

## Identification of Suitable Web Services to Enhance the E-Health Portal of Saudi Arabia

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### Introduction:

Every nation has a vision to develop the health and quality of life of its citizens by providing transparent and easy to access facilities to build a healthy society. Implementing e-Health through web portals, open the door for a patient centric health care system throughout the world. Providing more and more electronic service not only help the citizens and patients to interact with the health care providers, but also useful for the stakeholders to transfer and understand the digital information between each other with ease. In the year 2011, the Ministry of Health (MOH) of Saudi Arabia started to implement its e-Health strategy with the vision "safe, efficient and patient centric health care system" and is almost at the end of its first phase now. The Saudi MOH is providing several services through its e-Health portal to serve the citizens to enhance the quality of health care. Further, analysis shows that there is a vital need to provide a set of user friendly e-Health services to its stakeholders that are most suitable for the Kingdom. These services should mainly include diagnostic, knowledge, alert and health care categories.

### Objective:

To propose the web services that are suitable to implement through the e-Health portal of Saudi Arabia, thereby enhance the healthcare facilities of the citizens to promote a patient centric health care system. Implementation of appropriate services through the web portal will allow the patients and health care providers to access the benefits in less cost, on time from anywhere.

### Method:

The various stages of this methodology include analysis and identification of available services

from renowned e-Health portals of developed countries, understanding the stakeholder for the Kingdom of Saudi Arabia, categorization of services; identification the services suitable for Kingdom's environment and proposal of fine-tuned web services with its description.

### Results/ Expected Outcome:

The expected outcome of this study is to identify the services and categories under the groups' knowledge, diagnostic, alert and other health services with complete description that can satisfy the health care needs of the citizens. Providing the user friendly web services based on their needs and expectation will attract more people towards the eHealth portal of the Kingdom.

### Conclusion:

Many countries have changed their health strategies to face the major challenges in the health care sector. In this situation, a common web platform and the corresponding web services are needed to fulfil the expectation of the citizens. The e-Health system and its portals encourages the patients, customers, clinicians and other participants to become involved in the effective health care system. But, the usage of Saudi e-Health portal is inadequate and the availability of the required services are limited to the public. This deficit reason needs to be analysed to make the system more effective to get the acceptance from the users of the Saudi e-Health portal. Also, the e-Health systems should have to make sure that, the most needed services are offered through its portals in world class standard to satisfy the need of the citizens and users.