

How to register for your video-consultation appointment?

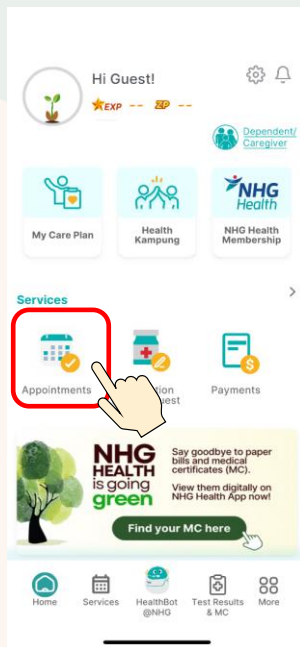


7 days before your appointment, you will be able to view the Zoom link on the NHG Health app. You will receive an SMS reminder within 5 days prior to your appointment.

Step 1

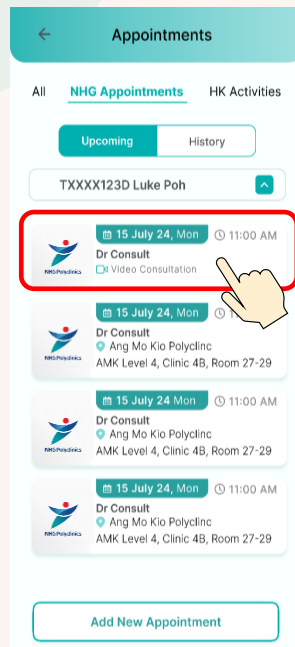
Download the NHG Health and Zoom app. Register for your video-consultation **15 to 30 minutes** before your appointment time on the NHG Health app. Please **pay any outstanding bills at least 1 day before your appointment** for a smoother experience.

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



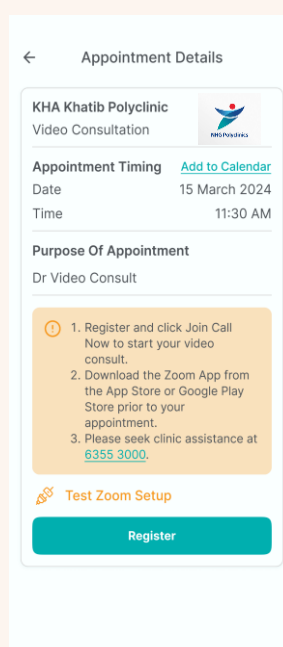
Step 2

Click **Appointments**.



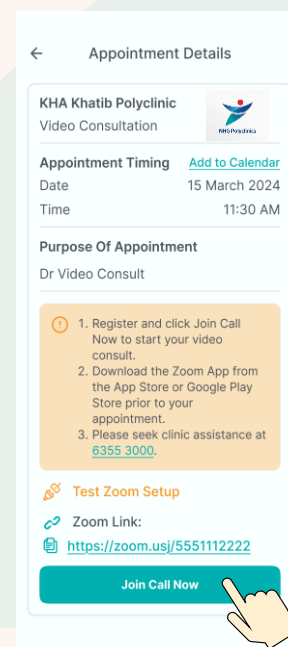
Step 3

Select **Register** to proceed.



Step 4

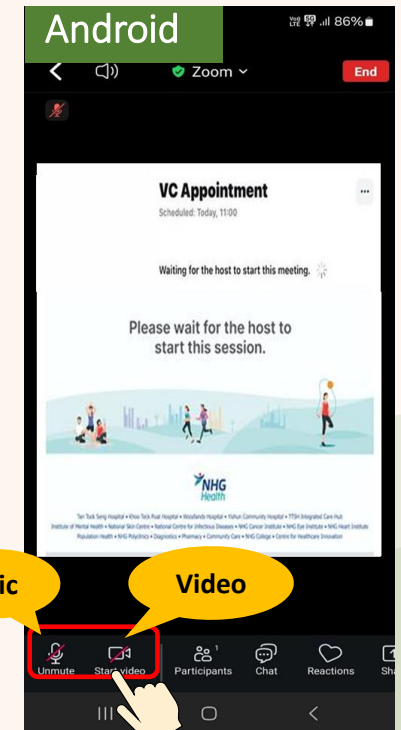
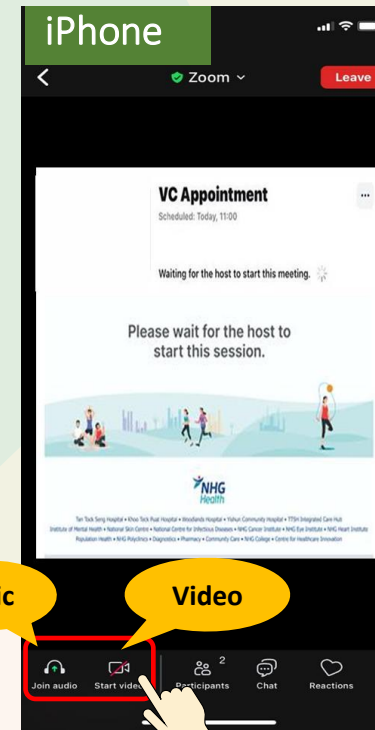
Register for your Video Consultation.



Step 5

Select **Join Call**.

On the day of appointment, the Zoom link would be visible after you have register .



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

If you wish to have your video consultation on a laptop or another tablet device, you may copy Zoom link from NHA app and send to your email at least one day before your appointment date. After you have registered on the NHA app, you can join the video consultation using the Zoom link in your email.

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

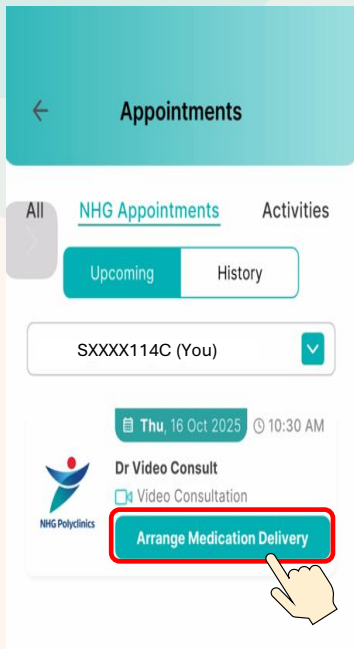
How to arrange for medication delivery?



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.**

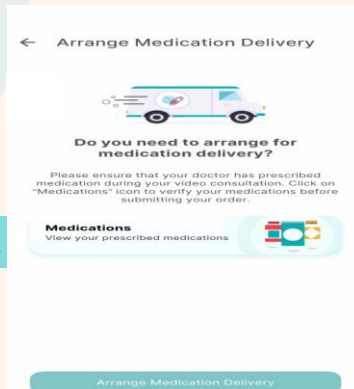
Step 1

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



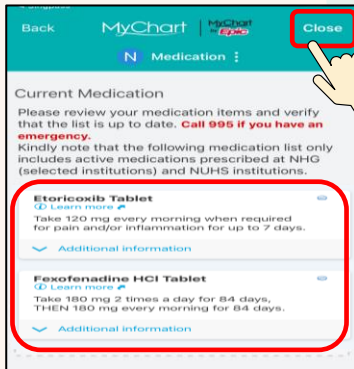
Step 2

Click **Arrange Medication Delivery**.



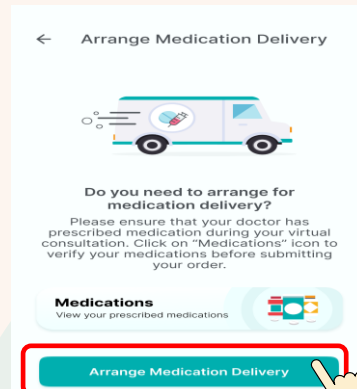
Step 3

A. Click **Medications** to view the medication prescribed by the doctor.



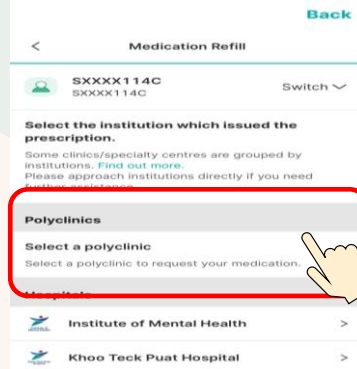
Step 4

Review the medication prescribed. Select **Close** after you are done.



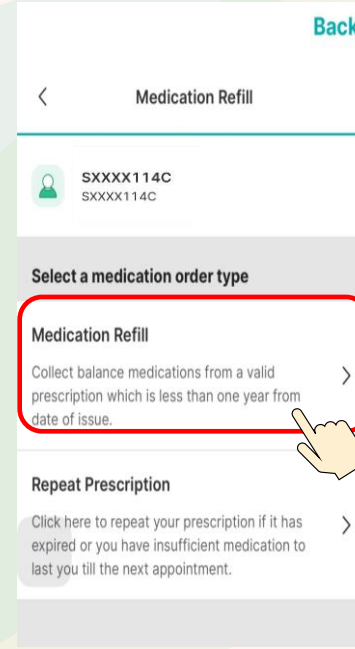
Step 5

Select **Arrange Medication Delivery**.



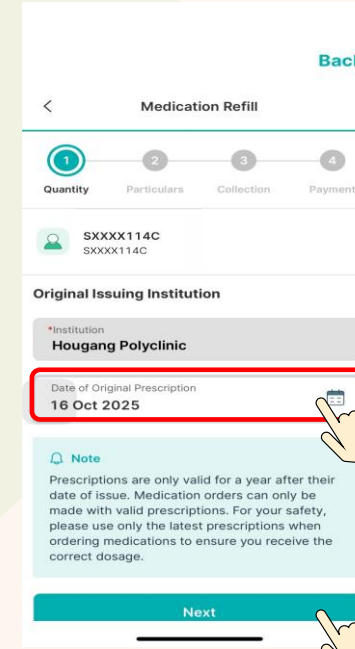
Step 6

Click to select the polyclinic that you had the Video Consultation.



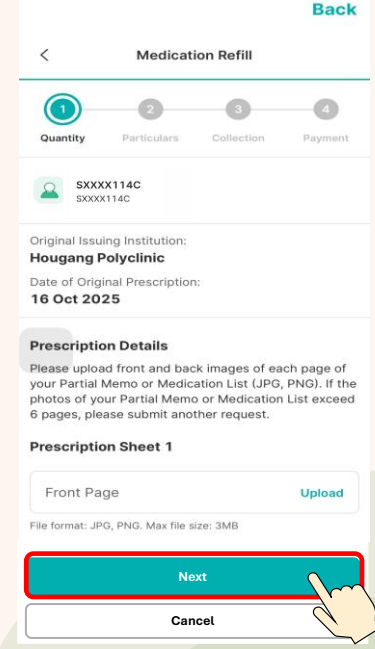
Step 7

Click **Arrange Medication Delivery**.



Step 8

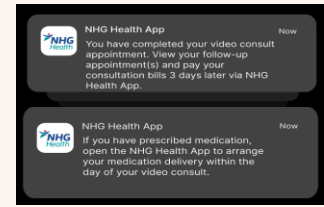
B. Click to select the **date of your video consultation**.
C. Click **“Next”** to continue



Step 9

Ignore the instruction to upload the image of the Memo or Medication List. Click **Next** to proceed to the next step.

App notification to remind you to arrange for medication delivery.



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

How to arrange for medication delivery?



Medication Refill

Please indicate your refill option.

Select your refill option and tap on 'Next' to proceed. Do note that information you have entered will not be saved if you choose to go back to the previous step.

☒ All remaining balance

☐ Specific duration

☐ Selected medications only

Next

Step 10

Select **All remaining balance** to receive all medications. Click **Next** after you are done.

Medication Refill

Quantity Particulars Collection Payment

SXXXX114C
SXXXX114C

Patient's Details

*Full Name (as per NRIC/FIN)

Required

*NRIC/FIN

Contact Details

We may contact you to verify your request. Please ensure the number provided is correct.

*Contact Number (+65)

Required

Next

Step 11

Fill in the details. Click **Next** after you are done

Medication Refill

Quantity Particulars Collection Payment

SXXXX114C
SXXXX114C

How would you like to receive your order?

☒ Delivery

☐ Self-collect from pharmacy at institution

☐ Self-collect from locker outside institution

Note

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

Next

Step 12

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 13A

If you have selected **Self-collect**

D. Select preferred clinic for collection.

E. Select preferred **Date/Time**. Tap **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 that the medicine parcel is delivered to the correct address.

*Postal Code
820441

*Block/House
441

Floor/Unit
E.g #12-345

*Street
NEW PUNGGOL ROAD

☐ Deliver to different address

Next

Step 13B

If you have selected **Delivery**

F. Select preferred **date** for delivery.

G. Select preferred **time** of delivery.

H. Fill in preferred delivery **address**. Click **Next** after you are done.

Medication Refill

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 13C

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 14

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 15

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

Download NHG Health App today!



Scan the QR code with your phone to download the app

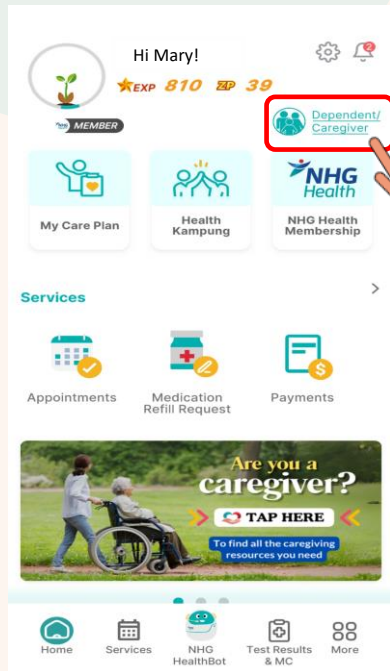
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How to add dependent (Child)?



As parents, you can add your child as a dependent if your child is below 21 years old and meet the following eligibility criteria:

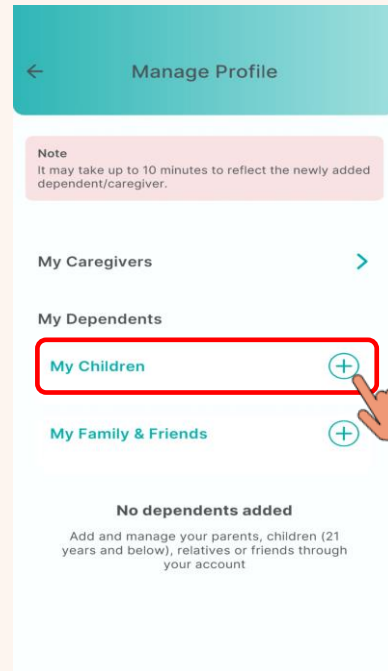
- Singapore Citizen (SC) born in Singapore on or after 1 January 1996; or
- Permanent Resident (PR) on or after 1 January 1996; or
- Currently enrolled in primary, secondary, junior colleges or centralized institutes, excluding students in pre-schools, religious schools, private schools, polytechnics and universities.



Step 1

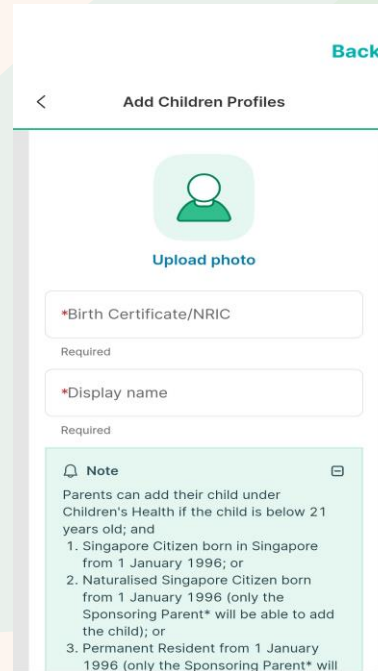
Login to your own NHG Health app account.

Tap on “Dependent/Caregiver”.



Step 2

Select “My Children”.



Step 3

Follow through the steps to key in your child's Birth Certificate/ NRIC.

Scan here for NHA User Guide!



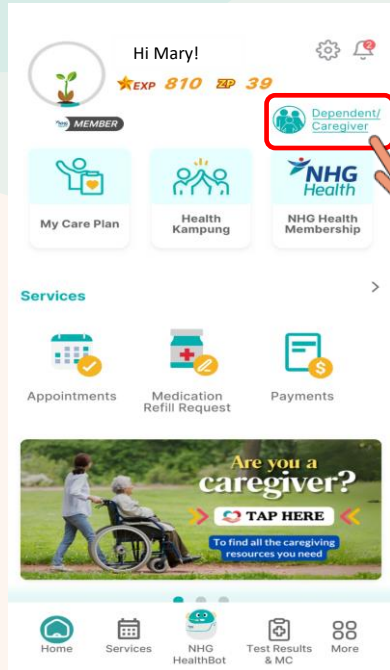
<https://for.sg/nha-userguide>

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

Accessing Your Dependent's Appointment



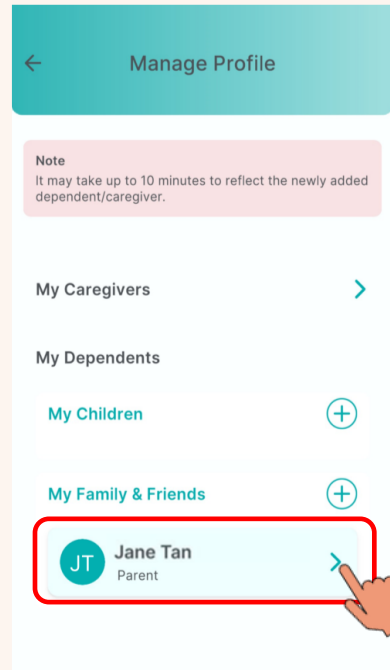
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Step 1

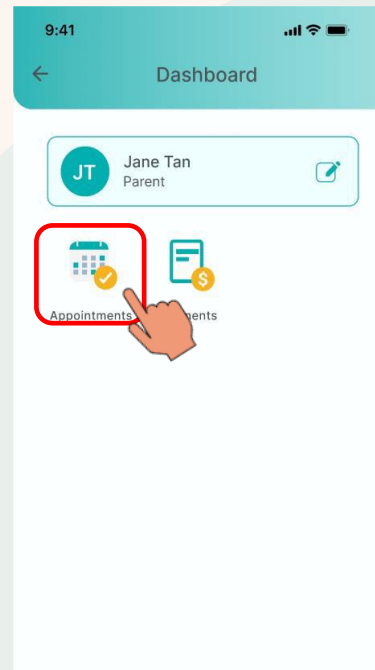
Login to your own NHG Health app account.

Click **Dependent/Caregiver**.



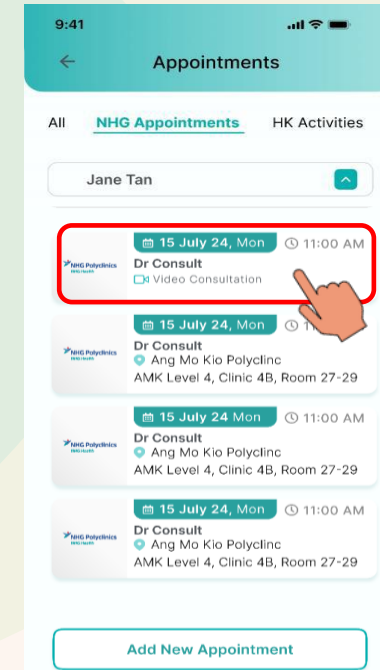
Step 2

Click on the dependent's name



Step 3

Click on **Appointment**.



Step 4

Select **Register** to proceed. Register button appear 30 minutes before appointment time.