وزارة الصحة
Ministry of Health

# Ministry of Health Portal

## User Manual –

## Exchange Orders Inquiry Service

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# 1 Introduction

**e-Government Definition:** e-Government essentially refers to the utilization of information and communication technologies in order to improve the efficiency and effectiveness of interactions within the public sector, whether the digital interactions are between government and people, government and businesses, or between government and governments.

From this standpoint, most ministries and public bodies around the world have implemented the e-Government principle as it offers many advantages such as:

1. Improving the efficiency and effectiveness of the procedures and processes performed at the public bodies.
2. Reducing governmental financial burdens.
3. Achieving a high level of beneficiaries' satisfactions.
4. Supporting the economic developmental programs.

Accordingly, the Royal Decree No. 40 dated 27/2/1427, corresponding to 28/3/2006; depicts the Government of Saudi Arabia's keen interest in the e-government concept. Therefore, the Ministry of Health has adopted the "e-services" principle in order to implement and benefit from such interest. This principle develops the traditional public transactions system by utilizing modern electronic means to offer its e-services through an integrated portal, achieving beneficiaries' satisfaction and saving time, cost and effort.

# 2 Entry to Exchange Orders Inquiry Service

The user of MOH portal can enter Exchange Orders Inquiry Service by accessing the URL (moh.gov.sa), to the following screen:

*Figure* **1** *:MOH Homepage*

The MOH portal homepage contains 4 main sections:

1. Ministry
2. Ministry Sectors
3. Awareness
4. Services

To access (Query on Prevention of Travel) service, please click ''services'' on the homepage, then the list of services will show as illustrated below:

*Figure**2** : Services List*

The above Figure shows that the Ministry offers many e-services for its beneficiaries, which include:

1. Medical Licences services that include: '' Facilities Medical Licensing, Individuals Licensed for Health Facility, Individuals Medical Licenses, Medical Licenses Department (Eastern Region), Medical Licenses Department (Jeddah), Medical Licenses Infringement, Query on the Prevention of the Practice, and Query on the Prevention of Travel''
2. Tenders System- Riyadh
3. Tenders System- Jeddah
4. Electronic Medical Directories that include: '' Governmental Health Centers Directory, Governmental Hospitals Directory, and Private Health Facilities Directory''
5. Employment Services
6. Staff Services that include: '' Update Employee Information & Issuing MOH Electronic ID Assignments, Assignments and Rewards, Email Service, Payroll, and Overtime Hours''
7. Transactions Inquiry Service
8. Exchange Orders Inquiry Service
9. Citizen's Voice System

10. Geographic Information System that consists of: '' Find a health facility by name, Find a health facility distance, Find a health facility of geographical coordinates, and geographical information system''
11. Hajj Health Services which consist of: '' Ejad System, Ykez System, Temporary Visiting Hajj Manpower''
12. Poison control centres – Eastern, which includes: '' Ask poison specialist, Awtar, and Results of analysis''
13. Hospital Services which include: '' Deaths System- Eastern, and Emergency System – Eastern''
14. Patient Services that include: '' Tickets- Eastern''

This user manual booklet will focus on illustrating '' Exchange Orders Inquiry Service'' available under Medical Licenses list of services.

# 3 Exchange Orders Inquiry Service

The user of MOH portal can access (Exchange Orders Inquiry Service) from the Homepage, then clicking (Services), and selecting (Exchange Orders Inquiry Service) among a group of services offered under MOH e-services. As illustrated below.

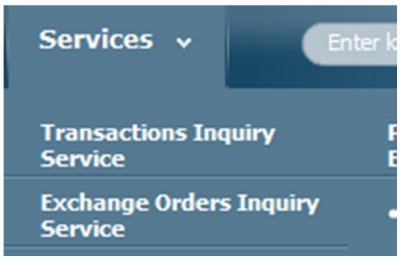


*Figure 3: Exchange Orders Inquiry Service*



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From the above figure, you can click Exchange Orders Inquiry Service, the below screen will appear.

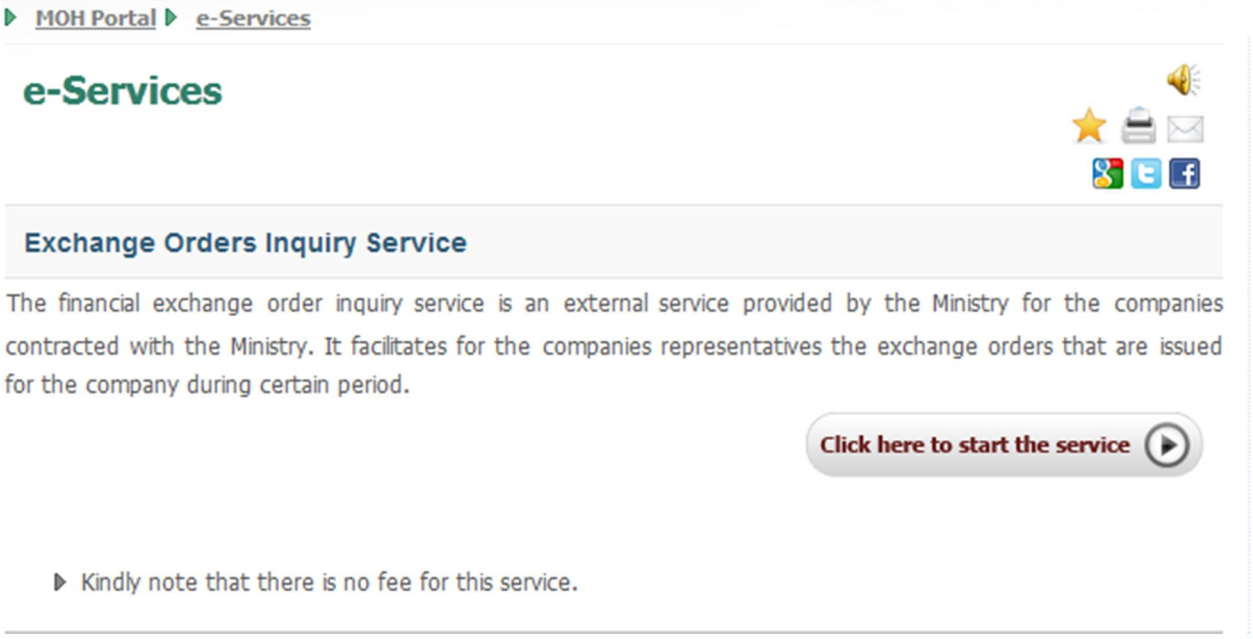


*Figure 4: Exchange Orders Inquiry Service*

From the previous figure, you can see the definition of (Exchange Orders Inquiry Service): The financial exchange order inquiry service is an external service provided by the Ministry for the companies contracted with the Ministry. It facilitates for the companies representatives the exchange orders that are issued for the company during certain period.



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To start using the service illustrated above, please press (Click here to start the service). The below screen will appear.

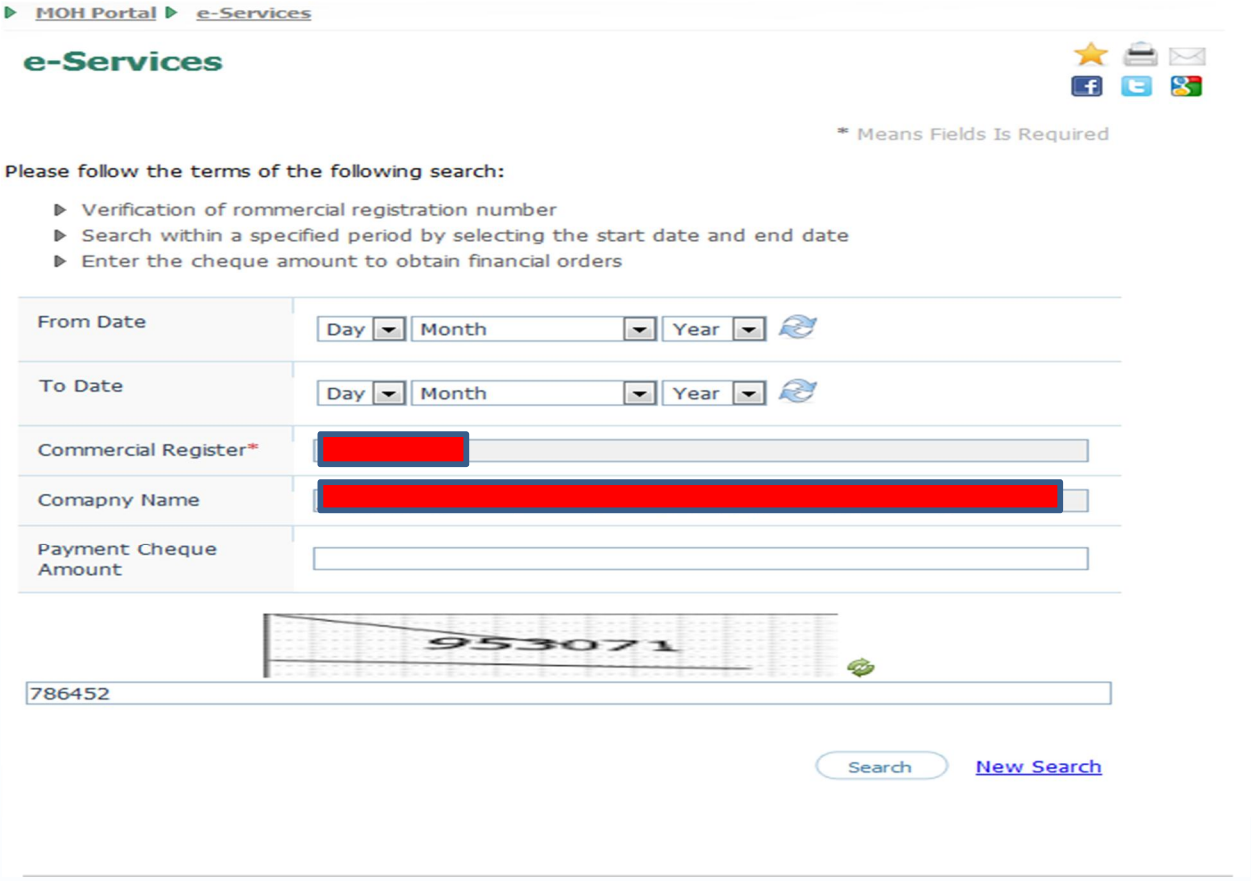


*Figure 5: Exchange Orders Inquiry Service Form*

Referring to the above figure, make sure to follow the terms of the search, you will enter (From ï To Date, and the Commercial Register), then click search.

After the Commercial Register is filled in, the companyôs name will appear, you will fill in the verification code and press search. The below screen will appear.



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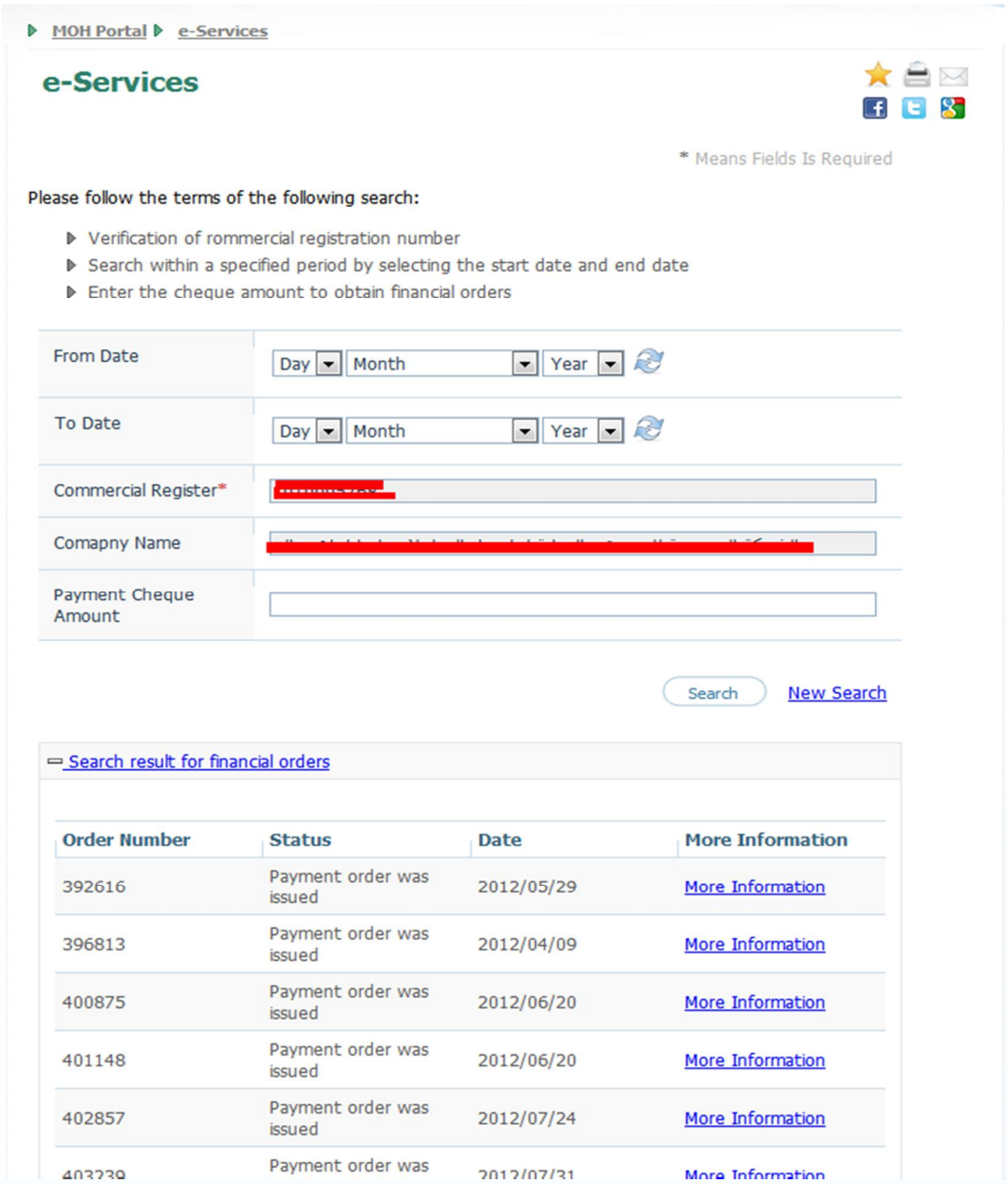


*Figure 6: Exchange Orders Inquiry Service Search Results*

As you can see above, Search results include the following fields: (Order Number, Status, Date, and More Information).

It is worth mentioning that the starred (*) fields are required.



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