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**NHG Health App**  
**Frequently Asked Questions**

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## 1 General

### 1.1 What is the NHG Health App?

The NHG Health App is a mobile app brought to you by National Healthcare Group (NHG) as a digital tool providing various services, educational materials and clinical programmes to support a healthier lifestyle for you and your loved ones.

### 1.2 Do I need to login using Singpass to check out the NHG Health App?

You can explore the app without logging in with Singpass. Please note that for first time users, you will be prompted to set up your profile before you can browse the app.

For profile verification purposes, we recommend logging in with Singpass to access all features and in-app rewards. You may enable biometric login for easy access to the content and features.

### 1.3 How do I login with Singpass?

To login with Singpass:

1. On the Home screen, tap the Gear icon on the top right corner.
2. Scroll to the bottom of the page.
3. Tap on “Login with Singpass”.

### 1.4 I am facing issues on the app. How do I send feedback or report issues?

You may submit to <https://for.sg/nha-feedback>. Please do include screenshots/videos of the issue where possible.

### 1.5 I did not opt to set up my biometric login. How do I enable/disable my biometrics login?

1. To enable/disable your biometrics:
2. On the Home page, tap the Gear icon on the top right corner.
3. Under Settings section, tap on “Biometrics”.
4. Tap on “On” or “Off” to change your Biometrics setting.

### 1.6 How can I connect/disconnect to my Google Fit/Apple Health?

You will be automatically asked to connect to Google Fit/Apple Health upon creating your health goal to seamlessly sync your data. Alternatively, to connect/disconnect to Google

Fit/Apple Health manually, you can go the Settings section in the Profile page, and tap on “Health Stats”.

To connect to Google Fit/Apple Health:

1. On the Home page, tap the Gear icon on the top right corner.
2. Under Settings section, tap on “Health Stats” to enable.

To disconnect to Google Fit/Apple Health:

1. Go to your Google Fit/Apple Health app.
2. Disallow NHG Health App to access data.

#### 1.7 I am connected to Google Fit/Apple Health. Why am I unable to sync my health stats?

For the app to sync your health stats, please ensure that you have allowed access to your health data under the access setting for Google Fit/Apple Health.

#### 1.8 How do I update my Personal Particulars?

Please ensure that you are logged in with biometric or Singpass for the “View Particulars” feature to appear. You may update your Preferred Mailing Address and Contact Details without retrieving details from MyInfo.

To update NRIC/Nationality/Race/Residential Status/Pass Type/Registered Address:

1. Login to the NHG Health App with Singpass.
2. On the Home page, tap the Gear icon on the top right corner.
3. Tap on “View Particulars”.
4. Tap on “Update My Particulars”.
5. Tap on the “Retrieve MyInfo with Singpass” button.
6. Login with Singpass (if you have not done so) and retrieve MyInfo.
7. Verify changes in Personal Particulars.
8. Tap on “Confirm”.

#### 1.9 I have changed my address and contact number, why are my details still wrong?

If your changes are still not reflected please try again in a minute.

#### 1.10 If I update my contact details in the NHG Health App, will NHG institutions have the updated information?

Yes, your contact details will be update across all the NHG institutions.

### 1.11 Why am I prompted to create an account to book appointment when I already have a profile in NHA?

The NHG Health App profile is a separate profile from an HG patient account. Non-patients may use the app as well and therefore would not require a patient account.

You are prompted to create an account as you are currently not an NHG patient. Creating an account will allow you to book your own NHG appointments.

## 2 Health Services

### 2.1 My Care Plan

#### 2.1.1 What is My Care Plan?

My Care Plan serves as your individualised health ally, giving you greater control in managing diagnosed conditions in partnership with your healthcare provider. It integrates information and care from different teams within NHG on a unified platform. Stay tuned for additional updates as we work on enhancing the full functionality of My Care Plan in the coming months.

#### 2.1.2 Why are there no details in My Care Plan?

Data within My Care Plan is derived from the electronic medical health records of National Healthcare Group (NHG) and National University Health Systems (NUHS), with sensitive information omitted to ensure your privacy. Diagnosis and medication from institutions outside of NHG and NUHS will not be included in My Care Plan. Should you find important information missing, please contact your NHG Healthcare Provider.

#### 2.1.3 Where can I find my Test Results and Medical Certificate

1. Tap on “My Care Plan” on the home screen.
2. Under the “Health Info” section, tap on “Test Results and Medical Certificate”.

NHG is going green and have ceased printing of Medical Certificates (MCs). Please view and save a digital copy of your MC on the app.

#### 2.1.4 How do I save a copy of my MC/Test Results?

To save a copy of your MC/Test Results:

1. On the NHG Health App home screen, tap on the “Ask Me” icon.
2. Type in “MC” / “Test Results” in the search bar.
3. Tap on “Test Results & MC”.
4. Tap on the MC/Test Result you want to save.
5. Tap on the three dots (Android)/export icon (iOS) at the top and tap on “Print”.

6. After “Print” is tapped, you will be prompted in your device to print the document. You may save the document as a PDF in your phone’s directory of choice.

#### 2.1.5 Who can access my MCs/Test Results?

Your Caregiver can access you MCs and Test Results.

## 2.2 Health Kampung

### 2.2.1 Getting started

#### 2.2.1.1 What is Health Kampung?

Health Kampung is a growing ‘marketplace’ of health and social programmes available in Central and North Singapore to help our residents be healthier and happier. Health Kampung achieves this by bringing together relevant programmes by national agencies (HPB, PA, SportsSG), local community partners, and NHG. It enables our residents to search and sign up for programmes with ease, thereby reducing friction to take action.

#### 2.2.1.2 Health Kampung target group

Health Kampung targets users residing in Central and North Singapore (Ang Mo Kio, Bishan, Geylang, Hougang, Kallang, Mandai, Novena, Sembawang, Serangoon, Simpang, Toa Payoh, Woodlands, and Yishun). Users in these areas may choose to access Health Kampung to enjoy NHG rewards and receive activity suggestions by filling up the Health Kampung questionnaire.

There is no age restriction to join Health Kampung, though there could be age or other eligibility criteria set by individual programmes.

### 2.2.2 Accessing Health Kampung

#### 2.2.2.1 Who can access Health Kampung activities?

All users of NHG Health App can access and view the health and social programmes listed under Health Kampung activities.

#### 2.2.2.2 Where can I find Health Kampung on NHG Health App?

You can access Health Kampung activities by tapping on the "Health Kampung" icon on the homepage.

To access Health Kampung, you will need to complete the Health Kampung questionnaire to allow us to understand your health needs and suggest activities that suit your interests.

Please note that only residents in the Central and North regions of Singapore (Ang Mo Kio, Bishan, Geylang, Hougang, Kallang, Mandai, Novena, Sembawang, Serangoon, Simpang, Toa Payoh, Woodlands, and Yishun) have access to the Health Kampung questionnaire.

## 2.2.3 Health Kampung Questionnaire

### 2.2.3.1 What is the difference between activities in Healthy365 and Health Kampung?

Activities in Health Kampung are conducted on a regular basis by community partners operating in Central and North Singapore, national agencies and NHG. Activity suggestions are based on your interests upon completing the Health Kampung questionnaire.

On the other hand, the Healthy365 app features healthy lifestyle activities operated by national agencies and service providers commissioned by national agencies across Singapore.

### 2.2.3.2 Where can I find the Health Kampung questionnaire?

To onboard Health Kampung, you will need to complete the Health Kampung questionnaire to allow us to understand your health needs and suggest activities that suit your interests.

You can access the questionnaire by going to:

Homepage: Tap on "Health Kampung" icon.

Health Kampung Activities page: Tap on "Filter".

Filter Health Activities page: Click on the hyperlink under "Interest".

Please note that only residents in the Central and North regions of Singapore (Ang Mo Kio, Bishan, Geylang, Hougang, Kallang, Mandai, Novena, Sembawang, Serangoon, Simpang, Toa Payoh, Woodlands, and Yishun) have access to the Health Kampung questionnaire and can onboard Health Kampung.

### 2.2.3.3 Can I redo the Health Kampung questionnaire?

Unfortunately, the system does not currently allow users to redo the Health Kampung questionnaire. This will be part of future app enhancements. Stay tuned.

### 2.2.3.4 Is it compulsory to complete the Health Kampung questionnaire?

Completing the Health Kampung questionnaire allow us to understand your health needs and suggest activities that suit your interests.

### 2.2.3.5 Why do I need to log into SingPass to do the Health Kampung questionnaire?

SingPass login helps to authenticate the user. With authenticated users, it allows NHG to provide a safer environment for all app users, and also better tailor health content to users.

## 2.2.4 Eligibility for Health Kampung benefits

### 2.2.4.1 Health Kampung benefits eligible address.

Only residents in the Central and North regions of Singapore (Ang Mo Kio, Bishan, Geylang, Hougang, Kallang, Mandai, Novena, Sembawang, Serangoon, Simpang, Toa Payoh, Woodlands, and Yishun) can onboard Health Kampung.

Upon onboarding Health Kampung, residents can enjoy NHG rewards and receive activity suggestions.

## 2.2.5 Health Kampung benefits

### 2.2.5.1 What is the benefit of joining Health Kampung?

Benefits of onboarding Health Kampung include earning NHG rewards and receiving activity suggestions.

## 2.2.6 Health Kampung/ Membership rewards

### 2.2.6.1 How do I get rewards?

You may enjoy NHG membership perks by enrolling with a Healthier SG primary care provider. You may also enjoy additional NHG rewards by onboarding Health Kampung.

In a later release, we will have completion rewards for attending Health Kampung activities. Residents onboarded onto Health Kampung can also convert in-app completion rewards to real-world benefits.

## 2.2.7 Health Kampung activities

### 2.2.7.1 How do I see the full list of health activities available?

You can access Health Kampung activities by tapping on the "Health Kampung" icon on the homepage. This will lead you to Health Kampung Activities page, where you can view a variety of health and social programmes available in Central and North Singapore.

Activities organised by National Healthcare Group (NHG) are listed under the "NHG" tab, while activities organized by national agencies and community partners are listed under the "Partners" tab. To view the full list of activities, ensure that filters are cleared.

### 2.2.8 What is the difference between NHG and Partners activities?

On the Health Kampung Activity page, activities organised by National Healthcare Group (NHG) are listed under the "NHG" tab, while activities organized by national agencies and community partners are listed under the "Partners" tab.

Registration of NHG activity can typically be done in-app. To register for partners' activities, residents will have to contact the partner directly. Partners' contact details can be found in individual Health Kampung activity pages.

### 2.2.9 Keyword search error on Health Kampung activities page

There are various reasons for keyword search error, including:

No Health Kampung activities that match the term entered in the search bar.

There is a spelling error.

Please try again by using a different search term.

### 2.2.10 Can I filter the list of activities?

You will be able to filter Health Kampung activities based on your selected criteria:

Health Kampung Activities page: Tap on "Filter".

Filter Health Activities page: Select your filter criteria before tapping on "Submit".

#### 2.2.10.1 Why are there no results when I try to filter the list of activities?

There might not be any Health Kampung activity that matches the filter(s) you have selected. You may try reducing the number of filters applied for a wider search result.

#### 2.2.10.2 Where can I see the details of an activity?

To view the full details of a specific Health Kampung activity, you may tap on this particular activity at the Health Kampung Activities page. This will lead you to the individual Health Kampung activity page where details (eg. activity description, full venue address, fees, etc.) will be provided.

If you have further enquiries, you may also contact the organiser using the contact details found in the page.

### 2.2.10.3 How to know if a particular activity has multiple sessions?

For Health Kampung activities with multiple sessions, you may view the different sessions available after tapping on "Book Activity". You may proceed to select and book one or more sessions.

### 2.2.11 Registering for Health Kampung activities

#### 2.2.11.1 How do I join an activity?

Registration of NHG activity can typically be done in-app:

1. Click on the Health Kampung activity you are interested in.
2. Click on the "Book Activity" button located at the bottom of the page.
3. Provide your contact details and health declaration before confirming the desired session.

A confirmation email or SMS will be sent to the contact details provided within 5 business working days.

There will be instances where in-app registration for NHG activities will not be available, such as when an activity requires additional eligibility checks. You may contact the activity organiser for further enquiry.

To register for Health Kampung activities:

1. Click on the Health Kampung activity you are interested in.
2. Click on "Book activity" button located at the bottom of the page.
3. View booked activities under "All" or "HK Activities" under the "Appointments" page.
4. Click on the "Upcoming" button to view booked upcoming activities.

For activities that can't be registered via NHA (partner not onboarded to Partner Portal), previous arrangement remains: Contact organiser directly to register with them. During the sign-up process, do confirm the activity details with the organiser to ensure you are signing up for your desired activity.

#### 2.2.11.2 How do I join an activity that is listed under the "Partners" tab?

We are currently not able to support the booking of Health Kampung activities listed under "Partners" tab. To book for Health Kampung activities organised by partners, you may contact the organiser using the contact details found in the individual Health Kampung activity page.

### 2.2.11.3 Why do I need to provide my phone number?

To register for health activities, you will be required to provide a valid Singapore contact number. This will allow us to contact you in the event of any changes to your booking.

### 2.2.11.4 How do I update my contact details?

If you have registered for a Health Kampung activity and would like to update your contact details, you may contact the activity organiser or NHG Health Hotline at 6333 1000.

### 2.2.11.5 How do I know if my booking was successful?

Upon successful in-app registration for health activities, you should receive a booking confirmation via email or SMS within 5 business working days. If you require further assistance, you may contact the activity organiser. The contact details of the organiser can be found at the individual Health Kampung Activity page.

### 2.2.11.6 Health declaration for activity registration

To register for Health Kampung activities, it is compulsory to complete the Health Declaration form. It helps you assess your readiness to participate in a physical activity. If you have any health concerns, please do bring it up to the activity organiser or instructor before you participate in the activity on the actual day.

For individuals with health concerns/conditions, you are encouraged to get advice from a Qualified Exercise Professional or healthcare provider before embarking on physical activities.

### 2.2.11.7 How do I cancel my booking?

You may cancel or change your Health Kampung activity booking by contacting the activity organiser directly.

Residents can also cancel their booking in NHA:

1. View booked activities under “All” or “HK Activities” under the “Appointments” page.
2. Click on the “Upcoming” button to view booked upcoming activities.
3. Select the activity to view details.
4. Click on “Cancel Booking”.

### 2.2.11.8 How do I mark attendance?

Residents have 2 ways to mark attendance – through phone camera app and NHA.

Through phone camera app:

1. Open the phone's camera and scan the QR code at the activity site that is provided by the organiser.
2. You will be brought to the activity page in NHA.
3. Click on "Mark Attendance".
4. Attendance is successfully marked.

If you encounter an error, please try again or approach the organiser if the issue persists.

Through NHA:

1. View booked activities under "All" or "HK Activities" under the "Appointments" page.
2. Click on the "Upcoming" button to view booked upcoming activities.
3. Click on the "Scan" icon beside the activity or select the activity to click "Scan for QR code".
4. Attendance is successfully marked.

If you encounter an error, please try again or approach the organiser if the issue persists.

## 2.3 NHG Health Membership

### 2.3.1 What is NHG Health Membership?

NHG Health Membership is a benefits and rewards program for residents living in Central and North Singapore who have enrolled in Healthier SG with a National Healthcare Group (NHG) GP Partner or a NHG Polyclinic.

Exclusively for Central and North Residents

### 2.3.2 Who is eligible for NHG Health Membership?

Residents staying in the Central and North of Singapore who have enrolled in Healthier SG with NHGP or a NHG GP partner automatically become an NHG Health member.

There is no cost associated with joining NHG Health Membership.

### 2.3.3 How can I sign up for NHG Health Membership?

1. Enrolment: Download the HealthHub App to enrol yourself with your primary care provider.



2. Select your primary care provider. In HealthHub, search for a clinic by postal code, distance or keyword. Friendly staff and volunteers can assist you with enrolment at community clubs or joint testing and vaccination centres. You can type in your postal code or use the "nearby" function in OneMap to look for a community centre near you.
3. Use the Health Hub App to book your first appointment with your GP and discuss your Health Plan.
4. Complete your Health Plan and receive your Health Points.



5. Complete your Health Plan with your doctor and view it on HealthHub. Receive and redeem your Health Points on Healthy 365. Act on your Health Plan by downloading the NHG Health App.



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

### 2.3.4 Can I have more information about MOH Health Plan?

Your enrolled Healthier SG clinic will create your personalised Health Plan during your first Health Plan consultation at the clinic. During your visit, your doctor will measure your height, weight, blood pressure, etc and enquire about your lifestyle habits (e.g., smoking status).

Your doctor will discuss your health screening and vaccination needs, and 1 to 2 health goals or actions that are important for you to take for your long-term health. For those with chronic conditions, your Healthier SG doctor will play a crucial role in managing your health and setting targets for optimal control.

This could include weight management, smoking cessation and other specific interventions required to manage chronic conditions.

From 25 Nov 2024, your Health Plan on HealthHub app will offer enhanced features. At a glance, you will be able to view details of your discussion with your enrolled Healthier SG doctor, including shared decisions on actionable goals. Your Health Plan will display diet and exercise recommendations by your doctor with resources available to guide you in your health journey.

For support in building and maintain a healthier lifestyle, the Healthy 365 app enables you to track progress towards your activity goals, access healthy lifestyle activities, receive recommended resources and programmes, and earn rewards for completing challenges.

You can access your Health Plan through your HealthHub app [here](#) and use the Healthy 365 app to act on your lifestyle recommendations.

## 3 Digital Services

### 3.1 What is the e-services available for each NHG Institution?

E-Services	NHG Polyclinic (NHGP)	Institute of Mental Hospital (IMH)	National Skin Centre (NSC)	Tan Tock Seng Hospital (TTSH)	Khoo Teck Phuat Hospital (KTPH)	Woodlands Health Campus (WHC)	Department of STI Control Clinic (DSC)
Self-Service Appointment (View, Request, Book, Reschedule and Cancel)	Yes	View, Request, and Reschedule Appt	Yes	View, Request, Reschedule, Cancel Appt	View, Request, Reschedule, Cancel Appt	View, Request, Reschedule, Cancel Appt	No

<b>Queue Registration and Check-In</b>	30 minutes before appointment	Will be available in future app enhancements	Will be available in future app enhancements	<u>Queue Reg:</u> 2 hours before appointment <u>Check in:</u> 30 minutes before Appointment	<u>Queue Reg:</u> 2 hours before appointment <u>Check in:</u> 30 minutes before Appointment	30 minutes before appointment	No
<b>Medication Refill Request</b>	Yes	Yes	Yes	Yes	Yes	Yes	No
<b>Test Result</b>	Yes	Yes	Yes	Yes	Yes	Yes	No
<b>Medical Cert</b>	Yes	Yes	Yes	Yes	Yes	Yes	No
<b>Bill and Payment</b>	Yes	Yes	Yes	Yes	Yes	Yes	No

### 3.2 How do I book a new clinic appointment?

You will need to login via Singpass to book appointments.

In Home, “My Upcoming Appointments” section, if you don’t have any appointments, you can tap on the “Make New Appointment” button and you will be navigated to the “Book Appointment” page.

or

In the Appointments feature, you can tap on the “Add New Appointment” button located at the bottom of the page.

To book an appointment with a Specialist Outpatient Clinic, please contact the respective hospital.

### 3.3 Can I book a General Practitioner (GP) appointment on NHA?

Booking of appointment at GP clinics cannot be done using NHG Health App (NHA) or through HealthHub app nor through any of NHGP contact centre hotlines. For the booking of General Practitioner (GP) appointments, it is best recommend to call the General Practitioner (GP) clinic directly to make an appointment based on your preferred timing and date.

### 3.4 How do I reschedule or cancel an existing appointment on the app?

You will need to login via Singpass to perform appointment reschedule/cancellation. In the “Appointment List” page, look for the appointment you want to reschedule or cancel and tap on it.

In the “Appointment Details” page, the “Reschedule” button will be displayed if rescheduling is allowed for the appointment you have selected. Similarly, the “Cancel” button will be displayed if cancellation is allowed for the appointment you have selected.

To reschedule, tap on the “Reschedule” button, select the new appointment slot you prefer and confirm the rescheduling of your appointment.

To Cancel, tap on the “Cancel” button and confirm the cancellation of your appointment.

### 3.5 I am unable to book an appointment. What should I do?

If you are a new NHG patient, please register directly with the institution by submitting your appointment request form. Our staff will contact you to follow up.

If you are not a new NHG Institution patient, you may report to: <https://for.sg/nha-feedback>

For emergency situations, please proceed to the nearest Accident & Emergency department for immediate assistance.

### 3.6 I have an appointment at an NHG institution, how do I register and view my e-itinerary?

1. Login to NHG Health App via Singpass.
2. On the Home or Appointment page, tap the “Register” button.
3. Fill up the Pre-Registration Questionnaire and select “Confirm” to submit.

Upon successful submission, you will be automatically registered and redirected to view your e-itinerary. This includes information on your assigned consultation room and queue number.

For NHGP and WH, you may register **30 minutes** before the appointment.

For TTSH, you may register **2 hours** prior and **check-in** 30 minutes before the appointment.

You may view your e-itinerary in the app by tapping on the “Check Queue” or “Appointment Queue No.” button.

### 3.7 I am unable to e-register for my appointment. What do I do?

Please proceed to the clinic counter for assistance to register for your appointment.

### 3.8 Why can't I add my dependent to manage their appointment and records?

Please ensure that your dependent/care recipient has appointed you as their caregiver.

### 3.9 How do I manage my caregiver's access?

To add a caregiver:

4. On the home screen, tap on "Dependent/Caregiver".
5. Tap on "My Caregivers".
6. Tap on "CAREGIVER".
7. Input the caregiver's "NRIC" and tap on "Verify".
8. Input the caregiver's "Display Name" and "Email".
9. Select the Caregiver's access to your health records and tap on "NEXT".
10. Input your mobile number and tap on "Proceed".
11. Upon completion, you will see a "Successfully Added" screen.

### 3.10 How do I add dependent?

To add a dependent:

1. On the home screen, tap on "Dependent/Caregiver".
2. Under the "My Dependents" section, tap on "My Children" or "My Family & Friends".
3. Input the requested details and tap on "Save".
4. Upon completion, you will see a "Successfully Added" screen.

### 3.11 Are only 1st – degree family members allowed to be a caregiver in the app?

No, caregivers are not limited to 1st-degree family members.

The patient may nominate a caregiver of their choice, including:

- Spouse
- Parent or child
- Sibling
- Boyfriend/girlfriend
- Close friend
- Caregiver

### 3.12 How do I revoke my caregiver's access?

To revoke your caregiver's access:

1. On the homescreen, tap on “Dependent/Caregiver”.
2. Tap on “My Caregivers”.
3. Select the caregiver you wish to revoke access to.
4. Click on “Revoke” and enter “Yes”.

The caregiver will not be notified of this action.

### 3.13 How do I remove my dependent?

NHA currently does not support removing of the dependent. You may access the HealthHub app to remove your dependent.

### 3.14 Can I book appointment for my dependent?

To book appointment for your dependent:

1. On the Home screen, tap on “Dependent/Caregiver”.
2. Select your dependent.
3. Tap on “Appointments”.
4. Tap on “Add new Appointment”.
5. Select the NHG institution and book the appointments.

### 3.15 Why can't I see my dependent's appointment?

Please ensure that you have added your dependent.

To add a dependent:

1. On the home screen, tap on “Dependent/Caregiver”.
2. Under the “My Dependents” section, tap on “My Children” or “My Family & Friends”.
3. Input the requested details and tap on “Save”.
4. Upon completion, you will see a “Successfully Added” screen.

### 3.16 What health records can my caregiver see?

Currently, your caregiver can only access your appointments and bills in NHA.

### 3.17 How do I edit the health records that my caregiver can see?

To edit your caregiver access:

1. On the homescreen, tap on “Dependent/Caregiver”.
2. Tap on “My Caregivers”.
3. Select your caregiver that you wish to edit access to.
4. Select the respective health record types you wish to give access to your caregiver.

Do note that in NHA, your caregiver can access your appointments and bills.

### 3.18 Can I pay my dependent's bills?

To view and pay dependent's bill:

1. On the Home screen, tap on "Dependent/Caregiver".
2. Select your dependent.
3. Tap on "Payments".
4. Select the bills to proceed to payment.

### 3.19 How do I select bills for payment?

1. On the "Outstanding Bills" page, select the bills you would like to pay.
2. Tap on "Proceed to Payment".

### 3.20 How do I make partial payment for outstanding bills?

Tap on the Pencil icon beside "Amount to Pay" and input the amount.

Tap on the "Proceed to Payment" button on the Bills & Payment screen.

Key in all your details (i.e. payer name, payer contact email, contact number) and select your payment method.

Tap on the "Pay" button and you will be redirected to make payment.

### 3.21 Why isn't my appointment bill showing?

Your bills may take some time to be reflected in the NHG Health App. If you have any queries or concerns, please do not hesitate to reach out to your healthcare institution directly.

### 3.22 Can I download my bills?

Yes, after tapping on "View Bill" you may tap on the download button to download your bills.

### 3.23 Why do I still see outstanding bills after making payment?

Paid bills will be reflected within three working days. If you have any queries or concerns, please do not hesitate to reach out to your healthcare institution directly.

### 3.24 What is the difference between “Lab Test Result” and “Test Results and MC” under the “My Care Plan” tab?

“Test Results and MC” allows users to view their lab test results, medical certificates and hospitalisation leave ordered by clinicians from NHG and NUHS institutions.

“Lab Test Result” allows users to view their results from all public healthcare institutions whose records are available on HealthHub.

If you are unable to find your test results, please check with your care provider.

### 3.25 How can I request for medication delivery?

To request for medication refill and delivery, please follow these steps:

1. On the NHG Health App home screen, tap on the “Medication Refill Request” icon.
2. Tap on your healthcare provider.
3. Tap on your medication order type.
4. Fill up your details on the request form accordingly and submit.

Should you have any urgent enquiries, please reach out to your pharmacy directly for assistance.

### 3.26 Is the NHG retail pharmacy different from medication home delivery service?

Yes, there is a key difference between an NHG retail pharmacy and an NHG medication home delivery service.

Retail pharmacies are physical stores where patients can purchase medications and other health-related items, while the home delivery service is a convenient option for having medications delivered directly to the patient's doorstep.

In essence, the NHG retail pharmacy offers a traditional, in-person experience, while the home delivery service provides a convenient, doorstep option for medication access, particularly for those who find it difficult to visit a pharmacy in person.

### 3.27 How does the Medication Delivery Service and Filling Medication Delivery Service work?

For Medication Delivery Service and Filling Medication Delivery Service. You can skip the queue and let us deliver your medicine to you!

1. Medication delivery service is only available for patients who have:
  - A valid National Healthcare Group Polyclinics (NHGP) prescription (issued within 1 year)
  - Balance supply of uncollected prescribed medicine from NHGP

And/or

2. Our medication delivery charge is currently waived till further notice. However, other additional charges may apply:
  - Same-day or urgent delivery requests will be processed at a charge of \$9 per delivery order instead.
  - Delivery charges are not claimable via Medisave, civil service benefits or any other third-party payers.
  - Any amendment or cancellation request will be subjected to an additional \$9 administrative charge.
  - Each re-delivery attempt will be chargeable at \$9.

### 3.28 Can I see my Cardiovascular Risk Screening (CVS) results in the NHA app?

Residents can see their Cardiovascular Risk Screening results in the NHA app from 1<sup>st</sup> May 2024 onwards.

For results not available, please ask your Doctor to release the results to NHA during the next consultation.

### 3.29 ED Bedside

#### 3.29.1 If I am the patient's boyfriend/girlfriend or close friend, can I access their ED information via the app?

Yes, you may access the patient's ED status if the patient has provided consent and successfully linked you as their caregiver in the NHG Health App.

Access is granted only when:

- The patient explicitly authorises you, and
- You are properly linked in the app as an approved proxy.

Without the patient's consent and linkage, ED visit information will not be accessible.

#### 3.29.2 The patient is unconscious in the ED. Can I sign up as a proxy and access their information?

For privacy and confidentiality reasons, access to ED Bedside information requires the patient's consent.

If the patient is unconscious and unable to provide consent:

- Caregiver access through the NHG Cares App cannot be set up immediately.
- ED staff will provide updates in accordance with hospital policies and verification procedures.
- Access via the app may only be granted once proper authorisation or documentation is completed (where applicable).

### 3.29.3 If the Patient is unconscious, can the Caregiver access the Patient's ED Bedside?

Yes, if Caregiver access had been given access before the ED visit.

No, if Caregiver had not been given prior access. The reason is the addition of a new Caregiver require the consent of both Patient & Caregiver.

### 3.29.4 If the patient passes away in the ED, will it be shown in the app?

'Happening Now' will feature the patient status in ED; it will show as 'Care in Progress'.

If a patient passes away in the Emergency Department, the attending doctor and care team will speak with the next-of-kin (NOK) to explain what has happened and guide through the next steps.

### 3.29.5 Is ED Bedside only for use while patient is in the ED? What happens if the patient is admitted?

Yes, ED Bedside is only available while the patient is being managed in the Emergency Department.

Once the patient is:

- Admitted to an inpatient ward, or
- Discharged from the ED,

the ED Bedside will no longer be available for that visit.

If the patient is admitted:

- Updates and information will be provided by the inpatient ward care team.
- Caregivers should approach ward staff directly for further updates.

### 3.29.6 Is there a similar app for the inpatient wards? Sometimes when I go up, I can't find the patient. (e.g. they are at Diagnostics)

Currently, the ED Bedside feature is designed only for use in the Emergency Department.

### 3.29.7 Can I still see the information in the ED Bedside feature if the patient is transferred to another hospital?

No. ED Bedside information is linked only to the patient's visit at the current hospital.

If the patient is:

- Transferred to another hospital, or
- Referred to another institution for further care,

the ED Bedside for the current hospital visit will no longer be available. The app will not notify the NOK. However, an sms will be sent to notify them that patient has been transferred to another hospital.

### 3.29.8 When will this feature be available in other (Non-NHG Health) hospitals?

ED Bedside is currently available at NHG Institutions as part of a phased implementation.

It will be available in the new HealthHub+ app in Nov 2026 for EDs in all hospitals.

### 3.29.9 Why isn't my dependent's information showing in the app? Did something happen to them?

Not seeing updates in the app does not automatically mean anything is wrong.

There are several common reasons why information may not appear:

- i. Patient's visit have yet to be registered or updated – Sometimes there is a delay between the patient's arrival and the system reflecting their visit in the app.
- ii. App syncing delay – System updates may take a few minutes to appear on your device.
- iii. Patient not yet linked to your account – You must be added as a Caregiver by the patient or approved by ED staff.

If you are concerned, please approach the ED registration counter or nurse station. They can verify the patient's status and assist with linking you as a caregiver if needed.

### 3.29.10 What if I accidentally swipe away the push notifications from the NHA? Where can I find them?

Navigate to the NHA application and click on "Notifications" to view all your missed notifications.

3.29.11 If any party (patient/NOK/proxy) does not have a SingPass account, can I still use the ED bedside function?

No. All parties must be able to log in to the NHA to utilise this function.

3.29.12 Can a patient accept a request to add a Caregiver when they are not present, and vice versa?

Yes, they can, provided they have the required information for authentication.

3.29.13 Can Caregivers complete questionnaires on the patient's behalf?

Yes, they can. Patients will be able to see who has submitted responses on their behalf.

3.29.14 What if a proxy provides incorrect responses to the questionnaires?

Responses cannot be edited within the application. However, patients can approach ED staff to inform them of any inaccuracies.

3.29.15 Are these questionnaires mandatory?

No, but completion is encouraged as it assists ED staff in making earlier clinical decisions and determining appropriate next steps.

3.29.16 Will I be able to see waiting times on the NHG Health App?

This feature is not currently available. Waiting times are displayed on the Patient Information Board (PIB) in the ED.

3.29.17 If I have the NUHS Mobile App, will I be able to see the ED bedside function?

No, NUHS is not currently integrated with this function.

3.29.18 If I have the NUHS, SingHealth, or HealthHub apps, can I access the ED bedside function?

No, the ED bedside function is exclusively available on the NHA. You will need to download the NHA app to access this service.

## 4 Self-Care

### 4.1 How can I start my Healthy Ageing journey?

For first time users, you can select the “Learn how to improve my health” option after setting up your profile.

For existing users, you can tap the “Find out how well your body is coping with ageing” banner on the Home page.

Fill up the questionnaire and receive your recommended lesson plan.

### 4.2 What is the difference between “My Learning” and “Health Library”?

“My Learning” contains your recommended lesson plan.

“Health Library” is a repository of educational materials (e.g.; articles and videos) which you can save for easy reference.

### 4.3 What is the difference between Health Tasks and Custom Goals?

Health Tasks goals provide the convenience of syncing your Google Fit/ Apple Health data into the app, such as Steps.

Custom Goals allows you to set your own personal health goals by manually entering your goals.

### 4.4 How does the health screening tool work?

You will be recommended a list of health screenings after filling up a questionnaire.

## 5 VCP Video Consult

### 5.1 How Can I access the zoom link without an account?

Yes, you will need a Zoom account and the Zoom app to attend the video consult with the doctor.

To test your Zoom setup:

1. From the homepage, select the appointment icon.
2. From the appointment listing, click on the VC appointment details.
2. Click on "Test Zoom Setup".
3. You will be re-directed to the Zoom page and the Zoom app to test your setup.

Custom Goals allows you to set your own personal health goals by manually entering your goals.

#### 5.2 Must I make a zoom account to go for the VC?

Yes, you will need a Zoom account and the Zoom app to attend the video consult with the doctor.

To test your Zoom setup:

1. From the homepage, select the appointment icon.
2. From the appointment listing, click on the VC appointment details.
3. Click on "Test Zoom Setup".
4. You will be re-directed to the Zoom page and the Zoom app to test your setup.

#### 5.3 If my internet fails during the call, can I rejoin?

Yes, you may rejoin the call following the same zoom link that was initially provided.

#### 5.4 Can I book the VC appointment for my dependent?

Currently you won't be able to book any Video Consult appointments as a caregiver.

#### 5.5 Can I reschedule my VC appointment the day before?

You can reschedule your VC appointment any time before the appointment timing. To reschedule your VC appointment:

1. Tap on Appointment
2. Under the appointment listing, tap on the VC appointment details
3. Tap on "Reschedule" button
4. Select your preferred date and time to reschedule the appointment
5. Tap on "Confirm"
6. Verify that your appointment has been rescheduled on your appointment listing screen.

#### 5.6 I forgot to submit my medication order; can I still do so?

You will not be able to submit the medication order after the day of appointment. Kindly call our contact centre at 6355 3000 for assistance.

### 5.7 Can I submit the medication order for my dependent?

Yes, your caregiver will be able to arrange medication delivery for the dependent.

### 5.8 Can I change my address after submitting the medication delivery form?

You will not be able to change your delivery details after submitting the form. Kindly contact our contact centre at 6355 3000 for assistance. Do note that additional charges may apply for change of delivery details.

### 5.9 Do I need to pay for the medication delivery?

No, there is no additional cost for the medication delivery.

### 5.10 Can I collect my medicine myself?

No, there is currently no self-collection option.

## 6 Pharmacy Queue

### 6.1 How can I get a Pharmacy Queue Number?

To get a Pharmacy Queue Number, you can use the Pharmacy Queue feature in the NHG Health App. At the current moment, the Pharmacy Queue feature is only available for Tan Tock Seng B2 Pharmacy.

If you encounter any issues, you can contact us at 68435686 (Hotline Operating Hours:

Monday to Friday from 9.30am to 5pm

\*Excludes Public Holiday and Eve of Public Holiday)

Operating hours

Mondays to Fridays - 9:00 am to 6:00 pm

Saturdays - 10:00 am to 1:00 pm

Sundays and Public Holidays – Closed

## 7 CarePal - Caregiving

### 7.1 What is CarePal?

CarePal is a one-stop portal under the 'My Programmes' section designed to support caregivers with resources, self-assessment tools, and practical guides from trusted local sources to help them in their caregiving journey.

## 7.2 Do I need to login using Singpass to access CarePal features?

You can explore basic features such as the Caregiving Resource library without logging in. However, to access personalised features like the self-assessment tool and clinician-assigned resources, Singpass login is required.

## 7.3 Is my personal data captured in CarePal?

CarePal does not capture any personal data. It is not integrated with any national or hospital systems and does not draw data from these sources.

## 7.4 How do I find specific caregiving resources?

To search for resources:

1. Tap on the search bar at the top of the 'Caregiving Resources' page
2. Enter keywords related to the resources you need
3. Tap the search icon or press enter

## 7.5 How can I bookmark caregiving resources?

To bookmark content:

1. Look for the bookmark icon (ribbon symbol) at the top right corner of the content
2. Tap the icon to save the item
3. The bookmark icon will turn blue when successfully saved

To access bookmarked items:

1. On the CarePal home page, tap 'Caregiving Resources'
2. Tap on the bookmark icon on the right of the search bar in the 'Caregiving Resources' page

Please note:

For guest users, bookmarks are saved locally on your device

For Singpass users, bookmarks will sync across all devices where you use the app

## 7.6 How do I create a Care Recipient Profile?

To create a Care Recipient Profile:

1. On the CarePal home page, tap on 'My Care Recipient'
2. Complete the questions to add a new care recipient
3. Review the profile details
4. Tap "Save" to confirm

To edit a Care Recipient Profile:

1. On the CarePal home page, tap on 'My Care Recipient'
2. Tap the 'Profile' tab
3. Scroll to the bottom of the profile
4. Tap 'Edit profile'
5. Make your changes and tap "Save"

To delete a Care Recipient Profile:

1. On the CarePal home page, tap on 'My Care Recipient'
2. Tap the 'Profile' tab
3. Scroll to the bottom of the profile
4. Tap 'Delete profile'
5. Confirm deletion when prompted

Please note:

The Care Recipient Profile and its recommended resources are for reference purposes only. This information does not substitute professional medical advice. If you have concerns about your care recipient's health, please consult a healthcare professional.

## 7.7 How do I access resources recommended by my clinician(s)?

For Singpass users:

1. On the CarePal home page, tap on "My Care Recipient"
2. Create a Care Recipient Profile
3. Tap on the "From Your Clinicians" tab to view assigned training videos and exercises

For guest users:

1. Access your bookmarked resources by tapping the bookmark icon beside the search bar in the Caregiving Resource Library page
2. View the resources bookmarked by your clinicians

### 7.8 Are the caregiving resources in CarePal reliable?

Yes, the resource library draws validated resources from healthcare institutions and community partners to ensure you receive the most current and reliable information. All content is regularly reviewed to ensure accuracy and reliability.

Please note that while the information is intended to be accurate and broadly applicable, you should consult a healthcare professional or relevant expert if you have specific concerns about your caregiving situation.

### 7.9 How does the Caregiving Calculator work?

The Caregiving Calculator helps estimate overall caregiving expenditure based on average local prices from publicly available resources (before any subsidies). You can save multiple calculations to track changes in expenses over time.

To use the calculator:

1. Select items based on two categories – one-off expenses (equipment, home modifications) and monthly recurring costs (supplies, medication, transport)
2. Adjust the quantity of each item
3. Under add item, you may include any additional expenses (e.g. home care, day care)
4. The calculator will generate an estimated cost range based on your selections

### 7.10 What is the Caregiver Self-Assessment?

The Caregiver Self-Assessment is a screening tool adapted from the [Singapore Caregiver Quality of Life Scale](#). A well-being report is generated after you completed the survey. This quick check-in:

- Helps you see how you are coping
- Suggest resources and support services based on your needs
- Can be retaken to monitor your well-being over time

Please note:

The Caregiver Self-Assessment is for reference purposes only. This tool does not substitute for professional medical or psychological advice. If you have concerns about your well-being or caregiving abilities, please consult a healthcare professional or qualified counsellor.

### 7.11 What is the Going Home Checklist?

The Going Home Checklist is adapted from My Rehabilitation Journey Checklist, a pilot study by Department of Care and Counselling (Tan Tock Seng Hospital), Behavioural Insights Team (Ministry of Health) and participated by the multidisciplinary members of Integrated Care Hub Trial Ward team.

This practical tool helps you prepare for your care recipient's discharge from hospital by providing a structured approach to discharge planning. It guides you through important tasks across different stages of the caregiving journey, from admission to post-discharge care. As you progress through each stage, you can track and mark completed tasks, ensuring nothing important is overlooked during the transition from hospital to home.

### 7.12 What can I find in Hotlines and Contacts?

The Hotlines and Contacts section provides a comprehensive directory of essential services for caregivers, including:

- Telehealth consultation services
- Private medical and nursing care providers
- Ambulance and wheelchair transport operators
- Medical equipment rental services
- Home care and nursing supplies vendors
- Community care and respite care services
- Counselling and caregiver support organisations