

**System Service Request****REQUESTED BY: Governmental Institution****DATE: 9 - 11 - 2020****DEPARTMENT: Service System****LOCATION: Egypt****CONTECT:****TYPE OF REQUEST**

- ☒ New System  
☐ System Enhancement  
☐ System Error Correction

**URGENCY**

- ☐ Immediate: Operations are impaired or Opportunity lost  
☒ Problems exist: but can be worked around  
☐ Business losses: can be tolerated until new system installed

**PROBLEM STATMENT**

Insurance includes categories of employees in the state sector and does not include the rest of society. Citizen's failure to defend any operation, X-rays, or basic reconstruction analyses belonging to a country or affiliated with the health insurance system despite the poor services provided. The low salaries of doctors, which makes them tend to work in private hospitals, which makes there is a deficiency of the medical staff and a decrease in the performance of the medical work provided. The lack of a database for patients and the use of paper registration. The absence of what includes the patient's medical history and new examinations, and therefore the absence of what includes patient data permanently when moving from one hospital to another. Failure to support rare (unavailable) medicines for people with chronic diseases who are unable to. Lack of communication with various government institutions.

**SERVICE REQUEST**

A unified law that avoids the defects of the current laws. Ensuring financial sustainability and insurance services. It applies public and preventive health services to public health services and health services that cover natural disasters and epidemics. Determining the mechanism for pricing medical services in a fair manner that achieves the quality standard through a representative of private and public relations and representatives and independents. The percentage of citizens' participation in the current law ranges between 1% of the employee's insurance wage, and 3% of the employer per month, and in the new law it will be the same percentage, but on the total income, in addition to the family head paying the contributions of the person responsible for them, which are: the nonworking wife at a rate 2.5%, and the rest of the family members at a rate of 0.75% for each person, and the state treasury pays the contribution of those who are unable. - The subscriber to the new health insurance pays a nominal "contributions" rate, at the time of the x-rays, up to 10% and 20% for the analysis, for the work of "control" in providing the service, while the surgeries are carried out without any contributions other than paying the basic subscription.

**IS LIAISON:** \_\_\_\_\_**SPONSOR: Benha University**.....**TO BE COMPELETED BY SYSTEMS PRIORITY BOARD**.....☐ Request approved**Assigned to:****Start date:**

- ☐ Recommend Revision  
☐ Suggest user development  
☐ Reject for reason