



Primary Health Care Corporation (PHCC)

Service Manual

2025

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Foreword by the Managing Director

Since its establishment, the Primary Health Care Corporation (PHCC) has enhanced the quality of health services delivered through its health centers, establishing new primary care facilities to address the evolving needs of the community, strengthen workforce capacity and efficiency, and support staff development. PHCC has actively participated in sector-wide discussions and planning forums at the national level, fostering integration across various tiers of the healthcare system and affirming primary health care as the initial and ongoing point of contact within Qatar's health framework. PHCC is committed to advancing population health through the provision of comprehensive, high-quality primary health care services focused on wellness, prevention, and early screening, prioritizing the development of safe, person-centered care across all health centers.

The PHCC Service Manual serves as an essential reference for primary health care services available to patients and clients. It includes a comprehensive list of services offered at primary health care centers, facility locations, access procedures, and standard service durations, provided in both Arabic and English.

Stakeholders are encouraged to consult this manual to understand where and how to access primary health care services, including details on service timelines and required documentation.

Best wishes for continued health and well-being,

Dr. Mariam Ali Abdulmalik

Managing Director

Primary Health Care Corporation

Special thanks

PHCC Corporate Governance and Compliance Department extends its sincere gratitude to everyone who actively participated in the development and update of the PHCC service manual, especially the following Directorates:

- Operation Directorate
- Preventative Health Directorate
- Quality and Patient Safety Directorate
- Strategy Planning and Health Intelligence Directorate
- Health Information and Communication Technology Directorate
- Finance Department
- Corporate Communication and Public Relation Department

General Health Services in Health Center

Service Name	Family Medicine
How to access the service?	• Face-to-Face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	1. Call (107) helpline to book your appointment directly (No prior medical referral is required) Or through the reception staff in the health center. You can also request to book an appointment through Narakom application. 2. During the booking process, you can select between a Face-to-Face consultation in a 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 30 minutes before your appointment at the 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.

Service Name	Case Management (MDT)
How to access the service?	• Face-to-Face consultation with the case manager and MDT members during MDT conference meeting • Phone or video Consultation.
Service Access Procedures	• If you meet the eligibility criteria where you have 2 or more non-communicable diseases and your case is considered complex, you will be referred via an e-referral from the family physician OR • You will be called by the nurse coordinator as your name will be within the list of eligible individuals. • You will be booked into the Case Management MDT appointment with the case manager and the MDT members and receive a message confirming your appointment. • After the MDT, the nurse care coordinator will contact you to schedule and book a follow up appointment with the care coordinator.
- Required documents	Valid health card.
Duration of service	30 minutes.
Where to get the Service	All Health Centers.
Fees (if applicable)	None.

Service Name	Non-Communicable Diseases (NCD)
How to access the service?	• Face-to-Face consultation with the physician in the health center. • Phone Consultation.
Service Access Procedures	1. You must first obtain a medical referral from your family medicine physician. 2. Then call (107) helpline to book your appointment. Or through the reception staff in the health center 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 30 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?	• Face-to-Face consultation with the physician in the health center. • Phone Consultation.
Service Access Procedures	1. You must first obtain a medical referral from your family medicine physician. 2. Then call (-107) helpline to book your appointment. Or through the reception staff in the health center 3. During the booking process, you can select between a face-to-face consultation in a 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 30minutes before your appointment time at health center to check-in at the 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.

In Case of Expired Health card patient pays a consultation fee (QAR 30) and later if confirmed by a physician as a CDC case, the collected amount can be refunded.

Service Name	Urgent Care Unit (Adults and Pediatric)
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	Case Specific.
Where to get the Service	Adults urgent care 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. Leabaib Health Center , Al Mashaf Health Center , Al Sadd Health Center ,Al Karaana Health Center . Pediatric urgent care service : Al Ruwais Health Center, Umm Slal Health Center Muaither Health Center. Leabaib Health Center , Al Mashaf Health Center , Al Sadd Health Center.
Fees (if applicable)	None.

Service Name	Premarital Screening
How to access the service?	• Face-to-Face consultation with the physician in the health center. • For Qatari, or non-Qatari married to Qatari spouse only.
Service Access Procedures	1. Call (-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 will receive an (SMS) text message for booking confirmation with all your appointment details. 3. Please arrive 30minutes 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, Al Mashaf 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?	- Face-to-face consultation with the health center physician Note: this service is provided to: - Qatari or GCC patient. - Patients aged 50 years old and above and homebound.
Service Access Procedures	By visiting the health center: - 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. By calling Hayyak-107 helpline: - 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). - Patient's representative arrive 30minutes before 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. By referral from HMC HHCS - HMC HHCS will provide a referral in Cerner to the RMO in PHCC - RMO will validate the referral against the referral criteria - HHCS Lead nurse will contact the patient/family to confirm the appointment with the health center physician - The patient will go through an initial medical assessment by the Family Physician - Based on the initial assessment results, the Family Physician will refer to 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	- Valid health card. - Latest medical report (if the patient is following up\ receiving a treatment abroad or in a private hospital).
Duration of service	15 minutes with the Family Physician. 20 minutes with the Lead Home Health Care Nurse in the health center. 30 minutes eligibility assessment visit by the HHCS lead and a staff nurse at the patient's home - If the patient is eligible and admitted to the service, 90 minutes Initial assessment visit by the HHCS MDT - Frequent nursing visits by 2 staff nurses at the patient's home (20 minutes each) according to the management plan developed by the MDT in the initial assessment visit - Regular reassessment visits by MDT (60 minutes each) according to the management plan developed by the MDT with maximum interval of 6 months duration between reassessment visits - Patients stay admitted in the service until being discharged. Discharge takes place upon several administrative and clinical reasons and patient can stay in service for few days to several years
Where to get the Service	24 health centers out of 31 health centers in PHCC The remaining 7 health centers (Umm Ghuwailina, Al Jumailiya, Leghwairiya, Rawdat Al Khail, South Wakra, Al Mashaf , Umm Al Saneem) are covered with home health care services by the nearest health center which has the service
Fees (if applicable)	None

Service Name	Student Pre-school Check-up (SEHA)
How to access the service?	Face-to-face consultation with the physician.
Service Access Procedures	1. Call (-107) helpline to book your appointment directly (No prior medical referral is required) Or through the reception staff in the health center 2. You will receive an (SMS) text message for booking confirmation with all your appointment details. 3. Please arrive 30minutes 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, passport, personal photo, and vaccination card, and birth certificate.
Duration of service	2 Hours include Nursing assessment, lab test, social worker assessment, Dental screening, and P Physician assessment
Where to get the Service	All health centers.
Fees (if applicable)	None.

Service Name	Annual Health Check –up
How to access the service?	Face-to-face consultation with the physician in health center. Target group: - Men and Women aged 18 years and above - Qatari and non-Qatari.
Service Access Procedures	If you are a Qatari citizen of 18 years and above and you are not diagnosed with 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 not diagnosed with one of the non-communicable diseases such as hypertension, diabetes, dyslipidemia..., and you are a resident for more than 5 years, above 45 years or you think you have risk factors you will be contacted to invite you to obtain this service and an appointment will be set to attend the clinic. - Additionally, if you are a Qatari or a Non-Qatari eligible for the service, and you need the 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 assessment appointment with the nurse, the nurse will support the patient to directly book the consultation appointment with the family physician, considering the time after the laboratory results are out. The consultation with the physician can be face to face or a phone consultation.
Required documents	Valid health card.
Duration of service	30 minutes for nurse assessment 15 minutes for physician consultation
Where to get the Service	All health centers.
Fees (if applicable)	None.

Service Name	Medical Commission
How to access the service?	Face-to-face consultation with the physician in health center Note: This service is only available for Qataris and GCC customers for university admission or employment.
Service Access Procedures	- Call (-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 30 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 - 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.

At PHCC we have different categories of medical commission services provided at multiple facilities with applicable charges, List can be shared if required with all applicable fees.

Service Name:	Dietitian
How to access the service?	• Face-to-face consultation with the dietitian in a health center. • Phone Consultation.
Service Access Procedures	1. Physician Referral, call (107) helpline or visit the reception of the health center to book your appointment. Inform your physician of your preference between a face-to-face consultation with the dietician at the health center or phone consultation. 2. Self-Referral, Call (107) helpline to book your appointment directly or visit the reception of the health center to book your appointment directly (No prior medical referral is required). 3. During the booking process, you can select between a face-to-face consultation with the dietician at the 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 with the dietician, please arrive 30 minutes before your appointment time at health center to check-in at main reception, and be ready to be seen by the dietician without delay. 6. For phone consultation, wait for a phone call from the dietician 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 Jumailiya Health Center.
Fees (if applicable)	None.

Service Name	Health Education
How to access the service?	• Face-to-face consultation with the Health Education in health center. • Phone Consultation.
Service Access Procedures	1. Call (-107) helpline to book your appointment directly or visit the reception of the health center (No prior medical referral is required). (also, patients can get appointments through Narakom and visiting the HC) During the booking process, you can select between a face-to-face consultation with the health educator in health center or phone consultation. 2. Referrals from PHCC physicians and other health care providers e.g. (Dieticians). 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. For the face-to-face consultation, please arrive 30 minutes before your appointment time at the health center to check in at the main reception, document your vital signs and be ready to be seen by the health educator without delay. 5. For phone consultation, wait for a phone call from the health educator at the time of your appointment.
Required documents if any	Valid health card.
Duration of service	20 minutes.
Where to get the Service	All health centers except Al Sadd, Al Kaaban, Al Karaana, Madinat Khalifa and Al Jumailiya Health Centers.
Fees (if applicable)	None.

Service Name	Physiotherapy
How to access the service?	• Face-to-face consultation in health center. • Phone Consultation.
Service Access Procedures	1. You must first obtain a medical referral from your family physician. 2. Then call (-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 Physiotherapist 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 30 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 Khor Health Center , Al Waab Health Center, Abu Baker Siddiq Health Center, Muaither Health Center, Al Wajbah Health Center. Al Mashaf Health Center , Al Saad Health center , Umm Seneem 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. Phone Consultation
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 Jumailiya 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)	- No fees for Qataris. - Fees for some categories. - QR 30 for medication home delivery service applied to all clients

Service Name	Clinical Pharmacy Service
How to access the service?	Internal referral by the treating family physician
Service Access Procedures	Appointment only
Required documents	Referral (request for clinical pharmacist to review medication history or treatment regimen) Valid health card. QID
Duration of service	30 minutes
Where to get the Service	19 health centers Al Khor, Al Daayen, Madinat Khalifa, Leabaib, Gharafat Al Rayyan, Umm Slal, Qatar University , Abu Nakhla, Al Sheehaniya, Al Rayan, Al Waab, Muaither, AL Wajbah, Mesaimeer, West Bay, Al Sadd ,South Wakra, Airport, Al Wakra Health Centers
Fees (if applicable)	None

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. or QID
Duration of service	10 minutes.
Where to get the Service	Qatari Patients: All health centers. Non-Qatari Patients: All health centers except Al Meshaf, Al Sadd, Umm Al Seneem, Leabaib, South Wakra, Al Khor, Muaither, Al Thumama
Fees (if applicable)	None.

Service Name	Radiology
How to access the service?	Face-to-face service in the health center.
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 Jumailiya 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	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 (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 30 minutes before your appointment time at health center to check-in at main reception.
Required documents	Valid health card.
Duration of service	Between 30 to 45 minutes
Where to get the Service	OBS / GYN Ultrasound: All health centers except West Bay, Umm Ghuwailina, Al Khor, Al Sheehaniya, Al Kaaban, and Al Jumailiya Health Centers. General Ultrasound: Rawdat Al Khail Health Center, Al Thumama Health Center, Al Sadd Health center, Al Mashaf Health center, Al Ruwais Health Canter, Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center, Al Waab Health Center, Muaither Health Center, Al Wajbah Health Center and Umm Suneem Health center
Fees (if applicable)	None. • No fees for Qataris. • Fees for some categories.

Woman and Child Health Services

Service Name	Well Woman
How to access the service?	Internal referral by Family Medicine Physician (from Primary Health Care Corporation)
Service Access Procedures	1. Patients must first obtain a medical referral from your Family Medicine Physician. 2. Patients are required to visit the main reception to schedule their appointments. 3. When booking for Cervical screening, patient will be asked to mention her last menstrual period (LMP) to schedule the appointment. 4. Patients will receive an (SMS) text message for booking confirmation with all your appointment details. 5. Please arrive 30 minutes before your appointment time at the health center to check in at main reception, document your vital signs and be seen by the physician without delay. 6. Once the Pap smear test has been performed, the patient is advised to return to the main reception to arrange a follow-up (telephone consultation or face to face consultation) after 14 days to check the results. 7. The cervical cancer screening is available only for Asymptomatic women (between 25 and 65 years) who have ever been sexually active. 8. Referral orders are valid for one-time use only. In case of a missed appointment, patients are required to request a new referral from their Family Medicine Physician.
Required documents if any	Valid health card.
Duration of service	• 20 minutes for first visit. • 10 minutes for follow up visit.
Where to get the Service	All health center
Fees (if applicable)	None.

Service Name	Antenatal
How to access the service?	• Face-to-face consultation with the physician in health center • Phone Consultation (for specific cases determined by the treating physician).
Service Access Procedures	1. You must first obtain a medical referral from your family physician. 2. Then, call (-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 30 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	Midwifery Led Clinics
How to access the service?	Referral from Family Physician if patient meets all inclusion criteria (low risk mothers only) in the risk assessment.
Service Access Procedures	1. Pregnant women meeting eligibility criteria can be referred to MLC by Family Medicine physicians between 14 and 24 weeks for their first visit. 2. The Referred pregnant women must undergo a risk assessment by a physician at their first visit, in line with the Inclusion and Exclusion Criteria 3. If a Qatari pregnant woman declines referral to the Midwifery-Led Clinic (MLC), her care will continue under the antenatal physician 4. Non-Qatari patients will be referred automatically as part of the integrated low-risk care pathway, unless clinical concerns or a change in risk status arise.
Required documents	Valid Health Card
Duration of service	30 minutes
Where to get the Service	• All health centers except Leghuwairiya and Al Jumailiya Health centers.
Fees (if applicable)	None.

Service Name	Post-Natal
How to access the service?	• Face-to-face consultation with physicians in health center. • Phone Consultation.
Service Access Procedures	• 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 following steps: 5. Call (Hayyak-107) helpline to book an appointment with the family physician. 6. The family physician will assess and refer the case to the maternal and child educator as needed. 7. During the booking process, you can select between a face-to-face consultation with the physician in the health center or phone consultation. 8. You will receive an (SMS) text message for booking confirmation with all your appointment details. 9. For the face-to-face consultation, please arrive 30minutes before your appointment time at the health center to check-in at main reception, document your vital signs and be seen by the physician without delay. 10. 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	1. Call (-107) helpline to book your appointment directly (No prior medical referral is required). Or through the reception staff in the health center. or through Narakom 2. You will receive an (SMS) text message for booking confirmation with all your appointment details. 3. Please arrive 30minutes 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?	• Face-to-face consultation with the physician in the health center. • Phone Consultation.
Service Access Procedures	1. You must first obtain a medical referral from your Family Physician. 2. Then, call (-107) helpline to book your appointment or through the reception staff in the health center. 3. During the booking process, you can select between a face-to-face consultation 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, please arrive 15 minutes before your appointment time at the 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, , Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center, Muaither Health Center, Al Wajbah 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	It is an appointment-based service but can accept walk-ins if the clinic is available on the same day.
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 Wakra Health Center, Rawdat Al Khail Health Center, Gharrafat Al Rayyan Health Center, Abu Baker Al Siddiq Health Center, Al Rayyan Health Center, Al Wajbah Health Center, Leabaib Health Center. Abu Nakhla , Al Sadd health center .
Fees (if applicable)	None.

Specialized Clinics

Service Name	Psychology Support Clinic
How to access the service?	• Face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	1. You must first obtain a medical referral from your family physician, or psychiatrist 2. Then, Either book the appointment at reception desk after consultation or call (-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 30minutes 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, Al Mashaf Health Center, Al Sadd Health Center, Leabaib Health Center, Qatar University Health Center, Al Wajba Health Center. Umm Slal health center , Muaither health center
Fees (if applicable)	None.

Service Name	Integrated Adult Psychiatry Clinic
How to access the service?	- face-to-face consultation with the physician in health center. - Phone Consultation.
Service Access Procedures	- You must first obtain a medical referral from your family physician, psychologist, or psychiatrist - Patients between 18 and 64 years are seen at the Integrated Adult Psychiatry clinic.call or wait for (-107) helpline to book your appointment. (Adult psychiatry appointments are clinically triaged by the RMO team and should not be booked by reception staff) - 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 30minutes 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	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, Al Mashaf Health Center, Al Sadd Health Center , Qatar University Health Center, Al Wajbah Health Center. Leabaib Health Center, Muaither health center. Integrated Older adult psychiatry clinics : Umm Slalh health center and Al Mashaf Health Center
Fees (if applicable)	None.

Service Name	Integrated Older Adult Psychiatry
How to access the service?	• Face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	Referral to this service from PHCC & HMC Psychiatrists and PHCC Family Physicians., for patients 65 years or above. Then call (107) helpline to book your appointment or you can book at the health center. 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 30 minutes before your appointment time at health center. 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	New: 90 minutes Follow up: 30 minutes
Where to get the Service	Umm Slal Health Center, Al Meshaf Health Center, Al Waab Health Center Al Wajbah Health Centers.
Fees (if applicable)	None.

Service Name	ADHD
How to access the service?	Face-to-face consultation with the ADHD Psychiatrist at the health center.
Service Access Procedures	You must first obtain a medical referral from the PHCC Integrated Adult Psychiatry Clinic or HMC Psychiatry clinics only. If the referral is inbound (from HMC psychiatry), the referral will be extracted from RMO for validation; filter according to overarching scope of the service and ensure its appropriate. If deemed Appropriate, the RMO will change the disposition code to “Ready to schedule”. Referral will be picked up at health center to be booked. If the referral is from PHCC Integrated Adult Psychiatry, referral will be picked up at health center to be booked. 107 can reschedule or cancel appointment only. Patient will then receive an (SMS) text message for booking confirmation with all appointment details. For face-to-face consultation, please arrive 15 minutes before your appointment time at health center.
Required documents	Valid health card.
Duration of service	New : 120 minutes F/u: 30 minutes
Where to get the Service	Rawdat Al Khail Health Center
Fees (if applicable)	None.

Service Name	New Start
How to access the service?	The referral pathway to this specialized clinic is solely from within HMC Umm Slal Treatment & Rehabilitation Center.
Service Access Procedures	The service is supported by PHCC reception staff and pharmacy staff. The referral pathway to this specialized clinic is solely from within HMC Umm Slal Treatment & Rehabilitation Center.
Required documents	Qatari nationals/citizens only
Duration of service	30 Min for first appointment 15 for follow up
Where to get the Service	Al Sadd Health Center
Fees (if applicable)	Non

Service Name	Musculoskeletal
How to access the service?	- face-to-face consultation with the physician in health center. - Phone Consultation (ONLY FOR FOLLOW UP CASES)
Service Access Procedures	- You must first obtain a medical referral from your family physician. - Then obtain an appointment from the receptionist. - During the booking process, you can select between a face-to-face consultation in the health center. Phone consultation will be decided by assigned Dr. - 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 the health center to check-in at the 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 for (New) 15 minutes for (Follow up)
Where to get the Service	Qatar University Health Center, Muaither Health Center.
Fees (if applicable)	In general, free service. For MSK ultrasound for Non-Qatari: QR 50

Service Name	Integrated Care for Older People “ICOPE”
How to access the service?	Patients over 60 years old are invited to their registered HC only
Service Access Procedures	Patients over 60 years old are invited from their registered HC only for a face-to-face consultation
Required documents	Valid health card.
Duration of service	First appointment 60minutes.; F/up - 30 minutes
Where to get the Service	Rawdat Al Khail Health Center, Leabaib Health Center, Al Wajbah Health Center, Qatar University
Fees (if applicable)	None.

Service Name	Cupping Therapy
How to access the service?	face-to-face consultation
Service Access Procedures	Patients whose condition requires receiving cupping therapy will be able to obtain it through family physician who simply transfers the appropriate cases based on approved standards.
Required documents	Valid health card.
Duration of service	45 minutes for First Visit, 30 minutes for follow up
Where to get the Service	Umm Slal, Al Sadd, Umm Al Seneem Health Center,
Fees (if applicable)	None.

Service Name	Ear, Nose, and Throat (ENT) Clinic
How to access the service?	• face-to-face consultation with the physician in the health center. • Phone Consultation.
Service Access Procedures	1. You must first obtain a medical referral from your family physician. 2. Then call (-107) helpline to book your appointment. or through the reception staff in the health center 3. During the booking process, you can select between a face-to-face consultation 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 face-to-face consultation, please arrive 30minutes before your appointment time at the 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 Mashaf Health Center, Al Sadd Health Center, Al Ruwais Health Center, Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center, Mesaimmer Health Center, Muaither Health Center, Al Wajba Health Center. Al Khor health center, Umm Seneem Health Center
Fees (if applicable)	None.

Service Name:	Audiology Clinic
How to access the service?	• Face-to-face consultation with the physician in health center • Phone Consultation
Service Access Procedures	1. You must first obtain a medical referral from your family physician. 2. Then, call (-107) helpline to book your appointment. or through the reception staff in the health center 3. During the booking process, you can select between a face-to-face consultation 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 face-to-face consultation, please arrive 30minutes before your appointment time at the 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, Al Thumama Health Center, Al Mashaf Health Center, Al Sadd Health Center, Umm Slal Health Center, Leabaib Health Health Center, Qatar University Health Center, Muaither Health Center, Al Wajbah Health Center. Al Ruwais health center, Al Khor Health Center, Umm Seneem Health Center, Mesaimeer Health Center
Fees (if applicable)	None.

Service Name	Dermatology Clinic
How to access the service?	• face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	1. You must first obtain a medical referral from your family physician. 2. Then, call (-107) helpline to book your appointment. or through the reception staff in the health center 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 30minutes before your appointment time at health center to check-in at the 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 if any	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, Muaither Health Center, Al Wajba Health Center. Al Ruwais health center, Al Mashaf Health Center , Al Saad health center Al Khor Health Center , Umm Seneem Health Center
Fees (if applicable)	None.

Service Name	Ophthalmology Clinic
How to access the service?	• Face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	1. You must first obtain a medical referral from your family physician. 2. Then, call (-107) helpline to book your appointment or through the reception staff in the health center. 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 30 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	Airport Health Center, West Bay Health Center, Al Wakra Health Center, Rawdat Al Khail Health Center, Al-Thumama Health Center, Al Mashaf Health Center, Al Sadd Health Center , Gharrafat Al Rayyan Health Center, Al Ruwais Health Center, Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center Al Khor Health Center , Mesaimeer Health Center, Al Rayyan Health Center, Muaither Health Center, Al Wajbah Health Center. and Umm Seneem 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	1. You must first obtain a medical referral from your family physician. 2. Then, call (107) helpline to book a face-to-face appointment or through the reception staff in the health center. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. Please arrive 30minutes 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, Muaither 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 Khor health center ,Al Ruwais health center Al-Thumama Health Center, Rawdat Al Khail Health Center, Al Wakra Health Center, West Bay Health Center, Al Mashaf Health Center, Al Sadd Health Center., Umm Seneem Health Center
Fees (if applicable)	None.

Service Name	General Dental Clinic
How to access the service?	• Face-to-face consultation with the general dentist in the health center. • Phone Consultation.
Service Access Procedures	1. Call (-107) helpline to book your appointment directly (No prior medical referral is required) or through the reception staff in the health center 2. During the booking process, you can select between a face-to-face consultation with the general dentist in 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, please arrive 30 minutes before your appointment time at the 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?	Face-to-face consultation with the dentist in health center Note: This service is provided to children from 0 to 5 years old and pregnant women.
Service Access Procedures	To book an appointment for children of the determined age group, please follow the steps below: 1. Call (-107) helpline to book your appointment directly (No prior medical referral is required) or HC visit 2. The appointment will be face-to-face consultation with the dentist in 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 30 minutes before your appointment time at the health center to check in at main reception, document your vital signs and be seen by the dentist without delay. For pregnant women: 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. Or call 107 to complete the booking 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. For face-to-face consultation, please arrive 30 minutes before your appointment time at the health center to check-in at the 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.

Fees applicable to non-exempted groups only for listed services.

Service Name	Specialized Dental Clinic (Oral Surgery, Endodontics clinic, Pediatric Dental clinic, Periodontics clinic)
How to access the service?	• Face-to-face consultation with the dental specialist in health center. • Phone Consultation
Service Access Procedures	1. You must first obtain a medical referral from the general dentist 2. The appointment will be face-to-face or phone consultation with the dental specialist in the health center upon the referring dentist's request. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. 4. For face-to-face consultation, please arrive 30 minutes before your appointment time at the health center to check in at the 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 - 60 minutes.
Where to get the Service	Oral and Dental Surgery Clinics: Al Thumama Health Center, Qatar University Health Center, Leabaib Health Center, Muaither Health Center, Al Wajba Health Center. Endodontics Clinics: Airport Health Center, Rawdat Al Khail Health Center, Omar Bin Khatab Health Center, Al Thumama Health Center, Al Wakra Health Center, Al Mashaf Health Center, AL Sadd 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. Al Khor health center, Al Ruwais health center, Umm Al Saneem Health Center. 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, Al Mashaf Health Center, AL Sadd Health Center, Leabaib Health Center, Umm Slal Health Center, Qatar University Health Center, Al Ruwais Health Center, Al Khor Health Center, Muaither Health Center, Al Waab Health Center, Al Wajba Health Center, West Bay Health Center, Abu Baker Sidiq Health Center, Umm Al Saneem Health Center. Periodontal Treatment Clinics: Rawdat Al Khail Health Center, Leabaib Health Center, Al Waab Health Center, Al Wajbah Health Center.
Fees (if applicable)	• No fees applied to Qataris. • Fees apply to non-exempted groups based on the service provided.

Service Name	Dental Clinic – Dental school health (Asnani)
How to access the service?	Face-to-face consultation with the dentist in health center or at schools Note: This service is provided to children enrolled in governmental kindergartens (KGs) and primary schools
Service Access Procedures	KG students: 1. Parents must sign a written informed consent approving their children to be screened and treated. 2. KG students with approved parents' consent will visit the Health Center for dental screening 3. Students requiring further dental care will be scheduled for a follow-up appointment upon request from the general dentist. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For face-to-face consultation, please arrive 30 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. Primary school students: 1. Parents must sign a written informed consent approving their children to be screened and treated. 2. Primary school students with approved parents' consent will be screened at their schools 3. Students requiring further dental care will be scheduled for a follow-up appointment upon request from the general dentist. 4. You will receive an (SMS) text message for booking confirmation with all your appointment details. 5. For face-to-face consultation, please arrive 30 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, governmental kindergartens (KGs), and primary schools.
Fees (if applicable)	None.

Students health services during School hours:

Service Name	Memory Clinic
How to access the service?	• Face-to-face consultation with the physician in health center. • Phone Consultation.
Service Access Procedures	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 30minutes 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 Center, Al Sadd Health Center , Leabaib Health Center, Al Wajbah Health Center.
Fees (if applicable)	None.

Any student who is referred from a school to a health center to any Non-Dental Clinic during school hours must carry an official stamped letter issued by the school. This letter must clearly state the students' medical complaint or condition and must be written by the school nurse or an authorized school representative

Service Name	Cardiology Clinic
How to access the service?	Face-to-face consultation with the physician in health center
Service Access Procedures	1. You must first obtain a medical referral from your family physician. 2. Then, book your appointment at the health center at the main reception. 3. You will receive an (SMS) text message for booking confirmation with all your appointment details. Please arrive 30minutes before your appointment 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 a 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 Procedures Clinic
How to access the service?	Face-to-face consultation with the physician in health center.
Service Access Procedures	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 30minutes 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, Al Sadd Health Center , Abu Baker Sidiq Health Center. Leabaib health center, Muaither Health Center
Fees (if applicable)	None.

Service Name	Cancer Survivorship Clinic
How to access the service?	The only way to access the service by the eligible patients is to be referred by the National Center for Cancer Care and Research (NCCCR)-HMC.
Service Access Procedures	• Eligible patients is referred by the National Center for Cancer Care and Research (NCCCR)-HMC in Cerner after risk assessment and meeting the eligibility criteria. • Care Coordinator (nurse) at PHCC reviews referral and rechecks eligibility criteria • Care Coordinator receives Patient consent and detailed shared care plan from NCCCR-HMC • Care Coordinator sends invite to eligible patient
Required documents	• Valid QID • Valid Health Card • Active mobile number
Duration of service	30 minutes.
Where to get the Service	Currently at Al Saad Heath Center only (pilot).
Fees (if applicable)	None.

Service Name	Smoking Cessation Clinic
How to access the service?	Access by: - 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	Referral from a family doctor - When you visit your family doctor, they may refer you to a smoking cessation clinic, or you may request this. - Your doctor will then complete an electronic referral form, and the health center reception will then schedule your appointment. Self-referral - You can call the "Hayak 107" helpline and book an appointment at the smoking cessation clinic. At your appointment, explain to your doctor the reasons for referring to the smoking cessation clinic.
Required documents	Valid health card.
Duration of service	(40) minutes for first visit. (20) minutes for a follow-up visit.
Where to get the Service	In health centers that have smoking cessation clinics
Fees (if applicable)	Fees for medications according to the rules

Wellness Center Services

Service Name	Healthy Lifestyle Clinics (HLS)
How to access the service?	Referral from your family physician.
Service Access Procedures	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 a total of (12) weeks.
Where to get the Service	The service is currently available in seven (7) 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, 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	1. At your first Healthy Lifestyle appointment, the Healthy Lifestyle Physician will discuss with your availability. 2. You will then go to the health center's reception to book your appointment.
Required documents	Valid health card.
Duration of service	60-minute consultation for new customer. (30) minutes for subsequent follow-ups for a total of (12) weeks.
Where to get the Service	The service is currently available in seven (7) 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, Al Khor Health Center
Fees (if applicable)	None.

Service Name	Wellness Gym
How to access the service?	1. Referral along with duly filled Exercise Wellness Gym Assessment Form from family physician, wellness champion, or HLS clinic physician.
Service Access Procedures	Referral from your Family Physician: 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 and will be booked by Wellness HC reception staff. 4. You will then receive a telephone call to arrange your initial appointment for assessment at the wellness gym. Referral from your Healthy Lifestyle Clinic Physician: 1. At your first healthy lifestyle clinic appointment, the physician will assess your overall health condition before referring you to the gym. If your health status is deemed suitable, the referral will proceed directly. However, if there are concerns or uncertainties, the physician should refer you for an exercise physiology according to inclusion and exclusion criteria for assessment first. 2. Based on the results and your medical background, the physician will make an informed decision and discuss all options with you thoroughly if eligible the physician will complete the e-referral form. 3. You will then go to the Wellness HC reception staff.
Required documents	1. Signed Consent Form. 3. Valid health card.
Duration of service	(60) minutes per session Including Warm up and cool down for new and follow up cases.
Where to get the Service	The service is currently available in Seven (7) Wellness Centers. Muaither Health Center, Rawdat Al Khail Health Center, Leabaib Health Center, Umm Slal Health Center, Al-Wajba Health Center, Al-Ruwais Health Center. AlKor health center
Fees (if applicable)	None.

Service Name	Group Exercise Classes
How to access the service?	E-referral from the gym instructor in the wellness center.
Service Access Procedures	1. When you visit the Wellness Center for your initial assessment appointment, you can ask the gym instructor about the availability of group exercise classes. 2. If you would like to attend any group exercise class, you can tell the gym coach to Instructor 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 5) wellness health centers: Muaither Health Center, Rawdat Al Khail Health Center, Leabaib 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	1. When you visit the wellness center for your initial appointment for assessment at the wellness gym, the doctor prescribes according to health condition to refer you for a swimming pool assessment. 2. If you pass the swimming pool test, you can then book your appointment to access the swimming pool.
Required documents	• Passing 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 seven (7) 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. Al Khor 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 (10) visits to the Wellness Center.
Required documents	• No allergy to the oil for the massage. • 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. Al Khor Health Center
Fees (if applicable)	None.

Service Name	Steam
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 five (5) wellness health centers: Muaither Health Center, Rawdat Al Khail Health Center, Leabaib 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	- 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 Wellness Health Center to book your appointment for assessment at the Exercise Physiology Clinic.
Required documents	Valid health card.
Duration of service	(90) 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	Cupping Therapy Clinic Established within PHCC since Feb. 2024
<i>How to access the service?</i>	Internal E-referred from your family physician or general practitioners, provided that the patient meets the established entry and exclusion criteria for the service.
Service Access Procedures	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 at the Cupping Clinic. 3. Your physician will then assess you for the entry and exclusion criteria and if eligible will complete the e-referral form. 4. You will then go to the health center reception to arrange your appointment at the cupping Clinic in the Health Center.
Required documents	Valid health card.
Duration of service	Duration per session: ➤ Face-to-face New appointment: 45 Minutes ➤ Face-to-face Follow-up appointment: 45 Minutes ➤ Telephone Follow-up appointment: 15 Minutes
Where to get the Service	The service is currently available in three (3) Health Centers: AL Sadd Health Center, Umm Seneem Health Center and Umm Slal Health.
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?	The Bowel Screening service is accessible via: 1- Screening Call Center Invitation 2- Physician referral (PHCC/HMC/Biobank) 3- Self-referral
Service Access Procedures	To access the service, a client can: 1. Receive Screening Call Center Invitation – the dedicated call center calls independently to pre-eligible Qatari and Non-Qatari men and women residents aged 50 - 74 years from the “screening database” to invite and schedule bowel screening appointments. 2. Request for a Bowel Screening Referral through physician at any regular PHCC appointments (Applicable also for HMC and Biobank Physicians) - the physician will assess the patient and complete the eligibility questionnaire form for referral. If the client is eligible, the e-referral will proceed in Cerner and patients will receive a call from the Screening Call center to schedule bowel screening appointments. 3. Self-refer by: • Walking-in the Bowel Screening Clinics – any screening staff can assist in scheduling appointments • Directly call Screening Call Center (8001112) to schedule bowel screening appointments. • Appointment Request through Naraakom mobile application - log in to the app with the National Authentication System using your QID number and your password. Click on E-services and select Cancer Screening. Then, Select Bowel Screening program and fill in required pre-eligibility questionnaire, then submit. The requester will be contacted to arrange an appointment for the bowel cancer screening. • Appointment Request through Screen For Life or PHCC website registration links - 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.

	Scan QR code below; fill in the direct registration form with your contact information and pre-eligibility questions then submit. The requester will be contacted to arrange an appointment for the bowel cancer screening.  During the Screening Call Center call, the service can be scheduled as face-to-face or phone consultation appointments as per preferred date and time or as per clinic slot availability. Confirmed appointments shall receive an appointment confirmation SMS on the same day after successfully booking the appointment and an appointment reminder call and SMS within 1 – 2 days before the appointment date.
Required documents	- Valid health card. - QID. - Previous colonoscopy results if available.
Duration of service	(25) minutes for first screening visit. (25) minutes for follow-up visit (only for patients with positive FIT screening result).
Where to get the Service	- In 5 Health Centers: Al Wakra Health Center, Leabaib Health Center, Rawdat Al Khail Health Center, Al Sadd Health Center, Muaither Health Center - In Mobile Screening Unit stationed at different announced locations.
Fees (if applicable)	None.

Service Name	Early Screening of Breast Cancer
How to access the service?	The Breast Screening service is accessible via: 1. Screening Call Center Invitation 2. Physician referral (PHCC/HMC) 3. Self-referral.
Service Access Procedures	To access the service, a client can: 1. Receive Screening Call Center Invitation – the dedicated call center calls independently to pre-eligible Qatari and Non-Qatari women residents aged 45 - 69 years from the “screening database” to invite and schedule breast screening appointments. 2. Request for a Breast Screening Referral through physician at any regular PHCC appointments (Applicable also for HMC Physicians) - the physician will assess the patient and complete the eligibility questionnaire form for referral. If the client is eligible, the e-referral will proceed in Cerner and patients will receive a call from the Screening Call center to schedule bowel screening appointments. 3. Self-refer by: • Walking-in the Breast Screening Clinics – any screening staff can assist in scheduling appointments • Directly call Screening Call Center (8001112) to schedule breast screening appointments. • Appointment Request through Naraakom mobile application - log in to the app with the National Authentication System using your QID number and your password. Click on E-services and select Cancer Screening. Then, Select Breast Screening program and fill in required pre-eligibility questionnaire, then submit. The requester will be contacted to arrange an appointment for the breast cancer screening Appointment Request through Screen For Life or PHCC website registration links - 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.

	 During the Screening Call Center call, the service can be scheduled as face-to-face appointment type only for first screening visit as per preferred date and time or as per clinic slot availability. Phone consultation is only available for Follow-up consultations Confirmed appointments shall receive an appointment confirmation SMS on the same day after successfully booking the appointment and an appointment reminder call and SMS within 1 – 2 days before the appointment date.
Required documents	• Valid health card. • QID. • Previous mammography results if available.
Duration of service	(25) minutes for first screening visit. (25) minutes for follow-up visit (only for patients with positive Mammogram screening result).
Where to get the Service	• In four (4) Health Centers: Al Wakra Health Center, Leabaib Health Center, Rawdat Al Khail Health Center, and Muaither Health Center. • In Mobile Screening Unit stationed at different announced locations
Fees (if applicable)	None.

Service Name	Cervical Cancer Screening
How to access the service?	The service is provided through the Well-Woman Clinic. For more information, please see page 28

Service Name	Asnani
How to access the service?	Face-to-face consultation with a dental hygienist in HC for kindergarten children Face-to-face consultation in schools for Primary school-age children. Note: This service is provided to children from 3 to 12 years old registered in Qatar government schools.
Service Access Procedures	1. Consent form sent out to the parents/ guardians for government kindergarten & primary school children. 2. Kindergarten children visit the health center affiliated with the Primary Health Care Corporation for oral health education, dental check-ups, and fluoride application. 3. Primary school children are provided with oral health education, oral screening, and fluoride varnish in the school setting.
Required documents	Consent form /Health Card.
Duration of service	10 minutes.
Where to get the Service	Government Schools / PHCC HC.
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	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”. 7. It is available for 11 self-referral services: FMM, dental, well baby, dietetics, smoking cessations, medical commission, Health education, MCH, family planning SEHA, and preconception care
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?	Call helpline 107 directly. (mainly for self-referral service but still the scope of 107 did not cover all types of service provided)
Service Access Procedures	1. Call helpline 107. 2. Choose the language you prefer to talk to the employee in. 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	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	Change of Assigned Family Physician Through “Nara’akom” Application
How to access the service?	Nara’akom Application.
Service Access Procedures	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	Nara’akom Application – “Change My Family Physician” service.  Or through http://www.phcc.gov.qa/eng/Media/News/Naraakom-App-Launch
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	1. Complete the "Change of Family Physician Request" Form available in health center’s Health Information Management (HIM) Office for the required update. 2. Provide the necessary documents, 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	• 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	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	• 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	(When changing the residence address only) 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: • A family physician will be assigned in the new health center. • All the applicants’ 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	• 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	A dependent is: a child under 18 years old. 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. Conformation e-mail/SMS will be sent upon receipt and completion of the request.
Required documents	• 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	A dependent is: a child under 18 years old. 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	• A copy of QID of the parent or the person responsible. • 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. if the card is expired it can be through narakom
Service Access Procedures	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 Ghwalina Health Center, Omar Bin Khattab Health Center, Al Wakra 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 Canter, Umm Slal Health Center, Leabaib Health Center, Qatar University Health Center, Al Ruwais health center Abu Baker Siddiq Health Center, Abu Nakhla Health Center, Al Rayan Health Center, Muaither Health Center, Al Wajba Health Center, Al Waab Health Center, Mesaimeer Health Center.
Fees (if applicable)	• 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 “Nara’akom” Application”
How to access the service?	Nara’akom application.
Service Access Procedures	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	• 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)	• 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	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	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: A copy of the applicant's QID, a personal photo of the applicant. House rental contract/ KAHRAMAA bill, GIS address.
Duration of service	Same day.
Where to get the Service	by visiting the health center’s reception.
Fees (if applicable)	• 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)	• 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	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 area and provide a copy to the 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	• 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.

Release of Complete Medical Report Related to Diagnosis and Treatment

The release of a complete medical report—including diagnosis and treatment details

Fees: QR 50 (With Valid health Card)

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	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. Note: Medical Report, Fitness Certificate, Attendance Certificate and Sick leave Certificates are ordered and issued by the Treating Physician.
Required documents	• 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. Through 107 calls
Service Access Procedures	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 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	• 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.

Service Name	Patient Portal Enrollment Through “Health Center”
How to access the service?	In-person visit to the health center.
Service Access Procedures	1. Complete the “Patient Portal Registration” Form available in health center Health Information Management (HIM) Office. 2. Provide the necessary documents, i.e. a QID copy and health card along with the completed form to attending HIM staff for sending the invitation link to register.
Required documents	• 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	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	• QID. • health card.
Duration of service	Same day.
Where to get the Service	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	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: • Call (Hayyak-107) helpline to book your appointment • Or Call Hotline “40277077” • Or You can visit the Health Center
Service Access Procedures	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 COVID-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	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 the verification button. 8. Enter the verification code. 9. Click Submit.
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	Cleaning, Disinfection and Sterilization of medical instruments. Note- This service is provided by the Sterilization unit to internal customers of organizations such as Doctors, Nurses and clinical staff.
How to access the service?	CSSD Document tracking system app.
Service Access Procedures	1. Access to CSSD Document tracking system app. 2. Choose the Integrated instrument endorsement form 3. Select the HC name, mention the clinic number. 4. Select the instrument name from the drop-down list for sterilization. 5. Mention the required quantity in the appropriate box. 6. Submit the form.
Required documents	None.
Duration of service	Three hours after submission of form
Where to get the Service	Sterilization Unit in HC
Fees (if applicable)	None.