

TeleConsult (Video)

Before appointment day

- 1 Install these apps on your mobile phone:



NUHS

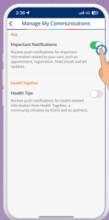


Singpass



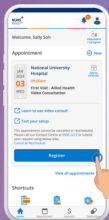
Zoom

- 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.