



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

مجالس
المتفاعلين
CUSTOMER
COUNCILS

Customer council for approval of sick leaves and medical reports

Businesses/Individuals

12-10-2023

Introduction

Title: Customer council for approval of sick leaves and medical reports

Date: 12-10-2023

Customer Category: Individuals/Businesses

Service: Approval of sick leaves and medical reports



Steps and Procedures

01

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

02

Customers were selected from a database of the customers of the service.

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

Repeated payment of fees due to customers' dispersion in knowing which entities must be certified and approved, which leads to challenges in the customer's journey to complete accreditation and certification (lack of information about the service)

The method of responding to the customer is not clear (regarding rejection or approval)

The approval of companion licenses in other official bodies (such as the Ministry of Foreign Affairs and the State Embassy) is not compatible with the medical committee in the Ministry of Health - there is no coherence and integration between the Ministry of Health and the official government agencies concerned with the service.

Providing a clear mechanism between government agencies (FAHR) and the medical committee to unify opinions regarding cases with the aim of integrating service between the two agencies

Studying medical cases related to motherhood and children in the event that the son's condition requires the continuous presence of the mother or guardian (flexibility of laws subject to the medical committee).



Opinions, Recommendations and Suggestions

Communicating with duplicate leave cases to determine the necessity of the case and flexibility in providing solutions to these cases, such as (remote work if possible).

Communication between the private human resources of each entity with the higher committees (PMO) to facilitate employee cases. (Activating the role of human resources: studying the work environment, developing remedial solutions and submitting supportive recommendations to the employee).

Reviewing the idea of merging the service in a bundle and

There is no unified mechanism for applying for the service in the current situation.

The committee's delay in sending approval for accreditation to the employers' human resources after deducting the employee's vacations, which leads to a lack of consensus and credibility between the employee and human resources. (Difference in procedures between the entity, the employee and human resources).