



Services offered in the Patient  
Services Application

# The Target

## The Target

This consultation 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 consultation was published on the website of the Ministry of National Guard Health Affairs

### Patient Application Services

🏠 > E-Consultations and E-Questionnaires > Patient Application Services

🖨️ 📄 ★ A+ A-

Current

Upcoming

Finished

☰

🔊 Listen

▶

#### In your opinion, What services offered in the Patient Services application would you like to see developed and improved?

This consultation aims to evaluate the services offered in the Patient Services application and what service might need to be developed and improved.

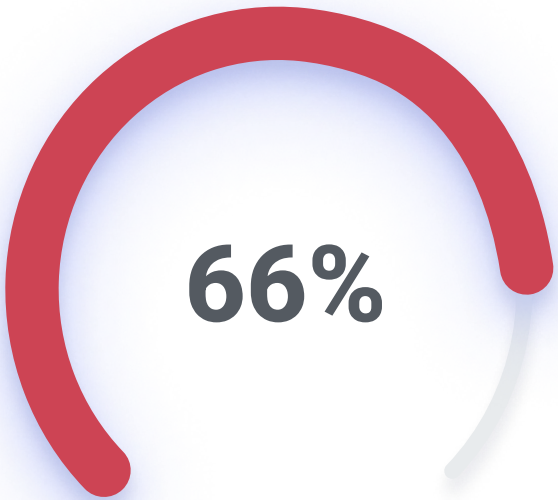
- Medical Report
- Tests Results
- Medication Refill
- Other

# Results

In your opinion, What services offered in the Patient Services application would you like to see developed and improved?



Other



Medication Refill



Tests Results



Medical Report





# The Impact

Based on the consultation results, participants' feedback was taken into consideration, and as a result, we have launched an Interactive Voice Response (IVR) service to enable beneficiaries to request refills

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Call  
0118011111

Enter 1 for medical services

Select the hospital/ pharmacy

You will receive a conformation message

Receive/deliver the prescription



# Thank you

