NHG Cares App (NCA) Quick User Guide

2024 0805



Legend

| Singpass Login | |
|----------------|--|
| | |

Singpass login is required to access the feature.

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

Enrolled to Healthier SG

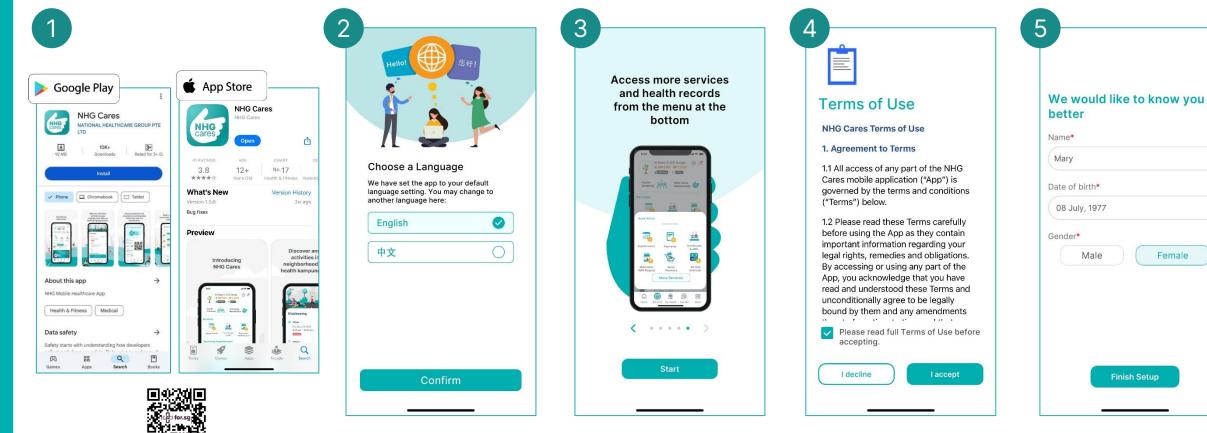
Residents

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.





Getting Started with NHG Cares App



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

Tap on your preferred language and Confirm.

Tap on Start.

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

Input your details and tap on

Finish Setup.

NCA Notifications (Android)

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|---|------------|------------|-----------------|------------|
| | Clock | Contacts | Docs | Drive |
| | Files | Gmail | Google | Google One |
| | Home | Keep Notes | Maps | Meet |
| 1 | Messages | News | Phone | Photos |
| | Pixel Tips | Play Store | Podcasts | Recorder |
| | Safety | Settings | GT Translate | Wallet |
| | YouTube | VT Music | | |

NHG cares

| 2 ettings | | 3 Notifica | itions & st | atus |
|-----------------------------|------------|----------------|------------------------|------------|
| Q Search settings | | bar | | |
| About phone | > | Notifications | | |
| System apps updater | > | 2:36 | | |
| Security status | > | | | 0.0.0 |
| 🛜 Wi-Fi | FREE4all > | Lock screen | Floating notifications | Badge |
| 8 Bluetooth | Off > | App notificati | ons | |
| I Mobile networks | \geq | | | |
| S More connectivity options | > | Notification s | tyle | |
| C Lock screen | > | Status bar | | |
| Notifications & status bar | > | Number of no | tification icons sh | nown 1 ico |
| Home screen | × | Show connec | tion speed | |

| NHE | 9 | hours | ago | | | | | | Show notifications |
|------|------------------|-------|-----|-------|------------------|----|----------------|------------------------|---|
| | | | | | | | | | Notification spotlight Use custom notification format to highligh important info |
| | | | | | | | | | Notification permissions |
| | | | | | | | | | Notification badges |
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| | | | | | | | | | Floating notifications Allow floating notifications |
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| | | | | | | | | پ o [°] p° | Allow floating notifications Lock screen notifications Allow notifications on the Lock screen |
| ~ | | | | t⁵) | / ⁶ (| | | | Allow floating notifications |
| q¹ ۱ | N ² e | e³ r | 4 | t⁵) | / ⁶ (| u" | i ⁸ | | Allow floating notifications Lock screen notifications Allow notifications on the Lock screen |

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

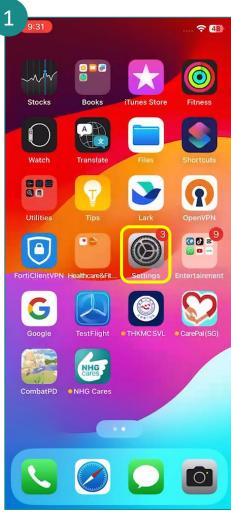
Tap on Notifications & status bar.

Tap on App notifications.

Search for NHG Cares.

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

NCA Notifications (IOS)

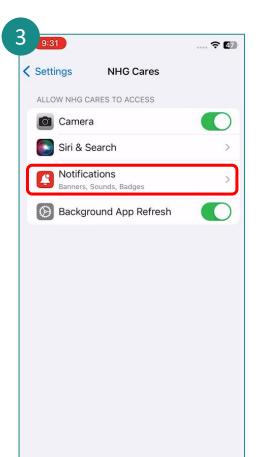


NHG cares

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

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| | | Settings | |
| | G | Google | > |
| | Q | Google Maps | > |
| | Grab | Grab | > |
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| | > | Lark | > |
| |) I | News in Levels | > |
| | NHO | NHG Cares | > |
| | R | OpenVPN | > |
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| 1 | ს | TikTok | > |
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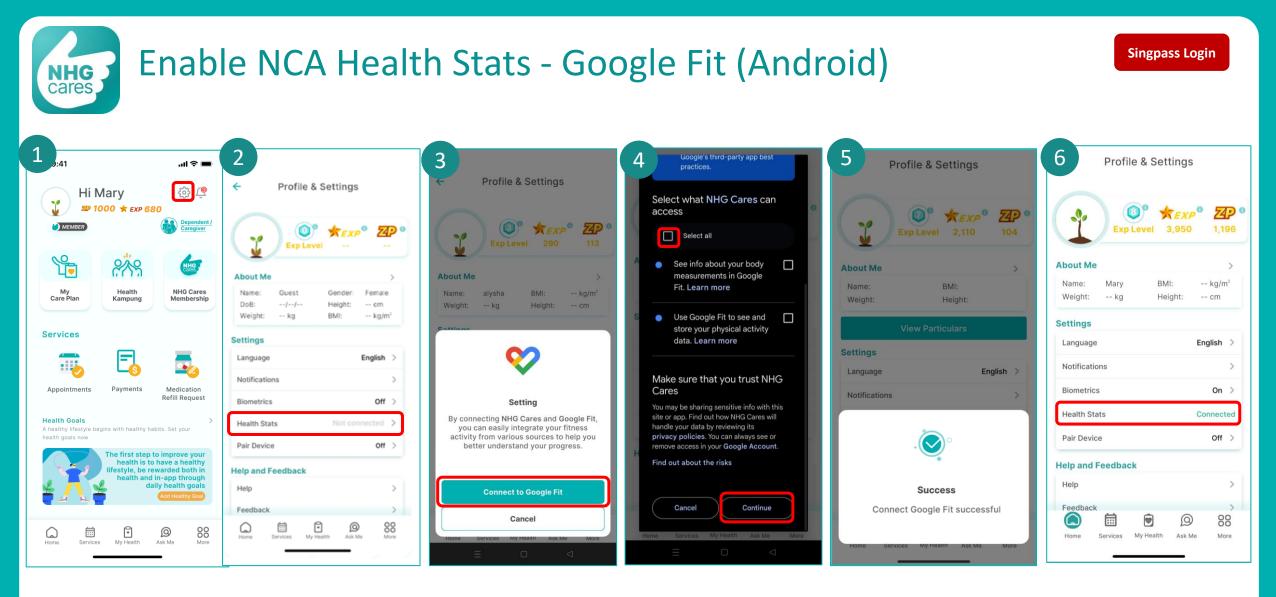
Tap on NHG Cares.



Tap on **Notifications.**

| Allow Notifications | |
|-------------------------------------|-----------------|
| ALERTS | |
| 9:41 Lock Screen Notification Co | enter Banners |
| Banner Style | Temporary > |
| Sounds | |
| Badges | |
| LOCK SCREEN APPEARANCE | |
| Show Previews When Un | nlocked (Defa > |
| Notification Grouping | Automatic > |
| | |

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



Tap on the Gear icon.

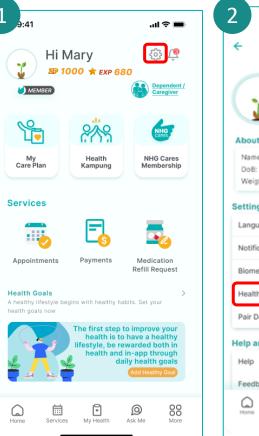
Tap on Health Stats Not Connected. Tap on **Connect to** Google Fit. Check **Select all** and tap on **Continue.**

View the Success Pop Up message.

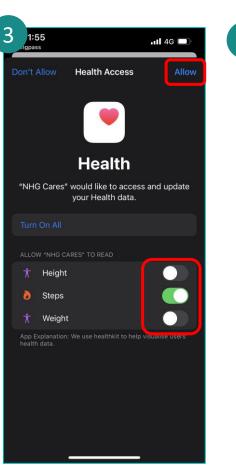
Health Stats status will reflect **Connected.**



Enable NCA Health Stats – Health (IOS)



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| | Profi | le & Set | tings | |
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| | | | | |

Tap on the Gear icon.

Tap on **Health Stats Not** connected.

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

View the Success Pop Up message.

Health Stats status will reflect **Connected.**

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Disable NCA Health Stats - Google Fit (Android)

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| 11:18 | (\$) Z | ← Settings | ← Google Account ② Z |
| Tue, May 28 No data | Profile | Units | NHG Cares has some access to your Google Account |
| | Activity goals | Height | |
| | , , | Feet & Inches | Access you've given to NHG Cares |
| | 5,000 | Weight Pounds | NHG Cares has some access to info in your Google Account, including info that might be sensitive. You can always remove this access. Learn about the |
| | | Distance | risks ① |
| Mi Video | Bedtime schedule | Miles | Access given on: May 15, 9:32AM |
| | Get in bed Wake up | Energy | |
| | 11:00 PM • 7:00 AM • | Calories | Access expires on: Does not expire |
| G & Q | About you | Health Connect | NHG Cares on Google Play: Visit app on Google Play |
| | | Sync Fit with Health Connect | visit app on doogle Play |
| | Gender Birthday Female Sep 9, 1997 | | NHG Cares can: |
| Gallery Play Store Mi Browser Music Game | | Google Fit data and personalization | Use Google Fit to see and store your |
| Gainery Paystore Wildowser Music Gaine Center | | Manage connected apps | physical activity data |
| | Weight 👻 Height 👻 | | |
| | | Delete your data | See info about your body measure- ments in Google Fit |
| Google Notes Themes Cleaner Fit | | Manage Google Assistant | |
| | | | If you remove access |
| | | Manage personalization | You might not be able to use some NHG Cares features |
| 0000 | | Manage Fit data permissions | |
| | | | Remove access |
| | | | |

Tap on the **Google Fit** app.

Tap on the **Gear** icon.

Tap on Manage connected apps.

Tap on **Remove Access.**

Disable NCA Health Stats - Health (IOS)



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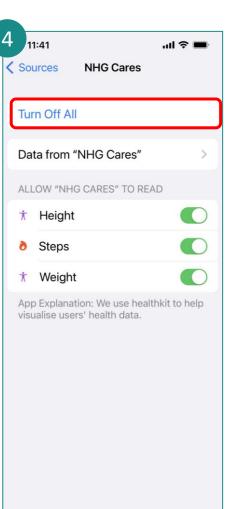
Tap on the **Settings** app.

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Tap on **Health.**

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Tap on Data Access & Devices.



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



Enable NCA Biometrics

Tap on the **Gear** icon.

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More

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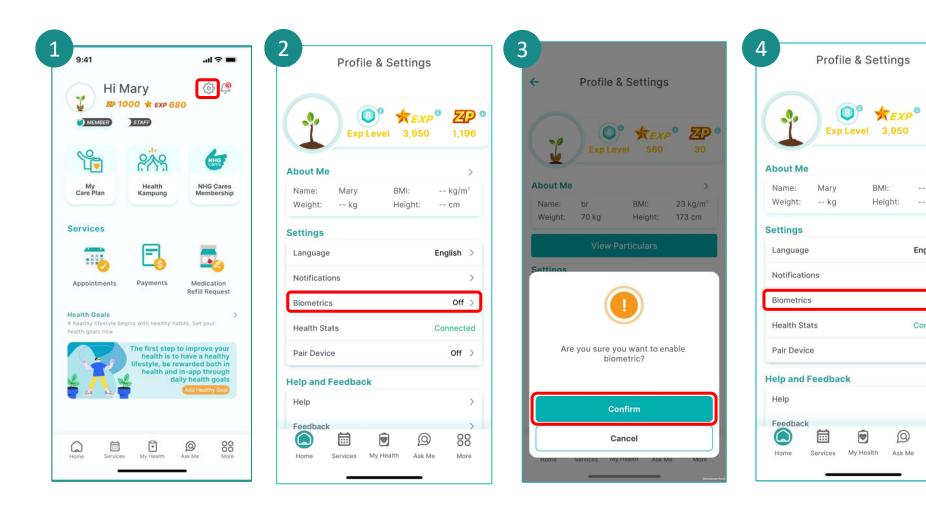
Ask Me

Connected

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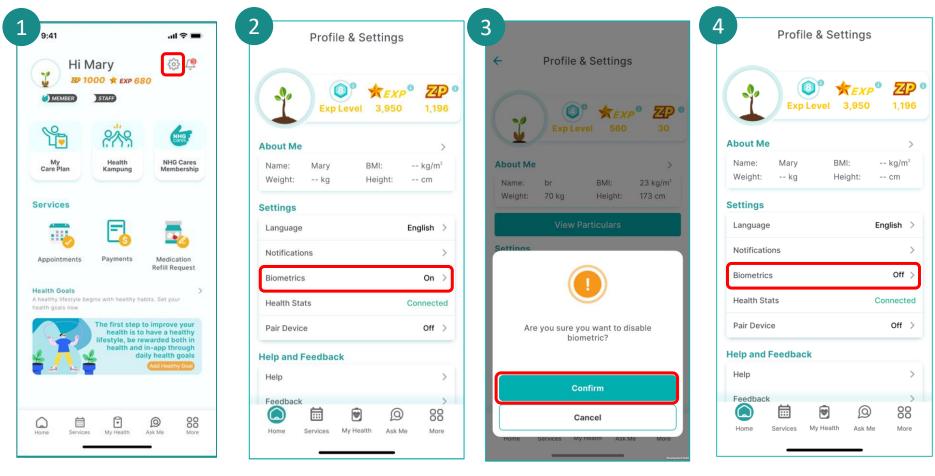
Tap on Biometrics Off.

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

Biometrics status will reflect **On**.



Disable NCA Biometrics

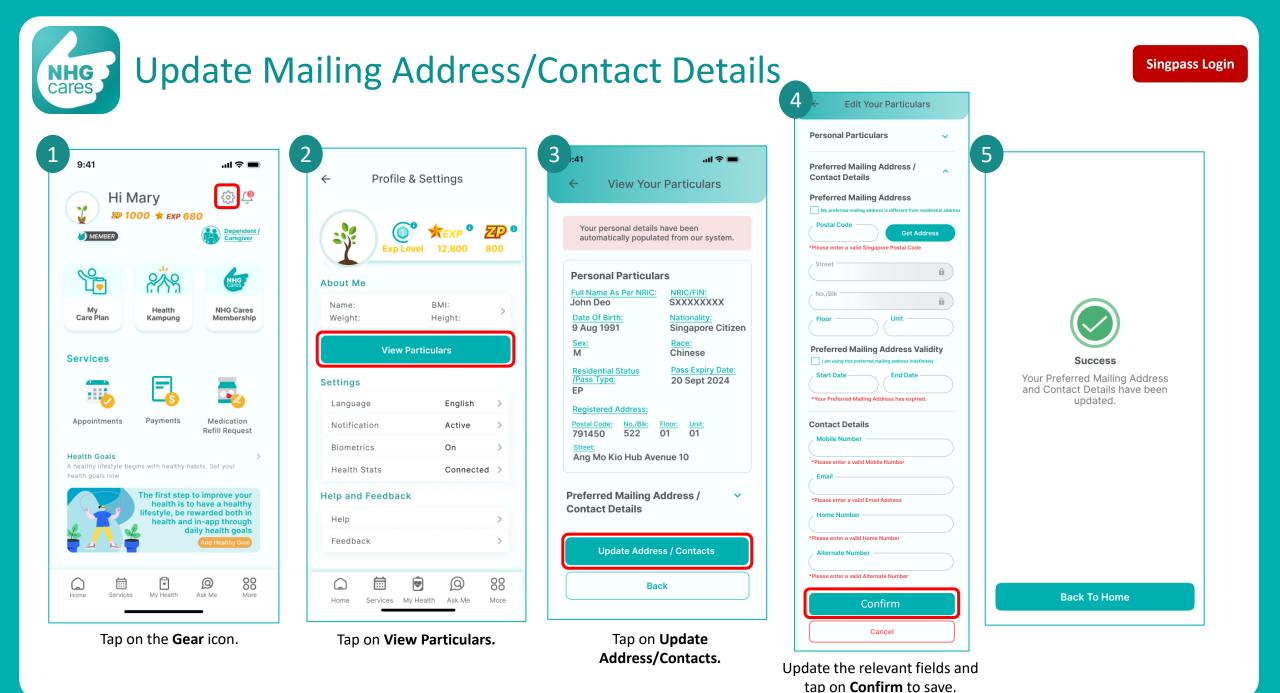


Tap on the Gear icon.

Tap on Biometrics On.

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

Biometrics status will reflect Off.



Book Appointment NHG cares Singpass Login Only applicable to NHGP and NSC 6 5 3 2 4 .ul 🕆 🔳 41 .41 **Appointments** al 🕆 🗖 ...l 🗢 🔳 .ul 😤 🔳 ← Book Appointment ર્જુ [~ Appointments Hi Mary Eook appointment All NHG Appointments Activities Z₽ 1000 ★ EXP 680 Dependent Caregiver All **NHG Appointments** Activities History Profile SXXXX123D SXXXX071E SXXXX123D NHG 209 History Upcoming O NHG institution Are these details correct? My Care Plan Health **NHG Cares** V Kampung Membership Yishun Polyclinic 🖮 Wed, 25 Apr 2024 🕓 11:00 AM Ang Mo Kio Polyclinic Dr Consult Ang Mo Kio Polyclinc Doctor consultation AMK Level 4, Clinic 4B, Room 27-29 Services You have no appointments yet Appointment Purpose Register 🚞 Mon, Nov 17, 11:30 A.M. --V Dr Consult 🛗 Thu, 30 May 24 🖉 🕚 11:00 AM ✓ I do not have cough / fever / Success Payments TTSH Ophthalmology Do you have any of the following? Appointments Medication 1 sore throat / runny nose. **Refill Request** Tan Tock Seng Hospital Fever Your appointment has been booked. Clinic 1A (Eye) Cough · Sore throat Health Goals Runny nose A healthy lifestyle begins with healthy habits. Set your 🖮 Mon, **15 Jul 2024** 🕓 11:00 AM · Loss of smell / taste Dr Consult he first step to improve your Ang Mo Kio Polyclinc Cancel health is to have a healthy Yes AMK Level 4, Clinic 4B, Room 27-29 festyle, be rewarded both in health and in-app through If you are visiting us for suspected Chicken Pox or daily health goals i Mon, 15 Jul 2024 . € 11:00 AM Hand Foot Mouth Disease, please approach our staff at the reception immediately upon your arrival at the Dr Consult Ang Mo Kio Polyclinc AMK Level 4, Clinic 4B, Room 27-29 88 P 0 Ē ω **Back to Home** My Health Ask Me Services More Cancel Submit Add New Appointment

Tap on Appointments.

Tap on NHG Appointments.

Tap on Add New Appointment.

Select your:

2.

1. Institution

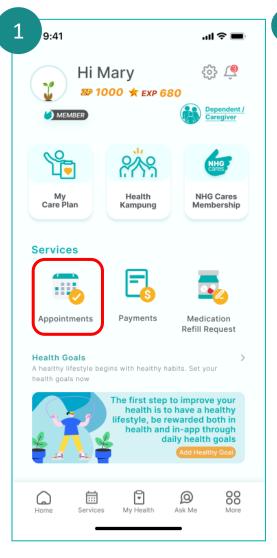
Review your details and **Confirm** your booking.

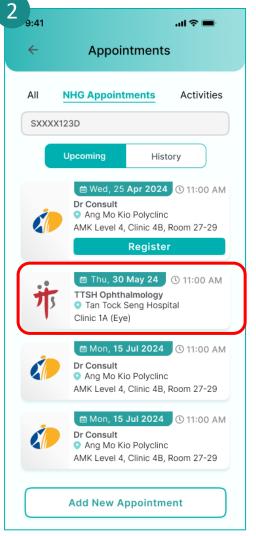
3. Appointment Timeslot

Appointment Purpose



Reschedule/Cancel Appointment





3 Appointment details \leftarrow Tan Tock Seng Hospital 市 Clinic 2B Level 2, TTSH Medical Centre Appointment Timing Add to Calendar 30 May 2024 11:30 am Purpose of appointment TTSH GASTRO & HEPATOLOGY APPOINTMENT Provider TTSH Reschedule Please bring along your NRIC and Referral letter on your appointment day.

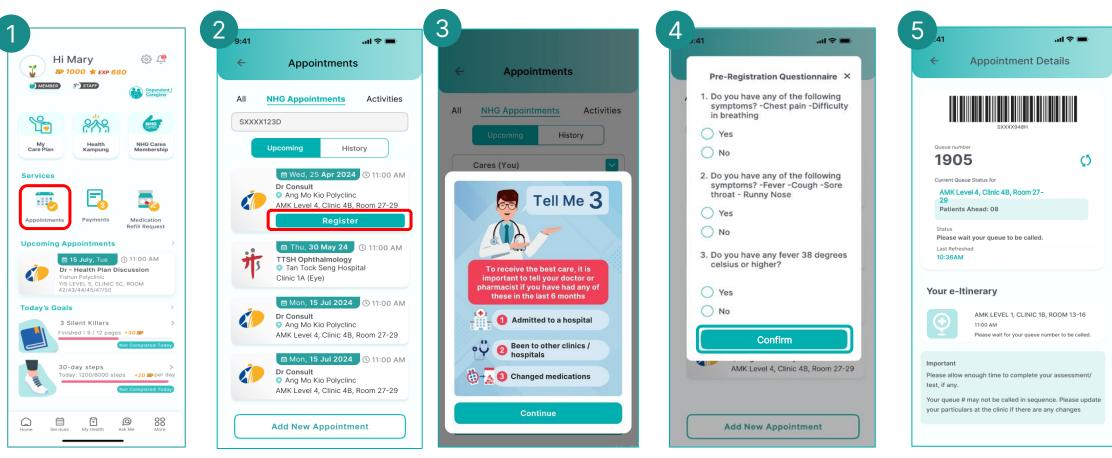
Tap on Appointments.

Tap on the appointment that requires rescheduling/cancellation.

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

Appointment – Queue Registration and E-Itinerary

Applicable to all NHG institutions except IMH and NSC



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

Tap on Appointments.

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

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

Answer the questionnaire

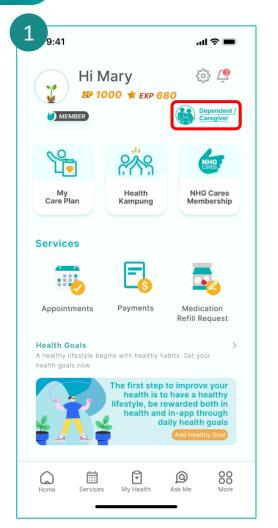
accordingly and tap on Confirm to

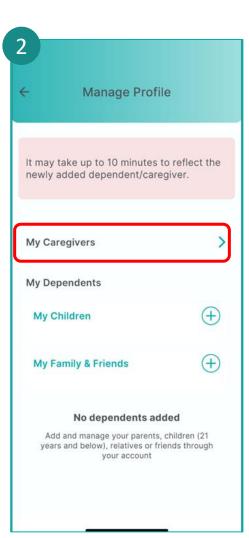
submit.

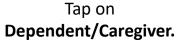
Singpass Login



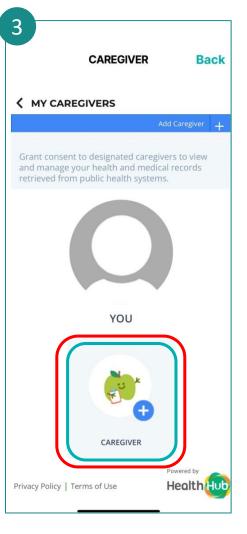
Add Caregiver (1/2)

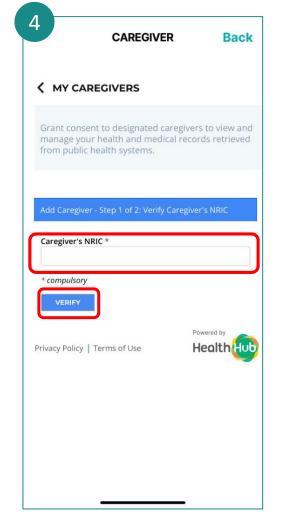






Tap on My Caregivers.





Tap on CAREGIVER.

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

Add Caregiver (2/2)

NHG cares

| KY CARECIVERS Grant consent to designated caregivers to view and manage your health and medical records retrieved from public health systems. Add Caregiver - Step 2 of 2: Caregiver's Details NRIC * SXXXX111A Display Name * Email * Select at least 1 option of the Health Records Types Programmes Y Healthier SG Y Vitals Y Vitals Y Medication Refuil Y HealthRecord Types Y Appointments (New/Request) Y Appointments (Book/Reschedule/Cancel) Y Privacy Policy Y Terms | CAREGIVER | Back 6 | C |
|---|---|-----------------------|------|
| Grant consent to designated caregivers to view and manage your health and medical records retrieved from public health systems. Add Caregiver - Step 2 of 2: Caregiver's Details Add Caregiver - Step 2 of 2: Caregiver's Details NRIC * SXXXX111A Display Name * Email * Select at least 1 option of the Health Records Types Programmes I Healthier SG Y Health Record Types Y Appointments (View/Request) Y Appointments (Book/Reschedule/Cancel) | MY CAREGIVERS | | n me |
| manage your health and medical records retrieved from public health systems. Add Caregiver - Step 2 of 2: Caregiver's Details Add Caregiver - Step 2 of 2: Caregiver's Details NRIC * Sxxxx111A Display Name * Email * Select at least 1 option of the Health Records Types Programmes Healthier SG All Health Record Types Appointments (View/Request) Appointments (Book/Reschedule/Cancel) Privacy Policy Terms | | Select at least 1 op | UO |
| from public health systems. Image: Healthier SG Add Caregiver - Step 2 of 2: Caregiver's Details All Health Record NRIC * Discharge Information SXXXX111A Health Screening and Display Name * Immunisations Display Name * Itab Test Results Statistics Medications > Press Select at least 1 option of the Health Records Types Immunisations Programmes All Health Record Types All Health Record Types Medication Refill Appointments (View/Request) Immunisation Appointments (Book/Reschedule/Cancel) Privacy Policy I Terms | | | |
| Add Caregiver - Step 2 of 2: Caregiver's Details Appointments (View Appointments (Boo Discharge Informat Discharge Informat Health Screening ai Immunisations Lab Test Results Medications > Press CHAS Balance Payments Radiology Reports Medication Refill compulsory Back NEXT Appointments (View | | | |
| Add Caregiver - Step 2 of 2: Caregiver's Details | | 🛛 All Health Recor | d 1 |
| Appointments (Bod Discharge Informat Discharge Informat Discharge Informat Health Screening and Immunisations Lab Test Results Medications > Pres Vitals Vitals Vitals Medical Alert & Adv Medical Alert & Adv Medical Reports/Co CHAS Balance Payments Radiology Reports Medication Refill * compulsory All Health Record Types Appointments (View/Request) Appointments (Book/Reschedule/Cancel) | Add Caregiver - Step 2 of 2' Caregiver's Detail | Appointments (Vi | iew |
| With # SXXXX111A Display Name * Display Name * Immunisations Immunisa | nou curegirer step z or z. curegirer s betain | | ool |
| Display Name * Immunisations Display Name * Itab Test Results Email * Medications > Pres Select at least 1 option of the Health Records Types Medical Alert & Adh Programmes Medical Reports/Col Image: Healthier SG Radiology Reports Appointments (View/Request) Medication Refill Appointments (Book/Reschedule/Cancel) Privacy Policy Terms | NRIC * | 🕑 Discharge Inform | ati |
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| Appointments (View/Request) Appointments (Book/Reschedule/Cancel) Privacy Policy Terms | 🗸 All Health Record Types | BACK | |
| Appointments (Book/Reschedule/Cancel) Privacy Policy Terms | | | |
| Privacy Policy Terms | | | |
| | Discharge Information | Privacy Policy Term | ns c |

Enter your caregiver's Display Name and Email. Select the health records to be shared and tap on NEXT.

CAREGIVER

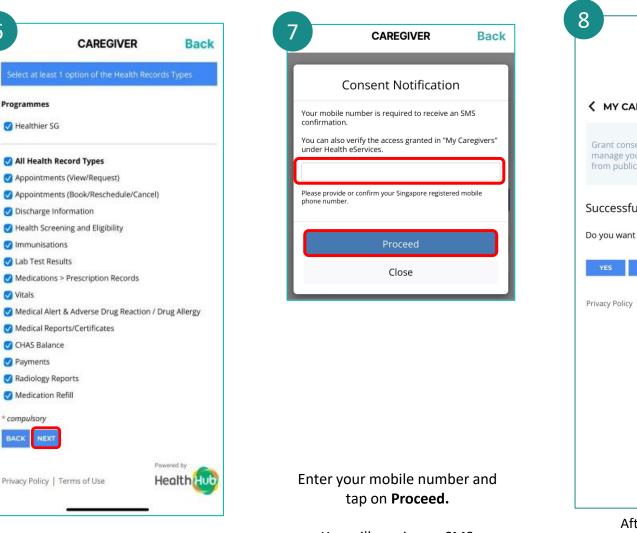
🖸 Discharge Information Health Screening and Eligibility

Appointments (View/Request)

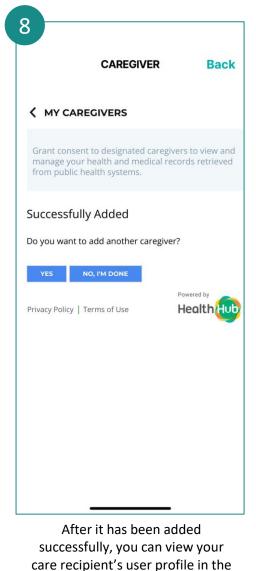
Appointments (Book/Reschedule/Cancel)

Medications > Prescription Records

Medical Reports/Certificates

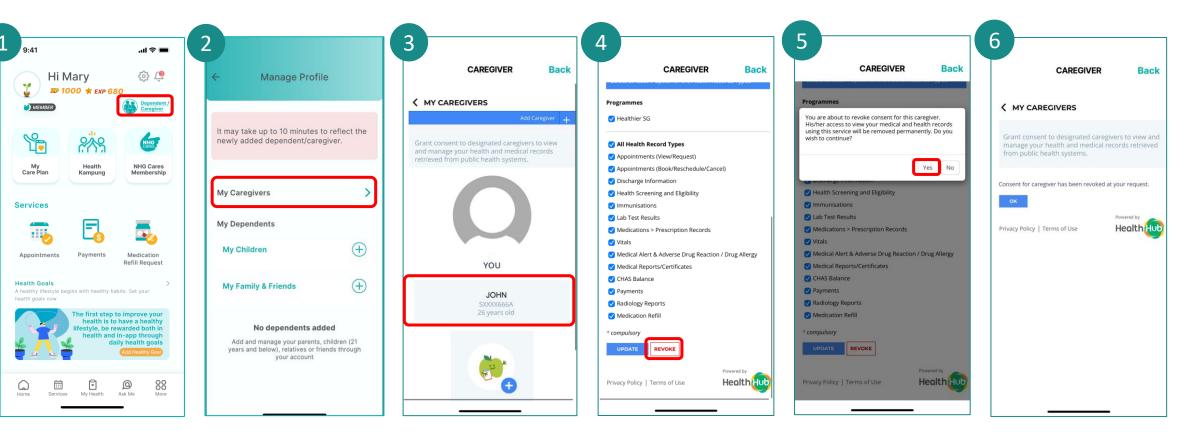


You will receive an SMS confirmation from HealthHub upon adding a new caregiver.



Dependent/Caregiver feature.





Tap on **Dependent/Caregiver.**

Tap on **My Caregivers.**

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

Scroll down and tap on **REVOKE.**

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

You have successfully removed your caregiver.



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:

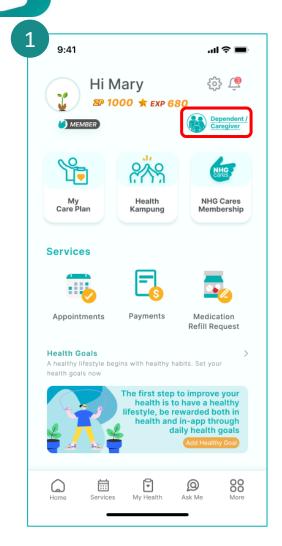
- Singapore Citizen born in Singapore from 1 January 1996; or
- Naturalised Singapore Citizen born from 1 January 1996 (Please note that only Sponsoring Parent* will be able to add the child); or
- Permanent Resident from 1 January 1996 (Please note that only Sponsoring Parent* will be able to add the 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.

| ← Manage Prof | ile |
|--|------------|
| It may take up to 10 minutes newly added dependent/car | |
| My Caregivers | > |
| My Dependents | |
| My Children | \oplus |
| My Family & Friends | (\div) |
| No dependents a | dded |
| Add and manage your parent years and below), relatives or f your account | |

Add Dependent



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Tap on Dependent/Caregiver.

2 Manage Profile + It may take up to 10 minutes to reflect the newly added dependent/caregiver. My Caregivers My Dependents \pm My Children (+)My Family & Friends No dependents added Add and manage your parents, children (21 years and below), relatives or friends through your account

3

Photo

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

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

6

Powered by

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ADULT DEPENDENT

1. a Singapore Citizen or Permanent Resident; and

2. 21 years and above.

Family/Friend's NRIC *

Display Name *

Relationship*

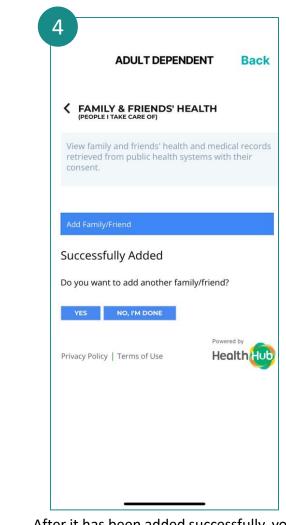
* compulsory

SAVE

Privacy Policy | Terms of Use

Parent

Back



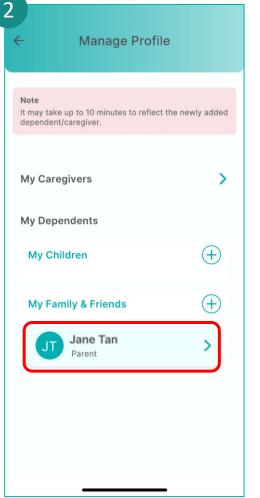
After it has been added successfully, you can view your dependent's user profile in the Dependent/Caregiver feature.

Manage Dependent's Appointment

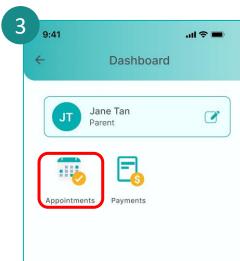


NHG cares

Tap on **Dependent/Caregiver.**



Tap on the dependent's name.





Tap on Appointments.

Manage your dependent's appointments accordingly.

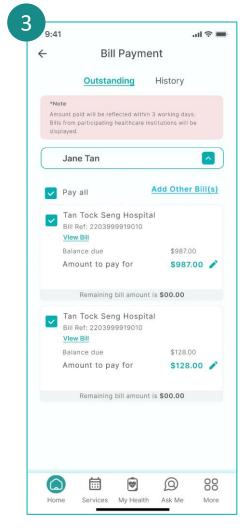
Manage Dependent's Bill

NHG cares

| 9:41 | | al 🗢 🖿 |
|--|---|------------------------------|
| | 1ary 200 ★ exp 68 | ર્જી હિં |
| MEMBER | (| Dependent / Caregiver |
| | <u>ര്ന്ന</u> | NHG Cares |
| My Care Plan | Health Kampung | NHG Cares Membership |
| Services | | |
| - | E_6 | - 2 |
| Appointments | Payments | Medication Refill Request |
| Health Goals A healthy lifestyle be health goals now | gins with healthy hab | > vits. Set your |
| | lifestyle, be rev health and i dail | have a healthy |
| Home Services | My Health | Ask Me More |
| - | | - |

Tap on **Dependent/Caregiver.**

| 2 | | |
|-----------------------|----------|--|
| 9:41 | ul 🗢 🔳 | |
| ← Dashboard | | |
| | | |
| Jane Tan Parent | B | |
| Parent | | |
| Appointments | | |
| Appointments Payments | | |
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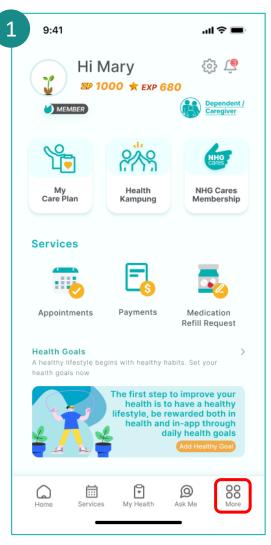


Tap on **Payments.** Manag

Manage your dependent's bill and payments accordingly.

NHG Cares

Discharge Summary





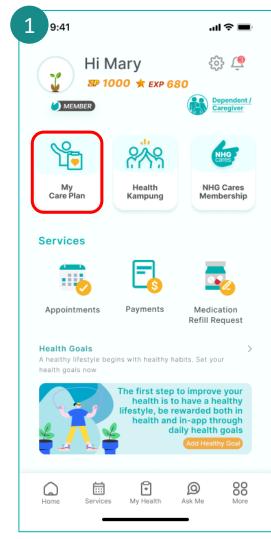
| More | | | | |
|---------------------------------|--|---------------|--|--|
| Health Screening | Health Library | Active Ageing | | |
| Institutions | | | | |
| National Healthcare Group | National Healthcare Group POLYCLINICS | | | |
| Hospitals & Centres | Polyclinics | | | |
| Records from | Other Providers | • | | |
| 🖸 Lab Test R | esults | | | |
| 🖸 Radiology | Test Results | | | |
| Medication Records | | | | |
| 🖸 MOH Health Plan | | | | |
| C Screen For | Life(SFL) | | | |
| 🖸 Discharge | Summary | | | |
| Financial Relat | ted | | | |
| Sign up for Financial C | | | | |
| | | | | |

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

| 3 | 1:54 | .111 4G 🗖 |
|---|--|--|
| = | Health | |
| | | |
| | | |
| | Personal Health | |
| | The displayed information the public hospitals' record contain all the details displ Discharge Summary docun you. | is retrieved from ls. It may not ayed in the |
| | For patients discharged fro hospital, the clinical synops available for display on Hea out more, please refer to th Summary document given | sis is not althHub. To find he Discharge |
| | Previous Discharge Inforn | nation |
| | Information | |
| | You do not have any Discharg from our public restructured specialty centres. If you find any discrepancies, | hospitals or |
| | AA 🔒 eservices.healt | hhub.sg 💍 |
| | | |
| | | |

View your discharge information.





Tap on My Care Plan.

9:41 ••• ■ • My Care Plan Use My Care Plan to review your manage your well-being in collaboration with NHG Care providers.

My Health Tasks

2



 Test Results & MC
 Image: Comparison of C

Select your Health Task or Health Info.

0

Ask Me

88

More

•

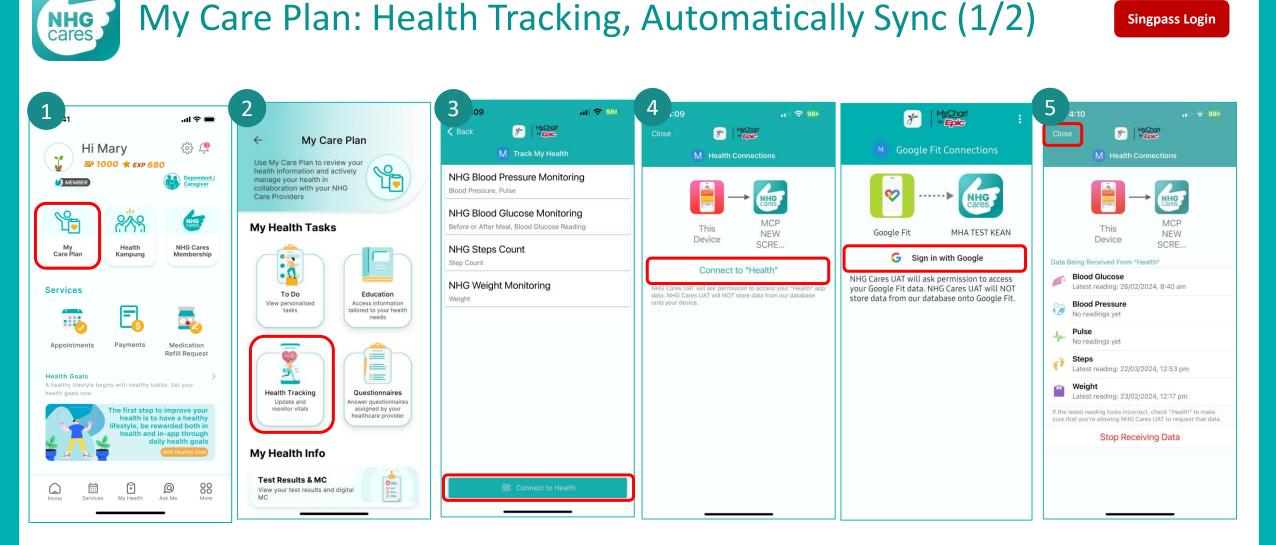
My Health

Home

Ē

Services

Singpass Login



Tap on **My Care Plan.**

Tap on Health Tracking.

Tap on **Connect to Health.**

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

For Android users, Tap on **Sign in with Google.** Upon successfully connecting, tap on **Close** to exit the page.

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

NHG cares

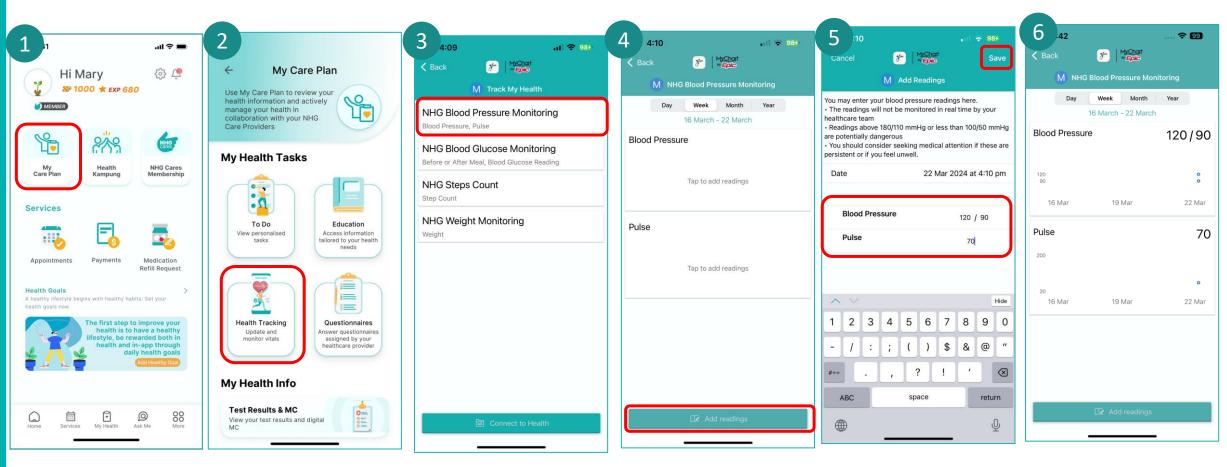
Singpass Login

| M NHG Ste Day Week | |
|-----------------------|------------------------|
| Day Week | |
| 16 March - | Month Year 22 March |
| Step Count | 5,642 Steps |
| 4.8K | |
| 16 Mar 19 N | far 22 Mar |
| | |
| | |
| | |
| | |
| | |
| | |
| | 9.5K 4.8K |



My Care Plan: Health Tracking, Manual Input

Singpass Login



Tap on **My Care Plan.**

Tap on Health Tracking.

Tap on your preferred flowsheet.

Tap on Add Reading.

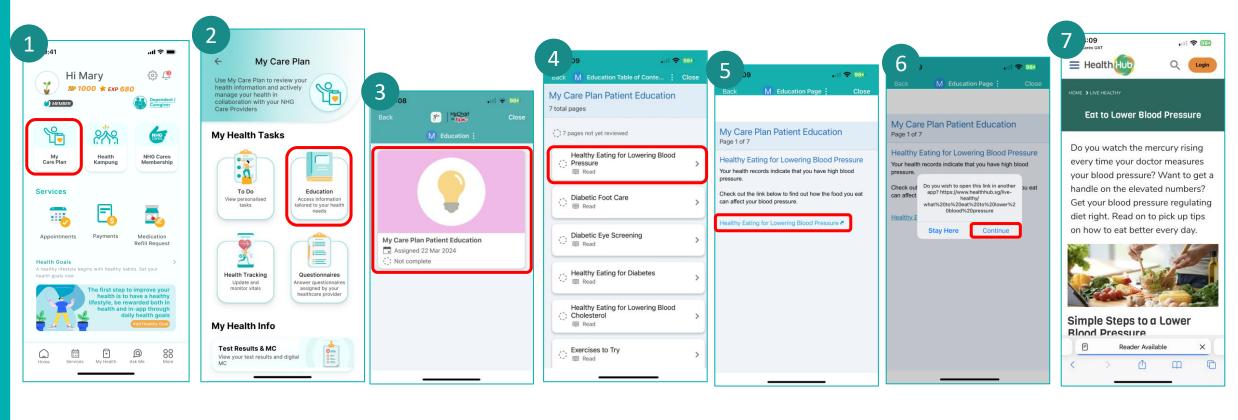
Input the values.
 Tap on Save.

View the values entered.



My Care Plan: Education

Singpass Login



Tap on My Care Plan.

Tap on **Education.**

Tap on your Education plan.

Tap on your preferred educational material.

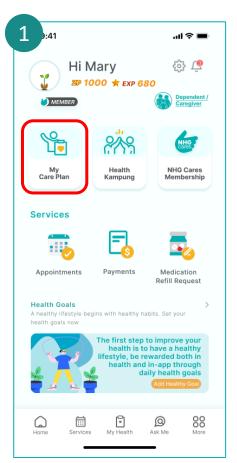
Tap on the link.

Tap on Continue.

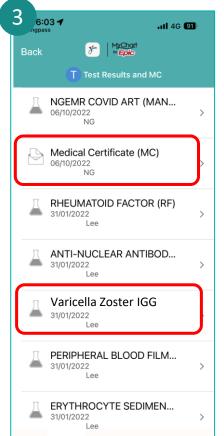
Read the educational material.



My Care Plan: Test Results & MC







| 2:07 Jore | :::1 | 4G 71 | 2b |
|---|----------------------------|-------------|----------|
| ack 🌮 | MyChart * Epito | Close | Ba |
| Khoo Teck Pual National Neathan Singe MEDICAL CERTIFICATE (Ref: | | | |
| NAME: | NRI | C: | NA |
| | | | 20 |
| The above-named patient is unit to 01/10/2023 Inclusive. The certificate is not valid for at The above named patient was i 28/09/2023 17:46 to 29/09/2023 | sence from court attenda | nce. | RE Va |
| 29/09/2023 Dr. Date | Issued by | | e e |
| Location: KTPH EMERGENCY | | | |
| This certificate is electronically | generated. No signature is | s required. | |

.11 4G 91 MyCharl 8 T Test Results VARICELLA ZOSTER IGG Ordered by Collected on 29/05/2020 from Vein (Blood) Resulted on 02/06/2020 RATIVE 150CH00032 ULTS icella zoster IgG (JHC) mU/mL Value 4595 tandard Range mU/mL erpretation: eactive: IgG antibody detected nay indicate a current or previous posure / immunisation to the virus. Final result

Tap on My Care Plan.

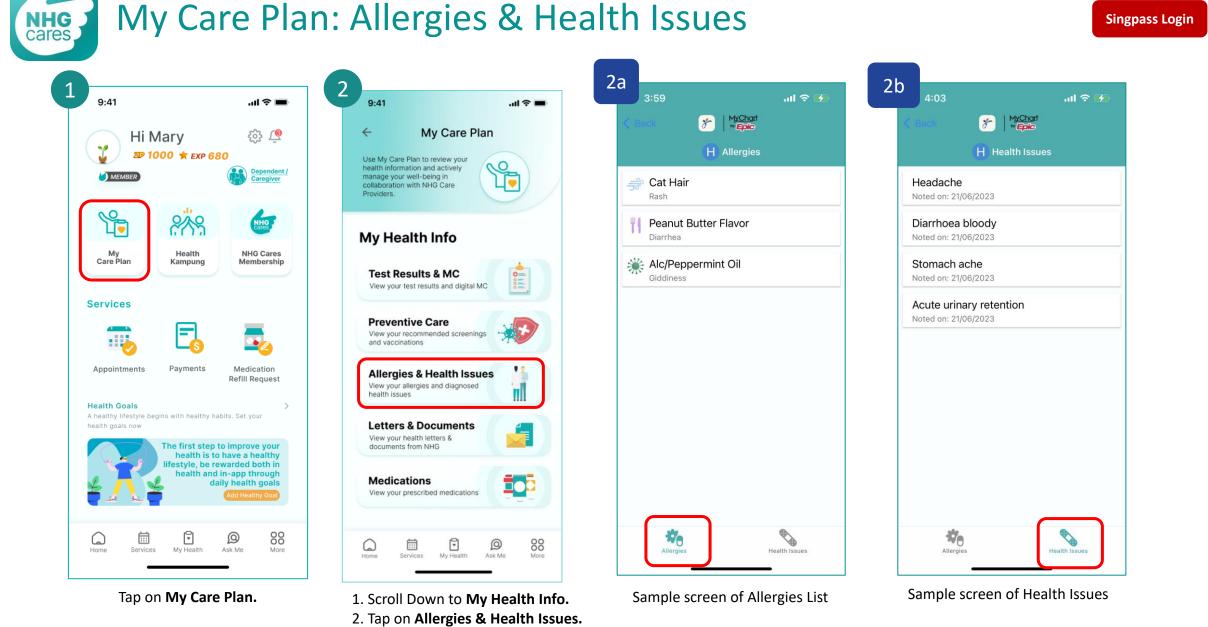
Scroll Down to My Health Info.
 Tap on Test Results & MC.

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

Sample screen of Medical Certificate

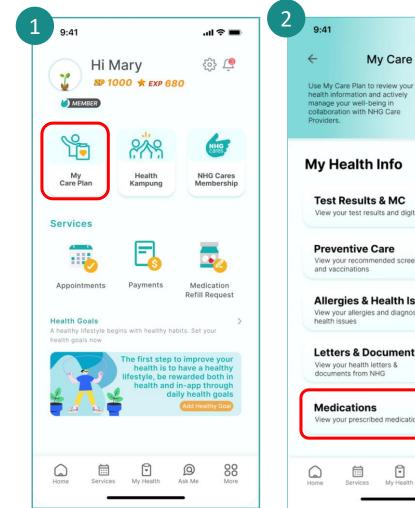
Sample screen of Test Result

Singpass Login





My Care Plan: Medications



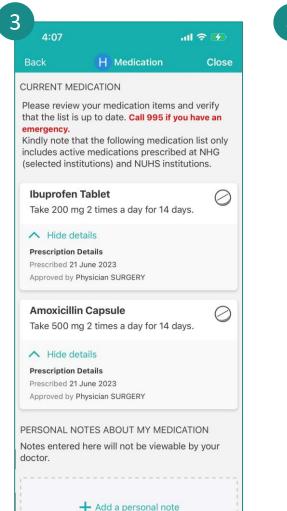
Tap on My Care Plan.

My Health Info **Test Results & MC** 0-View your test results and digital MC **Preventive Care** View your recommended screenings and vaccinations Allergies & Health Issues View your allergies and diagnosed health issues Letters & Documents View your health letters & documents from NHG Medications View your prescribed medications 0 茴 0 88 0 Ask Me Services My Health More Home

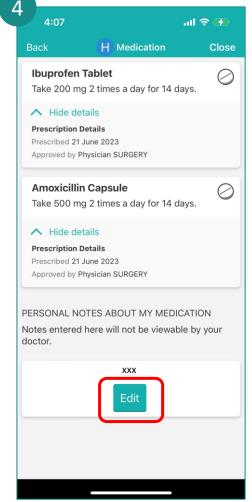
My Care Plan

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



View prescribed medications.



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



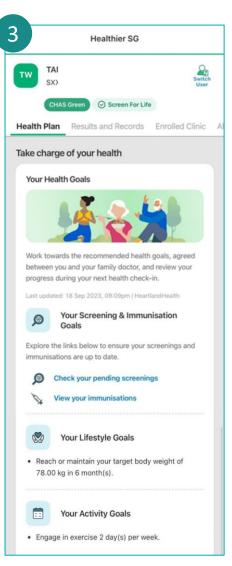
My Care Plan: MOH Health Plan



Tap on My Care Plan.

| ly Health Info | |
|---|---|
| Test Results & MC View your test results and digital MC | |
| Preventive Care View your recommended Health tasks like screening and vaccination | * |
| Allergies and Health Issues View your allergies and diagnosed health issues | |
| Letters and Documents View your health letters and documents from NHG | |
| Medications View your prescribed medications | |
| MOH Health Plan View your Health Plan completed with your enrolled healthcare provider | |

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



Enrolled to Singpass Login **Healthier SG**

View your health plan.

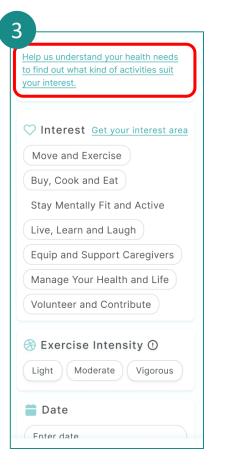
He Ace

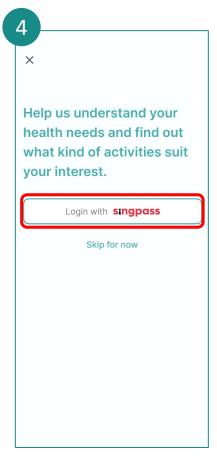
Health Kampung: Accessing Questionnaire



Tap on Health Kampung.

| He | alth Kampung Activities |
|--|---|
| | NHG Partners |
| Search | Q Filter |
| THU 7 JUL 2 | FRI 28 JULMON 31 JULTUE 01 AUGWED |
| hu 27 J | ul |
| 9:00 am | Community Health Post (Nee Soon East Community Club) |
| 12:00 pm | Nee Soon East Community Club, Northland |
| 9:00 am | Community Health Post (436 TOUCH Active Ageing |
| 4:00 pm | Centre) |
| | TOUCHpoint @ Yishun 436 (Active Ageing Centre), Yishun East |
| 9:00 am Community Frailty Intervention Team | |
| 5:00 pm | Sunlove Active Ageing Centre Golden Saffron, Woodlands East |
| | Virtual option available |

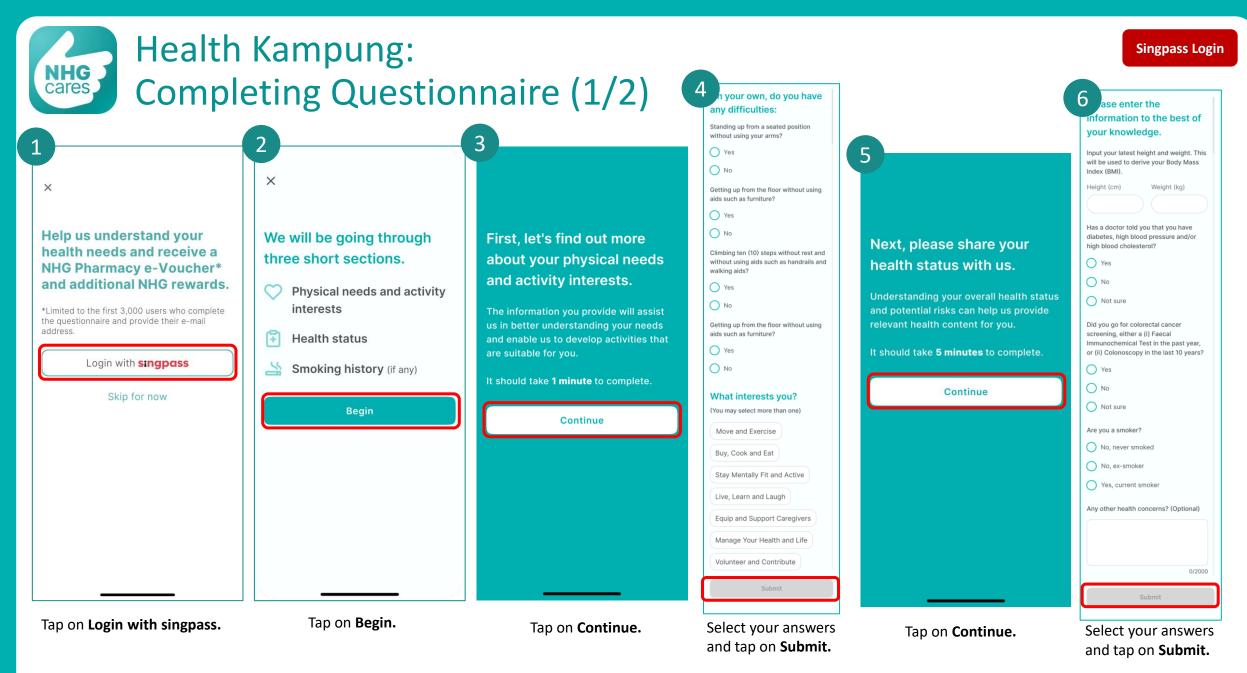




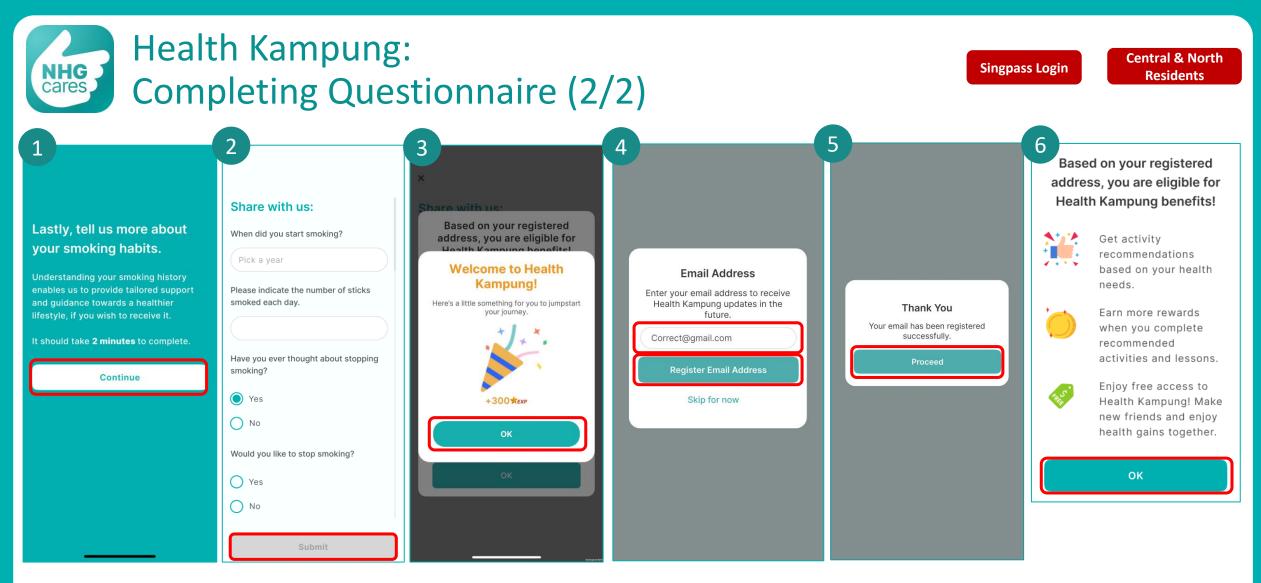
Tap on **Filter.**

Tap on "Help us understand...".

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



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



Tap on Continue.

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

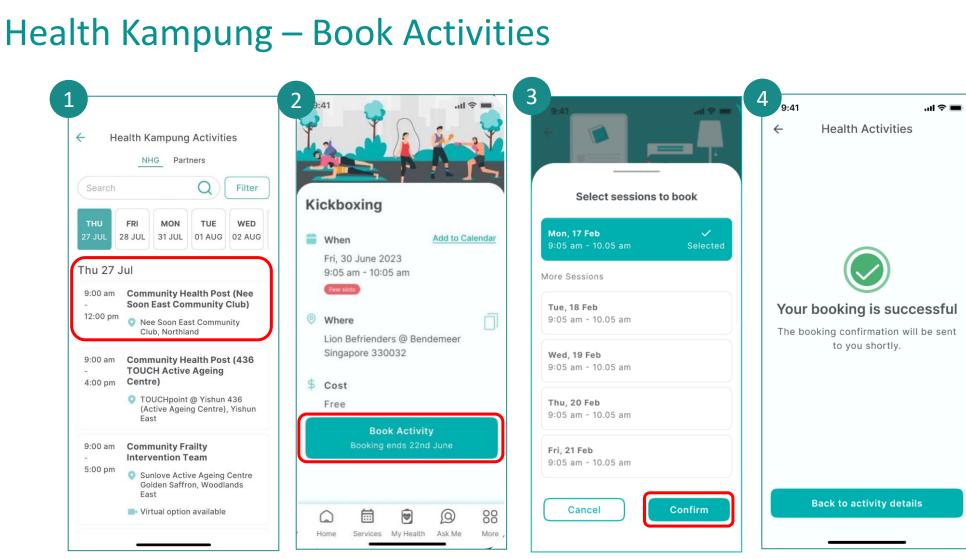
Successful completion of questionnaire screen.

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

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

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

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



Tap on your preferred activity.

Tap on **Book Activity.**

There are **three** activity booking types:

1. In-App Booking

NHG cares

- 2. Booking directly with organisers
- 3. No Registration needed

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

Singpass Login

NHG cares

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My

Care Plan

Services

- 14

Appointments

Health Goals

health goals now

 \square Home Services

9

Tap on Appointments.

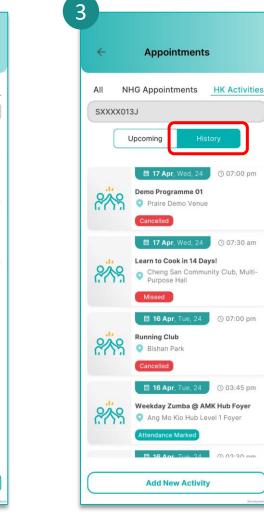
Hi Mary

di

Health

Health Kampung – View Booked Activities

2 .ul 🗢 🔳 **Appointments** \leftarrow 8 K 🖅 1000 ★ EXP 680 NHG Appointments HK Activities All Dependent / Caregiver SXXXX013J NHG . 200 🛅 20 Apr, Sat, 24 202 NHG Cares Running Club Kampung Membership Bishan Park 🗎 22 Apr, Mon, 24 41 202 Learn to Cook in 14 Days! O Cheng San Community Club, Multi-Purpose Hall ¥. Payments Medication Refill Request >A healthy lifestyle begins with healthy habits. Set your The first step to improve your health is to have a healthy ifestyle, be rewarded both in health and in-app through daily health goals 0 88 My Health Ask Me More Add New Activity



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

History

(§ 07:00 pm

🕓 07:30 am

Add New Activity Tap on **History** to view past activities.

(07:00 pm

() 07:30 am

() 07:00 pm

() 03:45 pm

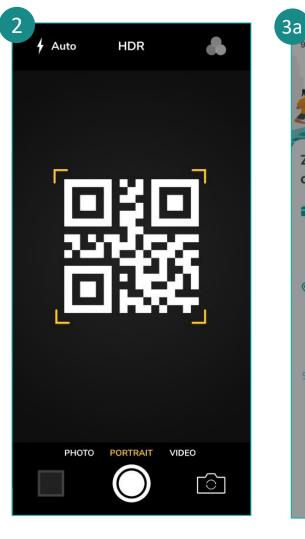
Singpass Login

Health Kampung – Mark Attendance

Singpass Login



NHG cares





Scan the QR Code at the event.

Success pop-up will appear upon successful attendance marked.

Success

Attendance marking is successful.

Back

9:41

class

When

O Where

Zumba dance fitness

Mon. 17 Feb 2023

9:05 am - 10:05 am

111 Somerset Road.

Singapore 238164

#04-22 Millenia Walk,

True Fitness, Promenade

Add to Calendar

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

Error

Attendance marking is unsuccessful.

Please try again or approach the

Programme Manager if the issue

persists.



Add to Calendar

Zumba dance fitness class

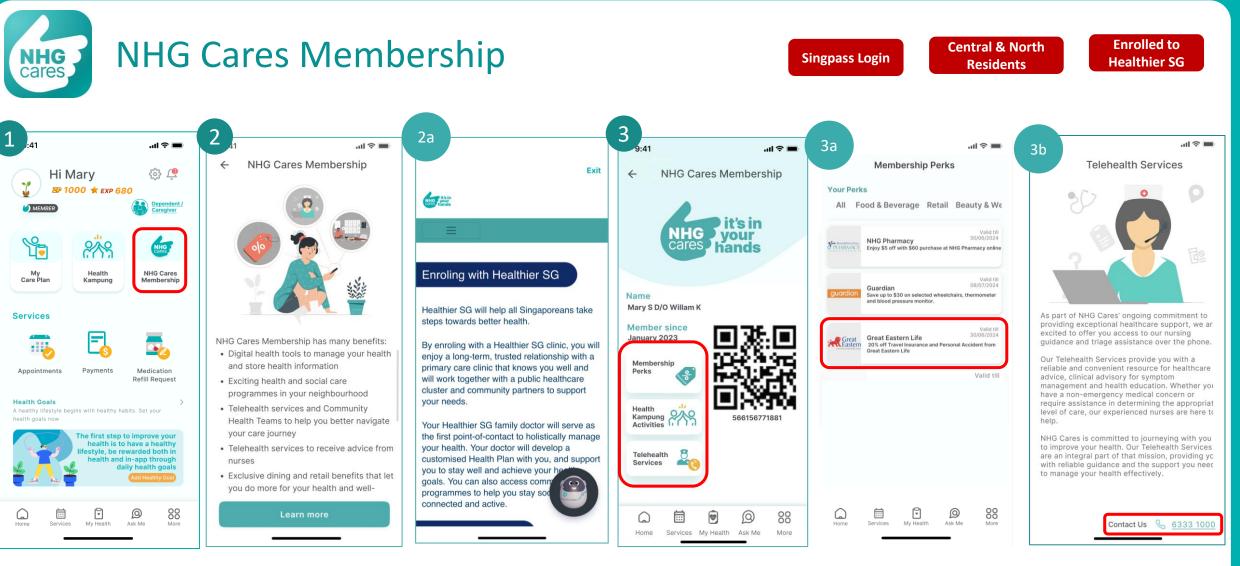
When

Few stors
 Where
 True Fitness, Promenade
 111 Somerset Road,
 YOU So Market

Mon. 17 Feb 2023

9:05 am - 10:05 am





Tap on NHG Cares Membership.

Tap on Learn More.

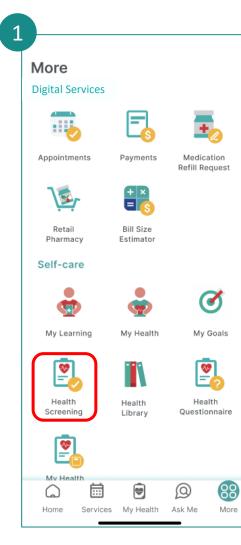
For NHG residents who have not enrolled to HSG will be provided steps on enrolment. Enrolled residents can access additional benefits and services by tapping on:

- Membership Perks
- Health Kampung
- Telehealth Services

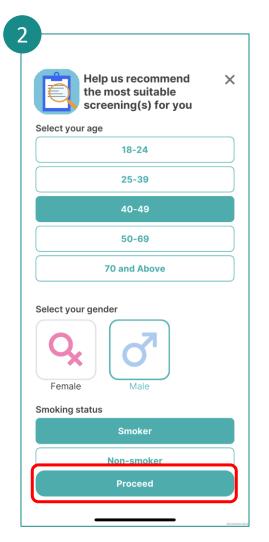
Tap on Perks to get codes for
dining and retail savings.Tap on Telehealth Services to
get advice from nurses.



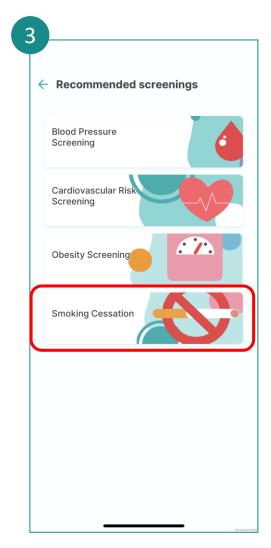
Health Screening



Tap on Health Screening.



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



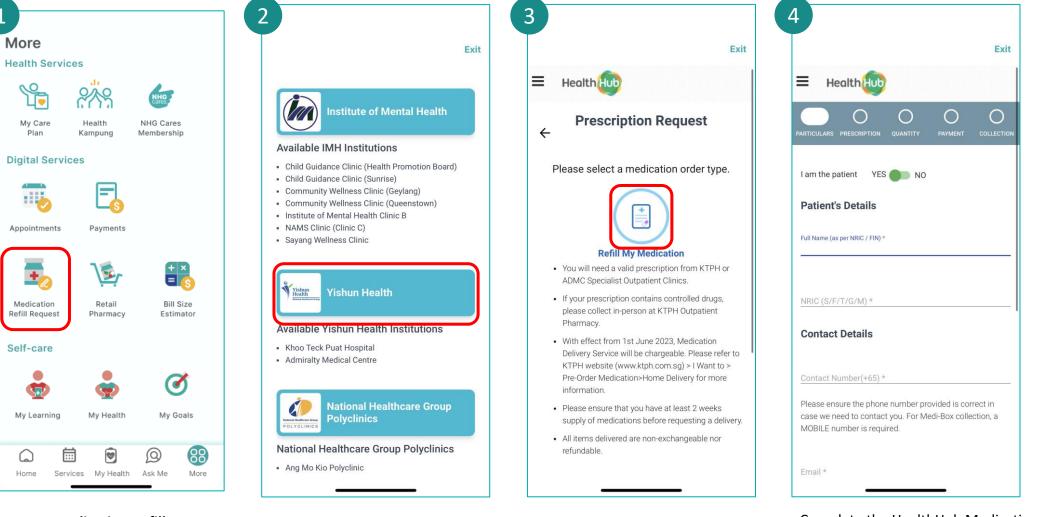
Tap on the recommended screening type to find out more.

Medication Refill Request

Applicable to all NHG institutions

NHG cares

1



Tap on Medication Refill Request.

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

Tap on Refill My Medication.

Complete the HealthHub Medications Request form accordingly.

Singpass Login

Payment

NHG cares

Applicable to all NHG institutions except NSC

2

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SXXXX123D

Vlew Bill

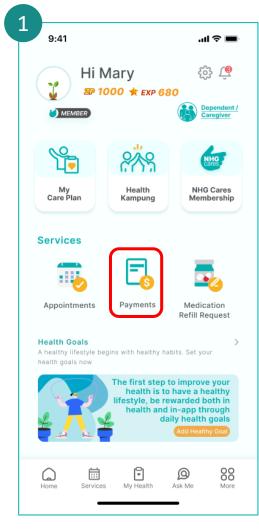
Home

Balance due

Amount to Pav

Pay all

←



Tap on Payments.

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.

roceed to Paymen

P

My Health

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Add Bills

\$37.00

\$37.00

Total: \$37.00

Ask Me

88

More

Payment

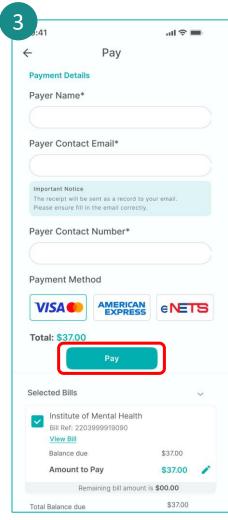
Outstanding

Institute of Mental Health

Remaining bill amount is \$00.00

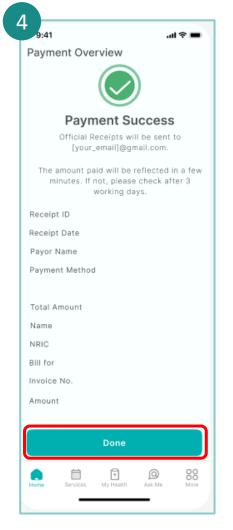
Bill Ref: 2203999919090

History



Input your details and tap on Pay.

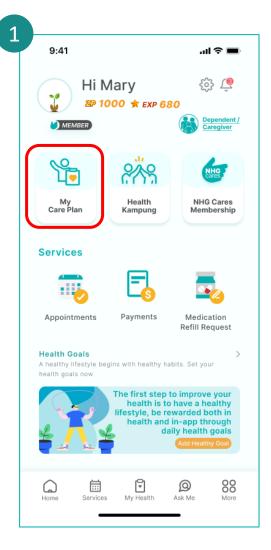
Singpass Login



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

NHG cares

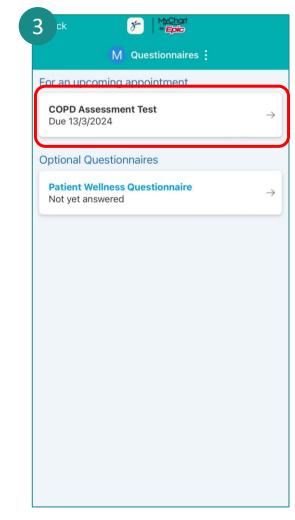
Accessing Questionnaire: COPD Assessment Test



Tap on My Care Plan.

| 2 | |
|--|--|
| ← My Car | re Plan |
| Use My Care Plan to rev your health information actively manage your he collaboration with your h Care Providers | and ealth in |
| My Health Tasks | ; |
| To Do View personalised tasks | Education Access information tailored to your health needs |
| Health Tracking Update and monitor vitals | Questionnaires Answer questionnaires assigned by your healthcare provider |
| My Health Info | |
| Test Results & MC View your test results and MC | digital |

Tap on Questionnaires.



Tap on questionnaire available for an upcoming appointment.

NHG Cares

Completing Questionnaire: COPD Assessment Test

| ack | | MyChart |
|-----|---|----------------|
| | М | Questionnaires |
| | | |

COPD Assessment Test

For an upcoming appointment on 13/3/2024

The questionnaire is not intended to diagnose medical problems. The questionnaire also does not constitute, and is not a substitute for, professional medical advice, care or treatment which you would receive from your doctor. If you require medical diagnosis, advice, care or treatment, please consult with your doctor. If you think you may have a medical emergency, immediately visit your doctor or dial 995.

On a scale of 0 to 5, please rate your symptoms from 0 (no symptoms) to 5 (very severe symptoms).

| *Indicates a required field. *Cough | |
|---|--------------------------|
| 0 - I never cough | 1 |
| 2 | 3 |
| 4 | 5 - I cough all the time |
| *Phlegm | |
| 0 - I have no phlegm (mucus) in my chest at all | 1 |
| 2 | 3 |

Fill in the questionnaire.

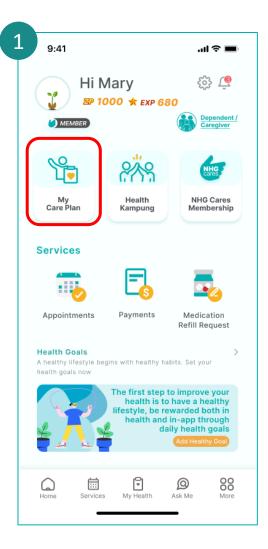
| 2 ck M Questionr | naires : |
|---|-------------------|
| For an upcoming appointm | nent on 13/3/2024 |
| Please review your responses. T Or, modify an answer by clicking | |
| Cough 1 | 🖍 Edit |
| Phlegm 2 | 🖍 Edit |
| Chest Tightness 3 | 🖊 Edit |
| Stairs 2 | 🖊 Edit |
| Home Activities 3 | 🖊 Edit |
| Leaving Home 2 | 🖊 Edit |
| Sleep 3 | 🖍 Edit |
| Energy 2 | 🖊 Edit |
| Submi | t |
| Back | Cancel |

Select your answers and tap Submit.

| ack | | |
|------------------------|---|---|
| Recent Qu | uestionnaire Answers | |
| For an upc | ssessment Test oming appointment ted 13/3/2024 at 1:38 PM | - |
| Optional (| Questionnaires | |
| Patient V Not yet a | Wellness Questionnaire nswered | - |
| | | |
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| | | |

Upon submission, view successful completion of questionnaire screen.

Accessing Questionnaire: GINA



NHG cares

Tap on My Care Plan.



Tap on Questionnaires.

| i or arrupe | oming appointment | |
|-------------------------|--|---|
| GINA Ass Due 13/3/2 | essment of Asthma Control 2024 | |
| Optional Q | uestionnaires | |
| Patient W Not yet an | Vellness Questionnaire Iswered | - |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Tap on questionnaire available for an upcoming appointment.



1

Completing Questionnaire: GINA

M Questionnaires

GINA Assessment of Asthma Control

For an upcoming appointment on 13/3/2024

The questionnaire is not intended to diagnose medical problems. The questionnaire also does not constitute, and is not a substitute for, professional medical advice, care or treatment which you would receive from your doctor. If you require medical diagnosis, advice, care or treatment, please consult with your doctor. If you think you may have a medical emergency, immediately visit your doctor or dial 995.

In the past 4 weeks, have you experienced any of the following symptoms?

| *Indicates a required field. | |
|--|-----------------------|
| *Daytime asthma symptoms | more than twice/week? |
| No | Yes |
| *Any night waking due to as | thma? |
| No | Yes |
| *Reliever needed for sympto twice/week? | oms more than |
| No | Yes |
| *Any activity limitation due t | o asthma? |
| No | Yes |
| | |

Fill in the questionnaire.

| | MQ | uestionnaires | |
|--------------------|----------------------|--|---------|
| GINA | Assessmer | nt of Asthma C | ontrol |
| For an | upcoming ap | pointment on 13/ | 3/2024 |
| | | onses. To finish, click / clicking its edit link. | Submit. |
| Daytim twice/w | e asthma sympto | oms more than | 🖊 Edi |
| Yes | | | |
| Any nig | ht waking due to | asthma? | 🖍 Edi |
| Yes | | | |
| Relieve twice/w | | ptoms more than | 🖍 Edi |
| No | | | |
| Any act | tivity limitation du | ue to asthma? | 🖍 Edi |
| No | | | |
| | | Submit | |
| | Back | Cano | cel |
| Thank | you for your resp | onses! | |

Select your answers and tap Submit.

| | M Questionnaires | |
|-------------------------|---|--|
| Recent Qu | estionnaire Answers | |
| For an upco | essment of Asthma Control ming appointment d 13/3/2024 at 5:10 PM | |
| Optional Q | uestionnaires | |
| Patient W Not yet ar | Vellness Questionnaire | |
| | | |

Upon submission, view successful completion of questionnaire screen.