



دبي الصحية
DUBAI HEALTH

مؤسسة الجيلة
Al Jalila Foundation

A'awen

User guide



This portal allows patient to:

- Request financial assistance for medical treatment
- Track the progress of the submitted request



How to access the portal?

Log in using your Dubai Health login or UAE Pass verified user access.



Corporate Services

Please enter your details below to access Dubai Health's corporate services.

Username

Password

[Forgot Password?](#)

[Forgot Username?](#)

Login



Login With UAE PASS



Don't have an account? [Register Here](#)

Want to know more about all our services? [See Full List of Services Here](#)

Apply for new or review existing application:

Use “New Request” for a new application
View all requests under “Existing Requests”

العربية

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Any request that is not completed and submitted within 7 days will be automatically closed.

Existing Requests New Request Log out

Existing Requests

New requests can be submitted through this portal from Monday to Thursday, between 8:00 AM and 12:00 PM.

SL. No	Ref. No.	Patient ID (MRN)	Emirates ID	Patient Name	Status	Detail
1	CR000522	784199473503847	784199473503847	CHAMINDA samara	Approved	✍

Create a new request:

- Click "New Request" to start a new application.
- You may save your draft at any time and return later to complete it.
- you shall receive an SMS confirmation once submitted.

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Existing Requests New Request Log out

Hospital Name*

--Search--

Patient Details

Patient ID (MRN)* Emirates ID* English Name*

Enter Patient ID (MRN) Enter EmiratesID Enter English Name

Arabic Name* Nationality* Date Of Birth*

Enter Arabic Name --Search-- dd/mm/yyyy

Religion* Visa Issue Date Visa Expiry Date

--Search-- dd/mm/yyyy dd/mm/yyyy

- All fields marked “*” are mandatory.
- Please note If the application has been submitted with inaccurate documents the application may be rejected.

- Upon reviewing the application you may receive an SMS requiring more documents in such cases, please double-click on the request number and complete the application.
- If you wish to see the notes, click on the note's icon (highlighted in orange). Then, click on "Read more" to see the details.


Any request that is not completed and submitted within 7 days will be automatically closed.
Existing Requests
New Request
Log out

Action Notes

Document Type*

--Select--

NotesDescription*

Enter Description

Save
Close

Inbox Notes

SL. No	From	To	Document Type	Notes	Status	DateAndTime	Action
1	Anil Kapoor	User One	Bank Statment كشف الحساب	Bank state ... Read More	<input type="checkbox"/> Not completed	27/05/2025	 

Upload the requested documents in the document section of the application. Then, enter any information you wish to pass to the Foundation in the "New Description" column, and click on "Save".

Action Notes



Document Type*

NotesDescription*

Save

Close

Inbox Notes

SL. No	From	To	Document Type	Notes	Status	DateAndTime	Action
1	Anil Kapoor	User One	Bank Statment كشف الحساب	Bank state ... Read More	<input type="checkbox"/> Not completed	27/05/2025	

Application status:

- On completion click “submit”.
- SMS notification will be received for the application status.
- Customer Feedback Survey link will be shared in the same SMS for your feedback.

Customer satisfaction survey

1. How was the interaction with the charity team? *

Good
 Bad
 Satisfactory

2. What is your name? *

3. How did you know about us? *

4. Are you a cancer patient? *

Yes
 No

5. How old are you? *

6. On a scale of 1 to 5, how satisfied are you?*

1 2 3 4 5

7. On a scale of 1 to 5, how would you rate your treatment procedures?*

1 2 3 4 5



THANK YOU