

Share your Opinion

Participation Results Form

Participation Subject: Medical consultation service via Sehha Application

Participation start date: April 29th, 2021 Participation end date: Jul 29th, 2021

Method of participation: A questionnaire published on the Ministry's portal and announced on social media sites

1- Participation results

Number of participants: [579]

Questions	Number of answers			
	Yes		No	
Did you know about availability of the medical consultation service via Sehha application?	372		207	
How many times have you used the telephone medical consultation service via Sehha application during the past 12 months?	0	1	2	+3
	259	80	82	158
Do you have suggestions to improve the quality of the medical consultation service via Sehha application?	Yes		No	
	161		488	

Number of Suggestions: (161)

Suggestions:

Most Prominent Suggestions

Suggestions from a technical standpoint (The Application):

- 1- Update the application.
- 2- Unify health services in the Ministry of Health applications into one application.
- 3- Link the prescriptions in the application directly to the **Wasfaty** application
- 4- Provide 24-hour service.

Suggestions from a technical standpoint (medical staff)

- 1- Increase the number of doctors to reduce the average waiting time.
- 2- Diversify the medical specialties of doctors
- 3- Increasing the number of monthly medical consultations.

Suggestions related to marketing:

- 1- Raise more awareness about the service, its availability and its importance.

2- Decisions

- Follow up the medical consultation service via Sehha app over 16 working hours using performance indicators to provide a medical service of high quality and efficiency.
- Communicate and report directly to the relevant department in the event of any malfunction in the application.
- Update the Sehha application in terms of form and content (the method of receiving the consultation by the doctor, the number of consultations received during one session, the actual time of the consultation, the possibility of extending the consultation time) and then add it to the Sehatty application to be one of the options provided to the beneficiary, which is instant conversations, and it is one of the initiatives that aims to unify and improve the service.
- Raise the annual targeted number of doctors to reduce waiting time and increase coverage.
- Provide medical personnel specializing in family medicine and emergency specialization so that the medical service is more comprehensive and suitable for all age groups
- Raise awareness about the existence of medical consultations through the application on the Ministry's official accounts on social media sites
- The service is free and it is provided at a rate of 3 consultations per month