Pre-Marital Screening e-Service User manual for Applicants

ACKNOWLEDGMENT

This user guide has been developed by the following individuals:

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INTRODUCTION

The Pre-Marital Screening Service enables prospective couples to submit their premarital screening results through the Ministry of Health e-services Portal. A doctor reviews the submitted information and reports. Once the request is approved, the applicants receive a virtual clinic appointment for pre-marital counselling. Following counselling and completion of the required process, the pre-marital certificate is issued.

PURPOSE

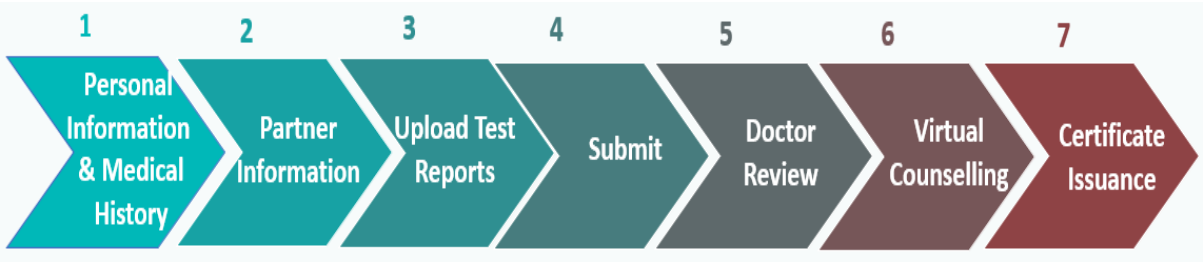
To outline the standardized procedure for applicants to apply for the Pre-Marital Screening Service, submit the required medical reports, attend virtual pre-marital counselling, and obtain a Pre-Marital Certificate.

SCOPE

This procedure applies to all prospective couples who underwent premarital screening abroad, either one of them or both of them, and are applying for the Pre-Marital Screening Service through the e-Services Portal.

PROCESS:

First: Overview of the process



Second: Important guidance before starting application:

a. An authenticated original copy of laboratory test reports will be required for submission.
b. Use official laboratory reports and ensure all required screening results are included.
c. Upload files only in JPG, PDF, or PNG format, with each file no larger than 5 MB.
d. Check that personal and partner information is correct before submission.
e. Incomplete, unreadable, or unsupported attachments may delay review or prevent completion of the application.
f. Keep the original test reports available in case they are requested during verification.

Third: Required Documents

Applicants must upload:

1. No laboratory results are required to be uploaded for those who underwent premarital screening inside Oman.
2. If one or both partners underwent laboratory testing abroad, applicants must upload official laboratory reports containing the following screening results:

   - Complete Blood Count (CBC).
   - High-Performance Liquid Chromatography (HPLC) or equivalent test.
   - Sickling solubility test.
   - Syphilis Screening (RPR/VDRL).
   - HIV Screening.
   - Hepatitis B surface Antigen test.
   - Hepatitis C antibodies test.
3. A passport copy of the non-Omani partner.

File Requirements

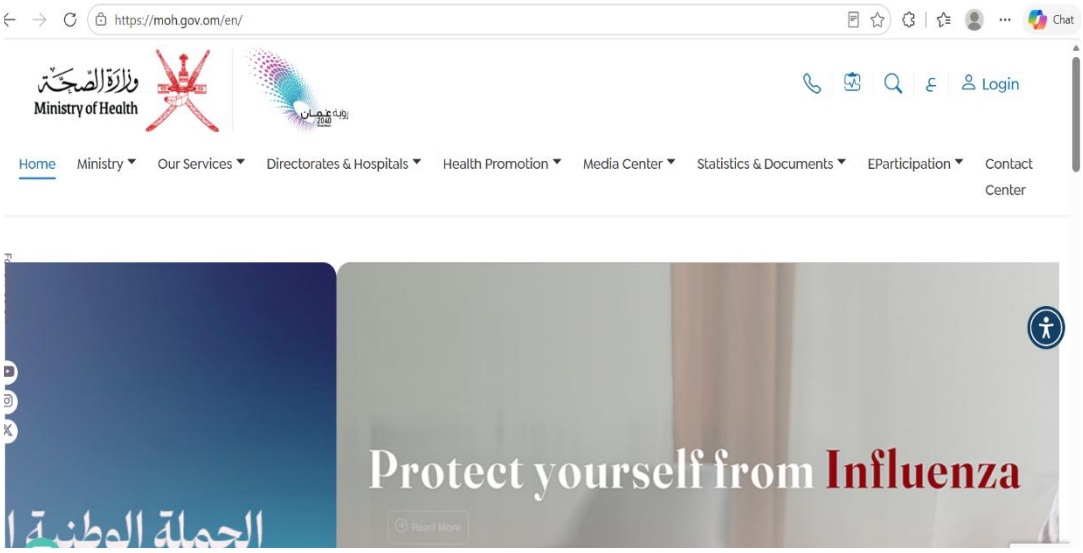
- Accepted formats: JPG, PDF, PNG

- Maximum file size: 5 MB per file
- Reports must be complete, clear, and legible

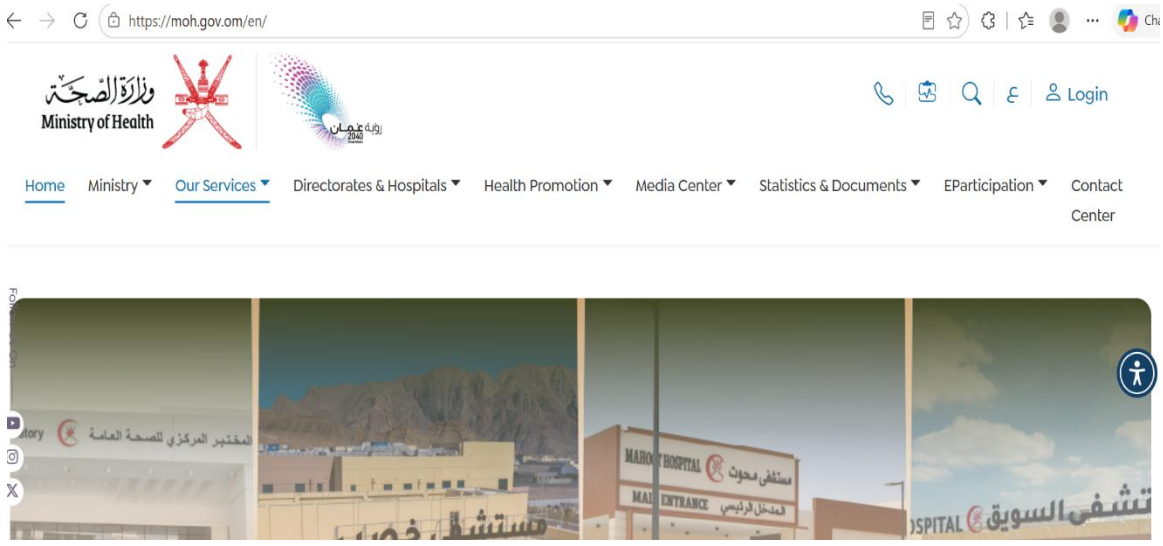
Fourth: Procedure

Step 1: Access the Service

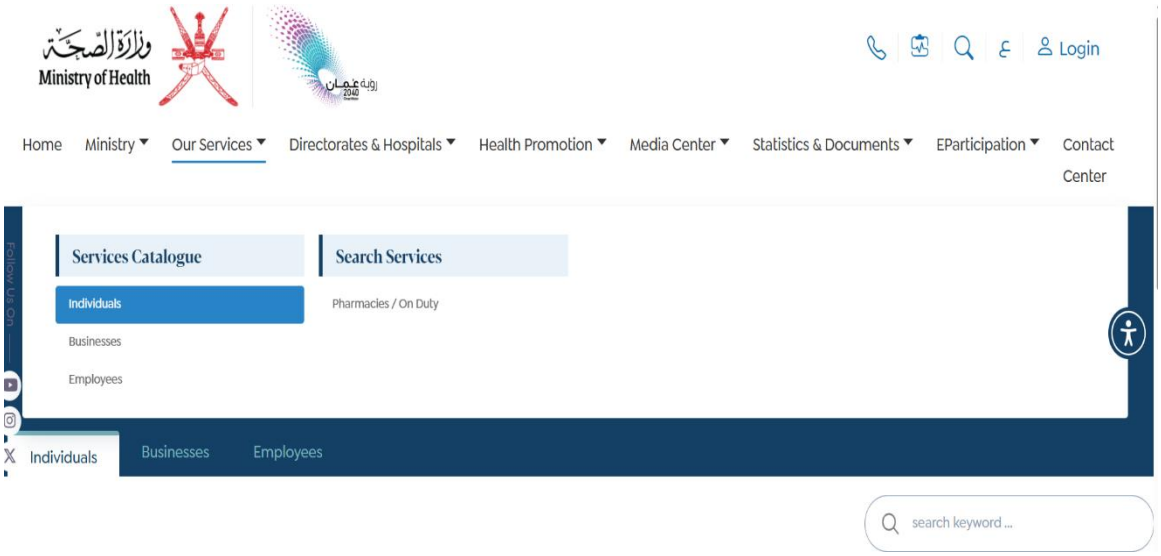
1. **Log in to the e-Services Portal.**



2. **click (Our Services):**



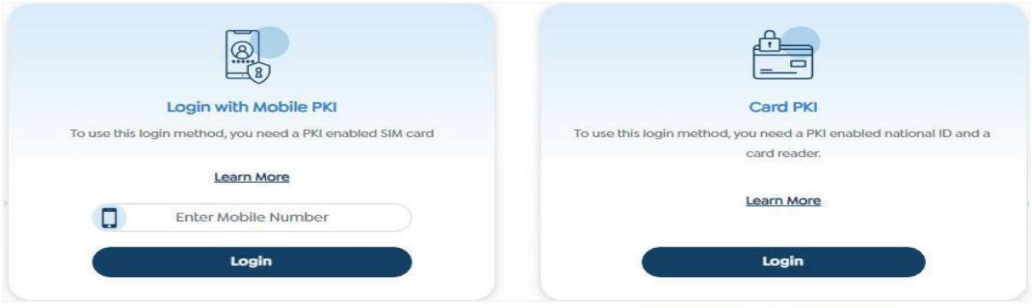
3. **Navigate to (Individuals) and click it:**



4. **Choose and click on (Premarital screening service).**

5. **Login in and verify your identity:**

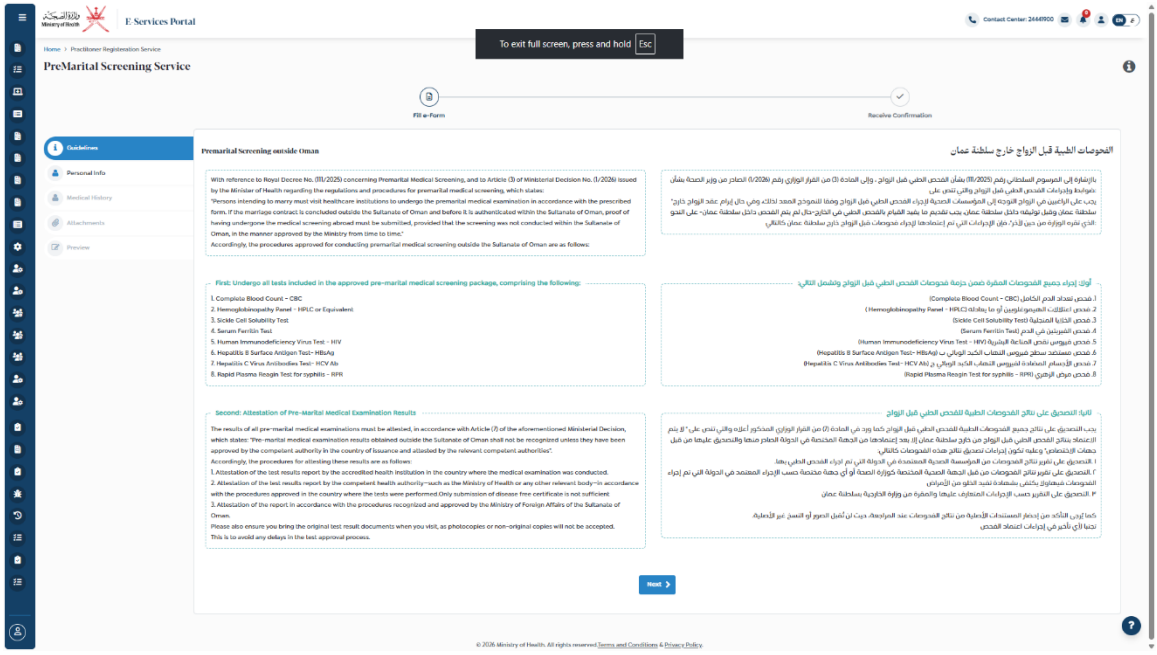
You can login using two different methods: mobile PKI or card PKI. The login appears as shown below:



- For **Mobile PKI**, you enter your mobile number then you click **Login** button on the left side, and it you enter your password on your phone.
- For **Card PKI**, you click **Login** on the right side, then you use the ID card reader to read your card, and then you enter your password on the computer screen.

The system allows receiving OTP through provided email if applicant does not have roaming service.

6. **Select Start New Application.**



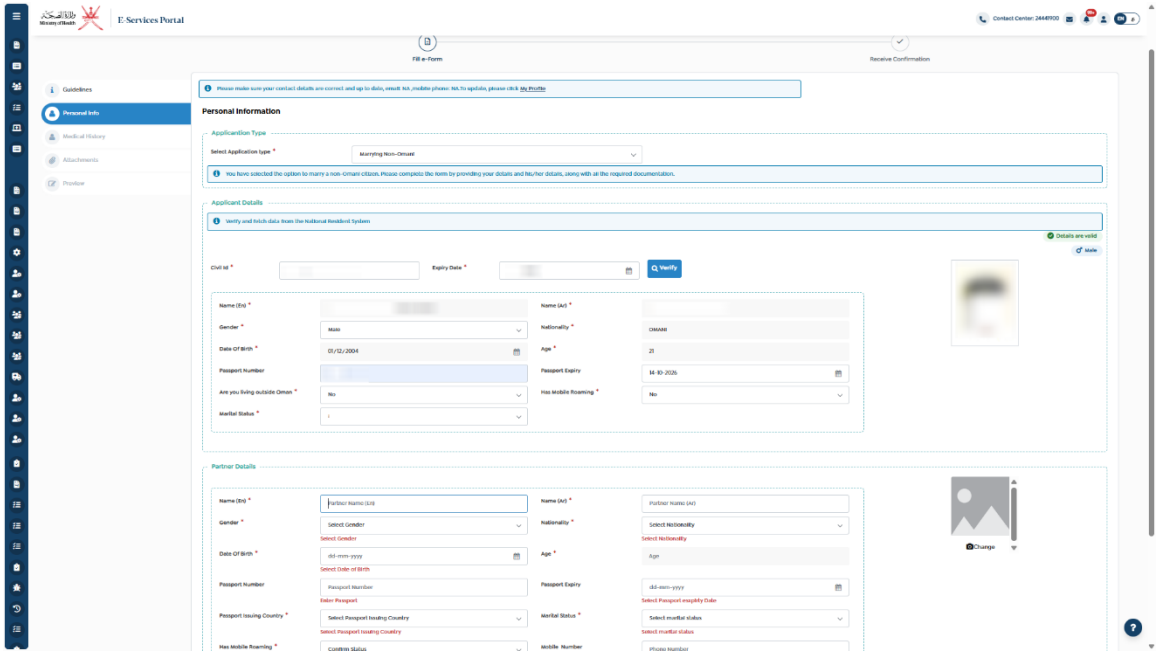
Step 2: choose type of application and Complete Personal Information and Medical History

1. **Select the preferred type of application from the list:**
    - Omani marrying non-Omani.
    - Both Omani - Joint application.
    - Both Omani- Separate applications (you will be asked to provide the application reference number for the partner. This can be added later if the partner has no application submitted at the time).
2. **Review the personal information displayed.**

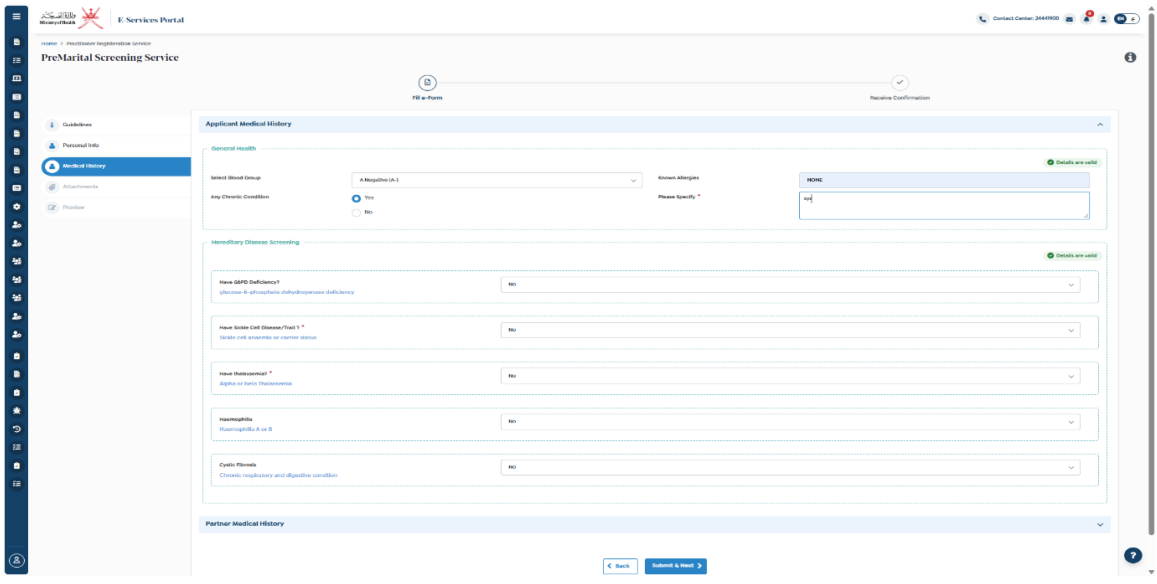
Personal information includes:

- Nationality
- Name
- Age
- Marital Status

3. **Complete all mandatory fields marked with an asterisk (*).**



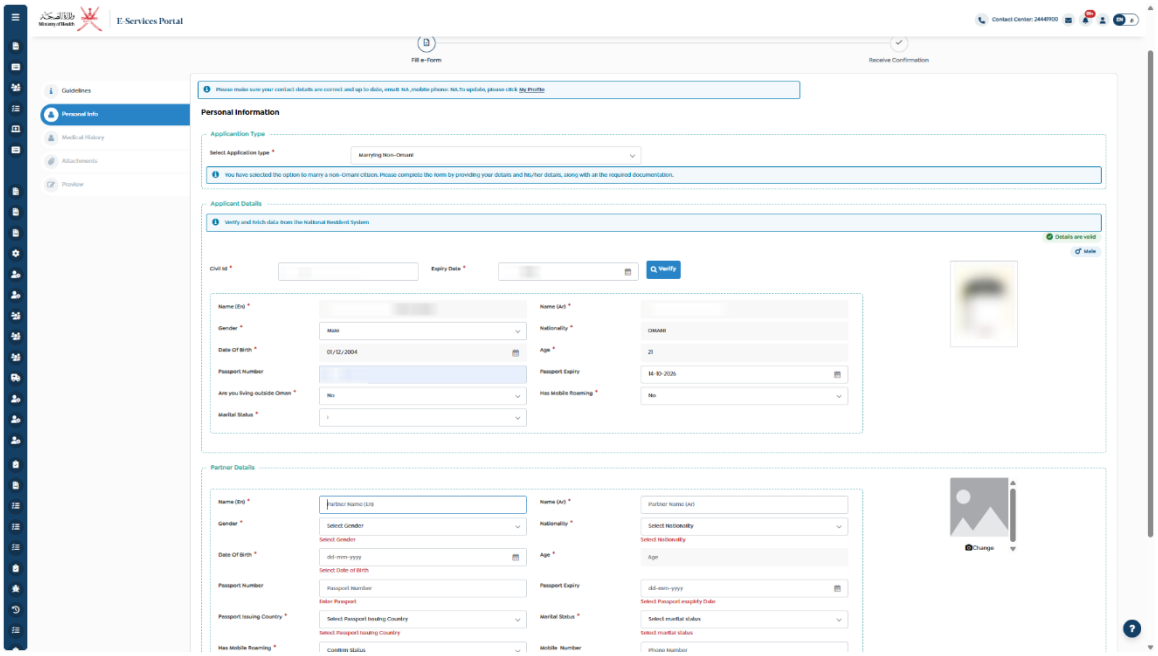
4. **Enter the required medical history information accurately.**



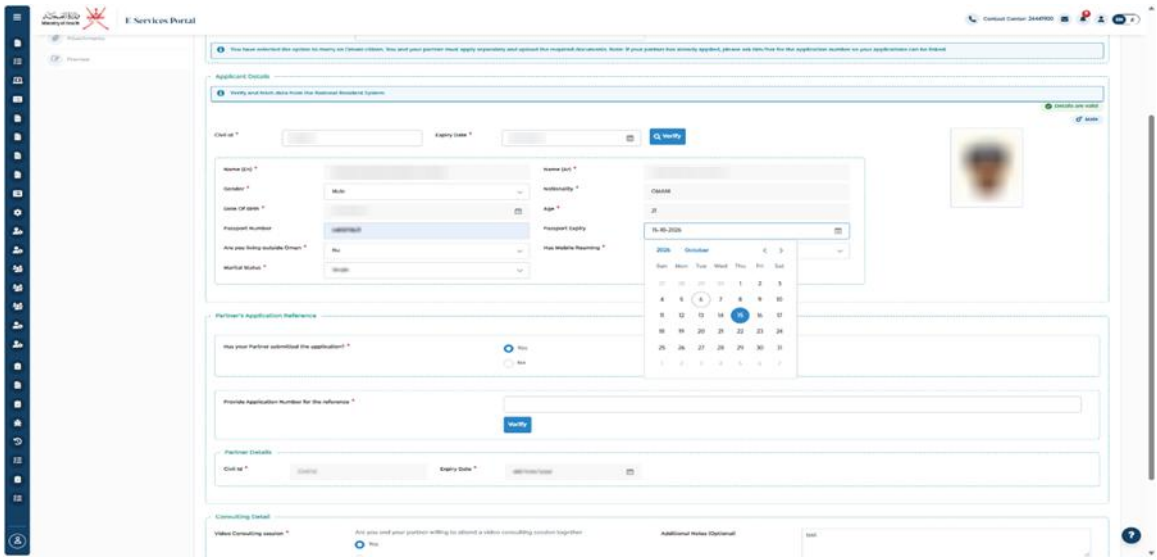
5. **Verify all information before proceeding.**

Step 3: Enter Partner Information

1. **Enter or verify the required partner details.**
2. **Ensure all information matches supporting documentation.**
3. **Confirm validation of the entered information before proceeding.**

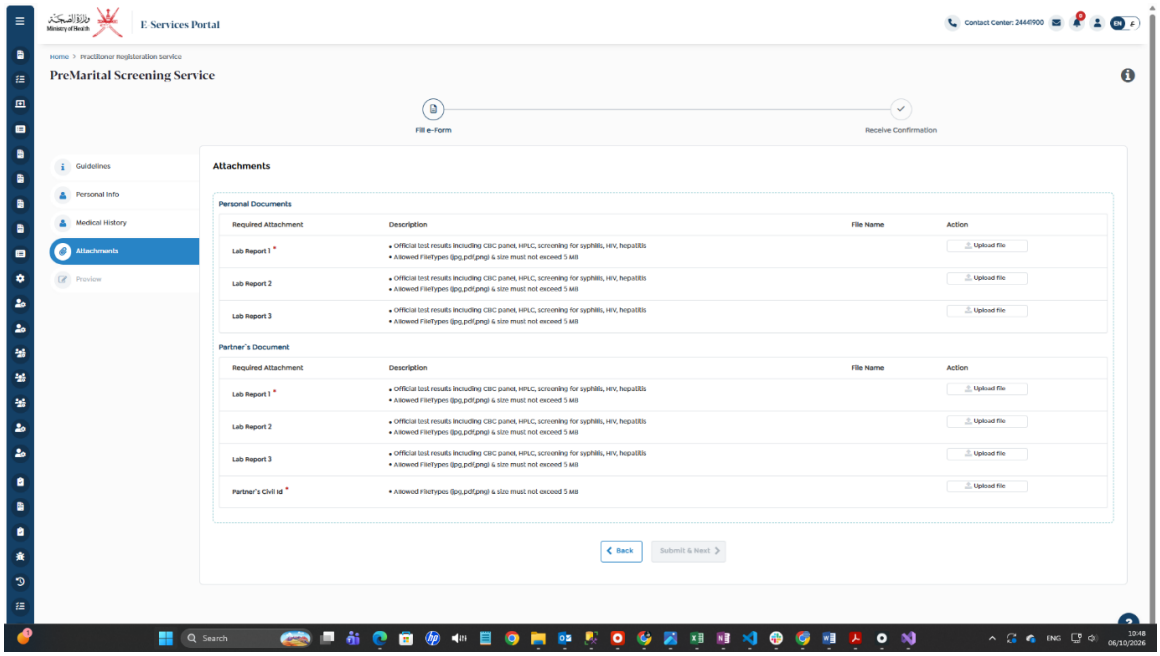


4. In case the applicant is marring Omani partner and they have preferred separate applications; the applicant should add the application reference number of his/her partner. Each applicant has a designated application reference number.



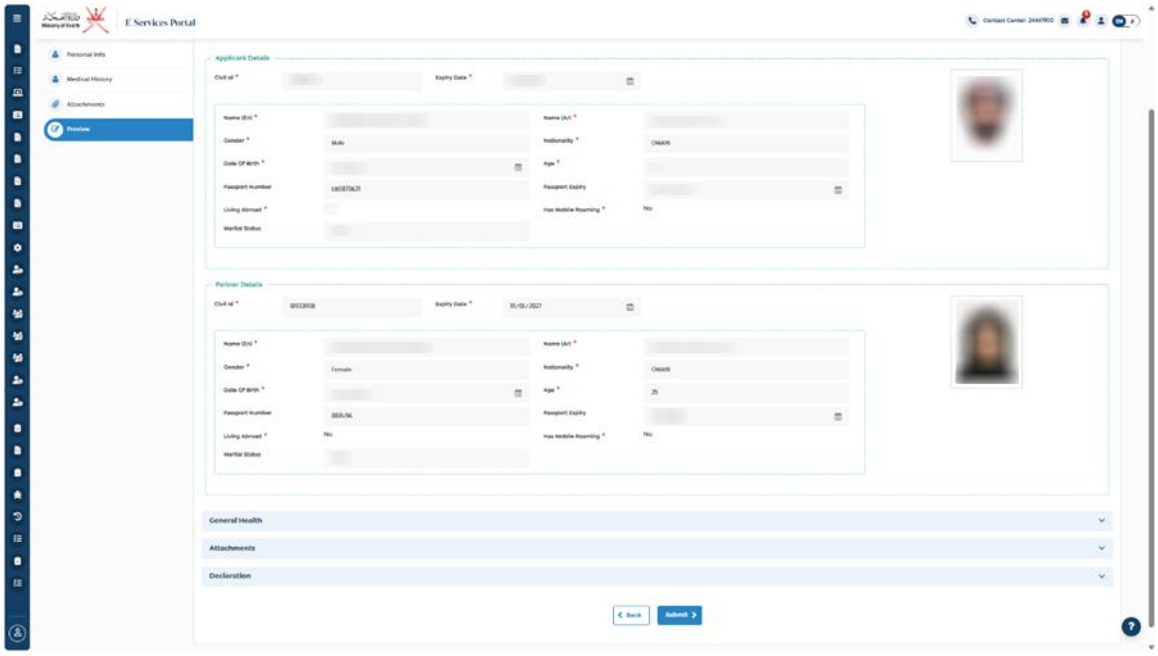
Step 4: Upload Medical Reports

1. **Open the Attachments section.**
2. **Upload the applicant's laboratory report (if done outside Oman).**
3. **Upload the partner's laboratory report in the designated field.**
4. **Ensure all required screening results are included and have been authenticated by the Omani Ministry of Foreign affairs:**
    - Complete blood count (CBC)
    - High performance Liquid Chromatography (HPLC) / or equivalent.
    - Sickling solubility test.
    - Syphilis Screening (RPR/VDRL).
    - HIV Screening
    - Hepatitis B surface antigen Screening (HBVsAg)
    - Hepatitis C antibodies screening (HCV Ab)
5. **Verify successful upload of all attachments.**



Step 5: Review and Submit Application

1. **Review all entered information.**
2. **Verify that all required attachments are included.**
3. **Confirm the accuracy and completeness of the application.**
4. **Submit the application through the portal.**



Fifth: Medical Review Process

1. **A physician reviews the submitted application and medical reports.**
2. **The application is assessed for completeness and compliance with service requirements.**
3. **If requirements are met, the application is approved. the applicant will be notified through the preferred communication channel about the status of the application**
4. **If information is incomplete or invalid, the applicant will be notified through the preferred communication channel about the status of the application and the requirements to approve the request.**

Sixth: Virtual Counselling Appointment

1. **Upon approval, a virtual clinic appointment is scheduled. The applicant might be asked to schedule his/her appointment by themselves through the Al Shifa App or any other approved channel**
2. **Applicants receive appointment details through the designated communication channel.**
3. **Both applicant and his/her partner shall attend the counselling session as scheduled.**
4. **If the applicants miss their appointments, they may request to reschedule the appointment through al Shifaa App. However, this may result in a delay in service provision.**
5. **Completion of the counselling session is mandatory for premarital screening certificate issuance.**

Seventh: Certificate Issuance

1. **Following successful completion of the counselling session, the Pre-Marital Certificate is issued.**
2. **Applicants may be requested to present original laboratory reports for verification purposes before or during the certification process.**

Eighth: Important Notes

- **Only official laboratory reports will be accepted.**
- **All required screening results must be included in the uploaded reports.**
- **Incomplete, illegible, or unsupported files may delay processing.**
- **Applicants should retain original reports until the process is completed.**
- **Submitted information must be accurate and consistent with supporting documents.**

Responsibilities and Privileges

Role (Job Description)	Responsibilities
Applicants	• Provide accurate personal and medical information. • Submit all required medical screening reports. • Attend the scheduled virtual counselling appointment. • Retain original medical reports for verification if requested.
Medical Reviewer	• Review submitted medical reports and application details. • Approve or reject applications based on compliance with service requirements.
Doctor	• Provide pre-marital counselling through the virtual clinic. • Document the medical history and lab results and counselling notes in Tawafuq platform. • Issue premarital screening certificate.

DOCUMENT HISTORY AND VERSION CONTROL

Version	Description	Review Date
1		
2		



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