Medical Error Complaint

User Manual

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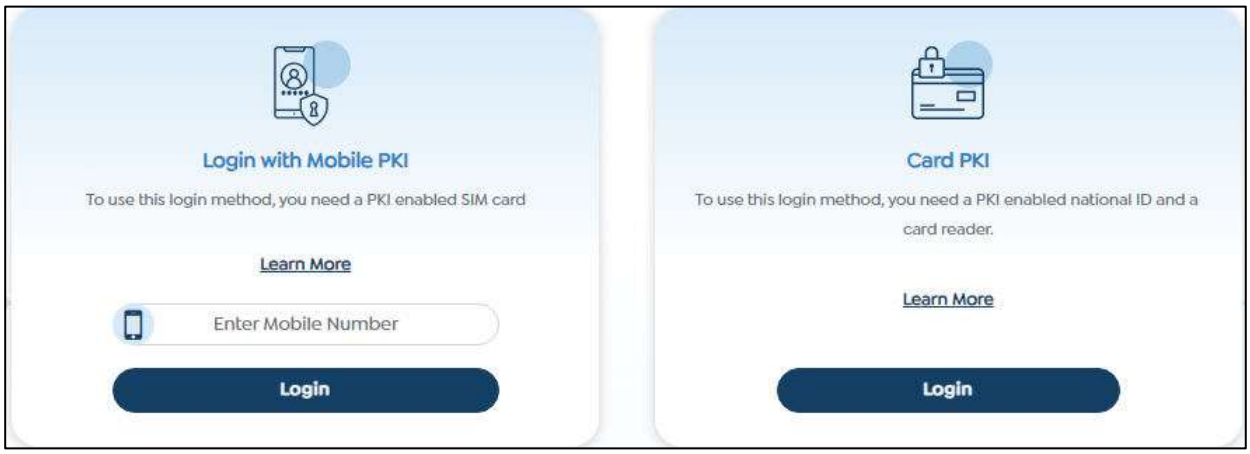
1. Login

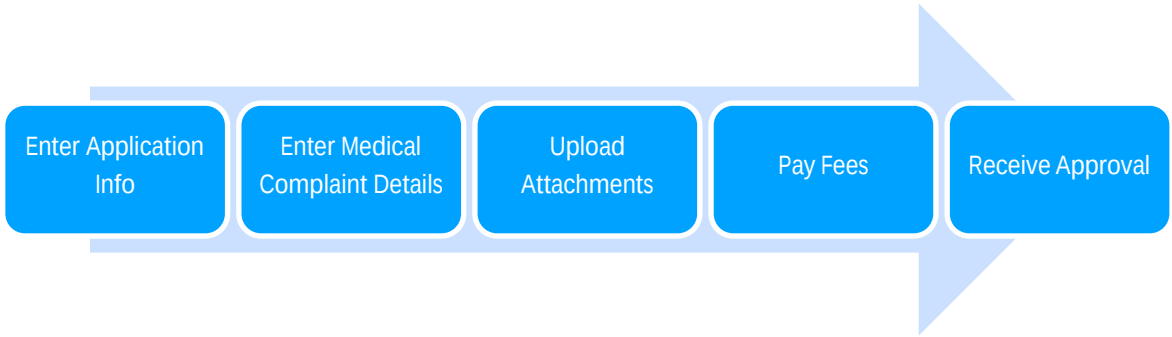
You can login to the system with your account using two different methods: Mobile PKI and Card PKI. The **Login** page appears as shown below:



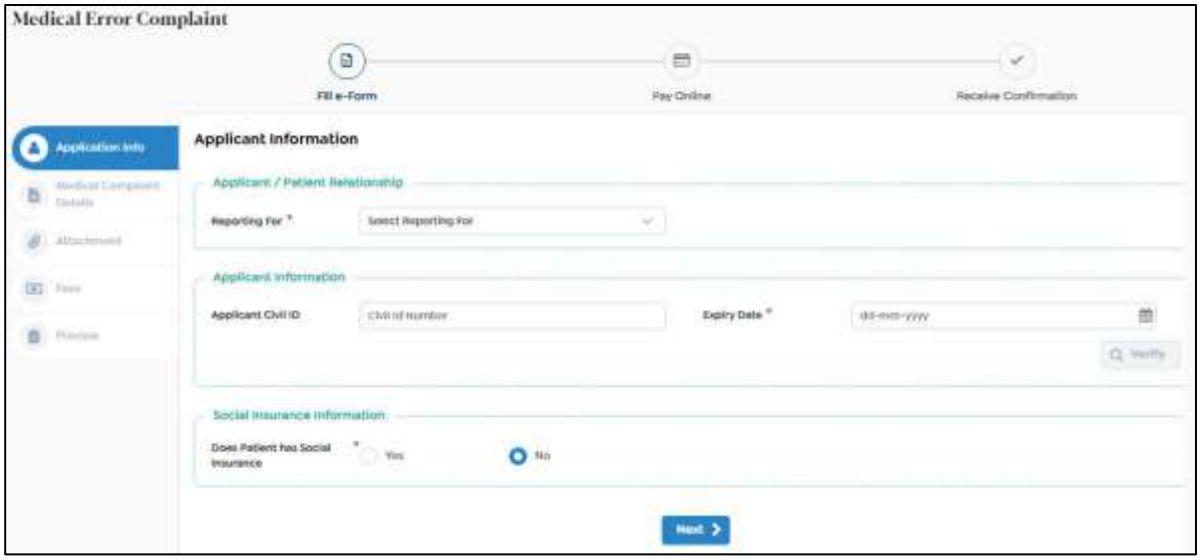
- For **Mobile PKI**, you enter your mobile number then you click Login button on the left side, and it you enter your password on your phone.
- For **Card PKI**, you click Login on the right side, then you use the ID card reader to read your card, and then you enter your password on the computer screen.

2. Medical Error Complaint

Through this page you submit a complaint of a medical error for yourself, a family member, or a legal representative. The process is as follows:

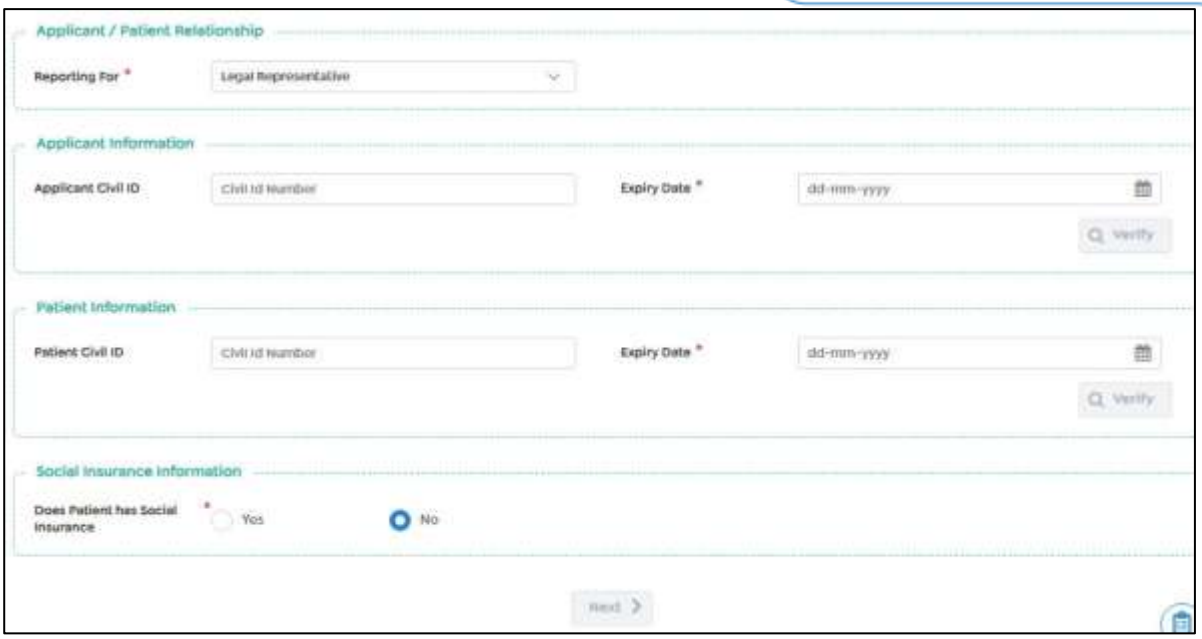


The **Medical Error Complaint Service** page appears as shown below:

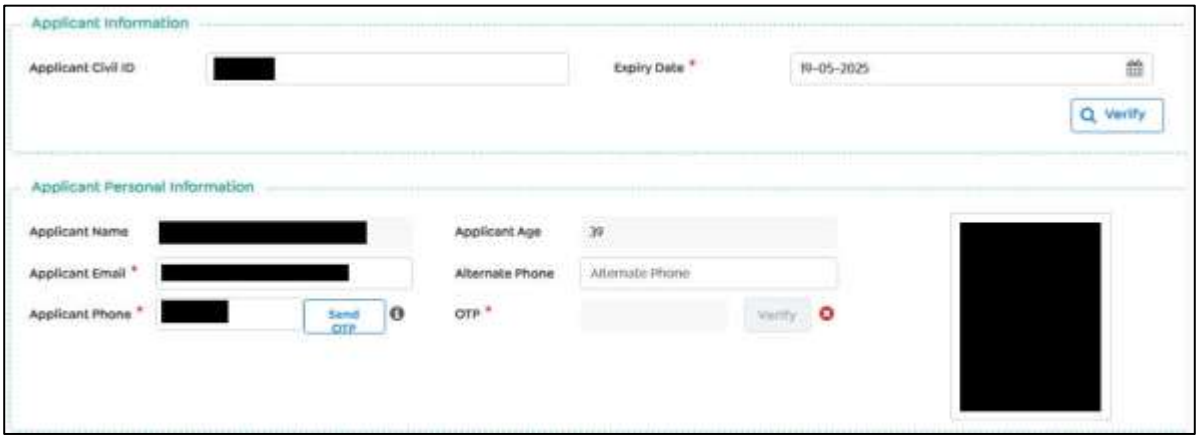


To apply for the service, follow the steps below:

1. Select for whom you are reporting the medical error, if you select either "Family member" or "Legal Representative", the following fields appear:



2. Enter applicant's Civil ID and expiry date, then click Verify button and the following details appear:

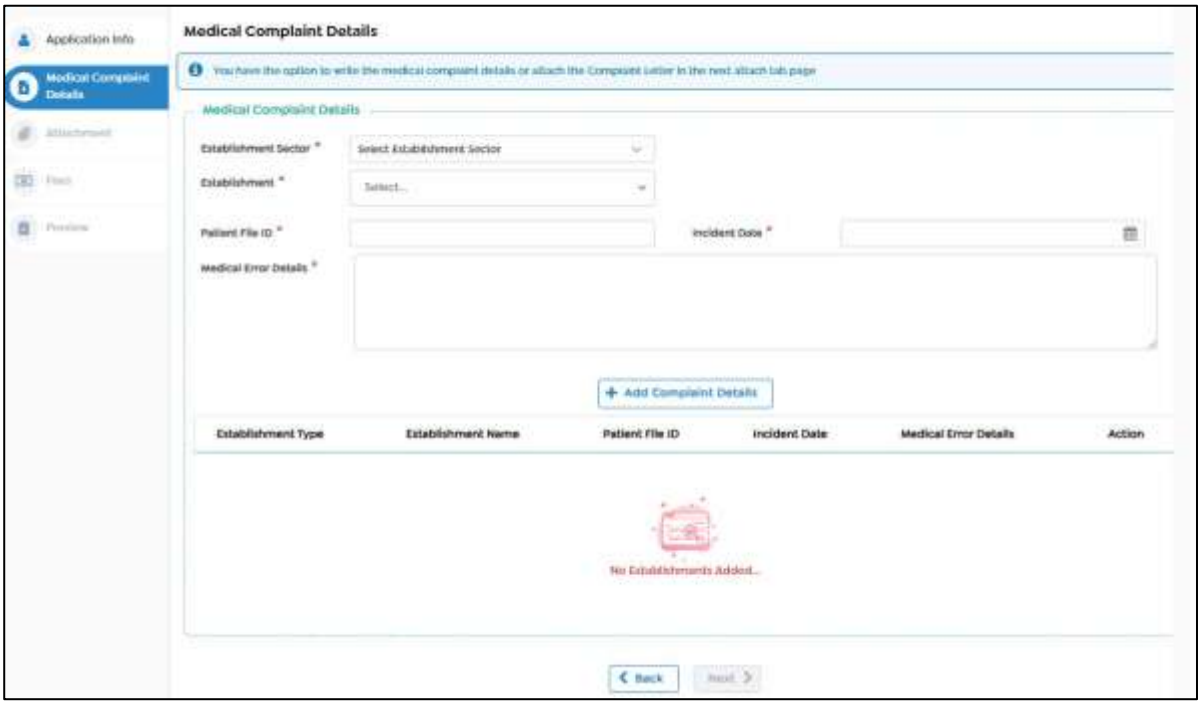


3. Enter applicant's email and phone number then click Send OTP, once you receive the SMS enter the OTP and click Verify.

4. In case you selected "Family member" or "Legal Representative", enter patient's information which consist of Civil ID and expiry date, then click Verify button and the following details appear:

5. Enter patient's email, phone number and alternate phone, if any.
6. Select if the patient has social insurance, if yes, the following page appears:

7. Enter social insurance number and expiry date.
8. Click **Next** and the following page appears:



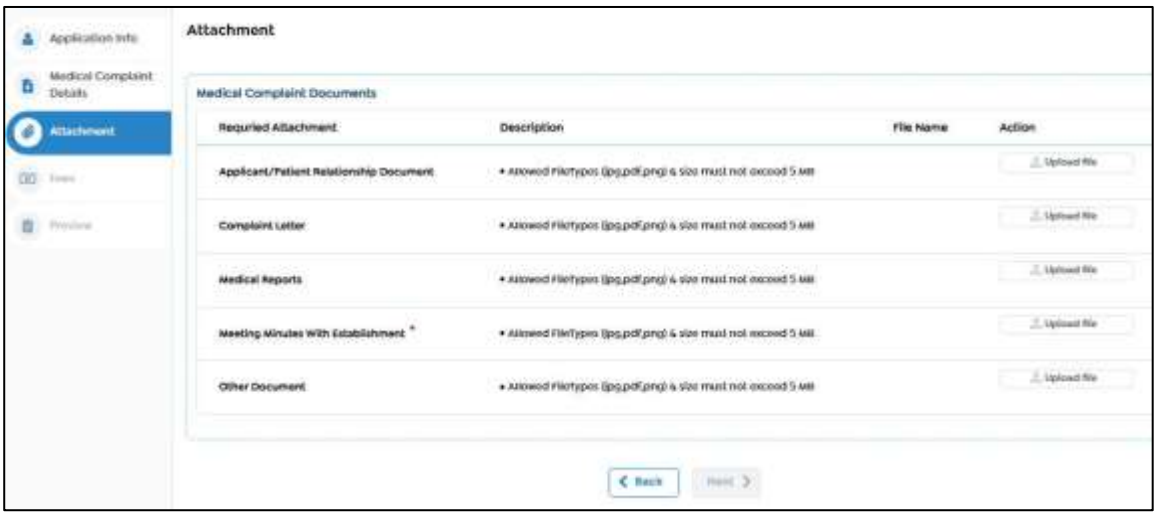
9. Select establishment sector, if you select either "Private Hospitals" or "MOH Hospitals", the following fields appear:

10. Select governorate and wilaya from dropdown lists.
11. Select establishment.
12. Enter patient ID, incident date, and medical error details.

13. Click + Add Complaint Details and the following details appear:

You can add more records or delete them.

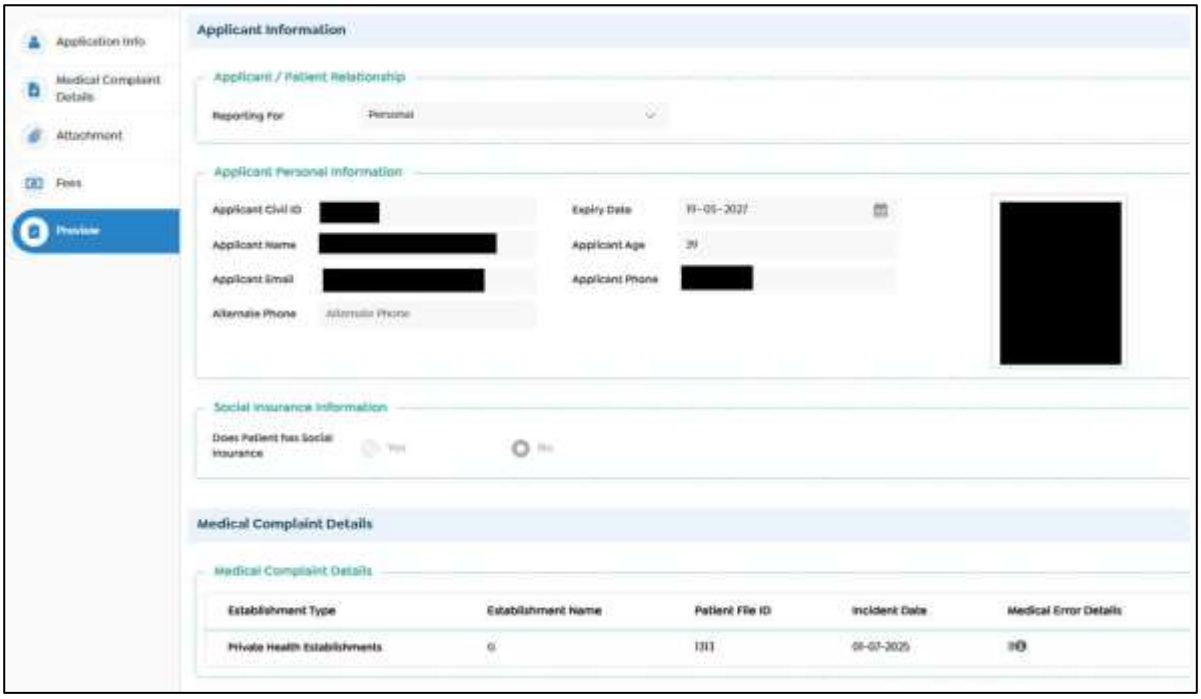
14. Click Next and the following page appears:



15. Upload the required attachments using the Upload file button.

16. Click Next and the following page appears:

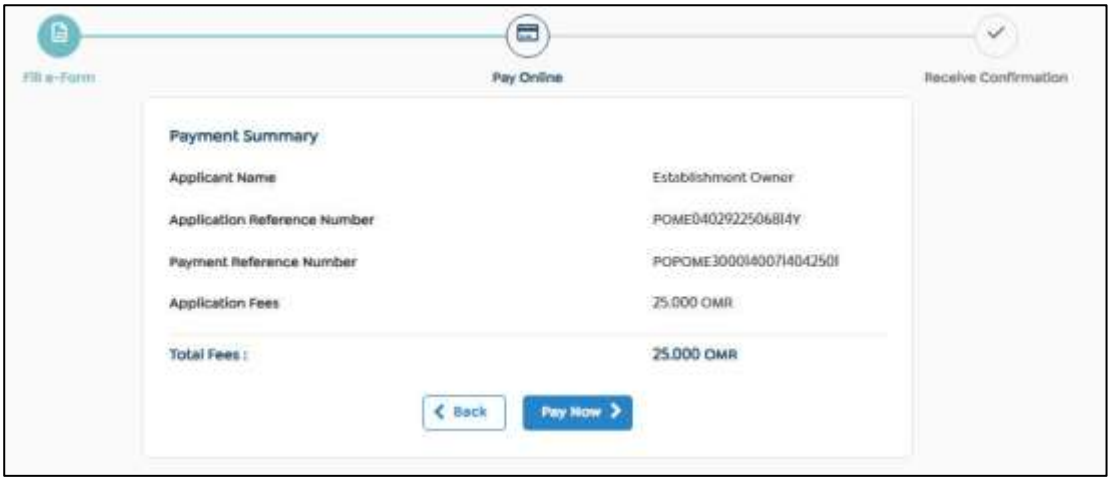
17. View the service fees then click **Next** and the following page appears:



18. Review all the details. Once done, add a tick to the checkbox to declare that the entered information is true and correct.

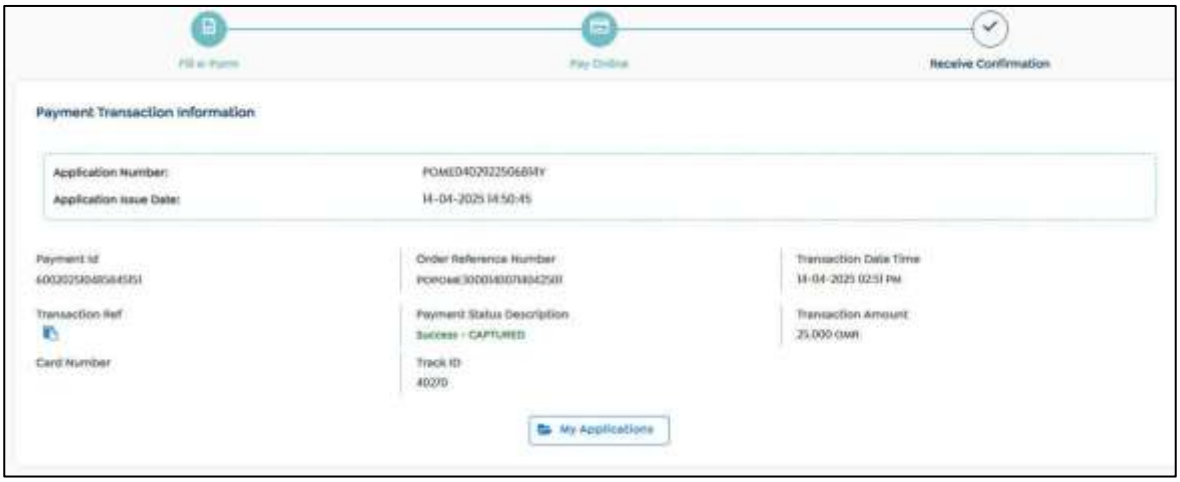
19. Click **Continue to Payment** and the following message appears:

20. Click **Confirm** button, and the following page appears:



21. Click **Pay Now** , you will be transferred to the payment page.

Once done, you will receive the receipt as shown below:



The application goes to approval process. You can view your applications using the **My Applications** button.

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Ministry of Health

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