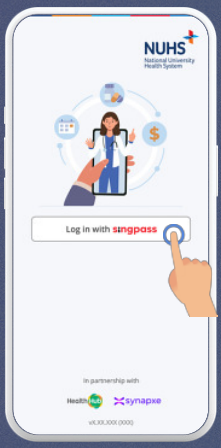
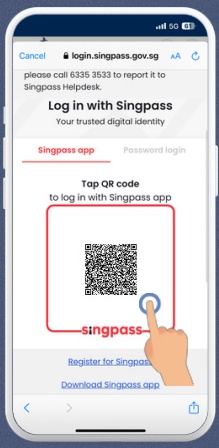
Set up your account

1. Scan the QR code to download the NUHS App.

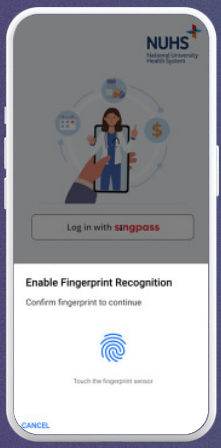
2. Tap 'Log in with Singpass'.



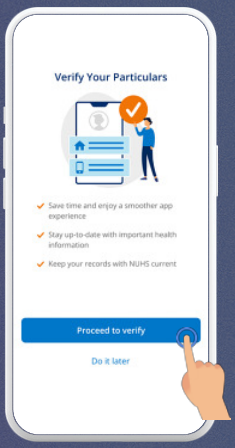
3. Scan the QR code to proceed with the login process.



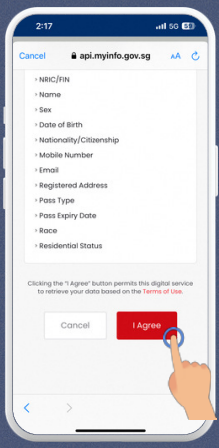
4. Set up 6-digit passcode along with biometric authentication.



5. Verify your information.



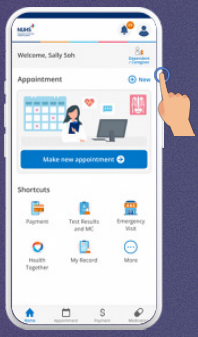
6. Tap 'Agree' to complete account setup.



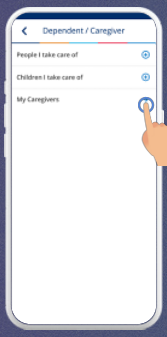
Add loved ones to your account

Dependent to log in to App

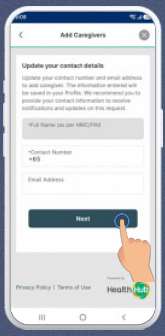
1. Tap 'Dependent / Caregiver'.



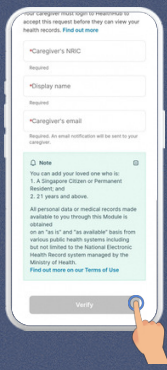
2. Tap 'My Caregivers' . Tap "Add New" on the next page



3. Update your contact details and tap 'Next'.



4. Add your caregiver's details and tap "Verify"

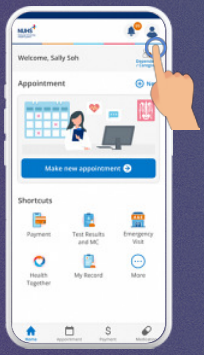


5. Check your contact number and tap "Proceed"

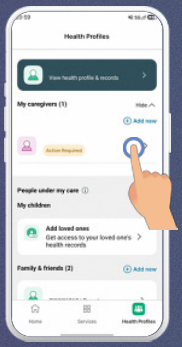


Caregiver to log in to App

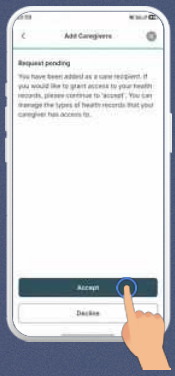
4*. Tap 'Dependent / Caregiver'.



5. Tap 'Action Required". Verify the details.



6. Tap 'Accept'.



Note:

- **This feature is available to Singaporeans / PRs only.**
- **To add child dependents, start from "Add loved ones"**

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.

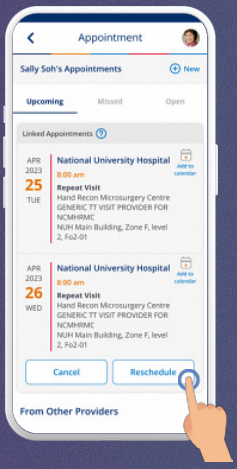
If they had added you before, ask them to re-grant access:

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

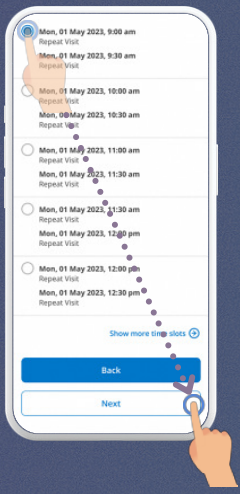
Reschedule or cancel appointment

Reschedule appointment

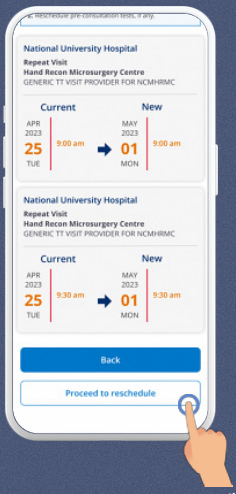
1 To modify your appointment, select 'Reschedule'.



2 Choose your desired time slot and enter 'Next'.

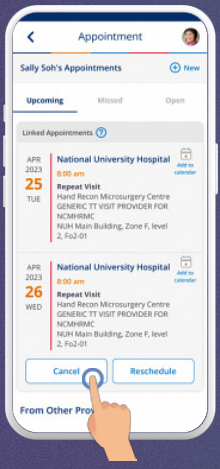


3 Review your new appointment and select 'Proceed to reschedule'.

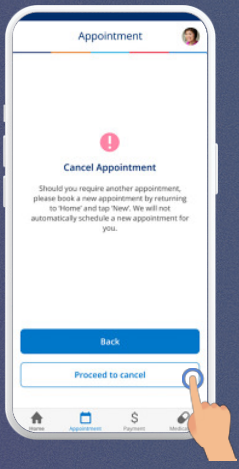


Cancel appointment

1 To cancel your appointment, type 'Cancel'.



2 Type 'Proceed to cancel' to verify the cancellation.



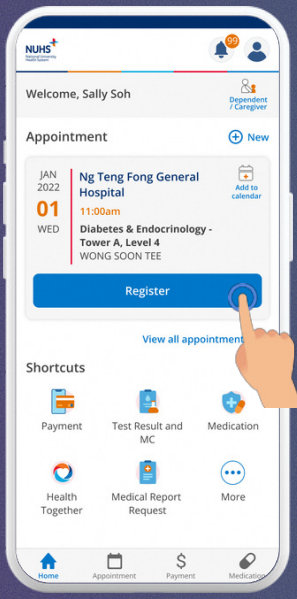
Note:

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

Mobile registration

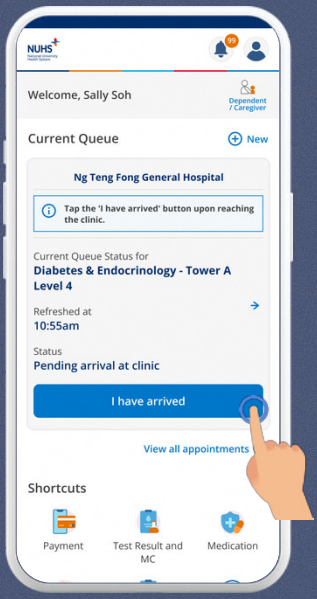
1

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

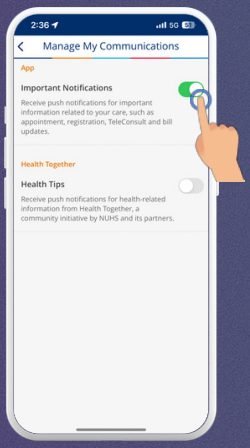
1. Install these apps on your mobile device:

NUHS

Singpass

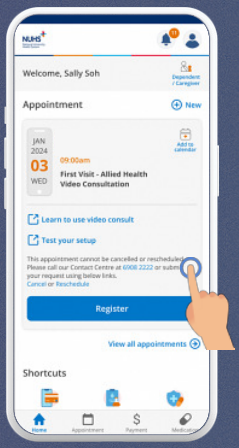
Zoom

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

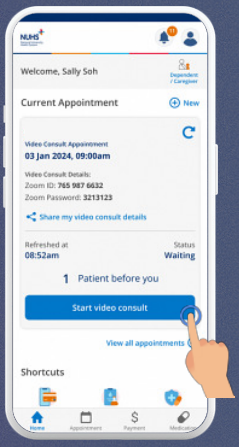


On appointment day

1. Register 30 minutes before your hospital appointment or 60 minutes before your polyclinic appointment. Find a quiet, private and well-lit area where network is stable.



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



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

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



Tap 'Start Video' icon to turn on camera.



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



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

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



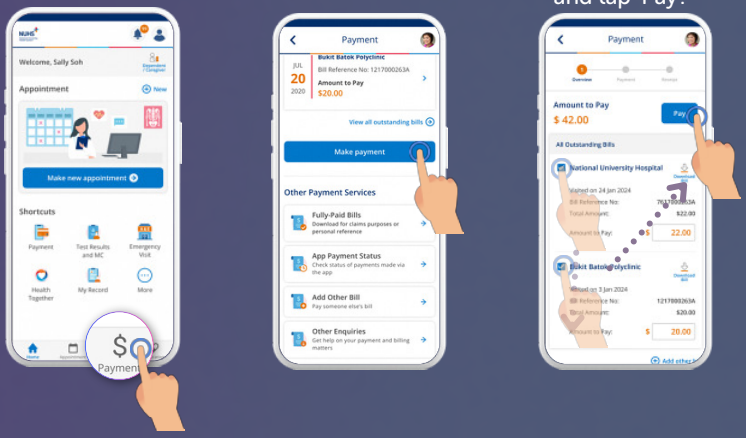
6. Make payment promptly once you receive a notification about your bill.

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

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'.

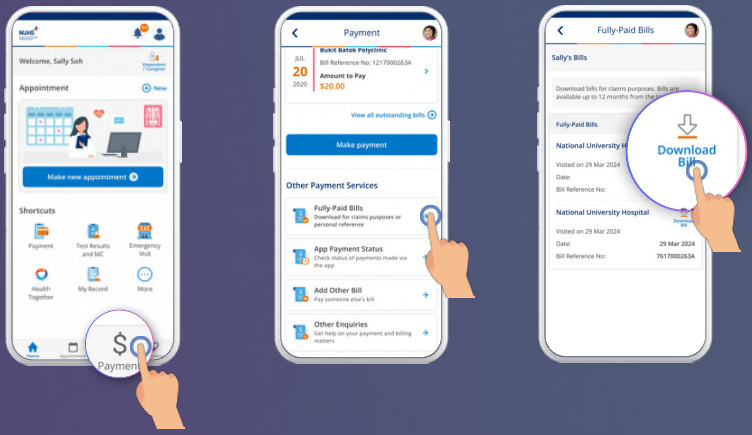


Note:

- 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'.



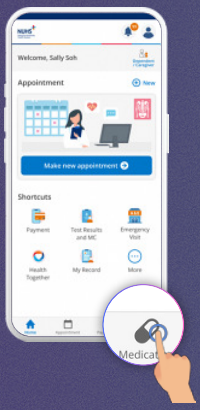
Note:

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

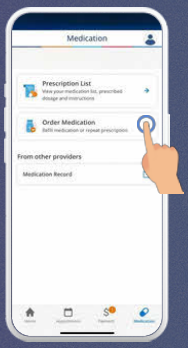
Medication Refill

Refer to 'Repeat Prescription' if your prescription has expired or your medication won't last until your next appointment.

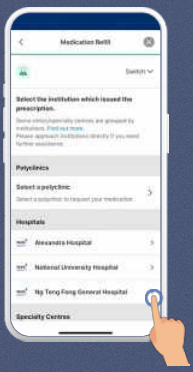
1. Tap 'Medication'.



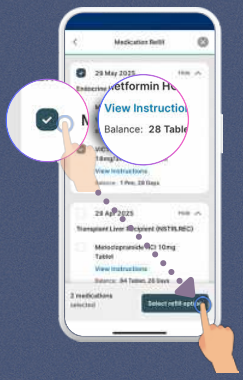
2. Tap 'Order Medication'.



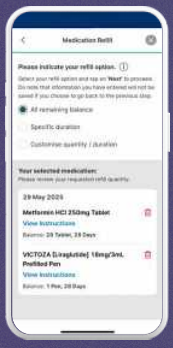
3. Select the institution which prescribed the medication.



4. Check that you have a balance for the medication, then select the one you wish to order.



5. Indicate your refill option.

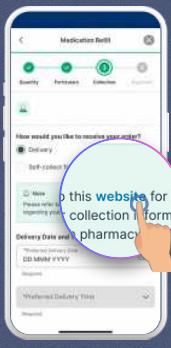


6. Confirm your particulars.

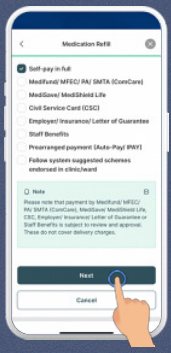


7. Select your collection mode.

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



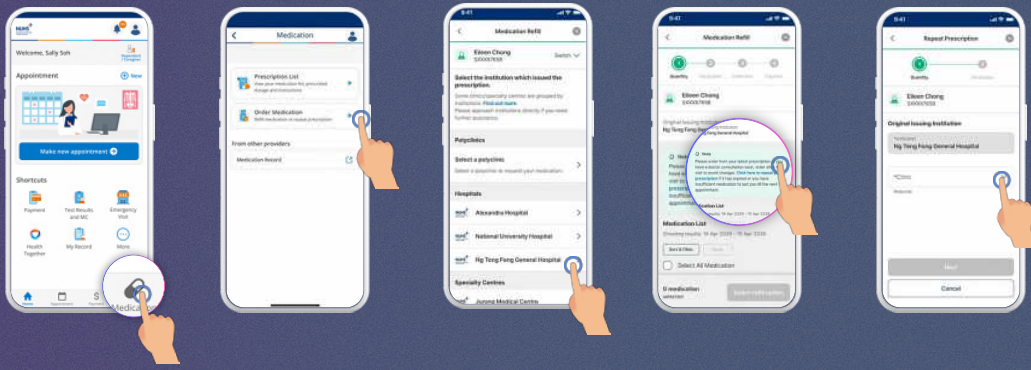
8. Select your payment mode and tap 'Next' to review and submit your request.



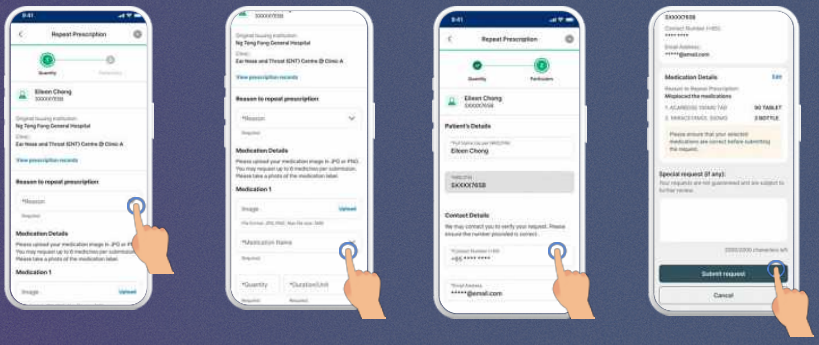
Repeat Prescription

Follow these steps if your prescription has expired or your medication won't last until your next appointment.

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. Review and submit your request.

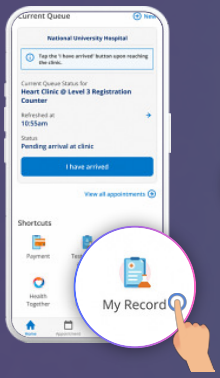


Note:

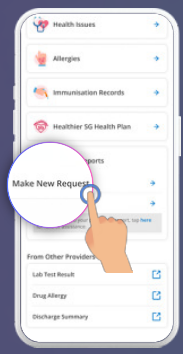
After your doctor has reviewed and approved your request, your medication will be found under Medication Refill. You may then submit a Medication Refill request.

How to request for and download your own medical reports?

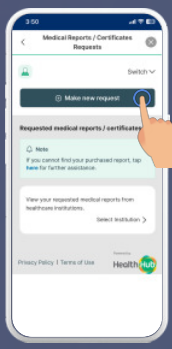
1. Tap 'My Record'.



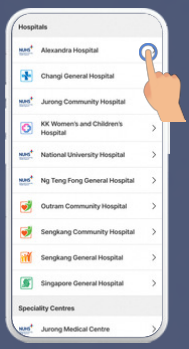
2. Tap 'Make New Request' under 'Medical Reports'.



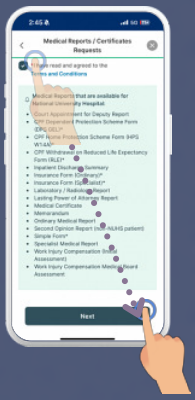
3. Tap 'Make new request'.



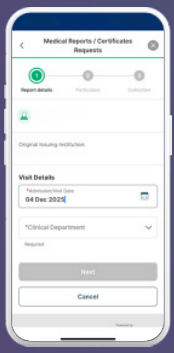
4. Choose the relevant institution.



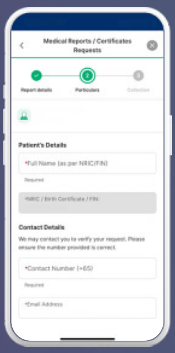
5. Read and accept the terms and conditions.



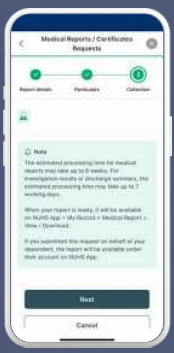
6. Provide report details.



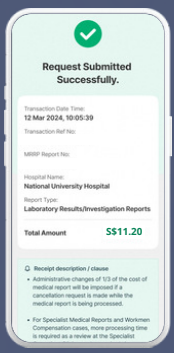
7. Enter your particulars.



8. Read your report collection note and tap 'Next'.



9. Make payment.



Note:

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

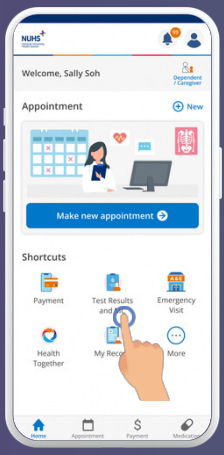
If you requested a report for your dependent, it will be sent to the email provided.

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

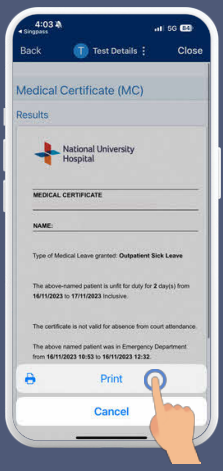
1 Tap 'Test Result and MC'.

2 Select the relevant Medical Certificate (MC) and tap ⋮.

3 Tap 'Print'.

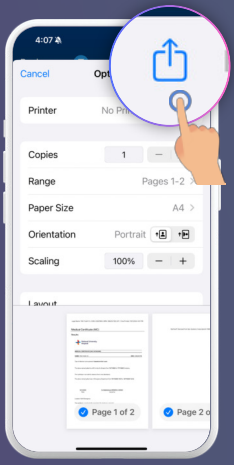


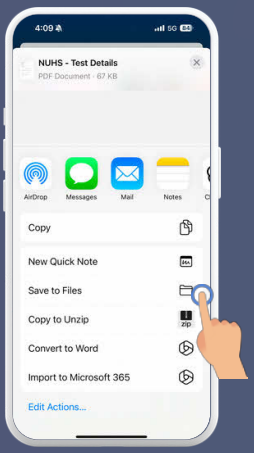




4 Tap (iPhone) or ⋮ (Android)

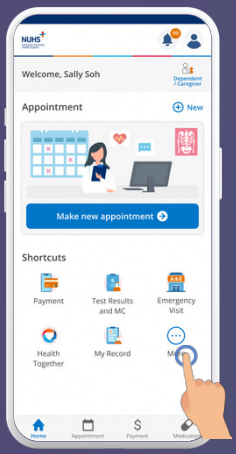
5 Tap 'Save to Files' (iPhone) or 'Save as PDF' (Android).



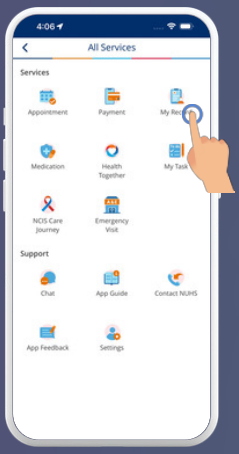


How to access and download letters?

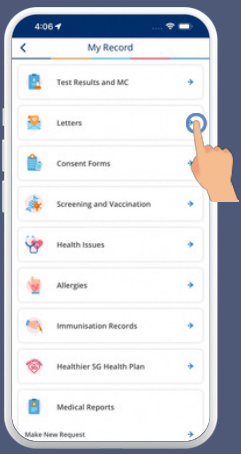
1 Tap ‘More’.



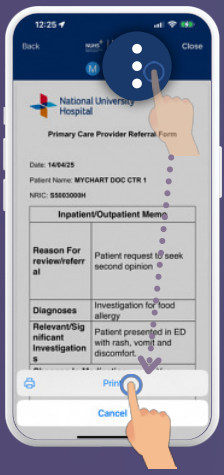
2 Tap ‘My Record’.



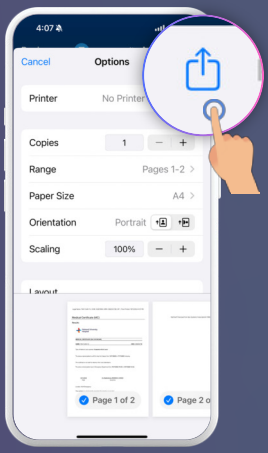
3 Tap ‘Letter’.



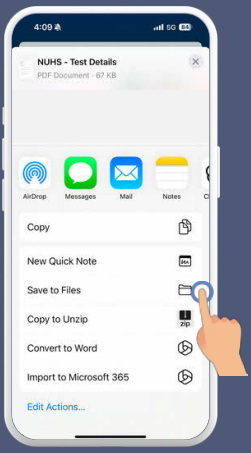
4 Select the letter, tap ⋮ and tap ‘Print’.



5 Tap ⬆ (iPhone) or ⋮ (Android).

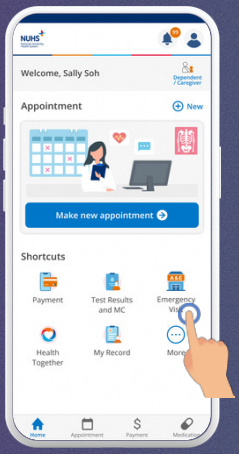


6 Tap ‘Save to Files’ (iPhone) or ‘Save as PDF’ (Android).

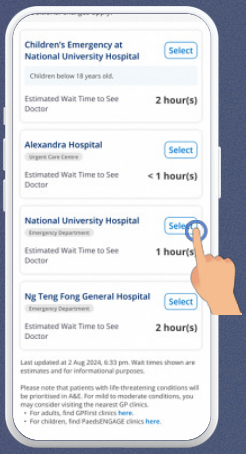


How to fill the health declaration form for your emergency visit on NUHS App?

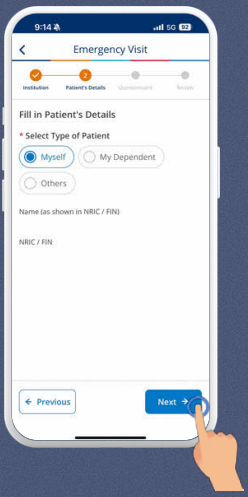
1. Tap ‘Emergency Visit’ on the dashboard.



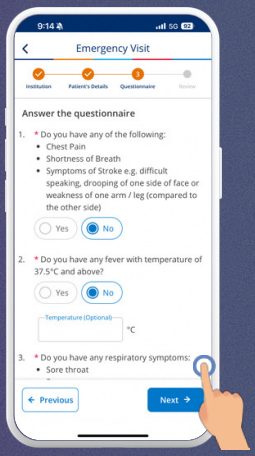
2. Select the institution you wish to visit.



3. Enter your details.



4. Complete the questionnaire.



5. Show the completed screen to our staff upon arrival.

