

المديرية العامة للمؤسسات الصحية الخاصة
Directorate General of Private Health Establishment

وزارة الصحة
Ministry of Health



Coordinating and Follow Up Department Standard Operation Procedures

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Acronyms

DGPHE	Directorate General of Private Health Establishments
HoD	Head of department
HoS	Head of section
MoH	Ministry of Health, Oman
PHE	Private Health Establishments
SOP	Procedure

Definitions

- **Institution:** is an organization, establishment, foundation, society devoted to the promotion of a particular cause or program e.g universities, hospitals, directorates (Douglas, 2010).
- **Institutional Document:** is any document related/ applied to the institutional level.
- **National Documents:** is any document applied to the national level.
- **Policy:** is the basic principle, by which a government is guided, it declares objectives of the institute.
- **Procedure:** is the established steps to be followed routinely in order to ensure that the outcome and values expressed in the policy are achieved (Athabasca University, 2009).
- **Process:** It is a set of mandatory step by step, detailed action required to successfully accomplish a task.
- **Protocol:** Protocol has several different meanings, all connected to the idea of guidelines or procedures to follow, including:

- a. An accepted or established code of procedure or behavior in any group, organization or situation.
- b. A set of rules explains the ideal procedures.
- **Record:** Document that memorializes and provides objective evidence of activities performed, events occurred, results achieved, or statements made.
- **Review:** is a process of going over a subject or document again and again to correct it and make it valid.
- **Revision:** is a process of re-reading or reviewing a document periodically for updating purpose.
- **Storage/Archiving:** Options to maintain system files via data storage hardware, utilizing one or several distributed location.
- **Version:** Refers to the status the document currently at with regard to the number of times the document has been revised.

Coordinating and Follow Up Department, Standard Operation Procedures

1. Introduction

The Directorate General of Private Health Establishments (DGPHE) provides this procedure as a functional guidance to standardize the format and the procedure for managing activities related to Coordinating and follow up Section.

2. Purpose

- To provide guidelines for carrying out the activities related to the Coordinating and follow up Department
- To ensure that all in Coordinating and follow up Department follows a recognized standardized framework and process.

3. Scope

This document is applicable to Coordinating and follow up Section.

4. Policy

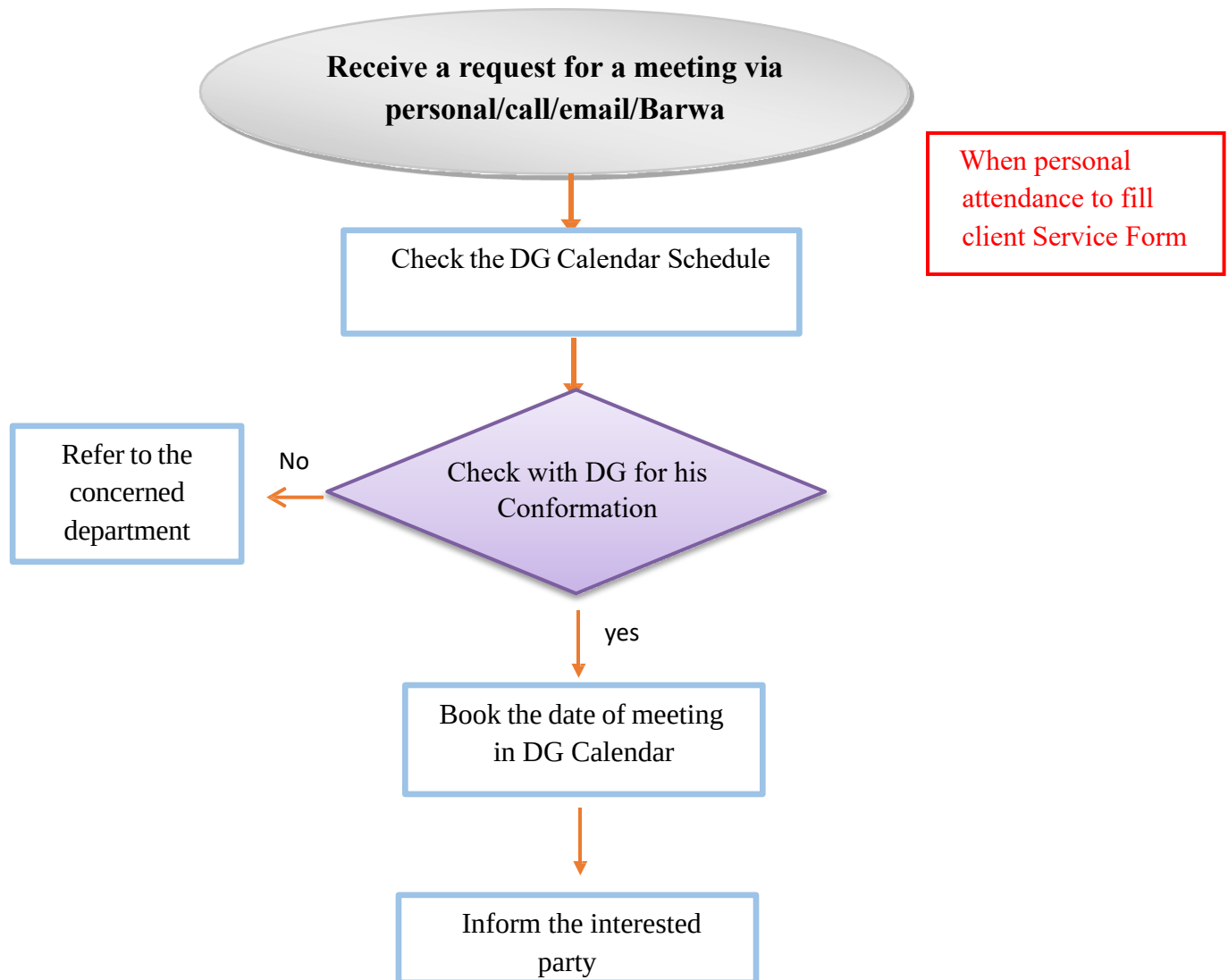
The DGPHE ensures that all in Coordinating and follow up Section will be following the policy and procedure mentioned here in this document while carrying out activities related to the Coordinating and follow up Section.

4.1 Definitions of Coordinating and follow up Section mentioned in the document in 4.0 Definitions for better understanding.

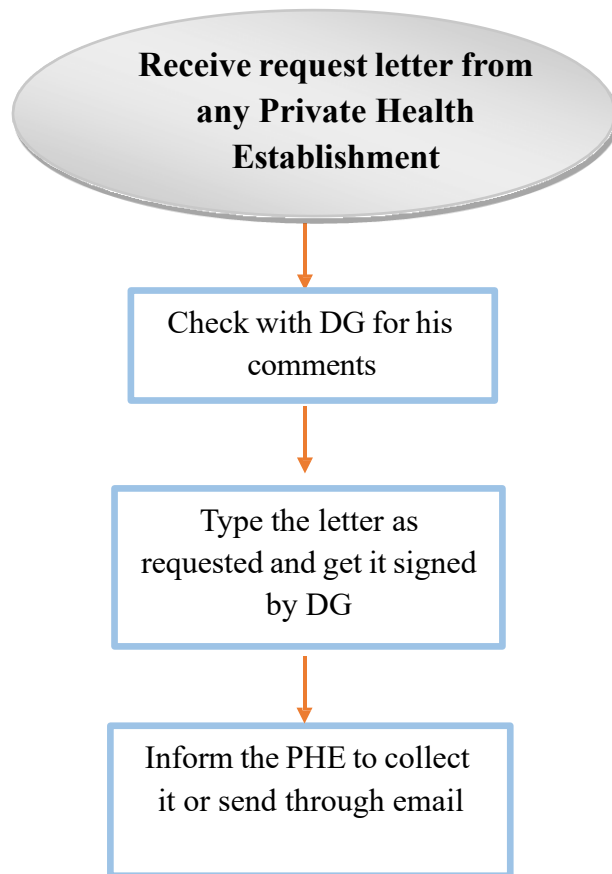
4.2 Upon receiving of any requirements to Coordinating and follow up Section this procedure shall be followed by all employees working in Coordinating and follow up Section.

5. Procedure

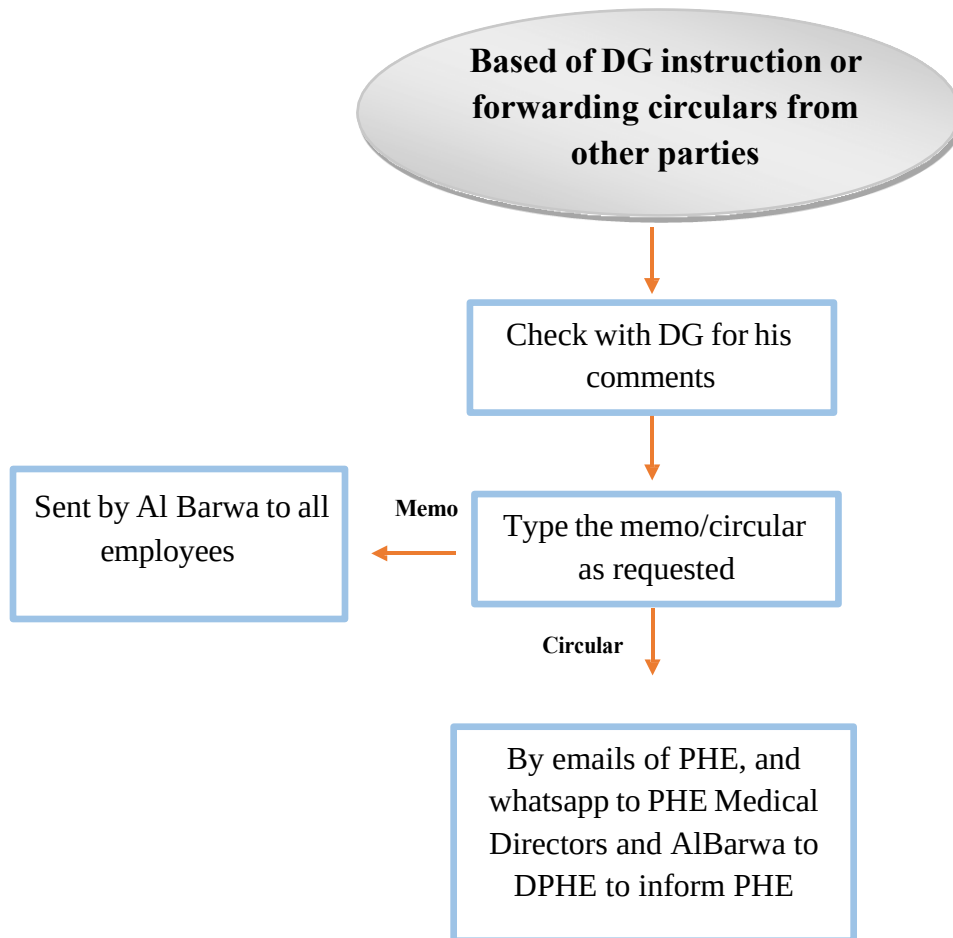
5.1. Scheduling an appointment/meeting



5.2. Letter Issuing



5.3 Memo / Circulate Issuing



6. Responsibilities:

6.1. Directorate General of Private Health Establishments (DGPHE) shall :

- Supervising the implementation of this SOP to ensure all procedures (meeting scheduling, letter issuance, and memo circulation) are consistently applied.
- Approving and signing all official correspondence, circulars, and memos before dissemination.
- Ensuring all communications with private health establishments are properly documented and archived.

6.2. Head of Department (HoD) – Coordinating and Follow Up Department shall :

- Receiving all official requests (appointments, letters, and memos) and ensuring their timely processing.
- Verifying the accuracy and completeness of requests before presenting them to the Director General.
- Scheduling meetings in coordination with the DG's office and maintaining the DG's official calendar.
- Preparing, typing, and routing all letters and memos for DG's signature.
- Circulating approved memos, letters, and circulars to all relevant stakeholders (via Al Barwa, email, or WhatsApp groups for medical directors).

6.3. Private Health Establishments shall :

- Submitting requests, letters, or meeting appointments formally through approved channels (email, Barwa, or client service form).
- Responding promptly to communications, circulars, or memos received from DGPHE.
- Ensuring all official correspondence bears accurate institutional details and is addressed to the correct department.

Document history and version control table

Version	Description	Author	Review date
1	Initial Release	Ms Zahra Al Hajari	Feb/2020
2	2 nd version	Ms Zahra Al Hajari	Dec/2021
3	3 rd version	- Ms Zahra Al Hajari - Ms. Buthaina Ahmed Al-Dughaishi	November 2028

References

- اللائحة-التنفيذية لقانون تنظيم مزاولة مهنة الطب والمهن الطبية المساعدة رقم 2024/231
- اللائحة التنظيمية للمؤسسات الصحية الخاصة 2015/124

Related Documents:

- Client Service Form MOH/DGPHE/FRM/084/Vers. 1