

مؤسسة الإمارات للخدمات الصحية Emirates Health Services

# MOBILE HEALTHCARE

Version 1.0

JULY 17, 2022 EMIRATES HEALTH SERVICES United Arab Emirates





### 1 Document Information

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## 1.2 Document Owner(s)

Owner	Contact
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### 2 Introduction and General Information

## 2.1 Purpose

We put in your hands the user manual for the Mobile Healthcare. This service enables elderly people and people of determination who do not have access to health services to have the healthcare services in their homes. This service enhances their sense of safety and support in a family-like environment while maintaining their dignity and privacy. This service also reduces the burden on hospitals and the complications of chronic diseases.

#### 2.2 Why to Use this Manual?

The User Manual helps each user how to work on the system and how to use the exact functionality that is needed to perform a single task or action. Also to ensure the correct results that gets the desired results.

#### 2.3 Browser requirements

- Google Chrome Version 90.0 +
- Mozilla Firefox Version 90.0 +
- Microsoft Edge Version 90.0 +

#### 2.4 Organization of the Manual

Manual Section	Description		
1. General Information	This section is an introduction for the document listing a brief		
	overview and manual organization		
2. Getting Started	Discusses the major functionalities of the system, such as: login,		
	Home Page and Main Menu, and Logout		
3. Using the System	Discusses in details the system's modules along with their		
	functionalities and sub modules		





### 2.5 Getting Started

#### 2.5.1 Entry to the system

All the users can enter and access "Mobile Health Care" through the following link: <u>https://patient.ehs.gov.ae/FE/Login.aspx?OriginalURL=%2fFE%2fRequestForm.aspx%3fService</u> <u>CardId%3d3%26amp%3bLang%3dar</u>

#### 2.5.1 Mobile HealthCare

At the beginning, you can navigate to Mobile Health Care service.

User Login Sign in with UAE PASS A single trusted digital identity for all citizens, residents and visitors.
Username Username
Password     Forgot password?     Remember me
Log in Don't have an account? <b>Sign up</b>

#### **Request Home care service**

Step 1: User chooses the "Home care" service from the menu of Services.





			المربية 🕪 🌔 🏶 Aa	Search
Home Medical Record Appointm	ent 🗸 Services A Queue Management All Services	t Dispense Medications My Notifications	Awareness Covid 19 🗸	
Ay pending actions My	Scheduling a Medical Appointment		TESTTT TES	т
Payment 🗍 Wed 15 Jun, 2022	Request for Medical	Preferred Date	24 years CMR #6875774	
Pay the fees - Request for	Home Mobile Init Healthcare og	Initially approved - log	Body Mass Index	Height
MRS1506222314	H	H	Weight	Blood Pressure
Pay Now >	Open >	Open >	•	
			< Novemb	er, 2022

Step 2: User fills the request details

- a. District
- b. Region
- c. Area
- d. The reason for requesting home care
- e. The patient should attach Medical report to help in assessing the case.
- f. Passport Copy
- g. Answer the question and write note (optional).

The user can save the application as draft and return back from Home page or re-apply to continue it or submit the request



United Arab Emirates

Ξi		
Patient information	Request information	
A Request information	Health Card Number	Health Card Expires On
<b>*</b>		
<u>o</u> z	Select District *	Select Region *
<b>•</b>	Ras Al Khaimah	Ras AI Khaimah Region
-	Ras Al Khaimah Area 🗸 🗸	In need of Skilled nursing care 🗶 🐥
T <sup>i</sup> č	Medical Report	Passport Copy
	Choose File No file chosen X	Choose File No file chosen x
< > >	Accepts only formatic pdfb, c.decs, c.decso, Ppt, Ppts.c/pegs.c/gfb.c/prgs.c/gfb Do You Currently Receive Home Care Or Home Physiotherapy? *	Accepts only formats c.pdfs, c.docs, c.docs, Ppt, Ppts, c.jpps, c.jpts, c.ptp, c.jpps
<b>_</b>	Yes	
(h.	Notes	
<b>\$</b> 99		
ENG		
9:43 AM		
8/19/2022	Save Draft	Submit Cancel
T21 🤺 Sign Language		

Step 3: Answer the customer pulse questions

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	Overa	Custom	<b>er Puls</b> ed are you	e Surv	ey service?	*	T ⊕ English ∨
	1 1 1	7 🗘	☆	☆	☆		
	Extremely Dissatisfi	ed	Next		Extre	mely Satisfie	d