



Public Consultation Results Form

Consultation Date: <00/00/0000>



1

Consultation Summary



Overview of the Consultation

01

- ✓ The Health Affairs of the Ministry of National Guard is working on enhancing healthcare services remotely by listening to patients' preferences and providing for their needs through telehealth.



Objectives of the Consultation

02

- ✓ This consultation comes to open the door for the community to participate with their opinions, with the aim of designing remote healthcare services that are closer to their aspirations and more aligned with their expectations.



Beneficiary Category

03

- ✓ Citizen
- ✓ Resident
- ✓ Visitor
- ✓ Business sector
- ✓ Elderly
- ✓ Women
- ✓ Youth
- ✓ Persons with disabilities

Consultation Period – Participation Channel

Indicates the project start and end dates, along with the channel of project launch



Consultation Participation Channel

On the official website of the Health Affairs at the Ministry of National Guard
[Patient Preferences for Telehealth Services](#)



Project Start and End Period

From date: 2025/06/1
Until date: 2025/06/30

Proposed Options



Proposed options for the consultation

01

First visit
appointments

02

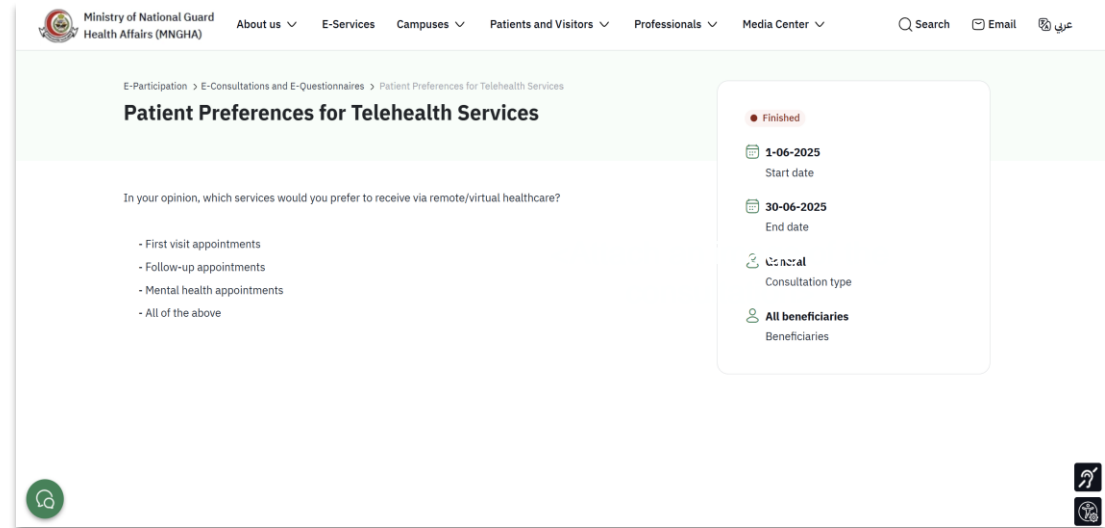
Follow-up appointments

03

Mental health
appointments

04

All of the above



The screenshot shows a web form titled "Patient Preferences for Telehealth Services" from the Ministry of National Guard Health Affairs (MNGHA). The form is part of an "E-Participation" campaign. It asks the user, "In your opinion, which services would you prefer to receive via remote/virtual healthcare?". The options are: "First visit appointments", "Follow-up appointments", "Mental health appointments", and "All of the above". On the right side of the form, there is a summary box indicating the form is "Finished", with a start date of "1-06-2025" and an end date of "30-06-2025". It also shows the consultation type as "Consultation type" and the beneficiaries as "All beneficiaries". The website header includes navigation links for "About us", "E-Services", "Campuses", "Patients and Visitors", "Professionals", and "Media Center", along with search, email, and language options.



4

Submissions Analysis



Participation Statistics

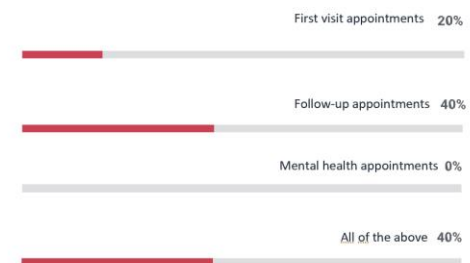
01

5

Participants

Results

In your opinion, which services would you prefer to receive via remote/virtual healthcare?



Analysis of Contributions Based on Decisions (1/2)

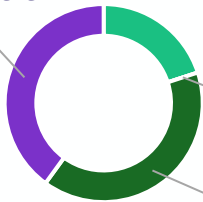
4.1

Present the general trends of participants' opinions

01

Data Collection & Analysis

40%



- First visit appointments
- All of the above
- Mental health appointments
- Follow-up appointments

02

Recommendations & Decisions

The consultation results showed that participants strongly preferred (40%) follow-up appointments, or combining them with the first visit (20%) through virtual healthcare. As for mental health appointments, the percentage was 0%.



Based on the participants' feedback, the remote follow-up appointment service has been adopted, where an appointment is automatically booked for the beneficiary and they are directly provided with the necessary guidance.

Analysis of Contributions Based on Decisions (2/2)

Present the general trends of participants' opinions

03

Linking the Decision to the Final Decision

The participants' feedback was analyzed, and the remote follow-up appointment service was approved, where an appointment is automatically booked for the beneficiary, along with providing the necessary guidance.



04

Implementation Timeline

2025/06/30

Review consultation results and collect requirements based on beneficiaries' feedback.

2025/07/2

Analyze beneficiaries' needs to meet expectations.

2025/07/13

Implementation.

Results and Decisions

Clarify the recommendations and decisions made based on participants' feedback

Based on the consultation results, participants' opinions were taken into consideration. As a result, work has been carried out to provide remote follow-up appointments, where appointments are automatically booked for the beneficiary and they are notified with the necessary guidance.



Thank you