



HEALTH HOLDING

HAFER ALBATIN HEALTH
CLUSTER
MATERNITY AND
CHILDREN HOSPITAL

Department:	Leadership		
Document:	Administrative Policy and Procedure		
Title:	Handling Incoming and External Requests		
Applies To:	All MCH Employees		
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1. PURPOSE:

- 1.1 Stating a clear mechanism to arrange and organize the work.
- 1.2 Speeding up completion of the transactions between the internal departments of the hospital and external bodies.
- 1.3 Saving and archiving all transactions electronically.

2. DEFINITIONS:

- 2.1 **BAIN system** – it is an electronic system for arranging and documenting all transactions, letters and circulars and sending them within Ministry of Health.

3. POLICY:

- 3.1 Commitment to the rules and regulations of administrative communications department in Ministry of Health.
- 3.2 All circulars will be sent to the departments by Ministry of Health e – mail.
- 3.3 Using BAIN system to refer all internal and external transactions.

4. PROCEDURE:

4.1 Incoming/ Outgoing:

- 4.1.1 The incoming employee in Administrative Communications Department receives the incoming transactions from several channels such as: Maternity and Children Hospital, Hafer Al Batin e – mail, Administrative Communication Department e – mails, Mails, Manually by messenger or via BAIN I program.
 - 4.1.1.1 If the transaction was received via BAIN system: the incoming employee will send the document officially to the hospital director for approval.
 - 4.1.1.2 If the transaction was received by other channels as mentioned above (4.1.1): the incoming employee will do the following:
 - 4.1.1.2.1 If the transaction comes from external bodies (Outside Ministry of Health), the incoming employee uses BAIN system to give it internal incoming number (BAIN incoming number).
 - 4.1.1.2.2 Entering the original number of incoming transaction (which was received from outside the Ministry of Health) in incoming record in BAIN System.
 - 4.1.1.2.3 Sending the transaction to the hospital director through BAIN system and following it up.
 - 4.1.1.2.4 Keeping the original copy of the transaction until export it.
- 4.1.2 The hospital director writes his notes about the transaction in BAIN system, and then he sends it to the director of the concerned department to complete the procedure.

4.1.3 The director of the concerned department takes an action and signs one of the employees to complete the procedure, if:

- 4.1.3.1 It does not need a response to the external bodies:
 - 4.1.3.1.1 The in-charge employee will complete the procedure
 - 4.1.3.1.2 Save and archive the transaction electronically in BAIN system.
- 4.1.3.2 It needs a response to the external bodies:
 - 4.1.3.2.1 The in-charge employee will do the following:
 - 4.1.3.2.1.1 Writing a letter and adding attachments and index, then taking the director department approval about them.
 - 4.1.3.2.1.2 Sending all this documents manually to the hospital director for approval.

4.1.4 The hospital director approves and resends the documents manually to the concerned department.

4.1.5 The in-charge employee in the concerned department will send the transaction documents to the administrative communications department by BAIN system for export, if:

- 4.1.5.1 The transaction belongs to the external bodies (inside Ministry of Health):
 - 4.1.5.1.1 Save and keep the original copy of the transaction in the concerned department.
 - 4.1.5.1.2 The concerned department sends the expected documents such as: confidential transactions, payment order/check, medical files and investigations manually to the administrative communications department for export it.
- 4.1.5.2 The transaction belongs to the external bodies (outside Ministry of Health):
 - 4.1.5.2.1 The concerned department sends the original copy of transaction to the administrative communication department.

4.1.6 The outgoing employee in the administrative communications department does the following:

- 4.1.6.1 Review the transaction (attachment and index) on BAIN system.
- 4.1.6.2 Send the transaction to the external bodies and send a copy to the general archive department via BAIN system.
 - 4.1.6.2.1 The head of Archive department does the following, if it is:
 - 4.1.6.2.1.1 General documents: send it to the general archive unite via BAIN system to save it in general archive file.
 - 4.1.6.2.1.2 Employees documents: send it to employee archive unite via BAIN system to save it on docuware system and BAIN system.
- 4.1.6.3 Export the original copy paper of transaction to the external bodies and select one of the following sending methods, if:
 - 4.1.6.3.1 It is sending through mail:
 - 4.1.6.3.1.1 The post officer in the hospital registers all transactions in Mail Receiving Record and delivers it to the post office.
 - 4.1.6.3.1.2 The post officer (who works in the post office) signs in Mail Receiving Record.
 - 4.1.6.3.1.3 The outgoing employee archives the mail receiving record electronically on drop box.
 - 4.1.6.3.2 It is sending by a messenger:
 - 4.1.6.3.2.1 The outgoing employee prints (from Ministry of Health website) and attaches the delivery statement to the transaction.
 - 4.1.6.3.2.2 The outgoing employee exports the whole transaction to the external bodies through the messenger (the messenger has to bring a receipt as evidence of receiving).
 - 4.1.6.3.2.3 The outgoing employee archives the mail receiving record electronically on drop box.

- 4.2 Internal circulars (by Ministry of Health e – mail):
 - 4.2.1 If a department wants to create a circular:
 - 4.2.1.1 The department officer writes and sends a circular by his MOH e – mail to the director of the department for approval.
 - 4.2.1.2 The director of the department sends the circular to the director of the hospital for approval.
 - 4.2.1.3 The director of the hospital sends the circular to the director of administrative communications to distribute it to all internal departments.
 - 4.2.1.4 The director of the administrative communications sends the circular to all department Directors by Ministry of Health e – mail.
 - 4.2.1.5 The Director of the department sends the circular to his staff to take notice and comprehend.
- 4.3 Incoming circulations
 - 4.3.1 The incoming employee in Administrative Communications Department receives the incoming circulations from several channels such as: Maternity and Children Hospital, Hafer Al Batin e – mail, Administrative Communications Department e – mails, Mails, Manually by messenger or BAIN system.
 - 4.3.2 The administrative communication officer sends the incoming circulation by Ministry of Health e – mail to the director of the hospital for approval.
 - 4.3.3 Complete the rest of the procedures as mentioned from (4.2.1.3 to 4.2.1.5).
- 4.4 Outgoing documents:
 - 4.4.1 If a departure wants to make and send a transaction to the external bodies, the department officer makes the transaction and completes the rest of the procedures as mentioned above from (4.1.4 to 4.1.7).

5. MATERIAL AND EQUIPMENT:

- 5.1 Computers to use BAIN System
- 5.2 Scanners
- 5.3 File cabinets to store original copies of transactions.

6. RESPONSIBILITIES:

- 6.1 Administrative Department
- 6.2 All Staffs

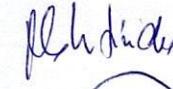
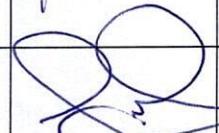
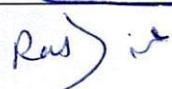
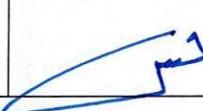
7. APPENDICES:

N/A

8. REFERENCES:

- 8.1 Policies and Procedures, Maternity and Children Hospital, Directorate of Health Affairs of Holy Capital.

9. APPROVALS:

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