

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.



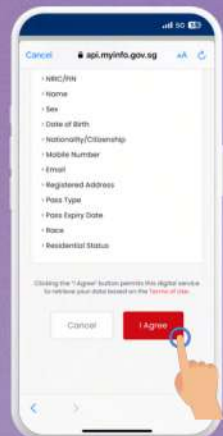
5

Verify your particulars.



6

Tap 'Agree' to complete account setup.

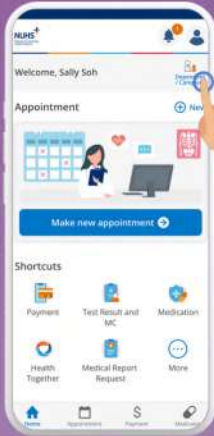


Add loved ones to your account

Log in to Dependent's account

1

Tap 'Dependent / Caregiver'.



2

Tap 'My Caregivers'.



3

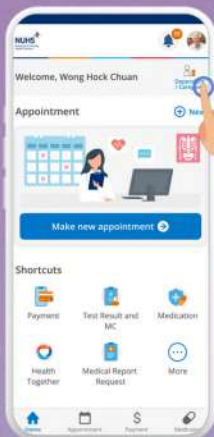
Tap 'Add Caregiver'.
Enter caregiver's details
and tap 'Verify'.



Log in to Caregiver's account

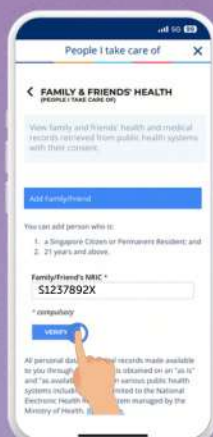
1*

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).

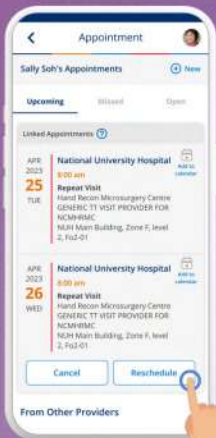
If you need further assistance, email contact_us@healthhub.sg

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

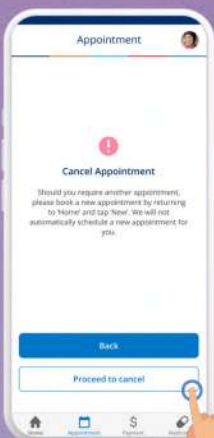
1

To cancel your appointment, tap 'Cancel'.



2

Tap 'Proceed to cancel' to confirm cancellation.



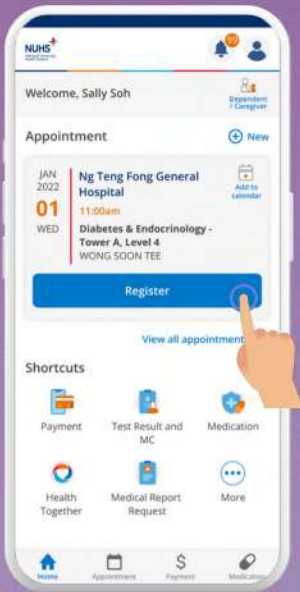
Note:

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

Mobile registration

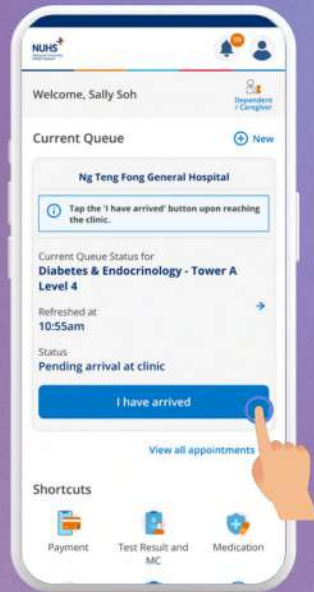
1

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

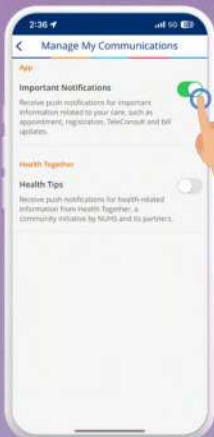


Singpass



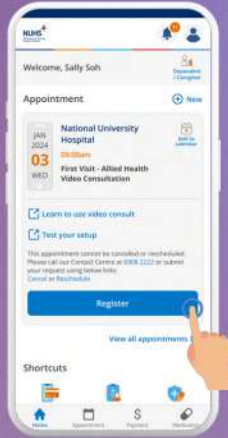
Zoom

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

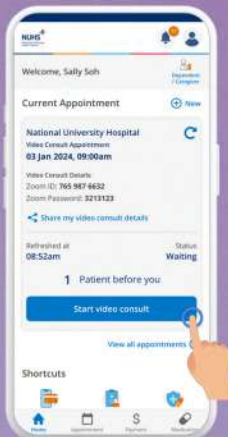


On appointment day

- 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.



- 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.

- 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'.



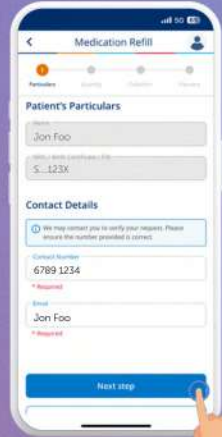
2

Select the prescribing institution.



3

Review your particulars.



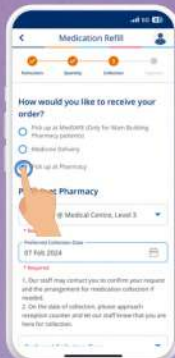
4

Select the medication and quantity.



5

Choose your preferred collection mode.



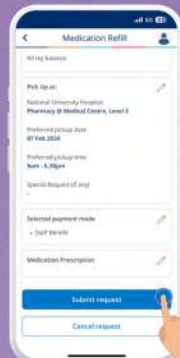
6

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



7

Review your request and tap 'Submit request'.

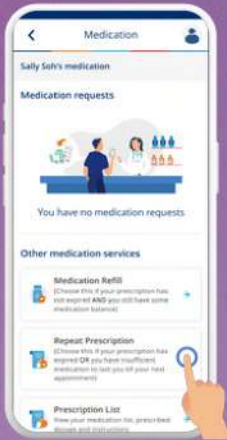


Repeat Prescription

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

1

Select 'Repeat Prescription'.



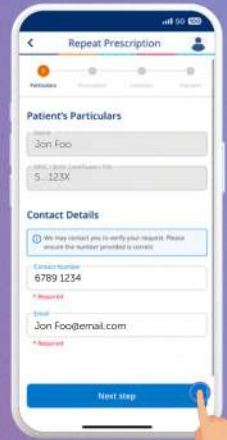
2

Select the prescribing institution.



3

Review your particulars.



4

Follow on-screen instructions and enter prescription details.



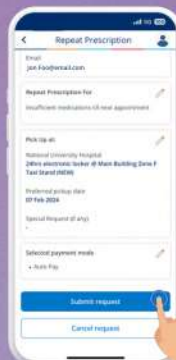
5

Choose your preferred collection mode.



6

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



7

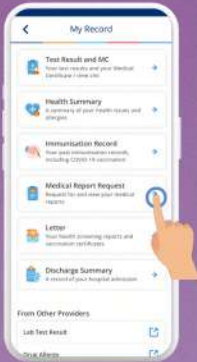
Review your request and tap 'Submit request'.



Request for medical report

1

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



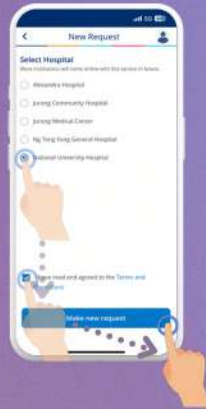
2

Tap 'Make new request'.



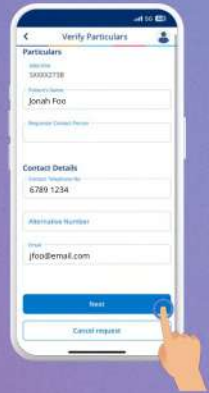
3

Choose the relevant institution.



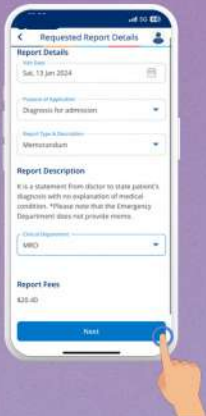
4

Enter your particulars.



5

Choose the report of your choice.



6

Choose your preferred collection mode.



7

Make payment.

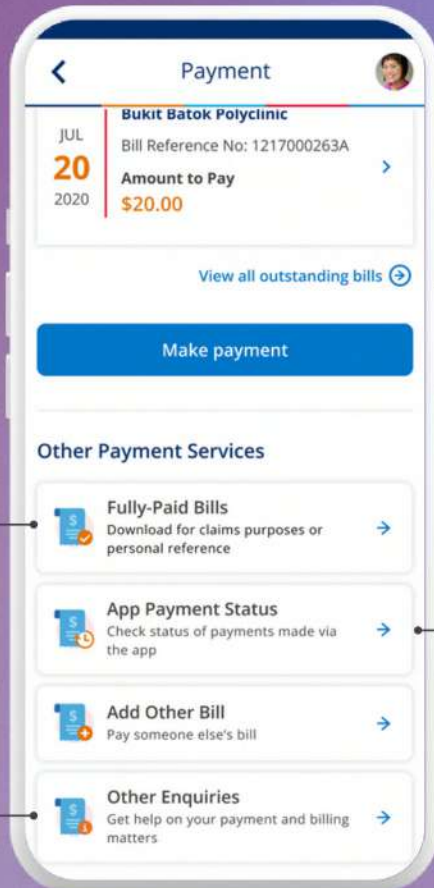


8

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

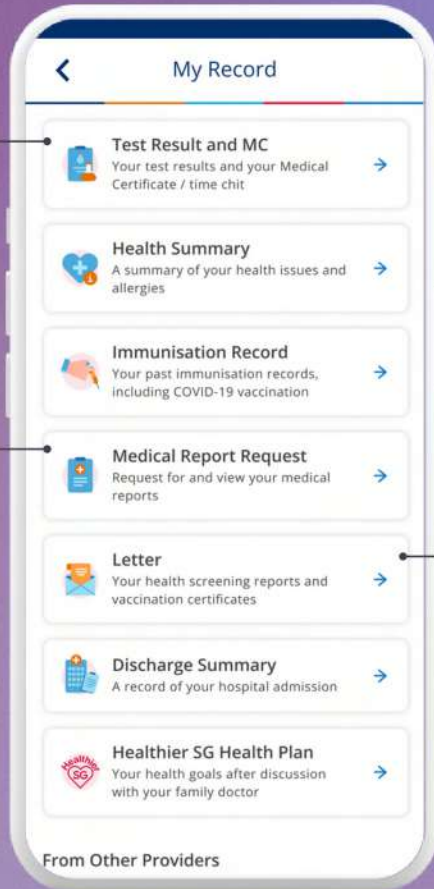
Only in-app payments are shown here

My Record

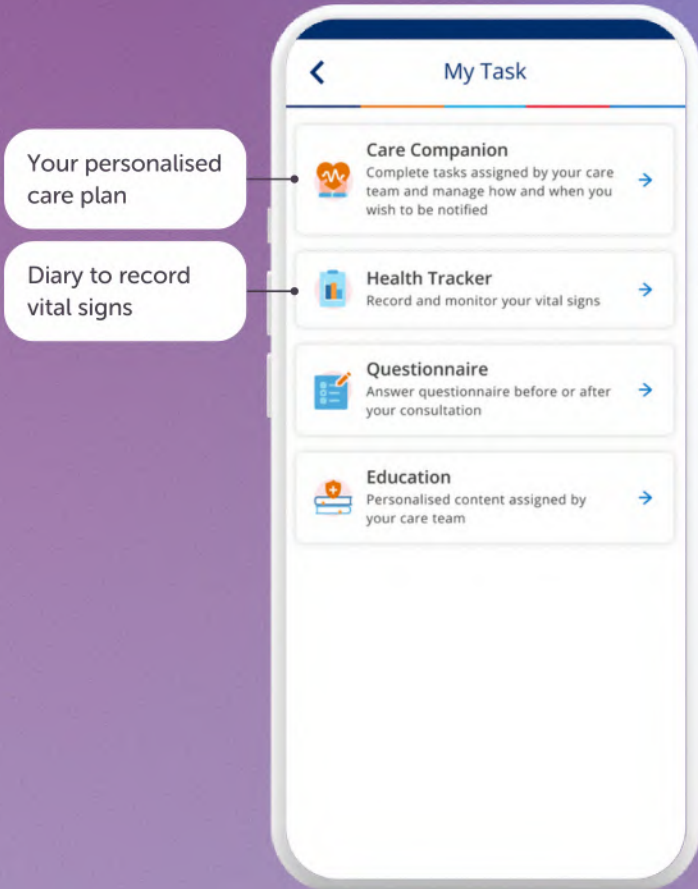
Lab results and Medical Certificates are found here

View your medical reports here

View your health screening reports and vaccination certificates here



My Task



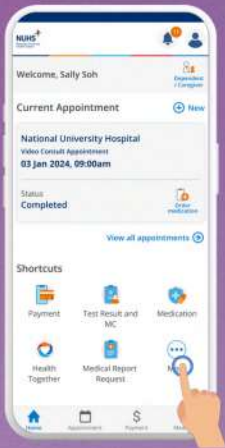
Your personalised care plan

Diary to record vital signs

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

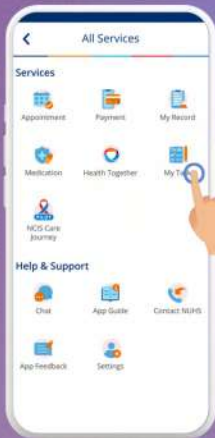
1

Tap 'More' button on the dashboard.



2

Select 'My Task'.



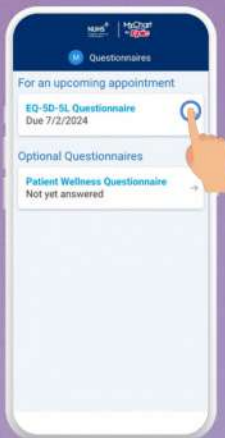
3

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.

