

May 13, 2013

ATTN: ALL Healthcare Providers and Payers

**Subject: e-Prescription Initiative for Dubai Insured Population**

*Dear Healthcare providers and payers,*

Dubai Health Authority is always keen to provide the most advanced and latest health management technologies to enhance and promote the Health sector in the Emirate of Dubai.

After the successful implementation of the eClaimLink Project, and the cooperation of providers and payers in using the electronic claims, we are glad to announce the launching of the e-Prescription Project in the Emirate of Dubai to place the Emirate as one of the most advanced health systems in the region in this regard.

All healthcare providers, physicians and pharmacists are required to start using the e-Prescription system in prescribing and dispensing of medications starting January 1, 2014 onward for the insured population in the Emirate of Dubai.

DHA requires the systems' users to comply with the following timelines:

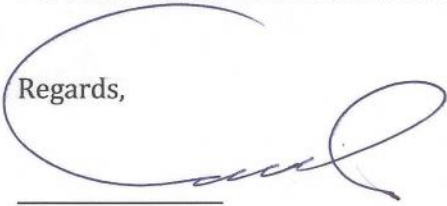
- **July 1, 2013 (Voluntary):** Pharmacies and Insurance Companies are recommended to start using the real-time e-Authorization and e-Claims when dispensing drugs to achieve efficiency.
- **October 1, 2013 (Voluntary):** Physicians are recommended to start using the system to post e-Prescriptions on eRx Hub (part of DHPO) while Insurance Companies are required to provide real-time responses on e-prescriptions to physicians on benefit coverage and clinical checks to achieve efficiency.
- **January 1, 2014 (Mandatory):** Physicians are mandated to start posting e-prescriptions on eRx Hub (part of DHPO) for all the insured population in Dubai, while insurance companies are required to provide real-time responses on e-prescriptions to physicians for both benefit coverage and clinical checks to achieve efficiency. Also pharmacies are mandated to download e-prescriptions and use real-time e-Authorization and e-Claims with insurance companies when dispensing drugs to achieve efficiency.

It is important to mention here that the significance in value of such electronic systems lies in ultimately fostering the quality of care and health services provided to the people of Dubai. Those systems will serve as supportive and efficient management tools throughout the prescription and dispensing processes to the different healthcare players involved in the process; for they will help in reducing medical mistakes, eliminating the time and medicine waste, and nonetheless, providing accurate and valid patient related information in timely manner.

DHA appreciates your continuous cooperation and values your compliance with the aforementioned timelines to achieve DHA's role in ensuring high standards health services in the Emirate of Dubai.

For more details on the eRx Initiative, please visit <http://www.eclaimlink.ae/erx.aspx>

Regards,

  
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