TeleConsult (Video)

**Before appointment day**

1. Install these apps on your mobile phone:
   - NUHS
   - Singpass
   - Zoom


**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.

5. Tap ‘Start Video’ icon to turn on camera.

6. In case of any technical issues, tap ‘Chat’ icon to communicate with us.

3. On Zoom app, tap ‘Chat’ icon to communicate with us.

4. 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.

Last updated: March 2024