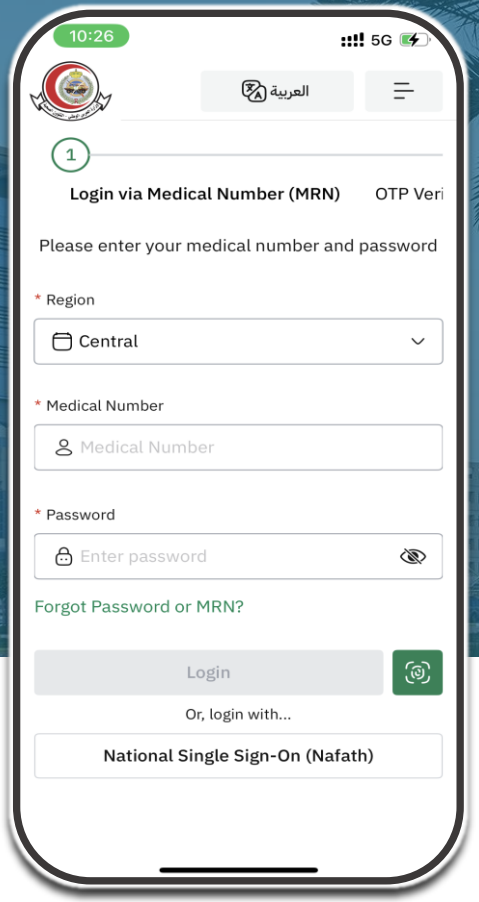
الشؤون الصحية - وزارة الحرس الوطني

Ministry of National Guard Health Affairs

MNGHA



Malafi

User Guide

Available on the App Store

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1. Sign in

1.1 Sign in

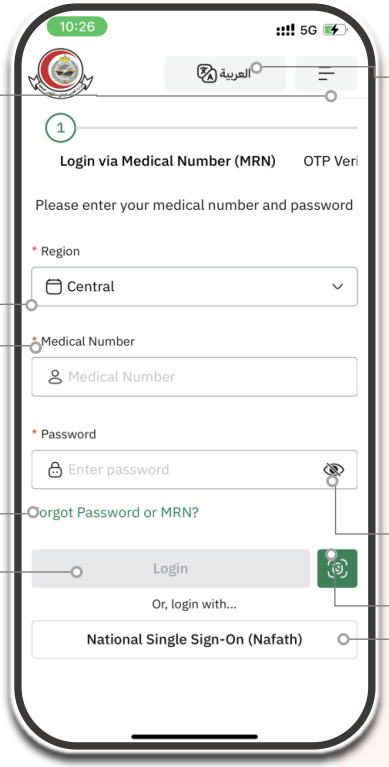
Browse user manual, privacy policy, contact and application information…etc.

Select the area where your health file has been registered

Insert MRN

If you forget your password or medical record number, you can reset through Forgot Password or Medical Record Number option

Log-in



Change the screen language to Arabic

Insert PASSWORD, In case of first login, insert Saudi / Iqama ID as your password

Biometric log-in

Nafath log-in

Note:

- In case of an available new update, the user shall be notified through a pop-up message.
- It's highly recommended to install all updates before using the Application.
- For the desktop version, it is advised to use Google Chrome browser.

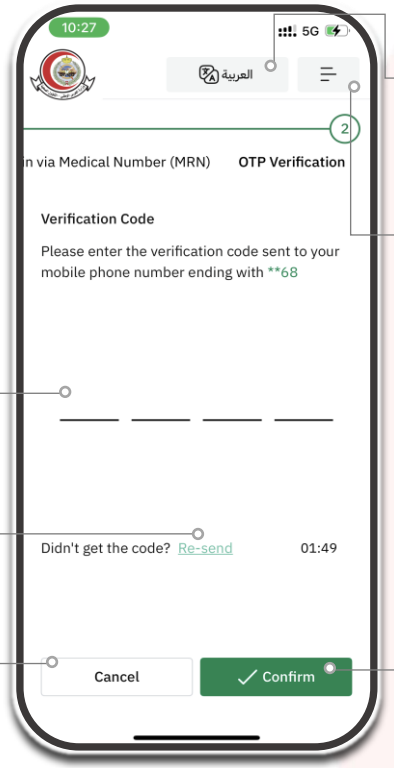
1. Sign in

1.2 User Sign-in Verification

Insert the verification code sent to your mobile number within 2 minutes as the timer indicate

To request a new verification code In case the timer is over

To cancel the Log in



Change the screen language to Arabic

Browse user manual, privacy policy, contact and application information…etc.

Log-in

Note:

- The verification code will be sent to your previously registered mobile number in the Hospital Information System.
- If you don't receive a text message with the verification code, make sure to add your mobile number in the Patient Services Department.

1. Sign in

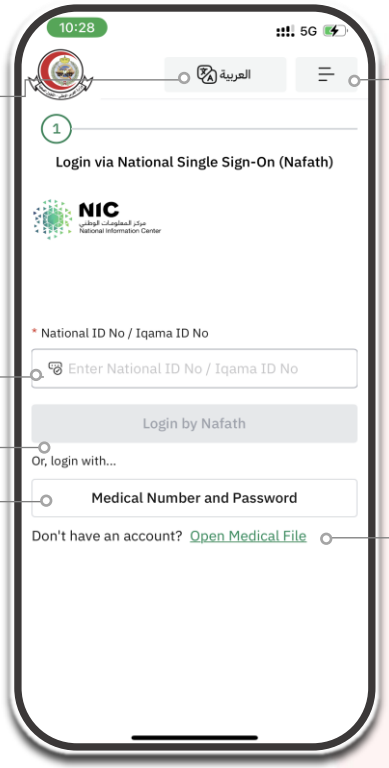
1.3 Nafath Sign in

Change the screen language to Arabic

Insert Saudi / Iqama ID

Nafath log-in

Medical number and password log-in

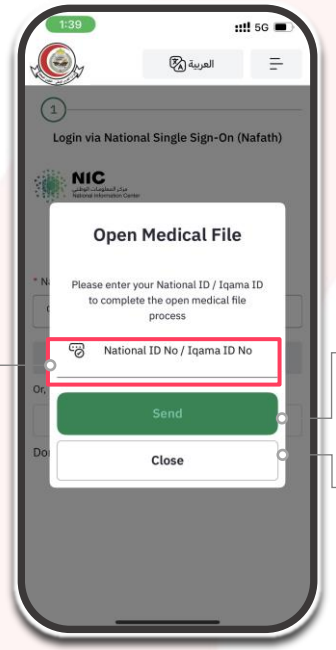


Browse user manual, privacy policy, contact and application information…etc.

Open new medical file

1. Sign in

1.4 Open new medical file



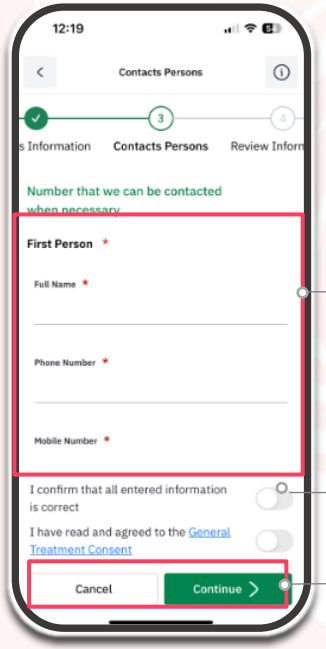
(1)

Write your national ID / iqama

Click send to open file

Cancel

(2)



(3)

Side menu

All fields are restricted and retrieved from your medical file for review only

Fill out emergency contact information

Acknowledgment of the accuracy of the information

Click Continue to complete opening the file or cancel

Note:

- This feature enables you to open a new medical file. The request will be sent to the Registration Department for review.
- Through the login page, you can choose the feature (open a new medical file).
- Opening a medical file does not require login.

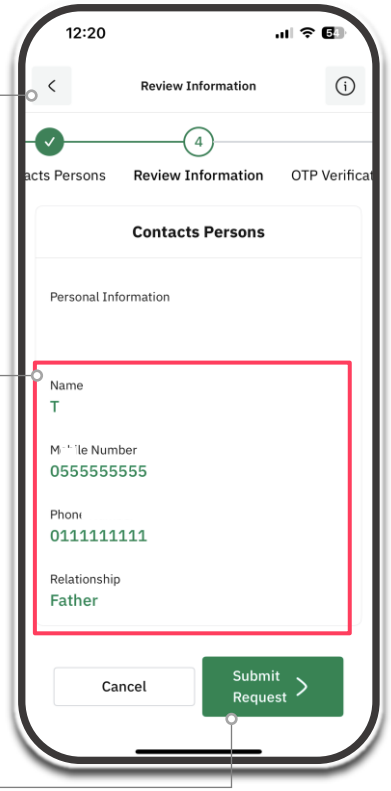
1. Sign in

1.4 Open new medical file

Side menu

The input data is displayed

Choose to submit the request



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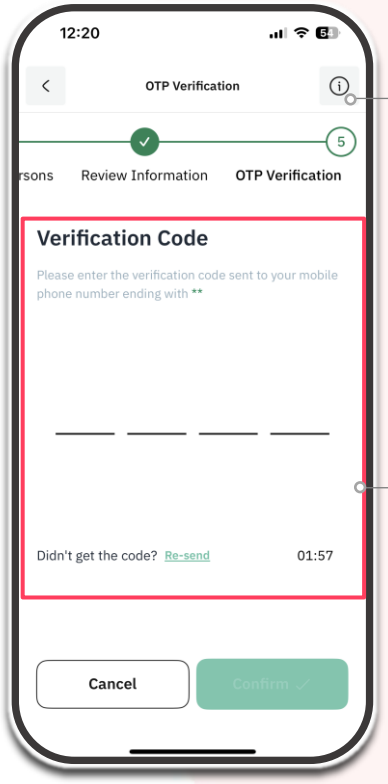


(5)

Additional info

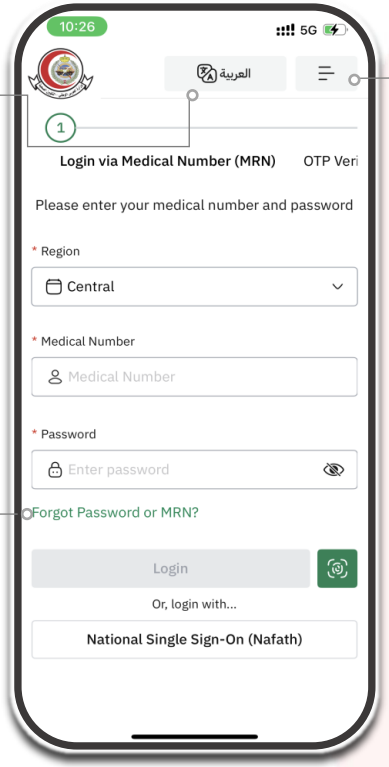
You will receive a text message with a verification code to confirm your order

2. Reset Password

2.1 Password Change

Change the screen language to Arabic

Browse user manual, privacy policy, contact and application information…etc.



If you forget your password or medical record number, you can reset through Forgot Password or Medical Record Number option

Note:

- This feature enables you to change the password after the initial Log-in with the Saudi / Iqama ID

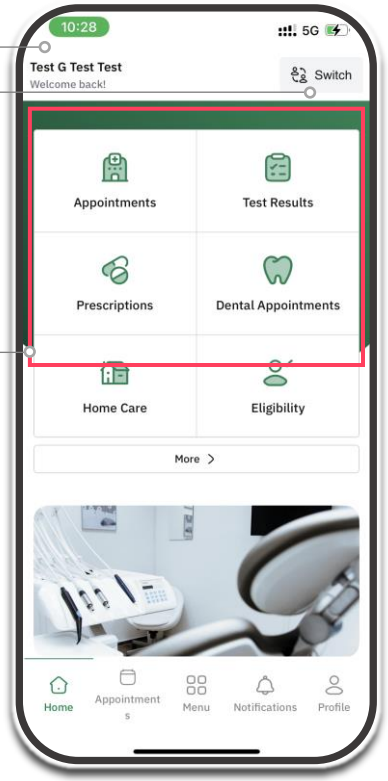
3. Home

3.1 Main Screen

Display patient name

View my family's patient card

MNGHA Care Services



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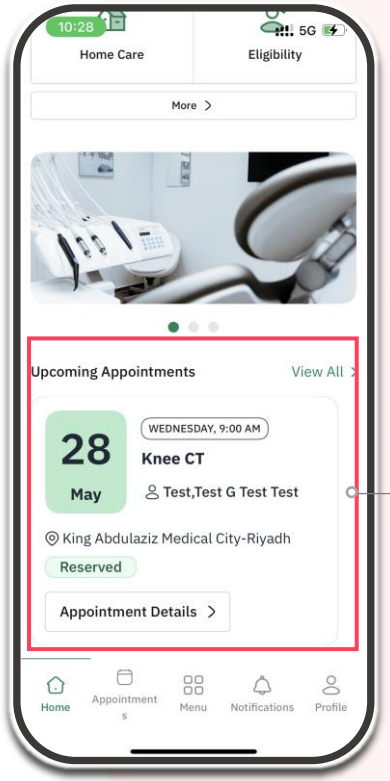


(2)

All recently performed actions and results are displayed here

4. Appointment

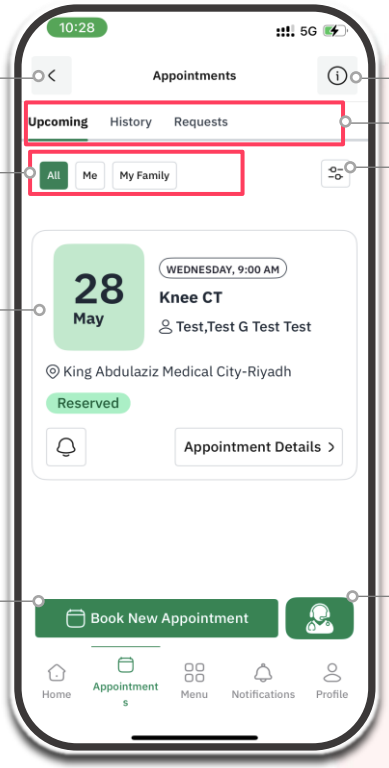
4.1 Appointment List

Go back to the previous page

View your appointments and the appointments of your family members

Appointments list, based on their classification (upcoming, previous, appointment requests)

To request a new appointment



Additional info

View all your upcoming appointments, previous appointments, or appointment requests.

Search the log of appointments

To request a new virtual (remote) appointment

Note:

- Show the list of appointments during a given period of time, including the radiology appointments with the pre-instructions for a limited number of tests and check-ups. In addition, if you are added to a waiting list for any clinic, this will appear in the list of appointments.

4. Appointment

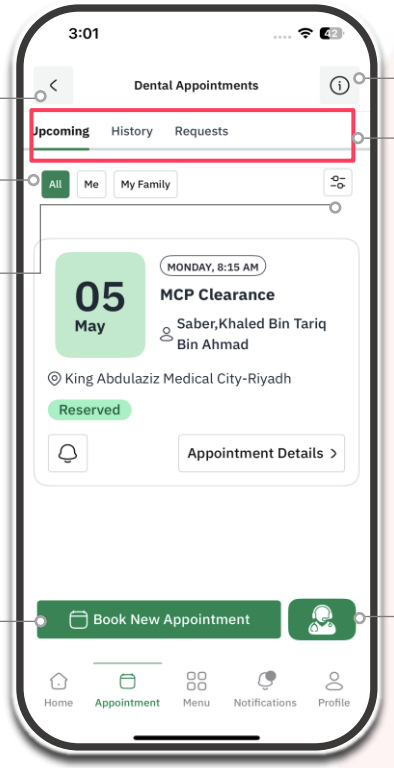
4.2 Dental Appointment List

Go back to the previous page

Search the log of dental appointments

Dental appointments list, based on their classification (upcoming, previous, appointment requests)

To request a new dental appointment



Additional info

View all your dental upcoming appointments, previous appointments, or appointment requests.

To request a new virtual (remote) dental appointment

Note:

- Show the list of dental appointments during a given period of time.
- Waiting list of dental appointments will be shown in this list.

4. Appointment

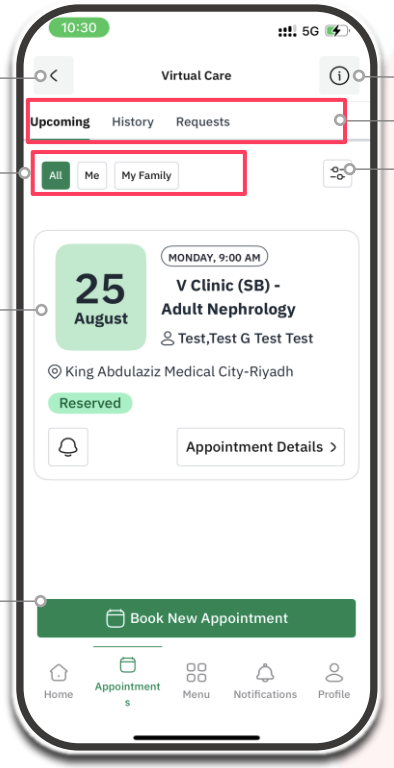
4.3 Virtual Appointment List

Go back to the previous page

View your virtual appointments and the virtual appointments of your family members

Virtual appointments list, based on their classification (upcoming, previous, appointment requests)

To request a new virtual appointment



Additional info

View all your virtual upcoming appointments, previous appointments, or appointment requests.

Search the log of virtual appointments

Note:

- Show the list of appointments during a given period of time, including the radiology appointments with the pre-instructions for a limited number of tests and check-ups. In addition, if you are added to a waiting list for any clinic, this will appear in the list of appointments.

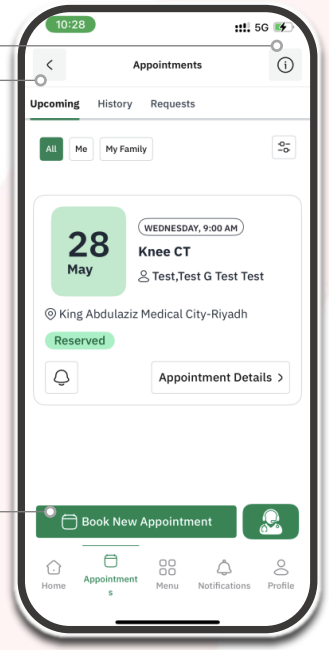
4. Appointment

4.4 Appointment Booking

Additional info

Go back to the previous page

Request a new appointment

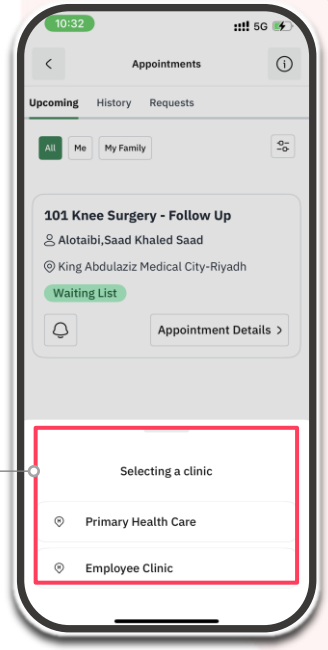


(1)

Note:

- After you complete the previous steps, the appointment will be booked.
- This service is only available to those who have a treatment eligibility in the Ministry of National Guard ‘s Business Centers and all Family Medicine and Primary Health Care centers.

Choose the clinic



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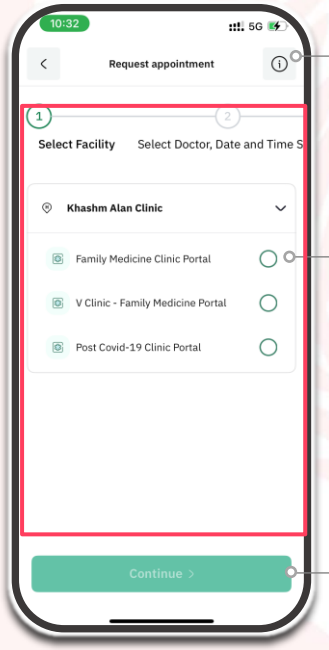


(3)

Additional info

Choose the facility

Continue to next step

4. Appointment

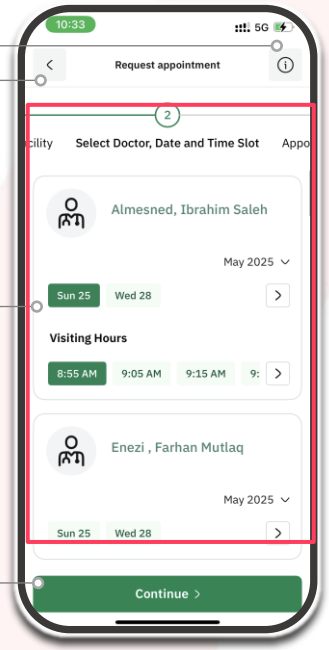
4.4 Appointment Booking

Additional info

Go back to the previous page

Choose the desired doctor, date, and time

Click continue



(4)

Note:

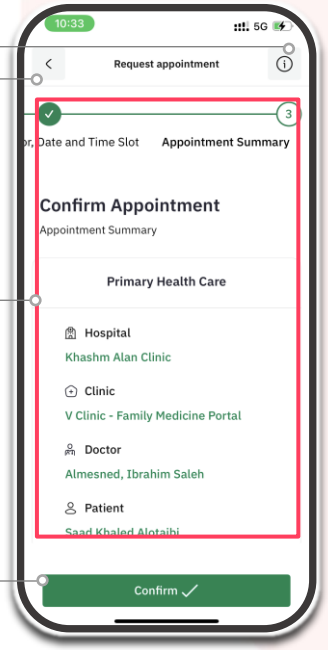
- After you complete the previous steps, the appointment will be booked.
- This service is only available to those who have a treatment eligibility in the Ministry of National Guard ‘s Business Centers and all Family Medicine and Primary Health Care centers.

Additional info

Go back to the previous page

Verify your appointment information

Confirm appointment



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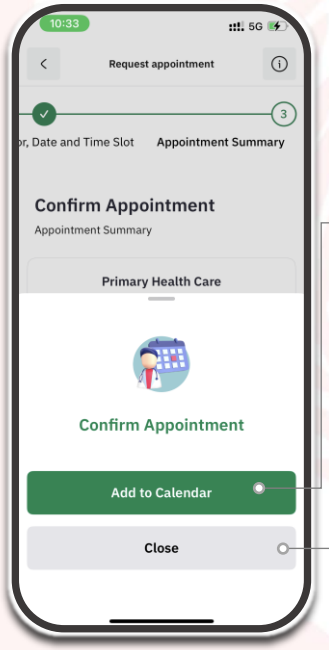


(6)

Add the appointment to calendar

Close pop-up

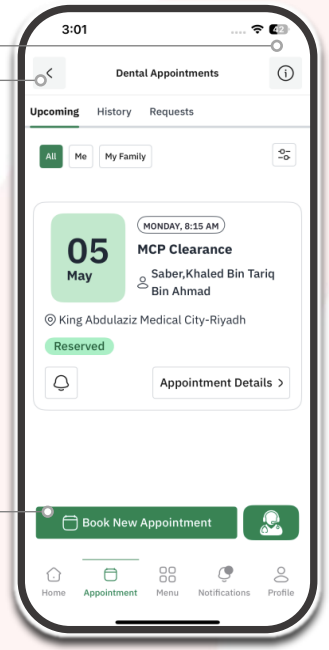
4. Appointment

4.5 Dental Appointment Booking

Additional info

Go back to the previous page

Request a new dental appointment

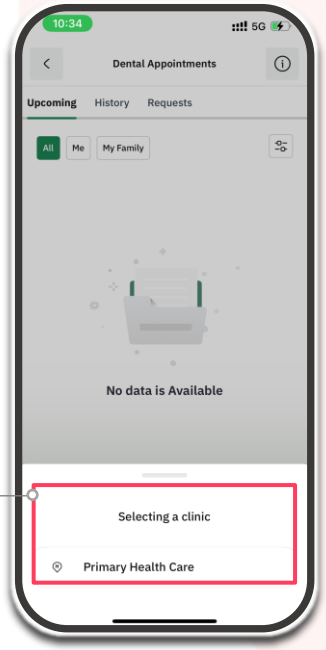


(1)

Note:

- After you complete the previous steps, the appointment will be booked.
- This service is only available to those who have a treatment eligibility in the Ministry of National Guard ‘s Business Centers and all Family Medicine and Primary Health Care centers.

Choose the clinic



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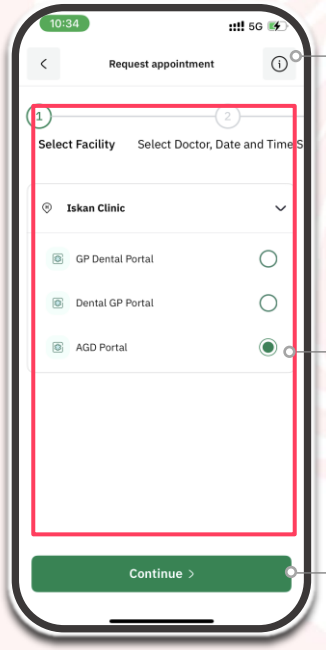


(3)

Additional info

Choose the facility

Continue to next step

4. Appointment

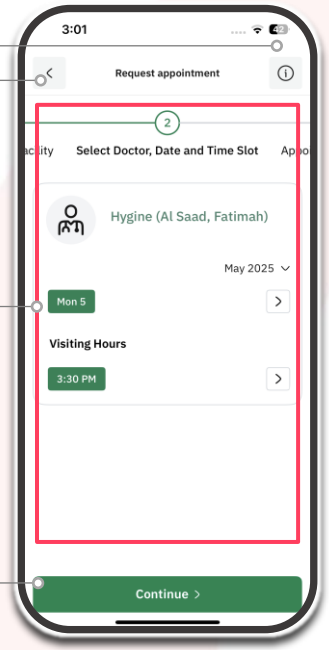
4.5 Dental Appointment Booking

Additional info

Go back to the previous page

Choose the desired doctor, date, and time

Click continue



(4)

Note:

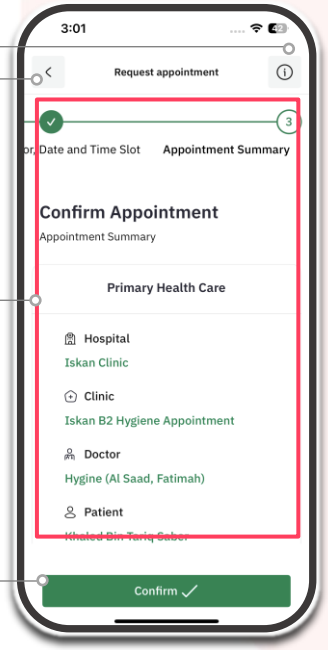
- After you complete the previous steps, the appointment will be booked.
- This service is only available to those who have a treatment eligibility in the Ministry of National Guard ‘s Business Centers and all Family Medicine and Primary Health Care centers.

Additional info

Go back to the previous page

Verify your dental appointment information

Confirm dental appointment



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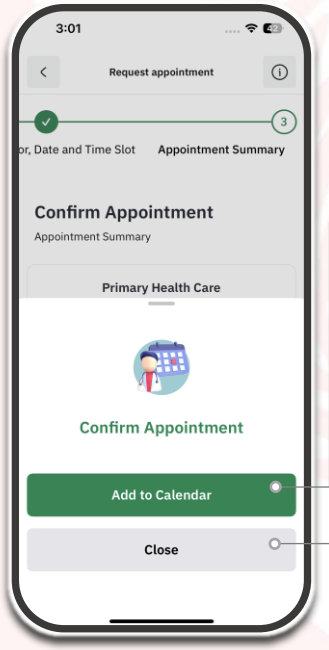


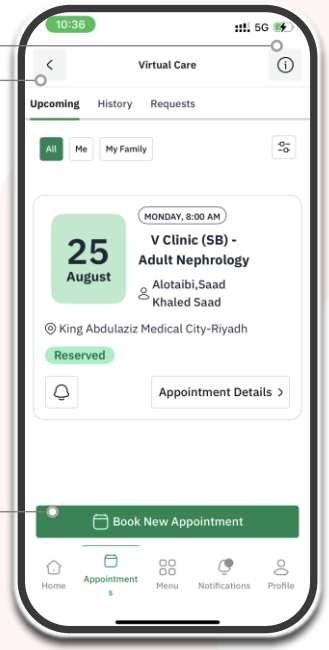
(6)

Add the dental appointment to calendar

Close pop-up

4. Appointment

4.6 Virtual Appointment Booking

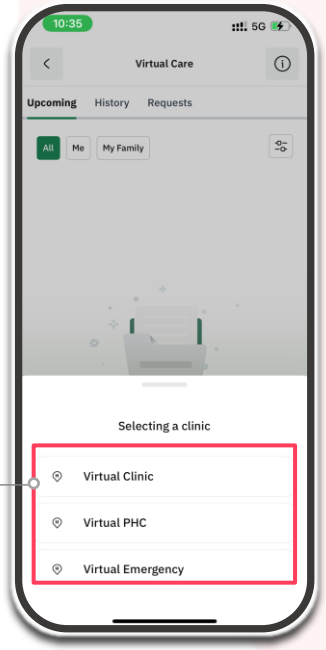


Additional info

Go back to the previous page

Request a new virtual appointment

(1)



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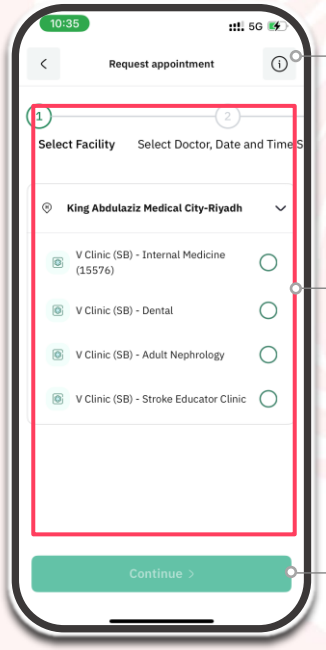


(3)

Additional info

Choose the facility

Choose the clinic

Continue to next step

Note:

- After you complete the previous steps, the appointment will be booked.
- This service is only available to those who have a treatment eligibility in the Ministry of National Guard ‘s Business Centers and all Family Medicine and Primary Health Care centers.

4. Appointment

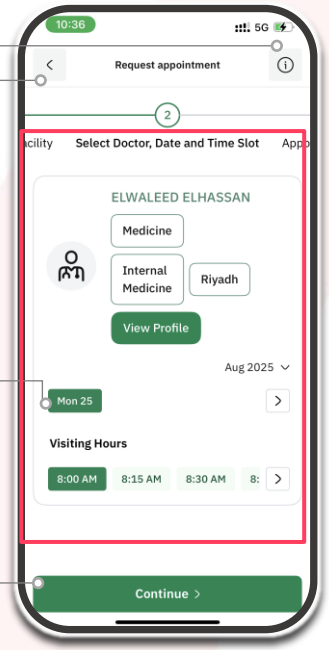
4.6 Virtual Appointment Booking

Additional info

Go back to the previous page

Choose the desired doctor, date, and time

Click continue



(4)

Note:

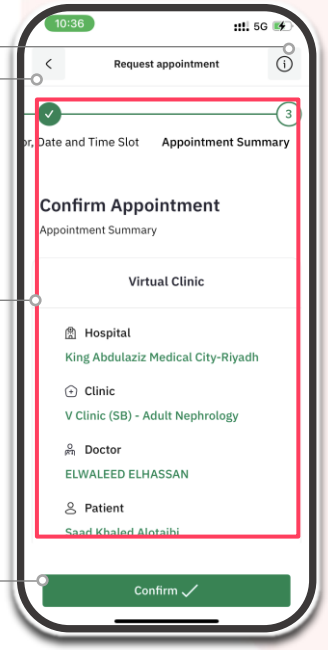
- After you complete the previous steps, the appointment will be booked.
- This service is only available to those who have a treatment eligibility in the Ministry of National Guard ‘s Business Centers and all Family Medicine and Primary Health Care centers.

Additional info

Go back to the previous page

Verify your virtual appointment information

Confirm virtual appointment



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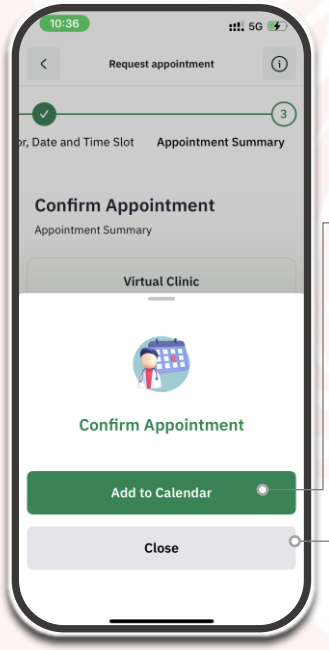


(6)

Add the virtual appointment to calendar

Close pop-up

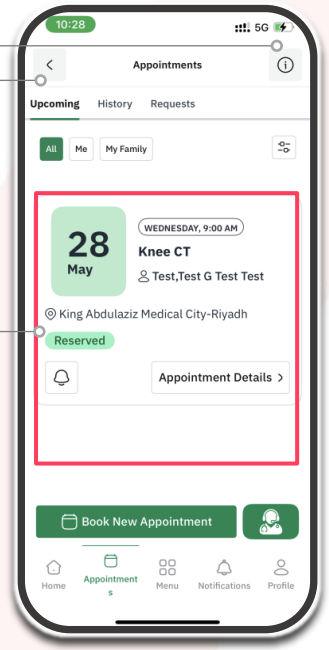
4. Appointment

4.7 Cancel Appointment

Additional info

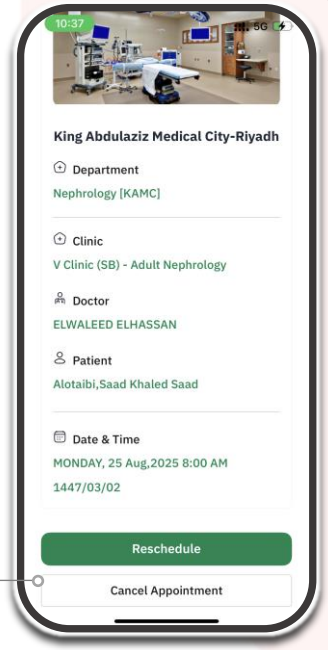
Go back to the previous page

Select the appointment you want to cancel



(1)

Click Cancel



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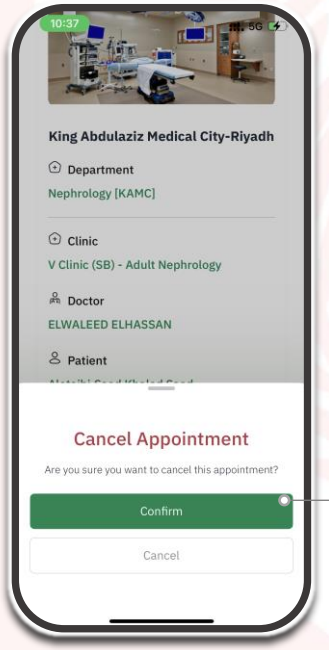


(3)

Click confirm to cancel

Note:

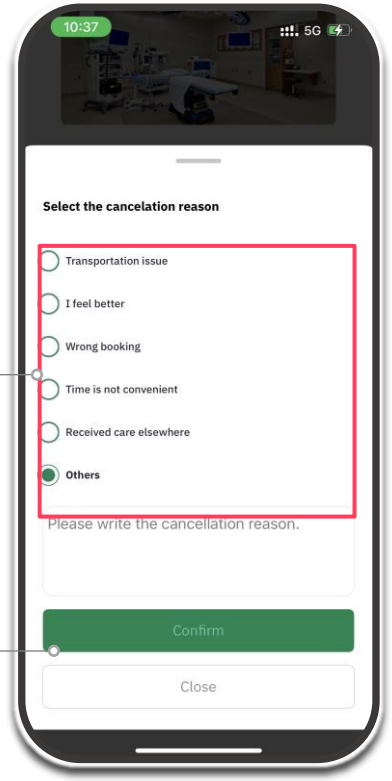
- You can cancel your appointment up to 3 hours before the primary health care appointment and 2 hours for the employee clinic.
- You will receive an alert on the alerts page through this application and a text message will be sent to your mobile number.

4. Appointment

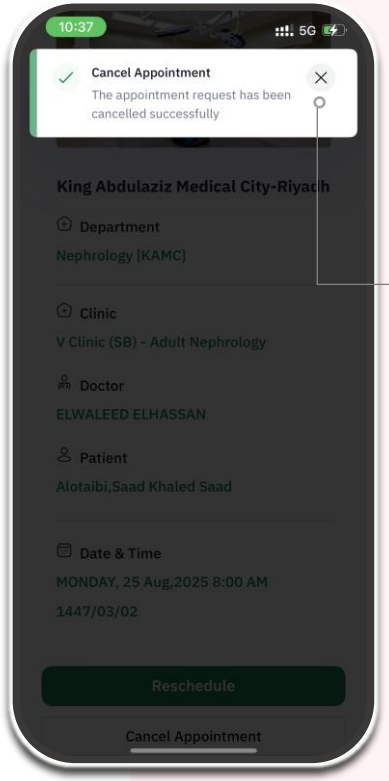
4.7 Cancel Appointment

Choose the cancelation reason, in case of others, write the reason

Click confirm to continue



(4)



(5)

Close the pop-up

Note:

- You can cancel your appointment up to 3 hours before the primary health care appointment and 2 hours for the employee clinic.
- You will receive an alert on the alerts page through this application and a text message will be sent to your mobile number.

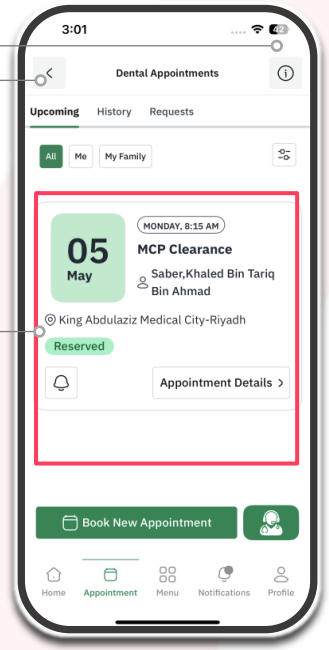
4. Appointment

4.8 Cancel Dental Appointment

Additional info

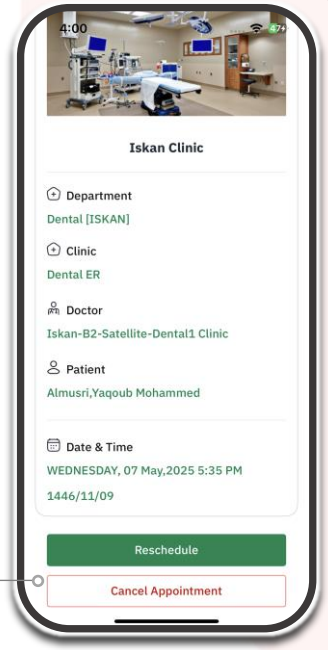
Go back to the previous page

Select the dental appointment you want to cancel

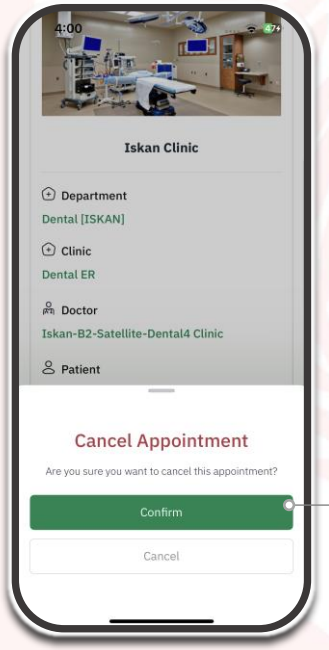


(1)

Click Cancel



(2)



(3)

Click confirm to cancel

Note:

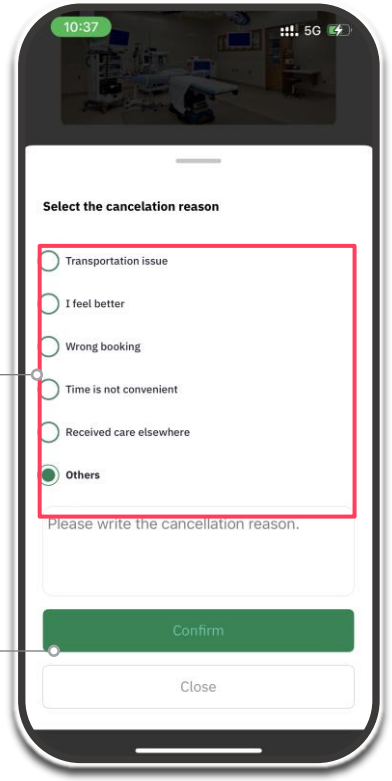
- You can cancel your appointment up to 3 hours before the dental appointments.
- You will receive an alert on the alerts page through this application and a text message will be sent to your mobile number.

4. Appointment

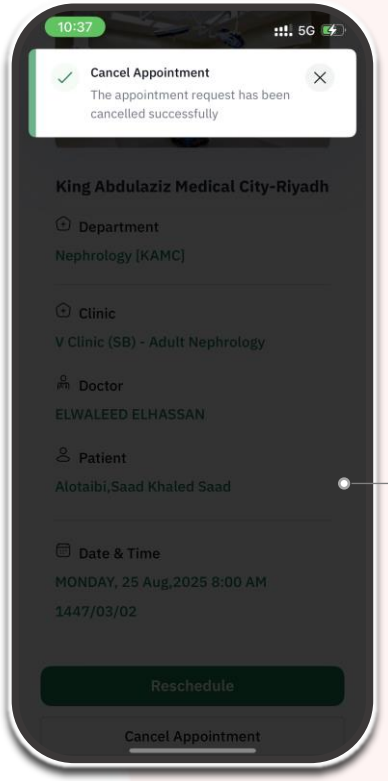
4.8 Cancel Dental Appointment

Choose the cancelation reason, in case of others, write the reason

Click confirm to continue



(4)



(5)

Close the pop-up

Note:

- You can cancel your appointment up to 3 hours before the dental appointments.
- You will receive an alert on the alerts page through this application and a text message will be sent to your mobile number.

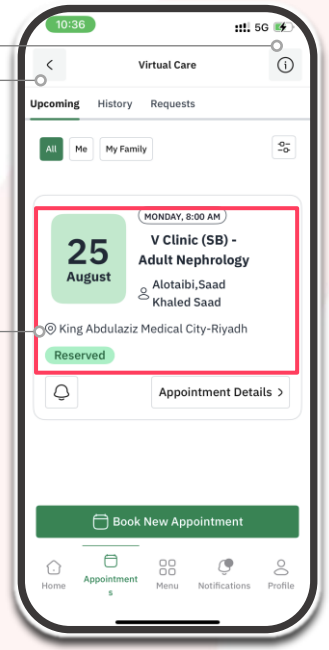
4. Appointment

4.9 Cancel Virtual Appointment

Additional info

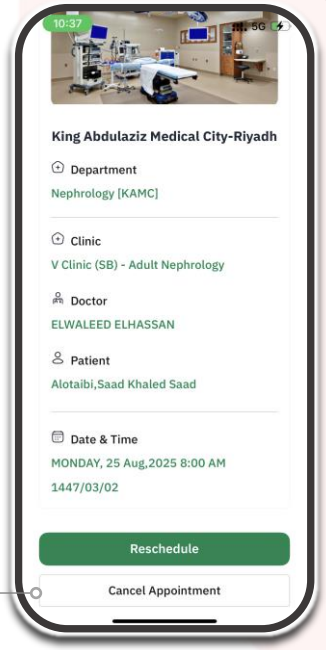
Go back to the previous page

Select the virtual appointment you want to cancel

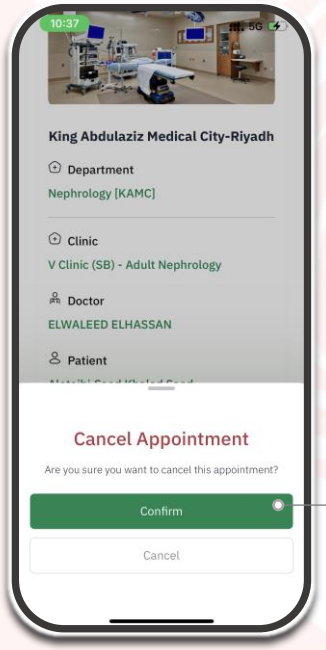


(1)

Click Cancel



(2)



(3)

Click confirm to cancel

Note:

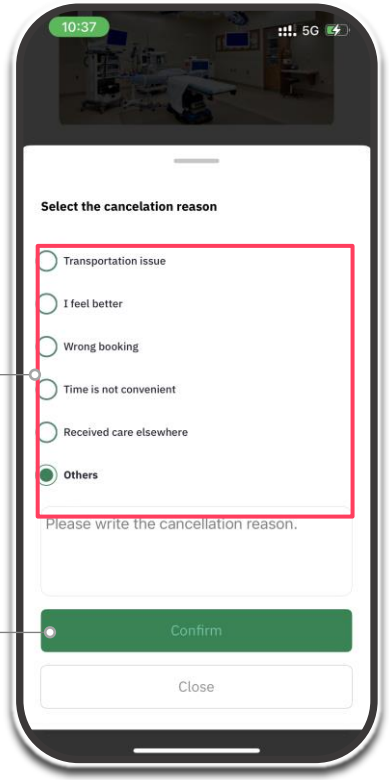
- You can cancel your appointment up to 3 hours before the primary health care appointment and 2 hours for the employee clinic.
- You will receive an alert on the alerts page through this application and a text message will be sent to your mobile number.

4. Appointment

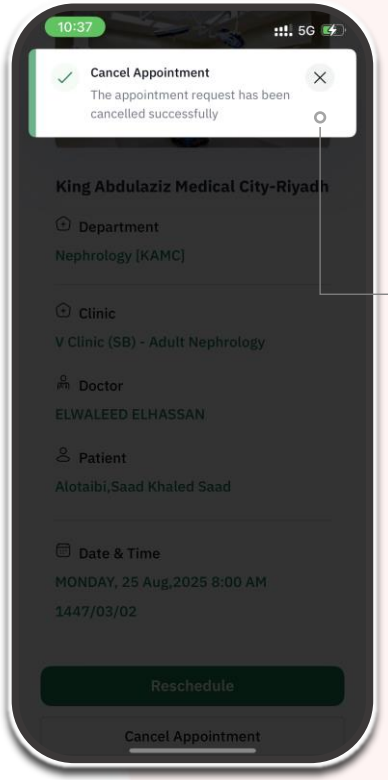
4.9 Cancel Virtual Appointment

Choose the cancelation reason, in case of others, write the reason

Click confirm to continue



(4)



(5)

Close the pop-up

Note:

- You can cancel your appointment up to 3 hours before the primary health care appointment and 2 hours for the employee clinic.
- You will receive an alert on the alerts page through this application and a text message will be sent to your mobile number.

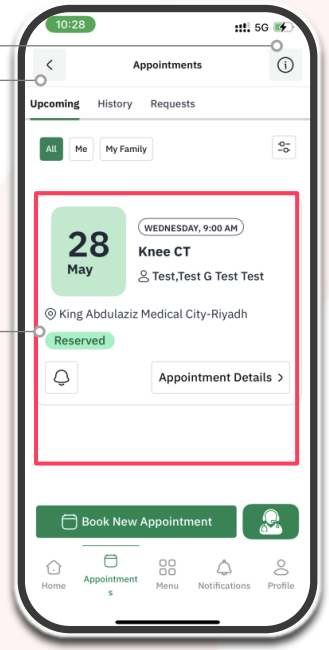
4. Appointment

4.10 Reschedule Appointment

Additional info

Go back to the previous page

Select the appointment you want to reschedule

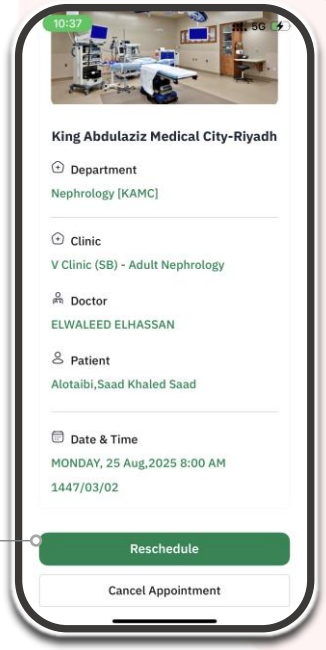


(1)

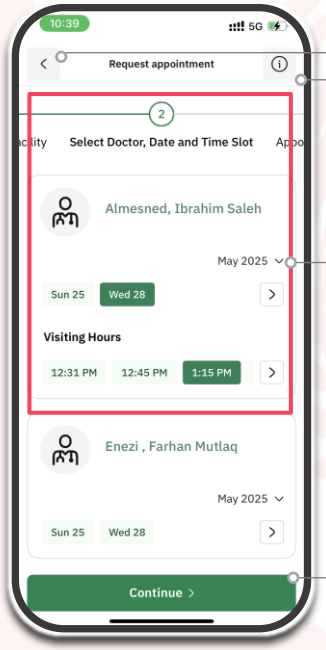
Note:

- Appointment booking screen will show if there is another slot available in the clinic.
- The appointment can be rescheduled 2 hours before the reserved time.

Click reschedule



(2)



(3)

Go back to the previous page

Additional info

Choose the desired doctor, date, and time

Click continue

4. Appointment

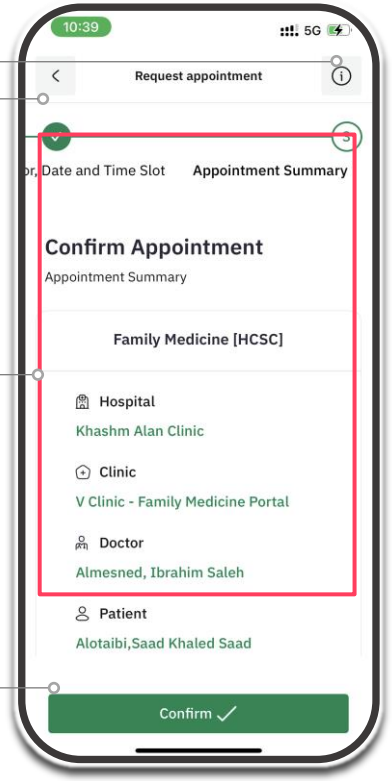
4.10 Reschedule Appointment

Additional info

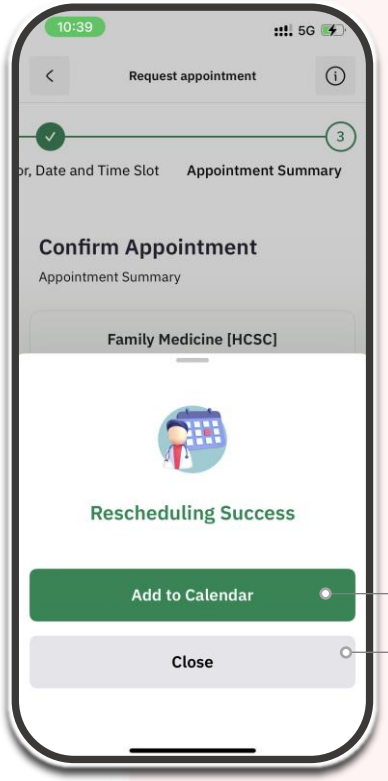
Go back to the previous page

Verify your appointment information

Confirm appointment



(4)



(5)

Add the appointment to calendar

Close pop-up

Note:

- Appointment booking screen will show if there is another slot available in the clinic.
- The appointment can be rescheduled 2 hours before the reserved time.

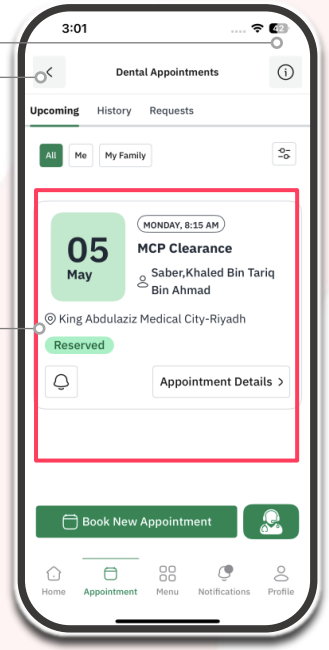
4. Appointment

4.11 Reschedule Dental Appointment

Additional info

Go back to the previous page

Select the dental appointment you want to reschedule

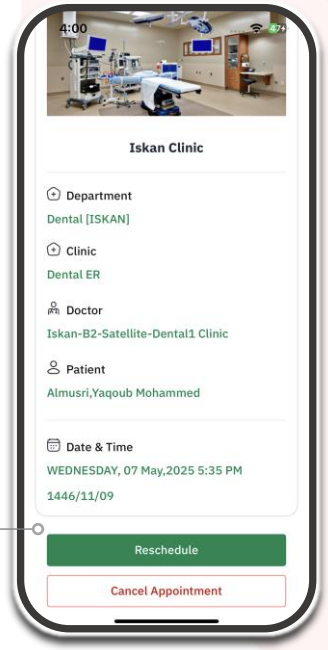


(1)

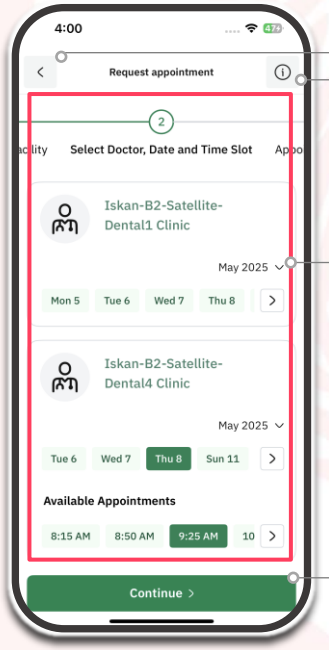
Note:

- Appointment booking screen will show if there is another slot available in the clinic.
- The appointment can be rescheduled 2 hours before the reserved time.

Click reschedule



(2)



(3)

Go back to the previous page

Additional info

Choose the desired doctor, date, and time

Click continue

4. Appointment

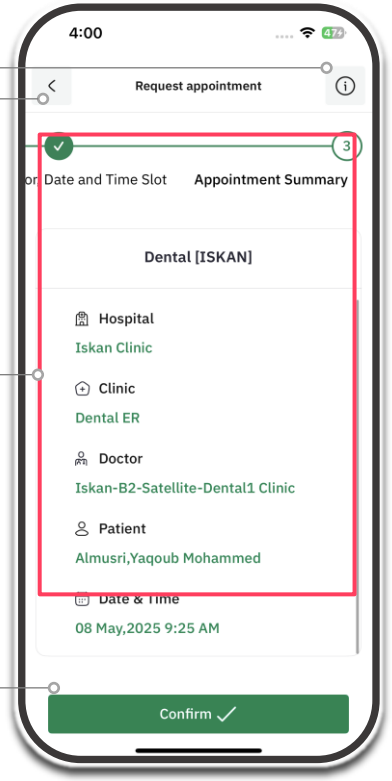
4.11 Reschedule Dental Appointment

Additional info

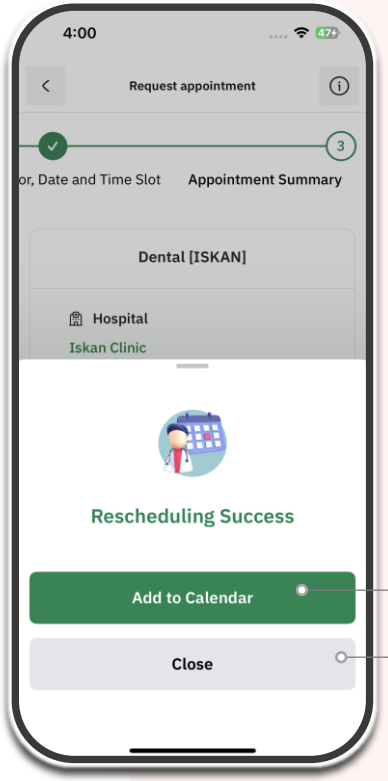
Go back to the previous page

Verify your dental appointment information

Confirm dental appointment



(4)



(5)

Add the dental appointment to calendar

Close pop-up

Note:

- Appointment booking screen will show if there is another slot available in the clinic.
- The appointment can be rescheduled 2 hours before the reserved time.

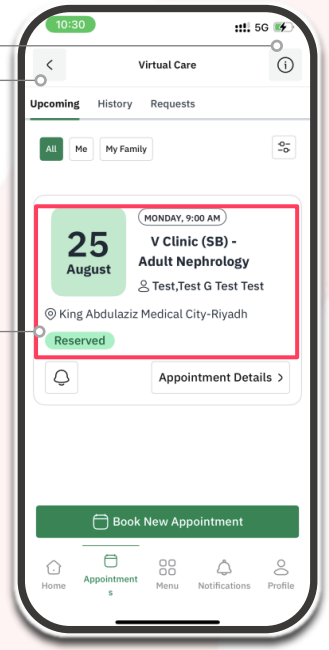
4. Appointment

4.12 Reschedule Virtual Appointment

Additional info

Go back to the previous page

Select the virtual appointment you want to reschedule

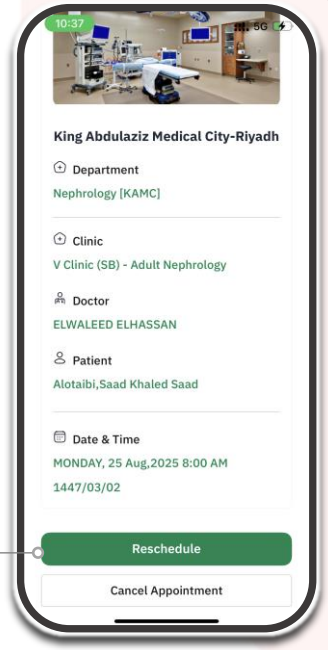


(1)

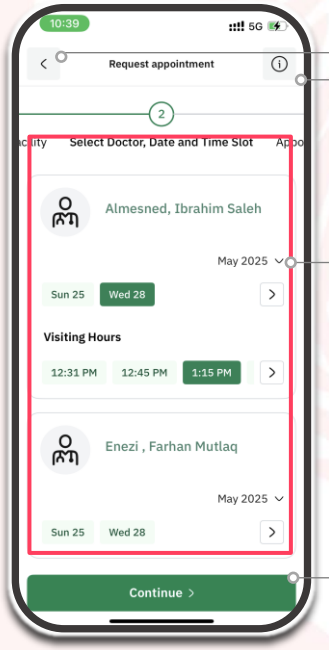
Note:

- Appointment booking screen will show if there is another slot available in the clinic.
- The appointment can be rescheduled 2 hours before the reserved time.

Click reschedule



(2)



(3)

Go back to the previous page

Additional info

Choose the desired doctor, date, and time

Click continue

4. Appointment

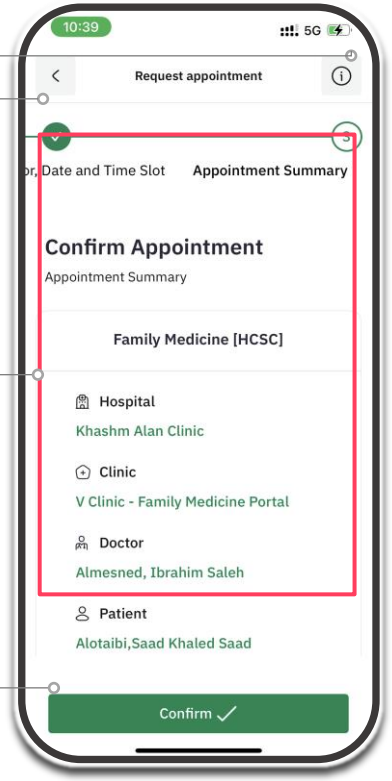
4.12 Reschedule Virtual Appointment

Additional info

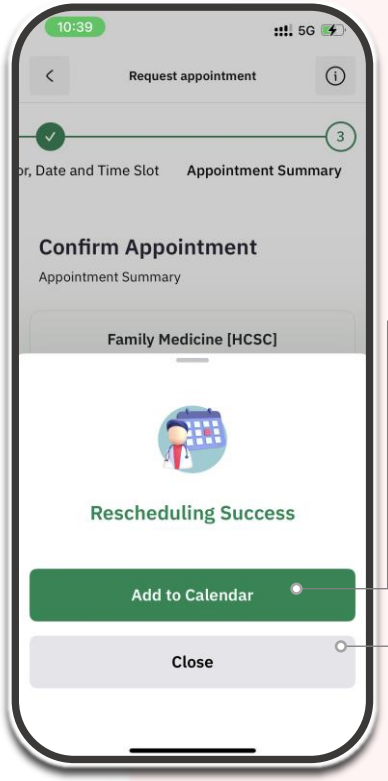
Go back to the previous page

Verify your virtual appointment information

Confirm virtual appointment



(4)



(5)

Add the virtual appointment to calendar

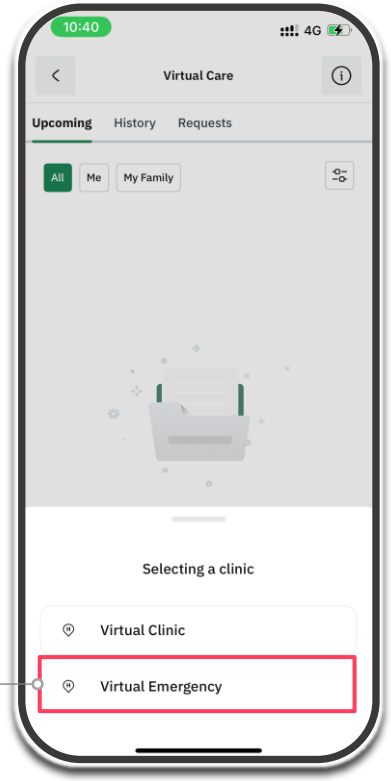
Close pop-up

Note:

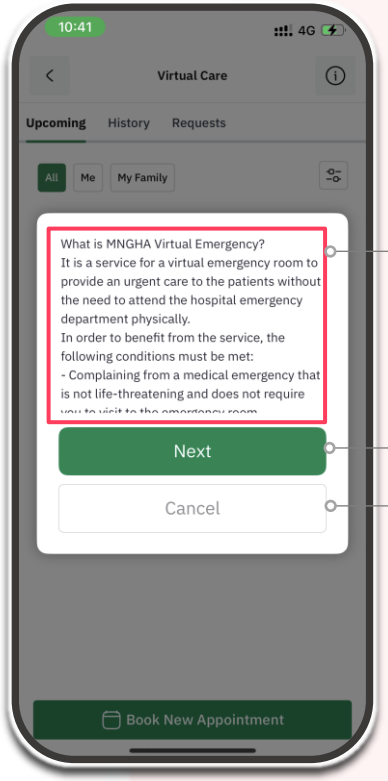
- Appointment booking screen will show if there is another slot available in the clinic.
- The appointment can be rescheduled 2 hours before the reserved time.

4. Appointment

4.13 Virtual Emergency



(1)



(2)

Choose virtual emergency

Virtual emergency info

Click next to continue

Cancel button

Note:

- After completing the previous steps, you will receive a text message with the status of the request.
- This service is available daily from 3:00 pm to 11:00 pm.

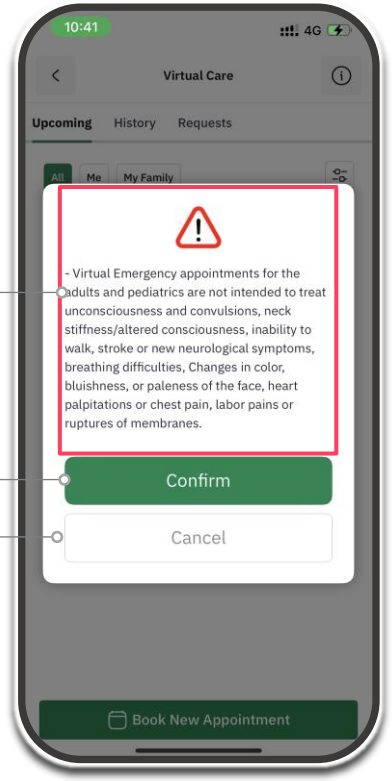
4. Appointment

4.13 Virtual Emergency

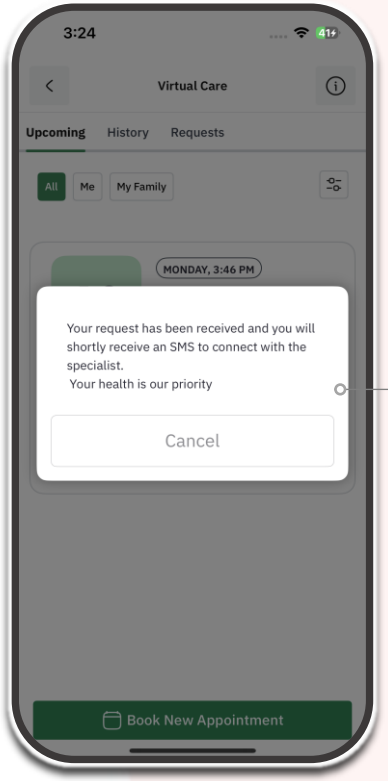
Disclaimer

Confirm the disclaimer

Cancel the disclaimer



(3)



(4)

The request has been sent successfully, SMS message will be received

Note:

- After completing the previous steps, you will receive a text message with the status of the request.
- This service is available daily from 3:00 pm to 11:00 pm.

4. Appointment

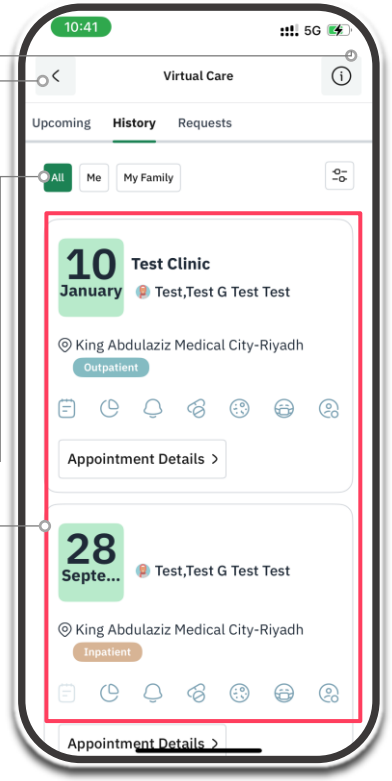
4.14 Visit History

Additional info

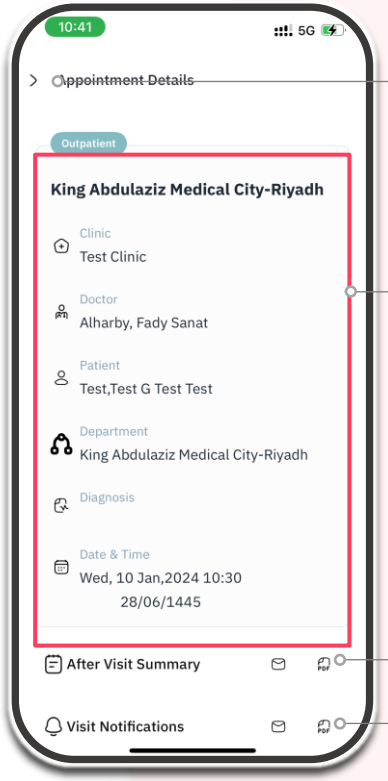
Go back to the previous page

Choose the history tab

Choose the desired appointment



(1)



(2)

Go back to the previous page

View the selected visit info.

Export after visit summary to the email or open it as PDF format

Export visit notification to the email or open it as PDF format

4. Appointment

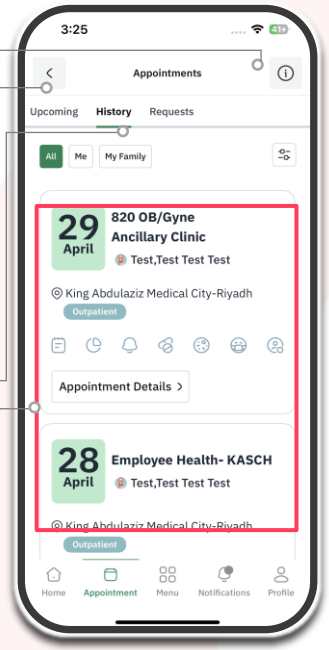
4.15.1 Health Status After Visit

Additional info

Go back to the previous page

Choose the history tab

Choose the desired appointment

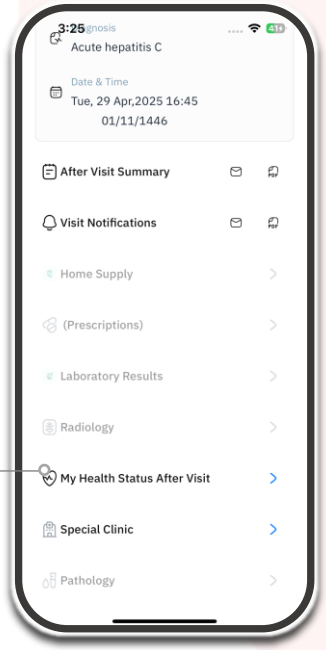


(1)

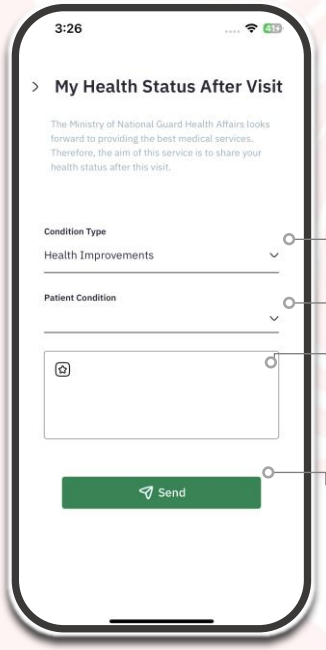
Note:

- You can record health improvements or medications side effects within a month from the date of the visit.

Select my health progress after visit



(2)



(3)

Select Health Improvements

Select your health status

Free text to type your health progress

Click send

4. Appointment

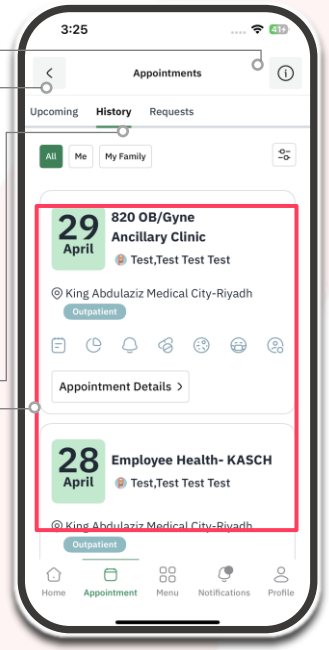
4.15.2 Medication Adverse

Additional info

Go back to the previous page

Choose the history tab

Choose the desired appointment

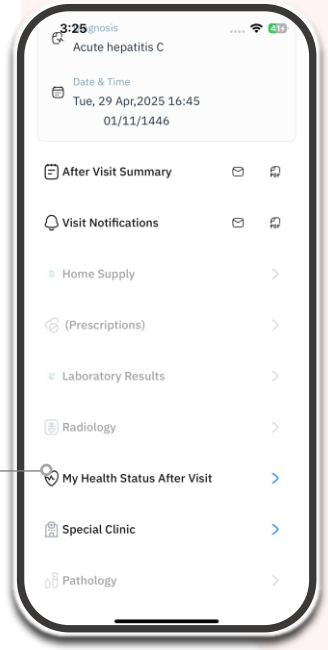


(1)

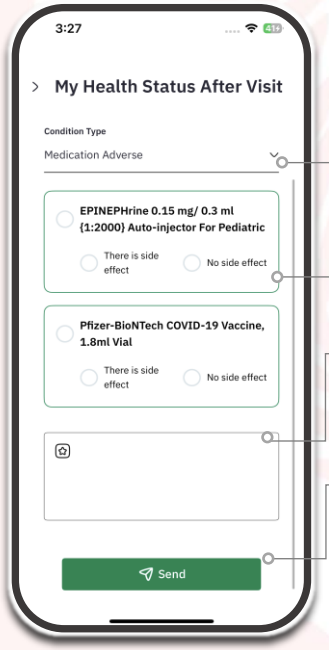
Note:

- You can record health improvements or medications side effects within a month from the date of the visit.

Select my health progress after visit



(2)



(3)

Select Medication Adverse

Select the medication, and the adverse

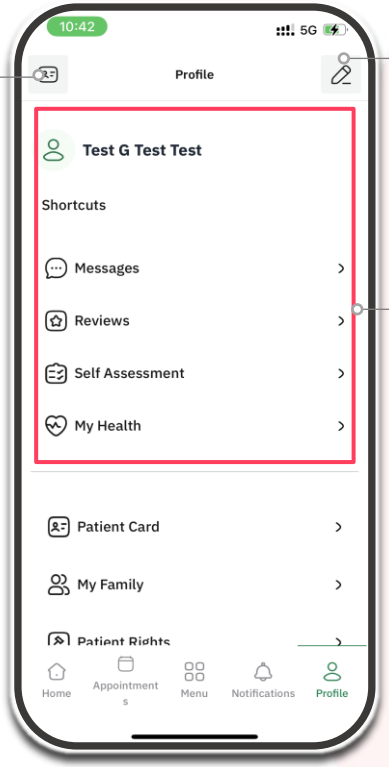
Free text to type your health progress

Click send

5. Personal Profile

5.1 Personal Information

Display patient card



Edit personal profile

Provided services

5. Personal Profile

5.1 Personal Information

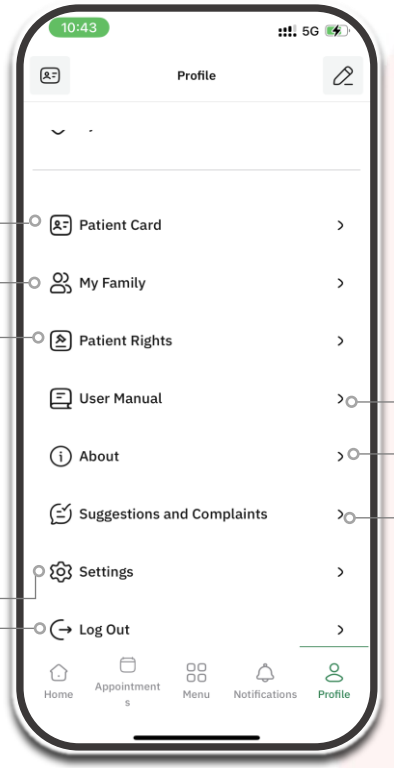
Display patient card

Display dependent list

Display patient rights

Open settings

Log-out



Display user manual

Info about the application

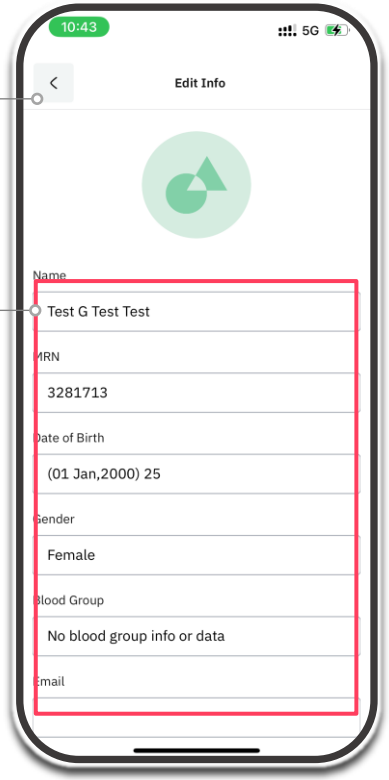
Open suggestion and complaints page

5. Personal Profile

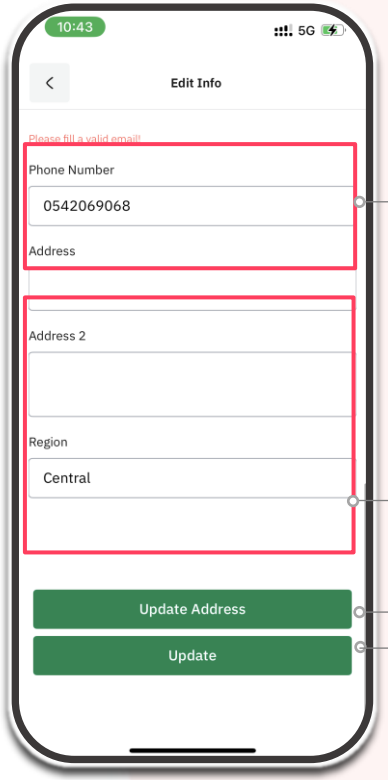
5.2 Edit Personal Information

Go back to the previous page

Display Patient's personal information: Patient Name, MRN, DOB, Gender, Blood Group, Email Address , Region, Phone Number and Address



(1)



(2)

Change Phone Number, or email address

Address will be auto fetched once you click on "Update Address"

Update Address

Update personal info

5. Personal Profile

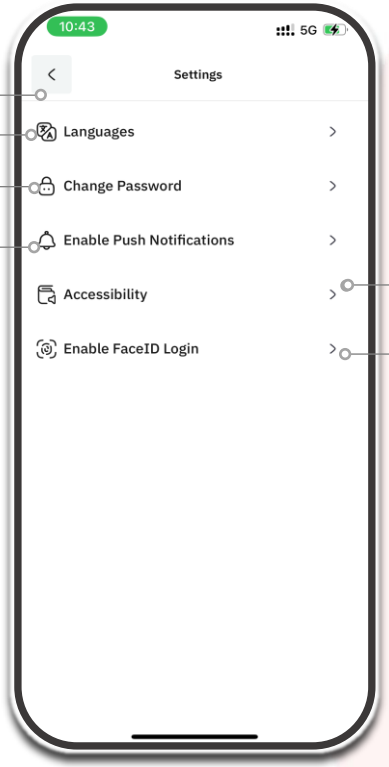
5.3 Application Setting

Go back to the previous page

Change the screen language to Arabic

Change password

Enable push notification



Enable application accessibility

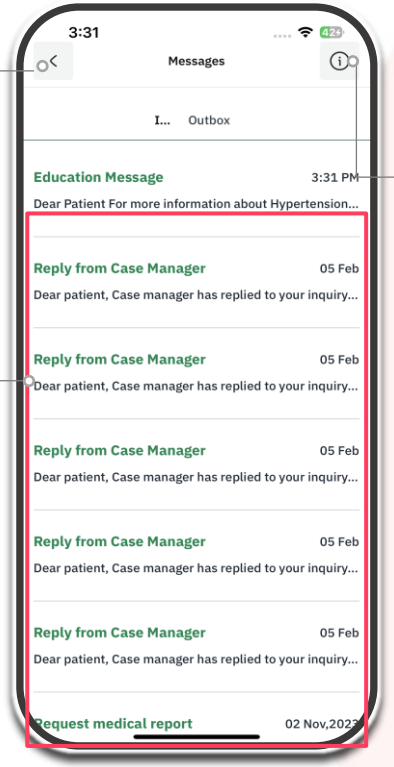
Enable biometric log-in

5. Personal Profile

5.4.1 Inbox Messages

Go back to the previous page

View the list of your inbox messages from MNGHA such as medication refill messages, request new appointment or treatment eligibility



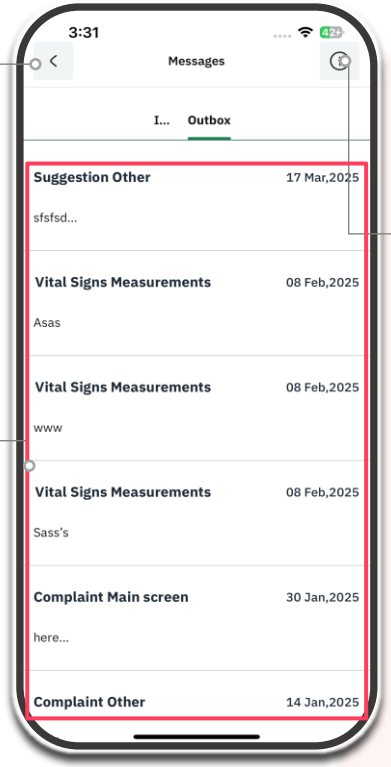
Additional info

5. Personal Profile

5.4.2 Outbox Messages

Go back to the previous page

View the list of your outbox messages



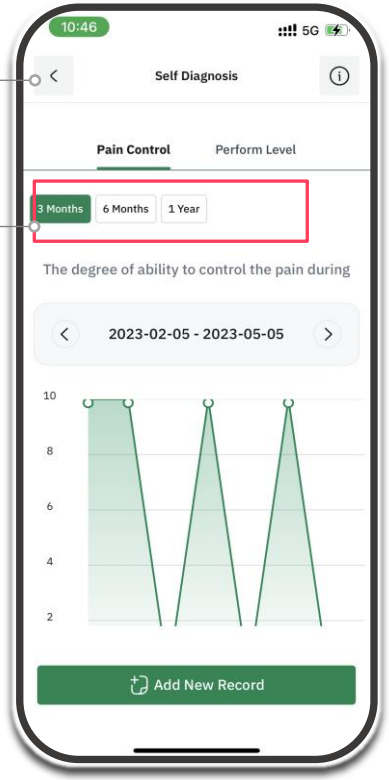
Additional info

5. Personal Profile

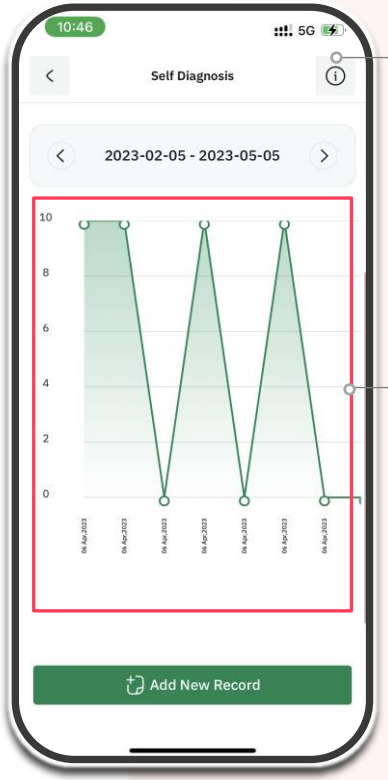
5.5.1 Pain Control

Go back to the previous page

Search the log of pain history



(1)



(2)

Additional info

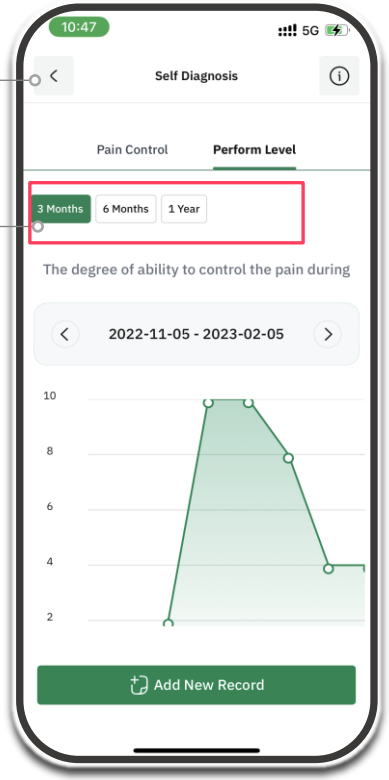
Pain levels for a specific period of time will be shown with a graph

5. Personal Profile

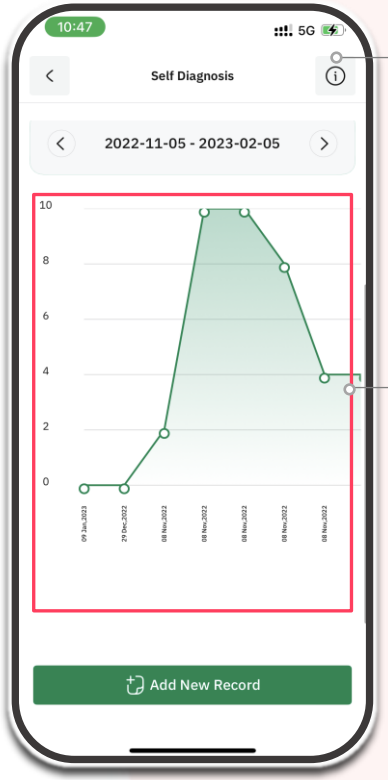
5.5.2 Performance Level

Go back to the previous page

Search the log of performance Level



(1)



(2)

Additional info

performance status for a specific period of time will be shown with a graph

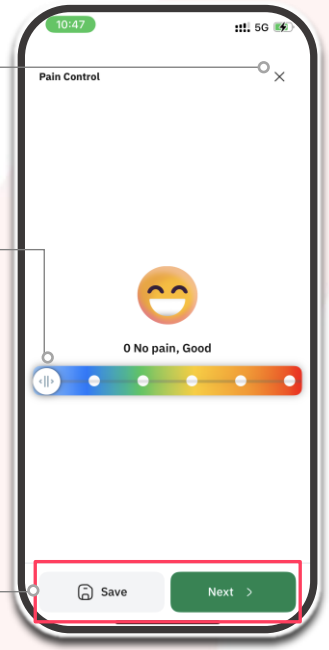
5. Personal Profile

5.5.3 Add New Record

Close the page

Choose the degree of ability to control the pain level by moving right and left

Save and next buttons

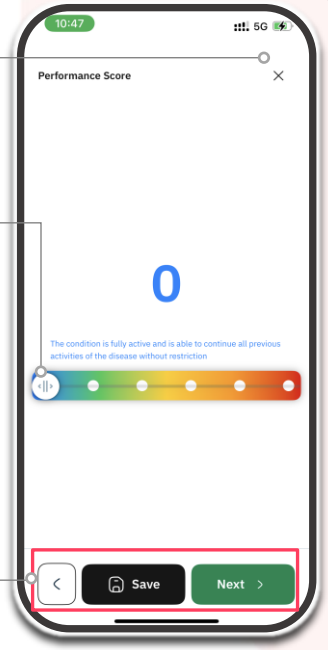


(1)

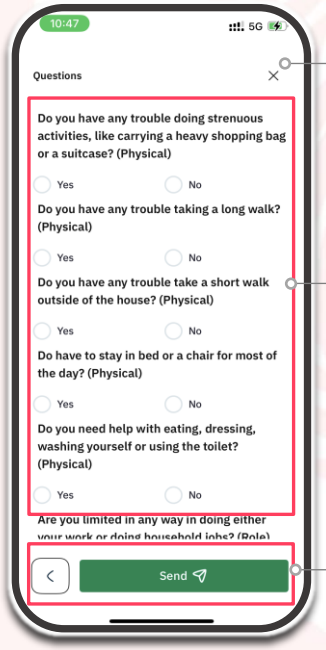
Close the page

Choose the performance level Status by moving right and left

Go Back, Save performance level, and next buttons



(2)



(3)

Close the page

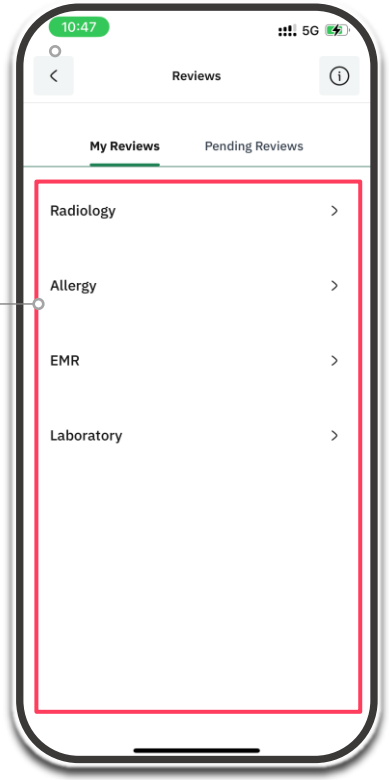
Enter the quality of life information in a form of a questioner

Go Back, and Send questioner buttons

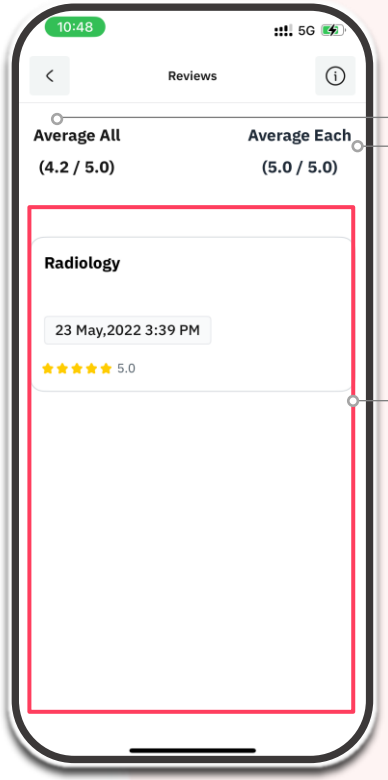
5. Personal Profile

5.6.1 My Reviews

View all my reviews on the previously provided services



(1)



(2)

Average rating for all the reviews on the selected category

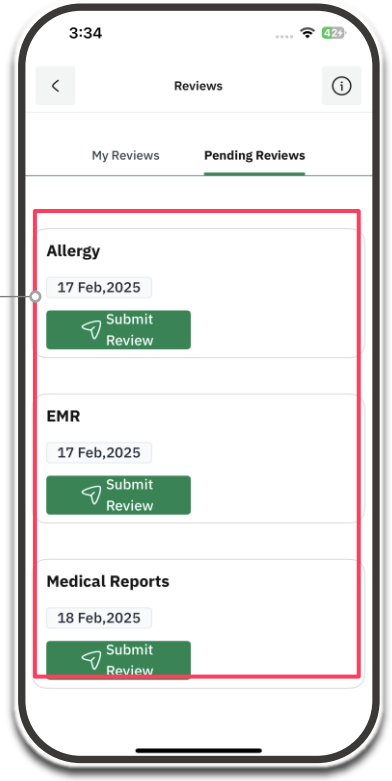
Average rating for each review on the selected category

View all the reviews details

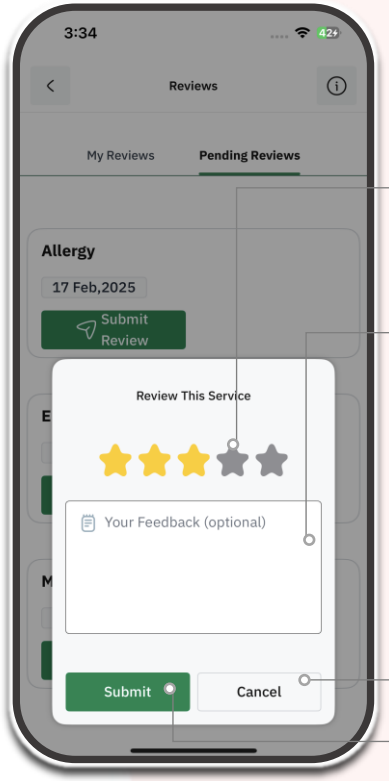
5. Personal Profile

5.6.2 Pending Reviews

View all the pending reviews



(1)



(2)

Review the service

Write any comments

Submit the review

Cancel button

5. Personal Profile

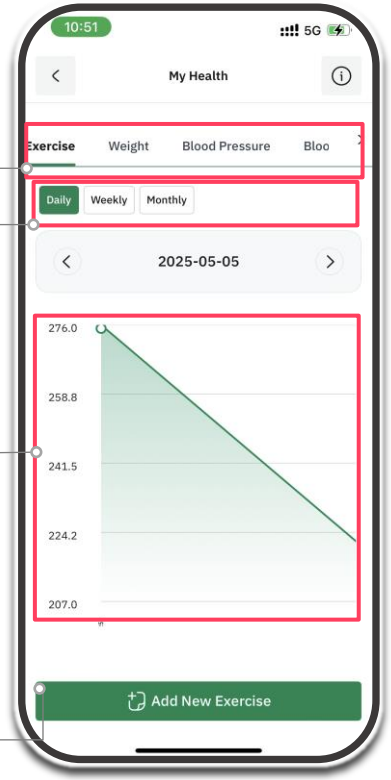
5.7.1 Exercise

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

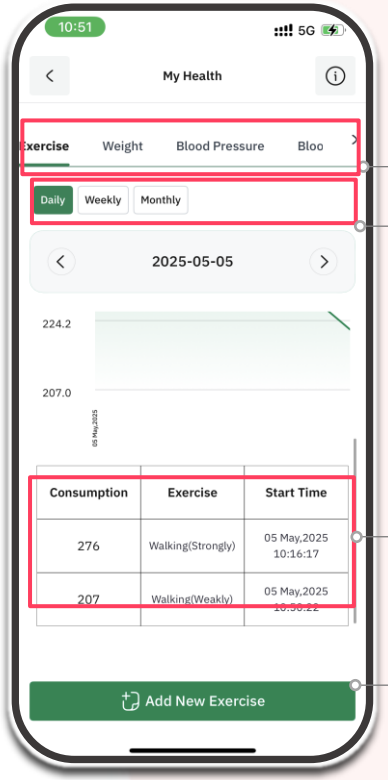
Daily, weekly or monthly calorie intake

Consumed calories log will be shown in a graph for a specific period of time

Enter exercise details, and after entering the exercise type, duration and start time, the Calories will be automatically calculated



(1)



(2)

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

Daily, weekly or monthly calorie intake

Consumed calories log will be shown in a table for a specific dates

Enter exercise details, and after entering the exercise type, duration and start time, the Calories will be automatically calculated

5. Personal Profile

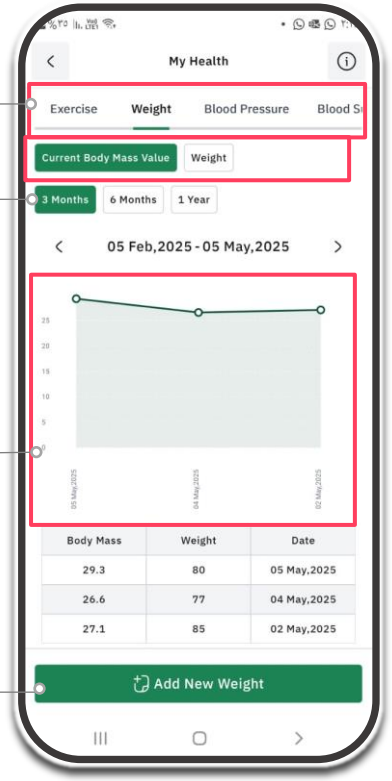
5.7.2 Weight

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

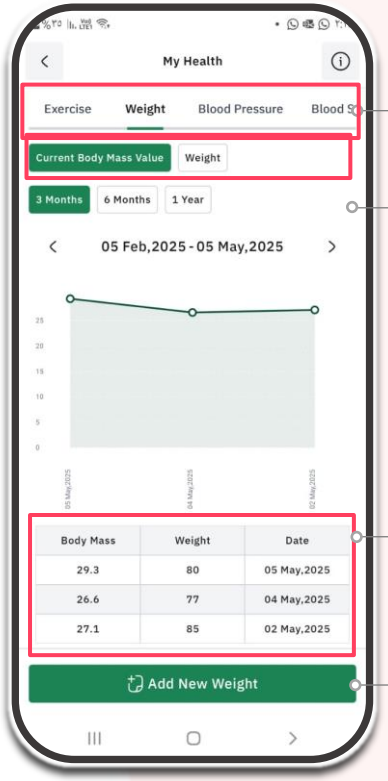
Weight and BMI log will be available for 3 months, 6 months, or 1 year

Weight and BMI log will be shown in a graph for a specific period of time

Enter your weight, height and Body mass Will be calculated



(1)



(2)

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

Weight and BMI log will be available for 3 months, 6 months, or 1 year

Weight and BMI log will be shown in a table for a specific period of time

Enter your weight, height and Body mass Will be calculated

5. Personal Profile

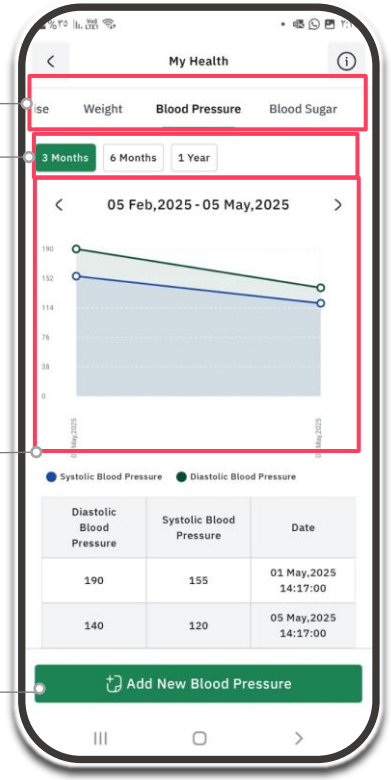
5.7.3 Blood Pressure

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

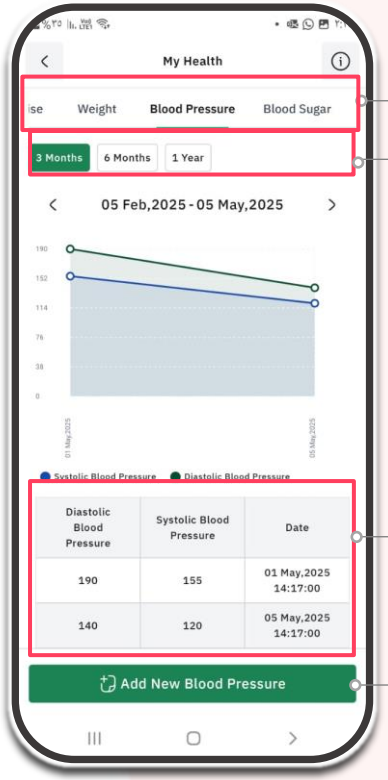
Blood pressure log will be available for 3 months, 6 months, or 1 year

Blood pressure will be shown in a graph for a specific period of time

Enter your Systolic Blood Pressure, Diastolic Blood Pressure and Status



(1)



(2)

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

Blood pressure log will be available for 3 months, 6 months, or 1 year

Blood pressure will be shown in a table for a specific period of time

Enter your Systolic Blood Pressure, Diastolic Blood Pressure and Status

Note:

- In this service, you can allow your wearable device to log your health data in My health.

5. Personal Profile

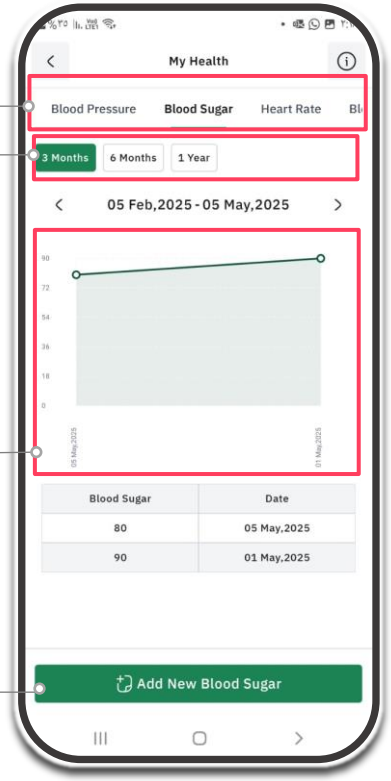
5.7.4 Blood Sugar

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

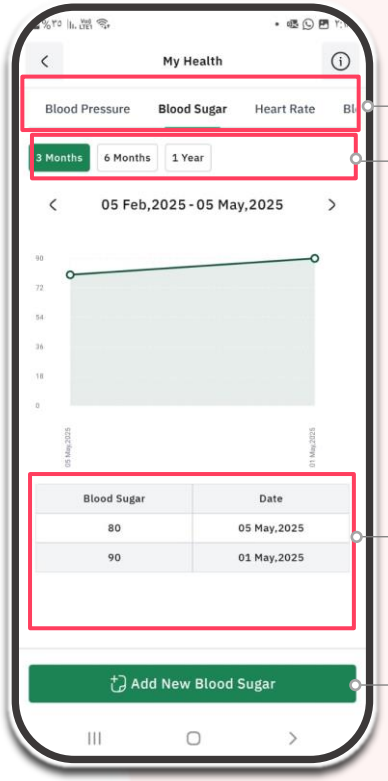
Blood Sugar log will be available for 3 months, 6 months, or 1 year

Blood Sugar will be shown in a graph for a specific period of time

Enter your Blood Sugar Level with date and time



(1)



(2)

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

Blood Sugar log will be available for 3 months, 6 months, or 1 year

Blood Sugar will be shown in a table for a specific period of time

Enter your Blood Sugar Level with date and time

5. Personal Profile

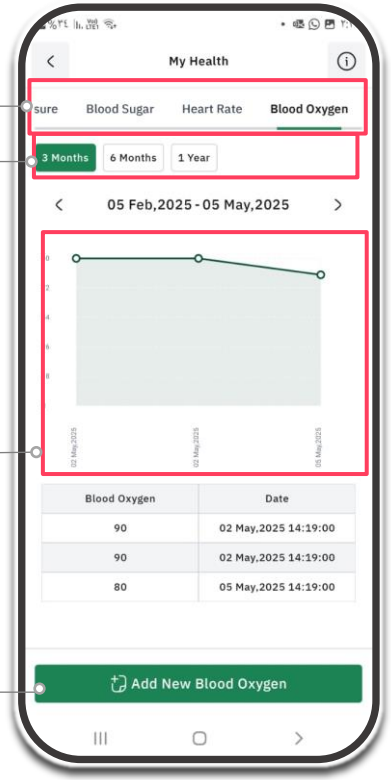
5.7.5 Blood Oxygen

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

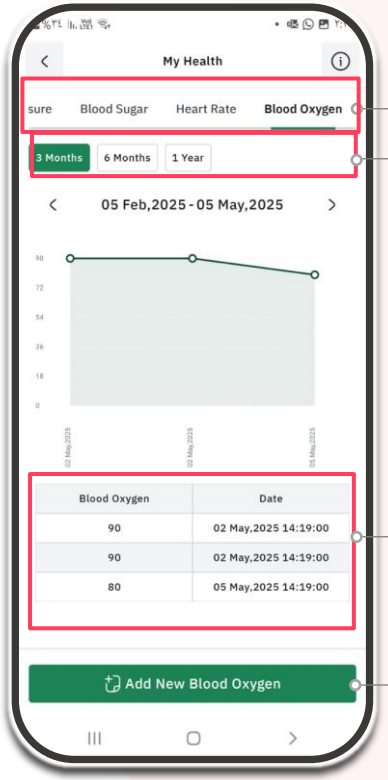
Blood oxygen log will be available for 3 months, 6 months, or 1 year

Blood Oxygen will be shown in a graph for a specific period of time

Enter your Blood Oxygen percentage



(1)



(2)

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

Blood oxygen log will be available for 3 months, 6 months, or 1 year

Blood Oxygen will be shown in a table for a specific period of time

Enter your Blood Oxygen percentage

Note:

- In this service, you can allow your wearable device to log your health data in My health.

5. Personal Profile

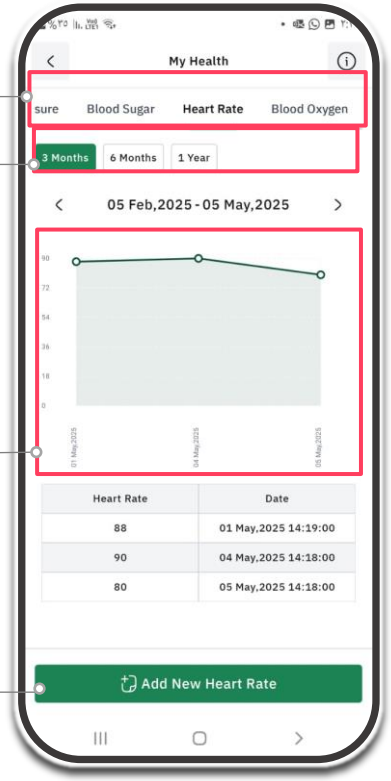
5.7.6 Heart Rate

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

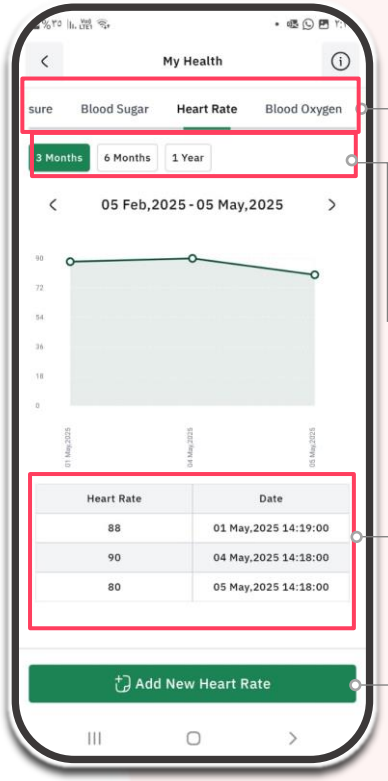
Heart rate log will be available for 3 months, 6 months, or 1 year

Heart rate will be shown in a graph for a specific period of time

Enter your heart rate



(1)



(2)

Search for exercise, weight, blood pressure, blood sugar, heart rate and blood oxygen

Heart rate log will be available for 3 months, 6 months, or 1 year

Heart rate will be shown in a table for a specific period of time

Enter your heart rate

Note:

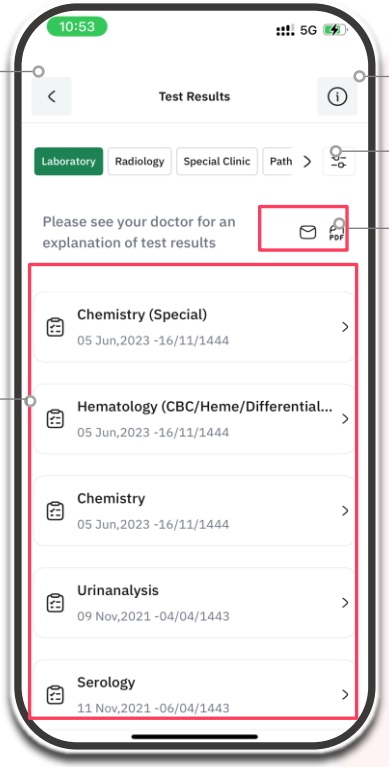
- In this service, you can allow your wearable device to log your health data in My health.

6. Test Result

6.1 Laboratory

Go back to the previous page

Review the log of tests analysis based on the specific research criteria



Additional info

Search the log of tests history

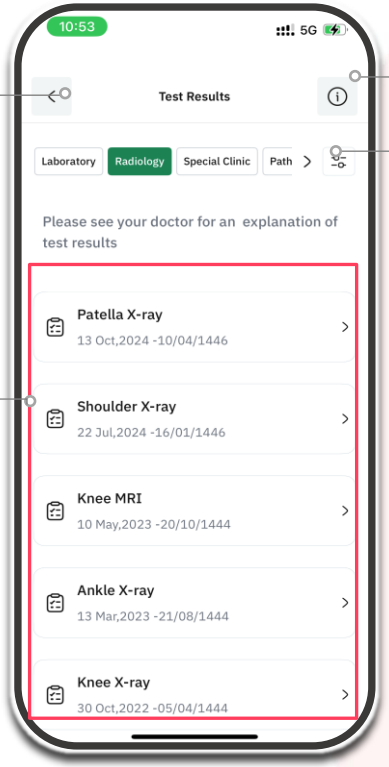
Review laboratory test results as a PDF document based on the specified search result and send all test results to the e-mail

6. Test Result

6.2 Radiology

Go back to the previous page

Review Radiology results
based on the specific research criteria



Additional info

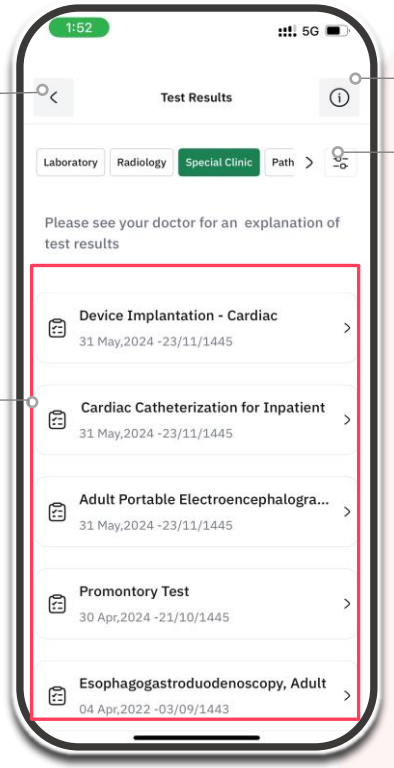
Search the log of tests
history

6. Test Result

6.3 Special Clinic

Go back to the previous page

Review the log of other tests analysis based on the specific research criteria



Additional info

Search the log of tests history

Note:

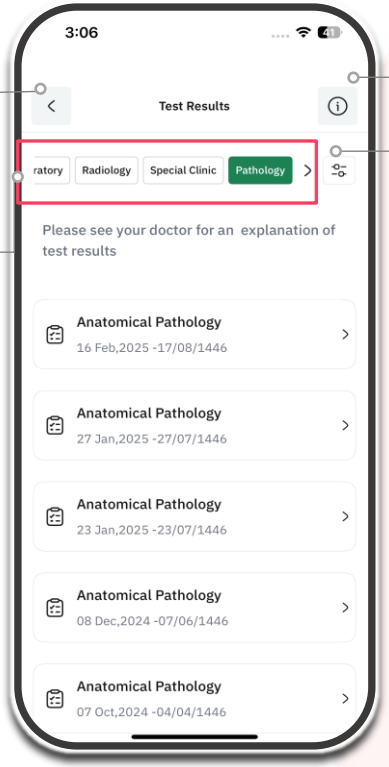
- This feature enable you to view the results of Special clinics (other exams), such as ECG, brain, etc.

6. Test Result

6.4 Pathology

Go back to the previous page

Review the log of other tests analysis based on the specific research criteria



Additional info

Search the log of tests history

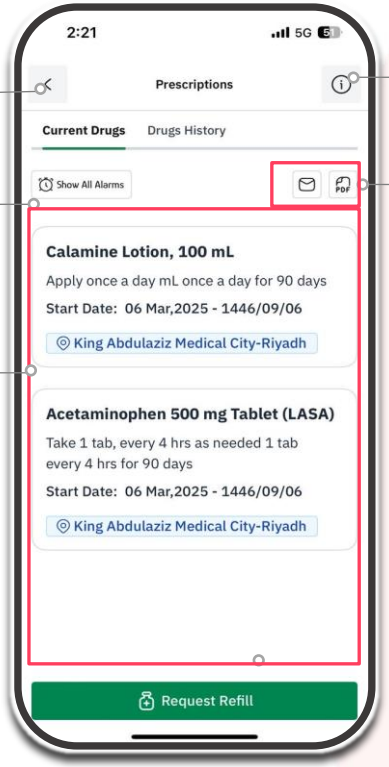
7. Prescriptions

7.1 Current Drugs

Go back to the previous page

Show currently added medication alarms.

Review the list of current prescriptions.



Additional info

Export a report of current prescriptions to Email or PDF

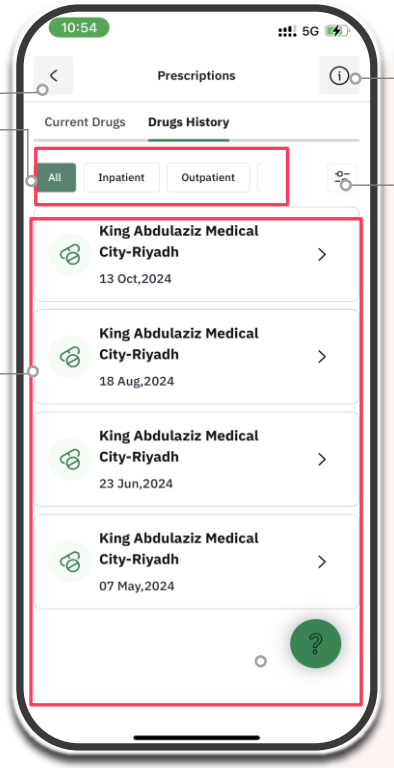
7. Prescriptions

7.2 Drugs History

Go back to the previous page

Select a visit type to search for prescriptions under a specific visit. You can select: Outpatient, Inpatient, or emergency.

View previous prescriptions, clicking on the box enables you to see more details of the prescription.



Additional info

Search the log of drugs history

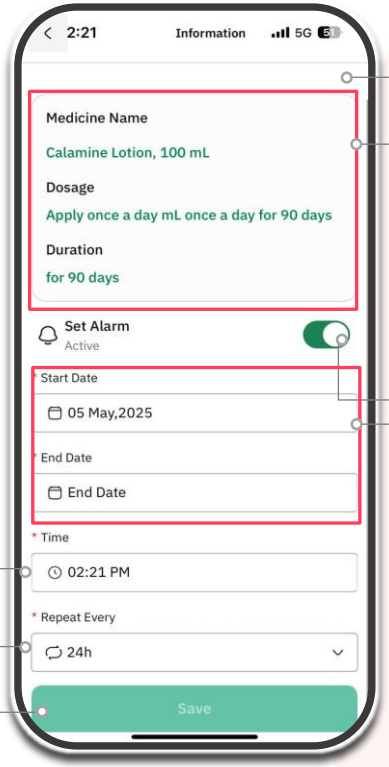
7. Prescriptions

7.3 Alarms

Set the alarm time

Set the alarm repetitions

Click (Save) button to create the alarm.



Close the page

Medication Details

Activate the alarm

Set the alarm date.

7. Prescriptions

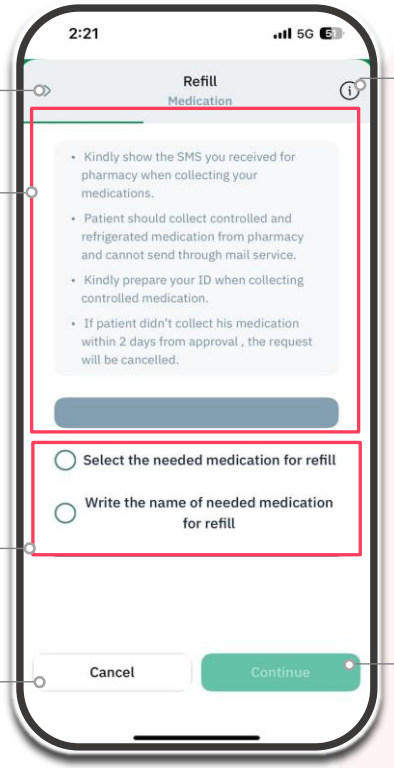
7-4 Medication Refill

Go back to the previous page

Read the general instructions.

Select the needed medications to be refilled from a list or write the name of needed medications in the comments box.

Cancel



Additional info

Continue to next screen

Note:

- Medication Refill request opens only if there is an active refill.

7. Prescriptions

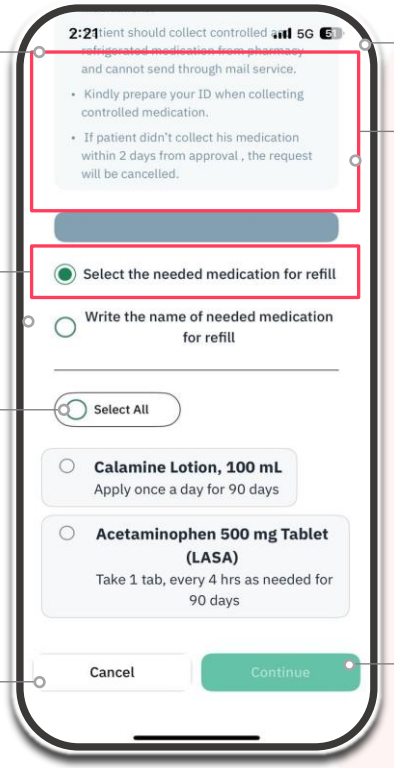
7-4 Medication Refill

Go back to the previous page

If you chose to select the needed medications for a refill from a list, you can select one or multiple medications to be refilled.

Select all medication

Cancel



Additional info

Read the general instructions

Continue to next screen

7. Prescriptions

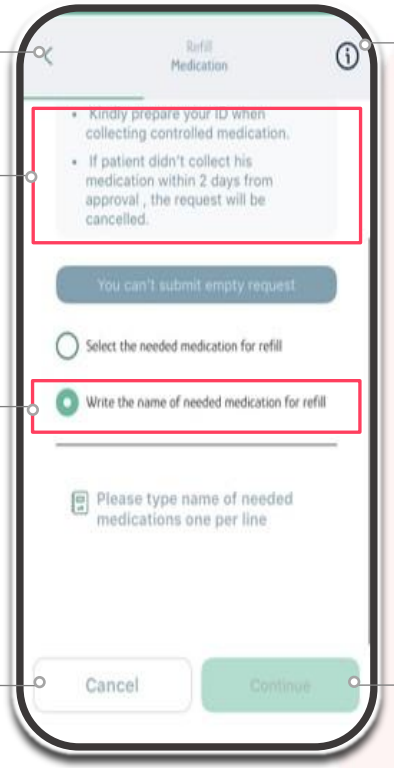
7-4 Medication Refill

Go back to the previous page

Read the general instructions

If you choose to write the name of the medication you can write the name of one or more medications to request refilling in the comment box.

Cancel



Additional info

Continue to next screen

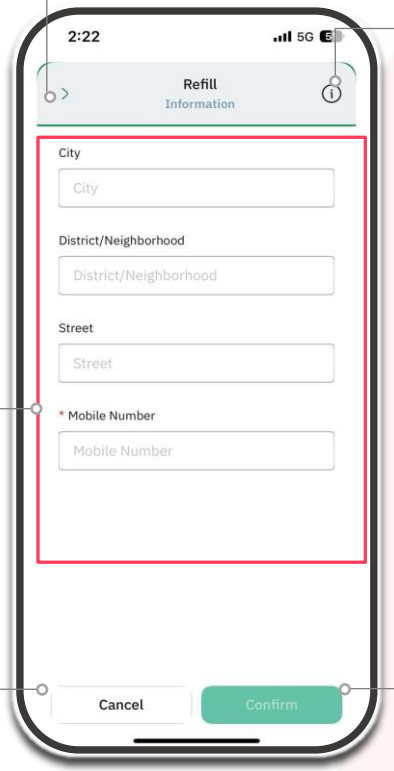
7. Prescriptions

7-4 Medication Refill

Go back to the previous page

Fill in all the information fields

Cancel



Additional info

Send refill request

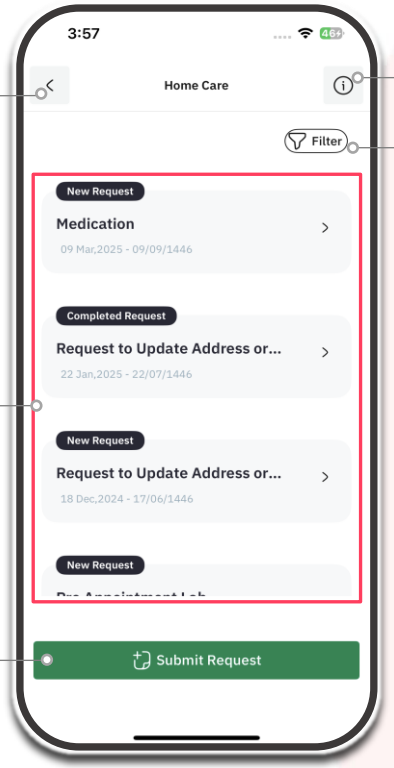
8. Home Health Care

8.1 Home Health Care

Go back to the previous page

View all the log of requests

Click to submit a new request



Additional info

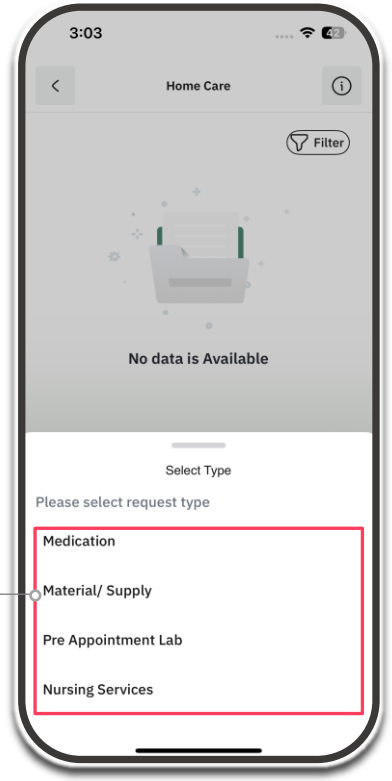
Search the log for previous requests

Note:

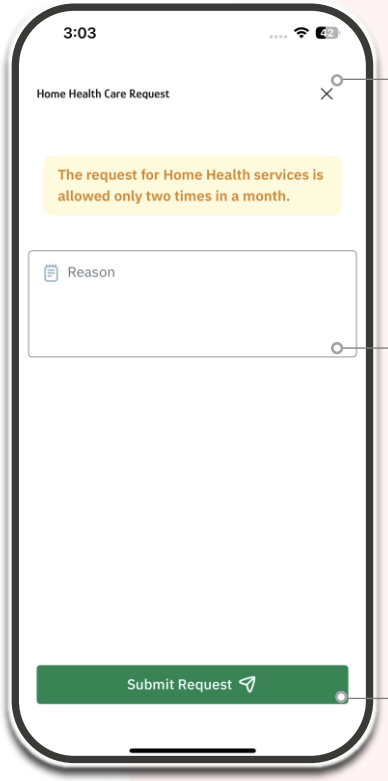
- This feature is only available for patients already registered in the Home Health Care Service.

8. Home Health Care

8.2 Home Health Care Request



(1)



(2)

Select request type

Close the page

Write request reason

Submit

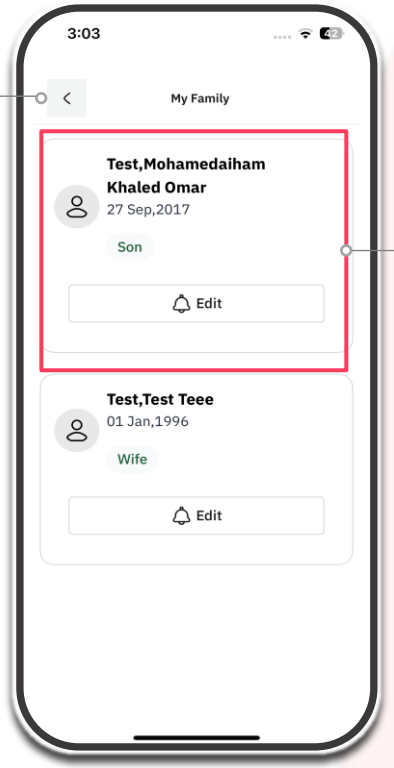
Note:

- You can send 1 request every 14 days.
- Your request will be under process.

9. Group management

9.1 Dependents List

Go back to the previous page



View the list of family members

Note:

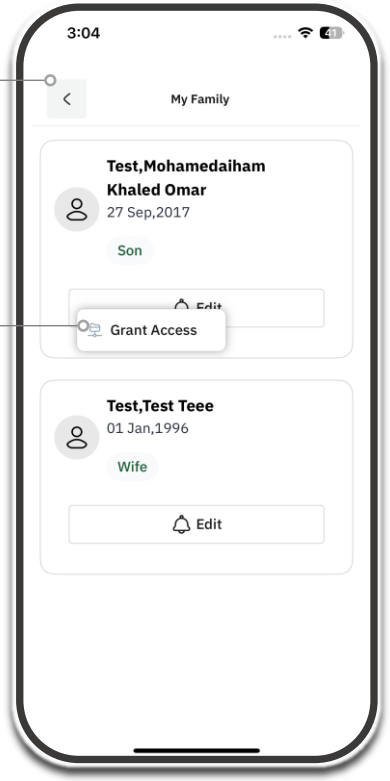
- In order to use this feature, your medical file must be fully updated {mobile number and Family Registry Number in the Registration Department.

9. Group management

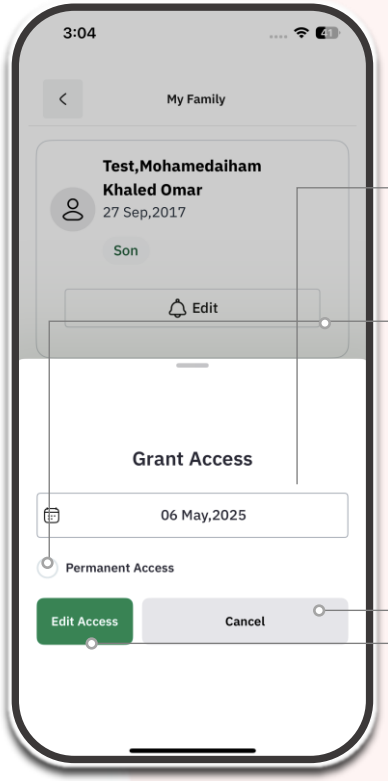
9.2 Grant Access

Go back to the previous page

Grant an access privilege to the name mentioned so that s/he can access your medical file



(1)



(2)

Determine the validity period

Give permanent validity

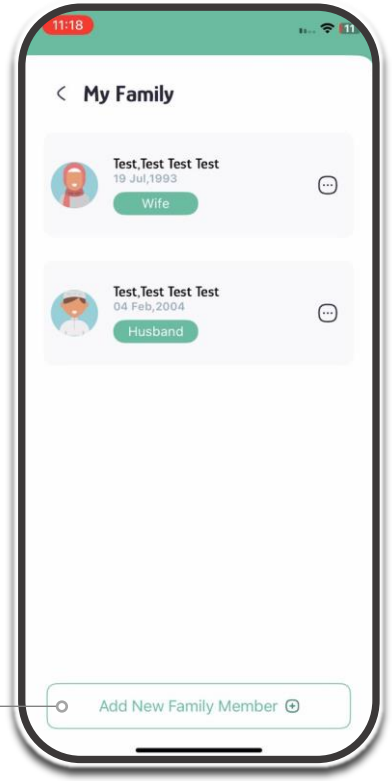
Save and activate this validity

Cancel the process

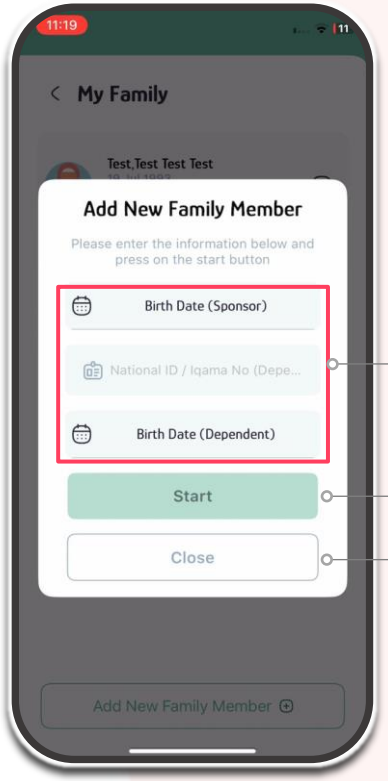
9. Group management

9.3 Add New Family Member

Add new family member



(1)



(2)

Enter the sponsor DOB, dependent National ID/ Iqama number, and dependent DOB

Confirm

Close button

10. Treatment Eligibility

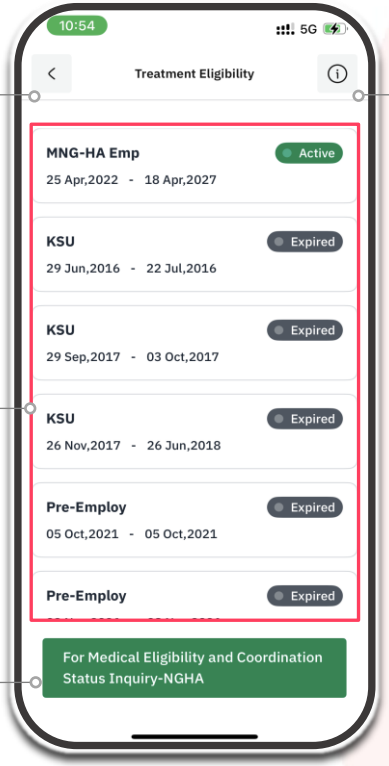
10.1 Eligibility

Go back to the previous page

Additional info

Displays All types of eligibility available to you and their validity period

To Inquire about a previous request in the Eligibility Department



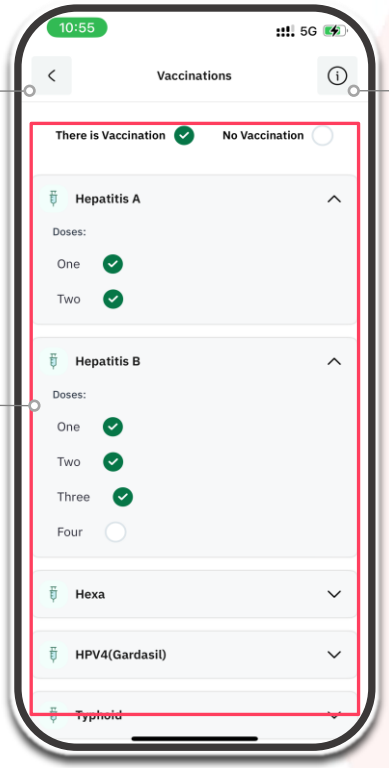
11. Vaccination

11.1 Vaccination Record

Go back to the previous page

Additional info

This section contains a detailed list of vaccination information.



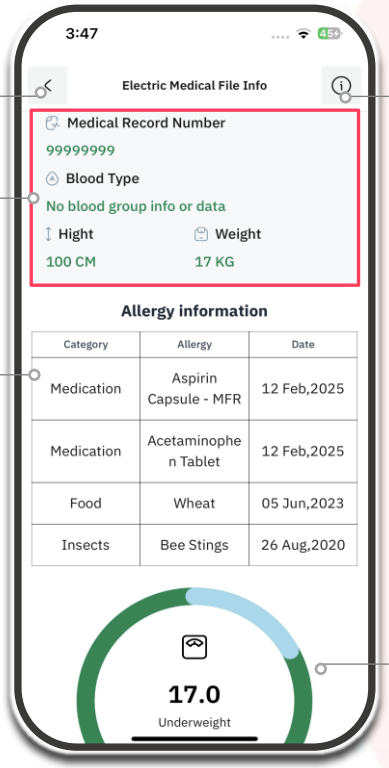
12. Electronic Medical Record

12.1 Electronic Medical Record Review

Go back to the previous page

View medical record number, blood type, height and weight

Know more information about allergies entered into the Hospital Information System, where the name of the allergy, type and date are mentioned



Additional info

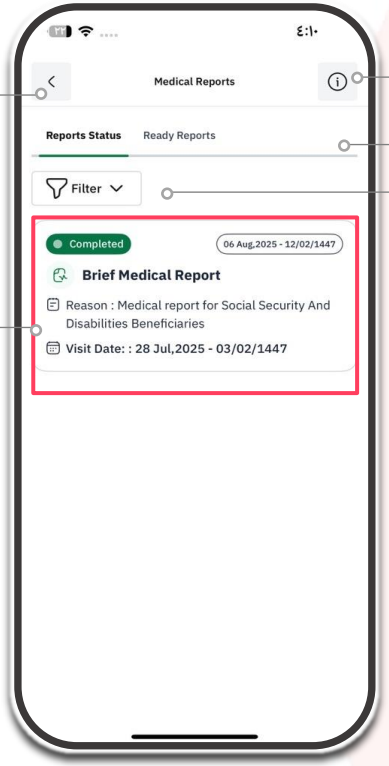
Current BMI

13. Medical Reports

13.1 Reports Status

Go back to the previous page

View the request details



Additional info

Viewing Medical Reports requests status

Search the log of requested medical reports

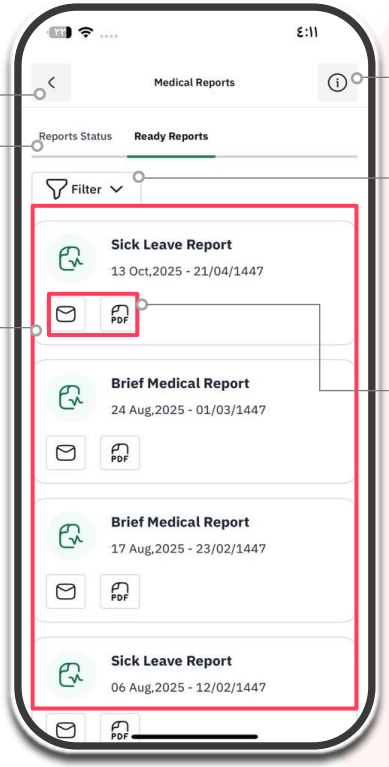
13. Medical Reports

13.2 Ready Reports

Go back to the previous page

Viewing completed medical reports

View the list of ready reports



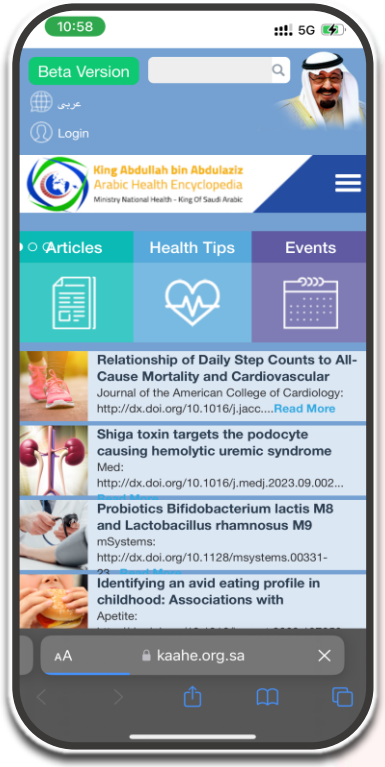
Additional info

Search the log of ready medical reports

You can review reports as a PDF document and send it to your registered e-mail in your profile

14. Education

14.1 Education



Note:

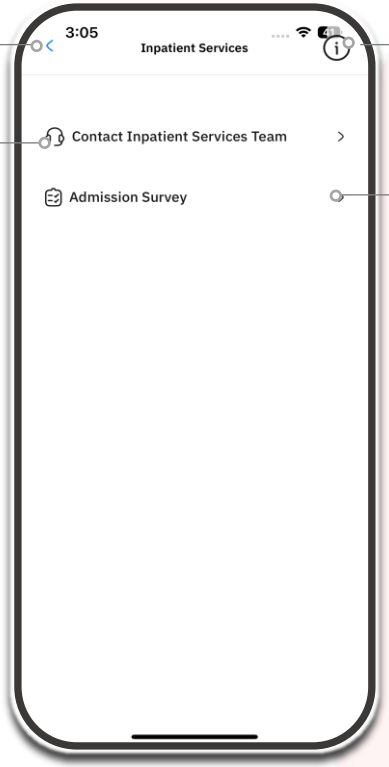
- King Abdullah Bin Abdulaziz Arabic Health Encyclopedia will be displayed.

15. Inpatient Services

15.1 Inpatient Services

Go back to the previous page

Click here to contact with inpatient services team



Additional info

Click here to fill the admission survey

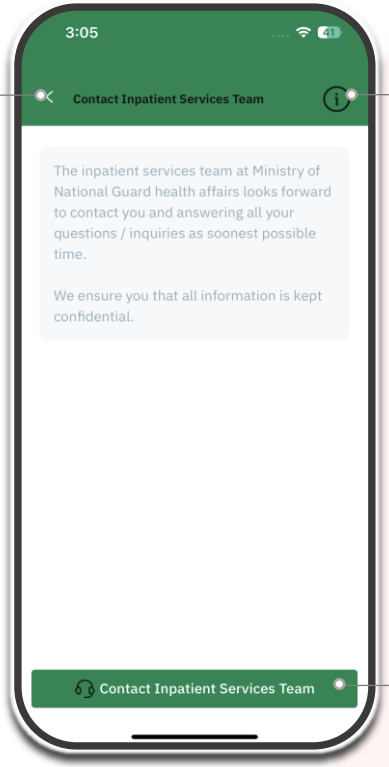
Note:

- Through this service you can fill the admission evaluation and contact with inpatient services team.
- This service is available for inpatients only
- This service is available from the date of admission until 24 after discharge.

15. Inpatient Services

15.2 Contact inpatient services team

Go back to the previous page



Additional info

Click to start the conversation

Note:

- This service is available for inpatients only
- This service is available from the date of admission until 24 after discharge

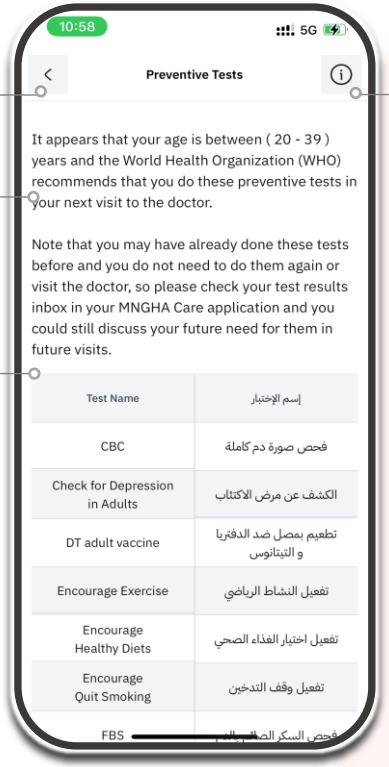
16. Preventive Tests

16.1 Preventive Tests

Go back to the previous page

Information about tests that interest you according to your age

Customized recommended preventive tests



Additional info

Note:

- The “World Health Organization (WHO)” recommends patients do these preventive tests based on the patient (age group and gender).
- Note that you may have already done these tests before and you do not need to do them again or visit the doctor, so please check your test results inbox in your MNGHA Care application and you could still discuss your future need with your doctor.