ensuring validity and safety of the services provided to citizens and residents of the State of Qatar.

Q: When exactly is Primary source verification required?

A: It is essential for all Healthcare Practitioners to apply for the primary source verification process before applying for registration/ evaluation to the Healthcare Practitioners Registration & Licensing Department- QCHP and attach the dataflow payment receipt to the electronic registration/evaluation application.

Q: How to apply and pay for the verification process?

A: There are three ways to apply and pay for the verification process:

1. Online application for verification process through the following link http://www.dfgsch.com/ , which permits the applicant, to apply for online verification, e-payment and follow-up on the application. (Recommended)

2. Download the dataflow application form from the SCH website at the following link http://www.sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/primary-source-verification , fill it, then attach the required documents along with a copy of the bank transfer fees and send them to the following email – qatarmoh@dataflowgroup.com .

> **Data Flow Bank Account Details**
>
> Bank Name Emirates NBD
> Bank Address
> Dubai Media City Branch
> CNBC Building No 07 DMC
> P.O Box: 777, Dubai, UAE
> IBAN & Bank Accounts AE240260001024899133904
> QR 1024899133904
> Swift Code EBILAEAD

3. Download the dataflow application form from the SCH website at the following link http://www.sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/primary-source-verification, fill it, attach the required documents then submit it and pay the fees at the Dataflow counter, SCH premises.

   To follow up on applications submitted by e-mail or to Dataflow counter, SCH premises, please visit the following link https://dataflowbpm.com/sbm/Applicant/MOH_Applicant.jsp.

Note: Should you have any inquiry, please contact Data flow at the following contact details.

Q: If my Data Flow report was unable to verify what are the procedures in this case?

A: If your Data Flow report is unable to verify, you will need to contact the Data Flow officers in order to help them in completing the verification process through the following contact details:

Dataflow Contact Details

qatarmoh@dataflowgroup.com

schqatar@dataflowgroup.com

Q: Do I have to go through the primary source verification process again for license renewal?

A: No. Primary source Verification is a one-time process that will be conducted prior to a license being issued for the first time. However, the Healthcare Practitioners Registration & Licensing Department- QCHP reserves the right to require re-verification at any time if it has reason to believe a currently registered practitioner has submitted false or misleading credentials.

Q: Primary Source Verification through Data Flow takes too long. What are the exceptions?

A: The primary source verification process takes minimum of 30 working days (6 calendar weeks). Delays are caused as a result of difficulty in contacting information sources (such as previous employers) and where suspicions have been raised requiring more detailed investigations.
Healthcare practitioners who studied in the state of Qatar or sponsored by the State of Qatar are exempted from the primary source verification process.

Q: Do I still need copies of certificates to be attested, or is the primary source verification enough?

A: No, you do not need to have certificates attested if they have been verified by the Primary Source verification company. However, some information that is not verified by the Primary Source verification company (for example, surgical logbooks submitted with an application for surgical privileges) will need to be attested by the appropriate authorities.

Note: It's entirely the employer's & the applicant's responsibility to follow up with the verification company.

Q: What is the retrospective primary source verification:

A: Retrospective primary source verification: it is the primary source verification process that all healthcare Practitioners who have been given practicing license before 2009 (before the implementation of verification process by Data Flow) are requested to submit their academic qualifications for Data Flow verification. For further information please check the below noted circular (15/2013) .

Q: How much are the Primary Source Verification (Data Flow) Fees:

A: Primary Source Verification Fees

SEARCH ELEMENTS	SERVICES DESCRIPTION	Fees /QUALIFICATION (QAR)
New application		
Physicians & Dentist	1. Verification of up to Two educational qualifications 2. ONE professional license 3. Last FIVE years of experience	QAR 880
Allied health care professions / Pharmacists / Nurses	1. Verification of ONE educational qualification 2. ONE professional license 3. Last THREE years of experience	QAR 660
Retrospective applications		
Physicians & Dentist Working in Qatar for more than FIVE years	1. Verification of up to Two educational qualification 2. One Professional License	QAR 550
Allied health care professionals other than Physicians & Dentists, Working in Qatar for more than THREE years	1. Verification of One educational qualification 2. One Professional License	QAR 550
Verification of any additional element will be charged separately		
Additional document	1. Additional education qualification	QAR 330
	2. Professional license	QAR 110
	3. 3 years additional employment screening, also applicable if applicant has more than two employers	QAR 110
* Price above applies only in the case of receipt of documents online * Receiving the applications inside SCH premises an additional 35 QAR admin fees will be added to above-mentioned price		

7- Certificate of Good Standing (as one of the registration/ licensing requirements in the state of Qatar)

Q: A certificate of good standing (CoGS) is hard to get. Why do I attain one?

A: A CoGS is the document used by one registration authority to indicate to another that healthcare practitioners are legally registered and permitted to practice without restriction. The intention of the CGS is to show that there is no legal impediment to registration and that a healthcare practitioner can reasonably be regarded as safe to practice, within the context of the licensing laws in the country of the issuing authority.

CoGS are not usually difficult to get. Most registration authorities have well established processes to apply for CoGS.

Q: what are the standards to accepted copies of certificates of good standing?

A: Only original CGSs received directly by the Healthcare Practitioners Registration & Licensing Department- QCHP from the registration authority abroad are accepted (or an electronic copy for CoGS coming from authorities having agreement with QCHP), which has to cover the required years of experience as per profession & must be sent directly to the following address:

> The Healthcare Practitioners Registration & Licensing Department- QCHP
> Supreme Council of Health
> P.O.Box:7744
> State of Qatar

Q: Why do I have to go through primary source verification by the primary source verification company as well as getting certificates of good standing?

A: Primary Source Verification and CoGSs are required for two separate and distinct purposes. Primary Source Verification is required to validate an applicant's background, training, qualifications and experience. In other words, to ensure that all the information provided by the applicant is genuine.

A CoGS is sent by other registration authorities to inform the Healthcare Practitioners Registration & Licensing Department- QCHP that an applicant is legally registered and permitted to practice without restriction. It is an assurance that the applicant can reasonably be regarded as safe to practice, within the context of the licensing laws in the country of the issuing authority.

Q: Can I get a certificate of good standing from my previous employer?

A: No. CoGS shall be sent directly from the recognised registration authorities.

Q: If I have a currently valid license from my country, do I still need to get CoGS?

A: Yes. The most up-to-date and reliable evidence of your entitlement to practice and your current good standing in your last place of practice is a CoGS sent directly to the Healthcare Practitioners Registration & Licensing Department- QCHP from the registration authority.

8- Certificate of Good Standing (issued by QCHP upon the healthcare practitioner's request)

Q: How to apply for Certificate of Good Standing (CoGS) from QCHP?

A: You need to apply an online application for Certificate of Good Standing through the electronic registration and licensing system on the website of Qatar Council for Healthcare Practitioners (www.qchp.org.qa)

Submit an electronic Certificate of Good Standing request and upload the below mentioned documents:

1. Copy of valid passport + copy of valid QID (if any).
2. Copy of current or last Medical license in the State of Qatar.
3. Experience Certificate from Human Resource Dept. of your employer in State of Qatar.
4. Copy of all academic certificates.
5. Certificate of good standing from place of work (in Qatar).
6. Clear address for the required Registration Authority.

Notes:
- For those healthcare practitioners who worked in Qatar without getting license, will not be able to apply online for COGS through the Registration & Licensing Electronic System.
- Applications that do not meet the requirements mentioned above will be rejected.
- Original documents /certificates if required shall be submitted upon request.
- Any other required documents required to support the application that are not mentioned above shall be submitted upon request.
- Please be informed that the original certificate of good standing will be sent directly to the department of request.
- Any documents presented in languages other than Arabic or English must be translated and attached to a copy of the original documents.
- Please refer to the Supreme Council of Health website frequently to check the updates of the certificate of good standing requirements.
- If the license is expired or the practitioner is out of the country or out of practice or doesn't have an account on the registration & licensing electronic system in this case the applicant needs to contact our System Help Desk Officer on the following contact details: qchphelpdesk@sch.gov.qaTelephone number: 44070279 in order to enable the applicant to apply online for CoGS.
- For any technical issue in using the Registration & Licensing Electronic System please contact our System Help Desk Officer on the following contact details: qchphelpdesk@sch.gov.qa Telephone number: 44070279.

Q: How much are the fees for the request of Certificate of Good Standing (issued by QCHP upon the healthcare practitioner's request)?

A: Currently there is no fees for Certificate of Good Standing issued by QCHP upon the healthcare practitioner's request.

9- <u>Qualifying Examination (Prometric)</u>

- The qualifying exam is considered to be one of the requirements for registration/ licensing of healthcare practitioners to ensure the efficiency and the eligibility of applicants to work safely in the State of Qatar.

- The scopes not required to sit for the qualifying examination will be reviewed and evaluated as per the Healthcare Practitioners Registration & Licensing Department- QCHP approved qualification or through panel committee assessment.

- **Should you have any inquiry, please contact Prometric candidates care service at the following contact details:**

> **<u>Prometric Contact Details</u>**
>
> **Phone Number:**
> From Sunday to Thursday: +31 320 239 530 (with Arabic language option)
> From Friday to Monday: +31 320 239 800
> **E-mail** : Pnl-mena@prometric.com
> **The company organizing the qualifying exams (Prometric) website**
> www.prometric.com

Q: Who has to sit the Qualifying exam?

A: All categories listed below must pass the electronic qualifying examination in order to get a license to practice after fulfilling all other requirements of registration and licensing.

The Qatar Council for Healthcare Practitioners provides computer based examination (Prometric) for 12 categories / Specialties of healthcare practitioners all week working days as follow:

1. General scope physicians
2. General scope dentists
3. Pharmacy
4. General Scope nurses
5. Midwife
6. Laboratory technician includes: Laboratory Technologist,& Laboratory Technician
7. Physiotherapist includes: Physiotherapist &Physiotherapy Technician
8. Emergency Medical Technician includes: Emergency Medical Technician (EMT) - Paramedic - Critical Care Paramedic - Advanced care Paramedic

9. Radiology technician includes: X-Ray Technologist - X-Ray technician - Radiographer - MRI Technologist - MRI Technician - Nuclear Medicine Technologist - ultrasound technician (US Technician)
10. Dental Assistant
11. Dental Hygienist
12. Dental technician

More Examinations can be added as needed

Q: What are the references for the exam?

A: Please check the following link on the SCH website in order to find the References of the Qualifying Electronic Exam for each profession.

http://www.sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/qualifying-examination

Q: What is the duration of the exam?

A: All exams last 2 hours.

Q: How many questions are there in my specialty?

A: There are 70 questions to answer.

Q: What type of questions do I have in my test?

A: All exams questions are in multiple choice formats, so you simply select the correct answer from the available choices.

Q: For how long is the qualifying examination valid?

A: For 3 years.

Q: Will I get my result at the end of my test?

A: Yes, when your exam ends, you will receive a Score Report. This will indicate your score and whether you have passed the examination successfully.

Q: What is the passing score for my specialty?

A: This varies according to which exam you are taking. Further information can be obtained through visiting the qualifying examination page at the Supreme Council of Health website at the following link http://www.sch.gov.qa/health-services/services-to-healthcare-professionals/registration-licensing-for-healthcare-practitioners/qualifying-examination

Is there any possibility to exempt healthcare practitioners who have been practicing in Qatar for a long time from sitting the qualifying examination?

A: No, currently there are no exemptions from the qualifying exam.

Q: Is an examination for my scope of practice available at Prometric test centres?

A: A complete list of exams offered by Prometric is available on the SCH website. If the exam you wish to take is not mentioned, please contact the Healthcare Practitioners Registration & Licensing Department- QCHP for further information at the following link.
http://www.sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/qualifying-examination

Q: What is the quickest way I can use to schedule a test?

A: The quickest and easiest way to make your registration is on-line as this will give you up to the minute details of seat availability. You can also schedule by telephone by calling the Thomson Prometric Regional Contact Centre. When registering for a test, you must enter the number and issuing country of either your current Passport or Government Issued ID Card. The Healthcare Practitioners Registration & Licensing Department- QCHP will not accept candidates who have not completed this information and failure to do so may lead to the withholding of your result. This ID must also be taken to a testing centre for verification at check-in.

Q: How can I locate my nearest test centre?

A: To locate your nearest test centre, check on www.prometric.com. After requesting SCHQ,
Click on "Locate a Testing Centre" and this will provide you with all the necessary information.

Q: If I cannot get the date I want, what can I do?

A: Our aim is to provide you with a suitable appointment date for testing within the next 2 weeks.
In the unlikely event that you are unable to find a seat, please contact our Customer Service
Team at the Prometric Regional Contact Centre or you can reach us by email (in English only).

Q: CANDIDATES IN QATAR ONLY: How many test centres are available in Qatar?

A: There is one testing centre currently available in Doha for men and women. Up to date, seat availability can be checked on the exam website 24 hours a day. www.prometric.com

Q: How do I know that my appointment is confirmed?

A: When your registration has been successfully made, either through the Internet or over the phone, you will receive an email confirmation with all the detailed information that you need.

Q: How can I pay for my exam?

A: If booking through the Internet or by telephone, payment for your exam can be made with all major credit cards: MasterCard, Visa, and American Express. Unfortunately, payment cannot be made in cash. If you send your registration through the post, you must send it with the relevant forms and a cheque made payable to Prometric Inc for the correct amount in US$.

Q: What should I do if there is technical problem or other issue, which means I am unable to take my test?

A: In the highly unlikely situation that you are unable to take the test, you will be issued with an incident number at the testing centre. You will then be able to rebook your appointment, free of charge, with the Customer Service Team at the Prometric Regional Contact Centre or by email (in English only) and they will be able to assist you. Please ensure that you always quote the incident number given to you by the test centre staff

Q: What should I do if I get incorrect questions in my test or if I have a complaint during my test?

A: The exam that you will take has been verified many times. However, if you believe that there may be an error, or if you have to complain for any reason during your test, you should notify the testing centre Administrator who will file a report. This will be passed onto the necessary department for further investigation and you will be contacted for further information, if required.

Q: What should I do if the Healthcare Practitioners Registration & Licensing Department- QCHP hasn't received my result?

A: If there is an issue with your result please contact the Customer Service Team at the Prometric Regional Contact Centre by email including your confirmation number, date and place of testing; they will then act upon it as necessary.

Q: I have already sat the qualifying exam in other country and I would like to know whether it will be accepted by QCHP or am I required to sit the exam again in Qatar? Can I sit the exam outside of Qatar?

A: In order to practice in the State of Qatar you will need to sit for the Qualifying Exam (Prometric) which is **specific for Qatar** (it can be sat in another country).

For further information, please can contact the Prometric Candidates Care Service on the following contact details:

- Sunday to Thursday Phone Number: +31 320 239 530 (with Arabic language option)
- Friday to Monday Phone Number: +31 320 239 800
- Email: Pnl-mena@prometric.com
- Website: www.prometric.com
-

Q: Is there any time period limit between the 2 exams or can I do more than one exam in 1 month period?

A: You can take the exam as long as there is seat available to take the test. For more information please contact the Prometric candidate care service directly.

Q: Can I apply for data flow verification before I do the exam?

A: Yes you can apply for primary source verification (dataflow) before taking the qualifying exam. It is essential for all Healthcare Practitioners to apply for the primary source verification process before applying for registration/ evaluation to the healthcare practitioners registration and licensing department- QCHP and attach the dataflow payment receipt to the electronic registration/evaluation application**.**

Q: In case I have lost the Prometric certificate, can I request for another copy of the certificate? if not, what are the alternatives?

A: Usually Prometric issues the exam passing certificate only once (after successfully completing the exam), however if the applicant lost the certificate in this case he /she can inform the registration department concerning this issue and provide them with the exam reference (appointment ID) number in order to enable them to check the exam result in the exams system.

Q: What is the purpose of this exam?

A: By taking this exam, the Healthcare Practitioners Registration & Licensing Department- QCHP is able to assess your ability in your chosen profession. If you reach the required standard, you may be eligible to apply for a license to practice in the State of Qatar.

Q: If I pass the test, do I get a license?

A: No, the purpose of the exam is for you to demonstrate that you have reached the standard as required by the Healthcare Practitioners Registration & Licensing Department- QCHP.

Q: What is the procedure to reschedule an exam?

A: Should you need to reschedule your exam, you can either call the Customer Service Team at the Thomson Prometric Regional Contact Centre or you can visit www.prometric.com at least 3 full calendar days before your appointment.

Q: How do I cancel a test and do I get a refund?

A: Should you need to cancel your exam, you can either call the Thomson Prometric Regional Contact Centre or visit www.prometric.com at least 3 days before your appointment. If you paid Prometric directly with a credit card, please request a refund and this will be arranged for you. If your registration was made for you, you need to contact that party and arrange a refund directly with them.

10-   Medical Radiation license

Q: I am a dentist. How do I obtain a license to operate a dental x-ray?

A: Submit an application for a medical radiation license. The application form and requirements can be downloaded from the SCH website at the following link.
http://www.sch.gov.qa/page?a=375&lang=en-CA
 (Medical Radiation License Application)

Q: How can I be a radiation safety officer?

A: The place of work must send an official letter to the Healthcare Practitioners Registration & Licensing Department -QCHP besides the radiation application form & requirements, asking for such privileges; accordingly, the Healthcare Practitioners Registration & Licensing Department-QCHP will arrange for an intensive relevant course through the perspective committee.

Q: What are the available fields of radiation that I can get license to work in?

A: There are 4 radiation fields which are:
1. Diagnostic,
2. Therapeutic,
3. Nuclear medicine
4. Radiation protection unit.

To work in one of the last 3 fields, an official letter must be submitted beside the radiation application form & requirements.

11- Surgical Privileges for Physicians and Dentists

Q: I am an ENT surgeon. Do I need to apply for surgical privileges for routine ENT procedures or only advanced procedures?

A: You need to apply for surgical privileges for any procedures you will perform in your practice.

Q: How can I apply to get surgical privileges?

A: You must apply by using the surgical privileges application form & requirements that are available on the SCH website at the following link http://www.sch.gov.qa/page?a=375&lang=en-CA and request for surgical privileges

12- Other FAQs

Q: Is it important for me and my family that we get services from licensed healthcare practitioners and facilities?

A: Yes. A license indicates that the healthcare practitioner is judged to be competent and up-to-date and/ or that a facility is safe. For you and your family protection, you should only get healthcare services and advice from licensed healthcare practitioners and facilities.

Q: How do I know if a private healthcare practitioner or facility is licensed?

A: If you would like to know if a private healthcare practitioner or a facility is licensed, visit the QCHP www.qchp.org.qa or the SCH website www.sch.gov.qa . Or you have the right to ask the provider about his license and / or specialty.

Q: What is the legal basis for the regulation of healthcare practitioners and healthcare service facilities in the State of Qatar?

A: There are 6 laws in the State of Qatar for the regulations of healthcare practitioners and healthcare service facilities:
1. Law "11" of the year 1982, Regulation of healthcare facilities
2. Law "2" of the year 1983, Regulation of medical and dental practice and the amendments thereto.
3. Law "3" of the year 1983, Regulation of pharmaceutical professions and agents of pharmaceutical manufacturing and distribution companies and the amendments thereto.
4. Law "1" of the year 1986, Registration of pharmaceutical companies and their products.
5. Law "8" of the year 1991, Regulation of the practices of allied health professionals.
6. Law "31" of the year 2002, Concerning protection from radiation.

   In addition to the following:

- The cabinet minister's resolution No. "9" of the year 1998 in relation to the permanent licensing committee at the ministry of health and defines its functions and the amended resolutions thereto.

- The Emiri decree No. "7" of the year 2013 regarding the establishment of the Qatar Council for Healthcare Practitioners (QCHP) as an independent Council rather than being a department within the Secretariat of the Supreme Council of Health; and the Sole authority responsible for the regulating of all healthcare practitioners working in both governmental and private healthcare sectors in the state of Qatar. http://d13jic5e805ehy.cloudfront.net/app/media/879

Refer to the following websites for more details about the above mentioned laws www.sch.gov.qa www.qchp.org.qa

Q: What are the rules for taking vacations in the private sector?

A: Before you travel you must inform the Healthcare Practitioners Registration & Licensing Department- QCHP of your date of departure, your date of return and if you intend to practice while you are abroad.

Q: I run a medical centre. What do I do if a licensed nurse is not available for a particular period?

A: As per the current rules and regulations, a physician cannot work without a nurse in attendance.

Q: Is it the QCHP responsibility to make sure that healthcare practitioners obtain a license?

A: Yes, QCHP has a special medical team to check and ensure that all the healthcare practitioners & healthcare facilities are working in accordance to the laws and regulations of the State of Qatar. This team caries out regular on site inspection and considers complaints received in this matter through close cooperation with legal authorities in the case of non-compliance with the law.

Q: Is it enough to write the year and month in the certificates that are going to be uploaded in the application?

A: As per the laws and regulations of QCHP, the date mentioned in the documents should be written in details (day, month and year)

Q: What if the applicant selects the scope of practice wrongly and they can't correct this mistake, should they then submit the application that will be rejected by the registration department?

A: You should be precise in selecting the scope of practice; however, this situation is dealt with case-by-case.

Q: Can applicants get an evaluation or license without an employer?

A: No, it should be through an employer in the State of Qatar.

Q: How to apply for "Change Place of Work" request?

A: Please check the following link of the SCH website, choose your profession and check the section of "Change Place of Work" in order to find how to apply for this request.

http://sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/process-map/guidelines-copy

Q: I need to apply for Change place of work but my license is expired, what are the procedures in this case?

A: If you would like to apply for change your place of work request but your license is expired, in case you need to apply for change place of work request first and after that apply for renewal request.

Please check the following link of the SCH website, choose your profession and check the sections of "Change Place of Work" and "Renewal" in order to find how to apply for these two requests.

http://sch.gov.qa/health-services/services-to-healthcare-professionals/healthcare-practitioners-registration-n-licensing/process-map/guidelines-copy

Q: What is the license validity provided by QCHP?

A: The license validity provided by QCHP has been renewed from 1 year to 2 years starting from the license issuing date (for new license) and starting from the license expiry date (in case of license renewal).

Q: What are the timings of the open days and the Registration Department/ Qatar Council for Healthcare Practitioners Contact Details?

A: Kindly check the following link of the SCH website in order to find the timings of the open days and the Registration Department/ Qatar Council for Healthcare Practitioners Contact Details.

http://d13jic5e805ehy.cloudfront.net/app/media/1218

13-   Helpful hint:

- All the application forms & requirements are available on SCH and QCHP's websites.

  - http://www.sch.gov.qa

  - http://www.qchp.org.qa

- Visit the websites regularly for updates concerning requirements & policies.