

How to register for your video-consult appointment?

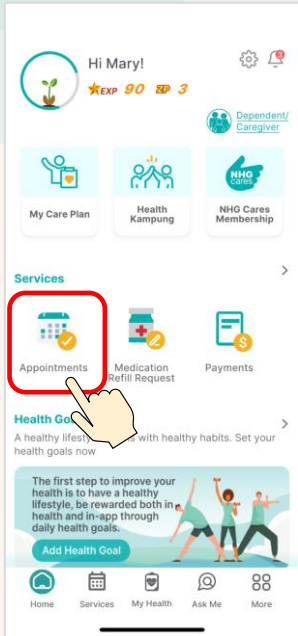


7 days before your appointment, you will be able to view the Zoom link on the NHG Cares app. 5 days before your appointment, you will receive an SMS reminder.

Step 1

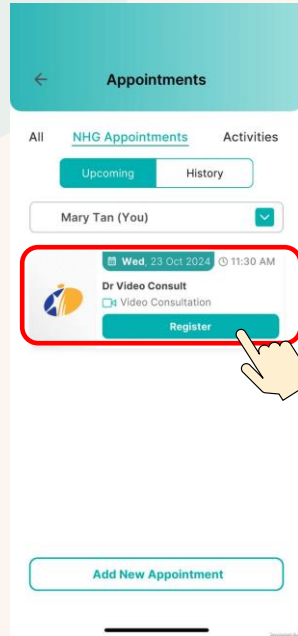
Download the NHG Cares and Zoom app. Register for your video-consult 30 minutes before your appointment time on the NHG Cares app. Please pay any outstanding bills at least 1 day before your appointment for a smoother experience.

For patients who require medication after the video consultation



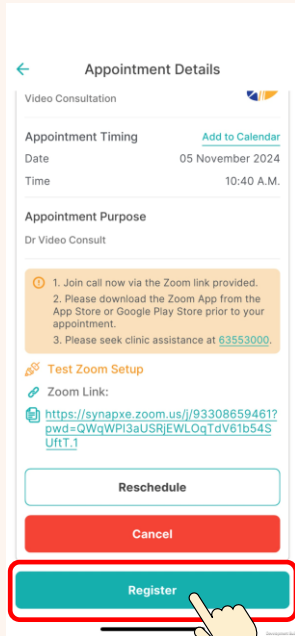
Step 2

Click **Appointments**.



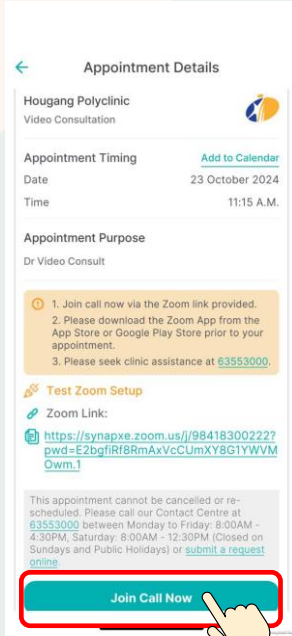
Step 3

Select **Register** to proceed.



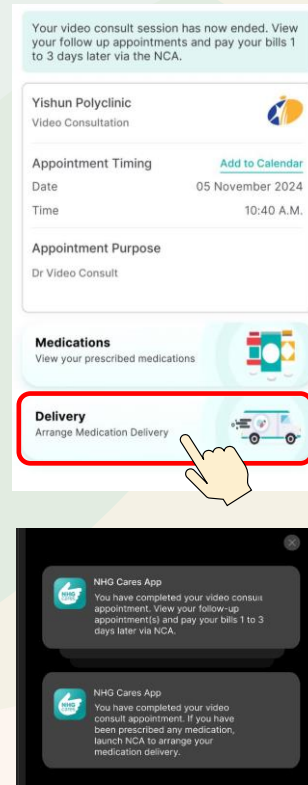
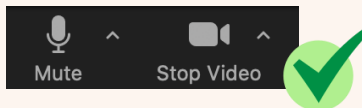
Step 4

Register for your Video Consult.



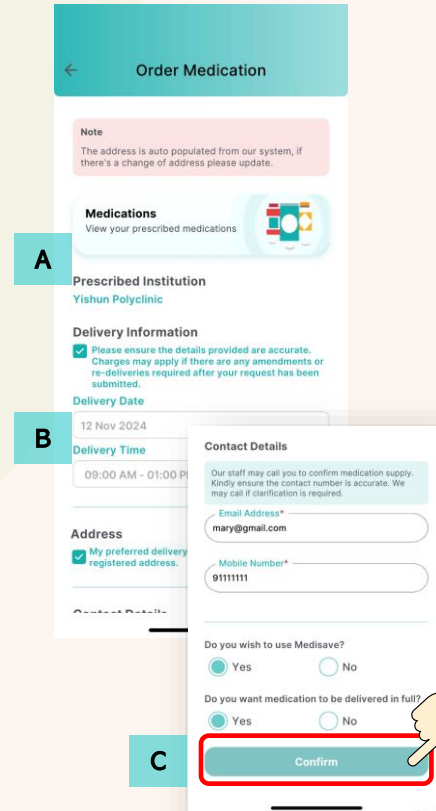
Step 5

Select **Join Call**. Switch on your video camera and microphone settings.



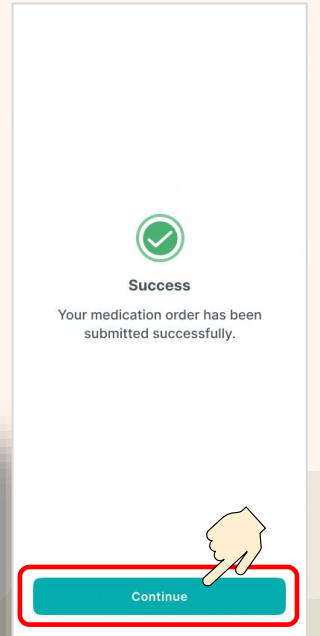
Step 1

Select **Arrange Medication Delivery**. You will also receive an app notification to remind you to arrange for medication delivery.



Step 2

A. Fill in delivery information.
B. Select **Confirm**.



Step 3

Select **Continue** to confirm the order. Our pharmacy will call you within 3 working days to confirm your medication and delivery details.

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