

TeleConsult

Your guide to your next clinic appointment, wherever you are



What is TeleConsult?

Teleconsultation is a type of telemedicine service, where digital information and communication technologies, such as computers and mobile devices are used to deliver health-related information. It provides opportunities to make healthcare more convenient, better coordinated, and closer to home. In a teleconsultation, patients can have consultations with doctors, nurses and allied health professionals in the comfort of their home or at a location where privacy is assured. These virtual appointments enable patients to receive ongoing care where in-person clinic consultations are not necessary or possible.

Am I eligible for TeleConsult?

Typically first outpatient visits are conducted face-to-face in the clinic. Based on our care team’s assessment, TeleConsult may be offered for the subsequent clinic consultation. Common conditions that are non-emergency in nature can be treated via TeleConsult. Access to the Internet through a smart device is required for video consultation. After the session, you may be required to follow up in person for additional health services.

Modes of TeleConsult



Video calls via Zoom



Phone call

When is TeleConsult not suitable?



Medical conditions requiring urgent attention.



Where physical examinations are required.



Diagnostic tests such as blood tests, X-rays, etc.

TeleConsult is available at:



National University Hospital



Ng Teng Fong General Hospital



Alexandra Hospital



Jurong Community Hospital



National University Polyclinics



National University Cancer Institute Singapore



National University Heart Centre Singapore

Benefits of TeleConsult

Real-time consultations are conducted via a computer or a mobile device such as a smartphone or a tablet.

Convenience

- Our healthcare professionals can treat and review common medical and surgical conditions without you having to travel to our clinics.
- Medical Certificates will be sent to you.
- Have your medications delivered to your doorstep.
- Pay for your clinic appointment via one of the many payment platforms available.

Time And Cost Savings

- Save time and money on travelling.
- Caregivers need not accompany you to the hospital and wait with you.
- No more waiting at the clinic and pharmacy.

Safety And Privacy

- Reduce exposure to infections while commuting and at the hospital.
- Discuss your condition with our healthcare professionals from the privacy of your own home or at a location where privacy is assured.

Medications, Medical Certificates and/or memos (if any) will be issued to you by our doctors. You will receive the same level of patient care and medical attention from our healthcare professionals.

* Please note that TeleConsult is not recommended for your first visit with our clinicians, and also not for medical conditions requiring urgent attention.

For more information:



TeleConsult (Video)

Before appointment day

- 1 Install these apps on your mobile phone:



NUHS

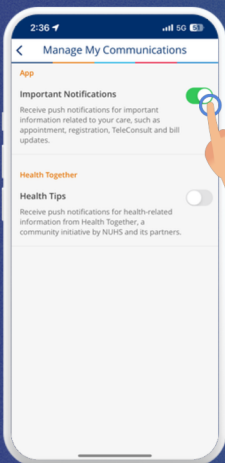


Singpass



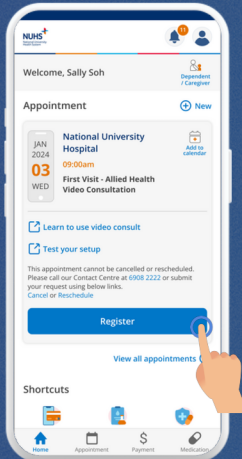
Zoom

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

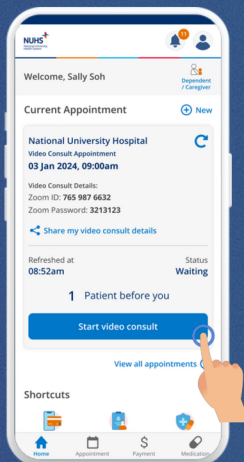


On appointment day

- 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.



- 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'. Please note that MCs are only provided when a doctor determines you are unfit for work.