



Circular No. (10/2021)

From	Department of Healthcare Professions / Ministry of Public Health
To	All Healthcare Practitioners in the State of Qatar All Licensed Healthcare Facilities \ Focal Points in the State of Qatar
Subject	Phone Enquiry Services for Healthcare Practitioners
Date	15 September 2021

Greetings from the Department of Healthcare Professions at MoPH,

The Department of Healthcare Professions continues to pursue enhancing the quality of its customer service and providing the phone enquiry services while maintaining preventive measures against the spread of COVID-19.

The Registration section in DHP announces a direct channel for inquiries and problem-solving, for it will respond to questions over the phone at **44092033** on Monday and Wednesday from 08:00 AM to 11:00 AM, **starting from 4/10/2021**.

The concerned representative will answer all queries regarding the registration/licensing affairs and resolve problems as per the policies adopted by the DHP.

This service operates as an alternative to the Open Day service, provided on the same days. However, the restrictions of COVID-19 had ended this service for the safety of visitors and staff.

Accordingly, the DHP encourages healthcare practitioners and employers to contact the Registration section through the following channels while adhering to the goal allocated to each channel to meet the needs of the health practitioner in the shortest time:

- Phone Inquiry Service, as described above, is not a communication channel intended to follow up on submitted requests or technical issues but for general inquiries about the registration process.
- Public Registration Email: (dhpregristration@moph.gov.qa) for answering all inquiries, including follow-up on any requests.



- For inquiries relevant to registration issues and Licensing Electronic System and E-Jaza, please contact the Technical Support Email: (dphhelpdesk@moph.gov.qa)
- Good Standing Email: (dhpgoodst@moph.gov.qa) for inquiries on good standing certificates received from authorities outside the country.
- Email service to inquire about and receive certificates of good conduct sent from abroad (dhpgoodst@moph.gov.qa), and this service is dedicated to answering inquiries related to the certificates mentioned.
- Complaints against the Registration/Licensing through the following link:
<https://www.moph.gov.qa/arabic/OurServices/eservices/Pages/Governmental-Health-Communication-Center.aspx>

Finally, we hope that our communication services reflect positively on the satisfaction level of healthcare practitioners and employers and promote the awareness of policies and regulations adopted by the DHP. We will be pleased to receive your suggestions and improvement ideas at dhpreistration@moph.gov.qa.

For further information, kindly contact: dhpreistration@moph.gov.qa

Department of Healthcare Professions/Ministry of Public Health