



مؤسسة الإمارات للخدمات الصحية
Emirates Health Services

BOOK MEDICAL APPOINTMENT

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 book appointment service, which is a web application that works through the browser to record and follow up with all applications and requests for the book appointment.

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

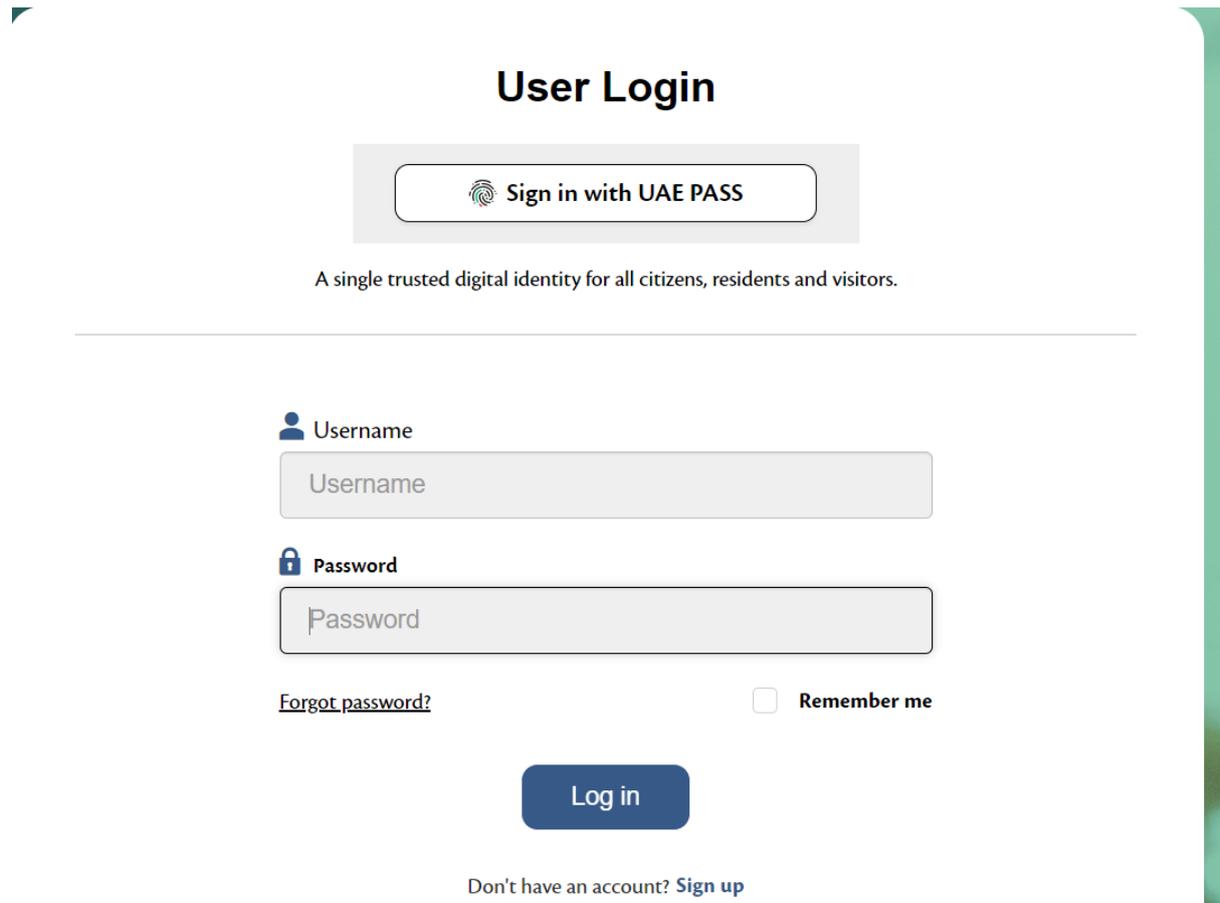
2.5 Getting Started

2.5.1 Entry to the system

All the users can enter and access "Book Medical Appointment" through the following link:
<https://patient.ehs.gov.ae/FE/RequestForm.aspx?ServiceCardId=3&Lang=en>

2.5.1 Book Medical Appointment

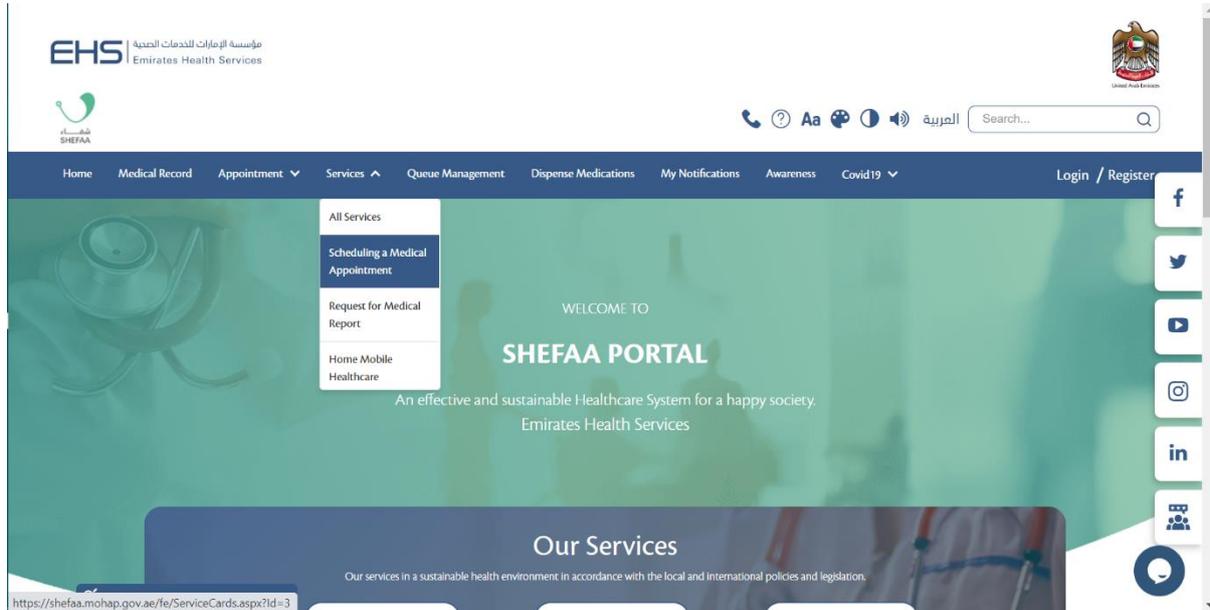
At the beginning, you can navigate to book medical appointment service and the home page will show the different functionality and objectives of the system which you can do.



The screenshot shows a "User Login" form. At the top, there is a "Sign in with UAE PASS" button with a fingerprint icon. Below it, a text reads "A single trusted digital identity for all citizens, residents and visitors." The form includes 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 at the bottom, and a link "Don't have an account? Sign up" is at the very bottom.

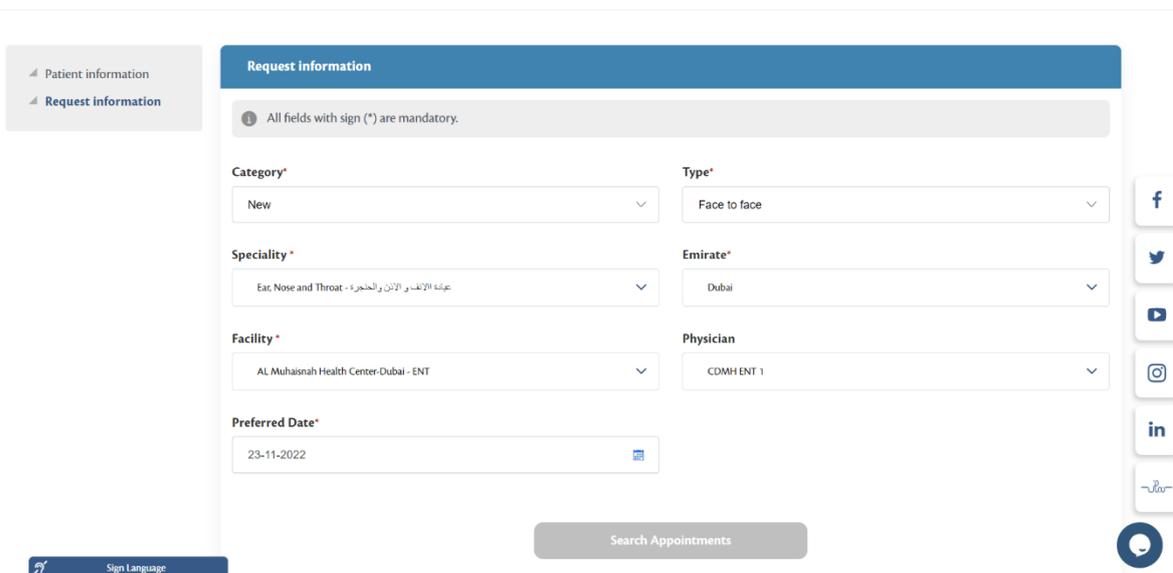
Booking an appointment:

Step 1: User chooses the "Scheduling a Medical Appointment" service from the menu of Services.

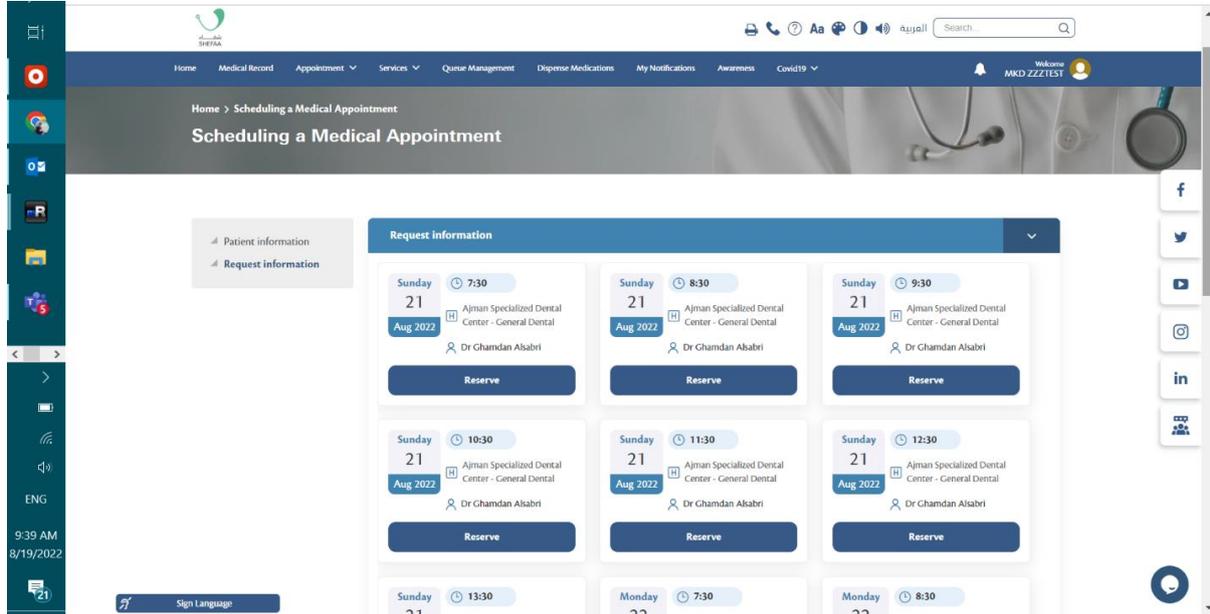


Step 2 fill in the form:

1. User chooses Appointment Type
 - a. New: Reserve new appointment in PHC. The user can choose up to 90 days.
 - b. Follow up: Reserve appointment for follow up visit.
 - c. Referral: Reserve appointment for referral to specialty in Hospital. The user can choose up to 90 days.
2. User chooses Appointment location
3. User chooses from the available specialties.
4. User choose Emirate
5. User chooses Facility and the physician (optional)
6. User chooses Preferred date
7. Then click on "search appointments"



Step 3: User reserve the suitable available time slot with the chosen facility and physician and confirm.



Step 4: Answer the customer pulse questions

