



وزارة الصحة
Ministry of Health

FAQs for Awlawia card service

What services does Awlawia provide?

- Facilitates and expedites procedures and services provided to these groups within some departments of the health facility.
- Grants priority in obtaining services and reducing the waiting period in some sections within the health facility.
- Helps the persons benefiting from the service to move within the facility.
- Assists in communicating and finalizing procedures for beneficiaries.
- Coordinates obtaining treatment services easily.

What's the mechanism of communication in case of inquiry or question?

For inquiries, support or assistance, contact the patient experience departments and Awlawia offices at the health facility.

Is it possible to benefit from Awlawia services in sectors other than health facilities of the Ministry of Health?

Awlawia card provides its services within the health facilities of the Ministry of Health

Is the card suitable for use in all hospitals of the Ministry of Health?
The card is issued by the hospital providing health services to the beneficiary, and card services are provided in all hospitals of the Ministry of Health.





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What are the contact points for support and assistance?

Patient experience departments and Awlawia offices in the health facility are the contact points.

How and where to follow up on the application?

The application is submitted in Awlawia offices, and the card is often received on the same day, and the application can be followed up by contacting the patient experience departments and Awlawia offices in the health facility.

What are the alternative channels to provide the service (e-mail, unified number, application...)?

Contact numbers for patient experience departments in health facilities

