



Republic of Rwanda
Ministry of Health

Health Facility Licensing Platform User Manual (Applicant)

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Contents

1. What is Health Facility Licensing Platform?	3
2. Platform Services: What Can I Request?	3
3. Getting started with the licensing platform.....	4
4. How do I reset my password?.....	7
5. What Do I have on Dashboard?	8
6. My Profile	9
7. How do I Apply?	9
8. How do I Monitor the Status of my Application	12
9. How do I Locate the Obtained Licenses	13

1. What is Health Facility Licensing Platform?

The Health Facility Licensing Platform, an internet-based system, facilitates **Private Health Facilities** in applying for diverse services, simplifying the processing of applications, minimizing paperwork, and obviating the necessity for physical visits to regulatory authorities. Additionally, the platform provides an electronic certificate for the requested service.

2. Platform Services: What Can I Request?

The platform grants access to 12 online services, each accompanied by its respective description. Presented below is the list of available services for request.

1 Provisional Authorization to Register Health Facility

This provisional approval is granted to investors or individuals intending to construct or establish a private health facility. It serves as the initial authorization.

2 Renewal of Provisional Authorization to Register Health Facility

Since provisional authorization has a limited validity period, this service assists applicants in renewing their existing provisional authorization.

3 Request for Inspection

This service is sought when the investor or individual has completed the requisite tasks for establishing a health facility and awaits the Ministry of Health to conduct an inspection to verify compliance with the necessary health facility standards.

4 License to Operate

This service is offered to entities that have successfully concluded the inspection process, receiving a favourable inspection recommendation to commence operations. This marks the pivotal stage for a private health facility to initiate its services. Following a comprehensive evaluation and meeting all regulatory criteria, the entity is now eligible to proceed with the application for a license to operate.

5 Renewal of License to Operate

The renewal of a license to operate is a service sought by investors or individuals looking to extend their current operating license.

6 Request for Change Management

The request for change management is sought by investors and individuals seeking to alter the management structure of a health facility. This could

involve changes to key positions such as the Clinical Service Director and/or Managing Director.

7 Request to Add Extra Services

The request to add extra services is made by investors or individuals aiming to introduce additional medical services within a healthcare facility.

8 Request to Upgrade from One Category to Another

The request to upgrade from one category to another is for individuals or inventors who wants to change medical health facility category.

9 Request for Closure of Health Facility

This is the service requested to inform MoH that Health Facility has closed and once this is approved the current license to operate will be revoked.

10 Request to Add Staff

This is a service that is requested when you want to add new medical staff in your health facility.

11 Request to Remove Staff

This is a service that is requested to remove a medical staff from a health facility. ‘

12 Request for Health Facility Relocation

This is a service that is requested when a health facility want to change its physical address.

3. Getting started with the licensing platform.

Navigate to the url of the platform, which is: <https://licensing.moh.gov.rw>

HEALTH FACILITY LICENSING PLATFORM

The Health Facility Licensing Platform is an innovative system that revolutionizes the licensing process for health facilities. It offers a user-friendly solution, enhancing accessibility, transparency, and efficiency. This platform reduces processing time, minimizes required documentation, and eliminates physical visits to regulatory offices. With real-time application tracking and seamless integrations, it sets a new standard for transparency and accountability, improving healthcare service delivery and ensuring regulatory compliance.

[Login](#)[Register](#)

Step 1



Services



Steps To Follow

01. Create User Login account

02. Login using Credentials

03. Choose Services

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Step 2: Click on the Register button.



Step 2

Create Account

Please provide your details.

Name

Email address

Phone number

Save & Continue

Already have an account? [Sign in](#)

Step 3: Fill out the form and click on the Save & Continue button.

MOH Home Staff Check License Validity



Step 3

OTP Verification

Please enter the OTP (One Time Password) to verify your account . a 5 digit OTP has been sent to your email.

[Verify](#)

[Didn't receive OTP?](#) [Resend Code](#)

[Back to Login](#)

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Step 4: The email containing the OTP will be sent to the provided email address. A user will then be prompted to enter the OTP received and click on the verify button.

MOH Home Staff Check License Validity



Step 4

Create Password

Create a new password for your account

New Password

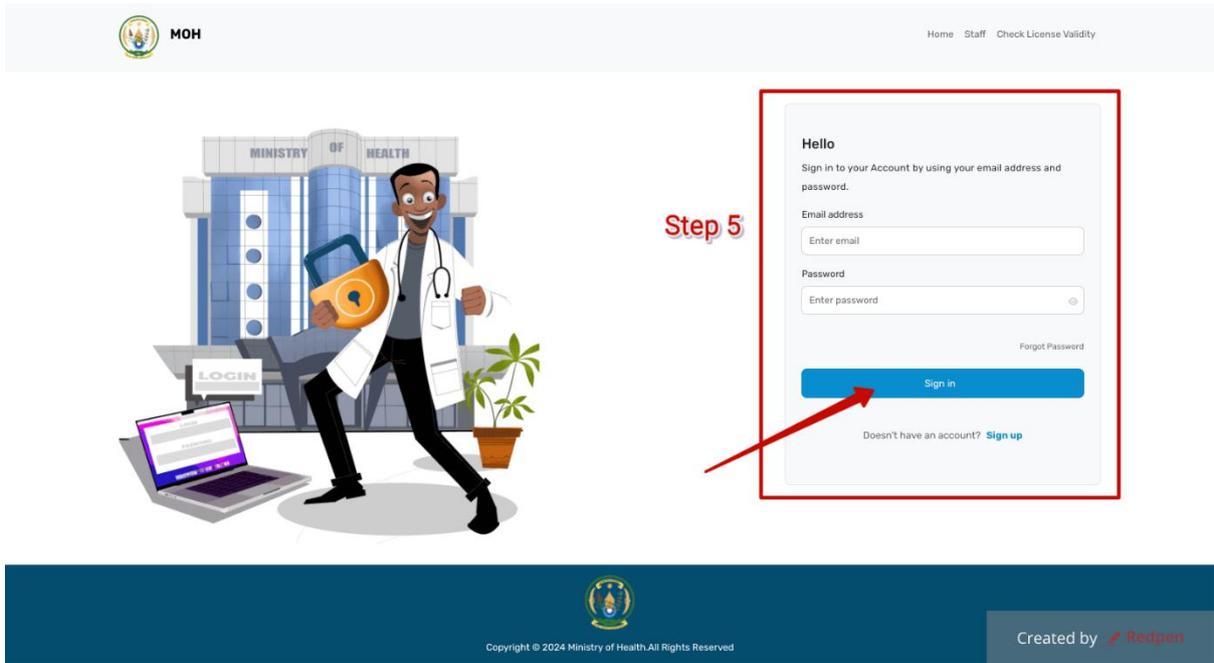
Confirm Password

[Change Password](#)

[Already have an account? Sign In](#)

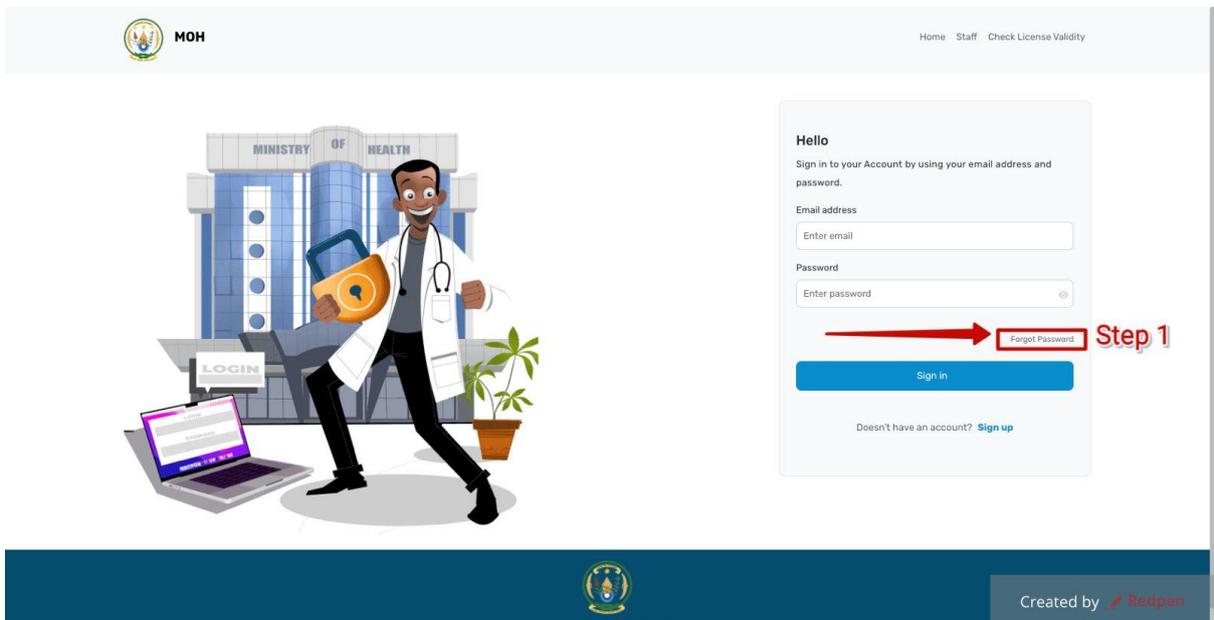
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Step 5: A user will have the form to choose and set the password to be used.

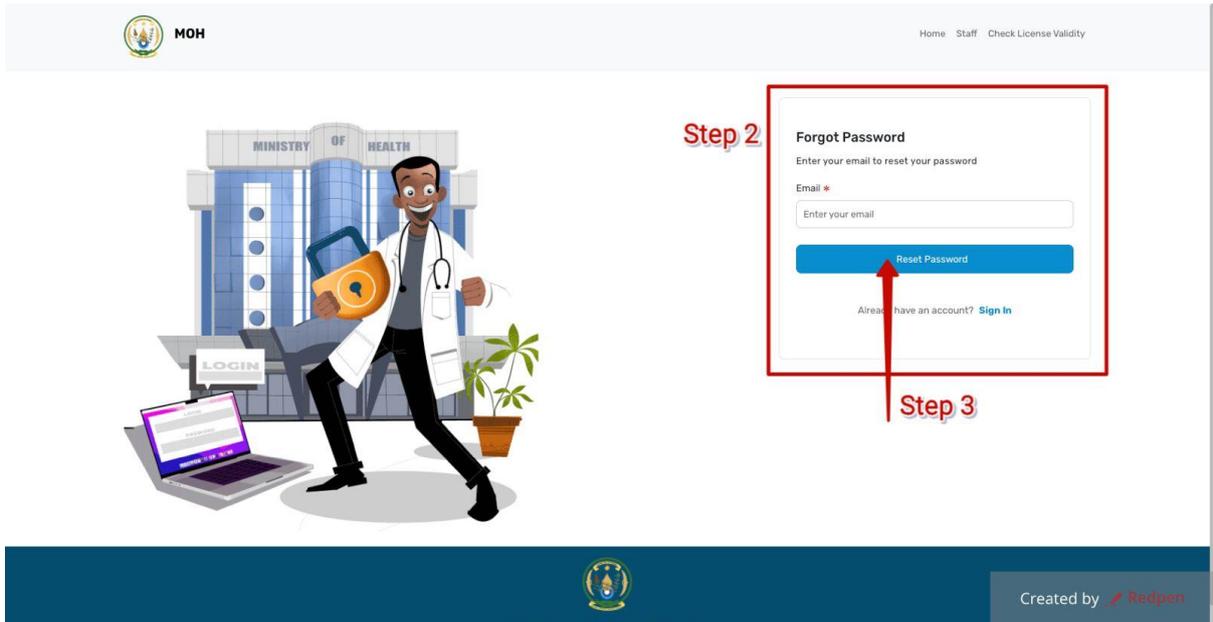


4. How do I reset my password?

Step 1: Click on Forgot Password



Step 2: The system will prompt the user to enter the email address where the link will be sent.



Step 3: Click the Reset Password button.

5. What Do I have on Dashboard?

The dashboard provides a comprehensive overview of the user's applications and licenses. It includes a sidebar with navigation options like 'Dashboard', 'My Applications', and 'Licenses'. The main content area is divided into several sections:

- Applications Overview:** A summary of application statuses with progress bars:
 - 5 Approved Applications (28%)
 - 1 Rejected Applications (6%)
 - 9 Submitted Applications (50%)
 - 3 Draft Applications (17%)
- Licenses:** A list of active licenses with 'Apply' buttons for each:
 - Request for Closure of a Health Facility
 - Authorization for Upgrade from one category of Health Facility to Another
 - Provisional Authorization to Register Health Facility
 - License to Operate A Health Facility
 - Request to Remove Staff
- Recent Applications:** A list of recent application entries with details like title, description, creation date, and status (Draft, Under Review, Approved, Submitted).

6. My Profile

The screenshot shows a user's profile dashboard. At the top right, the user's name 'Jean Baptiste AKIMANA New' and email 'akimaine@gmail.com' are displayed. A red arrow points to a user profile menu that includes options for 'Dashboard', 'Profile', 'Change Password', and 'Logout'. The main content is divided into three sections: 'Applications Overview' with four cards showing '5 Approved Applications (28%)', '1 Rejected Applications (6%)', '9 Submitted Applications (50%)', and '3 Draft Applications (17%)'; 'Licenses' with a list of application types like 'Request for Closure of a Health Facility' and 'Provisional Authorization to Register Health Facility'; and 'Recent Applications' with a list of recent submissions, including one that is 'Approved' and another 'Under Review'. A 'Redpen' logo is visible in the bottom right corner.

This is the section within the account of a user that hold the functions of:

- Profile
- Change password.
- Logout

7. How do I Apply?

The screenshot shows the 'Licenses' page. A red box highlights the 'Licenses' menu item in the left sidebar, with a red arrow labeled 'Step 1' pointing to it. The main content area shows a list of licenses with a search bar at the top right. The license 'Provisional Authorization to Register Health Facility' is highlighted with a red box, and a red arrow labeled 'Step 2' points to its 'Apply' button. The 'Redpen' logo is visible in the bottom right corner.

Step 1: Navigate to the left side menu panel and click on Licenses menu.

Step 2: Find the license you wish to apply for and click on the Apply button.

The screenshot shows the 'License Details' page for a 'Provisional Authorization to Register Health Facility'. The page includes contact details for Donatien Bajyanama and a list of required documents such as RDB Certificate, Owner Curriculum Vitae, and Criminal Record. A red box highlights the 'Apply for License' button and an 'Overview' section showing a processing time of 30 days and a validity of 1 year. A red arrow points to the 'Apply for License' button, and the text 'Step 3' is written in red.

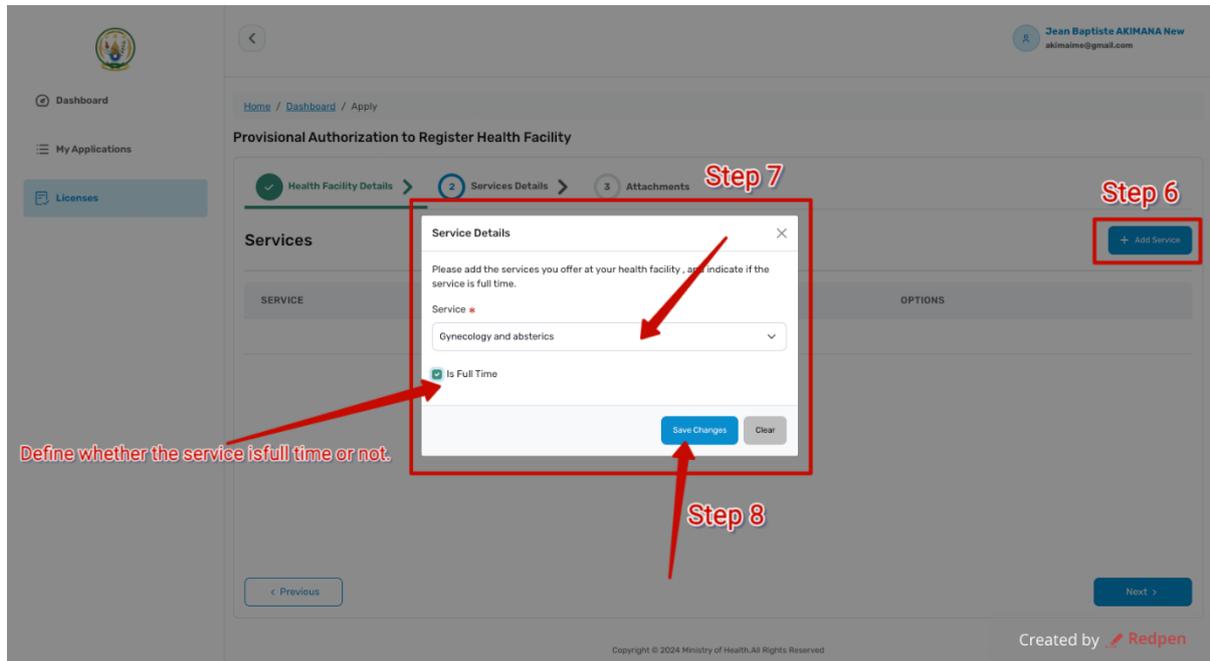
Step 3: The overview detailing all necessary requirements to apply for the license will be presented, after which users will be prompted to click the "Apply for the License" button.

The screenshot shows the 'Apply' page for a 'Provisional Authorization to Register Health Facility'. The form is divided into two main sections: '1. Health Facility Details' and '2. Managing Director Details'. The 'Health Facility Details' section includes fields for TIN, Company Name, UPI, Bed Capacity, Province, District, Sector, Cell, Village, Street address, and Health Facility Category. The 'Managing Director Details' section includes fields for Director Name, Director Email, Director Phone, Director Nationality, Director Document Type, and Director Document Number. A red box highlights the form fields, and a red arrow points to the 'Next' button, with the text 'Step 5' written in red.

Step 4: Fill out the form accordingly by providing all required information.

Step 5: Then after click on the "Next" button.

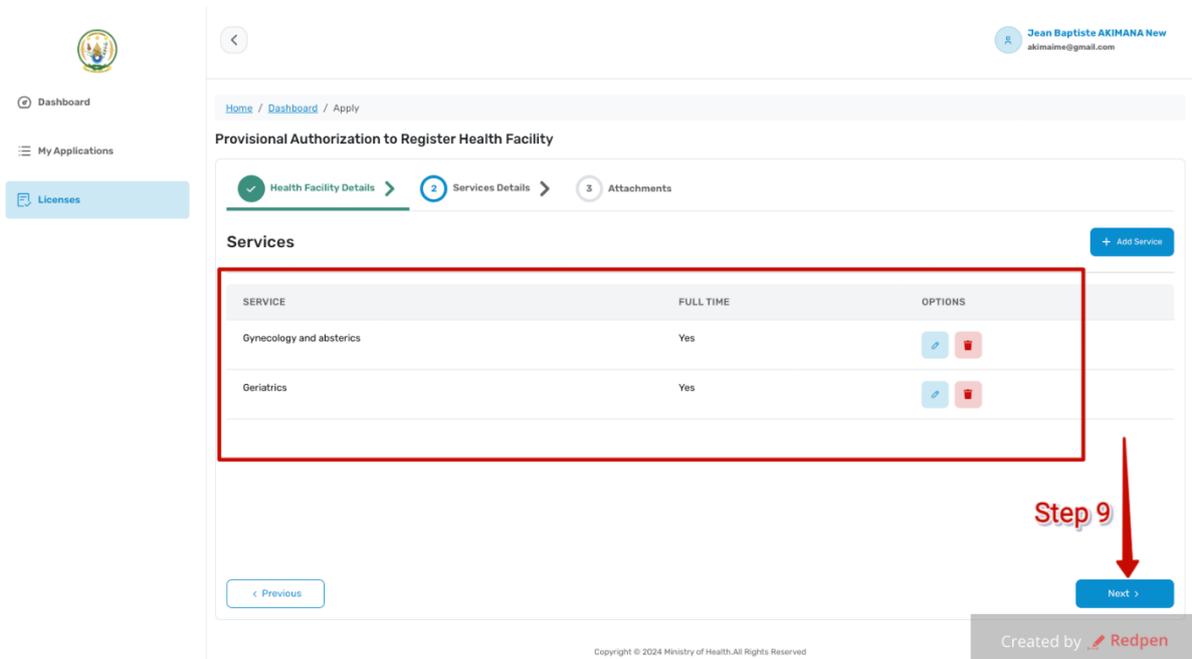
N.B: Each License/service has its own form.



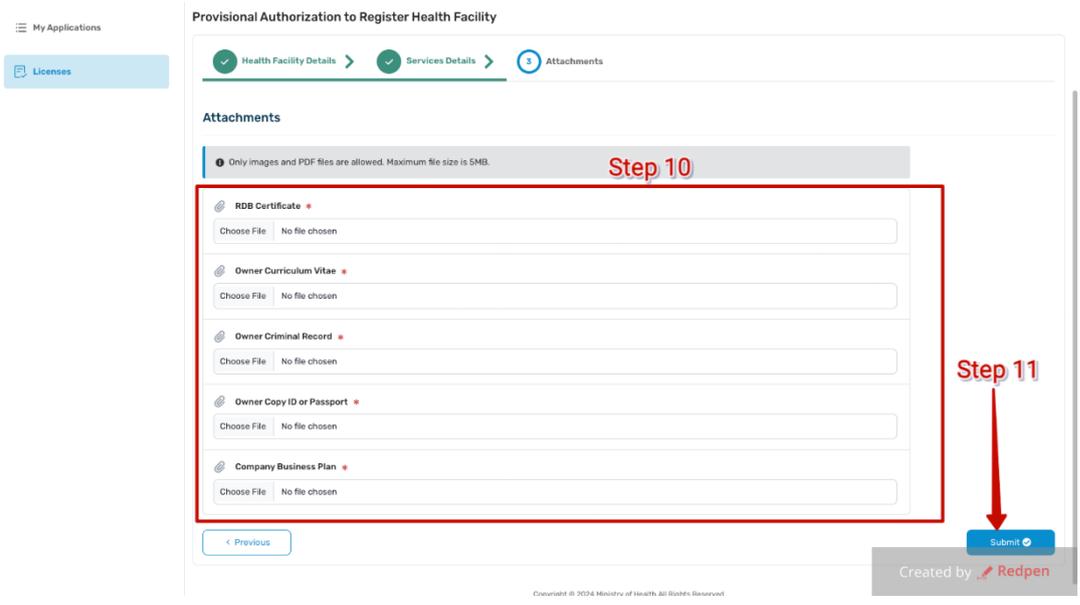
Step 6: Click on the “Add Service” button to add a new service.

Step 7: Choose the service you want and precise whether a service is full time or not.

Step 8: Click on the Save Changes button to continue.



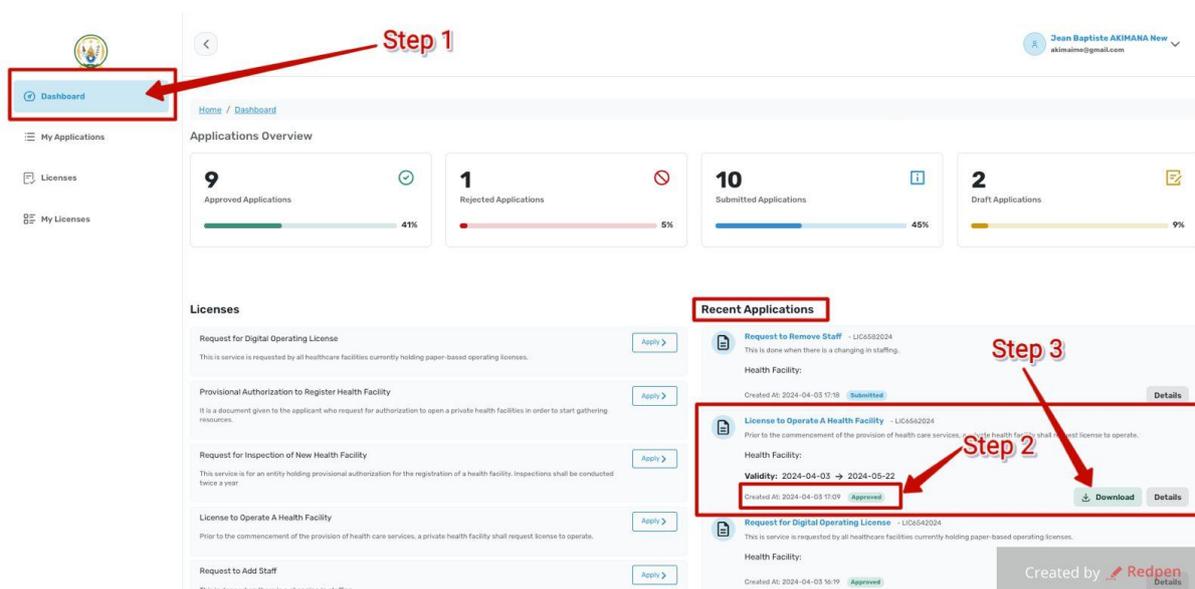
Step 9: After all needed services are added, click on the Next button to continue.



Step 10: Upload all the required attachments.

Step 11: After all, click on the submit button.

8. How do I Monitor the Status of my Application



Step 1: By checking the Recent Applications section, you can monitor the status of your application. Once your application is approved, you'll be able to obtain a printable Copy of License.

Step 2: Click on More button.

Step 3: Click on the Download button.

9. How do I Locate the Obtained Licenses

The screenshot shows a user interface for managing licenses. On the left, a sidebar contains navigation options: Dashboard, My Applications, Licenses, and My Licenses (highlighted with a red box). The main area is titled 'My Licenses' and displays a list of licenses. Each license entry includes a document icon, a title, a description, the health facility name, validity dates, and a creation timestamp. A 'Download' button (highlighted with a red box) and a 'Details' button are visible for each license. The licenses listed are:

- Provisional Authorization to Register Health Facility** - LIC3662024
Health Facility: Rwankuba Hopsital
Validity: 2024-03-01 → 2029-02-03
Created At: 2024-03-01 14:33
- Provisional Authorization to Register Health Facility** - LIC2872024
Health Facility: HC Hospital
Validity: 2024-02-21 → 2029-01-25
Created At: 2024-02-21 17:12
- Provisional Authorization to Register Health Facility** - PR6202024
Health Facility: MV-Core Hospital
Validity: 2024-03-27 → 2025-03-27
Created At: 2024-03-27 09:36
- License to Operate A Health Facility** - LIC6562024

Step 1: When an applicant wishes to verify and locate the obtained license, they can navigate to the designated section. Users can simply click on the "My Licenses" menu for access.