



Frequently Asked Questions

Q: Why should I choose Tele-Consult instead of seeing my doctor face-to-face?

A: This platform gives you an alternative to have your consultation with your doctor or nurse in the comfort of your home or workplace. You save time on travelling and waiting at the clinic.

Q: Will my care be compromised?

A: Tele-Consult is only for patients who have been assessed by the doctor or nurse to be in stable condition and suitable for Tele-Consult. During the consultation, if it is found that you need further tests and assessments, a face-to-face appointment will be scheduled.

Q: I normally have my blood test done at NUH, with Tele-Consult, where will I have my blood test done?

A: You can have your blood test done at any NCIS-On-The-Go locations or polyclinics at least one day before your scheduled Tele-Consult appointment.

You can also have your blood tests taken in NUH at your convenience (at least 2 hours before Tele-Consult appointment) and return home to wait for the Tele-Consult.

Q: If I am being prescribed medication, how do I collect it?

A: You can arrange for the medications to be delivered to your home at a small delivery fee. The medicine will be delivered within five working days.

Q: What are the fees like for a Tele-Consult?

A: You will be seen by a Doctor or a Nurse and the fees will be the same as a clinic consultation. The relevant subsidies are applicable, including the Pioneer Generation (PG) package, Community Health Assist Scheme (CHAS) and other financial assistance schemes.



MRT Station: Kent Ridge (Circle Line)

Commuters can alight at the Kent Ridge Station, right at the doorstep of the NUH Medical Centre. Please exit the station via Exit C.

National University Cancer Institute, Singapore (NCIS) @ NUH Medical Centre Levels 8 - 10

Level 8

Breast Care Centre
Radiation Therapy Centre

Level 9

Chemotherapy Centre
Pharmacy @ NCIS
Stem Cell Therapy Centre
Viva-University Children's Cancer Centre

Level 10

Cancer Centre

Opening Hours : 8:30am - 5:30pm
(Mondays to Fridays,
except on Public Holidays)

For appointments (clinic, tele-consult or video-conferencing):

Appointment Line: (65) 6773 7888
Fax Number : (65) 6777 4413
Email : CancerApptLine@nuhs.edu.sg

For medical advice by nurse:

Cancer Line : (65) 9722 0569

For all other general enquiries:

Email : ncis@nuhs.edu.sg
Website : www.ncis.com.sg



National University Hospital
5 Lower Kent Ridge Road, Singapore 119074
Tel: 6779 5555 Fax: 6779 5678
Website: www.nuh.com.sg

Telemedicine (Tele-Consult)

Consultation with your doctor or nurse through a smart device





Telemedicine (Tele-Consult)

Convenience connected by a smart device!

Seeking care from the comfort of your home. Telemedicine saves you time travelling to the hospital.

1 | Day of Physical Consultation



- ◆ Your doctor will assess your eligibility for telemedicine.
- ◆ You will need to sign a consent form.
- ◆ An appointment date will be made for your Tele-Consult.

2 | Day before Tele-Consult



- ◆ Our staff will contact you to confirm your Tele-Consult.
- ◆ Please arrange to have your blood tests taken at least one day before your Tele-Consult.

4 | After Tele-Consult



- ◆ You will receive two calls from our staff:
 - Call 1: Details of your next appointment
 - Call 2: Details about medication
- ◆ Make payment for your Tele-Consult within two weeks of receiving the invoice:
 - During your next visit to NUH
 - or
 - Through an AXS machine

3 | Day of Tele-Consult



- ◆ Our doctor or nurse will call you during your scheduled Tele-Consult appointment.
- ◆ Make sure you are in an environment where you can hear clearly.