

FAQs For Reporting Delivery Case Service

- **Regarding the newborn information, what does the first, second, third and last name mean?**

○ Newborn's first name: This field takes only 15 characters, and the name is entered as follows:

- If the father is Saudi, only the newborn's first name field will be available for entry.
- If the father is not Saudi, the newborn may be named with only one name or with more than one name (hyphenated name). The name is entered in the first name field, and anything more than 15 letters is entered in the second name field.
-
- Newborn's Second name: This field is available if the father's nationality is non- Saudi. Anything more than the newborn's first name is included in it, or in the case of some nationalities that give the child a middle name.
- Newborn's third name: This field is available if the father's nationality is non-Saudi. Anything more than the second name of the newborn is included in it, or in the case of some nationalities that give a last name to the newborn.
- Family name: This is a mandatory field and is available if the nationality of the father is not Saudi. The father's family name is entered in it as in the father's ID

- **How to report the delivery of Twins?**

- A separate delivery reporting is made for each newborn, with the gender of the newborn (twins) selected for each newborn.
- When an error occurs in the system, what should be checked?
- You must first ensure that the device's Internet browser version is the latest version of Internet 8 Explorer or Chrome Google.
- When the nationality of the father or mother is not among the options?
- Contact technical support to add it.

If the father or mother is stateless?

- Choose others (from the options of nationality)

- **How is the gender of the baby chosen (alive or dead)?**
 - If the newborn is diagnosed as stillborn before the mother completes 24 weeks of pregnancy, a birth delivery must not be reported.
 - If the newborn is diagnosed as stillborn after the mother completes 24 weeks of pregnancy, the gender of the newborn will be reported as stillborn.
 - If the newborn is born alive, or the newborn is born alive and dies immediately after birth, then the newborn is reported to be alive.
- **What should be done in case the name of the person who delivered is unknown?**
 - The system administrator at the hospital must be informed to add a user account for the obstetrician.
- **Is there a possibility of modifying the delivery reporting data after sending it to Civil Status through the system?**
 - Yes, it is possible to modify the delivery reporting data (name of the newborn - date and time of birth - etc...) if the status of the request is (complete) or (verification failed, printed) and the child's civil registry field is zero - this means that the father did not go for the civil status office yet. But when a civil registry number appears in the child's civil registry field - this means that a birth certificate has been issued for the child - and the status of the request is (completed with a civil registry), the health facility must address the civil status in the region/governorate with an official letter and explain the error that occurred when reporting the birth and giving it to the father for civil status review to amend the incorrect data in the birth certificate and delivering a copy of the amended birth certificate in the civil status systems to the health facility to submit to the system administration for amendment in the delivery reporting system.
- **I cannot log into my account in the system, what should I do?**
 - Make sure of:
 - Civil status approval of the user.
 - User activation by the system administrator in the hospital/district.
 - Ensure that the password is correct. If it is entered incorrectly three times, the user's account will be temporarily suspended and the system administrator in the hospital/district should be consulted for reactivation.