وزارة الحرس الوطني - الشؤون الصحية

MINISTRY OF NATIONAL GUARD HEALTH AFFAIRS

MNGHA

Patient and Visitors Feedback Services

User Guide

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MNGHA

Introduction

Patient and Visitors Feedback Service to receive feedback from MNGHA patients and visitors, this will be helpful for service improvement and a communication channel with MNGHA clients.

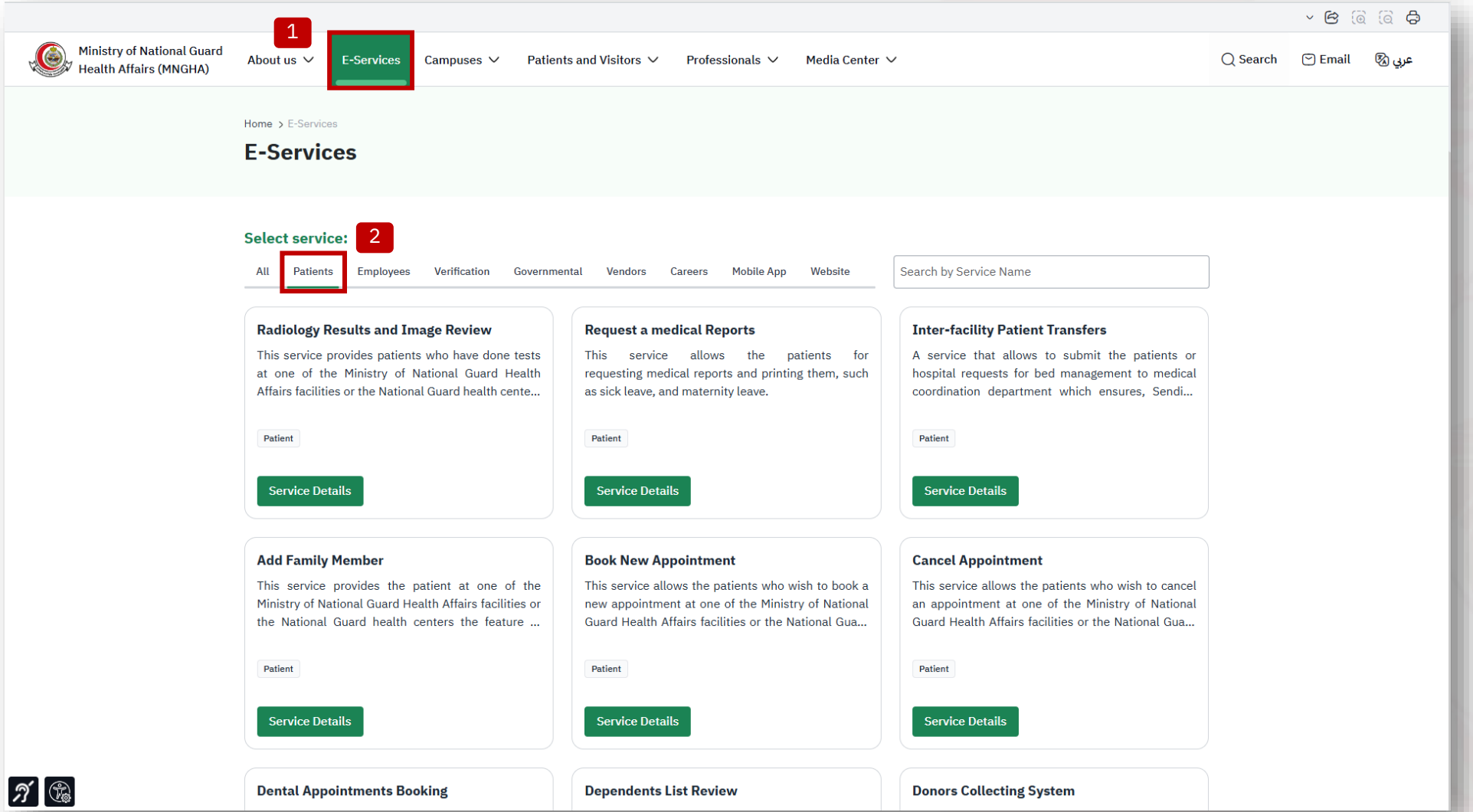
How to Access the Service

How to Access the Service via the Link: Here.

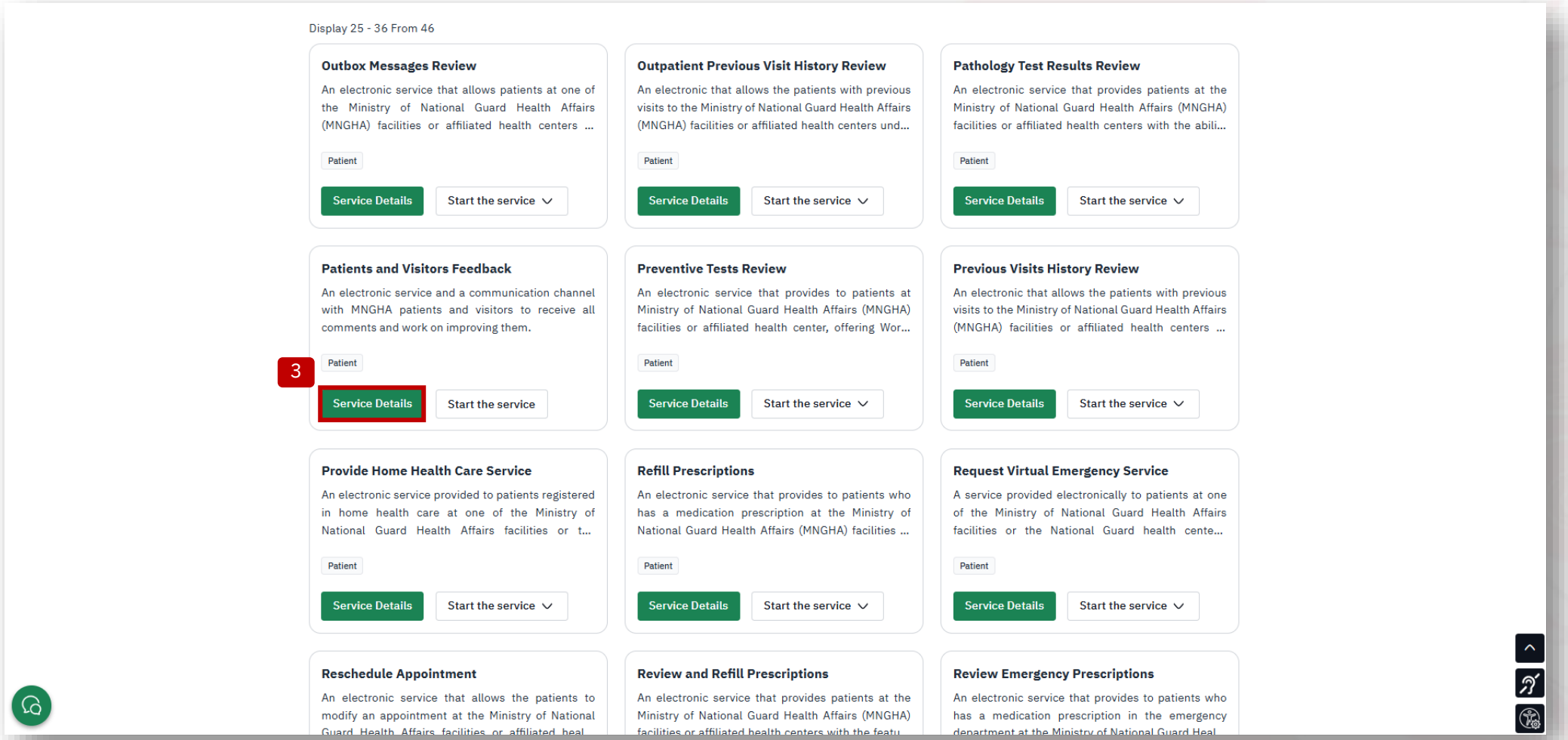
Steps:

1. E-Services
2. Patients
3. Patient and Visitors Feedback Service
4. Start the service
5. Fill out the form and attach files, if any.
6. click on submit

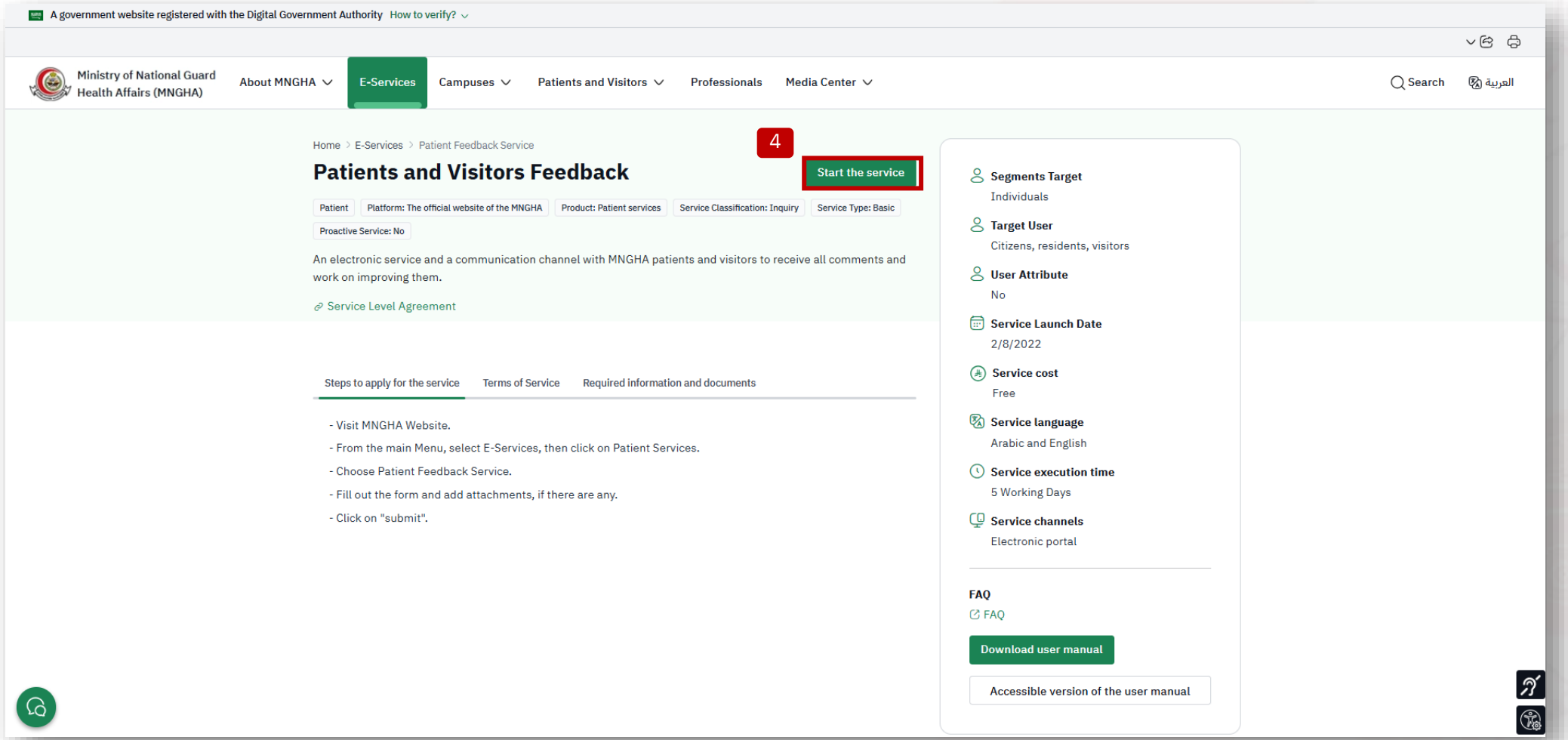
MNGHA


Ministry of National Guard
Health Affairs (MNGHA)
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Radiology Results and Image Review
This service provides patients who have done tests at one of the Ministry of National Guard Health Affairs facilities or the National Guard health cente...
Patient
Service Details
Request a medical Reports
This service allows the patients for requesting medical reports and printing them, such as sick leave, and maternity leave.
Patient
Service Details
Inter-facility Patient Transfers
A service that allows to submit the patients or hospital requests for bed management to medical coordination department which ensures, Sendi...
Patient
Service Details
Add Family Member
This service provides the patient at one of the Ministry of National Guard Health Affairs facilities or the National Guard health centers the feature ...
Patient
Service Details
Book New Appointment
This service allows the patients who wish to book a new appointment at one of the Ministry of National Guard Health Affairs facilities or the National Gua...
Patient
Service Details
Cancel Appointment
This service allows the patients who wish to cancel an appointment at one of the Ministry of National Guard Health Affairs facilities or the National Gua...
Patient
Service Details
Dental Appointments Booking
Dependents List Review
Donors Collecting System

MNGHA


Display 25 - 36 From 46
Outbox Messages Review
An electronic service that allows patients at one of the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers ...
Patient
Service Details
Start the service
Outpatient Previous Visit History Review
An electronic that allows the patients with previous visits to the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers und...
Patient
Service Details
Start the service
Pathology Test Results Review
An electronic service that provides patients at the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers with the abili...
Patient
Service Details
Start the service
Patients and Visitors Feedback
An electronic service and a communication channel with MNGHA patients and visitors to receive all comments and work on improving them.
Patient
3
Service Details
Start the service
Preventive Tests Review
An electronic service that provides to patients at Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health center, offering Wor...
Patient
Service Details
Start the service
Previous Visits History Review
An electronic that allows the patients with previous visits to the Ministry of National Guard Health Affairs (MNGHA) facilities or affiliated health centers ...
Patient
Service Details
Start the service
Provide Home Health Care Service
An electronic service provided to patients registered in home health care at one of the Ministry of National Guard Health Affairs facilities or t...
Patient
Service Details
Start the service
Refill Prescriptions
An electronic service that provides to patients who has a medication prescription at the Ministry of National Guard Health Affairs (MNGHA) facilities ...
Patient
Service Details
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Request Virtual Emergency Service
A service provided electronically to patients at one of the Ministry of National Guard Health Affairs facilities or the National Guard health cente...
Patient
Service Details
Start the service
Reschedule Appointment
An electronic service that allows the patients to modify an appointment at the Ministry of National
Review and Refill Prescriptions
An electronic service that provides patients at the Ministry of National Guard Health Affairs (MNGHA)
Review Emergency Prescriptions
An electronic service that provides to patients who has a medication prescription in the emergency

MNGHA


A government website registered with the Digital Government Authority How to verify?
Ministry of National Guard Health Affairs (MNGHA)
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Patients and Visitors Feedback
Start the service
Patient
Platform: The official website of the MNGHA
Product: Patient services
Service Classification: Inquiry
Service Type: Basic
Proactive Service: No
An electronic service and a communication channel with MNGHA patients and visitors to receive all comments and work on improving them.
Service Level Agreement
Steps to apply for the service
Terms of Service
Required information and documents
- Visit MNGHA Website.
- From the main Menu, select E-Services, then click on Patient Services.
- Choose Patient Feedback Service.
- Fill out the form and add attachments, if there are any.
- Click on "submit".
Segments Target
Individuals
Target User
Citizens, residents, visitors
User Attribute
No
Service Launch Date
2/8/2022
Service cost
Free
Service language
Arabic and English
Service execution time
5 Working Days
Service channels
Electronic portal
FAQ
FAQ
Download user manual
Accessible version of the user manual

MNGHA

5

Patient Information

* First Name

Type your first name

* Family Name

Type your family name

* Patient Medical record number

Type your medical record number

* Is the patient the same person providing the feedback? Yes No

Location

* Region

Select Region

* Hospital/ PHC

Select Hospital/ PHC

Patient Feedback Description

* Feedback Type

Select Feedback Type

* Description

To serve you better, please provide more details about your feedback, such as clinic, ward, specialty, date of concern, etc...

Would you like to attach any documents?

Maximum file size allowed is 2MB, supported file formats include
.Jpg, .jpeg, .png, .csv, .xslx, .pdf, .doc and .docx

Browse Files

ID96

Type verification code

6

Submit Cancel

MNGHA