وزارة الحـرس الوطنـي - الشـؤون الصحيـة
MINISTRY OF NATIONAL GUARD HEALTH AFFAIRS

MNGHA

Patient Feedback Services

User Guide

Contents:

MNGHA

Introduction

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

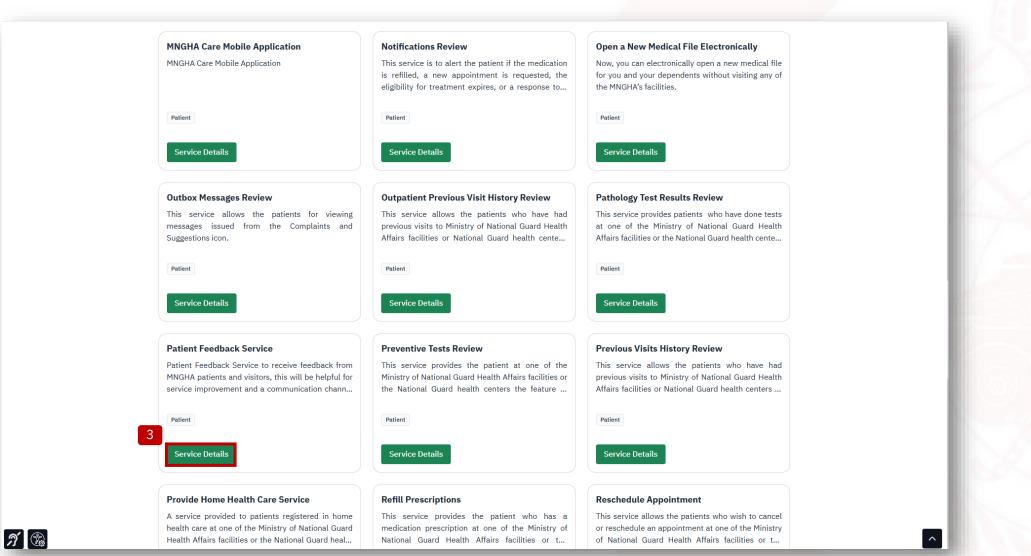MNGHA

How to Access the Service

How to Access the Service via the Link: [Here](#).

Steps:

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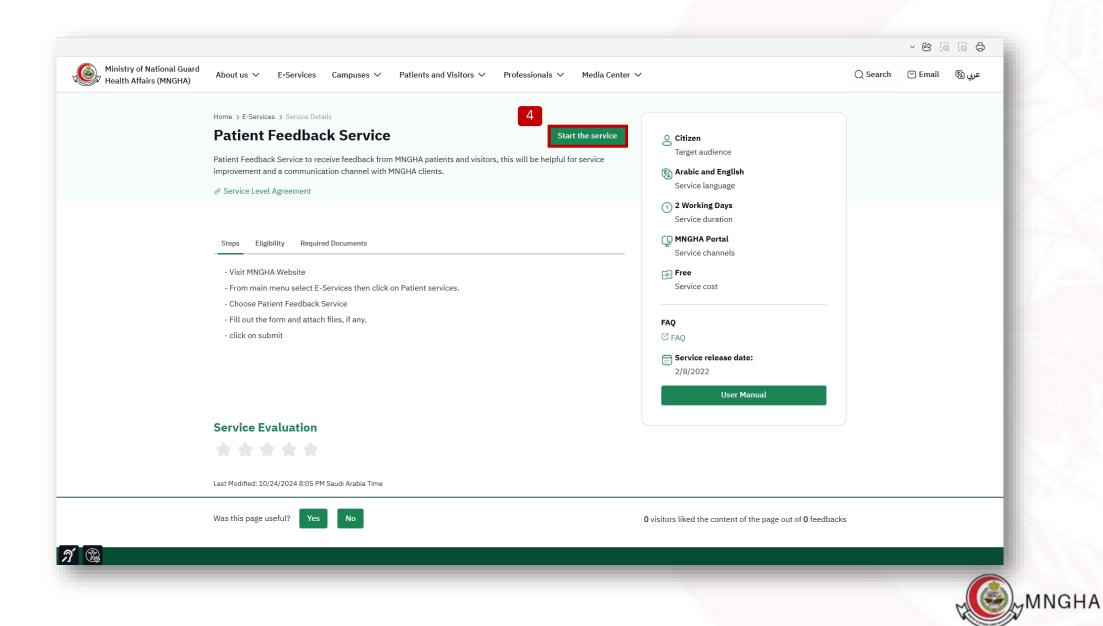5. Fill out the form and attach files, if any.
6. click on submit

MNGHA

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Home › E-Services

E-Services

Select service: **2**

All   **Patients**   Employees   Verification   Governmental   Vendors   Careers   Mobile App   Website

Search by Service Name

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

MNGHA Care Mobile Application

MNGHA Care Mobile Application

Patient

Service Details

Notifications Review

This service is to alert the patient if the medication is refilled, a new appointment is requested, the eligibility for treatment expires, or a response to...

Patient

Service Details

Open a New Medical File Electronically

Now, you can electronically open a new medical file for you and your dependents without visiting any of the MNGHA's facilities.

Patient

Service Details

Outbox Messages Review

This service allows the patients for viewing messages issued from the Complaints and Suggestions icon.

Patient

Service Details

Outpatient Previous Visit History Review

This service allows the patients who have had previous visits to Ministry of National Guard Health Affairs facilities or National Guard health cente...

Patient

Service Details

Pathology Test Results 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

Patient Feedback Service

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

Patient

3

Service Details

Preventive Tests Review

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

Previous Visits History Review

This service allows the patients who have had previous visits to Ministry of National Guard Health Affairs facilities or National Guard health centers ...

Patient

Service Details

Provide Home Health Care Service

A service provided to patients registered in home health care at one of the Ministry of National Guard Health Affairs facilities or the National Guard heal...

Refill Prescriptions

This service provides the patient who has a medication prescription at one of the Ministry of National Guard Health Affairs facilities or t...

Reschedule Appointment

This service allows the patients who wish to cancel or reschedule an appointment at one of the Ministry of National Guard Health Affairs facilities or t...

MNGHA

About us ⌄   E-Services   Campuses ⌄   Patients and Visitors ⌄   Professionals ⌄   Media Center ⌄

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Home > E-Services > Service Details

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Patient Feedback Service

Start the service

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

🔗 Service Level Agreement

| **Citizen** |
| Target audience |

Arabic and English
Service language

2 Working Days
Service duration

MNGHA Portal
Service channels

Free
Service cost

FAQ
⬈ FAQ

📅 **Service release date:**
2/8/2022

User Manual

Steps   Eligibility   Required Documents

- Visit MNGHA Website

- From main menu select E-Services then click on Patient services.

- Choose Patient Feedback Service

- Fill out the form and attach files, if any.

- click on submit

Service Evaluation

⭐ ⭐ ⭐ ⭐ ⭐

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Was this page useful?   Yes   No

0 visitors liked the content of the page out of **0** feedbacks

MNGHA

Patient Information

5

* 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