

# Set up your account

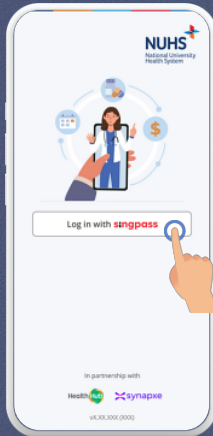
1

Scan the QR code to download the NUHS App.



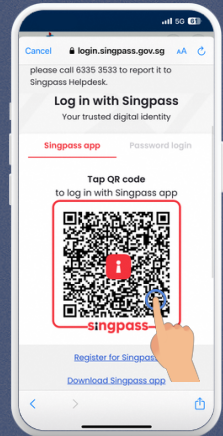
2

Tap 'Log in with Singpass'.



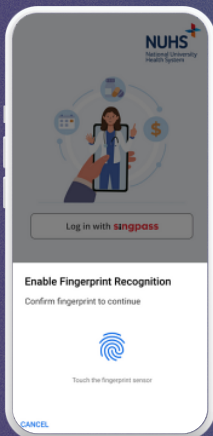
3

Scan the QR code to proceed with the login process.



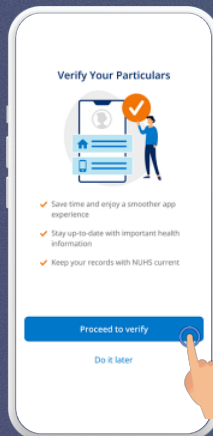
4

Set up 6-digit passcode along with biometric authentication.



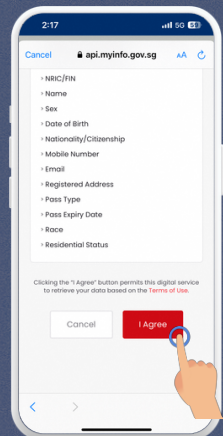
5

Verify your information.



6

Tap 'Agree' to complete account setup.



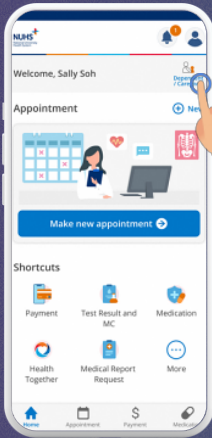


# Add loved ones to your account

## Log in to Dependent's account

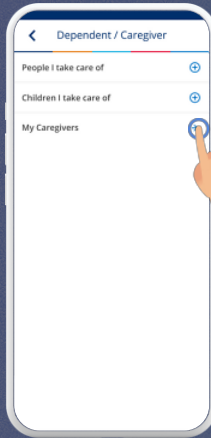
1

Tap 'Dependent / Caregiver'.



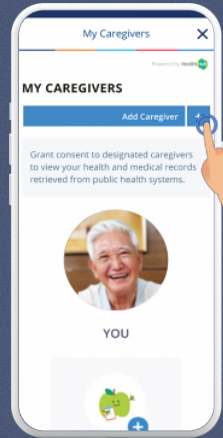
2

Tap 'My Caregivers'.



3

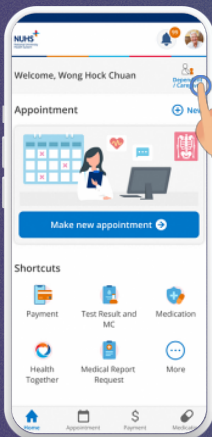
Tap 'Add Caregiver'.  
Add the caregiver details  
and tap 'Verify'.



## Log in to your account

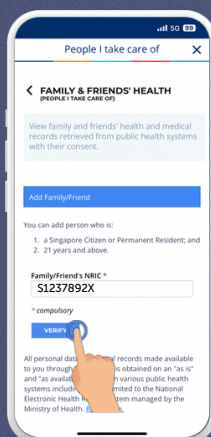
4

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>.

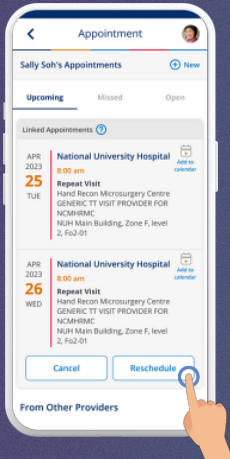


# Reschedule or cancel appointment

## Reschedule appointment

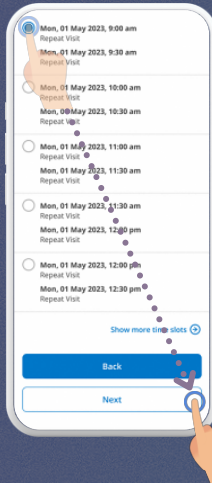
1

To modify your appointment, select 'Reschedule'.



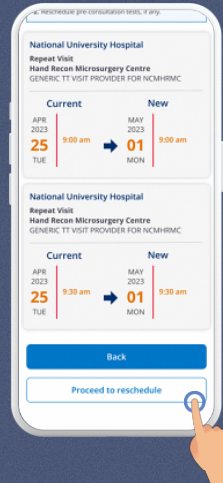
2

Choose your desired time slot and enter 'Next'.



3

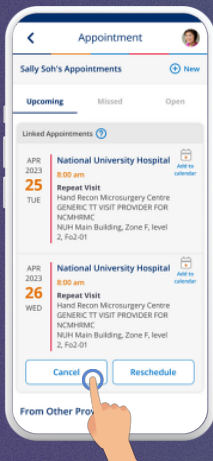
Review your new appointment and select 'Proceed to reschedule'.



## Cancel appointment

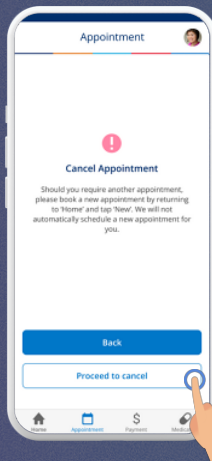
1

To cancel your appointment, type 'Cancel'.



2

Type 'Proceed to cancel' to verify the cancellation.



### Note:

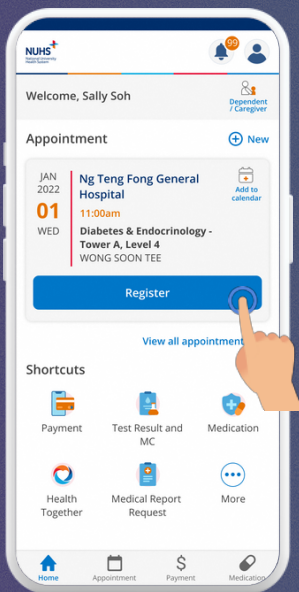
- Ensure that you have enough medication to last you till your next appointment.



# Mobile registration

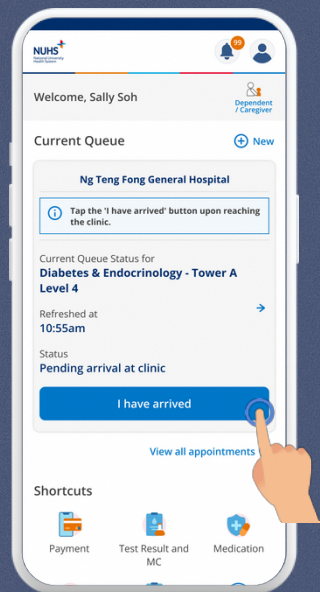
1

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

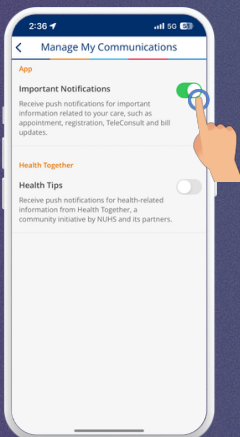


Singpass



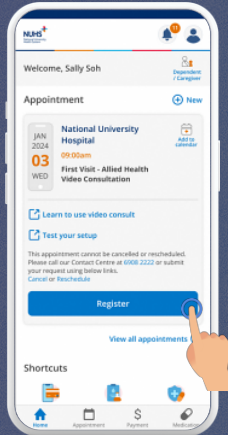
Zoom

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

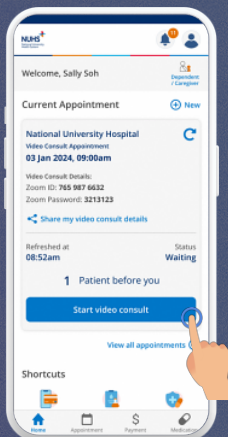


## On appointment day

- 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.



- 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.

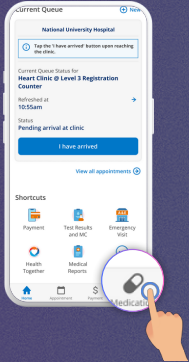
- 7 If you have been issued an MC, download it from 'Test Results & MC'.



# How to order medication using the NUHS App?

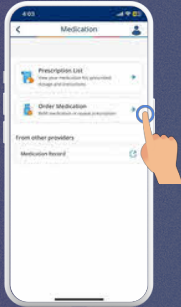
1

Tap 'Medication'.



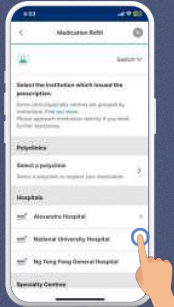
2

Tap 'Order Medication'.



3

Select the institution which issued the prescription.



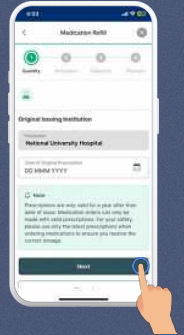
4

Select the order type based on the description.



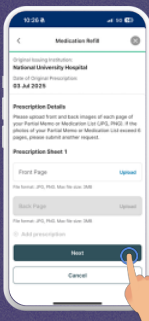
5

Optional: Enter your original prescription date.



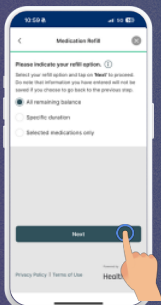
6

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



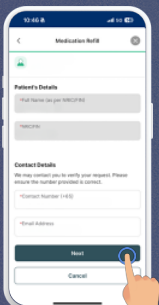
7

For 'Medication Refill' only: Indicate your refill option.



8

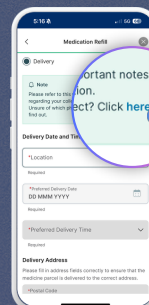
Confirm your particulars.



9

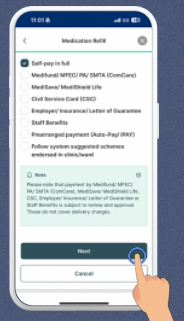
Select your collection mode.

NUH patients opting for delivery, tap 'here' to complete the 'Location' field.



10

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

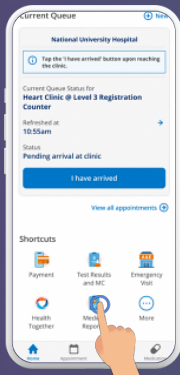




# How can you request and download medical reports using the NUHS App?

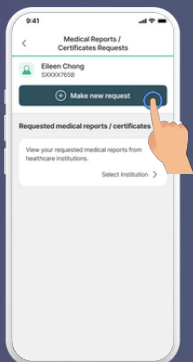
1

Tap 'Medical Reports'.



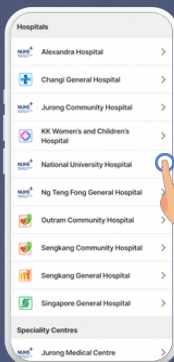
2

Tap 'Make a new request'.



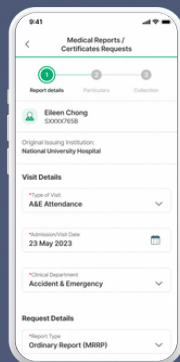
3

Choose the relevant institution.



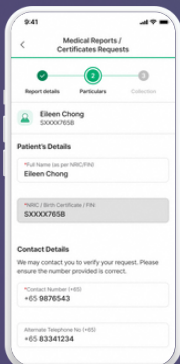
4

Enter the details of the report you wish to download.



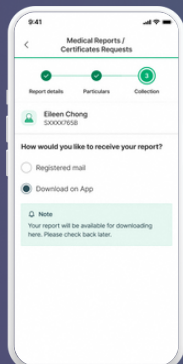
5

Enter your particulars.



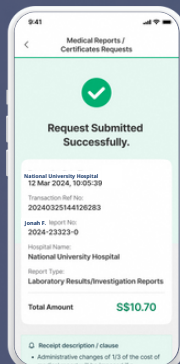
6

Choose your collection mode.



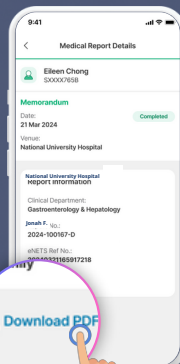
7

Make payment.



8

Once your report is ready, you may download it by repeating Step 1 > under your requested report, tap 'View details' > tap 'Download PDF'.



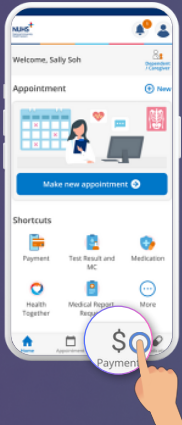


# Settle bills / download fully paid invoices on the NUHS App

## Pay bills

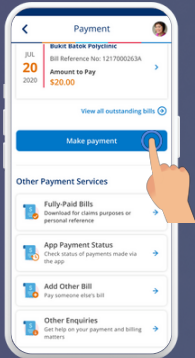
1

Tap '\$'.



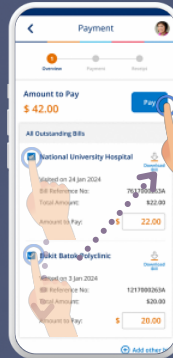
2

Tap 'Make Payment'.



3

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



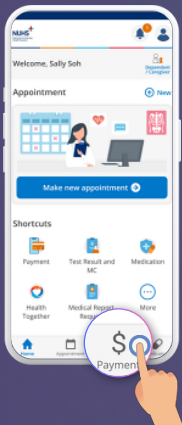
### Note:

- 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)

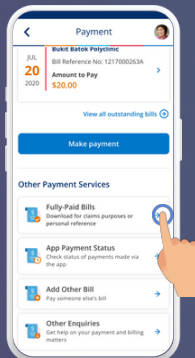
1

Tap '\$'.



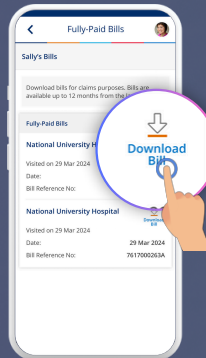
2

Tap 'Fully-Paid Bills'.



3

Find the relevant invoice and tap 'Download Bill'.



### Note:

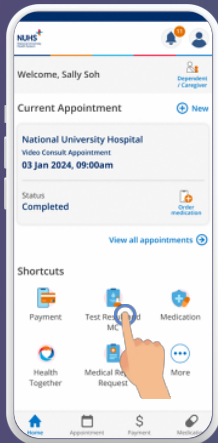
- Only bills paid in full are displayed.
- Allow up to 3 working days for the payment status to be reflected on the app.




# How to download your MC on the NUHS App?

1

Tap 'Test Result and MC'.



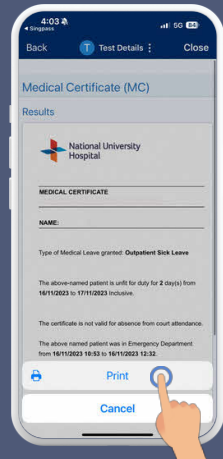
2

Select the relevant Medical Certificate (MC) and tap .





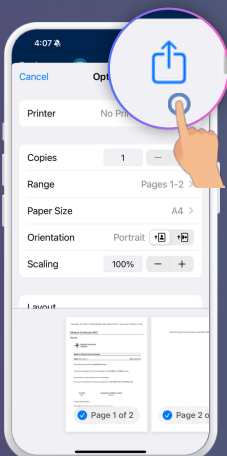
3

Tap 'Print'.



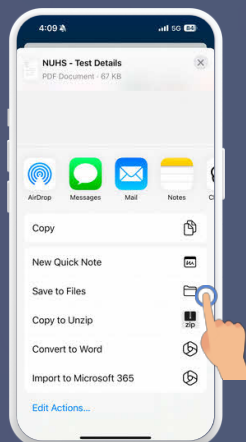
4

Tap  (iPhone)  
or  
 (Android)



5

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

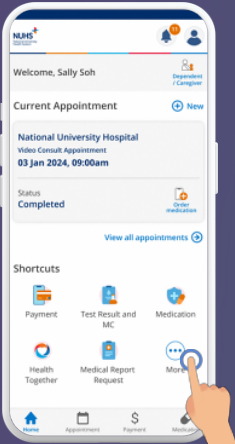




# How to download letters on the NUHS App?

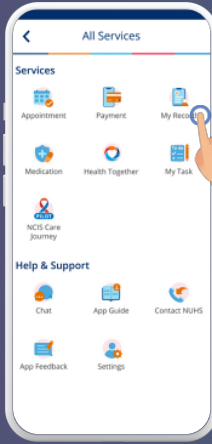
1

Tap 'More'.



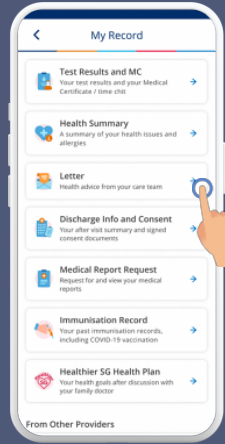
2

Tap 'My Record'.




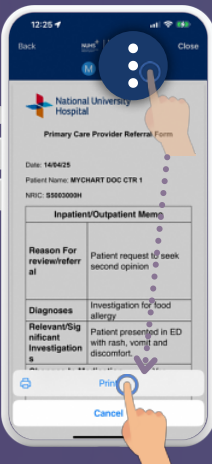
3

Tap 'Letter'.





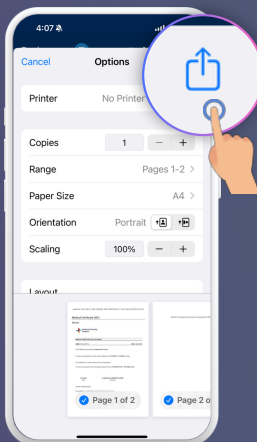
4

Select the letter, tap  and tap 'Print'.



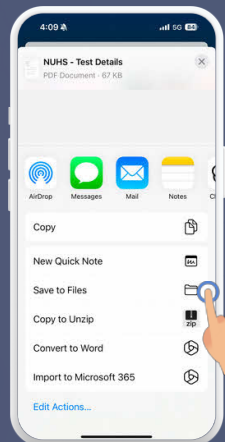
5

Tap  (iPhone)  
or  
 (Android).



6

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

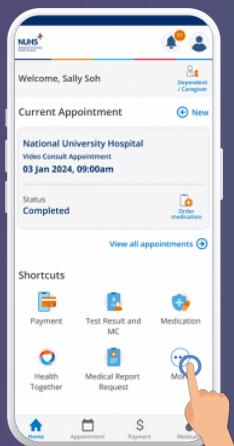




# How to download your After Visit Summary on the NUHS App?

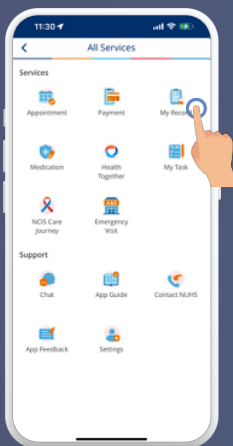
1

Tap 'More'.



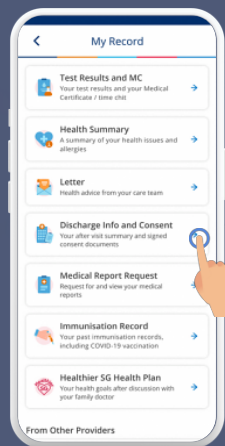
2

Tap 'My Record'.



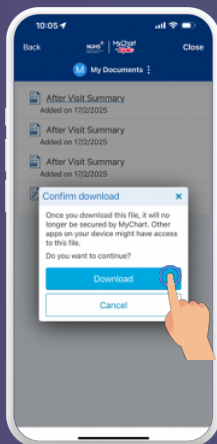
3

Tap 'Discharge Info and Consent'.





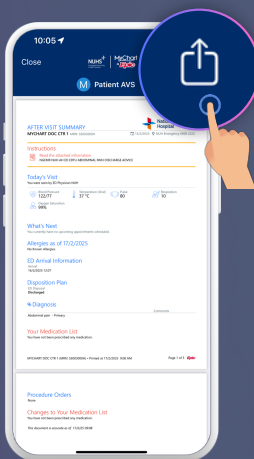
4

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



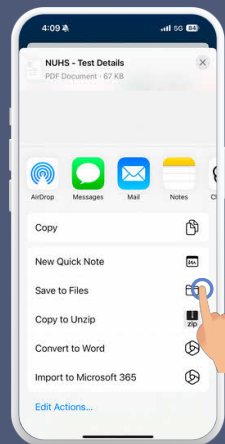
5

Tap  (iPhone)  
or  
 (Android)



6

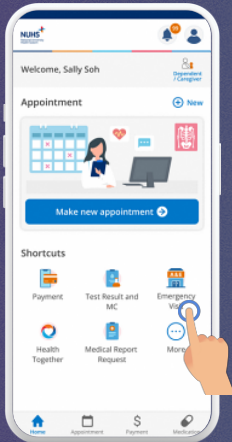
Tap 'Save to Files' (iPhone)  
or  
'Save as PDF' (Android).



# How to complete the health declaration form for your emergency visit using the NUHS App?

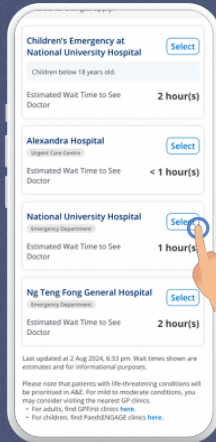
1

Tap 'Emergency Visit' on the dashboard.



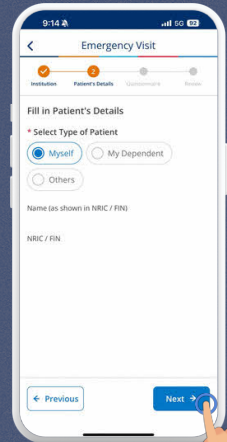
2

Select the institution you wish to visit.



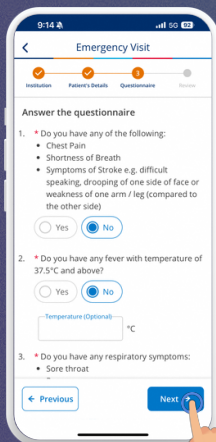
3

Enter your details.



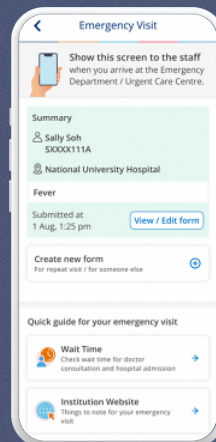
4

Complete the questionnaire.



5

Show the completed screen to our staff upon arrival.

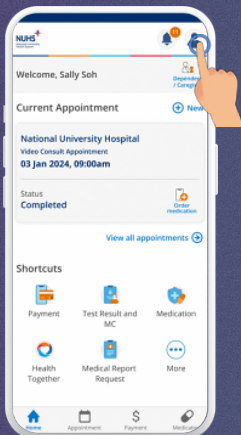




# How to update your personal details?

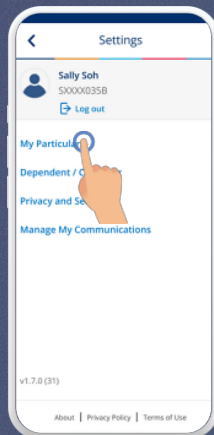
1

Tap on your profile image.



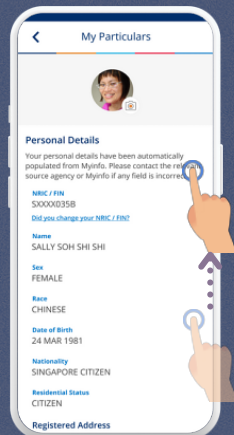
2

Select 'My Particulars'.



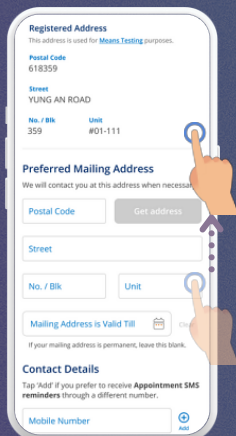
3

Review your particulars pulled from Myinfo (Singpass).



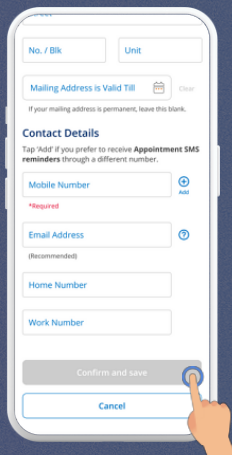
4

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'.

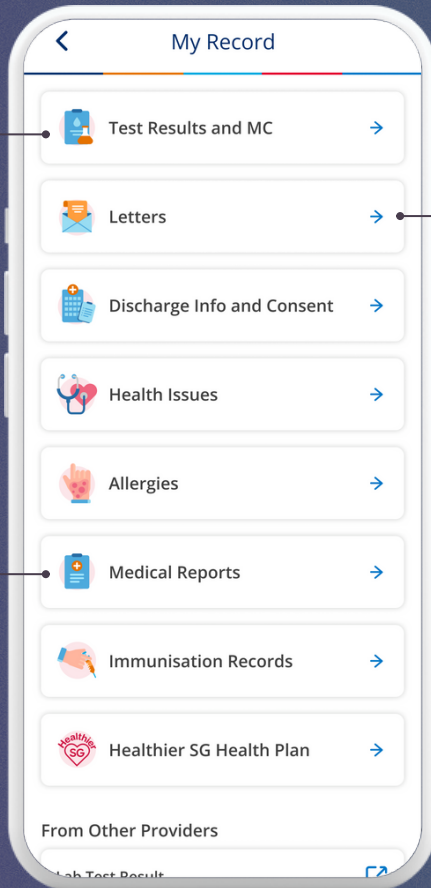


# My Record

Lab results and  
Medical Certificates  
are found here

View your health  
screening reports  
and vaccination  
certificates here

View your medical  
reports here





# My Task

