



# NHG Health App (NHA)

## Comprehensive User Guide

Version: 5 Aug 2025

# Version Update History

No	Date	Changes/New Content	Slide No.
1	26.09.2024	AVMS Automatic Visitor Management System (AVMS) for KTPH/AdMC Patient Login – Manage Visitors	21
2	13.11.2024	VCP – Video Consultation For NHG Polyclinics	52
3	24.02.2025	Health Kampung Enhancement Phase 2	60
4	25.03.2025	Getting Started with NHG Cares App	5
5	25.03.2025	Appointment – Queue Registration and E-Itinerary	18
6	08.04.2025	Pharmacy Queue Journey (TTSH)	61
7	11.06.2025	Updated overall UI/UX (New Branding & Logotype)	ALL
8	5 Aug 2025	Updated Homescreen UI Updated Pharmacy Q	All

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# NHG Health App

## Legend

### **Singpass Login**

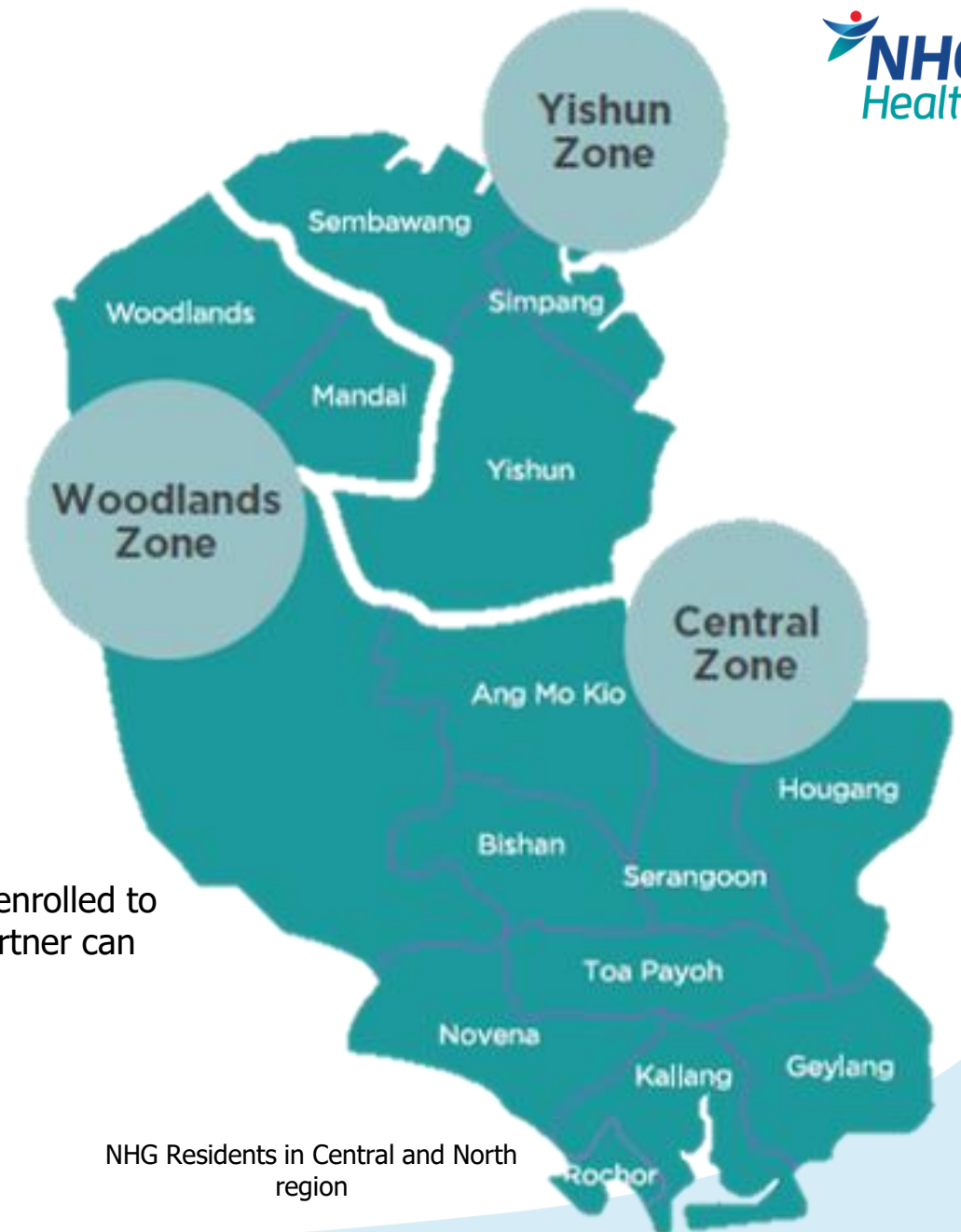
Singpass login is required to access the feature.

### **Central & North Residents**

NHG Residents living in the Central and North region of Singapore can access the feature.

### **Enrolled to Healthier SG**

Residents living in Central and North region of Singapore enrolled to NHG Polyclinic or with a NHG HSG General Practitioner partner can access the feature.



NHG Residents in Central and North region

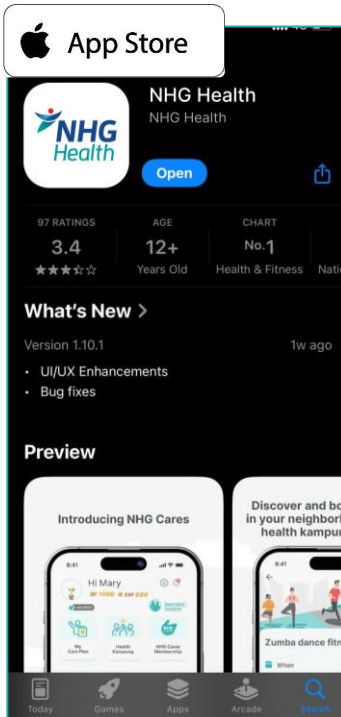
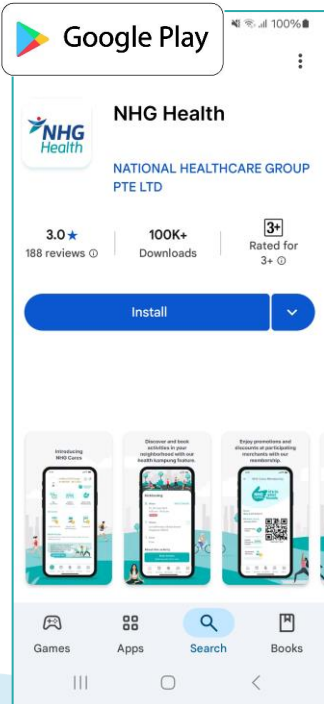
# Getting Started with NHG Health App

1

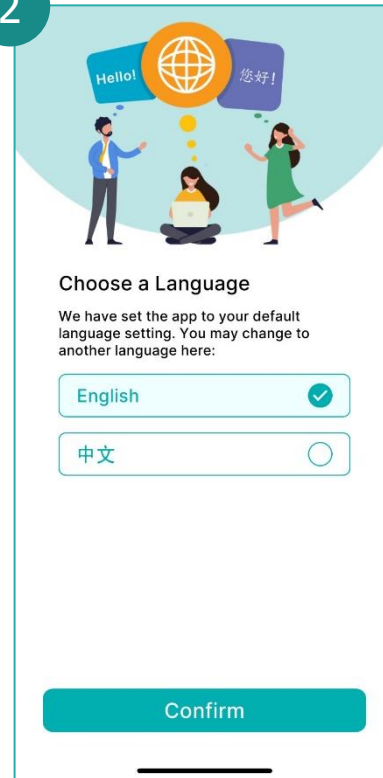


<https://for.sg/get-nhg-health-app>

Scan QR code to download **NHG Health app** from **Google Play** or **App Store**.

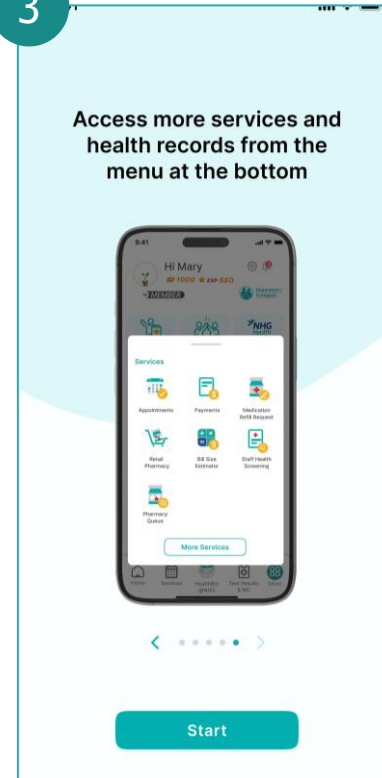


2



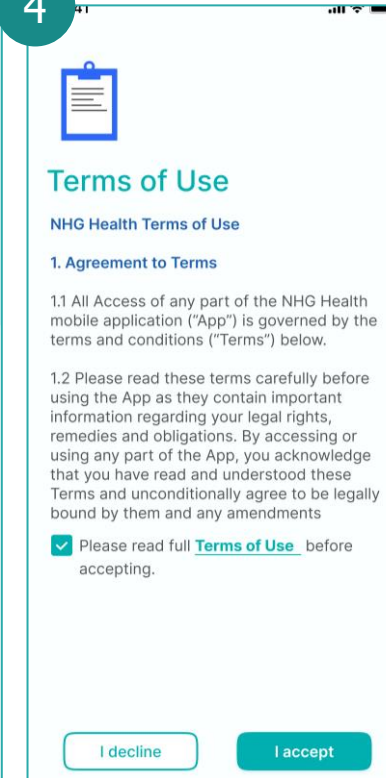
Tap on your preferred language and **Confirm**.

3



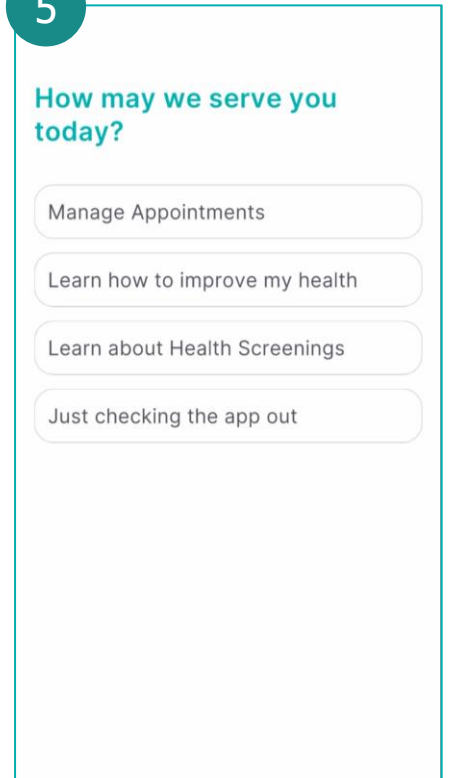
Tap on **Start**.

4



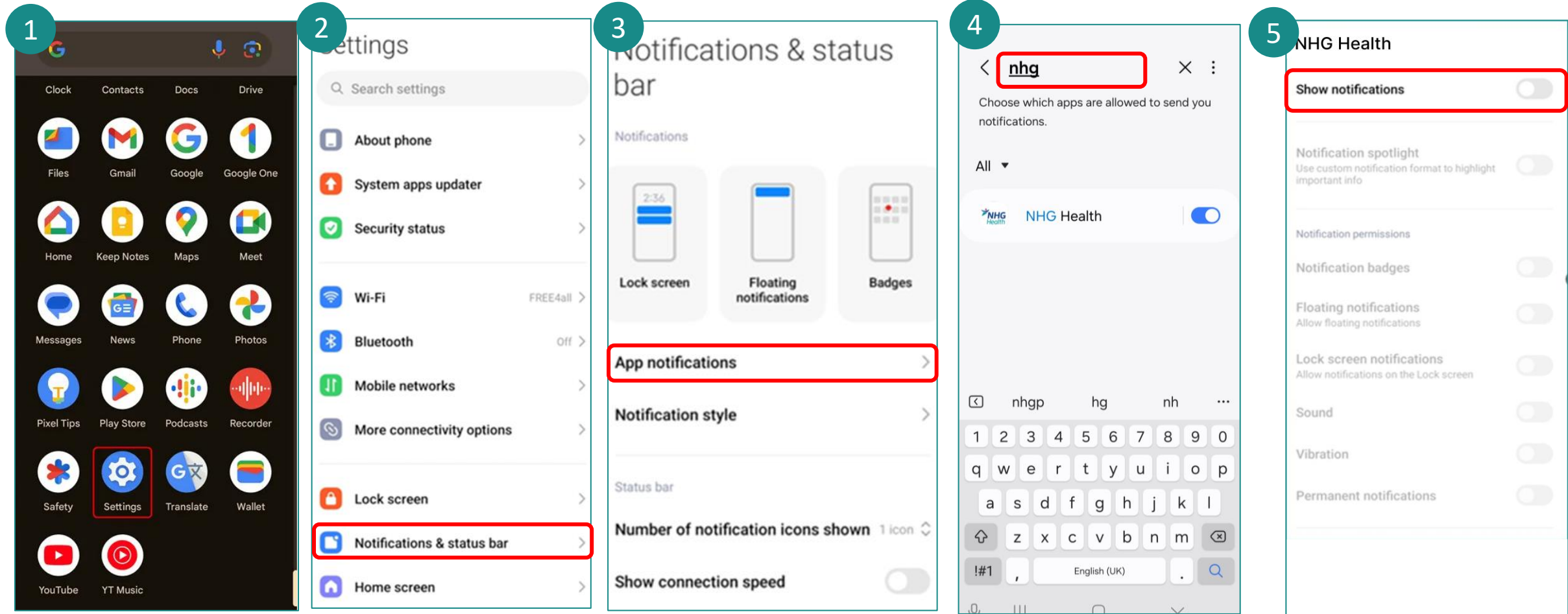
Read the Terms of Use. Tap on the checkbox and **I accept**.

5



Input your details and tap on **Finish Setup**.

# NHG Health App Notifications (Android)



Tap on **Settings** on your Android Home Screen.

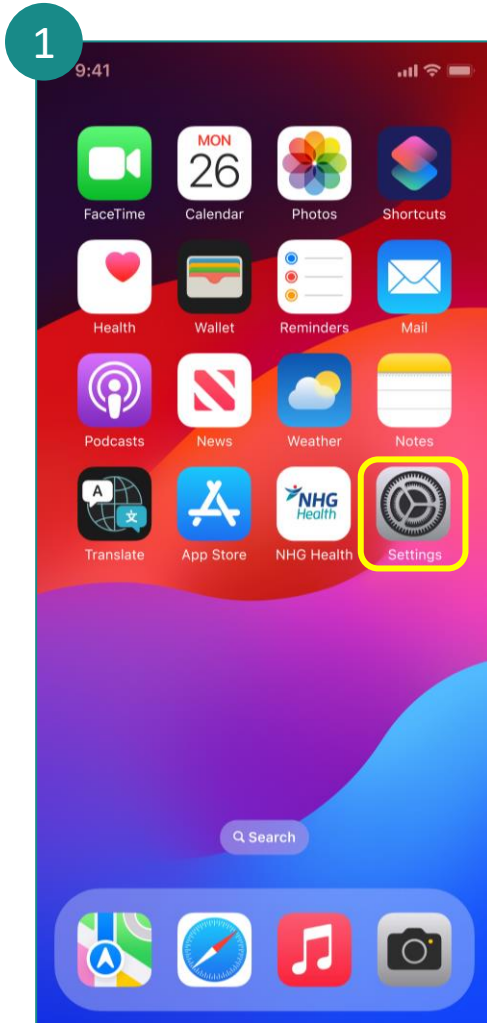
Tap on **Notifications & status bar**.

Tap on **App notifications**.

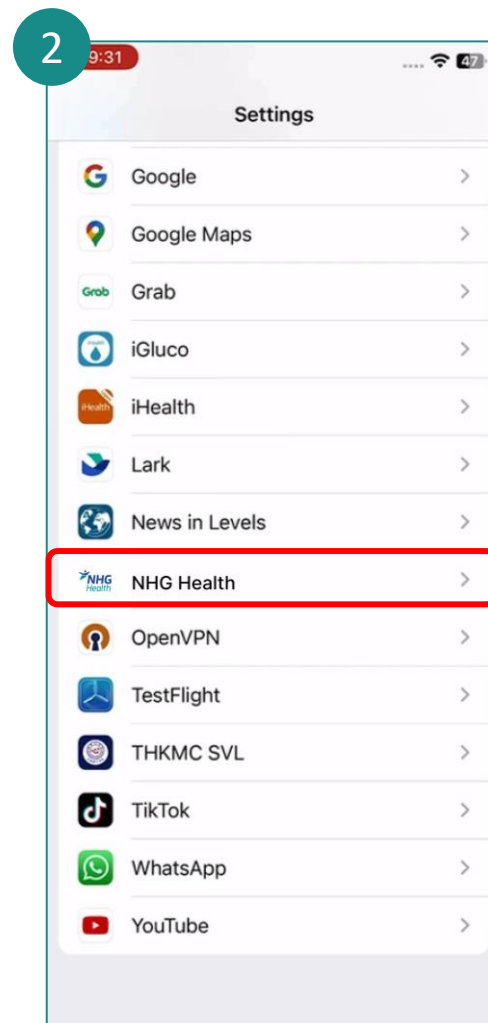
Search for **NHG Health**.

Toggle on **Show notifications** to enable/disable notifications.

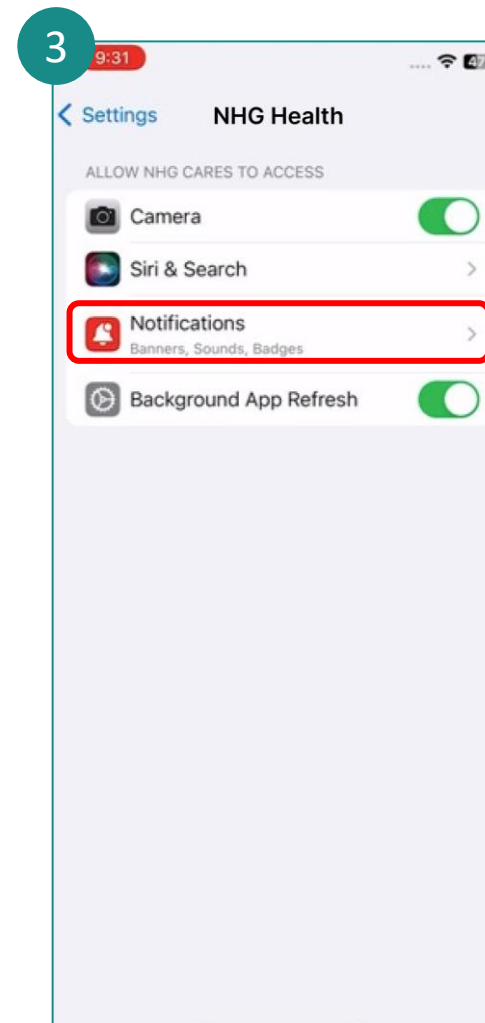
# NHG Health App Notifications (iOS)



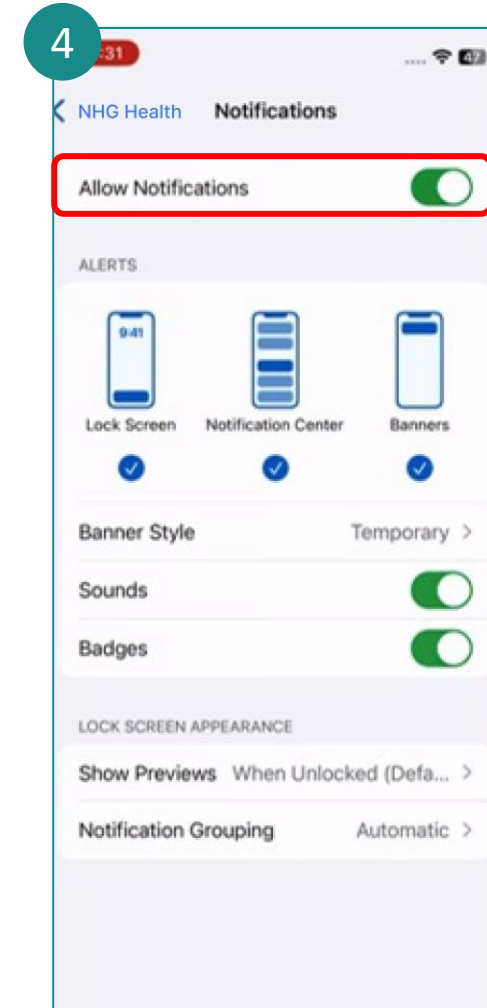
Tap on **Settings** on your iOS Home Screen.



Tap on **NHG Health**.



Tap on **Notifications**.

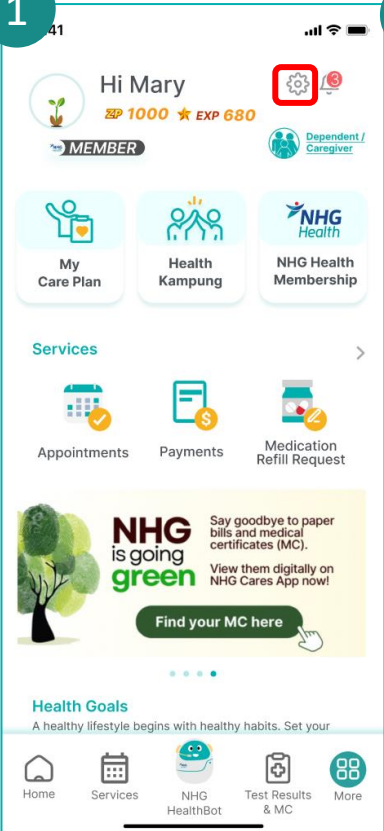


Toggle on **Show notifications** to enable/disable notifications.

# Enable NHG Health App Health Stats - Google Fit (Android)

Singpass Login

1



Hi Mary  
EXP 1000 ★ EXP 680  
MEMBER  
Dependent / Caregiver

My Care Plan Health Kampung NHG Health Membership

Services  
Appointments Payments Medication Refill Request

NHG is going green  
Say goodbye to paper bills and medical certificates (MC). View them digitally on NHG Cares App now!  
Find your MC here

Health Goals  
A healthy lifestyle begins with healthy habits. Set your

Home Services NHG HealthBot Test Results & MC More

Tap on the **Gear** icon.

2



Profile & Settings

About Me  
Name: John BMI: -- kg/m<sup>2</sup>  
Weight: -- kg Height: -- cm

View Particulars

Settings  
Language English >  
Biometrics Off >  
**Health Stats Not connected >**  
Pair Device Off >  
Notifications Setting >

Help and Feedback

Home Services NHG HealthBot Test Results & MC More

3



Profile & Settings

About Me  
Name: John BMI: -- kg/m<sup>2</sup>  
Weight: -- kg Height: -- cm

View Particulars

Settings  
By Connecting NHG Health and Google Fit, you can easily integrate your fitness activity from various sources to help you better understand your progress.

**Connect to Google Fit**  
Cancel

4



Select what NHG Health can access

☒ Select all

See info about your body measurements in Google Fit. Learn more

Use Google Fit to see and store your physical activity data. Learn more

Make sure that you trust NHG Health

You may be sharing sensitive info with this site or app. Find out how NHG Cares will handle your data by reviewing its privacy policies. You can always see or remove access in your Google Account.

Find out about the risks

Cancel **Continue**

5



Profile & Settings

About Me  
Name: John BMI: -- kg/m<sup>2</sup>  
Weight: -- kg Height: -- cm

View Particulars

Settings  
Language English >  
Biometrics On >  
**Health Stats Connected >**  
Pair Device Off >  
Notifications Setting >

Help and Feedback

Home Services My Health Ask Me More

Success  
Connect Google Fit successful

6



Profile & Settings

About Me  
Name: John BMI: -- kg/m<sup>2</sup>  
Weight: -- kg Height: -- cm

View Particulars

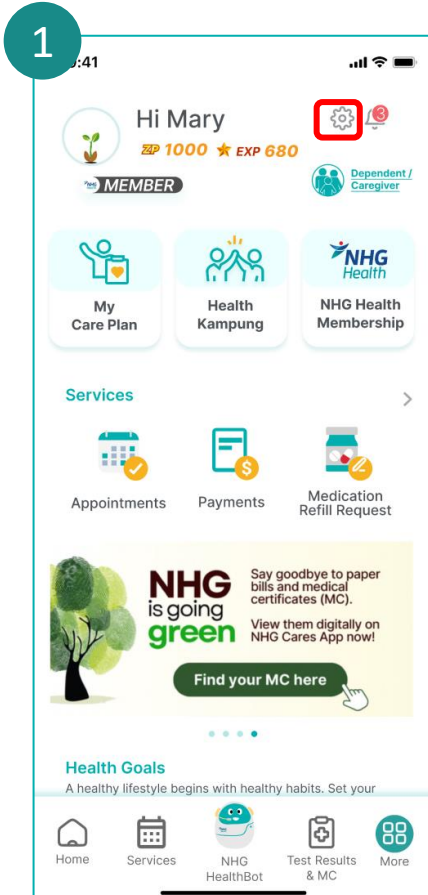
Settings  
Language English >  
Biometrics On >  
**Health Stats Connected >**  
Pair Device Off >  
Notifications Setting >

Help and Feedback

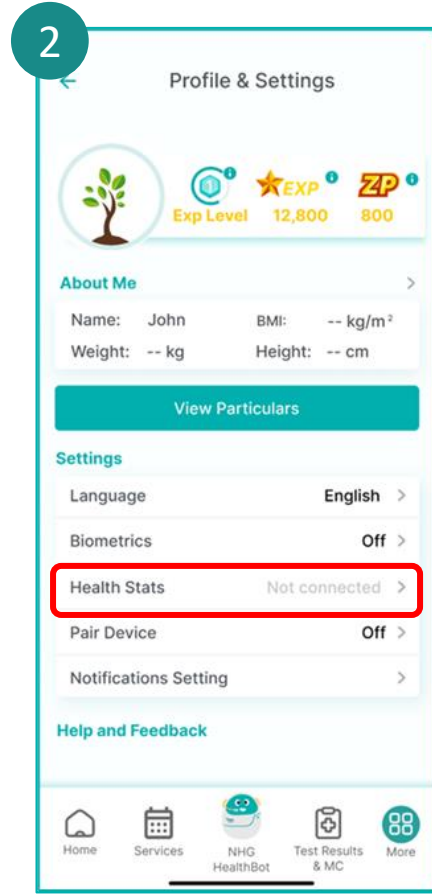
Home Services NHG HealthBot Test Results & MC More

# Enable NHG Health App Health Stats – Health (IOS)

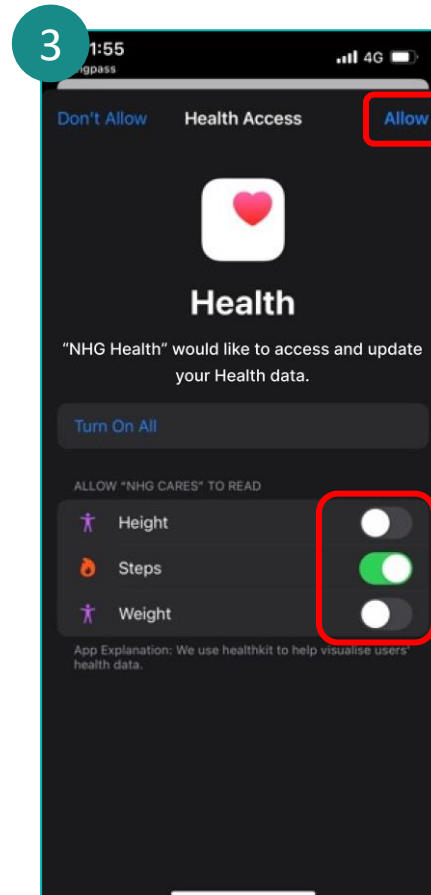
Singpass Login



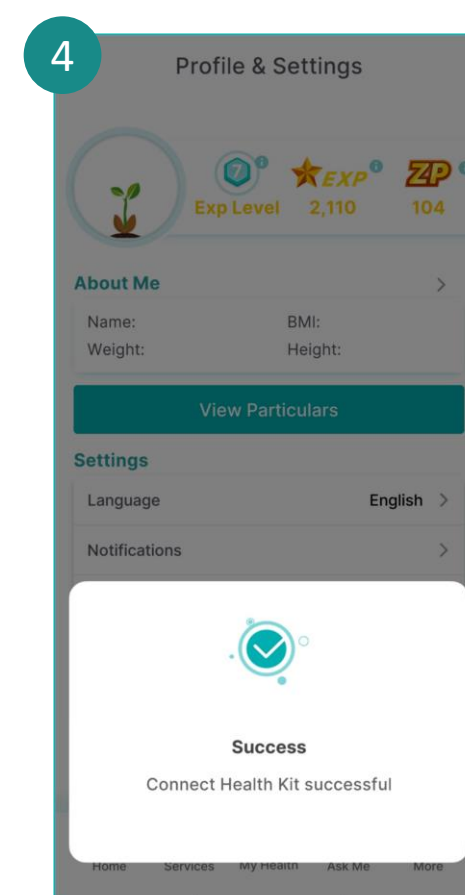
Tap on the **Gear** icon.



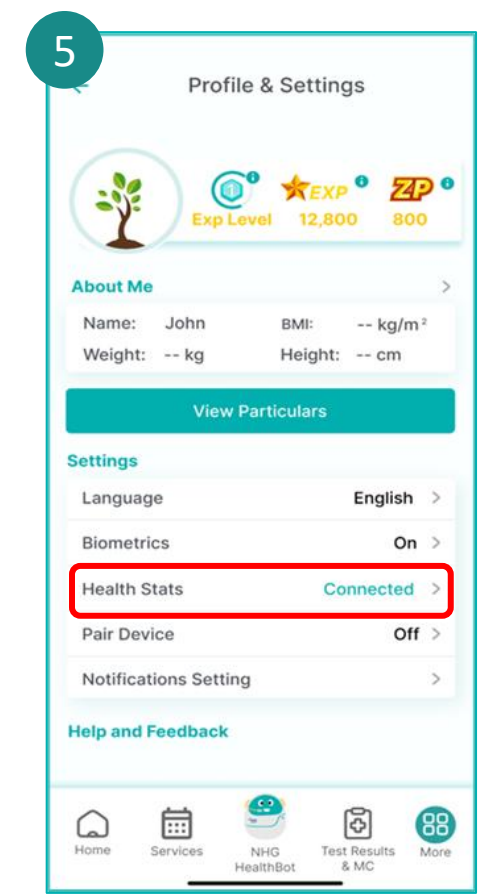
Tap on **Health Stats Not connected**.



Tap on the health stats you would like to allow and tap on **Allow**.

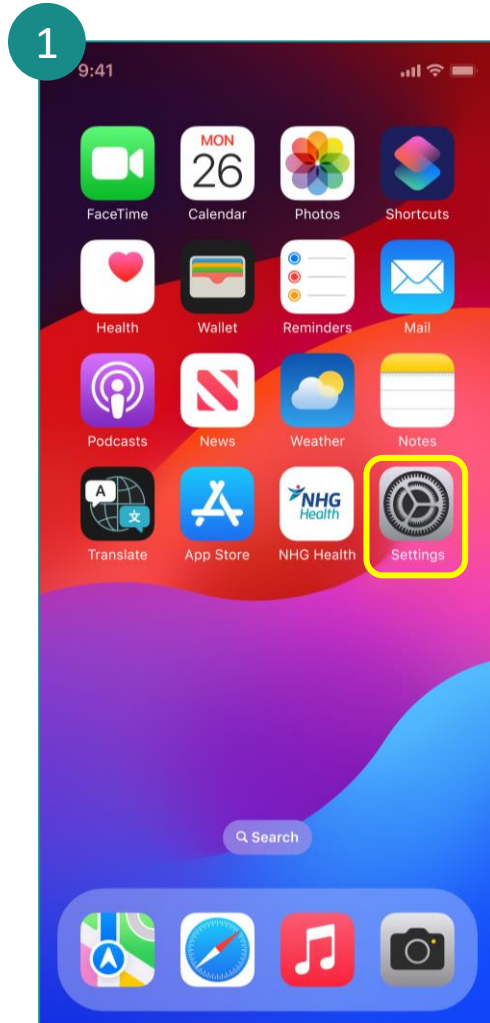


View the Success Pop Up message.

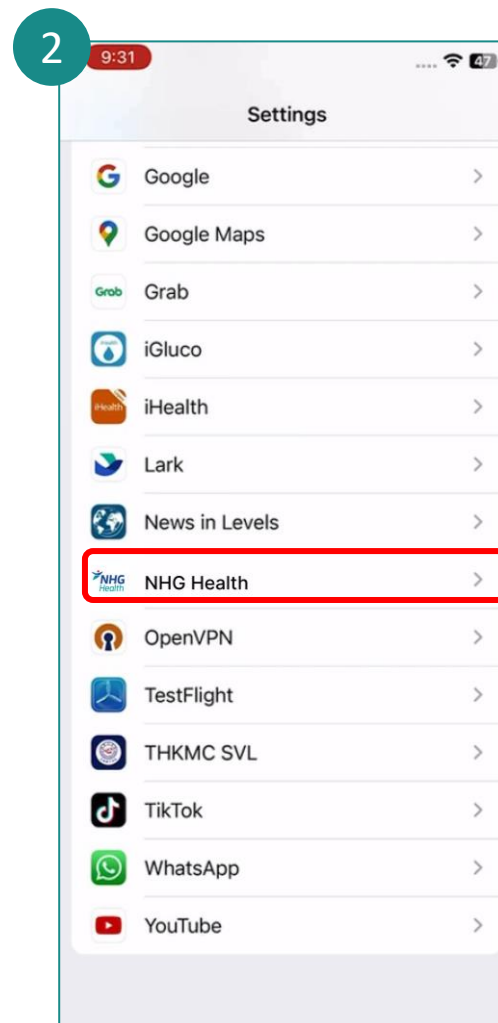


Health Stats status will reflect **Connected**.

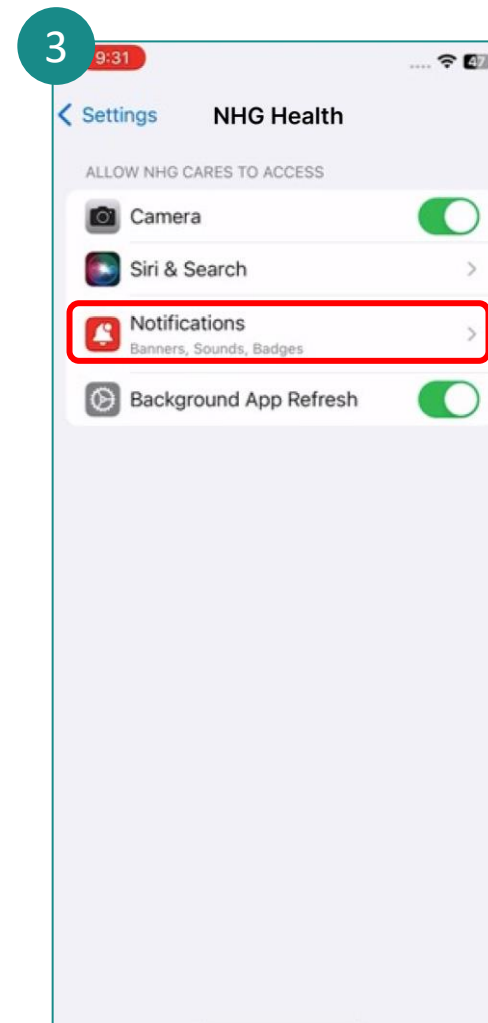
# NHG Health App Notifications (IOS)



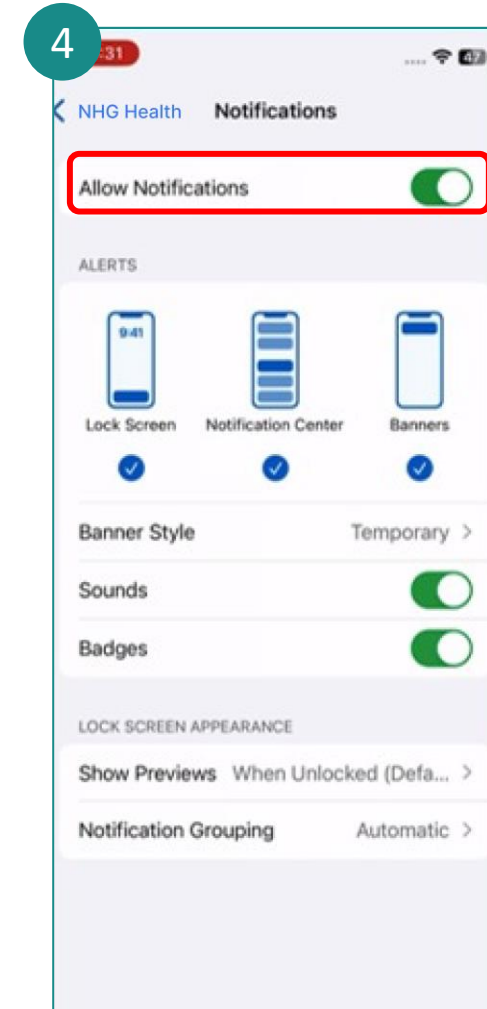
Tap on **Settings** on your iOS Home Screen.



Tap on **NHG Health**.

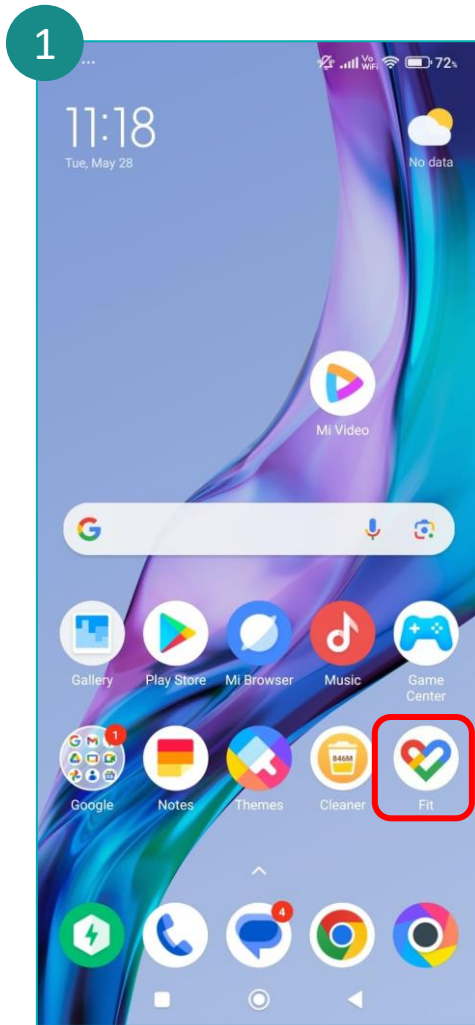


Tap on **Notifications**.

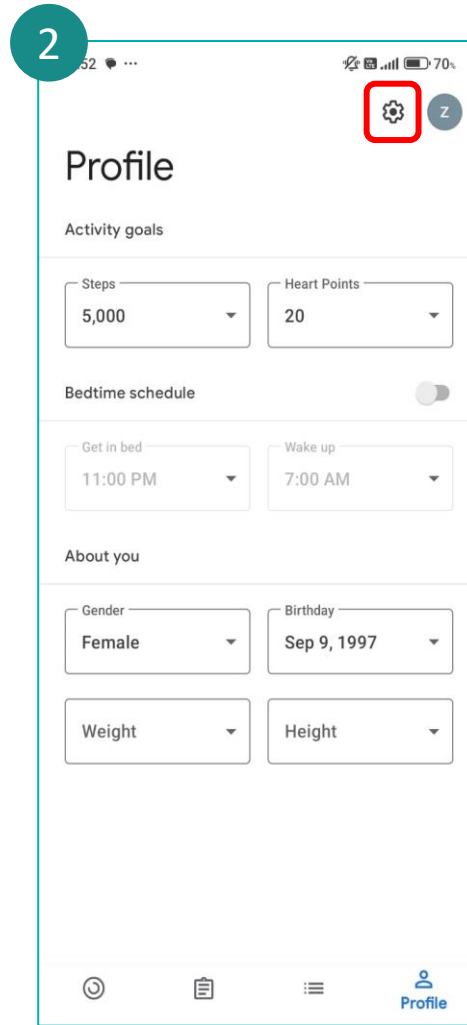


Toggle on **Show notifications** to enable/disable notifications.

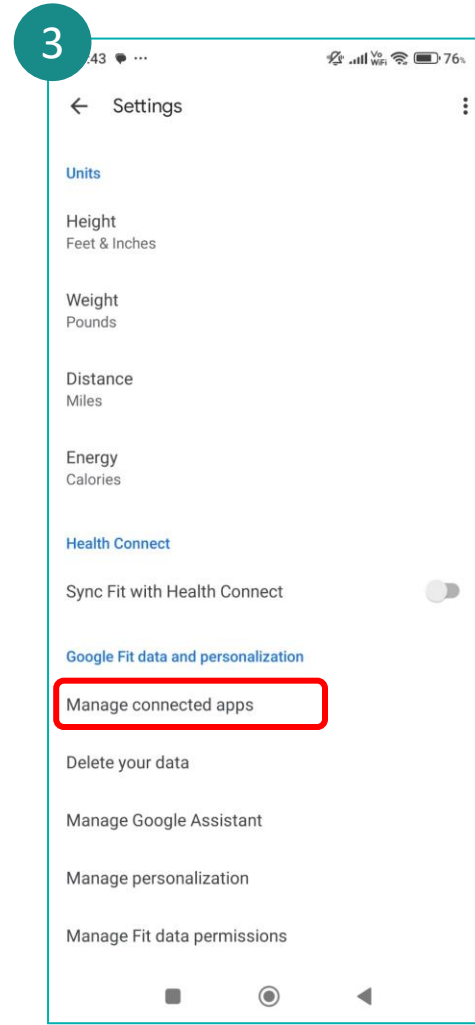
# Disable NHG Health App Health Stats - Google Fit (Android)



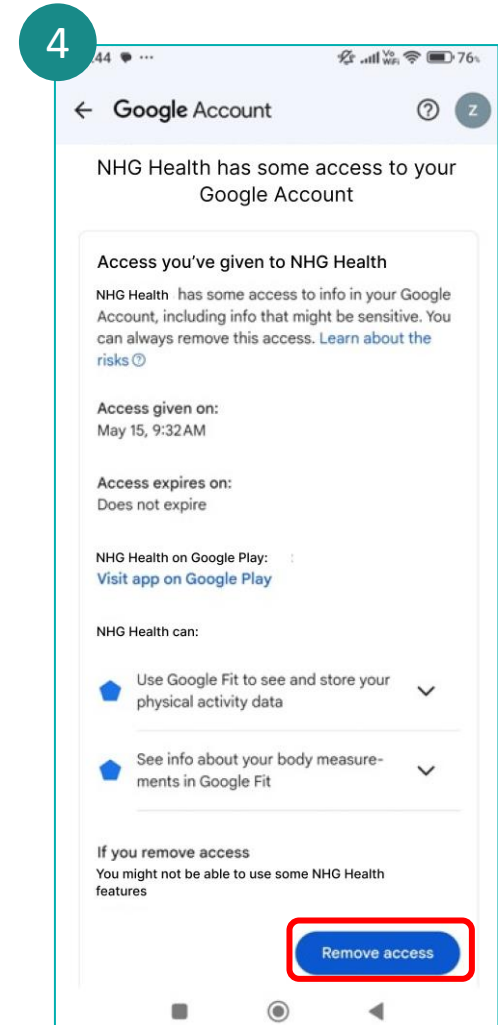
Tap on the **Google Fit** app.



Tap on the **Gear** icon.

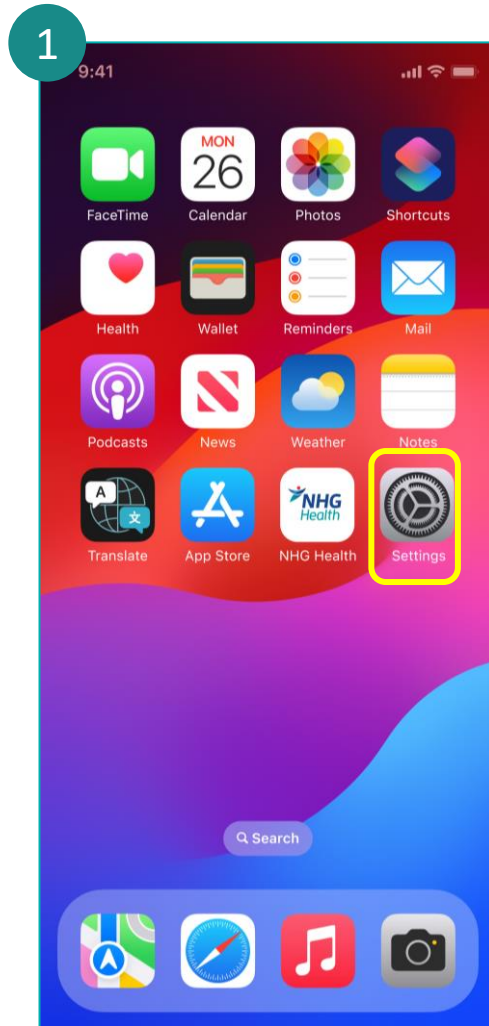


Tap on **Manage connected apps**.

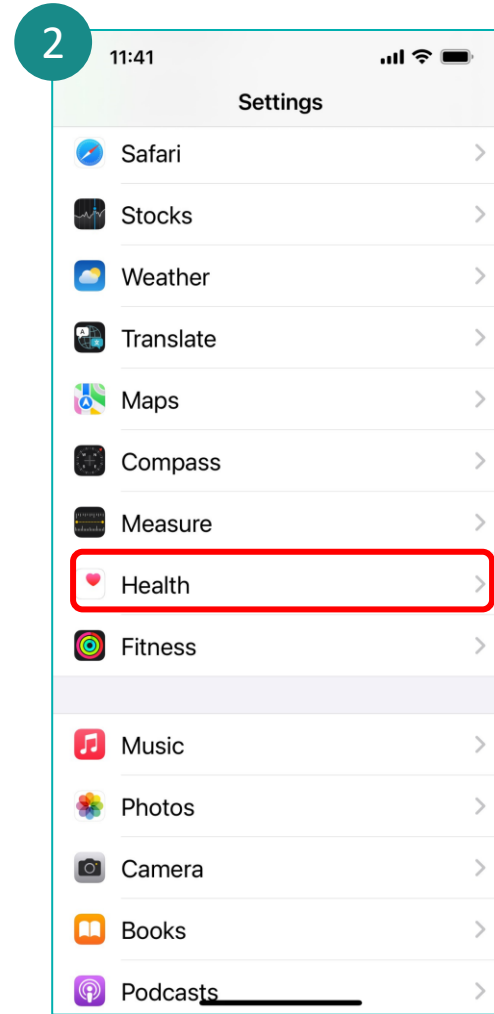


Tap on **Remove Access**.

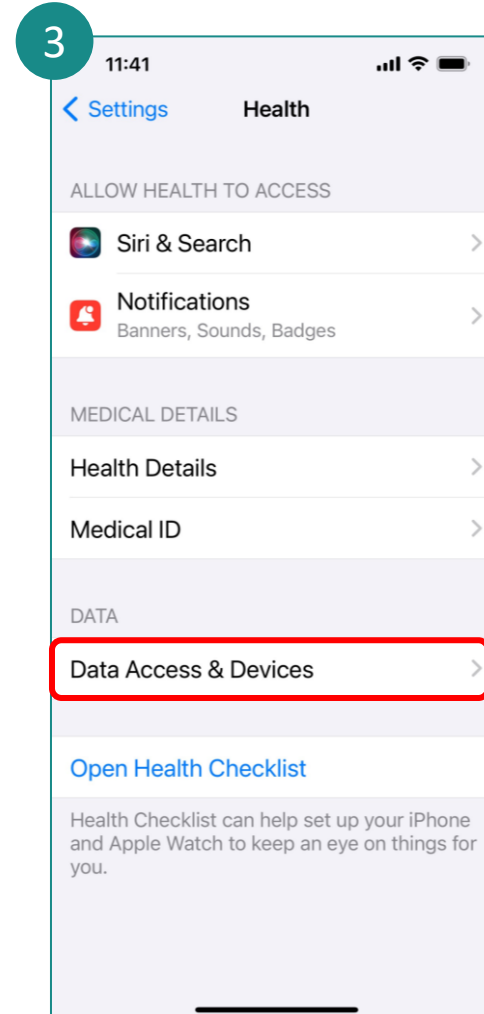
# Disable NHA Health Stats - Health (IOS)



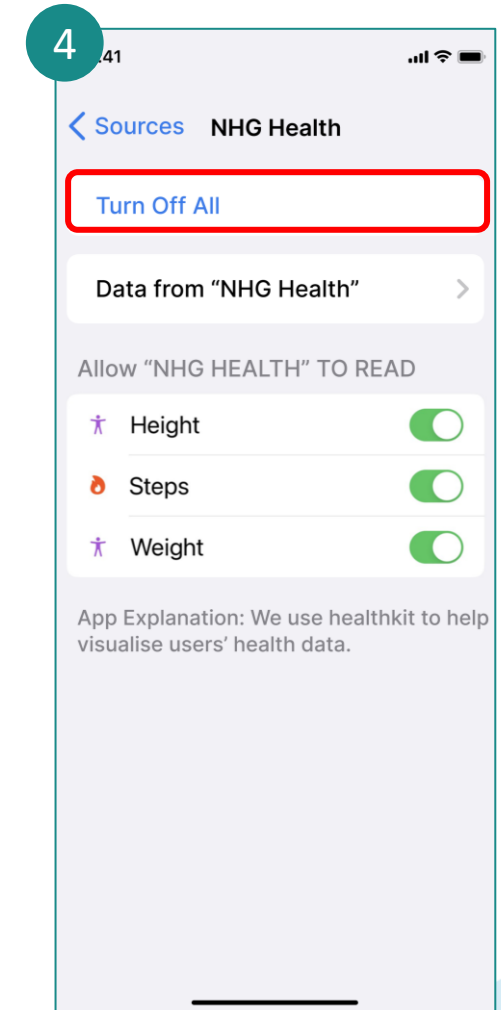
Tap on the **Settings** app.



Tap on **Health**.



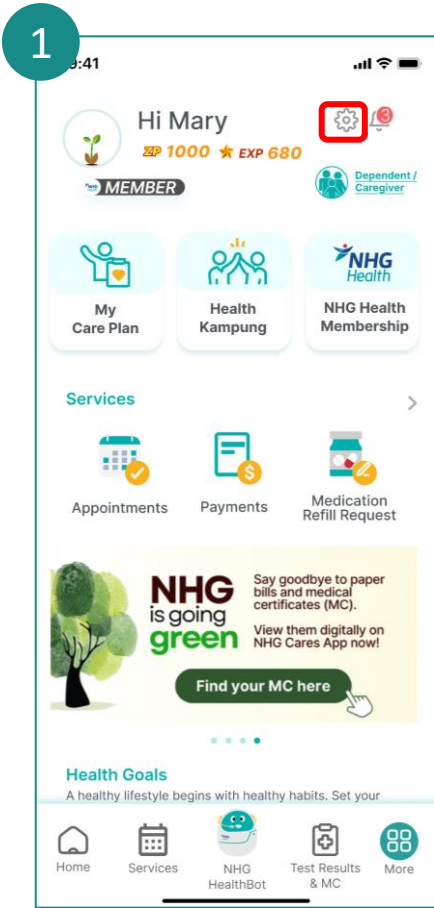
Tap on **Data Access & Devices**.



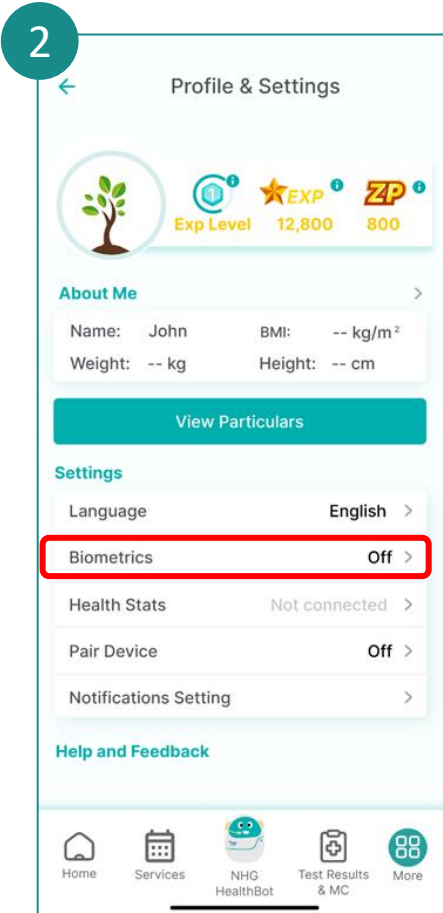
Tap on **NHG Health** and tap **Turn Off All** to disable.

# Enable NHG Health App Biometrics

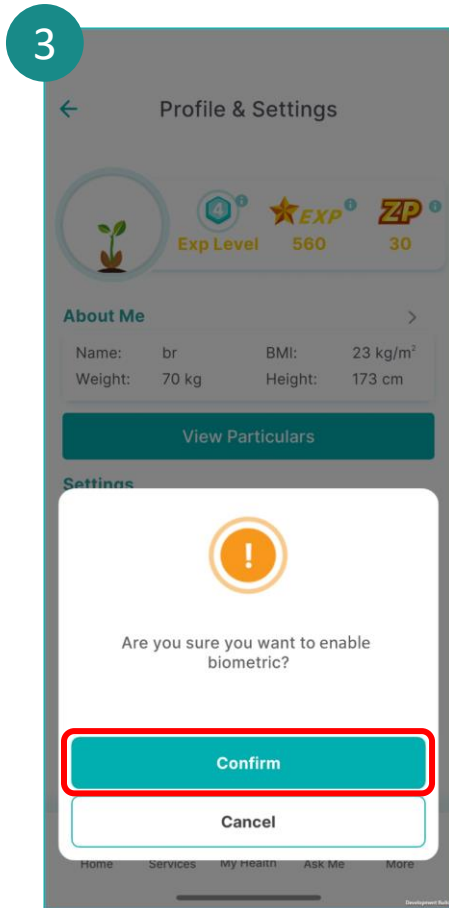
Singpass Login



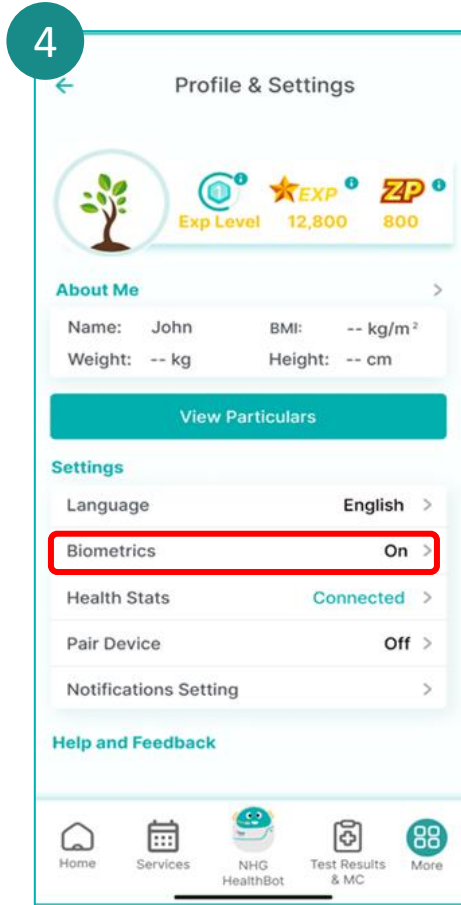
Tap on the **Gear** icon.



Tap on **Biometrics Off**.



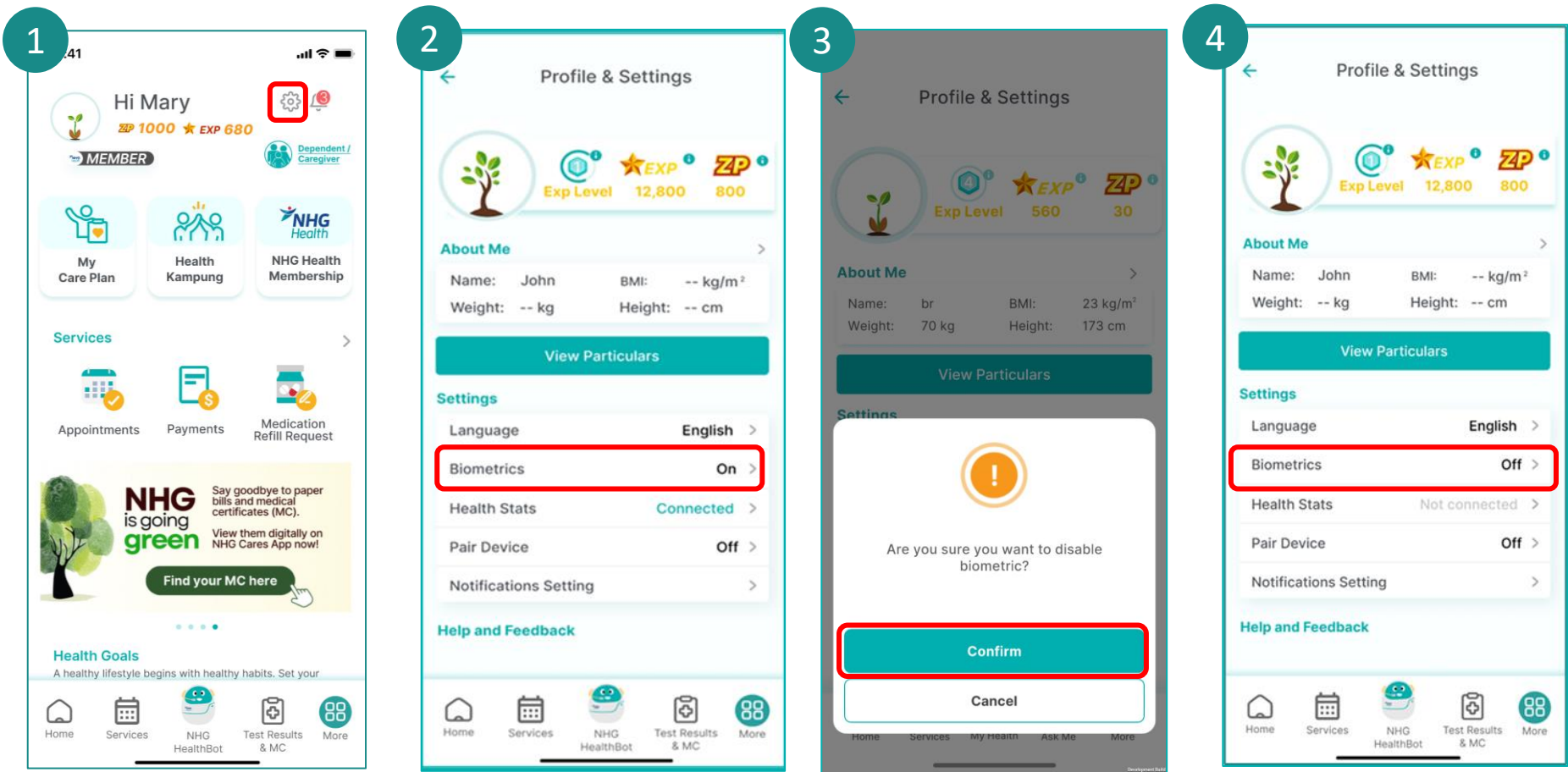
Tap on **Confirm** to enable biometrics access.



**Biometrics** status will reflect **On**.

# Disable NHG Health App Biometrics

Singpass Login



Tap on the **Gear** icon.

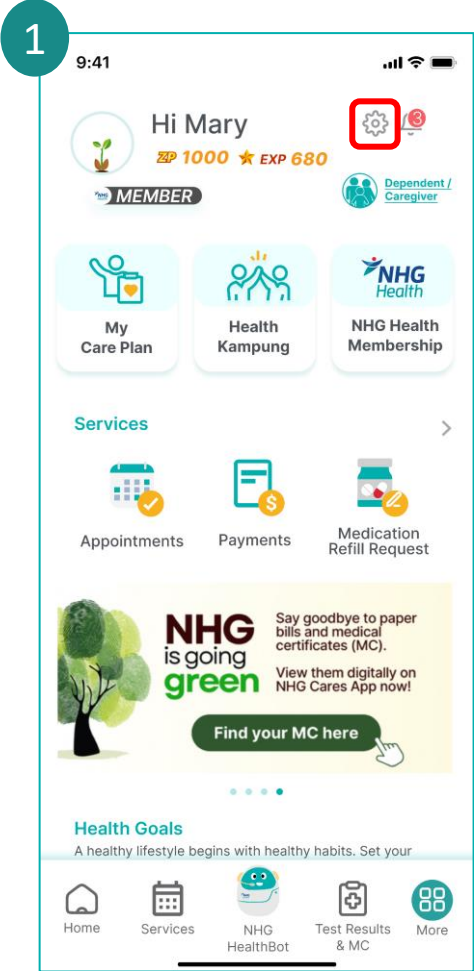
Tap on **Biometrics On**.

Tap on **Confirm** to disable biometrics access.

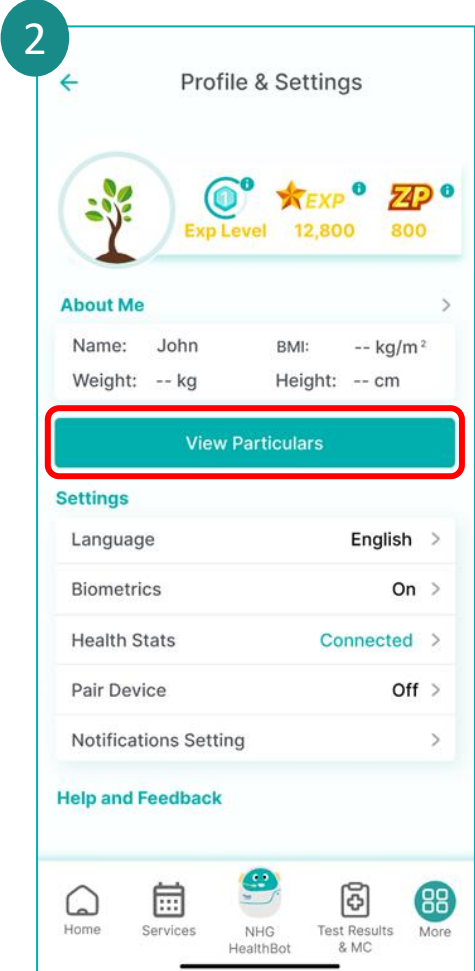
**Biometrics** status will reflect **Off**.

# Update Mailing Address/Contact Details

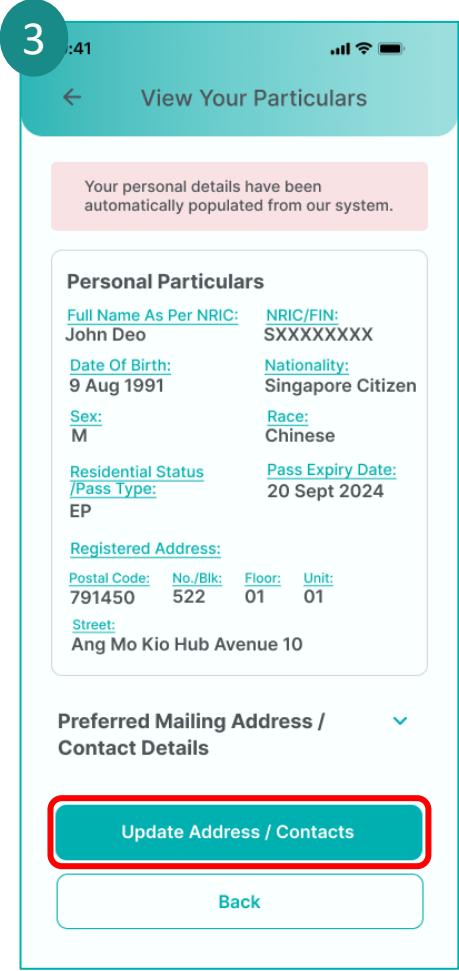
Singpass Login



Tap on the **Gear** icon.



Tap on **View Particulars**.



Tap on **Update Address/Contacts**.

4 Edit Your Particulars

Personal Particulars

Preferred Mailing Address / Contact Details

Preferred Mailing Address

☐ My preferred mailing address is different from residential address

Postal Code  Get Address

\*Please enter a valid Singapore Postal Code

Street

No./Blk

Floor  Unit

Preferred Mailing Address Validity

☐ I am using this preferred mailing address indefinitely

Start Date  End Date

\*Your Preferred Mailing Address has expired.

Contact Details

Mobile Number

\*Please enter a valid Mobile Number

Email

\*Please enter a valid Email Address

Home Number

\*Please enter a valid Home Number

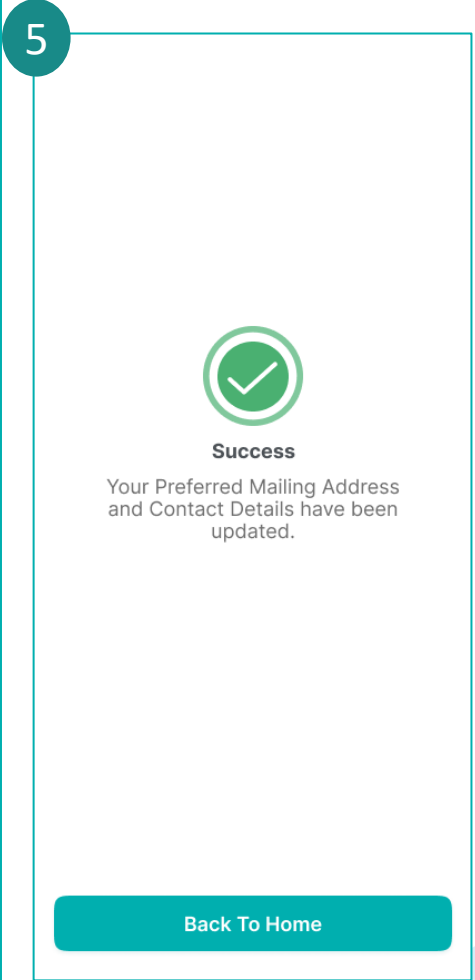
Alternate Number

\*Please enter a valid Alternate Number

Confirm

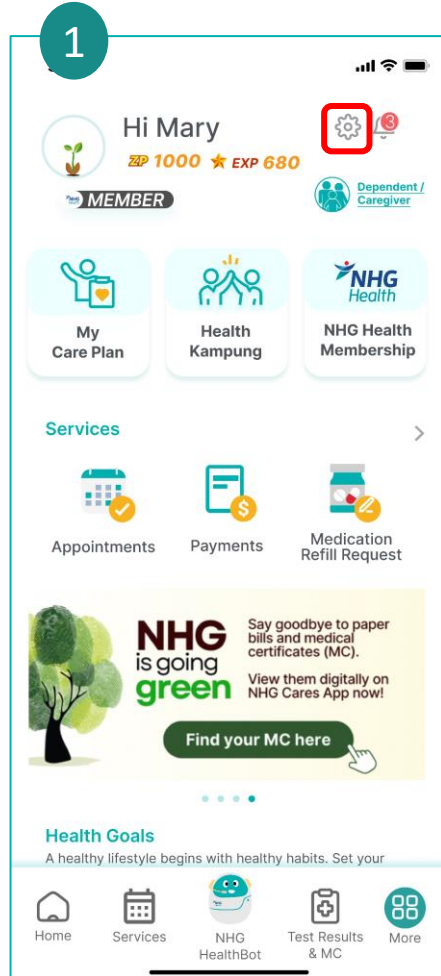
Cancel

Update the relevant fields and tap on **Confirm** to save.

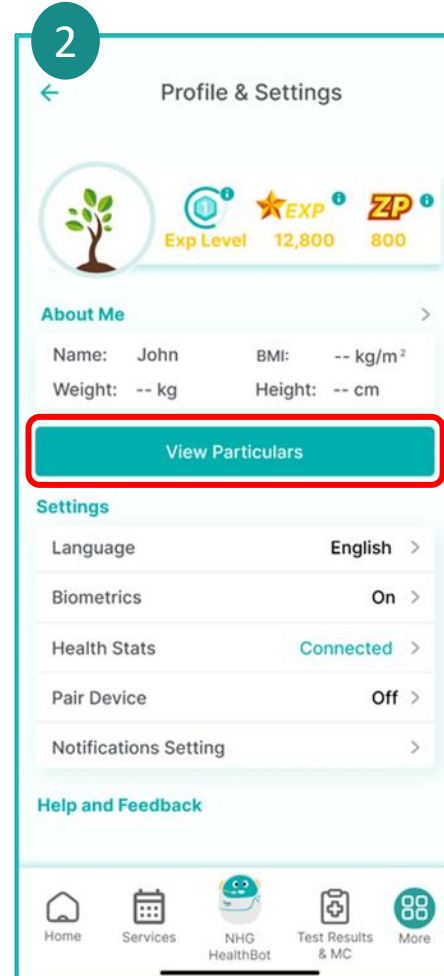


# Update Mailing Address/Contact Details via Myinfo

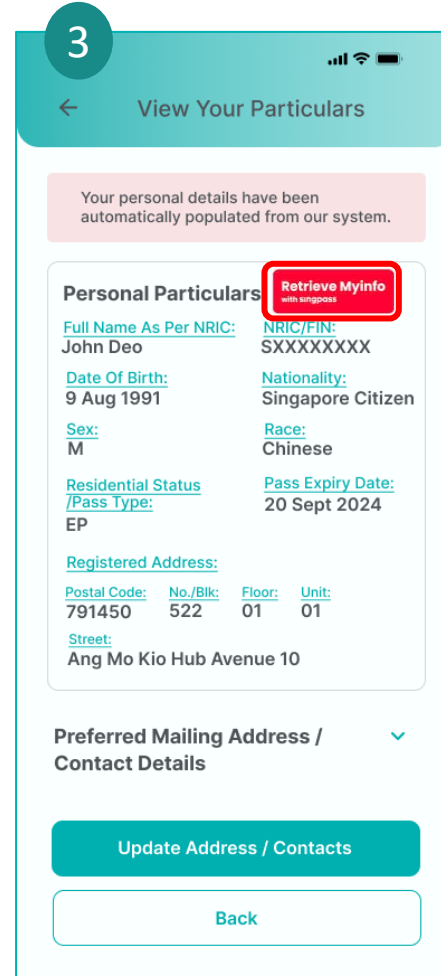
Singpass Login



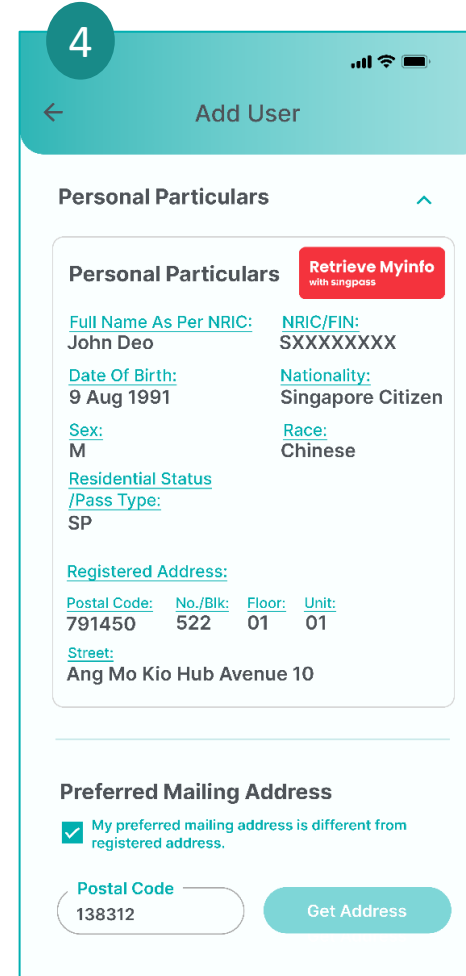
Tap on the **Gear** icon.



Tap on **View Particulars**.



Tap on  
**Retrieve Myinfo**



Update the relevant fields and  
tap on **Confirm** to save.

Preferred Mailing Address

☒ My preferred mailing address is different from registered address.

Postal Code

138312

Get Address

Street

One North Ave 6

No./Blk

52

Floor

01

Unit

01

Preferred Mailing Address Validity

☒ I am using this preferred mailing address indefinitely.

Start Date

01/01/2024

End Date

31/12/2100

Contact Details

Mobile Number

9442 1231

Email

nhg@nhg.com

Home Number

Alternate Number

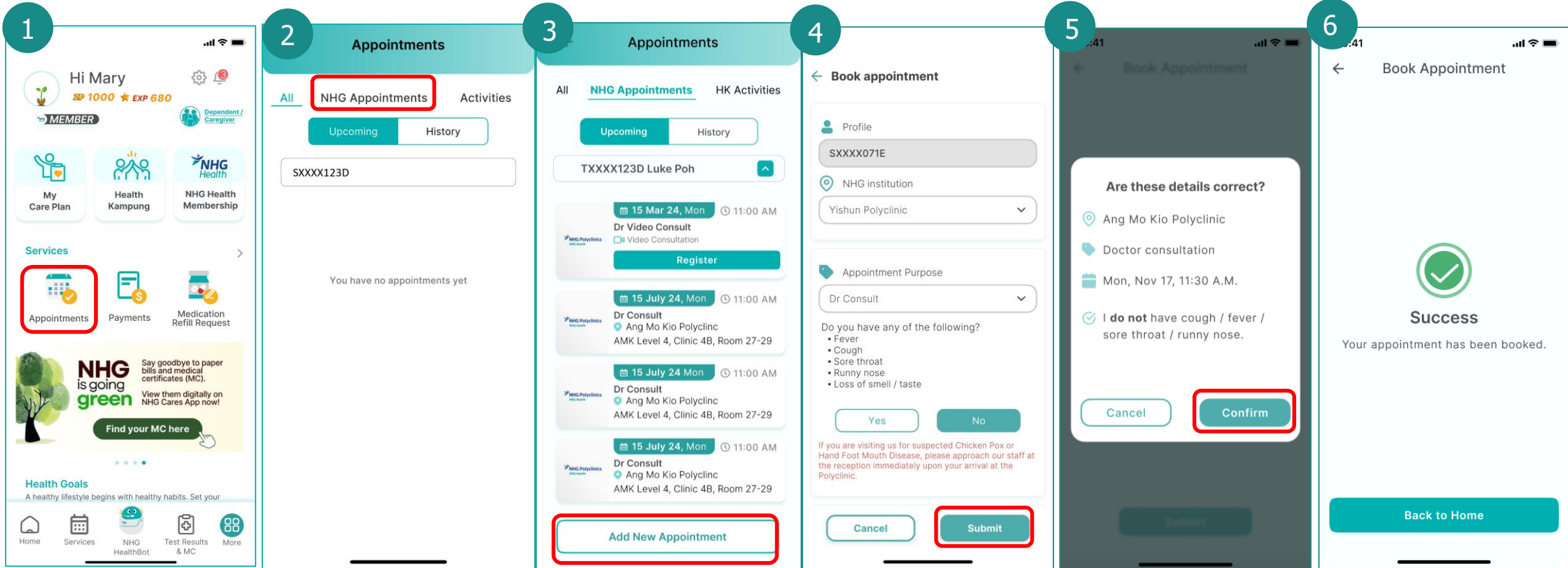
Confirm

Cancel

# Book Appointment

Only applicable to NHGP and NSC. The rest of PHIs are deep linked to HH request form.

Singpass Login



Tap on **Appointments**.

Tap on **NHG Appointments**.

Tap on **Add New Appointment**.

Select your:  
1. Institution  
2. Appointment Purpose  
3. Appointment Timeslot

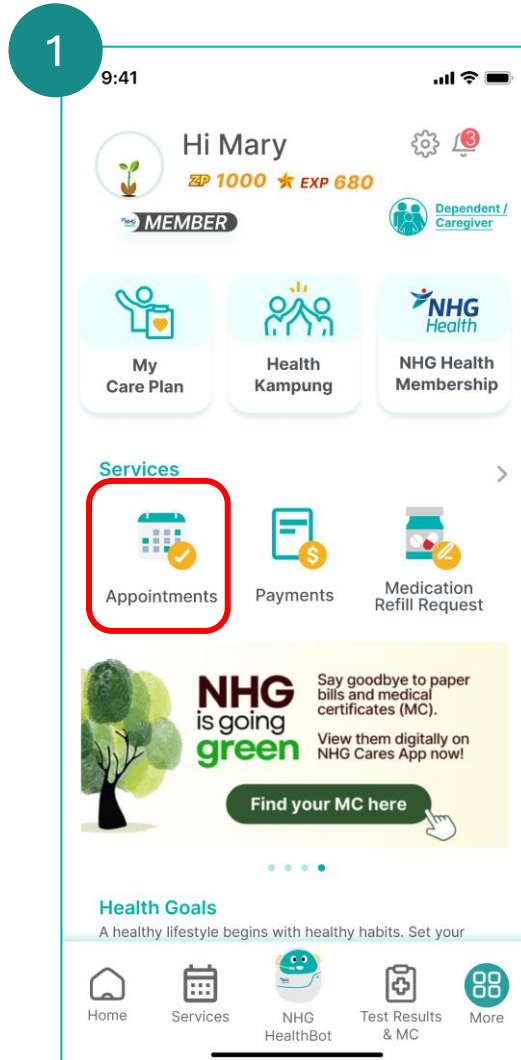
Tap on **Submit**.

Review your details and  
**Confirm** your booking.

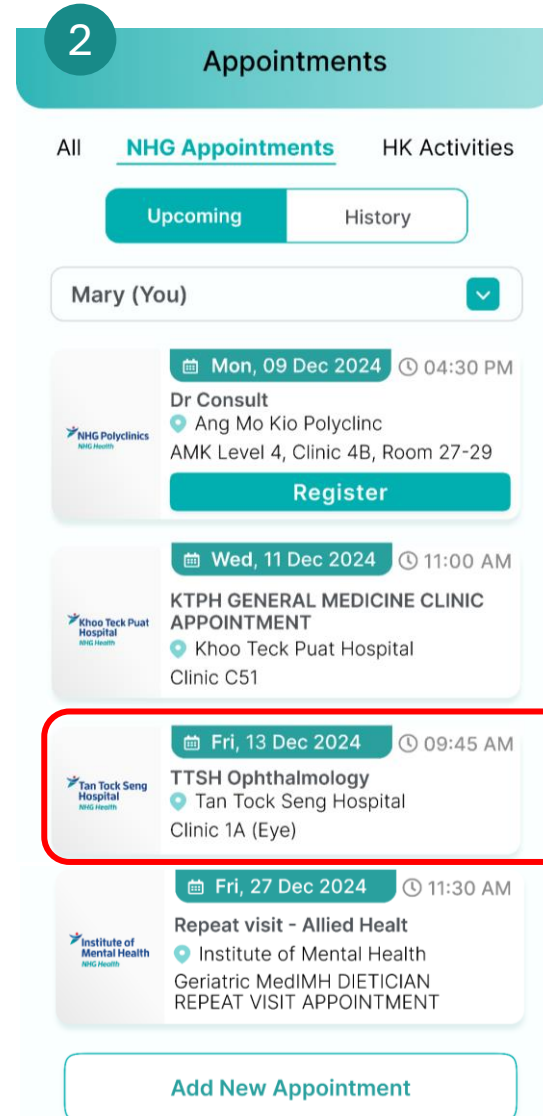
# Reschedule/Cancel Appointment

Rescheduling/cancelling of appointments is applicable to all institutions

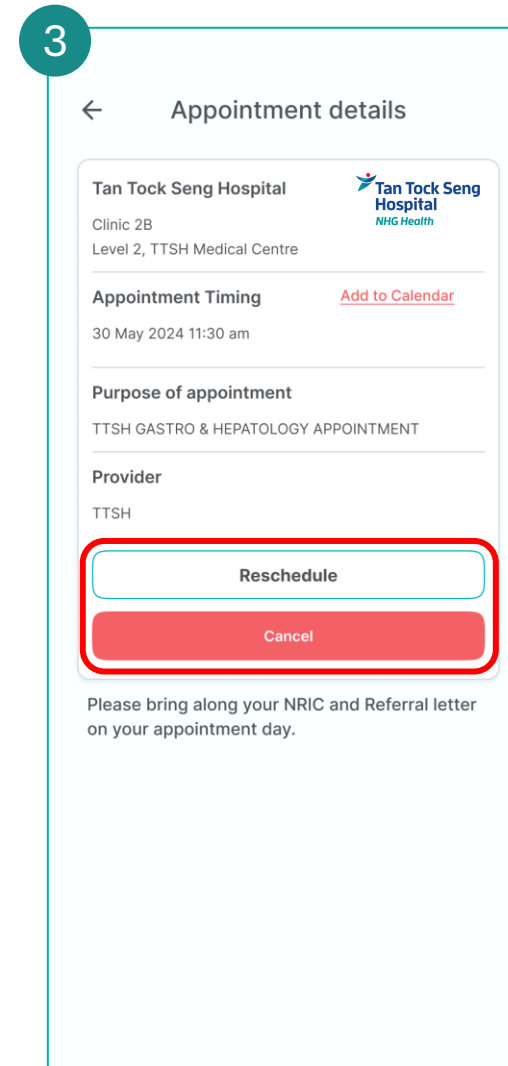
Singpass Login



Tap on **Appointments**.



Tap on the appointment that requires rescheduling/ cancellation.

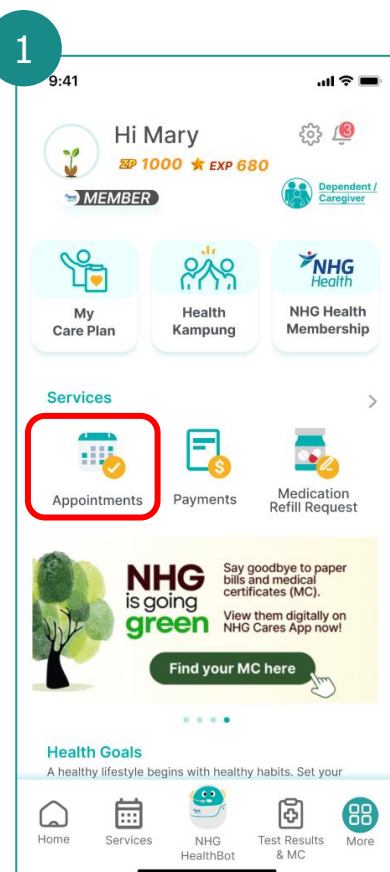


Tap on **Reschedule** or **Cancel Appointment** to make changes.

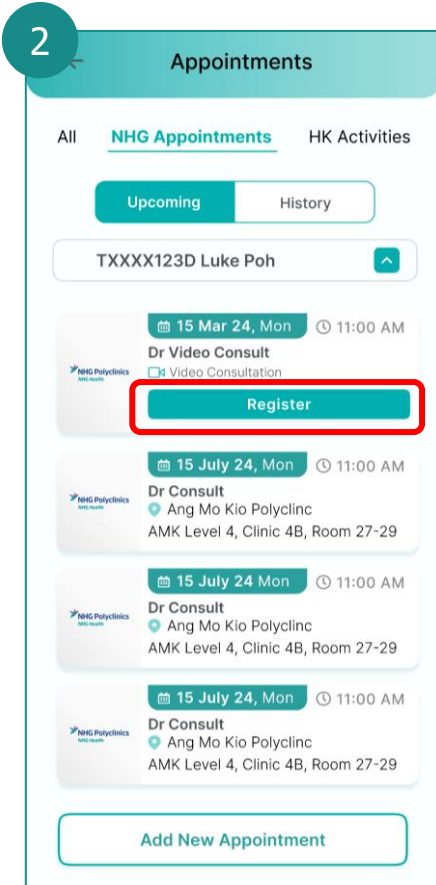
# Appointment – Queue Registration and E-Itinerary

Singpass Login

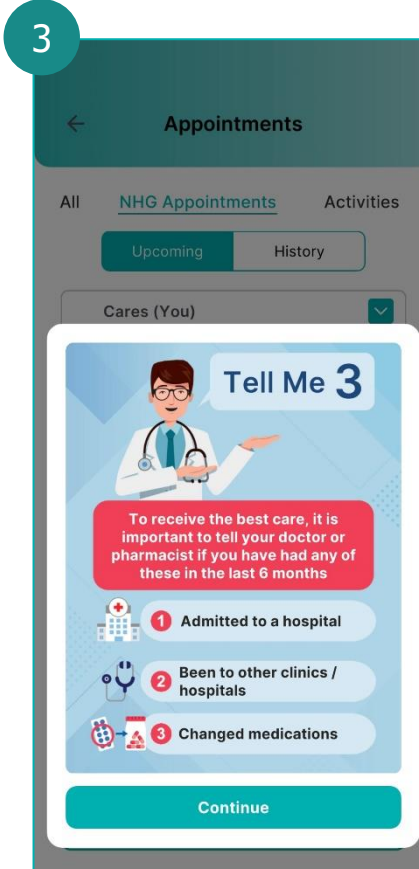
Applicable to all NHG institutions except IMH and NSC



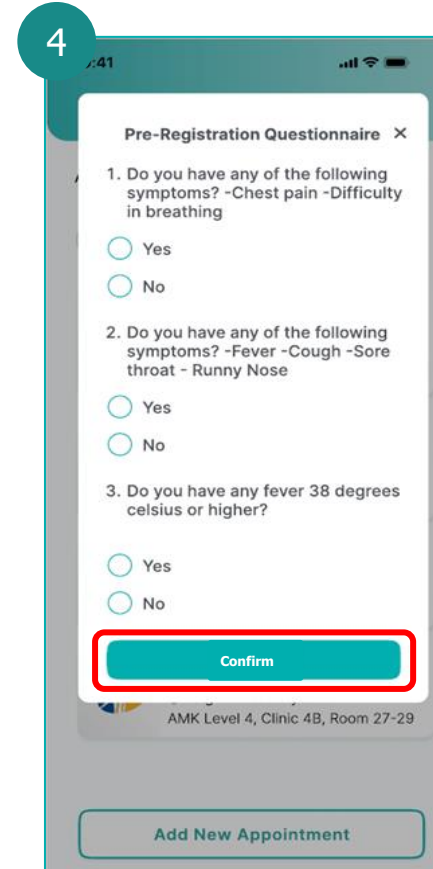
Tap on **Appointments**.



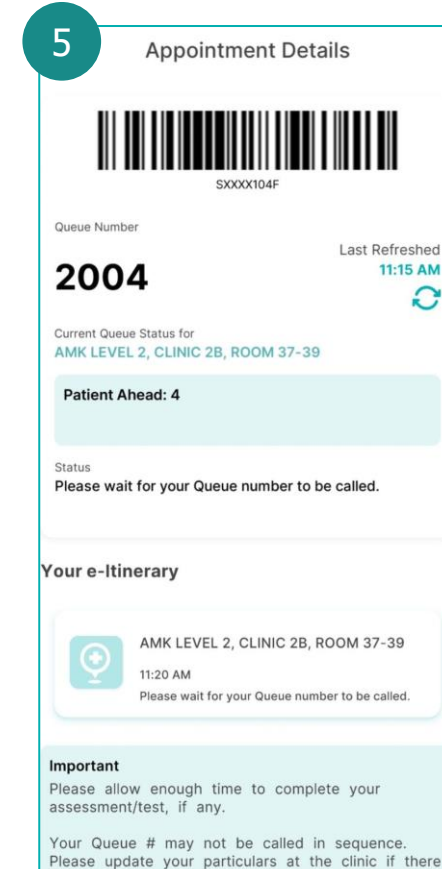
Tap on **Register** and fill up the questionnaire.



Patient is reminded to share the above information to the doctor.



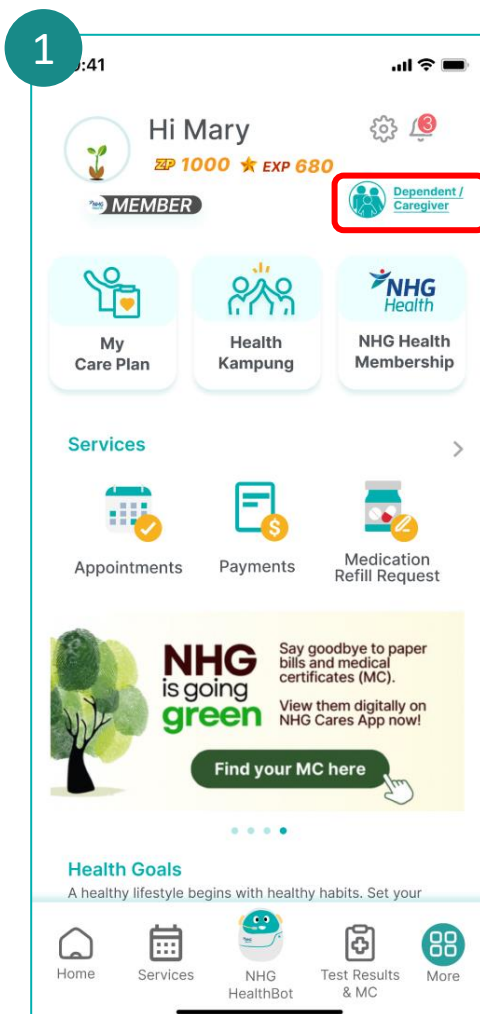
Answer the questionnaire accordingly and tap on **Confirm** to submit.



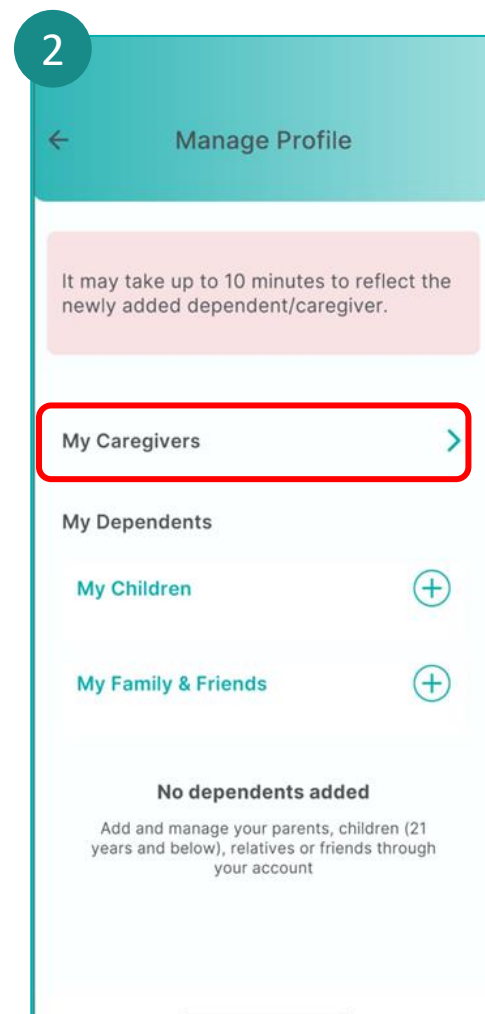
Upon successful mobile registration you will be redirected to view your itinerary.

# Add Caregiver (1/2)

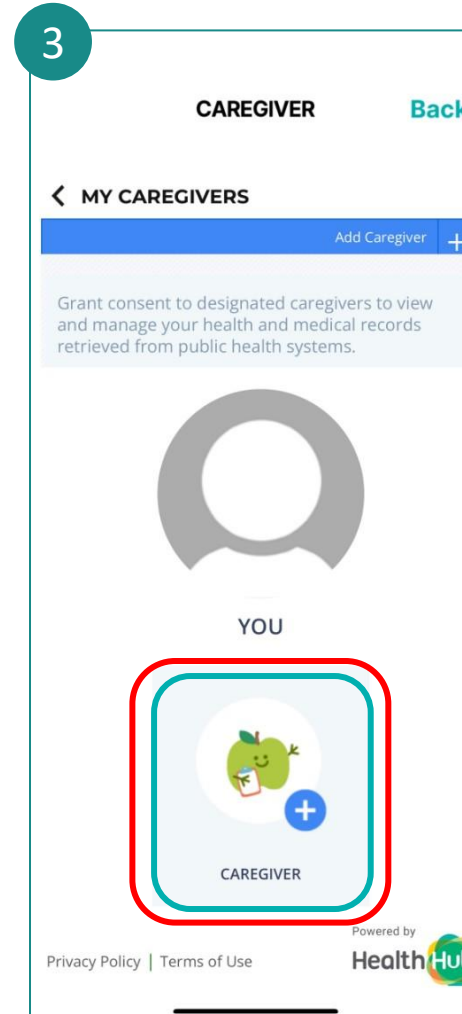
Singpass Login



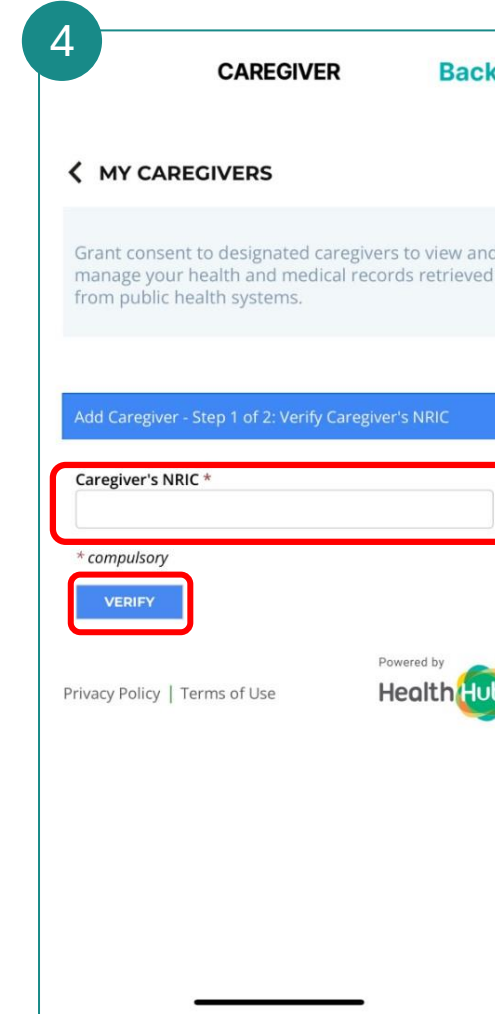
Tap on **Dependent/Caregiver**.



Tap on **My Caregivers**.



Tap on **CAREGIVER**.



Key in your caregiver's NRIC and tap on **Verify**.

# Add Caregiver (2/2)

Singpass Login



5

CAREGIVER Back

< MY CAREGIVERS

Grant consent to designated caregivers to view and manage your health and medical records retrieved from public health systems.

Add Caregiver - Step 2 of 2: Caregiver's Details

NRIC \*  
SXXX111A

Display Name \*

Email \*

Select at least 1 option of the Health Records Types

Programmes

- ☒ Healthier SG
- ☒ All Health Record Types
- ☒ Appointments (View/Request)
- ☒ Appointments (Book/Reschedule/Cancel)
- ☒ Discharge Information

Enter your caregiver's **Display Name** and **Email**.

6

CAREGIVER Back

Select at least 1 option of the Health Records Types

Programmes

- ☒ Healthier SG
- ☒ All Health Record Types
- ☒ Appointments (View/Request)
- ☒ Appointments (Book/Reschedule/Cancel)
- ☒ Discharge Information
- ☒ Health Screening and Eligibility
- ☒ Immunisations
- ☒ Lab Test Results
- ☒ Medications > Prescription Records
- ☒ Vitals
- ☒ Medical Alert & Adverse Drug Reaction / Drug Allergy
- ☒ Medical Reports/Certificates
- ☒ CHAS Balance
- ☒ Payments
- ☒ Radiology Reports
- ☒ Medication Refill

\* compulsory

BACK NEXT

Powered by HealthHub

Privacy Policy | Terms of Use

Select the health records to be shared and tap on **NEXT**.

7

CAREGIVER Back

Consent Notification

Your mobile number is required to receive an SMS confirmation.

You can also verify the access granted in "My Caregivers" under Health eServices.

Please provide or confirm your Singapore registered mobile phone number.

Proceed

Close

Enter your mobile number and tap on **Proceed**.

You will receive an SMS confirmation from HealthHub upon adding a new caregiver.

8

CAREGIVER Back

< MY CAREGIVERS

Grant consent to designated caregivers to view and manage your health and medical records retrieved from public health systems.

Successfully Added

Do you want to add another caregiver?

YES NO, I'M DONE

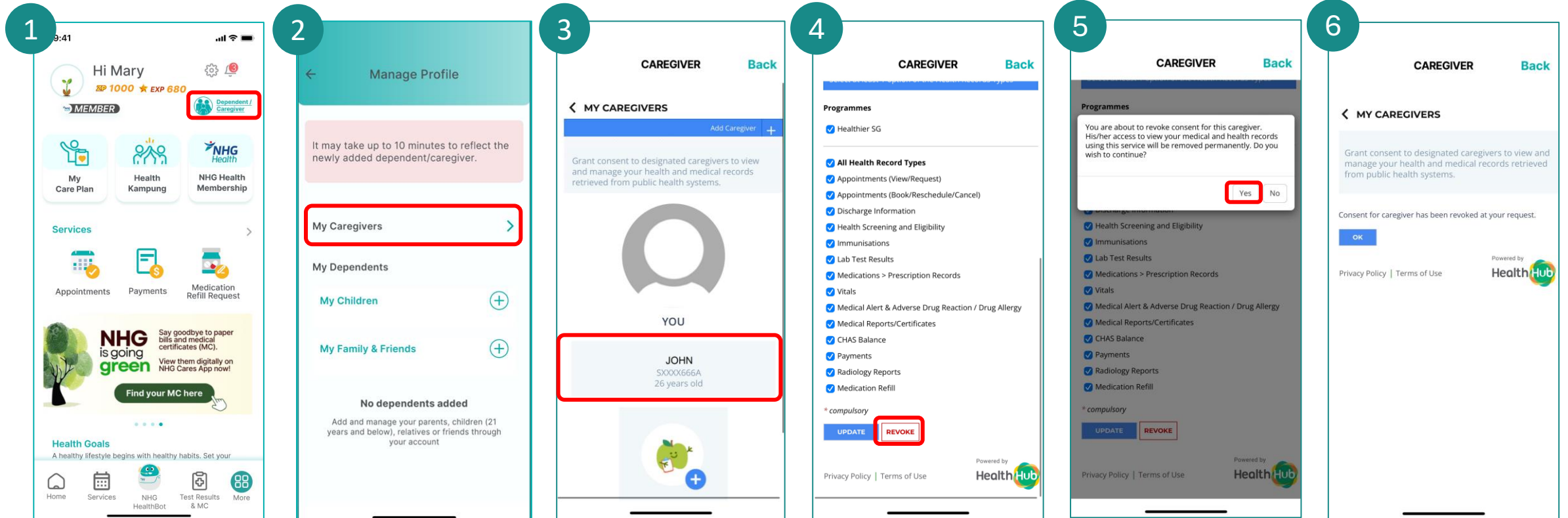
Powered by HealthHub

Privacy Policy | Terms of Use

After it has been added successfully, you can view your care recipient's user profile in the Dependent/Caregiver feature.

# Remove Caregiver

Singpass Login



Tap on **Dependent/Caregiver**.

Tap on **My Caregivers**.

Tap on your caregiver's name  
(example: JOHN).

Scroll down and tap on  
**REVOKE**.

Tap **YES** to proceed to revoke  
consent for the caregiver.

You have successfully removed  
your caregiver.

# Automatic Visitor Management System (AVMS) for KTPH/AdMCPatient Login – Manage Visitors

Singpass Login



1

Appointments

All **NHG Appointments** HK Activities

TXXXX123D Luke Poh

15 July 24, Mon 11:00 AM

KTPH EYE APPOINTMENT

Khoo Teck Puat Hospital

Clinic C42

Register

Manage Visitor

16 July 24, Tue 12:00 PM

KTPH EYE APPOINTMENT

Khoo Teck Puat Hospital

Clinic C42

18 July 24, Wed 10:00 AM

KTPH EYE APPOINTMENT

Khoo Teck Puat Hospital

Clinic C42

19 July 24, Thur 13:00 PM

KTPH EYE APPOINTMENT

Khoo Teck Puat Hospital

Clinic C42

Add New Appointment

2

Accompanying Visitor(s)

Accompanying Visitor(s)

No accompanying visitors added

Add and manage your accompanying visitor(s) that will be accompanying you for your appointment.

Tap on **Add accompanying visitor(s)** to add registered visitor(s).

3

Add Accompanying Visitor(s)

Add Accompanying Visitor(s)

Please provide accompanying visitor's details below

Visitor's NRIC Number

\*Please enter a valid NRIC Number

Visitor's Name

\*Please enter only characters

Visitor's Mobile Number

\*Please enter a valid Mobile Number

Continue

Fill in all fields in **add accompany visitor** page.

4

Success

You have successfully added Cass Tan as a visitor for your appointment today.

View accompanying visitor(s)

A pop out message will be displayed for successful visitor registration.

5

Accompanying Visitor(s)

You have reached the maximum visitor quota for your appointment today.

Accompanying Visitor(s)

JP Jan Poh

50000831F

You have answered 4 / 4

MJ Cass Tan

50000123E

You have answered 4 / 4

A maximum visitor quota message will be displayed when the maximum quota for **accompanying visitors** is reached.

Tap on **Manage Visitor** button to register a visitor.

Fill in all fields in **add accompany visitor** page.

# Add Dependent

Singpass Login

There two type of Dependents:

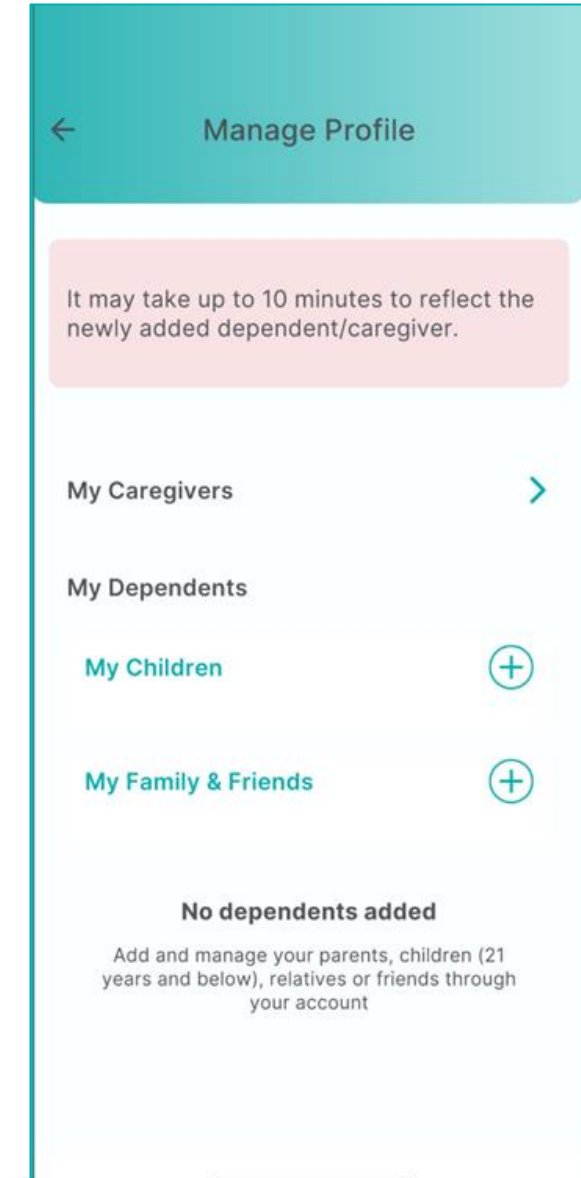
## 1. Children

As parents, you can add your child under Children's Health if your child is below 21 years old; and meet the following eligibility criteria:

- Singapore Citizen born in Singapore from 1 January 1996; or
- Naturalised Singapore Citizen born from 1 January 1996 (Please note that only Sponsoring Parent\* will be able to add the child); or
- Permanent Resident from 1 January 1996 (Please note that only Sponsoring Parent\* will be able to add the child); or
- Currently enrolled in Primary, Secondary, Junior Colleges or Centralised Institutes. This excludes students in Pre-schools, Religious schools, Private schools, Polytechnics and Universities.

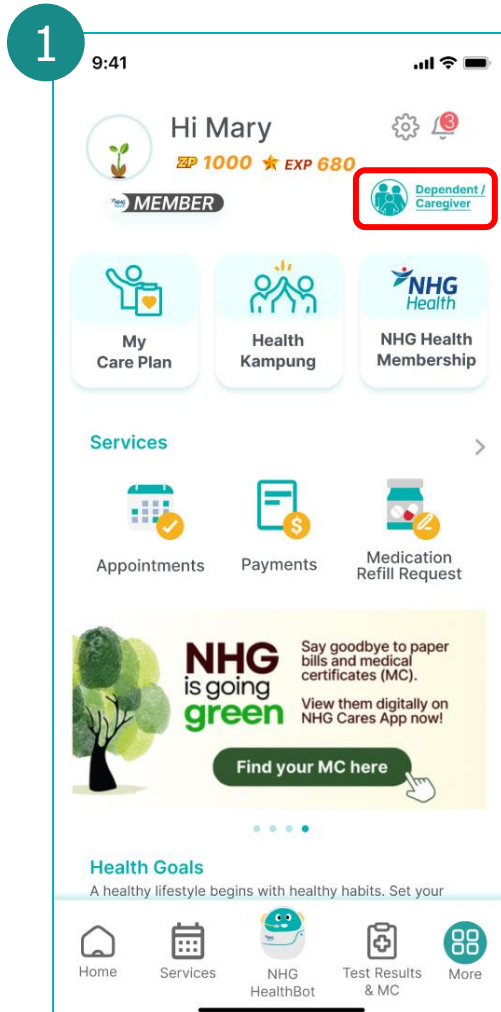
## 2. Family & Friends

Your care recipient (dependent) must **first add you as a caregiver** by giving consent and grant access to you.

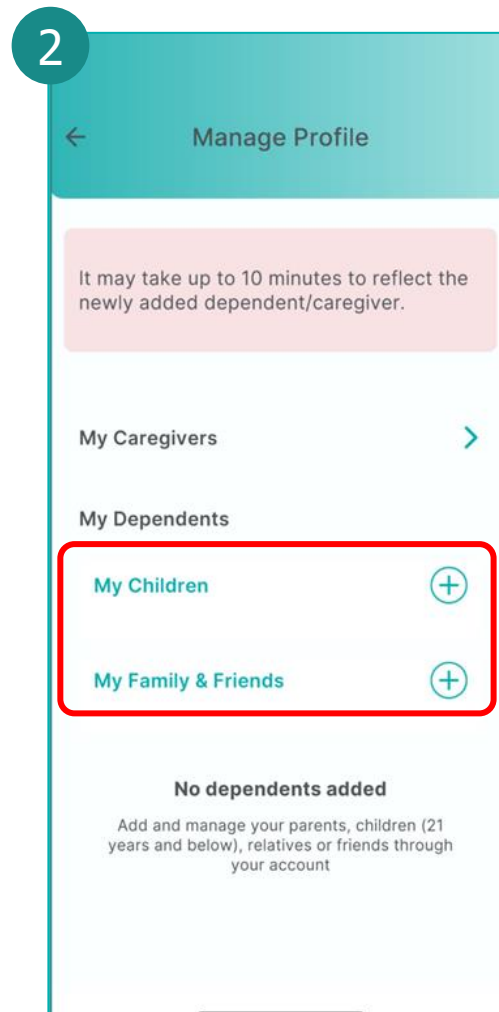


# Add Dependent

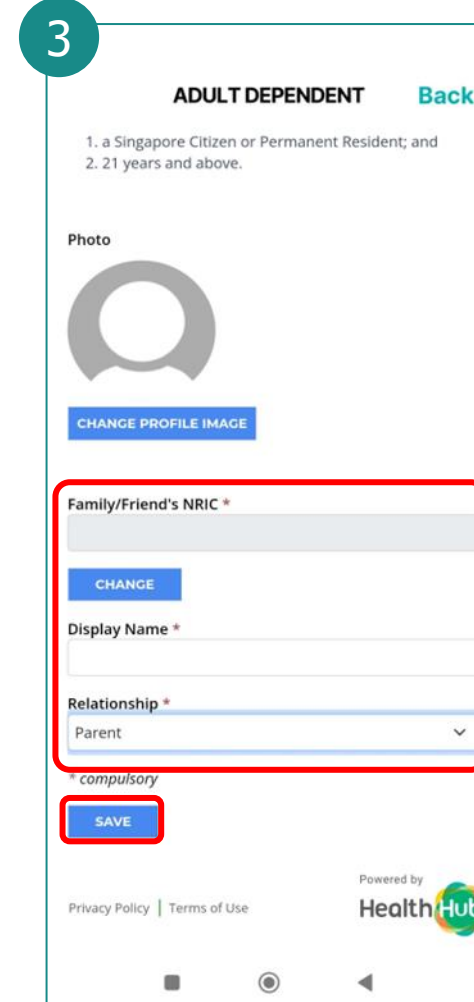
Singpass Login



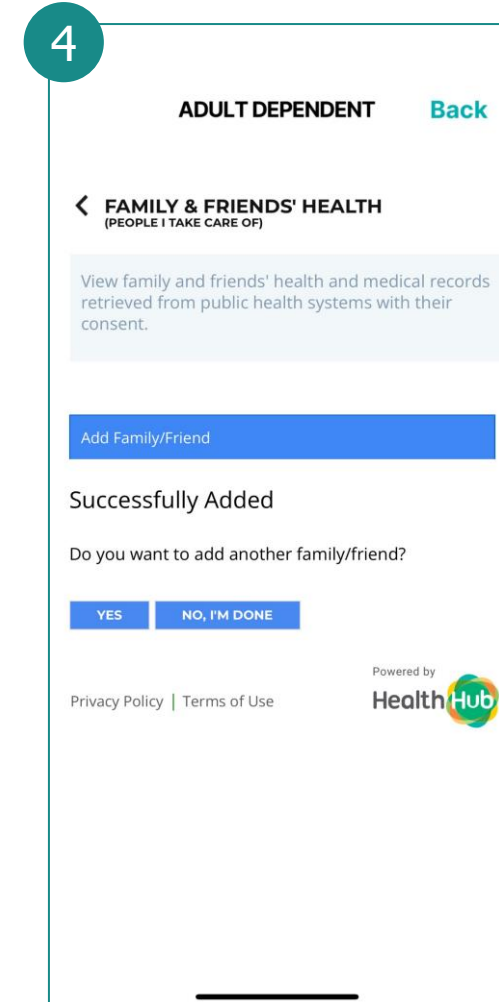
Tap on  
**Dependent/Caregiver.**



Tap on **My Children**  
or **My Family & Friends.**



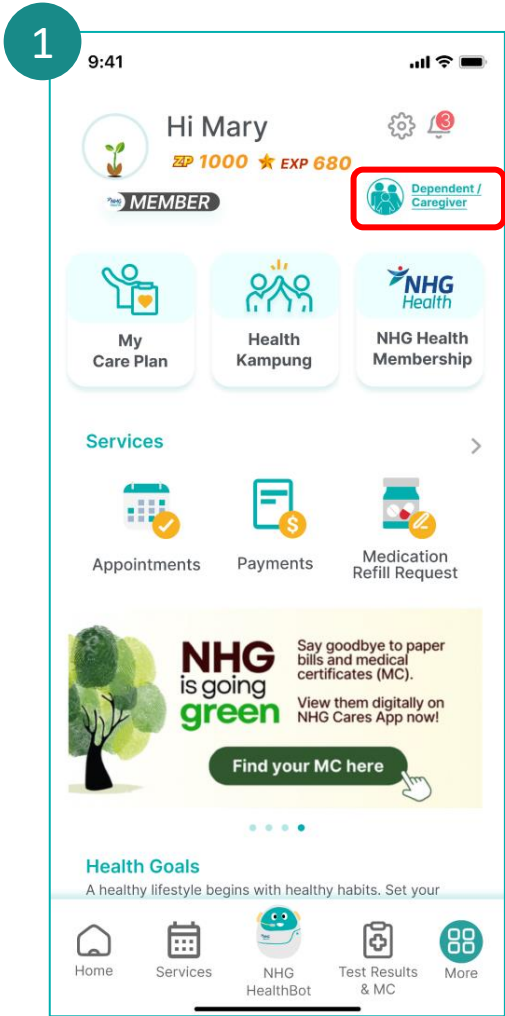
Input the **NRIC, Display Name,**  
select the **Relationship** and tap  
on **SAVE.**



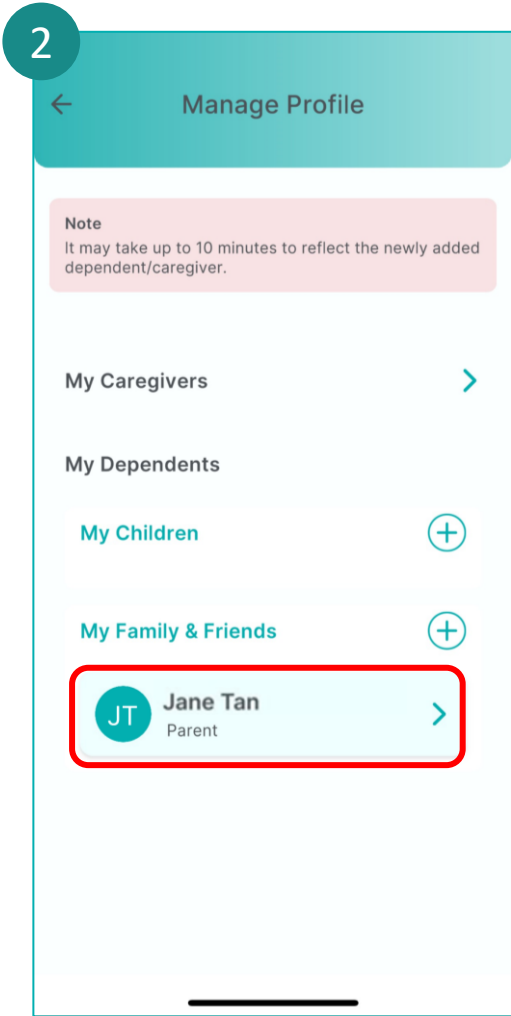
After it has been added successfully,  
you can view your dependent's user  
profile in the Dependent/Caregiver  
feature.

# Manage Dependent's Appointment

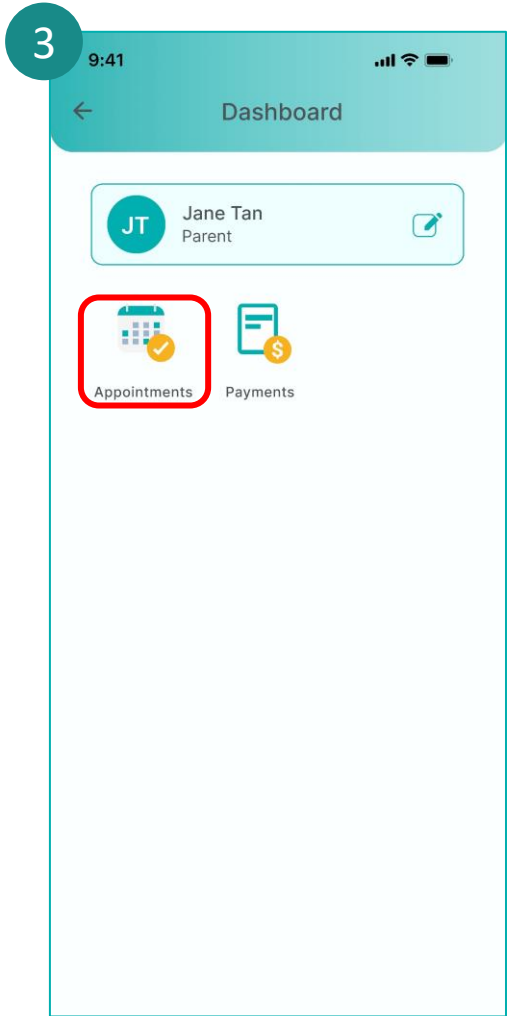
Singpass Login



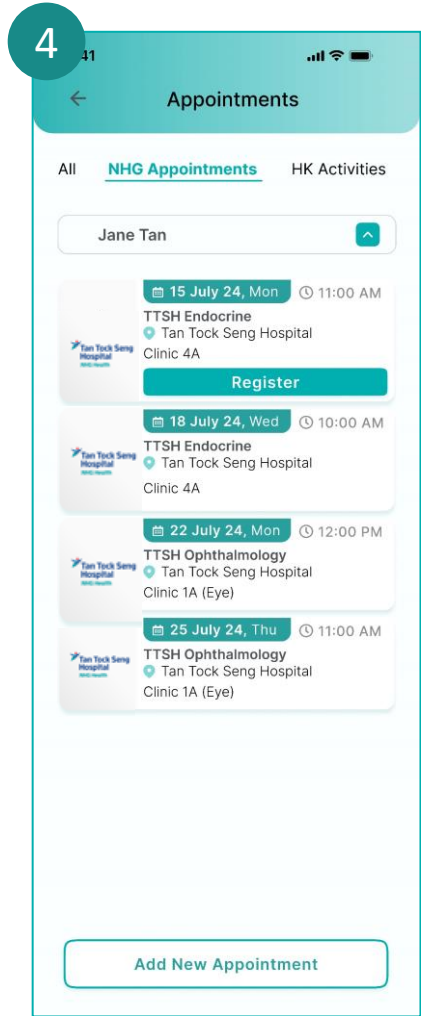
Tap on **Dependent/Caregiver**.



Tap on the dependent's name.



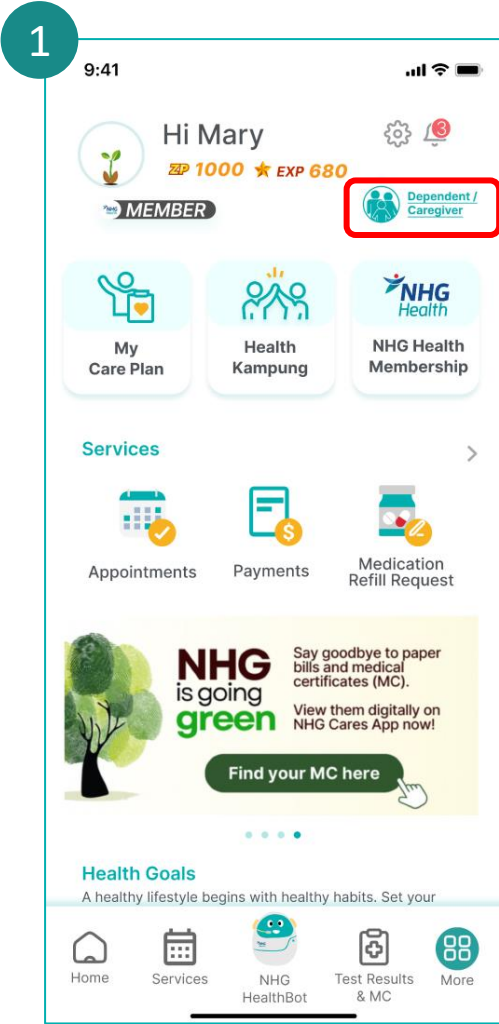
Tap on **Appointments**.



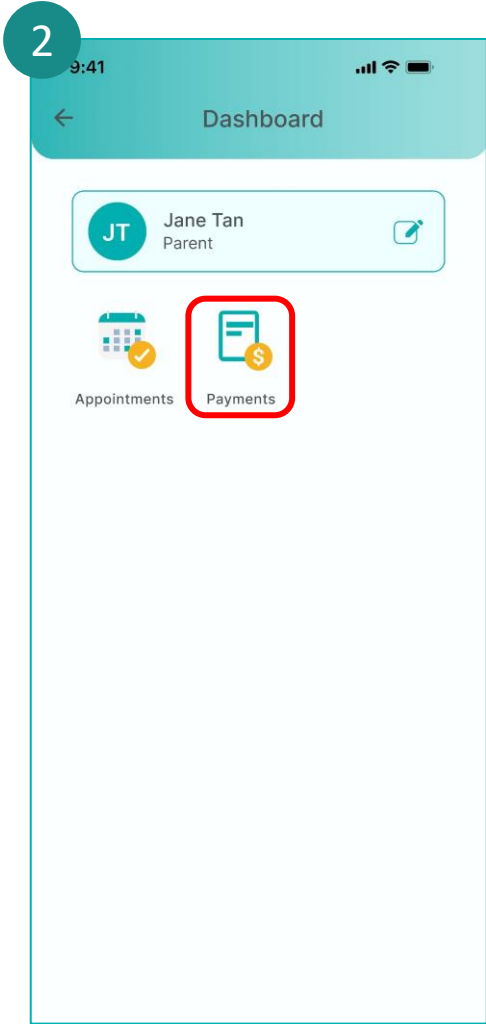
Manage your dependent's appointments accordingly.

# Manage Dependent's Bill

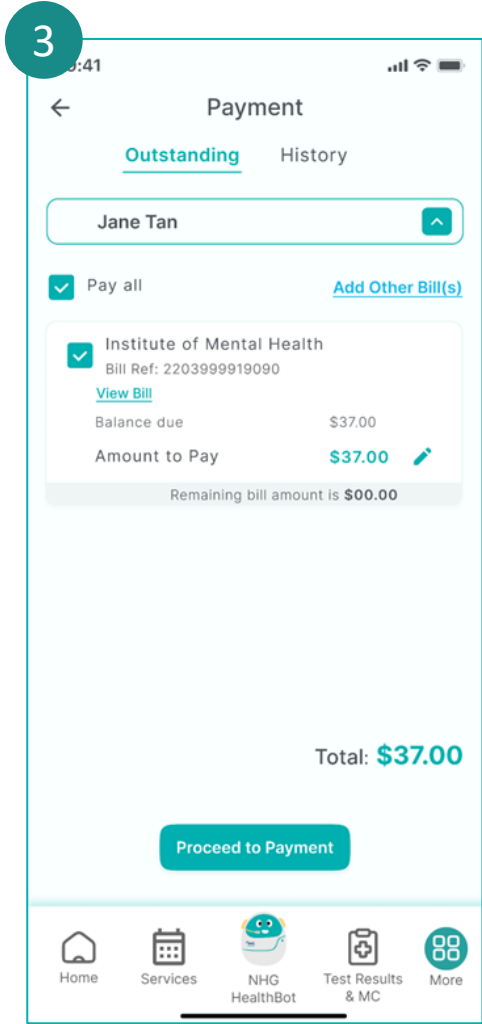
Singpass Login



Tap on **Dependent/Caregiver**.



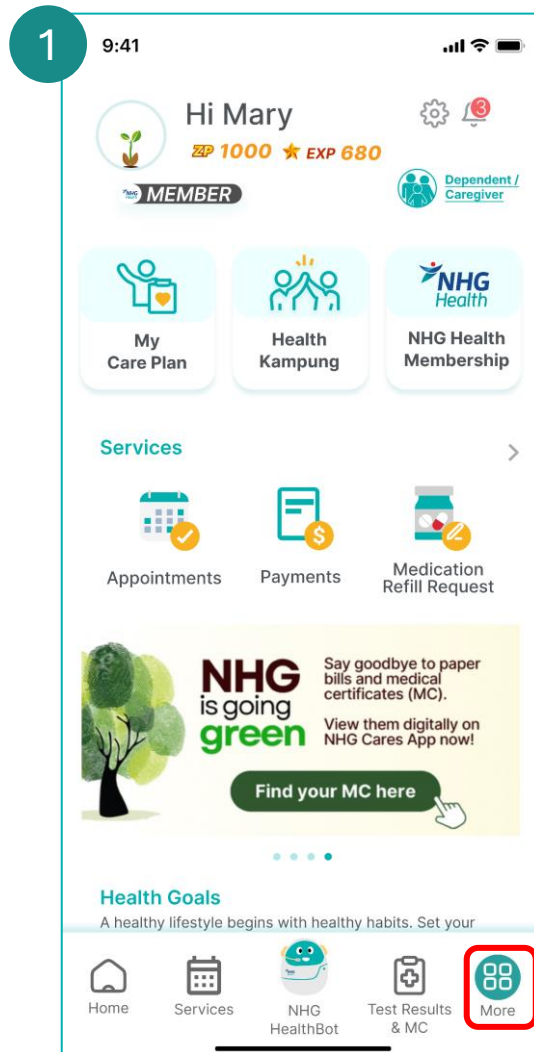
Tap on **Payments**.



Manage your dependent's bill and payments accordingly.

# Discharge Summary

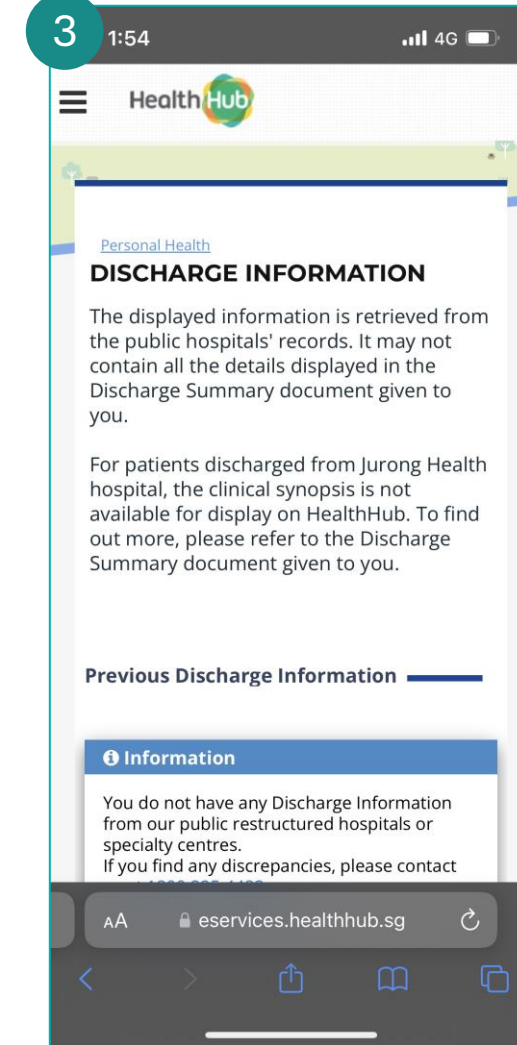
Singpass Login



Tap on **More**.



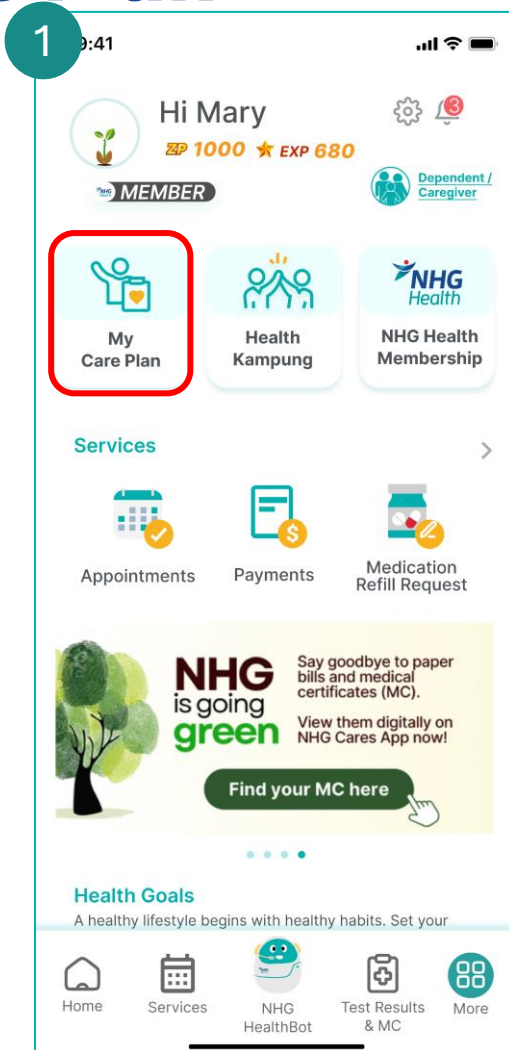
Under **Records from Other Providers** section, tap on **Discharge Summary**.



View your discharge information.

# My Care Plan

Singpass Login



Tap on **My Care Plan**.

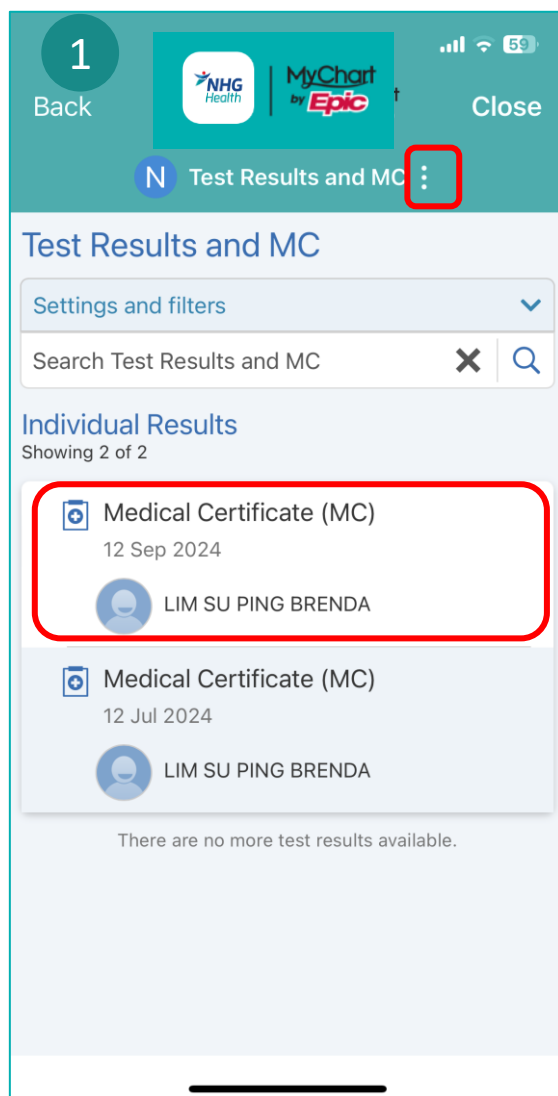


Select your Health Task or Health Info.

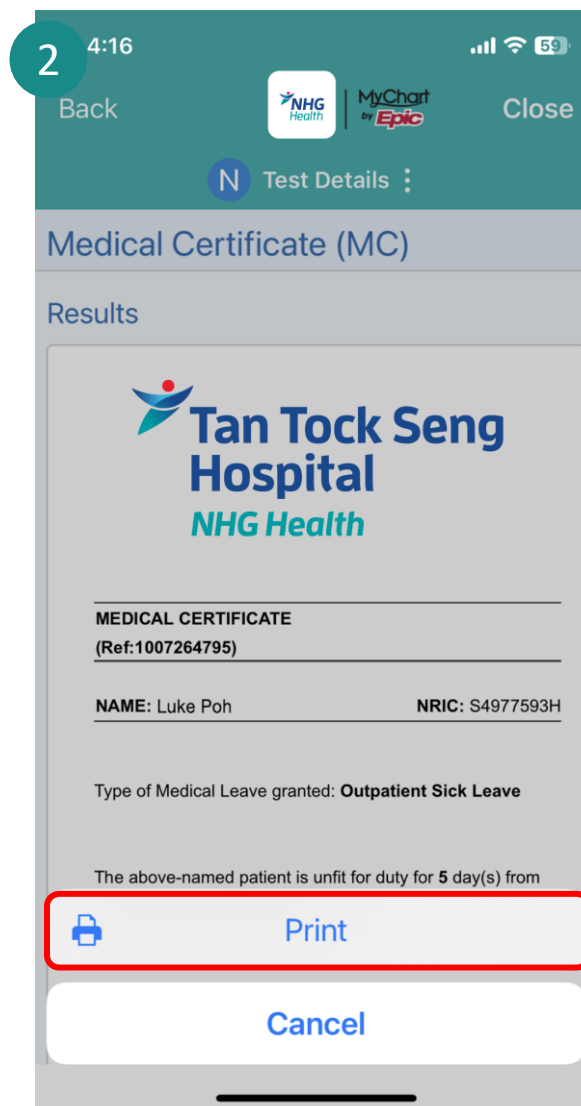


# Print functionality for Medical Certificate & Test Results in My Care Plan - iOS

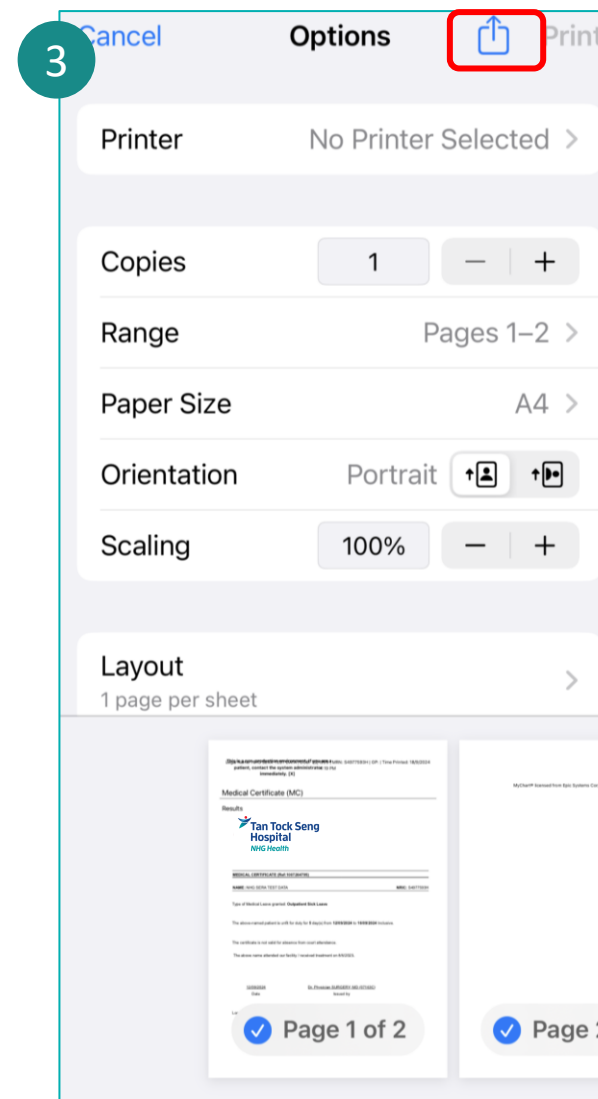
Singpass Login



Select the MC to be printed and tap on the **three-dots icon** to activate the print function.



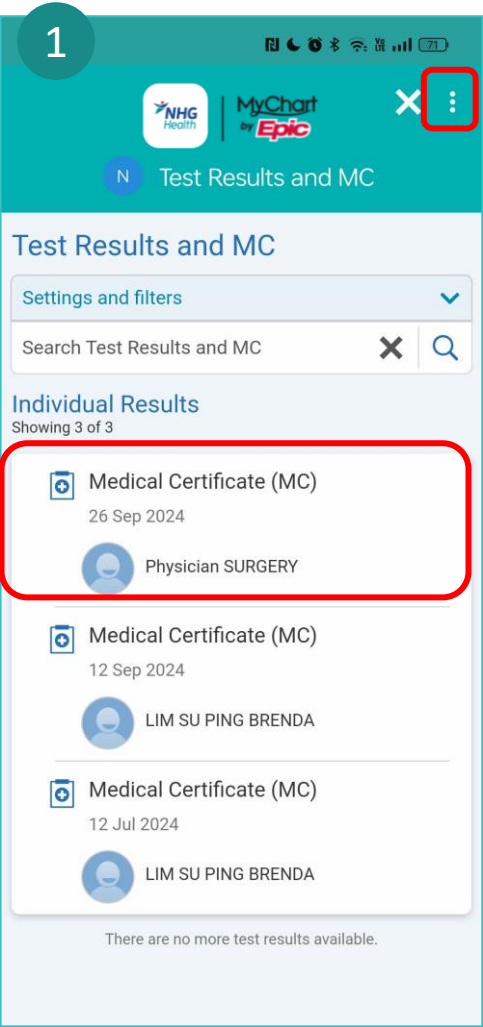
Tap on **Print**.



Tap on the **export icon above** to download and save a copy of the MC into your smartphone folder.

# Print functionality for Medical Certificate & Test Results in My Care Plan - Android

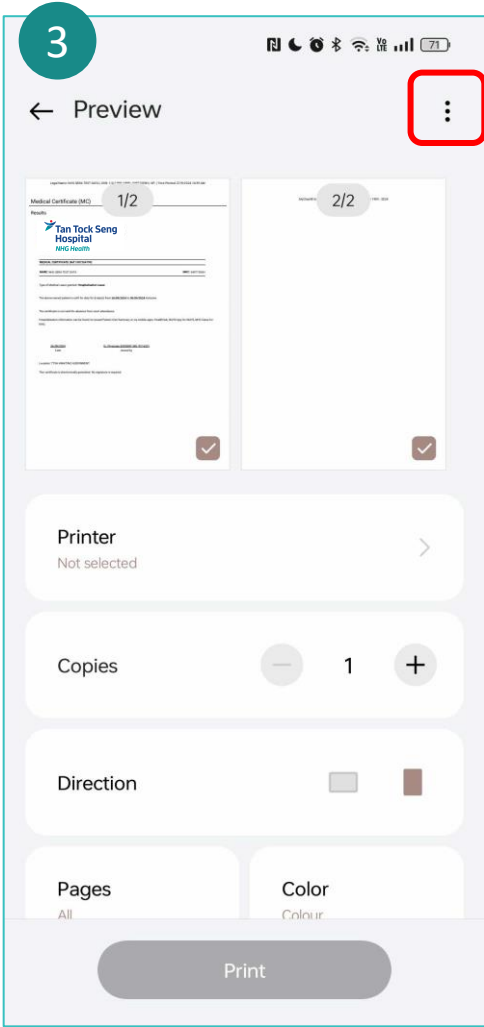
Singpass Login



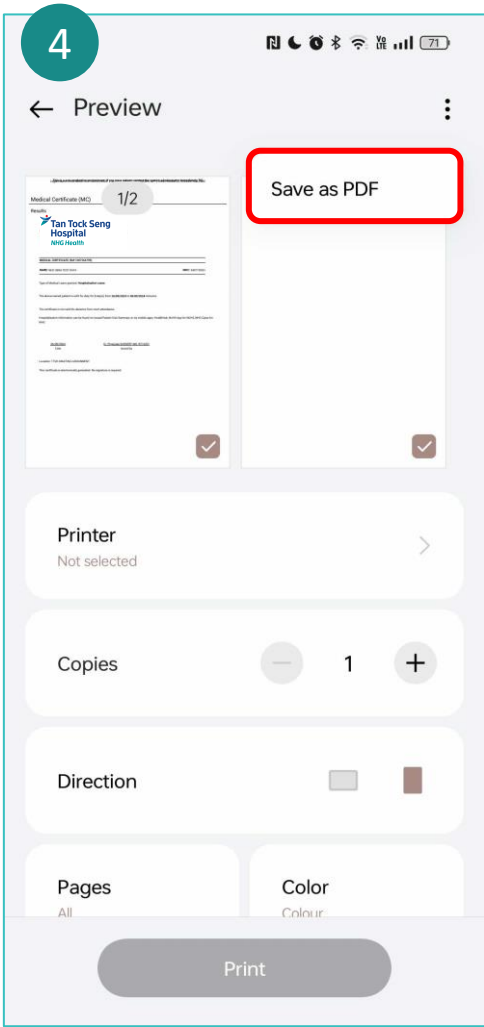
Select the MC to be printed and tap on the **three-dots icon** to activate the print function.



Tap on **Print**.



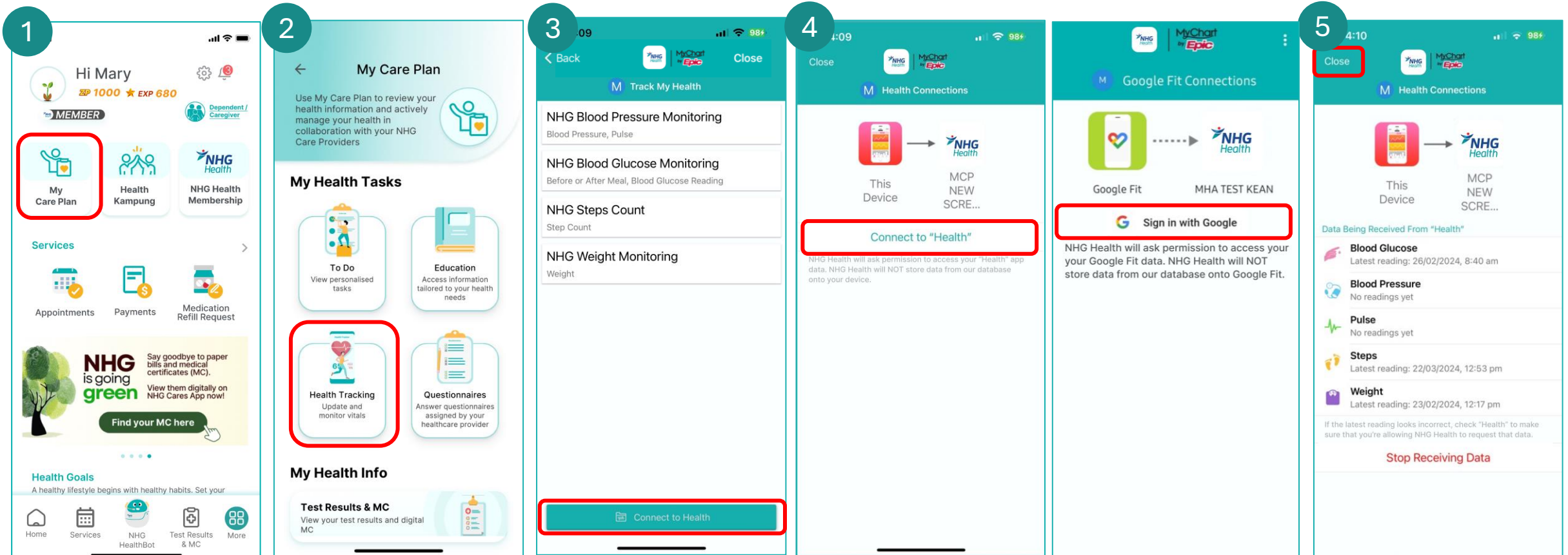
Tap on the **three-dots icon** above to download the **PDF document**.



Tap on **save as PDF** to download and save a copy of the MC into your smartphone folder.

# My Care Plan: Health Tracking, Automatically Sync (1/2)

Singpass Login



Tap on **My Care Plan**.

Tap on **Health Tracking**.

Tap on **Connect to Health**.

For iOS users,  
Tap on **Connect to Health**.

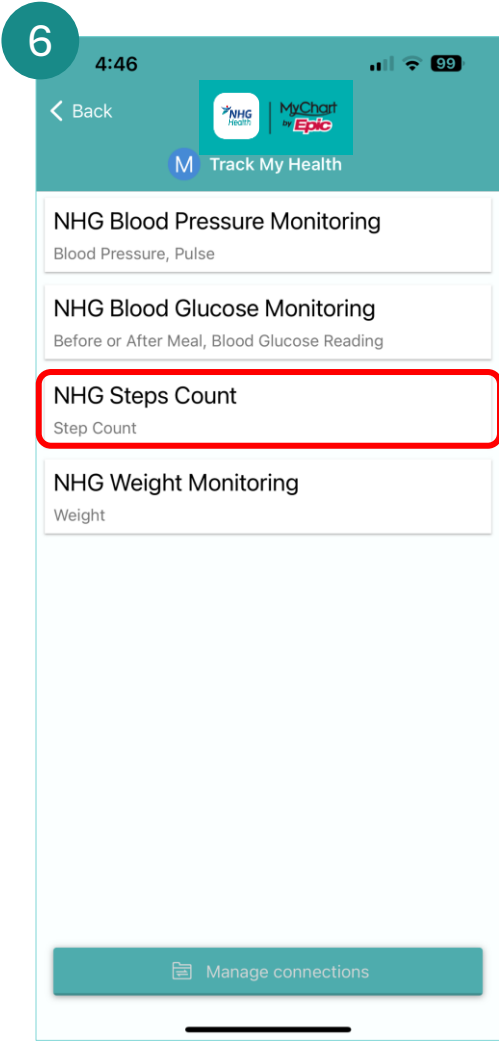
For Android users,

Tap on **Sign in with Google**.

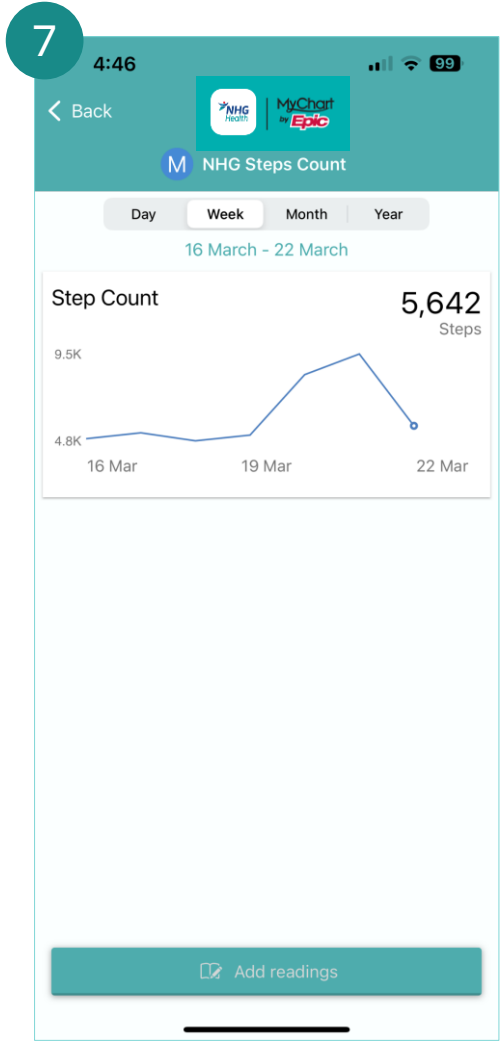
Upon successfully  
connecting, tap on **Close** to  
exit the page.

# My Care Plan: Health Tracking, Automatically Sync (2/2)

Singpass Login

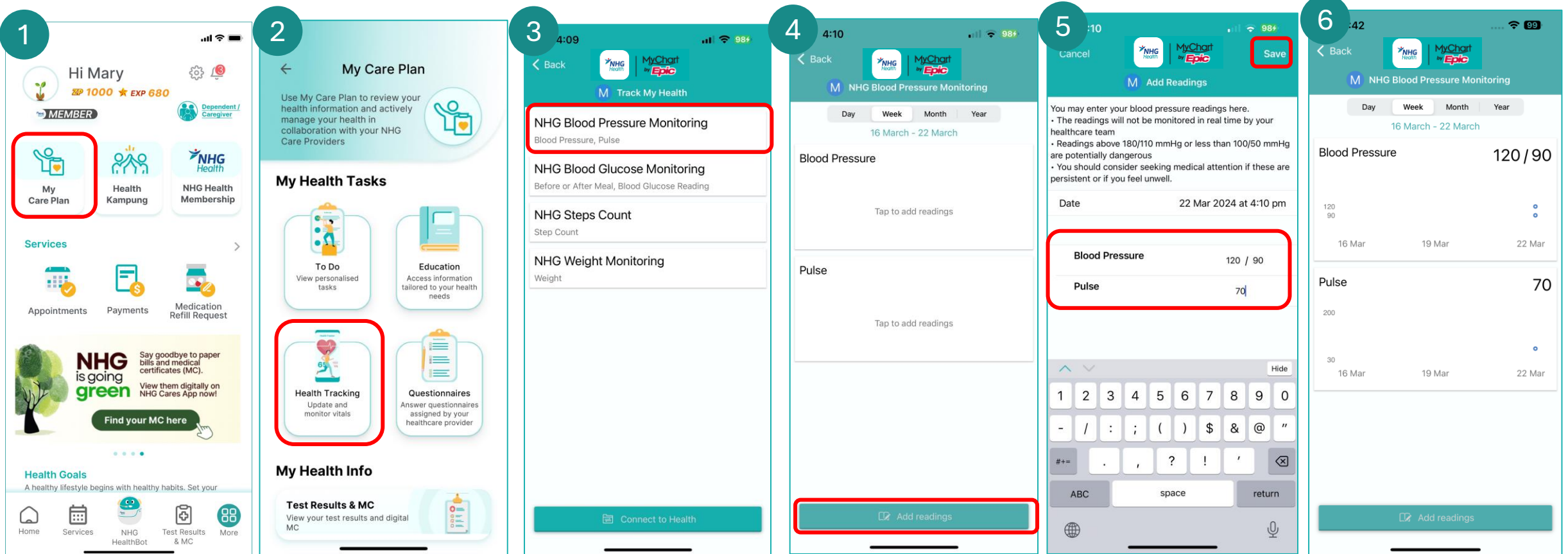


Tap on your preferred flowsheet.



The data reflected is synced from the “Health” app (iOS) or “Google Fit” app (Android).

# My Care Plan: Health Tracking, Manual Input


Tap on **My Care Plan**.

Tap on **Health Tracking**.

Tap on your preferred flowsheet.

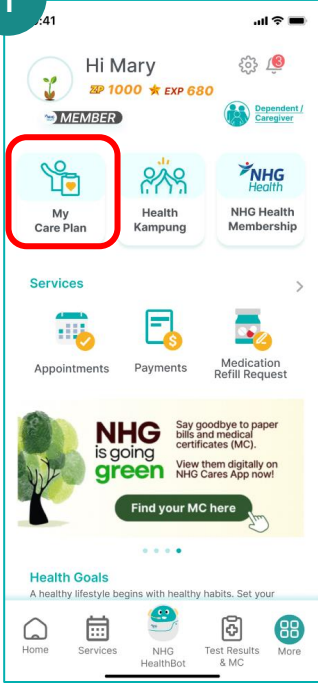
Tap on **Add Reading**.

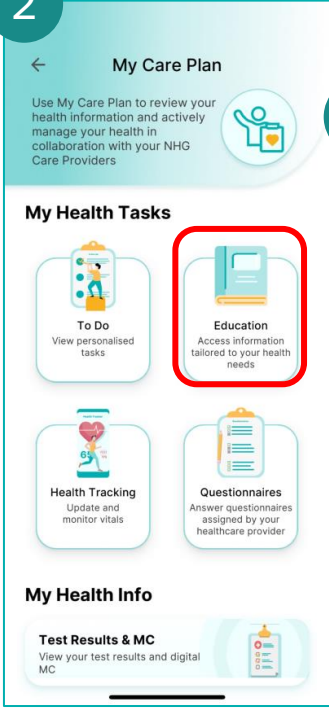
1. Input the values.
2. Tap on **Save**.

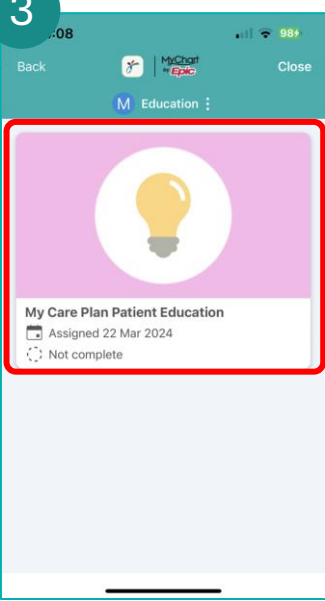
View the values entered.

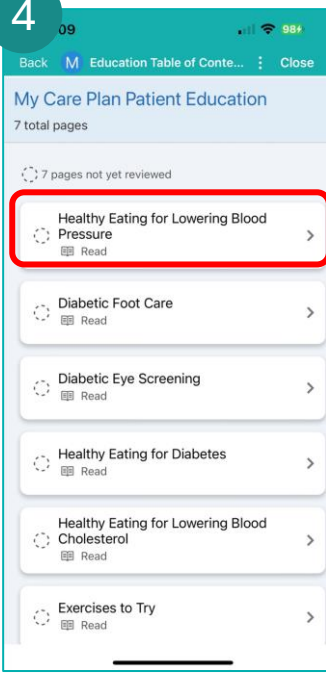
# My Care Plan: Education

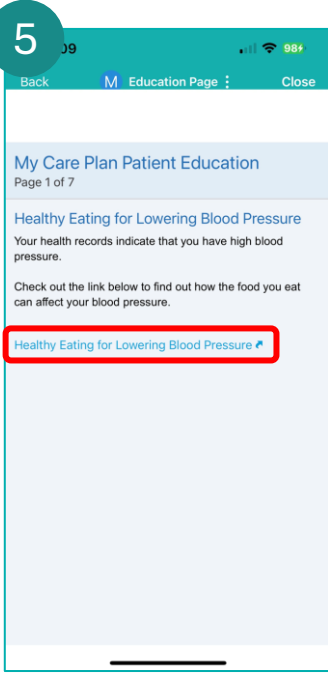
Singpass Login

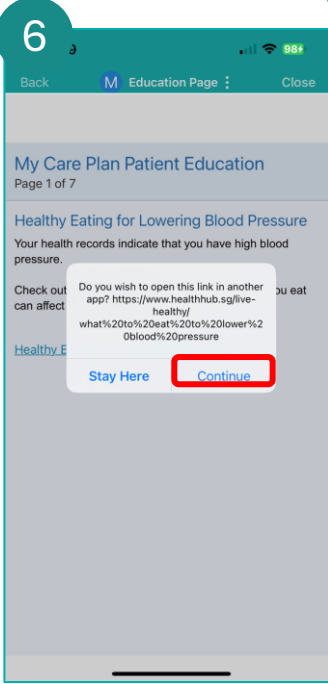
- 


Tap on **My Care Plan**.
- 

Tap on **Education**.
- 

Tap on your Education plan.
- 

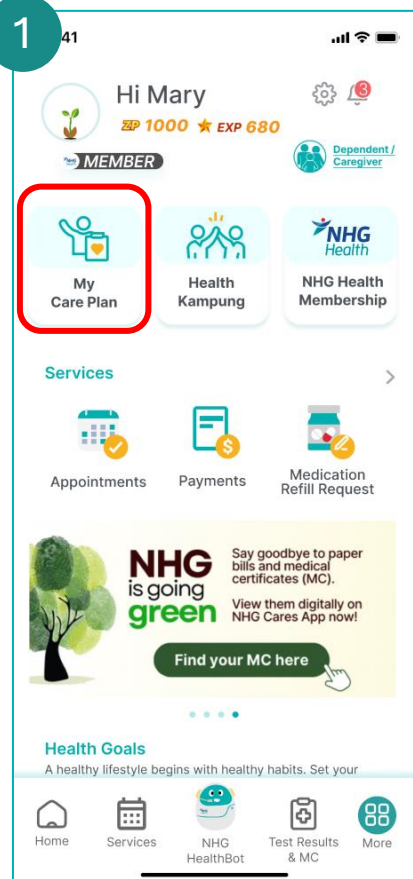
Tap on your preferred educational material.
- 

Tap on the link.
- 

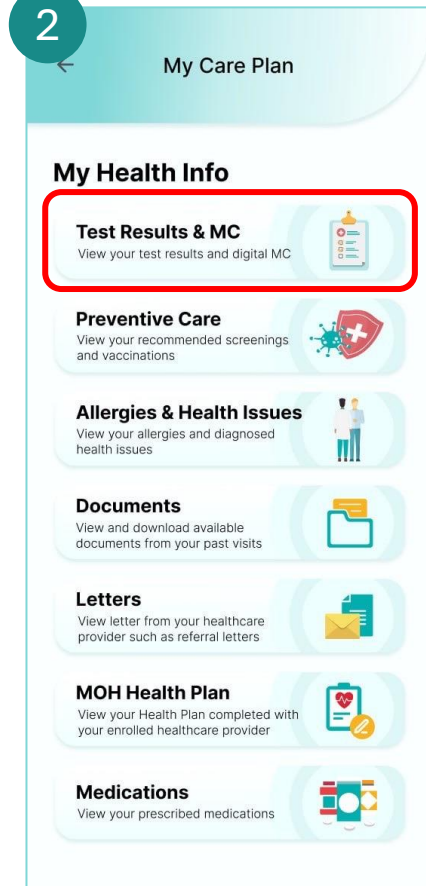
Tap on **Continue**.
- 

Read the educational material.

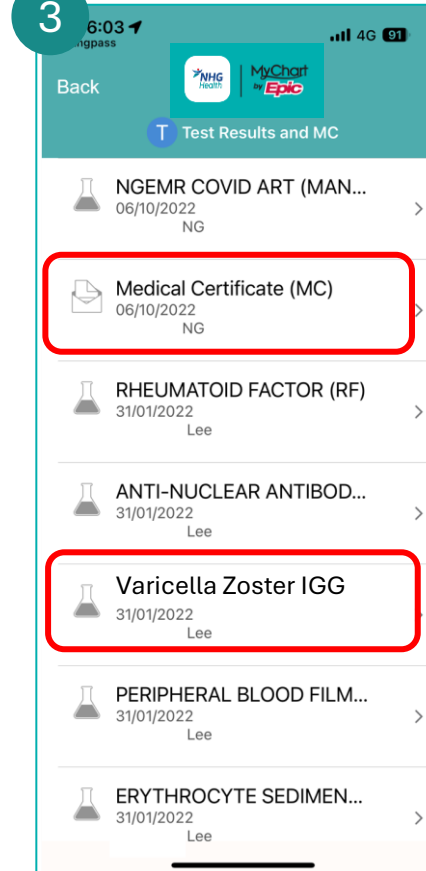
# My Care Plan: Test Results & MC



Tap on **My Care Plan**.



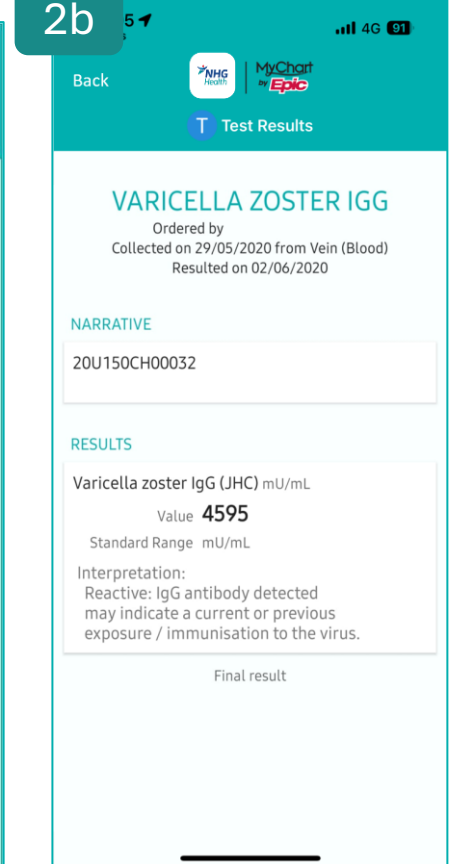
1. Scroll Down to **My Health Info**.  
2. Tap on **Test Results & MC**.



Tap on the Test Result or Medical Certificate you would like to view.

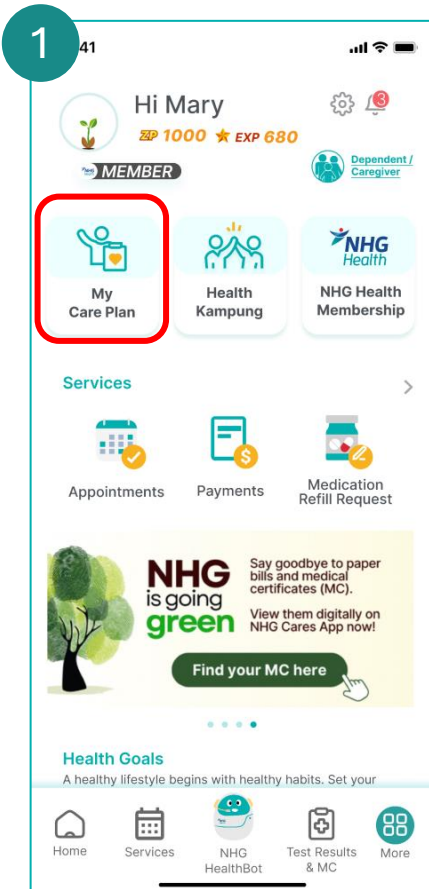


Sample screen of Medical Certificate



Sample screen of Test Result

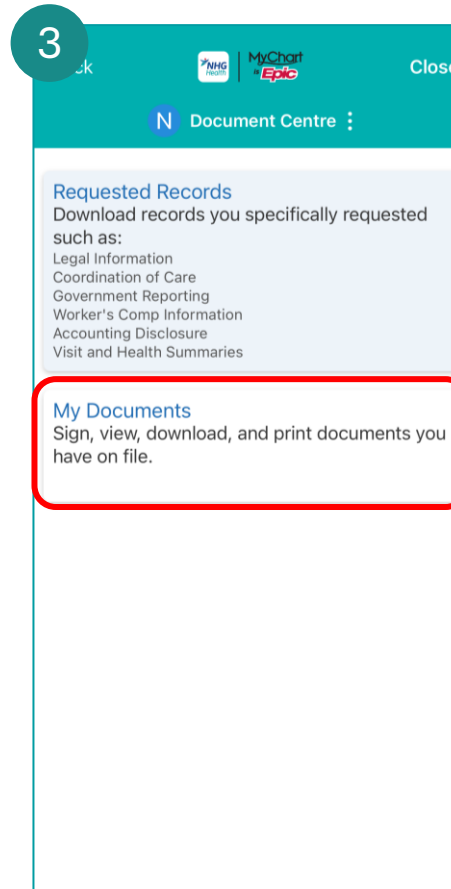
# My Care Plan: eSign Document



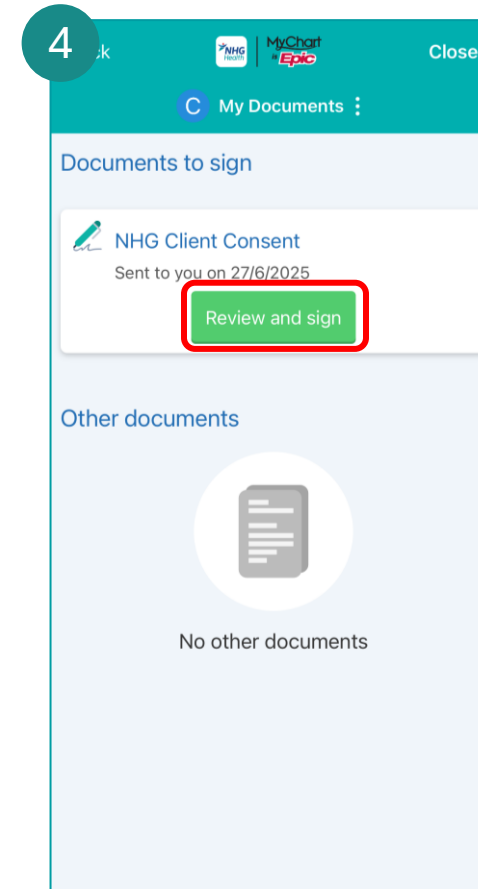
Tap on **My Care Plan**.



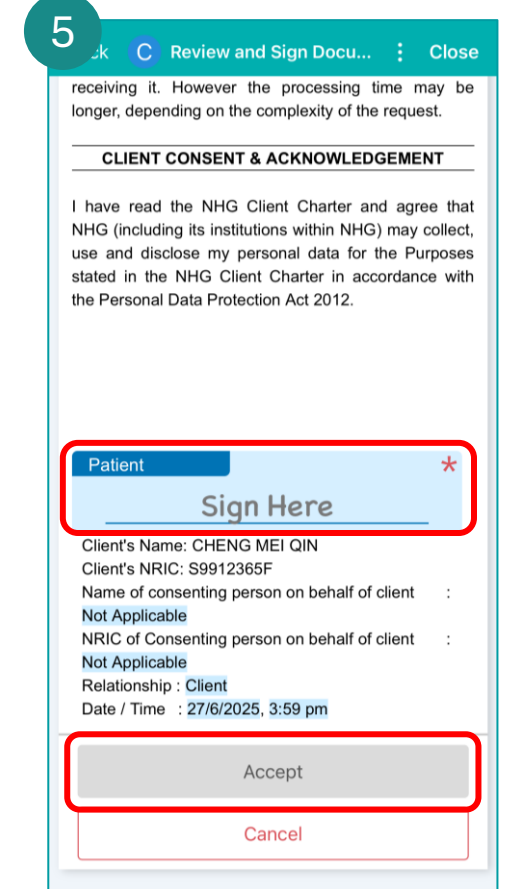
1. Scroll Down to **My Health Info**.  
2. Tap on **Documents**.



Tap on **My Documents**

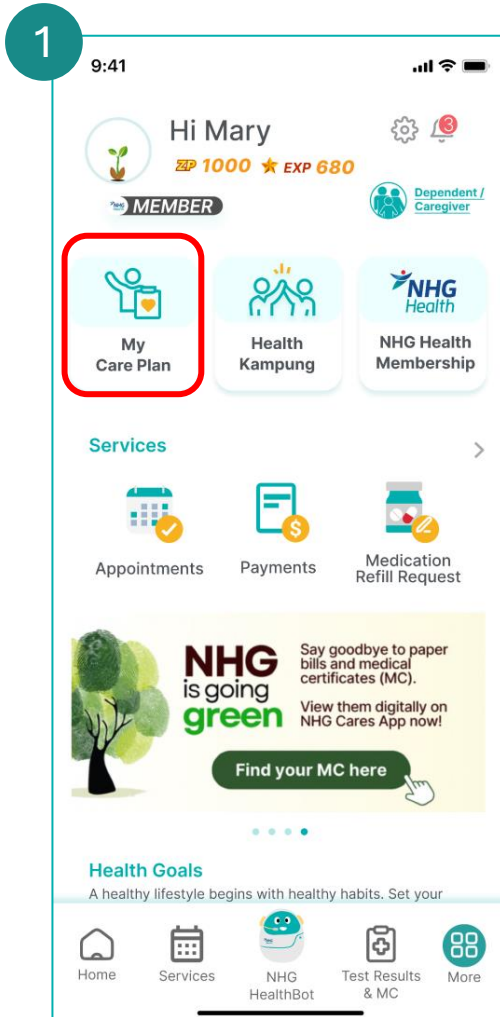


Tap on **Review and sign**

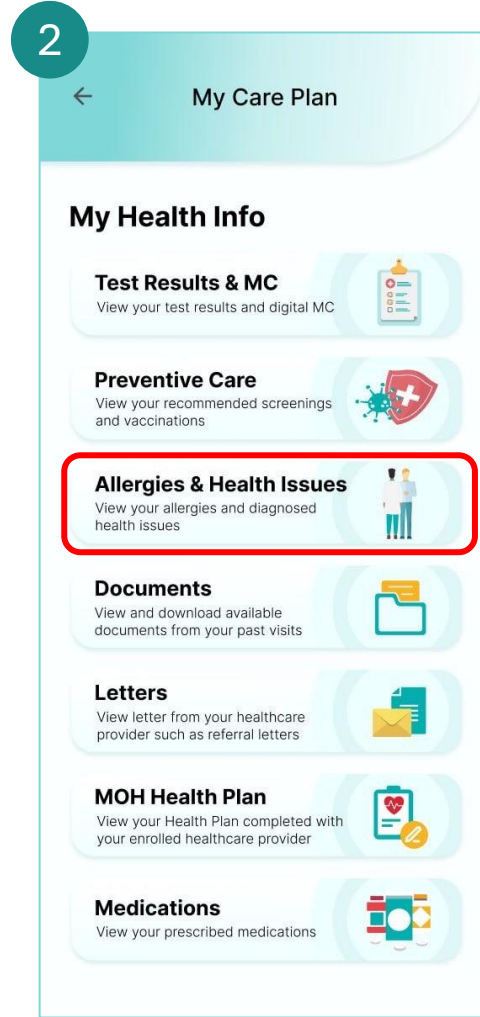


1. Provide your eSignature on "Sign Here"  
2. Tap on **Accept** to submit your document

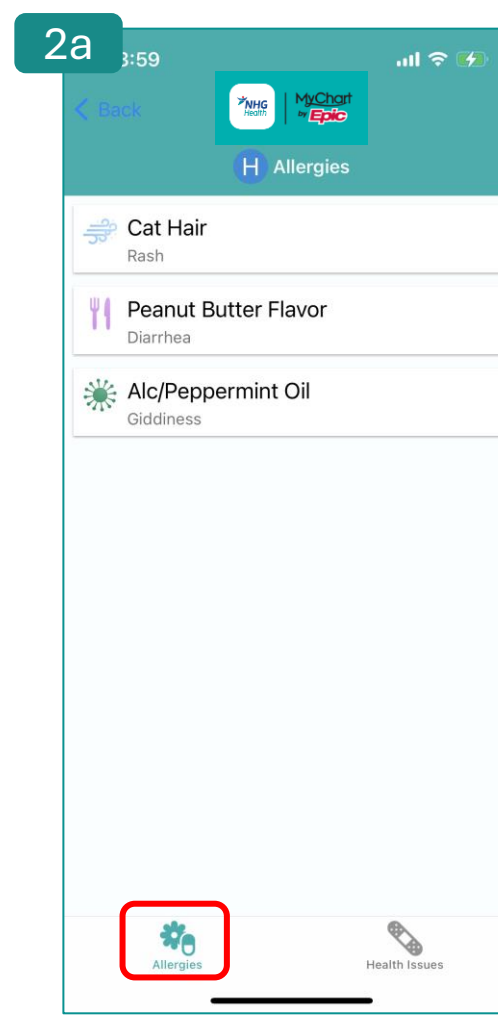
# My Care Plan: Allergies & Health Issues



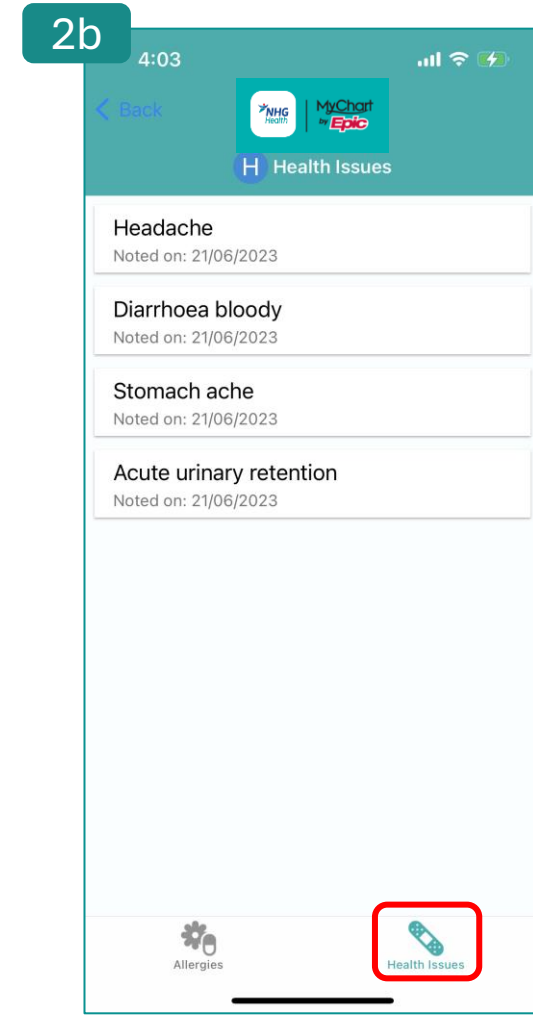
Tap on **My Care Plan**.



1. Scroll Down to **My Health Info**.  
2. Tap on **Allergies & Health Issues**.



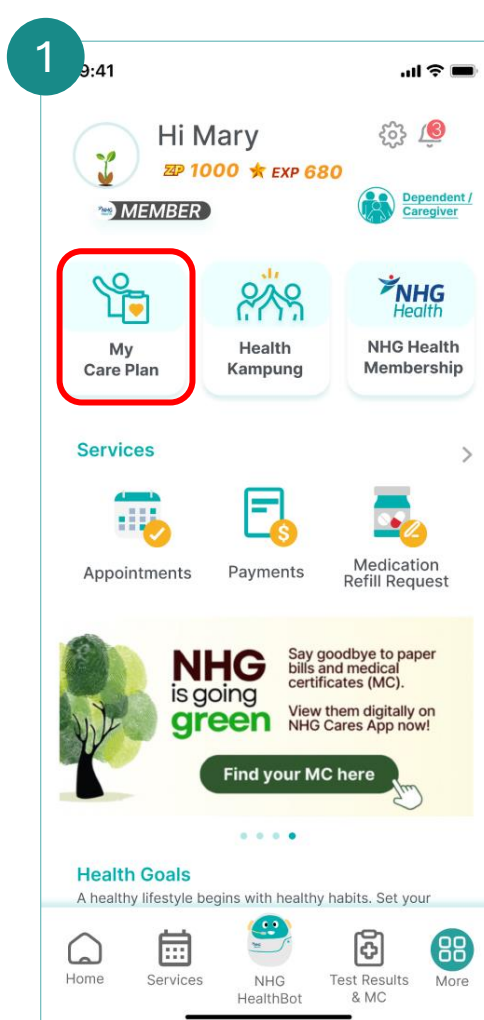
Sample screen of Allergies List



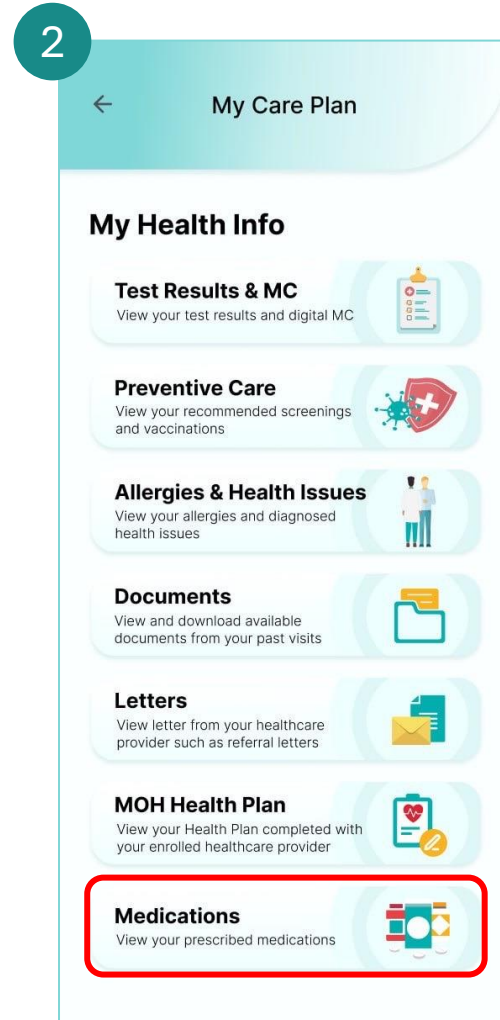
Sample screen of Health Issues

# My Care Plan: Medications

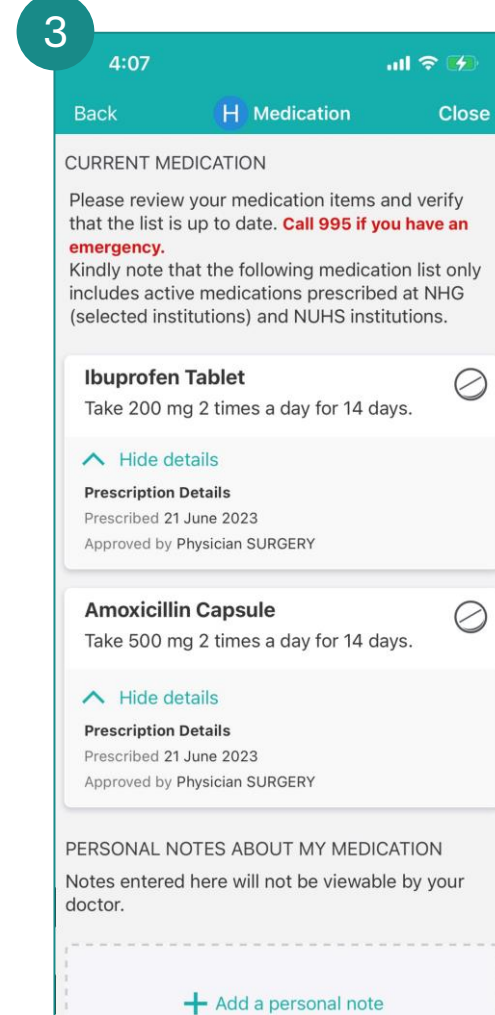
Singpass Login



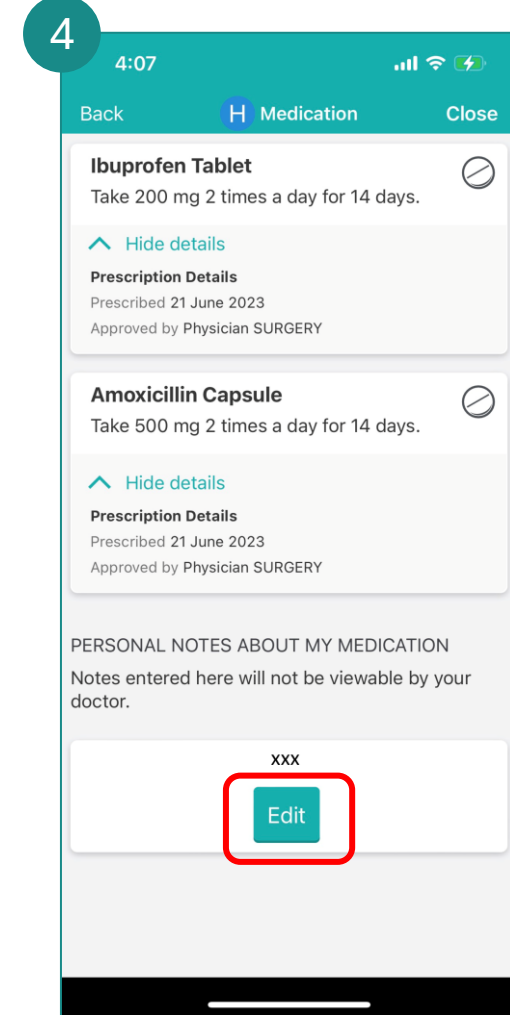
Tap on **My Care Plan**.



1. Scroll Down to **My Health Info**.  
2. Tap on **Medications**.



View prescribed medications.

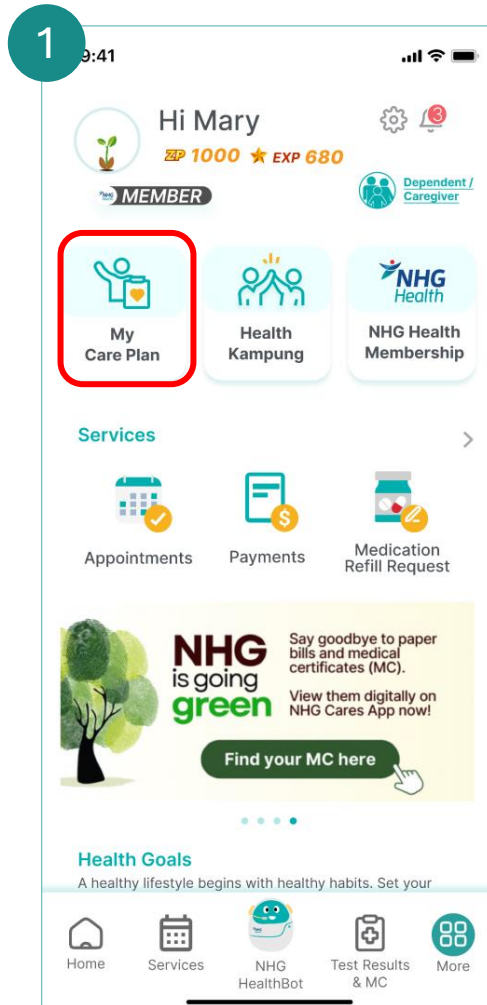


Tap on **Edit** to add your own personal notes about your medication.

# My Care Plan: MOH Health Plan

Enrolled to  
Healthier SG

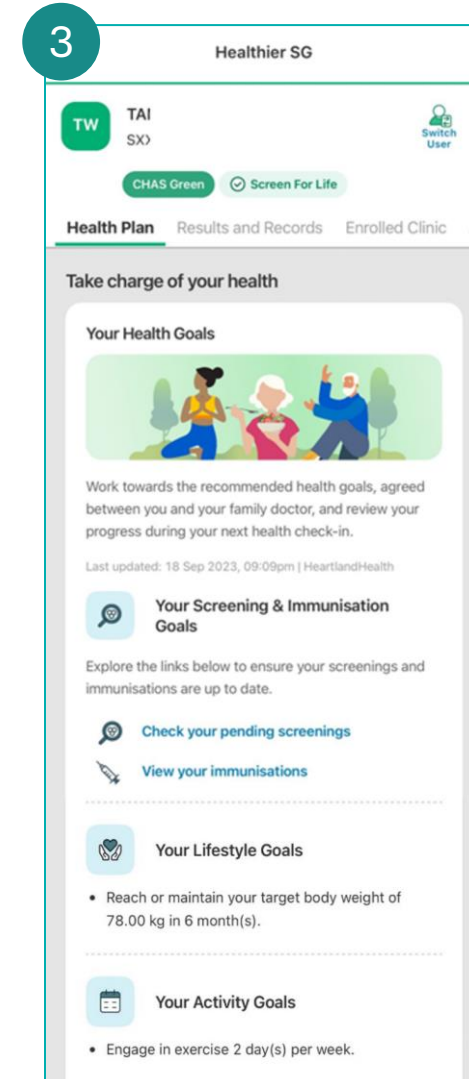
Singpass  
Login



Tap on **My Care Plan**.



1. Scroll Down to **My Health Info**.
2. Tap on **MOH Health Plan**.



View your health plan.

# Health Kampung: Filter By Interest Areas

1

2

3

4

Tap on **Icons** to select the different type of activities.

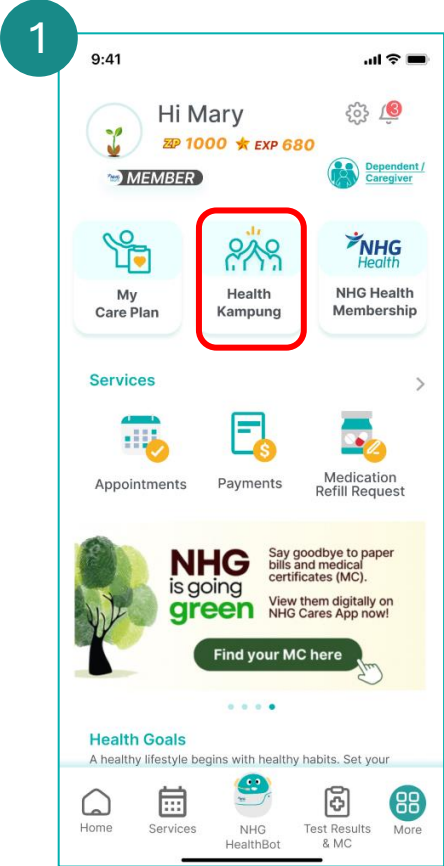
Tap buttons to filter and submit activity listing.

Select **day to view** activities available on the selected day and the rest of week.

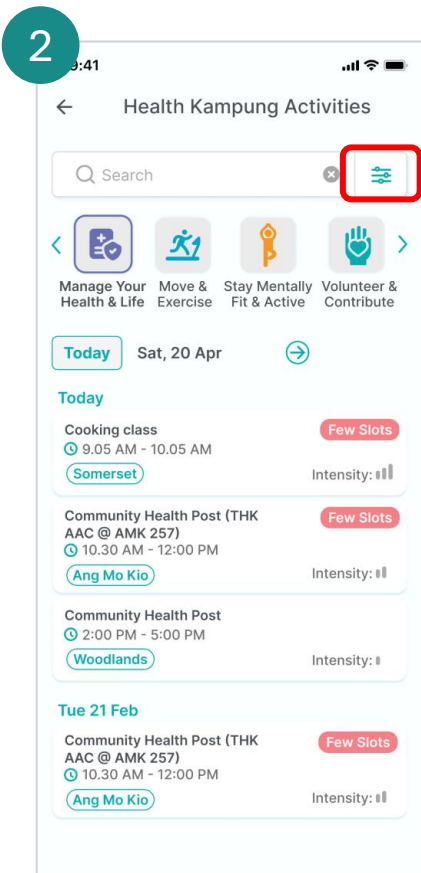
An **error notification** will be displayed if there are no match for the activity.

# Health Kampung: Accessing Questionnaire

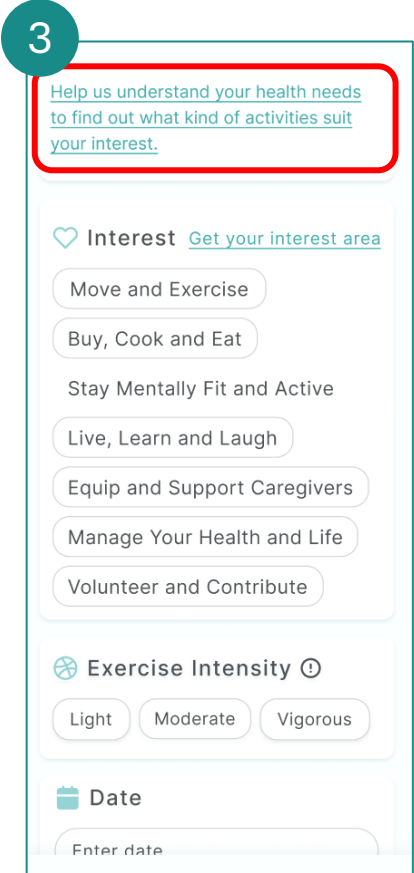
Singpass  
Login



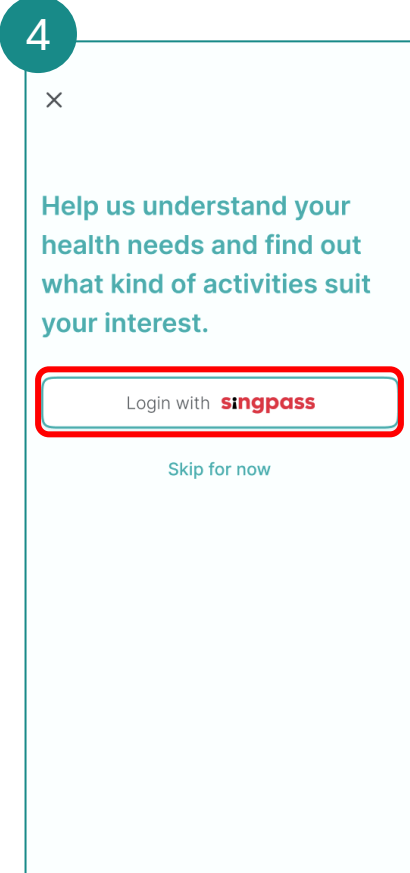
Tap on **Health Kampung**.



Tap on **Filter**.



Tap on “**Help us understand...**”.



Tap on **Login with Singpass**, if you have not done so.

# Health Kampung: Completing Questionnaire (1/2)

Singpass Login

1

×

Help us understand your health needs and receive a NHG Pharmacy e-Voucher\* and additional NHG rewards.

\*Limited to the first 3,000 users who complete the questionnaire and provide their e-mail address.

Login with **singpass**

Skip for now

Tap on **Login with singpass**.

2

×

We will be going through three short sections.

- Physical needs and activity interests
- Health status
- Smoking history (if any)

Begin

Tap on **Begin**.

3

First, let's find out more about your physical needs and activity interests.

The information you provide will assist us in better understanding your needs and enable us to develop activities that are suitable for you.

It should take **1 minute** to complete.

Continue

Tap on **Continue**.

4

On your own, do you have any difficulties:

Standing up from a seated position without using your arms?

☐ Yes ☐ No

Getting up from the floor without using aids such as furniture?

☐ Yes ☐ No

Climbing ten (10) steps without rest and without using aids such as handrails and walking aids?

☐ Yes ☐ No

Getting up from the floor without using aids such as furniture?

☐ Yes ☐ No

What interests you?  
(You may select more than one)

Move and Exercise

Buy, Cook and Eat

Stay Mentally Fit and Active

Live, Learn and Laugh

Equip and Support Caregivers

Manage Your Health and Life

Volunteer and Contribute

Submit

Select your answers and tap on **Submit**.

5

Next, please share your health status with us.

Understanding your overall health status and potential risks can help us provide relevant health content for you.

It should take **5 minutes** to complete.

Continue

Tap on **Continue**.

6

Please enter the information to the best of your knowledge.

Input your latest height and weight. This will be used to derive your Body Mass Index (BMI).

Height (cm)  Weight (kg)

Has a doctor told you that you have diabetes, high blood pressure and/or high blood cholesterol?

☐ Yes ☐ No ☐ Not sure

Did you go for colorectal cancer screening, either a (i) Faecal Immunochemical Test in the past year, or (ii) Colonoscopy in the last 10 years?

☐ Yes ☐ No ☐ Not sure

Are you a smoker?

☐ No, never smoked ☐ No, ex-smoker ☐ Yes, current smoker

Any other health concerns? (Optional)

0/2000

Submit

Select your answers and tap on **Submit**.

**Note:** Questions listed are for reference only, users may see a different set of questions based on your age, gender, and answers selected.

# Health Kampung: Completing Questionnaire (2/2)

Central & North Residents

Singpass Login

1

Lastly, tell us more about your smoking habits.

Understanding your smoking history enables us to provide tailored support and guidance towards a healthier lifestyle, if you wish to receive it.

It should take **2 minutes** to complete.

Continue

2

Share with us:

When did you start smoking?

Pick a year

Please indicate the number of sticks smoked each day.

Have you ever thought about stopping smoking?

☒ Yes

☐ No

Would you like to stop smoking?

☐ Yes

☐ No

Submit

3

Based on your registered address, you are eligible for Health Kampung benefits!

Welcome to Health Kampung!

Here's a little something for you to jumpstart your journey.

+300★EXP

OK

4

Email Address

Enter your email address to receive Health Kampung updates in the future.

Correct@gmail.com

Register Email Address

Skip for now

5

Thank You

Your email has been registered successfully.

Proceed

6

Based on your registered address, you are eligible for Health Kampung benefits!

Get activity recommendations based on your health needs.

Earn more rewards when you complete recommended activities and lessons.

Enjoy free access to Health Kampung! Make new friends and enjoy health gains together.

OK

Tap on **Continue**.

**Note:** Only those who have indicated "Yes, Current Smoker" will see this screen.

Select your answers and tap on **Submit**.

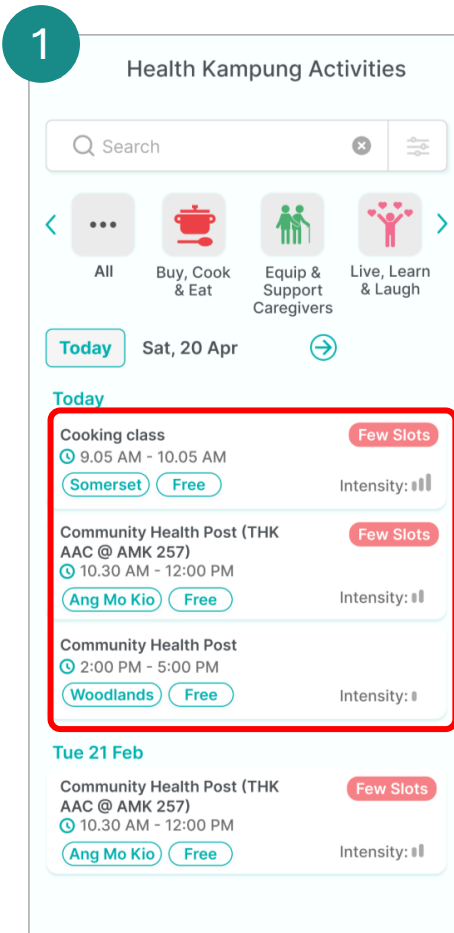
Successful completion of questionnaire screen.

Key in your email address and tap on **Register Email Address**.

Upon successful email registration, tap on **Proceed**.

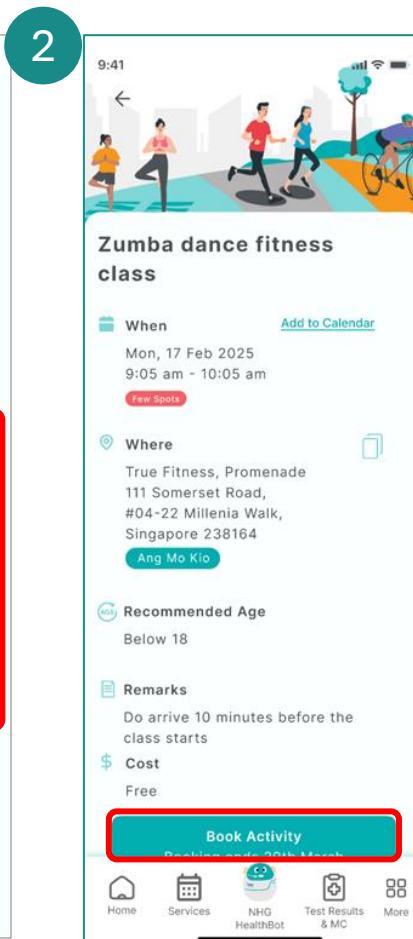
Tap on **OK** and proceed with viewing the available Health Kampung activities.

# Health Kampung – Book Activities

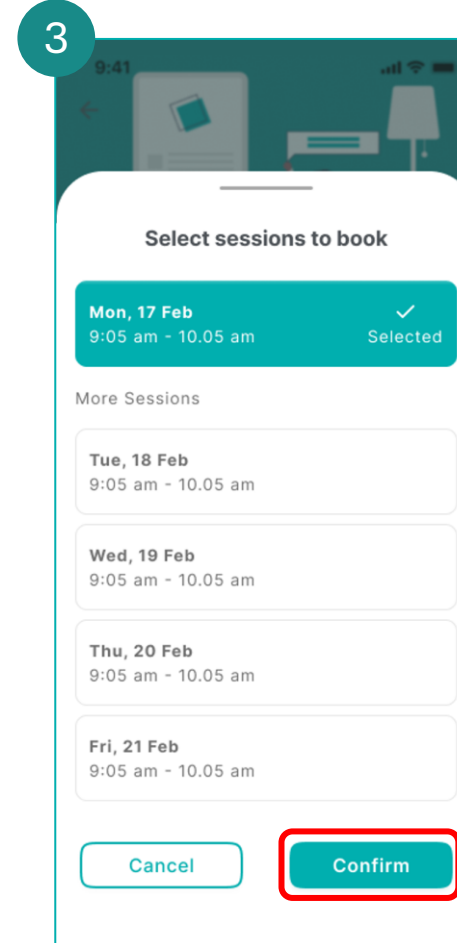


Tap on your preferred activity. There are **three** activity booking types:

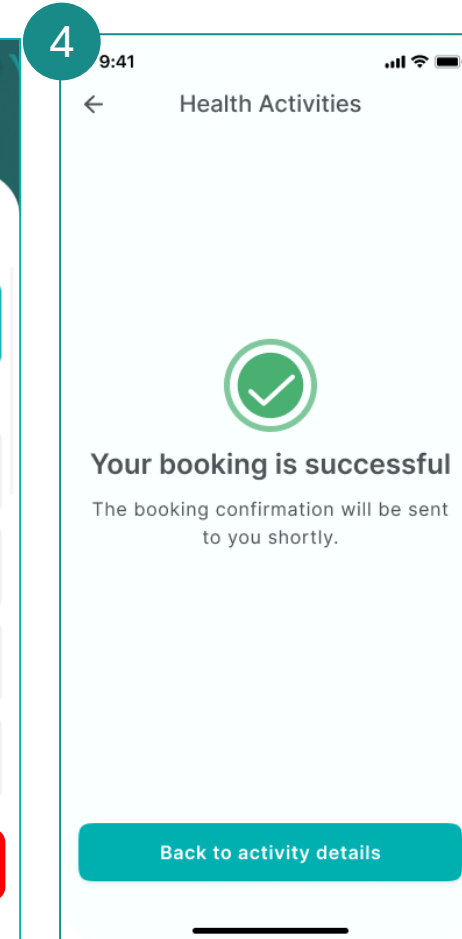
1. In-App Booking
2. Booking directly with organisers
3. No Registration needed



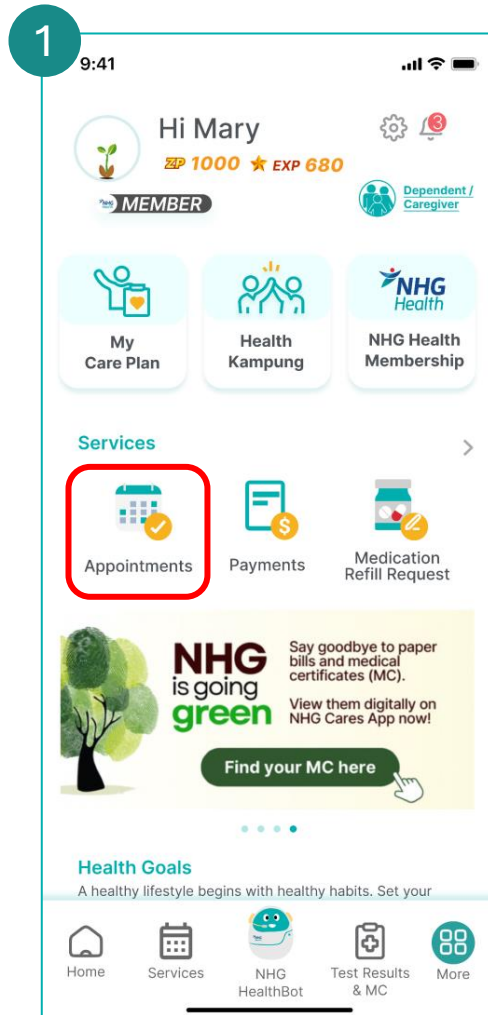
Tap on **Book Activity**.



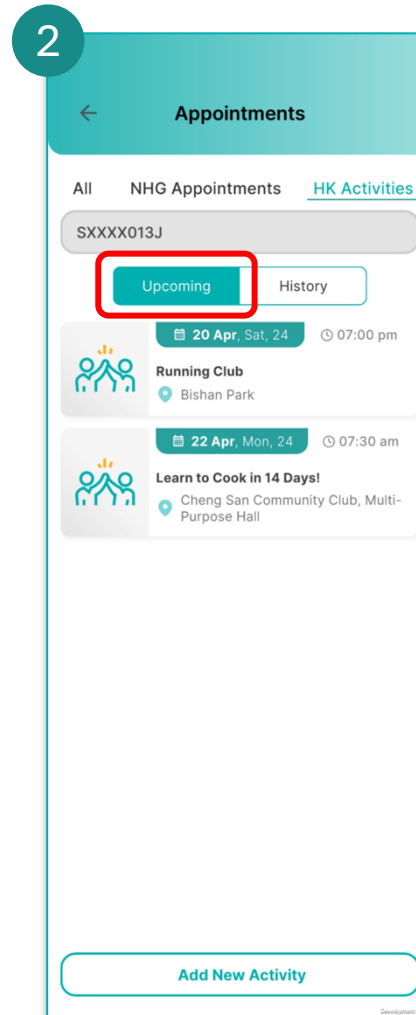
Tap on your preferred session (if necessary) and **Confirm**.



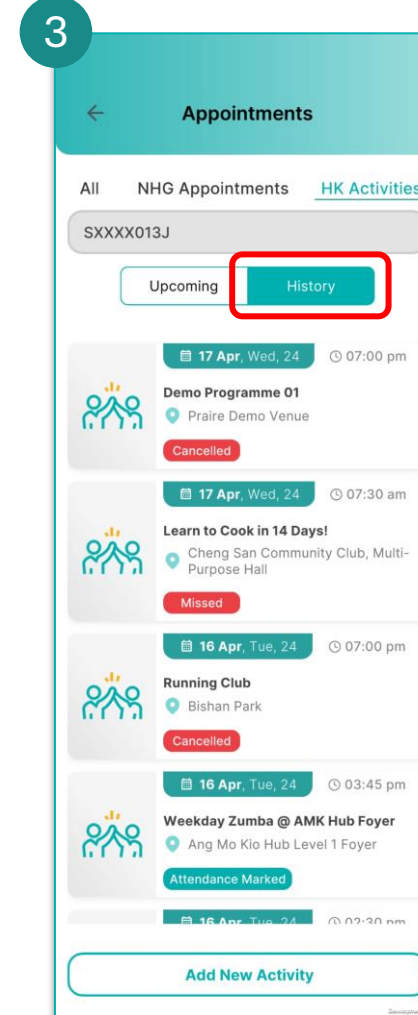
# Health Kampung – View Booked Activities



Tap on **Appointments**.



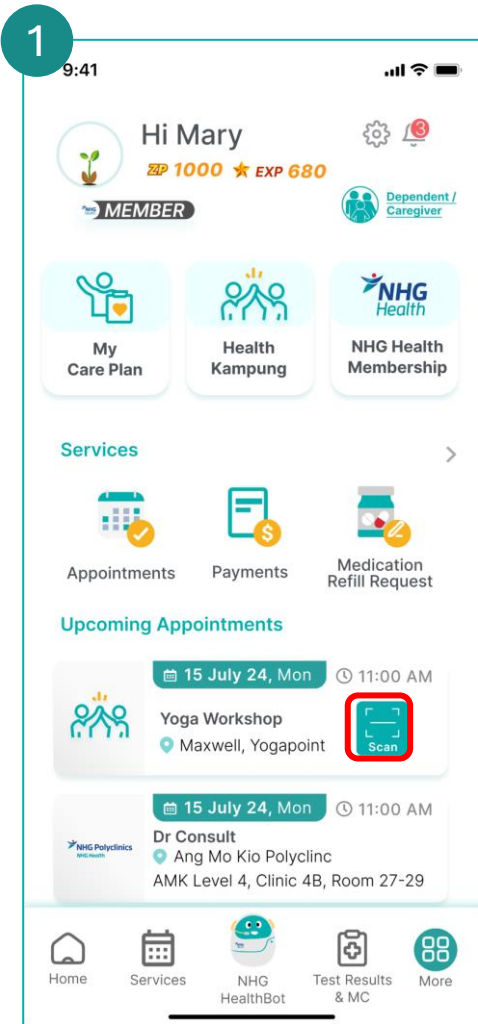
Tap on **Upcoming** to view new activities booked.



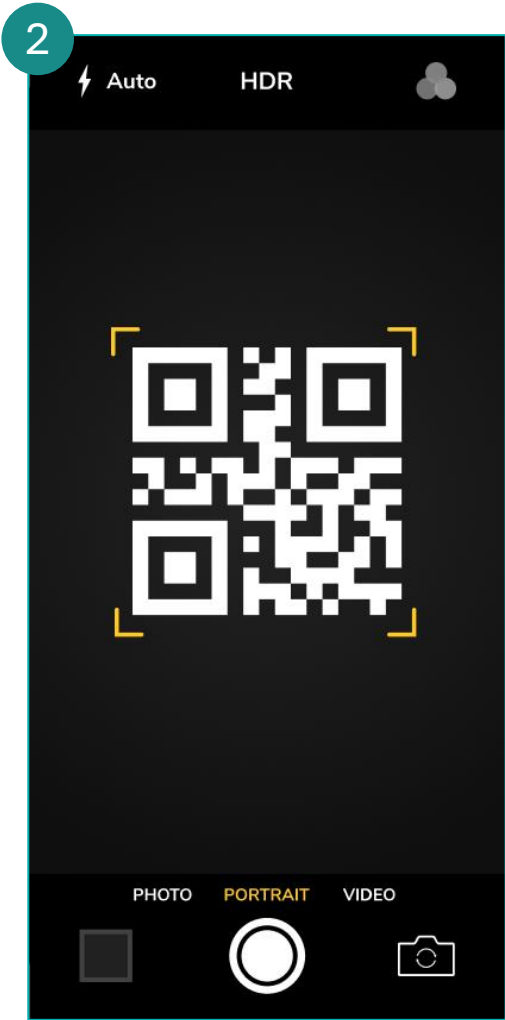
Tap on **History** to view past activities.

# Health Kampung – Mark Attendance

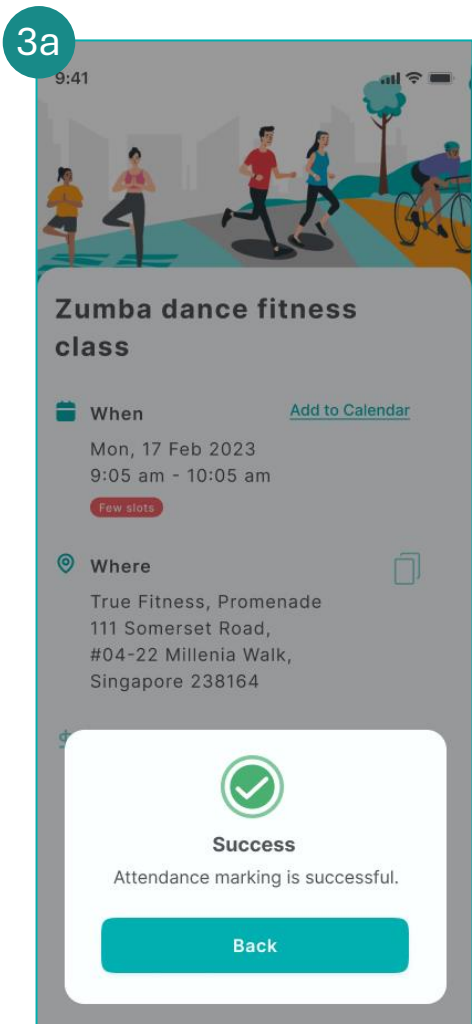
Singpass Login



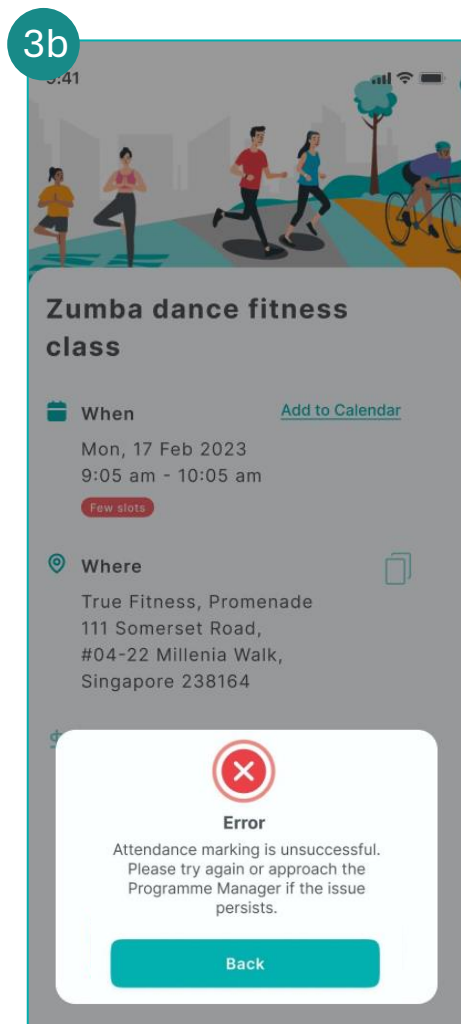
Tap on **Scan**.



Scan the QR Code at the event.



Success pop-up will appear upon successful attendance marked.



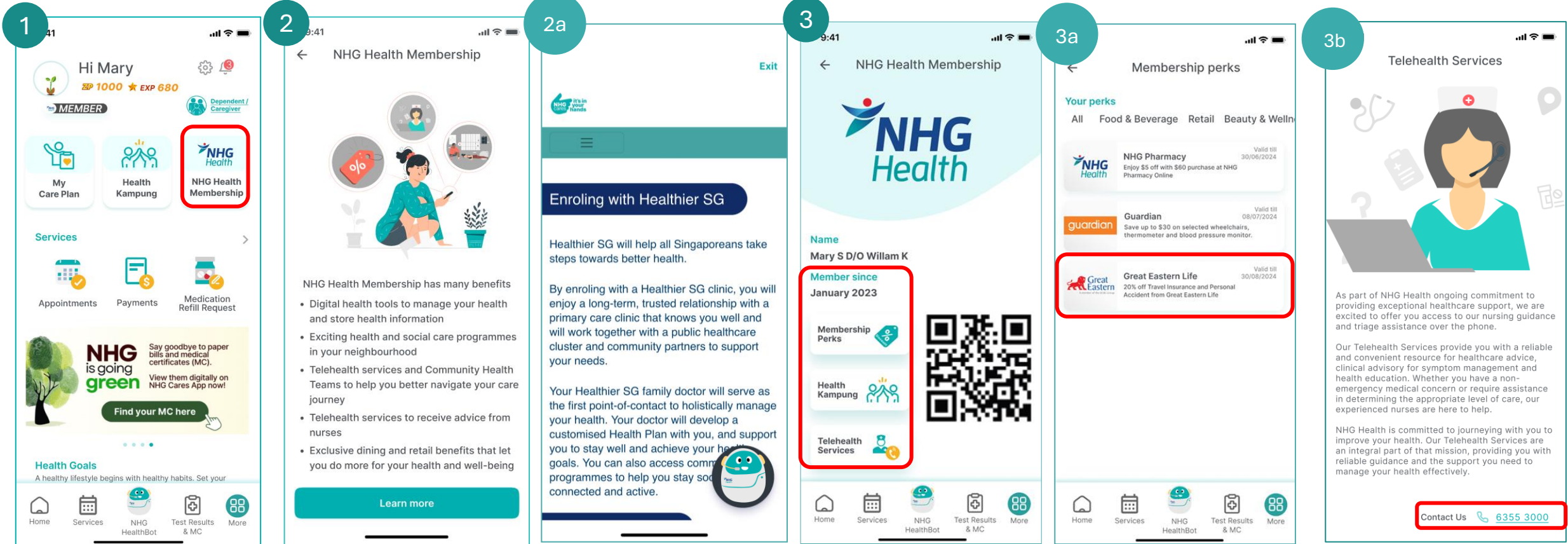
Error pop-up will appear upon unsuccessful attendance marking. Please approach the event organiser for assistance.

# NHG Health Membership

Singpass  
Login

Central & North  
Residents

Enrolled to  
Healthier SG



Tap on **NHG Health Membership**.

Tap on **Learn More**.

For NHG residents who have not enrolled to HSG will be provided steps on enrolment.

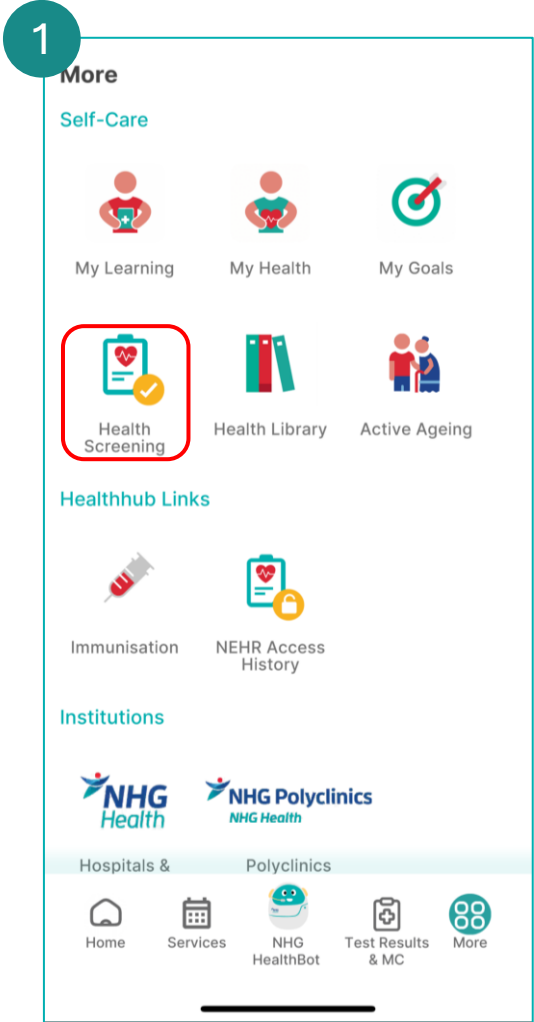
Enrolled residents can access additional benefits and services by tapping on:

- Membership Perks
- Health Kampung
- Telehealth Services

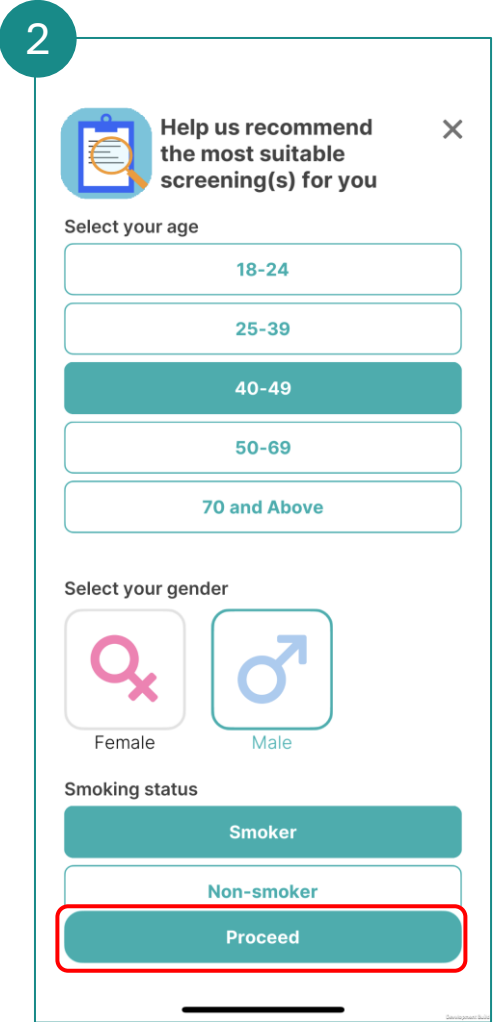
Tap on **Perks** to get codes for dining and retail savings.

Tap on **Telehealth Services** to get advice from nurses.

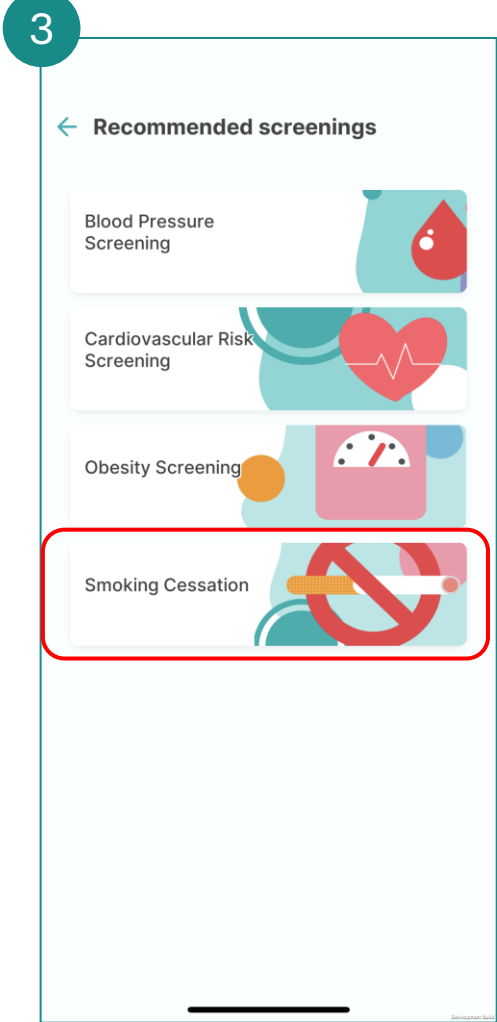
# Health Screening



Tap on **Health Screening**.



Fill up the questionnaire and select **Proceed**.

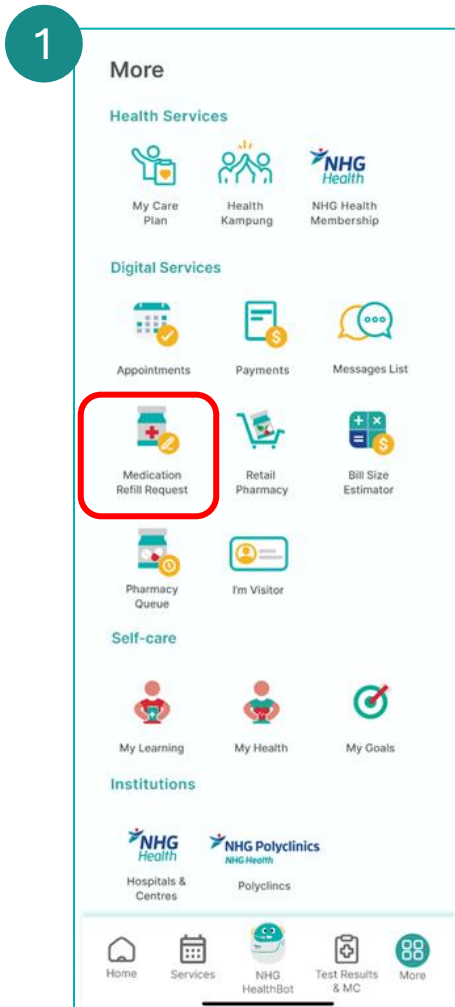


Tap on the recommended screening type to find out more.

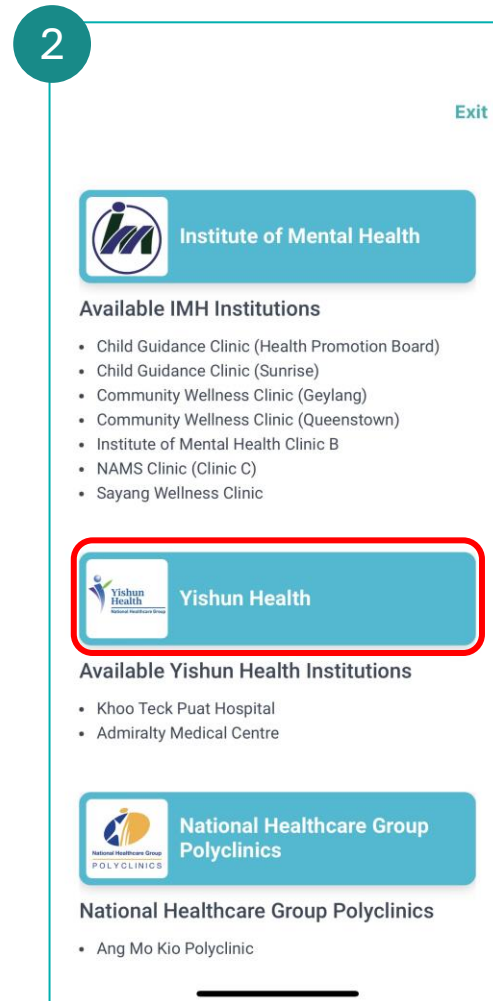
# Medication Refill Request

Singpass Login

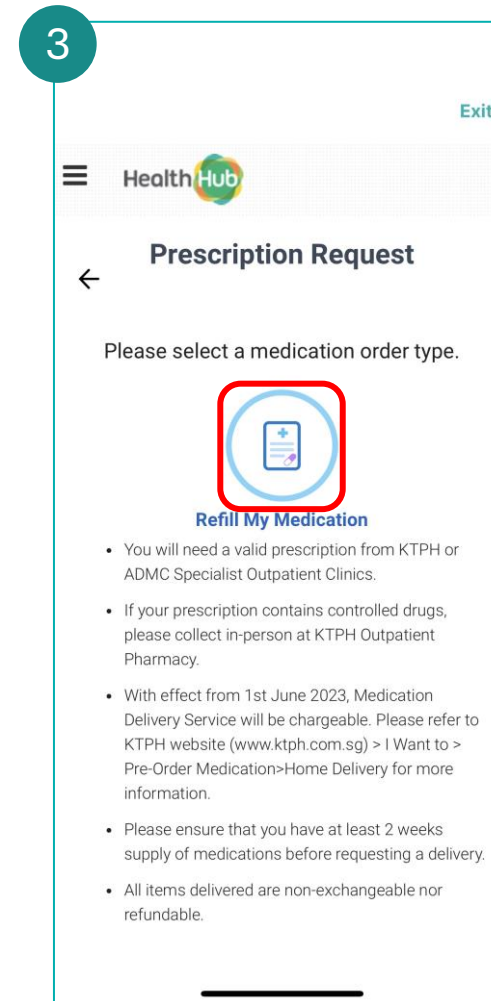
Applicable to all NHG institutions



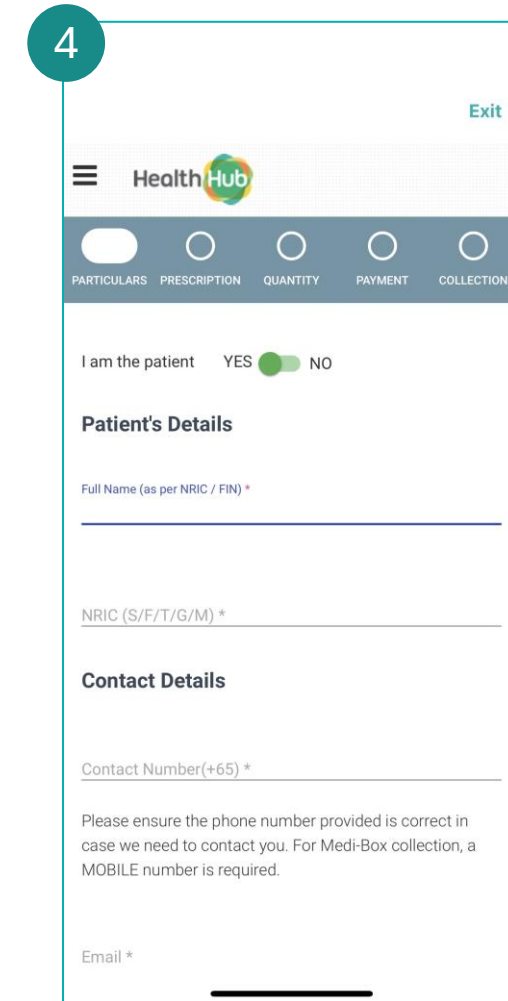
Tap on **Medication Refill Request**.



Tap on your **healthcare provider's institution**.



Tap on **Refill My Medication**.



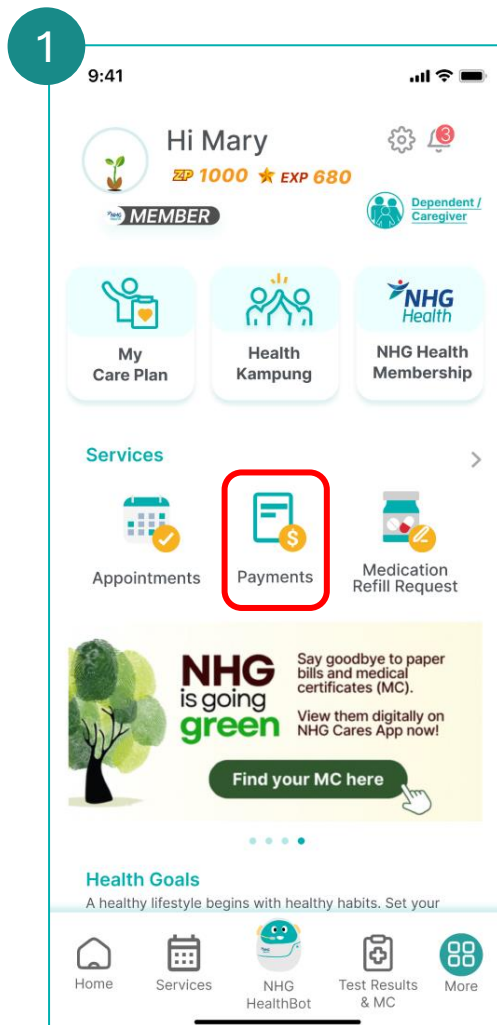
Complete the HealthHub Medications Request form accordingly.

**Note:** Institutions listed is for illustration purposes only.

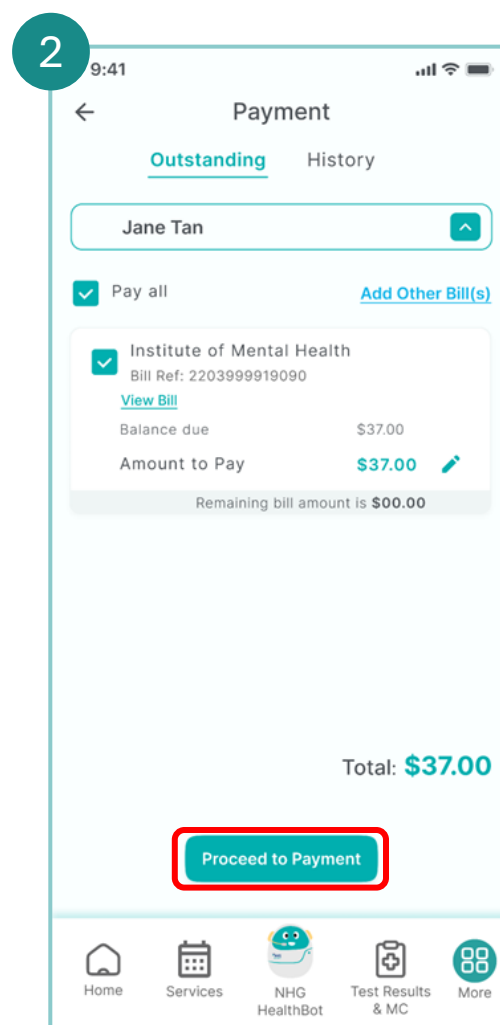
# Payments

Applicable to all NHG institutions except NSC


Singpass Login

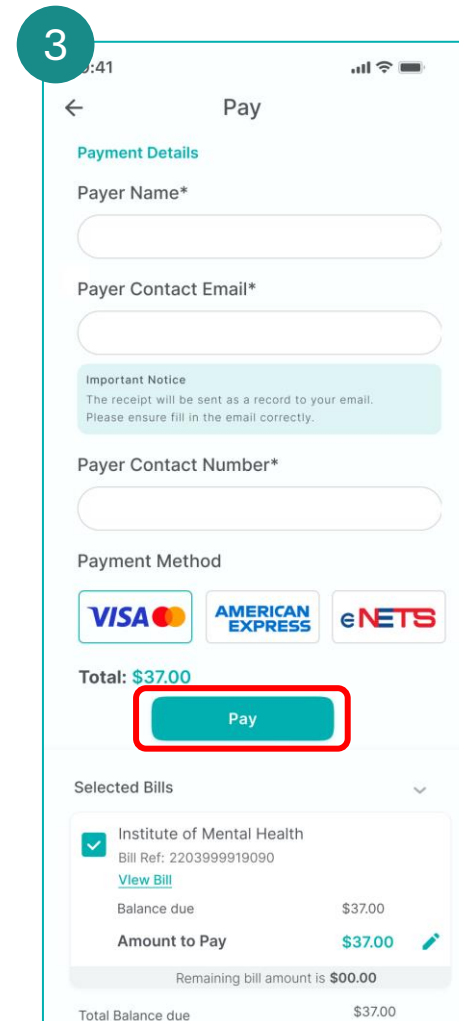


Tap on **Payments**.

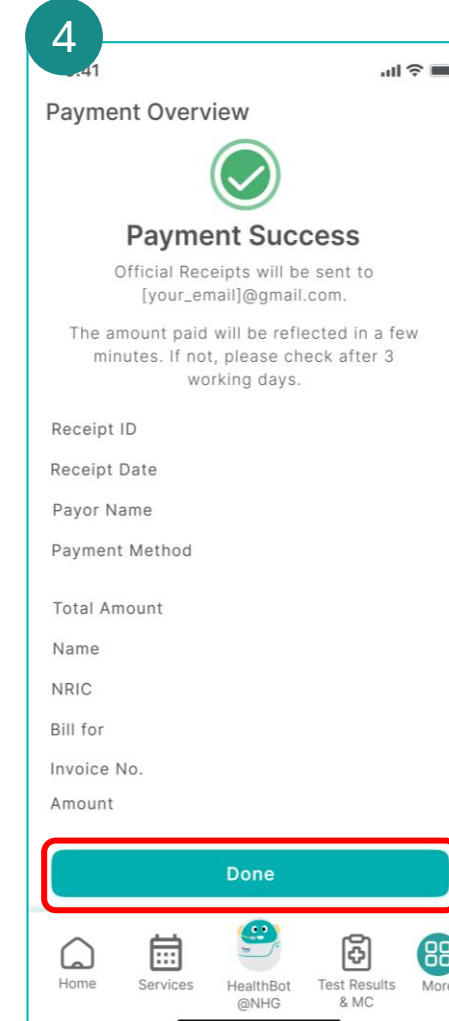


Select or Add bills to pay and tap on **Proceed to Payment**

Note: You may choose to make partial payment by tapping on the  icon.



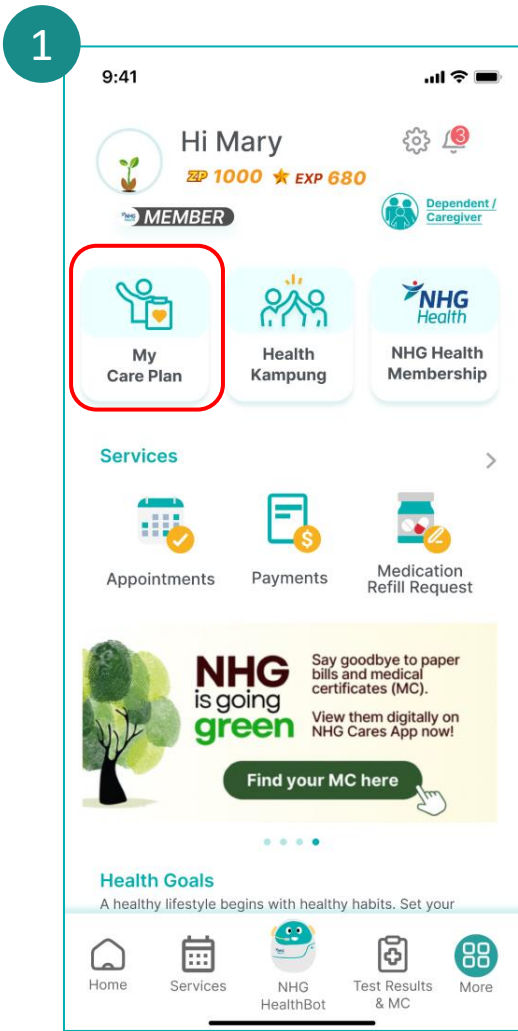
Input your details and tap on **Pay**.



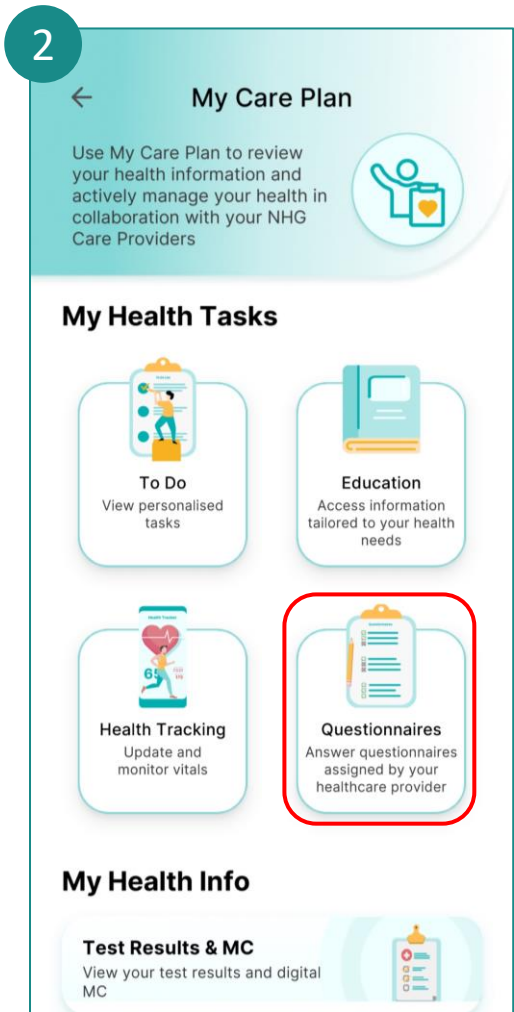
Tap on **Done** upon successful payment to exit the page.

# Accessing Questionnaire:COPD Assessment Test

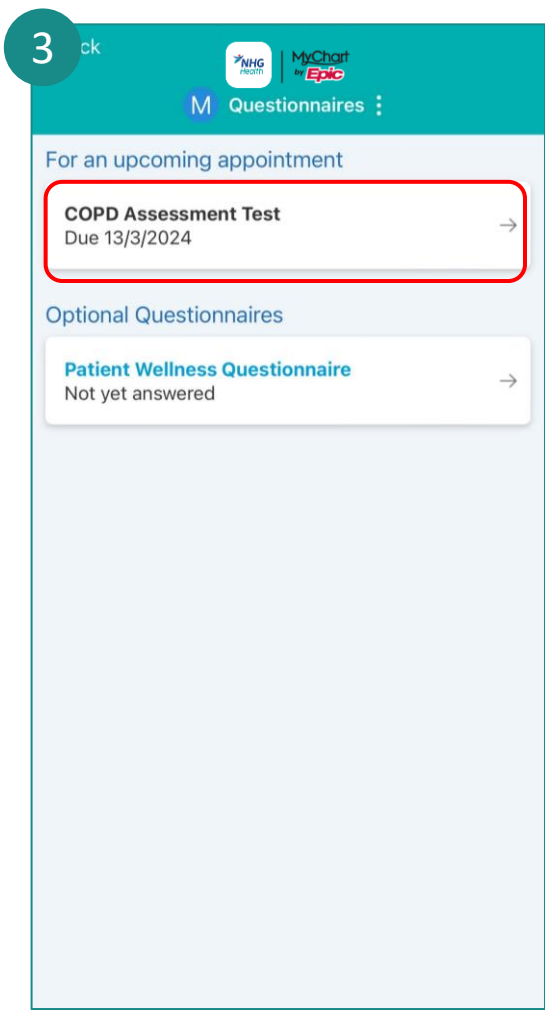
Singpass Login



Tap on **My Care Plan**.



Tap on **Questionnaires**.



Tap on questionnaire available for an upcoming appointment.

# Completing Questionnaire: COPD Assessment Test

Singpass Login



1

Back

M Questionnaires

COPD Assessment Test

For an upcoming appointment on 13/3/2024

The questionnaire is not intended to diagnose medical problems. The questionnaire also does not constitute, and is not a substitute for, professional medical advice, care or treatment which you would receive from your doctor. If you require medical diagnosis, advice, care or treatment, please consult with your doctor. If you think you may have a medical emergency, immediately visit your doctor or dial 995.

On a scale of 0 to 5, please rate your symptoms from 0 (no symptoms) to 5 (very severe symptoms).

\* Indicates a required field.

\* Cough

0 - I never cough	1
2	3
4	5 - I cough all the time

\* Phlegm

0 - I have no phlegm (mucus) in my chest at all	1
2	3

Fill in the questionnaire.

2

Back

M Questionnaires

For an upcoming appointment on 13/3/2024

Please review your responses. To finish, click **Submit**. Or, modify an answer by clicking its edit link.

Cough	Edit
1	
Phlegm	Edit
2	
Chest Tightness	Edit
3	
Stairs	Edit
2	
Home Activities	Edit
3	
Leaving Home	Edit
2	
Sleep	Edit
3	
Energy	Edit
2	

Submit

BackCancel

Select your answers and tap **Submit**.

3

Back

M Questionnaires

Recent Questionnaire Answers

COPD Assessment Test

For an upcoming appointment

Submitted 13/3/2024 at 1:38 PM

Optional Questionnaires

Patient Wellness Questionnaire

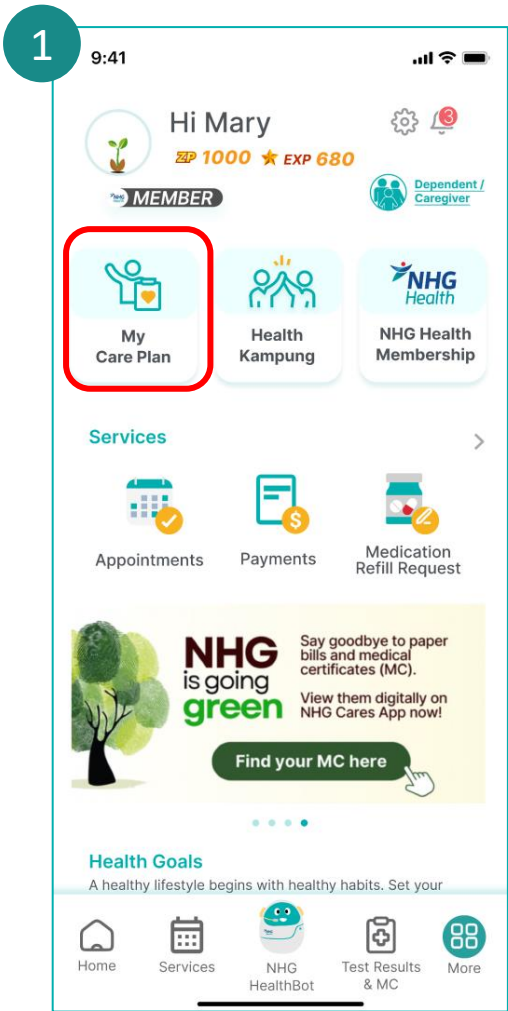
Not yet answered

Your answers have been submitted.

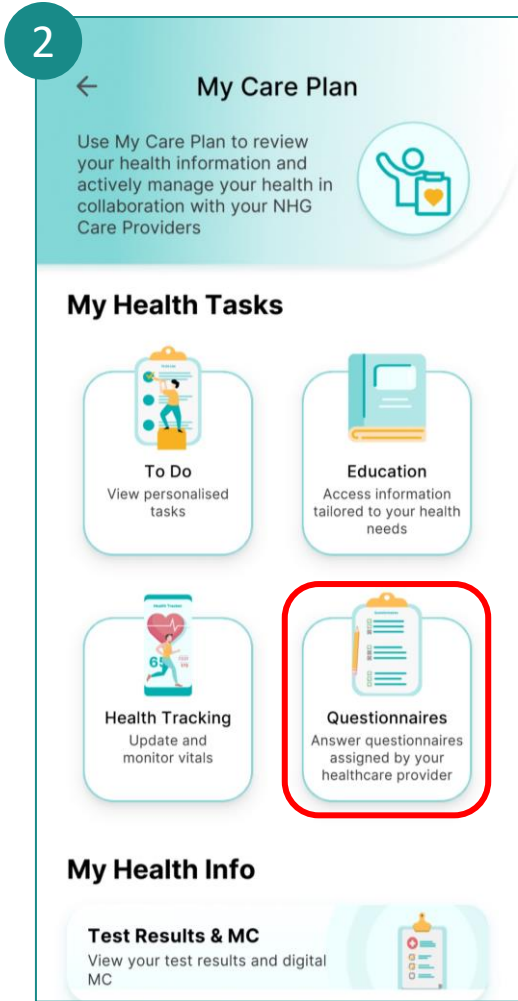
Upon submission, view successful completion of questionnaire screen.

# Accessing Questionnaire: GINA

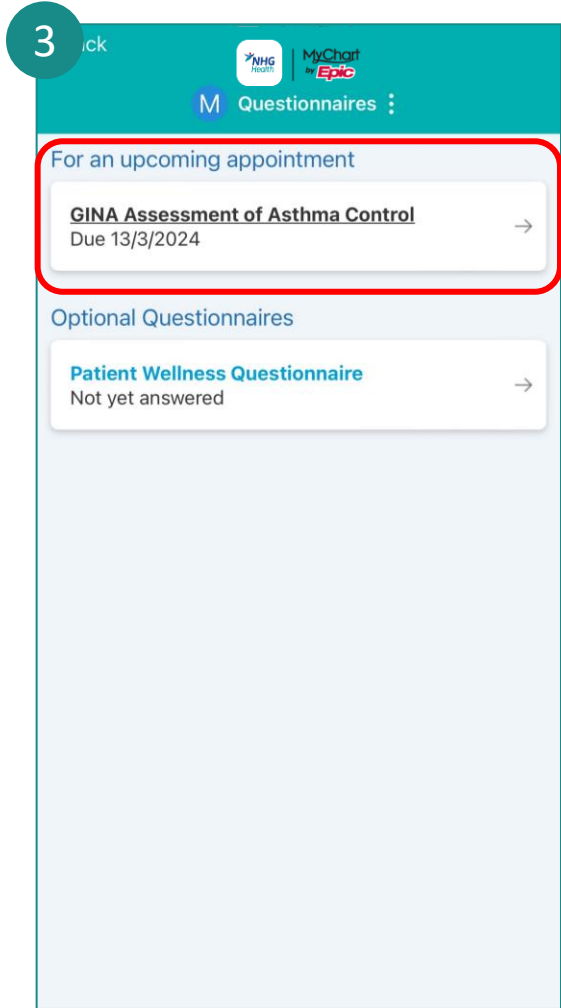
Singpass Login



Tap on **My Care Plan**.



Tap on **Questionnaires**.



Tap on questionnaire available for an upcoming appointment.

# Completing Questionnaire: GINA

Singpass Login



1

Back Questionnaires

### GINA Assessment of Asthma Control

For an upcoming appointment on 13/3/2024

*The questionnaire is not intended to diagnose medical problems. The questionnaire also does not constitute, and is not a substitute for, professional medical advice, care or treatment which you would receive from your doctor. If you require medical diagnosis, advice, care or treatment, please consult with your doctor. If you think you may have a medical emergency, immediately visit your doctor or dial 995.*

In the past 4 weeks, have you experienced any of the following symptoms?

\* Indicates a required field.

\* Daytime asthma symptoms more than twice/week?

No Yes

\* Any night waking due to asthma?

No Yes

\* Reliever needed for symptoms more than twice/week?

No Yes

\* Any activity limitation due to asthma?

No Yes

Fill in the questionnaire.

2

Back Questionnaires

### GINA Assessment of Asthma Control

For an upcoming appointment on 13/3/2024

Please review your responses. To finish, click **Submit**. Or, modify an answer by clicking its edit link.

Daytime asthma symptoms more than twice/week? [Edit](#)

Yes

Any night waking due to asthma? [Edit](#)

Yes

Reliever needed for symptoms more than twice/week? [Edit](#)

No

Any activity limitation due to asthma? [Edit](#)

No

Submit

Back Cancel

Thank you for your responses!

Select your answers and tap **Submit**.

3

Back Questionnaires

### Recent Questionnaire Answers

**GINA Assessment of Asthma Control** →  
For an upcoming appointment  
✔ Submitted 13/3/2024 at 5:10 PM

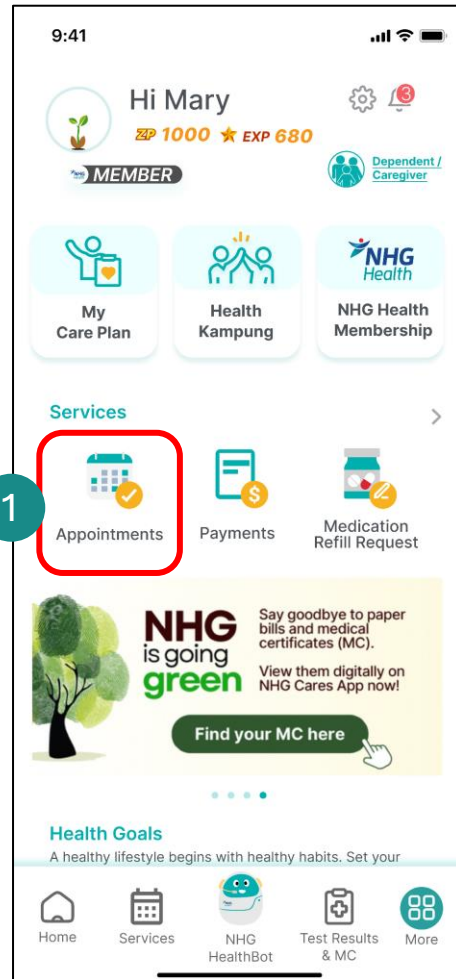
### Optional Questionnaires

**Patient Wellness Questionnaire** →  
Not yet answered

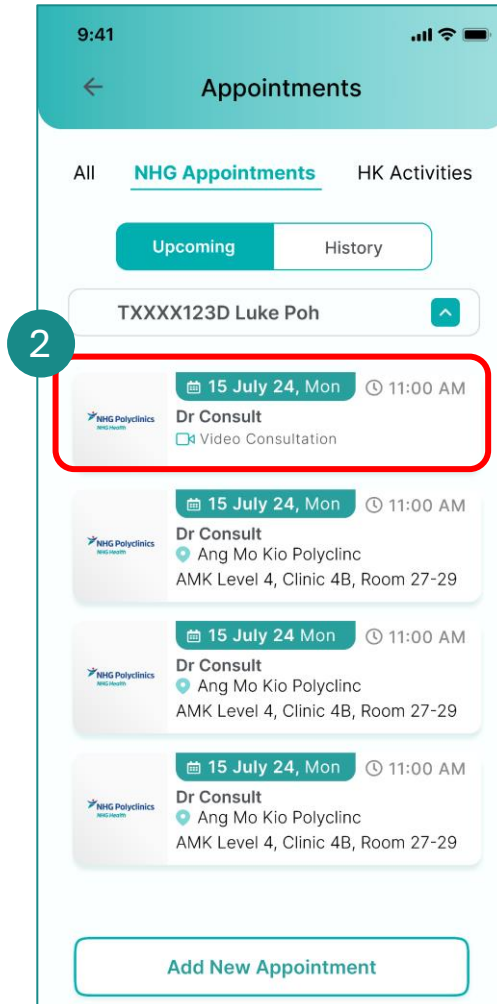
Upon submission, view successful completion of questionnaire screen.

# Appointment Card & Booking of Video Consult

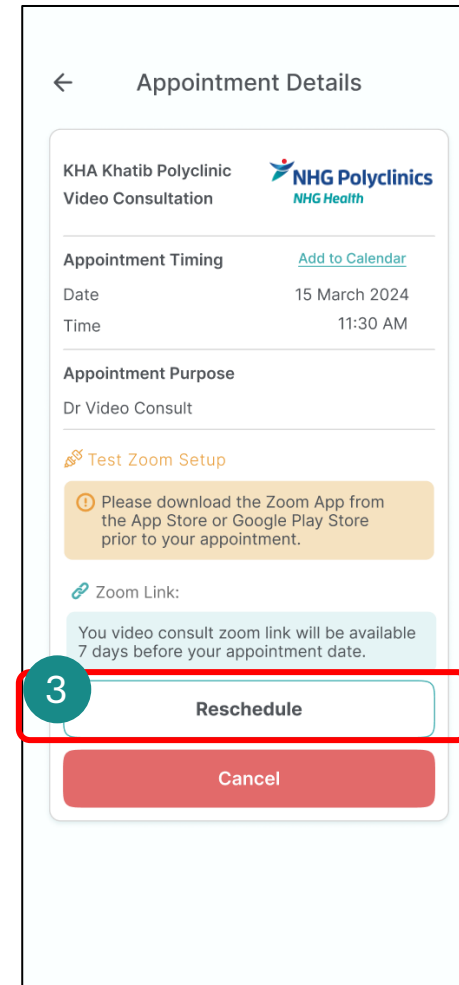
Available in all 7 NHGP Polyclinics



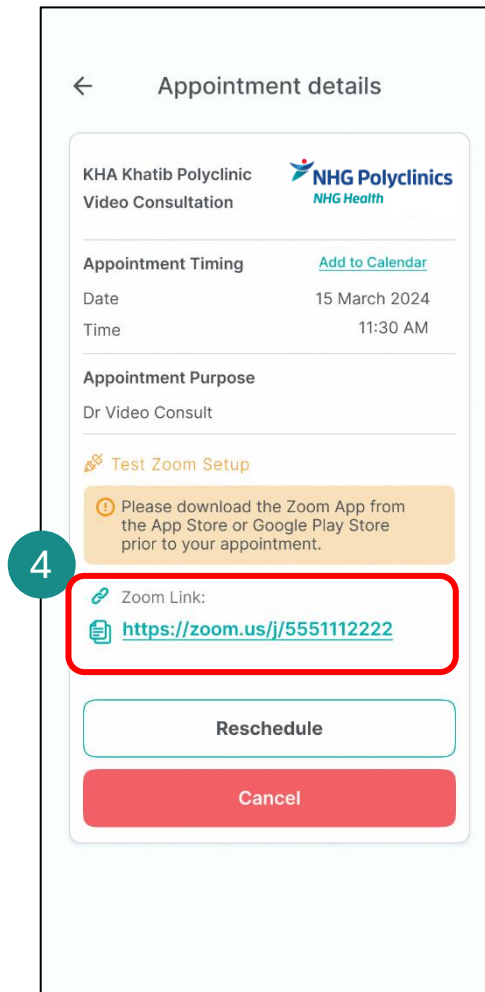
Tap on **Appointments** to view listings.



Tap Video consultation under appointment listing.

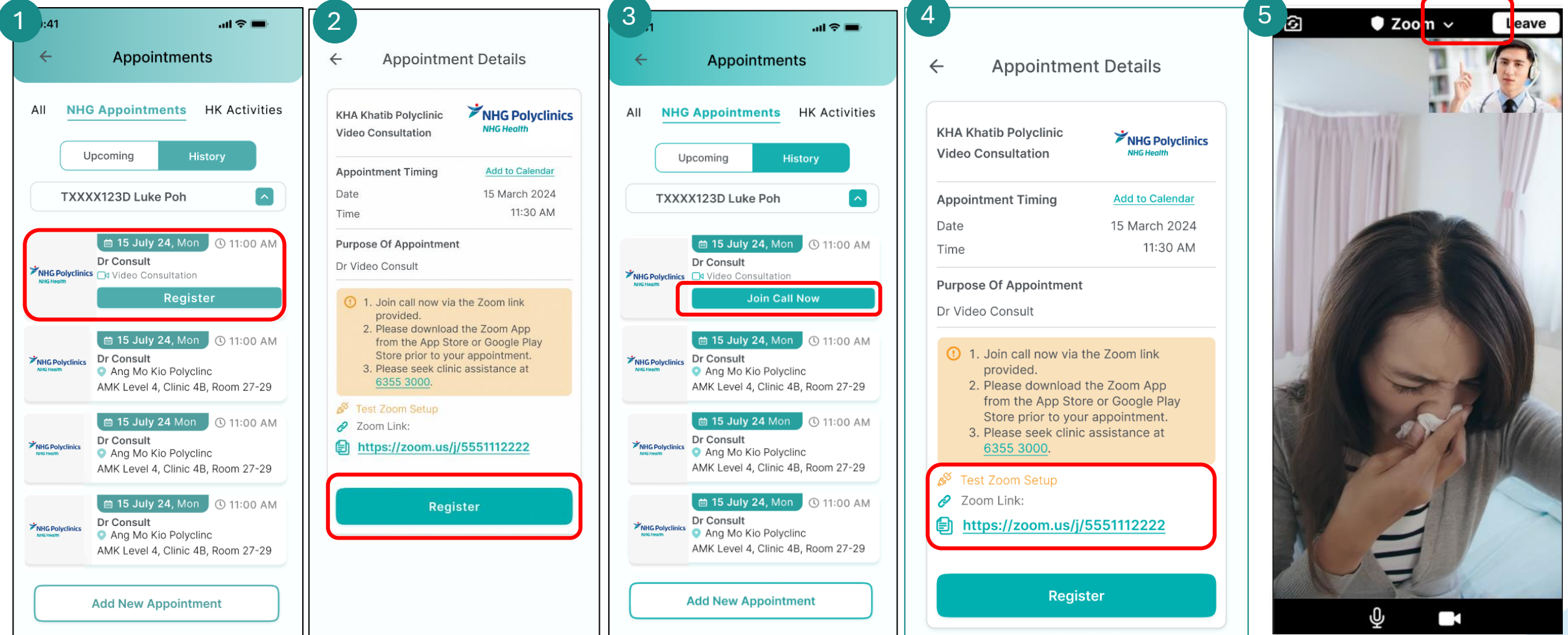


Tap reschedule to update and/or cancel the appointment.



Zoom link will be displayed 7 days before the appointment date (inclusive of weekends).

# Zoom Link Feature - Successful Registration of Video Consult



Registration button will be displayed 30 mins before appointment time.

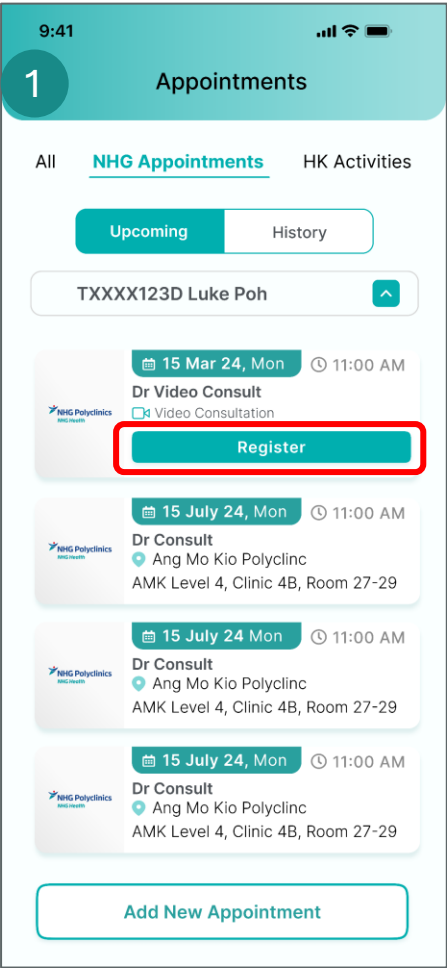
Taps **Register** via appointment details page.

Display **Join Call Now** upon successful actualization/ registration.

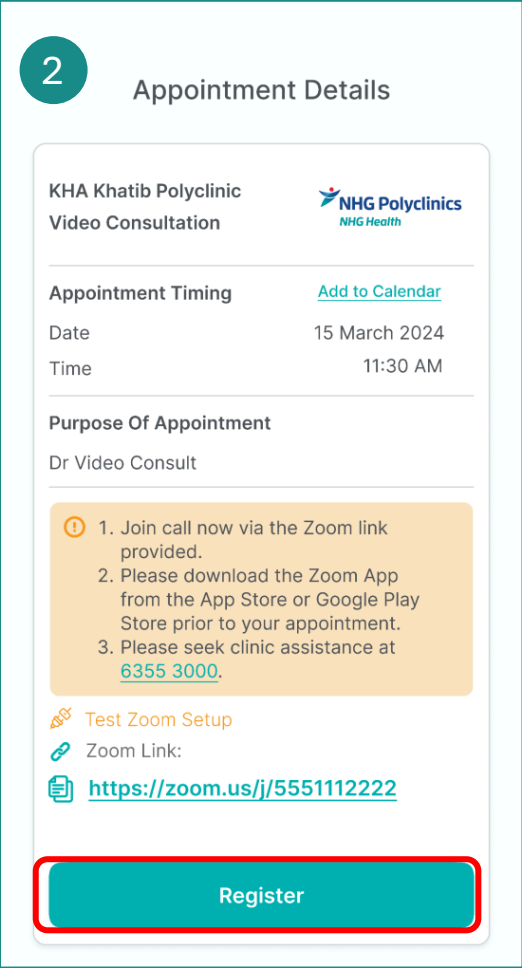
Tap on Join Call Now to launch **Zoom** app.

Video consultation starts and ends in Zoom.  
Once video consultation ends, there is no re-direction back to NHA after end of Zoom call.

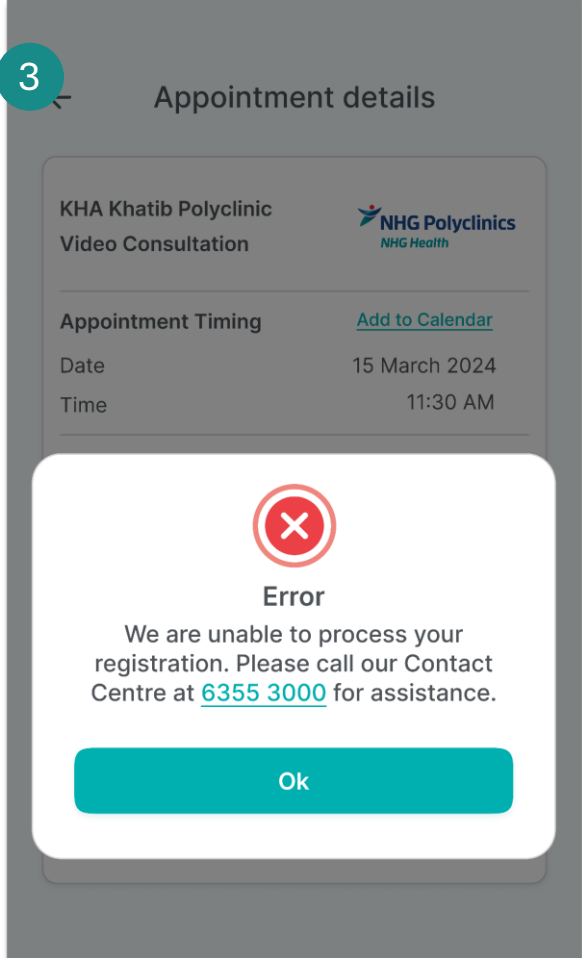
# Zoom Link Feature - Failed Registration of Video Consult



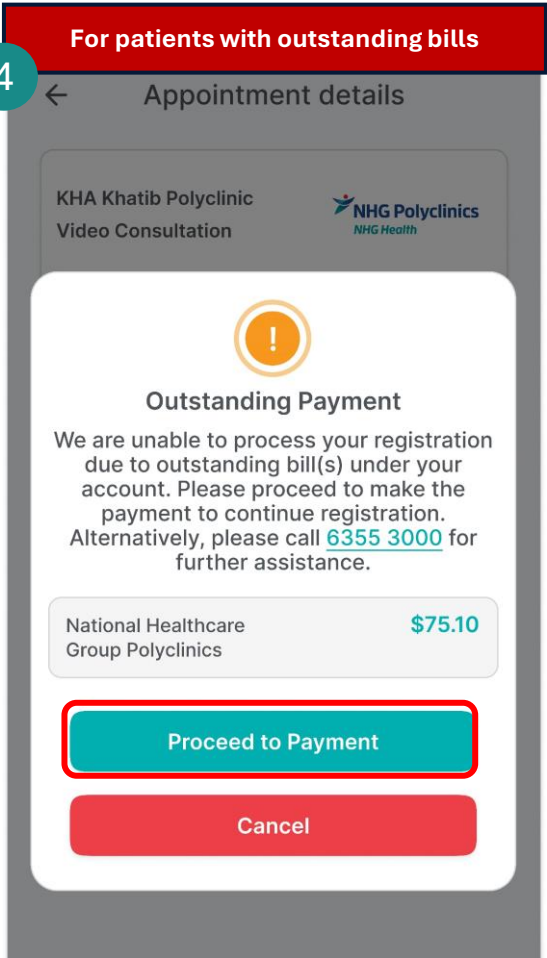
Registration button will be displayed 30 mins before appointment time.



Tap **Register** via appointment details.



A pop-up **error notification** will be displayed due to outstanding bill(s).



Tap on **Proceed to Payment**.

Tap to **Cancel** to go back to appointment detail page.

# Late Registration of Video Consult

Within 30 mins post appointment time

1

Appointments

AllNHG AppointmentsHK Activities

UpcomingHistory

TXXXX123D Luke Poh

15 July 24, Mon11:00 AM

Dr Consult

Video Consultation

15 July 24, Mon11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

Add New Appointment

2

Appointment Details

Woodlands Polyclinic

Video Consultation

Appointment TimingAdd to Calendar

Date15 March 2024

Time11:30 AM

Purpose Of Appointment

Dr Video Consult

1. Join call now via the Zoom link provided.

2. Please download the Zoom App from the App Store or Google Play Store prior to your appointment.

3. Please seek clinic assistance at 6355 3000.

Test Zoom Setup

Zoom Link:

https://zoom.us/j/5551112222

You have missed your appointment time.

Please call 6355 3000 after you have entered the Zoom meeting to inform us of your log in.

30mins **before** your appointment time slot, you will not be able to view the registration button.

Tap **zoom link** to join the call for video consult.

30 mins **after** appointment time

3

Appointments

AllNHG AppointmentsHK Activities

UpcomingHistory

TXXXX123D Luke Poh

15 July 24, Mon11:00 AM

Dr Consult

Video Consultation

15 July 24, Mon11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon11:00 AM

Dr Consult

Ang Mo Kio Polyclinic

AMK Level 4, Clinic 4B, Room 27-29

Add New Appointment

4

Appointment details

KHA Khatib Polyclinic

Video Consultation

Appointment TimingAdd to Calendar

Date15 March 2024

Time11:30 AM

Purpose Of Appointment

HSG Screening Review Videoconsult

1. Join call now via the Zoom link provided.

2. Please download the Zoom App from the App Store or Google Play Store prior to your appointment.

3. Please seek clinic assistance at 6355 3000.

Test Zoom Setup

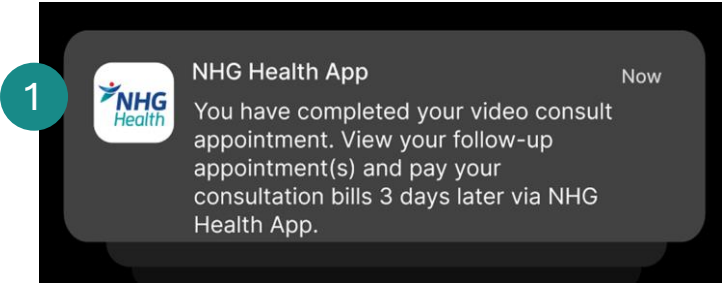
Zoom Link:

You have missed your appointment. Please call 6355 3000 for assistance. Thank you.

You will not be able to view Zoom link 30mins **after** appointment time.

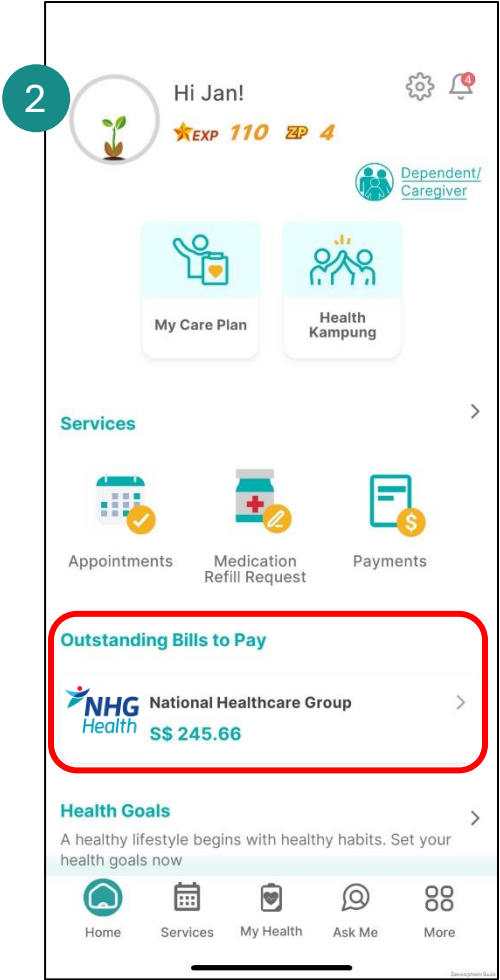
A missed appointment message will be displayed 30mins **after** appointment.

# Push Notifications of Video Consult



You will receive a push notification once the video consult is completed.

Tap on the **push notification** to be re-directed to NHG Health App homepage



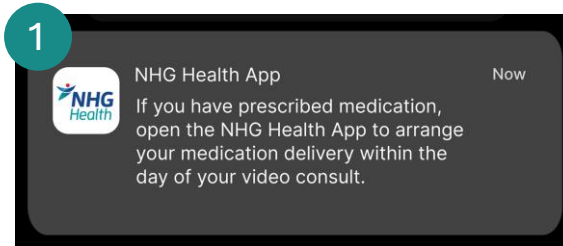
Tap on **Outstanding Bills to Pay** to view bills.



Tap on **Medications** to view prescribed medications after video consult.

# Order Medication of Video Consult

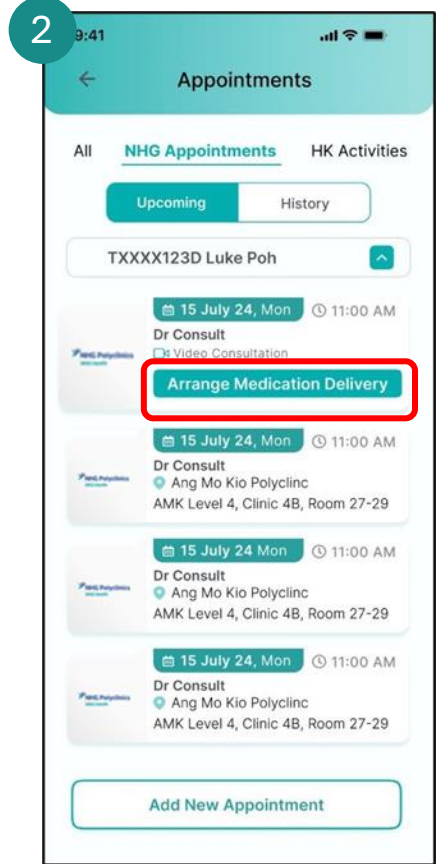
## Entry point 1



You will receive push notification 1 hour after the completion of video consultation.

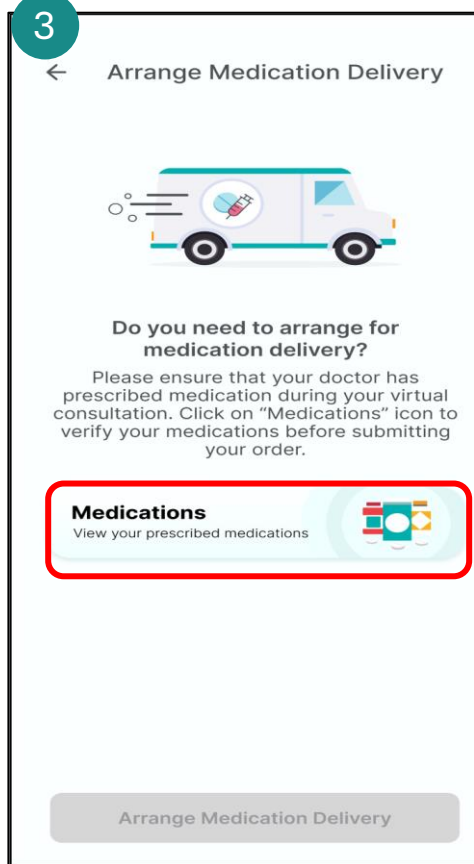
**Note:** Notification will be sent to all video consult patients regardless of prescribed medication.

VCP does not identify patient based on prescribed medication.

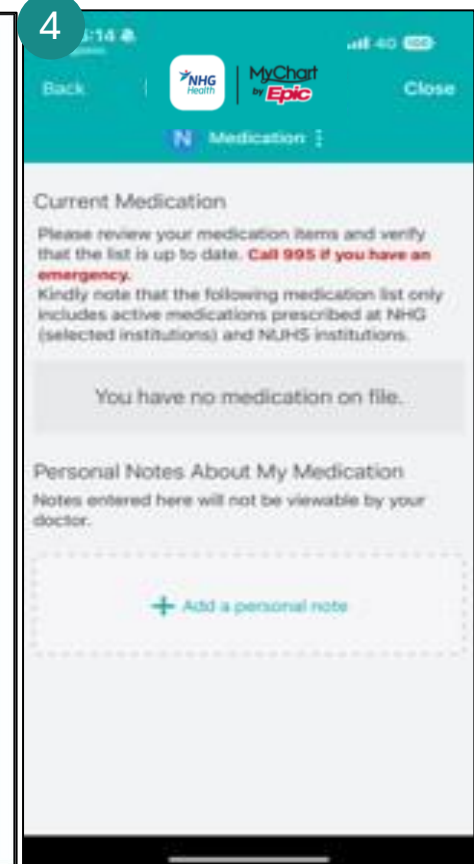


Tap **Arrange Medication Delivery** button to be redirected to arrange medication delivery screen

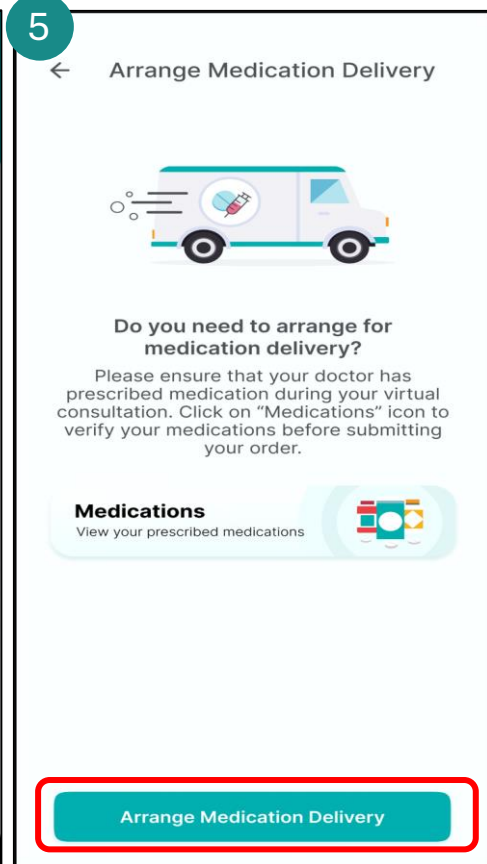
## Entry point 2



Tap on **Medications** to check for the medications



1. Check Medication on **MyChart Medication** page
2. After checking click **Close** and redirect to **Arrange Medication Delivery** screen and Arrange Medication Delivery button will be enabled



Tap on **Arrange Medication Delivery** to order medication on the Order Medication screen

# Order Medication Form of Video Consult

←

Order Medication

1

Note

The address is auto populated from our system, if there's a change of address please update.

Medications

View your prescribed medications

Prescribed Institution

Ang Mo Kio Polyclinic

Delivery Information

☒

1. Please ensure the details provided are accurate. Charges may apply if there are any amendments or re-deliveries required after your request has been submitted.  
2. Please note that the delivery date and time are subjected to availability.

Delivery Date

Monday, 20 Aug 2024

Delivery Time

09:00 AM - 01:00 PM

Address

☒ I have a different address for this medication delivery.

Postal Code

640472

Get Address

Street

Jurong West Street 21

No./Blk

472

Floor

09

Unit

91

Delivery Information

×

Delivery Time

09:00 AM - 01:00 PM

02:00 PM - 06:00 PM

07:00 PM - 10:00 PM

Tap on Medications button to be re-directed to prescribe medication.

Choose delivery date and delivery time.

You will be allowed to change delivery address should the delivery address defer from records.

Note:

1. Default- pre-fill of delivery address & contact details is from NGEMR (Permanent Address)  
2. Contact Details are from NGEMR records

Contact Details

Our staff may call you to confirm medication supply. Kindly ensure the contact number is accurate. We may call if clarification is required.

Email Address

nhg@nhg.com

Contact Number

9442 1231

Do you wish to use Medisave?

☐ Yes ☐ No

Do you want medication to be delivered in full?

☐ Yes ☐ No

Confirm

Tap **Confirm** to submit order form.

Medications

View your prescribed medications

Prescribed Institution

Ang Mo Kio Polyclinic

Delivery Information

Select date

×

August 2024

< >

M	T	W	T	F	S	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Cancel

Confirm

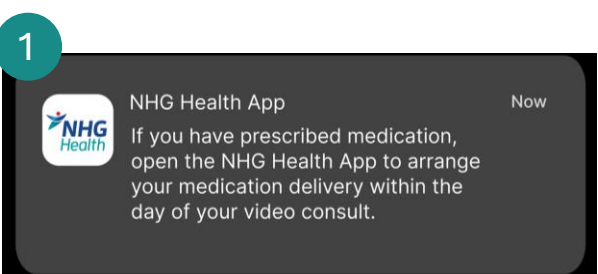
**Note:**

- 1. Delivery date starts from 1 week from the day of med order
- 2. Delivery end date starts from 2 weeks from the day of med order
- 3. Delivery does not include Public holidays and Sundays
- 4. Delivery timeslot ranges from
  - (9 to 1pm), (2 to 6pm) and (7 to 10pm)
  - No night deliveries on Sat (7 to 10pm)

62

# Order Medication of Video Consult - SOC

## Entry point 1

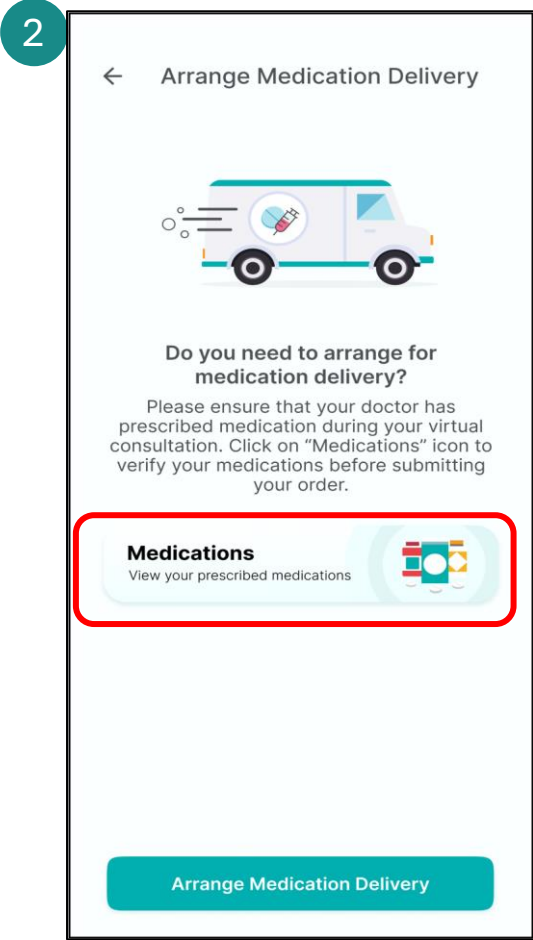


You will receive push notification 1 hour after the completion of video consultation.

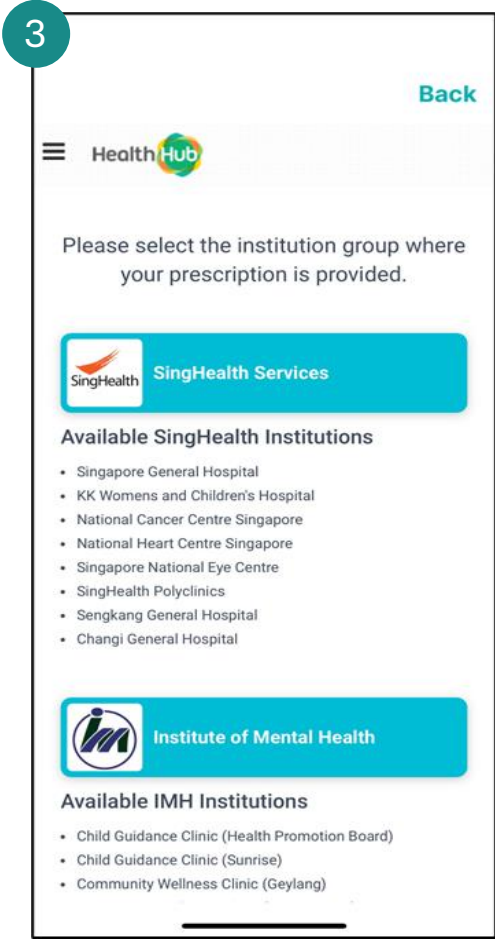
**Note:** Notification will be sent to all video consult patients regardless of prescribed medication.

VCP does not identify patient based on prescribed medication.

## Entry point 2

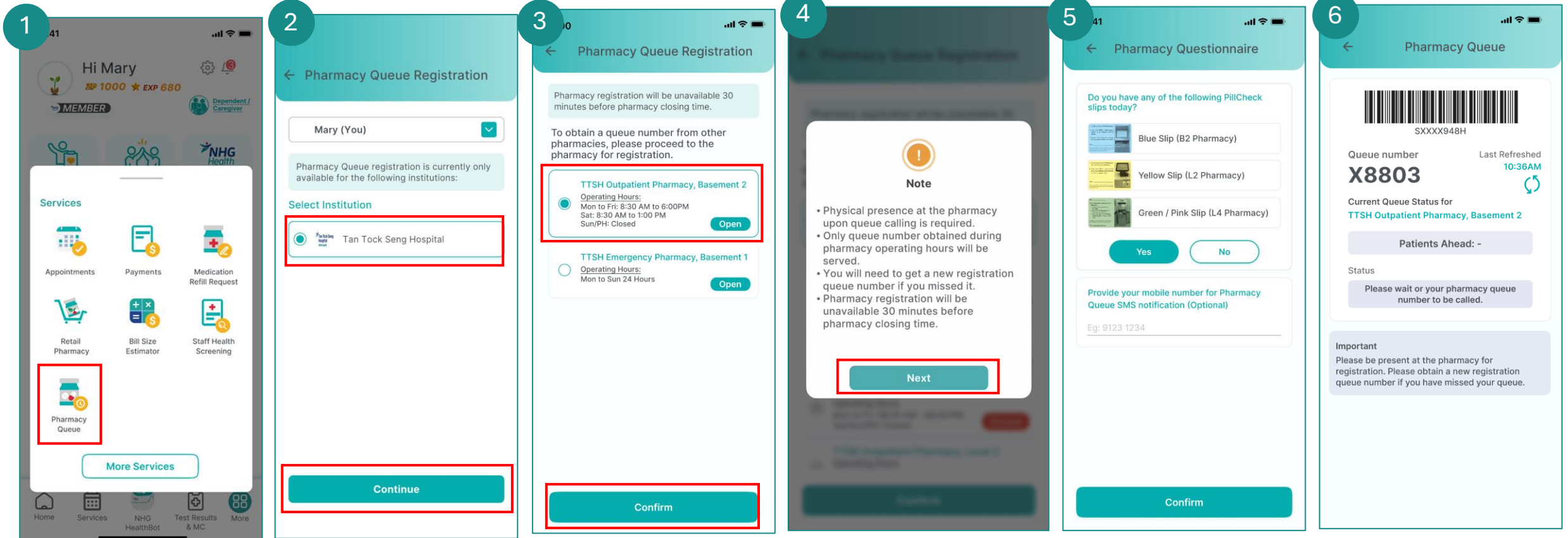


Tap **Arrange Medication Delivery** button to be redirected to arrange medication delivery through HealthHub Med Refill screen



Submit medication delivery using HealthHub refill page

# Pharmacy Queue



Tap on **Pharmacy Queue** icon on Home screen/ Services or More screen.

Select your **Institution** and tap on **Confirm**.

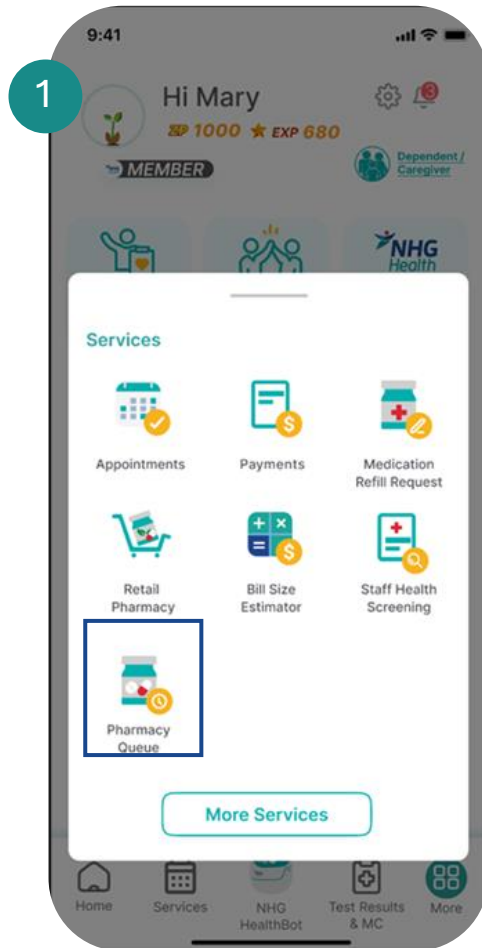
Select your Pharmacy and tap on **Confirm**.

Tap on **Next** button.

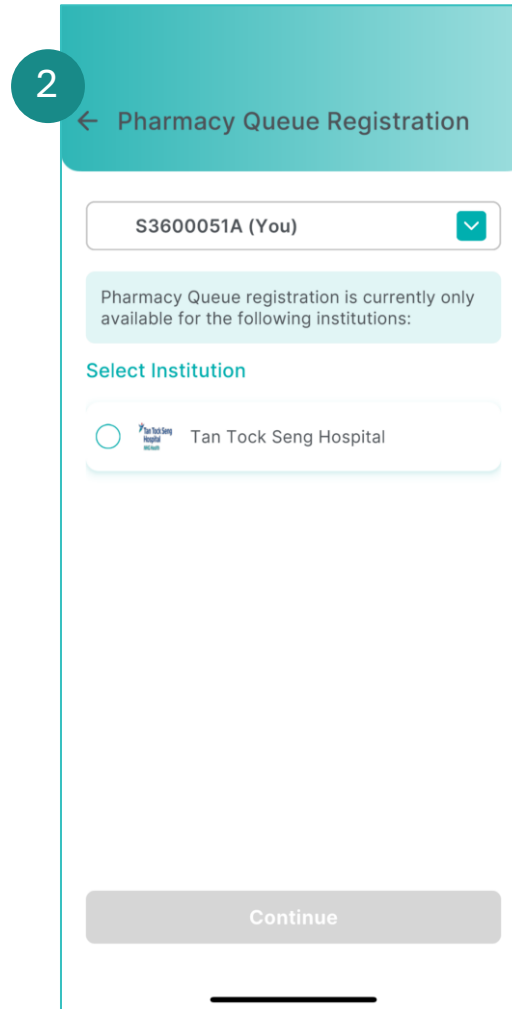
Complete the questionnaire and tap on **Confirm**.

If **Yes**, was selected, Q number will be displayed.

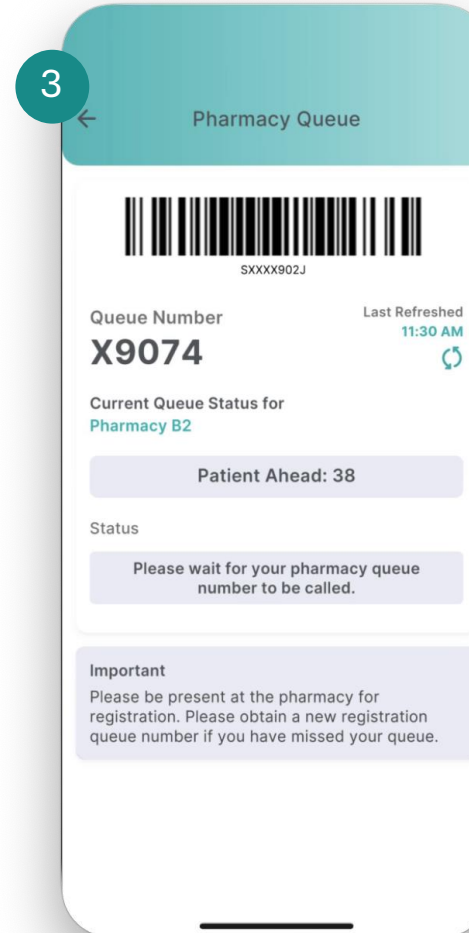
# Pharmacy Queue – Show Existing Kiosk, TTSH Pharmacy B2 enabled



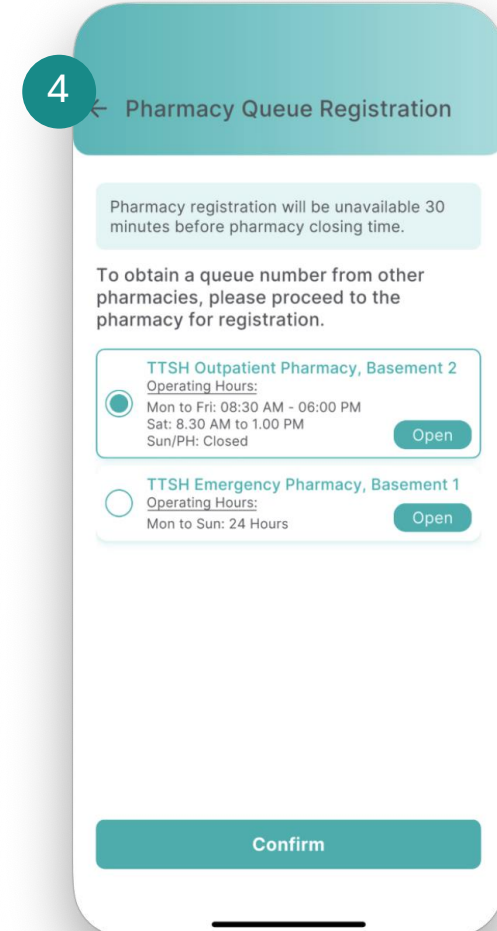
Tap on **[Pharmacy Queue]** icon on Home screen/ Services or More screen.



Tap on **[Institution]** icon to continue.

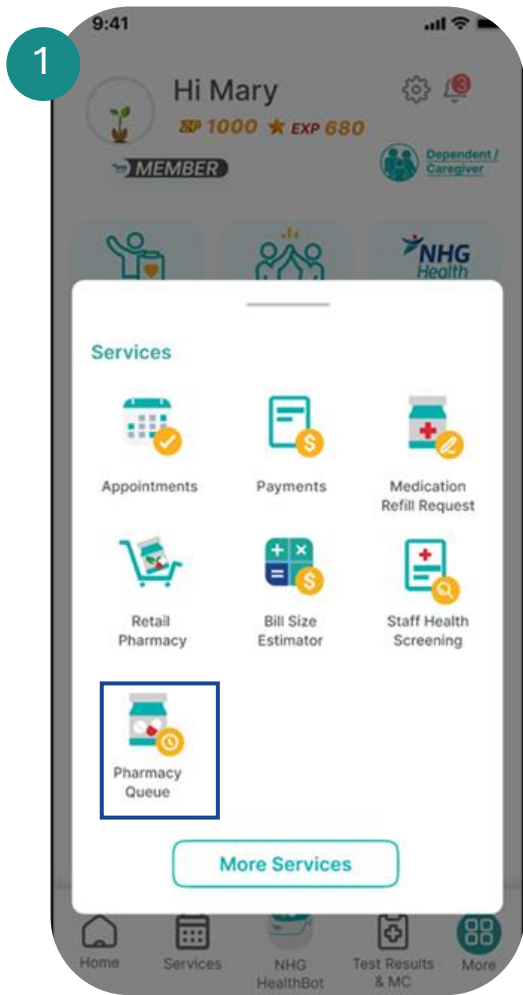


If patient **has existing queue** (Registered using Kiosk or by Staff), APP to show the current Queue.

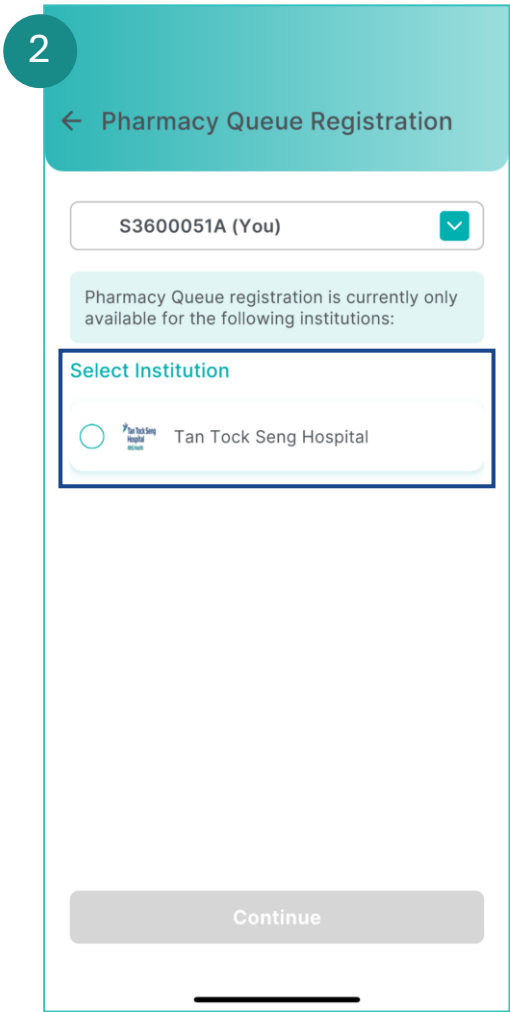


If patient **does not have existing queue** or queue ended, NHA to show the list of enabled pharmacies.

# Pharmacy Queue Show Existing Kiosk - Pharmacy disable

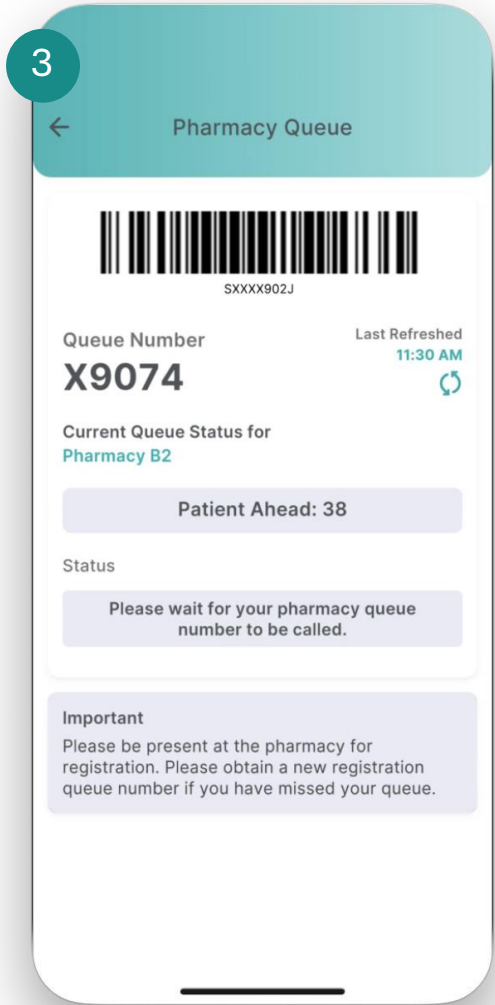


Tap on **[Pharmacy Queue]** icon on Home screen/ Services or More screen.



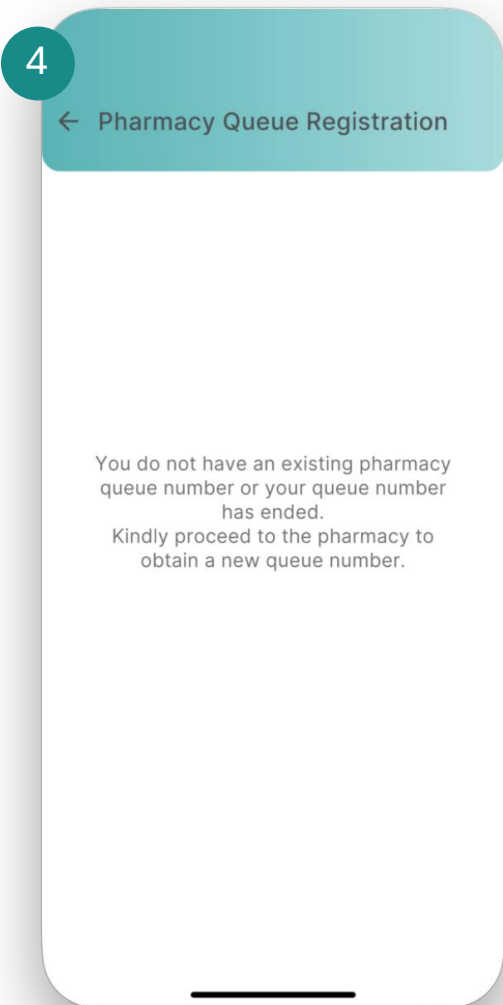
Tap on **[Institution]** icon to continue

## Existing Queue



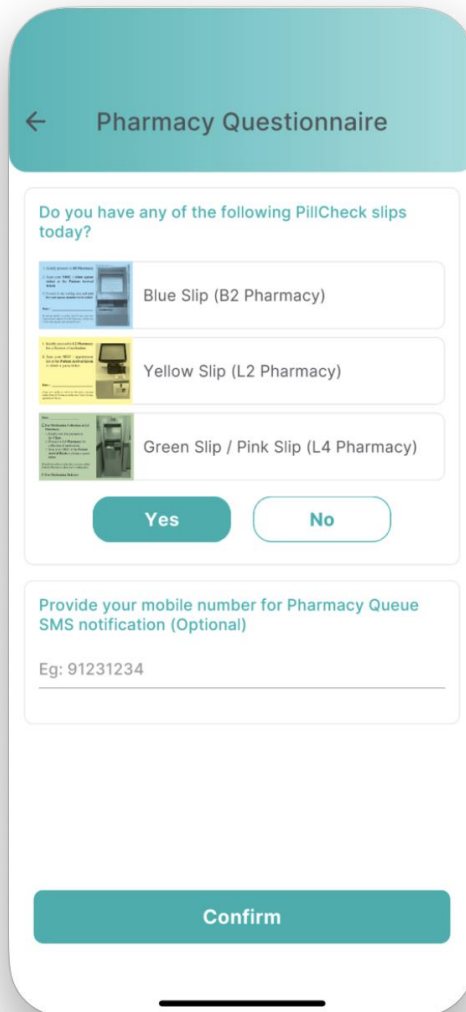
If patient **has existing queue** (Registered using Kiosk or by Staff), APP will show the current Queue

## No Existing Queue




If patient **does not have** existing queue or queue ended, APP will show the above message.


# Pharmacy Queue Questionnaire




← Pharmacy Questionnaire

Do you have any of the following PillCheck slips today?

 Blue Slip (B2 Pharmacy)

 Yellow Slip (L2 Pharmacy)

 Green Slip / Pink Slip (L4 Pharmacy)

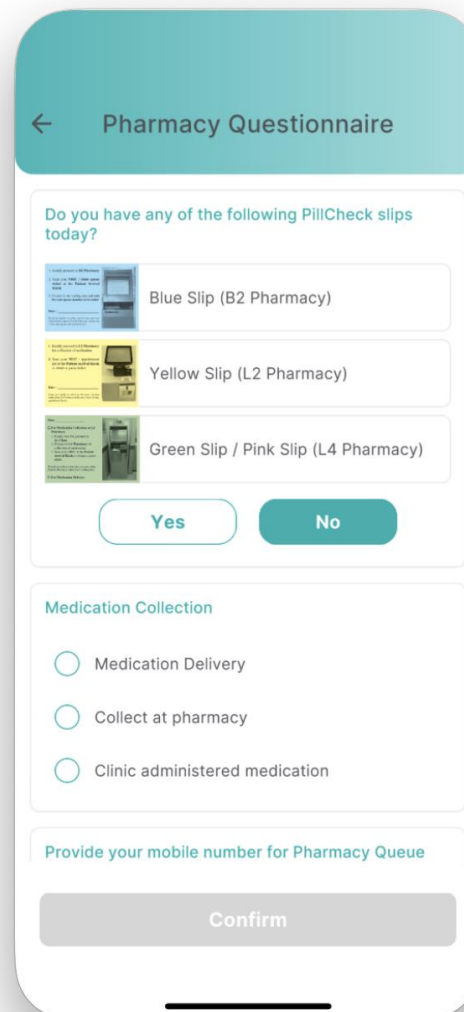
**Yes** No

Provide your mobile number for Pharmacy Queue SMS notification (Optional)

Eg: 91231234


**Confirm**


Swipe through PillCheck Slip  
If user selects **[Yes]**, screen will move to **[e-itinerary]**.




← Pharmacy Questionnaire

Do you have any of the following PillCheck slips today?

 Blue Slip (B2 Pharmacy)

 Yellow Slip (L2 Pharmacy)

 Green Slip / Pink Slip (L4 Pharmacy)

Yes **No**

Medication Collection

☐ Medication Delivery

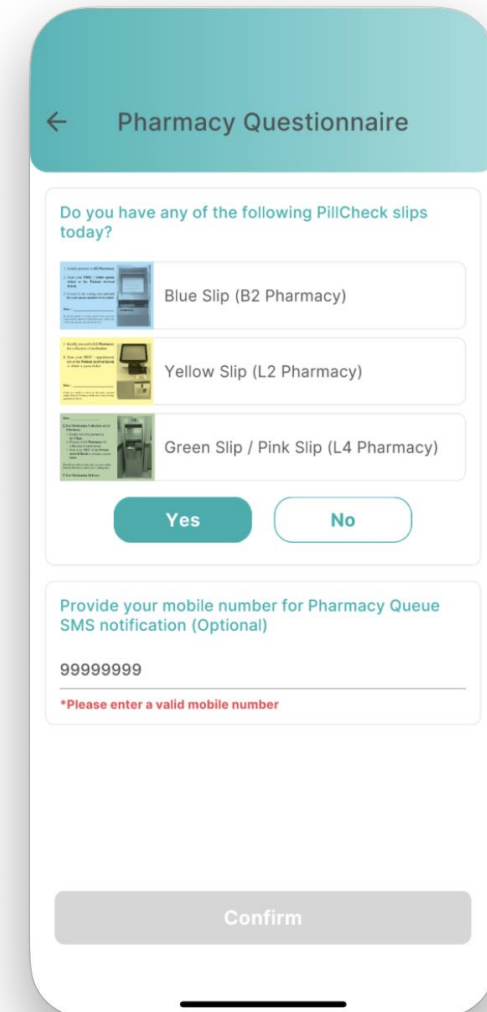
☐ Collect at pharmacy

☐ Clinic administered medication

Provide your mobile number for Pharmacy Queue


**Confirm**


If no option has been selected, **[Confirm]** button will be greyed out.  
If user selects **[No]**, 2<sup>nd</sup> question **[Medication Collection]** will be displayed.




← Pharmacy Questionnaire

Do you have any of the following PillCheck slips today?

 Blue Slip (B2 Pharmacy)

 Yellow Slip (L2 Pharmacy)

 Green Slip / Pink Slip (L4 Pharmacy)

Yes No

Provide your mobile number for Pharmacy Queue SMS notification (Optional)

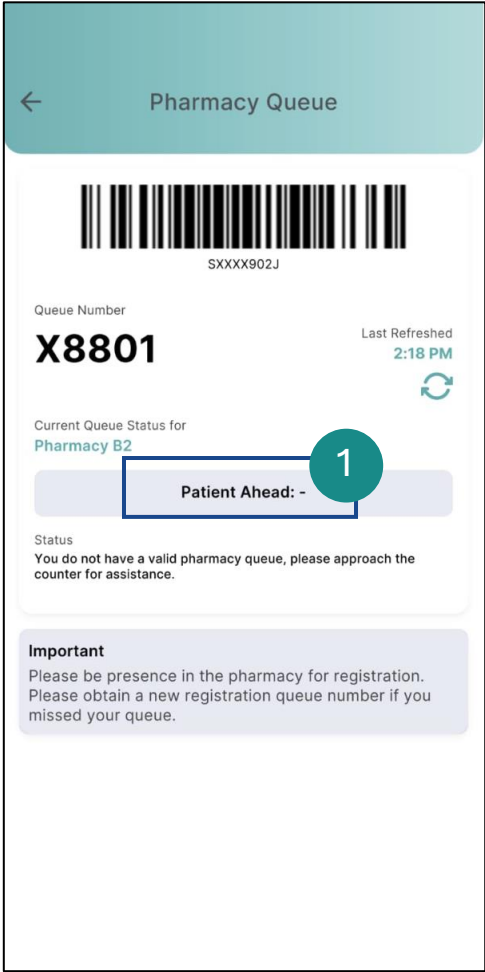
99999999

*\*Please enter a valid mobile number*

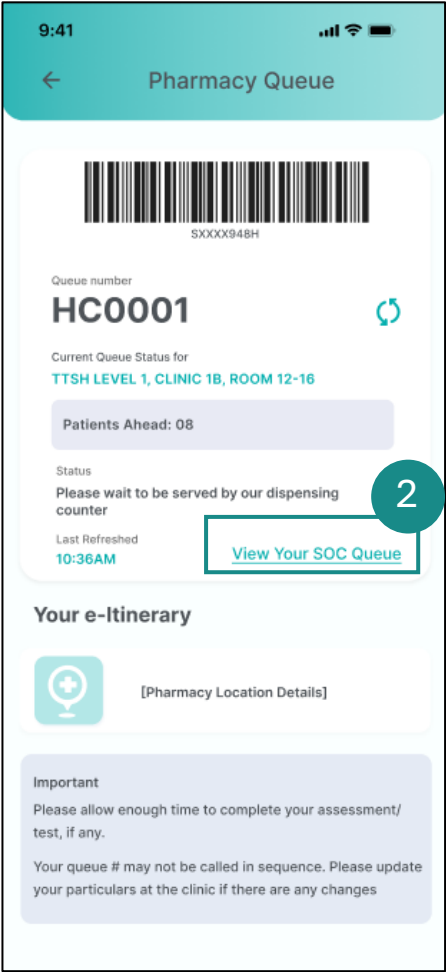
**Confirm**

When no option has been selected, **[Confirm]** button will be greyed out.  
Select either option & **[Confirm]**.

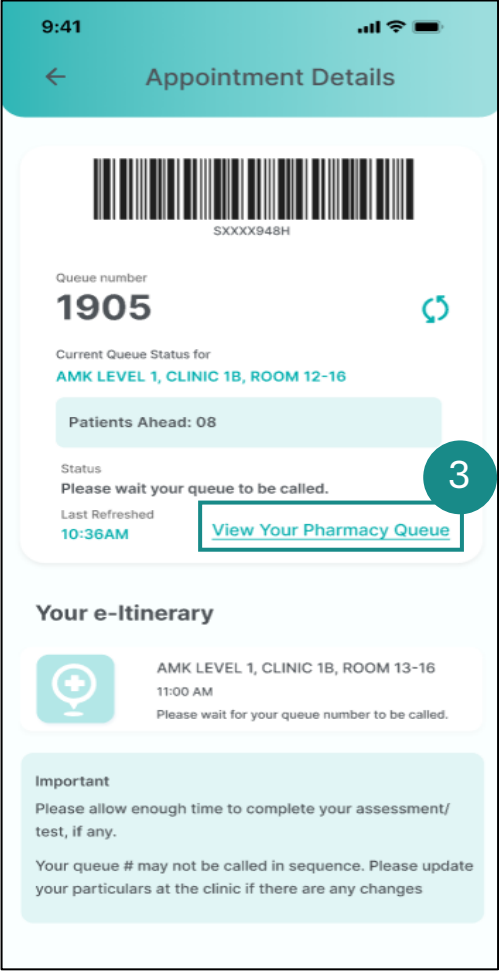
# View Your Pharmacy Queue – For an existing SOC queue



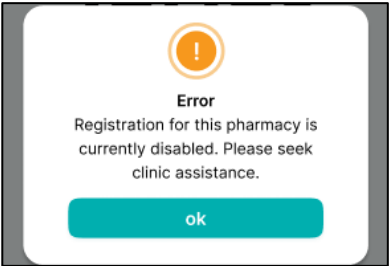
Different pre-queue numbers will be assigned to users.



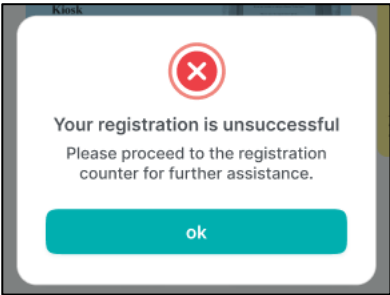
With an existing SOC queue, tap on **[View Your SOC Queue]** to swap between queue journeys.



With an existing SOC queue, tap on **[View Your Pharmacy Queue]** to swap between queue journeys.



Pharmacy disabled error handling



Unsuccessful registration error handling

**END**