



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

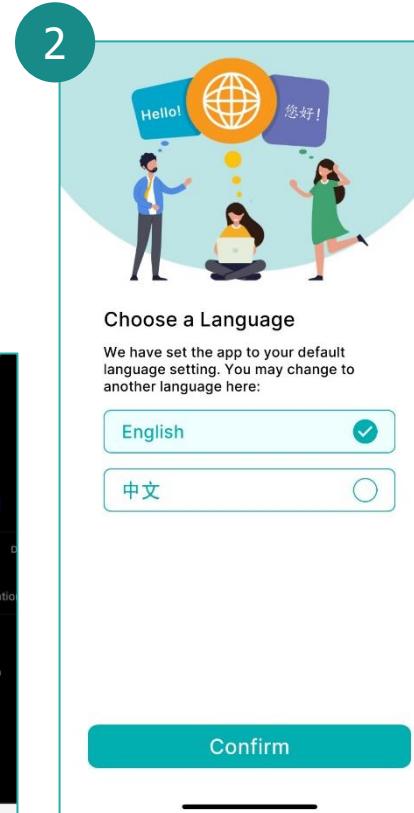
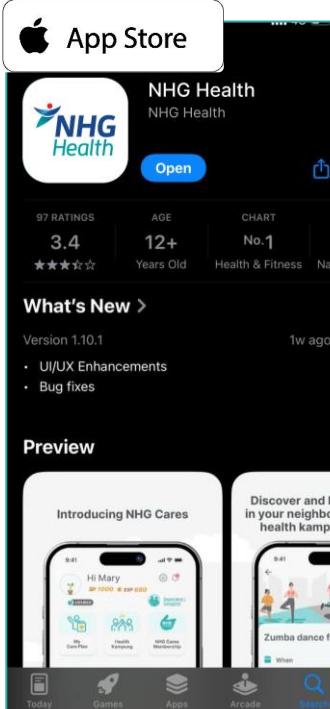
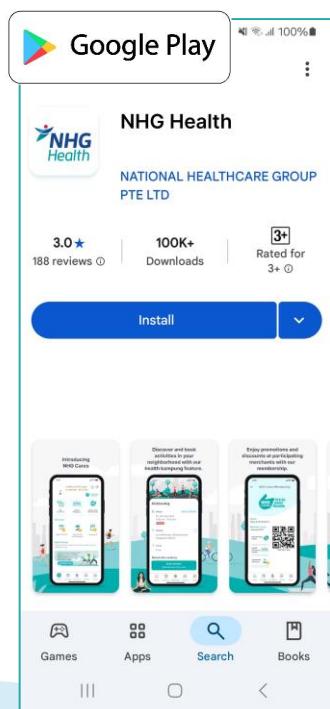
Residents living in Central and North region of Singapore enrolled to NHG Polyclinic or with a NHG HSG General Practitioner partner can access the feature.



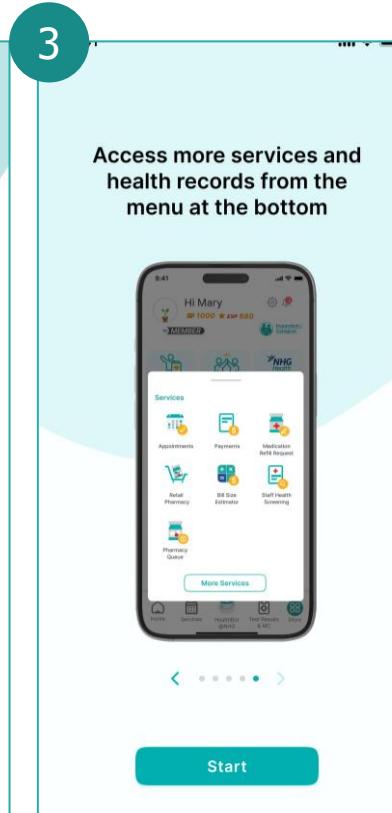
Getting Started with NHG Health App



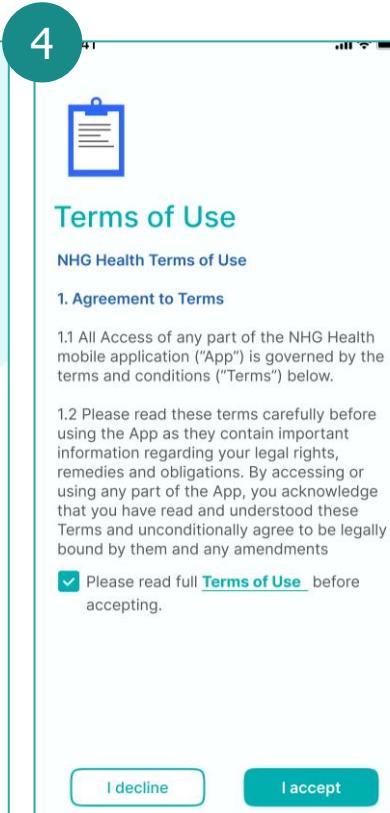
Scan QR code to download **NHG Health app from Google Play or App Store.**



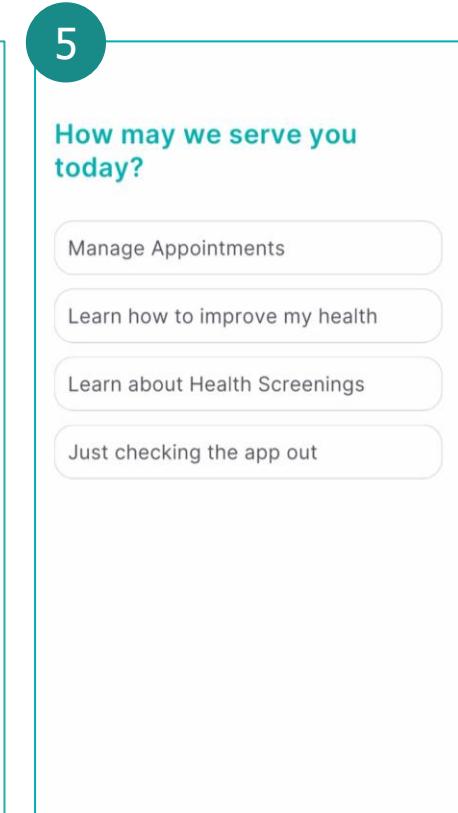
Tap on your preferred language and **Confirm**.



Tap on **Start**.

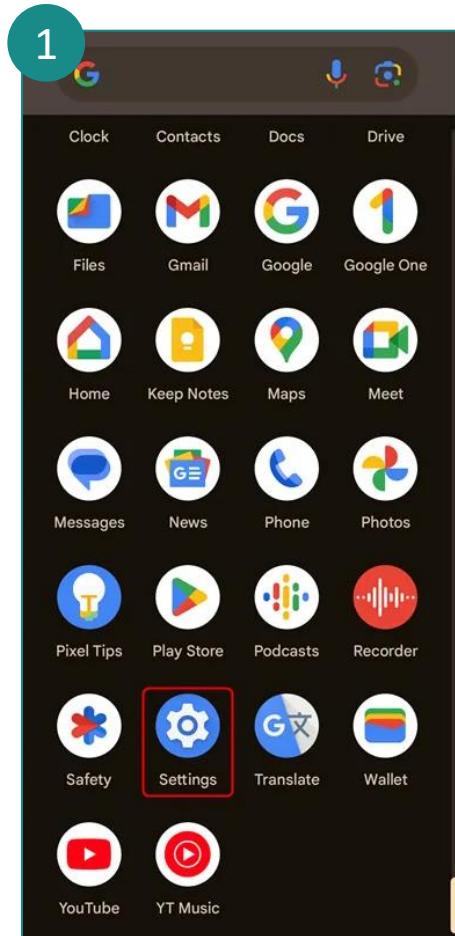


Read the Terms of Use. Tap on the checkbox and **I accept**.



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

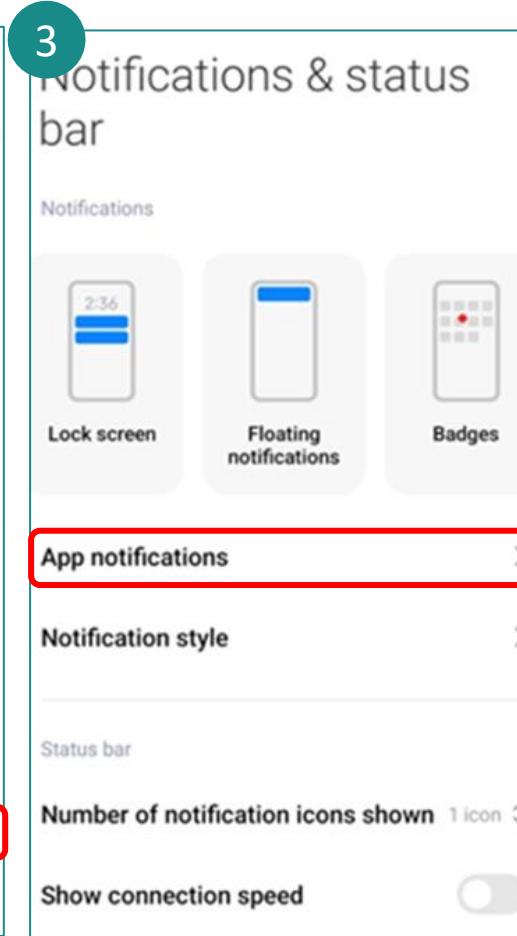
NHG Health App Notifications (Android)



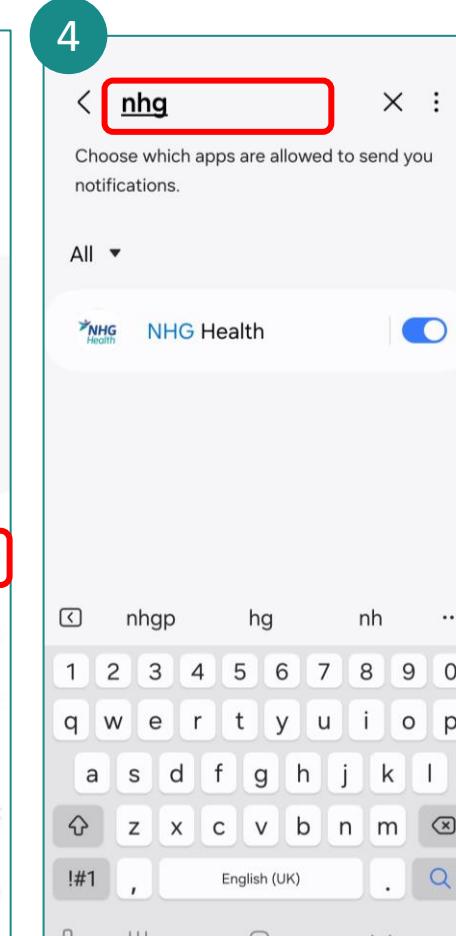
Tap on **Settings** on your Android Home Screen.



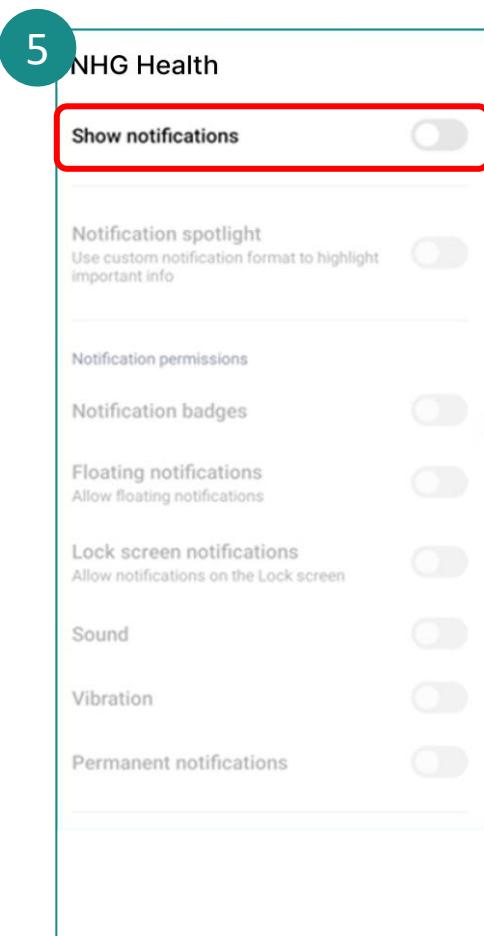
Tap on **Notifications & status bar**.



Tap on **App notifications**.

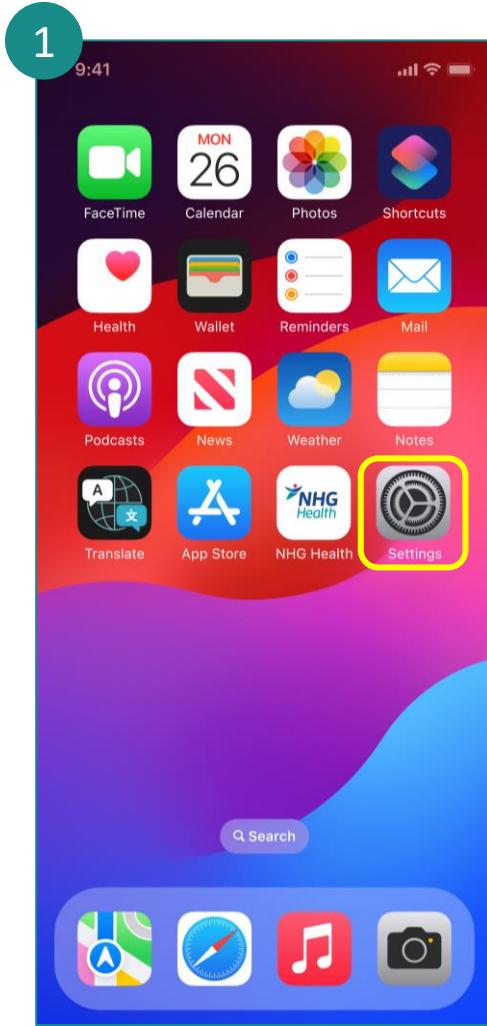


Search for **NHG Health**.

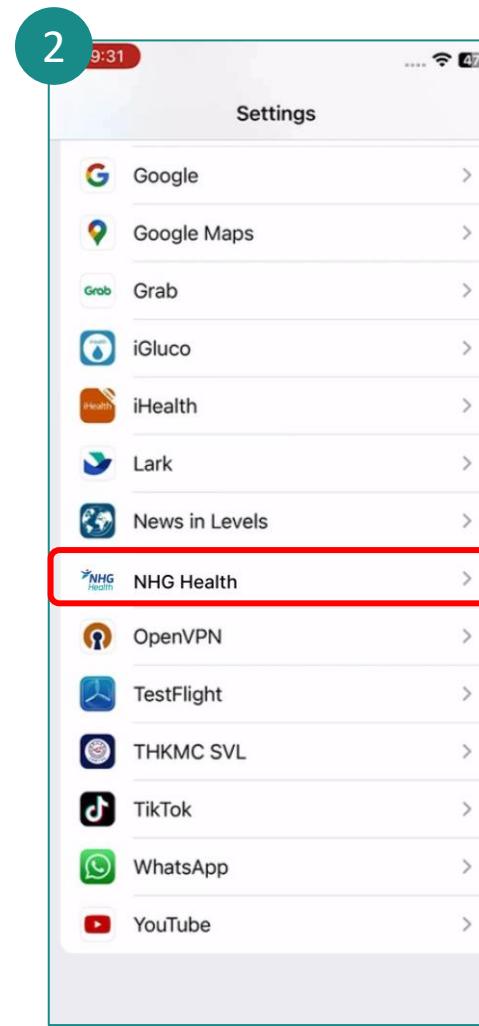


Toggle on **Show notifications** to enable/disable notifications.

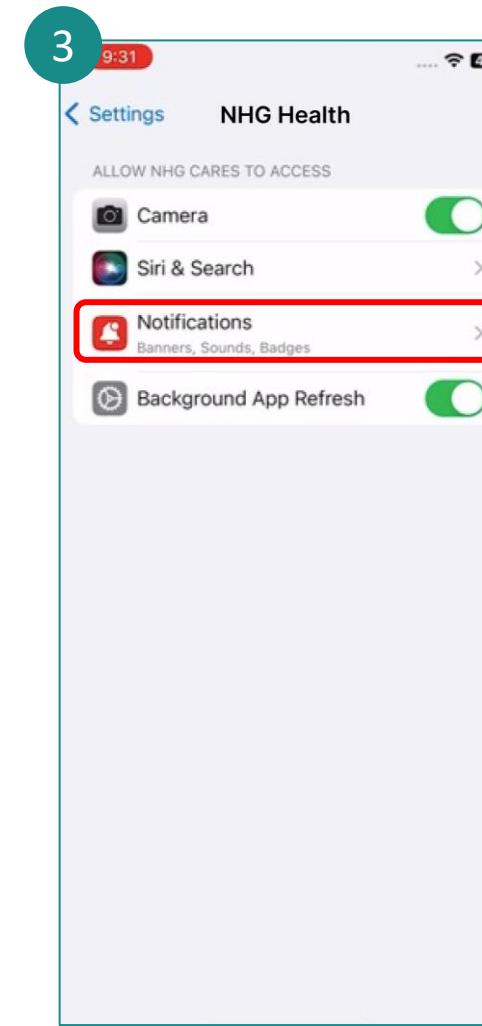
NHG Health App Notifications (IOS)



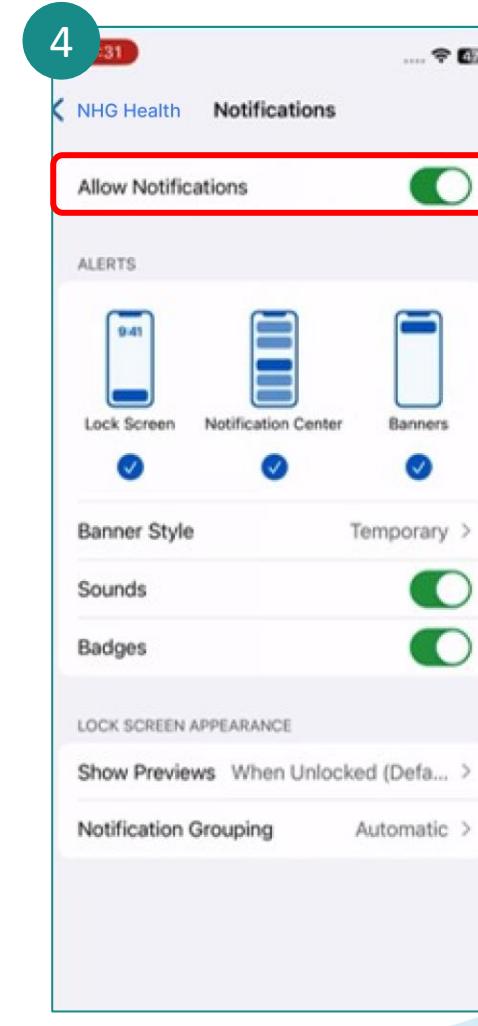
Tap on **Settings** on your iOS Home Screen.



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 Tap on the **Gear** icon.

2 Tap on **Health Stats Not Connected**.

3 Tap on **Connect to Google Fit**.

4 Check **Select all** and tap on **Continue**.

5 View the Success Pop Up message.

6 Health Stats status will reflect **Connected**.

Profile & Settings

Hi Mary
XP 1000 EXP 680
MEMBER

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

Profile & Settings

About Me
Exp Level EXP 12,800 ZP 800

Name: John BMI: -- kg/m²
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

Profile & Settings

About Me
Exp Level EXP 12,800 ZP 800

Name: John BMI: -- kg/m²
Weight: -- kg Height: -- cm

View Particulars

Settings
Language English
Notifications Setting

Setting
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

Profile & Settings

About Me
Exp Level EXP 2,110 ZP 104

Name: John BMI: -- kg/m²
Weight: -- kg Height: -- cm

View Particulars

Settings
Language English
Notifications Setting

Success
Connect Google Fit successful

Profile & Settings

About Me
Exp Level EXP 12,800 ZP 800

Name: John BMI: -- kg/m²
Weight: -- kg Height: -- cm

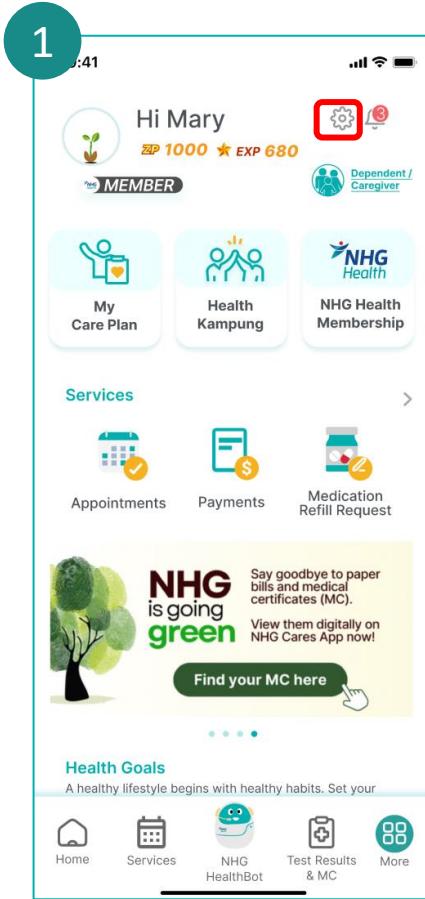
View Particulars

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

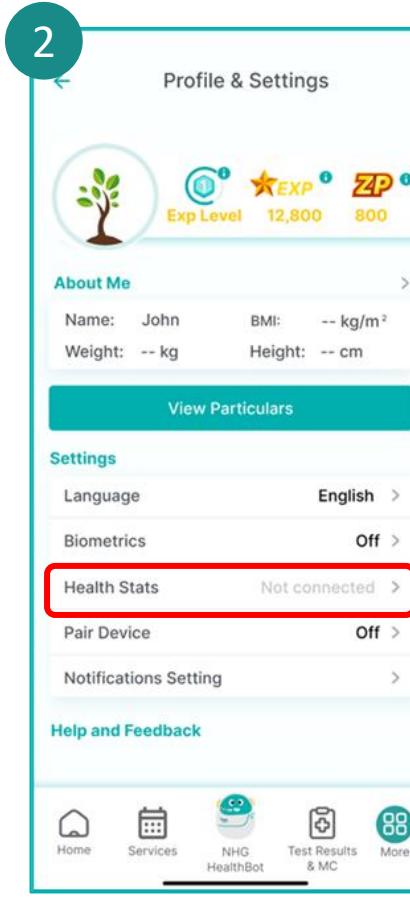
Help and Feedback
Home Services NHG HealthBot Test Results & MC More

Enable NHG Health App Health Stats – Health (IOS)

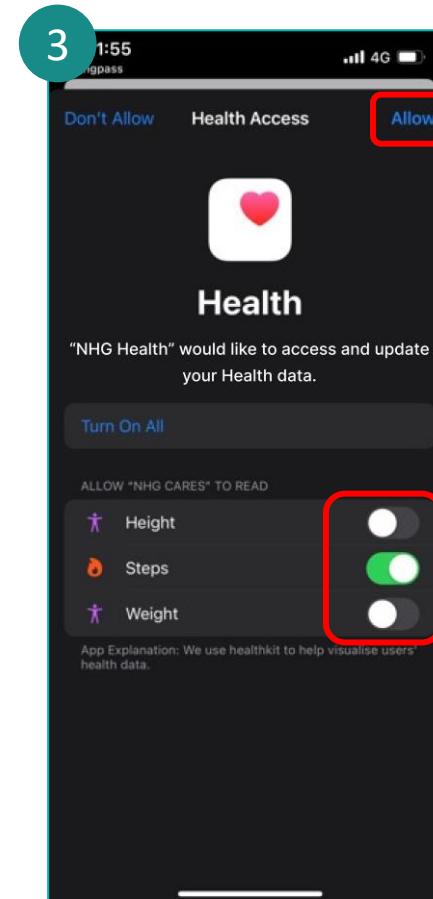
Singpass Login



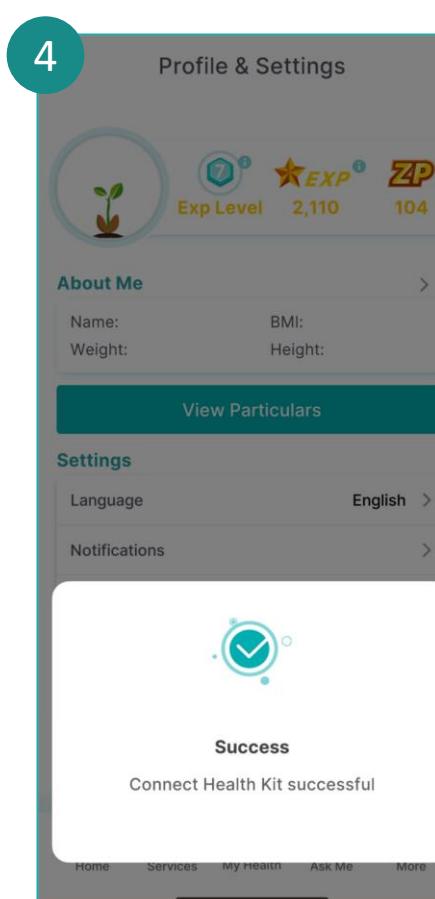
Tap on the **Gear** icon.



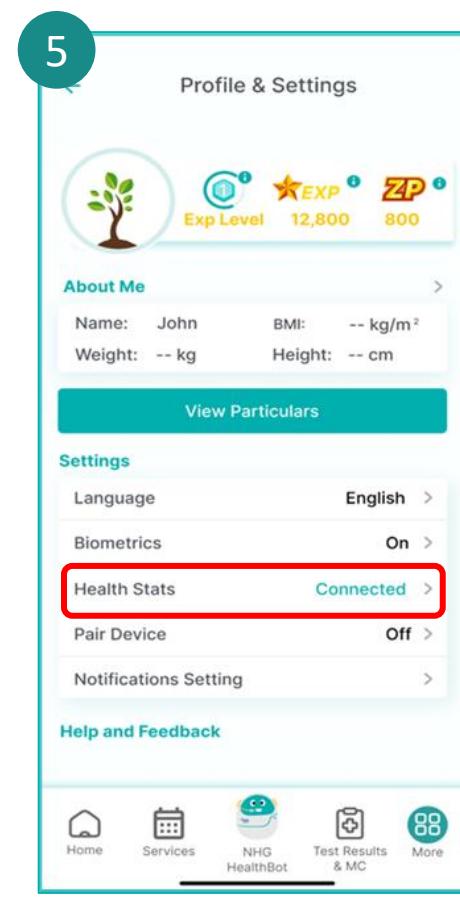
Tap on **Health Stats Not connected**.



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

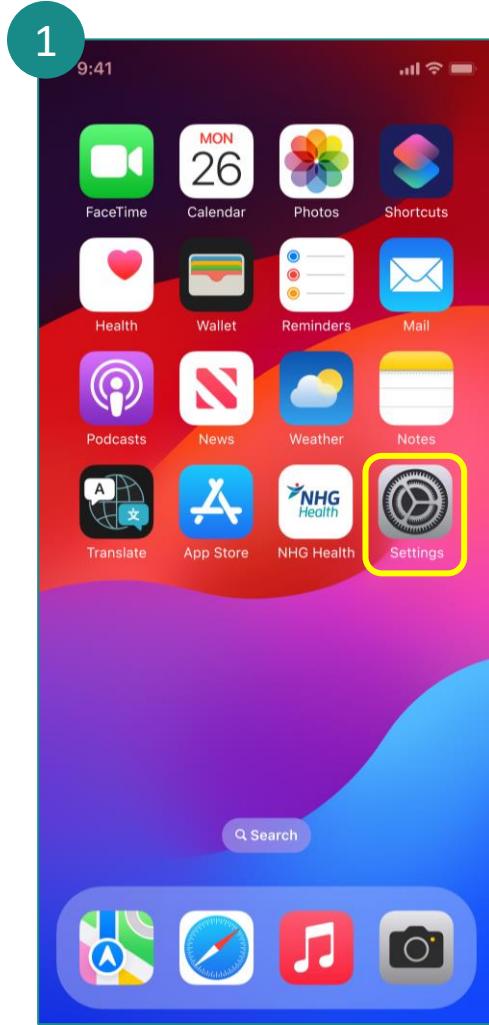


View the Success Pop Up message.

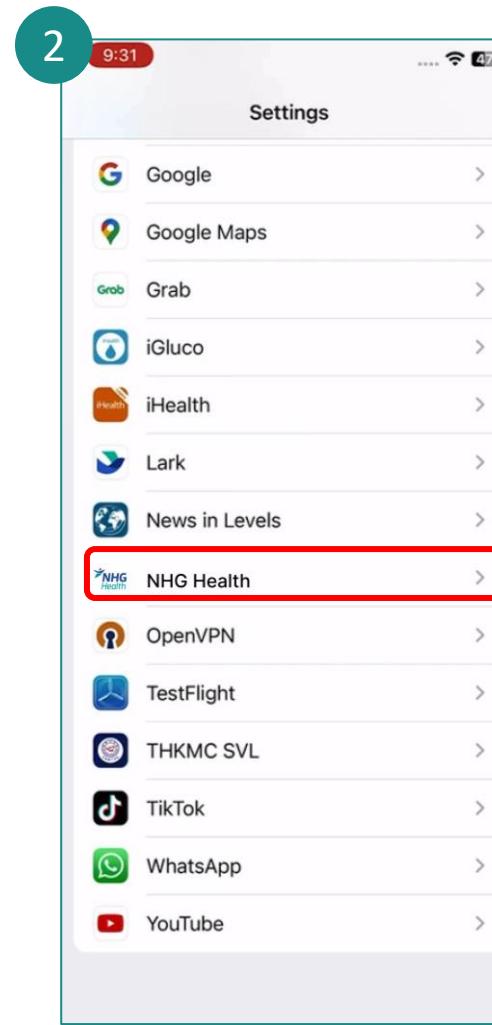


Health Stats status will reflect **Connected**.

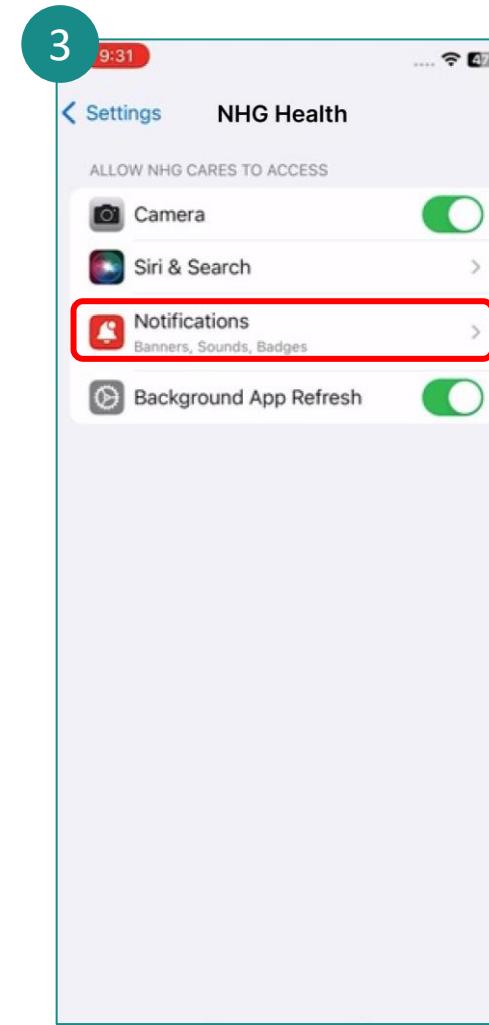
NHG Health App Notifications (IOS)



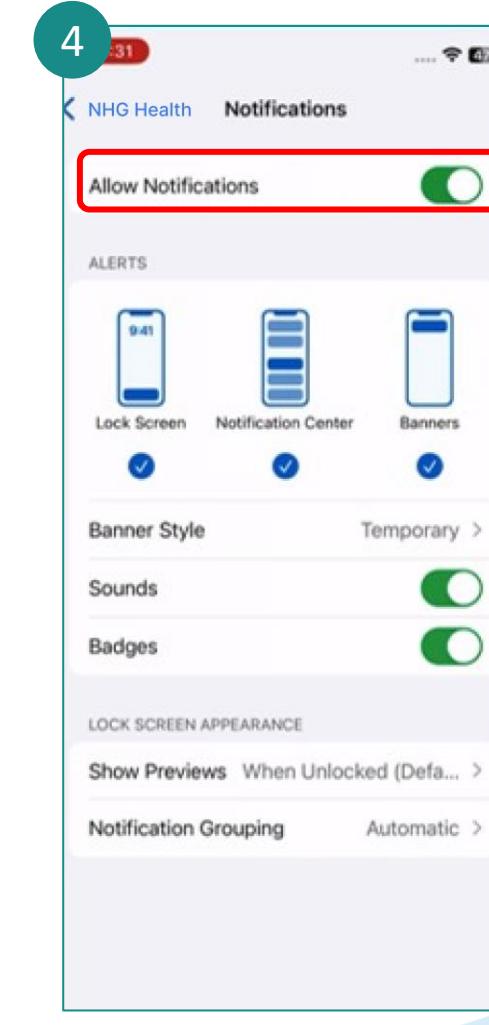
Tap on **Settings** on your iOS Home Screen.



Tap on **NHG Health**.

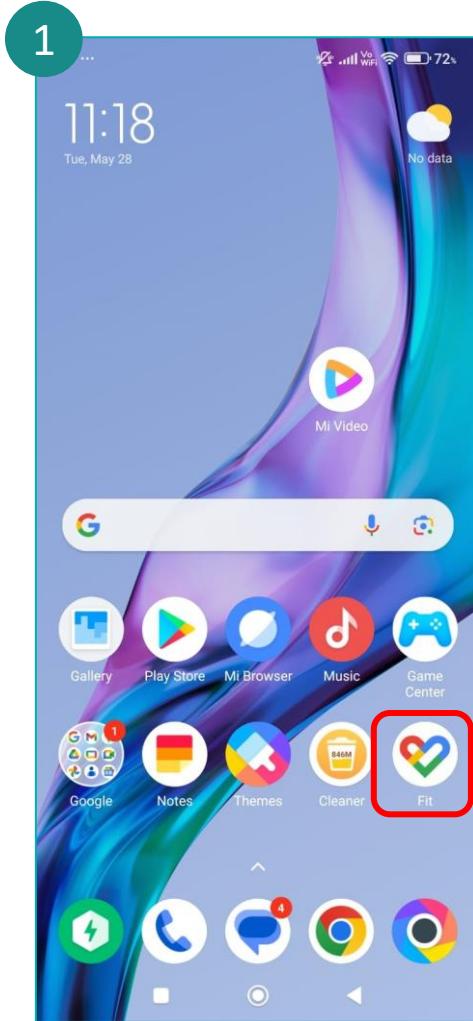


Tap on **Notifications**.

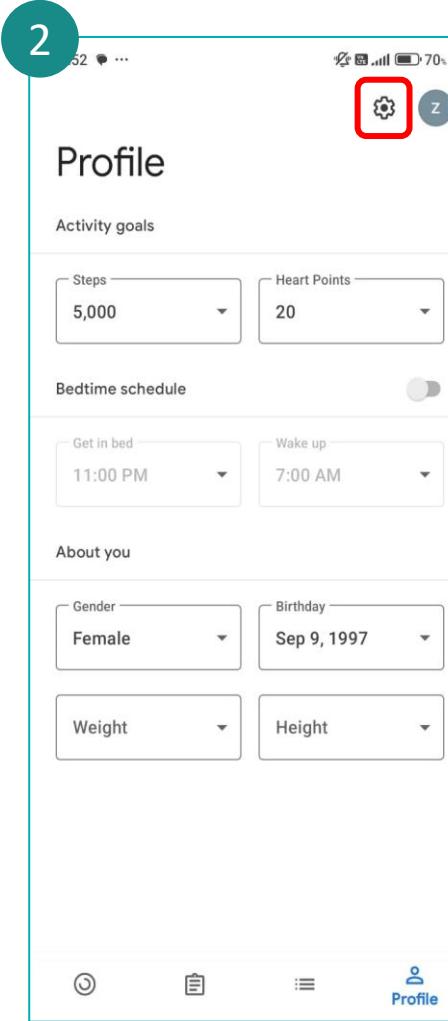


Toggle on **Show notifications** to enable/disable notifications.

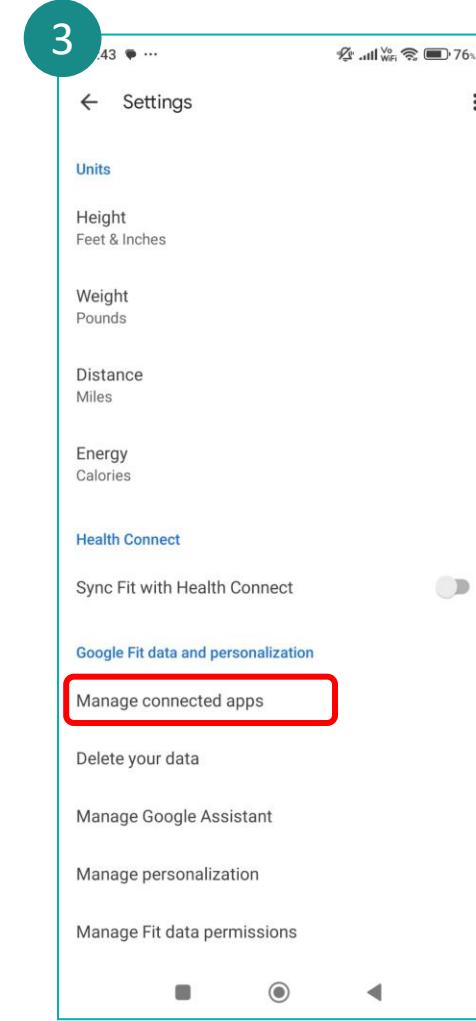
Disable NHG Health App Health Stats - Google Fit (Android)



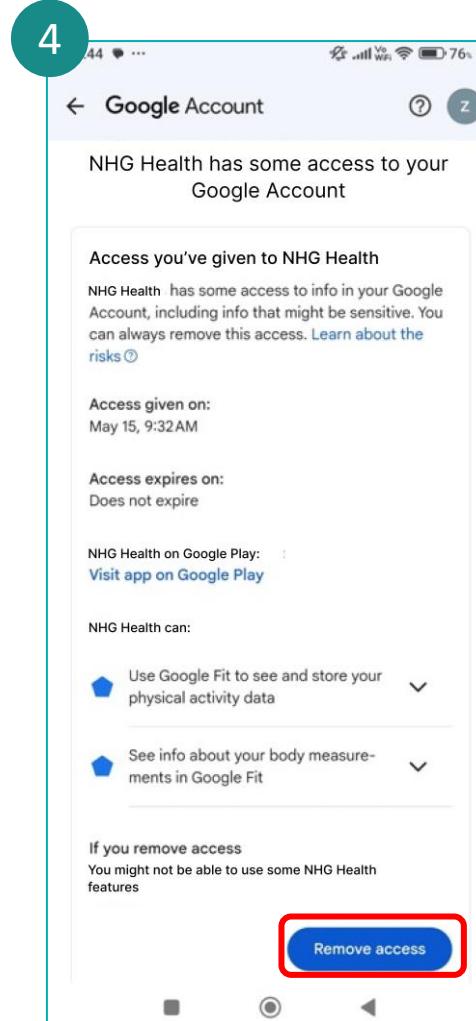
Tap on the **Google Fit** app.



Tap on the **Gear** icon.

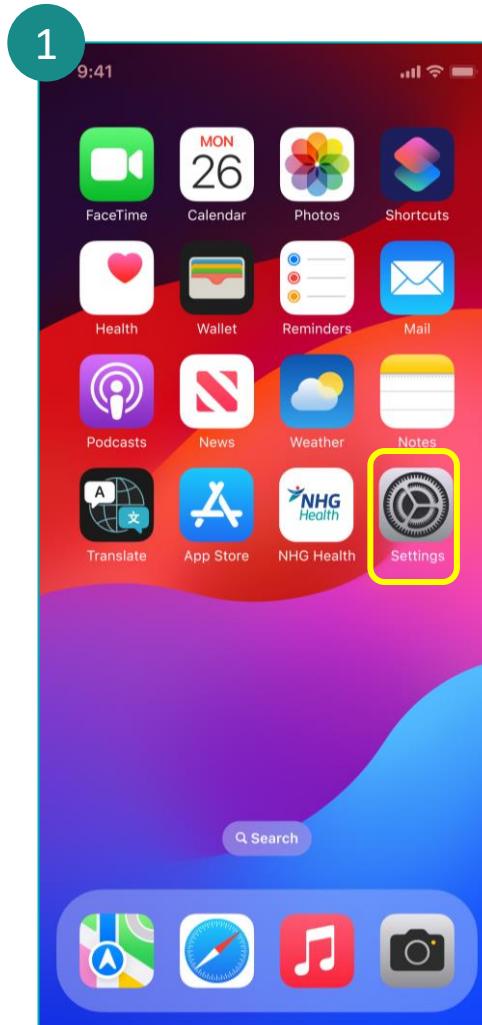


Tap on **Manage connected apps**.

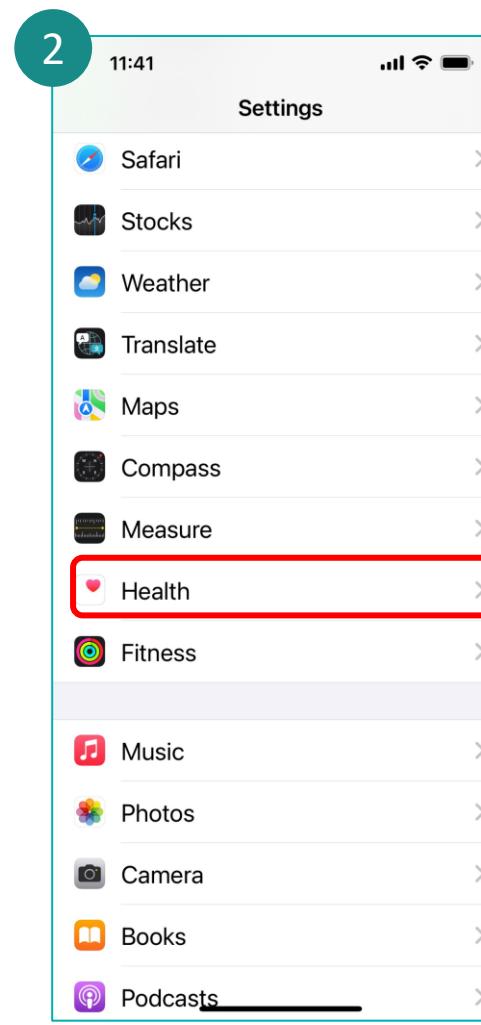


Tap on **Remove Access**.

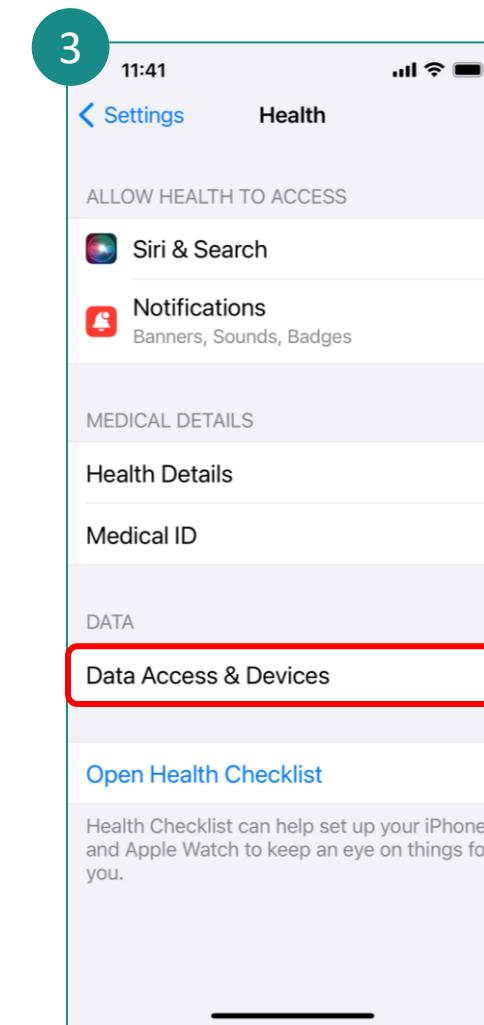
Disable NHA Health Stats - Health (IOS)



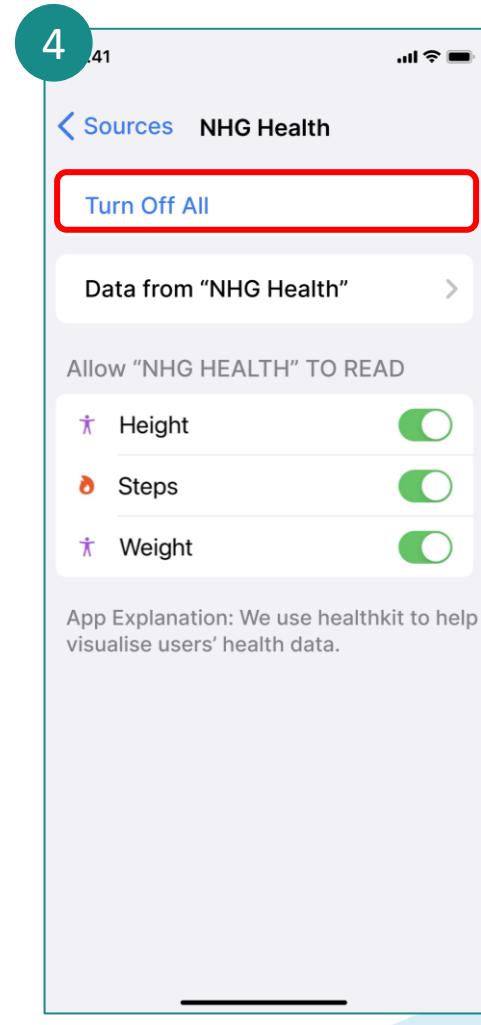
Tap on the **Settings** app.



Tap on **Health**.



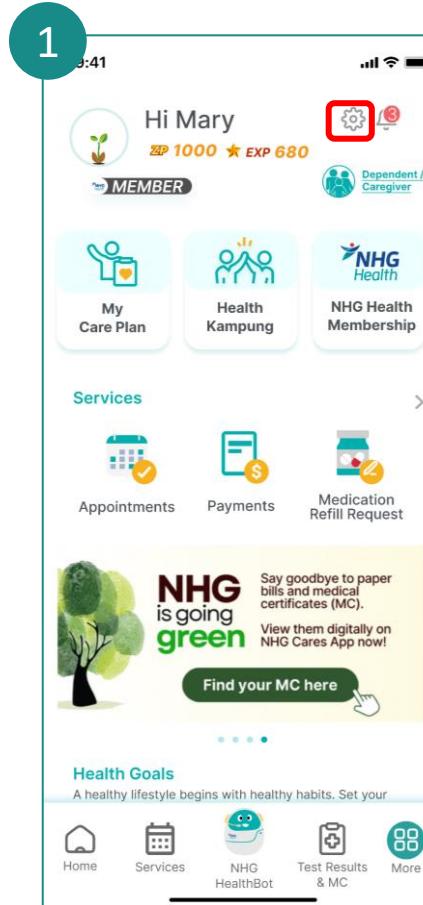
Tap on **Data Access & Devices**.



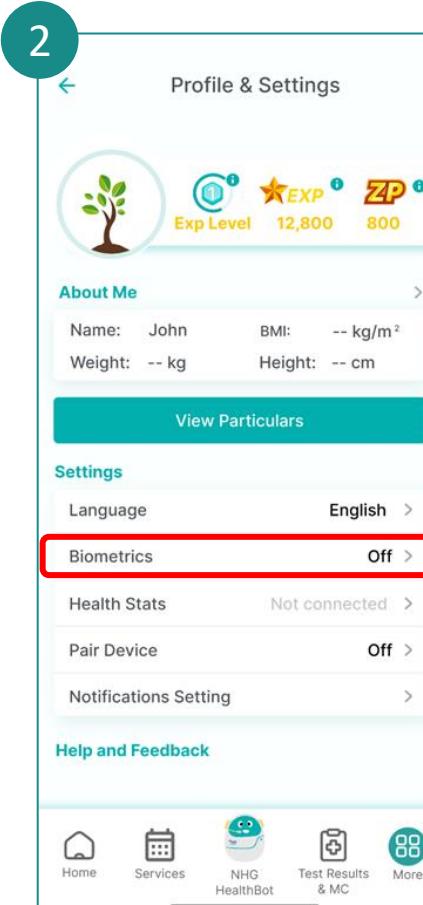
Tap on **NHG Health** and tap **Turn Off All** to disable.

Enable NHG Health App Biometrics

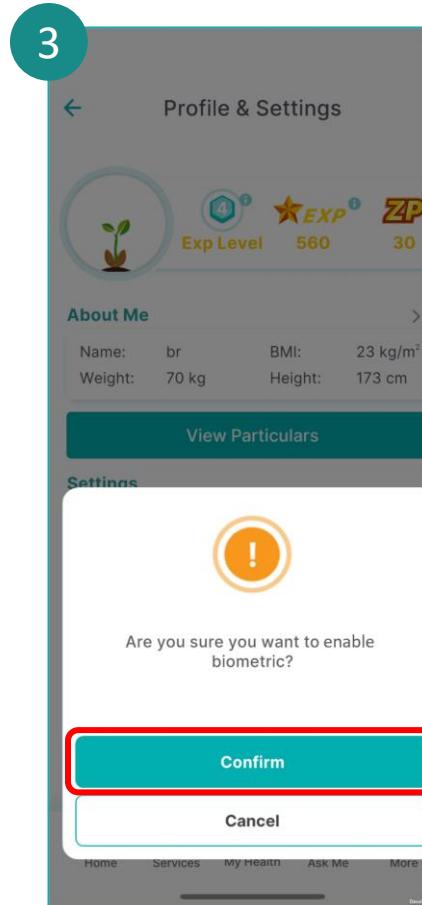
Singpass Login



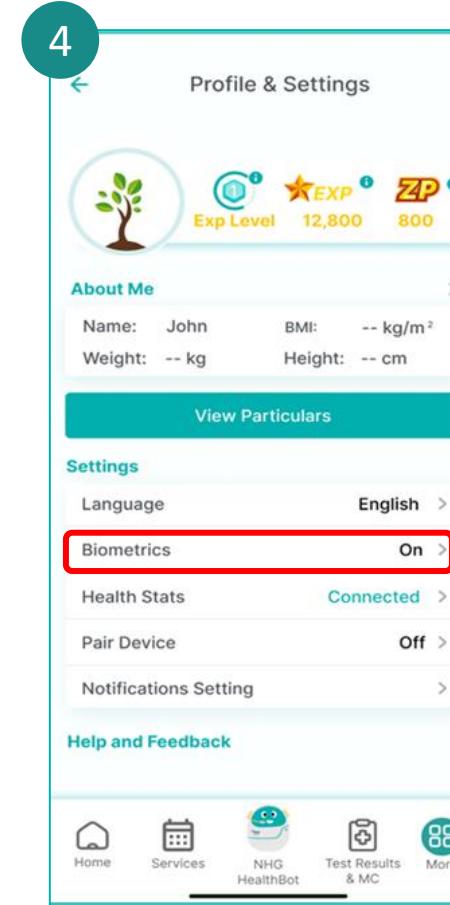
Tap on the **Gear** icon.



Tap on **Biometrics Off**.



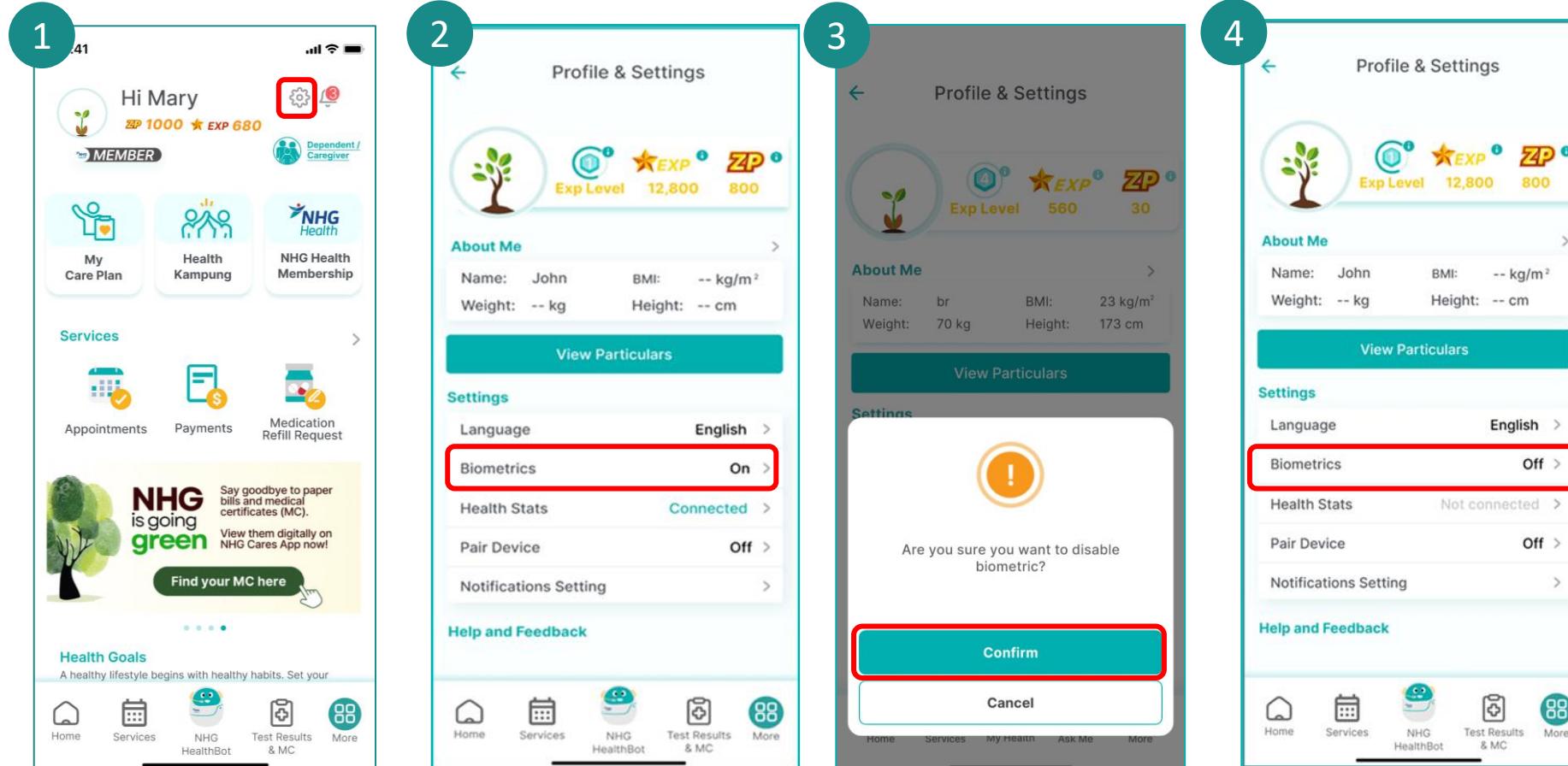
Tap on **Confirm** to enable biometrics access.



Biometrics status will reflect **On**.

Disable NHG Health App Biometrics

Singpass Login



Tap on the **Gear** icon.

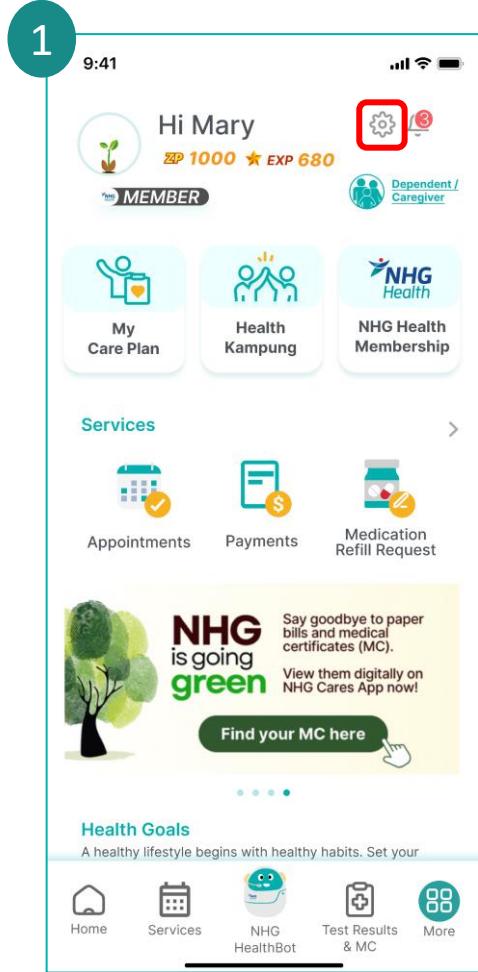
Tap on **Biometrics On**.

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

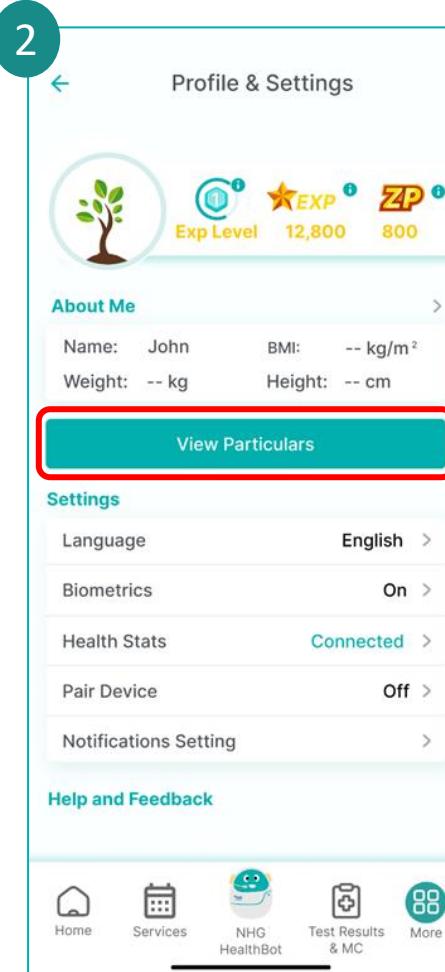
Biometrics status will reflect **Off**.

Update Mailing Address/Contact Details

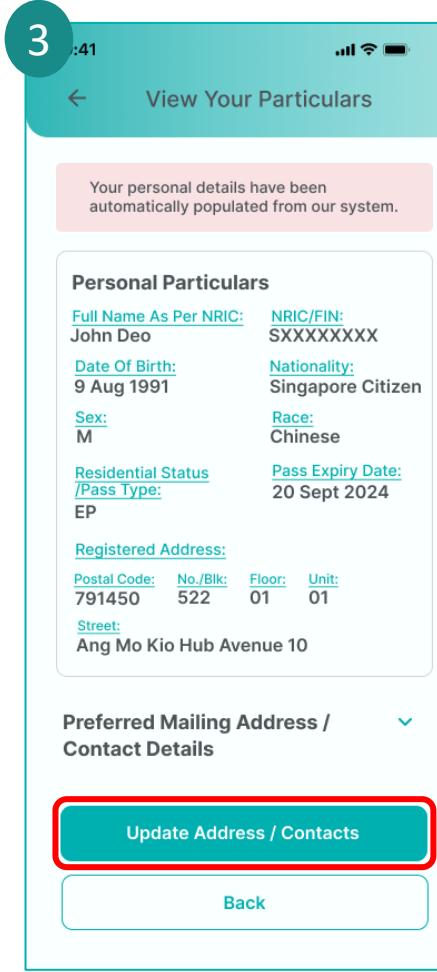
Singpass Login



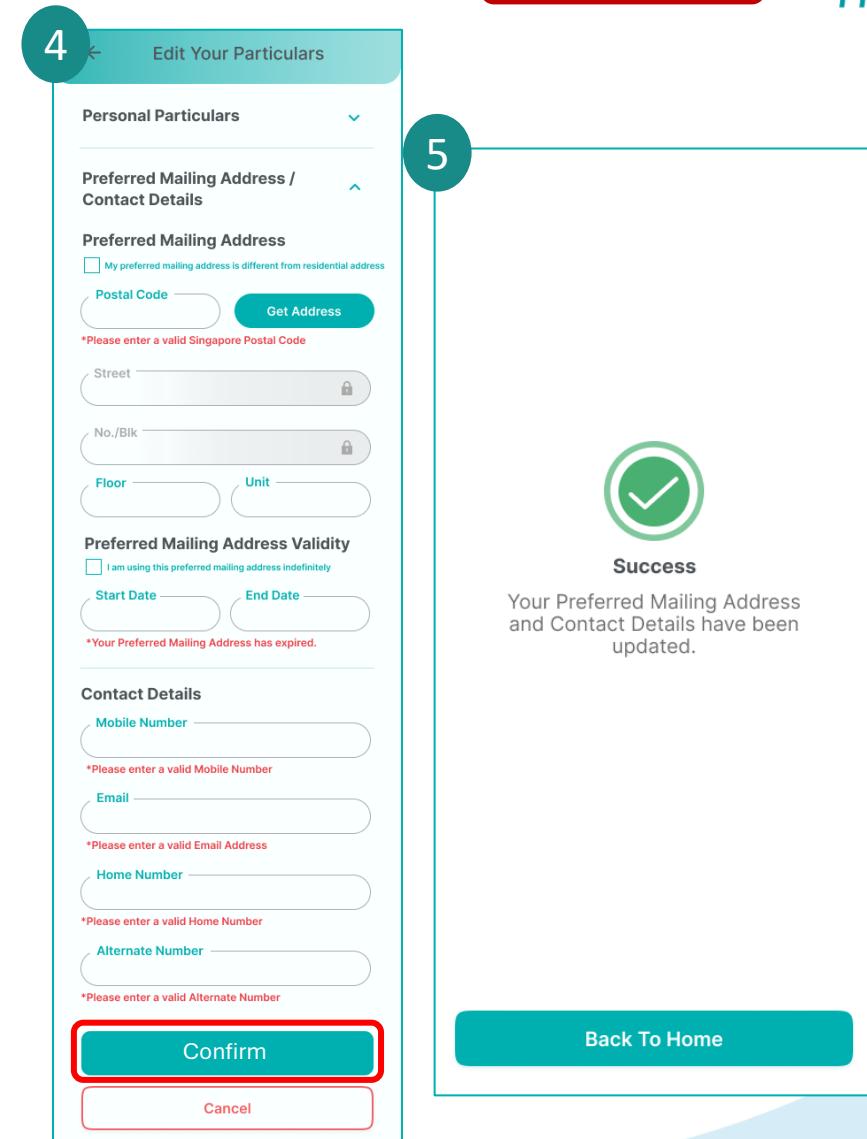
1



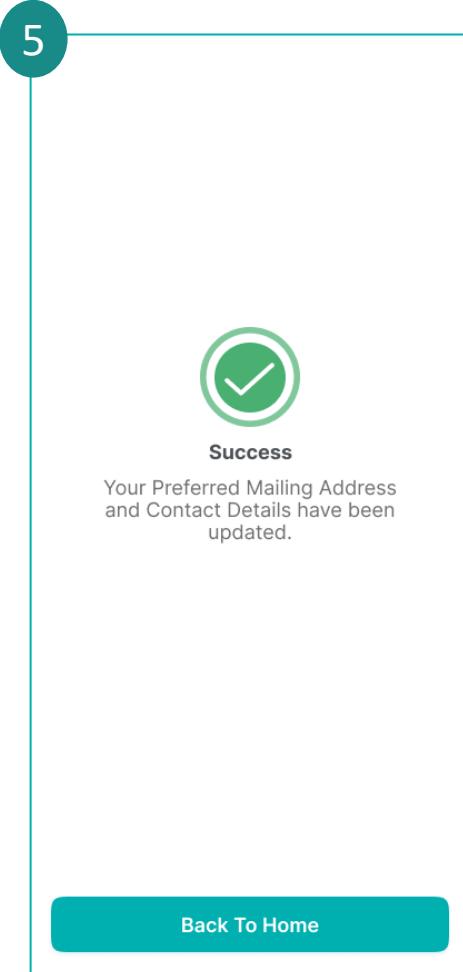
2



3



4



5

Tap on the Gear icon.

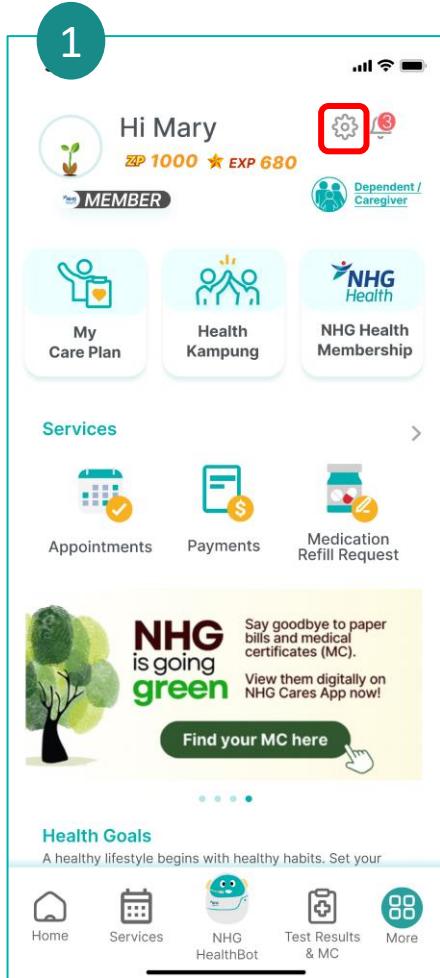
Tap on View Particulars.

Tap on Update Address/Contacts.

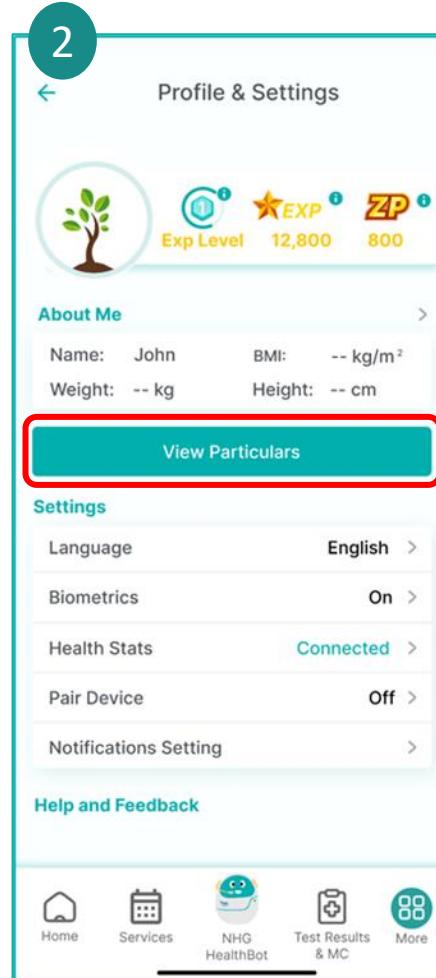
Update the relevant fields and tap on **Confirm** to save.

Update Mailing Address/Contact Details via Myinfo

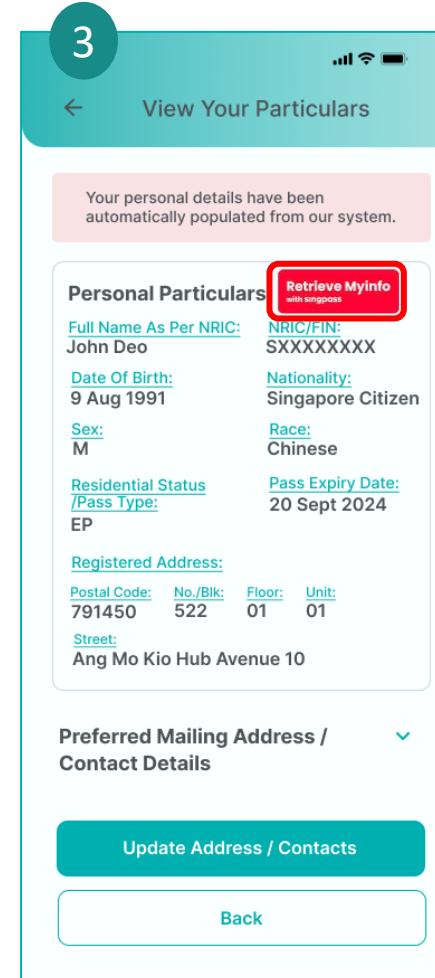
Singpass Login



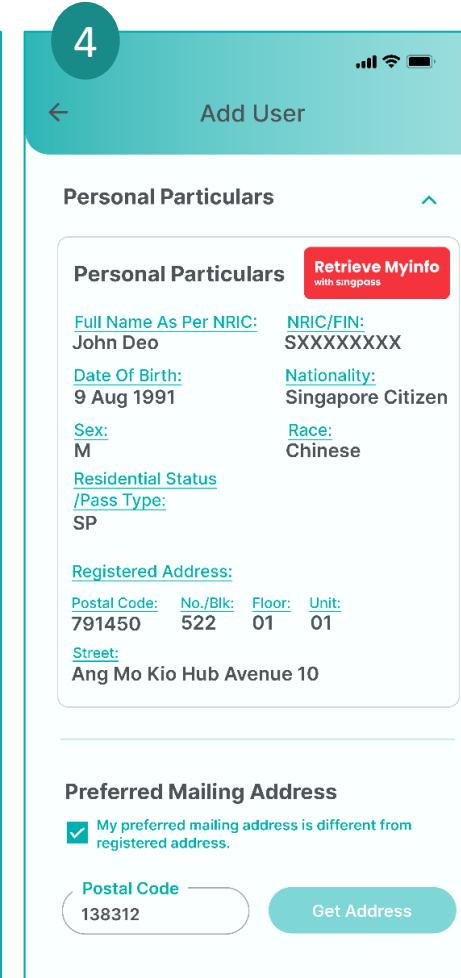
Tap on the **Gear** icon.



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 **Get Address**

Street **Unit**

No./Blk **Floor**

Preferred Mailing Address Validity

I am using this preferred mailing address indefinitely.

Start Date **End Date** **Cancel**

Contact Details

Mobile Number

Email

Home Number

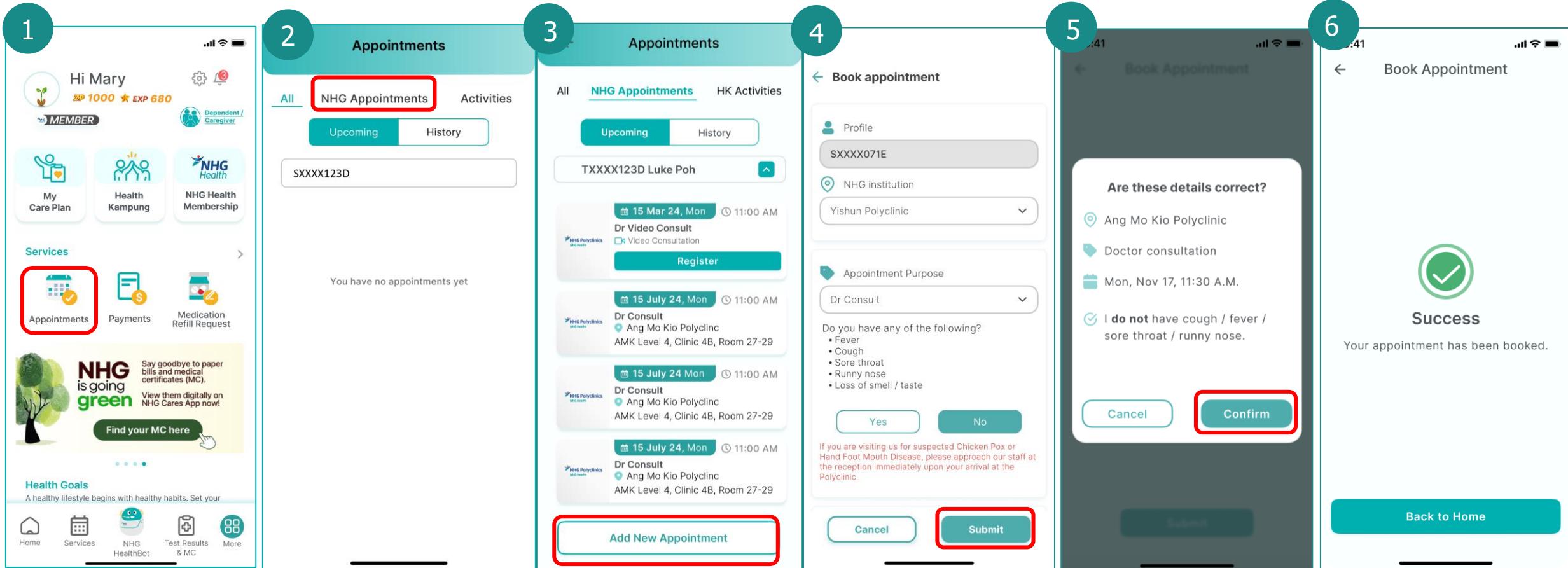
Alternate Number

Confirm

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

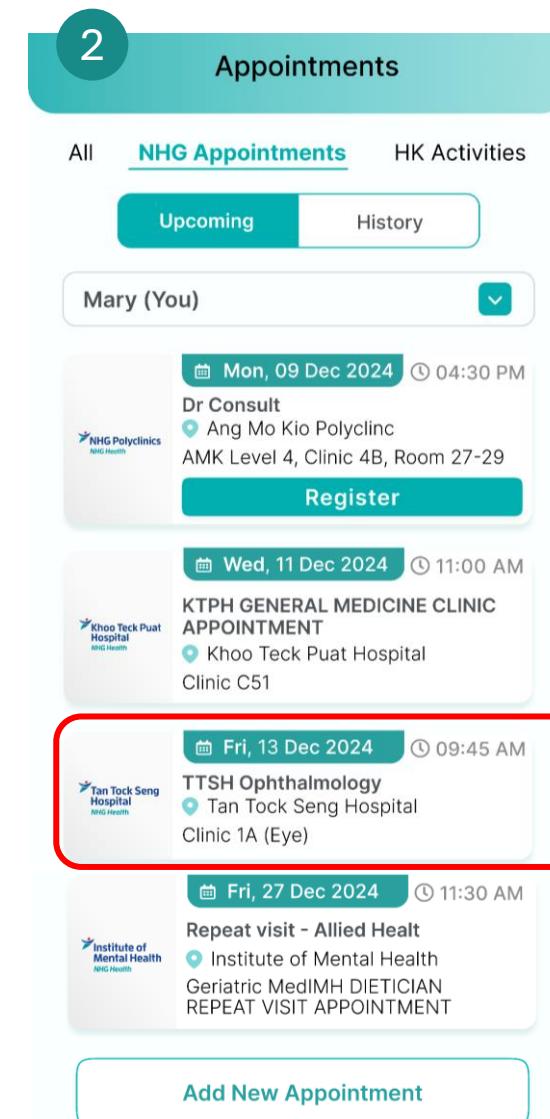
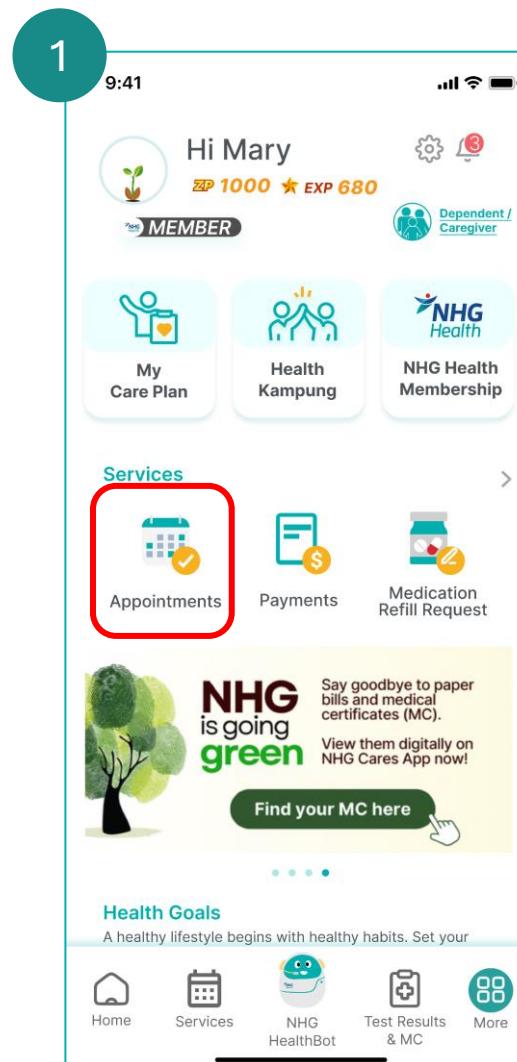
Tap on **Submit**.

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

Reschedule/Cancel Appointment

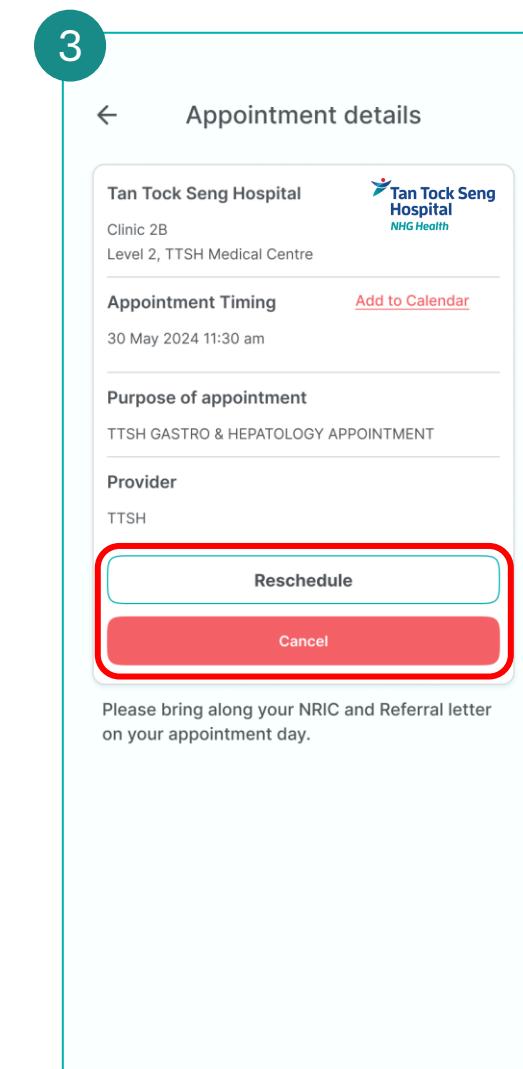
Rescheduling/cancelling of appointments is applicable to all institutions

[Singpass Login](#)



Tap on **Appointments**.

Tap on the appointment that requires rescheduling/ cancellation.



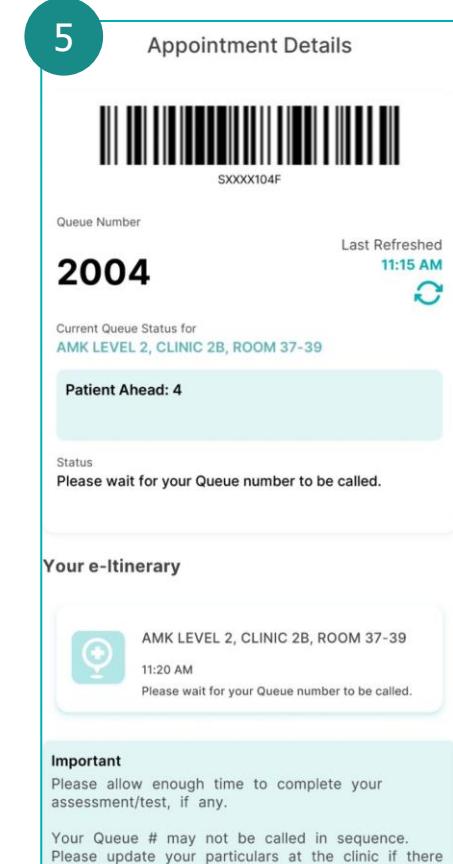
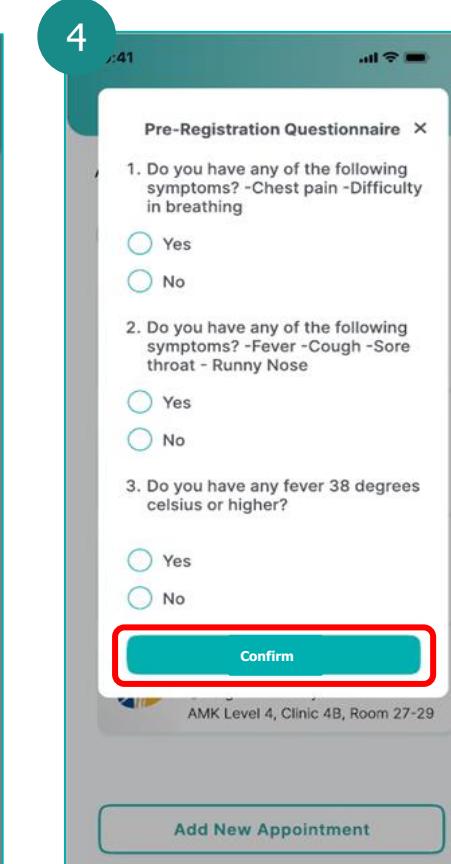
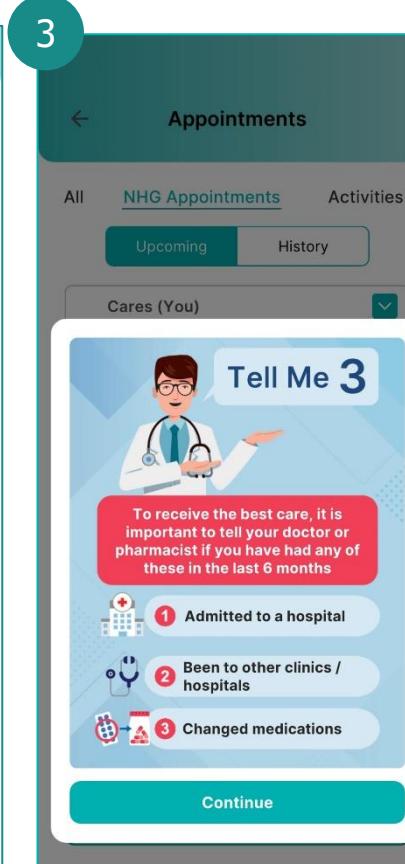
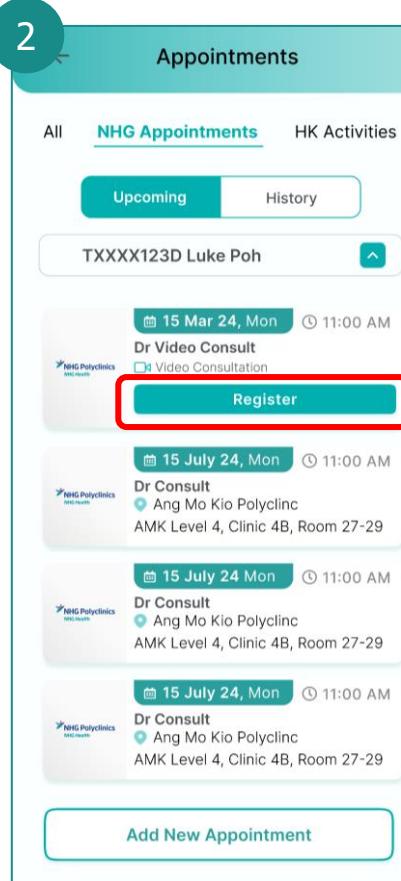
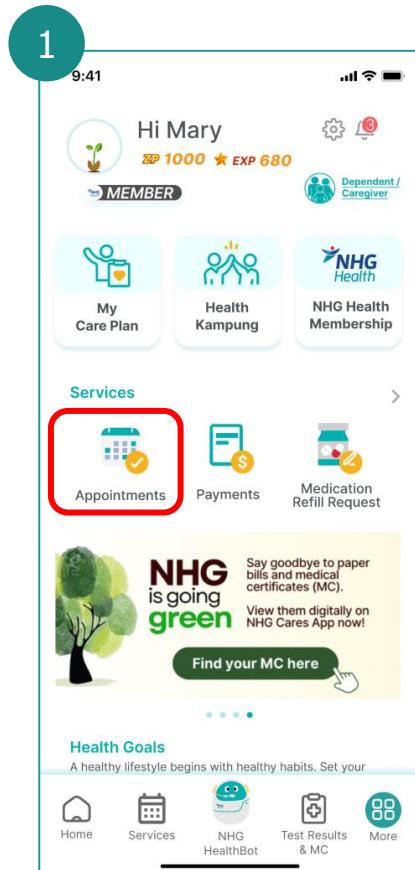
Tap on **Reschedule** or **Cancel Appointment** to make changes.

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.

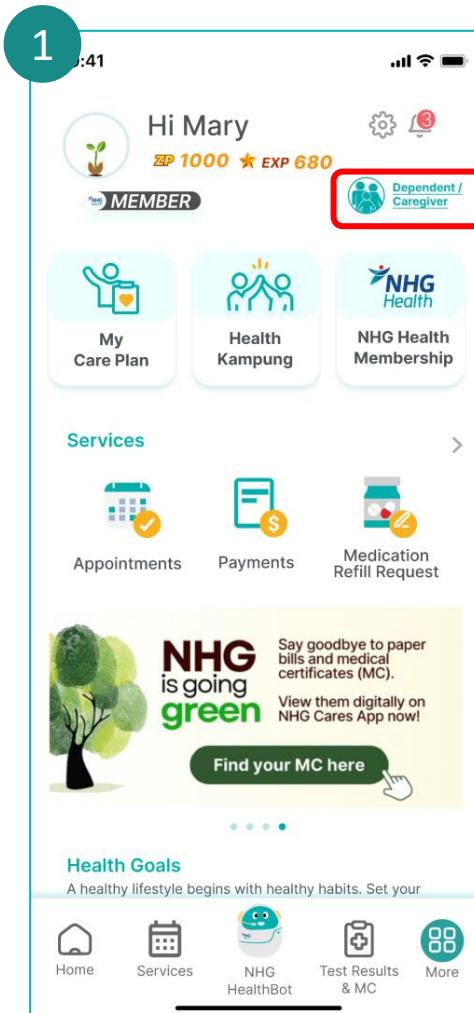
Patient is reminded to share the above information to the doctor.

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

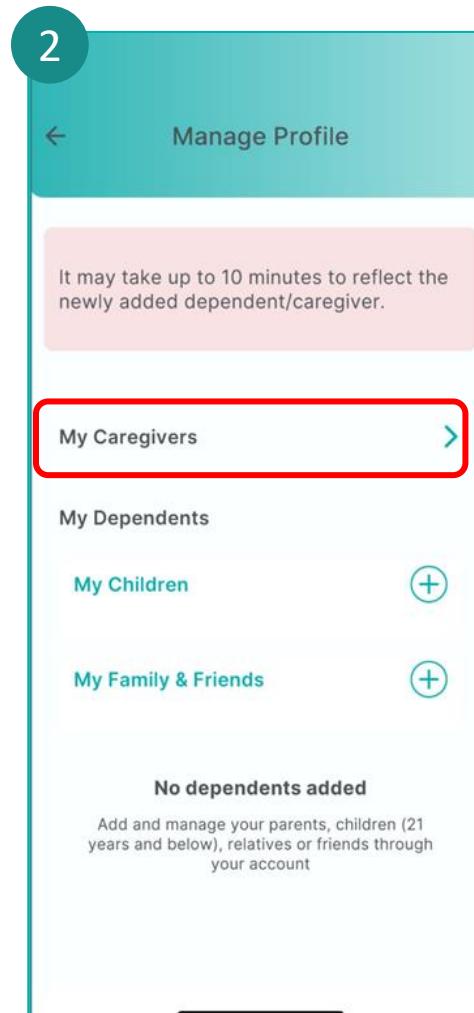
Upon successful mobile registration you will be redirected to view your itinerary.

Add Caregiver (1/2)

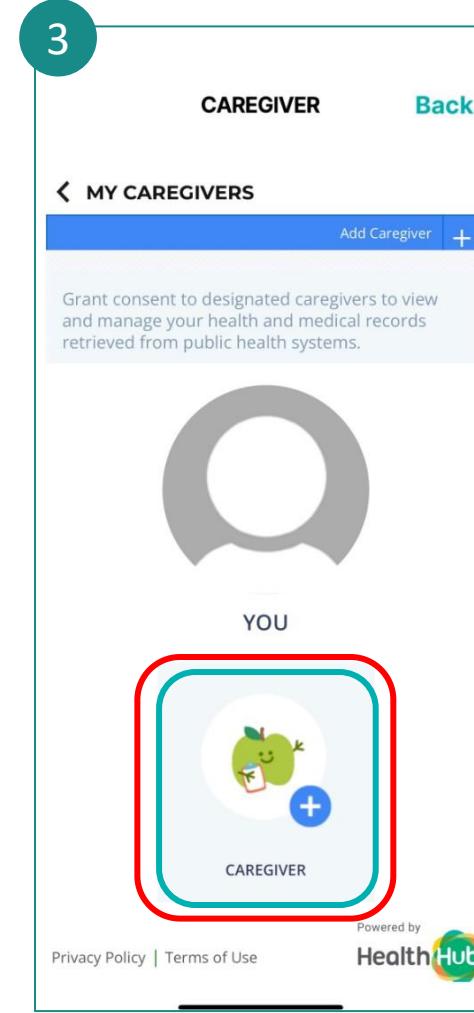
Singpass Login



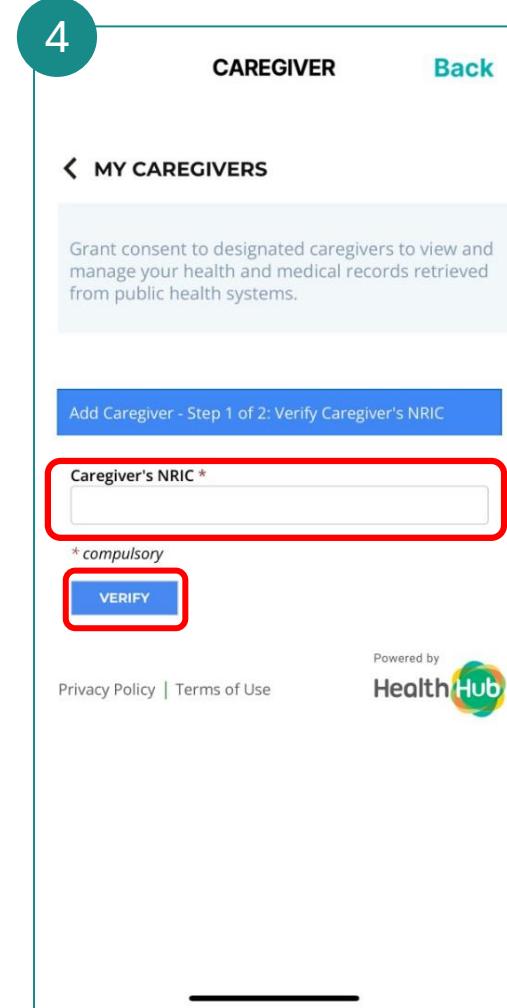
Tap on **Dependent/Caregiver**.



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 *
SXXXX111A

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

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

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

* compulsory

[BACK](#) [NEXT](#)

Powered by HealthHub

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](#)

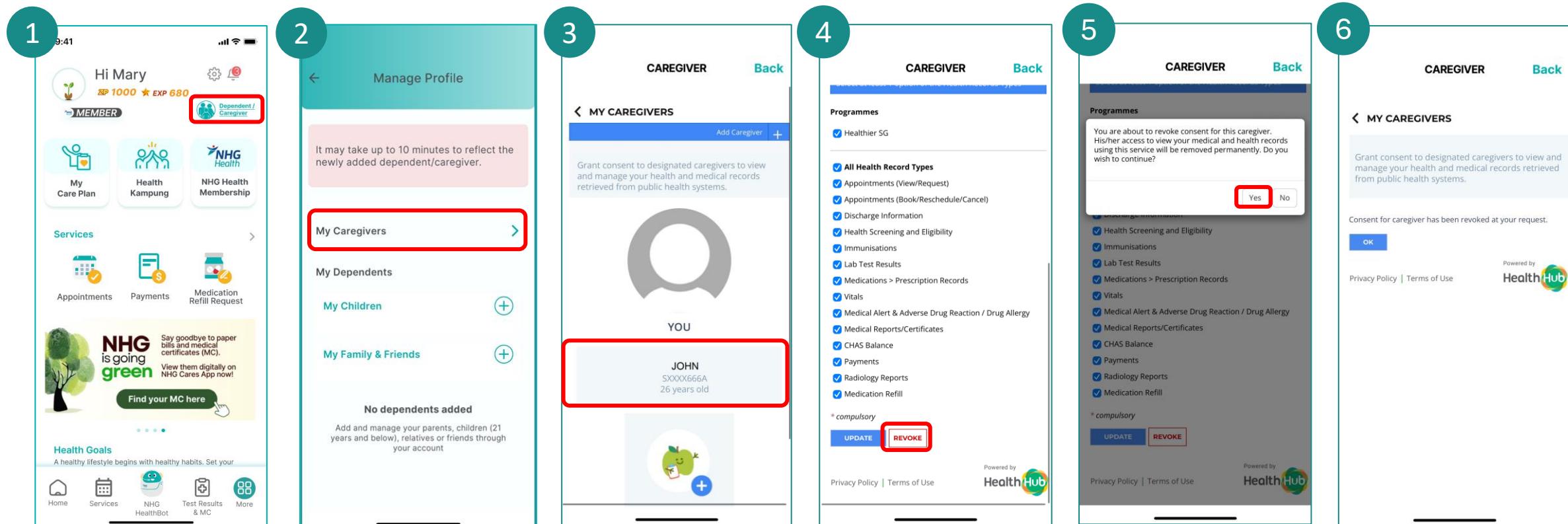
Powered by HealthHub

Privacy Policy | Terms of Use

After it has been added successfully, you can view your care recipient's user profile in the Dependent/Caregiver ²¹ 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

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

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 visitors(s).

3

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 SXXXXB31F You have answered 4/4 Yes No

MJ Cass Tan SXXXX123E You have answered 4/4 Yes No

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

Add Dependent

[Singpass Login](#)



There two type of Dependents:

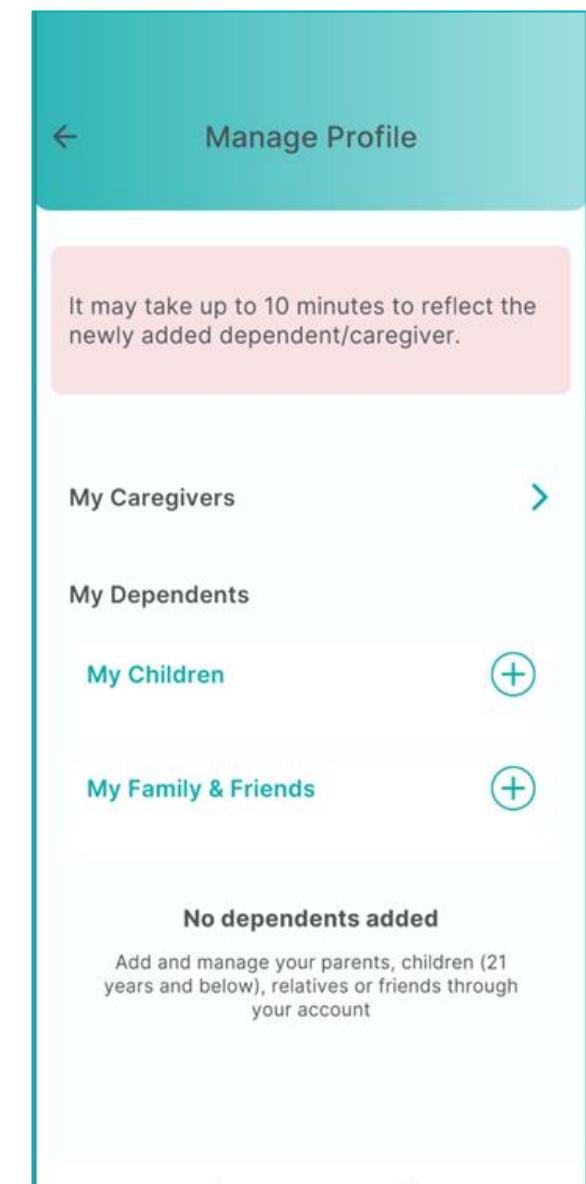
1. Children

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.

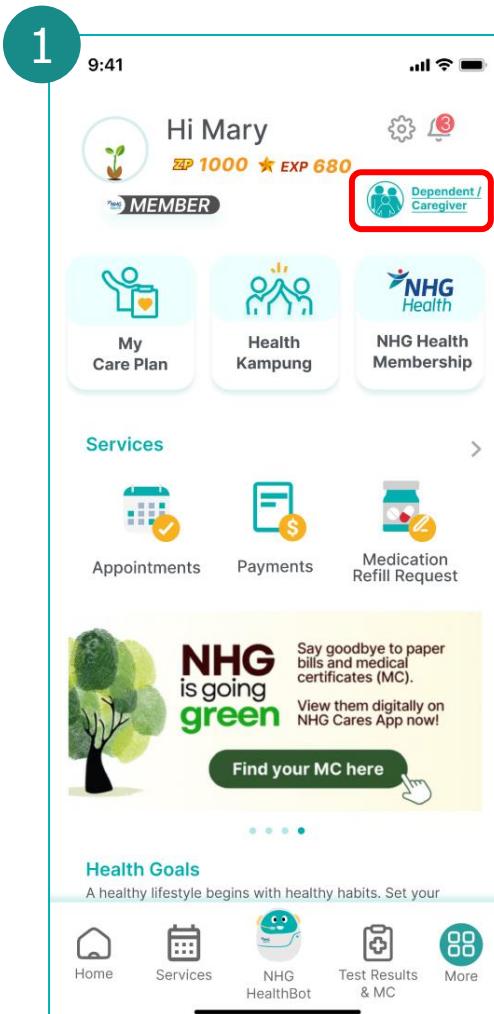
2. Family & Friends

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

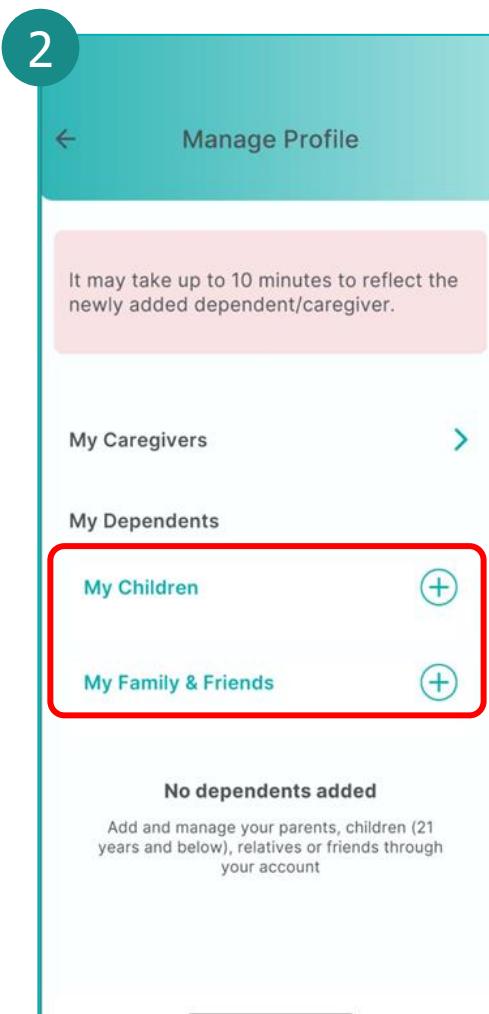


Add Dependent

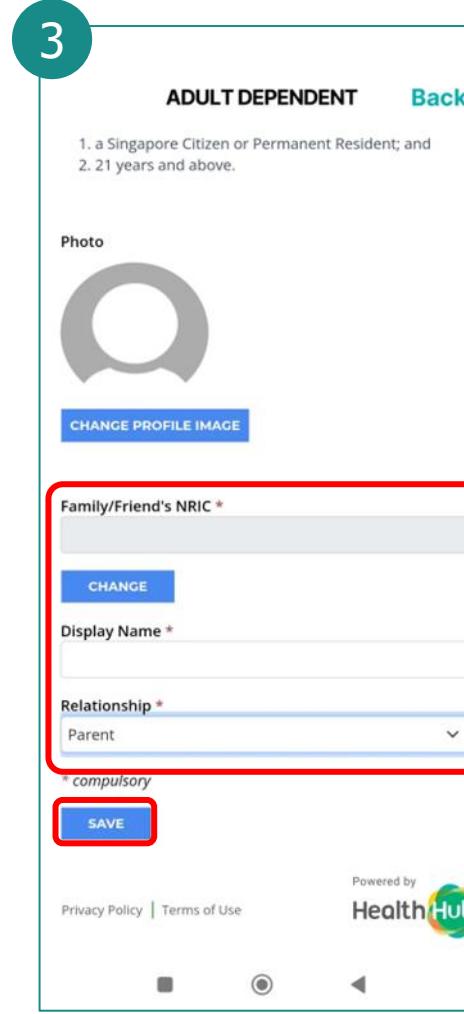
Singpass Login



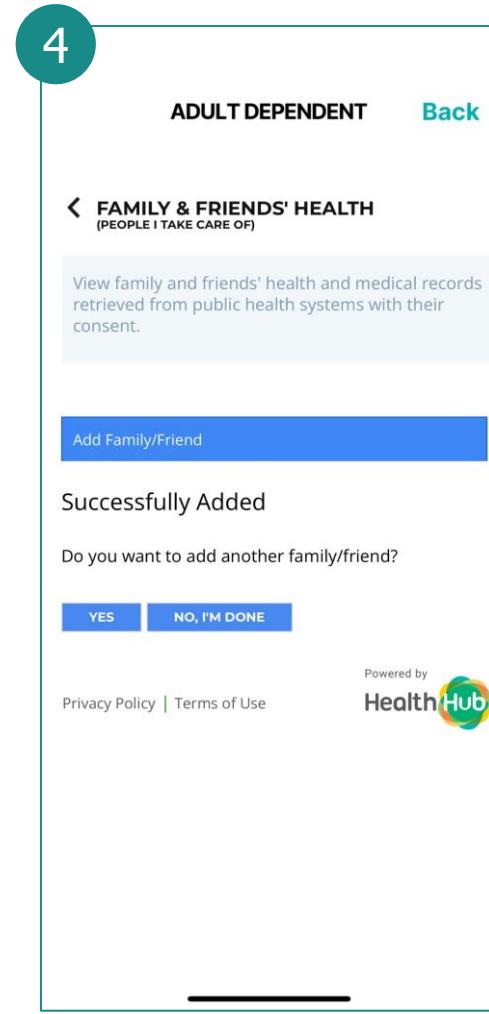
Tap on
Dependent/Caregiver.



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



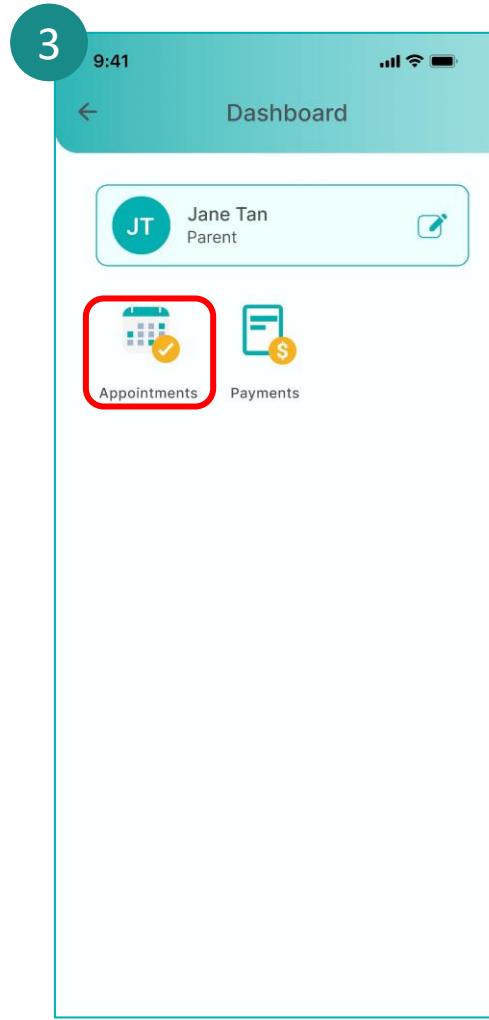
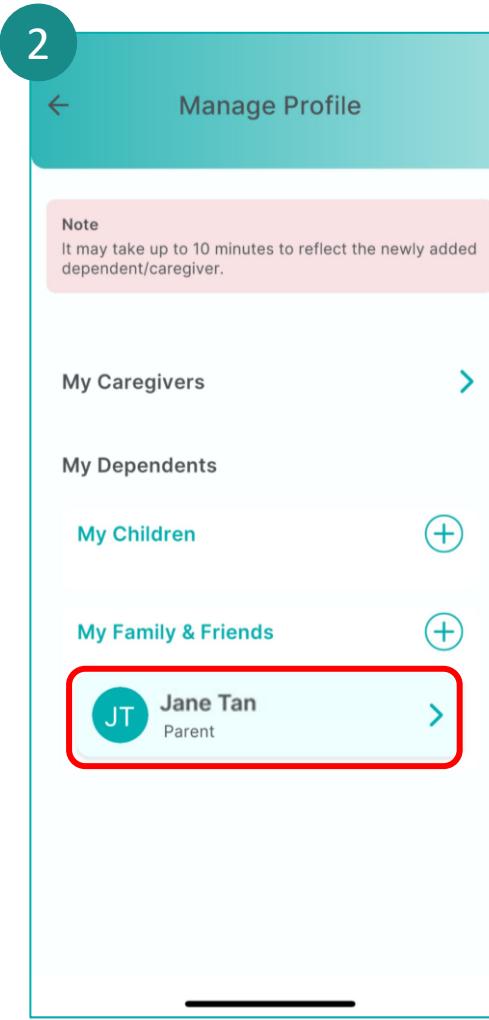
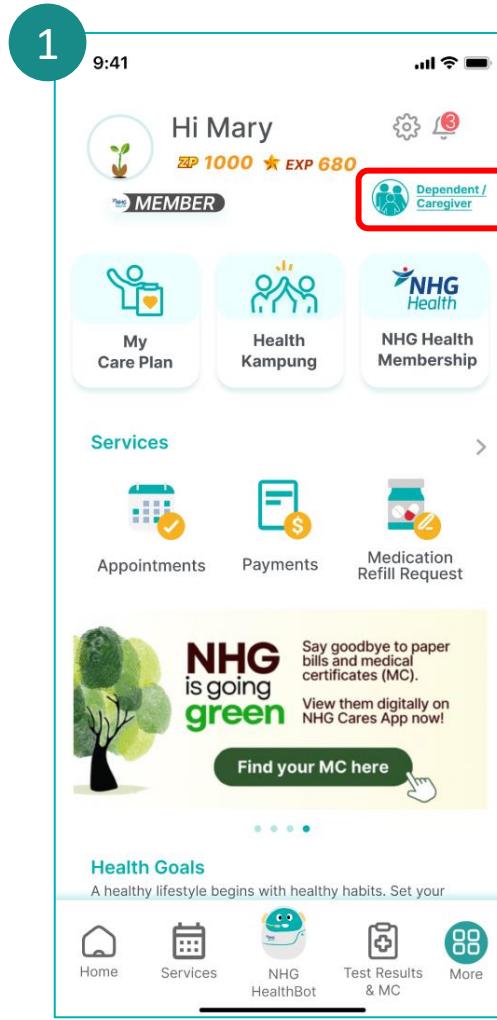
Input the **NRIC**, **Display Name**, select the **Relationship** and tap on **SAVE**.



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**.

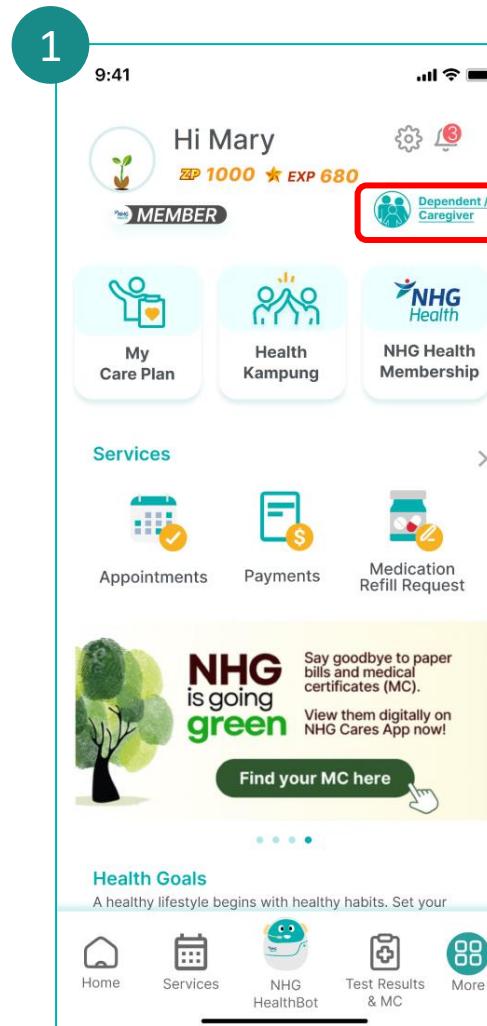
Tap on the dependent's name.

Tap on **Appointments**.

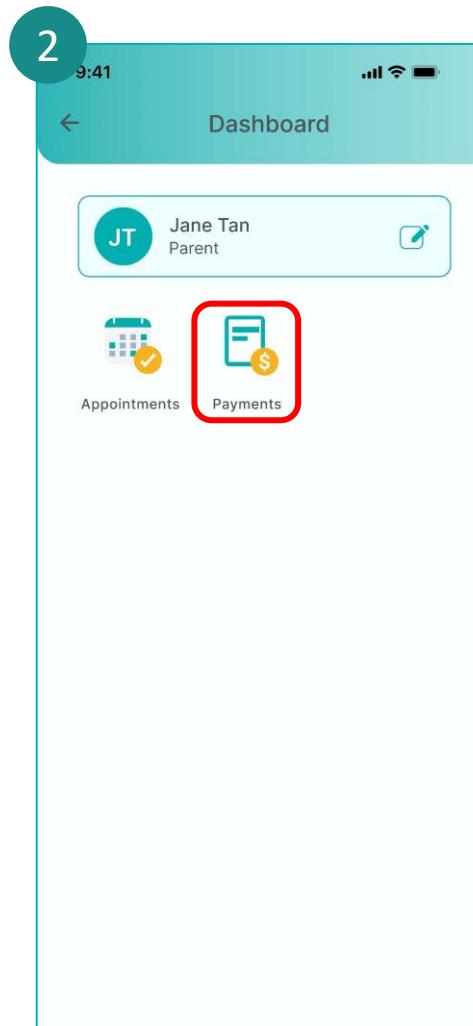
Manage your dependent's appointments accordingly.

Manage Dependent's Bill

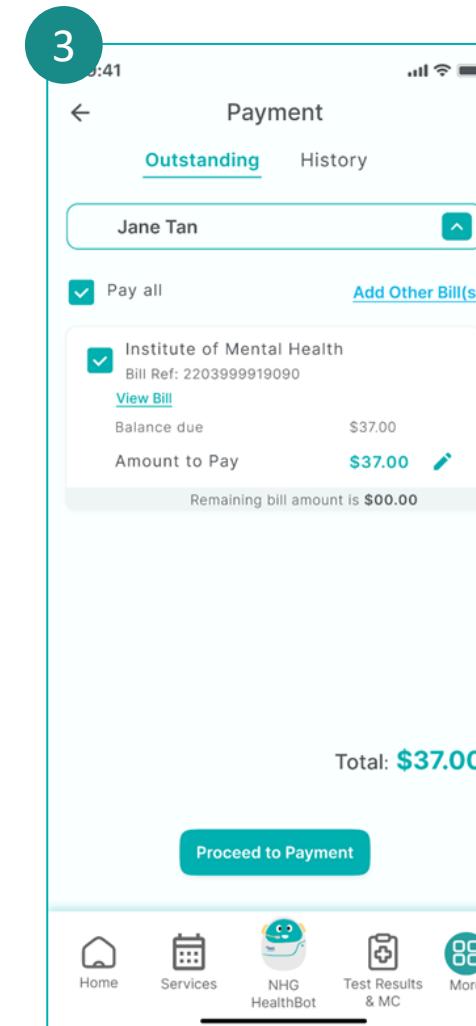
Singpass Login



Tap on **Dependent/Caregiver**.

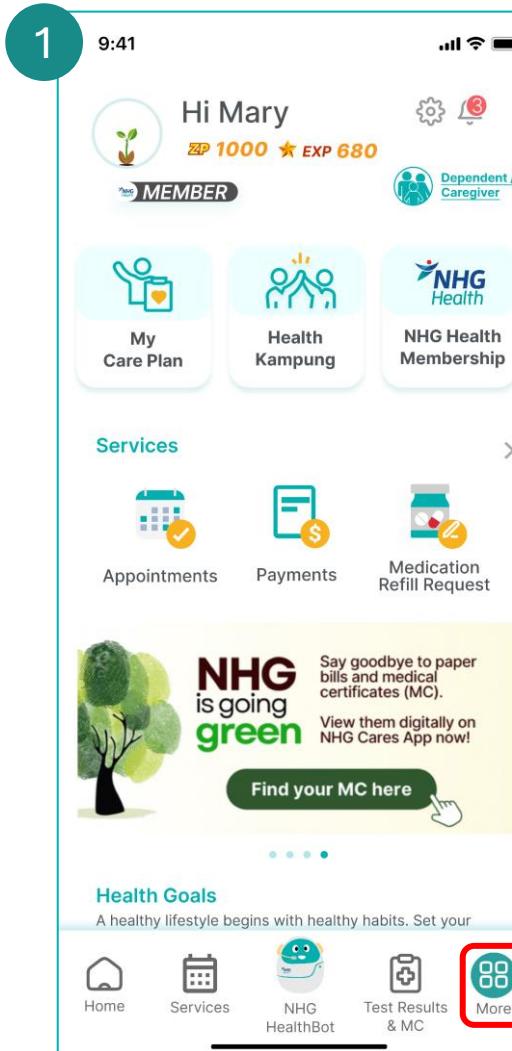


Tap on **Payments**.

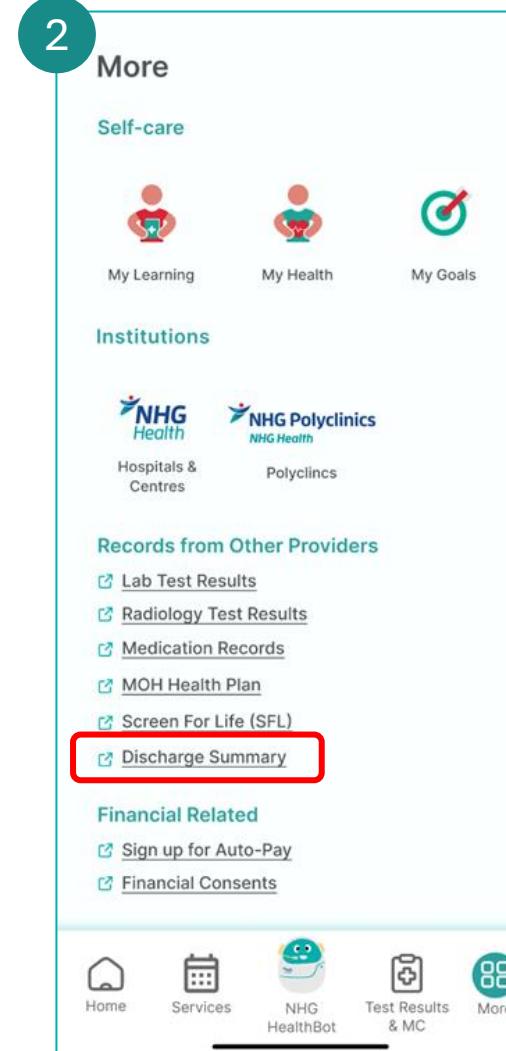


Manage your dependent's bill and payments accordingly.

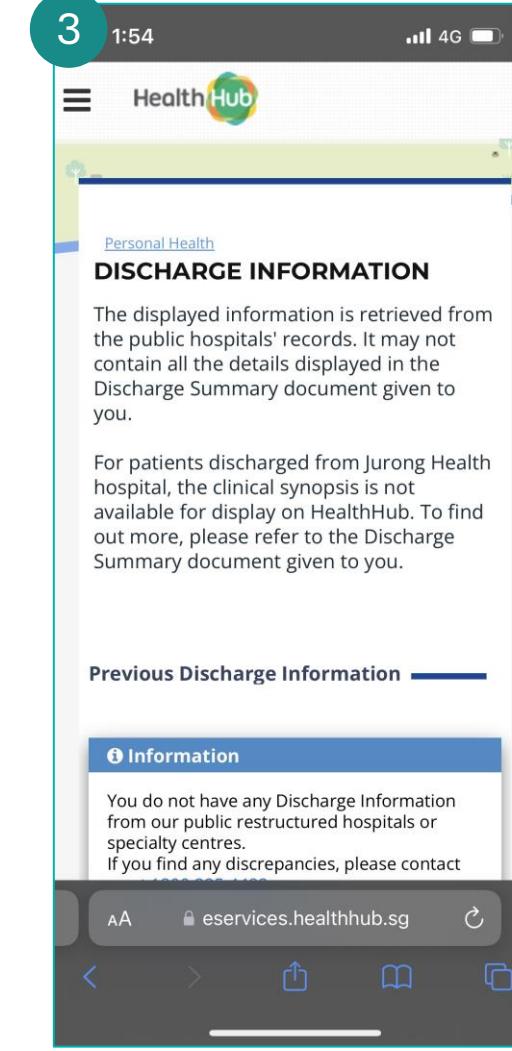
Discharge Summary



Tap on **More**.

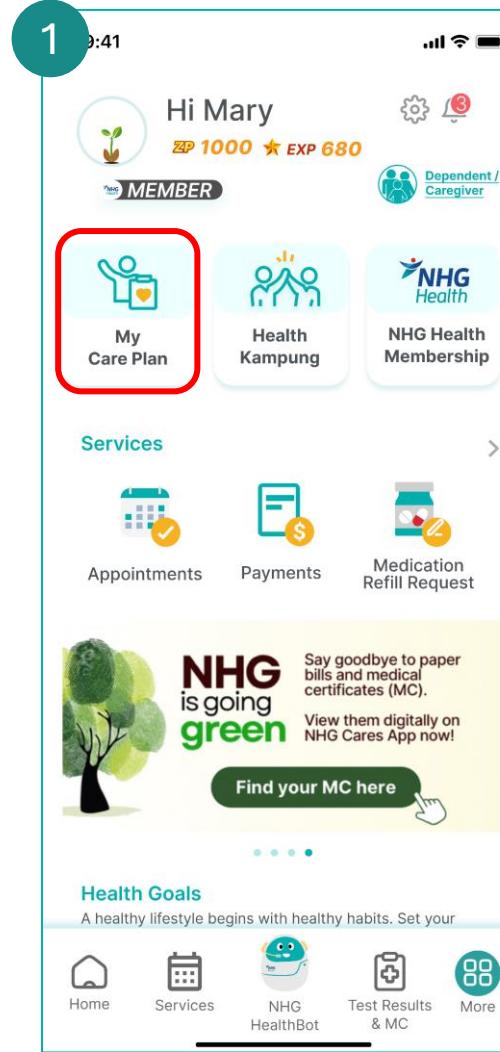


Under **Records from Other Providers** section, tap on **Discharge Summary**.



View your discharge information.

My Care Plan



Tap on **My Care Plan**.

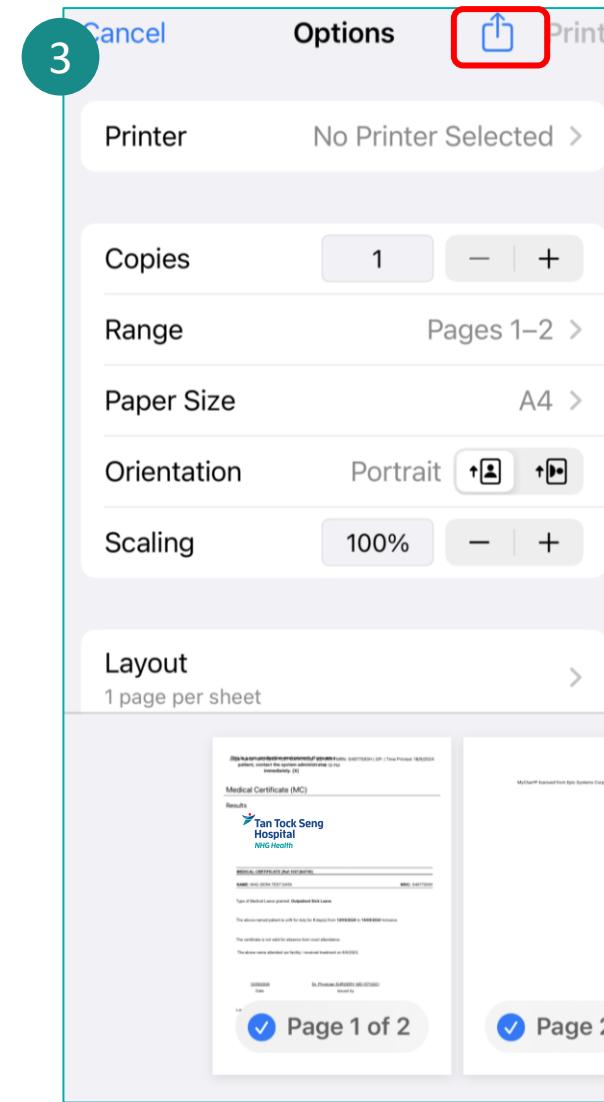
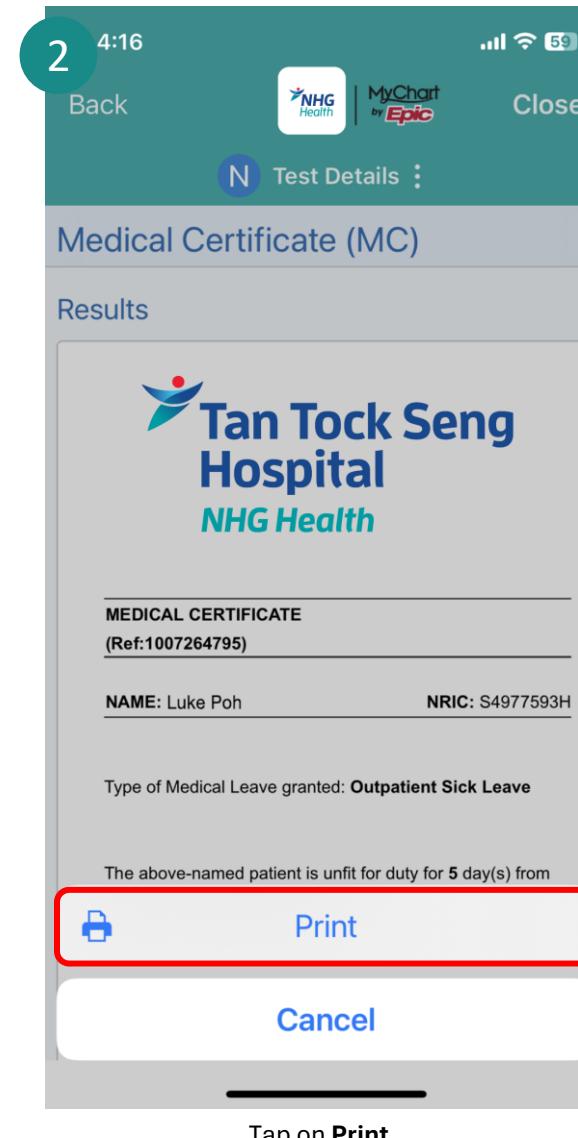
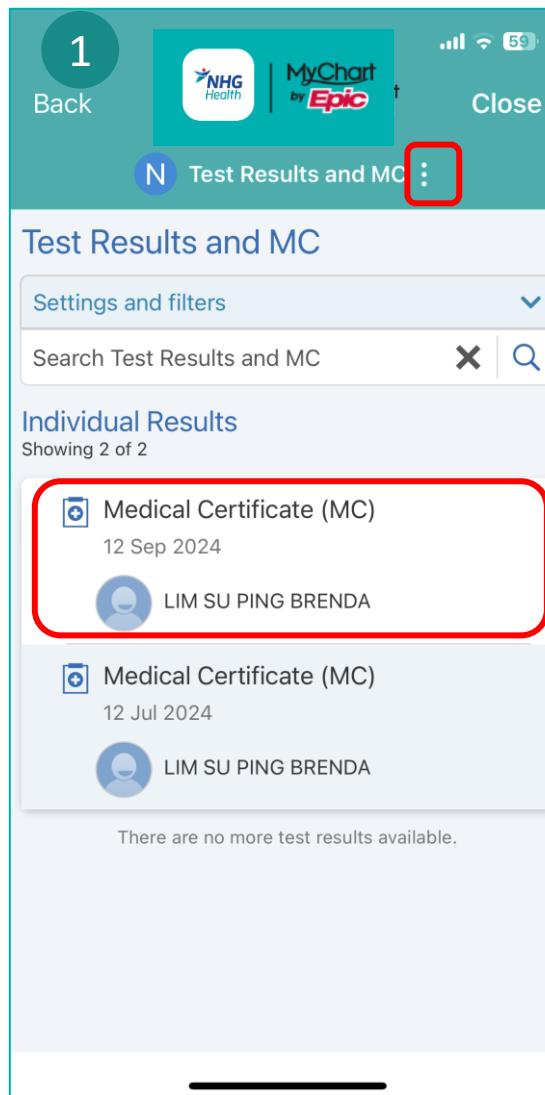


Select your Health Task or Health Info.



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

Singpass Login



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

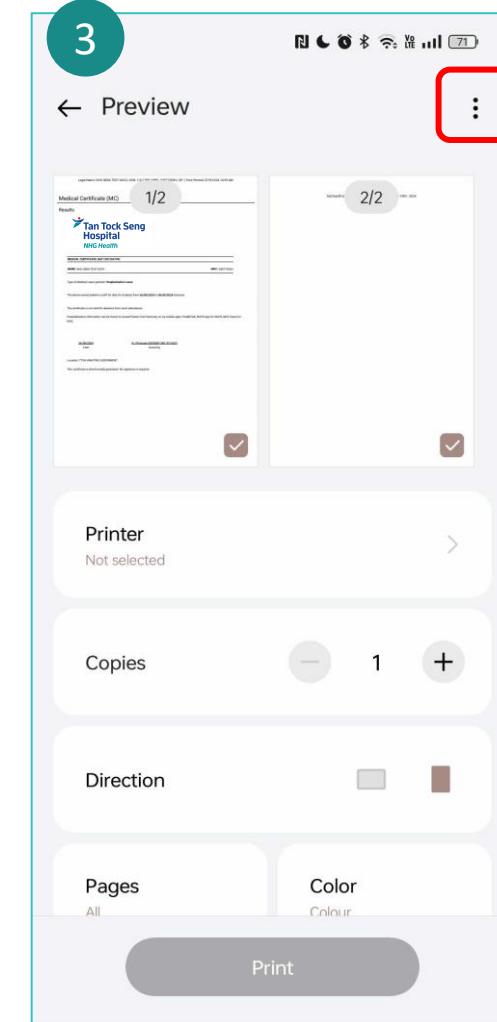
Singpass Login



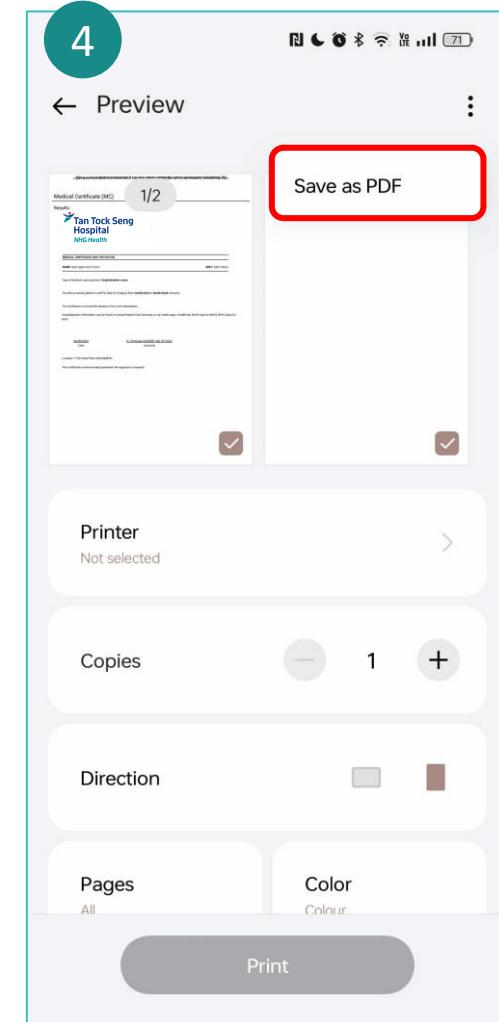
Select the MC to be printed and tap on the **three-dots icon** to activate the print function.



Tap on **Print**.



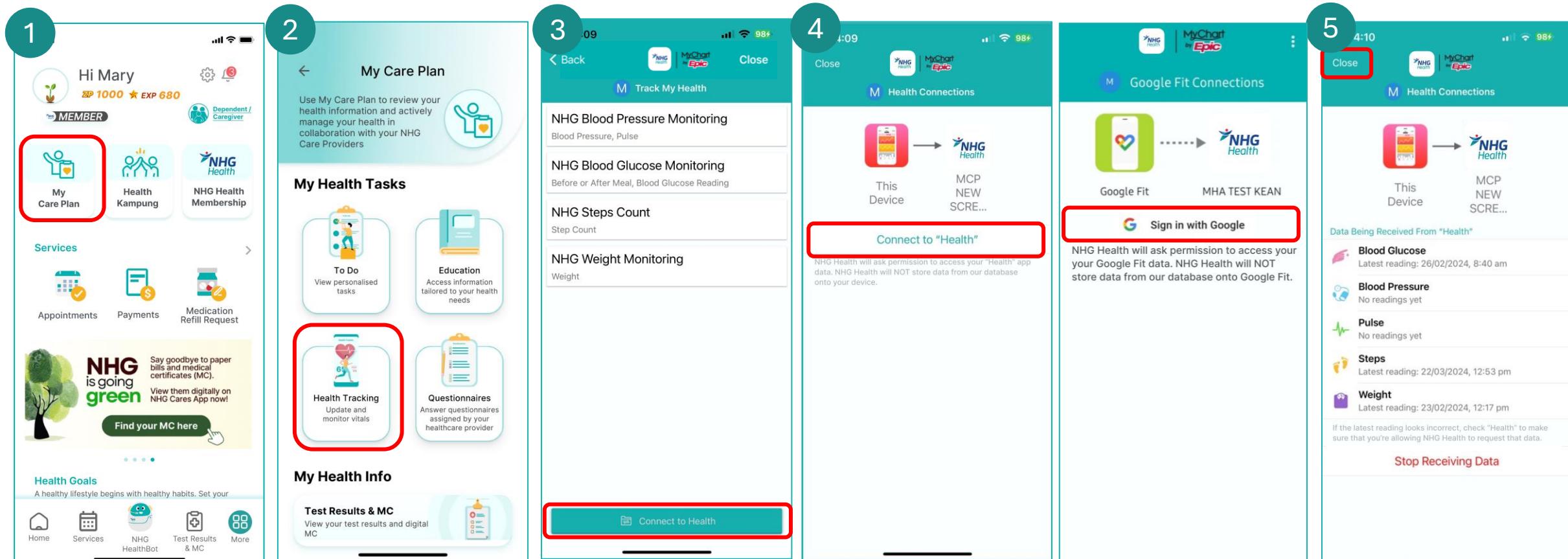
Tap on the **three-dots icon** above to download the **PDF document**.



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,

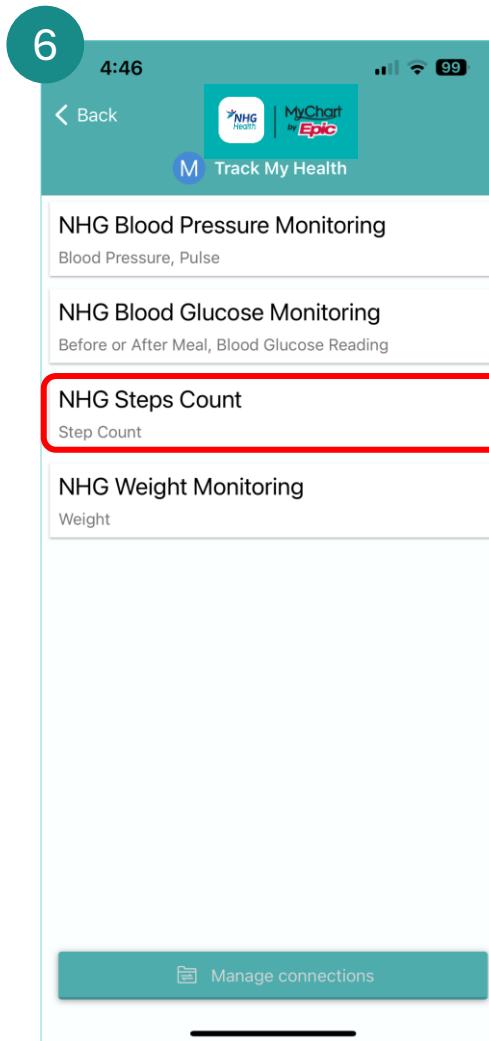
Tap on **Connect to Health**. Tap on **Sign in with Google**.

For Android users,

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

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

[Singpass Login](#)

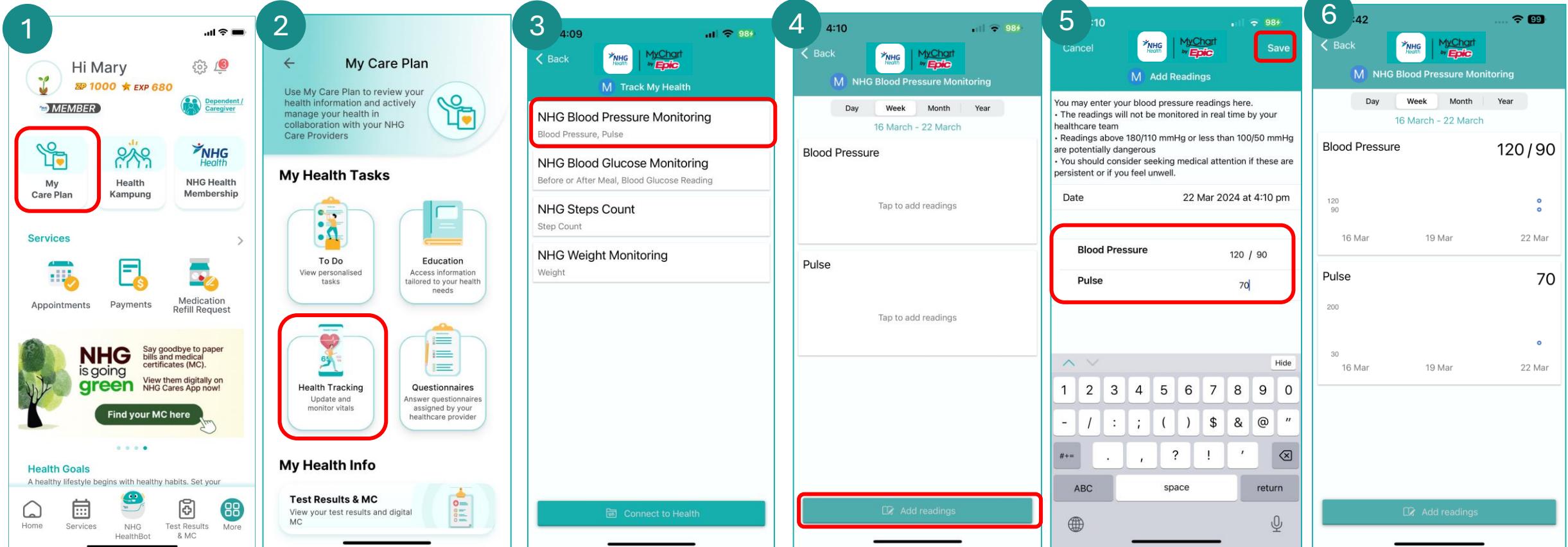


Tap on your preferred flowsheet.



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**.

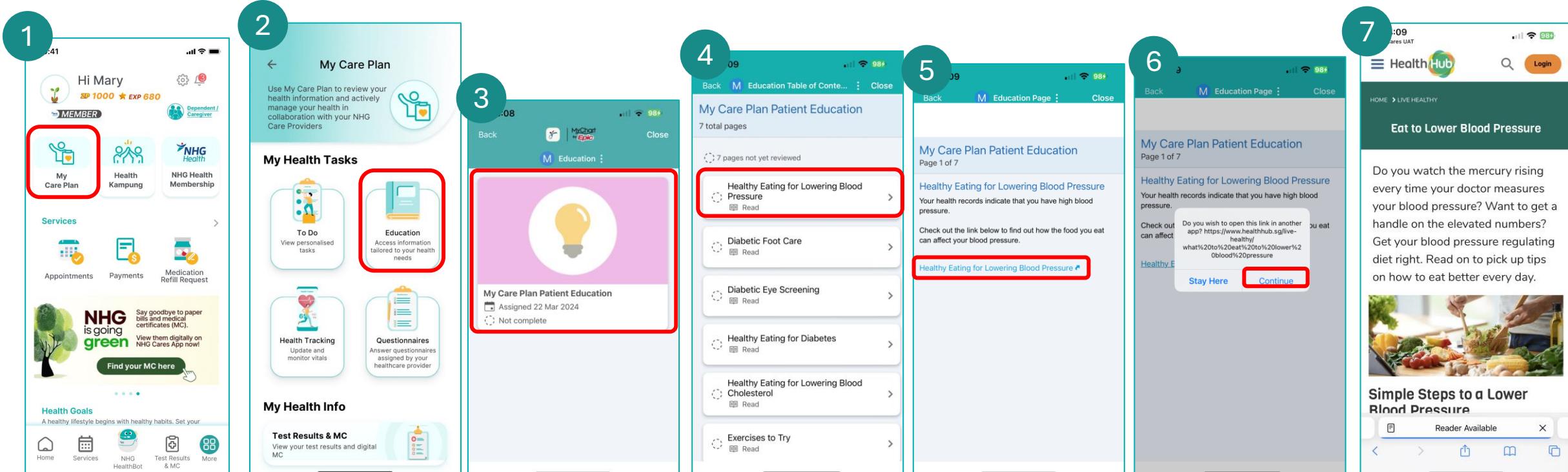
Tap on your preferred flowsheet.

Tap on **Add Reading**.

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

View the values entered.

My Care Plan: Education



Tap on **My Care Plan**.

Tap on **Education**.

Tap on your **Education plan**.

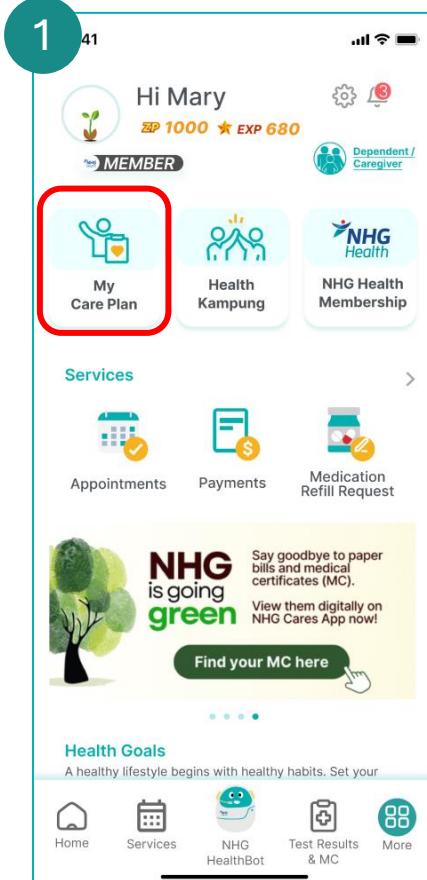
Tap on your preferred **educational material**.

Tap on the **link**.

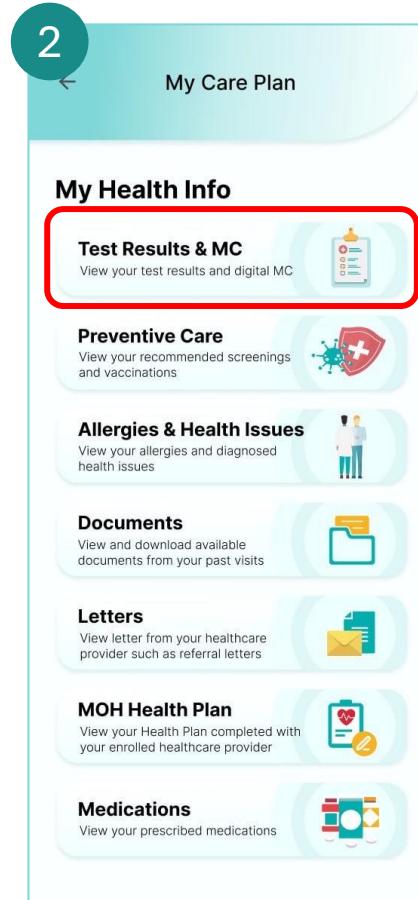
Tap on **Continue**.

Read the **educational material**.

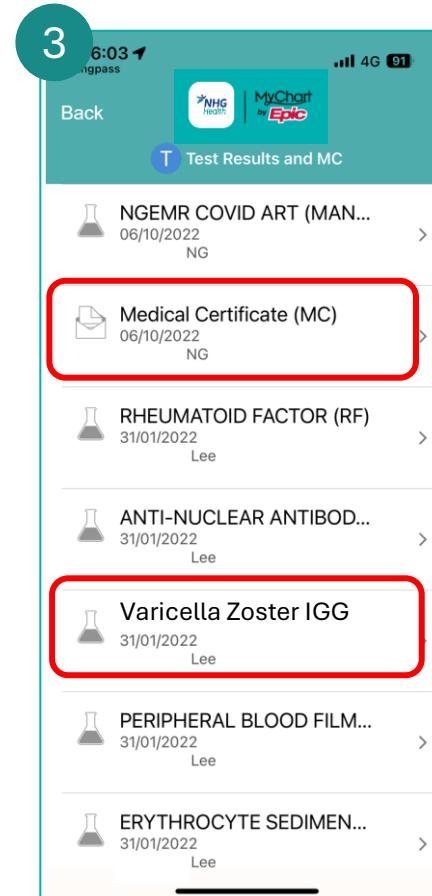
My Care Plan: Test Results & MC



Tap on **My Care Plan**.



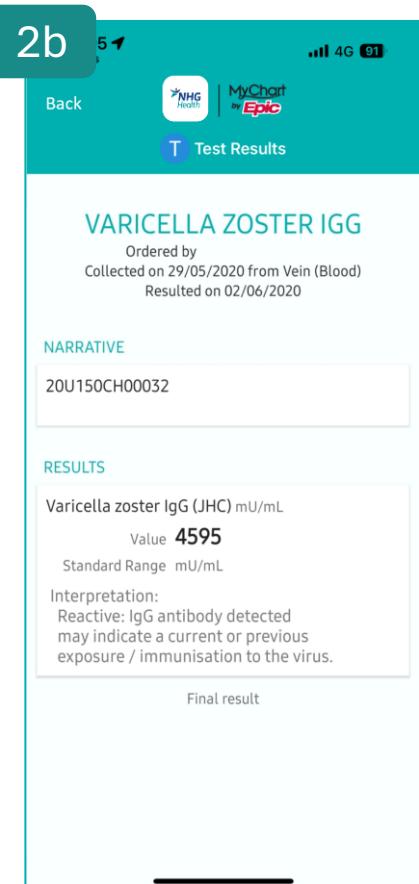
1. Scroll Down to **My Health Info**.
2. Tap on **Test Results & MC**.



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

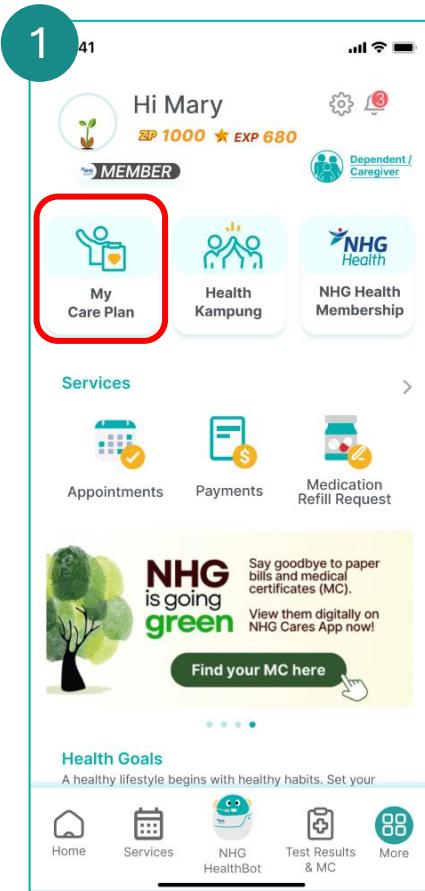


Sample screen of Medical Certificate



Sample screen of Test Result

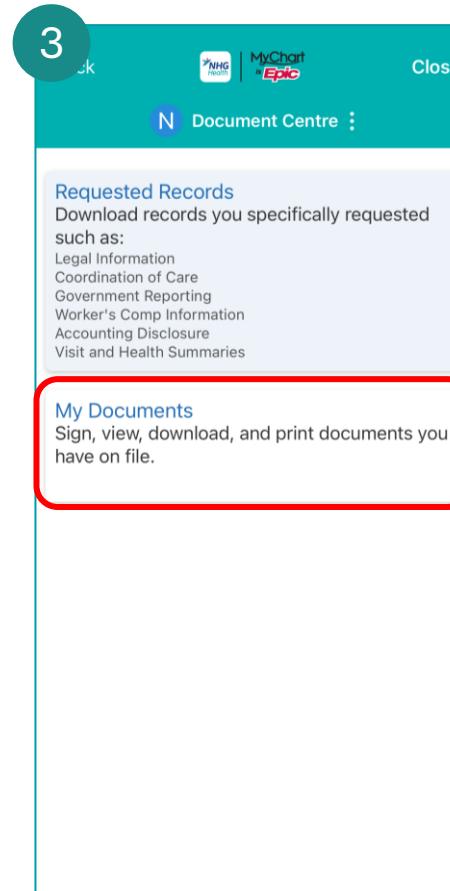
My Care Plan: eSign Document



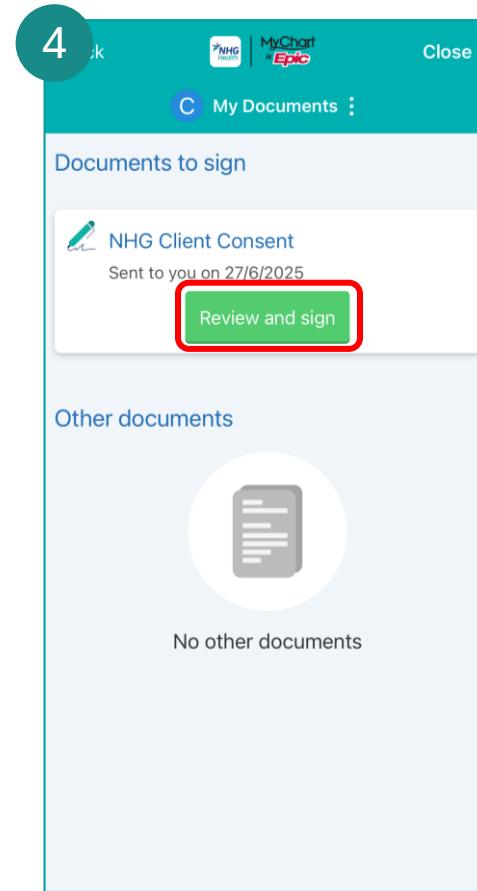
Tap on **My Care Plan**.



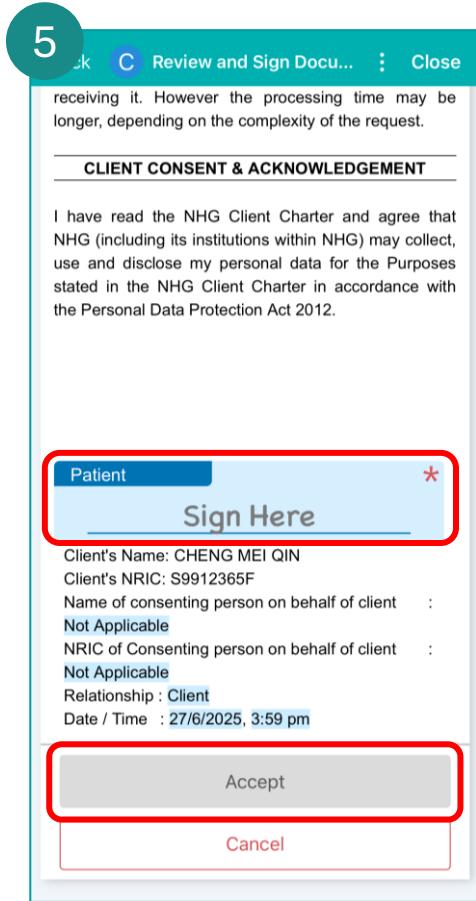
1. Scroll Down to **My Health Info**.
2. Tap on **Documents**.



Tap on **My Documents**

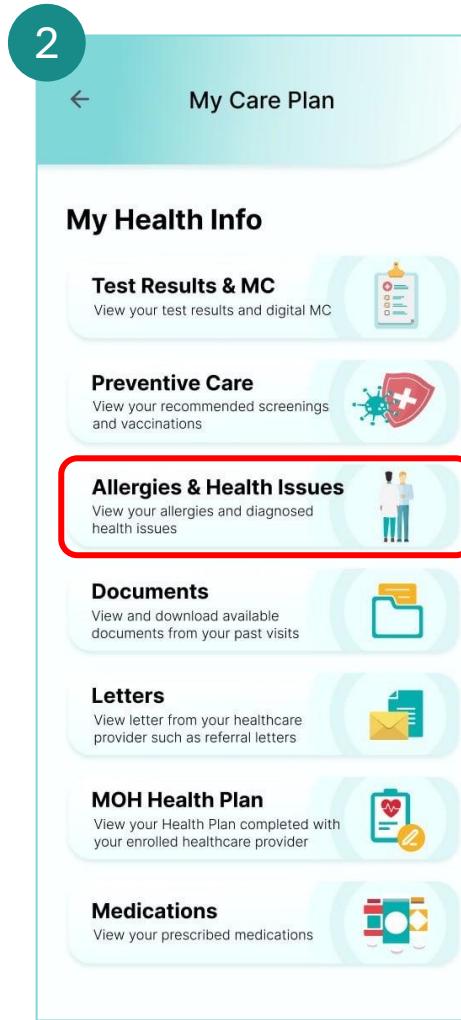
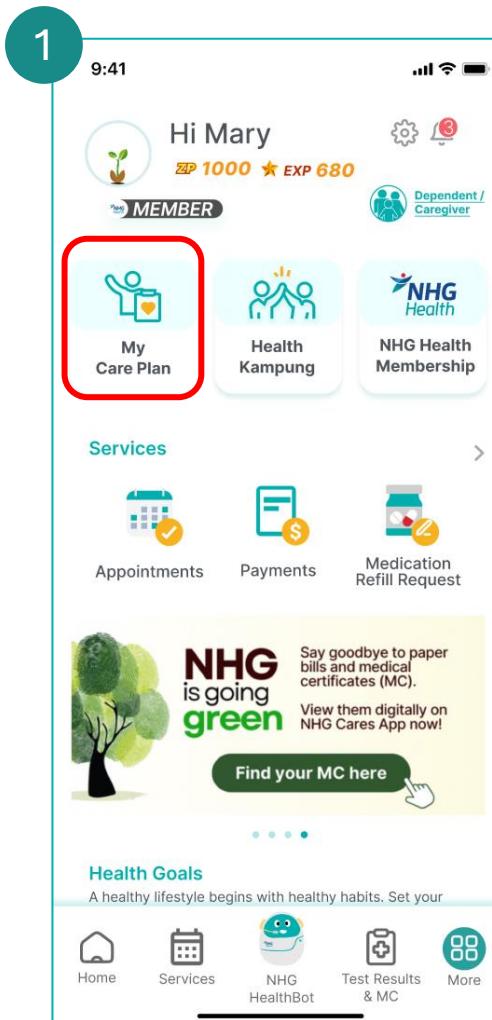


Tap on **Review and sign**



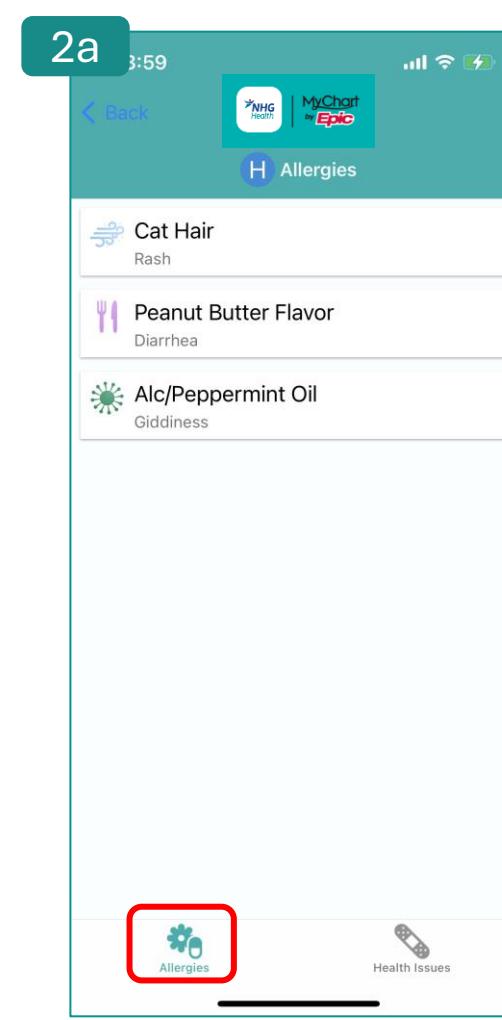
1. Provide your eSignature on "Sign Here"
2. Tap on **Accept** to submit your document

My Care Plan: Allergies & Health Issues

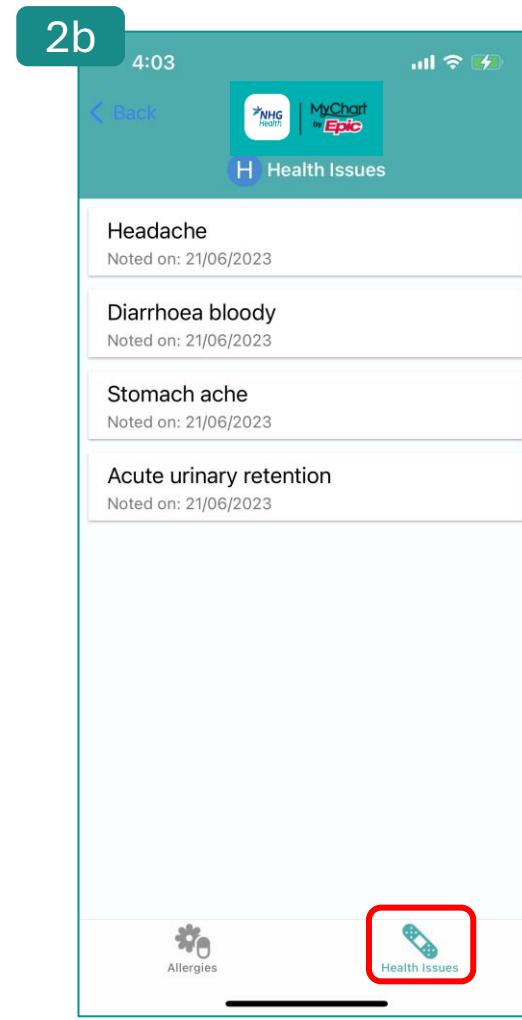


Tap on My Care Plan.

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



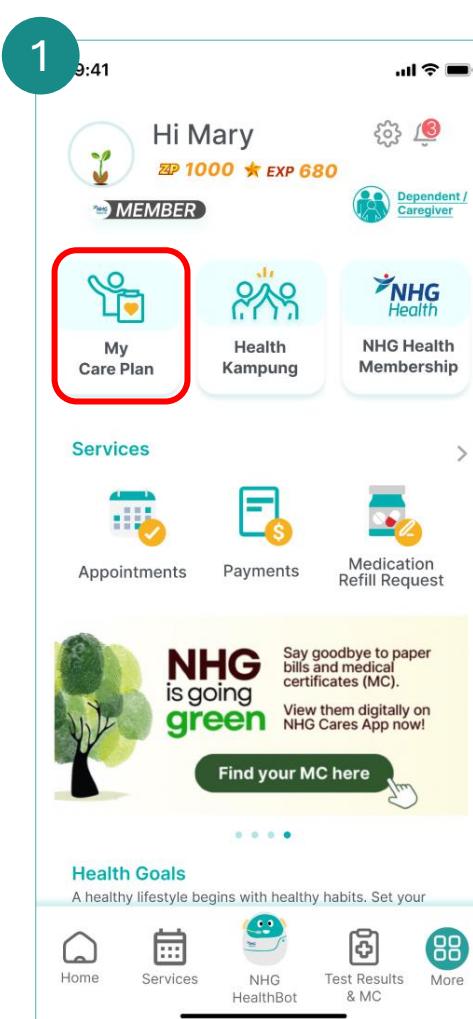
Sample screen of Allergies List



Sample screen of Health Issues

My Care Plan: Medications

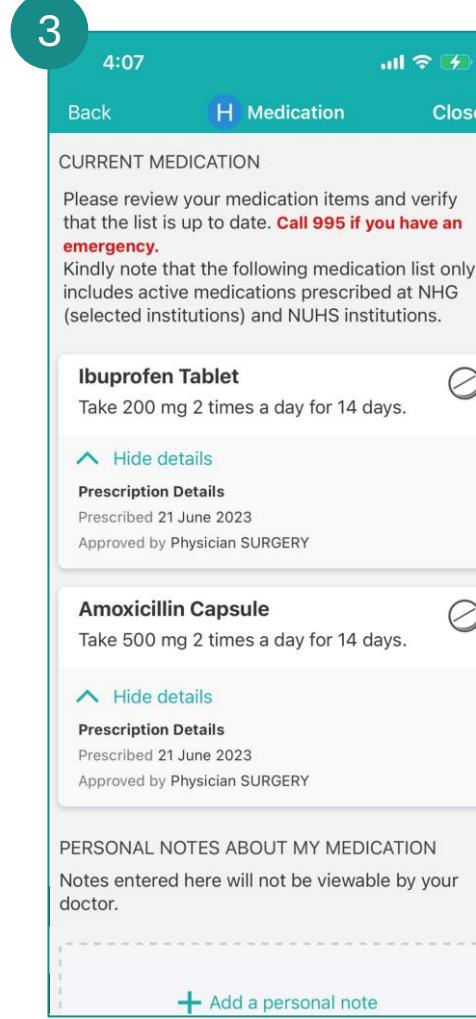
Singpass Login



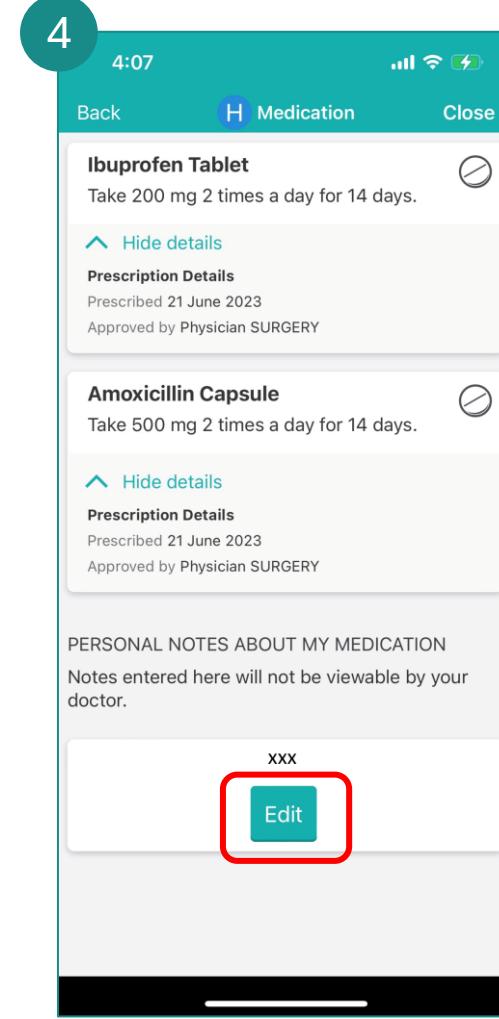
Tap on **My Care Plan**.



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



View prescribed medications.

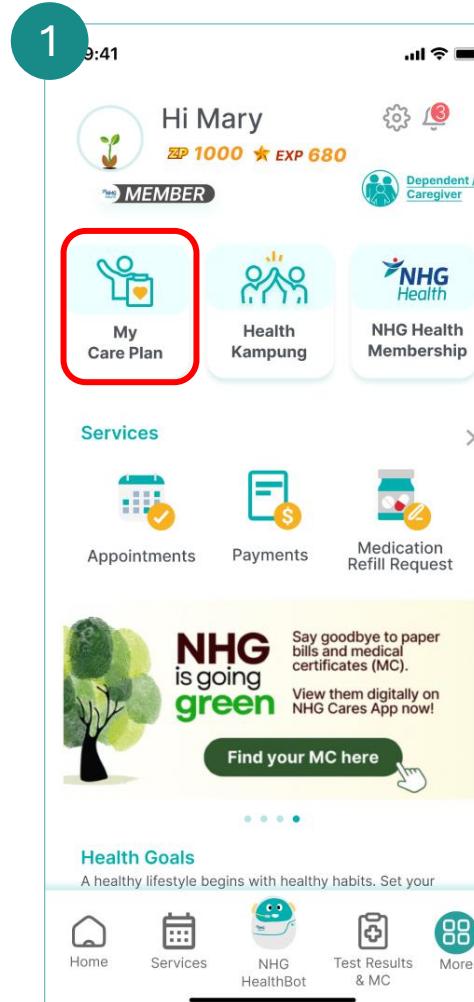


Tap on **Edit** to add your own personal notes about your medication.

My Care Plan: MOH Health Plan

Enrolled to
Healthier SG

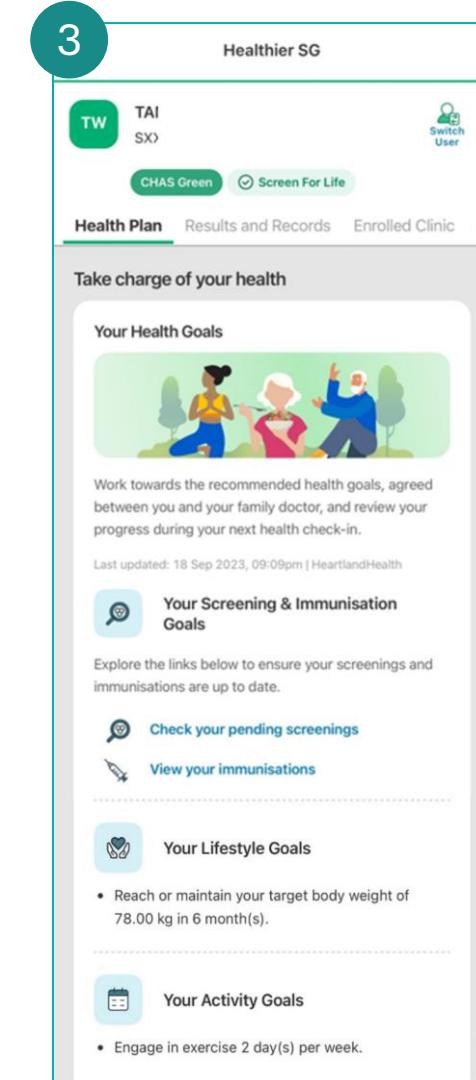
Singpass
Login



Tap on **My Care Plan**.

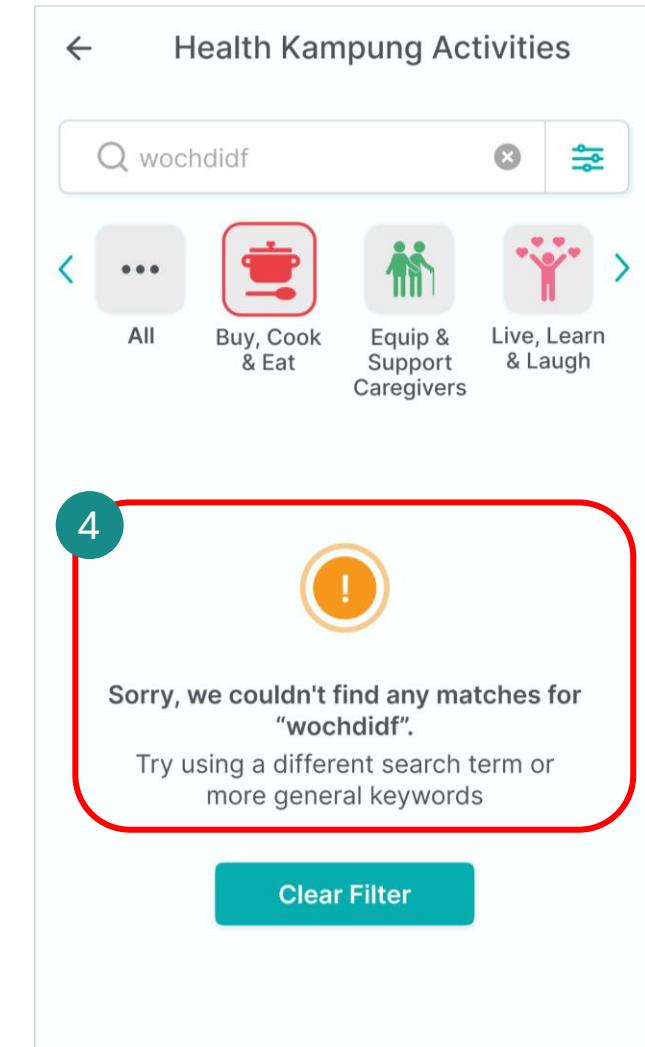
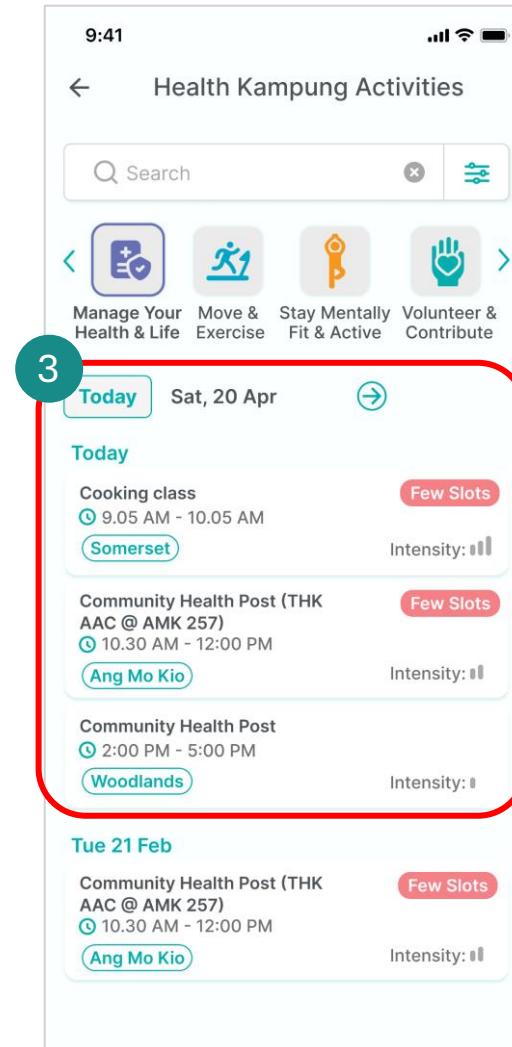
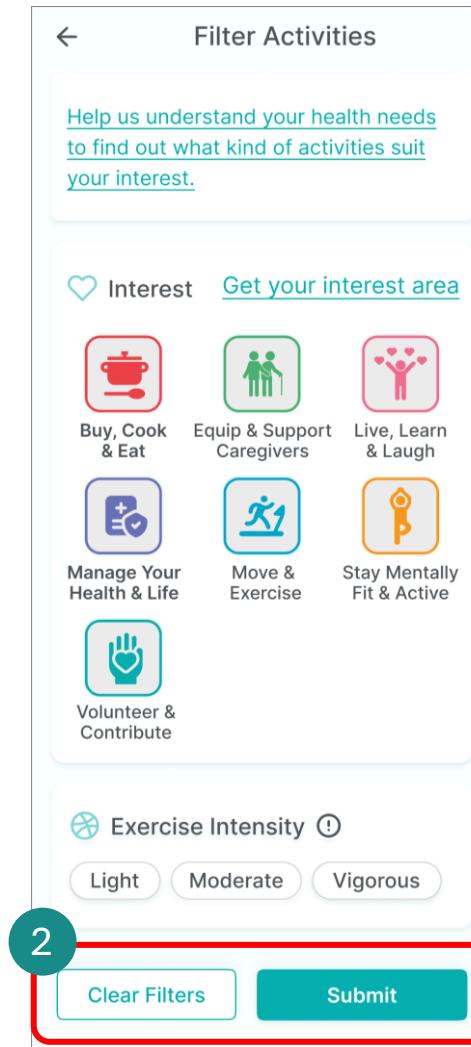
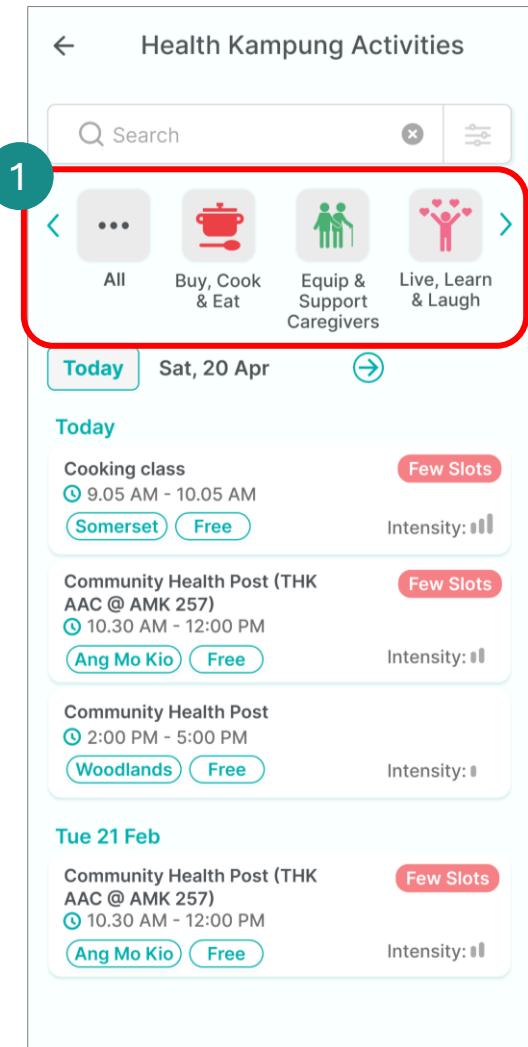


1. Scroll Down to **My Health Info**.
2. Tap on **MOH Health Plan**.



View your health plan.

Health Kampung: Filter By Interest Areas



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

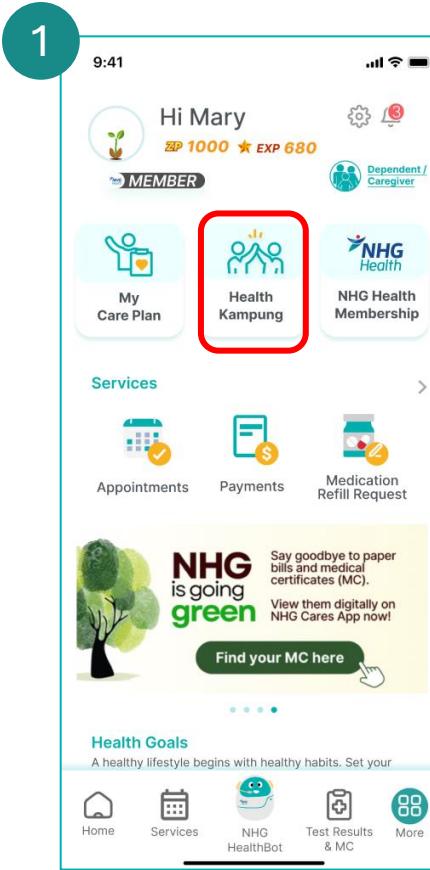
Tap buttons to filter and submit activity listing.

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

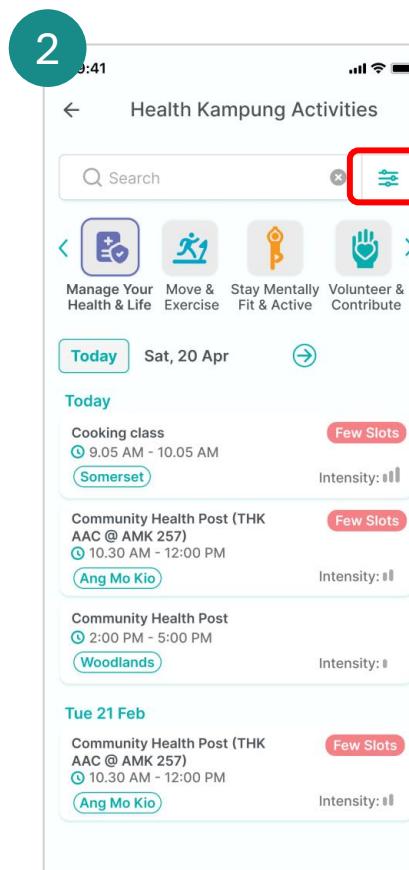
An **error notification** will be displayed if there are no match for the activity.

Health Kampung: Accessing Questionnaire

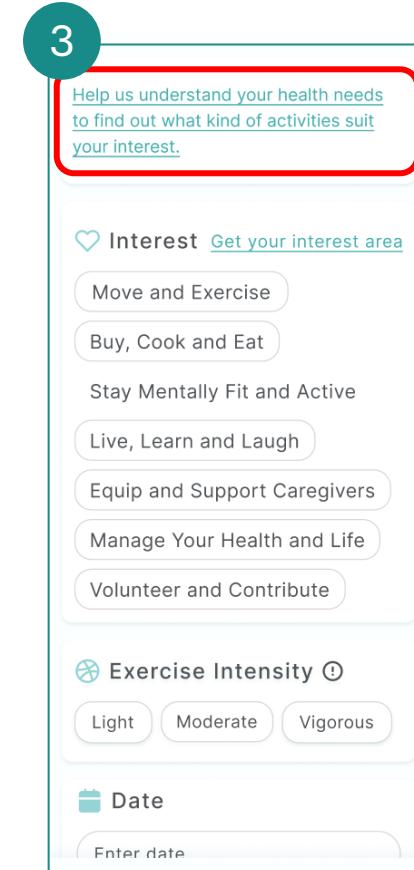
Singpass
Login



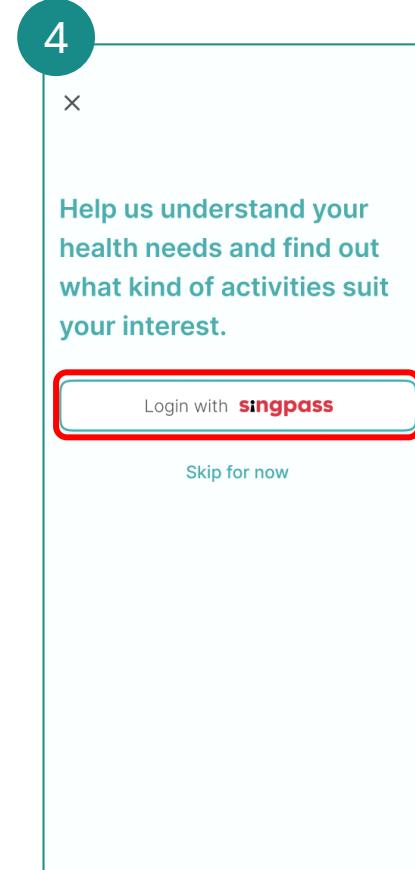
Tap on **Health Kampung**.



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

X

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

2

X

We will be going through three short sections.

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

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

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

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

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

Tap on **Login with singpass**.

Tap on **Begin**.

Tap on **Continue**.

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

Tap on **Continue**.

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

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?

Please indicate the number of sticks smoked each day.

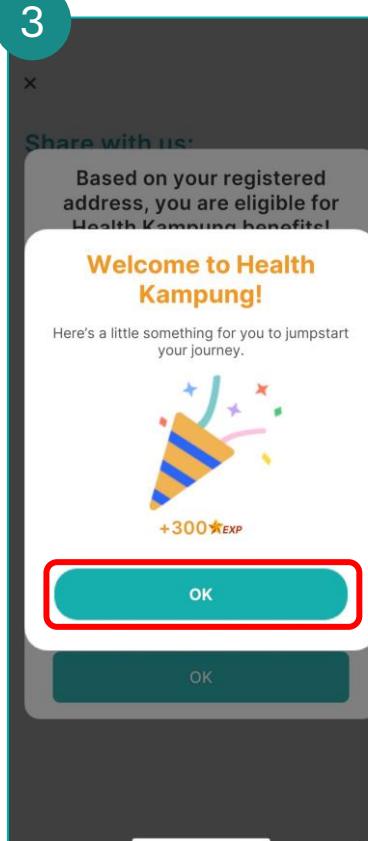
Have you ever thought about stopping smoking?
 Yes
 No

Would you like to stop smoking?
 Yes
 No

Submit

Tap on **Continue**.

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



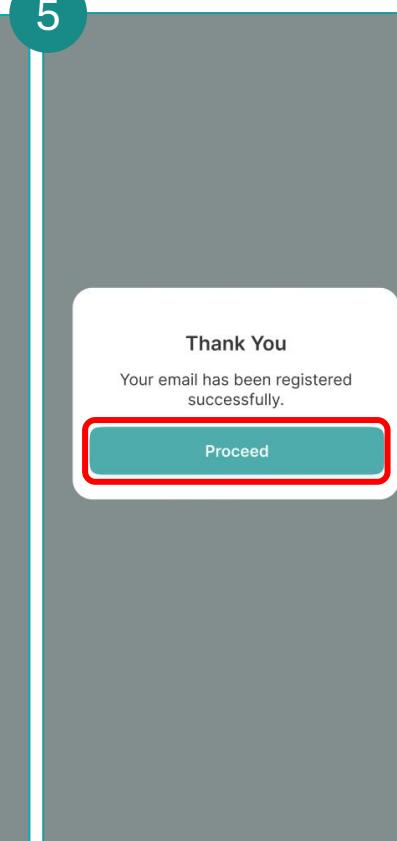
Select your answers and tap on **Submit**.

4
Email Address
Enter your email address to receive Health Kampung updates in the future.

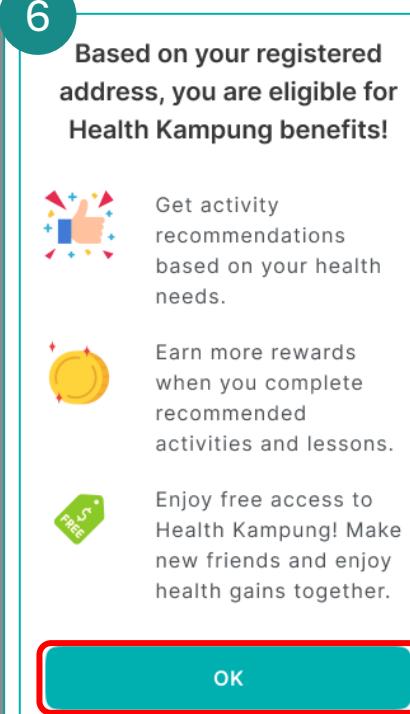
Register Email Address

Skip for now

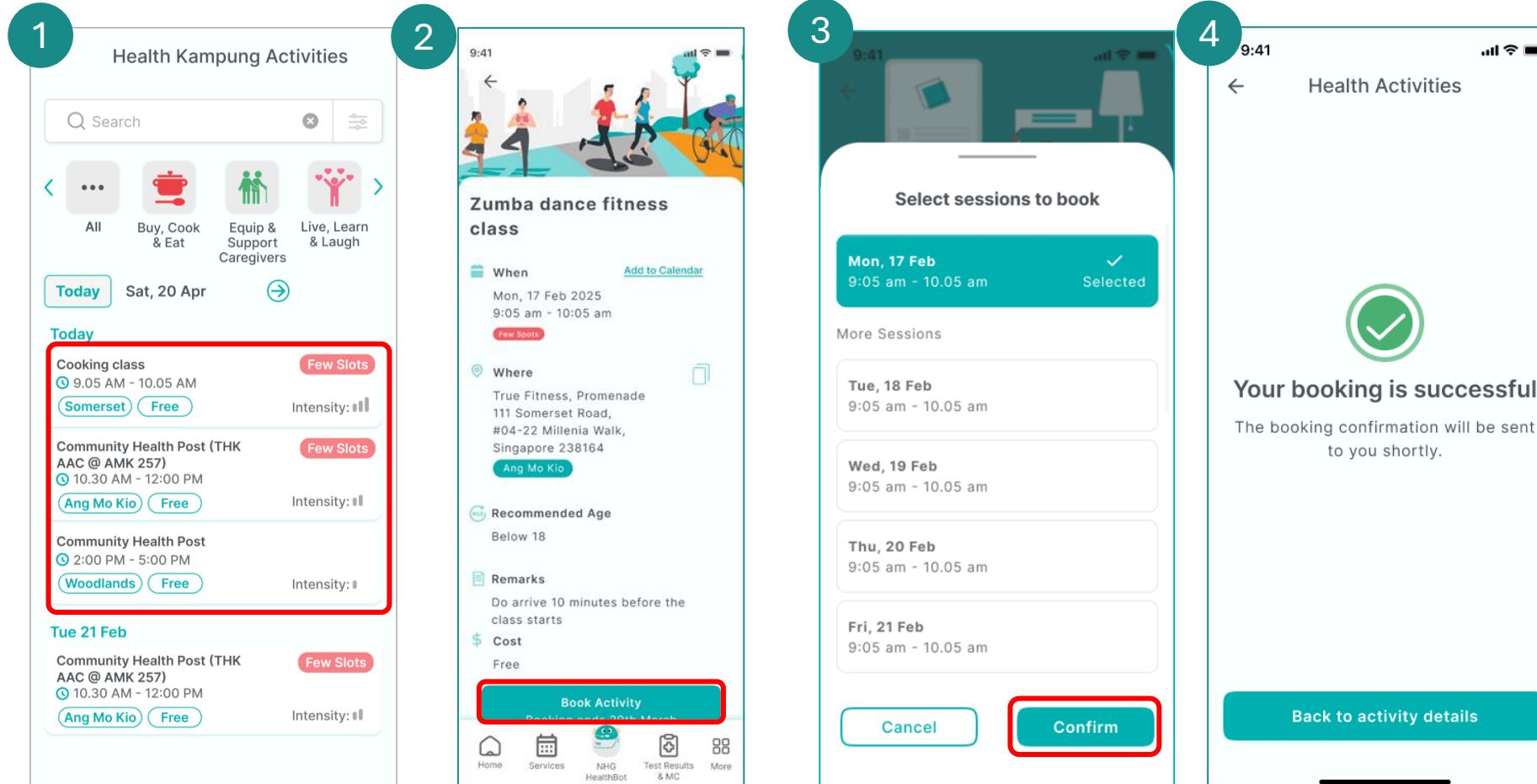
Key in your email address and tap on **Register Email Address**.



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



Health Kampung – Book Activities



1 Health Kampung Activities

Search (X) Filter

...

All Buy, Cook & Eat Equip & Support Caregivers Live, Learn & Laugh

Today Sat, 20 Apr Today

Today

- Cooking class**
9.05 AM - 10.05 AM Somerset Free Few Slots
Intensity: 
- Community Health Post (THK AAC @ AMK 257)**
10.30 AM - 12:00 PM Ang Mo Kio Free Few Slots
Intensity: 
- Community Health Post**
2:00 PM - 5:00 PM Woodlands Free Few Slots
Intensity: 

Tue 21 Feb

- Community Health Post (THK AAC @ AMK 257)**
10.30 AM - 12:00 PM Ang Mo Kio Free Few Slots
Intensity: 

2

9:41 ←

Zumba dance fitness class

When Add to Calendar
Mon, 17 Feb 2025
9:05 am - 10:05 am Few Spots

Where
True Fitness, Promenade
111 Somerset Road,
#04-22 Millenia Walk,
Singapore 238164 Ang Mo Kio

Recommended Age
Below 18

Remarks
Do arrive 10 minutes before the class starts

Cost
Free

Book Activity

3

9:41 ←

Select sessions to book

Mon, 17 Feb 9:05 am - 10:05 am Selected

More Sessions

- Tue, 18 Feb** 9:05 am - 10:05 am
- Wed, 19 Feb** 9:05 am - 10:05 am
- Thu, 20 Feb** 9:05 am - 10:05 am
- Fri, 21 Feb** 9:05 am - 10:05 am

Cancel **Confirm**

4

9:41 ← ...

Health Activities

 **Your booking is successful**

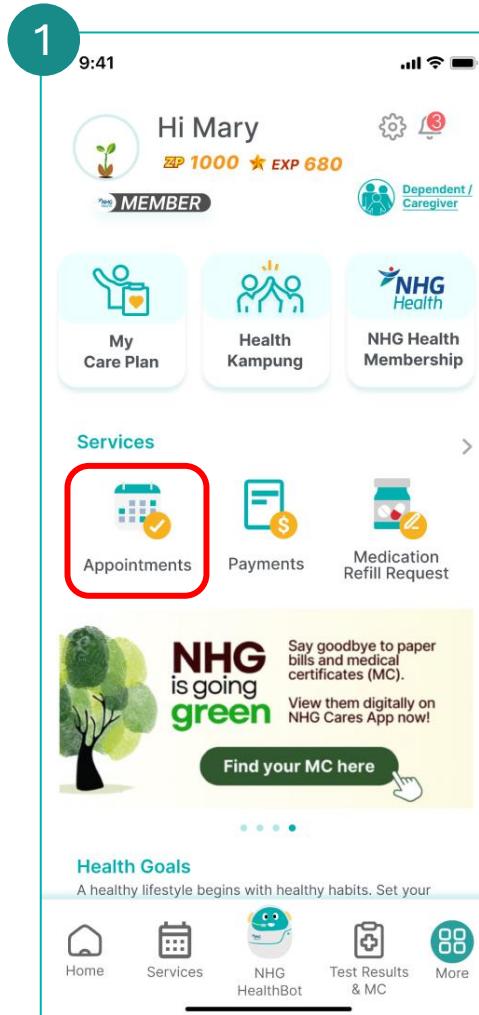
The booking confirmation will be sent to you shortly.

Back to activity details

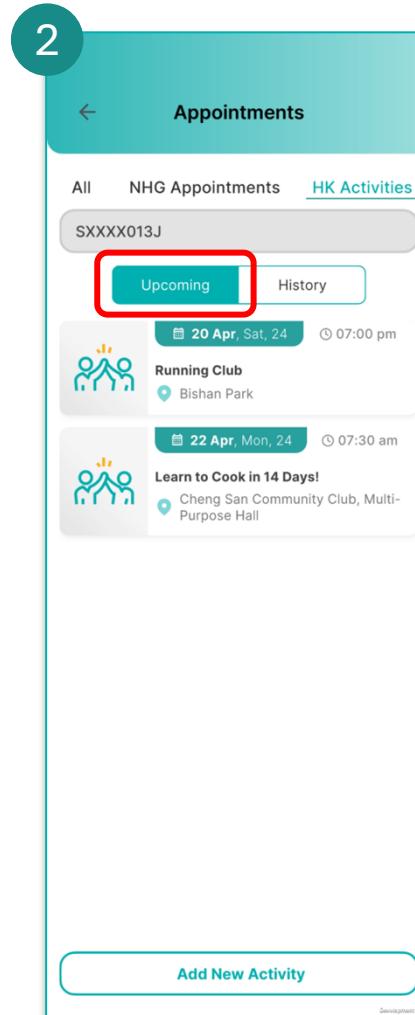
Tap on your preferred activity. There are **three** activity booking types:

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

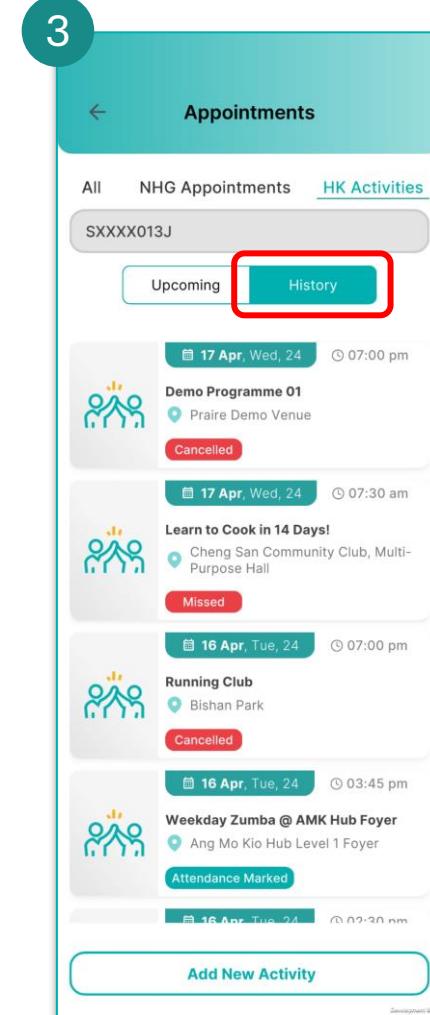
Health Kampung – View Booked Activities



Tap on **Appointments**.



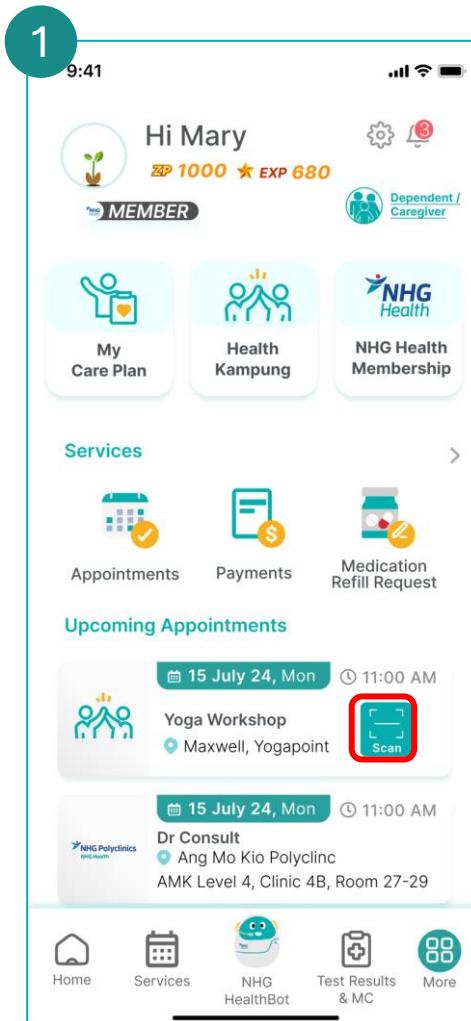
Tap on **Upcoming** to view new activities booked.



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

Health Kampung – Mark Attendance

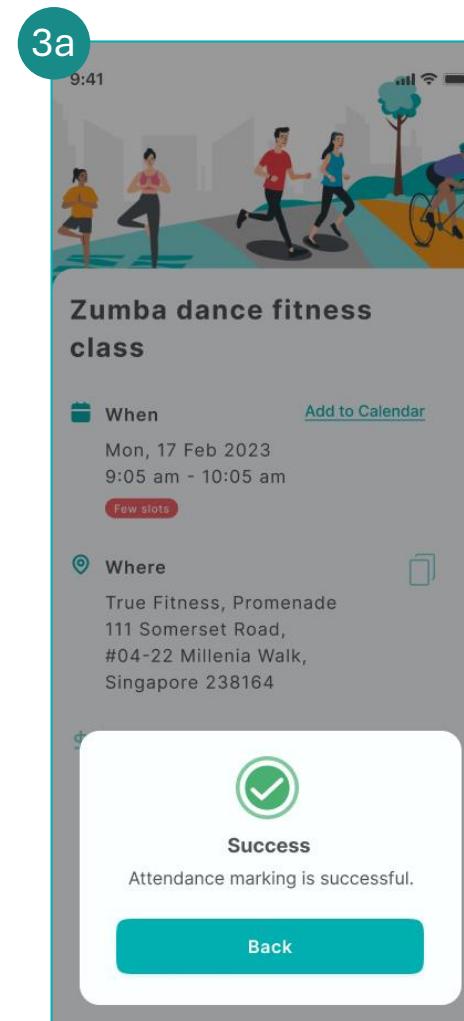
Singpass Login



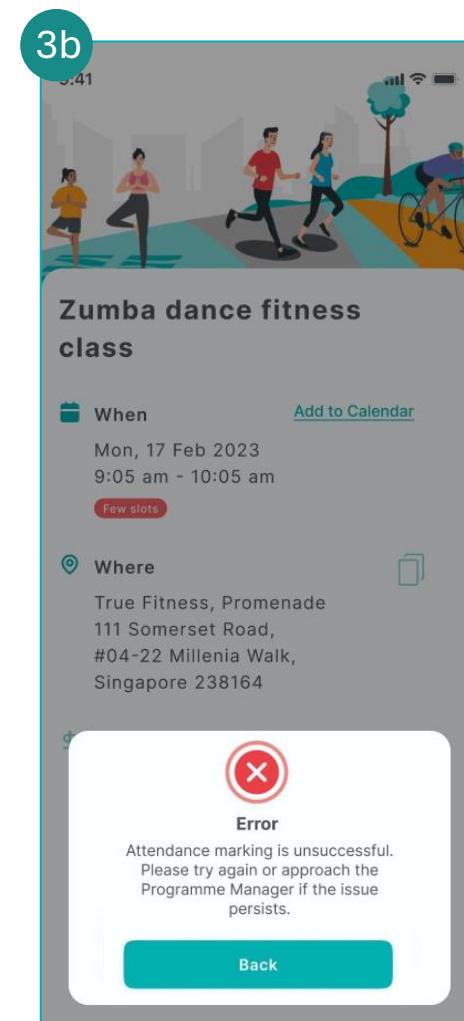
Tap on Scan.



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

1

2

2a

3

3a

3b

Tap on **NHG Health Membership**.

Tap on **Learn More**.

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

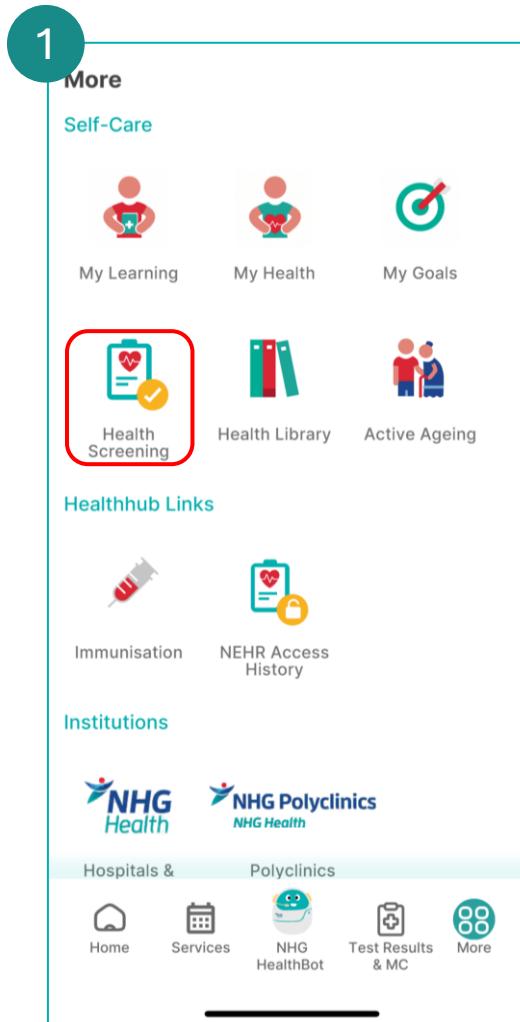
Enrolled residents can access additional benefits and services by tapping on:

- Membership Perks
- Health Kampung
- Telehealth Services

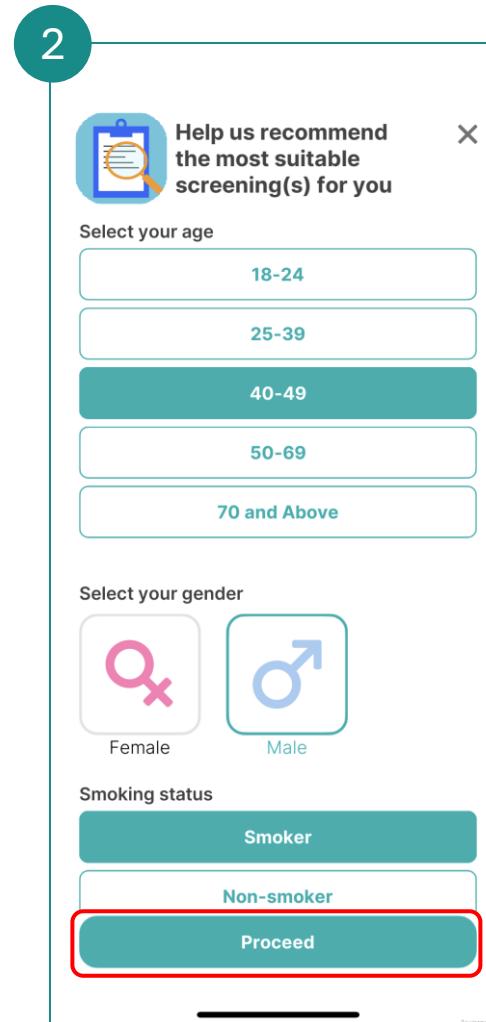
Tap on **Perks** to get codes for dining and retail savings.

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

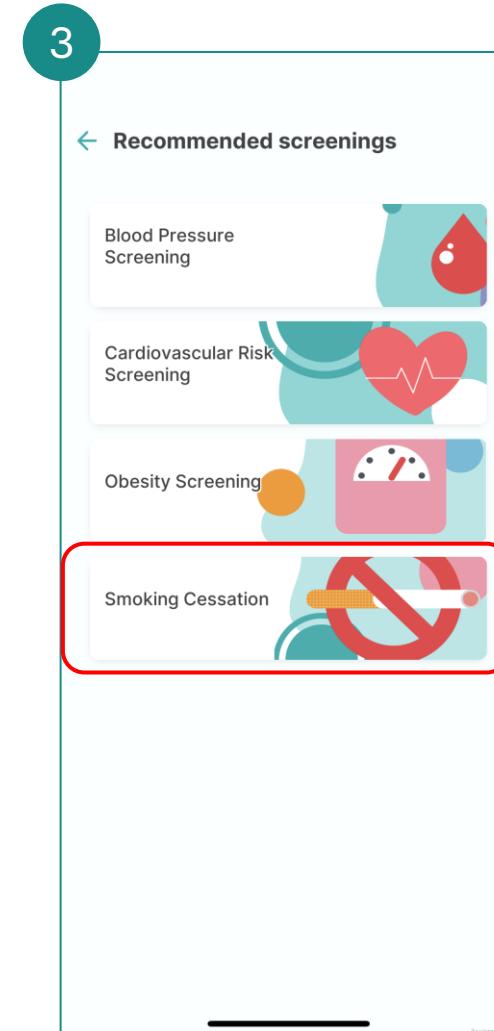
Health Screening



Tap on **Health Screening**.



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



Tap on the recommended screening type to find out more.

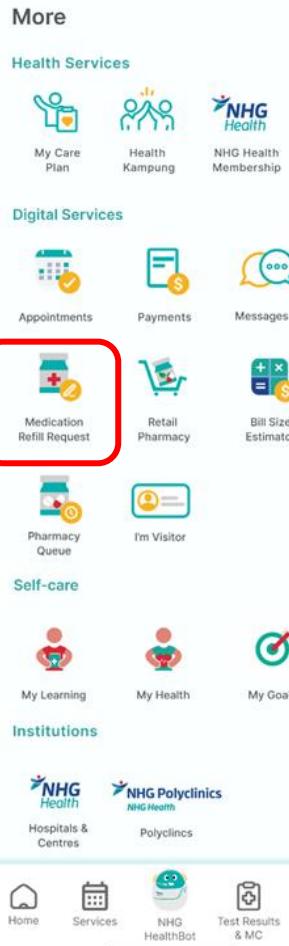
Medication Refill Request

Singpass Login



Applicable to all NHG institutions

1



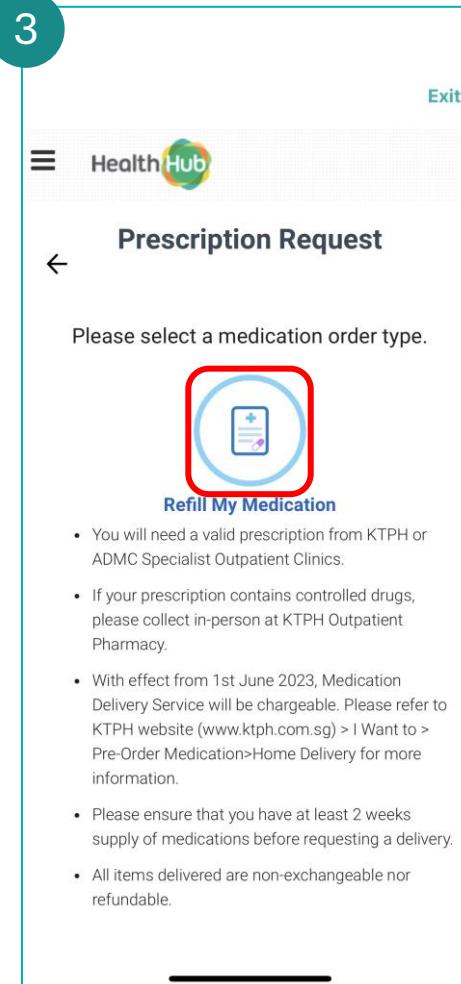
Tap on **Medication Refill Request**.

2



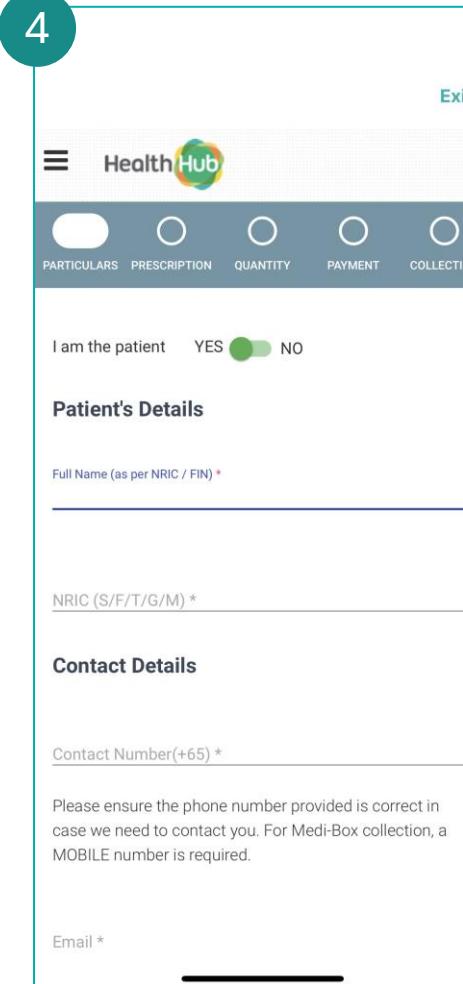
Tap on your **healthcare provider's institution**.

3



Tap on **Refill My Medication**.

4



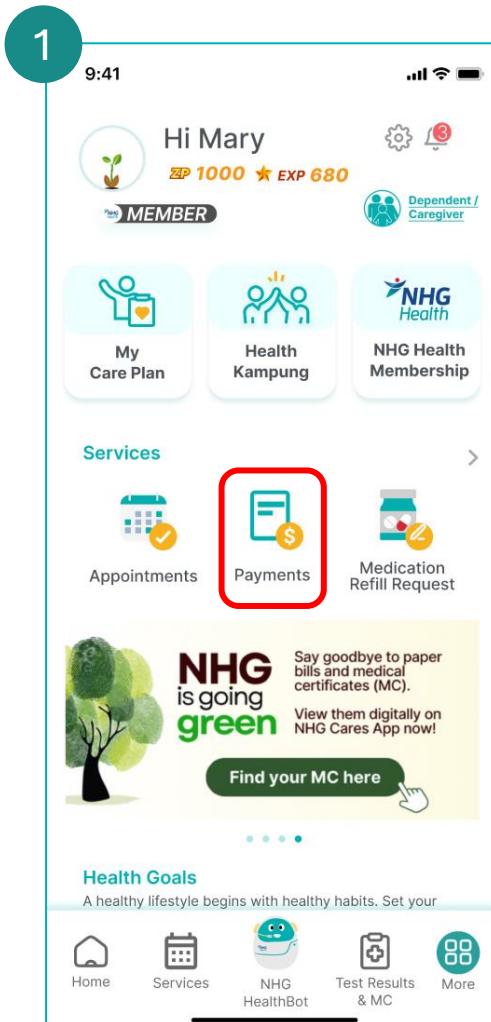
Complete the HealthHub Medications Request form accordingly.

Note: Institutions listed is for illustration purposes only.

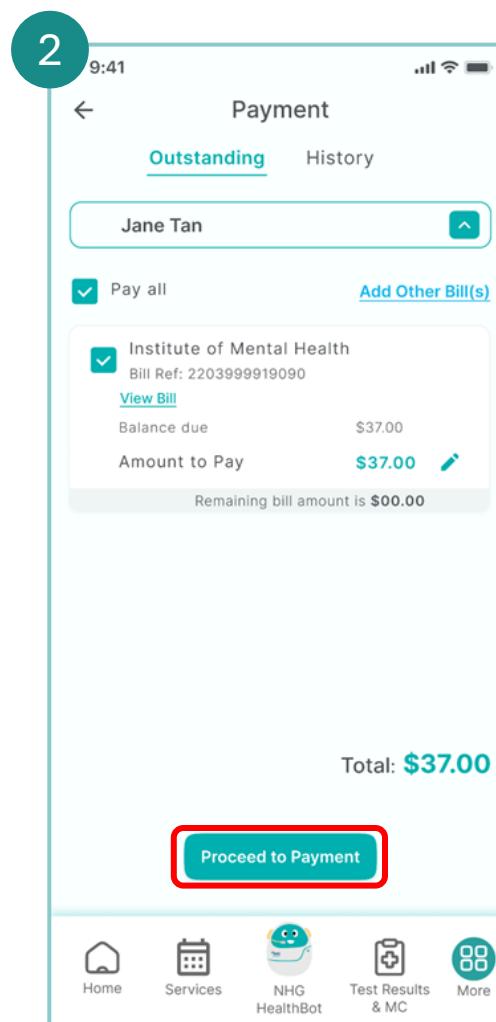
Payments

Applicable to all NHG institutions except NSC

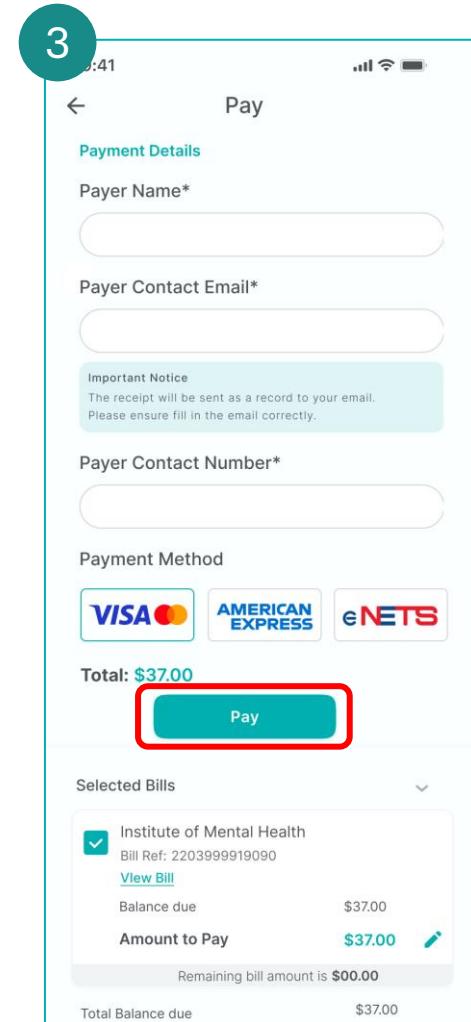
Singpass Login



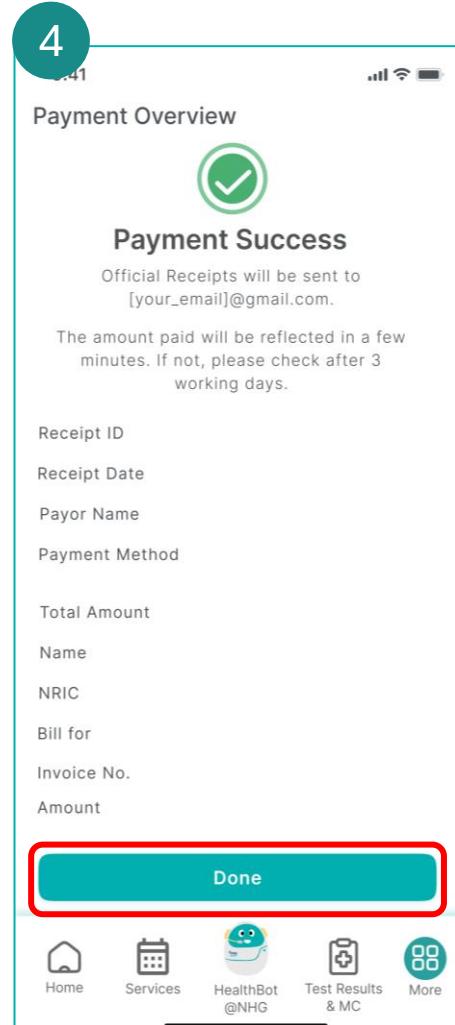
Tap on **Payments**.



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.



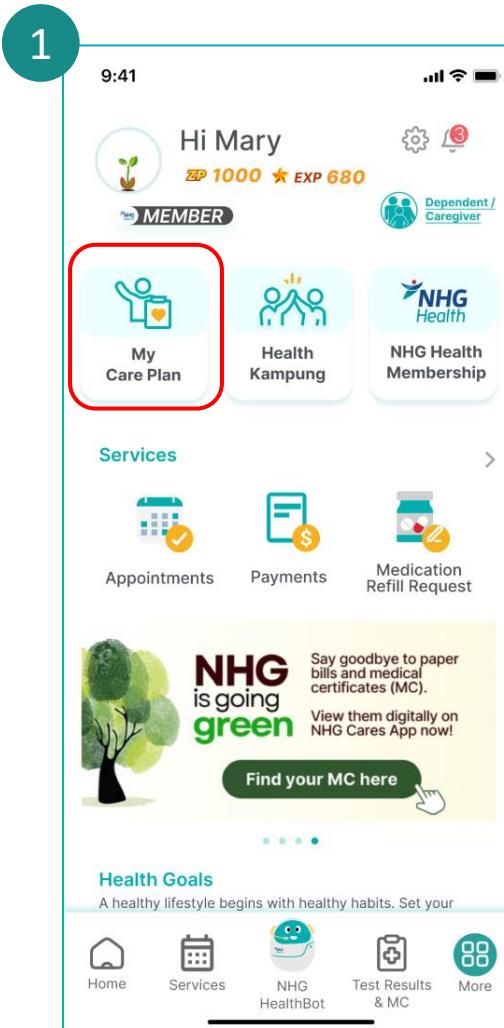
Input your details and tap on **Pay**.



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

Accessing Questionnaire: COPD Assessment Test

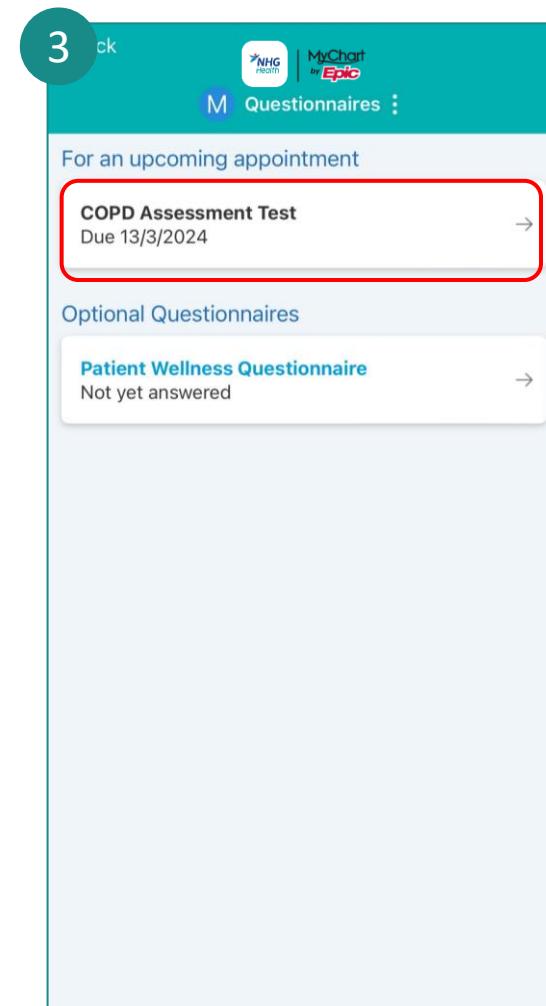
Singpass Login



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

[Back](#) [Cancel](#)

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

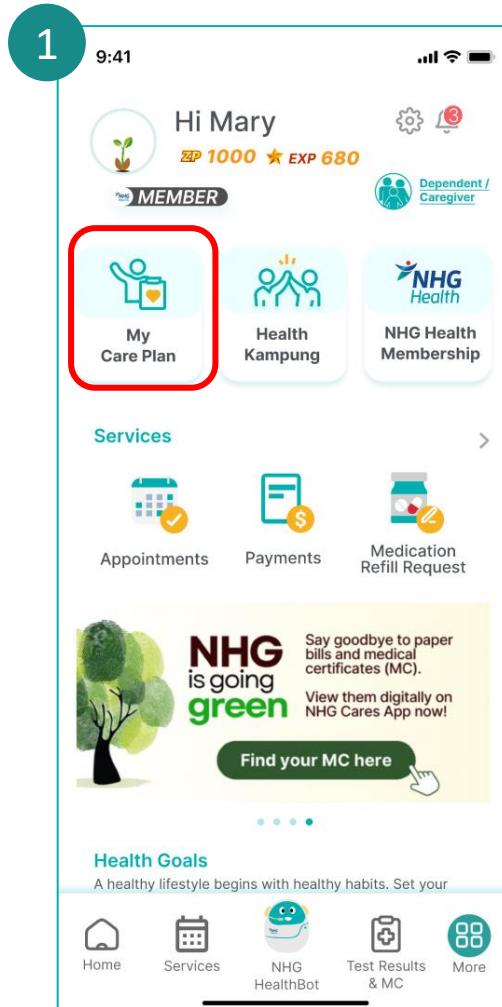
Patient Wellness Questionnaire
Not yet answered

Your answers have been submitted.

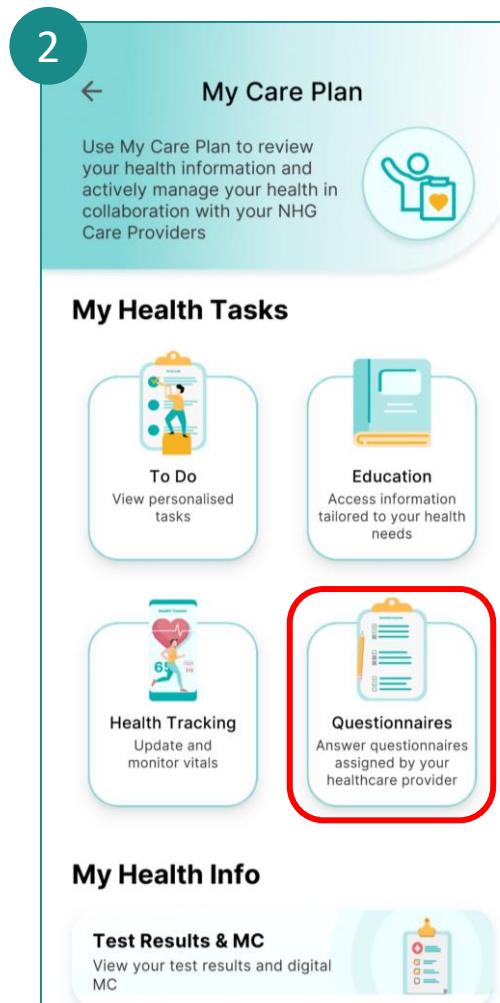
Upon submission, view successful completion of questionnaire screen.

Accessing Questionnaire: GINA

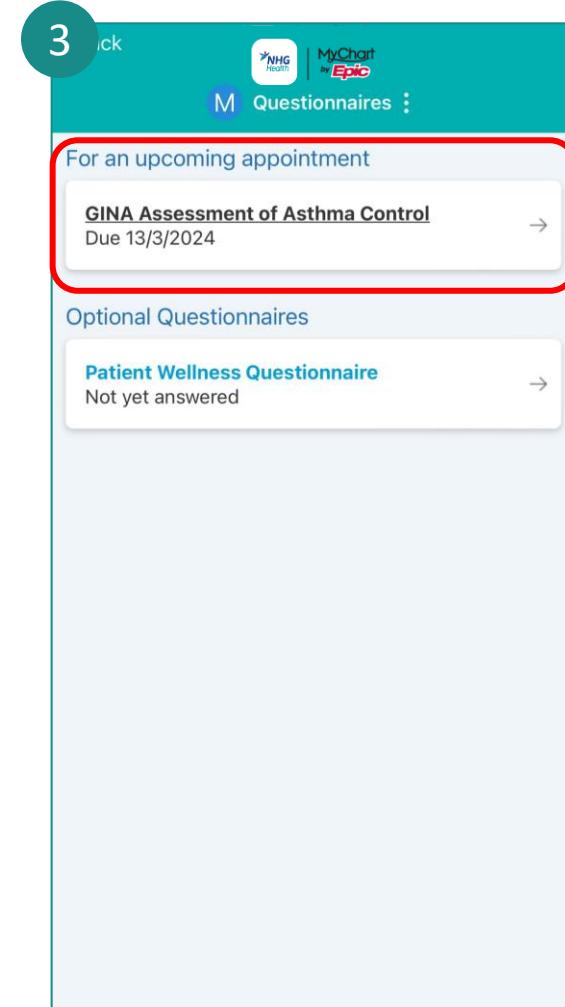
Singpass Login



Tap on **My Care Plan**.



Tap on **Questionnaires**.



Tap on questionnaire available for an upcoming appointment.

Completing Questionnaire: GINA

Singpass Login



1

Back M 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?

* Any night waking due to asthma?

* Reliever needed for symptoms more than twice/week?

* Any activity limitation due to asthma?

Fill in the questionnaire.

2

Back M 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?

Yes

Any night waking due to asthma?

Yes

Reliever needed for symptoms more than twice/week?

No

Any activity limitation due to asthma?

No

Submit

Thank you for your responses!

Select your answers and tap **Submit**.

3

Back M Questionnaires :

Recent Questionnaire Answers

GINA Assessment of Asthma Control

For an upcoming appointment

Submitted 13/3/2024 at 5:10 PM

Optional Questionnaires

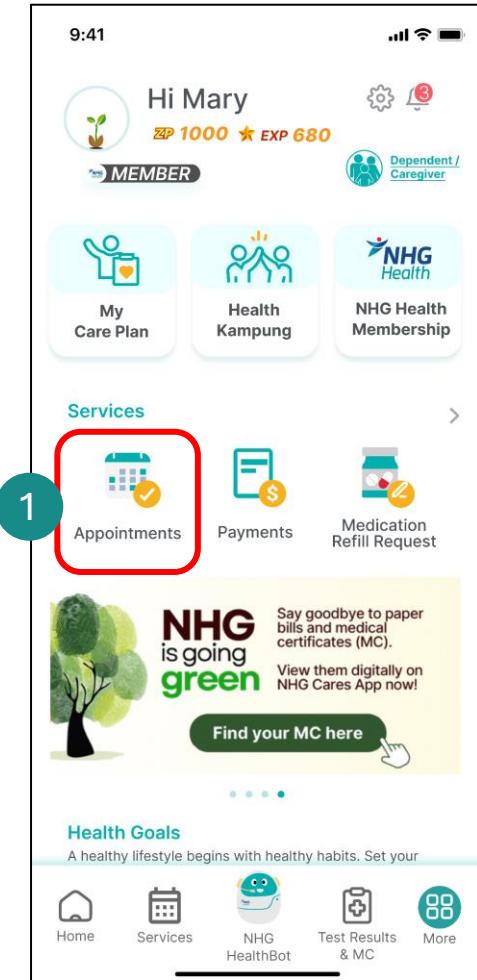
Patient Wellness Questionnaire

Not yet answered

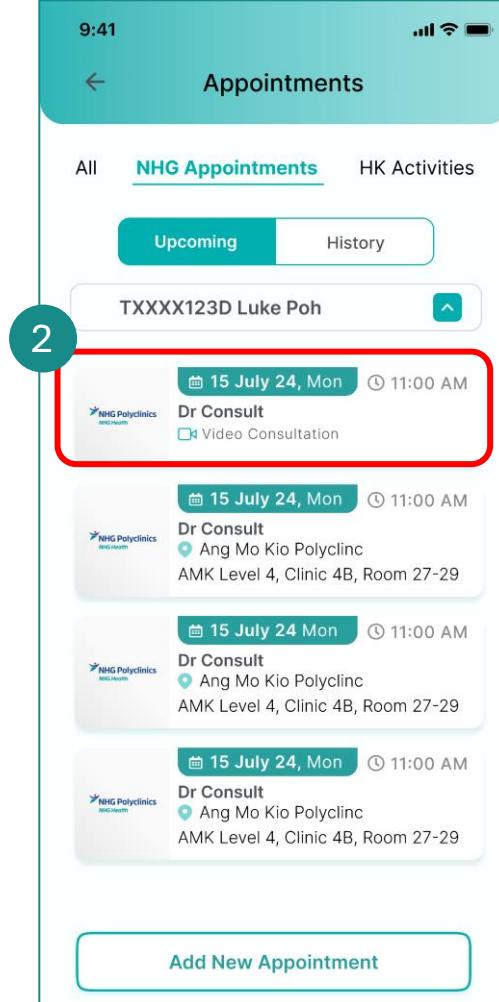
Upon submission, view successful completion of questionnaire screen.

Appointment Card & Booking of Video Consult

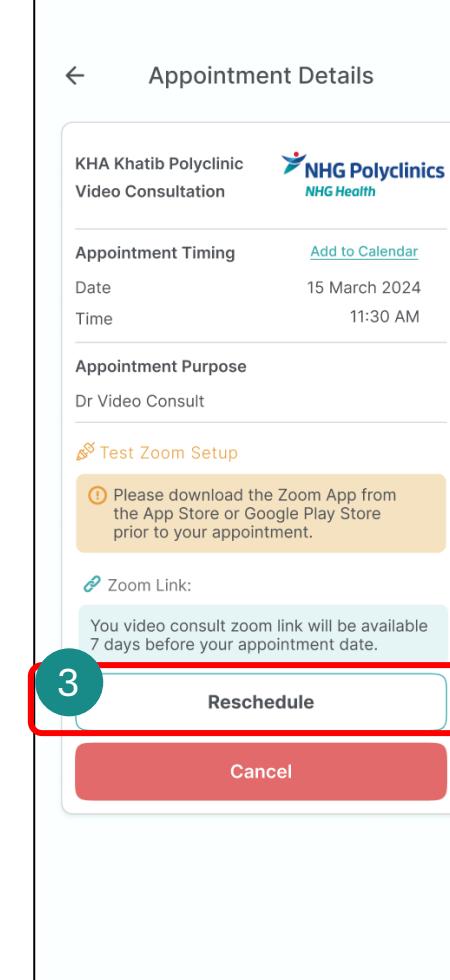
Available in all 7 NHGP Polyclinics



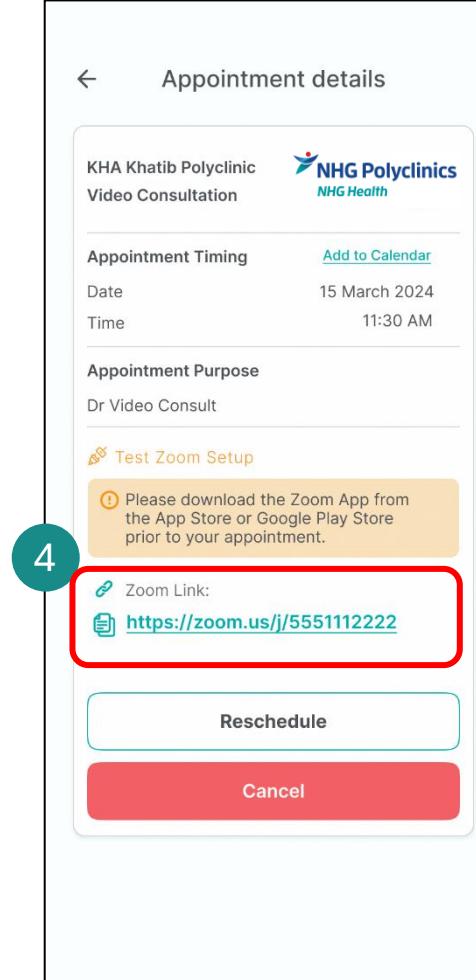
Tap on **Appointments** to view listings.



Tap Video consultation under appointment listing.

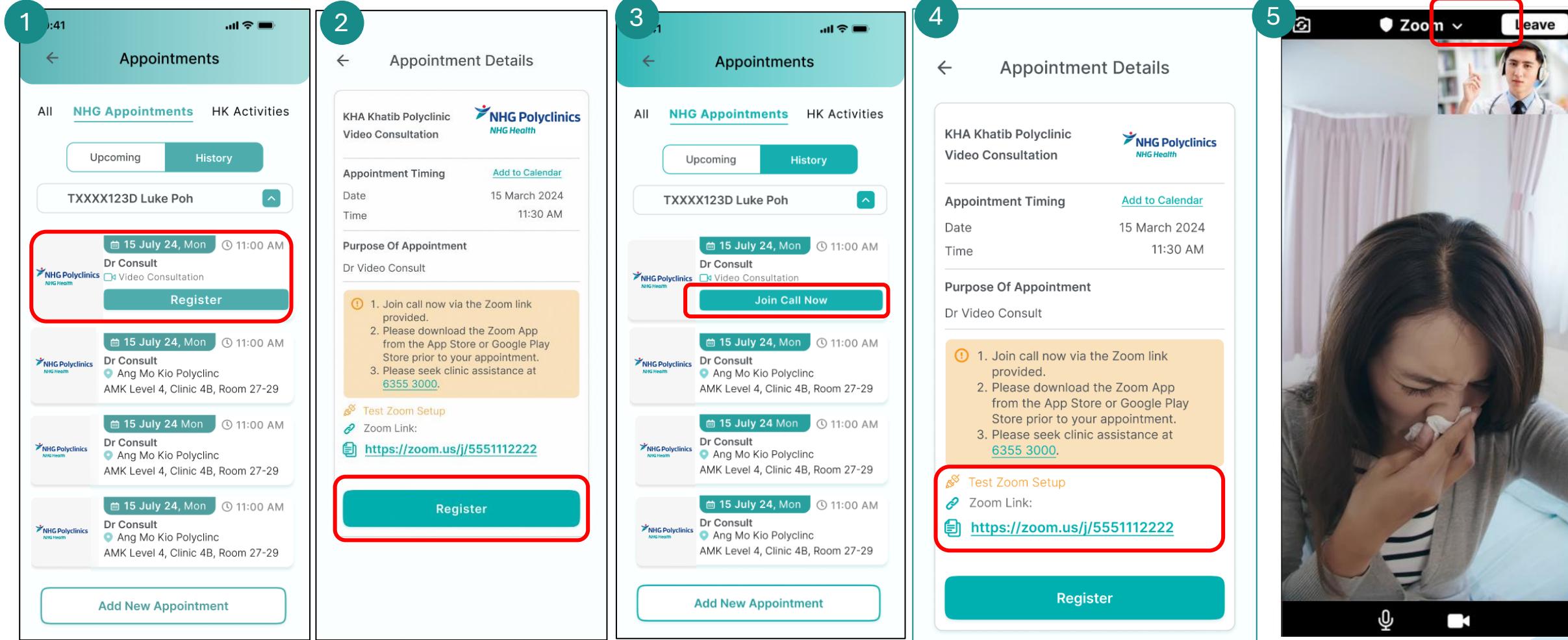


Tap reschedule to update and/or cancel the appointment.



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

Zoom Link Feature - Successful Registration of Video Consult



1

Appointments

All **NHG Appointments** HK Activities

Upcoming History

TXXXX123D Luke Poh

15 July 24, Mon 11:00 AM Dr Consult NHG Polyclinics NHG Health Video Consultation Register

15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

Add New Appointment

2

Appointment Details

KHA Khatib Polyclinic NHG Polyclinics NHG Health Video Consultation

Appointment Timing Add to Calendar

Date 15 March 2024

Time 11:30 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](tel:63553000).

Test Zoom Setup

Zoom Link: <https://zoom.us/j/5551112222>

Register

3

Appointments

All **NHG Appointments** HK Activities

Upcoming History

TXXXX123D Luke Poh

15 July 24, Mon 11:00 AM Dr Consult NHG Polyclinics NHG Health Video Consultation Join Call Now

15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

Add New Appointment

4

Appointment Details

KHA Khatib Polyclinic NHG Polyclinics NHG Health Video Consultation

Appointment Timing Add to Calendar

Date 15 March 2024

Time 11:30 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](tel:63553000).

Test Zoom Setup

Zoom Link: <https://zoom.us/j/5551112222>

Register

5

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

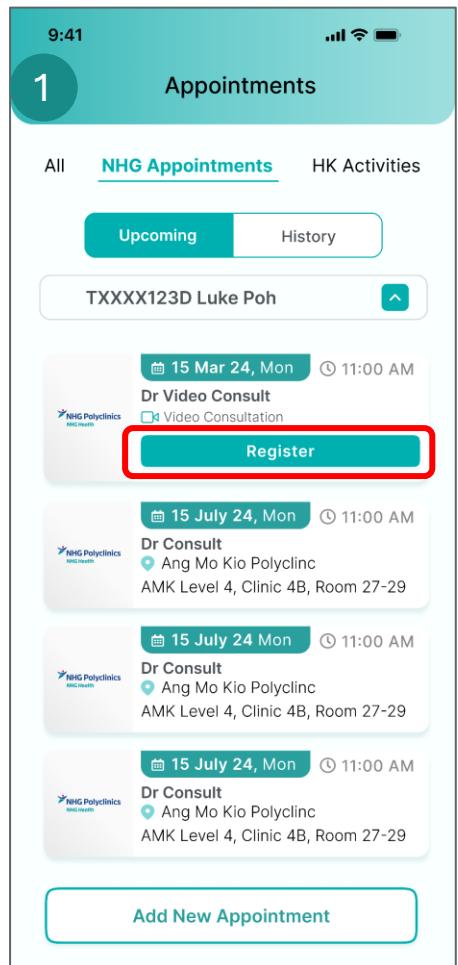
Registration button will be displayed 30 mins before appointment time.

Taps **Register** via appointment details page.

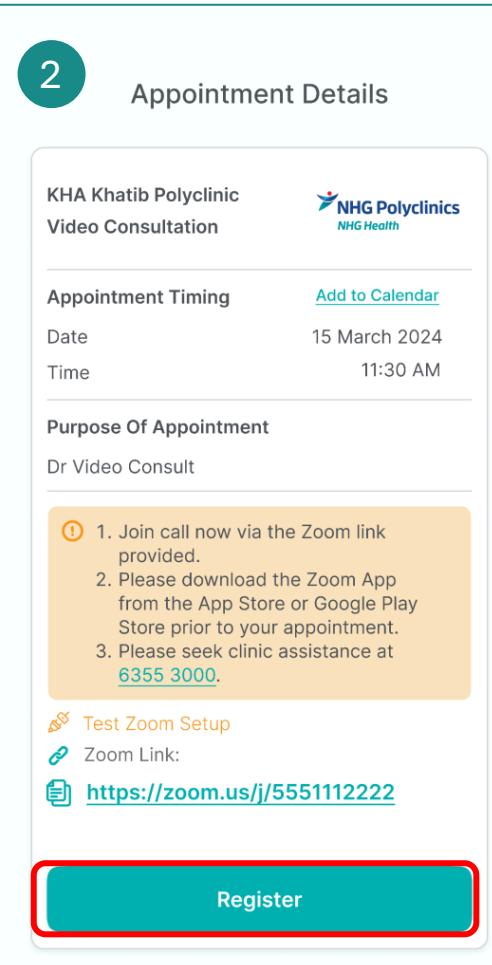
Display **Join Call Now** upon successful actualization/registration.

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

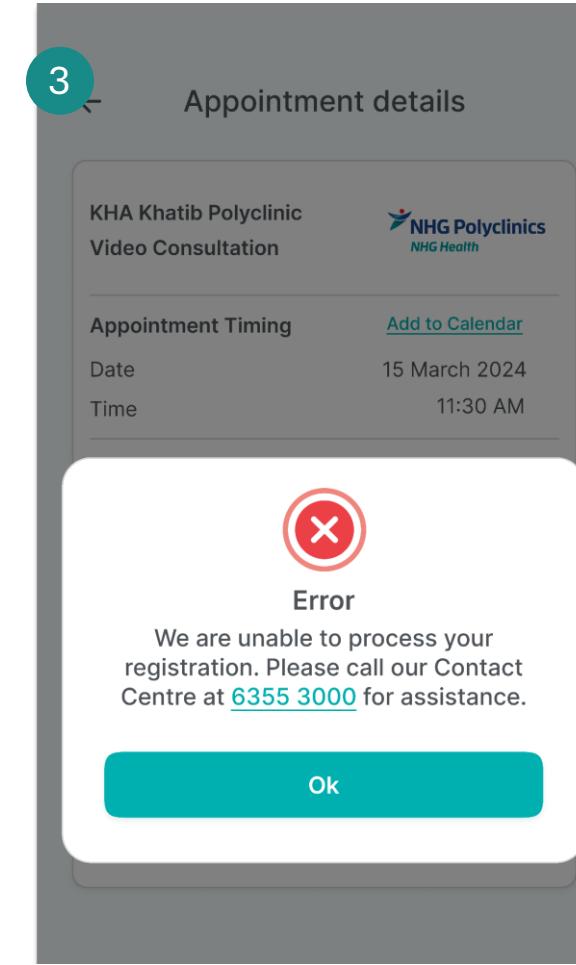
Zoom Link Feature - Failed Registration of Video Consult



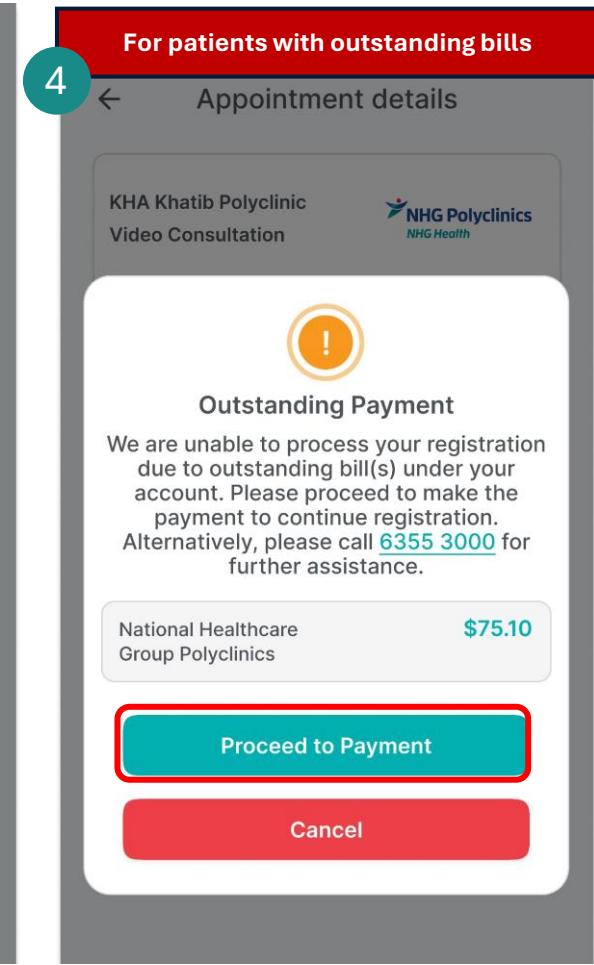
Registration button will be displayed 30 mins before appointment time.



Tap **Register** via appointment details.



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

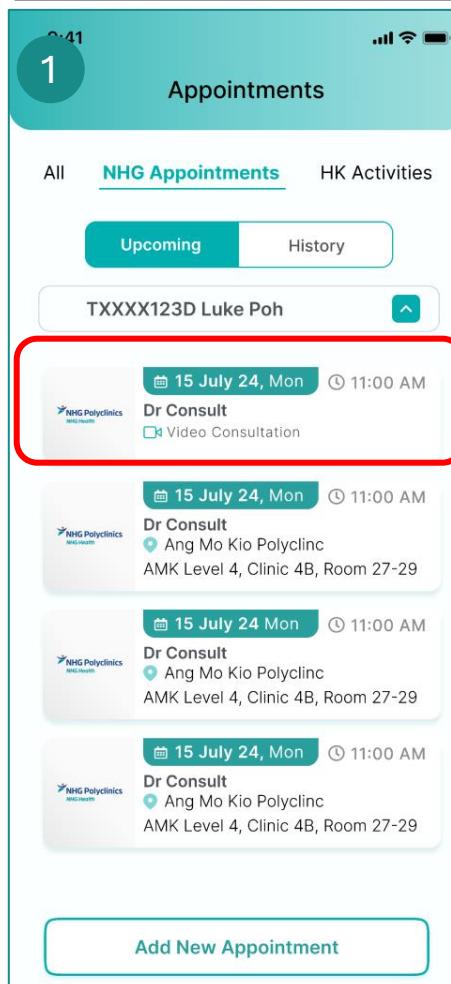


Tap on **Proceed to Payment**.

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

Late Registration of Video Consult

Within 30 mins post appointment time



1 Appointments

All **NHG Appointments** HK Activities

Upcoming History

XXXXX123D Luke Poh

15 July 24, Mon 11:00 AM Dr Consult Video Consultation

15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

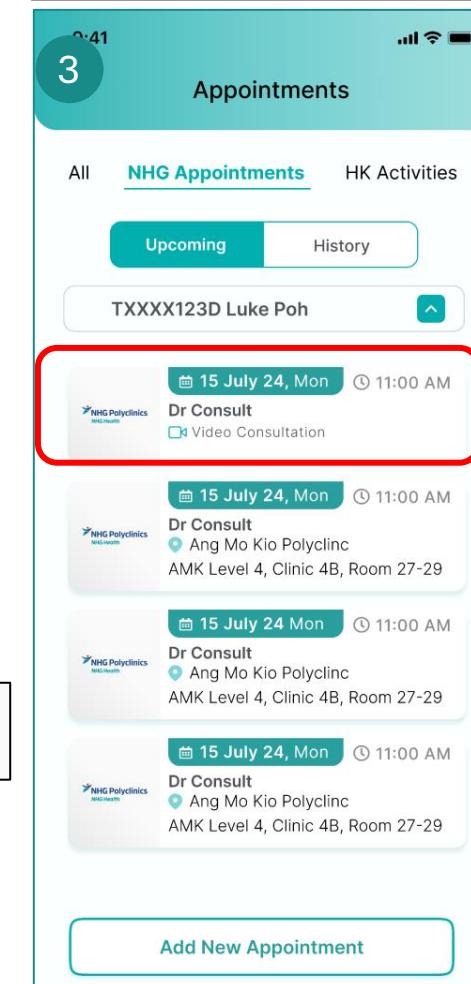
15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

Add New Appointment

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

30 mins after appointment time

30 mins after appointment time



2 Appointment Details

Woodlands Polyclinic Video Consultation

Appointment Timing [Add to Calendar](#)

Date 15 March 2024

Time 11:30 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](#).

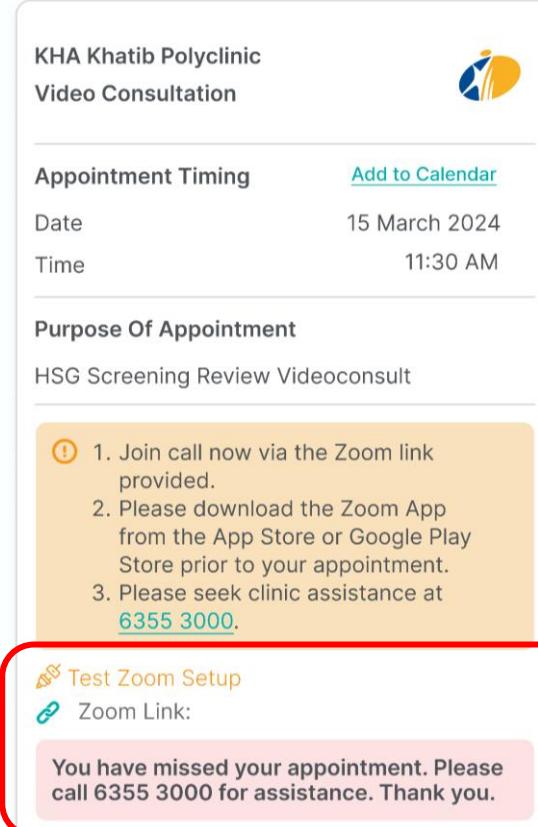
Test Zoom Setup
Zoom Link: <https://zoom.us/j/5551112222>

You have missed your appointment time. Please call [6355 3000](#) after you have entered the Zoom meeting to inform us of your log in.

Add New Appointment

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

Appointment details



3 Appointments

All **NHG Appointments** HK Activities

Upcoming History

XXXXX123D Luke Poh

15 July 24, Mon 11:00 AM Dr Consult Video Consultation

15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

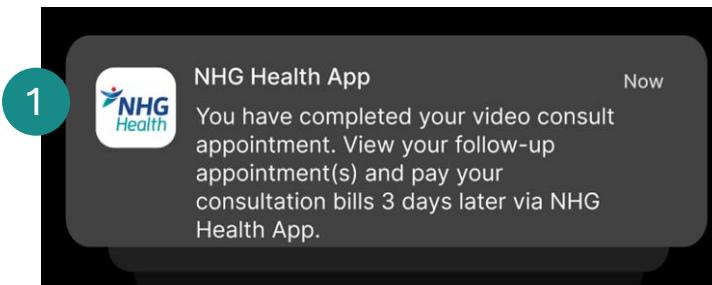
15 July 24, Mon 11:00 AM Dr Consult Ang Mo Kio Polyclinic AMK Level 4, Clinic 4B, Room 27-29

Add New Appointment

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

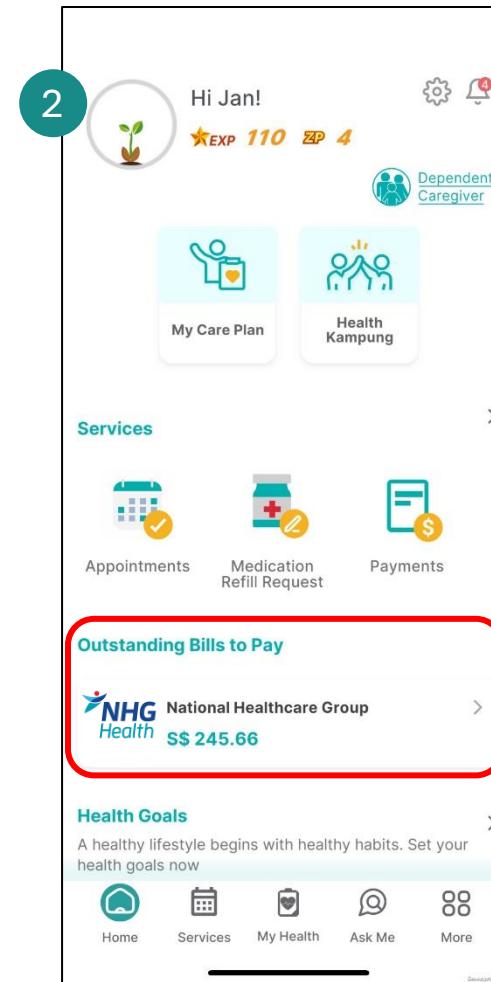
A missed appointment message will be displayed 30mins **after** appointment.

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



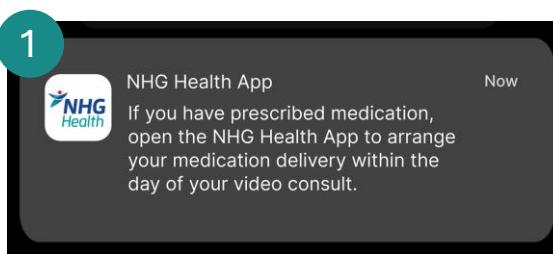
Tap on **Outstanding Bills to Pay** to view bills.



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

Order Medication of Video Consult

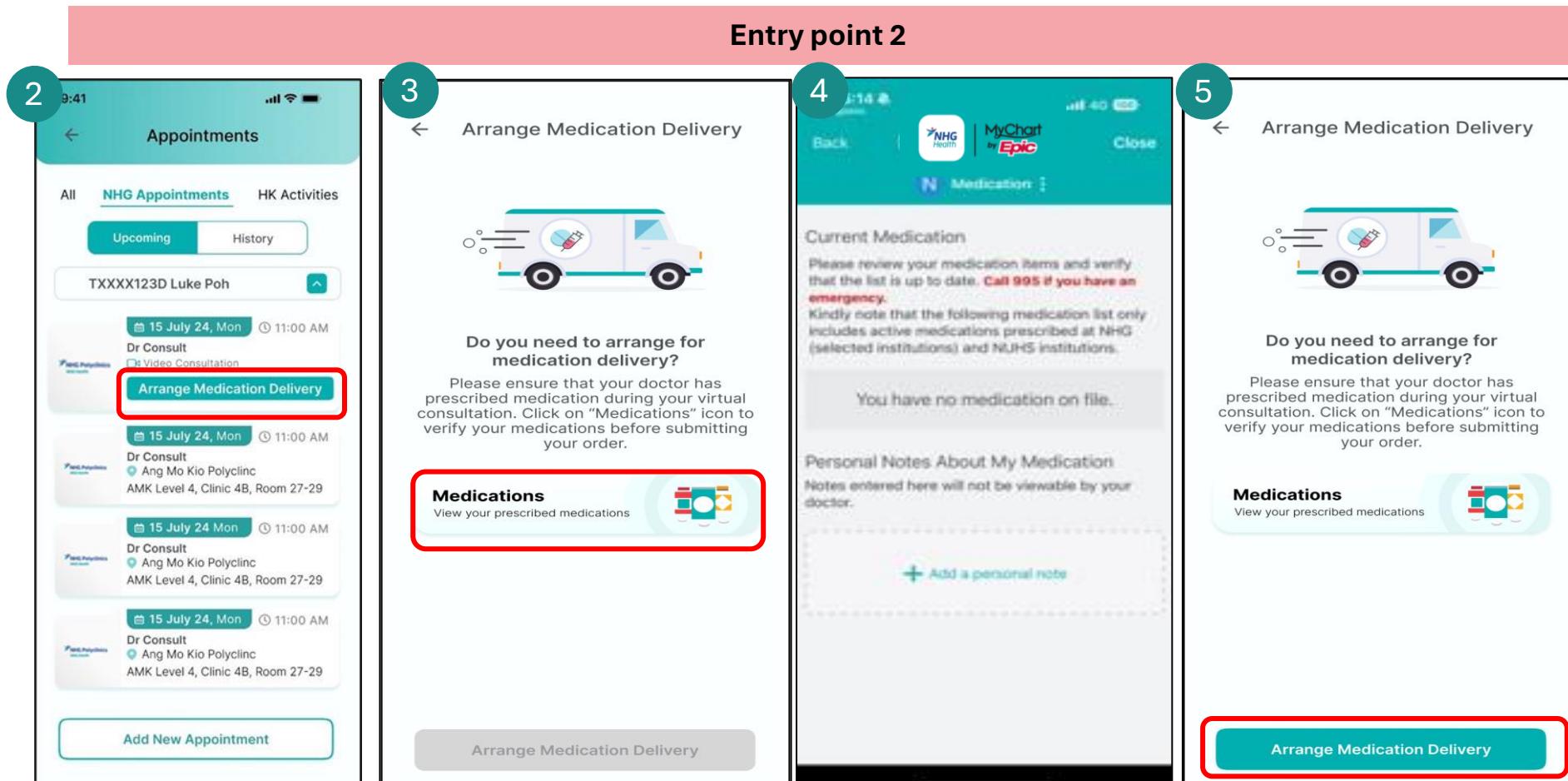
Entry point 1



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

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

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

2 Medications

3 Prescribed Institution
Ang Mo Kio Polyclinic

4 Delivery Information

5 Contact Details

6 Note:

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

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

2 Medications

3 Prescribed Institution
Ang Mo Kio Polyclinic

4 Delivery Information

5 Contact Details

6 Note:

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

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

2 Medications

3 Prescribed Institution
Ang Mo Kio Polyclinic

4 Delivery Information

5 Contact Details

6 Note:

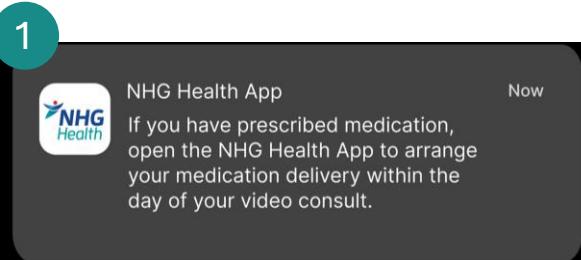
1. Default- pre-fill of delivery address & contact details is from NGEMR (Permanent Address)
2. Contact Details are from NGEMR records

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)**

Order Medication of Video Consult - SOC

Entry point 1

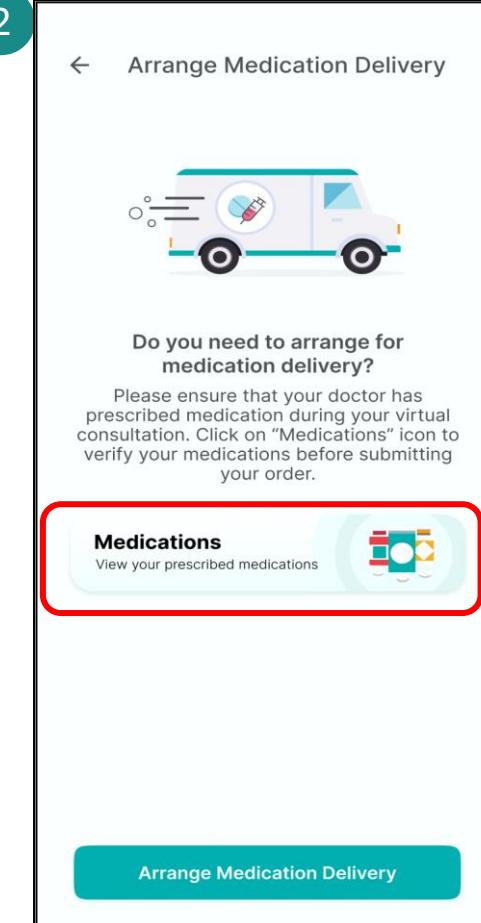


You will receive push notification 1 hour after the completion of video consultation.

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

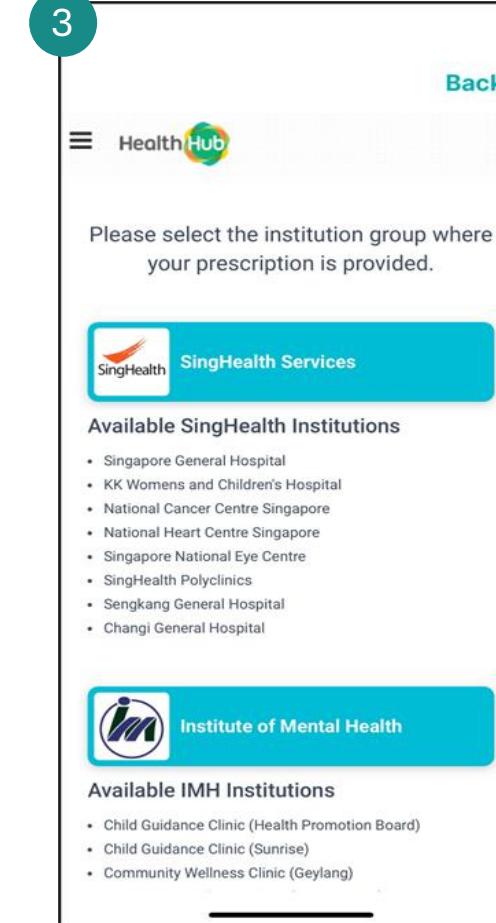
VCP does not identify patient based on prescribed medication.

Entry point 2



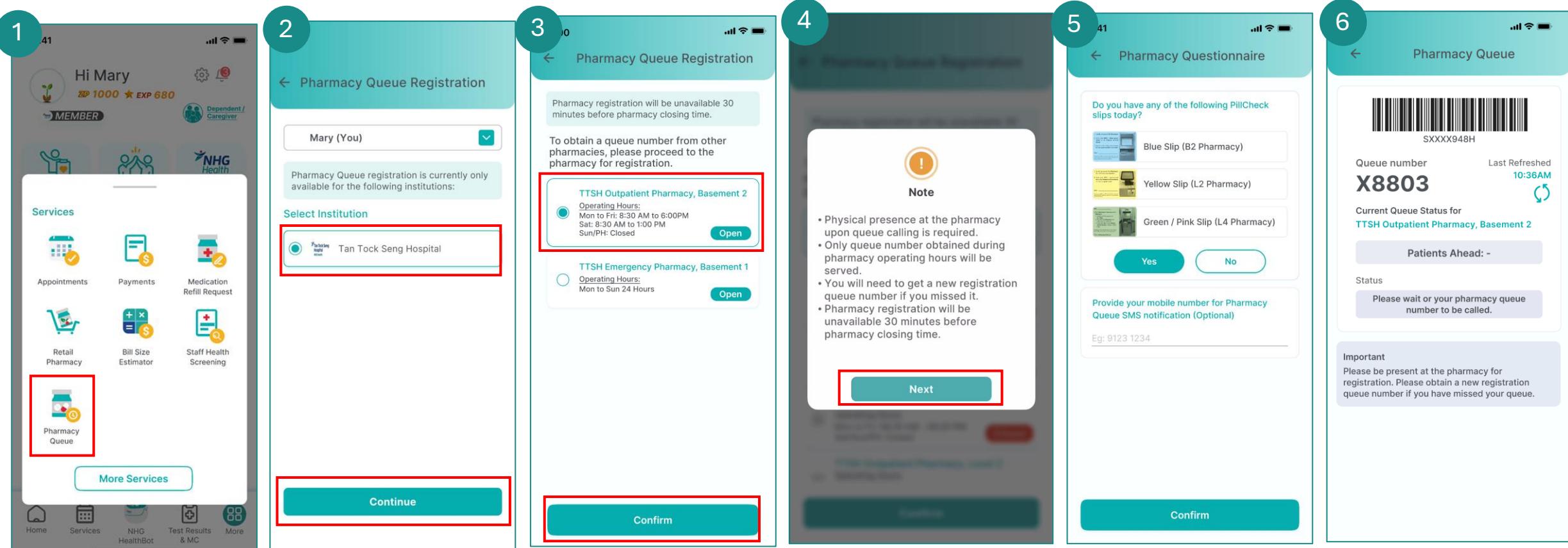
Tap **Arrange Medication Delivery** button to be redirected to arrange medication delivery through HealthHub Med Refill screen

Entry point 2



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**.

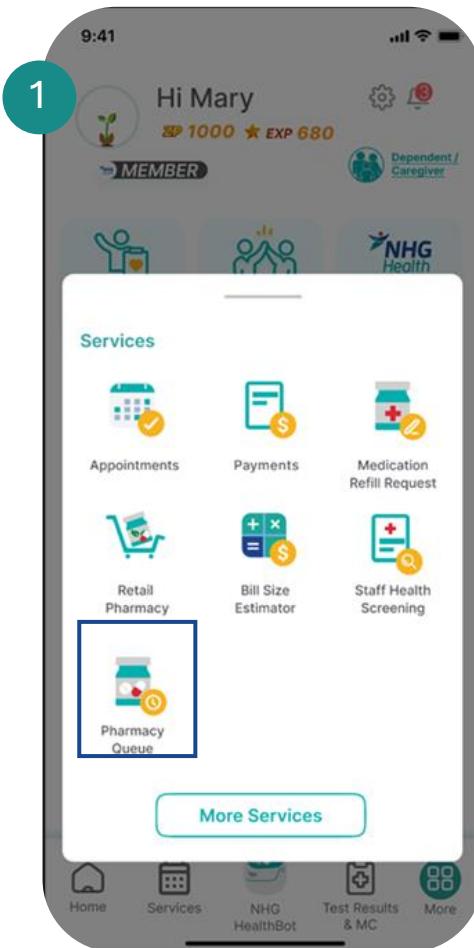
Select your Pharmacy and tap on **Confirm**.

Tap on **Next** button.

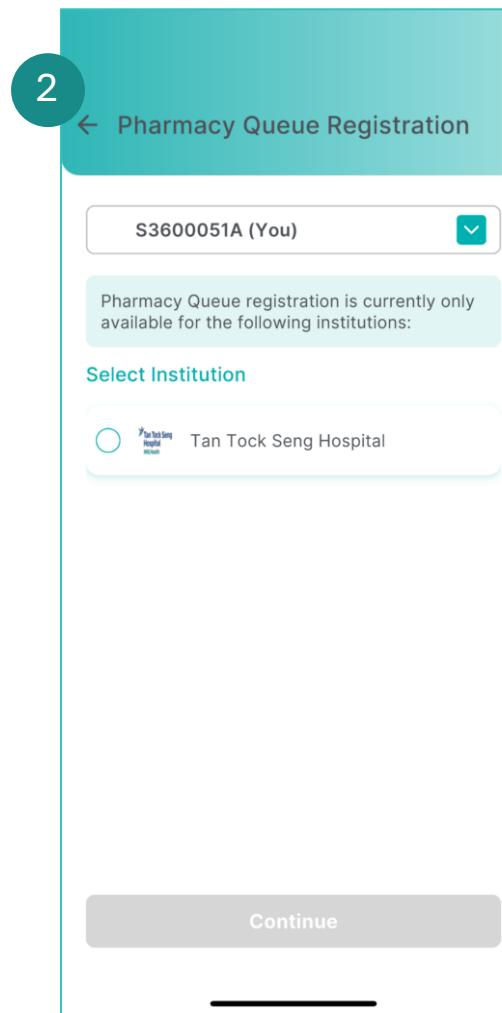
Complete the questionnaire and tap on **Confirm**.

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

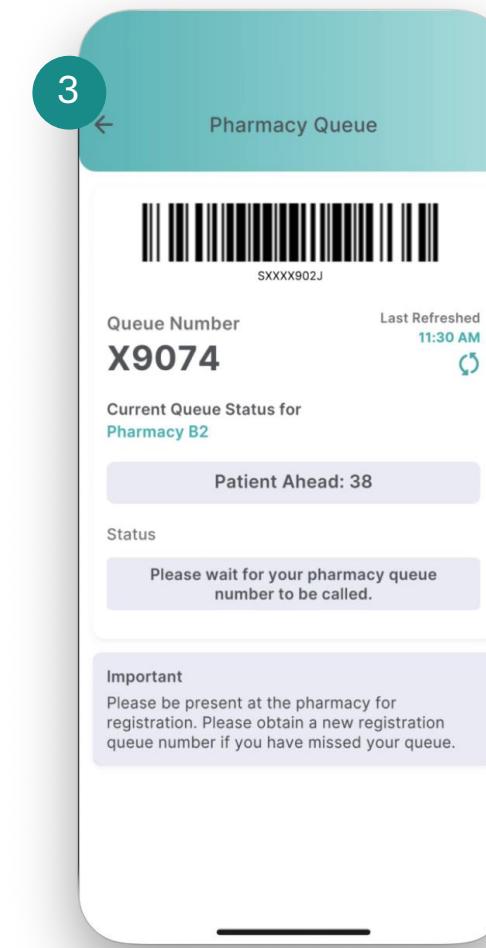
Pharmacy Queue – Show Existing Kiosk, TTSH Pharmacy B2 enabled



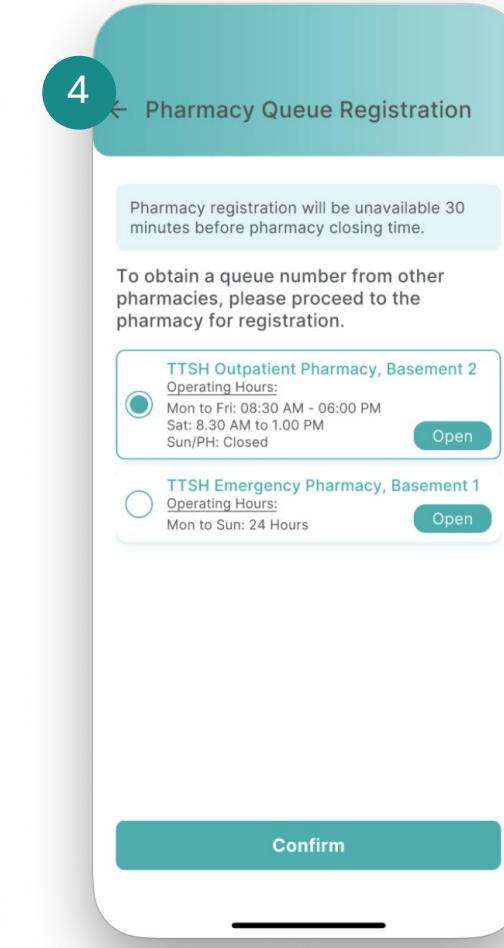
1



2



3



4

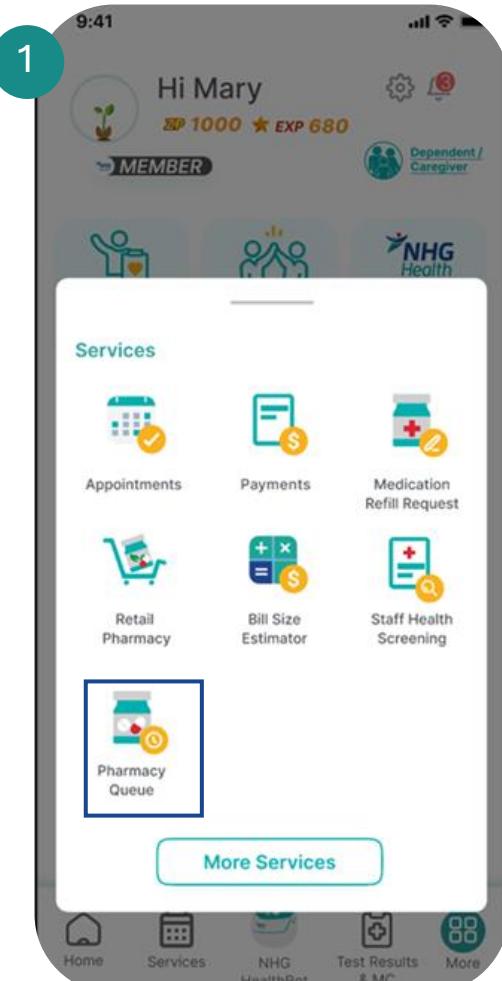
Tap on **[Pharmacy Queue]** icon on Home screen/ Services or More screen.

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

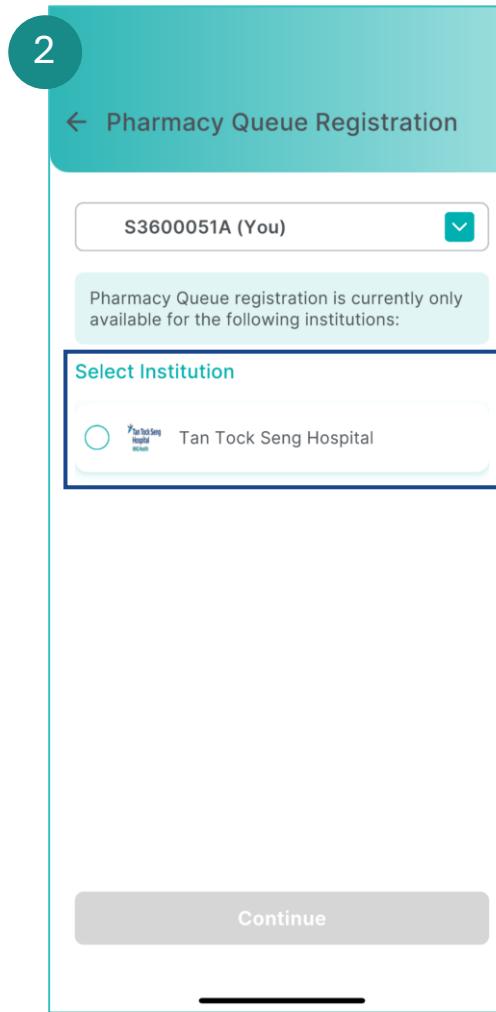
If patient **has existing queue** (Registered using Kiosk or by Staff), APP to show the current Queue.

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

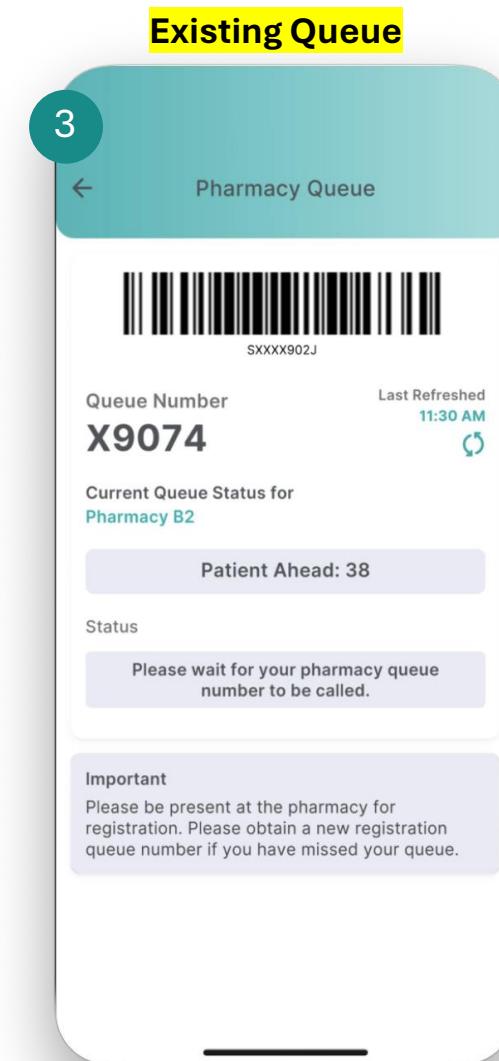
Pharmacy Queue Show Existing Kiosk - Pharmacy disable



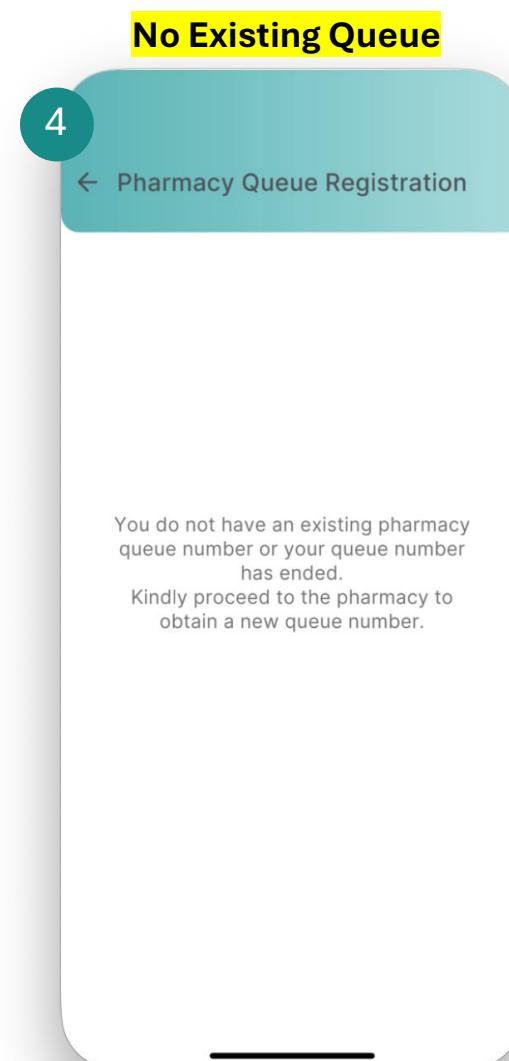
Tap on **[Pharmacy Queue]** icon on Home screen/ Services or More screen.



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

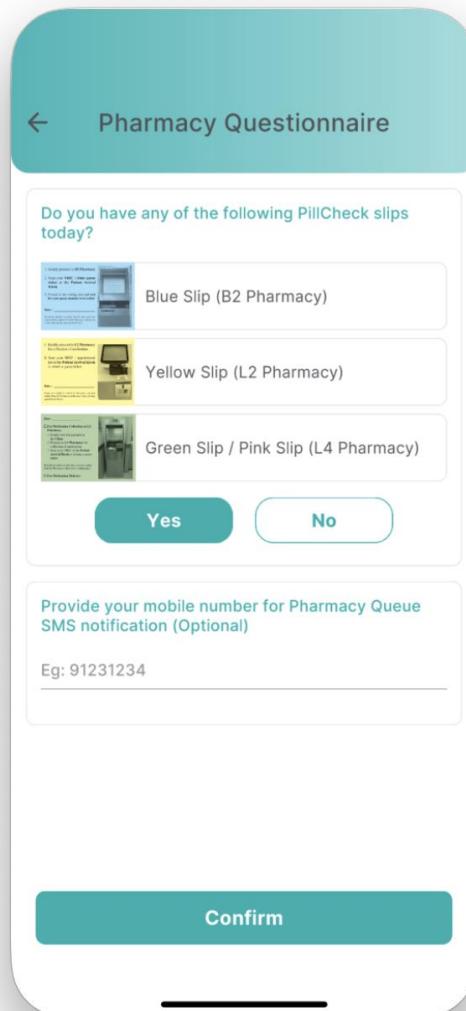


If patient **has existing queue** (Registered using Kiosk or by Staff), APP will show the current Queue

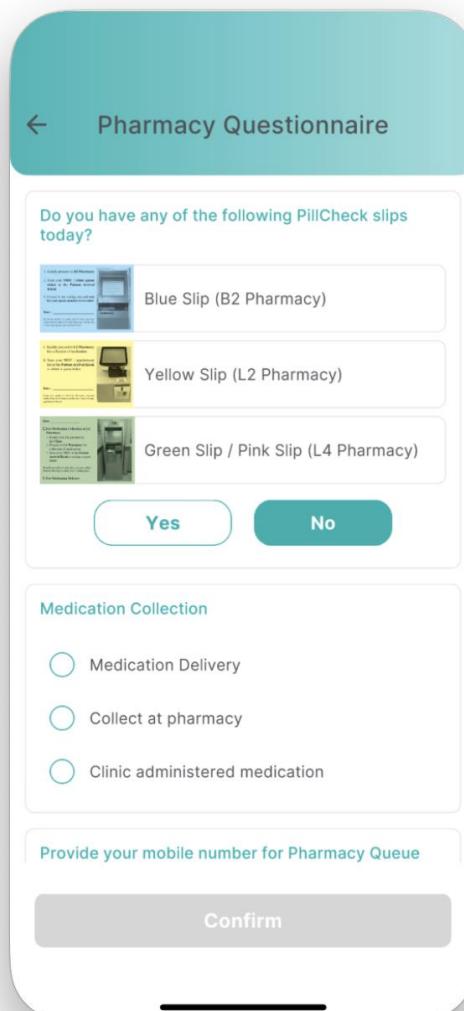


If patient **does not have** existing queue or queue ended, APP will show the above message.

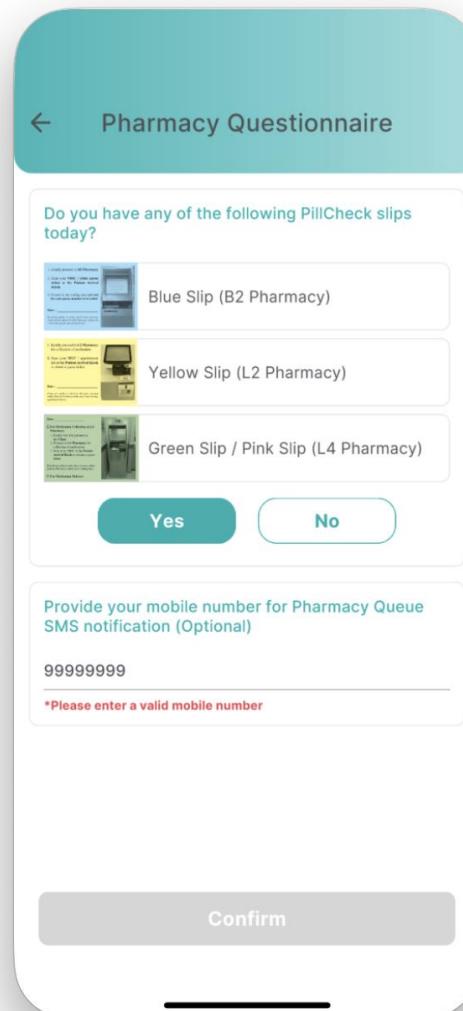
Pharmacy Queue Questionnaire



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

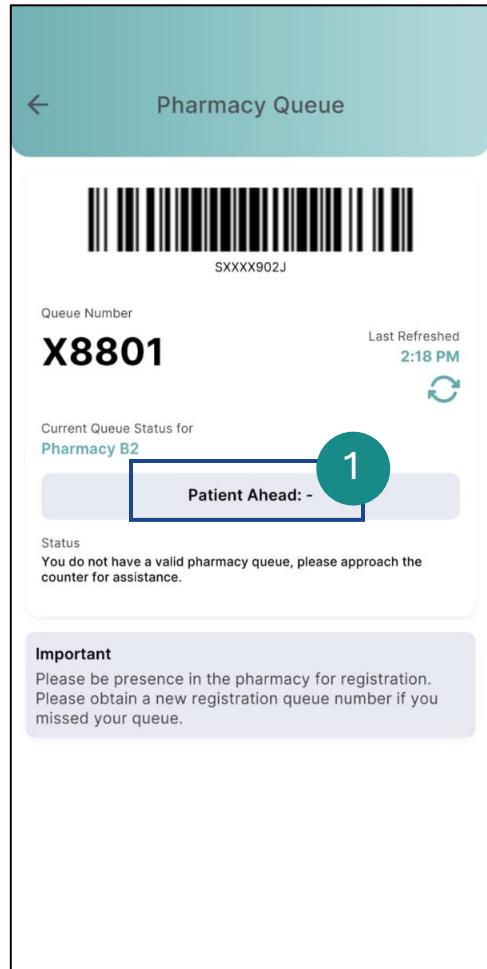


If no option has been selected, **[Confirm]**
button will be greyed out.
If user selects **[No]**, 2nd question [
Medication Collection] will be displayed.

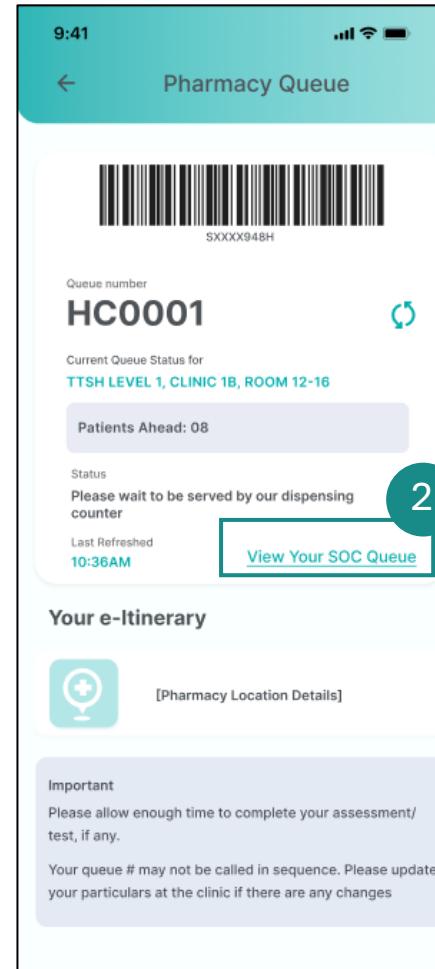


When no option has been selected,
[Confirm] button will be greyed out.
Select either option & **[Confirm]**.

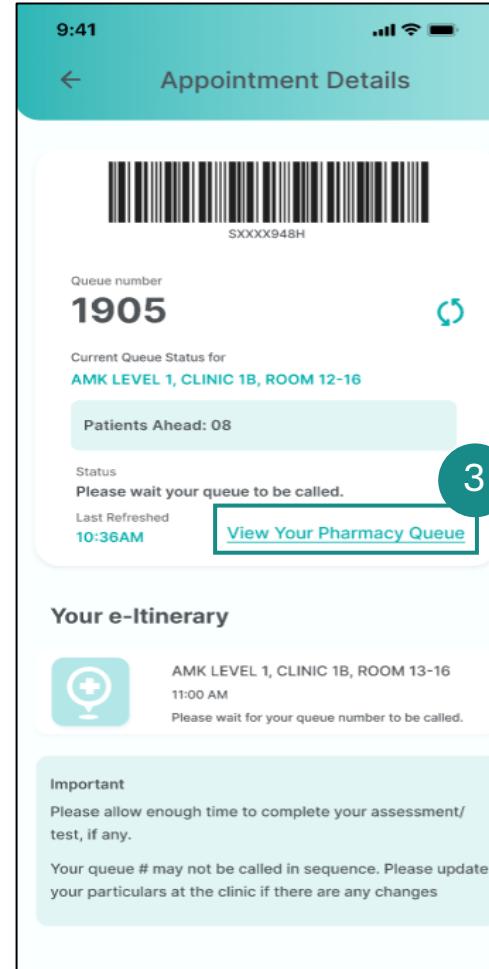
View Your Pharmacy Queue – For an existing SOC queue



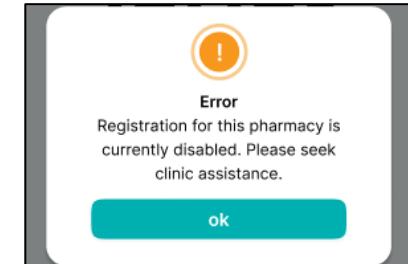
Different pre-queue numbers will be assigned to users.



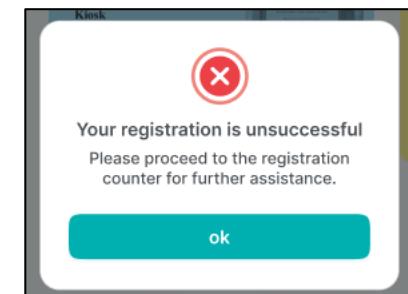
With an existing SOC queue, tap on **[View Your SOC Queue]** to swap between queue journeys.



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