King Faisal Specialist Hospital & Research Centre
Gen. Org.

Altakhassusi Application Manual

Electronic Patients' Portal

18 January 2022

At a Glance:

King Faisal Specialist Hospital & Research Centre (KFSH&RC) has updated and developed its patients' e-services portal. The updated portal is launched with a new name "**Altakhassusi**" with a new outline to provide end users with more online services and features that facilitate and improve access to personal health information securely and effectively 24-hourr from anywhere.

Security Features:

Altakhassusi Portal has been developed in a manner that protects users and their privacy. Once patients' information is sent to the system, they will automatically be saved in a protected database, which ensures the protection of all data and information. Note that you should not share your password with others.

How to access "Altakhassusi Portal?

Visit **Altakhassusi** website through the following link:

https://altakhassusi.kfshrc.edu.sa

Or download " **Altakhassusi** " application for iPhone or Android devices by searching in the Apple Store or Google Play.

You can also scan QR to access the application easily.

Managing your Account

Create an Account:

If you are a previous user of the old application (Sehaty), you can log into your account directly using the same login information of your Sehaty account (username and password). If you are a new user, you can create a new account to access your health record.
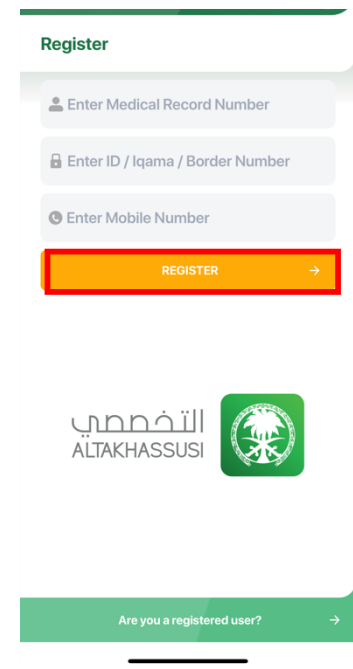
Registrations steps:

official the from application" Sehaty "download or Sehaty.sa at website Sehaty Visit "Altakhassusi" web at: https://altakhassusi.kfshrc.edu.sa, or download "Altakhassusi" App from Apple Store or Google Play by searching for Altakhassusi.

- From the log in page, choose the option "**New User**" and then enter the following information:

1) Your Medical Record Number
2) ID number or Iqama number or Border number
3) Mobile number (05********) (Same mobile number that is registered in the Hospital system)

Then click "**Register**"

You will receive an SMS message containing a verification code.

 Enter this verification code it in the required field to complete the registration process, and then click "**Verify**"

To create your Password please make sure that it contains at least 3 of the following characters:

- Must be at least 8 characters long.
- Must contain alphabetical letters (Capital or small letters).
- Must contain a numeric character.
- Must contain any special character ($، #، %, ! , @)

To Log in:

- If you are a previous user of the old application (Sehaty), you can log into your account directly using the same login information (username and password) of your Sehaty account.
- Enter your National ID number or Iqama number or Border number, and your password in the required fields then click "**Log in**".

Log in via National Single Sign-On

- You can also access the website and application of (**Altakhassusi**) through the National Single Sign-On service as follow:
  - ■ Click on "**Login National Single Sign-On** " option which will take you to the National Single Sign-On page. Enter the required information, then click "**Login**"
  - ■ Enter the verification code sent to your mobile phone, then click "**Continue**", after which you will be transferred to (**Altakhassusi**) portal.

Login

👤 Enter ID / Iqama / Border Number

🔒 Enter Password   ⦰

NEW USER?   FORGOT PASSWORD?

LOGIN   →

NATIONAL SINGLE SIGN-ON   →

التخصصي
ALTAKHASSUSI

Patient Referral Service   →

Note:

- Face or fingerprint recognitions are additional feature in the application, to speed up your access to the application.

  For activation, you only need to click on "**Activate**" the face or fingerprint recognition feature, or otherwise click "**Skip This Step**"
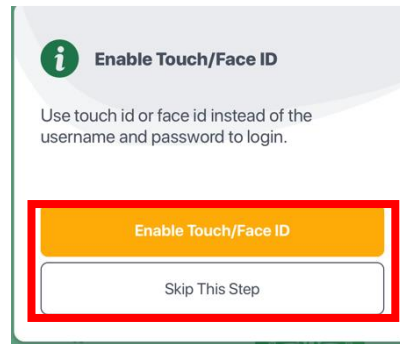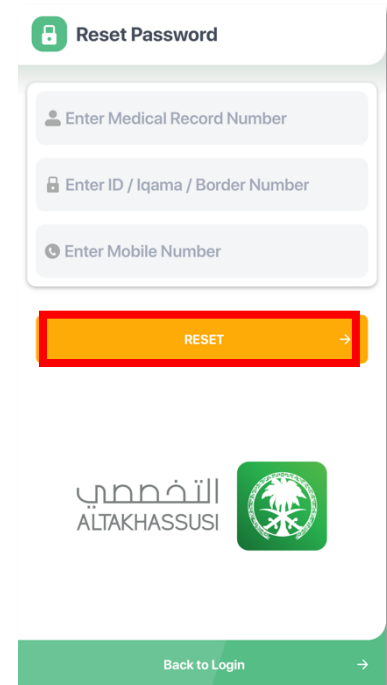
Forgot your Password

If you forget your password, click on "**Forgot Password**", then enter the following data:

1) Medical Record Number

2) National ID number or Iqama number or Border number

3) Mobile number (05********) which is registered in your medical record in the hospital.

Then click "**Reset**". You will receive a text message on your mobile number registered in the system containing the verification code, enter it and click "**Verify**" and you will be able to change the password.

Dashboard:

Having completed the "Log in" process, a dashboard appears that shows a set of important services that will help you review your latest health information, such as:

- Laboratory Tests.
- Current Medications.
- Upcoming appointments.
- Radiology
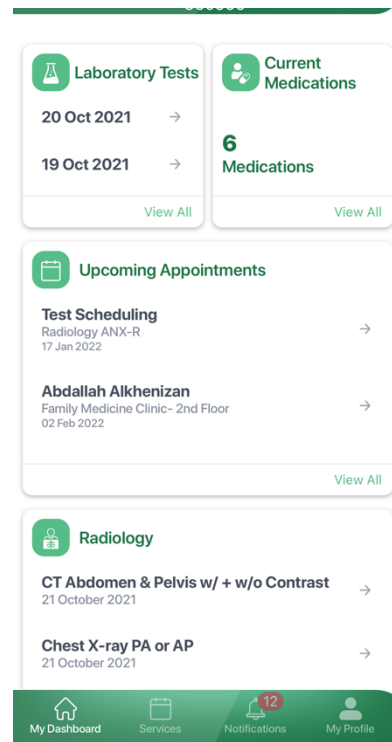
Change username if you have access to different accounts:

If you have access to other accounts, whether for family members or others dependents, you can switch to by clicking on the small arrow next to the name of the account holder at the top of the page and choose from the drop list.
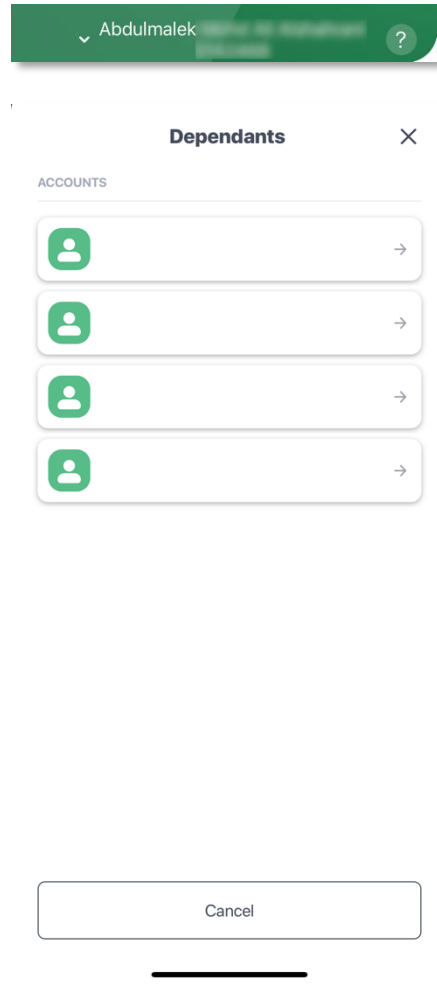
Notifications:

This feature allows you to view all notifications you are interested in; for instance, you will receive notifications for your upcoming appointments as reminders, important announcements, and news of King Faisal Specialist Hospital & Research Centre.

You can access this service from the "**Notifications**" in the options bar at the bottom of the screen if you are using the application.

If you are using the portal, you can access this service through the "**bell** " icon at the top of the page.
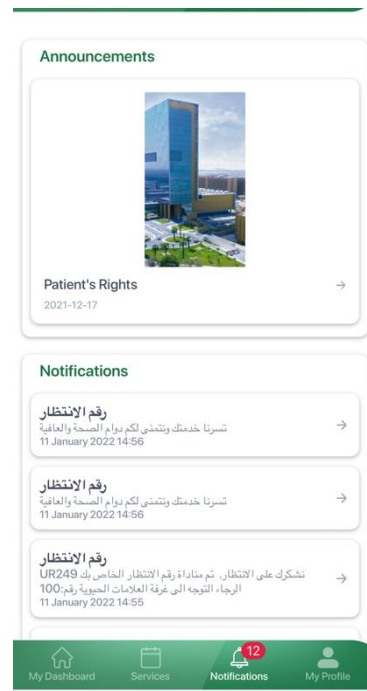
My Profile

"My profile" option contains the user's personal information, general health information, as well as the user's requests.
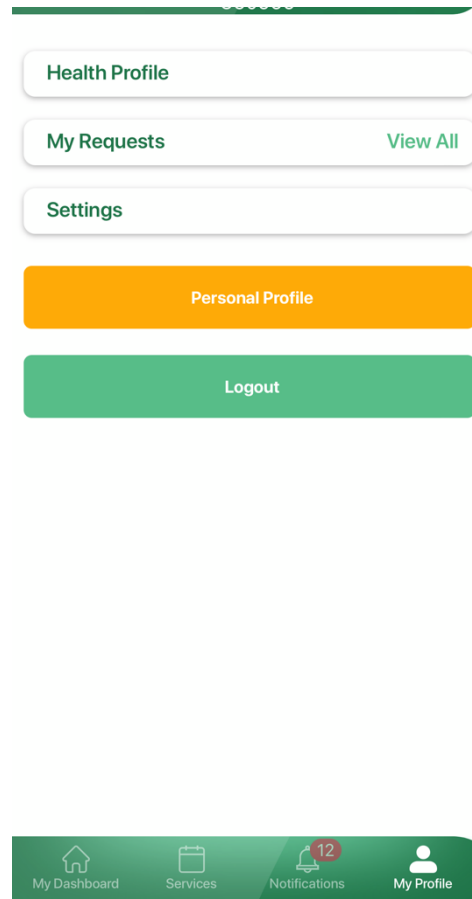
Personal Profile:

The personal profile contains your personal information such as address, contact numbers and e-mail. You can update your personal information by clicking on the "**Update Missing Information**" option.

To update or add information, fill out the form with the required information and upload missing personal documents (such as an ID photo).

You also can update your Saudi Post address by clicking on the "**Update Address**" option.

Authorize Access:

- You can authorize people you trust to access your medical records by selecting **"Authorize Access"** option.
- Fill in the required information including the authorized user national ID, Relation to you, and select the date of validity to this user, then click "**Grant**"

To view the allowed medical records to view, go to my profile.

Your Privacy Rights

Decide who you allow to receive and/or update your health and personal information
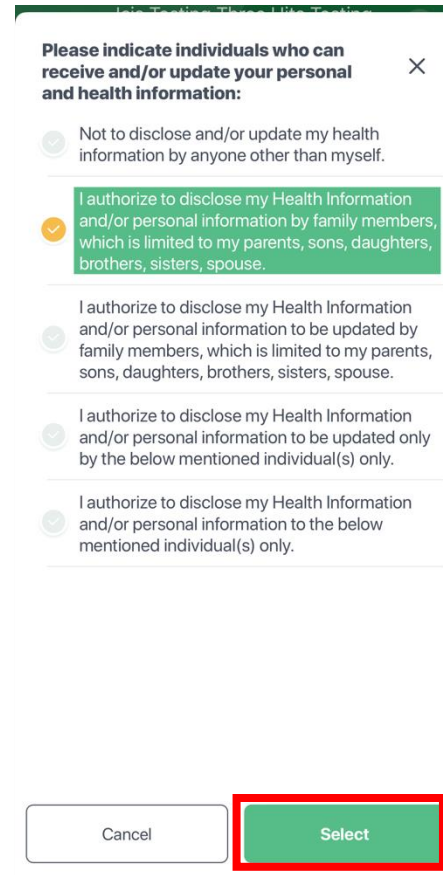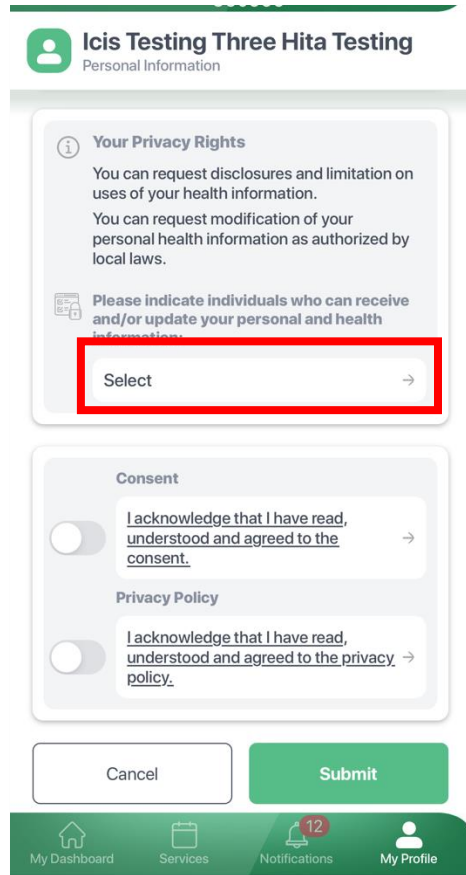
Health Profile:

The "**Health Profile**" option enables you to review the most important medical information about the patient, such as:

- Medical record number.
- Blood group.
- Eligibility for treatment.
- Allergy.
- Body measurement.
- Vital Signs.
- Health conditions.
- Health Maintenance.
- Immunizations.

Current Allergies:

This service enables users to add an allergy that the patient suffers from. The aim of this service is to alert medical care providers to identify any allergy that the patient suffers from, and to avoid any side effects or complications while treating patients.

To Add an Allergy

You can add any medication name or substances that cause allergies to you to the current list of allergies in your e-medical file by following these steps:

1. Click on the "**Health Profile**" then choose "**Current Allergies**" option from the dashboard.
2. To add an allergy, click on the "**Add Allergy**" option.
3. A window will appear for you in which you can choose the name of the drug or substance that causes you allergy from the drop list, and then click on "**Add Allergy**".
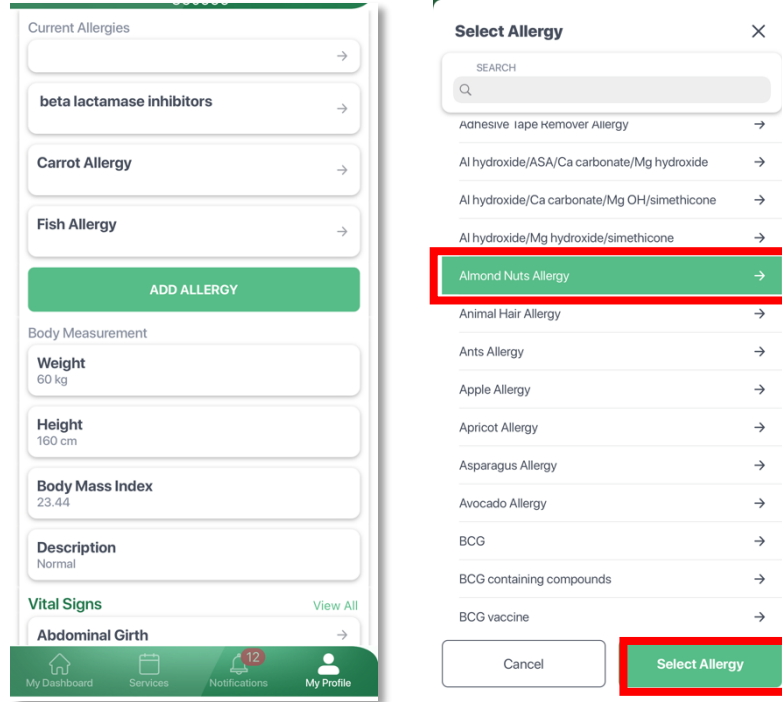
4. A message will pop up informing you that your request has been received and it will be reflected in the "current Allergies" list.

5.   Next, you will find that the requested allergy has been added to the "Current Allergies" list.

6. At your next visit to the hospital, confirm your allergy with your doctor, nurse or pharmacist.

Vital Signs

You can view the important vital signs values that are documented on each visit to the hospital like: Weight, Height, BMI, Blood Pressure…Etc., and their graph by clicking on "**View Graph**" on "**Altakhassusi Web**".

If you are using the application, use the horizontal position of the device to see the graph properly.

Health Conditions

This feature displays the patient's health diagnosis registered in the patient's e- medical file.

Health Maintenance:

This feature enables you to view all the tests recommended for you according to your health condition, age and gender.

To benefit from this feature and to maintain your health, you can request those tests from your treating physician.

Immunizations:

This feature allows you to view all your previous vaccinations that you have received in the hospital or the recommended ones according to your age, gender, and date, to facilitate scheduling the next vaccination appointment.

My Requests:

This feature allows you to view all your requests status such as medication refill requests; new medical supplies refill requests.
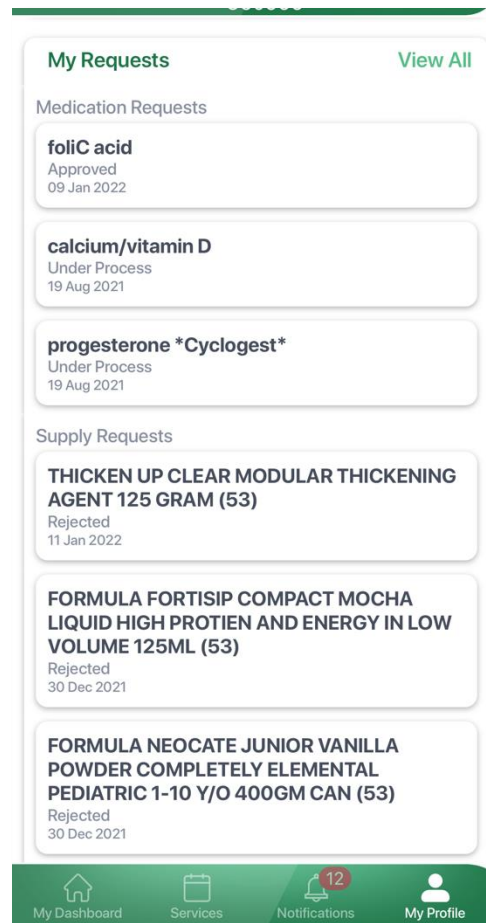
Services
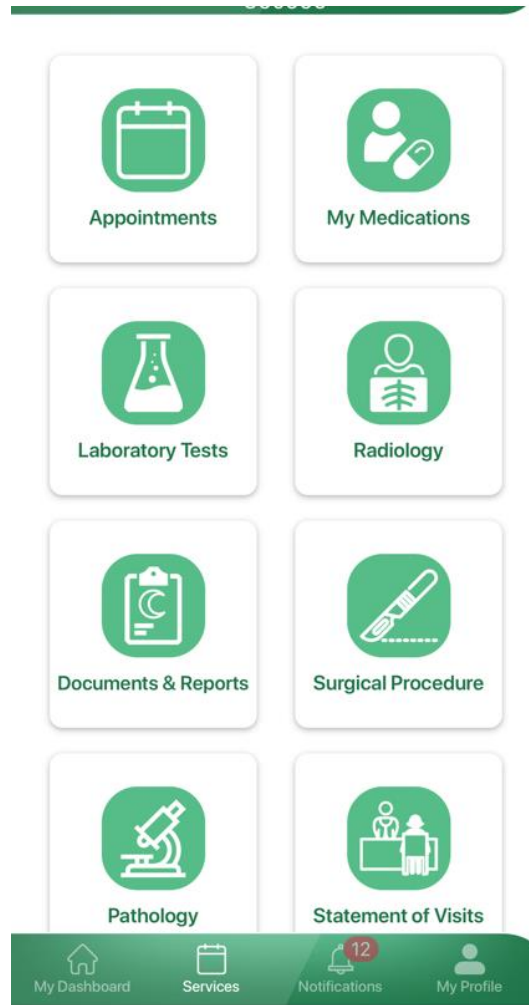
Appointments:

From the appointments option, you can view all the details of your upcoming appointments, print or save the appointment sheet, by clicking on the "**Details**" option if you are using the Web.

If you are using the Mobile App:

You can also view the options available under the appointment details box and choose the service you need as follow:

- Appointment Instruction
- Appointment Slip
- Add to Calendar
- Navigate to Appointment
- Reschedule Appointment *(To Family Medicine Patients only)*
- Cancel the Appointment *(To Family Medicine Patients only)*
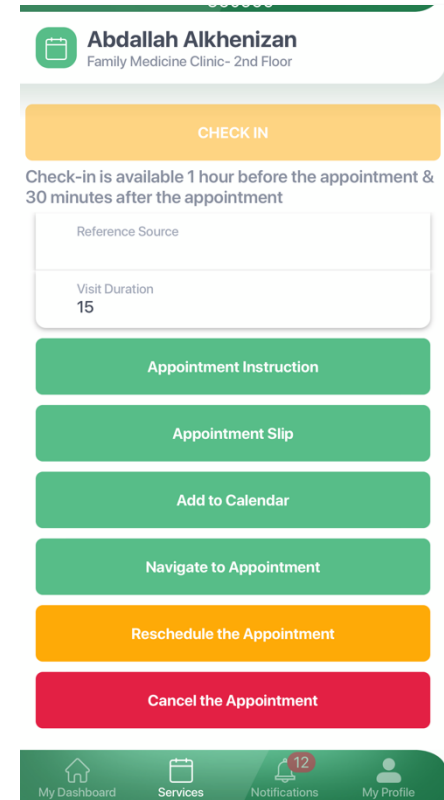
New Features:

Navigate to Appointment

• If you are using the application, it is possible to know the location of the clinic by clicking on "**Go to the appointment location**" through Google Maps, then choosing either to park your car to the nearest stop, or to go directly to the building of the appointment.
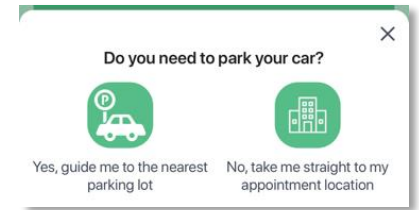
Add to Calendar

• You can add the appointment to the calendar by clicking on "**Add to Calendar**" option.
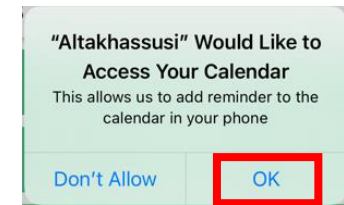
Appointment "Check In" Feature:

The "**Check In**" feature is added to the application to save your time and avoid waiting at the registration desks to chick- in for your appointment. This allows you to check in an hour before the appointment or 30 minutes after the appointment by choosing "**check-in**" for your scheduled appointment.
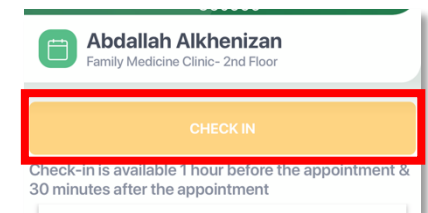
*NP: Family Medicine and polyclinics patients can book their appointments by clicking on the "**Book an appointment** "option.*
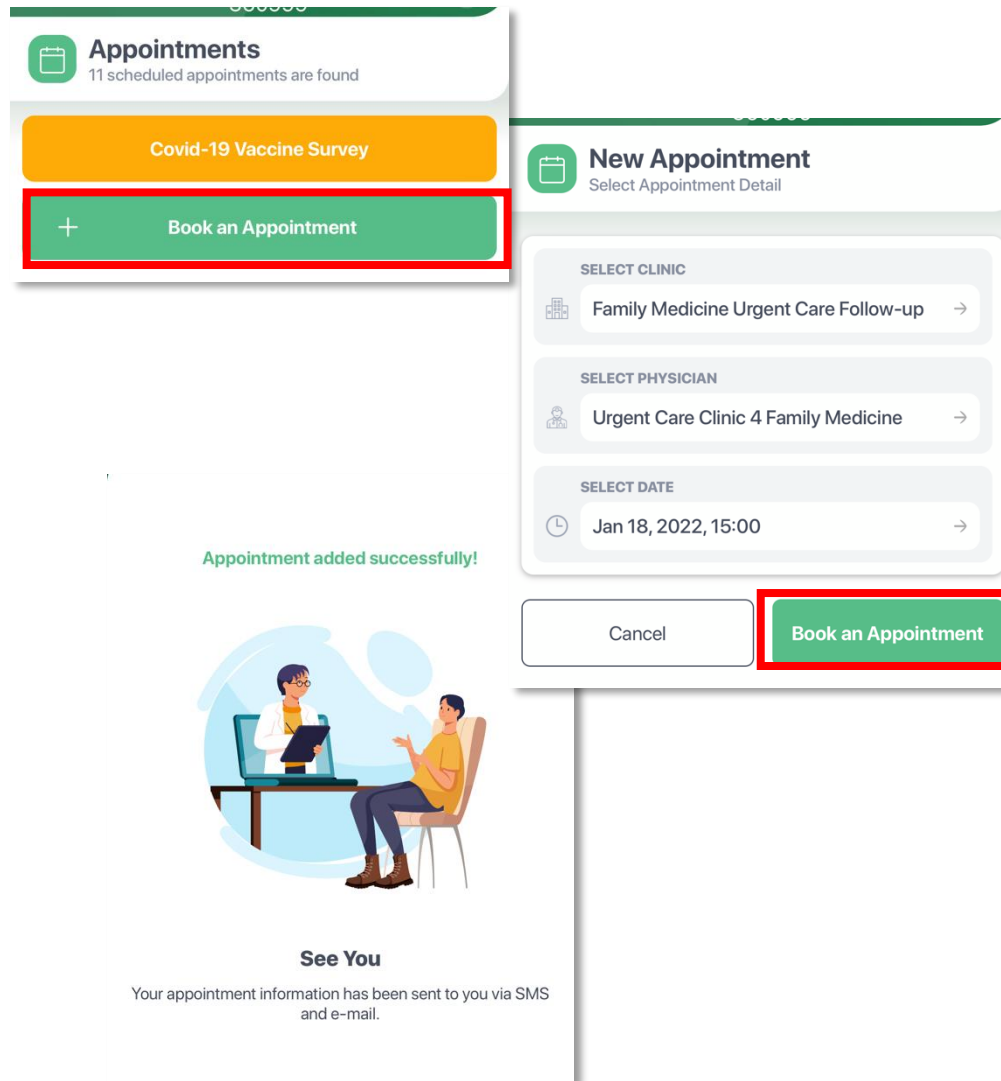
My Medications

This feature allows you to view all current and previous medications taken in King Faisal Specialist Hospital & Research Centre. For more information about your medications or medications history, click on "**Details**" option if you are using the web.

• If you are using the application, click on the medication's name to see its details.

Medication Refill Request:

You can request to re-fill your medications electronically within two weeks from the date of re-fill determined by the pharmacist for each medication through the following steps:

1. Click on the "**My Medications**" option from the main services menu, then choose the medication you wish to re-fill from the "current" medications list and click on "**Details**".

2. Click on "**Medication Re-fill**".

3. Select the mode of receiving the medication, either direct pick up from the hospital pharmacies or through the mail delivery service for patients who live outside the cities of Riyadh or Jeddah.
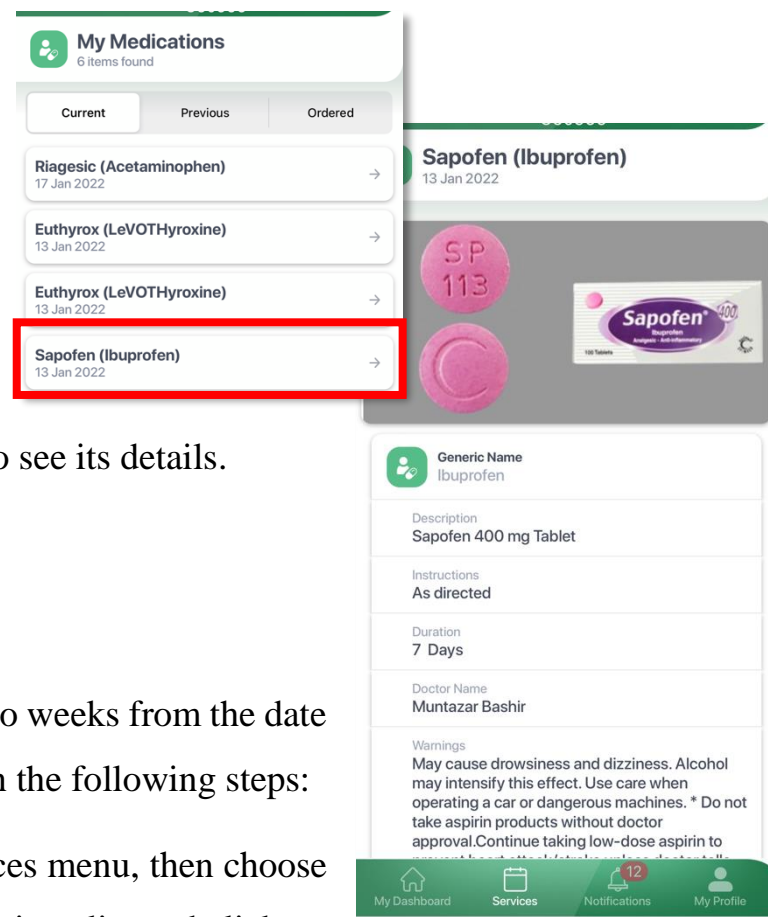
4. You will receive a notification message informing you that your request has been received and is under process.
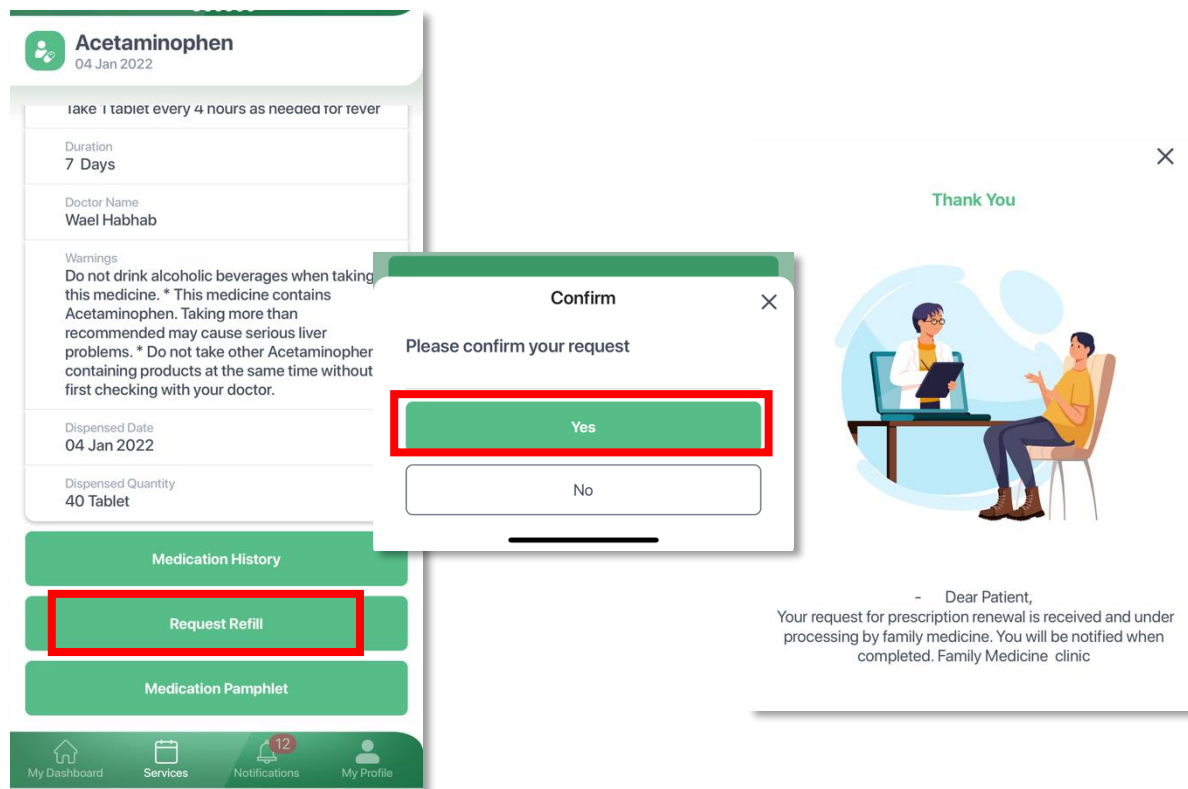
NP: *Family Medicine and polyclinics patients can request "Medication Re-fill" for previous medications which are not existing anymore in the current medications list.*

Go to the Previous medication list.

Chose the medication name you need to request and choose "Request Refill" option.

Laboratory Tests:

This service allows you to view and print your future lab orders and to view the precious lab tests results done in KFSH&RC laboratories.

- You can check your latest Covid Tests and download the certificate by clicking on "**Download Report**" option.

- You can review and print the latest laboratory results.

To do so:

Click on the (**Latest Laboratory Results**) option to get a comprehensive report for the last four tests in PDF format.
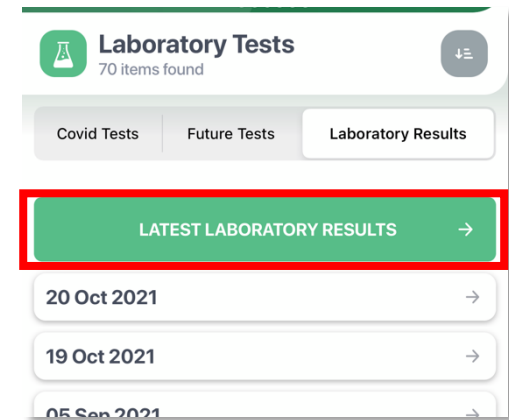
- To check the result of a specific test:
1. Select the date of the result you want to review from the list of results displayed.
2. Click on the name of a specific test to review its results.
- Results that are above the normal range will appear in red as an alert of abnormal results.

- If you are using the application, use the horizontal position of the device to see the graph view.

Radiology:

This service enables you to review and print all reports of Radiology exams and procedures by choosing the date and type of exam.
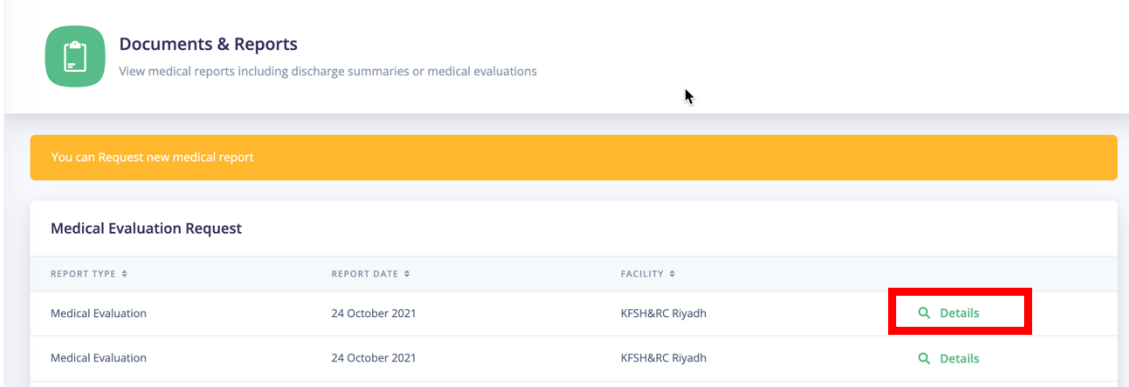
To review radiology results, select the on the name of the required report and click on "**Details**", where you can save or print it by clicking on the "**Download Report**" option.

• To save or print the report while using the application, click on the report you want to open or print, click "**Download Report**" then click "**Open**" to see the report in the browser.
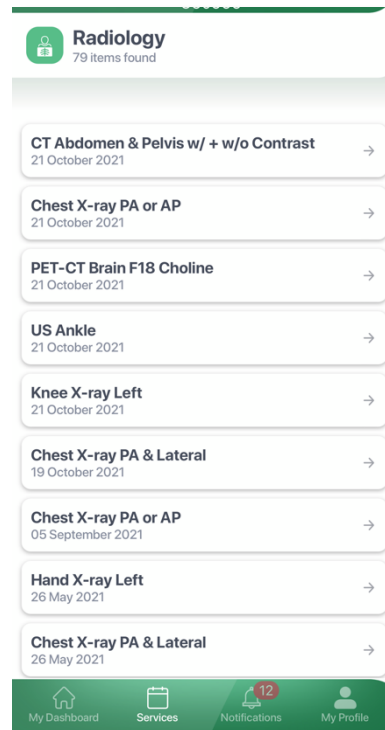
Documents and Reports:

The **Documents and Reports** feature allows you to review and print all the medical evaluation reports issued by the hospital by clicking on the name of the report and then clicking on "**Details**" option.
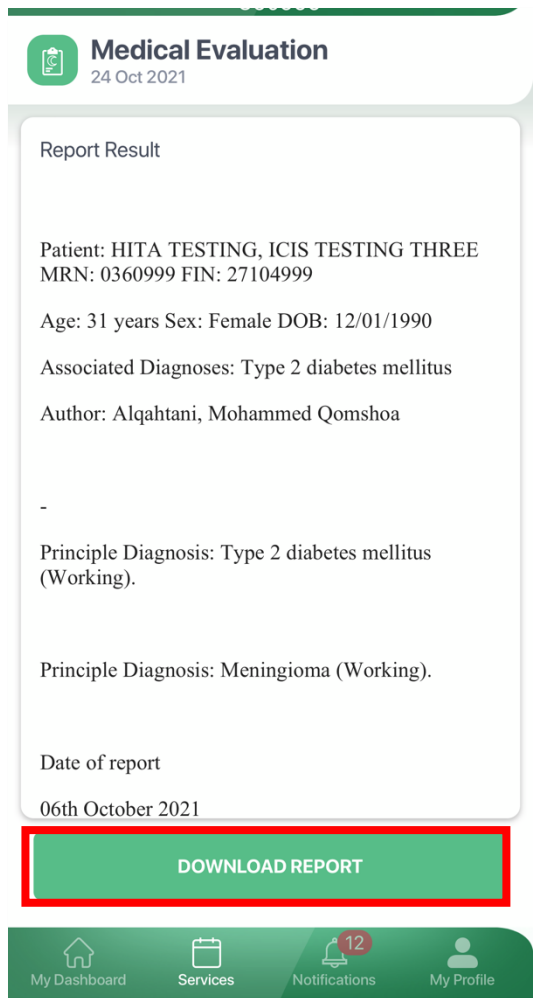

You can also save or print the report by clicking on the "**Download Report**" option.

• To save or print the report while using the application, click on the report you want to see or print, then click on the "**Download Report**" then "**Open**" to see the report in the browser.
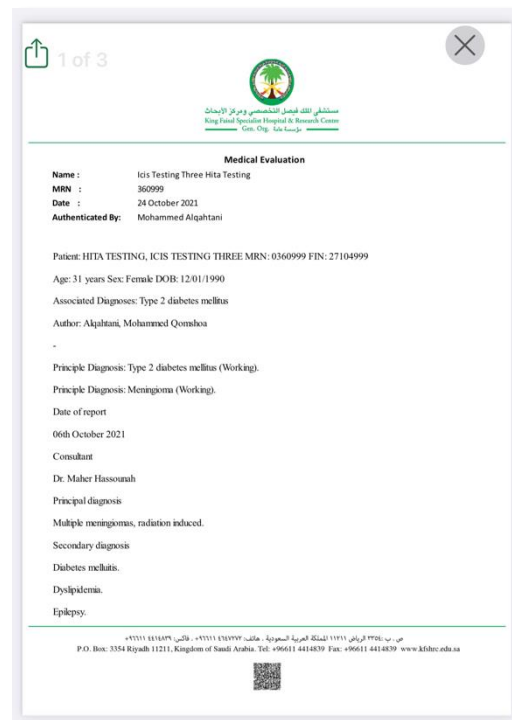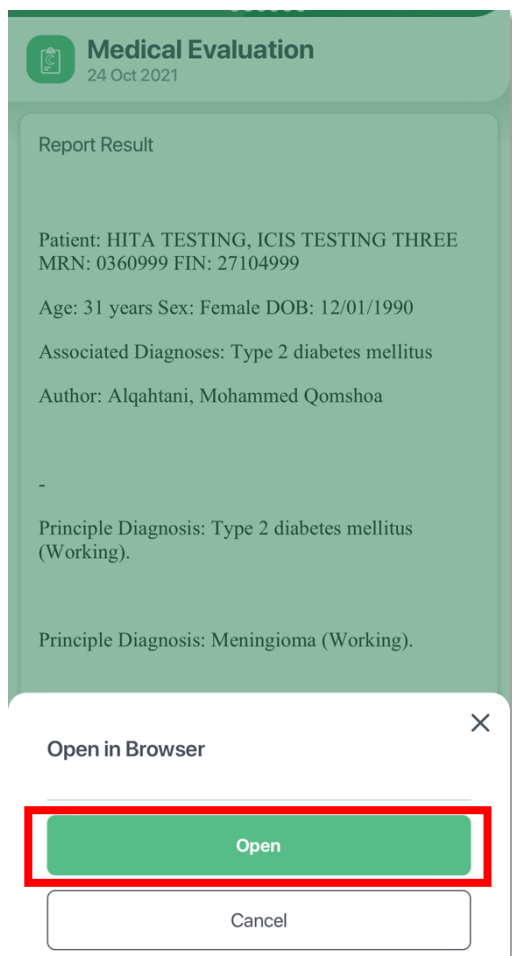
Medical Evaluation Request:

This service enables the patient to request a medical evaluation report without the need to visit the hospital through the following steps:

1. Click on the **"Documents and Reports"** option.
2. Click on the **"Request"** option.
3. Select the doctor's name and the reason for requesting the medical report.
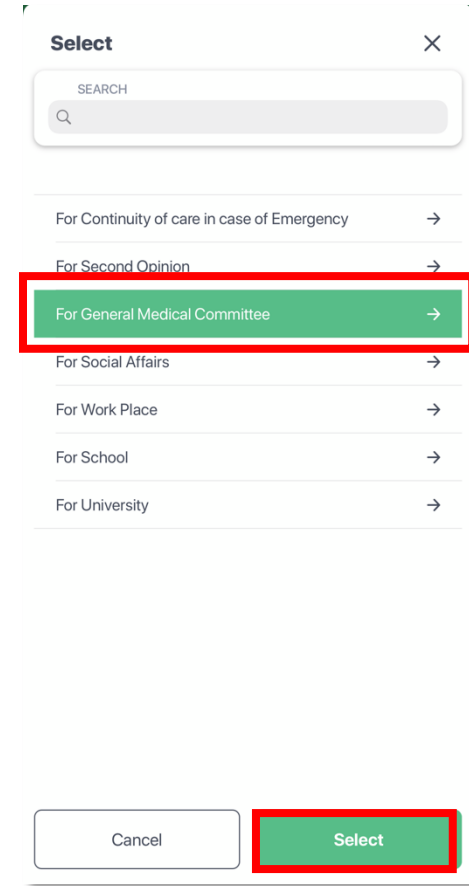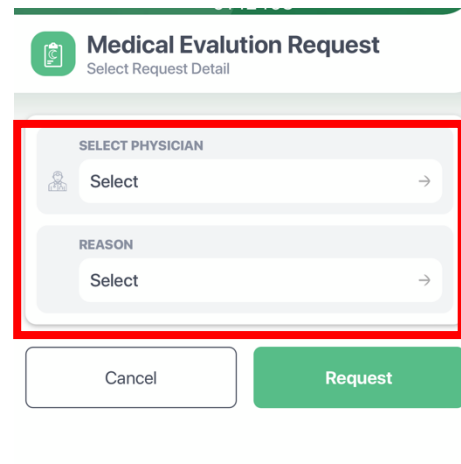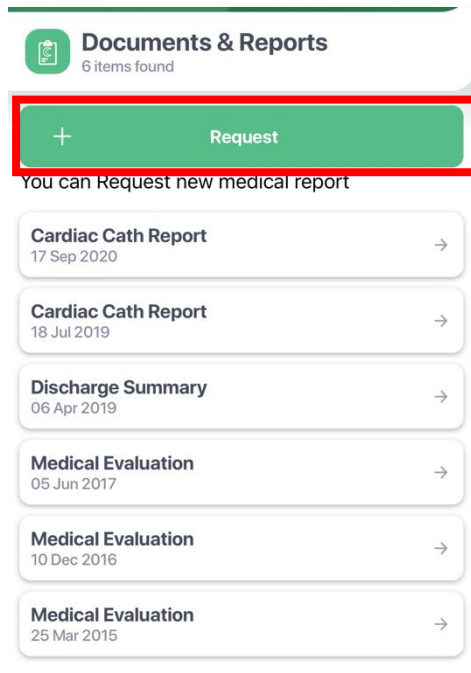
You will receive a message saying that your **request has been received** and you will find the status of the request in the main page of "Documents of Reports" saying that **"You already have a request under process"**.

Your request will reach to the concerned physician to prepare the report within four (4) weeks. The new report will appear in the list of reports in "**Documents and Reports**" page.

The system will deny your request if there is a previous request under process or if you have a report issued by the medical records during the past year.

If so, you will receive a message asking you to contact the hospital or visit the medical records department (MRD).

Surgical Procedures:

This feature allows you to review all information about the surgical procedures that you have undergone at King Faisal Specialist Hospital & Research Centre. Information will include data such as type of operation, its date and name of the surgeon. For more details, click on the required surgical procedure name.
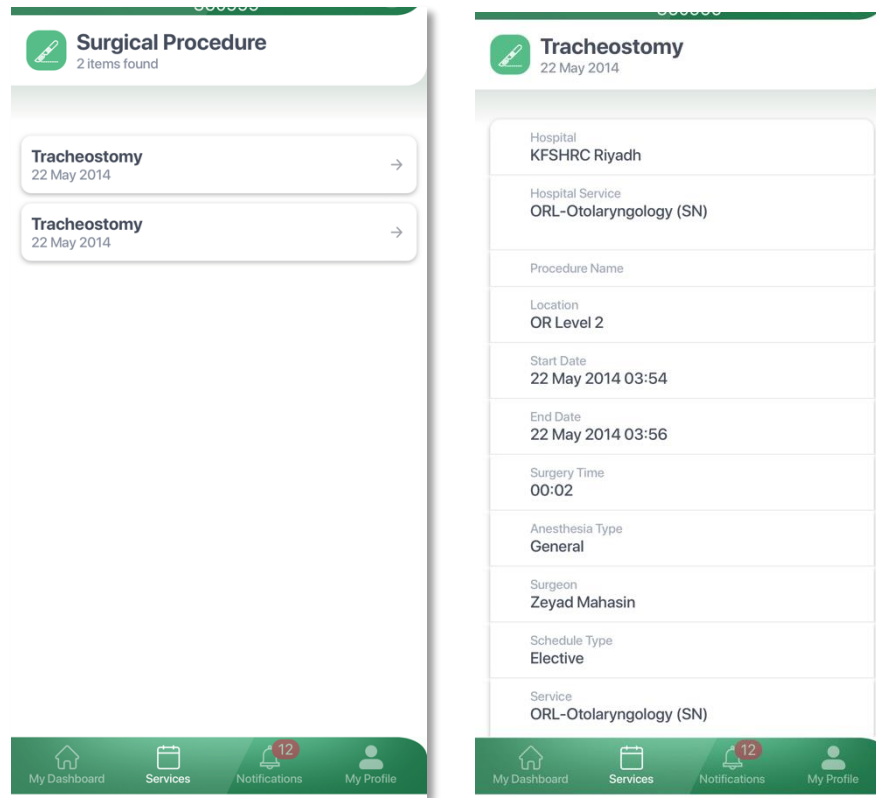
Pathology:

This service enables you to review the pathology tests and procedures reports. You can simply click on the required report to review it through the browser, and then you can save or print by clicking on the "**Details**" option.

• To save or print the report while using the application, click on the report you want to see or print, then click on the "**Download Report**" then "**Open**" to open the report in the browser.
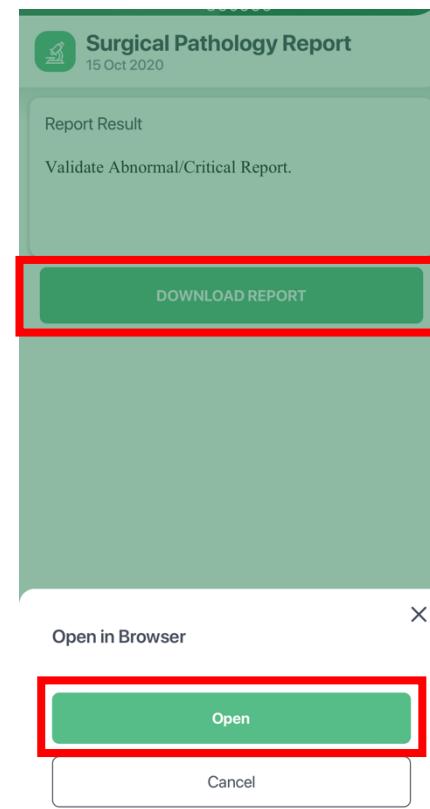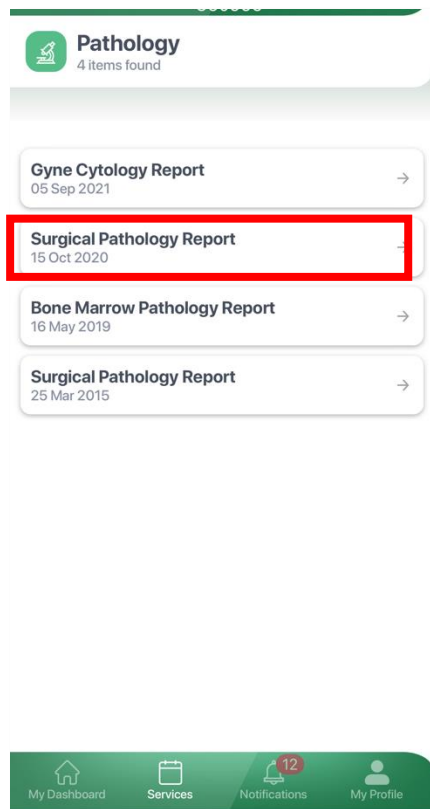
Statement of Visits

This feature enables you to review and print all your previous visits to the hospital; including outpatient visits, inpatient visits, and emergency visits. Note that the visit statement is electronically signed and does not require verifying or stamping from the hospital.

You can review ALL your hospital visits through the following steps:

1. Select the **"Statement of Visits**" service

2. choose the visit type you want to review (Outpatient, Inpatient, Or Emergency)
3. Then click on "**View all visits**" option, where a report will be generated for the all previous visits to chosen type of visit.

• If you are using the application, click on the **download icon** at the top right of the page to see or print all visits statements.

To Review A Specific Hospital Visit Statement:

1. Select the "**Statement of Visits**" service from the main services list.

2. choose the visit type you want to review (Outpatient, Inpatient, Or Emergency)
3. Click on the specific visit you want to view
4. Click on "**Details**" to view the "**Hospital Visit Statement**" to download or print it.
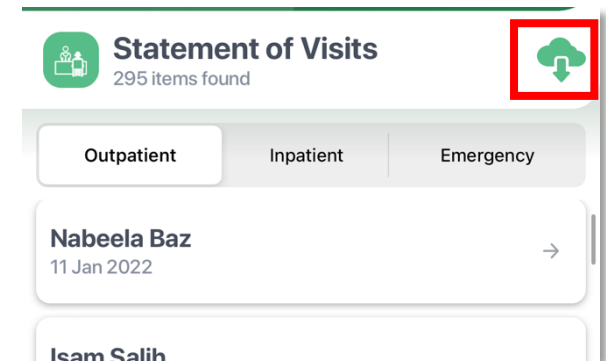
• If you are using the application, click on the required visit and then click on the "**View Hospital Visits Details**" option.
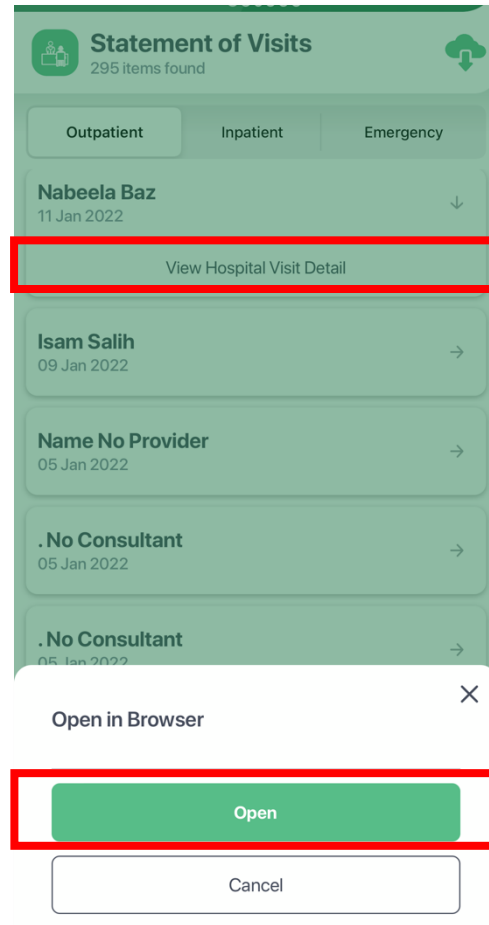
Medical Supplies:

The medical supplies service provides you with information about the medical nutritional and nursing products that have been released to you from the hospital's medical stores and enables you to request for re-fill.
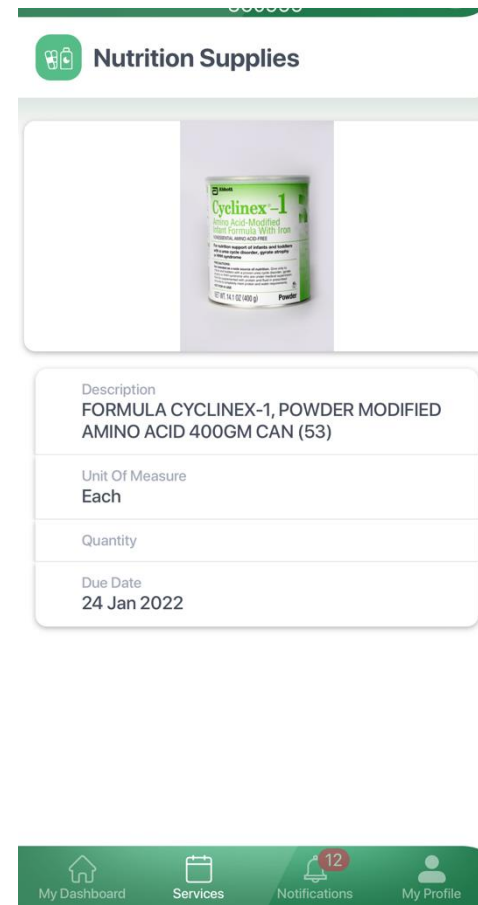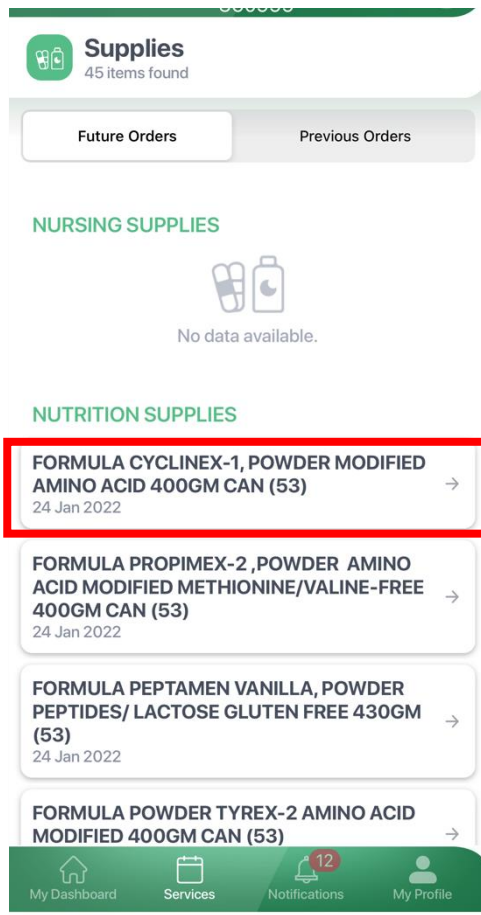
To request medical supplies refill:

For re-fill requests of any of the medical y products from the list of previous orders, select the desired product, then click on the "**Request for a new re-fill** " option, and you will receive a message telling you that "**Your request has been successfully received**."
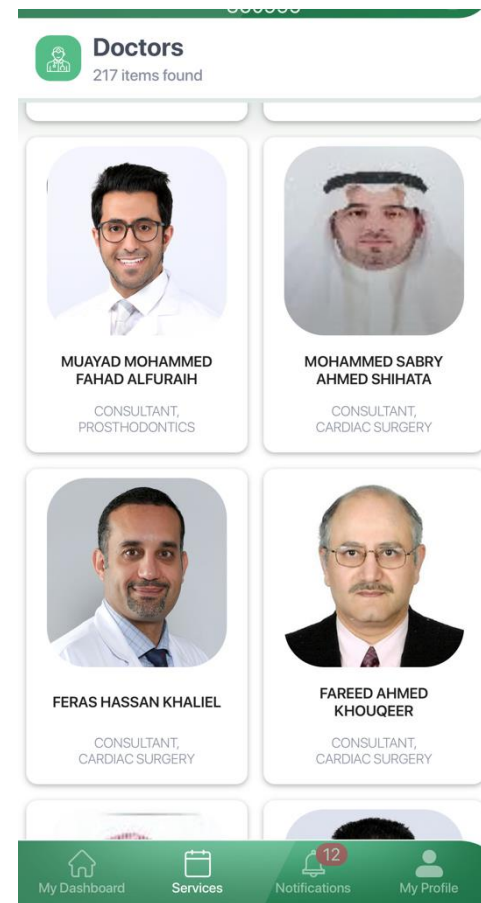
To keep track of the status of your request, click on the "**My Requests**" option.
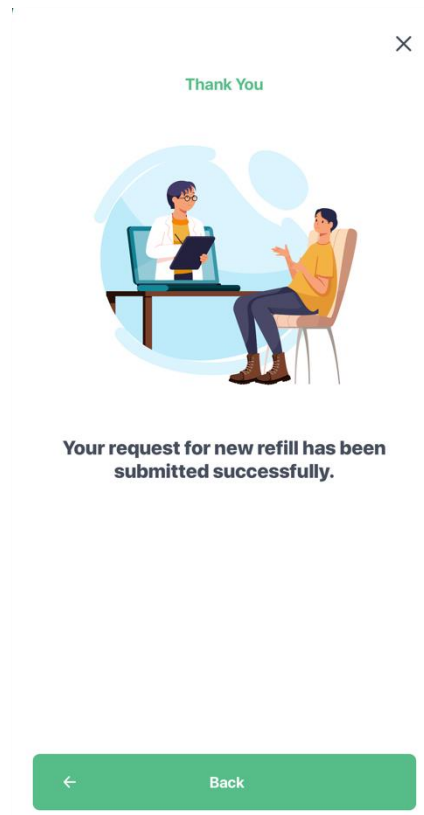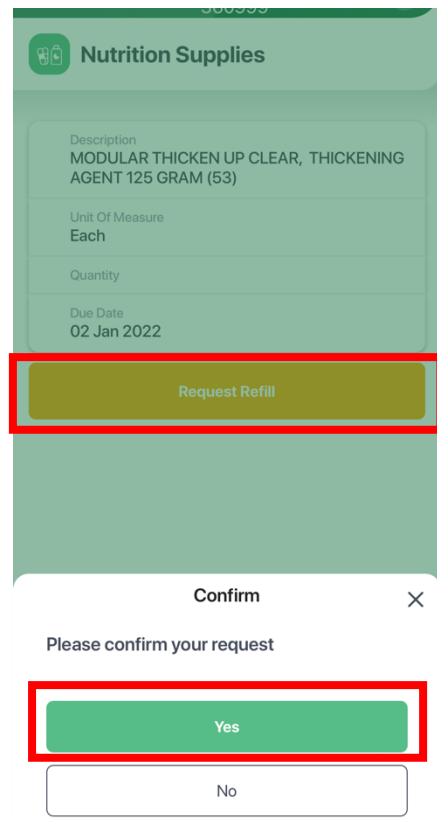
Find a Doctor:

If you are interested in your physician's background and important information about his/her qualifications and certificates, expertise, specialization, and their ratings, you can search for a doctor by the (name of the doctor) or by selecting the (branch and the specialty), and you will see a list of the results. Then click on the name of the physician you need.

Virtual Care:

This service enables you to review and access your current virtual appointments.

Note: Family Medicine patients can book a virtual appointment via this service using the following steps:

- Click on the option (**Book a Virtual Care Appointment**).

- Select the desired clinic.

- Select the physician.

- Select the available date and time.
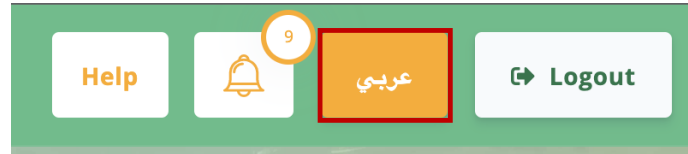
- Click on "**Book a Virtual Care**" option.

The booked virtual appointment will appear in both the "**Appointments**" and "**Virtual Care Appointment**" lists.
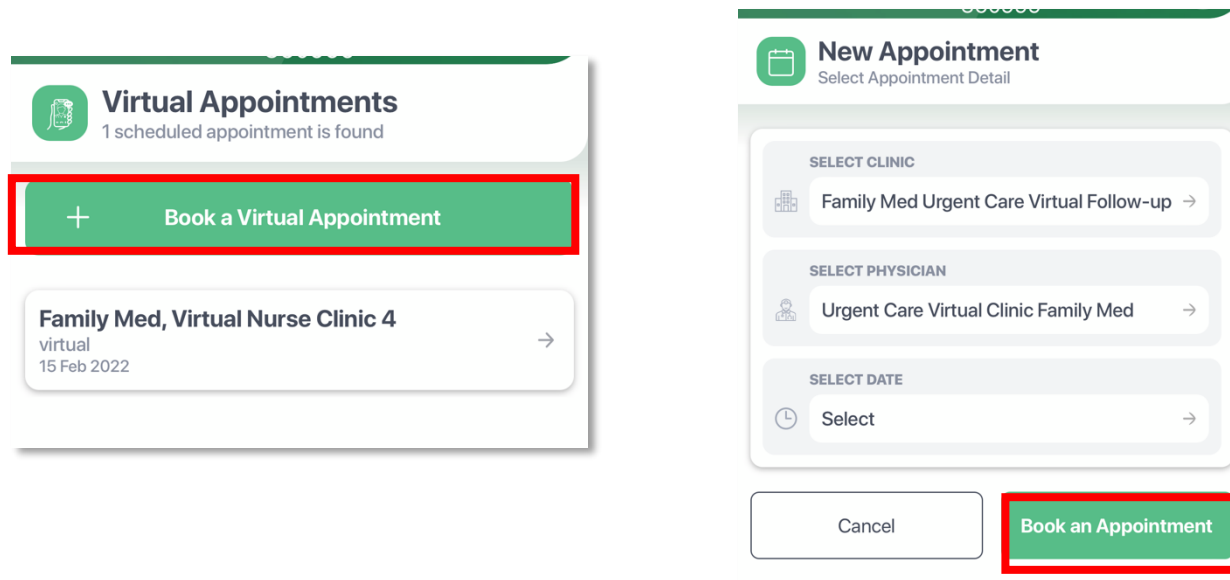
Settings: *(In the Mobile Application only)*

Language:

If you want to change the language, click on the language icon from the top right of the page if you are using the website.

* If you are using the application, you can change the language by clicking on "**My Profile**" option and then on "**Settings**".
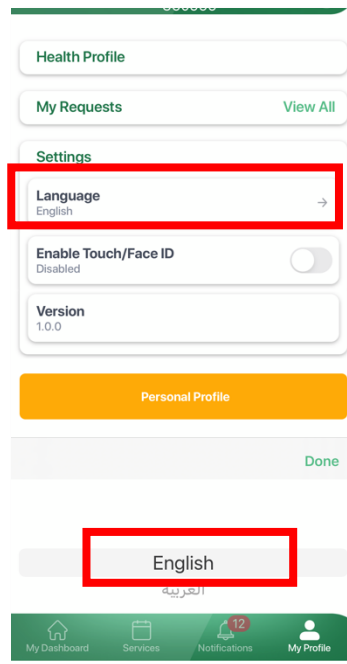
Help and Complaints:

If you have any inquiry or complaint you would like to share with us, please leave a message, and we will deal with the matter the soonest possible. Kindly use the following official "**Help**" channels:

- Call us on the hospital unified number 199019
- Contact the Citizens Engagement Center (Amer) 199099
- Call Me Back
- If you are using the application, you will use the "**Contact us via WhatsApp**" option.

To "**Post a Suggestion**", to "**Register a Complaint**", to "**Say Thank You**", or to "**make another request**", you can:

- Select the option you want, and then select the hospital branch you are treated in.
- Write your message in box, then click "**Send**"

You can Rate our application and its services to raise and provide the best level of service.

For more information, please call us on

- The hospital unified number 199019.
- Contact the Citizens Engagement Center (Amer) 199099.