

مؤسسة الإمارات للخدمات الصحية Emirates Health Services

MEDICAL REPORT

Version 1.0

JULY 17, 2022 EMIRATES HEALTH SERVICES United Arab Emirates





1 Document Information

1.1 Emirates Health Services © 2022 All Rights Reserved.

The contents of this document are confidential and may not be revealed to any party other than Emirates Health Services for the express purposes for which the document was produced. This document and its contents are copyright material. Neither the document in full or in part (visible or hidden) nor the electronic contents of the document file may be disclosed to any third party without the written consent of Emirates Health Services.

1.2 Document Owner(s)

Owner	Contact
Emirates Health Services	info@ehs.gov.ae





Contents

1	Doc	cument Information	2
	1.1	Emirates Health Services © 2022 All Rights Reserved	2
	1.2	Document Owner(s)	2
2	Intro	oduction and General Information	4
	2.1	Purpose	4
	2.2	Why to Use this Manual?	4
	2.3	Browser requirements	4
	2.4	Organization of the Manual	4
	2.5	Getting Started	5
	2.5.	1 Entry to the system	5
	2.5.	1 Request Medical Report	5





2 Introduction and General Information

2.1 Purpose

We put in your hands the user manual for the Request for a Medical Report This service enables patients to request a medical report of their health condition or disease for the purpose of submission to third parties..

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 "Request for a Medical Report" through the following link: <u>https://patient.ehs.gov.ae/FE/RequestForm.aspx?ServiceCardId=2&Lang=en</u>

2.5.1 Request Medical Report

At the beginning, you can navigate to Medical Report Service and the home page will show the different functionality and objectives of the system which you can do.

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

Request Medical Report

Step 1: User chooses the "Request Medical Report" service from the menu of Services.







Step 2: User fills the request details and submit

- a. Facility (Visited within the last 90 days).
- b. Visit
- c. Reason

Request for Medic	cal Report	1000	0		
Submit Medical Report Request	33%	675 Report preparation	83% Receive the report	100% Close the Request	
Patient information	Request information				
 Request information 	All fields with sign (*) are mandatory.				
	Select Facility *	~			
	Select Visit: "				
	Select				
	Reason *				
	Select Disclaimer By applying to this service Save Draft Submit	you are accepting service fees, terms and condition	ions		
					5

Step 3:The request is reviewed, then the user will receive an SMS/Email that the request is pending on payment, so the user has to login and pay the fees online:







		—(•)—	67%	83%	(100%)	n	_ •
Submit Medical Report Request	Review the Request	Pay the Fees	Report preparation	Receive the report	Close the Request		
Request reference number			Creation date				
MR527102218 Requester name los Test			Thu 27 Oct, 2022 10:17:59 AM Status Pending on payment				
Request type Medical Report							
 Patient information Request information 	Task details						
✓ Task details	To avoid any payme Would you like to pr E-dirahm disclaimer Pay	nt errors, such as duplica roceed with payment?	te or broken payments, please do not clos	e any window in between payn	ent processing.		
	_						

Step 4: The request will be processed, the medical report will be available for downloading in:

medical record > Documentation-Medical report





Documentation - Medical Report × +						\sim	- o ×
← → C	12			Q LE	÷ 🖈 🚺 😡 🖬 🤞	•	🛛 🌒 Error 🔋
Home > Electronic Health Record > Documentation Documentation - Medical Re	- Medical Reports eports			0			
los Test							f
							У
✓ Patient Information ✓ Allergies	Documentation -	Medical Report					0
.⊿ Measurements							8
 Medical Condition Health Maintenance 	Date From		D	ate To	_		in
Medications	02-11-2021			02-11-2022	H		
 History Laboratory Immunization Documentation - Discharge 	Search	Reset					-ila-
Jocumentation - Discharge Note	Certificate Description	Documented date	Hospital name	Status	Download		
Documentation - Medical Report Educational Material	Medical Report	Wed 24 Nov, 2021	MFH Al Fujairah	Ready to Print	Download		0
27 Sign Language	Medical Report	Thu 27 Oct. 2022	MAH Al Amal	Ready to Print	Please collect		

Step 5: Answer the customer pulse questions

Uniced Arab Entitioners								× نبض المتعامل CUSTOMER PULSE
		— Ci	istome	er Puls	e Surv	ey —		† ⊕ English ~
	C)verall, ho	w satisfie	d are you	about the	service? *	•	
	☆	\overleftrightarrow	☆	\overleftrightarrow	☆	☆	☆	
	Extremely Dis	satisfied				Extrer	mely Satisfi	ed
				Next				