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.
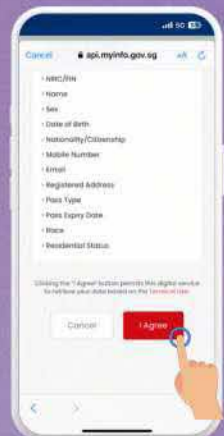

4
Set up a 6-digit passcode and biometric login.

5
Verify your particulars.
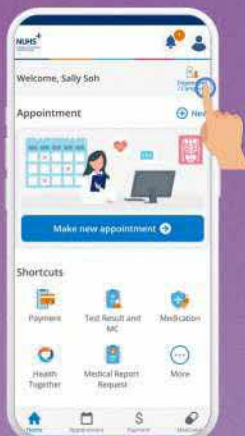
6
Tap 'Agree' to complete account setup.

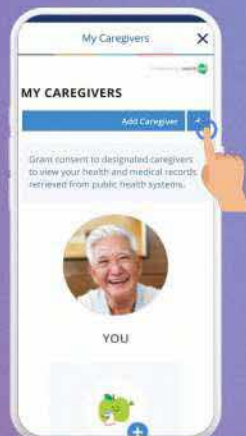# Add loved ones to your account

1 Tap 'Dependent / Caregiver'.

2 Tap 'My Caregivers'.

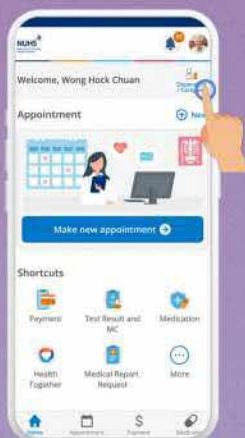**3** Tap 'Add Caregiver'. Enter caregiver's details and tap 'Verify'.

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
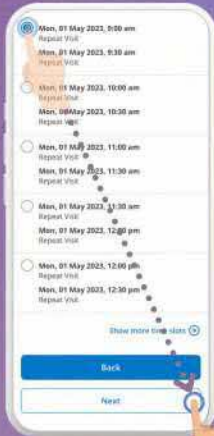
Reschedule appointment

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'.

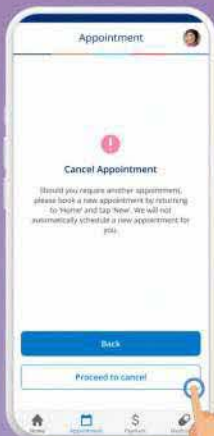## Cancel appointment

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
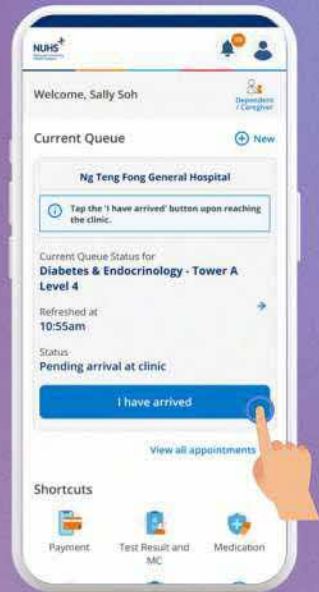
1 ──────────────────────── **2**

Tap 'Register' when prompted to confirm your attendance.
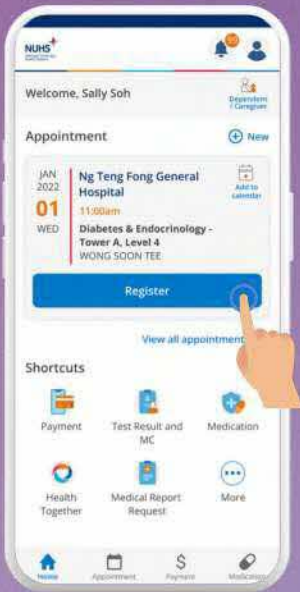
When you reach the clinic, tap 'I have arrived' to get your queue number.

Note:

First Visit patients and those with outstanding matters may be called to the counter for verification purposes.

TeleConsult (Video)

Before appointment day

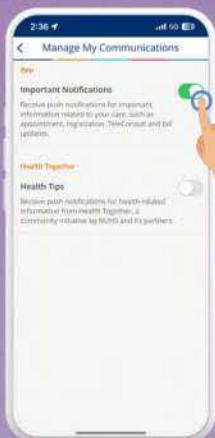**1** Install these apps on your mobile phone:
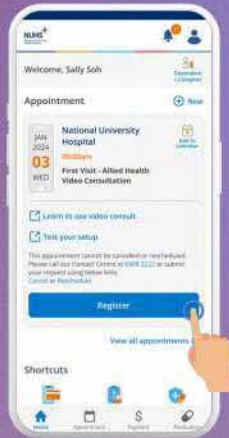
NUHS

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.

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'.

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'.

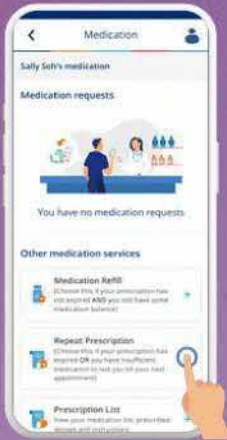**7** Review your request and tap 'Submit request'.
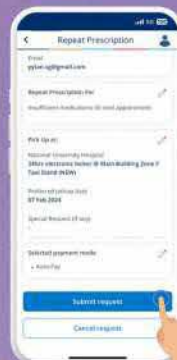
Request for medical report

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

Payment

	Bukit Batok Polyclinic	
JUL **20** 2020	Bill Reference No: 1217000263A **Amount to Pay** $20.00	>

View all outstanding bills →
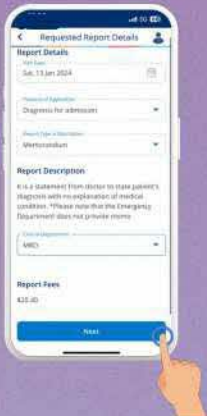
Make payment

Other Payment Services

Fully-Paid Bills
Download for claims purposes or personal reference →

App Payment Status
Check status of payments made via the app →

Add Other Bill
Pay someone else's bill →

Other Enquiries
Get help on your payment and billing matters →

Bills may take up to 3 working days to show

Only in-app payments are shown here

Sign up for ZOOM auto pay here

My Record

Lab results and Medical Certificates are found here

View your medical reports here

My Record

Test Result and MC
Your test results and your Medical Certificate / time chit →
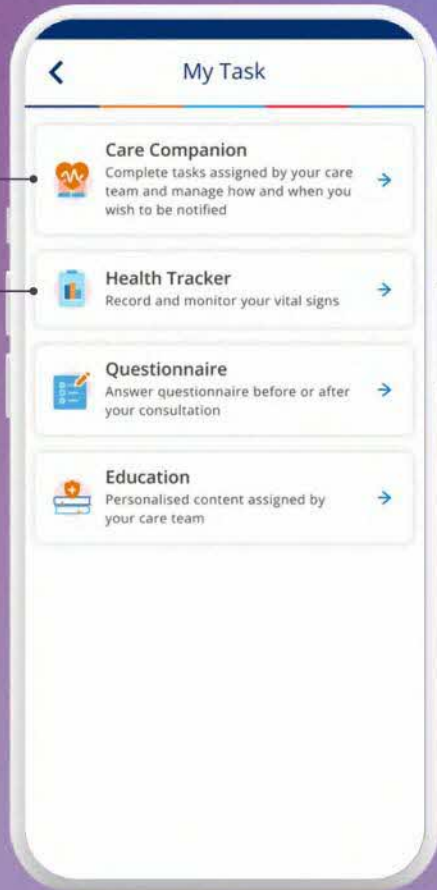
Health Summary
A summary of your health issues and allergies →

Immunisation Record
Your past immunisation records, including COVID-19 vaccination →

Medical Report Request
Request for and view your medical reports →

Letter
Your health screening reports and vaccination certificates →

View your health screening reports and vaccination certificates here

Discharge Summary
A record of your hospital admission →

Healthier SG Health Plan
Your health goals after discussion with your family doctor →

From Other Providers
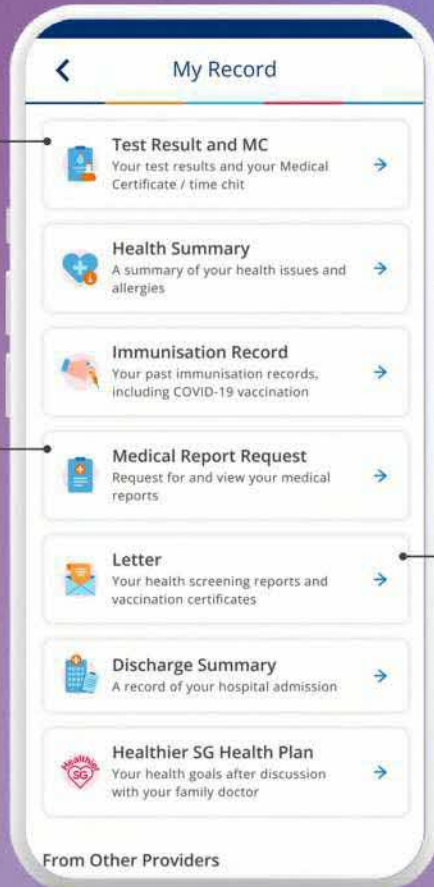
My Task

My Task

Your personalised care plan

Care Companion
Complete tasks assigned by your care team and manage how and when you wish to be notified →

Diary to record vital signs

Health Tracker
Record and monitor your vital signs →

Questionnaire
Answer questionnaire before or after your consultation →

Education
Personalised content assigned by your care team →
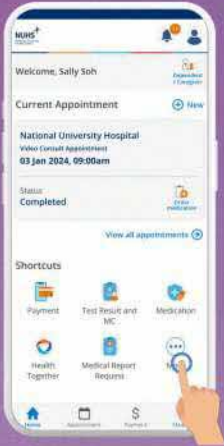
How to answer EQ-5D-5L Questionnaire?

1

Tap 'More' button on the dashboard.
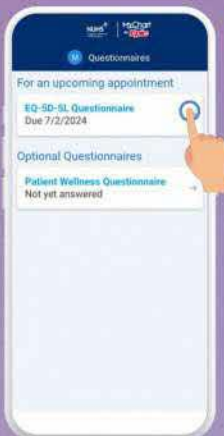
2

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.