



Improving the user experience in the Malafi application

Consultation Date: 2026-08-01

Consultation Summary



Overview of the Consultation

01

- ✓ The Ministry of National Guard Health Affairs continuously works to enhance e-participation. This consultation aims to identify patients' preferences for services in the Malafi app, in order to better understand beneficiaries' needs and meet their expectations more efficiently.



Objectives of the Consultation

02

- ✓ The consultation results will help identify beneficiaries' priorities and the most impactful improvement areas for the beneficiary journey in the Malafi app, contributing to the development of digital services and improving the overall app experience.



Beneficiary Category

03

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

2

Consultation Period – Participation Channel

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



Consultation Participation
Channel

[الموقع الإلكتروني للشؤون الصحية بوزارة الحرس الوطني](#)



Project Start and End Period

From date: 2026-08-01

Until date: 2026-08-31

Proposed Options



Which improvement area do you think should be prioritized to enhance the beneficiary journey in the Malafi app?

01

Improving ease of access to services and health information within the app

02

Improving the beneficiary experience before the visit by providing clearer guidance about the service location and route.

03

Improving the beneficiary experience in the health education journey

● منتهي - لم يتم إصدار قرار

تحسين تجربة المستفيد في تطبيق ملفي

تعمل الشؤون الصحية بالحرس الوطني على تعزيز المشاركة الإلكترونية بشكل مستمر، وتهدف الاستشارة حول تفضيلات المرضى للخدمات في تطبيق ملفي إلى استيعاب احتياجات المستفيدين بشكل أفضل لتلبية تطلعاتهم بكفاءة أعلى.

📅 تاريخ البدء: 2026-08-01

📅 تاريخ الانتهاء: 2026-08-31

كافة المستفيدين

استشارة عامة

📄 النتائج والقرارات

🔗 للمشاركة

Submissions Analysis

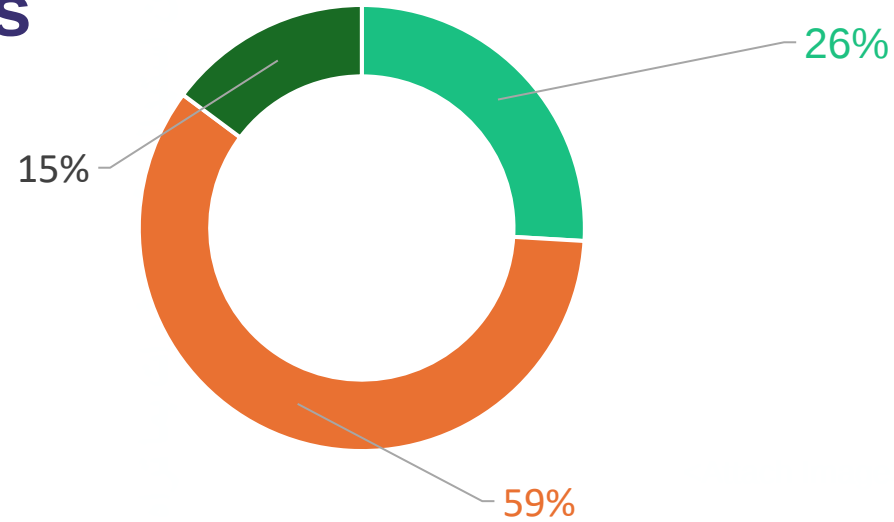


Participation Statistics

01

27

Participants



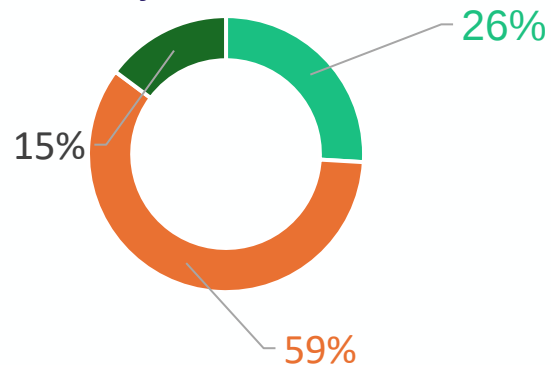
- Improving ease of access to services and health information within the app
- Improving the beneficiary experience in the health education journey
- Improving the beneficiary experience before the visit by providing clearer guidance about the service location and route.

Analysis of Contributions Based on Decisions (1/2)

Present the general trends of participants' opinions

01

Data Collection & Analysis



02

Recommendations & Decisions

Participant feedback indicates that enhancing the beneficiary experience during the health education journey is the top priority, accounting for the largest share of responses (59%). Improving service accessibility ranks as a secondary priority (26%). In contrast, the beneficiary experience prior to the scheduled visit was cited less frequently (15%); while significant, it is considered less impactful than the other areas.



Based on these results, priority will be given to enhancing the beneficiary's experience throughout the health education journey and expanding improvements to other services. Efforts to drive further improvements and strengthen the continuity of care will also continue.

4.1

Analysis of Contributions Based on Decisions (2/2)

Present the general trends of participants' opinions

03

Linking the Decision to the Final Decision

Based on the consultation results, improving the beneficiary's experience throughout the health education journey was identified as a key priority to enhance the user experience, elevate service quality, and ensure continuity of care.



04

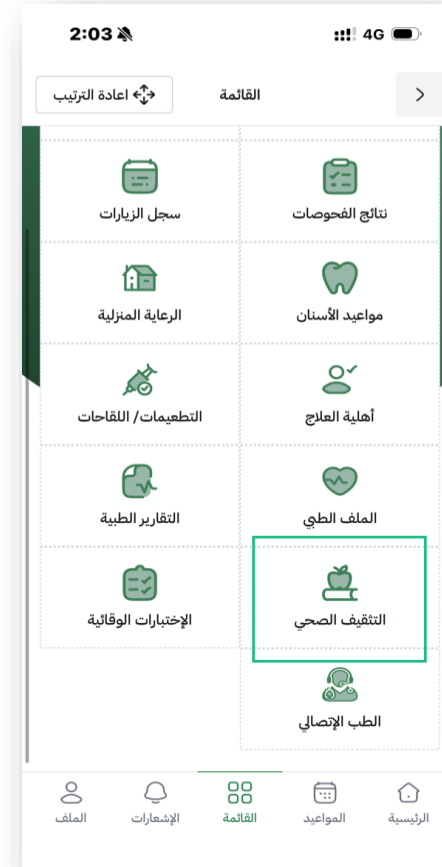
Implementation Timeline



Results and Decisions

Clarify the recommendations and decisions made based on participants' feedback

Based on participant feedback, improving the beneficiary's experience throughout the health education journey was identified as a key priority to enhance user experience, service quality, and continuity of care. Consequently, the service provided via the "Malafi" application was improved, and the health education content was updated to be more comprehensive.



<https://mngha.med.sa/arabic/healthawareness/pages/default.aspx>

Thank you