

# **TELE-CONSULTATION** **Video Consultation**

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**User Guide for NHGP patients**

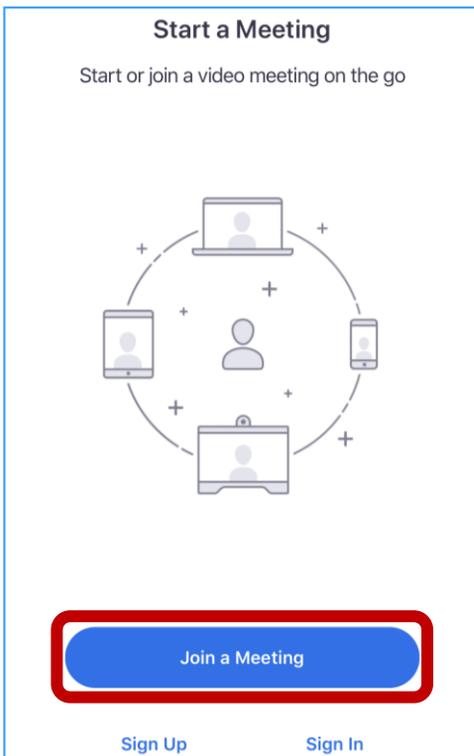
# INSTRUCTIONS

1



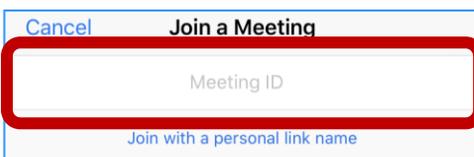
Download the “Zoom” app from Apple App Store or Google Play Store on your mobile device.

2



Click “Join a meeting” to start the session. Please do so at least 15 minutes before your scheduled appointment time.

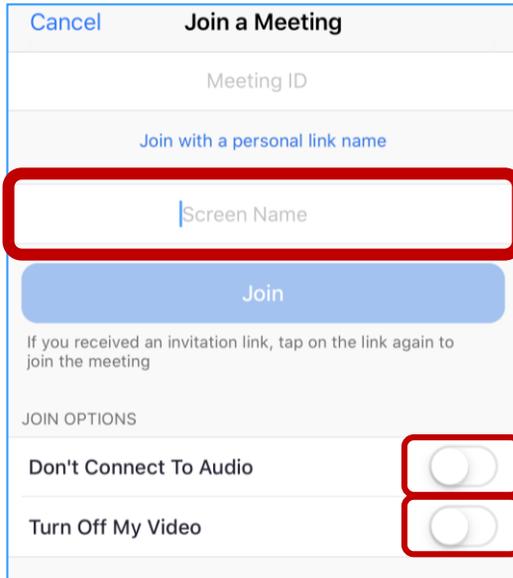
3



To join the meeting, key in the **Meeting ID** provided.

# INSTRUCTIONS

4



Cancel Join a Meeting

Meeting ID

Join with a personal link name

Screen Name

Join

If you received an invitation link, tap on the link again to join the meeting

JOIN OPTIONS

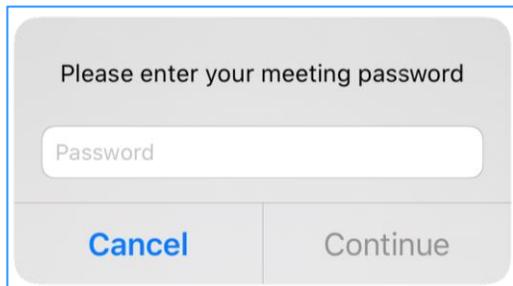
Don't Connect To Audio

Turn Off My Video

Enter your Screen Name in the following format:  
<APPT TIME> <SPACE><NAME>  
Example: 1430 TAN ABC

Please enter your name as indicated on your NRIC.

5



Please enter your meeting password

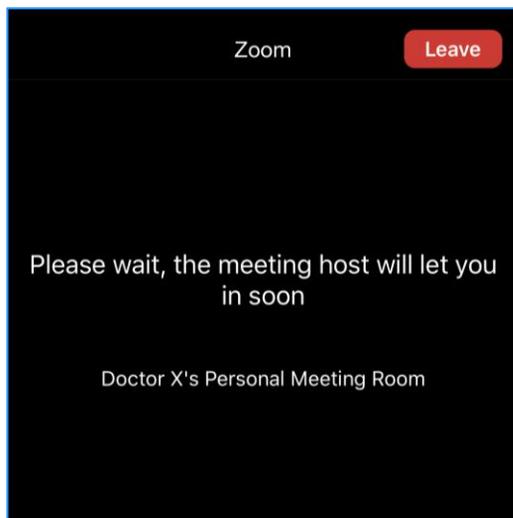
Password

Cancel Continue

Key in the **meeting password** provided.

After keying in the correct password, you will be led to a virtual waiting room.

6



Zoom Leave

Please wait, the meeting host will let you in soon

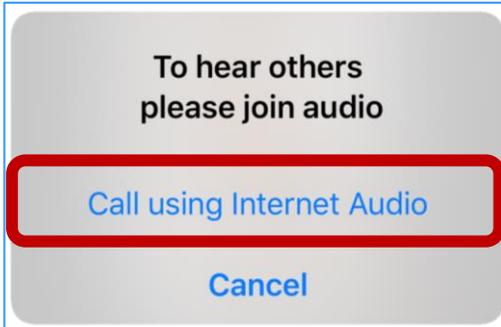
Doctor X's Personal Meeting Room

Please watch your phone as you may be admitted into the Meeting Room anytime from your scheduled appointment time.

\*If we are unable to serve you within 30 minutes of your scheduled appointment time, you will receive a call from us.

# INSTRUCTIONS

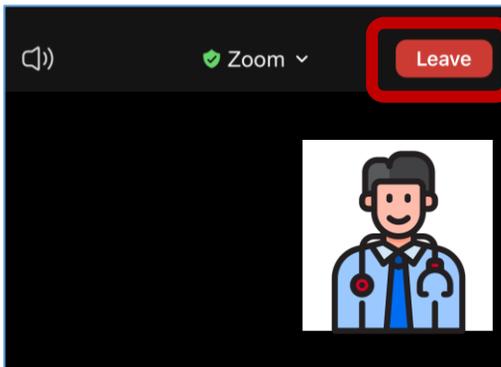
7



Once the doctor is ready, you will be admitted into the Meeting Room.

Click "**Call using Internet Audio**" for your doctor to hear you.

8



When the consultation has ended, the doctor will ask you to leave the meeting.

Click the "**Leave**" button at the top right-hand corner to exit the Meeting Room.

9



The Pharmacist may call you to confirm details of certain medications and arrange for your medication delivery, where applicable.

You will receive an SMS or an appointment slip within a week to inform you on the details for your next appointment(s).

# Frequently Asked Questions

1

**Do I need a Zoom account for this video consultation?**

You do not need a Zoom account. You will only be required to download the mobile application on your smartphone.

2

**Why am I unable join a meeting?**

Please check that the Meeting ID and password you have entered is correct, and that you are logging in at your scheduled appointment date and time.

3

**Why am I still in the waiting room after 10 minutes?**

We strive to serve you within 30 minutes of your appointment time. However, Video Consultation sessions with some patients may last longer than expected, resulting in a delay. You will receive a phone call from us if we are unable to see you within 30 minutes of your scheduled appointment time.

4

**Why am I unable to hear my doctor during the video consultation?**

Please ensure that the sound control on your phone is not muted. You are encouraged to use a headphone for better sound quality.

5

**Why is my doctor unable to hear me during the video consultation?**

Please check if your microphone is muted. You can unmute yourself by clicking the “**Unmute**” button at the bottom of your screen.

6

**Why is my Doctor unable to see me during the video consultation?**

Please click the “**Start Video**” button at the bottom of your screen.