

# TeleConsultation (Video)

## Before the appointment

- 1 Install these apps on your mobile device:




NUHS

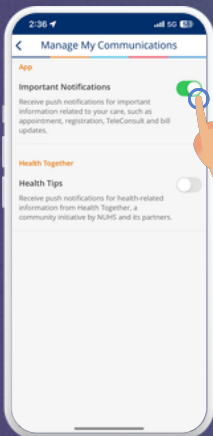


Singpass



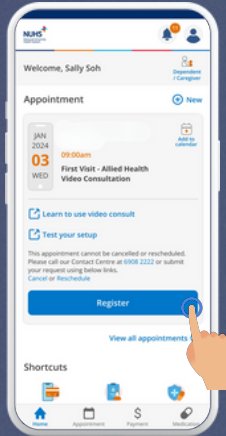
Zoom

- 2 In the NUHS App, select 'Home' >  > 'Manage My Communications' > enable 'Important Notifications'.

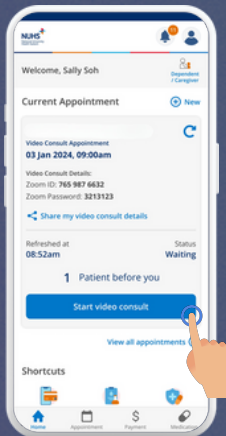


## On appointment day

- 1 Register 60 minutes before your appointment. Find a quiet, private and well-lit area where network is stable.



- 2 When it is your turn, tap 'Start video consult' and allow Zoom app to launch.



- 3 On Zoom app, tap 'Wifi or Cellular Data' if prompted.

- 4 Tap 'Unmute' icon to turn on microphone.



- Tap 'Start Video' icon to turn on camera.



- In case of any technical issues, tap 'Chat' icon to communicate with us.



- If you log out by mistake during TeleConsult, repeat from Step 2.

- 5 If you have been prescribed medication, go to NUHS App and tap 'Order Medication'.



- 6 Make payment promptly once you receive a notification about your bill.

- 7 If you have been issued an MC, download it from 'Test Results & MC'.