

## Video Consultation with Doctors Frequently Asked Questions

### **Q1. Is it safe for the care of chronic conditions over video consultation?**

- The principles of care for chronic conditions remain the same.
- Doctors will assess your condition, review your laboratory results and medications will be prescribed, as necessary.
- 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.

### **Q2. Am I suitable for video consultations?**

- Video consultations are suitable for patients with well-managed chronic conditions who require follow-up.
- Please speak to your healthcare team about your eligibility for video-consultations.

### **Q3: How is my privacy protected?**

- The zoom link sent to you is unique. Please do not share the link or password with others.
- We will conduct a two-step verification process with patients with their photo ID before the video consultation.

### **Q4: Can I re-schedule or cancel my video consultation appointment?**

Yes, you may do so through:

1. HealthHub mobile app or HealthHub website at <https://www.healthhub.sg>.
2. Call in to the NHGP Contact Centre at 6355 3000.

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**Q5: How do I make payment after the video consultation appointment?**

You will receive your bill via mail. After you have received your bill, you may proceed to make payment through AXS, PayNow or Mobile Banking.

**Q6: Can I use Medisave to pay for the cost of consultation and medications?**

Patients are able to pay consultations, investigations and medications for chronic conditions listed under the Chronic Disease Management Programme (CDMP).

Please refer to <https://www.moh.gov.sg/covid-19/vc> to find out more.

For more information, please visit:

<https://www.nhgp.com.sg/teleconsultations>