



## Kingdom of Bahrain Ministry of Health



### Customer Charter of eServices

#### Service level definition:

Defined Service Levels			
Service Name	Customer / Stakeholder	Channel of Delivery	Service Levels
<a href="#">Search for Doctor</a>	Citizens, Residents, Healthcare professionals Abroad Audience	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> , MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> , Mobile Portal <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> Service Points (Counters) <a href="#">Licensure and Registration Office</a>	<ol style="list-style-type: none"><li>1. Information about doctors can be searched on the MoH Portal <a href="http://www.moh.gov.bh/EN/Contacts/Doctors.aspx">http://www.moh.gov.bh/EN/Contacts/Doctors.aspx</a> or <a href="http://www.bahrain.bh">www.bahrain.bh</a></li><li>2. Information about Doctors/Physicians is available at service points (<a href="#">Licensure and Registration Office</a>)</li><li>3. Information about Doctors can be viewed via mobile devices either by browsing <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> or by using SMS interface (for more information find <a href="#">mobile services page</a>)</li></ol>
<a href="#">List of Hospitals and Pharmacies with their contact details</a>	Citizens, Residents, Healthcare Professionals, Abroad audience	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> , MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> Mobile Portal <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> Service Points (Counters): <a href="#">Licensure and Registration Office</a> , Pharmacy and Drug Control Directorate	<ol style="list-style-type: none"><li>1. Information about Hospitals and Pharmacies can be get from the Portal; <a href="http://www.moh.gov.bh/EN/Contacts/HealthEstablishments.aspx">http://www.moh.gov.bh/EN/Contacts/HealthEstablishments.aspx</a> or <a href="http://www.bahrain.bh">www.bahrain.bh</a></li><li>2. Information about Hospitals is available at <a href="#">Licensure and Registration Office</a></li><li>3. Information about Pharmacies is available at Pharmacy and Drug Control Directorate</li><li>4. Information about Hospitals and Pharmacies can be viewed via mobile devices either by browsing <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> or by using SMS interface (for more information find <a href="#">mobile services page</a>)</li></ol>
<a href="#">Readiness of Radiology (X-ray) Results at Salmaniya Medical Complex (SMC) and Health Centers</a>	SMC and Health Centers patients	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> , MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> , Mobile Portal <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> Service Points: Salmaniya Medical Complex (SMC) and Health Centers	<ol style="list-style-type: none"><li>1. Readiness of Results can be viewed online from the Portal; <a href="http://www.moh.gov.bh/EN/E-Services/RadiologyResult.aspx">http://www.moh.gov.bh/EN/E-Services/RadiologyResult.aspx</a> or <a href="http://www.bahrain.bh">www.bahrain.bh</a></li><li>2. Results will be available at SMC and Health Centers when the report is ready.</li><li>3. The online information is updated daily for any changes</li><li>4. Readiness of X-ray Results can be viewed via mobile devices either by browsing <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> or by using SMS interface (for more information find <a href="#">mobile services page</a>)</li></ol>
<a href="#">Drug Prices</a>	Citizens, Residents and Abroad Audience	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> , MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> , Mobile Portal <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> Service Points:	<ol style="list-style-type: none"><li>1. Information can be get from the Portal <a href="http://www.moh.gov.bh/EN/E-Services/DrugPrices.aspx">http://www.moh.gov.bh/EN/E-Services/DrugPrices.aspx</a> or <a href="http://www.bahrain.bh">www.bahrain.bh</a>;</li><li>2. Information is available at Pharmacy and Drug Control Directorate;</li><li>3. Drug Prices can be viewed via mobile devices either by browsing</li></ol>

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		Pharmacy and Drug Control Directorate	<a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> or by using SMS interface (for more information find <a href="#">mobile services page</a> )
<a href="#">Delivery Date Calculator</a>	Citizens, Pregnant Women , Abroad Audience and	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> , MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a>	1. The service can be availed online <a href="http://www.moh.gov.bh/EN/HealthTools/Delivery.aspx">http://www.moh.gov.bh/EN/HealthTools/Delivery.aspx</a> or <a href="http://www.bahrain.bh">www.bahrain.bh</a> . The Delivery Date will be calculated based on requested information provided by the user.
<a href="#">Check your Blood Record</a>	Blood Donors and Patients done blood test at Salmaniya Medical Complex	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> , MOH website <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> , Mobile Portal <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> Service Points: SMC Blood Bank and Medical Records	1. Records can be viewed from the website <a href="http://www.moh.gov.bh/EN/E-Services/CheckBlood.aspx">http://www.moh.gov.bh/EN/E-Services/CheckBlood.aspx</a> or <a href="http://www.bahrain.bh">www.bahrain.bh</a> 2. The record can be collected from Service points (Blood Bank at SMC) 3. Blood Record can be viewed via mobile devices either by browsing <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> or by using SMS interface (for more information find <a href="#">mobile services page</a> ) 4. The online Blood record is only for Blood Type and Last date of Donation
<a href="#">Body Mass Index (BMI) check</a>	Citizens and Portal visitors	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> , MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> Mobile Portal <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a>	1. This service can be availed online <a href="http://www.moh.gov.bh/EN/HealthTools/BMI.aspx">http://www.moh.gov.bh/EN/HealthTools/BMI.aspx</a> or <a href="http://www.bahrain.bh">www.bahrain.bh</a> . BMI will be calculated based on requested information provided by the user. Based on the BMI calculated certain advise will be provided to the user. 2. BMI can be calculated via mobile devices either by browsing <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> or by using SMS interface (for more information find <a href="#">mobile services page</a> )
<a href="#">Check Appointment at SMC Outpatient clinics</a>	Patients of SMC Outpatient clinics	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> , MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> , Mobile Portal <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> Service Points: SMC Outpatient clinics	1. Appointment booked for the coming 30 days can be viewed online on the Portal <a href="http://www.moh.gov.bh/EN/E-Services/CheckAppointments.aspx">http://www.moh.gov.bh/EN/E-Services/CheckAppointments.aspx</a> or <a href="http://www.bahrain.bh">www.bahrain.bh</a> 2. Appointments information is available at the service point (SMC Outpatient clinics) during the working hours 3. The online Appointments information is updated daily for any changes 4. Appointments can be checked via mobile devices either by browsing <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> or by using SMS interface (for more information find <a href="#">mobile services page</a> )
<a href="#">Booking Appointment at Limited Private Practice (SMC Private Clinics)</a>	Citizens	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> , MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> Service Points: Limited Private Practice (SMC Private Clinics)	1. Appointments can be booked online through the Portal with specific Physicians <a href="http://www.moh.gov.bh/EN/E-Services/BookingLPP.aspx">http://www.moh.gov.bh/EN/E-Services/BookingLPP.aspx</a> or <a href="http://www.bahrain.bh">www.bahrain.bh</a> 2. Patient will receive call for booking confirmation 3. Appointments can be also booked from the Service Point Limited Private Practice (SMC Private Clinics Tel: +973 17279796)
<a href="#">Health Service Locator</a>	Citizens, Residents and Abroad Audience	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> , MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> and Service Points: <a href="#">Licensure and Registration Office</a>	1. Information can be viewed instantaneously online from the Portal <a href="http://www.moh.gov.bh/EN/Locator.aspx">http://www.moh.gov.bh/EN/Locator.aspx</a> or <a href="http://www.bahrain.bh">www.bahrain.bh</a> ; 2. Information is available at the service point ( <a href="#">Licensure and Registration Office</a> ) during the working hours
<a href="#">Pre-Employment Health Check-up Appointment</a>	Expatriates	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> , MOH Portal	1. Appointments can be booked online <a href="http://www.moh.gov.bh/EN/E-Services/PreEmployment.aspx">http://www.moh.gov.bh/EN/E-Services/PreEmployment.aspx</a> or <a href="http://www.bahrain.bh">www.bahrain.bh</a>

Defined Service Levels			
Service Name	Customer / Stakeholder	Channel of Delivery	Service Levels
		<a href="http://www.moh.gov.bh">www.moh.gov.bh</a> Service Points: AlRazi Health Center	<ol style="list-style-type: none"> <li>Appointments can be booked at service points (AlRazi Health Center) during the working hours</li> <li>Patient will receive SMS/email reminder of the appointment</li> </ol>
<a href="#">Ask a Doctor</a>	Citizens, Residents and Abroad Audience	MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a>	<p>To be able to post questions related to Health subjects the customer has to do the following:</p> <ol style="list-style-type: none"> <li>Register in the Ask a Doctor Service on <a href="http://www.moh.gov.bh">www.moh.gov.bh</a></li> <li>Fill the question form and identify the Topic</li> <li>The question will be sent to a <a href="#">Team of Consultants</a>, who will reply to the customer's inquiries</li> <li>For information about the usage of the service please find <a href="#">Service Rules and Guidelines</a></li> </ol>
Request for Birth Certificate	New Born at Salmaniya Medical Complex (SMC)	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> Service Points: Health Centers, Birth and Death Registration Section	<p>This service provides the opportunity for parents to request for birth certificate issuance and pay certificate fees electronically</p> <ol style="list-style-type: none"> <li>The Informant will receive the Birth Notification Form from the hospital after paying the Hospital fees, if any.</li> <li>The Informant should visit e-government portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> or MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> to ask for Birth Certificate and pay electronically.</li> <li>After payment, the birth certificate will be sent to the informant's address.</li> <li>If the informant doesn't want to pay online he can visit the Health Center Medical Records Section and pay the fees, then the birth certificate will be sent to the address specified in the birth notification form.</li> </ol> <p><b>Note:</b> This electronic service is available only for Births at Salmaniya Medical Complex and if the birth certificate is requested within the first three months of child age, but after this period the informant must visit the Birth and Death Registration Section to acquire the Birth Certificate within Ministry Working Hours.</p>
<a href="#">Immunization of Intermediate (Middle School) Students and Health Workers</a>	Students at Middle School and Health Workers at MoH	National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a> MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a> Mobile Portal <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> Service Points: Disease Control Section	<ol style="list-style-type: none"> <li>The information is available on National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a>, and MOH Portal <a href="http://www.moh.gov.bh">www.moh.gov.bh</a></li> <li>The available information is the Immunization Record for students of Middle School and Health Workers at Ministry of Health</li> <li>The information can be viewed via mobile devices either by browsing <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a> or by using SMS interface (for more information find <a href="#">mobile services page</a>)</li> </ol>
<a href="#">Mobile Services</a>	Citizens and Residents	Mobile Portal <a href="http://www.bahrain.bh/mobile">www.bahrain.bh/mobile</a> or <a href="http://mobile.bahrain.bh">mobile.bahrain.bh</a>	<ol style="list-style-type: none"> <li>The customer can use his mobile to either browse mobile page <a href="http://www.bahrain.bh/mobile">www.bahrain.bh/mobile</a> or to use simple easy-to-use SMS interface</li> <li>The following MoH services can be accessed via mobile channel: <ul style="list-style-type: none"> <li>Request Drugs' Details</li> <li>Enquire Doctor's Details</li> <li>Blood Donor's Record</li> <li>Calculate Body Mass Index</li> <li>Contact Details of Hospitals, Health Centers and Pharmacies</li> <li>Radiology Reports status</li> <li>Checking Complaints Status</li> <li>Checking Appointments Details</li> <li>Students Immunization</li> <li>Health Workers Immunization</li> </ul> </li> <li>For more information <a href="#">click here</a></li> </ol>