

How to register for your video-consult appointment?

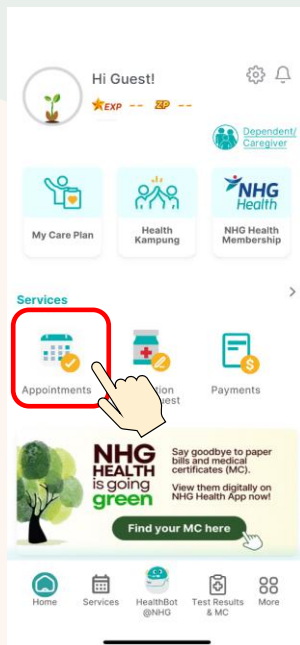


7 days before your appointment, you will be able to view the Zoom link on the NHG Health App. You will receive an SMS reminder within 3 days prior to your appointment.

Step 1

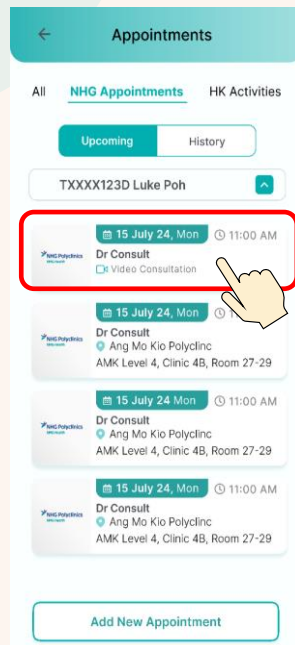
Download the NHG Health and Zoom app. Register for your video-consult 15 to 30 minutes before your appointment time on the NHG Health App. Please **pay any outstanding bills at least 1 day before your appointment** for a smoother experience.

Please switch on your camera and microphone for the video-consult



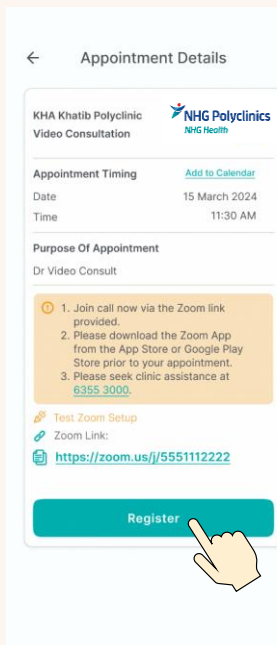
Step 2

Click **Appointments**.



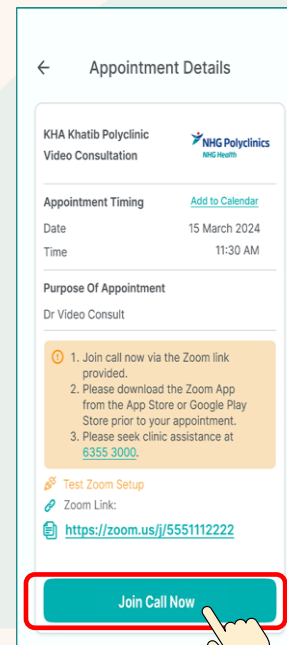
Step 3

Select **Register** to proceed.



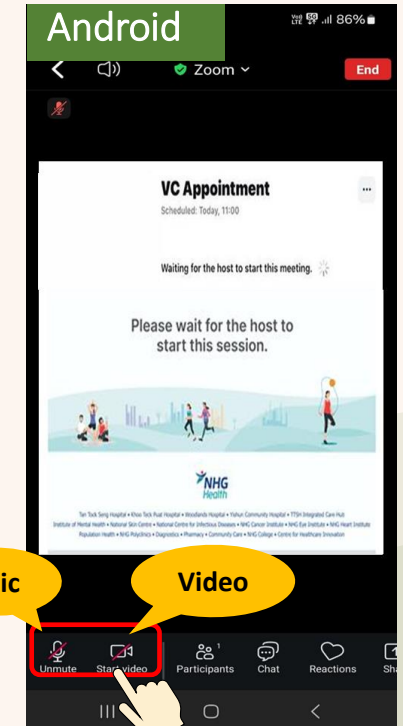
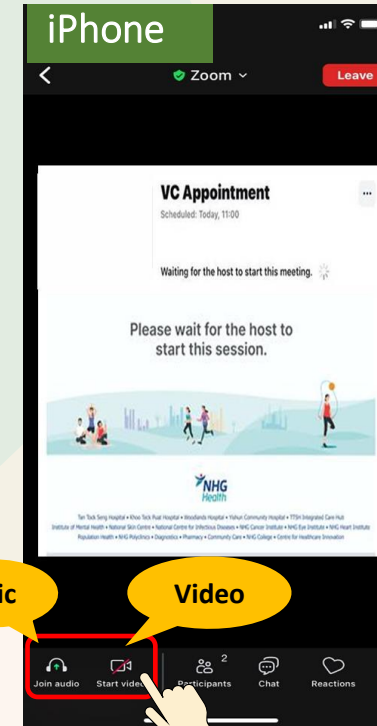
Step 4

Register for your Video Consult.



Step 5

Select **Join Call**.



Switch on the video camera and microphone settings while waiting for the doctor to start the consultation.

If you are late for your appointment, please call our Contact Centre at 6355 3000 for assistance.

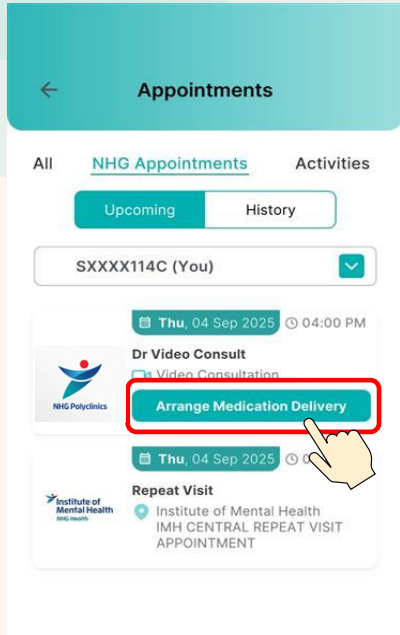
How to arrange for medication delivery?



You will be able to arrange for medication delivery after the video-consultation if the doctor has prescribed medication. Please note that medication delivery arrangement has to be **within the day of your video-consult**.

Step 1

“Select” Appointment on NHG Health app or wait for an app notification about an hour after your video consultation to arrange for medication delivery.



Step 2

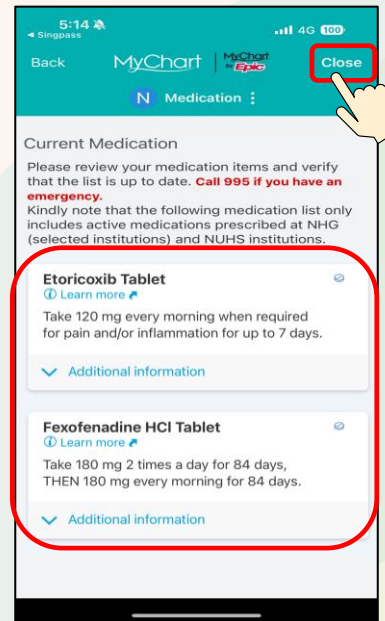
Select **Arrange Medication Delivery**.



Step 3

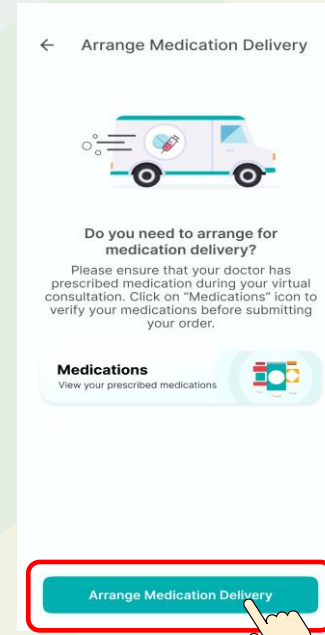
A. Select **Medications** to view the medication prescribed by the doctor during the video consultation.

You are required to review the medication before arranging for medication delivery.



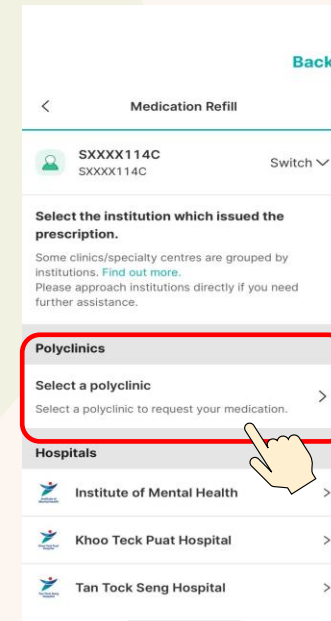
Step 4

Review the medication prescribed. Select **Close** after you have reviewed your medication.



Step 5

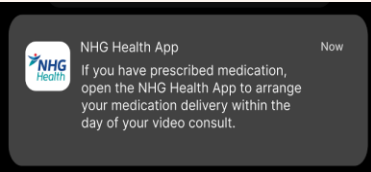
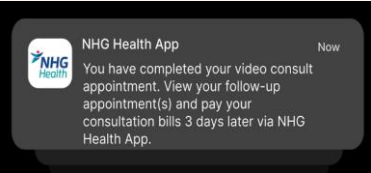
Select **Arrange Medication Delivery** after reviewing the medication.



Step 6

Click to select the polyclinic that you had the Video Consultation in the drop-down list

App notification to remind you to arrange for medication delivery.



How to arrange for medication delivery?



Medication Refill

Quantity Particulars Collection Payment

SXXXX114C
SXXXX114C

How would you like to receive your order?

☐ Self-collect from pharmacy at institution

☐ Delivery

☐ Self-collect from locker outside institution

Step 7

Select how you would like to receive your order.

Medication Refill

How would you like to receive your order?

☒ Self-collect from pharmacy at institution

☐ Delivery

☐ Self-collect from locker outside institution

Note
Please refer to this [website](#) for important notes regarding your collection information.

Collection Details

*Location
Pharmacy @ Geylang Polyclinic (Mon-Fri 8am-4.30pm, Sat 8am-12.30pm)

*Preferred Collection Date
DD MMM YYYY

Required

Next

Step 8A

If you have selected **Self-collect**

- B. Select preferred **clinic** for collection.
- C. Select preferred **Date/Time**. Click "**Next**" after you are done.

Medication Refill

How would you like to receive your order?

☐ Self-collect from pharmacy at institution

☒ Delivery

☐ Self-collect from locker outside institution

Note
Please refer to this [website](#) for important notes regarding your collection information.

Delivery Date and Time

*Preferred Delivery Date
DD MMM YYYY

Required

*Preferred Delivery Time

Required

Delivery Address

Please fill in address fields correctly to ensure the medicine parcel is delivered to the correct address.

Next

Step 8B

If you have selected **Delivery**

- D. Select preferred **date** for delivery.
- E. Select preferred **time** of delivery.
- F. Fill in preferred delivery **address**. Click "**Next**" after you are done.

Medication Refill

How would you like to receive your order?

☐ Self-collect from pharmacy at institution

☐ Delivery

☒ Self-collect from locker outside institution

Note
Please refer to this [website](#) for important notes regarding your collection information.

Collection Details

*Location
Pick Locker @ 107 Yishun Ring Road (S760107) (24 hrs)

*Preferred Collection Date
DD MMM YYYY

Required

Next

Step 8C

If you have selected **Self-collect from Locker**

- G. Select preferred **locker location**, delivery from the drop-down list.
- H. Select preferred **date** of self-collection. Click "**Next**" after you are done.

Medication Refill

Quantity Particulars Collection Payment

SXXXX114C
SXXXX114C

Select your preferred payment mode.

Payment will be processed by the issuing institution after your order is fulfilled.

☐ Self-pay in full

☐ MediSave/ MediShield Life

Note
1) Please note that delivery charge may apply.
2) Payment by Medisave is subject to review and approval. This does not cover delivery charge.

Next

Step 9

Indicate your preference to self-pay or use **MediSave**. Click "**Next**" after you are done.

Medication Refill

SXXXX114C
SXXXX114C

Review and submit your request

Original Issuing Institution:
Geylang Polyclinic

Date of Original Prescription:
24 Sep 2025

Patient's Details
Full Name (as per NRIC/FIN):
Luke Poh

NRIC/FIN:
SXXXX114C

Contact Number (+65):
96666666

Email Address:
luke.poh.test@test.com

Submit request

Cancel

Step 10

Click "**Submit request**" after reviewing your request.

Download NHG Health App today!



Scan the QR code with your phone to download the app