

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION



الإمارات العربية المتحدة
وزارة الصحة ووقاية المجتمع



شفاء
SHEFAA


**User manual for Home care
2020**



Step 1: User chooses the “Home care” service from the menu of Services

The screenshot shows the website interface for the Ministry of Health & Prevention. At the top, there is a navigation bar with links for Medical Record, Appointment, Services, My Workspace, My Notifications, Awareness, and Covid 19 Test - Federal Employees. A search bar and language selector (العربية) are also present. The 'Services' menu is open, showing options like All Services, Scheduling a Medical Appointment, Request Medical Report, and Home Care. Below the navigation, a banner reads 'WELCOME TO MINISTRY OF HEALTH & PREVENTION' with the tagline 'An effective and sustainable Healthcare System for a happy society.' The 'Our Services' section features three cards: Home Care, Request Medical Report, and Scheduling A Medical. The 'Awareness' section at the bottom displays three articles related to a balanced diet and healthy recipes, each with a 'Download' button and a 'Check all awareness' button at the bottom.



Step 2: User reads the service details from the service card.

The screenshot shows the 'Home Care' service details page. The page is divided into several sections:

- Header:** Home > Services > Home Care. Home Care
- Home Care Description:** This service to provide homecare to the aged and people of determination who do not have access to health services. It serves to enhance their sense of safety and support in a family-like environment while maintaining their dignity and privacy. This service also reduces the burden on hospitals and the complications of chronic diseases by following up on patients at their homes.
- Target audience:** People of determination, Aged citizens of the UAE
- Service category:** Variation
- Registration:** Required
- Number of transactions:** 1
- Service location:** The service is available at the following primary healthcare centers:
 - Fujairah: Al Khulaibiya Health Center, Al Siji Health Center, Al Faseel Health Center
 - Ras Al Khaimah: Julphar Center, Al Munaib Center
 - Umm Al Quwain: Falaj Al Mualla Health Center, Al Khazzan Health Center
 - Ajman: Mushairif Center, City Center, Al Hamidiya Center, Mahama Center, Muzayra Center
- Service procedures:** Electronically, through the patient portal:
 - Register in patient portal
 - Fill the submission form for homecare service.
 - Attached all required documents and reports
 - Submit and wait the reply for accepted or not to home care program
 - In case of acceptance, coordination to book the care program schedule through the portal.
 - In case of rejection, notification through the portal will be delivered clarifying all the reasons that conflict with service condition.
- Through service centers:**
 - The required documents must be submitted to the health center that provides the service
 - An appointment must be made for the team concerned to visit the home of the patient/service recipient to assess the situation
 - The patient and his/her family will be informed of the acceptance or rejection of the patient along with the reasons
 - In the event of acceptance, the patient or guardian (if not capable) must sign an acknowledgment of the home healthcare
 - A schedule of home visits will be determined for those accepted
- Required documents:** (Dropdown menu)
- Service channels:** (Dropdown menu)
- Terms and conditions:** (Dropdown menu)
- Apply for service:** (Button)

On the right side of the page, there are several service metrics:

- Apply for service:** (Button)
- Service rating:** (Three smiley faces)
- Service rating average:** Total number of ratings 12
- 0 AED Service fees:** (Icon of coins)
- 15 Days Service accomplish time:** (Icon of a clock)
- 80011111 Submit your feedback >** (Icon of a speech bubble)



Step 3: User fills the request details

- District
- Region
- Area
- The reason for requesting home care
- The patient should attach Medical report to help in assessing the case.
- Passport Copy
- Answer the question and write note (optional).

Home Care

25% 50% 75% 100%

Submit home care request Review the request Choose preferred date Close the Request

Patient information
Request information

Request information

Health card number -
Select district * ⓘ
Select

Health card expires on -
Select region * ⓘ
Select

Select area * ⓘ
Select

Reason for requesting home care * ⓘ
🔍

Medical report ⓘ
Choose File No file chosen
Accepts only formats<.pdf>, <.doc>, <.docx>, .Ppt, Pptx,<.jpeg>,<.gif>, <.png>, <.jpg>

Passport copy ⓘ
Choose File No file chosen
Accepts only formats<.pdf>, <.doc>, <.docx>, .Ppt, Pptx,<.jpeg>,<.gif>, <.png>, <.jpg>

Do you currently receive home care or home physiotherapy? * ⓘ
 Yes
 No

Notes ⓘ

Save Draft Submit Cancel



Step 4: user filled the application then submit the application.

You save the application as draft and return back from Home page or re-apply to continue it.

50% Review the request 75% Choose preferred date 100% Close the Request

Request information

Health card number -
Select district * ⓘ
Ajman

Select area * ⓘ
Hamediya 1,2

Medical report ⓘ
Choose File No file chosen
Accepts only formats<.pdf>, <.doc>, <.docx> , Ppt, Pptx,<.jpeg>,<.gif> ,<.png> ,<.jpg>

Do you currently receive home care or home physiotherapy? * ⓘ
 Yes
 No

Notes ⓘ

Health card expires on -
Select region * ⓘ
Hamediya

Reason for requesting home care * ⓘ
Old Age and other Related Concerns ✕

Passport copy ⓘ
Choose File No file chosen
Accepts only formats<.pdf>, <.doc>, <.docx> , Ppt, Pptx,<.jpeg>,<.gif> ,<.png> ,<.jpg>

Save Draft Submit Cancel



Step 5: User submit the happiness meter using the slider right or left

The screenshot displays the 'Home Care' section of the app. A modal window titled 'How was your service experience?' is centered on the screen. It contains the text 'Hold and swipe to the face that best represents your level of happiness.' and a large yellow smiley face icon with a horizontal double-headed arrow across its mouth. Below the icon is a slider with a yellow dot positioned towards the left. The slider is labeled 'Not at all happy' on the left and 'Completely happy' on the right. The background shows the app's navigation menu with 'Home', 'Medical Record', and 'Appointment' options. A 'Submit home care request' button is visible with a 25% progress indicator. The user's name 'Ahmed hussein' and a 'Close the Request' button are also present. At the bottom, there are fields for 'Request information', 'Health card number', and 'Health card expires on'.



Step 6: User fills the happiness meter questions (Optional).

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Home Medical Record Appointments

Home > Home Care

Home Care

25%

Submit home care request

25%

Request information

Health card number -
Select district *

Health card expires on -
Select region *

100%

Close the Request

Areas of improvement for your online service experience:

- Easier navigation of website
- Complete process end-to-end
- Improve payment process
- Make service process easier
- Easier upload of documents
- Solve technical issues
- Improve accessibility of information
- Address privacy concerns
- Make transactions faster

Request information

Health card number -
Select district *

Health card expires on -
Select region *

100%

Close the Request

هولش السعادة
Happiness Meter



Step 7: the request is submitted successfully with reference number. Please keep record of your reference for any future uses.

The screenshot displays the user interface of the UAE Ministry of Health & Prevention website. At the top, the ministry's logo and name are visible in both English and Arabic. A navigation bar includes links for Home, Medical Record, Appointment, Services, My Notifications, Awareness, and Covid19. A user profile section on the right shows a welcome message for 'Ahmed Hussein'. The main content area is titled 'Home Care' and features a large green checkmark icon with the word 'Success' below it. A message states: 'Request has been submitted successfully with reference number: HCS1701212'. Below this message is an 'Ok' button. To the left of the success message, there is a progress indicator showing '25%' for 'Submit home care request'. To the right, there is a 'Close the Request' button. At the bottom, there is a 'Request information' section with fields for 'Health card number', 'Select district', 'Health card expires on', and 'Select region'. A 'Happiness Meter' logo is also present in the bottom right corner.

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