

# Terms and Requirements

## Registration on the Dhamani Platform

To integrate with the **Dhamani Platform**, entities (e.g., clinics, hospitals, pharmacies) must complete a series of steps, including documentation, system integration, and registration. Below is the detailed onboarding guide:

## Pre-Requirements

Before starting the integration:

- Your entity must have a contract with one or more Payers/TPAs.
- You must operate a Health Information System (HIS).
- Integration should support System-to-System (S2S) communication or SaaS model.
- Refer to the contact details at the end of the file to connect with the software provider implementing the system

## Step 1: Online Registration

Visit the Registration Portal:

- URL: <https://fsa.gov.om/Dhamani/Registration>

Fill in the Following Fields:

- **Entity:** Chose from the drop down list the best title for your entity (*Insurance Company, Third Party Administrator (TPA), Private Hospital, Private Medical Center / Polyclinic, Private Health Clinic, Private Pharmacy, or Government Healthcare Institution*).
- **Representative Name:** Full name of the person representing the entity
- **Email:** Valid business email (personal emails like Gmail/Yahoo are not accepted)
- **Phone:** Representative's contact number
- **Do you have contracts with insurance companies or third party administration companies (TPA)?:** Indicate whether you have existing TPA/insurance contracts
- **Description/Information:** list the names of the insurance companies/TPA that you have contracts with.
- **Captcha:** Enter the code displayed
- Click "*Submit*".

## What happens Next?

1. The Dhamani team reviews your application.
2. Within 5–10 working days, you'll receive an email from the Dhamani team requesting:
  - Civil ID of the authorized representative
  - Commercial Registration (CR)
  - MOH License
  - Data Collection Sheet (to be filled)
3. Once verified:
  - Your entity will be registered on the Dhamani portal.
  - You will receive a confirmation email.
  - A Practitioners List will be shared for your reference.

## Step 2: Documentation & Integration Steps

### Technical Integration Requirements (System to system integration)

1. Follow Dhamani System-to-System Guidelines
2. Share your action plan
3. Fill and Stamp the Whitelisting Form:
  - Name: System-to-System Integration Request Form (Staging and Sandbox)
  - Submit to the infrastructure team.
  - After stamping, attach it along with Civil ID and CR.
4. Map medical codes and master data in your internal system

## SaaS (System as a Software) FSA Evaluation

SaaS Provider Companies	Security	Technology	Business Process	Users Limitation	Claims Restriction
ISH Oman	***	**	***	No (***)	No (***)
Totallytech	***	***	***	Yes (*)	No (***)
Triotree	***	*	***	Yes (*)	No (***)
AFI	***	**	*	Yes (*)	Yes (*)

\* Minimum Requirement    \*\*Compliance with Requirement    \*\*\*Advance to the Requirement

1. Security and infra: include data protection, data privacy, local storage (cloud hosting in Oman), and DRC.
2. Technology: programming language reliability, database, support, navigation design, and user friendly.
3. Business process: alignment of functions and process with Dhamani requirements.
4. User limitation: price per user (packages are limited to the number of users).
5. Claims restriction: price is limited to the number of claims (sharing revenue approach).

- Please note that the providers must choose the SaaS provider on their own responsibilities.
- FSA is not responsible for the selection of the SaaS provider.

## Authorized Dhamani Integration Type

Healthcare Provider	System to System*	SaaS**
Private Hospitals	✓	X
Medical Center	✓	✓
Polyclinic	✓	✓
Clinic	X	✓
Pharmacy (Standalone: Large)***	✓	X
Pharmacy (Standalone: Small) ****	X	✓

\*It is the responsibility of the provider to select any integrator. FSA is not accountable.

\*\* As of (28/4/2025) FSA approved only 4 companies: Totally Tech, AFI, Triotree & Innovative Solution Hub for SaaS model.

\*\*\*Pharmacy (Standalone: Large): More than 10 branches and already has the infrastructure and DRC/Cloud in Oman.

\*\*\*\*Pharmacy (Standalone: Small): Less than 10 branches and does not have software/cloud/server in Oman.

We will keep you posted for the approved SaaS model accordingly.