



دائرة الصحة
DEPARTMENT OF HEALTH

GUIDANCE TO ACCESS ONLINE PHARMACOVIGILANCE REPORTING TOOL

PUBLIC

عام



Online Reporting to DOH Pharmacovigilance Program

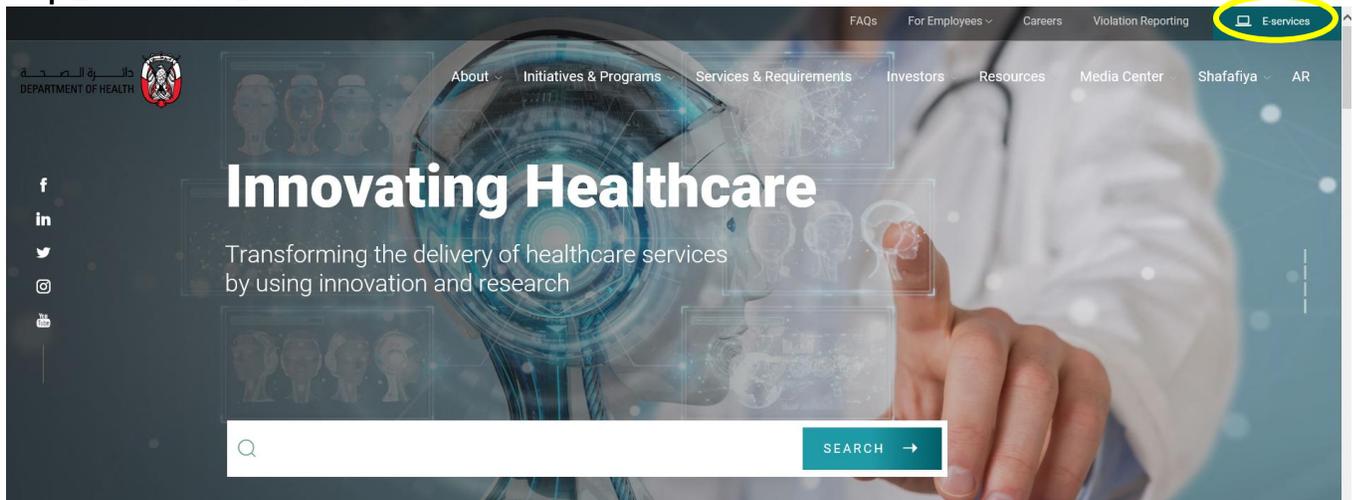
You can directly go to the online reporting tool (e-notification system) through this link:

<https://bpmweb.doh.gov.ae/UserManagement/MainPage.html>

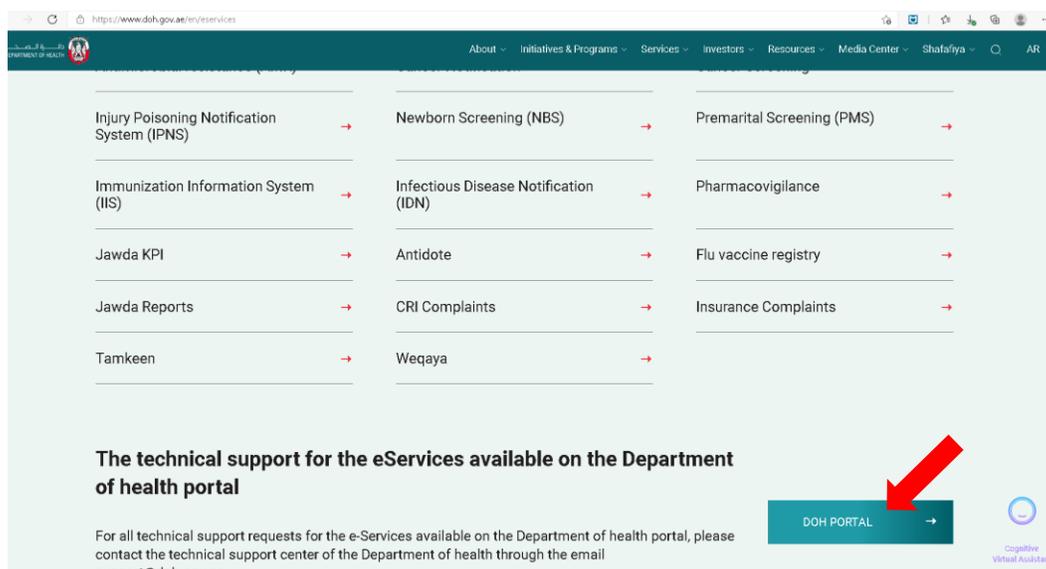
Alternatively, you can follow the steps below:

Step 1: Visit DOH website: <https://www.doh.gov.ae/>

Step 2: Click on “E-services”



Step 3: Scroll down and click on “DOH Portal”





Step 4: Click on “Login to DOH” if you already have an account, or “Register New User” if you are a new user.



The screenshot displays a grid of six service tiles. The first tile, 'Login To DOH', includes a user icon, a description 'Login to DOH system to access E-Services', and a right-pointing arrow. A red arrow points to this tile. The second tile, 'Check Application Status', includes a magnifying glass icon, a description 'Check latest status on HPL & HFL applications.', and a right-pointing arrow. The third tile, 'Reset Password', includes a user icon, a description 'Reset password with username or registered email address', and a right-pointing arrow. The fourth tile, 'Register New User', includes a user icon with a plus sign, a description 'Register with facility license or own license details.', and a right-pointing arrow. A red arrow points to this tile. The fifth tile, 'Registration Guide', includes a document icon, a description 'For any help during registration.', and a right-pointing arrow. The sixth tile, 'Need Any Help?', includes a question mark icon, a description 'Find answers for all you queries related to DOH.', and a right-pointing arrow.

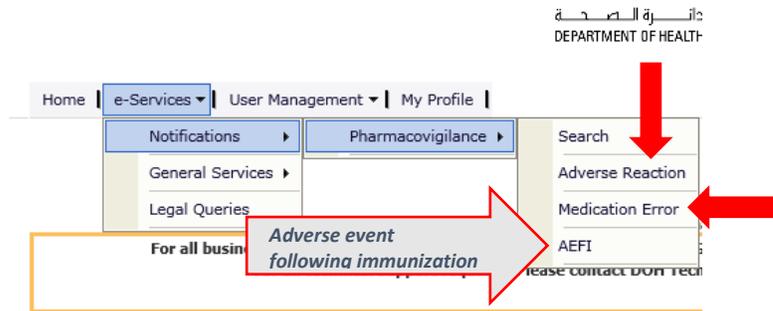
Ensure when you register as a “new user” you choose the user type either
“A DOCTOR/NURSE/PHARMACIST/TECHNICIAN WITH DOH LICENSE”
 or
“FACILITY REPRESENTATIVE”

The screenshot shows a form titled 'User Type' with five radio button options. The first option is selected and has two blue arrows pointing to it. The second option also has a blue arrow pointing to it. The first option is: AS A DOCTOR/NURSE/PHARMACIST/TECHNICIAN WITH DOH LICENSE (DOH LICENSED HEALTHCARE PROFESSIONALS MUST SELECT THIS OPTION AND ENTER THEIR LICENSE NUMBER FOR QUICKER AUTHORIZATION OF THE USERID REQUEST). Below this option are two input fields: 'DOH LICENSE #' and 'HEALTH FACILITY / ORGANIZATION NAME*'. The other options are: AS A DOCTOR/NURSE/PHARMACIST/TECHNICIAN WITHOUT DOH LICENSE (TO APPLY FOR NEW DOH LICENSE), AS FACILITY REPRESENTATIVE (ALL NON-DOH LICENSED USERS MUST USE THIS OPTION TO REGISTER THEIR REQUEST. PLEASE NOTE THAT THIS OPTION WILL TAKE MORE TIME FOR APPROVAL OF THEIR REQUEST), AS INDIVIDUAL (USER CAN ACCESS DOH SELF-SERVICES SUCH AS REQUEST FOR AOUNAK CARD, INSURANCE COMPLAINTS, BIRTH CERTIFICATE), and AS REGISTRATION FOR MEDICAL EDUCATION PROGRAMS (SUCH AS TANSEEQ AND INTERNSHIP PROGRAM).

Step 5: Request “Pharmacovigilance” e-service under My Profile and E-services Information.
 If you do not have the option “Pharmacovigilance” available under e-services, send an email to pharmacovigilance@doh.gov.ae with your User Name, DOH license number and email used in your account.



Step 6: Login your account and access the reporting form as shown below:



Click on the form you require (Adverse Reaction, Medication Error or AEFI), fill the form and click “Submit”. After submission, you will receive a confirmation email with the report notification ID number.

For all technical support requests, contact DOH Technical Support Center at support@doh.gov.ae