OZANIX PARTNERS

HEALTHCARE MARKET ENTRY

Dubai Clinic Launch Checklist

A practical readiness framework for investors, founders and healthcare operators.

Use this checklist to coordinate the commercial, regulatory, facility, workforce, technology, finance and operational workstreams required for a Dubai clinic launch.

Important: This is a management tool, not legal or regulatory advice. Requirements and fees can change. Confirm the latest position with DHA, the relevant commercial licensing authority and other competent authorities before committing capital.

1. Investment Case and Service Model

- ☐ Define the intended facility type, specialties, procedures and opening hours.
- ☐ Confirm which services will be provided in-house and which will be outsourced.
- ☐ Complete demand, competitor, referral and achievable-pricing assessment.
- ☐ Build base, downside and upside financial scenarios.
- ☐ Model pre-opening costs, working capital, payer collection delays and cash runway.
- ☐ Approve investment criteria, governance and decision authority.

2. Legal Structure and Regulatory Pathway

- ☐ Confirm mainland or relevant free-zone legal structure and permitted activities.
- ☐ Align proposed trade name and commercial activities with the healthcare facility.
- ☐ Identify all required DHA, DET/free-zone and other authority approvals.
- ☐ Appoint an authorised owner representative for Sheryan submissions.
- ☐ Create a regulatory document register with owners, dates and dependencies.
- ☐ Confirm current official fees and requirements before submitting or paying.

3. Premises, Design and Fit-Out

- ☐ Complete healthcare-use and facility-category feasibility before committing to lease.
- ☐ Protect lease commitments where material approvals cannot be obtained.
- ☐ Appoint appropriately qualified healthcare design and project professionals.
- ☐ Map patient, staff, clean/dirty, waste, supply and emergency flows.
- ☐ Validate accessibility, privacy, infection control, utilities and fire/life safety.
- ☐ Freeze the approved service scope before detailed construction and procurement.
- ☐ Maintain approved drawings, change control, commissioning and snag registers.

4. Workforce and Clinical Leadership

- ☐ Appoint a qualified Medical Director and document responsibilities.
- ☐ Prepare role-by-role workforce plan linked to approved services and volumes.
- ☐ Verify registration, licence activation and clinical privilege requirements separately.
- ☐ Track recruitment, credentialing, notice periods, visas and start dates.
- ☐ Confirm minimum staffing, supervision and emergency coverage.
- ☐ Complete orientation, competency assessment and mandatory training.

5. Technology, Data and NABIDH

- ☐ Select an EMR aligned with clinical workflow and DHA/NABIDH requirements.
- ☐ Complete implementation plan, configuration, testing, migration and user training.
- ☐ Verify access control, privacy, audit trail, backups and cybersecurity arrangements.
- ☐ Complete NABIDH connectivity testing and retain approval evidence.
- ☐ Validate coding, billing, reporting and interface requirements.
- ☐ Document downtime and business-continuity procedures.

6. Clinical Governance and Operating Readiness

- ☐ Approve policies for patient rights, consent, privacy and record management.
- ☐ Implement clinical governance, incident reporting and escalation.
- ☐ Complete infection prevention, sterilisation and medical-waste arrangements.
- ☐ Establish medication, emergency equipment and resuscitation controls.
- ☐ Put complaints, feedback and service-recovery processes in place.
- ☐ Complete equipment register, maintenance, calibration and commissioning.
- ☐ Secure insurance, outsourced-service and waste-management contracts.
- ☐ Prepare Civil Defence and other required certificates and approvals.

7. Finance, Revenue Cycle and Tax

- ☐ Approve chart of accounts, budget control, purchasing and payment authority.
- ☐ Define cash, card, refund and daily reconciliation controls.
- ☐ Establish pricing, coding, eligibility, authorisation, claims and denial workflows.
- ☐ Assign accountable owners for unbilled activity, receivables and collections.
- ☐ Complete Corporate Tax registration assessment and compliance calendar.
- ☐ Complete service-level VAT analysis and registration assessment.
- ☐ Prepare opening dashboard for activity, access, quality, workforce, revenue and cash.

8. Inspection and Go-Live Decision

- ☐ Complete documented self-inspection against current DHA requirements.
- ☐ Verify facility, equipment, documents, systems and professionals match approved scope.
- ☐ Close all material construction, safety, technology and operational defects.
- ☐ Prepare evidence room and accountable owners for the DHA inspection.
- ☐ Track inspection findings, amendments and re-inspection actions to closure.
- ☐ Confirm facility and professional licences are active before treating patients.
- ☐ Approve go-live only after clinical, regulatory, operational and financial readiness sign-off.
- ☐ Schedule post-opening reviews for day 7, day 30 and day 90.

Final Executive Readiness Test

Clinical: Can the approved service be delivered safely with the available people, equipment and controls?

Regulatory: Are the facility and required professional licences active and is the evidence complete?

Operational: Have end-to-end patient, information, supply and escalation workflows been tested?

Financial: Is sufficient cash available for the downside case and are revenue-cycle controls operational?

Leadership: Are accountabilities, thresholds and the first 90-day review cadence explicit?

Need coordinated support? OzaniX Partners helps healthcare investors and operators align business planning, finance, operations, technology, workforce and implementation readiness around the regulatory pathway.

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