



Ministry of National Guard Health Affairs Digital Services Catalogue

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MNGHA Official Website Services Catalogue (14 Digital Services)

| Service Information | |
|------------------------------------|--|
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Permit system |
| Service Name | Permit system |
| Service Description | The Permit Request System is an electronic system dedicated to managing and issuing permits for the Ministry of National Guard Health Affairs. This system allows the submission of permit requests, including permits for contracted companies and suppliers. |
| Segments Target | Individuals, businesses, government and organizations |
| Target User | Citizens, residents, visitors |
| User Attribute | Not applicable |
| Service Launch Date | 2025-03-26 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic |
| Service execution time | Days |
| Service Level Agreement link | https://mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The applicant must not have a previous request in the system. The relevant authority must approve the applicant. |
| Required information and documents | <ul style="list-style-type: none"> A personal photo of the applicant. A clear copy of the contract with the Health Affairs. |

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| | <ul style="list-style-type: none"> • Attach all required documents when submitting the request. |
| Steps to apply for the service | <ul style="list-style-type: none"> • Access the Health Affairs website MNGHA. • From the main menu, select “E-Services”, then click on “Permits System” • Click on “Start Service”. • You will be redirected to the Unified Access (Nafath) portal. After filling in the required information, click “Login”. • You will then be redirected to the Permits System page. • Select the permit type, fill in the required details, and click “Submit”. |
| Service Description | |
| Service User Manual -Link | https://mngaha.med.sa/english/eServices/Documents/security-permit-en.pdf |
| Frequently Questioned Answers - Link | https://mngaha.med.sa/english/pages/faq.aspx |
| Service delivery channels | Electronic portal |

| Service Information | |
|---------------------------------|--|
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Patient services |
| Service Name | Liver and Kidney Donation |
| Service Description | This electronic service enables individuals to register their desire to donate organs entirely online, without the need to visit the MNGHA Health Affairs premises, making the registration process easier and saving time and effort for beneficiaries. |
| Segments Target | Individuals |
| Target User | Citizens, residents, visitors |
| User Attribute | No |
| Service Launch Date | 29-05-2020 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic , English |
| Service execution time | Days |
| Service Level Agreement link | https://mngaha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |

| | |
|--------------------------------------|--|
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The service is available without restrictions or requirements |
| Required information and documents | <ul style="list-style-type: none"> The Donor ID/Iqama The Donor Name The Donor Weight The Donor Height The Donor Mobile No The Donor Blood Type The Organ the Nationality The Donor Date of Birth |
| Steps to apply for the service | <ul style="list-style-type: none"> Log in to the official website of the Health Affairs (MNGHA). From the main menu, select “Medical Cities” and then choose “King Abdulaziz Medical City – Riyadh. Select “Medical Departments.” Choose “Liver Sciences and Organ Transplant Center,” then click on “Donation.” Click on the “Liver and Kidney Donation” icon. Fill out the form. Click the “Submit” button. |
| Service Description | |
| Service User Manual - Link | https://mngha.med.sa/English/eServices/Documents/Donor_Updated.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/english/pages/faq.aspx |
| Service delivery channels | Electronic portal |

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|----------------------------|---|
| Service Information | |
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Patient services |
| Service Name | Medical Eligibility Request |
| Service Description | An electronic service that allows patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to view all available treatment eligibility types and their validity date, and the ability to update the medical file, without the need to visit MNGHA premises. |

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|------------------------------------|---|
| Segments Target | Individuals |
| Target User | Citizens, residents, visitors |
| User Attribute | No |
| Service Launch Date | 2018-02-28 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic |
| Service execution time | Days |
| Service Level Agreement link | https://mngaha.med.sa/English/eServices/Pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • Applicant must have Saudi nationality. • He/she must not be hospitalized in any other hospital upon submitting the application. • There must be no prior application for the same specialty within the last six (6) months. |
| Required information and documents | <ul style="list-style-type: none"> • Detailed And Recent Medical Report In English. • Laboratory result and radiology report. • Saudi National Identification Copy. • Applicant Mobile Number. • Applicant Medical Record Number (MRN) if registered in KAMC-Riyadh. • Applicant Email Address (Optional). • Applicant Relative Mobile Number(Optional). |
| Steps to apply for the service | <ul style="list-style-type: none"> • Visit MNGHA Website • From the main, menu select E-Services then click on "Patients services" • Choose "Eligibility" • Click on The Applicant himself (SSO). • You will be transferred to Nafath • Login • After completing filling out the required data, click Log in • You will be transfer to MNGHA Services. • Click on "Patient Services ", chose "Eligibility" • If you want to submit a new application click enter • Fill out the required data. • Upload the required files. |

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| | <ul style="list-style-type: none"> Click on "Submit" |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/English/eServices/Documents/Eligibility_Updated_Arabic.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Electronic portal |

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|------------------------------------|--|
| Service Information | |
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Patient services |
| Service Name | Patients and Visitors Feedback |
| Service Description | An electronic service and a communication channel with MNGHA patients and visitors to receive all comments and work on improving them. |
| Segments Target | Individuals |
| Target User | Citizens, residents, visitors |
| User Attribute | No |
| Service Launch Date | 2022-08-02 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | Days |
| Service Level Agreement link | https://mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers |
| Required information and documents | <ul style="list-style-type: none"> Patient Medical record number First Name |

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| | <ul style="list-style-type: none"> • Family Name • Mobile Number • Email • Region • Hospital/ PHC • Requested Service • Request Details • Attachments (optional) |
| Steps to apply for the service | <ul style="list-style-type: none"> • Visit MNGHA Website. • From the main Menu, select E-Services, then click on Patient Services. • Choose Patient Feedback Service. • Fill out the form and add attachments, if there are any. • Click on "submit". |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/Services-UserManual/Patient-Feedback_En.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Electronic portal, social media |

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|---------------------------------|---|
| Service Information | |
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Patient services |
| Service Name | Inter-facility Patient Transfers |
| Service Description | An electronic service that allows the transfer of requests for hospitalized patients or the hospital to the Bed Management Department, and then to the Medical Coordination Department, ensuring that the request is sent to the correct department according to the workflow. It also provides effective tracking of new requests, organizes them, enables document sharing, and allows searching based on the requests metadata. Additionally, it generates reports and provides updates on the request via SMS or email, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents, visitors |
| User Attribute | No |
| Service Launch Date | 19-03-2018 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic |
| Service execution time | Days |

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|------------------------------------|---|
| Service Level Agreement link | https://mngha.med.sa/English/eServices/Pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • Applicant must have Saudi nationality. • Seasonal Infection Diseases lab results must be requested for Prevention (MERS CoV and H1N1) If the patient is admitted in ICU |
| Required information and documents | <ul style="list-style-type: none"> • Fill out the Patient Transfer Request Form • Detailed and Recent Medical Report • Saudi National Identification Copy • Applicant Mobile Number • Applicant's Relative Mobile Number • Patient's Medical Record Number if available • Fill out the Patient Transfer Screening Form • Phone and fax number of the referring hospital's medical coordination and admission department • Fill out "Referring Back To Previous Hospital After Treatment" form for NON-SANG patients only • If the patient does not have a Medical Record Number, please attach one of the Following: Military Badge ID /Retirement Document or Employment certificate • Provide the phone number of the responsible physician in the comment field |
| Steps to apply for the service | <ul style="list-style-type: none"> • Visit MNGHA Website • From main menu, select E-Services then click on "Patients Services" • Choose "Inter-facility Patient Transfers" you will find the following options: (On the Patient behalf / The Applicant himself / Staff Access to requests list) • When you click on " On the Patient behalf", enter the Verification Code and fill out the Form. • When you click on "The Applicant himself", you will be transferred to Nafath • Log in • After completing filling out the required data, Click Log in • You will be transferred to MNGHA Services, click on "Patient Services", and choose "Inter-facility Patient Transfers" • Fill out the required data • Upload the required files • Click on "Submit" |

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| | <ul style="list-style-type: none"> • When you click on "Staff Access to requests list" • Fill out the Form. • Enter the Verification Code • click on "Sign in" |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/English/eServices/Documents/Interfacility_Updated_Arabic.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Electronic portal |

| Service Information | |
|---------------------------------|--|
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Find a Physician |
| Service Name | Find a Physician |
| Service Description | An electronic service that allows all visitors to the portal to easily search for physicians working in the Health Affairs facilities at the National Guard Ministry or its affiliated health centers, with the ability to view the profile of each physicians in all regions, without the need to visit MNGHA premises. |
| Segments Target | Individuals, businesses, government and organizations |
| Target User | Citizens, residents, visitors |
| User Attribute | No |
| Service Launch Date | 2021-11-02 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The service is available without restrictions or requirements |

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| Required information and documents | <ul style="list-style-type: none"> The service is available without restrictions or requirements |
| Steps to apply for the service | <ul style="list-style-type: none"> Visit MNGHA Website From the main menu select "Professionals" then Find "MNGHA Professionals" Get a list of Physician names with details There are search keys by name, region, specialty, and department |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/Services-UserManual/Find-a-Physician-en.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Electronic portal |

Service Information

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|---------------------------------|---|
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Government agencies services |
| Service Name | Movable Assets |
| Service Description | An electronic service that displays the recommended items for sale, allowing other government entities to view them and inform the Health Affairs at the National Guard Ministry if they wish to acquire these items for their benefit, without the need to visit MNGHA premises. |
| Segments Target | Individuals, businesses |
| Target User | Citizens, residents, visitors |
| User Attribute | No |
| Service Launch Date | 2022-06-09 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |

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|--------------------------------------|--|
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The service is available without restrictions or requirements |
| Required information and documents | <ul style="list-style-type: none"> Not Applicable |
| Steps to apply for the service | <ul style="list-style-type: none"> Visit the MNGHA Arabic Website From the main menu select "E-Services" Click on "Government Agencies services" Choose "Movable Assets" |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/Services-UserManual/Movable-Assets-En.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Electronic portal |

| Service Information | |
|---------------------------------|---|
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Find a location |
| Service Name | Find a location |
| Service Description | An electronic service that allows all visitors to the portal to easily search for clinic locations within the Health Affairs facilities at the National Guard Ministry or its affiliated health centers. It provides information about each clinic, its location on Google Maps, a description of its site, contact details, and extension numbers to facilitate visitors access to the location, without the need to visit MNGHA premises. |
| Segments Target | Individuals, businesses |
| Target User | Citizens, residents, visitors |
| User Attribute | No |
| Service Launch Date | 2021-11-02 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |

| | |
|--------------------------------------|--|
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The service is available without restrictions or requirements |
| Required information and documents | <ul style="list-style-type: none"> The service is available without restrictions or requirements |
| Steps to apply for the service | <ul style="list-style-type: none"> Visit MNGHA Website Select "E-Services" From the main menu Click on "Find a Location" Get a list of clinic names with details. There are search keys by name, hospital or medical city, and region for each clinic |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/Services-UserManual/find-location_En.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Electronic portal |

| Service Information | |
|---------------------------------|---|
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Verification services |
| Service Name | Medical Report Verification Service |
| Service Description | An electronic service that allows the verification of medical reports for patients and visitors of the Ministry of National Guard Health Affairs or its affiliated health centers, without the need to visit MNGHA premises. (Reference Number (REF: ROI(|
| Segments Target | Individuals, businesses, government and organizations |
| Target User | Citizens, residents, visitors |
| User Attribute | No |
| Service Launch Date | 2026-02-12 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |

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|--------------------------------------|--|
| Service execution time | immediate |
| Service Level Agreement link | https://mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers • Reference Number (REF:ROI) |
| Required information and documents | <ul style="list-style-type: none"> • Reference Number (REF:ROI) |
| Steps to apply for the service | <ul style="list-style-type: none"> • Visit the MNGHA Website • From the main menu select "E-Services" then click on "Verification Eservices" • Choose "Medical Report Verification" • Fill out the Form • Click on "Search" |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/English/eServices/Documents/Medical_report_Updated.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Electronic portal |

Service Information

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|----------|---|
| Platform | The official website of the Ministry of National Guard Health Affairs |
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|--------------------------------------|---|
| Product | Verification services |
| Service Name | Bank Confirmation Letter Service |
| Service Description | An electronic service that allows the concerned authority to check the employee's salary confirmation letter (in both Arabic and English) through the MNGHA Website |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | No |
| Service Launch Date | 2017-02-08 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | Immediate |
| Service Level Agreement link | https://mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | The applicant should be one of MNGHA's staff |
| Required information and documents | Serial Number (SRN) |
| Steps to apply for the service | <ul style="list-style-type: none"> • Visit the MNGHA Website • From the main menu select "E-Services" then • click on "Verification Eservices" • Choose "Bank Confirmation Letter" • Fill out the Form. • Click on "Search" |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/Services-UserManual/Bank-Confirmation-Letter-En.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/english/pages/faq.aspx |
| Service delivery channels | Electronic portal |

Service Information

| | |
|------------------------------------|--|
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Verification services |
| Service Name | Sick Leave Request Inquiry Service |
| Service Description | An electronic service that enables patients and visitors of Ministry of National Guard Health Affairs or its affiliated health centers to review and verify sick leave certificates (in both Arabic and English) through the Health Affairs website of the Ministry of National Guard, without the need to visit MNGHA premises. |
| Segments Target | Individuals, businesses, government and organizations |
| Target User | Citizens, residents, visitors |
| User Attribute | No |
| Service Launch Date | 2015-02-14 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://mngaha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers |
| Required information and documents | Medical Record Number (MRN) |

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|--------------------------------------|---|
| Steps to apply for the service | <ul style="list-style-type: none"> • Visit MNGHA Website • From the main menu select "E-Services" then click on "Verification Eservices" • Choose "Sick Leave Request Inquiry" • Fill out the Form • Click on "Search" |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/English/eServices/Documents/Sick_Leave_Updated.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Electronic portal |

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|---------------------------------|---|
| Service Information | |
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Verification services |
| Service Name | Employment Certification Verification Service |
| Service Description | An electronic service that allows the concerned authority to check the employee's information (in both Arabic and English) through the Ministry of National Guard's Health Affairs website. |
| Segments Target | Individuals |
| Target User | Citizens, residents, trainees, employees, retirees |
| User Attribute | No |
| Service Launch Date | 2017-02-08 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |

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|--------------------------------------|--|
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The applicant should be one of MNGHA's staff. |
| Required information and documents | <ul style="list-style-type: none"> Serial Number (SRN) |
| Steps to apply for the service | <ul style="list-style-type: none"> Visit MNGHA Website From the main menu select "E-Services" then click on "Verification Eservices" Choose "Employment Certification Verification" Fill out the Form Click on "Search" |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/English/eServices/Documents/Employment_Updated.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Electronic portal |

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|---------------------------------|--|
| Service Information | |
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Verification services |
| Service Name | Social Club Membership Verification Service |
| Service Description | An electronic service that allows the concerned authority to verify the membership of the social club through the Health Affairs website of the Ministry of National Guard |
| Segments Target | Individuals |
| Target User | Citizens, residents, students, subscribers, employees |
| User Attribute | No |
| Service Launch Date | 2020-01-07 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | |

| | |
|--------------------------------------|---|
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The applicant should be one of MNGHA's staff • Social Club Membership |
| Required information and documents | <ul style="list-style-type: none"> • Badge Number |
| Steps to apply for the service | <ul style="list-style-type: none"> • Visit the MNGHA Website • From the main menu select "E-Services" then click on "Verification Eservices" • Choose "Social Club Membership Verification" • Fill out the Form. • Click on "Search" |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/Services-UserManual/Social-Club-Membership-Verification-En.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Electronic portal |

| Service Information | |
|---------------------------------|--|
| Platform | The official website of the Ministry of National Guard Health Affairs |
| Product | Verification services |
| Service Name | Earning Statement Letter Service |
| Service Description | An electronic service that allows employees of Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to obtain a total income statement for a period of six months or a year, to be submitted to the concerned authority , without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, workers |
| User Attribute | No |
| Service Launch Date | 2022-09-01 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |

| | |
|--------------------------------------|--|
| Service Level Agreement link | https://mngaha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The applicant should be one of MNGHA's staff |
| Required information and documents | <ul style="list-style-type: none"> Serial Number (SRN) |
| Steps to apply for the service | <ul style="list-style-type: none"> Visit the MNGHA Website From the main menu select "E-Services" then click on "Verification Eservices" Choose "Earning Statement Letter" service Fill out the Form. Click on "Search" |
| Service Description | |
| Service User Manual -Link | https://mngaha.med.sa/english/eServices/Documents/Services-UserManual/Earning-Statement-Letter-En.pdf |
| Frequently Questioned Answers - Link | https://www.mngaha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Electronic portal |

E-Mail Services Catalogue (Single Digital Service)

| Service Information | |
|---------------------|--------------------------------|
| Platform | Email Systems |
| Product | Email Systems |
| Service Name | Email Systems |
| Service Description | sending and receiving emails |
| Segments Target | Individuals – mngaha Employees |
| Target User | Individuals – mngaha Employees |
| User Attribute | Individuals – mngaha Employees |
| Service Launch Date | Immediate |

| | |
|--------------------------------------|---|
| Is there a fee for the service? | no |
| Service delivery languages | Arabic – English |
| Service execution time | Immediate |
| Service Level Agreement link | https://mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Informational (Inquiry Service) |
| Service Type | Core Service |
| Semantic words in English | |
| Internal Related Services | no |
| External Related Services | no |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The user must be an employee at MNGHA. • The user must have an active electronic account. • The mobile number is registered and updated in the HR system. • The email service must not be used to send content that is illegal or violates the rights of others, such as spam or unsolicited advertisements. • The account must be protected with a strong password and not shared with others. |
| Required information and documents | <ul style="list-style-type: none"> • Active account • An activated phone number. |
| Steps to apply for the service | <ul style="list-style-type: none"> • Login to the electronic portal for health affairs • From the main menu, choose “Electronic Services” and then click “Employee Services.” • Select "Email Service" • Fill in the username and password. • Click on the "Log in" button |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Pages/mngha-email-service-details.aspx |
| Frequently Questioned Answers - Link | https://mngha.med.sa/english/pages/faq.aspx |
| Service delivery channels | Electronic portal |

Virtual Private Network (VPN) Services Catalogue (Single Digital Service)

| Service Information | |
|------------------------------------|--|
| Platform | Virtual Private Network |
| Product | RDP Remote Desktop Protocol |
| Service Name | RDP Remote Desktop Protocol |
| Service Description | A service that enables employees to connect to the internal network of health affairs at any time |
| Segments Target | employees |
| Target User | employees |
| User Attribute | employees |
| Service Launch Date | 2013/1/1 |
| Is there a fee for the service? | There are no fees. |
| Service delivery languages | English |
| Service execution time | |
| Service Level Agreement link | https://mngaha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integrated Service |
| Service Type | Core Service |
| Semantic words in English | |
| Internal Related Services | None |
| External Related Services | None |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The requester should be a employee of the Ministry of National Guard Health Affair • The requester applying for the service must have an active account linked to an active mobile number owned by the person making the request. • Sharing the VPN account provided and/or misuse of the account is prohibited • -5The user must keep the password confidential and not be shared. |
| Required information and documents | <ul style="list-style-type: none"> • Completing the form to request VPN access. |

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| | <ul style="list-style-type: none"> --The requester applying for the service must have an active account linked to an active mobile number owned by the person making the request. |
| Steps to apply for the service | <ul style="list-style-type: none"> open a ticket using the MNGHA deducated ticketing service system Completing the form to request VPN access. Provide an active mobile number where the requester can receive MFA via SMS to access the system. -4Ensure that the service applicant meets all the VPN access requirments |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eservices/pages/rdp-remote-desktop-details.aspx |
| Frequently Questioned Answers - Link | https://mngha.med.sa/english/pages/faq.aspx |
| Service delivery channels | Electronic portal |

Bynahm Services Catalogue (3 Digital Services)

| Service Information | |
|---------------------------------|--|
| Platform | Bynahm |
| Product | Bynahm |
| Service Name | Viewing Floating Menu |
| Service Description | This service provides the patient and his relatives at one of the Ministry of National Guard Health Affairs facilities or the National Guard health centers. The feature of viewing the floating menu of the application electronically. |
| Segments Target | Individuals |
| Target User | Citizens |
| User Attribute | Not applicable |
| Service Launch Date | 01-04-2020 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | Immediately |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |

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|--------------------------------------|---|
| Service Classification | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Type | Supportive |
| Semantic words in English | Procedural |
| Internal Related Services | Empty |
| External Related Services | Empty |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> here must be a patient admitted to the inpatient department at one of the Ministry of National Guard Health Affairs facilities to be able to join the call. |
| Required information and documents | <ul style="list-style-type: none"> MRN Room Number Verification code |
| Steps to apply for the service | <ul style="list-style-type: none"> Download the application from both sides medical staff and the patient relatives Enter the room number and the Verification code already provided by the medical staff to patient relatives Press the "Connect" button to start the video call between all the parts A virtual video call will be generated between both the medical staff and patient relatives |
| Service Description | |
| Service User Manual -Link | https://www.youtube.com/watch?v=hHh_N71_BQ0 |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | IOS App, Android App |

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|----------------------------|--|
| Service Information | |
| Platform | Bynahm |
| Product | Bynahm |
| Service Name | Survey |
| Service Description | This service provides via Bynahm application the patient and his relatives at one of the Ministry of National Guard Health Affairs facilities or the National Guard health centers. The feature of evaluation of the application and the quality of the virtual video call electronically. |
| Segments Target | Individuals |
| Target User | Citizens |
| User Attribute | Not applicable |

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|--------------------------------------|---|
| Service Launch Date | 01-04-2020 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | Immediately |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Type | Supportive |
| Semantic words in English | Procedural |
| Internal Related Services | Empty |
| External Related Services | Empty |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> here must be a patient admitted to the inpatient department at one of the Ministry of National Guard Health Affairs facilities to be able to join the call. |
| Required information and documents | <ul style="list-style-type: none"> MRN Room Number Verification code |
| Steps to apply for the service | <ul style="list-style-type: none"> Download the application from both sides medical staff and the patient relatives Enter the room number and the Verification code already provided by the medical staff to patient relatives Press the "Connect" button to start the video call between all the parts A virtual video call will be generated between both the medical staff and patient relatives |
| Service Description | |
| Service User Manual -Link | https://www.youtube.com/watch?v=hHh_N71_BQ0 |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | IOS App, Android App |

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| Service Information | |
| Platform | Bynahm |
| Product | Bynahm |
| Service Name | Virtual Call |

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| Service Description | This service provides the patient and his relatives at one of the Ministry of National Guard Health Affairs facilities or the National Guard health centers. The feature of this service is to create a virtual connection between the .patient and his family via Bynahm application electronically |
| Segments Target | Individuals |
| Target User | Citizens |
| User Attribute | Not applicable |
| Service Launch Date | 01-04-2020 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | Immediately |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Type | Supportive |
| Semantic words in English | Procedural |
| Internal Related Services | Empty |
| External Related Services | Empty |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • here must be a patient admitted to the inpatient department at one of the Ministry of National Guard Health Affairs facilities to be able to join the call. |
| Required information and documents | <ul style="list-style-type: none"> • MRN • Room Number • Verification code |
| Steps to apply for the service | <ul style="list-style-type: none"> • Download the application from both sides medical staff and the patient relatives • Enter the room number and the Verification code already provided by the medical staff to patient relatives • Press the "Connect" button to start the video call between all the parts • A virtual video call will be generated between both the medical staff and patient relatives |
| Service Description | |
| Service User Manual -Link | https://www.youtube.com/watch?v=hHh_N71_BQ0 |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |

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| Service delivery channels | IOS App, Android App |
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Malafi Services Catalogue (39 Digital Services)

| Service Information | |
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| Platform | Malafi |
| Product | Open New File Electronically |
| Service Name | Open New File Electronically |
| Service Description | This service enables beneficiaries at one of the Ministry of National Guard Health Affairs facilities or the National Guard health centers to open a medical file electronically using a mobile phone. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Seniors Young people, women, the elderly |
| Service Launch Date | 01-01-2022 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |
| Service Type | supportive |
| Semantic words in English | non |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> There is no valid or active medical record in one of the Ministry of National Guard Health Affairs facilities or the National Guard Medical University. The individual must be a member of the Ministry of the National Guard. |
| Required information and documents | <ul style="list-style-type: none"> National ID or Iqama number Mobile Number Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> Open the Malafi app Click Open a new medical file |

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| | <ul style="list-style-type: none"> • Enter your ID • Verify through the Nafath app • Complete the necessary information |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Huawei app, iOS app, Android app |

| Service Information | |
|---------------------------------|---|
| Platform | Malafi |
| Product | Provide Home Health Care Service |
| Service Name | Provide Home Health Care Service |
| Service Description | An electronic service provided to patients registered in home health care at one of the Ministry of National Guard Health Affairs facilities or the National Guard health centers, allowing them to request a visit, medicine, tools, or change the location and mobile number, in addition to searching for all previous requests, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Rural areas, low-income people, people with disabilities, youth, women, the elderly, children |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |
| Service Type | supportive |
| Semantic words in English | home health care |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |

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| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • The patient must be referred to the home health department by the doctor responsible for the patient. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the Home Health Care icon. • choose the visit reason • fill the input field with the message you want the care giver to recivier |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Huawei app, iOS app, Android app |

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|---------------------------------|--|
| Service Information | |
| Platform | Malafi |
| Product | Request Virtual Emergency Service |
| Service Name | Request Virtual Emergency Service |
| Service Description | A service provided electronically to patients at one of the Ministry of National Guard Health Affairs facilities or the National Guard health centers, allowing them to request a virtual emergency to provide an urgent care to the patients without the need to attend the hospital emergency department physically. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 21-04-2024 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |

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| Service Classification | Integration |
| Service Type | supportive |
| Semantic words in English | non |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <p>An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers.</p> <p>The patient must be referred to the home health department by the doctor responsible for the patient.</p> |
| Required information and documents | Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the Virtual Care icon. • Click on the button [Book New Appointment] then choose [Virtual Emergency]. • A service introduction message will appear click on the button [Confirm]. • A disclaimer message will appear click on the button [Confirm]. • A message will be displayed confirming your request. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Huawei app, iOS app, Android app |

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|----------------------------|---|
| Service Information | |
| Platform | Malafi |
| Product | Virtual Appointments Booking |
| Service Name | Virtual Appointments Booking |
| Service Description | This service allows the patients who wish to book a virtual appointment at one of the Ministry of National Guard Health Affairs facilities or the National Guard health centers the feature of booking virtual appointments as well as displaying all upcoming and previous |

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| | appointments within a specific period of time. In addition, it allows the patients to send the appointment ticket via email and display it in PDF format. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 21-04-2024 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |
| Service Type | basic service |
| Semantic words in English | non |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <p>An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers.</p> <p>The patient must be eligible for treatment at the clinic that he or she wishes to book into.</p> |
| Required information and documents | Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the Virtual Care icon. • Click on the button [Book New Appointment] then choose the type of clinic, the hospital, then the clinic and click on the button [Search]. • Choose a suitable date and time to book the appointment. • A pop-up message will appear, displaying all the appointment details. |

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| | <ul style="list-style-type: none"> Review the message details, then click on the button [Confirm]. You will receive a message confirming your appointment. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Huawei app, iOS app, Android app |

| Service Information | |
|---------------------------------|--|
| Platform | Malafi |
| Product | Emergency Previous Visit History Review |
| Service Name | Emergency Previous Visit History Review |
| Service Description | An electronic that allows the patients with previous visits to the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers under emergency department to review all care details provided during their visits. These include the treating physicians name, appointment date, prescribed medications, laboratory tests, diagnosis, visit notifications, and a post-visit guide. Additionally, patients can send visit information via email and update their health status after the visit, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 22-05-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |
| Service Type | basic service |
| Semantic words in English | visit, history, notification, follow up, follow-up, appointment, test results, summary |
| Internal Related Services | non |
| External Related Services | non |

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| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • A previous visit to the emergency department that falls under the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi Application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi Application. • Click on the Appointments icon. • Click on the (History) tab. • Click on the visit you would like to view its details. • View visit details |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Huawei app, iOS app, Android app |

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|----------------------------|---|
| Service Information | |
| Platform | Malafi |
| Product | Inpatient Previous Visit History Review |
| Service Name | Inpatient Previous Visit History Review |
| Service Description | An electronic that allows the patients with previous visits to the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers under inpatient department to review all care details provided during their visits. These include the treating physicians name, appointment date, prescribed medications, laboratory tests, diagnosis, visit notifications, and a post-visit guide. Additionally, patients can send visit information via email and update their health status after the visit, without the need to visit MNGHA premises.. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |

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| Service Launch Date | 22-05-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |
| Service Type | basic service |
| Semantic words in English | visit, history, notification, follow up, follow-up, appointment, test results, summary |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • A previous visit to the inpatient department that falls under the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi Application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi Application. • Click on Visit appointments icon. • Click on the (History) tab. • Click on the visit you would like to view its details. • View visit details. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Huawei app, iOS app, Android app |

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|----------------------------|--|
| Service Information | |
| Platform | Malafi |
| Product | Outpatient Previous Visit History Review |
| Service Name | Outpatient Previous Visit History Review |

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|------------------------------------|---|
| Service Description | An electronic that allows the patients with previous visits to the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers under outpatients clinics to review all care details provided during their visits. These include the treating physicians name, appointment date, prescribed medications, laboratory tests, diagnosis, visit notifications, and a post-visit guide. Additionally, patients can send visit information via email and update their health status after the visit, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 22-05-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |
| Service Type | basic service |
| Semantic words in English | visit, history, notification, follow up, follow-up, appointment, test results, summry |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • A previous visit to the inpatient department that falls under the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Patient Services portal using your Nafath, biometric, or credentials. • Go to the Main Page in the Patient Services portal. • Click on Visit History icon. • Click on the Outpatient icon. • Click on the visit you would like to view its details. |

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| | <ul style="list-style-type: none"> View visit details |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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|---------------------------------|---|
| Service Information | |
| Platform | Malafi |
| Product | Previous Visits History Review |
| Service Name | Previous Visits History Review |
| Service Description | An electronic that allows the patients with previous visits to the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to review all care details provided during their visits. These include the treating physicians name, appointment date, prescribed medications, laboratory tests, diagnosis, visit notifications, and a post-visit guide. Additionally, patients can send visit information via email and update their health status after the visit, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 22-05-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |
| Service Type | supportive |
| Semantic words in English | visit, history, notification, follow up, follow-up, appointment, test results, summry |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |

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|--------------------------------------|---|
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • A previous visit to one of the following outpatient clinics, inpatient, and emergency in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application • Click on Appointments icon • Click on the [History] tab. • Click on the visit you would like to view its details • View visit details |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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|---------------------------------|--|
| Service Information | |
| Platform | Malafi |
| Product | Education Content Review |
| Service Name | Education Content Review |
| Service Description | An electronic service that allows patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to display King Abdullah Health Content Encyclopedia, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 22-05-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |

| | |
|--------------------------------------|---|
| Service Type | supportive |
| Semantic words in English | Education, Content |
| Internal Related Services | none |
| External Related Services | none |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> National ID or Iqama number Mobile Number Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> Log-in to Malafi Application using your Nafath, biometric, or credentials. Go to the Main Page in Malafi Application. Click on the Education screen icon. King Abdullah Health Content Encyclopedia will be displayed. |
| Service Description | |
| Service User Manual -Link | https://www.mnnga.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mnnga.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Eligibility |
| Service Name | Medical Eligibility and Coordination Status Inquiry-MNGHA |
| Service Description | An electronic service that allows patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to view all available treatment eligibility types and their validity date, and the ability to update the medical file, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Children, the elderly, women, youth, people with disabilities, people with limited income, rural areas |
| Service Launch Date | 01-09-2016 |

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| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |
| Service Type | supportive |
| Semantic words in English | treatment eligibility, eligible |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the eligibility icon. • A list of active and expired eligibilities will be displayed. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Eligibility Review |
| Service Name | Eligibility Review |
| Service Description | An electronic service that allows patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to view all available treatment eligibility types and |

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| | their validity date, and the ability to update the medical file, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Children, the elderly, women, youth, people with disabilities, people with limited income, rural areas |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mnnga.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |
| Service Type | supportive |
| Semantic words in English | treatment eligibility, eligible |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the eligibility icon. • A list of active and expired eligibilities will be displayed. |
| Service Description | |
| Service User Manual -Link | https://www.mnnga.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mnnga.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

| Service Information | |
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| Platform | Malafi |
| Product | Refill Prescriptions |
| Service Name | Refill Prescriptions |
| Service Description | An electronic service that provides to patients who has a medication prescription at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers with the feature of displaying a list of current and previous medication prescriptions, without the need to visit MNGHA premises. In addition to the ability to re-order a refill of the medication. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Children, the elderly, women, youth, people with disabilities, people with limited income, rural areas |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | procedural |
| Service Type | supportive |
| Semantic words in English | medicne, refill |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • The patient must have a refill prescription. • |
| Required information and documents | <ul style="list-style-type: none"> • Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the prescriptions icon. • All prescriptions registered under Inpatient, Outpatient, Refill, and Emergency will appear. |

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| | <ul style="list-style-type: none"> Click on [Request Refill]. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Review Emergency Prescriptions |
| Service Name | Review Emergency Prescriptions |
| Service Description | An electronic service that provides to patients who has a medication prescription in the emergency department at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health center with the feature of displaying a list of current and previous medication prescriptions. It also enables the patient to export reports and send them via e-mail or view them in PDF format, without the need to visit MNGHA premises. In addition to the ability to re-order a refill of the medication and add an alarm to remind you of the time to take the medication, the patient can also view current medication alerts. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Children, the elderly, women, youth, people with disabilities, people with limited income, rural areas |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | procedural |
| Service Type | supportive |
| Semantic words in English | medicne, refill |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |

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| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • The patient must have a refill prescription. |
| Required information and documents | <ul style="list-style-type: none"> • Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the prescriptions icon. • All prescriptions registered under Inpatient, Outpatient, Refill, and Emergency will appear. • Click on the desired prescription to view it. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

| Service Information | |
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| Platform | Malafi |
| Product | Review Outpatient Prescriptions |
| Service Name | Review Outpatient Prescriptions |
| Service Description | An electronic service that provides to patients who has a medication prescription in the outpatient department at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers with the feature of displaying a list of current and previous medication prescriptions. It also enables the patient to export reports and send them via e-mail or view them in PDF format without the need to visit MNGHA premises. In addition to the ability to re-order a refill of the medication and add an alarm to remind you of the time to take the medication, the patient can also view current medication alerts. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Children, the elderly, women, youth, people with disabilities, people with limited income, rural areas |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |

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| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | procedural |
| Service Type | supportive |
| Semantic words in English | medicne, refill |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • The patient must have a refill prescription. |
| Required information and documents | <ul style="list-style-type: none"> • Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the prescriptions icon. • All prescriptions registered under Inpatient, Outpatient, Refill, and Emergency will appear. • Click on the desired prescription to view it. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Review Inpatient Prescriptions |
| Service Name | Review Inpatient Prescriptions |
| Service Description | An electronic service that provides to patients who has a medication prescription in the Inpatient department at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers with the feature of displaying a list of current and previous medication prescriptions. It also enables the patient to export reports and send them via e-mail or view them in PDF format without the need to visit MNGHA premises. In addition to the ability to re-order a refill of the medication and add an alarm to |

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| | remind you of the time to take the medication, the patient can also view current medication alerts. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Children, the elderly, women, youth, people with disabilities, people with limited income, rural areas |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | procedural |
| Service Type | supportive |
| Semantic words in English | medicne, refill |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • The patient must have a refill prescription. |
| Required information and documents | <ul style="list-style-type: none"> • Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the prescriptions icon. • All prescriptions registered under Inpatient, Outpatient, Refill, and Emergency will appear. • Click on the desired prescription to view it. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

Service Information

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| Platform | Malafi |
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| Product | Review and Refill Prescriptions |
| Service Name | Review and Refill Prescriptions |
| Service Description | An electronic service that provides patients at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers with the feature of displaying a list of current and previous medication prescriptions. It also enables the patient to export reports and send them via e-mail or view them in PDF format, without the need to visit MNGHA premises. In addition to the ability to re-order a refill of the medication and add an alarm to remind you of the time to take the medication, the patient can also view current medication alerts.. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Children, the elderly, women, youth, people with disabilities, people with limited income, rural areas |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | procedural |
| Service Type | supportive |
| Semantic words in English | medicne, refill |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • The patient must have a refill prescription. |
| Required information and documents | <ul style="list-style-type: none"> • Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the prescriptions icon. • All prescriptions registered under Inpatient, Outpatient, Refill, and Emergency will appear. • Click on the desired prescription to view it. |

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| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Suggestions & Complaints Review |
| Service Name | Suggestions & Complaints Review |
| Service Description | An electronic service that allows patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to submit suggestions and complaints to the Patient Services Department to ensure the quality of cares, without the need to visit MNGHA premises. |
| Segments Target | Inquiry |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | procedural |
| Service Type | supportive |
| Semantic words in English | messages, notification, Suggestions, Complaints |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |

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| Terms of Service | An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Click on "Profile" in bottom of the screen. • Click on suggestions and complaints icon. • select the required service. • write the content of the message. • add email. • add attachments if any. • click send. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Messages |
| Service Name | Notifications Review |
| Service Description | An electronic service that provides patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers with alerts regarding medication refill status, new appointment requests, expiration of treatment eligibility, or responses to new report requests, without the need to visit MNGHA premises. |
| Segments Target | |
| Target User | Individuals |
| User Attribute | Citizens, Residents |
| Service Launch Date | Women, Youth, Older Person |
| Is there a fee for the service? | 01-09-2016 |
| Service delivery languages | No |
| Service execution time | English, Arabic |
| Service Level Agreement link | Immediately |

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| Service Classification | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Type | |
| Semantic words in English | Query |
| Internal Related Services | Supportive |
| External Related Services | messages, notification, Suggestions, Complaints |
| Is Proactive Service? | non |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> National ID or Iqama number Mobile Number Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> Log-in to Malafi application using your Nafath, biometric, or credentials. Click on "Notifications" in the bottom of the screen |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Outbox Messages Review |
| Service Name | Outbox Messages Review |
| Service Description | An electronic service that allows patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to reviewing outbox in case there are outgoing messages other than medicine refill messages, a request for a new appointment, expiration eligibility, or a response to a request for a new report, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |

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| Service execution time | immediate |
| Service Level Agreement link | https://www.mnnga.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | supportive |
| Semantic words in English | messages, notification, Suggestions, Complaints |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation • |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Click on "Profile" in bottom of the screen. • Click on the Message icon • Select outbox • click on the message to view the details |
| Service Description | |
| Service User Manual -Link | https://www.mnnga.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mnnga.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Inbox Messages Review |
| Service Name | Inbox Messages Review |
| Service Description | An electronic service that allows patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to reviewing inbox in case there are incoming messages other than medicine refill messages, a request for a new appointment, expiration eligibility, or a response to a request for a new report, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |

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| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | supportive |
| Semantic words in English | messages, notification, Suggestions, Complaints |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> National ID or Iqama number Mobile Number Military or employment enrollment confirmation |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Messages Review |
| Service Name | Messages Review |
| Service Description | An electronic service that allows patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to reviewing the inbox in case there are incoming messages other than medication refill messages, requesting a new appointment, expiration of eligibility, or a response requesting a new report, viewing messages issued from the complaints and suggestions icon, and submitting suggestions and complaints to |

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| | the Patient Services Department, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | supportive |
| Semantic words in English | messages, notification, Suggestions, Complaints |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> National ID or Iqama number Mobile Number Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> Log-in to Malafi Application using your Nafath, biometric, or credentials. Click on "Profile" in bottom of the screen. Click on the Message icon |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |

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| Product | Pathology Test Results Review |
| Service Name | Pathology Test Results Review |
| Service Description | An electronic service that provides patients at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers with the ability to view pathology test results in addition to send them via e-mail, without the need to visit MNGHA premises.. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mnnga.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | supportive |
| Semantic words in English | results, laboratory, test |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> Log-in to Malafi application using your Nafath, biometric, or credentials. Go to the Main Page in Malafi application. Click on the test results icon. A new page will open, including all the results tabs: laboratory, radiology, special clinic, and pathology. Click on the [Pathology] tab. A list with all the pathology results will be shown. Click on the result you wish to review. |
| Service Description | |
| Service User Manual -Link | https://www.mnnga.med.sa/english/eServices/Documents/malafi-en.pdf |

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| Frequently Questioned Answers - Link | https://www.mnnga.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

| Service Information | |
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| Platform | Malafi |
| Product | Special Clinic Results Review |
| Service Name | Special Clinic Results Review |
| Service Description | An electronic that service provides patients at one of the Ministry of National Guard Health Affairs facilities or the National Guard health centers with the ability to view the special clinics results, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Children, the elderly, women, youth, people with disabilities, people with limited income, rural areas |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mnnga.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | supportive |
| Semantic words in English | results, laboratory, test |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> Log-in to Malafi application using your Nafath, biometric, or credentials. Go to the Main Page in Malafi application. Click on the test results icon. |

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| | <ul style="list-style-type: none"> • A new page will open, including all the results tabs: laboratory, radiology, special clinic, and pathology. • Click on the [Special Clinic] tab. • A list with all the special clinic results will be shown. • Click on the result you wish to review. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

| Service Information | |
|---------------------------------|--|
| Platform | Malafi |
| Product | Radiology Results and Image Review |
| Service Name | Radiology Results and Image Review |
| Service Description | An electronic service that provides patients at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers with the ability to view radiology images and results, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Individuals |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | supportive |
| Semantic words in English | results, laboratory, test |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |

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| Required information and documents | <ul style="list-style-type: none"> • Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the test results icon. • A new page will open, including all the results tabs: laboratory, radiology, special clinic, and pathology. • Click on the [Radiology] tab. • A list with all the radiology results will be shown. • Click on the result you wish to review. |
| Service Description | |
| Service User Manual -Link | https://www.mnnga.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mnnga.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

| Service Information | |
|---------------------------------|---|
| Platform | Malafi |
| Product | Laboratory Results Review |
| Service Name | Laboratory Results Review |
| Service Description | This service provides patients who have done tests at one of the Ministry of National Guard Health Affairs facilities or the National Guard health centers with the ability to view laboratory test results in addition to sending them via e-mail. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Individuals |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mnnga.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | supportive |
| Semantic words in English | results, laboratory, test |
| Internal Related Services | non |

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| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> Log-in to Malafi application using your Nafath, biometric, or credentials. Go to the Main Page in Malafi application. Click on the test results icon. A new page will open, including all the results tabs: laboratory, radiology, special clinic, and pathology. Click on the [Laboratory] tab. A list with all the laboratory test results will be shown. Click on the test result you wish to review. |
| Terms of Service | An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | Medical Record Number |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Test Results Review |
| Service Name | Test Results Review |
| Service Description | An electronic service that provides patients at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers with the feature of reviewing the results of laboratory tests, x-ray images, biopsies and other results, and it also enables the patient to send them via e-mail, without the need to visit MNGHA premises.. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Individuals |
| Service Launch Date | 01-09-2016 |

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| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | supportive |
| Semantic words in English | results, laboratory, test |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> Log-in to Malafi application using your Nafath, biometric, or credentials. Go to the Main Page in Malafi application. Click on the test results icon. A new page will open, including all the results tabs: laboratory, radiology, special clinic, and pathology. Click on the desired result to display it. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Cancel Appointment |
| Service Name | Cancel Appointment |
| Service Description | An electronic service that enables patients to cancel an appointment at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers. Patients can also view upcoming and past appointments, as well as appointment requests within a specified timeframe, without the need to visit MNGHA premises. In addition, it allows the patients to send the |

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| | appointment ticket via email and display it in PDF format before canceling the appointment. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |
| Service Type | Basic |
| Semantic words in English | appointment, cancel appointment, delete appointment |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centres. • The patient must be eligible for treatment at the clinic at which he or she wishes to cancel the appointment. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the Appointments icon. • A list of all the scheduled appointments will appear. • Click on the appointment you wish to cancel. • Click on the button [Cancel Appointment]. • A pop-up message will appear to confirm your wish to cancel the appointment. • Click on the button [Confirm]. • A pop-up will appear to fill out the cancellation reason. • After writing the cancellation reason, click on the button [Confirm] • You will receive a message confirming your appointment cancellation. |
| Service Description | |

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| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

| Service Information | |
|---------------------------------|---|
| Platform | Malafi |
| Product | Reschedule Appointment |
| Service Name | Reschedule Appointment |
| Service Description | An electronic service that allows the patients to modify an appointment at the Ministry of National Guard Health Affairs facilities or affiliated health centers. with the feature of rescheduling and canceling appointments, as well as displaying all upcoming and previous appointments and appointment requests within a specific period of time, without the need to visit MNGHA premises. In addition, it allows the patients to send the appointment ticket via email and display it in PDF format. It also provides the patients with the service of displaying the clinic location coordinates where the appointment was rescheduled. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integration |
| Service Type | Basic |
| Semantic words in English | appointment, cancel appointment, delete appointment |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |

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| | <ul style="list-style-type: none"> The patient must be eligible for treatment at the clinic that he or she wishes to reschedule. |
| Required information and documents | <ul style="list-style-type: none"> National ID or Iqama number Mobile Number Military or employment enrollment confirmation |
| Required information and documents | <ul style="list-style-type: none"> National ID or Iqama number Mobile Number Military or employment enrollment confirmation |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

| Service Information | |
|---------------------------------|--|
| Platform | Malafi |
| Product | Dental Appointments Booking |
| Service Name | Dental Appointments Booking |
| Service Description | An electronic service that allows the patients who wish to book or reschedule or cancel an appointment at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers the feature of booking canceling or rescheduling appointments as well as displaying all upcoming and previous appointments and appointment requests within a specific period of time, without the need to visit MNGHA premises. In addition, it allows the patients to send the appointment ticket via email and display it in PDF format. It also provides the patients with the service of displaying the clinic location coordinates where the appointment was booked.. |
| Segments Target | Individuals |
| Target User | Citizens, residents |
| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |

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|--------------------------------------|---|
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | appointment, cancel appointment, delete appointment |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. The patient must be eligible for treatment at the clinic that he or she wishes to book into. |
| Required information and documents | <ul style="list-style-type: none"> Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> Log-in to the Patient Services portal using your Nafath, biometric, or credentials. Select the dental Appointments icon Click on new appointment Choose the clinic Click on search Choose the date and time Confirm the appointment |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Vaccination Information Review |
| Service Name | Vaccination Information Review |
| Service Description | An electronic service that allows the patients to view detailed information about vaccinations they have received at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, residents |

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| User Attribute | Children, the elderly, women, youth, people with disabilities, people with limited income, rural areas |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | no |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | supportive |
| Semantic words in English | supportive |
| Internal Related Services | non |
| External Related Services | non |
| Is Proactive Service? | No |
| Terms of Service | An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the Vaccination icon. • All vaccine information you received at MNGHA hospital will be displayed to you. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | iOS app, Android app |

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| Service Information | |
| Platform | Malafi |
| Product | Dulani |
| Service Name | Dulani Service Review |

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| Service Description | The Dulani service provides the patient at one of the Ministry of National Guard Health Affairs facilities or the National Guard health centers accurate guidance directions to help patients reach their destination in a convenient and easy way using a mobile phone electronically through Malafi application. |
| Segments Target | Individuals |
| Target User | Citizens, Residents |
| User Attribute | Not applicable |
| Service Launch Date | 23-07-2023 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | Immediately |
| Service Level Agreement link | https://www.mnnga.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Query |
| Service Type | Supportive |
| Semantic words in English | Guide, Location |
| Internal Related Services | Empty |
| External Related Services | Empty |
| Is Proactive Service? | No |
| Terms of Service | An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to the Malafi Application using your Nafath, biometric, or credentials. • Click on the location in the Appointment text message • Click on Start Trip • Follow the directions. |
| Service Description | |
| Service User Manual -Link | https://www.mnnga.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mnnga.med.sa/english/pages/faq.aspx |
| Service delivery channels | Android App, IOS App |

| Service Information | |
|---------------------------------|--|
| Platform | Malafi |
| Product | Appointment |
| Service Name | Book New Appointment |
| Service Description | An electronic service that enables patients to easily book appointments at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers. Patients can also view upcoming and past appointments, as well as appointment requests within a specified timeframe, without the need to visit MNGHA premises. In addition, it allows the patients to send the appointment ticket via email and display it in PDF format. It also provides the patients with the service of the clinics location coordinates to facilitate navigation. |
| Segments Target | Individuals |
| Target User | Citizens, Residents |
| User Attribute | older adults , women, youth, persons with disabilities, low-income individuals, rural areas |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | No |
| Service delivery languages | English - Arabic |
| Service execution time | immeditaly |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integral |
| Service Type | Basic |
| Semantic words in English | appointment, book appointment, booking appointment |
| Internal Related Services | Empty |
| External Related Services | Empty |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |

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| | <ul style="list-style-type: none"> The patient must be eligible for treatment at the clinic that he or she wishes to book into. |
| Required information and documents | <ul style="list-style-type: none"> National ID or Iqama number Mobile Number Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> Log-in to Malafi application using your Nafath, biometric, or credentials. Go to the Main Page in Malafi application. Click on the Appointments icon. Click on the button [Book New Appointment] then choose the type of clinic, the hospital, then the clinic and click on the button [Search]. Choose a suitable date and time to book the appointment. A pop-up message will appear, displaying all the appointment details. Review the message details, then click on the button [Confirm]. You will receive a message confirming your appointment. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Android App, IOS App |

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|---------------------------------|--|
| Service Information | |
| Platform | Malafi |
| Product | Group Management |
| Service Name | Group Management |
| Service Description | An electronic service that provides to patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers the feature of viewing the files of dependents registered under the patient's name, such as children, in addition to the ability of giving permission to a family member to access a personal file, without the need to visit MNGHA premises |
| Segments Target | Individuals |
| Target User | Citizens, Residents |
| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | No |

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| Service delivery languages | English, Arabic |
| Service execution time | Immediately |
| Service Level Agreement link | https://mngha.med.sa/English/eServices/Pages/sla.aspx |
| Service Classification | Integral |
| Service Type | Supportive |
| Semantic words in English | permission, family, dependents |
| Internal Related Services | Empty |
| External Related Services | Empty |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • The person to be added must be a first-degree relative. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to the Malafi Application using your Nafath, biometric, or credentials. • Go to the Main Page in the Malafi Application. • Click on the group management icon. |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://mngha.med.sa/english/Pages/faq.aspx |
| Service delivery channels | IOS -ANDroid |

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|----------------------------|---|
| Service Information | |
| Platform | Malafi |
| Product | Group Management |
| Service Name | Grant Access to a Family Member |
| Service Description | An electronic service that provides to patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers the feature of granting an access to a family member to access a personal file, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, Residents |

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| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integral |
| Service Type | Supportive |
| Semantic words in English | permission, family, dependents |
| Internal Related Services | Empty |
| External Related Services | Empty |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • The person to be granted access must be a first-degree relative. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the group management icon • Select the person you want to give the permission. • Click on "Grant Access" in My Family page. • Select the validity period and click on save. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Android App, IOS App |

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| Service Information | |
| Platform | Malafi |
| Product | Group Management |

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| Service Name | Dependents List Revie |
| Service Description | An electronic service that provides to patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers the feature of viewing the files of dependents registered under the patient's name, such as children, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, Residents |
| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | Immediately |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integral |
| Service Type | Supportive |
| Semantic words in English | permission, family, dependents |
| Internal Related Services | Empty |
| External Related Services | Empty |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi Application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi Application. • Click on the group management icon. • The list of dependents will display. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |

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| Service delivery channels | Android App, IOS App |
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| Service Information | |
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| Platform | Malafi |
| Product | Group Management |
| Service Name | Add Family Member |
| Service Description | An electronic service that provides to patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers the feature of opening a new file for a dependent, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, Residents |
| User Attribute | Not applicable |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | Immediately |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integral |
| Service Type | Supportive |
| Semantic words in English | permission, family, dependents |
| Internal Related Services | Empty |
| External Related Services | Empty |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. The person to be added must be a first-degree relative. |
| Required information and documents | <ul style="list-style-type: none"> National ID or Iqama number Mobile Number Military or employment enrollment confirmation |

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|--------------------------------------|--|
| Steps to apply for the service | <ul style="list-style-type: none"> Log-in to Malafi application using your Nafath, biometric, or credentials. Go to the Main Page in Malafi application. Click on the group management icon. The list of dependents will display. You can add dependents. |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Android App, IOS App |

| Service Information | |
|---------------------------------|---|
| Platform | Malafi |
| Product | Preventive Tests |
| Service Name | Preventive Tests Review |
| Service Description | An electronic service that provides to patients at Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health center, offering World Health Organization (WHO) for medical examinations based on age group and gender, without the need to visit MNGHA premises. |
| Segments Target | Individuals |
| Target User | Citizens, Residents |
| User Attribute | Children, Older Person, Women, Youth, Disability, Persons with limited income, Remote and Rural Areas |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | Immediately |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Query |
| Service Type | Supportive |
| Semantic words in English | preventive tests, examinations |
| Internal Related Services | Empty |
| External Related Services | Empty |

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| Is Proactive Service? | No |
| Terms of Service | An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | Medical Record Number |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the preventive tests icon. • A list of suggested tests will appear based on the patient's information |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Android App, IOS App |

| | |
|---------------------------------|---|
| Service Information | |
| Platform | Malafi |
| Product | Medical Report |
| Service Name | Medical Report Review |
| Service Description | An electronic service that allows patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to view and print available medical reports, such as sick leave report, burial permits, patient escort reports, and maternity leave certificates, without the need to visit MNGHA premises |
| Segments Target | Individuals |
| Target User | Citizens, Residents |
| User Attribute | Children, Older Person, Women, Youth, Disability, Persons with limited income, Remote and Rural Areas |
| Service Launch Date | 01-06-2023 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | Immediately |

| | |
|--------------------------------------|---|
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Integral |
| Service Type | Basic |
| Semantic words in English | medical reports, reports, sick leave, leave, maternity |
| Internal Related Services | Empty |
| External Related Services | Empty |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. • The existence of a previous visit to one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials. • Go to the Main Page in Malafi application. • Click on the medical report icon • Select ready reports from the medical reports screen in Malafi application. • click on the PDF icon to view the file or on e-mail icon to send it via e-mail |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Android App, IOS App |

| | |
|----------------------------|---|
| Service Information | |
| Platform | Malafi |
| Product | Electronic Medical Record |
| Service Name | Electronic Medical Record Details Review |
| Service Description | An electronic service that allows patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers to view the medical record number, height, weight, blood type, and registered allirges of the user, in addition to displaying the body mass index, without the need to visit MNGHA premises. |

| | |
|--------------------------------------|---|
| Segments Target | Individuals |
| Target User | Citizens, Residents |
| User Attribute | Children, Women, Older Person, Youth, Disability, Persons with limited income, Remote and Rural Areas |
| Service Launch Date | 01-09-2016 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | Immediately |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | |
| Service Type | |
| Semantic words in English | medical record, EMR |
| Internal Related Services | Empty |
| External Related Services | Empty |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • An active medical file that is eligible to get the service in one of the Ministry of National Guard Health Affairs facilities or National Guard health centers. |
| Required information and documents | <ul style="list-style-type: none"> • National ID or Iqama number • Mobile Number • Military or employment enrollment confirmation |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log-in to Malafi application using your Nafath, biometric, or credentials • Go to the Main Page in Malafi application. • Navigate to EMR screen • Medical file information will appear automatically |
| Service Description | |
| Service User Manual -Link | https://www.mngha.med.sa/english/eServices/Documents/malafi-en.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/Pages/faq.aspx |
| Service delivery channels | Android App, IOS App |

Careers Portal Services Catalogue (4 Digital Services)

| Service Information | |
|------------------------------------|---|
| Platform | Employment portal |
| Product | Employment portal for individuals |
| Service Name | Jobs Search |
| Service Description | An electronic Service that allows users to search in an extensive database of available jobs in the recruitment gate without the need to visit MNGHA premises, with options to filter results by location, experience level, and other criteria. |
| Segments Target | individuals |
| Target User | Citizens |
| User Attribute | N/A |
| Service Launch Date | 15-07-2023 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | employee, dashboard, Job |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • Legal Age: Ensure that you have reached the legal working age. • Accurate Information: Provide accurate and truthful information when registering and creating your resume. • Eligibility to Work: Confirm your legal eligibility to work. • Compliance with Service Terms: Adhere to the terms and conditions set forth by the service. |
| Required information and documents | <ul style="list-style-type: none"> • Enter the appropriate job title for searching |
| Steps to apply for the service | <ul style="list-style-type: none"> • Visit the National Guard Health Affairs website: |

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| | <ul style="list-style-type: none"> • Open the National Guard Health Affairs website Navigate to e-Services: From the main menu, select the "e-Services" section. • Choose Employment Services: Within e-Services, click on "Employment Services" • Register or log in to your account: Create a new account or log in if you already have an account • Click on the search for vacant jobs |
| Service Description | |
| Service User Manual -Link | https://mngaha.med.sa/english/eServices/Pages/jobs-search-details.aspx |
| Frequently Questioned Answers - Link | https://careers.mngaha.med.sa/en/page/faq/ |
| Service delivery channels | Electronic portal |

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|---------------------------------|--|
| Service Information | |
| Platform | Employment portal |
| Product | Employment portal for individuals |
| Service Name | Track Application Status |
| Service Description | An electronic Service that allows users to track the status of submitted applications and receive notifications on the recruitment gate without the need to visit NGHA premises. |
| Segments Target | individuals |
| Target User | Citizens |
| User Attribute | N/A |
| Service Launch Date | 15-07-2023 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngaha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | employee, dashboard, application |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |

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|--------------------------------------|--|
| Terms of Service | <ul style="list-style-type: none"> • Legal Age: Ensure that you have reached the legal working age. • Accurate Information: Provide accurate and truthful information when registering and creating your resume. • Eligibility to Work: Confirm your legal eligibility to work. • Compliance with Service Terms: Adhere to the terms and conditions set forth by the service. |
| Required information and documents | <ul style="list-style-type: none"> • Not Applicable |
| Steps to apply for the service | <ul style="list-style-type: none"> • Visit the National Guard Health Affairs website: Open the National Guard Health Affairs website. • Navigate to e-Services: From the main menu, select the "e-Services"" section. • Choose Employment Services: Within e-Services, click on "Employment Services". • Register or log in to your account: Create a new account or log in if you already have an account. • Click on the "Track Application Status" icon to see the latest updates on the status of your application. |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Pages/track-application-status-details.aspx |
| Frequently Questioned Answers - Link | https://careers.mngha.med.sa/en/page/faq/ |
| Service delivery channels | Electronic portal |

| Service Information | |
|---------------------------------|---|
| Platform | Employment portal |
| Product | Employment portal for individuals |
| Service Name | Service for Creating Your Resume Account |
| Service Description | An electronic service that allows users to build, create, and store their resumes on the recruitment portal without having to visit the Ministry of National Guard Health Affairs headquarters. It also provides customizable templates and tools to highlight skills and experience. |
| Segments Target | individuals |
| Target User | Citizens |
| User Attribute | N/A |
| Service Launch Date | 15-07-2023 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |

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| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | CV, employee, dashboard, Job |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • Legal Age: Ensure that you have reached the legal working age. • Accurate Information: Provide accurate and truthful information when registering and creating your resume. • Eligibility to Work: Confirm your legal eligibility to work. • Compliance with Service Terms: Adhere to the terms and conditions set forth by the service. |
| Required information and documents | <ul style="list-style-type: none"> • Enter personal information and add the required attachments |
| Steps to apply for the service | <ul style="list-style-type: none"> • Visit the Ministry of National Guard Health Affairs Website: Open the official website for the Ministry of National Guard Health Affairs. • Navigate to Electronic Services: From the main menu, select the "Electronic Services" section. • Choose Employment Services: Within the electronic services, click on "Employment Services". • Register or Log in to Your Account: Create a new account or log in if you already have an existing account. • Create Your Resume: Once logged in, start creating your resume through the provided service. |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Pages/create-resume-details.aspx |
| Frequently Questioned Answers - Link | https://careers.mngha.med.sa/en/page/faq/ |
| Service delivery channels | Electronic portal |

| | |
|----------------------------|--|
| Service Information | |
| Platform | Employment portal |
| Product | Employment portal for individuals |
| Service Name | Personal Account Creation Service |
| Service Description | An electronic service that enables individuals to create their profile on the employment portal without having to visit the Ministry of National Guard Health Affairs headquarters, making |

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|--------------------------------------|--|
| | it easier for them to access job search services, submit resumes, and track job applications |
| Segments Target | individuals |
| Target User | Citizens |
| User Attribute | N/A |
| Service Launch Date | 15-07-2023 |
| Is there a fee for the service? | No |
| Service delivery languages | English, Arabic |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | employee, registration, application |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • Legal Age: Ensure that you have reached the legal working age. • Accurate Information: Provide accurate and truthful information when registering and creating your resume. • Eligibility to Work: Confirm your legal eligibility to work. • Compliance with Service Terms: Adhere to the terms and conditions set forth by the service. |
| Required information and documents | <ul style="list-style-type: none"> • Enter personal information and add the required attachments |
| Steps to apply for the service | <ul style="list-style-type: none"> • Visit the National Guard Health Affairs website: Open the website of the National Guard Health Affairs. • Navigate to e-Services: From the main menu, choose the "e-Services" section. • Select Employment Services: Within e-Services, click on "Employment Services". • Create a new personal account and attach all the required information |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Pages/create-personal-account-details.aspx |
| Frequently Questioned Answers - Link | https://careers.mngha.med.sa/en/page/faq/ |
| Service delivery channels | Electronic portal |

iSupplier Portal Services Catalogue (4 Digital Services)

| Service Information | |
|------------------------------------|---|
| Platform | Suppliers portal |
| Product | Suppliers portal |
| Service Name | View Unpaid Receipts without Invoices Service |
| Service Description | An electronic service that allows the suppliers to view Unpaid Receipts without Invoices on the site through the isupplier gate without the need to visit MNGHA premises. |
| Segments Target | Business |
| Target User | Private sector |
| User Attribute | N/A |
| Service Launch Date | 25-06-2016 |
| Is there a fee for the service? | No |
| Service delivery languages | English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | supplie, vendor, report |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The user must have an account in the Oracle system used in MNGHA |
| Required information and documents | <ul style="list-style-type: none"> • The date • Supplier name |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log in to the platform • Click on the menu icon • Select “Supplier Sources” from the list. |

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|--------------------------------------|---|
| | <ul style="list-style-type: none"> • Select the type of report you want to open. • Select “Unpaid receipts without invoices” • Enter the required data, then press “Submit” to complete the service |
| Service Description | |
| Service User Manual -Link | https://mngaha.med.sa/arabic/eServices/Documents/NGHA-10-User-Training-Sourcing-Supplier-12-2-9-OUM-V1.2.pdf |
| Frequently Questioned Answers - Link | https://www.mngaha.med.sa/English/eServices/vendors/Pages/faqs.aspx |
| Service delivery channels | Electronic portal |

| Service Information | |
|---------------------------------|--|
| Platform | Suppliers portal |
| Product | Suppliers portal |
| Service Name | View PO Details Service |
| Service Description | An electronic service that allows the suppliers to view the details of the purchase orders which has been contracted with through the isupplier gate without the need to visit MNGHA premises. |
| Segments Target | Business |
| Target User | Private sector |
| User Attribute | N/A |
| Service Launch Date | 25-06-2016 |
| Is there a fee for the service? | No |
| Service delivery languages | English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngaha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | supplie, vendor, report |
| Internal Related Services | No |

| | |
|--------------------------------------|---|
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The user must have an account in the Oracle system used in MNGHA |
| Required information and documents | <ul style="list-style-type: none"> In the purchase order entry field, if the purchase order number does not appear, please enter it manually to view the purchase order. |
| Steps to apply for the service | <ul style="list-style-type: none"> Log in to the platform Click on the menu icon Click on "Purchase Orders" Now click on your order number or enter it manually to complete the process |
| Service Description | |
| Service User Manual - Link | https://mngha.med.sa/arabic/eServices/Documents/NGHA-10-User-Training-Sourcing-Supplier-12-2-9-OUM-V1.2.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/eServices/vendors/Pages/faqs.aspx |
| Service delivery channels | Electronic portal |

| | |
|---------------------------------|---|
| Service Information | |
| Platform | Suppliers portal |
| Product | Suppliers portal |
| Service Name | View (MRR) Material receiving Report Service |
| Service Description | An electronic service that allows the suppliers to print a material shipment receipt report through the isupplier gate without the need to visit MNGHA premises |
| Segments Target | Business |
| Target User | Private sector |
| User Attribute | N/A |
| Service Launch Date | 25-06-2016 |
| Is there a fee for the service? | No |
| Service delivery languages | English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |

| | |
|--------------------------------------|---|
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | supplie, vendor, report |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The user must have an account in the Oracle system used in MNGHA |
| Required information and documents | <ul style="list-style-type: none"> Purchase order number or receipt number appear, please enter it manually to view the purchase order. |
| Steps to apply for the service | <ul style="list-style-type: none"> Log in to the platform Click on the menu icon Select "Supplier Sources" from the list Select the type of report you want to open Select "MRR Report" Enter the purchase order number or receipt number Click "Submit" to complete |
| Service Description | |
| Service User Manual - Link | https://mngha.med.sa/arabic/eServices/Documents/NGHA-10-User-Training-Sourcing-Supplier-12-2-9-OUM-V1.2.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/eServices/vendors/Pages/faqs.aspx |
| Service delivery channels | Electronic portal |

| | |
|----------------------------|--|
| Service Information | |
| Platform | Suppliers portal |
| Product | Suppliers portal |
| Service Name | Print Vendor Wise PAF Details Sorted by PAF Date Service |
| Service Description | An electronic service that allows the suppliers to print payment authorization forms based on their date through the isupplier gate without the need to visit MNGHA premises |
| Segments Target | Business |
| Target User | Private sector |
| User Attribute | N/A |
| Service Launch Date | 25-06-2016 |

| | |
|--------------------------------------|--|
| Is there a fee for the service? | No |
| Service delivery languages | English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | supplier, vendor, report, PAF |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | The user must have an account in the Oracle system used in MNGHA |
| Required information and documents | <ul style="list-style-type: none"> • The date • Supplier name |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log in to the platform • Click on the menu icon • Select “Supplier Sources” from the list. • Select the type of report you want to open. • Select Vendor Wise PAF Details Sorted by PAF Date • Enter the required data, • Click “Submit” to complete |
| Service Description | |
| Service User Manual - Link | https://mngha.med.sa/arabic/eServices/Documents/NGHA-10-User-Training-Sourcing-Supplier-12-2-9-OUM-V1.2.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/English/eServices/vendors/Pages/faqs.aspx |
| Service delivery channels | Electronic portal |

Self-Service Application for Employees Services Catalogue (13 Digital Services)

| Service Information | |
|---------------------------------|--|
| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Employee dashboard |
| Service Name | Pending Requests View |
| Service Description | A service that allows employees to view their pending requests |
| Segments Target | Individuals |
| Target User | Citizen, resident |
| User Attribute | Sector platform |
| Service Launch Date | 08-01-2014 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | Employee, request, pending |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The user must be an employee of the Health Affairs Program at the Ministry of National Guard • The user must have an account in the ERP system used in health affairs |

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|--------------------------------------|--|
| Required information and documents | <ul style="list-style-type: none"> Log in to the application Click on the E-services icon, then click on the pending request icon Fill in the required fields, then click the Next button The request details page will appear, where you must click the Submit button |
| Steps to apply for the service | <ul style="list-style-type: none"> Log in to the application Click on the E-services icon, then click on the pending request icon Fill in the required fields, then click the Next button The request details page will appear, where you must click the Submit button |
| Service Description | |
| Service User Manual - Link | https://mngha.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers – Link | https://www.mngha.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

| | |
|---------------------------------|---|
| Service Information | |
| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Employee dashboard |
| Service Name | Final Clearance View |
| Service Description | A service that allows employees to electronically complete their employment procedures when leaving a job or retiring. This service includes settling all financial and administrative obligations between the employee and the organization. |
| Segments Target | Individuals |
| Target User | Citizen, resident |
| User Attribute | Sector platform |
| Service Launch Date | 08-01-2014 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | Employee, clearance |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The user must be an employee affiliated with the Health Affairs Program in the National Guard Ministry |

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|--------------------------------------|---|
| | <ul style="list-style-type: none"> The user must have an account in the ERP System used in Health Affairs The user's resignation request must have been approved |
| Required information and documents | <ul style="list-style-type: none"> Not Applicable |
| Steps to apply for the service | <ul style="list-style-type: none"> Log in to the System: Use your login credentials to access the ERP system Navigate to the Final Settlement Section: Look for the final settlement option within the list of available services in the system Track the Application: Monitor the status of your application through the system and receive updates on its processing |
| Service Description | |
| Service User Manual - Link | https://mngha.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

| Service Information | |
|---------------------------------|---|
| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Employee Certificate |
| Service Name | E-Employment Certificate view |
| Service Description | A service that enables National Guard Health Affairs employees to view and print salary certificates and other relevant documents via the application. |
| Segments Target | Individuals |
| Target User | Citizen, resident |
| User Attribute | Sector platform |
| Service Launch Date | 01-07-2016 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | salary, Definition, employee, certificate |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The user must be an employee affiliated with the Health Affairs program at the Ministry of National Guard, with a valid employment contract. The user must have an account in the ERP System implemented in Health Affairs |

| | |
|--------------------------------------|--|
| | <ul style="list-style-type: none"> • |
| Required information and documents | <ul style="list-style-type: none"> • Determine the type of certificate |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log in to the application • Click on the E-services icon, • Click on the Employee Certificate icon • Choose the type of request • Choose the purpose of the request • Click on the Go button • The certificate will be sent directly to the user's email |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

| | |
|------------------------------------|---|
| Service Information | |
| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Employee dashboard |
| Service Name | School Fees Services Request |
| Service Description | Submitting School Fee Applications for Family Members |
| Segments Target | Individuals |
| Target User | Citizen, resident |
| User Attribute | Sector platform |
| Service Launch Date | 08-01-2014 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | Employee, fee, school |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The user must be an employee affiliated with the Health Affairs Program in the National Guard Ministry • The user must have an account in the ERP System used in Health Affairs • The age of the beneficiary should not exceed 18 years |
| Required information and documents | <ul style="list-style-type: none"> • Not Applicable |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log in to the application • Click on the E-services icon, then click on the school fee icon |

| | |
|--------------------------------------|---|
| | <ul style="list-style-type: none"> • Fill in the required fields, then click the Next button • The request details page will appear, where you must click the Submit button |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

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| Service Information | |
| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Employee dashboard |
| Service Name | Employee social club services request |
| Service Description | A service that allows employees to apply for social club membership |
| Segments Target | Individuals |
| Target User | Citizen, resident |
| User Attribute | Sector platform |
| Service Launch Date | 08-01-2014 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | Employee, Social, Club, Membership |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The user must be an employee of Health Affairs Program at the Ministry of National Guard • The user must have an account in the ERP system used in health affairs |
| Required information and documents | <ul style="list-style-type: none"> • Pay the service fee |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log in to the application • Click on the E-services icon, then click on the Create ESC Membership icon • Fill in the required fields, then click the Next button • The request details page will appear, where you must click the Submit button |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |

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| Frequently Questioned Answers – Link | https://www.mngha.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

| Service Information | |
|--------------------------------------|---|
| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Employee dashboard |
| Service Name | Payslip Services View |
| Service Description | Allows them to view details of their monthly salary, including basic pay, allowances, and any other bonuses or additions |
| Segments Target | Individuals |
| Target User | Citizen, resident |
| User Attribute | Sector platform |
| Service Launch Date | 08-01-2014 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | Immediately |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | Employee, salary, payslip |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The user must be an employee of Health Affairs Program at the Ministry of National Guard and social club membership The user must have an account in the ERP system used in health affairs |
| Required information and documents | <ul style="list-style-type: none"> Enter salary date |
| Steps to apply for the service | <ul style="list-style-type: none"> Log in to the application Click on the E-services icon, then click on the Create payslip icon Fill in the required fields, then click the Next button The request details page will appear, where you must click the Submit button |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

| Service Information | |
|--------------------------------------|---|
| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Employee dashboard |
| Service Name | Employee Social Club Loan Request |
| Service Description | A service that allows employees to apply for a loan for social club membership |
| Segments Target | Individuals |
| Target User | Citizen, resident |
| User Attribute | Sector platform |
| Service Launch Date | 08-01-2014 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | 3 days |
| Service Level Agreement link | https://www.mnnga.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | Employee, Social, Club, Membership |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The user must be an employee of Health Affairs Program at the Ministry of National Guard and social club membership The user must have an account in the ERP system used in health affairs |
| Required information and documents | <ul style="list-style-type: none"> To apply for the service, fill out the application, and add one of the employees as a guarantor |
| Steps to apply for the service | <ul style="list-style-type: none"> Log in to the application Click on the E-services icon, then click on the Create ESC loan Membership icon Fill in the required fields, then click the Next button The request details page will appear, where you must click the Submit button |
| Service Description | |
| Service User Manual -Link | https://mnnga.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers - Link | https://www.mnnga.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

| Service Information | |
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| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Leaves |
| Service Name | Sick Leave request |

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| Service Description | A service that allows the employee to upload sick leave in the system |
| Segments Target | Individuals |
| Target User | Citizen, resident |
| User Attribute | Sector platform |
| Service Launch Date | 20-02-2015 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | leave, sick, employee |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The user must be an employee of the Health Affairs Program at the Ministry of National Guard • The user must have an account in the Oracle system used in health affairs • The employee must have an administrative hierarchy in the system |
| Required information and documents | <ul style="list-style-type: none"> • Enter the start date and end date of the leave • Attach the sick leave document |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log in to the application • Click on the Sick Leave icon • Click on the Create Professional Leave button to create a new request • Determine the start and end dates of sick leave • A page for sick leave details and uploading documents will appear, then • Click the Submit button to complet |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

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| Service Information | |
| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Leaves |
| Service Name | Submit a leave Request |
| Service Description | Through this service, the employee can submit leave requests |
| Segments Target | Individuals |
| Target User | Citizen, resident |

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| User Attribute | Sector platform |
| Service Launch Date | 05-08-2014 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | leave, Annual, Balance |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The user must be an employee in the Ministry of National Guard Health Affairs Program • The user must have an account in the Oracle system used in health affairs • The user must have a sufficient vacation balance in the system • The employee must have an administrative hierarchy in the system |
| Required information and documents | <ul style="list-style-type: none"> • Enter the start date and end date of the leave |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log in to the application • Click on the TRA icon • Click on the Create TRA button to create a new request • Specify the start and end date of the leave, then click the Add Absence button • The ticket request page will appear, which is optional, then click the Review button • A page will appear containing the leave information entered, • Select the Acknowledgment button and then press the Submit button |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers – Link | https://www.mngha.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

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| Service Information | |
| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Leaves |
| Service Name | Business Leave Request |
| Service Description | Through this service, the employee can submit a business leave request |
| Segments Target | Individuals |

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| Target User | Citizen, resident |
| User Attribute | Sector platform |
| Service Launch Date | 05-10-2014 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mnnga.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | leave, business, employee |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The user must be an employee of Health Affairs Program at the Ministry of National Guard • The user must have an account in the ERP system used in health affairs • The employee must have an administrative hierarchy in the system |
| Required information and documents | <ul style="list-style-type: none"> • Enter the start date and end date of the leave |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log in to the application • Click on the Business Leave icon • Click on the Create Business Leave button to create a new order • Specify the start and end date of the leave, then click the Next button • A page will appear containing the leave information entered. Click on the Submit button • A page will appear to upload documents, if any, then click the Submit button |
| Service Description | |
| Service User Manual -Link | https://mnnga.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers - Link | https://www.mnnga.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

Service Information

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| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Leaves |
| Service Name | Employee Leave Balance View |
| Service Description | A service that allows employees to view their leave balance |
| Segments Target | Individuals |
| Target User | Healthy |
| User Attribute | Sector platform |

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| Service Launch Date | 08-05-2014 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Inquiry |
| Service Type | Basic |
| Semantic words in English | Employee, balance, leave |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The user must be an employee affiliated with the Health Affairs program at the Ministry of National Guard, with a valid employment contract. The user must have an account in the ERP System implemented in Health Affairs |
| Required information and documents | <ul style="list-style-type: none"> A user account in ERP systems with access rights to the employee self-service portal |
| Steps to apply for the service | <ul style="list-style-type: none"> Log in to the application Click on the e-services icon, Click on the leave balance icon A page displaying the details of the employee's total leave balance will appear |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers – Link | https://www.mngha.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

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| Service Information | |
| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Employee dashboard |
| Service Name | Delegation Services |
| Service Description | A service that enables employees to delegate their authorities to another employee during their leave |
| Segments Target | Individuals |
| Target User | Citizen, resident |
| User Attribute | Sector platform |
| Service Launch Date | 08-01-2014 |

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| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | 3 days |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | Employee, request, pending |
| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> The user must be an employee of the Health Affairs Program at the Ministry of National Guard The user must have an account in the ERP system used in health affairs |
| Required information and documents | <ul style="list-style-type: none"> Enter the delegator's information, such as the employee number |
| Steps to apply for the service | <ul style="list-style-type: none"> Log in to the application Click on the E-services icon, then click on the Delegation icon Fill in the required fields, then click the Next button The request details page will appear, where you must click the Submit button |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers - Link | https://www.mngha.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |

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|---------------------------------|---|
| Service Information | |
| Platform | Self-service application for Ministry of National Guard Health Affairs employees |
| Product | Leaves |
| Service Name | Professional Leave Request |
| Service Description | A service that allows a health worker employee to submit a professional leave |
| Segments Target | Individuals |
| Target User | Citizen, resident |
| User Attribute | Sector platform |
| Service Launch Date | 18-06-2015 |
| Is there a fee for the service? | No |
| Service delivery languages | Arabic, English |
| Service execution time | immediate |
| Service Level Agreement link | https://www.mngha.med.sa/english/eservices/pages/sla.aspx |
| Service Classification | Procedural |
| Service Type | Basic |
| Semantic words in English | leave, employee, professional |

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| Internal Related Services | No |
| External Related Services | No |
| Is Proactive Service? | No |
| Terms of Service | <ul style="list-style-type: none"> • The user must be an employee of the Health Affairs Program at the Ministry of National Guard • The user must have an account in the ERP system used in health affairs • The user must be a health worker • The employee must have an administrative hierarchy in the system |
| Required information and documents | <ul style="list-style-type: none"> • Enter the start date and end date of the leave • Determine the travel destination |
| Steps to apply for the service | <ul style="list-style-type: none"> • Log in to the application • Click on the Professional Leave icon • Click on the Create Professional Leave button to create a new request • Specify the start and end date of the vacation, and specify the travel destination • Click the Next button • A page will appear containing the leave information entered. • Click on the Submit button • A page will appear to upload documents, if any. • Click the Submit button to complete |
| Service Description | |
| Service User Manual -Link | https://mngha.med.sa/english/eServices/Documents/MNG_HA_ESS_Mobile_Apps_Manual_V3.pdf |
| Frequently Questioned Answers – Link | https://www.mngha.med.sa/english/eservices/pages/mobileservices/employee.aspx |
| Service delivery channels | Android app, iOS app |