

APP GUIDE

IHP OneConnect App Guide

Seamless Access to Healthcare.
All Your Benefits in One App.



Version 2025_v1.20



Getting Started

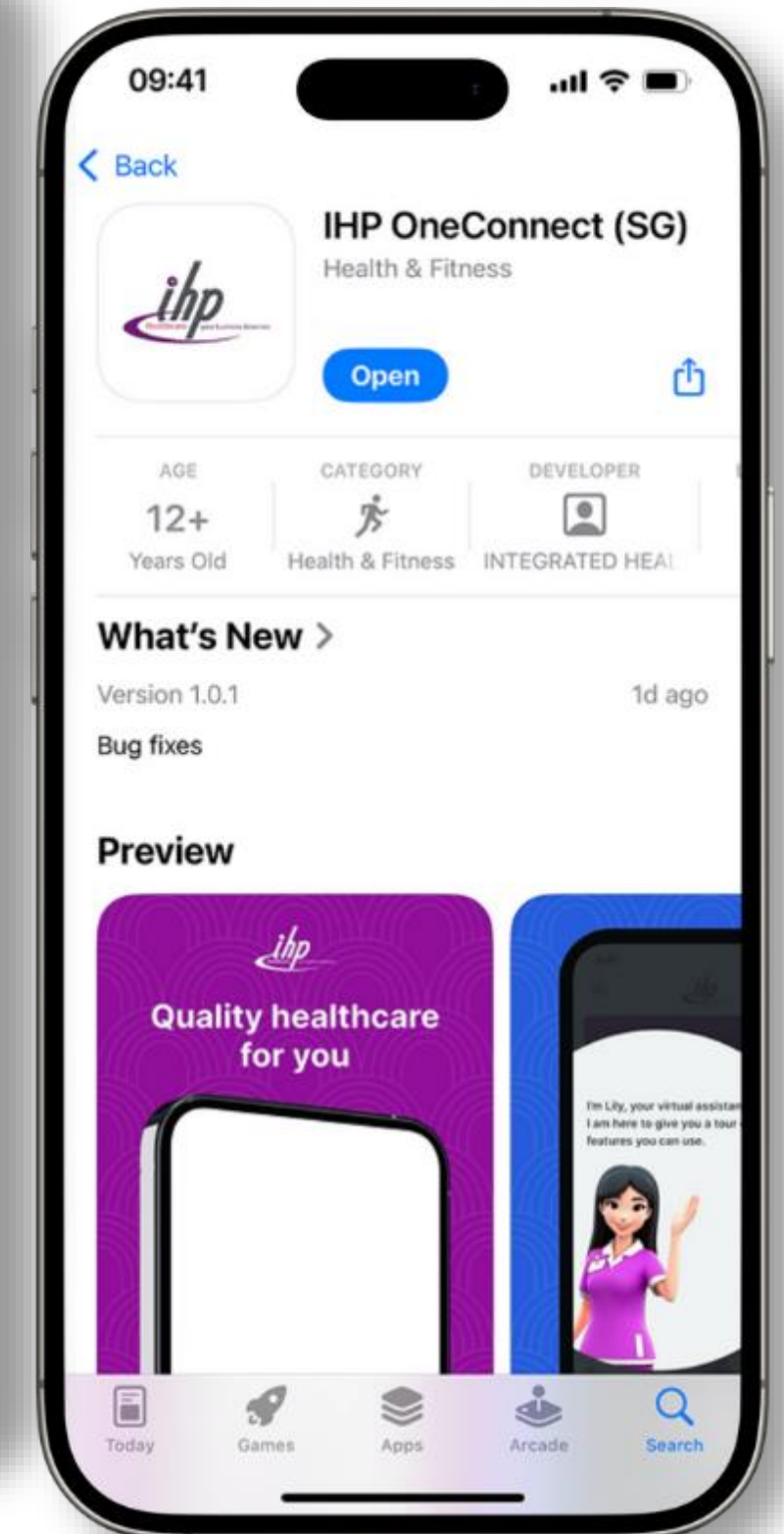
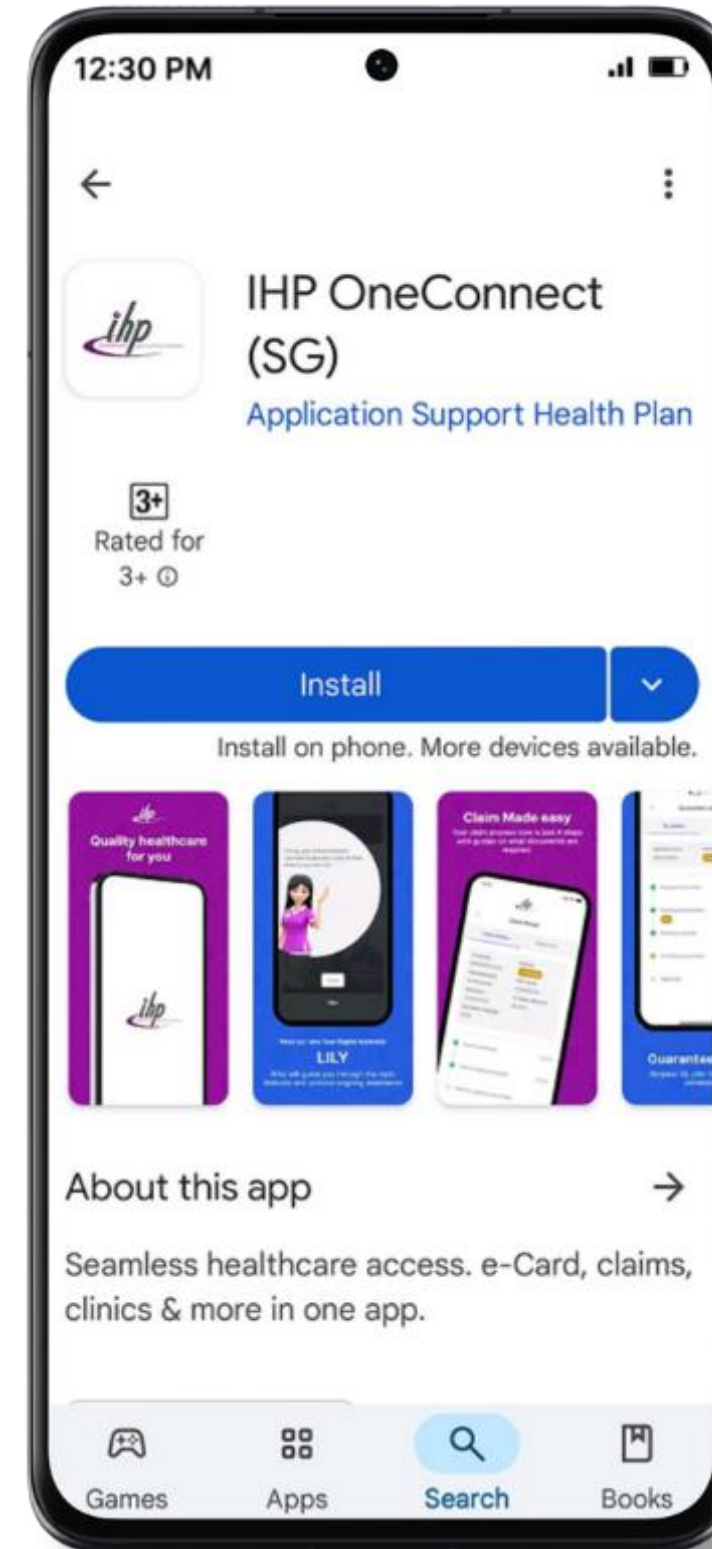
Simple steps to download the app and begin your journey with IHP OneConnect.



Getting Started | Download IHP OneConnect

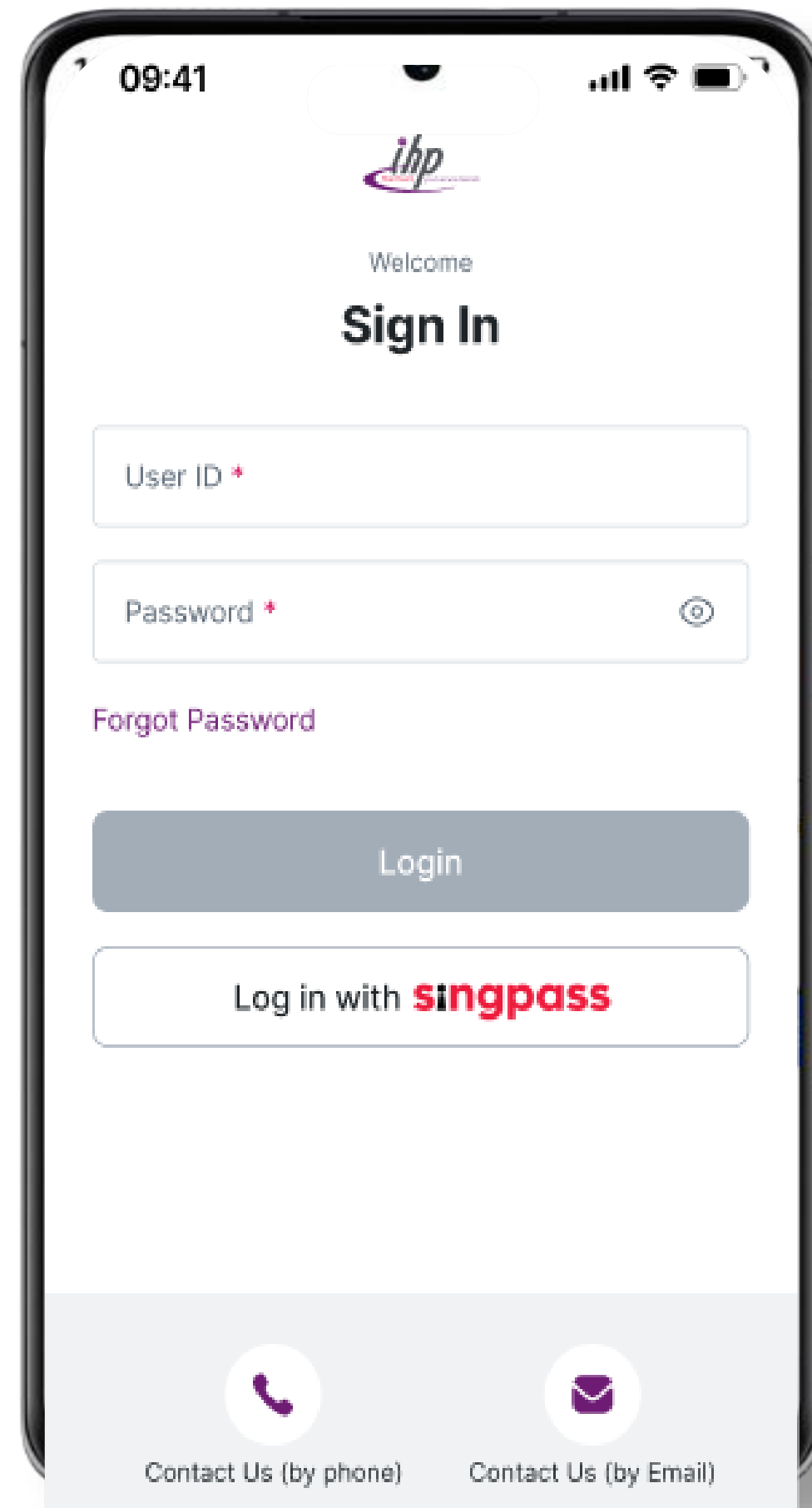
Search and download “IHP OneConnect” from
Apple App Store or **Google Play Store**

For faster installation, scan the below QR code
with your device's camera:



Registration & Login

Guides you through logging in securely using your User ID or Singpass.



First Login | One Time Registration (Email Address)

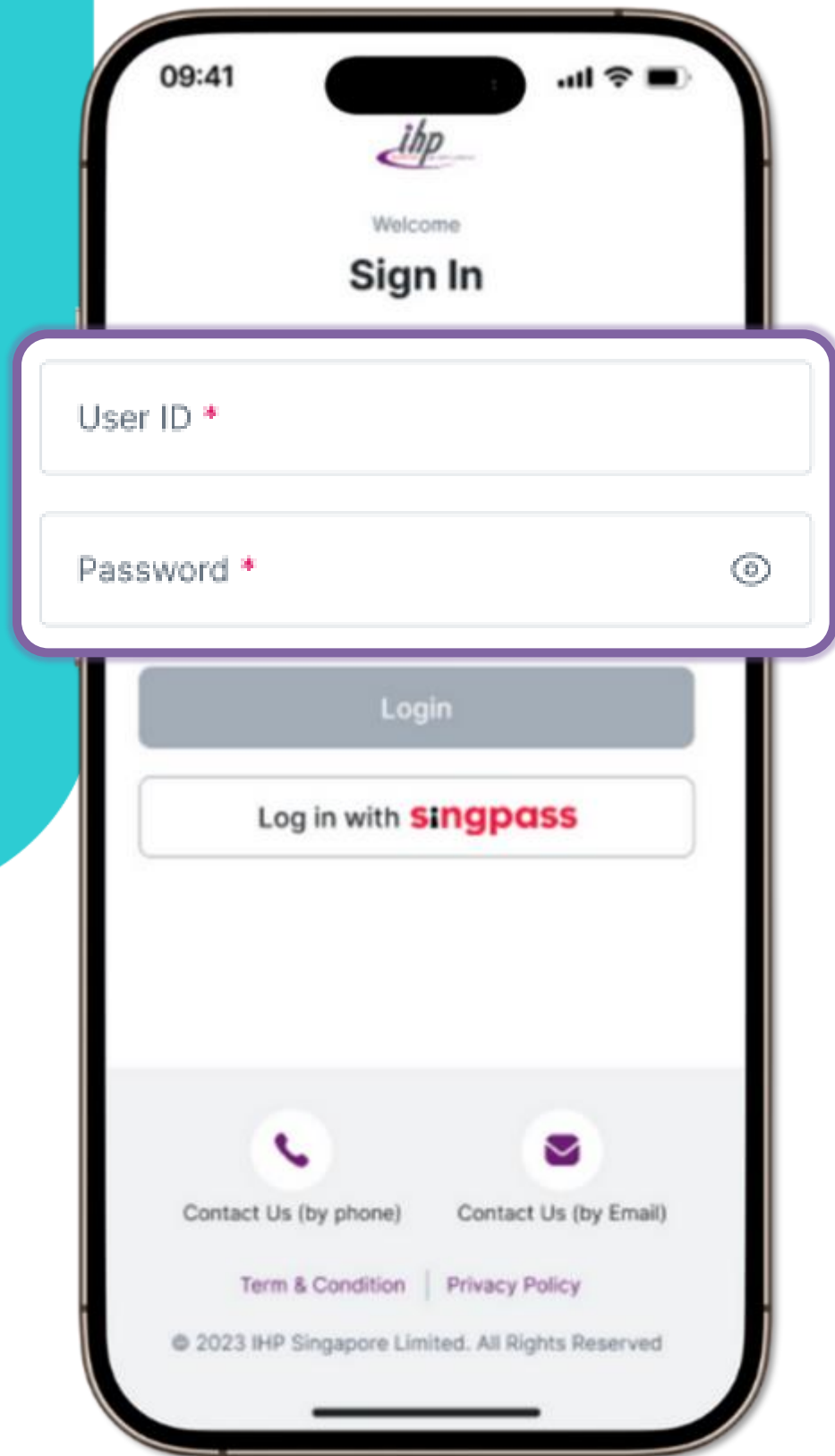
Before you start using the **IHP OneConnect** mobile app, you will need to complete registration using the instructions provided in your Welcome Email:

User ID: Your Registered Email address

(Example: if your corporate email is JohnSmith@corporateemail.com.sg ->

User ID = JohnSmith@corporateemail.com.sg)

Password: System assigned random PIN as temporary password. Please refer to Welcome Email.



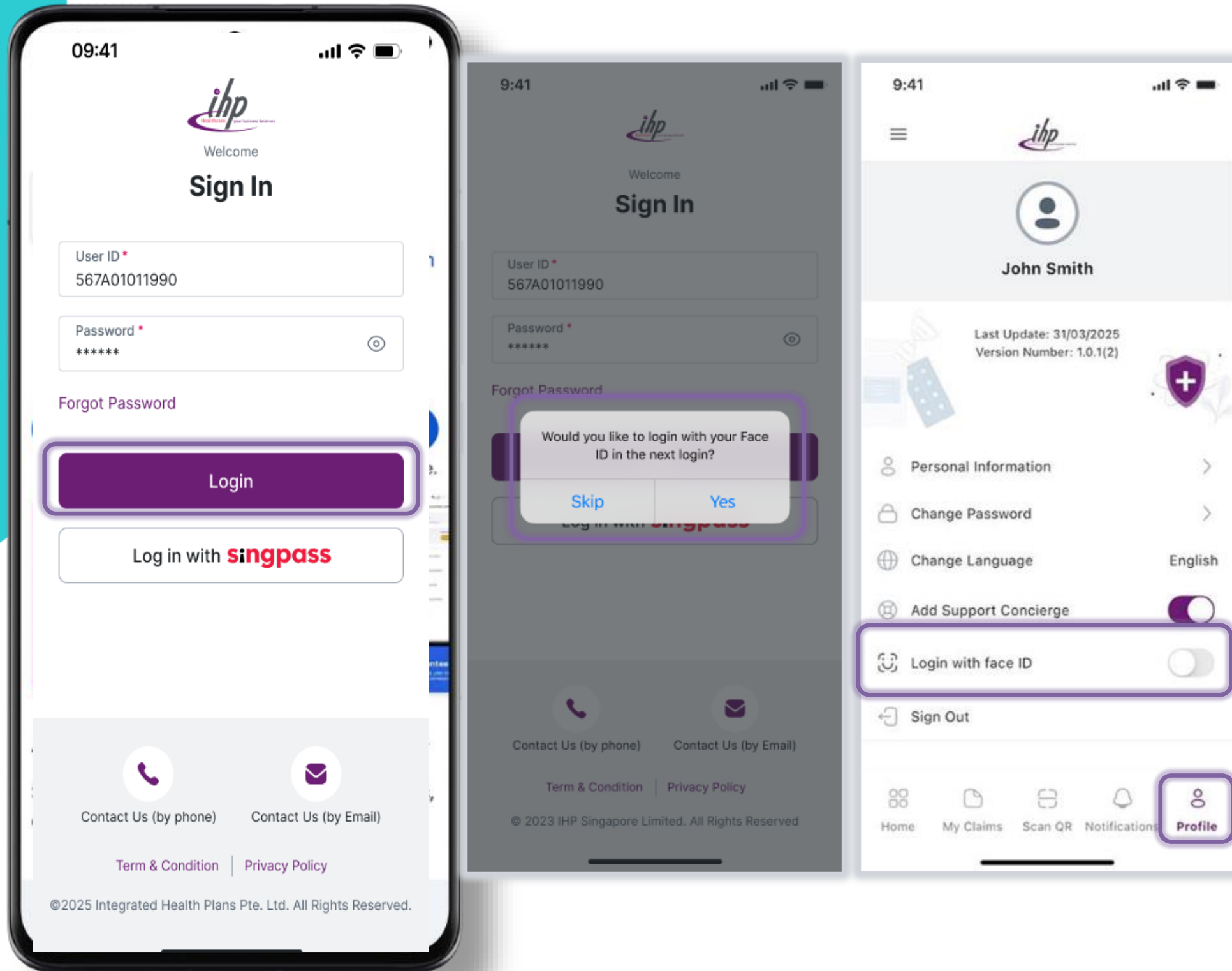
Note:

If you have previously signed in and changed your password, please use the updated password to log in.

Tips:

For assistance, you may tap on “Contact Us” icons; or
Hotline: (65) 6715 9422 | Email: claims@ihp.com.sg

First Login | Enable Biometric Login



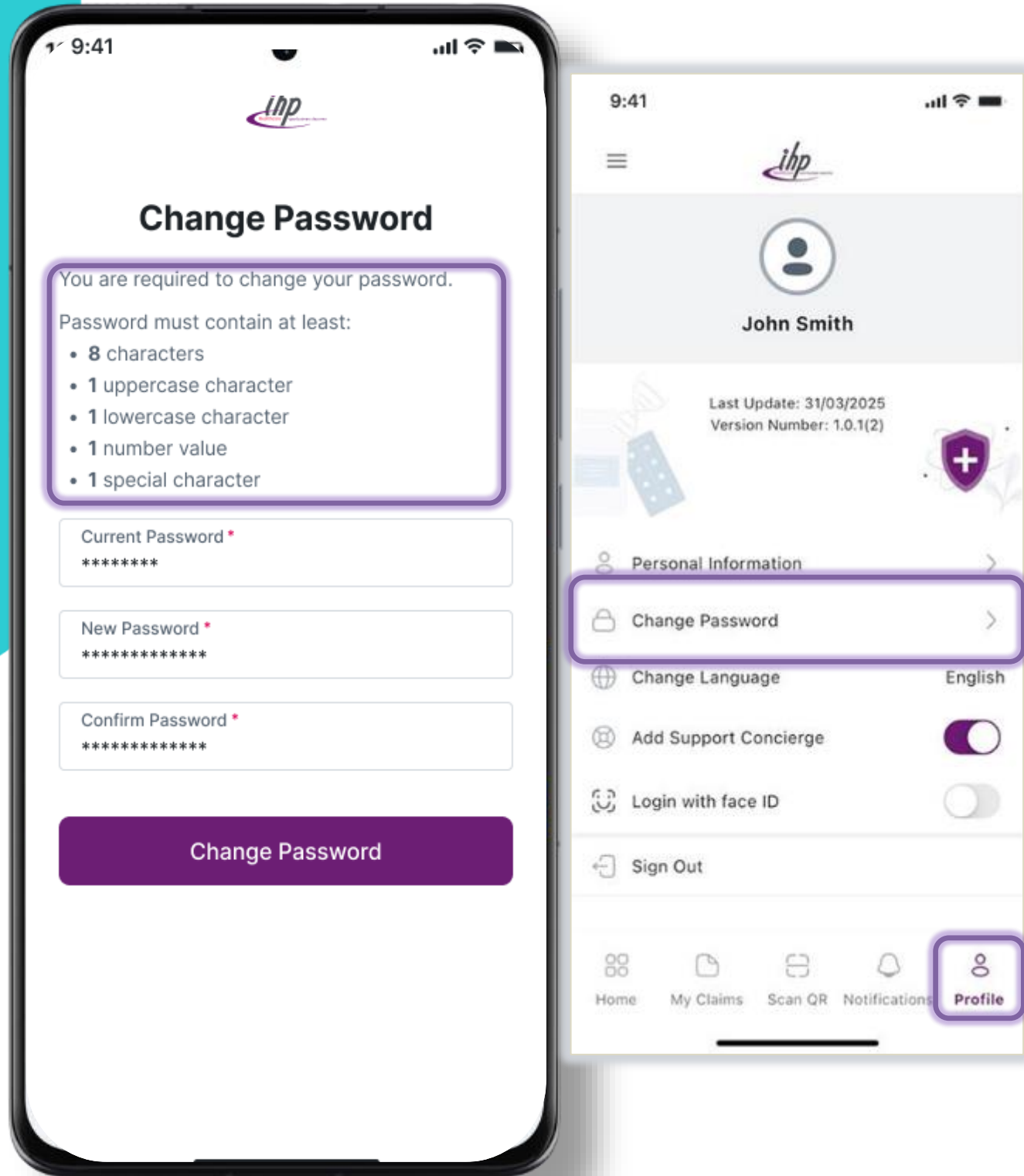
Enable Quick Login with Biometrics:

- After first login, you'll be prompted to enable fingerprint (Finger ID) or face recognition (Face ID) depending on device platform.
- Biometric login makes faster and secure access in future sessions.

Tips:

You can easily enable or disable biometric login later via **Profile > Login with Biometric**.

First Login | Change Password



For **security reasons**, you are required to **change your password** upon your **first login**.

- Follow the on-screen instructions carefully and ensure that your new password meets all stated requirements.

Tips:

- Strong passwords help keep your healthcare information safe.
- You can also change your password anytime later via **Profile > Change Password**.

Important Note:

When creating a new password, please do not use the following characters as special symbols:

[] { } # ^ * | < >

These characters are not supported by the system and may cause errors during password setup.

First Login | Register Your Contact Details

9:41

ihp

Mobile Number

+65

Mobile number *

Confirm

If you have not registered your contact details prior, you will be prompted to do so now.

Set Up Your Contact Details for OTP Authentication:

- Provide your **mobile number** to enable secure login.
- These details are necessary for future authentication through OTP (One-Time Password).

Tips:


- Please ensure your contact details are entered correctly.
- If you have entered the wrong details during registration, return to the **Login Page** and tap on "**Contact Us**" for assistance.

Reminder:

It is important to keep your registered mobile and email updated for account security

First Login | Secure Your Account with 2FA Authentication

9:41


< 

Mobile Number verification

The OTP has been sent to mobile number:
** **** 9422

00:59

Didn't receive the code? [Resend OTP](#)

1 2 ABC 3 DEF
4 GHI 5 JKL 6 MNO
7 PQRS 8 TUV 9 WXYZ
0 

After registering your mobile number and email, you will receive an **OTP (One-Time Password)**.

- Enter the OTP sent to your mobile number to complete the authentication process.
- Successful OTP verification activates full access to **IHP OneConnect**.

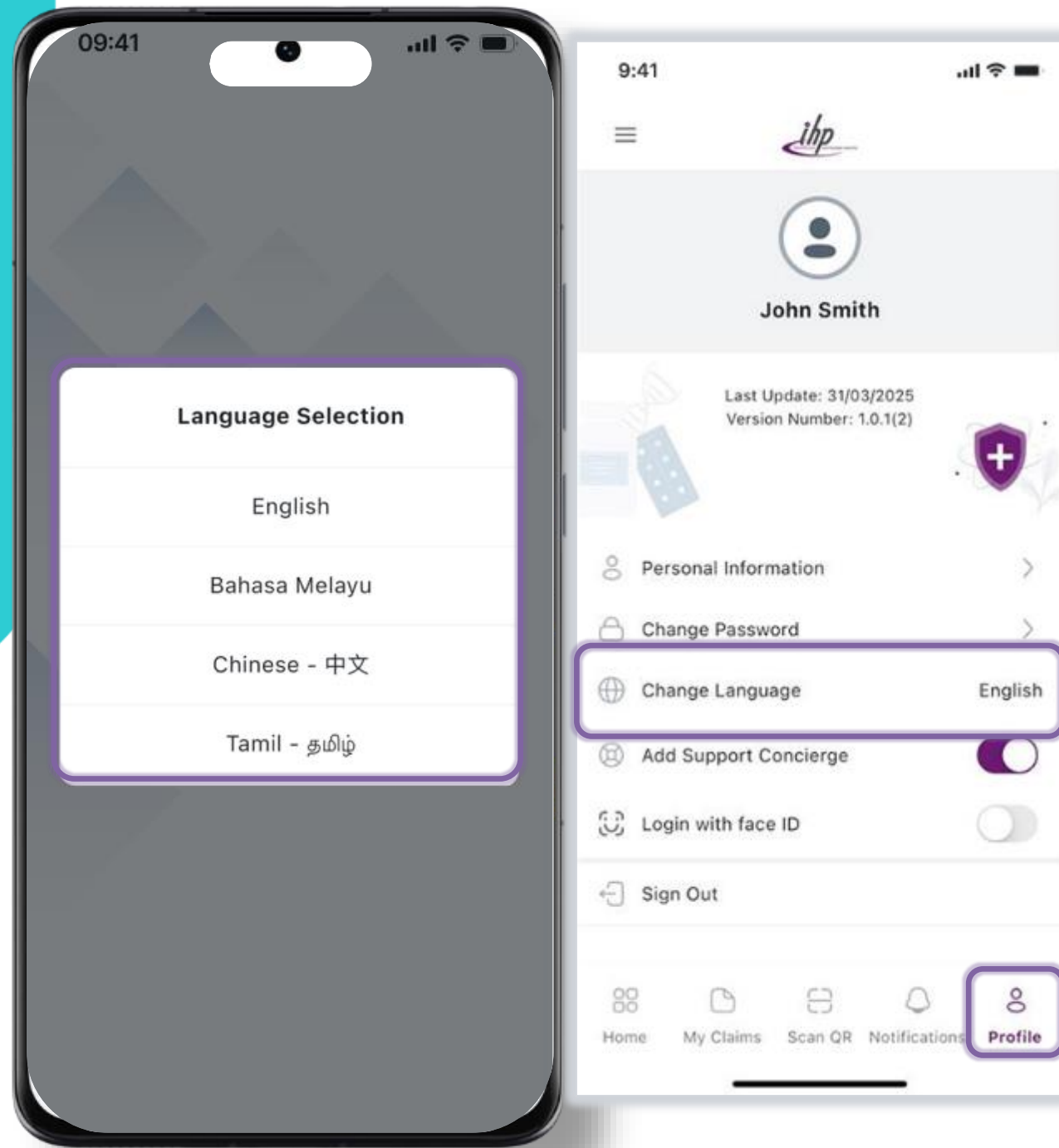
Tips:

- If you don't receive your OTP immediately, check your notification settings, mobile signal or Wi-Fi connection.
- If you have entered the wrong details during registration, return to the **Login Page** and tap on "**Contact Us**" for assistance.

Reminder:

If you have entered wrong OTP or do not receive OTP, please wait for the timer to cooldown before retrigger OTP.

Getting Started | Language Selection



Language Selection

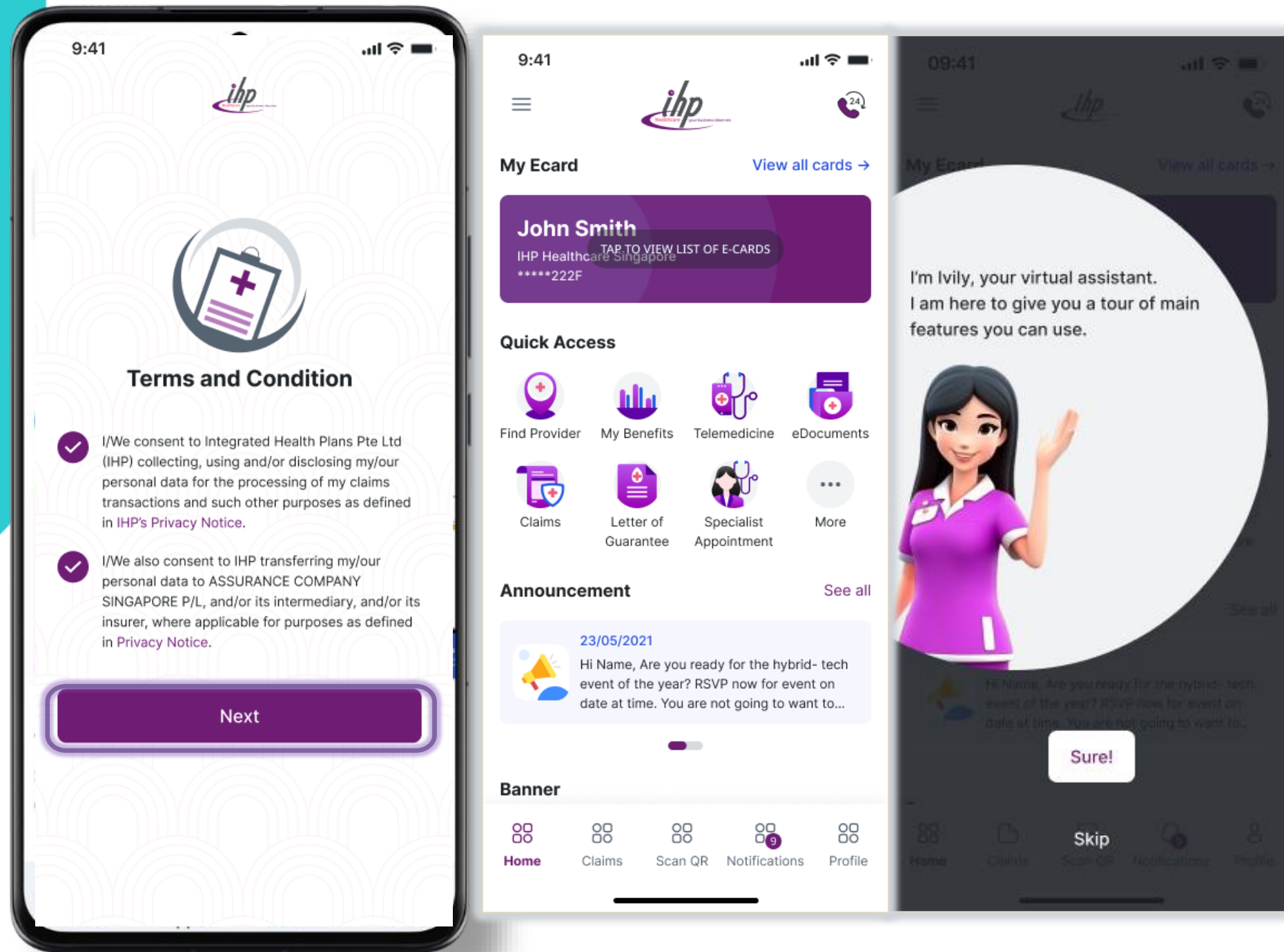
Upon launching the app for the first time, you can select your **preferred language** from the available options:

- **English**
- **Malay**
- **Chinese**
- **Tamil**

Tips:

You can change your language preference any time by navigating to **Profile > Change Language**.

First Login | Terms & Conditions & Support Concierge



Terms & Conditions Declaration:

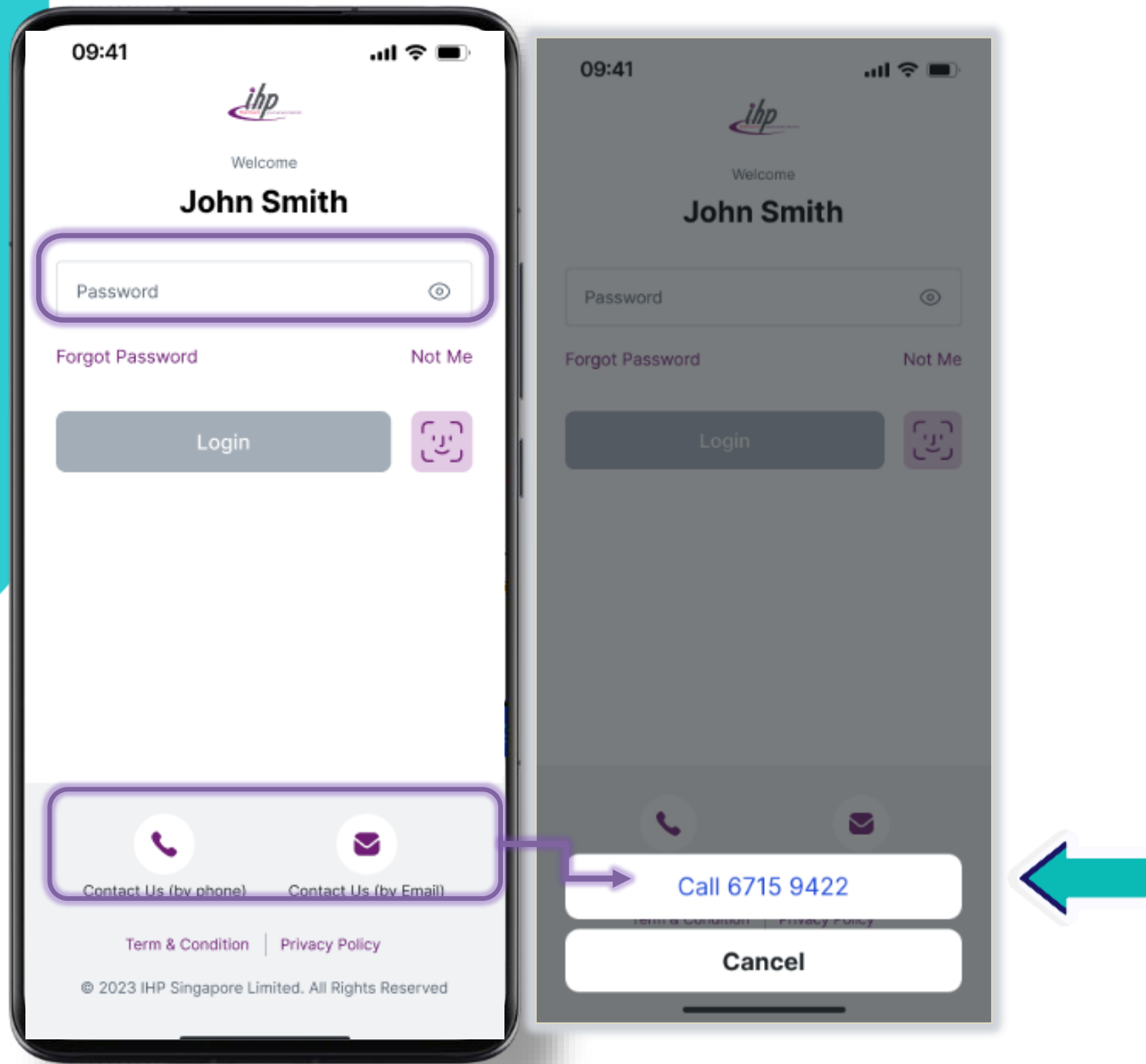
Before accessing the Homepage, you must:

- Carefully **review** the Terms and Conditions.
- **Acknowledge** the Terms and Conditions declaration to continue using the app services.

Explore with IVILY Support Concierge:

- Upon completing setup, **IVILY**, will guide you through the **Onboarding Journey** by introducing essential features of the app.

Returning User Login | Login with User ID and Password



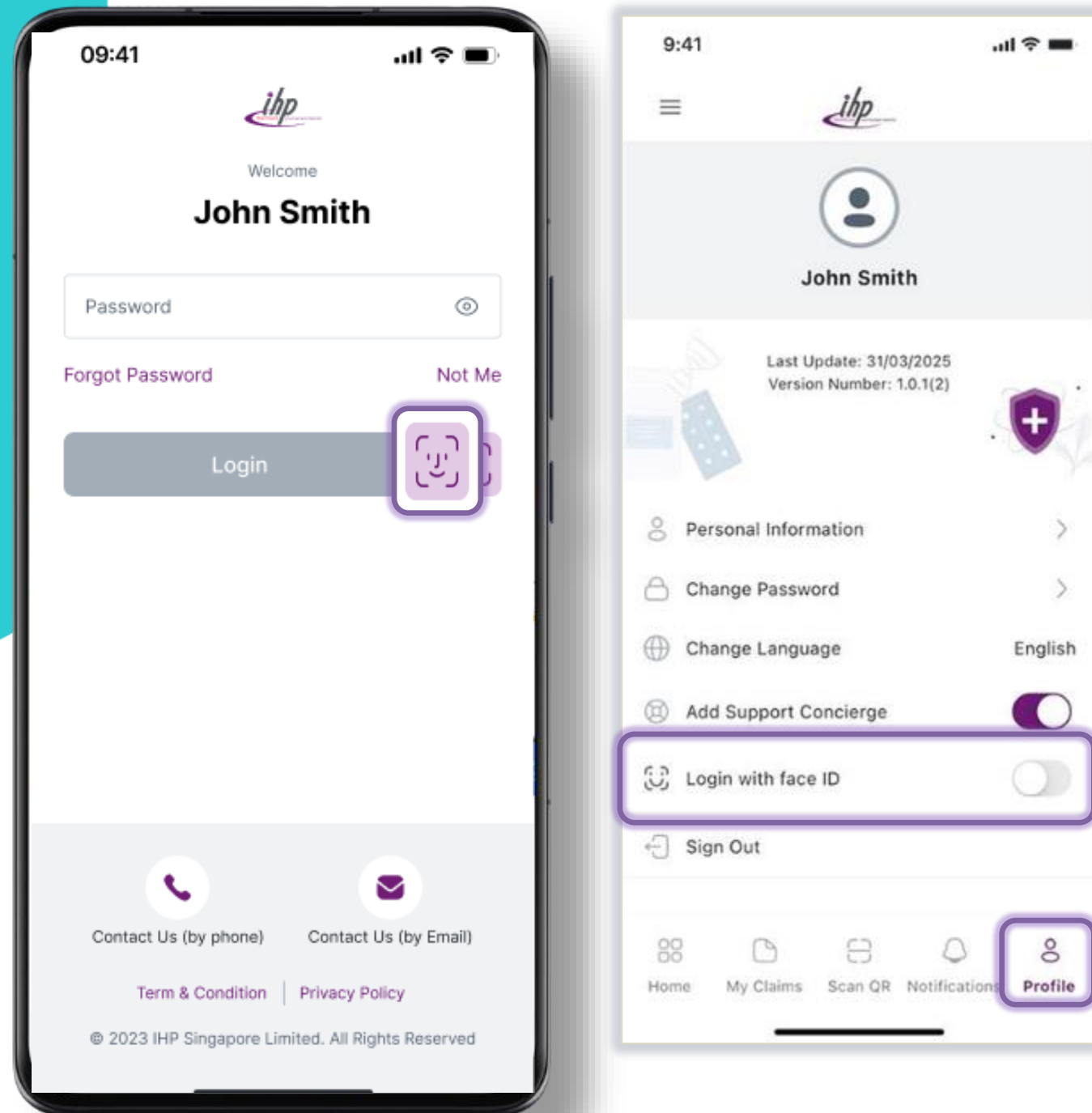
Faster Login for Existing Users:

- Login with your **recent updated password**

Tips:

- If you encounter issues, please refer **Common Login Issues & Fixes** slide for self-help.
- If the issue persists, tap "**Contact Us**" to quickly reach our Customer Service Team for assistance.

Returning User Login | Using Biometric Login



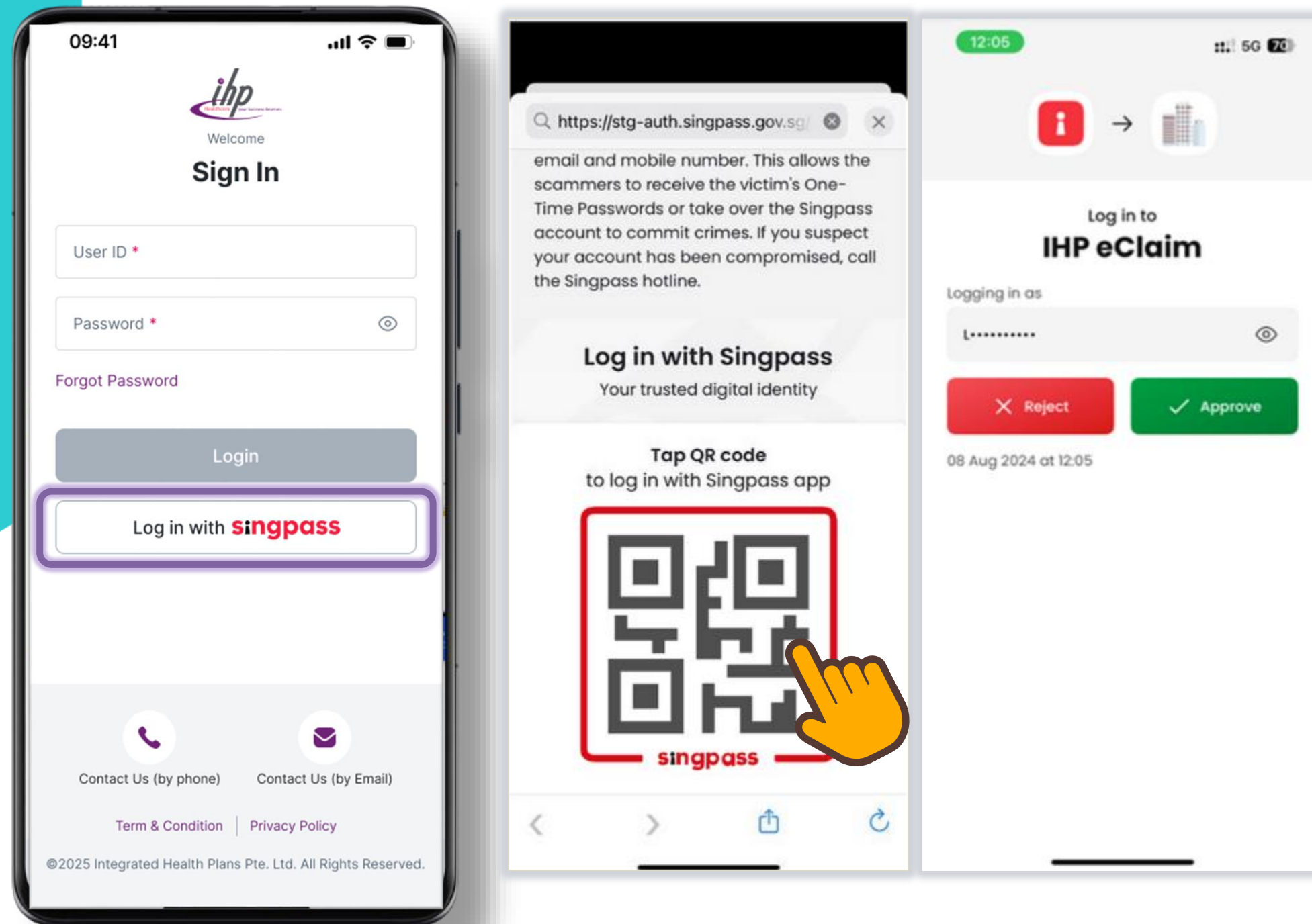
Login Instantly with Biometric:

- If you have enabled **Biometric Login**, tap the Biometric icon (Face ID or Fingerprint ID).
- Authenticate using your biometric credential to log in.

Tips:

You can manage Biometric Login anytime later via **Profile > Login with Biometric** if you wish to enable or disable it.

Login via Singpass



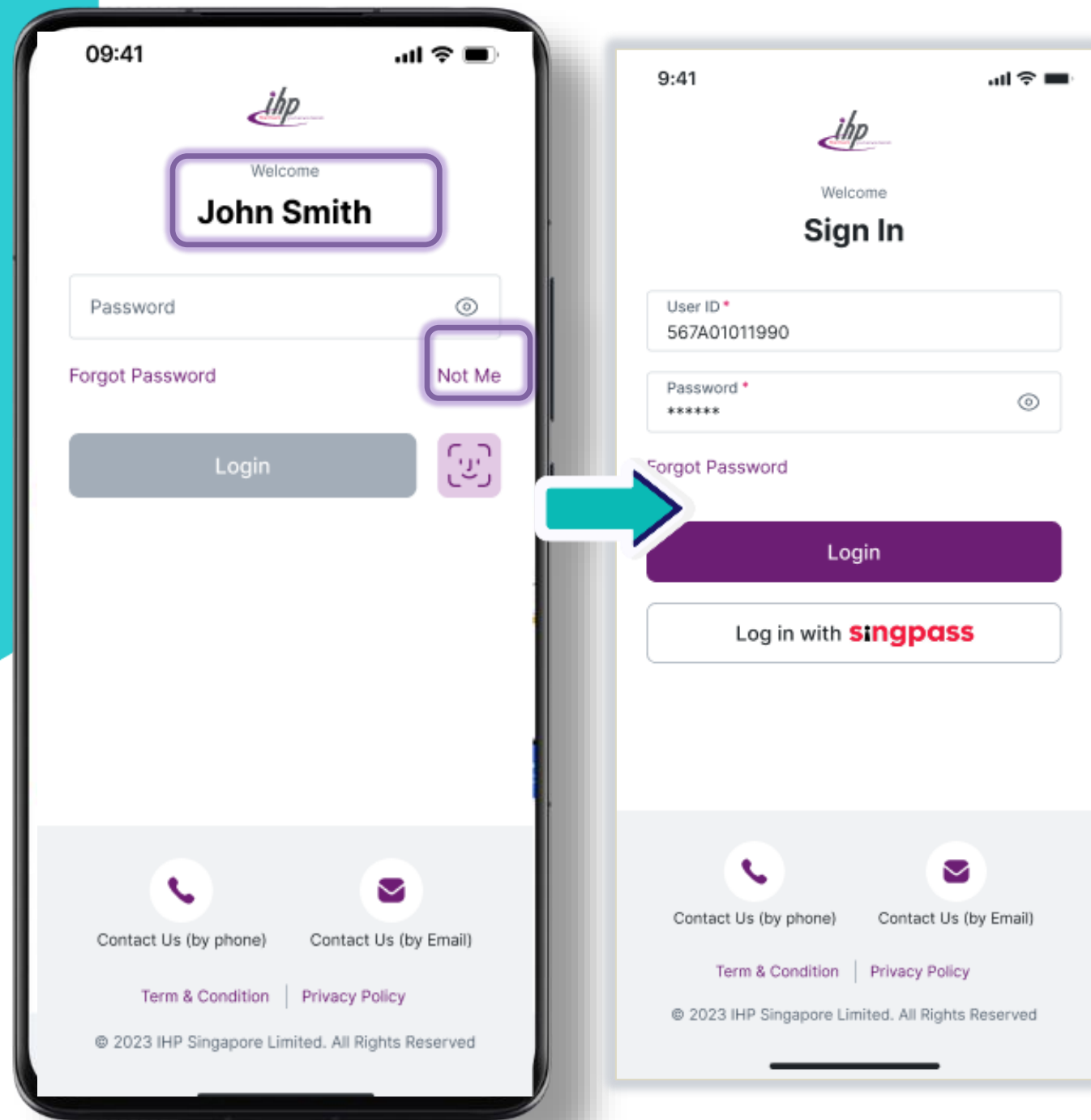
Seamless Access with Singpass Authentication:

- IHP OneConnect supports Login via Singpass for secured authentication.
- Tap or Scan QR Code to authenticate your login using Singpass App.

Tips:

- Login via Singpass provides a secure, password-less authentication experience.
- This will come in handy if you need urgent access to your e-Card but cannot remember your User ID or password.
- Please ensure your Singpass app is installed and updated for smooth login

Troubleshooting | Handling Wrong Account ("Not Me")

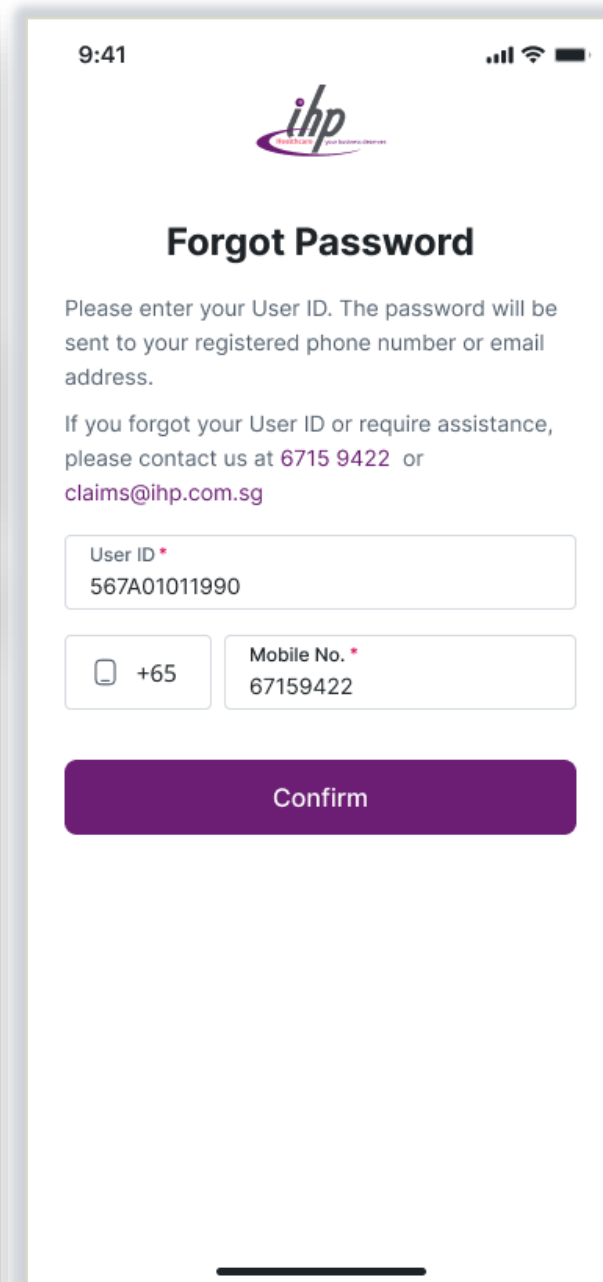
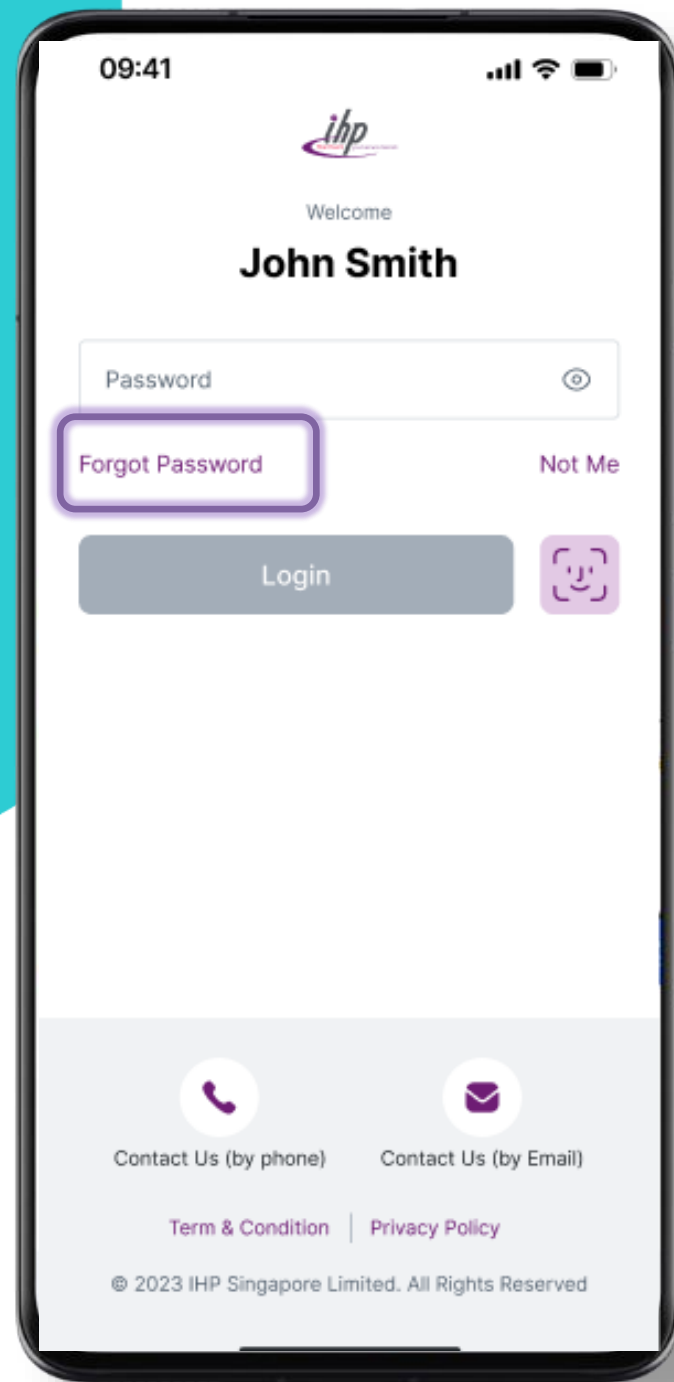


Switch Account If You See the Wrong Profile:

If you have previously accessed and saved **different user's profile** (e.g., a family member's account)

- Simply switch back to your account by tapping "**Not Me**" on the login screen.
- This action will return you to the main login page.
- Follow the usual step-by-step login.

Troubleshooting | Forgot Your Password?



Reset Your Password Easily:

Tap on “Forgot Password”

- Enter your User ID and additional information required.
- Follow the instructions to self-service reset password.

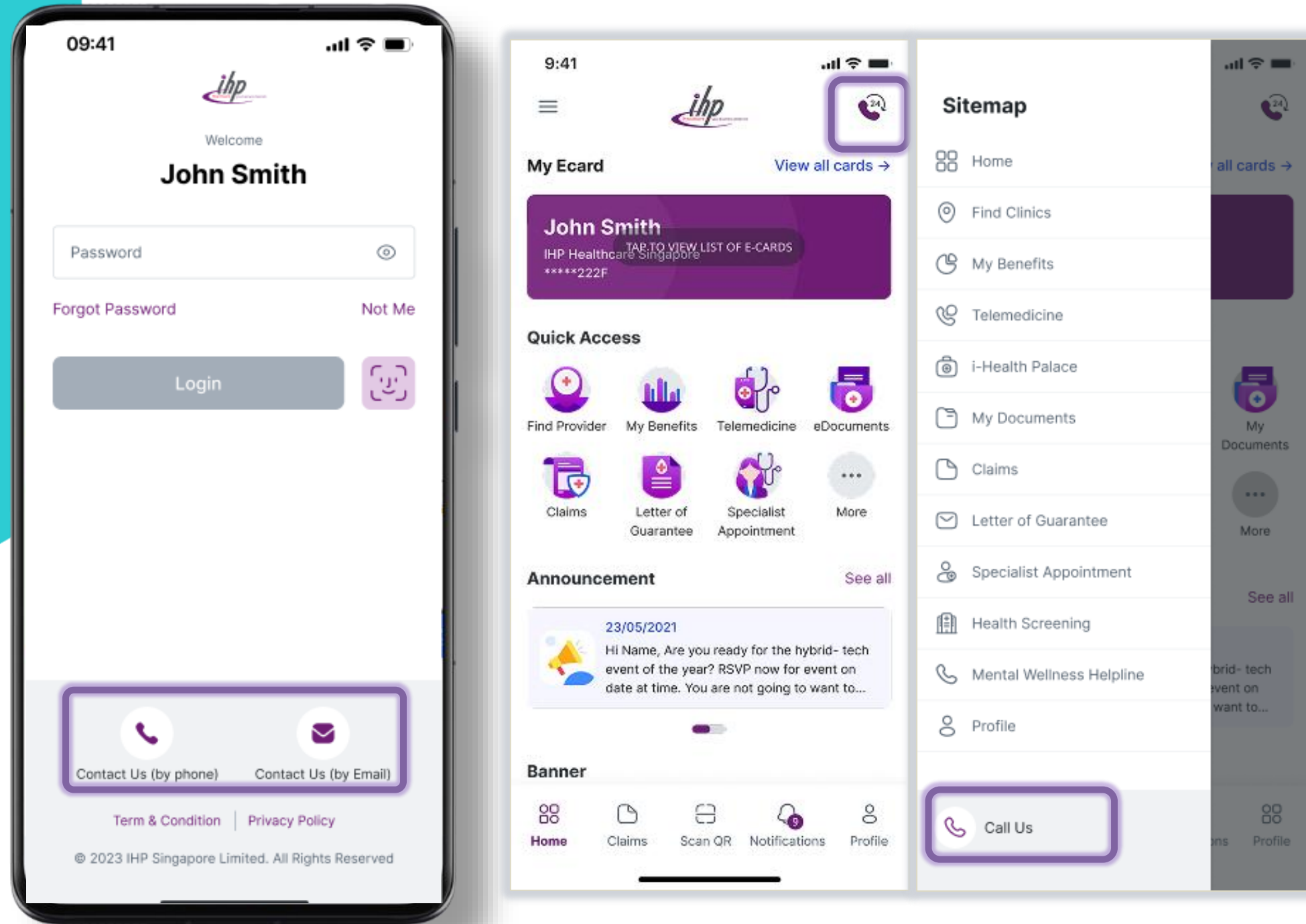
Tips:

- If you have entered the wrong details, return to the **Login Page** and restart again.

Reminder:

If you have entered wrong OTP or do not receive OTP, please wait for the timer to cooldown before retrigger OTP.

Troubleshooting | Contact Us



24/7 Helpdesk Support:

You can find the “**Contact Us**” icon at places within the app:

- On the **Login page** (for login or password issues)
- On the **top right corner Homepage** (for issues related to Claims, Benefits, etc.)
- Within the **Sitemap Menu**

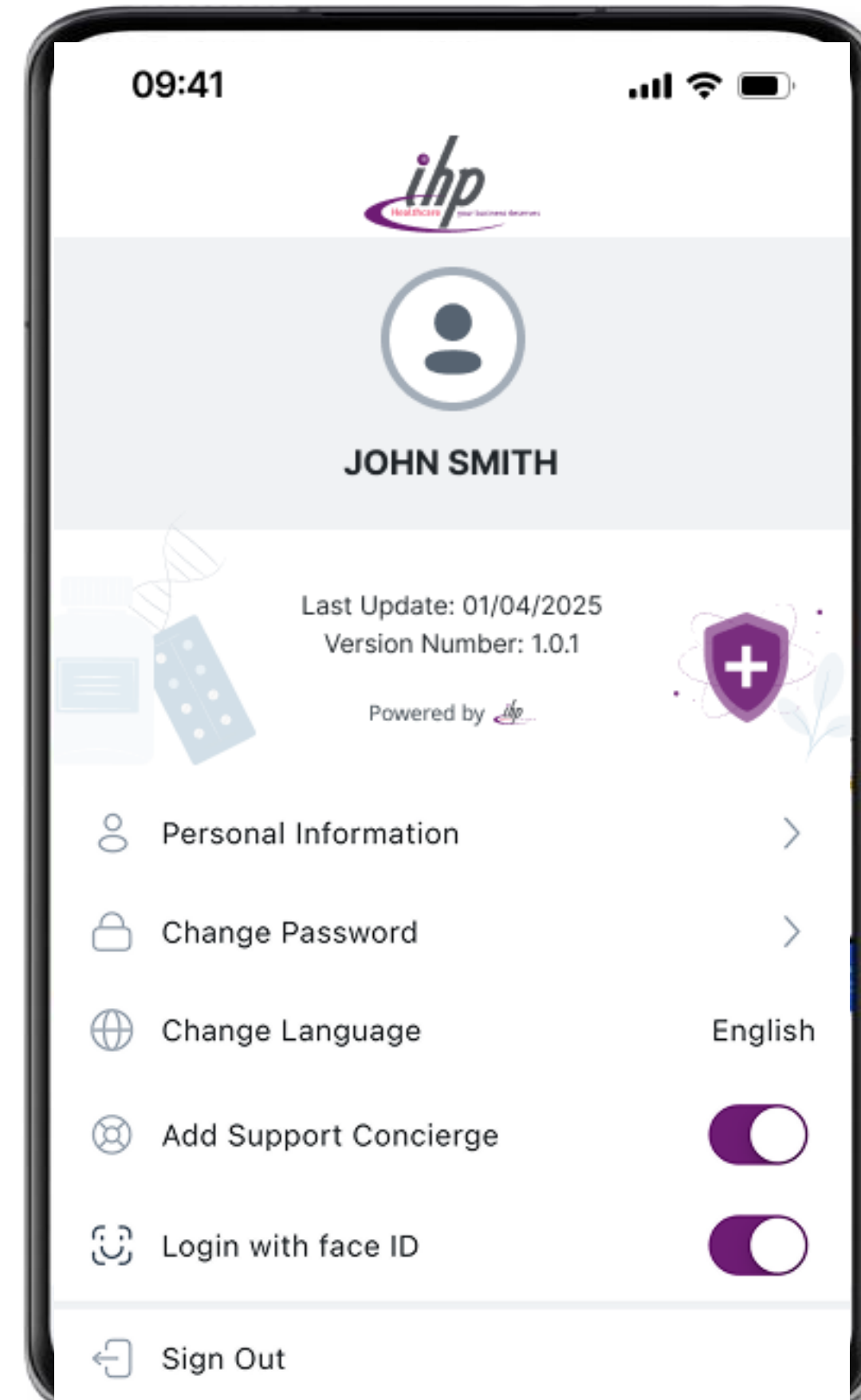
Tips:

When reporting an issue, please provide the following to help us resolve it faster:

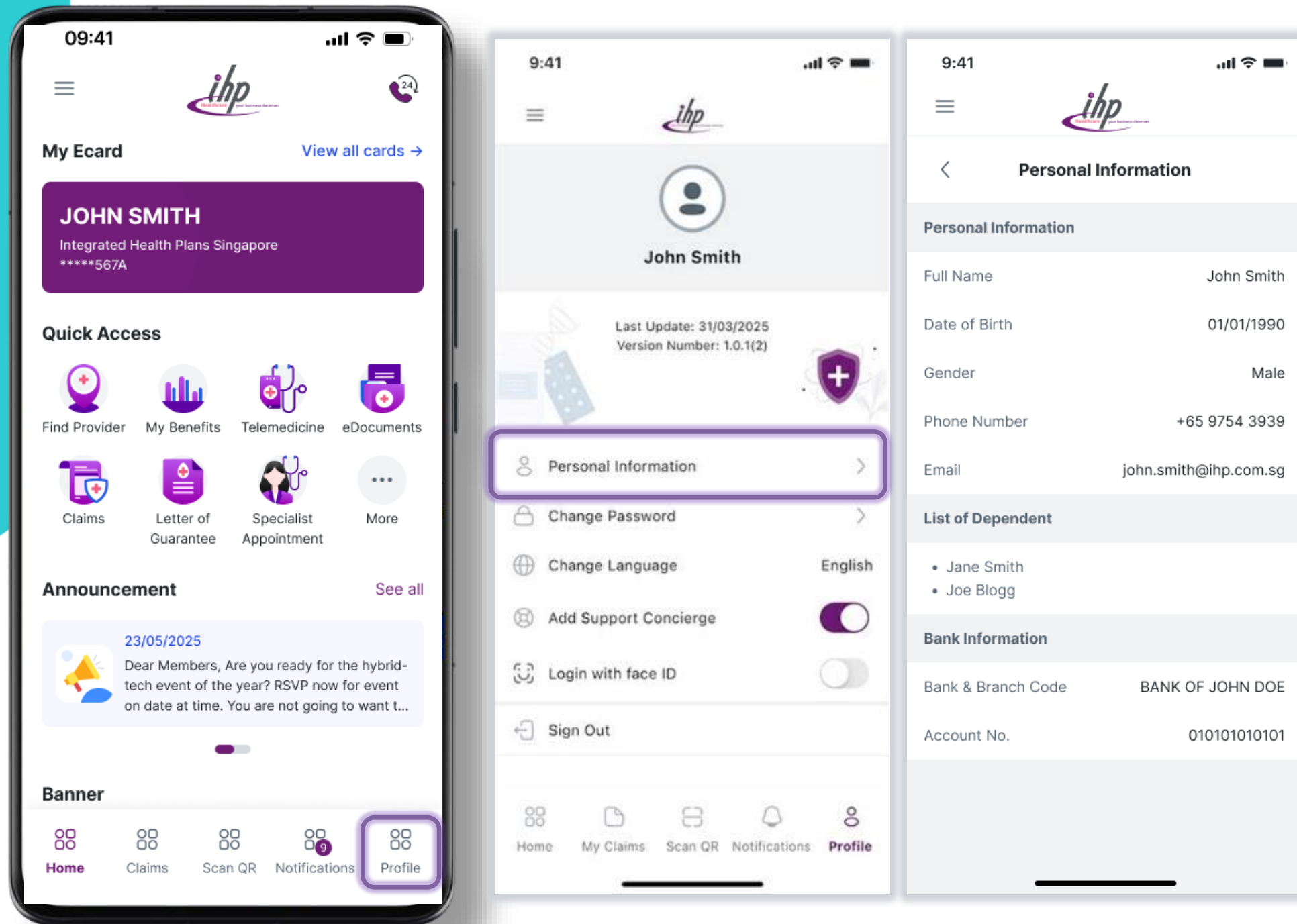
- **phone model** phone **firmware version**,
- **app name**, and **app version**,
- **Screenshots or screen recordings** related to the issue

Profile

Manage your personal details, language preferences, and app settings.



Profile | Your Personal Information



Tap **Profile** from the bottom navigation bar. Select **Personal Information**.

- This section displays your profile details from your employer or insurer. It's view-only to protect your data integrity.

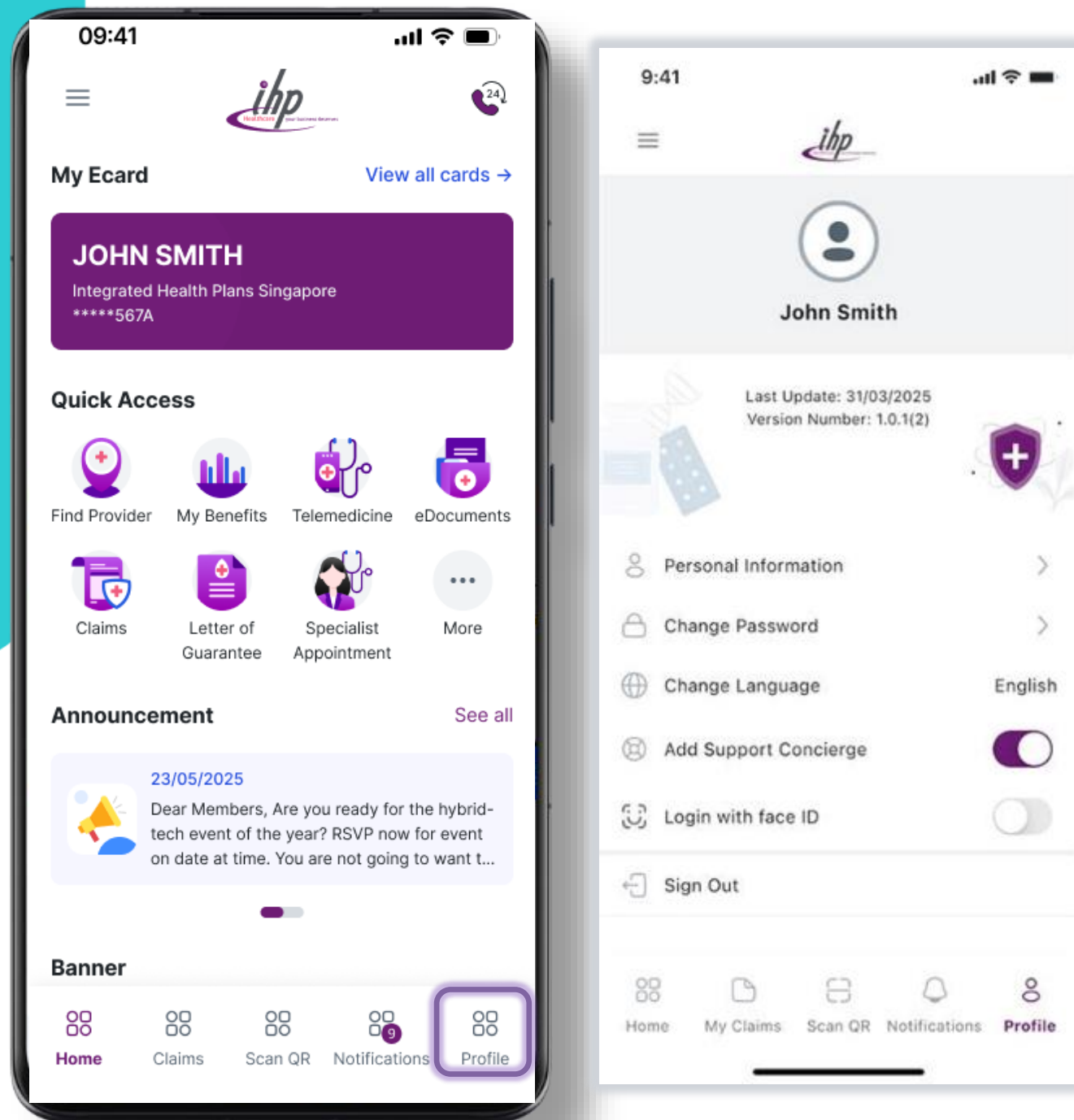
Registered Personal Information includes:

- Full Name
- Date of Birth
- Gender
- Contact Number
- Email Address
- Bank Information (for reimbursement purposes)
- Dependent List (If eligible)

Tips:

- If something looks wrong or is missing, just let your HR or insurer know. Once they've updated your records, we'll process the changes and sync the latest info to your app automatically.

Profile | Customize Your App Settings



Tap **Profile** from the bottom navigation bar to view **App Settings**.

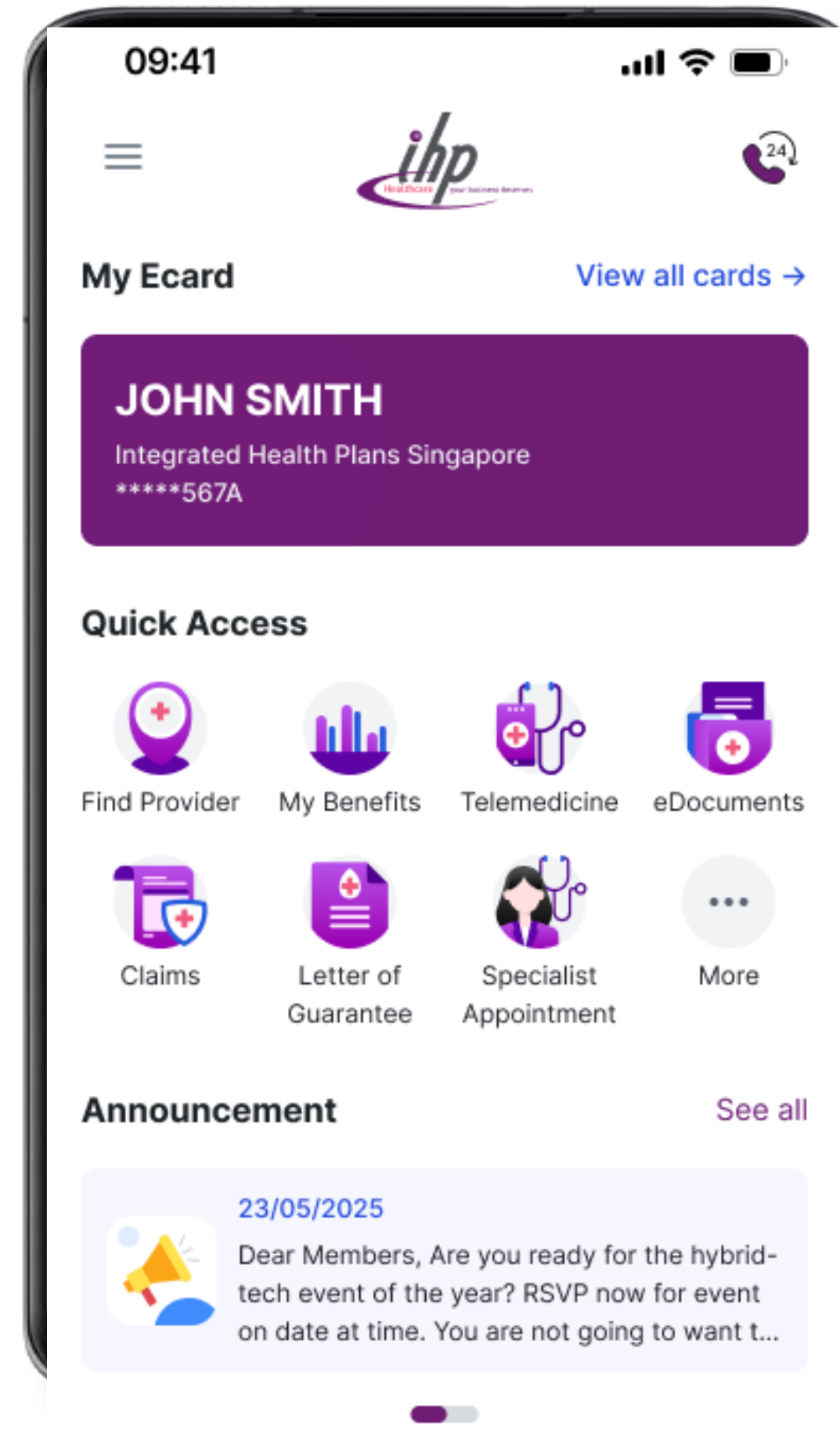
- **View App Version** - See which version of the app you're using and check for available update.
- **Change Password** - Update your login password anytime for better security.
- **Change Language**- Choose between the 4 languages for your preferred app experience.
- **Toggle Biometric Login**- Enable Face ID or fingerprint login (if supported by your device).
- **Toggle Support Concierge (IVILY)** - Turn on the in-app help assistant for step-by-step guidance.

Tips:

- If something looks wrong or is missing, just let your HR or insurer know.
- Once they've updated your records, we'll process the changes and sync the latest info to your app automatically.

Essential Features

Discover the app's core tools designed to simplify your everyday healthcare needs.



IHP OneConnect | Navigating Around the App

Site Map

Alternative shortcut menu to access essential features

Quick Access to Essential Features

All your essential tools, organized in one place for effortless access.

Announcement Banner

Stay updated with announcement post from time to time.

One-tap call IHP Contact Center

Hassle free contact IHP Contact Center to report an issue.

e-Cards

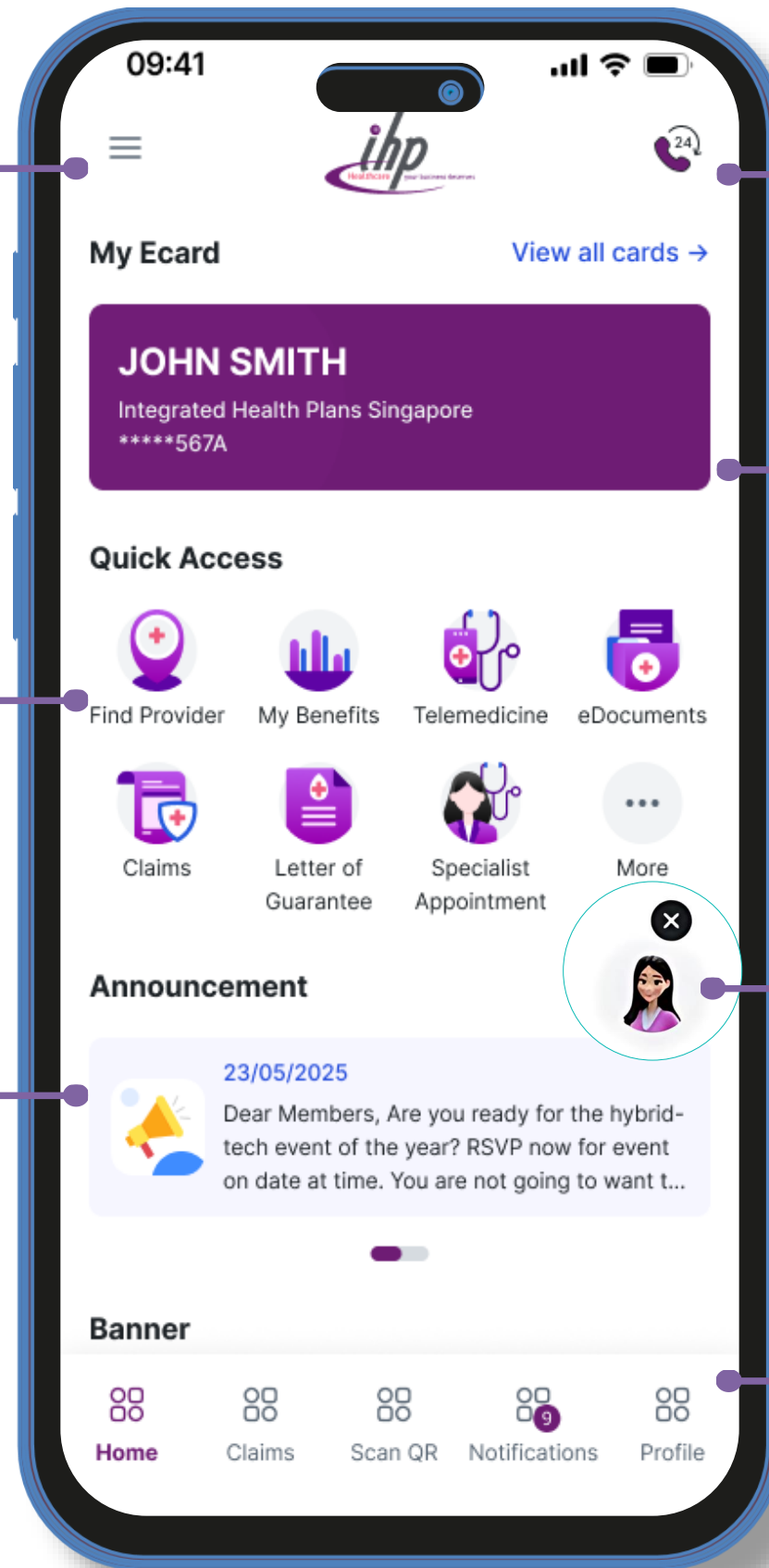
Tap to display e-card as Mode of Identification at panel clinics.

Support Concierge

Ongoing Support Concierge to guide you through essential features.

Bottom Navigation Bar Shortcuts

Shortcut to access Home, Claims, QR Scanner, Notification, Profile



IHP OneConnect | All Your Benefits. One App.

E-Card

Access your digital member card instantly.

Panel Clinics/Providers Locator

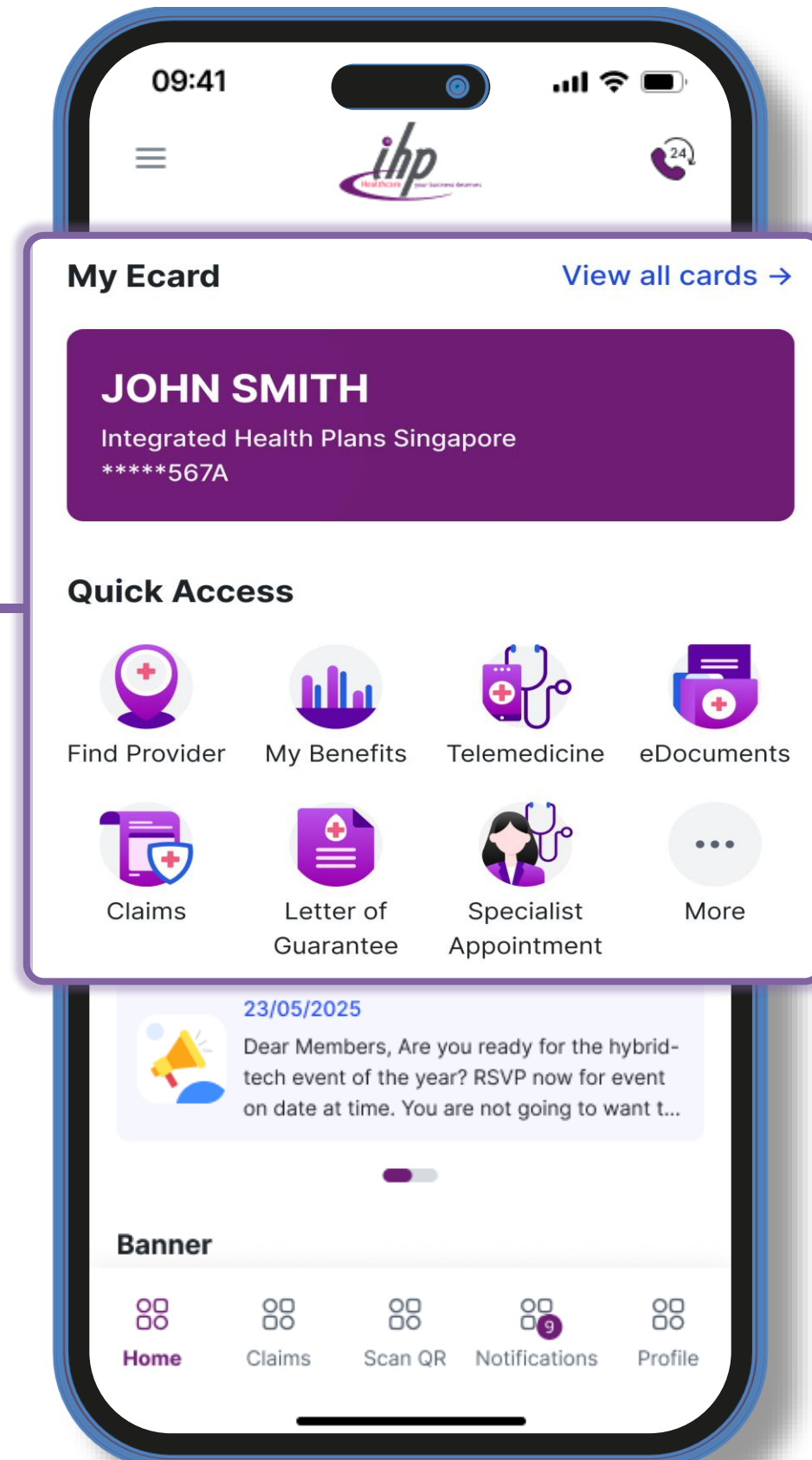
Find the nearest panel clinic whenever you need care.

Benefits Coverage & Entitlement

View and track your coverage, entitlement, usage and balance real time.

Telemedicine Services

Virtual consultations from the comfort of home.



Letter Of Guarantee (LOG) Request

Request LOGs digitally for hospital admission.

Claims Management

Submit, manage and track claims real time with ease.

Specialist Appointment Assistance

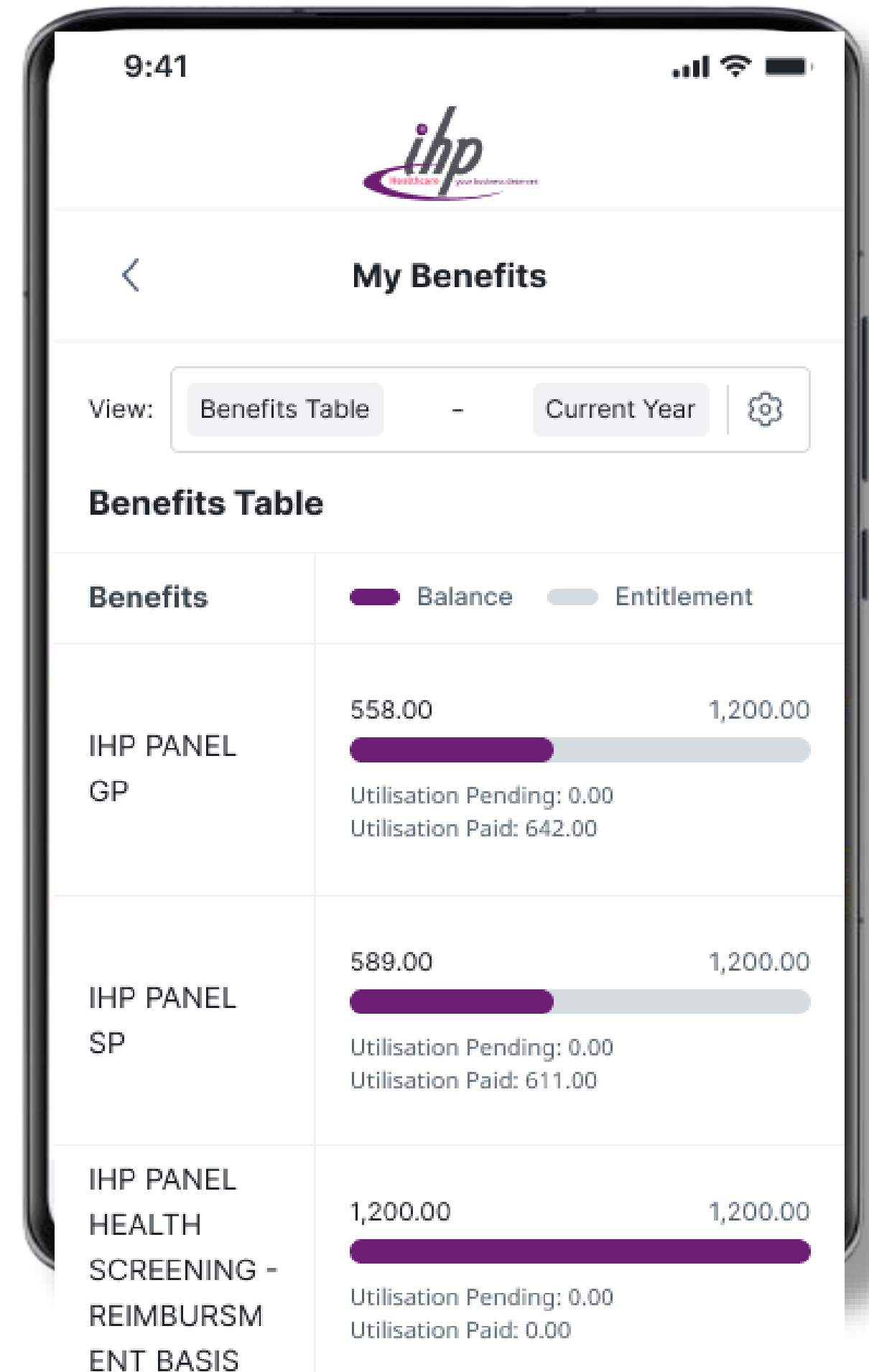
Get concierge support to book specialist consultations.

Document Library

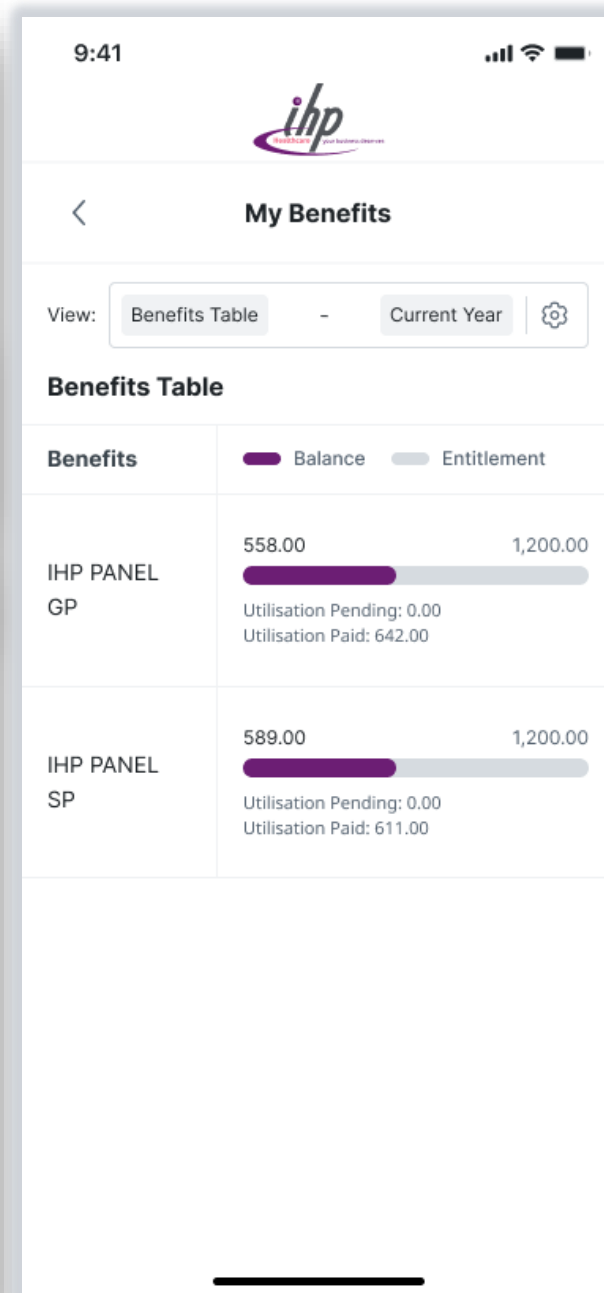
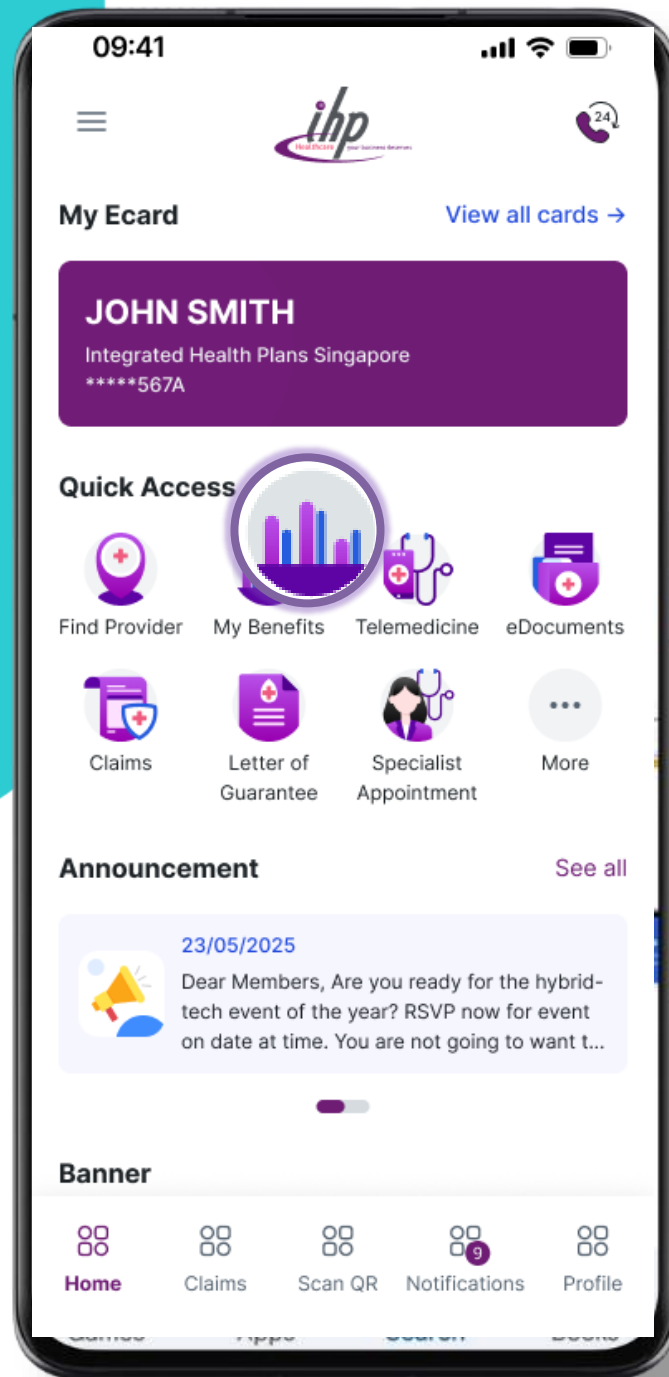
Access policy, forms, guides, and important documents anytime.

My Benefits

View your entitlement, usage, and remaining balance in real time.



My Benefits | Benefits Table



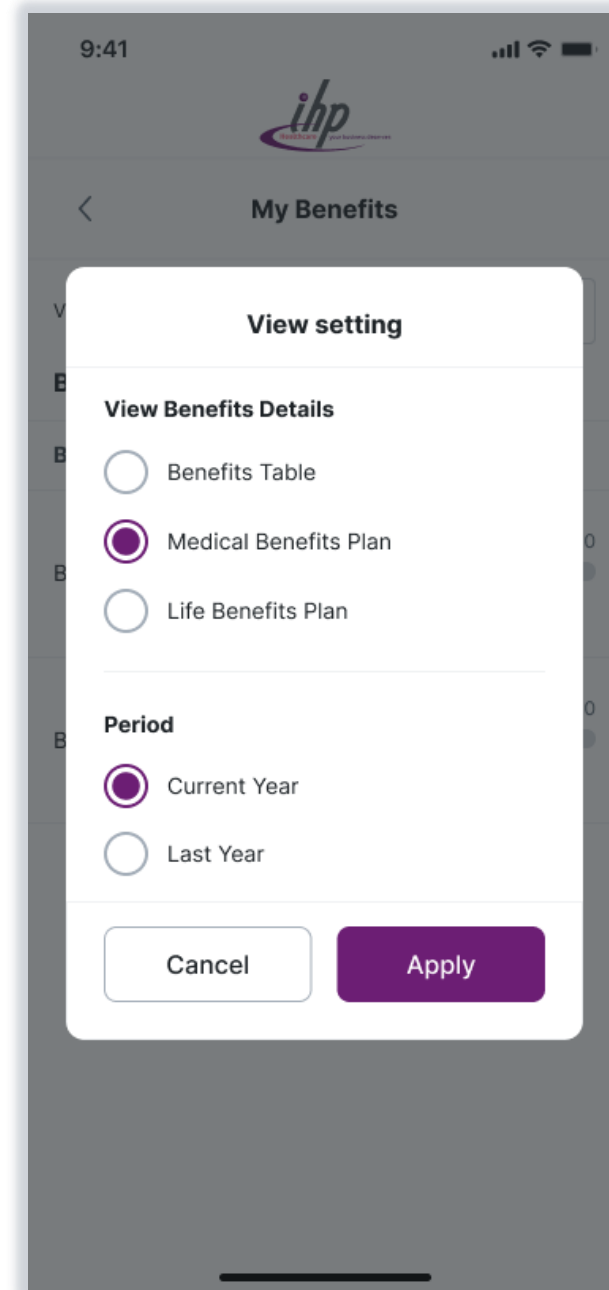
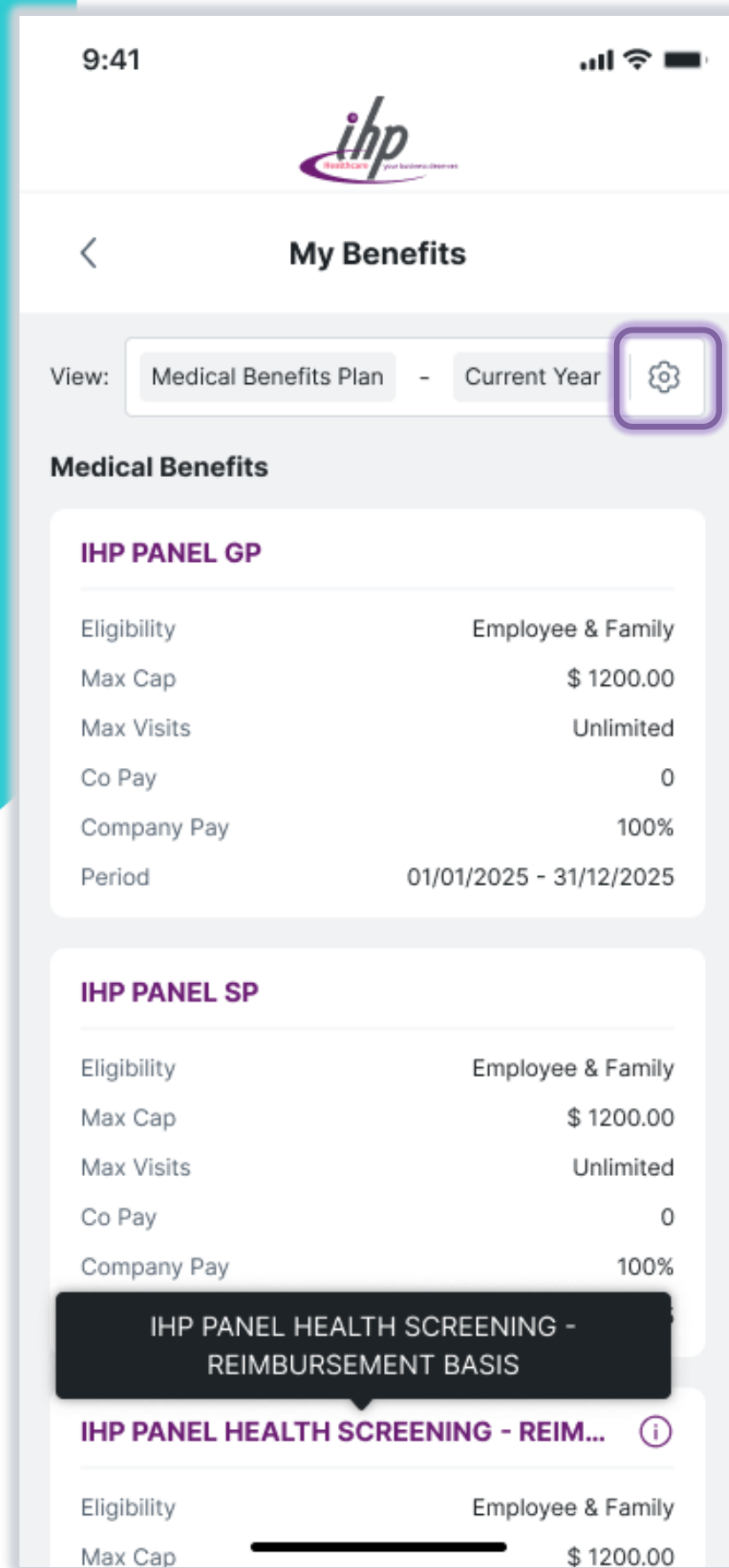
Track Your Healthcare Benefits Anytime:

- Tap **My Benefits** from the home page.
- View your and your dependent's (if eligible) **coverage details, entitlement limits, utilization history, and remaining balances.**

Tips:

- Check your remaining balance before visiting clinics or submitting claims to avoid out-of-pocket surprises.

My Benefits | Benefits Summary



Track Your Healthcare Benefits Anytime:

- To view your **Benefits Summary**, tap on filter and select Medical Benefits Plan.
- You will be able to check your detailed coverage here: Annual Limit, Co-Pay (if applicable), Eligibility status

Tips:

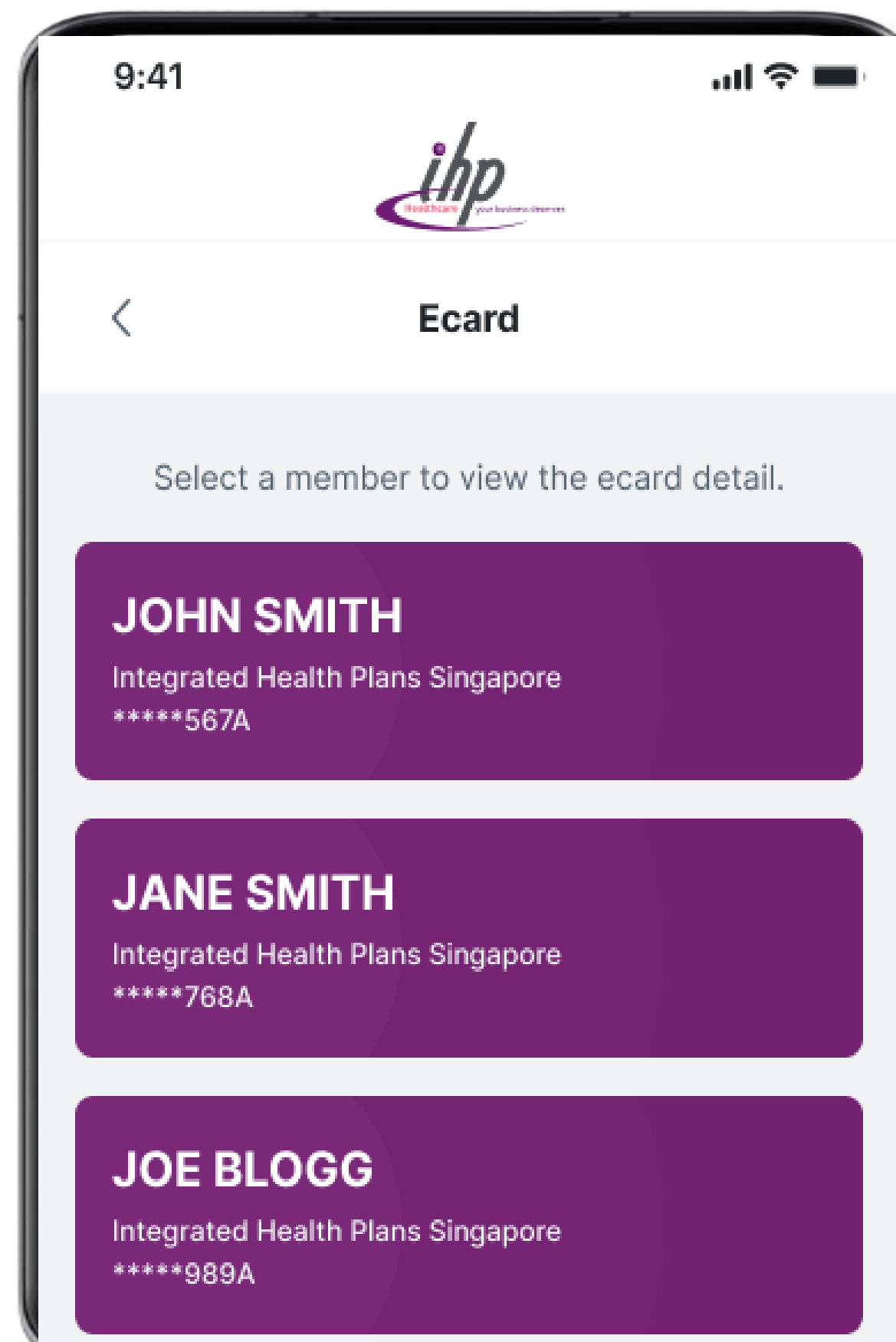
Check your coverage before make your trip down to panel clinics visit

Note:

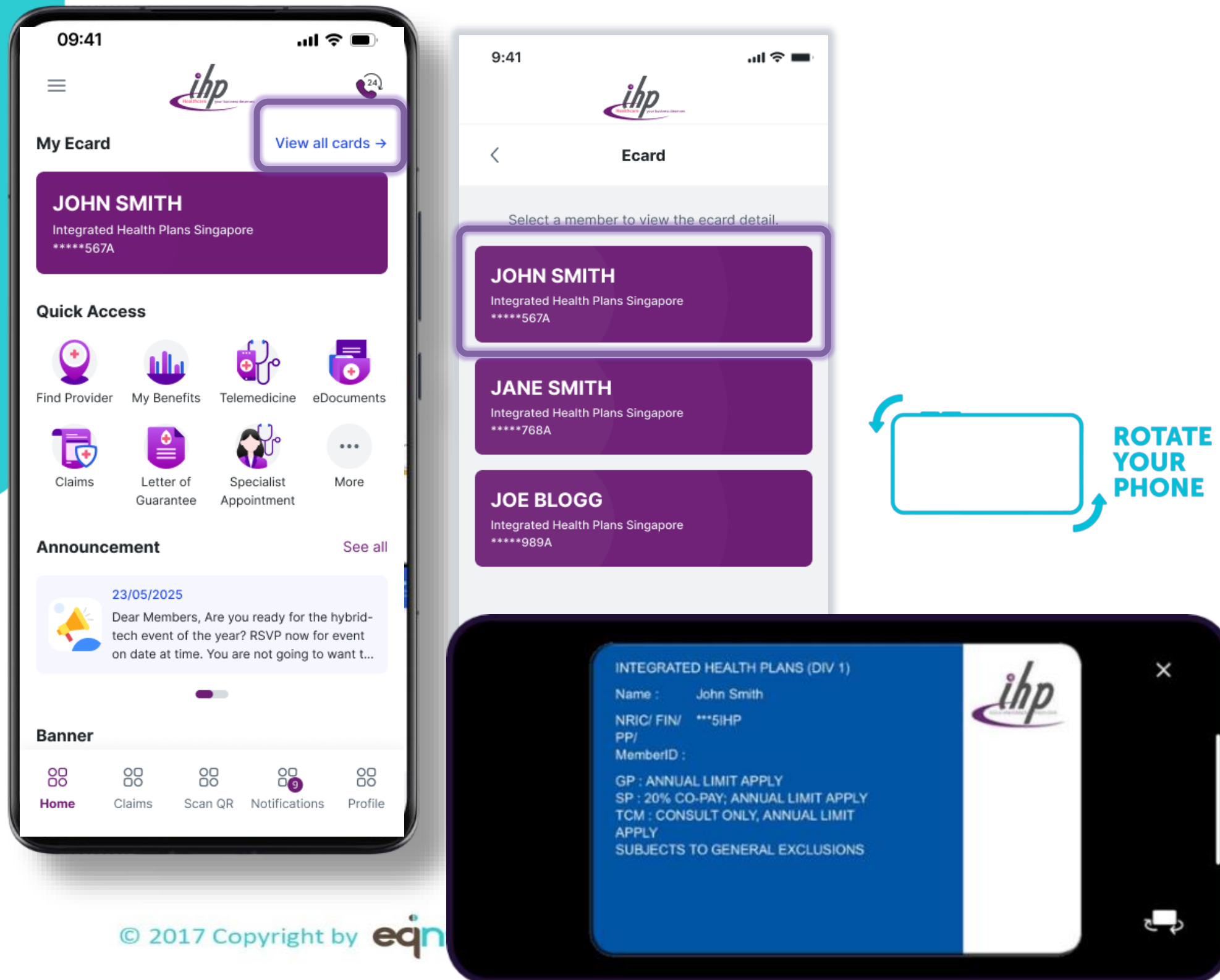
Benefits displayed are updated in real-time based on your plan coverage.

e-Cards

Access and present your digital medical card instantly at clinics.



e-Card Access | Mode of Identification



Access Your e-Card instantly:

Tap "**View All Cards**" to see the list of available e-Cards.

- Your own e-Card and your dependents' cards (if eligible) will be displayed.
- **Flip your phone horizontally** to present your e-Card at clinics or providers.

Tips:

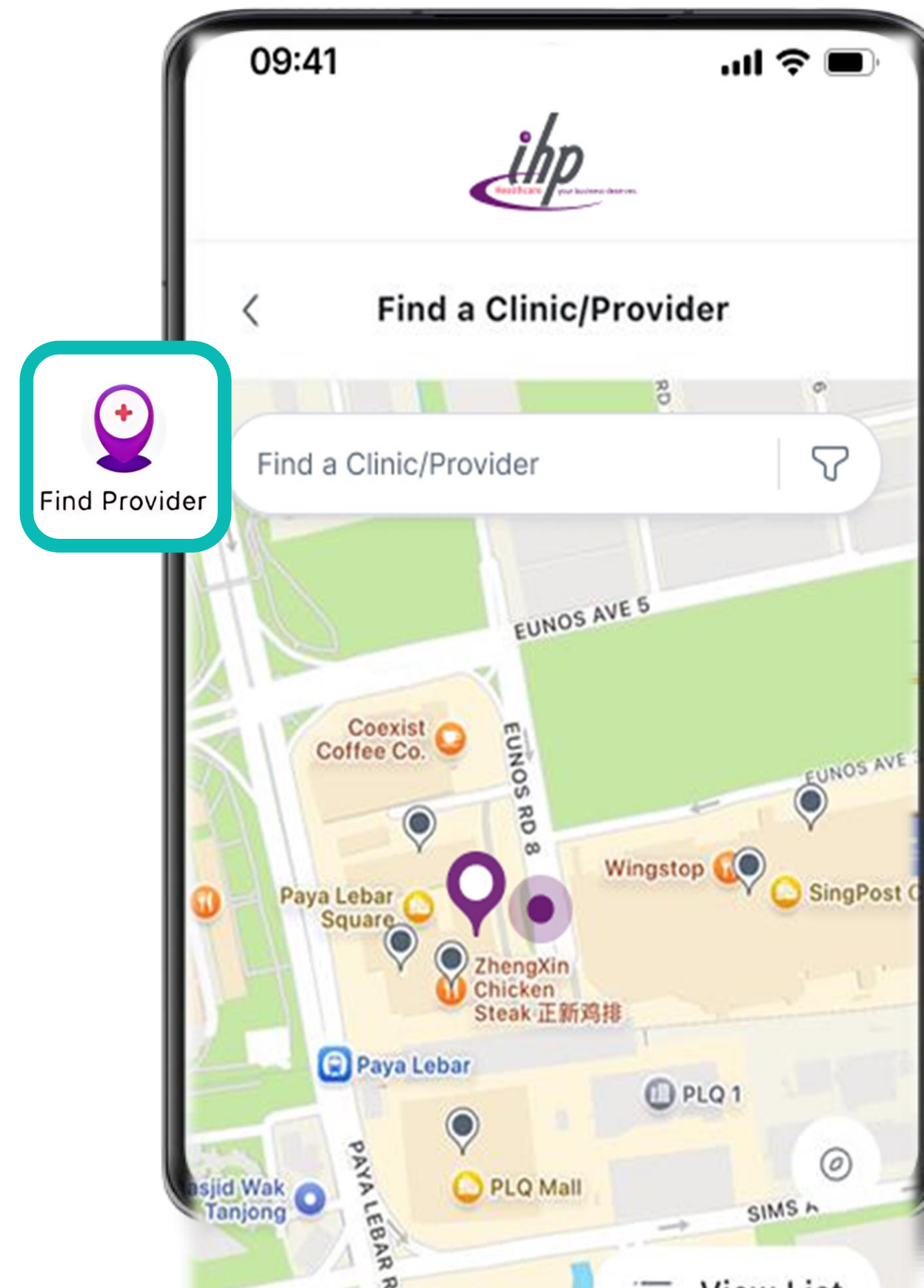
- If your e-Card is blank, check your network and try again later.
- If issue persists, please contact IHP to report the issue

Reminder:

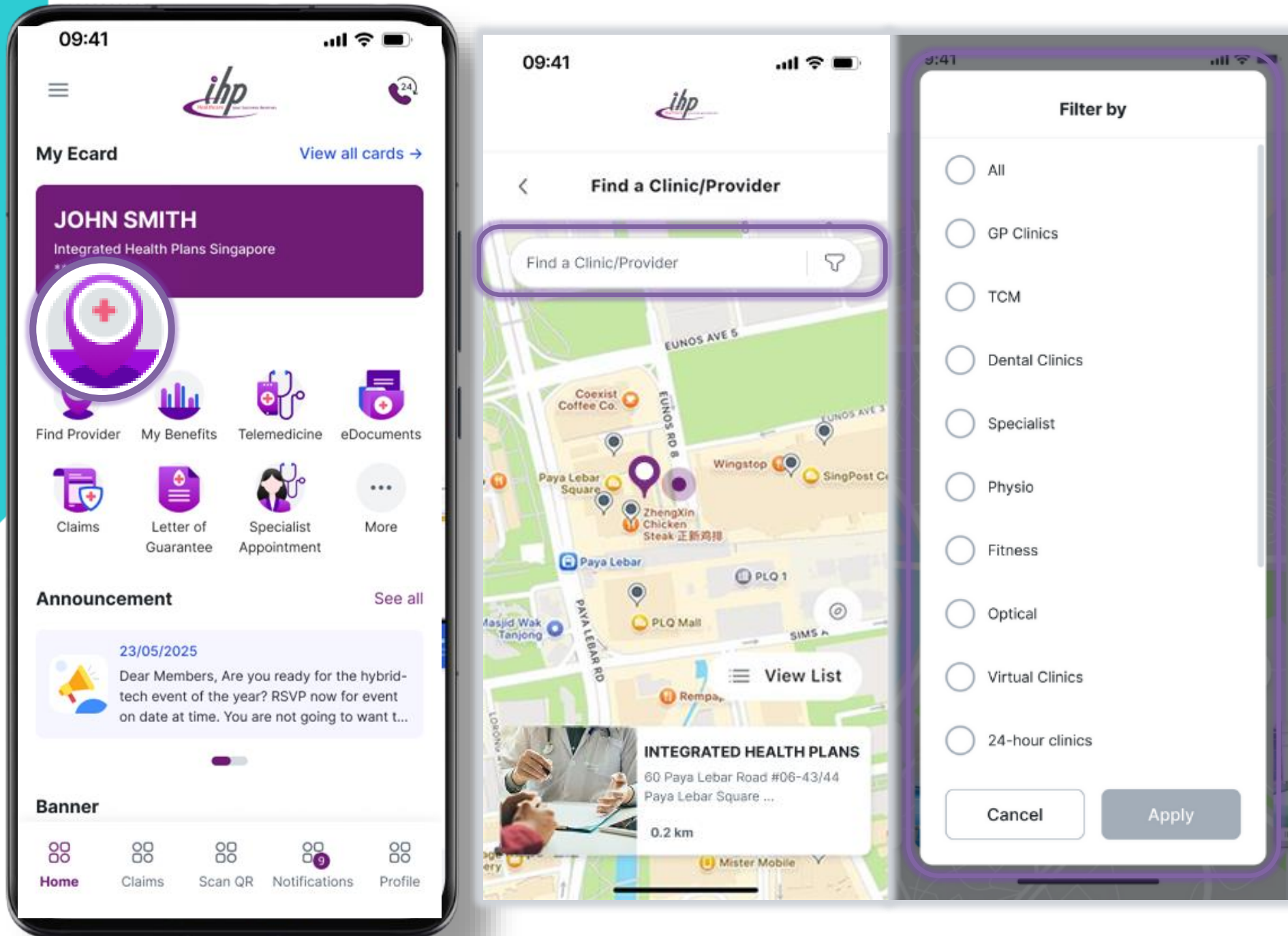
Do not screenshot or alter. Clinics may reject to accept your mode of identification.

Find Clinics / Providers

Locate nearby panel clinics and specialists anytime, anywhere.



Find Clinics / Providers | Panel Clinics/Providers Locator



Finding a Clinic

- Tap **Find Clinics/Providers** on the home page.
- Search for nearby panel clinics / providers within a **3km radius** from your current location.

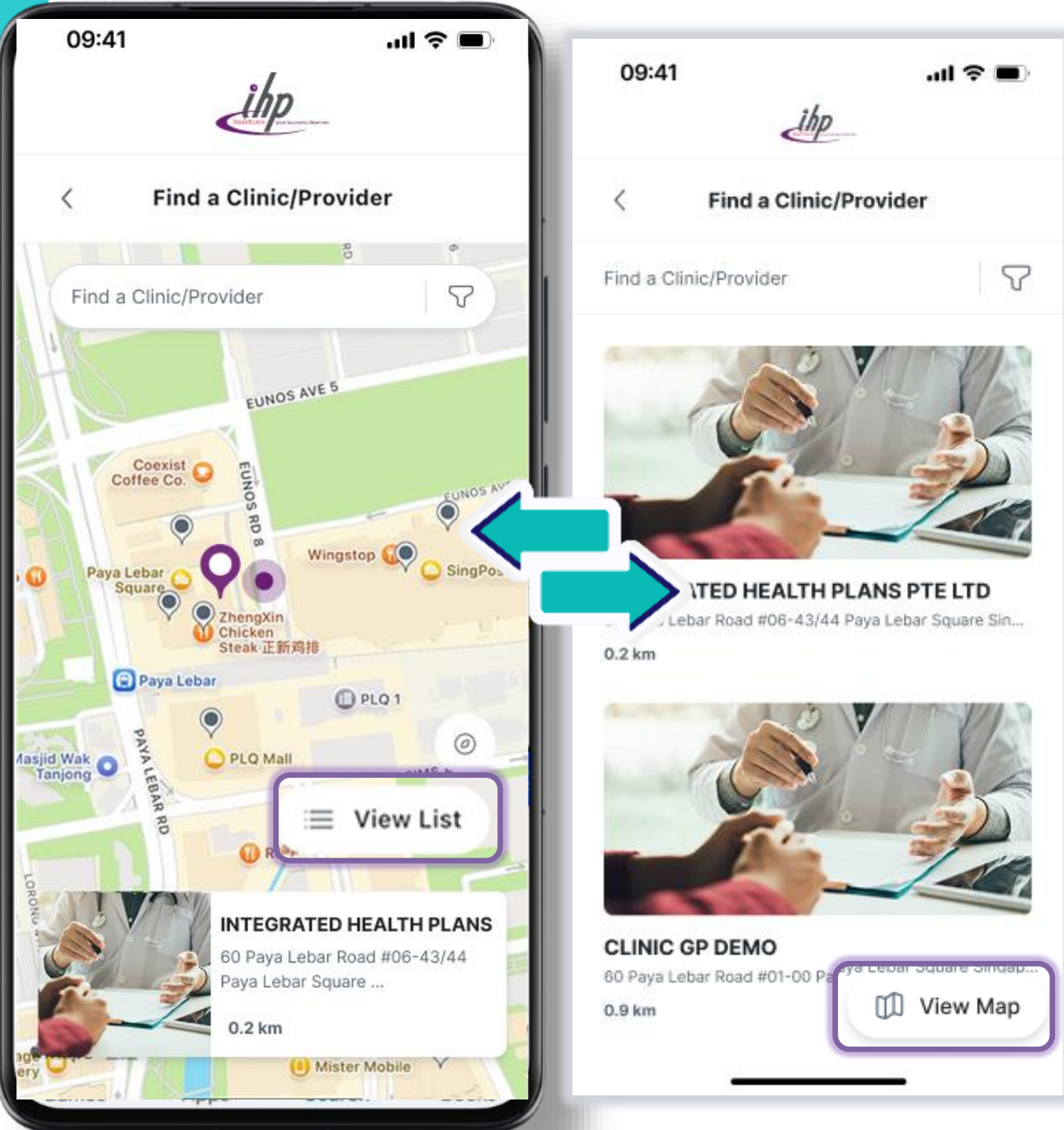
Tips:

Use the **Filter & Smart Search** function to narrow down results by clinic type, name, address, location, district/zone.

Reminder:

Please ensure that your device's Location Services is enabled.

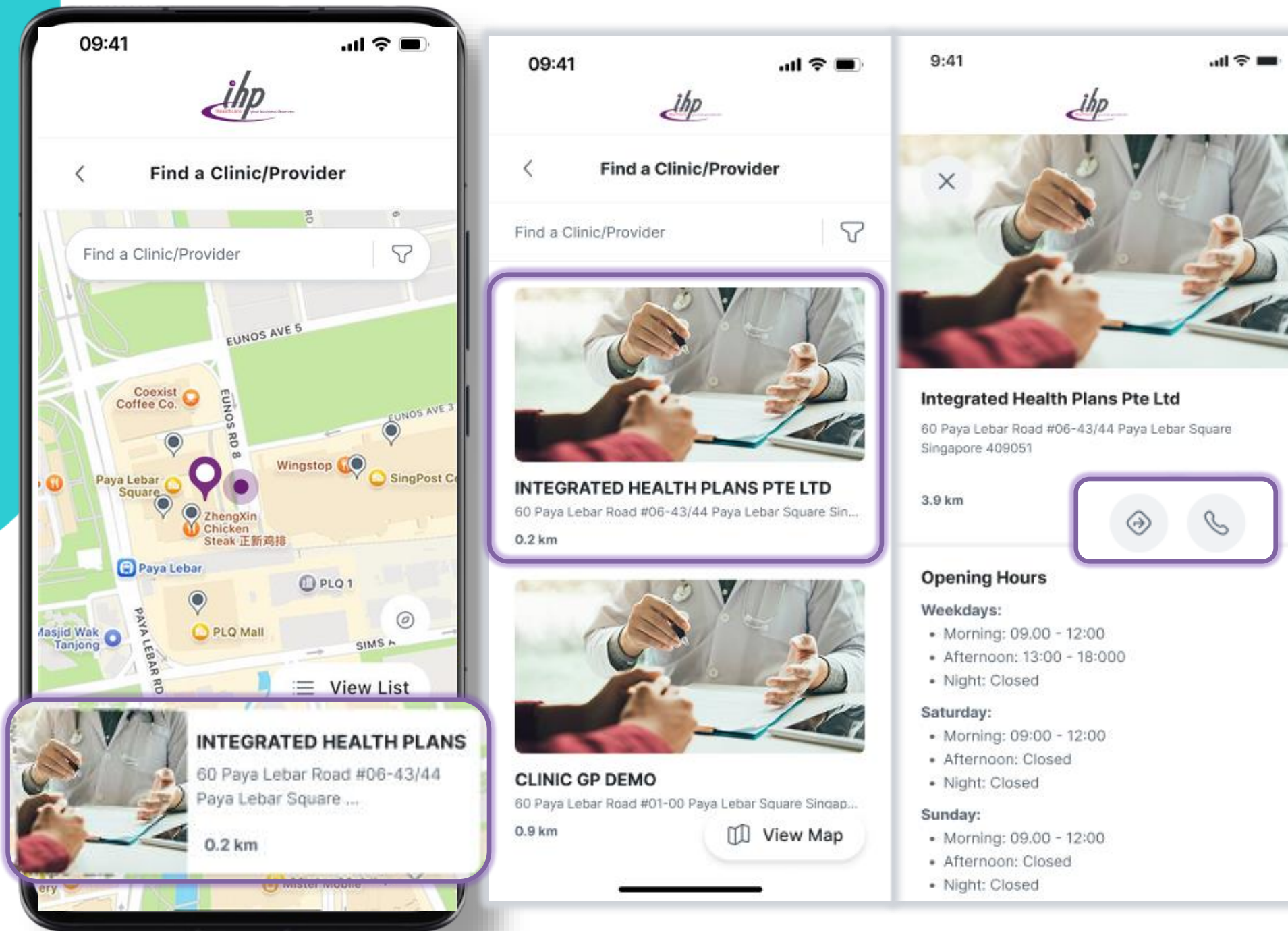
Find Clinics / Providers | Switching Between Map or List View



Change View:
Toggle between **Map View** and **List View** depending on your preference.

Tips:
If you are within poor network coverage area, switch to List View to load faster.

Find Provider | View Provider Details



View Provider Details:

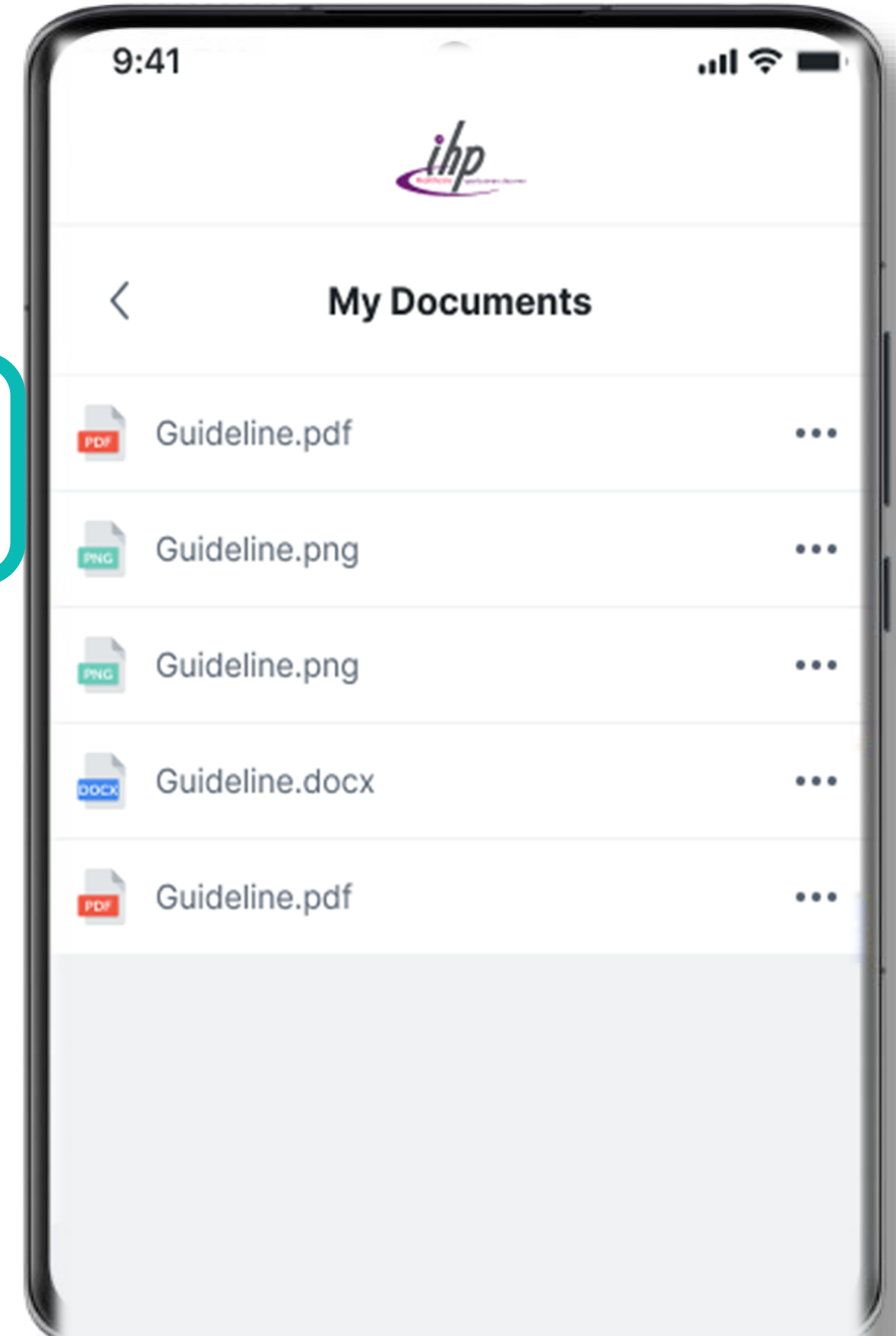
Tap on the **Clinic/Provider card** to view the operating hours, address, contact information, etc.

Tips:

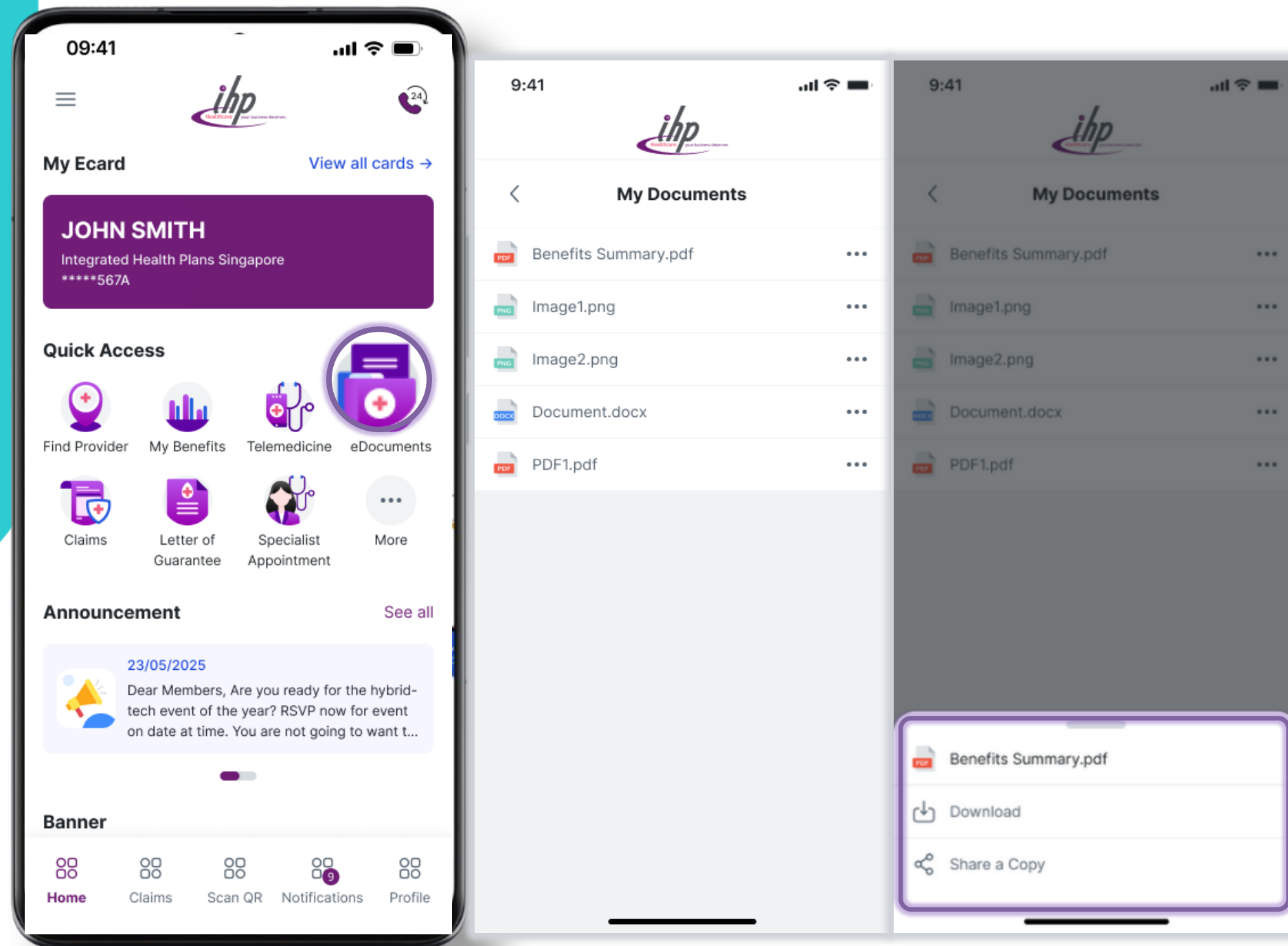
- Tap the **arrow icon** to open the location in Google Maps for navigation.
- Tap the **phone icon** to call the clinic/provider directly with one touch.

eDocuments

Easily access important policy documents and insurer forms uploaded.



eDocuments | View, Download or Share Documents

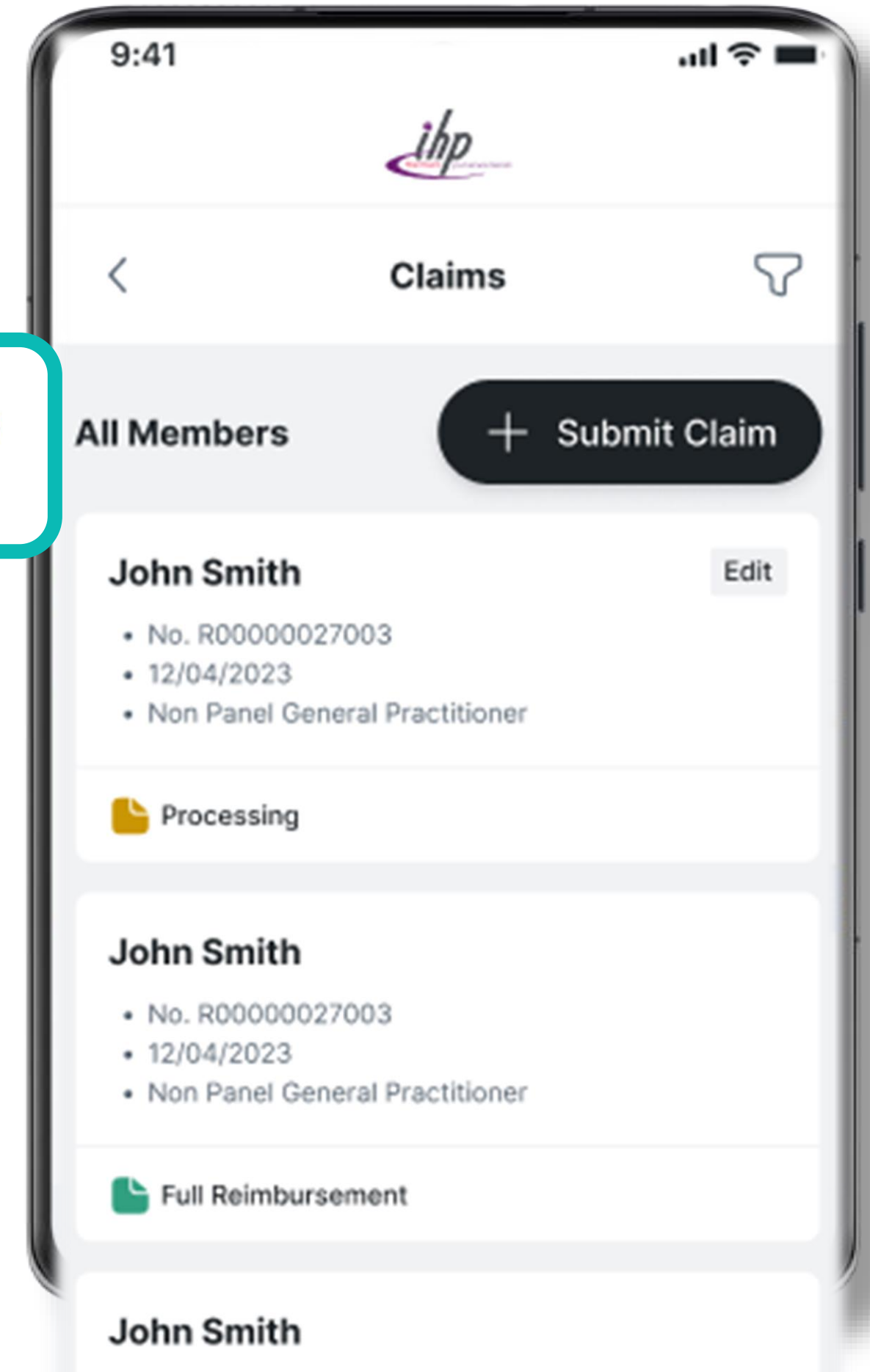
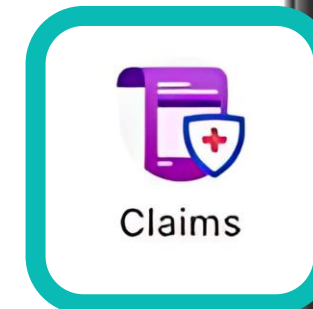


Access and Manage Your Uploaded Documents:

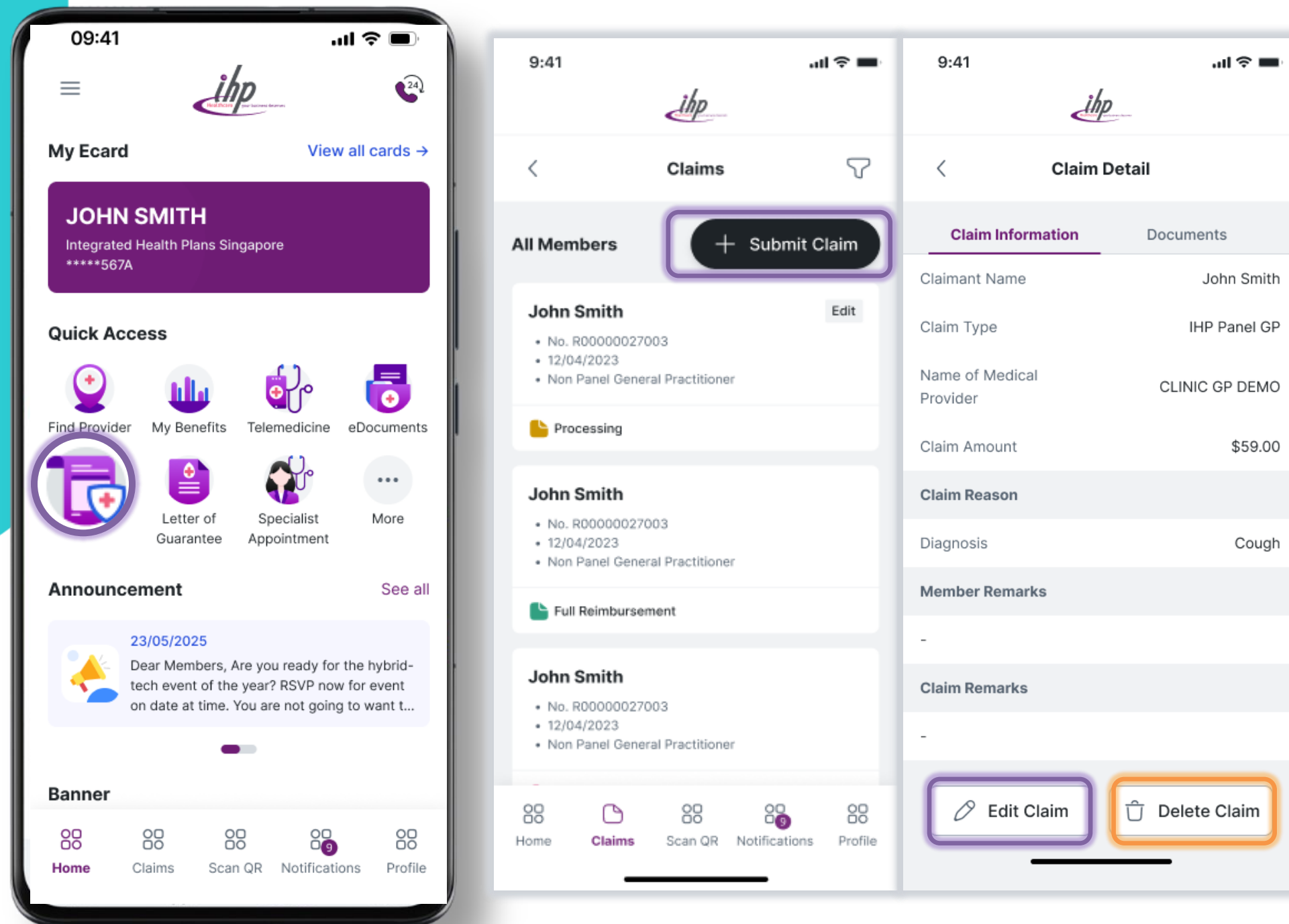
- Tap **eDocument** from the home page or navigation menu.
- View all documents related to your policy.
e.g. Benefits Summary, Medical Claim Form, LOG Request Form, etc.
- **Options available:**
 - View documents the app
 - Download** documents to your device
 - Share** via email or WhatsApp

Claims

Submit, edit, and track your claims status in just a few taps.



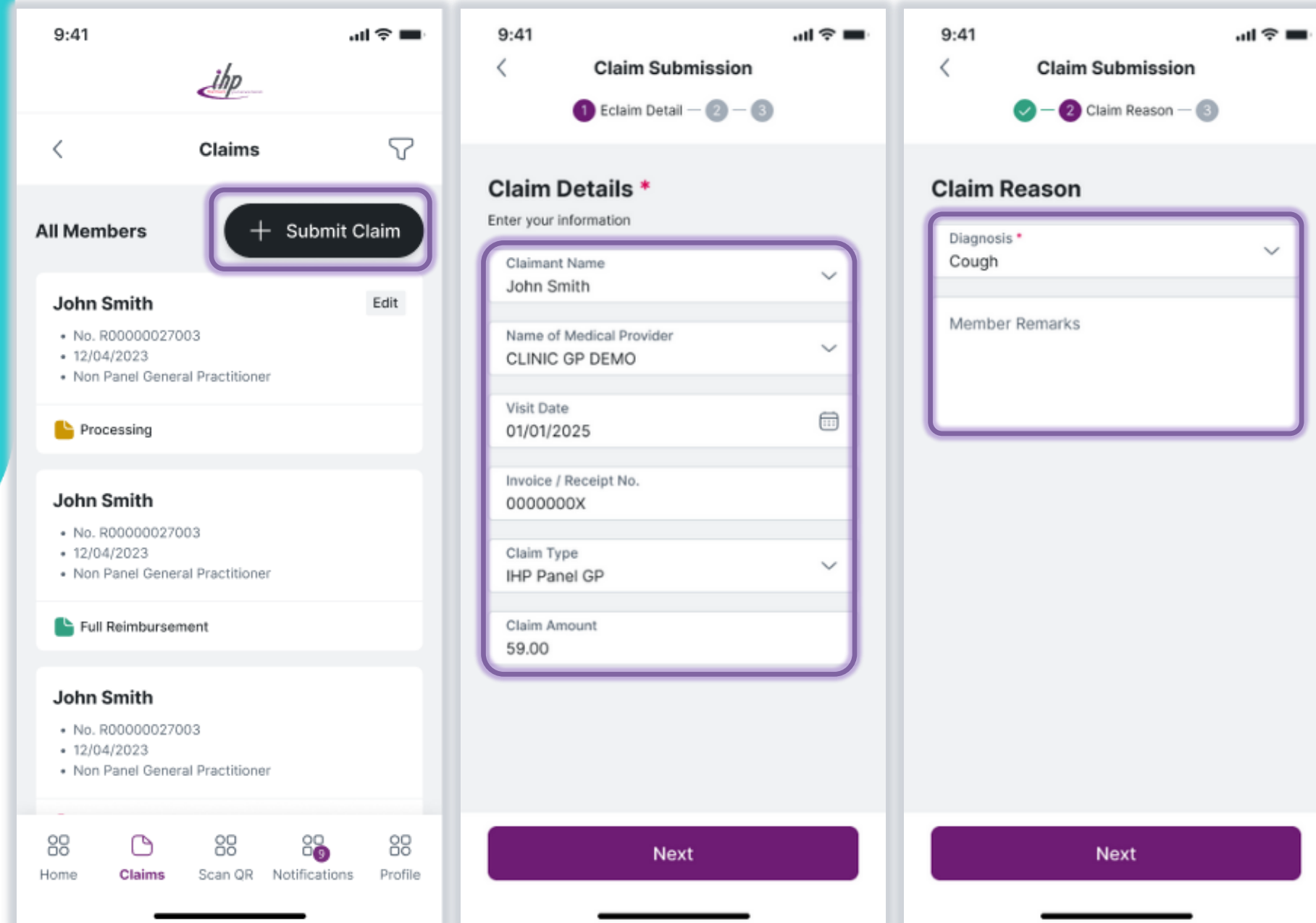
Claims | Claim Management



Tap **Claims** from the home page to view all your submitted claims.

- **Submit Claim:** Create a new claim and upload supporting documents directly in the app.
- **Claims History:** View all submitted claims. Tap any claim to review full details.
- **Edit Claim:** Update claim information or attach additional documents if the Edit option is available.
- **Delete Claim:** Remove incorrect claim submissions if needed.

Claim Submission | Claim Details & Reason



Tap "**Submit Claim**" to start a new claim submission.

- Step 1: Claims Details - Fill in all required fields accurately and **in sequence**.
- Step 2: Claim Reason – Fill in **diagnosis/illness** and any remarks you wish to share with us.

Tips:

Make sure all claim details and reasons are filled in accurately before uploading documents. This helps avoid delays in processing.

Note:

If any required field is incomplete or incorrect, the system may prevent submission until it's resolved.

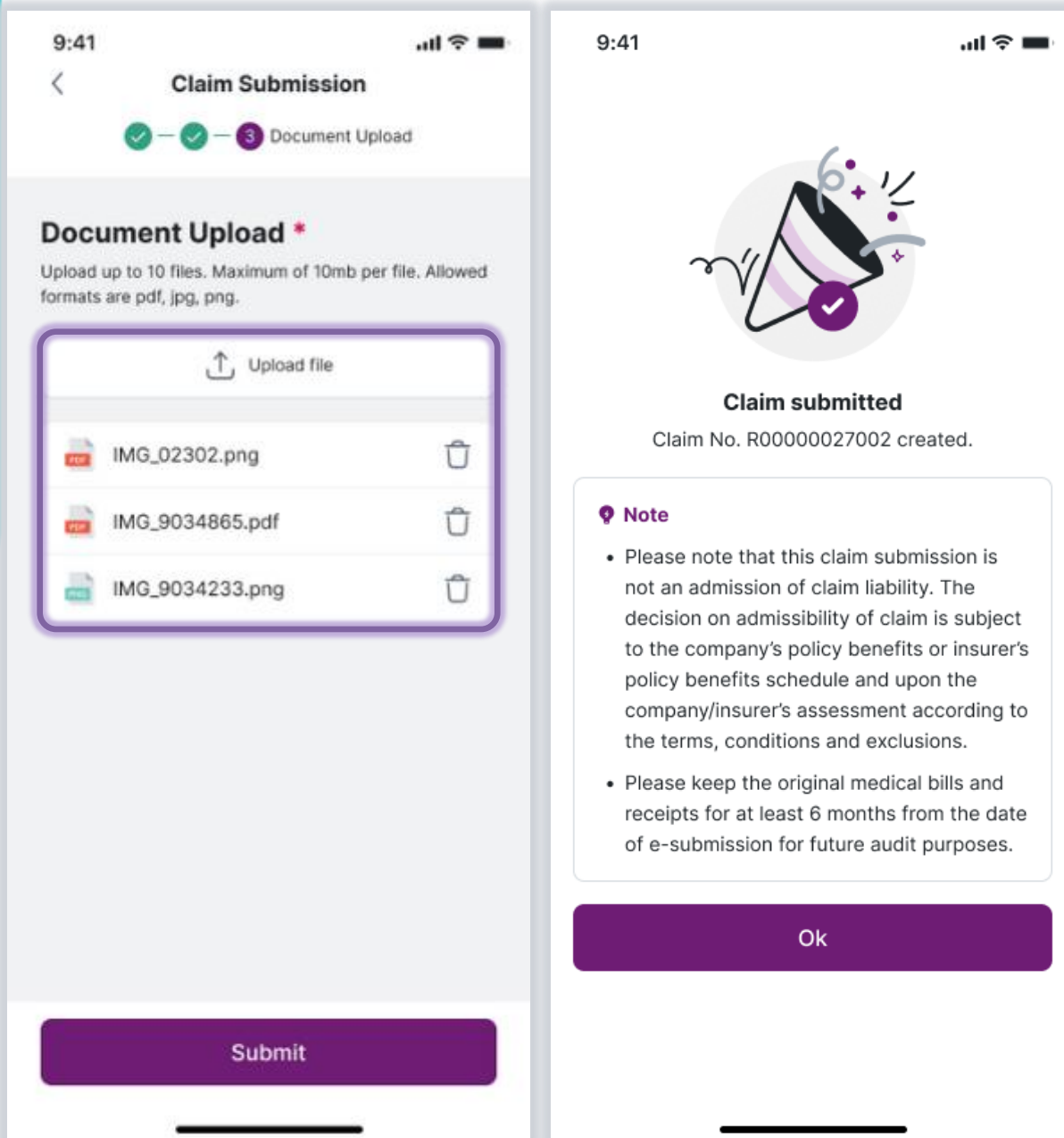
Claim Submission | Document Upload (cont.)

Continue your submission by attaching all required documents to support your claim.

- Step 3: Upload Supporting Documents- Attach relevant **supporting documents** (e.g., claim receipts, referral letters, doctor's memos)

Submission Confirmation

Once submitted, you will see an **in-app notification** confirming that your claim has been sent successfully.



Tips:

Attach all necessary documents upfront to speed up claim processing.

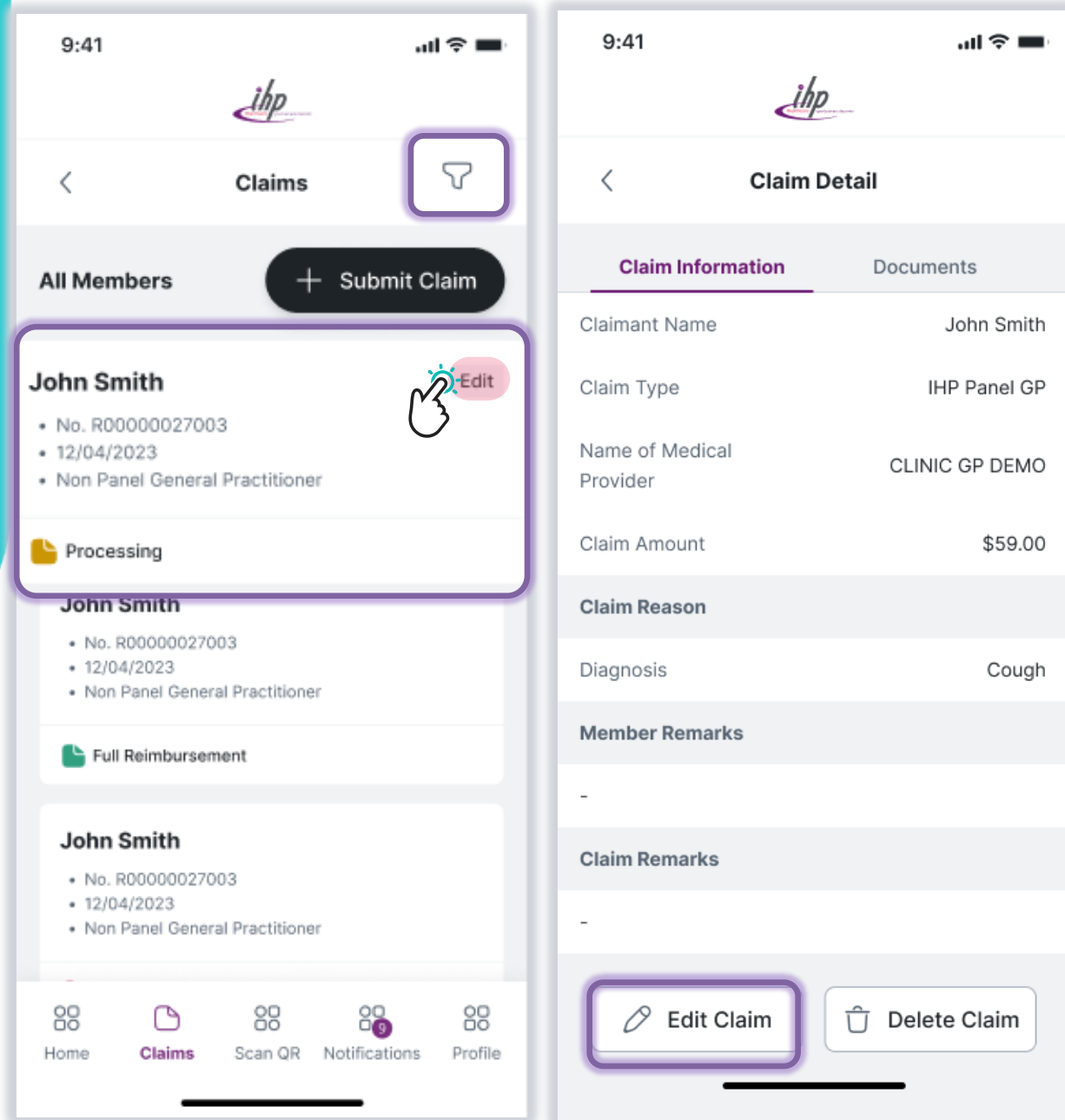
Note:

Uploaded documents may take some time to sync and reflect in the app.

Claim | Claim History & View Claim Details

Track your claim status real time in ease:

- All submitted claims will be listed by date and status.
- Tap on any claim entry to view full claim details.
- Use **the Search & Filter** function to refine claims by Claimant, Date Range, or Status.



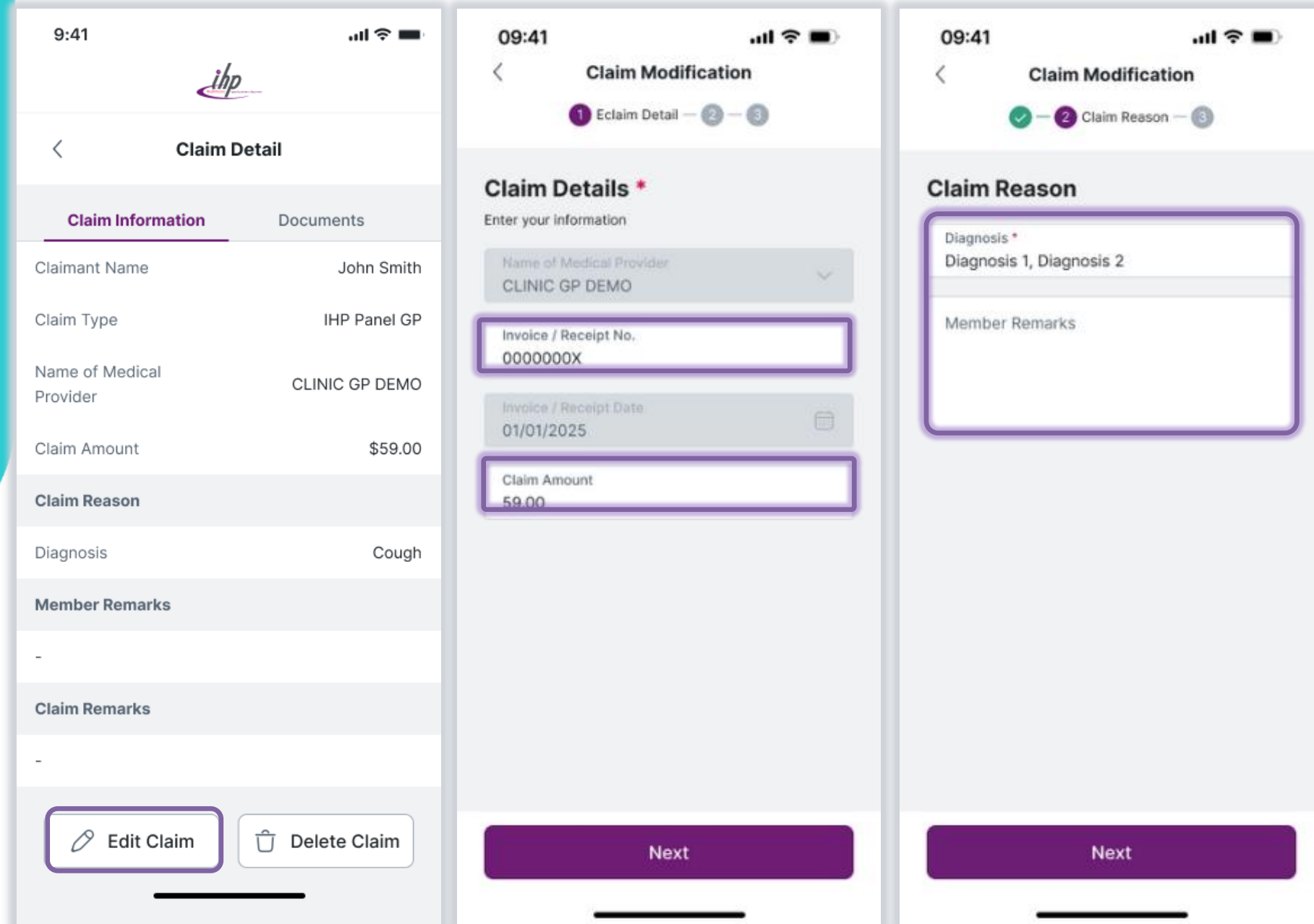
Tips:

Need to make changes? Just tap the “Edit Claim” button. If it’s greyed out, the claim can’t be edited anymore.

Note:

The “**Edit Claim**” button will only appear if your claim status is Processing or Pending — that’s when you can still make changes.

Claim Modification | Edit Claim Details & Reason (Processing Status Only)



If your claim is in **Processing** status, you may still make limited changes. Follow the steps below:

- Step 1: Tap “**Edit Claim**” - The **Edit Claim** button will appear only if the claim status is **Processing**.
- Step 2: Edit **Claim Details** - You may update the following fields: **Invoice / Receipt Number & Claim Amount**
- Step 3: Update **Claim Reason** - You can modify the **diagnosis/illness** details or add more information under the **Member Remarks** section.

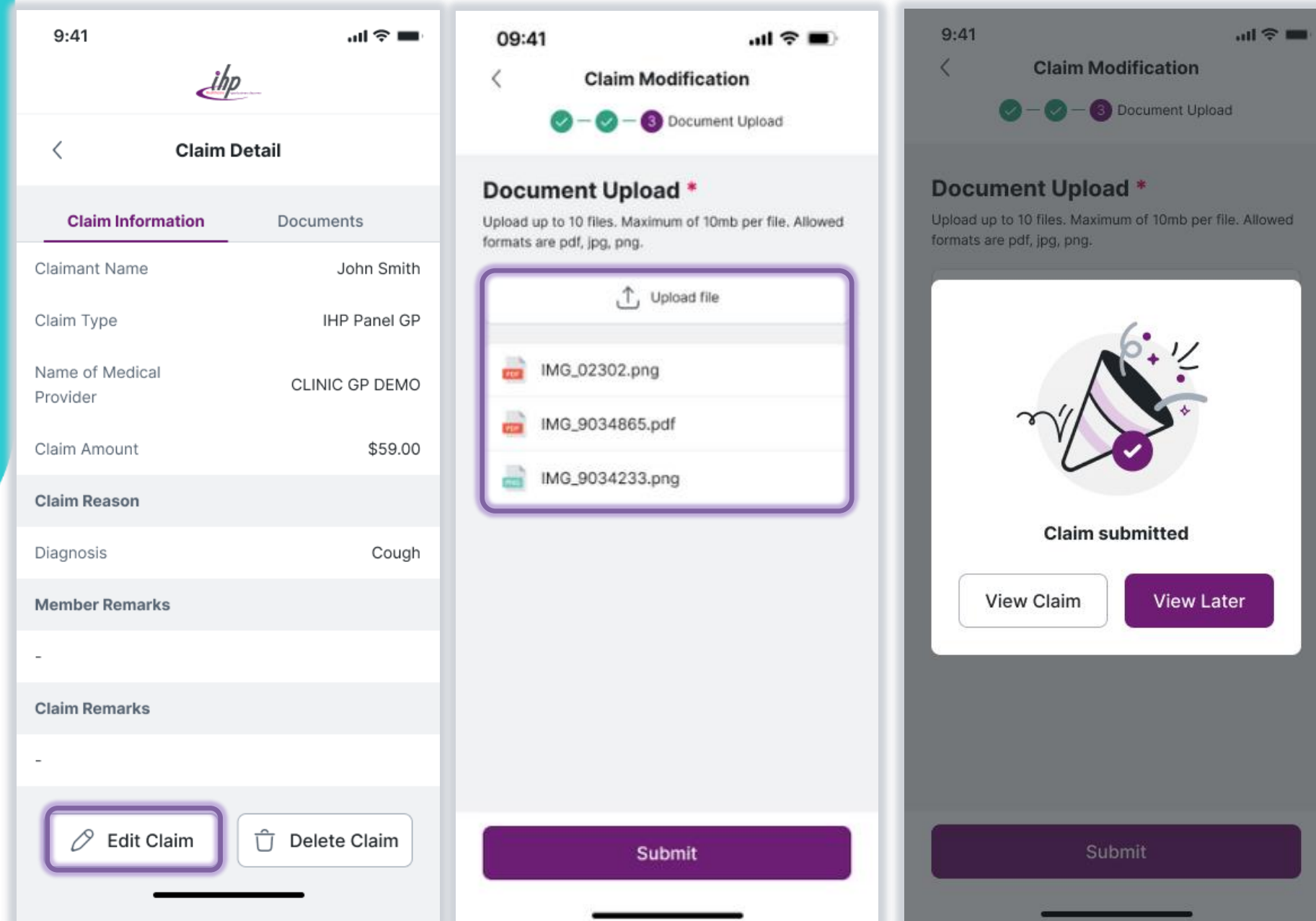
Tips:

- You only have one chance to edit — double-check your changes before submitting. Greyed-out fields cannot be modified.

Note:

- Uploaded documents may take a few hours to sync and appear in the app.

Claim Modification | Document Upload (Processing or Pending Status)



If your claim is in **Processing** or **Pending** status, you may still upload additional documents to support your submission. Here's how:

Step 1: Tap “**Edit Claim**” - The **Edit Claim** button will appear only if the claim is in **Processing** or **Pending** status.

Step 2: Supporting **Document Upload** - Upload any **additional documents** requested (e.g., receipts, medical memos, clarifications).

- Make sure your files are **clear and complete** to avoid delays.

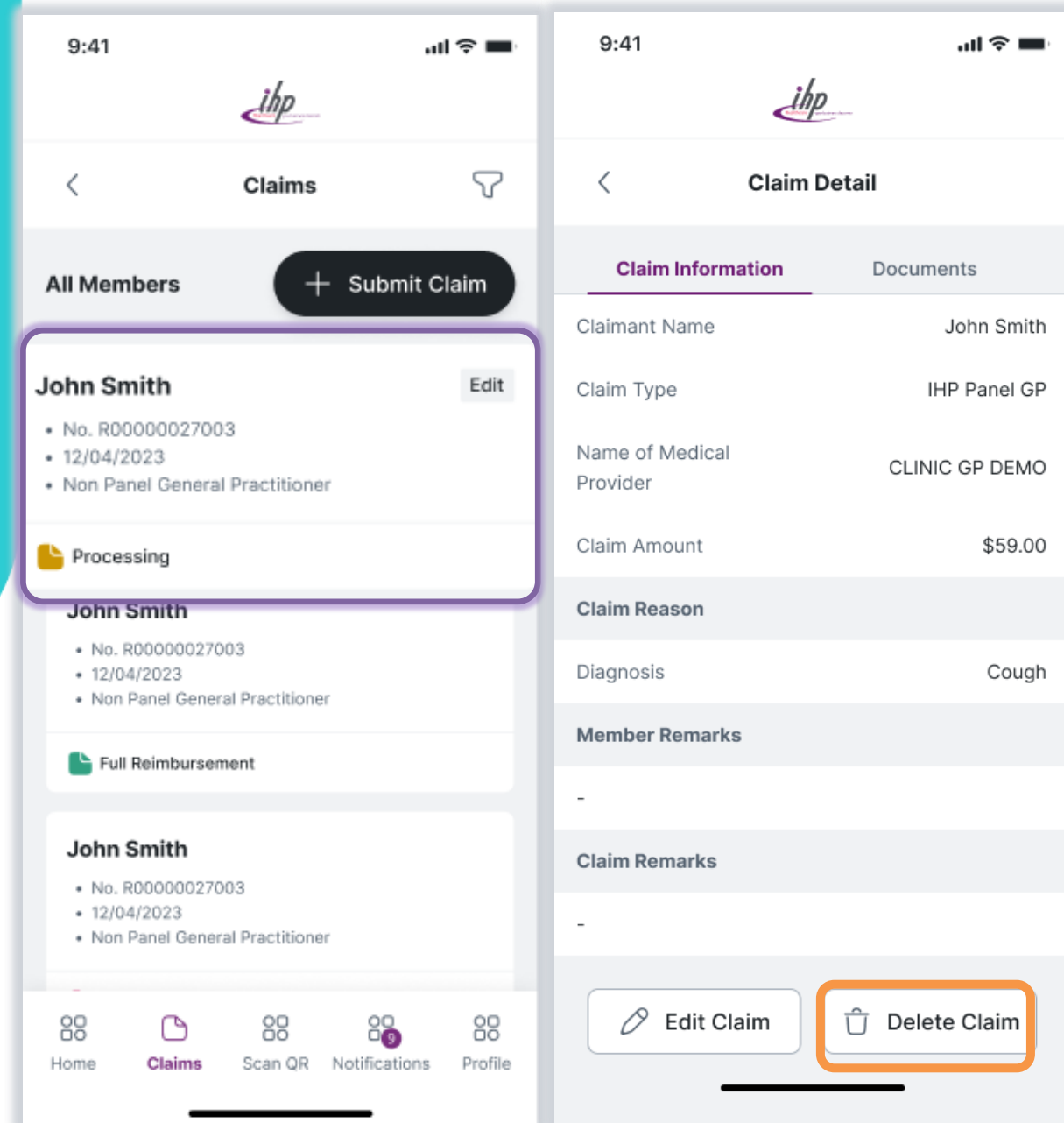
Tips:

- You only have one chance to edit — double-check your changes before submitting. Greyed-out fields cannot be modified.

Note:

- Uploaded documents may take a few hours to sync and appear in the app.

Claims | Delete Claim



You can delete a claim **only if the “Delete Claim” button is active.**

Please read the following before proceeding:

Warning:

- Once a claim is **deleted**, it cannot be restored. This action is **permanent**.

Tips:

- If the “**Delete Claim**” button is greyed out, the claim **cannot be deleted**.
- Some claims will become **non-deletable** once their status progresses (e.g., after processing begins).

Note:

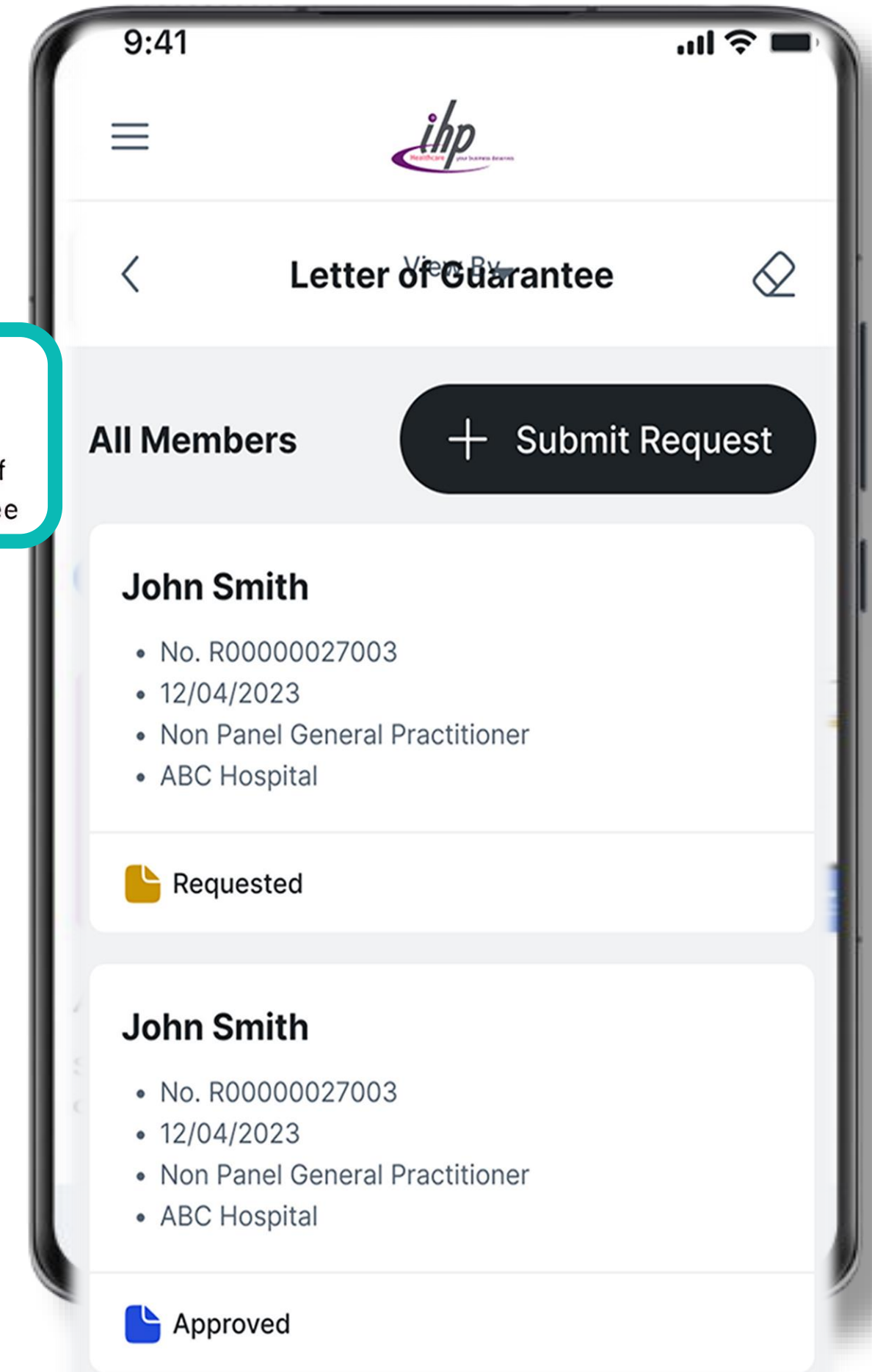
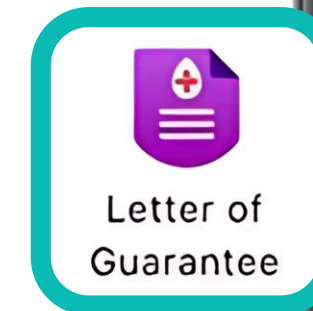
- Always double-check the claim details before deleting. This helps prevent accidental removal of important records.

Claim Status | Definition

Claim Status	Definition
Processing	The claim has been successfully submitted and under processing.
Pending	Additional document(s)/clarification(s) are required for further review of the claim.
Pending with new document(s) uploaded	Additional document(s)/clarification(s) have been successfully submitted and claim is under processing.
Pending Insurer	The claim is currently under insurer's review.
Approved	The claim has been approved.
Rejected	The claim has been rejected; you may refer to the admin remarks column for the rejection reason.
Transferred	The claim has been closed and transferred to another claim reference number.
Panel	Visit to Panel Clinic with coverage up to paid amount, no reimbursement due.
Payroll	Claims reimbursed via payroll.
LOG Issued	Letter of Guarantee is issued to member.

Letter of Guarantee (LOG)

Request Letters of Guarantee for hospital admissions with document upload support.



Letter of Guarantee (LOG) | Document Required for Admission

1

2

GOVERNMENT RESTRUCTURED HOSPITALS:

- Financial Counselling Form / Care cost form
- Pre-Admission Form (please make sure to indicated diagnosis and procedure details)
- Pre-Authorization Form (PAF – Page 1 Only)

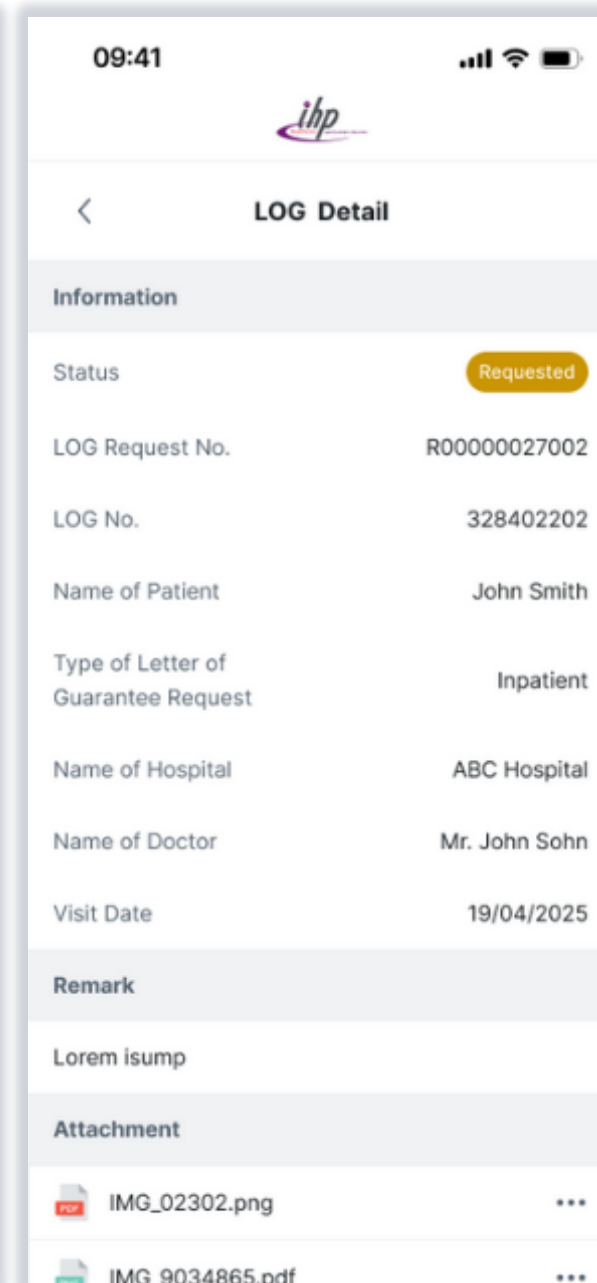
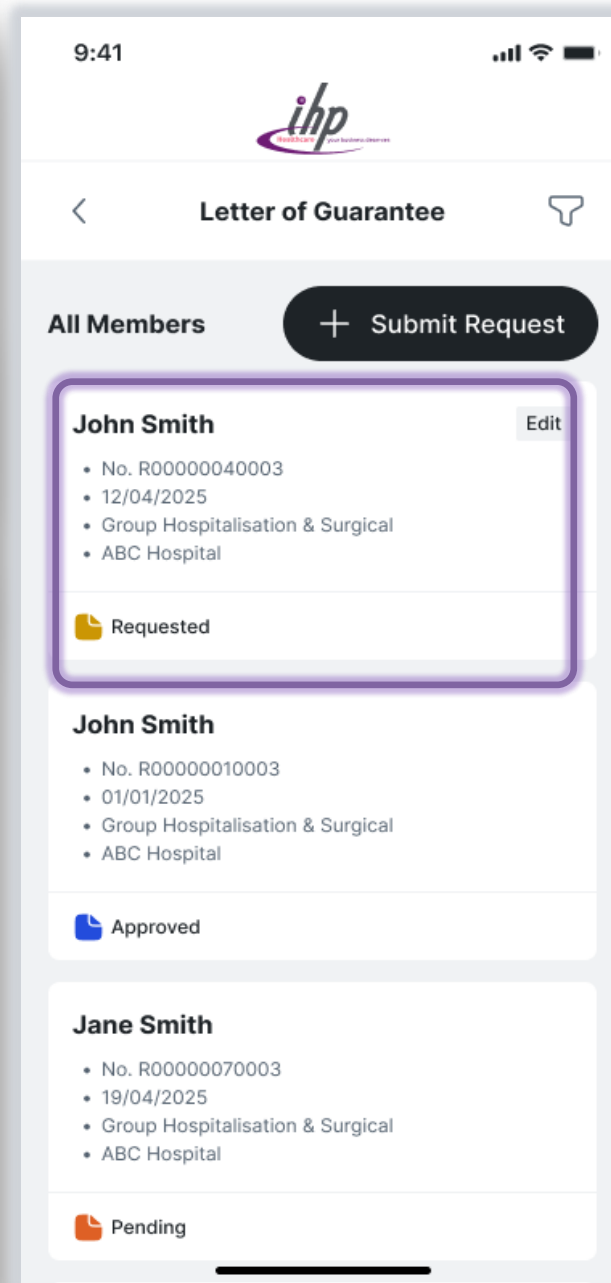
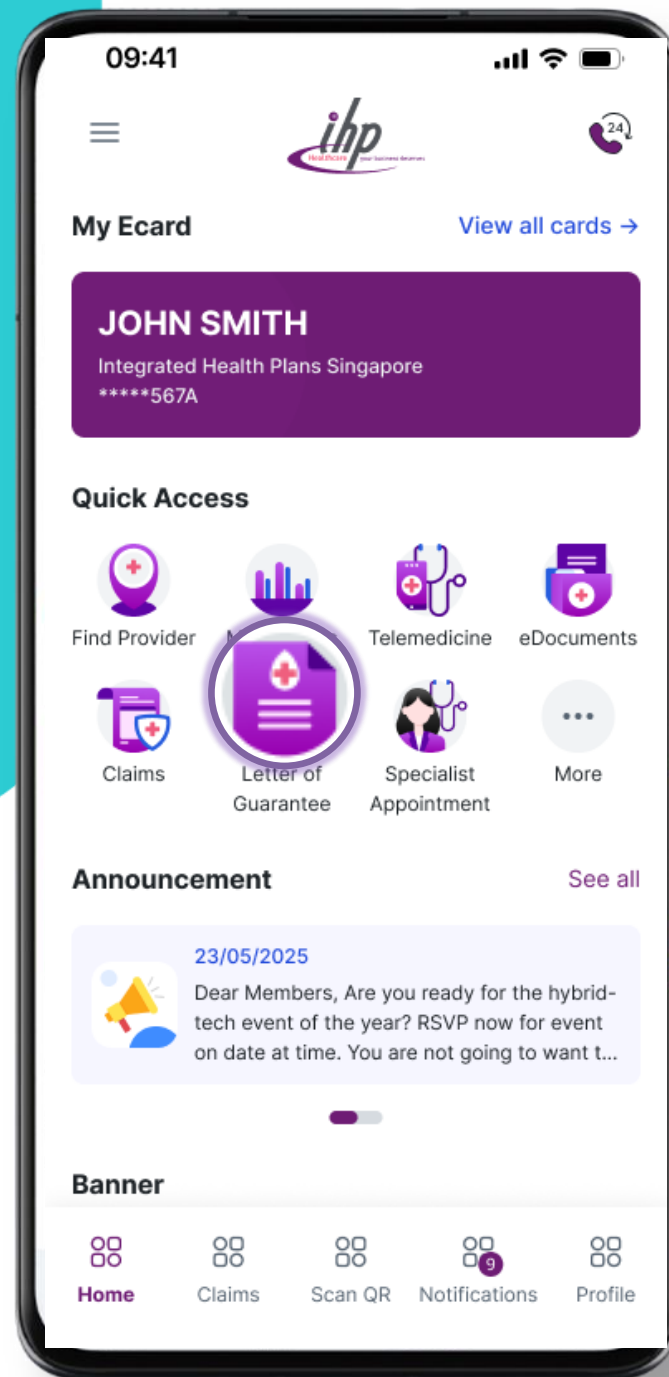
PRIVATE HOSPITAL:

- Pre-Authorization Form (PAF – Page 1) to be completed by the patient
- Pre-Authorization Form (PAF – Page 2) to be completed by attending the doctor/clinic

Note:

- Please attach the required documents based on the **type of hospital**.
- Missing or incomplete submissions may result in delays in processing your LOG request.

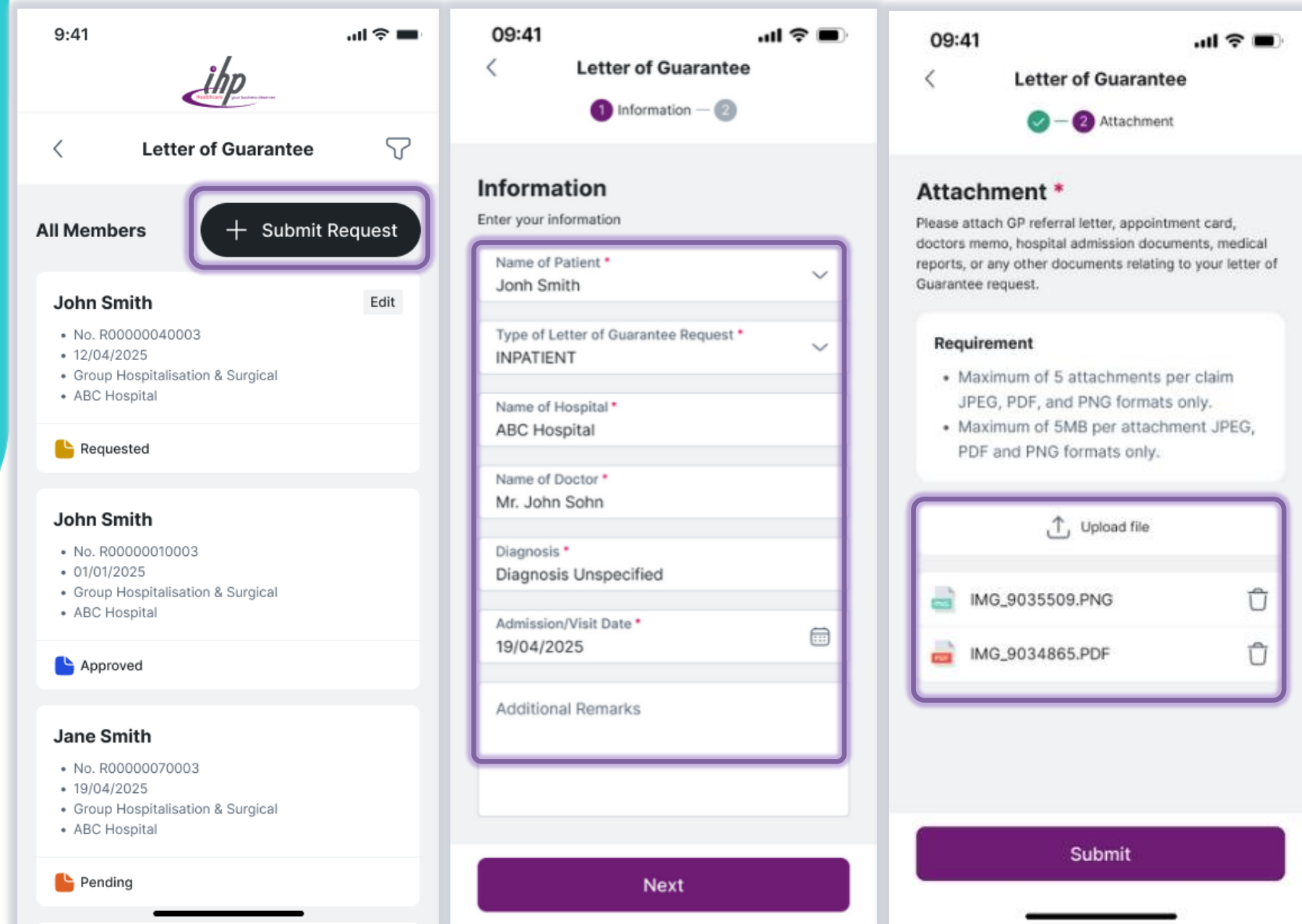
Letter of Guarantee (LOG) | LOG Request History & Details



Track all past LOG requests:

- Tap **Letter of Guarantee** from the home page.
- Access your **LOG Request History** to view all previous requests for yourself and your dependents.
- Tap a request to view the full details.

Letter of Guarantee (LOG) | LOG Request Submission



Request a Letter of Guarantee Easily:

- Tap "**Submit Request**" to start a new LOG Request prior to your admission.
- Complete all required information carefully.
- Attach the necessary supporting documents for faster processing. (please refer to next slide for the list of document required)

Tips:

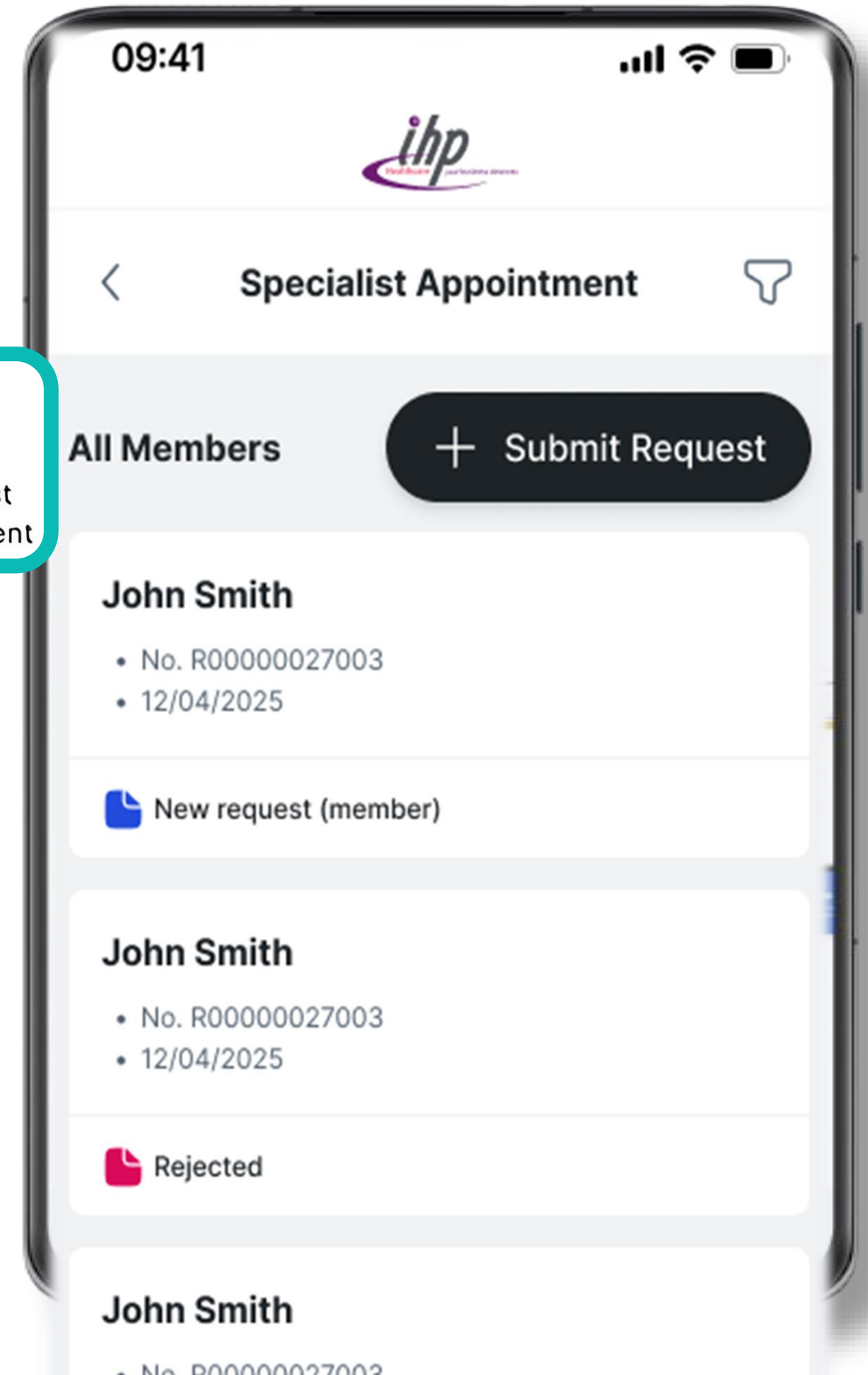
- Submit your LOG request early to ensure a smooth admission process and enjoy a more peaceful recovery stay.

Note:

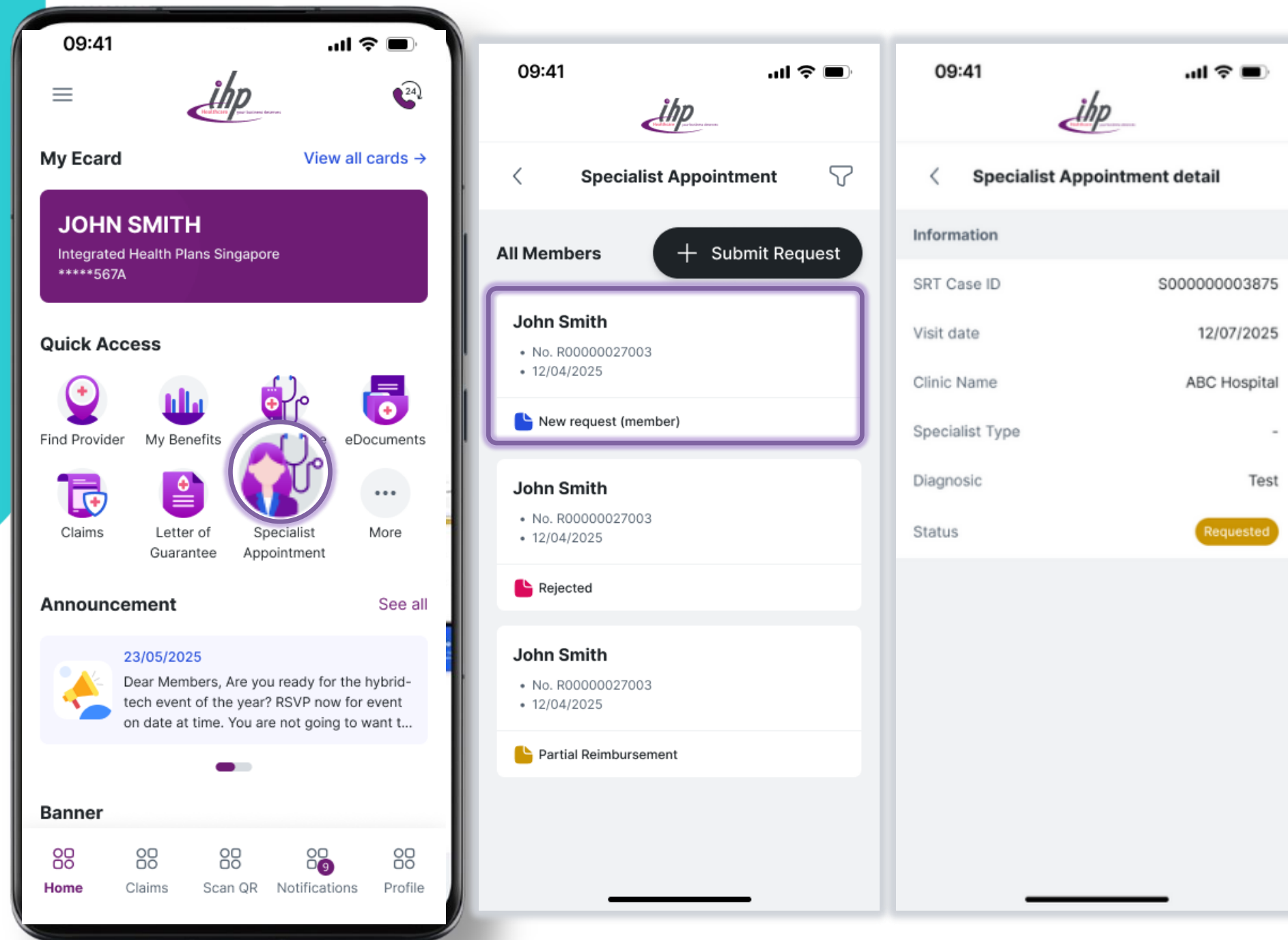
- Uploaded documents may take a few hours to sync and appear in the app.

Specialist Appointment

Request and track referrals for specialist consultations through the app.



Specialist Appointment | Specialist Referral History & Details



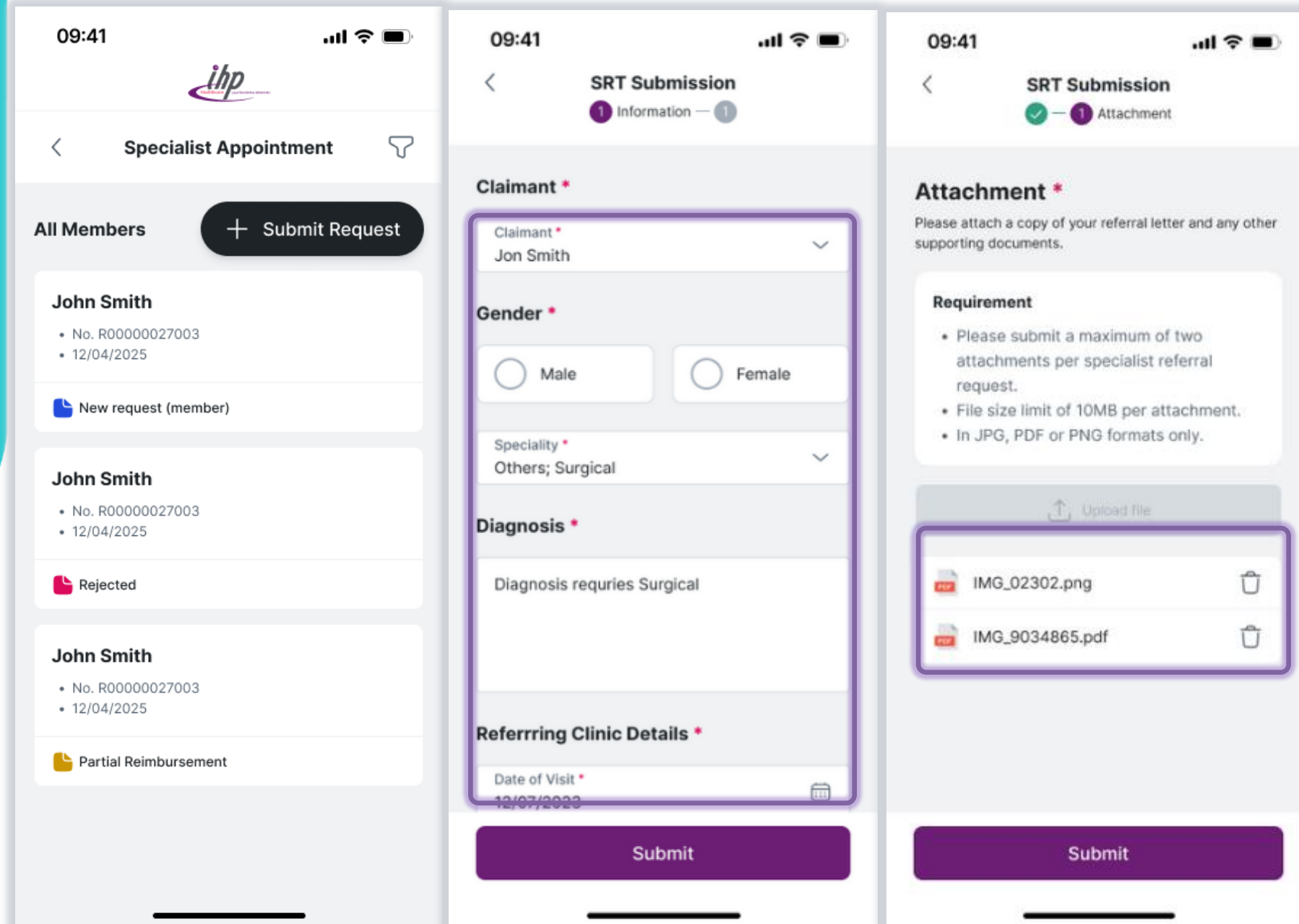
Specialist Referral Request History:

- Tap **Specialist Appointment** from the home page.
- View all submitted **Specialist Referral Request** for yourself and/or your dependents.
- Tap a request to view full details to check appointment status or submission details.

Note:

- Status updates may take some time depending on hospital and specialist response times.

Specialist Appointment | Specialist Referral Request



Submitting a Specialist Referral Request:

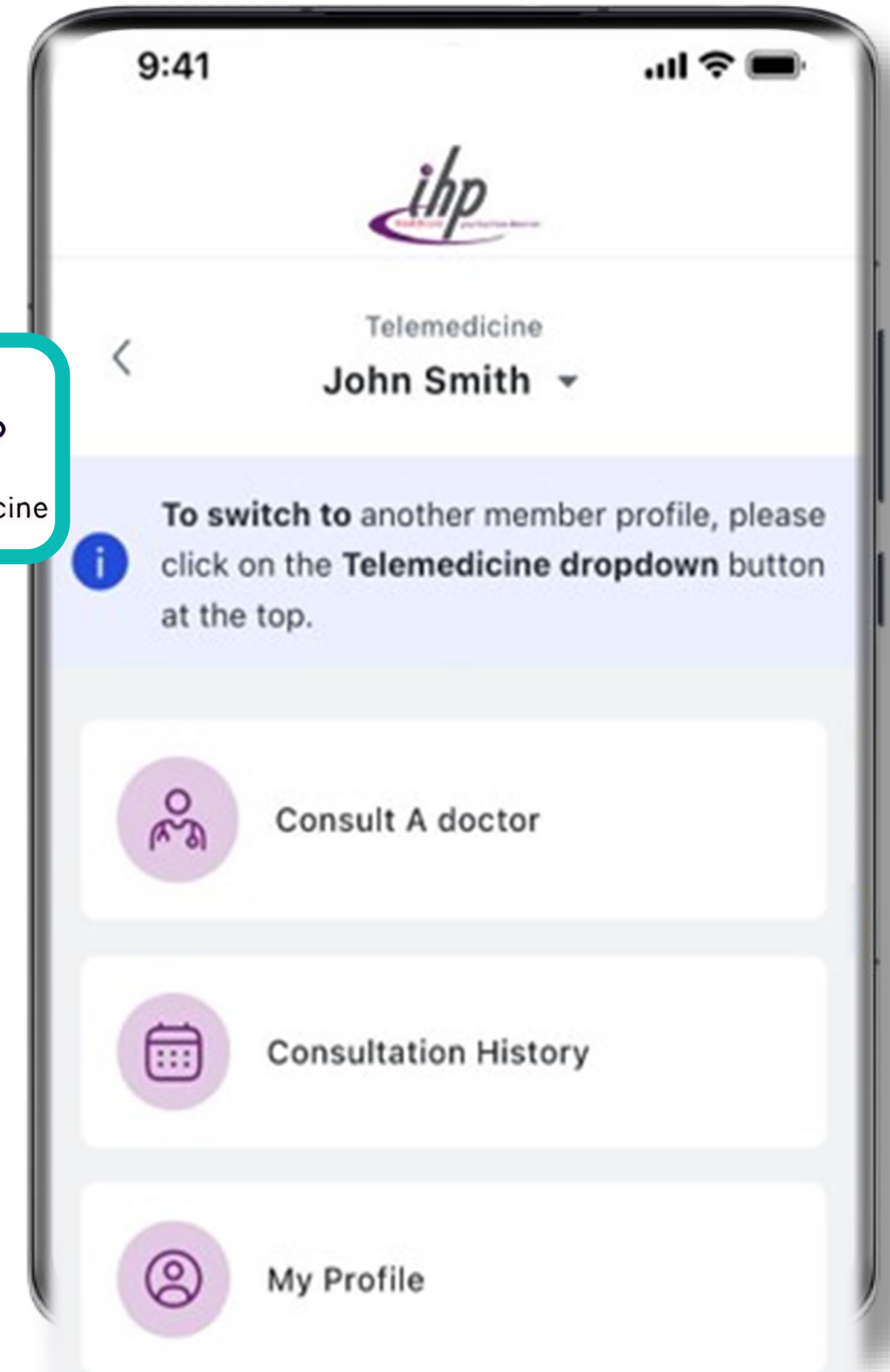
- Tap "**Submit Request**" to start a new Specialist Referral & Appointment Booking Request.
- Complete all required information carefully.
- Attach the relevant supporting documents such as Doctor's Memo, Specialist Booking Form, etc.
- Once received, our Support Concierge will **reach out to you** and follow up with an **appointment confirmation email**.

Note:

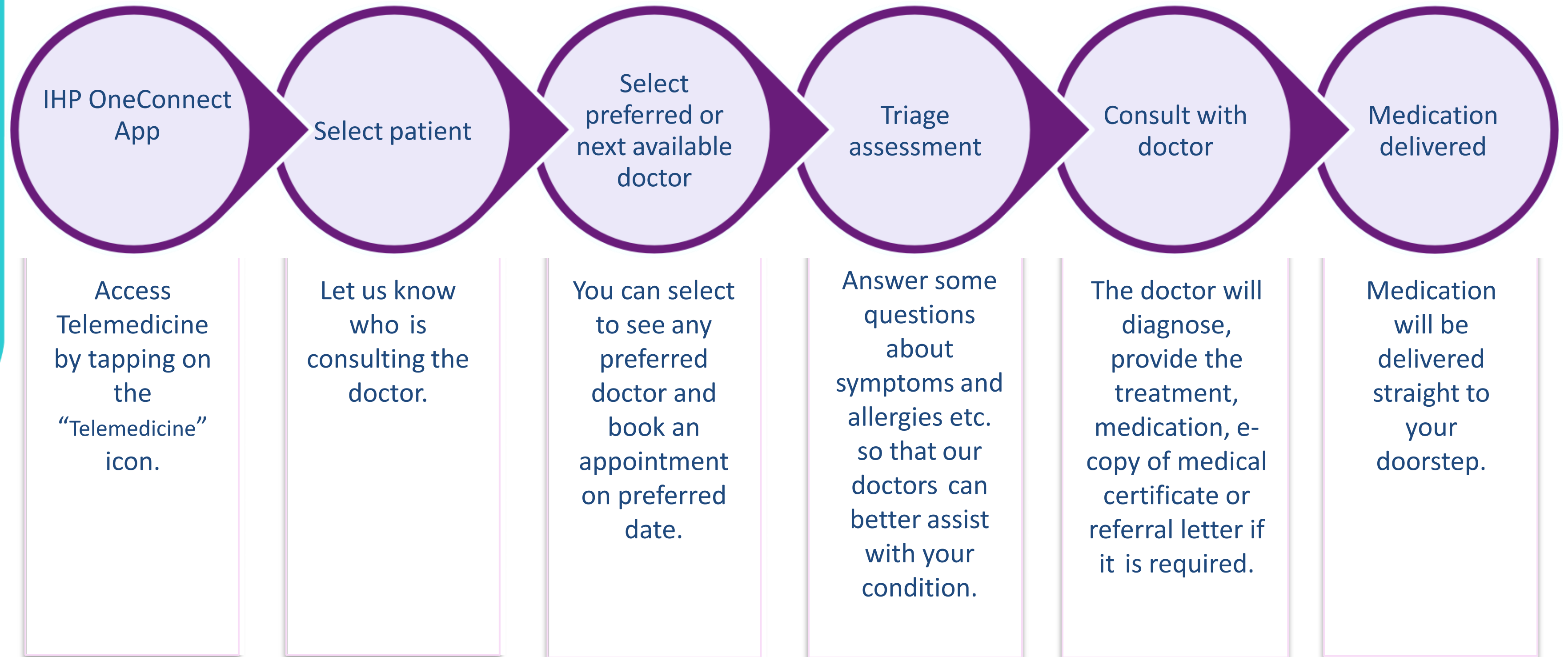
- Uploaded documents may take a few hours to sync and appear in the app.

Telemedicine

Connect with doctors remotely and receive medical advice wherever you are.



Telemedicine | How it works



Telemedicine | Services



General Medical Consultation

Video consult with our doctors at your convenience.



Top-up of Chronic Medication

Getting continuous chronic medication refills without skipping your regular dosing schedule



Specialist Referrals

Contact us for more in-depth discussion so that we can refer you to an appropriate specialist

Telemedicine | Suitable Conditions

Below are some typical conditions that can be effectively treated through a Teleconsultation.

Common Illnesses

- Fever
- Cough, sore throat or laryngitis
- Diarrhoea/ Vomiting
- Flu/ Cold
- Sinusitis
- Rash and skin conditions
- Cold sores
- Headache
- Giddiness/ Dizziness
- Red Eye



Chronic Conditions

- Diabetes
- Hypertension
- Hyperlipidemia
- Other secondary diseases which may arise from the chronic conditions mentioned above (e.g. Ischemic Disease, Peripheral Artery Disease, etc)

For conditions that are not listed above, the doctor will assess patient's history, current symptoms and any other available documents to determine if patient's condition is suitable for a Teleconsultation.

Telemedicine | Unsuitable Conditions

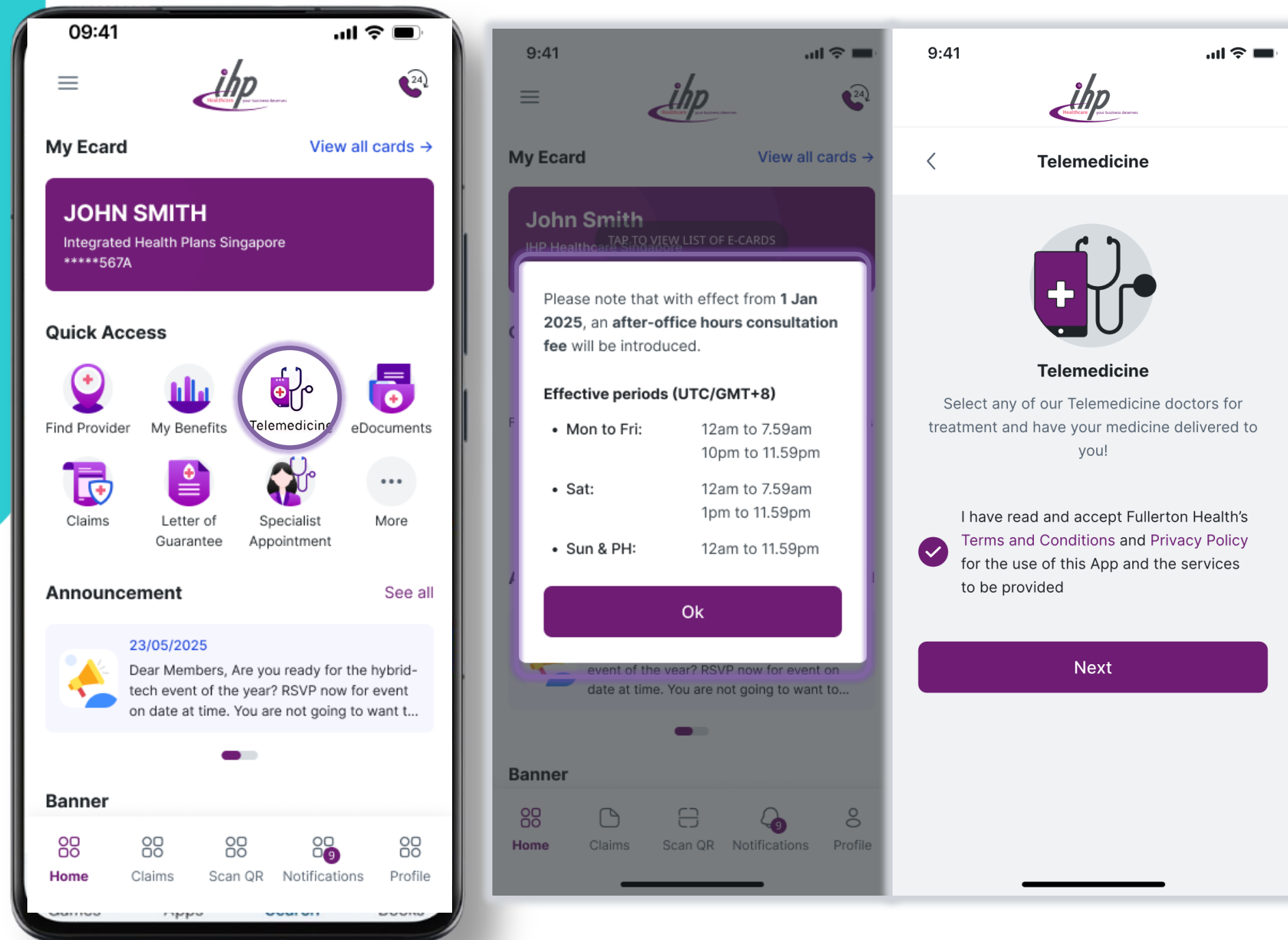
Below symptoms are not considered appropriate for Teleconsultation.

- Breathlessness
- Acute or severe chest pain
- Actively bleeding or deep wounds or lacerations
- Psychosis or delusions
- Suicidal thoughts
- Persistent vomiting
- Severe abdominal pain
- Inability to control bowel movements or urination
- Fainting spells, presyncope or syncope
- Sudden loss of vision
- Severe headache or giddiness
- Sudden onset numbness, weaknesses or slurred speech
- Injuries with suspected fractures or dislocations presenting as severe pain, open wounds, deformity, severe bruising or swelling, loss of sensation and limb weaknesses

If lab tests or imaging tests are required, patients will be directed to the nearest clinic or Accident & Emergency department of nearest hospital.

Vitamins and supplements will not be prescribed as they are excluded items under the policy.

Telemedicine | For 1st time video consult users



Telemedicine Access Instructions:

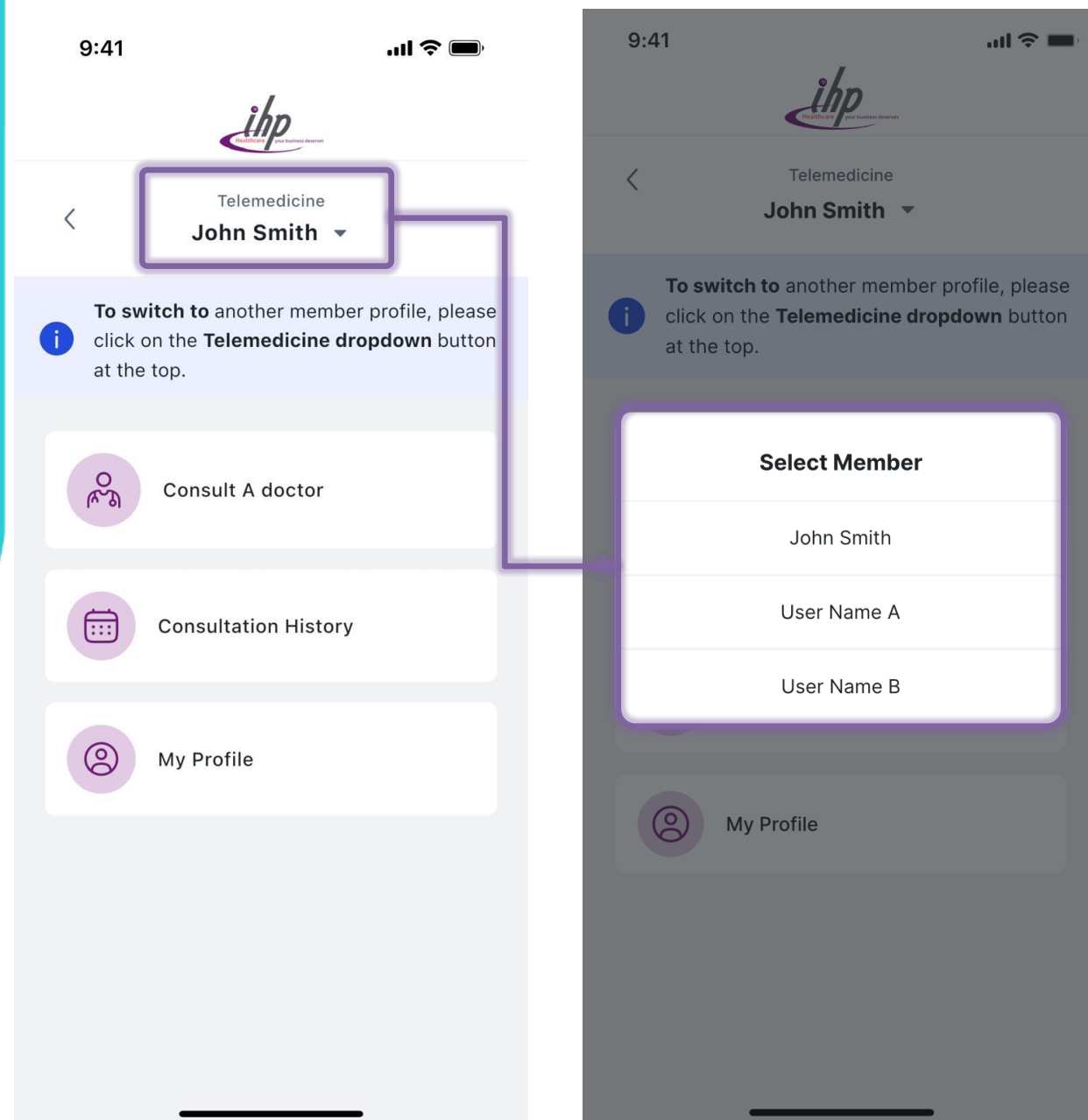
- Tap the **Telemedicine** icon on the home screen to begin your video consultation journey.
- A message prompt will inform you of any applicable after-office hour consultation surcharge and its effective timing.
- Please review and acknowledge the Terms and Conditions before proceeding with the consultation.

Note:

Please ensure your device's permissions are enabled for your optimal experience.

- Camera services
- Location services
- Notification services
- Microphone services

Telemedicine | Telemedicine Menu & Switching Profile



Telemedicine Menu

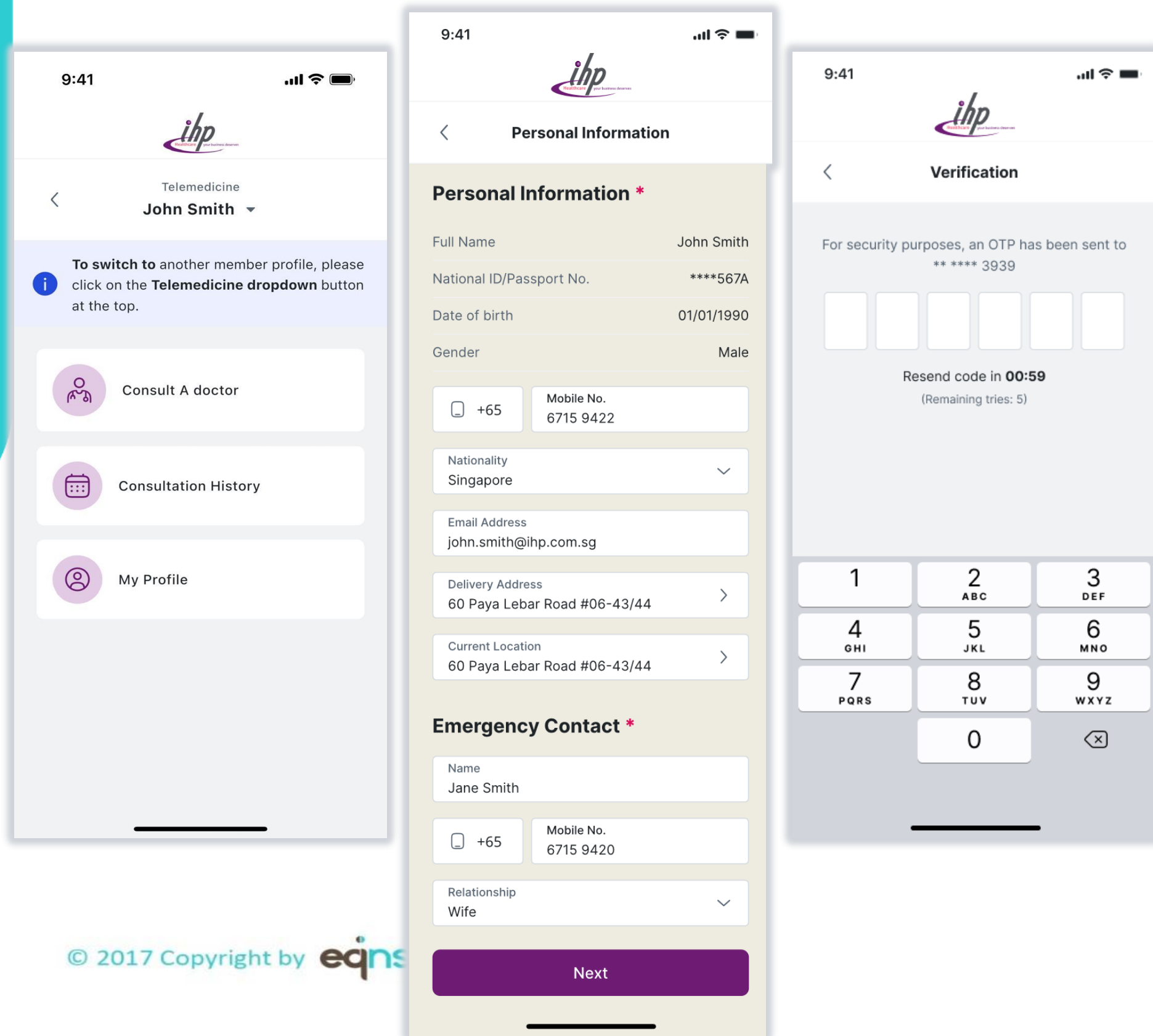
The Telemedicine section includes the following functions:

- Consult a Doctor – Start a new video consultation
- Consultation History – View past and upcoming consultations
- My Profile – Manage your telemedicine-related details

Switch Profile

- To access a dependent's telemedicine account, simply tap on their name to switch profiles seamlessly.

Telemedicine | Setting up Telemedicine Profile



Before You Begin

To access Telemedicine services, a one-time profile setup is required.

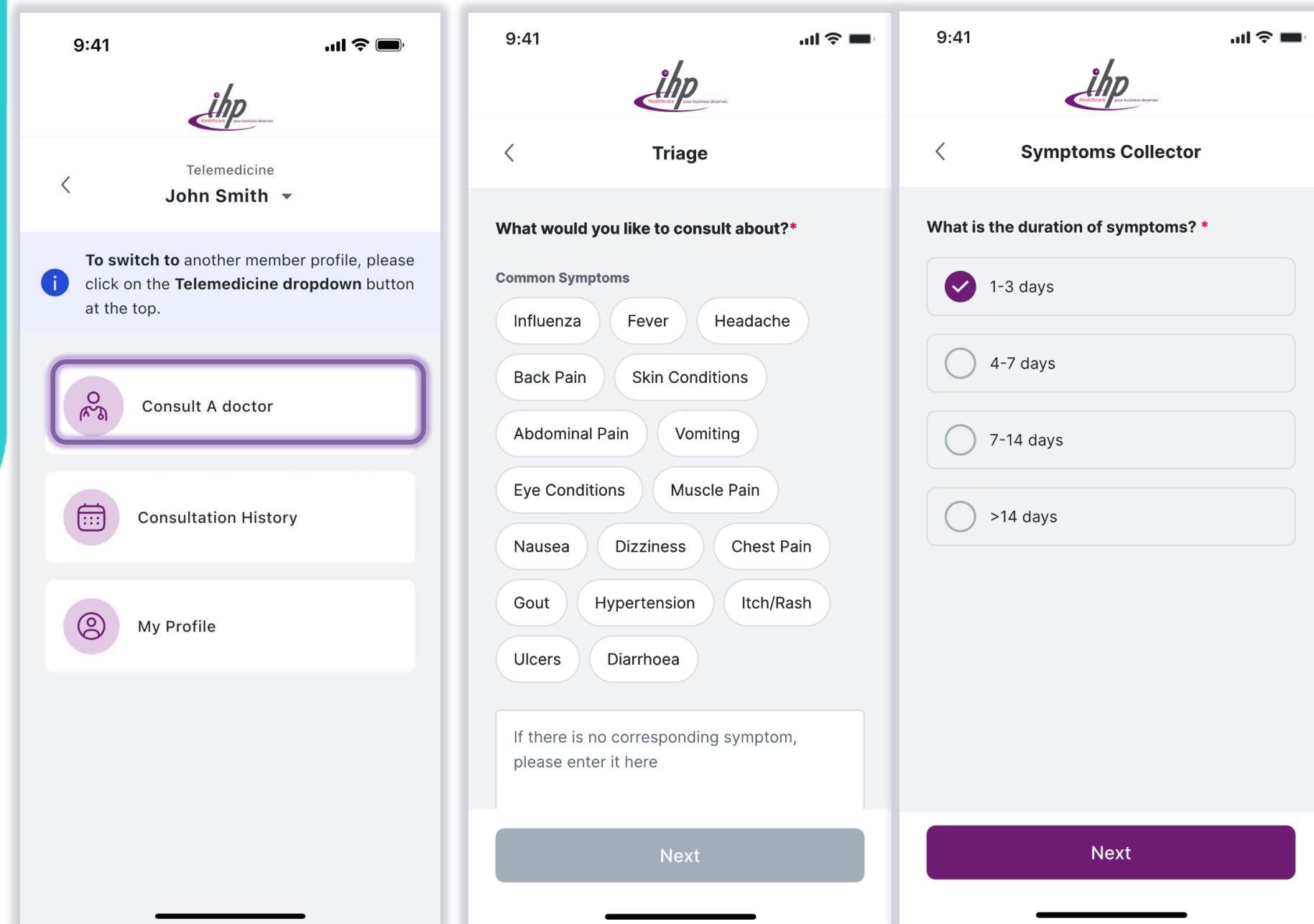
Steps to Register:

- Fill in your Personal Information accurately.
- Submit the registration form to complete onboarding.
- An OTP will be sent to your registered mobile number for 2FA authentication.
- This step ensures your information is securely synced with the Telemedicine clinical system.

Note:

You may review or amend your profile, via “**My Profile**”

Telemedicine | Consult Doctor - Triage



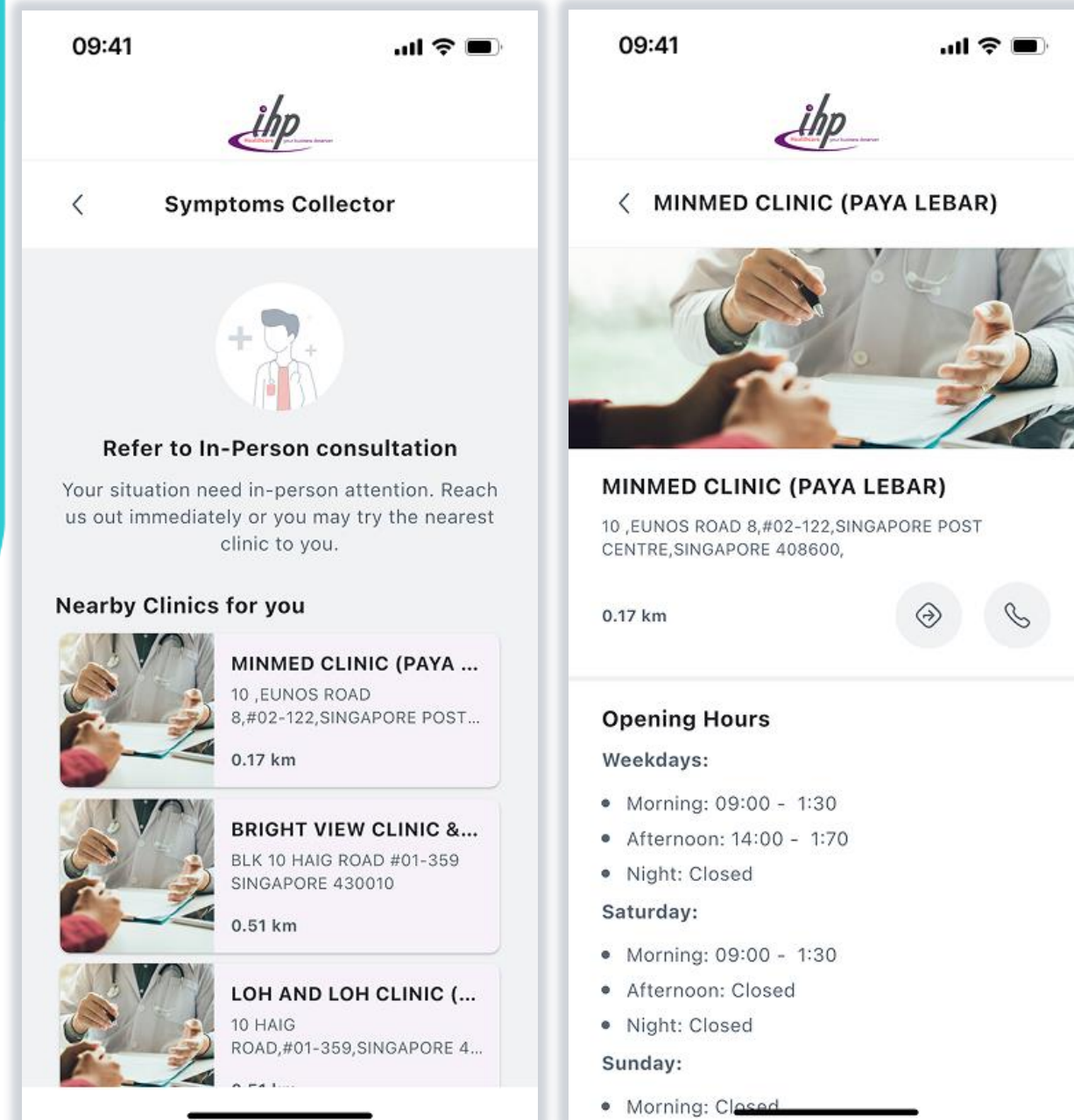
Getting Started with Telemedicine

- Tap “**Consult a Doctor**” to begin your teleconsultation.
- You will be prompted to complete a Triage and Symptom Questionnaire.
- This pre-assessment helps determine if your condition is suitable for telemedicine.

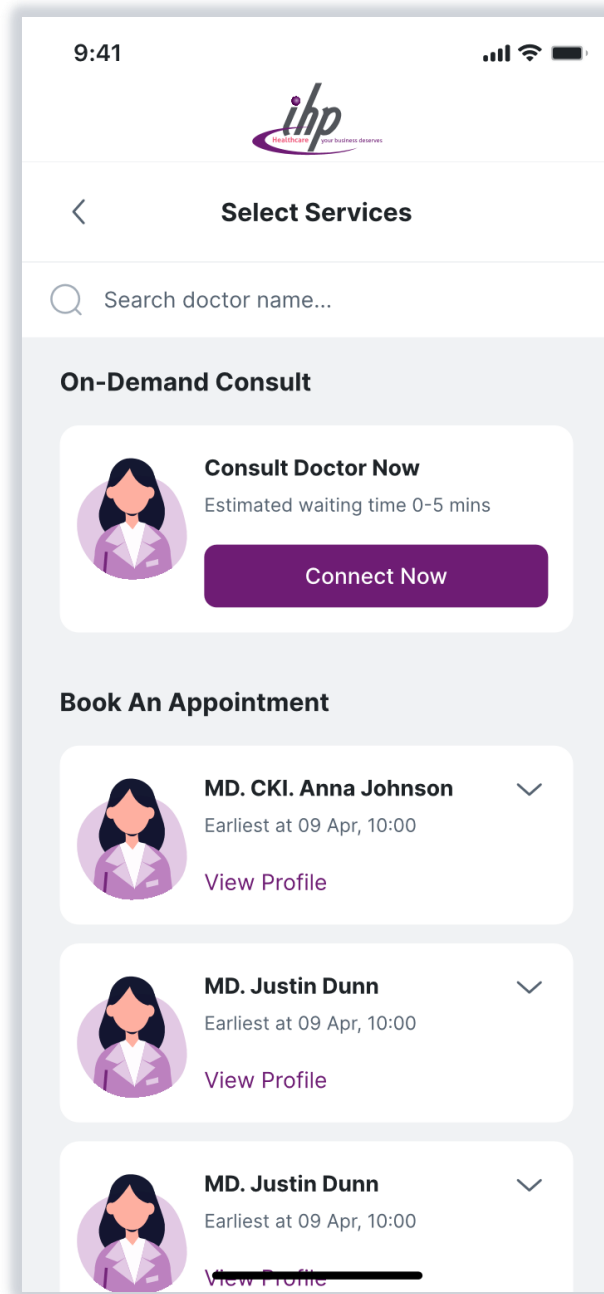
Telemedicine | Consult Doctor - Refer to in-Person Consultation

When Telemedicine Is Not Suitable

- If the Triage and Symptom Assessment determines that your condition is **unsuitable for teleconsultation**, you will be redirected to seek in-person care.
- A list of nearby clinics will be displayed.
- You can view clinic details, including location, opening hours, and contact number.
- Tap on a clinic to get directions or call to book an appointment directly.



Telemedicine | On-Demand & Appointment-Based Consultations



Two Ways to See a Doctor

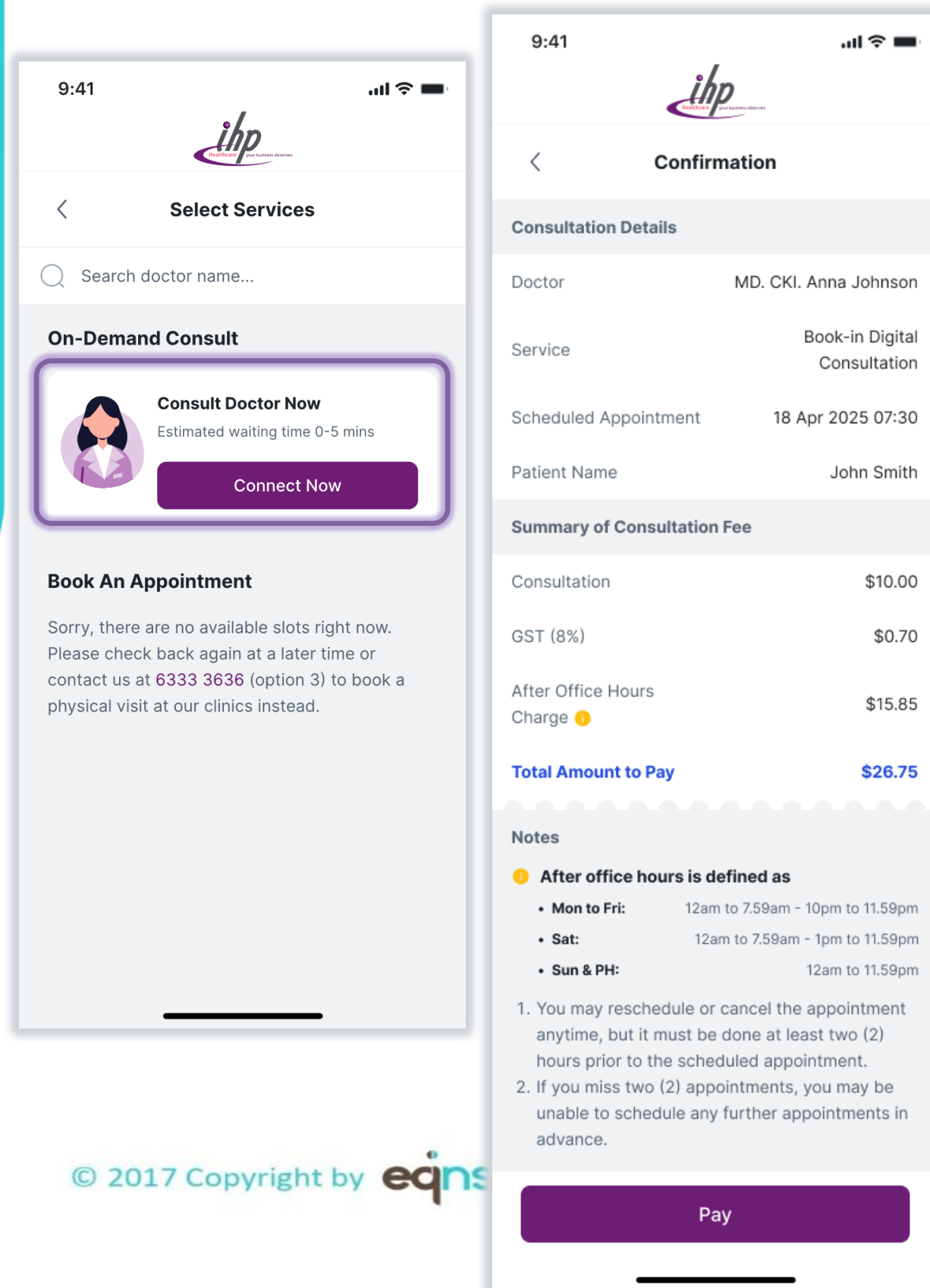
1. On-Demand Consultation

- Join the queue to consult the next available doctor.
- Suitable for immediate, same-day medical attention during operating hours.

2. Appointment Booking

- Schedule a consultation at your preferred date and time.
- Ideal for planned follow-ups or personal convenience.

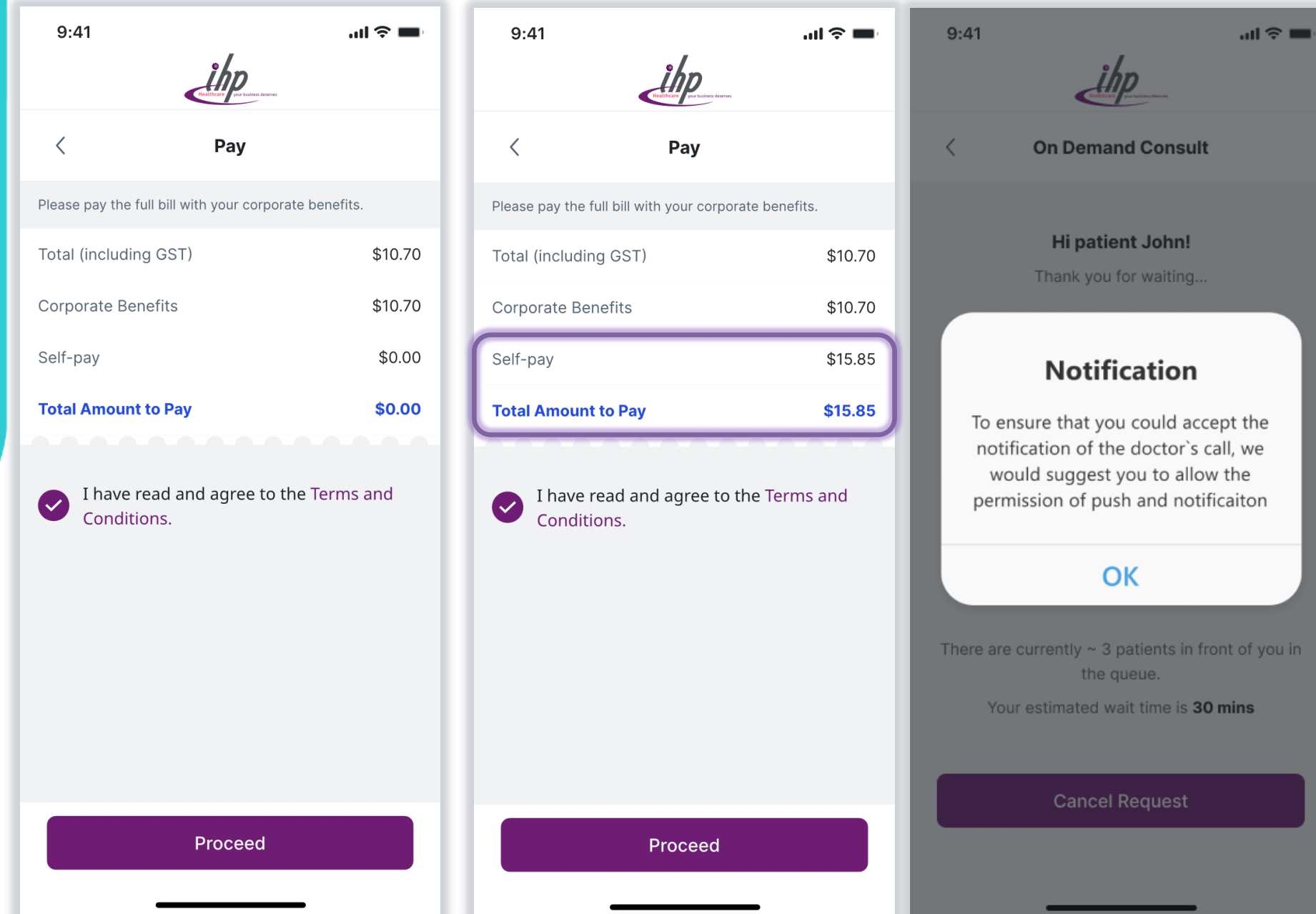
Telemedicine | Consult Doctor – On Demand Services



Queue & Payment Process

- You will be placed in a queue to consult the **next available doctor**.
- To secure your consultation slot, pre-payment is required.
- A payment breakdown will be shown for your review.
- Proceed to pay using your corporate benefits or via self-payment (credit/debit card).

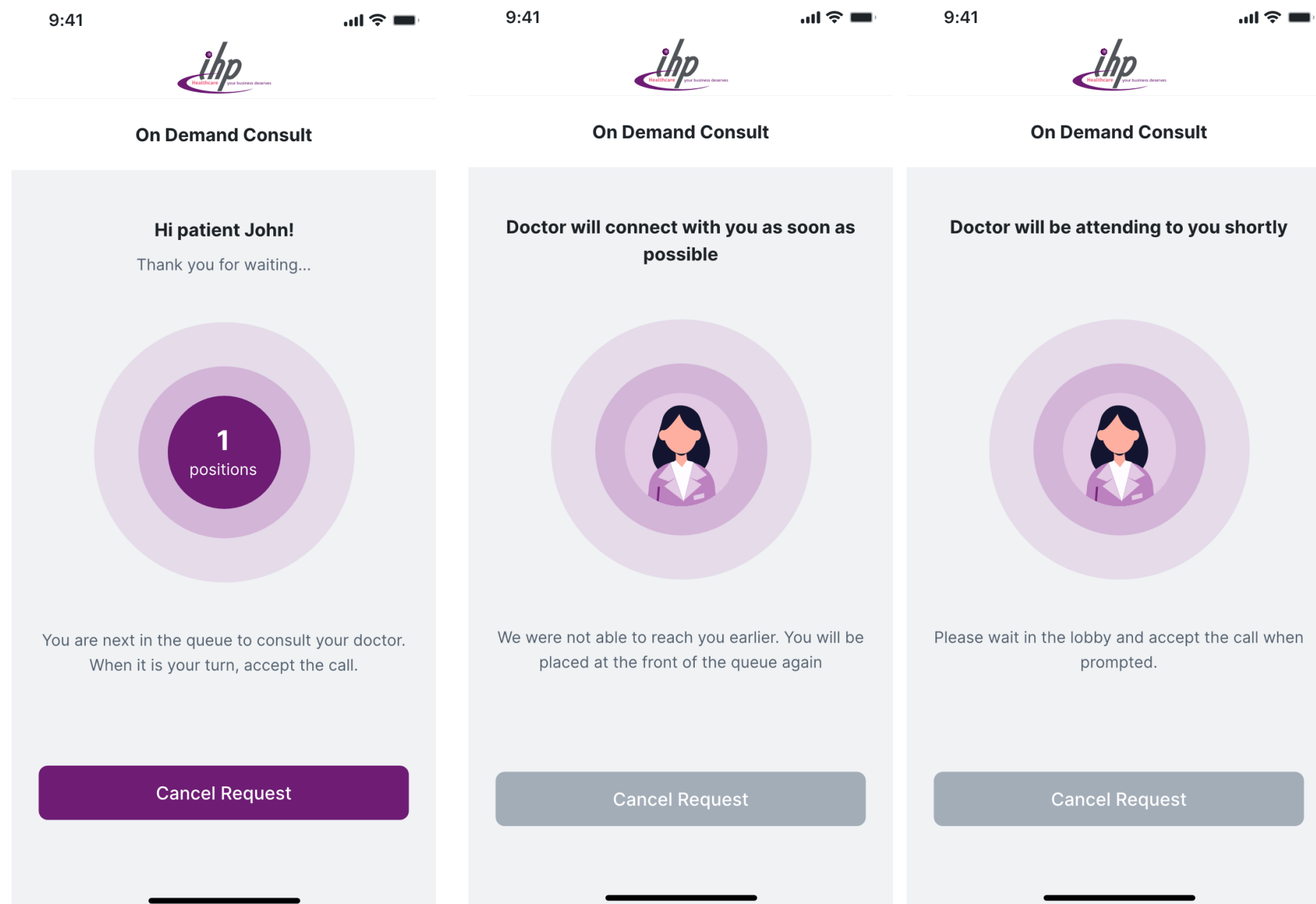
Telemedicine | Consult Doctor – On Demand Services



Telemedicine Coverage & Payment

- If your policy includes telemedicine, the consultation fee will be deducted from your benefit entitlement.
- Any **non-covered components** (e.g. co-payment or after-office hour surcharge) will **require self-payment** (*screenshot 2*).
- Full payment must be completed to secure your consultation slot.
- Upon successful payment, the app will prompt you to enable push notifications for appointment reminders and updates.

Telemedicine | Consult Doctor – On Demand Services



What to Expect After Payment

- Once payment is completed, you will be placed in queue for the next available doctor.
- The app will display your queue position and the estimated waiting time.
- When you are next in line, cancellation will no longer be allowed as the doctor is preparing to connect with you.

Note:

- The doctor will attempt to call twice before cancelling the telemedicine session.
- If cancelled, a refund request will be initiated automatically and may take **5–7 working days** to process.

Telemedicine | Consult Doctor – On Demand Services



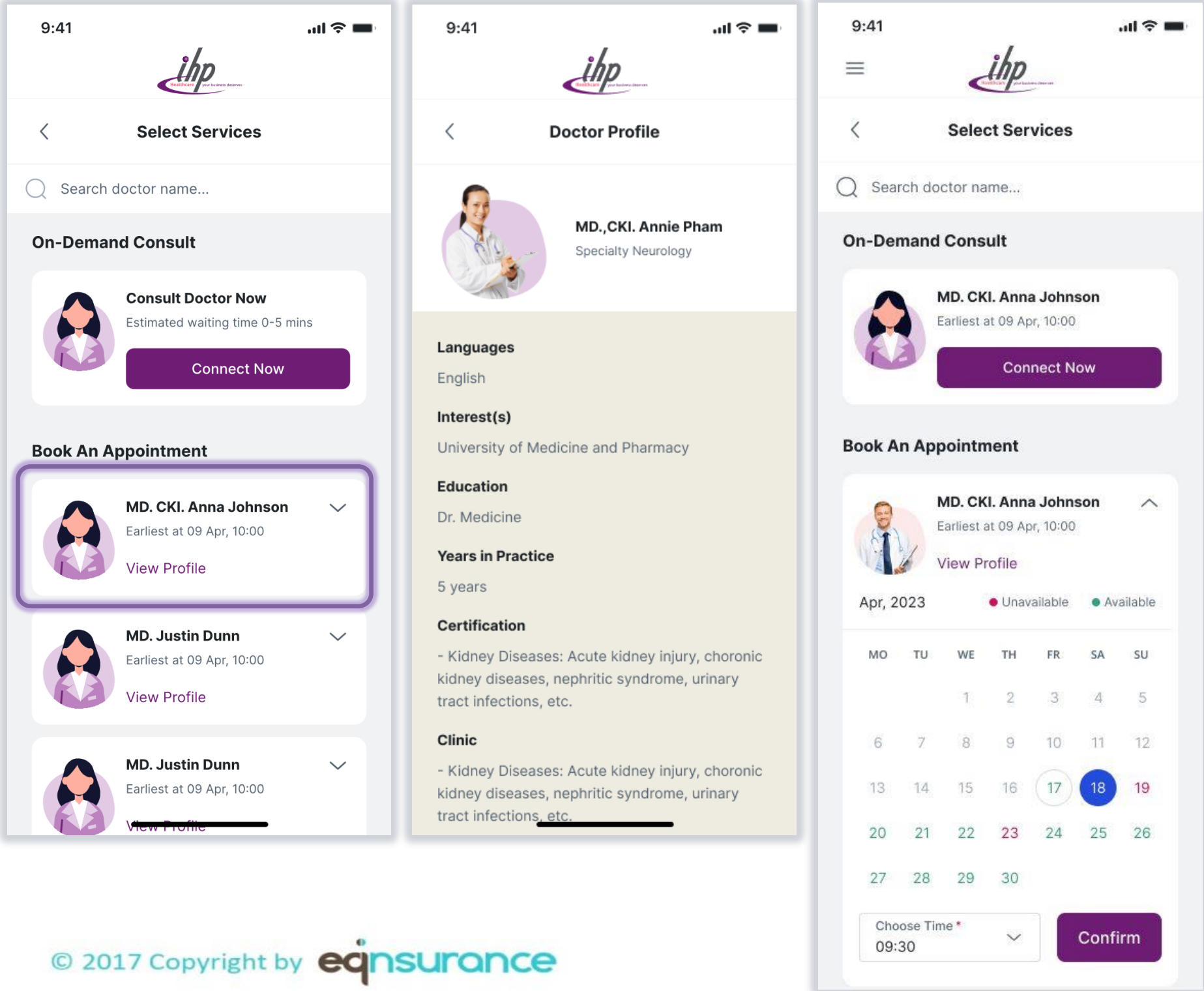
During Consultation

- Keep a lookout for push notifications when the doctor is calling.
- Have your **Photo ID** (e.g. NRIC, Work Permit) ready for **identity verification**.
- Once the session ends, your consultation status will update to “Completed.”

Note:

- Skip to the “**Post Consult – Notification Updates**” section to learn how to purchase your prescribed medication and arrange for delivery.

Telemedicine | Consult Doctor – Appointment Booking



Appointment Booking:

- Browse the list of available doctors to view their profiles and consultation slots.
- Then, select your preferred date and time to schedule your appointment.

Telemedicine | Consult Doctor – Appointment Booking

9:41

Confirmation

Consultation Details

Doctor: MD. CKI. Anna Johnson

Service: Book-in Digital Consultation

Scheduled Appointment: 18 Apr 2025 07:30

Patient Name: John Smith

Summary of Consultation Fee

Consultation	\$10.00
GST (8%)	\$0.70
After Office Hours Charge ⓘ	\$15.85
Total Amount to Pay	\$26.75

Notes

ⓘ **After office hours is defined as**

- **Mon to Fri:** 12am to 7.59am - 10pm to 11.59pm
- **Sat:** 12am to 7.59am - 1pm to 11.59pm
- **Sun & PH:** 12am to 11.59pm

1. You may reschedule or cancel the appointment anytime, but it must be done at least two (2) hours prior to the scheduled appointment.

2. If you miss two (2) appointments, you may be unable to schedule any further appointments in advance.

Pay

9:41

Pay

Please pay the full bill with your corporate benefits.

Total (including GST)	\$10.70
Corporate Benefits	\$10.70
Self-pay	\$0.00
Total Amount to Pay	\$0.00

I have read and agree to the Terms and Conditions.

Proceed

9:41

Pay

Please pay the full bill with your corporate benefits.

Total (including GST)	\$10.70
Corporate Benefits	\$10.70
Self-pay	\$15.85
Total Amount to Pay	\$15.85

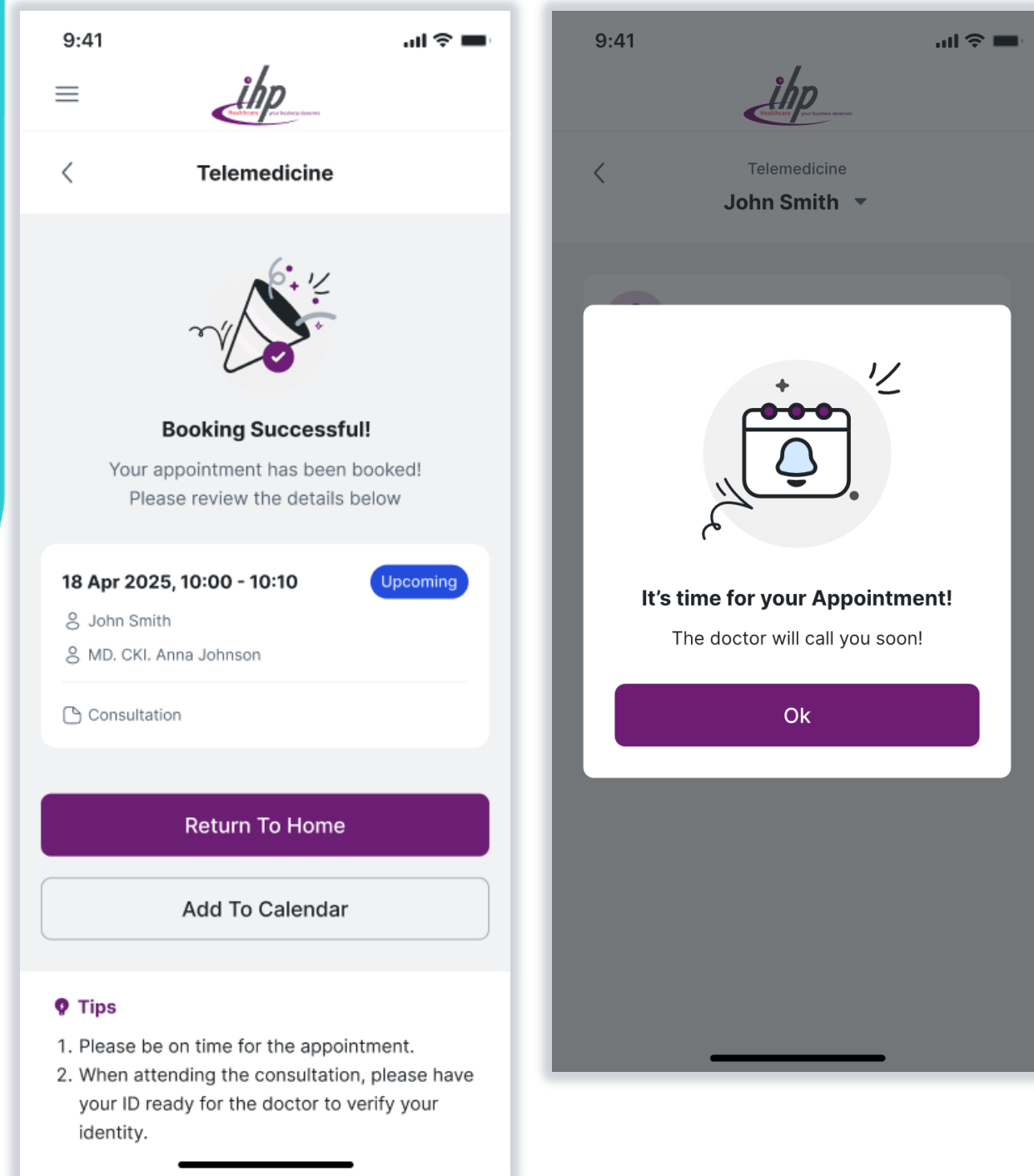
I have read and agree to the Terms and Conditions.

Proceed

Consultation Payment:

- If your policy covers telemedicine, the consultation fee will be deducted from your benefits entitlement.
- Any **non-covered components** (e.g. co-payment, after-office hour surcharge) will require **self-payment**.
- Full payment must be completed to confirm and secure your appointment slot.

Telemedicine | Consult Doctor – Appointment Booking



After Booking Confirmation

- Once payment is completed, an in-app confirmation page will appear with your appointment details.
- You will also receive an in-app pop-up notification prior to your scheduled consultation.

Note:

- You may reschedule your appointment if there are calendar conflicts.
- However, rescheduling is **no longer allowed within 2 hours** of your scheduled consultation time.

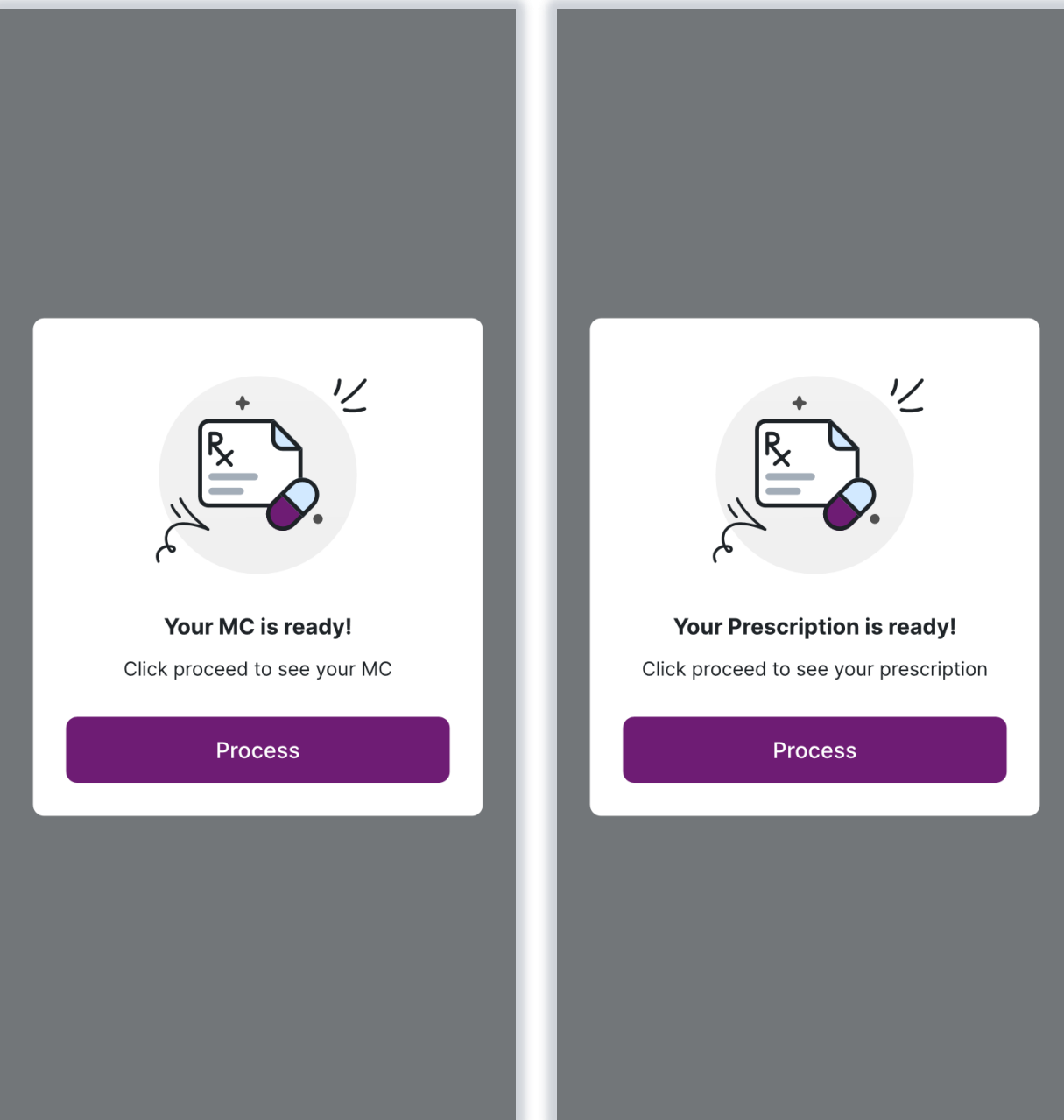
Telemedicine | Consult Doctor – Appointment Booking



During Consultation

- Keep a lookout for push notifications when the doctor is calling.
- Have your **Photo ID** (e.g. NRIC, Work Permit) ready for **identity verification**.
- Once the session ends, your consultation status will update to “Completed.”

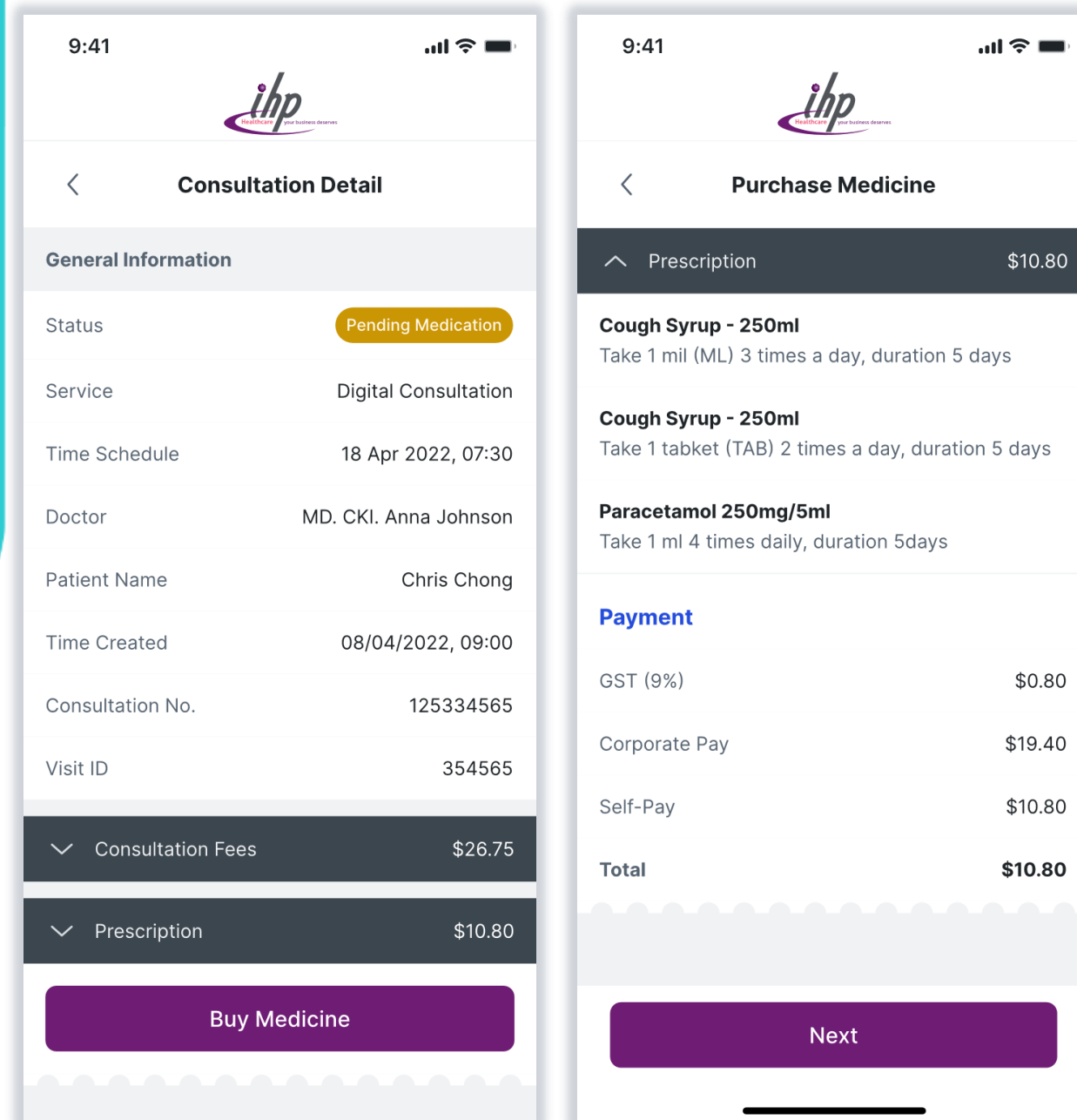
Telemedicine | Post Consult – Notification Updates



Post-Appointment Updates

- You will receive a notification once the doctor has issued your Medical Certificate (if applicable) and completed your medication prescription.

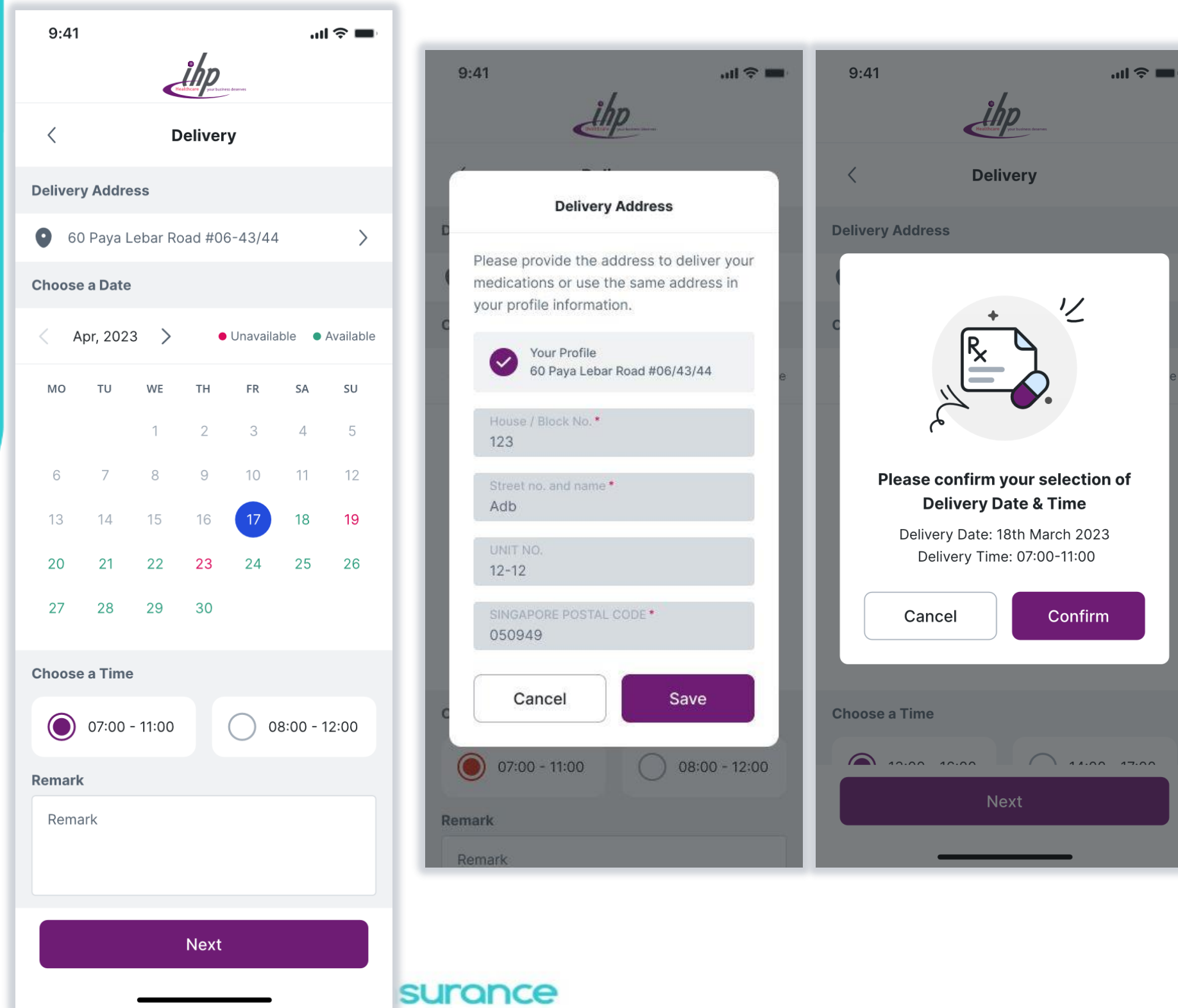
Telemedicine | Post Consult – Medicine Purchase



Purchase Medication

- Review your prescribed medications to ensure they are correct.
- Proceed to make payment for medication, which allows the Telemedicine Concierge to arrange delivery.

Telemedicine | Post Consult – Medicine Purchase



Medication Delivery

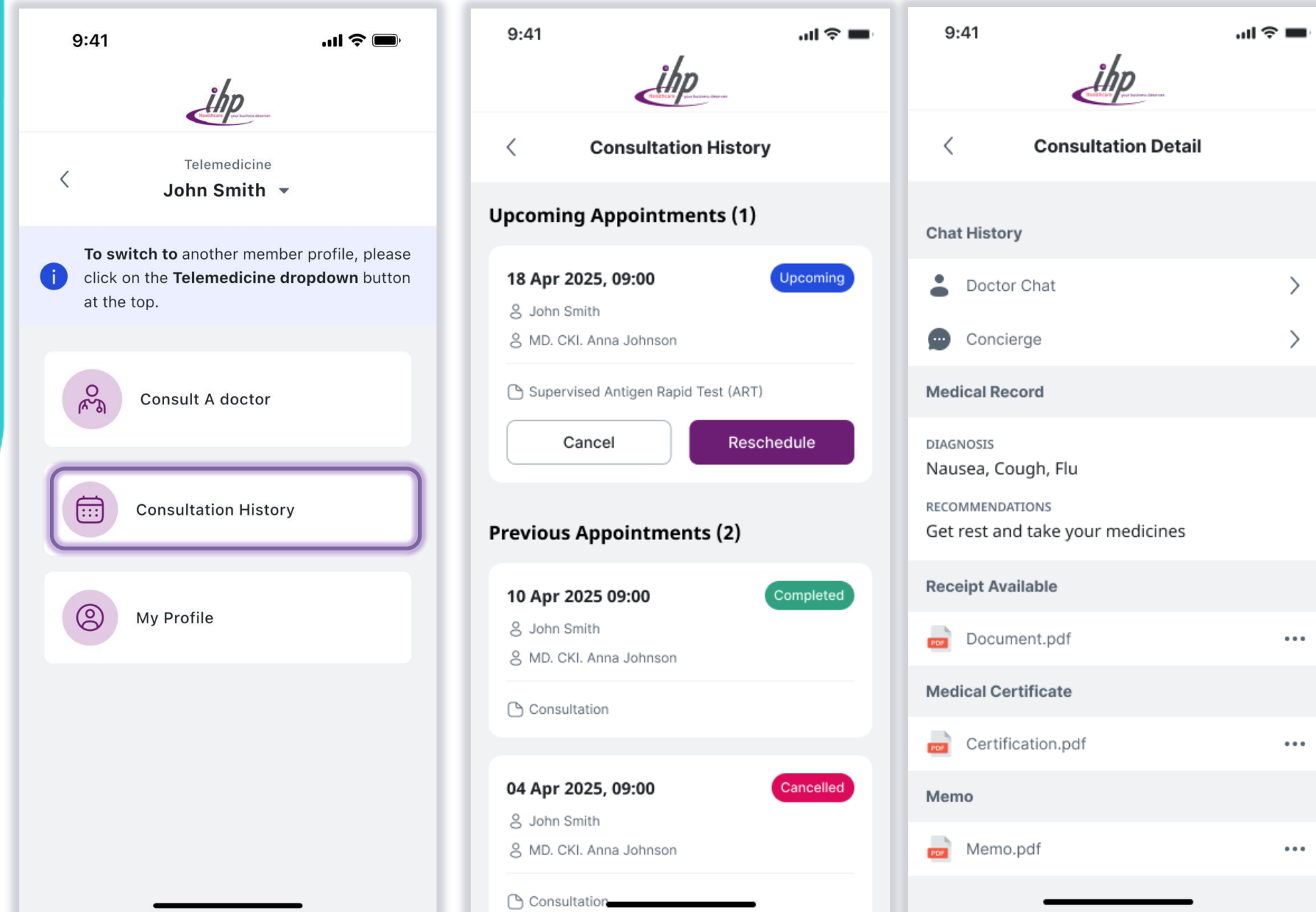
- Select Delivery Slot - Choose your preferred date and time for medication delivery.
- Cut-Off Timing - Orders must be placed 10 minutes before the next hour of your selected delivery slot. *Example: For the 7:00am–11:00am slot, the cut-off is 6:10am.*

Tips: Need Help?

If you have any questions about your prescribed medication, please reach out to our Telemedicine Concierge via WhatsApp:

- Fullerton Health Telemedicine Medical Team
- WhatsApp: +65 8812 3176

Telemedicine | Consultation History



Consultation History

- View a complete record of your past telemedicine consultations in this section.
- You can also retrieve related documents, including your receipt, medical certificate, and any doctor-issued memos.



Stay Connected

The road to wellness is better with company.
Join our community for access to free health awareness,
exclusive invites, group activities, and more!



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