

Treatment Request Department System

Steps to Access the Service

Access the Treatment Request Management System through the [Ministry of Health's Portal](https://moh.gov.sa).



The patient or their legal guardian must log in using the Unified National Access(Absher) using national ID number.



The screenshot displays the Saudi Ministry of Health website. At the top, the logo and name of the Ministry of Health are visible. Below this, there is a section titled "الدخول من خلال النفاذ الوطني الموحد" (Login via Unified National Access). This section includes a green box with instructions in Arabic and a "الدخول" (Login) button. To the right, there is a form titled "تسجيل الدخول لمنسوبي وزارة الصحة" (Login for Ministry of Health staff) with fields for "الاسم" (Name), "رقم الهوية" (National ID Number), and "البريد الإلكتروني" (Email Address). Below the form, there is a "تسجيل الدخول" (Login) button and a "نسيت كلمة المرور" (Forgot Password) link. At the bottom of the page, there is a banner for "نفاذ 2030" (Nafath 2030) and a message: "مرحباً بك عميل/ وزارة الصحة، في خدمة النفاذ الوطني الموحد" (Welcome, Ministry of Health customer, to the Unified National Access service). Below this, there is a "تصفح الموقع" (Browse the site) button and a "تسجيل الدخول" (Login) button. At the bottom, there are links to the Ministry of Health website and mobile apps, and social media icons for SaudiMCH and Saudi_Mch.

The patient or their guardian will then be redirected to the Treatment Request Management System via the MOH portal.



❖ Treatment Requests

After logging in, go to the Treatment Requests section and select “Create Request”, then choose the applicant (either the main applicant or one of the dependents).

If a request is being submitted on behalf of a dependent, a list of registered dependents will appear for selection. The request must then be linked to the selected dependent.



The screenshot shows the Saudi MOH Treatment Requests portal. The header includes the Saudi MOH logo and the text "وزارة الصحة" and "Ministry of Health". The main content area is titled "تقديم طلب علاج" (Submit Treatment Request) and features a "إنشاء طلب جديد" (Create New Request) button. Below this, there is a section for "المرضى المسجلين" (Registered Patients) with a table listing patients. The table has columns for "المرضى المسجلين" (Registered Patients), "المرضى المسجلين" (Registered Patients), and "المرضى المسجلين" (Registered Patients). The table lists several patients, including "المرضى المسجلين" (Registered Patients), "المرضى المسجلين" (Registered Patients), and "المرضى المسجلين" (Registered Patients). The table also includes a "تفاصيل" (Details) column. The bottom of the page shows a footer with the Saudi MOH logo and the text "وزارة الصحة" and "Ministry of Health".

❖ RCAB Requests

To create an ERCAB Request for a dependent, navigate to the Treatment Requests page, locate the dependents' table, then click on "Actions" corresponding to the approved treatment request, and select "Create ERCAB Request".



❖ ERCAB Requests for Dependents

To create a travel authorization request for a dependent, go to the Treatment Requests page, navigate to the Dependents table, click on the “Actions” button for the approved request, and select “Create Travel Authorization.”



❖ Incidental Expenses

When creating incidental expenses, the process is carried out through the Treatment Requests page. Navigate to the dependents' table, click on the "Actions" column for the approved treatment request, and the "Create Incidental Expenses" button will appear.



❖ Incidental Expenses For Dependents

To create an incidental expenses request for a dependent, go to the Treatment Requests page, navigate to the Dependents table, click on the “Actions” button for the approved treatment request, and the “Create Incidental Expenses Request” button will appear.



❖ Treatment Request Follow-up

Users can view and follow up on treatment requests for both the patient and their dependents through two separate tables on the “Treatment Requests” page. Various actions can be performed on these requests, such as submitting an ERCAB request, initiating Incidental Expenses, or viewing treatment request details, whether for the patient or their dependents.



Table 1: Patient Treatment Requests

| رقم الطلب | تاريخ الطلب | نوع الطلب | حالة الطلب | رقم الطلب | رقم الطلب |
|-----------|-------------|-----------|------------|------------|------------|
| 1 | 2023-01-01 | علاج مكثف | مقبول | 0800000001 | 0800000001 |
| 2 | 2023-01-01 | علاج مكثف | مرفوض | 0800000002 | 0800000002 |
| 3 | 2023-01-01 | علاج مكثف | مقبول | 0800000003 | 0800000003 |



Table 2: Dependent Treatment Requests

| رقم الطلب | تاريخ الطلب | نوع الطلب | حالة الطلب | رقم الطلب | رقم الطلب |
|-----------|-------------|-----------|------------|------------|------------|
| 1 | 2023-01-01 | علاج مكثف | مقبول | 0800000001 | 0800000001 |
| 2 | 2023-01-01 | علاج مكثف | مرفوض | 0800000002 | 0800000002 |
| 3 | 2023-01-01 | علاج مكثف | مقبول | 0800000003 | 0800000003 |

❖ ERCAB Requests Follow-Up

ERCAB requests for both the patient and their dependents can be viewed and tracked through two separate tables on the “ERCAB Requests” page.



ERCAB Requests - Patient

| Request ID | Request Type | Request Status | Request Date | Request Time |
|------------|---------------|----------------|--------------|--------------|
| 1000000001 | ERCAB Request | Pending | 2023-01-01 | 10:00:00 |
| 1000000002 | ERCAB Request | Pending | 2023-01-01 | 10:00:00 |
| 1000000003 | ERCAB Request | Pending | 2023-01-01 | 10:00:00 |



ERCAB Requests - Dependents

| Request ID | Request Type | Request Status | Request Date | Request Time |
|------------|---------------|----------------|--------------|--------------|
| 1000000004 | ERCAB Request | Pending | 2023-01-01 | 10:00:00 |
| 1000000005 | ERCAB Request | Pending | 2023-01-01 | 10:00:00 |
| 1000000006 | ERCAB Request | Pending | 2023-01-01 | 10:00:00 |

❖ Incidental Expenses Requests

The user can view and track all incidental expenses requests related to the patient and dependents through two separate tables on the “Incidental Expenses” page.



| Request ID | Request Number | Request Date | Request Status | Request Type | Request Amount |
|------------|----------------|--------------|----------------|---------------------|----------------|
| 00000001 | 00000001 | 2023-11-20 | Approved | Incidental Expenses | 10000.00 |
| 00000002 | 00000002 | 2023-11-20 | Approved | Incidental Expenses | 10000.00 |
| 00000003 | 00000003 | 2023-11-20 | Approved | Incidental Expenses | 10000.00 |



| Request ID | Request Number | Request Date | Request Status | Request Type | Request Amount |
|------------|----------------|--------------|----------------|---------------------|----------------|
| 00000004 | 00000004 | 2023-11-20 | Approved | Incidental Expenses | 10000.00 |
| 00000005 | 00000005 | 2023-11-20 | Approved | Incidental Expenses | 10000.00 |
| 00000006 | 00000006 | 2023-11-20 | Approved | Incidental Expenses | 10000.00 |

Thanks

For Help and Support, contact us via:

🌐 moh.gov.sa | ☎️ 9377 | 📺 📻 📱 📺 📺 SaudiMCH | 📧 Saudi_MCH