



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

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In obedience to paragraph 4 of Article 123 of the Code of the Republic of Kazakhstan of July 7, 2020 “On Public Health and Health Care System” and paragraph 1 of Article 10 of the Law of the Republic of Kazakhstan of April 15, 2013 “On Public Services” **I HEREBY ORDER:**

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
of the Republic of Kazakhstan
No. KR DSM-194/2020
dated November 13, 2020

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 (further - Rules) have been developed according to paragraph 4 of article 123 of the Code of the Republic of Kazakhstan dated July 7, 2020 “On Public Health and Healthcare System” (hereinafter – the Code) and paragraph 1 of article 10 of the Law of the Republic of Kazakhstan dated April 15, 2013 “On Public Services” (hereinafter – the Law) and determine the procedures for attachment of natural persons to the healthcare entities providing primary healthcare (hereinafter – the PHC).

2 The following basic concepts shall be used in these Rules:

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

2) social medical insurance fund (hereinafter - Fund) - a non-commercial organization, which accumulates contributions and fees, as well as procures and pays for services of health care subjects, who provide medical care in the volume and on terms, which are provided by the contract for procurement of medical services, and other functions, determined by the laws of the Republic of Kazakhstan;

3) child (children) - a person who has not reached the age of eighteen (majority);

4) legal representatives of the child - parents (parent), adoptive parents (adoptive parents), guardian or custodian, foster parent (adoptive parents), foster parent and other persons substituting them, carrying out care, education, upbringing, protection of rights and interests of the child in accordance with the legislation of the Republic of Kazakhstan;

5) an authorized body in the field of healthcare (hereinafter referred to as authorized body) - central executive body, carrying out management and interdepartmental coordination in the field of healthcare of citizens of the Republic of Kazakhstan, medical and pharmaceutical science, medical and pharmaceutical education, sanitary-epidemiologic well-being of population, circulation of medicines and medical products, quality of medical services (assistance);

6) newly commissioned healthcare facility providing PHC (hereinafter - newly commissioned healthcare facility) - PHC facility included in the regional perspective plan of healthcare infrastructure development and first commissioned through construction of a new facility or first opened through modification of an existing facility;

7) insurance organization - a legal entity that carries out activities to conclude and execute insurance contracts on the basis of an appropriate license of the authorized body;

8) digital healthcare entity - natural and legal persons, state bodies, carrying out activities or entering into public relations in the field of digital health.

3. The attachment of natural persons to PHC organisations shall be the basis for the provision of PHC and be carried out on the principles of:

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

4. Attachment of natural persons shall be carried out by an individual identification number (hereinafter - IIN) to one PHC organization, which has concluded a contract for procurement of medical services with the Fund for the provision of medical care within the guaranteed scope of free medical care (hereinafter - GSFMC) and (or) in the compulsory social health insurance system (hereinafter - CSHIS) (hereinafter - contract for procurement of medical services) except for attachment to newly commissioned health facilities and during the attachment campaign.

When an individual is assigned to a PHC organisation, removal from the previous PHC organisation shall be automatic.

5. Children living in orphanages, boarding schools, specialized organizations for children, as well as persons residing in medical and social organizations shall be assigned to primary healthcare organizations in the territorial service zone of which these organizations are located, based on the decision of local state health care authorities of regions, cities of republican status and the capital (hereinafter - health departments), containing a list of primary healthcare organizations with assigned service zones of the region, cities and regions.

Persons held in penal institutions shall be assigned to the system on the basis of a decision by the healthcare authorities, with a list of primary healthcare organizations within their catchment area in the oblasts, municipalities and the capital, accompanied by a copy of their identity papers. A copy of the registration certificate (IIN) shall be attached in the absence of an identity document.

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. Natural persons shall be assigned to healthcare organizations providing primary healthcare by their place of permanent or temporary residence factoring in the right of free choice of primary healthcare entity within one administrative-territorial unit (village, settlement, rural district, district in town, city, district, region), except for persons residing in border territories, who are assigned to a nearby clinic located in another administrative-territorial unit by the right of free choice of medical organization.

The free choice of a primary healthcare specialist shall be made within the primary healthcare organization at the place of registration, for the account taken of the number of people assigned to the area (part of the primary healthcare service area assigned to the primary healthcare specialist).

9. The state service “Attachment to a Healthcare Organization Providing Primary Healthcare” shall be implemented for attachment to a primary health care organization at the place of permanent or temporary residence.

The PHC organization shall provide a public service to individuals by self-application or via the web portal of "e-government" (hereinafter - EGWP).

Information on the personal identification documents shall be obtained by the PHC from appropriate State Information Systems via EGWP.

The list of basic requirements for the provision of the state service “Attachment to a Healthcare Entity Providing Primary Healthcare”, including characteristics of the process,

form, content and result of provision, as well as other information with due regard for the specifics of public service provision, shall be given in obedience to the Annex hereto.

The following natural persons shall apply for the direct application “Attachment to a Healthcare Entity Providing Primary Healthcare” in writing to the first head of the entity:

- 1) pensioners;
- 2) persons with disabilities;
- 3) legal representatives of the disabled child from childhood, as well as guardians or custodians, foster carers and other substitutes implementing in accordance with the legislation of the Republic of Kazakhstan care, education, upbringing, protection of rights and interests of the child (legal representatives);
- 4) convicted persons, serving their sentence in places of detention, serving their sentence in penal colonies (at the place of service), upon the availability of a protocol of commission on the issues of registration of population attachment (detachment) to PHC in the “Register of Attached Citizens” IS, established by the order of the first head of the Office of Healthcare State Institutions of regions;
- 5) students, as well as those studying in madrasas, with an official request from the rector of the institution of higher education to the PHC and a protocol of the commission between the institution and the PHC;
- 6) conscripts;
- 7) children born in foreign countries;
- 8) persons under guardianship in infant homes, orphanages, nursing homes and others;
- 9) those who are attached under a power of attorney, including under an agreement of voluntary health insurance, if there is an agreement.

When applying directly to the primary healthcare entity, specialists of the primary healthcare organization shall make a request to be attached to the medical “Register of Attached Citizens” Information System. A digital health specialist shall review the request and decide whether to approve or refuse the application.

The public service shall be provided from the moment the documents are submitted within 1 (one) working day. The request for a public service shall be accepted 2 hours before the end of the work of the PHC organisation (until 6.00 p.m. on working days).

The result of the provision of the public service (or its representative by proxy) shall be a notification of assigned or reasoned refusal in the form of an electronic document in "Personal Cabinet".

State service via EGWP shall be provided on the day of application to the portal.

The PHC organization shall ensure that data on the provision of the public service “Attachment to a Healthcare Organization Providing PHC” is entered into the information system in order to monitor the provision of public services in accordance with the procedure established by the authorized body in the field of information in accordance with sub-paragraph 11) of paragraph 2 of Article 5 of the Law.

10. Grounds for attachment shall be:

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

2) the free choice by a person of primary health care within one administrative-territorial unit (village, settlement, rural district, district in a city, city, district, region);

3) holding by the Fund of the attachment campaign from September 15 till November 15 (hereinafter referred to as attachment campaign) within the same administrative-territorial unit (village, settlement, rural district, district in a city, city, district, region)

4) the contract of voluntary health insurance (hereinafter referred to as VHI contract) concluded between the insurant and the insurance organisation, within the framework of which the PHC organisation provides medical services to the insured person;

5) the disagreement with attachment to the PHC organisation determined by the regional commission within one administrative-territorial unit (village, settlement, rural district, district in a city, city, district, region);

6) the refusal of the PHC organisation to provide PHC, including in cases of reorganisation, liquidation, resulting in termination or modification of the service procurement contract by the foundation;

7) the failure to allocate volume of health services to PHC organisations applying for provision of health services;

8) the appearance of newly commissioned health care facilities;

9) the alienation of PHC organisation which is a state enterprise through privatisation.

11. An attachment to PHC organizations on the grounds provided by sub-paragraphs 1), 2), 3), 4), 5) of paragraph 10 hereof shall be accomplished by submission of an electronic application for attachment by a person via EGWP.

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. Individuals who are attached pursuant to sub-paragraph 4) of paragraph 10 hereof shall receive primary health care in the primary health care organization that provides health care services under the VHI contract.

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) the death of an attached person is established on the basis of a death certificate;
- 2) the place of permanent or temporary residence is changed;
- 3) termination of the VHI contract.

Chapter 3: Procedure for appealing against decisions, actions (inaction) of the service provider and (or) its officials concerning the provision of public services

18. Complaint on the decision, actions (inaction) of the service provider on issues of public services provision shall be submitted to the head of the service provider and (or) to the authorized body on assessment and quality control of public services provision in obedience to the legislation of the Republic of Kazakhstan.

Complaint of the service recipient received by the service provider in compliance with paragraph 2 of Article 25 of the Law of the Republic of Kazakhstan “On Public Services” shall be considered within five working days from the date of its registration.

Complaint of the Service Receiver received by the authorized body on assessment and quality control of rendering the public services shall be subject to consideration within fifteen working days from the date of its registration.

19. In case of disagreement with the results of rendered public service, the service recipient shall apply to court in the order established by the legislation of the Republic of Kazakhstan.

Annex to the Rules
for Attachment of Natural Persons
to healthcare entities providing
providing primary healthcare

Attachment to a Healthcare Entity Providing Primary Health Care Public Service

1	Name of the service provider	Organization of primary health care
2	Methods of providing the public service	1) directly through primary health care organisation (hereinafter referred to as PHC organisation);
3	Term of rendering a public service	1) from the moment the patient surrenders documents to the primary healthcare organisation, as well as when applying via EGWP - 1 (one) working day; 2) maximum allowable waiting time for delivery of documents - 30 (thirty) m i n u t e s ; 3) maximum allowable patient service time - 30 (thirty) minutes.
4	Form of public service delivery	electronic (partly automated)/paper.
5	The result of public service delivery (or its representative by proxy)	1) notification on attachment in the form of an electronic document signed by electronic digital signature (hereinafter - EDS) of the PHC organisation; 2) motivated refusal.
6	Size of payment levied from a service recipient when providing a public service and the ways of charging it in cases stipulated by the legislation of the Republic of Kazakhstan	the public service shall be provided free of charge.
7	Working hours	1) organization of primary health care - from Monday to Saturday (Monday - Friday from 8 a.m. till 8 p.m., on Saturday from 9 a.m. till 2 p.m., except days off (Sunday) and holidays according to the Labor Code of the Republic of Kazakhstan. At the same time, a request for a public service shall be accepted 2 hours before PHC organization closing time (before 6 p.m. on weekdays, before 1 2 a . m . o n S a t u r d a y) ; 2) EGWP - twenty-four hours a day, except for technical breaks related to repairing work (when a patient applies after working hours, on weekends and public holidays according to the Labour Code of the Republic of Kazakhstan, acceptance of applications and issuance of state service shall be carried out on the next working day).

8	List of documents required for the provision of the public service	<p>1. Documents required for the provision of the public service when a certain contingent applies to PHC organisations:</p> <ol style="list-style-type: none"> 1) an identity document for the identification of the person; 2) pensioners – a pension certificate; 3) disabled persons – a pension certificate or an extract from the medical and social expertise report; 4) legal representatives of the disabled child from the childhood, as well as guardians or trustees, foster parents and other persons substituting them, who in accordance with the legislation of the Republic of Kazakhstan take care, educate, bring up, protect rights and interests of the child (legal representatives) – a court decision or other document, confirming guardianship and trusteeship 5) convicts serving their sentences in places of deprivation of liberty, serving their sentences in colonies (at the place of service) - minutes of the commission for consideration of issues of registration of population attachment (detachment) to PHC in RAP IS, established by the order of the first head of the Health Department State Institutions of the regions; 6) conscripts - an extract from the order of the commander of the military unit (head of the institution) to enlist conscripts in the military personnel list 7) students (children under 18), as well as those studying in Madrasah (children under 18) - an official request from the rector of the higher education institution to the PHC and a protocol of the commission between the educational institution and the P H C ; 8) Children born in foreign countries - a document confirming birth in a foreign country 9) children under guardianship of infant homes, orphanages, nursing homes and others - a decision of local executive public health authorities of regions, cities of republican level and the capital; 10) those who have been registered under a power of attorney, including under an agreement of voluntary health insurance, if there is a contract. <p>2. on the EGWP: request electronically.</p>
9	Grounds for refusal of a public service established by the legislation of the Republic of Kazakhstan	<ol style="list-style-type: none"> 1) determination that the documents submitted by the patient for a public service and (or) the data (information) contained therein are unreliable; 2) establishment of the patient's actual (permanent or temporary) residence outside the administrative-territorial unit (village, settlement, city, district in a city of regional status, cities of republican status, the capital) where the health care entity providing primary health care is located, except for persons residing in border territories, who are assigned to a nearby outpatient clinic located in another administrative-territorial unit by the right of free choice of a medical organization ; 3) exceeding the number of attached population for one general practitioner - 1,700 persons of mixed population, district therapist - 2,200 persons, district pediatrician – 500 children from 0 to 6 years old, 900 children from 0 to 14 years old with a free choice of PHC organization; 4) absence of a document confirming legal representation, in case of attachment of children and abovementioned persons.
10	Other requirements factoring in the specifics of the public service	<p>The patient has the possibility to receive a public service electronically via the entity’s registered cellular phone number on the portal by sending a one-time password or by sending a short text message as a response to the portal notification .</p> <p>The patient has the possibility to receive a public service electronically via the EGWP, provided that an EDS is available.</p>

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 No. 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 No. 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 No. 424 of June 15, 2017 “On Additions to Order of the Minister of Healthcare and Social Development of the Republic of Kazakhstan No. 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 No. 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 No. 840 of November 20, 2017 “On Amendments and Additions to Order of the Minister of Health and Social Development of the Republic of Kazakhstan No. 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 No. 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 No. 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 No. 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 No. KR DSM-4 of February 12, 2019 "On Amendments to Order of the Minister of Health and Social Development of the Republic of Kazakhstan No. 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 No. 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 No. 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 No. 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 No. 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 No. 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 No. 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 No. 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 No. 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 No. 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 No. 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 No. 20932, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan in electronic form on July 9, 2020).