وزارة الصحة
Ministry of Health

User Guide

Ministry of Health Portal

www.moh.gov.sa

رؤية VISION 2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

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Home page

1 Official-site notice
States that this is an official Government of the Kingdom of Saudi Arabia website, with a “How to verify” link.

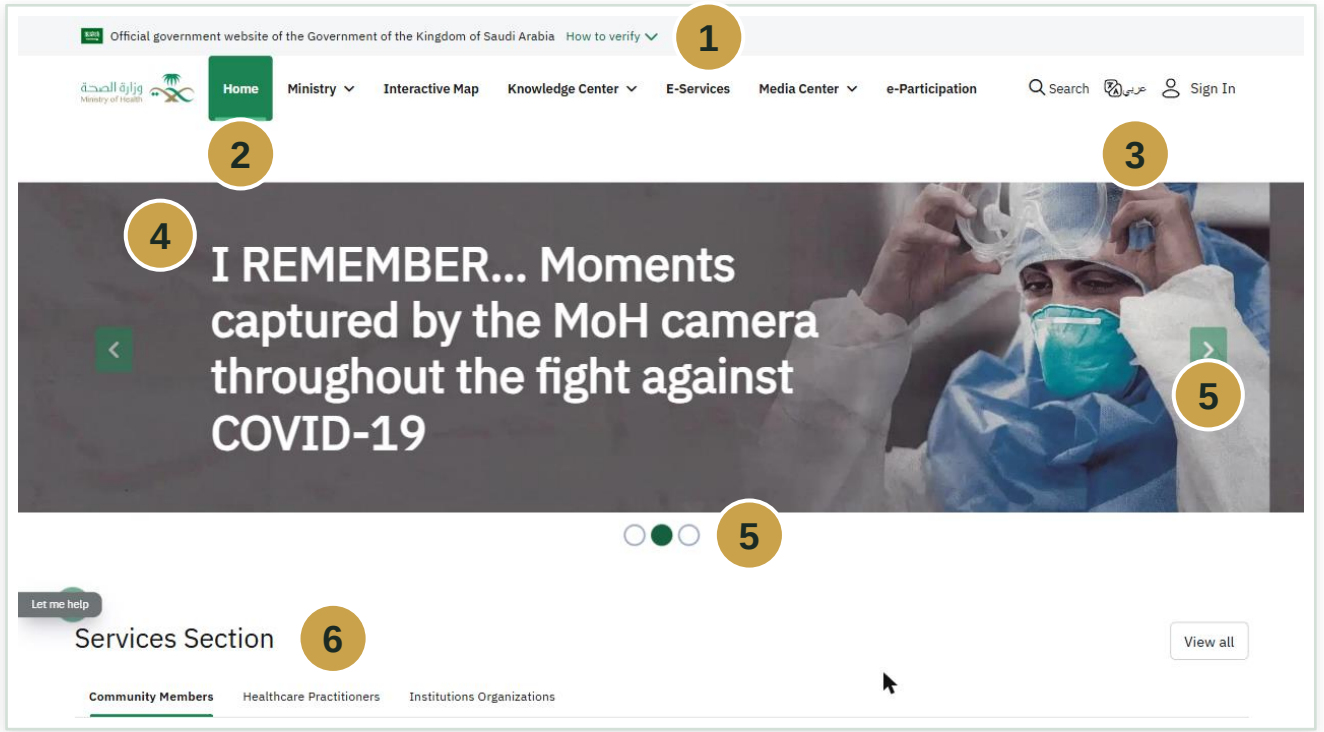
2 Logo and main menu
The Ministry logo and links to the portal sections; the current page is highlighted in green.

3 Search, language, sign in
Search the portal, switch to Arabic, and sign in.

4 Main banner
A large banner presenting Ministry campaigns and news, such as the COVID-19 story shown.

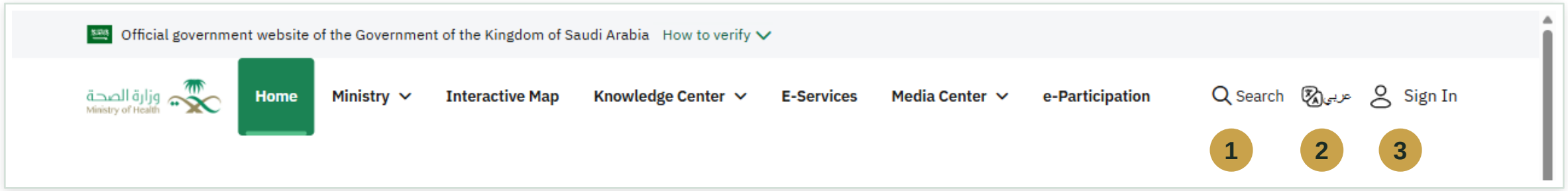
5 Banner navigation
The arrows and the three dots change the banner manually; banners also rotate automatically.

6 Services Section
Three tabs: Community Members, Healthcare Practitioners, Institutions Organizations, plus “View all”.



Two floating buttons also appear on the page: the chat assistant (“Let me help”) and the accessibility tools. Both are covered in “Support tools”.

Top bar



1 Search

Search portal sections and services by keyword. Quick suggestions appear under the field.

2 Language switch

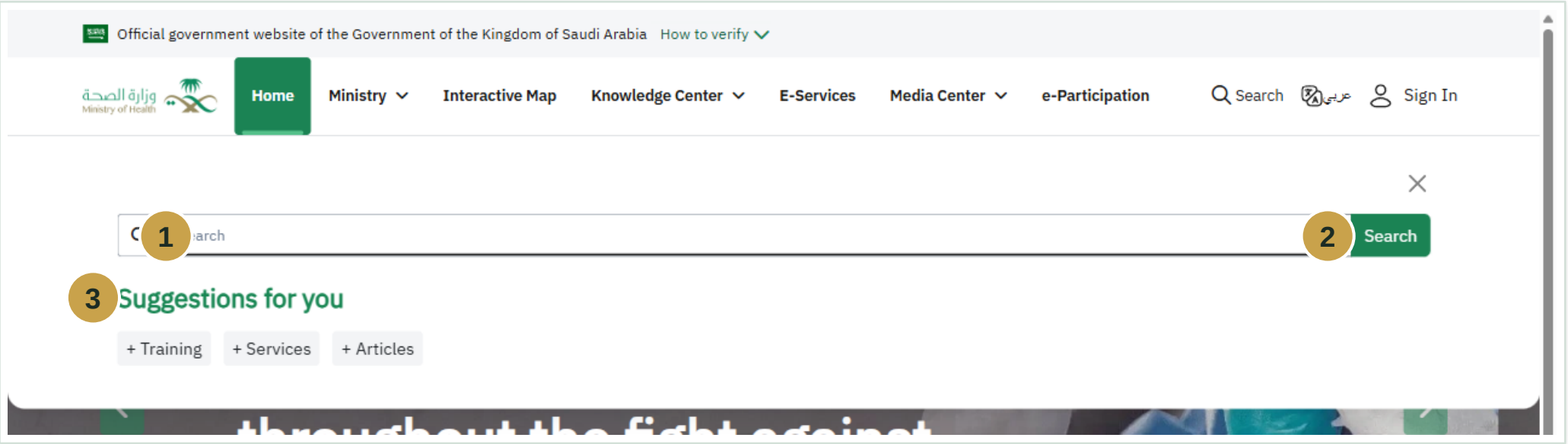
Switches the portal between Arabic and English; the button then shows the other language.

3 Sign in

Opens the sign-in page through National Single Sign-On (Nafath) to use the e-services.

A banner above the bar states that this is an official Government of the Kingdom of Saudi Arabia website, with a “How to verify” link.

Search



1 Search field

Type a keyword, then press Search to reach the page or service you need.

2 Voice input

A microphone icon next to the button lets you speak your query.

3 Suggestions for you

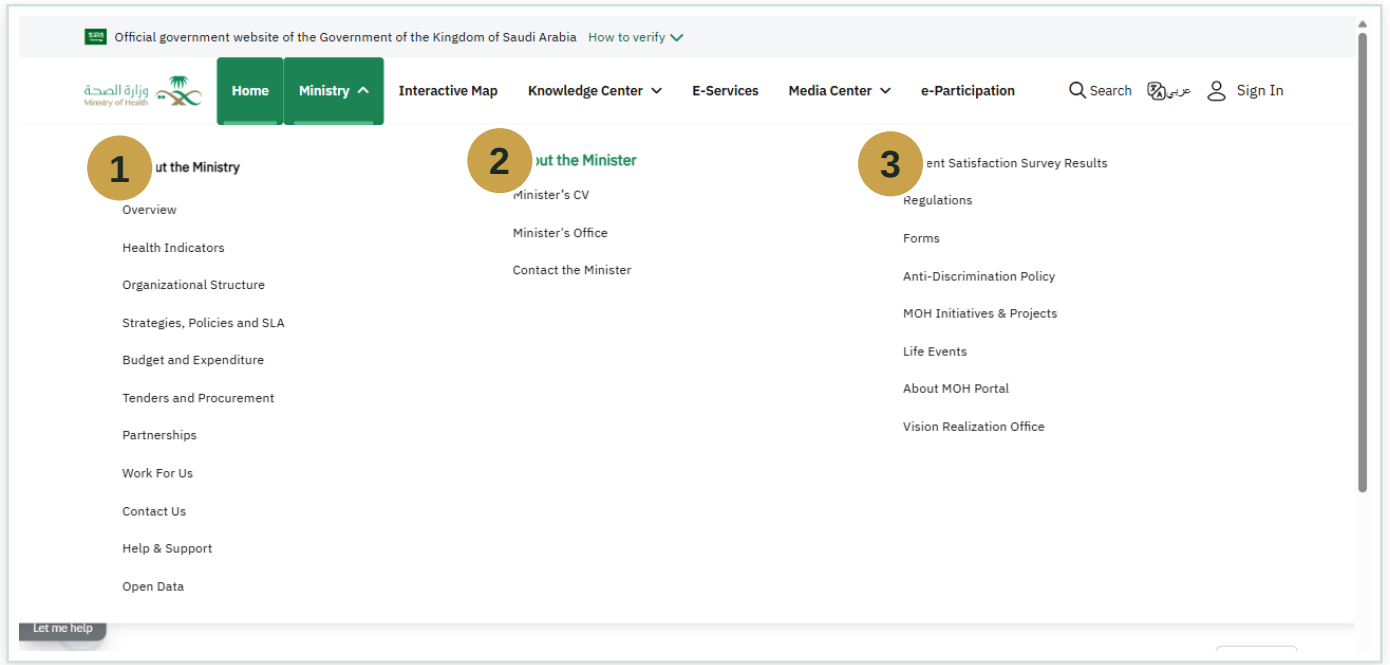
Quick shortcuts appear under the field: Training, Services, Articles.

Ministry menu

1 **About the Ministry**
Overview, health indicators, structure, strategies, budget, tenders, partnerships, careers, contact, help and open data.

2 **About the Minister**
The Minister’s CV, his office, and how to contact him.

3 **Ministry pages**
Patient satisfaction results, regulations, forms, anti-discrimination policy, initiatives, life events, about the portal, Vision Realization Office.



Select “Ministry” in the main menu to open three columns of links, then pick the page you need.

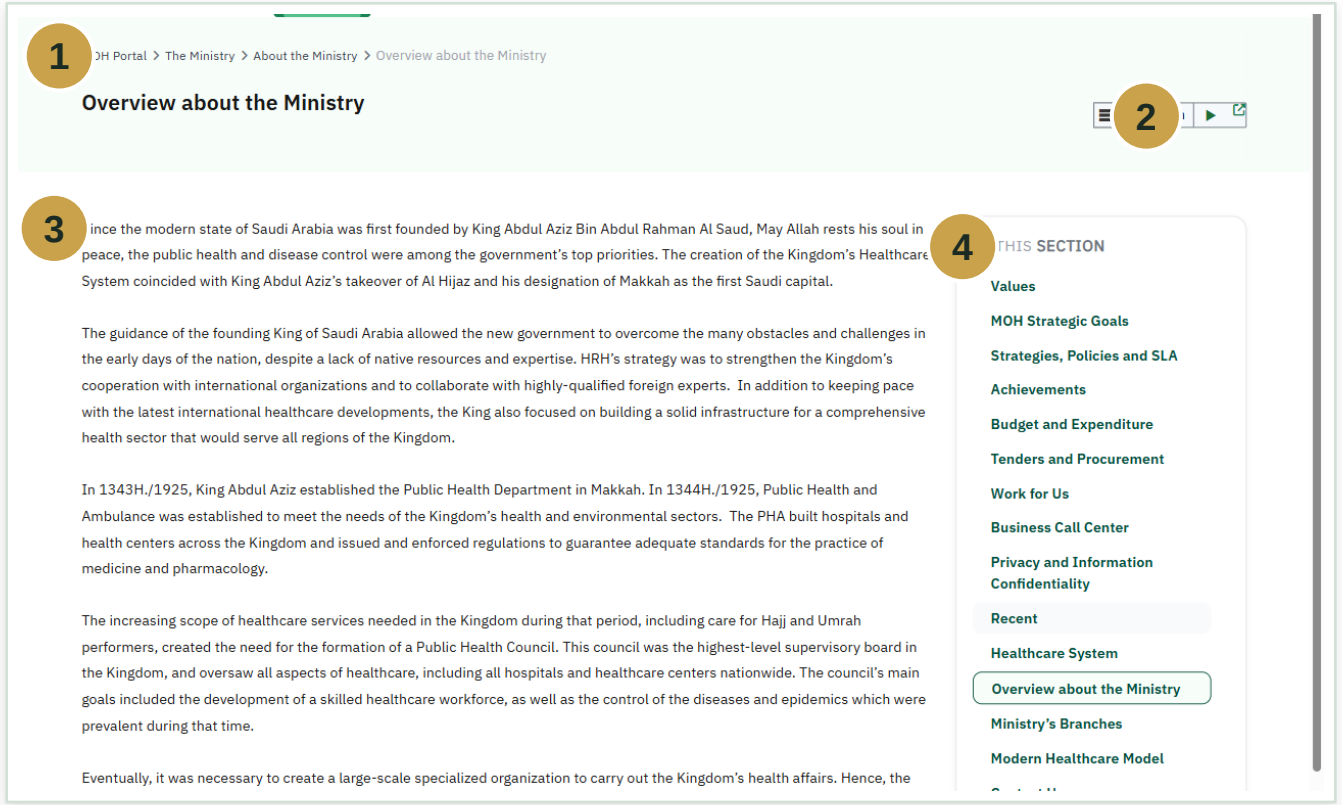
About the Ministry

1 Breadcrumb
Shows your location: MOH Portal › The Ministry › About the Ministry.

2 Listen button
Reads the page aloud.

3 Page content
History of the Ministry and development of the health sector in the Kingdom.

4 In this section
Side list of related pages; the current page is highlighted.



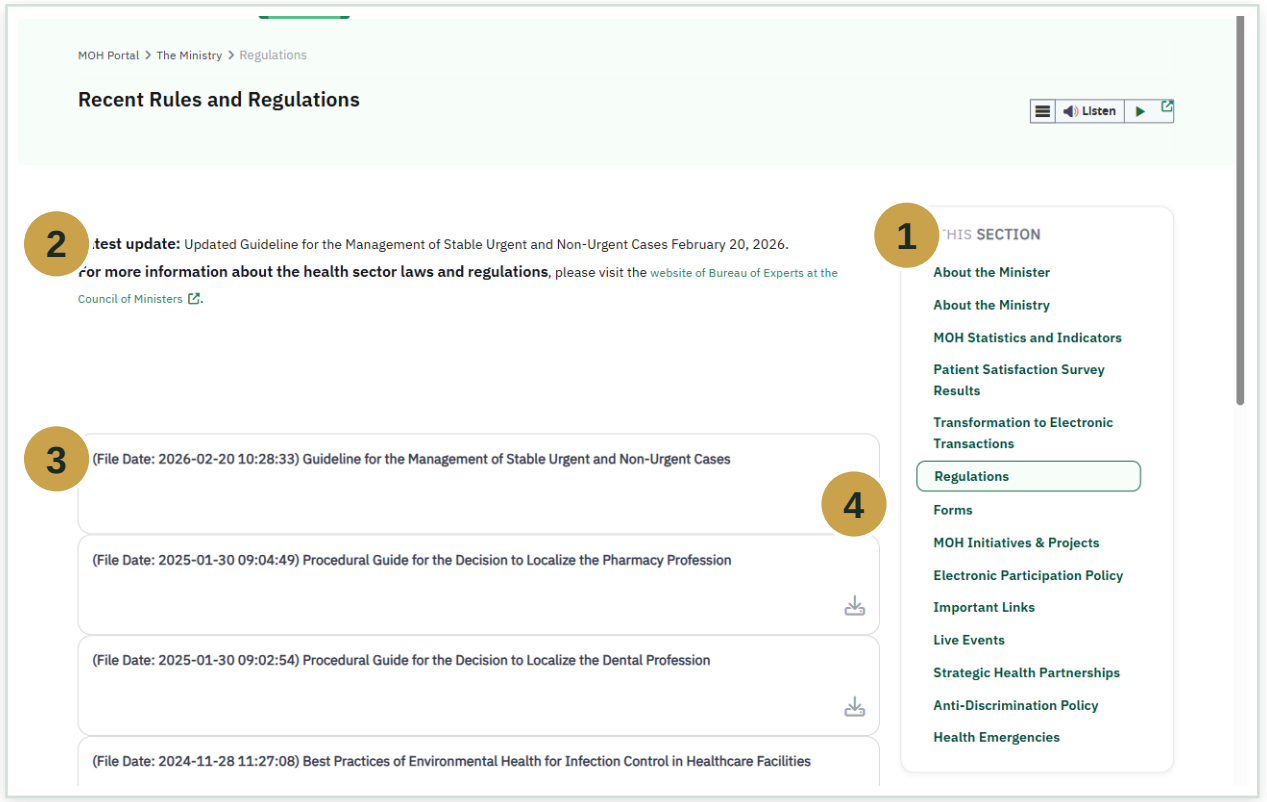
Regulations

1 **In this section**
Lists the pages in the same section and highlights the current one.

2 **Latest update**
A note about the latest guideline published, with a link to the Bureau of Experts at the Council of Ministers.

3 **Document list**
Each entry shows a title and a file date.

4 **Download**
The download icon sits at the end of each row.



Interactive Map: access from the menu

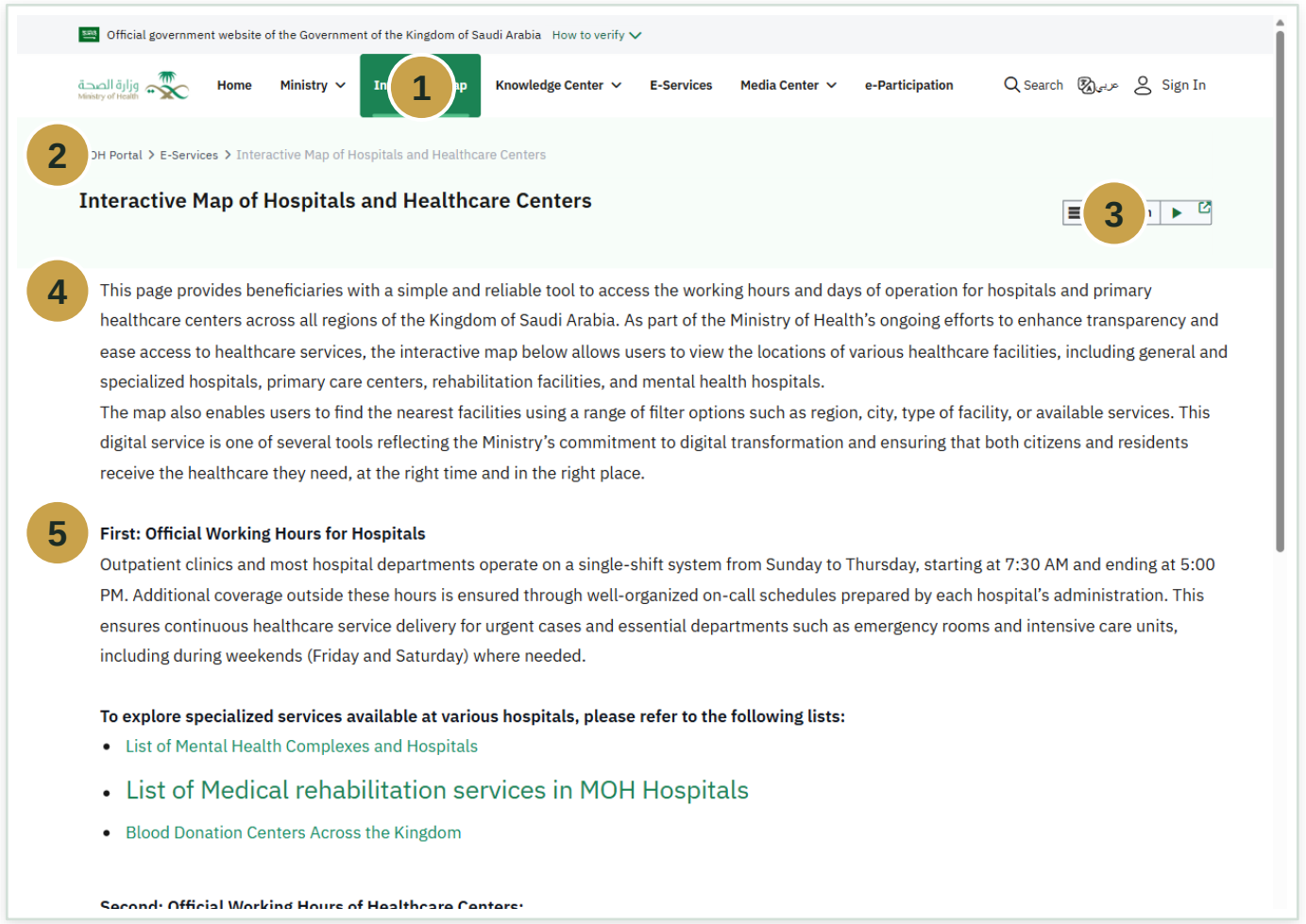
1 Direct link
"Interactive Map" is a direct link in the main menu, with no drop-down.

2 Breadcrumb
MOH Portal › E-Services › Interactive Map of Hospitals and Healthcare Centers.

3 Listen button
Reads the page aloud.

4 Service overview
A simple tool to check working hours and days of hospitals and primary healthcare centers.

5 Official hours
"First" covers hospitals; "Second" covers primary healthcare centers.



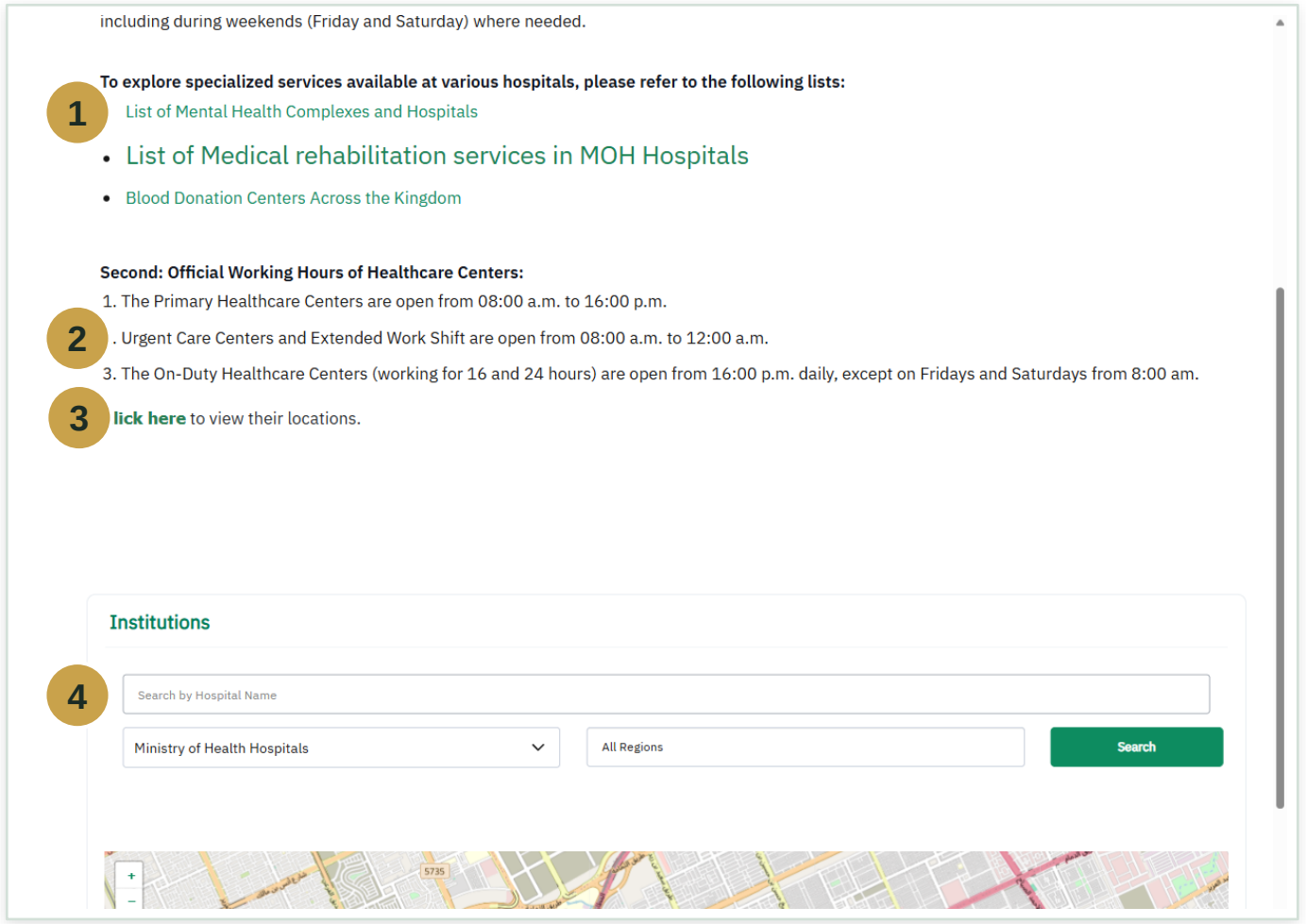
Interactive Map: lists and search

1 **Supporting lists**
Links to mental health hospitals, medical rehabilitation services and blood donation centers.

2 **Primary care hours**
Three categories (primary, urgent care and extended shift, on-duty 16 and 24 hours), each with its official hours.

3 **Locations**
Press “click here” to see where these centers are.

4 **Search and filter**
Search by hospital name, choose facility type and region, then press Search to show results on the map.

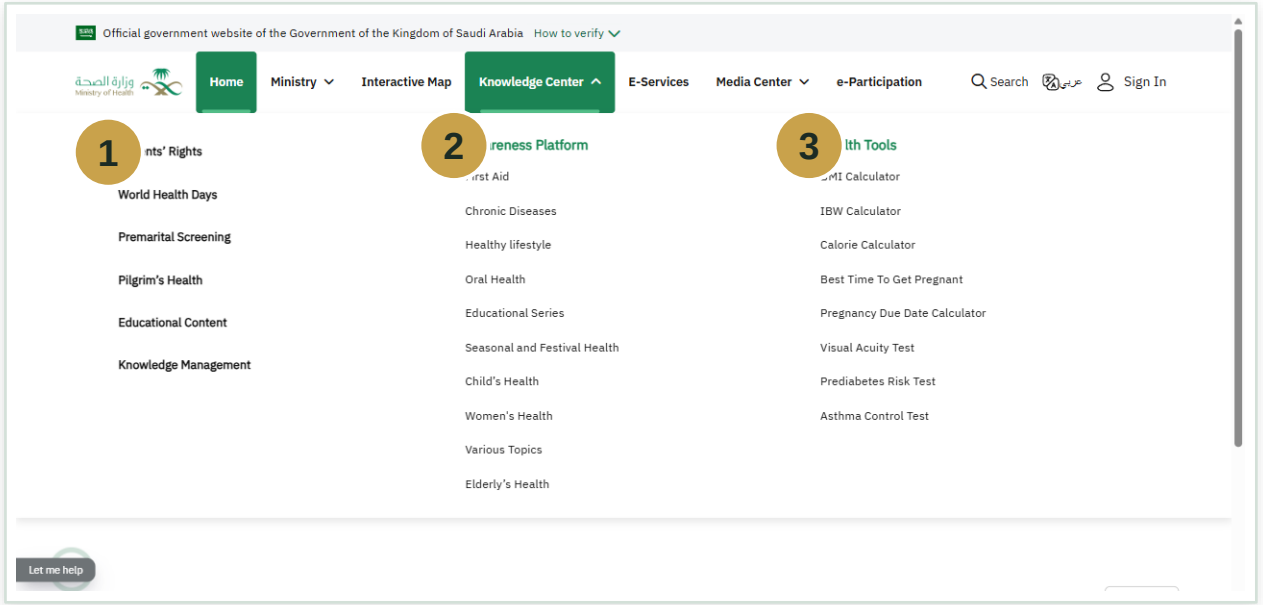


Knowledge Center menu

1 **Awareness sections**
Patients' rights, world health days, premarital screening, pilgrims' health, educational content, knowledge management.

2 **Awareness Platform**
First aid, chronic diseases, healthy lifestyle, oral health, educational series, seasonal health, child, women's and elderly health.

3 **Health Tools**
Quick calculators and tests: BMI, calories, best time to get pregnant, due date, visual acuity, prediabetes, asthma.



The Knowledge Center menu opens three groups: awareness sections, the awareness platform and health tools. The next page shows a tool example.

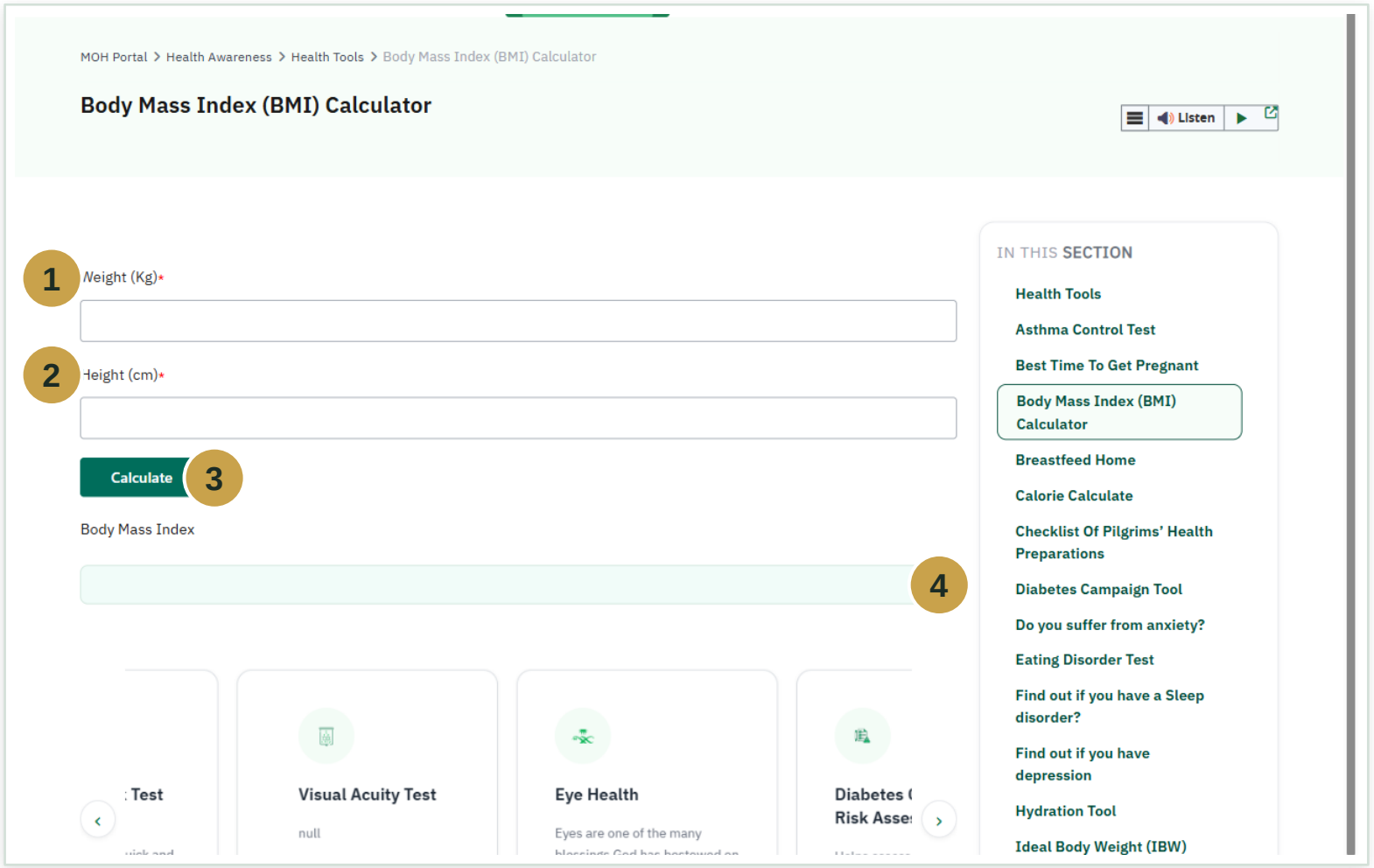
Health tool example: BMI calculator

1 **Weight field**
Enter your weight in kilograms.

2 **Height field**
Enter your height in centimeters.

3 **Calculate button**
Press it to show the result in the box under the button.

4 **Result**
The Body Mass Index appears in the shaded box. Related tools sit below.



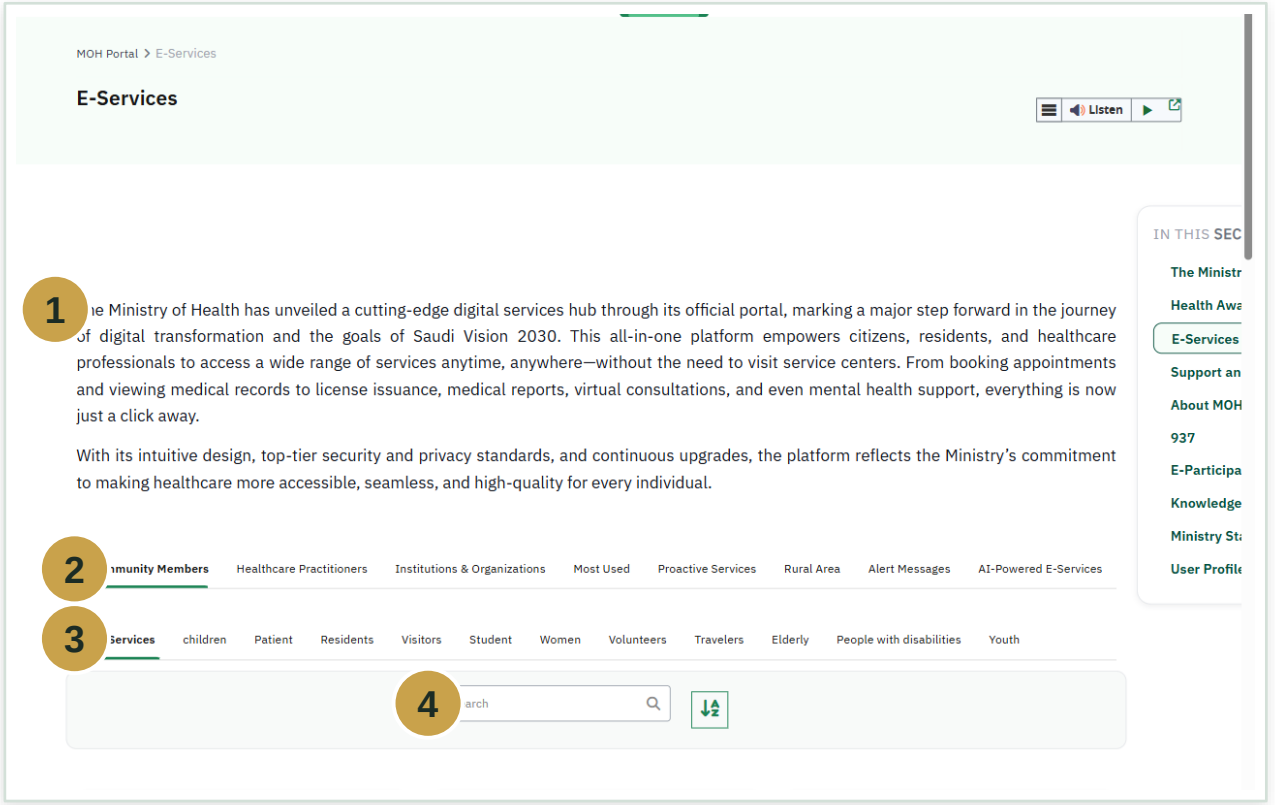
E-Services

1 **Overview**
Introduces the digital services hub and its goals.

2 **Audience tabs**
Community Members, Healthcare Practitioners, Institutions, Most Used, Proactive Services, Rural Area, Alert Messages, AI-Powered services.

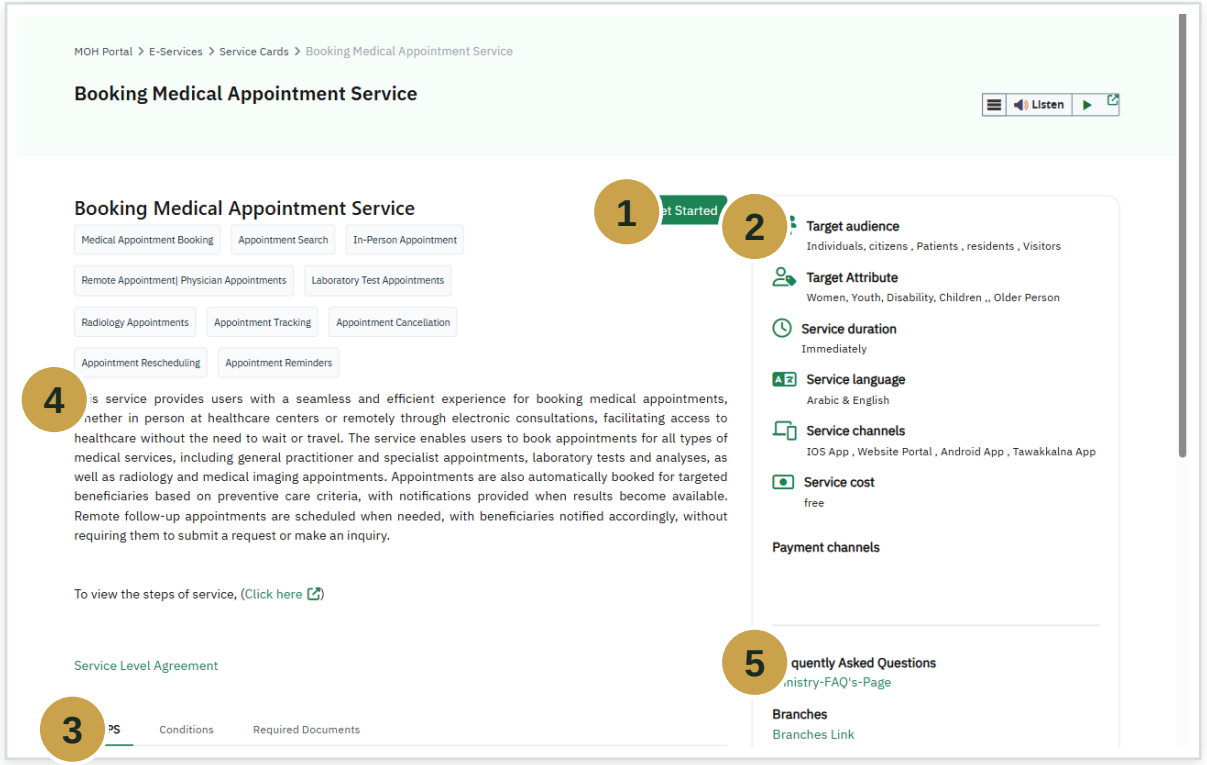
3 **Beneficiary filters**
All Services, Children, Patient, Residents, Visitors, Student, Women, Volunteers, Travelers, Elderly, People with disabilities, Youth.

4 **Search and sort**
Type a service name in the search box, or sort the list with the icon next to it.



Service card

1. **“Get Started” button**
   The service begins by directing the user to the Sehhaty page to download the application.
2. **Service data**
   Target audience, duration, language, channels and cost.
3. **Detail tabs**
   Steps, Conditions and Required Documents.
4. **Service description**
   An overview of the service and a link to its steps.
5. **Support**
   FAQ page, branches link and hours, contact channels, and mobile app download links.



Service example: booking a medical appointment

1

Sign in

Sign in through the “Sehhaty” app.

2

Appointments

Tap “Appointments” at the bottom of the screen.

3

Book a new one

Tap “Book an appointment”, choose the health center and service, then pick a date and time.

4

Confirmation

You receive an SMS confirming the booking.

5

Follow up

To see upcoming or past appointments, tap “My appointments”.

Immediate

Service duration

Free

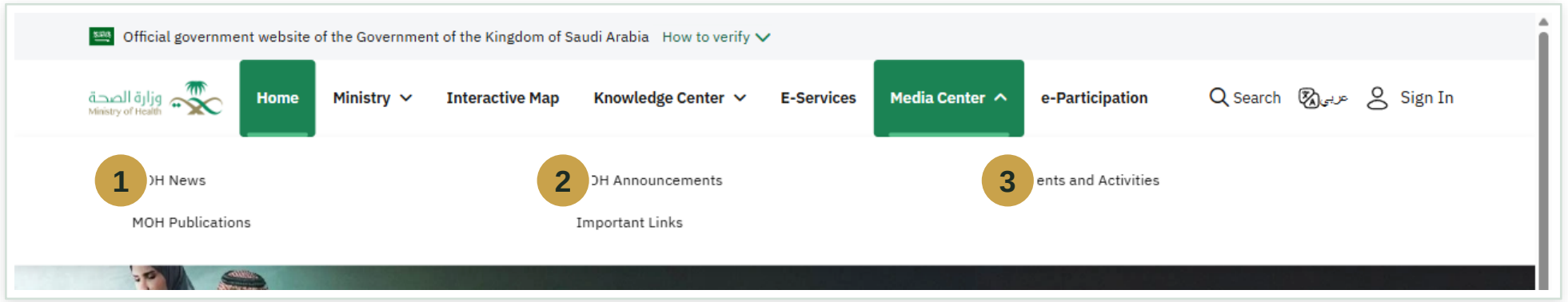
Cost

Arabic & English

Service language

Channels: Android app, iOS app, website portal and the Tawakkalna app. The smart assistant can also book or look up appointments.

Media Center menu



1 News & publications

MOH News and MOH Publications.

2 Announcements & links

MOH Announcements and Important Links.

3 Events

Events and Activities.

MOH Announcements

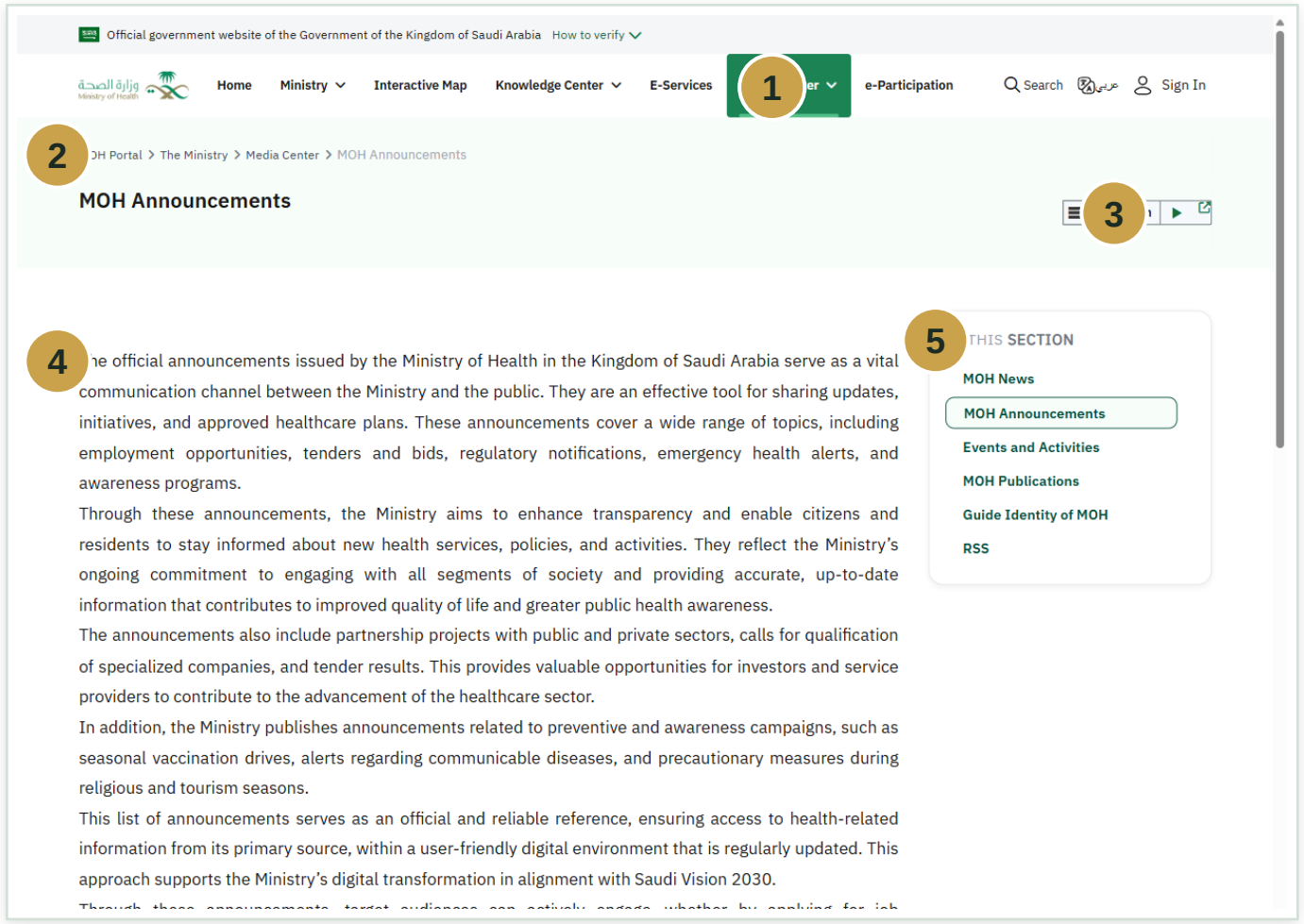
1 **Media Center**
A drop-down with News, Announcements, Events, Publications and Important Links.

2 **Breadcrumb**
MOH Portal › The Ministry › Media Center › MOH Announcements.

3 **Listen button**
Reads the page aloud.

4 **Page overview**
Explains official announcement types: jobs, tenders, regulatory notices and health alerts.

5 **In this section**
News, Announcements, Events, Publications, Guide Identity of MOH and RSS.



Events and activities

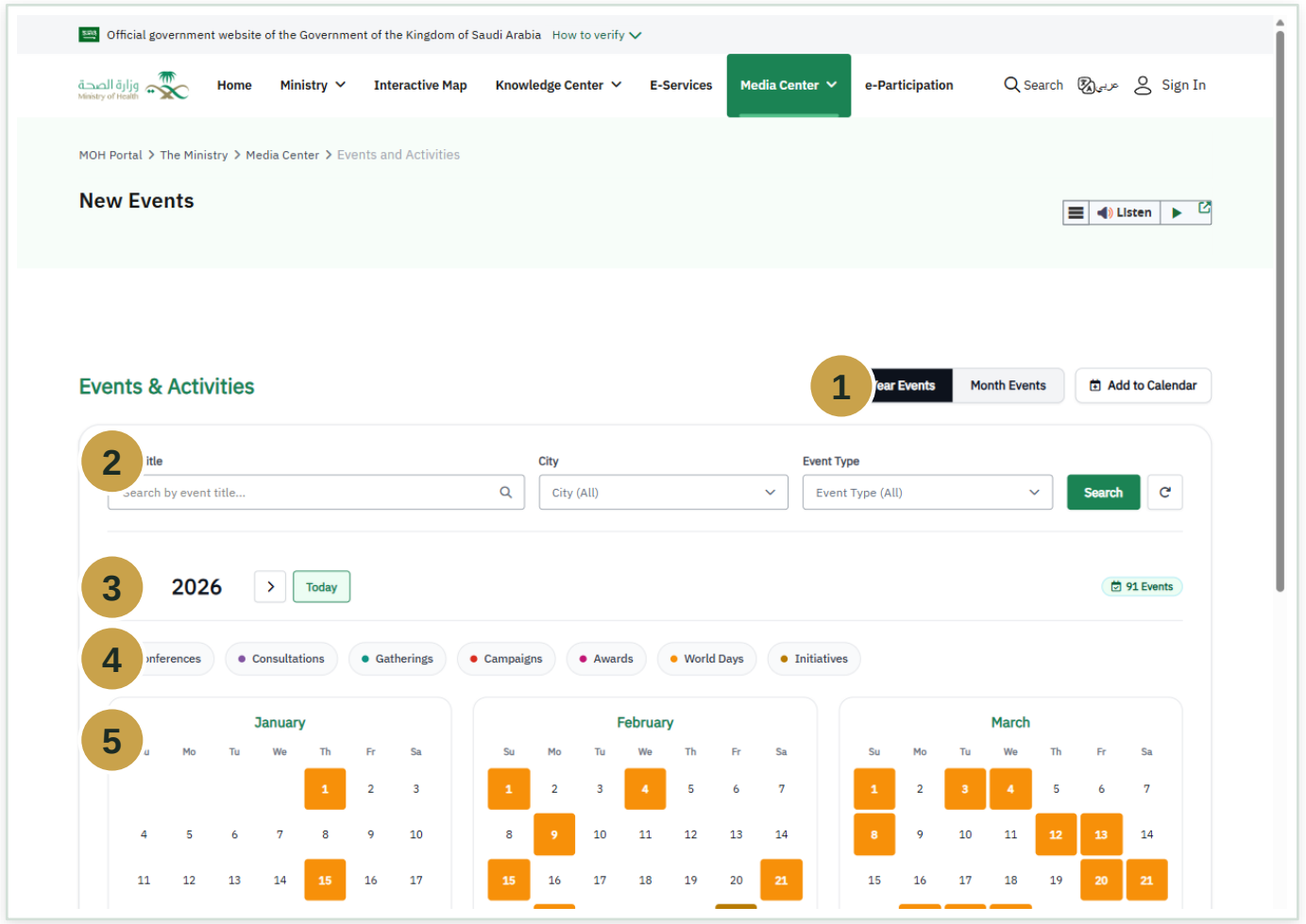
1 Calendar view
Switch between Year Events and Month Events, or use Add to Calendar.

2 Search and filter
Enter an event title, choose a city and a type, then press Search.

3 Year navigation
Use the year arrows, and the Today button to return to the current date.

4 Event types
Conferences, consultations, gatherings, campaigns, awards, world days, initiatives.

5 Calendar
Highlighted days have events; the color matches the type key.

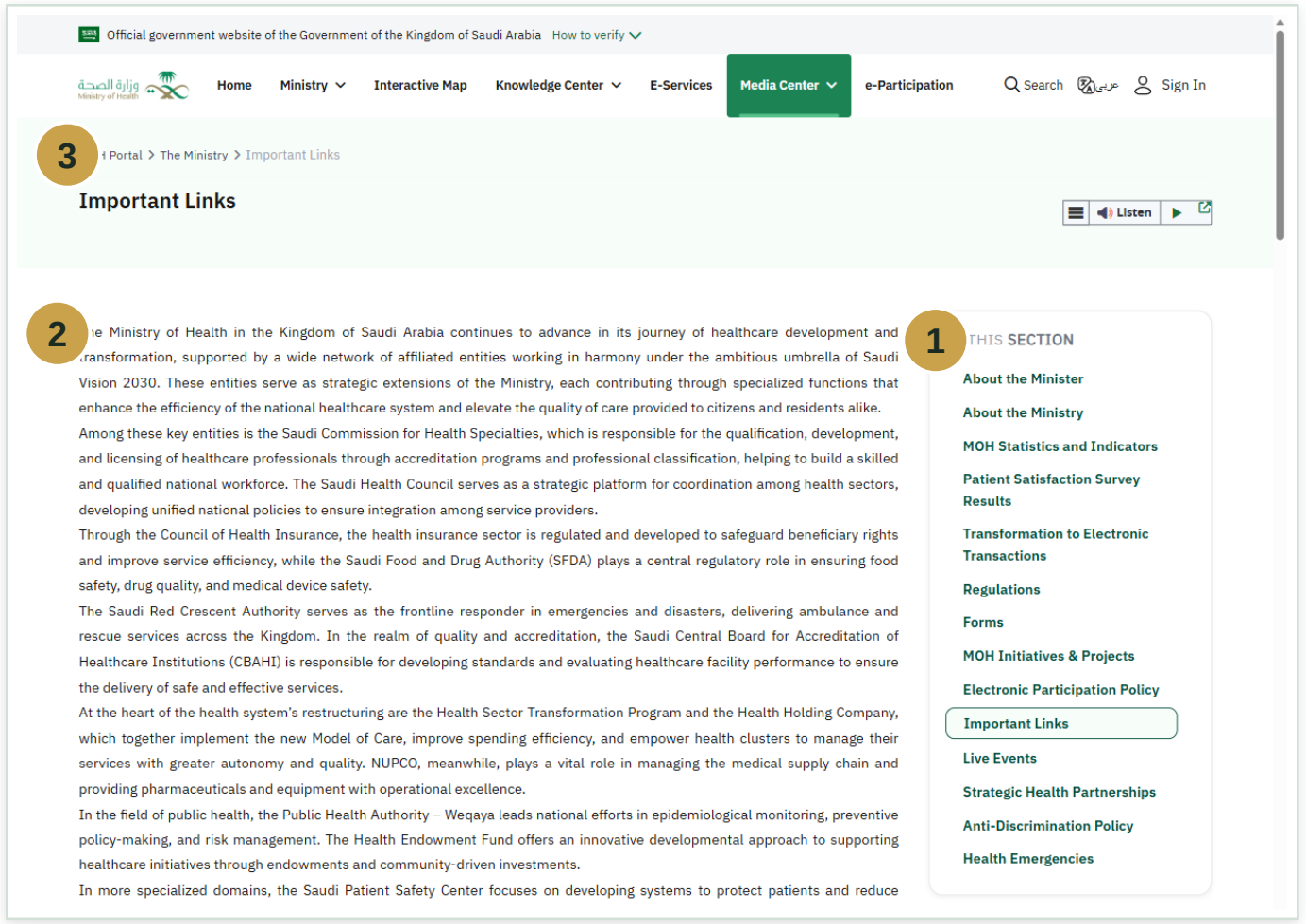


Important links

1 **In this section**
A side list of Ministry pages, with “Important Links” highlighted.

2 **Page overview**
Introduces the partner health entities and their roles in the healthcare system.

3 **Breadcrumb**
MOH Portal › The Ministry › Important Links.



e-Participation

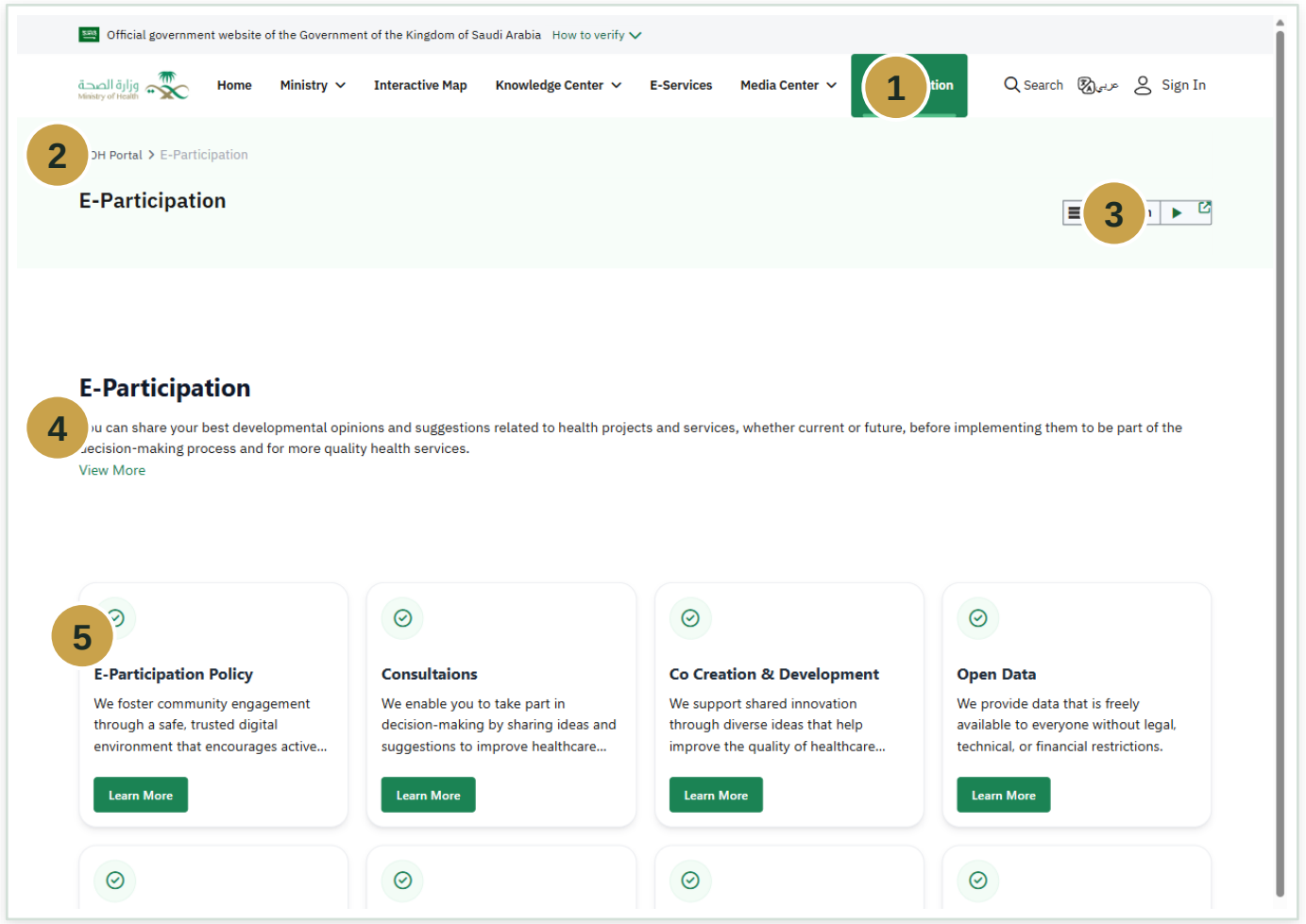
1 **Main menu**
“e-Participation” is a direct link in the main menu, with no drop-down.

2 **Breadcrumb**
MOH Portal › E-Participation.

3 **Listen button**
Reads the page aloud.

4 **Section overview**
Lets you share opinions and suggestions on health projects, services and initiatives.

5 **Participation cards**
Eight cards, each with a “Learn More” button.



The eight e-Participation sections

1 E-Participation Policy

Fosters community engagement in a safe, trusted digital environment that encourages active participation.

2 Consultations

Lets you take part in decision-making by sharing ideas and suggestions to improve healthcare.

3 Co-Creation & Development

Supports shared innovation with diverse ideas that help improve healthcare quality.

4 Open Data

Provides data that is freely available without legal, technical or financial restrictions.

5 Suggestions and Complaints

Receives complaints and suggestions electronically and follows up to improve services.

6 Beneficiary Voice Reports

Publishes regular reports reflecting beneficiaries' opinions to improve service quality.

7 Website & Services Statistics

Presents interactive data on user engagement, service performance and complaint impact.

8 Social Media

Used to raise awareness, enhance public perception and enable sustainable health engagement.

Every card ends with a "Learn More" button that opens the section's details.

Bottom section



1. Overview
2. Contact & support
3. Important links
4. Social media
5. Bottom links

Bottom section contents

1 Overview

About MOH, how to use MOH, privacy and information confidentiality, news and events, subscribe, service level agreement, Open Data Portal, health emergencies.

2 Contact & support

Contact us, e-participation, submit a complaint, report corruption, freedom of information, FAQ, Interactive Map.

3 Important links

National Information Center, Open Government Data, National Strategy for Data & AI, e-Participation Portal, Etimad Portal, public consultation platform, Government Budget.

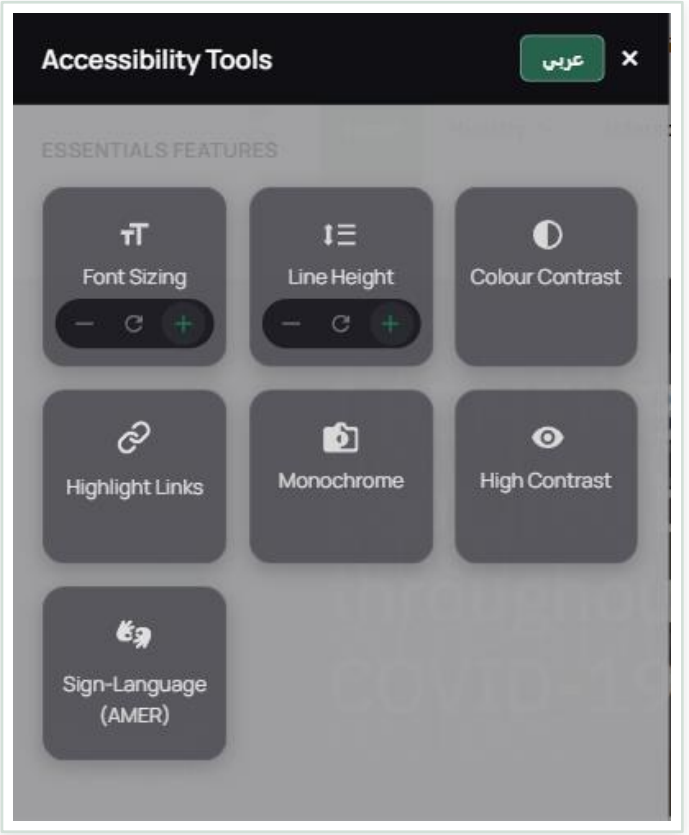
4 Social media

The Ministry's accounts on Snapchat, LinkedIn, Facebook, Instagram and X, plus the Vision 2030 logo.

Below the columns: Sitemap, RSS and Mobile App links, the copyright line and the last-modified date.

Accessibility tools

1. **Font Sizing**
   Make text larger or smaller.
2. **Line Height**
   Adjust the spacing between lines.
3. **Colour Contrast**
   Change the page’s color contrast.
4. **Highlight Links**
   Make links stand out on the page.
5. **Monochrome**
   Show the page in one color.
6. **High Contrast**
   Raise contrast for easier reading.
7. **Sign-Language (AMER)**
   Open the sign-language service.
8. **Reset Settings**
   Return to the default view.



Open the panel with the round icon at the bottom-left of the page; it works on every portal page.

Live chat

1 Chat assistant
Opens from the chat icon at the bottom of the page. The bot replies in Arabic.

2 Options menu
Follow-up guide, complaints, on-duty centers, medical consultations, 937 channels, appointments, blood donation, Asanni service.

3 Input field
Type your question below, or use the microphone icon.

937

Unified call-center number

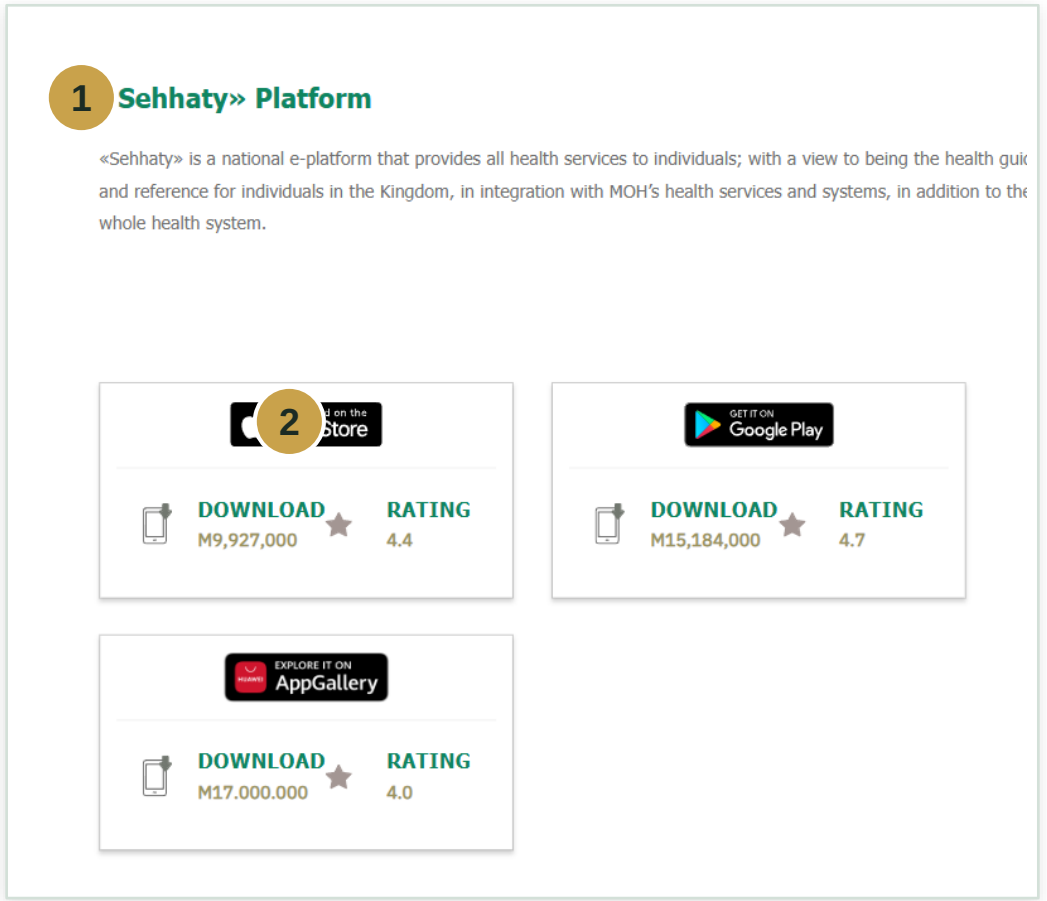




Mobile apps

1 **“Sehhaty” platform**
A national e-platform providing health services to individuals, linked to the Ministry’s health systems.

2 **Download stores**
Download links for the App Store, Google Play and AppGallery, with ratings and download counts.



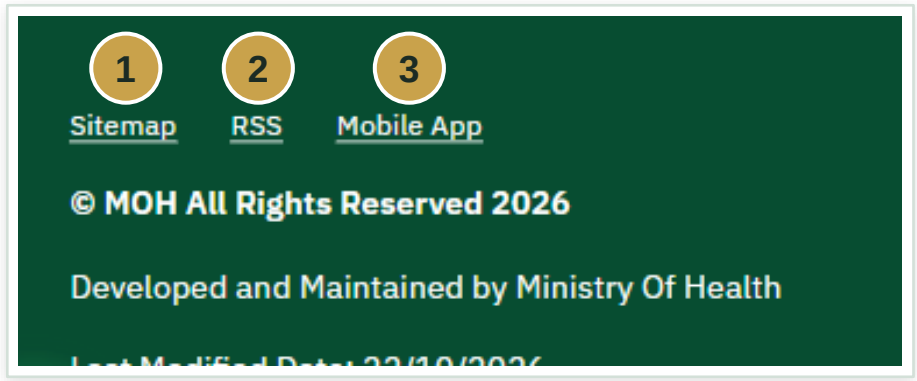
The full page is linked from “Mobile App” at the bottom of the portal.

Google Play | App Store | AppGallery

Site map and feeds

RSS

The abbreviation shown on the site; it stands for “Really Simple Syndication”.





1. **Site map**
   A hierarchical list of all portal sections and pages, such as the Ministry, Interactive Map and Health Awareness.

2. **RSS feed**
   A link to the Ministry’s feed page.

3. **Mobile App**
   A link to the Ministry’s platforms and apps page.