



وزارة الصحة
Ministry of Health

«Awlawia» Card



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- A stylized illustration in the bottom right corner of the slide. It depicts a person from the waist up, wearing a blue shirt and a yellow headscarf. The person is holding a large magnifying glass over an open book or document. The magnifying glass has a yellow handle and a blue frame. The book has a yellow cover and a blue spine. There are some decorative elements like a yellow starburst and a blue circle near the magnifying glass.





Introduction

In line with the directives of the Ministry of Health to prioritize patient care and provide comprehensive services and facilities, the Patient Experience Center strives to achieve the highest levels of satisfaction for patients and their families within healthcare facilities. Accordingly, the Awlawiya service is one of the initiatives designed to streamline and facilitate access to services for specific eligible groups.

The current update to the Awlawiya services includes an expansion in scope to cover primary healthcare centers, dental clinics, and specialized centers, with the aim of expediting and simplifying procedures and services provided to Awlawiya beneficiaries within healthcare facilities.

This guide also includes an updated reference manual that outlines the policies and procedures to be followed to ensure the effective implementation of the Awlawiya service.

General Objective

Providing comprehensive and accessible healthcare for Awlawiya beneficiaries, ensuring they receive the highest quality medical services within a comfortable environment tailored to their specific needs.



Vision

To establish Awlawiya as a leading service in delivering exceptional healthcare to target groups, with an ambition to expand into auxiliary services at the national level, and to serve as a model at the regional and international levels.

Mission

Ensuring the delivery of services tailored to the target groups of Awlawiya, by facilitating access to and provision of healthcare that meets the highest standards of quality and personalized care.

Values

Initiative – Respect –
Collaboration – Excellence –
Belonging

Detailed Objectives

- Facilitate and expedite access for Awlawiya beneficiaries to healthcare services.
- Provide a safe and respectful healthcare environment that upholds the dignity of Awlawiya patients.
- Ensure that these groups receive priority in all designated services at hospitals and primary healthcare centers.

Definition

The Awlawiya Card is a card issued by the Ministry of Health to specific groups of individuals visiting healthcare facilities, aimed at facilitating their access to healthcare services.



Scope of Services

General hospitals and specialized hospitals



Provided Services

- Priority access to provided services and reduced waiting times.
- Assisting beneficiaries in navigating the facility easily and smoothly.
- Facilitating communication and completion of procedures for Awlawiya service beneficiaries.
- Home delivery of medications for patients holding the Awlawiya Card.
- Providing a dedicated pathway for Awlawiya services within healthcare facilities.
- Allocating designated waiting areas for Awlawiya service beneficiaries.

Eligible Beneficiaries

1. Persons with disabilities:

Automatically issued via the Sehhaty app.

2. Elderly aged 60 Hijri years and above:

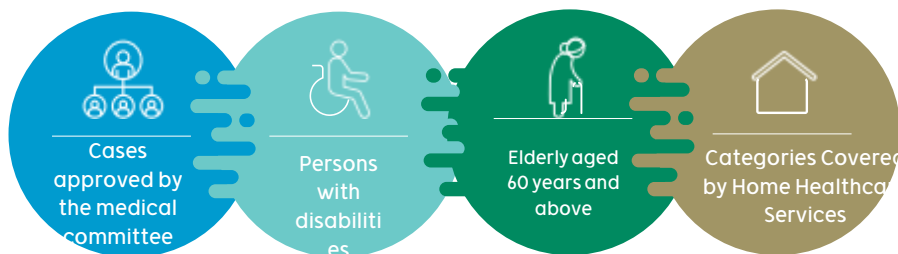
Automatically issued via the Sehhaty app for those aged 60 Hijri years or older.

3. Home healthcare patients.

4. Cases approved by the medical committee

- The eligibility decision is issued based on a report from a committee composed of the hospital director or medical director and three physicians.
- The beneficiary must sign the card application form, which includes acknowledgment of the terms and conditions, along with attaching a copy of their ID and the medical report.





Elderly

They are individuals who have reached the age of 60 Hijri years or above, as verified by official documents (such as national ID, passport, or residency permit).

Persons with Disabilities:

Any individual with a long-term impairment in physical, mental, intellectual, sensory, or psychological functions that may hinder their full and effective participation in society on an equal basis with others when facing various challenges.

Cases approved by the medical committee

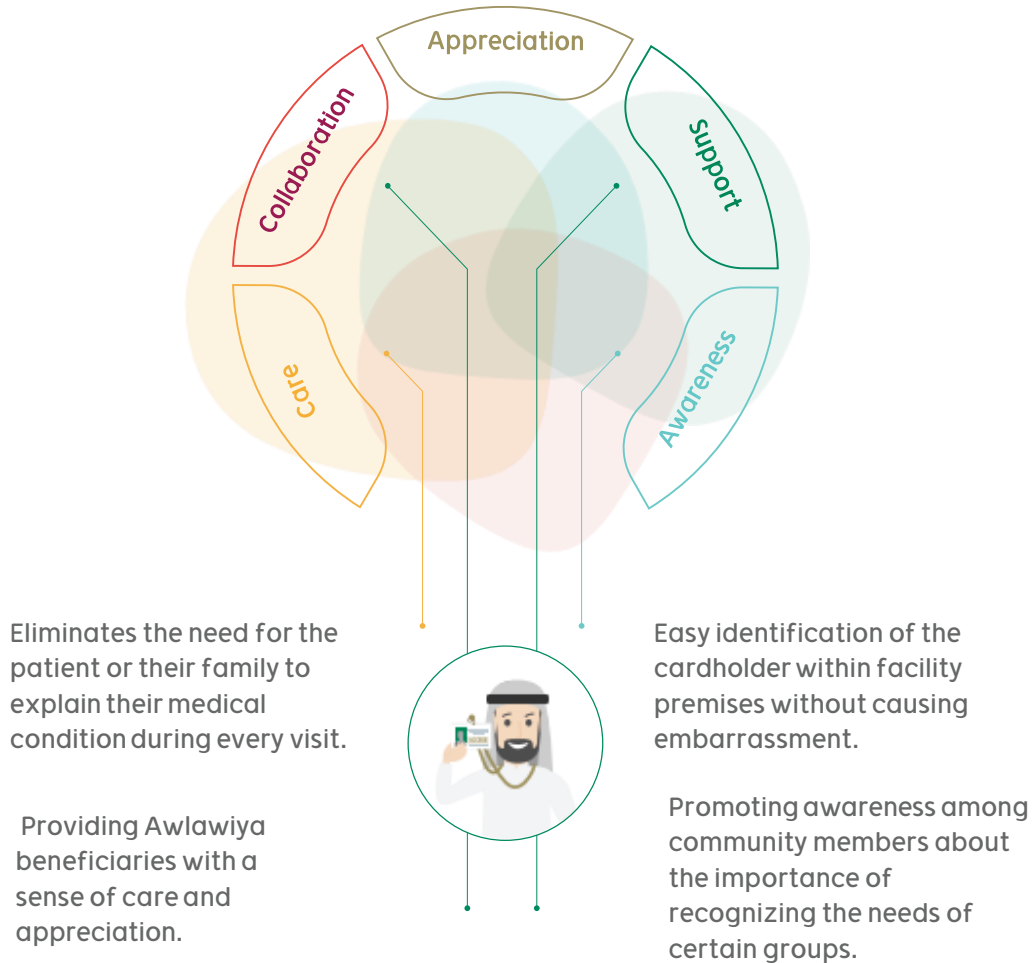
These are patients for whom a report is issued by a committee composed of the hospital director or medical director and three physicians, including cases of chronic mental health conditions.

Home Healthcare Patients

Patients covered by home healthcare services and classified under the following categories:

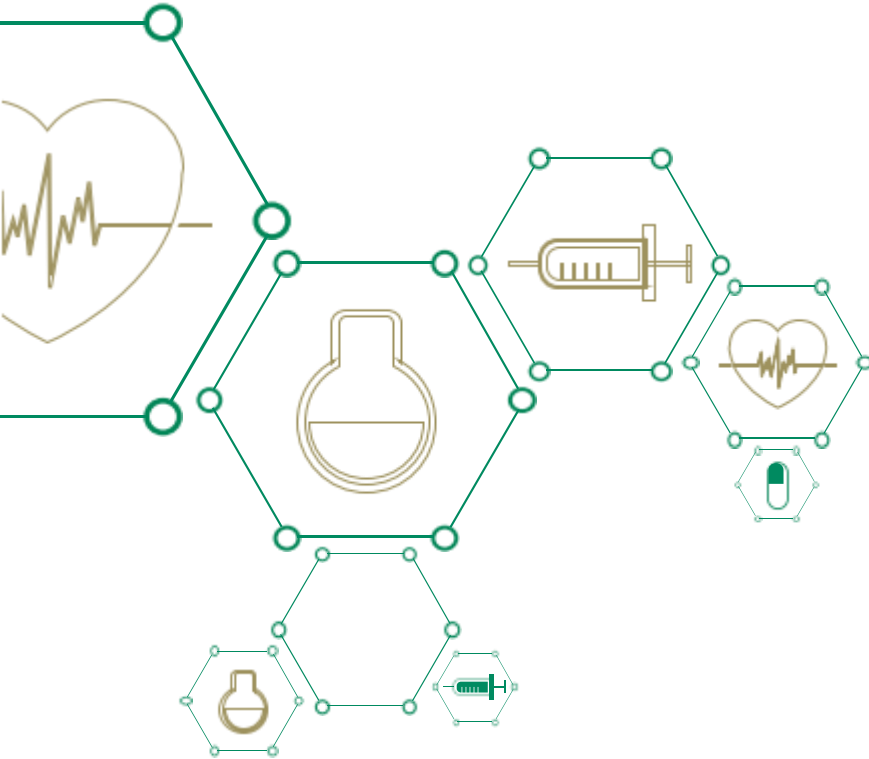
1. Patients with physical and intellectual disabilities.
2. Respiratory care patients.
3. Bedridden patients.
4. Patients with chronic heart conditions.
5. Palliative care patients.

Card Benefits



Usage Regulations

1. The card is issued to both Saudi and non-Saudi patients with legal eligibility, provided they belong to the specified categories.
2. It can be used in all healthcare facilities.
3. It is not valid for use in emergency departments or urgent care centers.
4. The card does not replace the national ID.
5. A prior appointment is required.
6. The card is for the beneficiary's use only.



Procedures for Issuing the “Awlawiya” Card for Senior Citizens:

The card is issued through the “Sehhaty” app for individuals aged 60 and above, with no need for printing or submitting a request to obtain it.

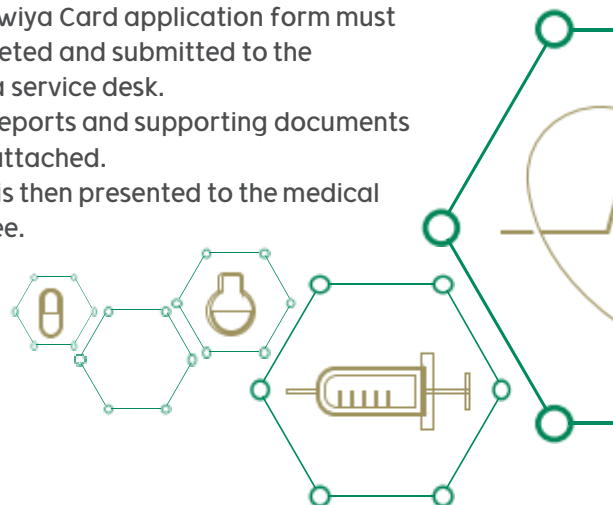
Procedures for Issuing the “Awlawiya” Card for Persons with Disabilities:

The card is automatically issued via the “Sehhaty” app for individuals holding a valid card from the Authority of People with Disabilities (APD), with no need for printing or submitting a request to obtain it.

For the remaining eligible categories:

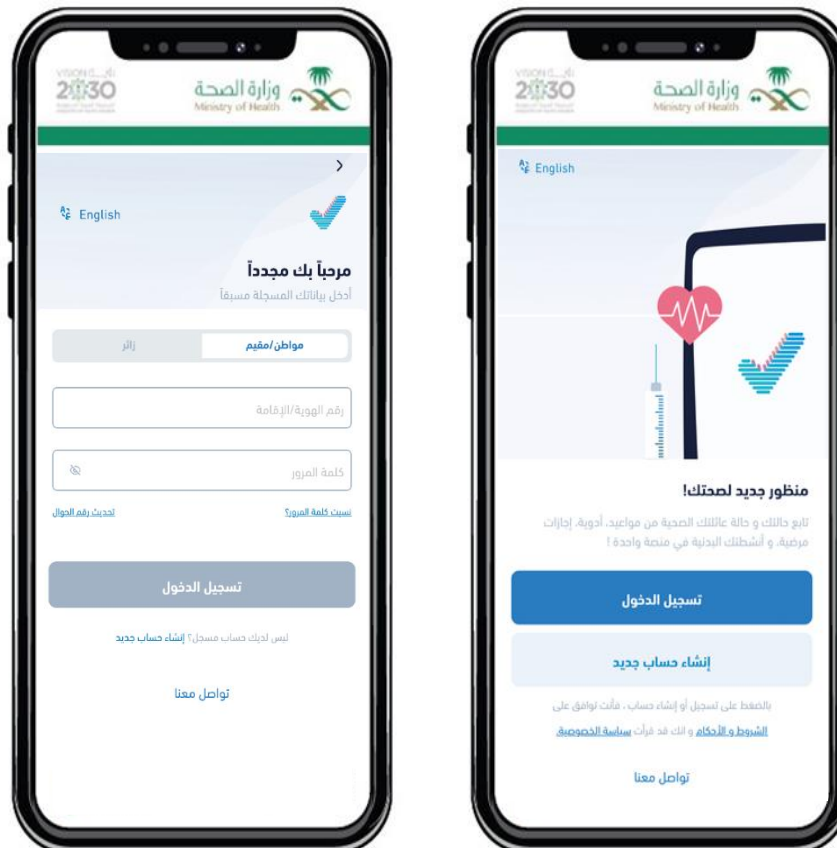
(Home healthcare patients – cases approved by the medical committee)

- The card is issued within healthcare facilities through Patient Experience departments – Awlawiya service points.
- It is provided in a unified design across all healthcare facilities under the Ministry of Health.
- The card is valid for one Gregorian year and is renewed periodically based on the medical report. It is canceled once it is no longer needed.
- The beneficiary’s name is linked to the medical record electronically or via their ID number.
- The Awlawiya Card application form must be completed and submitted to the Awlawiya service desk.
- Medical reports and supporting documents must be attached.
- The case is then presented to the medical committee.



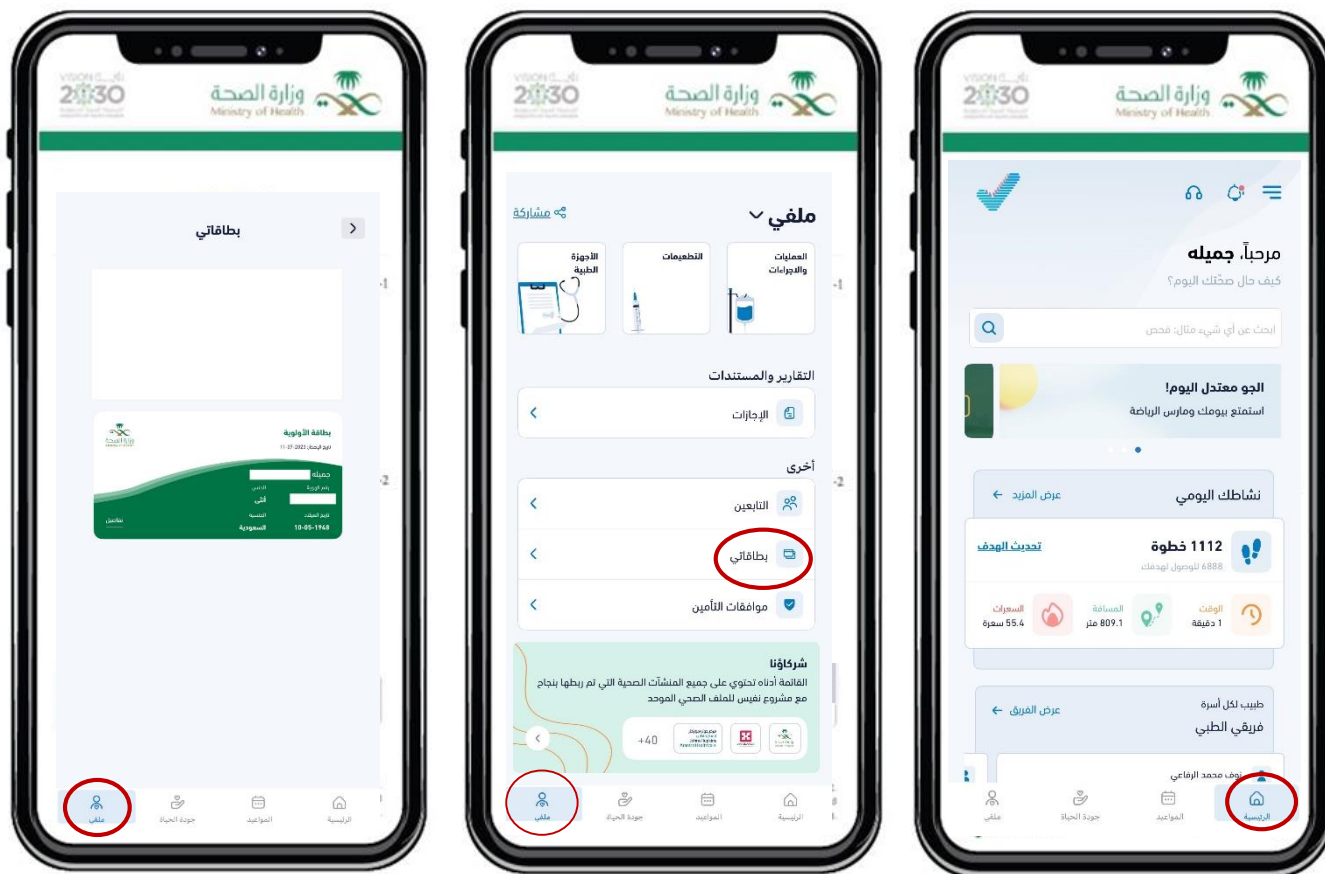
How to Obtain the Awlawia Card from the Sehhaty App

For the Elderly and Persons with Disabilities



How to Obtain the Awlawia Card from the Sehhaty App

For the Elderly and Persons with Disabilities



Operational Manual for Awlawiya Service Desks

Organizational Structure of Awlawia Offices



Awlawia Service Desks

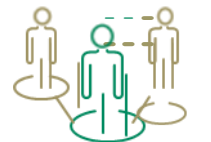
What are Awlawia Service Desks?



Awlawiya Service Desks are designated offices through which the Awlawiya Card is issued and the eligible services for cardholders are coordinated.



They are operated by Patient Experience Departments within healthcare facilities. Opportunities are also provided for volunteer, either from within or outside the healthcare facilities, to participate in supporting these services (outside of their official working hours) through the Health Volunteering Platform.



Supervision and monitoring are the full responsibility of the Patient Experience Department, which is also tasked with submitting reports and statistics.

Roles of Awlawiya Service Desks

Work Procedures:

Receiving and Guiding Awlawiya Beneficiaries:

- An Awlawiya service desk should be designated at the hospital entrance to receive Awlawiya beneficiaries.
- Patients from these categories are to be welcomed upon arrival and provided with immediate assistance and relevant information.
- A qualified staff member must be available to guide them to the appropriate departments and services.

Follow-up with Healthcare Providers:

- Monitor the performance of service providers to ensure the implementation of Awlawiya-related policies.
- Coordinate with medical teams to ensure the delivery of personalized care tailored to the needs of patients in these categories.

Providing Technical Support and Logistical Assistance:

- Ensure the availability of wheelchairs or any necessary assistive devices for Awlawiya beneficiaries during their time at the facility.
- Guarantee that escorts are available when needed to assist patients in moving between departments.

Ongoing Communication with Departments:

- Establish an internal system linking the Awlawiya desk with various departments to coordinate service delivery more effectively.
- Ensure that all departments are aware of Awlawiya policies and that they are fully implemented.

Organizing and Managing Follow-up Appointments:

- Facilitate the booking and follow-up of appointments for Awlawiya beneficiaries, ensuring suitable scheduling and avoiding overcrowding.

Managing Priorities in Service Delivery:

- Ensure that Awlawiya beneficiaries are prioritized on waiting lists during registration.
- Coordinate with different departments to expedite processes and minimize waiting times.

Problem and Complaint Resolution:

- Manage and resolve any issues faced by Awlawiya beneficiaries in accessing services.
- Maintain open communication channels with patients and their families to receive feedback and address complaints.

Awareness and Training:

- Train facility staff on how to interact with Awlawiya beneficiaries respectfully and professionally.
- Promote a culture of respecting the rights of these groups and emphasize the importance of providing prompt support.

Preparing Periodic Reports:

Prepare regular reports on the performance of the Awlawiya desk and the satisfaction levels of its beneficiaries.

Submit recommendations for improving and enhancing the quality of services provided.

Managing and Organizing Suitable Facilities:

Ensure that appropriate facilities are available for Awlawiya beneficiaries, such as equipped restrooms and designated waiting areas..

Responsibilities

Awlawia Desk Officer:

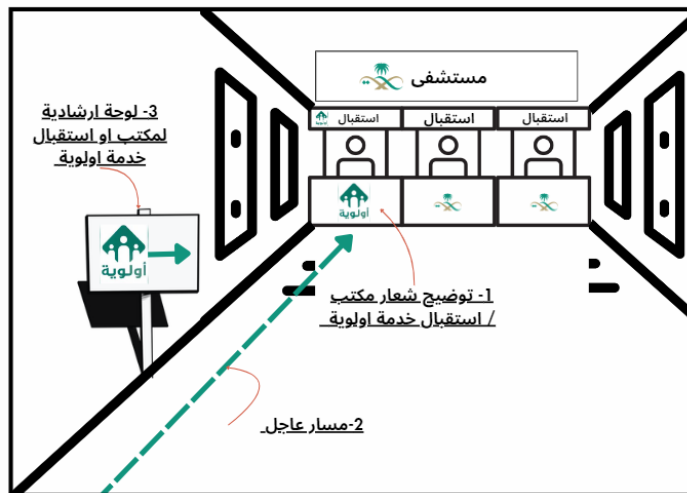
- Receiving patients from the target group (Awlawia patients).
- Coordinating with departments to facilitate and expedite services.
- Monitoring the quality of services provided.
- Submitting regular reports to hospital administration.
- Providing training and awareness.

Staff in Departments:

- Commitment to giving priority to Awlawia beneficiaries.
- Ensuring the provision of care tailored to special needs.
- Collaborating with Awlawia desks to facilitate service delivery.

Design and Pathway of Awlawia Beneficiaries in Healthcare Facilities

1. A clearly designated reception desk must be available for the Awlawia service.
2. The Awlawia logo should be clearly visible to both beneficiaries and staff by placing it on designated desks.
3. Directional signs should be placed at all entrances of the healthcare facility that provide Awlawia services to guide patients to their designated area.



(Illustrative Example of an Awlawia Desk and Its Pathway)

Unified Awlawia Card Design for All Ministry of Health Healthcare Facilities



The front of the card features a green header with the Ministry of Health logo and name in Arabic and English. Below this, the 'Awlawia' logo is displayed. The main body contains the text 'خدمتكم ورعايتكم هدفنا' (Our service and care is our goal) and 'للاستفسار كلم # الصحة _ 937' (For inquiries, call # Health _ 937). The bottom left corner has the text 'بطاقة مستفيد' (Beneficiary Card).

وزارة الصحة
Ministry of Health

أولوية

خدمتكم
ورعايتكم هدفنا

للاستفسار كلم # الصحة _ 937

بطاقة مستفيد



The back of the card features a green header with the 'Awlawia' logo and the title 'بيانات المستفيد' (Beneficiary Data). Below this, there are several input fields for personal information, each with a green label on the right. The fields are: 'رقم الملف الطبي' (Medical File Number), 'الاسم' (Name), 'رقم الهوية' (National ID Number), 'تاريخ الميلاد' (Date of Birth), 'الجنس' (Gender) with radio buttons for 'ذكر' (Male) and 'أنثى' (Female), 'الجنسية' (Nationality), 'تاريخ الإصدار' (Issue Date), and 'صادرة من' (Issued by).

أولوية

بيانات المستفيد

رقم الملف الطبي

الاسم

رقم الهوية

تاريخ الميلاد

الجنس

ذكر ☐ أنثى ☐

الجنسية

تاريخ الإصدار

صادرة من

Card Design Link (Ready to Download)

<https://www.20zz0.com/2025/05/07/06/519175869.png>

Awalawia Card Application Form



نموذج طلب بطاقة أولوية

Name		الاسم
name of the hospital		اسم المستشفى
Date of Birth		تاريخ الميلاد
ID Number		رقم الهوية
Mobile number		رقم الجوال
Medical Number		الرقم الطبي
Health Situation		الحالة الصحية
Date of Issue		تاريخ الإصدار
Date of Expiry		تاريخ الانتهاء

Attach a copy of ID Card إرفاق صورة الهوية الوطنية

Attach Medical reports إرفاق التقارير الطبية

• الموافقة على ضوابط استخدام البطاقة

١. نستخدم من قبل المستفيد فقط. ٢. يشترط وجود موعد مسبق. ٣. لا يحق استخدامها في قسم الطوارئ.

أقر أنا	
بالموافقة على جميع ضوابط استخدام البطاقة والتزامي بها إلتزاماً كاملاً.	
التاريخ:	التوقيع:
اسم الموظف مستلم الطلب:	
التاريخ:	

أعضاء لجنة الموافقة على استحقاق بطاقة أولوية:

الاسم		الاسم
التوقيع		التوقيع
الاسم		الاسم
التوقيع		التوقيع

Awlawia Logo



Forms:

Awlawia Card Issuance Form.

Awlawia Card Template.

Awlawia Card Design.

Awlawia Logo.



All Forms are Available on the Links below:

<https://drive.google.com/file/d/12FJxKs4jRC7zkRiHOENfQcgvFscy1Blv/view?usp=sharing>