



Primary Health Care Corporation (PHCC) Service Manual



S
Y
S
T
E
M
S
C
O
N
T
E
N
T
S



Contents

Foreword by the Managing Director	06	Radiology	26
Special thanks	07	Ultrasound	27
Services in Health Center	09	Smoking Cessation Clinic	28
Family Medicine	10	Woman and Child Health Services	31
Non-Communicable Diseases (NCD)	11	Well Woman	32
Communicable Diseases and Travel Vaccinations	12	Antenatal	33
Urgent Care Unit	13	Post-Natal	34
Premarital Screening	14	Well Baby & Periodic Vaccinations	35
Home Health Care	15	General Pediatrics	36
Student Pre-school Check-up (SEHA)	16	Maternal & Child Health Counselor	37
Annual Health Check	17	Audiology (newborn)	38
Medical Commission	18	Specialized Clinics	41
Dietitian	19	Mental Support Clinic	42
Health Education	20	Integrated Psychiatry Clinic	43
Physiotherapy	21	Ear, Nose, and Throat (ENT) Clinic	44
Social Worker	22	Audiology Clinic	45
Pharmacy	23	Dermatology Clinic	46
Medication Home Delivery	24	Ophthalmology Clinic	47
Laboratory	25	Optometry Clinic	48
		General Dental Clinic	49

Contents

Dental Clinic - Beautiful Smile	50	Early Screening of Bowel Cancer Through “Health Center”	70
Specialized Dental Clinic	51	Early Screening of Bowel Cancer Through “Hamad Medical Corporation (HMC)”	71
Memory Clinic	52		
Cardiology Clinic	53	Early Screening of Breast Cancer Through an “Invitation from the Early Screening Call Center”	72
Minor Surgery Clinic	54	Early Screening of Breast Cancer Through “Self-Referral”	73
Wellness Center Services	57	Early Screening of Breast Cancer Through “Health Center”	74
Healthy Lifestyle Clinics (HLS)	58	Early Screening of Breast Cancer Through “Hamad Medical Corporation (HMC)”	75
Health Coach Clinic	59		
Wellness Gym	60	Booking an Appointment for a Health Center Clinic or Service	77
Group Exercise Classes	61	Book an Appointment Through “Nara’akom Application”	78
Swimming Pool	62	Book an Appointment Through “107”	79
Massage	63	Book an Appointment Through “Health Center”	80
Sauna	64		
Exercise Physiology Clinic	65		
Early Cancer Screening	67		
Early Screening of Bowel Cancer Through an “Invitation from the Early Screening Call Center”	68		
Early Screening of Bowel Cancer Through “Self-Referral”	69		

Contents

Requesting to change the assigned Family Physician	83	New Health Card Registration Through “Health Center”	98
Change of Assigned Family Physician Through “Nara’akom” Application	84	Receiving the New Health Card	99
Change of Assigned Family Physician Through “Health Center”	85	Release of Information (ROI)	101
Request to change the Health Center	87	Release of Information (ROI)	102
Change of Health Center Through “Health Center”	88	Release of Information (ROI) For Providing COVID-19 Related Certificates and Re-printing Physician Provided Certificates	103
Change of Health Center Through “Nara’akom Application”	89	Other Services	105
Adding a Dependent Account (Under 18 years old)	91	Correction Or Update of Personal Data	106
Add a Dependent Account Through “ Nara’akom Application”	92	Patient Portal Enrollment Through “Health Center”	107
Add a Dependent Account Through “Health Center”	93	Patient Portal Enrollment Through “E-Portal”	108
Health Card’s Services	95	Booking an appointment for COVID-19 Vaccination through “Nar'aakom Application”	109
Health Card Renewal Through “Health Center”	96	Booking an appointment for COVID-19 Vaccination by Calling or Visit the Health Center	110
New Health Card Registration Through “Nara’akom Application”	97	Request Pre- Travel COVID-19 test certificate through “Naraakom Application”	111

Foreword by the Managing Director



Since the establishment of the Primary Health Care Corporation (PHCC), the Corporation has improved the health services provided through its health centers and opened new primary health care facilities, to meet the greatest health demands of the community, enhance the capacity and efficiency of the workforce and develop employees. The Primary Health Care Corporation (PHCC) also participated in discussion and planning forums at the level of the health sector in the country, which ensured interdependence across various levels of health care, making primary health care the first and continuous point in the health system in the State of Qatar. The Primary Health Care Corporation (PHCC) has become fully confident that the best way to improve the health of the population is to have comprehensive and high-quality primary health care services that focus on wellness, prevention and early screening as the Corporation places great emphasis on developing safe, high-quality, and person-centered health services in all of its health centers.

PHCC Service Manual is a basic reference for primary health care services provided to patients and clients, as it contains a list of all health services provided in primary health care centers, their locations, access procedures, and the expected duration of each service, in both Arabic and English languages.

Accordingly, we invite everyone to go through this manual to know where primary health care services are provided and how to access them, including the time duration and the required papers and documents if necessary.

Wishing everyone good health and wellness,

Dr. Mariam Ali Abdulmalik
Managing Director of Primary Health Care Corporation

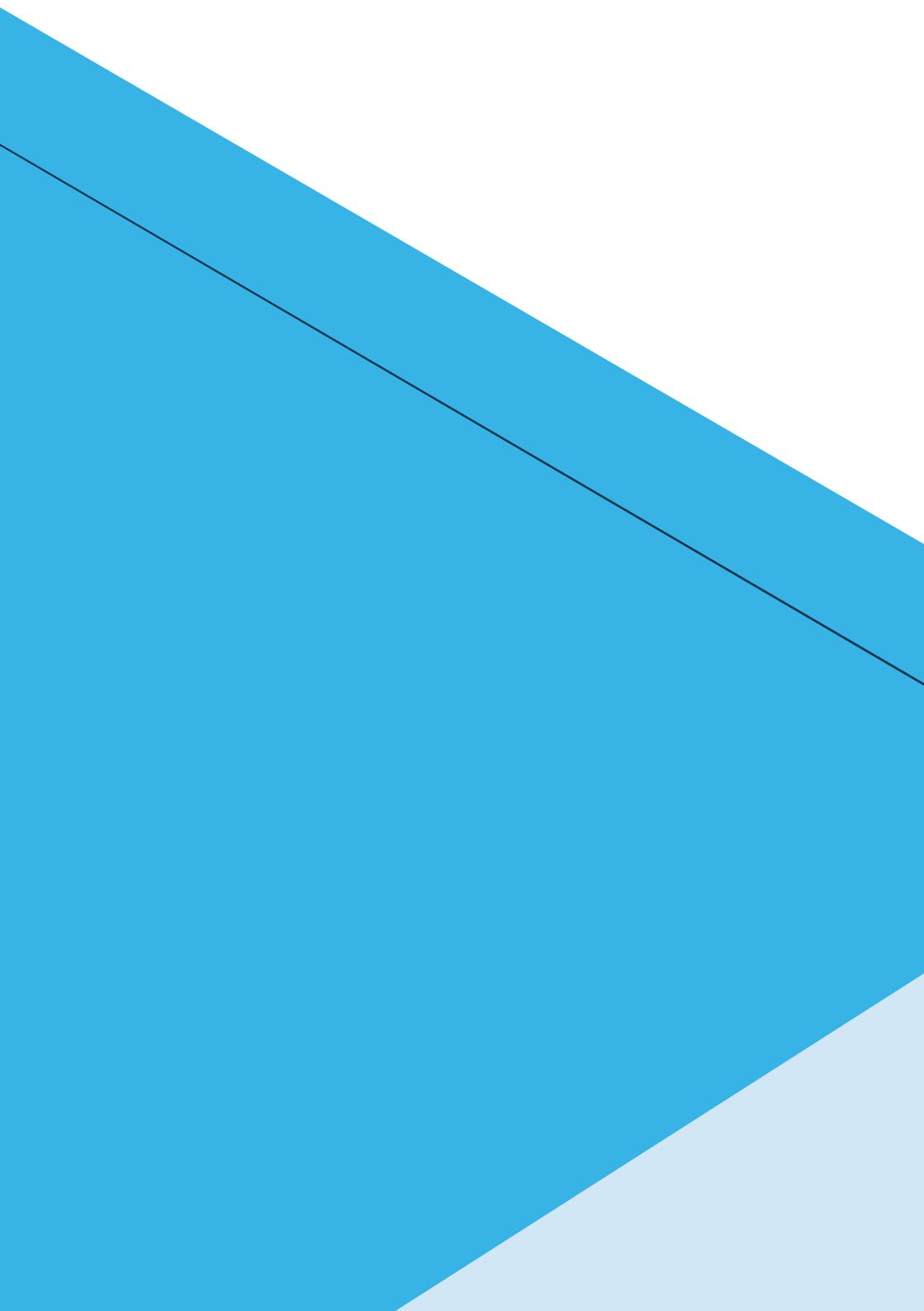
Special Thanks

PHCC Quality and Patient Safety Directorate Extends its sincere gratitude to everyone who actively participated in the completion of the PHCC service manual, especially the following Directorates:

- **Operation Directorate**
- **Strategy Planning and Health Intelligence Directorate**
- **Health Information and Communication Technology Directorate**
- **Preventative Health Directorate**
- **Communication Directorate**

Special thanks to Data & Performance Measurement Department, & Quality Improvement & Accreditation Department

Dr. Amal Al-Ali
Executive Director of Quality and Patient Safety Directorate



“

General Health Services in Health Center

”

Service Name	Family Medicine
How to access the service?	<ul style="list-style-type: none"> • Face-to-Face consultation with the physician in health center • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. Call (Hayyak-107) helpline to book your appointment directly (No prior medical referral is required) 2. During the booking process, you can select between a Face-to-Face consultation in health center or Phone Consultation. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center in order to check-in at main reception, document your vital signs and be ready to be seen by the physician without delay. 5. For Phone Consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card.
Duration of service	15 minutes.
Where to get the service	All health centers.
Fees (if applicable)	None.

Service Name	Non-Communicable Diseases (NCD)
How to access the service?	<ul style="list-style-type: none"> • Face-to-Face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family medicine physician. 2. Then call (Hayyak-107) helpline to book your appointment. 3. During the booking process, you can select between a face-to-face consultation in health center or Phone Consultation. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be ready to be seen by the physician without delay. 6. For Phone Consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card.
Duration of service	20 minutes.
Where to get the service	All health centers.
Fees (if applicable)	None.

Service Name	Communicable Diseases and Travel Vaccinations
How to access the service?	<ul style="list-style-type: none"> • Face-to-Face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family medicine physician. 2. Then call (Hayyak-107) helpline to book your appointment. 3. During the booking process, you can select between a face-to-face consultation in health center or Phone Consultation. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be ready to be seen by the physician without delay. 6. For Phone Consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card.
Duration of service	15 minutes.
Where to get the service	All health centers.
Fees (if applicable)	None.

Service Name	Urgent Care Unit
How to access the service?	Face-to-Face consultation with the physician in health center.
Service Access Procedures	For all urgent cases, you can walk-in directly to one of PHCC's Urgent Care Units without a prior appointment. (Please note that all patients (clients) will be triaged upon arrival to determine eligibility and priority of each case).
Required documents	Valid health card.
Duration of service	15 minutes or according to case needs.
Where to get the service	Rawdat Al Khail Health Center, Gharrafat Al Rayyan Health Center, Al Ruwais Health Center, Umm Slal Health Center, Al Kaaban Health Center, Abu Baker Al Siddiq Health Center, Al Sheehaniya Health Center, Muaither Health Center.
Fees (if applicable)	None.

Service Name	Premarital Screening
How to access the service?	Face-to-Face consultation with the physician in health center
Service Access Procedures	<ol style="list-style-type: none"> 1. Call (Hayyak-107) helpline to provide you with the telephone numbers of health centers providing this service to book a face-to-face appointment with the physician. 2. You must first obtain the appointment by calling the contact number that was provided to you by the Hayyak service (107) or go to the health center to take the appointment through the reception staff in Health center. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. Please arrive 15 minutes before your appointment time at health center to check-in at the reception, document your vital signs and be ready to be seen by the physician without delay.
Required documents	Valid health card.
Duration of service	20 minutes.
Where to get the service	Airport Health Center, West Bay Health Center, Omar Bin Khatab Health Center, Rawdat Al Khail Health Center, Al Khor Health Center, Gharrafat Al Rayyan Health Center, Leabaib Health Center, Al Rayyan Health Center, Al Wajba Health Center.
Fees (if applicable)	None.

Service Name	Home Health Care
How to access the service?	<ul style="list-style-type: none"> Face-to-face consultation with the physician <p>Note: this service is provided to:</p> <ul style="list-style-type: none"> Qatari or GCC patient. Patient aged 60 years old and above and bedridden
Service Access Procedures	<p>By visiting the health center:</p> <ol style="list-style-type: none"> The patient's representative must visit the health center where the patient is registered and go to the reception to book an appointment with a family physician on the same day (a prior medical referral is not required). The patient will go through an initial medical assessment by the Family Physician. Based on the initial assessment results, the Family Physician will refer the case to the home health care service. After that, the patient's representative will go to the Lead Home Health Care Nurse inside the health center to complete the required assessment procedures for admission. <p>By calling Hayyak-107 helpline:</p> <ol style="list-style-type: none"> Call (Hayyak-107) helpline and book an appointment with the family physician (a prior medical referral is not required). You will receive an (SMS) text message for booking confirmation with all the appointment details (if booked through 107 helpline). Please from patient's representative arrive 15 minutes before your appointment time at health center to check-in at the main reception. The patient will go through an initial medical assessment by the Family Physician. Based on the initial assessment results, the Family Physician will refer the case to the home health care service. The patient's representative will go to the Lead Home Health Care Nurse inside the health center to complete the required assessment procedures for admission.
Required documents	<ul style="list-style-type: none"> Valid health card. Latest medical report (if the patient is following up\ receiving a treatment abroad or in a private hospital). 15 minutes with the Family Physician. 20 minutes with the Lead Home Health Care Nurse in the health center.
Duration of service	20 minutes.
Where to get the service	All health centers except Umm Ghuwailina, Al Jumailiya, Al Waab and Leghwairiya Health Centers.
Fees (if applicable)	None.

Service Name	Student Pre-school Check-up (SEHA)
How to access the service?	<ul style="list-style-type: none"> Face-to-face consultation with the physician.
Service Access Procedures	<ol style="list-style-type: none"> Call (Hayyak-107) helpline to book your appointment directly (No prior medical referral is required) You will receive an (SMS) text message for booking confirmation with all your appointment details. Please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be ready to be seen by the physician without delay.
Required documents	Valid health card, Qatar ID, personal photo, and vaccination card.
Duration of service	15 minutes.
Where to get the service	All health centers.
Fees (if applicable)	None.

Service Name	Annual Health Check
How to access the service?	<p>Face-to-face consultation with the physician in health center.</p> <p>Target group:</p> <ul style="list-style-type: none"> Men and Women aged 18 years and above Qatari and non-Qatari.
Service Access Procedures	<ol style="list-style-type: none"> If you are a Qatari citizen of 18 years and above and you are not diagnosed one of the non-communicable diseases such as Hypertension, diabetes..., you will be contacted to invite you to obtain this service and an appointment will be set to attend the clinic. If you are a non-Qatari and need this service, you can go to the health center and notify the greeter nurse at the center gate about your need to obtain this service. The nurse will immediately guide you where the service is provided in the center and how to register your attendance to obtain this service. After the initial examination appointment with the nurse, the patient will be contacted when the laboratory results appear for a face-to-face consultation with the doctor or by phone consultation.
Required documents	Valid health card.
Duration of service	Between 15 to 30 minutes.
Where to get the service	All health centers.
Fees (if applicable)	None.

Service Name	Medical Commission
How to access the service?	<ul style="list-style-type: none"> Face-to-face consultation with the physician in health center <p>Note: This service is only available for Qataris and GCC customers for university admission or employment.</p>
Service Access Procedures	<ol style="list-style-type: none"> Call (Hayyak-107) helpline to book your appointment directly (No prior medical referral is required) or visit the reception of the health center. The consultation will be face-to-face with the physician in the health center. You will receive an (SMS) text message for booking confirmation with all your appointment details. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be ready to be seen by the physician without delay.
Required documents	<ul style="list-style-type: none"> Valid health card Letter from employer requesting to conduct the medical commission High school certificate for university.
Duration of service	15 minutes.
Where to get the service	All health centers.
Fees (if applicable)	QR 50 for GCC customers.

Service Name	Dietitian
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with the dietitian in health center. • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. Call (Hayyak-107) helpline to book your appointment directly or visit the reception of the health center (No prior medical referral is required). 2. During the booking process, you can select between a face-to-face consultation with the dietitian inside the health center or phone consultation. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. For face-to-face consultation with the dietitian, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be ready to be seen by the dietitian without delay. 5. For phone consultation, wait for a phone call from the dietitian at the time of your appointment.
Required documents	Valid health card.
Duration of service	30 minutes for first visit. 20 minutes for follow up visit.
Where to get the service	All health centers except Al Jamaliya Health Center.
Fees (if applicable)	None.

Service Name	Health Education
How to access the service?	<ul style="list-style-type: none"> Face-to-face consultation with the Health Education in health center. Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> Call (Hayyak-107) helpline to book your appointment directly or visit the reception of the health center (No prior medical referral is required). During the booking process, you can select between a face-to-face consultation with the health educator in health center or phone consultation. You will receive an (SMS) text message for booking confirmation with all your appointment details. For the face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be ready to be seen by the health educator without delay. For phone consultation, wait for a phone call from the health educator at the time of your appointment.
Required documents	Valid health card.
Duration of service	15 minutes.
Where to get the service	All health centers except Leghwairiya, Al Kaaban, Al Karaana, and Al Jamailiya Health Centers.
Fees (if applicable)	None.

Service Name	Physiotherapy
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation in health center. • Home Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician. 2. Then call (Hayyak-107) helpline to book your appointment or visit the reception at the health center. 3. During the booking process, you can select between a face-to-face consultation with the physician in the health center or phone consultation. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For the face-to-face consultation with the physiotherapist, please arrive 15 minutes before your appointment time at health center to check-in at main reception. 6. For phone consultation (this only available in some health centers : Al Wajbah Health Center, Qatar University Health Center, Leabaib Health Center and Al Thumama Health Center), wait for a phone call from the physiotherapist at the time of your appointment.
Required documents	Valid health card.
Duration of service	45 minutes for first visit. 30 minutes for follow up visit.
Where to get the service	Rawdat Al Khail Health Center, Al Thumama Health Center, Gharrafat Al Rayyan Health Center, Al Ruwais Health Center, Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center, Al Waab Health Center, Abu Baker Siddiq Health Center, Muather Health Center, Al Wajbah Health Center.
Fees (if applicable)	None.

Service Name	Social Worker
How to access the service?	Face-to-face consultation with the social worker in health center.
Service Access Procedures	You can go directly to the health center without prior appointment or medical referral and inform the greeter nurse at the entrance that you need this service. The greeter nurse will then show you where & how you can check-in to access the service.
Required documents	Valid health card.
Duration of service	20 minutes.
Where to get the service	All health centers except Leghwairiya, Al Ruwais, Al Kaaban, and Al Jamailiya Health Centers.
Fees (if applicable)	None.

Service Name	Pharmacy
How to access the service?	Face-to-face consultation in health center.
Service Access Procedures	You can visit the pharmacy section after obtaining a medical prescription in the system from a physician.
Required documents	Valid health card.
Duration of service	20 minutes.
Where to get the service	All health centers.
Fees (if applicable)	<ul style="list-style-type: none"> • No fees for Qataris. • Fees for some categories. • QR 30 for medication home delivery service applied to all clients

Service Name	Medication Home Delivery
How to access the service?	Contact through the WhatsApp application.
Service Access Procedures	To get the WhatsApp numbers for home delivery of medicines: 1. Visit the Primary Health Care Corporation (PHCC) website. 2. Send “Hello” as a text message via WhatsApp to the telephone number of your health center available on PHCC website. 3. A pharmacist from the health center will contact you through phone call and start the process of home delivery of medicines with you.
Required documents	None.
Duration of service	24 hours.
Where to get the service	https://www.phcc.gov.qa/en/Patients-And-Clients/Medication-Home-Delivery-Service
Fees (if applicable)	QR 30 to all.

Service Name	Laboratory
How to access the service?	Face-to-face service in the health center.
Service Access Procedures	You can visit the Laboratory Section after obtaining a medical order in the system from the physician.
Required documents	Valid health card.
Duration of service	10 minutes.
Where to get the service	All health centers.
Fees (if applicable)	None.

Service Name	Radiology
How to access the service?	Face-to-face service in the health center.
Service Access Procedures	You can visit the Radiology Section after obtaining a medical order in the system from a physician.
Required documents	Valid health card.
Duration of service	Between 5 to 10 minutes.
Where to get the service	All health centers except Umm Ghuwailina, and Al Jamailiya Health Centers.
Fees (if applicable)	None.

Service Name	Ultrasound
How to access the service?	Face-to-face service with the ultrasound specialist in health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician or the treating physician. 2. To book a face-to-face appointment with the ultrasound specialist, call (Hayyak 107) helpline or visit the main reception of the health center. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. Please arrive 15 minutes before your appointment time at health center to check-in at main reception.
Required documents	Valid health card.
Duration of service	Between 15 to 45 minutes
Where to get the service	All health centers except West Bay, Umm Ghuwailina, Al Khor, Al Sheehaniya, Al Kaaban, and Al Jamailiya Health Centers.
Fees (if applicable)	None.

Service Name	Smoking Cessation Clinic
How to access the service?	<p>Access by:</p> <ul style="list-style-type: none"> • E-referral from your family physician for male/female smokers aged 12 years and above. • Self-referral by calling (Hayyak 107) helpline
Service Access Procedures	<ul style="list-style-type: none"> • E-referral from your family physician for male/female smokers aged 12 years and above: <ol style="list-style-type: none"> 1. Call 'Hayyak 107' helpline and book an appointment with your family physician. 2. At your appointment, explain to your physician the reasons for requesting to be referred to the Smoking Cessation Clinic. 3. Your physician will then complete the e-referral form. 4. You will then go to the health center reception to arrange your initial consultation appointment for assessment at the Smoking Cessation Clinic. • Self-referral by calling (Hayyak 107) helpline: <ol style="list-style-type: none"> 1. Call (Hayyak 107) helpline and book an appointment in the Smoking Cessation Clinic.
Required documents	Valid health card.
Duration of service	35 minutes for first visit. 20 minutes for follow up visit.
Where to get the service	Gharrafat Al Rayan Health Center, Mesaimeer Health Center, Omer Bin Al Khatab Health Center, Abu Baker Siddiq Health Center, Al Daayen Health Center, Rawdat Al Khail Health Center, Al Ruwais Health Center, Leabaib Health Center, Al Wakrah Health Center, Qatar University Health Center, Al Waab Health Center.
Fees (if applicable)	None.



“Woman and Child Health Services”

Service Name	Well Woman
How to access the service?	Face-to-face consultation with the physician in health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your Family Medicine Physician. 2. You can book your appointment inside the health center at the main reception. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. Please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician without delay.
Required documents	Valid health card.
Duration of service	20 minutes for first visit. 10 minutes for follow up visit.
Where to get the service	All health centers.
Fees (if applicable)	None.

Service Name	Antenatal
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with the physician in health center • Phone Consultation (for specific cases determined by the treating physician).
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician. 2. Then, call (Hayyak-107) helpline to book your appointment or visit the reception of the health center. 3. During the booking process, you can select between a face-to-face consultation with the physician in health center or phone consultation based on the physician's advice. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician without delay. 6. For phone consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card.
Duration of service	20 minutes.
Where to get the service	All health centers.
Fees (if applicable)	None.

Service Name	Post-Natal
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with physician in health center. • Phone Consultation
Service Access Procedures	<ul style="list-style-type: none"> • For cases of natural childbirth in one of Hamad Medical Corporation's (HMC) hospitals, the maternal and child educator in health center will contact you. • For cases of natural childbirth in a private hospital, follow the below steps: <ol style="list-style-type: none"> 1. Call (Hayyak-107) helpline to book an appointment with the family physician. 2. The family physician will assess and refer the case to the maternal and child educator as needed. 3. During the booking process, you can select between a face-to-face consultation with the physician in health center or phone consultation. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For the face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician without delay. 6. For phone consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card
Duration of service	30 minutes.
Where to get the service	All health centers.
Fees (if applicable)	None.

Service Name	Well Baby & Periodic Vaccinations
How to access the service?	Face-to-face consultation with the physician in health center.
Service Access Procedures	<p>Call (Hayyak-107) helpline to book your appointment directly (No prior medical referral is required).</p> <ol style="list-style-type: none"> 1. You will receive an (SMS) text message for booking confirmation with all your appointment details. 2. Please arrive 15 minutes before your appointment time at health center to check-in at main reception, document the vital signs and be seen by the physician without delay.
Required documents	Valid health card.
Duration of service	15 minutes.
Where to get the service	All health centers.
Fees (if applicable)	None.

Service Name	General Pediatrics
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your Family Physician. 2. Then, call (Hayyak-107) helpline to book your appointment. 3. During the booking process, you can select between a face-to-face consultation in health center or phone consultation. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For the face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document the vital signs and be seen by the physician without delay. 6. For phone consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card
Duration of service	20 minutes.
Where to get the service	Rawdat Al Khail Health Center, Al Thumama Health Center, Al Daayen Health Center, Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center, Muaither Health Center, Al Wajbah Health Center.
Fees (if applicable)	None.



Service Name	Maternal & Child Health Counselor
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. Call (Hayyak-107) helpline to book your appointment directly (No prior medical referral is required) 2. During the booking process, you can select between a face-to-face consultation in health center or phone consultation. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document the vital signs and be seen by the physician without delay. 5. For phone consultation, wait for a phone call from the physician at the time of your appointment
Required documents	Valid health card.
Duration of service	20 minutes.
Where to get the service	All health centers except Al Karaana Health Center.
Fees (if applicable)	None.

Service Name	Audiology (newborn)
How to access the service?	Face-to-face consultation in health center.
Service Access Procedures	You can walk-in directly to the health center without prior appointment or medical referral and inform the greeter nurse at the entrance that you need this service. The Nurse will after that show you where & how you can be check-in to access the service.
Required documents	Valid health card
Duration of service	30 minutes.
Where to get the service	Airport Health Center, West Bay Health Center, Al Thumama Health Center, Omar Bin Khatab Health Center, Al Wakrah Health Center, Rawdat Al Khail Health Center, Gharrat Al Rayyan Health Center, Abu Baker Al Siddiq Health Center, Al Rayyan Health Center, Al Wajbah Health Center, Leabaib Health Center.
Fees (if applicable)	None.







Specialized Clinics

“

”

Service Name	Mental Support Clinic
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician. 2. Then, call (Hayyak-107) helpline to book your appointment. 3. During the booking process, you can select between a face-to-face consultation with the physician in health center or phone consultation. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician without delay. 6. For phone consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card
Duration of service	60 minutes for first visit.
Where to get the service	Rawdat Al Khail Health Center, Al Thumama Health Center, Leabab Health Center, Qatar University Health Center, Al Wajba Health Center.
Fees (if applicable)	None.

Service Name	Integrated Psychiatry Clinic
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with the physician in health center. • Phone Consultation
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician. 2. Then call (Hayyak-107) helpline to book your appointment. 3. During the booking process, you can select between a face-to-face consultation in health center or phone consultation. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician without delay. 6. For phone consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card
Duration of service	60 minutes for first visit. 20 minutes for follow up visit.
Where to get the service	Rawdat Al Khail Health Center, Al Thumama Health Center, Qatar University Health Center, Al Wajbah Health Center.
Fees (if applicable)	None.

Service Name	Ear, Nose, and Throat (ENT) Clinic
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician. 2. Then call (Hayyak-107) helpline to book your appointment. 3. During the booking process, you can select between a face-to-face consultation in health center or phone consultation. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician without delay. 6. For phone consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card.
Duration of service	20 minutes.
Where to get the service	Rawdat Al Khail Health Center, Al Thumama Health Center, Al Ruwais Health Center, Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center, Mesaimeer Health Center, Muather Health Center, Al Wajba Health Center.
Fees (if applicable)	None.

Service Name	Audiology Clinic
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician. 2. Then, call (Hayyak-107) helpline to book your appointment. 3. During the booking process, you can select between a face-to-face consultation in health center or phone consultation. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician. 6. For phone consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card
Duration of service	15 minutes.
Where to get the service	Rawdat Al Khail Health Center, Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center, Muaiter Health Center, Al Wajbah Health Center.
Fees (if applicable)	None.

Service Name	Dermatology Clinic
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician. 2. Then, call (Hayyak-107) helpline to book your appointment. 3. During the booking process, you can select between a face-to-face consultation in health center or phone consultation. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician without delay. 6. For phone consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card.
Duration of service	20 minutes.
Where to get the service	Rawdat Al Khail Health Center, Al Thumama Health Center, Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center, Muather Health Center, Al Wajba Health Center.
Fees (if applicable)	None.

Service Name	Ophthalmology Clinic
How to access the service?	<ul style="list-style-type: none"> Face-to-face consultation with the physician in health center. Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> You must first obtain a medical referral from your family physician. Then, call (Hayyak-107) helpline to book your appointment. During the booking process, you can select between a face-to-face consultation in health center or phone consultation. You will receive an (SMS) text message for booking confirmation with all your appointment details. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician without delay. For phone consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card
Duration of service	20 minutes.
Where to get the service	Airport Health Center, West Bay Health Center, Al Wakrah Health Center, Rawdat Al Khail Health Center, Al-Thumama Health Center, Gharrafat Al Rayyan Health Center, Al Ruwais Health Center, Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center, Mesaimeer Health Center, Al Rayyan Health Center, Muither Health Center, Al Wajbah Health Center.
Fees (if applicable)	None.

Service Name	Optometry Clinic
How to access the service?	Face-to-face consultation with the physician in health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician. 2. Then, call (Hayyak 107) helpline to book a face-to-face appointment. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. Please arrive 15 minutes before your appointment time at health center to check-in at main reception and be seen by the physician without delay.
Required documents	Valid health card
Duration of service	15 minutes.
Where to get the service	Al Rayyan Health Center, Mesaimeer Health Center, Muather Health Center, Al Wajbah Health Center, Al Waab Health Center, Al Ruwais Health Center, Gharrafat Al Rayyan Health Center, Leabaib Health Center, Umm Slal Health Center, Qatar University Health Center, Al-Thumama Health Center, Rawdat Al Khail Health Center, Al Wakra Health Center, West Bay Health Center
Fees (if applicable)	None.

Service Name	General Dental Clinic
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with the general dentist in health center. • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. Call (Hayyak-107) helpline to book your appointment directly (No prior medical referral is required) 2. During the booking process, you can select between a face-to-face consultation with the general dentist in health center or phone consultation. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the dentist without delay. 5. For phone consultation, wait for a phone call from the general dentist at the time of your appointment.
Required documents	Valid health card
Duration of service	30 minutes.
Where to get the service	All health centers.
Fees (if applicable)	Fees are not applied to Qataris. Fees are applied to non-exempted groups based on the service provided..

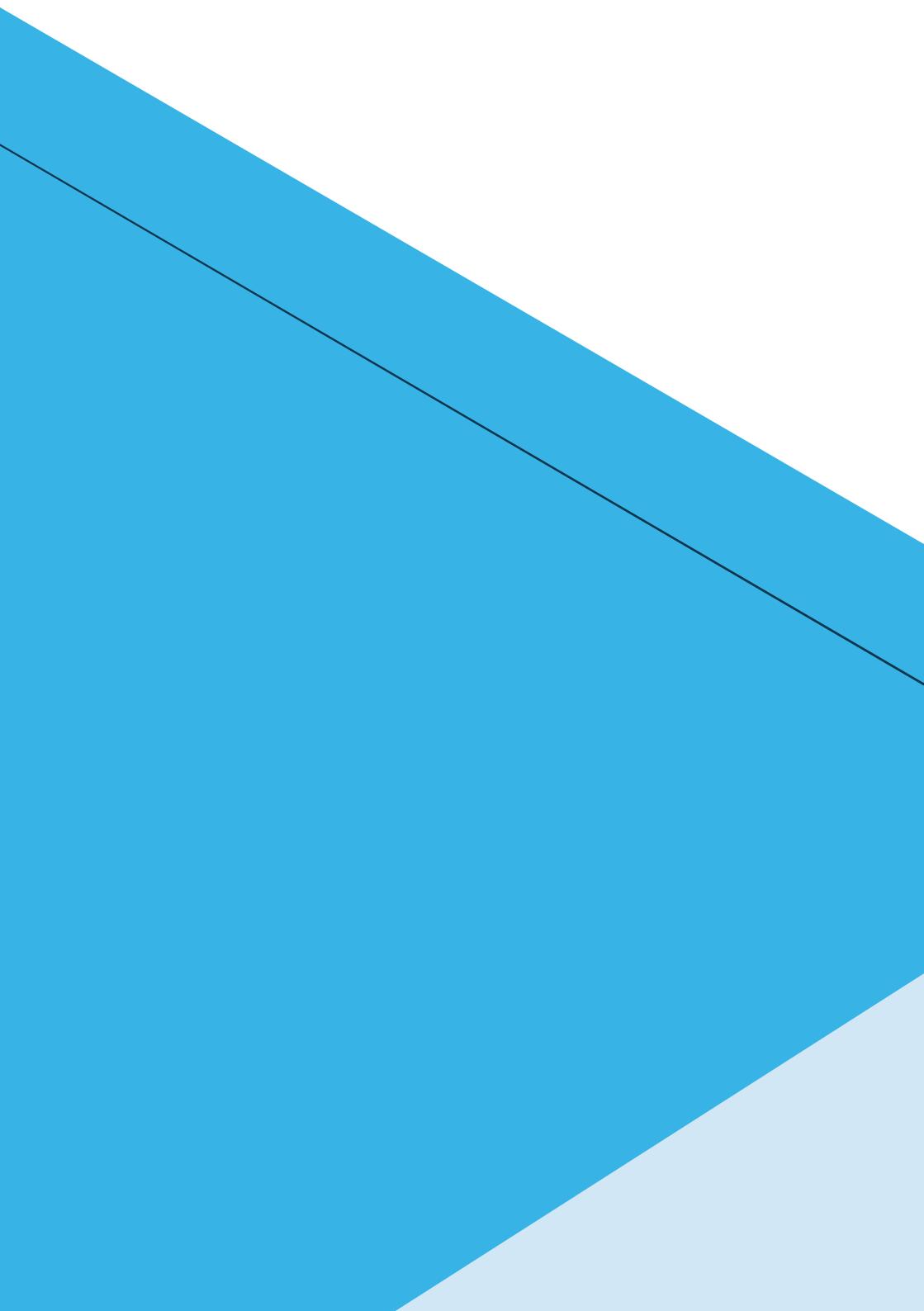
Service Name	Dental Clinic - Beautiful Smile
How to access the service?	<p>Face-to-face consultation with the dentist in health center Note: This service is provided to children from 0 to 12 years old and pregnant women.</p>
Service Access Procedures	<p>To book an appointment for children of the determined age group, please follow the below steps:</p> <ol style="list-style-type: none"> 1. Call (Hayyak-107) helpline to book your appointment directly (No prior medical referral is required) 2. The appointment will be face-to-face consultation with the dentist in health center. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the dentist without delay. <p>For pregnant women:</p> <ol style="list-style-type: none"> 1. You must first obtain a medical referral from the family physician to the Beautiful Smile Clinic. 2. Visit the reception of the health center to book an appointment. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the dentist without delay.
Required documents	Valid health card.
Duration of service	30 minutes.
Where to get the service	All health centers.
Fees (if applicable)	None.

Service Name	Specialized Dental Clinic (Oral and Dental Surgery, Root Canal Treatment, Pediatric Dental Treatment, Periodontal Treatment)
How to access the service?	Face-to-face consultation with the dental specialist in health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from the general dentist. 2. The appointment will be face-to-face consultation with the dental specialist in health center 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the dentist without delay.
Required documents	Valid health card.
Duration of service	30 - 60 minutes.
Where to get the service	<p>Oral and Dental Surgery Clinics: Al Thumama Health Center, Qatar University Health Center, Leabaib Health Center, Muaither Health Center.</p> <p>Root Canal Treatment Clinics: Airport Health Center, Rawdat Al Khail Health Center, Omar Bin Khatab Health Center, Al Thumama Health Center, Al Wakra Health Center, Leabaib Health Center, Umm Slal Health Center, Qatar University Health Center, Mesaimeer Health Center, Muaither Health Center, Al Waab Health Center, Al Wajba Health Center.</p> <p>Specialized Pediatric Dental Clinics: Airport Health Center, Rawdat Al Khail Health Center, Omar Bin Khatab Health Center, Al Thumama Health Center, Al Wakra Health Center, Leabaib Health Center, Umm Slal Health Center, Qatar University Health Center, Mesaimeer Health Center, Muaither Health Center, Al Waab Health Center, Al Wajba Health Center, West Bay Health Center, Al Rayan Health Center, Abu Baker Sidiq Health Center.</p> <p>Periodontal Treatment Clinics: Rawdat Al Khail Health Center, Leabaib Health Center, Al Waab Health Center, Al Wajah Health Center.</p>
Fees (if applicable)	<ul style="list-style-type: none"> • No fees applied to Qataris. • Fees applied to non-exempted groups based on the service provided.

Service Name	Memory Clinic
How to access the service?	<ul style="list-style-type: none"> • Face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician. 2. Then, book an appointment through the reception of the health center. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician without delay. 5. For phone consultation, wait for a phone call from the physician at the time of your appointment.
Required documents	Valid health card.
Duration of service	60 minutes for first visit. 30 minutes for follow up visit.
Where to get the service	Rawdat Al Khail Health Cener, Leabaib Health Center, Al Wajbah Health Center.
Fees (if applicable)	None.

Service Name	Cardiology Clinic
How to access the service?	Face-to-face consultation with the physician in health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician. 2. Then, book your appointment in the health center at the main reception. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. Please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician without delay.
Required documents	Valid health card.
Duration of service	30 minutes for first visit. 20 minutes for follow up visit.
Where to get the service	Rawdat Al Khail Health Center, Leabaib Health Center, Al Wajbah Health Center
Fees (if applicable)	None.

Service Name	Minor Surgery Clinic
How to access the service?	Face-to-face consultation with the physician in health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. You must first obtain a medical referral from your family physician. 2. Then, book your appointment in the health center at the main reception. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. Please arrive 15 minutes before your appointment time at health center to check-in at main reception, document your vital signs and be seen by the physician without delay.
Required documents	Valid health card.
Duration of service	30 minutes.
Where to get the service	West Bay Health Center, Rawdat Al Khail Health Center, Abu Baker Sidiq Health Center, Leabaib Health Center, Muaither Health Center.
Fees (if applicable)	None.





“**Wellness Center Services**”

Service Name	Healthy Lifestyle Clinics (HLS)
How to access the service?	Referral from your family physician.
Service Access Procedures	<ol style="list-style-type: none"> 1. Call 107 and book an appointment to see your family physician. 2. At your appointment explain to your physician the reasons why you would like to be referred to the Healthy Lifestyle Clinic. 3. Your physician will then assess your eligibility for referral to the Healthy Lifestyle Clinic and if eligible will complete the e-referral form. 4. You will then go to the health center reception to arrange your initial consultation appointment for assessment at the Healthy Lifestyle Clinic in the Wellness Center.
Required documents	Valid health card.
Duration of service	60 minutes consultation for new customer. 30 minutes for subsequent follow ups for total of (12) weeks.
Where to get the service	The service is currently available in seven (7) Wellness Health Centers: Muather Health Center, Rawdat Al Khail Health Center, Leabaib Health Center, Umm Slal Health Center, Al-Wajbah Health Center, Al-Ruwais Health Center, Al Khor Health Center.
Fees (if applicable)	None.

Service Name	Health Coach Clinic
How to access the service?	Referral from your Healthy Lifestyle Clinic Physician.
Service Access Procedures	<ol style="list-style-type: none"> At your first Healthy Lifestyle appointment, the Healthy Lifestyle Physician will discuss with you availability of the wellness center gym. If you wish to access the gym of the wellness center, the physician will complete the e-referral form. You will then go to the health center's reception to book your appointment.
Required documents	Valid health card.
Duration of service	45 minutes consultation for new customer. 30 minutes for subsequent follow ups for total of (12) weeks.
Where to get the service	The service is currently available in seven (7) Wellness Health Centers: Muather Health Center, Rawdat Al Khail Health Center, Leabaib Health Center, Umm Slal Health Center, Al Wajbah Health Center, Al-Ruwais Health Center, Al Khor Health Center.
Fees (if applicable)	None.

Service Name	Wellness Gym
How to access the service?	<ul style="list-style-type: none"> • Referral from your family physician. • Referral from your healthy lifestyle clinic physician.
Service Access Procedures	<p>Referral from your Family Physician:</p> <ol style="list-style-type: none"> 1. Call 107 to book an appointment with your family physician. 2. At your appointment, explain to your physician the reasons why you would like to be referred to the wellness gym. 3. Your physician will then assess your eligibility for referral to the wellness gym and if eligible will complete the e-referral form. 4. You will then receive a telephone call to arrange your initial appointment for assessment at the wellness gym. <p>Referral from your Healthy Lifestyle Clinic Physician:</p> <ol style="list-style-type: none"> 1. At your first healthy lifestyle clinic appointment, the healthy lifestyle physician will discuss with you the availability of the wellness gym and if you wish to access the gym, the physician will complete the e-referral form. 2. You will then go to the health center reception to book your appointment.
Required documents	<ul style="list-style-type: none"> • Signed Consent Form. • Valid health card.
Duration of service	60 minutes per session.
Where to get the service	The service is currently available in six (6) wellness health centers: Muather Health Center, Rawdat Al Khail Health Center, Leabaib Health Center, Umm Slal Health Center, Al-Wajba Health Center, Al-Ruwais Health Center.
Fees (if applicable)	None.

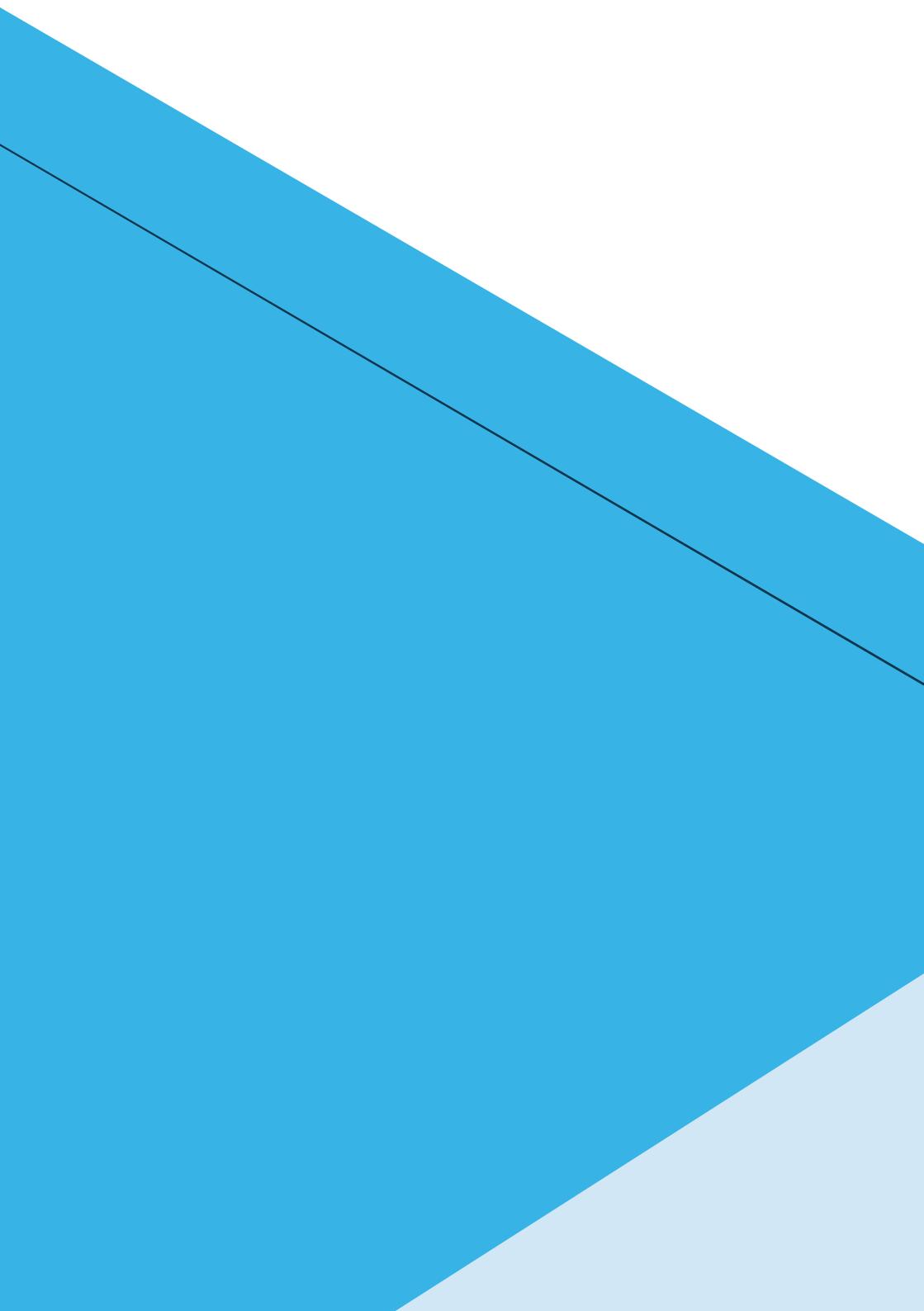
Service Name	Group Exercise Classes
How to access the service?	E-referral from the gym instructor in wellness center.
Service Access Procedures	<ol style="list-style-type: none"> When you visit the Wellness Center for your initial assessment appointment, you can ask the gym instructor about the availability of group exercise classes. If you would like to attend any group exercise class, you can tell the gym coach to book you into the class.
Required documents	Valid health card.
Duration of service	60 minutes per session.
Where to get the service	The service is currently available in six (6) wellness health centers: Muather Health Center, Rawdat Al Khail Health Center, Leabaib Health Center, Umm Slal Health Center, Al-Wajbah Health Center, Al-Ruwais Health Center.
Fees (if applicable)	None.

Service Name	Swimming Pool
How to access the service?	Internal E-referral from the Gym Instructor.
Service Access Procedures	<ol style="list-style-type: none"> When you visit the wellness center for your initial appointment for assessment at the wellness gym, you can ask the gym instructor to refer you for a swimming pool assessment. If you pass the swimming pool test, you can then book your appointment to access the swimming pool.
Required documents	<ul style="list-style-type: none"> Swimming skills test. Signed Consent Form. Valid health card.
Duration of service	60 minutes per session.
Where to get the service	The service is currently available in six (6) wellness health centers: Muaither Health Center, Rawdat Al Khail Health Center, Leabaib Health Center, Umm Slal Health Center, Al-Wajba Health Center, Al-Ruwais Health Center.
Fees (if applicable)	None.

Service Name	Massage
How to access the service?	Internal E-referral from the Gym Instructor.
Service Access Procedures	When the customer is enrolled in the Wellness Section, an appointment for the massage session must be booked after passing the massage oil allergy test, after each time you complete (5) visits to the Wellness Center.
Required documents	<ul style="list-style-type: none"> • Consent form. • Valid health card.
Duration of service	60 minutes per session
Where to get the service	The service is currently available in six (6) wellness health centers: Muaither Health Center, Rawdat Al Khail Health Center, Leabaib Health Center, Umm Slal Health Center, Al-Wajbah Health Center, Al-Ruwais Health Center.
Fees (if applicable)	None.

Service Name	Sauna
How to access the service?	The service can be accessed when attending the Wellness Center for an appointment at the healthy lifestyle clinic, health coach clinic, wellness gym, group exercise class or swimming pool visit.
Service Access Procedures	You can use the service if there are no contraindications for (10) minutes preferably after the exercise or swimming sessions.
Required documents	Valid health card.
Duration of service	10 minutes per session.
Where to get the service	The service is currently available in six (6) wellness health centers: Muaither Health Center, Rawdat Al Khail Health Center, Leabaib Health Center, Umm Slal Health Center, Al Wajba Health Center, Al-Ruwais Health Center.
Fees (if applicable)	None.

Service Name	Exercise Physiology Clinic
How to access the service?	Internal E-referral from your Healthy Lifestyle Physician.
Service Access Procedures	<ol style="list-style-type: none"> At your first healthy lifestyle clinic appointment, the physician will discuss with you the role of the exercise physiologist and if you should be assessed by the exercise physiologist, the physician will complete the e-referral form. You will then go to the health center reception to book your appointment for assessment at the Exercise Physiology Clinic.
Required documents	Valid health card.
Duration of service	60 minutes per session.
Where to get the service	The service is currently available in six (6) wellness health centers: Muaither Health Center, Rawdat Al Khail Health Center, Leabaib Health Center, Umm Slal Health Center, Al-Wajbah Health Center, Al-Ruwais Health Center.
Fees (if applicable)	None.



Early Cancer Screening

“

”



Service Name	Early Screening of Bowel Cancer Through an “Invitation from the Early Screening Call Center”
How to access the service?	An Invitation through the screening call center.
Service Access Procedures	Screening Call Center shall call to invite all age-eligible Qatari and Non-Qatari men and women residents aged 50 - 74 years from the “screening database” to arrange the convenient appointment.
Required documents	<ul style="list-style-type: none"> • Valid health card. • QID. • Previous colonoscopy results if available.
Duration of service	Patient will be scheduled for an appointment within one (1) week from receiving the call.
Where to get the service	<ul style="list-style-type: none"> • In three (3) Health Centers: Al Wakra Health Center, Leabaib Health Center, Rawdat Al Khail Health Center. • In Mobile Screening Unit stationed at different announced locations.
Fees (if applicable)	None.

Service Name	Early Screening of Bowel Cancer Through “Self-Referral”
How to access the service?	Self-referral.
Service Access Procedures	<ul style="list-style-type: none"> • Call 8001112 and request to book an appointment for bowel cancer screening. <p>OR</p> <ul style="list-style-type: none"> • Go to www.screenforlife.qa ; click on “contact us” and log your contact information then you will be contacted to arrange an appointment for bowel cancer screening.
Required documents	<ul style="list-style-type: none"> • Valid health card. • QID. • Previous colonoscopy results if available.
Duration of service	Client will be scheduled for an appointment within one (1) week from receiving the call.
Where to get the service	<ul style="list-style-type: none"> • In three (3) Health Centers: Al Wakrah Health Center, Leabaib Health Center, Rawdat Al Khail Health Center. • In Mobile Screening Unit stationed at different announced locations.
Fees (if applicable)	None.

Service Name	Early Screening of Bowel Cancer Through “Health Center”
How to access the service?	Internal referral by PHCC Family Medicine Physician.
Service Access Procedures	<ol style="list-style-type: none"> 1. At any regular appointment in PHCC health center, the patient can request the physician to be referred to the bowel cancer screening service. 2. Physician will then assess the eligibility criteria for referral to the bowel cancer screening service and if the client is eligible, physician will complete the e-referral form. 3. Client will then receive a call from the Screening Call Center to arrange an appointment for bowel cancer screening.
Required documents	<ul style="list-style-type: none"> • Valid health card. • QID. • Previous colonoscopy results if available.
Duration of service	Client will be scheduled for an appointment within four (4) weeks from receiving the call.
Where to get the service	<ul style="list-style-type: none"> • In three (3) Health Centers: Al Wakrah Health Center, Leabaib Health Center, Rawdat Al Khail Health Center. • In Mobile Screening Unit stationed at different announced locations.
Fees (if applicable)	None.

Service Name	Early Screening of Bowel Cancer Through “Hamad Medical Corporation (HMC)”
How to access the service?	External referral by Hamad Medical Corporation (HMC) Physician.
Service Access Procedures	<ol style="list-style-type: none"> 1. At any regular appointment in any of HMC outpatient clinics, the client can request the physician to be referred to the bowel cancer screening service in PHCC. 2. Physician will then assess the eligibility criteria for referral to the bowel cancer screening service and if the client is eligible, physician will complete the e-referral form. 3. Client will then receive a call from the Screening Call Center to arrange an appointment for bowel cancer screening.
Required documents	<ul style="list-style-type: none"> • Valid health card. • QID. • Previous colonoscopy results if available.
Duration of service	Patient will be scheduled for an appointment within four (4) weeks from receiving the call.
Where to get the service	<ul style="list-style-type: none"> • In three (3) Health Centers: Al Wakrah Health Center, Leabaib Health Center, Rawdat Al Khail Health Center. • In Mobile Screening Unit stationed at different announced locations.
Fees (if applicable)	None.

Service Name	Early Screening of Breast Cancer Through an “Invitation from the Early Screening Call Center”
How to access the service?	An Invitation through the screening call center
Service Access Procedures	Screening Call Center shall call to invite all age-eligible Qatari and non-Qatari women residents aged 45 - 69 years from the “screening database” to arrange the convenient appointment.
Required documents	<ul style="list-style-type: none"> • Valid health card. • QID. • Previous mammography results if available.
Duration of service	Client will be scheduled for an appointment within one (1) week from receiving the call.
Where to get the service	<ul style="list-style-type: none"> • In three (3) Health Centers: Al Wakrah Health Center, Leabaib Health Center, Rawdat Al Khail Health Center. • In Mobile Screening Unit stationed at different announced locations.
Fees (if applicable)	None.

Service Name	Early Screening of Breast Cancer Through “Self-Referral”
How to access the service?	Self-referral.
Service Access Procedures	<p>1. Call 8001112 and request to book an appointment for breast cancer screening.</p> <p>OR</p> <p>2. Go to www.screenforlife.qa ; click on “contact us” and log your contact information then you will be contacted to arrange an appointment for breast cancer screening.</p>
Required documents	<ul style="list-style-type: none"> • Valid health card. • QID. • Previous mammography results if available.
Duration of service	Client will be scheduled for an appointment within one (1) week from receiving the call.
Where to get the service	<ul style="list-style-type: none"> • In three (3) Health Centers: Al Wakrah Health Center, Leabaib Health Center, Rawdat Al Khail Health Center. • In Mobile Screening Unit stationed at different announced locations.
Fees (if applicable)	None.

Service Name	Early Screening of Breast Cancer Through “Health Center”
How to access the service?	Internal referral by Family Medicine Physician (from Primary Health Care Corporation).
Service Access Procedures	<ol style="list-style-type: none"> At any regular appointment in PHCC health center, the client can request the physician to be referred to the breast cancer screening service. Physician will then assess the eligibility criteria for referral to the breast cancer screening service and if the client is eligible, the physician will complete the e- referral form. Client will then receive a call from the Screening Call Center to arrange an appointment for breast cancer screening.
Required documents	<ul style="list-style-type: none"> Valid health card. QID. Previous mammography results if available.
Duration of service	Client will be scheduled for an appointment within four (4) weeks from receiving the call.
Where to get the service	<ul style="list-style-type: none"> In three (3) Health Centers: Al Wakra Health Center, Leabaib Health Center, Rawdat Al Khail Health Center. In Mobile Screening Unit stationed at different announced locations.
Fees (if applicable)	None.

Service Name	Early Screening of Breast Cancer Through “Hamad Medical Corporation (HMC)”
How to access the service?	External referral by Hamad Medical Corporation (HMC) Physician.
Service Access Procedures	<ol style="list-style-type: none"> At any regular appointment in HMC outpatient clinics, the patient can request the physician to be referred to the breast cancer screening service in PHCC (Primary Health Care Corporation). Physician will then assess the eligibility criteria for referral to the breast cancer screening service and if the patient is eligible, the physician will complete the e- referral form. Patient will then receive a call from the Screening Call Center to arrange an appointment for breast cancer screening.
Required documents	<ul style="list-style-type: none"> Valid health card. QID. Previous mammography results if available.
Duration of service	Patient will be scheduled for an appointment within four (4) weeks from receiving the call.
Where to get the service	<ul style="list-style-type: none"> In three (3) Health Centers: Al Wakra Health Center, Leabaib Health Center, Rawdat Al Khail Health Center. In Mobile Screening Unit stationed at different announced locations.
Fees (if applicable)	None.



“**Booking an Appointment for a
Health Center Clinic or Service**”

Service Name	Book an Appointment Through “Nara’akom Application”
How to access the service?	(Nara’akom) Application.
Service Access Procedures	<ol style="list-style-type: none"> 1. Go to Nara’akom application. 2. Log in to the National Authentication System using your QID number and your password. 3. Click “My Appointments”. 4. Select the applicant. 5. Fill in the appointment details (clinic type, health center, available date, clinic time, convenient time to be contacted by 107 team). 6. Click “Submit”.
Required documents	None
Duration of service	24 hours.
Where to get the service	Through Nara’akom application’s appointments service. 
Fees (if applicable)	None.

Service Name	Book an Appointment Through “107”
How to access the service?	Calling Hayyak helpline 107 directly.
Service Access Procedures	<ol style="list-style-type: none"> 1. Call Hayyak helpline 107. 2. Choose the language you prefer to talk to the employee. 3. Give sufficient information (name, clinic type, health center, available date, clinic time, convenient time) to complete the appointment booking. 4. You will receive an (SMS) text message for booking confirmation.
Required documents	None.
Duration of service	10 minutes.
Where to get the service	Calling Hayyak helpline 107
Fees (if applicable)	None.

Service Name	Book an Appointment Through “Health Center”
How to access the service?	Main reception of health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. Go to the receptionist. 2. Give sufficient information (name, clinic type, health center, available date, clinic time, convenient time) to complete the appointment booking. 3. You will receive an (SMS) text message for booking confirmation
Required documents	Valid health card.
Duration of service	15 minutes.
Where to get the service	Health center.
Fees (if applicable)	None.



“ Requesting to change the assigned Family Physician ”

Service Name	Book an Appointment Through “Nara’akom Application”
How to access the service?	(Nara’akom) Application.
Service Access Procedures	<ol style="list-style-type: none"> 1. Access Nara’akom Application. 2. Log into the National Authentication System using your QID number and password. 3. Choose “Change My Family Physician” service. 4. Select the applicant. 5. Select the new physician. 6. Fill in “the reason for changing my physician”. 7. Click “Submit”.
Required documents	None.
Duration of service	Seven (7) days.
Where to get the service	<p>Nara’akom Application – “Change My Family Physician” service.</p>  <p>Or through http://www.phcc.gov.qa/eng/Media/News/Naraa-kom-App-Launch</p>
Fees (if applicable)	None.

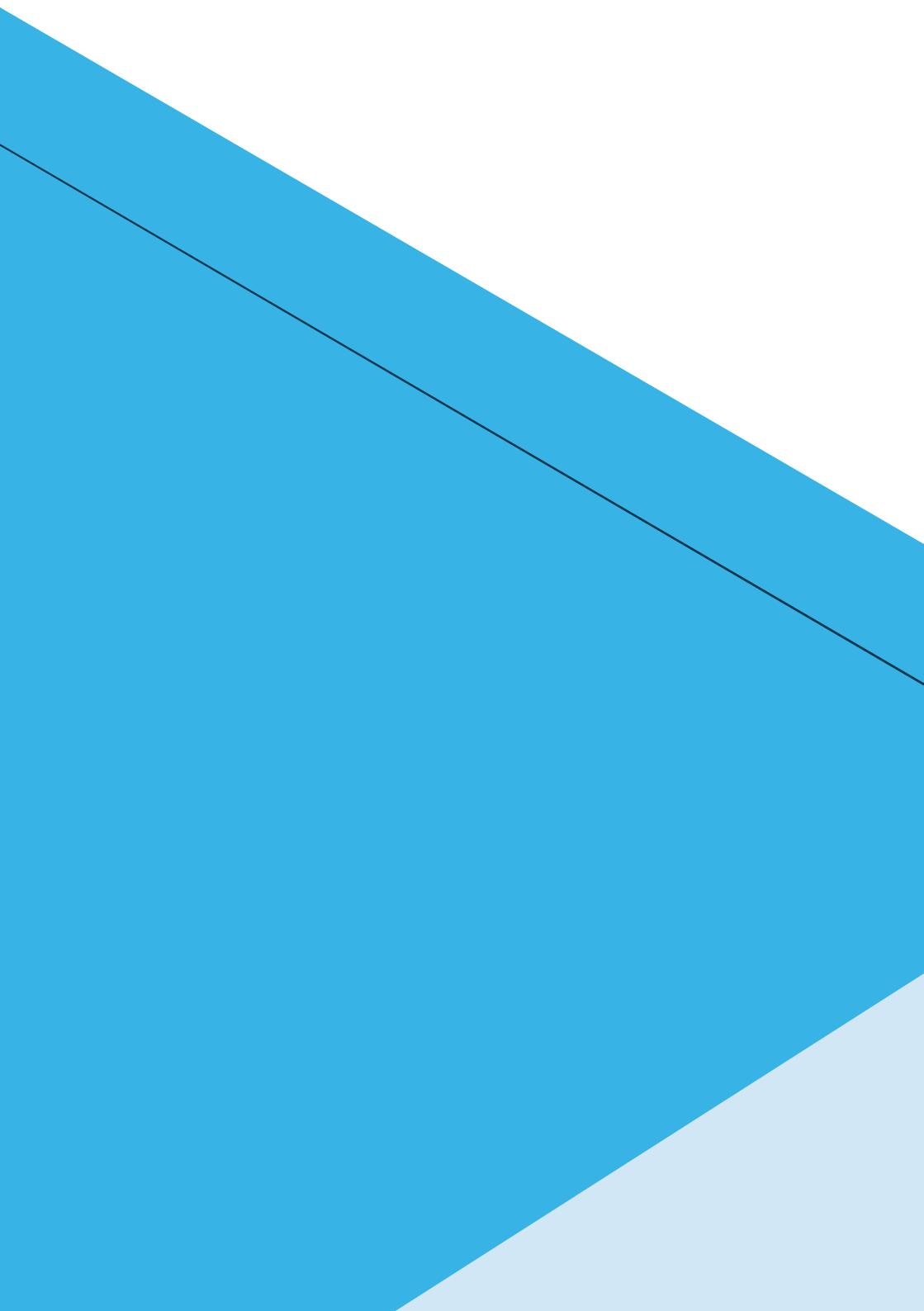
Service Name	Change of Assigned Family Physician Through “Health Center”
How to access the service?	In-person visit to the health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. Complete the “Change of Family Physician Request” Form available in health center’s Health Information Management (HIM) Office for required update. 2. Provide the necessary document i.e., QID, passport, health card, KAHRAMAA bill/house contract and GIS address along with the completed form to attending HIM staff for verification and update in the system. 3. Confirmation e-mail/SMS will be sent upon receipt and completion of the request.
Required documents	<ul style="list-style-type: none"> • A copy of QID. • House rental contract\ KAHRAMAA bill. • GIS address.
Duration of service	Same day.
Where to get the service	By visiting Health Information Management (HIM) Office or Hayyak Helpdesk at all health centers.
Fees (if applicable)	None.



**“ Request to change
the Health Center ”**

Service Name	Change of Health Center Through “Health Center”
How to access the service?	In-person visit to the health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. Complete “Health Center Change Request” Form available in health center’s Health Information Management (HIM) Office. 2. Provide the necessary document along with the completed form to the attending HIM staff for verification and update in the system. 3. Confirmation e-mail/SMS will be sent upon receipt and completion of the request.
Required documents	<ul style="list-style-type: none"> • A copy of QID. • Passport • Health card • House rental contract\ KAHRAMAA bill. • GIS address.
Duration of service	Same day.
Where to get the service	By visiting Health Information Management (HIM) Office or Hayyak Helpdesk at all health centers.
Fees (if applicable)	None.

Service Name	Change of Health Center Through “Nara’akom Application”
How to access the service?	(Nara’akom) Application.
Service Access Procedures	<p>(When changing the residence address only)</p> <ol style="list-style-type: none"> 1. Access Nara’akom Application. 2. Log into the National Authentication System using your QID number and password. 3. Choose “Change My Health Center” service. 4. Select the applicant. 5. Specify the reason for changing the health center. 6. Fill in the residence address information. 7. Upload the required documents. 8. Tick the box to give consent for the following: <ul style="list-style-type: none"> • A family physician will be assigned in the new health center. • All the applicant’s current appointments at the old health center will be cancelled and rescheduled at the new health center. • The change of health center is considered approved when you receive a confirmation message from the e-services team. 9. Click “Submit”. 10. Confirmation e-mail/SMS will be sent upon receipt and completion of the request.
Required documents	<ul style="list-style-type: none"> • Applicant’s QID. • House rental contract\ KAHRAMAA bill. • GIS address.
Duration of service	Seven (7) days.
Where to get the service	Nara’akom Application –“Change My Health Center” service. 
Fees (if applicable)	None.



**“ Adding a Dependent Account
(Under 18 years old)**

Service Name	Add a Dependent Account Through “ Nara’akom Application”
How to access the service?	(Nara’akom) Application.
Service Access Procedures	<p>A dependent is: a child under 18 years old.</p> <ol style="list-style-type: none"> 1. Access Nara’akom Application. 2. Log into the National Authentication System using your QID number and password. 3. Choose “Add a Dependent Account” service. 4. Fill in the dependent information. 5. Upload the required documents. 6. Click “Submit”. 7. Confirmation e-mail/SMS will be sent upon receipt and completion of the request.
Required documents	<ul style="list-style-type: none"> • A copy of QID of the parent or the responsible person. • A copy of the Dependent’s QID. • Copy of spouse’s QID. • Proof of kinship.
Duration of service	Seven (7) days.
Where to get the service	Nara’akom application – Add a Dependent Account service. 
Fees (if applicable)	None.

Service Name	Add a Dependent Account Through “Health Center”
How to access the service?	In-person visit to the health center.
Service Access Procedures	<p>A dependent is: a child under 18 years old.</p> <ol style="list-style-type: none"> 1. Visit the reception in health center for new registration of dependents. 2. Fill out the form. 3. Provide the necessary documents to the receptionist. 4. Confirmation SMS will be sent upon completion of the request.
Required documents	<ul style="list-style-type: none"> • A copy of QID of the parent or the responsible person. • A copy of the Dependent's QID. • Copy of spouse's QID. • Proof of kinship.
Duration of service	Same day.
Where to get the service	Reception of the health center.
Fees (if applicable)	None.





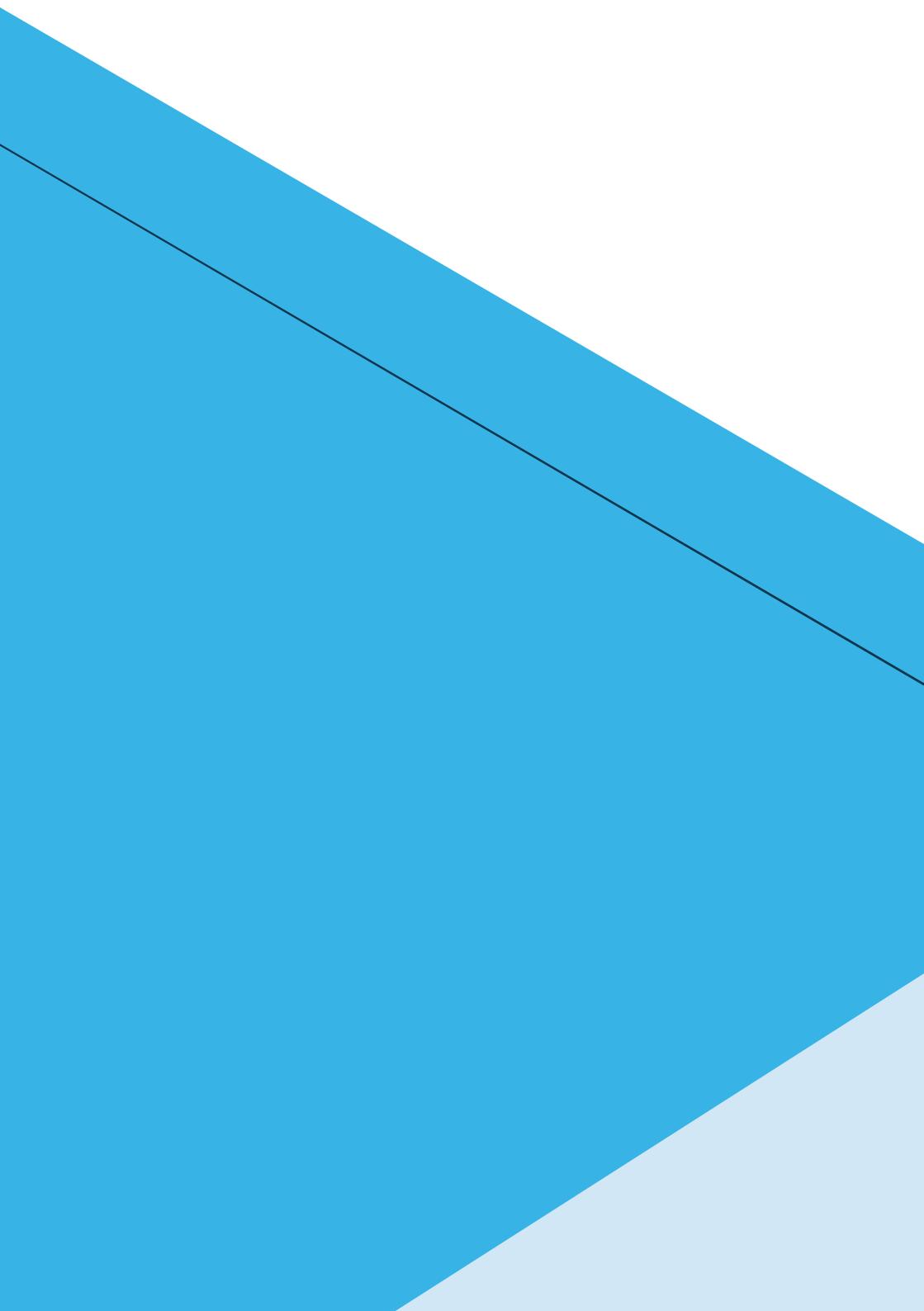
“Health Card’s Services”

Service Name	Health Card Renewal Through “Health Center”
How to access the service?	In-person visit to the health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. Visit the health center in person. 2. Go to the Hayyak staff or the receptionist at the center to show you where to renew the health card at the center. 3. Give the health card renewal employee your expired health card and the required fees, if any.
Required documents	None.
Duration of service	10 to 15 minutes.
Where to get the service	Airport Health Center, West Bay Health Center, Umm Ghwailina Health Center, Omar Bin Khatab Health Center, Al Wakrah Health Center, Rawdat Al Khail Health Center, Al Thumama Health Center, Al Khor Health Center, Madinat Khalifa Health Center, Gharrafat Al Rayyan Health Center, Al Ruwais Health Center, Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center, Abu Baker Siddiq Health Center, Abu Nakhla Health Center, Al Rayan Health Center, Muainter Health Center, Al Wajba Health Center, Al Waab Health Center, Mesaimeer Health Center.
Fees (if applicable)	<ul style="list-style-type: none"> • QR 100 for residents. • QR 50 for Qatars. • QR 50 for labors working in Qatari families houses only.

Service Name	New Health Card Registration Through “Nara’akom” Application”
How to access the service?	(Nara’akom) Application.
Service Access Procedures	<ol style="list-style-type: none"> 1. Access Nara’akom application. 2. Log into the National Authentication System using your QID number and password. 3. Choose “Apply for Health Card” service 4. Choose “Register New Health Card” service. 5. Select the applicant. 6. Fill out the required information. 7. Upload the required documents. 8. Click “Submit”.
Required documents	<ul style="list-style-type: none"> • For Qatari: a personal photo of the applicant, a copy of the QID, GIS address. • For labors working in Qatari families houses: a personal photo of the applicant, a copy of the applicant’s QID, a copy of the sponsor’s QID, the GIS address. • Residents: 1. A copy of the applicant’s QID. 2. A personal photo of the applicant. 3. House rental contract/ KAHRAMAA bill. 4. GIS address.
Duration of service	7 days.
Where to get the service	Nara’akom Application -new health card registration service. 
Fees (if applicable)	<ul style="list-style-type: none"> • QR 100 for residents. • QR 50 for Qataris • QR 50 For labors working in Qatari families houses only.

Service Name	New Health Card Registration Through “Health Center”
How to access the service?	In-person visit to the health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. Visit the reception of the health center and request the New Health Card Registration Form. 2. Fill out the New Health Card Registration Form. 3. Provide the required documents to the receptionist.
Required documents	<p>For Qatari: a personal photo of the applicant, a copy of the QID, GIS address.</p> <p>For labors working in Qatari families houses: a personal photo of the applicant, a copy of the applicant's QID, a copy of the sponsor's QID, the GIS address</p> <p>Residents: A copy of the applicant's QID, a personal photo of the applicant. House rental contract/ KAHRAMAA bill, GIS address.</p>
Duration of service	Same day.
Where to get the service	By visiting the health center's reception.
Fees (if applicable)	<ul style="list-style-type: none"> • QR 100 for residents. • QR 50 for Qataris. • QR 50 for labors working in Qatari families houses only.

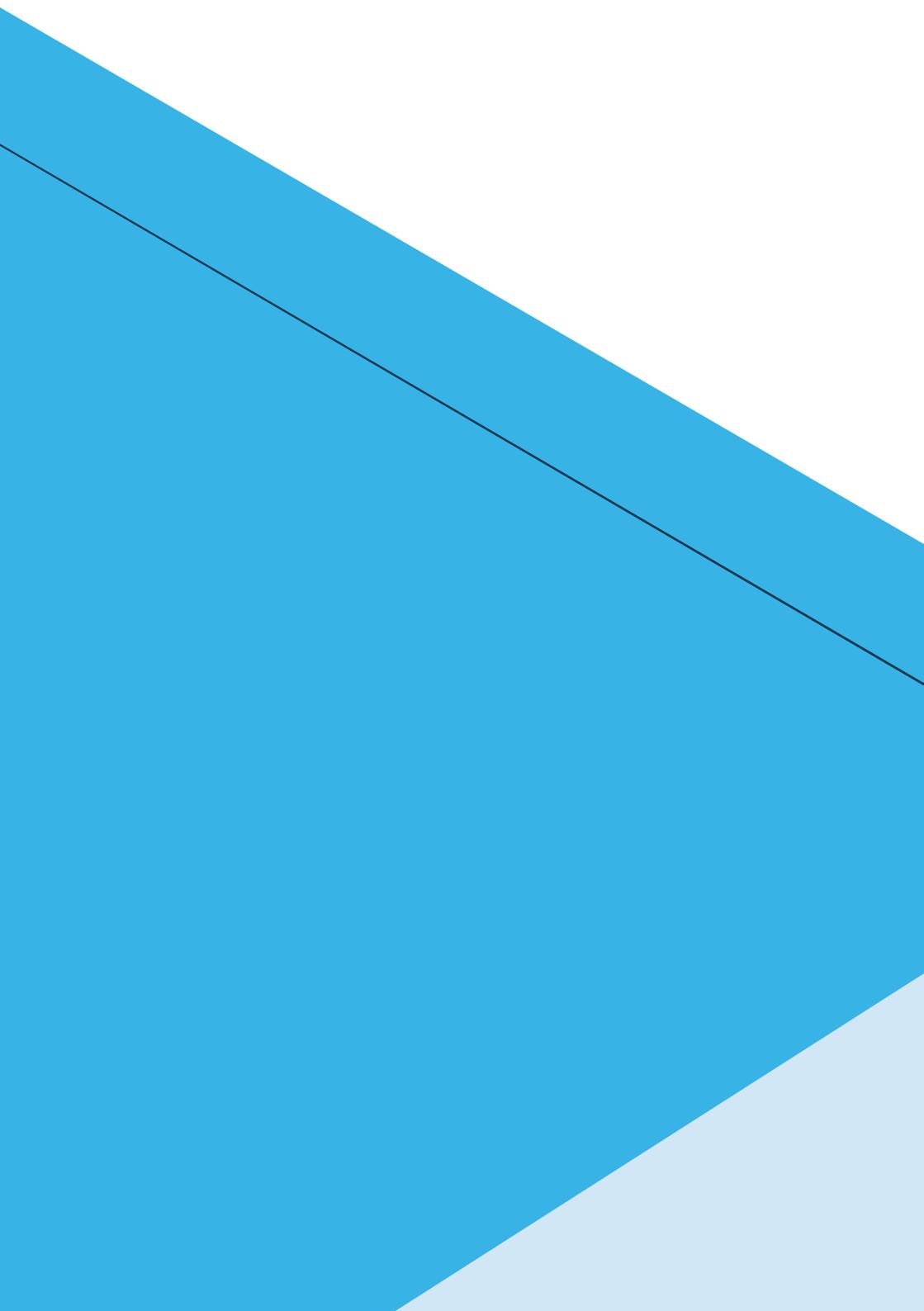
Service Name	Receiving the New Health Card
How to access the service?	Health Cards Office in Health Center.
Service Access Procedures	Visit PHCC health center nearest to your residential area and go to the Health Cards Office to receive the new health card.
Required documents	A copy of QID.
Duration of service	10 minutes, morning shift only.
Where to get the service	Health Cards Office in Health Center.
Fees (if applicable)	<ul style="list-style-type: none"> • QR 100 for residents. • QR 50 for Qataris • QR 50 For labors working in Qatari families houses only.



“Release of Information (ROI)”

Service Name	Release of Information (ROI) (Laboratory, radiology results, CDs, etc)
How to access the service?	In-person visit to the health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. Complete “Release of Information (ROI)” Form available in health center’s Health Information Management (HIM) Office for required Laboratory and Radiology Reports after confirming the reports availability with attending HIM staff. 2. Make payment in the main reception and provide a copy to Health Information Management Team 3. Take an appointment from HIM for collecting the report / radiology CD. 4. Collect the report/CD when ready after providing valid identification.
Required documents	<ul style="list-style-type: none"> • QID/ passport. • Health card for identity verification of the requester.
Duration of service	24-48 hours.
Where to get the service	Medical Records Office in all health centers.
Fees (if applicable)	QR 50.

Service Name	Release of Information (ROI) For Providing COVID-19 Related Certificates and Re-printing Physician Provided Certificates
How to access the service?	In-person visit to the health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. Go to the health center Health Information Management (HIM) Office. 2. Complete “Release of Information (ROI)” Form available in health center Health Information Management (HIM) Office for needed copy of certificates i.e., COVID Record Certificate, Fitness Certificate, Attendance Certificate and Sick leave Certificates. 3. Submit the form to attending HIM staff. 4. Collect the printed copy of the report. <p>Note: Medical Report, Fitness Certificate, Attendance Certificate and Sick leave Certificates are ordered and issued by the Treating Physician.</p>
Required documents	<ul style="list-style-type: none"> • QID/ passport. • Health card for identity verification of the requester.
Duration of service	Same day.
Where to get the service	Medical Records Office at all health centers.
Fees (if applicable)	None.





“Other Services”

Service Name	Correction Or Update of Personal Data
How to access the service?	In-person visit to the health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. Go to the health center Health Information Management (HIM) Office. 2. Complete “Change Request/ Personal Data Update Form” available in health center’s Health Information Management (HIM) Office for required update. 3. Provide the necessary documents document i.e., QID, passport, health card, etc. along with the completed form to attending HIM staff for verification and update in the system.
Required documents	<ul style="list-style-type: none"> • QID/ passport. • Health card.
Duration of service	Same day.
Where to get the service	Medical Records Office at all health centers.
Fees (if applicable)	None.

Patient Portal Enrollment Through “Health Center”	
Service Name	
How to access the service?	In-person visit to the health center.
Service Access Procedures	<ol style="list-style-type: none"> 1. Complete “Patient Portal Registration” Form available in health center Health Information Management (HIM) Office. 2. Provide the necessary document i.e., QID copy and health card along with the completed form to attending HIM staff for sending the invitation link to register.
Required documents	<ul style="list-style-type: none"> • QID. • Health card.
Duration of service	Same day.
Where to get the service	Health Information Management (HIM) Office at all health centers.
Fees (if applicable)	None.

Service Name	Patient Portal Enrollment Through “E-Portal”
How to access the service?	Using HMC-PHCC My Health Patient Portal. (https://myhealth.hamad.qa/home.aspx)
Service Access Procedures	<ol style="list-style-type: none"> 1. Enroll to My Health Patient Portal (https://myhealth.hamad.qa/home.aspx) for first time use. 2. Follow the steps for registration. 3. Confirmation e-mail/SMS will be sent upon registration.
Required documents	<ul style="list-style-type: none"> • QID/ passport. • Health card.
Duration of service	Same day.
Where to get the service	<ol style="list-style-type: none"> 1. By accessing My Health Patient Portal (https://myhealth.hamad.qa/home.aspx) or 2. Following the link through Primary Health Care Corporation (PHCC) e-Service portal (https://www.phcc.gov.qa/Patient-Portal)
Fees (if applicable)	None.

Service Name	Booking an appointment for COVID-19 Vaccination through “Nar'aakom Application”
How to access the service?	“Nar'aakom Application”
Service Access Procedures	<ol style="list-style-type: none"> 1. Access Naraakom Application. 2. Choose to request an appointment for COVID-19 Vaccine 3. Enter the QID number 4. Click on the verify button 5. Enter the verification code 6. Click submit, you will be taken to the Primary Health Care Corporation (PHCC) vaccination appointment request page. 7. Answer the pre-vaccination questions. 8. Choose 3 preferred dates and times. 9. Choose the health center 10. Submit your request
Required documents	None
Duration of service	3 days.
Where to get the service	Nar'aakom Application – Choose to request an appointment for COVID-19 Vaccine 
Fees (if applicable)	None

Service Name	Booking an appointment for COVID-19 Vaccination by Calling or Visit the Health Center
How to access the service?	You can access this service by: <ul style="list-style-type: none"> • Call (Hayyak-107) helpline to book your appointment • Or Call Hotline “40277077” • Or You can visit the Health Center
Service Access Procedures	<ol style="list-style-type: none"> 1. Call (Hayyak-107) helpline or call the Hotline 40277077 to book your appointment for COVID-19 vaccine 2. Or visit the health center and ask Hayyak staff or Recipient at the center to guide you on how to get an appointment for COVIS-19 vaccine.
Required documents	None
Duration of service	Same day.
Where to get the service	By calling the phone numbers mentioned above or visiting the health center.
Fees (if applicable)	None.

Service Name	Request Pre- Travel COVID-19 test certificate through “Naraakom Application”
How to access the service?	Nar'aakom Application.
Service Access Procedures	<ol style="list-style-type: none"> 1. Access Nar'aakom Application. 2. Choose the service request “Pre- Travel COVID-19 test certificate”. 3. Enter the QID number. 4. Click on the verify button. 5. Enter the verification code. 6. Enter your email. 7. Click on verification button. 8. Enter the verification code. 9. Click Submit.
Required documents	None
Duration of service	3 days.
Where to get the service	<p>Nar'aakom Application – Choose to request an appointment for COVID-19 Vaccine.</p> 
Fees (if applicable)	None.



PHCCqatar

www.phcc.gov.qa