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Assessing the extent to which the residents of Mecca are able to undergo the COVID-19 test at the headquarters of the Ministry of Health

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Abstract

Assessing the extent of satisfaction of the auditors and visitors with the level of service provided to them by the service providers, so that after avoiding a shortage on their part, the employee responsible for drawing the COVID-19 sample, and finally preparing the place properly for them, About 1000 questionnaires were distributed through the social networking application WhatsApp, and 700 answers or questionnaires were obtained from various neighborhoods of the city of Mecca.

Keywords: COVID-19, headquarters of the Ministry of Health, Mecca

1. Introduction

The government of the Kingdom of Saudi Arabia, represented by the Ministry of Health, in cooperation with the National Platform for Governmental Services, has created a health application, which provides the service to all citizens and residents inside the Kingdom of Saudi Arabia, whether they feel symptoms of infection with the Coronavirus, or not, to test whether they are infected with the virus (Corona) or not. The examination is carried out in a number of fixed and mobile sites scattered in all regions of the Kingdom. As for the city of Makkah, there is more than one place, whether governmental health centers or centers for grouping pilgrims by using the car [4]. Mecca Health has assigned 30 health practitioners to carry out the work of the third phase of the expanded examination at the headquarters of the expanded examination center in the Al-Zaydi district, to assess the rate of spread of the Coronavirus "COVID-19", in Mecca. Citizens and residents inside cars will be examined through 12 lanes without the need to get off of them, after booking appointments to make samples through the electronic application "sehaty", as the center accommodates more than a thousand examinations daily [5]. Examination of the new Coronavirus (COVID 19) in the Kingdom for those wishing today has become easy from vehicles without the need to get out of them, and in just a minute and a half, The examination method is carried out by booking appointments through the "My Health" application for people who do not have symptoms and wish to be examined and ensure their safety.

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The citizen or resident can go to any site specified by the Ministry of Health in various cities of the Kingdom by booking through the "application". After that, the application identifies the nearest centers to the person wishing to be examined, and the application also sets preliminary questions to know the condition of people about whether they have symptoms or have been in contact with infected cases. In the capital, Riyadh, there are three examination stations dedicated to the expanded examination: Al-Malaz district, the airport gate, and Diriyah. According to Khalaf Al-Khalaf's report to MBC, the Al-Malaz neighborhood in Riyadh includes eight stations that serve seven thousand people daily from 9 am to 12 pm. The examination procedures, which only take a minute and a half, begin with showing the identity to the employee to verify the personal data, then the person goes to take the swab from the mouth instead of the nose, and the result is sent by SMS to the mobile within three days. The Ministry of Health had announced the completion of the operation of the third phase of the expanded examination to assess the general spread of the new Coronavirus (Covid 19) in the Kingdom, in continuation of the precautionary and preventive measures it is taking to prevent the spread of the virus in order to preserve the health and safety of citizens and residents. The Ministry of Health confirmed that the third stage will not include examination inside homes or visiting residences but will be carried out through several outlets, including centers for examining people inside cars through designated centers established in several cities, as well as examination in primary health care centers, and citizens and residents will be able to book appointments To make samples themselves via an electronic application [6].



Fig 1: Sehaty app logo in mobile

As for the centers that take a corona smear in Makkah, they are as follows:

Government laboratories accredited by the Prevention Center

Makkah Regional Laboratory

Security Forces Hospital – Makkah

Private laboratories accredited by the Prevention Center

AlFarabi Laboratory

Al Borg Medical Laboratories

Atba AlAsr General Medical Complex

The certificate issued from this list is considered valid in all ports of the Kingdom (land, air, sea)

Clinics reassuring in Mecca

(Tatman) clinics designated by the Ministry of Health; To serve everyone who feels symptoms of the Coronavirus. Without pre-booking an appointment. Head to the nearest reassuring clinic in Riyadh to receive treatment and medical care. The clinics operate seven days a week.

Al-Mansour Health Center (working hours are 24 hours, seven days a week)

Sharaya Al Mujahideen Health Center (working hours 24 hours, seven days a week)

Abu Urwa Health Center (working hours are 8am-12am, seven days a week)

Full health center (working hours (8am-4pm), excluding weekends)

Gran Health Center (working hours (8am-4pm), seven days a week)

Azizia Health Center (working hours (8am-4pm), all days of the week)

Al-Maqrah Health Center (working hours (8am-4pm), seven days a week) [7].

2. Material and Method

This study was launched in (the city of Mecca in the kingdom of Saudi Arabia), and began writing the research and then writing the questionnaire in May 2022, and the study ended with data collection in October 2022. The researcher used the descriptive analytical approach that uses a quantitative or qualitative description of the social phenomenon, and (Assesses the extent to which the residents of Mecca are able to undergo the COVID-19 test at the headquarters of the Ministry of Health). This type of study is characterized by analysis, reason, objectivity, and reality, as it is concerned with individuals and societies, as it studies the variables and their effects on the health of the individual, society, and consumer, the spread of diseases and their relationship to demographic variables such as age, gender, nationality, and marital status [1]. to perform statistical analysis such as determining the averages and statistics descriptive been used contrast between the averages analysis and use Excel program Office Group 2010 graphics histogram to arrange results by dragging them on the statistical program [2]

3. Results and Discussion

A questionnaire is an important and useful tool for collecting a huge amount of data However, researchers were not able to personally interview participants on the online survey, due to social distancing regulations at the time to prevent infection between participants and researchers and vice versa (not coronavirus participation completely disappearing from society). He only answered the questionnaire electronically, because the questionnaire consisted of Eleven closed questions. The online approach has also been used to generate valid samples in similar studies in Saudi Arabia and elsewhere [3] For the first question on glucose screening and diabetes detection, the percentage. The first question, was one of my family members undergo the Covid-19 test at a recognized headquarters of the Ministry of Health? The answer was as follows: 91.3% said yes, while those who answered "no and I don't know" equaled 4.35%. The second question is, was the employee responsible for taking the sample treated with warmth and affection? And the answer was as follows: 94.4% said yes, while those who answered "no" equaled 1.5%, and those who answered "I don't know" 4.1%. Regarding the third question, did the employee in charge take my information correctly and accurately? The answer was as follows: Strongly agree with 74.1%, agree with 22.3%, neutral with 2.5%, disagree with 1.2%, and strongly disagree with 0%. As for the fourth question, it was about the employee in charge taking my information in a short time. The answer was as follows: Strongly agree with 67.7%, agree with 27.7%, neutral and disagree with 2%, while strongly disagree with 0.6%. The fifth question was

about how I was dealt with by the employee in charge of taking the sample for the Covid-19 test, with all breeds and professionalism. The answer was as follows: Strongly agree with 71.9%, agree with 23.1%, neutral and disagree with 2%, while strongly disagree with 0.6%. The sixth question was whether the place where the swab was taken for me was clean and tidy securely. The answer was as follows: Strongly agree 69.1%, Agree 24.1%, Neutral 5.8%, Disagree 1%, and strongly disagree 0%, Question Seven: Was the employee wearing a protective jacket, mask, mask, and gloves correctly, safely, and securely to prevent infection? The answer was as follows: Strongly agree 76%, Agree 19.5%, Neutral 2.8%, Disagree 1.7%, Strongly disagree 0%, The eighth question was about the availability of many suitable places and times to conduct a large-scale Covid-19 test without crowding? The answer was as follows: Strongly agree 60.5%, Agree 26.8%, Neutral 9.5%,

Disagree 2.2%, Strongly disagree 1%, The ninth question: There were several places in the Sehaty app that were prepared to take a sample for the Covid-19 test, that I could choose among them in my city? The answer was as follows: Strongly agree 59.7% Agree 28.1% Neutral 8.6% Disagree 2.6% Strongly Disagree 1%, The tenth question was about the availability of many places, whether in the government or private sector, capable of conducting a test to detect the Coronavirus and the availability of products that are sold in private pharmacies as well? The answer was as follows: Strongly agree 54.1% Agree 36%, Neutral 8.1%, Disagree 1.5%, and Strongly disagree 0.3%, The eleventh question was: Did I not feel any discomfort or discomfort during the sample collection from the health practitioner? The answer was as follows: Strongly agree 63.1% Agree 28.4% Neutral 5.5% Disagree 2.5% strongly Disagree 0.5%.

Table 1: The extent of people's satisfaction with the premises designated to take the COVID-19 smear

Questions	S. Agree	Agree	Neutral	Disagree	S. disagree
The employee in charge took my information accurately and properly	74.1%	22.3%	2.2%	1.2%	0%
The employee in charge took my information in a short time.	67.7%	27.7%	2%	2%	0.6%
Was I dealt with by the employee concerned to take the sample for the Covid-19 test, with all breeds and professionalism?	71.9%	23.1%	2%	2%	0.6%
The place where my swab was taken was clean and securely tidy	69.1%	24.1%	8.5%	1%	0%
Was the employee wearing a protective jacket, mask, mask, and gloves correctly, safely, and securely to prevent infection?	76%	19.5%	2.8%	1.7%	0%
Are there many places and times for COVID-19 testing in a large and crowded way?	5.60%	8.26%	9.5%	2.2%	1%
In sehaty app, there are multiple places configured to take a sample for the Covid-19 test that I can choose between in my city.	59.7%	28.1%	8.6%	2.6%	1%
Are there many places, whether in the government or private sector, capable of conducting a test to detect the Coronavirus, and they also provide products that are sold in private pharmacies?	54.1%	36%	8.1%	1.5%	0.3 %
I did not feel any discomfort while taking the sample from the health practitioner.	63.1%	28.4%	5.5%	2.5%	0.5%

4. Conclusion

The state, may God preserve it, took care of its children, especially in the health aspect, as the Ministry of Health directed health centers to take a swab to test for COVID-19. This is because taking the swab is free of charge according to the state's directives. This study concluded the following results:

The extent of the state's interest in the health and well-being of its citizens to the highest degree, and the provision of all their health needs, including medicines and medical supplies, especially in light of the Corona Virus (Covid-19) pandemic.

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