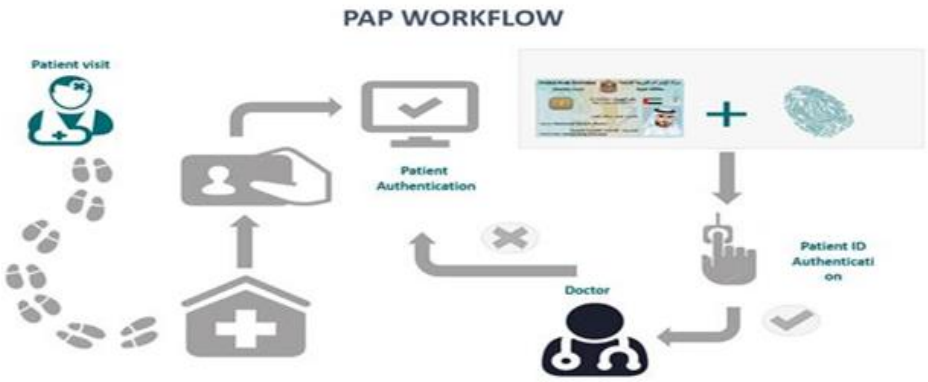
دائـــــرة الـصـــحـــة
DEPARTMENT OF HEALTH

PATIENT AUTHENTICATION PROGRAM

[FAQ]

PUBLIC عـــام

Question:	*Is it required to register only one form per facility or can we add multiple facility license in one form and submit?*
Answer:	*Patient authentication program will be applied for all healthcare facilities who are licensed to operate in the Emirate of Abu Dhabi. Any facility with a unique license number should register separately even if it is under one group.*
Question:	*How this program works and how to adopt the changes in our daily operation?*
Answer:	*Patient Authentication Platform (PAP) electronically authenticates patient's identity via Emirates ID Card and fingerprint during encounters. This is a seamless integration to your current workflow and only provide an authentication to ensure the EID belongs to the patient.* 
Question:	*In case there is a patient that that does not have an Emirates ID card comes to the facility for any kind of treatment, what identity proof shall we ask from him?*
Answer:	*If the patient does not have the Emirates ID card, the receptionist can use the same method previously used in the medical facility to register the patient, such as using the passport for registration. The Patient Authentication program is applicable for patients with Emirates ID cards only.*
Question:	*Is patient authentication program applicable for Homecare facilities?*
Answer:	*Yes, homecare facilities are included in the PAP program.*
Question:	*We are homecare Facility and we have patients that are already registered for long term treatment should we re-register the patient using PAP authentication system?*
Answer:	*The patients that has been registered already can continue their treatment until the end of the current agreement, but if they are required to register again they will have to go through the authentication process.*
Question:	*Do patient have to go through authentication process on every visit to the healthcare facility?*

Answer:	***Yes, patients have to go through the authentication process on each encounter with the healthcare providers.***		
Question:	***What happen if the patient refused to use his finger print on the authentication process?***		
Answer:	***Receptionist will use the patient EID to fitch the public data then will chose a reason from a drop box menu with a pre-defined reason "Patient Refusal to Authenticate" to skip the authentication process.***		
Question:	***What happen if the patient had an injure on his finger and he cannot use his finger print on the authentication process?***		
Answer:	***Receptionist will use the patient EID to fitch the public data then will chose a reason from a drop box menu with a pre-defined reason "Medical Reason" to skip the authentication process.***		
Question:	***Who is the responsible to provide the biometric card readers?***		
Answer:	***Healthcare facility will be responsible to provide the eligible biometric card readers.***		
Question:	***What are the eligible biometric card readers to be used in the authentication process?***		
Answer:	***Eligible biometric card readers: - MSO1350 (Sagem or Idemia) and SecuGen Hamster Pro Dou SC/PIV***		
Question:	***In emergency cases do we required to authenticate the patients?***		
Answer:	***Patient authentication program excludes emergency departments, pharmacies and urgent care centers.***		
Question:	***Minors under 18 years old don't have finger print on the Emirates ID card, how can we authenticate them?***		
Answer:	***Minors below 18 years old don't require finger print for authentication, receptionist will request the EID only to fitch the public data from the system.***		
Question:	***Where can I contact for more details?***		
Answer:	***Patient Authentication Program team***	***pap@doh.gov.ae*** ***pap-support@doh.gov.ae***	***800 364 727***