



وزارة الحرس الوطني - الشؤون الصحية

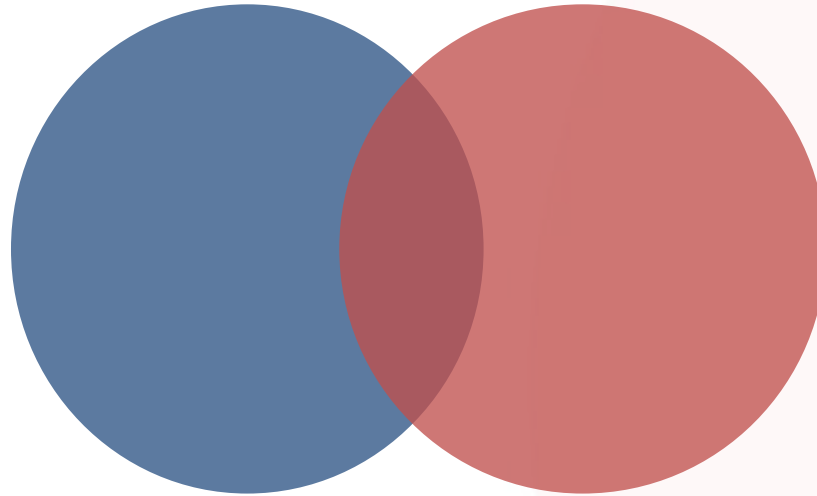
MINISTRY OF NATIONAL GUARD HEALTH AFFAIRS

**MNGHA**

# **Results of website survey to develop and improve donors collecting service**

## Expected effect

Identifying beneficiaries' satisfaction will have positive impacts on the enhancing of the donors collecting service and will help to better understanding beneficiaries' opinions and expectations, which will enable us to do the required enhancement and development.

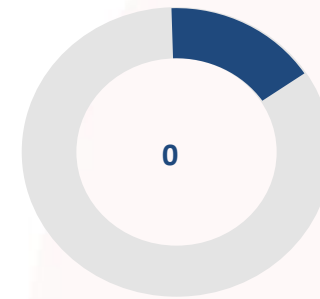


## The Target

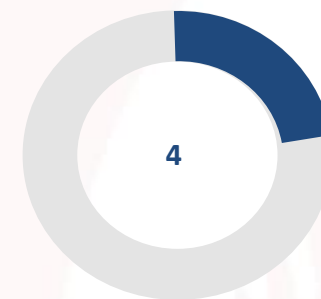
The co-initiative aims to improve the donors collecting service and receiving creative initiatives and ideas that drive further development and improvement of the services and contribute to the best user experience. by sharing their opinions and advice of general beneficiaries from community members

# Results

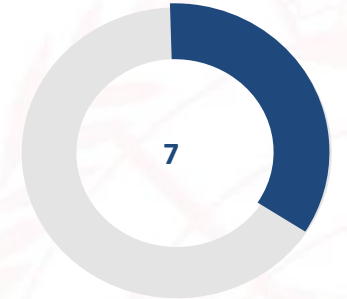
Based on the results of the survey, it is evident that the majority of participants are satisfied with the service, as indicated:



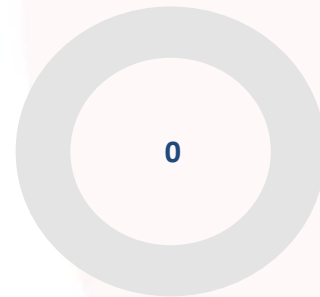
Neither



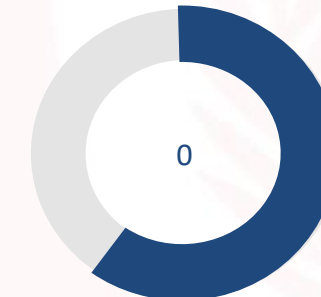
Satisfied



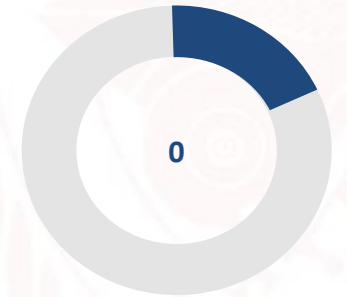
Very Satisfied



Unsatisfied



No Answer



Very Unsatisfied

Total:11

# Results and impact

Based on the results of the initiative to develop and improve donors collecting service, the user experience has been enhanced through improvements to the user interface to be mobile-friendly, as well as the addition of information on how to use the service and clarification of the requirements to facilitate user interaction with the service.

To Access the service [Click Here](#)



[Home](#) > [E-Services](#) > [Service Details](#)

## Donors Collecting System

[Start the service](#)

Donors Collecting System is a system that stores data on organ donors (liver, kidney, liver and kidney together). The service allows individuals to register kidney or liver donation.

[Service Level Agreement](#)

[Steps](#) [Eligibility](#) [Required Documents](#)

- Visit MNGHA Website
- From main menu select Campuses then select King Abdulaziz Medical City in Riyadh
- Choose Specialized Care and Services
- Choose Department of Hepatobiliary Sciences and Organ Transplant Center
- Choose Donation
- Click on Donation of liver and Kidney icon
- Enter the required data
- click on submit

### Service Evaluation



**Citizen**

Target audience

**Arabic and English**

Service language

**3 Working Days**

Service duration

**MNGHA Portal**

Service channels

**Free**

Service cost

#### FAQ

[FAQ](#)

**Service release date:**

29/5/2019

[User Manual](#)



[Home](#) > [E-Services](#) > [Donors Collecting System](#)

## Donors Collecting System

\* Donor ID/Iqama

\* Donor Name

\* Donor Weight

\* Donor Height

\* Donor Mobile No

\* Donor Blood Type

\* Organ

\* Nationality

\* Donor Date of Birth

RWGN



Submit



# Initiative

To access the Development and improvement of Donors Collecting Service initiative [Click Here](#)



Ministry of National  
Guard Health Affairs

About us ▾

E-Services

Campuses ▾

Patients and Visitors ▾

Professionals ▾

Media Center ▾

E-Participation > co-development > Development and improvement of Donors Collecting Service

## Development and improvement of Donors Collecting Service

The initiative aims to improve the donors collecting service and receiving creative initiatives and ideas that drive further development and improvement of the services and contribute to the best user experience.

● Finished

📅 **25-04-2024**  
Start date

📅 **25-05-2024**  
End date

👤 **joint development**  
Initiative Type

👤 **All beneficiaries**  
Beneficiaries

Results and Decisions



MNGHA

# Thank you