

Service Level Agreement

Sehhaty App



Service Level Agreement Response Time	Availability of Service	Service	م
72 hours	24/7	Create Account/login	1
72 hours	24/7	Appointments Service	2
72 hours	24/7	Medical Reports	3
72 hours	24/7	Dependents	4
72 hours	24/7	Personal Information	5
72 hours	24/7	Vaccinations	6
72 hours	24/7	My Doctor	7
72 hours	24/7	Medical Prescriptions	8
72 hours	24/7	Unified Health File (Nphies)	9
72 hours	24/7	Awlawia Card Items	10
72 hours	24/7	Sick Leaves	11
72 hours	24/7	Medical Record	12
72 hours	24/7	Help Me	13
72 hours	24/7	Educational Content	14
72 hours	24/7	Medications	15
72 hours	24/7	Steps	16
72 hours	24/7	Infection Prevention & Control	17
72 hours	24/7	Women Health	18
72 hours	24/7	Alerts	19