

TeleConsult

Your guide to your next clinic appointment, wherever you are



What is TeleConsult?

Teleconsultation is a type of telemedicine service, where digital information and communication technologies, such as computers and mobile devices are used to deliver health-related information. It provides opportunities to make healthcare more convenient, better coordinated, and closer to home. In a teleconsultation, patients can have consultations with doctors, nurses and allied health professionals in the comfort of their home or at a location where privacy is assured. These virtual appointments enable patients to receive ongoing care where in-person clinic consultations are not necessary or possible.

Am I eligible for TeleConsult?

Typically first outpatient visits are conducted face-to-face in the clinic. Based on our care team's assessment, TeleConsult may be offered for the subsequent clinic consultation. Common conditions that are non-emergency in nature can be treated via TeleConsult. Access to the Internet through a smart device is required for video consultation. After the session, you may be required to follow up in person for additional health services.

Modes of TeleConsult



Video calls via Zoom



Phone call

When is TeleConsult not suitable?



Medical conditions requiring urgent attention.

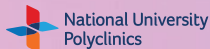
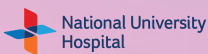


Where physical examinations are required.



Diagnostic tests such as blood tests, X-rays, etc.

TeleConsult is available at:



Benefits of TeleConsult

Real-time consultations are conducted via a computer or a mobile device such as a smartphone or a tablet.

Convenience

- Our healthcare professionals can treat and review common medical and surgical conditions without you having to travel to our clinics.
- Medical Certificates will be sent to you.
- Have your medications delivered to your doorstep.
- Pay for your clinic appointment via one of the many payment platforms available.

Time And Cost Savings

- Save time and money on travelling.
- Caregivers need not accompany you to the hospital and wait with you.
- No more waiting at the clinic and pharmacy.

Safety And Privacy

- Reduce exposure to infections while commuting and at the hospital.
- Discuss your condition with our healthcare professionals from the privacy of your own home or at a location where privacy is assured.

Medications, Medical Certificates and/or memos (if any) will be issued to you by our doctors. You will receive the same level of patient care and medical attention from our healthcare professionals.

* Please note that TeleConsult is not recommended for your first visit with our clinicians, and also not for medical conditions requiring urgent attention.

1 Preparing for TeleConsult

- Download the Zoom app from App Store or Google Play to your device before the appointment day.



ZOOM Cloud Meetings



- If you have been self-monitoring your blood pressure, glucose or weight, have these records available before the TeleConsult.

2 During TeleConsult

- Our healthcare staff will contact you before the consultation. Follow the instructions sent to you earlier to join the TeleConsult.
- Get your identification documents ready for verification.
- Go to a quiet and well-lit area where network is stable and privacy is assured. Avoid public or noisy places. Make sure you enable your camera and unmute your microphone.
- Doctor/nurse/allied health professional will begin consultation.
- At the end of consultation, remain online for further instructions including scheduling of next appointment, where applicable.

3 After TeleConsult



You will receive a notification to pay your bill.



You will be able to view your Medical Certificate on the OneNUHS App, if issued, and receive a physical copy via mail. You can also collect it in person.



Order your medications via the OneNUHS App and have them delivered* or collect them in person at our pharmacy.

*Delivery charges may apply.



For more information on our TeleConsult service,
scan QR code or visit:
www.nuhs.edu.sg/for-patient-visitors/teleconsult