

CIRCULAR NO (DHP/2026/32)

From	Department of Healthcare Professions/ Ministry of Public Health
To	- All Healthcare Practitioners in the State of Qatar - All Healthcare Facilities/Focal Points in the State of Qatar
Subject	Designating the Unified Government Contact Center (16000) as the Official Communication Channel for Department of Healthcare Professions Services
Date	August 2026

Greetings from the Department of Healthcare Professions

As part of the Department of Healthcare Professions' ongoing efforts to enhance accessibility, improve customer experience, and strengthen communication with healthcare practitioners and healthcare facilities, the Department of Healthcare Professions announces the designation of the Unified Government Contact Center (16000) to be as the official communication channel for inquiries related to its services.

This initiative has been implemented in collaboration with the relevant entities to provide healthcare practitioners and healthcare facilities with a unified, reliable, and efficient communication channel for inquiries related to registration, licensing, and other DHP services. The service is designed to facilitate access to information, provide consistent guidance, and improve the overall service experience through continuous support and streamlined communication.

The service will be available 24/7.

Services Available through the Unified Government Contact Center (16000)

The Contact Center provides support for inquiries related to:

- Registration and licensing services.
- Application status inquiries.
- Licensing requirements and procedures.
- General information on DHP services.
- Guidance on applicable policies, procedures, and processing timelines.
- Other general inquiries related to the services provided by the Department of Healthcare Professions.

Inquiries requiring further review or specialized assessment will be referred to the relevant team within the Department of Healthcare Professions, if necessary.

Accessing the Service

Healthcare practitioners and healthcare facilities may access the service by:

- Calling 16000.
- Selecting the language: Arabic (1) or English (2).
- Selecting the Ministry of Public Health (1).
- Selecting the Department of Healthcare Professions (6).

Communication Channels

From the date of effect of this circular:

- The Unified Government Contact Center (16000) shall serve as the official communication channel for general inquiries related to the services of the Department of Healthcare Professions.
- The previous hotline service and the Open Day inquiry services will be discontinued.
- The DHP Registration email (dhpreistration@moph.gov.qa) shall be used exclusively for official correspondence with regulatory authorities and other official communications and will not be used for general inquiries.
- Healthcare practitioners and healthcare facilities shall utilize the Unified Government Contact Center (16000) as the first point of contact for all general inquiries related to DHP services.

Notes

- This circular shall be effective as of 30/08/2026.
- All healthcare facilities are required to communicate the contents of this circular to their healthcare practitioners to ensure awareness of the new communication channel.

For inquiries related to the DHP services, please contact the Unified Government Contact Center (16000).

Thank you for your cooperation,
Department of Healthcare Professions
Ministry of Public Health