



NHG Health App (NHA) Comprehensive User Guide

Version: 16 June 2025

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
3	24.02.2025	Health Kampung Enhancement Phase 2	60
4	25.03.2025	Getting Started with NHG Cares App	5
5	25.03.2025	Appointment – Queue Registration and E-Itinerary	18
6	08.04.2025	Pharmacy Queue Journey (TTSH)	61
7	11.06.2025	Updated overall UI/UX (New Branding & Logotype)	ALL

Table of Contents

No	Changes/New Content	Slide No.
1	Downloading NHA	5
2	Notifications	6
3	Enable NHA Health Stats	8
4	Disable NHA Health Stats	10
5	Biometric Setup	12
6	Update Contact and Mailing Address	14
7	Profile & Settings	15
8	Appointments	16
9	Managing Caregiver	19
10	Automatic Visitor Management System (AVMS) for KTPH/Ad MC	22
11	Managing Dependent	23
12	Add Dependent's Appointment	25
13	Discharge Summary	27
14	My Care Plan	28
15	My Care Plan - Medical Certificate & Test Results	29
16	Health Tracking	31
17	My Care Plan Education	34
18	Test Results & MC	35
19	Health Summary	36
20	My Care Plans Medications	37

No	Changes/New Content	Slide No.
21	MOH Health Plan	38
22	Health Kampung	39
23	NHG Health Memberships	45
24	Bills & Payments	48
25	COPD Questionnaire	49
26	GINA Questionnaire	51
27	VCP - Video Consultation NGHP	53
28	Health Kampung Enhancement Phase 2	60
29	Pharmacy Queue Journey (TTSH)	61
30		
31		
32		
33		
34		
35		
36		
37		
38		
39		
40		

NHG Health App

Legend

Singpass Login

Singpass login is required to access the feature.

Central & North Residents

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

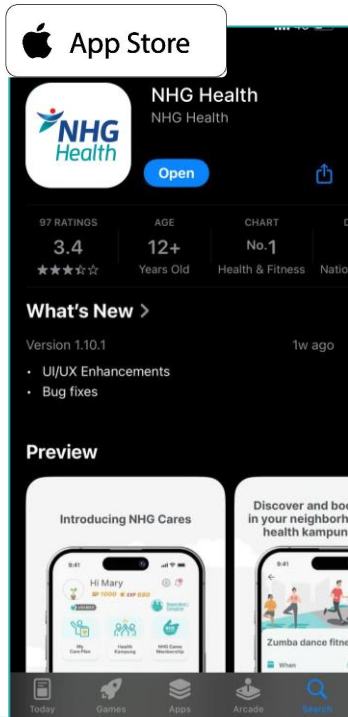
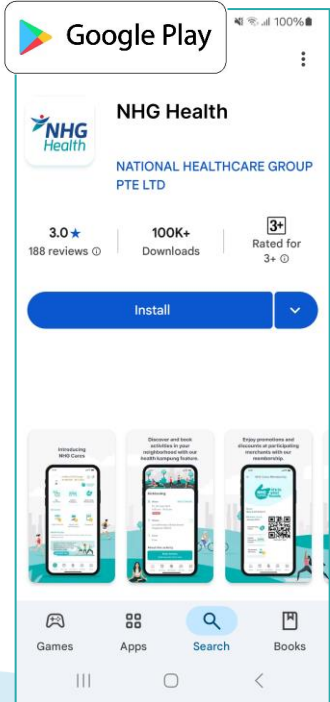
Getting Started with NHG Health App

1

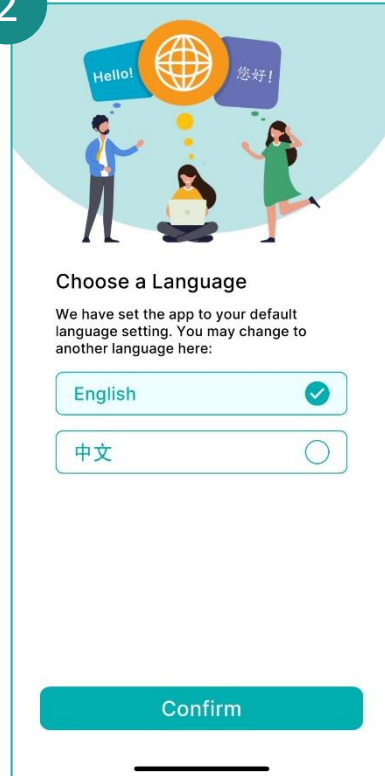


<https://for.sg/get-nhg-health-app>

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

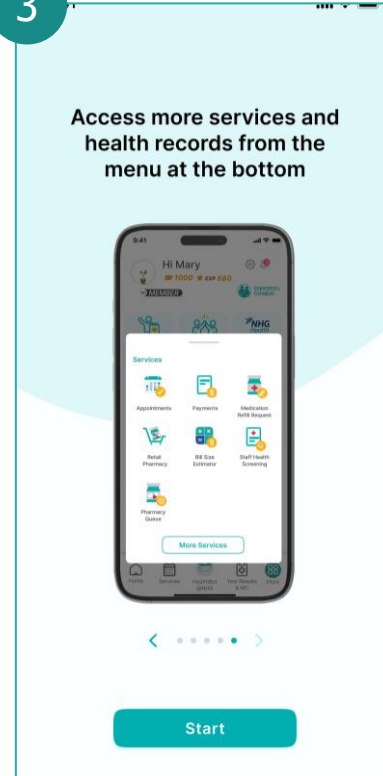


2



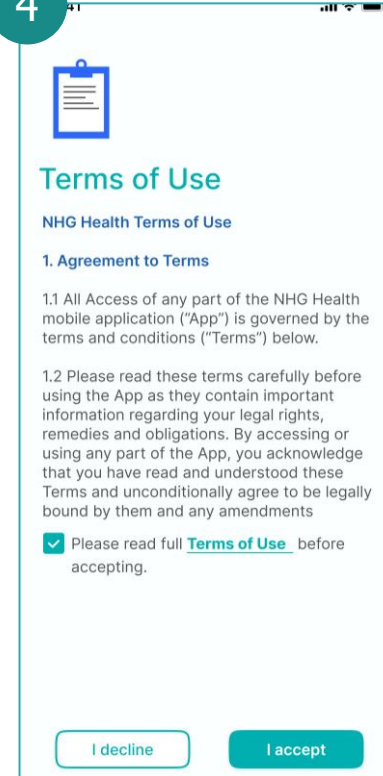
Tap on your preferred language and **Confirm**.

3



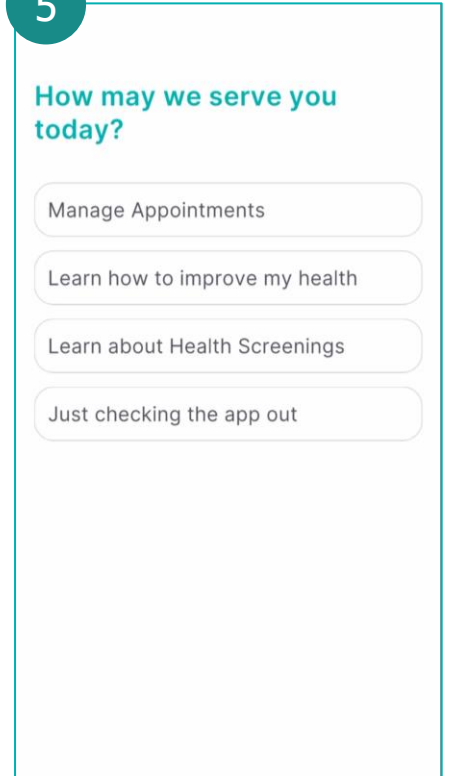
Tap on **Start**.

4



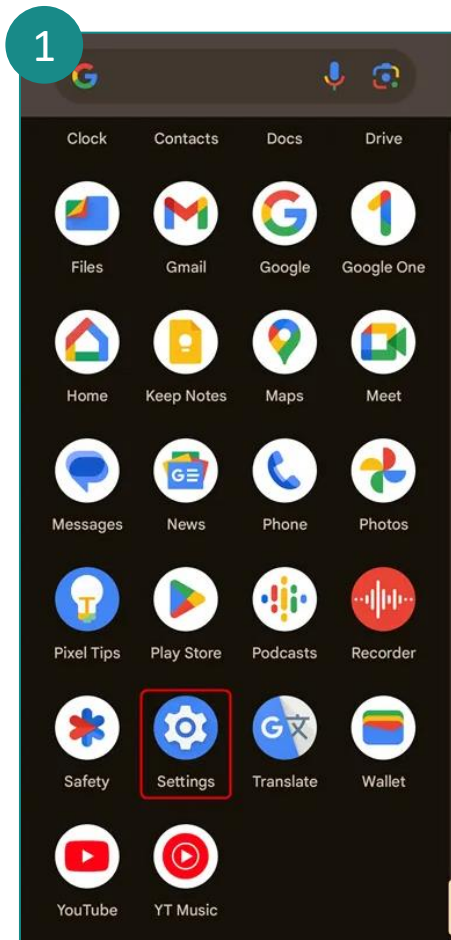
Read the Terms of Use. Tap on the checkbox and **I accept**.

5

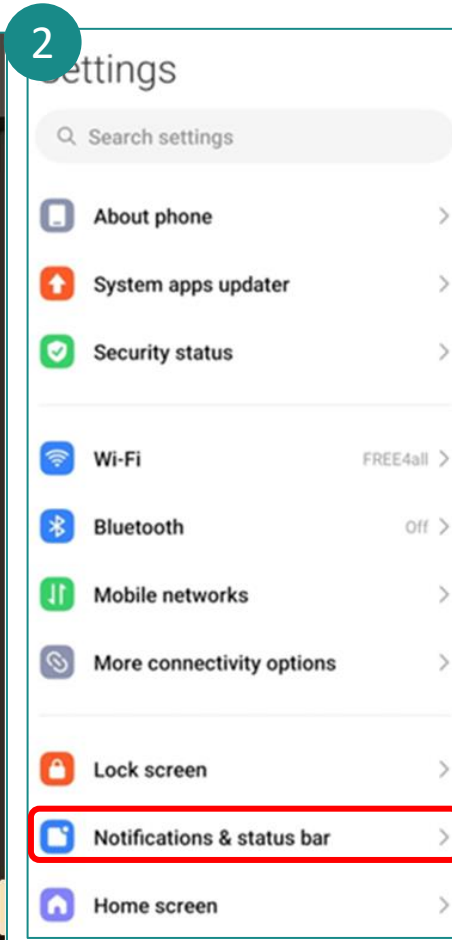


Input your details and tap on **Finish Setup**.

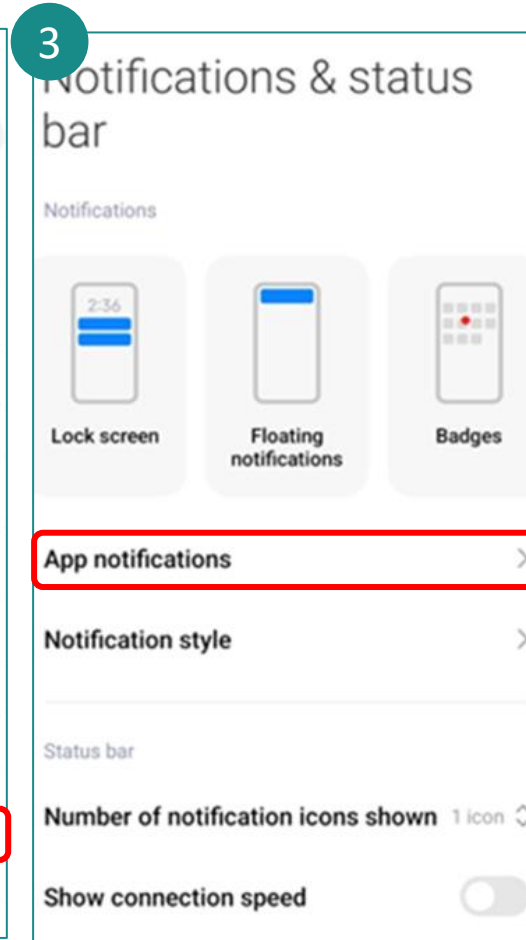
NHG Health App Notifications (Android)



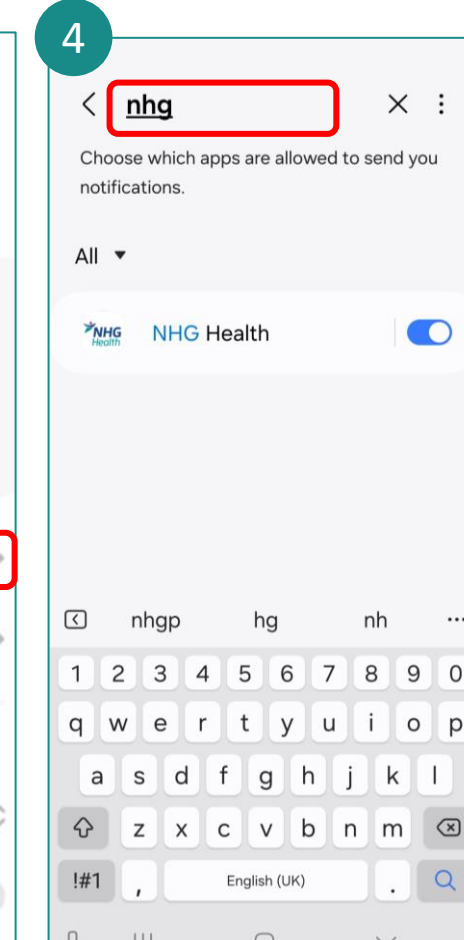
Tap on **Settings** on your Android Home Screen.



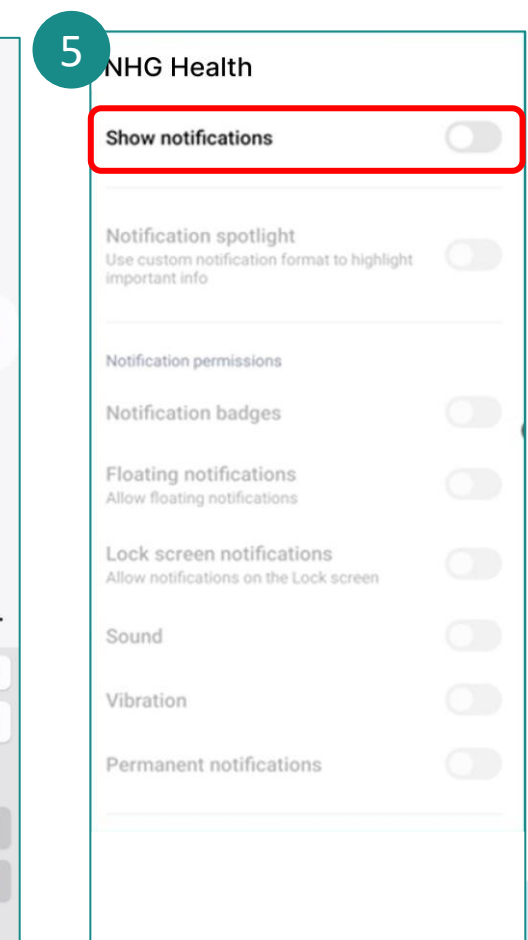
Tap on **Notifications & status bar**.



Tap on **App notifications**.

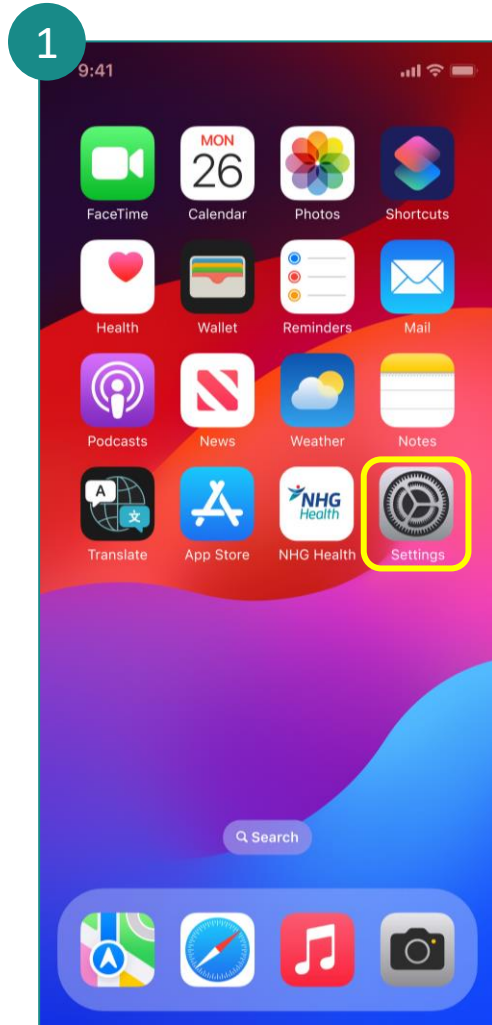


Search for **NHG Health**.

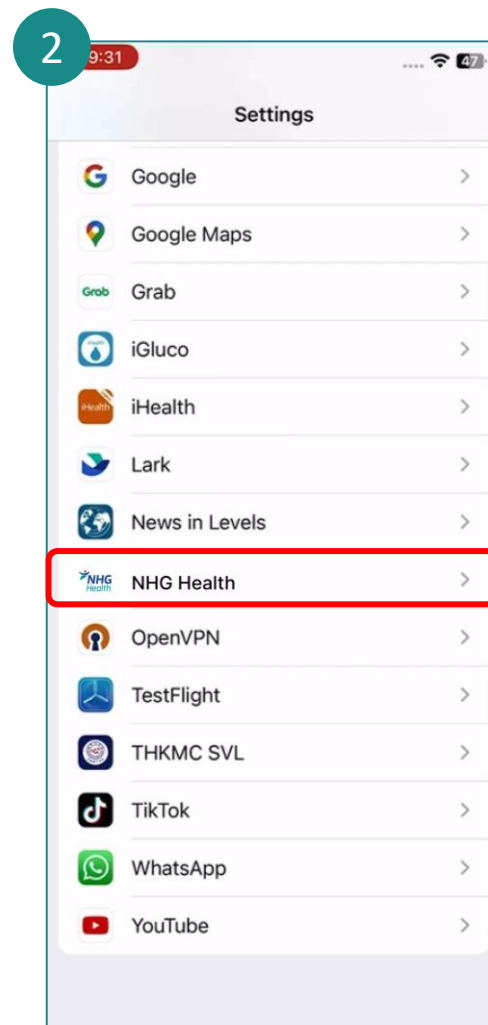


Toggle on **Show notifications** to enable/disable notifications.

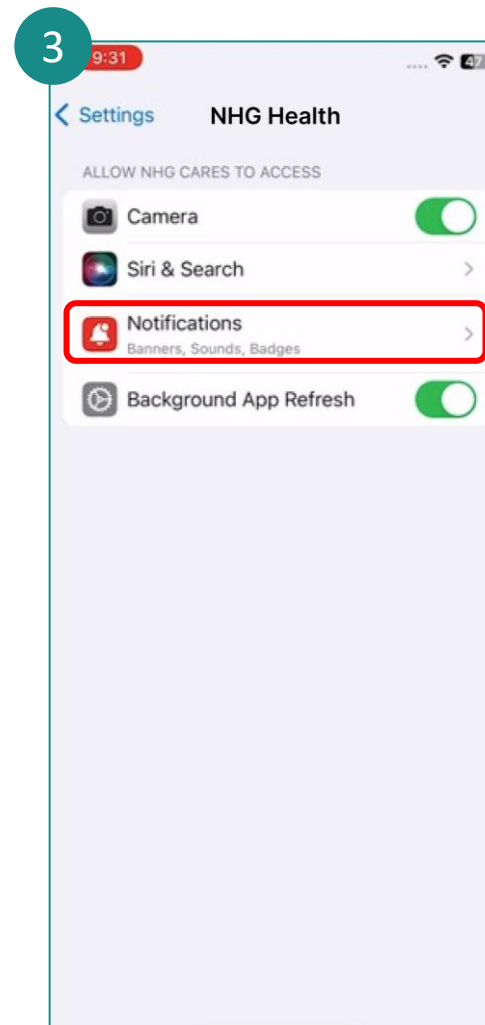
NHG Health App Notifications (IOS)



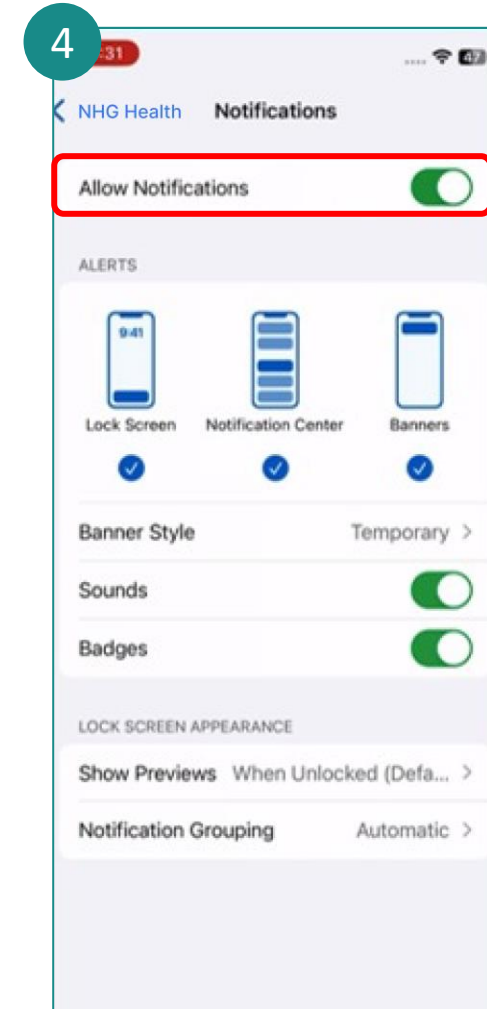
Tap on **Settings** on your iOS Home Screen.



Tap on **NHG Health**.



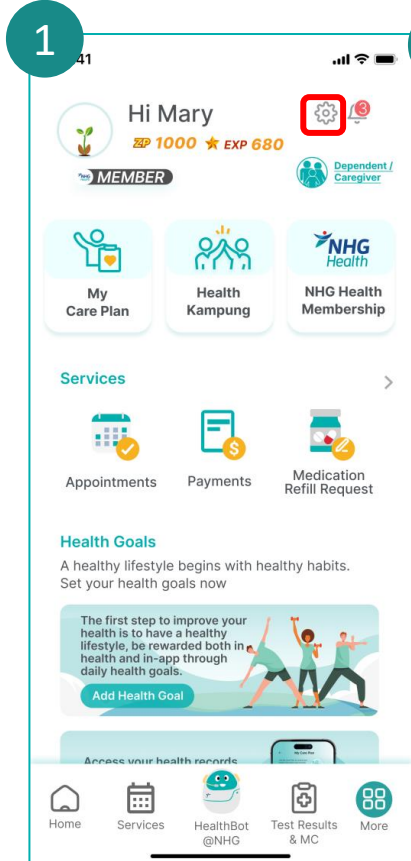
Tap on **Notifications**.



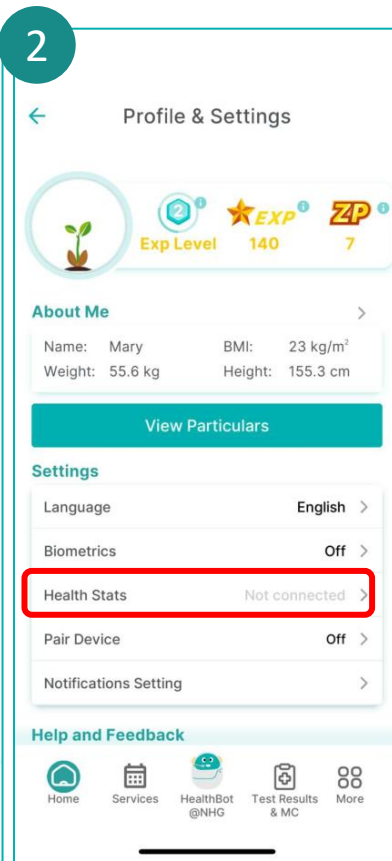
Toggle on **Show notifications** to enable/disable notifications.

Enable NHG Health App Health Stats - Google Fit (Android)

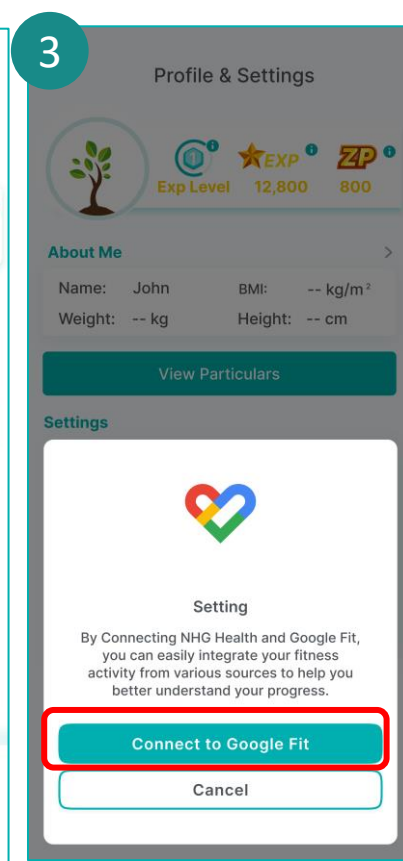
Singpass Login



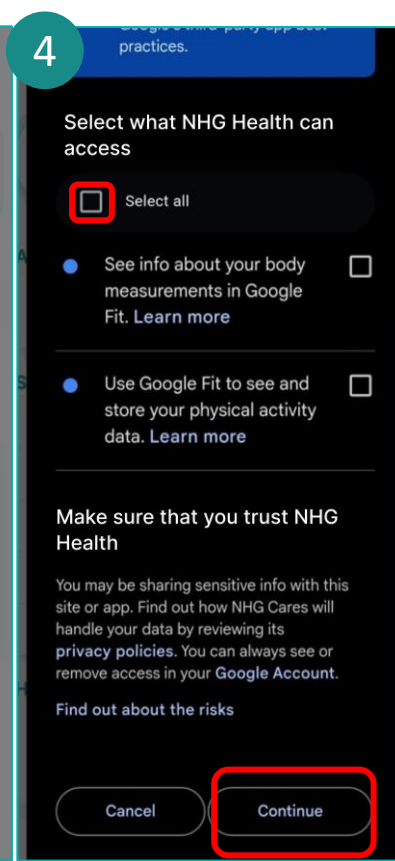
Tap on the **Gear** icon.



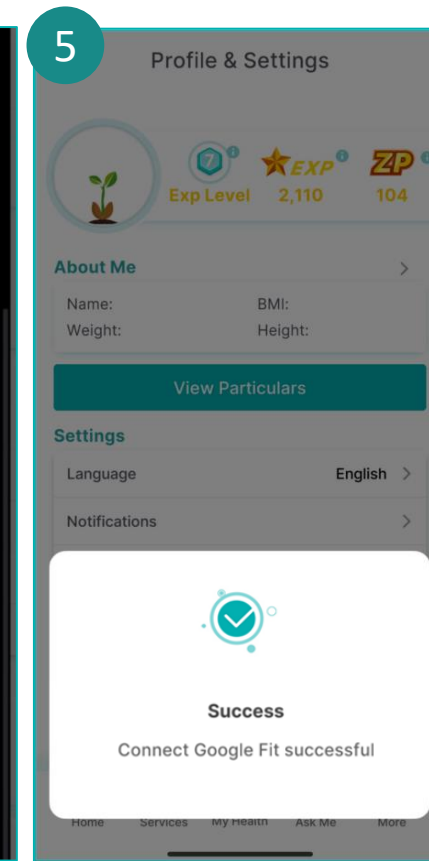
Tap on **Health Stats Not Connected**.



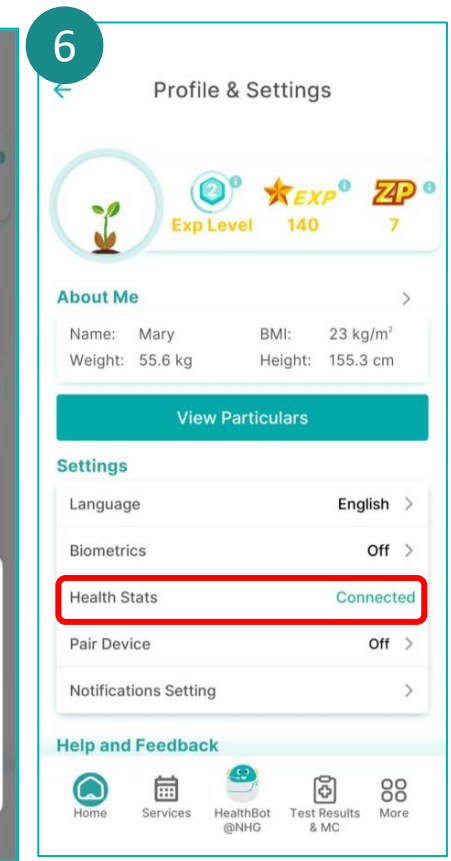
Tap on **Connect to Google Fit**.



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



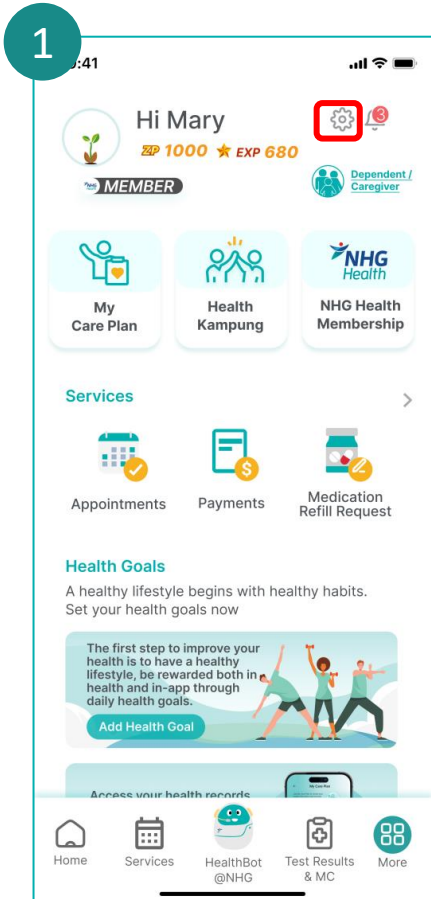
View the **Success Pop Up** message.



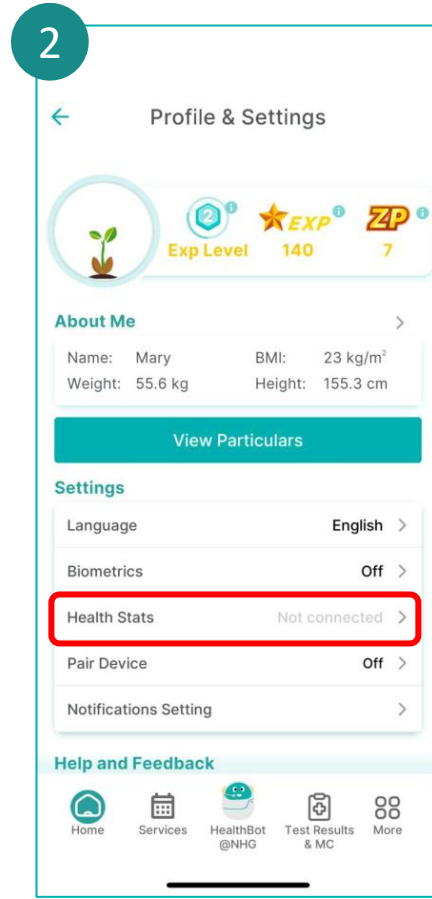
Health Stats status will reflect **Connected**.

Enable NHG Health App Health Stats – Health (IOS)

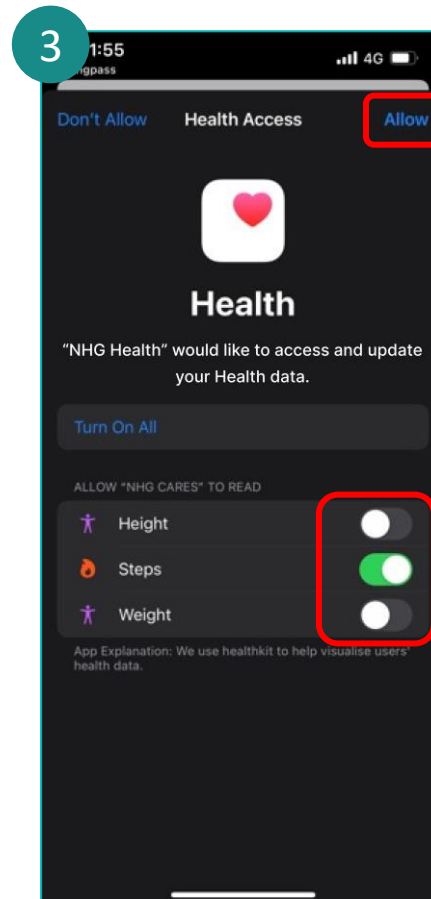
Singpass Login



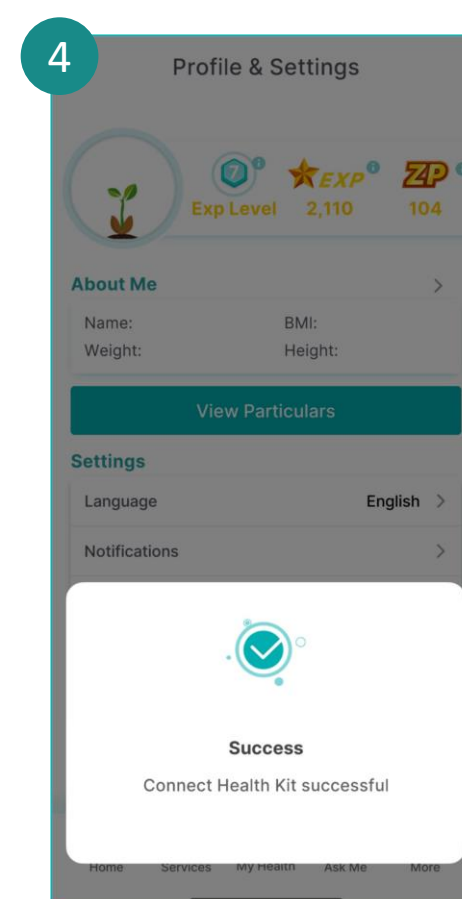
Tap on the **Gear** icon.



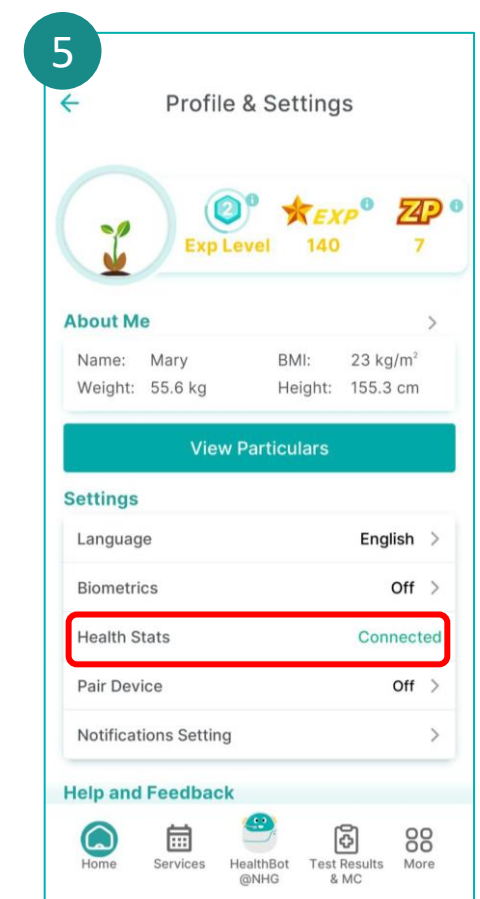
Tap on **Health Stats Not connected**.



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

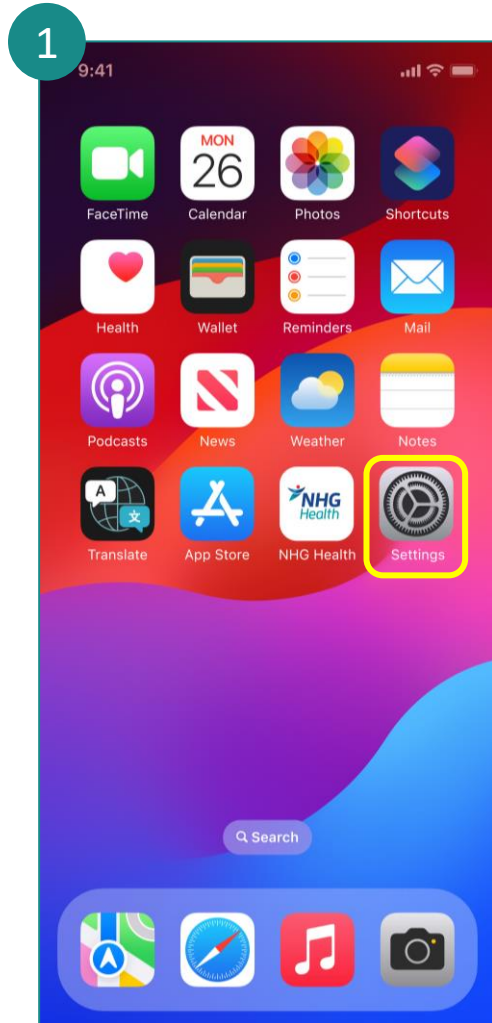


View the **Success Pop Up** message.

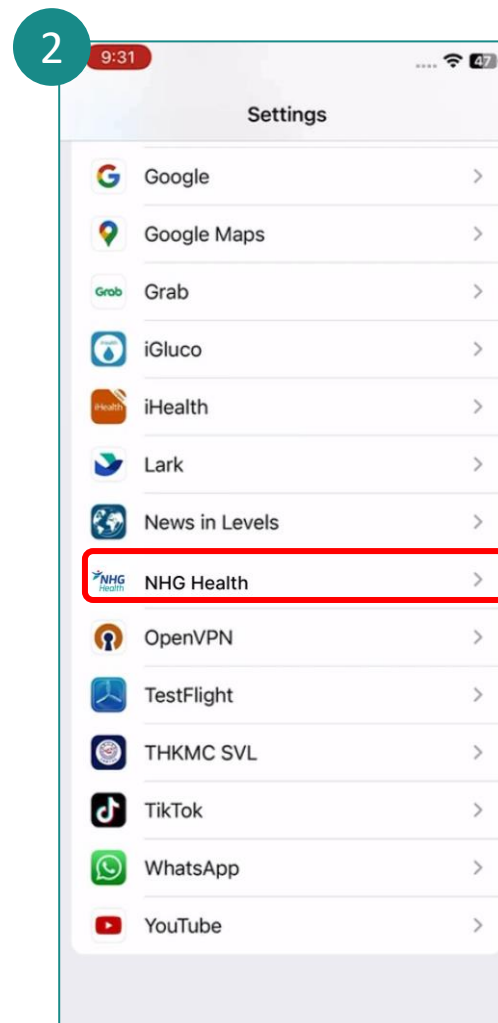


Health Stats status will reflect **Connected**.

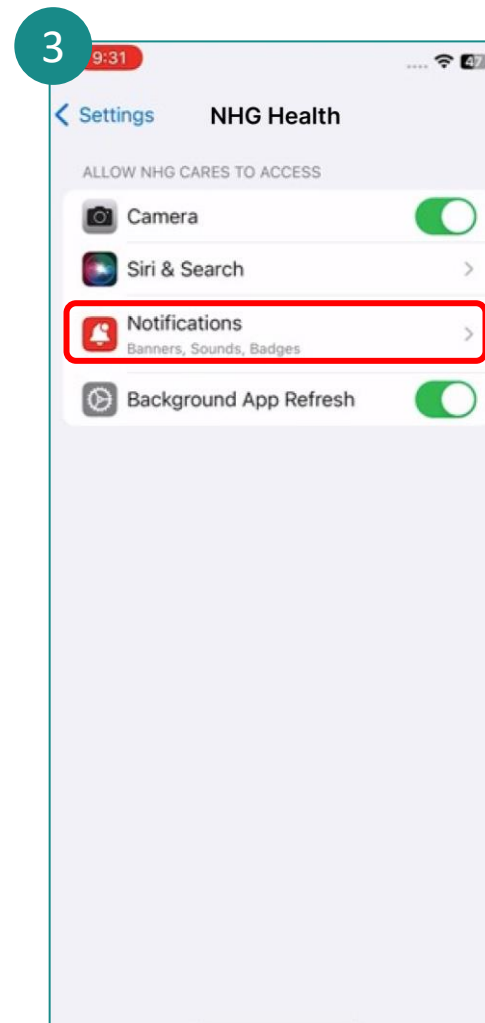
NHG Health App Notifications (IOS)



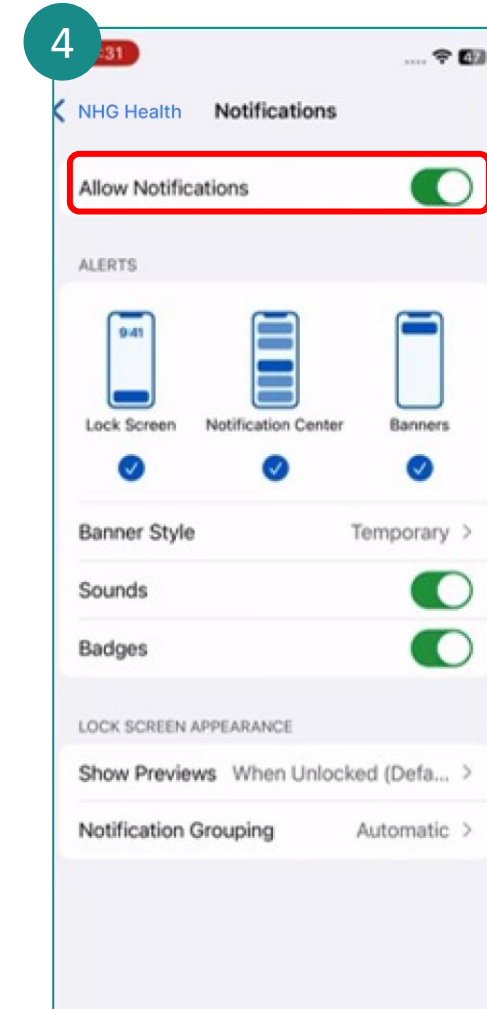
Tap on **Settings** on your iOS Home Screen.



Tap on **NHG Health**.

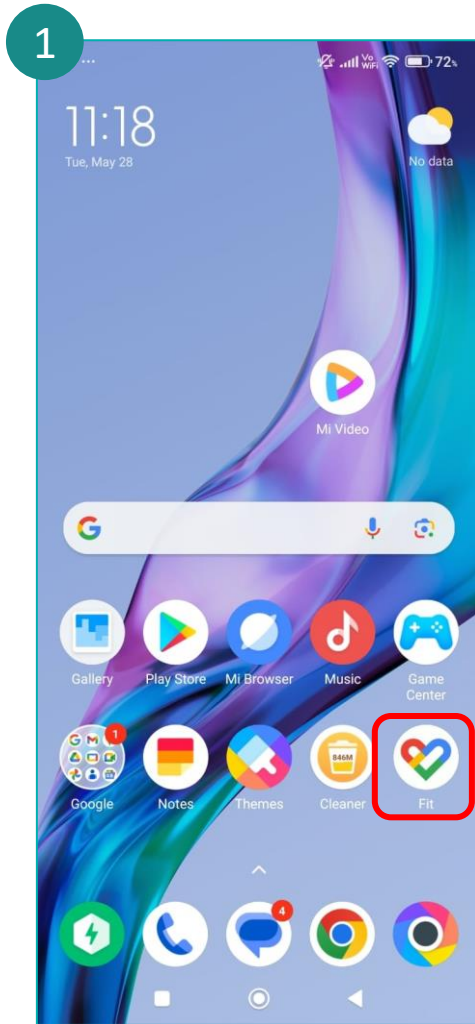


Tap on **Notifications**.

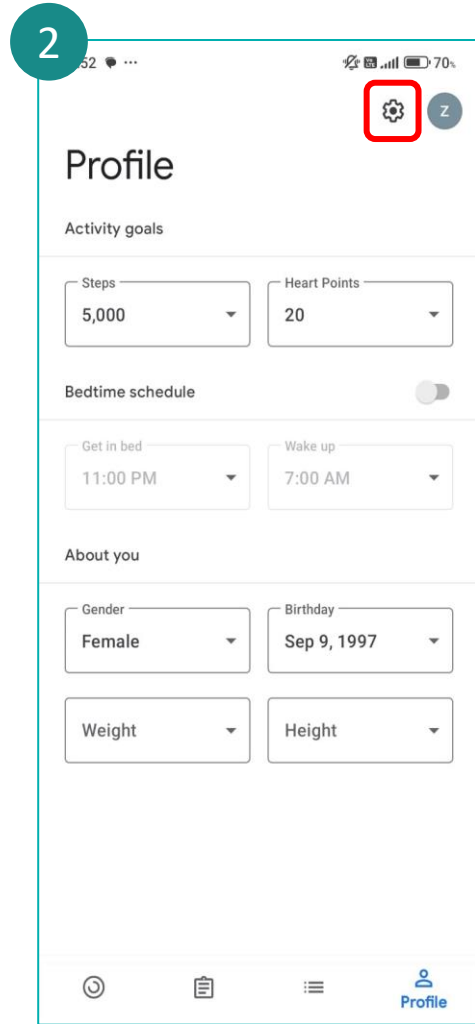


Toggle on **Show notifications** to enable/disable notifications.

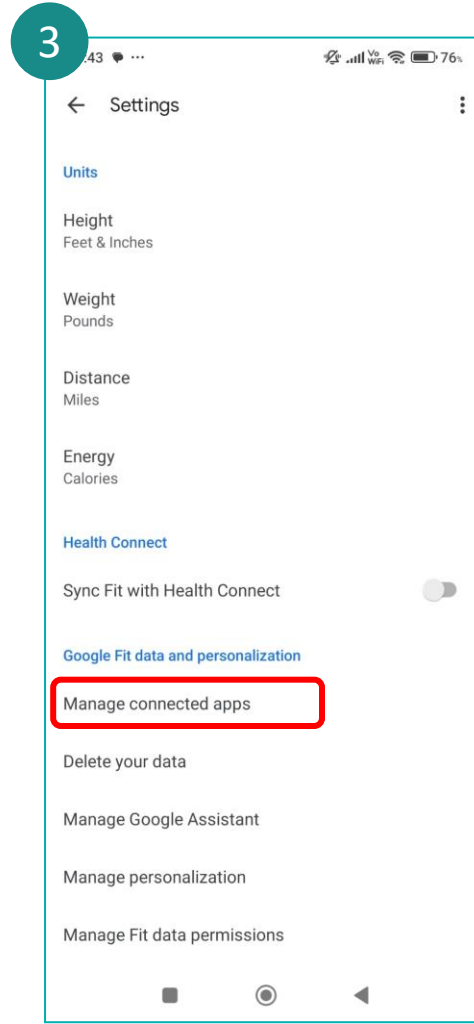
Disable NHG Health App Health Stats - Google Fit (Android)



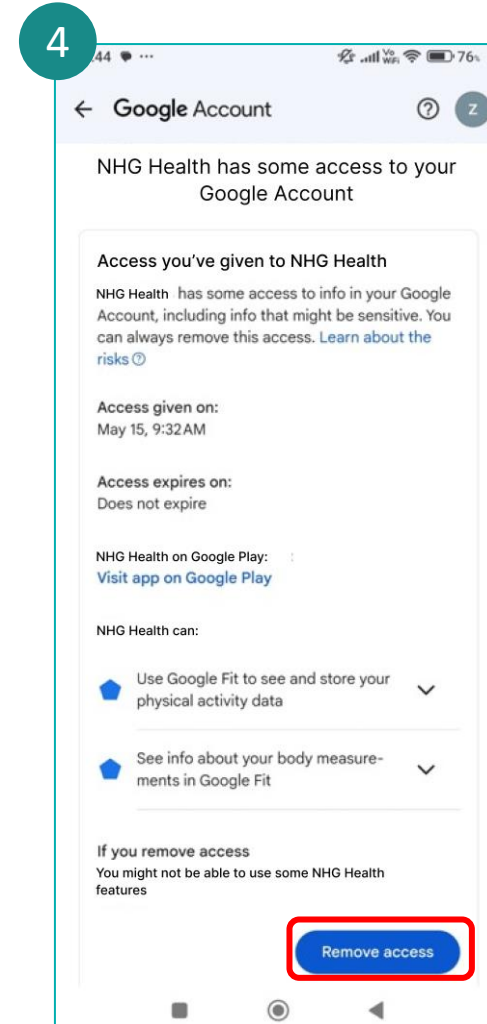
Tap on the **Google Fit** app.



Tap on the **Gear** icon.

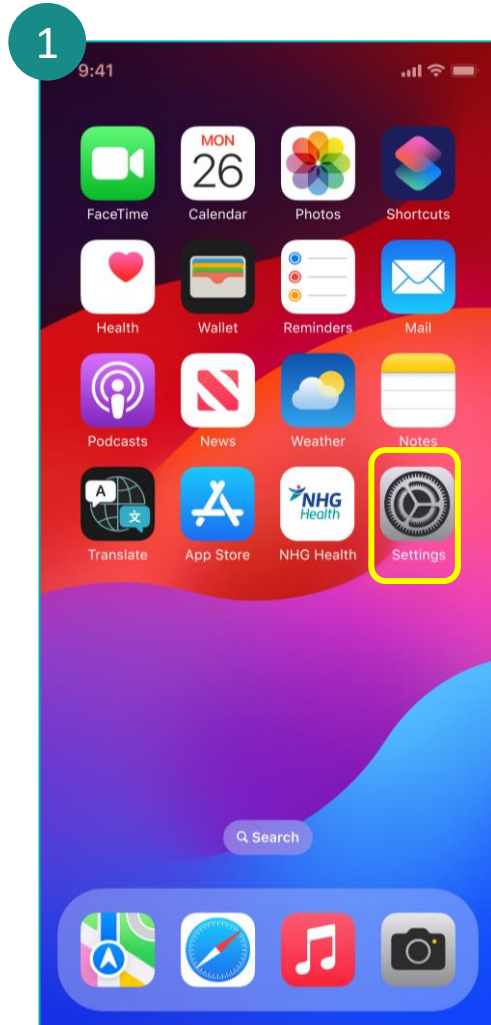


Tap on **Manage connected apps**.

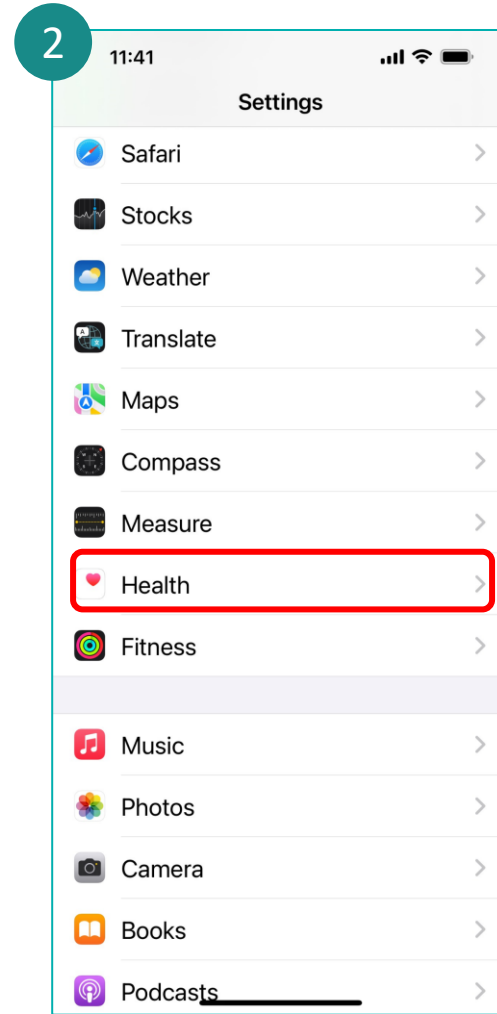


Tap on **Remove Access**.

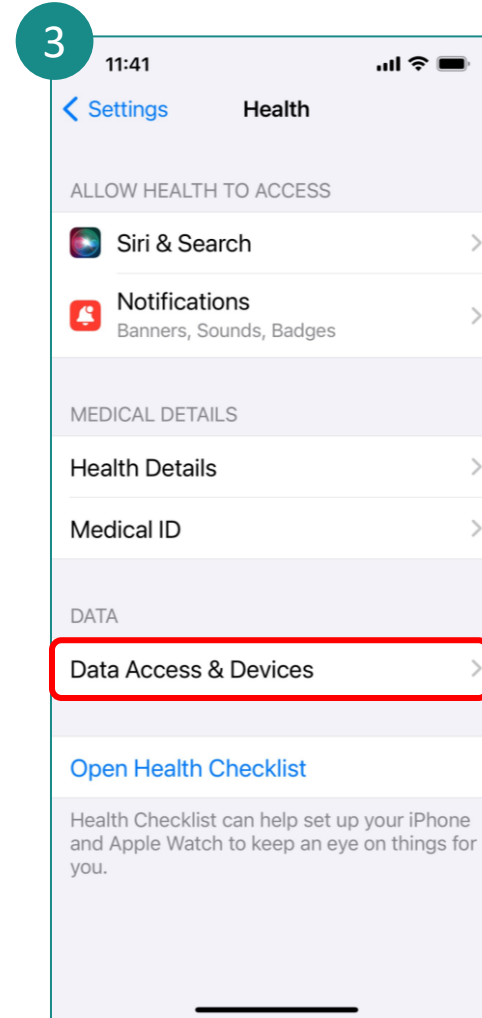
Disable NHA Health Stats - Health (IOS)



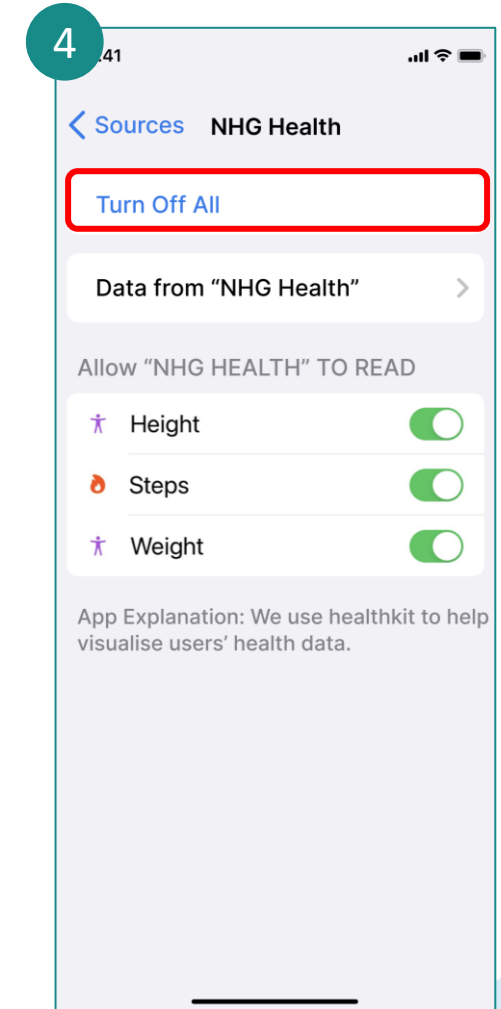
Tap on the **Settings** app.



Tap on **Health**.



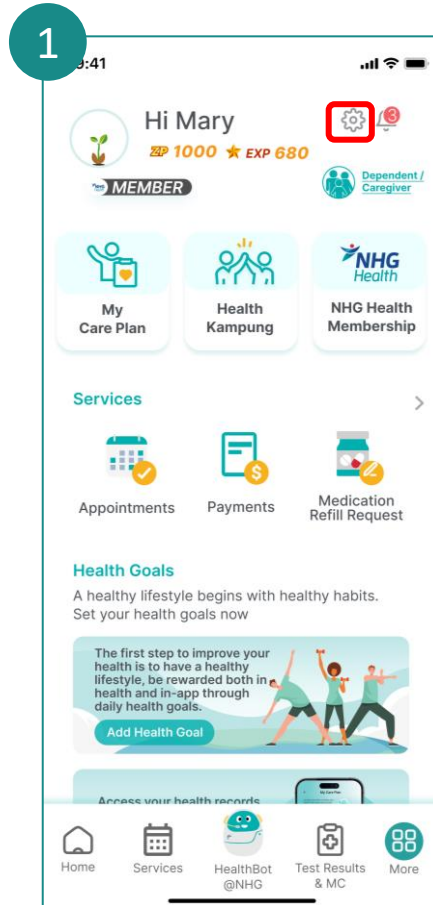
Tap on **Data Access & Devices**.



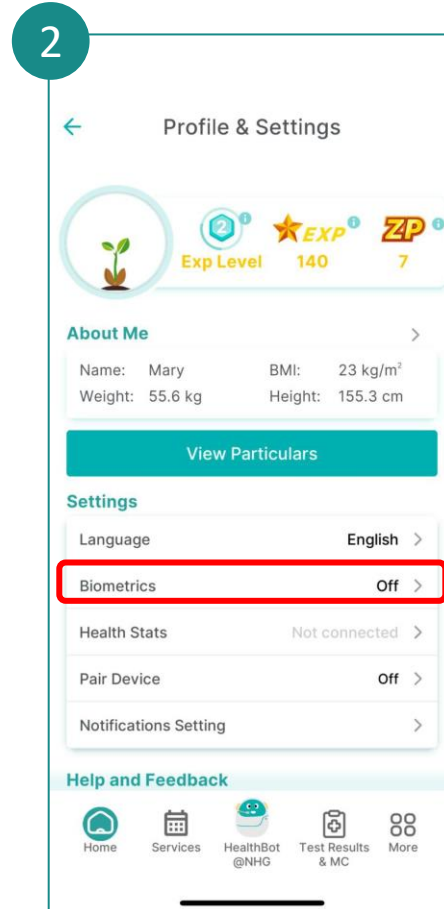
Tap on **NHG Health** and tap **Turn Off All** to disable.

Enable NHG Health App Biometrics

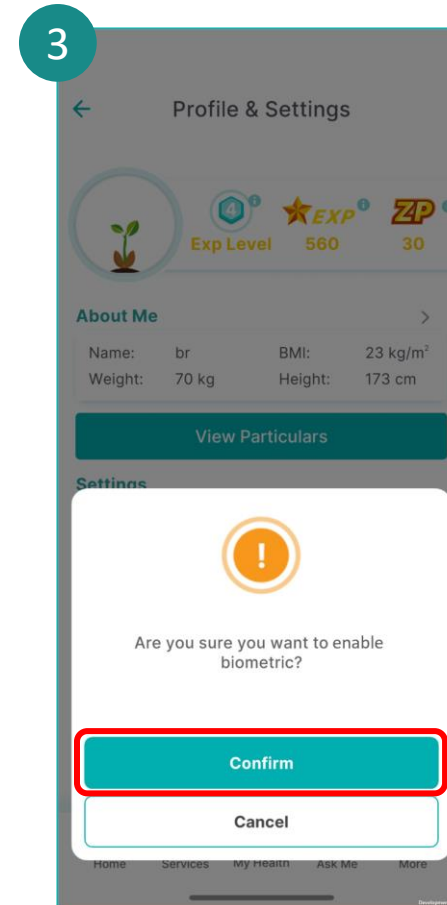
Singpass Login



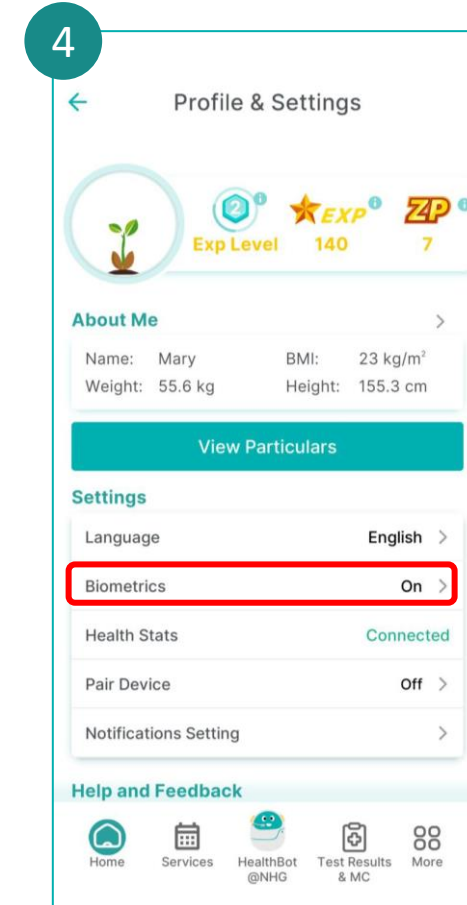
Tap on the **Gear** icon.



Tap on **Biometrics Off**.



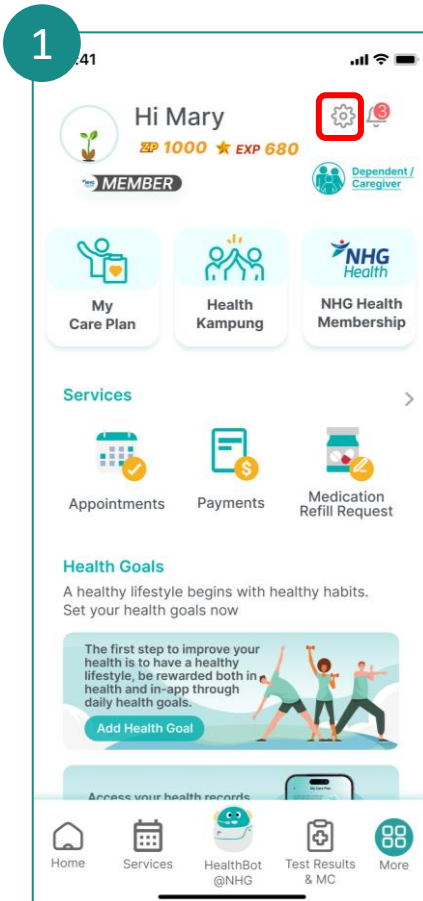
Tap on **Confirm** to enable biometrics access.



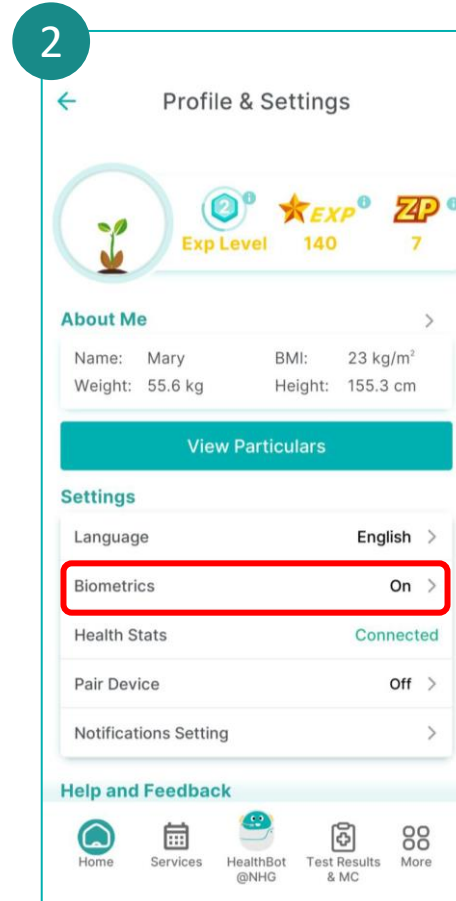
Biometrics status will reflect **On**.

Disable NHG Health App Biometrics

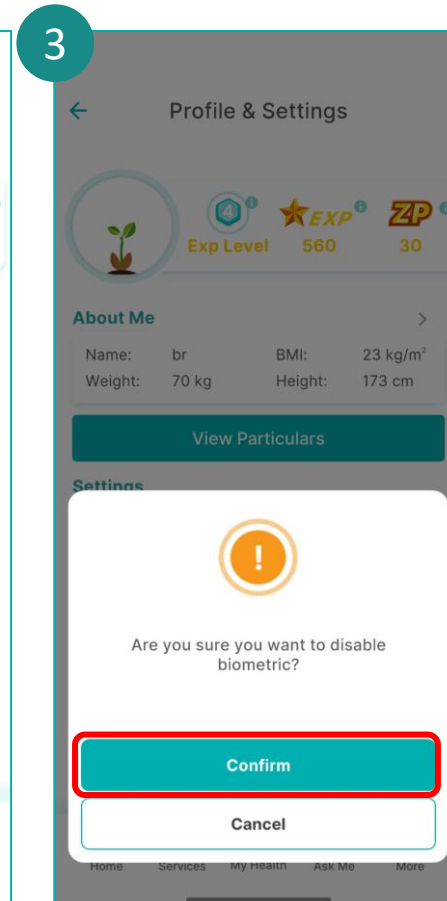
Singpass Login



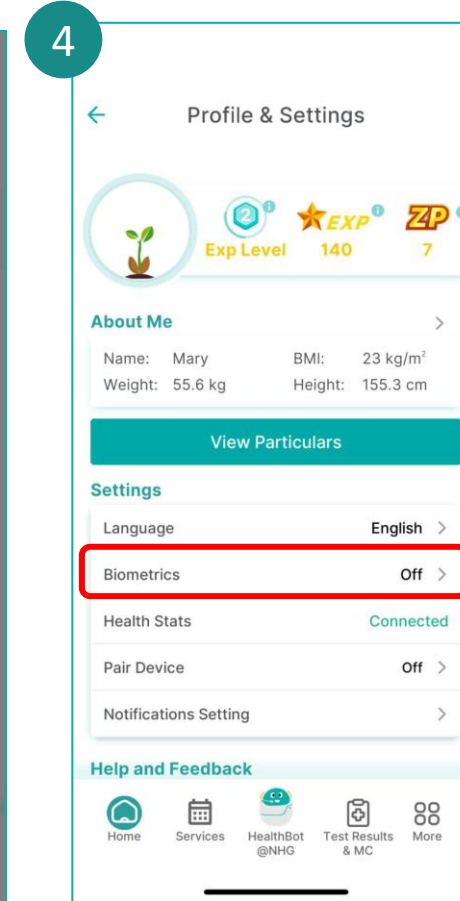
Tap on the **Gear** icon.



Tap on **Biometrics On**.



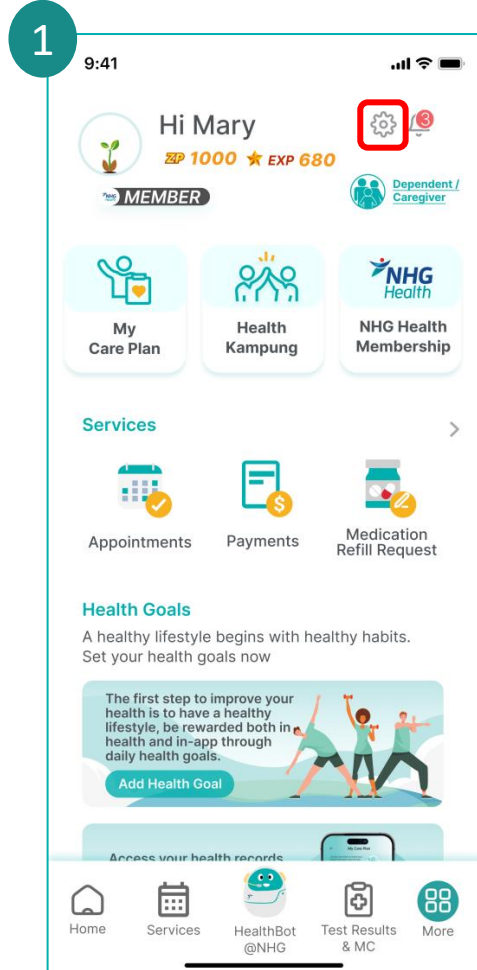
Tap on **Confirm** to disable biometrics access.



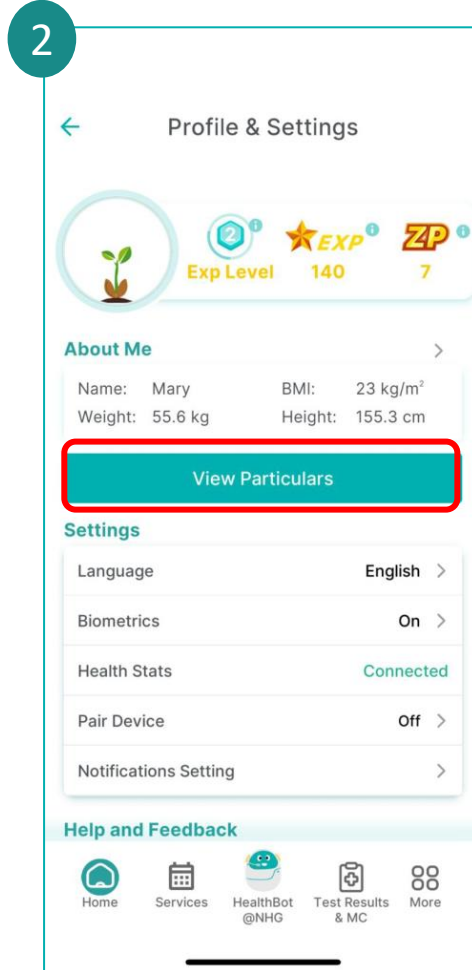
Biometrics status will reflect **Off**.

Update Mailing Address/Contact Details

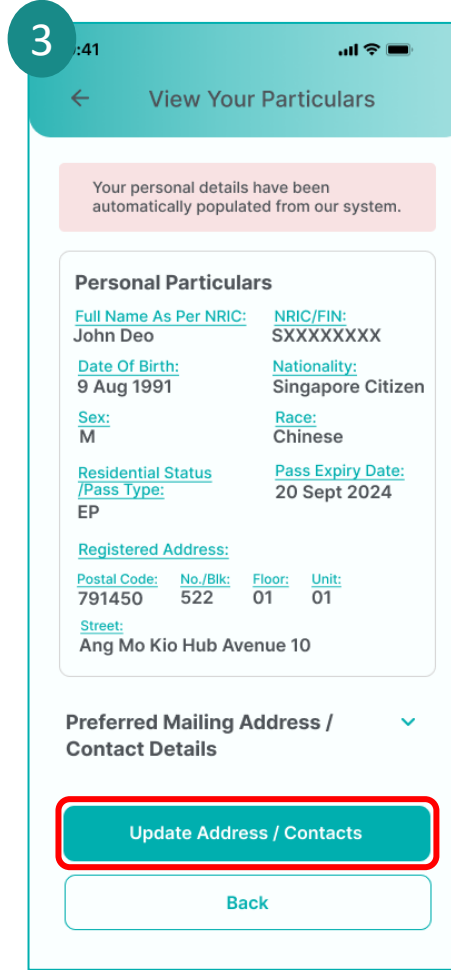
Singpass Login



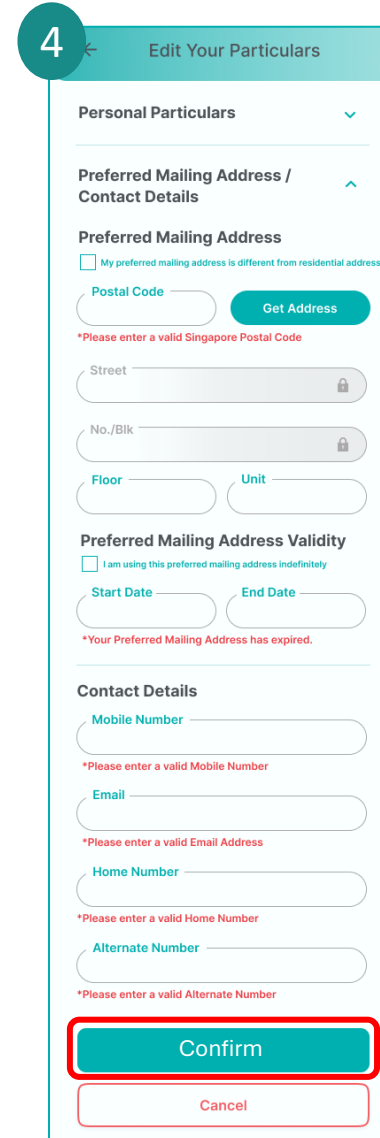
Tap on the **Gear** icon.



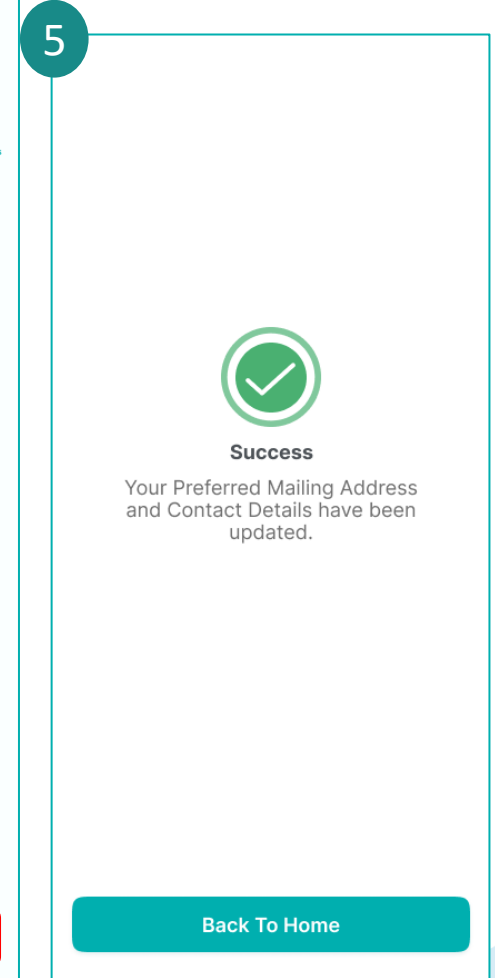
Tap on **View Particulars**.



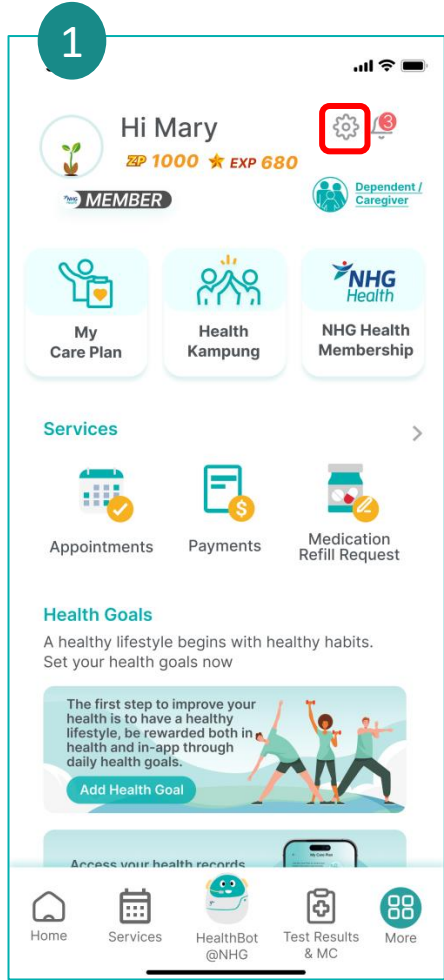
Tap on **Update Address/Contacts**.



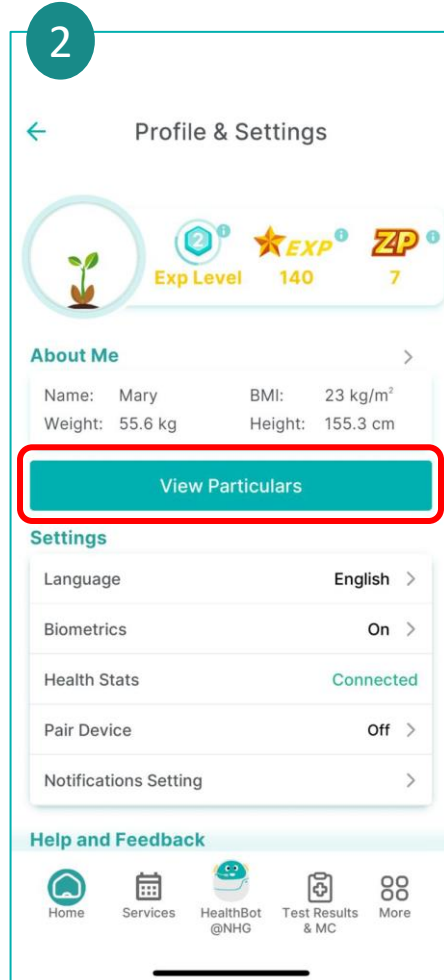
Update the relevant fields and tap on **Confirm** to save.



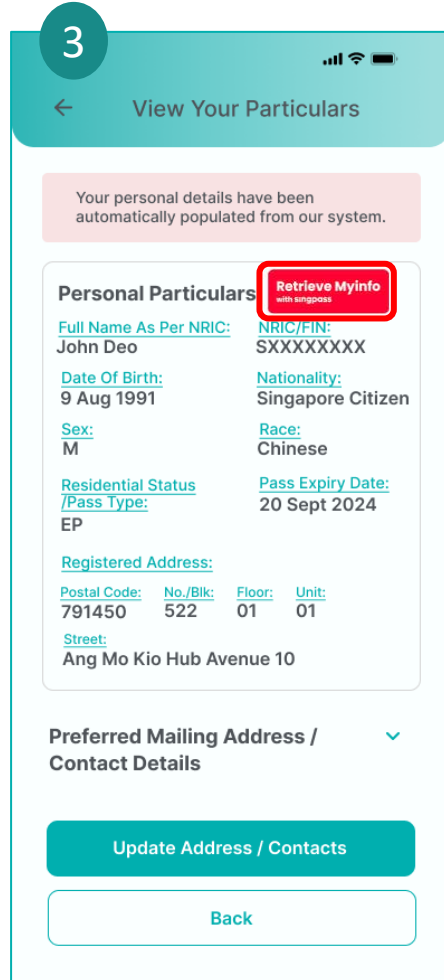
Update Mailing Address/Contact Details via Myinfo



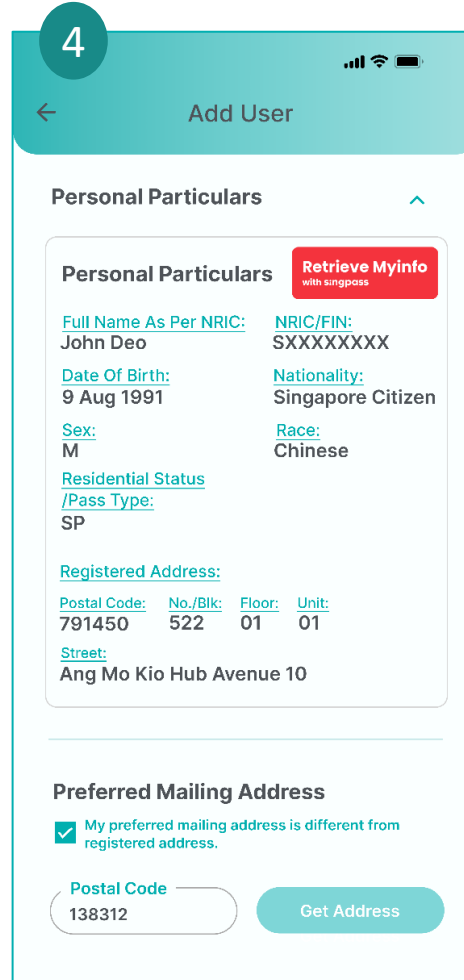
Tap on the **Gear** icon.



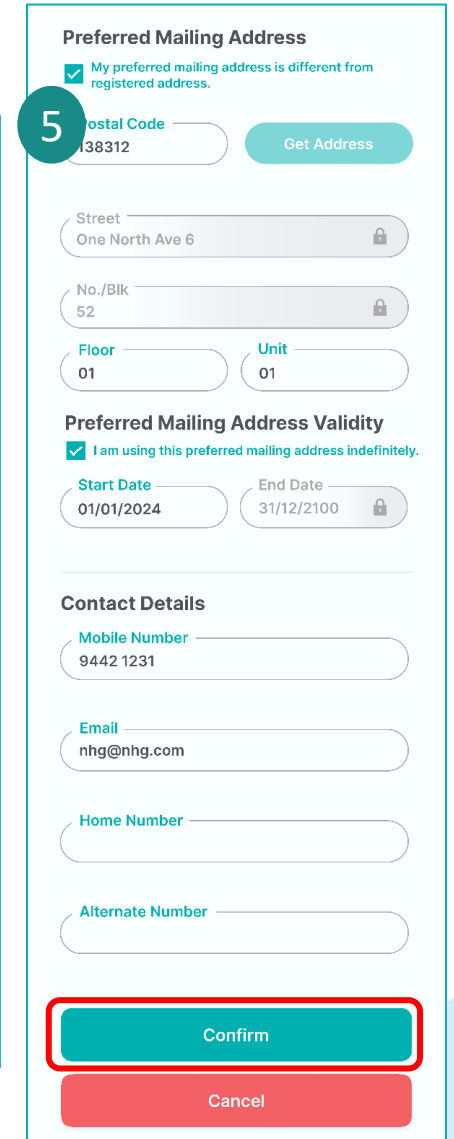
Tap on **View Particulars**.



Tap on **Retrieve Myinfo**



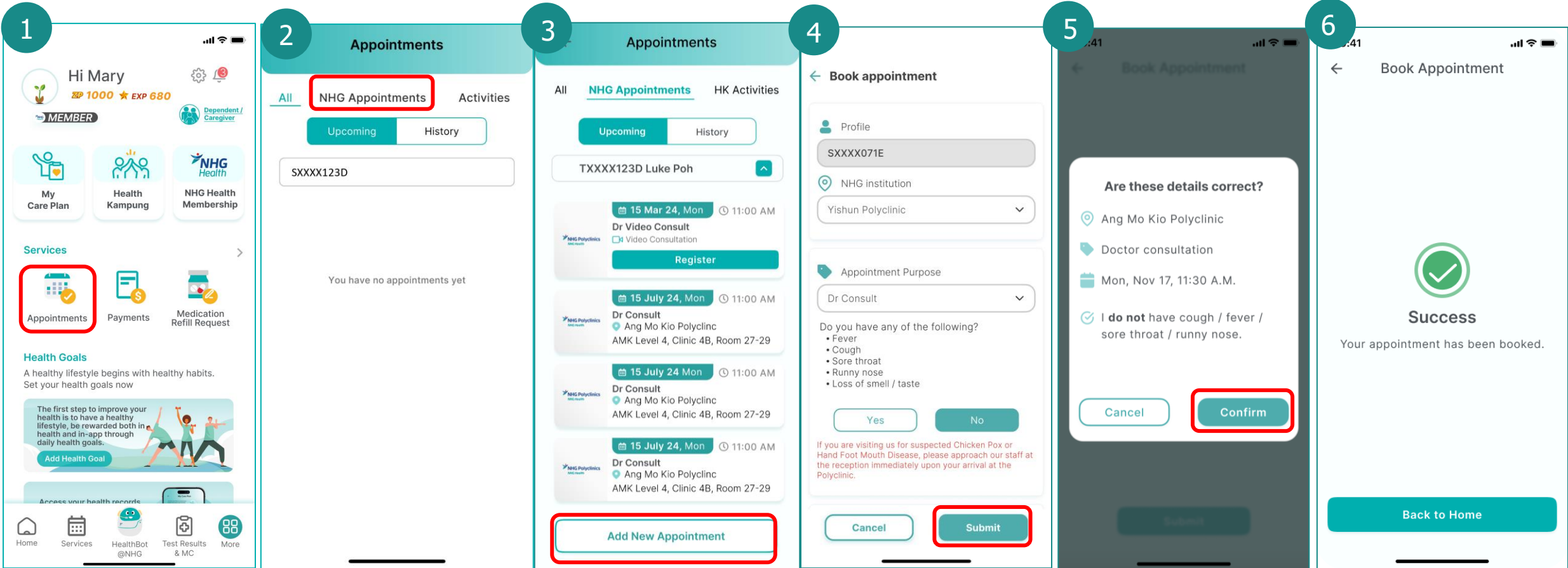
Update the relevant fields and tap on **Confirm** to save.



Book Appointment

Only applicable to NHGP and NSC. The rest of PHIs are deep linked to HH request form.

Singpass Login



Tap on **Appointments**.

Tap on **NHG Appointments**.

Tap on **Add New Appointment**.

Select your:
1. Institution
2. Appointment Purpose
3. Appointment Timeslot

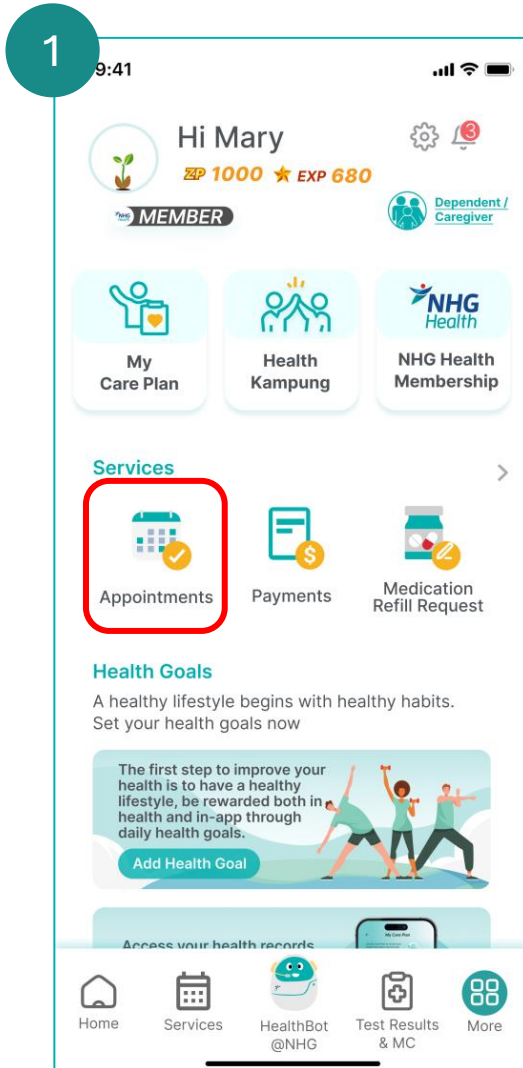
Tap on **Submit**.

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

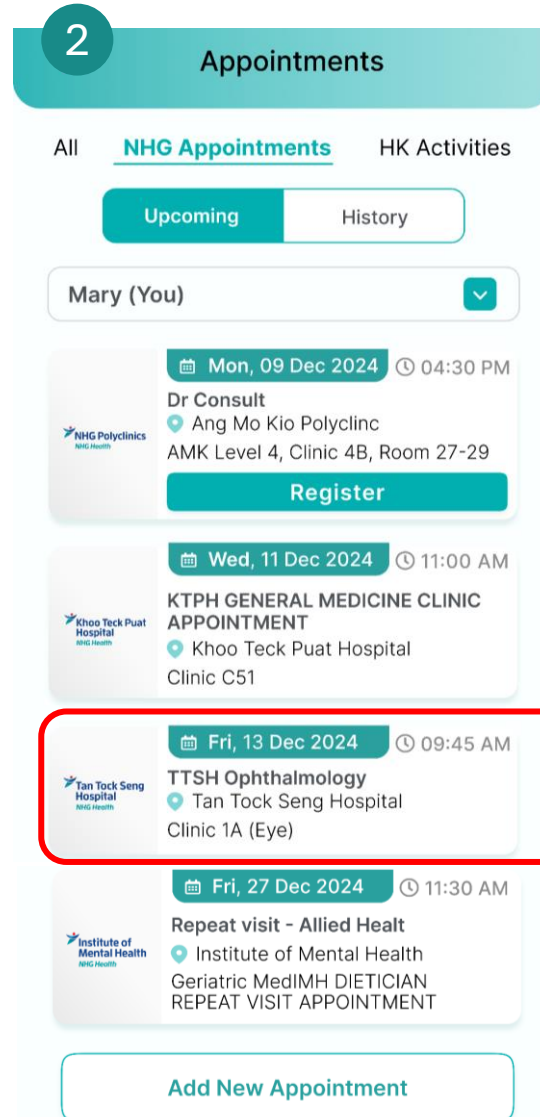
Reschedule/Cancel Appointment

Rescheduling/cancelling of appointments is applicable to all institutions

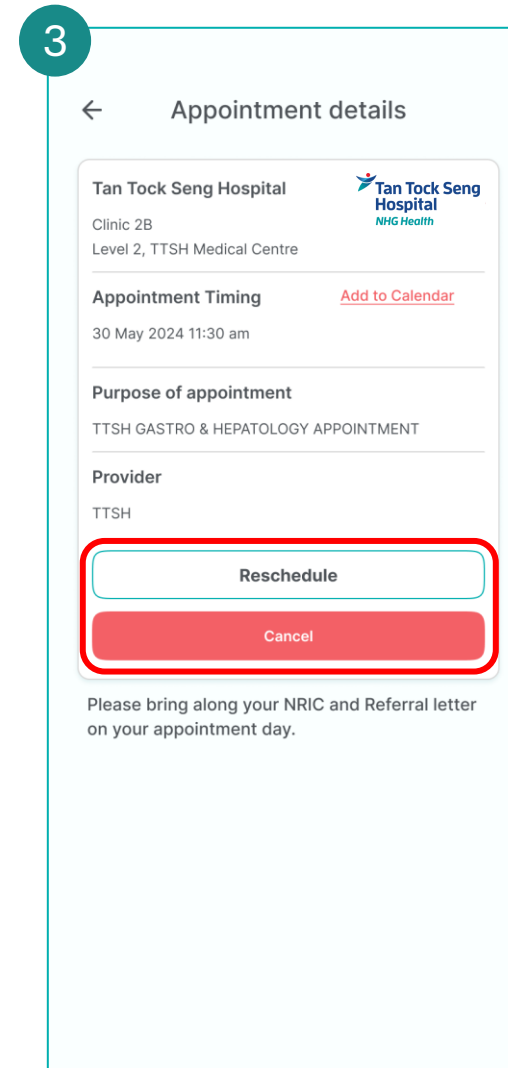
Singpass Login



Tap on **Appointments**.



Tap on the appointment that requires rescheduling/ cancellation.

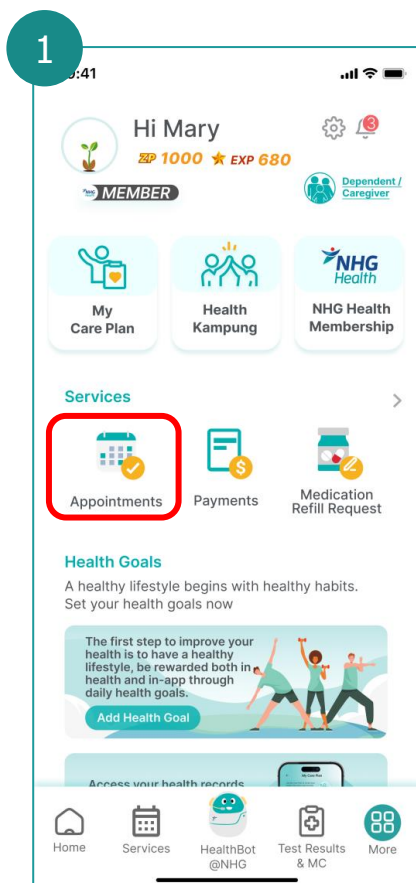


Tap on **Reschedule** or **Cancel Appointment** to make changes.

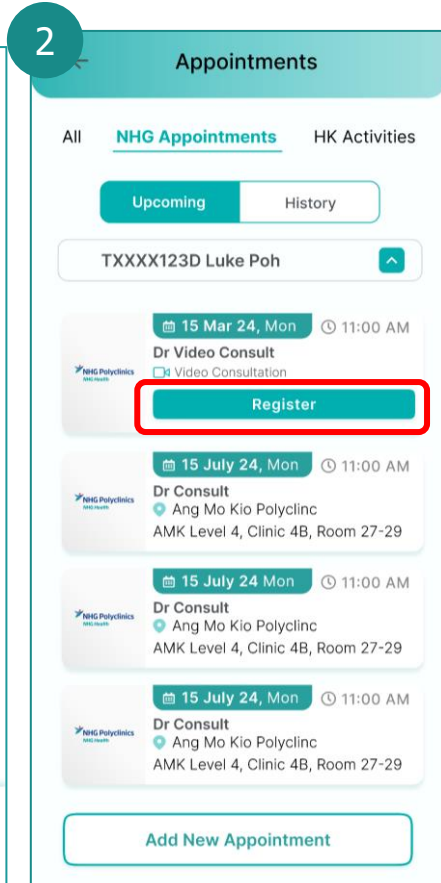
Appointment – Queue Registration and E-Itinerary

Singpass Login

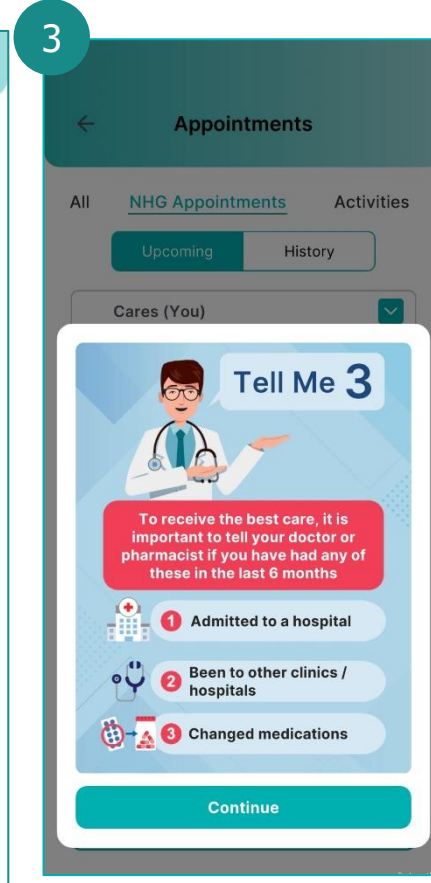
Applicable to all NHG institutions except IMH and NSC



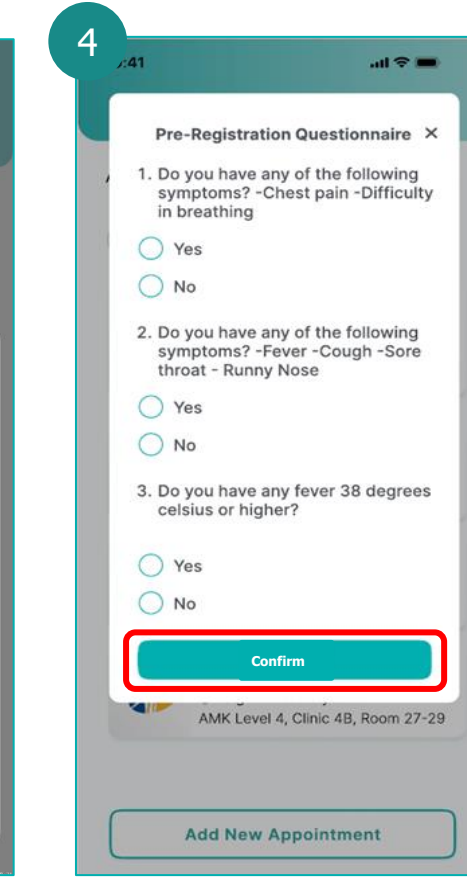
Tap on **Appointments**.



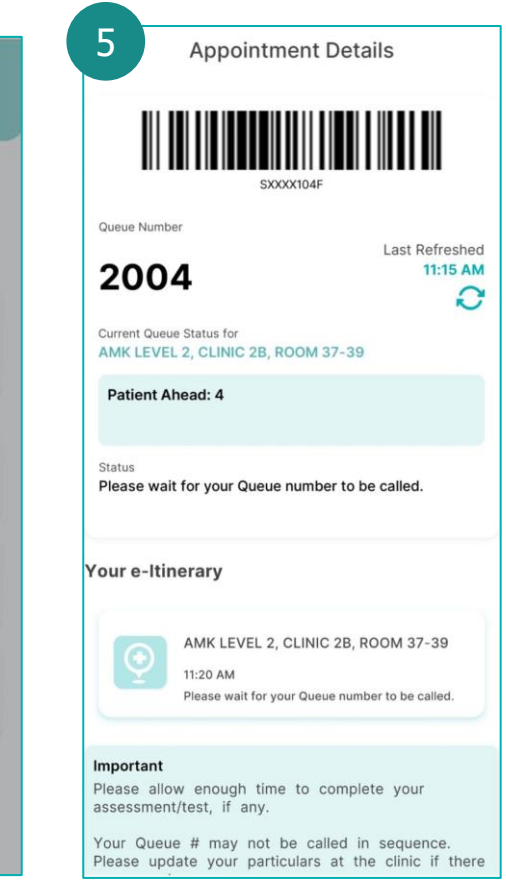
Tap on **Register** and fill up the questionnaire.



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



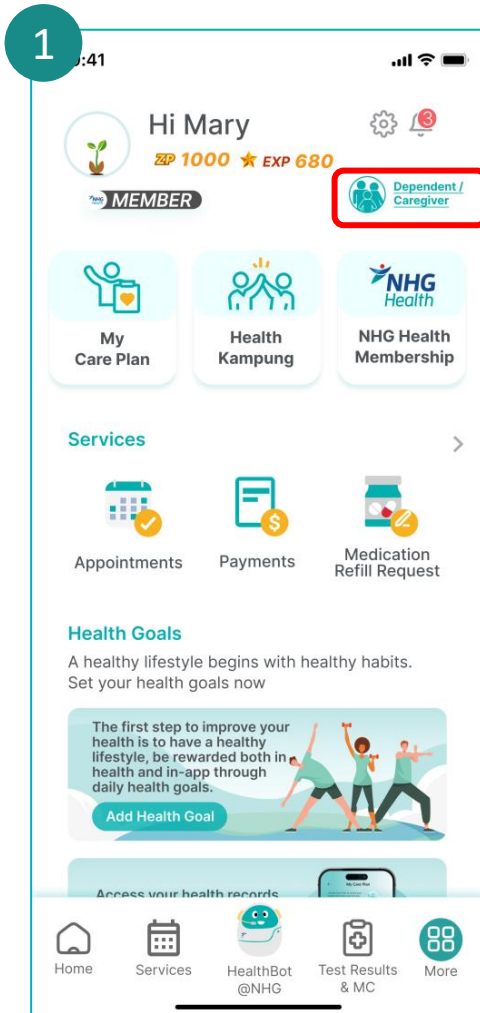
Answer the questionnaire accordingly and tap on **Confirm** to submit.



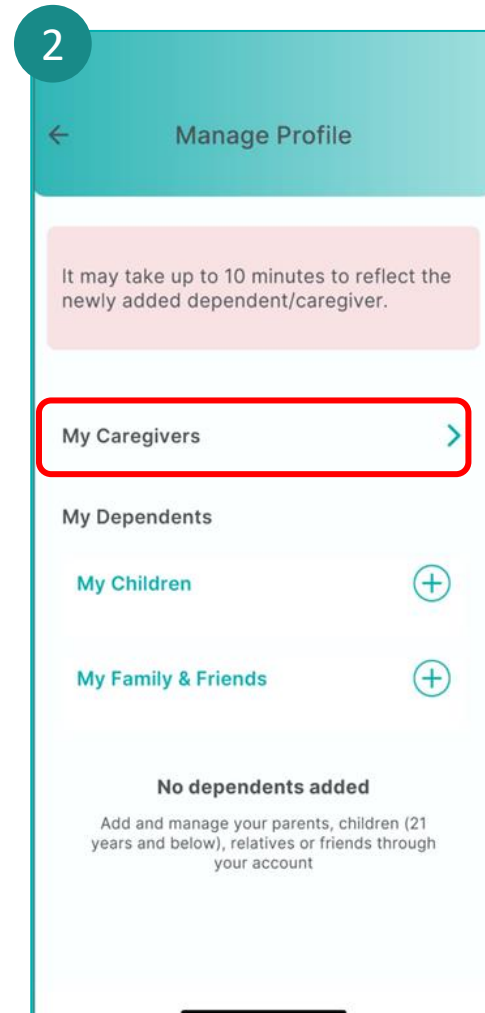
Upon successful mobile registration you will be redirected to view your itinerary.

Add Caregiver (1/2)

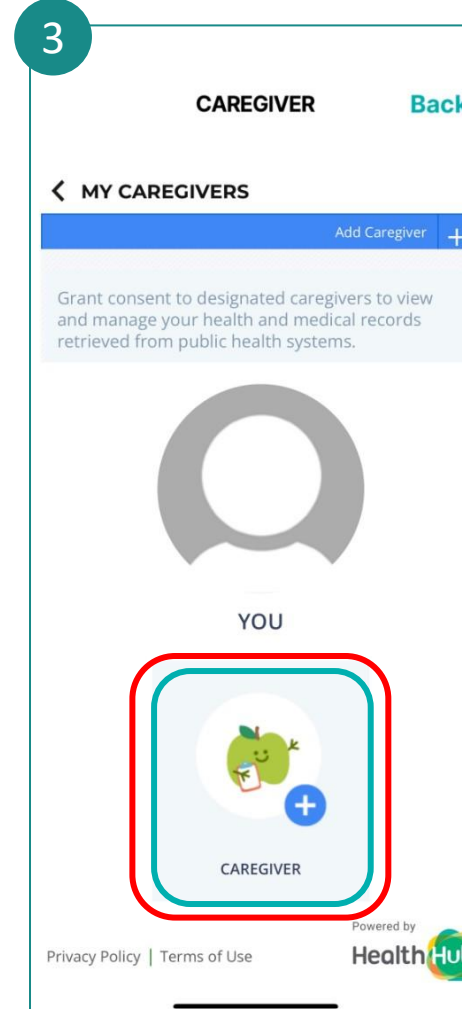
Singpass Login



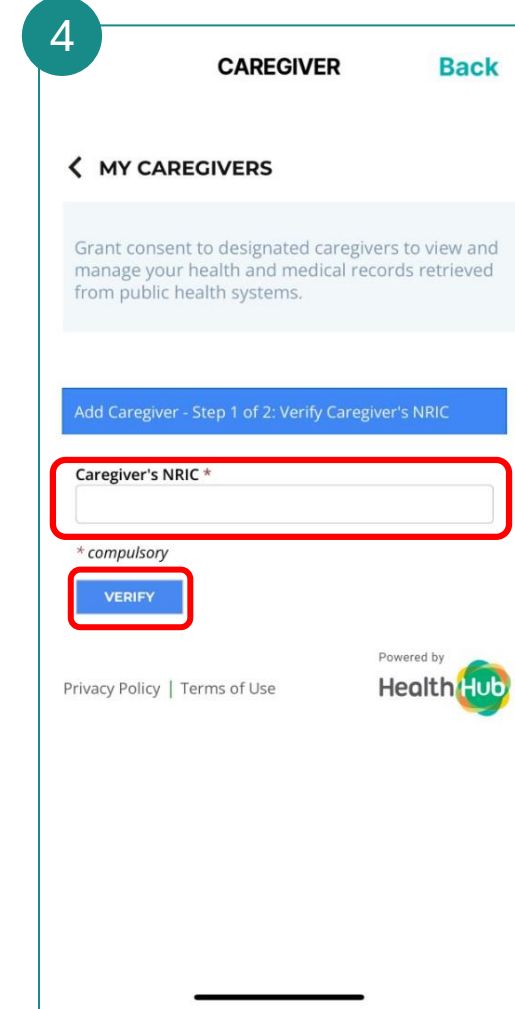
Tap on **Dependent/Caregiver**.



Tap on **My Caregivers**.



Tap on **CAREGIVER**.



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

Add Caregiver (2/2)

Singpass Login



5

CAREGIVER [Back](#)

← MY CAREGIVERS

Grant consent to designated caregivers to view and manage your health and medical records retrieved from public health systems.

Add Caregiver - Step 2 of 2: Caregiver's Details

NRIC *
SXXX111A

Display Name *

Email *

Select at least 1 option of the Health Records Types

Programmes

- Healthier SG
- All Health Record Types
- Appointments (View/Request)
- Appointments (Book/Reschedule/Cancel)
- Discharge Information
- Health Screening and Eligibility
- Immunisations
- Lab Test Results
- Medications > Prescription Records
- Vitals
- Medical Alert & Adverse Drug Reaction / Drug Allergy
- Medical Reports/Certificates
- CHAS Balance
- Payments
- Radiology Reports
- Medication Refill

* compulsory

[BACK](#) [NEXT](#)

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Privacy Policy | Terms of Use

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

6

CAREGIVER [Back](#)

Select at least 1 option of the Health Records Types

Programmes

- Healthier SG
- All Health Record Types
- Appointments (View/Request)
- Appointments (Book/Reschedule/Cancel)
- Discharge Information
- Health Screening and Eligibility
- Immunisations
- Lab Test Results
- Medications > Prescription Records
- Vitals
- Medical Alert & Adverse Drug Reaction / Drug Allergy
- Medical Reports/Certificates
- CHAS Balance
- Payments
- Radiology Reports
- Medication Refill

* compulsory

[BACK](#) [NEXT](#)

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

7

CAREGIVER [Back](#)

Consent Notification

Your mobile number is required to receive an SMS confirmation.

You can also verify the access granted in "My Caregivers" under Health eServices.

Please provide or confirm your Singapore registered mobile phone number.

[Proceed](#)

[Close](#)

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

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

8

CAREGIVER [Back](#)

← MY CAREGIVERS

Grant consent to designated caregivers to view and manage your health and medical records retrieved from public health systems.

Successfully Added

Do you want to add another caregiver?

[YES](#) [NO, I'M DONE](#)

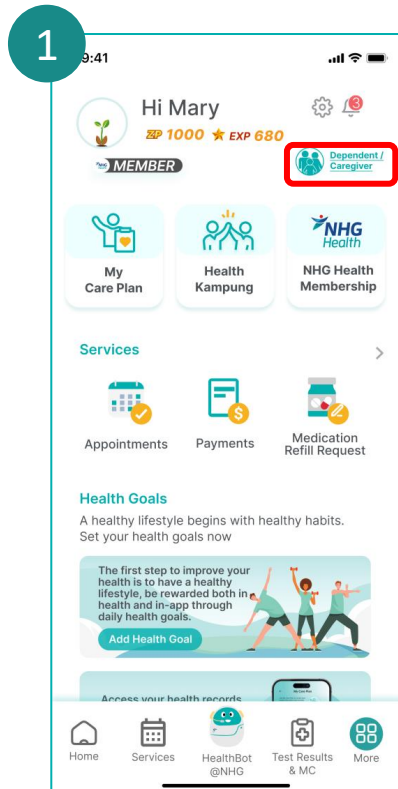
Powered by

Privacy Policy | Terms of Use

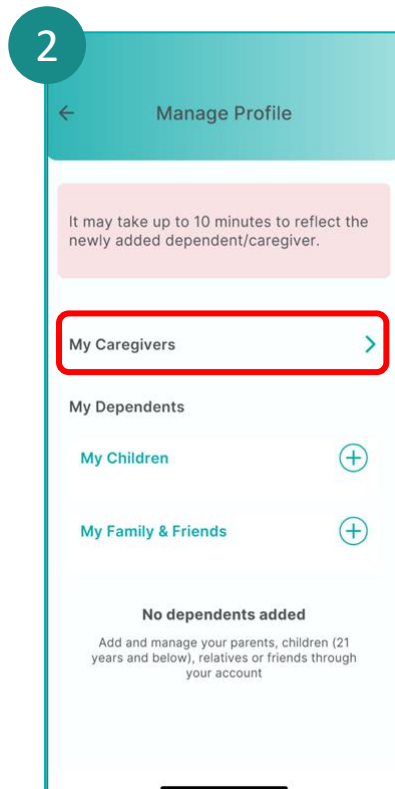
After it has been added successfully, you can view your care recipient's user profile in the Dependent/Caregiver ²¹ feature.

Remove Caregiver

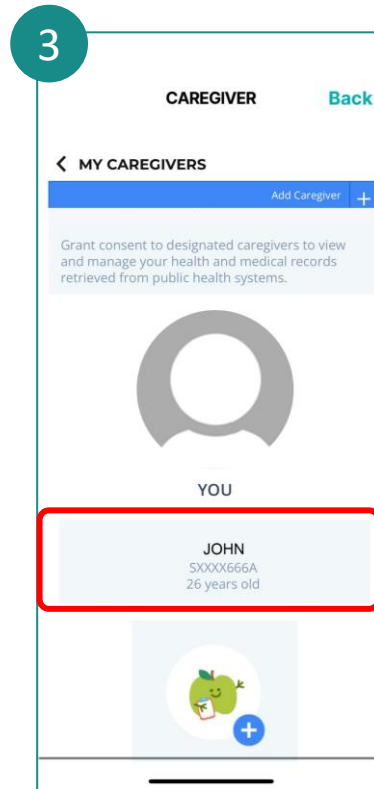
Singpass Login



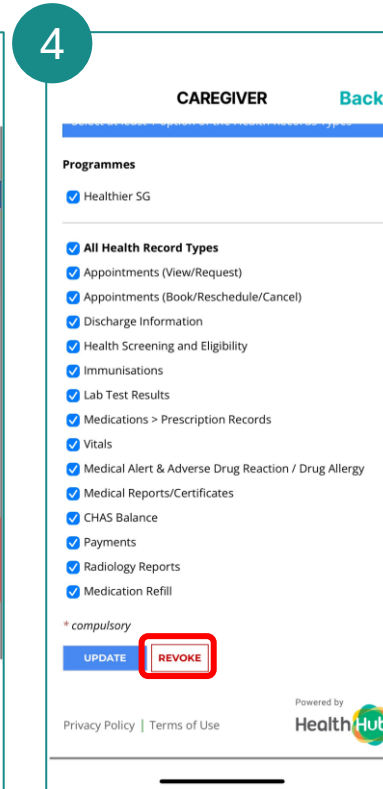
Tap on **Dependent/Caregiver**.



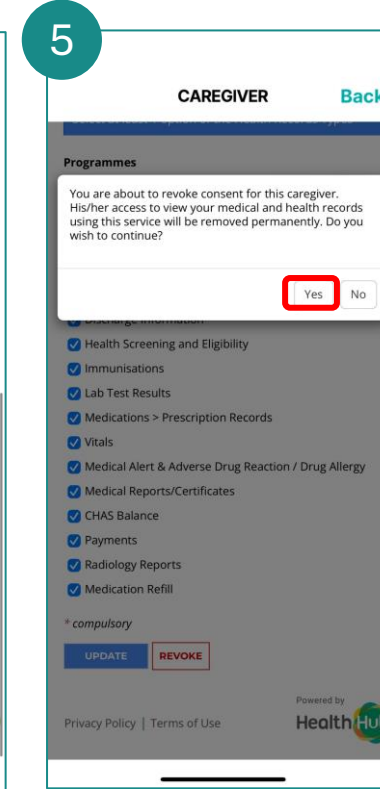
Tap on **My Caregivers**.



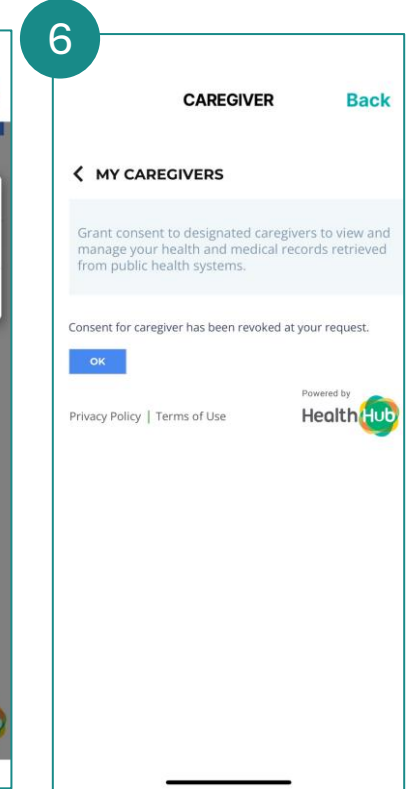
Tap on your caregiver's name (example: JOHN).



Scroll down and tap on **REVOKE**.



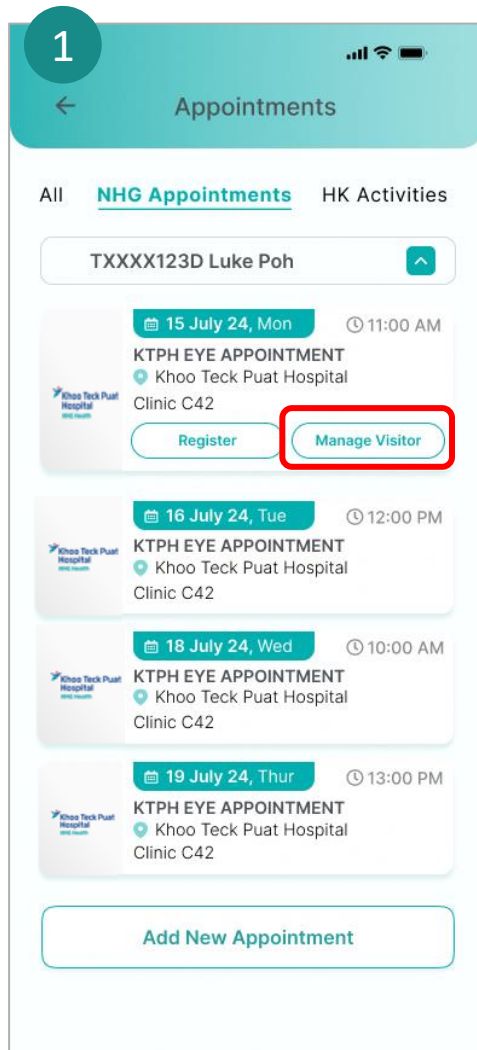
Tap **YES** to proceed to revoke consent for the caregiver.



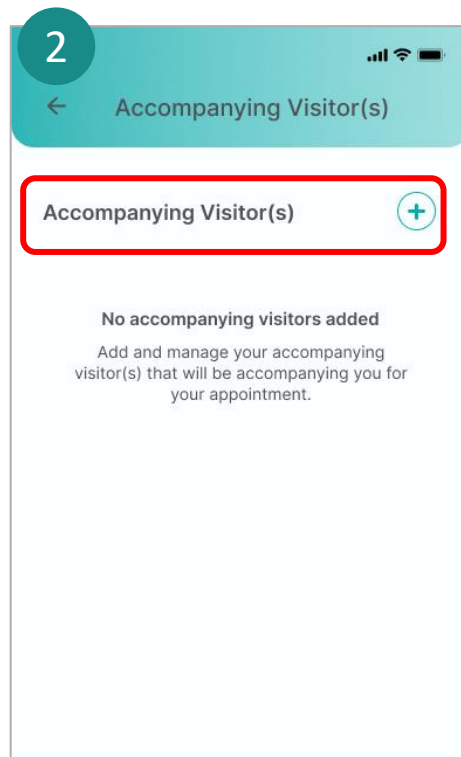
You have successfully removed your caregiver.

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

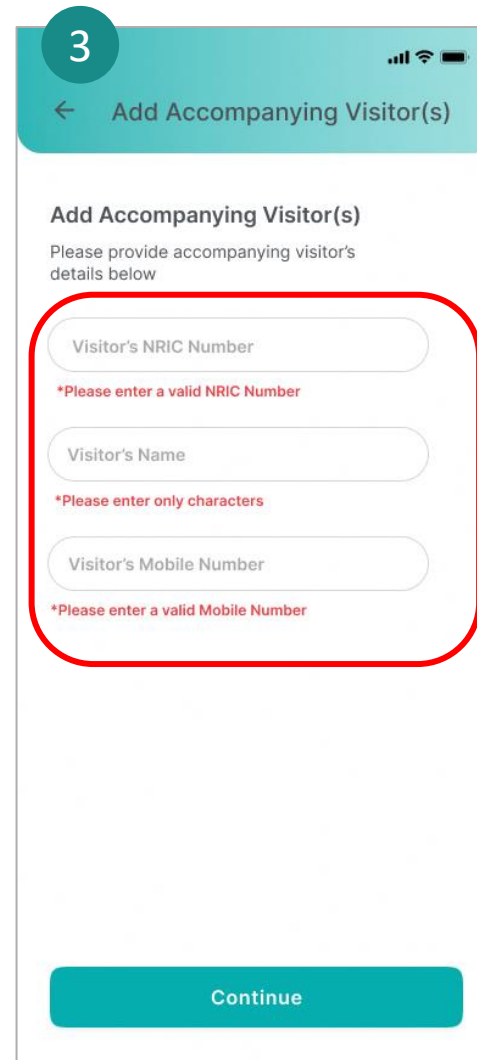
Singpass Login



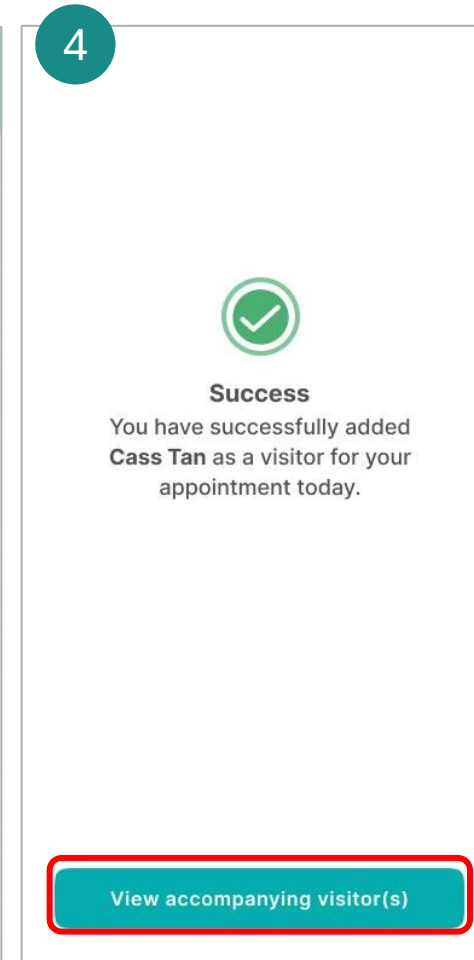
Tap on **Manage Visitor** button to register a visitor.



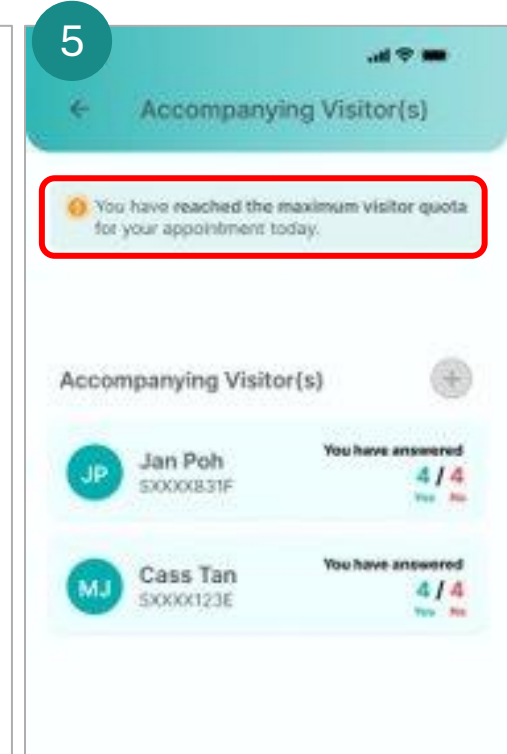
Tap on **Add accompanying visitor(s)** to add registered visitors(s).



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



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



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:

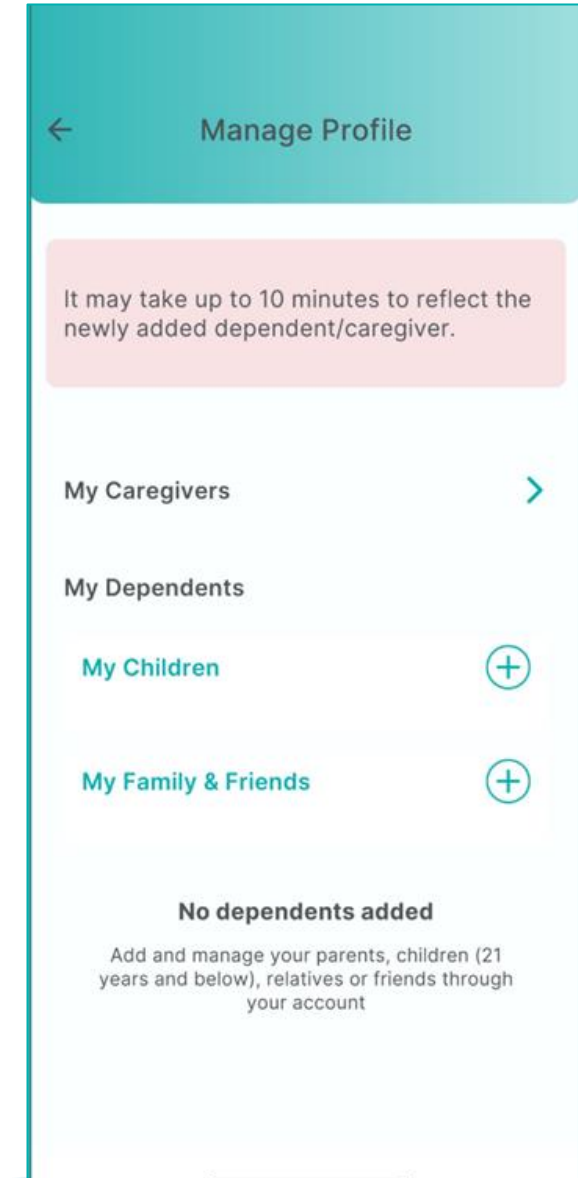
1. Children

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.

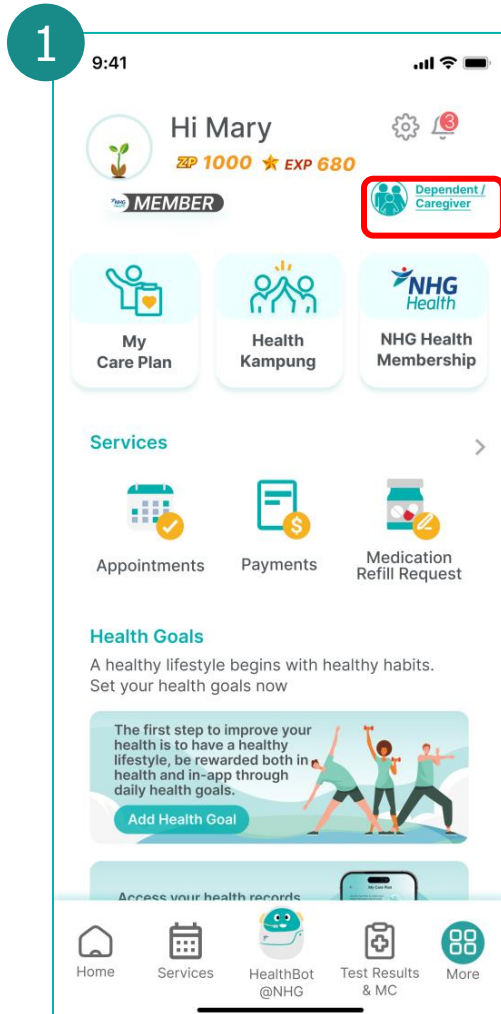
2. Family & Friends

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

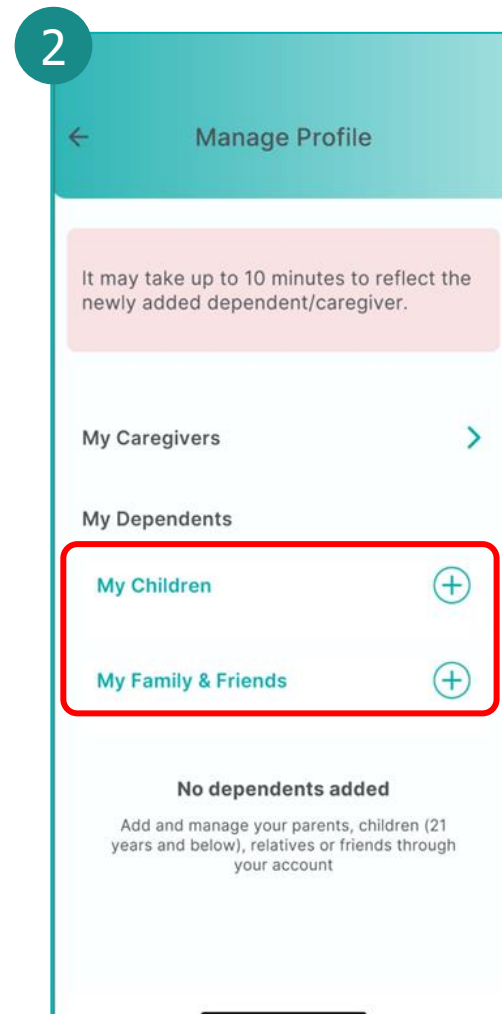


Add Dependent

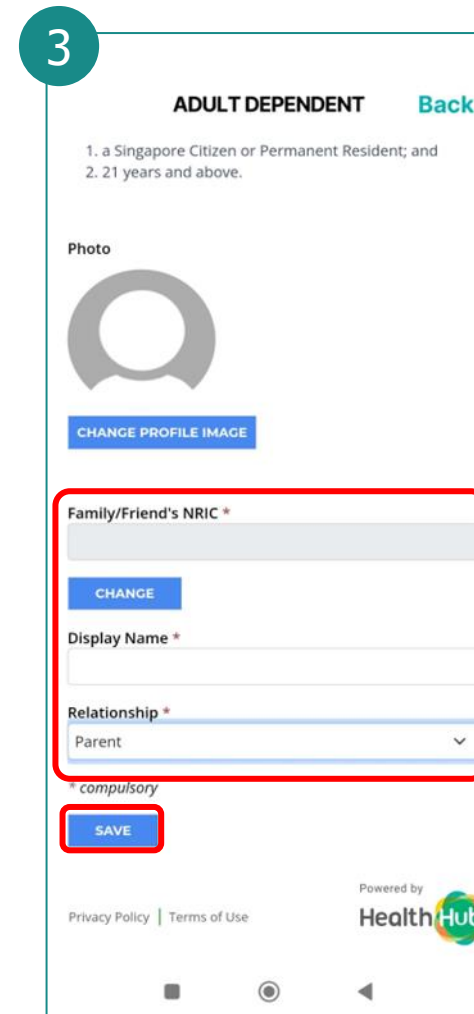
Singpass Login



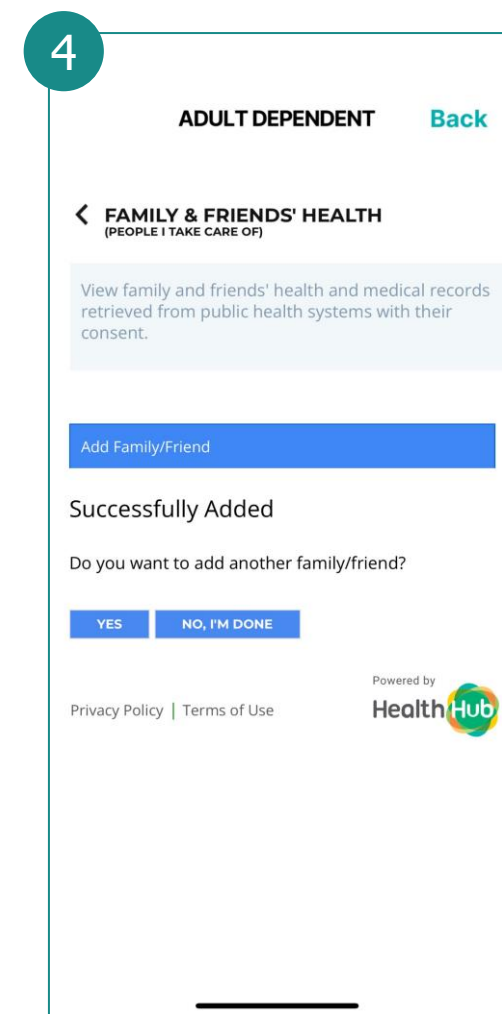
Tap on **Dependent/Caregiver.**



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



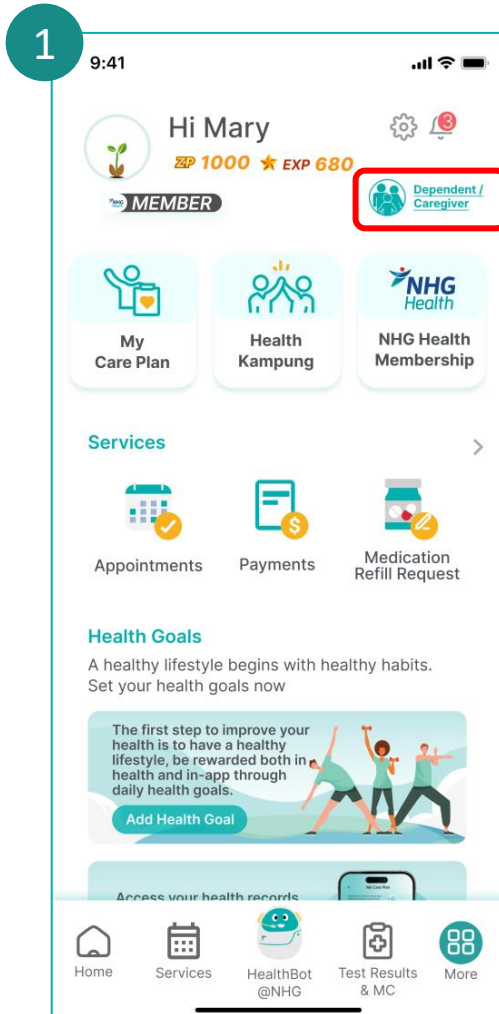
Input the **NRIC, Display Name,** select the **Relationship** and tap on **SAVE.**



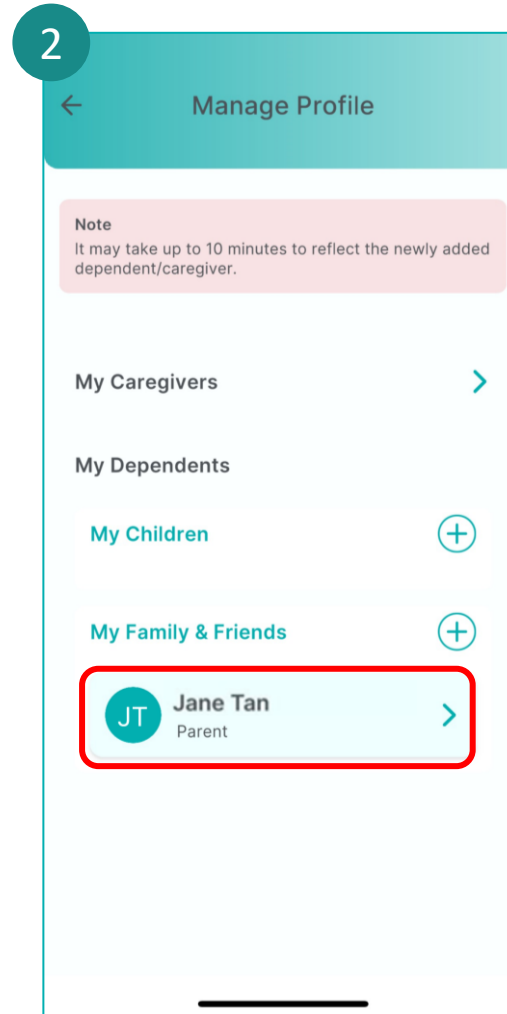
After it has been added successfully, you can view your dependent's user profile in the Dependent/Caregiver feature.

Manage Dependent's Appointment

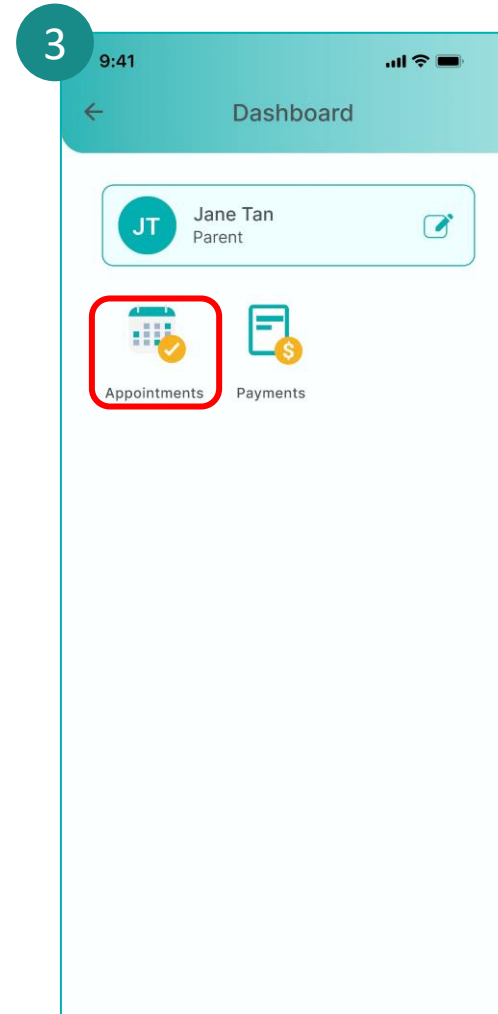
Singpass Login



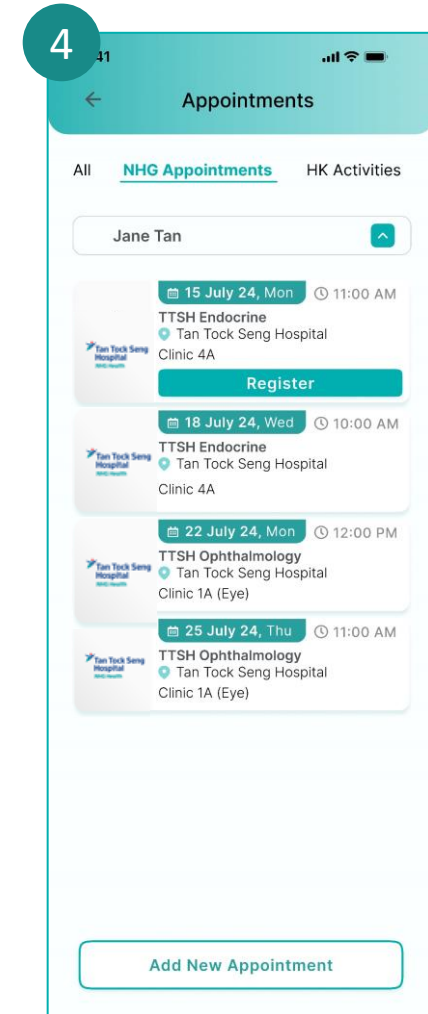
Tap on **Dependent/Caregiver**.



Tap on the dependent's name.



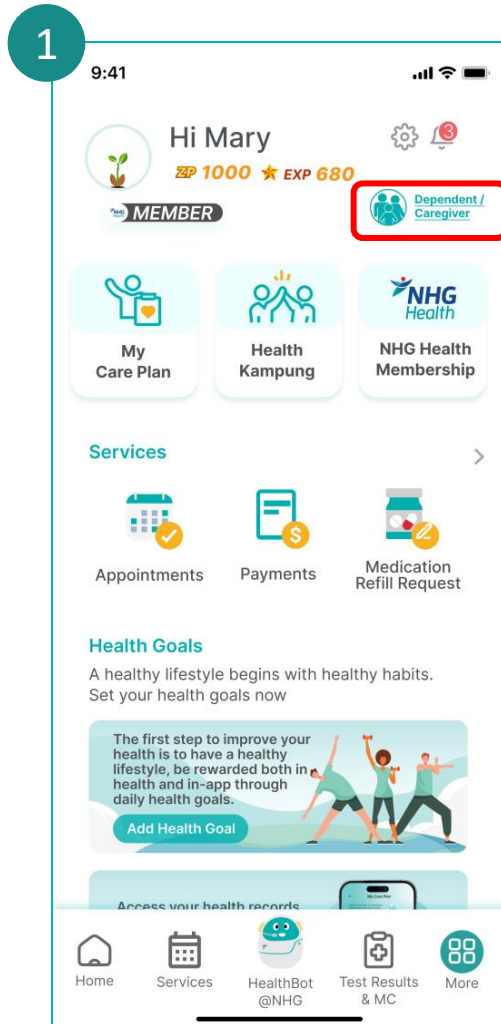
Tap on **Appointments**.



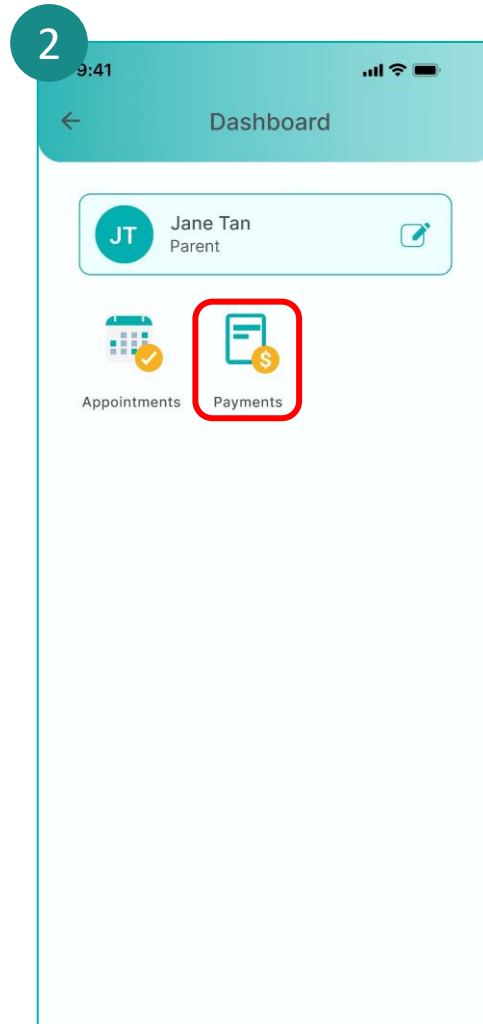
Manage your dependent's appointments accordingly.

Manage Dependent's Bill

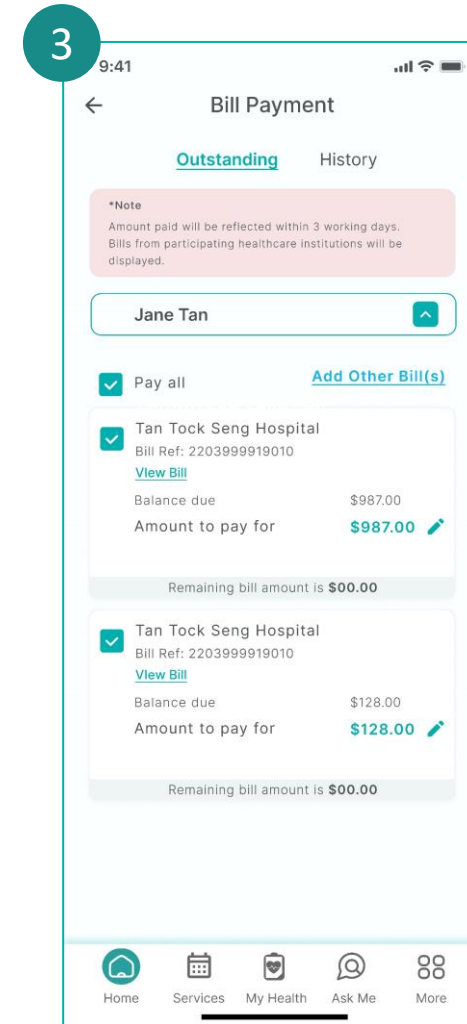
Singpass Login



Tap on **Dependent/Caregiver**.



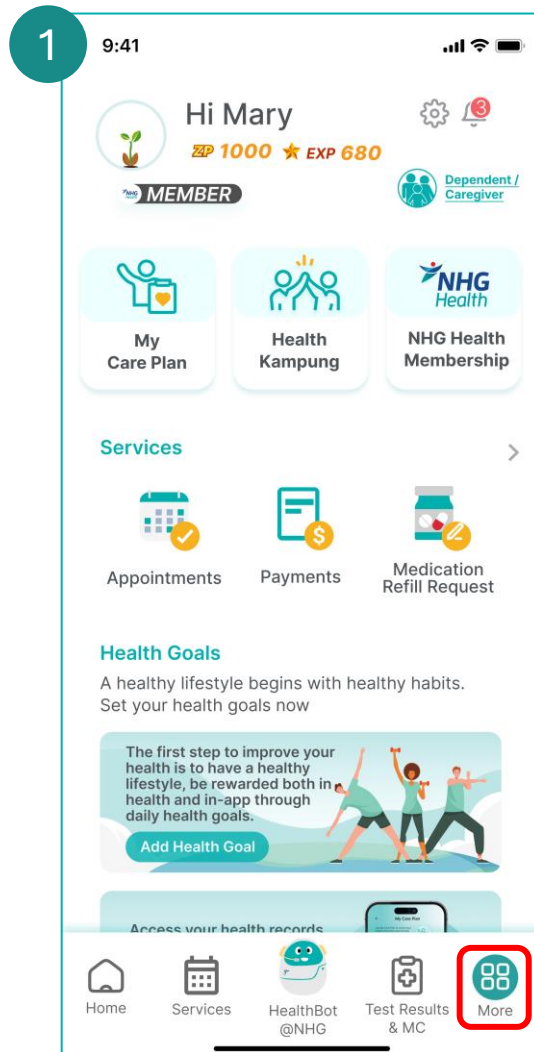
Tap on **Payments**.



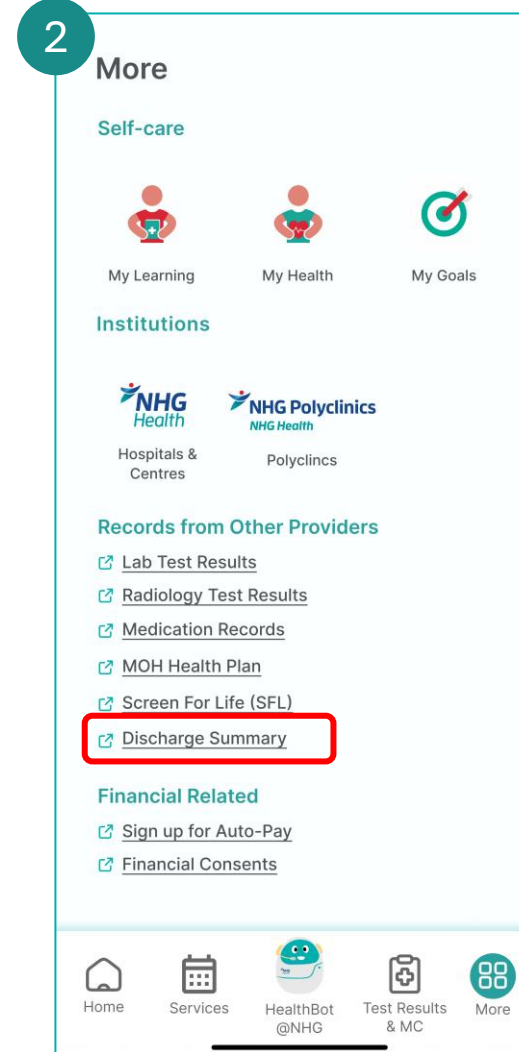
Manage your dependent's bill and payments accordingly.

Discharge Summary

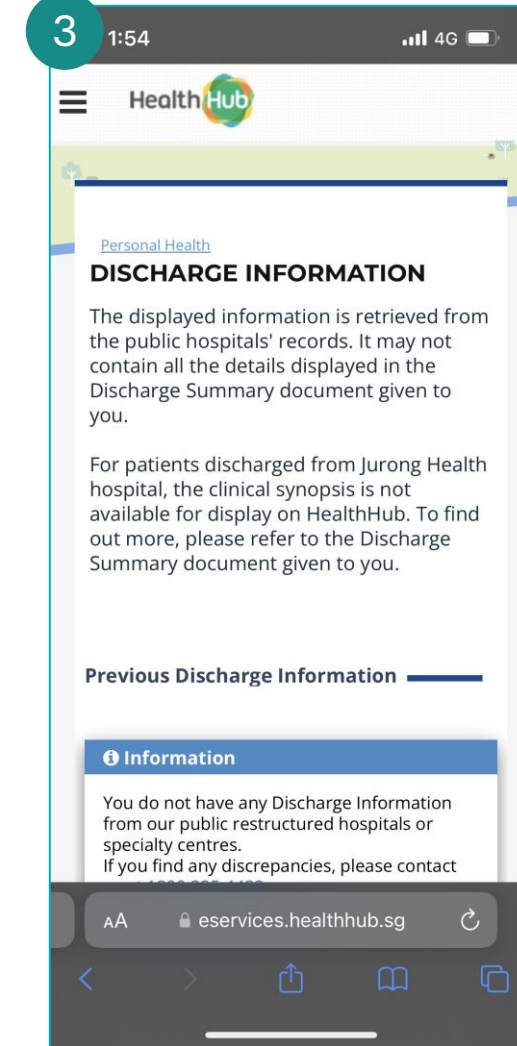
Singpass Login



Tap on **More**.

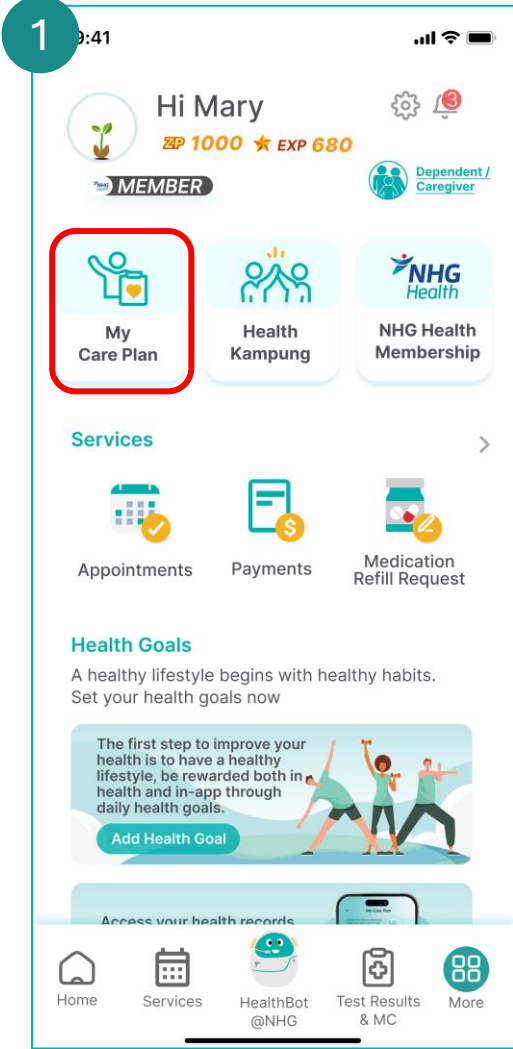


Under **Records from Other Providers** section, tap on **Discharge Summary**.



View your discharge information.

My Care Plan



Tap on My Care Plan.

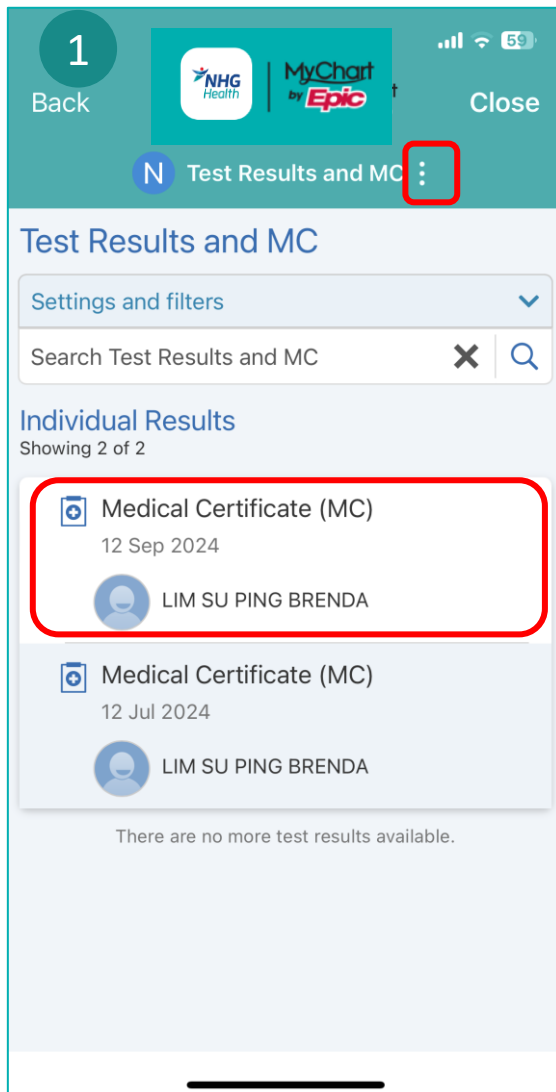


Select your Health Task or Health Info.

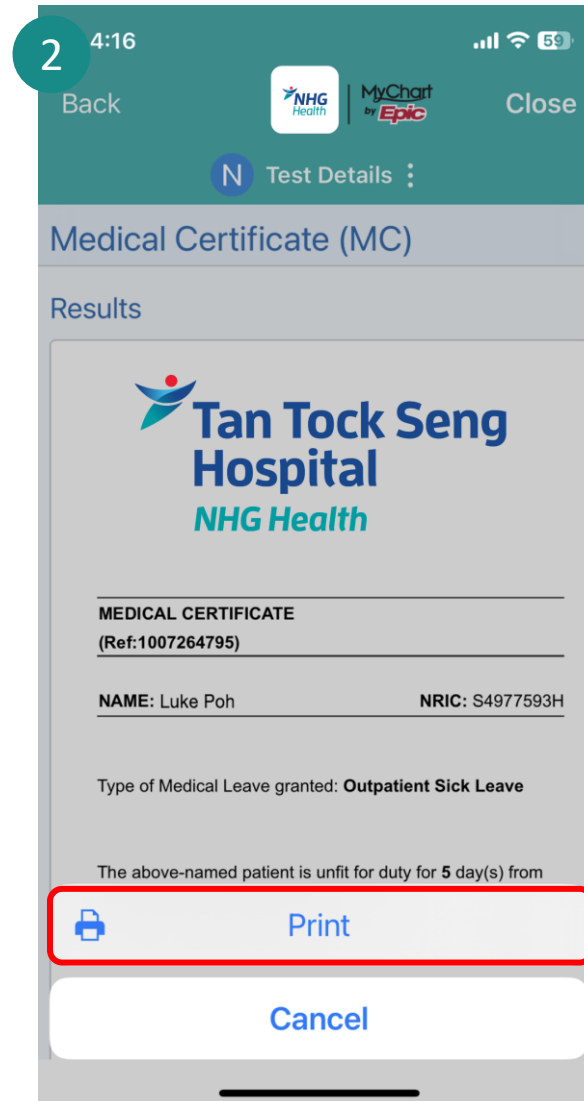


Print functionality for Medical Certificate & Test Results in My Care Plan - iOS

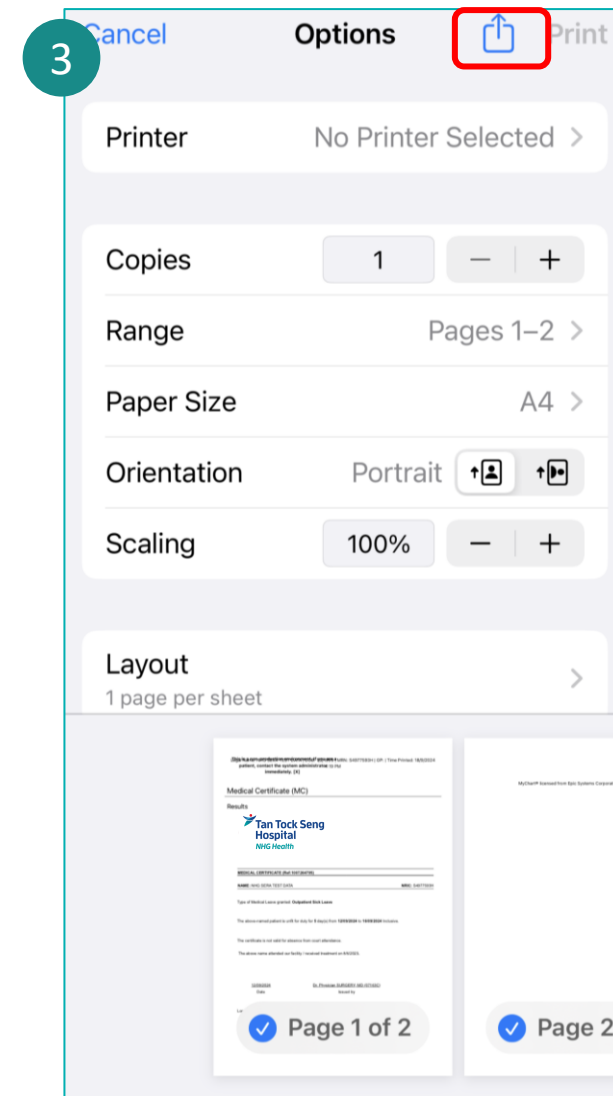
Singpass Login



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



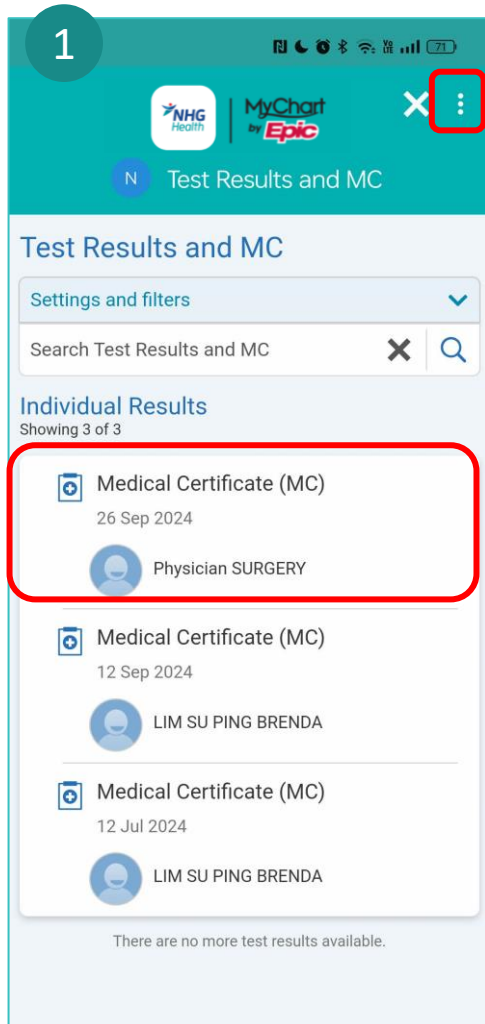
Tap on **Print**.



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

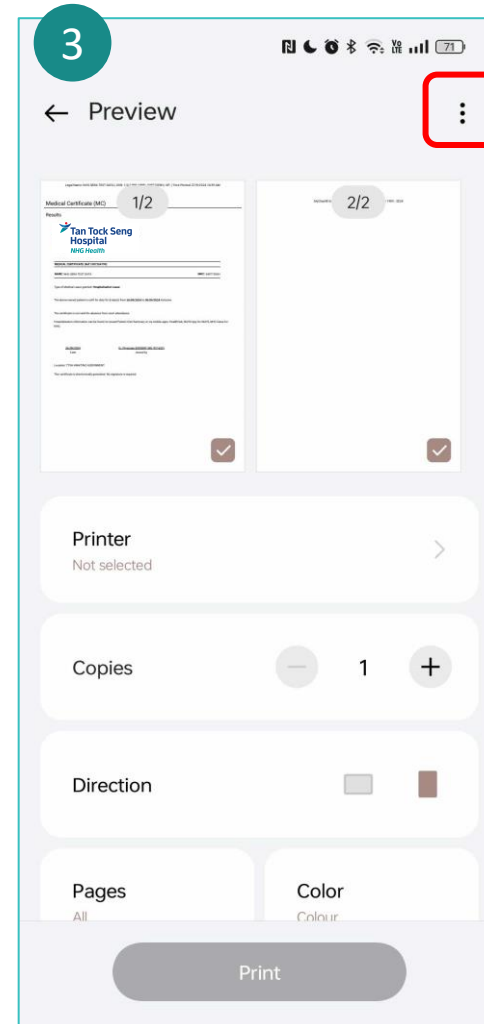
Singpass Login



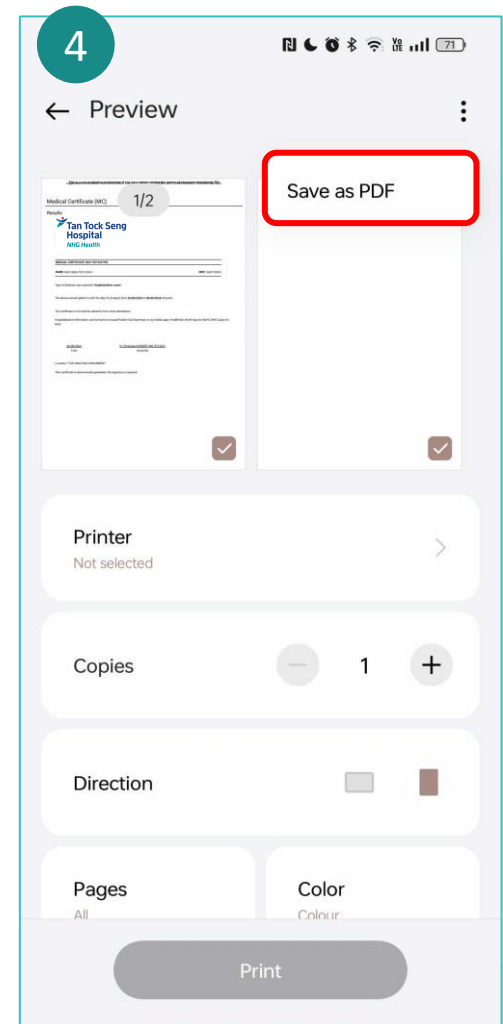
Select the MC to be printed and tap on the **three-dots icon** to activate the print function.



Tap on **Print**.



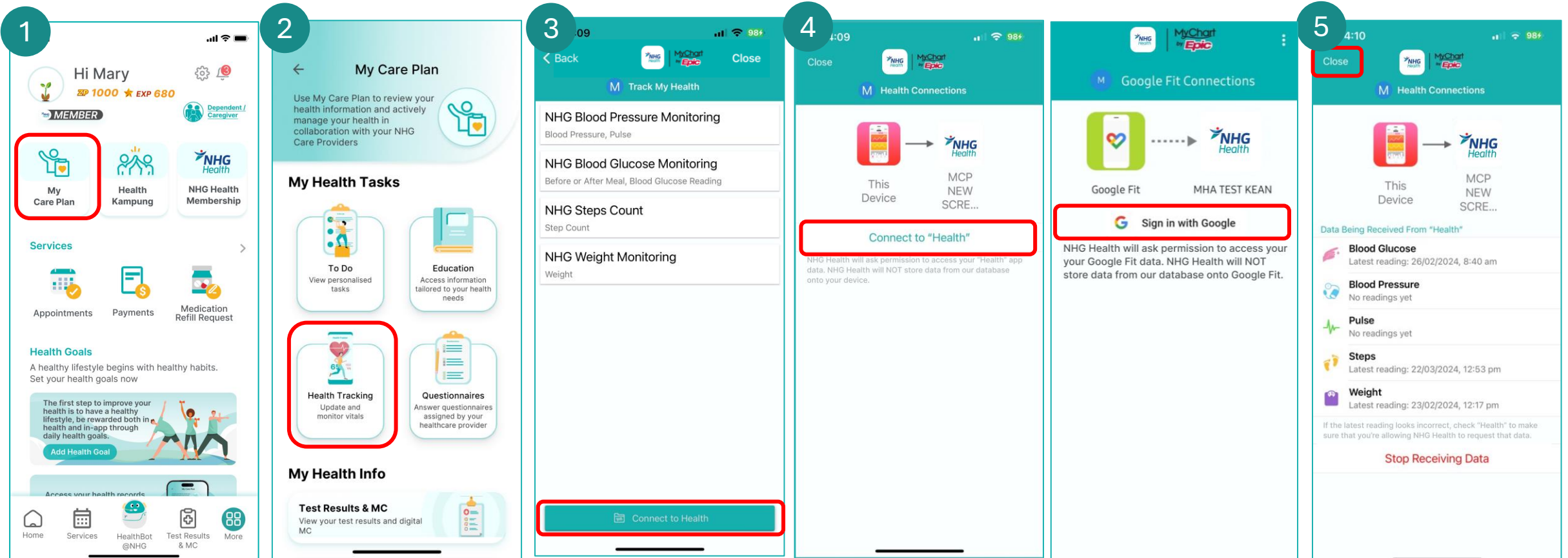
Tap on the **three-dots icon** above to download the **PDF document**.



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**.

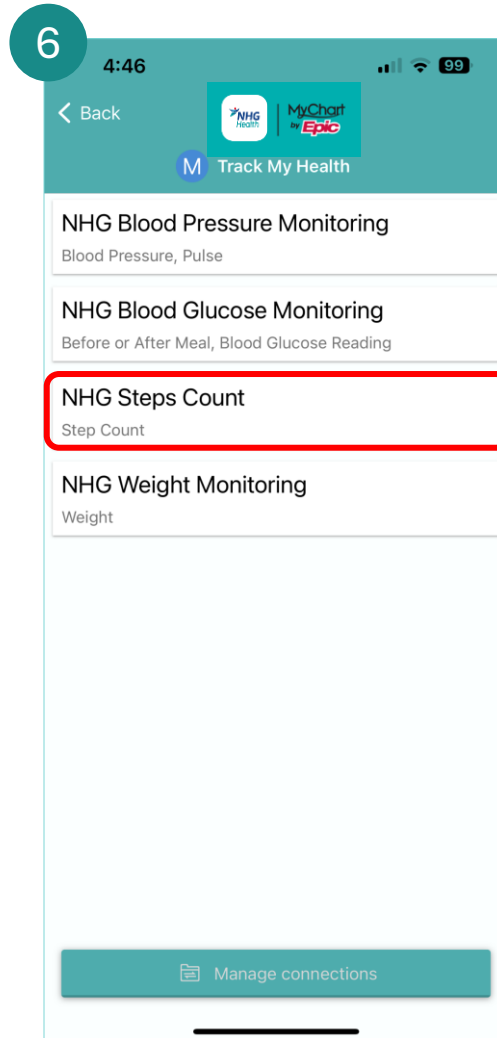
For Android users,

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

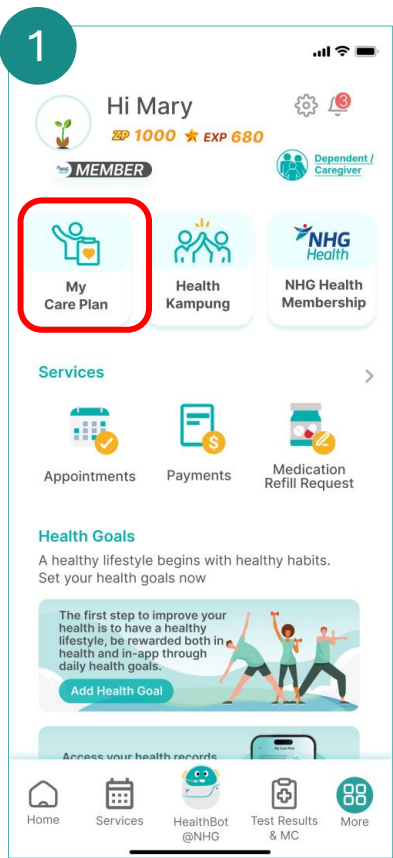


Tap on your preferred flowsheet.

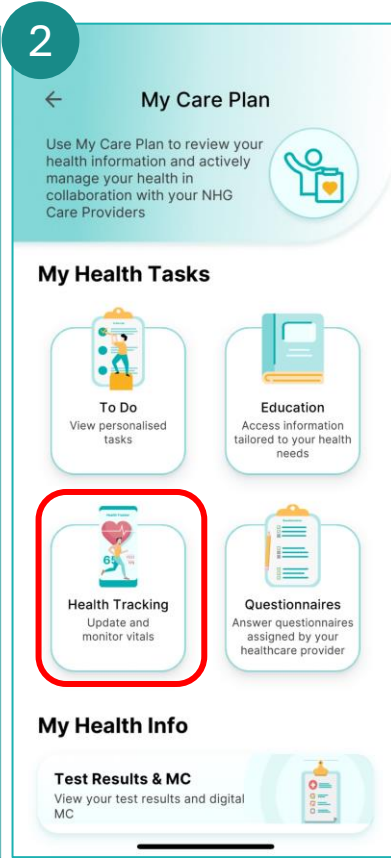


The data reflected is synced from the "Health" app (iOS) or "Google Fit" app (Android).

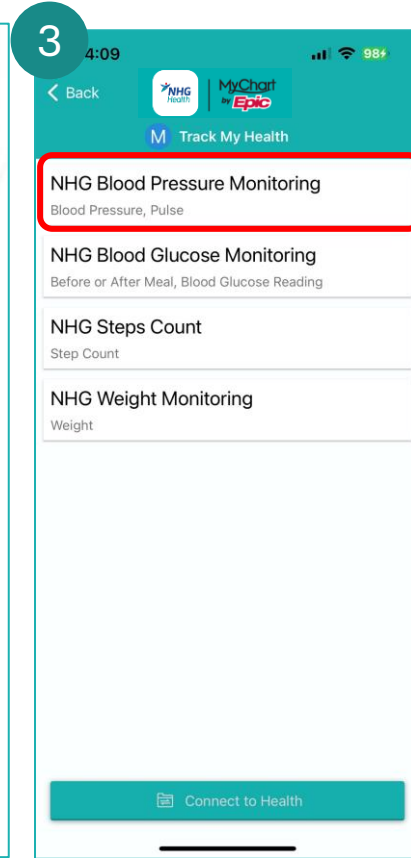
My Care Plan: Health Tracking, Manual Input



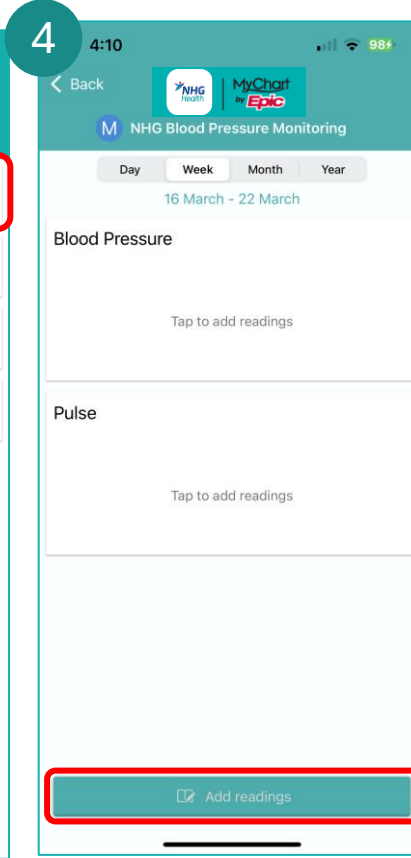
Tap on **My Care Plan**.



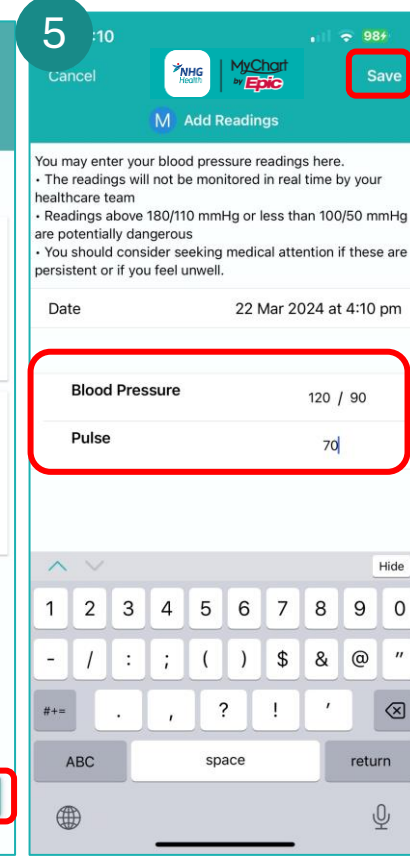
Tap on **Health Tracking**.



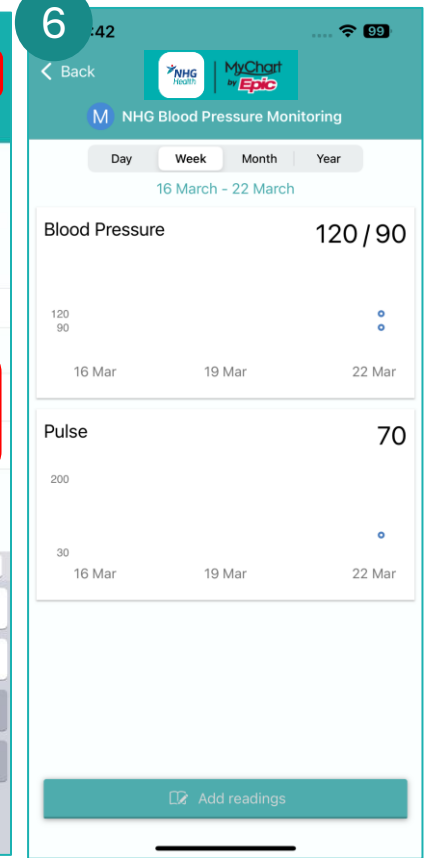
Tap on your preferred flowsheet.



Tap on **Add Reading**.

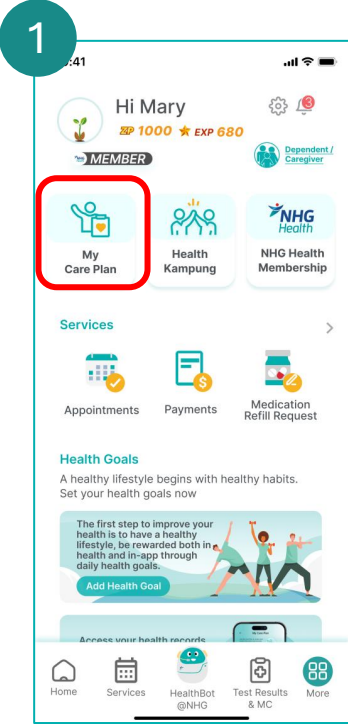


1. Input the values.
2. Tap on **Save**.



View the values entered.

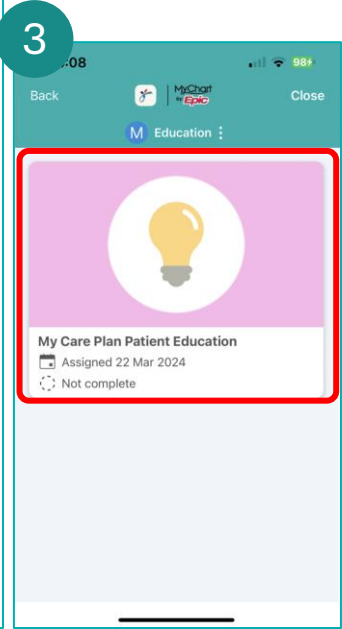
My Care Plan: Education



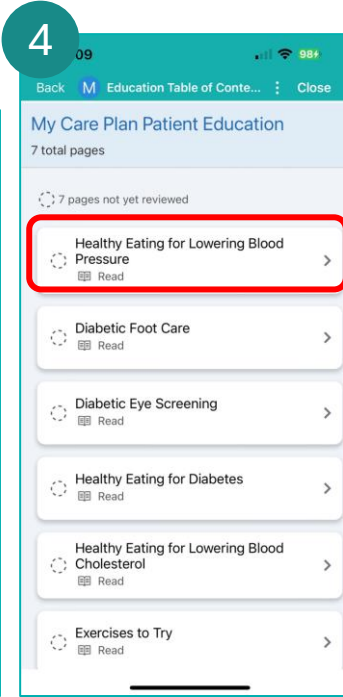
Tap on **My Care Plan**.



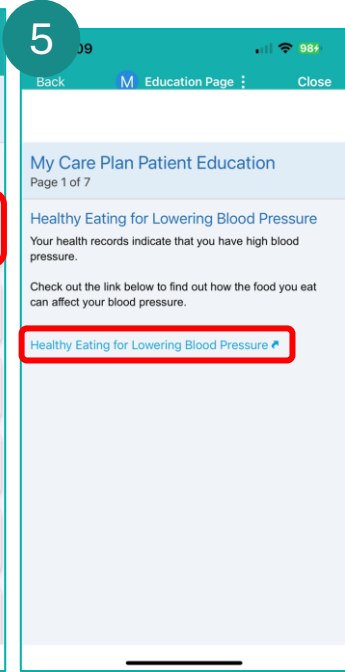
Tap on **Education**.



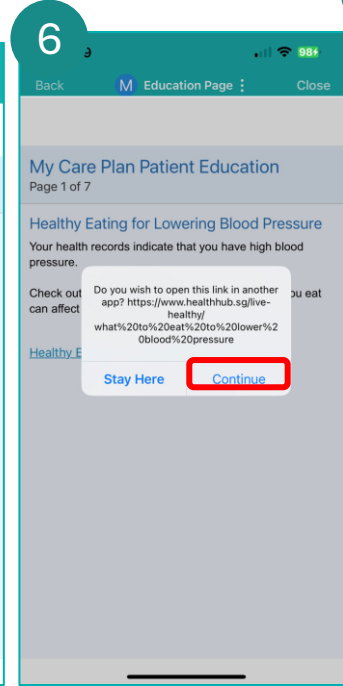
Tap on your Education plan.



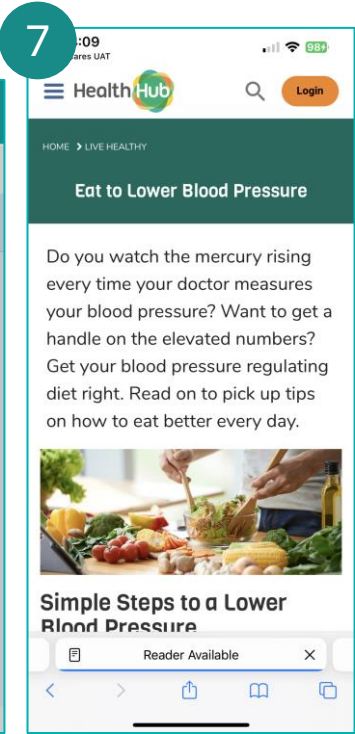
Tap on your preferred educational material.



Tap on the link.

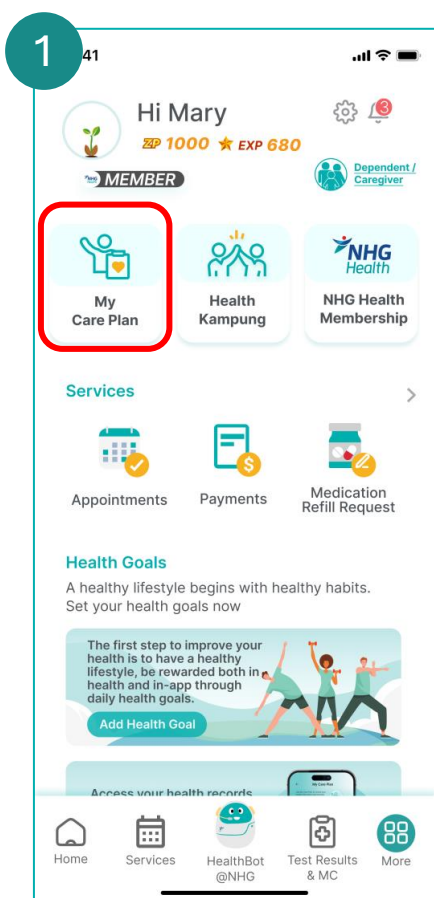


Tap on **Continue**.

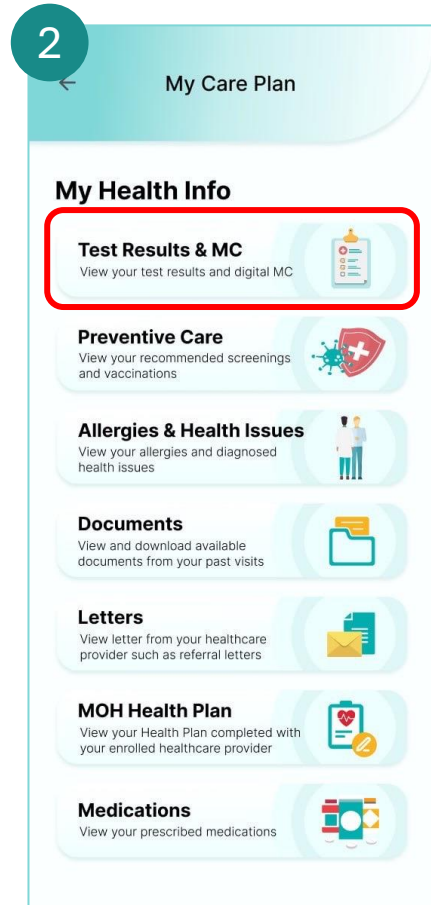


Read the educational material.

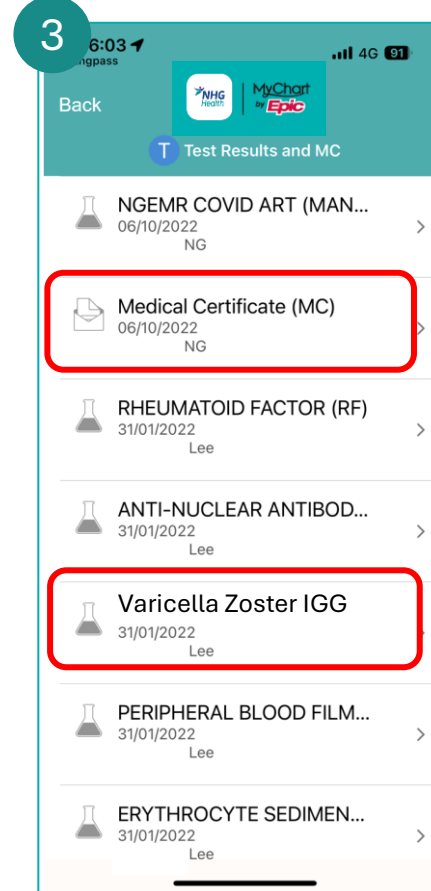
My Care Plan: Test Results & MC



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.

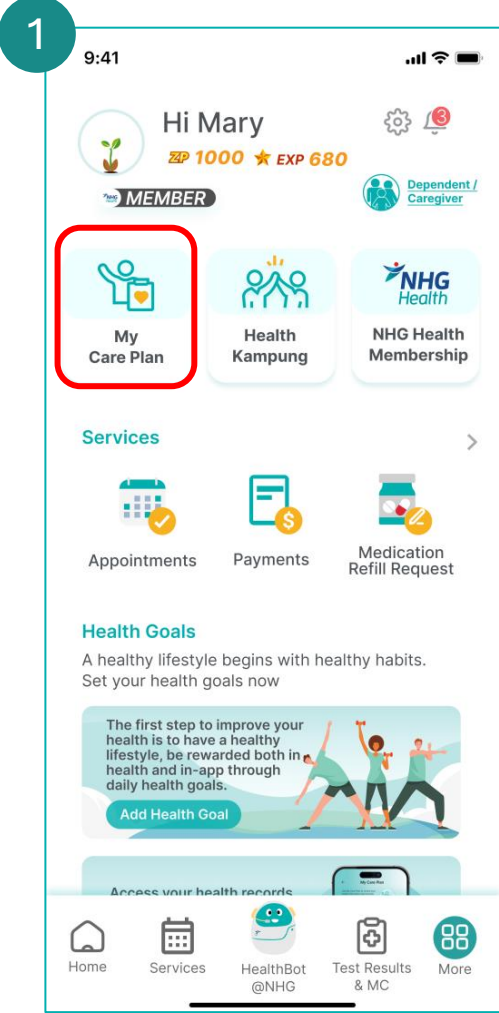


Sample screen of Medical Certificate

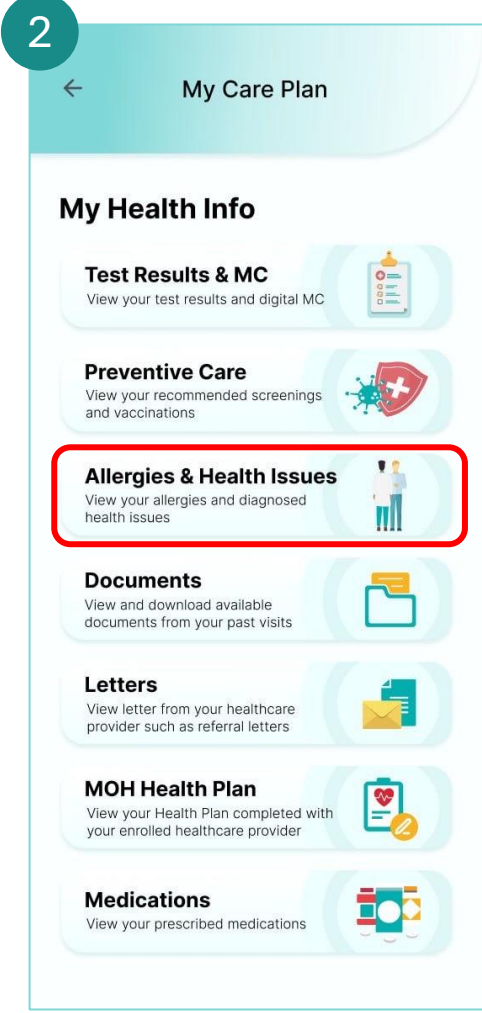


Sample screen of Test Result

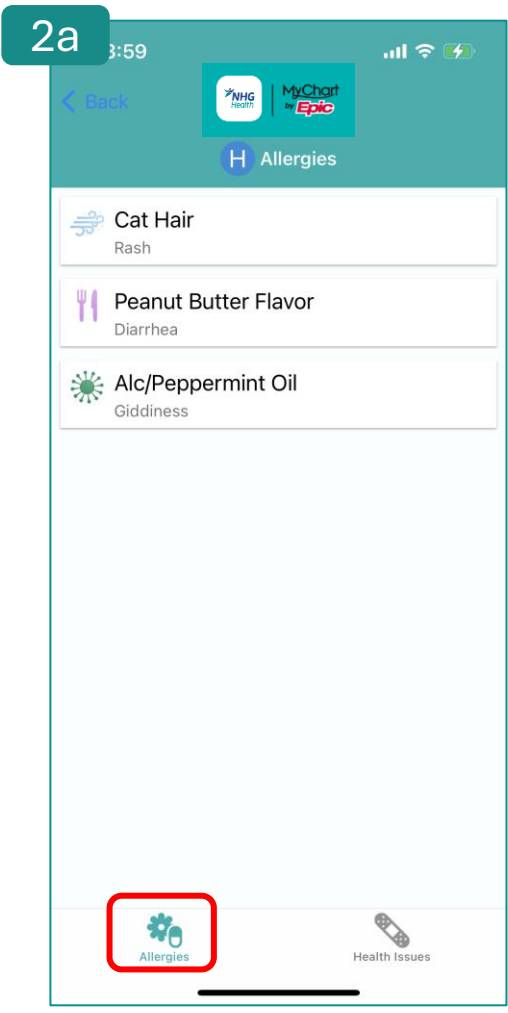
My Care Plan: Allergies & Health Issues



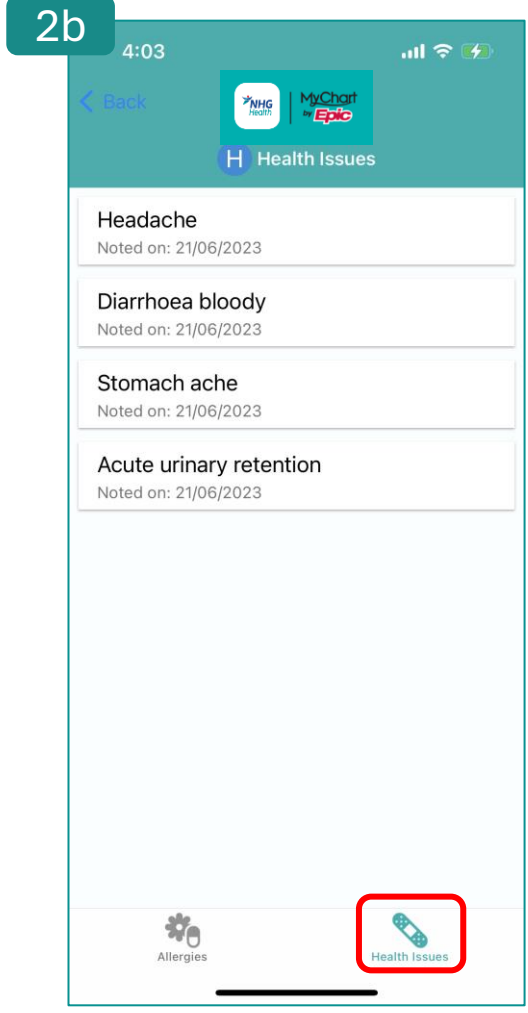
Tap on **My Care Plan**.



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



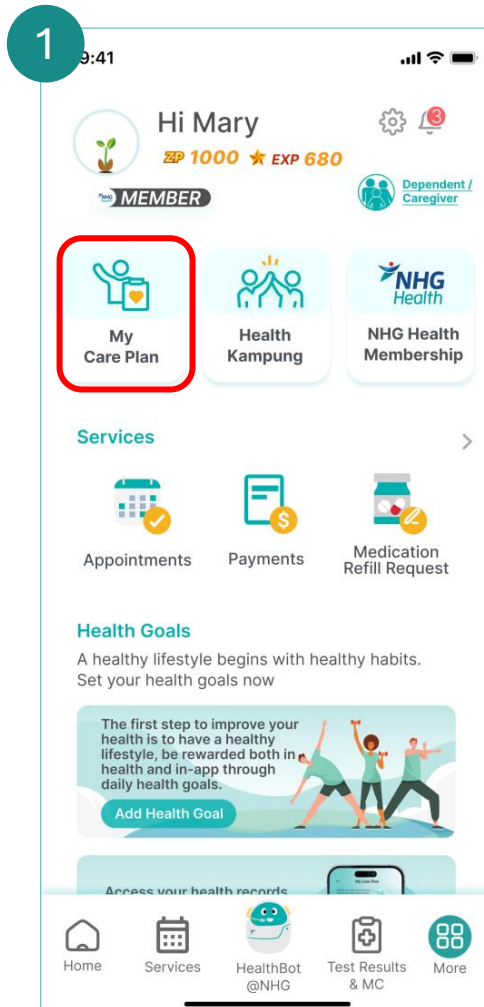
Sample screen of Allergies List



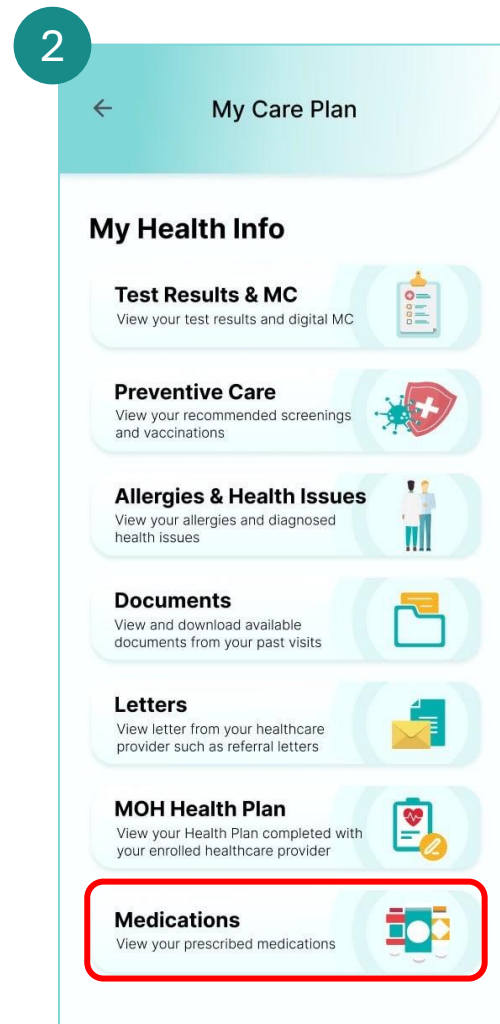
Sample screen of Health Issues

My Care Plan: Medications

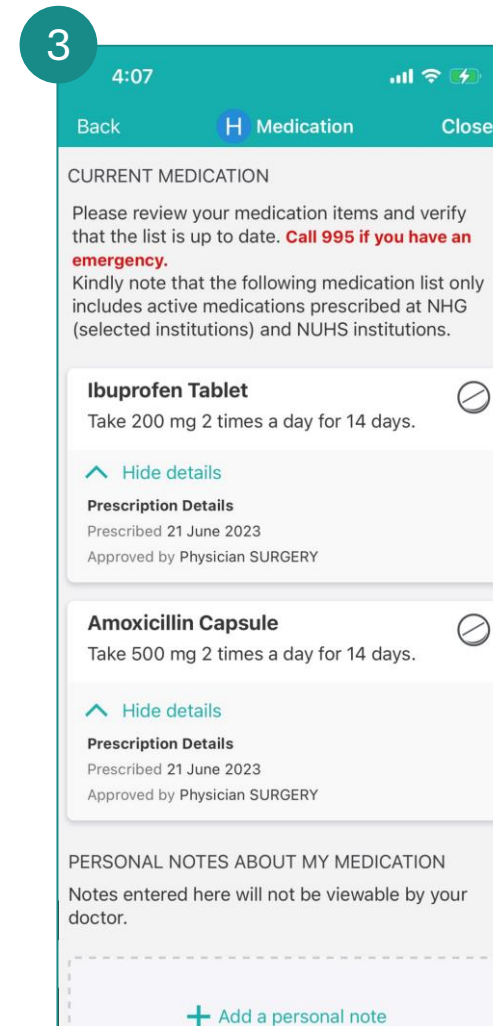
Singpass Login



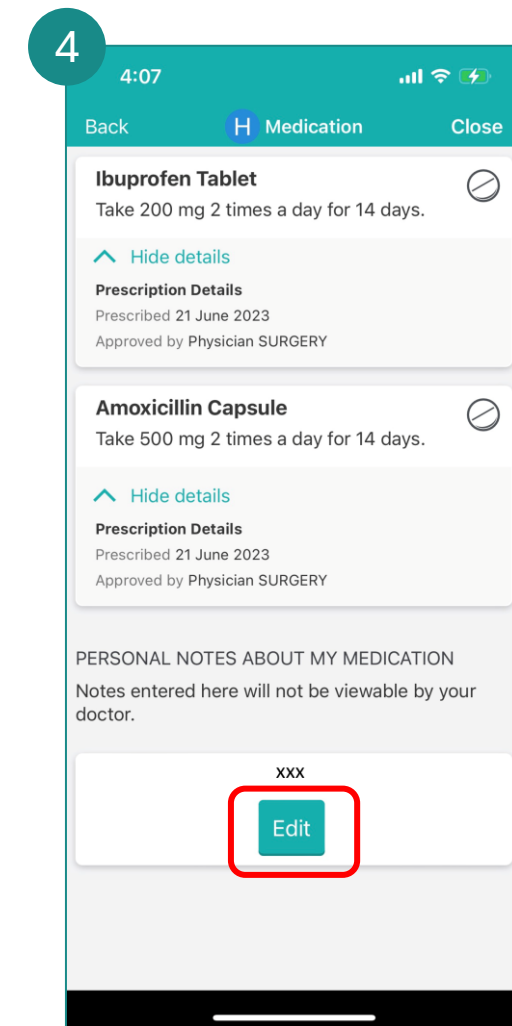
Tap on **My Care Plan**.



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



View prescribed medications.

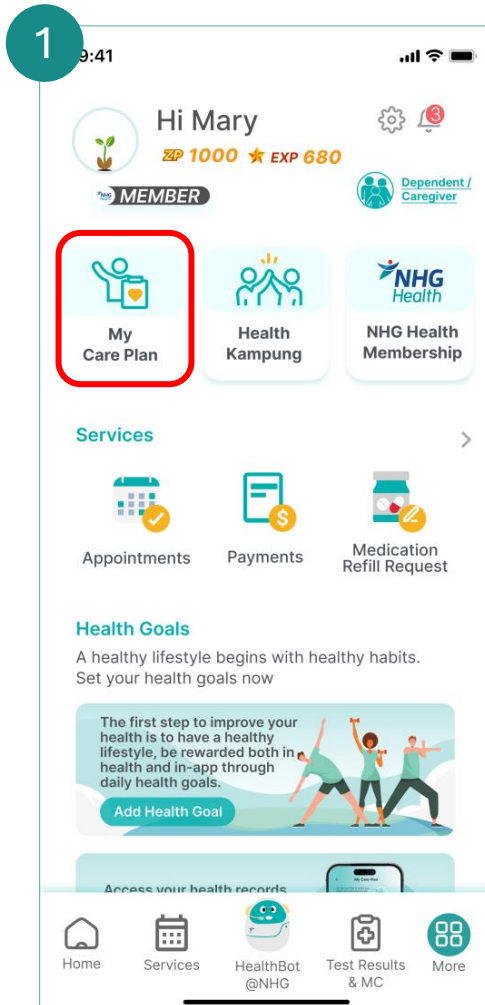


Tap on **Edit** to add your own personal notes about your medication.

My Care Plan: MOH Health Plan

Enrolled to
Healthier SG

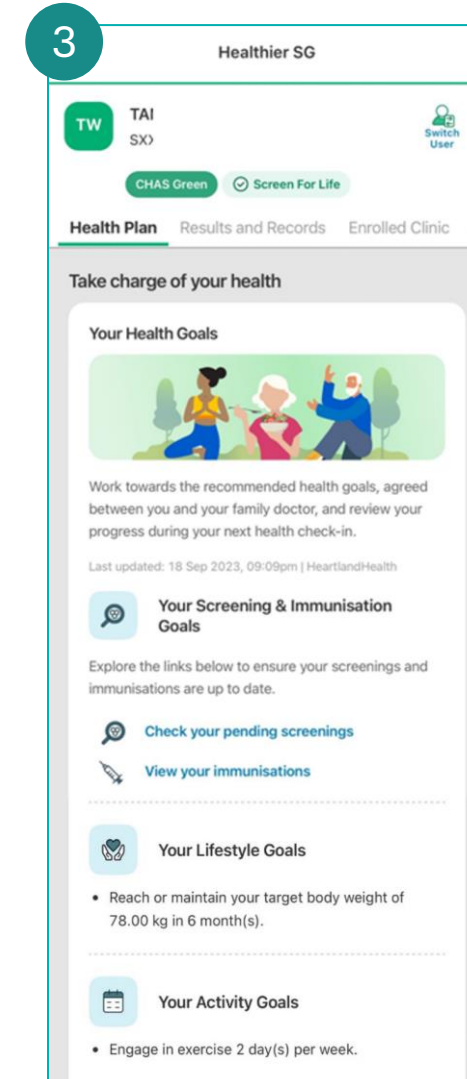
Singpass
Login



Tap on **My Care Plan**.



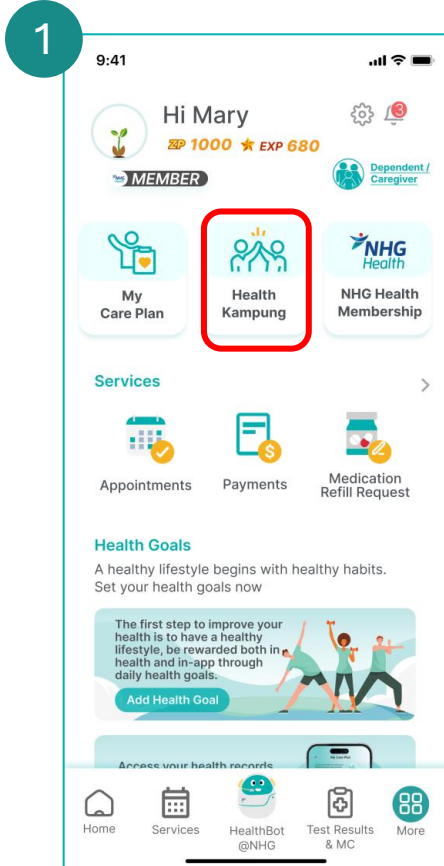
1. Scroll Down to **My Health Info**.
2. Tap on **MOH Health Plan**.



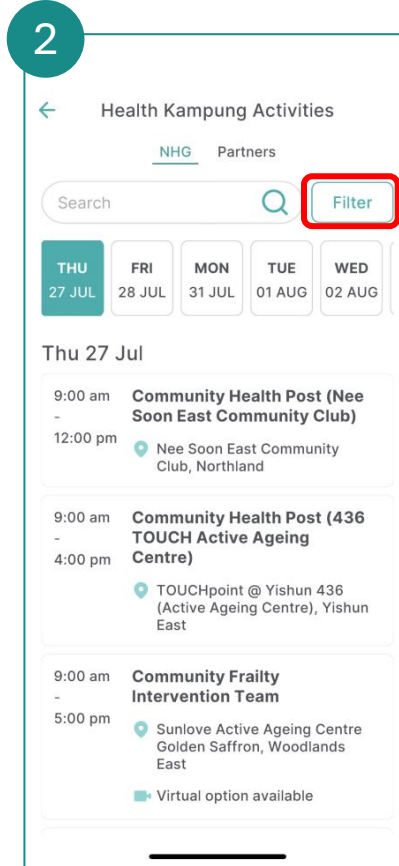
View your health plan.

Health Kampung: Accessing Questionnaire

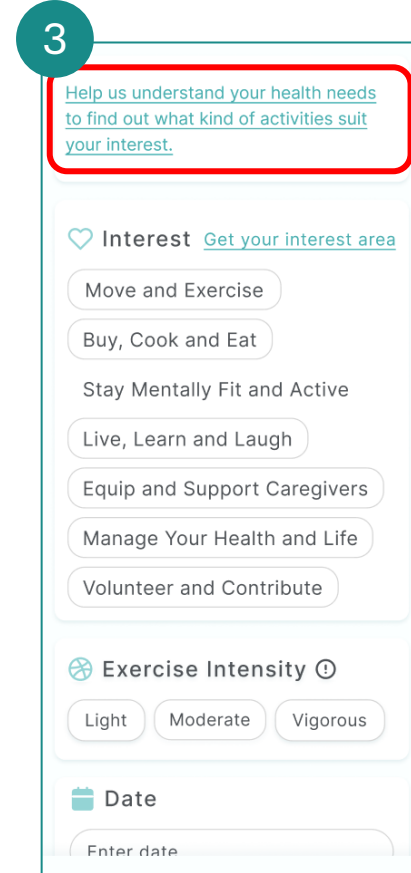
Singpass
Login



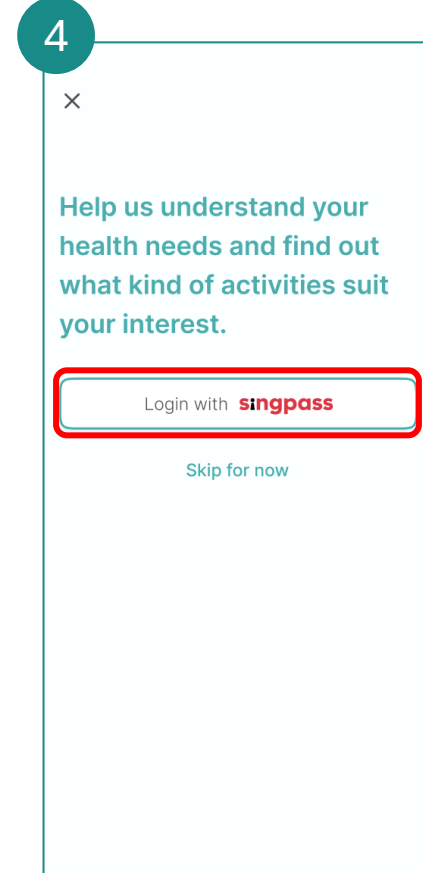
Tap on **Health Kampung**.



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)

0/2000

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)

Central & North Residents

Singpass Login



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

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

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 EXP OK

4. Email Address. Enter your email address to receive Health Kampung updates in the future. Correct@gmail.com Register Email Address Skip for now

5. Thank You. Your email has been registered successfully. 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 **Continue**.

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

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

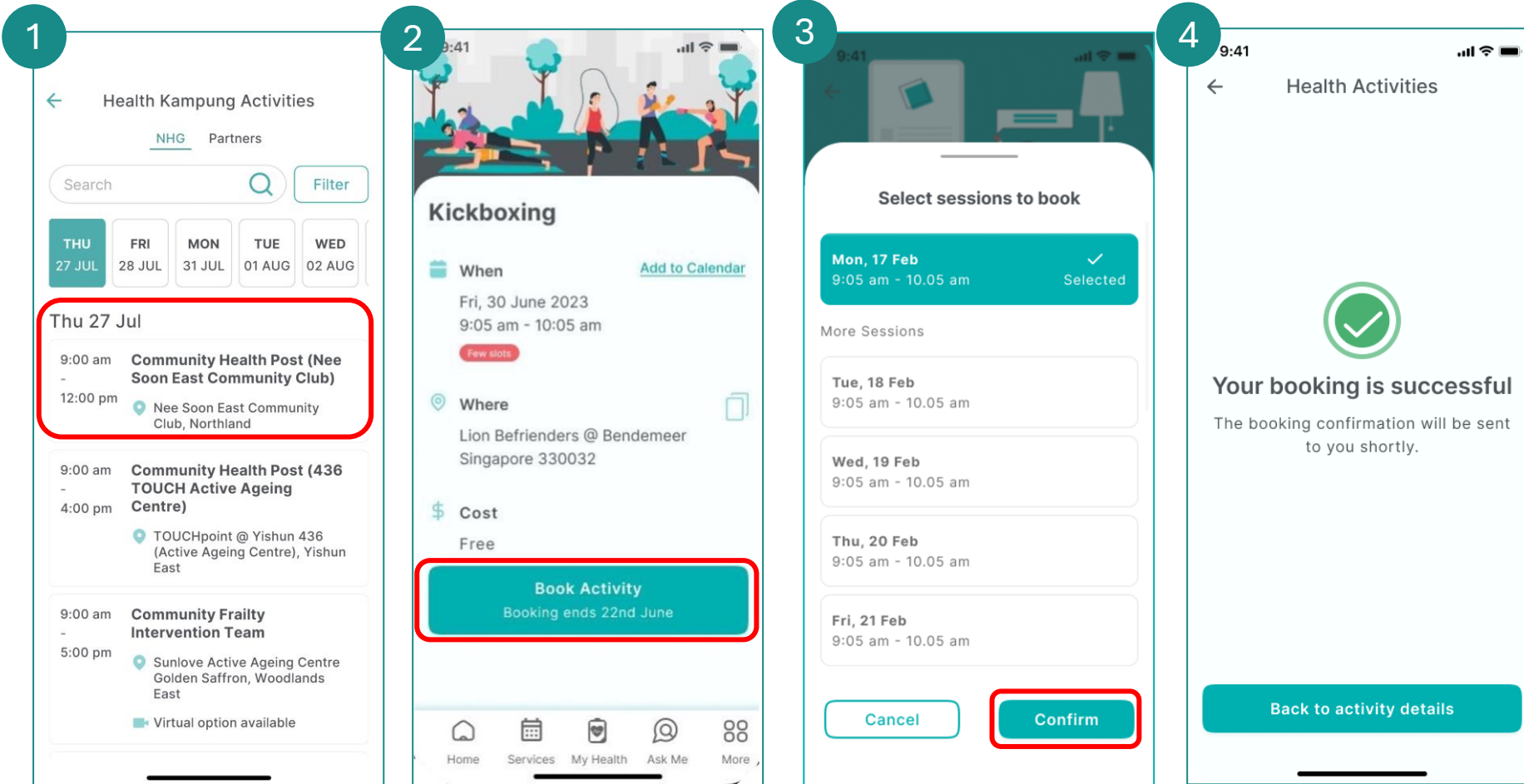
Successful completion of questionnaire screen.

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

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

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

Health Kampung – Book Activities



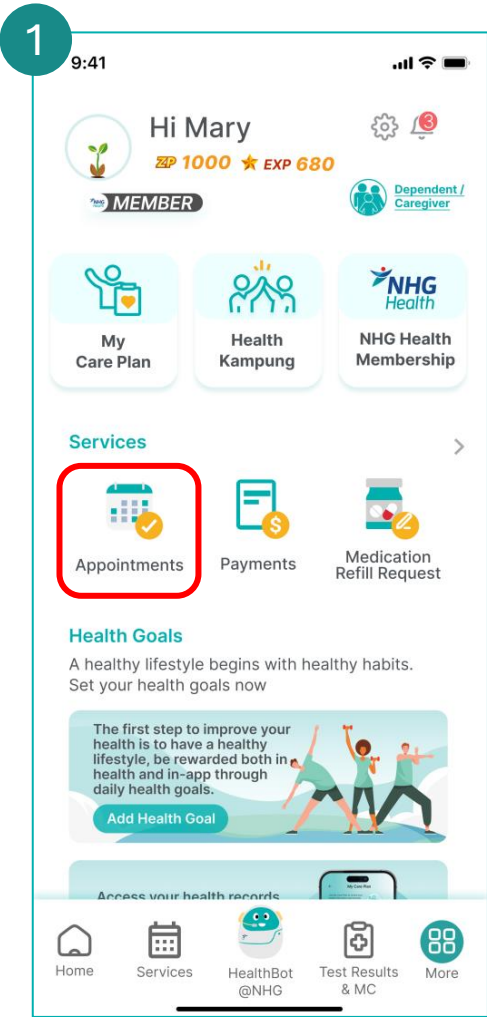
Tap on your preferred activity. There are **three** activity booking types:

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

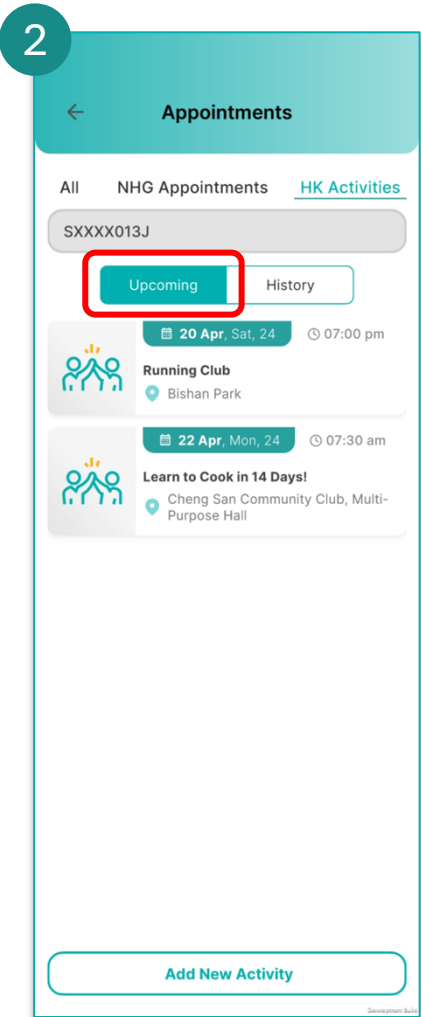
Tap on **Book Activity**.

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

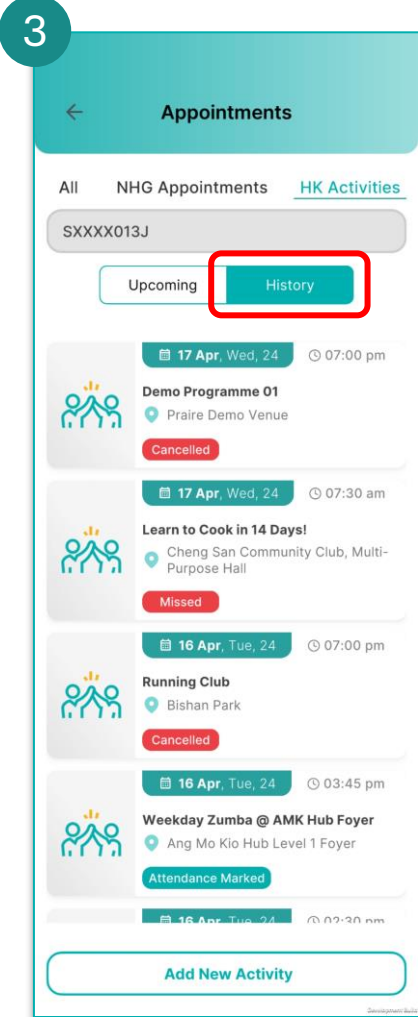
Health Kampung – View Booked Activities



Tap on **Appointments**.



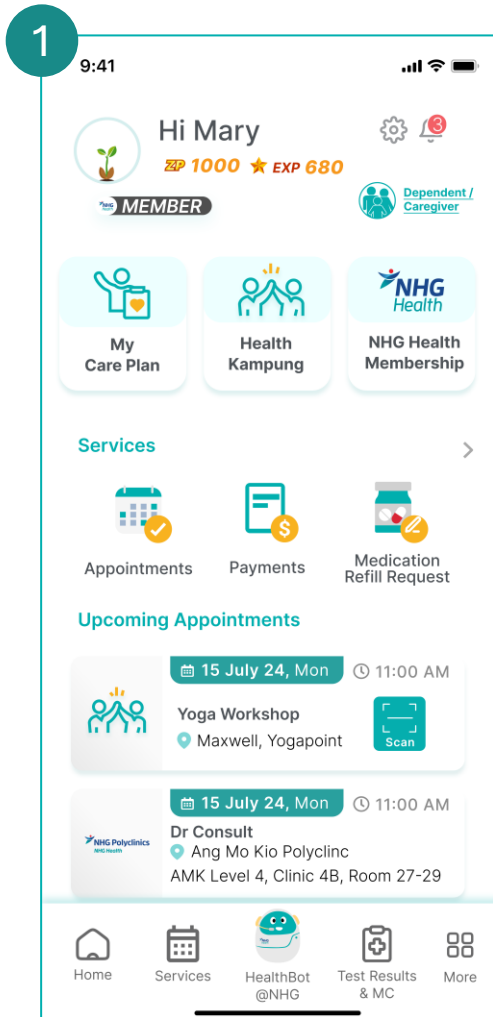
Tap on **Upcoming** to view new activities booked.



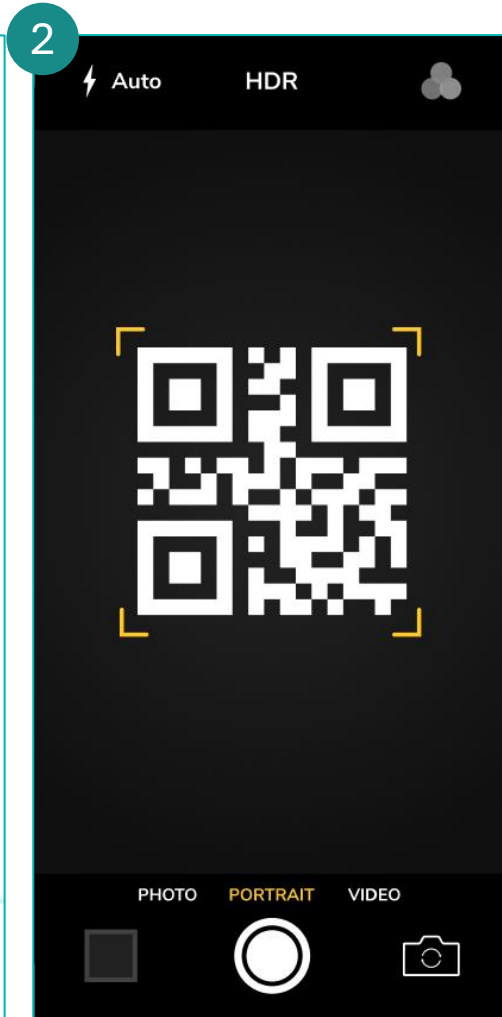
Tap on **History** to view past activities.

Health Kampung – Mark Attendance

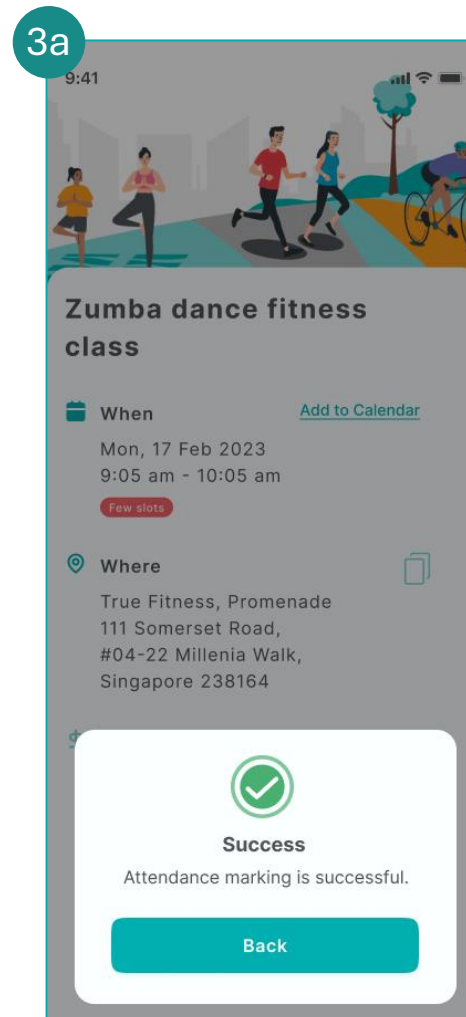
Singpass Login



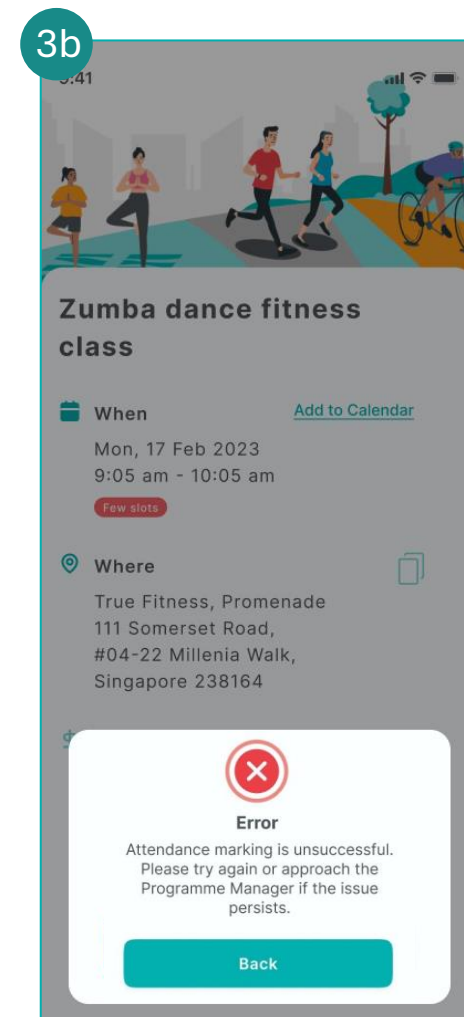
Tap on **Scan**.



Scan the QR Code at the event.



Success pop-up will appear upon successful attendance marked.



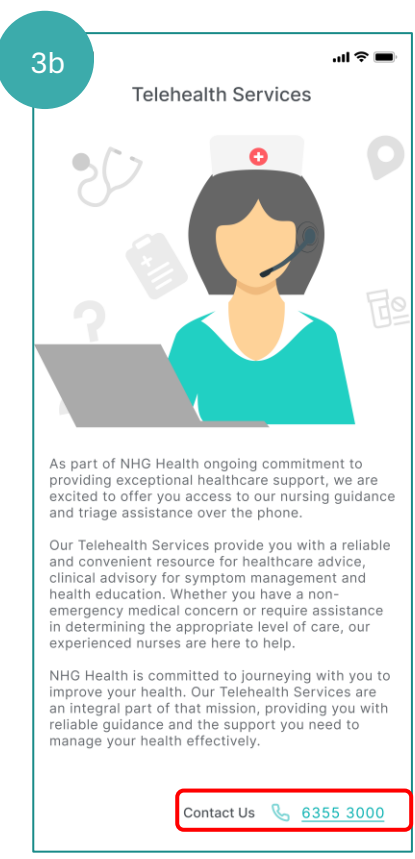
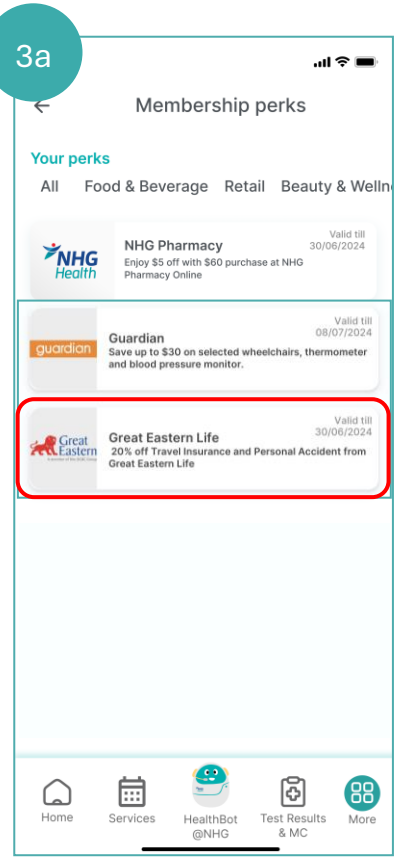
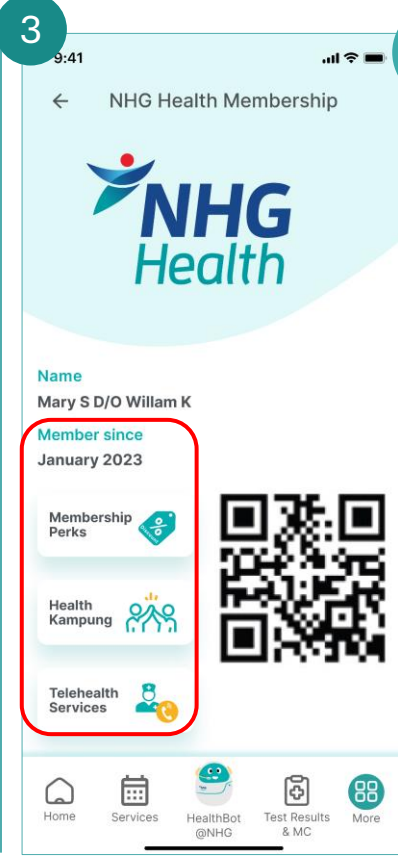
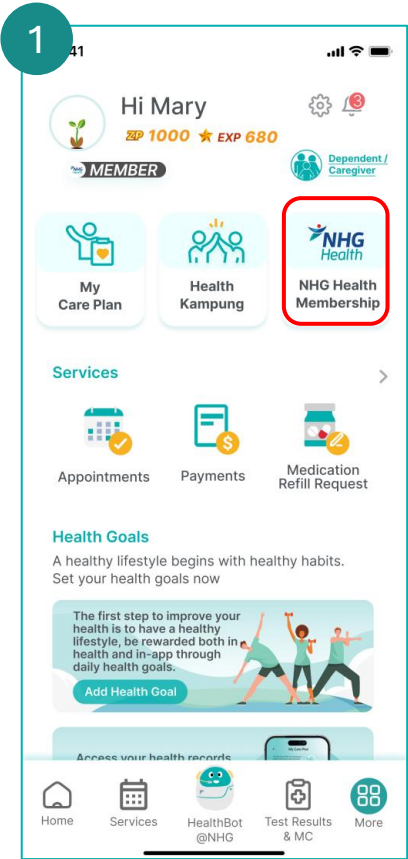
Error pop-up will appear upon unsuccessful attendance marking. Please approach the event organiser for assistance.

NHG Health Membership

Singpass
Login

Central & North
Residents

Enrolled to
Healthier SG



Tap on **NHG Health Membership**.

Tap on **Learn More**.

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

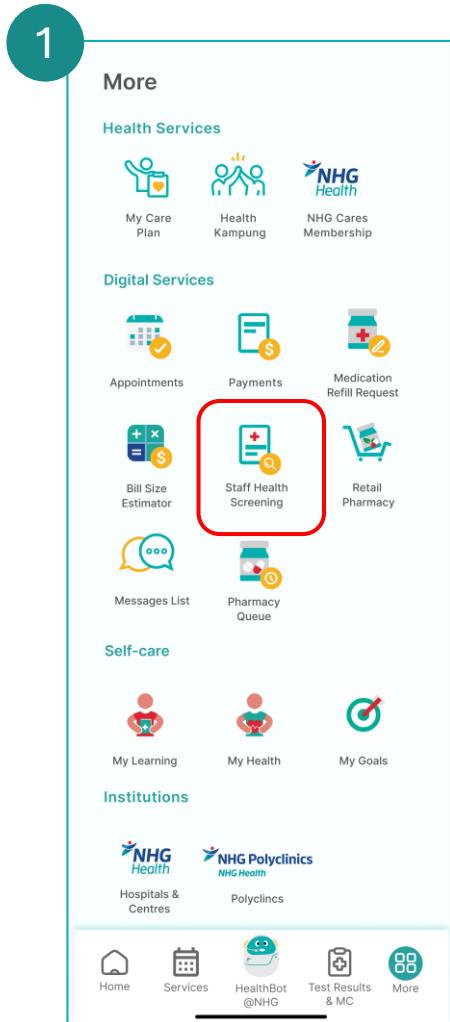
Enrolled residents can access additional benefits and services by tapping on:

- Membership Perks
- Health Kampung
- Telehealth Services

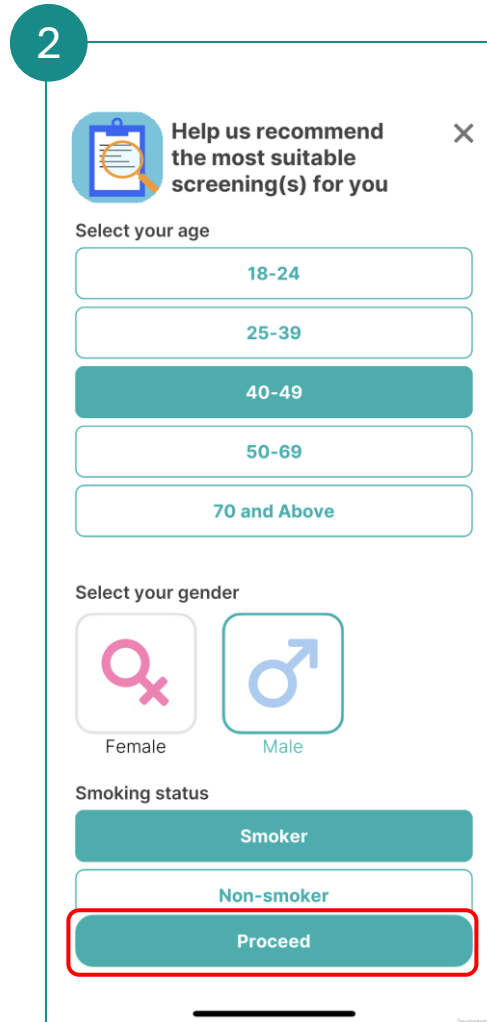
Tap on **Perks** to get codes for dining and retail savings.

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

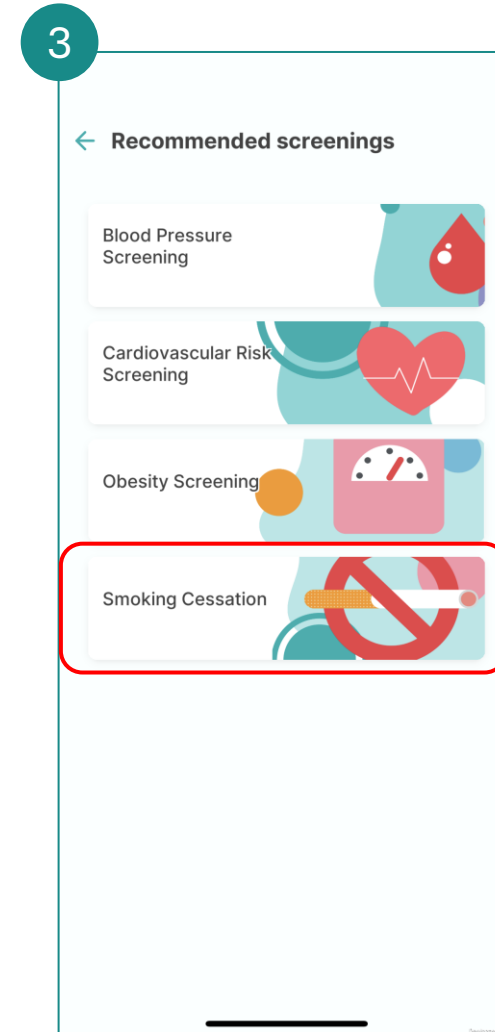
Health Screening



Tap on **Health Screening**.



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

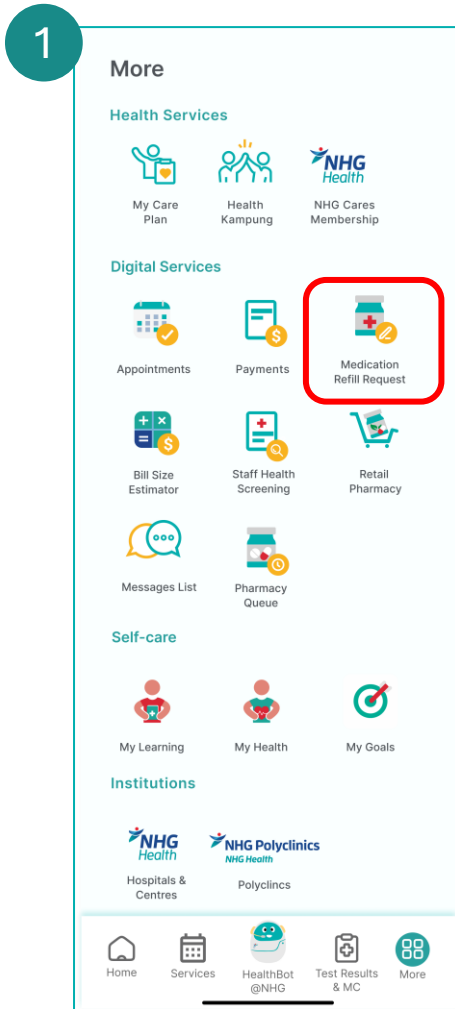


Tap on the recommended screening type to find out more.

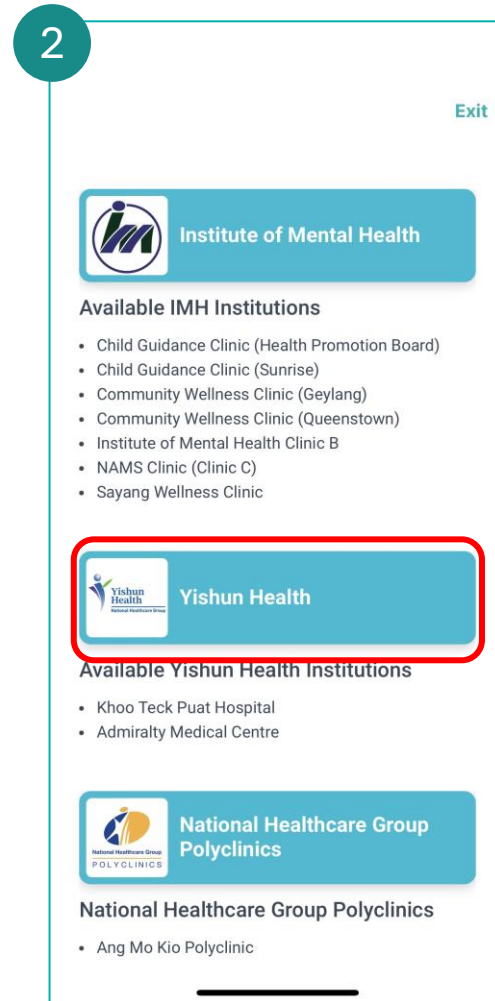
Medication Refill Request

Singpass Login

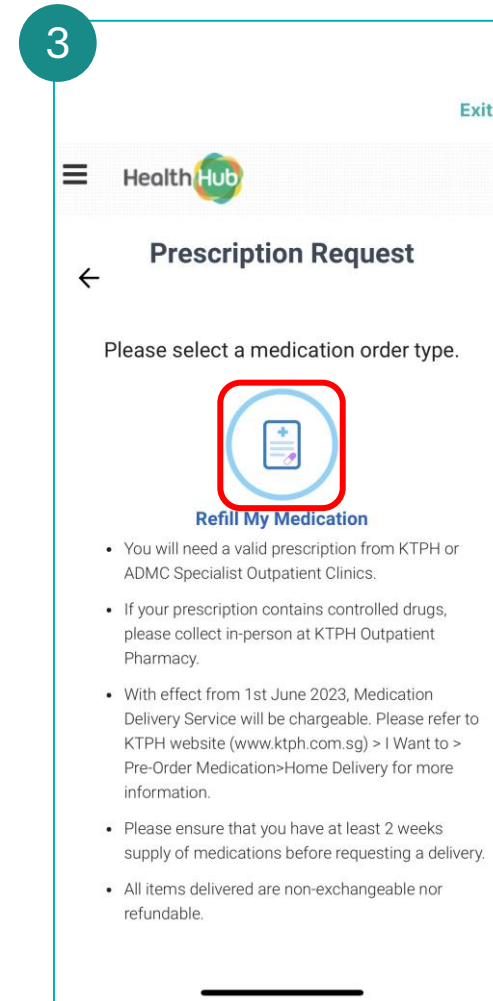
Applicable to all NHG institutions



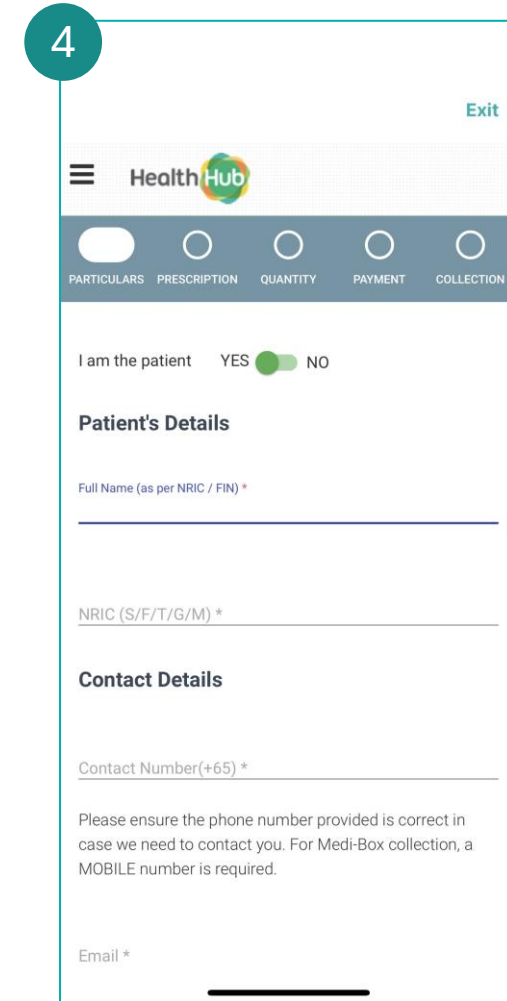
Tap on **Medication Refill Request**.



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



Tap on **Refill My Medication**.



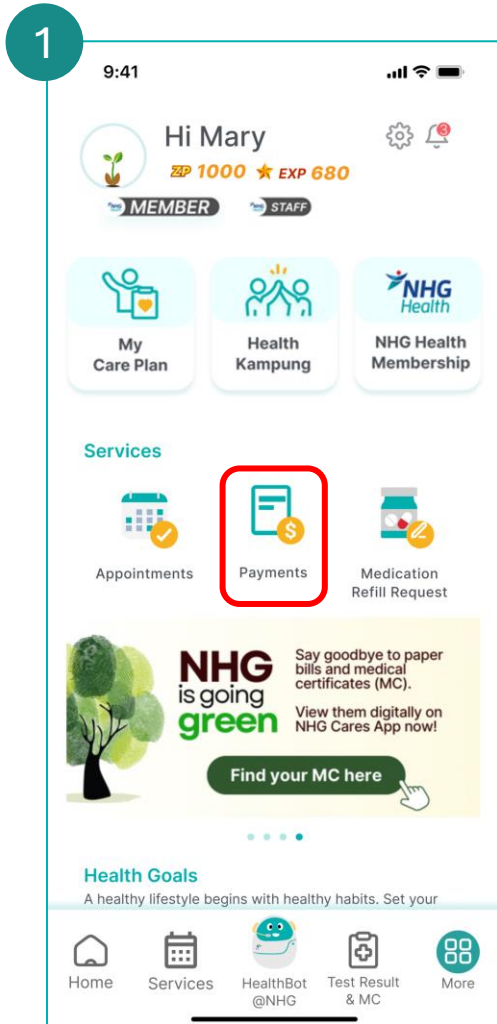
Complete the HealthHub Medications Request form accordingly.

Note: Institutions listed is for illustration purposes only.

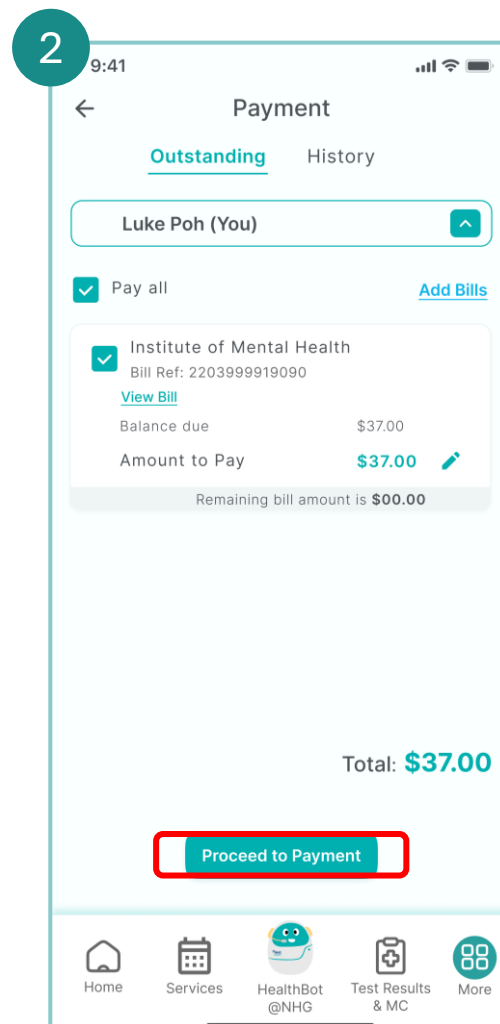
Payments

Applicable to all NHG institutions except NSC


Singpass Login

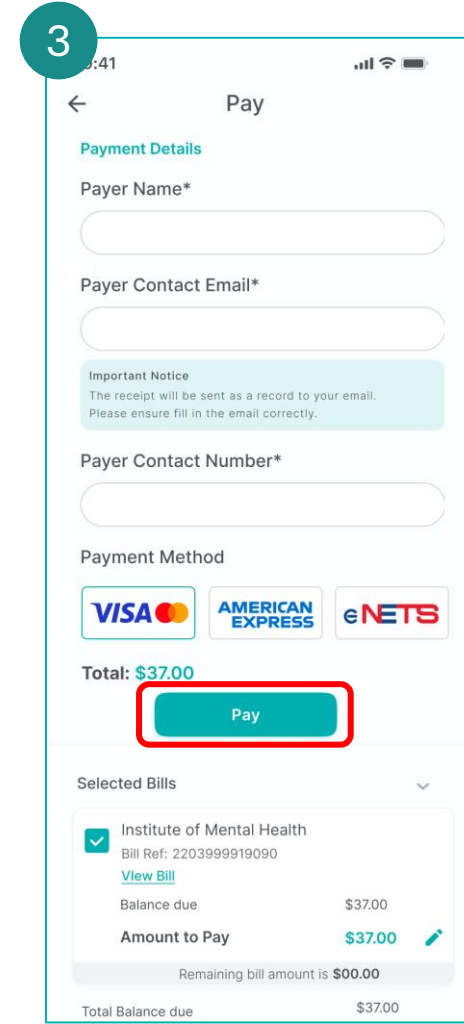


Tap on **Payments**.

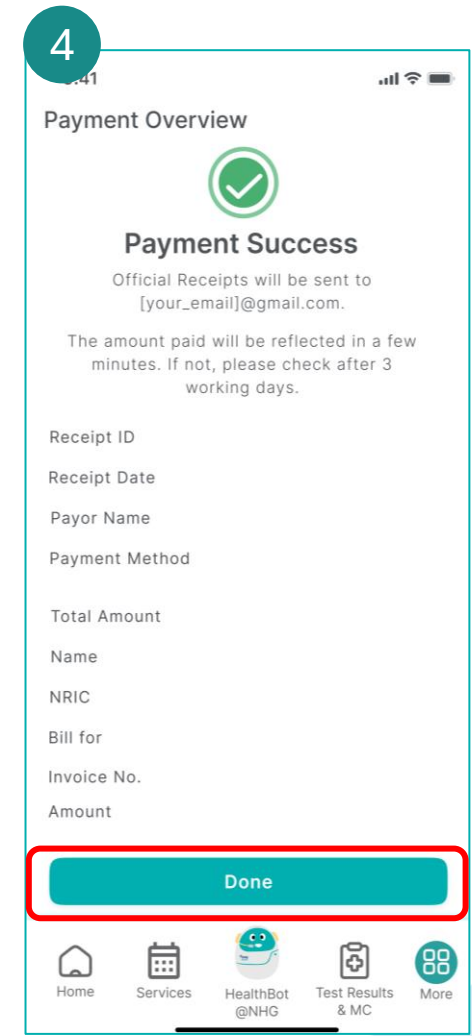


Select or Add bills to pay and tap on **Proceed to Payment**

Note: You may choose to make partial payment by tapping on the  icon.



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



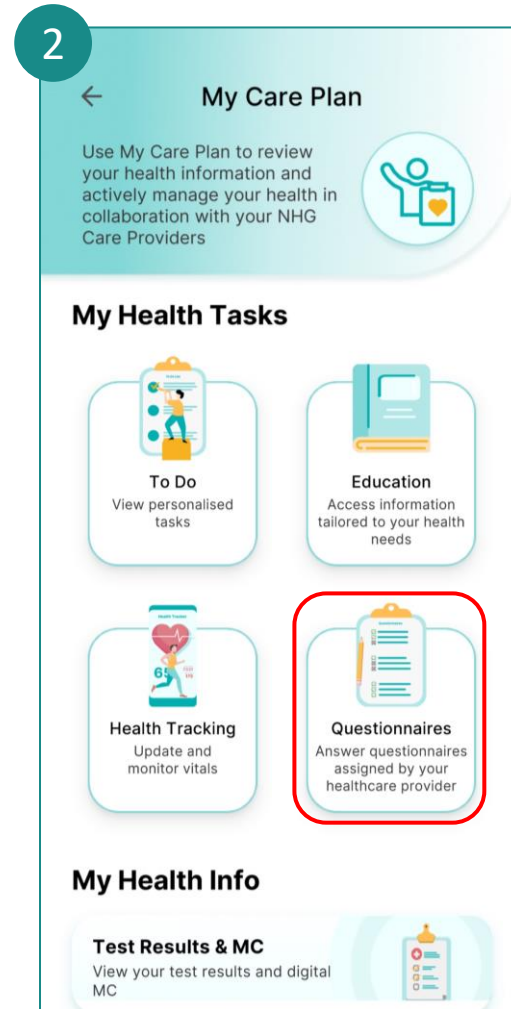
Tap on **Done** upon successful payment to exit the page.

Accessing Questionnaire: COPD Assessment Test

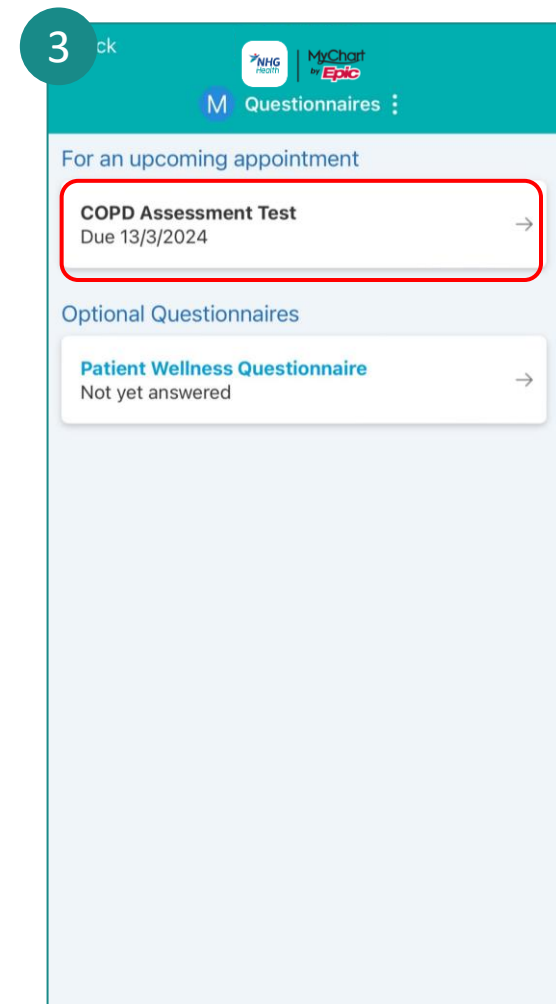
Singpass Login



Tap on **My Care Plan**.



Tap on **Questionnaires**.



Tap on questionnaire available for an upcoming appointment.

Completing Questionnaire: COPD Assessment Test

Singpass Login

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

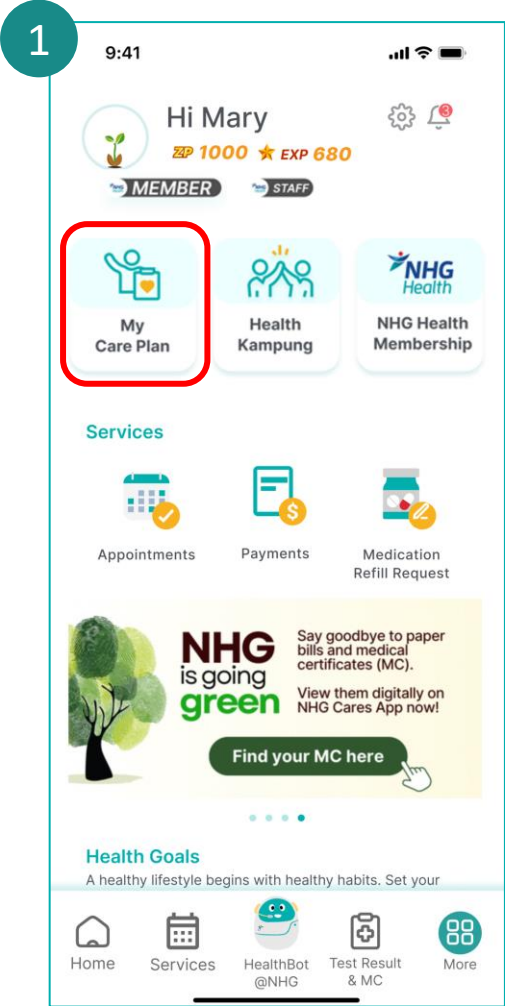
Patient Wellness Questionnaire
Not yet answered →

Your answers have been submitted.

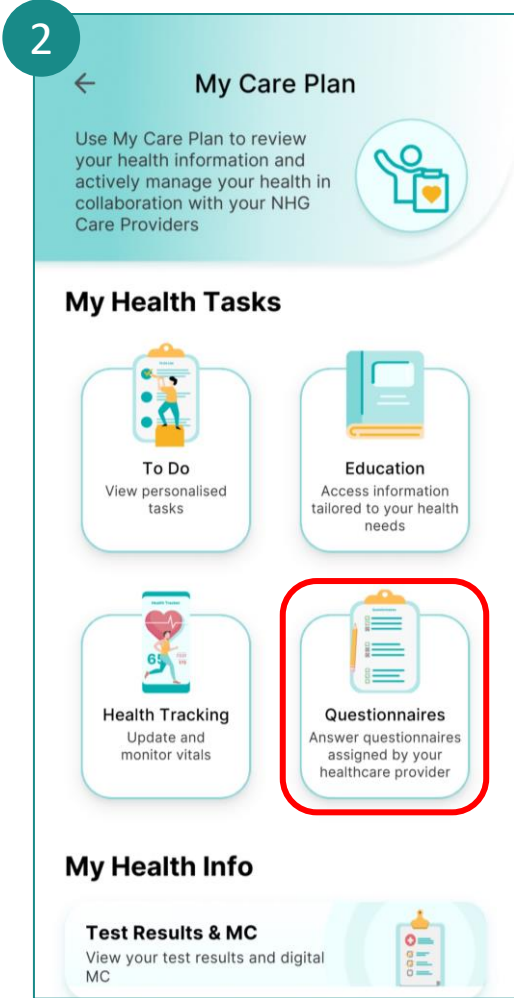
Upon submission, view successful completion of questionnaire screen.

Accessing Questionnaire: GINA

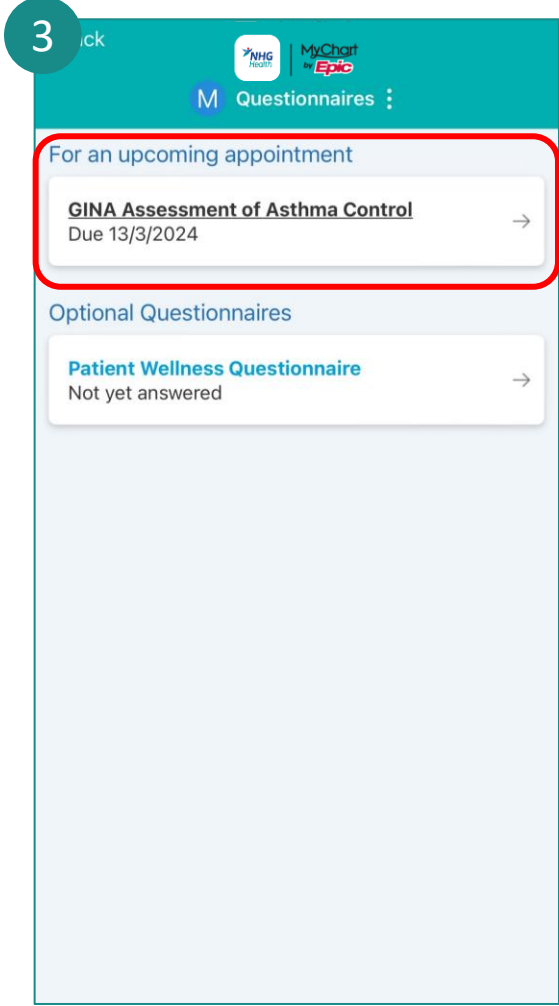
Singpass Login



Tap on **My Care Plan**.



Tap on **Questionnaires**.



Tap on questionnaire available for an upcoming appointment.

Completing Questionnaire: GINA

Singpass Login



1

Back 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 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 Questionnaires

GINA Assessment of Asthma Control

For an upcoming appointment

Submitted 13/3/2024 at 5:10 PM

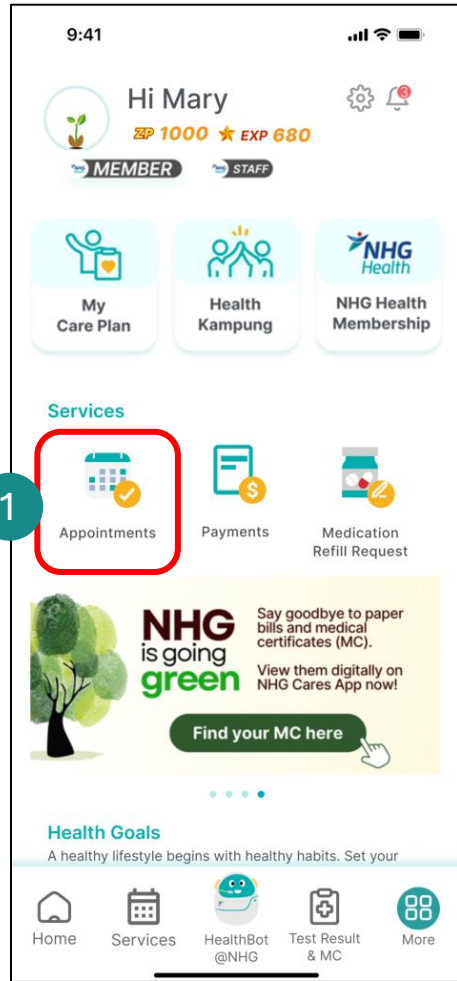
Optional Questionnaires

[Patient Wellness Questionnaire](#) Not yet answered

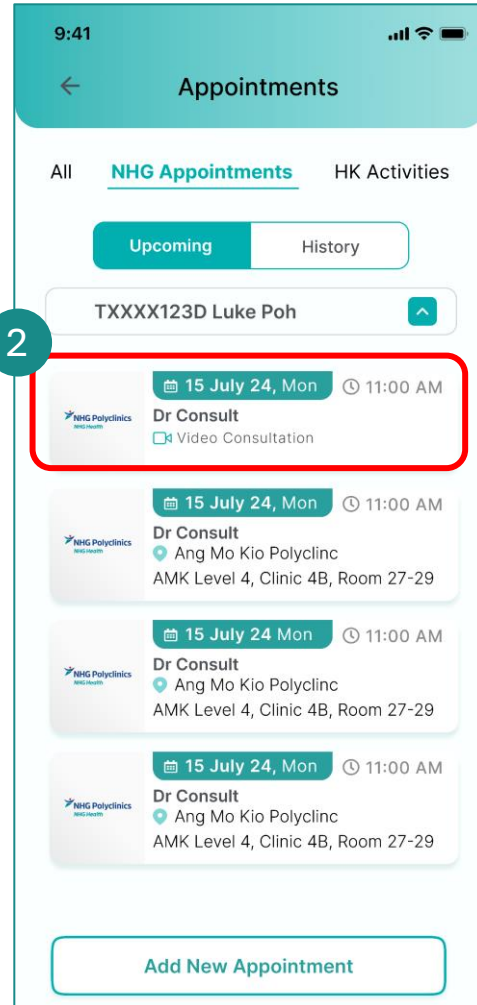
Upon submission, view successful completion of questionnaire screen.

Appointment Card & Booking of Video Consult

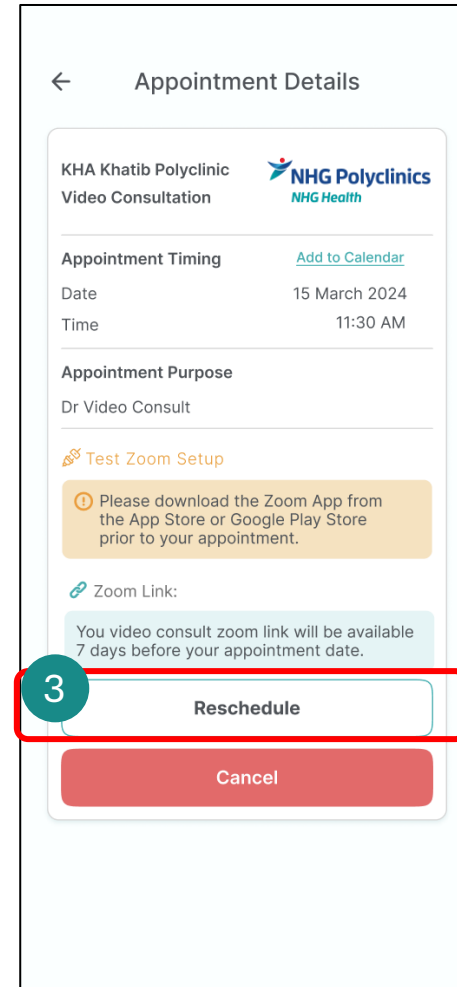
Available in all 7 NHGP Polyclinics



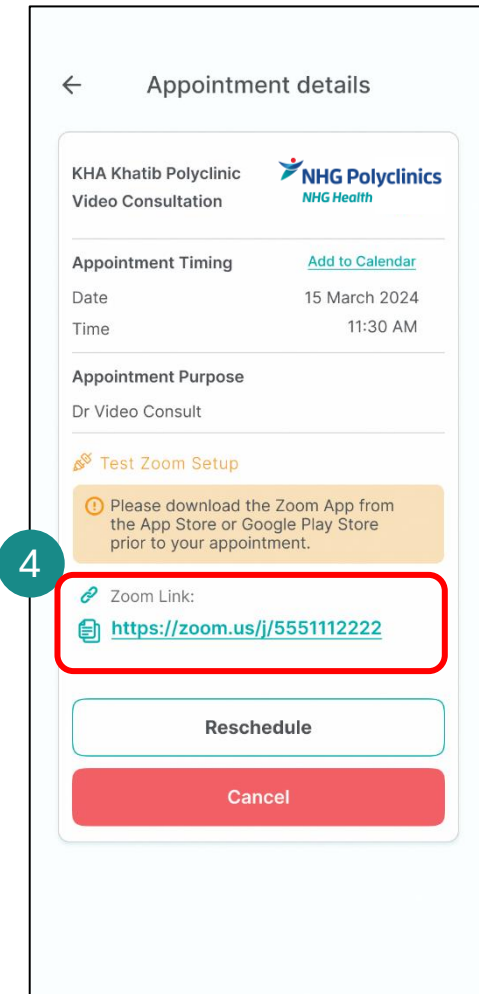
Tap on **Appointments** to view listings.



Tap Video consultation under appointment listing.

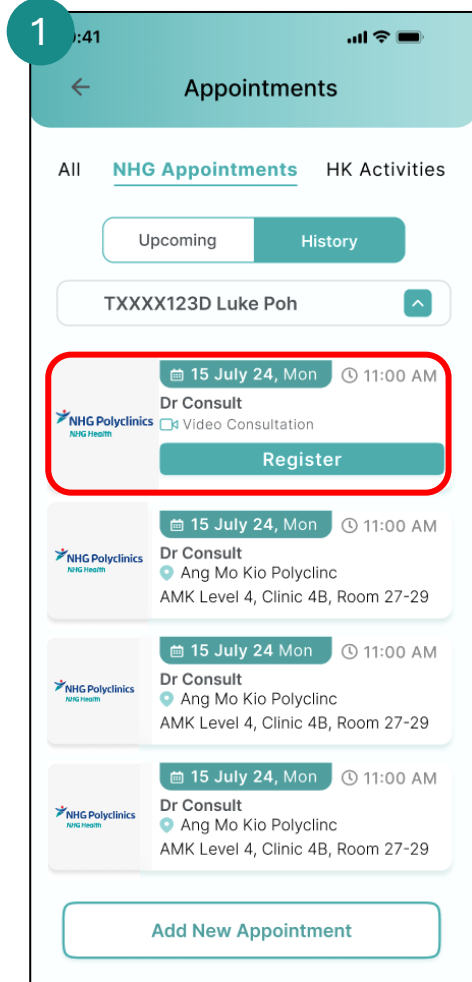


Tap reschedule to update and/or cancel the appointment.

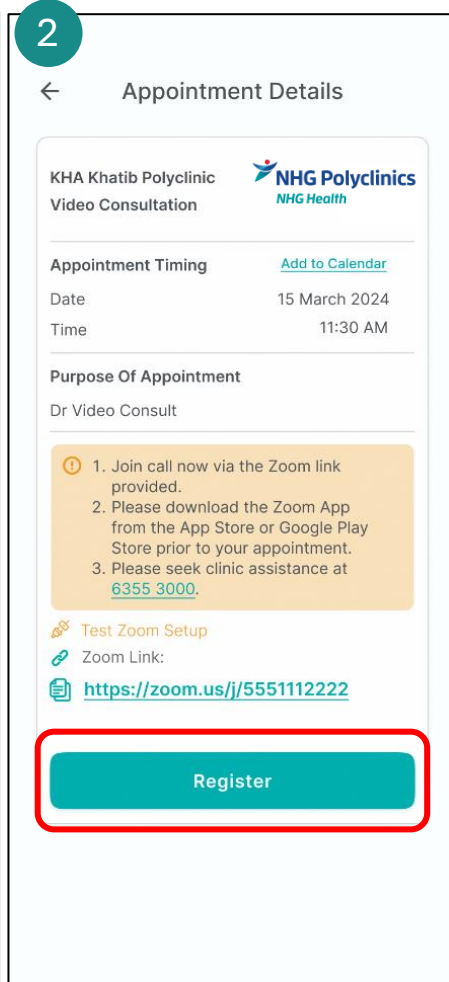


Zoom link will be displayed 7 days before the appointment date (inclusive of weekends).

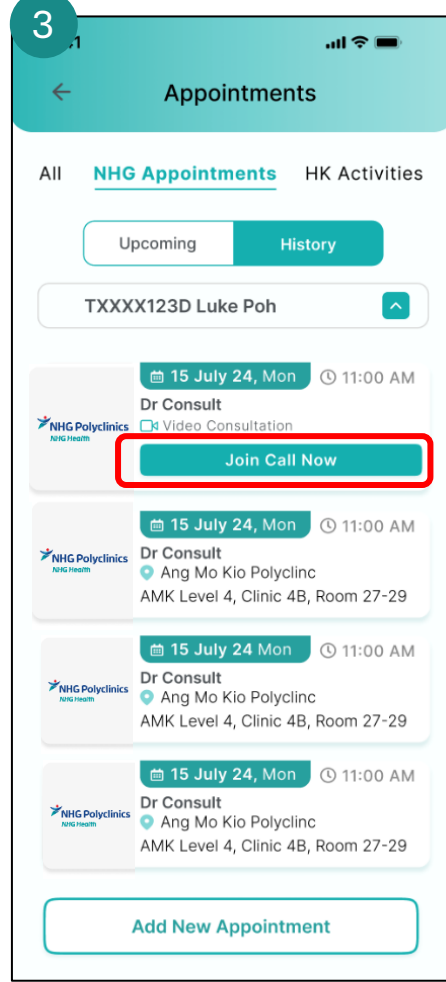
Zoom Link Feature - Successful Registration of Video Consult



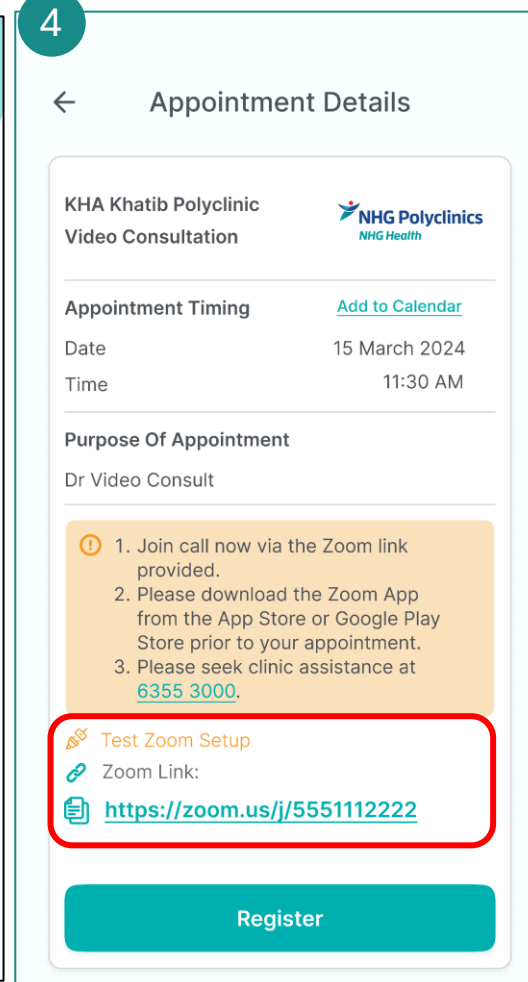
Registration button will be displayed 30 mins before appointment time.



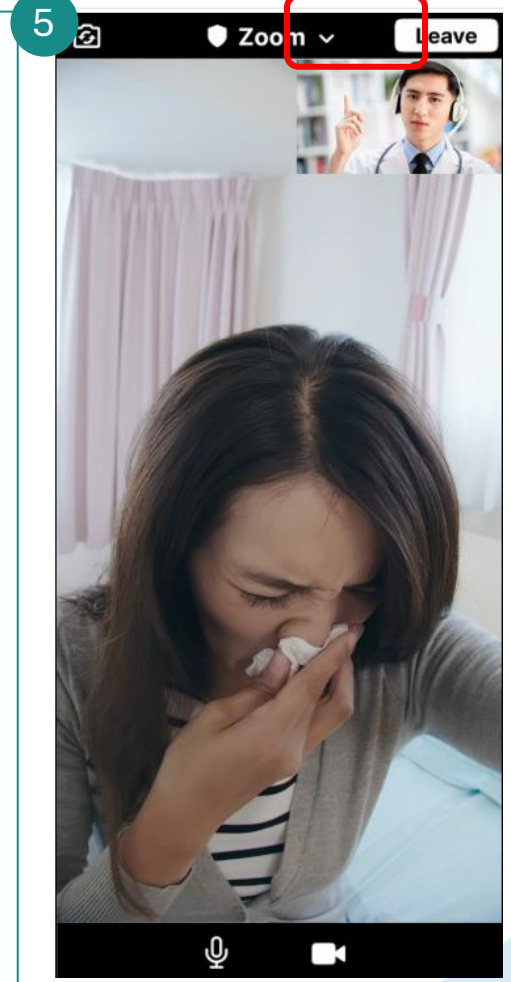
Taps **Register** via appointment details page.



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

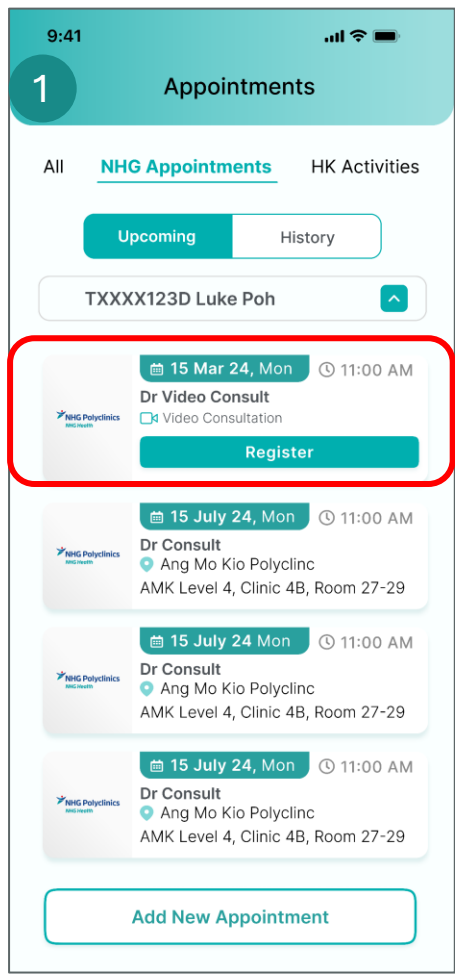


Tap on **Join Call Now** to launch **Zoom** app.

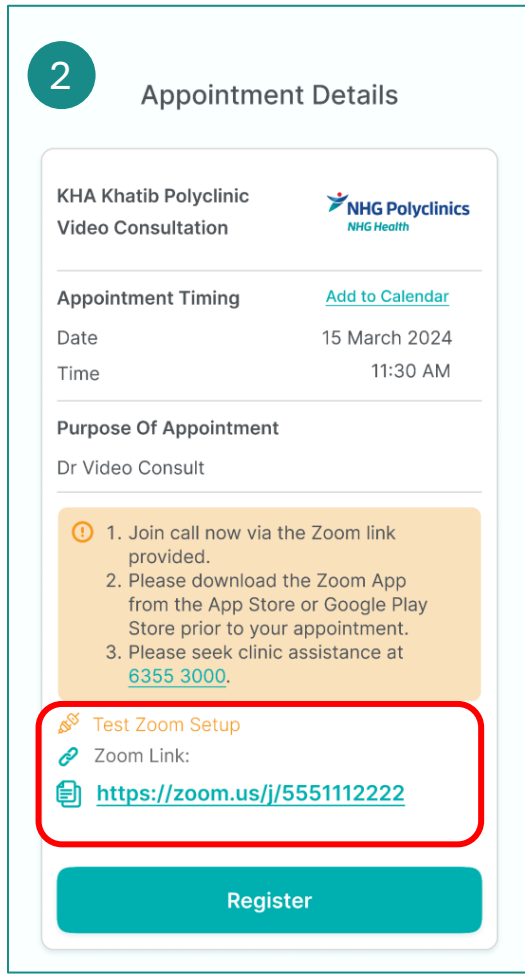


Video consultation starts and ends in Zoom.
Once video consultation ends, there is no re-direction back to NHA after end of Zoom call.

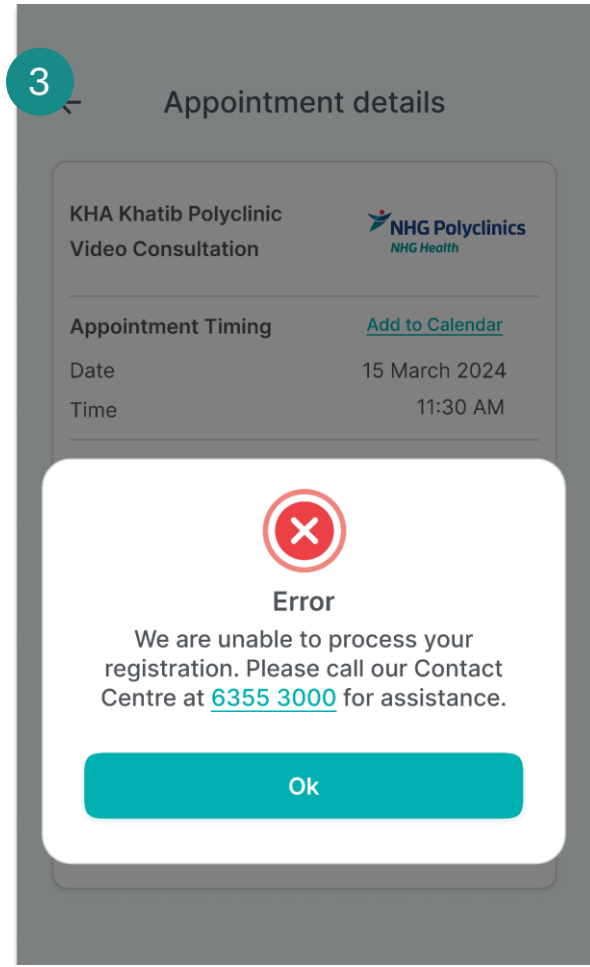
Zoom Link Feature - Failed Registration of Video Consult



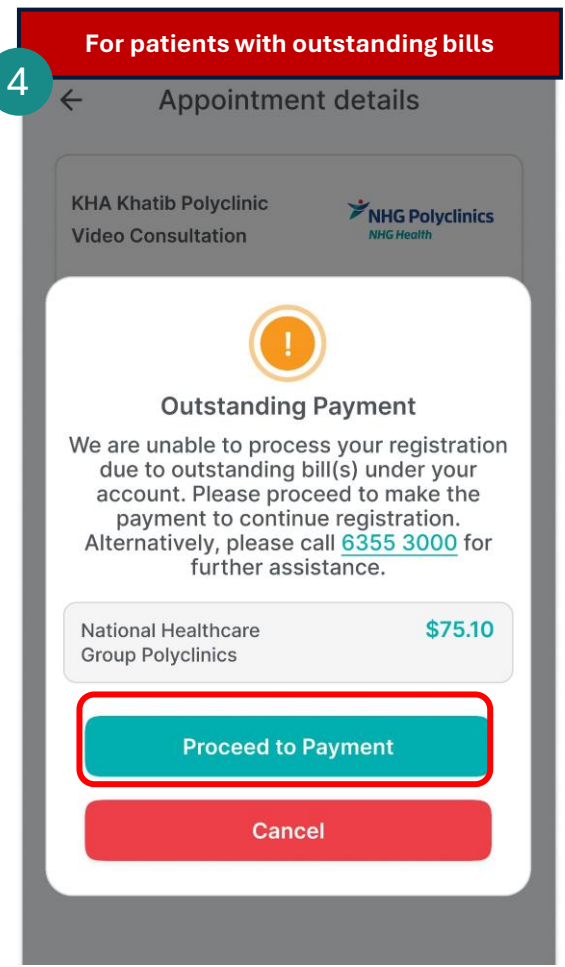
Registration button will be displayed 30 mins before appointment time.



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

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

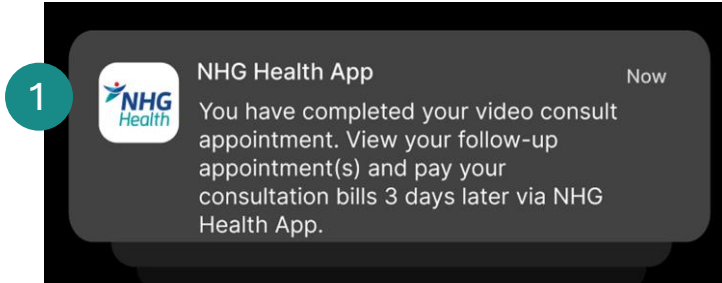
Tap **zoom link** to join the call for video consult.

30 mins after appointment time

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

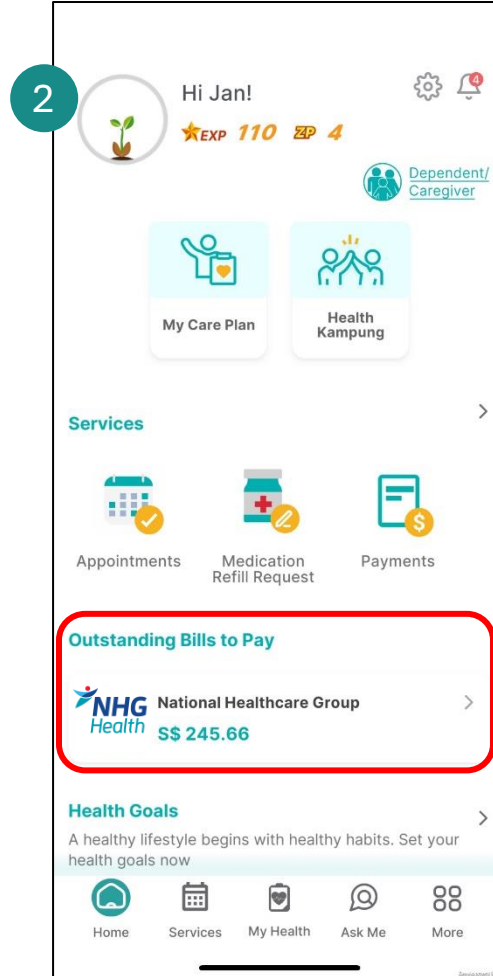
A missed appointment message will be displayed 30mins **after** appointment.

Push Notifications of Video Consult

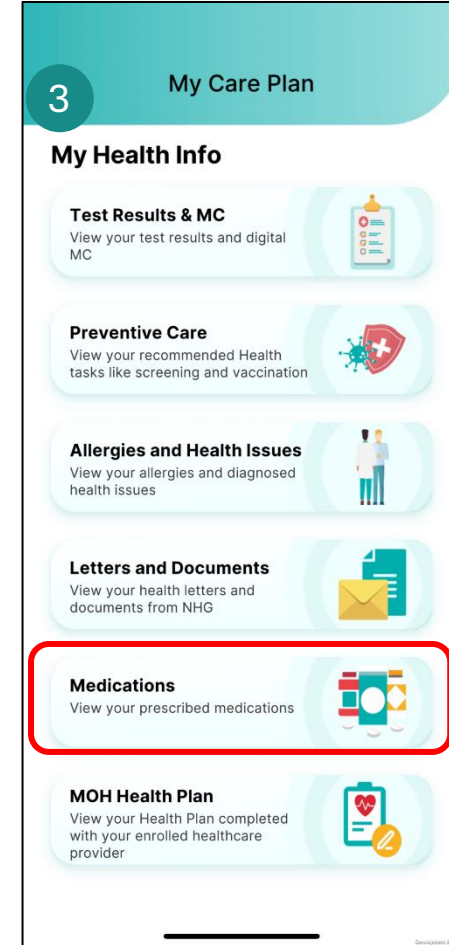


You will receive a push notification once the video consult is completed.

Tap on the **push notification** to be re-directed to NHG Health App homepage



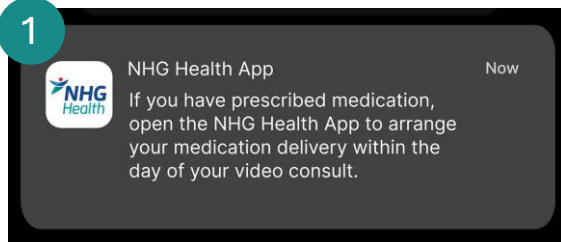
Tap on **Outstanding Bills to Pay** to view bills.



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

Order Medication of Video Consult

Entry point 1

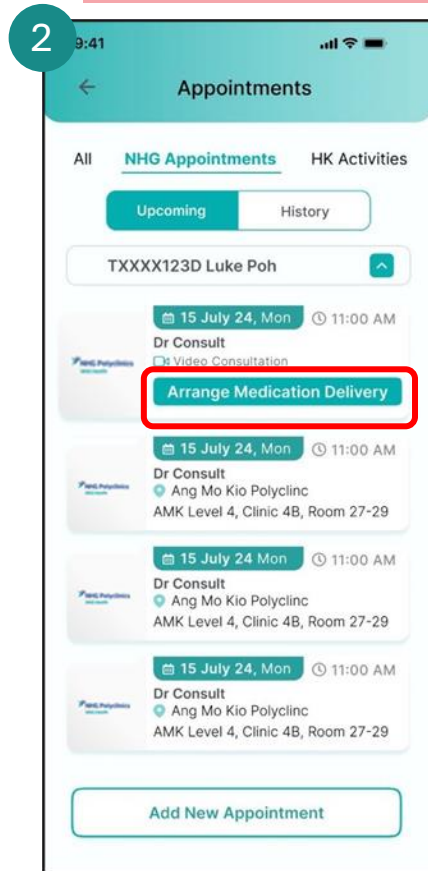


You will receive push notification 1 hour after the completion of video consultation.

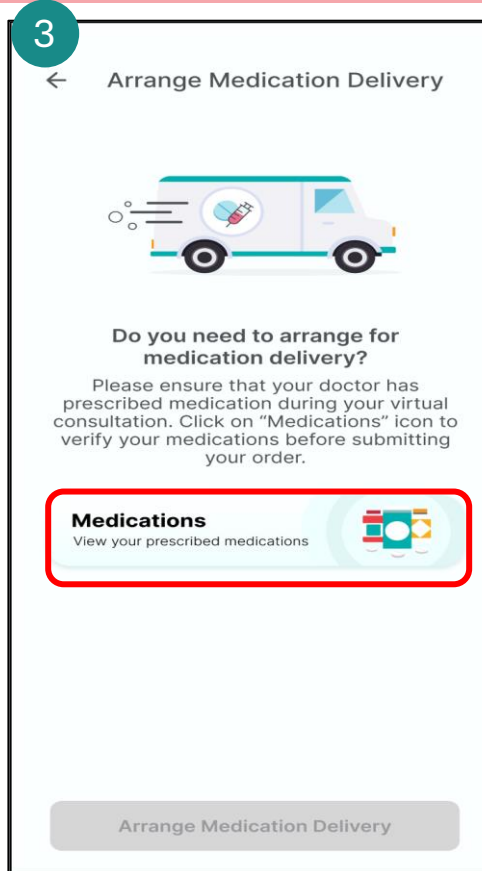
Note: Notification will be sent to all video consult patients regardless of prescribed medication.

VCP does not identify patient based on prescribed medication.

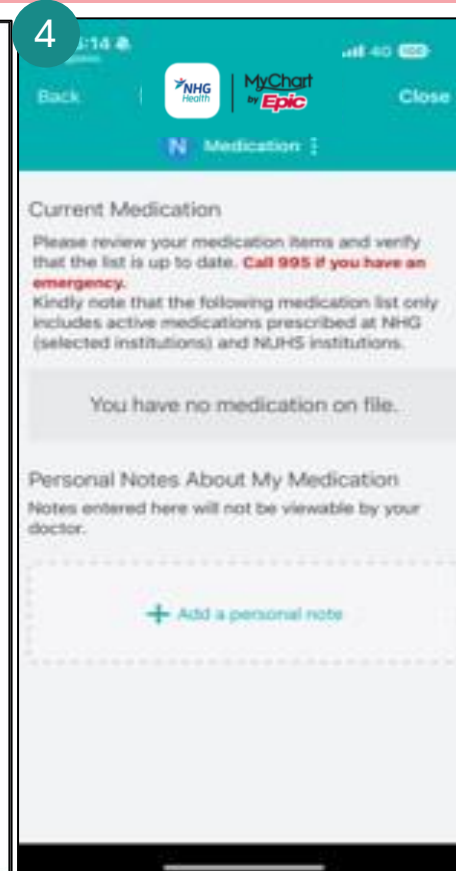
Entry point 2



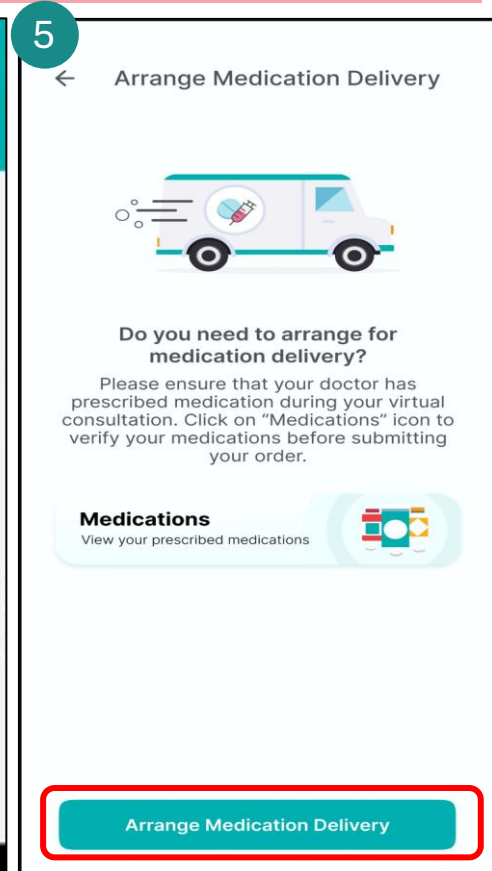
Tap **Arrange Medication Delivery** button to be redirected to arrange medication delivery screen



Tap on **Medications** to check for the medications



1. Check Medication on **MyChart Medication** page
2. After checking click **Close** and redirect to **Arrange Medication Delivery** screen and Arrange Medication Delivery button will be enabled



Tap on **Arrange Medication Delivery** to order medication on the Order Medication screen

Order Medication Form of Video Consult

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

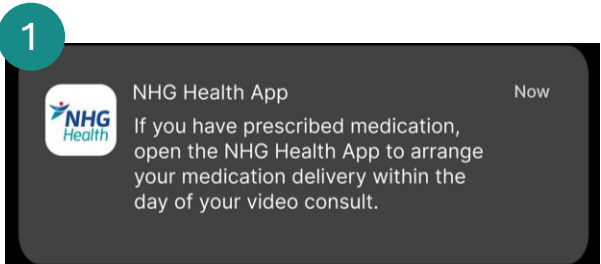
Tap **Confirm** to submit order form.

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)

Order Medication of Video Consult - SOC

Entry point 1

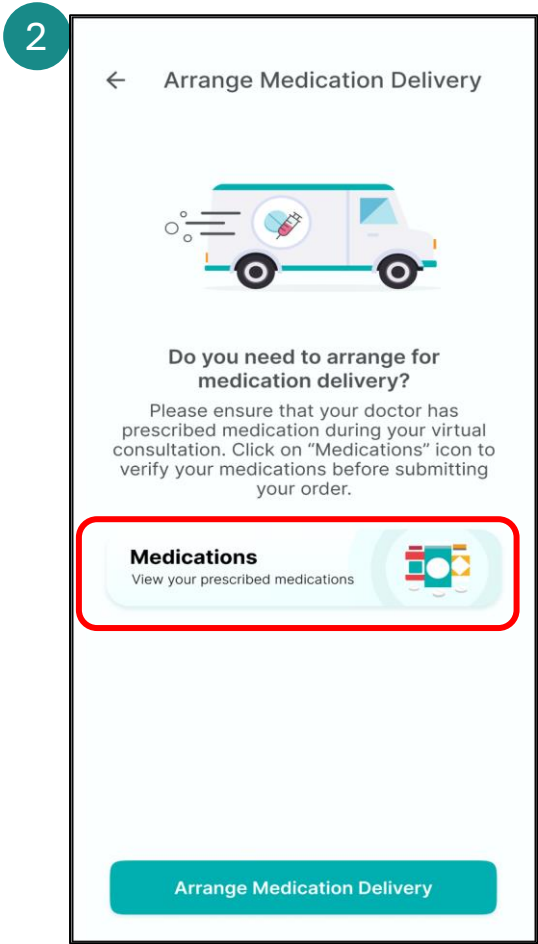


You will receive push notification 1 hour after the completion of video consultation.

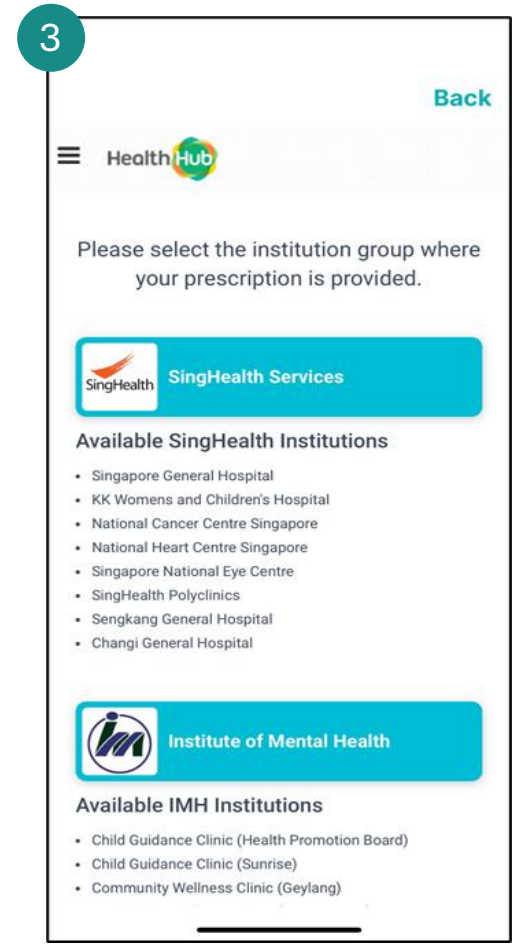
Note: Notification will be sent to all video consult patients regardless of prescribed medication.

VCP does not identify patient based on prescribed medication.

Entry point 2

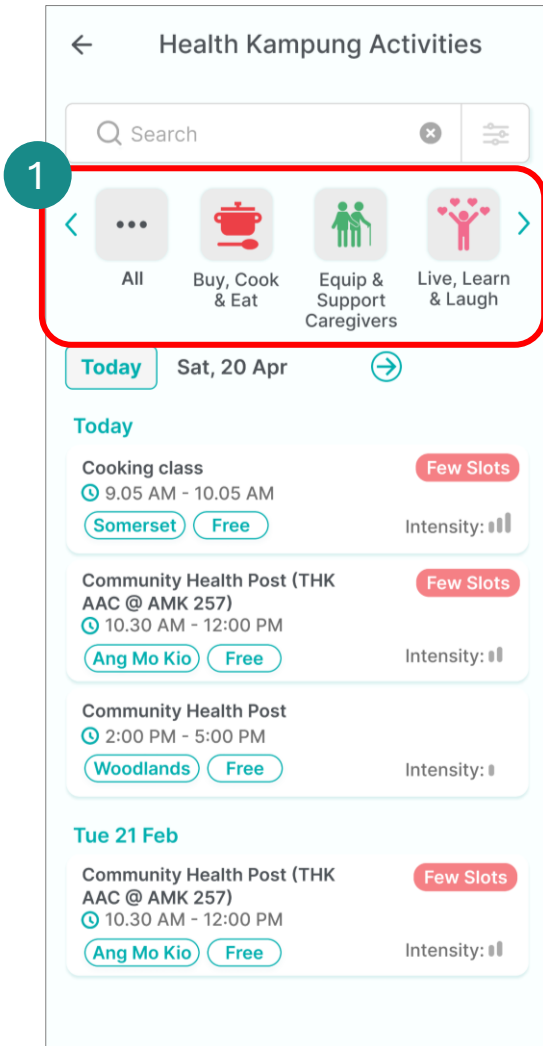


Tap **Arrange Medication Delivery** button to be redirected to arrange medication delivery through HealthHub Med Refill screen

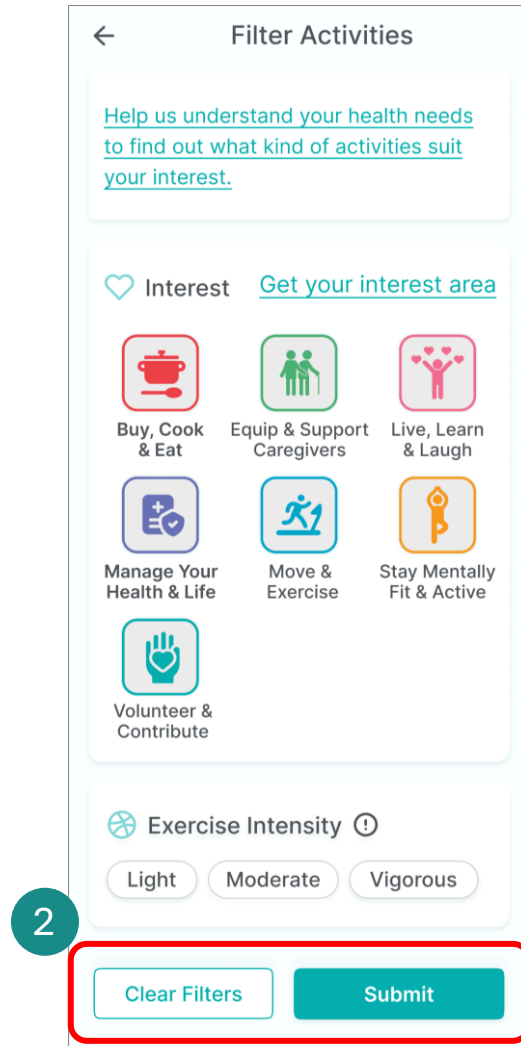


Submit medication delivery using HealthHub refill page

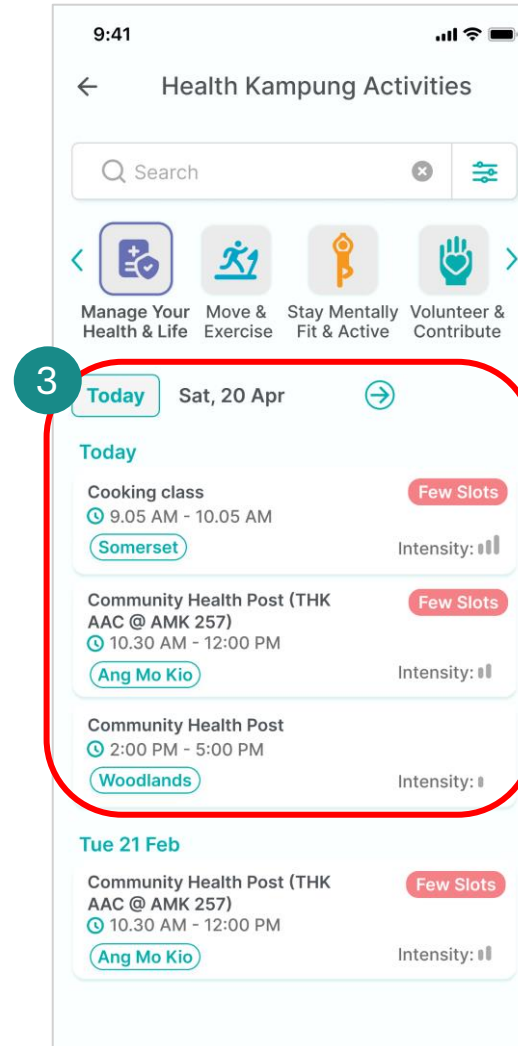
Health Kampung Enhancement - Filter By Interest Areas



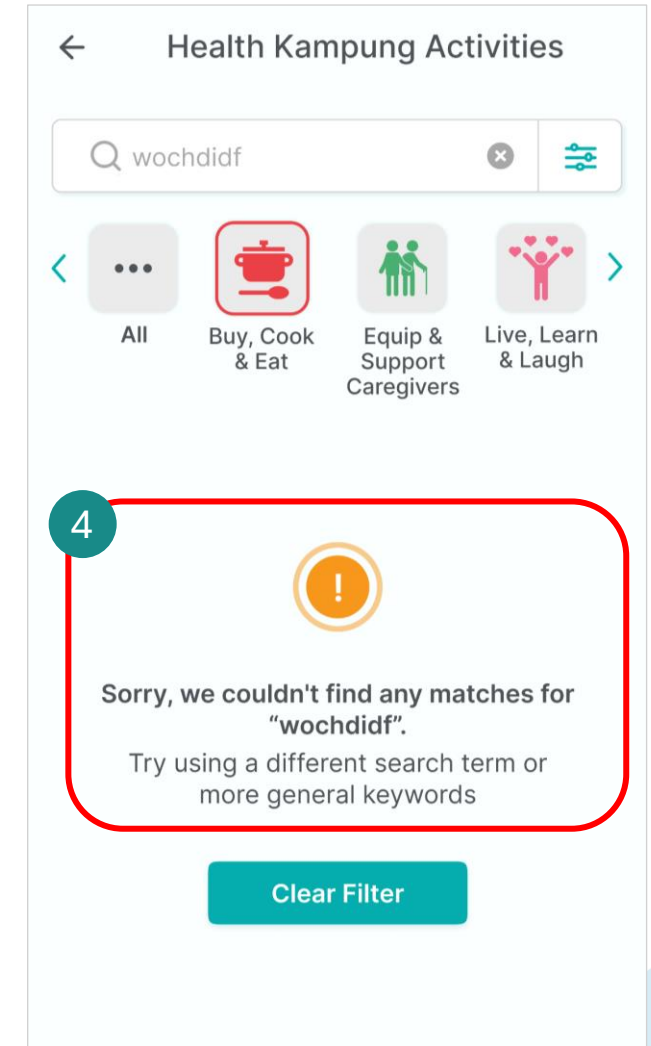
Tap on **Icons** to select the different type of activities.



Tap buttons to filter and submit activity listing.

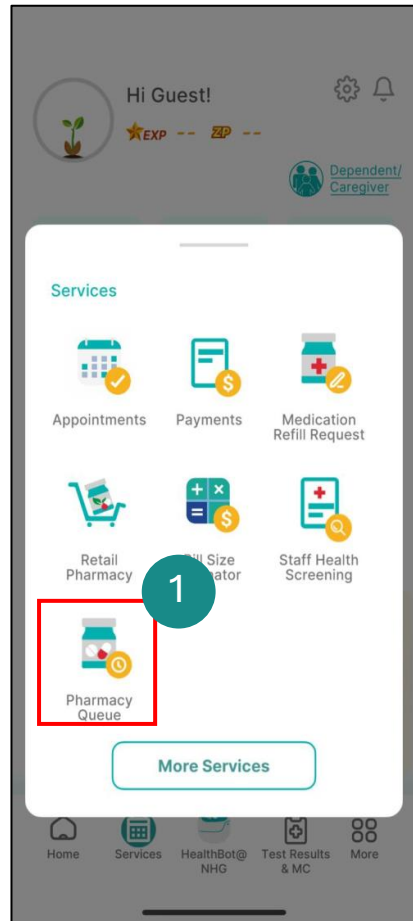


Select **day to view** activities available on the selected day and the rest of week.

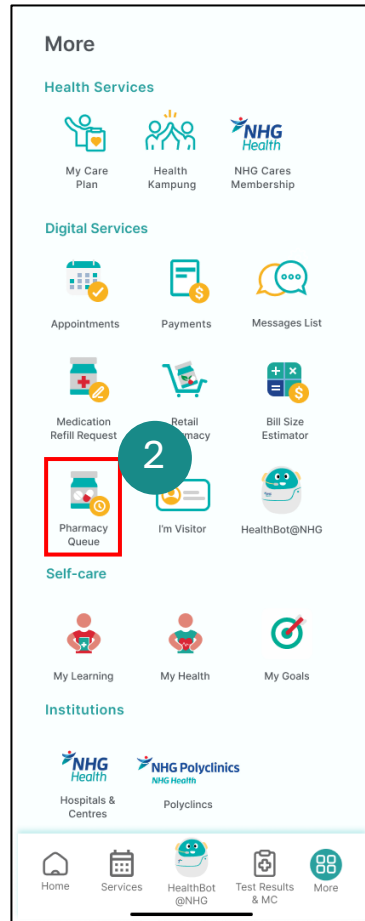


An **error notification** will be displayed if there are no match for the activity.

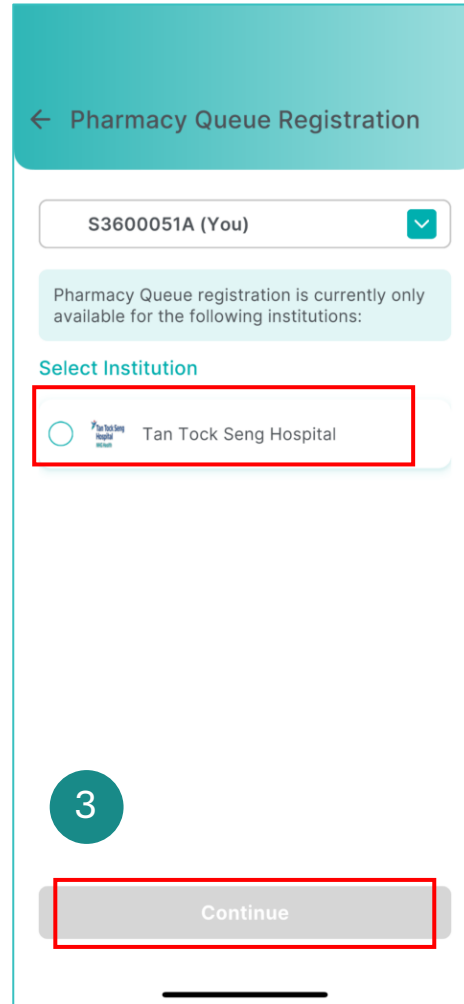
Pharmacy Queue – Entry Point & Home Page



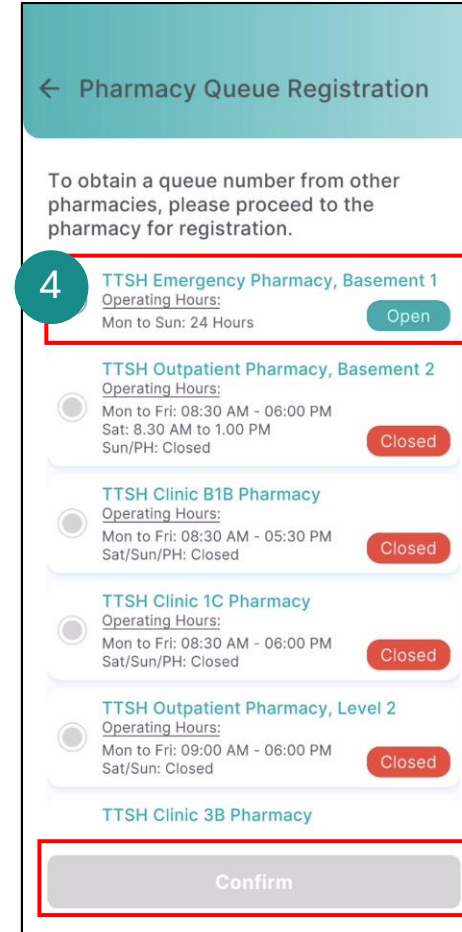
Tap on **[Pharmacy Queue]** icon on Home screen/ Services or More screen.



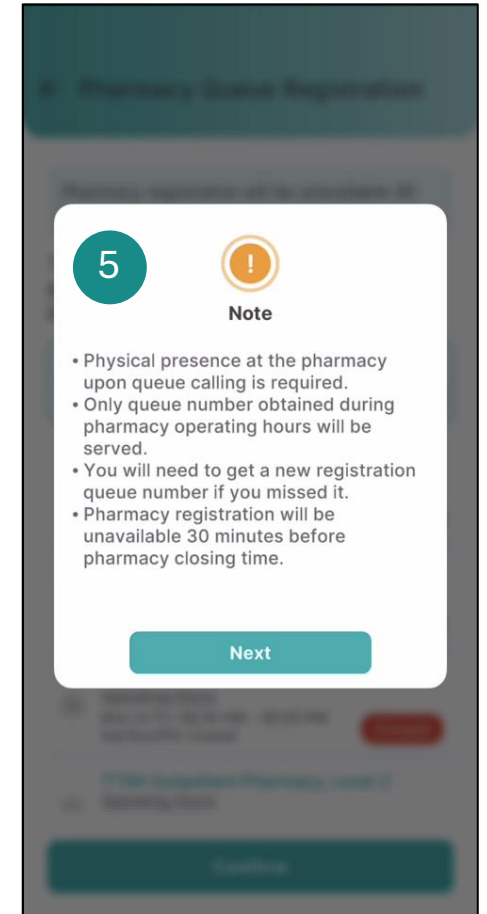
Re-entry point into **[Pharmacy Queue Journey]** once user has successfully registered



Tap on **[Institution]** icon to continue

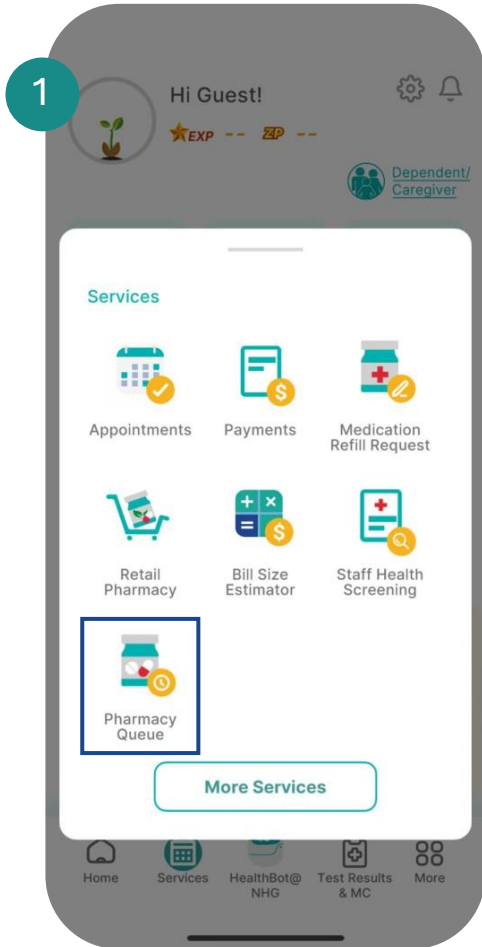


Tap on **[Pharmacy list]** icon to continue

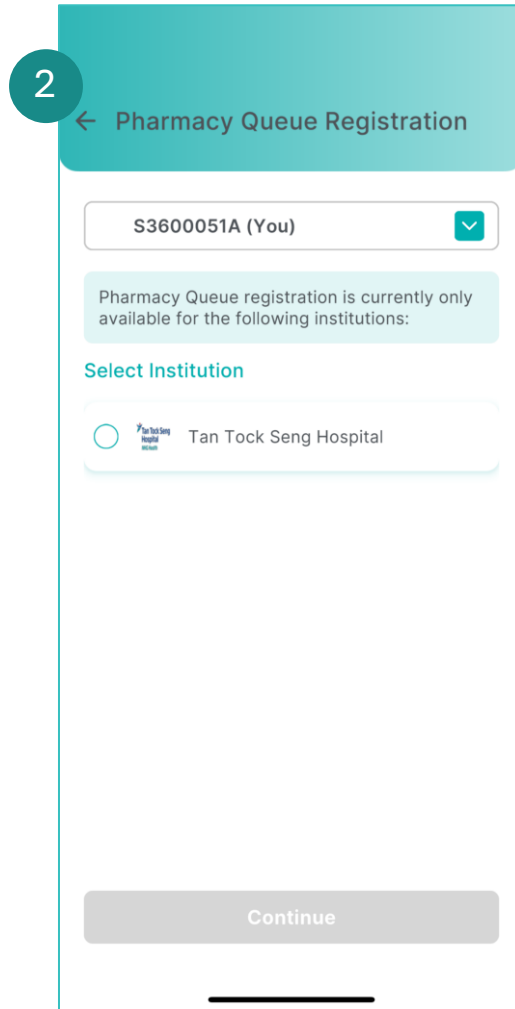


Tap on **[Next]** icon to continue

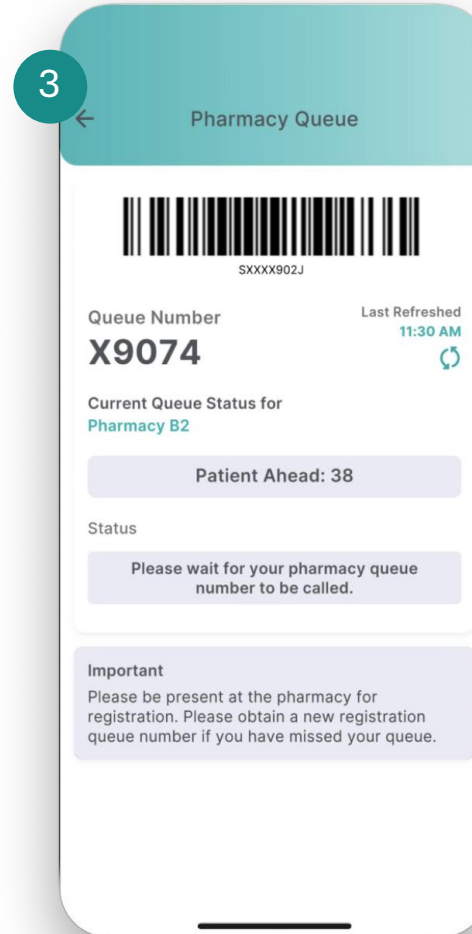
Pharmacy Queue – Show Existing Kiosk, TTSH Pharmacy B2 enabled



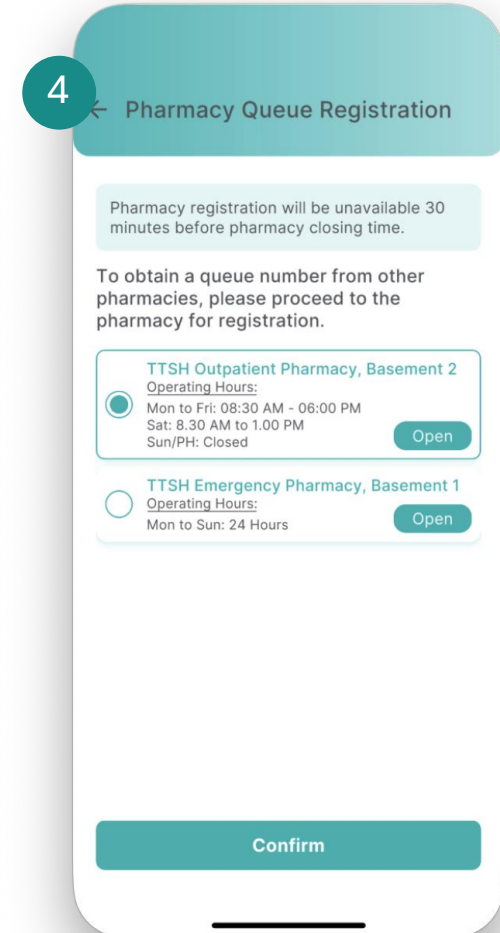
Tap on **[Pharmacy Queue]** icon on Home screen/ Services or More screen.



Tap on **[Institution]** icon to continue.

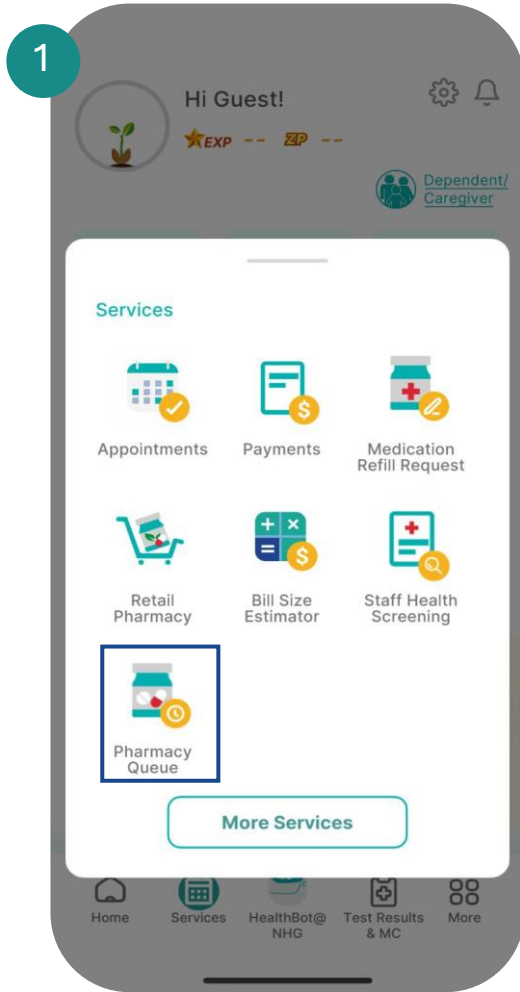


If patient **has existing queue** (Registered using Kiosk or by Staff), APP to show the current Queue.

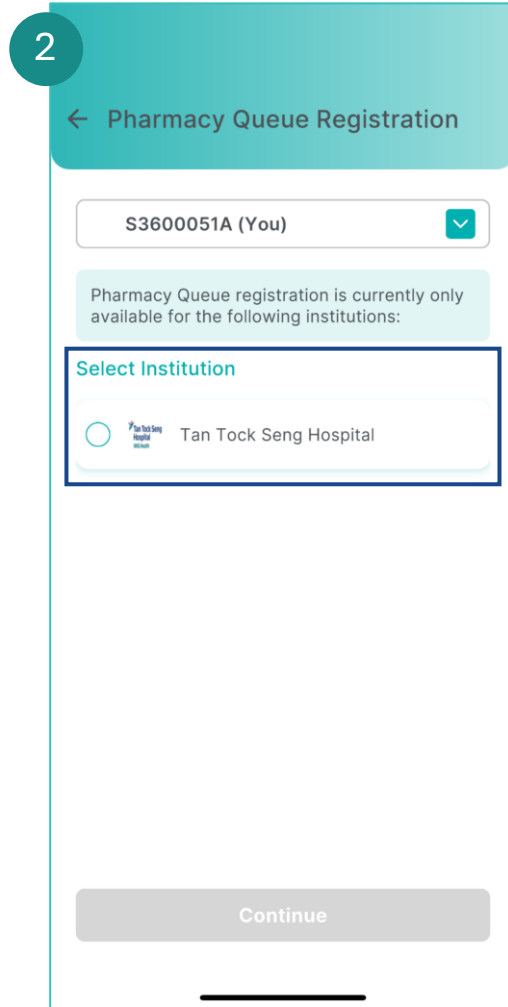


If patient **does not have existing queue** or queue ended, NHA to show the list of enabled pharmacies.

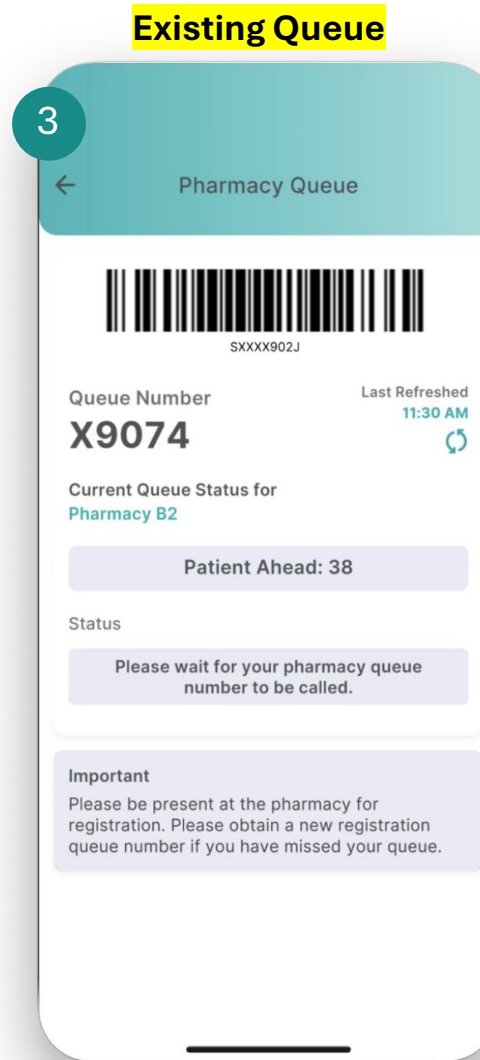
Pharmacy Queue Show Existing Kiosk - Pharmacy disable



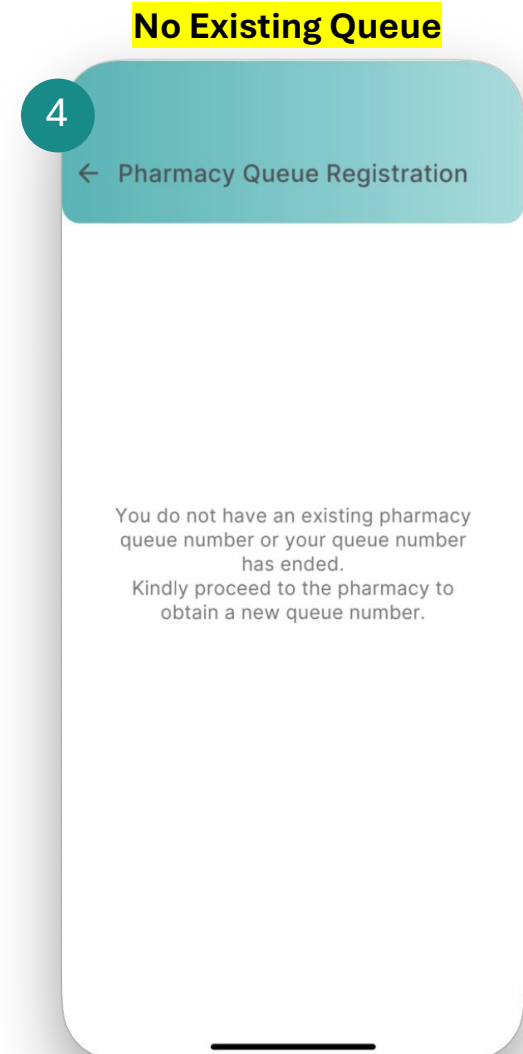
Tap on **[Pharmacy Queue]** icon on Home screen/ Services or More screen.



Tap on **[Institution]** icon to continue

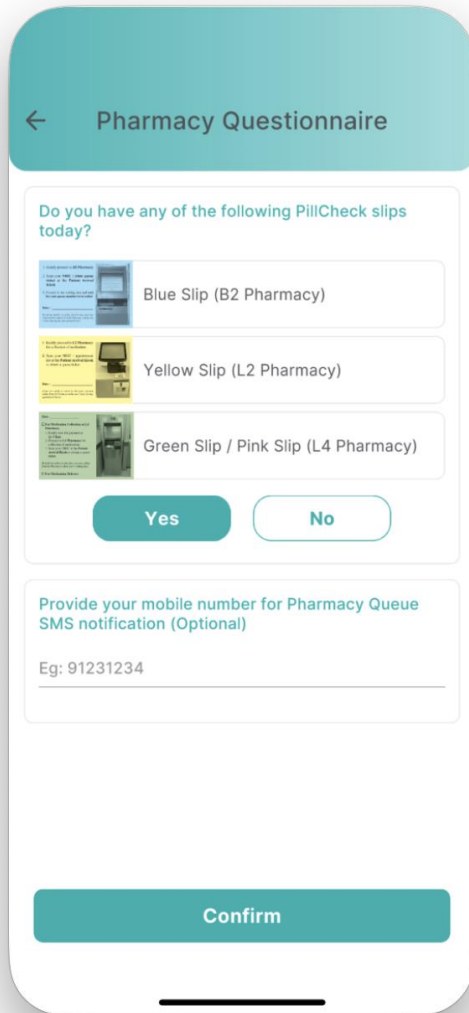


If patient **has existing queue** (Registered using Kiosk or by Staff), APP will show the current Queue






If patient **does not have** existing queue or queue ended, APP will show the above message.

Pharmacy Queue Questionnaire



← Pharmacy Questionnaire

Do you have any of the following PillCheck slips today?

-  Blue Slip (B2 Pharmacy)
-  Yellow Slip (L2 Pharmacy)
-  Green Slip / Pink Slip (L4 Pharmacy)

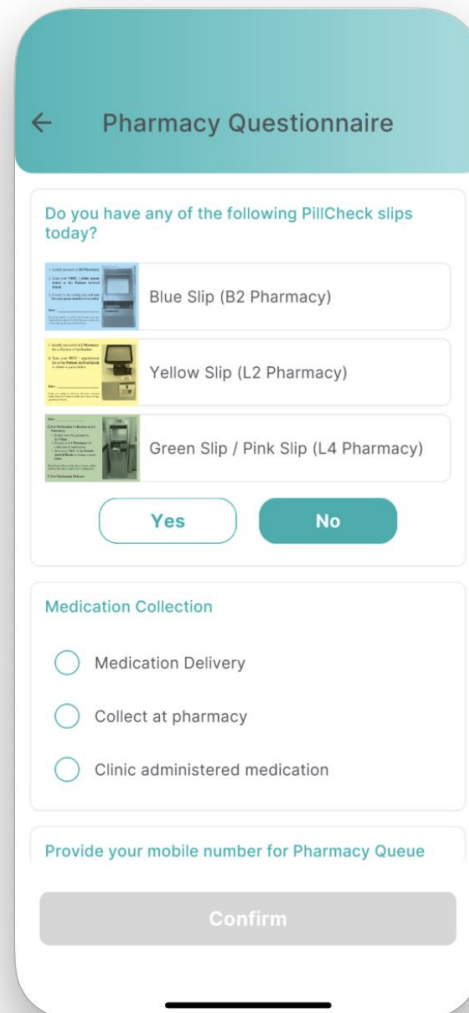
Yes No

Provide your mobile number for Pharmacy Queue SMS notification (Optional)

Eg: 91231234




Confirm

Swipe through PillCheck Slip
If user selects **[Yes]**, screen will move to **[e-itinerary]**.



← Pharmacy Questionnaire

Do you have any of the following PillCheck slips today?

-  Blue Slip (B2 Pharmacy)
-  Yellow Slip (L2 Pharmacy)
-  Green Slip / Pink Slip (L4 Pharmacy)

Yes No

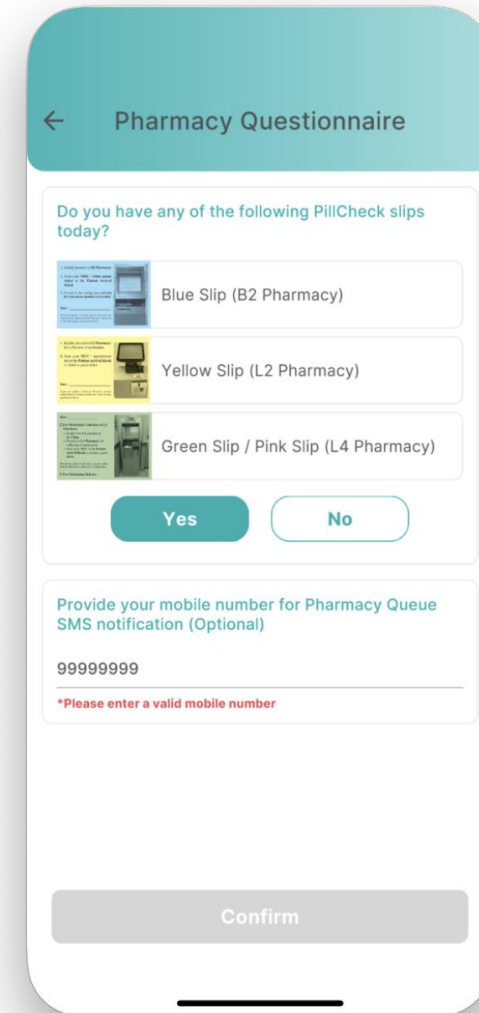
Medication Collection

- Medication Delivery
- Collect at pharmacy
- Clinic administered medication

Provide your mobile number for Pharmacy Queue




Confirm

If no option has been selected, **[Confirm]** button will be greyed out.
If user selects **[No]**, 2nd question **[Medication Collection]** will be displayed.



← Pharmacy Questionnaire

Do you have any of the following PillCheck slips today?

-  Blue Slip (B2 Pharmacy)
-  Yellow Slip (L2 Pharmacy)
-  Green Slip / Pink Slip (L4 Pharmacy)

Yes No

Provide your mobile number for Pharmacy Queue SMS notification (Optional)

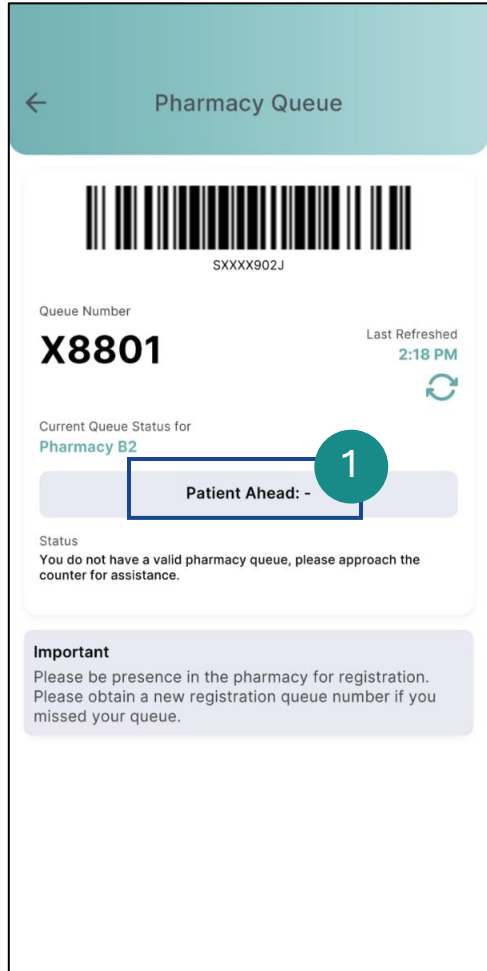
99999999

**Please enter a valid mobile number*

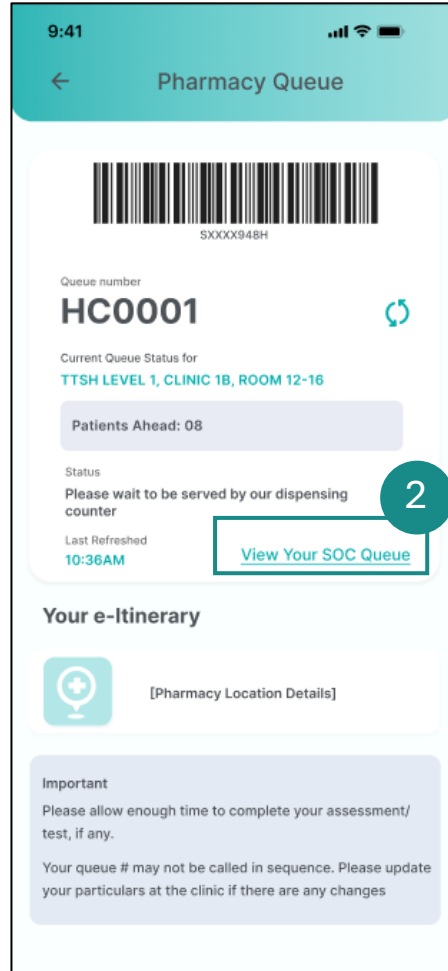
Confirm

When no option has been selected, **[Confirm]** button will be greyed out.
Select either option & **[Confirm]**.

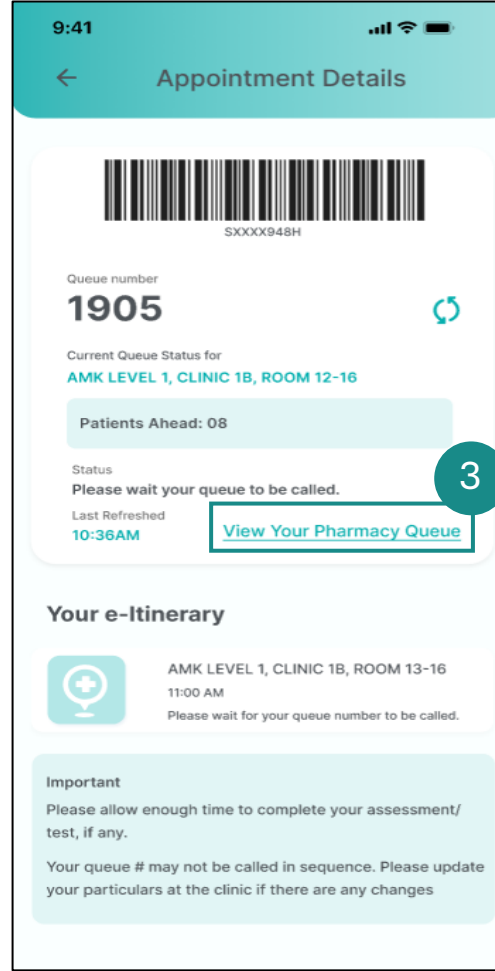
View Your Pharmacy Queue – For an existing SOC queue



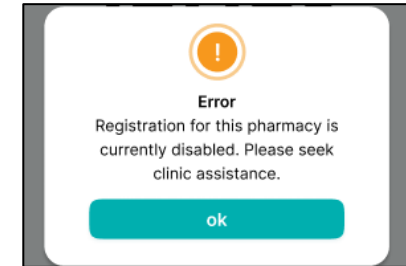
Different pre-queue numbers will be assigned to users.



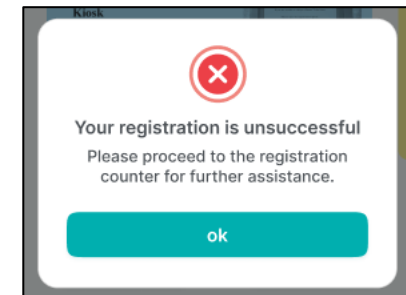
With an existing SOC queue, tap on **[View Your SOC Queue]** to swap between queue journeys.



With an existing SOC queue, tap on **[View Your Pharmacy Queue]** to swap between queue journeys.



Pharmacy disabled error handling



Unsuccessful registration error handling

END