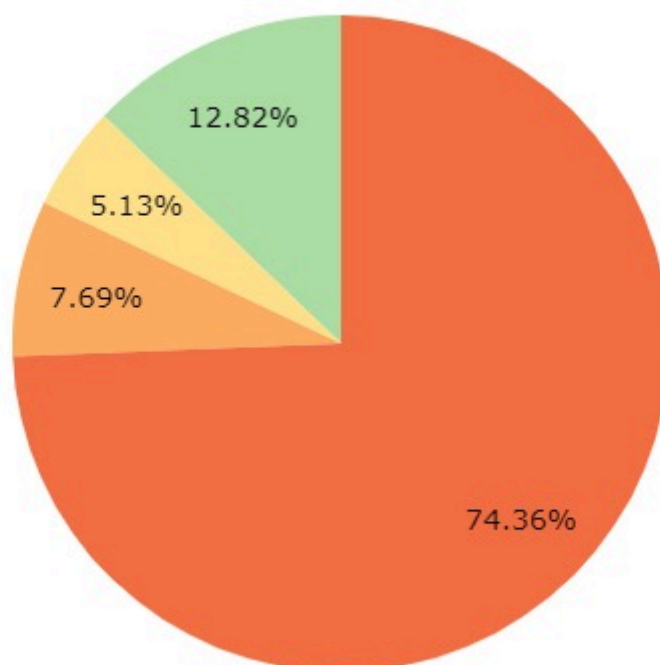


Q.1

How did you know about the digital services of Emirates Health Services?

Total responses 39

Total skipped 0



■ Social media	74.36 %
■ Website	7.69 %
■ Via a friend	5.13 %
■ Other (Please specify):	12.82 %

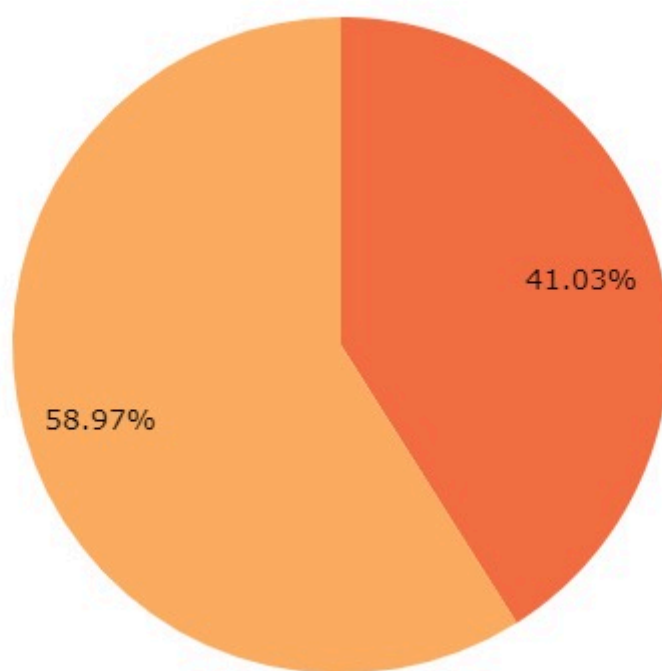
1. في المركز الصحي

2. عبر مركز سعادة المتعاملين بمستشفى شعم
 3. عند زيارة المستشفى
 4. الرسائل النصية
 5. من موظفي مستشفى شعم
-

Q.2 What were the services you requested?

Total responses 39

Total skipped 0



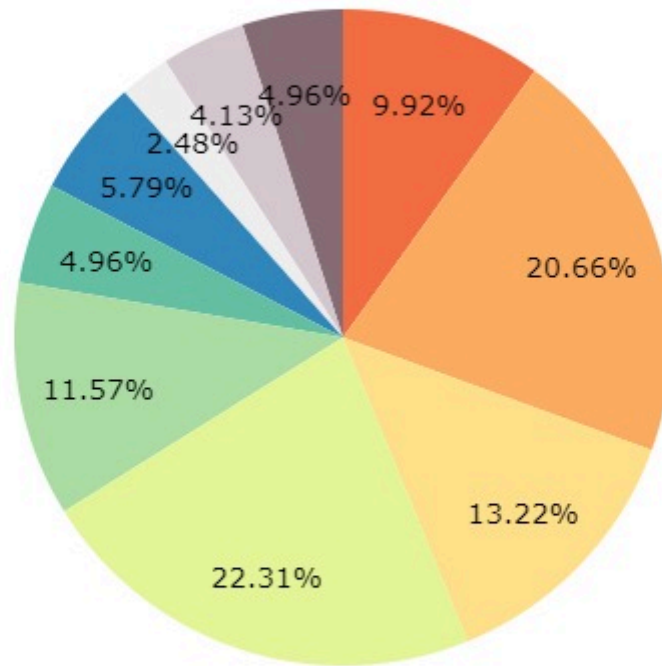
■	Book a Medical Appointment	41.03 %
■	Request a Medical Report	58.97 %

Q.3








In your opinion, what is the most important thing offered by digital transformation in the provision of healthcare services?

Total responses 39

Total skipped 0



■	Clarity of information about the service	9.92 %
■	Ease of access to the service	20.66 %
■	Ease of applying for the service	13.22 %

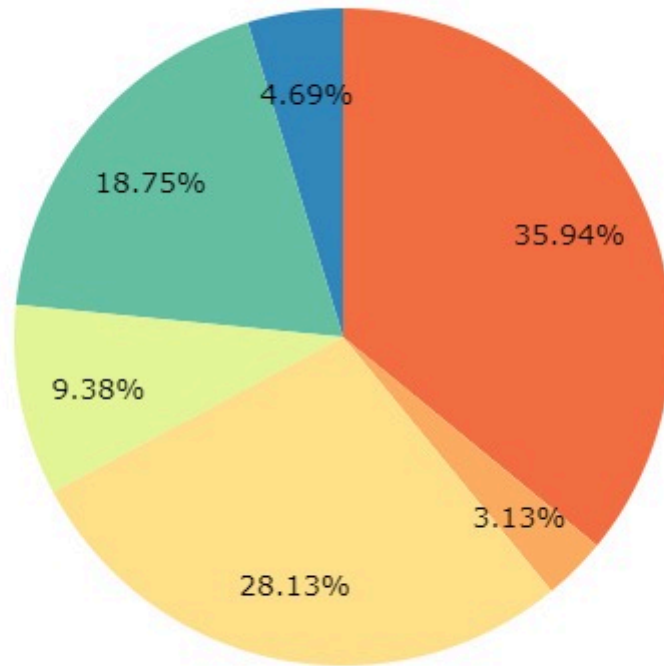
	Ease of obtaining the service	22.31 %
	Speed in completing service procedures	11.57 %
	Efficiency of technical systems	4.96 %
	Simplified design of the smart application	5.79 %
	Availability of appropriate technical support	2.48 %
	Security and privacy	4.13 %
	Ease of follow-up on demand	4.96 %

Q.4

What is the preferred channel to apply for the services of the Emirates Health Services:

Total responses 39

Total skipped 0



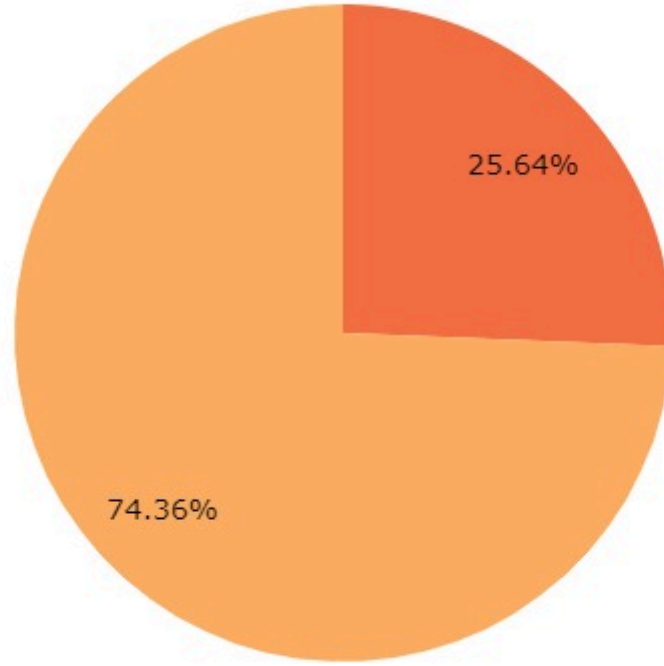
■	Website	35.94 %
■	Smart service devices (Kiosk)	3.13 %
■	Smart Application	28.13 %
■	WhatsApp / text messages	9.38 %
■	Customer happiness centers	18.75 %
■	Typing centers	4.69 %

Q.5

Have you experienced any technical problems while applying for the service?

Total responses 39

Total skipped 0



Yes	25.64 %
No	74.36 %

1. the difficulties to choose the health center

2. لا نستطيع اضافته كبار السن لدينا لطلب التقرير بالتطبيق فقط المسموح لاصغر من 18 سنه يرجى تسهيل هذا الامر.

3. التطبيق يعلق وايد.
