



## **On Approval of the Rules for Attachment of Natural Persons to Healthcare Entities Providing Primary Healthcare**

### *Unofficial translation*

Order of the Minister of Healthcare of the Republic of Kazakhstan No. KR DSM-194/2020 dated November 13, 2020. Registered with the Ministry of Justice of the Republic of Kazakhstan on November 16, 2020 under No. 21642.

### **Unofficial translation**

In accordance with paragraph 4 of Article 123 of the Code of the Republic of Kazakhstan "On public health and healthcare system" and subparagraph 1) of Article 10 of the Law of the Republic of Kazakhstan "On State services", **I HEREBY ORDER:**

**Footnote. The preamble as amended by the order of the Minister of Healthcare of the Republic of Kazakhstan dated 31.07.2023 № 141 (shall be enforced upon expiry of ten calendar days after its first official publication).**

1. That the Rules for Attachment of Natural Persons to Healthcare Entities Providing Primary Healthcare shall be approved according to Annex 1 hereto.

2. That certain orders and structural elements of certain orders of the Ministry of Healthcare of the Republic shall be deemed to have lost force according to Annex 2 hereto.

3. That in accordance with the statutory procedure of the Republic of Kazakhstan, the Department of Organization of Medical Care of the Ministry of Healthcare of the Republic of Kazakhstan shall ensure:

1) the state registration hereof with the Ministry of Justice of the Republic of Kazakhstan;  
2) the placement hereof on the web-site of the Ministry of Healthcare of the Republic of Kazakhstan;

3) within ten working days after the state registration hereof with the Ministry of Justice of the Republic of Kazakhstan, submission to the Legal Department of the Ministry of Healthcare of the Republic of Kazakhstan the information on implementation of activities stipulated by sub-paragraphs 1) and 2).

4. That the supervising Vice-Minister of Healthcare of the Republic of Kazakhstan shall be charged with control over execution hereof.

5. This Order shall be put into effect ten calendar days after the date of its first official publication.

*Minister of Healthcare  
of the Republic of Kazakhstan*

*A. Tsoy*

Annex to order  
of the Minister of Healthcare

## **Rules for Attachment of Natural Persons to Healthcare Entities Providing Primary Healthcare**

### **Chapter 1. General provisions**

1. These Rules for Attachment of Natural Persons to Healthcare Entities Providing Primary Healthcare (hereinafter – the Rules) have been developed according to paragraph 4 of article 123 of the Code of the Republic of Kazakhstan "On public health and health care system" (hereinafter – the Code) and paragraph 1 of Article 10 of the Law of the Republic of Kazakhstan "On state services" (hereinafter – the Law) and shall determine the procedure for attachment of natural persons to the healthcare entities providing primary healthcare ( hereinafter – the PHC).

**Footnote. Paragraph 1 as amended by the order of the Acting Minister of Healthcare of the Republic of Kazakhstan dated 08.08.2022 № ҚР ДСМ-76 (shall be enforced upon expiry of ten calendar days after its first official publication).**

2. Basic concepts used in these Rules shall be as follows:

1) administrative-territorial unit - village, settlement, rural district, district in the city, city, district, region;

2) social medical insurance fund (hereinafter - the fund) - a non-profit organization that accumulates deductions and contributions, as well as procures and pays for the services of health care entities providing medical care in the amounts and on the terms stipulated in the contract for the purchase of medical services, and other functions defined by the laws of the Republic of Kazakhstan;

3) child (children) - a person under the age of eighteen (age of majority);

4) legal representatives of the child - parents (parent), adoptive parents (adopters), guardian or trustee, adoptive parent (adoptive parents), foster carer and other persons replacing them, who take care, education, upbringing, protection of the rights and interests of the child in accordance with the legislation of the Republic of Kazakhstan;

5) the authorized body in the field of healthcare (hereinafter referred to as the authorized body) - the central executive body conducting management and inter-sectoral coordination in the field of health protection of citizens of the Republic of Kazakhstan, medical and pharmaceutical science, medical and pharmaceutical education, sanitary and epidemiological well-being of the population, circulation of medicines and medical devices, quality of medical services (assistance);

6) working migrant - a person who shall be a citizen of a member state of the Eurasian Economic Union, lawfully located and legally working in the territory of employment, of which he is not a citizen and in which he does not permanently reside;

7) kandas (repatriate) – ethnic Kazakh and (or) members of his/her family of Kazakh nationality, who were not previously citizens of the Republic of Kazakhstan and who received the relevant status in accordance with the procedure established by the authorized body on population migration issues;

8) newly commissioned healthcare facility providing primary health care (hereinafter referred to as "newly commissioned healthcare facility") - a primary healthcare facility commissioned for the first time through construction of a new facility or opened for the first time through modification of an existing facility;

9) insurance organization - a legal entity engaged in the conclusion and execution of insurance contracts on the basis of the relevant license of the authorized body;

10) insured person- a person in respect of whom voluntary and (or) imputed medical insurance is provided;

11) subject of digital health - natural and legal persons, state bodies, carrying out activities or entering into social relations in the field of digital healthcare;

12) digital document service - an object of the information and communication infrastructure of the "e-government", assigned to the operator and designed for the creation, storage and use of electronic documents for the implementation of state functions and state services resulting from them, as well as in interaction with natural persons and legal entities, receiving and providing services in electronic form.

Footnote. Paragraph 2 - as amended by the order of the Acting Minister of Healthcare of the Republic of Kazakhstan dated 31.07.2023 № 141 (shall be enforced upon expiry of ten calendar days after its first official publication).

3. Attachment of natural persons to PHC organizations is the basis for PHC services and is based on the principles of:

- 1) family principle of service;
- 2) territorial accessibility of PHC;
- 3) free choice of medical organization within the territorial accessibility of PHC;
- 4) patient satisfaction with the quality of medical care;
- 5) equality and fair competition regardless of ownership and departmental affiliation.

3-1. Attachment to PHC organizations of citizens of the Republic of Kazakhstan, Kandas, refugees, foreigners and (or) stateless persons permanently residing in the territory of the Republic of Kazakhstan is carried out for realization of the right to receive medical care within the guaranteed volume of free medical care (hereinafter - GVFMC) and in the system of compulsory social medical insurance (hereinafter - CSMI).

Attachment to PHC organizations of foreigners and (or) stateless persons temporarily staying in the Republic of Kazakhstan, asylum seekers is carried out to provide:

PHC within the framework of voluntary medical insurance (hereinafter - VMI);

PHC within the framework of imputed medical insurance (hereinafter – the IMI) in accordance with paragraph 1 of Article 201-1 of the Code;

medical assistance within the GVFMC according to the list and in the scope approved by the order of the Minister of Health of the Republic of Kazakhstan from October 9, 2020 № ҚР ДСМ-121/2020 " On approval of the list of diseases that pose a danger to others and the scope of medical care, in which foreigners and stateless persons temporarily staying in the Republic of Kazakhstan, asylum seekers have the right to receive a guaranteed amount of free medical care" (registered in the Register of State Registration of Regulatory Legal Acts under № 21407);

medical assistance in CSMI system in accordance with paragraph 3 of Article 2 of the Law of the Republic of Kazakhstan "On compulsory social medical insurance".

Footnote. The Rules as supplemented with paragraph 3-1 in accordance with the order of the Minister of Healthcare of the Republic of Kazakhstan dated 28.07.2021 № ҚР ДСМ - 66 ( shall be enforced upon expiry of ten calendar days after its first official publication); as amended by the order of the Minister of Healthcare of the Republic of Kazakhstan dated 31.07.2023 № 141 (shall be enforced upon expiry of ten calendar days after its first official publication).

4. Attachment of natural persons shall be carried out for realization of the right to receive medical care within GVFMC and in CSMI system, within IMI by individual identification number (hereinafter - IIN) to one PHC organization.

Provision of PHC within GVFMC, in CSMI system, under VMI and (or) IMI contracts to persons, indicated in paragraph 3-1 of these Rules, shall be carried out by PHC organization, which has a contract for procurement of medical services with the Fund for provision of medical care within GVFMC and (or) in CSMI system (hereinafter referred to as the contract for procurement of medical services) and (or) has medical information systems integrated with information systems of the authorized body in order to receive and (or) transfer information for provision of medical services within GVFMC and in CSMI system.

When attaching a natural person to a PHC organization, unattachment from the previous PHC organization shall be automatic.

Footnote. Paragraph 4 as amended by the order of the Minister of Healthcare of the Republic of Kazakhstan dated 31.07.2023 № 141 (shall be enforced upon expiry of ten calendar days after its first official publication).

5. Children living in orphanages, boarding schools, specialized organizations for children, as well as persons living in medical and social organizations, shall be attached to primary health care organizations in the territorial service area of which these organizations are located, on the basis of the decision of local public healthcare authorities of the regions, cities of republican significance and the capital (hereinafter referred to as the Healthcare department ) containing a list of primary health care organizations with service zones assigned to them for the territory of the region, cities of republican significance and the capital (hereinafter referred to as the distribution order).

The attachment of persons held in institutions of the penitentiary system shall be carried out on the basis of a decision of the health departments of the regions, cities of republican significance and the capital, containing a list of primary health care organizations with service zones assigned to them in the region, cities of republican significance and the capital with a copy of identity documents or an electronic document from the service of digital documents (for identification). In the absence of an identity document or an electronic document from the digital document service (for identification), a copy of the registration certificate (IIN) shall be attached.

**Footnote. Paragraph 5 - in the wording of the order of the Minister of Healthcare of the Republic of Kazakhstan dated 07.12.2021 № ҚР ДСМ-125 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

6. An individual who has not exercised the right to freely choose a primary health care facility shall be remained registered with the primary healthcare facility in which he or she has been previously served.

In the event that the previous PHC organisation refuses to conclude a contract for the procurement of health services with the Fund for the following year, an attachment shall be made on the basis of territorial accessibility at the actual place of residence to the PHC organisations on the basis of an allocation order, submitted to the Fund no later than 20 November each year.

Based on the results of the attachment campaign approved in view of the allocation order, the regional commission for the selection and allocation of the scope of services established at the branch of the fund (hereinafter - the regional commission) in the manner prescribed by the Rules for the Procurement of Services from healthcare entities to provide medical care within the guaranteed scope of free medical care and (or) in the system of compulsory social health insurance, approved under sub-paragraph 62) of article 7 of the Code (hereinafter - the Rules for Purchasing Services) shall determine the list of PHC entities who are (are not) admitted to the procedure of selecting providers of medical care within the guaranteed volume of free medical care and (or) in the system of compulsory social health insurance and distributing the volume of these services (hereinafter - selection procedure) and shall take decision in the form of a protocol on the results of the attachment campaign.

The PHC entities admitted to the selection procedure shall participate in the procedure in accordance with the Rules for Procurement of Services.

7. Attachment of natural persons referred to in paragraphs 4, 5 and 6 hereof shall be provided by the digital healthcare entity within one working day from the day of receipt from the fund of the protocol on the results of placement (not placement) of the scope of services for the provision of health care under the GSFMC and (or) in the CSHIS system (hereinafter - the protocol of the results of placement).

## **Chapter 2. Procedures for assigning natural persons to healthcare entities providing primary healthcare**

8. Attachment of natural persons to healthcare organizations providing PHC within GVFCM shall be carried out according to the place of permanent or temporary residence, taking into account the right of free choice of PHC organization within one administrative-territorial unit, except for persons residing in the border territories, who, according to the right of free choice of medical organization, shall be attached to the PHC organization located in the territory of a nearby administrative-territorial unit.

Free choice of a PHC specialist shall be carried out within the PHC organization at the place of attachment, taking into account the number of attached population in the area (part of the territory of population service by the PHC subject, assigned to the PHC specialist).

Attachment of natural persons to healthcare organizations providing PHC under VMI and (or) IMI shall be carried out at the place of permanent or temporary residence, as specified in the VMI and (or) IMI contract.

Footnote. Paragraph 8 as amended by the order of the Minister of Healthcare of the Republic of Kazakhstan dated 31.07.2023 № 141 (shall be enforced upon expiry of ten calendar days after its first official publication).

9. A state service "Attachment to medical organization providing primary medical care" (hereinafter – the state service) is implemented for attachment to a PHC organization at the place of permanent or temporary residence for provision of medical care within GVFCM.

PHC provides state service to natural persons by self-referral or through the e-government web portal (hereinafter referred to as "e-government portal").

PHC obtains information about identity documents from the relevant state information systems through the E-government portal.

The list of basic requirements for the provision of state service, including the characteristics of the process, form, content and result of the provision, as well as other information, taking into account the peculiarities of the state service is given in accordance with the Annex to these Rules.

The following natural persons submit an application when directly applying for the state service in writing to the first head of the organization:

- 1) pensioners;
- 2) persons with disability;
- 3) Legal representatives of a child with a disability from childhood, as well as guardians or custodians, foster caregivers and other substitute persons providing care, education, upbringing, protection of rights and interests of the child in accordance with the laws of the Republic of Kazakhstan (legal representatives);
- 4) convicts serving a sentence under a court sentence in places of deprivation of liberty, serving in colonies (at the place of serving), in the presence of a protocol of the commission



for consideration of issues of registration of population attachment (unattachment) to PHC in the information system "Register of Attached Population", created by the order of the first head of the local public health authority of oblasts, cities of republican significance and the capital city;

5) students, as well as those studying in madrasahs, in the presence of an official application of the rector of a higher education institution to PHC and the protocol of the commission between the educational institution and PHC;

6) conscripted servicemen;

7) children born in foreign countries;

8) guardians of orphanages, orphanages, homes for the elderly and others;

9) those registering attachment by power of attorney;

10) those who are attaching under a VMI contract, if there is a contract.

When applying directly to the PHC organization, the specialists of the PHC organization make a request for attachment in the information system "Register of Attached Population". Specialist of the digital health entity reviews the request for attachment and decides whether to approve the request or to make a reasoned refusal.

The state service is provided from the moment the documents are submitted within 1 (one) working day. Request for state service is accepted 2 (two) hours before the PHC organization closes its office (until 18.00 hours on working days).

The result of the state service shall be a notification of attachment or a motivated refusal in the form of an electronic document in the "Personal Cabinet".

State service through the e-government portal is provided on the day of application to the e-government portal.

PHC organization provides entering data on provision of state service into the information system for monitoring of state service provision in order to monitor the provision of state services in accordance with the procedure established by the authorized body in the field of informatization in accordance with sub-paragraph 11) of paragraph 2 of Article 5 of the Law.

Footnote. Paragraph 9 as amended by the order of the Acting Minister of Healthcare of the Republic of Kazakhstan dated 08.08.2022 № ҚР ДСМ-76 (shall be enforced upon expiry of ten calendar days after its first official publication).

9-1. Attachment of foreigners and (or) stateless persons temporarily staying on the territory of the Republic of Kazakhstan, asylum seekers to the PHC organization within the framework of VMI and (or) IMI is carried out on the basis of a VMI and (or) IMI agreement, an arbitrary application in the Kazakh or Russian language and an identity document (foreign passport) at any calendar time in accordance with the PHC organization's work schedule.

The document certifying the attachment of foreigners and (or) stateless persons temporarily staying on the territory of the Republic of Kazakhstan, asylum seekers to the PHC organization within the framework of VMI and (or) IMI shall be a coupon of attachment to a medical organization in the form № 064/y, approved by the order of the Acting Minister

of Healthcare of the Republic of Kazakhstan dated October 30, 2020 № ҚР ДСМ-175/2020 " On the approval of forms of record documentation in the field of health care, as well as instructions for their completion" (registered in the Register of State Registration of Regulatory Legal Acts under № 21579). The attachment coupon shall be issued by the medical registrar of the medical organization.

Attachment to PHC organization shall be carried out for the term of validity of the VMI and (or) IMI contract.

PHC organizations perform the attachment upon personal application of the insured person or application of the insurance organization with which the VMI and (or) IMI contract is concluded.

Attachment of family members shall be carried out with their written consent by one of the family members on the basis of an arbitrary application in the Kazakh or Russian language upon submission of a VMI and (or) IMI agreement and an identity document or an electronic document from the digital document service (for identification) of each family member.

Attachment of persons under the age of eighteen shall be carried out in the presence of an identity document or an electronic document from the digital document service (for identification) of the person being attached and his/her legal representative.

Footnote. The Rules as supplemented with paragraph 9-1 in accordance with the order of the Minister of Healthcare of the Republic of Kazakhstan dated 28.07.2021 № ҚР ДСМ - 66 ( shall be enforced upon expiry of ten calendar days after its first official publication); as amended by the order of the Minister of Healthcare of the Republic of Kazakhstan dated 31.07.2023 № 141 (shall be enforced upon expiry of ten calendar days after its first official publication).

#### 10. Grounds for attachment:

1) change of place of permanent or temporary residence with departure outside one administrative-territorial unit for a period of more than one month or within the territory of one administrative-territorial unit;

2) free choice of PHC organization within one administrative-territorial unit;

3) an attachment campaign conducted by the fund during the period from September 15 to November 15 (hereinafter referred to as the attachment campaign) within one administrative-territorial unit;

4) VMI and (or) IMI contract concluded between the insured and the insurance organization, under which the PHC organization provides medical services to the insured person;

5) disagreement with attachment to a PHC organization identified by the regional commission within the same administrative-territorial unit;



6) refusal of the PHC organization to provide PHC, including in cases of reorganization, liquidation, resulting in termination or amendment of the service procurement contract by the Fund;

7) failure to place the scope of medical services to PHC organizations applying for provision of medical services;

8) emergence of newly commissioned healthcare facilities;

9) alienation of PHC organization, which is a state enterprise through privatization.

Footnote. Paragraph 10 as amended by the order of the Minister of Healthcare of the Republic of Kazakhstan dated 31.07.2023 № 141 (shall be enforced upon expiry of ten calendar days after its first official publication).

11. Attachment of citizens of the Republic of Kazakhstan, kandasas, refugees, foreigners and (or) stateless persons permanently residing in the territory of the Republic of Kazakhstan to PHC organizations on the grounds stipulated by subparagraphs 1), 2), 3), 5) of paragraph 10 of these Rules shall be carried out by submitting an electronic application for attachment by a person through the e-government portal.

Attachment of foreigners and (or) stateless persons temporarily staying in the Republic of Kazakhstan, asylum seekers to PHC organizations on the grounds stipulated by subparagraph 4) of paragraph 10 of these Rules shall be carried out by submitting an application or request to the insurance organization with which the VMI and (or) IMI contract on the insured is concluded, in an arbitrary form in Kazakh or Russian for attachment.

Footnote. Paragraph 11 as amended by the order of the Minister of Healthcare of the Republic of Kazakhstan dated 31.07.2023 № 141 (shall be enforced upon expiry of ten calendar days after its first official publication).

12. Individuals, attached to PHC organizations during the period of attachment campaign, shall receive PHC in this organization starting from January 1 of the following year, provided the contract of purchase of medical services with the Fund is concluded.

13. Natural persons, attached in accordance with subparagraph 4) of paragraph 10 of these Rules, obtain PHC in a PHC organization, providing medical care within VMI and (or) IMI contract.

**Footnote. Paragraph 13 as amended by the order of the Minister of Healthcare of the Republic of Kazakhstan dated 31.07.2023 № 141 (shall be enforced upon expiry of ten calendar days after its first official publication).**

14. PHC organisations shall notify in writing the persons attached to the place of residence of the termination of PHC provision:

1) at least thirty calendar days before the date of termination or amendment of the contract for procurement of medical services with the fund;

2) within two calendar days from the day when the reorganisation or liquidation of the PHC organisation became known;

3) within two calendar days from the day when it became known that the Fund did not allocate the volume of health services as a result of the selection procedure.

If a telephone number (e-mail address) is available in the “Register of Attached Population” Information System, the PHC organizations shall notify the population by sending a message on termination of PHC provision, as well as by other unprohibited means of information.

15. The attachment of natural persons to PHC organisations on the grounds stipulated in sub-paragraphs 6), 7), 8), 9) of paragraph 10 hereof shall be carried out by the digital healthcare entity within one working day from the day of receipt from the Fund of the protocol of placement results, adopted on the basis of an order for assignment.

The assignment order shall be sent by the health authorities to the PHC by November 20 each year and be posted on the Internet resources of the health authorities.

The assignment order for newly commissioned health facilities providing primary health care based on walking distance shall be issued by the health department and sent to the Fund within 7 working days from the date of the registered written notification of the manager of the newly commissioned facility.

Once the population has been assigned to PHC organisations on the basis of a protocol of the regional commission, the PHC organisations shall notify the persons attached thereto in writing at their place of residence. If a telephone number (e-mail address) is available in the Register of Attached Population, the PHC organization shall notify the population by means of a message, as well as by other unprohibited means of information.

In case of disagreement with the PHC organisation determined by the regional commission, the person shall submit an application for attachment on the grounds stipulated by sub-paragraph 5) of paragraph 10 hereof.

16. The attachment to individuals engaged in private medical practice providing primary health care under the GSFMC and/or the CSHIS shall be carried out in compliance with these Rules.

17. Removal from the records of the primary health care organisation shall be carried out when:

1) establishing the fact of the death of the attached person on the basis of the death certificate;

2) amendment by the attached person of the place of permanent residence outside the country on the basis of information from the state database "Individuals" of the Ministry of Justice of the Republic of Kazakhstan;

3) termination of the VHI contract.

**Footnote. Paragraph 17 as amended by the order of the Minister of Healthcare of the Republic of Kazakhstan dated 28.07.2021 № ҚР ДСМ - 66 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

### **Chapter 3. Procedure for appealing decisions, actions (inactions) of the service provider and (or) its officials on the provision of public services**

**Footnote. Chapter 3 – in the wording of the order of the Minister of Healthcare of the Republic of Kazakhstan dated 07.12.2021 № ҚР ДСМ-125 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

18. A complaint about the decisions, actions (inaction) of the service provider and (or) their employees on the provision of public services shall be submitted to the head of the service provider.

In accordance with Paragraph 2 of Article 25 of the Law "On public services," the service recipient's complaint received by the service provider directly providing the state service shall be subject to consideration within five working days from the date of its registration.

19. The complaint of the service recipient received by the authorized body for the assessment and control of the quality of the provision of public services shall be subject to consideration within fifteen working days from the date of its registration.

When contacting through the portal, information on the procedure for appeal can be obtained by calling a unified contact center on the provision of public services.

20. Pre-trial consideration of the complaint regarding the provision of public services shall be carried out by a higher administrative body, an authorized body for assessing and monitoring the quality of the provision of public services (hereinafter referred to as the body considering the complaint).

The complaint shall be submitted to the service provider, whose decision, action (inaction) shall be appealed.

The service provider, whose decision, action (inaction) shall be appealed, not later than three working days from the date of receipt of the complaint shall send it and the administrative case to the body considering the complaint.

At the same time, the service provider, whose decision, action (inaction) shall be appealed, shall have the right not to send a complaint to the body considering the complaint, if it takes a decision or other administrative action within three working days that fully meets the requirements specified in the complaint.

Unless otherwise provided by Law, the application to the court is allowed after the appeal in pre-trial order.

Annex to the Rules  
For attachment of natural persons  
to healthcare organizations,  
providing primary medical care

### **State Service "Attachment to a healthcare organization, providing primary medical care"**

**Footnote. Annex as amended by the order of the Acting Minister of Healthcare of the Republic of Kazakhstan dated 08.08.2022 № ҚР ДСМ-76 (shall be enforced upon expiry of**

ten calendar days after its first official publication); as amended by the order of the Minister of Healthcare of the Republic of Kazakhstan dated 31.07.2023 № 141 (shall be enforced upon expiry of ten calendar days after its first official publication).

1	Name of the service provider	healthcare organizations, providing primary medical care
2	Methods of provision of the state service	1) directly through the organization, providing primary medical care (hereinafter – PHC); 2) web portal of the electronic government (hereinafter – e-government portal).
3	Period of provision of the state service	1) from the moment the patient submits documents to PHC organization, as well as when applying via e-government portal - 1 (one) working day; 2) Maximum allowable waiting time for documents submission - 30 (thirty) minutes; 3) maximum allowable patient service time - 30 (thirty) minutes.
4	Form of provision of the state service	electronic (partially automated) /on paper.
5	Result of provision of the state service (or his/her representative under a power of attorney)	1) notification of attachment in the form of an electronic document signed by electronic digital signature (hereinafter referred to as EDS) of the PHC organization; 2) motivated refusal.
6	The amount of payment charged from the service recipient when providing a state service and methods of its collection in cases provided for by the legislation of the Republic of Kazakhstan	The state service shall be provided free of charge.
7	Work schedule	1) PHC organization - from Monday to Saturday (Monday to Friday from 8.00 to 20.00 hours without a break, on Saturday from 9.00 to 14.00 hours, except for weekends (Sunday) and holidays according to the Labor Code of the Republic of Kazakhstan. At the same time, a request for state service is accepted 2 hours before the end of the PHC organization's work (until 18.00 hours on weekdays , until 12.00 hours on Saturday); 2) e-government portal – around the clock, except for technical breaks associated with repair work (when a patient applies after working hours,

		<p>on weekends and public holidays according to the Labor Code of the Republic of Kazakhstan, receiving applications and issuing the results of the state service shall be carried out on the next working day).</p>
8	List of documents required for the provision of the state service	<p>1. Documents required for the provision of state service when a certain contingent applies to PHC organizations:</p> <ol style="list-style-type: none"> <li>1) an identity document or an electronic document from the digital document service (for identification) ;</li> <li>2) pensioners - pension certificate;</li> <li>3) persons with disabilities - a pension certificate or an extract from the medical and social expert assessment certificate;</li> <li>4) legal representatives of a child with a disability from childhood, as well as guardians or custodians, foster caregivers and other substitutes who in accordance with the legislation of the Republic of Kazakhstan care, education, upbringing, protection of the rights and interests of the child (legal representatives) - a court decision or other document confirming guardianship and custody;</li> <li>5) convicts serving a sentence by court verdict in places of deprivation of liberty, serving in penal colonies ( at the place of serving) - minutes of the commission to consider the issues of registration of attachment ( unattachment) of the population to PHC in the IS "PHC", created by the order of the first head of the State institutions " Healthcare Management" of the regions;</li> <li>6) enlisted servicemen - an extract from the order of the commander of the military unit (head of the institution) on enrollment of enlisted servicemen in the personnel list;</li> <li>7) students (children under 18 years of age), as well as those studying in madrasas (children under 18 years of age) - an official application from the rector of the higher education institution to PHC and the protocol</li> </ol>

		<p>of the commission between the educational institution and PHC;</p> <p>8) children born in foreign countries - a document confirming birth in a foreign country;</p> <p>9) persons under guardianship of orphanages, orphanages, homes for the elderly and others - decision of local executive bodies of state health care administration of oblasts, cities of republican significance and the capital;</p> <p>10) those making out attachment by power of attorney, including those under the contract of voluntary and (or) imputed medical insurance if there is a contract.</p> <p>2. on the e-government portal: request in electronic form.</p>
9	<p>Grounds for refusal to provide a state service established by the legislation of the Republic of Kazakhstan</p>	<p>1) establishment of unreliability of documents submitted by the patient to receive state service, and (or) data (information) contained in them;</p> <p>2) establishment of actual (permanent or temporary) residence of the patient outside the administrative-territorial unit (village, settlement, city, district in the city of regional significance, cities of republican significance, capital) where the healthcare entity providing PHC is located, except for persons residing in the border territories, who by right of free choice of medical organization are attached to a nearby polyclinic located in another administrative-territorial unit;</p> <p>3) exceeding the number of attached population per one general practitioner 1,700 people of mixed population, district therapist 2,200 people, district pediatrician - 500 children from 0 to 6 years old, 900 children from 0 to 14 years old at the free choice of PHC organization;</p> <p>4) absence of a document confirming legal representation in case of attaching children and the abovementioned persons.</p>
		<p>The service recipient shall have the opportunity to receive the state service in electronic form through the service recipient's cellular</p>

10	Other requirements taking into account the peculiarities of providing state service	subscriber number registered on the portal by transmitting a one-time password or by sending a short text message as a response to the portal notification. The service recipient shall have the opportunity to receive the state service in electronic form through the portal provided that he/she has an EDS. For persons with physical disabilities availability of a ramp, call button, tactile path for the blind and visually impaired, waiting room, counter with samples of documents. The service recipient shall have the opportunity to receive information about the procedure and status of the state service in the reference services of the service provider, as well as the Unified Contact Center "1414", 8-800-080-7777.
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Annex 2  
to the order

### **List of repealed orders and structural elements of certain orders of the Ministry of Healthcare of the Republic of Kazakhstan**

1) Order of the Minister of Health and Social Development of the Republic of Kazakhstan № 281 of 28 April 2015 “On Approval of the Rules for Providing Primary Health Care and the Rules for attachment to Primary Health Care Entities” (registered with the Register of State Registration of Regulatory Legal Acts under № 11268, published on June 22, 2015 in Adilet, the information and legal system);

2) Order of the Minister of Healthcare of the Republic of Kazakhstan № 424 of June 15, 2017 “On Additions to Order of the Minister of Healthcare and Social Development of the Republic of Kazakhstan № 281 of April 28, 2015 "On Approval of the Rules for Providing Primary Health Care and the Rules for Attaching Citizens to Primary Health Care Organizations” (recorded in the Register of State Registration of Regulatory Legal Acts under № 15315, published on July 17, 2017 in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan);

3) Order of the Minister of Healthcare of the Republic of Kazakhstan № 840 of November 20, 2017 “On Amendments and Additions to Order of the Minister of Health and Social Development of the Republic of Kazakhstan № 281 of April 28, 2015 “On Approval of the Rules for Providing Primary Health Care and the Rules for Attaching Citizens to Primary



Health Care Organizations” (registered with the Registry of State Registration of Regulatory Legal Acts under № 16054, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan on December 8, 2017);

4) paragraph 1 of Order № KR DSM-21 of the Minister of Health of the Republic of Kazakhstan of October 2, 2018 "On Amending Certain Orders of the Ministry of Health of the Republic of Kazakhstan" (registered with the Registry of State Registration of Regulatory Legal Acts under № 17487, published in electronic form in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan on October 8, 2018);

5) Order of the Minister of Health of the Republic of Kazakhstan № KR DSM-4 of February 12, 2019 "On Amendments to Order of the Minister of Health and Social Development of the Republic of Kazakhstan № 281 of April 28, 2015 "On Approval of the Rules for Primary Health Care and Rules for Attaching Citizens to Primary Health Care Organizations" (registered with the Register of State Registration of Regulatory Legal Acts under № 18301, published in electronic format in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan on February 18, 2019);

6) paragraph 5 of the list of certain orders of the Ministry of Health of the Republic of Kazakhstan, in which amendments and additions are made, approved by Order № KR DSM-62 of the Minister of Health of the Republic of Kazakhstan of May 4, 2019 "On Amendments and Additions to Certain Orders of the Ministry of Health and Social Development of the Republic of Kazakhstan" (registered with the Registry of State Registration of Regulatory Legal Acts under № 18637, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan in electronic form on May 23, 2019);

7) Order of the Minister of Health of the Republic of Kazakhstan № KR DSM-122 of August 29, 2019 "On Amendments and Additions to Order of the Minister of Health and Social Development of the Republic of Kazakhstan № 281 of April 28, 2015 "On Approval of the Rules for Primary Health Care and Rules for Attaching to Primary Health Care Organizations" (registered with the Registry of State Registration of Regulatory Legal Acts under № 19315, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan in electronic form on September 3, 2019);

8) Order of the Minister of Health of the Republic of Kazakhstan № KR DCM-42/2020 of April 30, 2020 "On Amendments to Order of the Minister of Health and Social Development of the Republic of Kazakhstan № 281 of April 28, 2015 "On Approval of the Rules for Primary Health Care and Rules for Attaching to Primary Health Care Organizations" (recorded in the Register of State Registration of Regulatory Legal Acts under № 20550, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan in electronic format on May 4, 2020);

9) paragraph 1 of the list of certain orders in the field of health care, in which amendments and additions are introduced, approved by Order of the Minister of Health of the Republic of Kazakhstan № KR ДCM-76/2020 dated July 3, 2020 "On Amendments and Additions to

Certain Orders of the Ministry of Health of the Republic of Kazakhstan" (registered with the State Register of Regulatory Legal Acts under № 20932, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan in electronic form on July 9, 2020).

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