

## Frequently Asked Questions (FAQs)

### **1. What is the target group in this survey?**

- They are the patients who received health services at MOH's facilities.

### **2. I have received a call from (937) asking me to participate in a survey to evaluate the services in (a hospital/ a health center/ or other health services of the Ministry of Health). Are they reliable? Should I participate in the survey?**

- Yes, this number belongs to MOH's Call Center. We hope that you will participate in the survey to develop and improve health services in Saudi Arabia, in line with MOH's vision.

### **3. How do I participate in the survey? Can I do this by calling 937?**

- Participation is by receiving an SMS or a call from 937-Service Center, asking you to participate in the survey after you receive the health service; thus, you cannot participate by calling 937.

### **4. Will incomplete surveys be included within the satisfaction rate?**

- If one question is not answered in the questionnaire, the whole survey will not be included in the satisfaction rate, because it is considered incomplete.

### **5. If the number of persons completing the survey is few, does it mean that its result will be inaccurate?**

- The response rate does not in any way relate to the statistic accuracy of the results in statistical studies involving a large research community.

**6. Can results be displayed in details? Are they neutral?**

- Yes, the results are neutral, as the whole process is carried out by a third party (a national company and an agent for a global company) specialized in such field.

**7. What could happen after results are released?**

- There is an executive committee at the level of the Ministry of Health, which works with stakeholders in MOH's headquarters, directorates, and facilities to enhance and strengthen the various weaknesses, according to the international best practices in the field of improving patient experience, given that such results are continuously monitored through a live monitoring screen.

**8. How do you protect the confidentiality of my information?**

- All information provided does not contain the patient's health data. In any way, the Ministry cannot see the identity of participants in the questionnaire, if they would not like to indicate otherwise.