

Online transfer of medical test data in Dubai proves efficient

"There is no need for a customer to hand in the medical fitness test result personally to us," he said.

- By Bassma Al Jandaly, Senior Reporter
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Dubai: Data of medical fitness tests for the purpose of issuing residence visas is now transferred electronically between the health and residency departments, said a Ministry of Interior official.

Lieutenant Colonel Khalid Nasser Al Razouqi, Assistant of the Director General for Information Technology at the General Department for Residency and Foreigners Affairs in Dubai told *Gulf News* that data of medical fitness tests done at any of the health department's clinics is now sent only online without issuing anything on paper.

"There is no need for a customer to hand in the medical fitness test result personally to us," he said.

Lt Col Al Razouqi said the transaction is done electronically, online, between the health department and the General Department for Residency and Foreigners Affairs in Dubai.

"This service is giving clear, accurate and quick information about the medical tests for the purpose of residency," he said.

He said such services offer accurate results and will help in avoiding any forgery or changes in the medical test result if handed in by the public.

Process

"Previously the customer used to pay several visits to the health department and to the residency to submit the fitness test. Now there is no need for that as we receive the result online," he said.

"We decided to start this service electronically in 2008 and teams from residency and from the health department worked on launching the service," Lt Col Al Razouqi said.

"The service came alive three months ago," he said.

He said that after a customer does his or her medical fitness test for the purpose of residency the result will be sent electronically while the customer will be informed about that through an SMS.

"As a start we began the online service with only the health department and we are going to cooperate with Dubai Municipality clinics, Dubai Police clinic and the Ministry of Health in this regard," he said.

"After the issuance of residency permit, the applicant must go for medical fitness test. The details of the applicant will be needed in the health department system," he said.

Lt Col Al Razouqi said the medical fitness result sent online is valid for three months. "If the person comes to us after that period the application will be rejected," he said.

"In case the person is not fit such information will be sent to us and the department will take the needed steps to deport that person.

High security

"Such services offer very high security information and protect all parties — the residency department, the health department and the residents. The service also saves efforts and time," he said.

"The public do not need to go back and forth between the two departments to hand the medical test results," he said. "When we receive the complete medical fitness test result about the person, the system will automatically block the residency transactions of those who are not fit," he said. Since the launch of the service, some 168,736 transactions have been carried out.

"This is part of Takamul Electronic Integration project. This service started three months ago and it offers services to all residents in Dubai," he said.

Engineer Khalid Sulaiman, Project Manager, said the required documents for medical tests are residence permit copy, two recent passport photos, coloured copy of the passport and also the original passport and all these must be presented at the health department clinic.

List of centres: Online service

- Al Muhaisna Fitness Centren Occupational Health Centre in Al Satwa
- Al Mankhoul Health Centre near Eid Mussala
- Al Twar Healthy Centre in Al Qusaisn Al Khawaneej Health Centre
- Al Bada'a Health Centre on Shaikh Zayed Road

- Al Lessily Health Centre on Dubai-Al Ain Roadn Airport Clinic
- Al Safa Health Centre for executives located in Jumeirah
- Dubai International Financial Centre for the centre's employees at the Emirates Tower on Shaikh Zayed Road
- Dubai Airport Free Zone Authority for Dafza clients and staff
- Jebel Ali Free Zone Authority for Jafza clients at Jebel Ali
- Knowledge Village for Tecom Investment executives at Dubai Internet City

Do you find this to be a more efficient procedure? Do you know of other ways to improve similar services?

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