

Improving the user experience for test results services

Consultation Date: 2026-09-15

Public

1 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 الالكتروني للشؤون الصحية بوزارة الحرس الوطني



Project Start and End Period

From date: 2026-09-15
Until date: 2026-09-30

3 Proposed Options

What improvement do you think would contribute most to improving your experience when viewing test results electronically?

01

The ability to compare previous and current results

02

Presenting the results in a more organized and clear manner, making them easier to understand for various segments of society, including the elderly



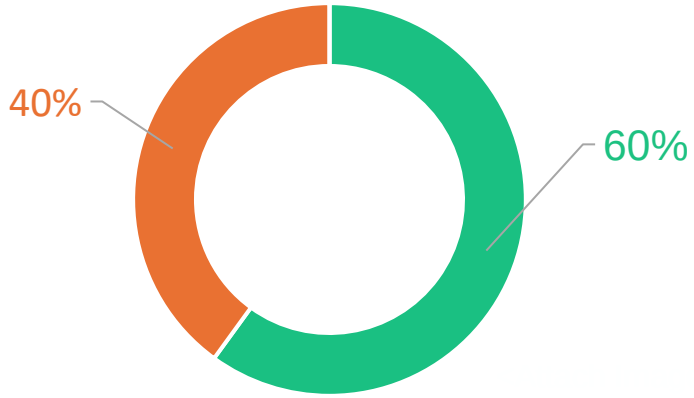
4 Submissions Analysis

Participation Statistics

01

35

Participants



- Presenting the results in a more organized and clear manner, making them easier to understand for various segments of society, including the elderly
- The ability to compare previous and current results

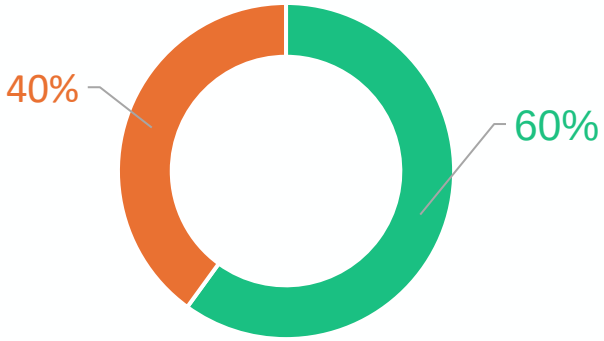
4.1

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 improving the beneficiary experience regarding test results—specifically by presenting them in a more organized and clear manner that is easily understood by diverse segments of society, including the elderly—is a priority for users.

Based on the consultation findings, improving the beneficiary experience regarding test results via the Malafi app was identified as a key priority for enhancing the user experience, particularly for the elderly.

4.1

Analysis of Contributions Based on Decisions (2/2)

Present the general trends of participants' opinions

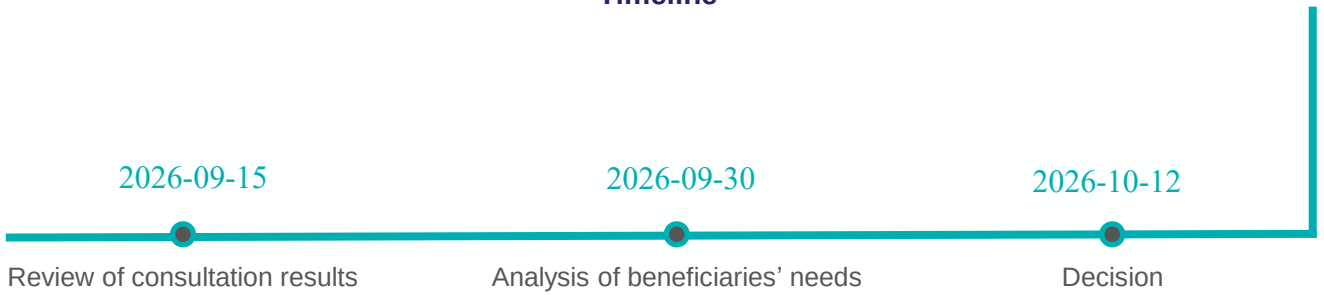
03

Linking the Decision to the Final Decision

Based on the consultation results:
It has been determined that improving the beneficiary experience regarding test results via Malafi app is a key priority for enhancing the user experience, particularly for the elderly.

04

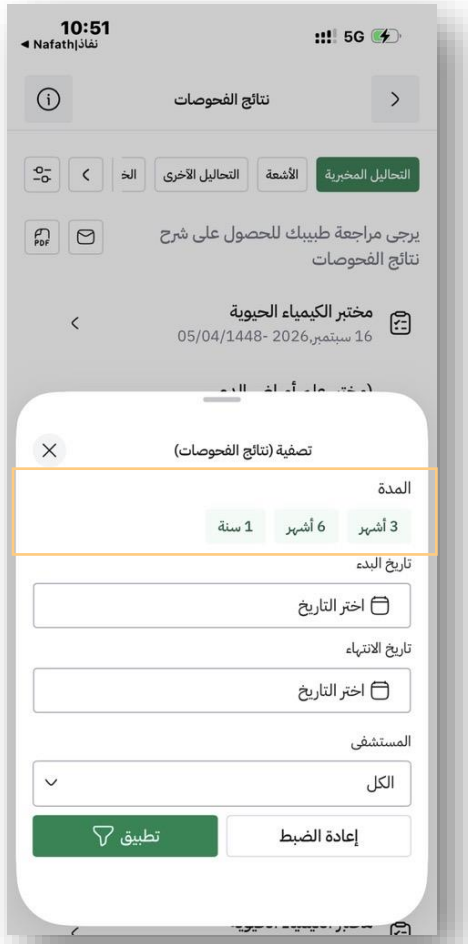
Implementation Timeline



5 Results and Decisions

Clarify the recommendations and decisions made based on participants' feedback

Based on participant feedback, the user experience for the test results service has been enhanced through two key improvements designed to boost usability and accessibility, particularly for the elderly:
Improved time filtering: Simplifying the selection of timeframes for viewing test results, enabling users to access the required information quickly and easily.
Improved results layout: Separating the test result from the reference range into two distinct columns, thereby enhancing clarity and readability, and making it easier for older adults to review their test results.





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Thank you

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