



HEALTH HOLDING

HAFER ALBATIN HEALTH  
CLUSTER  
MATERNITY AND  
CHILDREN HOSPITAL

<b>Department:</b>	Leadership		
<b>Document:</b>	Administrative Policy and Procedure		
<b>Title:</b>	Handling Incoming and External Requests		
<b>Applies To:</b>	All MCH Employees		
<b>Preparation Date:</b>	January 05, 2025	<b>Index No:</b>	LD-APP-004
<b>Approval Date:</b>	January 19, 2025	<b>Version :</b>	2
<b>Effective Date:</b>	February 19, 2025	<b>Replacement No.:</b>	LD-APP-004 (1)
<b>Review Date:</b>	February 19, 2028	<b>No. of Pages:</b>	4

## 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:**

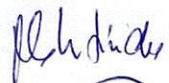

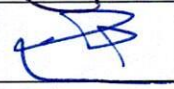
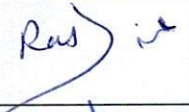
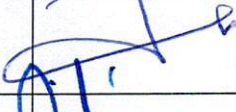
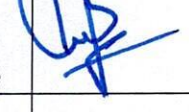

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## **8. REFERENCES:**

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



## 9. APPROVALS:

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