

TeleConsult

Your guide to your next clinic appointment, wherever you are



What is TeleConsult?

Teleconsultation is a type of telemedicine service, where digital information and communication technologies, such as computers and mobile devices are used to deliver health-related information. It provides opportunities to make healthcare more convenient, better coordinated, and closer to home. In a teleconsultation, patients can have consultations with doctors, nurses and allied health professionals in the comfort of their home or at a location where privacy is assured. These virtual appointments enable patients to receive ongoing care where in-person clinic consultations are not necessary or possible.

Am I eligible for TeleConsult?

Typically first outpatient visits are conducted face-to-face in the clinic. Based on our care team’s assessment, TeleConsult may be offered for the subsequent clinic consultation. Common conditions that are non-emergency in nature can be treated via TeleConsult. Access to the Internet through a smart device is required for video consultation. After the session, you may be required to follow up in person for additional health services.

Modes of TeleConsult



**Video calls
via Zoom**



Phone call

When is TeleConsult not suitable?



Medical conditions requiring urgent attention.



Where physical examinations are required.



Diagnostic tests such as blood tests, X-rays, etc.

TeleConsult is available at:



Benefits of TeleConsult

Real-time consultations are conducted via a computer or a mobile device such as a smartphone or a tablet.

Convenience

- Our healthcare professionals can treat and review common medical and surgical conditions without you having to travel to our clinics.
- Medical Certificates will be sent to you.
- Have your medications delivered to your doorstep.
- Pay for your clinic appointment via one of the many payment platforms available.

Time And Cost Savings

- Save time and money on travelling.
- Caregivers need not accompany you to the hospital and wait with you.
- No more waiting at the clinic and pharmacy.

Safety And Privacy

- Reduce exposure to infections while commuting and at the hospital.
- Discuss your condition with our healthcare professionals from the privacy of your own home or at a location where privacy is assured.

Medications, Medical Certificates and/or memos (if any) will be issued to you by our doctors. You will receive the same level of patient care and medical attention from our healthcare professionals.

* Please note that TeleConsult is not recommended for your first visit with our clinicians, and also not for medical conditions requiring urgent attention.

For more information:



TeleConsult (Video)

Before appointment day

- 1 Install these apps on your mobile phone:



NUHS

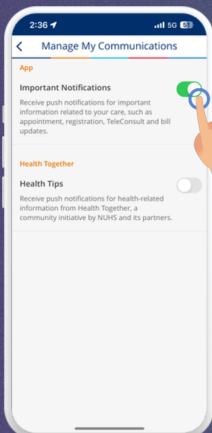


Singpass



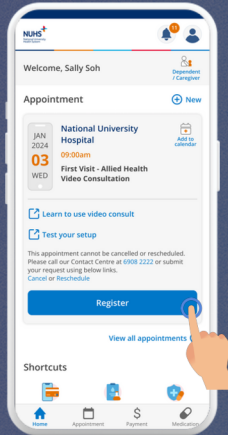
Zoom

- 2 On NUHS App, tap 'Home' > > 'Manage My Communications' > **turn on** 'Important Notifications'.

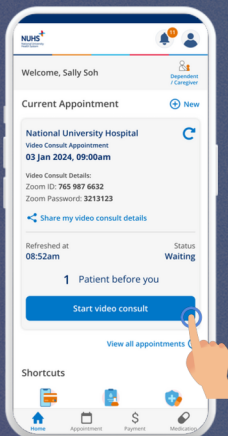


On appointment day

- 1 Register 30 minutes before your appointment. Find a quiet, private and well-lit area where network is stable.



- 2 When it is your turn, tap 'Start video consult' and allow Zoom app to launch.



- 3 On Zoom app, tap 'Wifi or Cellular Data' if prompted.

- 4 Tap 'Unmute' icon to turn on microphone.



- Tap 'Start Video' icon to turn on camera.



- In case of any technical issues, tap 'Chat' icon to communicate with us.



- If you log out by mistake during TeleConsult, repeat from Step 2.

- 5 If you have been prescribed medication, go to NUHS App and tap 'Order Medication'.



- 6 Make payment promptly once you receive a notification about your bill.

- 7 If you have been issued an MC, download it from 'Test Results & MC'.