



Frequently Asked Questions on NHGP Tele-Consultations

Q1. How can I enrol for the Tele-consultation service?

A: NHGP actively identifies suitable patients based on their medical conditions and ability or preference to use the available modes of communication. Once identified, such patients are then given the option of a telephone or video consultation to replace a physical visit to the polyclinic. Their medication can be delivered to their homes.

Q2. How long would I be on the Tele-consultation service?

A: You will be required to see a doctor in the clinic at least once a year and for laboratory and preventive health screenings, such as diabetes eye or foot screening, pap smears, mammograms. If your condition is stable and you are able to monitor your health at home, other clinic visits can be replaced with a Tele-consultation.

Q3: Do I need to pay extra fees for using this service?

A: No, it is the same price as a physical consultation. The charges for the home delivery of medication will be waived during the COVID-19 outbreak period.

Q4: How do I make payment?

A: You may do so through [AXS](#), PayNow or Mobile Banking.



Q5: Would it be safer for the doctor to see and examine the patient instead of just speaking to them?

A: The principles of care for chronic conditions remain the same. A thorough history taking, review of lab results and a medication prescription will be made based on the patient's chronic condition. Patients offered the tele-consultation service would have also developed a stronger patient-doctor relationship with their regular care team so both provider and patient will be more comfortable doing tele-consults.

Q6: During phone consultations, how can you verify that the person you are speaking with is the patient?

A: Similar to physical consultations, we will do a two-step verification process with the patient. Additionally, tele-consultations will only be conducted with existing patients who have built up a relationship with the care team.

Q7: Can I use Medisave to deduct the cost of medication and consultation?

Medisave can only be used to pay for tele-consultation sessions pertaining to diabetes, hypertension and lipid conditions. Based on the current guidelines by the Ministry of Health, this is a time-limited service available only during this COVID-19 outbreak period.

For other Medisave claimable chronic conditions, Medisave may be used to pay for medications and laboratory tests only.

Q8: Can I re-schedule or cancel my tele-consult appointment?

You may re-schedule or cancel your appointments through [HealthHub](#) or by calling the NHGP Contact Center at 6355 3000.

Q9: How will I be able to view my blood test results?

Your blood test results are available through via [HealthHub](#).



Q10: Can I collect my medications today?

You are encouraged to have your medications delivered to your house for greater convenience, and to avoid a visit to the polyclinic. The home delivery of medications will generally take place within 5 working days.

Q11: Why do I need to collect my medication from the polyclinic instead of home delivery?

You may require additional counselling and advice from the pharmacist for some of your medications, especially if we are starting a new medication or increasing the dose of medication.

Q12: Am I able to indicate my preferred language for my tele-consultation?

The default language for tele-consultation sessions is English. However, patients can indicate his/her preference and the clinic will try to enlist the most appropriate doctor for effective communications and safe care.

Q13: What happens if I am unable to take the call?

Where possible, our doctor will try to reach out again. However, if you do not receive a call by the end of the pre-arranged tele-consultation day, please arrange for another appointment.