



# Patient Preferences for Virtual Health Services

Consultation Date: 2025-06-1

# Consultation Summary



## Overview of the Consultation

01

- ✓ The Health Affairs of the Ministry of National Guard is working on enhancing healthcare services remotely by listening to patients' preferences and providing for their needs through telehealth.



## Objectives of the Consultation

02

- ✓ This consultation comes to open the door for the community to participate with their opinions, with the aim of designing remote healthcare services that are closer to their aspirations and more aligned with their expectations.



## Beneficiary Category

03

- ✓ Citizen
- ✓ Resident
- ✓ Visitor
- ✓ Business sector
- ✓ Elderly
- ✓ Women
- ✓ Youth
- ✓ Persons with disabilities

## Consultation Period – Participation Channel

Indicates the project start and end dates, along with the channel of project launch



### Consultation Participation Channel

On the official website of the Health Affairs at the Ministry of National Guard  
[Patient Preferences for Telehealth Services](#)



### Project Start and End Period

From date: 2025/06/1  
Until date: 2025/06/30

## Proposed Options



### Proposed options for the consultation

01

First visit  
appointments

02

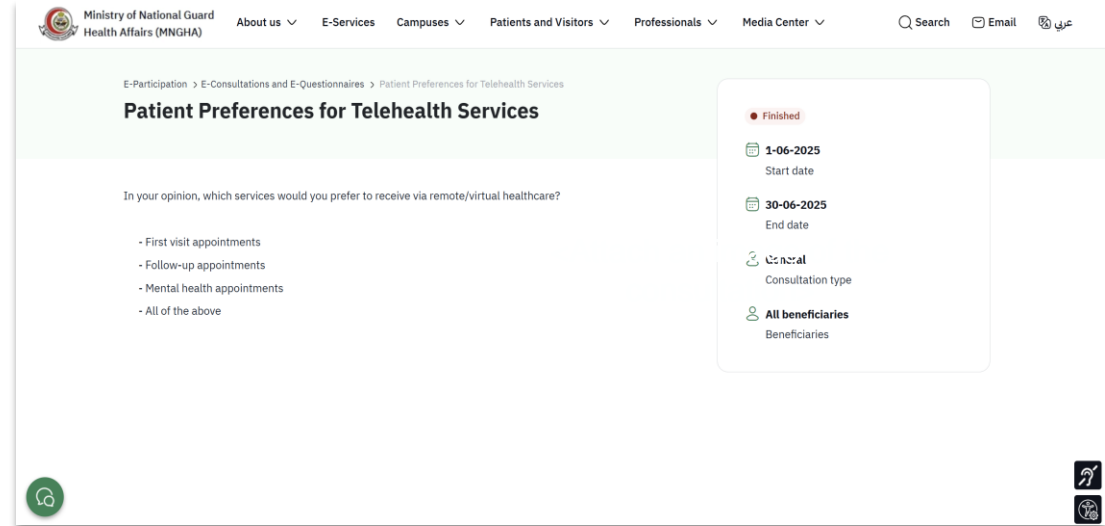
Follow-up appointments

03

Mental health  
appointments

04

All of the above



The screenshot shows a web form titled "Patient Preferences for Telehealth Services" from the Ministry of National Guard Health Affairs (MNGHA). The form is part of an "E-Participation" campaign. It asks the user, "In your opinion, which services would you prefer to receive via remote/virtual healthcare?". The options are: "First visit appointments", "Follow-up appointments", "Mental health appointments", and "All of the above". On the right side of the form, there is a summary box showing the status as "Finished", the start date as "1-06-2025", the end date as "30-06-2025", the consultation type as "General", and the beneficiaries as "All beneficiaries".



4

## Submissions Analysis



Participation Statistics

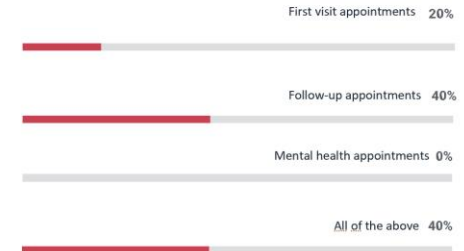
01

5

Participants

### Results

In your opinion, which services would you prefer to receive via remote/virtual healthcare?

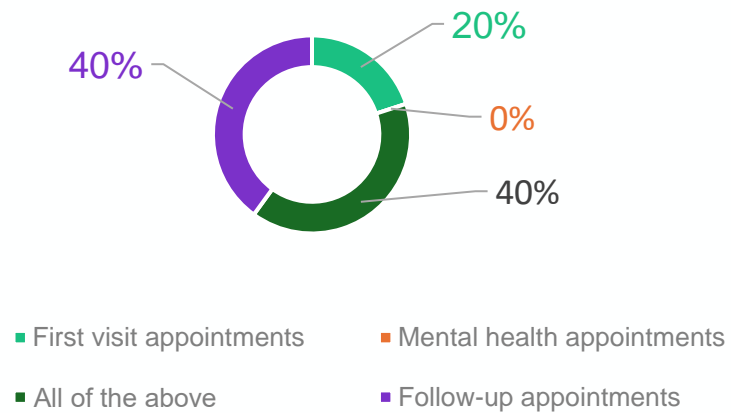


## Analysis of Contributions Based on Decisions (1/2)

Present the general trends of participants' opinions

01

### Data Collection & Analysis



02

### Recommendations & Decisions

The consultation results showed that participants strongly preferred (40%) follow-up appointments, or combining them with the first visit (20%) through virtual healthcare. As for mental health appointments, the percentage was 0%.



Based on participants' insights, all of the above has been approved, whereby the beneficiary can easily book the first visit appointments through the application, while mental health appointments and follow-up appointments are automatically scheduled by the medical team, with the beneficiary being directly provided with the necessary instructions.

## Analysis of Contributions Based on Decisions (2/2)

Present the general trends of participants' opinions

03

### Linking the Decision to the Final Decision

After analyzing the participants' insights, it was approved that first visit appointments will be made available through the application, while mental health and follow-up appointments will be automatically scheduled remotely by the medical team, with the beneficiary being provided with the necessary instructions.



04

### Implementation Timeline

2025/06/30

Review consultation results and collect requirements based on beneficiaries' feedback.

2025/07/2

Analyze beneficiaries' needs to meet expectations.

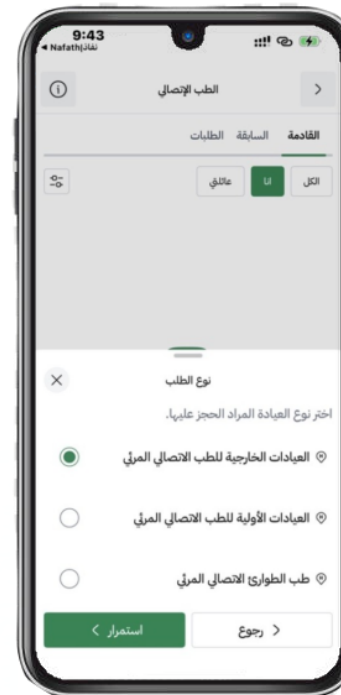
2025/07/13

Implementation.

## Results and Decisions

Clarify the recommendations and decisions made based on participants' feedback

Based on the participants' feedback, After analyzing the participants' insights, it was approved that first visit appointments will be made available through the application, while mental health and follow-up appointments will be automatically scheduled remotely by the medical team, with the beneficiary being provided with the necessary instructions.





# Thank you