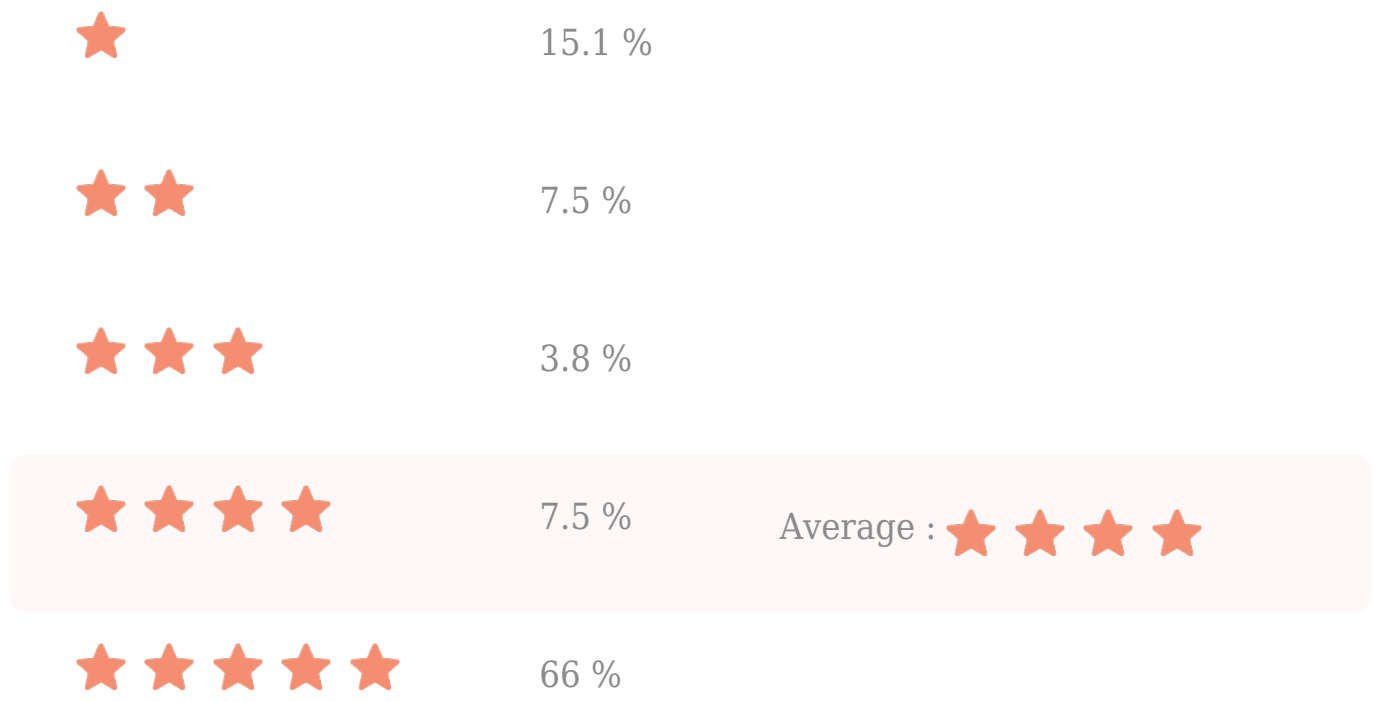


Q.1 How satisfied are you with the MOHAP services?

Total responses 53

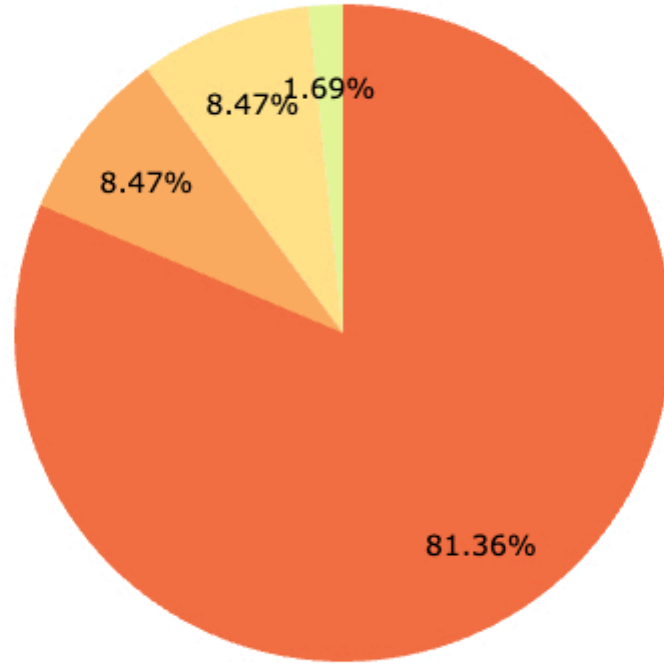
Total skipped 6



Q.2 Which MOHAP service category are you using?

Total responses 59

Total skipped 0



Individual Services	81.36 %
Business Services	8.47 %
Government services	8.47 %
Social services	1.69 %

### Q.3 Do you have Any suggestions regarding the services? Please mention

Total responses 38

Total skipped 21

Why we have to wait too much time in reception and also when we have to see the doctor?

Ease of finding the services needed. Reason of rejection in arabic and english.

الرجاء تنظيم قسم الطوارئ وتعليم الطاقم الصحي كيفية تصنيف الحالات حسب الخطورة. حيث لاحظت من زيارتي الاخيرة ان الطاقم فاشل جدا في التعامل وفي تصنيف الحالات. وايضا الطاقم بكبره لا يعرف المعلومات اللازمة وكل احد يرسل المريض الى قسم اخر.

Kk

Reduce the number of services.

No

Dataflow taking longer time □

Just continue with your good service

None

No

No

No

No

No

None

No

No

No

No

انا طالب في الامارات انا راسب في ماده الانجليزي على ثلاث درجات وهل يعقل اعاده السنه في ماده واحده نطالب بوزاره التربيه وتعليم دور ثالث للطلاب الراسيين

ابسط شي ان العيادات ما يريدون على الاتصالات

Complaint not taken

لا

تفعيل نظام (التطبب عن بعد)طوال العام

ert

ترقيه الخدمات

It's really good. Thank you

No

Nil

Be more mobile friendly or better come up with mobile application

need more staff

No

No

Work services

Good

لا

اتمنى ان يتم جلسات تدريب لقطاع الاعمال على كيفية استخدام النظام

لا

---

#### Q.4 How likely are you to recommend MOHAP services to others?

Total responses 40

Total skipped 19

Faster like a private hospital

very likely

0

3/10

Kk

Very likely

Very recommended

All good

Highly recommended

Highly recommended and very convinient

Highly recommended

Very likely

Good service

Very

Yes

100%

Yes

Very likely

Yes

10/10

Yes

No

I strongly recommend

---

لا اوصي

0

لا احتمال

كثيرا جدا

ert

بالنسبه لي لا

100%

Always

Satisfied

Yes

Strong likely

Highly recommended

Excellent

Unlikely

Very good

ممتاز

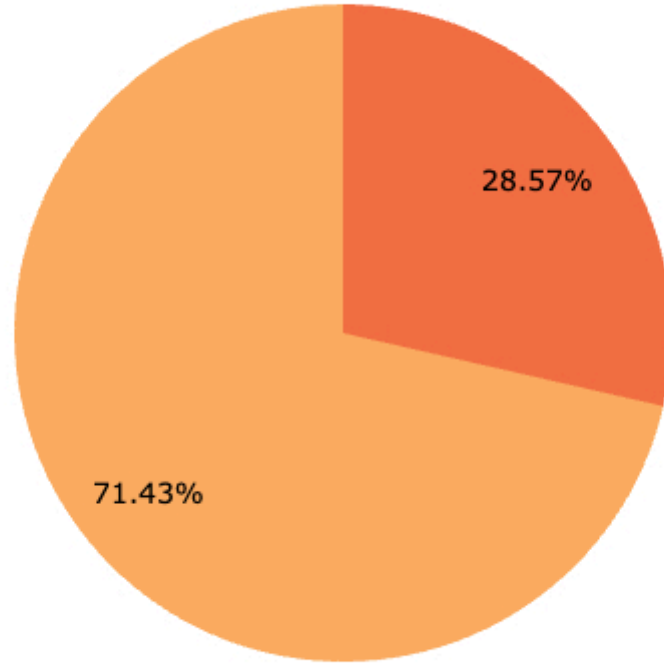
□

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Q.5 Did you face any problem during the service process? If yes, please mention.

Total responses 56

Total skipped 3



<span style="color: #e67e22;">■</span> Yes	28.57 %
<span style="color: #f39c12;">■</span> No	71.43 %

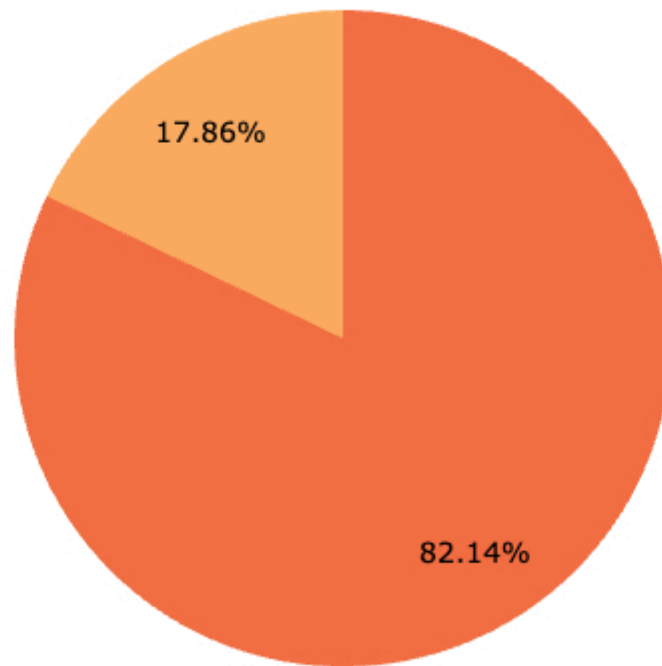
1. Reason of rejection do not have an english translation. Some required documents that needs to be uploaded are confusing
2. Some icons/options are not available when app is used by tablet or mobile. Does work on laptops and computers only..
3. Unable to log in back to the service i was using
4. I bookee the service but got denied because they said its duplicate booking and some time they said not available for me.
5. لا تستطيع الغاء او تعديل موعد عن طريق الاپلكيشن
6. مع الأسف خدمة سعادة المتعالين لايتعاملون بطريقة جيدة.ابدل مع المتعاملين مع الأسف الاسم لاينطبق مع الفعل
7. خطأ طبي صارله سنتين والتقارير لم يصدر من اللجنة العليا
8. My mohap license verification was wrongly writtern i wasnt allowed to talk to the person who evaluated and i paid for the services. It took almost two months by the time i received it it wasnt useful
9. التراخيص


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Q.6 Was the information provided about the services clear?

Total responses 56

Total skipped 3



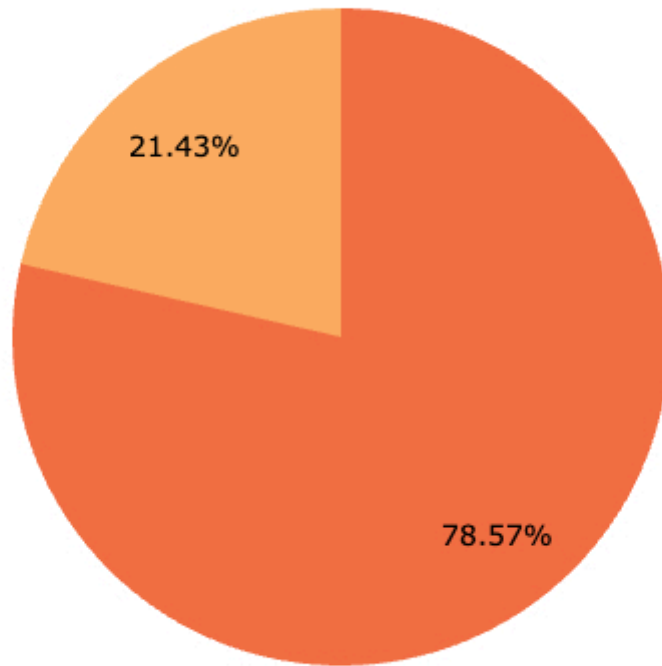
	Yes	82.14 %
	No	17.86 %

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Q.7 Was the service process easy and quick?

Total responses 56

Total skipped 3



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<span style="color: #e67e22;">■</span> Yes	78.57 %
<span style="color: #f39c12;">■</span> No	21.43 %

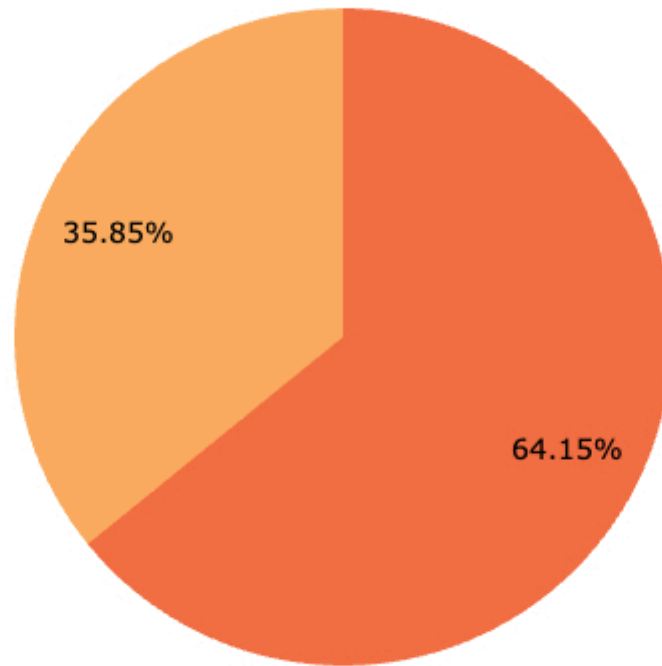
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Q.8 Do you prefer using E-Channels or visiting customer happiness centers to avail services?



Total responses 53

Total skipped 6





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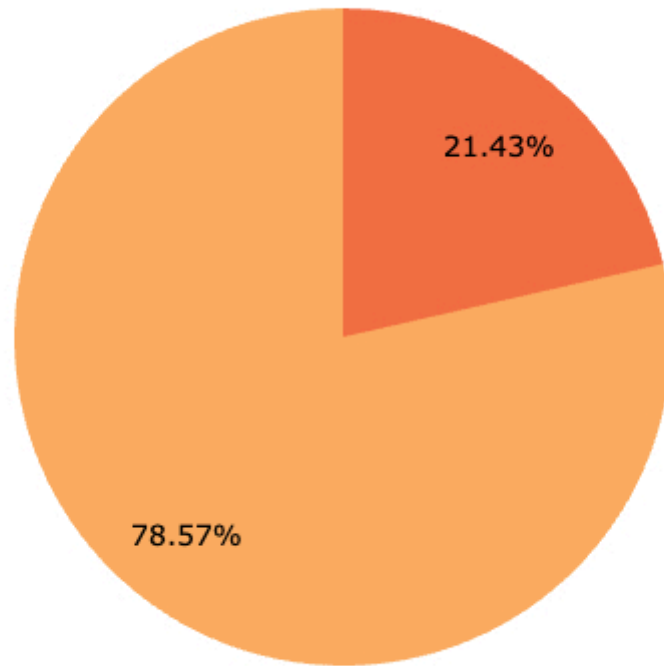
	E-Channels	64.15 %
	Customer Happiness Centers	35.85 %

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### Q.9 Are you an Emirati national or a resident?

Total responses 56

Total skipped 3



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	Emirati national	21.43 %
	Resident	78.57 %