

Video Consultation with Doctors Frequently Asked Questions for Zoom

Q1. I am unable to join the meeting.

Please ensure that:

- a. You are connected to the internet and have a stable internet connection.
- b. You are logging in at your scheduled appointment date and time.

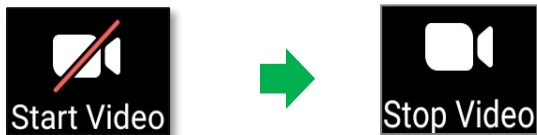
Q2. I have waited for more than 10 minutes in the “Zoom waiting room”.

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.

Q3. My Doctor cannot see me during the session.

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



Q4. My Doctor cannot hear me during the session.

Please check if your microphone is muted.

You can unmute yourself by clicking the “**Unmute**” button at the bottom of your screen:





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Q5. I am disconnected during the session.

If the call gets disconnected during the video consultation, please use your unique zoom link or Meeting ID provided to join the session again. Our staff will assist to admit you into the virtual consultation room with your doctor.

For more information, please visit:

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