

## FAQs on the National Platform for the Control of Narcotic Drugs & Psychotropic Substances

### ? What is “Raqeeb” Service on “Seha” platform?

A national electronic platform for the control of narcotic drugs and psychotropic substances, which is an advanced initiative to strengthen and develop the governance of prescribing and dispensing in health facilities throughout the Kingdom of Saudi Arabia.

### ? Is it possible to appoint more than one health practitioner in one hospital?

Yes, more than one health practitioner can be appointed, and the practitioners can be managed and appointed by the facility manager.

### ? What type of devices can I log in with?

Smartphone, tablet, computer, laptop.

### ? What are the official channels for sending inquiries or technical problems related to Raqeeb service on Seha platform?

Support@Seha.sa      920002005

## FAQs on the National Platform for the Control of Narcotic Drugs & Psychotropic Substances

### ? How can I access the service?

Through Seha platform (seha.sa).

### ? How can a pharmacist or doctor log in?

The facility manager must add the role “Unified Role of Supervisor” and then activate the account.

### ? Can I modify the prescription after sending it?

Yes, it is possible to modify it by accessing the doctor’s page, then accessing the prescription record, accessing the prescription, and modifying it.

### ? What are the roles available on Raqeeb to monitor narcotic drugs and psychotropic substances?

Current roles:

Facility manager, pharmacy manager: (They can browse the prescription record issued by the facility)

The unified role of Raqeeb Prescription: (For health practitioners, the interfaces differ according to the specialty. If it is a doctor, the description page appears, and if it is a pharmacist, the dispensing page appears).



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### Who is the target group using Raqeeb?

Outpatient departments, hospital discharge and emergency departments (at the current stage).  
o Inpatient patients will be included in the advanced stage.



### Does Raqeeb service provide access to the patient's prescription record?

Yes, the platform provides access to the patient's prescription record.



### What are the categories of those licensed to prescribe medical prescriptions on Raqeeb service?

The consultant physician, the first deputy, and the deputy in all specialties in the event of treating medical conditions related to their specialty for clinic patients, patients leaving the treatment institution, and (inpatient patients in the advanced stage of the platform).



### What is the login mechanism for Seha platform?


Through the Unified National Access (Nafath).



## FAQs on the National Platform for the Control of Narcotic Drugs & Psychotropic Substances

 **If an authorized person is appointed to receive the restricted medical prescription, what are the receipt procedures?**

According to what is stipulated in the procedures and controls for prescribing and dispensing narcotic and restricted medications from the Food and Drug Authority, it is not permissible to deliver narcotic or psychotropic medication in the case of clinic patients or patients leaving a treatment institution except to the person for whom it was prescribed, or a first-degree relative (parents, sons, brothers, and the spouse) after verifying his identity by the pharmacist. However, if the recipient is someone on his behalf, proof of the patient's approval for him to bring such medication must be attached, after verifying his identity and that he is the intended person.

 **Does Raqeeb service show the medicines prescribed to the patient?**

Yes, Raqeeb service shows the dispensing and prescribing processes of controlled medications dispensed to the patient for a period of 90 days in all medical facilities within the Kingdom.

## FAQs on the National Platform for the Control of Narcotic Drugs & Psychotropic Substances

**Can a doctor or pharmacist prescribe and dispense controlled medicines if the system shows that the medication is available to the patient?**

Yes, Raqeeb service does not prevent prescribing or dispensing if a quantity of the medicine is available to the patient, but the doctor or pharmacist must mention the reason for dispensing or prescribing in the notes attached to the new prescription if the period exceeds 7 days according to what is mentioned in the Procedures and Controls Manual.

**Will the paper prescriptions currently in effect be stopped?**

During the trial launch of the service, paper prescriptions will continue to be used in conjunction with Raqeeb service, and when the service is officially launched, paper prescriptions will be completely stopped.

**How is the process of delivering and prescription of the medicine to the patient?**

The patient's receipt of the medication will be documented by sending the receipt code to the patient's mobile phone registered in Abshir and entered by the pharmacist into the system. A text message will be sent to the patient containing a link to the prescription, or he can obtain the prescription through Seha platform.

**How is the prescription registered for visitors or pilgrims from outside the Kingdom who do not have a residence or identity number (Iqama)?**

The prescription is recorded using the patient's border number.

## FAQs on the National Platform for the Control of Narcotic Drugs & Psychotropic Substances

**?** For patients from care homes, prisoners, and homemedicine, what is the mechanism for delivering medicine to them?

Now, the currently approved system is used in hospitals, as work is underway to develop a mechanism through the platform for this category.

**?** What is the alternative plan in case the platform breakdown?

Work is underway to develop and circulate an alternative plan.

**?** Can electronic authorization be added to the platform?

Currently, it is sufficient to enter the ID number and date of birth of the recipient and obtain the special verification code (OTP) that appears on the patient's mobile phone.

**?** Is it possible to link the national platform to the internal systems of health facilities?

Yes

**?** If the medicine is not available in the facility, can the patient be transferred to receive the medicine from another facility?

Work is underway to prepare a mechanism for this matter, and it will be circulated upon completion.



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