

Set up your account

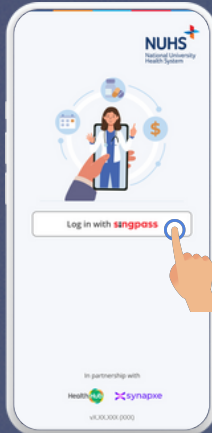
1

Scan the QR code to download the NUHS App.



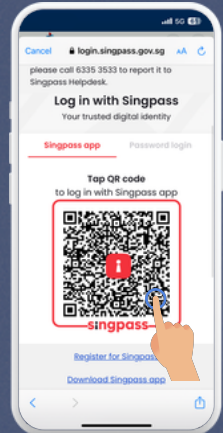
2

Tap 'Log in with Singpass'.



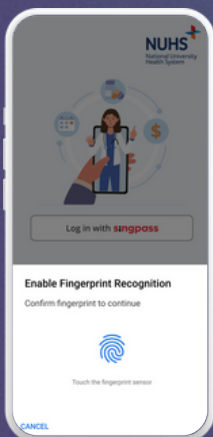
3

Scan the QR code to proceed with the login process.



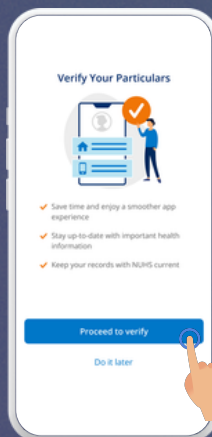
4

Set up 6-digit passcode along with biometric authentication.



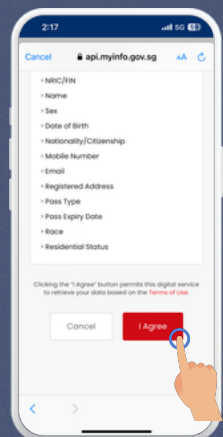
5

Verify your information.



6

Tap 'Agree' to complete account setup.

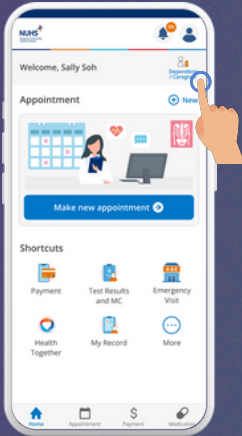


Add loved ones to your account

Log in to Dependent's account

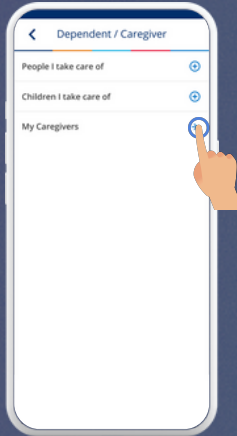
1

Tap 'Dependent / Caregiver'.



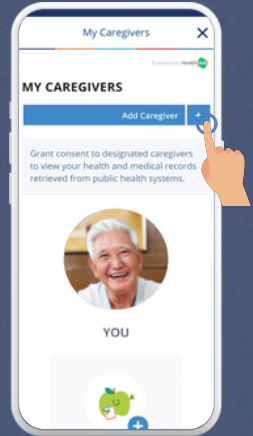
2

Tap 'My Caregivers'.



3

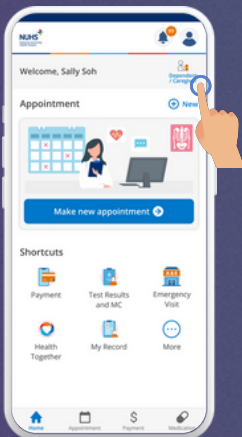
Tap 'Add Caregiver'.
Add the caregiver details
and tap 'Verify'.



Log in to your account

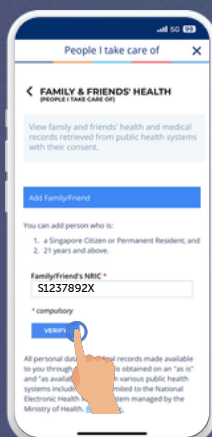
4

Tap 'Dependent / Caregiver'.



5

Tap '(+)'. Add the
dependent details
and tap 'Verify'.



Note:

- To add child dependents, start from Step 4.
- Child dependents must be under the age of 21.
- For full eligibility criteria, please visit <https://healthhub.sg>.

How to access my child's or dependent's Medical Certificate and other health records on the NUHS App?



Select your child's or dependent's name.

Note:

This feature is open to Singaporeans and PRs only.

If your adult dependent's health records are not showing, check with them to see if access has been shared with you.

If they had added you before, ask them to re-grant access:

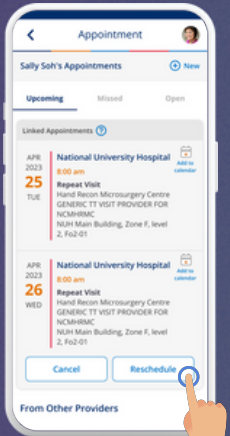
1. Tap 'Dependent / Caregiver'.
2. Tap your name under 'My Caregiver'.
3. Tap 'Accept Changes'.

Reschedule or cancel appointment

Reschedule appointment

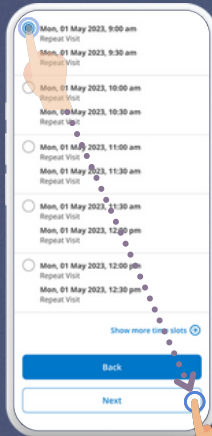
1

To modify your appointment, select 'Reschedule'.



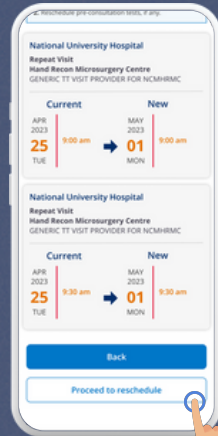
2

Choose your desired time slot and enter 'Next'.



3

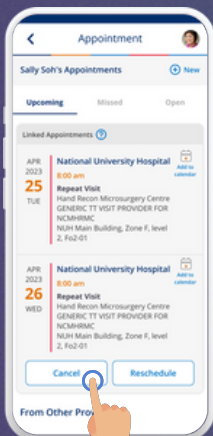
Review your new appointment and select 'Proceed to reschedule'.



Cancel appointment

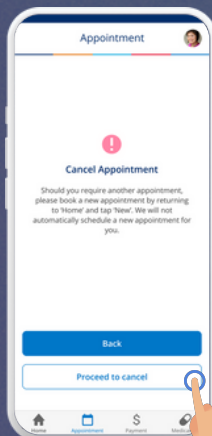
1

To cancel your appointment, type 'Cancel'.



2

Type 'Proceed to cancel' to verify the cancellation.



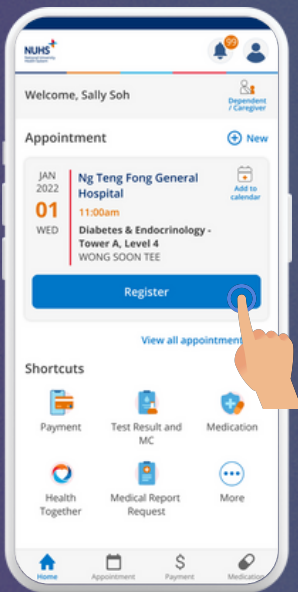
Note:

- Ensure that you have enough medication to last you till your next appointment.

Mobile registration

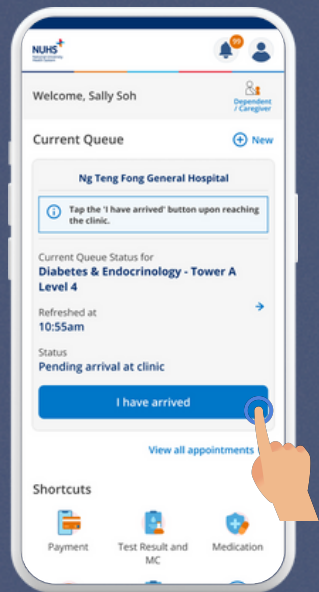
1

Tap 'Register' when prompted to confirm your attendance.



2

When you reach the clinic, tap 'I have arrived' to get your queue number.



Note:

First Visit patients and those with outstanding matters may be called to the counter for verification purposes.

TeleConsultation (Video)

Before the appointment

- 1 Install these apps on your mobile device:



NUHS

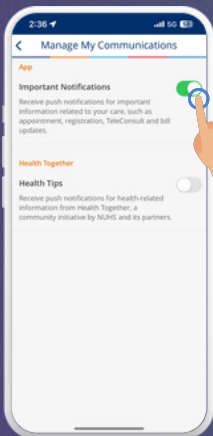


Singpass



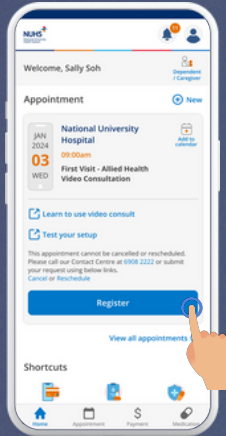
Zoom

- 2 In the NUHS App, select 'Home' >  > 'Manage My Communications' > enable 'Important Notifications'.

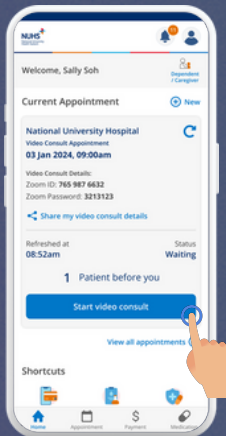


On appointment day

- 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.



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



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



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

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



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

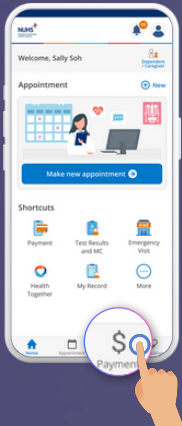
- 10 If you have been issued an MC, download it from 'Test Results & MC'.

How to settle bills / download fully paid?

Pay bills

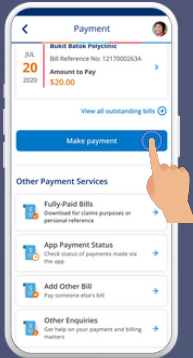
1

Tap '\$'.



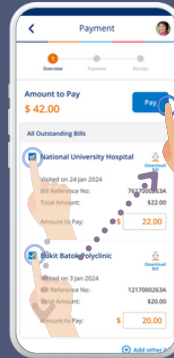
2

Tap 'Make Payment'.



3

Choose the bills you wish to pay and tap 'Pay'.



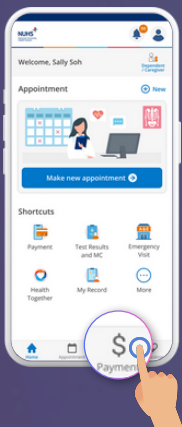
Note:

- Allow up to 3 working days for outstanding bill to appear on the app.
- Ensure a stable network connection to prevent any disruptions when making payments.
- Avoid using a VPN while making payments.

Download fully-paid bill (invoice)

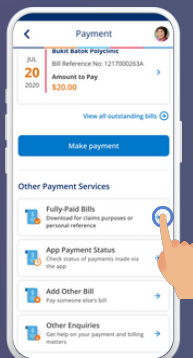
1

Tap '\$'.



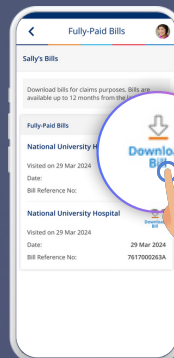
2

Tap 'Fully-Paid Bills'.



3

Find the relevant invoice and tap 'Download Bill'.



Note:

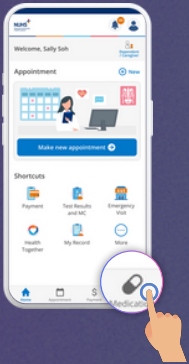
- Only bills paid in full are displayed.
- Allow up to 3 working days for the payment status to be reflected on the app.

Medication order

(For NUH, AH and NUP patients)

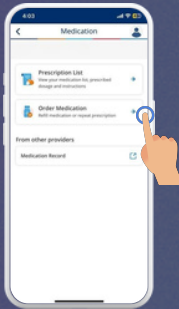
1

Type 'Medication'.



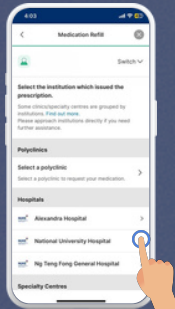
2

Type 'Order Medication'.



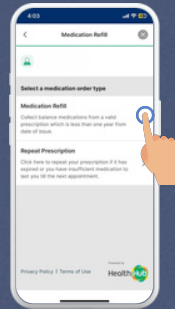
3

Select the institution that issued the prescription.



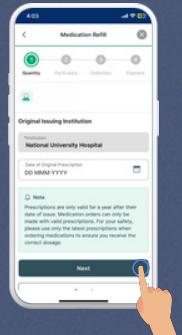
4

Select the order type based on the description.



5

Optional: Enter your original prescription date.



6

Optional: Upload a copy of your Partial Memo or Medication List.



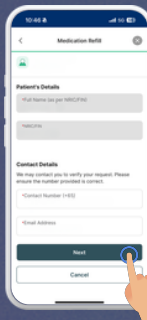
7

For 'Medication Refill' only: Specify your refill preference.



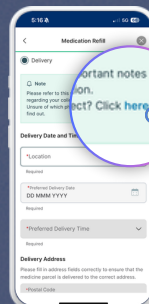
8

Confirm your details.



9

Choose your collection mode.
NUH patients who choose delivery, tap 'here' to complete the 'Location' field.



10

Select your payment mode and tap 'Next' to review and submit your request.

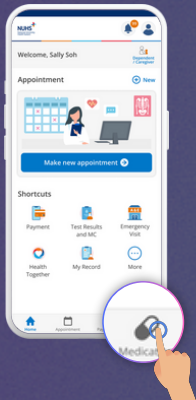


Medication order

(For NTFGH, JCH and JMC patients)

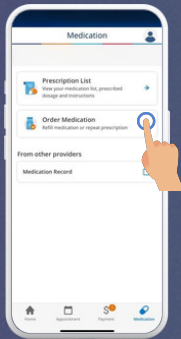
1

Tap 'Medication'.



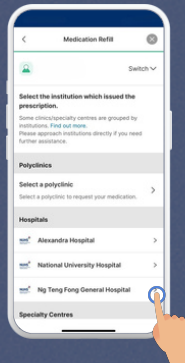
2

Tap 'Order Medication'.



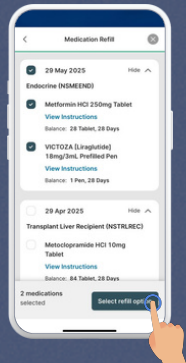
3

Select the institution which prescribed the medication.



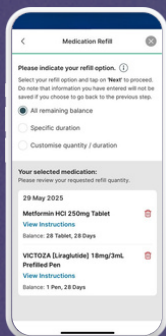
4

Choose the medication you wish to order.



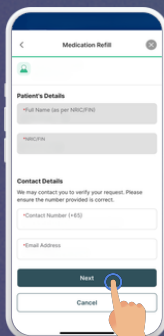
5

Indicate your refill option.



6

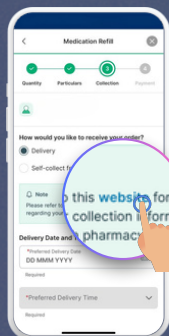
Confirm your particulars.



7

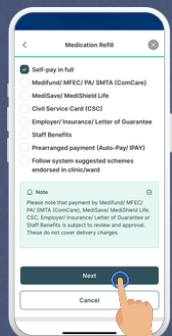
Select your collection mode.

Note: Before you proceed, tap 'website' for important details about your order.



8

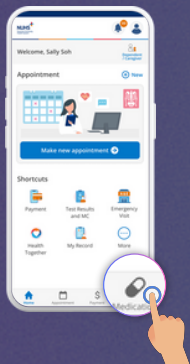
Select your payment mode and tap 'Next' to review and submit your request.



Repeat Prescription (For NTFGH, JCH and JMC patients)

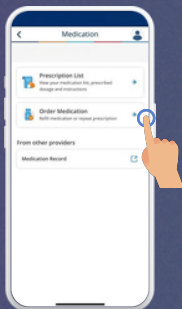
1

Tap 'Medication'.



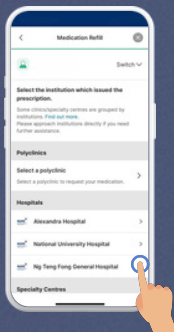
2

Tap 'Order Medication'.



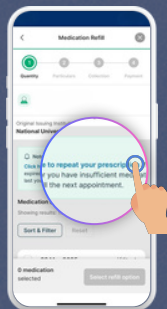
3

Select the institution which issued the prescription.



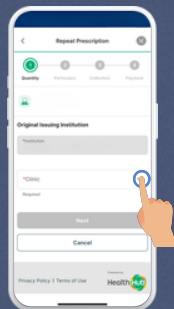
4

Tap 'Click here to repeat your prescription'.



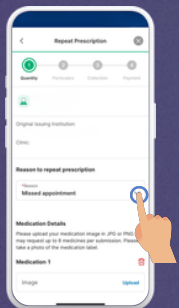
5

Select the clinic that issued your prescription.



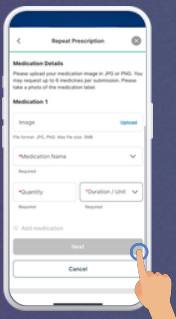
6

Select the reason for repeating the prescription.



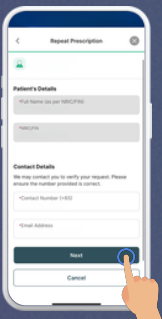
7

Fill in your medication details.



8

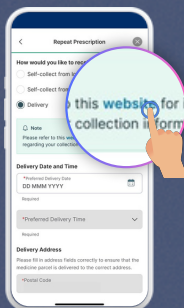
Confirm your particulars.



9

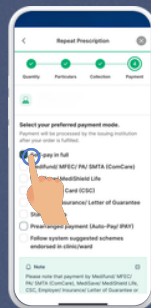
Select your collection mode.

Note: Before you proceed, tap 'website' for important details about your order.



10

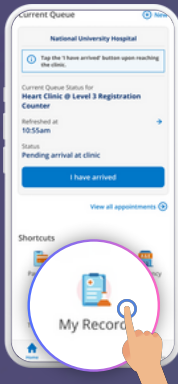
Select your payment mode and tap 'Next' to review and submit your request.



How to request for and download medical reports?

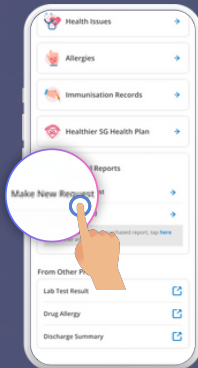
1

Tap 'My Record'.



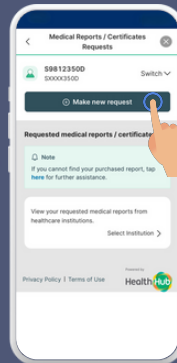
2

Tap 'Make New Request' under 'Medical Reports'.



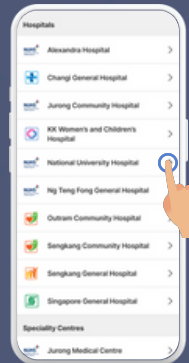
3

Tap 'Make new request'.



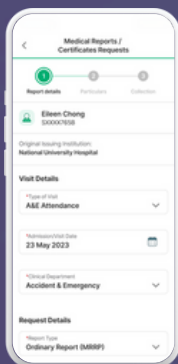
4

Choose the relevant institution.



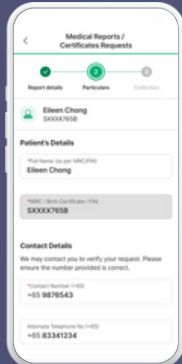
5

Enter the details of the report you wish to download.



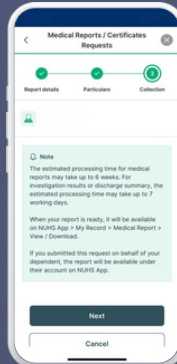
6

Enter your particulars.



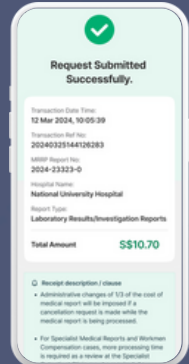
7

Read your report collection note and tap 'Next'.



8

Make payment.



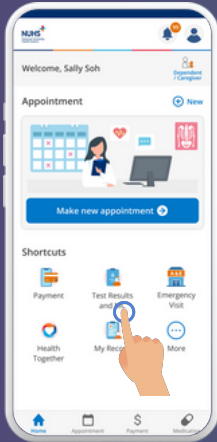
Note:

When your report is ready, download it via:
NUHS App > My Record > Medical Reports > View / Download.

How to download Medical Certificates (MC) / time chit / Hospitalisation Leave?

1

Tap 'Test Result and MC'.



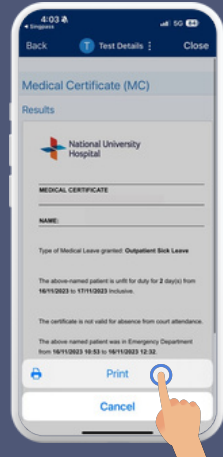
2

Select the relevant Medical Certificate (MC) and tap .



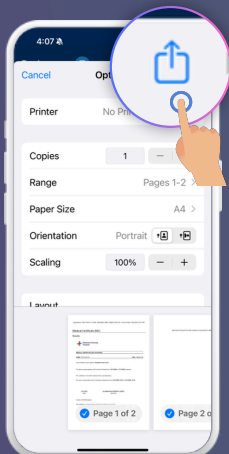
3

Tap 'Print'.



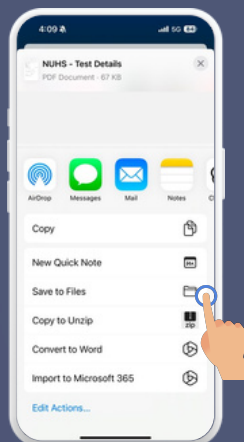
4

Tap  (iPhone)
or
 (Android)



5

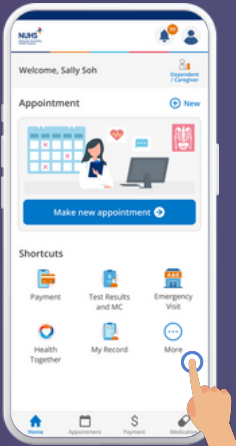
Tap 'Save to Files' (iPhone)
or
'Save as PDF' (Android).



How to download letters?

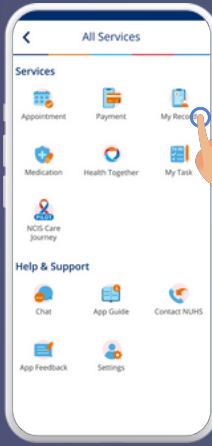
1

Tap 'More'.



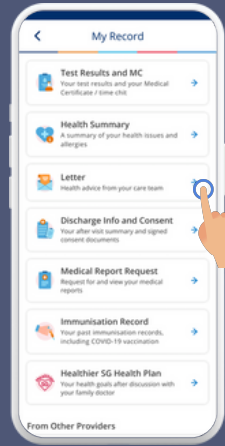
2

Tap 'My Record'.



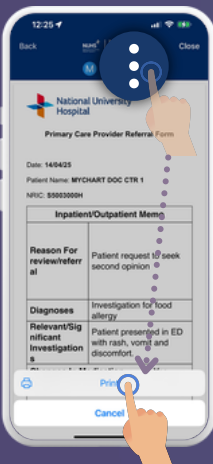
3

Tap 'Letter'.



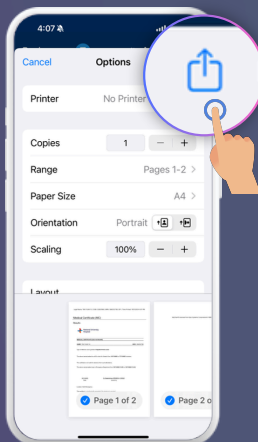
4

Select the letter, tap  and tap 'Print'.



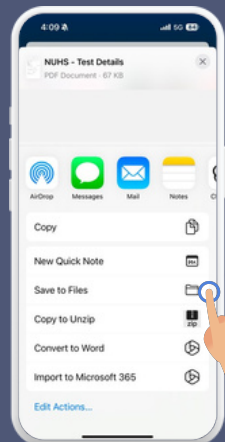
5

Tap  (iPhone)
or
 (Android).



6

Tap 'Save to Files' (iPhone)
or
'Save as PDF' (Android).



How to download After Visit Summary?

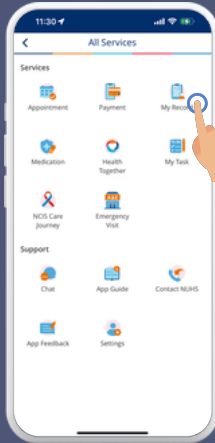
1

Tap 'More'.



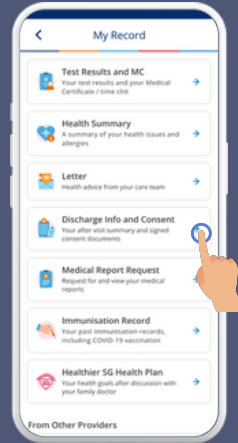
2

Tap 'My Record'.



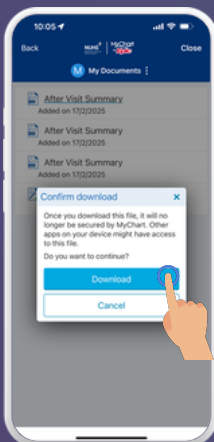
3

Tap 'Discharge Info and Consent'.



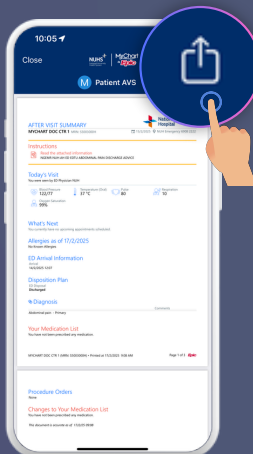
4

Select the relevant After Visit Summary and tap 'Download'.



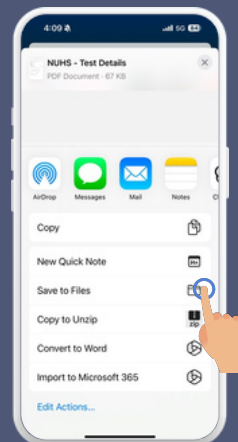
5

Tap  (iPhone)
or
 (Android)



6

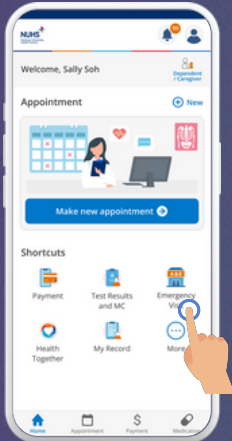
Tap 'Save to Files' (iPhone)
or
'Save as PDF' (Android).



How to fill the health declaration form for your emergency visit on NUHS App?

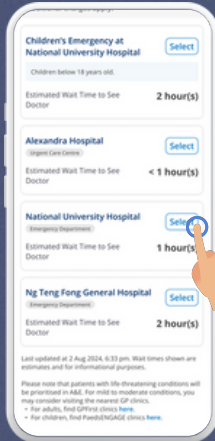
1

Tap 'Emergency Visit' on the dashboard.



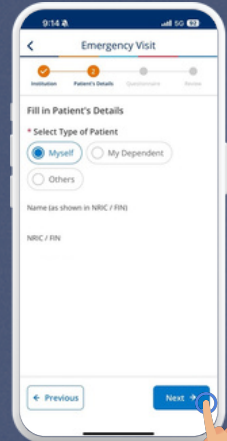
2

Select the institution you wish to visit.



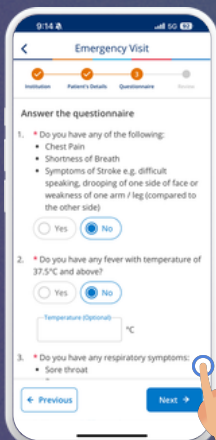
3

Enter your details.



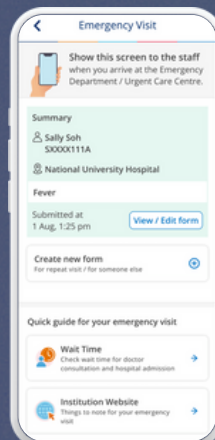
4

Complete the questionnaire.



5

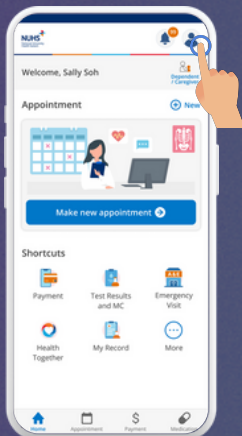
Show the completed screen to our staff upon arrival.



How to update your personal details?

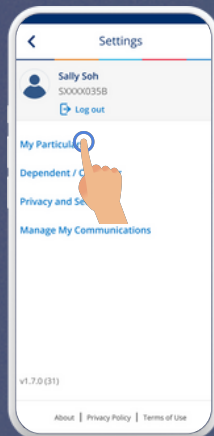
1

Tap on your profile image.



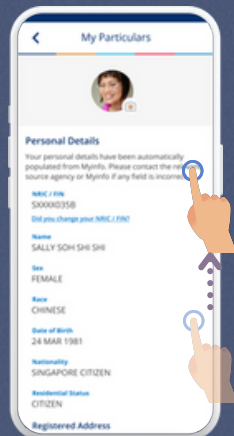
2

Select 'My Particulars'.



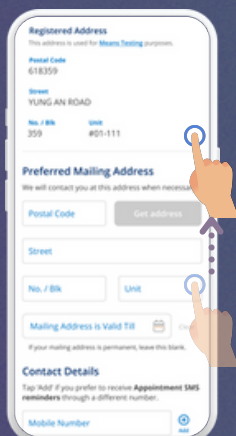
3

Review your particulars pulled from Myinfo (Singpass).



4

Fill in preferred mailing address if it is different from registered address.



5

Once you have reviewed and completed your particulars, tap 'Confirm and save'.

