

Dear eClaimLink Payers and Providers,

In reference to the general circular [GC 04-2018 The ePrescription Initiative – Update](#) shared on 12th April, 2018, please find below a few clarifications and updates on the following:

Dispensing ePrescriptions from Facilities Outside Dubai and from Exempt Providers on eClaimLink:

Prescriptions from Facilities outside Dubai, to be dispensed at Facilities inside Dubai:

- Provider\Clinician outside Dubai will provide patients with paper prescriptions.
- Provider\Pharmacy inside Dubai process the prescription by entering its details manually into the system in order to generate and send a PriorRequest to the DHPO with the needed format.
- Provider\Pharmacy is requested to input the paper prescription details manually into the system. The code “**OOD**” + the prescription number if available can be used in the eRxReferenceNo field to indicate that the prescription is “Out of Dubai”
- Provider\Pharmacy proceeds with the normal Authorization & Claiming cycle as mentioned in the e-Prescription Processing section above.

e-Prescription Processing Exceptions

Provider\Pharmacy entering prescriptions using the exceptional codes (OOD or 000 explained below) within the eRx reference number field are expected to maintain the paper prescription documentation for audit purposes.

Prescriptions from Facilities outside Dubai, that do not have an eRx reference Number

Provider\Pharmacy enters the prescription details into the PriorRequest (Type=Authorization) or ClaimSubmission using the code “OOD + Prescription Number” into the eRx reference number, using the code “000” into the eRx reference number if NO prescription number exist.

For the full technical specifications document: eClaimLink > DHD > Documentation > [eRx Technical Specifications V3 2017-07-04](#)

Prescriptions from **Exempt** Facilities inside Dubai, with a missing eRx reference Number

Provider\Pharmacy enters the prescription details into the PriorRequest (Type=Authorization) or ClaimSubmission using the code “000” into the eRx reference number. Used mostly for transactions not downloaded from the DHPO\ eRx Hub.

List of Exempt Providers:

The Dubai Health Insurance Corporation would also like to bring your attention to the following updates that apply to all Payers and Providers in the Emirate of Dubai:

1. The below Providers are currently exempted from the eRx Reference Number mandate until further notice.
2. Prior requests for prescriptions from the below Providers must not be rejected due to missing eRx Reference Number.

Facility Name	eClaimLink ID
AL BARAHA	BARAHA001
AL JALILA CHILDREN	CL-SH-0004-16
LATIFA HOSPITAL	DHA-F-0047967
DUBAI HOSPITAL	DHA-F-0047968
HATTA HOPITAL	DHA-F-0047970
RASHID HOSPITAL	DHA-F-0047970
ABU HAIL CLINIC	DHA-F-0000AHC
AL-BARSHA HEALTH CENTRE	DHA-F-000BRHC
DUBAI DIABETES CENTER	DHA-F-0000DDC
DUBAI PHYSIO & REHAB CENTER	DHA-F-000DPRC
GHUSSAIS CLINIC	DHA-F-00000GC
KHAWANEEJ HEALTH CENTRE	DHA-F-000KWHC
LUSAILY CLINIC	DHA-F-0000LUC
ALMEZHAR HEALTH CENTER	DHA-F-000MEZH
MANKHOOL HEALTH CENTRE	DHA-F-000MKHC
MAMZAR HEALTH CENTRE	DHA-F-000MZHC
NAD ALHAMAR HEALTH CENTER	DHA-F-000NAHC
NADD AL SHIBA CLINIC	DHA-F-00000NS
AL BADAIE HEALTH CENTRE	DHA-F-00000SC
SAFA HEALTH CENTRE	DHA-F-000SFHC
TOWAR HEALTH CENTRE	DHA-F-000TWHC

All market participants are encouraged to report, with evidence, to HFD via DataHFD@dha.gov.ae any instances where another party is non-compliant.