

NHGP TELE-HEALTH SERVICES

Receive Care from the Comfort of Your Home



Preparing For Your Video Consultation

The National Healthcare Group Polyclinics (NHGP) offers suitable patients the option of having remote consultations with our Care Team of doctors, nurses and allied health professionals, from the comfort of their own homes.

Before Your Appointment



Download

Step 1: Download Zoom

Download the “**Zoom**” app from Apple App Store or Google Play Store.

Step 2: Receive SMS

Instructions will be sent to you via **SMS one working day before your appointment**. Please check your scheduled appointment date and time, as well as the Zoom meeting ID and password.

Ensure your **mobile number is up-to-date** during your polyclinic visit.

On The Day Of Your Appointment

Step 3: Video Consultation

Join the session via the **Zoom meeting ID and password** at least **15 minutes** before the scheduled appointment time.

Click “**Call using Internet Audio**” or “**Call Over Internet**” for others to hear you.

Click “**Start Video**” for others to see you.

You may view your recent blood or laboratory test results via HealthHub (www.healthhub.sg).

For Frequently Asked Questions, including caregiver access, please refer to (www.healthhub.sg/faqs).



Step 4: After the Consultation

Our staff may call you to verify your details for **medication delivery**.

Details of your **next appointment** will be sent to you via SMS.



Scan the QR code to watch a video of the Video Consultation process at NHGP



Tele-Health Services offered by NHGP for eligible patients:

- Consultations with Doctor
- Consultations with Care Manager
- Wound Care
- Directly Observed Therapy (DOT)
- Dietetics
- Physiotherapy
- Psychology
- Medical Social Work



Why Use Tele-Health Services

- Consult with your healthcare providers via video conferencing from the comfort of your home
- Medications can be delivered to your home
- Appointment-based consultations
- Reduces travel to the polyclinic

Other Things to Note:

Charges

- Usual consultation charges apply
- Home medication delivery charges may apply

Privacy

- All video consultations are conducted using official Zoom accounts
- Patient privacy is of utmost importance and recording is prohibited

For more information, please visit:
<https://www.nhgp.com.sg/telehealth>