



NHG Cares App (NCA)

Comprehensive User Guide

Wednesday 13 Nov 2024

Version Update History

No	Date	Changes/New Content	Slide No.
1	26.09.2024	AVMS Automatic Visitor Management System (AVMS) for KTPH/AdMC Patient Login – Manage Visitors	21
2	13.11.2024	VCP – Video Consultation For NHG Polyclinics	52

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NHG Cares App

Legend

Singpass Login

Singpass login is required to access the feature.

**Central &
ResidentsNorth**

NHG Residents living in the Central and North region of Singapore can access the feature.

**Enrolled to
Healthier SG**

Residents living in Central and North region of Singapore enrolled to NHG Polyclinic or with a NHG HSG General Practitioner partner can access the feature.

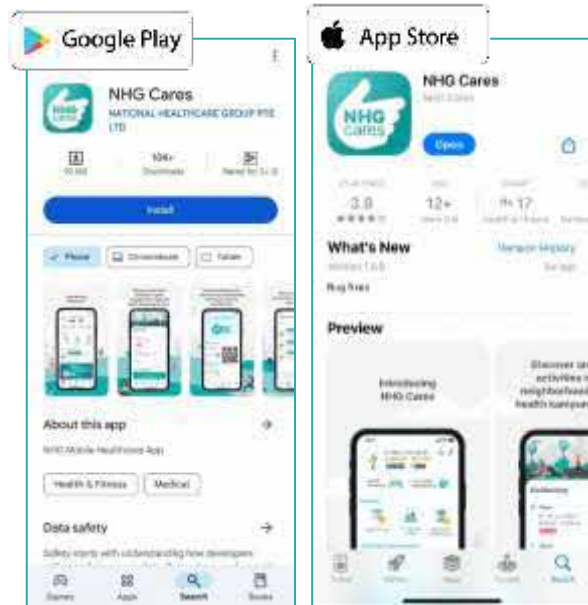


NHG Residents in Central and North region



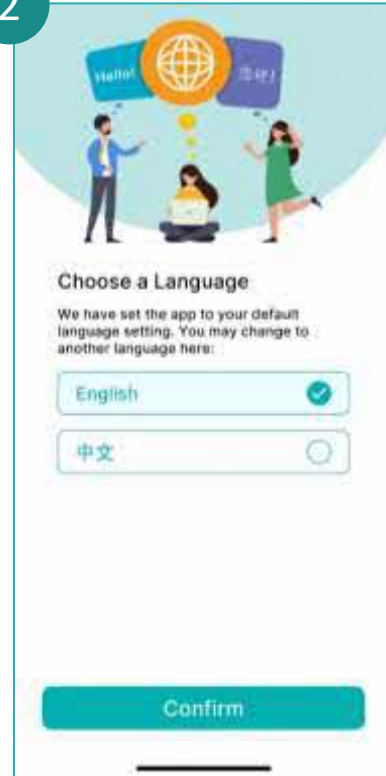
Getting Started with NHG Cares App

1



Scan QR code to download **NHG Cares app** from Google Play or App Store.

2



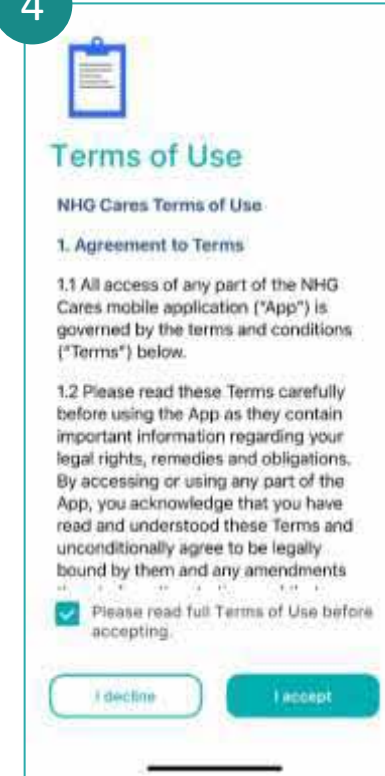
Tap on your preferred language and **Confirm**.

3



Tap on **Start**.

4



Read the Terms of Use. Tap on the checkbox and **I accept**.

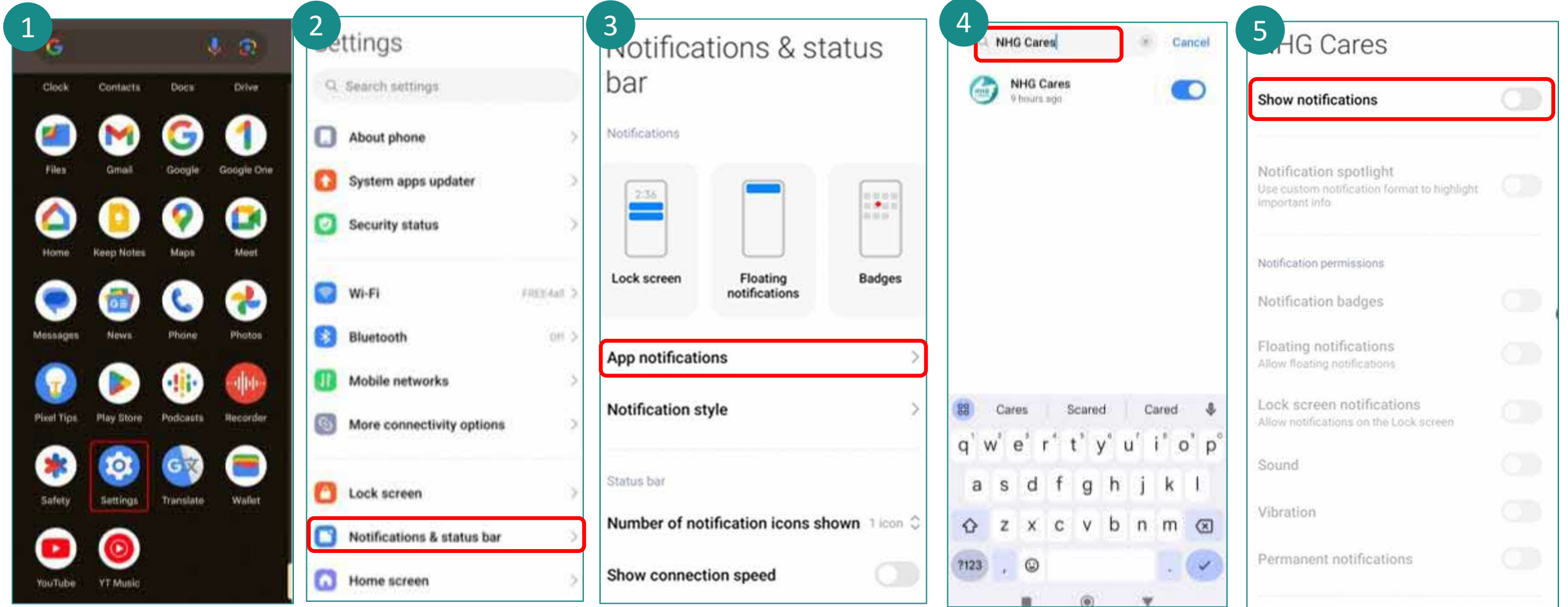
5



Input your details and tap on **Finish Setup**.



NCA Notifications (Android)



Tap on **Settings** on your Android Home Screen.

Tap on **Notifications & status bar**.

Tap on **App notifications**.

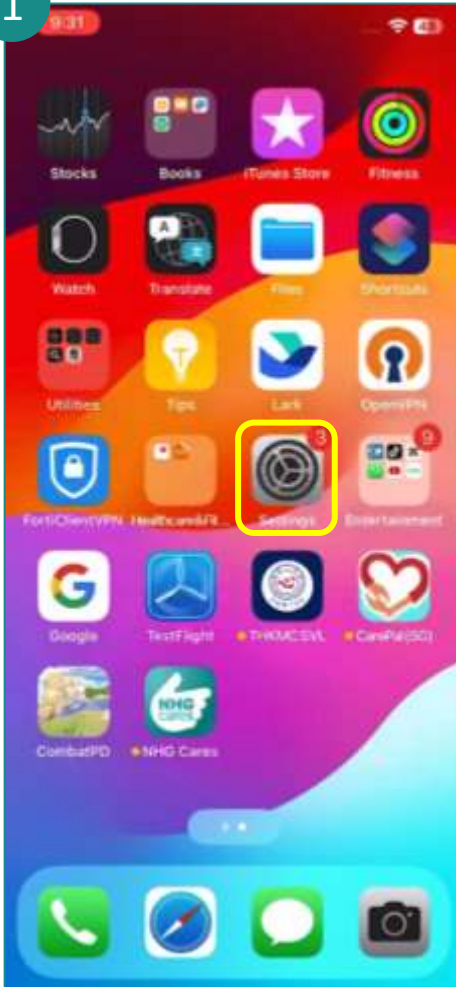
Search for **NHG Cares**.

Toggle on **Show notifications** to enable/disable notifications.



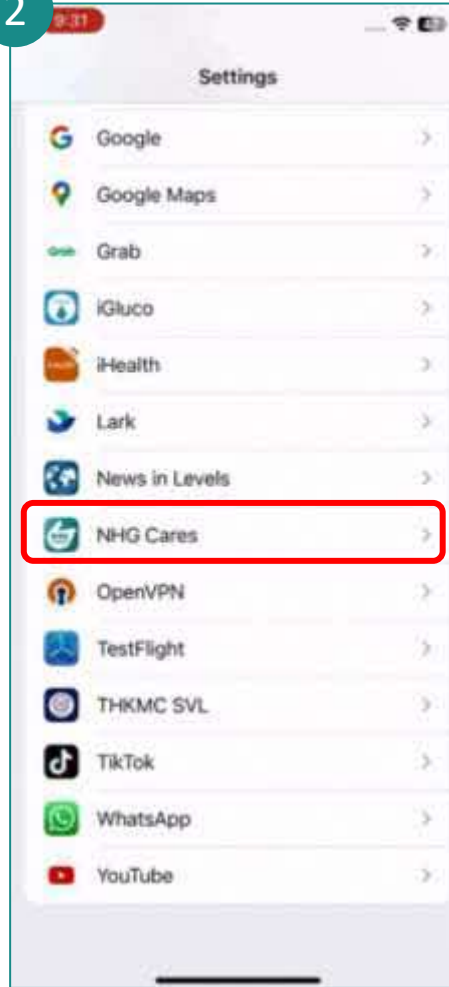
NCA Notifications (IOS)

1



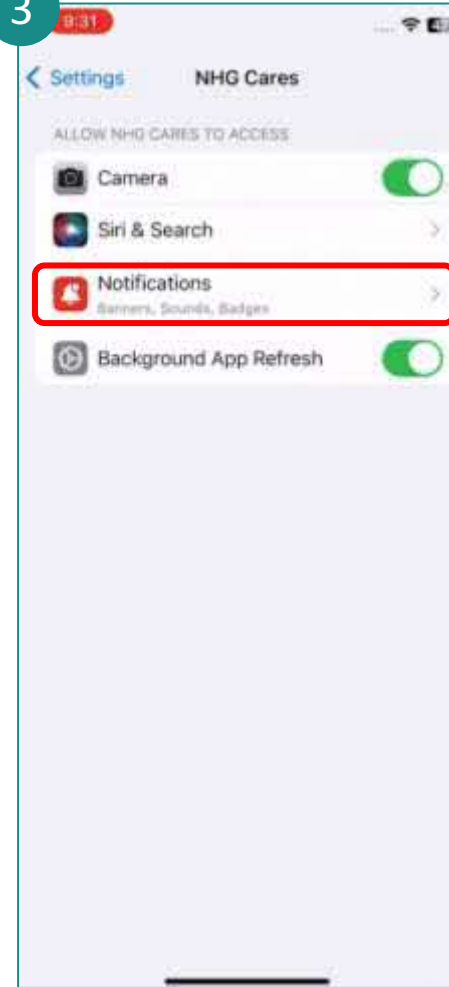
Tap on **Settings** on your iOS Home Screen.

2



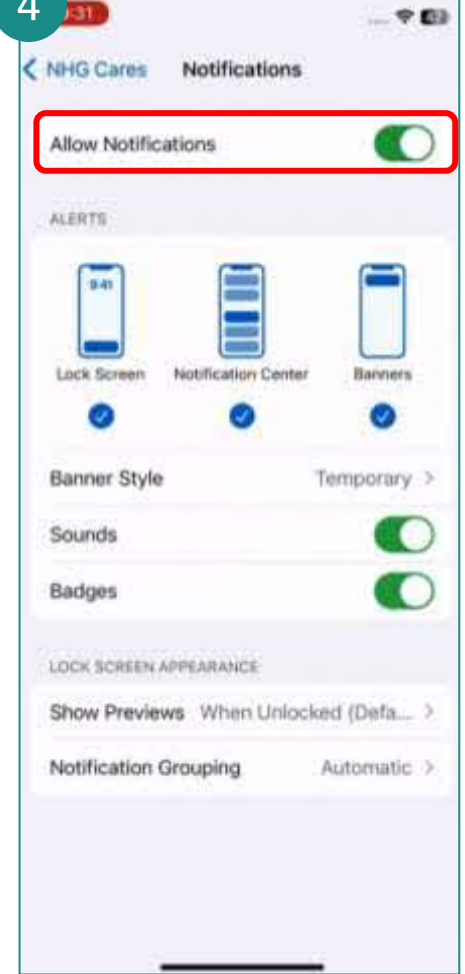
Tap on **NHG Cares**.

3



Tap on **Notifications**.

4

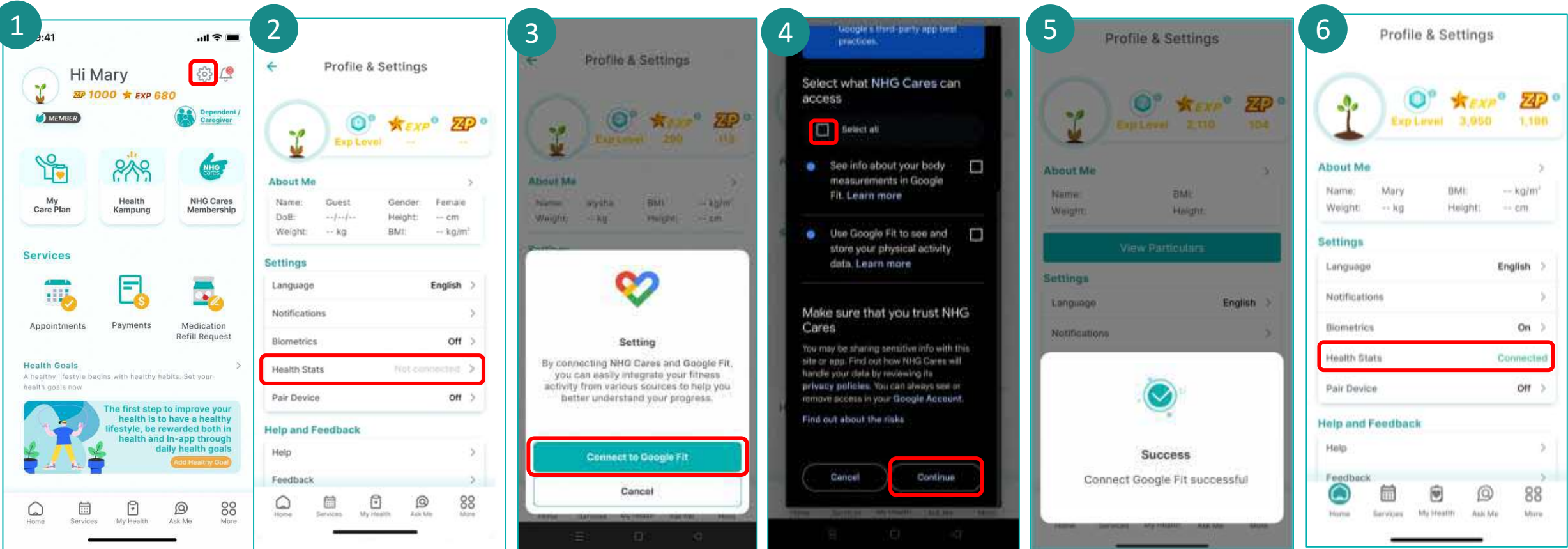


Toggle on **Show notifications** to enable/disable notifications.



Enable NCA Health Stats - Google Fit (Android)

Singpass Login



Tap on the **Gear** icon.

Tap on **Health Stats Not Connected**.

Tap on **Connect to Google Fit**.

Check **Select all** and tap on **Continue**.

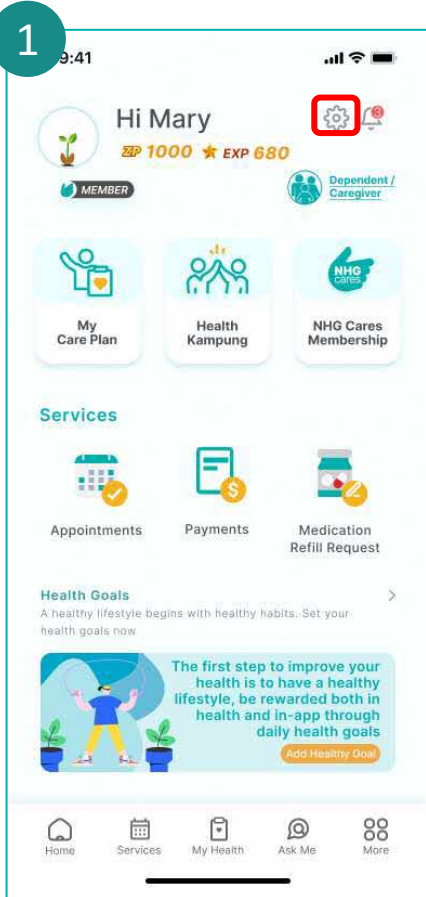
View the Success Pop Up message.

Health Stats status will reflect **Connected**.

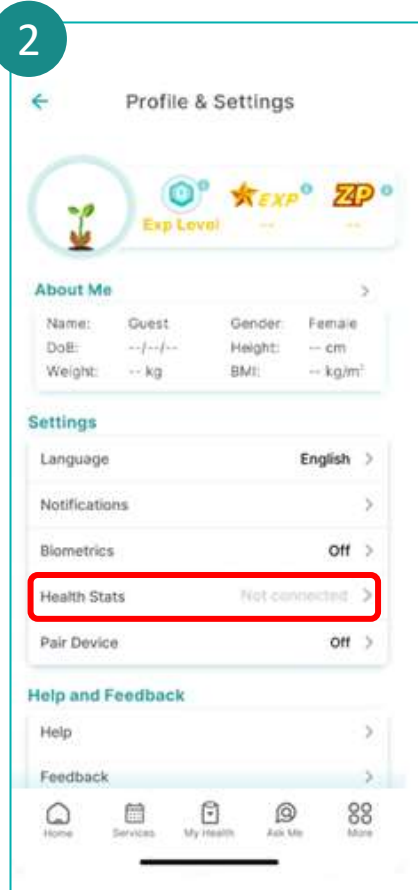


Enable NCA Health Stats – Health (IOS)

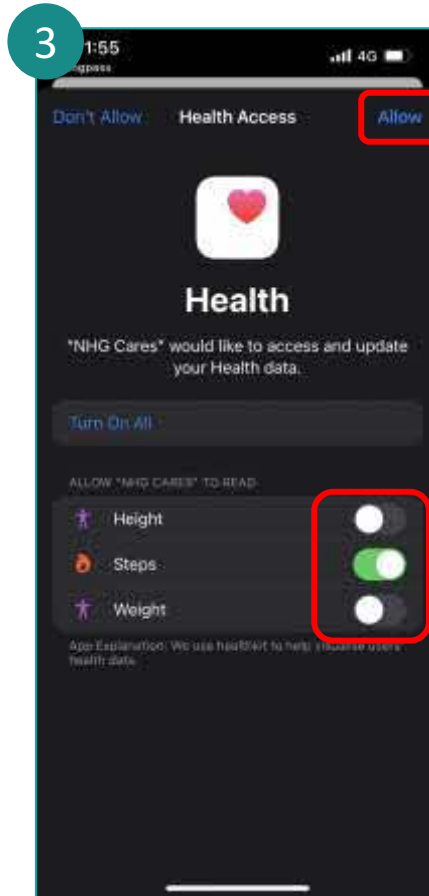
Singpass Login



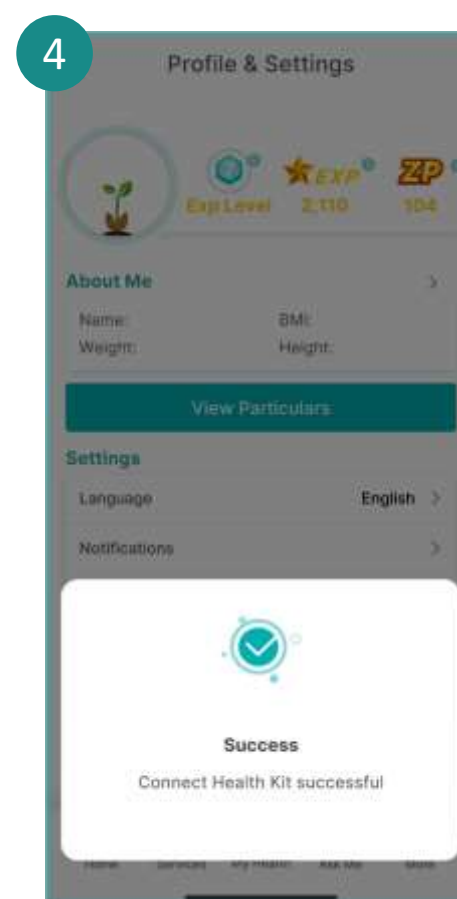
Tap on the **Gear** icon.



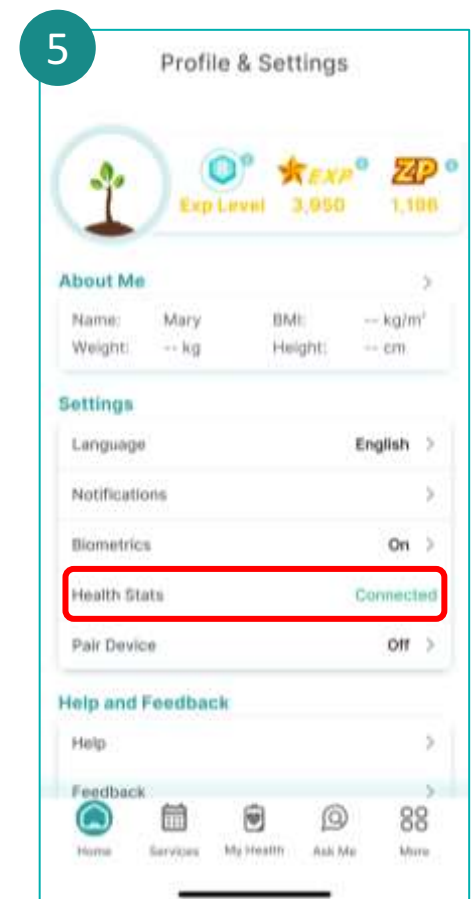
Tap on **Health Stats Not connected**.



Tap on the health stats you would like to allow and tap on **Allow**.



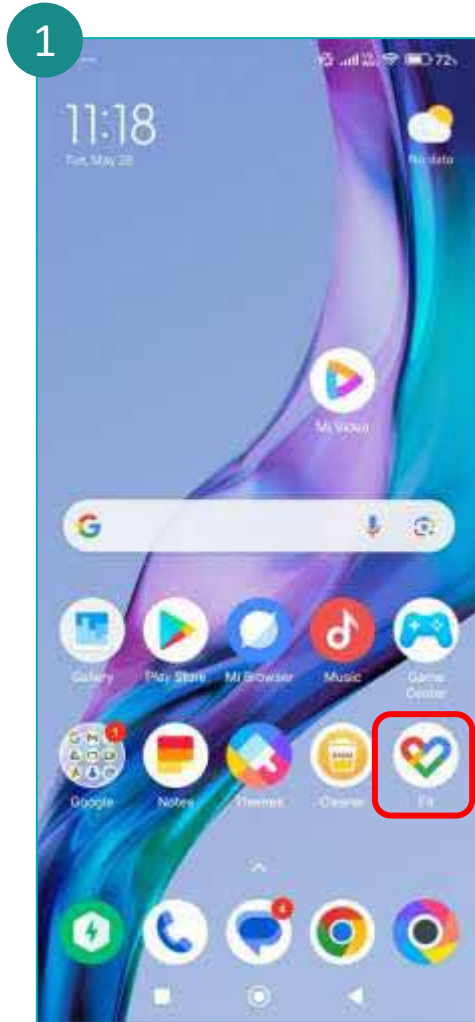
View the Success Pop Up message.



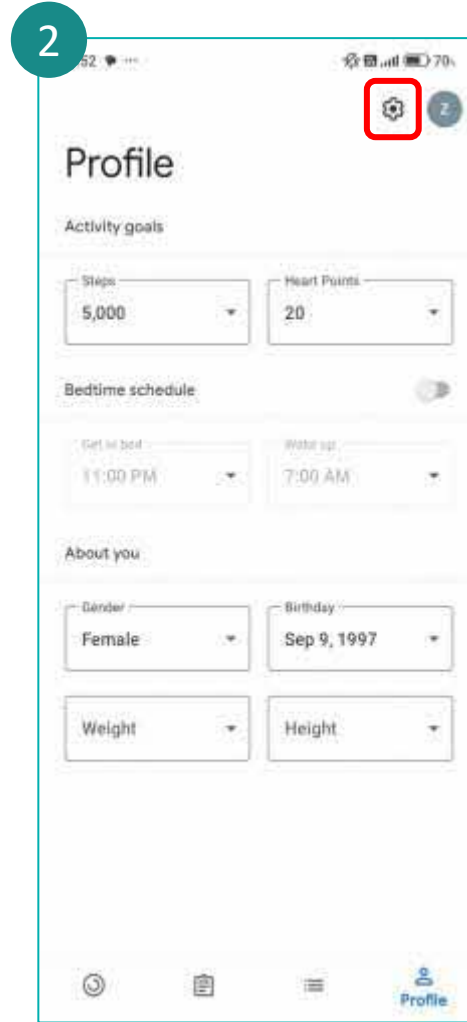
Health Stats status will reflect **Connected**.



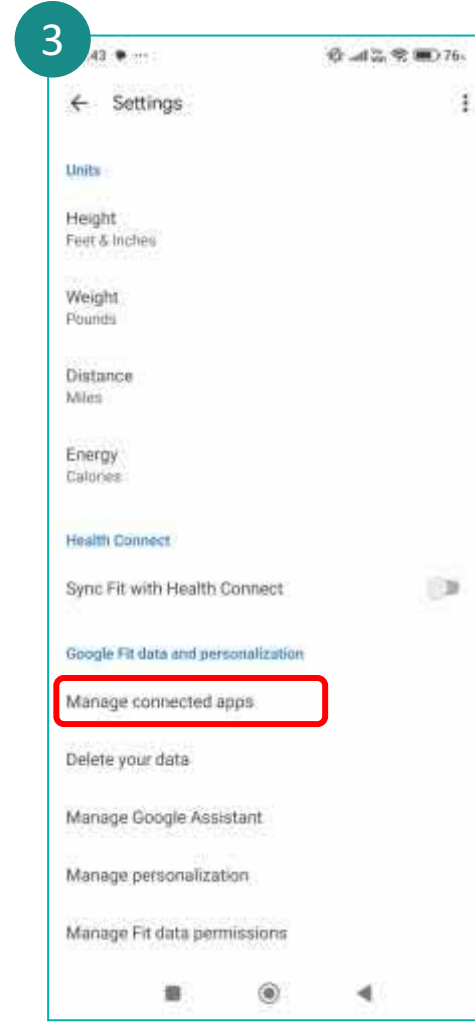
Disable NCA Health Stats - Google Fit (Android)



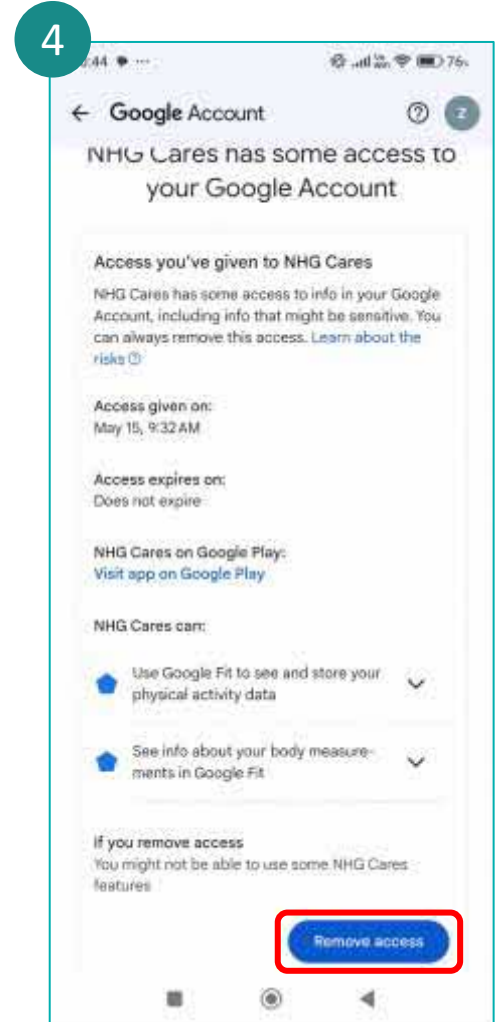
Tap on the **Google Fit** app.



Tap on the **Gear** icon.



Tap on **Manage connected apps**.

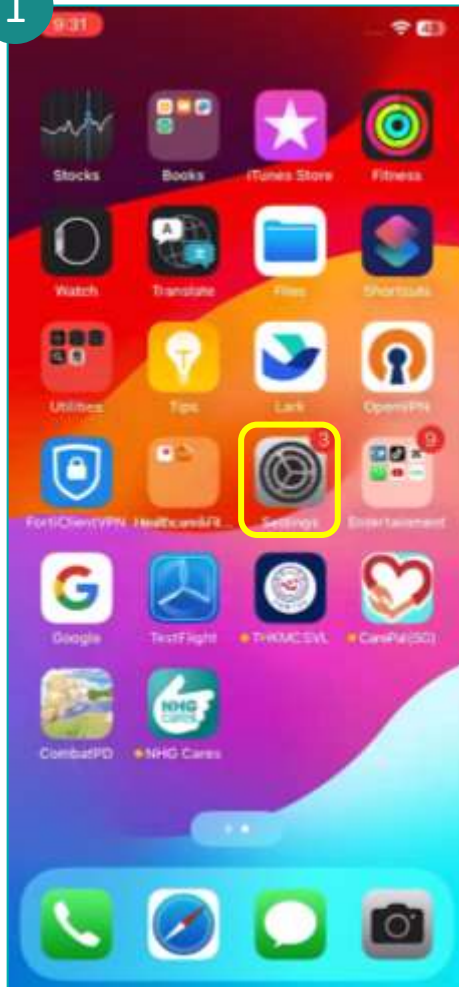


Tap on **Remove Access**.



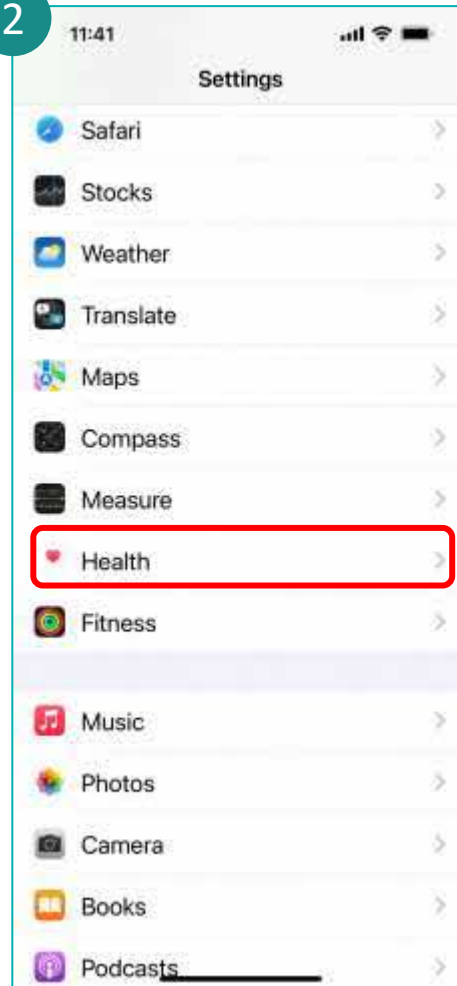
Disable NCA Health Stats - Health (IOS)

1



Tap on the **Settings** app.

2



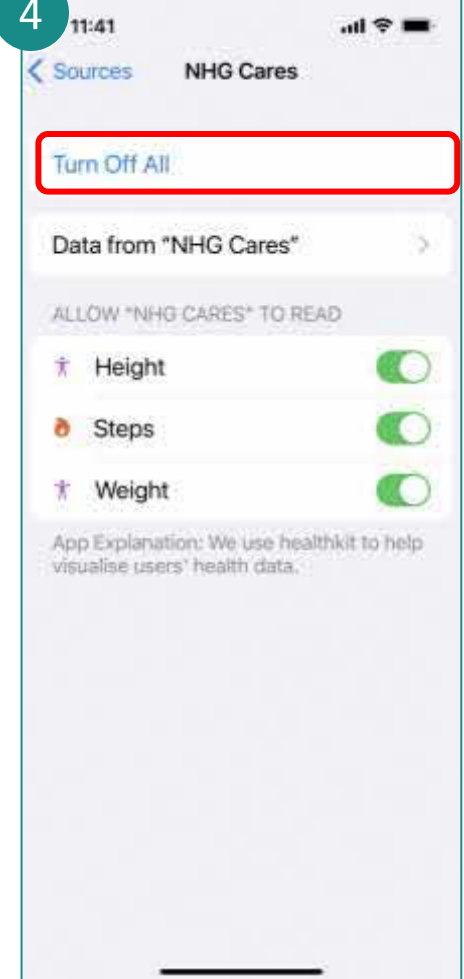
Tap on **Health**.

3



Tap on **Data Access & Devices**.

4

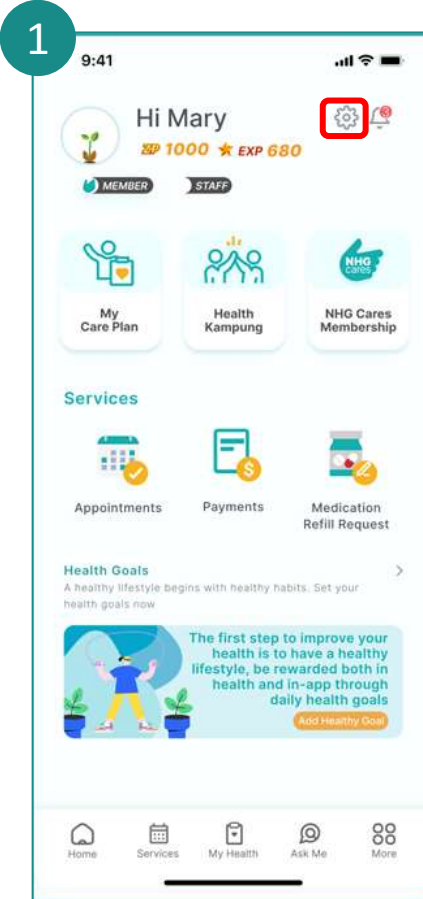


Tap on **NHG Cares** and tap **Turn Off All** to disable.

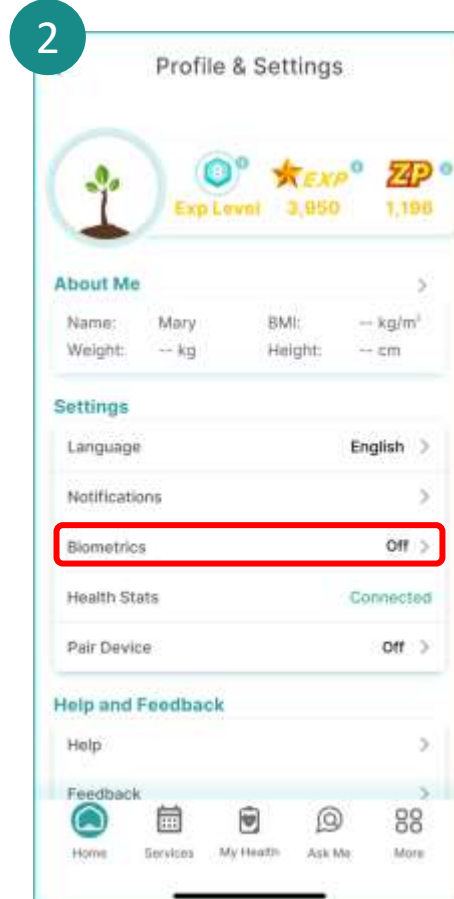


Enable NCA Biometrics

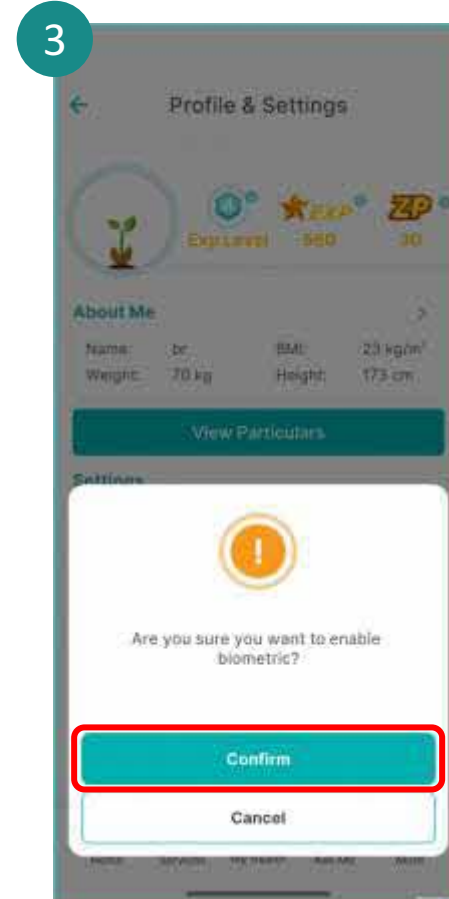
Singpass Login



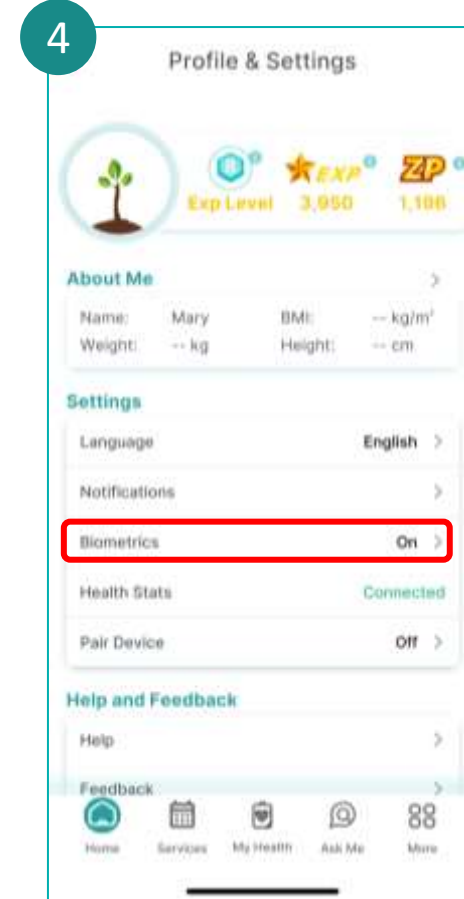
Tap on the **Gear** icon.



Tap on **Biometrics Off**.



Tap on **Confirm** to enable biometrics access.

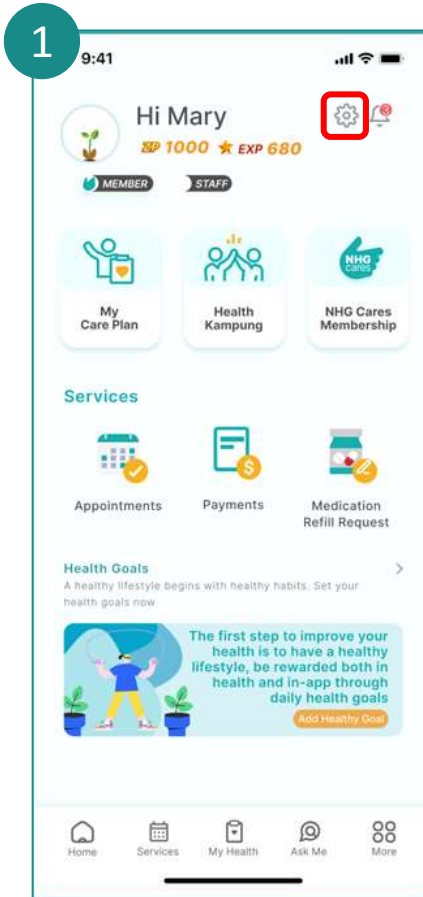


Biometrics status will reflect **On**.

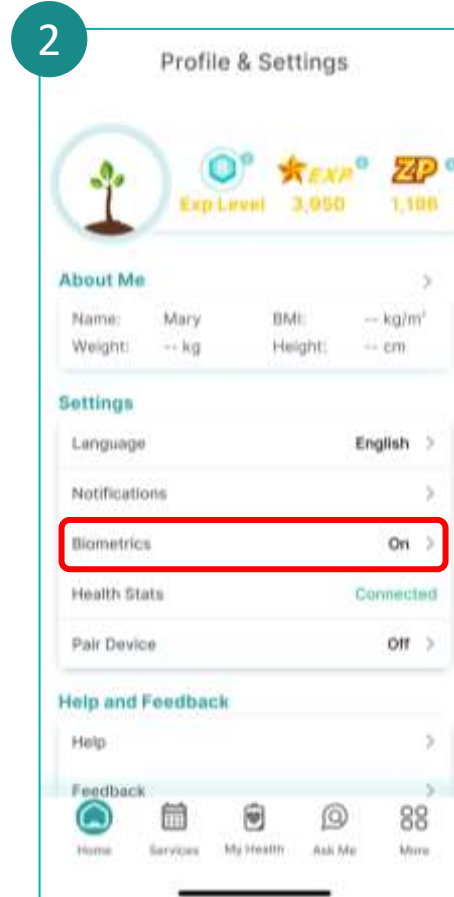


Disable NCA Biometrics

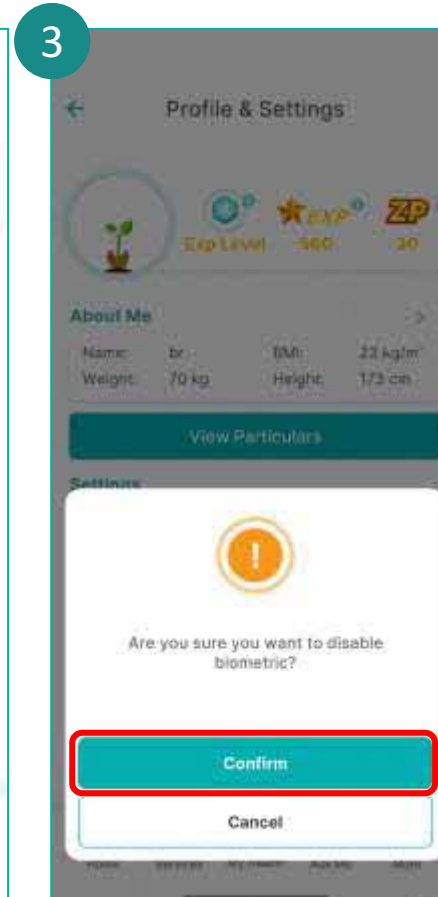
Singpass Login



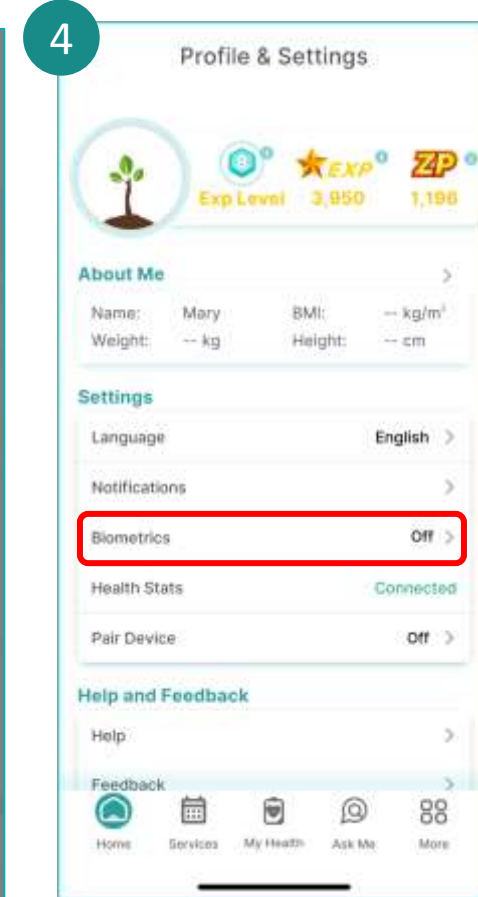
Tap on the **Gear** icon.



Tap on **Biometrics On**.



Tap on **Confirm** to disable biometrics access.

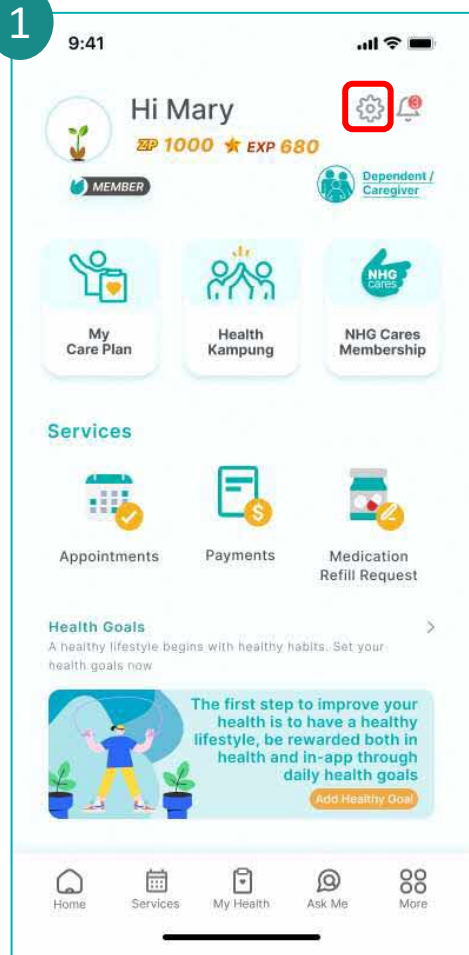


Biometrics status will reflect **Off**.



Update Mailing Address/Contact Details

Singpass Login



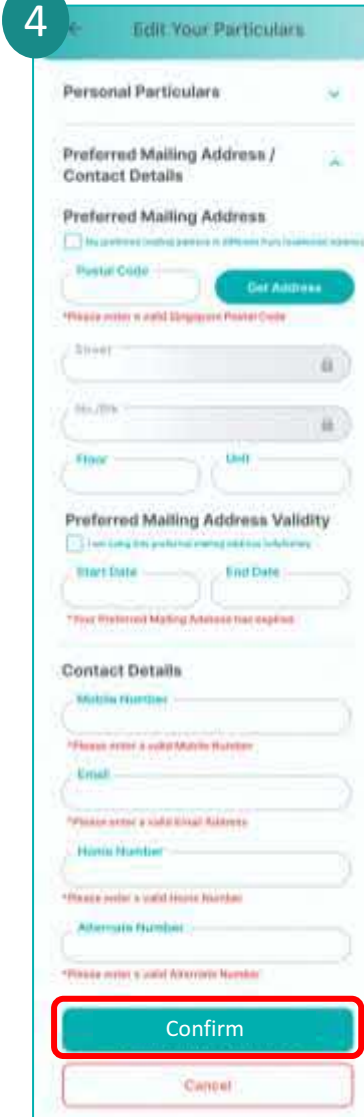
Tap on the **Gear** icon.



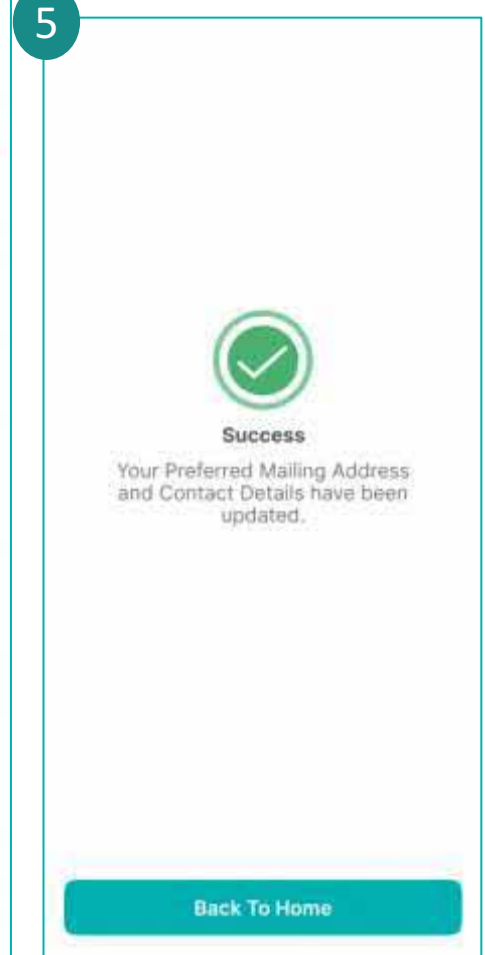
Tap on **View Particulars**.



Tap on **Update Address/Contacts**.



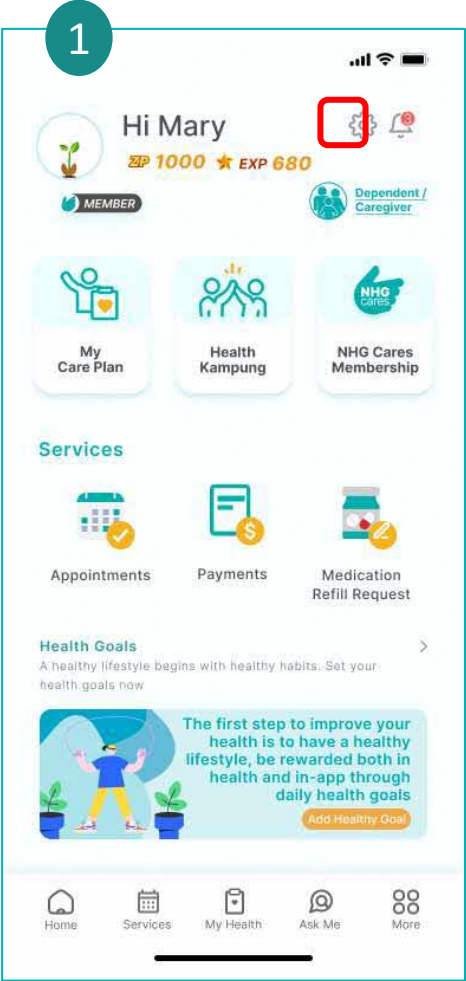
Update the relevant fields and tap on **Confirm** to save.



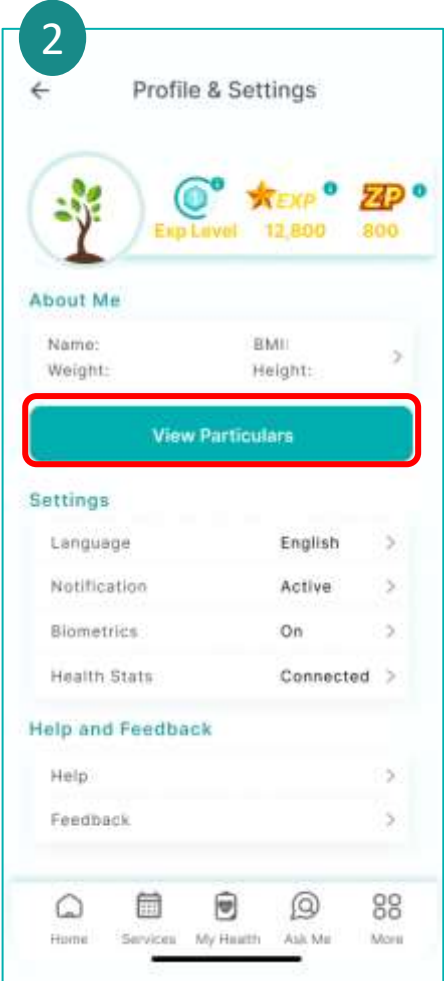


Update Mailing Address/Contact Details via Myinfo

Singpass Login



Tap on the **Gear** icon.



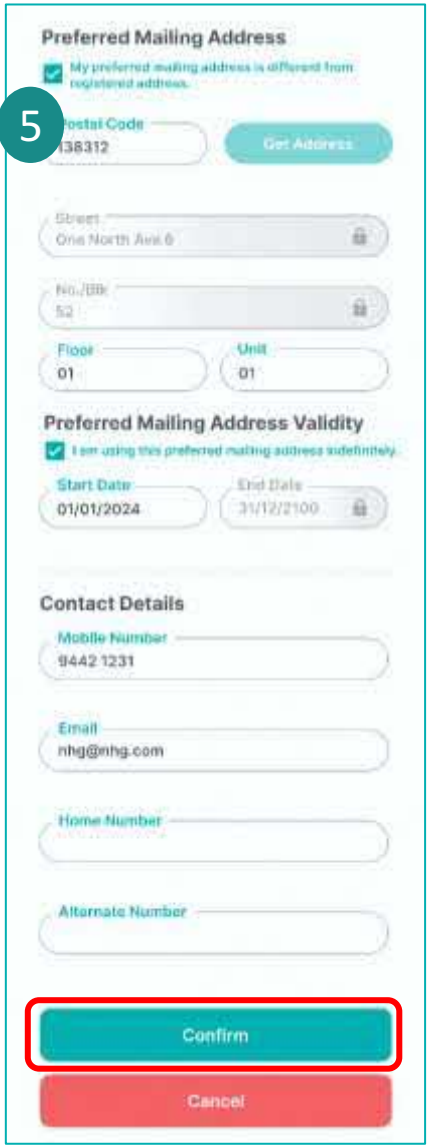
Tap on **View Particulars**.



Tap on
Retrieve Myinfo



Update the relevant fields and
tap on **Confirm** to save.

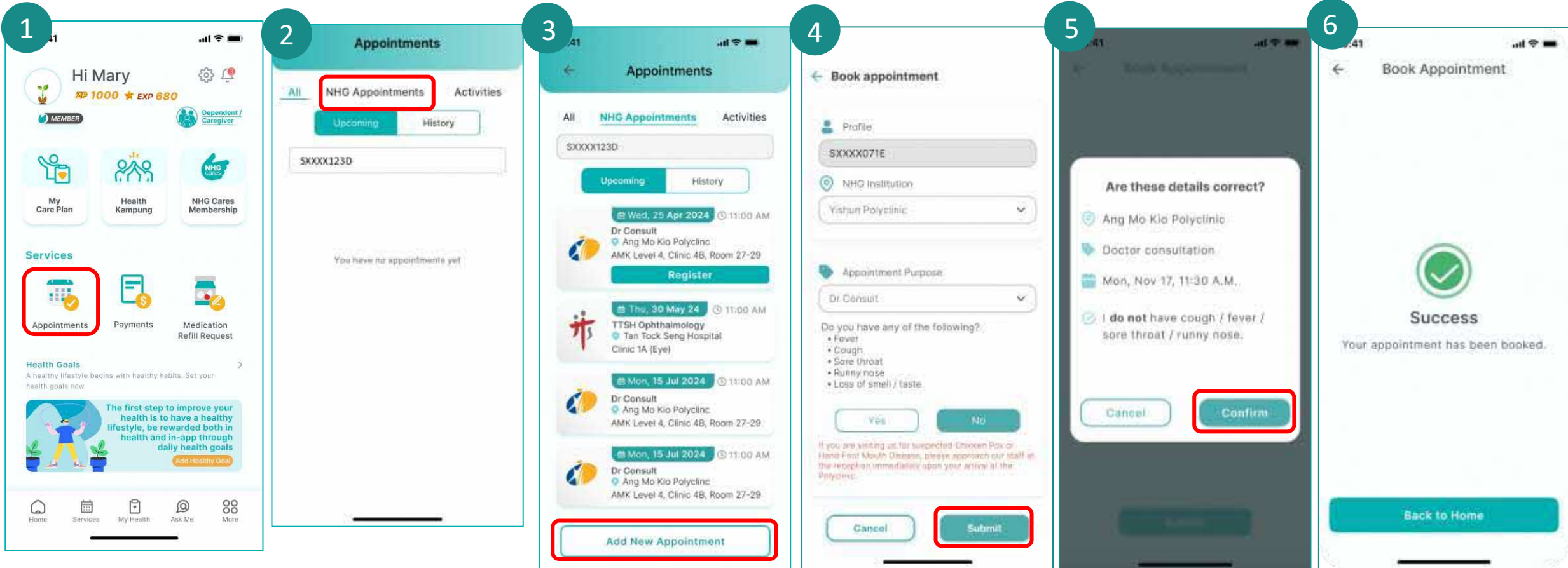




Book Appointment

Only applicable to NHGP and NSC

Singpass Login



Tap on **Appointments**.

Tap on **NHG Appointments**.

Tap on **Add New Appointment**.

Select your:

1. Institution
2. Appointment Purpose
3. Appointment Timeslot

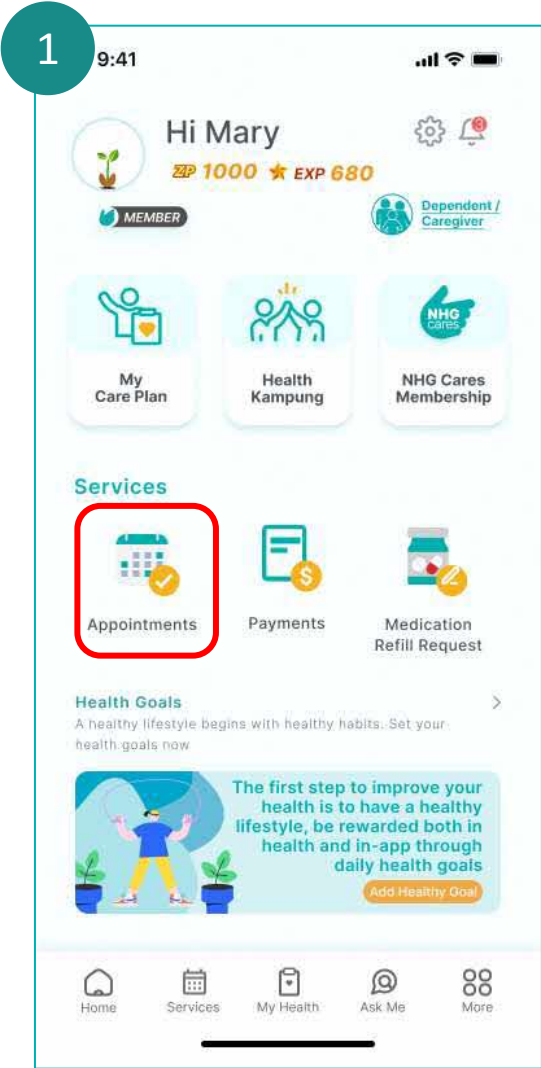
Tap on **Submit**.

Review your details and **Confirm** your booking.

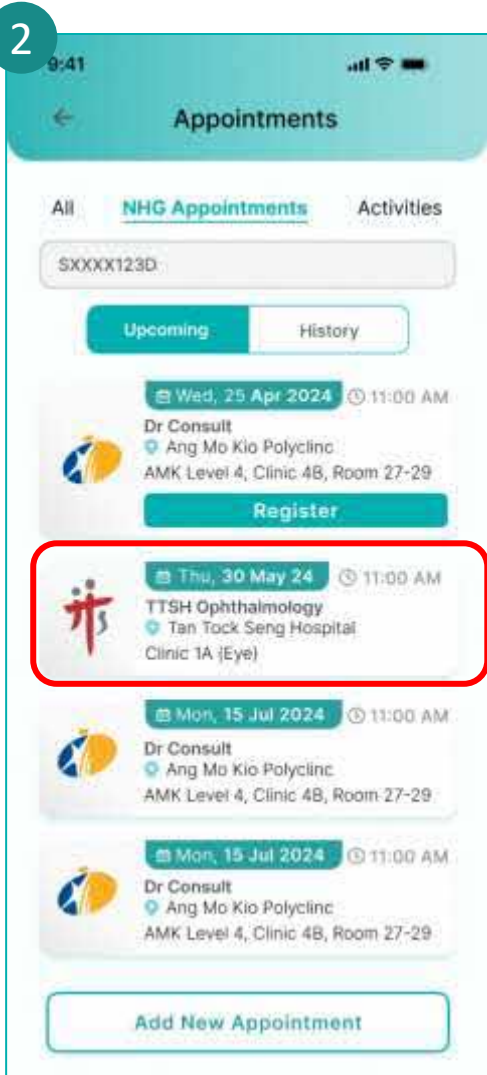


Reschedule/Cancel Appointment

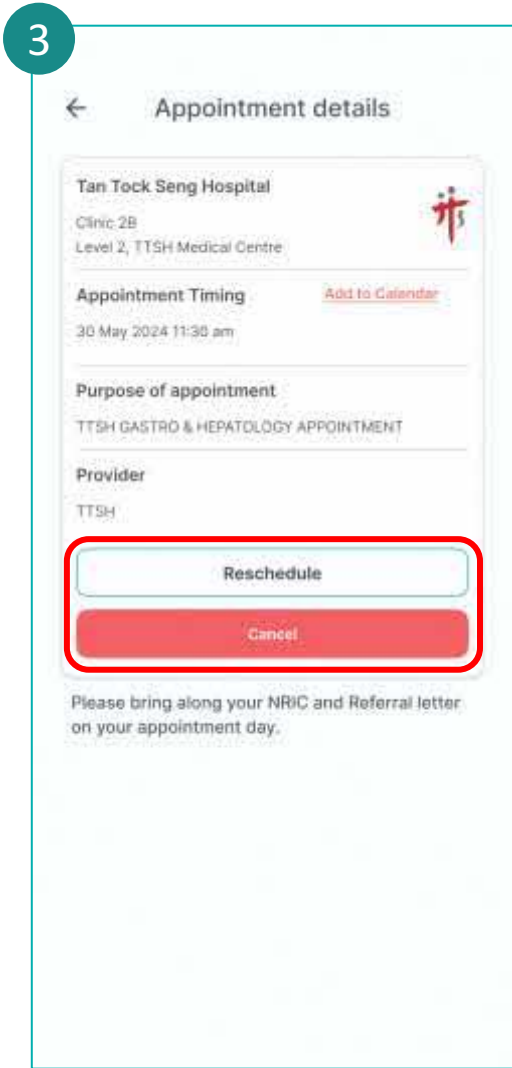
Singpass Login



Tap on **Appointments**.



Tap on the appointment that requires rescheduling/cancellation.



Tap on **Reschedule** or **Cancel Appointment** to make changes.



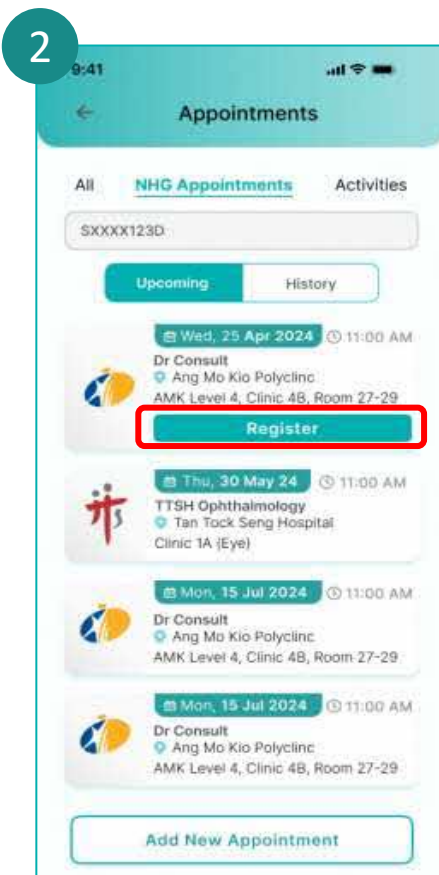
Appointment – Queue Registration and E-Itinerary

Applicable to all NHG institutions except IMH and NSC

Singpass Login



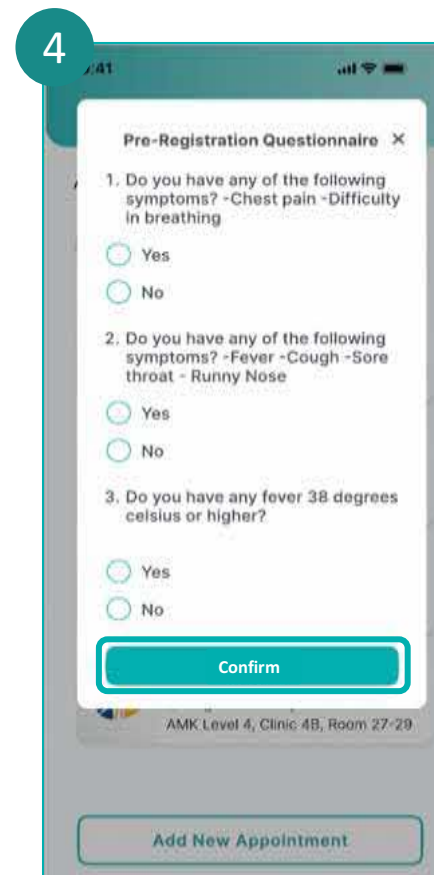
Tap on **Appointments**.



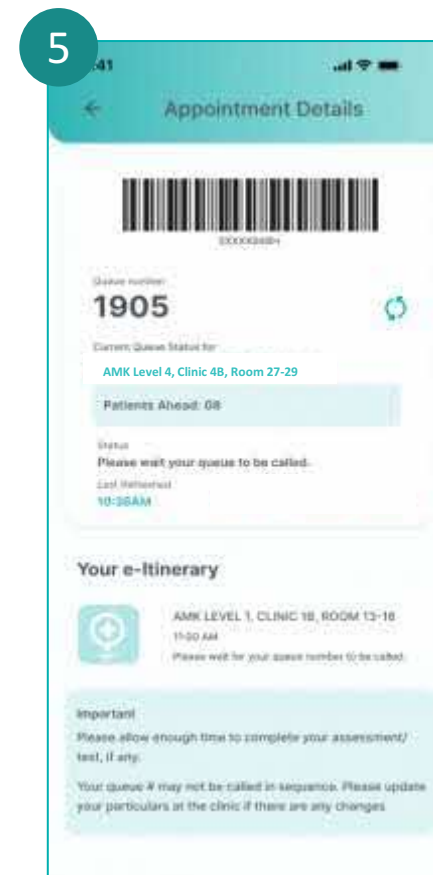
Tap on **Register** and fill up the questionnaire.



Patient is reminded to share the above information to the doctor.



Answer the questionnaire accordingly and tap on **Confirm** to submit.

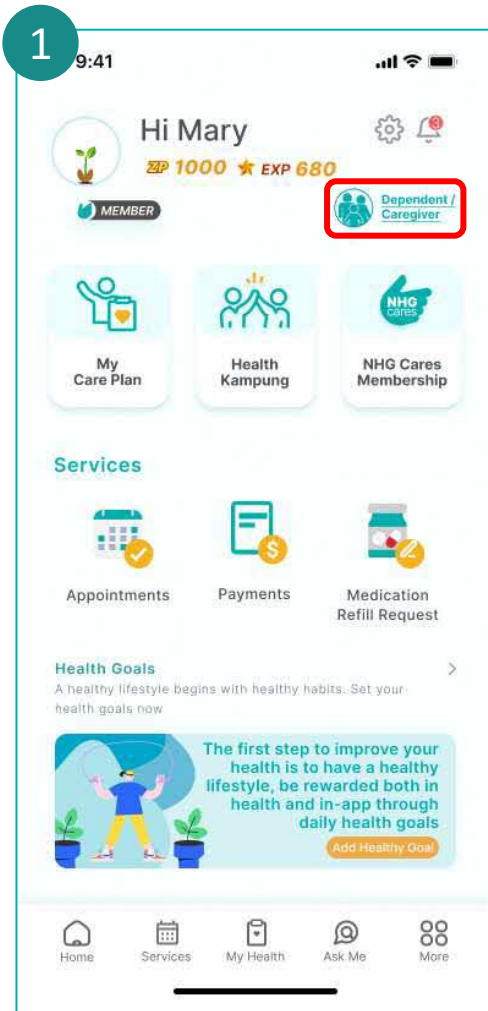


Upon successful mobile registration you will be redirected to view your itinerary.

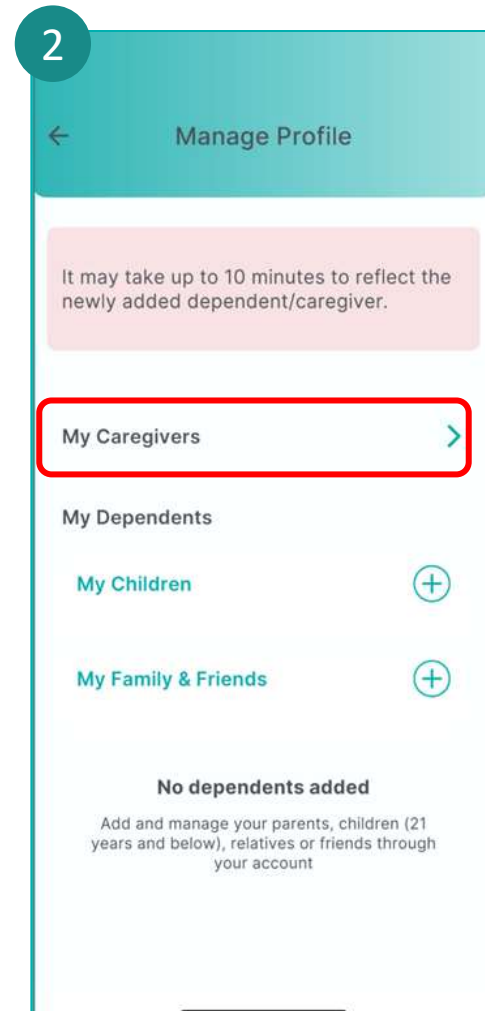


Add Caregiver (1/2)

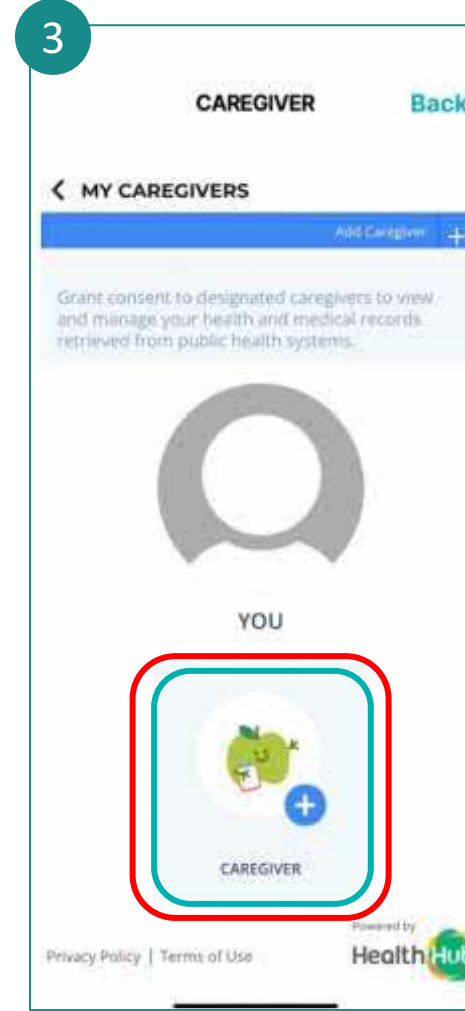
Singpass Login



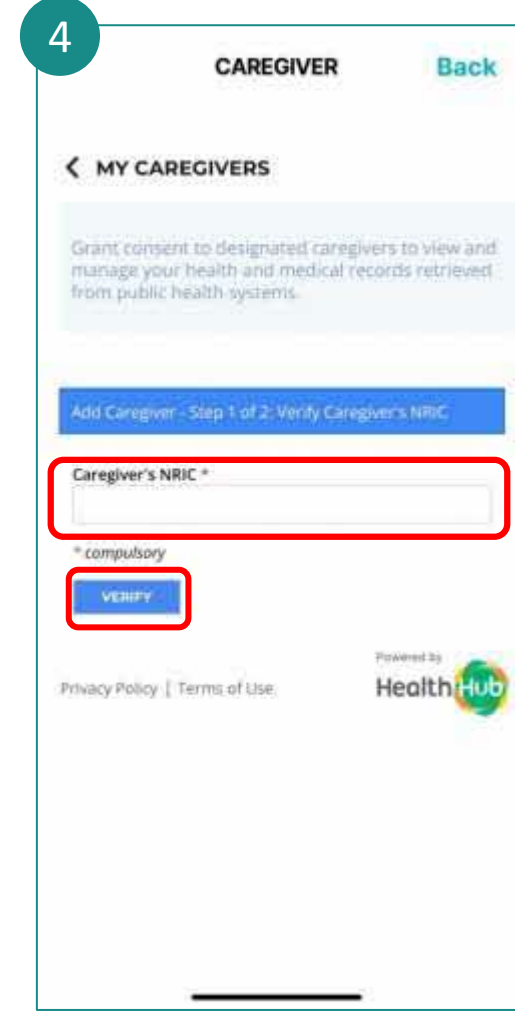
Tap on
Dependent/Caregiver.



Tap on **My Caregivers.**



Tap on **CAREGIVER.**



Key in your caregiver's
NRIC and tap on **Verify.**



Add Caregiver (2/2)

Singpass Login

5

Enter your caregiver's **Display Name** and **Email**.

6

Select the health records to be shared and tap on **NEXT**.

7

Enter your mobile number and tap on **Proceed**.

You will receive an SMS confirmation from HealthHub upon adding a new caregiver.

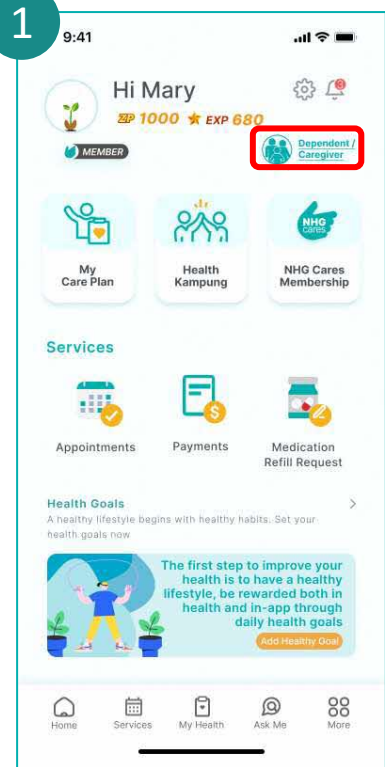
8

After it has been added successfully, you can view your care recipient's user profile in the Dependent/Caregiver feature.

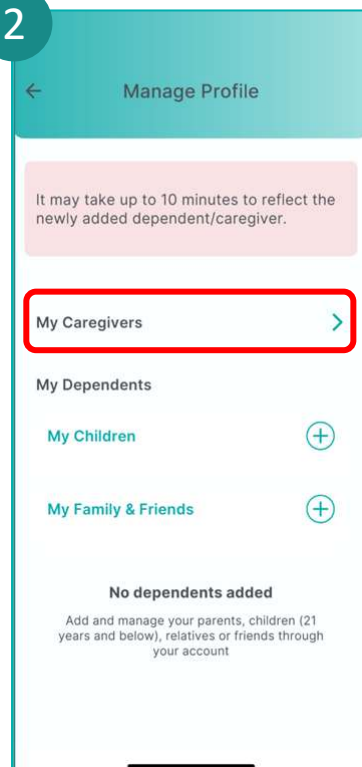


Remove Caregiver

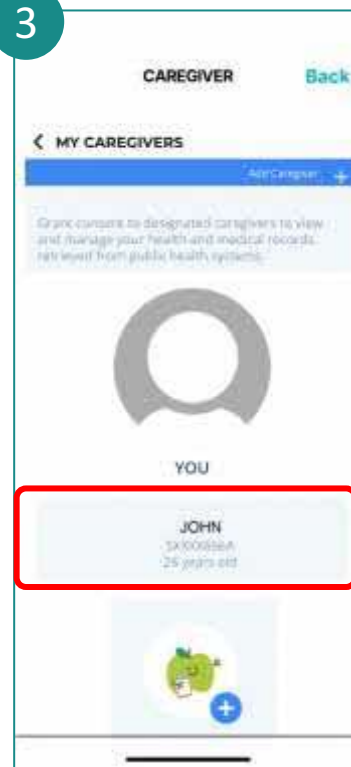
Singpass Login



Tap on
Dependent/Caregiver.



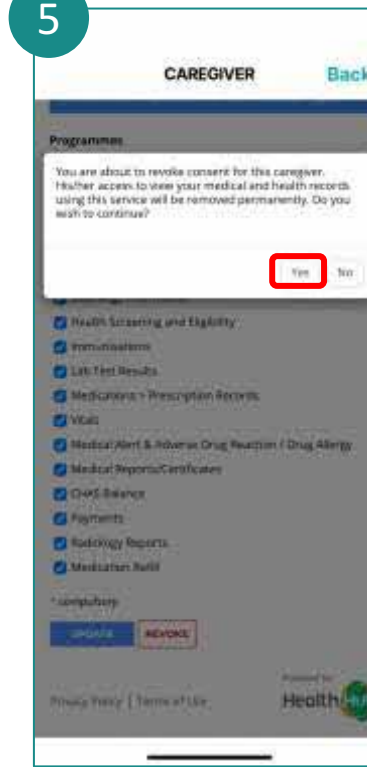
Tap on **My Caregivers.**



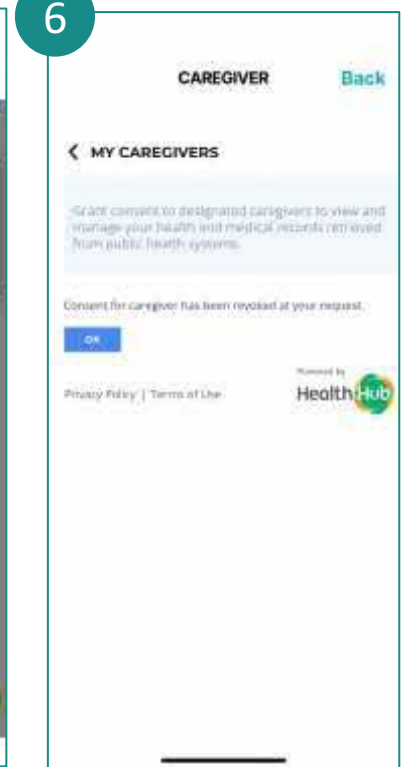
Tap on your caregiver's name
(example: JOHN).



Scroll down and tap on
REVOKE.



Tap **YES** to proceed to
revoke consent for the
caregiver.



You have successfully
removed your caregiver.



Automatic Visitor Management System (AVMS) for KTPH/AdMCPatient Login – Manage Visitors

Singpass Login

1

Appointments

All **NHG Appointments** HK Activities

TXXXX123D Luke Poh

15 July 24, Mon 11:00 AM

KTPH EYE APPOINTMENT
Khoo Teck Puat Hospital
Clinic C42

Register **Manage Visitor**

16 July 24, Tue 12:00 PM

KTPH EYE APPOINTMENT
Khoo Teck Puat Hospital
Clinic C42

18 July 24, Wed 10:00 AM

KTPH EYE APPOINTMENT
Khoo Teck Puat Hospital
Clinic C42

19 July 24, Thur 13:00 PM

KTPH EYE APPOINTMENT
Khoo Teck Puat Hospital
Clinic C42

Add New Appointment

Tap on **Manage Visitor** button to register a visitor.

2

Accompanying Visitor(s)

Accompanying Visitor(s) +

No accompanying visitors added
Add and manage your accompanying visitor(s) that will be accompanying you for your appointment.

Tap on **Add accompanying visitor(s)** to add registered visitors(s).

3

Add Accompanying Visitor(s)

Please provide accompanying visitor's details below:

Visitor's NRIC Number
*Please enter a valid NRIC Number

Visitor's Name
*Please enter only characters

Visitor's Mobile Number
*Please enter a valid Mobile Number

Continue

Fill in all fields in **add accompany visitor** page.

4

Success

You have successfully added **Cass Tan** as a visitor for your appointment today.

View accompanying visitor(s)

A pop out message will be displayed for successful visitor registration.

5

Accompanying Visitor(s)

You have reached the maximum visitor quota for your appointment today.

Accompanying Visitor(s)

JP Jan Poh
S0000631F
You have answered 4 / 4

MJ Cass Tan
S0000123E
You have answered 4 / 4

A maximum visitor quota message will be displayed when the maximum quota for **accompanying visitors** is reached.



Add Dependent

Singpass Login

There two type of Dependents:

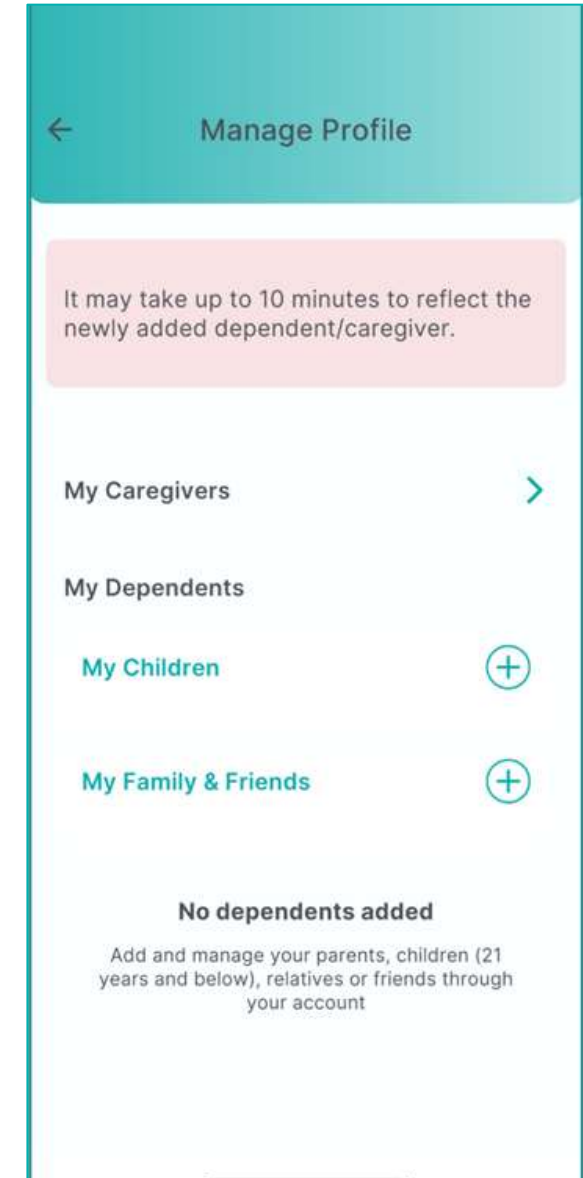
1. Children

As parents, you can add your child under Children's Health if your child is below 21 years old; and meet the following eligibility criteria:

- Singapore Citizen born in Singapore from 1 January 1996; or
- Naturalised Singapore Citizen born from 1 January 1996 (Please note that only Sponsoring Parent* will be able to add the child); or
- Permanent Resident from 1 January 1996 (Please note that only Sponsoring Parent* will be able to add the child); or
- Currently enrolled in Primary, Secondary, Junior Colleges or Centralised Institutes. This excludes students in Pre-schools, Religious schools, Private schools, Polytechnics and Universities.

2. Family & Friends

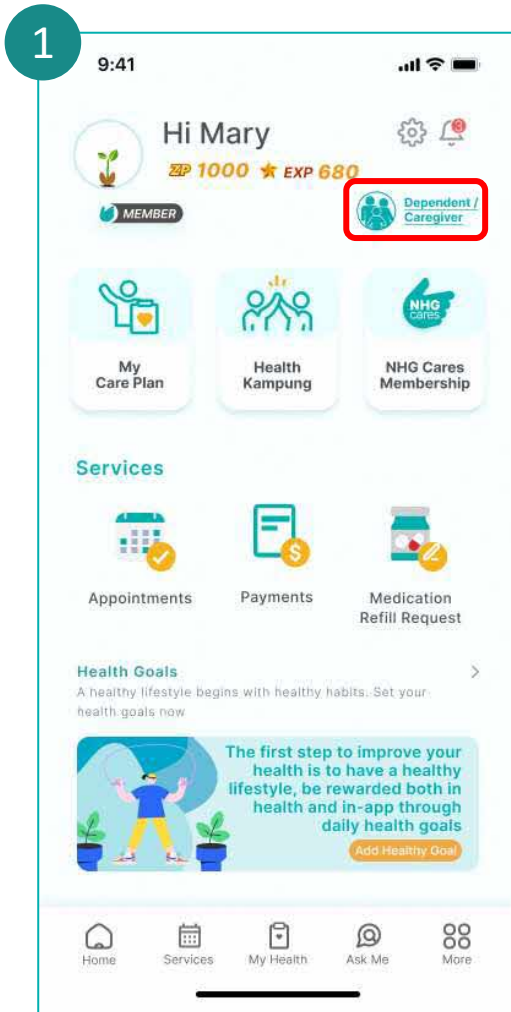
Your care recipient (dependent) must first add you as a caregiver by giving consent and grant access to you.





Add Dependent

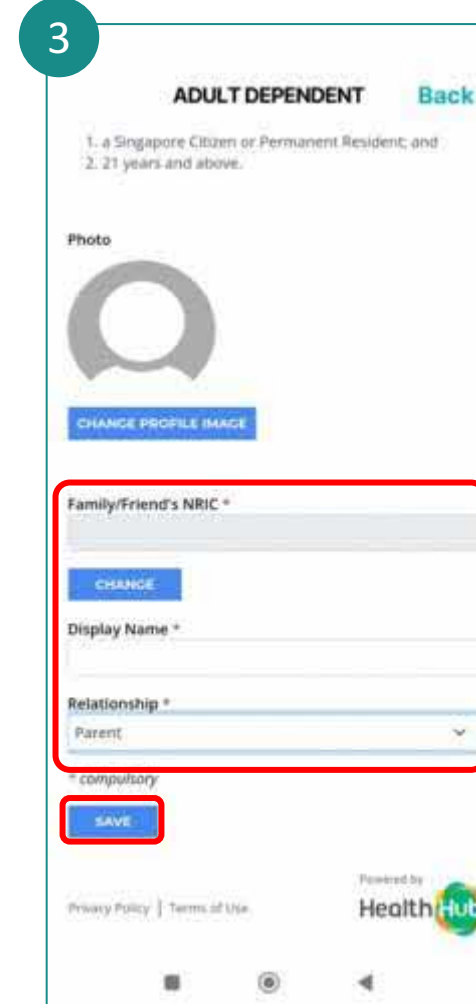
Singpass Login



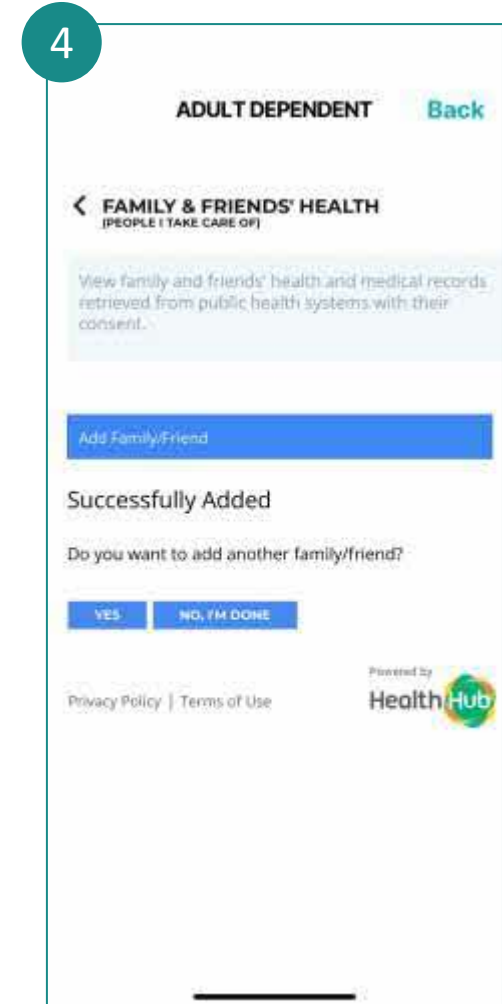
Tap on **Dependent/Caregiver**.



Tap on **My Children** or **My Family & Friends**.



Input the **NRIC**, **Display Name**, select the **Relationship** and tap on **SAVE**.



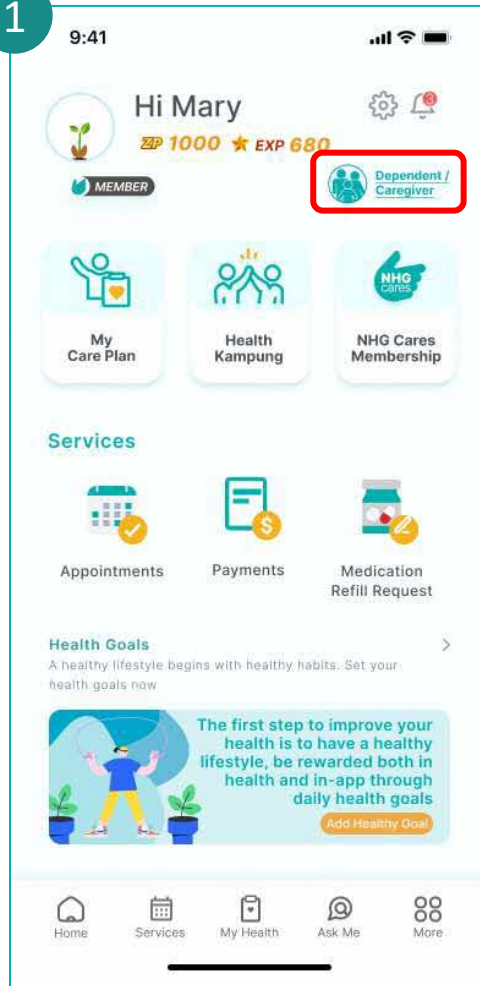
After it has been added successfully, you can view your dependent's user profile in the **Dependent/Caregiver** feature.



Manage Dependent's Appointment

Singpass Login

1



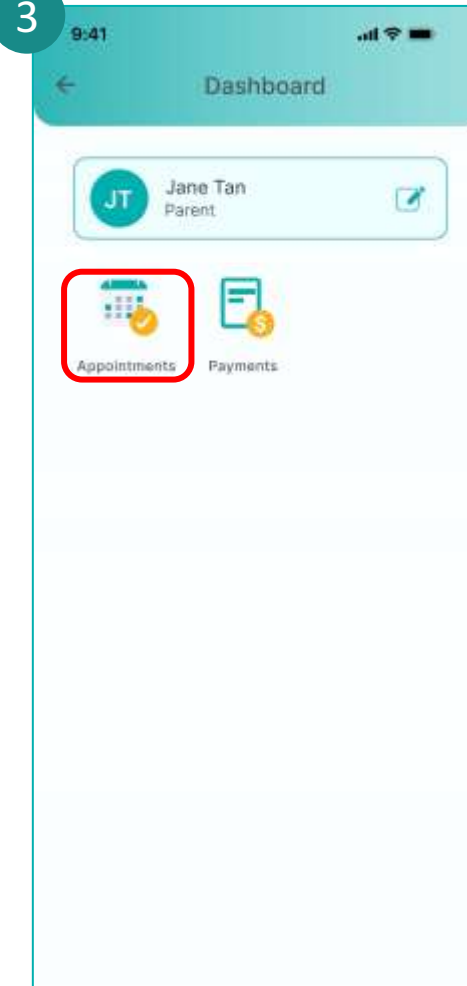
Tap on **Dependent/Caregiver**.

2



Tap on the dependent's name.

3



Tap on **Appointments**.

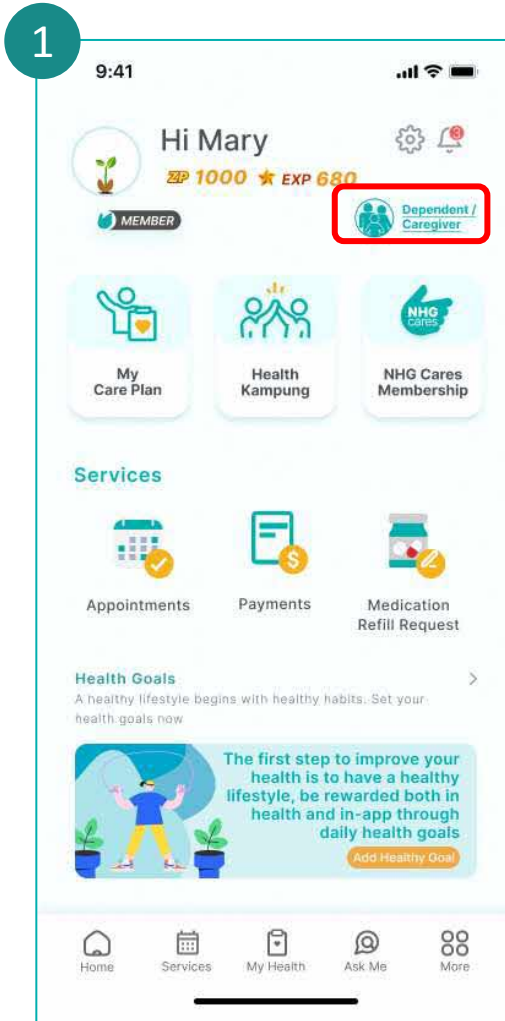
4



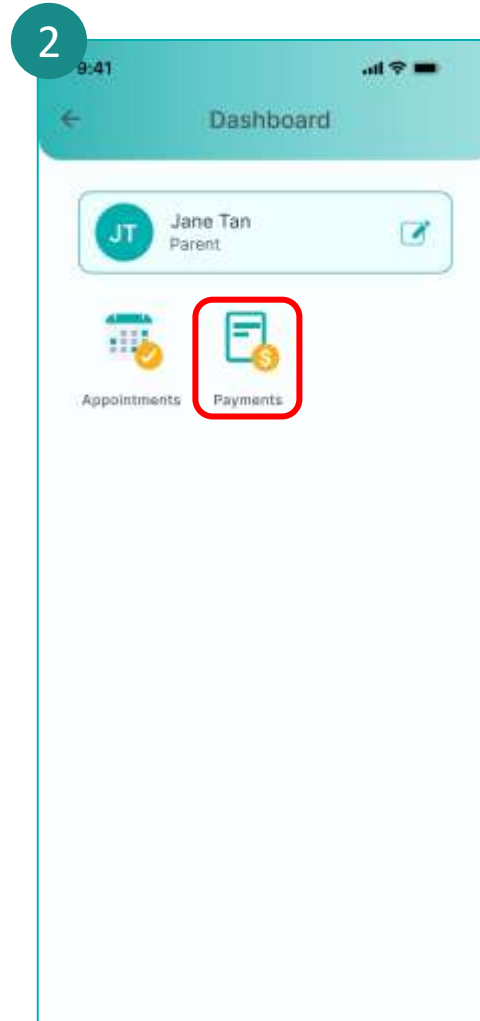
Manage your dependent's appointments accordingly.



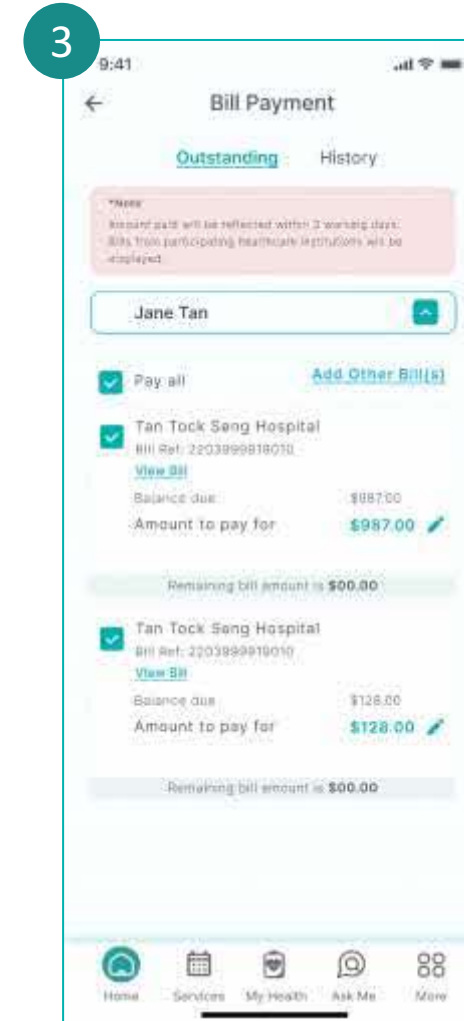
Manage Dependent's Bill



Tap on **Dependent/Caregiver**.



Tap on **Payments**.

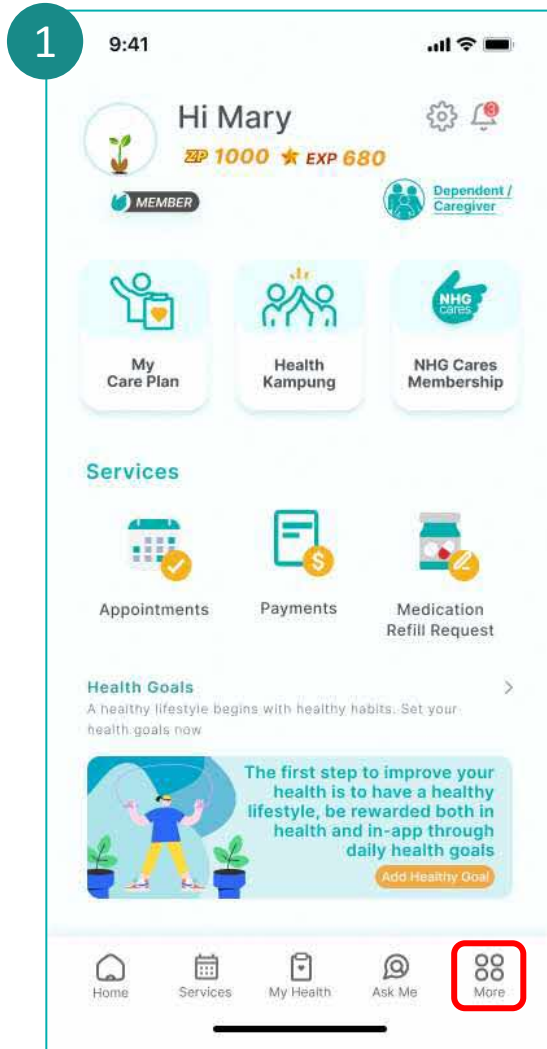


Manage your dependent's bill and payments accordingly.



Discharge Summary

Singpass Login



Tap on **More**.



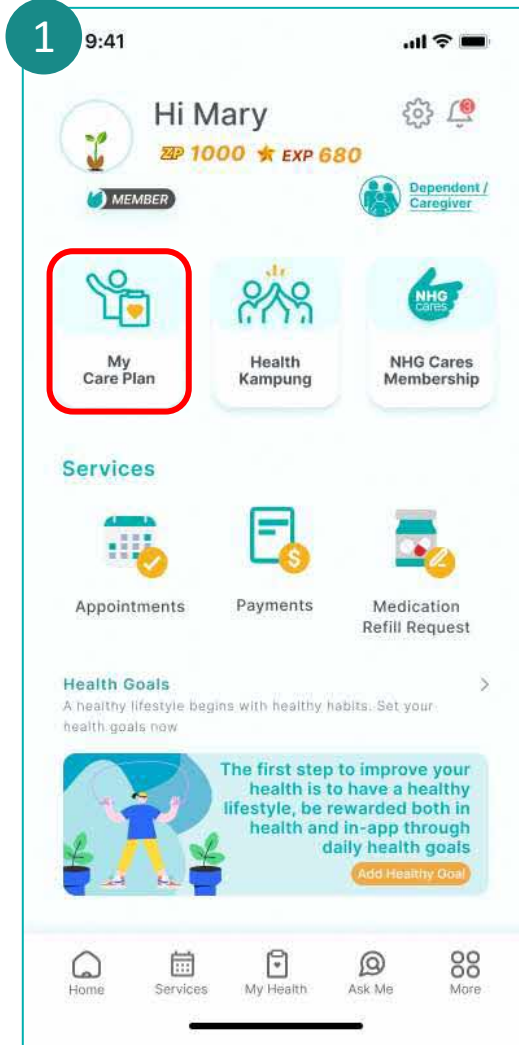
Under **Records from Other Providers** section, tap on **Discharge Summary**.



View your discharge information.



My Care Plan



Tap on **My Care Plan**.



Select your Health Task or Health Info.

Singpass Login



Print functionality for Medical Certificate & Test Results in My Care Plan - iOS

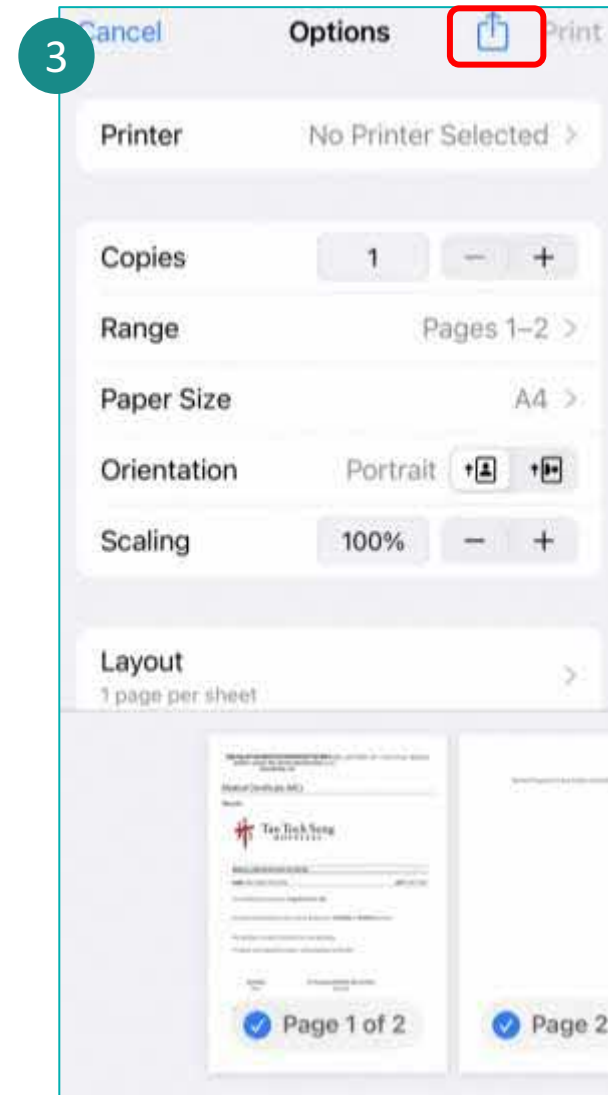
Singpass Login



Select the MC to be printed and tap on the **three-dots icon** to activate the print function.



Tap on **Print**.



Tap on the **export icon above** to download and save a copy of the MC into your smartphone folder.



Print functionality for Medical Certificate & Test Results in My Care Plan - Android

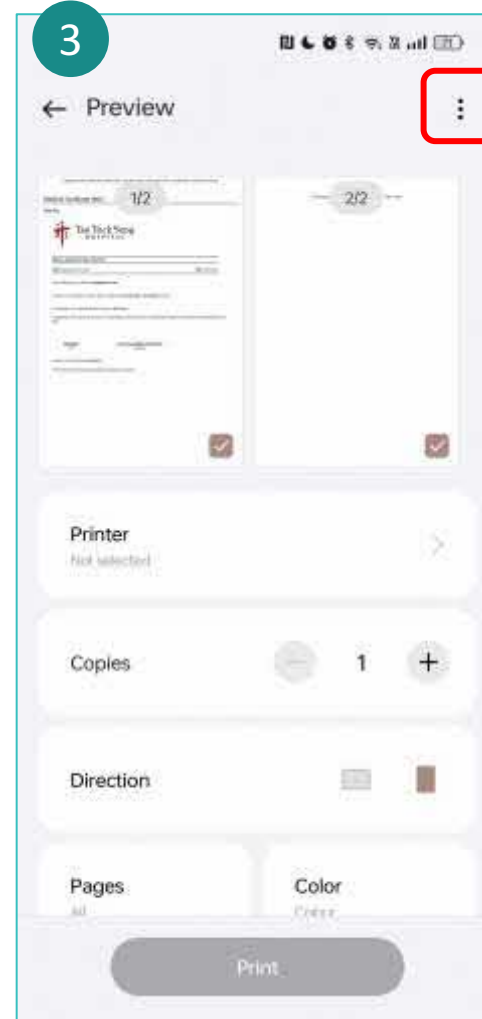
Singpass Login



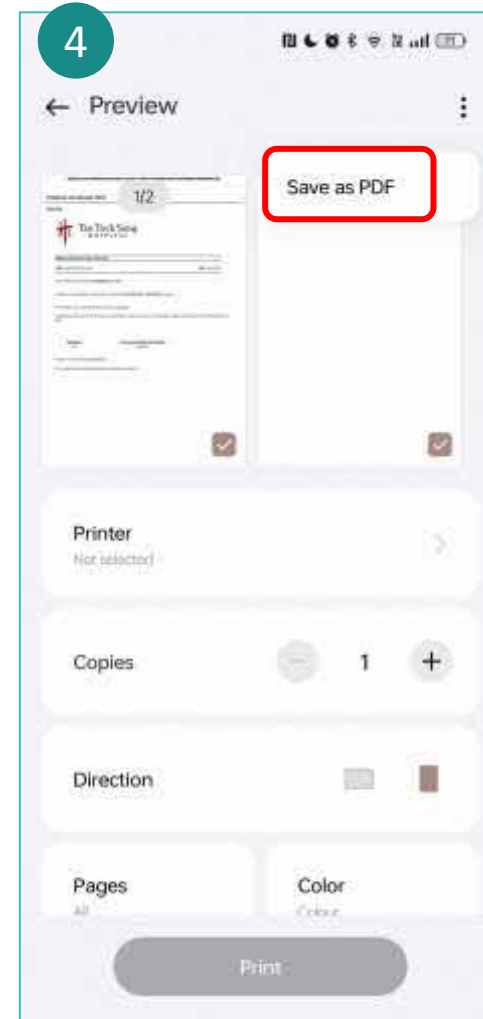
Select the MC to be printed and tap on the **three-dots icon** to activate the print function.



Tap on **Print**.



Tap on the **three-dots icon** above to download the **PDF document**.

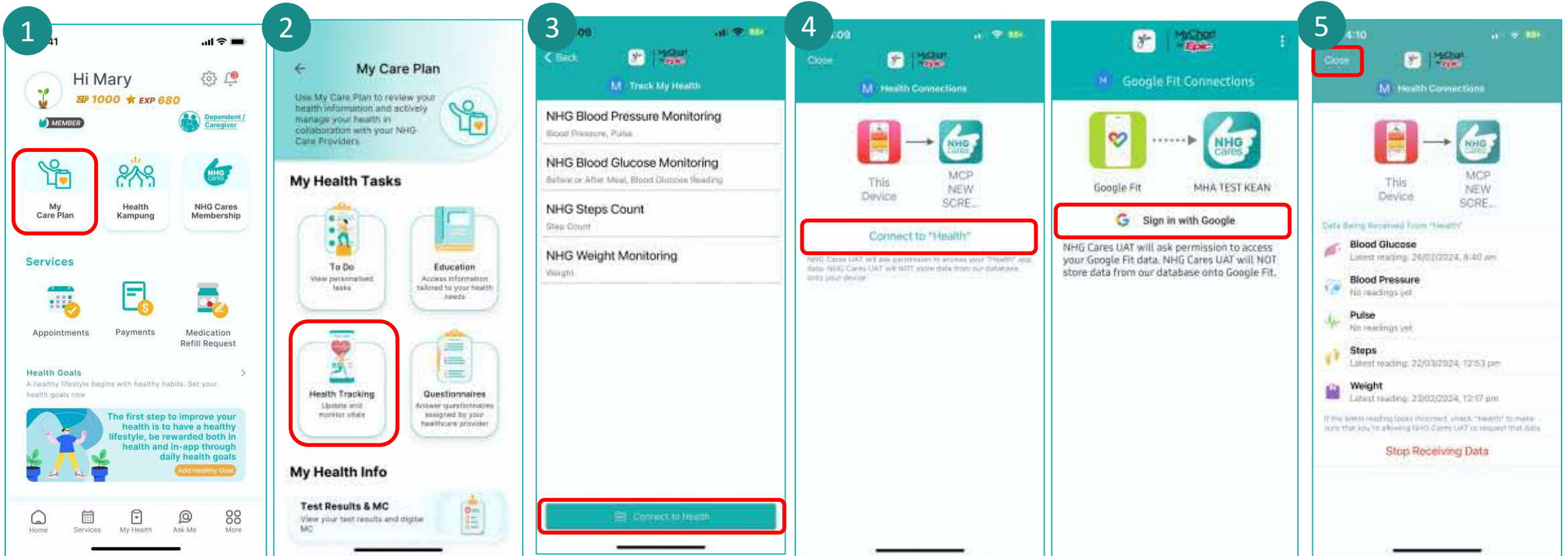


Tap on **save as PDF** to download and save a copy of the MC into your smartphone folder.



My Care Plan: Health Tracking, Automatically Sync (1/2)

Singpass Login



Tap on **My Care Plan**.

Tap on **Health Tracking**.

Tap on **Connect to Health**.

For iOS users,
Tap on **Connect to Health**.

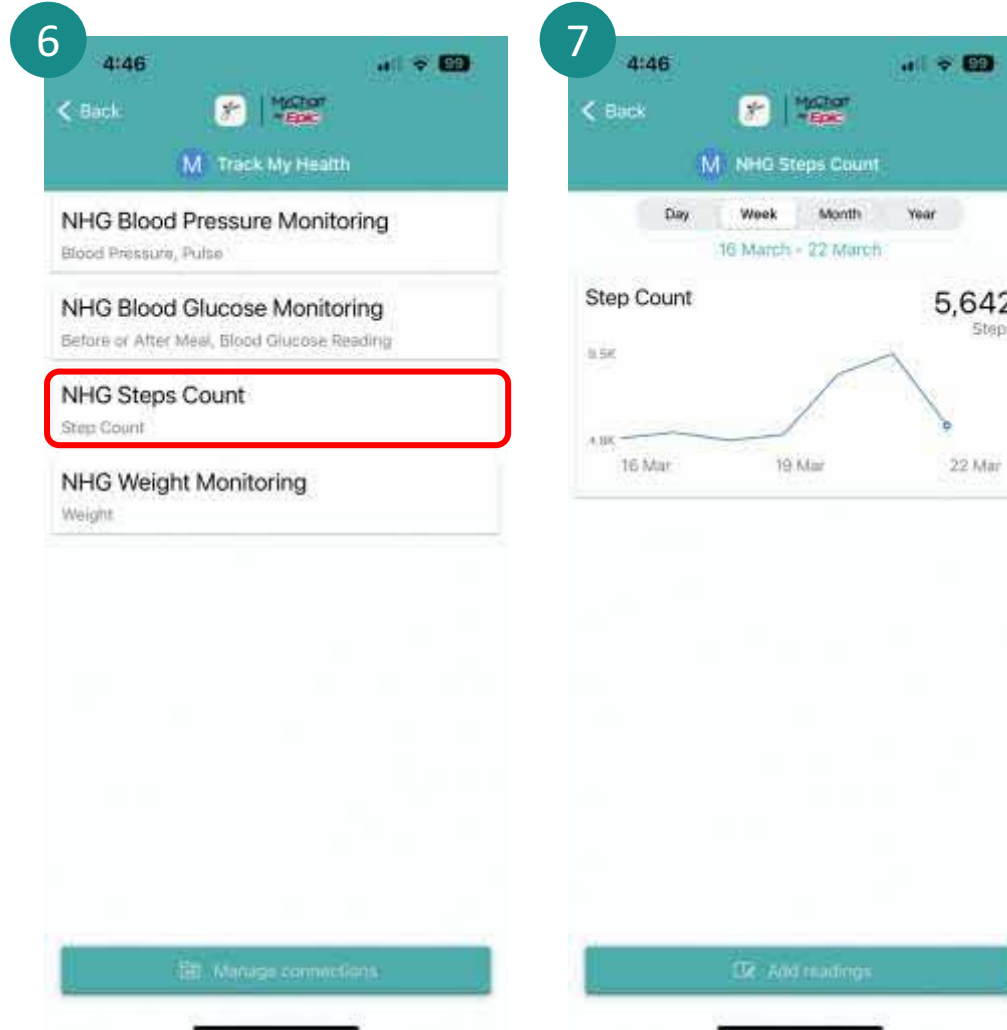
For Android users,
Tap on **Sign in with Google**.

Upon successfully connecting,
tap on **Close** to exit the page.



My Care Plan: Health Tracking, Automatically Sync (2/2)

Singpass Login



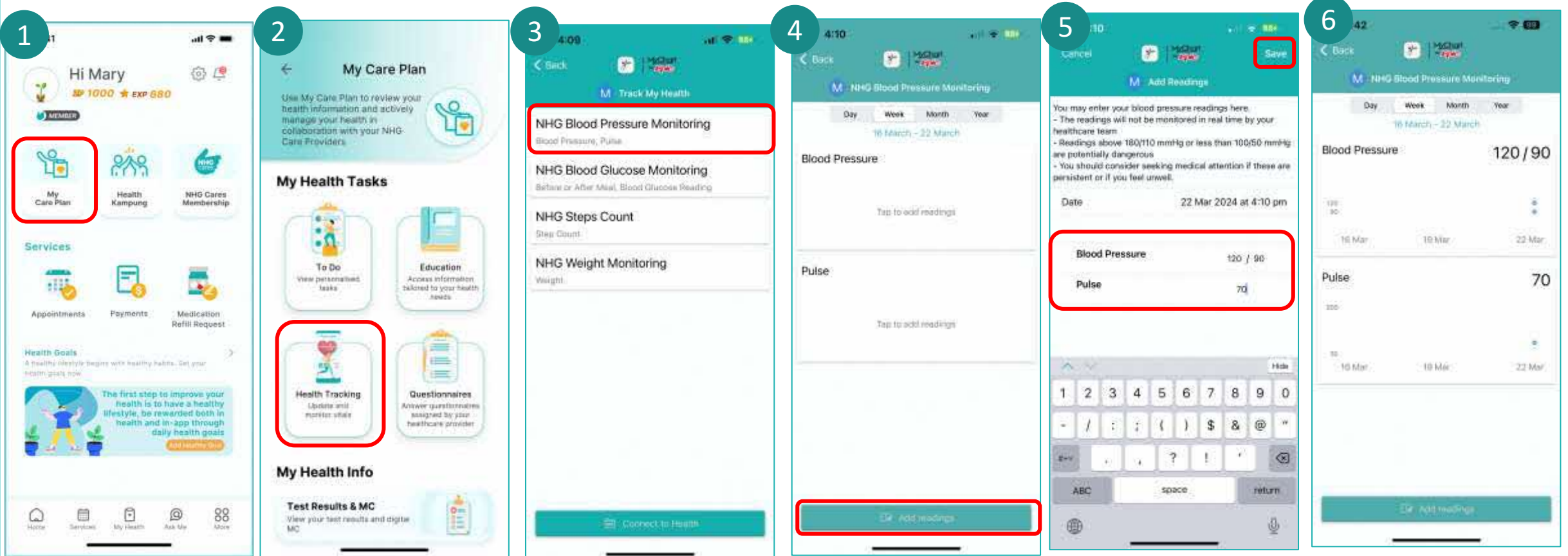
Tap on your preferred flowsheet.

The data reflected is synced from the “Health” app (iOS) or “Google Fit” app (Android).



My Care Plan: Health Tracking, Manual Input

Singpass Login



Tap on **My Care Plan**.

Tap on **Health Tracking**.

Tap on your preferred flowsheet.

Tap on **Add Reading**.

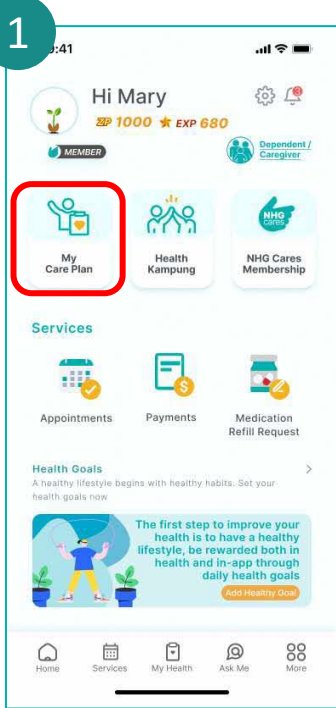
1. Input the values.
2. Tap on **Save**.

View the values entered.

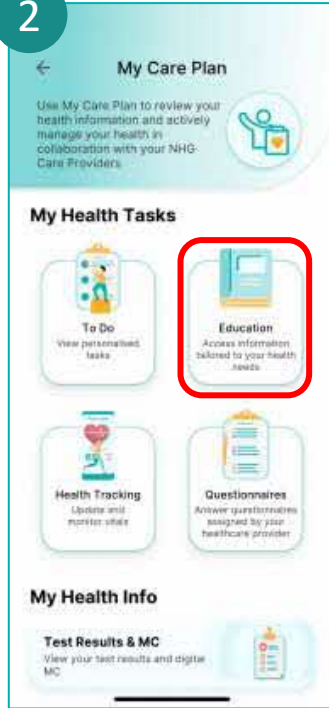


My Care Plan: Education

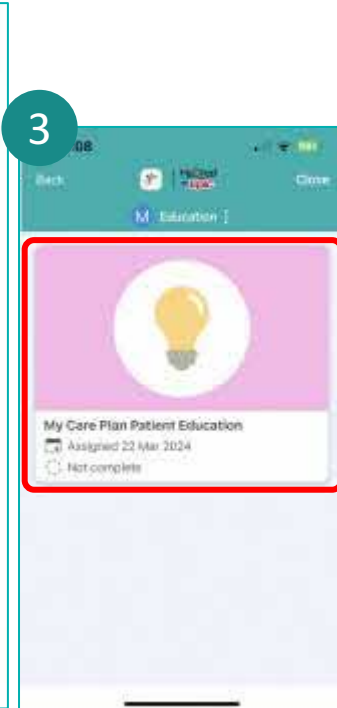
Singpass Login



Tap on **My Care Plan**.



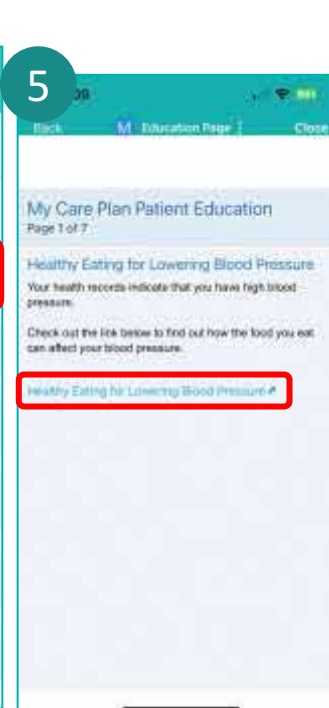
Tap on **Education**.



Tap on your Education plan.



Tap on your preferred educational material.



Tap on the link.



Tap on **Continue**.

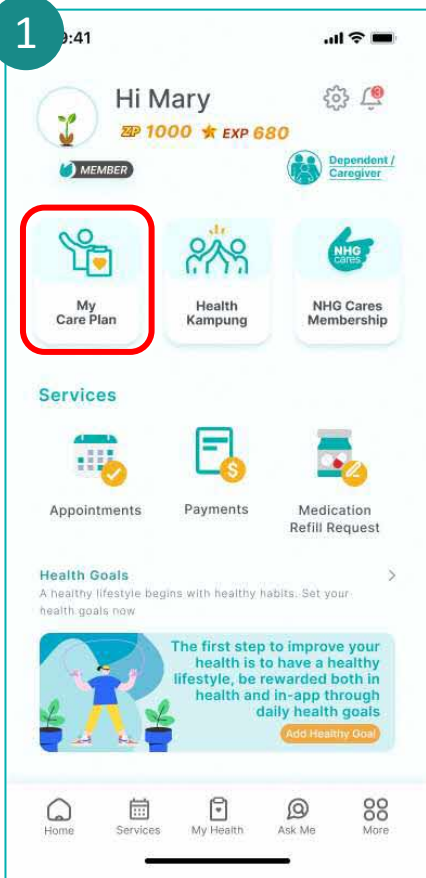


Read the educational material.

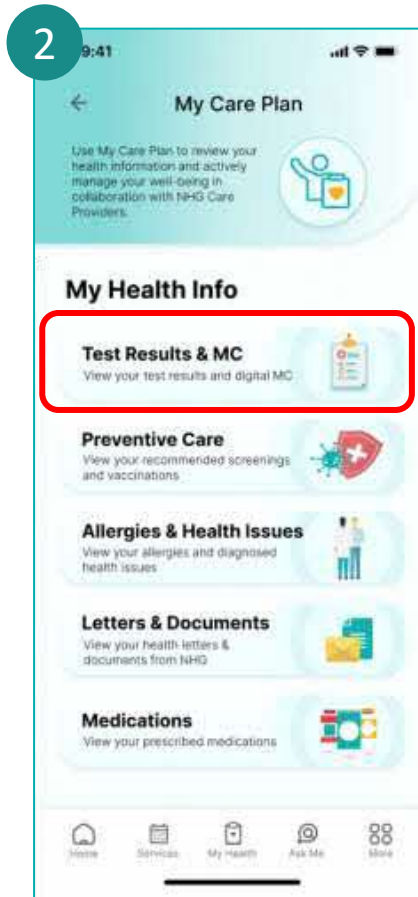


My Care Plan: Test Results & MC

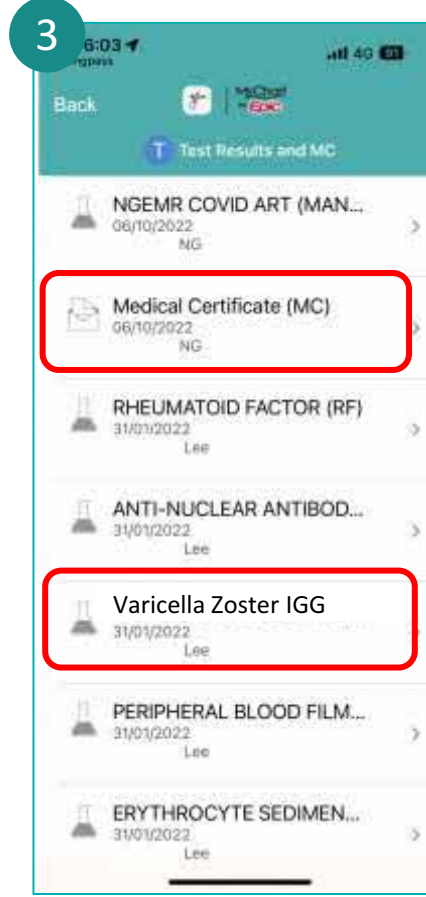
Singpass Login



Tap on **My Care Plan**.



1. Scroll Down to **My Health Info**.
2. Tap on **Test Results & MC**.



Tap on the Test Result or Medical Certificate you would like to view.



Sample screen of Medical Certificate

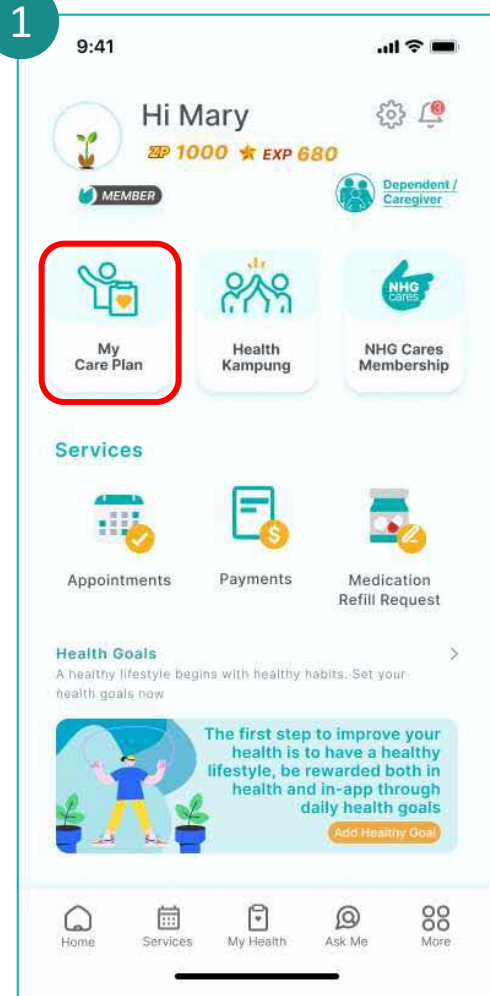


Sample screen of Test Result

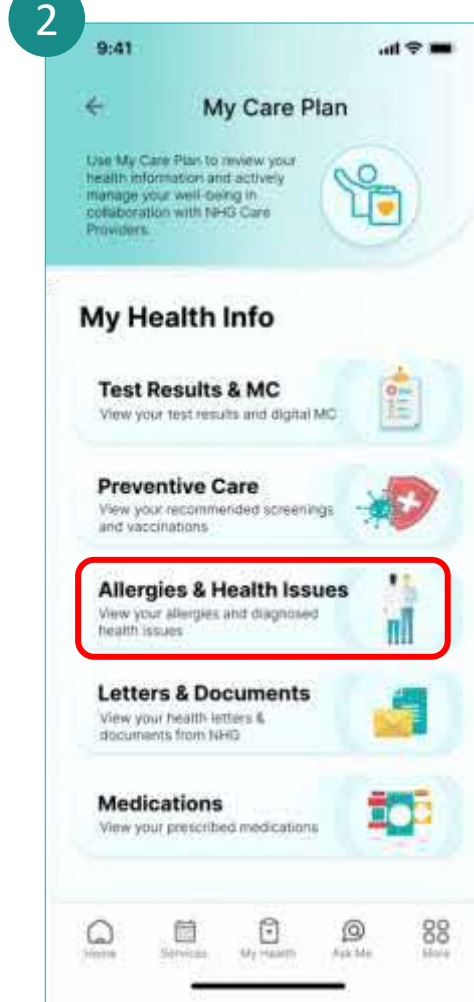


My Care Plan: Allergies & Health Issues

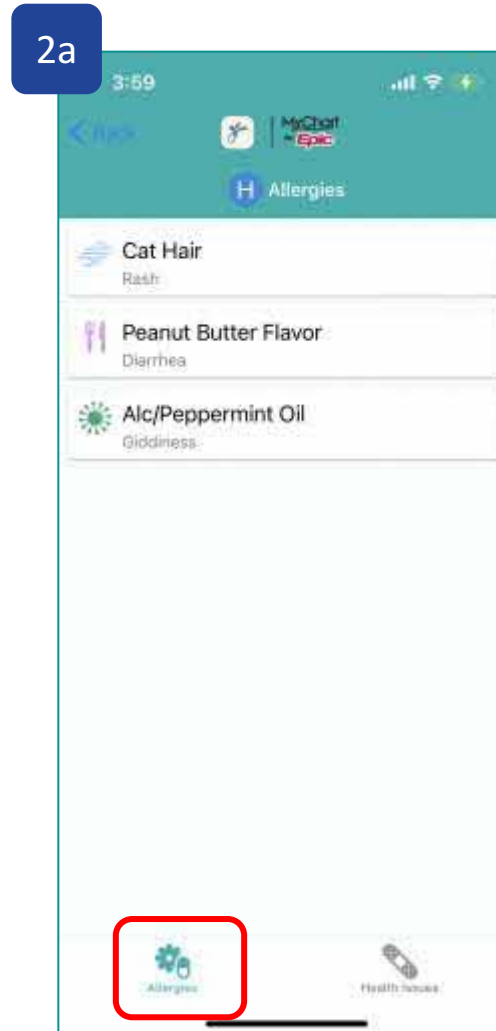
Singpass Login



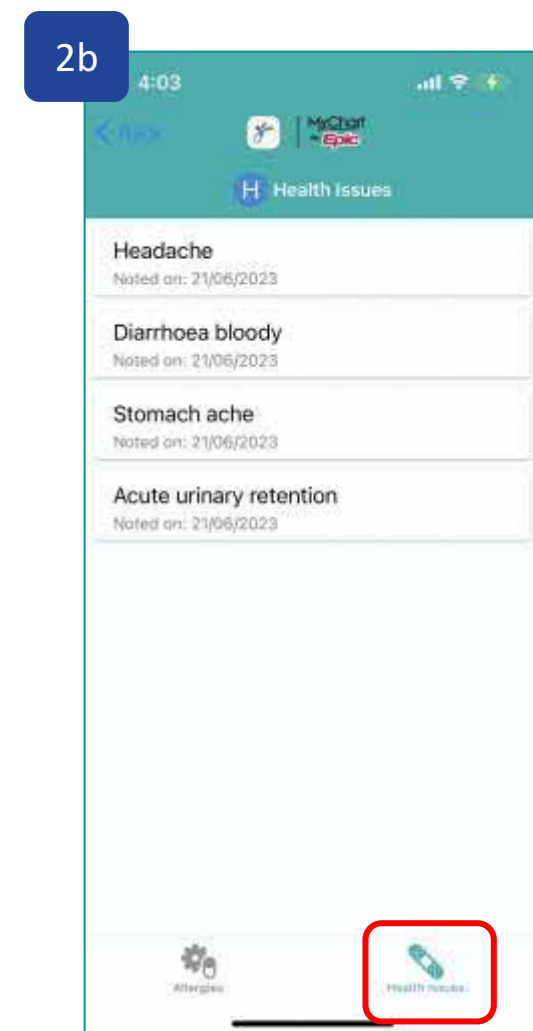
Tap on **My Care Plan**.



1. Scroll Down to **My Health Info**.
2. Tap on **Allergies & Health Issues**.



Sample screen of Allergies List

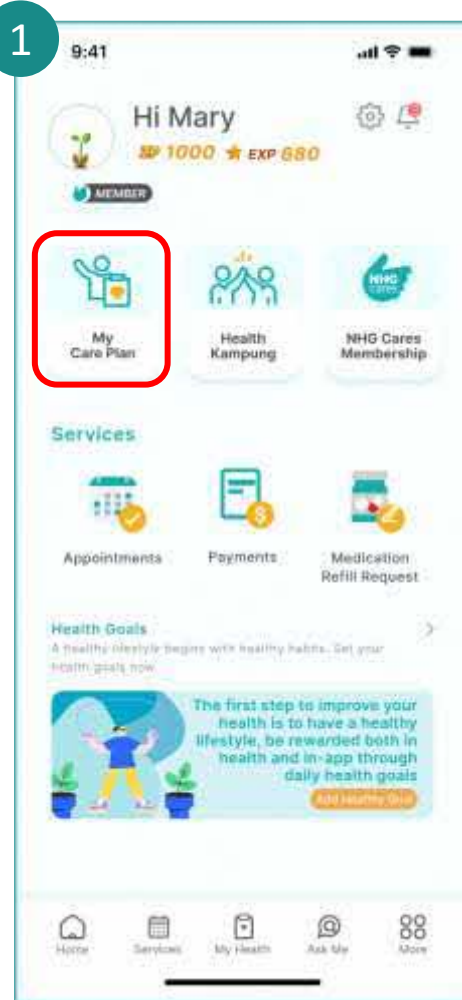


Sample screen of Health Issues



My Care Plan: Medications

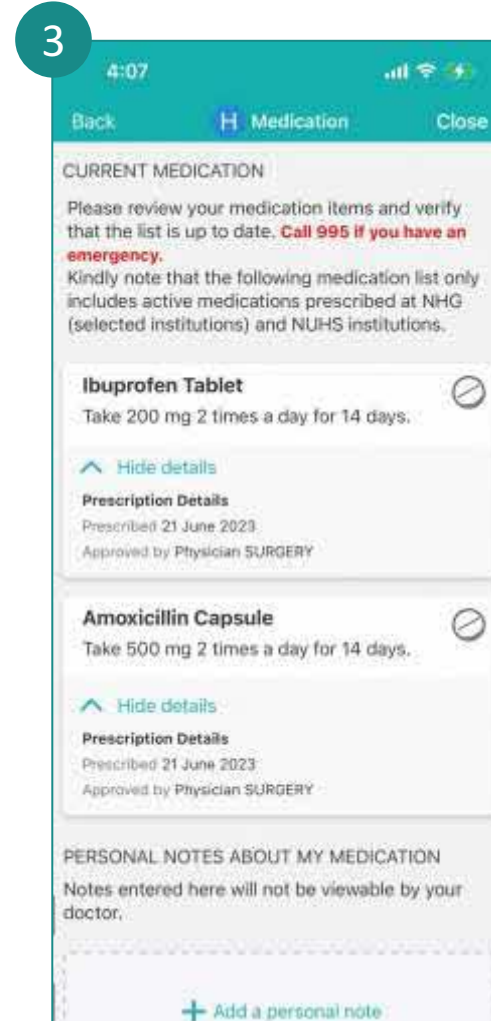
Singpass Login



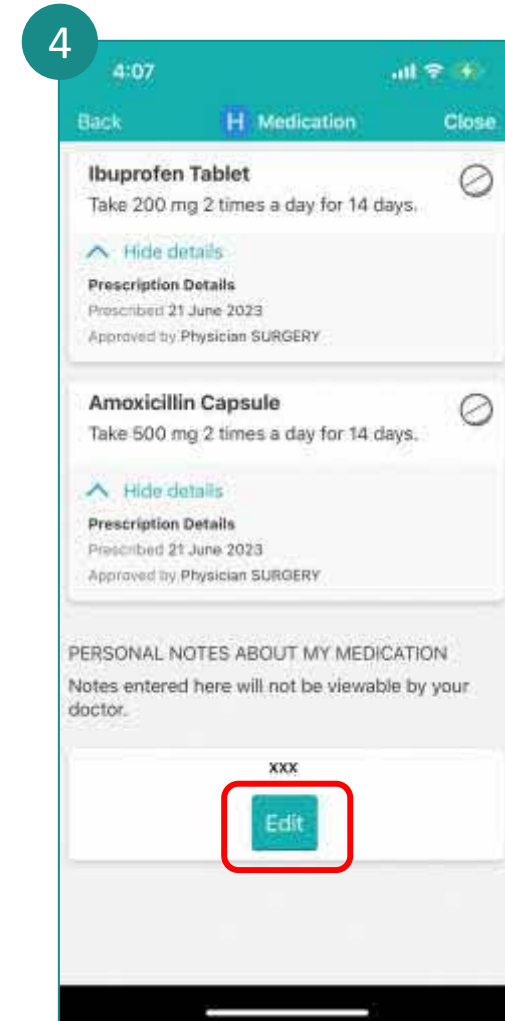
Tap on **My Care Plan**.



1. Scroll Down to **My Health Info**.
2. Tap on **Medications**.



View prescribed medications.



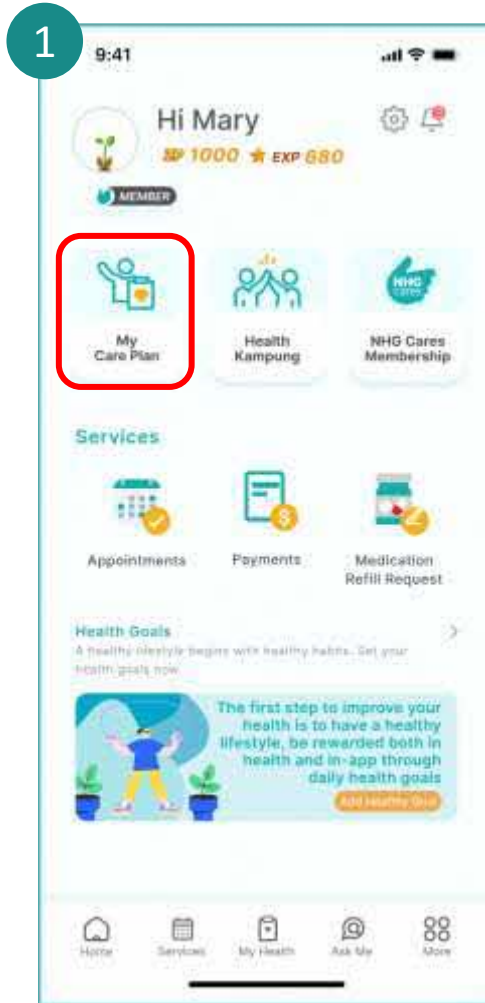
Tap on **Edit** to add your own personal notes about your medication.



My Care Plan: MOH Health Plan

Enrolled to
Healthier SG

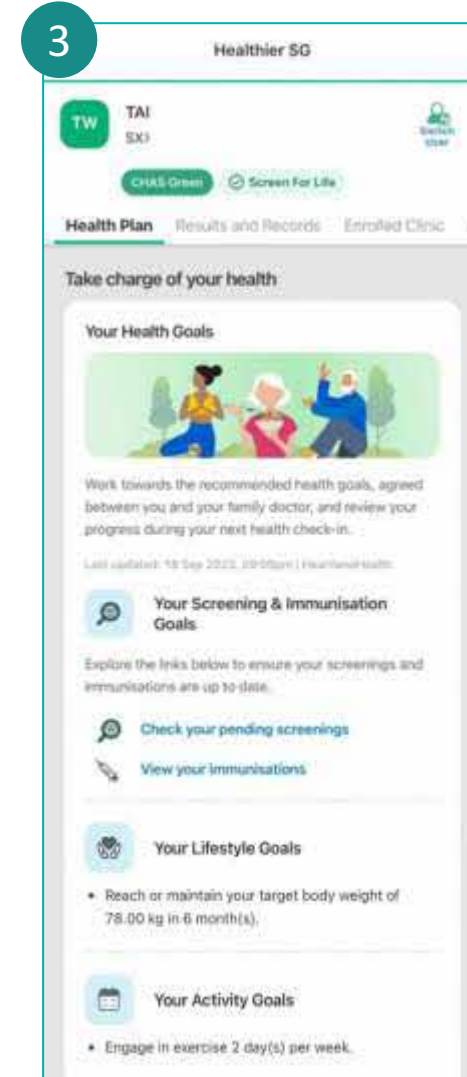
Singpass Login



Tap on **My Care Plan**.



1. Scroll Down to **My Health Info**.
2. Tap on **MOH Health Plan**.

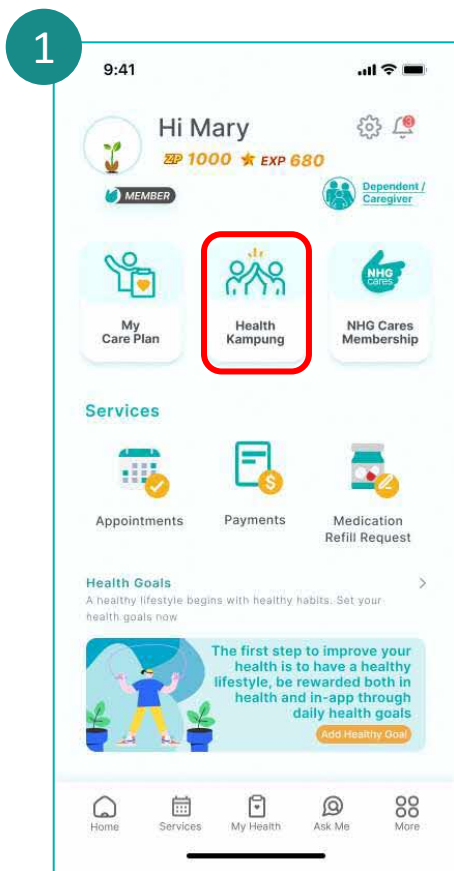


View your health plan.

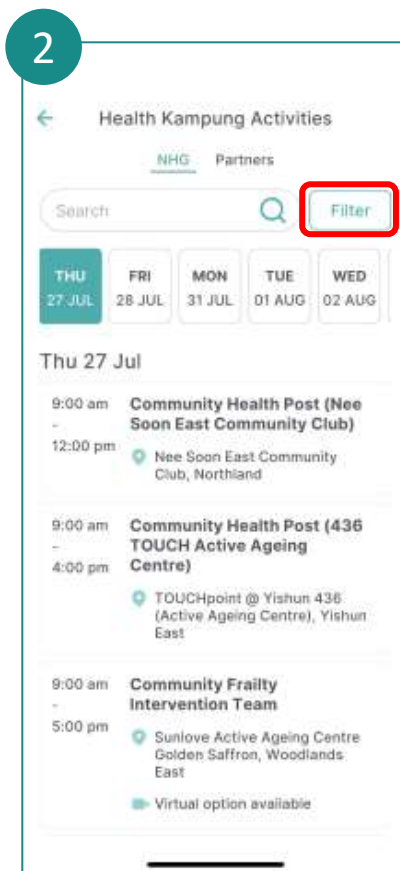


Health Kampung: Accessing Questionnaire

Singpass Login



Tap on **Health Kampung**.



Tap on **Filter**.



Tap on “**Help us understand...**”.



Tap on **Login with Singpass**,
if you have not done so.



Health Kampung: Completing Questionnaire (1/2)

Singpass Login

1

Help us understand your health needs and receive a NHG Pharmacy e-Voucher* and additional NHG rewards.

*Limited to the first 3,000 users who complete the questionnaire and provide their e-mail address.

Login with **singpass**

Skip for now

Tap on **Login with singpass**.

2

We will be going through three short sections.

- Physical needs and activity interests
- Health status
- Smoking history (if any)

Begin

Tap on **Begin**.

3

First, let's find out more about your physical needs and activity interests.

The information you provide will assist us in better understanding your needs and enable us to develop activities that are suitable for you.

It should take 1 minute to complete.

Continue

Tap on **Continue**.

4

On your own, do you have any difficulties:

Standing up from a seated position without using your arms?

☐ Yes
☐ No

Getting up from the floor without using aids such as furniture?

☐ Yes
☐ No

Climbing ten (10) steps without rest and without using aids such as handrails and walking aids?

☐ Yes
☐ No

Getting up from the floor without using aids such as furniture?

☐ Yes
☐ No

What interests you?
(You may select more than one)

Move and Exercise
Buy, Cook and Eat
Stay Mentally Fit and Active
Live, Learn and Laugh
Equip and Support Caregivers
Manage Your Health and Life
Volunteer and Contribute

Submit

Select your answers and tap on **Submit**.

5

Next, please share your health status with us.

Understanding your overall health status and potential risks can help us provide relevant health content for you.

It should take 5 minutes to complete.

Continue

Tap on **Continue**.

6

Please enter the information to the best of your knowledge.

Input your latest height and weight. This will be used to derive your Body Mass Index (BMI).

Height (cm) Weight (kg)

Has a doctor told you that you have diabetes, high blood pressure and/or high blood cholesterol?

☐ Yes
☐ No
☐ Not sure

Did you go for colorectal cancer screening, either a (i) Faecal Immunochemical Test in the past year; or (ii) Colonoscopy in the last 10 years?

☐ Yes
☐ No
☐ Not sure

Are you a smoker?

☐ No, never smoked
☐ No, ex-smoker
☐ Yes, current smoker

Any other health concerns? (Optional)

Submit

Select your answers and tap on **Submit**.

Note: Questions listed are for reference only, users may see a different set of questions based on your age, gender, and answers selected.



Health Kampung: Completing Questionnaire (2/2)

Singpass Login

Central & North
Residents

1

Lastly, tell us more about your smoking habits.

Understanding your smoking history enables us to provide tailored support and guidance towards a healthier lifestyle, if you wish to receive it.

It should take **2 minutes** to complete.

Continue

Tap on **Continue**.

Note: Only those who have indicated "Yes, Current Smoker" will see this screen.

2

Share with us:

When did you start smoking?

Pick a year:

Please indicate the number of sticks smoked each day.

Have you ever thought about stopping smoking?

☒ Yes

☐ No

Would you like to stop smoking?

☐ Yes

☐ No

Submit

Select your answers and tap on **Submit**.

3

Based on your registered address, you are eligible for Health Kampung benefits!

Welcome to Health Kampung!

Here's a little something for you to jumpstart your journey.



+300 Kudos

OK

Successful completion of questionnaire screen.

4

Email Address

Enter your email address to receive Health Kampung updates in the future.

Correct@gmail.com

Register Email Address

Skip for now

Key in your email address and tap on **Register Email Address**.

5

Thank You

Your email has been registered successfully.

Proceed

Upon successful email registration, tap on **Proceed**.

6

Based on your registered address, you are eligible for Health Kampung benefits!



Get activity recommendations based on your health needs.



Earn more rewards when you complete recommended activities and lessons.



Enjoy free access to Health Kampung! Make new friends and enjoy health gains together.

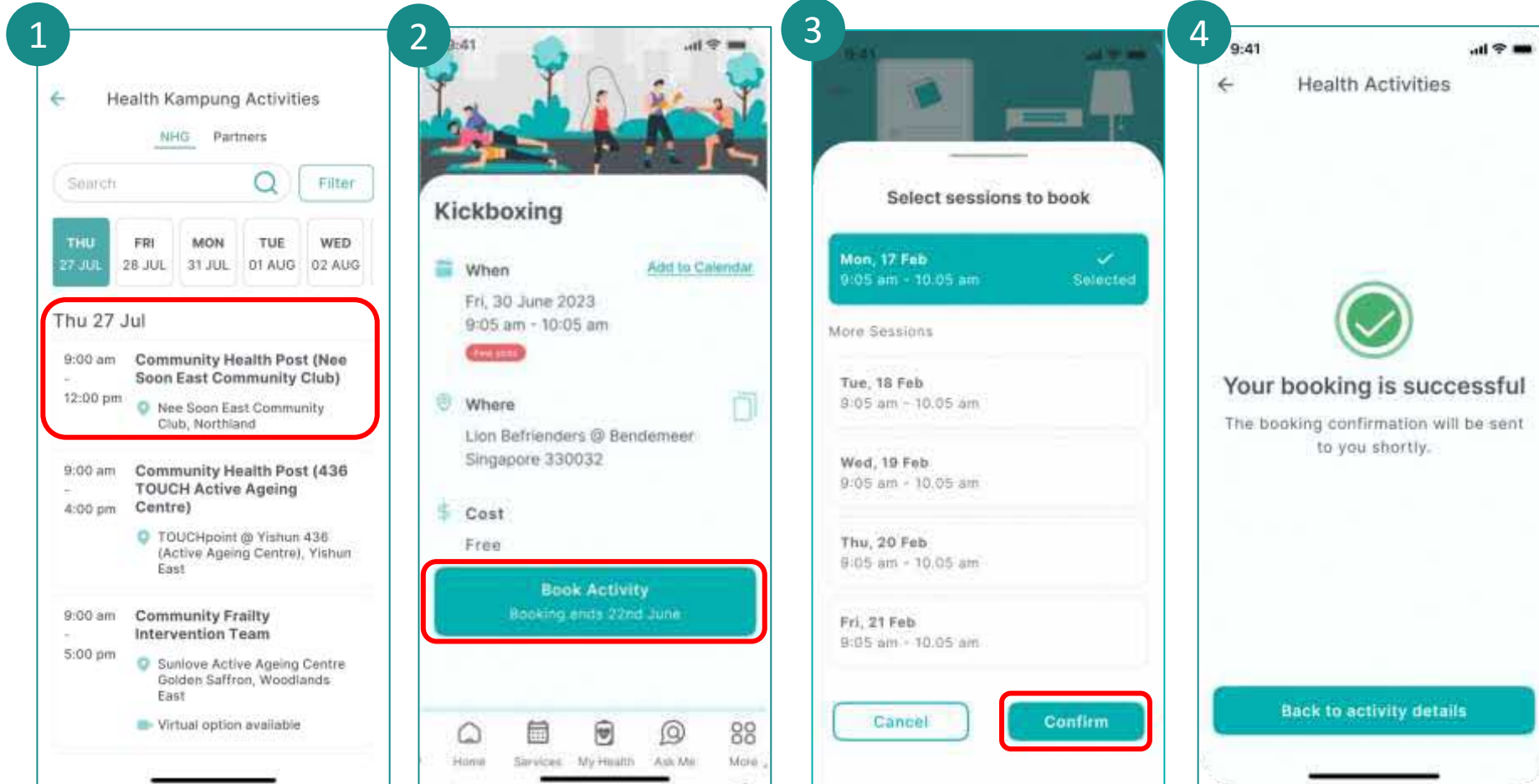
OK

Tap on **OK** and proceed with viewing the available Health Kampung activities.



Health Kampung – Book Activities

Singpass Login



Tap on your preferred activity.
There are **three** activity booking types:

1. In-App Booking
2. Booking directly with organisers
3. No Registration needed

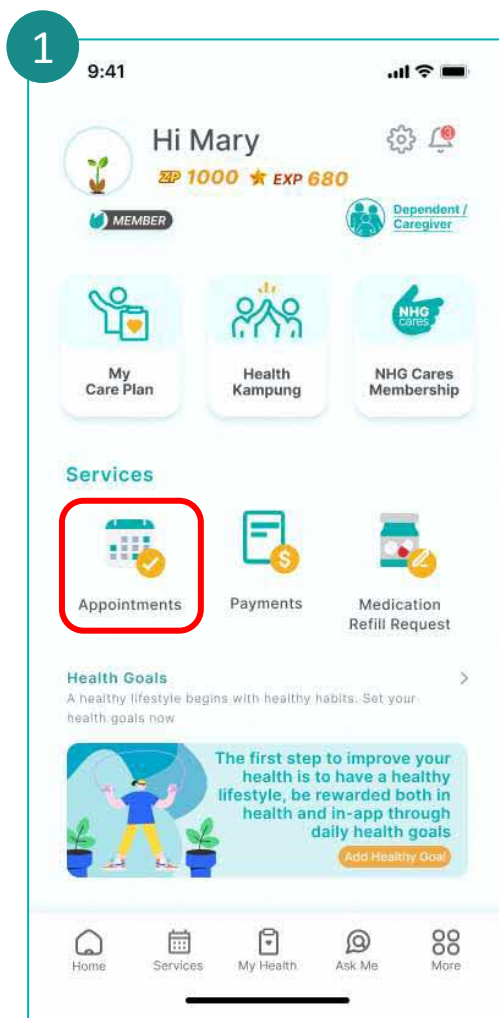
Tap on **Book Activity**.

Tap on your preferred session
(if necessary) and **Confirm**.

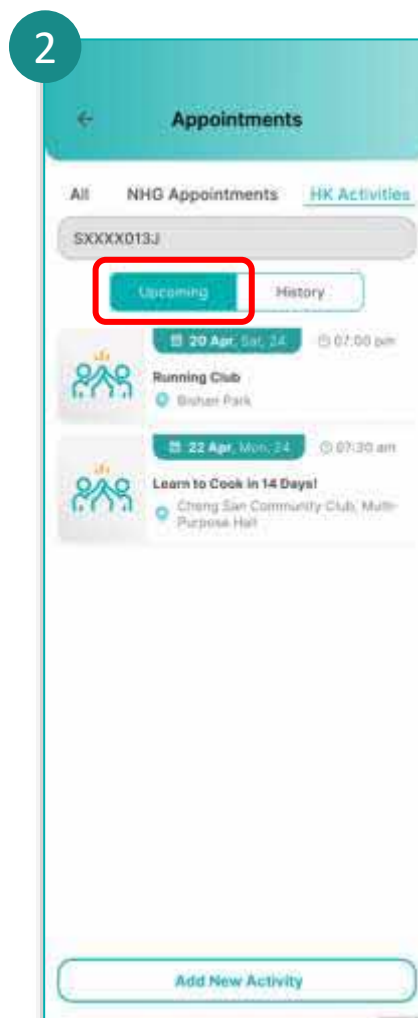


Health Kampung – View Booked Activities

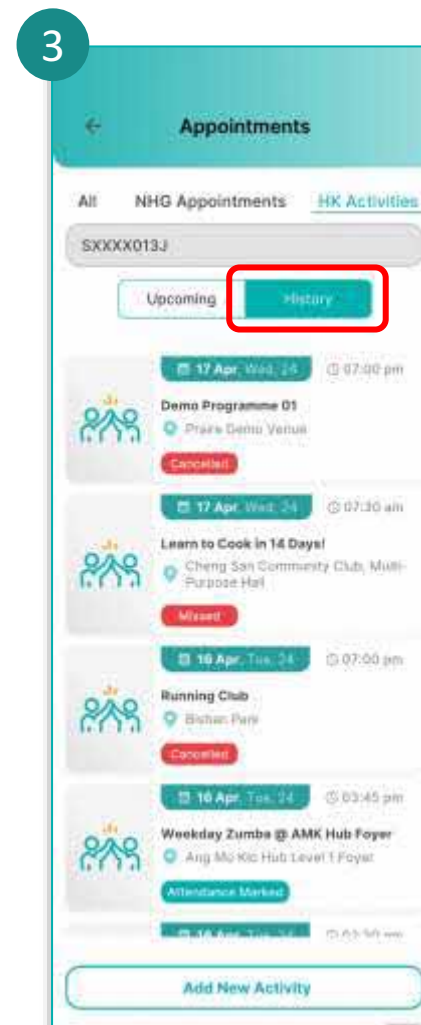
Singpass Login



Tap on **Appointments**.



Tap on **Upcoming** to view new activities booked.



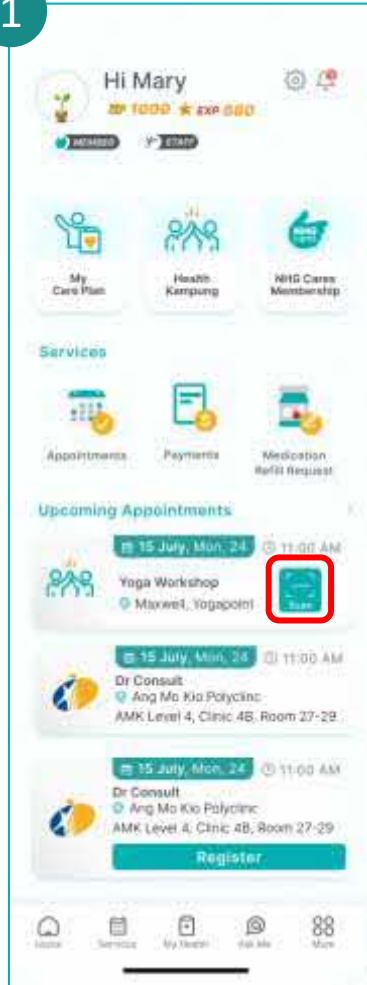
Tap on **History** to view past activities.



Health Kampung – Mark Attendance

Singpass Login

1



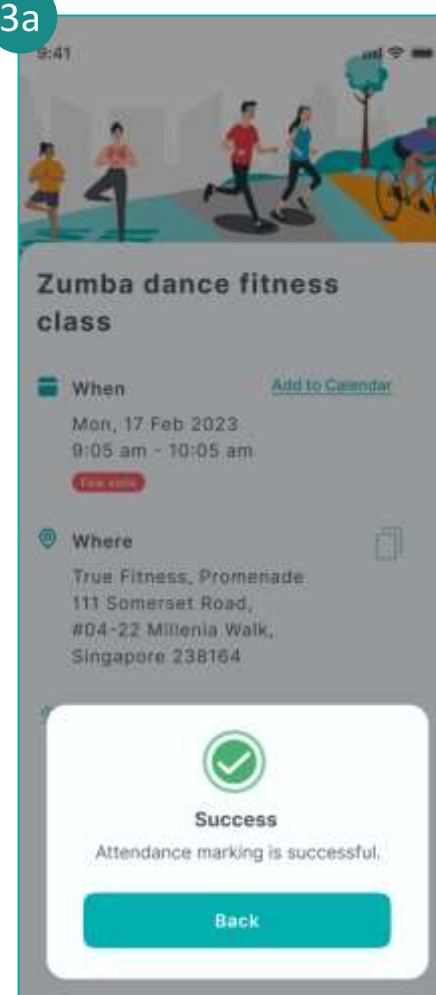
Tap on **Scan**.

2



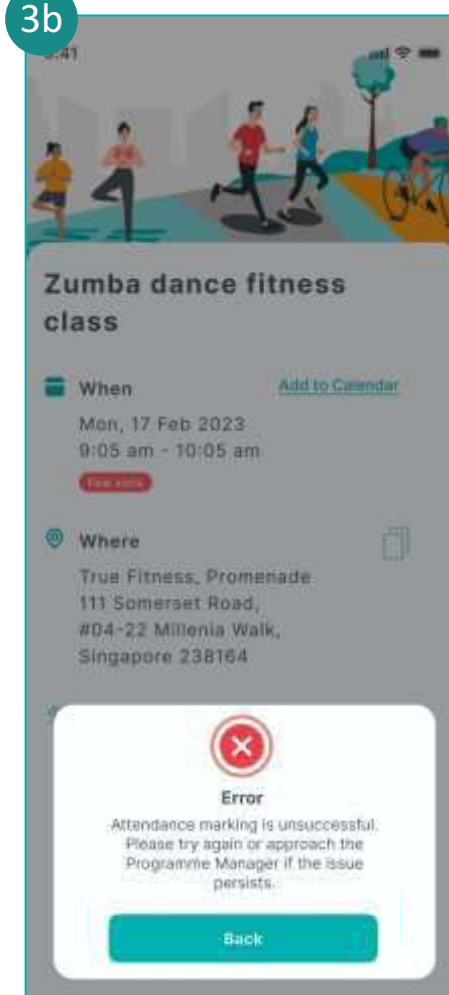
Scan the QR Code at the event.

3a



Success pop-up will appear upon successful attendance marked.

3b



Error pop-up will appear upon unsuccessful attendance marking. Please approach the event organiser for assistance.

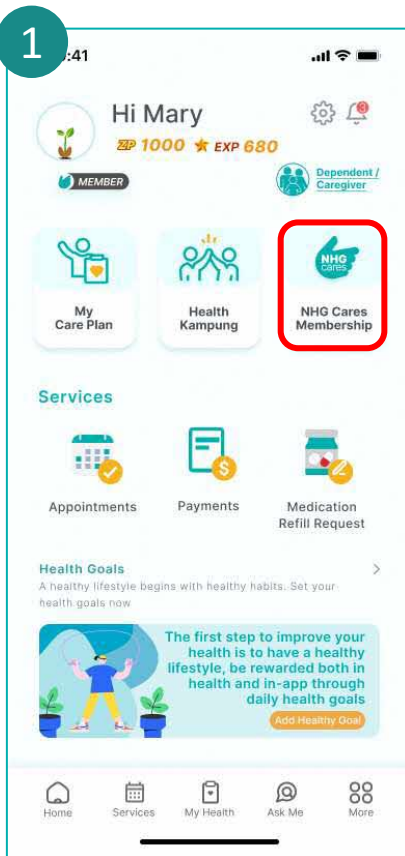


NHG Cares Membership

Singpass Login

Central & North Residents

Enrolled to Healthier SG



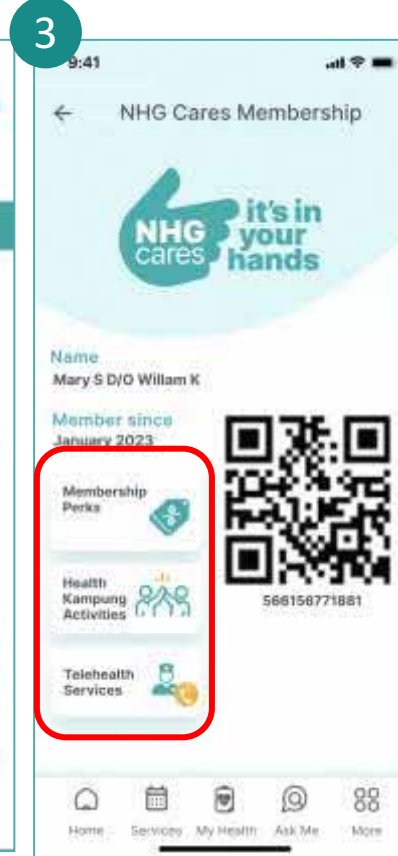
Tap on **NHG Cares Membership**.



Tap on **Learn More**.

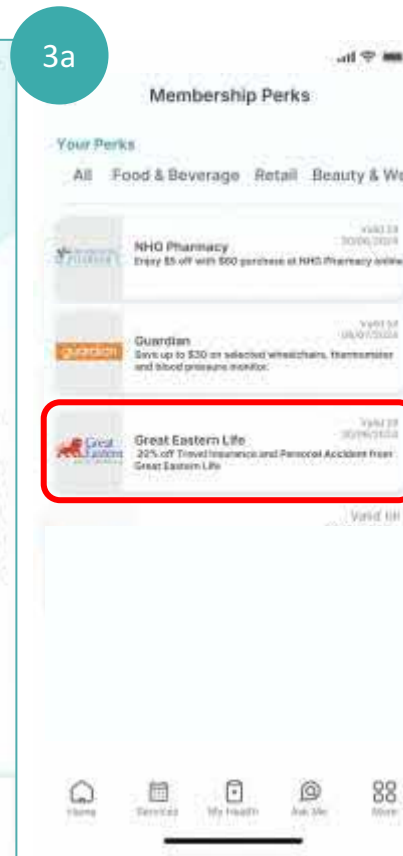


For NHG residents who have not enrolled to HSG will be provided steps on enrolment.

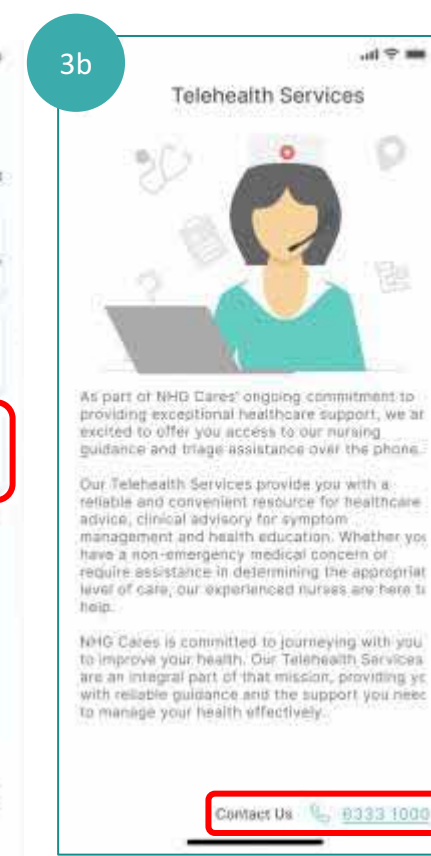


Enrolled residents can access additional benefits and services by tapping on:

- Membership Perks
- Health Kampung
- Telehealth Services



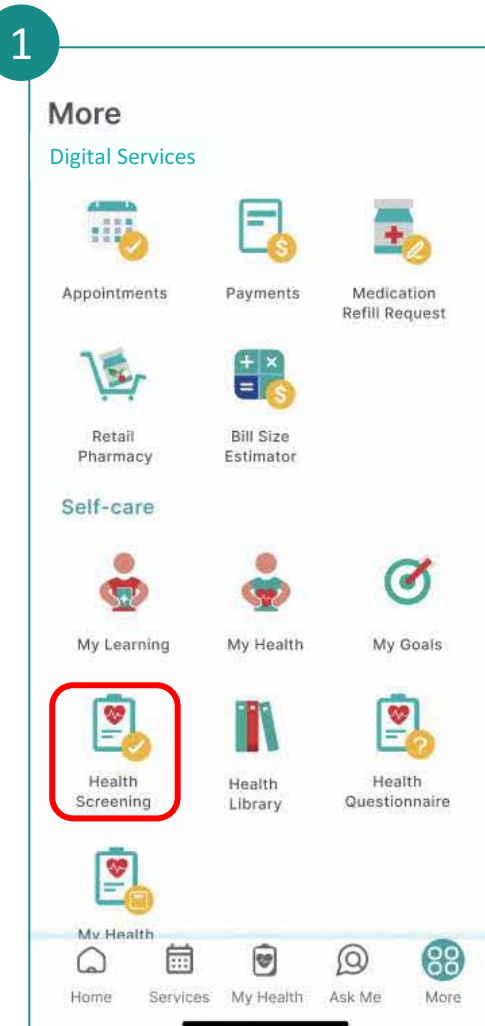
Tap on **Perks** to get codes for dining and retail savings.



Tap on **Telehealth Services** to get advice from nurses.



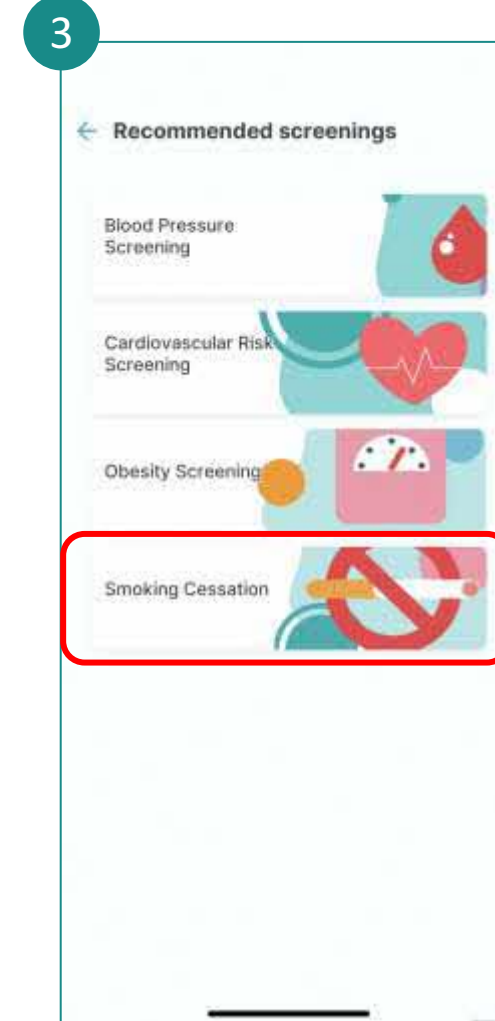
Health Screening



Tap on **Health Screening**.



Fill up the questionnaire and select **Proceed**.



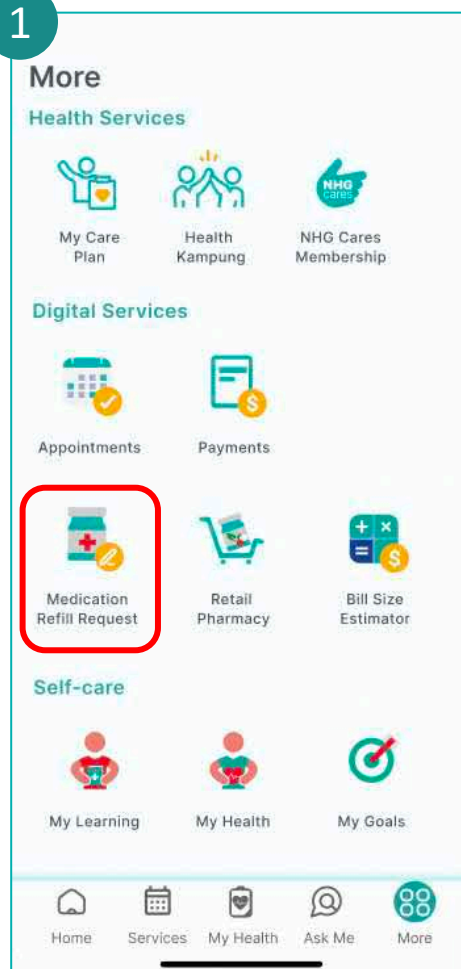
Tap on the recommended screening type to find out more.



Medication Refill Request

Applicable to all NHG institutions

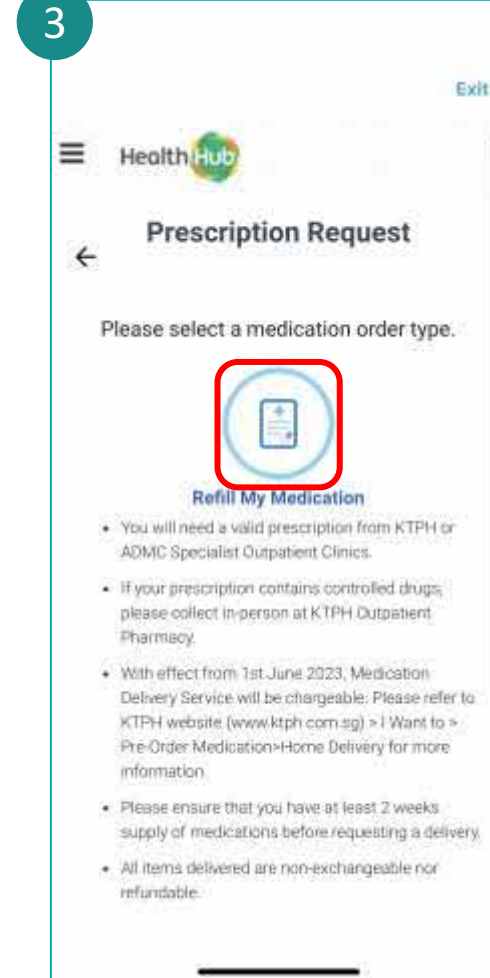
Singpass Login



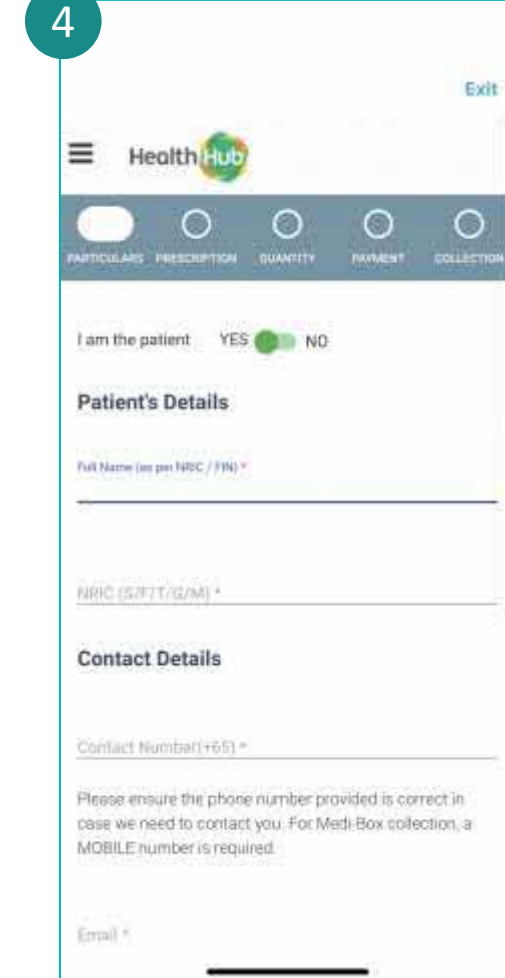
Tap on **Medication Refill Request**.



Tap on your **healthcare provider's institution**.



Tap on **Refill My Medication**.



Complete the HealthHub Medications Request form accordingly.

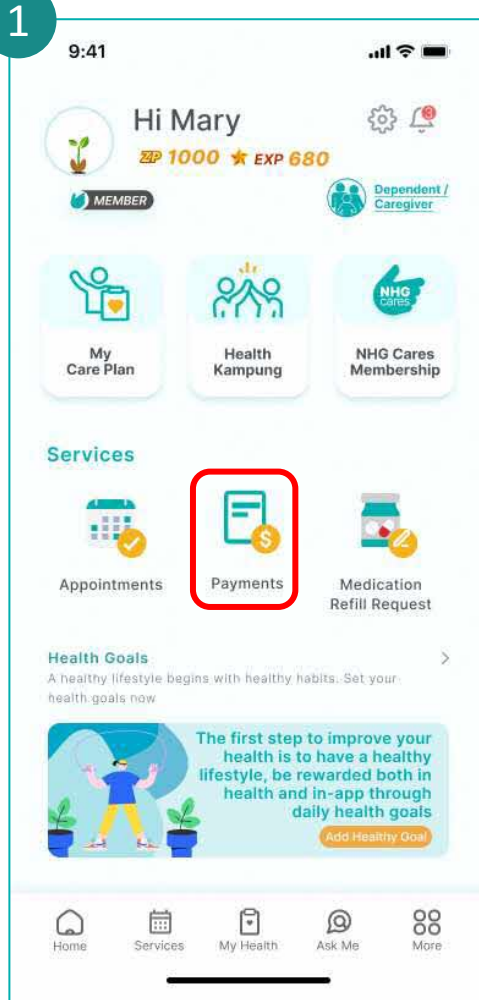
Note: Institutions listed is for illustration purposes only.



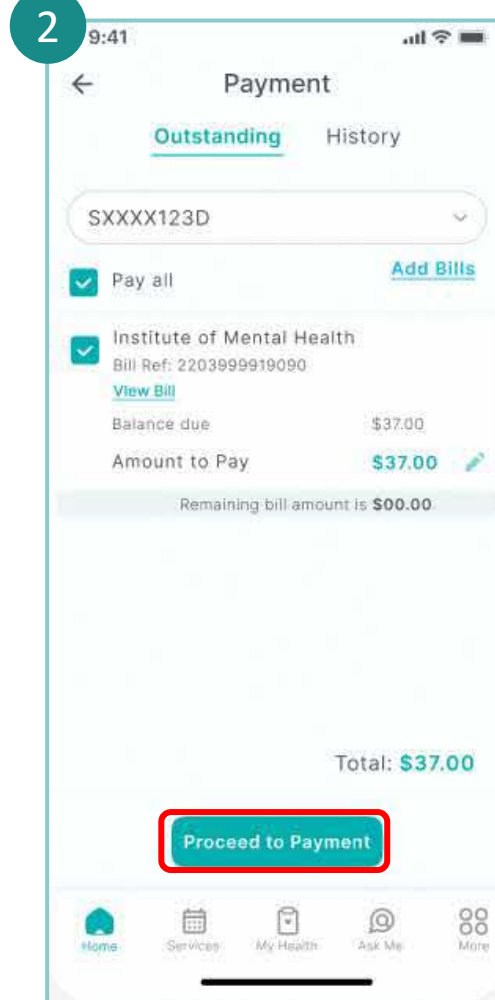
Payments


Applicable to all NHG institutions except NSC

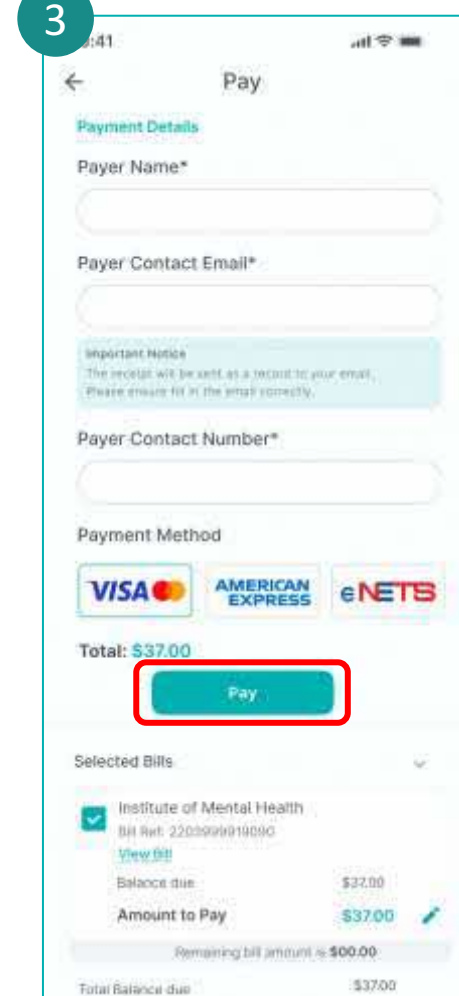
Singpass Login



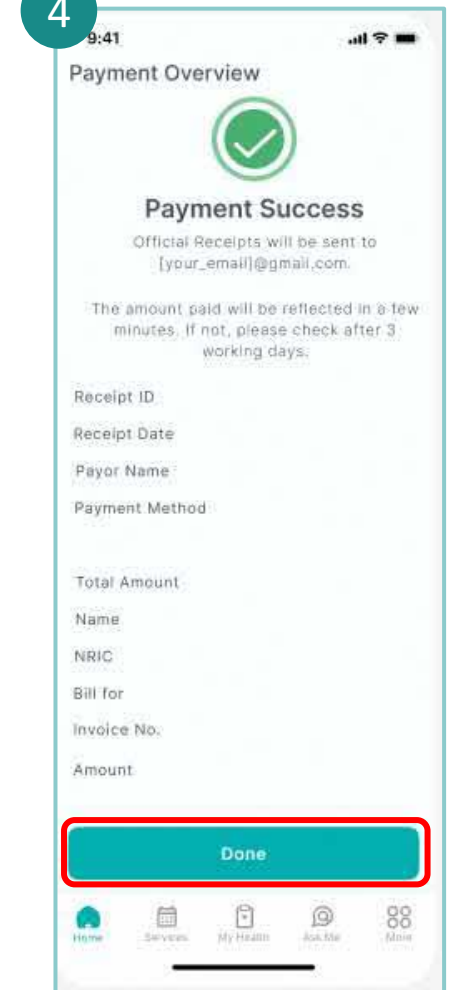
Tap on **Payments**.



Select or Add bills to pay and tap on **Proceed to Payment**
Note: You may choose to make partial payment by tapping on the  icon.



Input your details and tap on **Pay**.



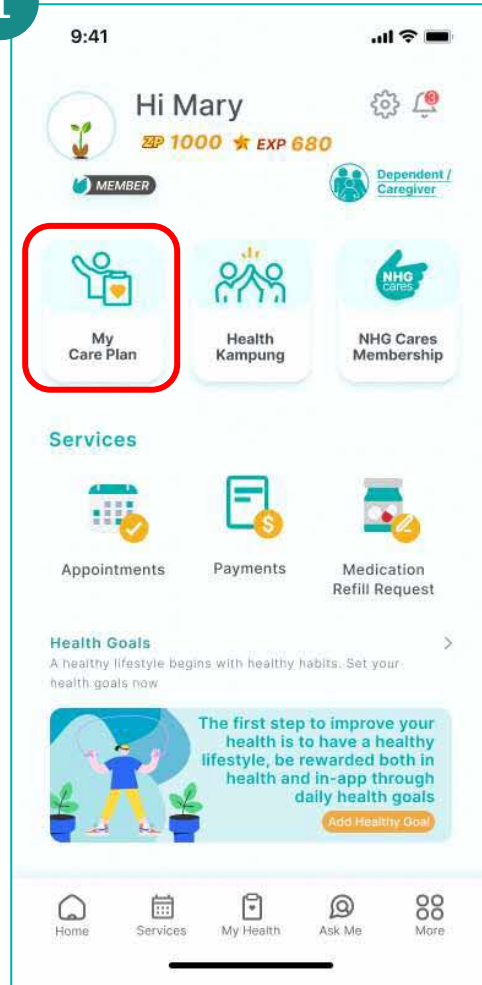
Tap on **Done** upon successful payment to exit the page.



Accessing Questionnaire: COPD Assessment Test

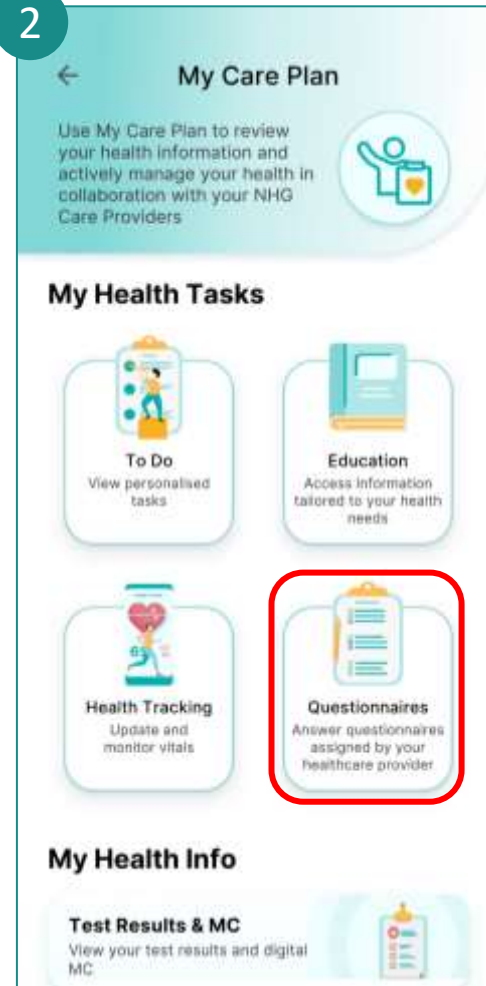
Singpass Login

1



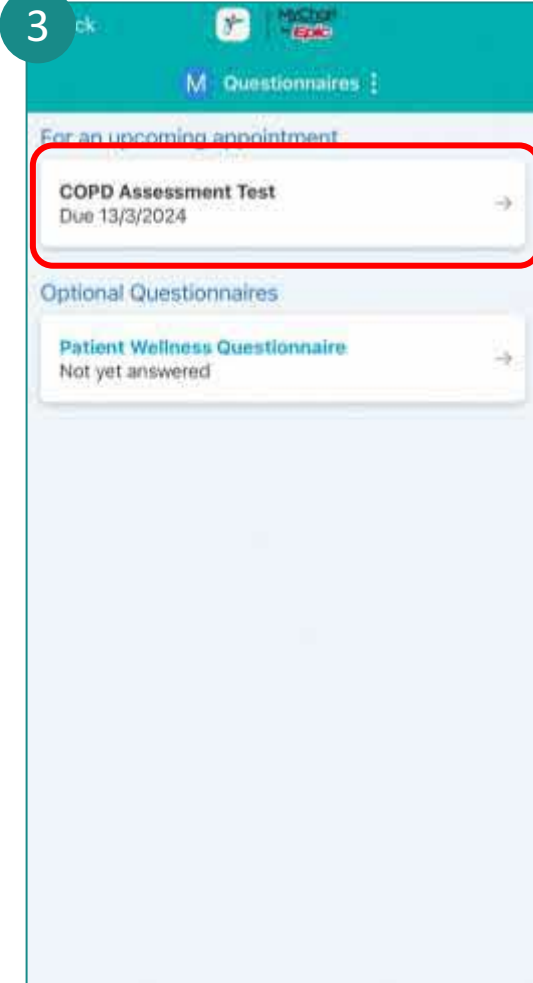
Tap on **My Care Plan**.

2



Tap on **Questionnaires**.

3



Tap on questionnaire available for an upcoming appointment.

Completing Questionnaire: COPD Assessment Test

1

Back M Questionnaires

COPD Assessment Test

For an upcoming appointment on 13/3/2024

The questionnaire is not intended to diagnose medical problems. The questionnaire also does not constitute, and is not a substitute for, professional medical advice, care or treatment which you would receive from your doctor. If you require medical diagnosis, advice, care or treatment, please consult with your doctor. If you think you may have a medical emergency, immediately visit your doctor or dial 995.

On a scale of 0 to 5, please rate your symptoms from 0 (no symptoms) to 5 (very severe symptoms).

* Indicates a required field.

* Cough

0 - I never cough	1
2	3
4	5 - I cough all the time

* Phlegm

0 - I have no phlegm (mucus) in my chest at all	1
2	3

Fill in the questionnaire.

2

Back M Questionnaires

For an upcoming appointment on 13/3/2024

Please review your responses. To finish, click **Submit**. Or, modify an answer by clicking its edit link.

Cough 1	Edit
Phlegm 2	Edit
Chest Tightness 3	Edit
Stairs 2	Edit
Home Activities 3	Edit
Leaving Home 2	Edit
Sleep 3	Edit
Energy 2	Edit

Submit

Back Cancel

Select your answers and tap **Submit**.

3

Back M Questionnaires

Recent Questionnaire Answers

COPD Assessment Test

For an upcoming appointment

✓ Submitted 13/3/2024 at 1:38 PM

Optional Questionnaires

Patient Wellness Questionnaire

Not yet answered

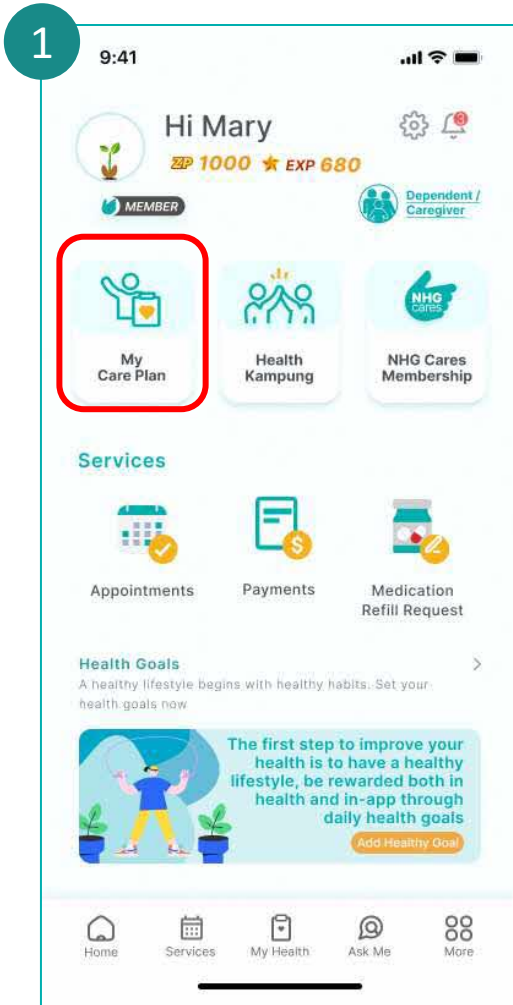
Your answers have been submitted.

Upon submission, view successful completion of questionnaire screen.



Accessing Questionnaire: GINA

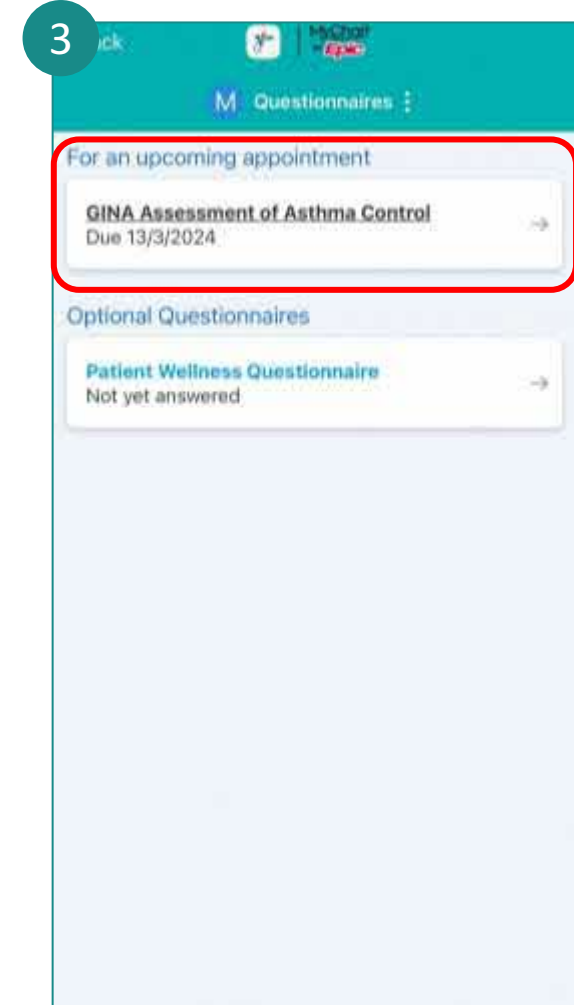
Singpass Login



Tap on **My Care Plan**.



Tap on **Questionnaires**.



Tap on questionnaire available for an upcoming appointment.



Completing Questionnaire: GINA

Singpass Login

1

Back M Questionnaires

GINA Assessment of Asthma Control

For an upcoming appointment on 13/3/2024

The questionnaire is not intended to diagnose medical problems. The questionnaire also does not constitute, and is not a substitute for, professional medical advice, care or treatment which you would receive from your doctor. If you require medical diagnosis, advice, care or treatment, please consult with your doctor. If you think you may have a medical emergency, immediately visit your doctor or dial 995.

In the past 4 weeks, have you experienced any of the following symptoms?

* Indicates a required field.

* Daytime asthma symptoms more than twice/week?

No Yes

* Any night waking due to asthma?

No Yes

* Reliever needed for symptoms more than twice/week?

No Yes

* Any activity limitation due to asthma?

No Yes

Fill in the questionnaire.

2

Back M Questionnaires

GINA Assessment of Asthma Control

For an upcoming appointment on 13/3/2024

Please review your responses. To finish, click **Submit**. Or, modify an answer by clicking its edit link.

Daytime asthma symptoms more than twice/week? [Edit](#)

Yes

Any night waking due to asthma? [Edit](#)

Yes

Reliever needed for symptoms more than twice/week? [Edit](#)

No

Any activity limitation due to asthma? [Edit](#)

No

Submit

Back Cancel

Thank you for your responses!

Select your answers and tap **Submit**.

3

Back M Questionnaires

Recent Questionnaire Answers

GINA Assessment of Asthma Control →
For an upcoming appointment
✓ Submitted 13/3/2024 at 5:10 PM

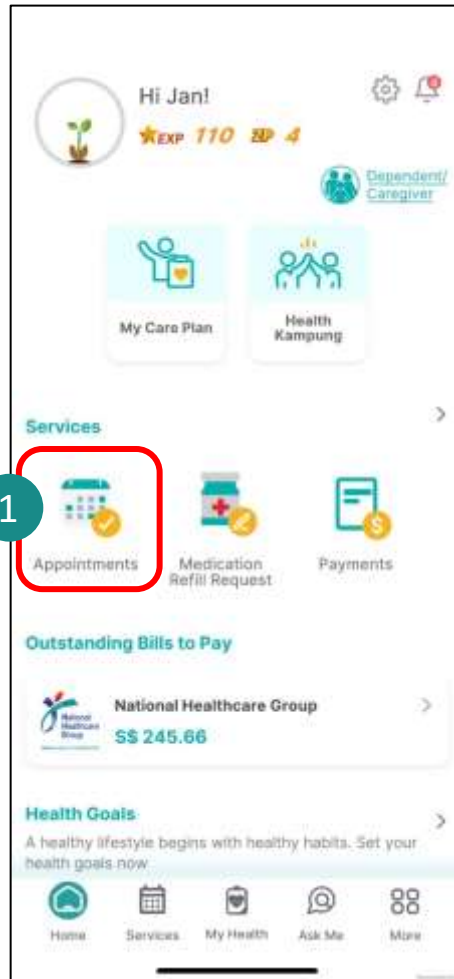
Optional Questionnaires

Patient Wellness Questionnaire →
Not yet answered

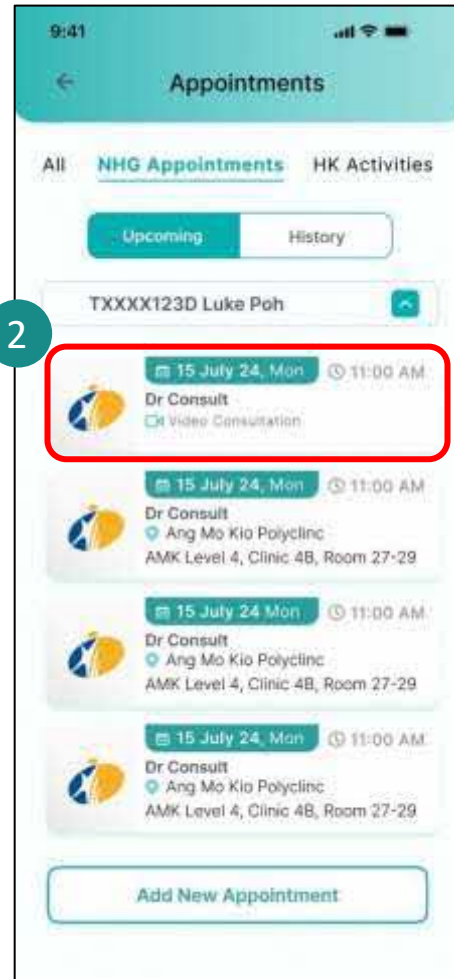
Upon submission, view successful completion of questionnaire screen.



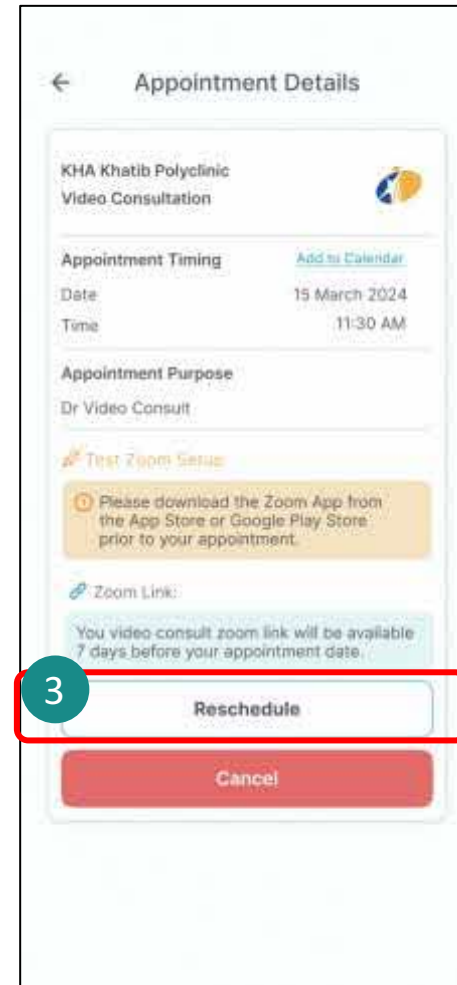
Appointment Card & Booking of Video Consult



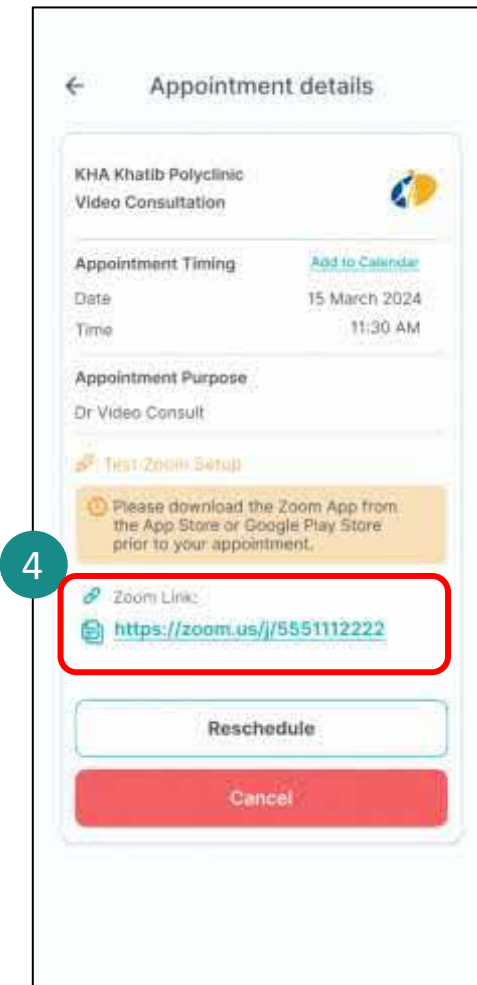
Tap on **Appointments** to view listings.



Tap Video consultation under appointment listing.



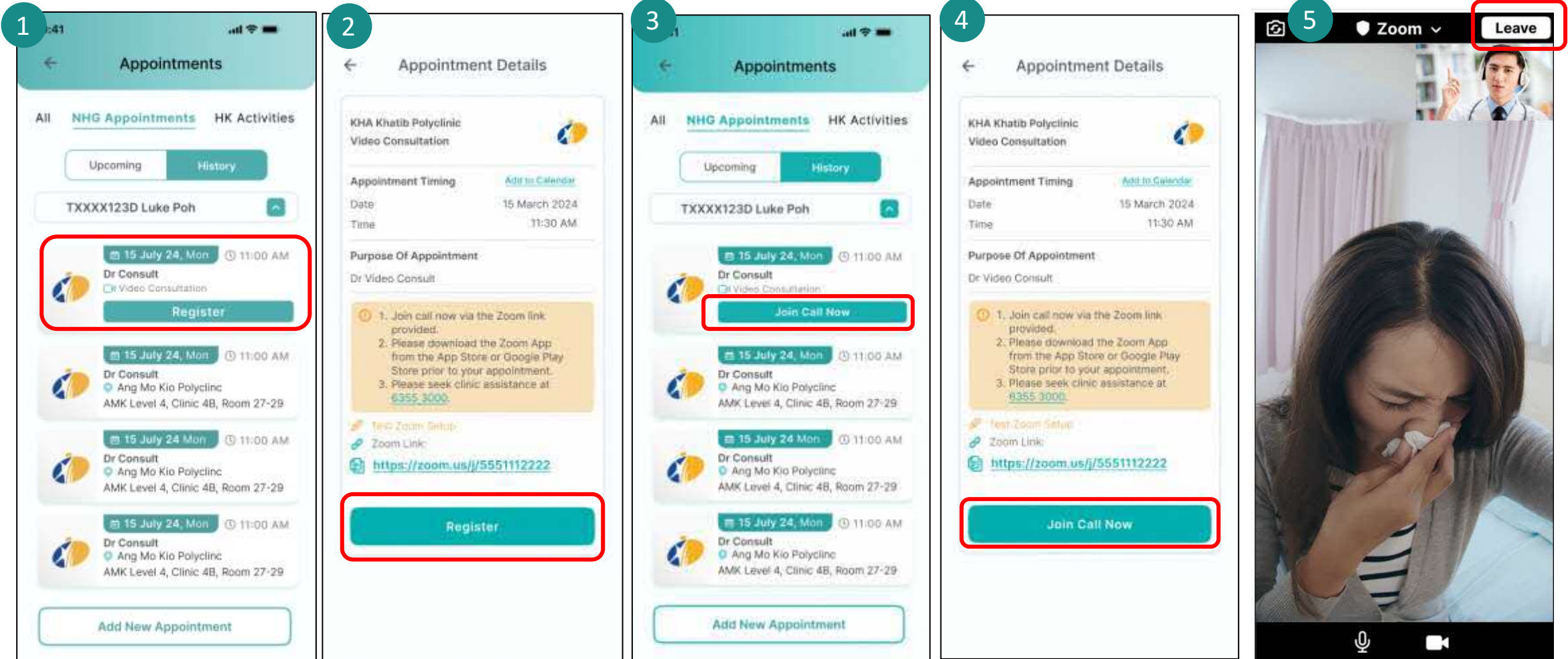
Tap reschedule to update and/or cancel the appointment.



Zoom link will be displayed 7 days before the appointment date (inclusive of weekends).



Zoom Link Feature - Successful Registration of Video Consult



Registration button will be displayed 30 mins before appointment time.

Taps **Register** via appointment details page.

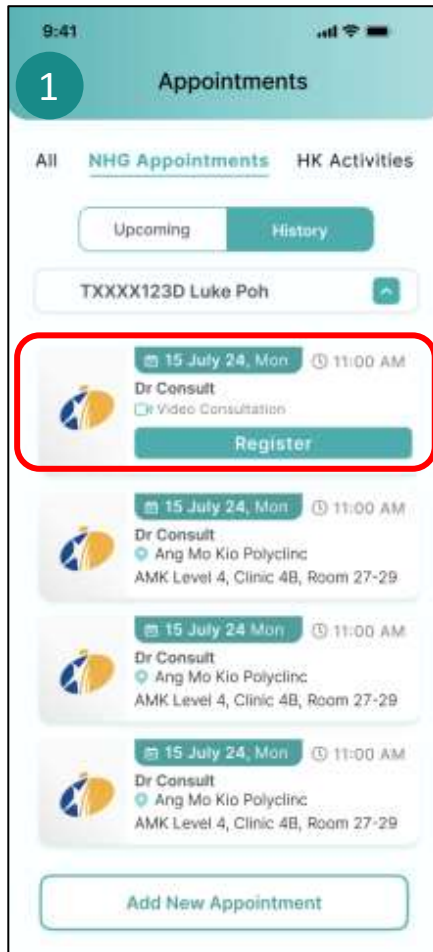
Display **Join Call Now** upon successful actualization/registration.

Tap on **Join Call Now** to launch **Zoom** app.

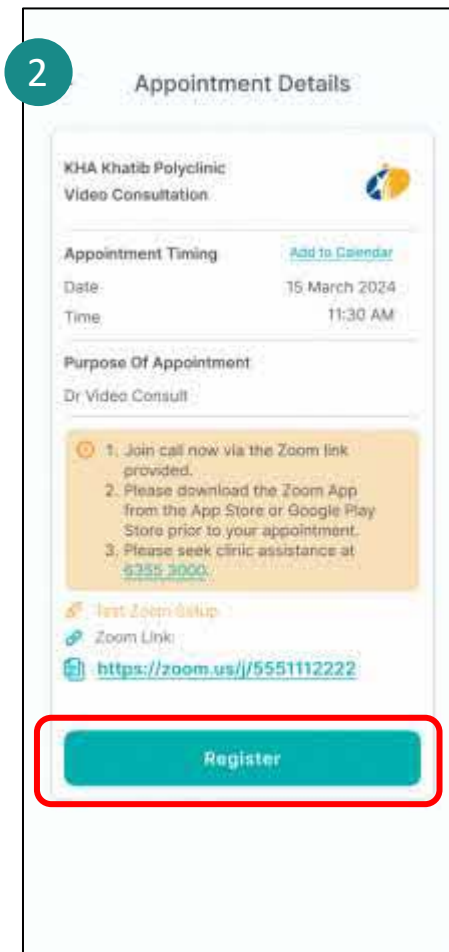
Video consultation starts and ends in Zoom. Once video consultation ends, there is no re-direction back to NCA after end of Zoom call.



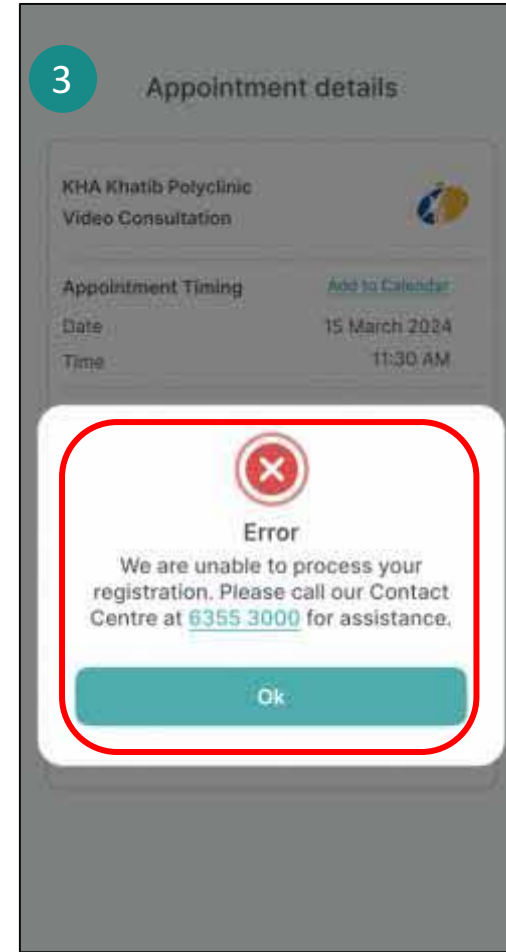
Zoom Link Feature - Failed Registration of Video Consult



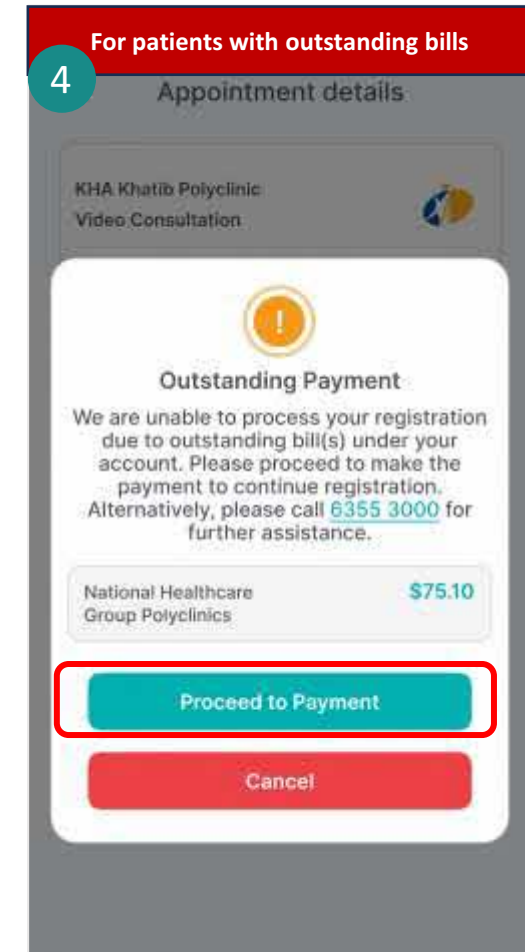
Registration button will be displayed 30 mins before appointment time.



Tap **Register** via appointment details.



A pop-up **error notification** will be displayed due to outstanding bill(s).



Tap on **Proceed to Payment**.

Tap to **Cancel** to go back to appointment detail page.



Late Registration of Video Consult

Within 30 mins post appointment time

1

Appointments

All

NHG Appointments

HK Activities

Upcoming

History

TXXXX123D Luke Poh

15 July 24, Mon

11:00 AM

Dr Consult

Video Consultation

15 July 24, Mon

11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

15 July 24 Mon

11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon

11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

Add New Appointment

2

Appointment Details

Woodlands Polyclinic

Video Consultation

Appointment Timing

Add to Calendar

Date

15 March 2024

Time

11:30 AM

Purpose Of Appointment

Dr Video Consult

1. Join call now via the Zoom link provided.

2. Please download the Zoom App from the App Store or Google Play Store prior to your appointment.

3. Please seek clinic assistance at 6355 3000.

Test Zoom Setup

Zoom Link:

https://zoom.us/j/555112222

You have missed your appointment time. Please call 6355 3000 after you have entered the Zoom meeting to inform us of your log in.

30mins **before** your appointment time slot, you will not be able to view the registration button.

Tap **zoom link** to join the call for video consult.

30 mins **after** appointment time

3

Appointments

All

NHG Appointments

HK Activities

Upcoming

History

TXXXX123D Luke Poh

15 July 24, Mon

11:00 AM

Dr Consult

Video Consultation

15 July 24, Mon

11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

15 July 24 Mon

11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon

11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

Add New Appointment

4

Appointment details

KHA Khatib Polyclinic

Video Consultation

Appointment Timing

Add to Calendar

Date

15 March 2024

Time

11:30 AM

Purpose Of Appointment

HSG Screening Review Videoconsult

1. Join call now via the Zoom link provided.

2. Please download the Zoom App from the App Store or Google Play Store prior to your appointment.

3. Please seek clinic assistance at 6355 3000.

Test Zoom Setup

Zoom Link:

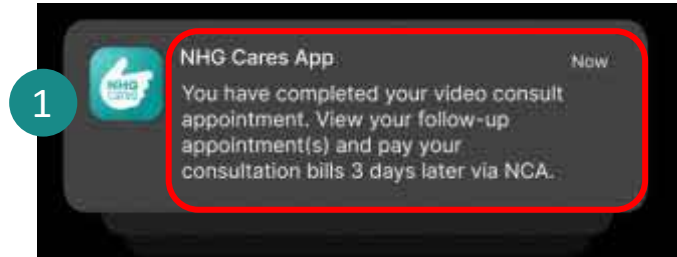
You have missed your appointment. Please call 6355 3000 for assistance. Thank you.

You will not be able to view Zoom link 30mins **after** appointment time.

A missed appointment message will be displayed 30mins **after** appointment.

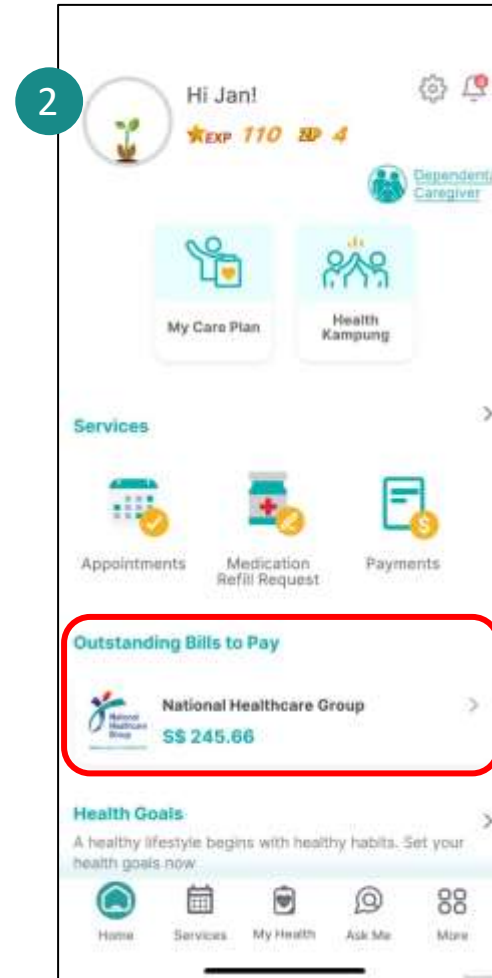


Push Notifications of Video Consult



You will receive a push notification once the video consult is completed.

Tap on the **push notification** to be re-directed to NCA homepage



Tap on **Outstanding Bills to Pay** to view bills.

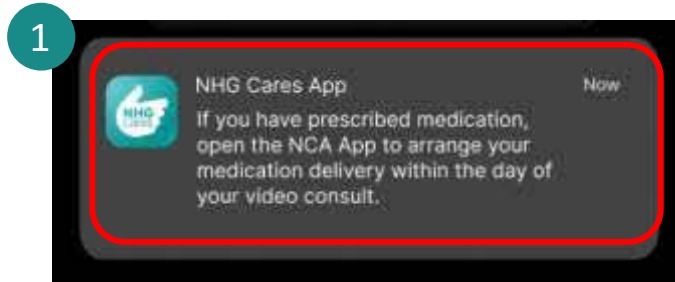


Tap on **Medications** to view prescribed medications after video consult.



Order Medication of Video Consult

Entry point 1

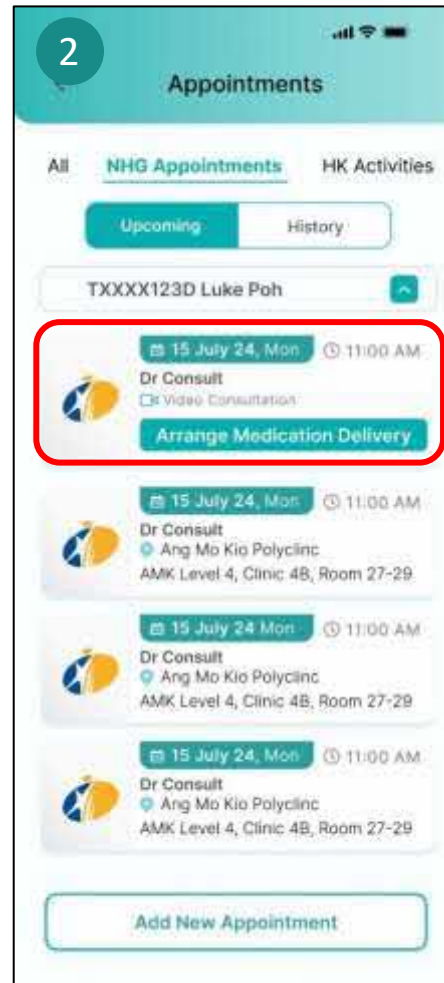


You will receive push notification 1 hour after the completion of video consultation.

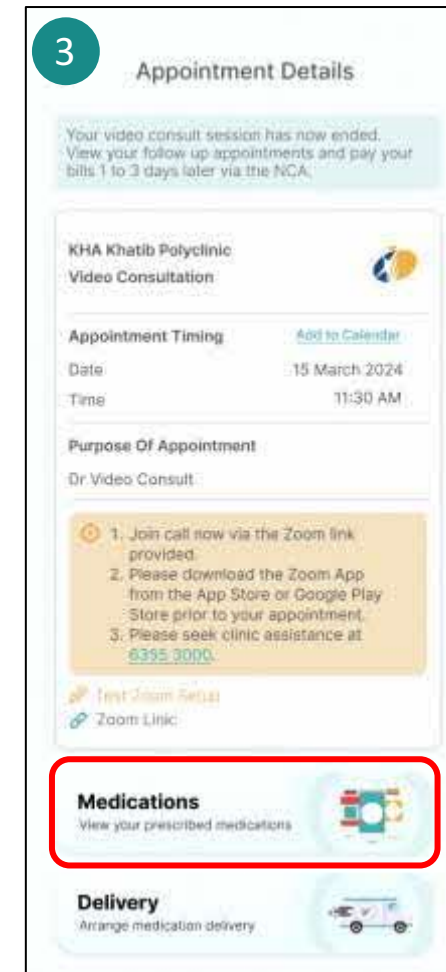
Note: Notification will be sent to all video consult patients regardless of prescribed medication.

VCP does not identify patient based on prescribed medication.

Entry point 2



Tap **Arrange Medication Delivery** button to be redirected to order form.



Tap on **Medications** to arrange medication delivery and redirected to order form.



Order Medication Form of Video Consult

Order Medication

Note:
The address is auto populated from our system. If there's a change of address please update.

Medications
View your prescribed medications.

Prescribed Institution
Ang Mo Kio Polyclinic

Delivery Information

1. Please ensure the details provided are accurate. Charges may apply if there are any amendments or re-deliveries required after your request has been submitted.
2. Please note that the delivery date and time are subjected to availability.

Delivery Date
Monday, 20 Aug 2024

Delivery Time
09:00 AM - 01:00 PM

Address
I have a different address for this medication delivery.
Postal Code: 640472
Street: Jurong West Street 21
No./Bldg: 472
Floor: 09 Unit: 91

Delivery Time

09:00 AM - 01:00 PM
02:00 PM - 06:00 PM
07:00 PM - 10:00 PM

Tap on Medications button to be re-directed to prescribe medication.

Choose delivery date and delivery time.

You will be allowed to change delivery address should the delivery address defer from records.

Note:

1. Default- pre-fill of delivery address & contact details is from NGEMR (Permanent Address)
2. Contact Details are from NGEMR records

Contact Details

Our staff may call you to confirm medication supply. Kindly ensure the contact number is accurate. We may call if clarification is required.

Email Address
nhg@nhg.com

Contact Number
9442 1231

Do you wish to use Medisave?
☐ Yes ☐ No

Do you want medication to be delivered in full?
☐ Yes ☐ No

Confirm

Tap **Confirm** to submit order form.

Select date

August 2024

Cancel Confirm

Note:

1. Delivery date starts from 1 week from the day of med order
2. Delivery end date starts from 2 weeks from the day of med order
3. Delivery does not include Public holidays and Sundays
4. Delivery timeslot ranges from
 - (9 to 1pm), (2 to 6pm) and (7 to 10pm)
 - No night deliveries on Sat (7 to 10pm)