



# NHG Health App (NHA) Comprehensive User Guide

19 Mar 2026

# 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
9	18.3.2026	ED Bedside VCP Order Medication	43-45 70
10	19.3.2026	Mobile Reg – I Have Arrived Pre-Consult Questionnaire	19 20

# Table of Contents

No	Changes/New Content	Slide No.
1	Downloading NHA	5
2	Notifications	6
3	Enable NHA Health Stats	8
4	Disable NHA Health Stats	10
5	Biometric Setup	12
6	Update Contact and Mailing Address	14
7	Profile & Settings	15
8	Appointments	16
9	Managing Caregiver	19
10	Appointment – Pre-Consult Questionnaire	20
11	Automatic Visitor Management System (AVMS) for KTPH/Ad MC	22
12	Managing Dependent	23
13	Managing Dependent Health Records	25
14	Add Dependent's Appointment	29
15	Discharge Summary	32
16	My Care Plan	33
17	My Care Plan - Medical Certificate & Test Results	34
18	Health Tracking	36
19	My Care Plan Education	39
20	Test Results & MC	40
21	My Care Plan eSign Document	41

No	Changes/New Content	Slide No.
22	Health Summary	42
23	My Care Plans Medications	43
24	MOH Health Plan	44
25	ED Bedside	45
26	Health Kampung	46
27	NHG Health Membership	53
28	Medication Refill Request	58
26	Bills & Payments	60
27	COPD Questionnaire	61
28	GINA Questionnaire	63
29	VCP - Video Consultation NGHP	65
30	Pharmacy Queue Journey (TTSH)	71
31	Appointment Reminder Notifications	76

# 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



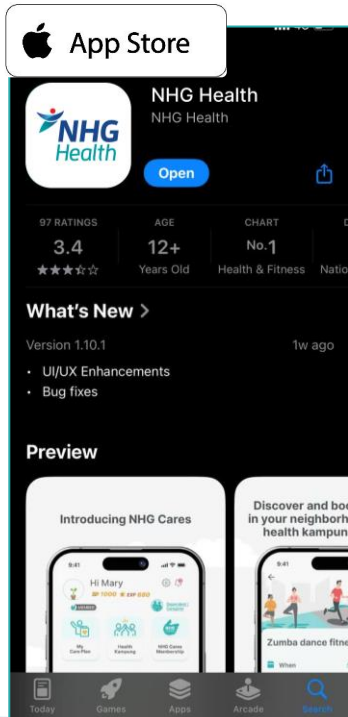
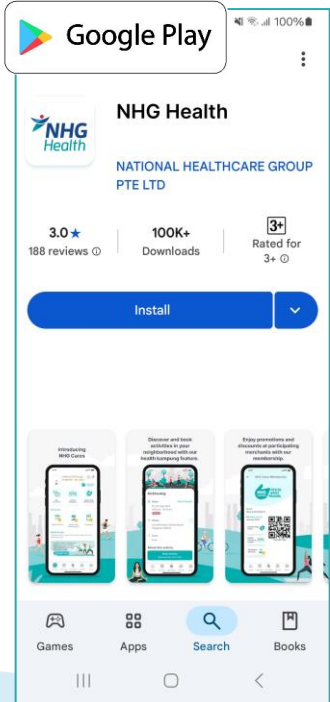
# Getting Started with NHG Health App

1

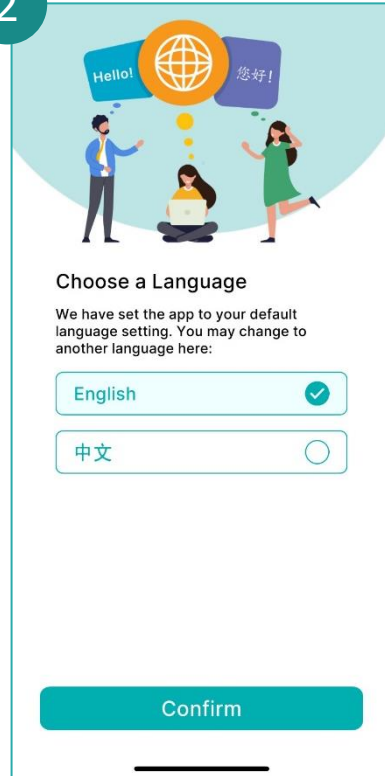


<https://for.sg/get-nhg-health-app>

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

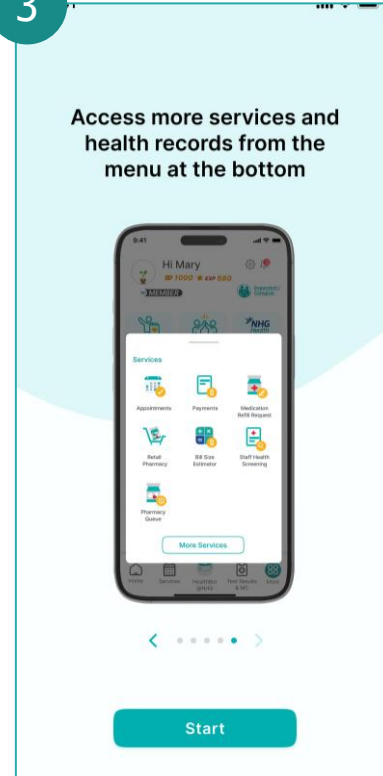


2



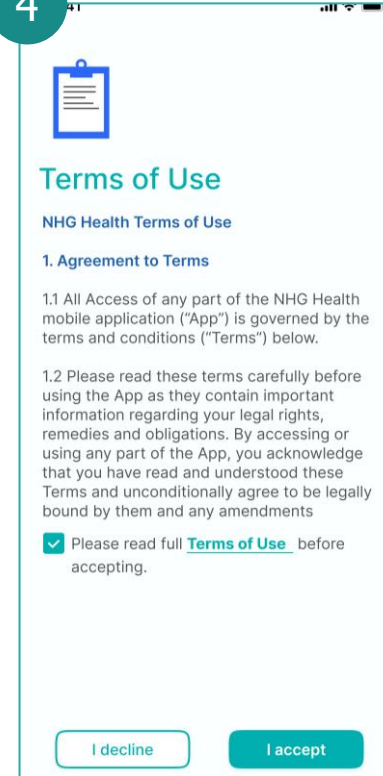
Tap on your preferred language and **Confirm**.

3



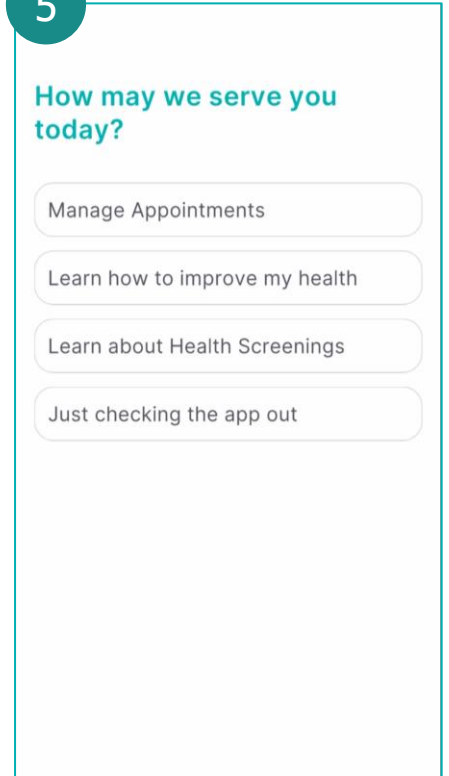
Tap on **Start**.

4



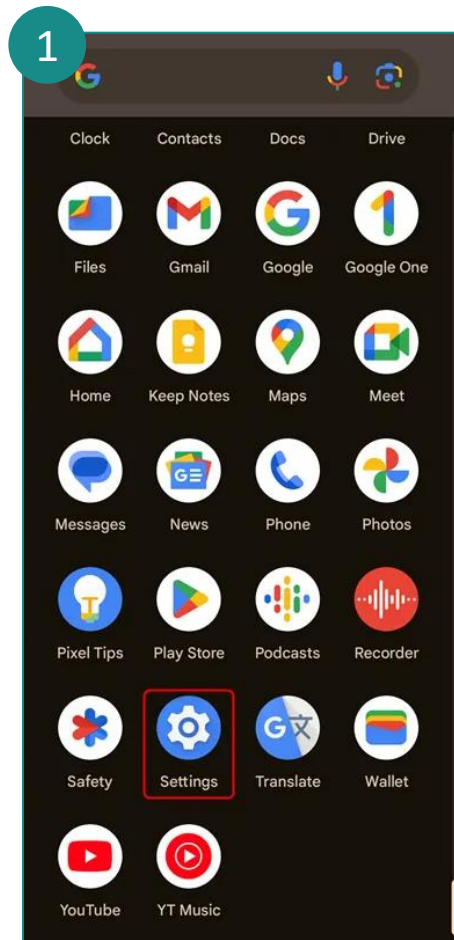
Read the Terms of Use. Tap on the checkbox and **I accept**.

5

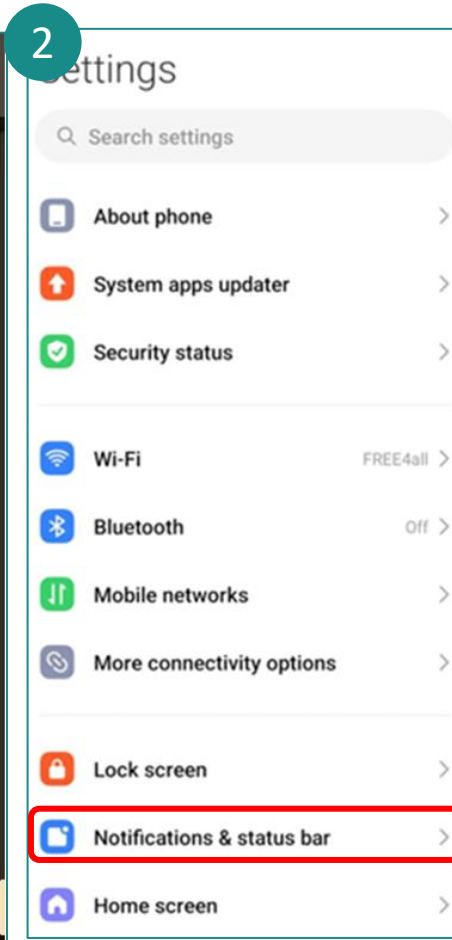


Input your details and tap on **Finish Setup**.

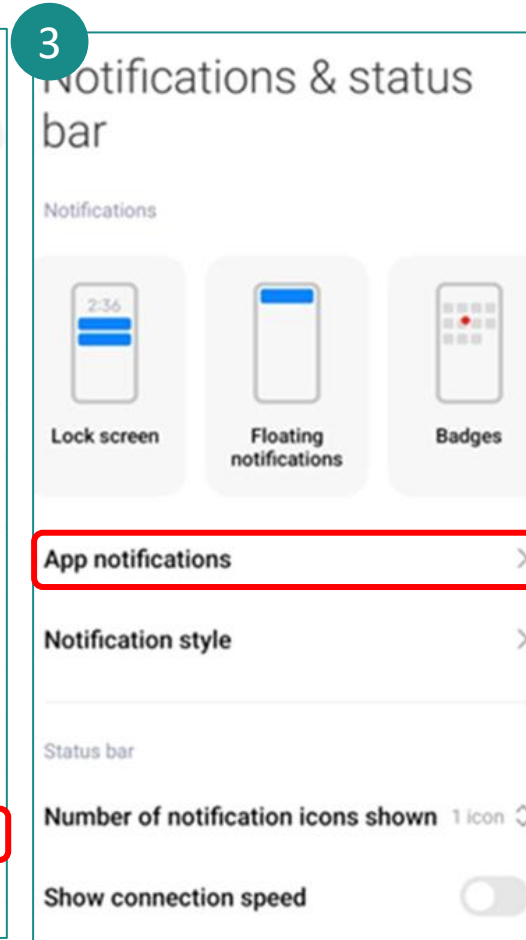
# NHG Health App Notifications (Android)



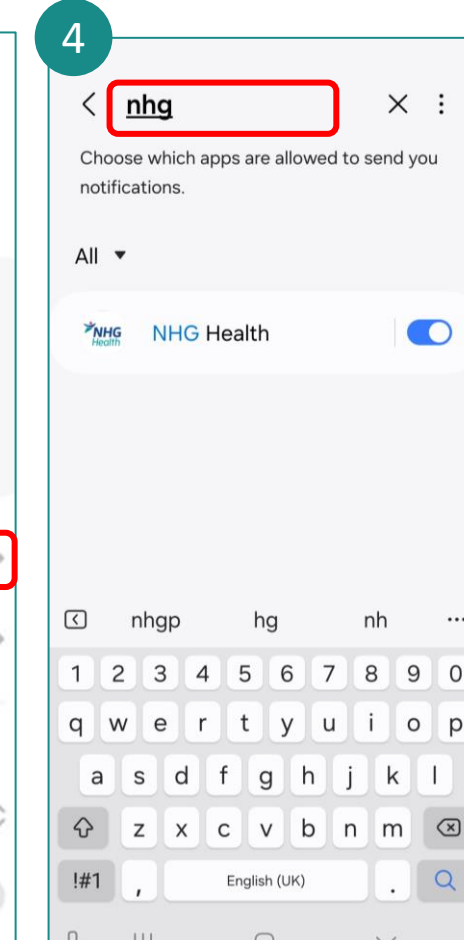
Tap on **Settings** on your Android Home Screen.



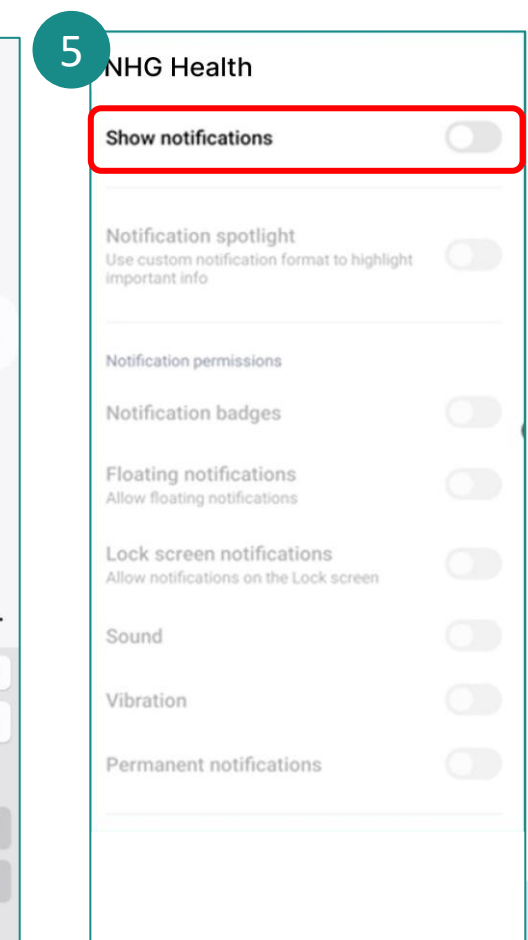
Tap on **Notifications & status bar**.



Tap on **App notifications**.

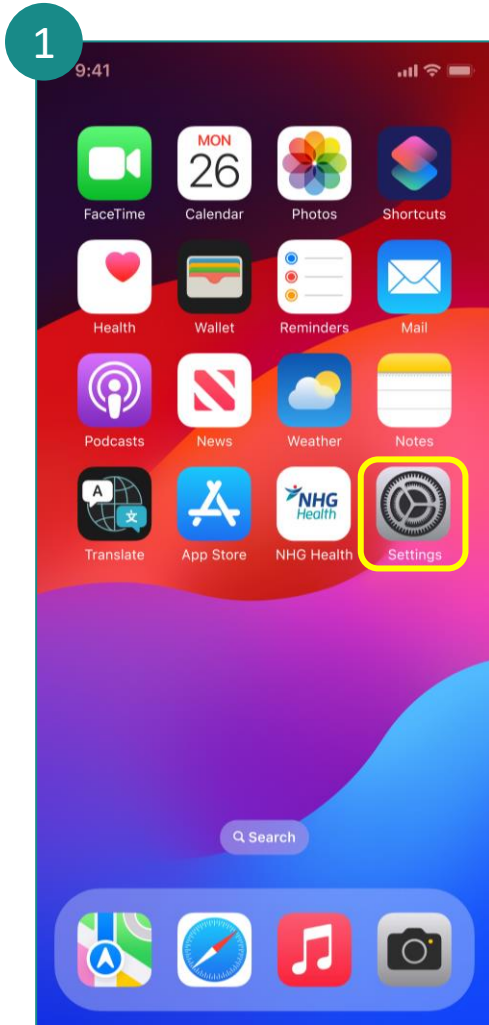


Search for **NHG Health**.

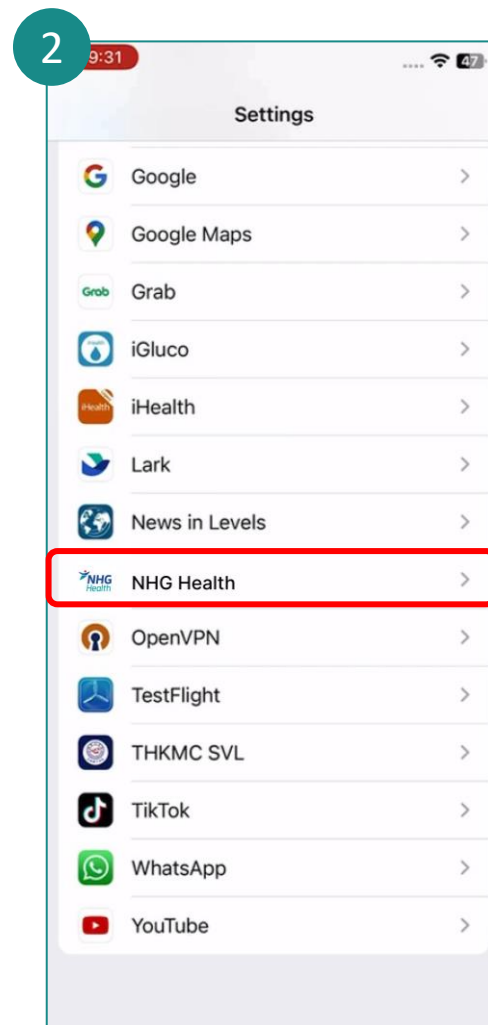


Toggle on **Show notifications** to enable/disable notifications.

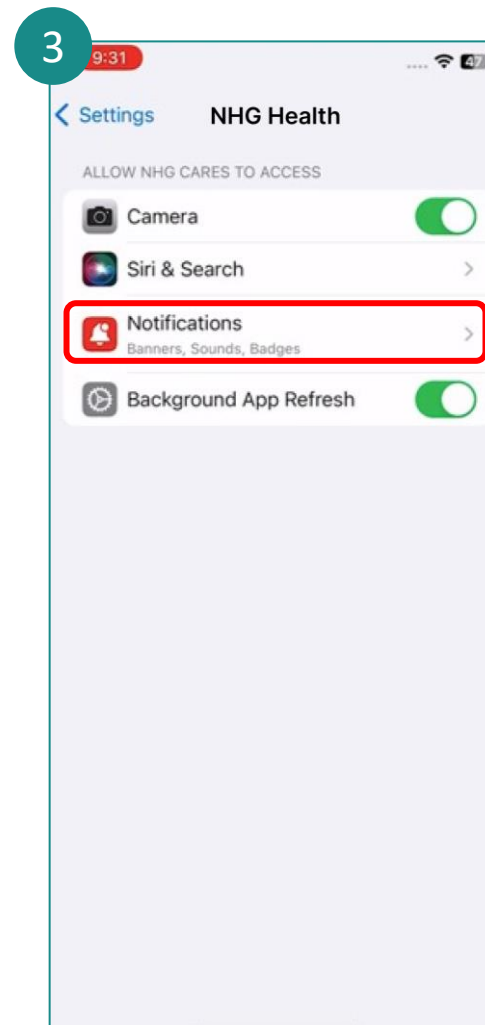
# NHG Health App Notifications (IOS)



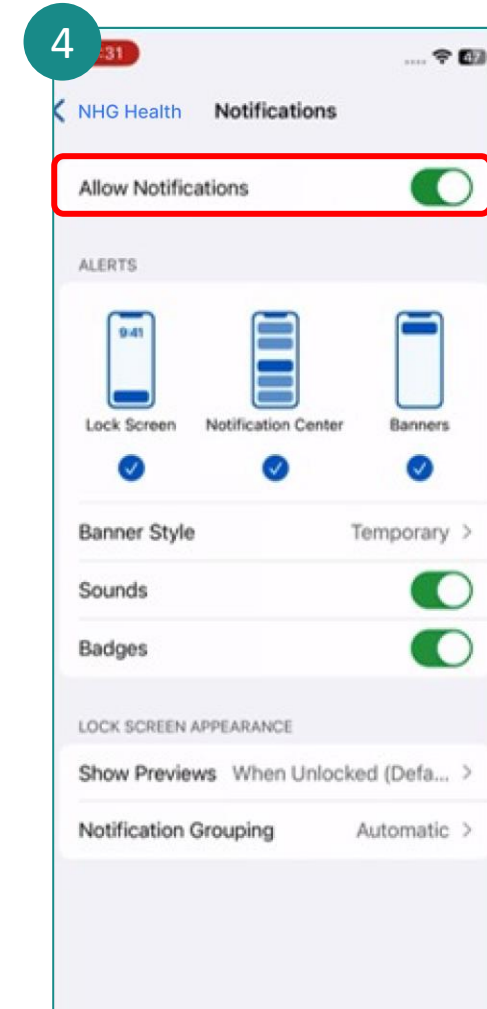
Tap on **Settings** on your iOS Home Screen.



Tap on **NHG Health**.



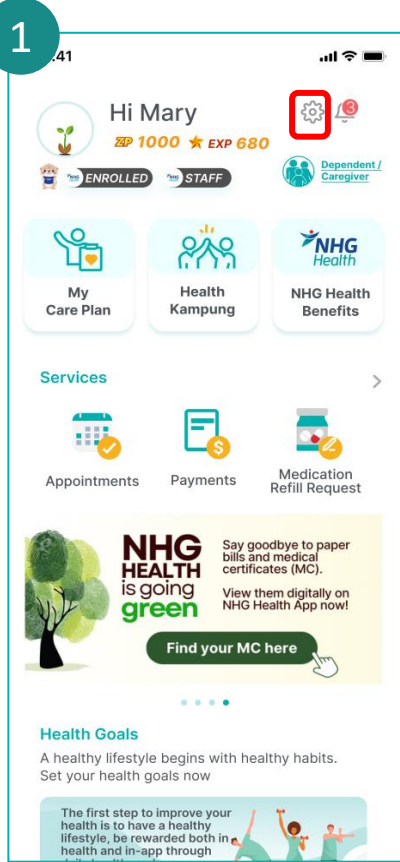
Tap on **Notifications**.



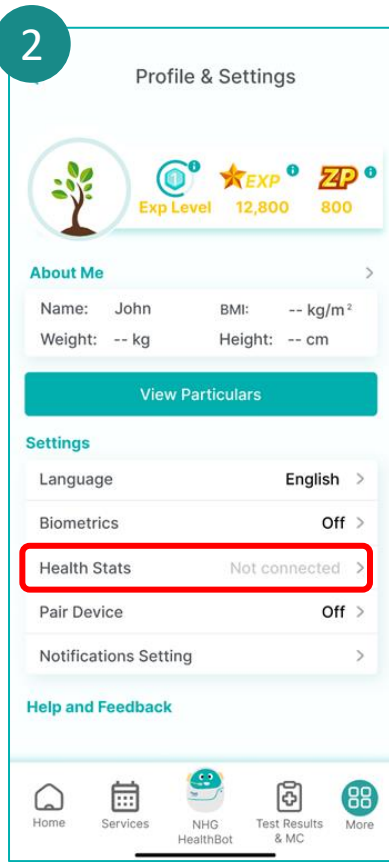
Toggle on **Show notifications** to enable/disable notifications.

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

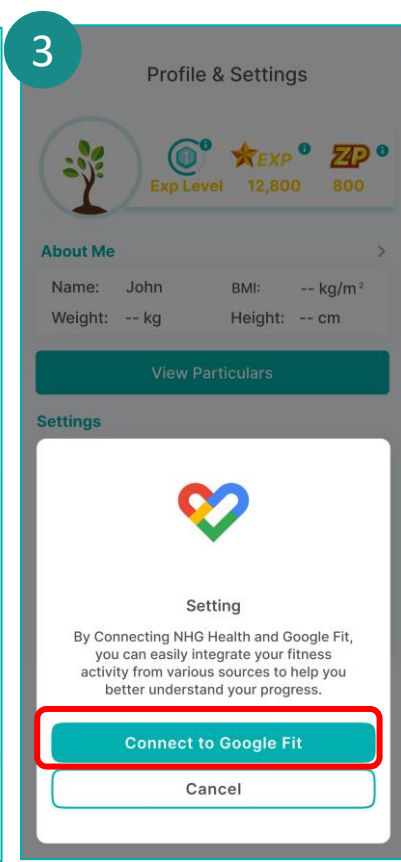
Singpass Login



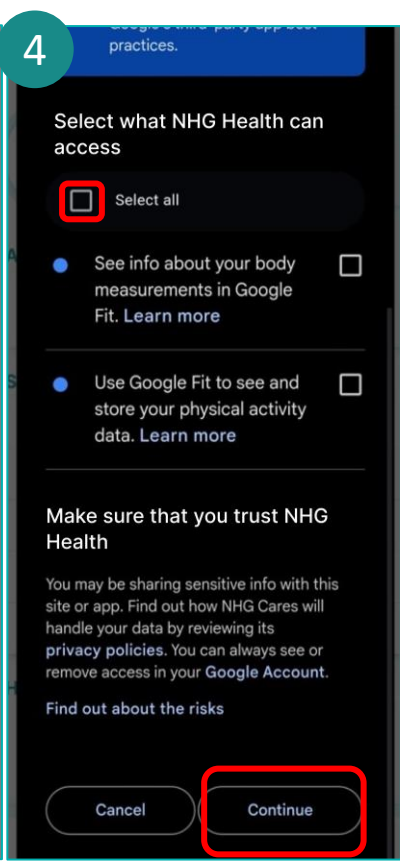
Tap on the **Gear** icon.



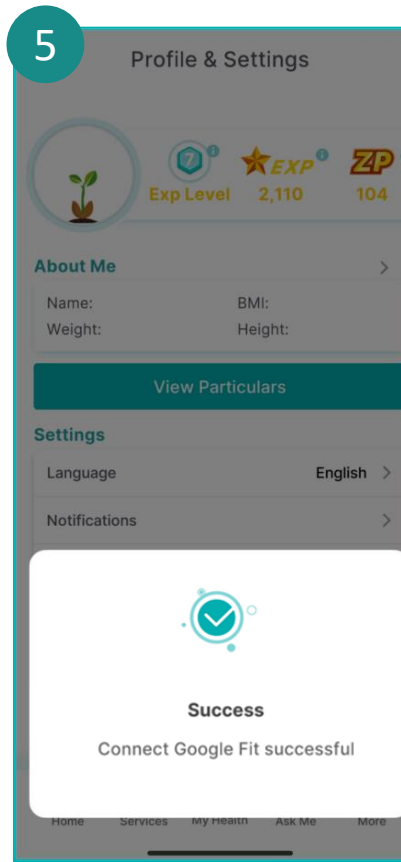
Tap on **Health Stats Not Connected**.



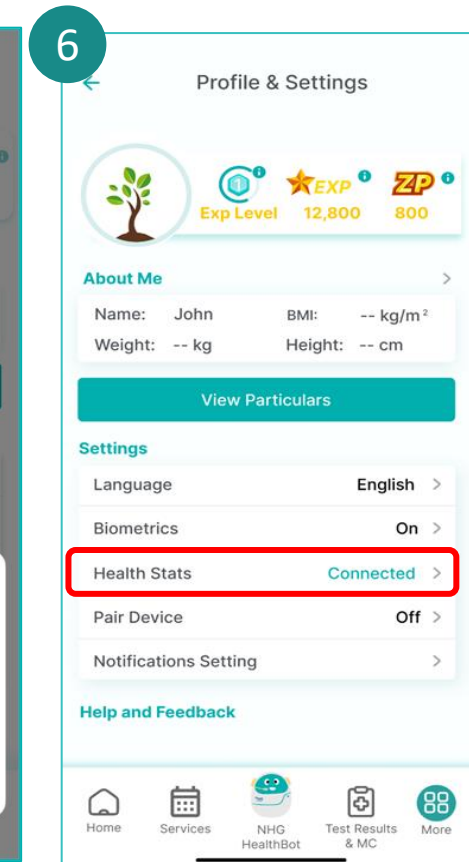
Tap on **Connect to Google Fit**.



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



View the **Success Pop Up** message.

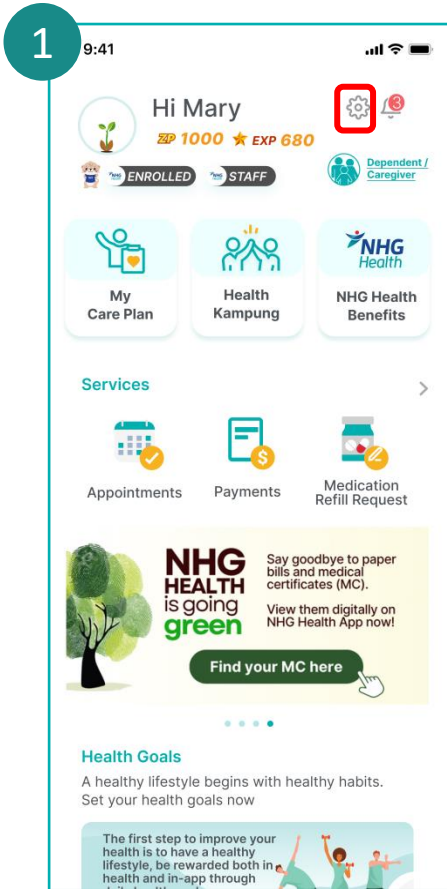


Health Stats status will reflect **Connected**.

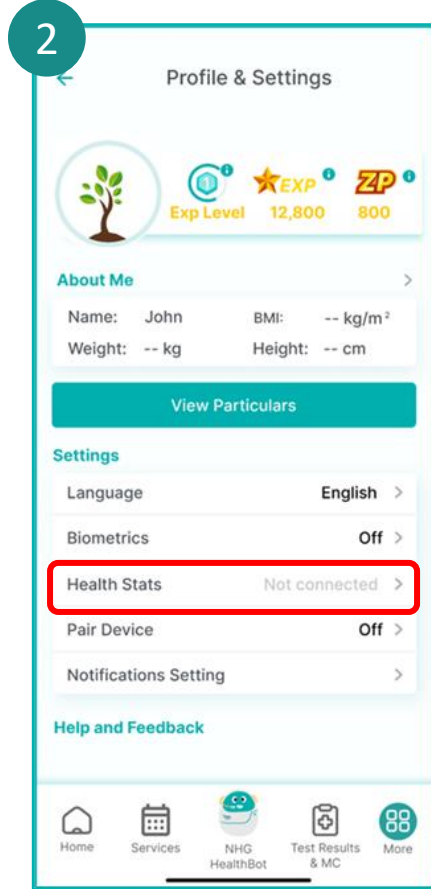


# Enable NHG Health App Health Stats – Health (IOS)

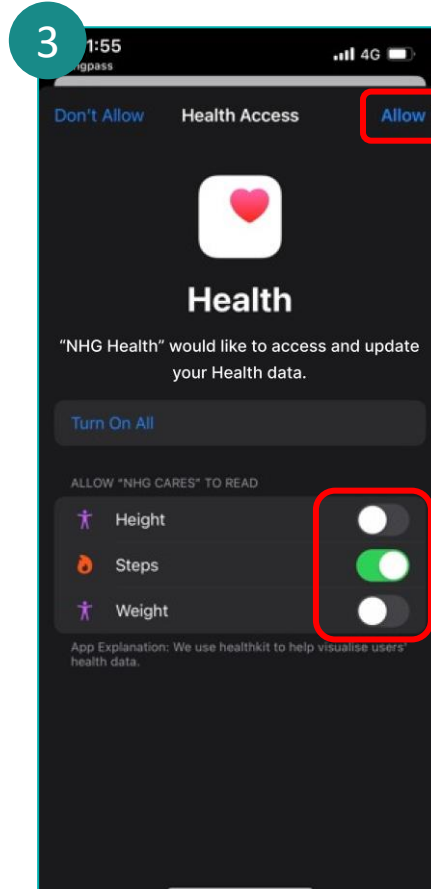
Singpass Login



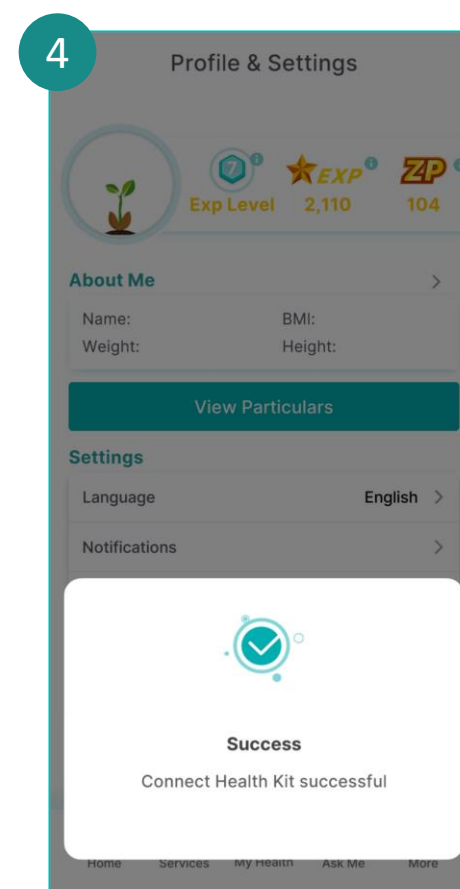
Tap on the **Gear** icon.



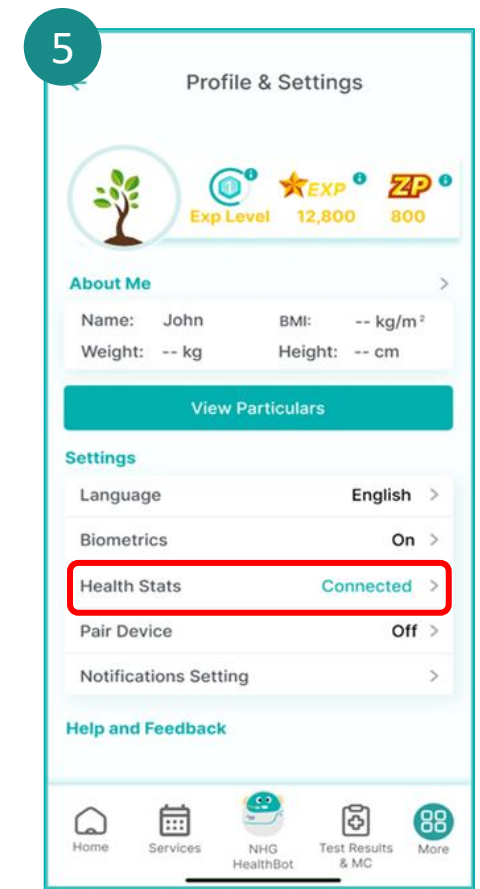
Tap on **Health Stats Not connected**.



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

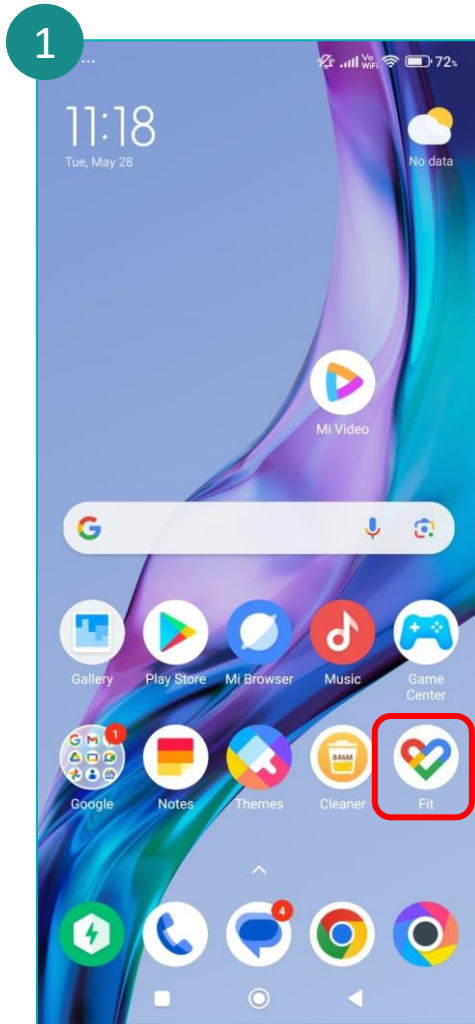


View the **Success Pop Up** message.

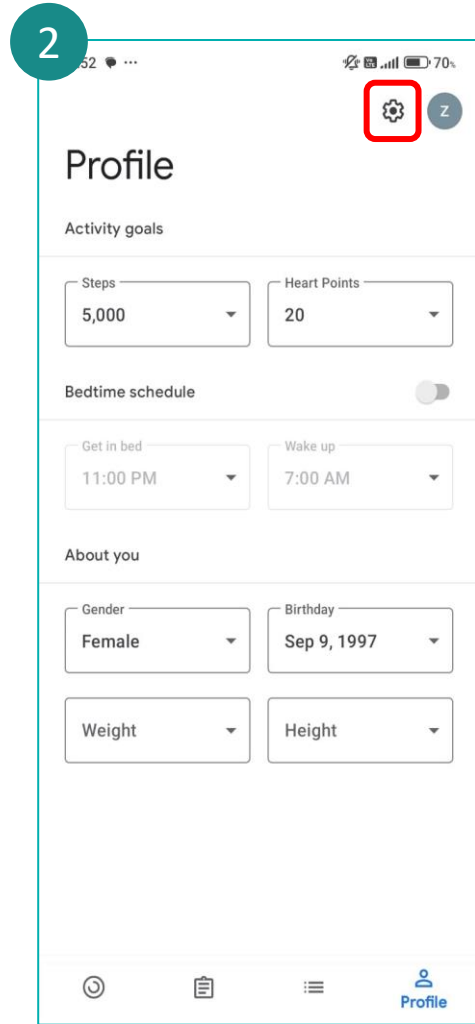


Health Stats status will reflect **Connected**.

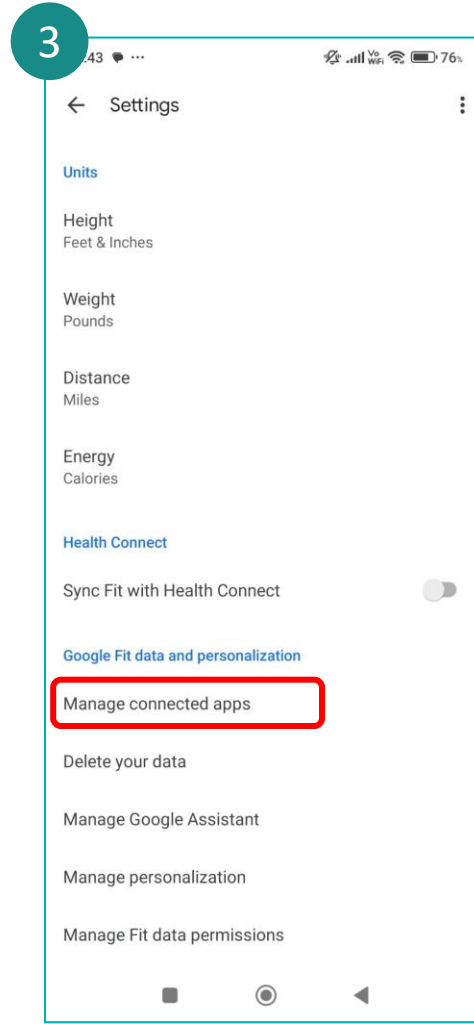
# Disable NHG Health App Health Stats - Google Fit (Android)



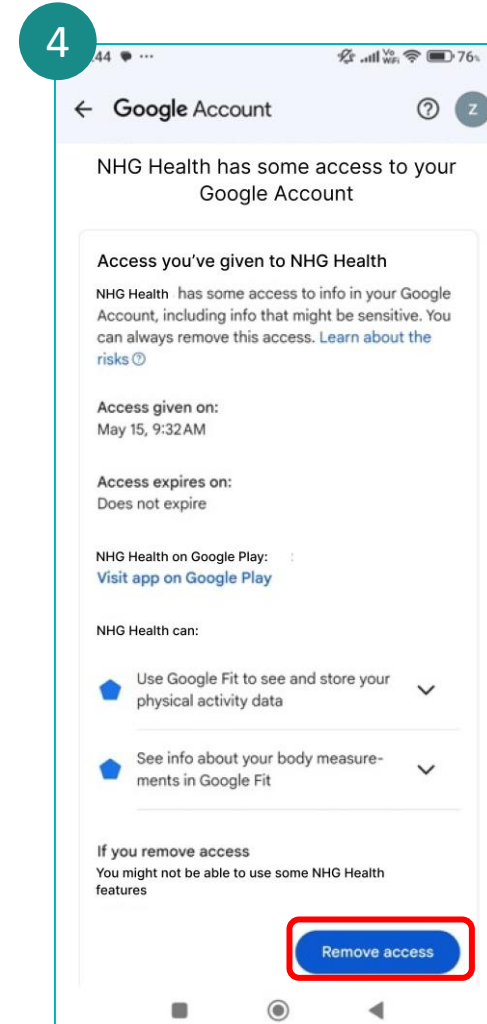
Tap on the **Google Fit** app.



Tap on the **Gear** icon.

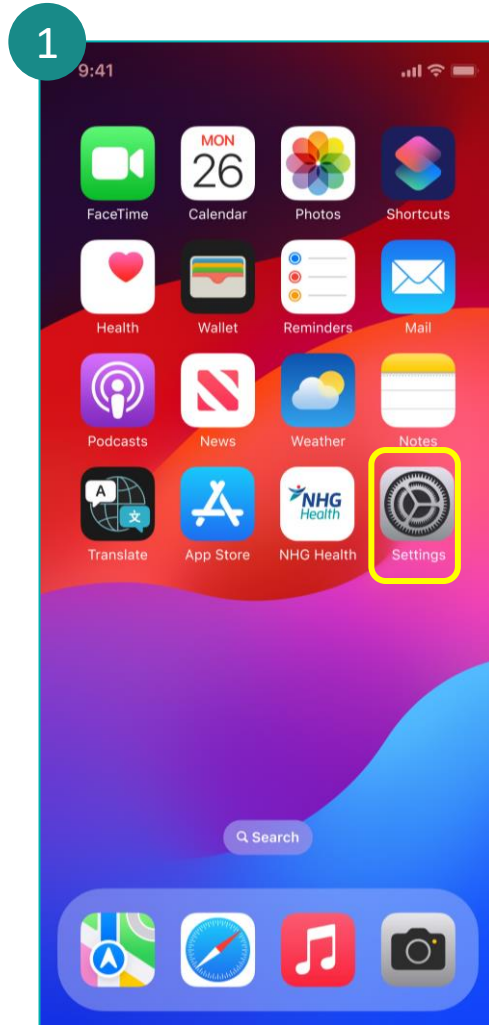


Tap on **Manage connected apps**.

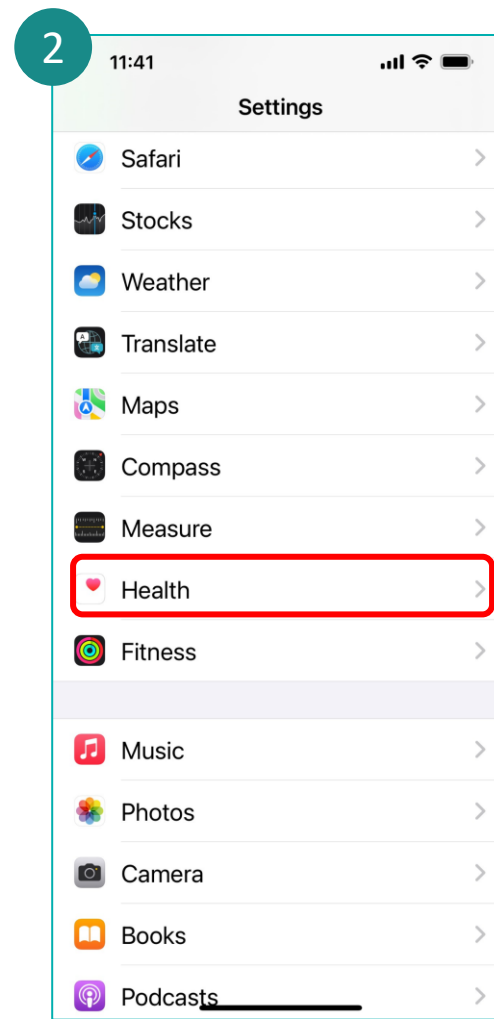


Tap on **Remove Access**.

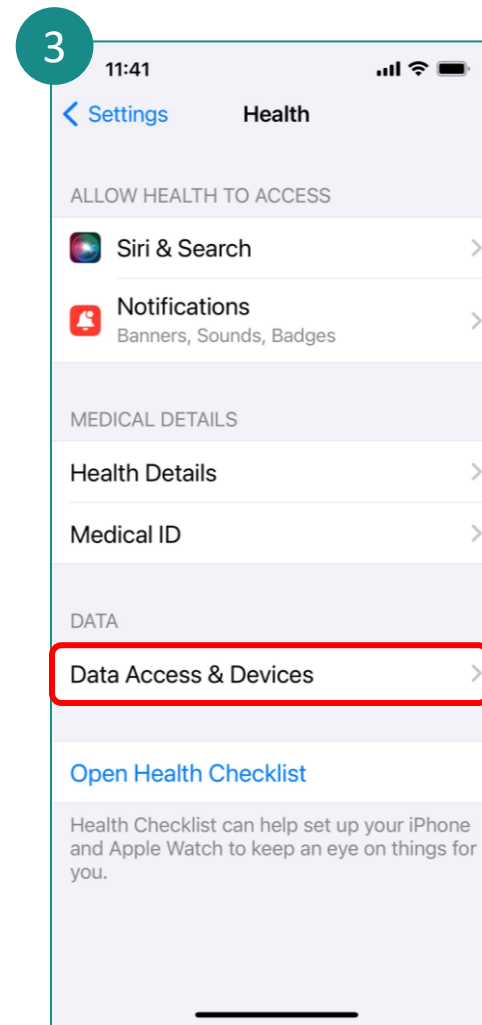
# Disable NHA Health Stats - Health (IOS)



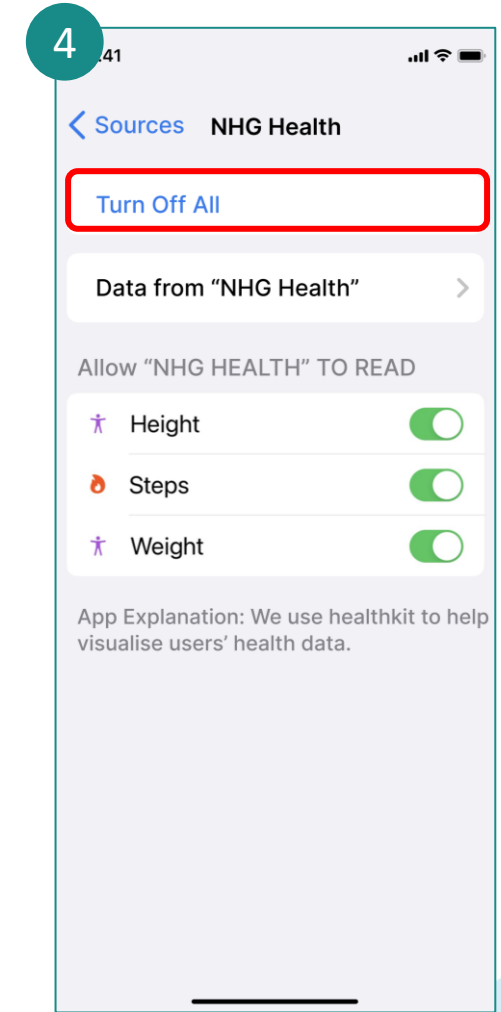
Tap on the **Settings** app.



Tap on **Health**.



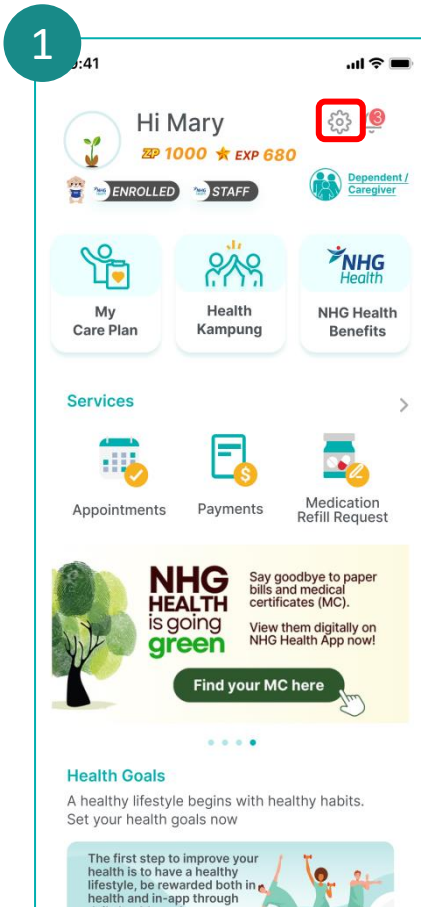
Tap on **Data Access & Devices**.



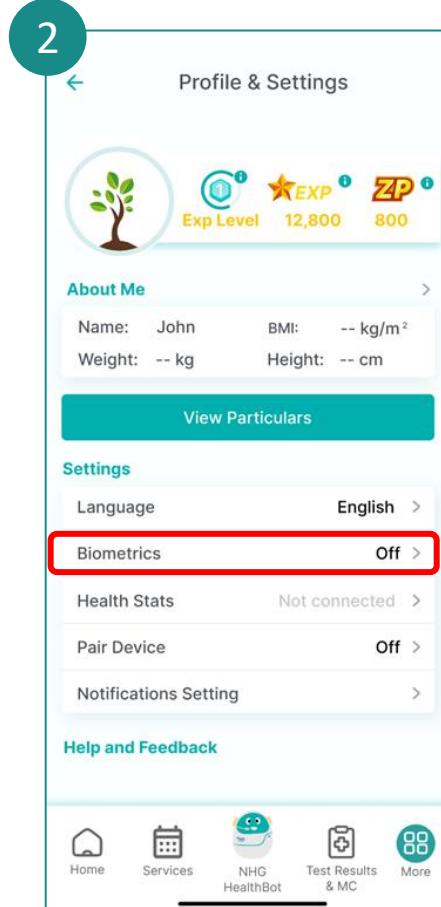
Tap on **NHG Health** and tap **Turn Off All** to disable.

# Enable NHG Health App Biometrics

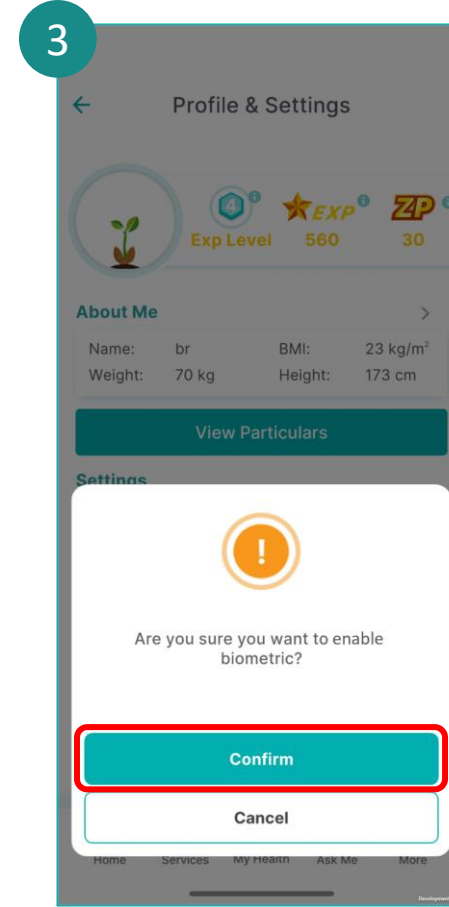
Singpass Login



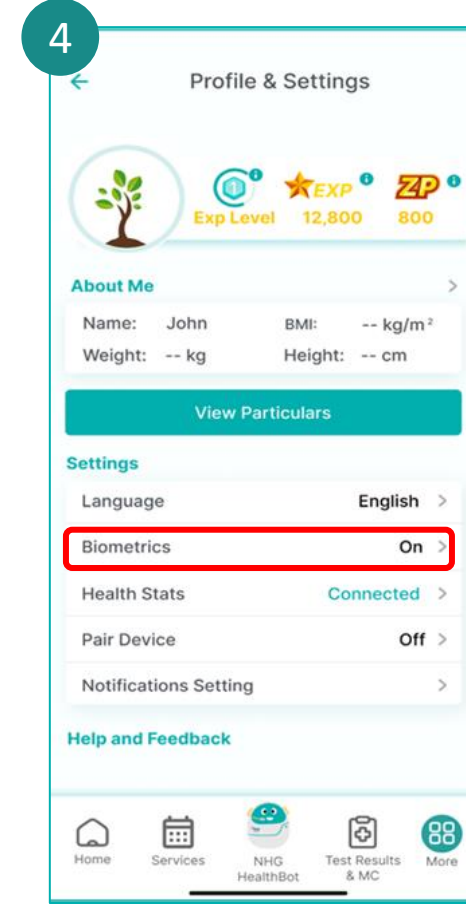
Tap on the **Gear** icon.



Tap on **Biometrics Off**.



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

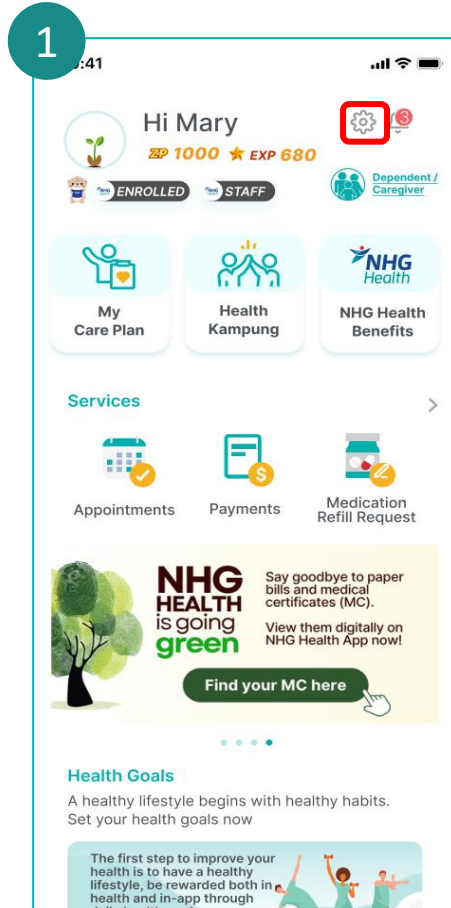


**Biometrics** status will reflect **On**.

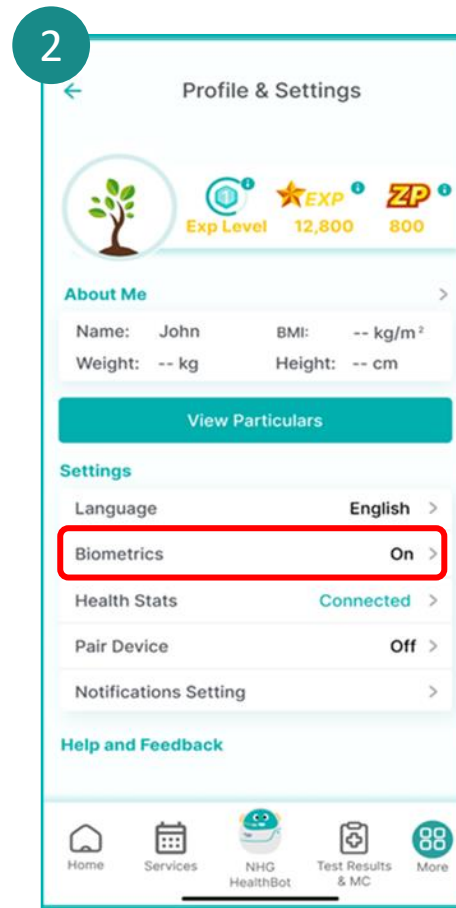


# Disable NHG Health App Biometrics

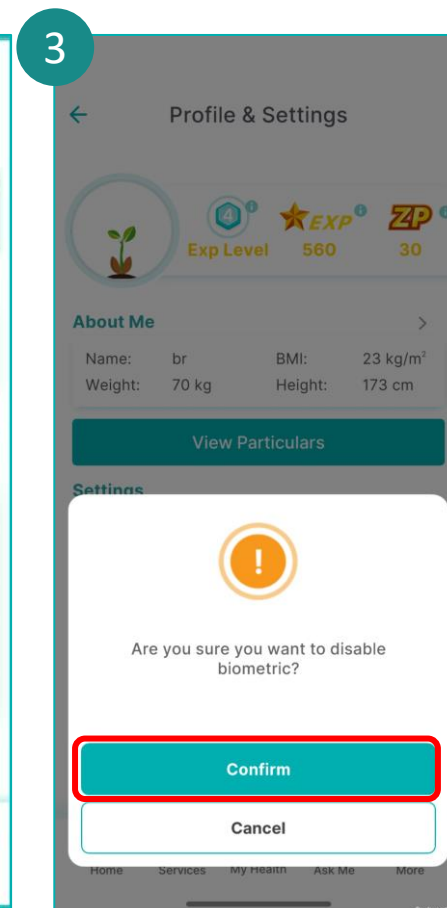
Singpass Login



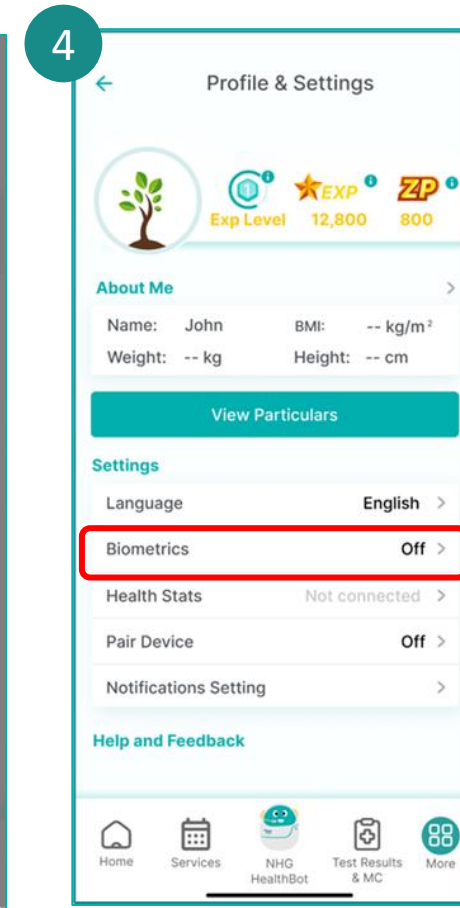
Tap on the **Gear** icon.



Tap on **Biometrics On**.



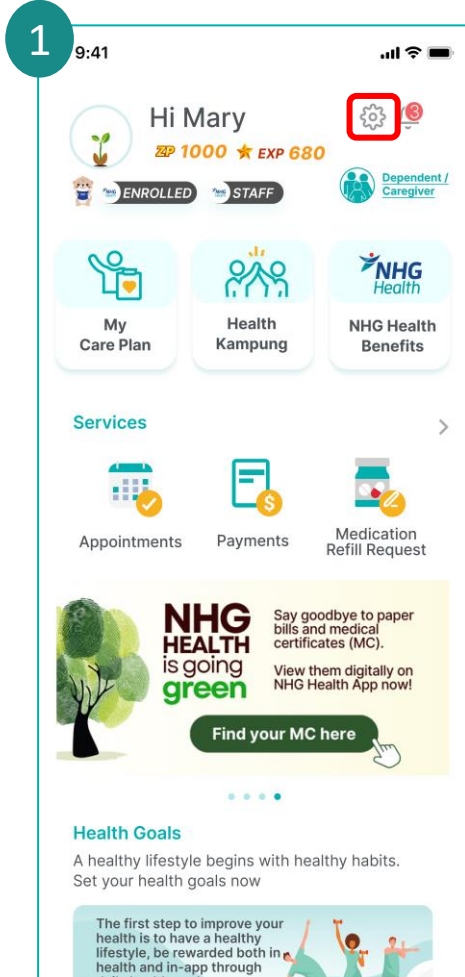
Tap on **Confirm** to disable biometrics access.



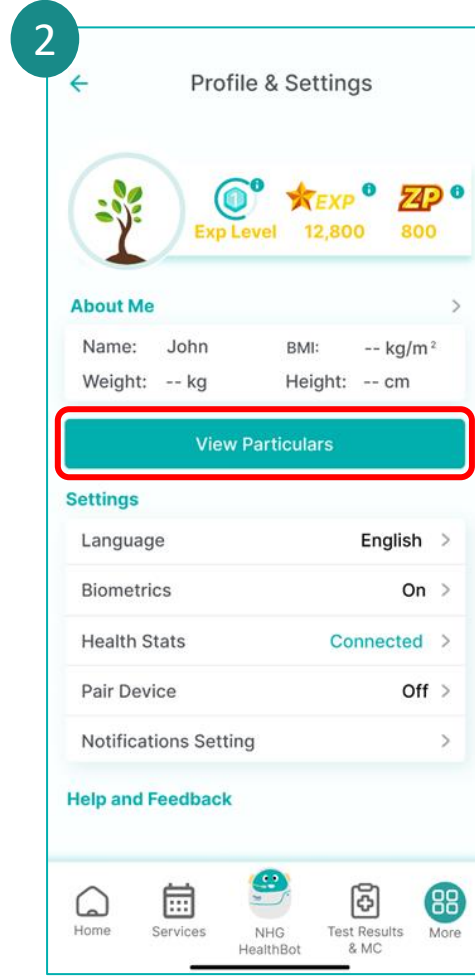
**Biometrics** status will reflect **Off**.

# Update Mailing Address/Contact Details

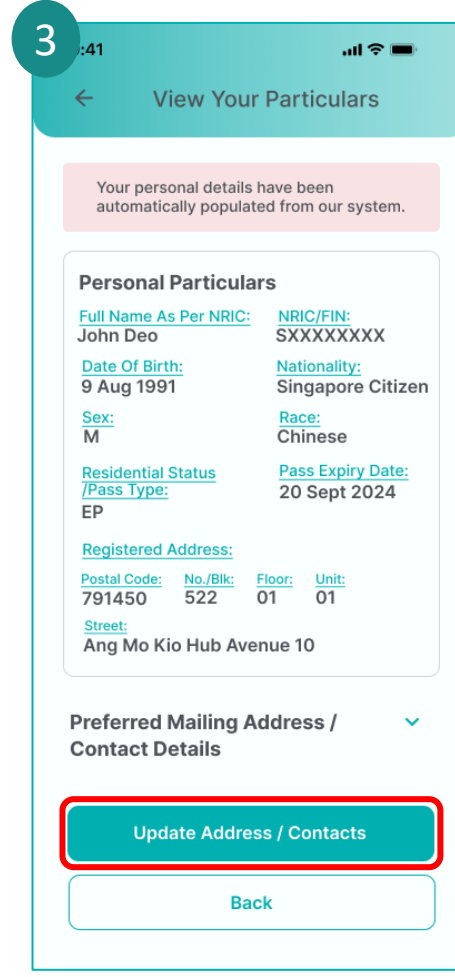
Singpass Login



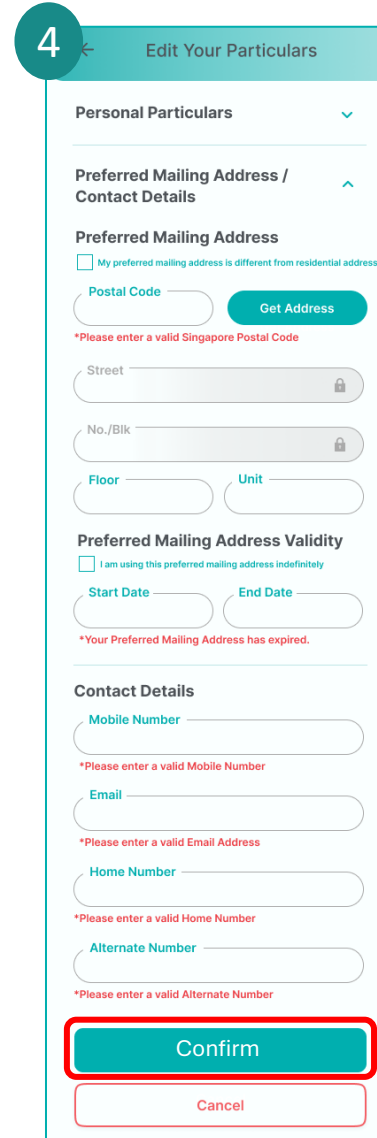
Tap on the **Gear** icon.



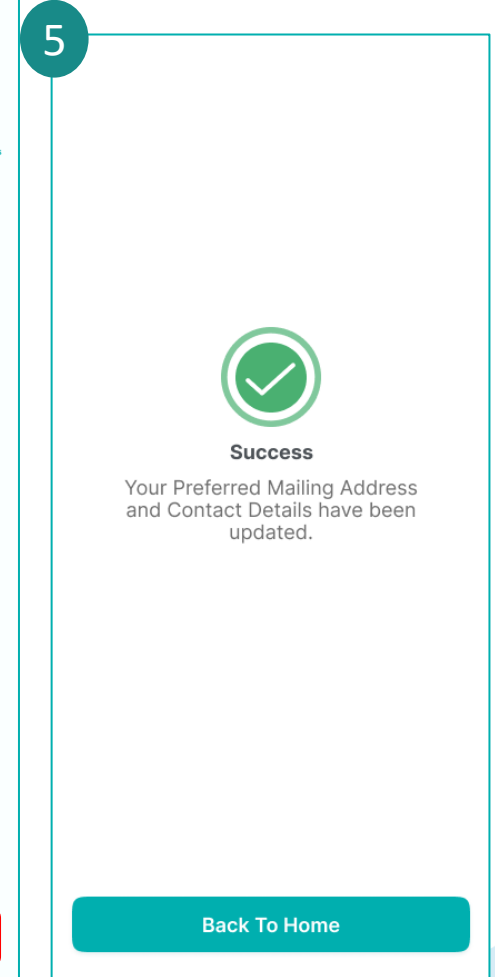
Tap on **View Particulars**.



Tap on **Update Address/Contacts**.

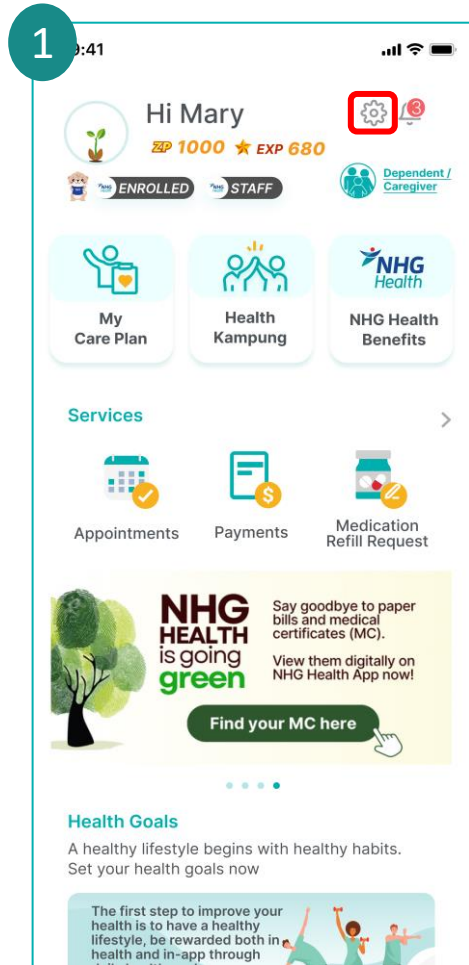


Update the relevant fields and tap on **Confirm** to save.

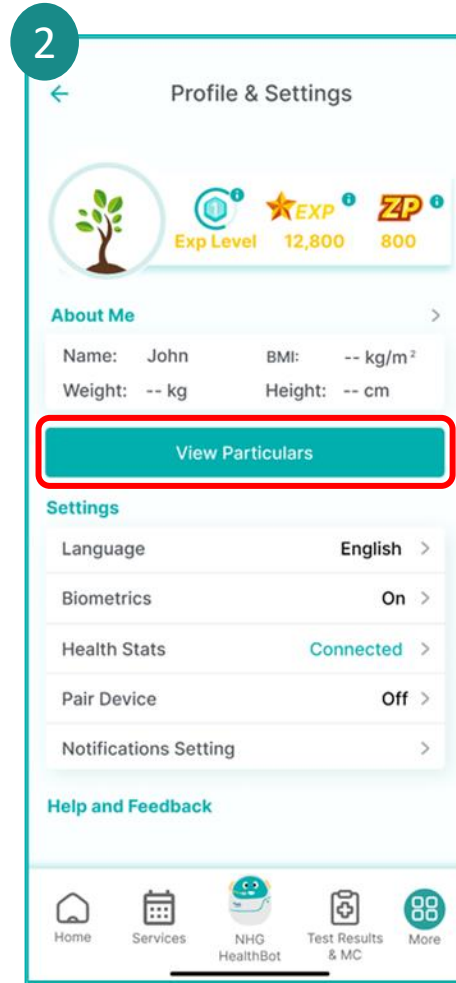


# Update Mailing Address/Contact Details via Myinfo

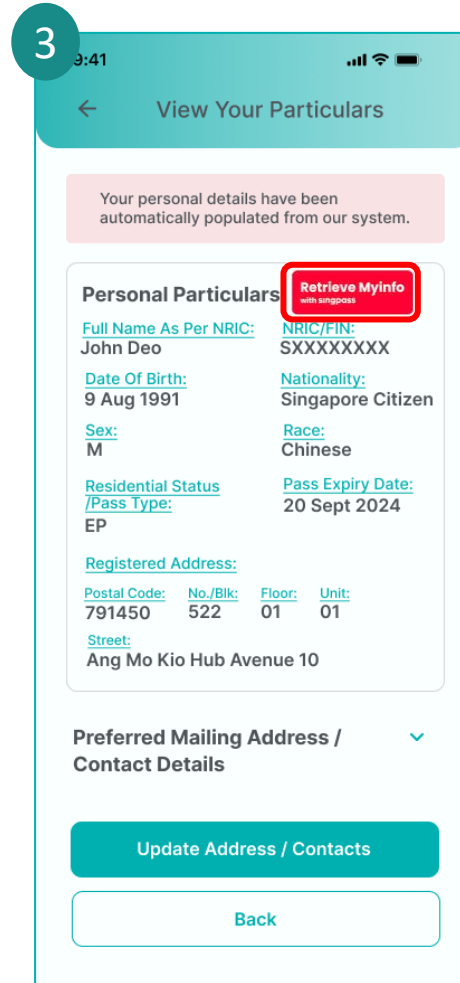
Singpass Login



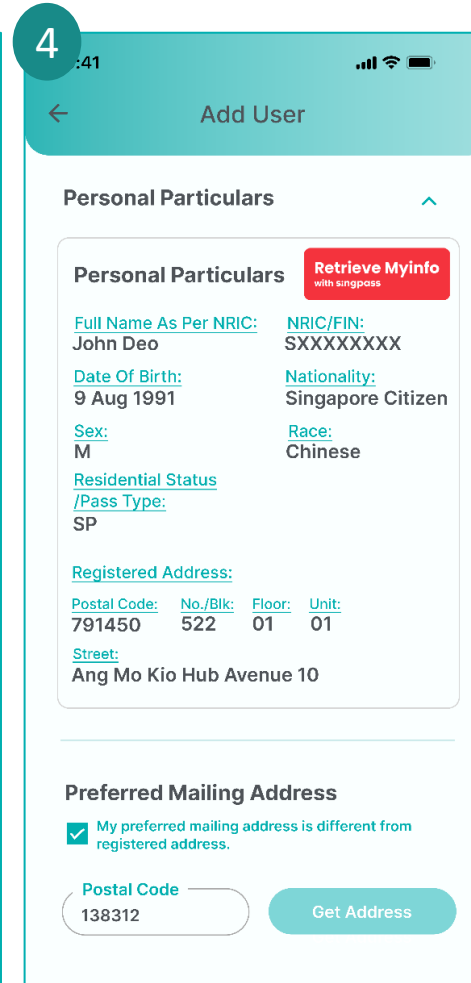
Tap on the **Gear** icon.



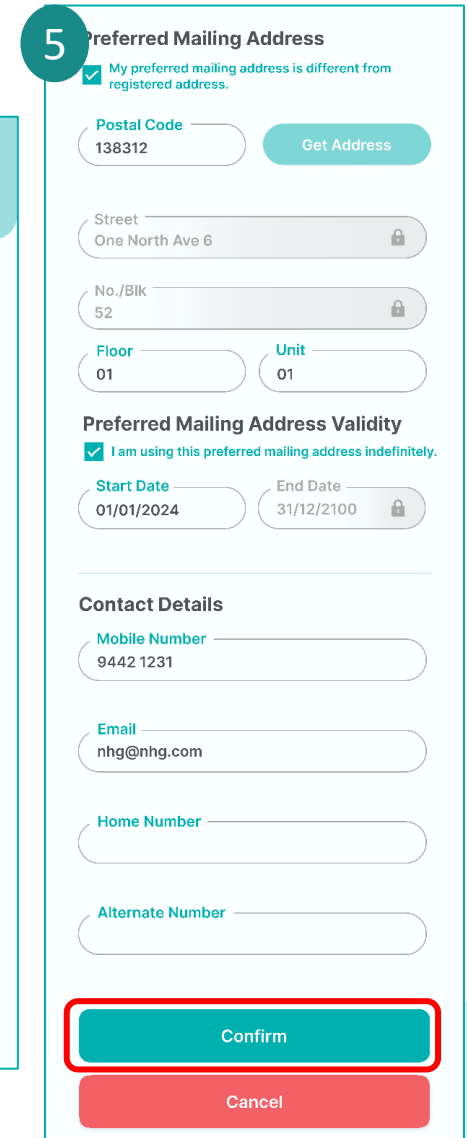
Tap on **View Particulars**.



Tap on **Retrieve Myinfo**



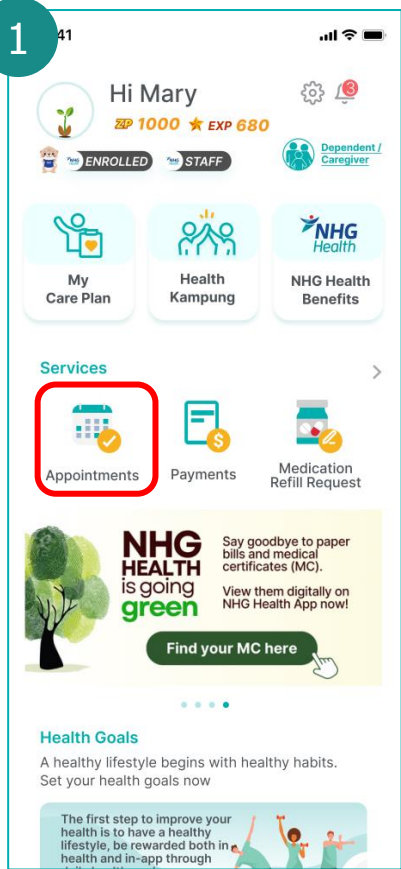
Update the relevant fields and tap on **Confirm** to save.



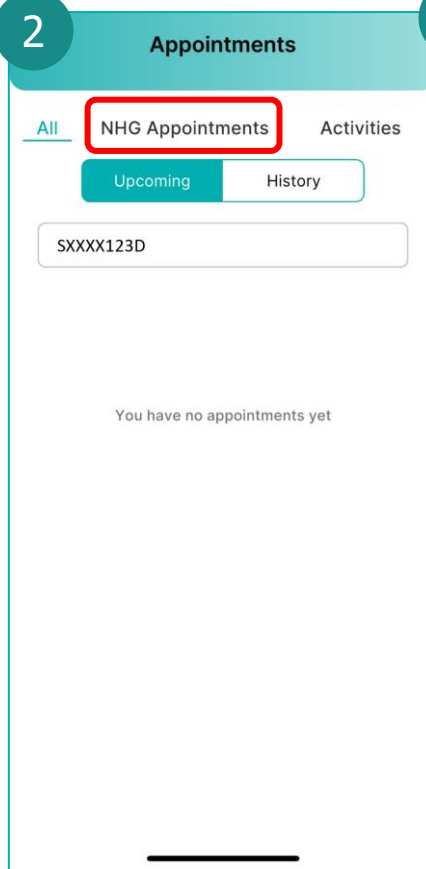
# Book Appointment

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

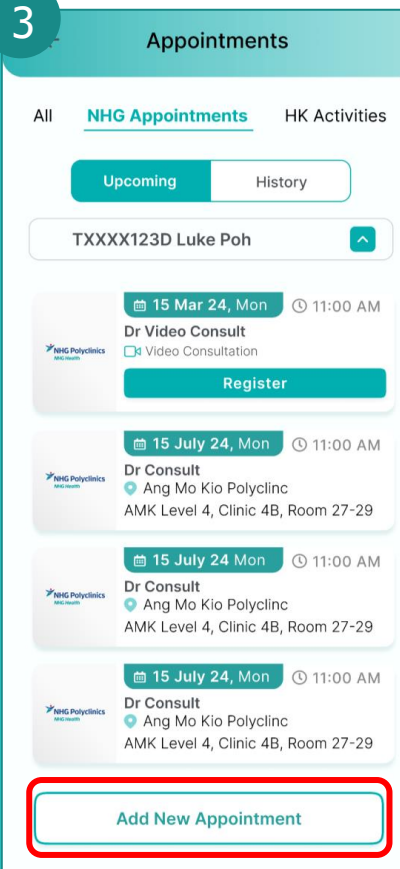
Singpass Login



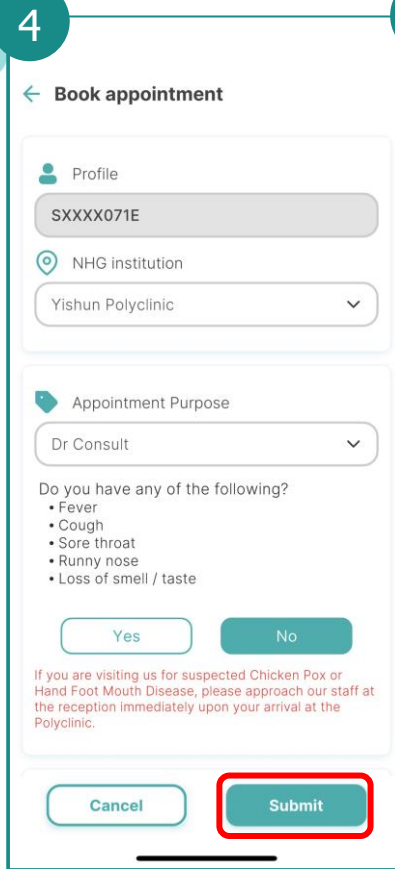
Tap on **Appointments**.



Tap on **NHG Appointments**.

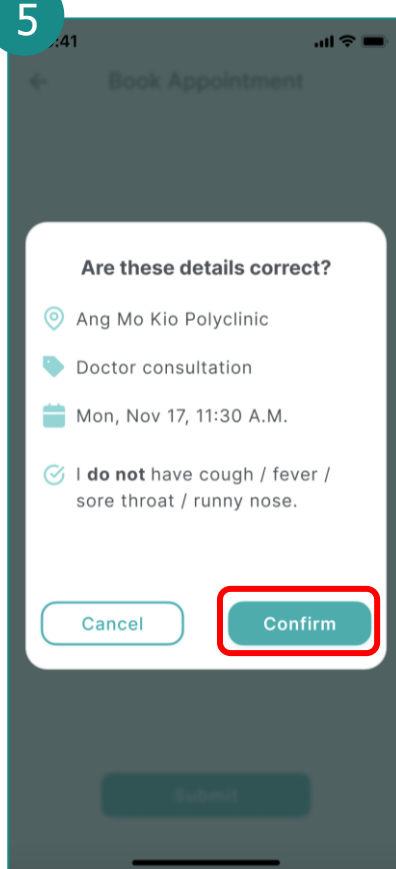


Tap on **Add New Appointment**.

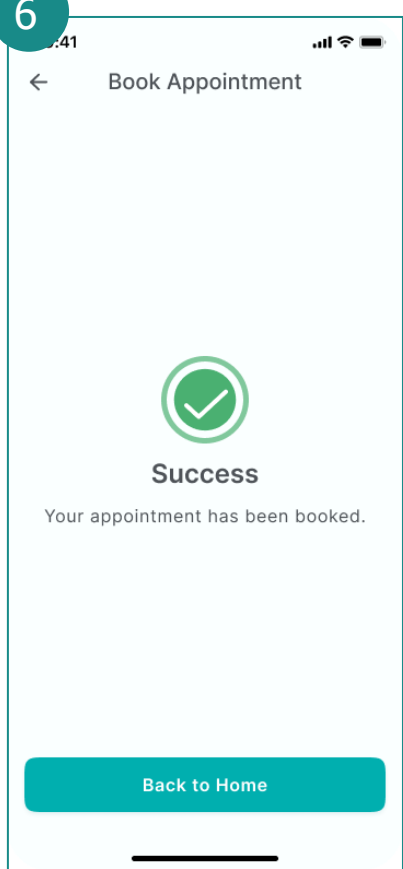


Select your:  
1. Institution  
2. Appointment Purpose  
3. Appointment Timeslot

Tap on **Submit**.



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

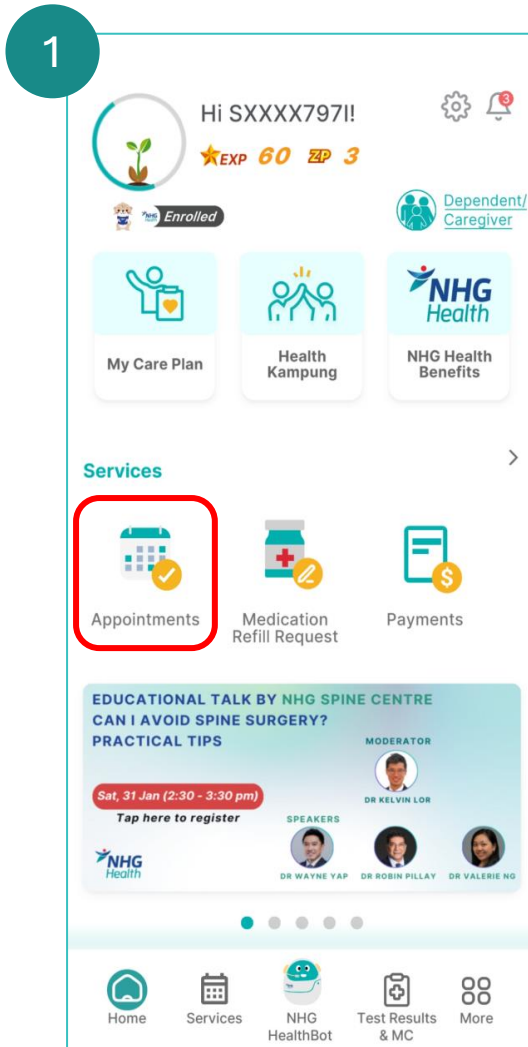




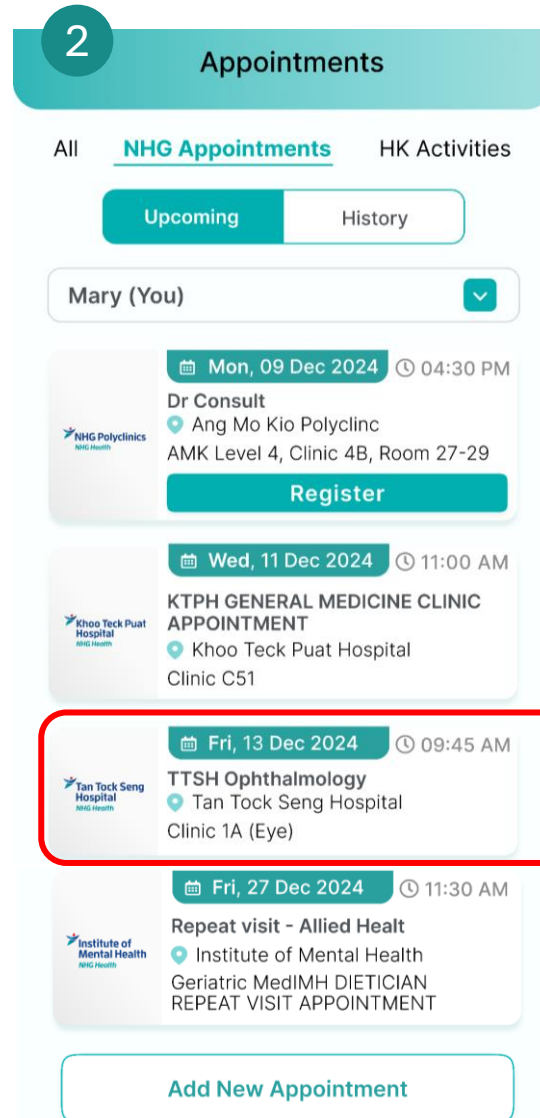
# Reschedule/Cancel Appointment

Rescheduling/cancelling of appointments is applicable to all institutions

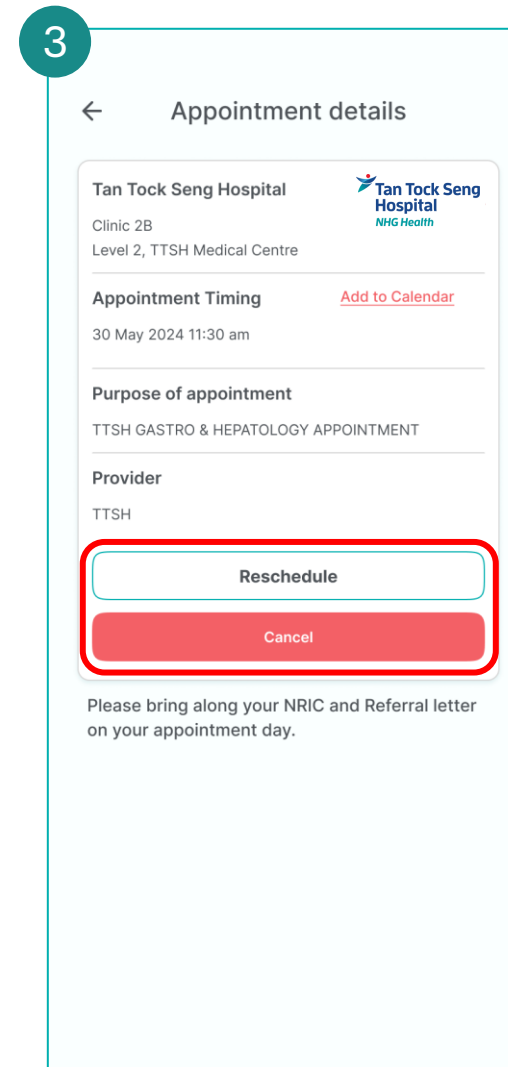
Singpass Login



Tap on **Appointments**.



Tap on the appointment that requires rescheduling/ cancellation.



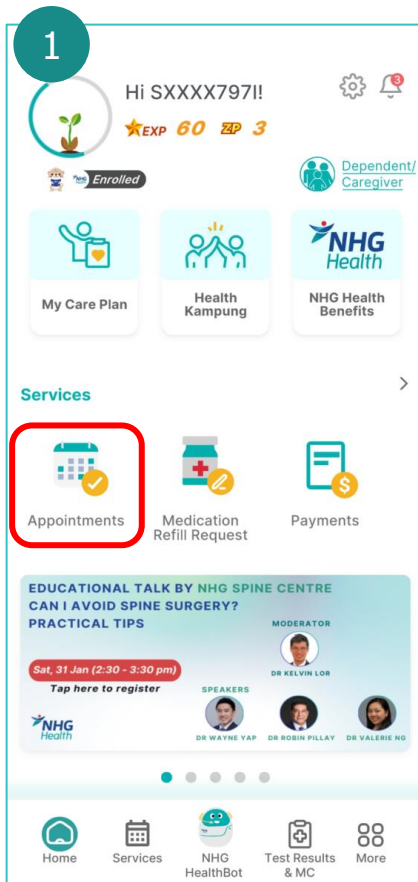
Tap on **Reschedule** or **Cancel Appointment** to make changes.

# Appointment – Queue Registration & E-Itinerary

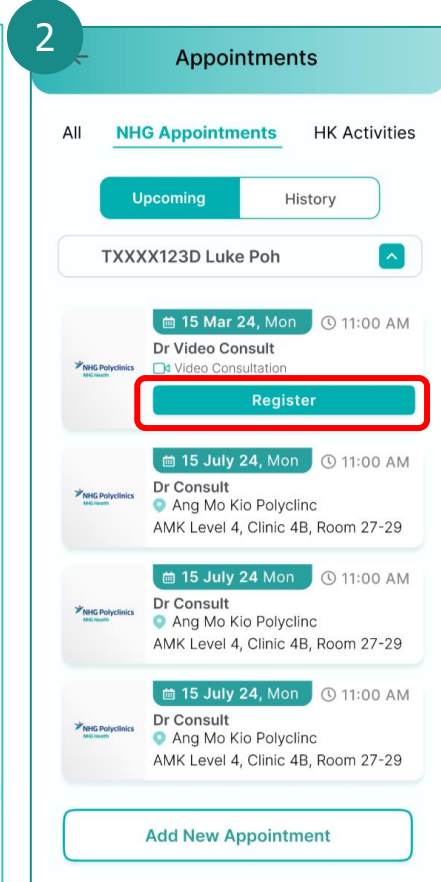
Singpass Login



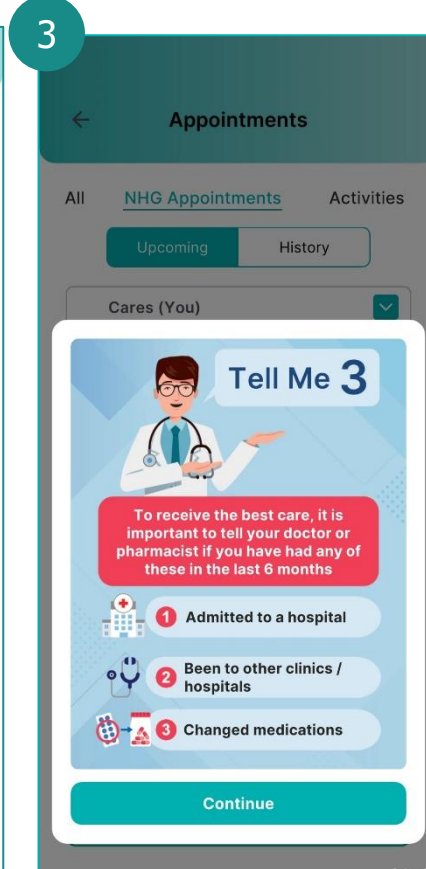
Applicable to all NHG institutions except National Skin Centre



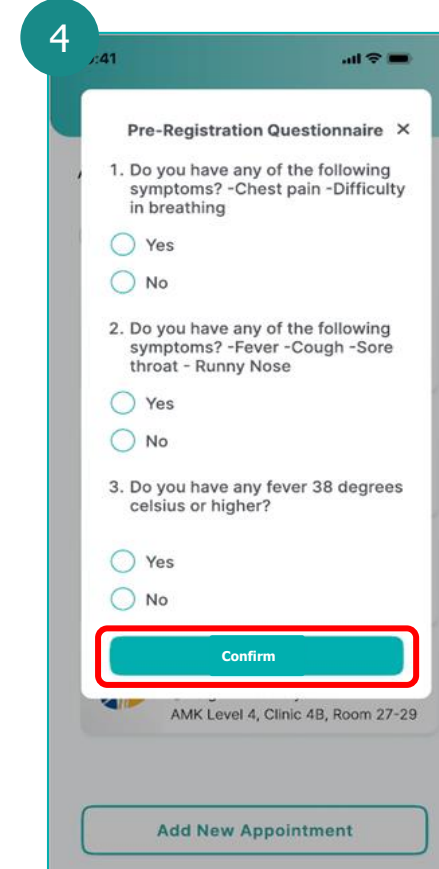
Tap on **Appointments**.



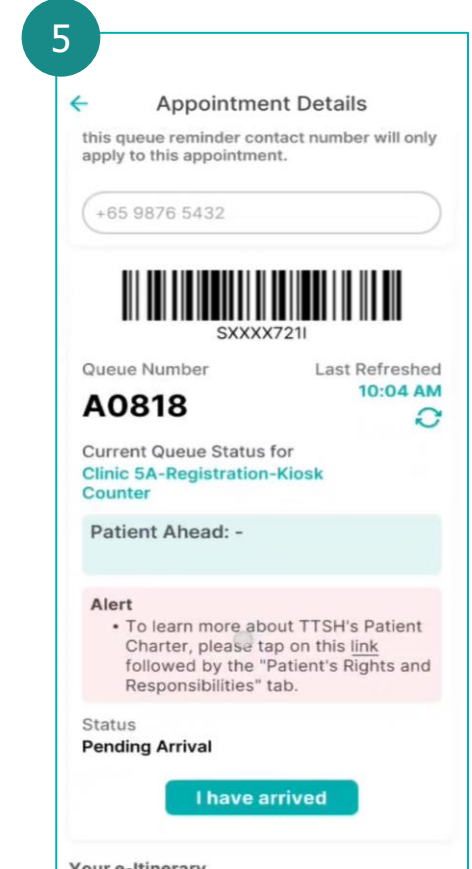
Tap on **Register** and fill up the questionnaire.



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



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

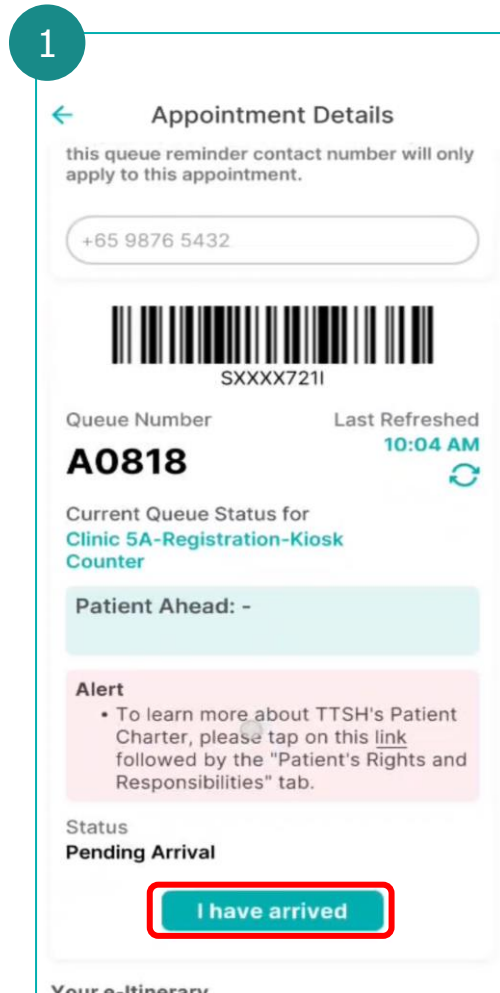


Upon successful mobile registration you will be redirected to view your itinerary with status: "Pending Arrival"

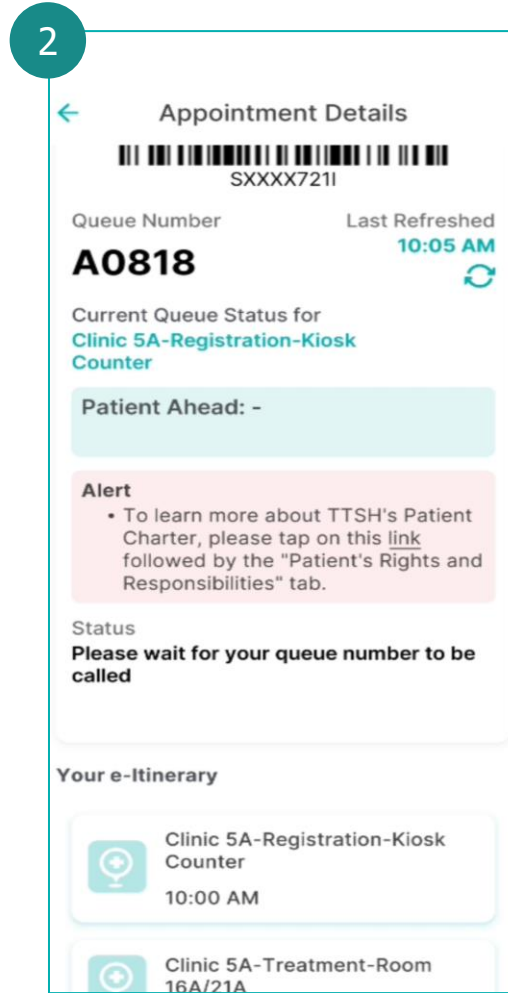
# Appointment – “I Have Arrived” and E-Itinerary

Singpass Login

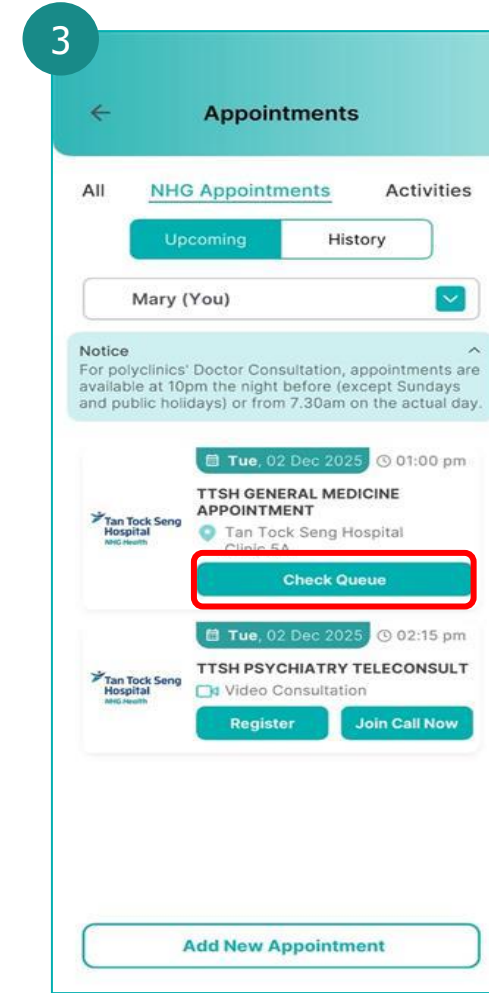
Applicable to all NHG institutions except Woodlands Hospital and, National Skin Centre



Tap on **I have arrived**, 30 minutes before your appointment to Check In.



Your status and e-Itinerary will be updated



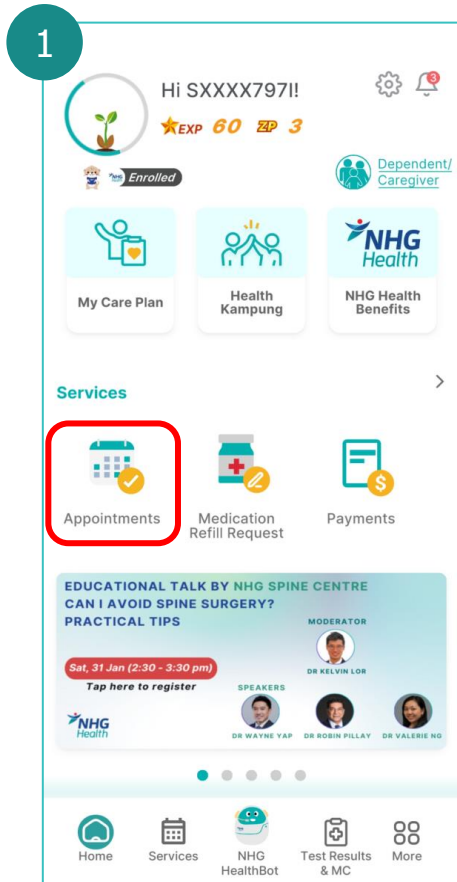
Patient will be able to view the updated itinerary from the appointment card by tapping on **Check Queue**

# Appointment – Pre-Consult Questionnaire

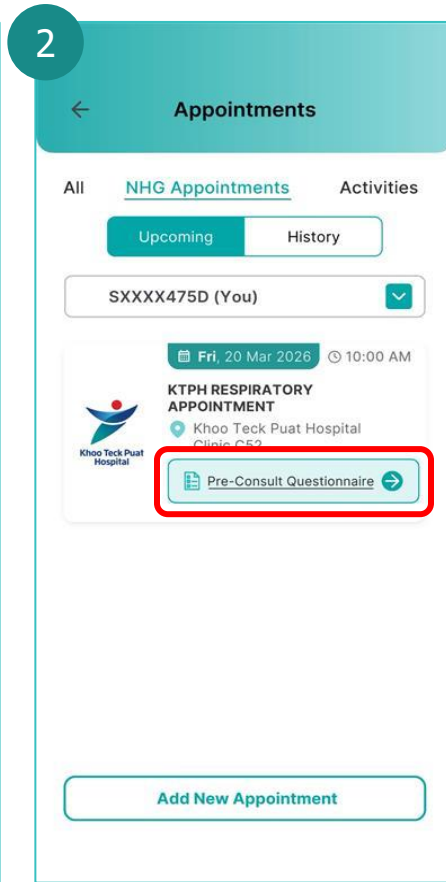
Singpass Login



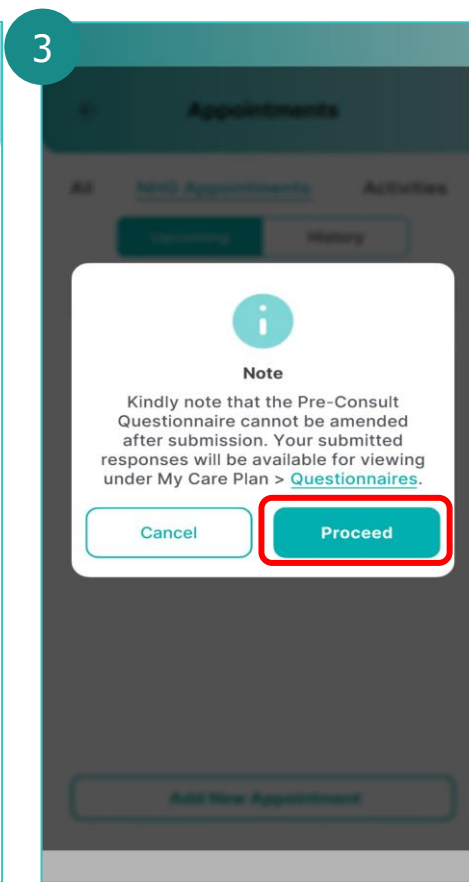
Only applicable to KTPH Clinic 52



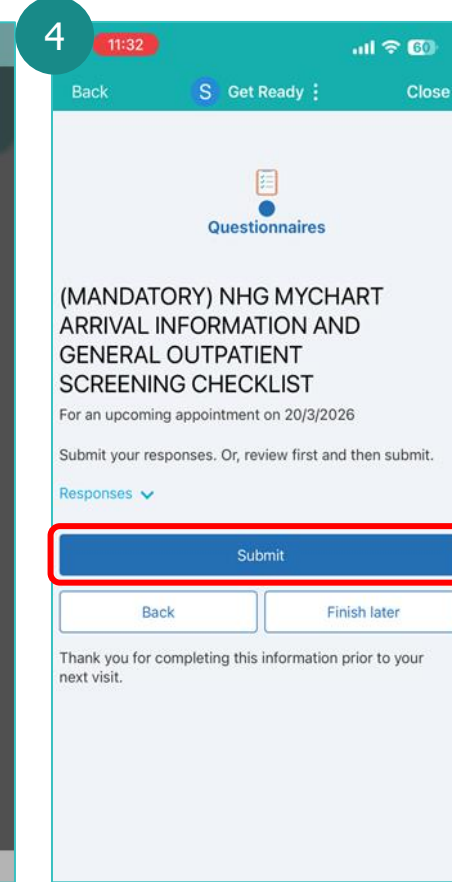
Tap on **Appointments**



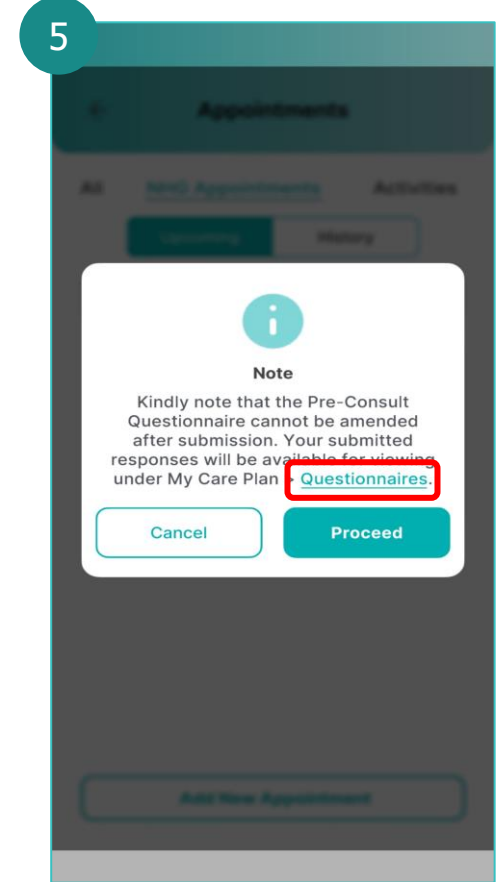
Tap on **Pre-Consult Questionnaire**



Tap on **Proceed**



Answer the questionnaire accordingly and tap on **Submit**.

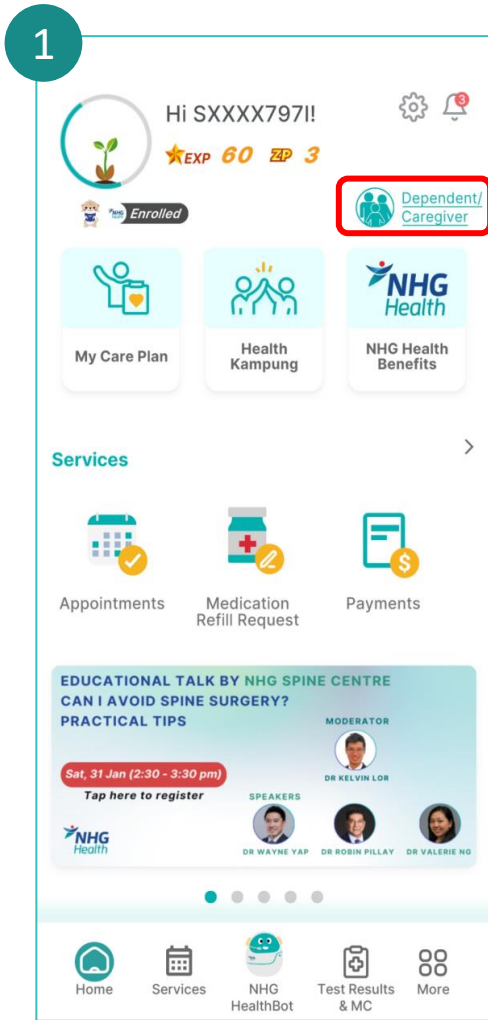


Upon successful submission, you will be able to view submitted forms by tapping **Questionnaire**

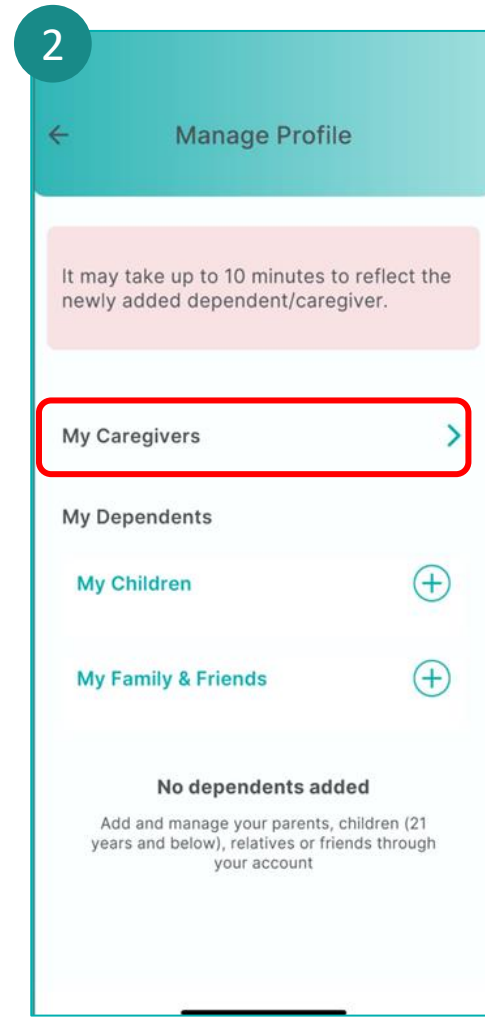


# Add Caregiver (1/2)

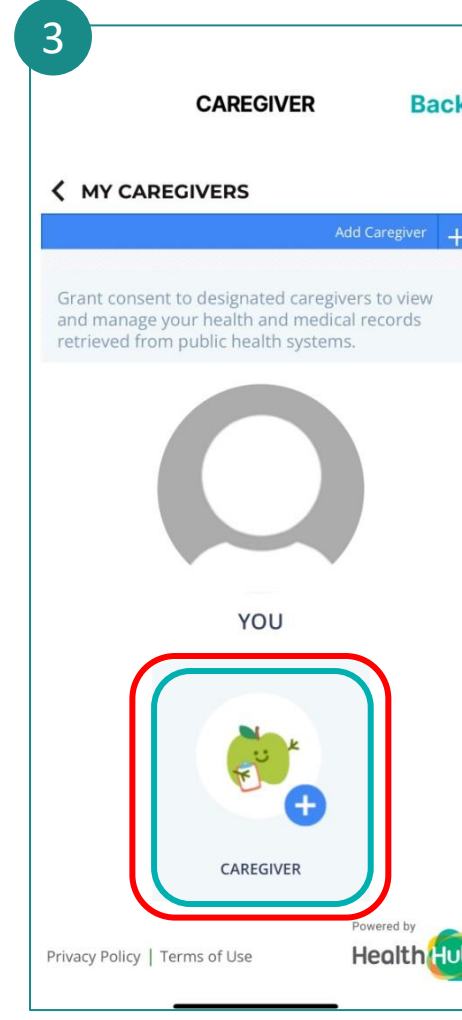
Singpass Login



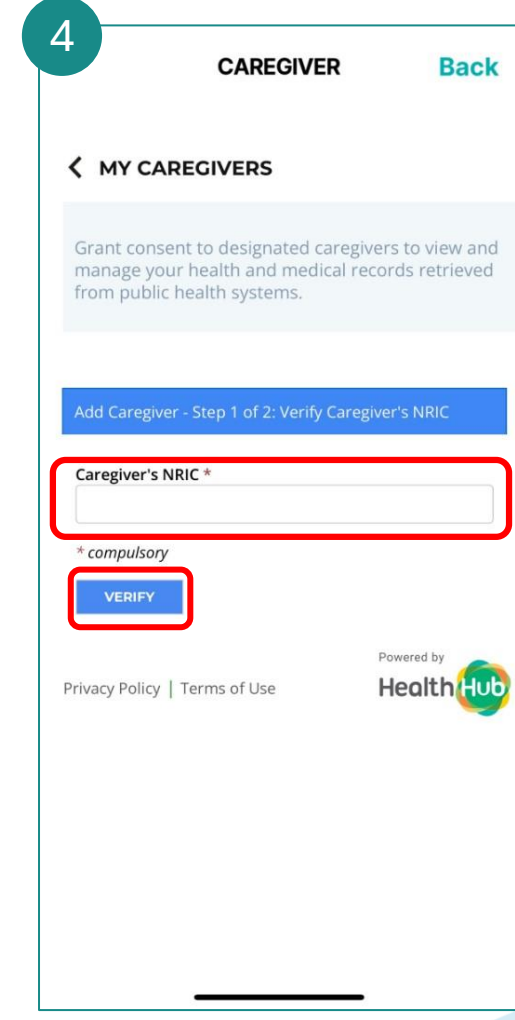
Tap on **Dependent/Caregiver**.



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
- 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](#)

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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

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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](#)

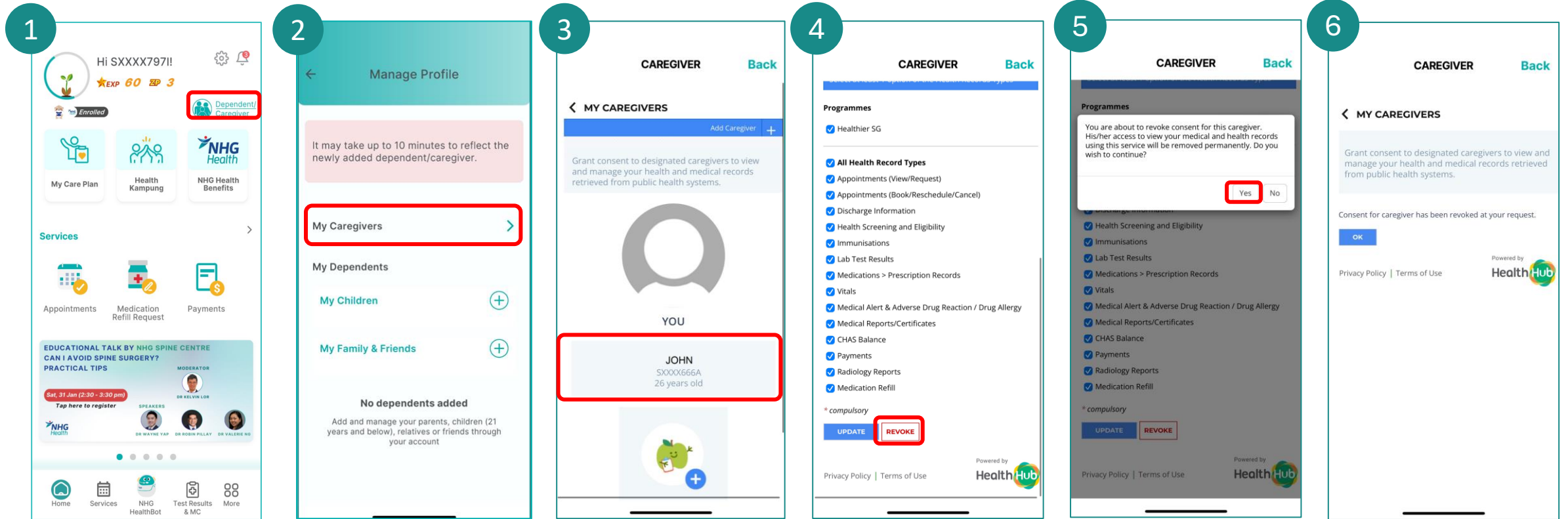
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After it has been added successfully, you can view your care recipient's user profile in the Dependent/Caregiver<sup>22</sup> feature.

# Remove Caregiver

Singpass Login



Tap on **Dependent/Caregiver**.

Tap on **My Caregivers**.

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

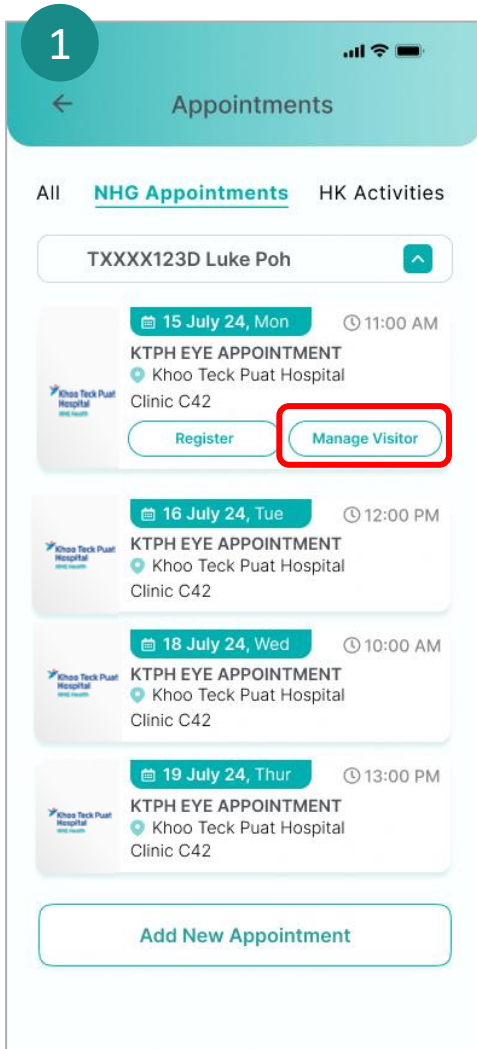
Scroll down and tap on  
**REVOKE**.

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

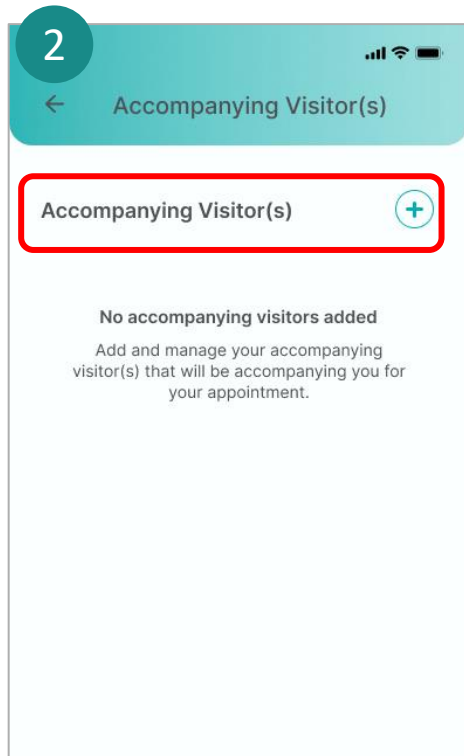
You have successfully removed  
your caregiver.

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

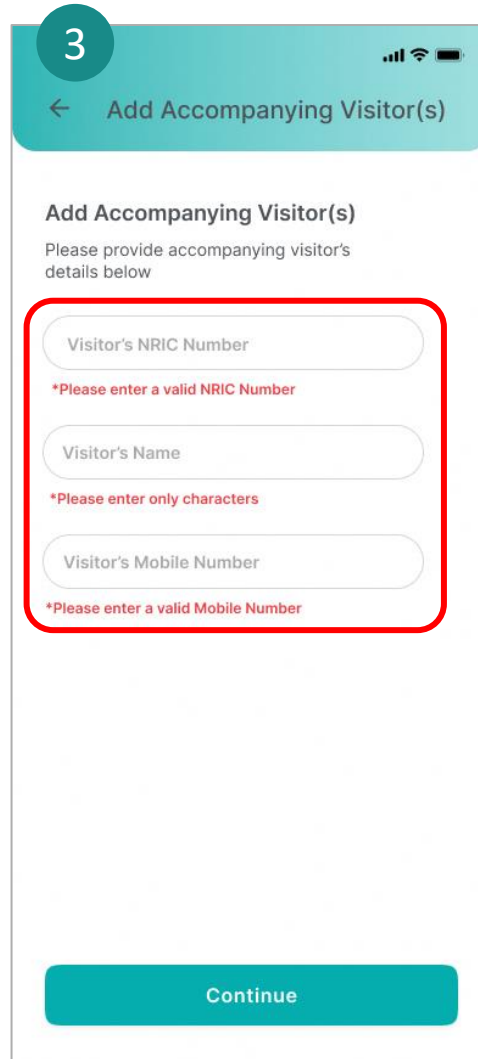
Singpass Login



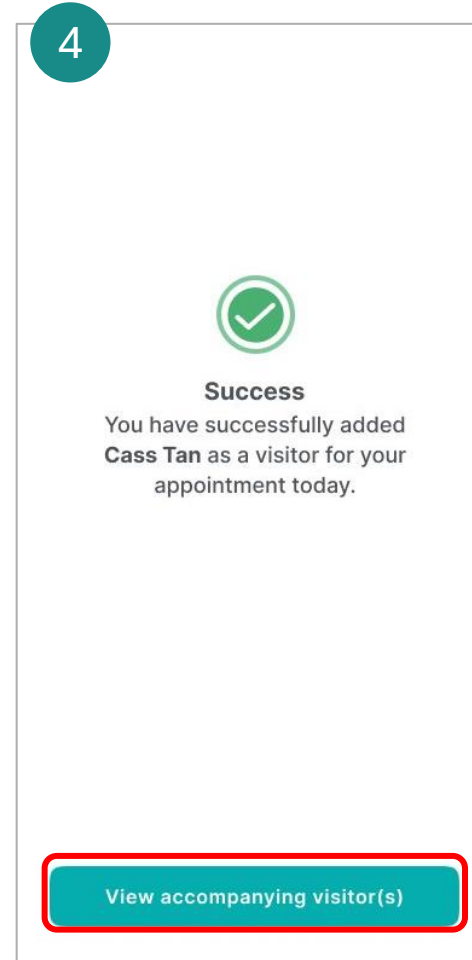
Tap on **Manage Visitor** button to register a visitor.



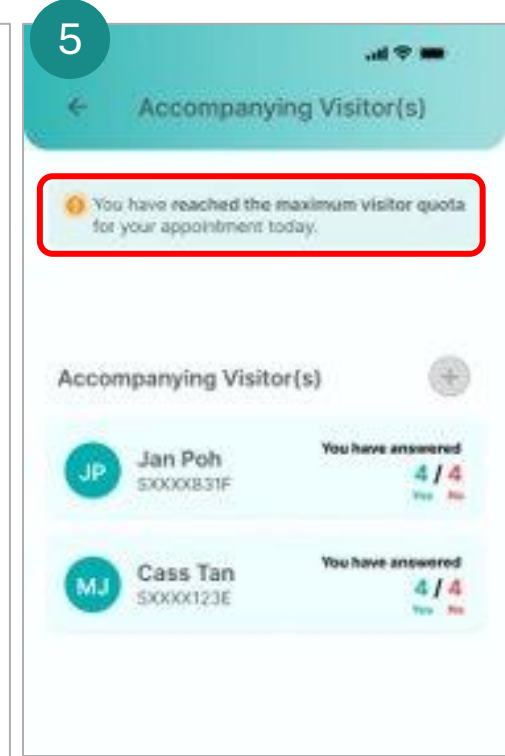
Tap on **Add accompanying visitor(s)** to add registered visitors(s).



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



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



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:

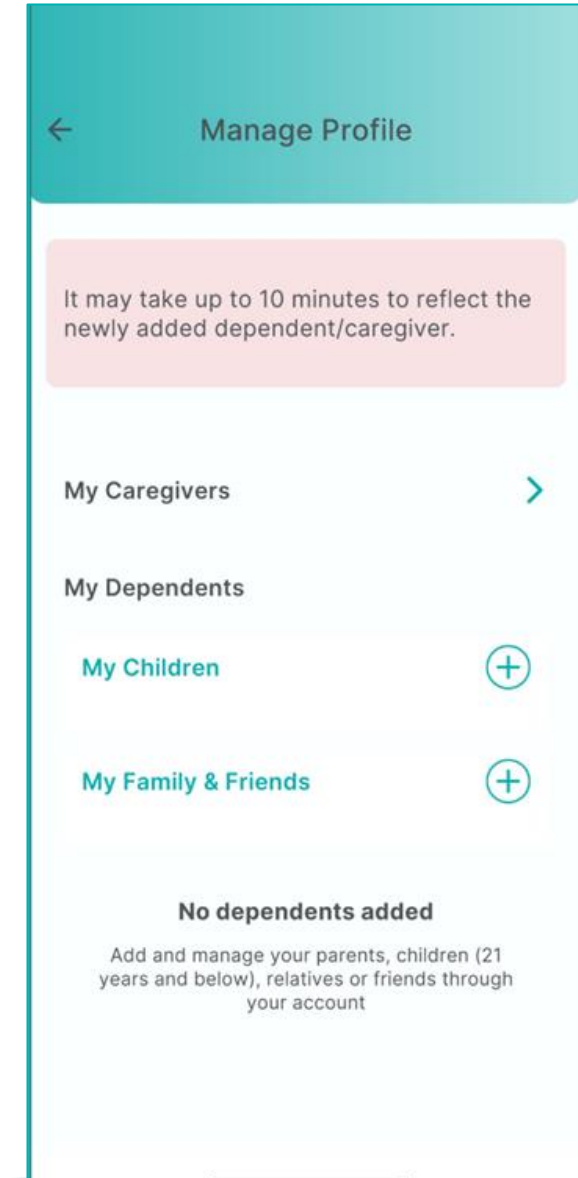
## 1. Children

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

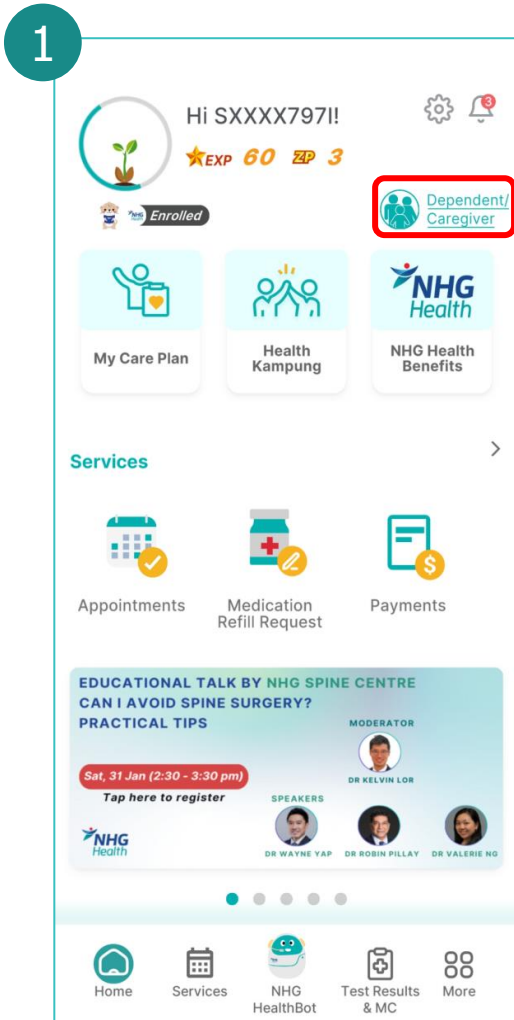
Your care recipient (dependent) must **first add you as a caregiver** by giving consent and grant access to you.



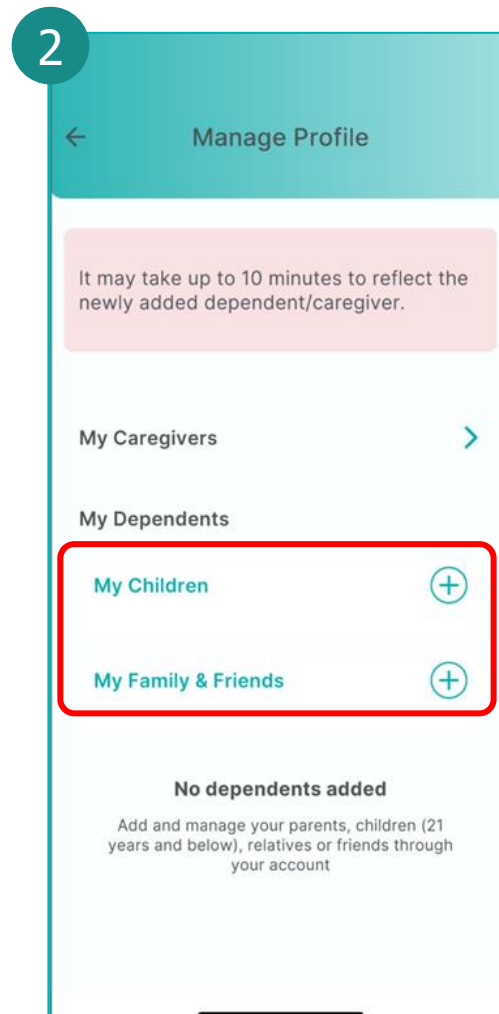


# Add Dependent

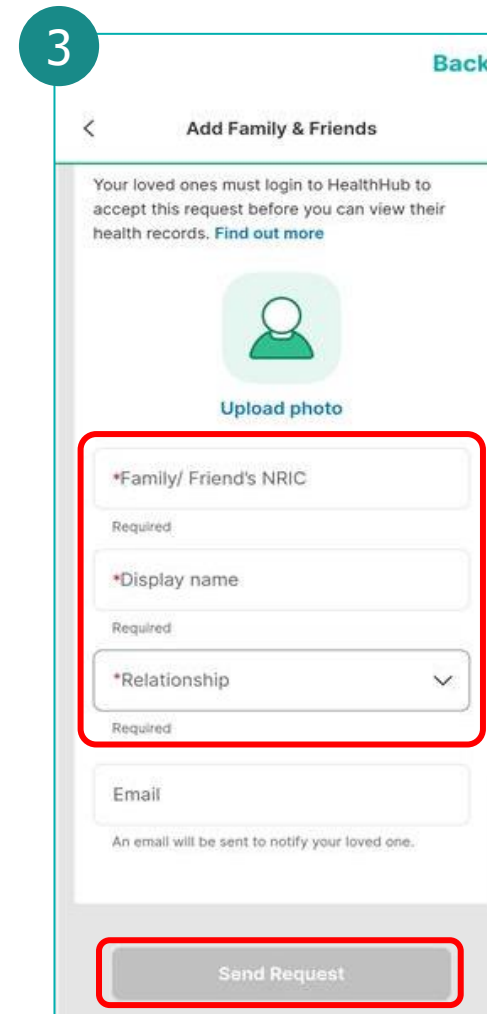
Singpass Login



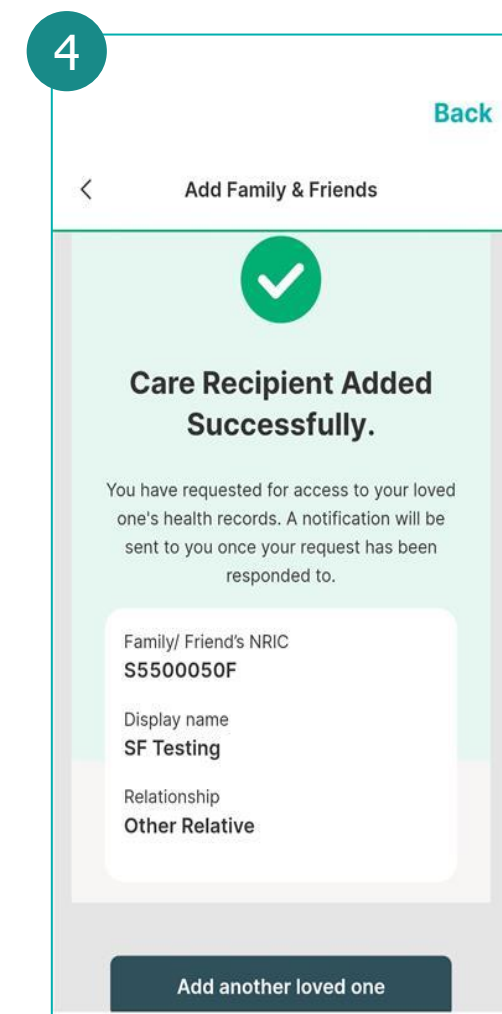
Tap on **Dependent/Caregiver**.



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

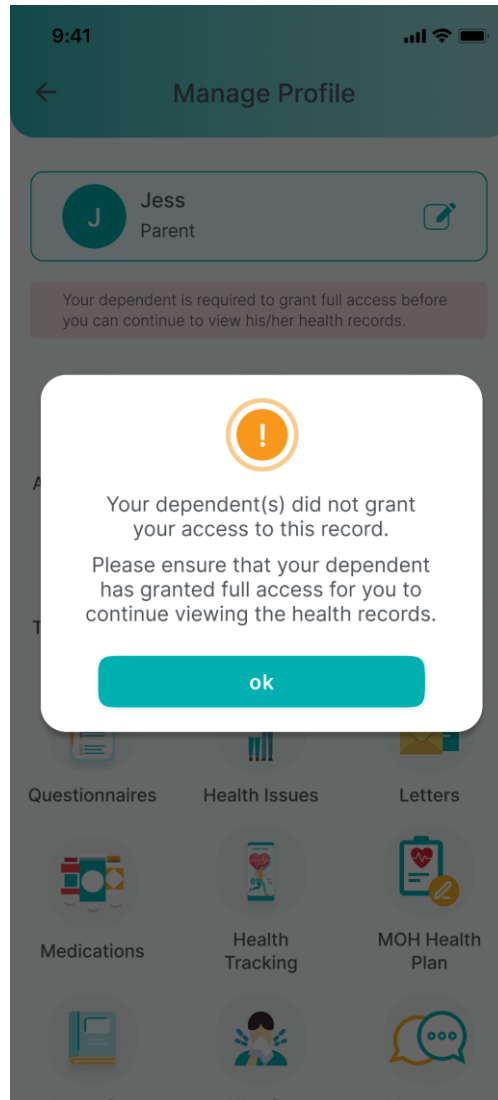


Input the **NRIC**, **Display Name**, select the **Relationship** and optionally add an email address then tap on **Send Request**.



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

# To Grant Full access to Caregiver to access your Health records

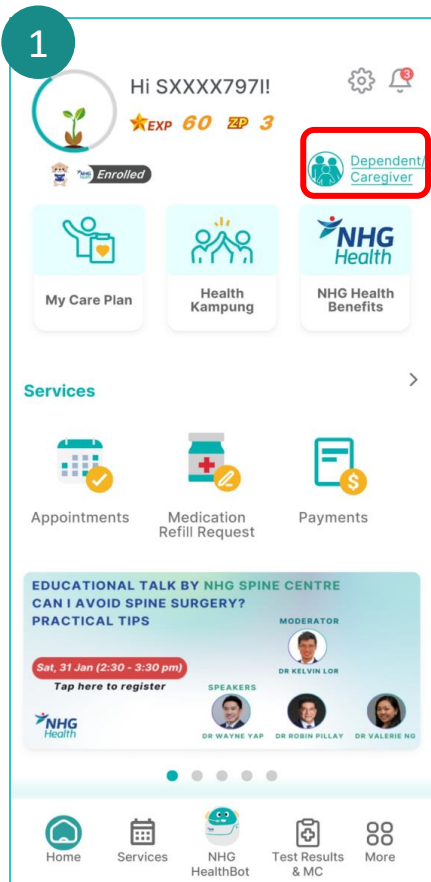


## Steps:

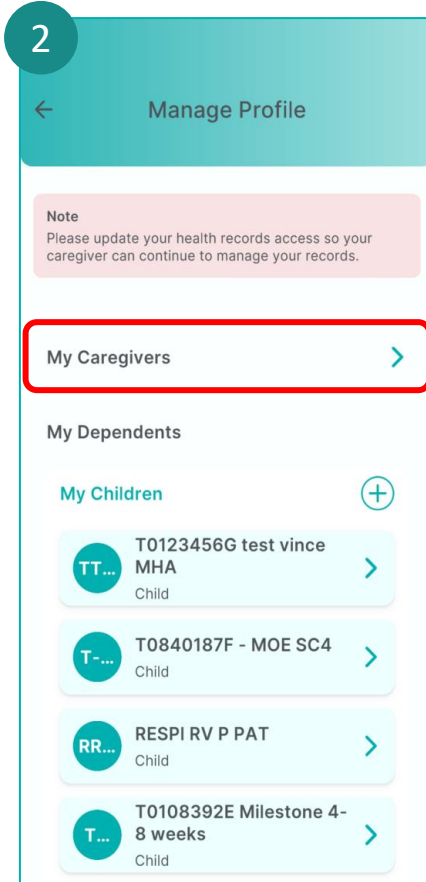
1. Tap on **Caregiver/Dependent** feature
2. Tap on **My Caregivers** on the Home screen.
3. Check the caregiver list:
  - Action Required → You need to grant access.
  - Pending Approval → Waiting for caregiver to accept.
4. Select the Caregiver with Action Required status.
5. Confirm caregiver details (Name & Email).
7. Once accepted, the caregiver gets full access to all your health records.
8. You may remove Caregiver anytime from the same screen.

# Grant Caregiver Full Access to Health Records

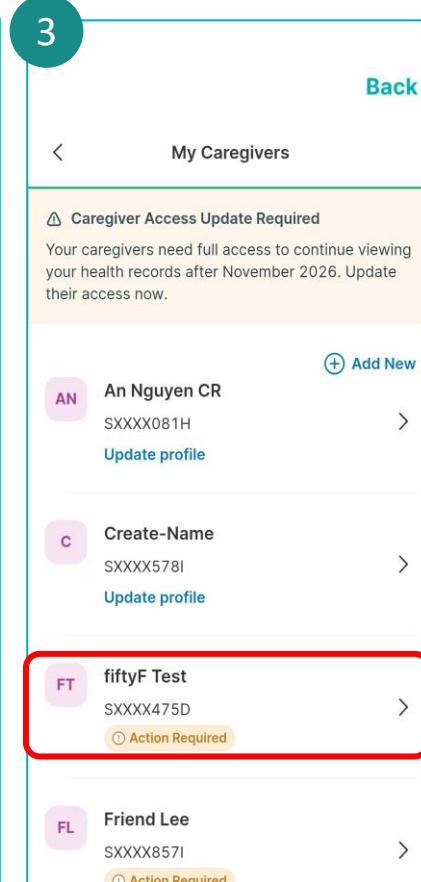
Singpass Login



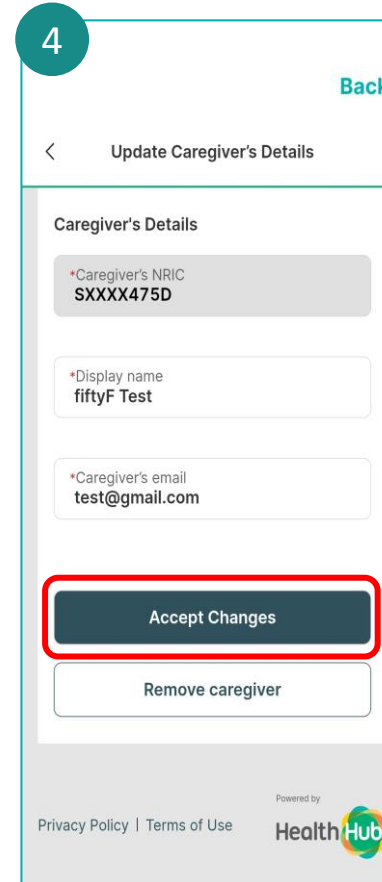
Tap on **Dependent/Caregiver**.



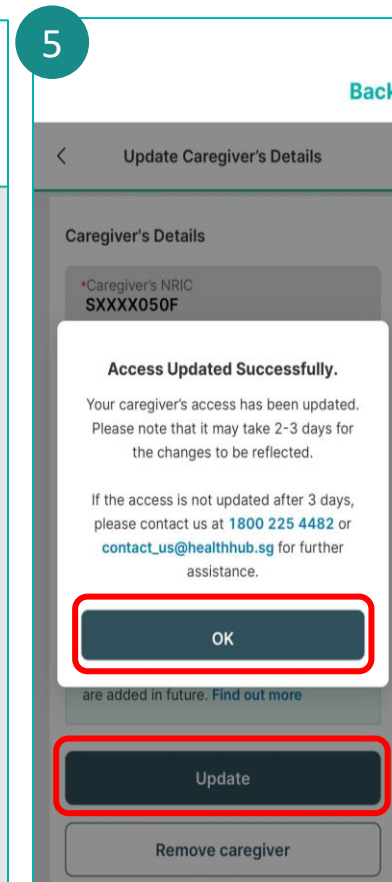
Tap on **Caregiver**.



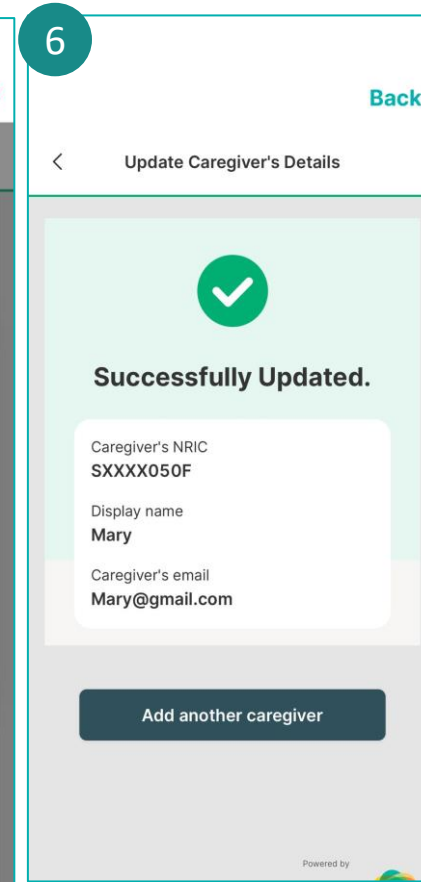
Tap on **Caregiver with Action Required** tab.



Tap on **Accept Changes**.



Tap on **OK** and **Update**.

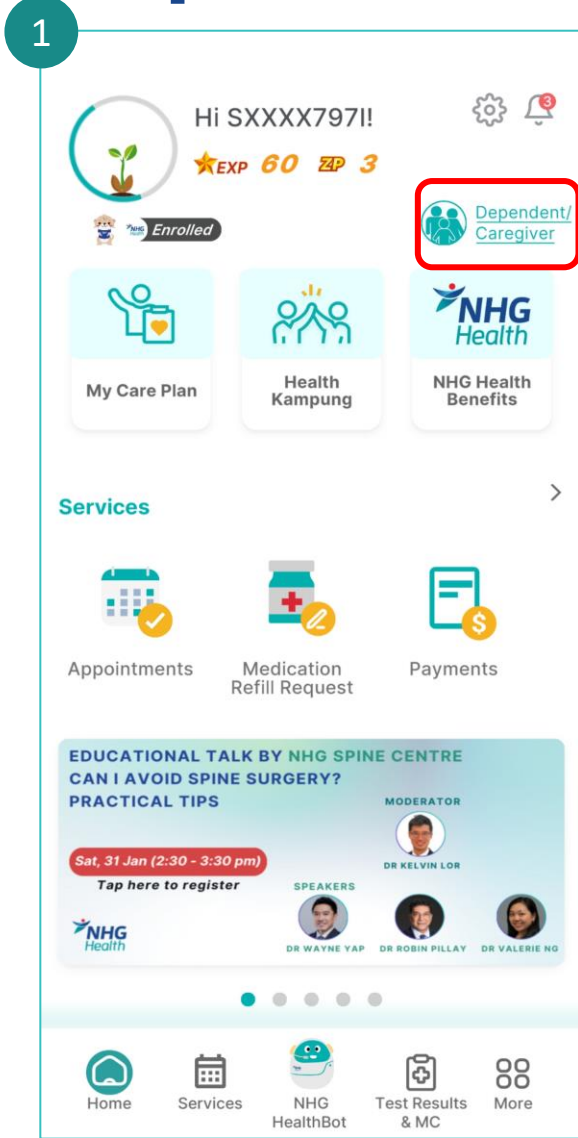


Access rights to Caregiver will be updated.

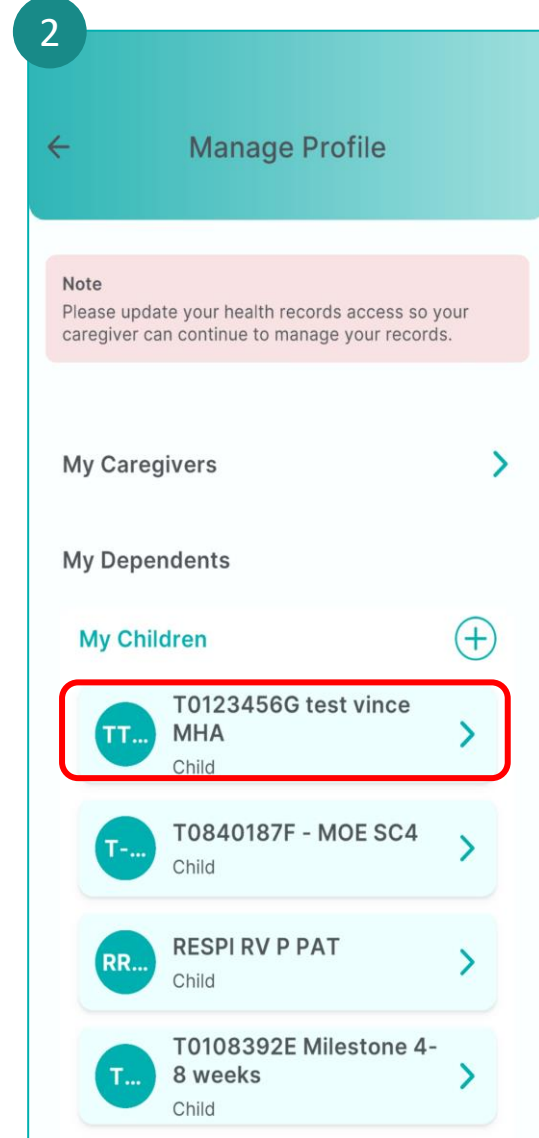


# Access Dependent's Health Records

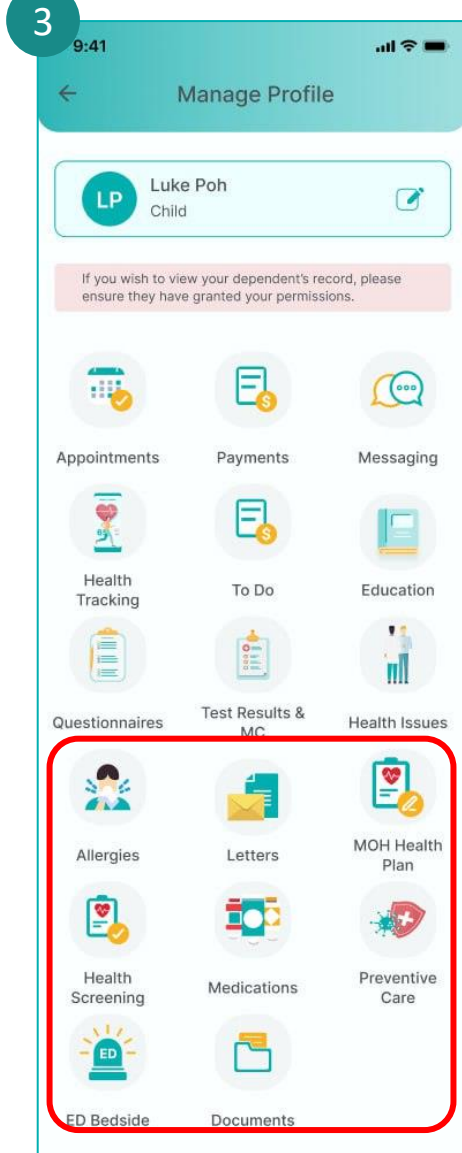
Singpass Login



Tap on **Dependent/Caregiver**

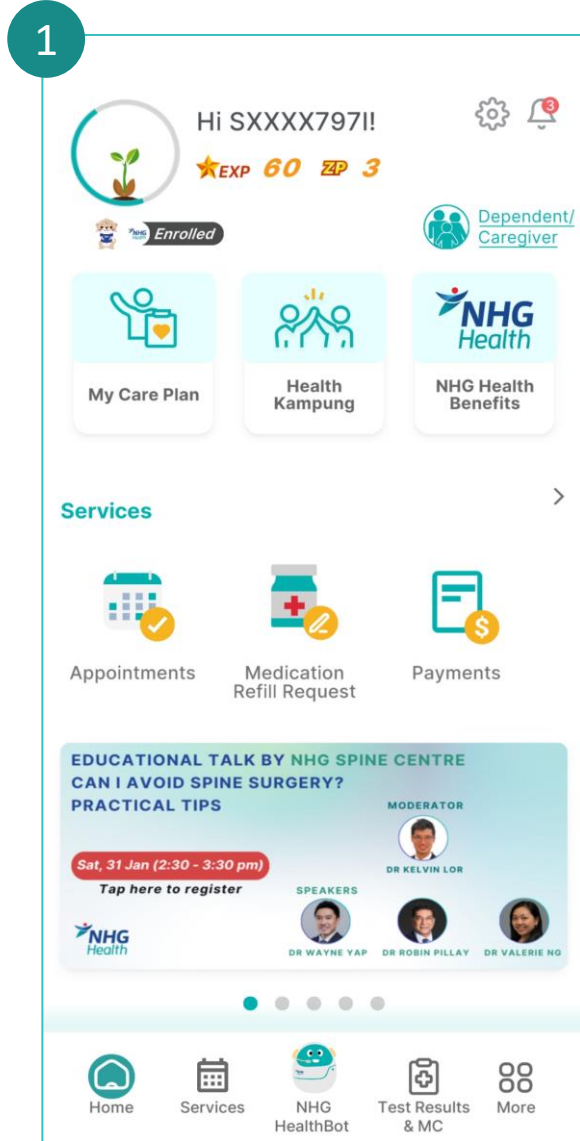


Tap on the **Dependent's** profile

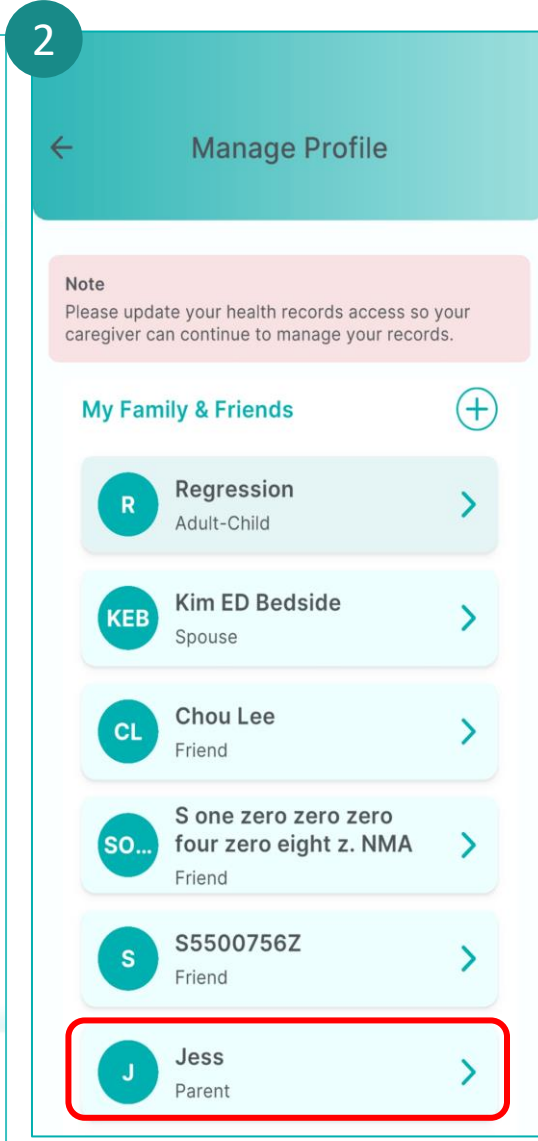


Tap on any of the Health Records related feature to view your dependent's records.

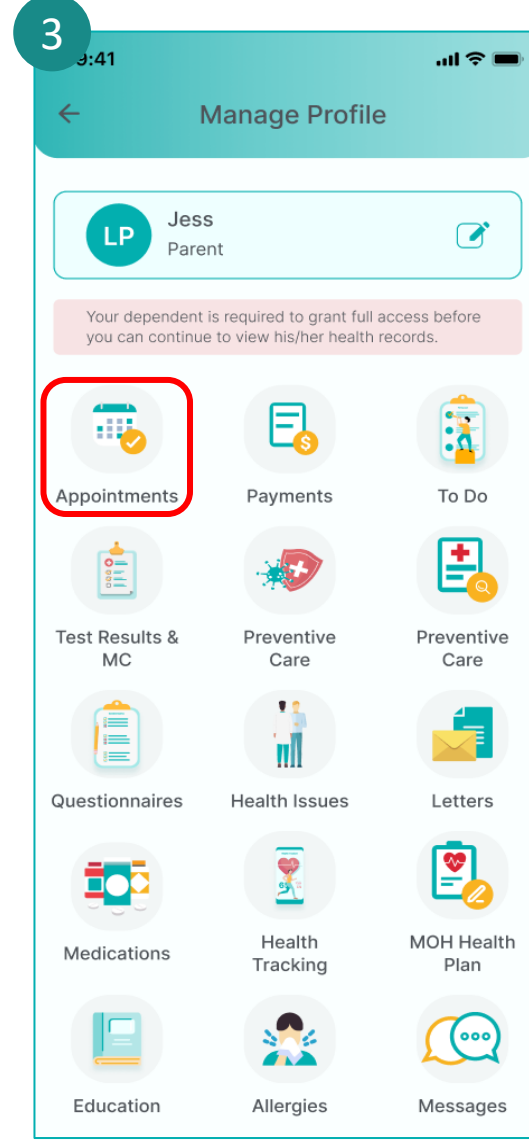
# Manage Dependent's Appointment



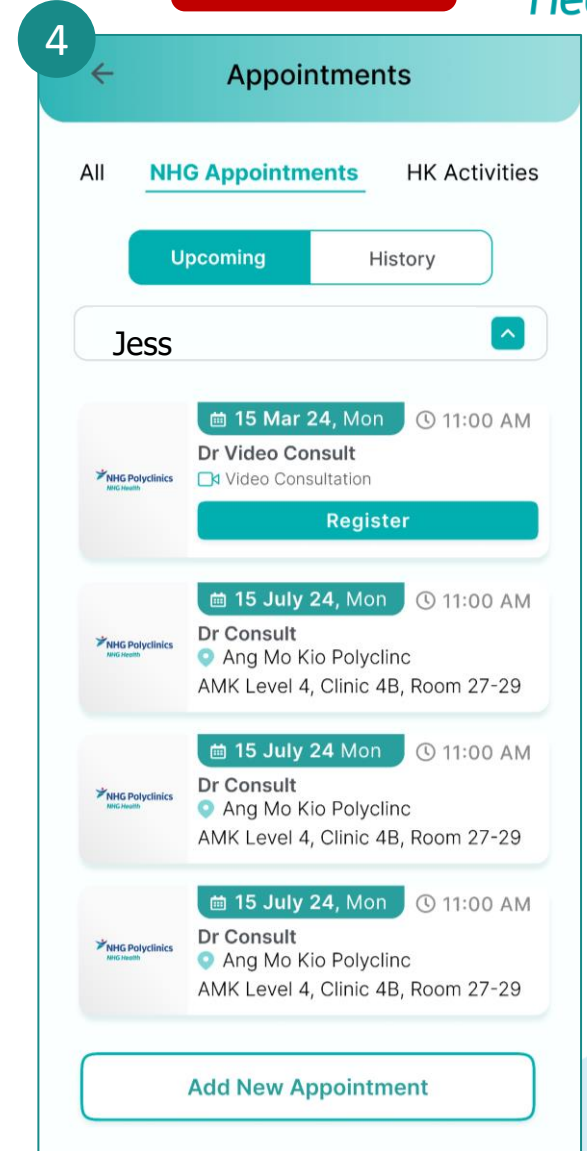
Tap on **Dependent/Caregiver**.



Tap on the **Dependent's** profile.



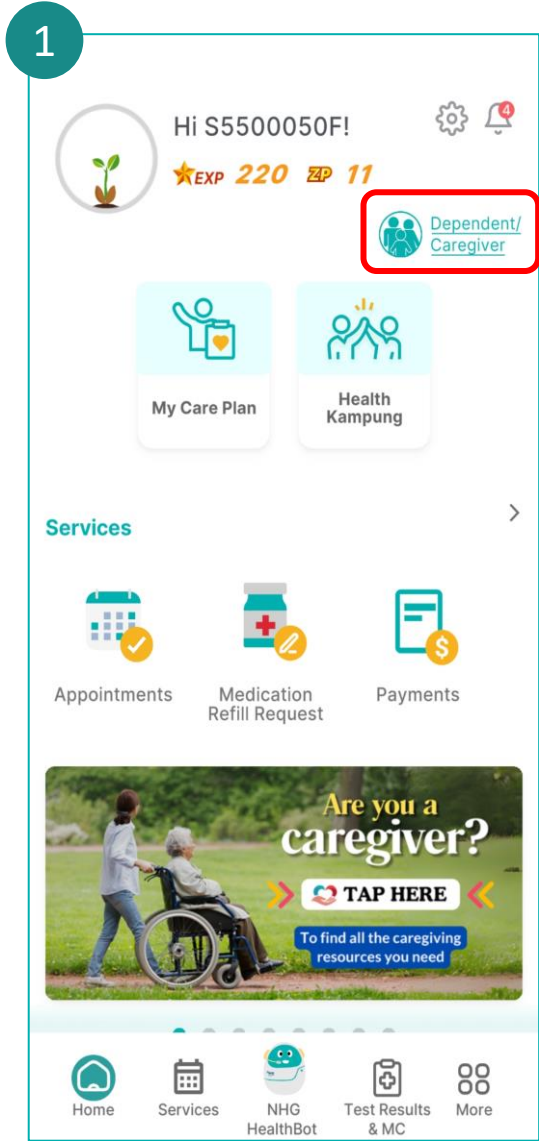
Tap on **Appointments**.



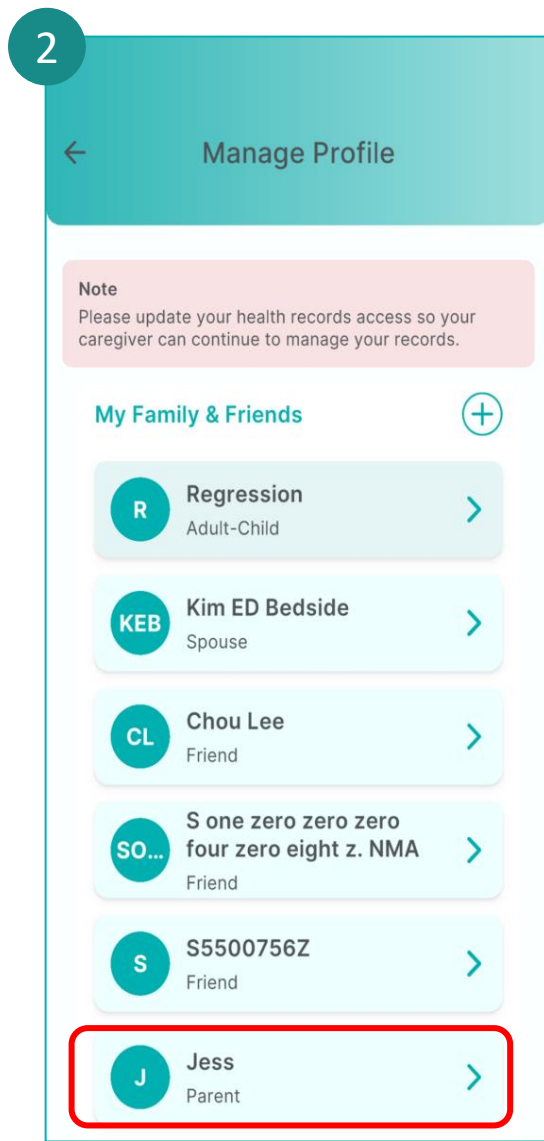
Manage your dependent's appointments accordingly.

# Manage Dependent's Bill

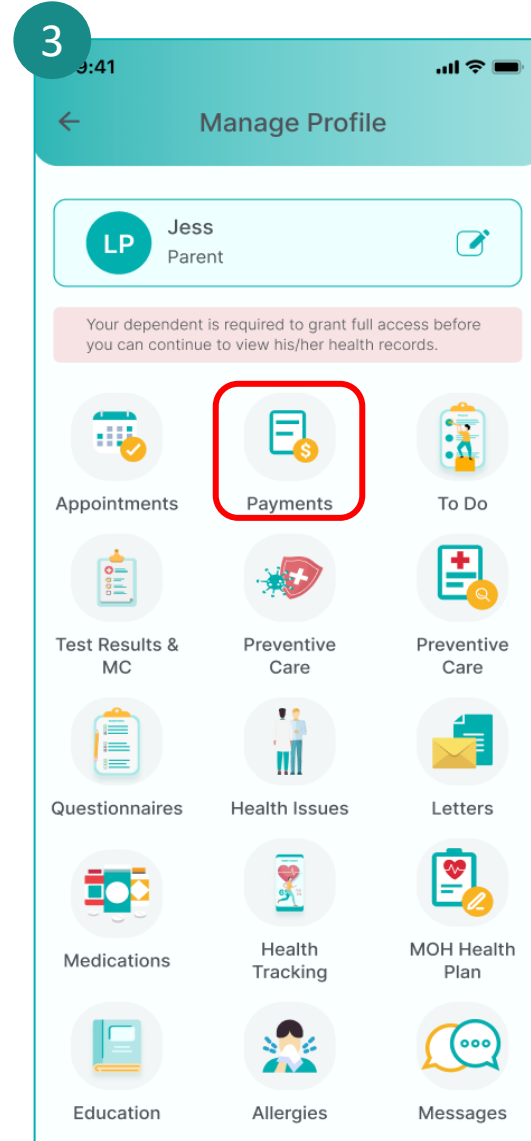
Singpass Login



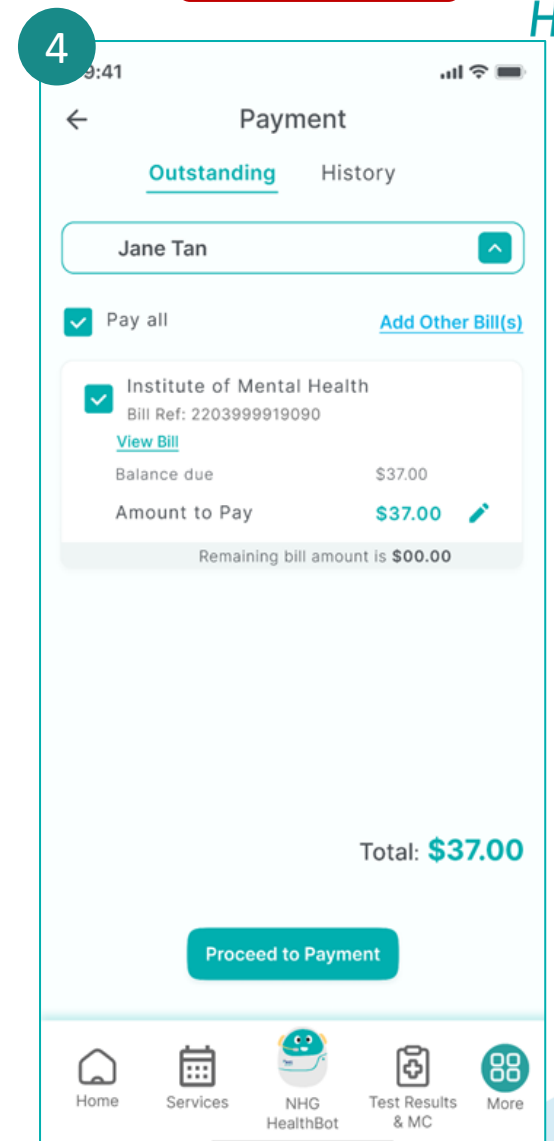
Tap on **Dependent/Caregiver**.



Tap on the dependent's name.



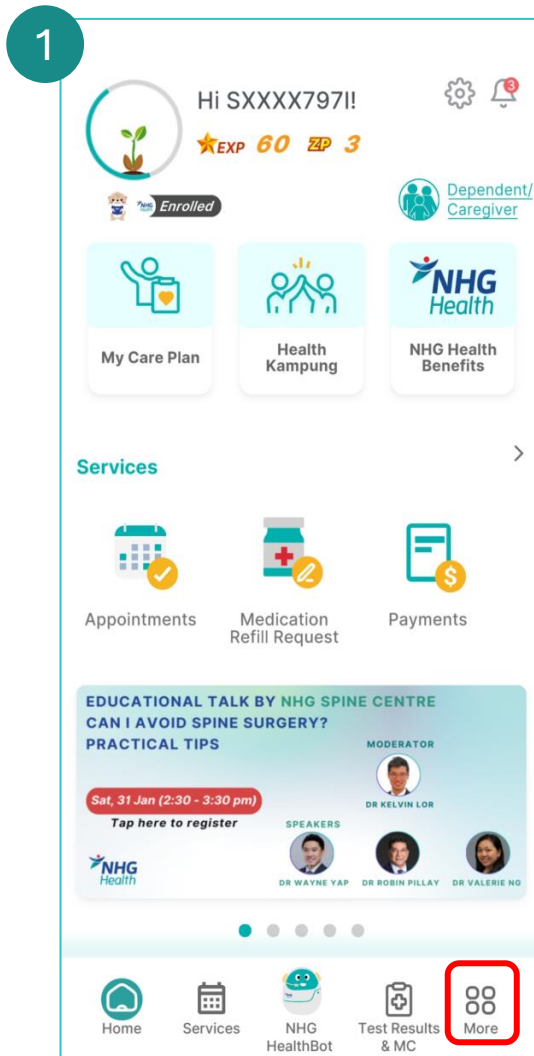
Tap on **Payments**.



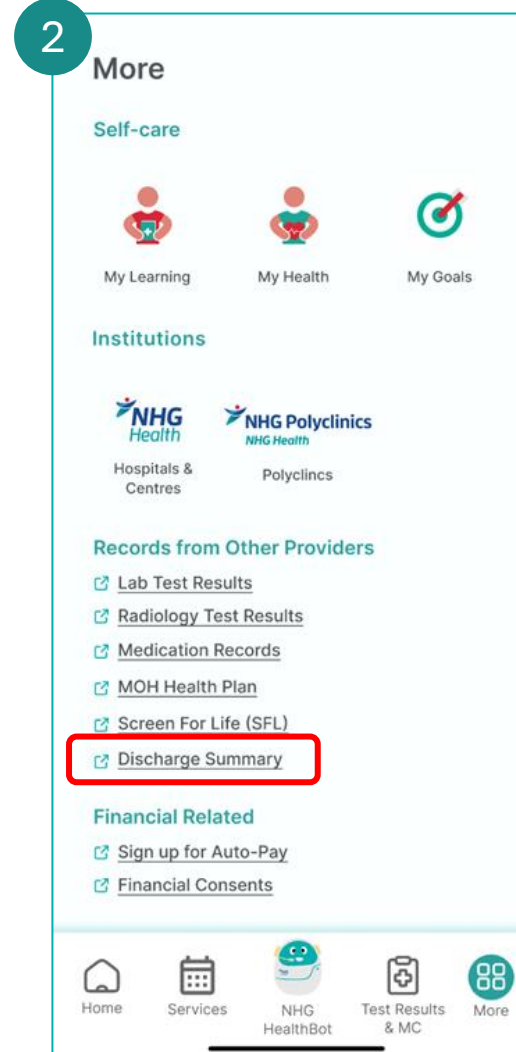
Manage your dependent's bill and payments accordingly. <sup>31</sup>

# Discharge Summary

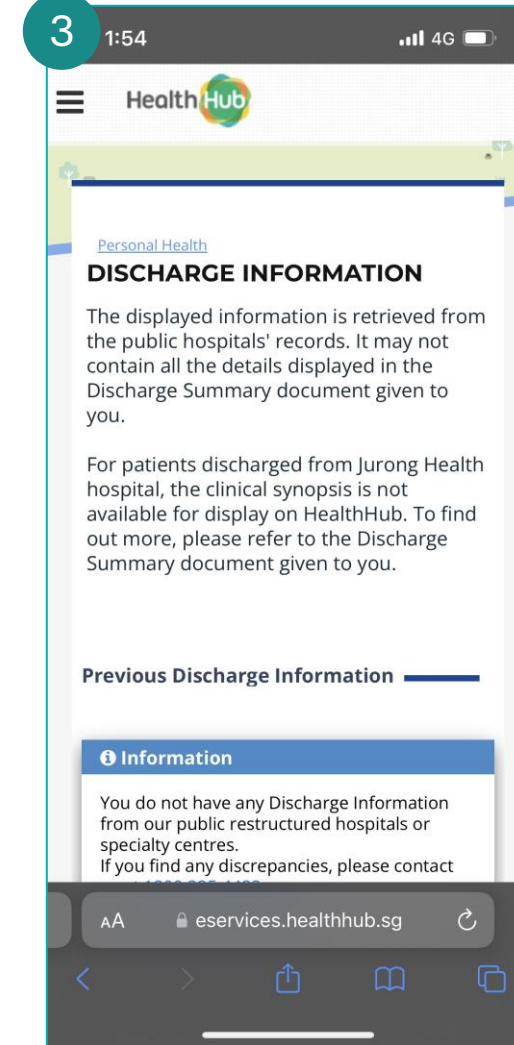
Singpass Login



Tap on **More**.



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

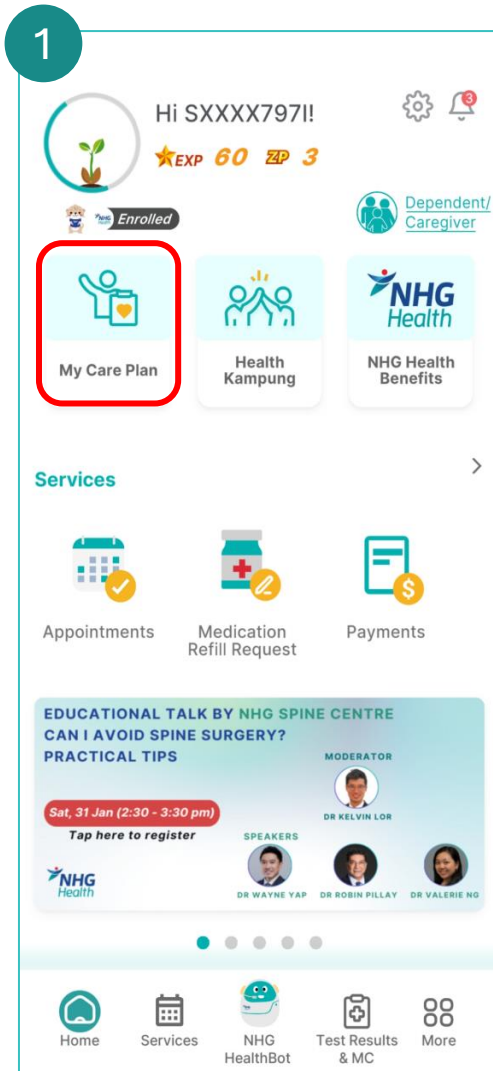


View your discharge information.



# My Care Plan

Singpass Login

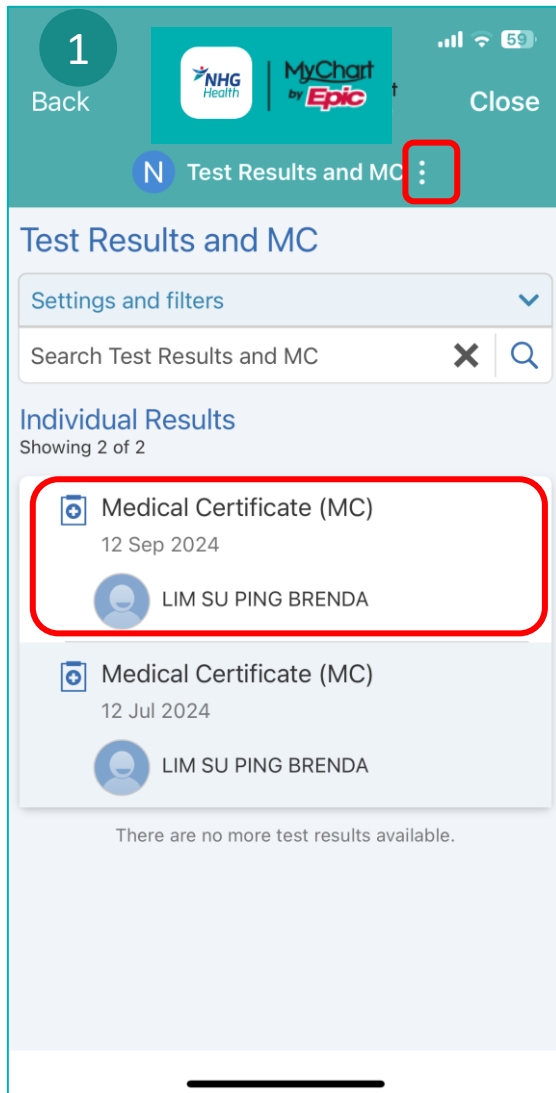


Tap on **My Care Plan**.

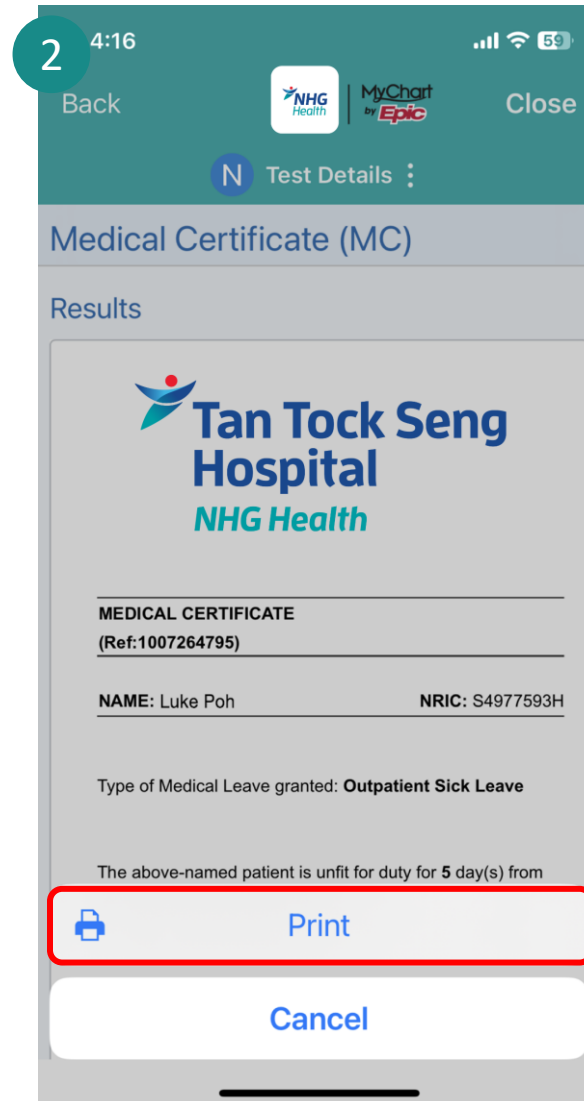
Select your Health Task or Health Info.

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

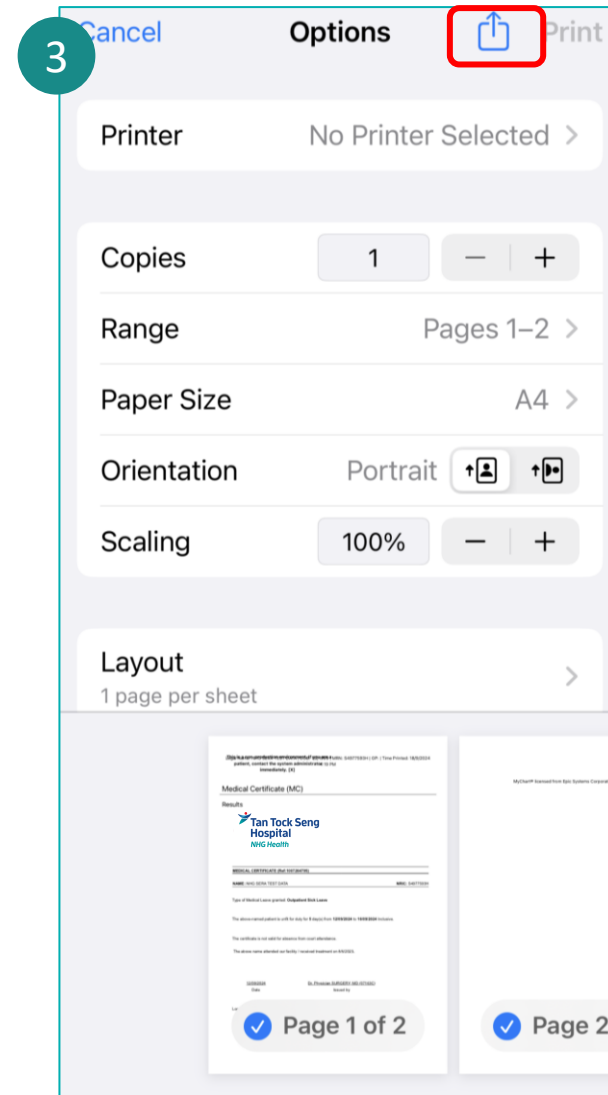
Singpass Login



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



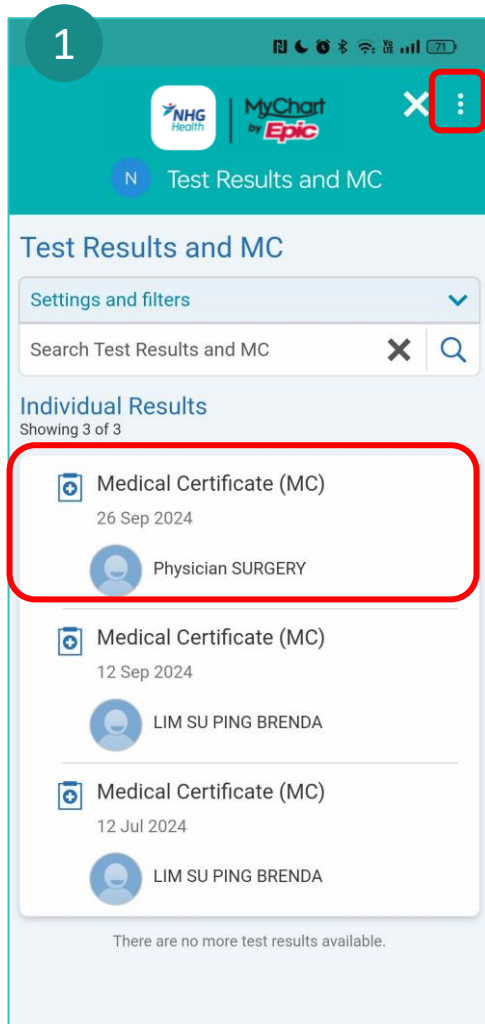
Tap on **Print**.



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

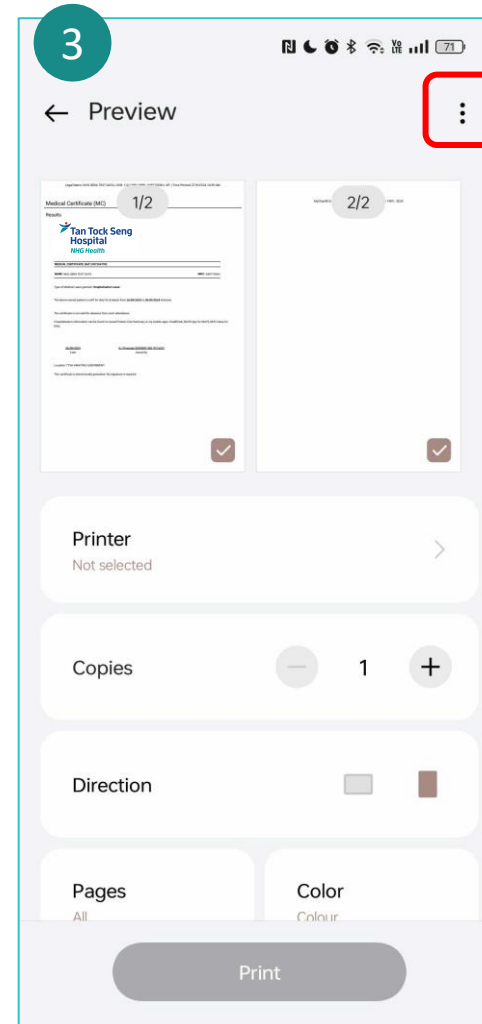
Singpass Login



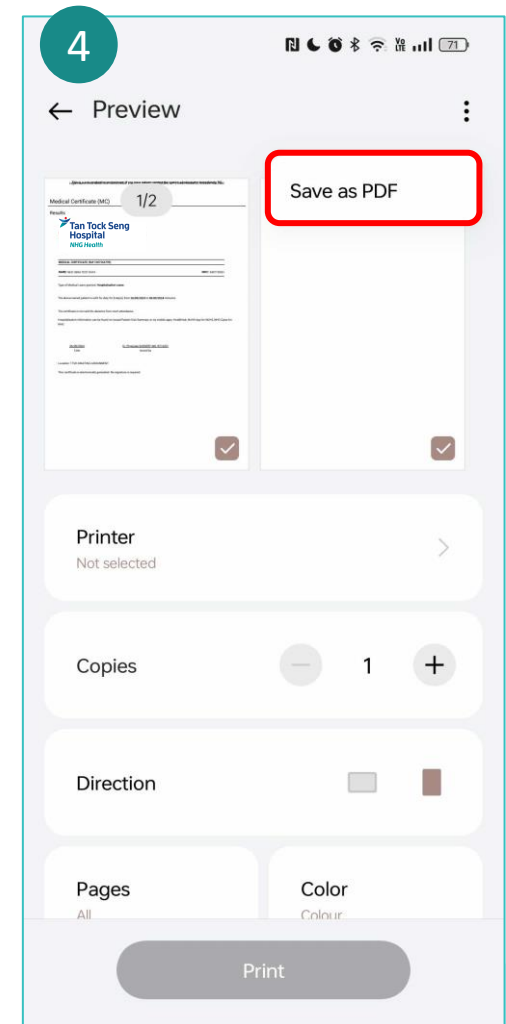
Select the MC to be printed and tap on the **three-dots icon** to activate the print function.



Tap on **Print**.



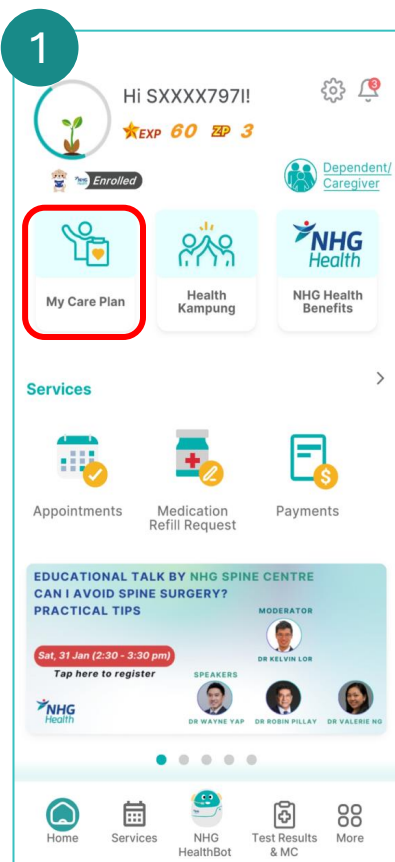
Tap on the **three-dots icon** above to download the **PDF document**.



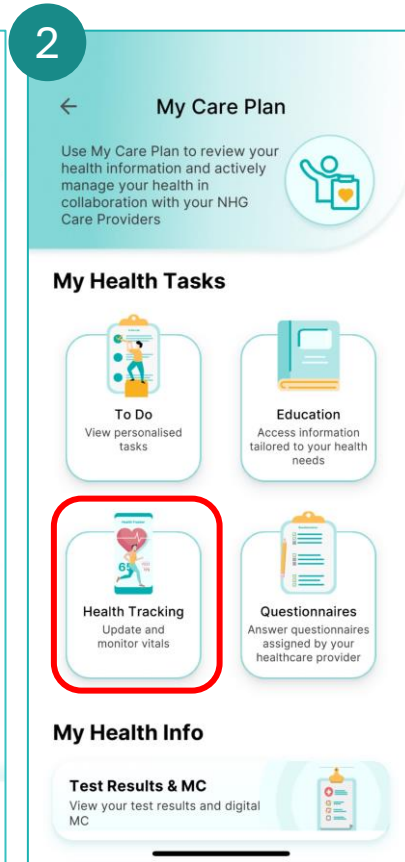
Tap on **save as PDF** to download and save a copy of the MC into your smartphone folder.

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

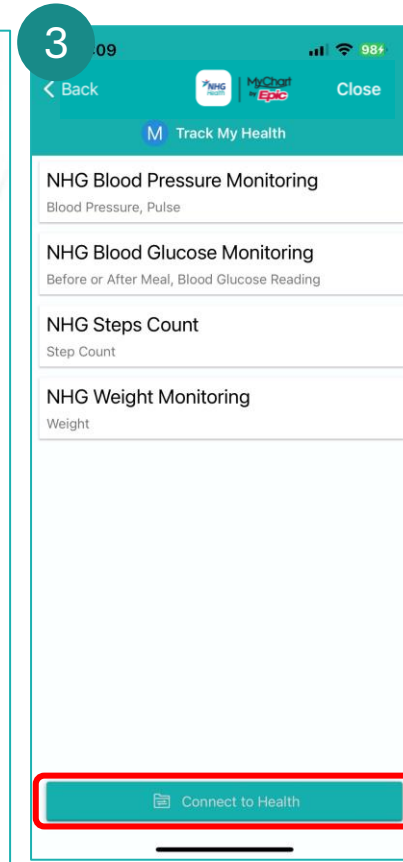
Singpass Login



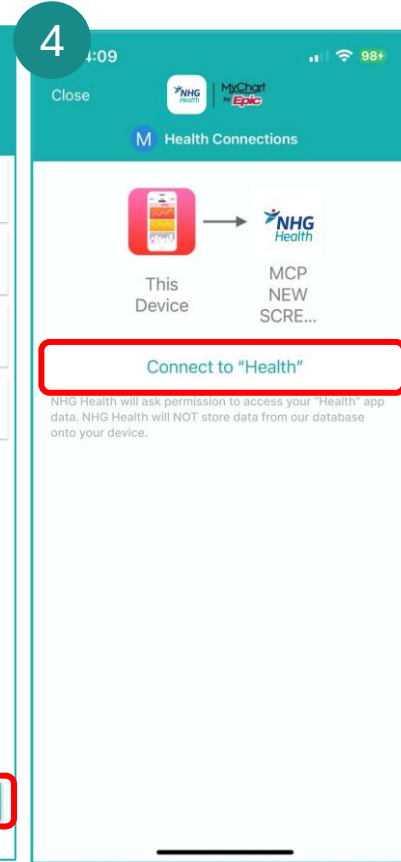
Tap on **My Care Plan**.



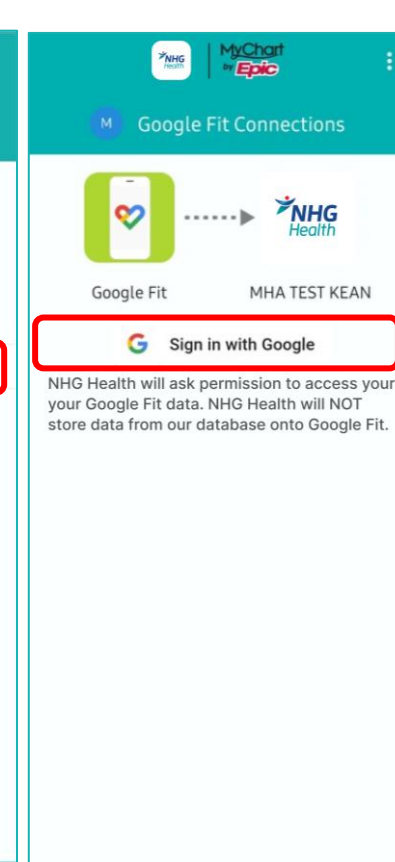
Tap on **Health Tracking**.



Tap on **Connect to Health**.

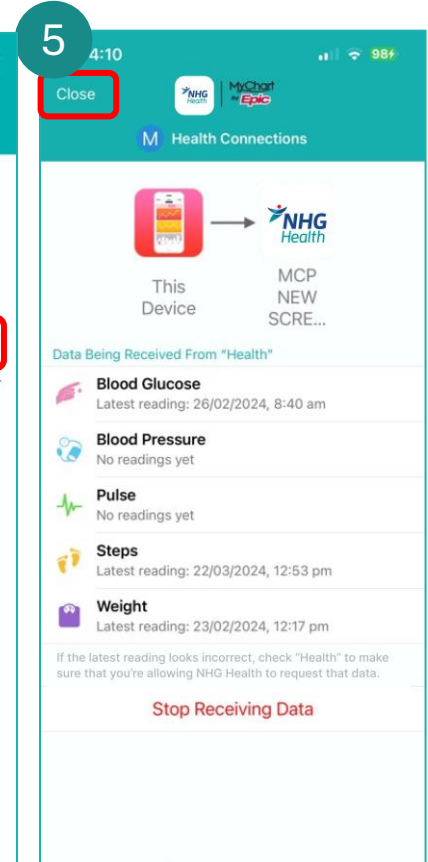


For iOS users,  
Tap on **Connect to Health**.



For Android users,

Tap on **Sign in with Google**.

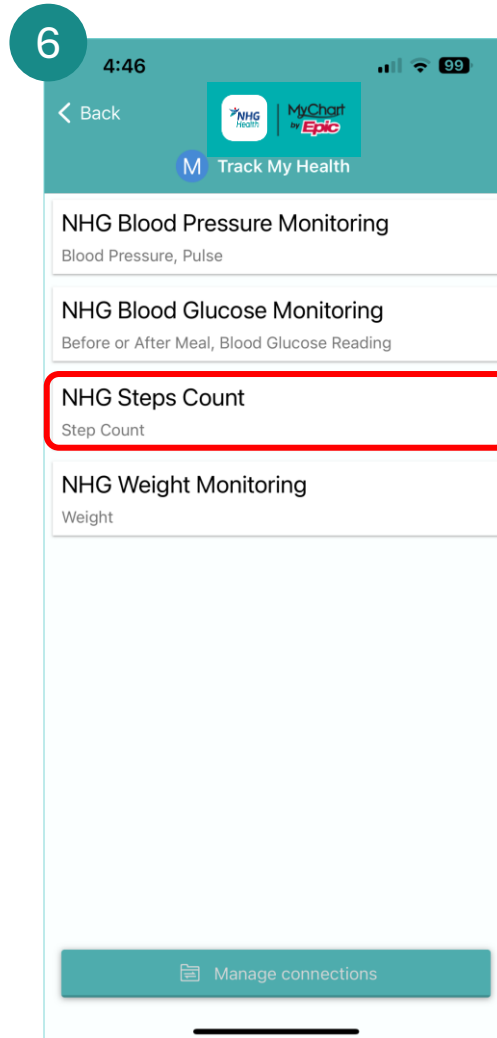


Upon successfully connecting, tap on **Close** to exit the page.



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

Singpass Login

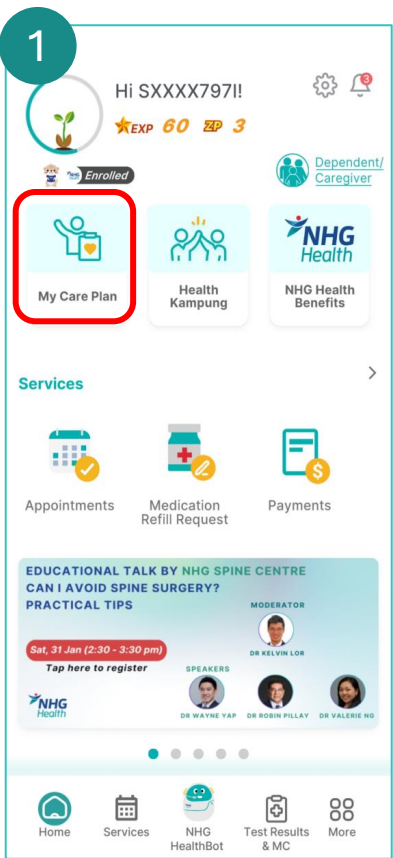


Tap on your preferred flowsheet.

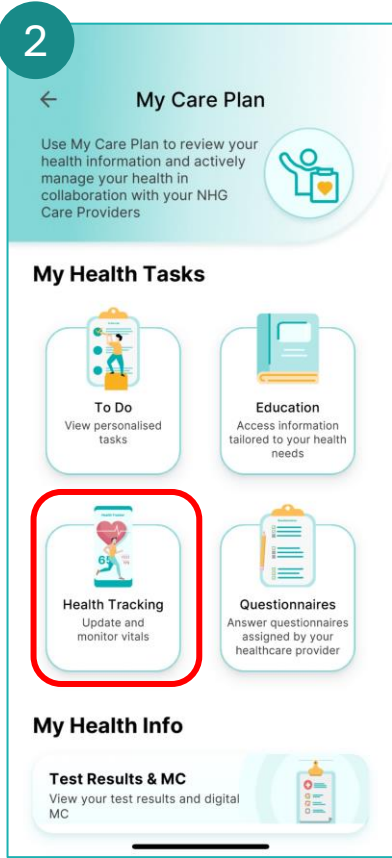


The data reflected is synced from the "Health" app (iOS) or "Google Fit" app (Android).

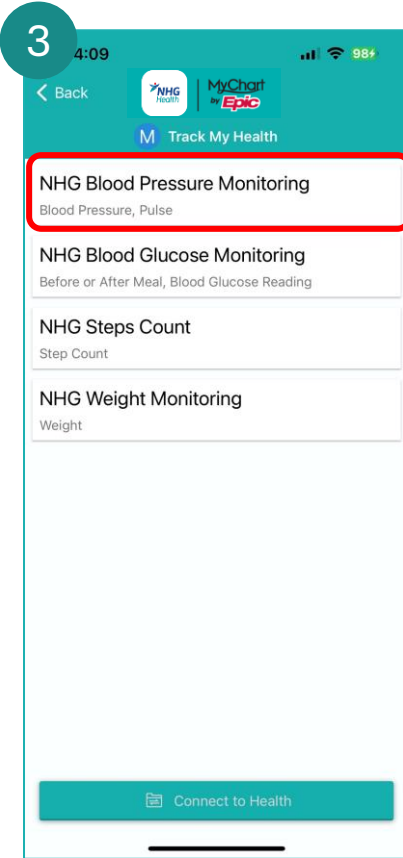
# My Care Plan: Health Tracking, Manual Input



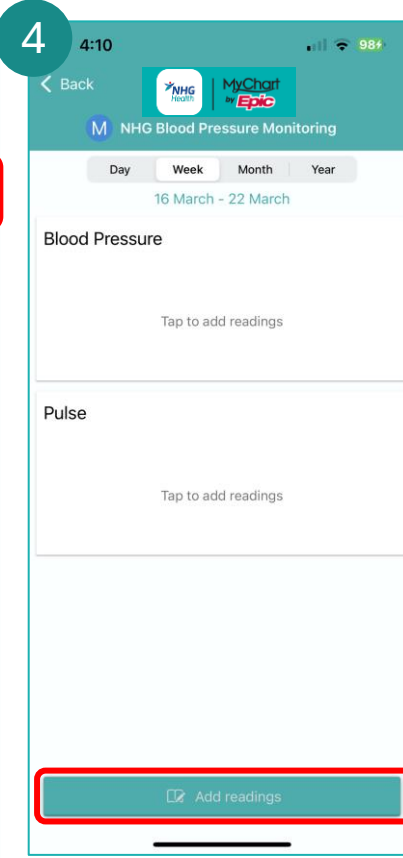
Tap on **My Care Plan**.



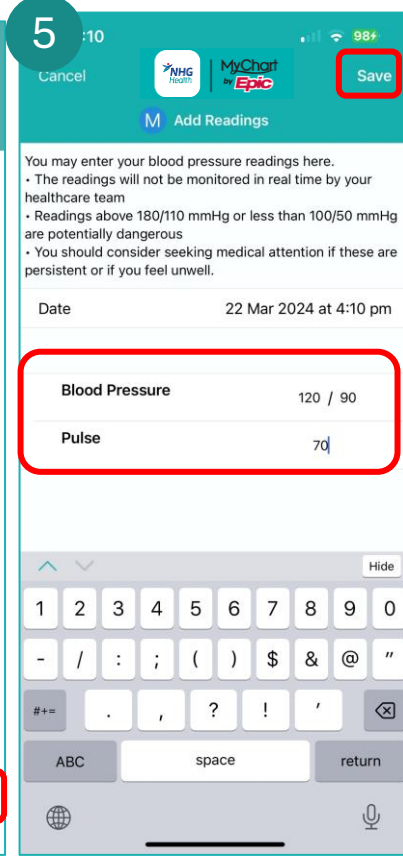
Tap on **Health Tracking**.



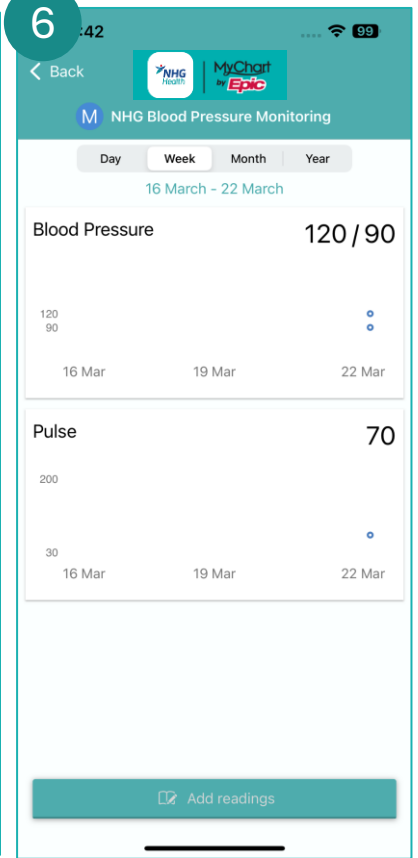
Tap on your preferred flowsheet.



Tap on **Add Reading**.



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



View the values entered.

# My Care Plan: Education

Tap on **My Care Plan**.

Tap on **Education**.

Tap on your Education plan.

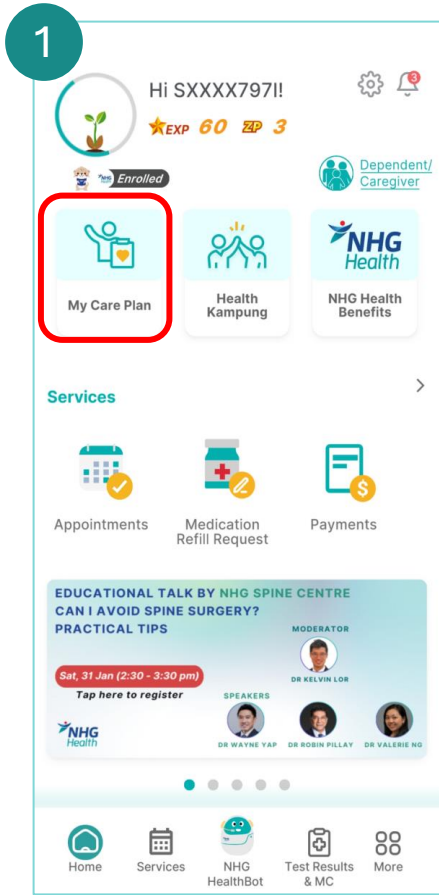
Tap on your preferred educational material.

Tap on the link.

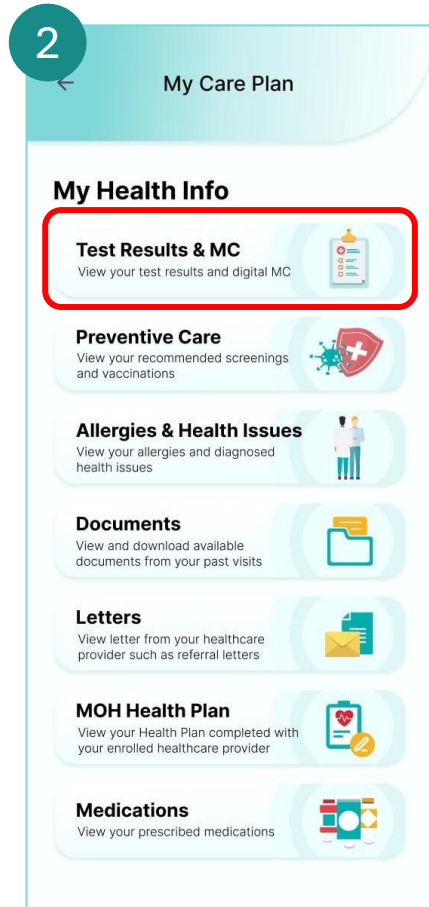
Tap on **Continue**.

Read the educational material.

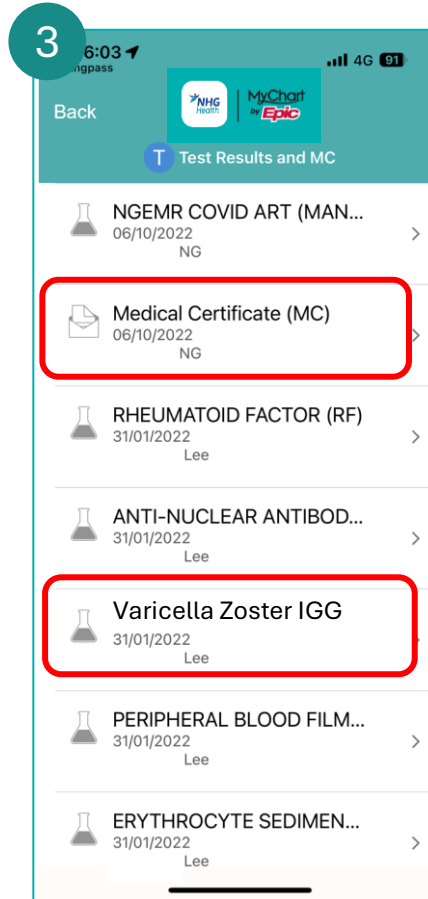
# My Care Plan: Test Results & MC



Tap on **My Care Plan**.



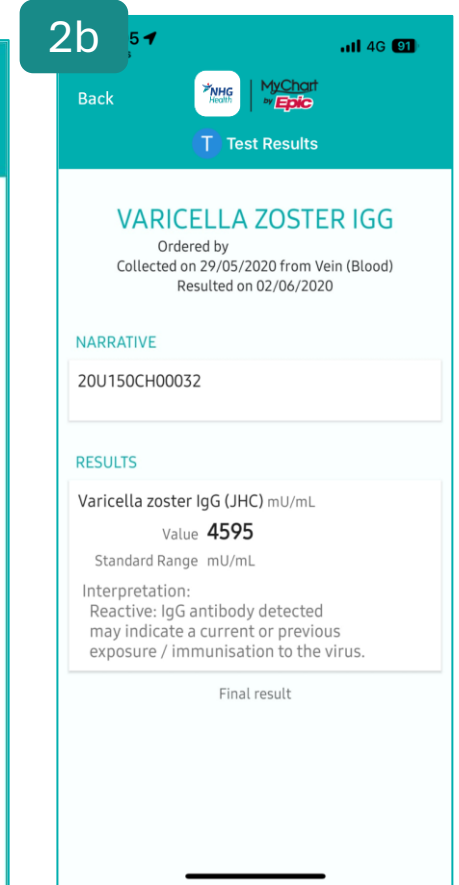
1. Scroll Down to **My Health Info**.  
2. Tap on **Test Results & MC**.



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

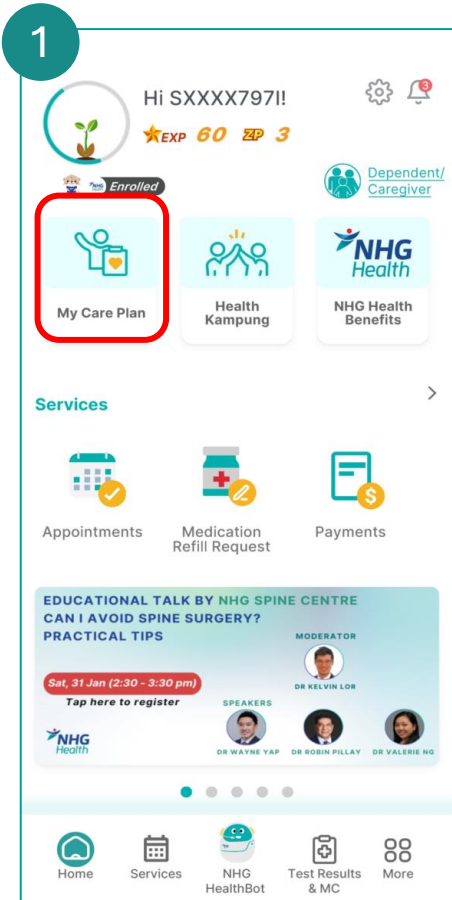


Sample screen of Medical Certificate

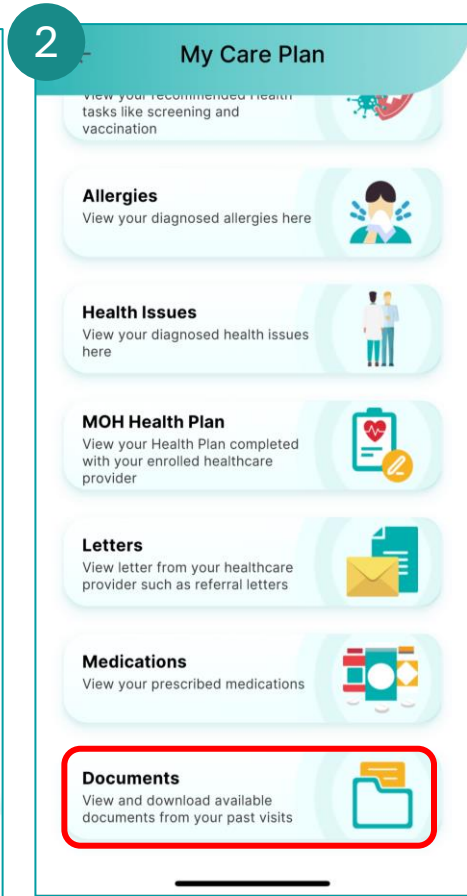


Sample screen of Test Result

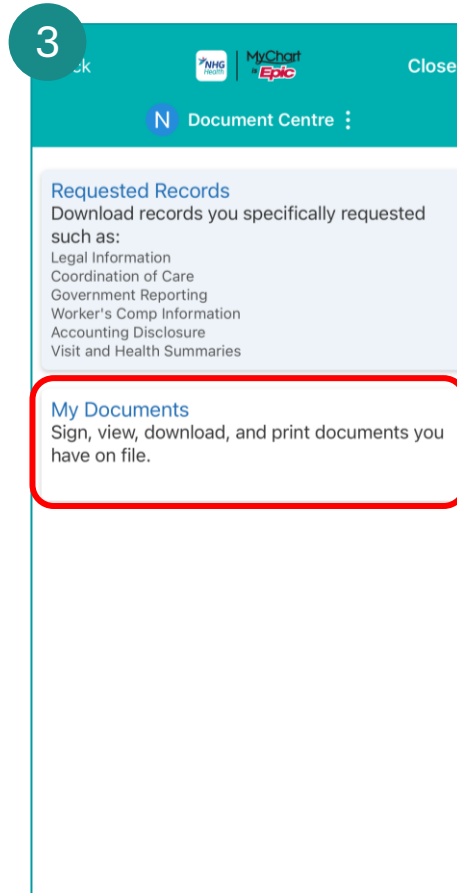
# My Care Plan: eSign Document



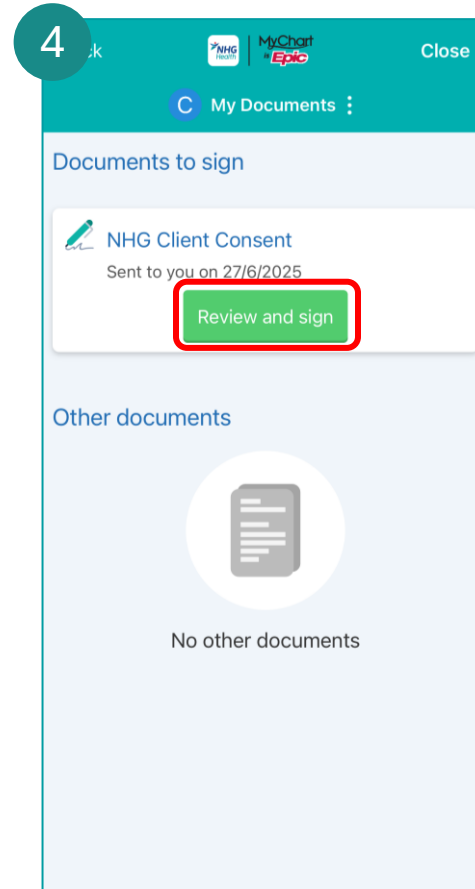
Tap on **My Care Plan**.



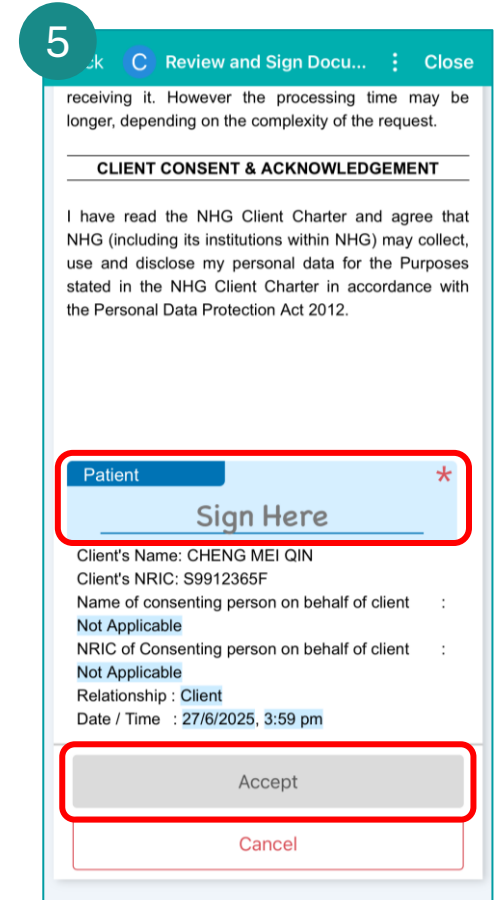
1. Scroll Down to **My Health Info**.  
2. Tap on **Documents**.



Tap on **My Documents**



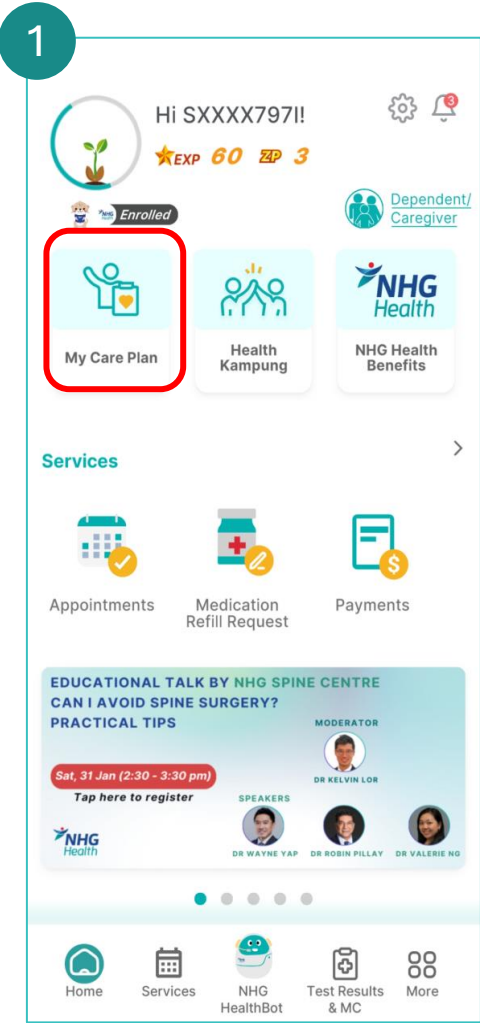
Tap on **Review and sign**



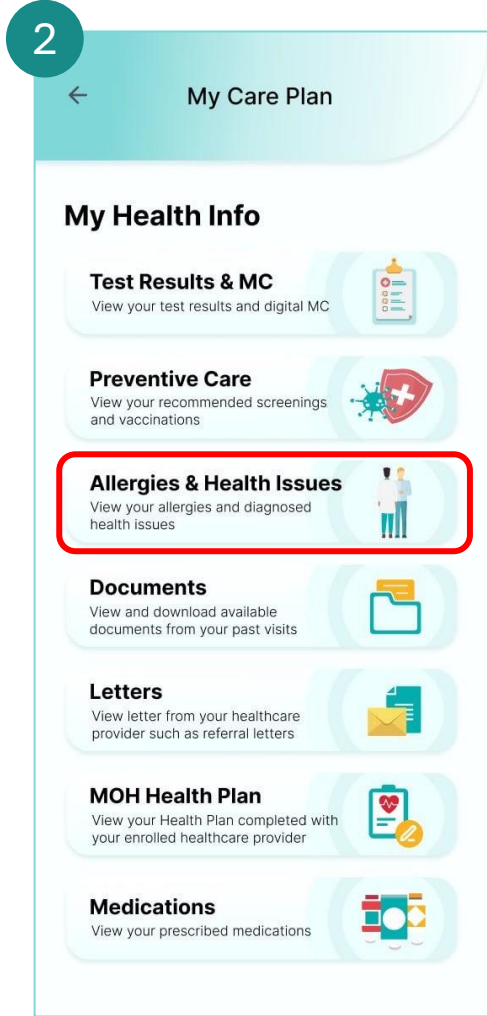
1. Provide your eSignature on "Sign Here"  
2. Tap on **Accept** to submit your document



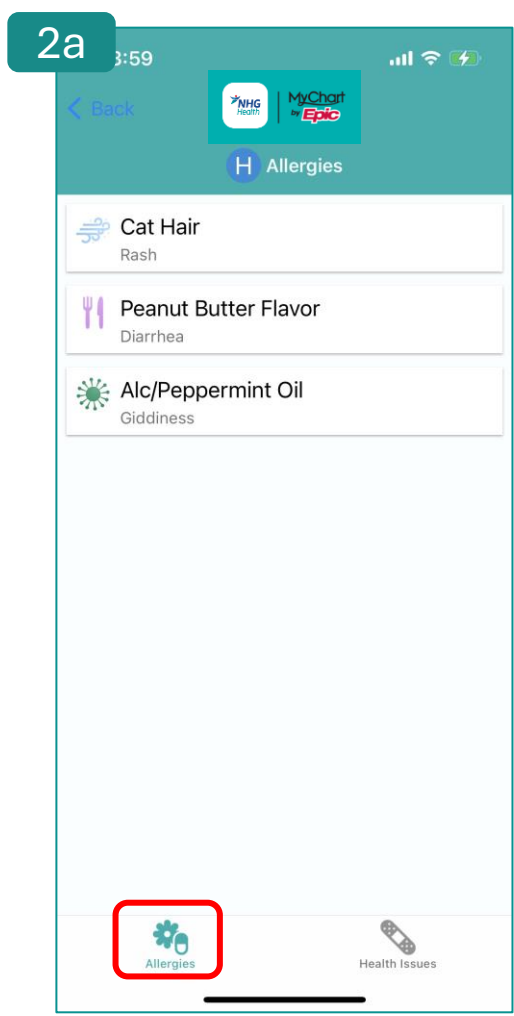
# My Care Plan: Allergies & Health Issues



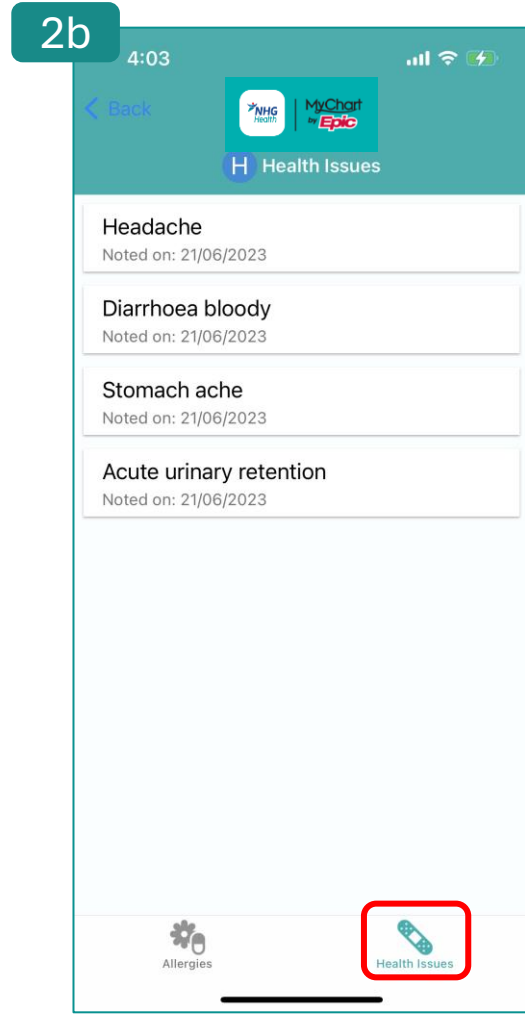
Tap on **My Care Plan**.



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



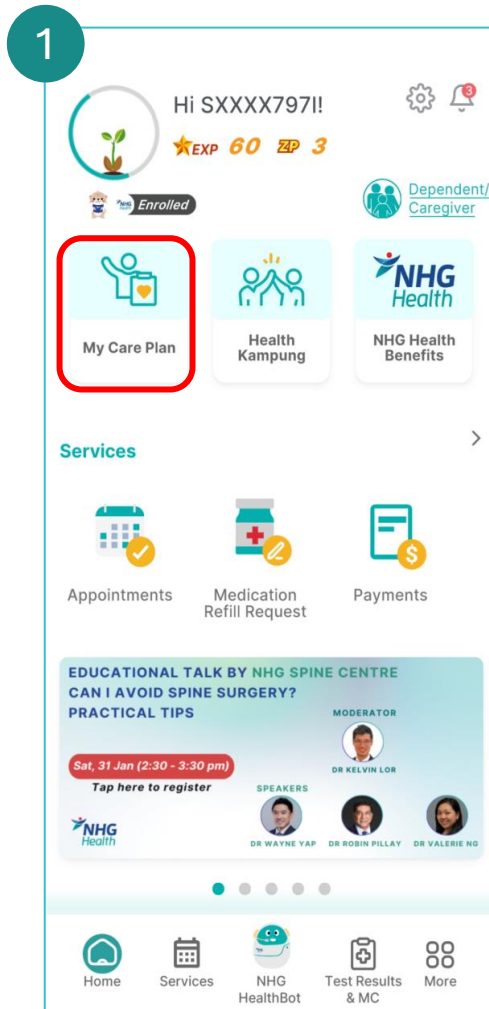
Sample screen of Allergies List



Sample screen of Health Issues

# My Care Plan: Medications

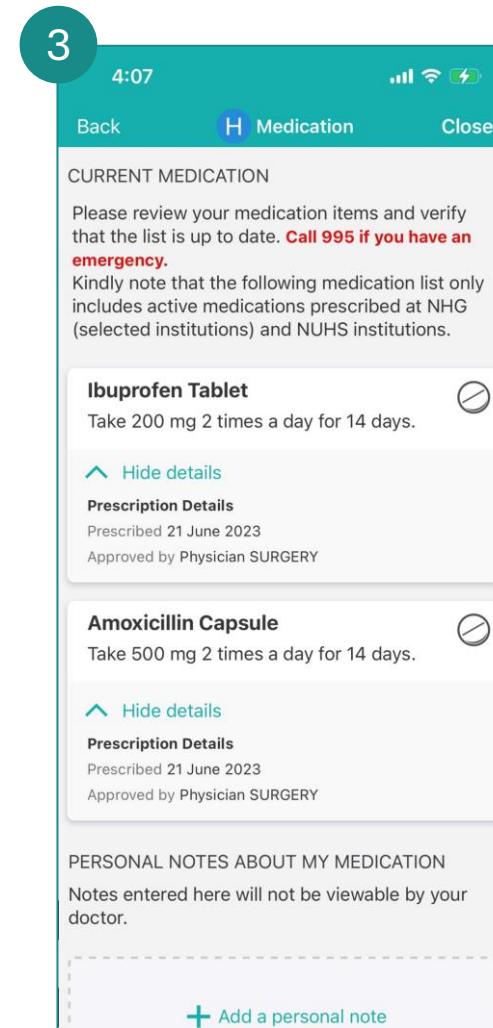
Singpass Login



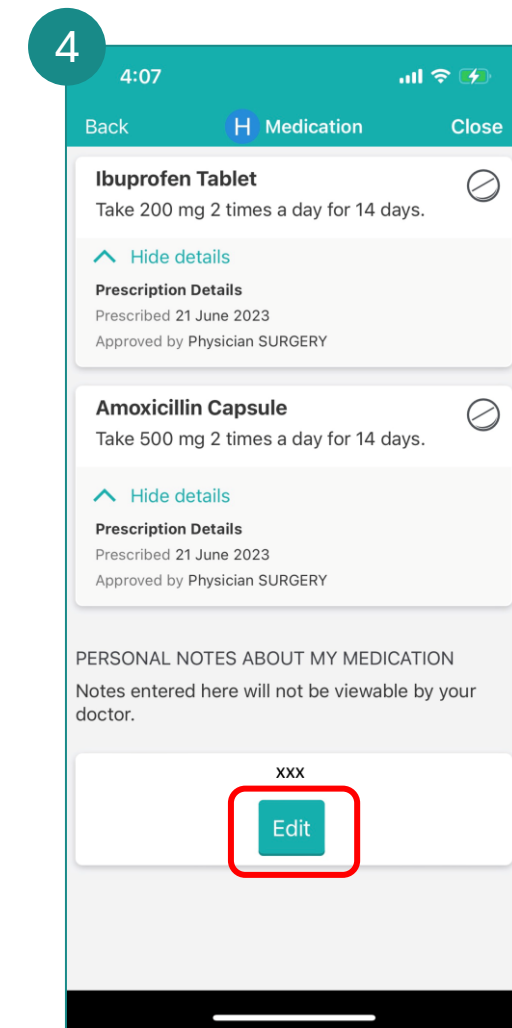
Tap on **My Care Plan**.



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



View prescribed medications.

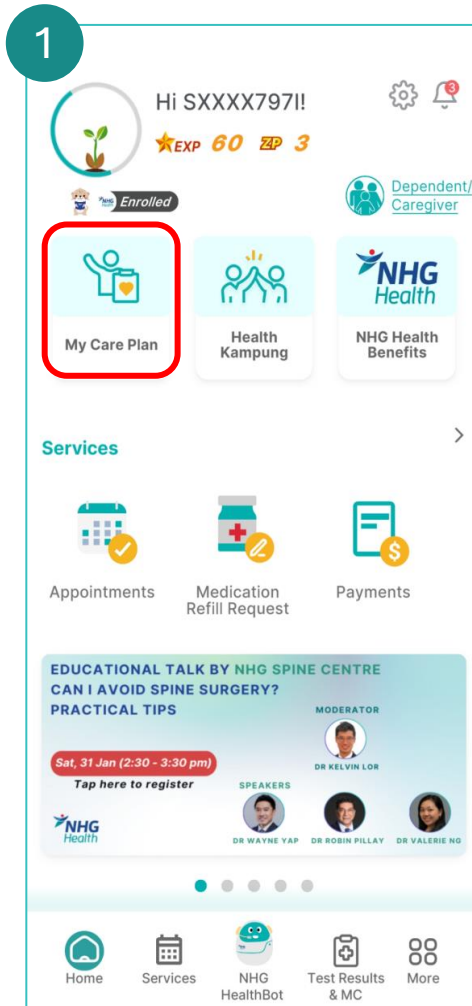


Tap on **Edit** to add your own personal notes about your medication.

# My Care Plan: MOH Health Plan

Enrolled to  
Healthier SG

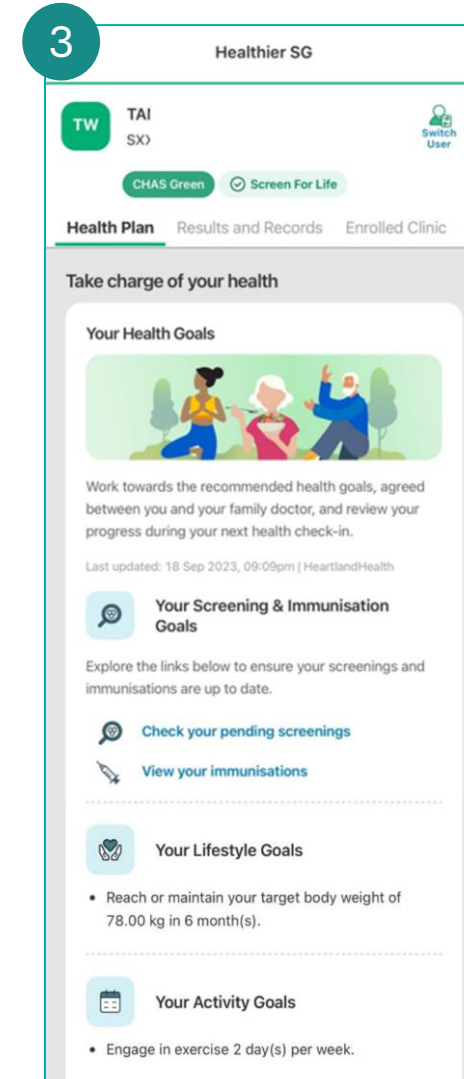
Singpass  
Login



Tap on **My Care Plan**.

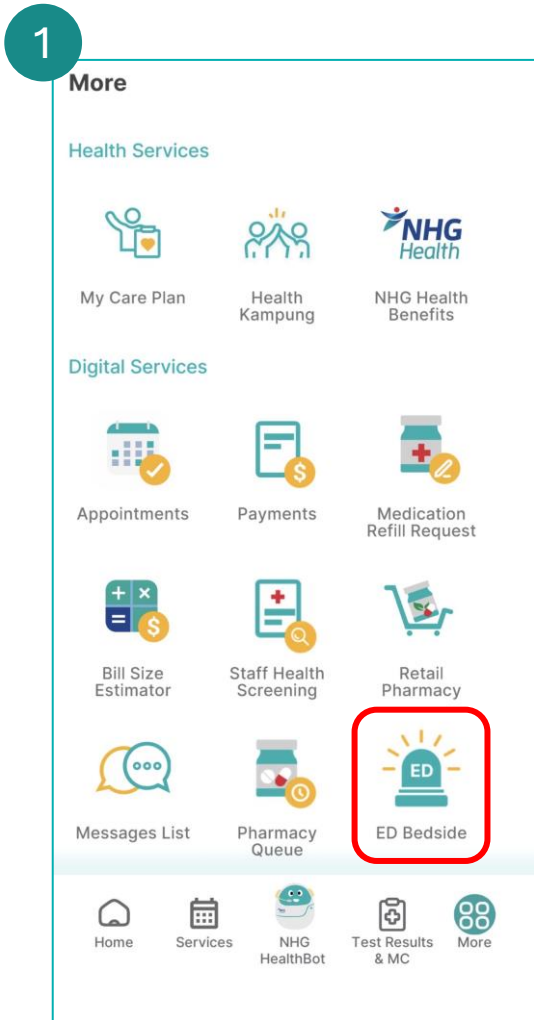


1. Scroll Down to **My Health Info**.  
2. Tap on **MOH Health Plan**.

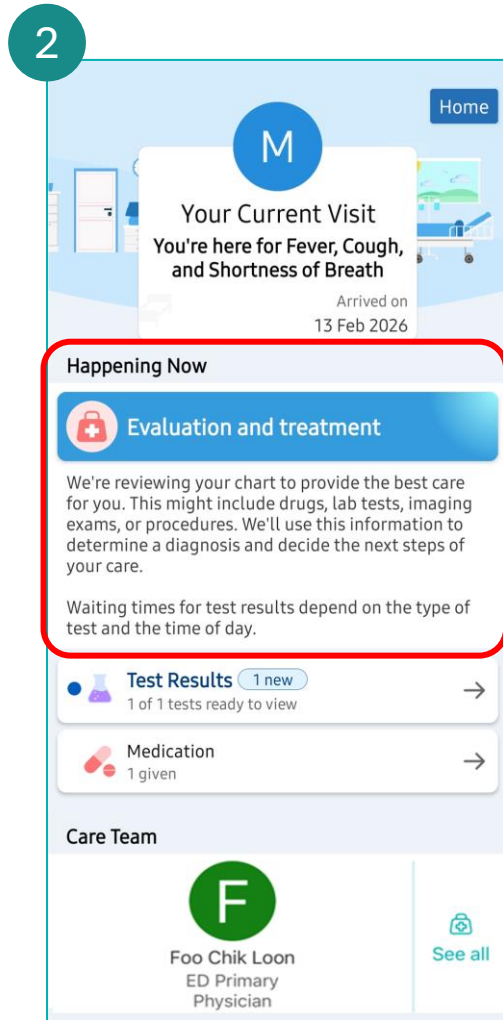


View your health plan.

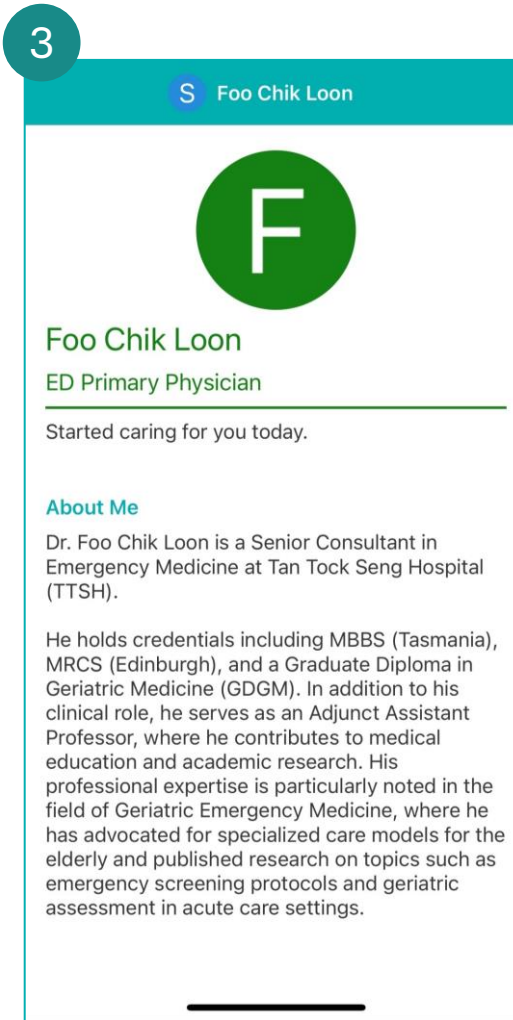
# Emergency Department (ED) Bedside



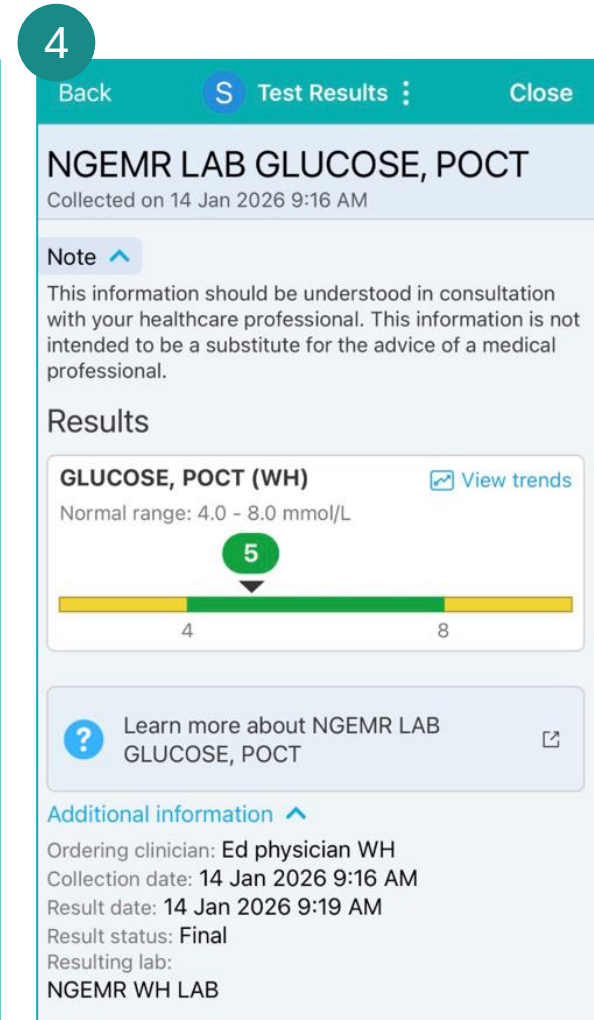
On the "More" screen, tap on **ED Bedside**



**Happening Now** section reflects Patient's current stage in the ED journey and is updated over time.



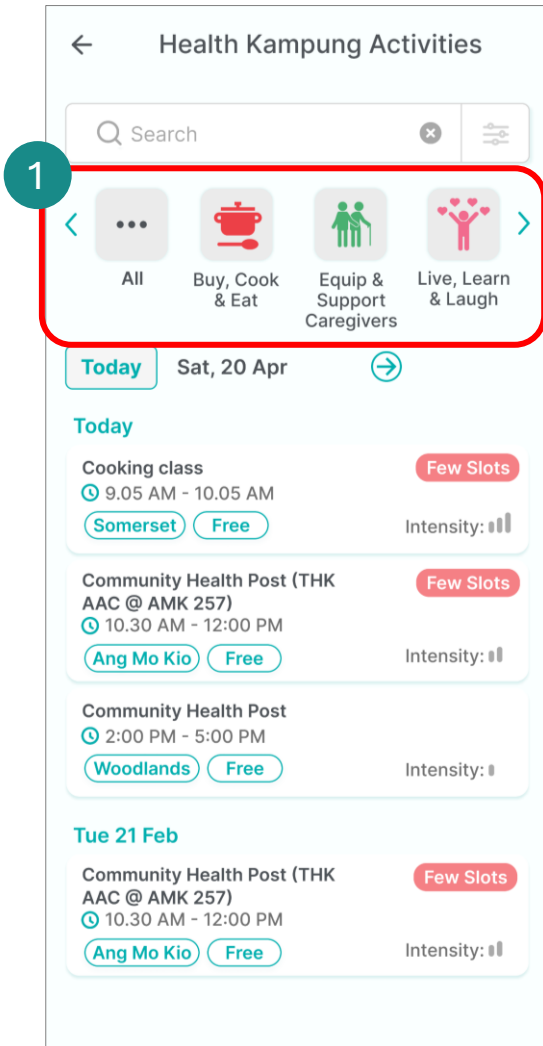
Find out about Patient's **Care Team**.



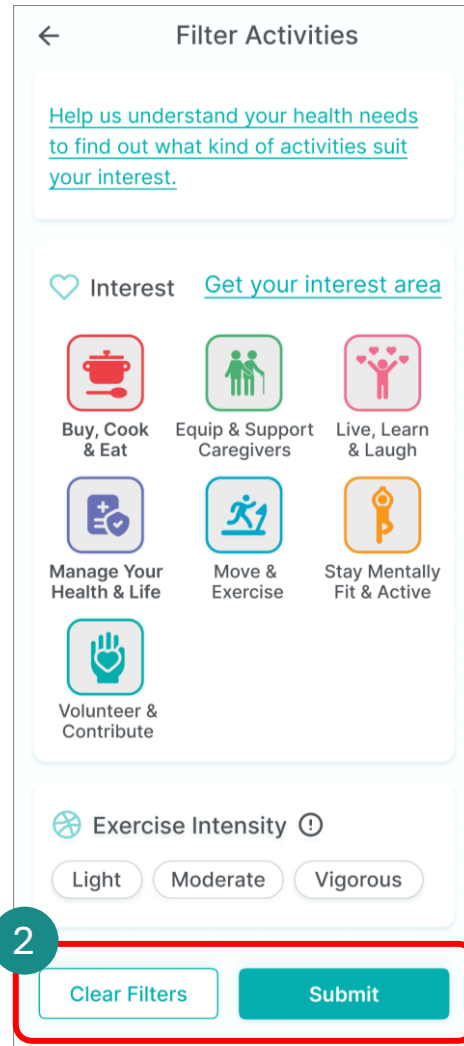
View Patient's Health Records



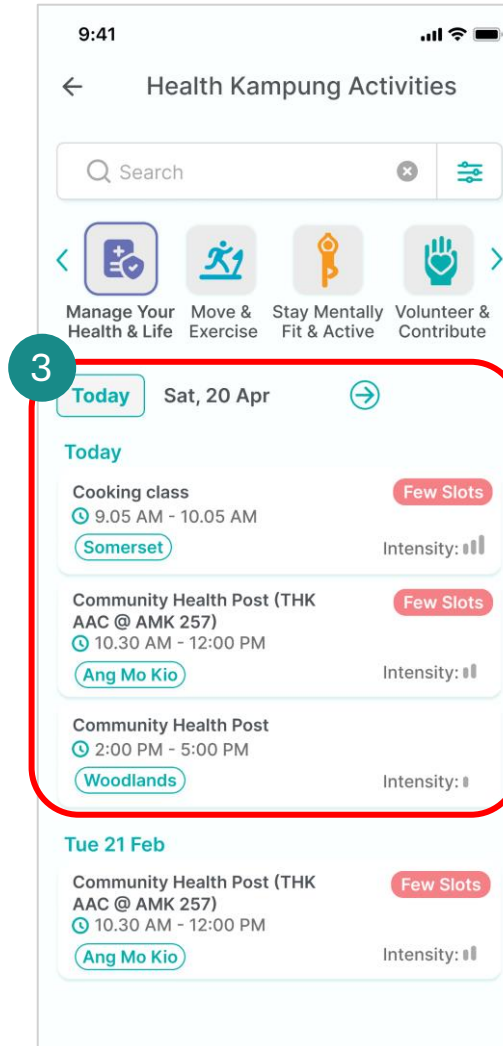
# Health Kampung: Filter By Interest Areas



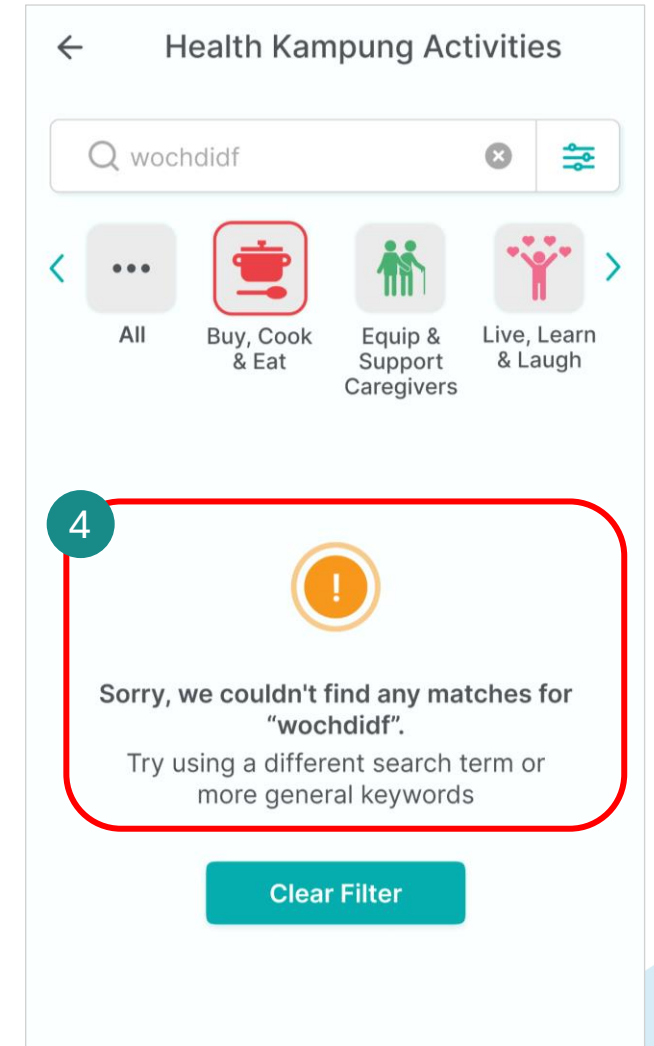
Tap on **Icons** to select the different type of activities.



Tap buttons to filter and submit activity listing.



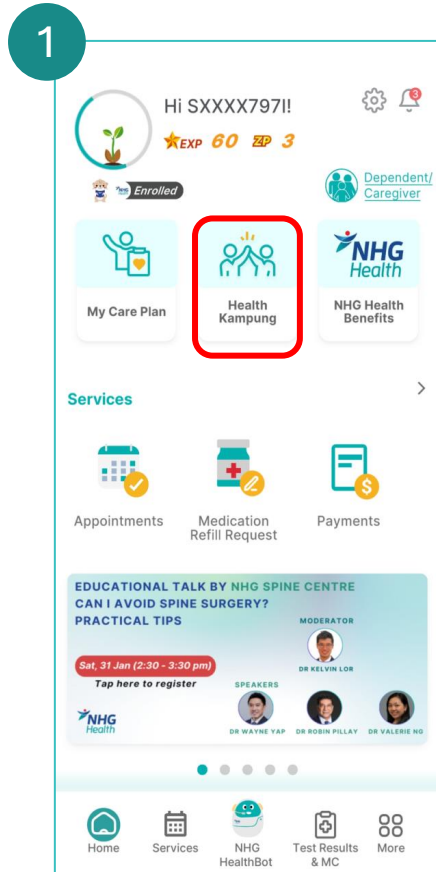
Select **day to view** activities available on the selected day and the rest of week.



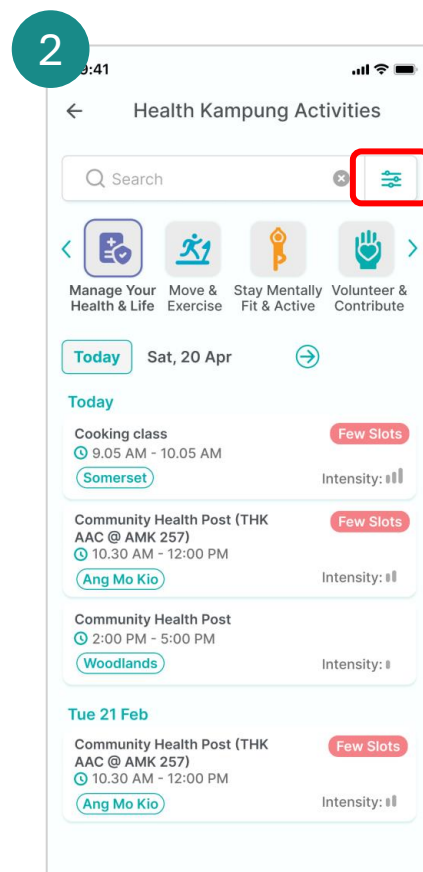
An **error notification** will be displayed if there are no match for the activity.



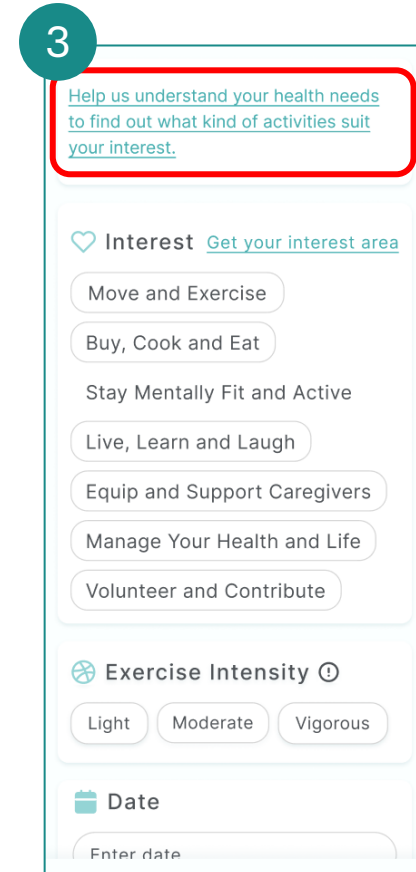
# Health Kampung: Accessing Questionnaire



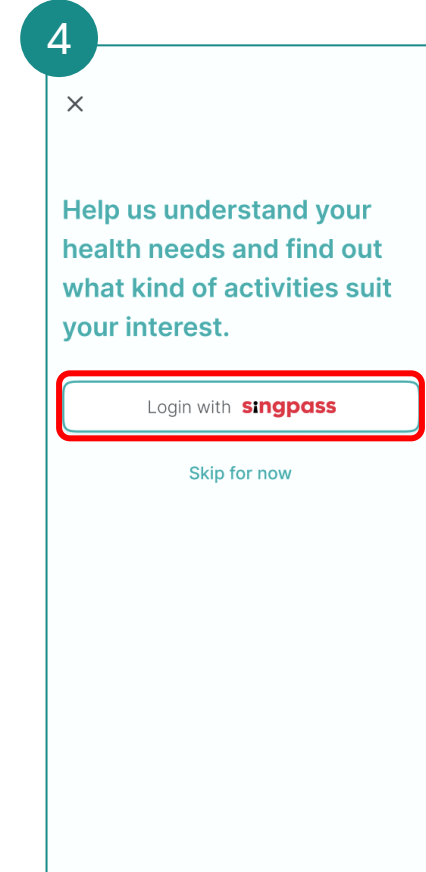
Tap on **Health Kampung**.



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

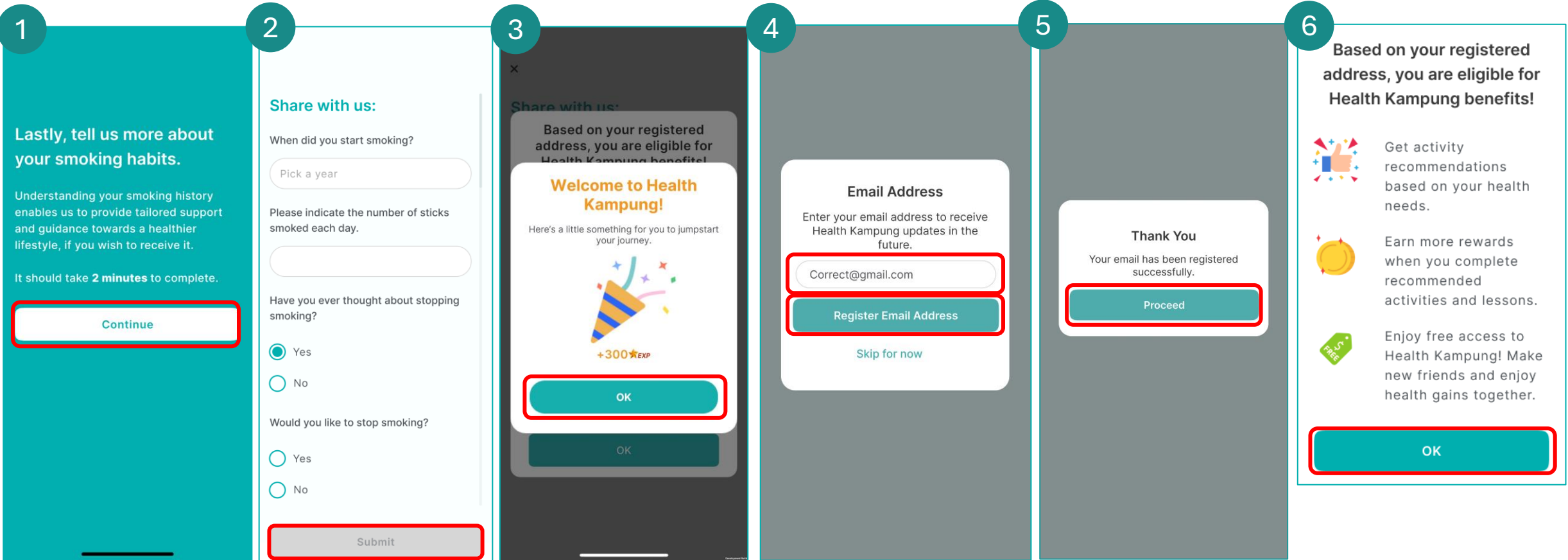
Submit

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

# Health Kampung: Completing Questionnaire (2/2)

Central & North Residents

Singpass Login



Tap on **Continue**.

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

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

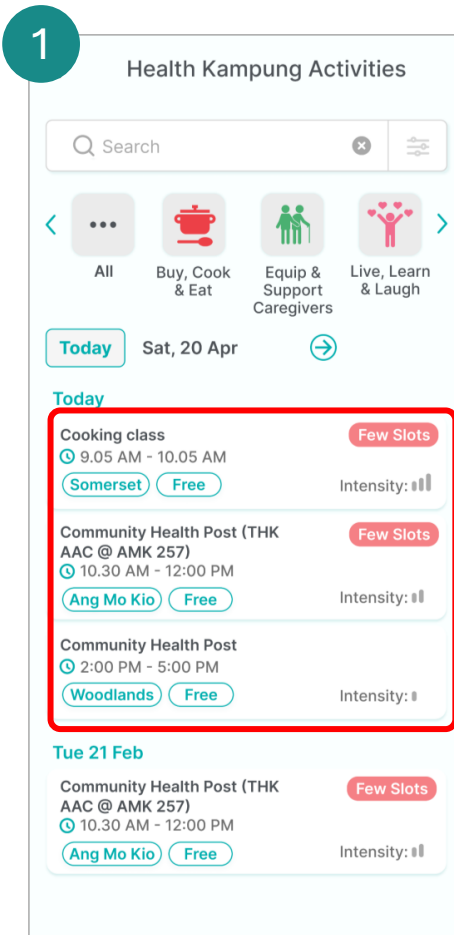
Successful completion of questionnaire screen.

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

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

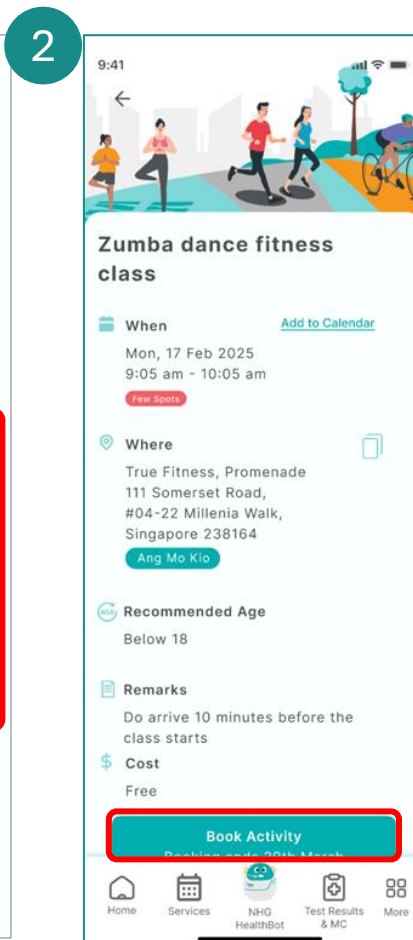
Tap on **OK** and proceed with viewing the available Health Kampung activities.

# Health Kampung – Book Activities

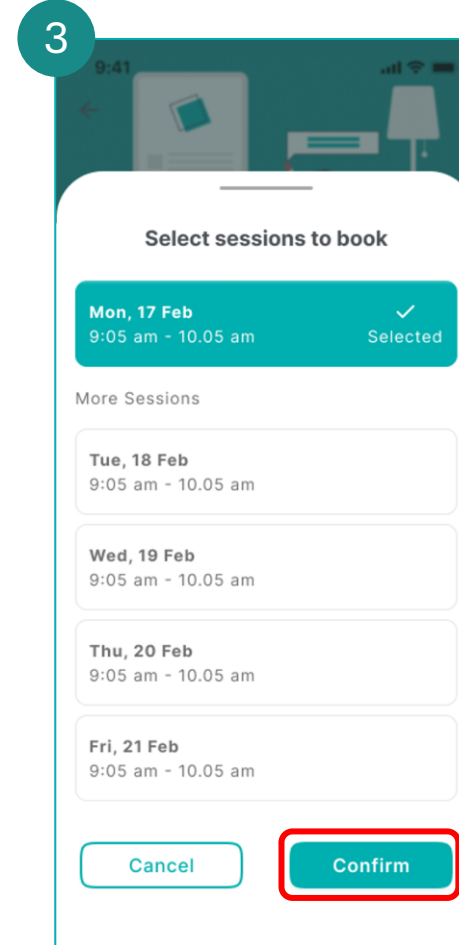


Tap on your preferred activity. There are **three** activity booking types:

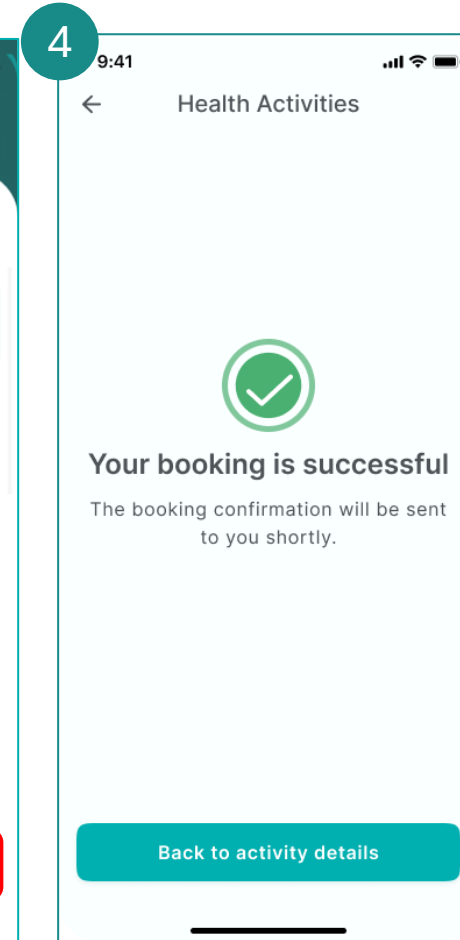
1. In-App Booking
2. Booking directly with organisers
3. No Registration needed



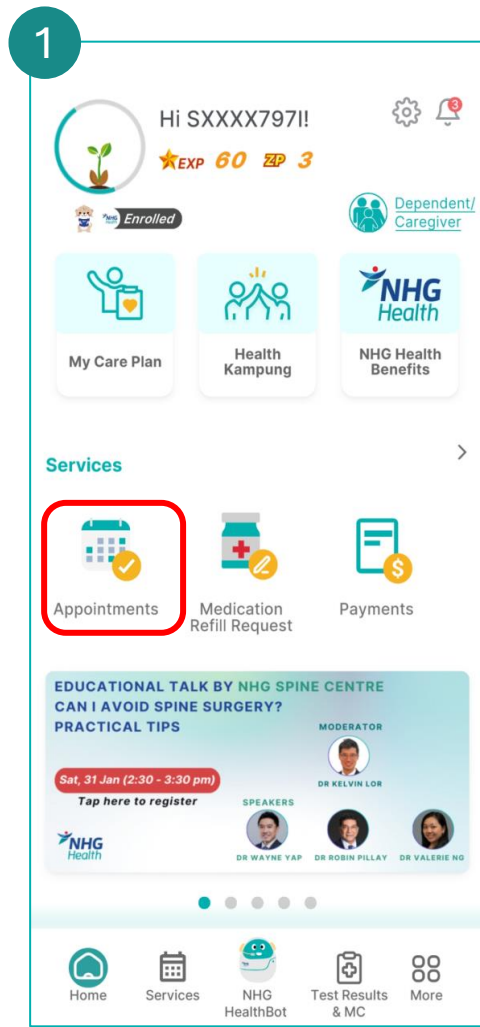
Tap on **Book Activity**.



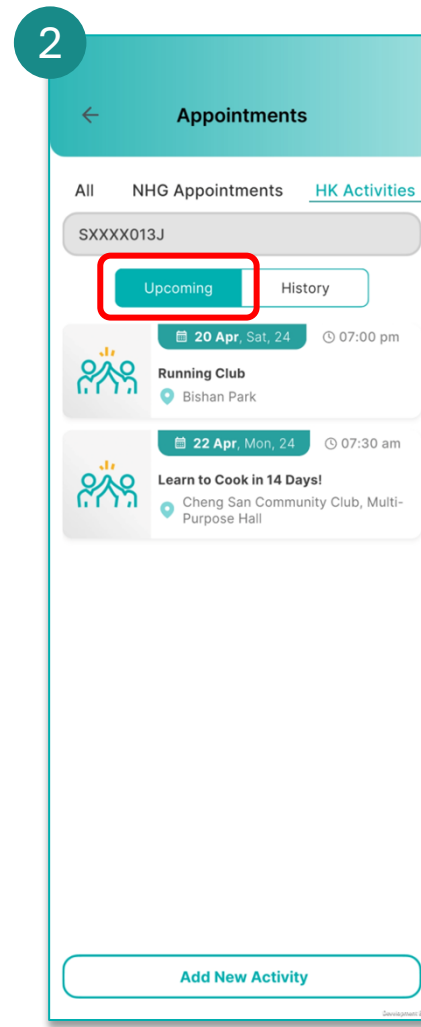
Tap on your preferred session (if necessary) and **Confirm**.



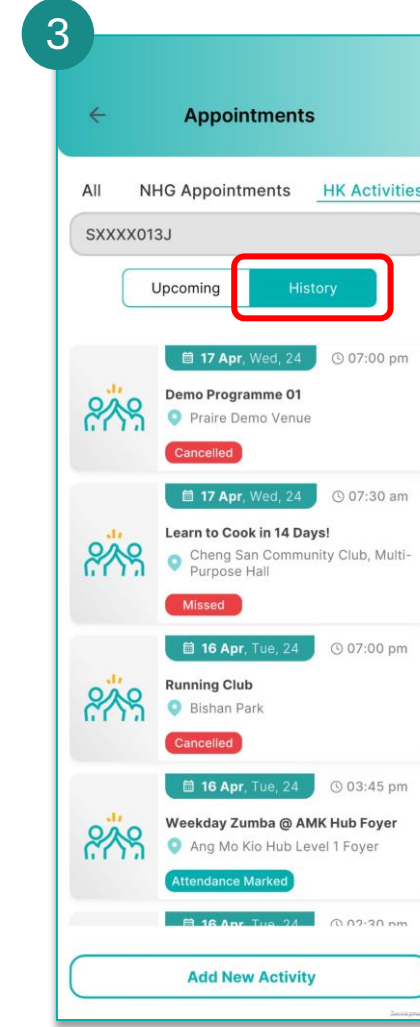
# Health Kampung – View Booked Activities



Tap on **Appointments**.



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

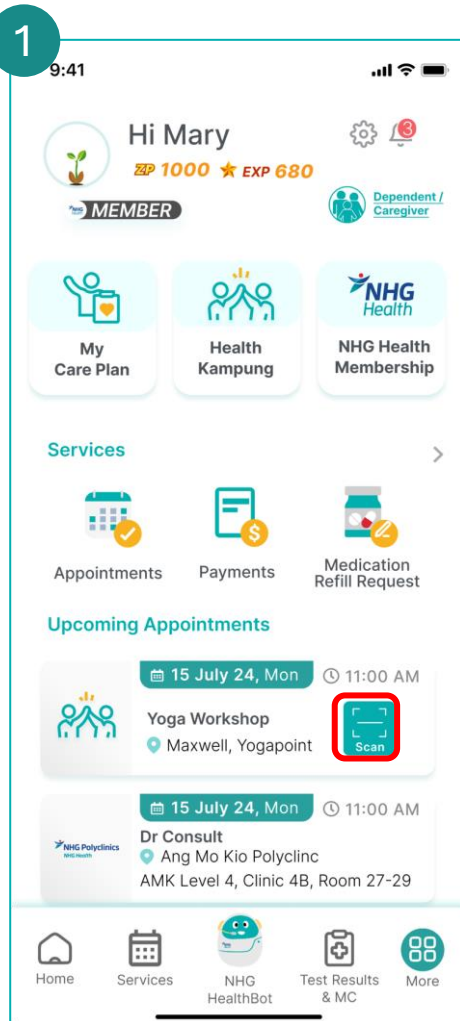


Tap on **History** to view past activities.

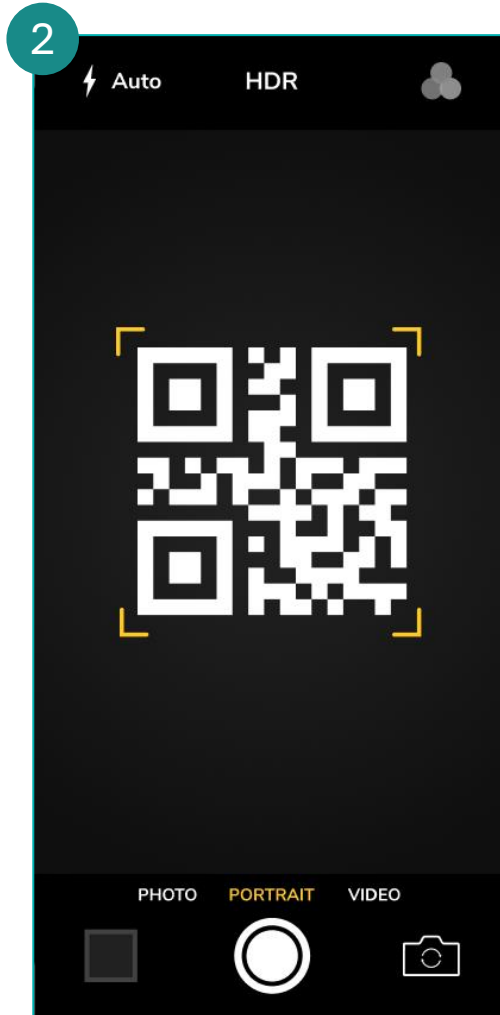


# Health Kampung – Mark Attendance

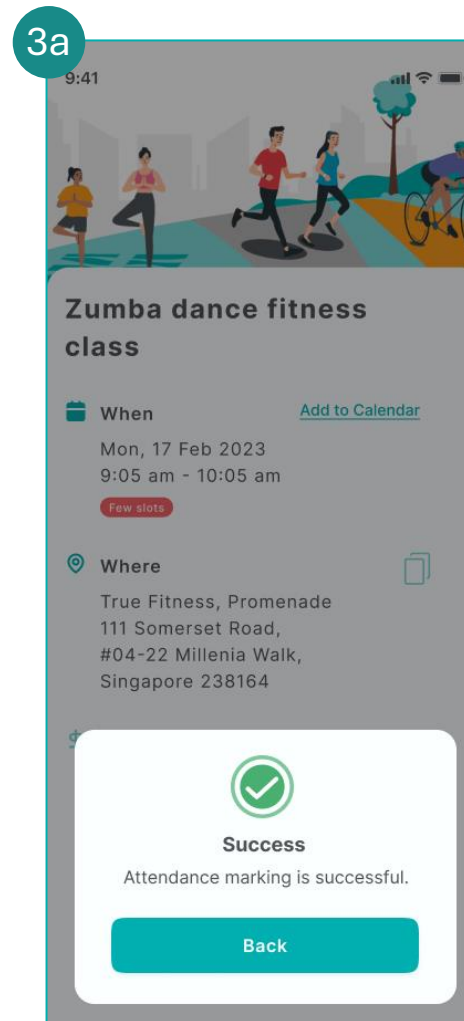
Singpass Login



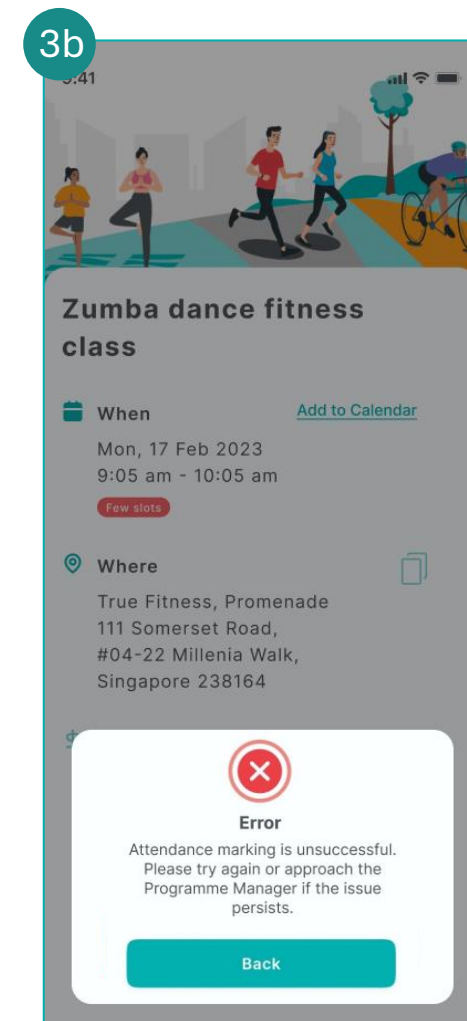
Tap on **Scan**.



Scan the QR Code at the event.



Success pop-up will appear upon successful attendance marked.



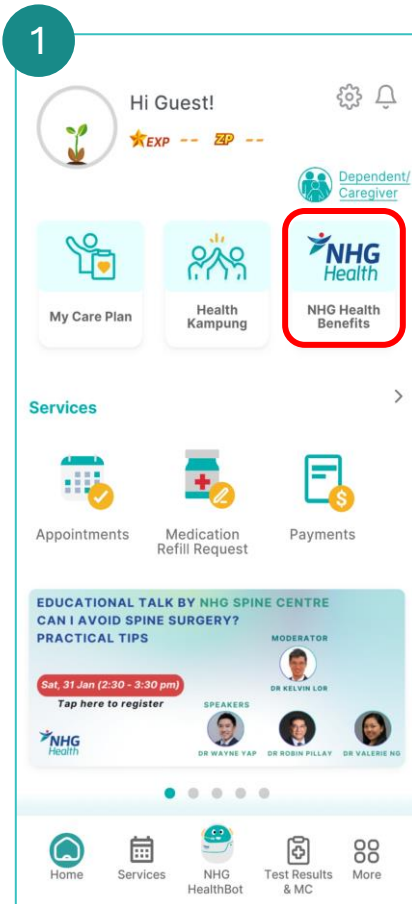
Error pop-up will appear upon unsuccessful attendance marking. Please approach the event organiser for assistance.

# NHG Health Benefits Login

Singpass  
Login

Central & North  
Residents

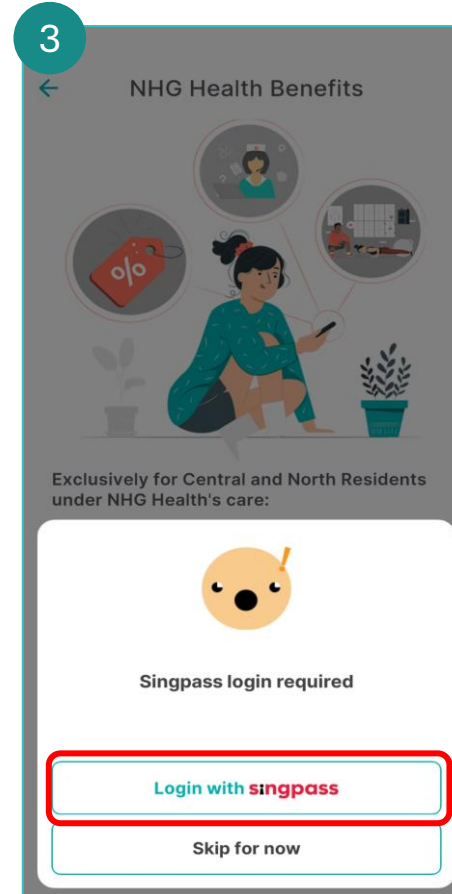
Enrolled to  
Healthier SG



Tap on **NHG Health Benefits**.



Tap on **Learn More**.



**Login** with Singpass to access NHG Health Benefits.



Access the NHG Health Membership

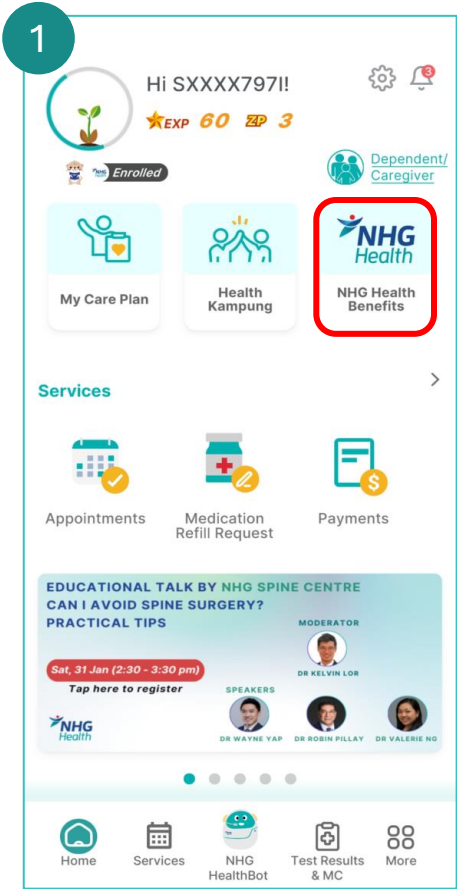
Only available for **Assigned** or **Enrolled** residents.

# NHG Health Benefits Assigned Resident

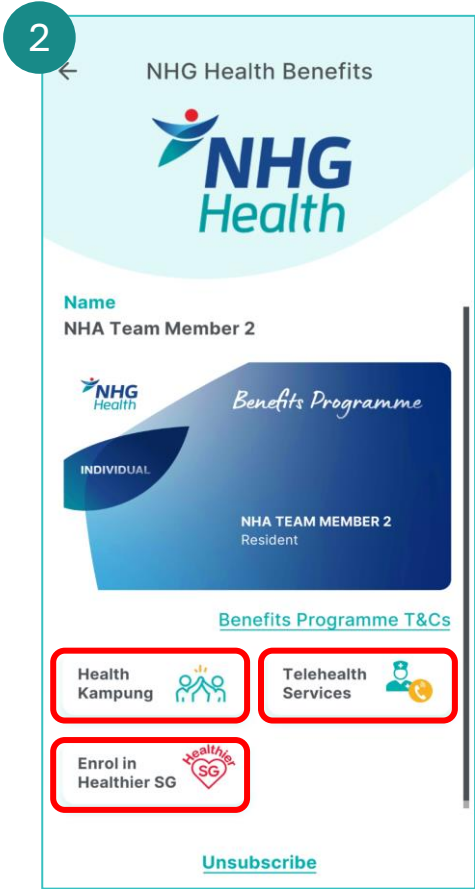
Singpass Login

Central & North Residents

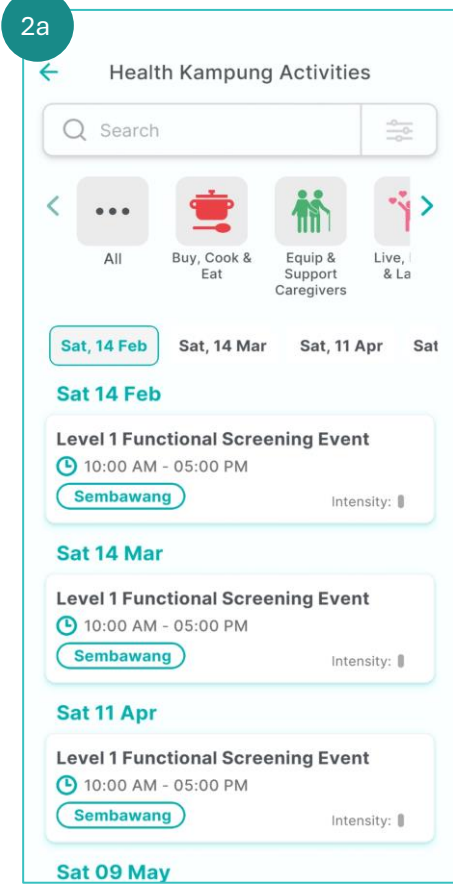
Enrolled to Healthier SG



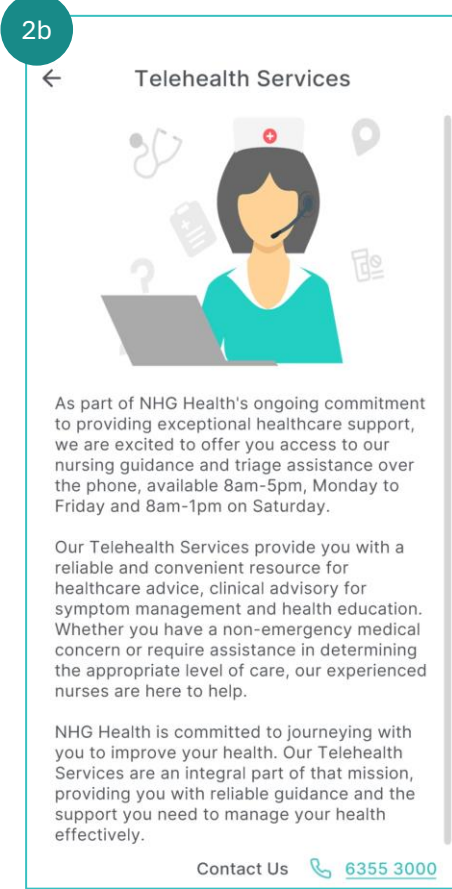
Tap on **NHG Health Benefits**.



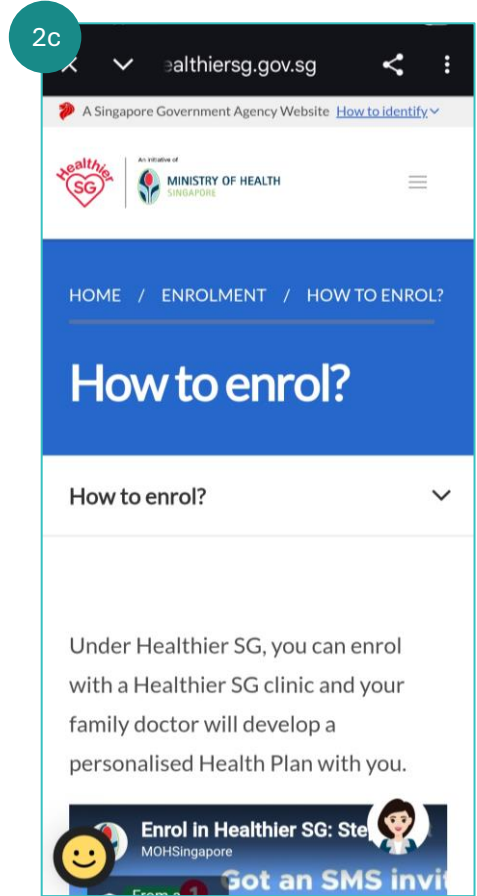
Residents may access any of these features.



**Health Kampung**



**Telehealth Services**



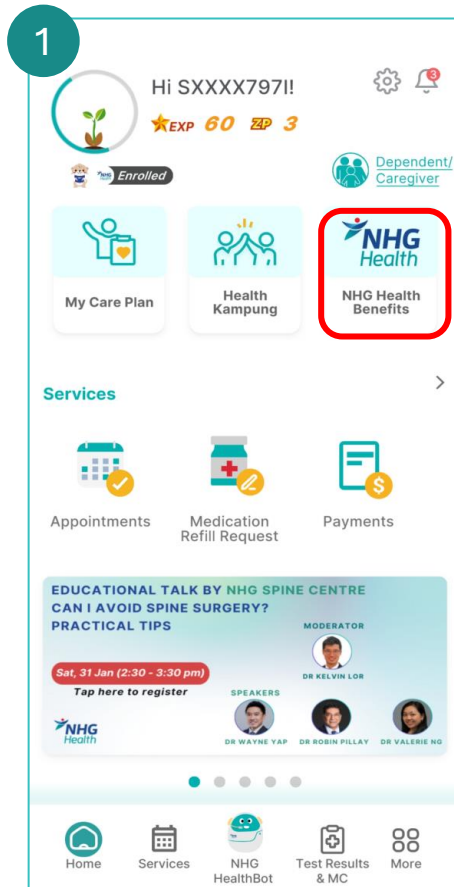
**Enrol in Healthier SG**

# NHG Health Benefits Enrolled Resident

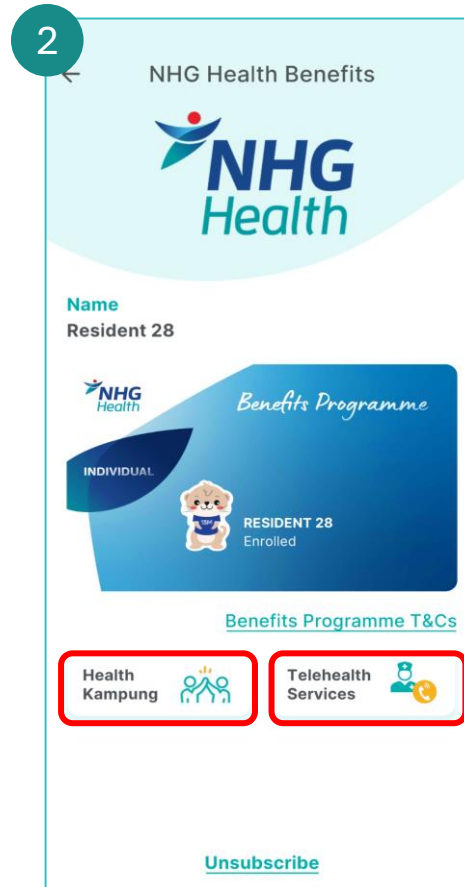
Singpass  
Login

Central & North  
Residents

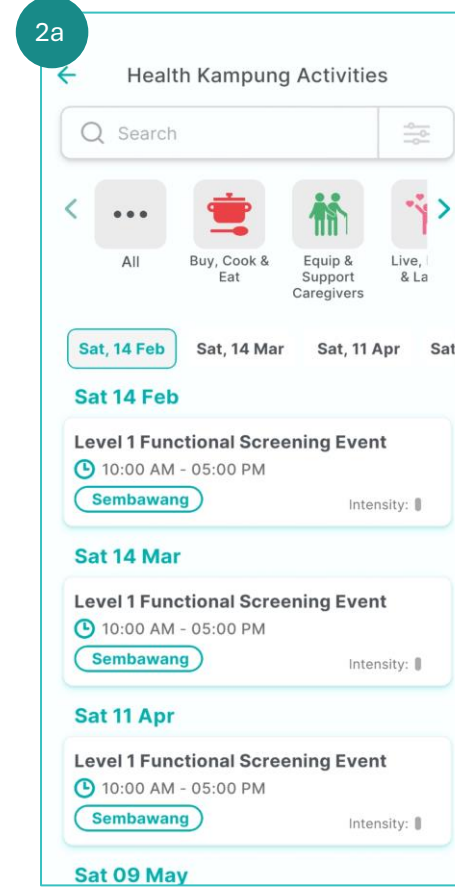
Enrolled to  
Healthier SG



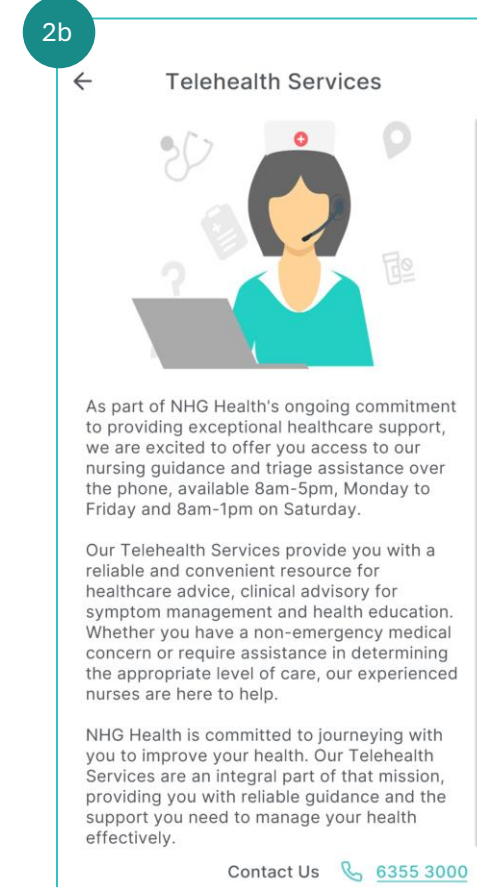
Tap on **NHG Health Membership**.



Enrolled Residents may access any of these features.



**Health Kampung**



**Telehealth Services**

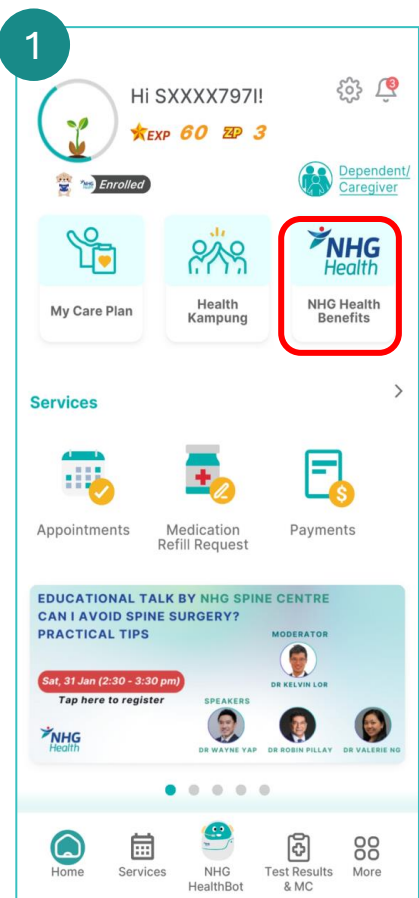


# NHG Health Benefits Unsubscribe

Singpass Login

Central & North Residents

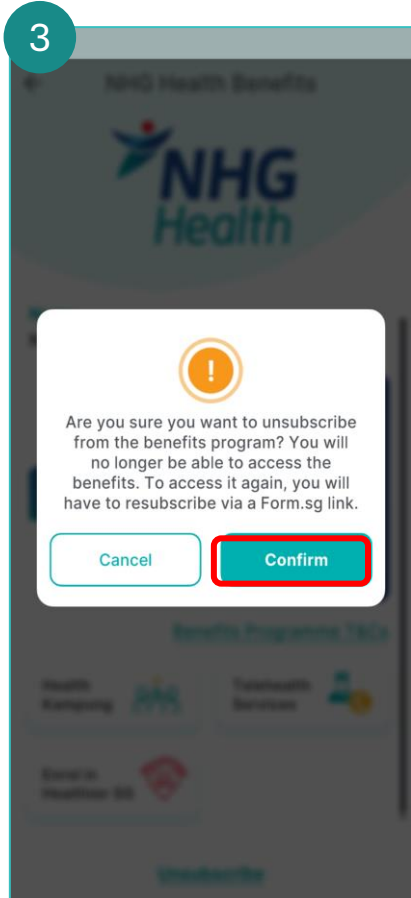
Enrolled to Healthier SG



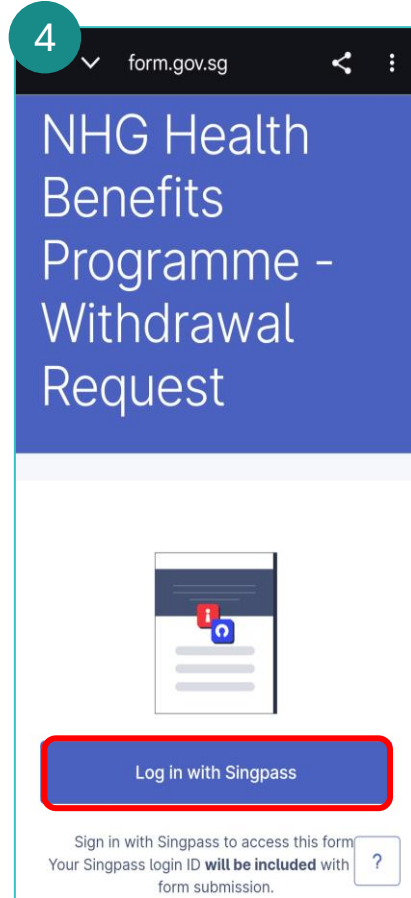
Tap on **NHG Health Benefits**



Tap **Unsubscribe**



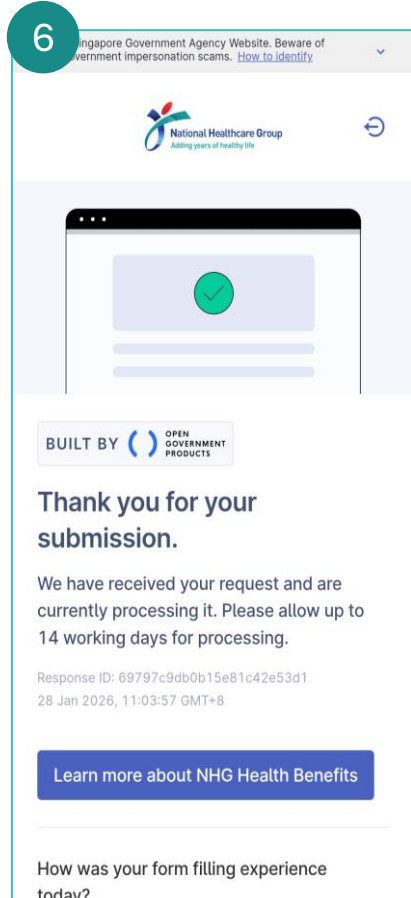
Tap **Confirm**



Login with Singpass



Click **Submit Now** to unsubscribe



Confirmation screen

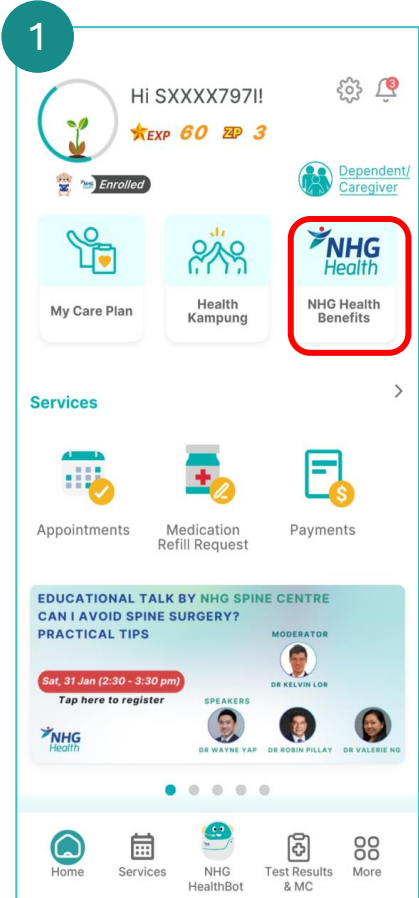


# NHG Health Benefits Re-Subscribe

Singpass Login

Central & North Residents

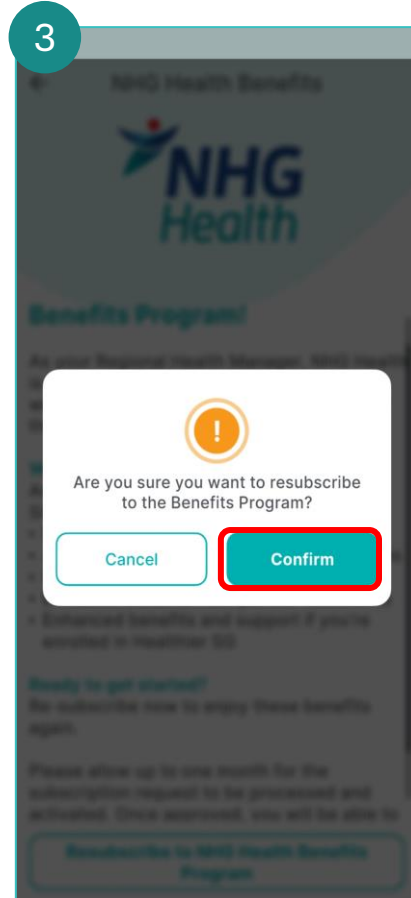
Enrolled to Healthier SG



Tap on **NHG Health Benefits**



Tap on **Resubscribe**



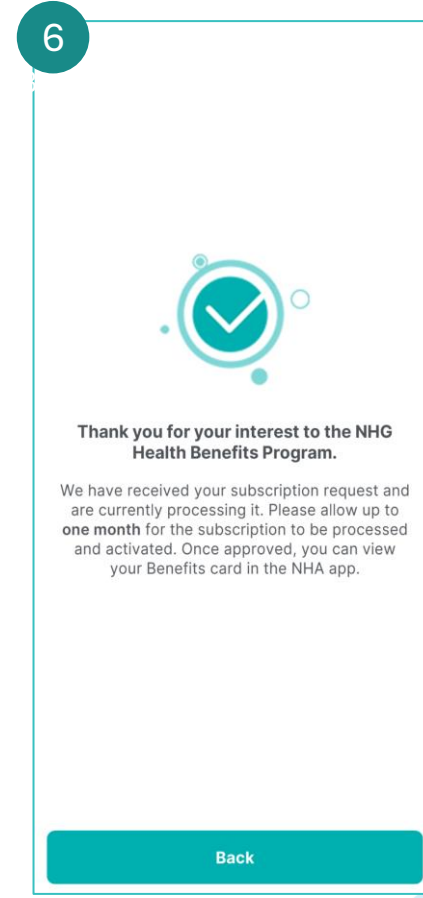
Tap on **Confirm**



Login with Singpass



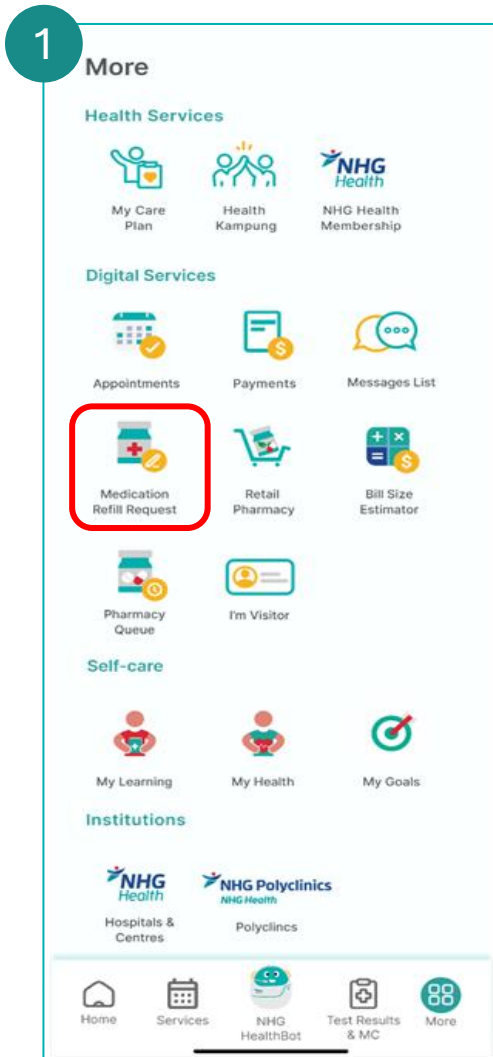
Click **Submit Now** to Resubscribe



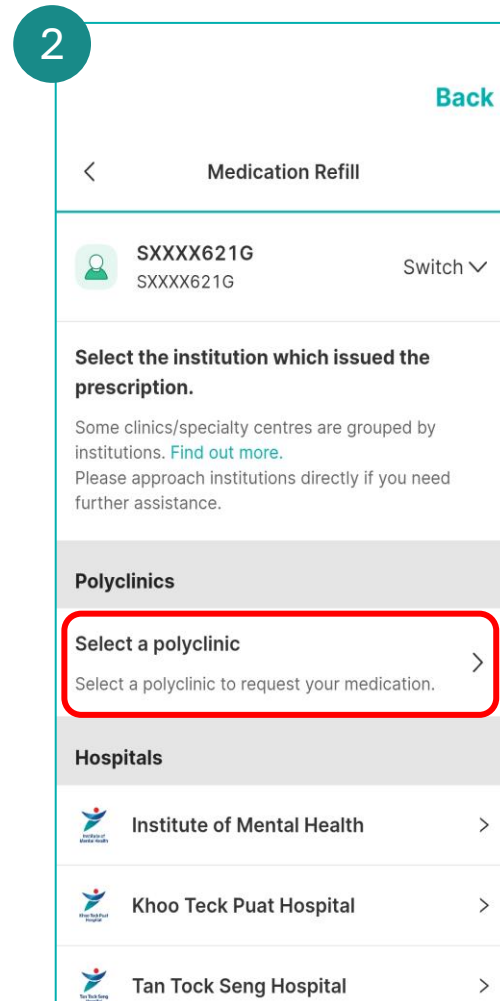
Receipt of submission. Subscription takes up to **one month** to be processed and activated.

# Medication Refill Request (1/2)

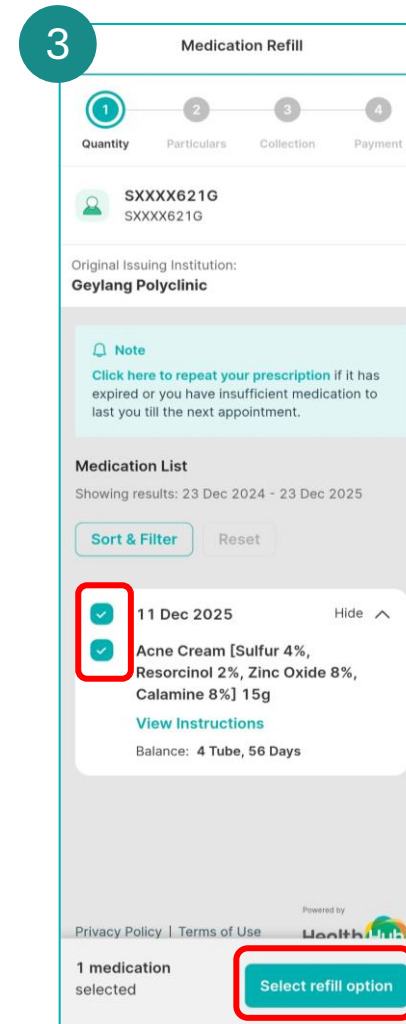
Singpass Login



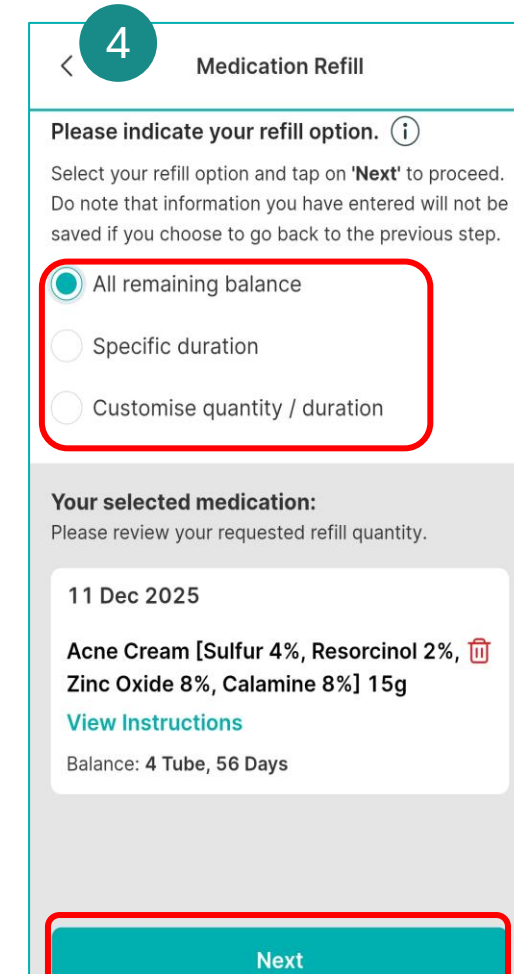
Tap on **Medication Refill Request**.



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



Select Medication and tap on **Select refill option**



Select Refill option and tap on **Next**

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

# Medication Refill Request (2/2)

Singpass Login



5 Medication Refill

Quantity Particulars Collection Payment

SXXXX621G  
SXXXX621G

**Patient's Details**

\*Full Name (as per NRIC/FIN)  
Testing User

\*NRIC/FIN  
SXXXX621G

**Contact Details**

We may contact you to verify your request. Please ensure the number provided is correct.

\*Contact Number (+65)  
+65 9513 8640

\*Email Address  
Testing@outlook.com

Next

Cancel

Powered by HealthHub

Fill in Patient's and Contact Details and tap on **Next**

6 Medication Refill

Quantity Particulars Collection Payment

SXXXX621G  
SXXXX621G

**How would you like to receive your order?**

Self-collect from pharmacy at institution

Delivery

Self-collect from locker outside institution

**Note**

Please refer to this [website](#) for important notes regarding your collection information.

**Collection Details**

\*Location  
Pharmacy @ Geylang Polyclinic (Mon-Fri 8am-4.30pm, Sat 8am-12.30pm)

\*Preferred Collection Date  
07 Jan 2026

Next

Cancel

Powered by HealthHub

Select Collection details and tap on **Next**

7 Medication Refill

Quantity Particulars Collection Payment

SXXXX621G  
SXXXX621G

**Select your preferred payment mode.**

Payment will be processed by the issuing institution after your order is fulfilled.

Self-pay in full

MediSave/ MediShield Life

**Note**

1) Please note that delivery charge may apply.  
2) Payment by Medisave is subject to review and approval. This does not cover delivery charge.

Next

Cancel

Powered by HealthHub

Select Payment options and tap on **Next**

8 Medication Refill

SXXXX621G  
SXXXX621G

**Review and submit your request**

Original Issuing Institution:  
Geylang Polyclinic

**Patient's Details** Edit

Full Name (as per NRIC/FIN):  
Testing User

NRIC/FIN:  
SXXXX621G

Contact Number (+65):  
95138640

**Medication Details** Edit

**All remaining balance**

1. Acne Cream [Sulfur 4%, Resorcinol 2%, Zinc Oxide 8%, Calamine 8%] 15g **4 TUBE**

Please ensure that your selected medications are correct before submitting the request.

Submit request

Cancel

Powered by HealthHub

Review request details and tap on **Submit request**

9 Medication Refill

Back

Request Submitted

Request ID: GEY-CCDP-20251200001

Do note that this is NOT a confirmation of your request. Our staff will contact you via email or phone call within 3 working days after receiving your request.

For any enquiries, please send in an email to [NHGPh.feedback@nhghealth.com.sg](mailto:NHGPh.feedback@nhghealth.com.sg)

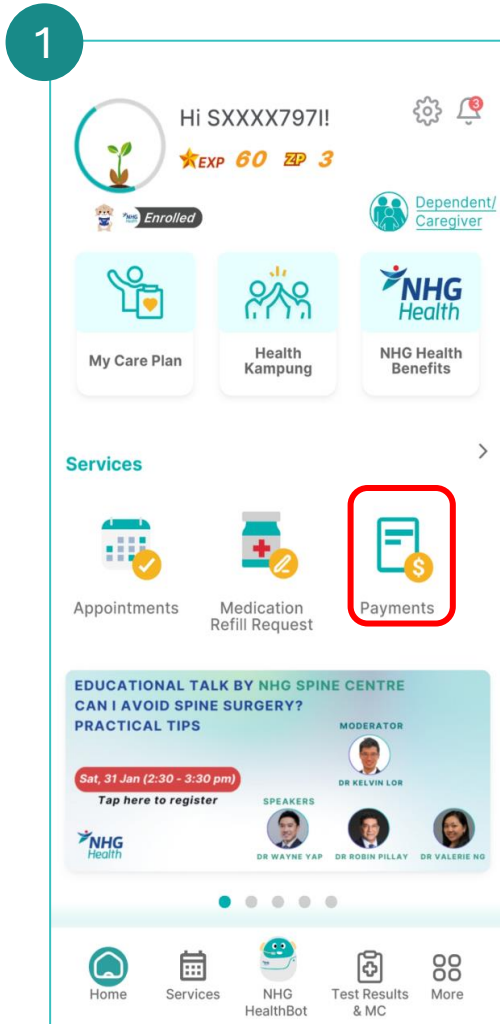
[Click here to submit another request from the same institution.](#)

Request Submitted

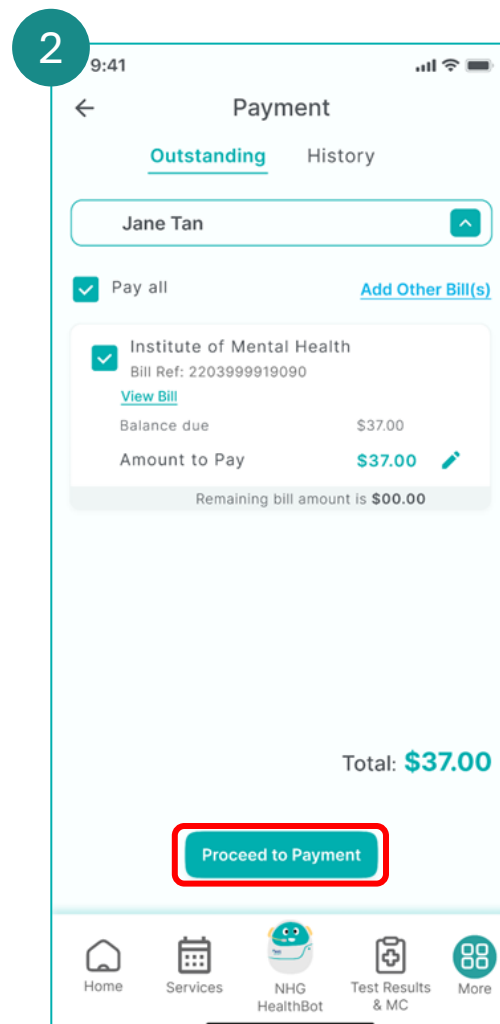
**Note:** Institutions listed is for illustration purposes only.

# Payments


Applicable to all NHG institutions except NSC

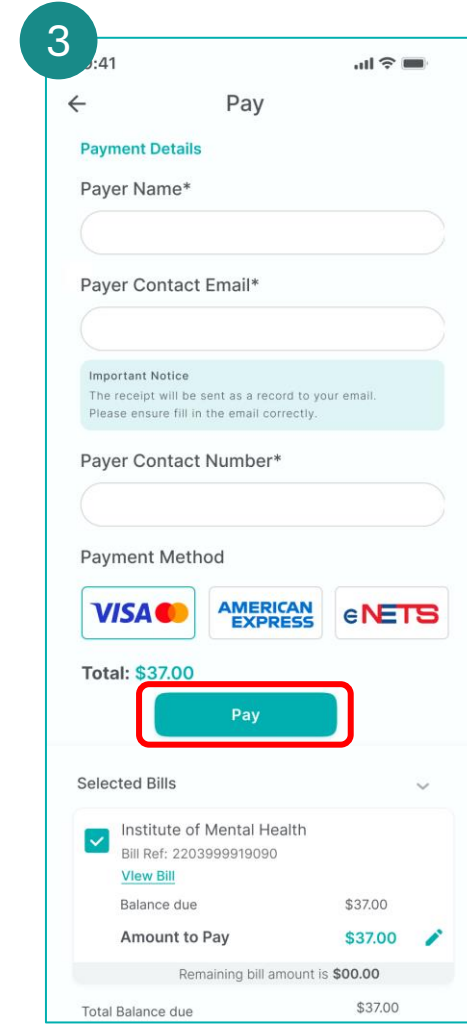


Tap on **Payments**.

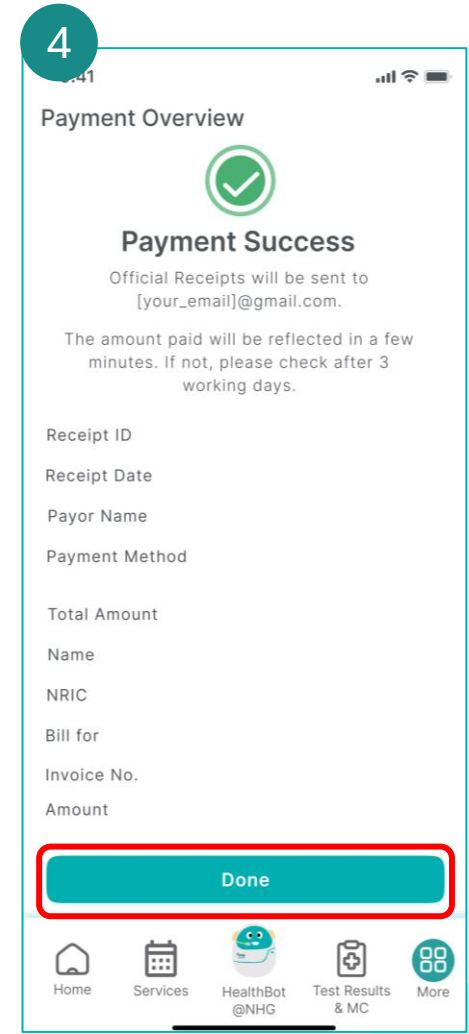


Select or Add bills to pay and tap on **Proceed to Payment**

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



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

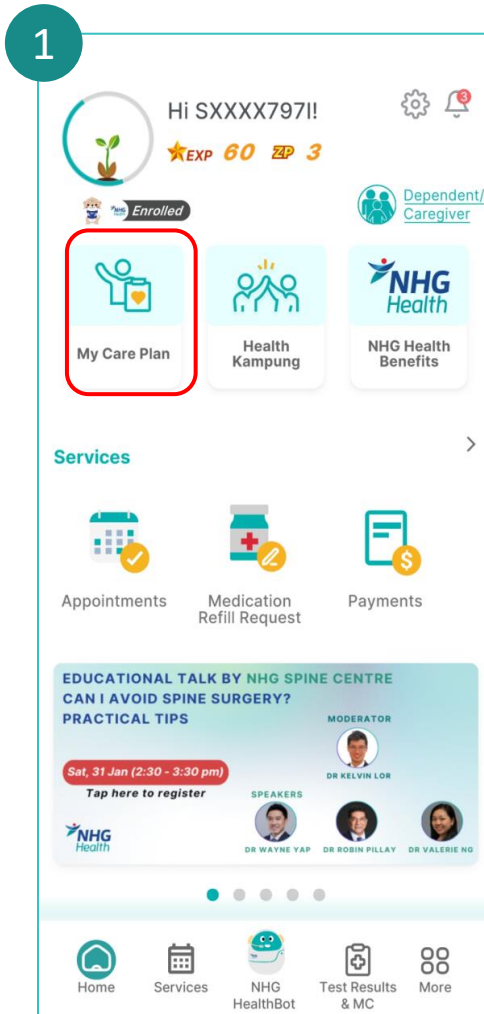


Tap on **Done** upon successful payment to exit the page.

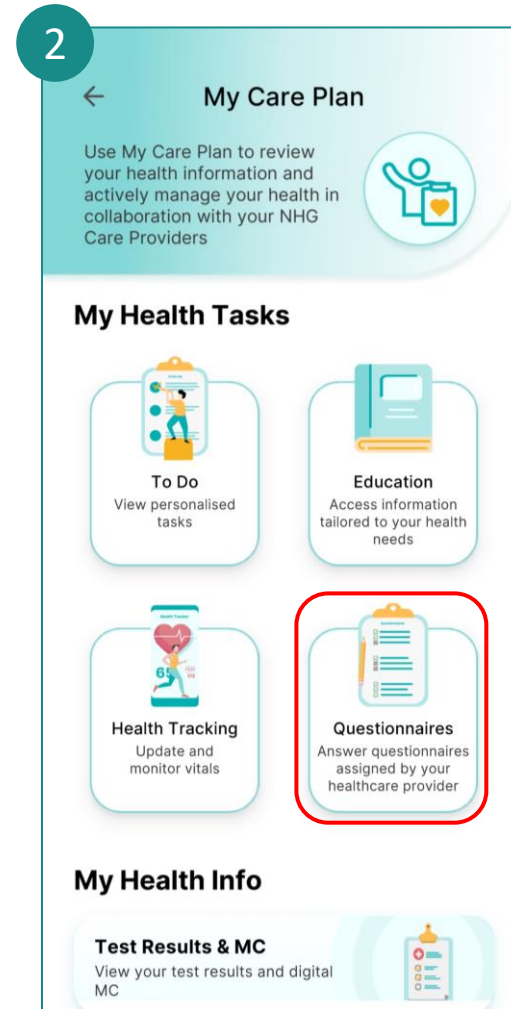


# Accessing Questionnaire: COPD Assessment Test

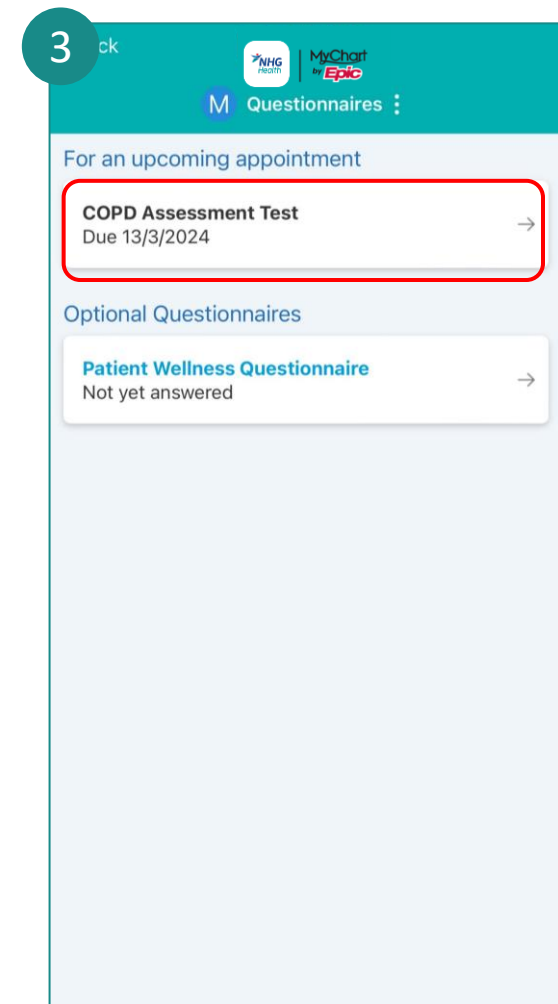
Singpass Login



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

**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

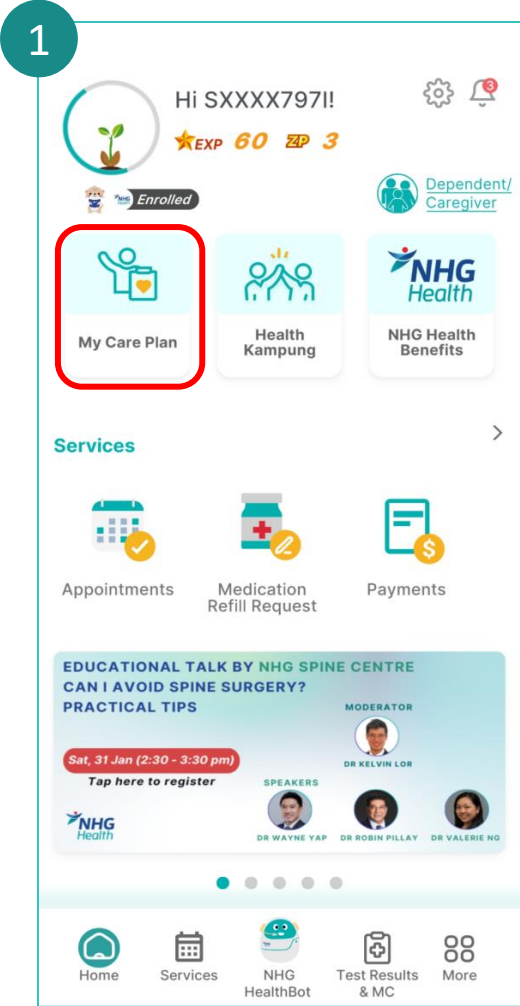
**Patient Wellness Questionnaire**  
Not yet answered

Your answers have been submitted.

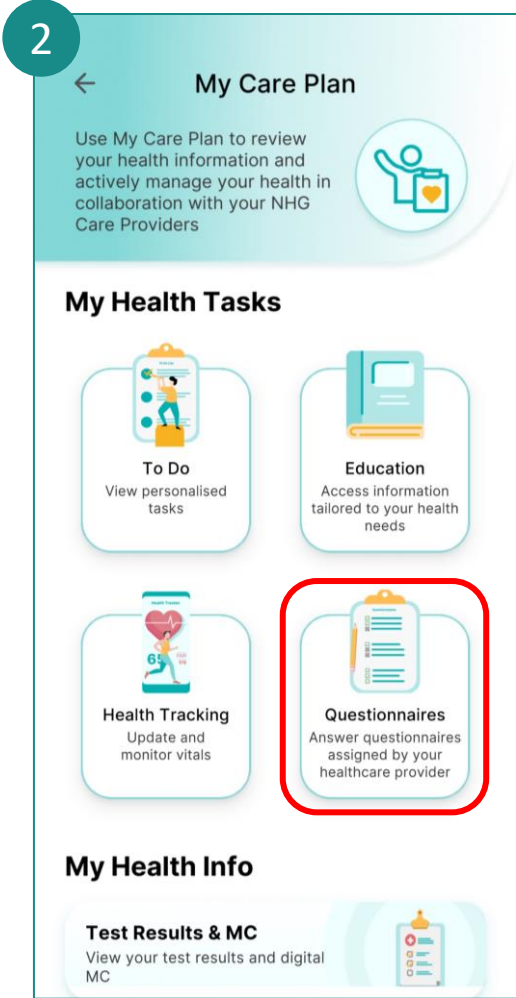
Upon submission, view successful completion of questionnaire screen.

# Accessing Questionnaire: GINA

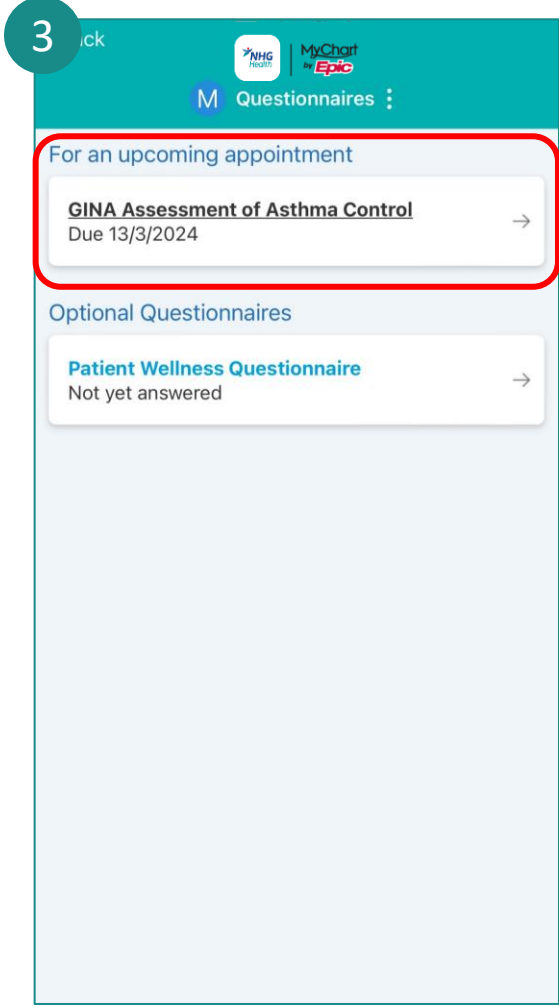
Singpass Login



Tap on **My Care Plan**.



Tap on **Questionnaires**.



Tap on questionnaire available for an upcoming appointment.

# Completing Questionnaire: GINA

Singpass Login



1

Back 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

## GINA Assessment of Asthma Control

For an upcoming appointment

Submitted 13/3/2024 at 5:10 PM

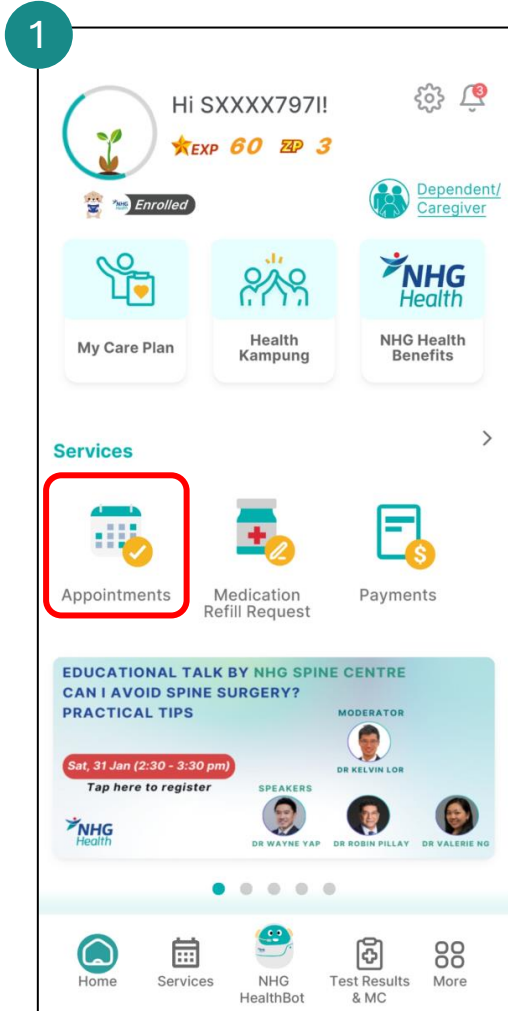
### Optional Questionnaires

[Patient Wellness Questionnaire](#) Not yet answered

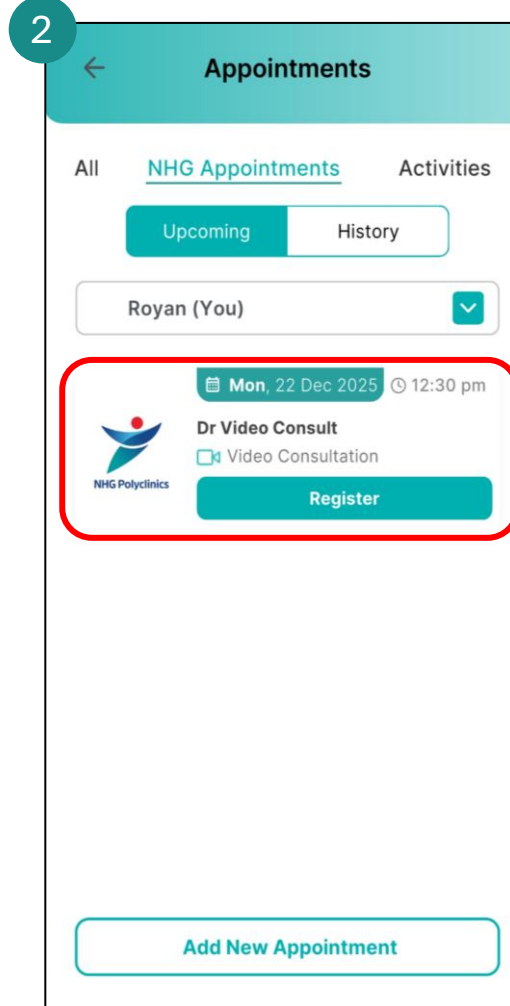
Upon submission, view successful completion of questionnaire screen.

# Appointment Card & Booking of Video Consult

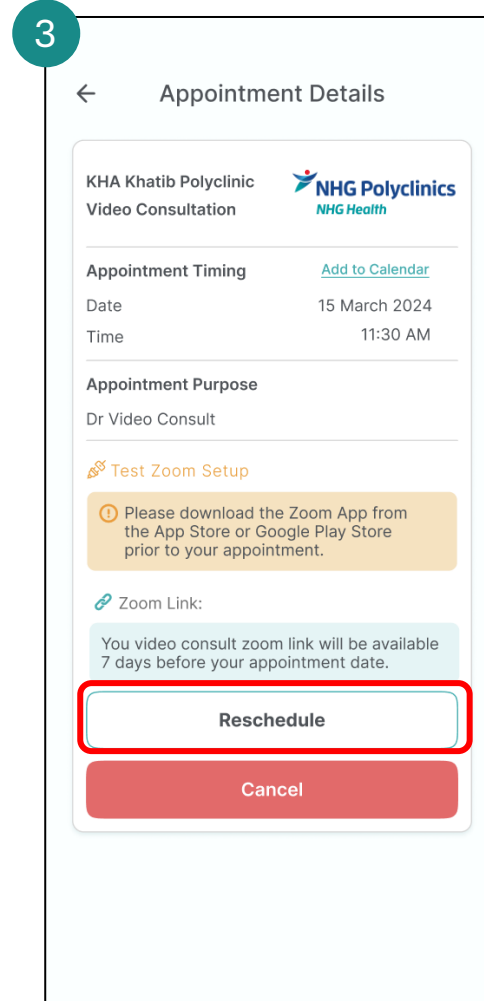
Available in all 7 NHGP Polyclinics



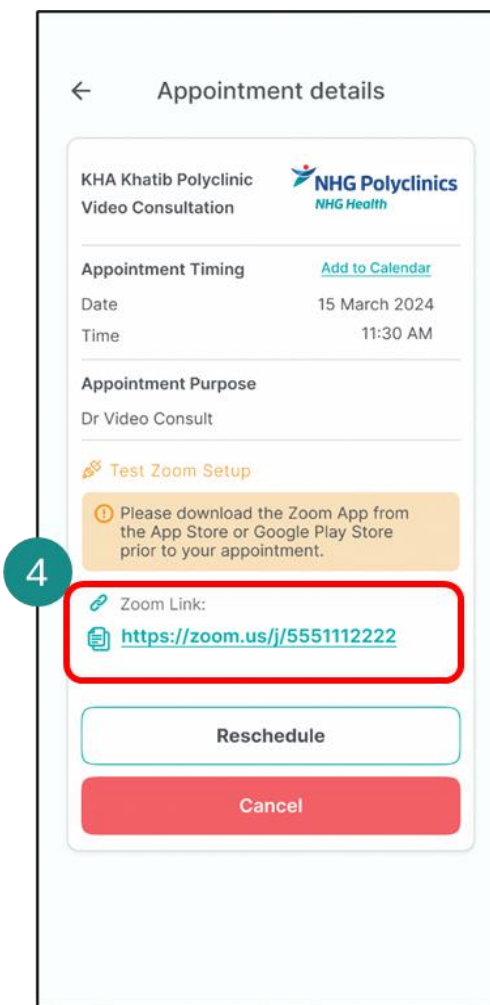
Tap on **Appointments** to view listings.



Tap on **Video Consult** tab under appointment listing.



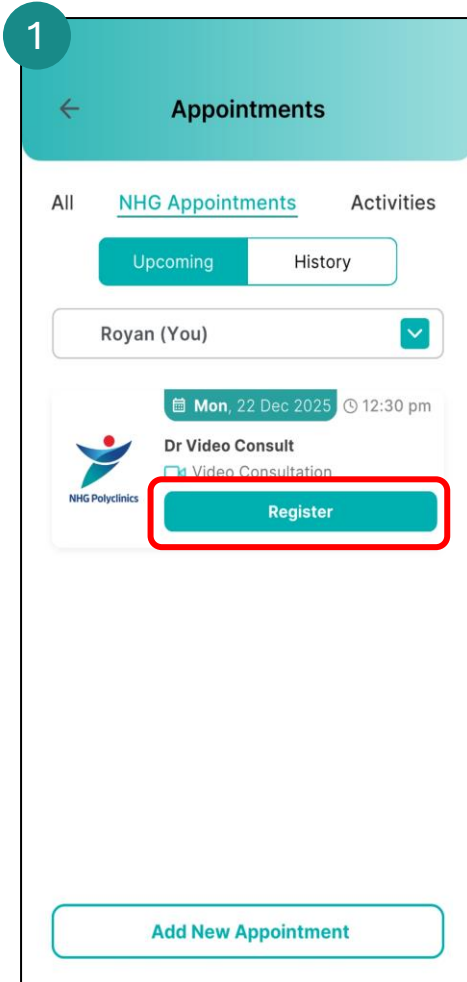
Tap on **Reschedule** or **Cancel** to manage the appointment.



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

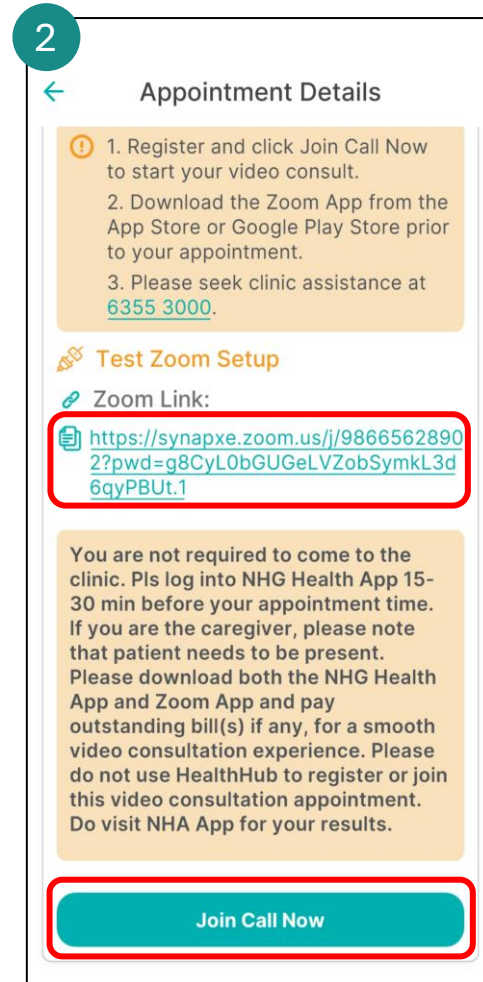


# Zoom Link Feature - Successful Registration of Video Consult

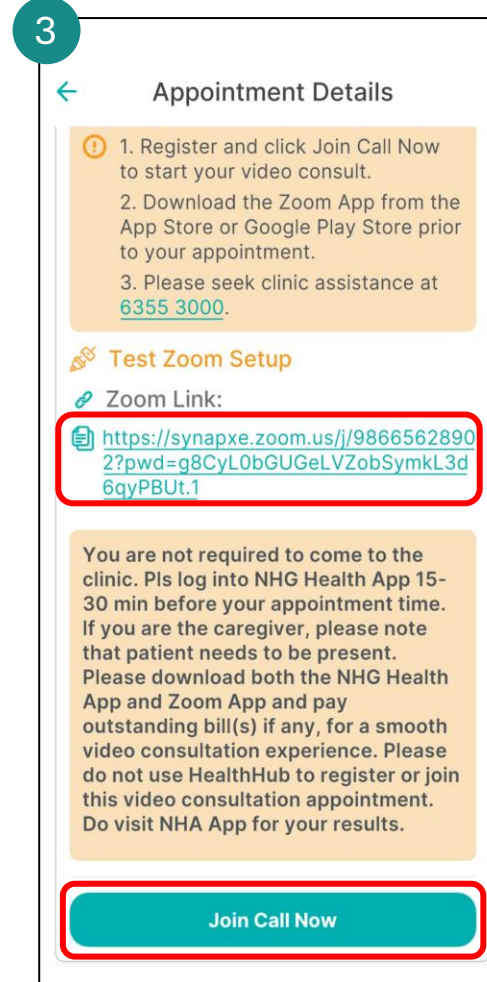


Registration button will be displayed 30 mins before appointment time.

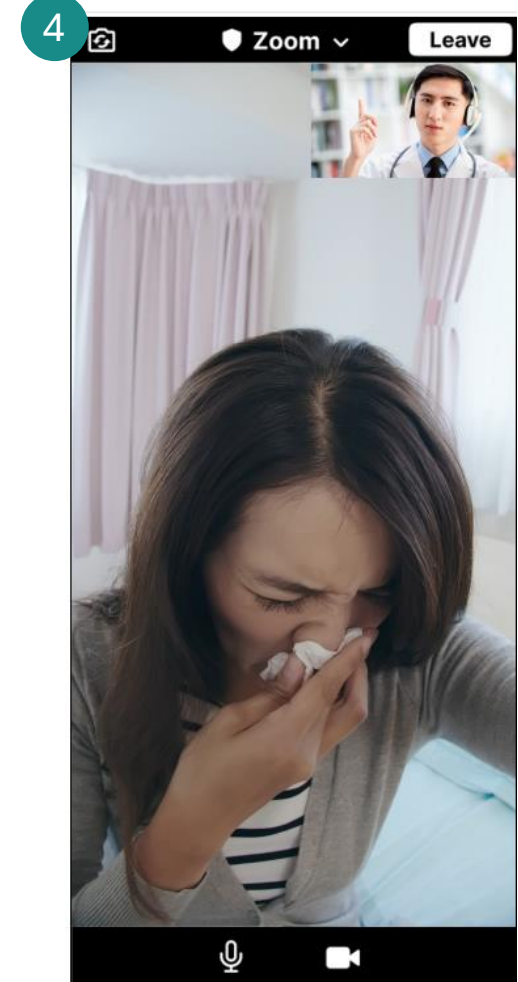
Tap on **Register** via appointment listing page to Register.



View Appointment Details page with **Join Call Now** and **Zoom Link**

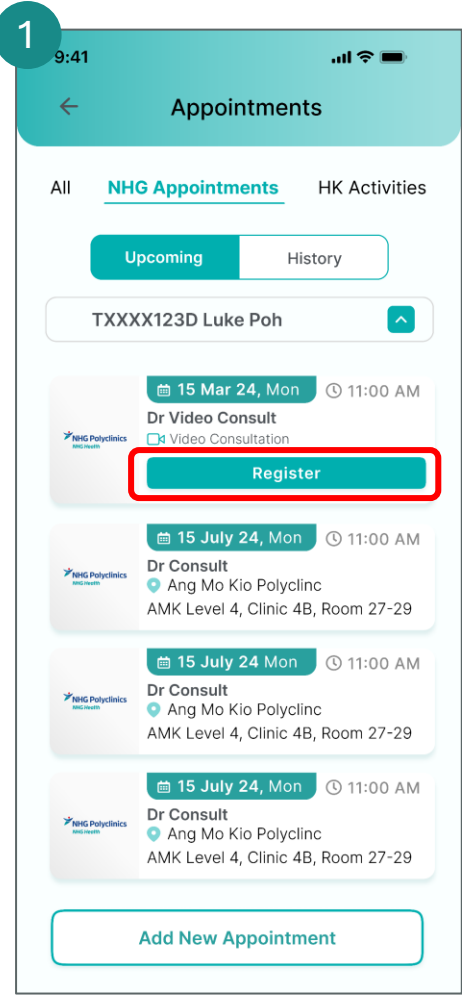


Tap on Join Call Now to launch **Zoom** app.

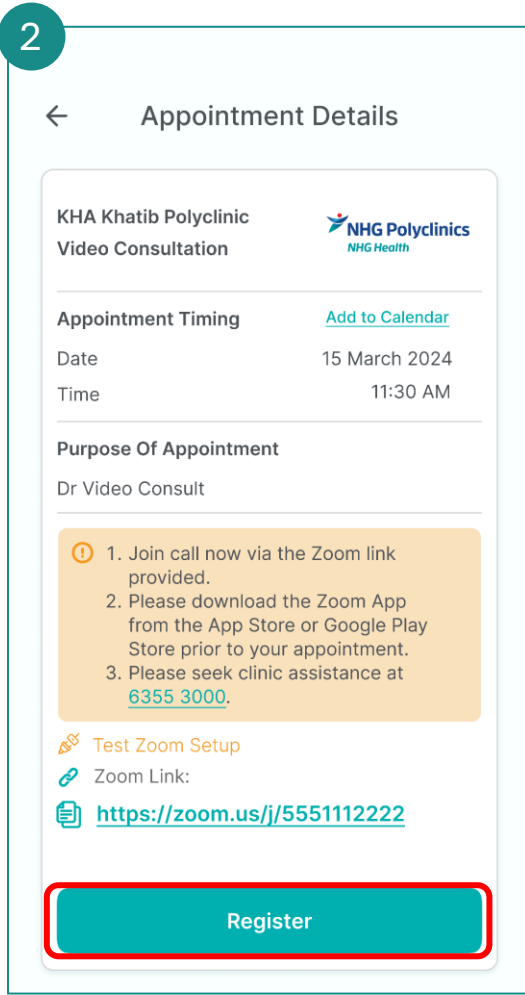


Video consultation starts and ends in Zoom. Once video consultation ends, there is no re-direction back to NHA after end of Zoom call.

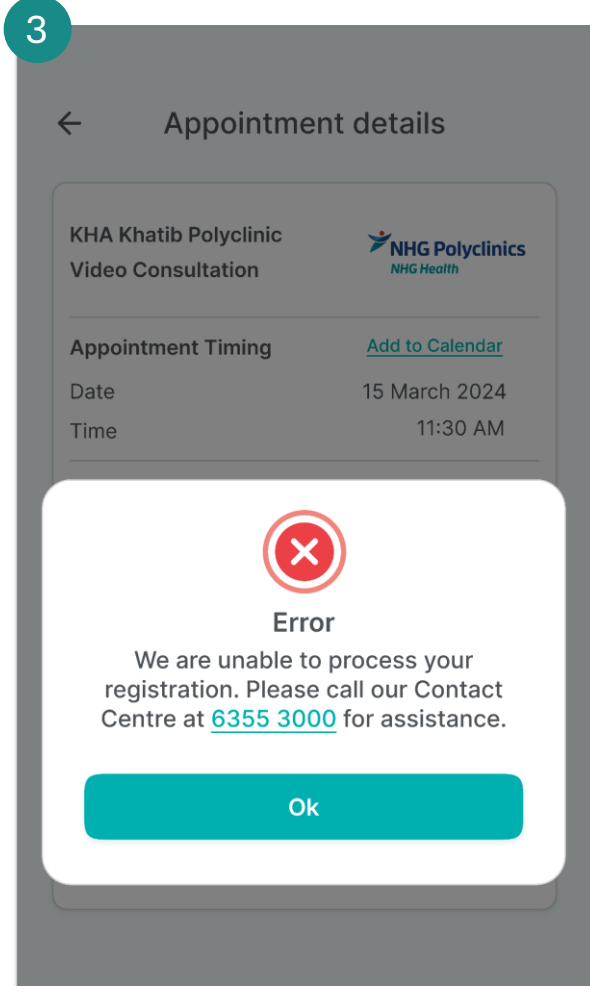
# Zoom Link Feature - Failed Registration of Video Consult



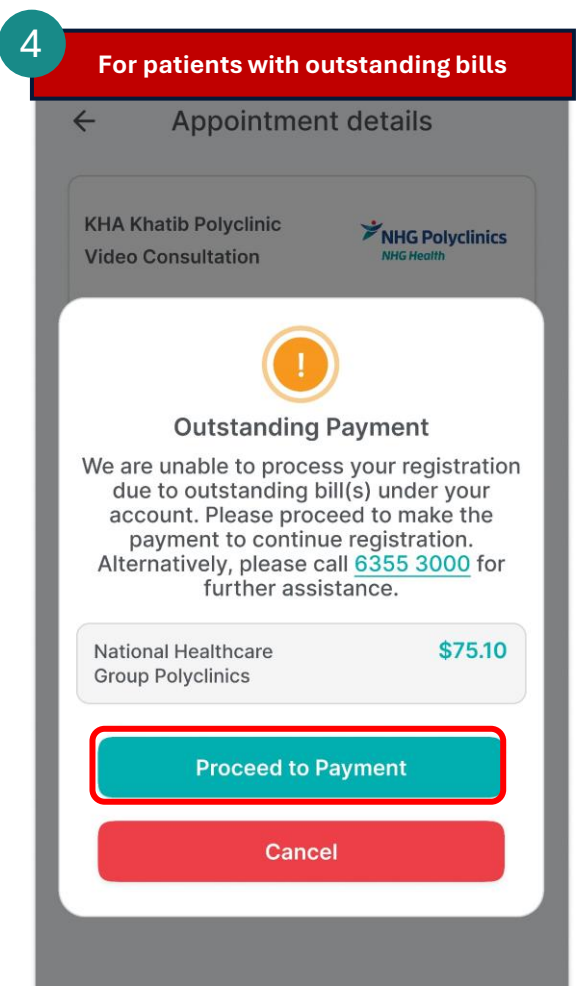
Registration button will be displayed 30 mins before appointment time.



Tap **Register** via appointment details.



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



Tap on **Proceed to Payment**.

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

# Late Registration of Video Consult

**Within 30 mins post appointment time**

Register button will not be available **within** 30 mins of appt time.  
Tap on **Appointment tab**

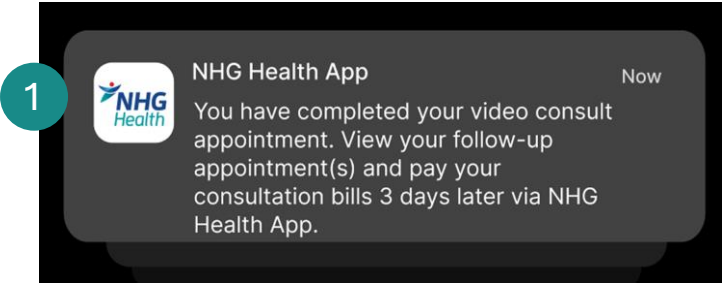
Tap **zoom link** to join the call for video consult.

**30 mins after appointment time**

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

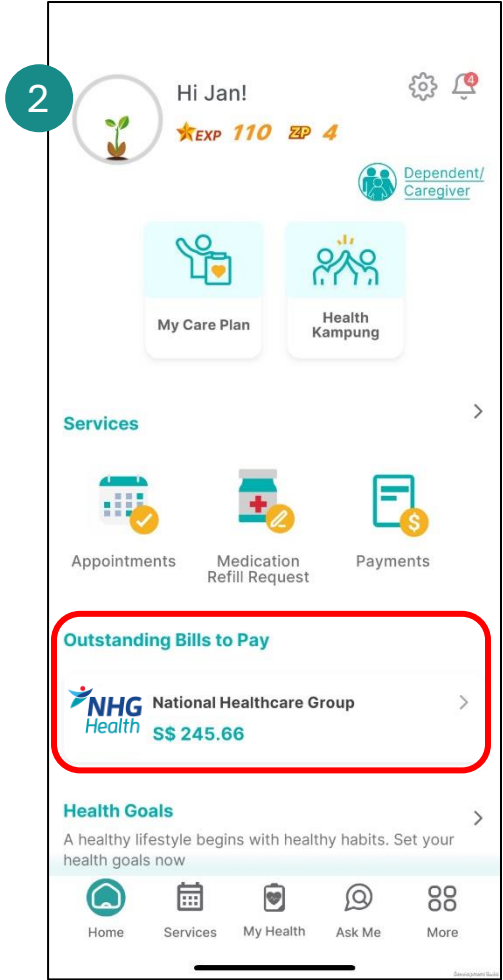
A missed appointment message will be displayed 30mins **after** appointment.

# 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



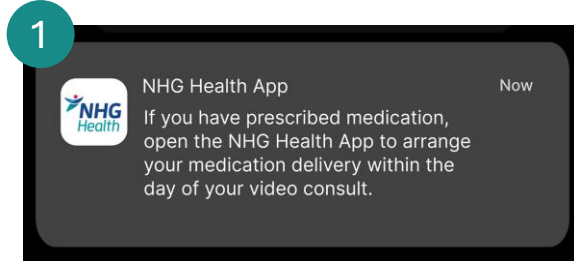
Tap on **Outstanding Bills to Pay** to view bills.



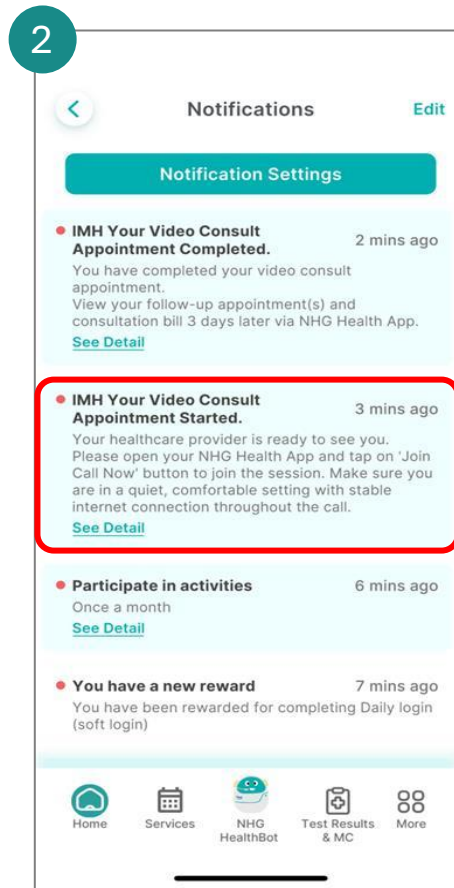
Tap on **Medications** to view prescribed medications after video consult.



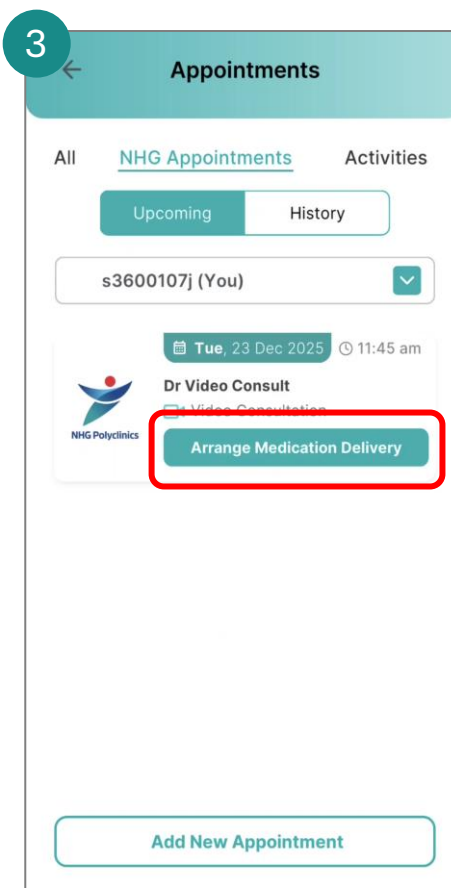
# Order Medication of Video Consult



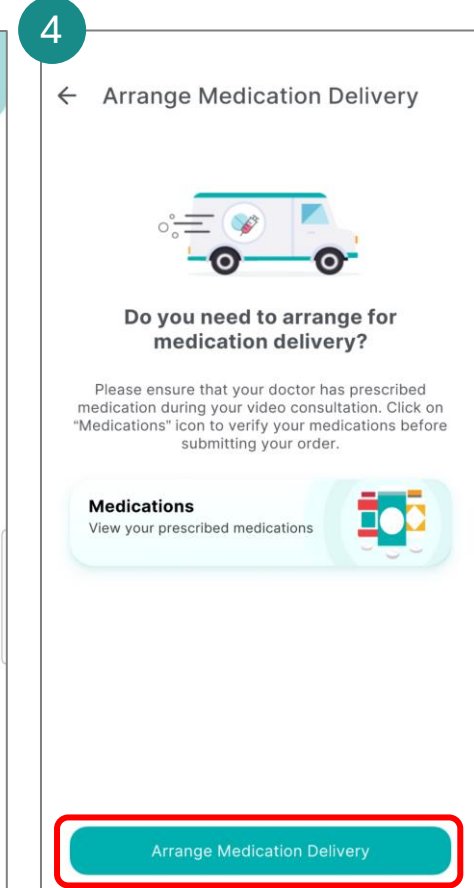
You will receive push notification 1 hour after the completion of video consultation.



Order Medication Notification is listed

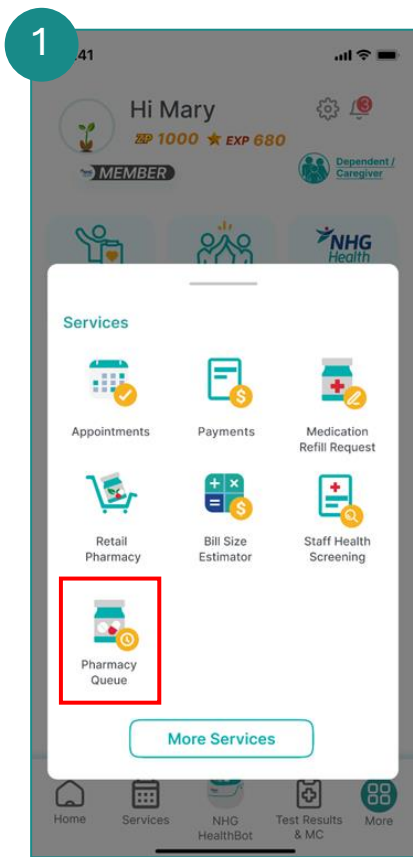


Tap on **Arrange Medication Delivery**

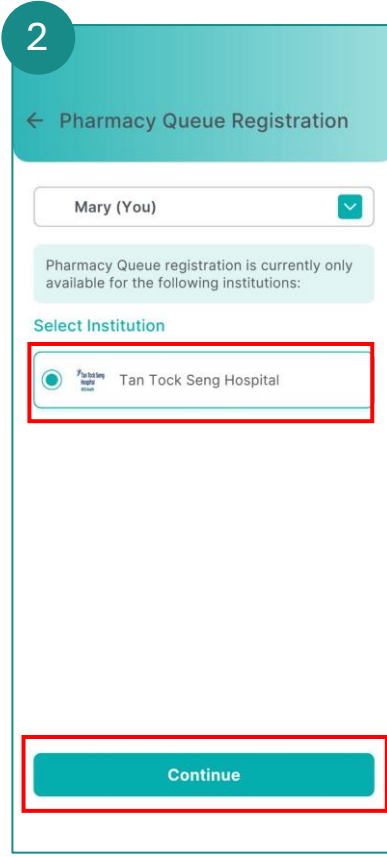


Tap on **Arrange Medication Delivery** and submit the necessary details.

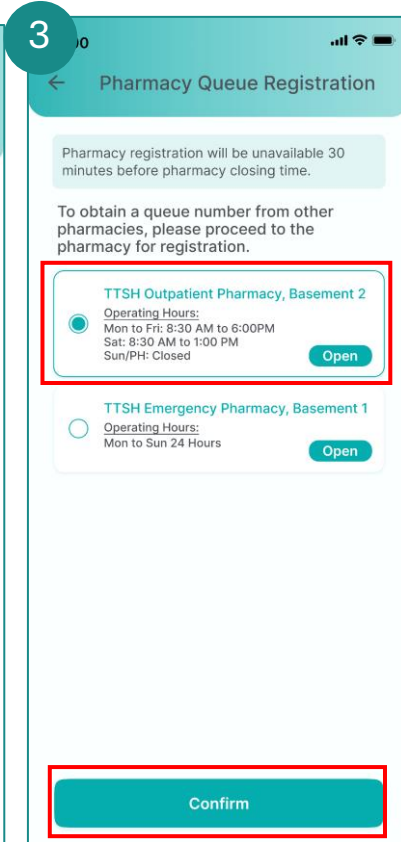
# Pharmacy Queue



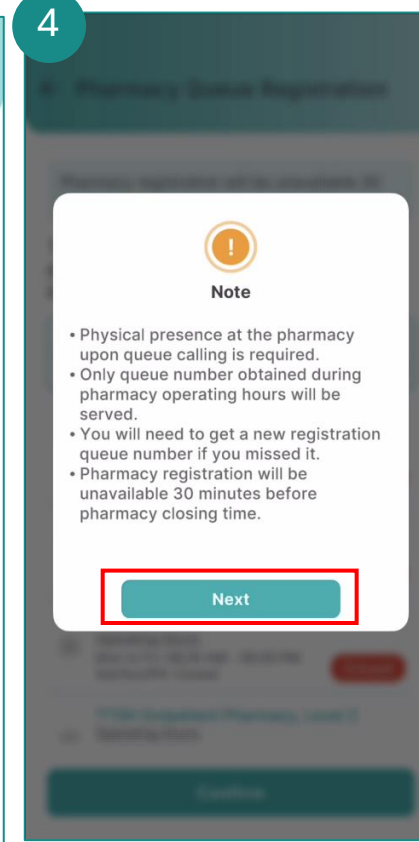
Tap on **Pharmacy Queue** icon on Home screen/ Services or More screen.



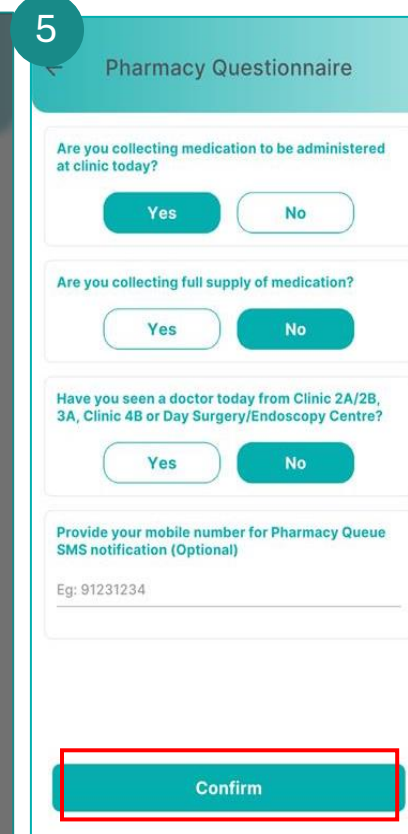
Select your **Institution** and tap on **Confirm**.



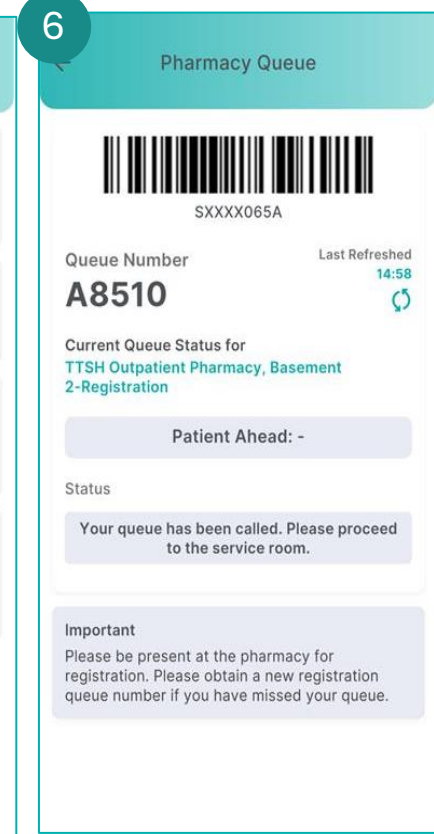
Select your Pharmacy and tap on **Confirm**.



Tap on **Next** button.

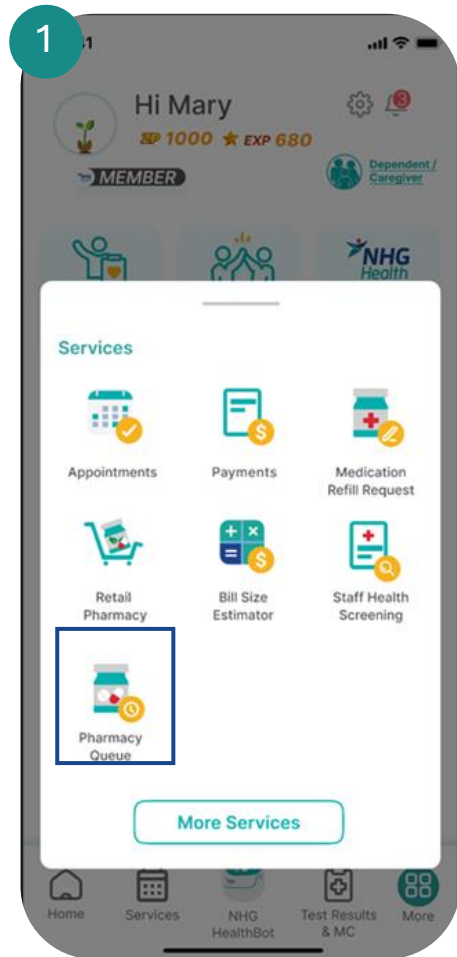


Complete the questionnaire and tap on **Confirm**.

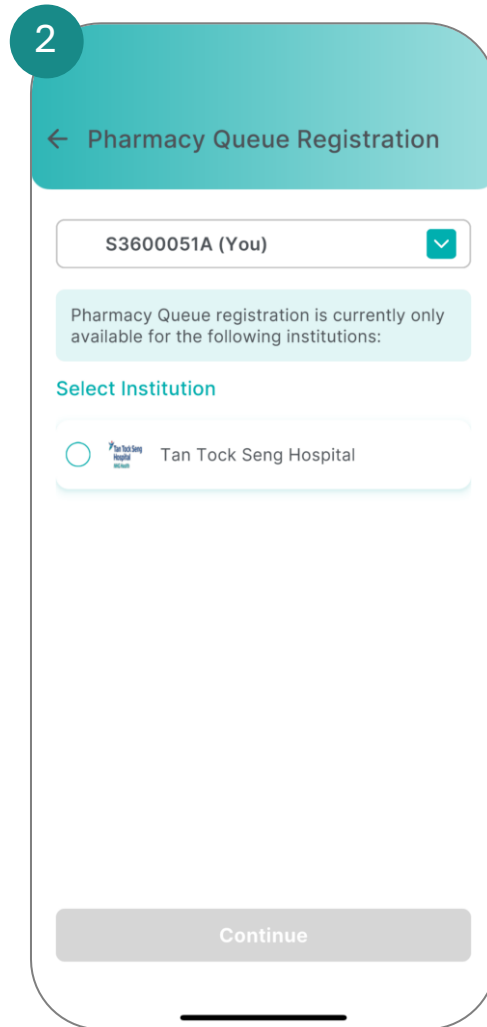


If **Yes**, was selected, Q number will be displayed.

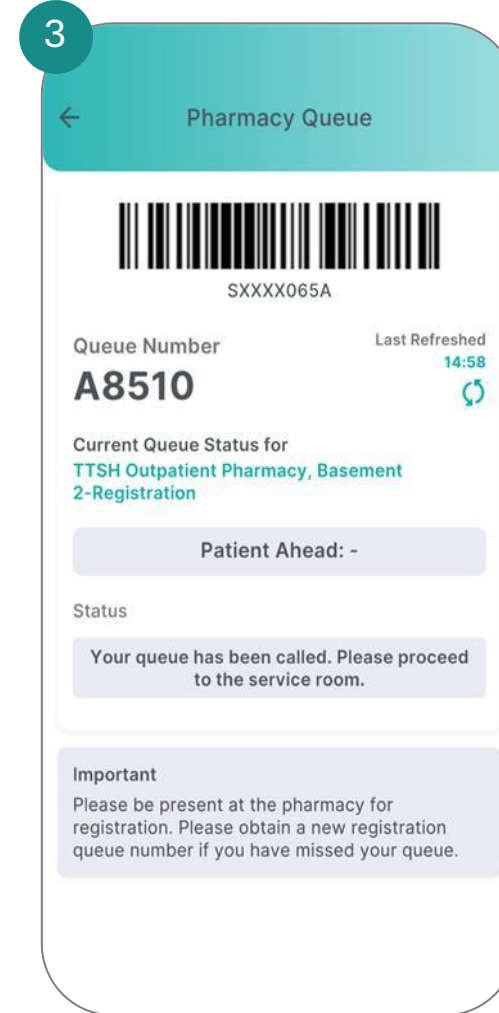
# Pharmacy Queue – Show Existing Kiosk, TTSH Pharmacy B2 enabled



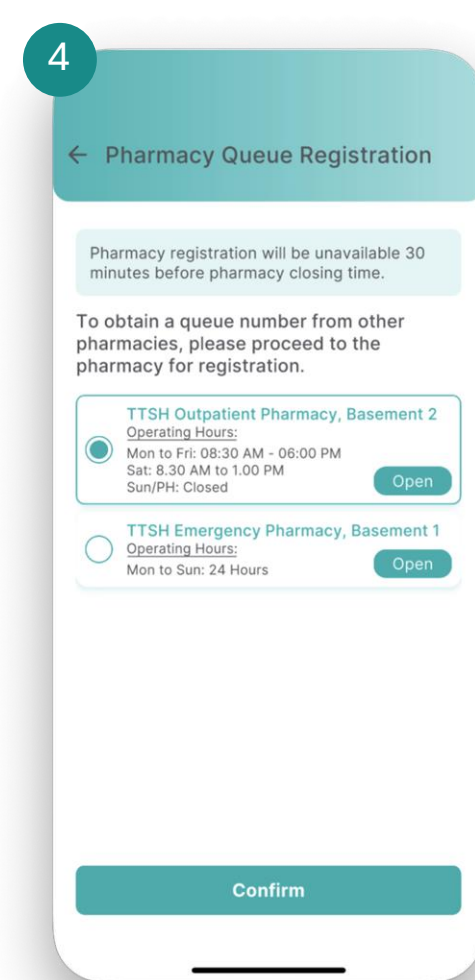
Tap on **[Pharmacy Queue]** icon on Home screen/ Services or More screen.



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

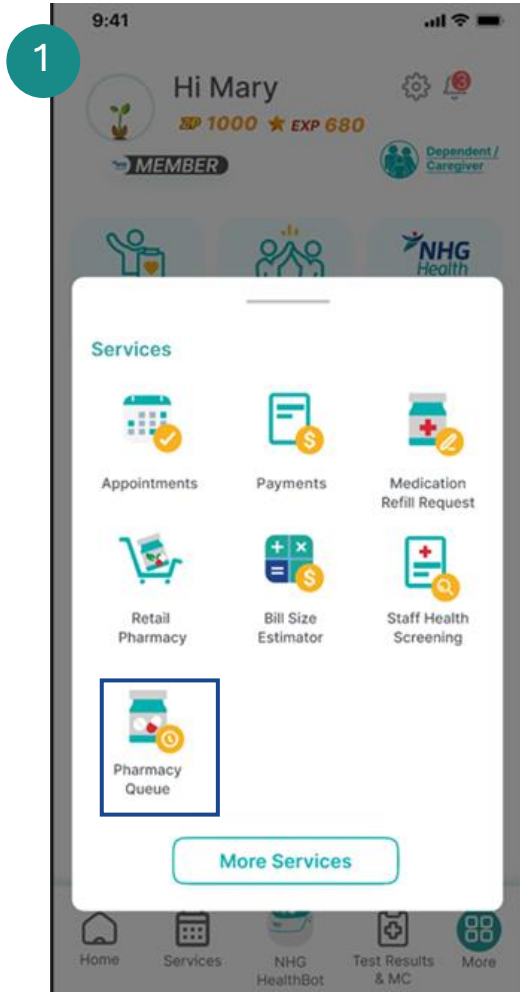


If patient **has existing queue** (Registered using Kiosk or by Staff), APP to show the current Queue.

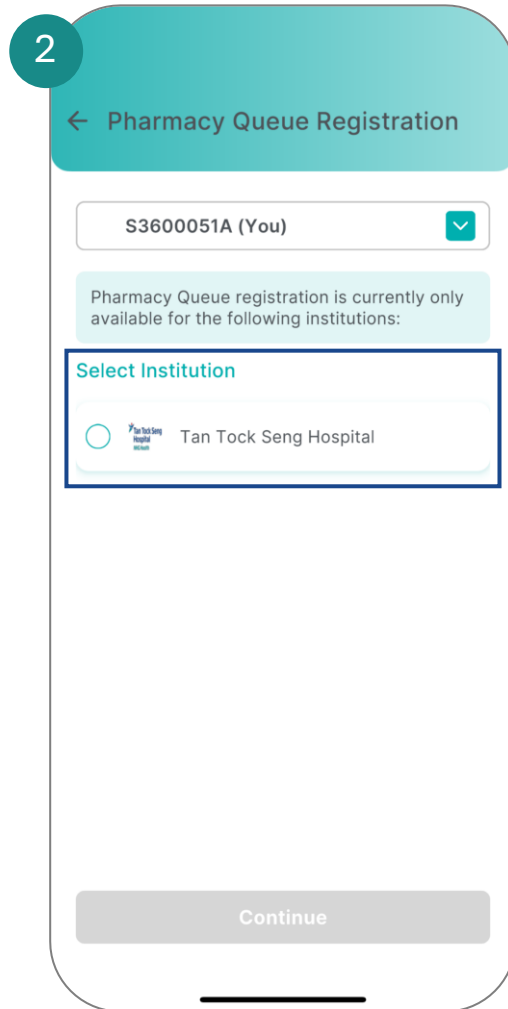


If patient **does not have existing queue** or queue ended, NHA will show the list of enabled pharmacies.

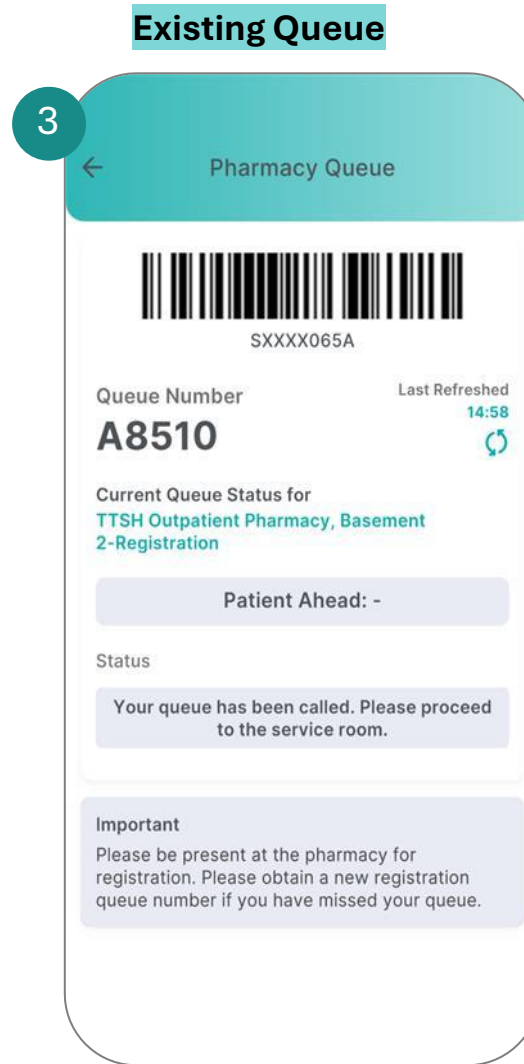
# Pharmacy Queue Show Existing Kiosk - Pharmacy disable



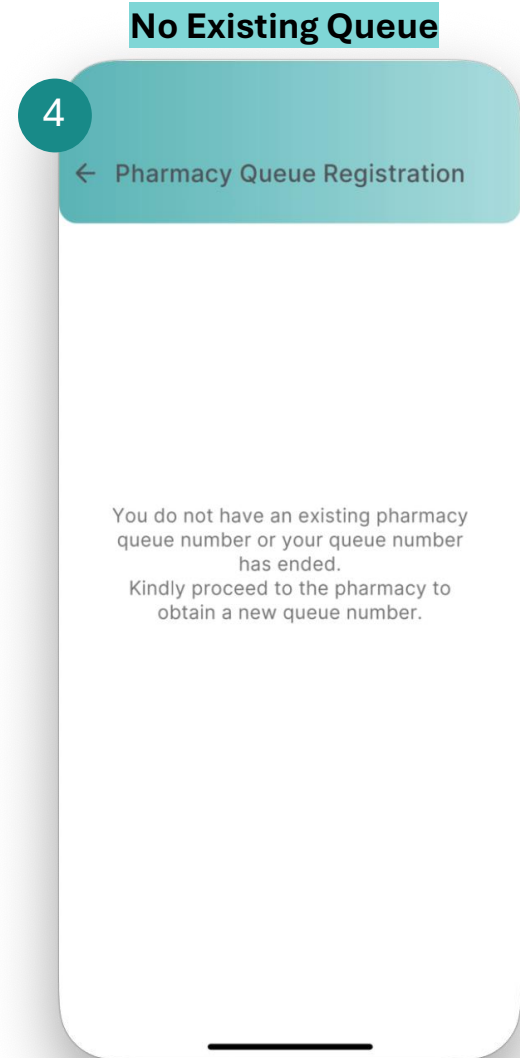
Tap on [Pharmacy Queue] icon on Home screen/ Services or More screen.



Tap on [Institution] icon to continue



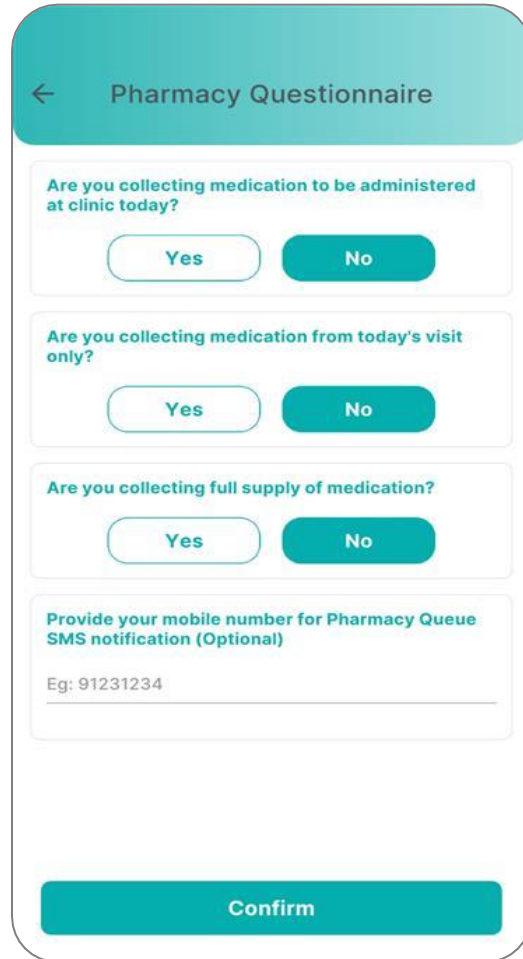
If patient **has existing queue** (Registered using Kiosk or by Staff), APP will show the current Queue



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

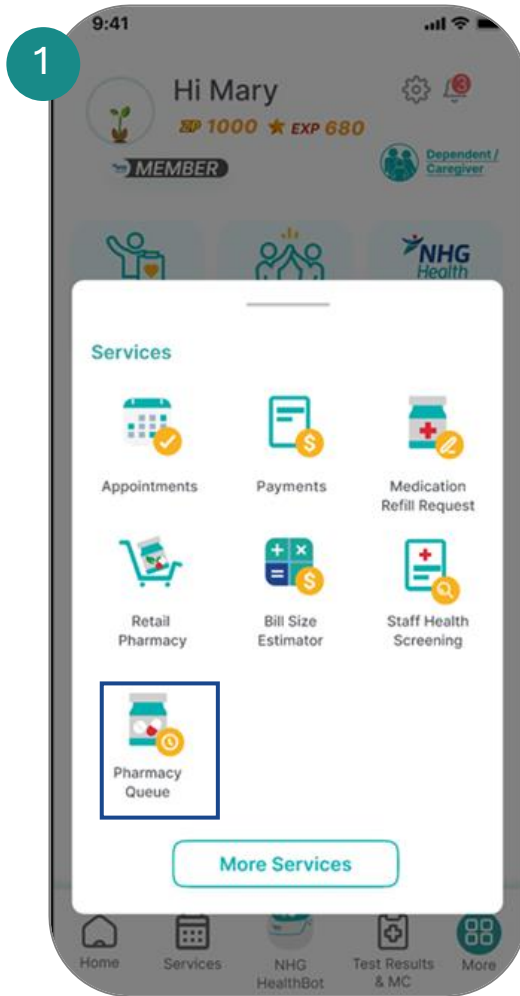


# Pharmacy Queue Questionnaire

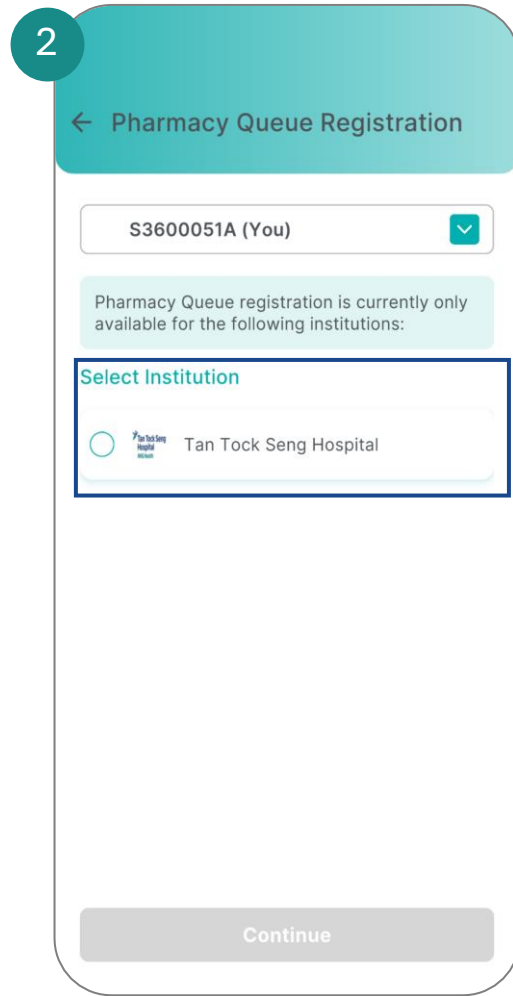
A screenshot of a mobile application interface for a "Pharmacy Queue Questionnaire". The interface is displayed on a rounded rectangular device frame. At the top, there is a teal header bar with a back arrow icon and the text "Pharmacy Questionnaire". Below the header, there are four distinct sections. The first section asks "Are you collecting medication to be administered at clinic today?" with two buttons: "Yes" (white with teal border) and "No" (teal). The second section asks "Are you collecting medication from today's visit only?" with "Yes" (white with teal border) and "No" (teal) buttons. The third section asks "Are you collecting full supply of medication?" with "Yes" (white with teal border) and "No" (teal) buttons. The fourth section is titled "Provide your mobile number for Pharmacy Queue SMS notification (Optional)" and contains a text input field with the placeholder text "Eg: 91231234". At the bottom of the form is a large teal button labeled "Confirm".

Users are required to answer all Pharmacy Questionnaire, **Confirm** button will be activated

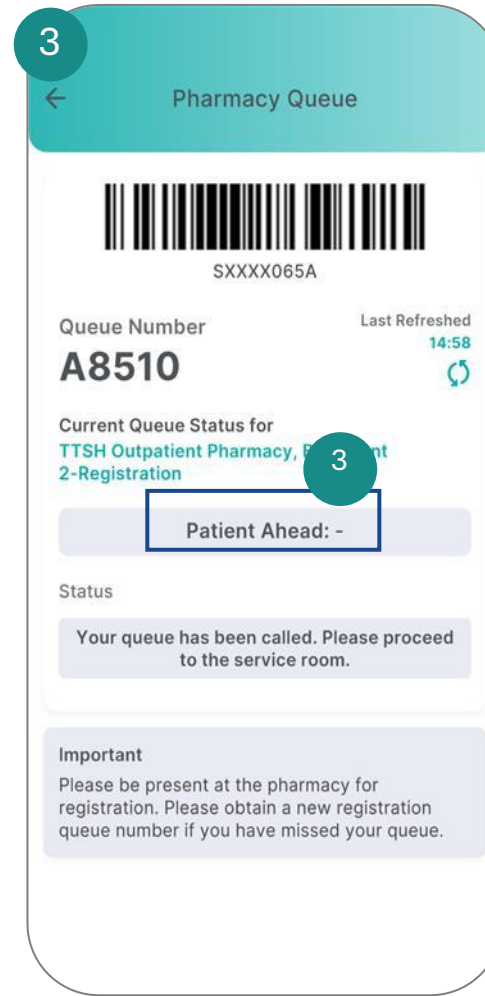
# View Your Pharmacy Queue



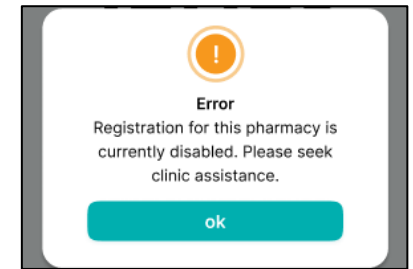
Tap on **[Pharmacy Queue]** icon on Home screen/ Services or More screen.



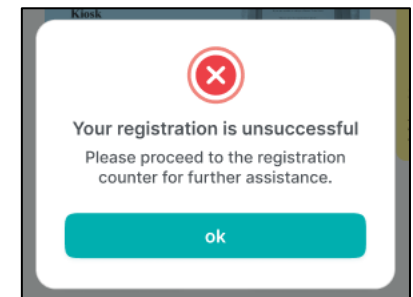
Tap on **[Institution]** icon to continue



Different pre-queue numbers will be assigned to users.

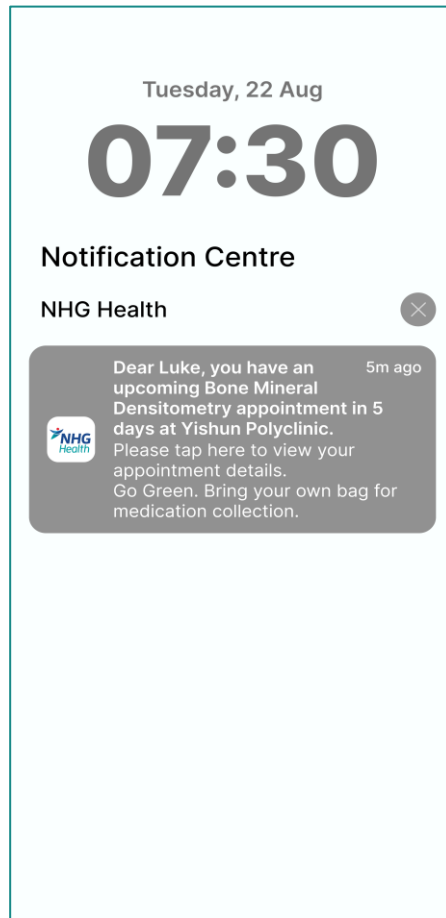


Pharmacy disabled error handling

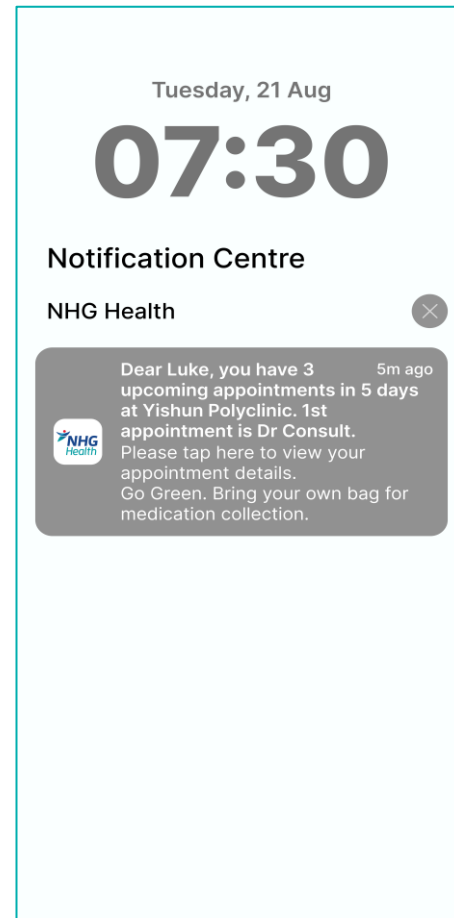


Unsuccessful registration error handling

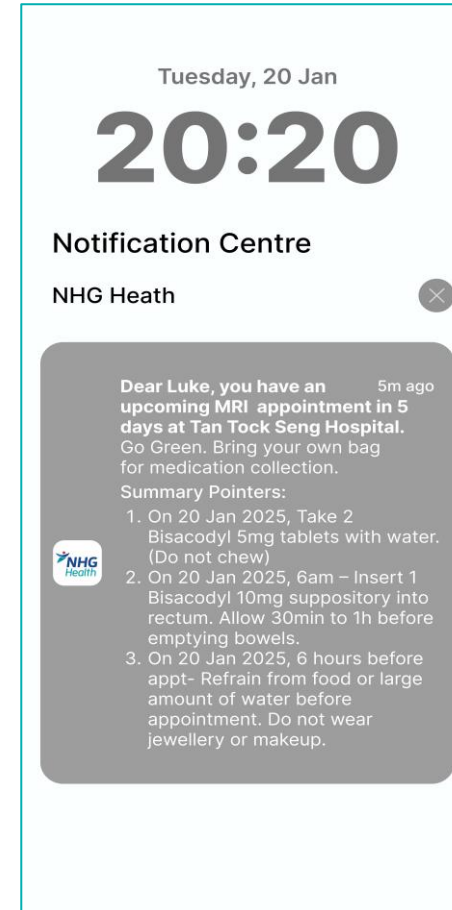
# Appointment Notifications on Lock-Screen



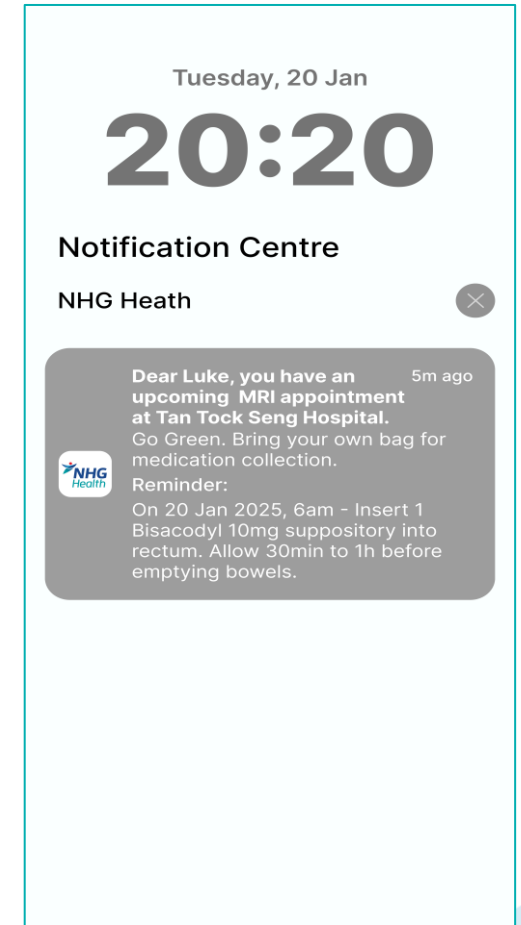
Notification received **5 days** in advanced for **Single Appointments**



Notification received **5 days** in advanced for **Multiple Appointments**

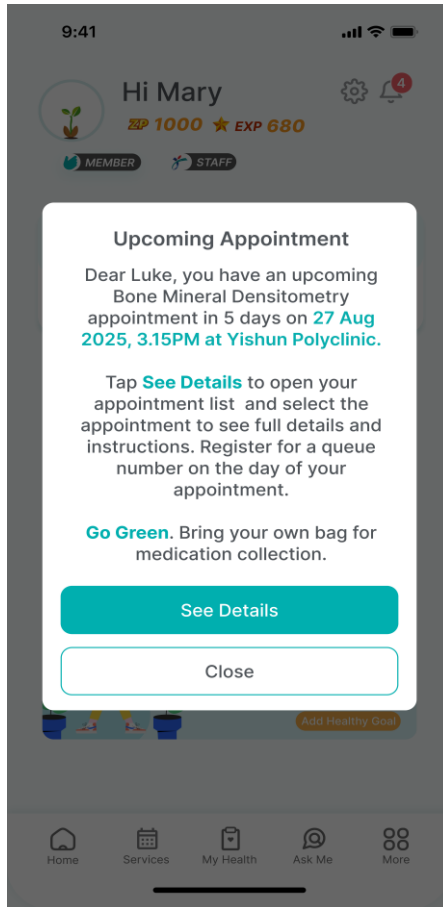


Notification received **5 days** in advanced for **Appointments with Summary Pointers**

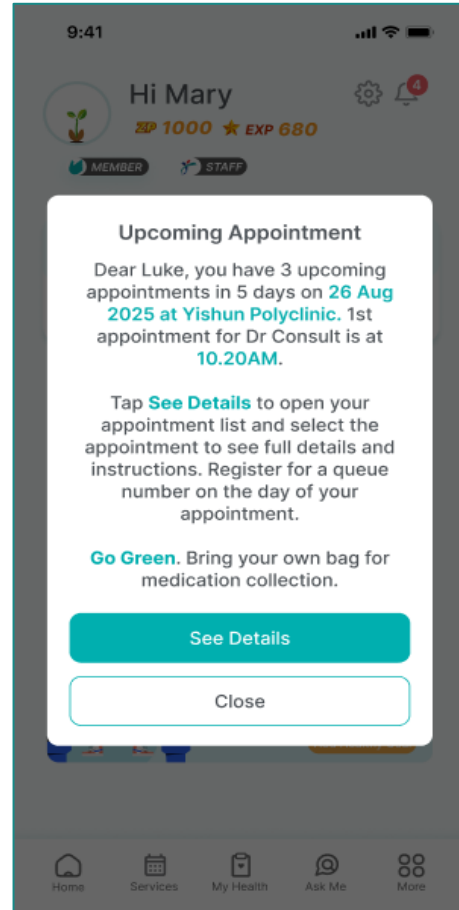


Notification received at **Instruction timing**

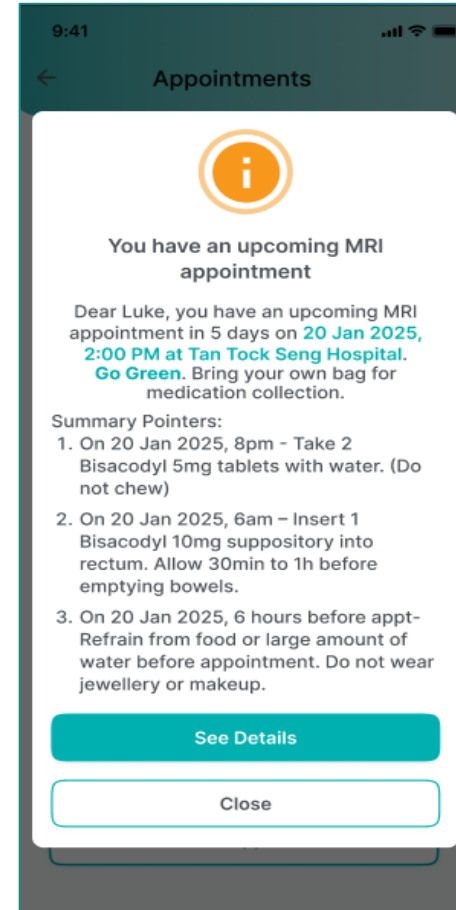
# In-App Popup Notifications & Instructions



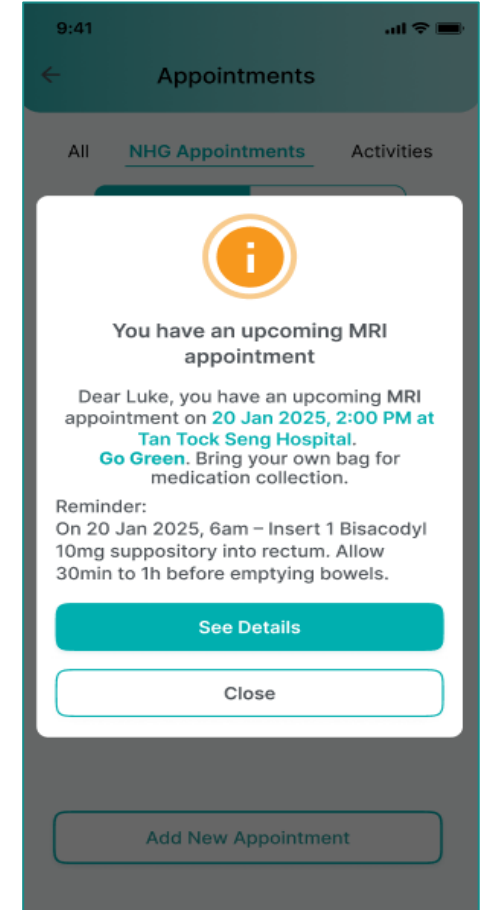
In-App popup 5 days in advanced for **Single Appointments**



In-App popup 5 days in advanced for **Multiple Appointments**



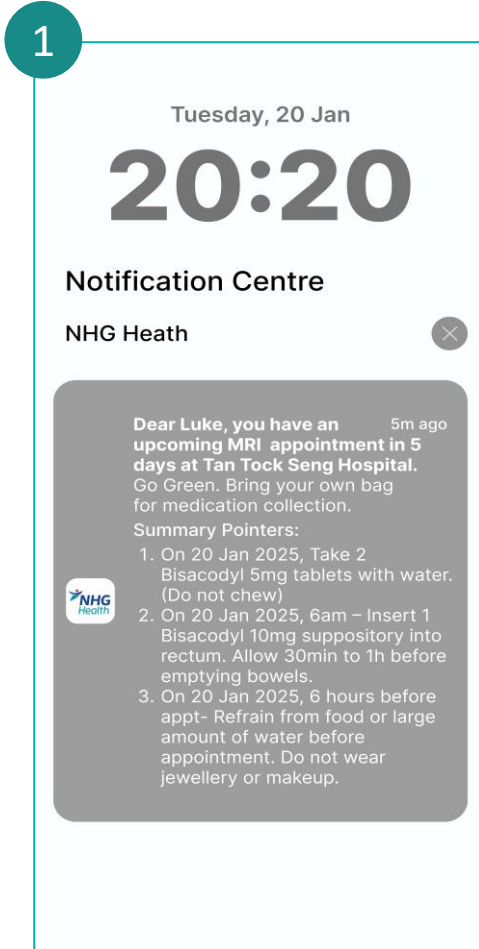
In-App popup 5 days in advanced for **Appointments with Summary Pointers**



In-App popup 5 days in advanced for **Appointments with Reminders**



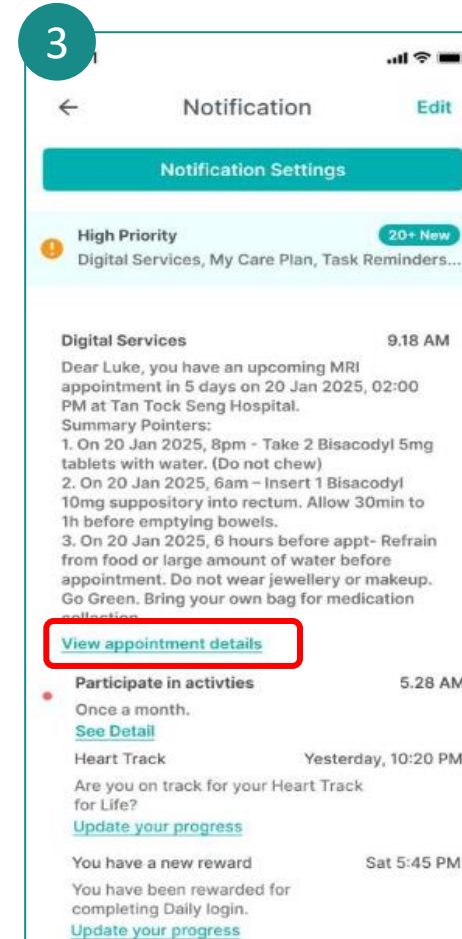
# Appointment Reminder and Patient Pre Appointment Instructions Notifications



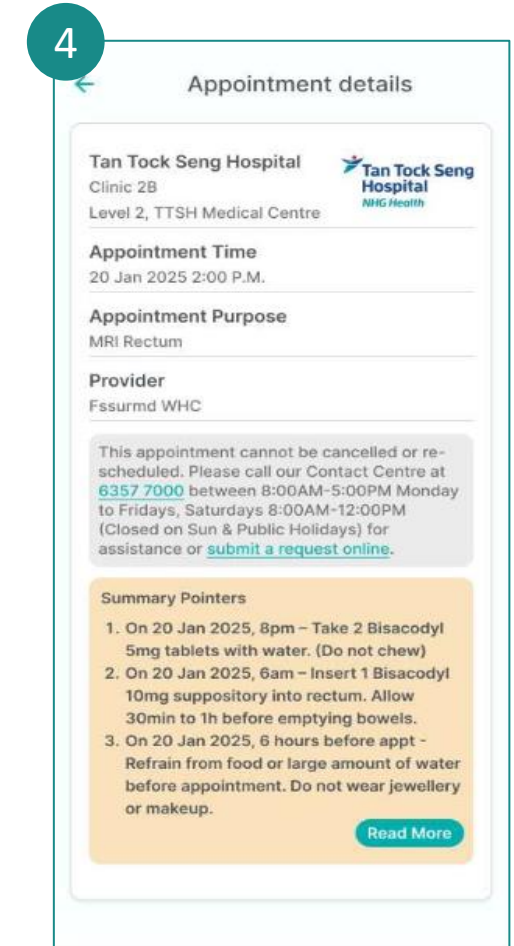
Notification received **5 days** in advanced for **Appointments with Summary Pointers**.



In-App popup **5 days** in advanced for **Appointments with Summary Pointers**. Click on **See Details**.



Notification hub showing the Notification details with Summary Pointers. Click on **View Appointment Details**.



Appointment Details page showing **full information**

**END**