How to register for your video-consult appointment?
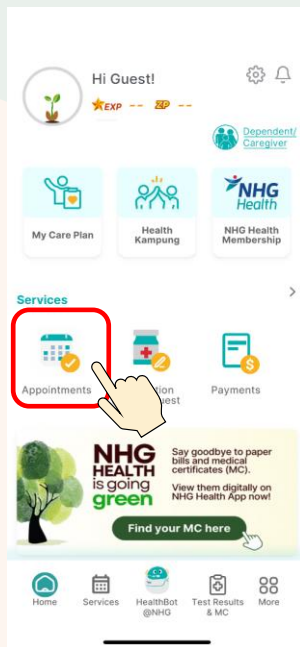
NHG Health

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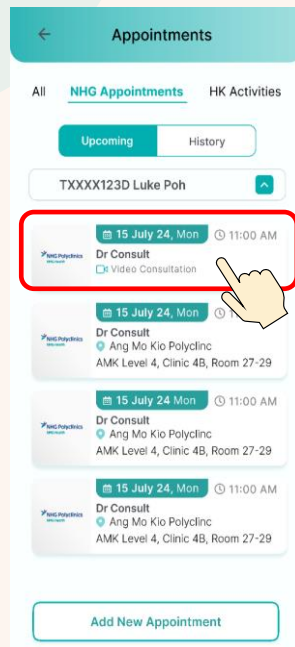
Step 1
Download the NHG Health and Zoom app. Register for your video-consult 15 to 30 minutes before your appointment time on the NHG Health App. Please pay any outstanding bills at least 1 day before your appointment for a smoother experience.

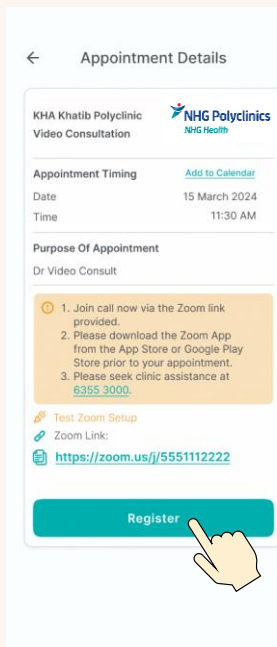**Please switch on your camera and microphone for the video-consult**

iPhone

Android

Mic   Video

Mic   Video
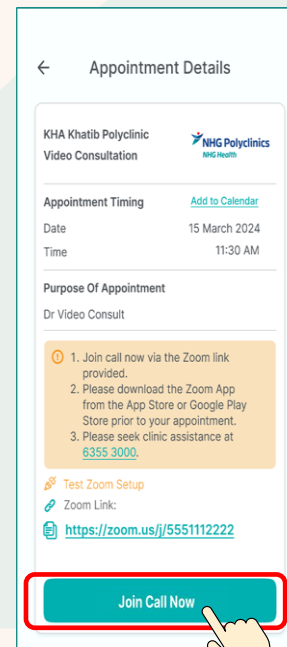
Step 2
Click **Appointments.**
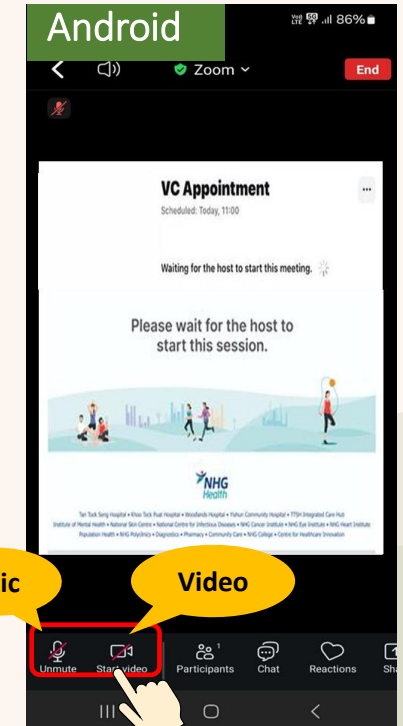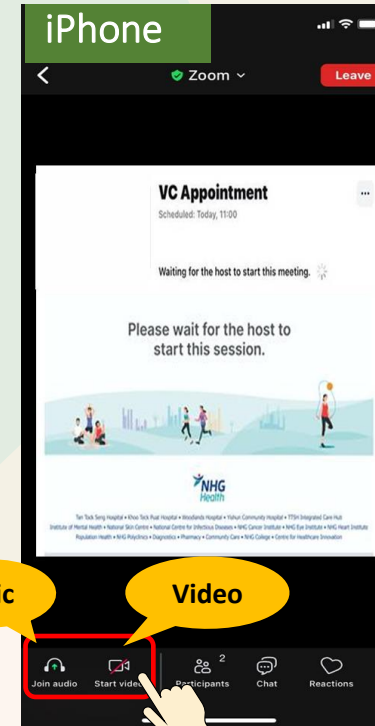
Step 3
Select **Register** to proceed.

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.
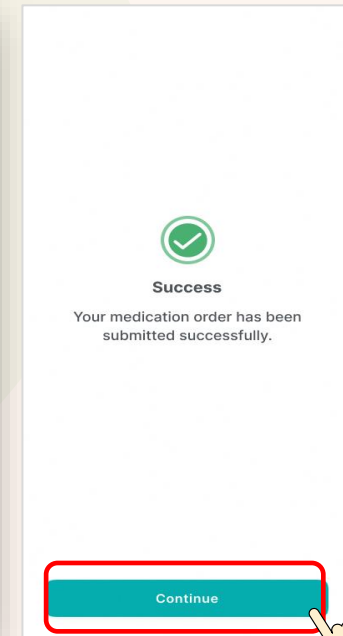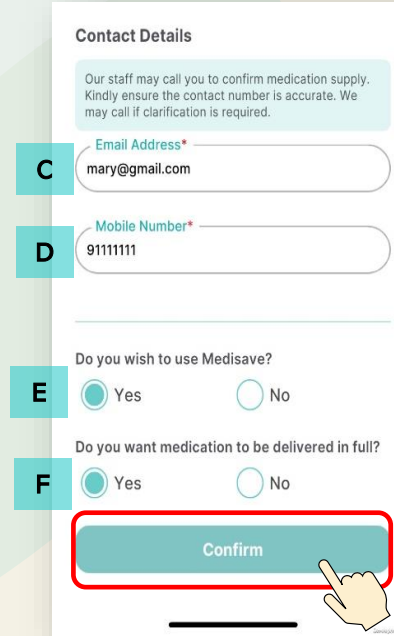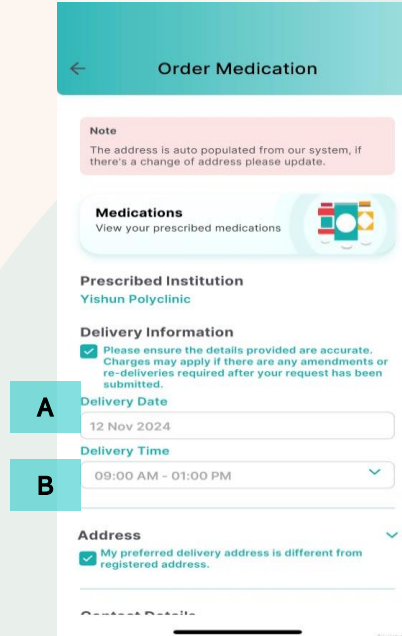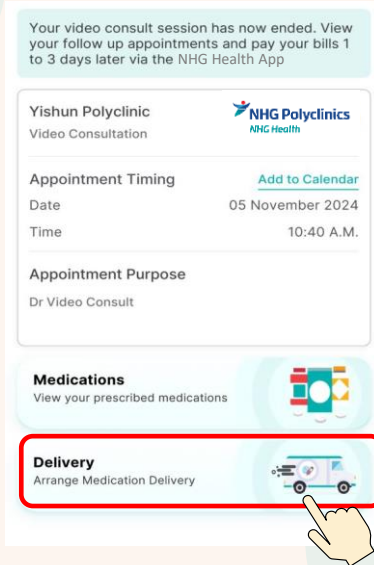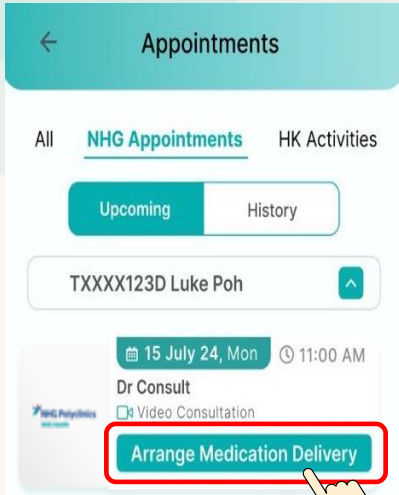
How to arrange for medication delivery?

You will be able to arrange for medication delivery after the video-consult if the doctor has prescribed medication.
Please note that medication delivery arrangement has to be done on the same day as 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 remind you to arrange for medication delivery.

Step 2
Select **Arrange Medication Delivery**.

Step 3
Click **Delivery** to proceed.

Step 4
A. Select your preferred **Delivery Date**.
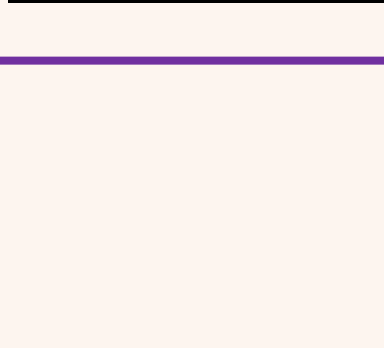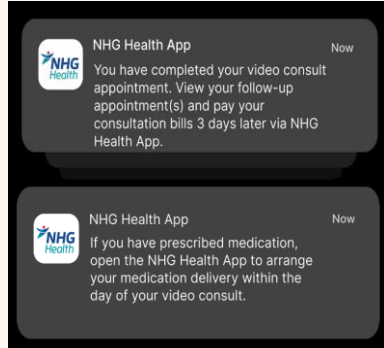B. Select your preferred **Delivery Time**.

Step 5
C. Fill in your **Email Address**.
D. Fill in your **Mobile Number** that you want to be contacted with
E. Indicate your preference to use or not use **MediSave**
F. Indicate your preference to have the **medication delivered in full or not**. You would be contacted if "No" is selected.

Step 6
Select **Continue** to confirm the order.

If you require help on medication delivery, please call our Contact Centre at 6355 3000 for assistance.