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| BMHC/RLS/04A | Online Renewal of Registration Certificate during the COVID-19 lockdown period. | 01 | 5 |

| Issue Date | Effective Date | Review Period |
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1. Application

- 1.1. This SOP is applicable for providing online renewal services during the lockdown as a response to the COVID-19 pandemic.
- 1.2. All medical and health professionals are required to register with the BMHC to practise, as per the BMHC Act 2002.
- 1.3. All medical and health professionals must apply for renewal of their Registration Certificate to continue their practise.
- 1.4. All medical and health professionals are required to apply for renewal of their Registration Certificate at least three months before expiry.
- 1.5. If renewal has been applied online and Registration Certificate is under process, medical and health professionals can continue to practise, unless otherwise notified by the BMHC.

2. Objective

- 2.1. To help ensure the continuity of services for registration during the lockdown as a response to COVID-19 pandemic.
- 2.2. To provide clarity and systematically carryout the registration renewal processes.
- 2.3. To describe the process for application for renewal of registration.



3. Responsibility

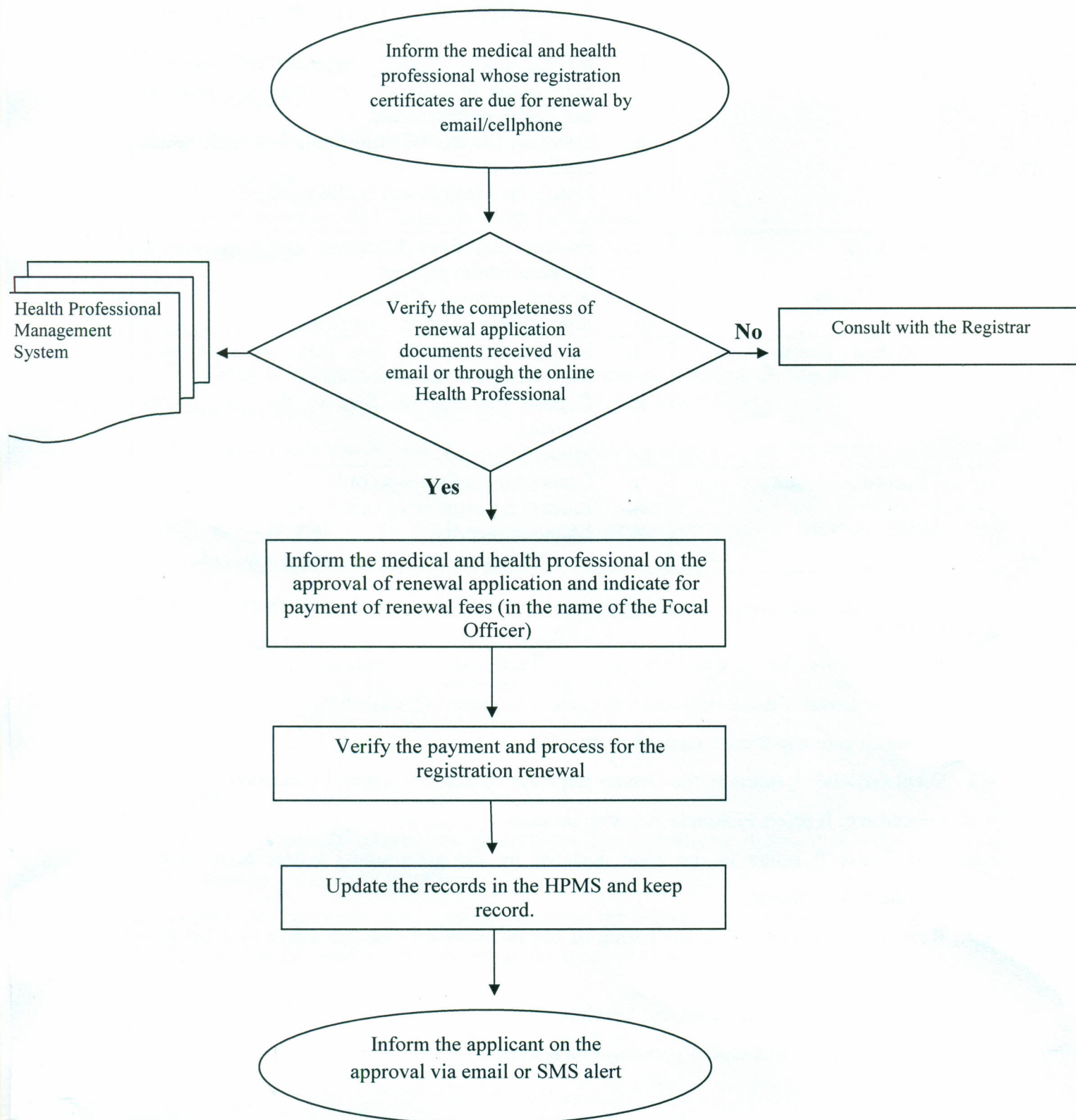
| Sl. No. | Official Designation | Responsibilities |
|---------|----------------------|---|
| 1. | Deputy Registrar | <ul style="list-style-type: none">i. Receive applications online, check and verify for renewal of registration.ii. Inform about online payment of renewal registration process to the concerned medical and health professionals.iii. Maintain records of online renewal registration applications.iv. Notify the medical and health professionals |
| 2. | Registrar | <ul style="list-style-type: none">i. Provide directives whenever consulted during the verification process.ii. Accord approval of renewal.iii. Sign the Registration Certificate. |
| 3. | Account official | <ul style="list-style-type: none">i. Receive the renewal fees from applicants and issue receipt to the applicants.ii. Deposit the renewal fees in the government accounts.iii. Maintain records. |
| 4. | Record Assistant | <ul style="list-style-type: none">i. Update and maintain records.ii. Process for printing of certificates.iii. Maintain records.iv. Consult with Focal Official when required. |

4. Definition

- 4.1. **BMHC:** Bhutan Medical and Health Council referred to as Council
- 4.2. **Effective Date:** It is the date that a document becomes effective for use.
- 4.3. **Forms:** It refers to the forms used in the SOP
- 4.4. **Focal Official:** It refers to the Deputy Registrar of Registration and Licensing Services.
- 4.5. **Procedure:** It refers to simple stepwise process
- 4.6. **Red Zone:** It refers to the zone declared by the government where there is major Coronavirus outbreak.
- 4.7. **Revision Summary:** It is the listing of the documented changes made to a Controlled Document.
- 4.8. **RLS:** Registration and Licensing Services
- 4.9. **SOP:** It refers to Standard Operating Procedures.



5. Process Map in Flow Chart





6. Procedure

- 6.1. Inform the medical and health professionals whose registration certificates are due for renewal by via cell phone or email.
- 6.2. Instruct the applicant to fill the renewal form online accordingly (Annexure 1).
- 6.3. Verify renewal application documents received via email or online through the Health Professional Management System maintained in the office of Council Secretariat.
 - 6.3.1. Continuing Medical Education requirements related to renewal will be waived-off until the lockdown period declared by the government unless otherwise decided differently.
 - 6.3.2. If the applicant is from the Red Zone application should be considered for renewal on a priority basis.
- 6.4. Inform the applicant on the approval of renewal application and indicate for payment of renewal fees (in the name of the Focal Official).
- 6.5. Payment of renewal fees can be made by MBOB or other financial institution services and a screenshot can be sent to the Focal Official (Nima Sangay, email ID nsangay@bmhc.gov.bt)
- 6.6. Update the records in the HPMS and keep record.
- 6.7. Inform the applicant to confirm the renewal of Registration Certificate via email or SMS alert services.
- 6.8. Process for printing and signing by the Registrar as and when the movement is eased by the government.

7. Annexure 1: Renewal Application Form

8. Reference

- 1.1. Kingdom of Bhutan, Medical and Health Council Act, 2002
- 1.2. Medical and Health Council Regulations, 2005
- 1.3. Guidelines on Continuing Medical Education, 2018

