

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION



الإمارات العربية المتحدة
وزارة الصحة ووقاية المجتمع



شفاء
SHEFAA



**User manual for book appointment
2020**



Step 1: User chooses the “Scheduling a Medical Appointment” service from the menu of Services.

The screenshot shows the website's navigation menu with 'Scheduling a Medical Appointment' highlighted. The main content area features a 'WELCOME TO' banner and an 'Our Services' section with three cards: 'Home Care', 'Request Medical Report', and 'Scheduling A Medical'. Below this is an 'Awareness' section with three article cards: 'My health in Ramadan', 'Healthy recipes', and 'Three steps for a healthy diet'. The footer includes contact information, visitor statistics, and a 'Happiness Meter' logo.



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

Scheduling a Medical Appointment

This service enables customers to schedule anew or / follow up appointment with a doctor at any of the primary healthcare centers and referral appointments from PHC to hospitals of the Ministry of Health and Prevention, as well as to manage, reschedule or cancel appointments.

Target audience	Service category	Registration Required	Number of transactions
Patients of all nationalities and all age groups	Social		91

Service location

- MOHAP website: Smart Patient Portal
- MOHAP Call Center: 80011111
- MOHAP primary healthcare centers
- MOHAP hospitals

Further information is available in this link:
[Link](#)

Service procedures

Via Online Services:

- Sign into e-services, create a username and password, login to the e-service via the Smart Patient Portal
- Check the list of available appointments at the health facility concerned
- Schedule an appropriate appointment
- Manage the appointment by modifying or canceling it
- The appointment will be confirmed via email or SMS message

Via Other Channels:

- The available appointments are reviewed by the assisting employee
- The opinion and consent of the patient is taken on the most suitable appointment
- The appointment will be confirmed via email or SMS message

Required documents [v]

Service channels [v]

Terms and conditions [v]

[Apply for service](#)

Apply for service

Service rating

Service rating average
Total number of ratings 17

0 AED
Service fees

0 Days
Service accomplish time

80011111
Submit your feedback >





Step 3: User chooses Appointment Type

New: Reserve new appointment in PHC. The user can choose up to 90 days.

Follow up: Reserve appointment for follow up visit.

Referral: Reserve appointment for referral to specialty in Hospital. The user can choose up to 90 days.

The screenshot shows the 'Scheduling a Medical Appointment' page on the Ministry of Health & Prevention website. The page has a dark blue header with navigation links: Medical Record, Appointment, Services, My Workspace, My Notifications, Awareness, and Covid 19 Test - Federal Employees. A search bar and a 'TESTTT TEST' button are also visible. The main content area is titled 'Scheduling a Medical Appointment' and contains a form with the following fields:

- Appointment type ***: A dropdown menu with 'Select' as the current value.
- Specialty ***: A search box with a magnifying glass icon and a red 'X' in the corner, displaying 'No specialties available'.
- Facility ***: A dropdown menu with 'Select' as the current value.
- Physician**: A dropdown menu with 'Select' as the current value.
- Preferred date***: A date input field showing '20-12-2020'.
- Slots**: A search box with a magnifying glass icon and a red 'X' in the corner, displaying 'No slots available'.

On the left side, there is a sidebar with 'Patient information' and 'Request information' options. On the right side, there are social media icons for Facebook, Twitter, YouTube, Instagram, and LinkedIn. At the bottom, there is a footer with the UAE logo, the '171' TAWASUL logo, a hotline number '800 111 11', and a visitor count of '286216'. A navigation menu at the bottom includes links for Feedback, Track my Feedback, Surveys, Sitemap, Terms and Conditions, Privacy Policy, Disclaimer, Accessibility Policy, Abbreviations, Customer Service Charter, Contact Us Info, and FAQs.





Step 4: User chooses from the available specialties.

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العربية Search

Medical Record Appointment Services My Workspace My Notifications Awareness Covid 19 Test - Federal Employees Welcome TESTTT TEST

Home > Scheduling a Medical Appointment
Scheduling a Medical Appointment

Patient information
Request information

Appointment Details
All fields with sign (*) are mandatory.

Appointment type *
New

Specialty *
Dental Early Detection Healthcare Programme Nutrition Counseling

Facility *
Select

Physician
Select

Preferred date *
20-12-2020

No slots available

U.A.E. | 171 نواصل TAWASUL | Hotline 800 111 11 | Number of Visitors 286216

FeedBack | Track my FeedBack | Surveys | Sitemap | Terms and Conditions | Privacy Policy | Disclaimer | Accessibility Policy | Abbreviations | Customer Service Charter | Contact Us Info | FAQs

Page latest updated on 08 November 2020 00:00:00 AM
This site best view on 1920 x 1080 screen resolution

Supported browsers addition & plug-ins we use the following technologies وزارة الصحة ووقاية المجتمع الإمارات

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مؤشر السعادة Happiness Meter



Step 5: User chooses facility and the physician (optional)

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العربية Search...

Medical Record Appointment Services My Workspace My Notifications Awareness Covid 19 Test - Federal Employees Welcome TESTTT TEST

Home > Scheduling a Medical Appointment
Scheduling a Medical Appointment

Patient information
Request Information

Appointment Details
All fields with sign (*) are mandatory.

Appointment type *
New

Specialty *
Dental Early Detection Healthcare Programme Nutrition Counseling

Facility *
Al Dhaid Health Center-Sharjah - Dental

Physician
Dr.Haifa Salah

Preferred date*
20-12-2020

No slots available

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Step 6: User chooses preferred date and choose the suitable time slot with the chosen facility and physician.

The screenshot displays the 'Scheduling a Medical Appointment' page on the Ministry of Health & Prevention website. The page is in Arabic and features a navigation menu at the top with options like 'Medical Record', 'Appointment', 'Services', 'My Workspace', 'My Notifications', 'Awareness', and 'Covid 19 Test - Federal Employees'. The main heading is 'Scheduling a Medical Appointment'. Below this, there are sections for 'Appointment Details' and 'Specialty'. The 'Appointment Details' section includes a dropdown for 'Appointment type' (set to 'New'), a 'Specialty' section with 'Dental' selected, and dropdowns for 'Facility' (Al Dhaid Health Center-Sharjah - Dental) and 'Physician' (Dr.Haifa Salah). The 'Preferred date' is set to '10-01-2021'. Below these fields, there are three time slot options for 'Dr.Haifa Salah' at 'Al Dhaid Health Center-Sharjah - Dental' for '10 Jan 2021': 8:00, 8:45, and 9:30. Each slot has a 'Reserve' button. The footer contains the UAE logo, the '171 TAWASUL' logo, a hotline number '800 111 11', and the number of visitors '286216'. It also includes a list of links for 'FeedBack', 'Track my FeedBack', 'Surveys', 'Sitemap', 'Terms and Conditions', 'Privacy Policy', 'Disclaimer', 'Accessibility Policy', 'Abbreviations', 'Customer Service Charter', 'Contact Us Info', and 'FAQs'.





Step 7: User proceeds with booking the appointment and the portal shows the confirmation that the appointment is booked.

The screenshot displays the user interface for scheduling a medical appointment. 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. The main heading reads "Scheduling a Medical Appointment".

The "Appointment Details" section includes a sidebar with "Patient Information" and "Request Information". The main content area shows a confirmation modal with the following details:

- Appointment type:** New
- Specialty:** Dental
- Facility:** Al Dhaid Health Center - Sharjah - Dental
- Physician:** Dr. Haifa Salah
- Location:** Al Dhaid Health Center - Sharjah - Dental
- On:** 10 January 2021 08:00:00

The confirmation message asks, "Are you sure you want to proceed?" with "Yes" and "No" buttons. Below the modal, three appointment slots are visible for Dr. Haifa Salah at Al Dhaid Health Center - Sharjah - Dental:

- Slot 1: 10 Jan 2021, 8:00, Reserve
- Slot 2: 10 Jan 2021, 8:45, Reserve
- Slot 3: 10 Jan 2021, 9:30, Reserve

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