



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)

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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

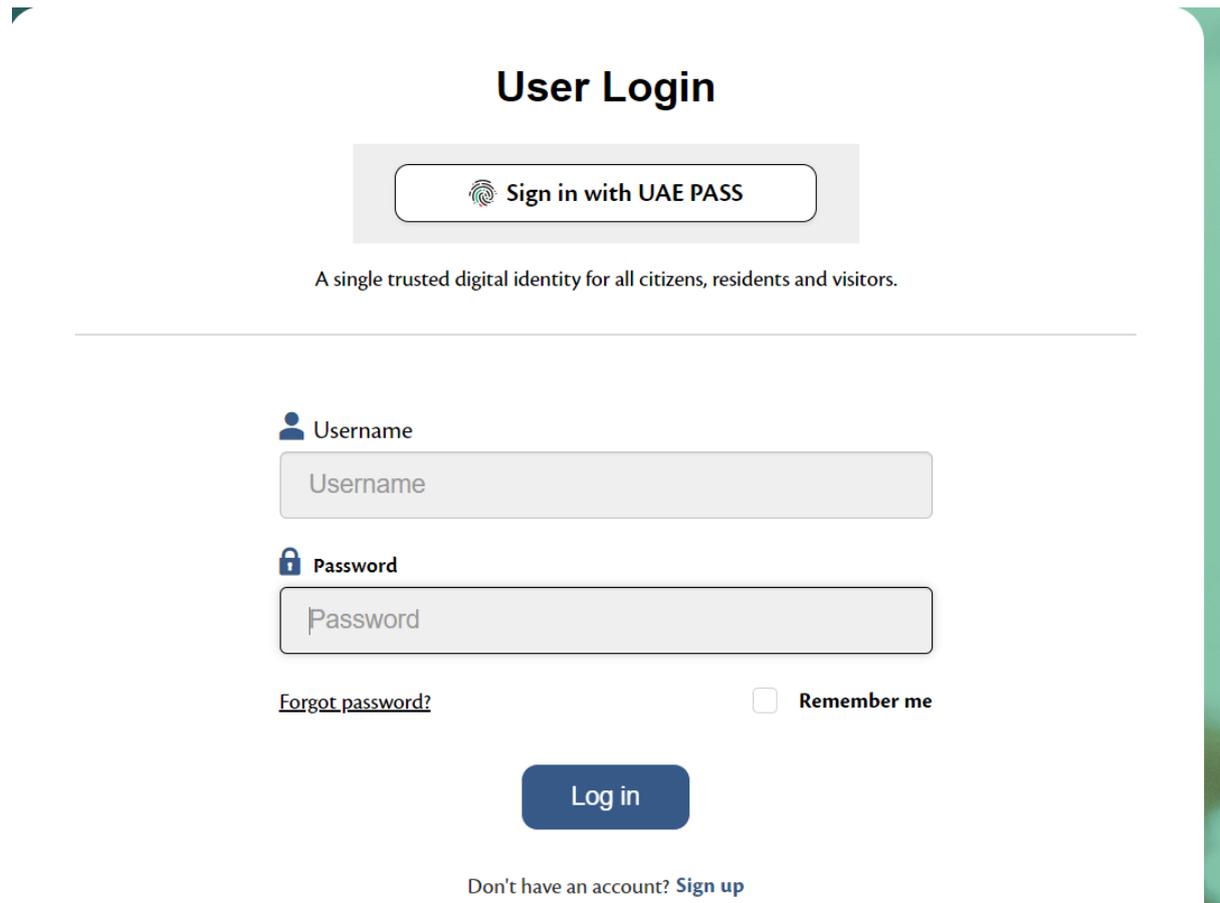
2.5 Getting Started

2.5.1 Entry to the system

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

2.5.1 Mobile HealthCare

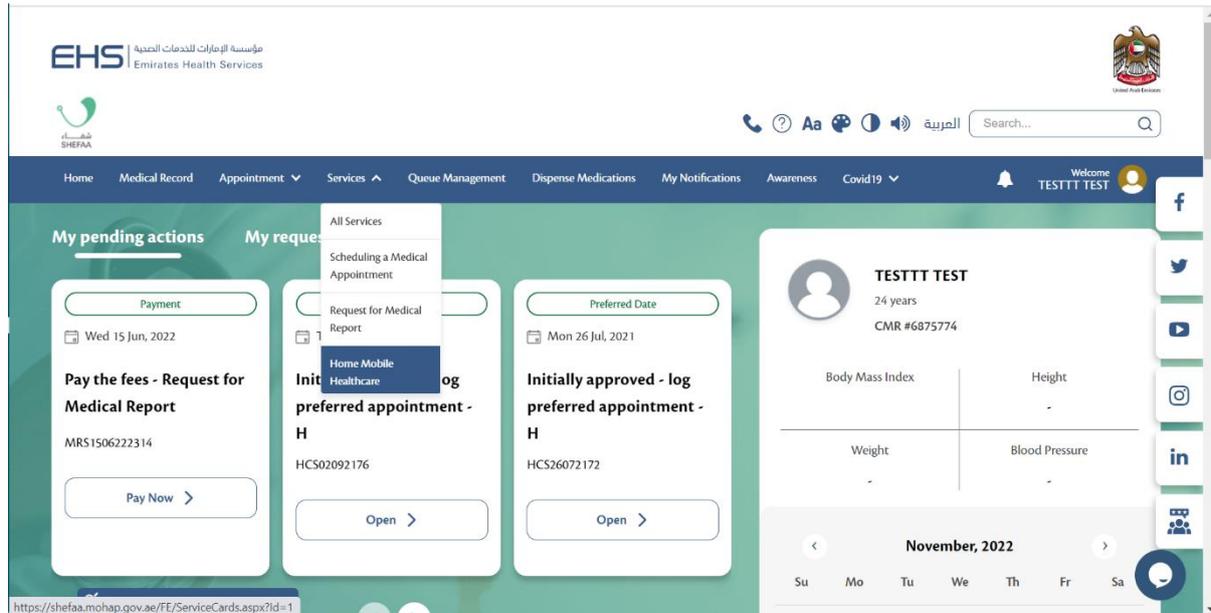
At the beginning, you can navigate to Mobile Health Care service.



The screenshot shows a "User Login" interface. At the top, there is a "Sign in with UAE PASS" button with a fingerprint icon. Below it, a text description reads: "A single trusted digital identity for all citizens, residents and visitors." The main login area contains a "Username" field with a person icon, a "Password" field with a lock icon, a "Forgot password?" link, and a "Remember me" checkbox. A blue "Log in" button is positioned below the password field. At the bottom, there is a link: "Don't have an account? Sign up".

Request Home care service

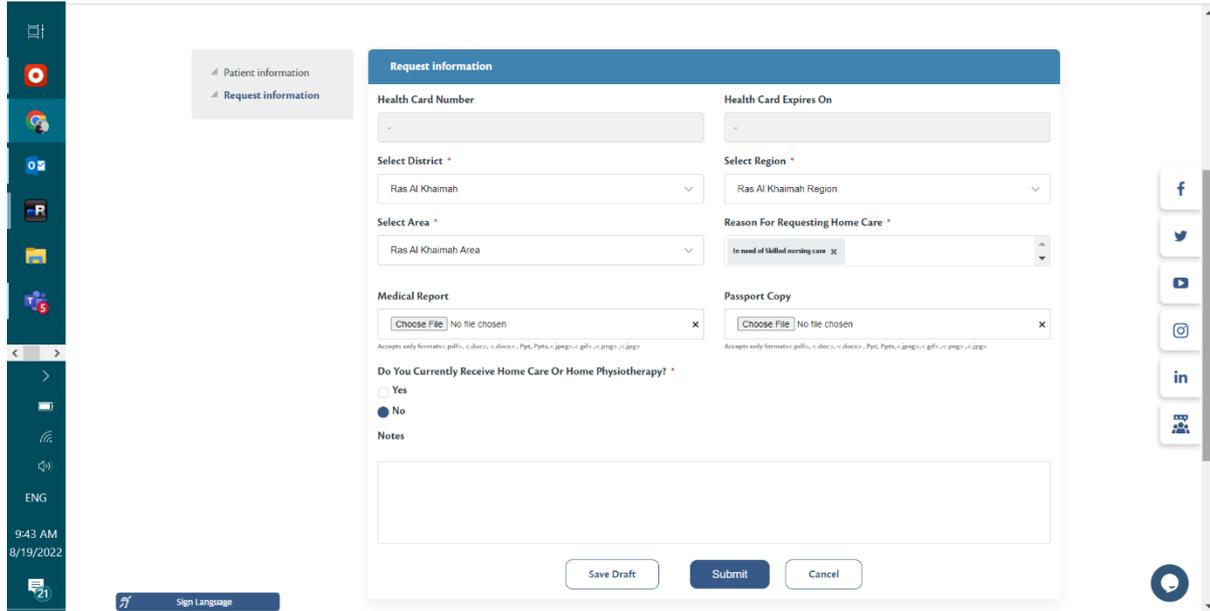
Step 1: User chooses the "Home care" service from the menu of Services.



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



Step 3: Answer the customer pulse questions

