

# **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"
- Submit the complaint through the available channels
- 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