



جامعة زايد  
ZAYED UNIVERSITY

# Health Service System Guide

How to use the Health Service System

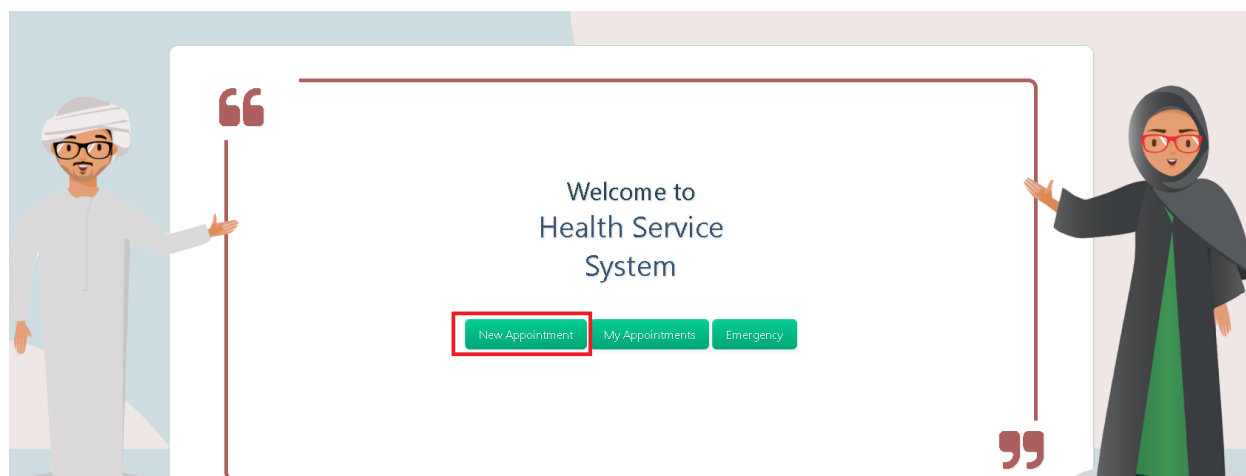
# Getting Started

To start, visit the Health Service System site, <https://webappstaging11.zu.ac.ae/HealthService>

## Student/Faculty/Staff View (Appointments)

### Submit Appointment Request

1. Login to the system. Below is the home page for Students/Faculty/Staff to submit appointment request. Click on “ **New Appointment**” to book appointment.



2. Choose **Appointment Date** and **Time** then click on **Continue**.

Health Service System - Registration Form

Appointment

Appointment Date	Time
<input type="text" value="08/16/2020"/>	<input type="text" value="09:30 - 09:45"/>

**Note:** Available timeslots will be loaded in the time dropdown.

3. In the below screen, **name** and **ID** will be filled automatically (logged-in user's), user has to fill the remaining fields in all sections then click on **submit** to book the appointment.

## Health Service System - Registration Form

### General Information

<b>Name</b>	<input type="text"/>	<b>ID</b>	<input type="text"/>
<b>Age</b>	<input type="text" value="20"/>	<b>Gender</b>	<input type="text" value="Female"/>
<b>Mobile Number</b>	<input type="text" value="1234"/>	<b>Guardian Number</b>	<input type="text" value="12345"/>
<b>Marital Status</b>	<input type="text" value="Single"/>	<b>Pregnant</b>	<input type="text" value="No"/>

### Medical History

History of Medical Disorder	<input type="radio"/> Yes <input checked="" type="radio"/> No	Specify	<input type="text"/>
History of allergy to medicine	<input type="radio"/> Yes <input checked="" type="radio"/> No	Specify	<input type="text"/>
Any medication taken today	<input type="radio"/> Yes <input checked="" type="radio"/> No	Specify	<input type="text"/>
Any recent history of travel (Last 2 months)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Specify	<input type="text"/>
Any complain of fever or flu symptoms	<input type="radio"/> Yes <input checked="" type="radio"/> No	Specify	<input type="text"/>
Any history of contact with confirmed positive Covid-19 case	<input type="radio"/> Yes <input checked="" type="radio"/> No	Specify	<input type="text"/>

### Appointment Details

**Reason for booking appointment:**

### Consent

- I, the undersigned, hereby authorize the physicians and other healthcare professionals of Wellness Center under Primary Health Care Services Sector (PHCSS) Centers to manage my health condition.
- I understand that no guarantee has been given as to the results that may be obtained from the management.
- I am fully aware that my personal information will be treated as highly confidential.
- I authorize staff of Wellness Center under PHCSS to release my medical information which help in my treatment and follow up to any person in the work team.
- I agree that wellness center is not responsible for any loss of my personal belongings.
- I acknowledge that I have read and fully understood this consent and I had the opportunity to have my questions answered.
- I'm fully responsible of the consequences for refusing medical treatment or service.

I confirm that I read the above consent

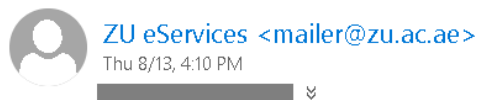
Submit

- Once submitted, below thank you message will be displayed.



- Just 5 minutes before the appointment time, the user (requester) will receive the below reminder email.

Health Service System - Appointment after 5 minutes - Reference Number 202008032



Dear [redacted],

This is a reminder that your appointment with the nurse from ZU Wellness Center is after 5 minutes.

Kindly click on the below link to start the appointment.

<https://webappstaging11.zu.ac.ae/HealthService/Appointments/Appointments/FormAppointment?FormMode=CHAT&&id=6u3ctwjgtrtiea7pwgawju2iockafab4mc376ikeaqhr5tbjfiinmsz5i>

- Nurses and Doctors will receive the below reminder email.



ZU eServices <mailer@zu.ac.ae>

Thu 8/13, 4:10 PM

Vanahmedin Mayamada

Reply all

Dear [REDACTED],

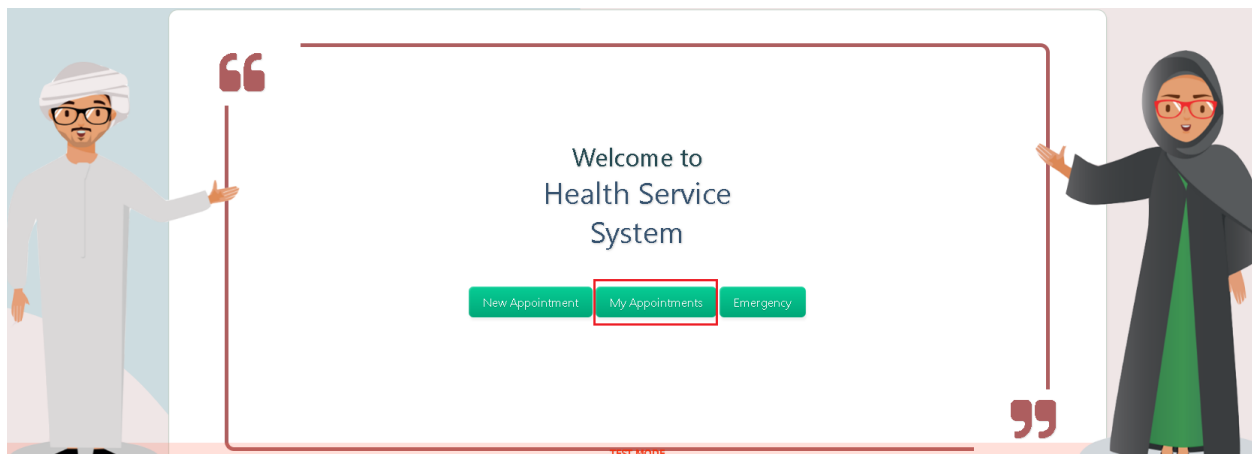
Kindly note that request number 202008032 appointment will start after 5 minutes, Kindly click on the below link to start the appointment.

Click on the below link to start the appointment.

<https://webappstaging11.zu.ac.ae/HealthService/Appointments/Appointments/FormAppointment?FormMode=CHAT&&mId=uu3x7bjigfq6cfsdpseawjutiskadsr44mltiyjp5hh4t4i4bjzycz54>

## View submitted appointment requests

1. Click on “**My Appointments**” to view the already submitted appointment requests.



### Manage Appointments

Reference Number:  Appointment Date:

Number of records shown: 2

Show 50 entries  Quick search:

	ReferenceNumber	Appointment Date	Appointment Time	Remarks	Nurse Comments	Doctor Comments	
<input type="button" value="View"/>	202008029	August 13, 2020	09:30 - 09:45	Advised to stay home, Short Stay	Test Nurse Comments	Test Doctor Comments	<input type="button" value="Chat"/>
<input type="button" value="View"/>	202008037	August 16, 2020	09:30 - 09:45	No Remarks			

2. Click on **View** to see the details of the submitted appointment request.

## Manage Appointments

Reference Number:  Appointment Date:

Number of records shown: 2

Show  entries  Quick search:

	ReferenceNumber	Appointment Date	Appointment Time	Remarks	Nurse Comments	Doctor Comments	
<input type="button" value="View"/>	202008029	August 13, 2020	09:30 - 09:45	Advised to stay home, Short Stay	Test Nurse Comments	Test Doctor Comments	<input type="button" value="Chat"/>
<input type="button" value="View"/>	202008037	August 16, 2020	09:30 - 09:45	No Remarks			

- Booked appointment details will be displayed as below.

<b>Appointment Date</b>	<input type="text" value="08/13/2020"/>	<b>Time</b>	<input type="text" value="09:30 - 09:45"/>
<b>Name</b>	<input type="text" value="REDACTED"/>	<b>ID</b>	<input type="text" value="REDACTED"/>
<b>Age</b>	<input type="text" value="20"/>	<b>Gender</b>	<input type="text" value="Female"/>
<b>Mobile Number</b>	<input type="text" value="1234"/>	<b>Guardian Number</b>	<input type="text" value="12345"/>
<b>Marital Status</b>	<input type="text" value="Single"/>	<b>Pregnant</b>	<input type="text" value="No"/>

### Medical History

History of Medical Disorder	<input type="radio"/> Yes <input type="radio"/> No	Specify	<input type="text" value="Medical Disorder"/>
History of allergy to medicine	<input type="radio"/> Yes <input type="radio"/> No	Specify	<input type="text"/>
Any medication taken today	<input type="radio"/> Yes <input type="radio"/> No	Specify	<input type="text" value="Medicine Taken"/>
Any recent history of travel (Last 2 months)	<input type="radio"/> Yes <input type="radio"/> No	Specify	<input type="text"/>
Any complain of fever or flu symptoms	<input type="radio"/> Yes <input type="radio"/> No	Specify	<input type="text"/>

## Chat with Nurse/Doctor

- Click on the link received in the reminder email to chat with the Doctor/Nurse.

Kindly click on the below link to start the appointment.

<https://webappstaging11.zu.ac.ae/HealthService/Appointments/Appointments/FormAppointment?FormMode=CHAT&&mId=6u3ctwjgtrtiea7pwwawju2iockafab4mc376ikeaqhr5tbfiiinmsz5i>

- or Click on **“Chat”** to open the chat window. Chat link will be available only during (To chat with the Nurse/Doctor) and after (To view the chat history) the appointment time.

## Manage Appointments

Reference Number:  Appointment Date:

Number of records shown: 2

Show  entries  Quick search:

	ReferenceNumber	Appointment Date	Appointment Time	Remarks	Nurse Comments	Doctor Comments	
<input type="button" value="View"/>	202008029	August 13, 2020	09:30 - 09:45	Advised to stay home, Short Stay	Test Nurse Comments	Test Doctor Comments	<input type="button" value="Chat"/>
<input type="button" value="View"/>	202008037	August 16, 2020	09:30 - 09:45	No Remarks			

3. Type message in the chat window to chat with the Nurse/Doctor.

## Health Service System - Registration Form

### General Information

<b>Appointment Date</b> <input type="text" value="08/13/2020"/>	<b>Time</b> <input type="text" value="09:30 - 09:45"/>
<b>Name</b> <input type="text"/>	<b>ID</b> <input type="text"/>
<b>Age</b> <input type="text" value="20"/>	<b>Gender</b> <input type="text" value="Female"/>
<b>Mobile Number</b> <input type="text" value="1234"/>	<b>Guardian Number</b> <input type="text" value="12345"/>
<b>Marital Status</b> <input type="text" value="Single"/>	<b>Pregnant</b> <input type="text" value="No"/>

### Medical History

History of Medical Disorder	<input type="radio"/> Yes <input type="radio"/> No	Specify	<input type="text" value="Medical Disorder"/>
History of allergy to medicine	<input type="radio"/> Yes <input type="radio"/> No	Specify	<input type="text"/>

Chat Window

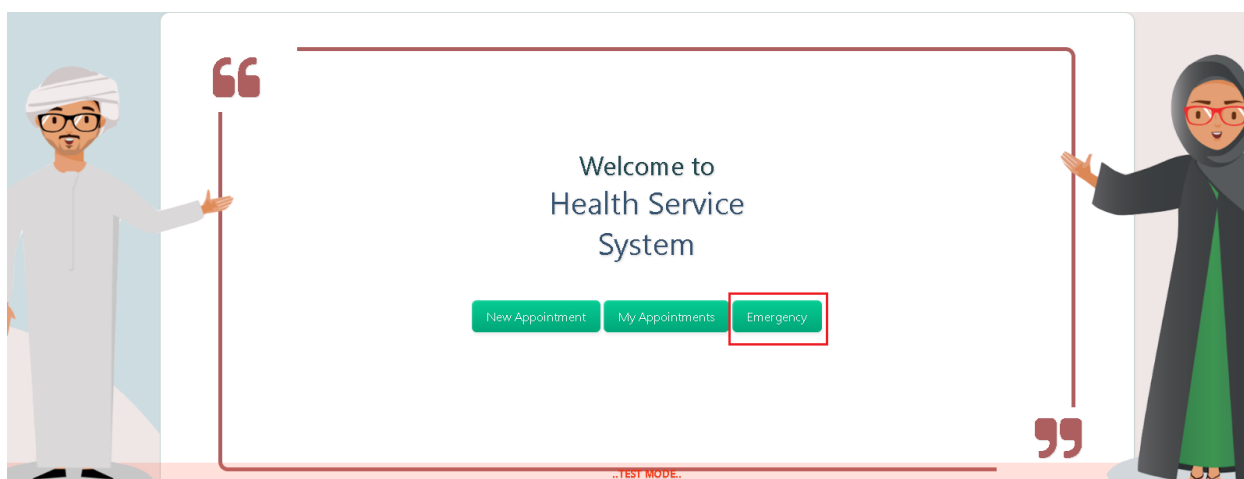
8/12/2020 10:46:39 PM

8/12/2020 10:47:02 PM

8/12/2020 10:47:34 PM

## Emergency Appointment

1. Click on the "Emergency" Button to make emergency appointment.



2. Call the number which is displayed in the below screen, to consult with the doctor over phone.

“

For any emergency case  
contact us on 040421111  
or visit us at ZU Wellness Center

Stay Safe and Healthy  
ZU Wellness Center

”

..TEST MODE..

## ZU Workers without ZU Credentials


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### Registration



1. ZU Workers without ZU Credentials have to register before booking appointments. To register, click on “Not ZU Student, Faculty & Staff” link in the login screen.



HealthServiceSystem

Username 

Password 

 Sign in  Continue as Z9512

Not ZU Student, Faculty & Staff


2. Fill the registration form, then click on submit.


### Non ZU User Registration

**EmiratesID:**

**Full Name:**

**Email:**

**Campus**  



3. Once submitted, they have to verify their email by clicking on the link received in email.

## Verify your email address



ZU eServices <mailer@zu.ac.ae>

Thu 8/13, 1:40 AM

Reply all | v

Dear [REDACTED]

You have specified [REDACTED] as your email address in the Health Service System. To verify this email address belongs to you, click on the following link:

<http://webappstaging11.zu.ac.ae/HealthService/NonZU/NonZUUsers/NonZUUserVerify?rid=6ztstvjlmez6efclowfaw465adm6abamx4a6hnaahiqx7t6jrjvystw2jxmcdf4uoqgy>

4. Once email verification is done, they can login to the system using their credentials (Use the registered EmiratesID as Username and Password) to book the appointment.