

# TeleConsult

Your guide to your next clinic appointment, wherever you are



## What is TeleConsult?

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

## Am I eligible for TeleConsult?

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

## Modes of TeleConsult



**Video calls via Zoom**



**Phone call**

## When is TeleConsult not suitable?



Medical conditions requiring urgent attention.

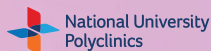


Where physical examinations are required.



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

## TeleConsult is available at:



## Benefits of TeleConsult

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

### Convenience

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

### Time And Cost Savings

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

### Safety And Privacy

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

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

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

# 1 Preparing for TeleConsult

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



ZOOM Cloud Meetings



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

# 2 During TeleConsult

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

# 3 After TeleConsult



You will receive a notification to pay your bill.



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



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

\*Delivery charges may apply.



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