



**Directorate General of Private Health  
Establishments –  
Information and statistics section**

Doc. No: MoH/DGPHE/SOP/014/Vers.02  
Effective Date: Dec 2021  
Review Date: Dec 2025

**Institution Name: Directorate General of Private Health Establishments**

**Document Title: Procedure – Information and statistics section**

**Approval Process**

	Name	Title	Institution	Date	Signature
Written by	Mr Waheed Al Maskari	Head of information and statistical section	DGPHE	December 2021	Mr Waheed Al Maskari
Reviewed by	Rawan Said Al Amri	HoS CPD DGPHE	Ministry of Health	December 2021	Rawan Said Al Amri
Validated by	Dr Munira Al Hashmi	HoD Quality Control & Patient Safety	Ministry of Health	December 2021	Dr Munira Al Hashmi
Approved by	Mr Bader Al Jabri	DG of DGPHE	Ministry of Health	December 2021	Mr Bader Al Jabri



**Directorate General of Private Health  
Establishments –  
Information and statistics section**

Doc. No: MoH/DGPHE/SOP/014/Vers.02  
Effective Date: Dec 2021  
Review Date: Dec 2025

**Content Table**

<b>Acknowledgement .....</b>	<b>3</b>
<b>Acronyms: .....</b>	<b>3</b>
<b>.1 Introduction.....</b>	<b>4</b>
<b>2. Scope.....</b>	<b>4</b>
<b>3. Purpose .....</b>	<b>4</b>
<b>4. Definitions.....</b>	<b>4</b>
<b>5. Policy .....</b>	<b>5</b>
<b>6. Procedure – Supervision on DGPHE Electronic System.....</b>	<b>7</b>
<b>7. Procedure – Technical support to DGPHE employees/and PHE within Governorates .....</b>	<b>8</b>
<b>8. Procedure – Supervising electronic resources of DGPHE on MoH portal website.....</b>	<b>9</b>
<b>9. Procedure – Request of Data and statistics information’s .....</b>	<b>10</b>
<b>10. Responsibilities.....</b>	<b>11</b>
<b>11. Document History and Version Control .....</b>	<b>11</b>
<b>12. Related Documents:.....</b>	<b>11</b>
<b>13. References: .....</b>	<b>11</b>



**Directorate General of Private Health  
Establishments –  
Information and statistics section**

Doc. No: MoH/DGPHE/SOP/014/Vers.02  
Effective Date: Dec 2021  
Review Date: Dec 2025

### Acknowledgement

DGPHE would like to thank and appreciate the great efforts of all the staff from different departments and directorates within the Ministry of Health who participated in writing up this SoP and in particular the following staff:

Name of Employee	Institution / Directorate / Department
Mr Waheed Al Maskari	Directorate General of Private Health Establishments

### Acronyms:

DGPHE	Directorate General of Private Health Establishments
MOH	Ministry of Health, Oman
SOP	Standard Operating Procedure
Vers	Version
DO	Document Owner
DT	Document Type
DN	Document Number
QPs	Quality problems / 4.18 IT : Information Technology Section
PHE	Private Health Establishments
IT	Information Technology



**Directorate General of Private Health  
Establishments –  
Information and statistics section**

Doc. No: MoH/DGPHE/SOP/014/Vers.02  
Effective Date: Dec 2021  
Review Date: Dec 2025

**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 Information and statistics section

**2. Scope**

This document is applicable to Information and statistics section

**3. Purpose**

3.1 To provide guidelines for carrying out the activities related to the Information and statistics section

3.2 To ensure that all in Information and statistics section follow a recognized standardized framework and process.

**4. Definitions**

4.1 Institution: is an organization, establishment, foundation, society devoted to the promotion of a particular cause or program e.g universities, hospitals, directorates (Douglas, 2010).

4.2 Institutional Document: is any document related/ applied to the institutional level.

4.3 National Documents: is any document applied to the national level.

4.4 Policy: is the basic principle, by which a government is guided, it declares objectives of the institute.

4.5 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).

4.6 Process: It is a set of mandatory step by step, detailed action required to successfully accomplish a task.

4.7 Protocol: Protocol has several different meanings, all connected to the idea of guidelines or procedures to follow, including:

4.9.1 An accepted or established code of procedure or behavior in any group, organization or situation.



**Directorate General of Private Health  
Establishments –  
Information and statistics section**

Doc. No: MoH/DGPHE/SOP/014/Vers.02  
Effective Date: Dec 2021  
Review Date: Dec 2025

4.9.2 A set of rules explains the ideal procedures.

4.8 Record: Document that memorializes and provides objective evidence of activities performed, events occurred, results achieved, or statements made.

4.9 Review: is a process of going over a subject or document again and again to correct it and make it valid.

4.10 Revision: is a process of re-reading or reviewing a document periodically for updating purpose.

4.11 Storage/Archiving: Options to maintain system files via data storage hardware, utilizing one or several distributed location.

4.12 Version: Refers to the status the document currently at with regard to the number of times the document has been revised.

## **5. Policy**

The DGPHE ensures that all in Information and statistics section will be following the policy and procedure mentioned here in this document while carrying out activities related to the Information and statistics section.

1.1 Definitions of Information and statistics section mentioned in the document in 4.0 Definitions for better understanding.

1.2 Upon receiving of any bill or requirements to Information and statistics section this procedure shall be followed by all employees working in Information and statistics section.

## **6. Procedure**

### **6.1 Supervision on DGPHE Electronic System**

- a. By observation of repeated errors/lack of information the HoS creates a solution by updating the system with collaboration with the Directorate General of Information Technology if needed
- b. Updating the system based on received requests by the DGPHE departments/section or from other interested parties within the MoH.
- c. The requests are made verbally or by Al Barwa



**Directorate General of Private Health  
Establishments –  
Information and statistics section**

Doc. No: MoH/DGPHE/SOP/014/Vers.02  
Effective Date: Dec 2021  
Review Date: Dec 2025

- d. Minor updates are made by the HoS and major programming requests are referred to DGIT by email/Barawa or verbal

**6.2. Providing data and statistics information's**

- a. Based on request by interested parties verbally or by letter, or by barwa or email
- b. The HoS will extract the information from the system and provide it to the interested party

**6.3. Supervising electronic resources of DGPHE on MoH portal website**

- a. Based on request from DG or DGPHE employees verbally or electronically to upload the official/approved document to the portal

**6.4 Technical support to DGPHE employees/and DPHE within Governorates and PHE**

- a. Based on DGPHE request verbally to provide technical support
- b. Based on DPHE request verbally to provide technical support with concern to DGPHE electronic system

**6.5 Technical support to PHE**

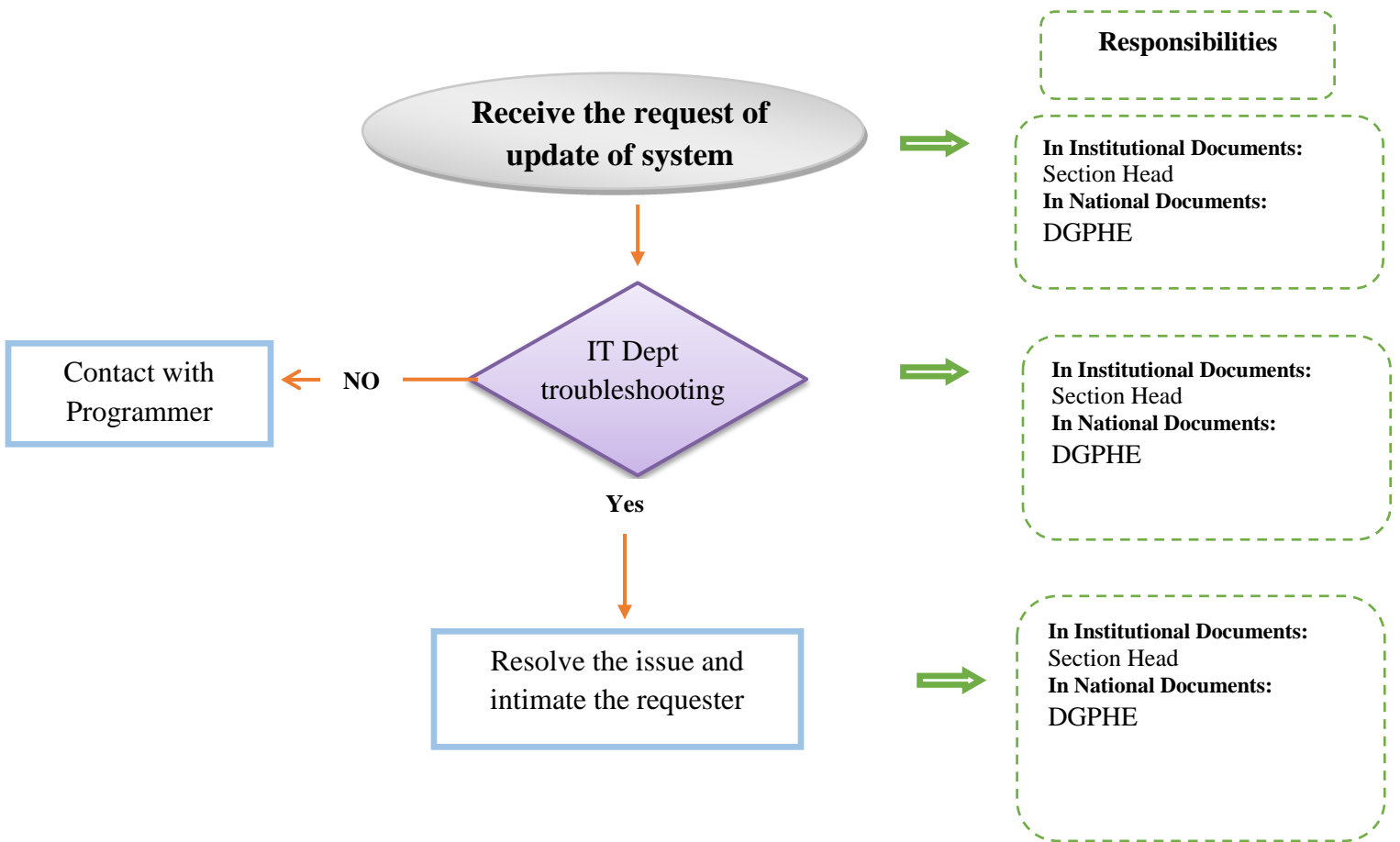
- a. Based on PHE request verbally to provide technical support with concern to the medical record system
- b. according the section auditing annual plan, supervising the alignment of the MRS procedures in PHE with the DGPHE audit checklist of MRS information

**6.6 Verification of licensing and good standing certification of PHE staff with international entities**

- a. the interested entity sends a request by email to the DGPHE official email to verify the certificate/license/good standing certificate
- b. the HoS checks the alignment of the information on the sent certificate with the registered data on the DGPHE electronica system



**7. Procedure – Supervision on DGPHE Electronic System**

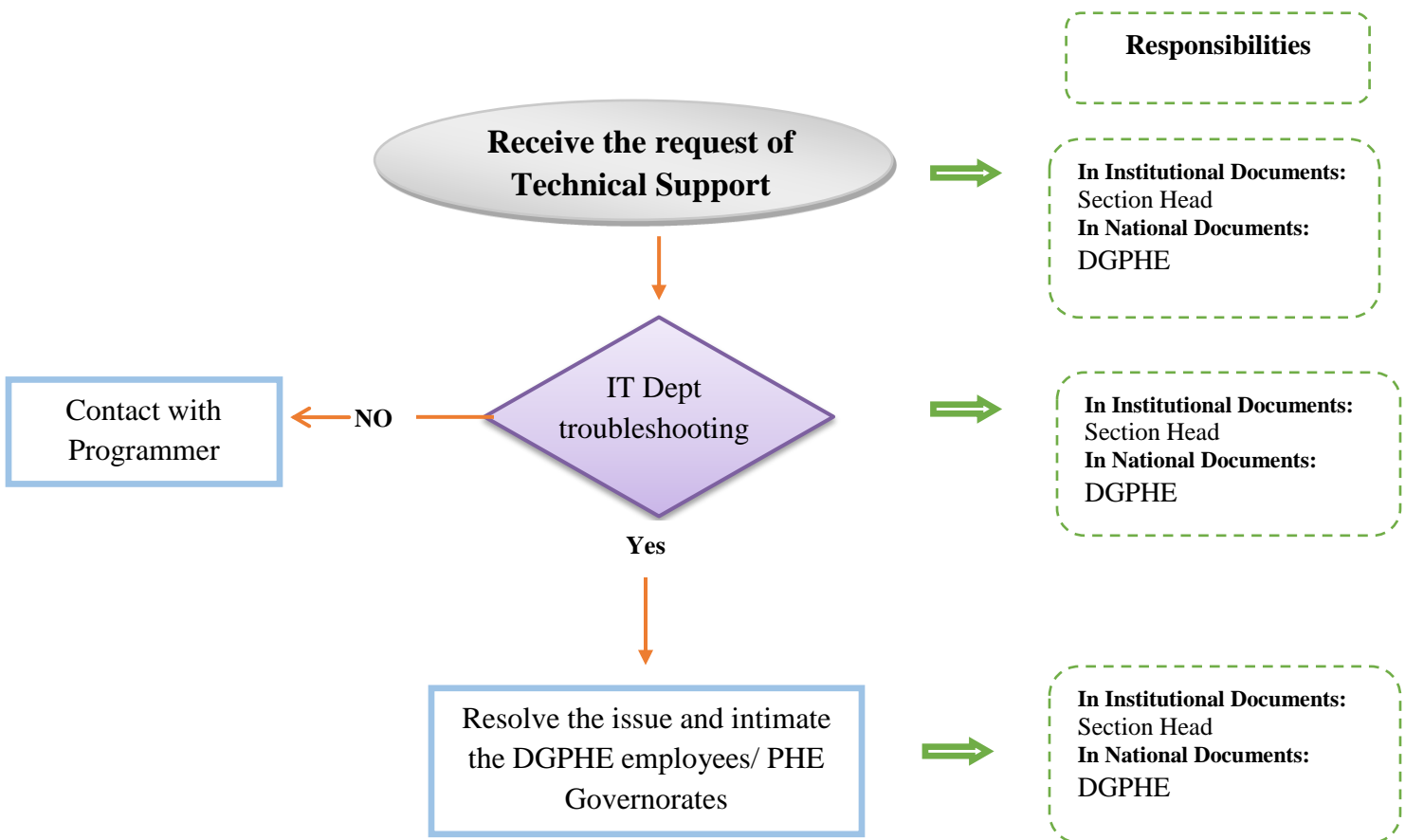




**Directorate General of Private Health  
Establishments –  
Information and statistics section**

Doc. No: MoH/DGPHE/SOP/014/Vers.02  
Effective Date: Dec 2021  
Review Date: Dec 2025

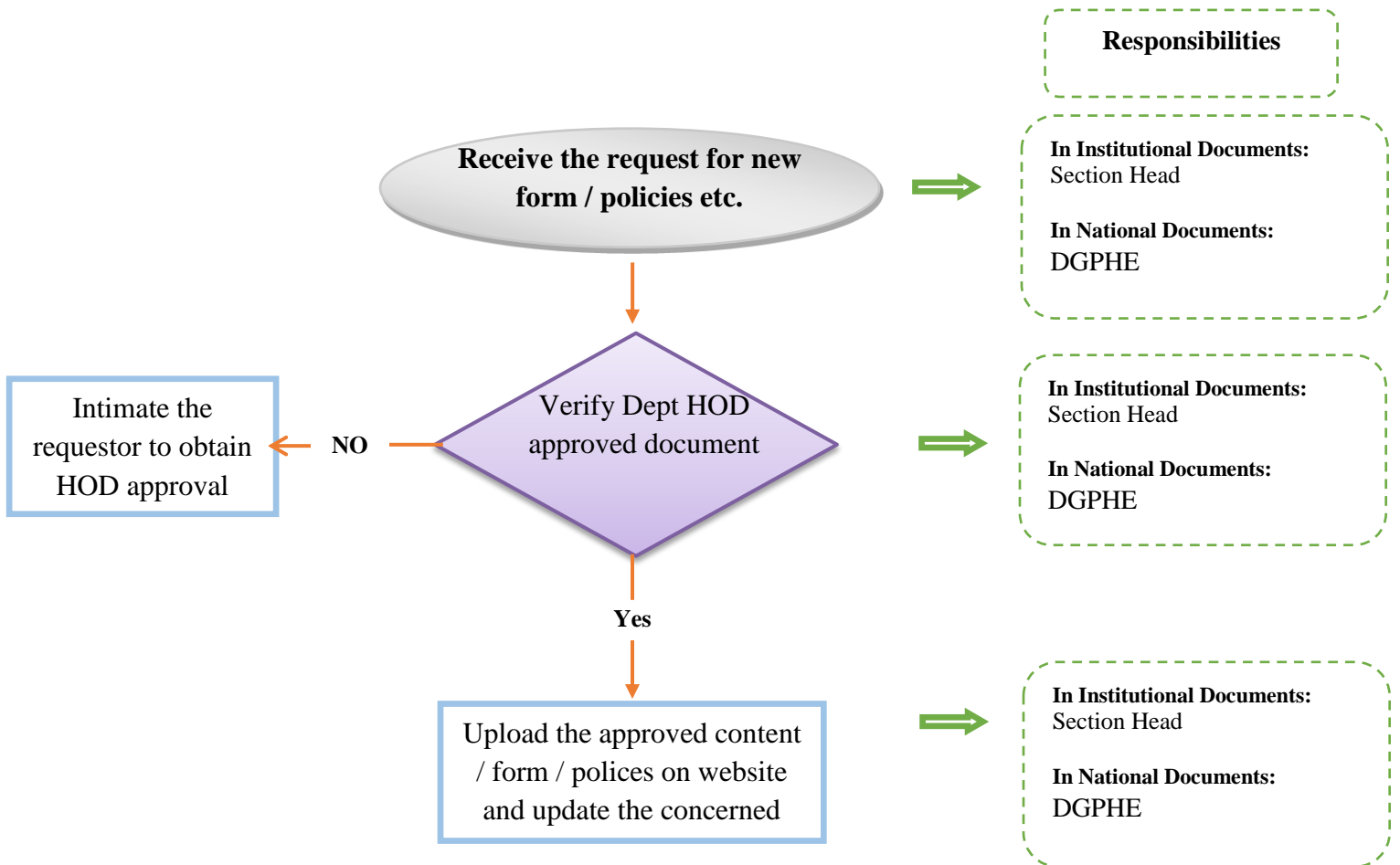
**8. Procedure – Technical support to DGPHE employees/and PHE within Governorates**





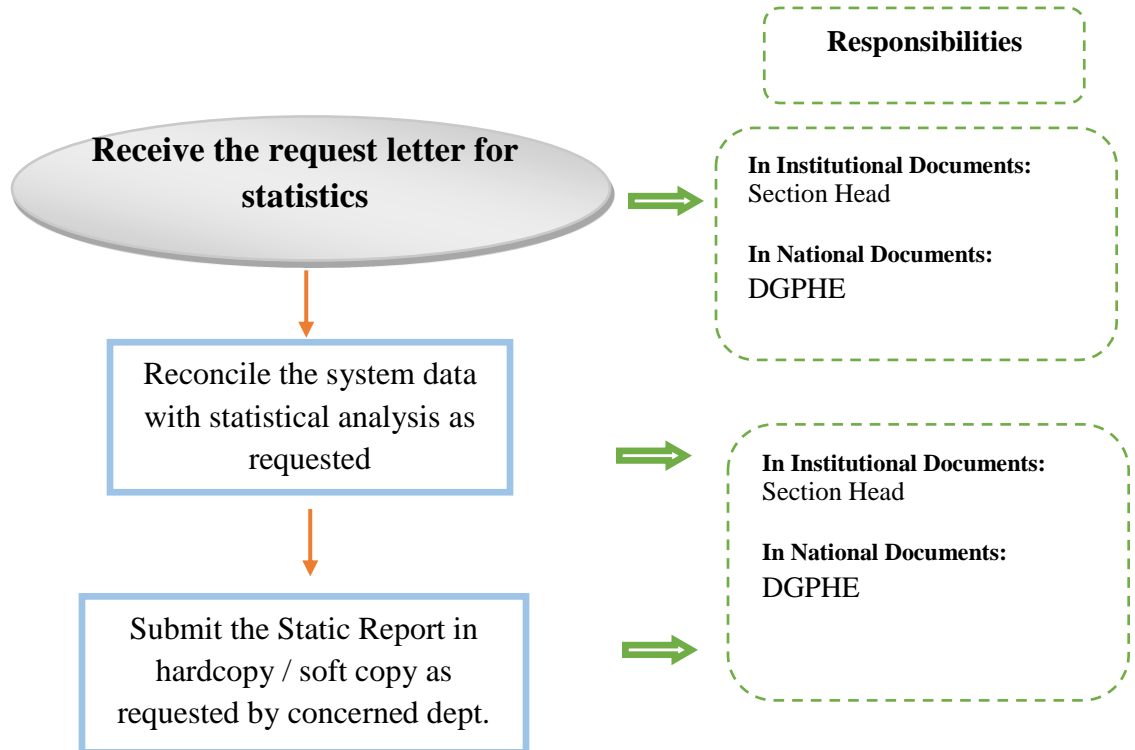


**9. Procedure – Supervising electronic resources of DGPHE on MoH portal website**





**10. Procedure – Request of Data and statistics information's**





**Directorate General of Private Health  
Establishments –  
Information and statistics section**

Doc. No: MoH/DGPHE/SOP/014/Vers.02  
Effective Date: Dec 2021  
Review Date: Dec 2025

**11. Responsibilities**

4.10 Responsibilities are mentioned above in the 6.0 procedure for each activity in the DG Private Health Establishments while performing this procedure

4.11 Mr Waheed Al Maskari –Head of information and statistical section

4.12 Dr Mazin Al Khabouri – DG of DGPHE

**12. Document History and Version Control**

<b>Document History and Version Control</b>			
<b>Version</b>	<b>Description of Amendment</b>	<b>Author</b>	<b>Review Date</b>
01	Initial Release	Mr Waheed Al Maskari	Feb 2020
02	First Review	Mr Waheed Al Maskari	December 2021
<b>Written by</b>		<b>Reviewed by</b>	<b>Approved by</b>
Mr Waheed Al Maskari		Ms Rawan Amri	Mr Bader Al Jabri

**13. Related Documents:**

NIL

**14. References:**

<b>Title of book/ journal/ articles/ Website</b>	<b>Author</b>	<b>Year of publication</b>	<b>Page</b>
No references			