

# Set up your account

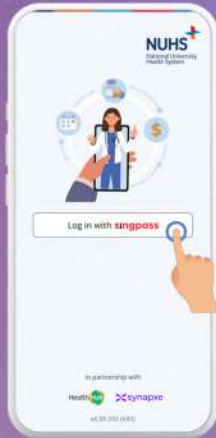
1

Scan the QR code to download NUHS App.



2

Tap 'Log in with Singpass'.



3

Tap the QR code to continue with the login.



4

Set up a 6-digit passcode and biometric login.



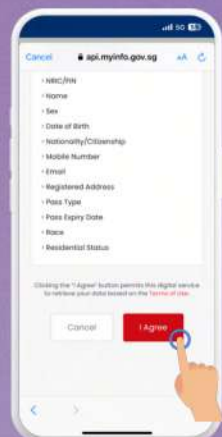
5

Verify your particulars.



6

Tap 'Agree' to complete account setup.

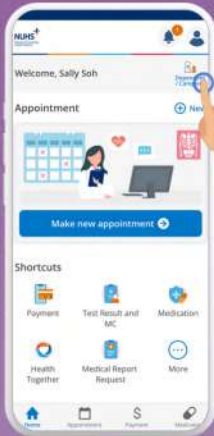


# Add loved ones to your account

## Log in to Dependent's account

1

Tap 'Dependent / Caregiver'.



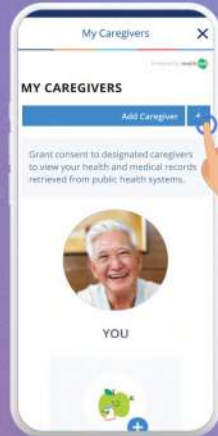
2

Tap 'My Caregivers'.



3

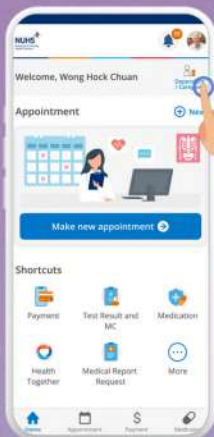
Tap 'Add Caregiver'.  
Enter caregiver's details  
and tap 'Verify'.



## Log in to Caregiver's account

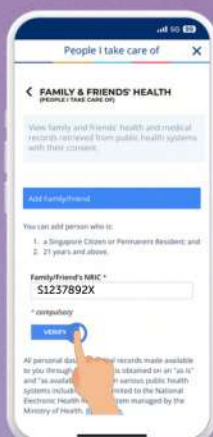
1\*

Tap 'Dependent / Caregiver'.



2

Tap '(+)'.  
Enter dependent's  
details and tap 'Verify'.



**Note:**

**\*To add a child dependent, start from Step 1.**

Ensure that child is below 21 years old, is enrolled in a primary school, secondary school, junior college or centralised institute and fulfils one of the criteria:

1. Singapore Citizen born in Singapore from January 1996.
2. Naturalised Singapore Citizen born from 1 January 1996 (by Sponsoring Parent only).
3. Permanent Resident from 1 January 1996 (by Sponsoring Parent).

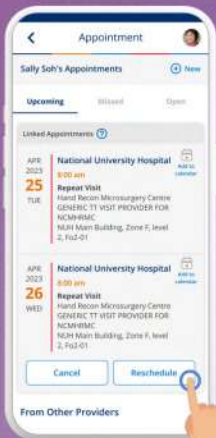
If you need further assistance, email [contact\\_us@healthhub.sg](mailto:contact_us@healthhub.sg)

# Reschedule / cancel appointment

## Reschedule appointment

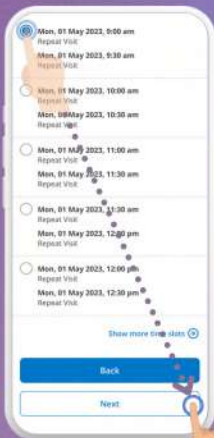
1

To change your appointment, tap 'Reschedule'.



2

Choose your preferred timeslot and tap 'Next'.



3

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



## Cancel appointment

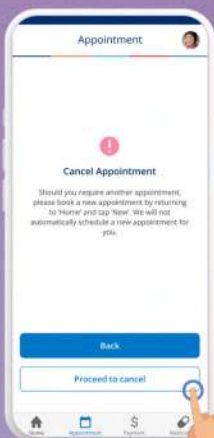
1

To cancel your appointment, tap 'Cancel'.



2

Tap 'Proceed to cancel' to confirm cancellation.



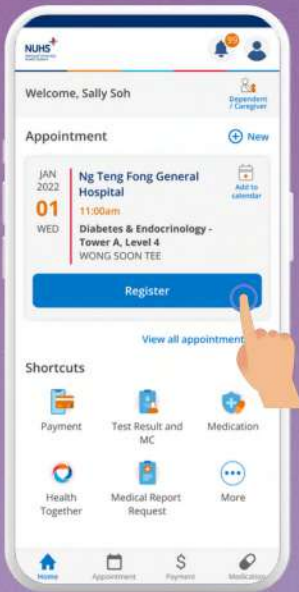
**Note:**

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

# Mobile registration

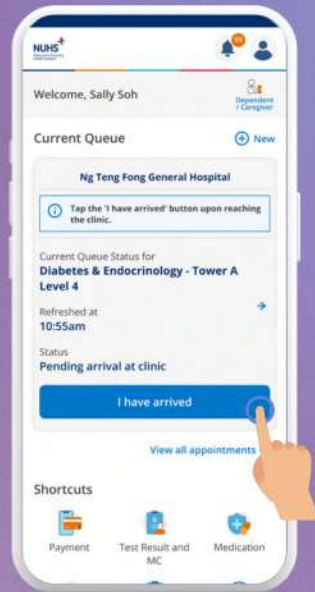
1

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.

# TeleConsult (Video)

## Before appointment day

- 1 Install these apps on your mobile phone:



NUHS

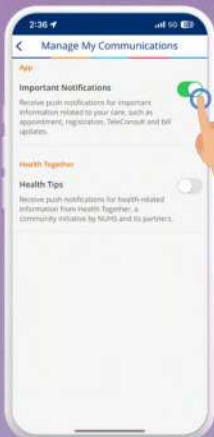


Singpass



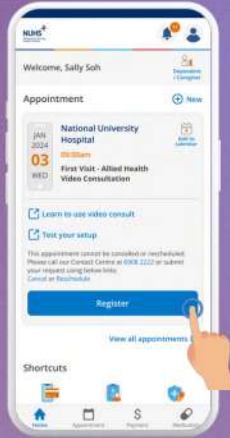
Zoom

- 2 On NUHS App, tap 'Home' >  > 'Manage My Communications' > **turn on** '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.



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



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



- 5 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.

# Refill medication

(If your prescription has not expired AND you still have some medication balance.)

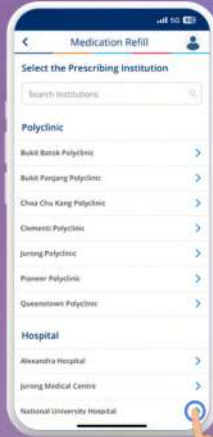
1

Select 'Medication Refill'.



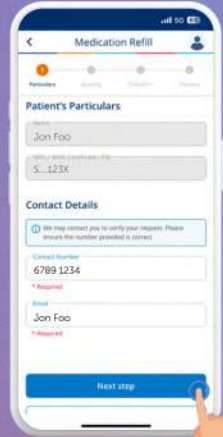
2

Select the prescribing institution.



3

Review your particulars.



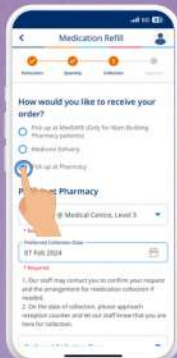
4

Select the medication and quantity.



5

Choose your preferred collection mode.



6

Choose your preferred payment mode and tap 'Next step'.



7

Review your request and tap 'Submit request'.

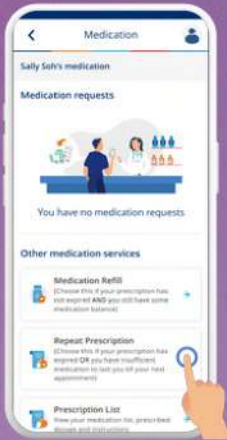


# Repeat Prescription

(If your prescription has expired OR you have insufficient medication to last you till your next appointment.)

1

Select 'Repeat Prescription'.



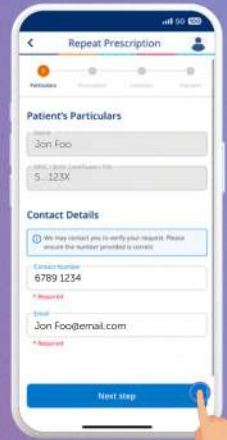
2

Select the prescribing institution.



3

Review your particulars.



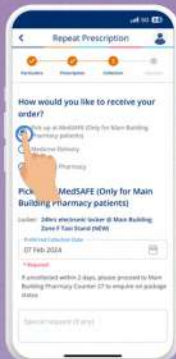
4

Follow on-screen instructions and enter prescription details.



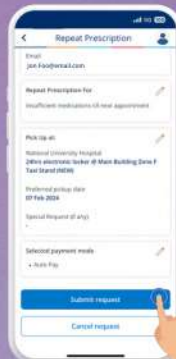
5

Choose your preferred collection mode.



6

Choose your preferred payment mode and tap 'Next step'.



7

Review your request and tap 'Submit request'.



# Request for medical report

1

Go to 'My Record' and tap 'Medical Report Request'.



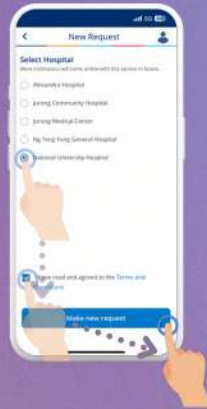
2

Tap 'Make new request'.



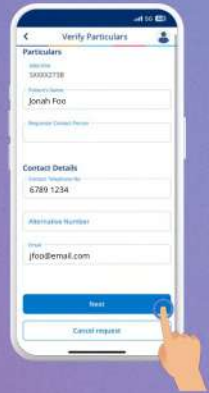
3

Choose the relevant institution.



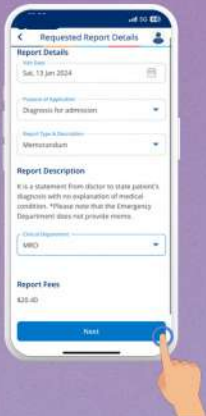
4

Enter your particulars.



5

Choose the report of your choice.



6

Choose your preferred collection mode.



7

Make payment.



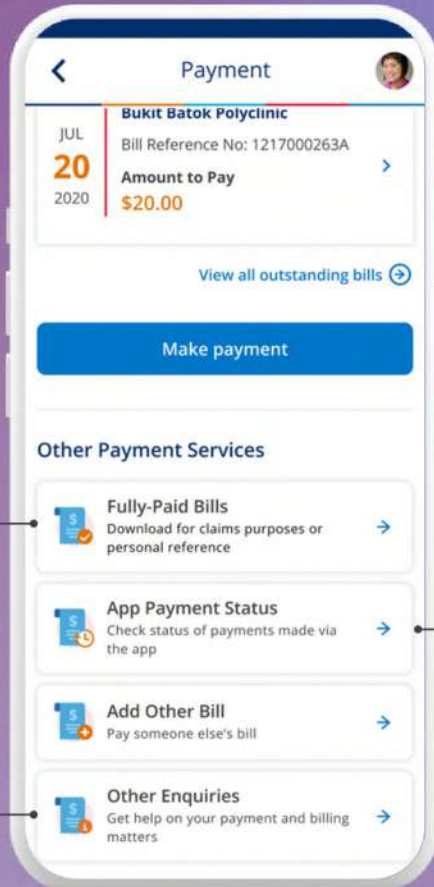
8

When your report is ready, repeat Step 1 > tap the report requested > 'Download report'.





# Payment



Bills may take up to 3 working days to show

Sign up for ZOOM auto pay here

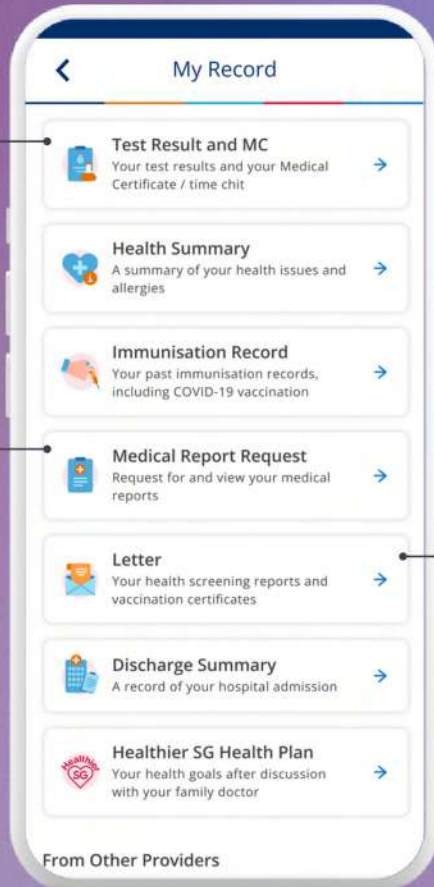
Only in-app payments are shown here

# My Record

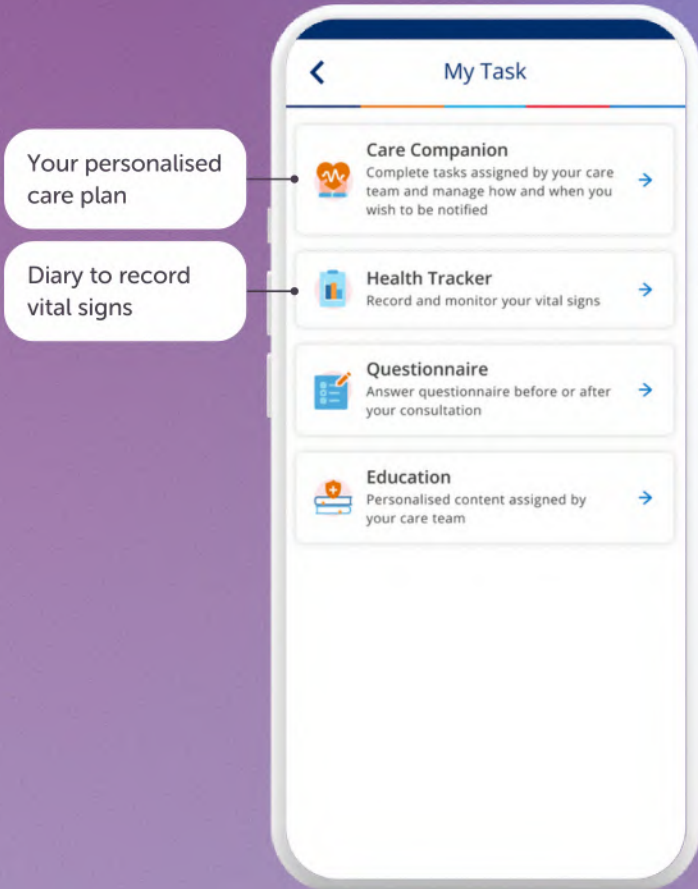
Lab results and Medical Certificates are found here

View your medical reports here

View your health screening reports and vaccination certificates here



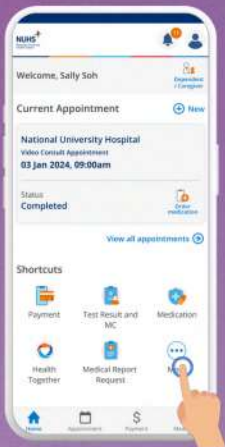
# My Task



# How to answer EQ-5D-5L Questionnaire?

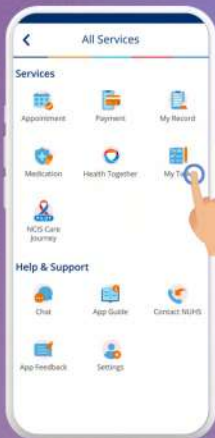
1

Tap 'More' button on the dashboard.



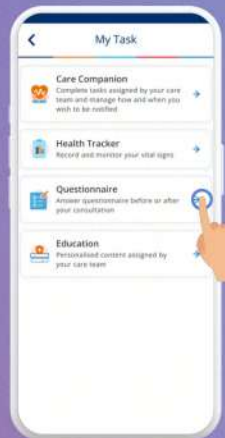
2

Select 'My Task'.



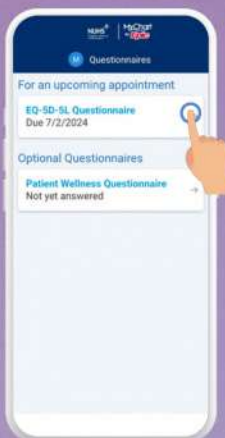
3

Select 'Questionnaire'.



4

Select 'EQ-5D-5L Questionnaire'.



5

Follow on-screen instructions to complete and submit the questionnaire.



6

Make sure you have submitted your questionnaire.

