

## **NTFGH TeleConsult Service Frequently Asked Questions (FAQ)**

### **About the TeleConsult Service**

#### **1. What can I expect from my TeleConsult?**

Your first time seeing the doctor is usually done face-to-face in the outpatient clinic, and based on your doctors' assessment, TeleConsult may be offered for your follow-up visit.

The TeleConsult between you and your doctor is conducted via an app called ZOOM. ZOOM provides a live and secure video connection with your doctor.

At the start of your TeleConsult, the clinic will verify your name and NRIC / FIN / Passport number. It is recommended that you have your photo identification available for verification. Also, the clinic will ask for the location which you are logging in from.

If any issues arise, your doctor will advise you what to do next.

#### **2. How long will I have to wait for my TeleConsult?**

We endeavour to keep waiting times to a minimum. Before your TeleConsult begins, the clinic will give you a phone call to make sure that you are ready to start the session.

#### **3. If I am not in Singapore, can I access TeleConsult?**

We do not encourage TeleConsult while you are outside of Singapore.

#### **4. How do I best prepare for my TeleConsult?**

Download the free ZOOM app from the Apple Store or Google Play Store to your smartphone, laptop, tablet, computer or any other device prior to the appointment day. If possible, test the app in advance.

On the day of your TeleConsult appointment, go to a quiet and well-lit area where privacy is assured. Avoid public or noisy places. This is to ensure that you have clear communication with your doctor without distraction.

If you have been self-monitoring your blood pressure, glucose, or weight, then have these records available before the start of the TeleConsult.

Instructions will be sent to you via email and/or sms regarding your scheduled appointment date and time. Follow the instructions to join the TeleConsult.

Enable the ZOOM app to access your camera and microphone. Look into the camera and talk to your doctor as you would face-to-face. Please ensure your camera is enabled and your microphone is not muted.

## **After the TeleConsult Service**

### **5. What happens after my TeleConsult?**

After your TeleConsult, you may be required to follow up in person for additional services such as:

- Laboratory tests
- Imaging, X-rays
- Health screening
- Vaccinations
- Allied health services (e.g., physiotherapy)

### **6. How do I obtain medications after my TeleConsult?**

Medications may be obtained in the following ways:

- Self-collection at the NTFGH outpatient pharmacy (Mon to Fri, 8:30am to 7:00pm)
- By courier delivery (1 working day for urgent cases, 3 working days for regular service). A link will be sent to you via email and/or sms after the Tele-Consult to place the order. Delivery times from Mon to Fri, 10:00am to 8:00pm (excluding public holidays). Delivery charges may apply.

On receiving your medications, you should check to ensure that:

- Your name and last 3 digits of your NRIC on the medication package are correct.
- The seal on your medication package is intact. If the package has been tampered with, defaced, or torn, then reject the package and return it to the delivery personnel.
- If the medications do not match those prescribed by your doctor, then DO NOT consume the medications. Contact us immediately by calling 6716-1020 (Mon to Fri, 8.30am to 7:00pm) or 6716-2000 (all other times), or email us at: [JHCampus\\_OutpatientPharmacy@nuhs.edu.sg](mailto:JHCampus_OutpatientPharmacy@nuhs.edu.sg)

### **7. Can I assign someone else to collect my medications on my behalf?**

Yes. However, for security reasons, only the person you authorize can collect the medications. This authorized person must provide your NRIC and drug allergy history.

### **8. Can I get a medical certificate?**

Yes. In the event that a medical certificate is issued, you can either collect it in person at the clinic, or have it emailed to you as an encrypted file.