



# Initiative Results for Improvement of the patient services application

(Q4 - 2024)

# The Target

## The Target

This initiative aims to provide opportunities for the development and enrichment of the patient portal through the participation of all beneficiaries from the community in providing feedback and advice

## Expected effect

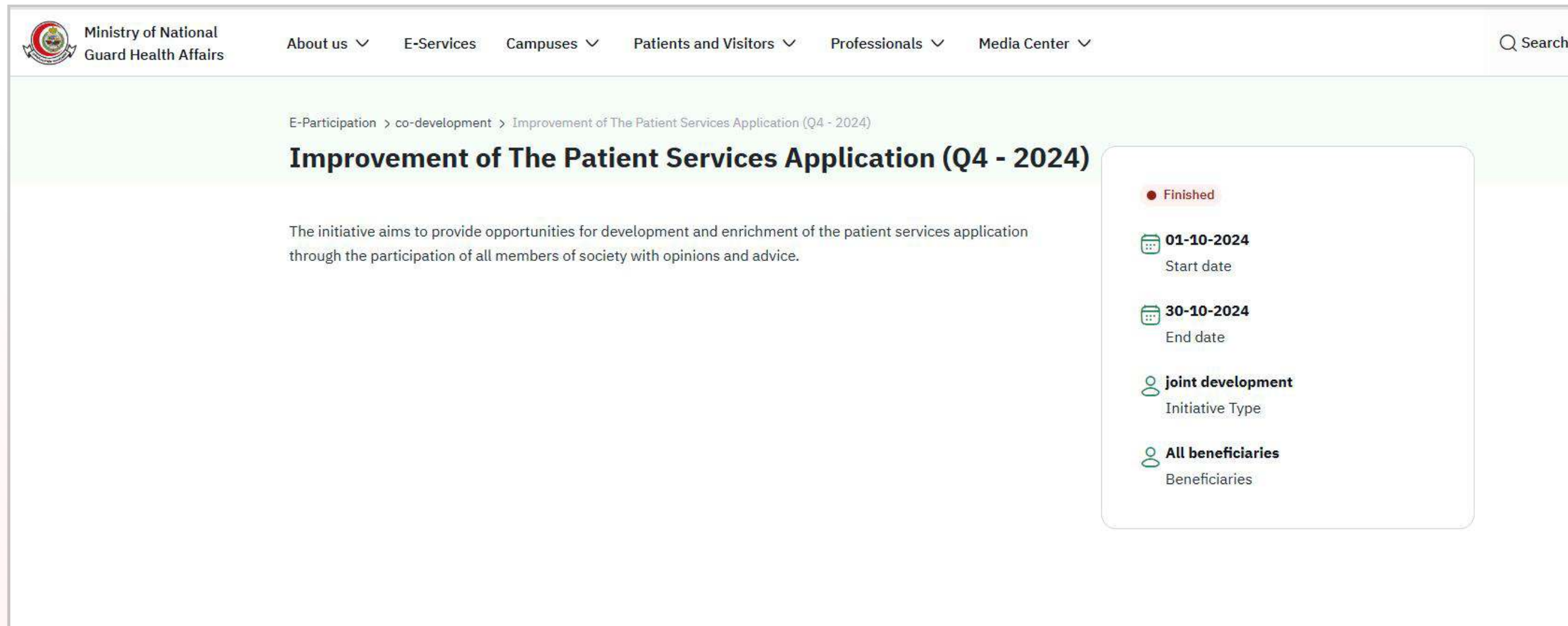
Identifying the strengths and weaknesses of the patient portal will have positive effects on its development and the improvement of the services provided to them. It will also help in better understanding the beneficiaries' needs and expectations, which enables us to provide more efficient and effective care



# Counseling Channel

- The initiative was published on the website of the Ministry of National Guard Health Affairs
- Initiative in Tafaul

## Affairs



The screenshot displays the official website of the Ministry of National Guard Health Affairs. The header includes the ministry's logo and name, along with navigation links for 'About us', 'E-Services', 'Campuses', 'Patients and Visitors', 'Professionals', and 'Media Center'. A search bar is located in the top right corner. The main content area features a breadcrumb trail: 'E-Participation > co-development > Improvement of The Patient Services Application (Q4 - 2024)'. Below this, the title 'Improvement of The Patient Services Application (Q4 - 2024)' is prominently displayed. A descriptive paragraph states: 'The initiative aims to provide opportunities for development and enrichment of the patient services application through the participation of all members of society with opinions and advice.' On the right side, a summary box provides key details: 'Finished' status, '01-10-2024' as the start date, '30-10-2024' as the end date, 'joint development' as the initiative type, and 'All beneficiaries' as the target group.

Ministry of National Guard Health Affairs

About us ▾ E-Services Campuses ▾ Patients and Visitors ▾ Professionals ▾ Media Center ▾

Q Search

E-Participation > co-development > Improvement of The Patient Services Application (Q4 - 2024)

### Improvement of The Patient Services Application (Q4 - 2024)

The initiative aims to provide opportunities for development and enrichment of the patient services application through the participation of all members of society with opinions and advice.

● Finished

01-10-2024  
Start date

30-10-2024  
End date

joint development  
Initiative Type

All beneficiaries  
Beneficiaries



# Results



How satisfied are you with the advertising campaigns and educational materials for the patient services application?



How easy is it to find the information you are looking for in the app?



How easy is it to use the app and navigate between services/screens?



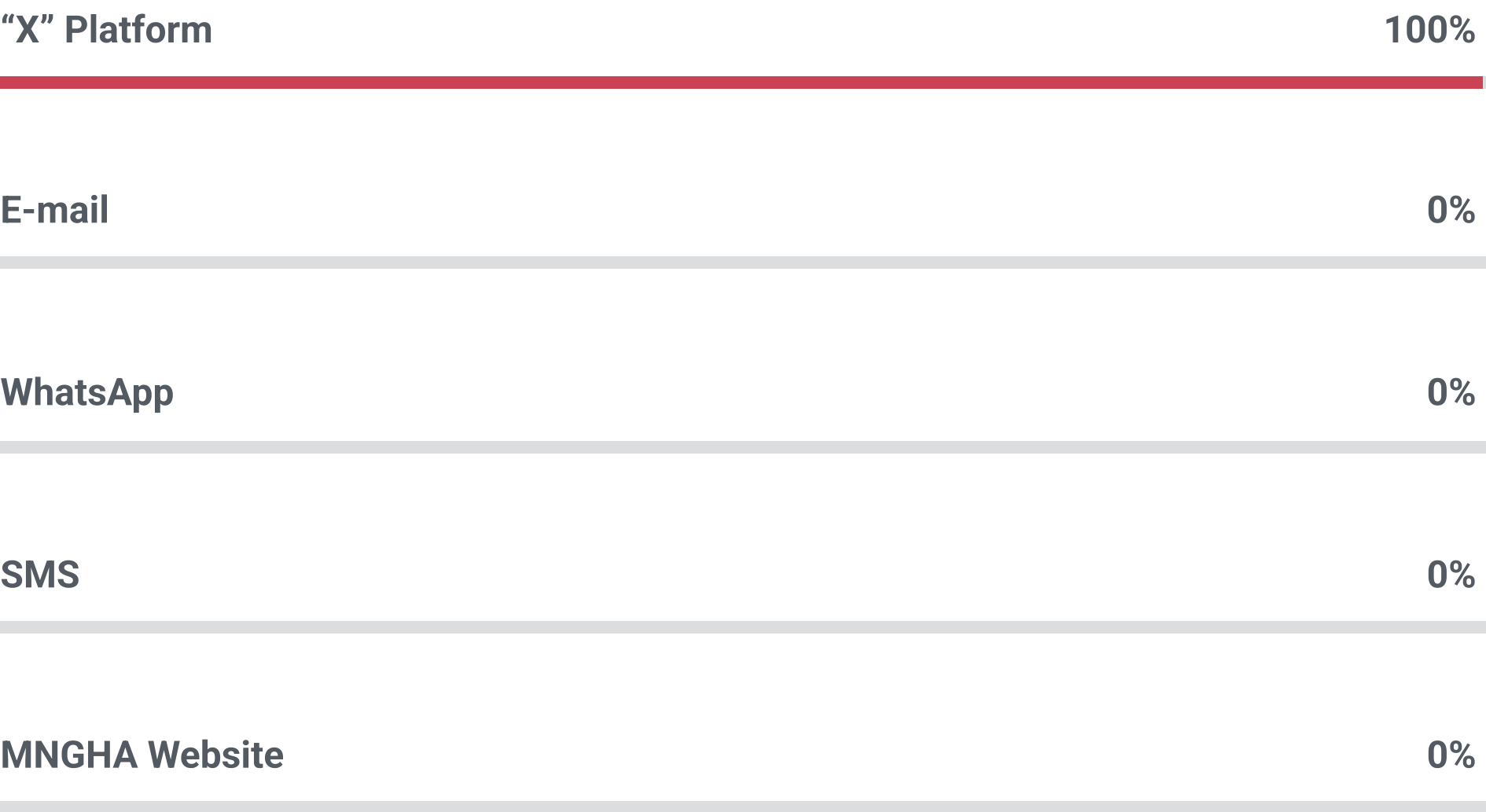
How satisfied are you with your knowledge of the services provided in the Patient Services application?





# Results

What is your preferred method to follow news of updates to the patient services app?



# The Impact

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Based on the results of the initiatives to evaluate the Patient Services application over this year, the opinions of the participants were taken into consideration. As a result, We are working to launch a completely new version of the application in the 1Q of 2025 and the launch will be announced through all channels preferred by our users, aiming to serve and support the needs of beneficiaries in the optimal way as studied through the results of these initiatives.



# Thank you

