

Submit Medical Complaints

About the Service

This service enables patients, their relatives or their representatives to submit medical complaints related to diagnosis, treatment or other medical procedures received in EHS hospitals and healthcare or specialized centers.

Service Process

- Register in the digital-services, create user name and password (If not yet registered), and login "If using digital channels"
- Fill the complaint details, and submit the complaint request.
- The Facility at which the complainant was treated will be contacted
- The complainant will be contacted to supply any other medical reports related to the subject of the complaint
- The defendant will be summoned to a hearing
- The committee will meet to discuss and complaint related reports
- The Customer will be informed that the case has been investigated, the committee decision will be forwarded to him, and the necessary actions will be taken

Service Fees

Free