NHG Cares App (NCA) Quick User Guide

2024 0805

NHG Cares App

Legend

Singpass Login

Singpass login is required to access the feature.

Central & North Residents

NHG Residents living in the Central and North region of Singapore can access the feature.

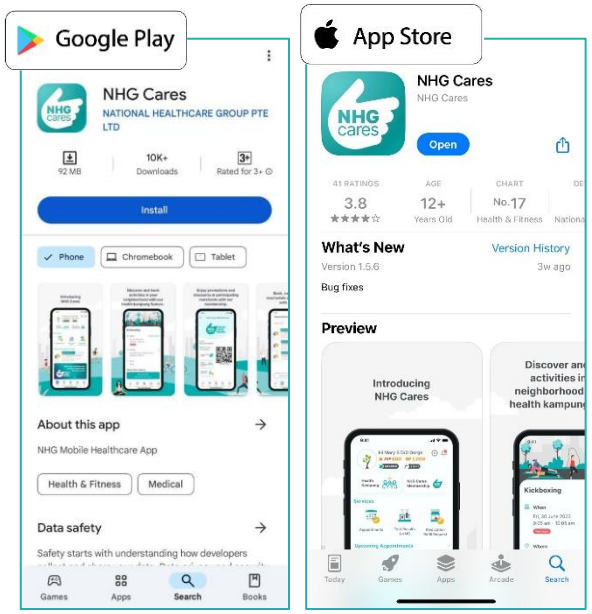
Enrolled to Healthier SG

Residents living in Central and North region of Singapore enrolled to NHG Polyclinic or with a NHG HSG General Practitioner partner can access the feature.

NHG Residents in Central and North region

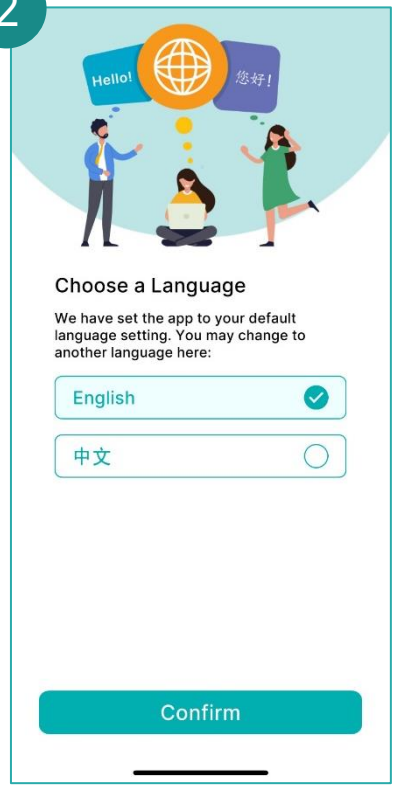
Getting Started with NHG Cares App

1



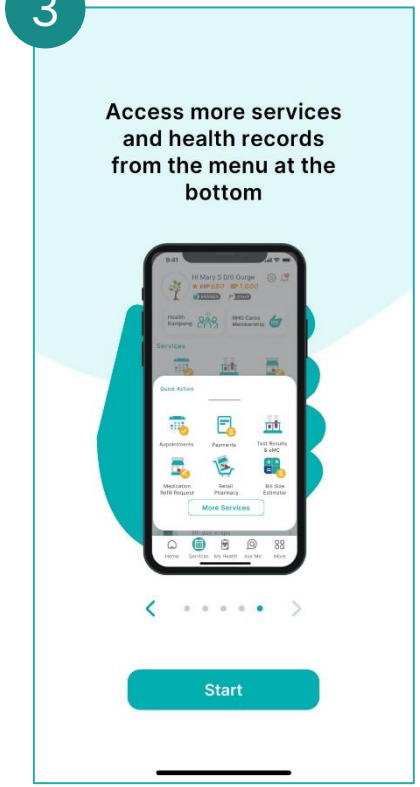
Scan QR code to download **NHG Cares app from Google Play or App Store.**

2



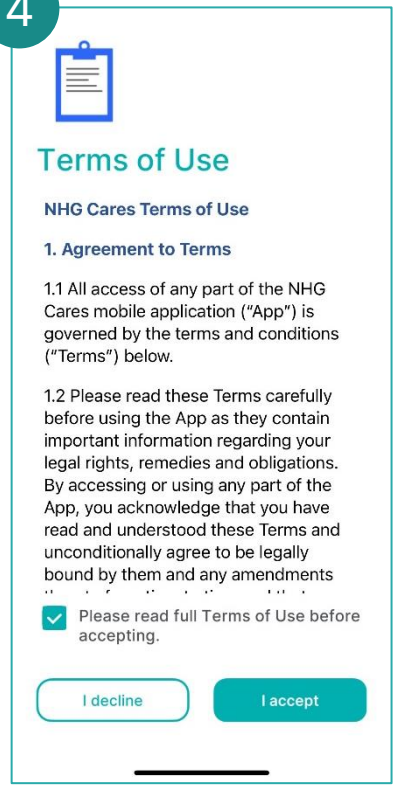
Tap on your preferred language and **Confirm.**

3



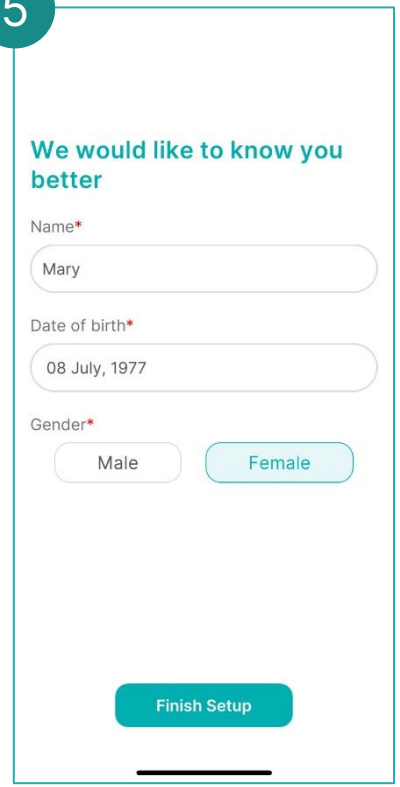
Tap on **Start.**

4



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

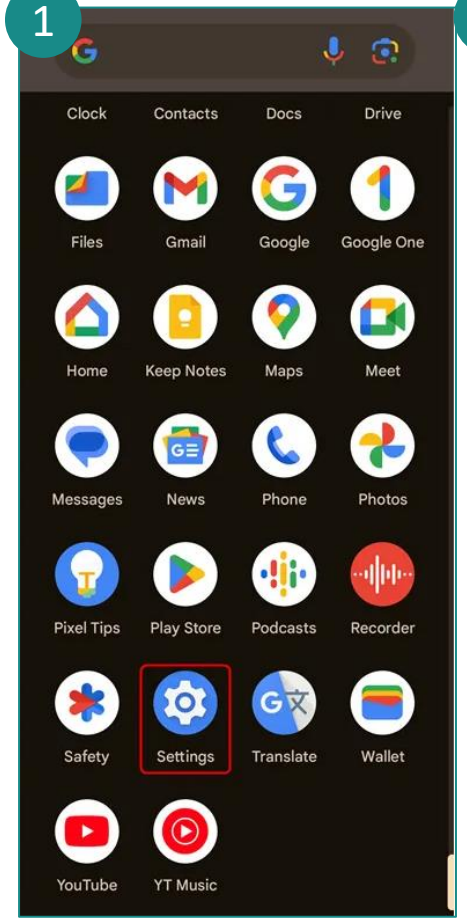
5



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

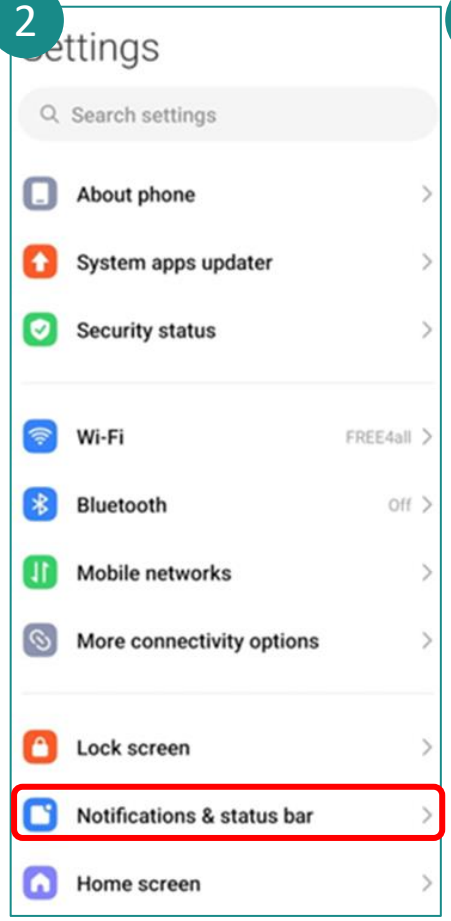
NCA Notifications (Android)

1



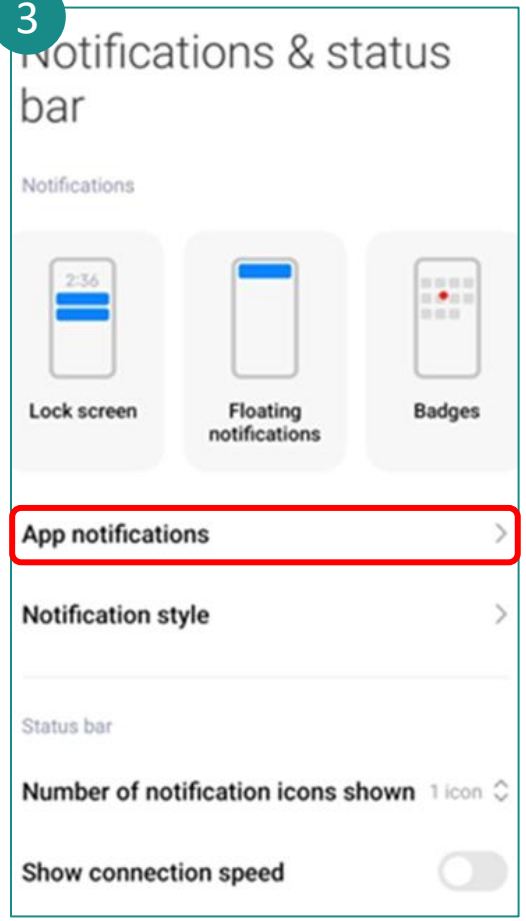
Tap on **Settings** on your Android Home Screen.

2



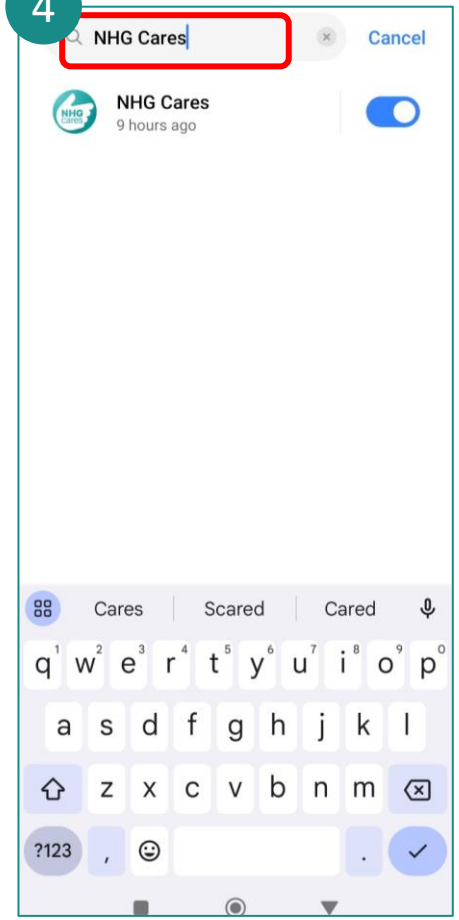
Tap on **Notifications & status bar.**

3



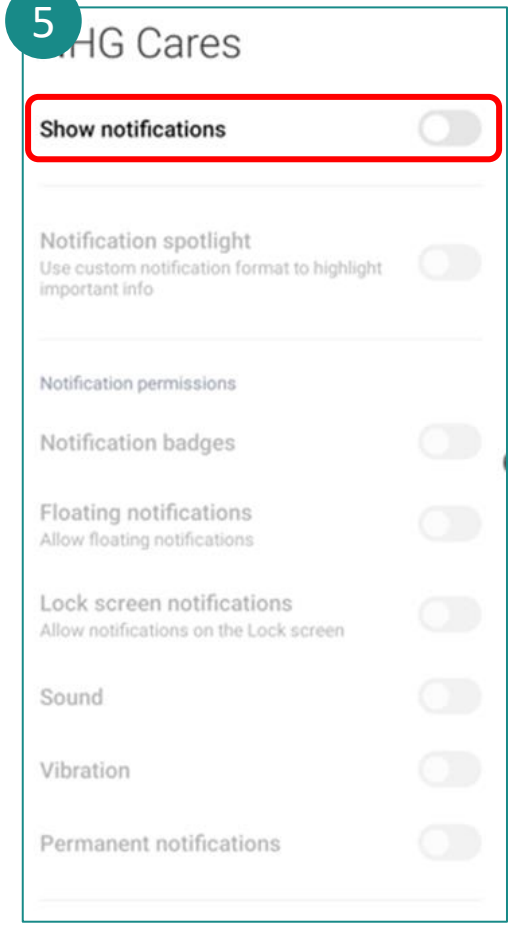
Tap on **App notifications.**

4



Search for **NHG Cares.**

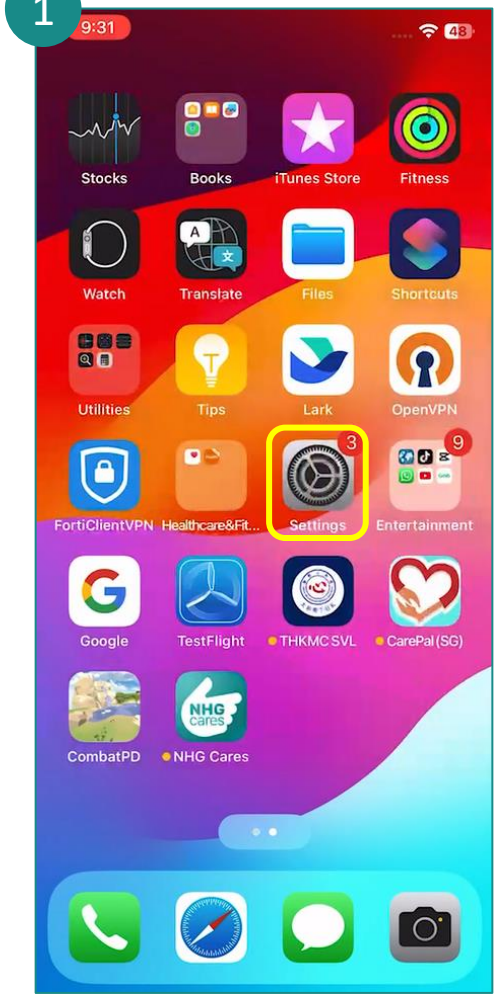
5



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

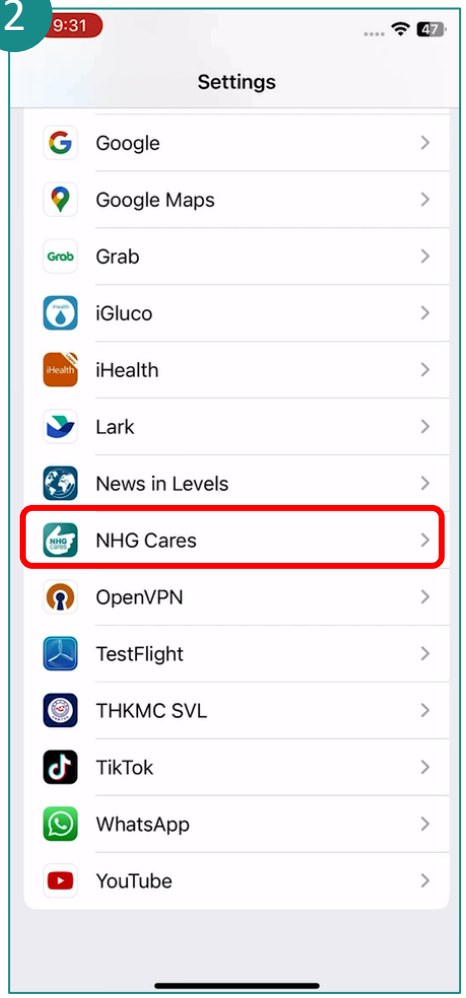
NCA Notifications (IOS)

1



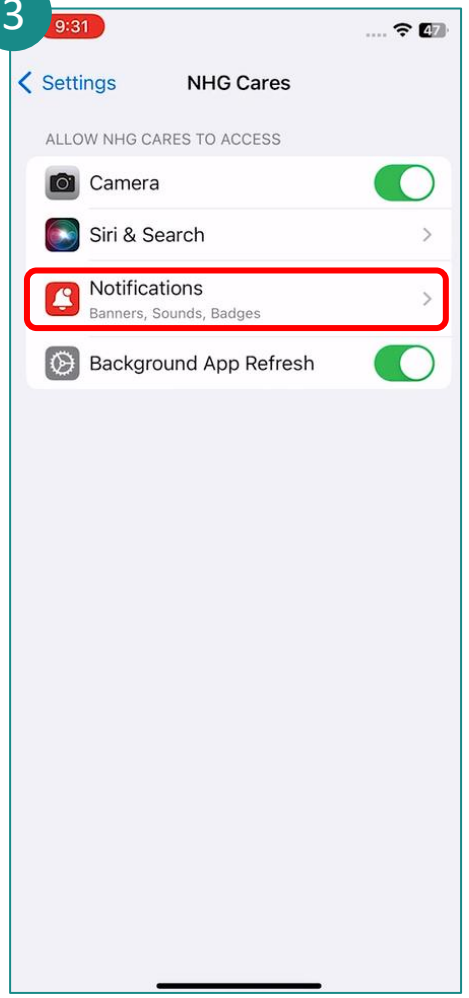
Tap on **Settings** on your iOS Home Screen.

2



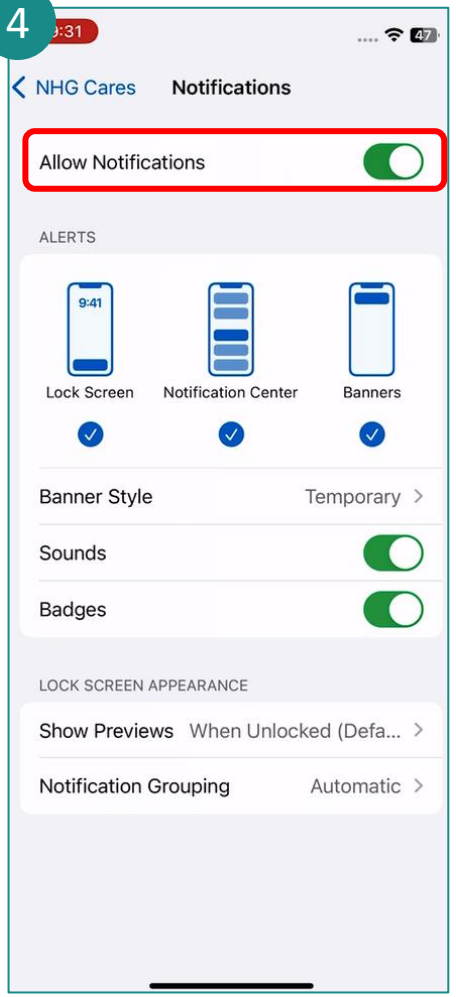
Tap on **NHG Cares.**

3



Tap on **Notifications.**

4

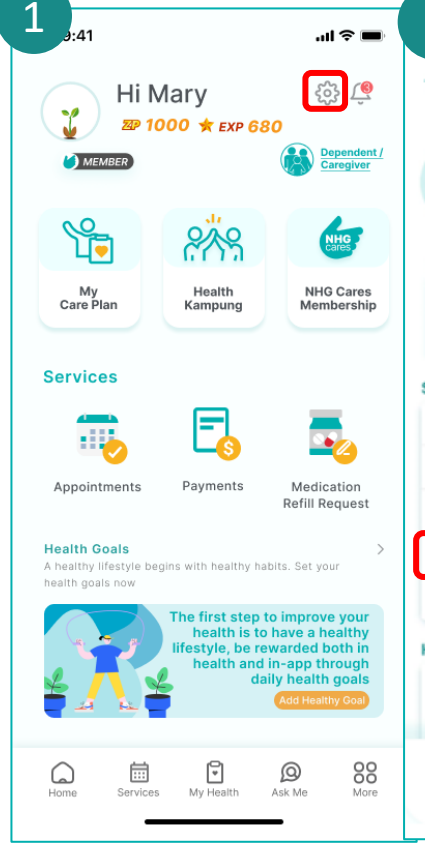


Toggle on **Show notifications** to enable/disable notifications.

Enable NCA Health Stats - Google Fit (Android)

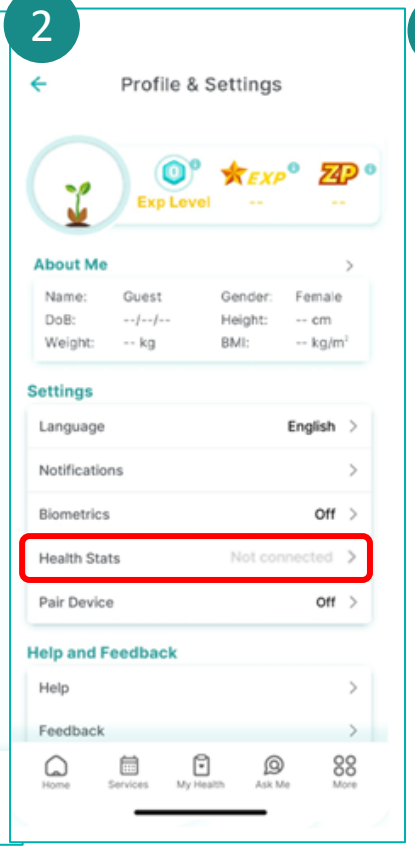
Singpass Login

1



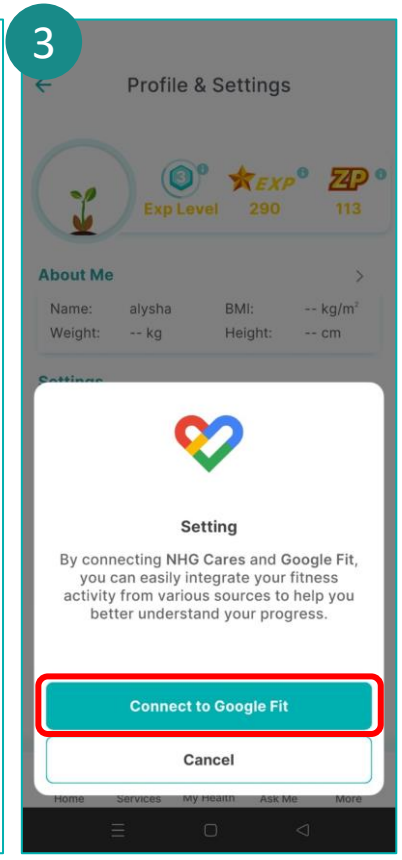
Tap on the **Gear** icon.

2



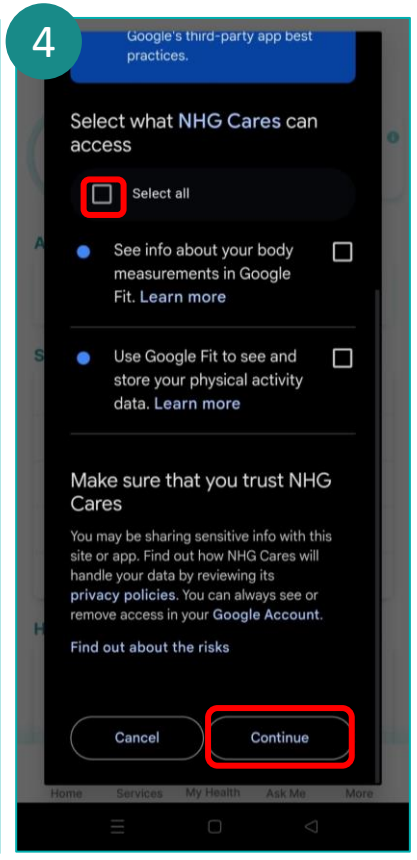
Tap on **Health Stats Not Connected.**

3



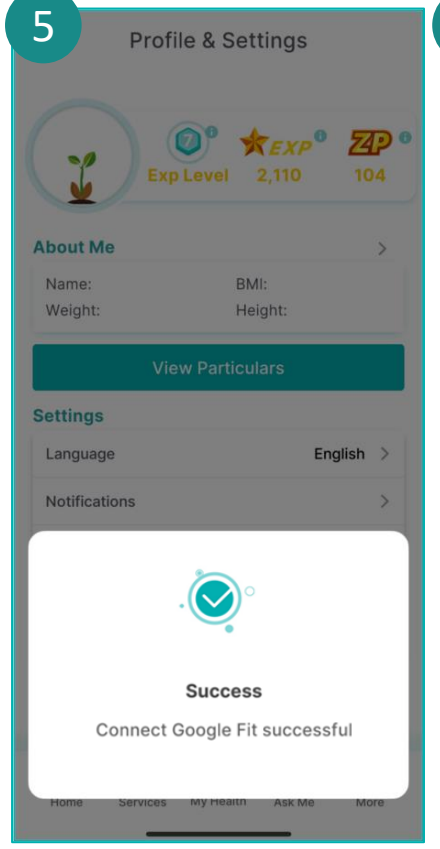
Tap on **Connect to Google Fit.**

4



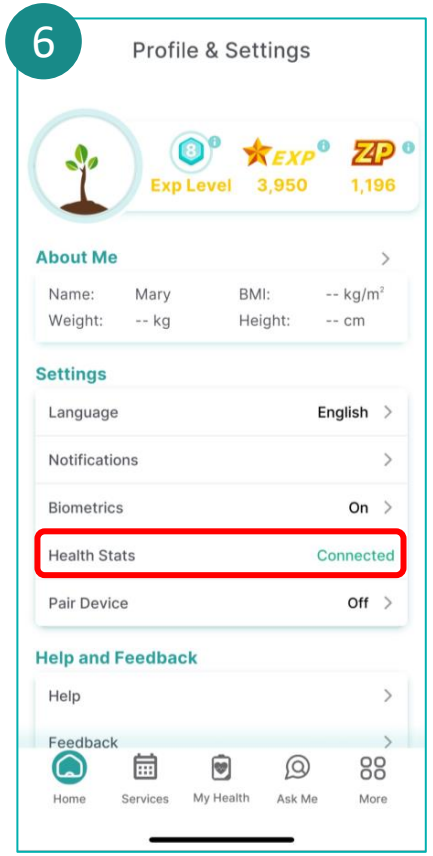
Check **Select all** and tap on **Continue.**

5



View the Success Pop Up message.

6

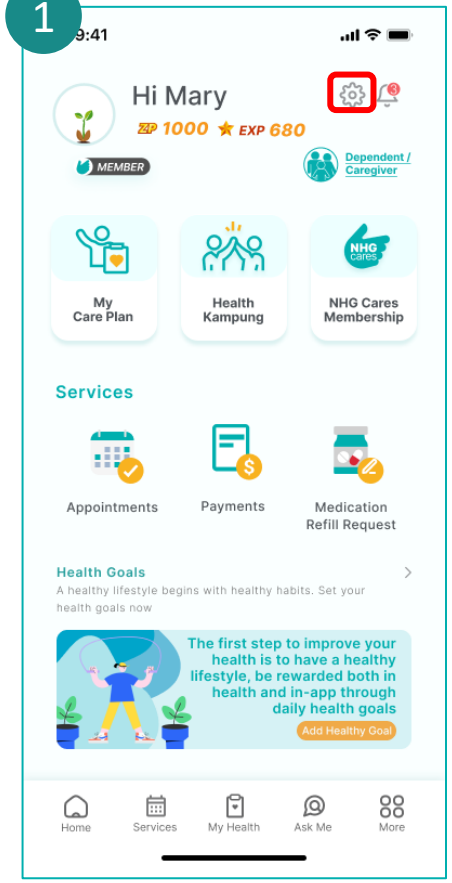


Health Stats status will reflect **Connected.**

Enable NCA Health Stats – Health (IOS)

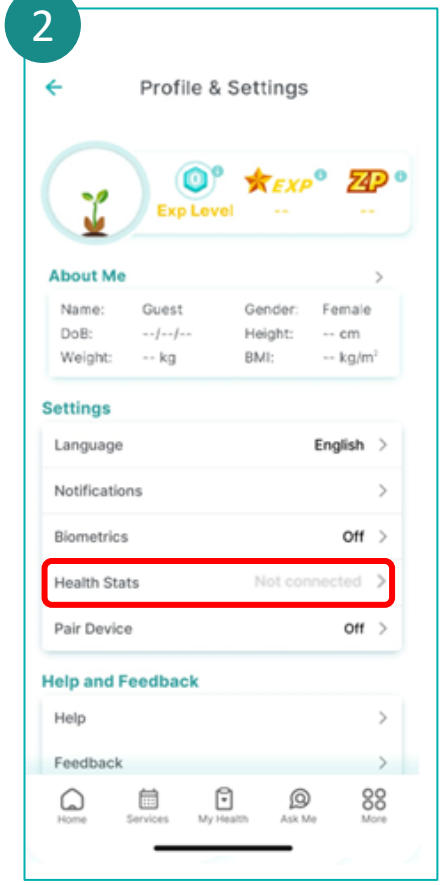
Singpass Login

1



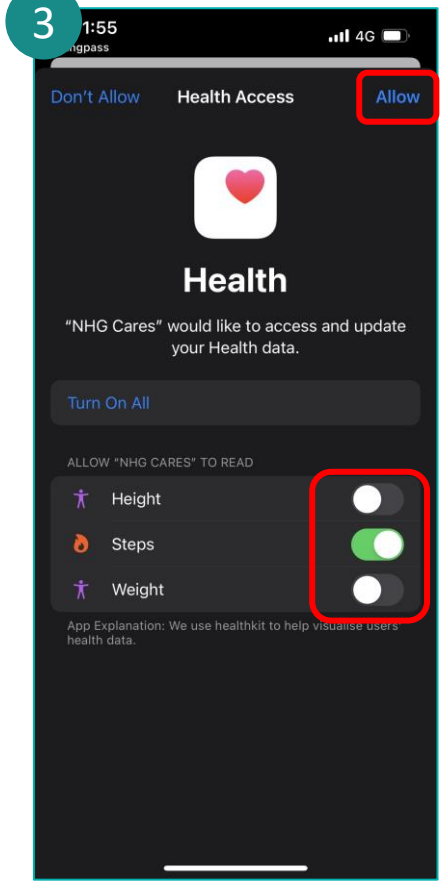
Tap on the **Gear** icon.

2



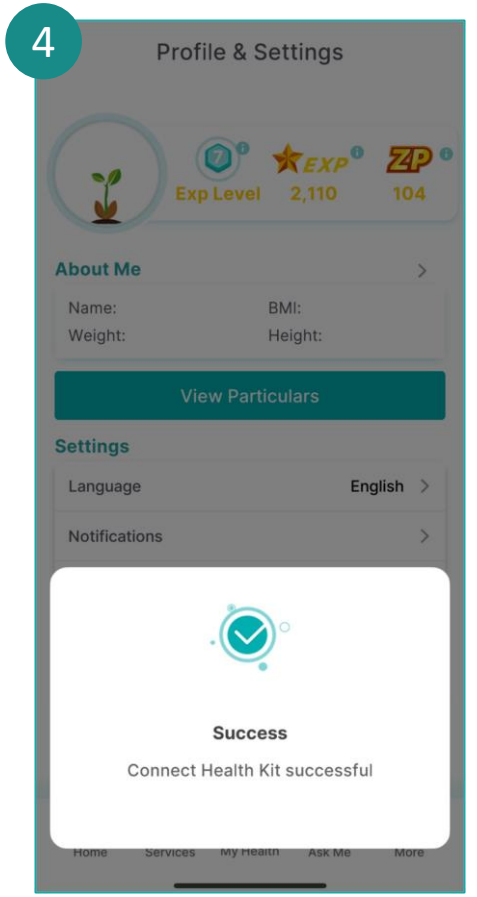
Tap on **Health Stats Not connected.**

3



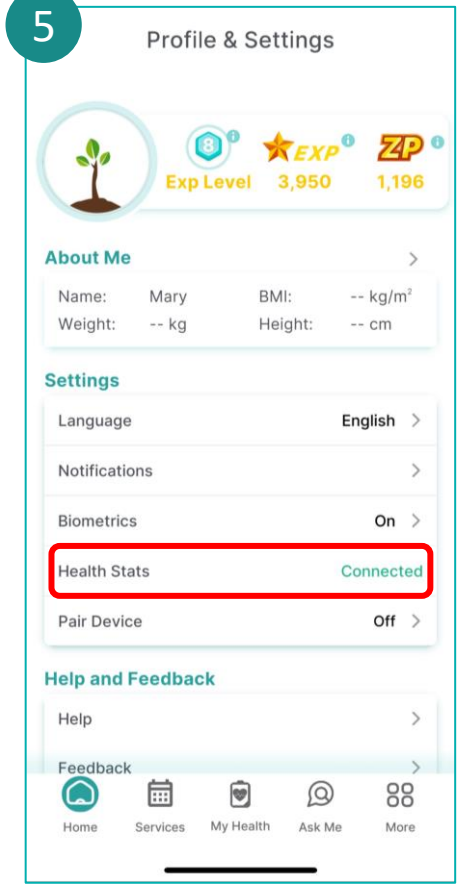
Tap on the health stats you would like to allow and tap on **Allow.**

4



View the Success Pop Up message.

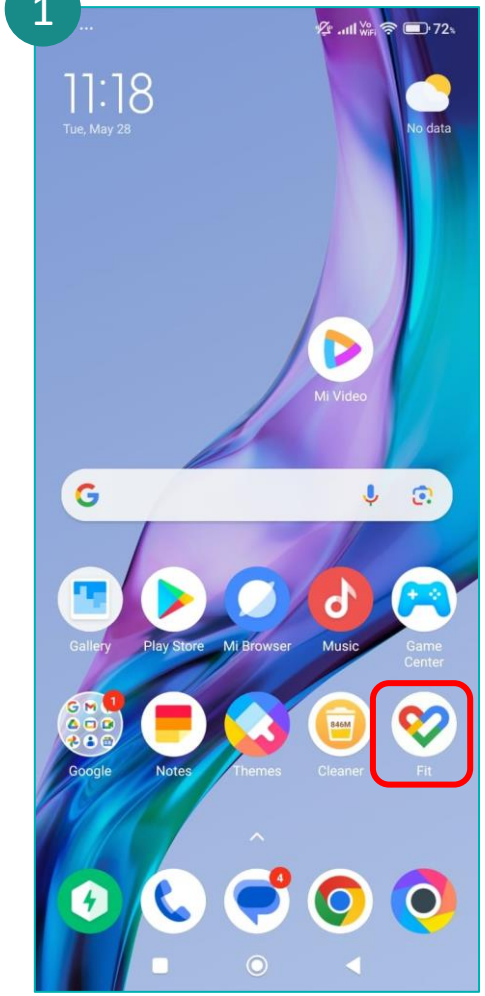
5



Health Stats status will reflect **Connected.**

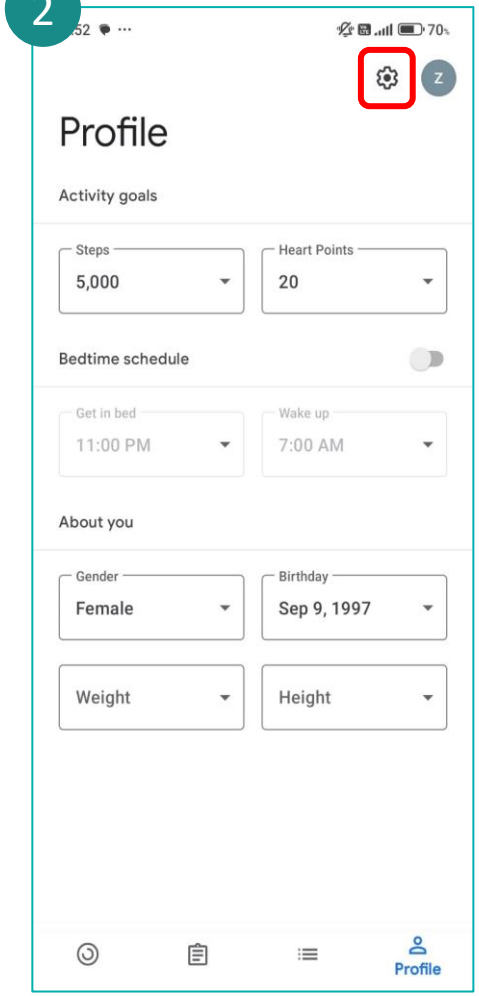
Disable NCA Health Stats - Google Fit (Android)

1



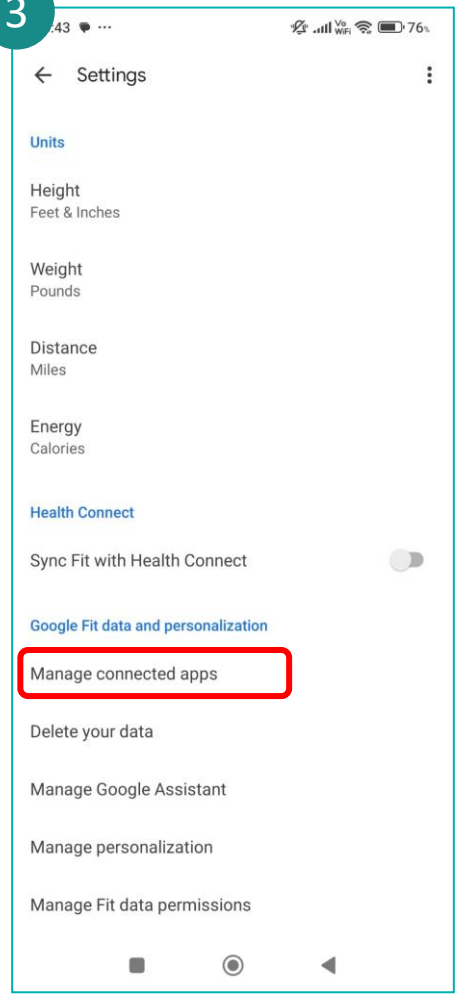
Tap on the **Google Fit** app.

2



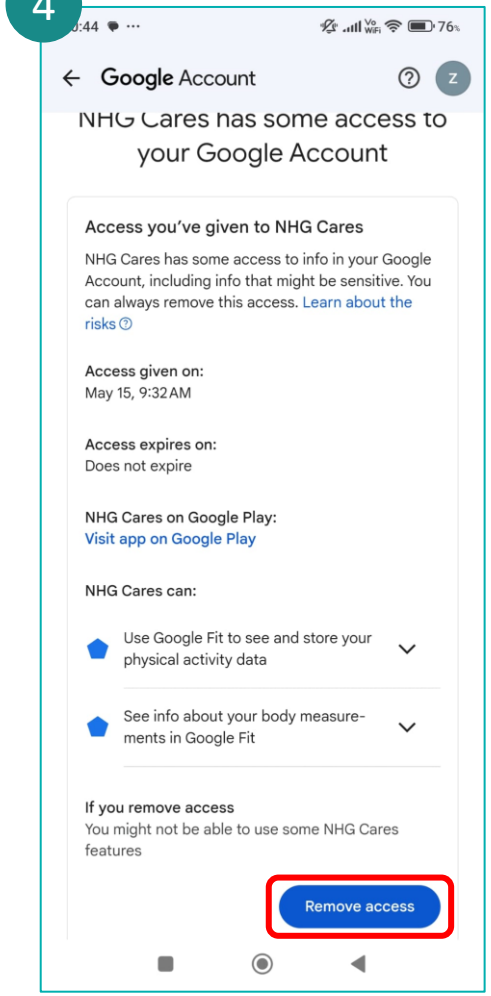
Tap on the **Gear** icon.

3



Tap on **Manage connected apps.**

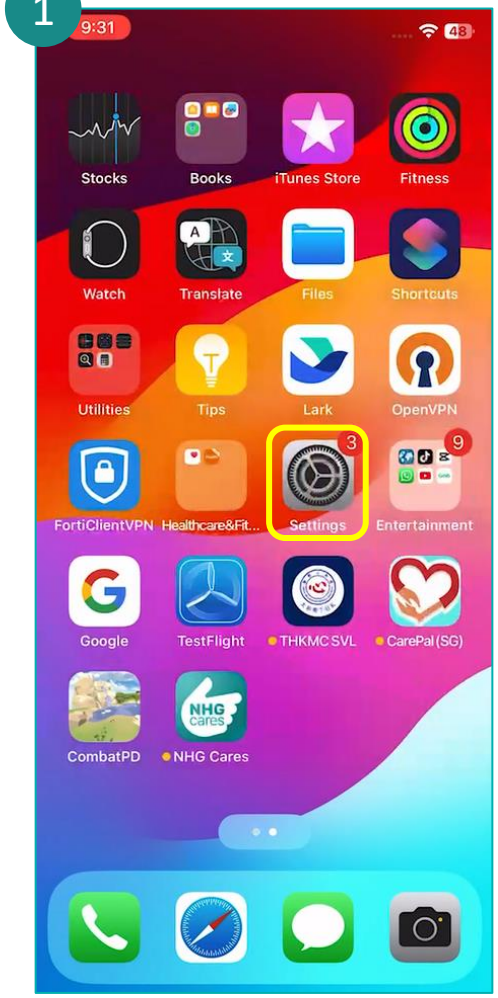
4



Tap on **Remove Access.**

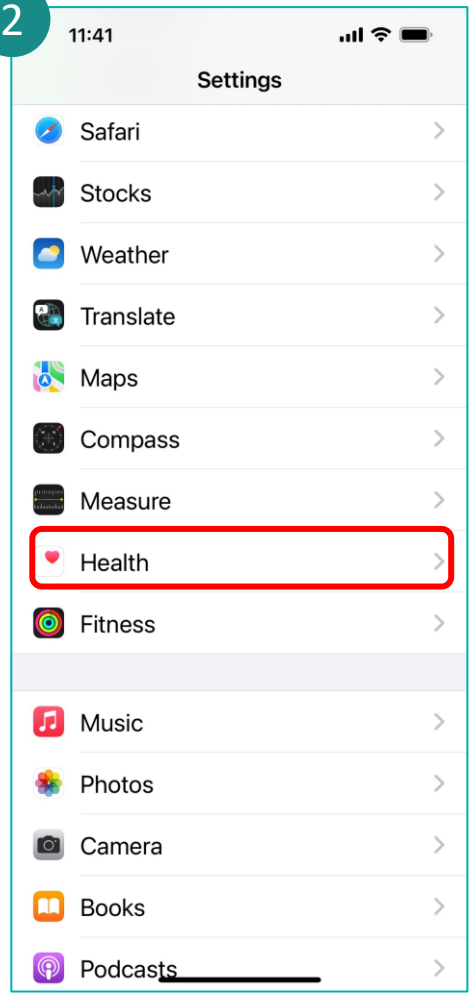
Disable NCA Health Stats - Health (IOS)

1



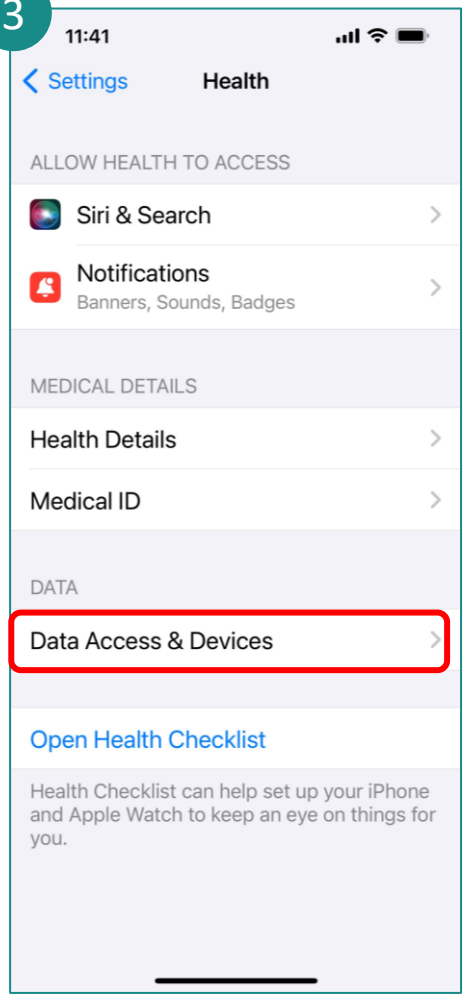
Tap on the **Settings** app.

2



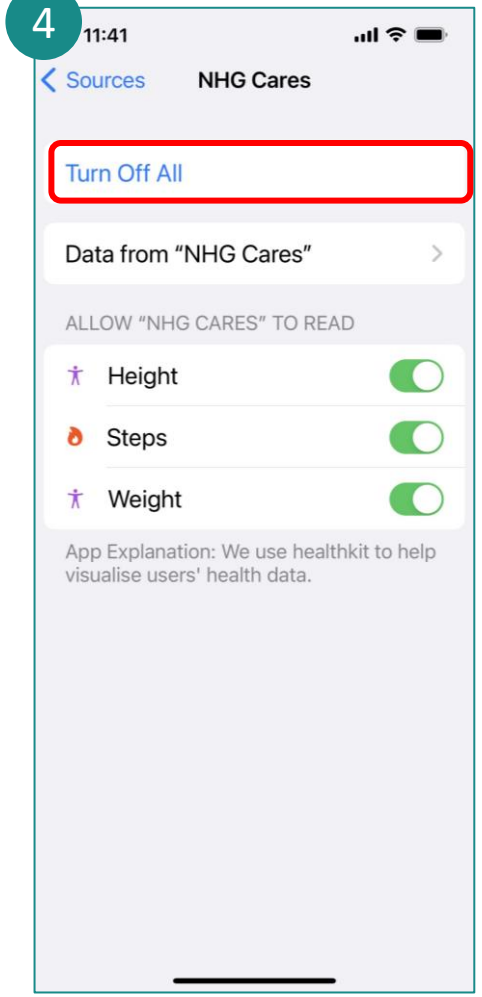
Tap on **Health.**

3



Tap on **Data Access & Devices.**

4

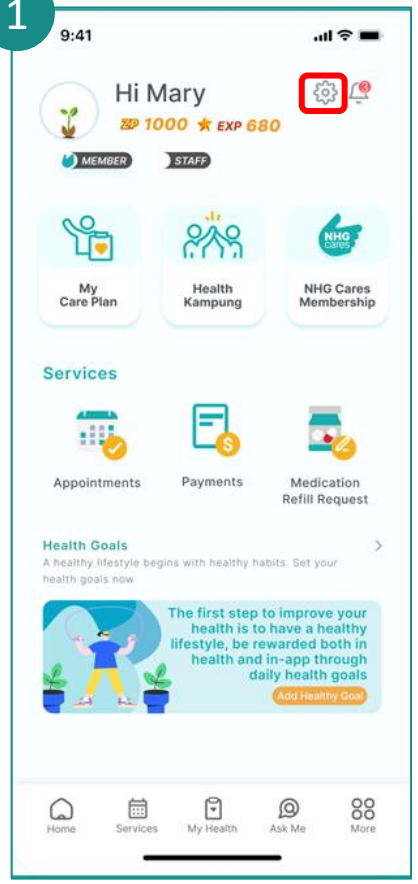


Tap on **NHG Cares** and tap **Turn Off All** to disable.

Enable NCA Biometrics

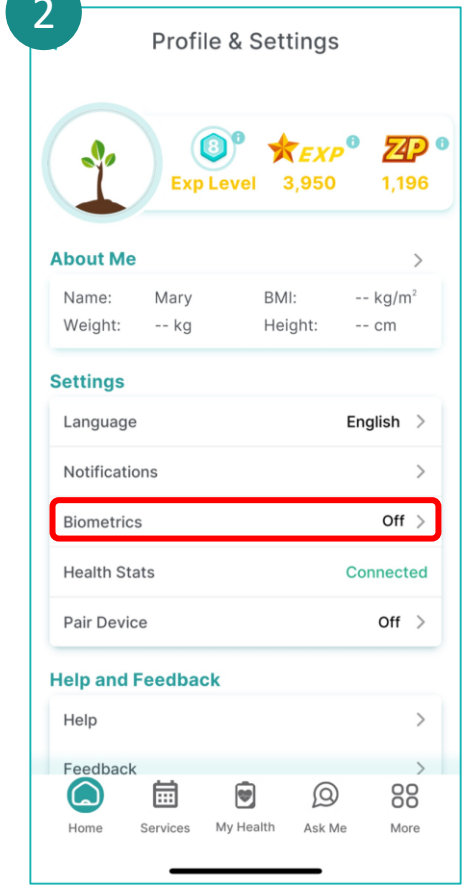
Singpass Login

1



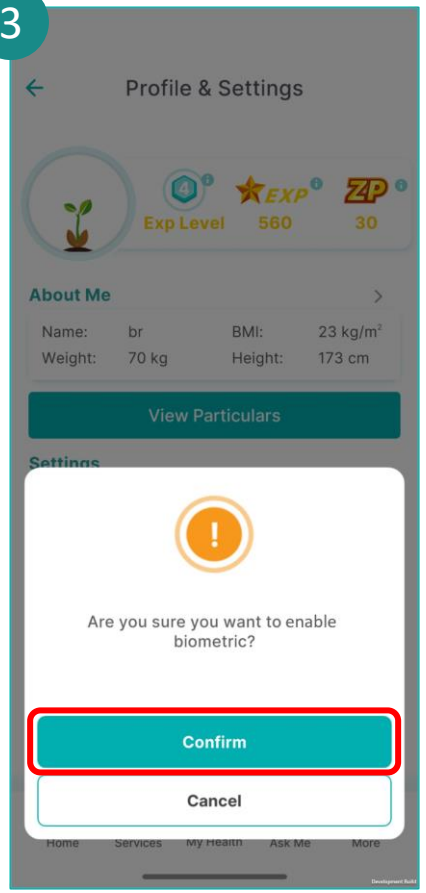
Tap on the **Gear** icon.

2



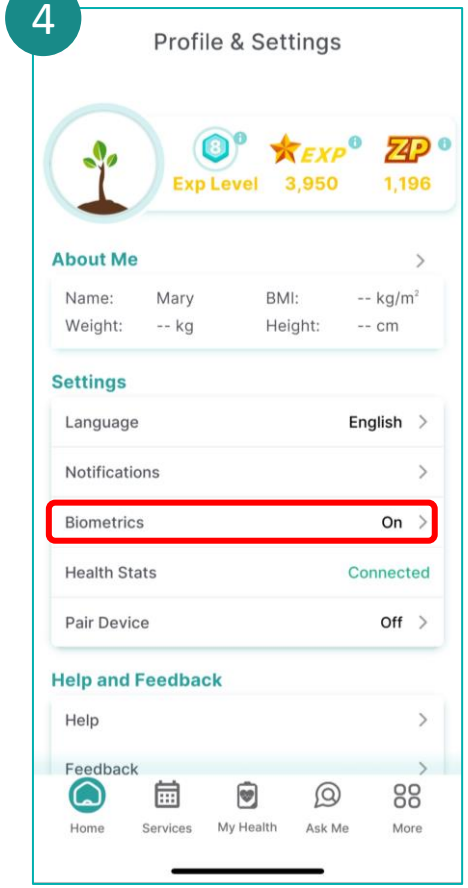
Tap on **Biometrics Off.**

3



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

4

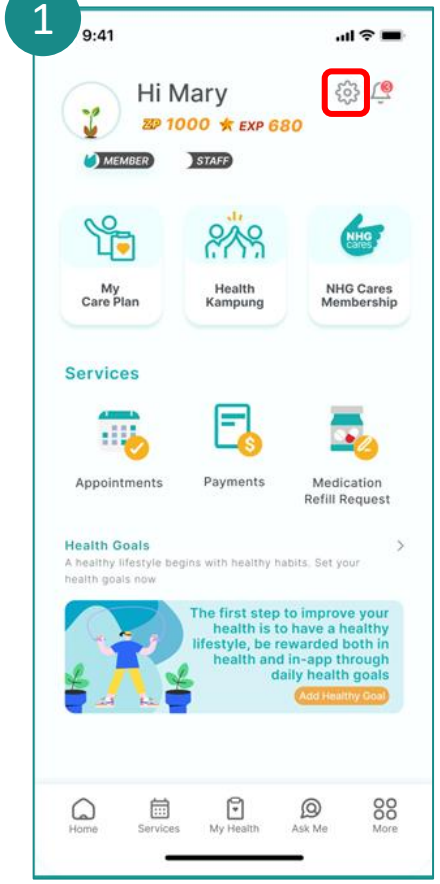


Biometrics status will reflect **On.**

Disable NCA Biometrics

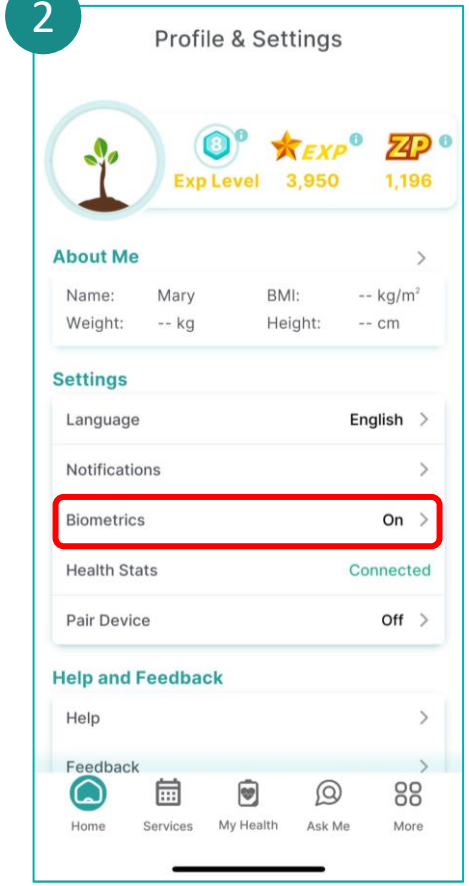
Singpass Login

1



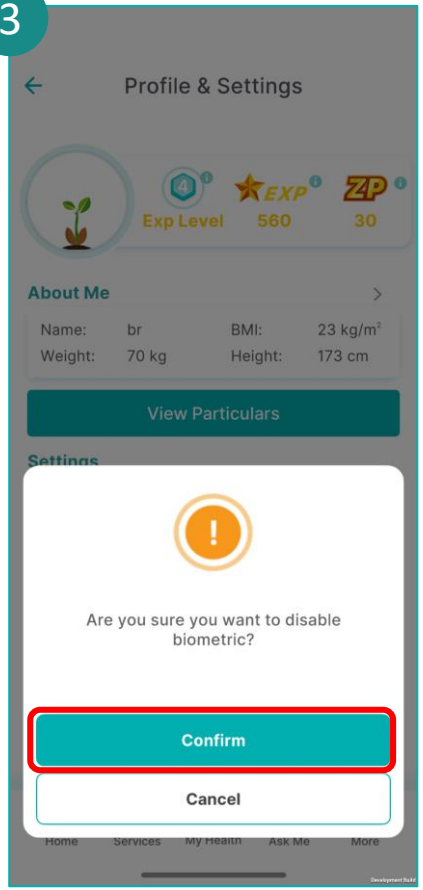
Tap on the **Gear** icon.

2



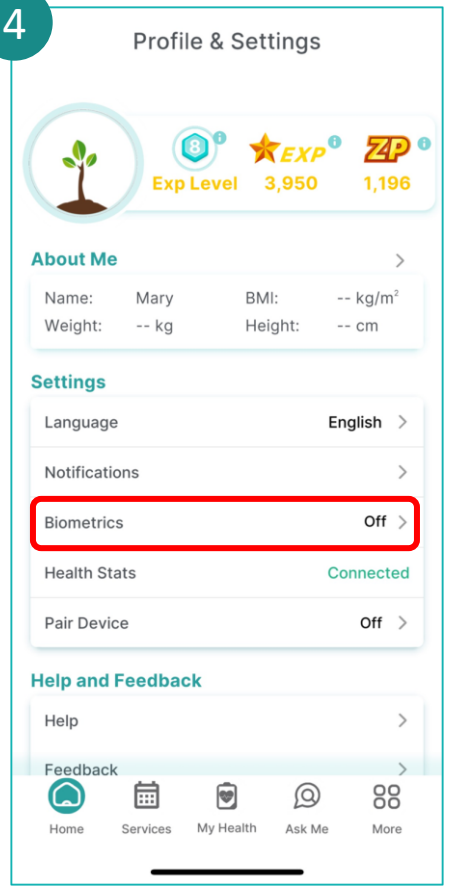
Tap on **Biometrics On.**

3



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

4

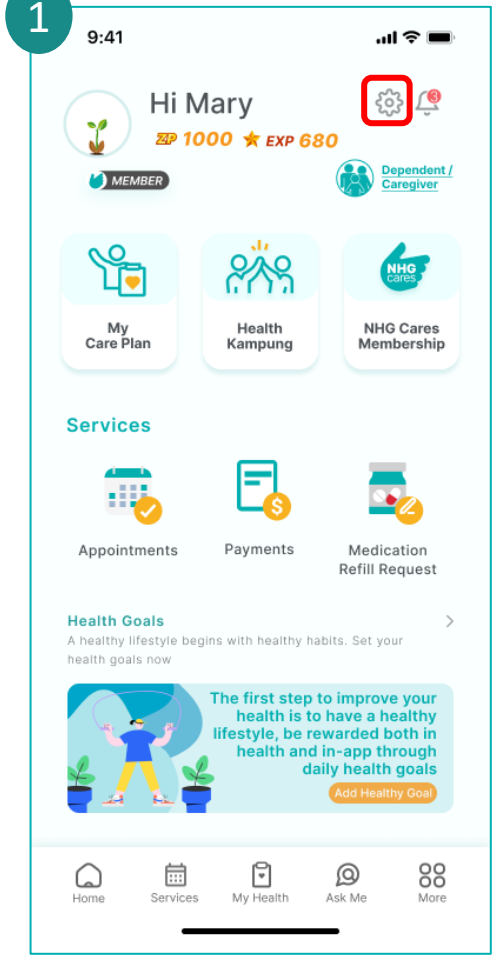


Biometrics status will reflect **Off**.

Update Mailing Address/Contact Details

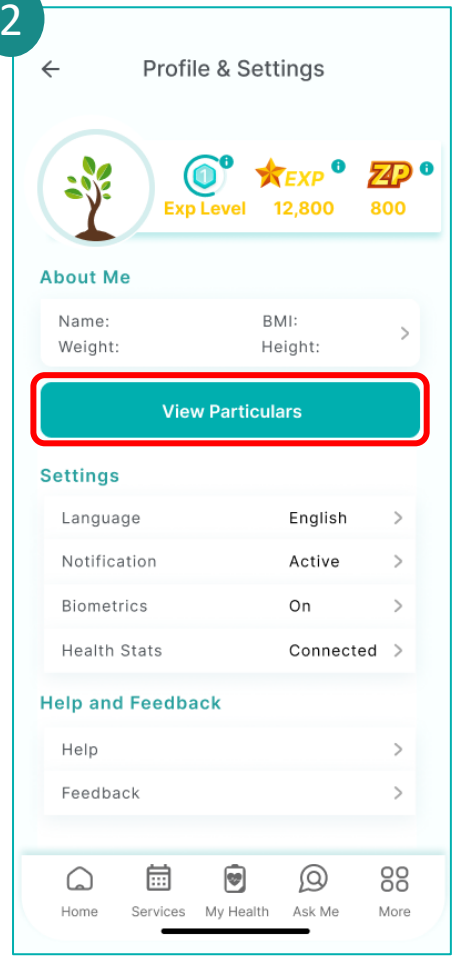
Singpass Login

1



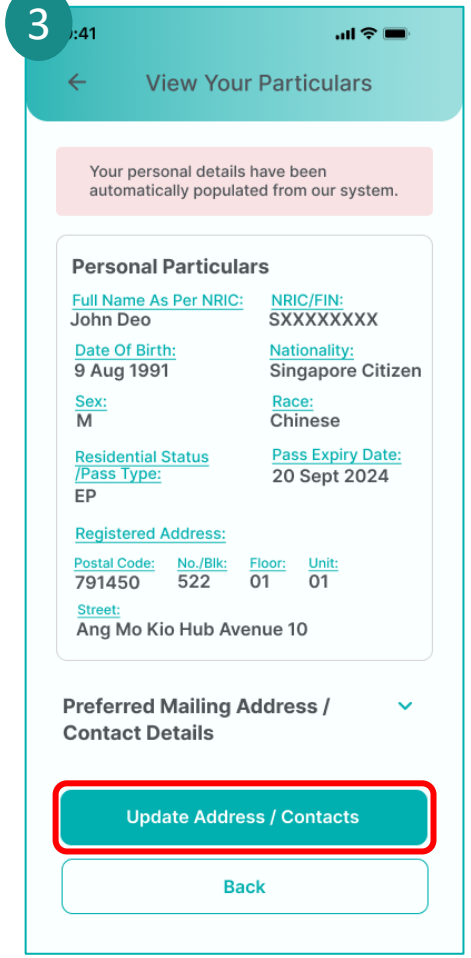
Tap on the **Gear** icon.

2



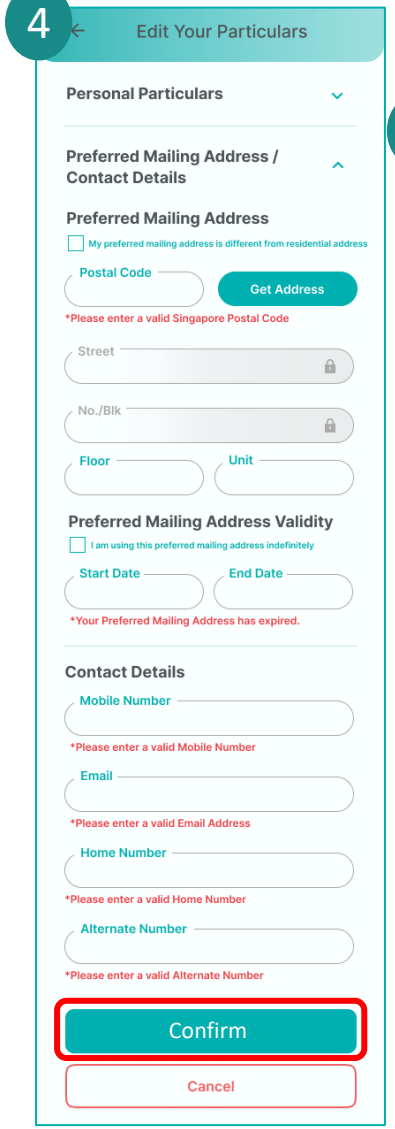
Tap on **View Particulars.**

3



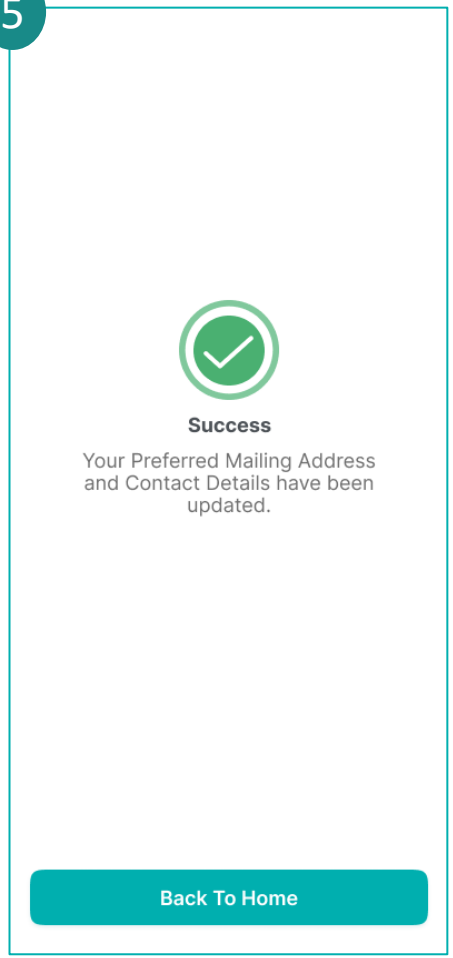
Tap on **Update Address/Contacts.**

4



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

5

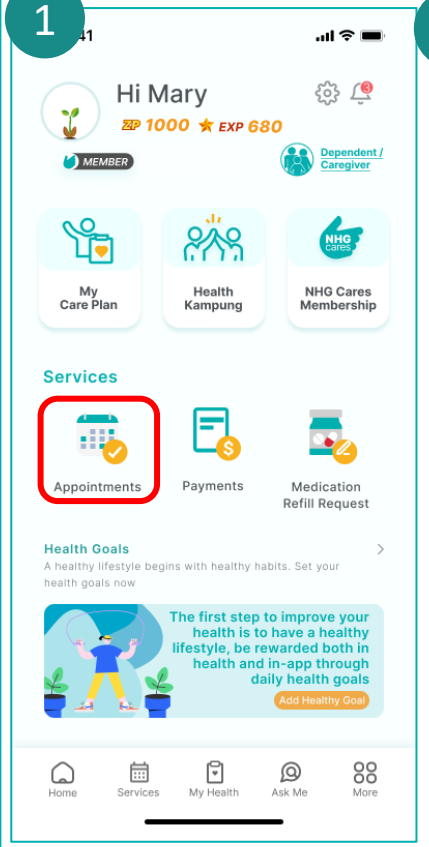


Book Appointment

Only applicable to NHGP and NSC

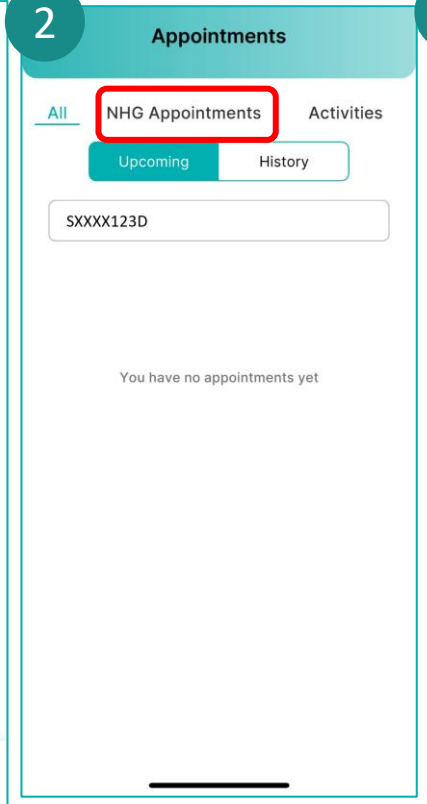
Singpass Login

1



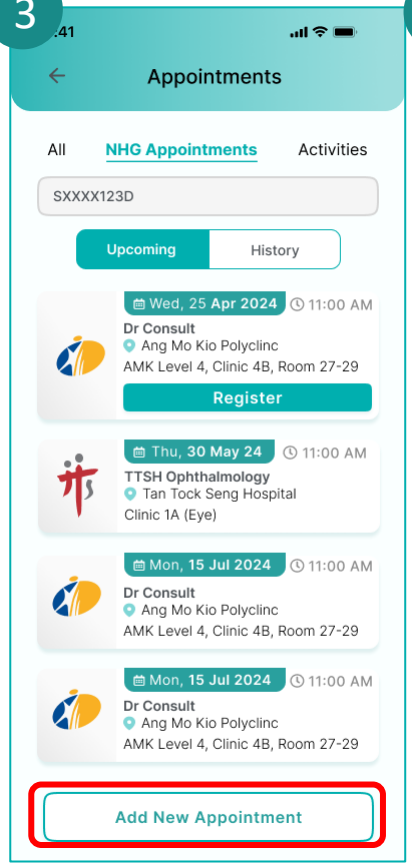
Tap on **Appointments.**

2



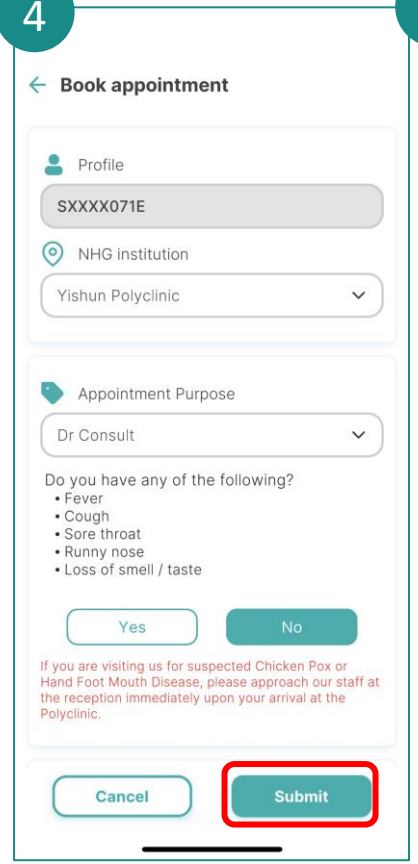
Tap on **NHG Appointments.**

3



Tap on **Add New Appointment.**

4

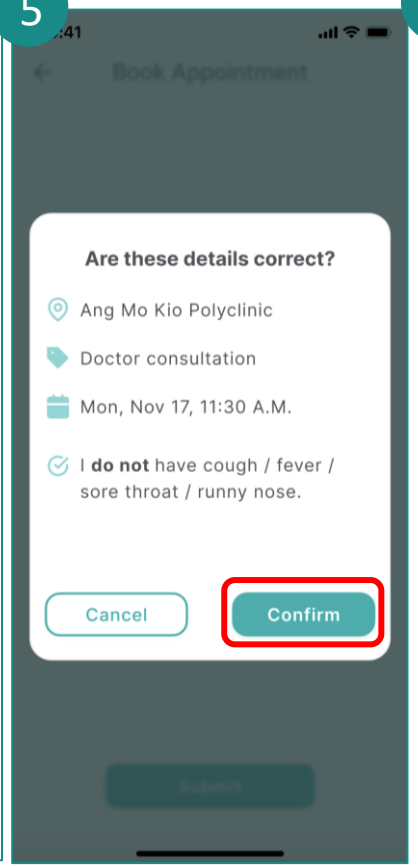


Select your:

1. Institution
2. Appointment Purpose
3. Appointment Timeslot

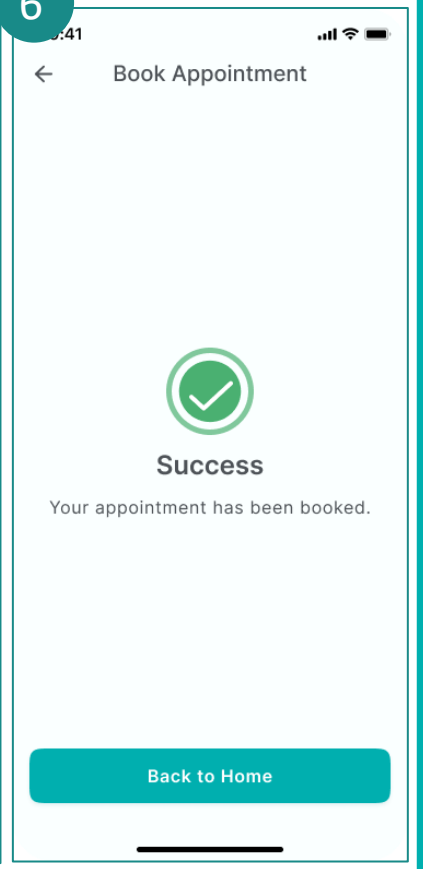
Tap on **Submit.**

5



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

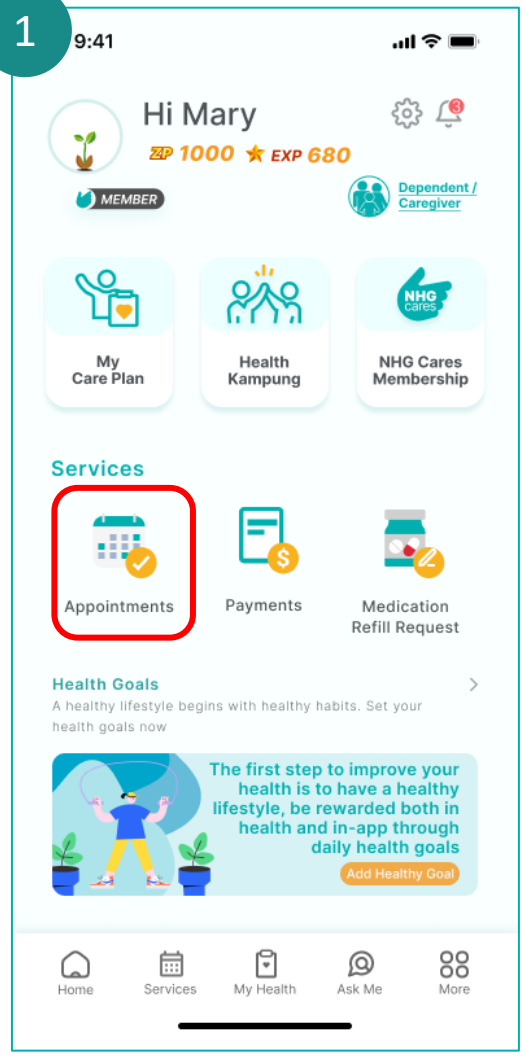
6



Reschedule/Cancel Appointment

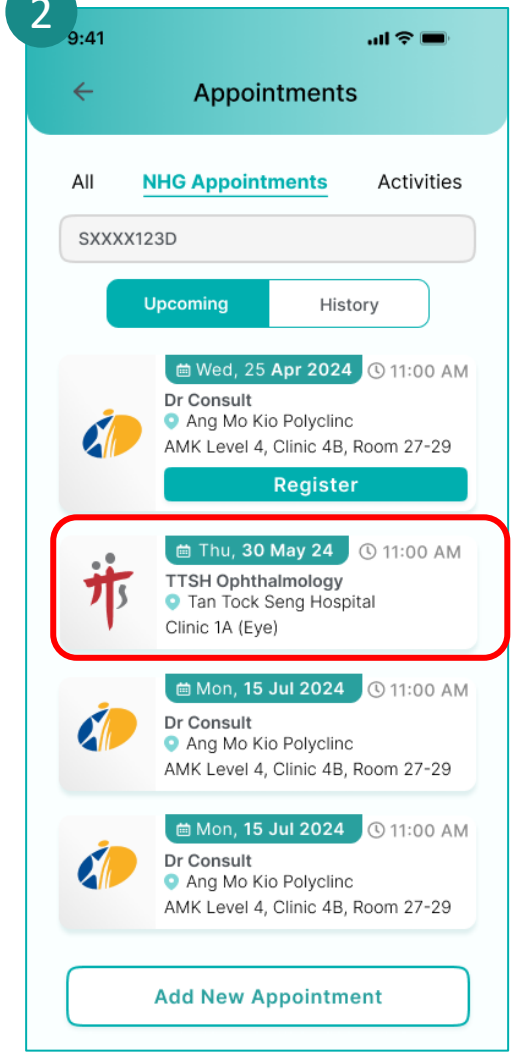
Singpass Login

1



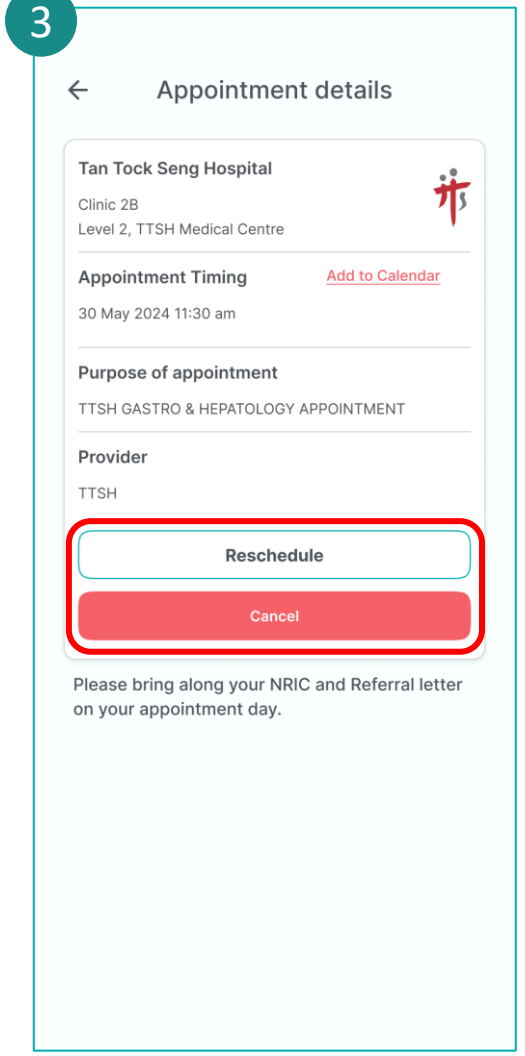
Tap on **Appointments.**

2



Tap on the appointment that requires rescheduling/cancellation.

3



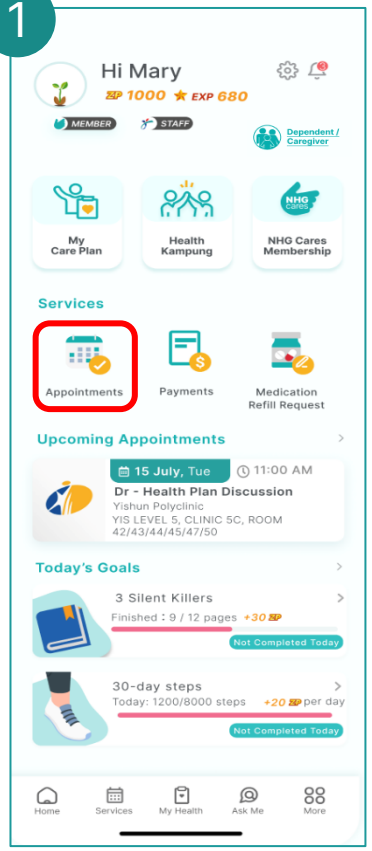
Tap on **Reschedule** or **Cancel Appointment** to make changes.

Appointment – Queue Registration and E-Itinerary

Applicable to all NHG institutions except IMH and NSC

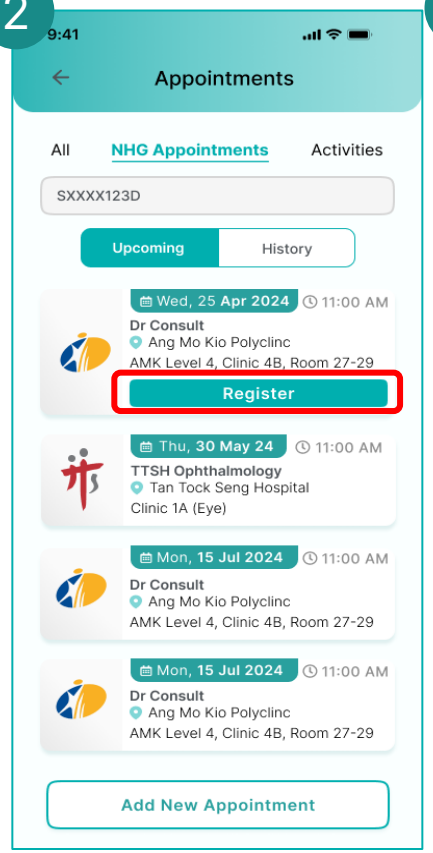
Singpass Login

1



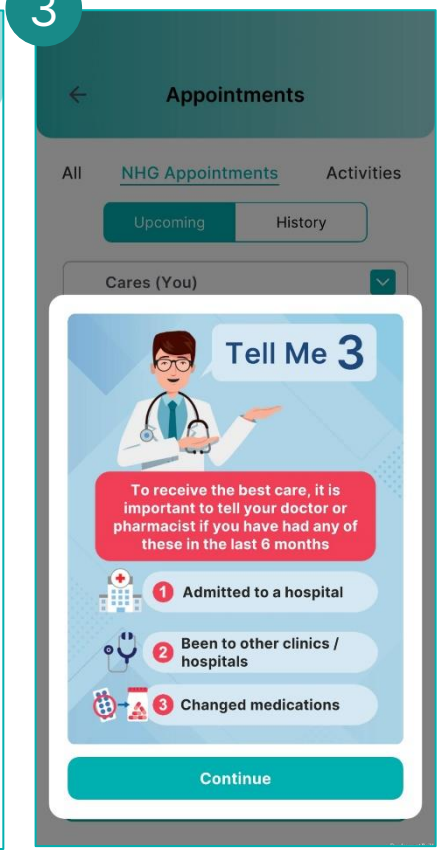
Tap on **Appointments.**

2



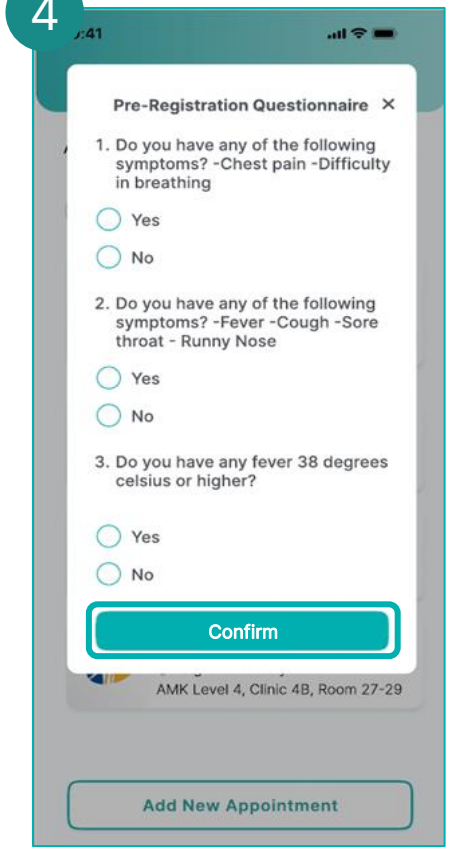
Tap on **Register** and fill up the questionnaire.

3



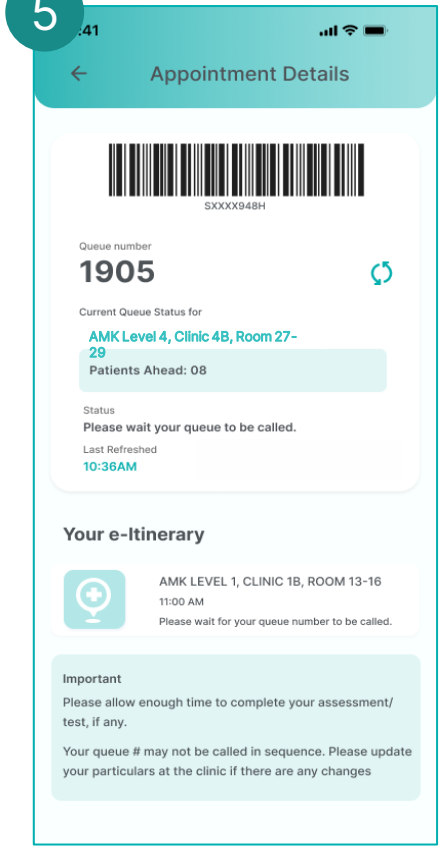
Patient is reminded to share the above information to the doctor.

4



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

5

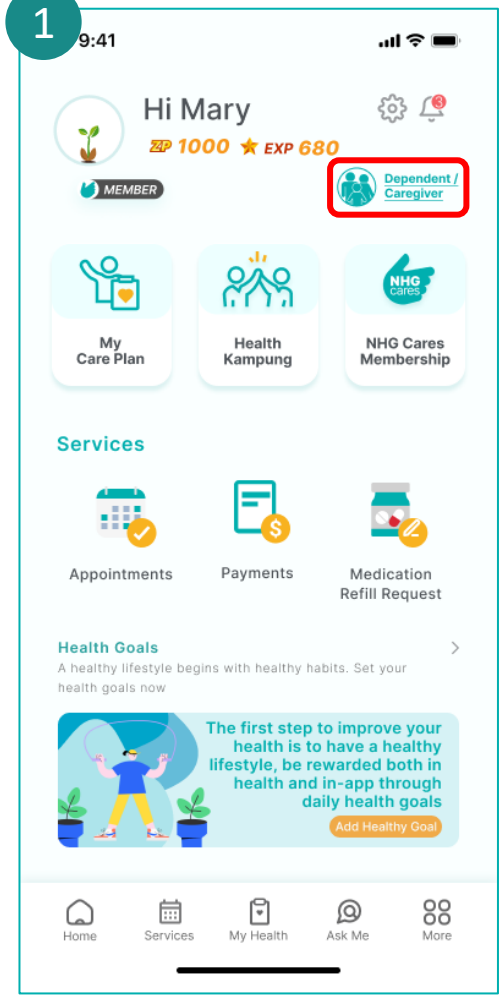


Upon successful mobile registration you will be redirected to view your itinerary.

Add Caregiver (1/2)

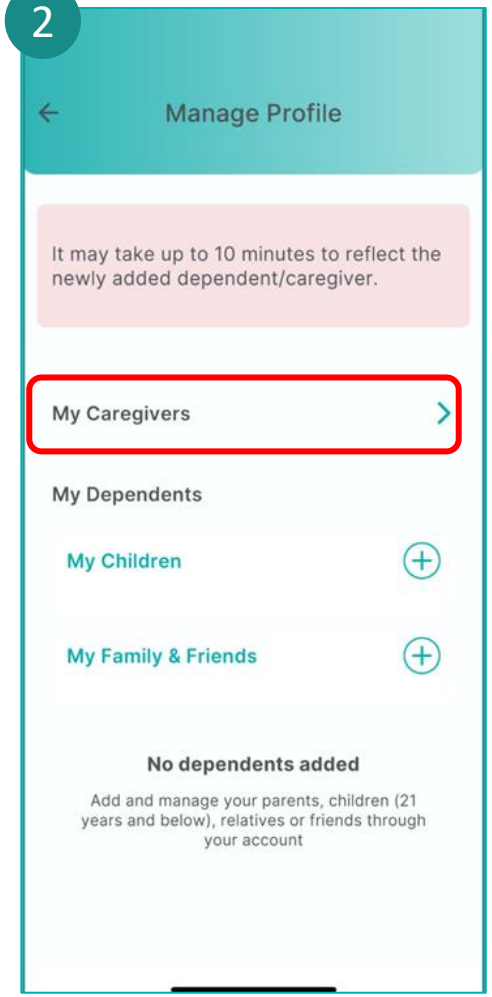
Singpass Login

1



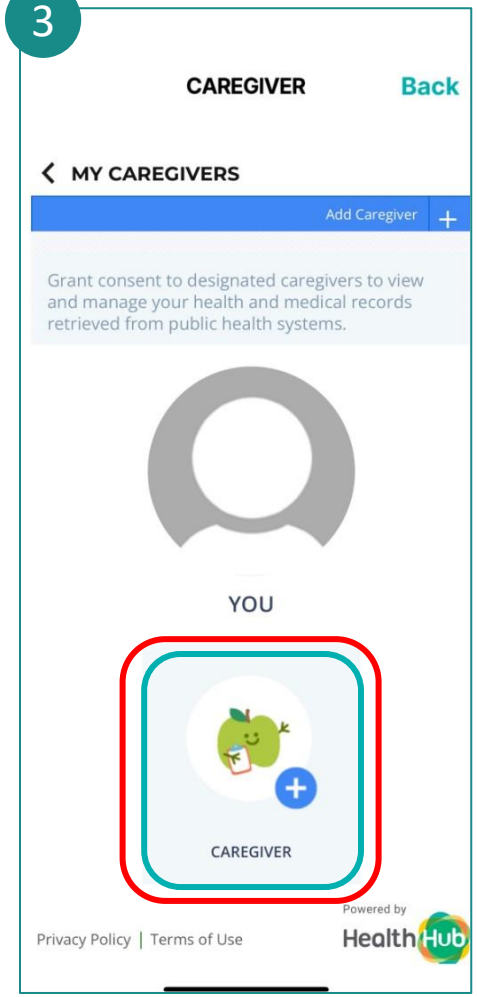
Tap on **Dependent/Caregiver.**

2



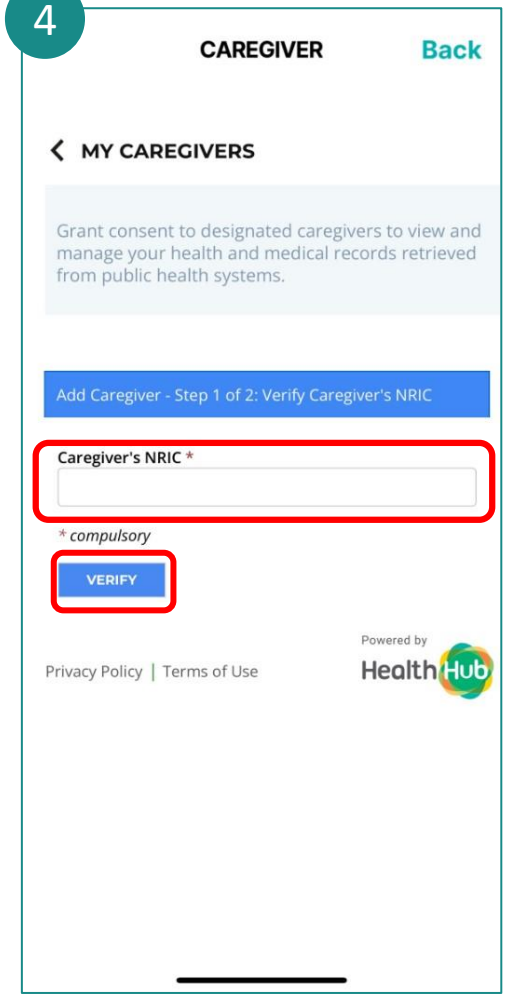
Tap on **My Caregivers.**

3



Tap on **CAREGIVER.**

4

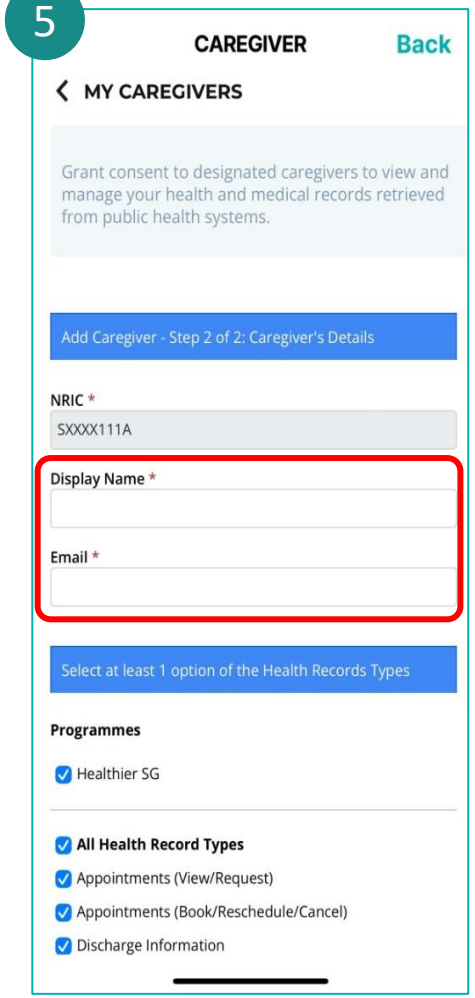


Key in your caregiver's NRIC and tap on **Verify.**

Add Caregiver (2/2)

Singpass Login

5

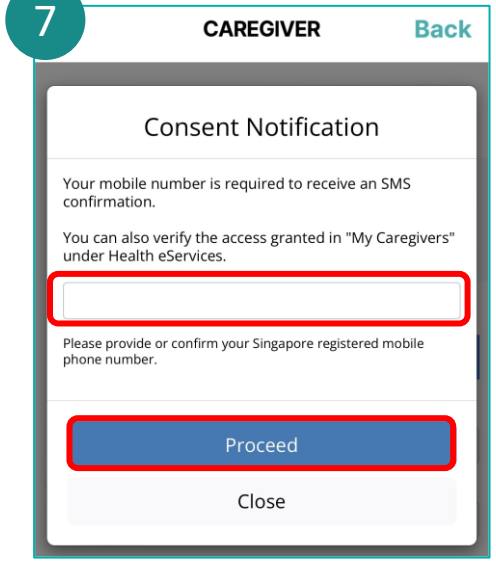


Enter your caregiver's **Display Name** and **Email.**

6

Select the health records to be shared and tap on **NEXT.**

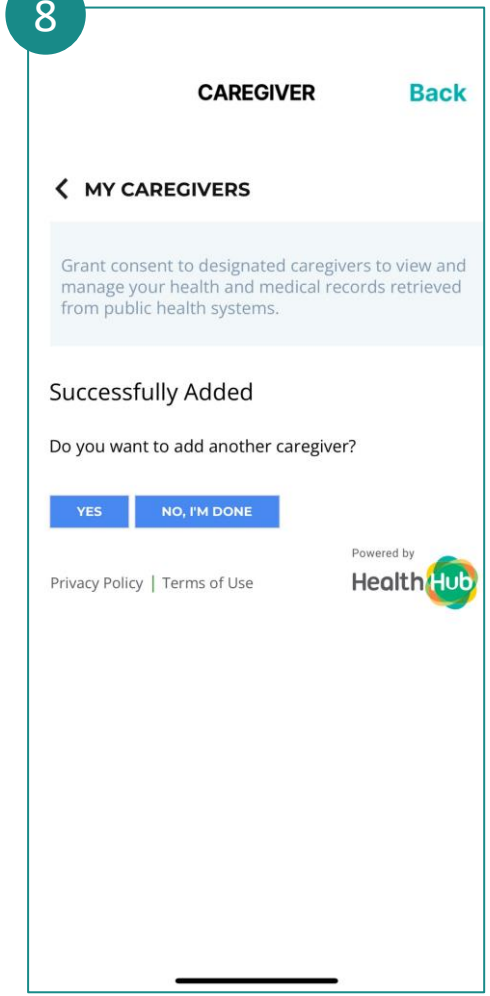
7



Enter your mobile number and tap on **Proceed.**

You will receive an SMS confirmation from HealthHub upon adding a new caregiver.

8

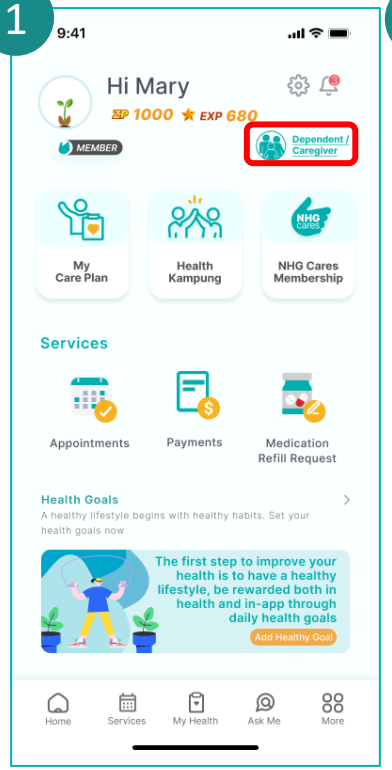


After it has been added successfully, you can view your care recipient's user profile in the Dependent/Caregiver feature.

Remove Caregiver

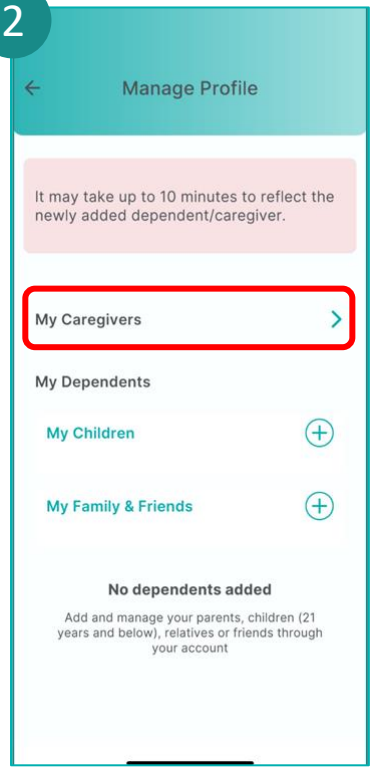
Singpass Login

1



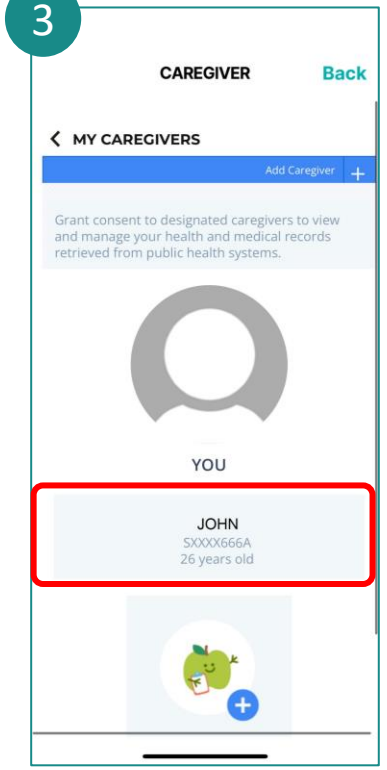
Tap on **Dependent/Caregiver.**

2



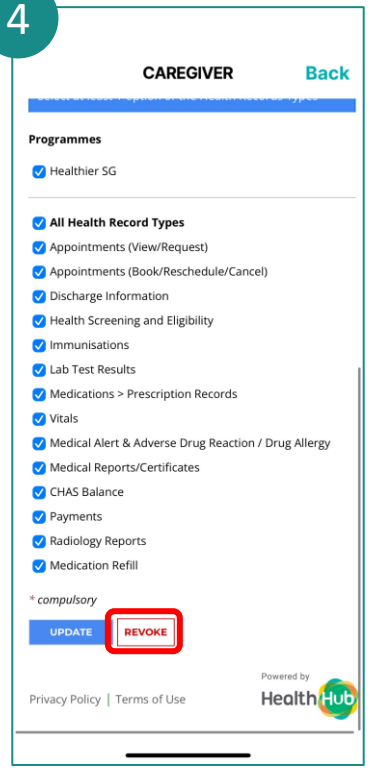
Tap on **My Caregivers.**

3



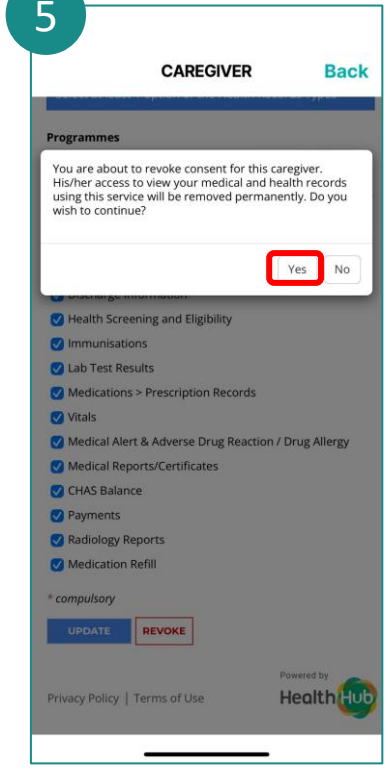
Tap on your caregiver's name (example: JOHN).

4



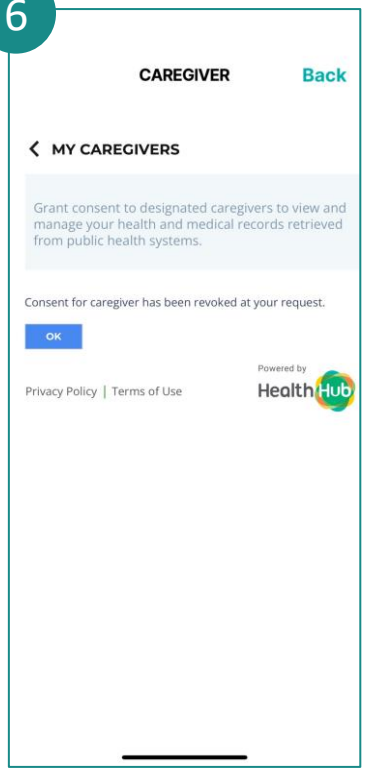
Scroll down and tap on **REVOKE.**

5



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

6



You have successfully removed your caregiver.

Add Dependent

Singpass Login

There two type of Dependents:

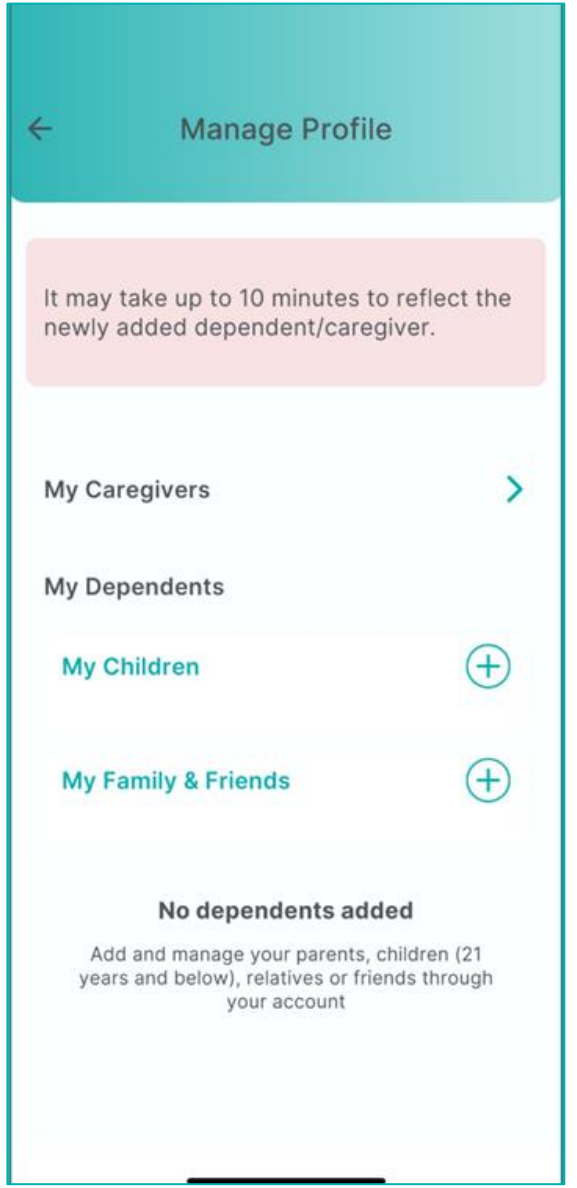
1. Children

As parents, you can add your child under Children's Health if your child is below 21 years old; and meet the following eligibility criteria:

- Singapore Citizen born in Singapore from 1 January 1996; or
- Naturalised Singapore Citizen born from 1 January 1996 (Please note that only Sponsoring Parent* will be able to add the child); or
- Permanent Resident from 1 January 1996 (Please note that only Sponsoring Parent* will be able to add the child); or
- Currently enrolled in Primary, Secondary, Junior Colleges or Centralised Institutes. This excludes students in Pre-schools, Religious schools, Private schools, Polytechnics and Universities.

2. Family & Friends

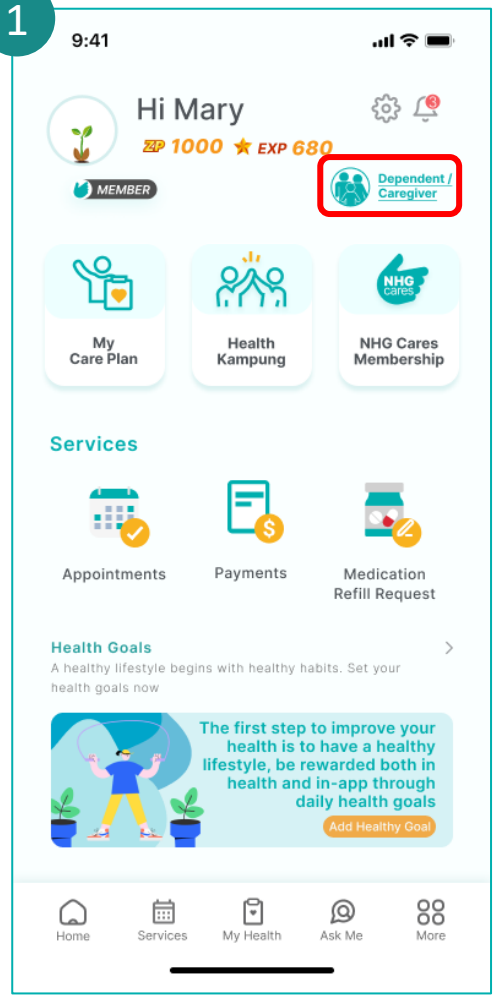
Your care recipient (dependent) must first add you as a caregiver by giving consent and grant access to you.



Add Dependent

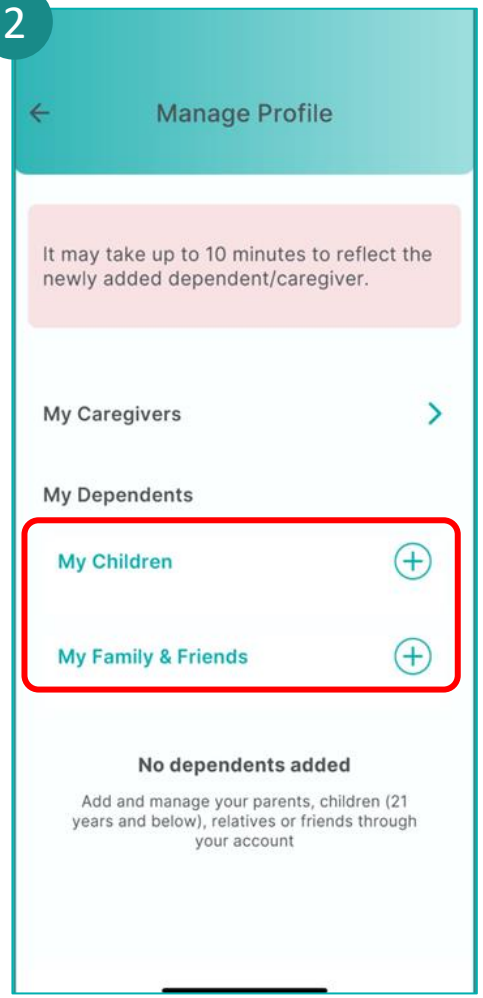
Singpass Login

1



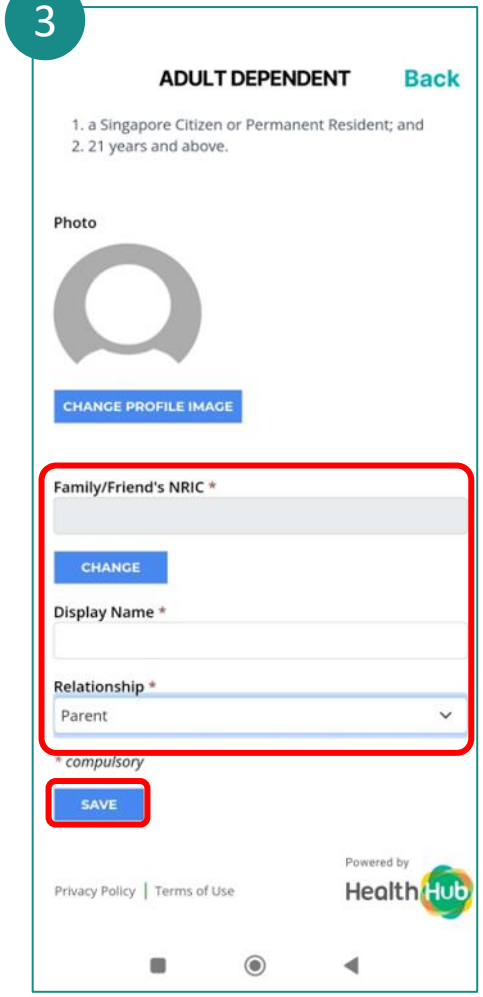
Tap on **Dependent/Caregiver.**

2



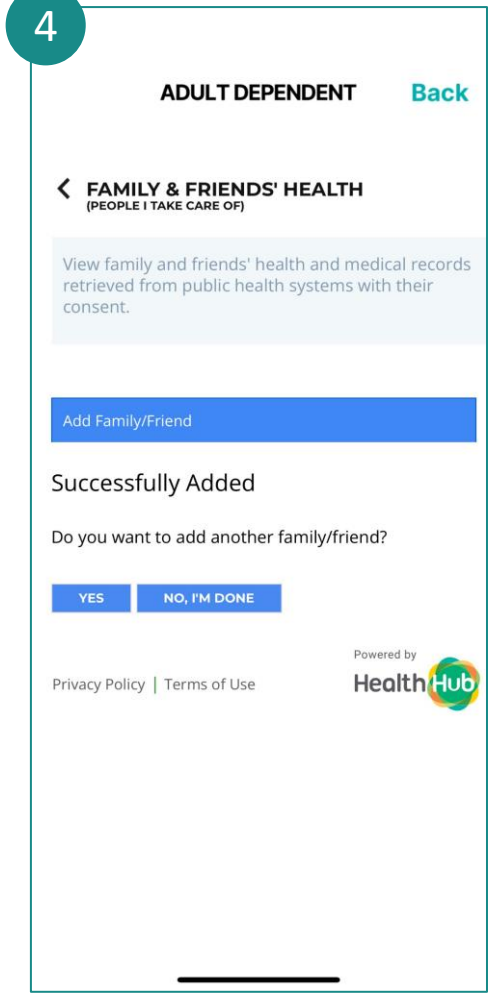
Tap on **My Children** or **My Family & Friends.**

3



Input the **NRIC, Display Name,** select the **Relationship** and tap on **SAVE.**

4

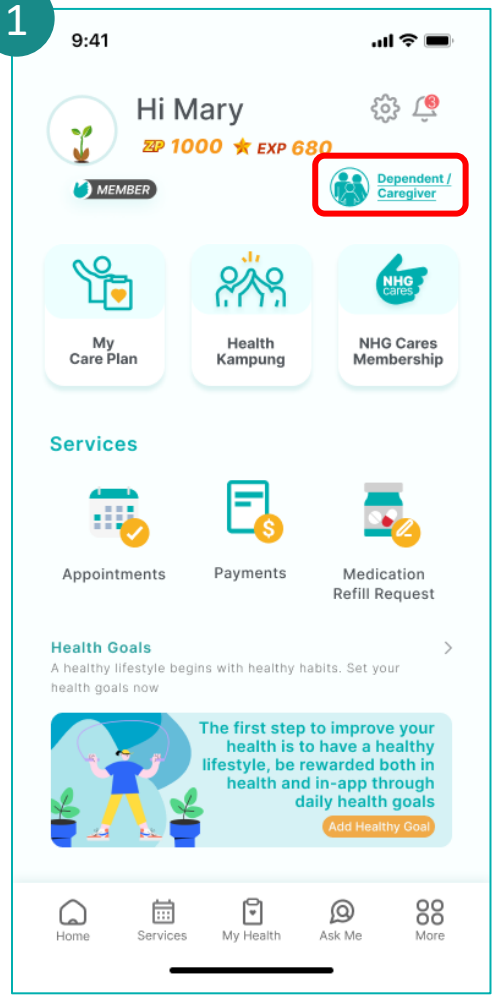


After it has been added successfully, you can view your dependent's user profile in the Dependent/Caregiver feature.

Manage Dependent's Appointment

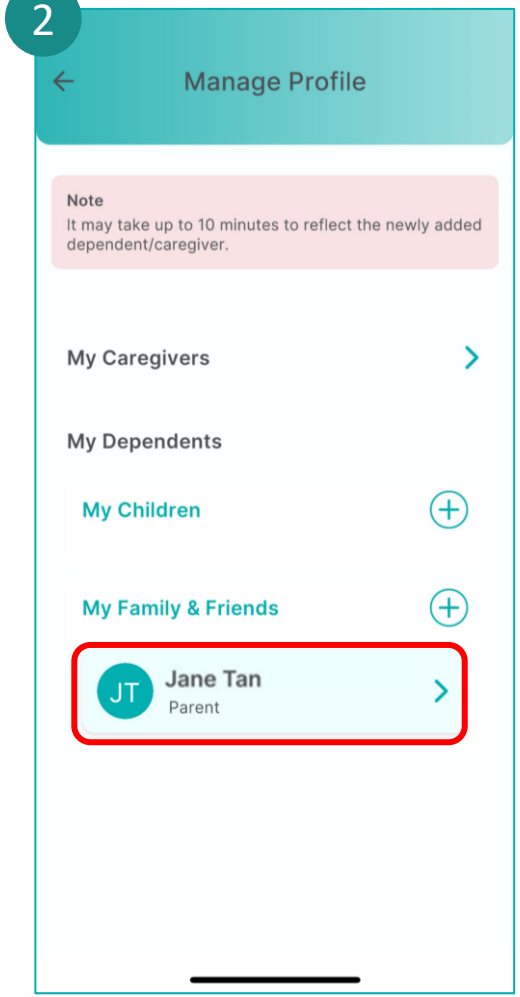
Singpass Login

1



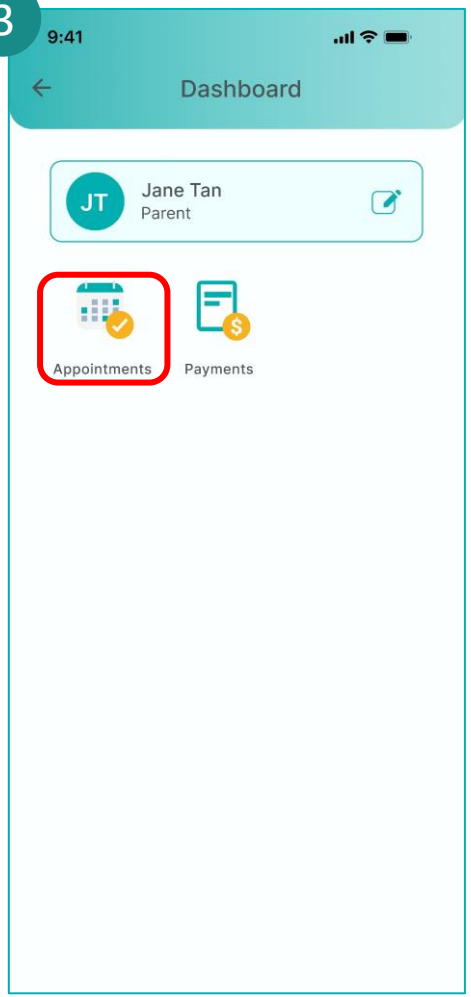
Tap on **Dependent/Caregiver.**

2



Tap on the dependent's name.

3



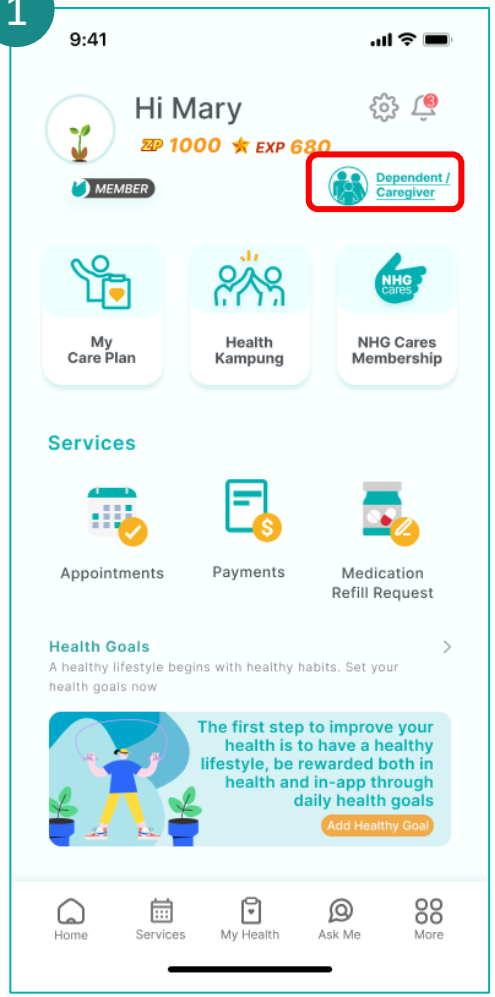
Tap on **Appointments.**

4

Manage your dependent's appointments accordingly.

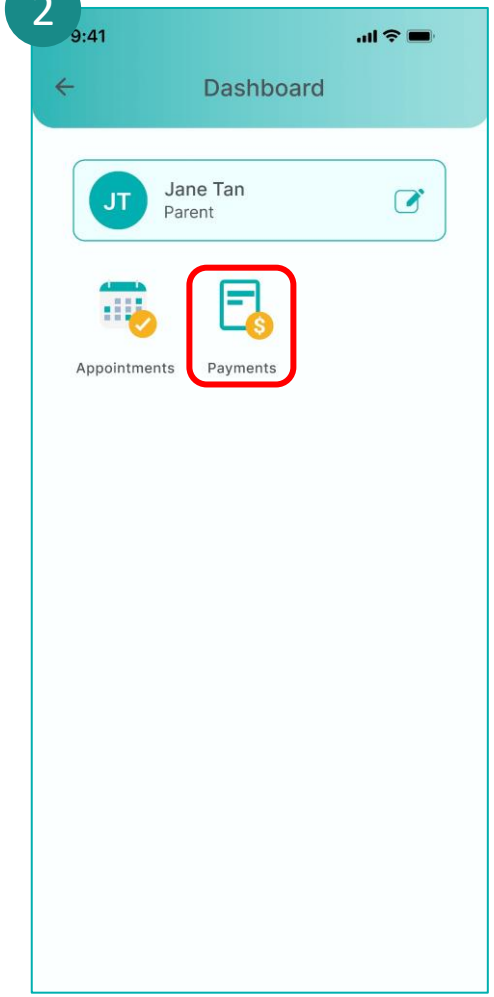
Manage Dependent's Bill

1



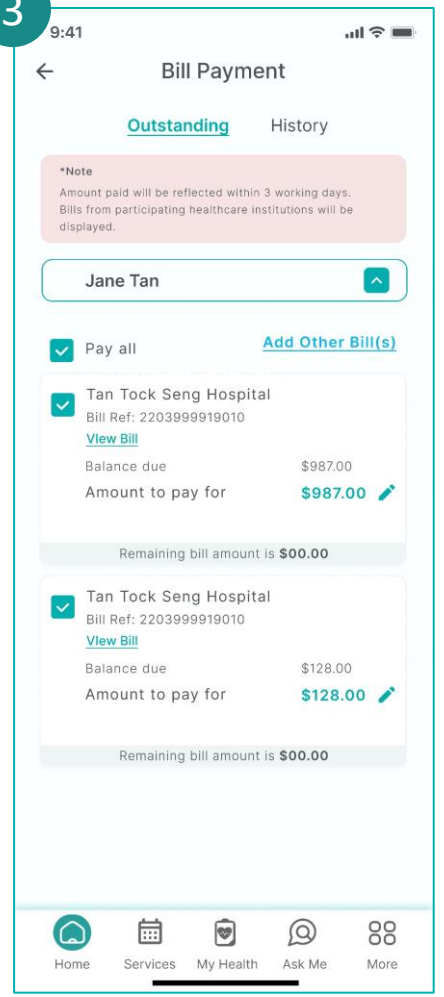
Tap on **Dependent/Caregiver.**

2



Tap on **Payments.**

3

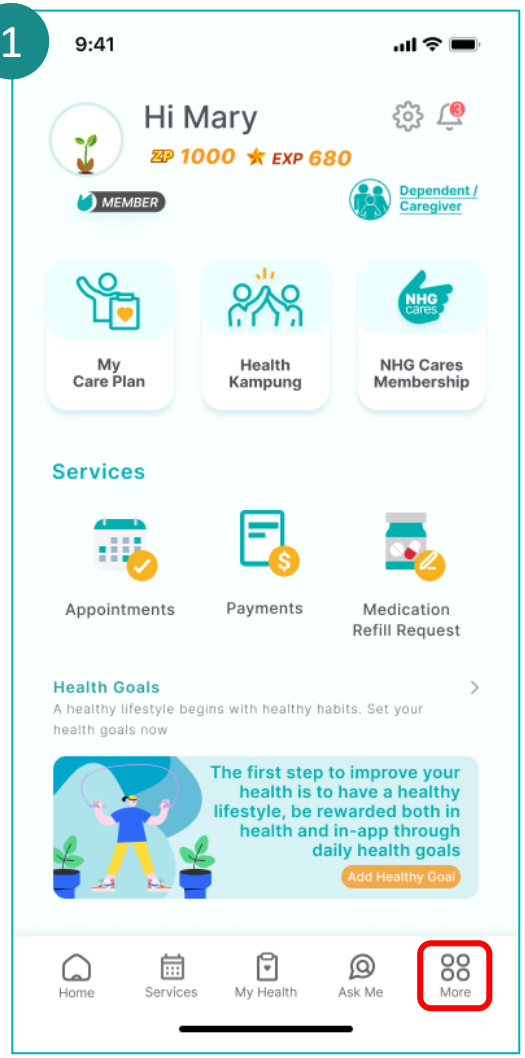


Manage your dependent's bill and payments accordingly.

Discharge Summary

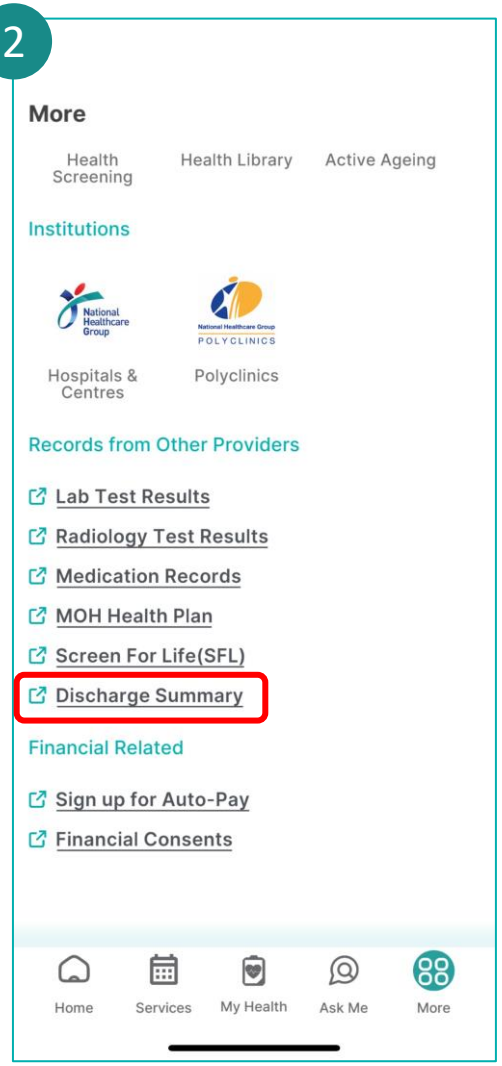
Singpass Login

1



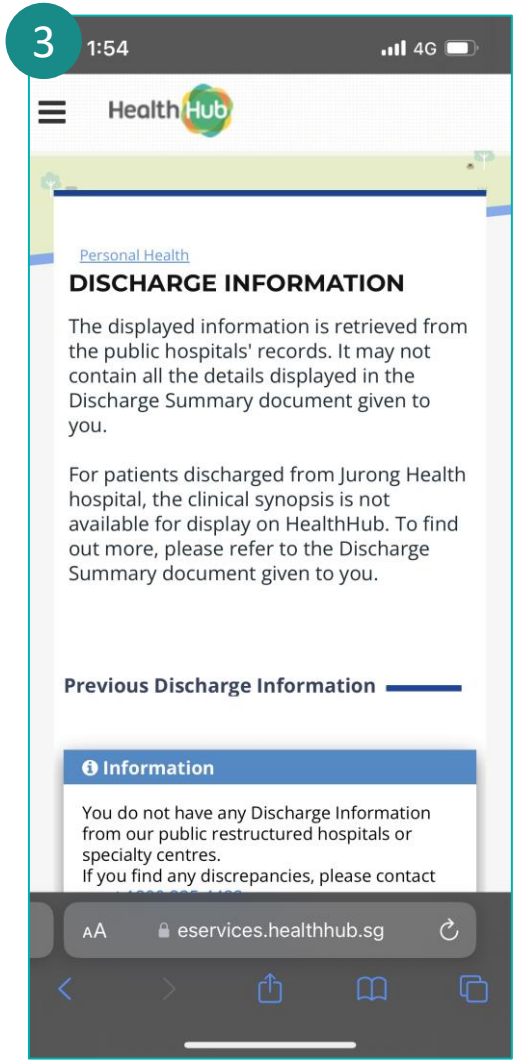
Tap on **More.**

2



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

3

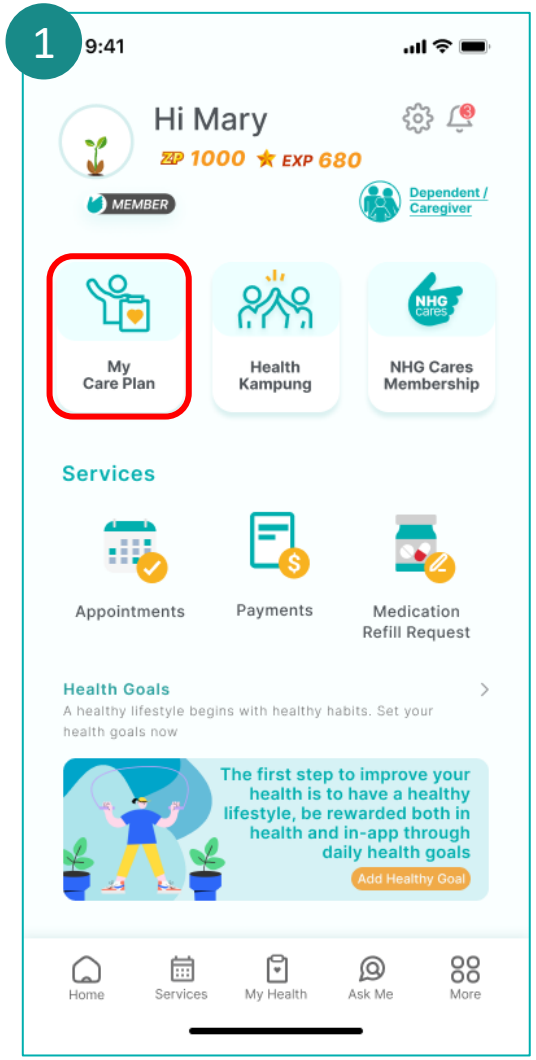


View your discharge information.

My Care Plan

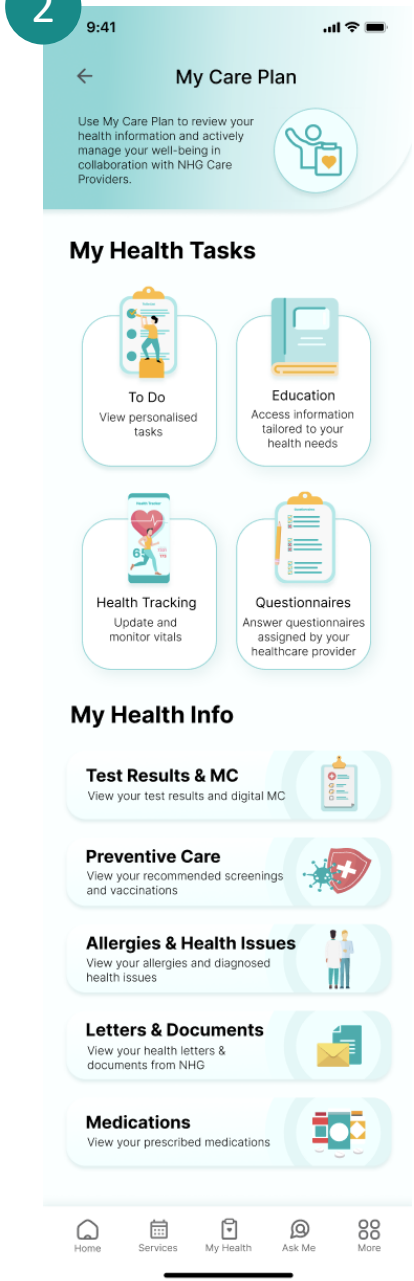
Singpass Login

1



Tap on **My Care Plan.**

2

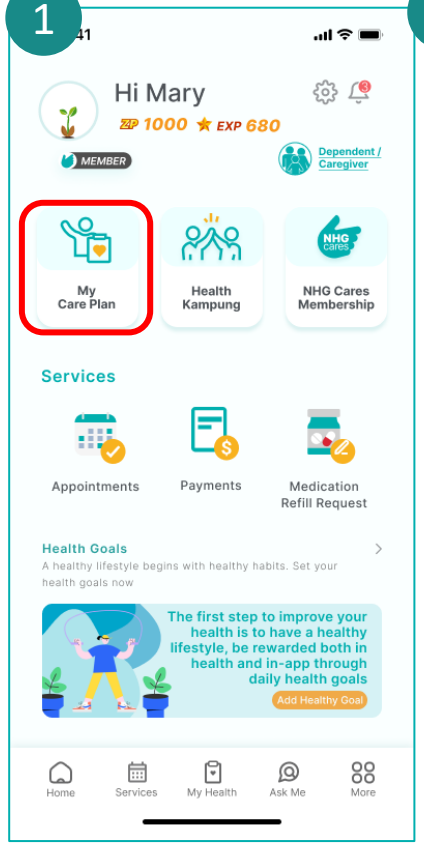


Select your Health Task or Health Info.

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

Singpass Login

1

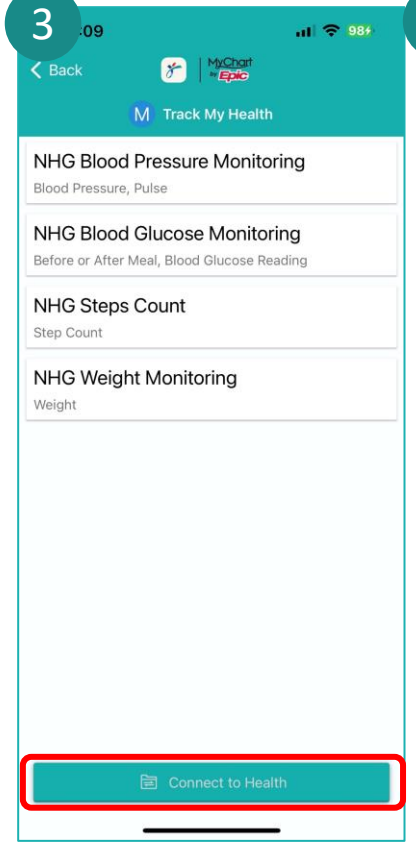


Tap on **My Care Plan.**

2

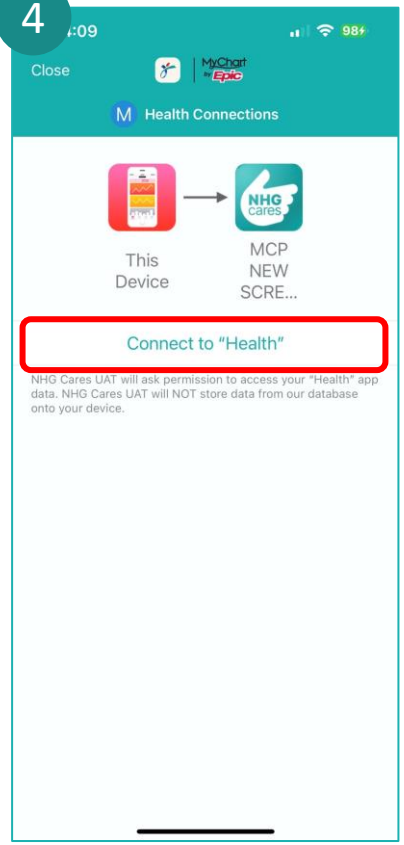
Tap on **Health Tracking.**

3

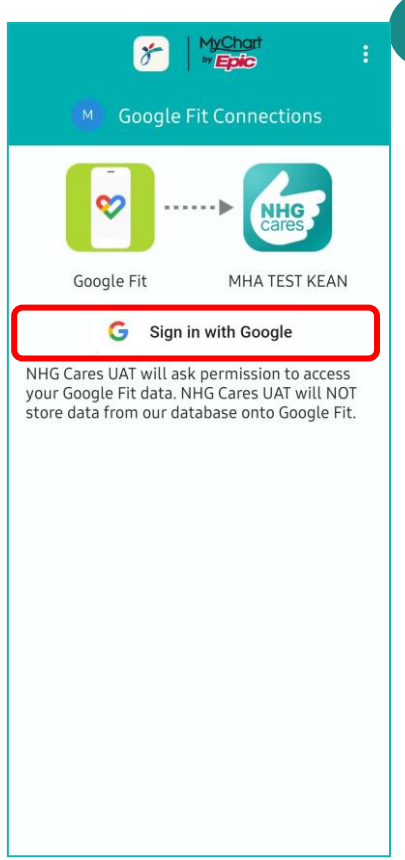


Tap on **Connect to Health.**

4

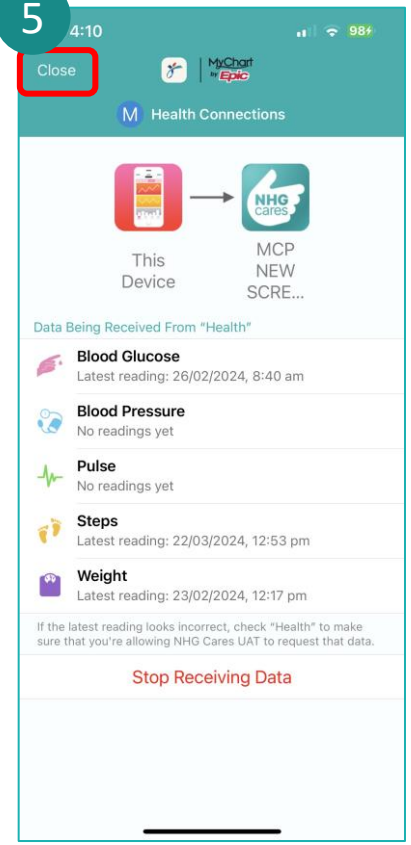


For iOS users,
Tap on **Connect to Health.**



For Android users,
Tap on **Sign in with Google.**

5

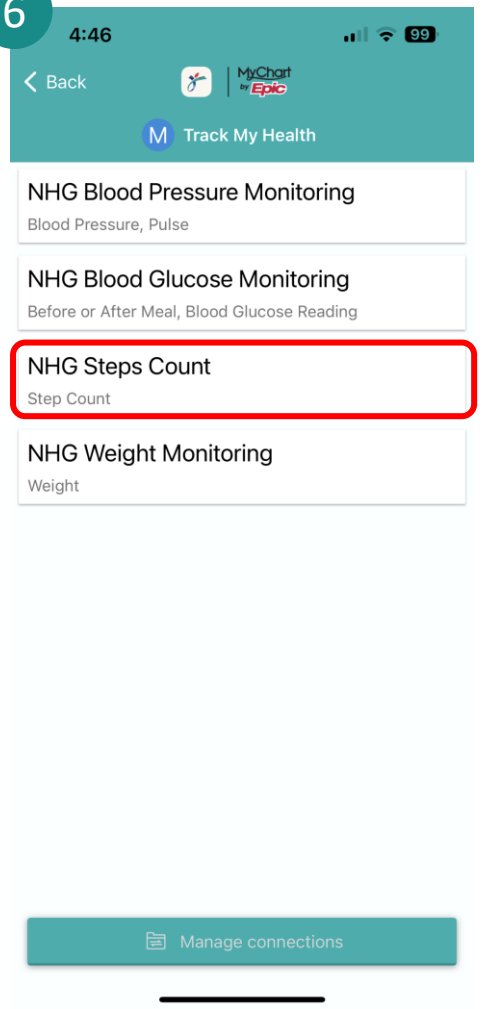


Upon successfully connecting,
tap on **Close** to exit the page.

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

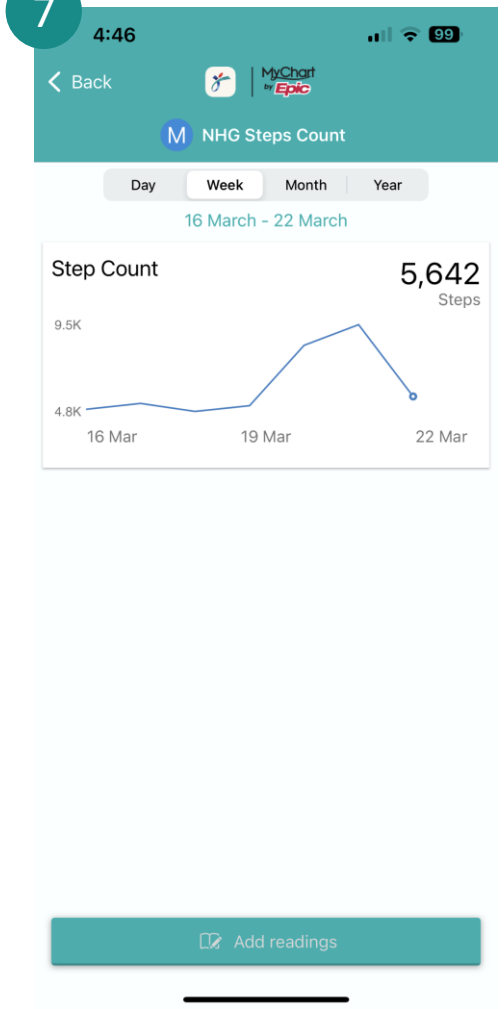
Singpass Login

6



Tap on your preferred flowsheet.

7

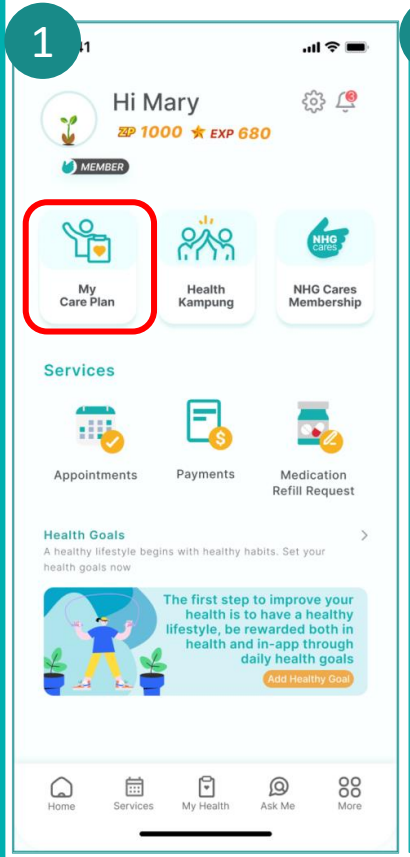


The data reflected is synced from the “Health” app (iOS) or “Google Fit” app (Android).

My Care Plan: Health Tracking, Manual Input

Singpass Login

1

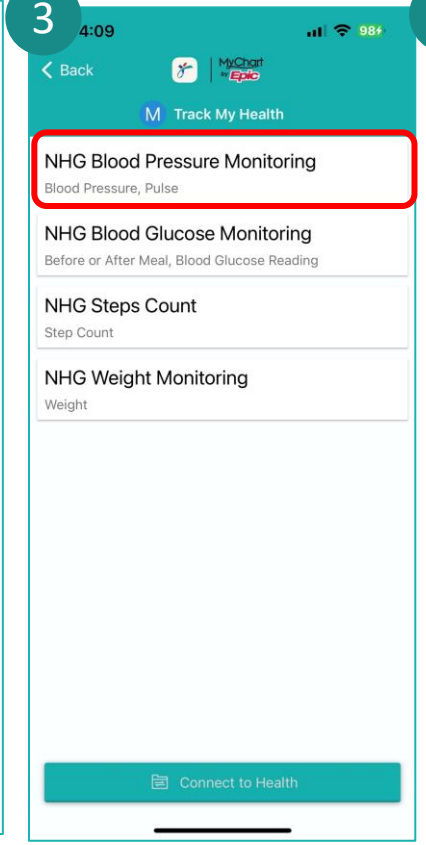


Tap on **My Care Plan.**

2

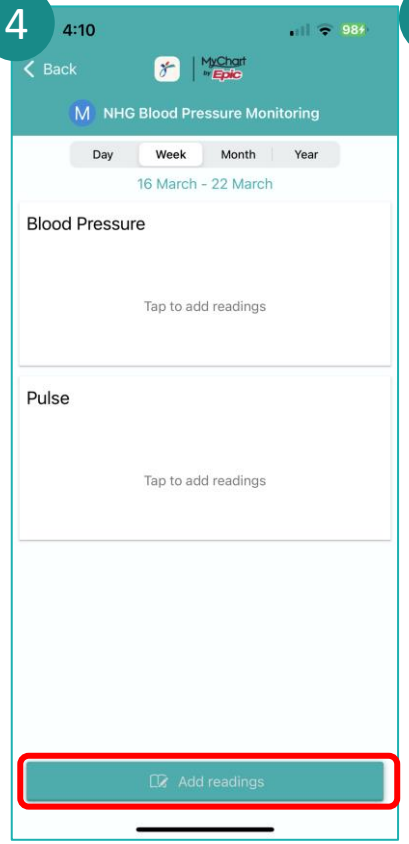
Tap on **Health Tracking.**

3



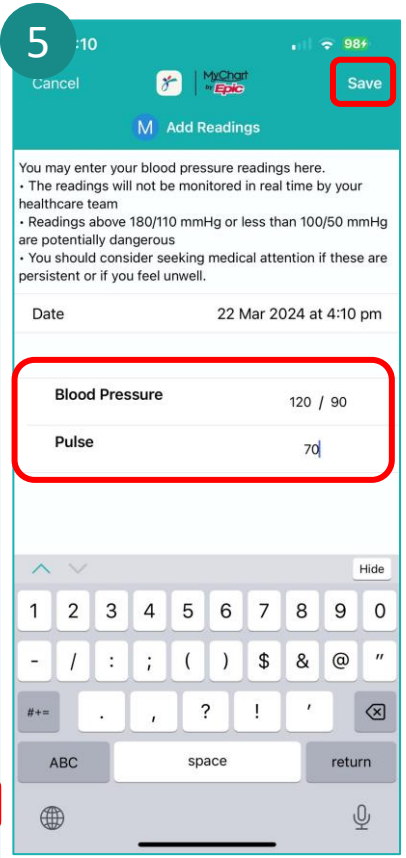
Tap on your preferred flowsheet.

4



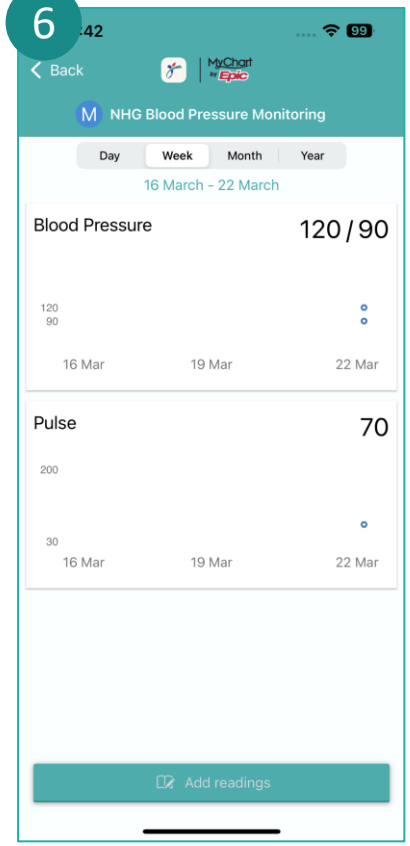
Tap on **Add Reading.**

5



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

6

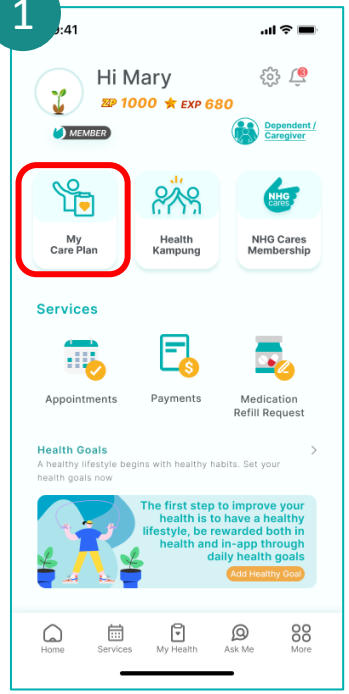


View the values entered.

My Care Plan: Education

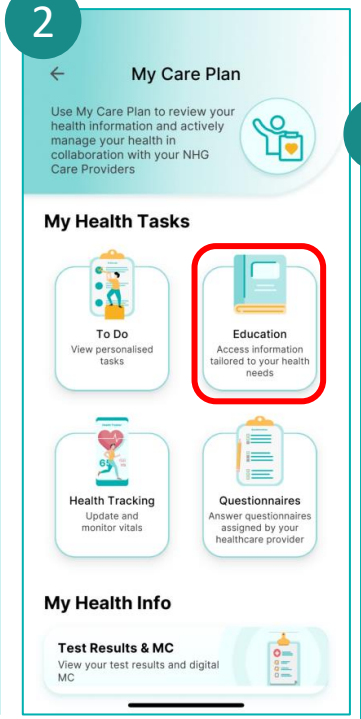
Singpass Login

1



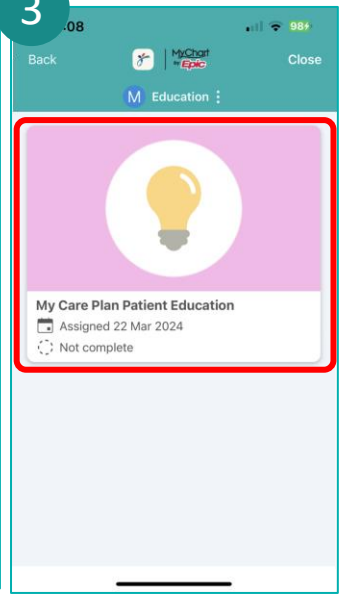
Tap on **My Care Plan.**

2



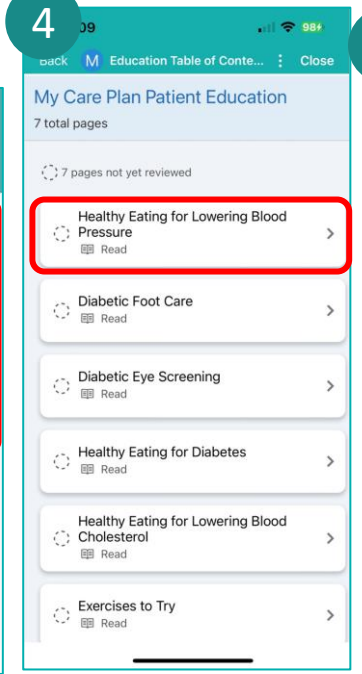
Tap on **Education.**

3



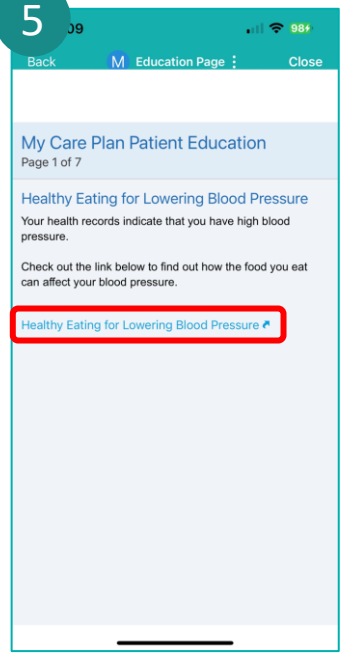
Tap on your Education plan.

4



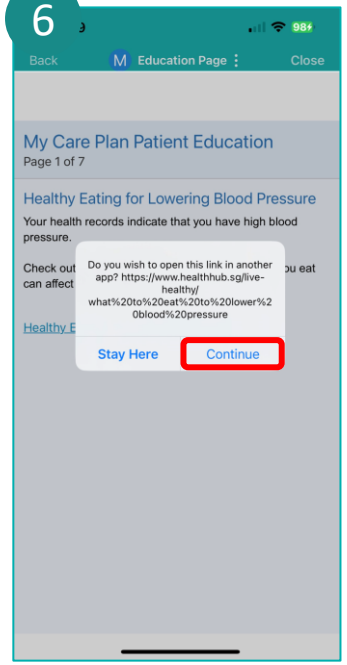
Tap on your preferred educational material.

5



Tap on the link.

6



Tap on **Continue.**

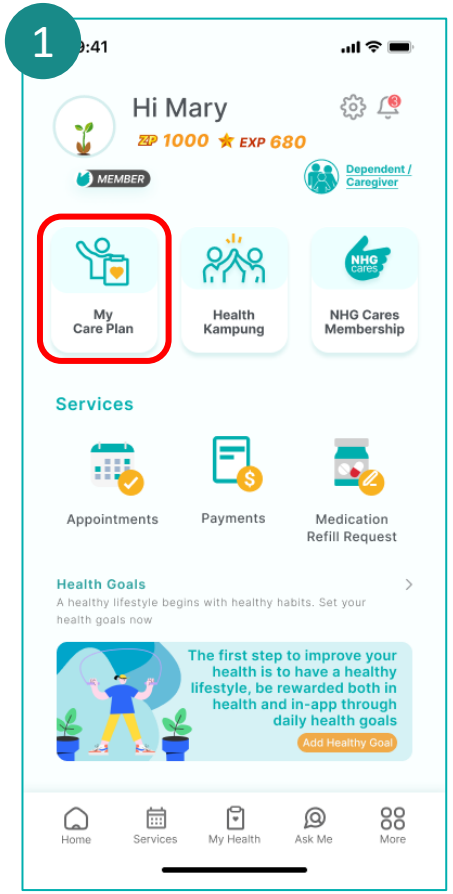
7

Read the educational material.

My Care Plan: Test Results & MC

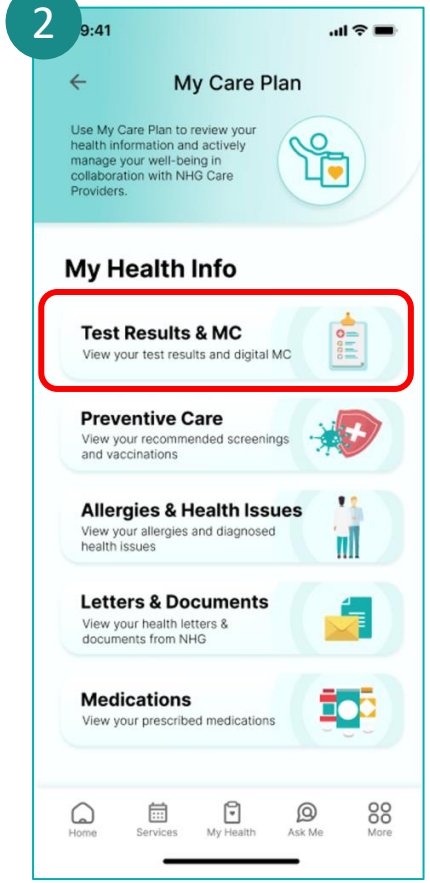
Singpass Login

1



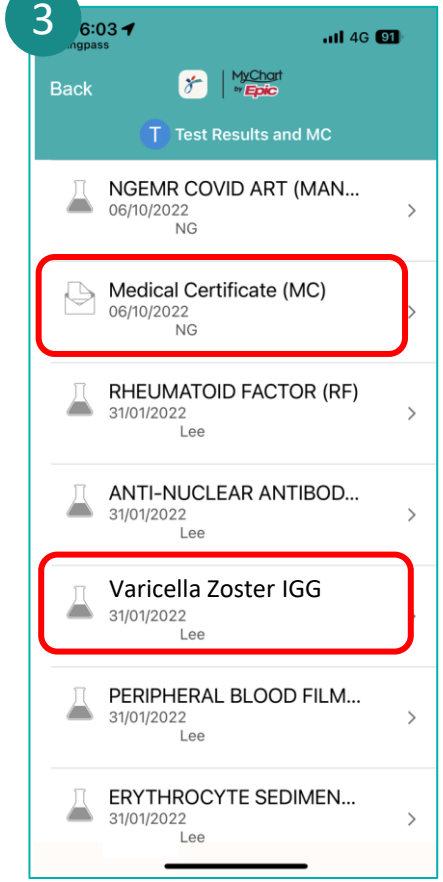
Tap on **My Care Plan.**

2



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

3

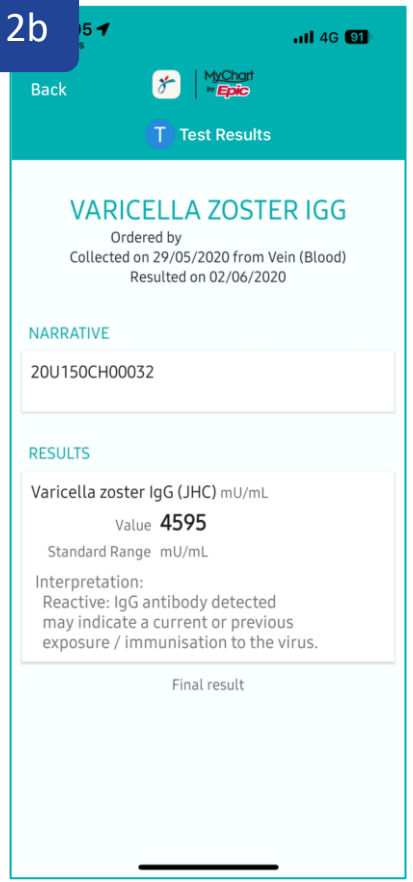


Tap on the Test Result or Medical Certificate you would like to view.

2a

Sample screen of Medical Certificate

2b

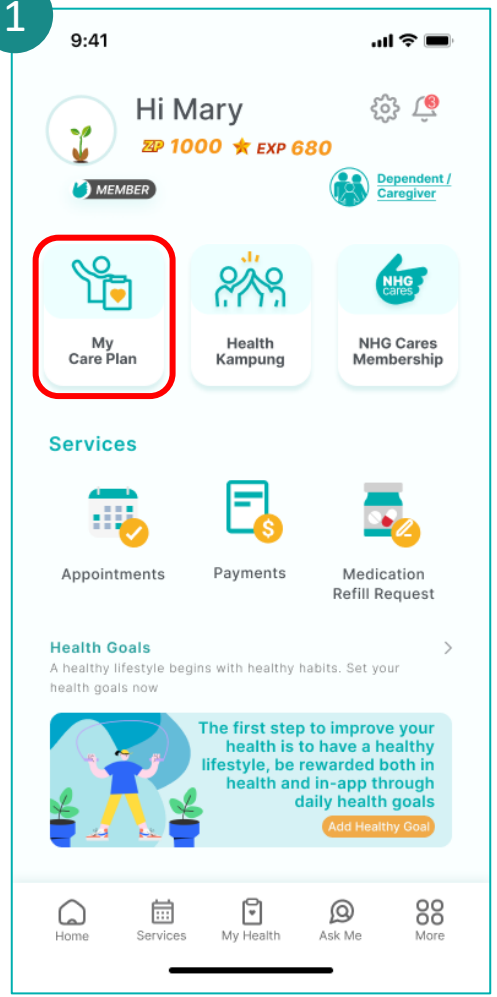


Sample screen of Test Result

My Care Plan: Allergies & Health Issues

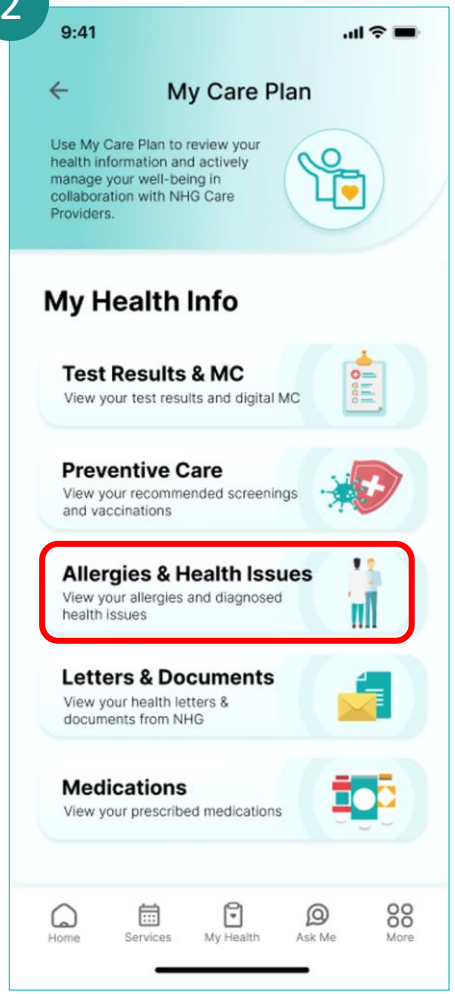
Singpass Login

1



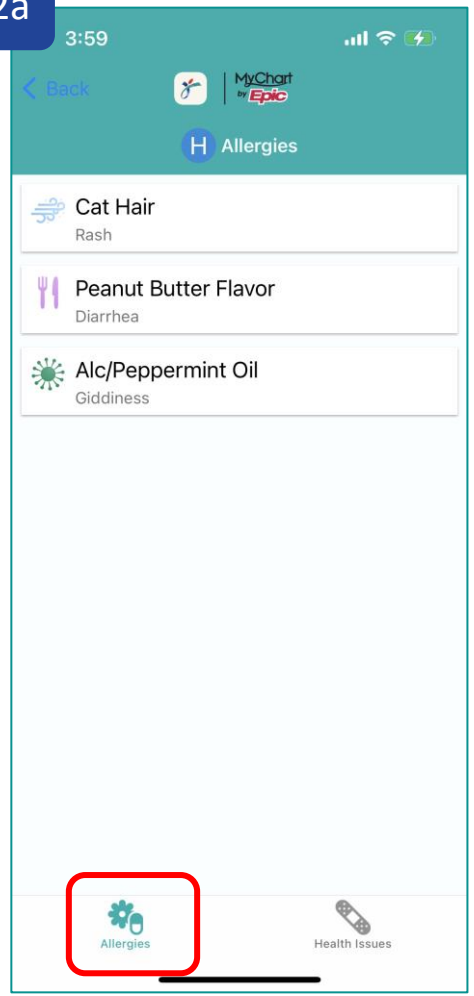
Tap on **My Care Plan.**

2



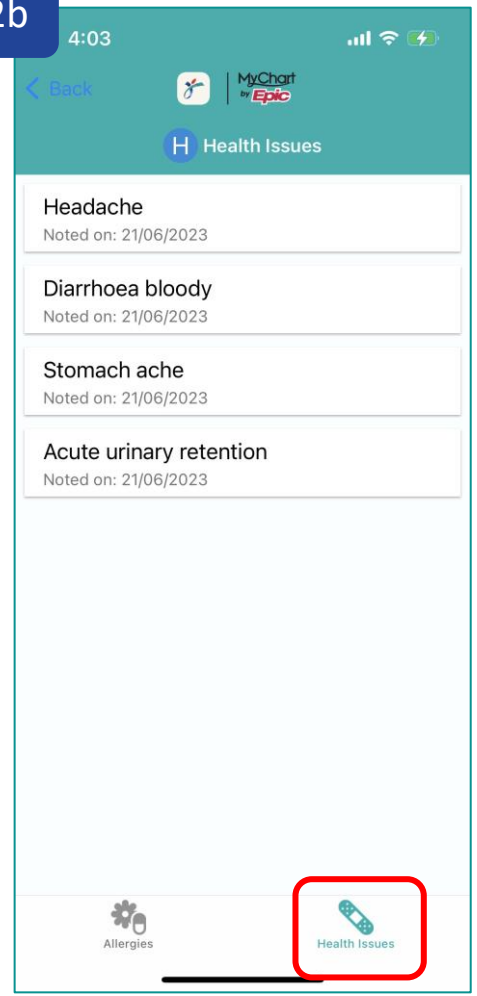
1. Scroll Down to **My Health Info.**
2. Tap on **Allergies & Health Issues.**

2a



Sample screen of Allergies List

2b

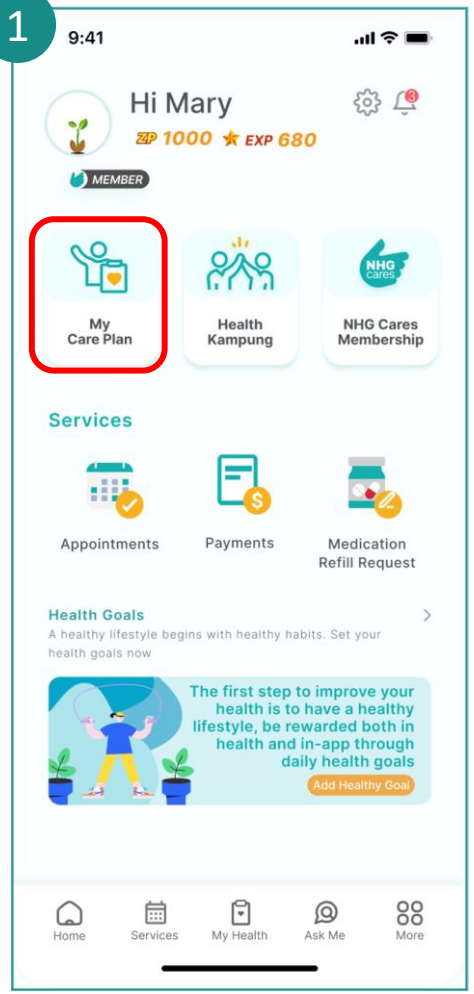


Sample screen of Health Issues

My Care Plan: Medications

Singpass Login

1

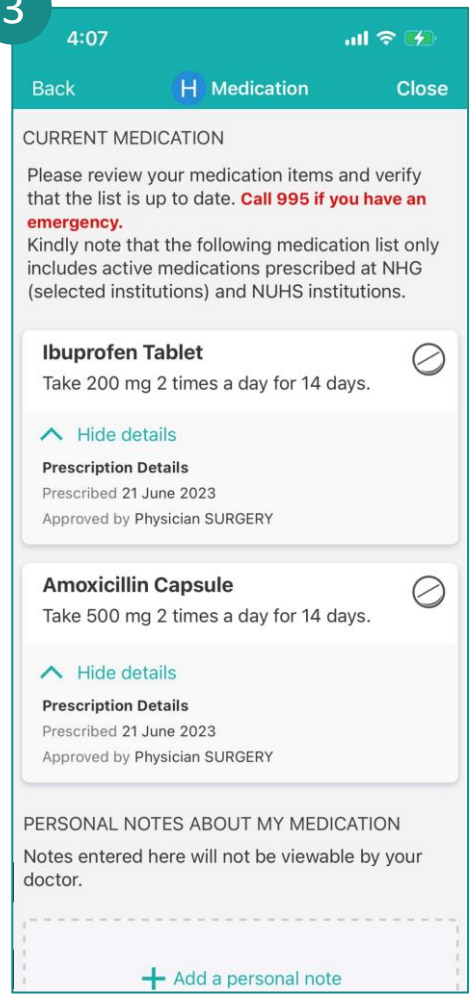


Tap on **My Care Plan.**

2

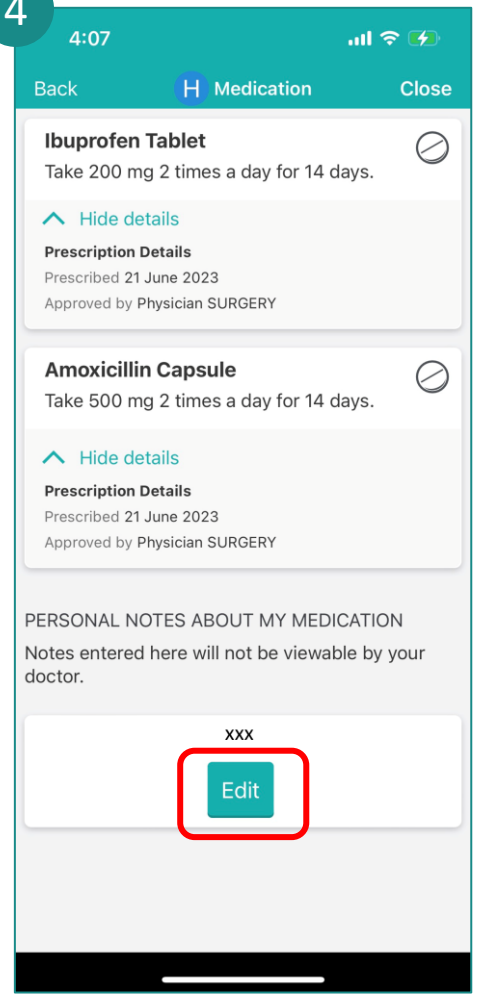
1. Scroll Down to **My Health Info.**
2. Tap on **Medications.**

3



View prescribed medications.

4

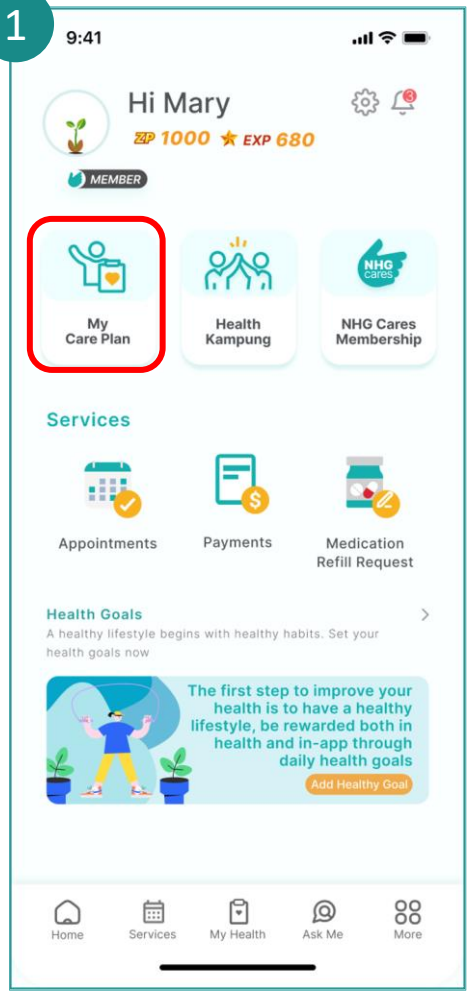


Tap on **Edit** to add your own personal notes about your medication.

My Care Plan: MOH Health Plan

Enrolled to Healthier SG **Singpass Login**

1

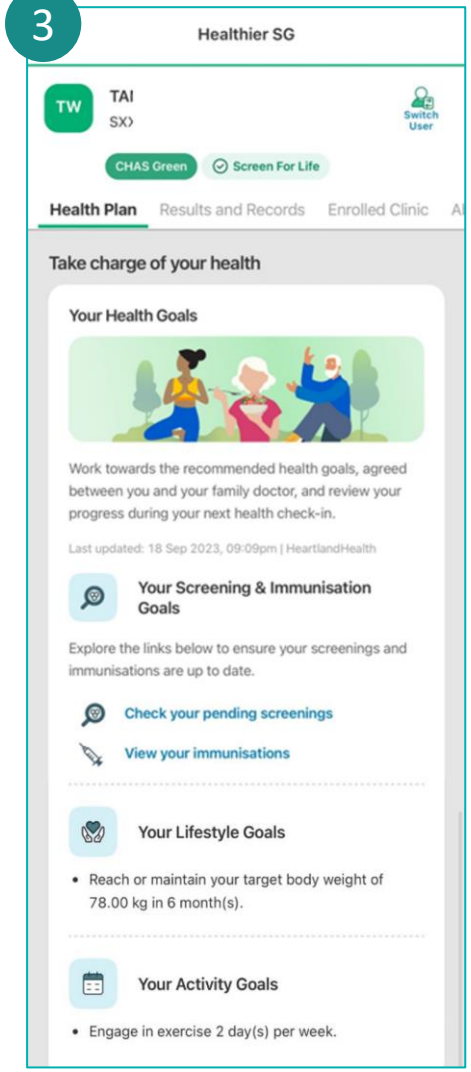


Tap on **My Care Plan.**

2

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

3

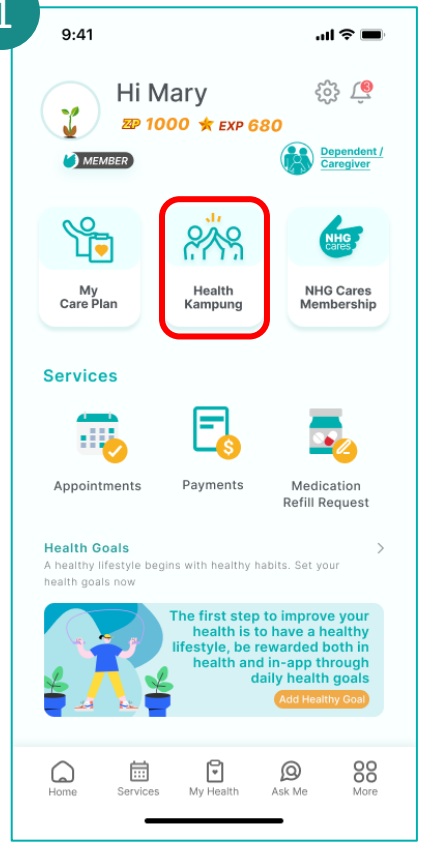


View your health plan.

Health Kampung: Accessing Questionnaire

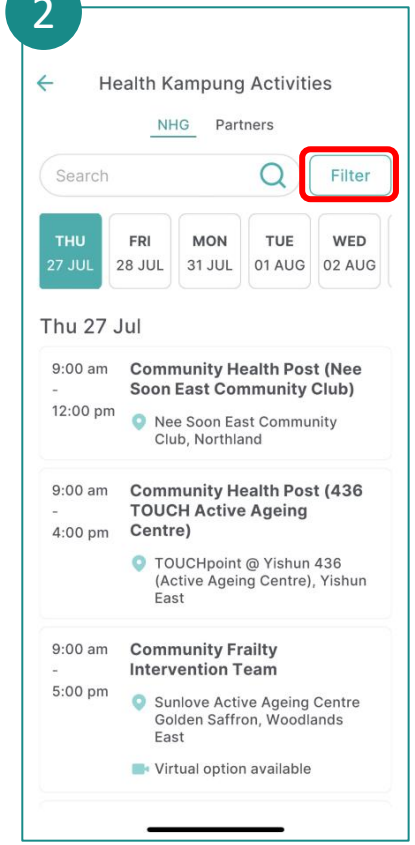
Singpass Login

1



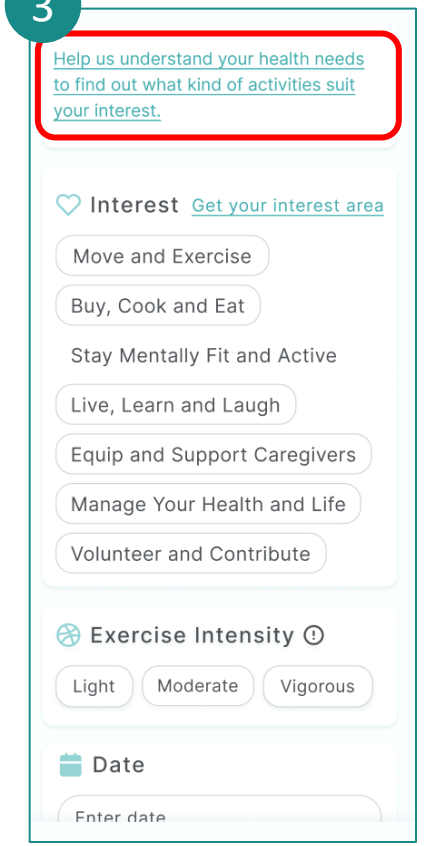
Tap on **Health Kampung.**

2



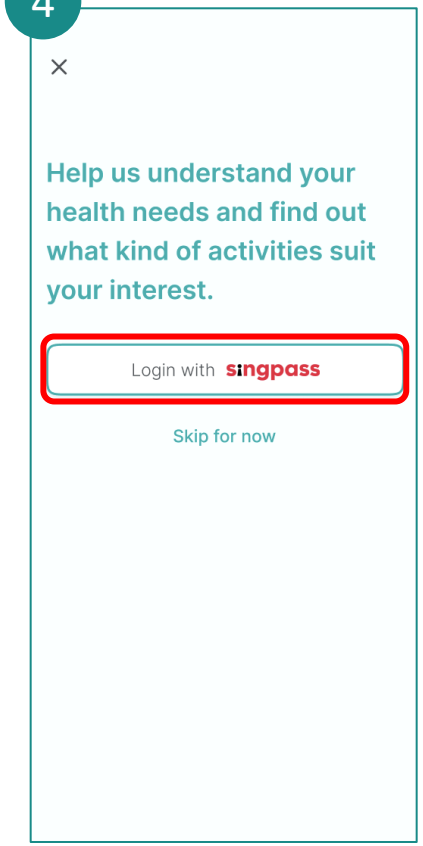
Tap on **Filter.**

3



Tap on "**Help us understand…".**

4

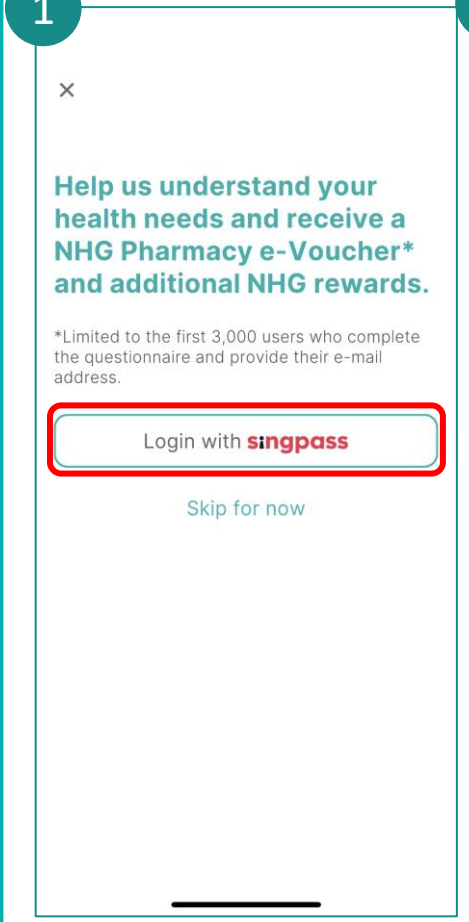


Tap on **Login with Singpass,** if you have not done so.

Health Kampung: Completing Questionnaire (1/2)

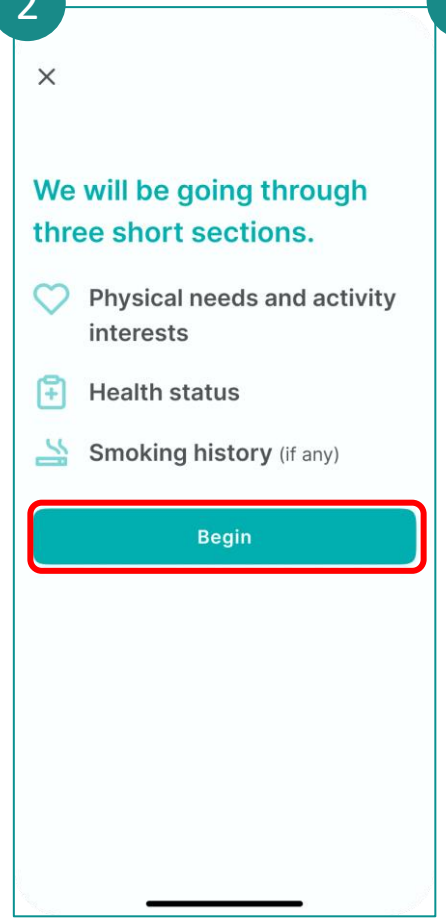
Singpass Login

1



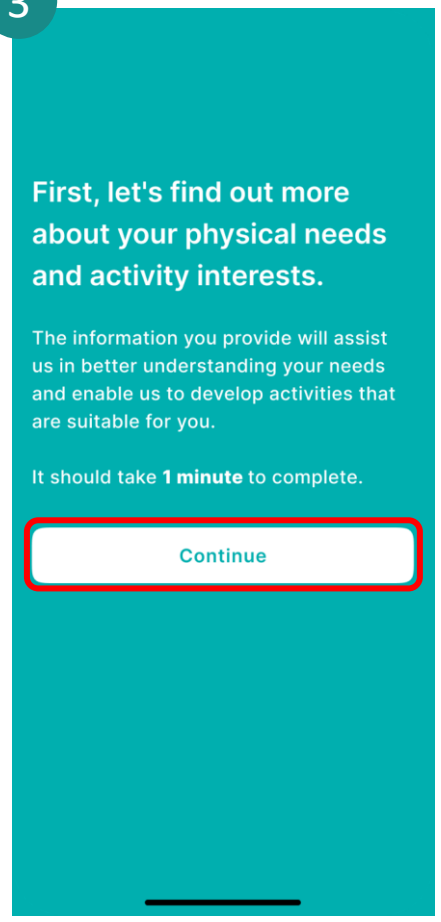
Tap on **Login with singpass.**

2



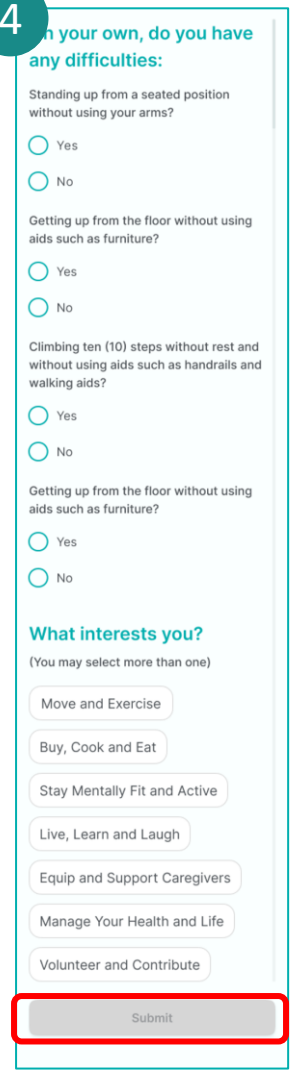
Tap on **Begin.**

3



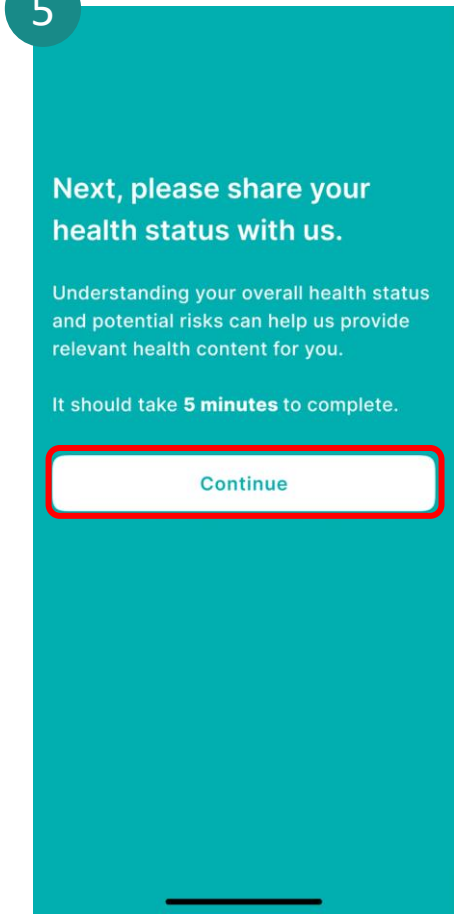
Tap on **Continue.**

4



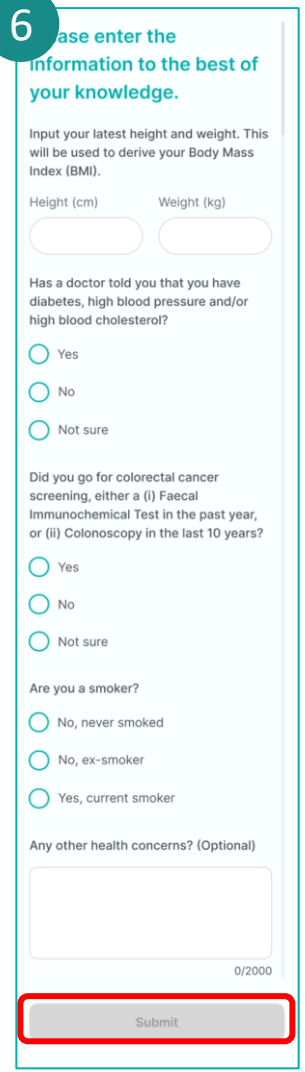
Select your answers and tap on **Submit.**

5



Tap on **Continue.**

6



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

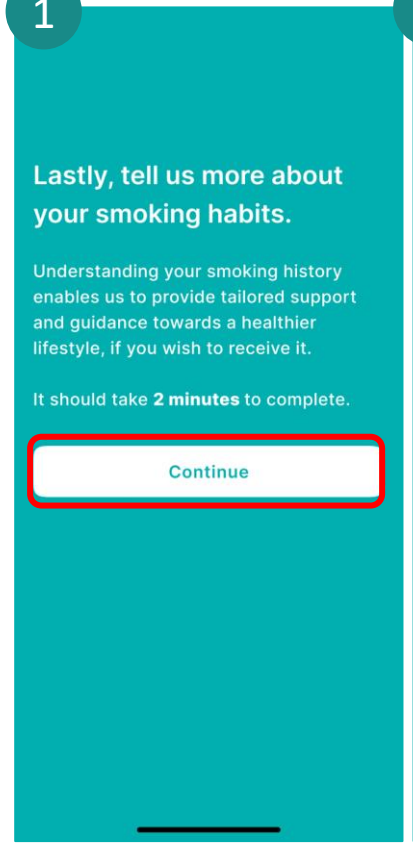
Note: Questions listed are for reference only, users may see a different set of questions based on your age, gender, and answers selected.

Health Kampung: Completing Questionnaire (2/2)

Singpass Login

Central & North Residents

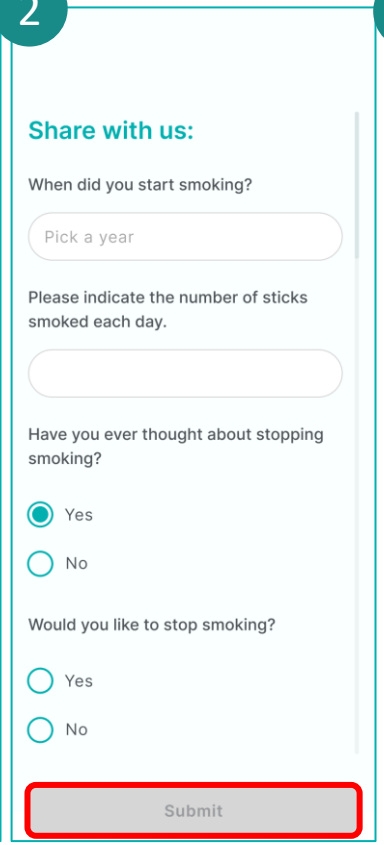
1



Tap on **Continue.**

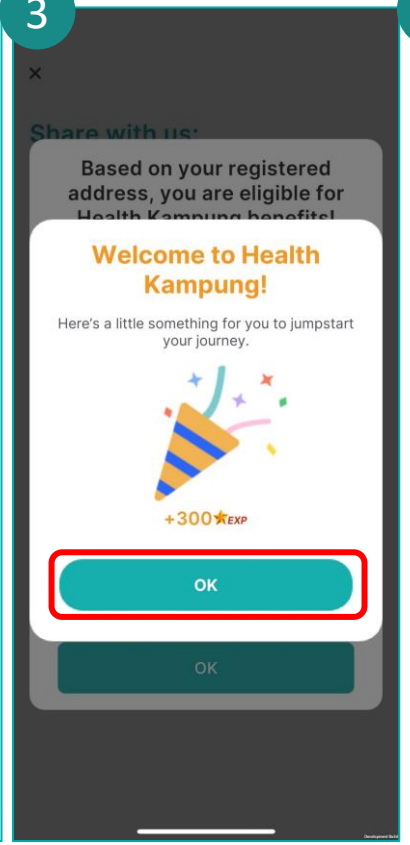
Note: Only those who have indicated"Yes, Current Smoker" will see this screen.

2



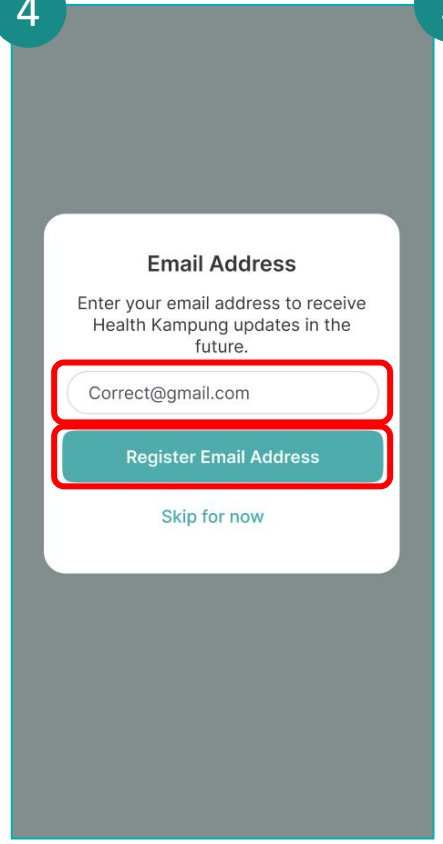
Select your answers and tap on **Submit.**

3



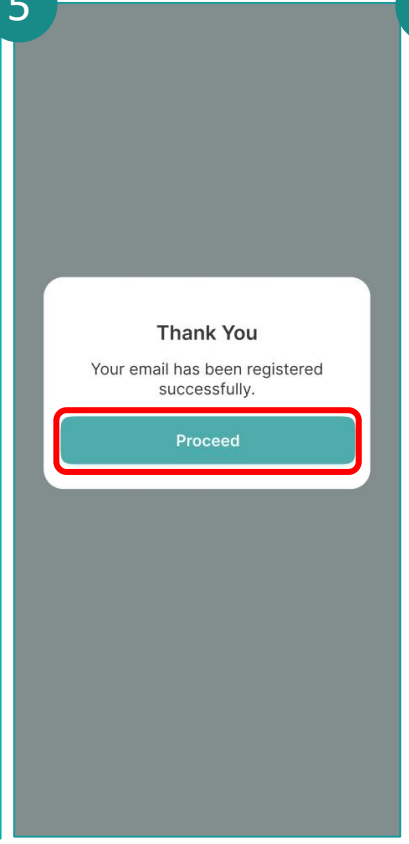
Successful completion of questionnaire screen.

4



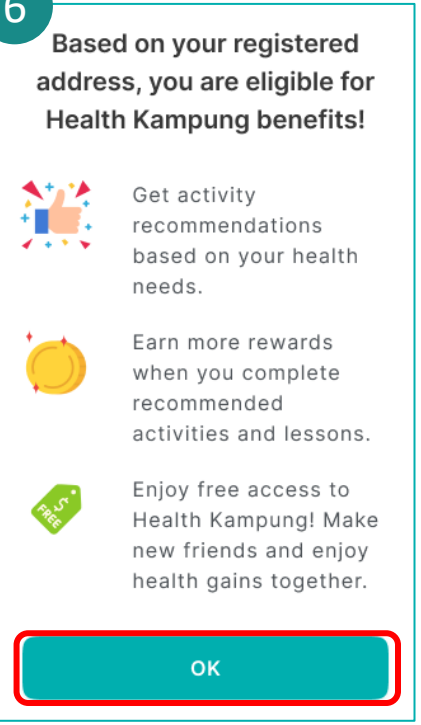
Key in your email address and tap on **Register Email Address.**

5



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

6

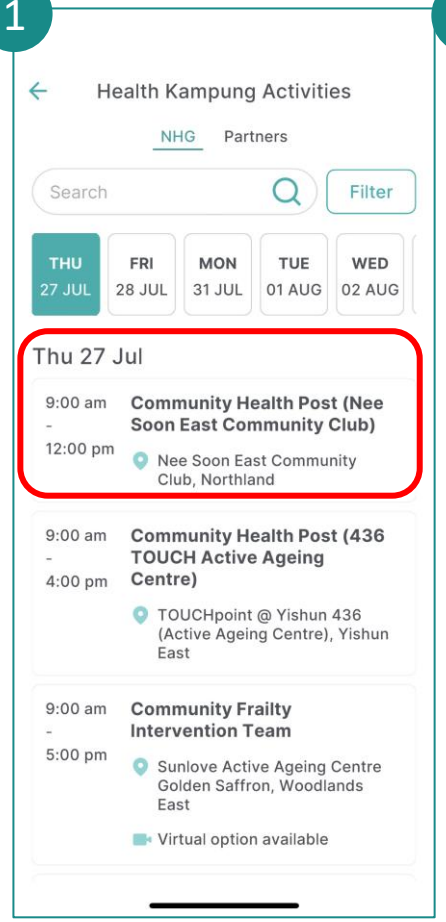


Tap on **OK** and proceed with viewing the available Health Kampung activities.

Health Kampung – Book Activities

Singpass Login

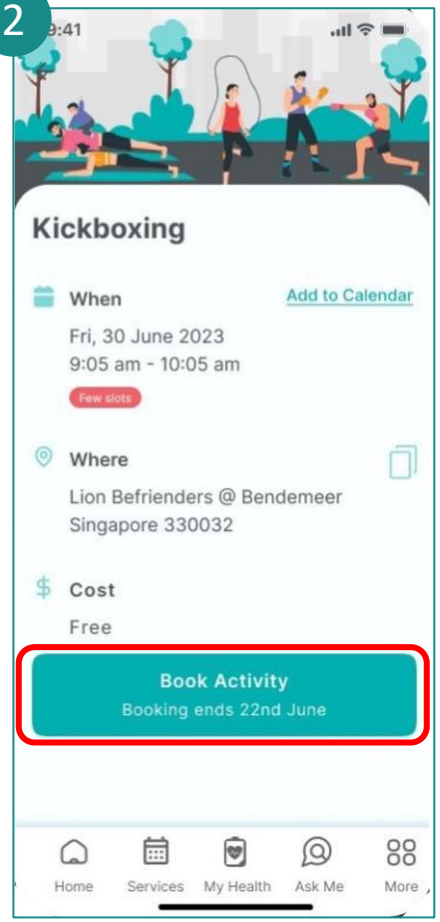
1



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

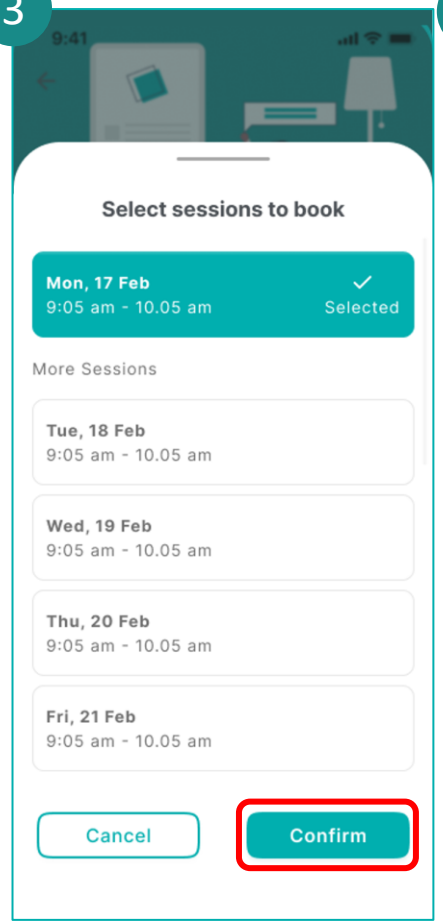
1. In-App Booking
2. Booking directly with organisers
3. No Registration needed

2



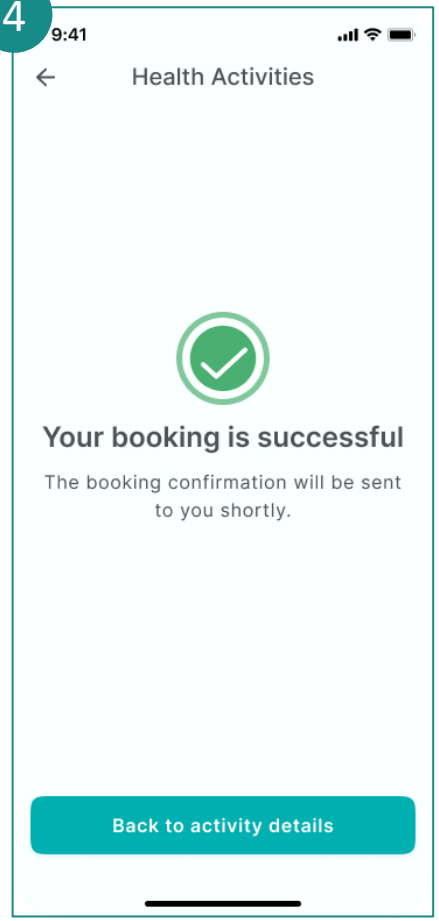
Tap on **Book Activity.**

3



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

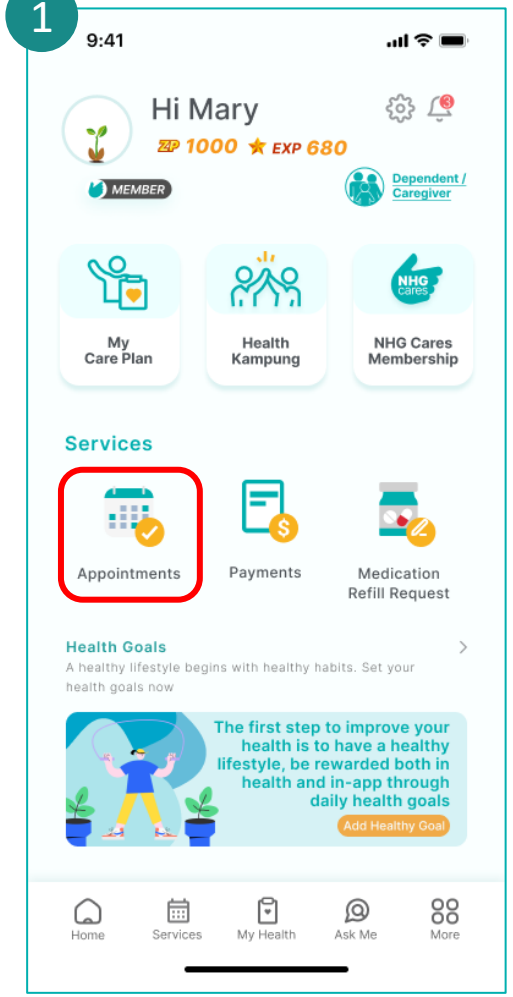
4



Health Kampung – View Booked Activities

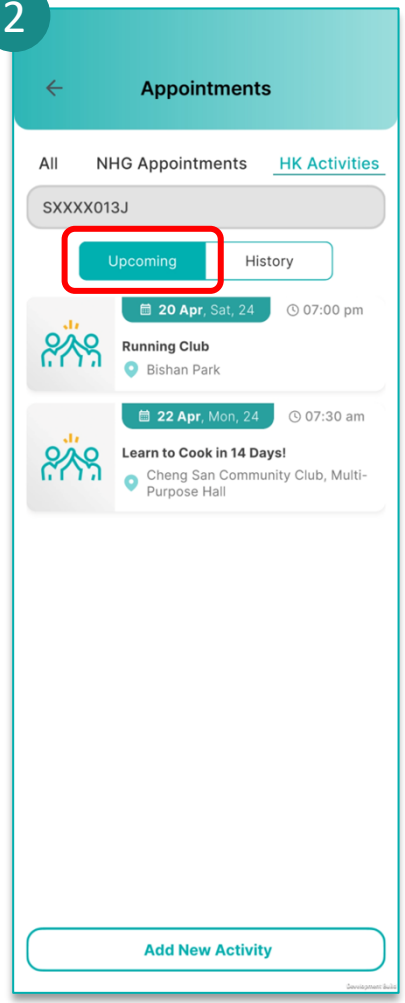
Singpass Login

1



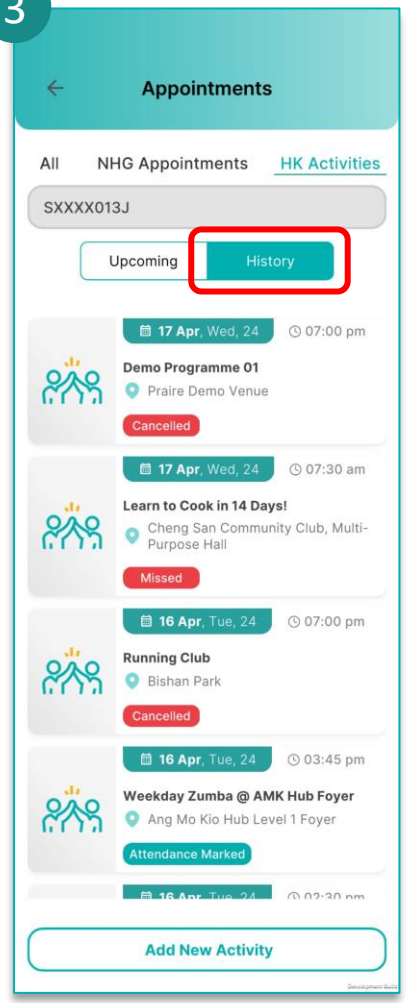
Tap on **Appointments.**

2



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

3

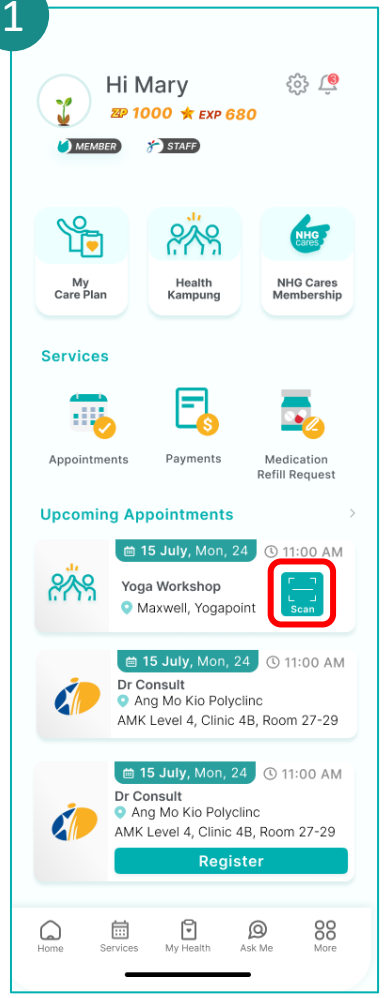


Tap on **History** to view past activities.

Health Kampung – Mark Attendance

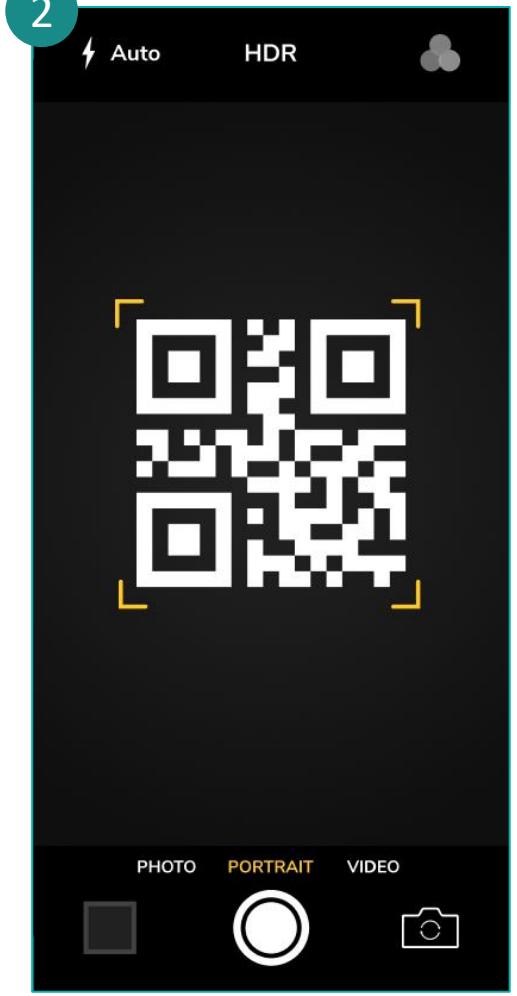
Singpass Login

1



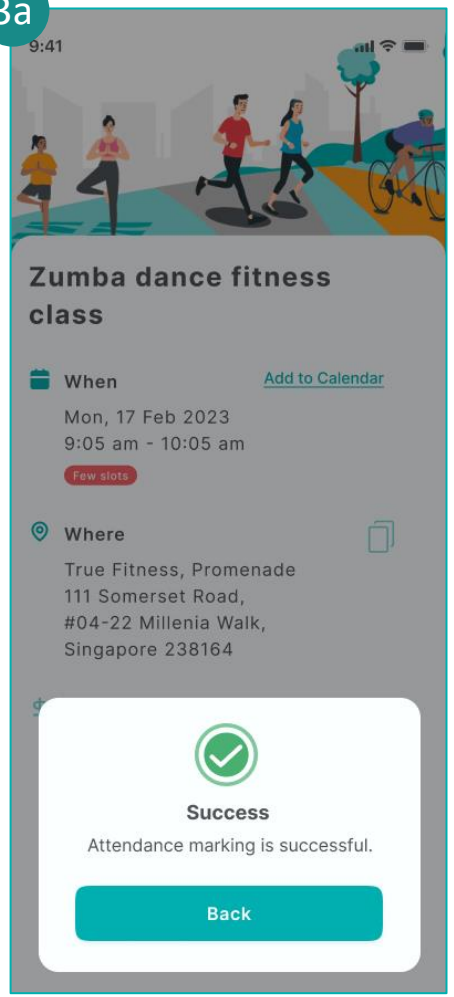
Tap on **Scan.**

2



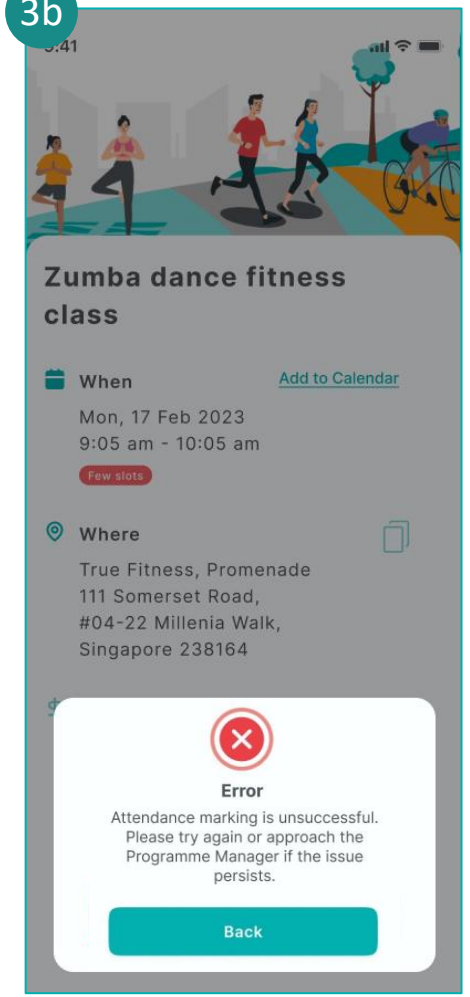
Scan the QR Code at the event.

3a



Success pop-up will appear upon successful attendance marked.

3b

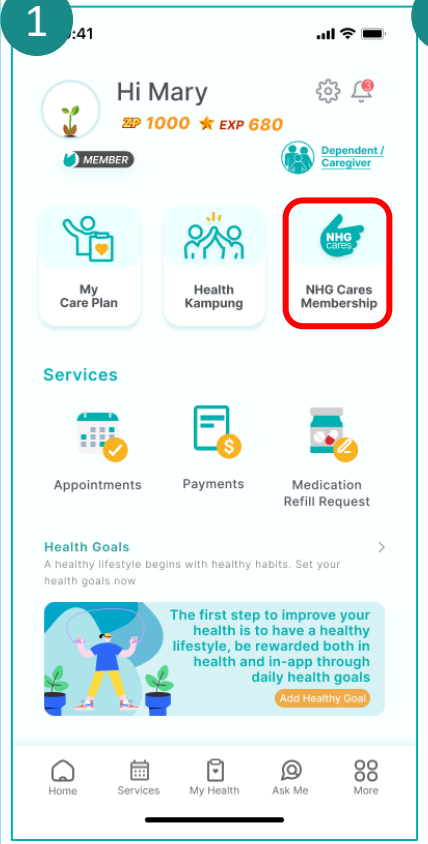


Error pop-up will appear upon unsuccessful attendance marking. Please approach the event organiser for assistance.

NHG Cares Membership

Singpass Login | **Central & North Residents** | **Enrolled to Healthier SG**

1



Tap on **NHG Cares Membership.**

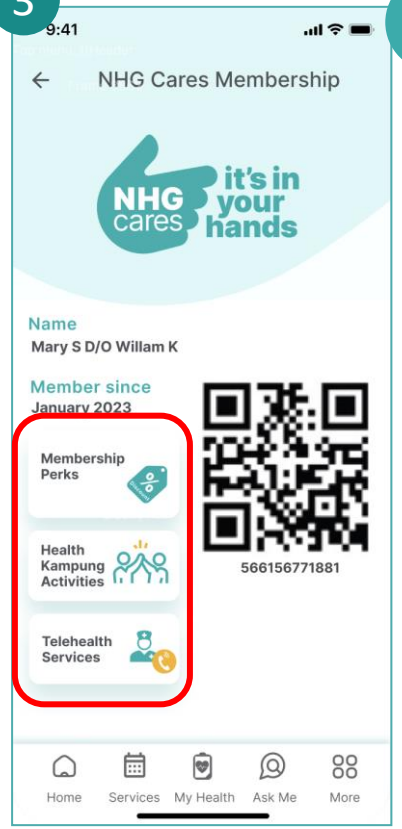
2

Tap on **Learn More.**

2a

For NHG residents who have not enrolled to HSG will be provided steps on enrolment.

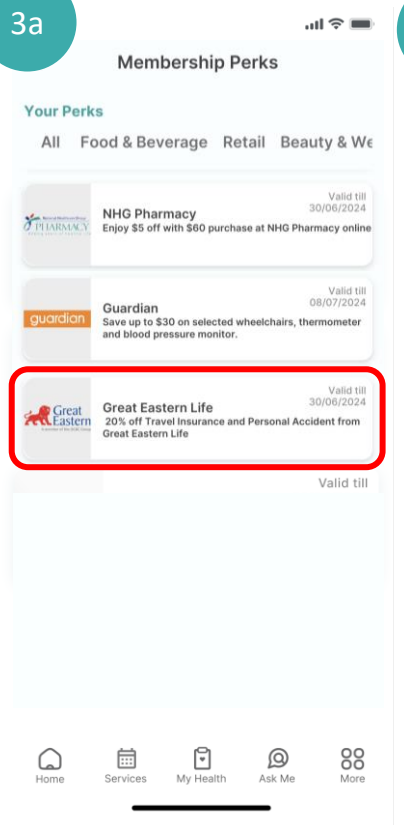
3



Enrolled residents can access additional benefits and services by tapping on:

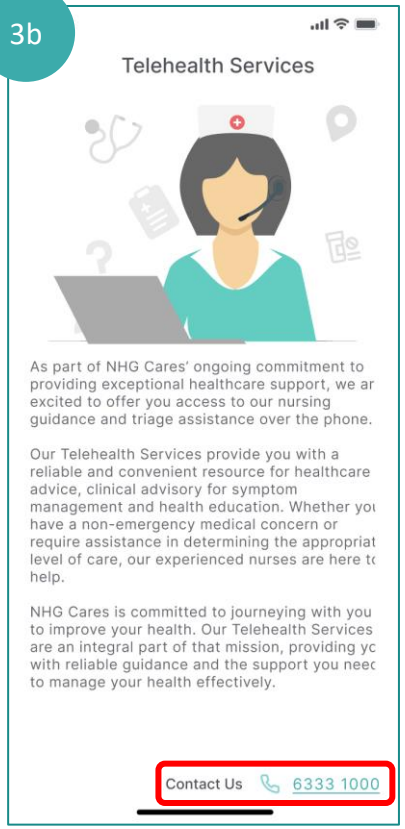
- Membership Perks
- Health Kampung
- Telehealth Services

3a



Tap on **Perks** to get codes for dining and retail savings.

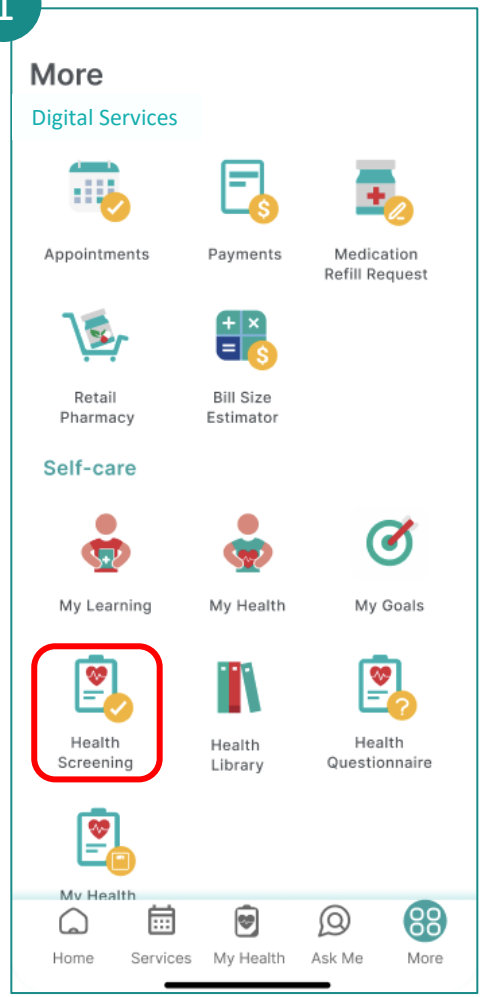
3b



Tap on **Telehealth Services** to get advice from nurses.

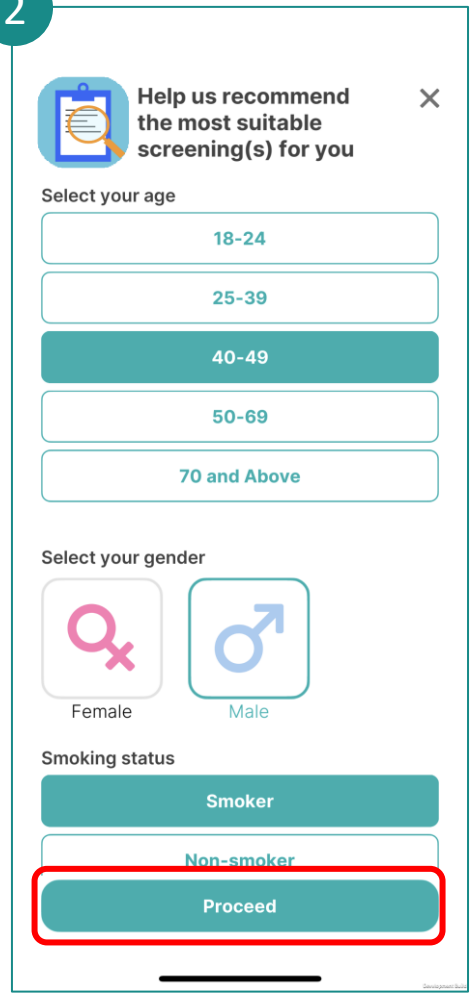
Health Screening

1



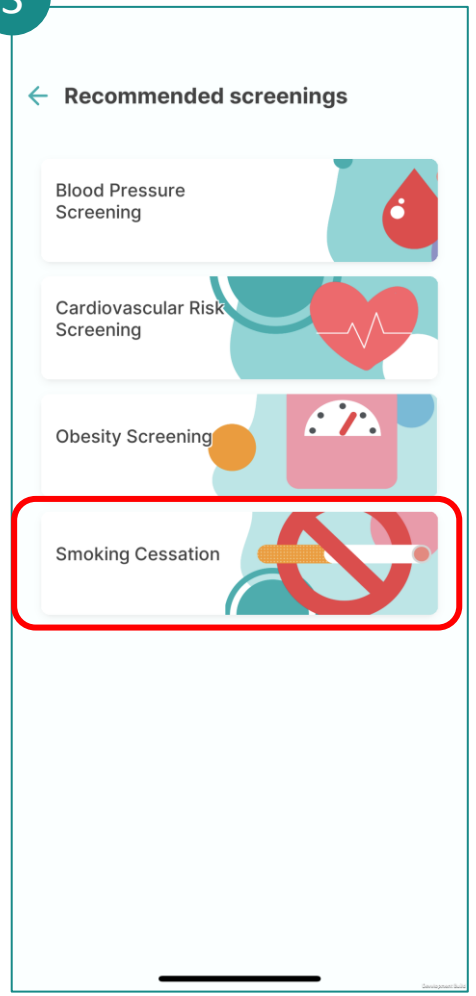
Tap on **Health Screening.**

2



Fill up the questionnaire and select **Proceed.**

3



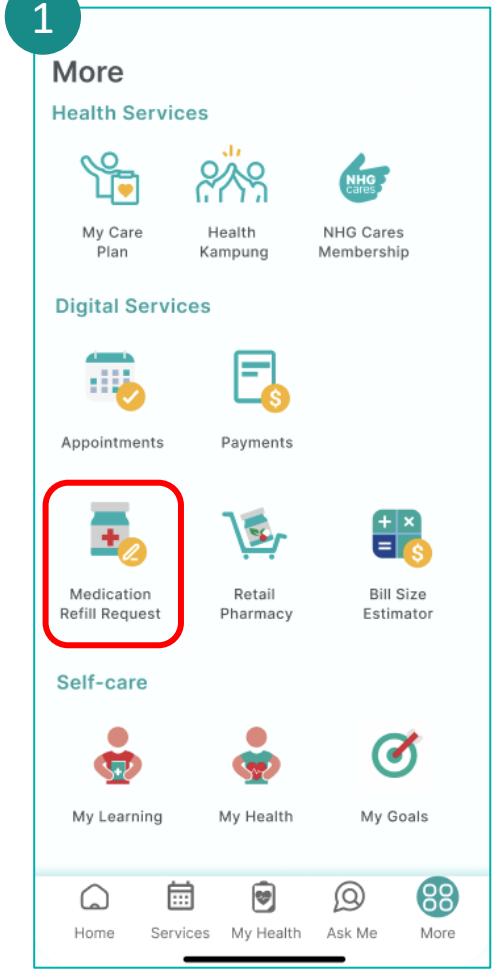
Tap on the recommended screening type to find out more.

Medication Refill Request

Applicable to all NHG institutions

Singpass Login

1

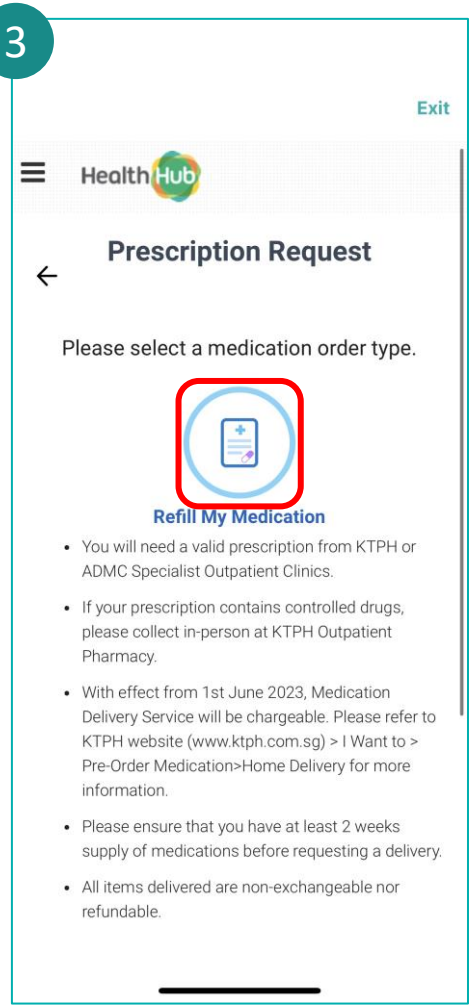


Tap on **Medication Refill Request.**

2

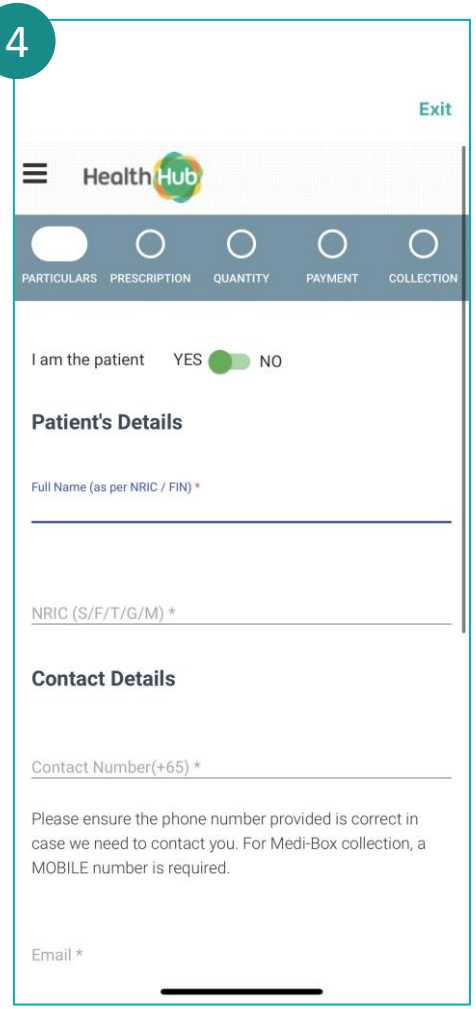
Tap on your **healthcare provider's institution.**

3



Tap on **Refill My Medication.**

4



Complete the HealthHub Medications Request form accordingly.

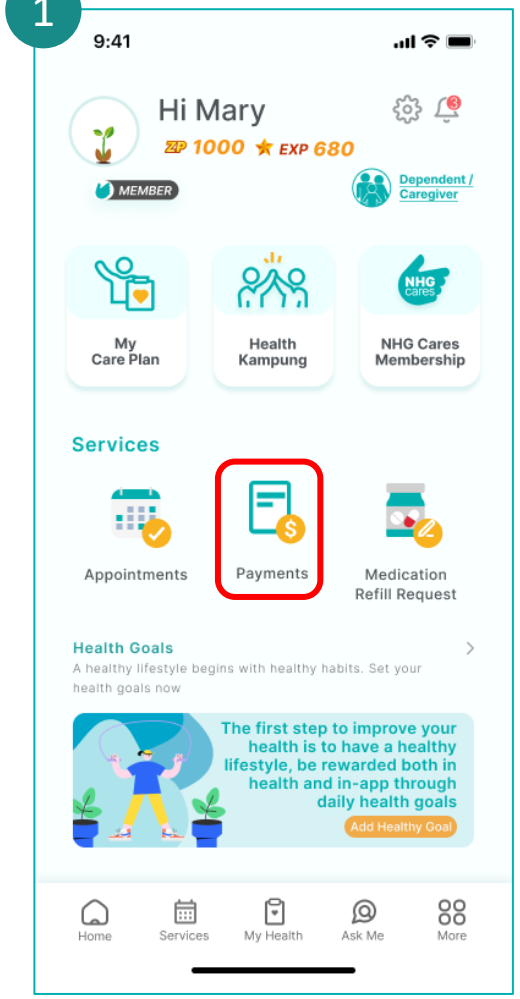
Note: Institutions listed is for illustration purposes only.

Payment

Applicable to all NHG institutions except NSC

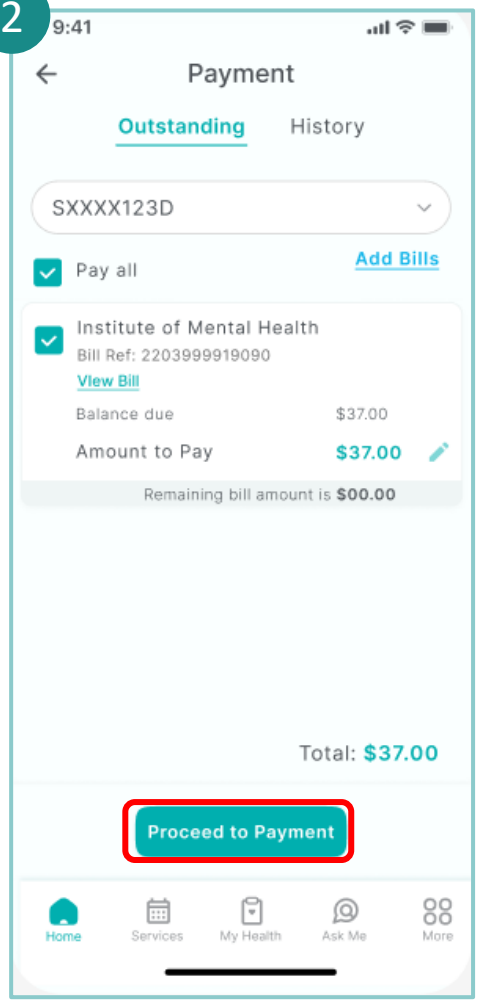
Singpass Login

1



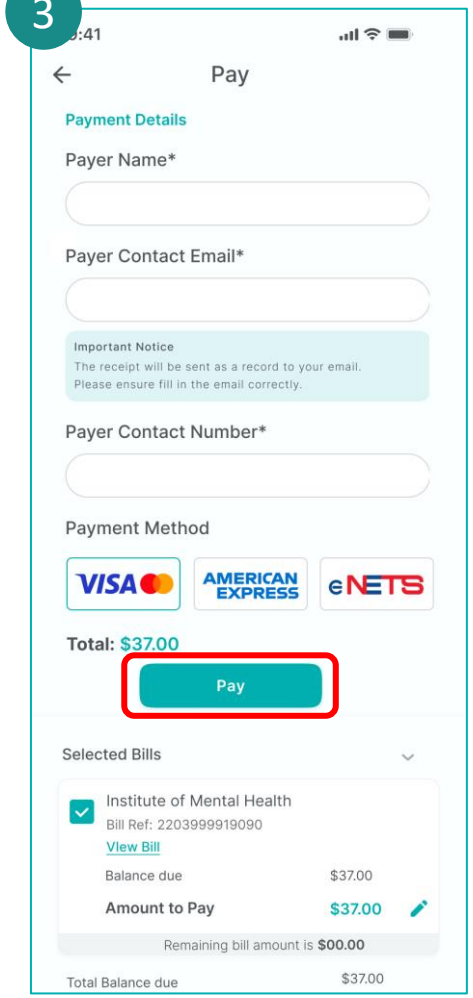
Tap on **Payments.**

2



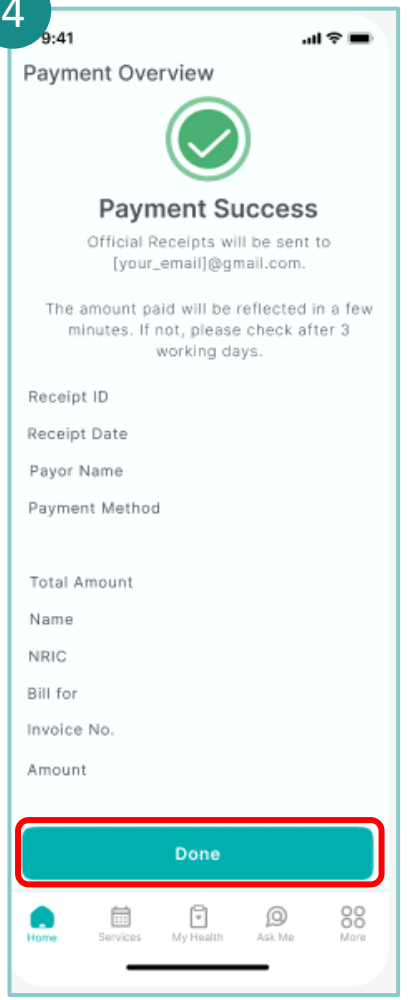
Select or Add bills to pay and tap on **Proceed to Payment**
Note: You may choose to make partial payment by tapping on the ✎ icon.

3



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

4

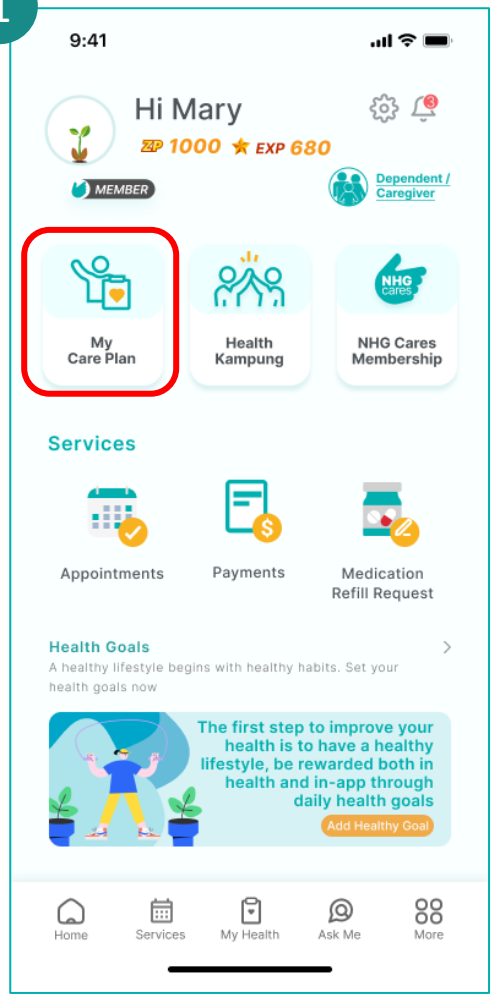


Tap on **Done** upon successful payment to exit the page.

Accessing Questionnaire: COPD Assessment Test

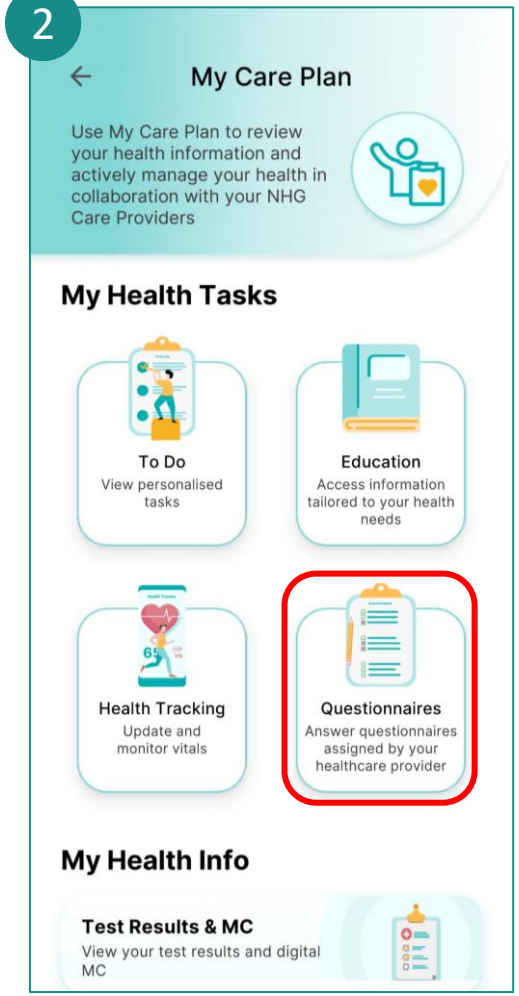
Singpass Login

1



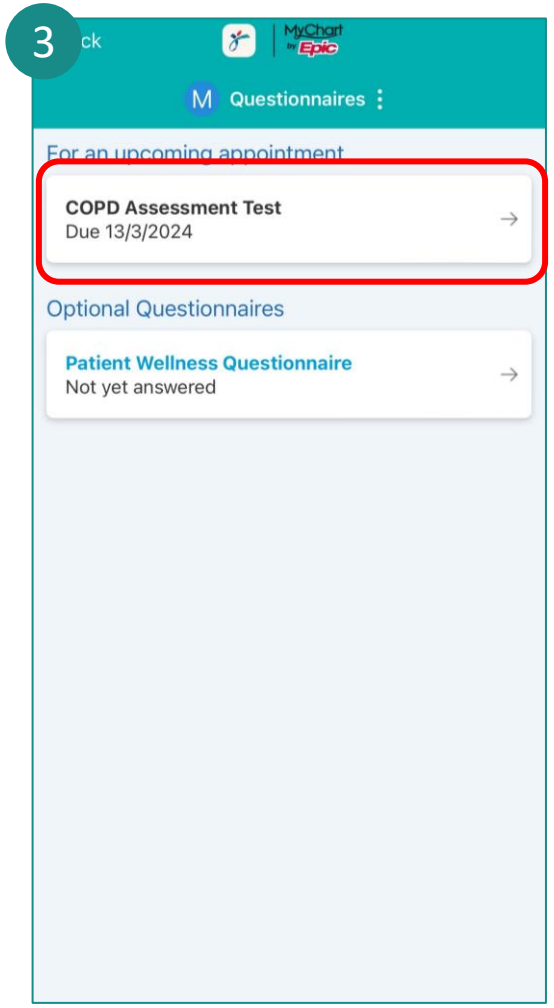
Tap on **My Care Plan.**

2



Tap on **Questionnaires.**

3

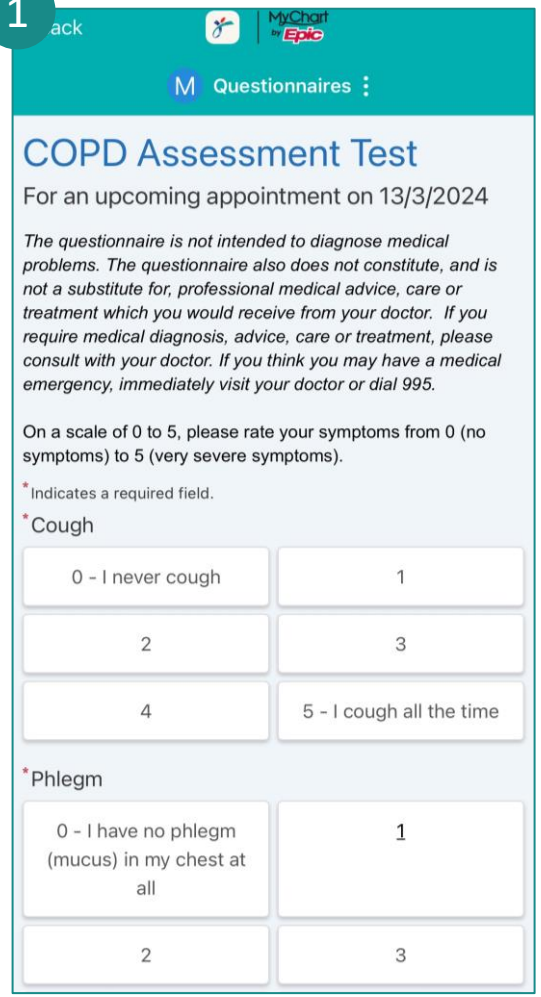


Tap on questionnaire available for an upcoming appointment.

Completing Questionnaire: COPD Assessment Test

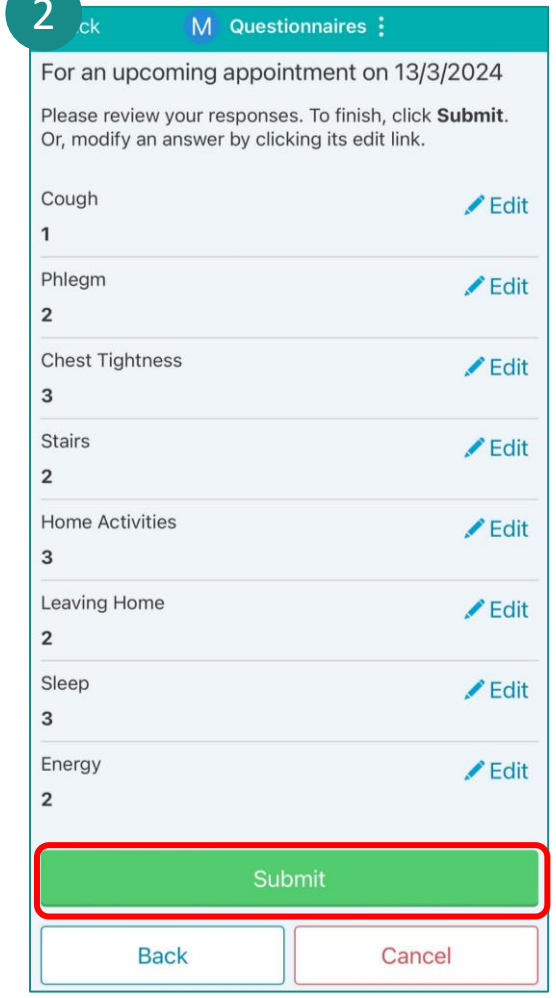
Singpass Login

1



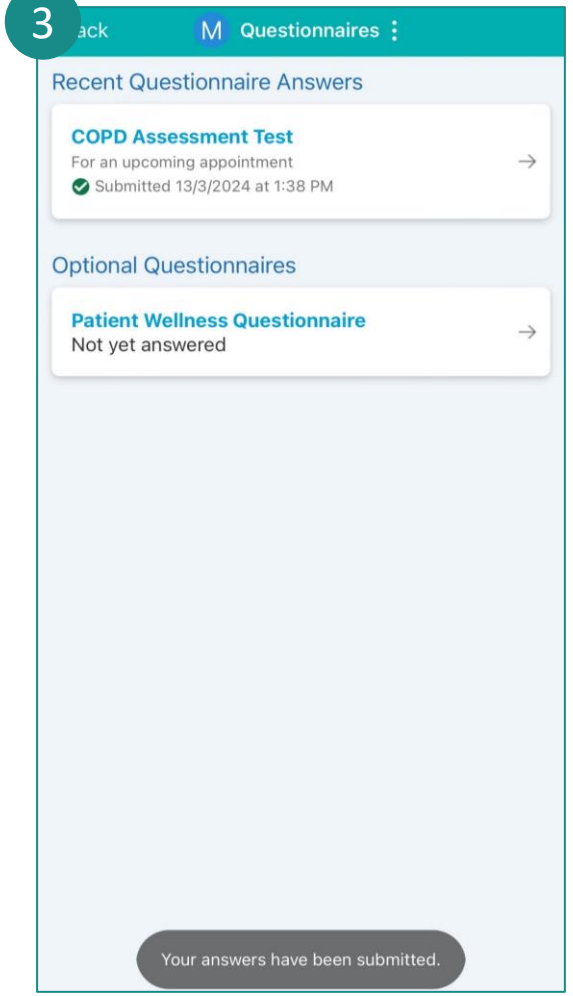
Fill in the questionnaire.

2



Select your answers and tap **Submit.**

3

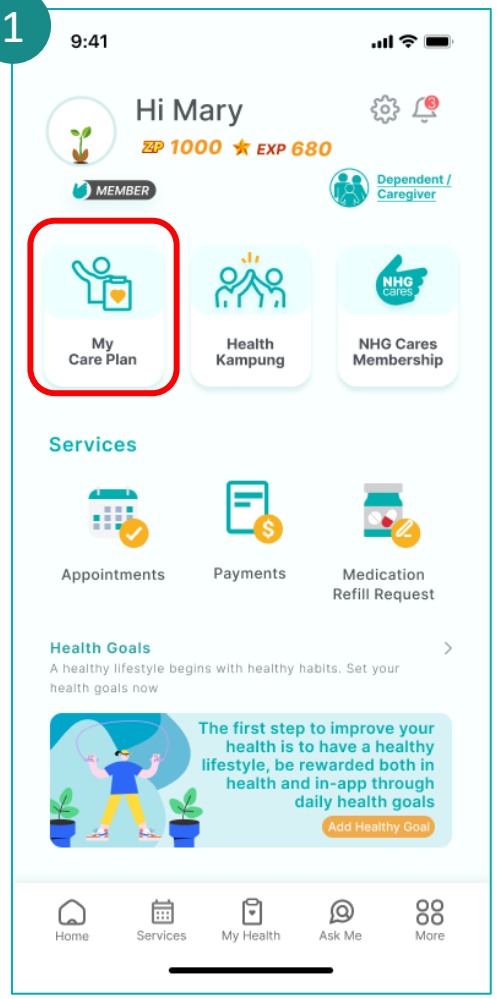


Upon submission, view successful completion of questionnaire screen.

Accessing Questionnaire: GINA

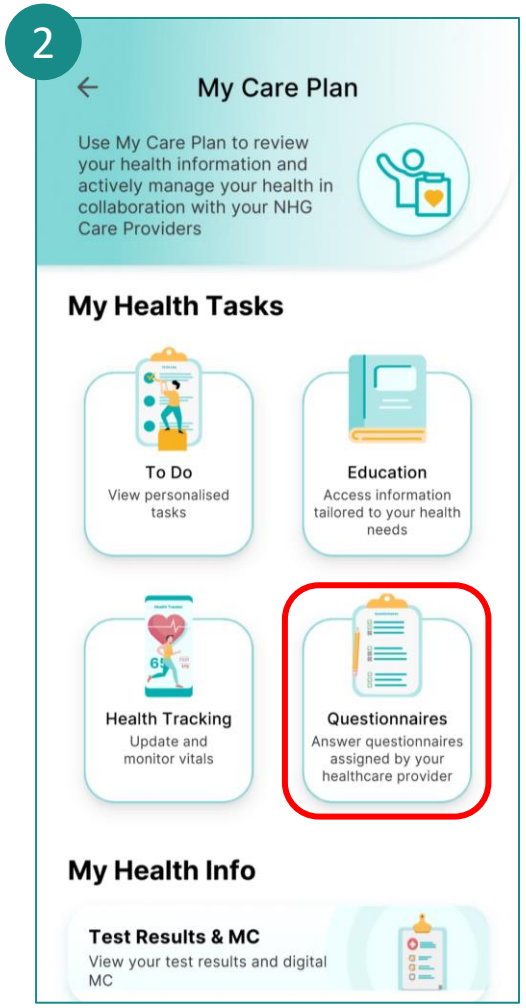
Singpass Login

1



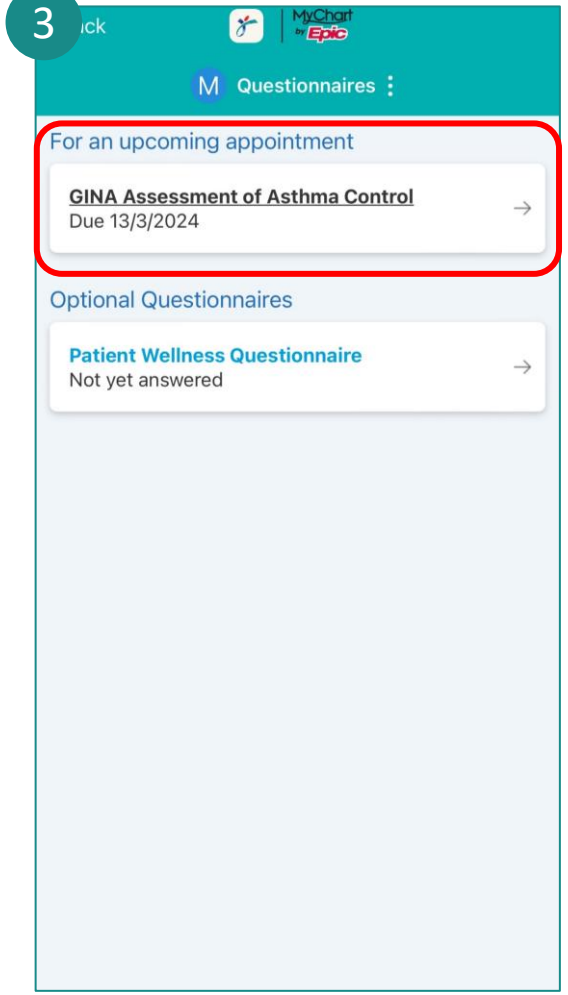
Tap on **My Care Plan.**

2



Tap on **Questionnaires.**

3

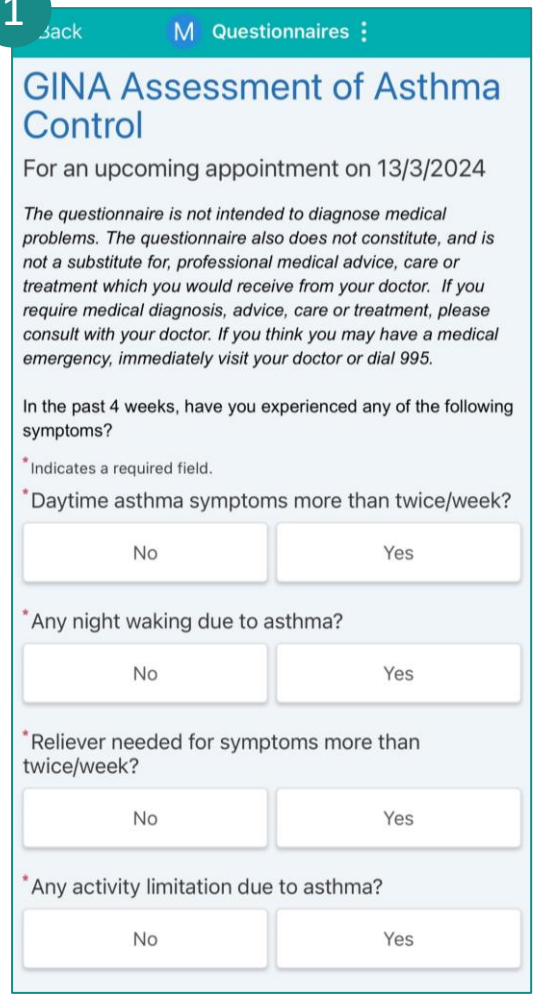


Tap on questionnaire available for an upcoming appointment.

Completing Questionnaire: GINA

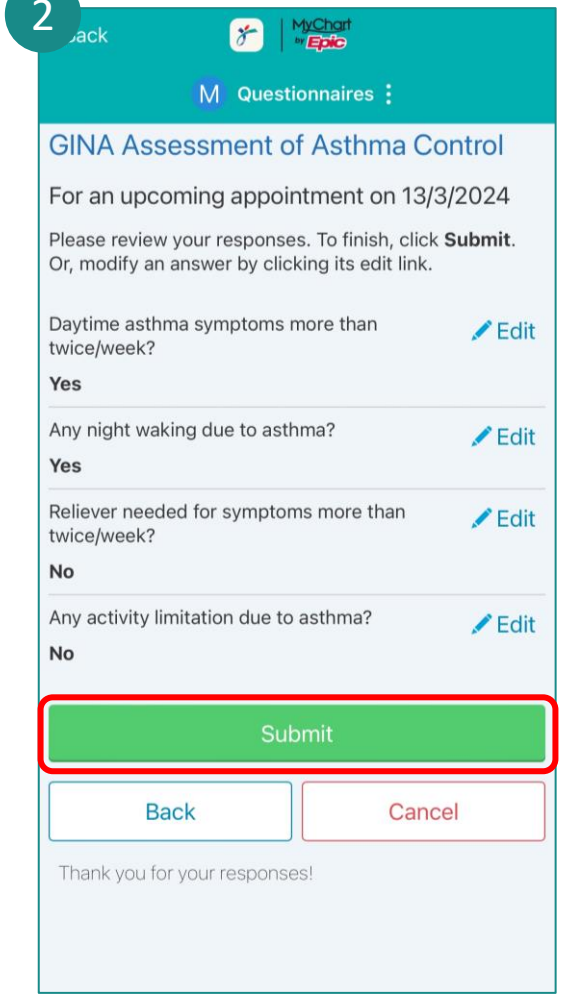
Singpass Login

1



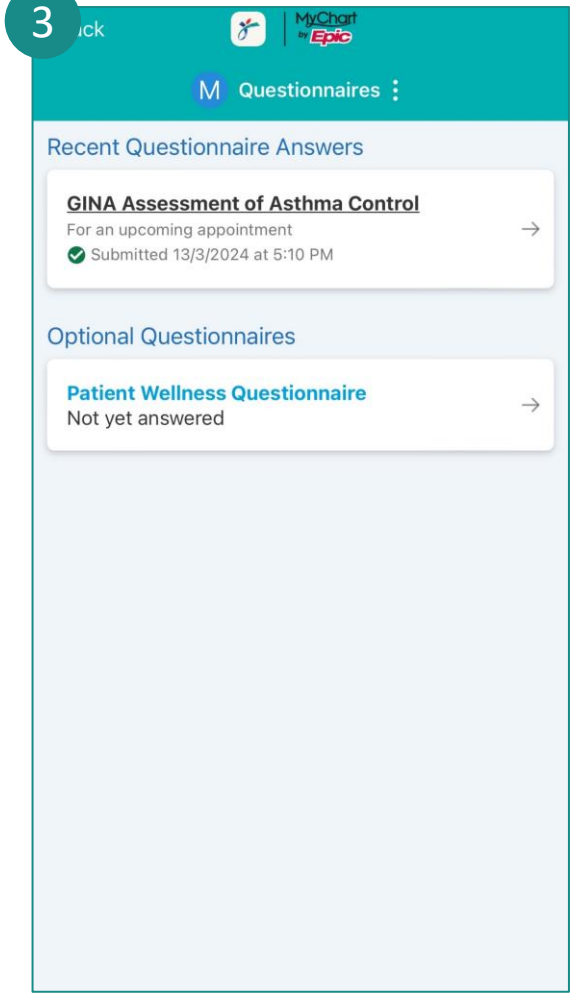
Fill in the questionnaire.

2



Select your answers and tap **Submit.**

3



Upon submission, view successful completion of questionnaire screen.