

## MEDIA RELEASE

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### TELECONSULTATION VIA ONENUHS APP – A PUBLIC HEALTHCARE FIRST

#### *Mobile video TeleConsult feature helps patients save on travel and wait time*

Singapore — With just a click of a button on the OneNUHS App, a patient can attend a video consultation with a clinician and have medications delivered to their doorstep. This is enabled using the National University Health System's (NUHS) one-stop app which provides patients with greater convenience and saves on travel and wait time.

Jointly developed by NUHS and Integrated Health Information Systems (IHiS), the OneNUHS App was first launched in April 2021. Leveraging innovation and technology, it aims to create a uniquely NUHS service experience to empower, engage and partner patients in their care journey across the 14 NUHS institutions.

NUHS Group Chief Digital Officer Mr Peter Forbes said: "The COVID-19 pandemic has very much changed the way healthcare is delivered and experienced. With teleconsultation gaining steady traction among patients in the past year, not only in response to the COVID-19 pandemic but also to patients' rising expectations in service delivery, NUHS hopes to bring healthcare closer to patients through TeleConsult within the OneNUHS App."

#### **Making healthcare simpler**

The OneNUHS App integrates functions that aim to simplify and bring convenience throughout the patient's journey, including: -

- Pre-clinic visit: Booking and rescheduling of appointments;
- During clinic visit: On-the-go registration for consultation queue number; and
- Post clinic visit: Services such as bill payment, request for new medication refill, request for medical reports, viewing of laboratory results, COVID-19 records and immunisation records.

Using the OneNUHS App – the first mobile app by a public healthcare cluster to provide teleconsult functionality – patients can now save the hassle of toggling between different apps and platforms before, during and after teleconsultation. They can view the details of their video consultation appointment; receive reminders, one day, and one hour before the appointment; and view real-time updates on their queue status, allowing patients to teleconsult from the comfort of their home. The app can also generate a TeleConsult link, allowing caregivers to join in the consultation from their devices.

After the virtual session, patients can make payment via the app and indicate if they would like to have the medicines delivered to their home or to collect from the pharmacy.

Patients can also obtain recommendations on health screenings and vaccinations based on their demographics and health status through the personalised My Health Map feature, a preventive health management tool targeting the healthy population.

### **Mobile TeleConsult feature to be rolled out to all NUHS institutions by next year**

Alexandra Hospital (AH), a healthcare institution under NUHS, has been using the mobile video TeleConsult feature since end August 2021. To date, some 100 patients who were invited to try out the feature have benefited from its convenience and ease of use. Moving forward, new patients with suitable conditions will be invited by their respective care teams to use this service<sup>1</sup>. The TeleConsult feature will be rolled out to all clinics in AH by the end of October this year.

NUHS hopes that by December 2021, at least 90% of patients scheduled for teleconsult at AH will benefit from the OneNUHS App TeleConsult service. Plans are also underway to introduce the feature to National University Polyclinics (NUP) patients in February 2022, as well as National University Hospital (NUH) and Ng Teng Fong General Hospital (NTFGH) within the next year.

Ms Clara Sin, Chief Operating Officer, Group Service Transformation & Medical Records, NUHS said: “The features within the OneNUHS App not only provide patients with greater convenience, but also allow them to proactively take charge and monitor their own health. This is aligned with the aim of NUHS to enhance healthcare delivery and bring care closer to the population living in the west of Singapore.”

Ms Sin, who is also the Chief Operating Officer of NUH, added: “The introduction of the TeleConsult feature is especially timely considering the COVID-19 situation. We want to ensure continuity of care for all patients and save patients the trouble of travelling physically to the hospital, especially for elderly patients. It also reduces the crowd in the clinics and allows us to maintain better safe distancing measures. Teleconsultations and alternative care arrangements such as remote prescribing and medication delivery to suitable patients can help us achieve these.”

Mr Alan Goh, Assistant Chief Executive, Platform Services, and Chief of HealthHub, IHiS, said: “Telehealth has seen exponential growth in public healthcare. In the last one and a half years, monthly usage of teleconsultations has increased about 30-fold to about 12,000 sessions, with higher adoption in chronic disease management, psychiatry, and pharmacy. To improve patient convenience and access to care, we integrated video consultation and scheduling features with NUHS’ appointment systems. To further enhance the user experience and cybersecurity of the app, we also rapidly developed 12 other features including biometric access by fingerprint and facial recognition, and enabled ‘MyInfo’ in Singpass for set up of profile. Looking ahead, we are planning to incorporate more of these functions to other apps, such as HealthHub, as part of overall efforts to improve population health.”

As of end September 2021, there have been more than 176,000 unique downloads of the OneNUHS App.

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<sup>1</sup> Teleconsultation is generally suitable for review cases with acute or chronic conditions where an in-person examination is not required, or on a case-by-case basis as assessed by clinicians.

## **Chinese Glossary**

Teleconsultation	远程问诊
OneNUHS App	OneNUHS 应用
Mr Foo Hee Jug Deputy Chief Executive NUHS	符气若 先生 副首席执行官 国立大学医学组织
Mr Alan Goh Assistant Chief Executive Platform Services IHIS	吴俊仁 先生 助理总裁 平台服务 综合保健信息系统公司
Ms Clara Sin Chief Operating Officer Group Service Transformation & Medical Records NUHS	冼小萍 女士 首席营运总监 集团服务转型与医疗记录部门 国立大学医学组织
Chief Operating Officer NUH	首席营运总监 国立大学医院
Peter Forbes Group Chief Digital Officer NUHS	Peter Forbes 先生 集团首席数码官 国立大学医学组织
Dr Ivan Chan Director Group Digital Office NUHS	陈文广 医生 主任 集团数码部门 国立大学医学组织

For media enquiries, please contact:

YUANYI LI  
Group Communications  
National University Health System  
HP: +65 96510153  
Email: [yuanyi\\_li@nuhs.edu.sg](mailto:yuanyi_li@nuhs.edu.sg)

YI SHU TAN  
Corporate Communications  
Integrated Health Information Systems  
HP: +65 97413025  
Email: [tan.yi.shu@ihis.com.sg](mailto:tan.yi.shu@ihis.com.sg)

## **About the National University Health System (NUHS)**

The National University Health System (NUHS) aims to transform how illness is prevented and managed by discovering causes of disease, development of more effective treatments through collaborative multidisciplinary research and clinical trials, and creation of better technologies and care delivery systems in partnership with others who share the same values and vision.

Institutions in the NUHS Group include the National University Hospital, Ng Teng Fong General Hospital, Jurong Community Hospital and Alexandra Hospital; three National Specialty Centres - National University Cancer Institute, Singapore (NCIS), National University Heart Centre, Singapore (NUHCS) and National University Centre for Oral Health, Singapore (NUCOHS); the National University Polyclinics (NUP); Jurong Medical Centre; and three NUS health sciences schools – NUS Yong Loo Lin School of Medicine (including the Alice Lee Centre for Nursing Studies), NUS Faculty of Dentistry and NUS Saw Swee Hock School of Public Health.

With member institutions under a common governance structure, NUHS creates synergies for the advancement of health by integrating patient care, health science education and biomedical research.

As a Regional Health System, NUHS works closely with health and social care partners across Singapore to develop and implement programmes that contribute to a healthy and engaged population in the Western part of Singapore.

For more information, please visit <http://www.nuhs.edu.sg>.

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