

Privacy Starts with Authentication



From 1 January 2027, NUH will authenticate the identities of patients and caregivers to better protect your personal and medical information.

Via phone call



When you call us for appointments or medical matters, our staff will authenticate your identity before sharing information.

Via video call or in-person visit



Please have your photo ID (e.g. NRIC) ready during your teleconsultation or hospital visit.

Update your details for authentication



To support the authentication process, please update your details with our counter staff during your next visit:

- ☒ Patient's contact number
- ☒ Authorised caregiver's full name and contact number

Thank you for your patience and understanding as we carry out these authentication checks.