FREQUENTLY ASKED QUESTIONS
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Click to visit
EMERGENCY CONTACTS

You can call the following numbers while anywhere in the UAE:

- 911 for Police
- 998 for Ambulance
- 997 for Fire Department
- 996 for Coastguard
- 991 for electricity failure
- 922 for water failure

For more information, click here
CRIME

For incidents related to harassment or safety, contact:

- Abu Dhabi Police: Aman service: 8002626 or send SMS to 8002828.
- Dubai Police: Al Ameen service: 8004888 from within the UAE or on +9718004888 from outside the UAE
- Sharjah Police: Najeed service on 800151, or send SMS to 7999.
SOCIAL MEDIA PLATFORMS
Police Departments in UAE

Abu Dhabi

Dubai

Ajman

Ras Al Khaimah

Fujairah

Click to visit
HEALTHCARE SERVICES
COVID-19 screening is done in private healthcare facilities and drive-throughs. Tests are also being conducted at government healthcare facilities.
Test centres are now available across all emirates to provide fast-paced tests for citizens and residents across the UAE using the latest medical technology.

Read more on WAM or Gulf News
How can I book a screening appointment?

To book a COVID-19 test, you can call:

- Abu Dhabi Health Services: 800 1717
- Dubai Health Authority (DHA): 800 342.
- Ministry of Health and Prevention: 800 111 11
- Al Futtaim Health Hub: 800 2344

Download SEHA App to book an appointment
Virtual help is available in the following:

- The Ministry of Health and Prevention: Virtual Doctor for COVID-19
- The ‘Doctor for every citizen’ Service available on the DHA App.
- The COVID-19 health advisory platform

For more information, click here
FOR MORE INFORMATION, CONTACT:

- The Ministry of Health & Prevention: 800 11111 or visit [MOHAP](#)
- Dubai Health Authority: 800 342 or visit [Dubai’s Department of Health](#)
- Estijaba Service (Abu Dhabi): 800-1717 or visit [SEHA](#)
CORONAVIRUS QUARANTINE HOTELS

Who can check in to the quarantine hotels in the UAE?

Those who don’t have the facility to self-isolate at home can check into the quarantine hotels, provided they are:

- Asymptomatic- COVID-19 patients that don’t show any symptoms
- Mild symptoms- COVID-19 patients that do not fall in the vulnerable category.
How does a patient get admitted?

The patient would come to the facility either through a private hospital or via a DHA facility. Patients who check-in are issued a wrist band indicating that they have passed the health screening.
What are the prices, and do I need to pay?

The COVID-19 treatment includes the hotel stay, and costs are monitored by authorities. UAE's health authorities have taken proactive steps to support patients and costs are covered by insurance providers and health authorities.

Read more here
NON-COVID-19 EMERGENCIES

What should I do if I need to go to the hospital for a Non-COVID-19 emergency?

Check the list on the right before you visit a hospital for Non-COVID emergencies:

- Try getting a consultation over the phone
- Only go to the hospital if you need a physical consultation
- Call the emergency number (998) in advance from anywhere in the UAE
- Avoid taking other family members to minimise exposure
- Wear your mask, gloves and carry hand sanitizer
Are there any available doctors, hospitals or pharmacies near me?

You can click on the below sites for information on nearby available doctors, hospitals or pharmacies according to the specific emirate.

- All Emirates: Ministry of Health and Prevention
- Abu Dhabi: Tamm
- Dubai: Dubai Health Authority
- Umm Al Quwain: Government of Umm Al Quwain
- Fujairah: Fujairah Government
Where can I get more information on visiting hospitals or making medical appointments?

You can visit the U.ae healthcare page for more information regarding healthcare providers.

You can also download the Remote healthcare app from DOH for remote consultations, available on Google Play and App Store.
Are there doctors who make house visits?

In case you need a private doctor/paramedic to visit your house, you can call 800-DOCTOR (800-362867), which is operated by private group Lifeline Healthcare.

For house visits outside of Abu Dhabi or Dubai, click here to learn more.
The Ministry of Health and Prevention established a dedicated hotline to respond to your psychological concerns and anxiety related to COVID-19.

- Number: 04-5192519
- Email: Alamal.consultations@mohap.gov.ae

Timings: 9am to 9pm, from Sunday to Thursday
The Catholic Church in the UAE has a team which provides support for those in need to reach out for emotional support because of the current pandemic. This service is available to parishioners of all ages. You can request for support by clicking the link: Register Here. 

Or call: 058 525 8432
SOCIAL MEDIA PLATFORMS
Healthcare and Counseling

Ministry of Health and Prevention

Dubai Health Authority

Click to visit
The **ALHOSN App** is a new app launched by UAE’s health authorities that will connect UAE residents to collectively fight the spread of COVID-19.
What does the app do?

The app traces your connection with others and informs you if you are in close proximity with those who have had contact with COVID-19 positive cases.
How does the app detect COVID-19 cases?

The app uses Bluetooth technology to trace and curb the spread of COVID-19. The app also ensures the anonymity and safety of all users.
How can I register for the service?

This app is available for download on Google Play and App Store. You will need to provide your Emirates ID number and mobile phone number. After that, allow the app to access location and bluetooth services.
The **Federal Authority of Citizenship and Foreigners Affairs (ICA)** helps regulate all your requirements in immigration.
How can I currently renew my expired Tourist/Visit Visa? What is the legal status of individuals with expired visas in the UAE? Will I have to pay fines on my expired visa?

All visit visas are extended until December 31st, 2020 and there are no fines for any of the categories, with the need for the holders of visit visas of all kinds to coordinate with the embassy of their countries to facilitate their departure.
How do I renew my residence permit if it expired after March 1st, 2020? Are there any fines imposed on expired residence permits?

Residence visas expired in early March 2020 and later will receive an extension of their visas until December 31st, 2020. This measure applies to both residents inside and outside the UAE, with exemption from delay penalties.
Is Emirates ID renewal currently suspended for expired ID cards? Are there any fines in case of not renewing?

Emirates ID cards expired in early March 2020 or later of all holders will have their validity extended until December 31st, 2020, with exemption from delay penalties.

For more information, click here
I am a UAE resident who is stuck abroad. Where can I get more information?

UAE residents who are presently outside the UAE can register for the ‘Tawajudi for Residents’ online service to facilitate their safe return to the UAE in emergency situations.

The approval of the ICA is mandatory to book a flight to return to the UAE. Read more here
How can I get a 'Residents' Entry Permit'?

You will need the following documents; Copy of residency, Passport copy, Proof for visit abroad. Then visit the ICA Smart Services homepage, to directly access the service.

Read about COVID-19 travel updates
FOR MORE INFORMATION TO RETURN TO THE UAE, CONTACT:

Ministry of Foreign Affairs and International Cooperation on the helpline 0097124965228 and 0097192083344

Federal Authority for Identity and Citizenship on 00971501066099

Or send an email to Operation@ica.gov.ae
Where I can get information on Immigration and Other related services?

As information is updated on almost a daily basis, please visit the U.ae Visa & EID page for more details.
Where can I get information on how to renew my passport and information from my country’s embassy?

Please visit the Ministry of Foreign Affairs website with a list of all Foreign missions/Embassies with their contact numbers and websites.
FOR MORE INFORMATION, CONTACT:

- Federal Authority for Identity and Citizenship (ICA) toll free number 600522222
- For more information, click here
- Or download the UAE ICA App, available on Google Play and App Store.
SOCIAL MEDIA PLATFORMS

The Federal Authority of Citizenship and Foreigners Affairs

Click to visit
This is a Senior Citizen Service launched by the Dubai Police in cooperation with the Community Development Authority (CDA) for Senior Citizens and Residents of different nationalities.
Is this service offered all over U.A.E?

No, this service is only available in Dubai.
What does this service offer?

This new service offers rapid response to requests for assistance from the elderly across Dubai, including:

- medical aids,
- food supplies,
- disinfection and sanitation services
- Urgent services (ambulance, etc)
I am a Senior citizen, how can I register?

You can register for the service by either scanning the QR code on the picture (on the right) or by clicking on the link below.

Secure Together Registration Link

Or call CDA: 8002121
SOCIAL MEDIA PLATFORMS

Dubai Police

Community Development Authority
UAE Federal government departments offer online services that allow you to get work done without the need for a physical visit. These services work 24/7 around the clock.
Who can use the online services? How can I access them?

The online portal is available for use for all UAE nationals, expatriate residents in UAE and visitors as well. You can access these services here.
Does UAE have a centralized government portal for inquiries, suggestions & observations?

Please visit 171 Tawasul where you can get more information on government services and Sign up for Government E-services with UAEPASS.

For more information contact, National Call Centre Number: 171 or Whatsapp Number: 04 777 1777
This is a service that facilitates access to all government services through a single username and password on all federal and local government portals. All citizens can access all e-Services with this pass.
You can register by downloading the UAEPASS App, available on Google Play and App Store, and follow the steps:

1. Scan Emirates ID
2. Verify Email ID and phone number
3. Secure with pin
Due to physical distancing, you can now renew your vehicle registration entirely online.

- Abu Dhabi
  [Direct link to registration page](#)
- Dubai
  [Direct link to registration page](#)
- Other Emirates
  [Direct link to registration page](#)
PUBLIC TRANSPORT SERVICES IN THE UAE:

As each emirate has been updating their services, please visit the following link to get the latest updates. [Public Transport Services](#).

- Abu Dhabi: [Transport Authority](#)
- Dubai: [Transport Authority](#)
- Sharjah: [Transport Authority](#)
- Ajman: [Transport Authority](#)
- Ras Al Khaimah: [Transport Authority](#)
SOCIAL MEDIA PLATFORMS
Road and Transport Authority

Abu Dhabi
Dubai
Sharjah
Ajman
Ras Al Khaimah

Click to visit
During the sanitization hours, the public will be allowed to leave their homes only for medical emergencies. Individuals stepping out must follow precautionary measures which include maintaining physical distance from others and wearing a face mask and gloves. For more information, click here.
WHERE CAN I GET THE LATEST OFFICIAL NEWS AND UPDATES IN THE UAE?

The Emirates News Agency (WAM) is the official portal for the latest news and updates of UAE.

To keep up to date, follow WAM on their social media platforms:
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- Drive-through centers location and information on WAM (28-03-2020) and Gulfnews (13-04-2020)
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- Helpline for mental health counselling on U.ae: Helpline for mental health (19-05-2020) and AVOSA (n.d.).
- Expatriate residents to return to the UAE information on U.ae: COVID-19 Travel Updates (19-05-2020), U.ae: Expatriates to return to UAE (20-05-2020) and ICA Smart Service (n.d.).
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