



وزارة الحرس الوطني - الشؤون الصحية

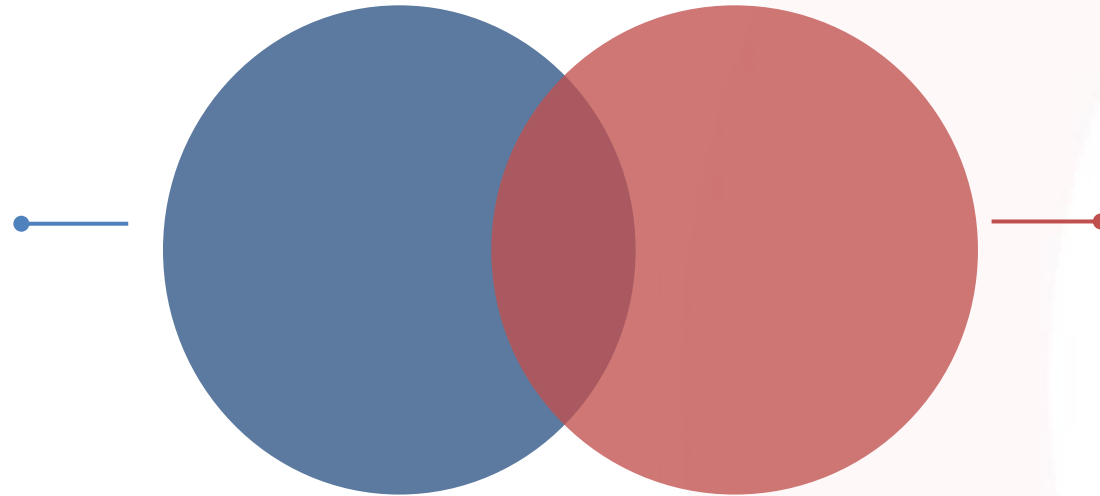
MINISTRY OF NATIONAL GUARD HEALTH AFFAIRS

MNGHA

Results of consultation on the best way to communicate with beneficiaries

Expected effect

Identify the preferred communication way for beneficiaries will have positive impacts on the quality of service provided to them and will help to better understand beneficiaries' needs and expectations, which will enable us to provide more efficient and effective care.

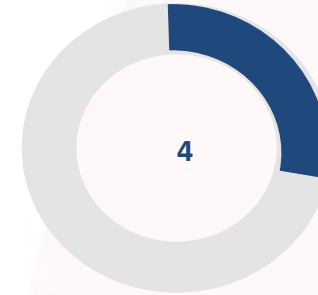


The Target

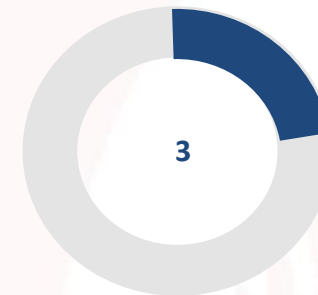
The consultation aims to measure the best way to communicate with beneficiaries by sharing the opinions and advice of general beneficiaries from community members.

Results

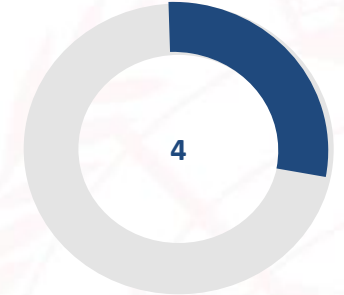
In our continuous pursuit of providing a distinguished user experience, we will take survey result and work in the best way to communicate with beneficiaries



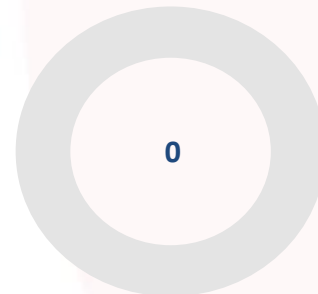
Short text message



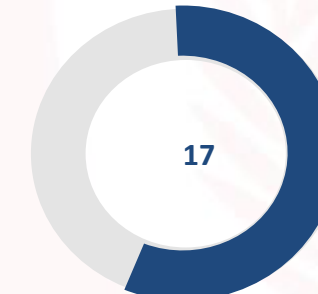
WhatsApp



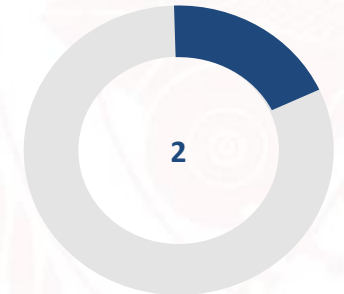
Telephone communication



MNGHAcare Account on the X platform



No Answer



MNGHA Website

Total:30

Results and impact

Based on the survey results and to ensure effective communication with the of MNGHA beneficiaries, (SMS) portal has been developed. This portal manages SMS templates and send SMS under official authorization.

It serves as an official communication channel for the services provided to beneficiaries of MNGHA, including patients, employees, trainees, and others.



SELECT THE SERVICE

Request for
New User Account



Campaign
Messages



Request For Re-Charge
User Account Balance



Request For
SMS Templates



Send
SMS



Results and impact

Based on the survey results and to ensure effective communication with the beneficiaries of MNGHA. Interactive voice response (IVR) service has been enhanced. This includes services provided to beneficiaries, such as the patient appointment reminder service for dental appointments which was activated in June 2024.

Thank you

