



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

مجالس
المتفاعلين
CUSTOMER
COUNCILS

Customer council for Riayati platform

Businesses

28-09-2023

Introduction

Title: Customer council for Riayati platform

Date: 28-09-2023

Customer Category: Businesses

Topic: Complaints on Riayati platform



Steps and Procedures

01

The session was planned based on the customers' communication plan.

02

Customers were selected from a database of the customers on the Riayati platform.

03

The invitations were sent to the external participants and internal teams.

04

The session was held to capture the customer's voice and gather their pain points and challenges.

05

All customers' insights were recorded in the customer's voice log.

Agenda

01



Introduction

02



Participants
meet-and-greet

03



Discussion session on
customer preferences
and experiences
regarding the service

04



Challenges and
recommendations

05



End of
session



Opinions, Recommendations and Suggestions

The registration system does not accept registering the details of the patients on the Riayati post office (the system is not synced with insurance companies)

Provider portal: View of the system for the doctor (the details of the eligibility check are not showing in the doctor's view) + Takes time.

Member IDs do not get verified in RPO (Riayati post office)

Increase the capacity of uploading health care pricelist into the RPO from 3000 to 15000.

Glimpses from the Customer Council

