**Patient journey**

**1- Patient Registration Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **ENG** | **AR** | **Condition** | **UI/UX Element** |
| Full Name | الاسم الكامل | * Only letters * Full Name usual verification * Mandatory to be filled | * Text field * Modal Window (pop-up) |
| ID/Iqama Number | رقم الهوية/الإقامة | * Start with 1 or 2 * Only Numbers * Length = 10 digits * Mandatory to be filled | * Text field * Modal Window (pop-up) |
| Copy of ID/Iqama | صورة من الهوية/الإقامة | * Accept JPEG, PNG, JPG OR PDF (max 5MB) * Mandatory to be filled | * Upload * Modal Window (pop-up) |
| Mobile Number | رقم الجوال | * +966 (then start with 5) * Only Numbers * Length without country key = 9 digits * Mandatory to be filled | * Text field, make +966 as fix label * Modal Window (pop-up) |
| Email | البريد الالكتروني | * Email usual verification * Mandatory to be filled | * Text field * Modal Window (pop-up) |
| Date of Birth | تاريخ الميلاد | * Gregorian or Hijri * DD/MM/YYYY * Mandatory to be filled | * Gregorian with Hijri Calendar Picker * Modal Window (pop-up) |
| Nationality | الجنسية | * Mandatory to be filled | * Drop down list * Modal Window (pop-up) |
| Password | كلمة المرور | * Password usual verification * Mandatory to be filled | * Text field * Modal Window (pop-up) |

Notes:

1. If the patient is less than 18 years old of age from registration, notify the patient that during Tele-consultation the legal guardian must accompany the patient.
2. Biometric for login if applicable with web app.

**2- Patient Login Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **ENG** | **AR** | **Condition** | **UI/UX Element** |
| ID/Iqama Number | رقم الهوية/الإقامة | Mandatory to be filled | * Text field * Modal Window (pop-up) |
| Password | كلمة المرور | Mandatory to be filled | * Text field * Modal Window (pop-up) |

Notes:

1. If the patient is less than 18 years old of age from registration, notify the patient that during Tele-consultations the legal guardian must accompany the patient.
2. Biometric for login if applicable with web app.

Notes:

1. Block the patient profile if the patient tried to login three times with incorrect password.
2. To unblock or forget password, patient will be asked for the following to receive email to create a new password:

ID/Iqama Number, Date of Birth & Email

**3- Request Consultation/ Follow up Consultation Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **ENG** | **AR** | **Condition** | **UI/UX Element** |
| Request Consultation | طلب استشارة | NA | Button |
| Request Follow-up Consultation | طلب متابعة استشارة | NA | Button |

Notes:

1. If Location is outside Saudi Arabia or Using VPN show the following message:
   * + Sorry, currently our services are limited to the Country of Saudi Arabia.
2. Only show “Request Follow-up Consultation” if the “Request Consultation” is less than 1 week before AND No prior “Request Follow-up Consultation”.

**5- Patient Consent Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **ENG** | **AR** | **Condition** | **UI/UX Element** |
| Patient Consent | تعهد المريض | NA | Message Box |
| Agree | أوافق | NA | Button |
| Back | رجوع | NA | Button |

Notes:

1. ENG Message Box:  
   “   
    “
2. AR Message Box:

“   
 “

**5- Triage Questions Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **ENG** | **AR** | **Condition** | **UI/UX Element** |
| Please mention why you requested consultation | فضلا، أذكر سبب طلبكم لاستشارة طبية | NA | * Text field |
| Are you complaining of: | هل تشتكي من التالي: | NA | Message Box |
| Triage list of questions | قائمة أسئلة الفرز | NA | Yes or No Radio buttons |

Notes:

1. ENG Triage Questions List
2. AR Triage Questions List
3. If any one of the Triage Questions List answered with yes, open “Call 911 or go to nearest Emergency with suggested locations” ( Notification )

**6- Waiting for the doctor**

|  |  |  |  |
| --- | --- | --- | --- |
| **ENG** | **AR** | **Condition** | **UI/UX Element** |
| Please wait, Doctor will connect soon | فضلا الانتظار، سيتصل الطبيب بكم قريبا | NA | Message Box |
| Digital Countdown | عد تنازلي رقمي | NA | 5 minutes countdown |
| Apology | اعتذار | NA | Message Box |

Notes:

1. If the expected waiting time according to the “formula” is 5 minutes or less, show “Please wait, Doctor will connect soon 5 minutes countdown”.
2. If the expected waiting time according to the “formula” is more than 5 minutes, open Apology Message Box.
3. ENG Apology Message Box:  
   “We apologize for not being able to serving you, since the number of active consultations is beyond our capacity at the present time. We strive to provide the best standards of quality and safety in the healthcare we provide and to expand the recruitment of qualified medical personnel. Worry not, your next consultation fees is on us. Thank you for your understanding and stay safe :)
4. AR Apology Message Box:  
   نعتذر عن خدمتكم نظرا لأن عدد الاستشارات النشطة تفوق طاقتنا في الوقت الراهن. نسعى جاهدين لتوفير أفضل معايير الجودة والسلامة في الرعاية الصحية التي نقدمها والتوسع باستقطاب الكفاءات الطبية. ولا يهمكم، استشارتكم القادمة على حسابنا.   
    :)شكرا لتفهمكم ودمتم سالمين

**6- Video call**

|  |  |  |  |
| --- | --- | --- | --- |
| **ENG** | **AR** | **Condition** | **UI/UX Element** |
| Connected | متصل | Zoom live call | **NA** |

**7- Feedback Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **ENG** | **AR** | **Condition** | **UI/UX Element** |
| Your feedback is important to us. How would you rate your experience with us from 0-10. | رأيك يهمنا، ما تقييمك لتجربتك معنا  من ٠ - ١٠ | NA | * Radio Button |
| Any feedback or suggestions for improvement. | آرائكم واقتراحاتكم للتطوير. | NA | * Text field |

**Doctor journey**

1. **Doctor Registration Form**

|  |  |  |
| --- | --- | --- |
| **ENG** | **Condition** | **UI/UX Element** |
| Full Name | * Only letters * Full Name usual verification * Mandatory to be filled | * Text field * Modal Window (pop-up) |
| ID/Iqama Number | * Start with 1 or 2 * Only Numbers * Length = 10 digits * Mandatory to be filled | * Text field * Modal Window (pop-up) |
| Copy of ID/Iqama | * Accept JPEG, PNG, JPG OR PDF (max 5MB) * Mandatory to be filled | * Upload * Modal Window (pop-up) |
| SCFHS Registration # | * Letters and Numbers * Mandatory to be filled | * Text field * Modal Window (pop-up) |
| Copy of SCFHS Registration Card | * Accept JPEG, PNG, JPG OR PDF (max 5MB) * Mandatory to be filled | * Upload * Modal Window (pop-up) |
| Mobile Number | * +966 (then start with 5) * Only Numbers * Length without country key = 9 digits * Mandatory to be filled | * Text field, make +966 as fix label * Modal Window (pop-up) |
| Email | * Email usual verification * Mandatory to be filled | * Text field * Modal Window (pop-up) |
| Date of Birth | * Gregorian or Hijri * DD/MM/YYYY * Mandatory to be filled | * Gregorian with Hijri Calendar Picker * Modal Window (pop-up) |
| Nationality | * Mandatory to be filled | * Drop down list * Modal Window (pop-up) |
| CV | * Accept Word OR PDF (max 5MB) * Mandatory to be filled | * Upload * Modal Window (pop-up) |
| Personal Photo | * Accept JPEG, PNG, JPG OR PDF (max 5MB) * Mandatory to be filled | * Upload * Modal Window (pop-up) |
| Password | * Password usual verification * Mandatory to be filled | * Text field * Modal Window (pop-up) |

Note:

* No need for AR.

1. **Doctor Login Form**

|  |  |  |
| --- | --- | --- |
| **ENG** | **Condition** | **UI/UX Element** |
| ID/Iqama Number | NA | Text field |
| Password | NA | Text field |

Note:

1. Block the from access if the doctor tried to login three times with incorrect password.
2. To unblock or forget password, doctor will be asked for the following to receive email to create a new password:

ID/Iqama Number, Date of Birth & Email

1. **Doctor Profile Form**

|  |  |  |
| --- | --- | --- |
| **ENG** | **Condition** | **UI/UX Element** |
| Ready to provide consultations | NA | Radio buttons |

Notes:

* Doctor Profile shows:
  + Doctor Name
  + Doctor Photo
  + Doctor Bio

1. **Receive alarm for consultation / follow up:**

|  |  |  |
| --- | --- | --- |
| **ENG** | **Condition** | **UI/UX Element** |
| Patient is asking for a consultation | NA | Notification |
| Accept | NA | Button |
| Reject | NA | Button |

1. **Pre-consultation/follow up session Form:**

|  |  |  |
| --- | --- | --- |
| **ENG** | **Condition** | **UI/UX Element** |
| Start Consultation | NA | Button |
| End Consultation | NA | Button |
| First Row of Triage Questions Form | NA | Message Box |
| Review patient file | NA | Message Box |

Note:

* Zoom will open
* Once “End Consultation” is pressed, open Post-consultation form.

1. **Post-consultation/follow up session Form:**

|  |  |  |
| --- | --- | --- |
| **ENG** | **Condition** | **UI/UX Element** |
| Notes | * Letters and Numbers * Mandatory to be filled | * Text field * Modal Window (pop-up) |
| Orders | * Letters and Numbers   Mandatory to be filled | * Text field * Modal Window (pop-up) |
| Sick Leave | NA | Button |
| Prescription | NA | Button |

1. Sick Leave button opens SEHA sick leave web page.
2. Prescription button opens ANAT prescription web page.
3. **Review patient file**

|  |  |  |
| --- | --- | --- |
| **ENG** | **Condition** | **UI/UX Element** |
| MRN | Numbers only | Message Box |
| Previous Consultations | Dates and Time | Message Box |
| Previous Notes | NA | Message Box |
| Previous  Orders | NA | Message Box |

* Notes:
  + Doctors can access and review patient file if they are providing now with a consultation.