

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.

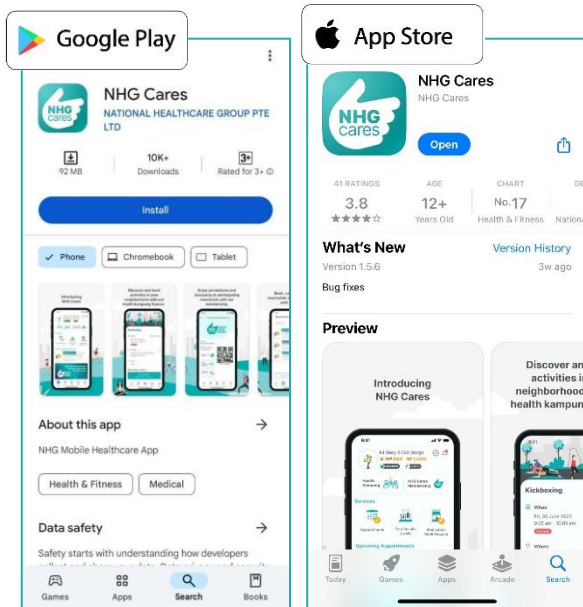


NHG Residents in Central and North region



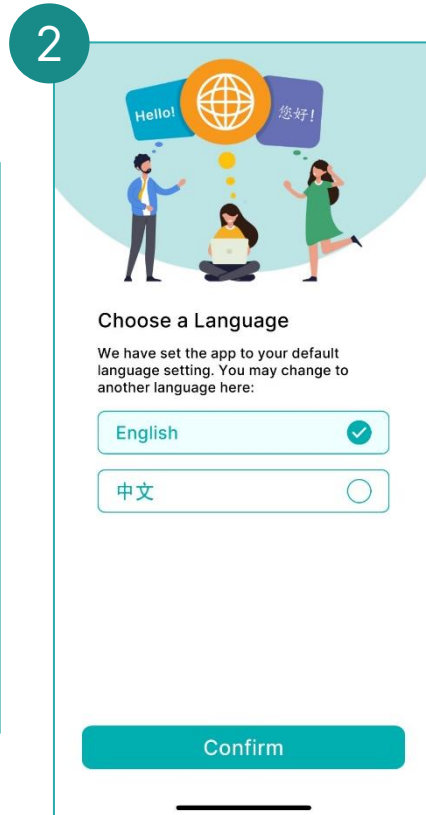
Getting Started with NHG Cares App

1



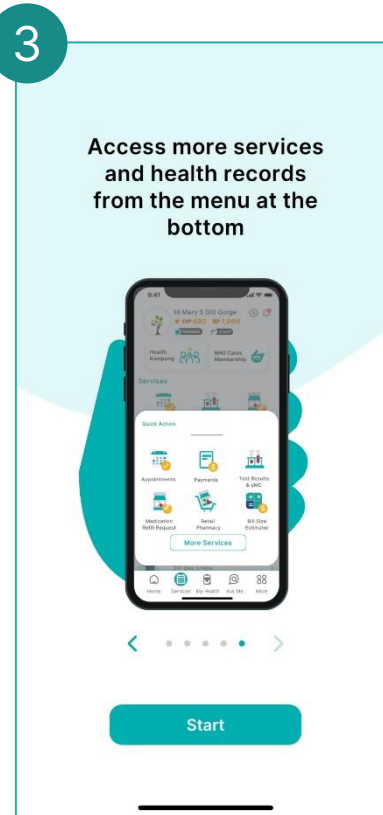
Scan QR code to download NHG Cares app from Google Play or App Store.

2



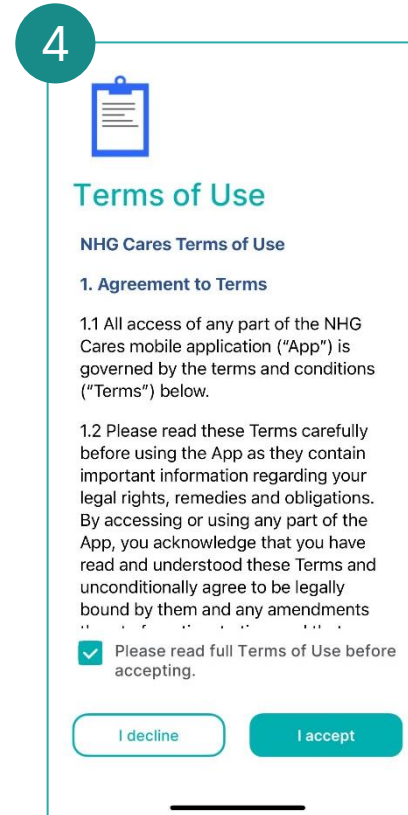
Tap on your preferred language and **Confirm**.

3



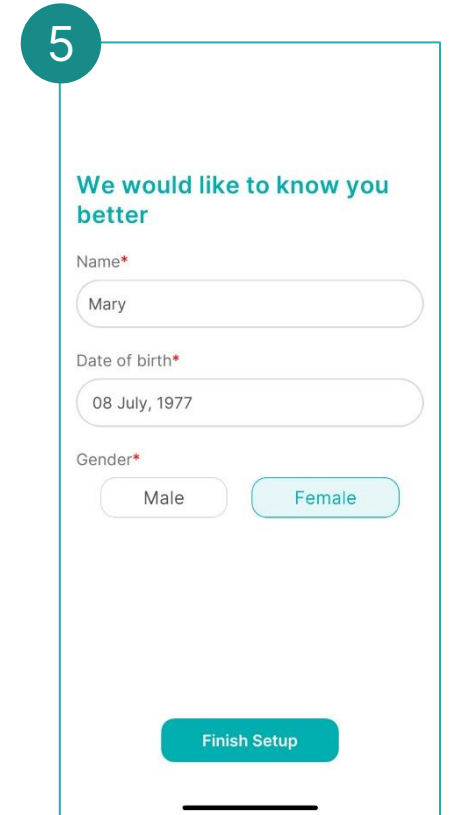
Tap on **Start**.

4



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

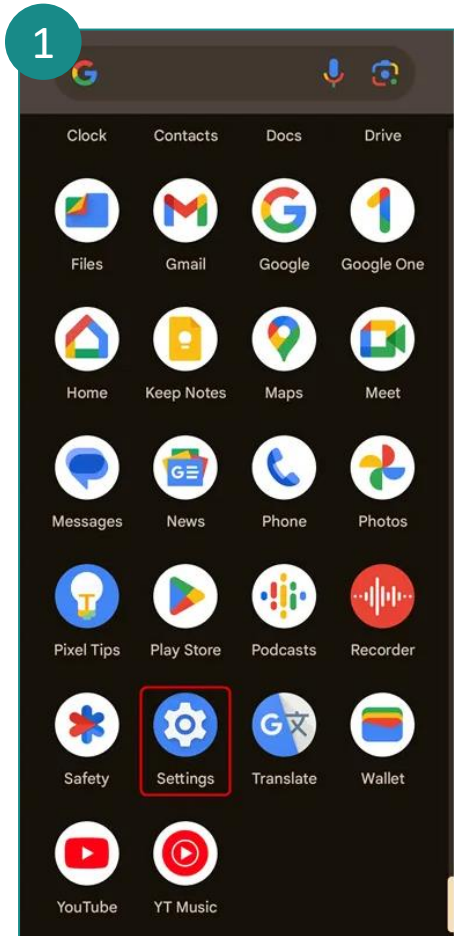
5



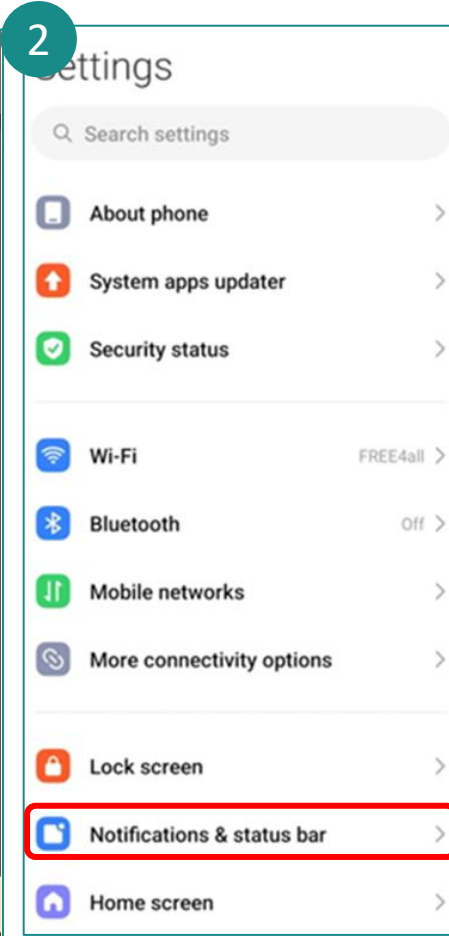
Input your details and tap on **Finish Setup**.



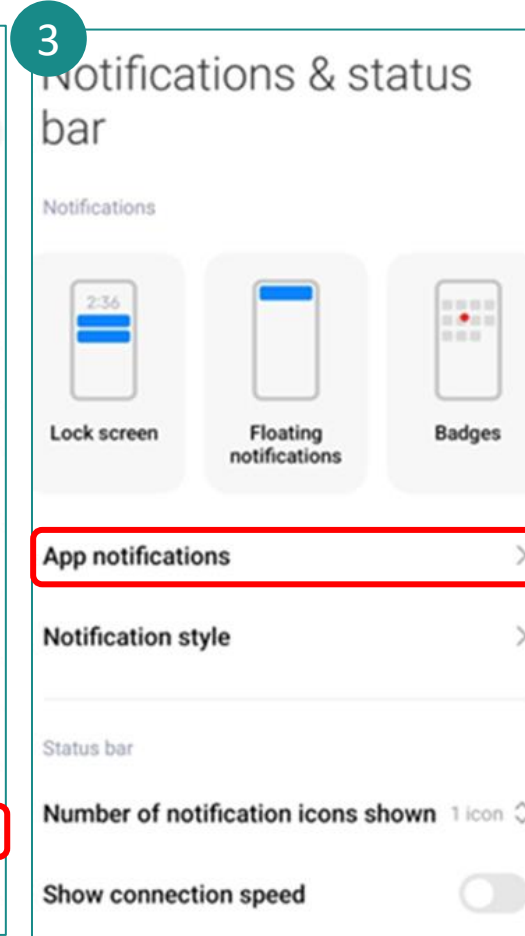
NCA Notifications (Android)



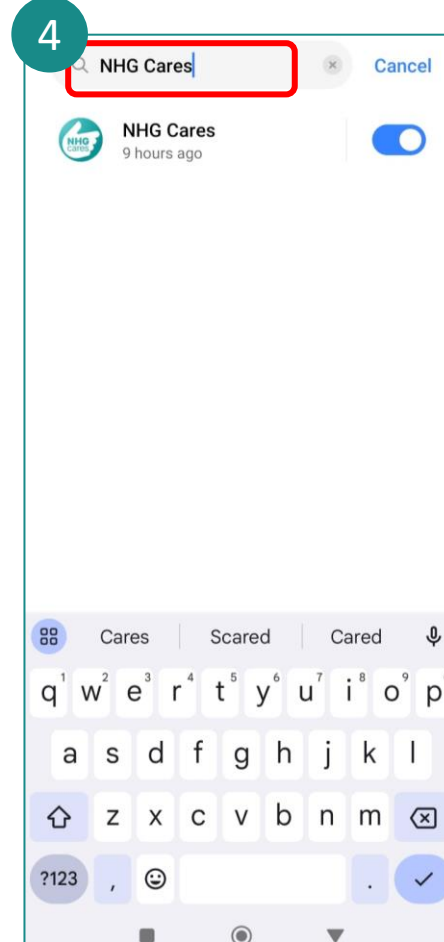
Tap on **Settings** on your Android Home Screen.



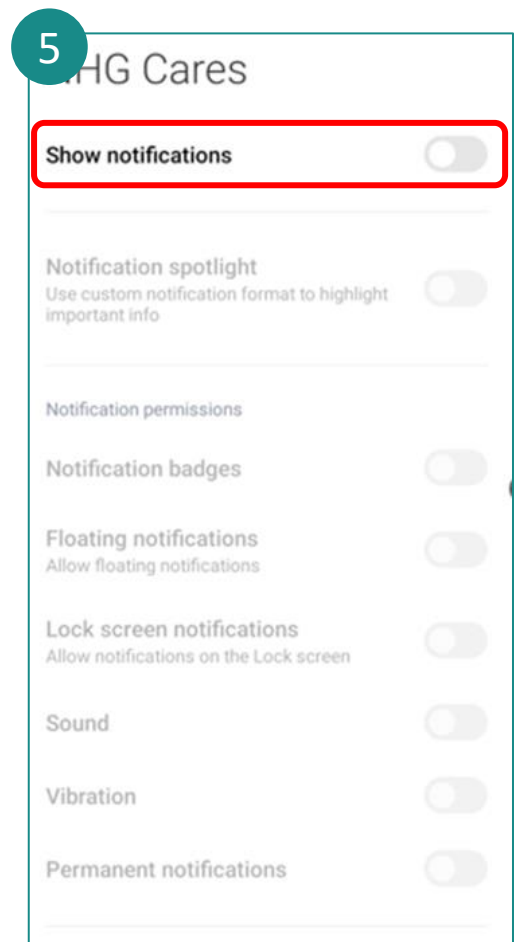
Tap on **Notifications & status bar**.



Tap on **App notifications**.



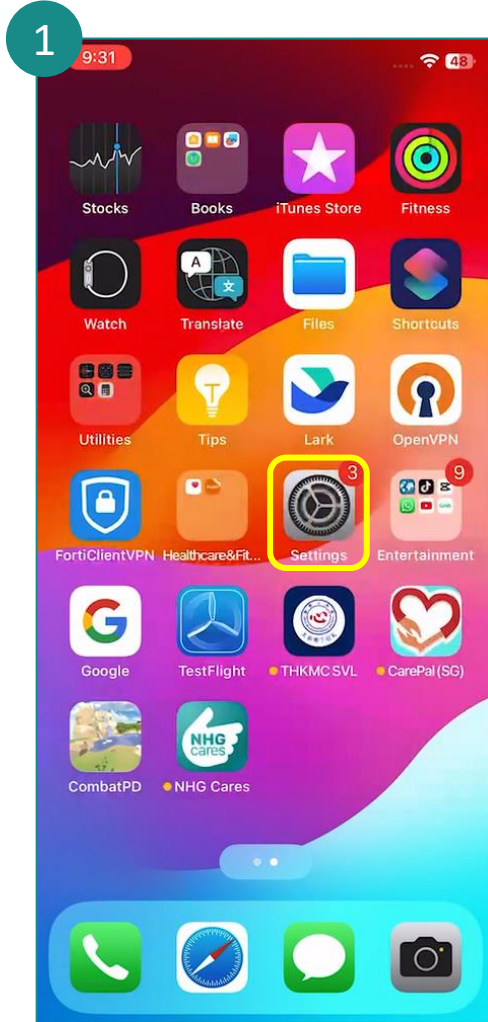
Search for **NHG Cares**.



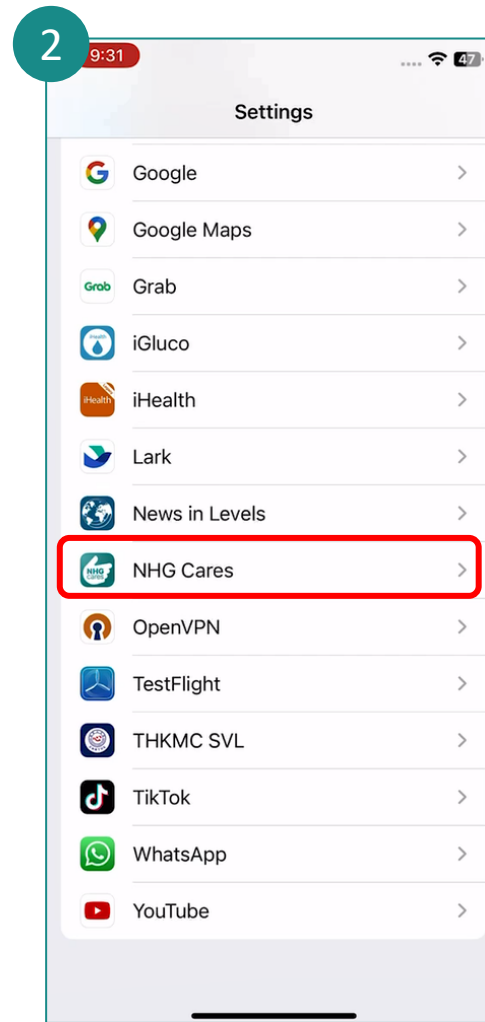
Toggle on **Show notifications** to enable/disable notifications.



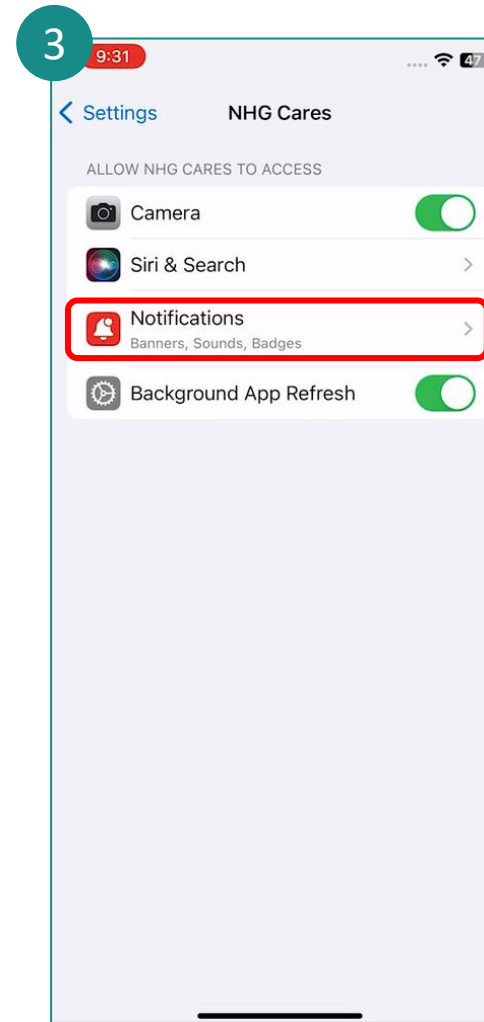
NCA Notifications (IOS)



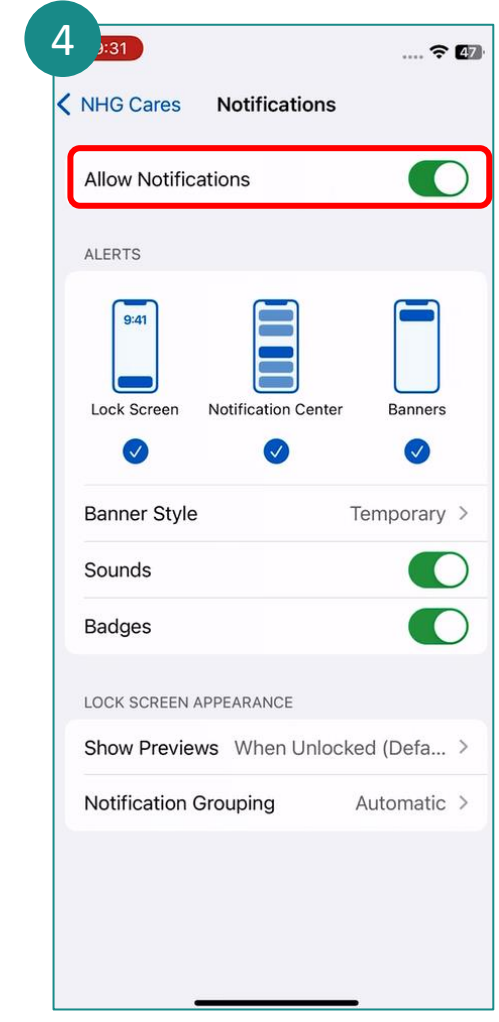
Tap on **Settings** on your iOS Home Screen.



Tap on **NHG Cares**.



Tap on **Notifications**.

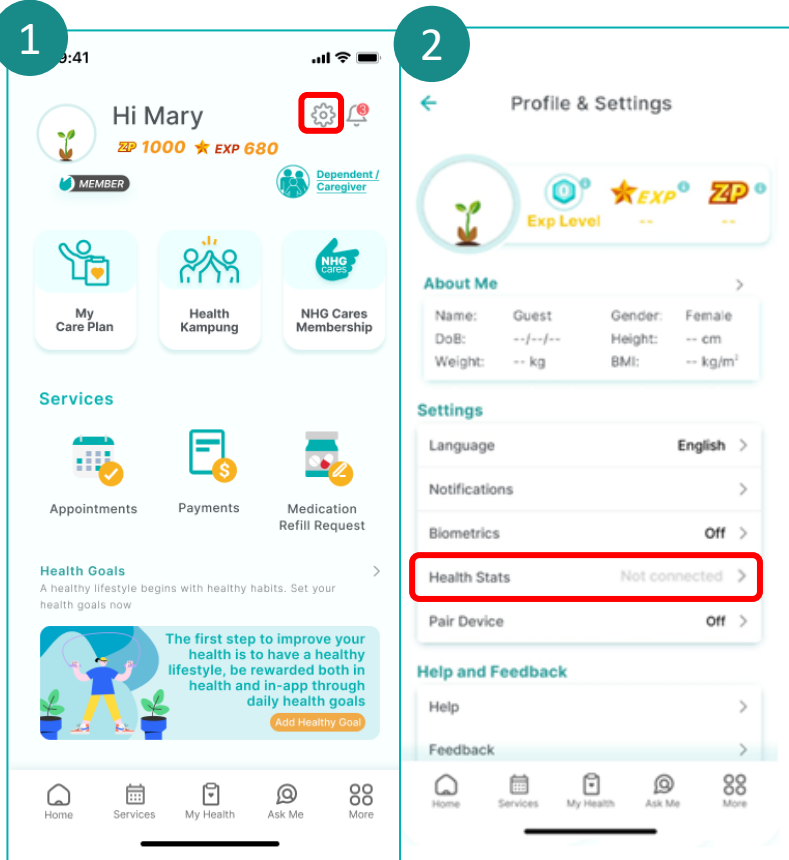


Toggle on **Show notifications** to enable/disable notifications.

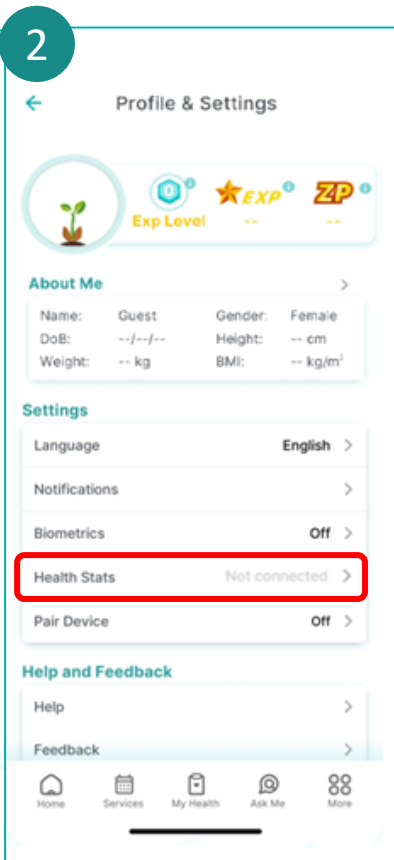


Enable NCA Health Stats - Google Fit (Android)

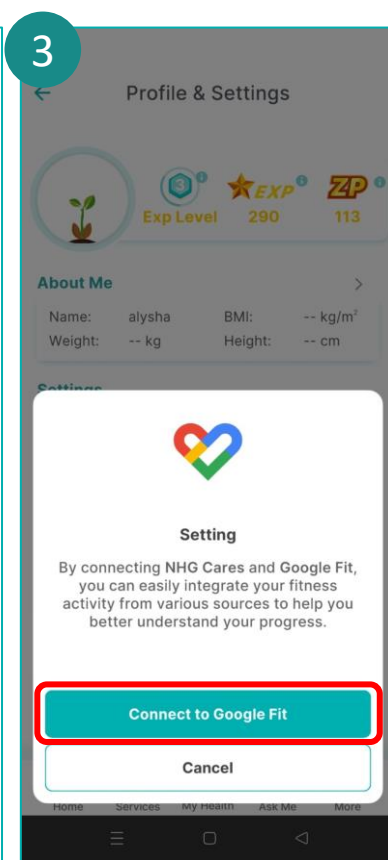
Singpass Login



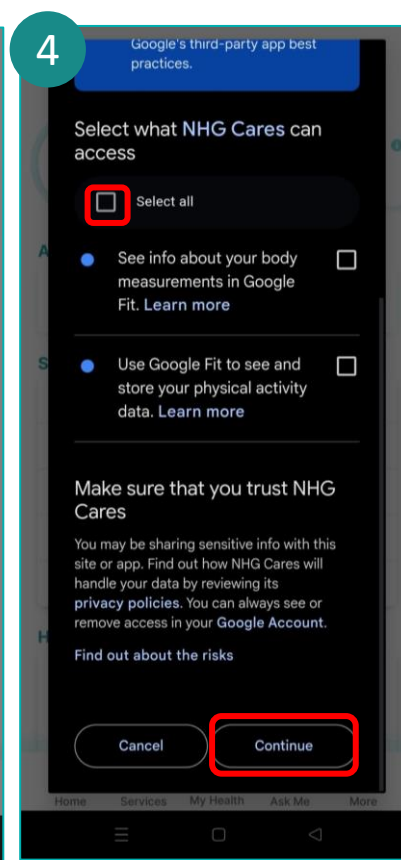
Tap on the **Gear** icon.



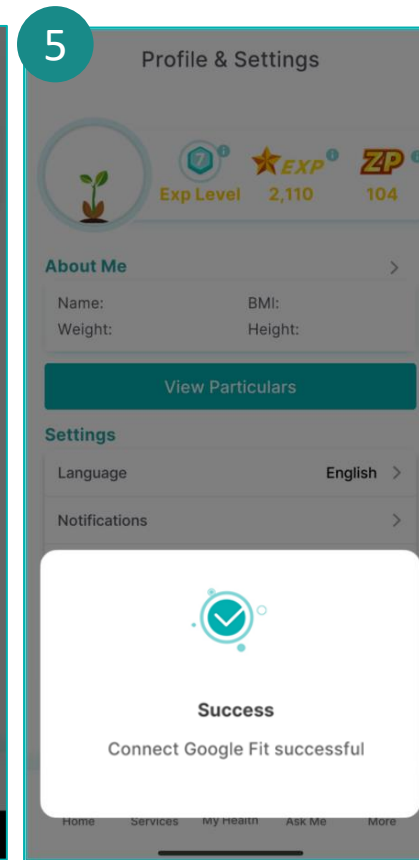
Tap on **Health Stats Not Connected**.



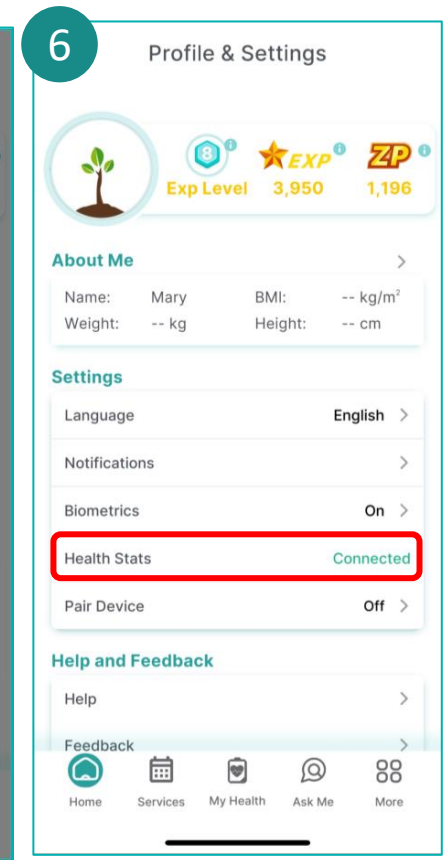
Tap on **Connect to Google Fit**.



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



View the **Success Pop Up** message.

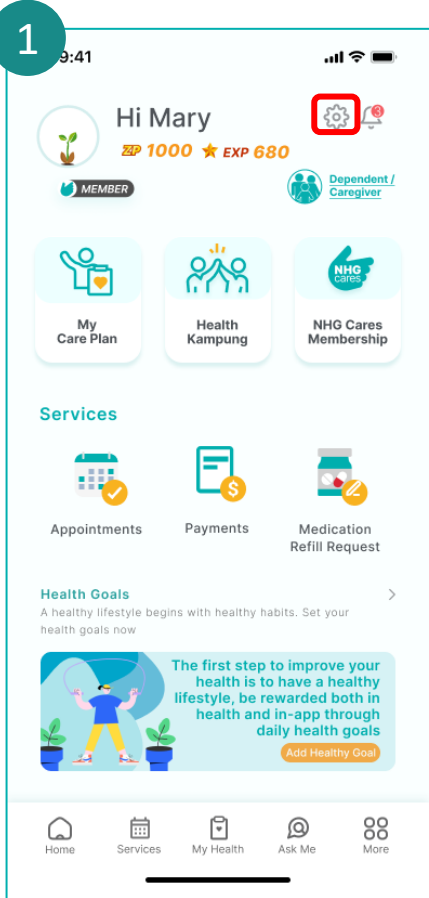


Health Stats status will reflect **Connected**.

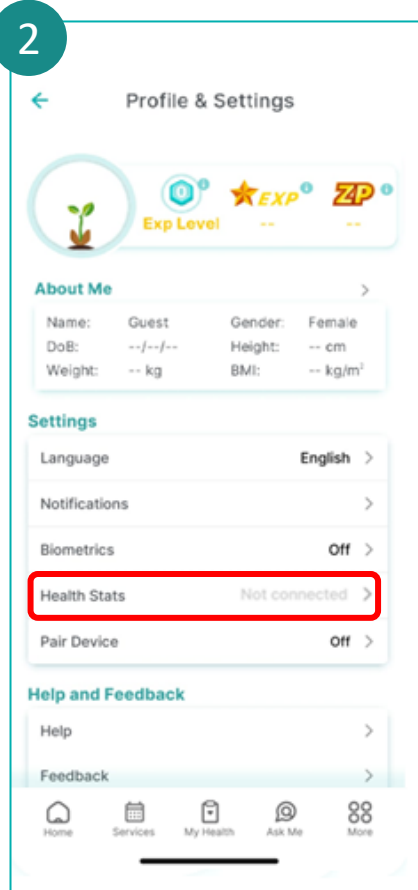


Enable NCA Health Stats – Health (IOS)

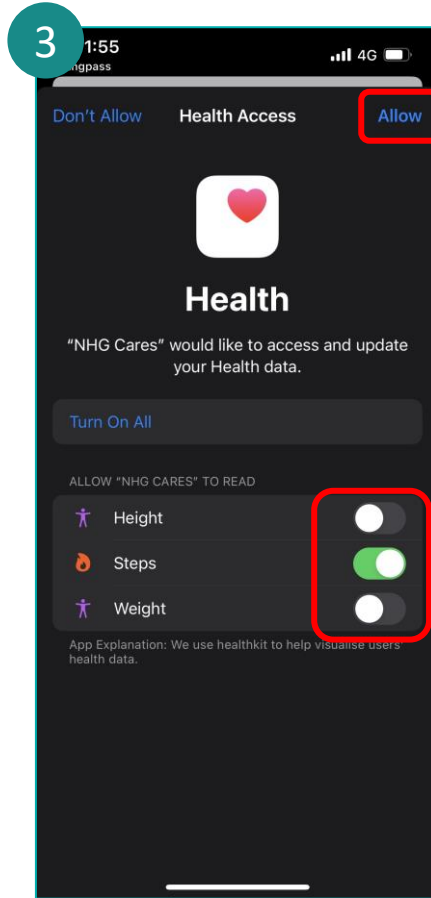
Singpass Login



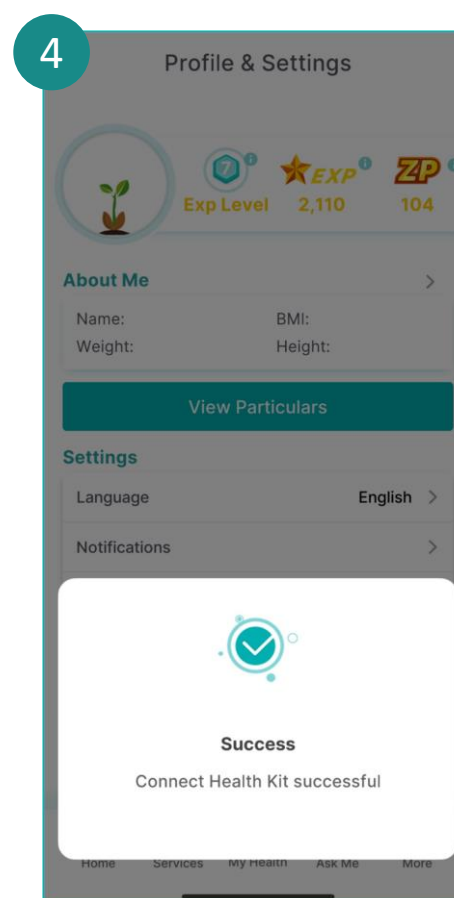
Tap on the **Gear** icon.



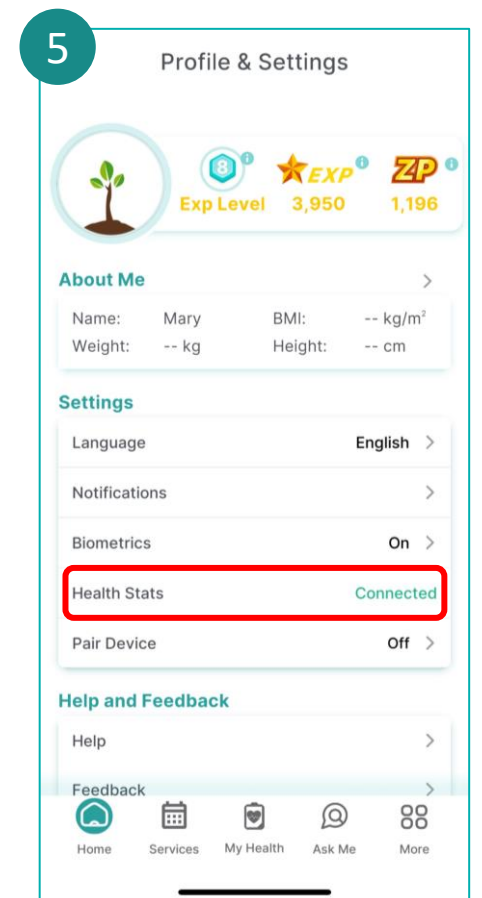
Tap on **Health Stats Not connected**.



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



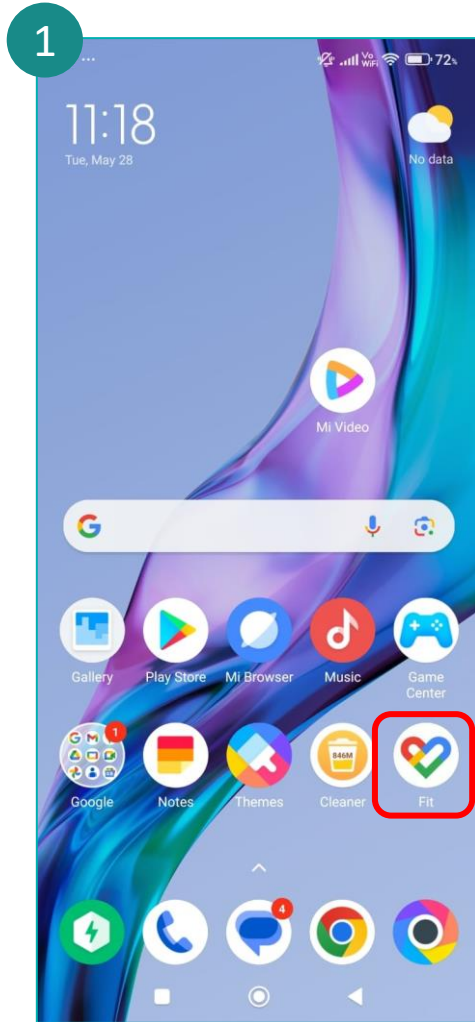
View the Success Pop Up message.



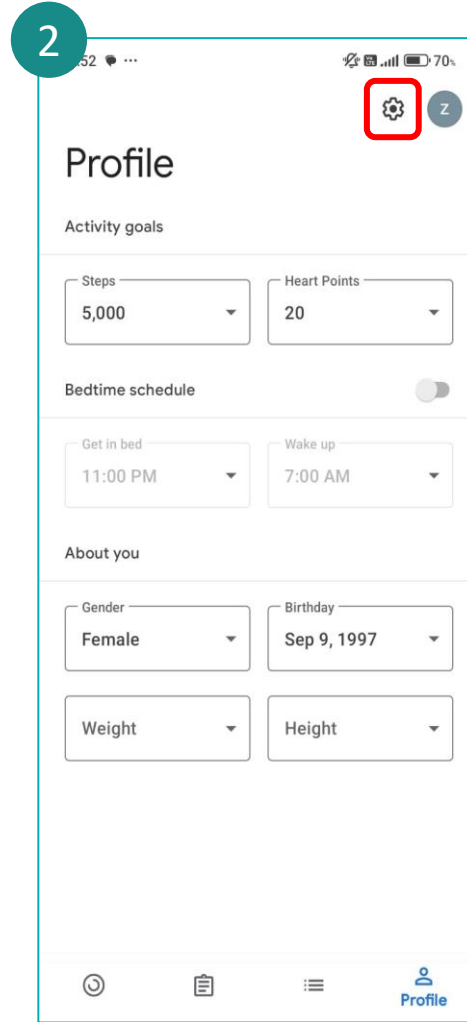
Health Stats status will reflect **Connected**.



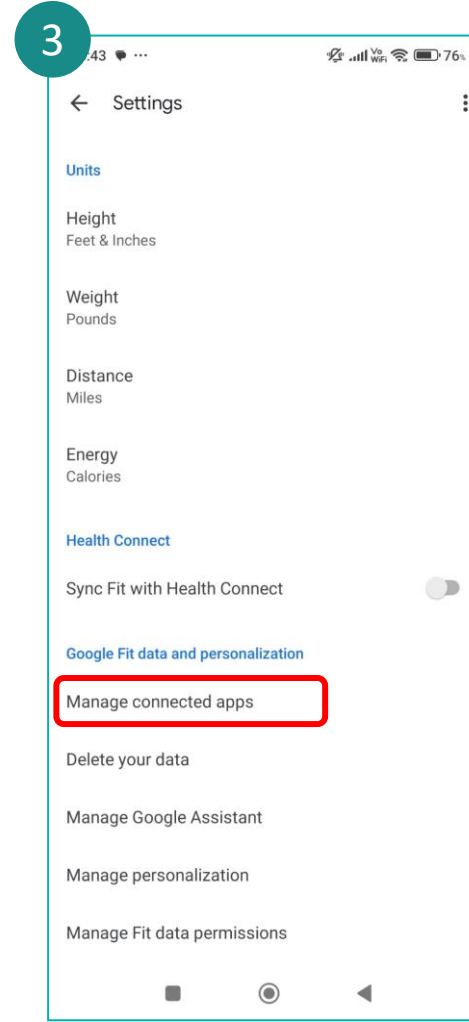
Disable NCA Health Stats - Google Fit (Android)



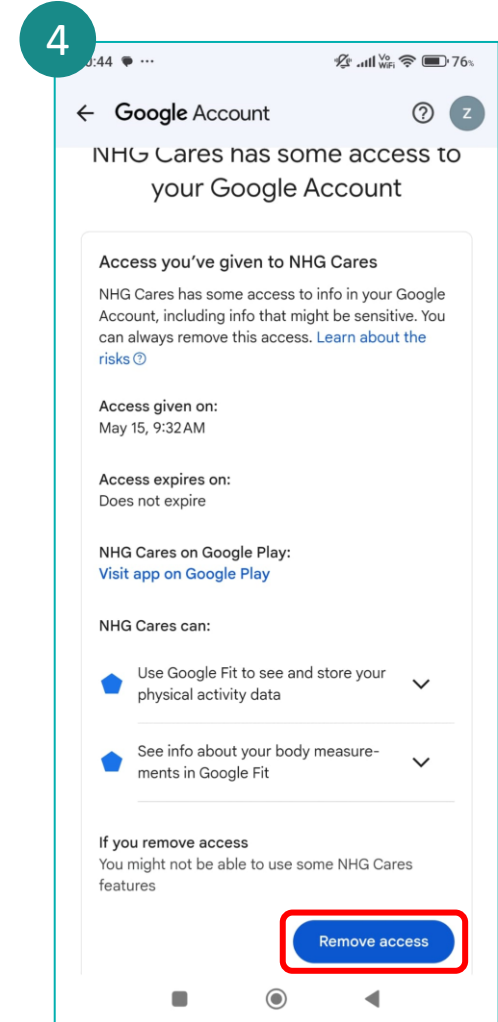
Tap on the **Google Fit** app.



Tap on the **Gear** icon.



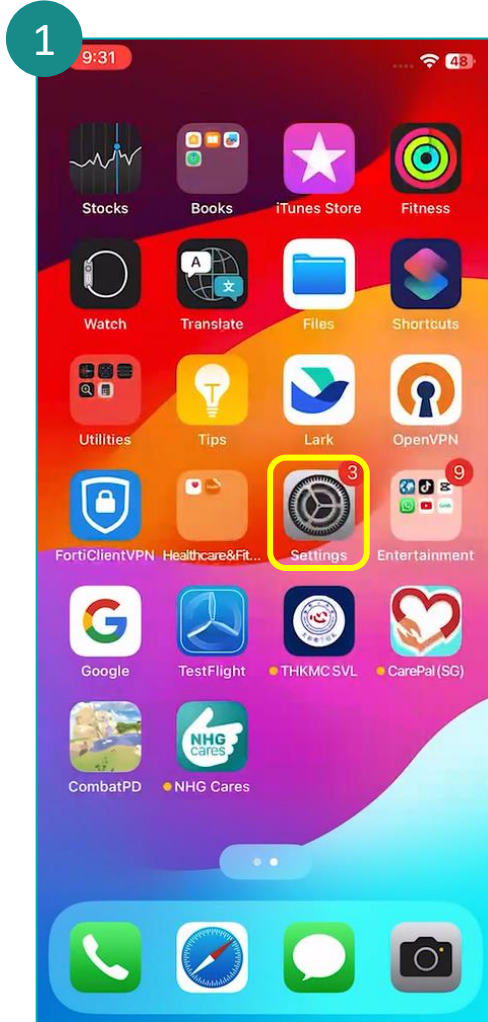
Tap on **Manage connected apps**.



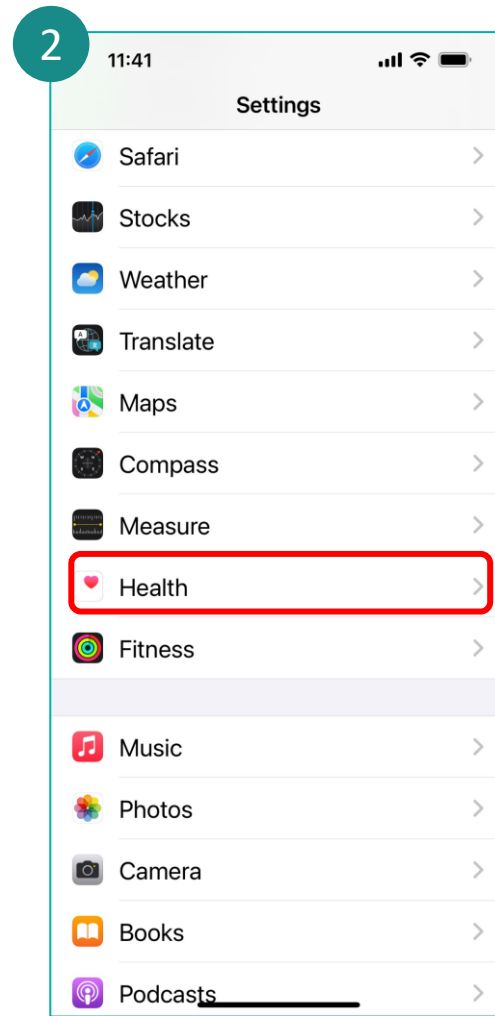
Tap on **Remove Access**.



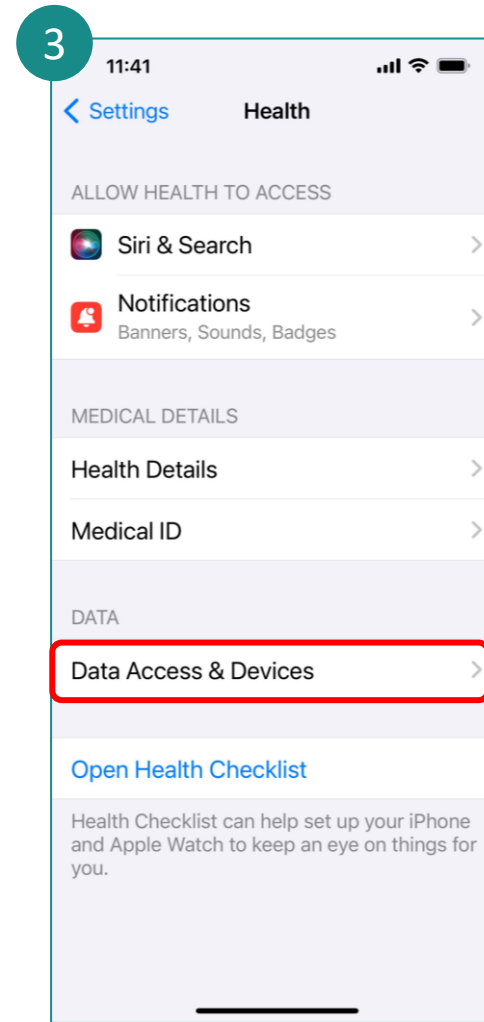
Disable NCA Health Stats - Health (IOS)



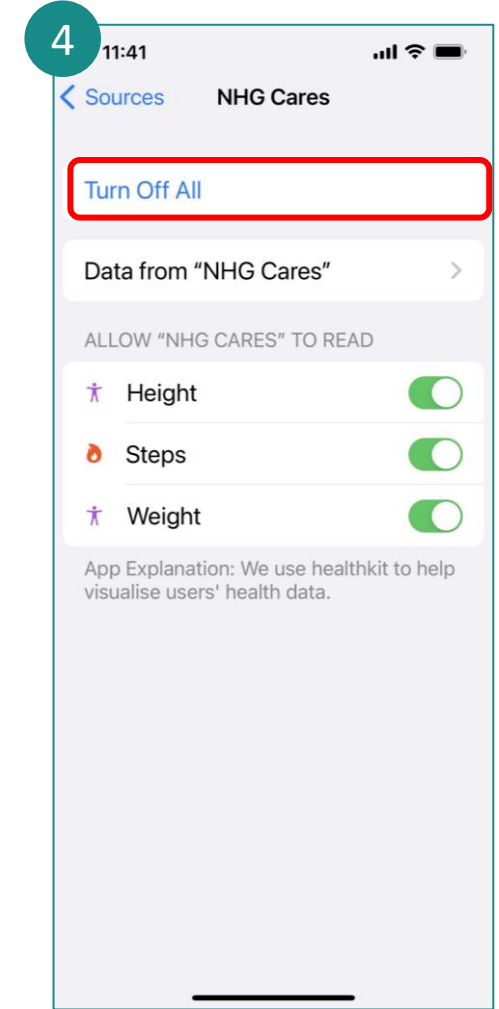
Tap on the **Settings** app.



Tap on **Health**.



Tap on **Data Access & Devices**.

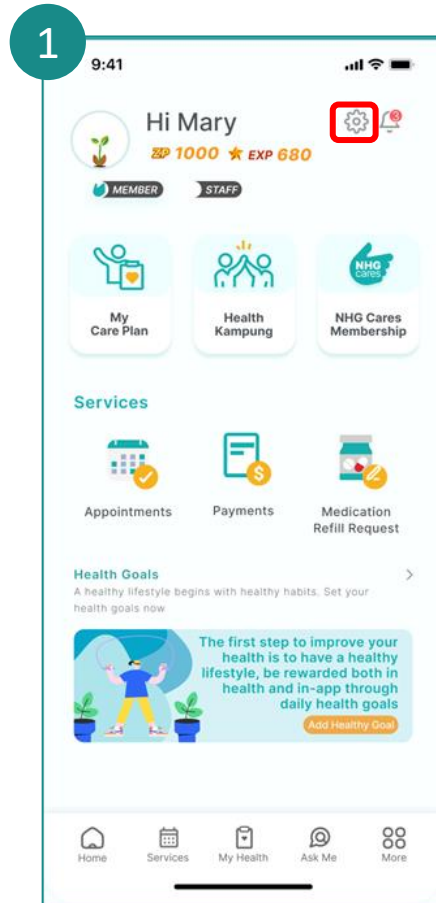


Tap on **NHG Cares** and tap **Turn Off All** to disable.

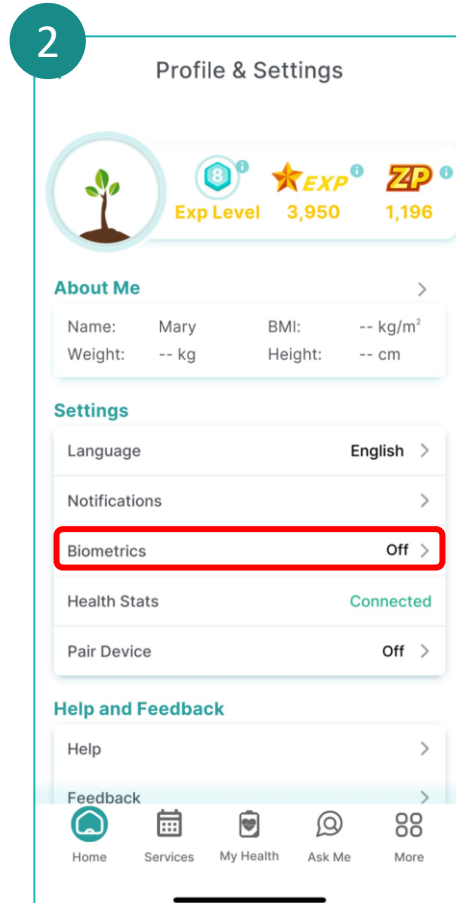


Enable NCA Biometrics

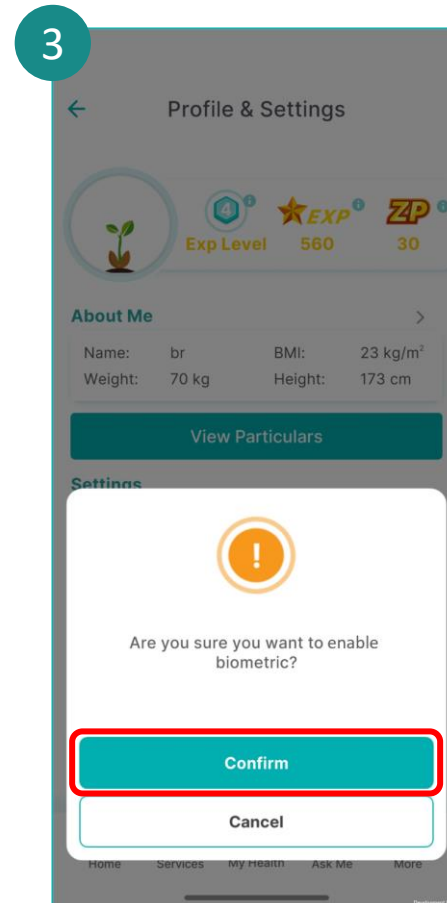
Singpass Login



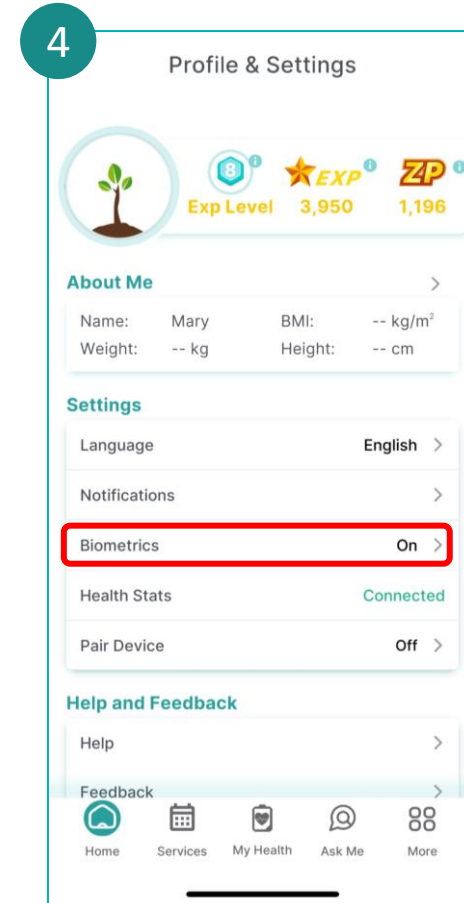
Tap on the **Gear** icon.



Tap on **Biometrics Off**.



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

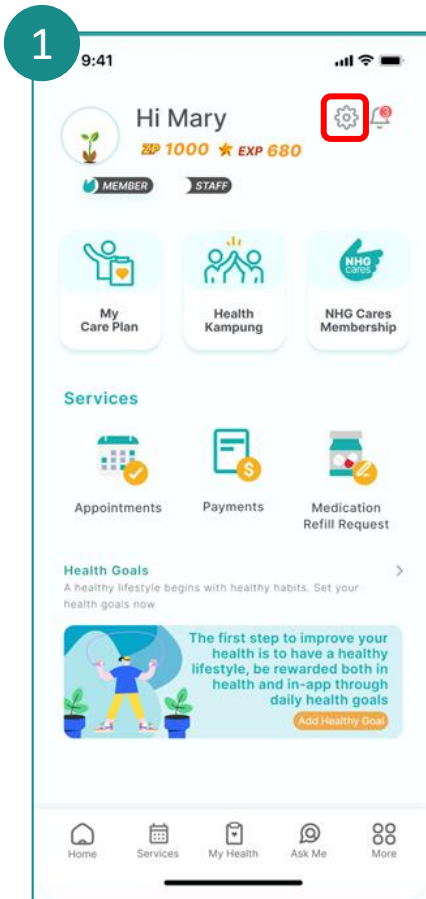


Biometrics status will reflect **On**.

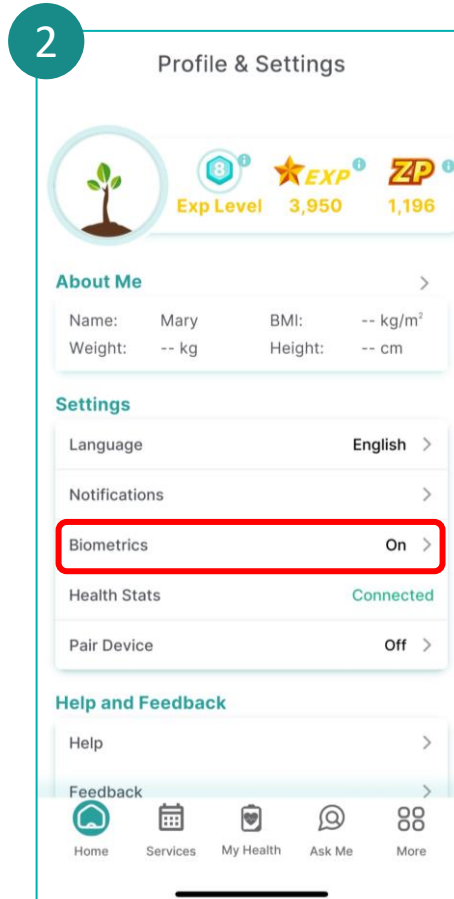


Disable NCA Biometrics

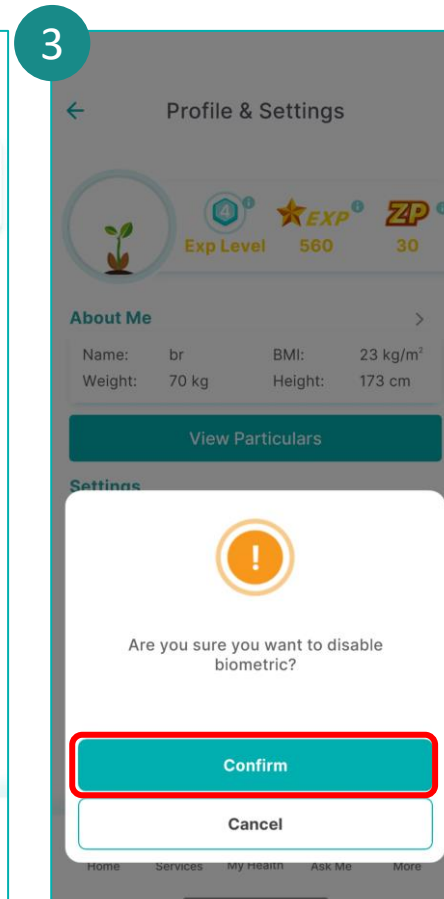
Singpass Login



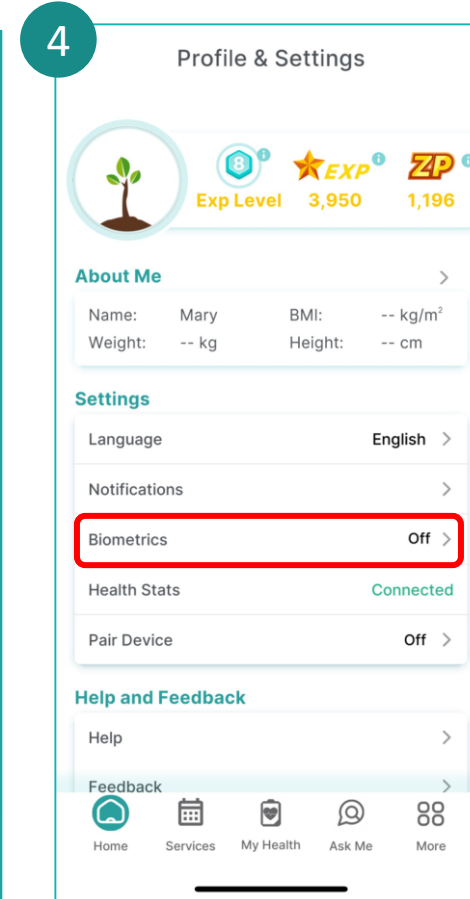
Tap on the **Gear** icon.



Tap on **Biometrics On**.



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

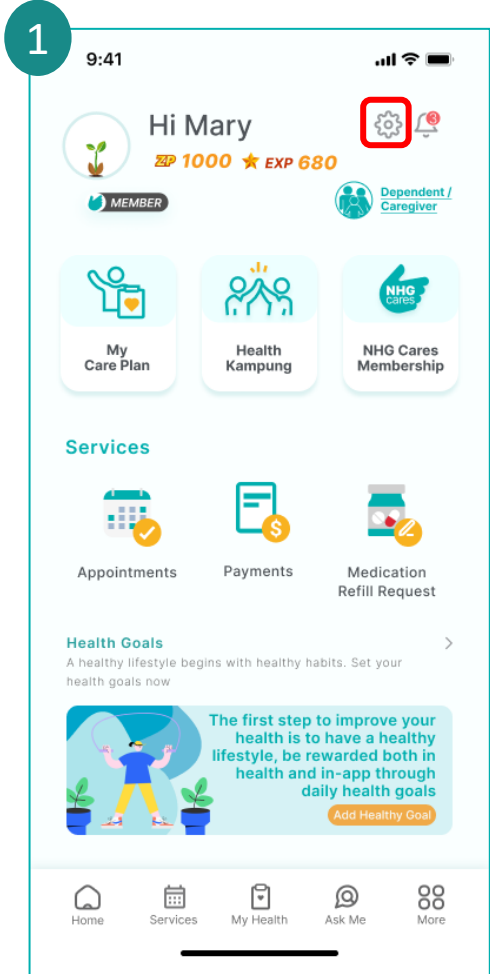


Biometrics status will reflect **Off**.

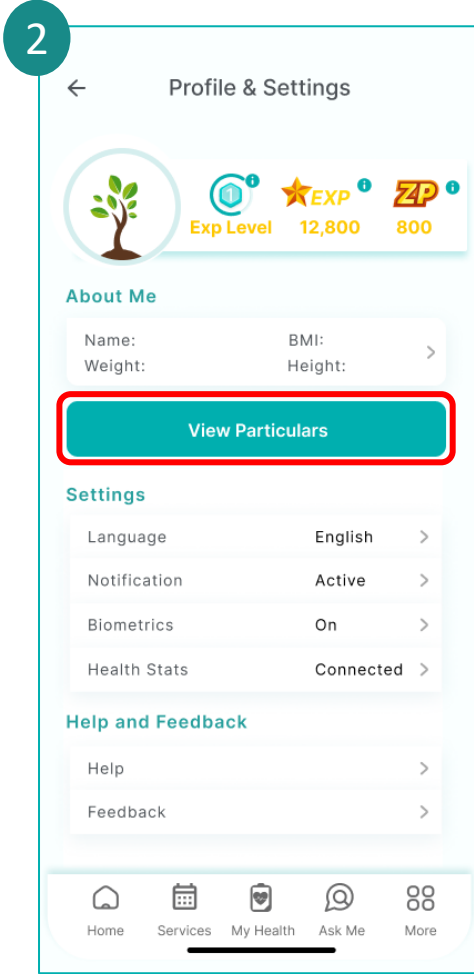


Update Mailing Address/Contact Details

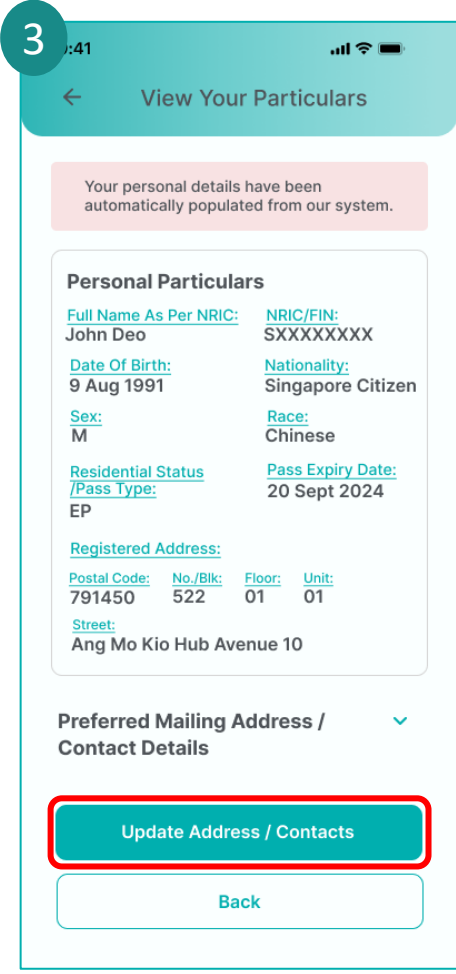
Singpass Login



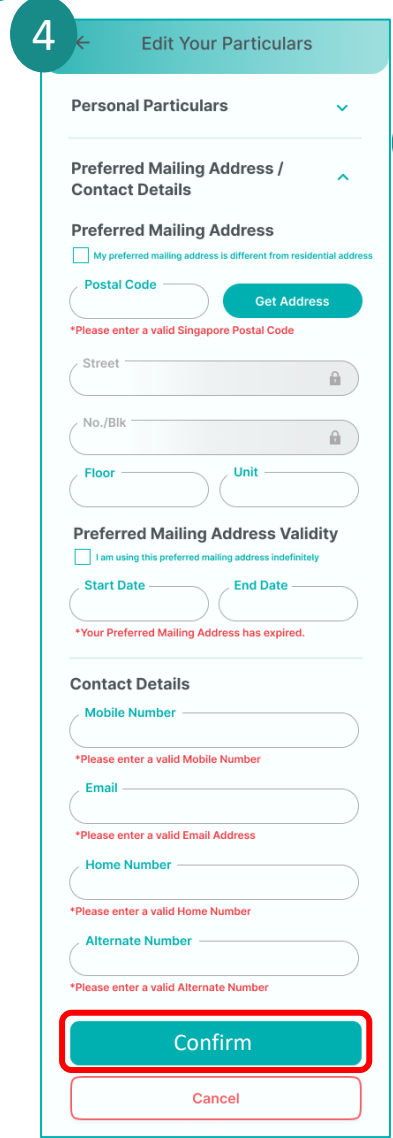
Tap on the **Gear** icon.



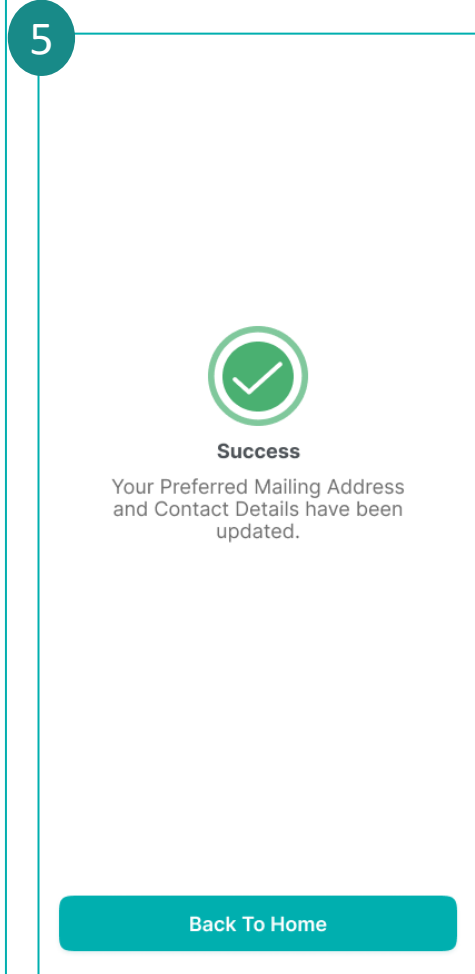
Tap on **View Particulars**.



Tap on **Update Address/Contacts**.



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



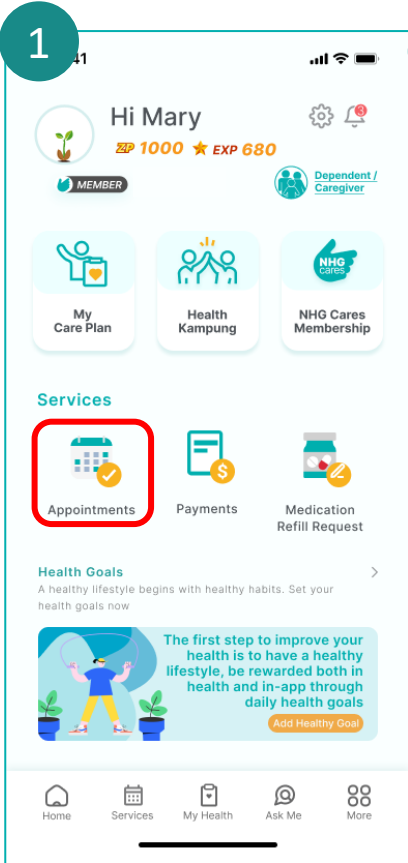
Back To Home



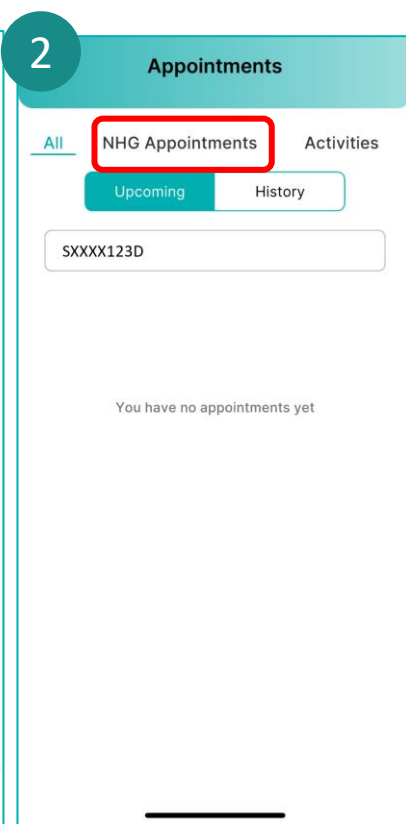
Book Appointment

Only applicable to NHGP and NSC

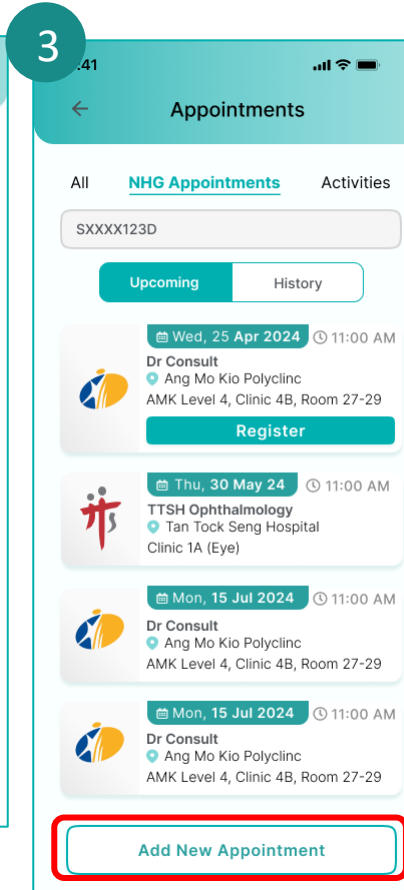
Singpass Login



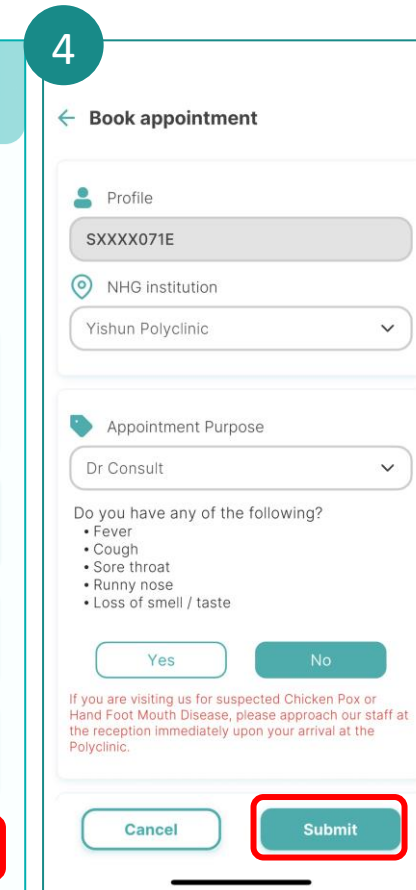
Tap on **Appointments**.



Tap on **NHG Appointments**.

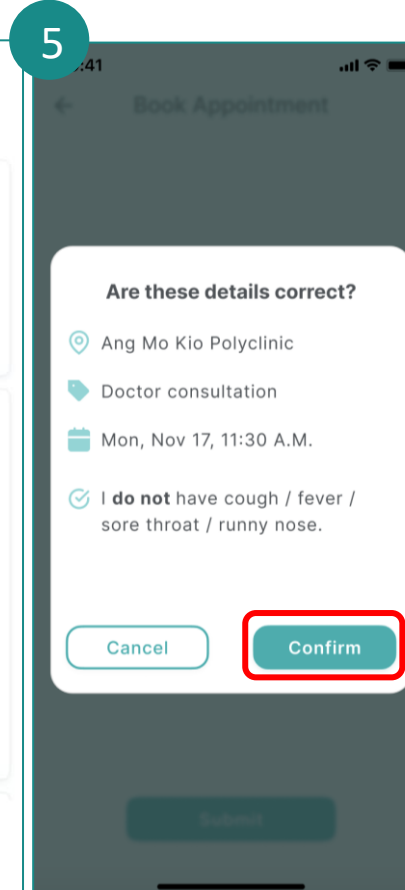


Tap on **Add New Appointment**.

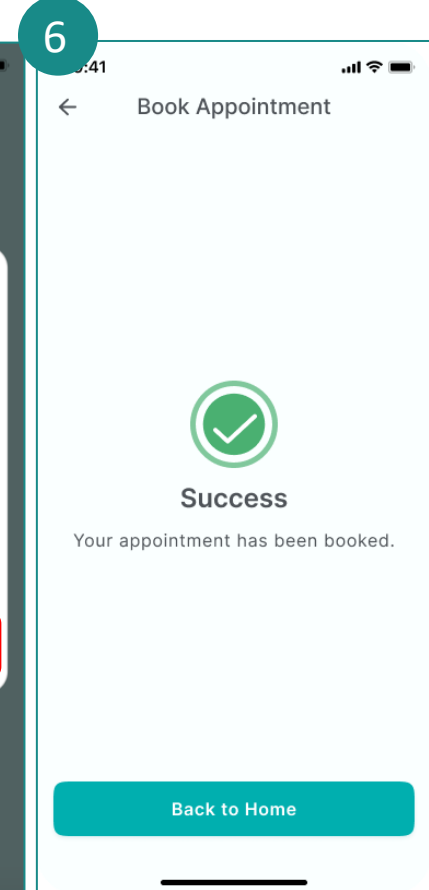


Select your:
1. Institution
2. Appointment Purpose
3. Appointment Timeslot

Tap on **Submit**.



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

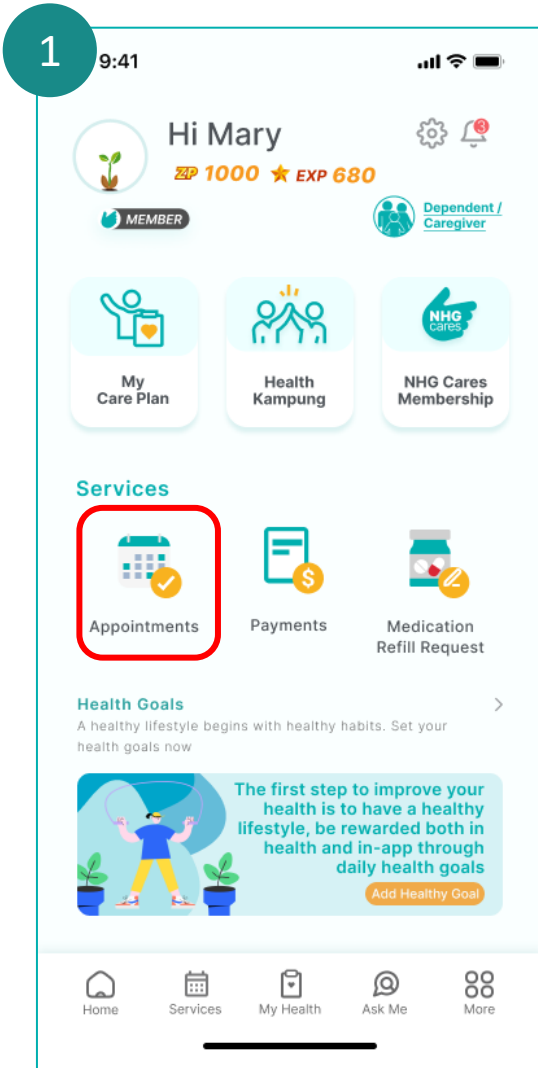


Back to Home

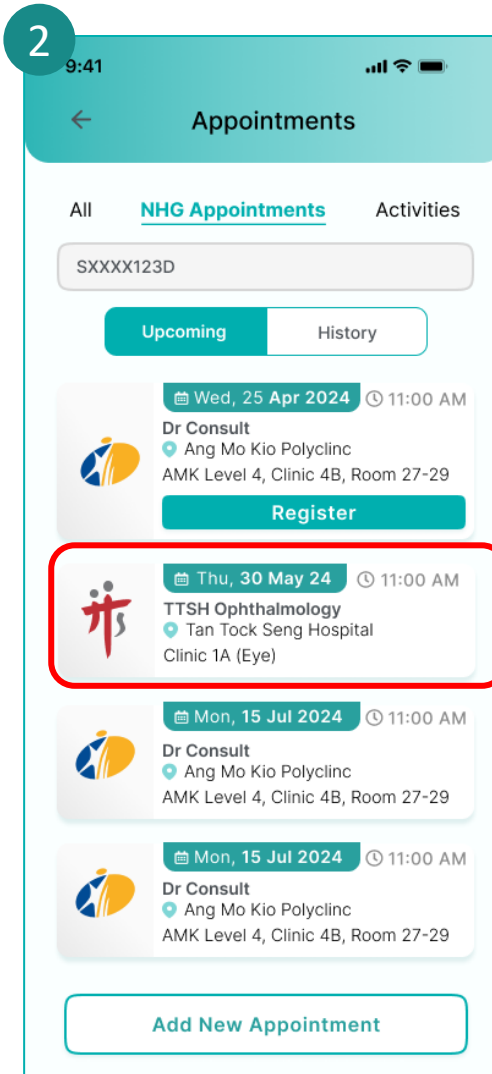


Reschedule/Cancel Appointment

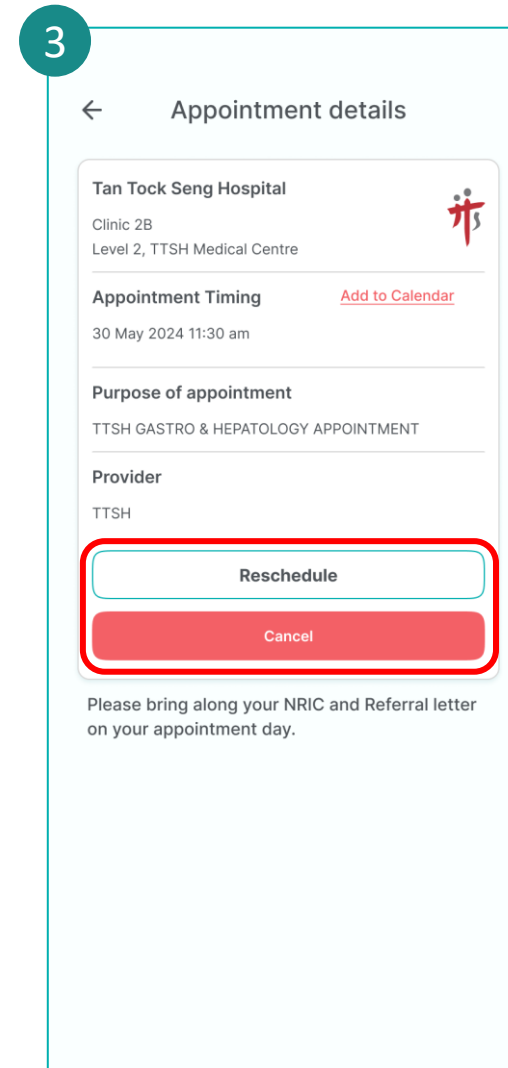
Singpass Login



Tap on **Appointments**.



Tap on the appointment that requires rescheduling/cancellation.



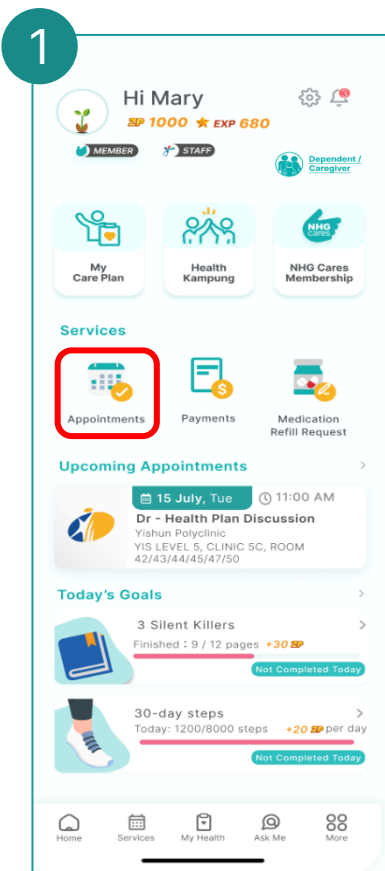
Tap on **Reschedule** or **Cancel Appointment** to make changes.



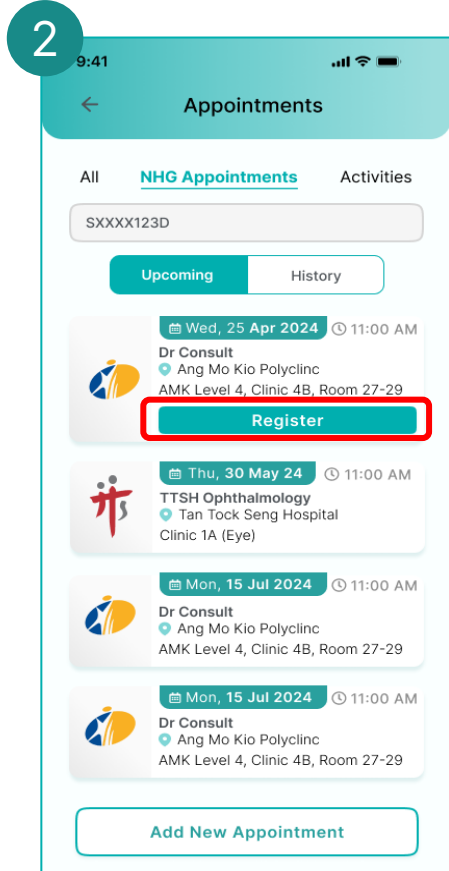
Appointment – Queue Registration and E-Itinerary

Applicable to all NHG institutions except IMH and NSC

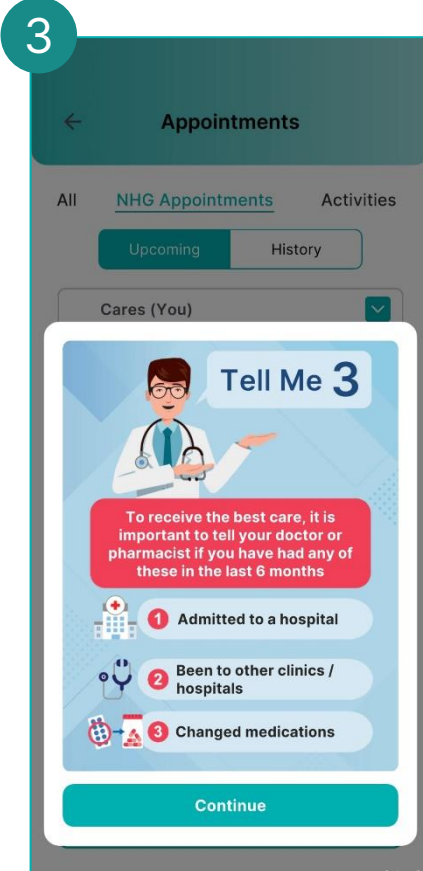
Singpass Login



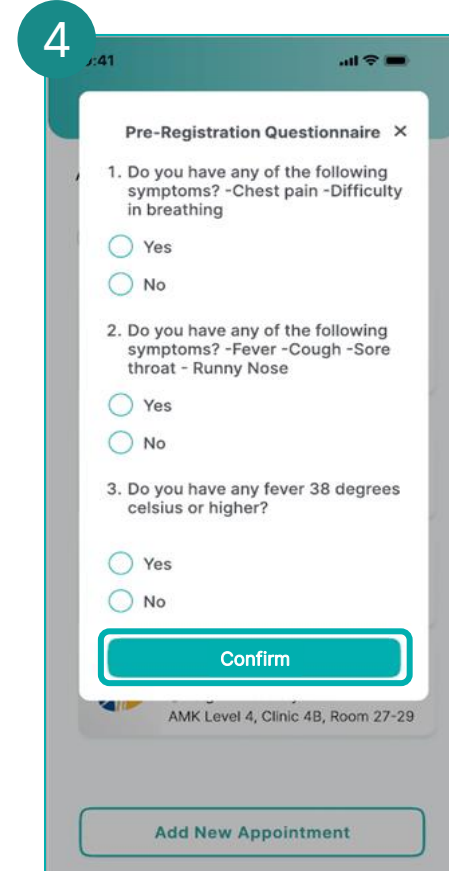
Tap on **Appointments**.



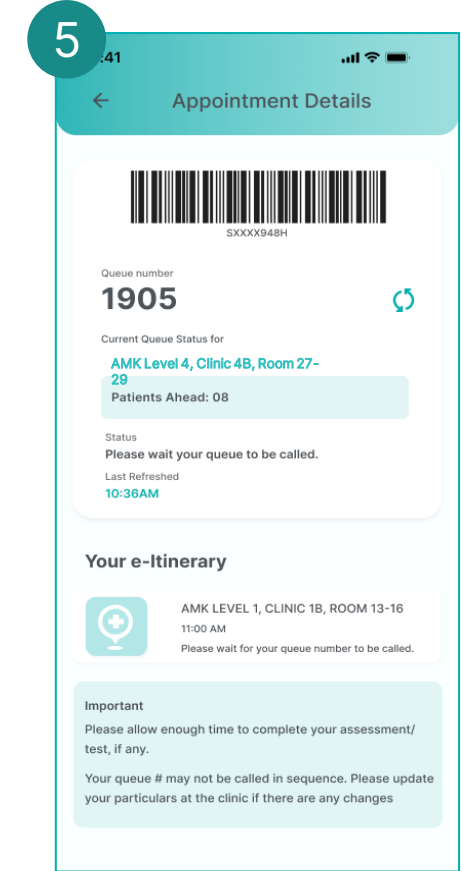
Tap on **Register** and fill up the questionnaire.



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



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

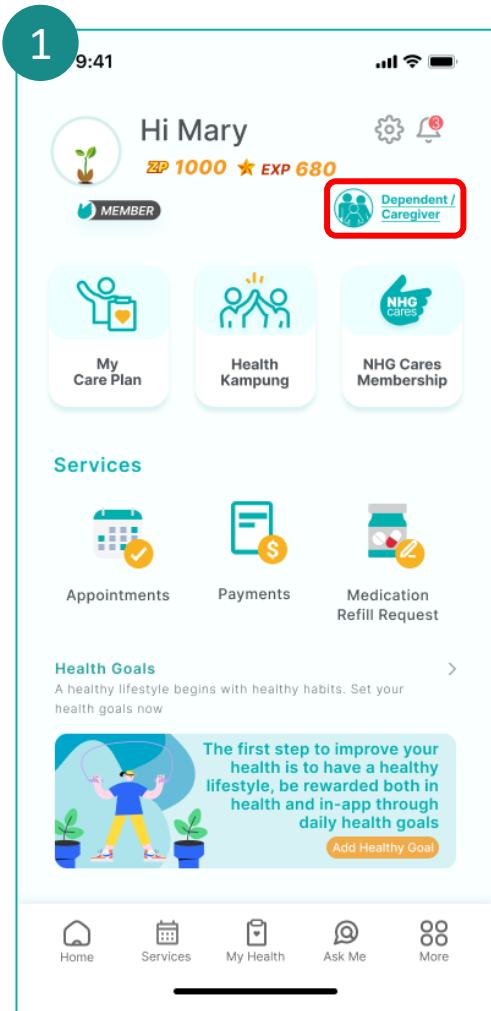


Upon successful mobile registration you will be redirected to view your itinerary.

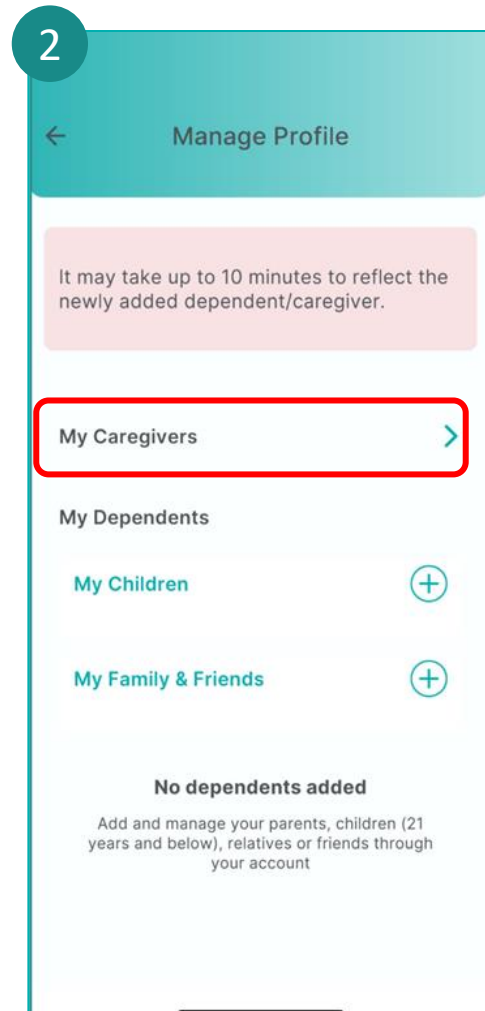


Add Caregiver (1/2)

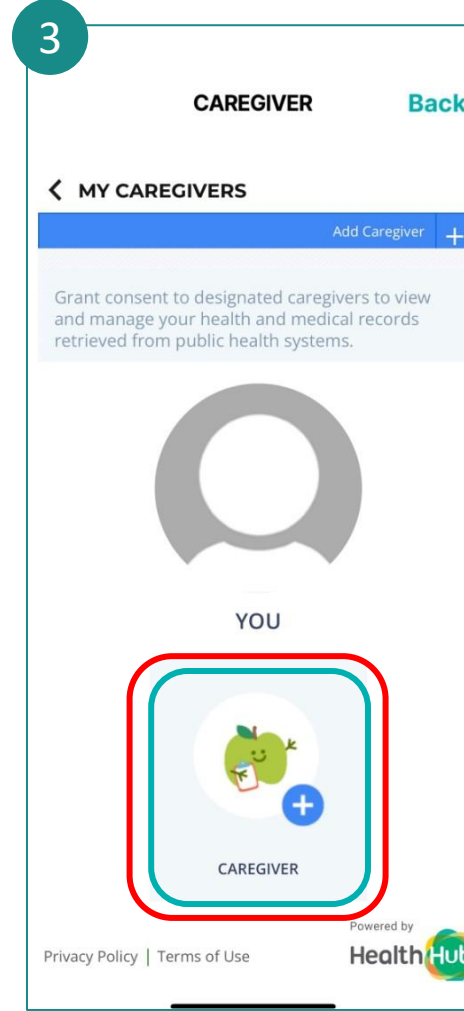
Singpass Login



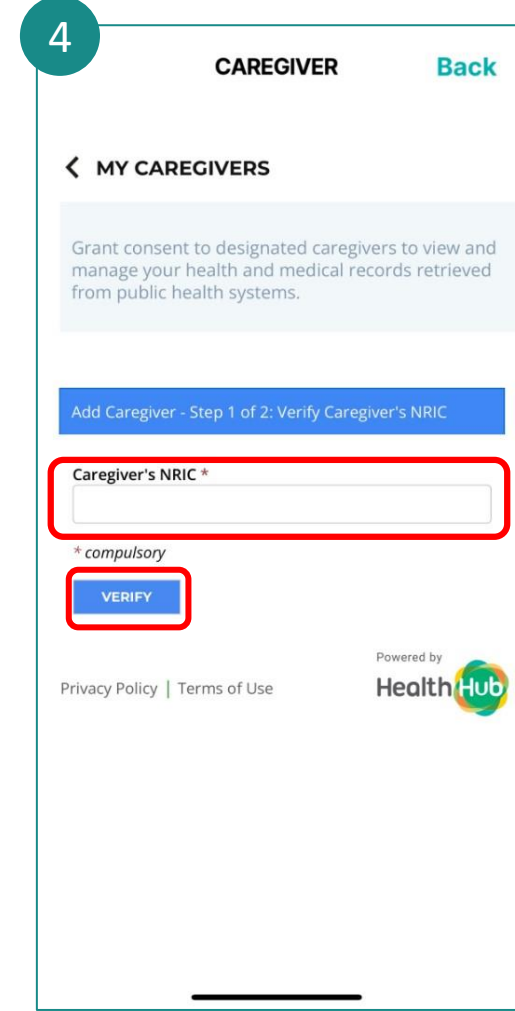
Tap on
Dependent/Caregiver.



Tap on **My Caregivers.**



Tap on **CAREGIVER.**



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



Add Caregiver (2/2)

Singpass Login

5

CAREGIVER [Back](#)

← MY CAREGIVERS

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 *
SXXX111A

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)
- Discharge Information
- Health Screening and Eligibility
- Immunisations
- Lab Test Results
- Medications > Prescription Records
- Vitals
- Medical Alert & Adverse Drug Reaction / Drug Allergy
- Medical Reports/Certificates
- CHAS Balance
- Payments
- Radiology Reports
- Medication Refill

* compulsory

[BACK](#) [NEXT](#)

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

6

CAREGIVER [Back](#)

Select at least 1 option of the Health Records Types

Programmes

- Healthier SG
- All Health Record Types
- Appointments (View/Request)
- Appointments (Book/Reschedule/Cancel)
- Discharge Information
- Health Screening and Eligibility
- Immunisations
- Lab Test Results
- Medications > Prescription Records
- Vitals
- Medical Alert & Adverse Drug Reaction / Drug Allergy
- Medical Reports/Certificates
- CHAS Balance
- Payments
- Radiology Reports
- Medication Refill

* compulsory

[BACK](#) [NEXT](#)

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

7

CAREGIVER [Back](#)

Consent Notification

Your mobile number is required to receive an SMS confirmation.

You can also verify the access granted in "My Caregivers" under Health eServices.

Please provide or confirm your Singapore registered mobile phone number.

[Proceed](#)

[Close](#)

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

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

8

CAREGIVER [Back](#)

← MY CAREGIVERS

Grant consent to designated caregivers to view and manage your health and medical records retrieved from public health systems.

Successfully Added

Do you want to add another caregiver?

[YES](#) [NO, I'M DONE](#)

Powered by HealthHub

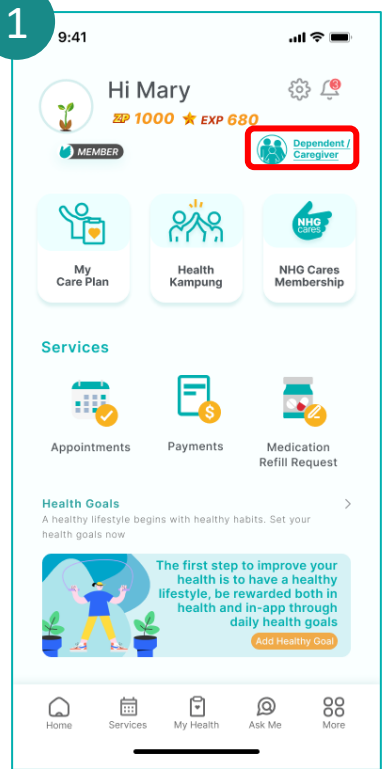
[Privacy Policy](#) | [Terms of Use](#)

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

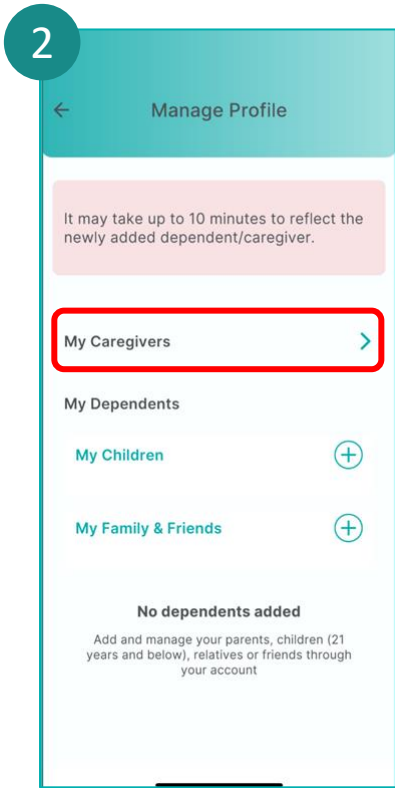


Remove Caregiver

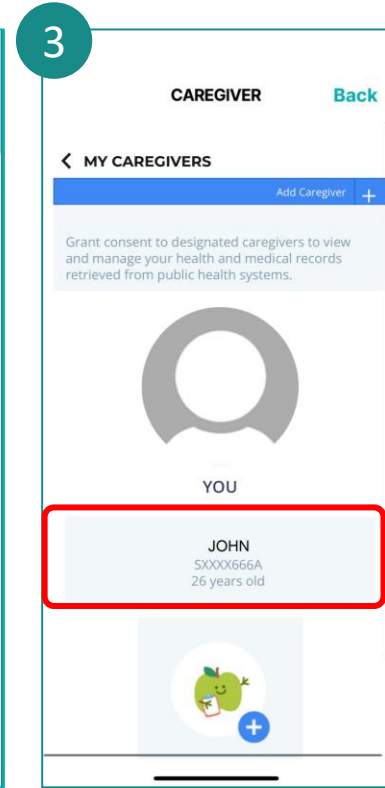
Singpass Login



Tap on **Dependent/Caregiver**.



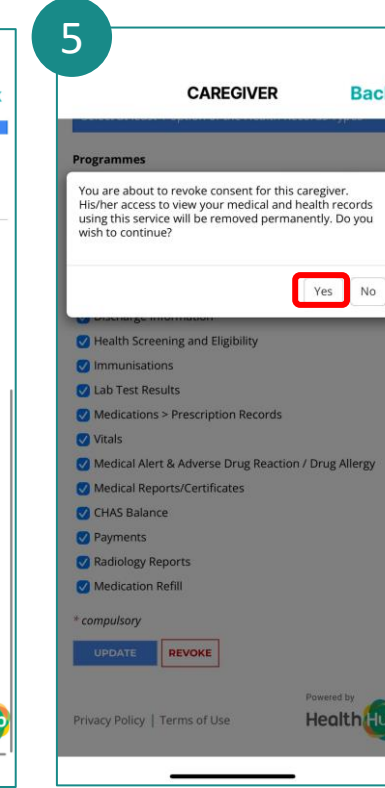
Tap on **My Caregivers**.



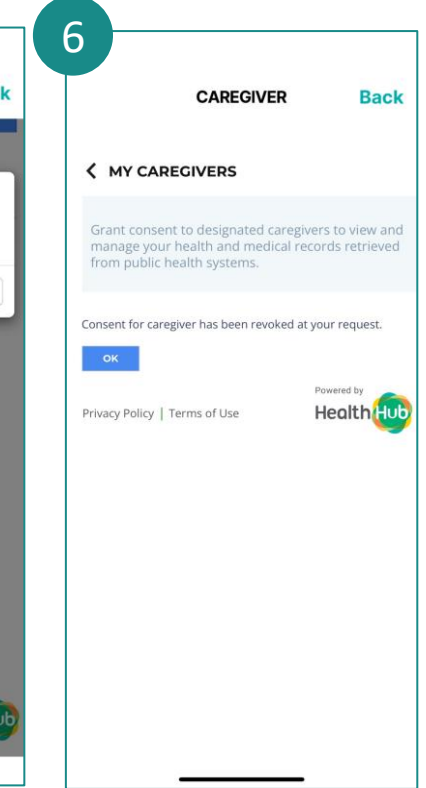
Tap on your caregiver's name (example: JOHN).



Scroll down and tap on **REVOKE**.



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



You have successfully removed your caregiver.



Add Dependent

Singpass Login

There two type of Dependents:

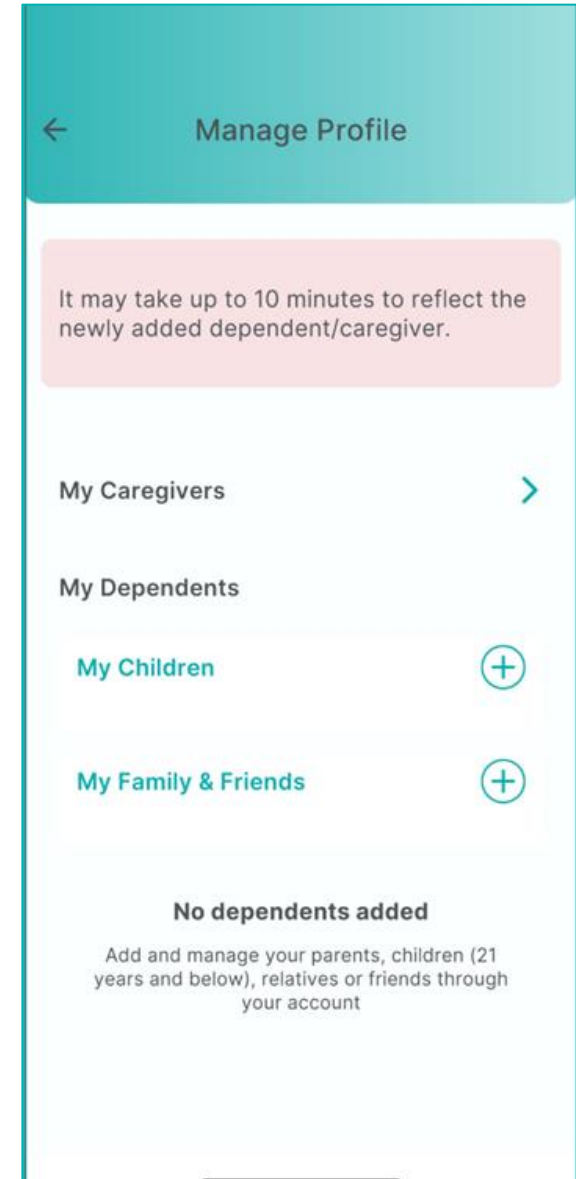
1. Children

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

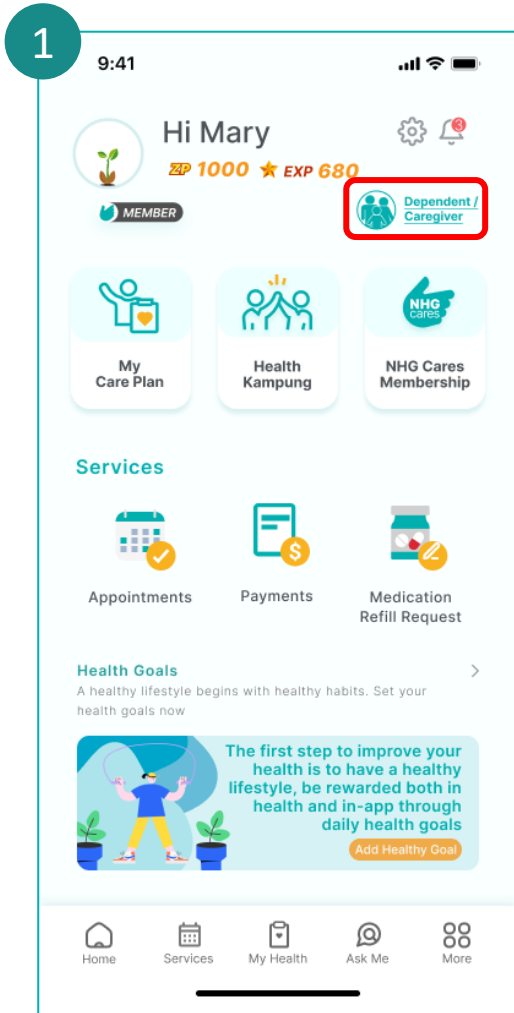
Your care recipient (dependent) must first add you as a caregiver by giving consent and grant access to you.



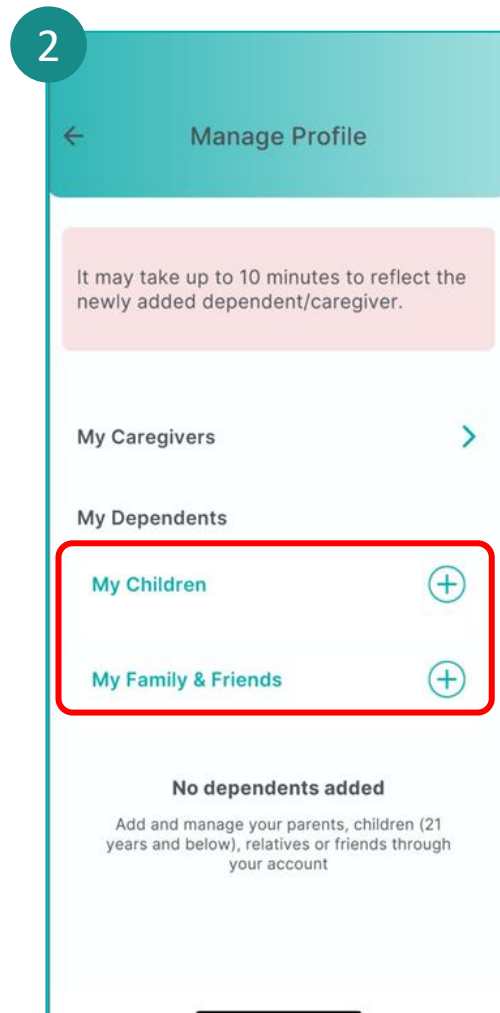


Add Dependent

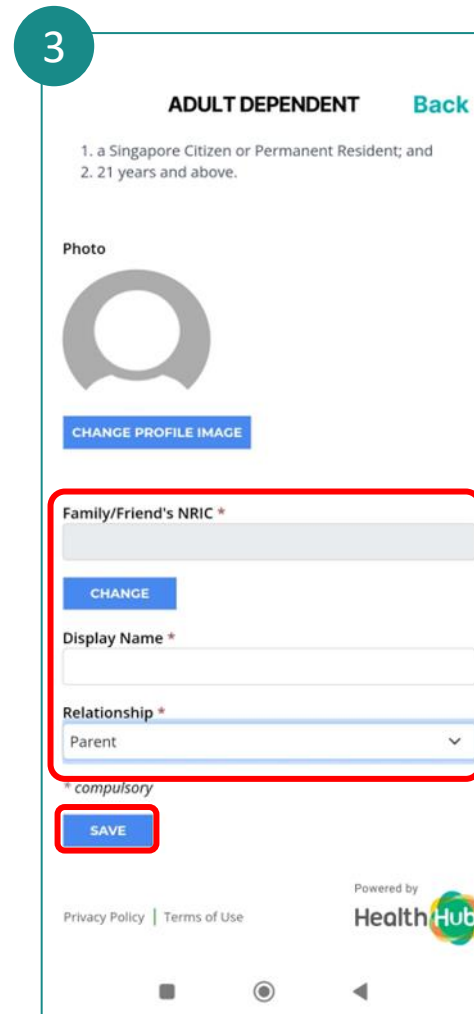
Singpass Login



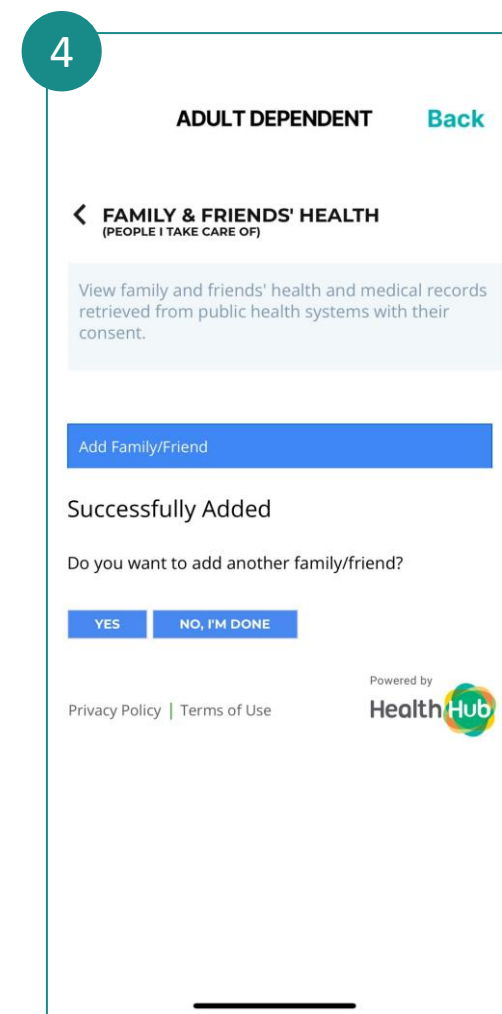
Tap on **Dependent/Caregiver**.



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



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

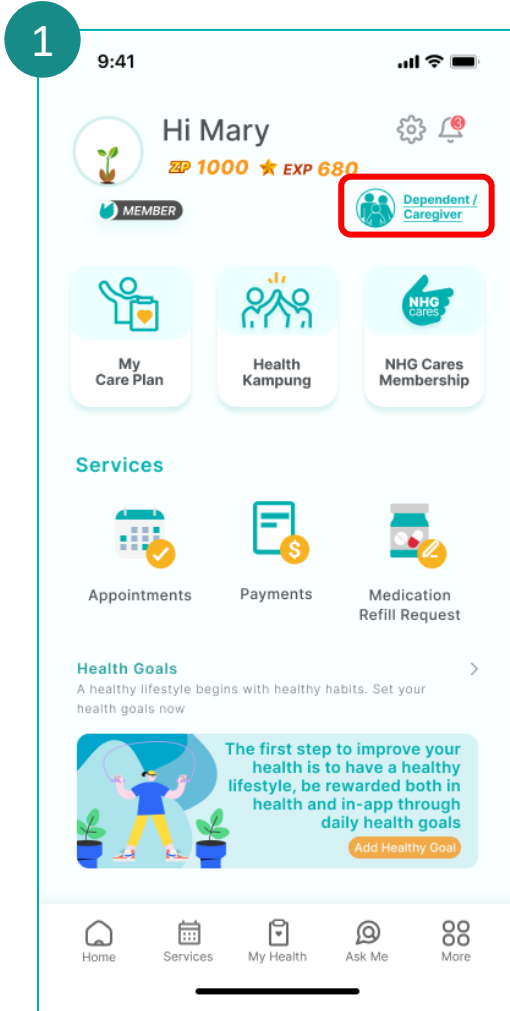


After it has been added successfully, you can view your dependent's user profile in the **Dependent/Caregiver** feature.

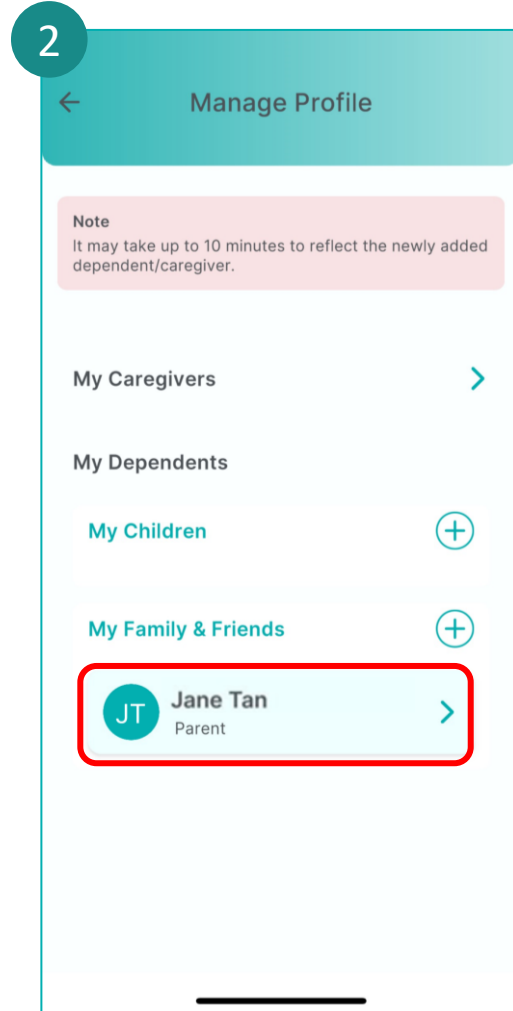


Manage Dependent's Appointment

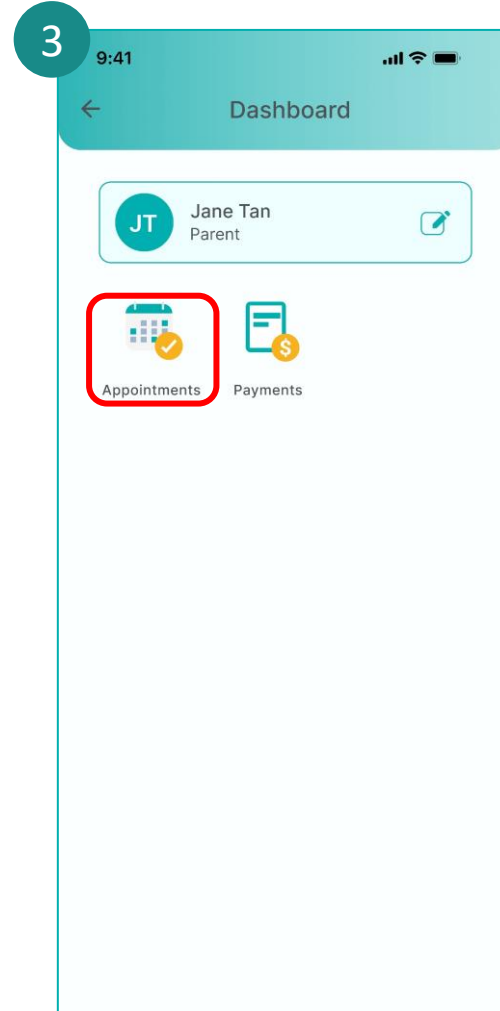
Singpass Login



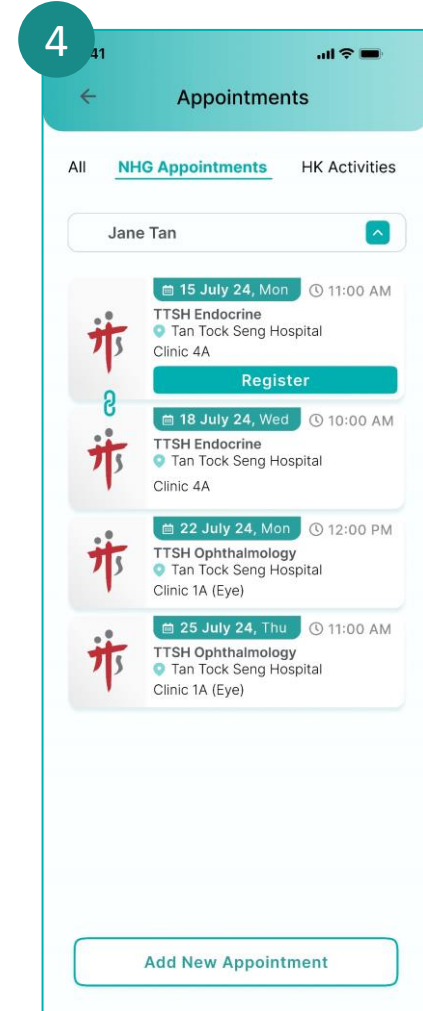
Tap on **Dependent/Caregiver**.



Tap on the dependent's name.



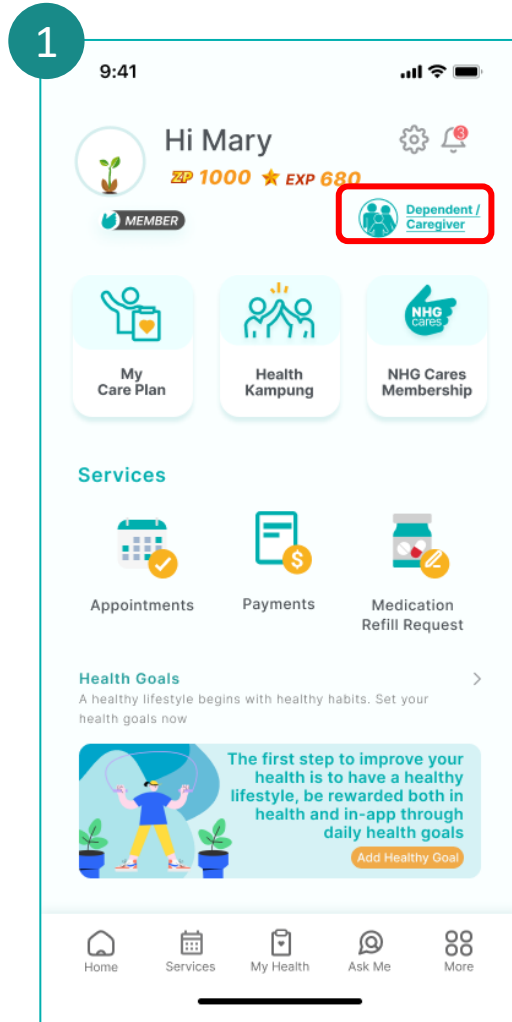
Tap on **Appointments**.



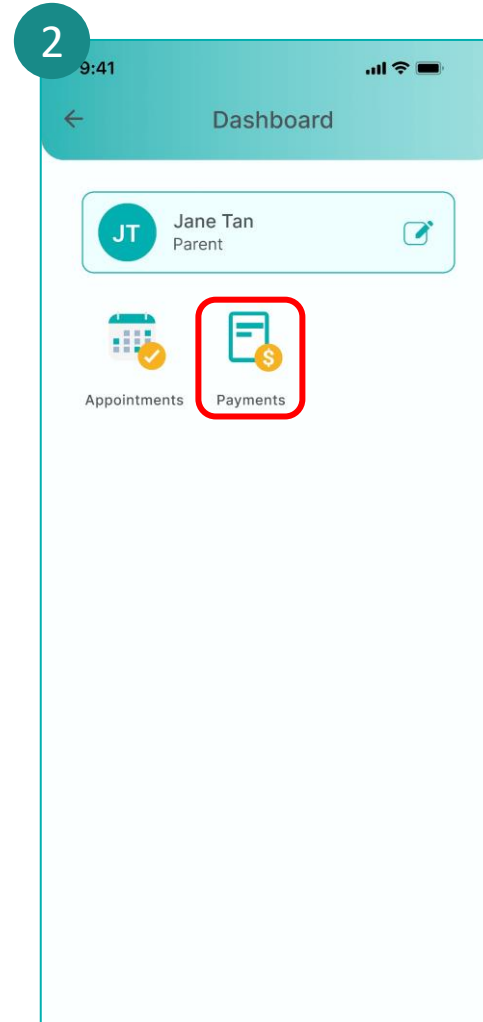
Manage your dependent's appointments accordingly.



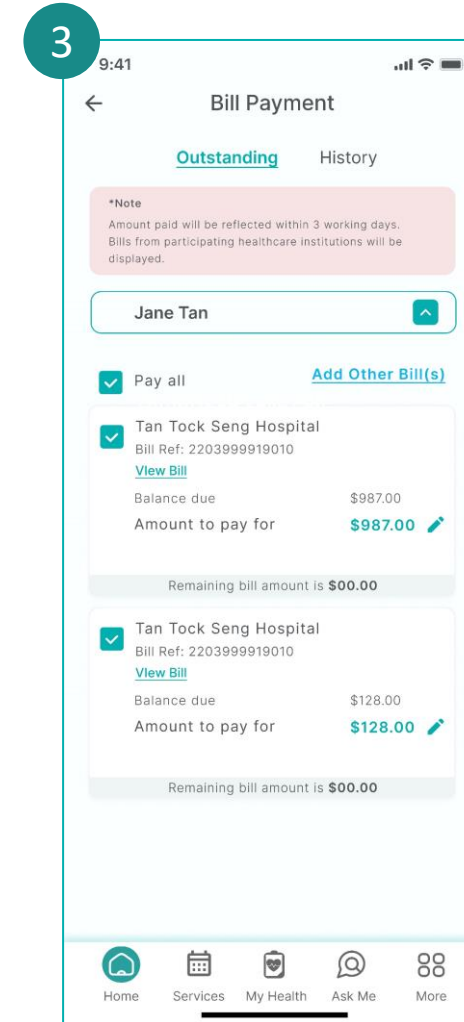
Manage Dependent's Bill



Tap on **Dependent/Caregiver**.



Tap on **Payments**.

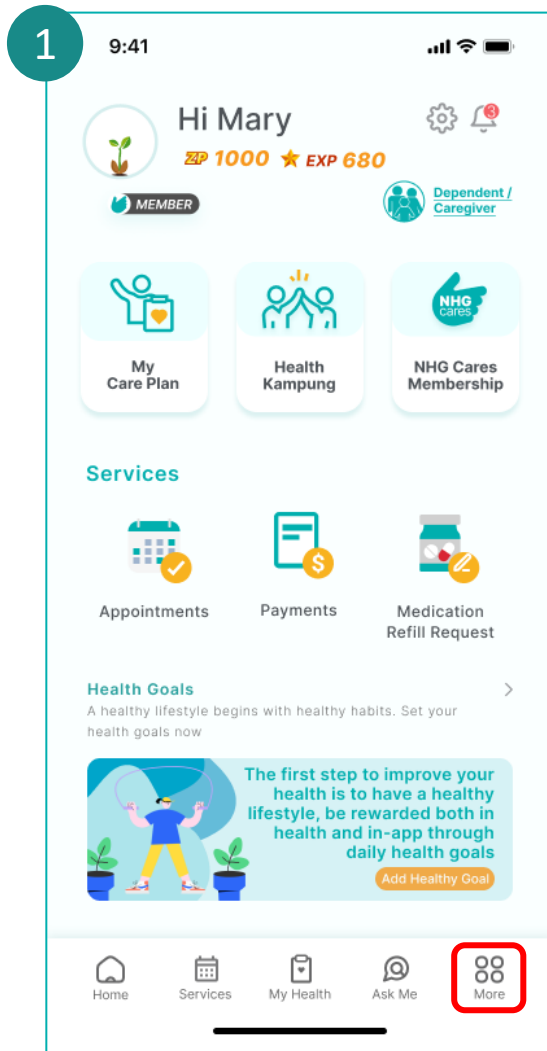


Manage your dependent's bill and payments accordingly.

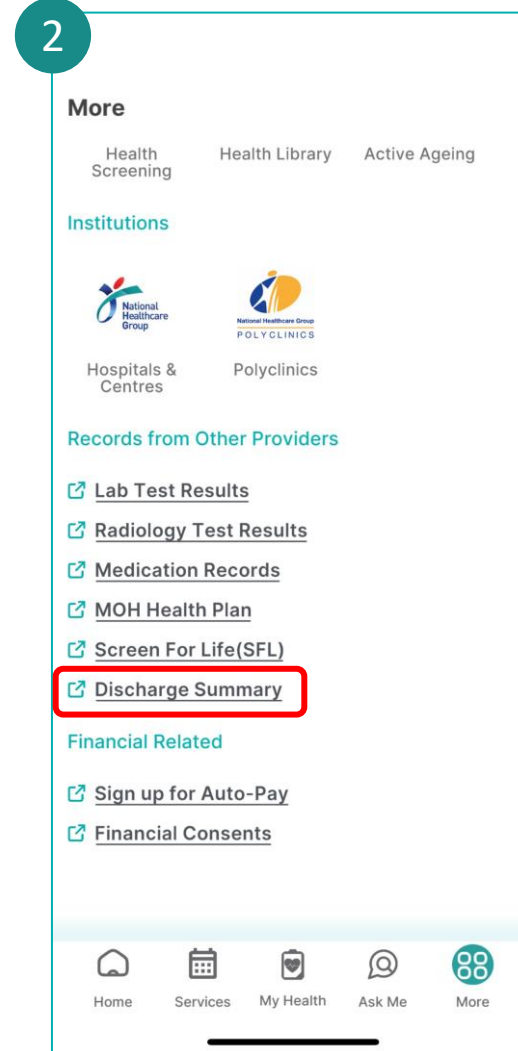


Discharge Summary

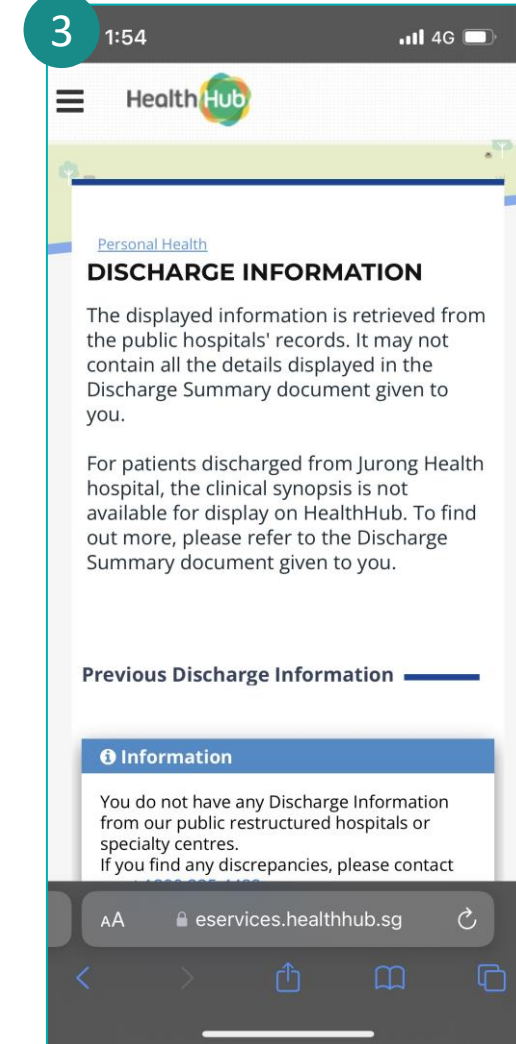
Singpass Login



Tap on **More**.



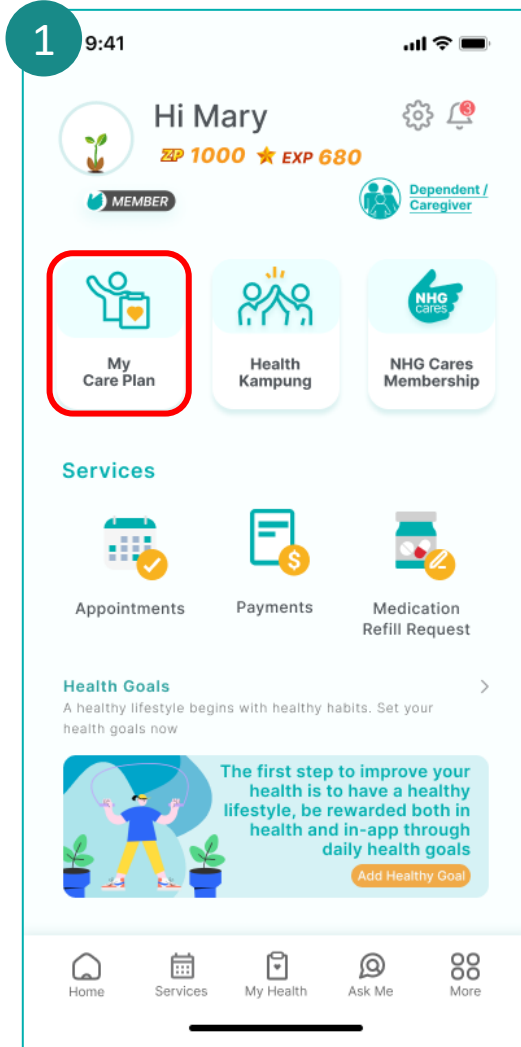
Under **Records from Other Providers** section, tap on **Discharge Summary**.



View your discharge information.

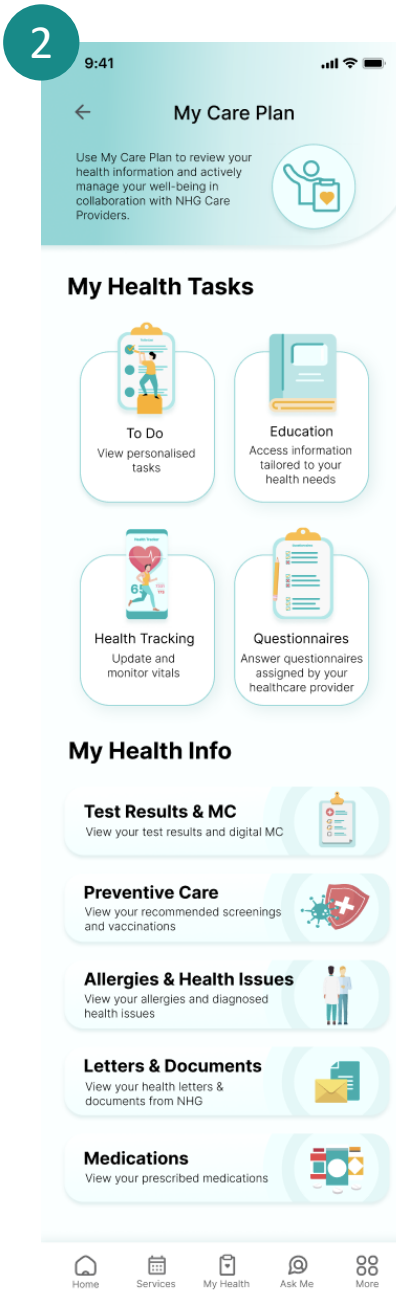


My Care Plan



Tap on **My Care Plan**.

Singpass Login

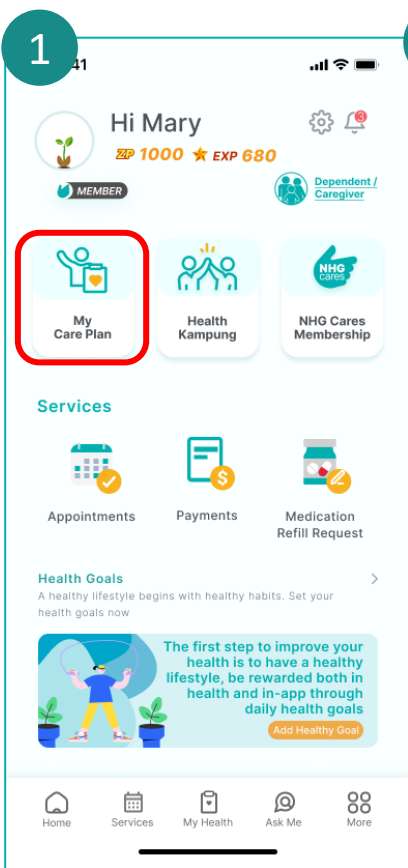


Select your Health Task or Health Info.

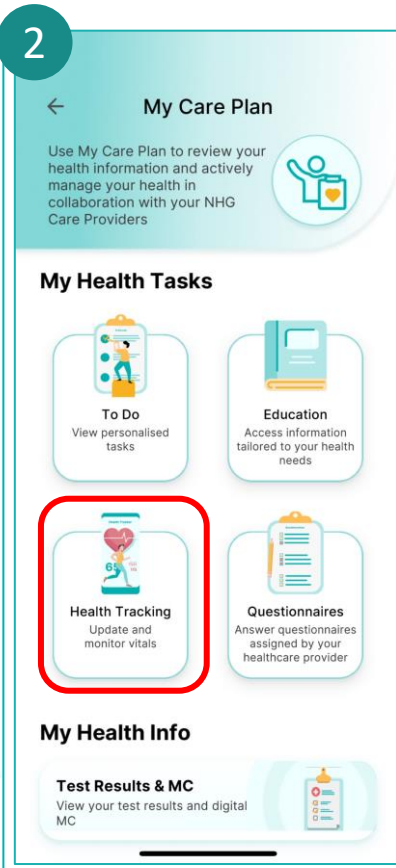


My Care Plan: Health Tracking, Automatically Sync (1/2)

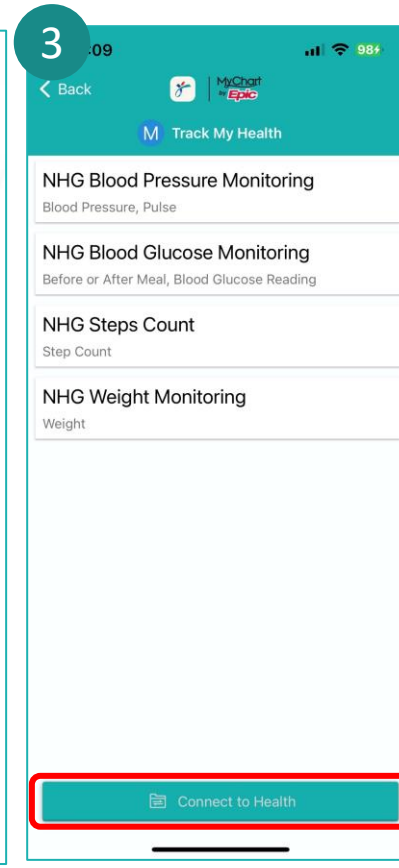
Singpass Login



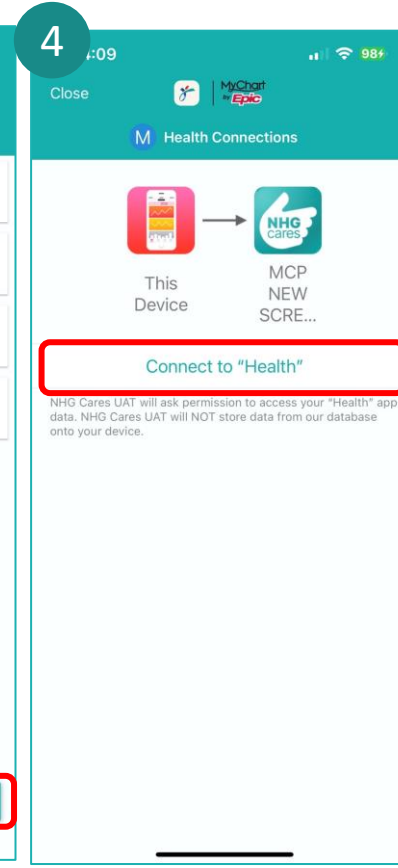
Tap on **My Care Plan**.



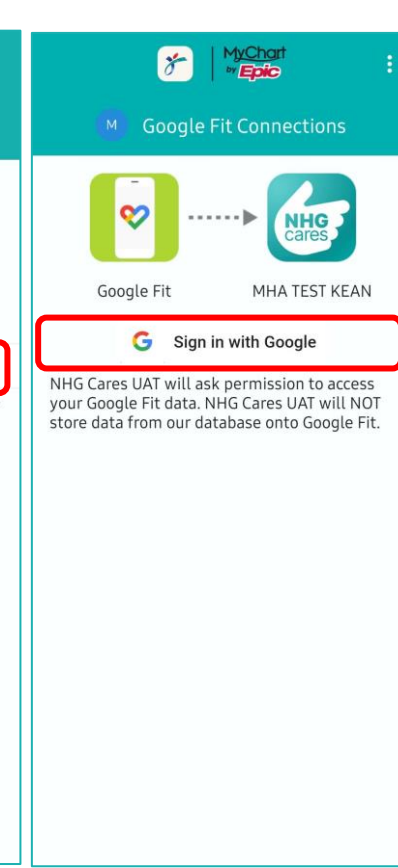
Tap on **Health Tracking**.



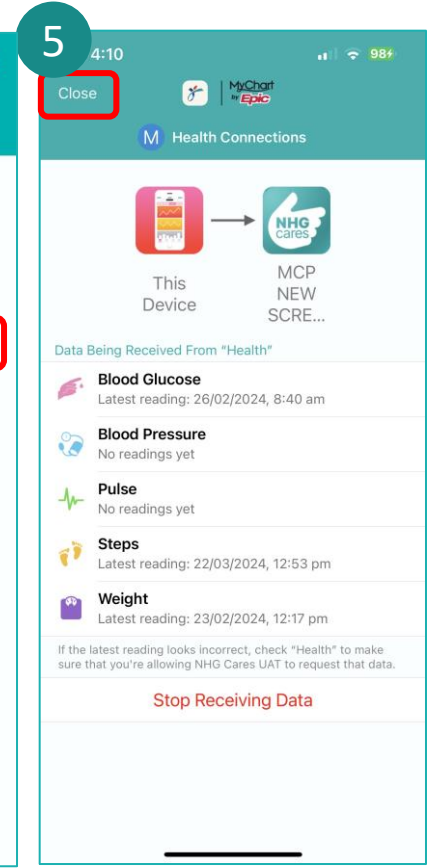
Tap on **Connect to Health**.



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



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

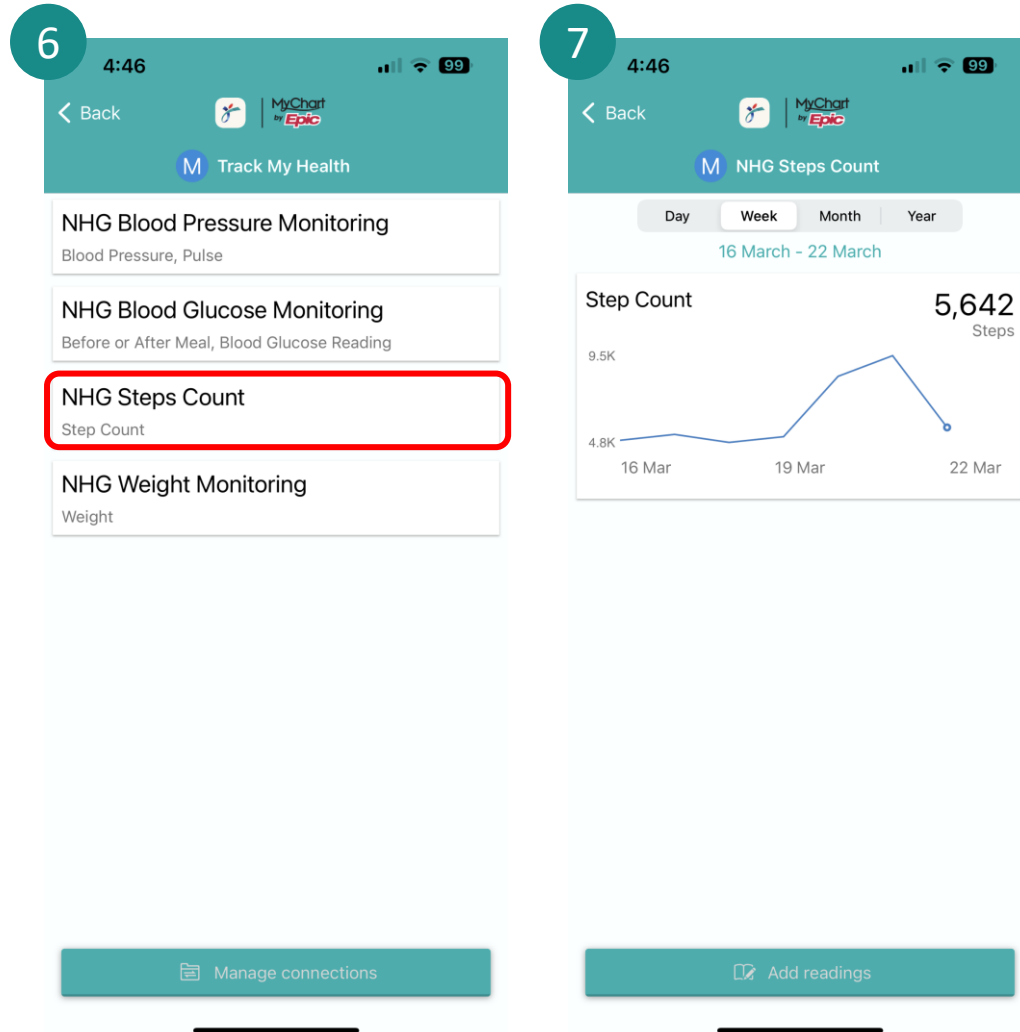


Upon successfully connecting,
tap on **Close** to exit the page.



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

Singpass Login



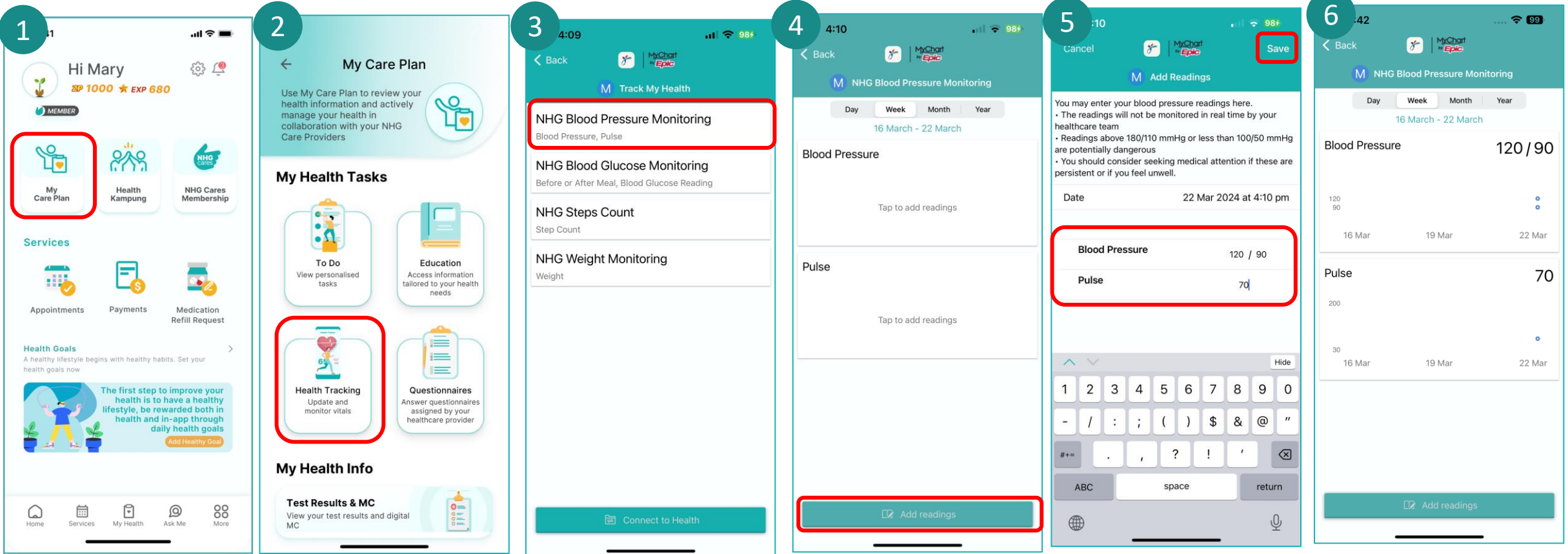
Tap on your preferred flowsheet.

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



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**.

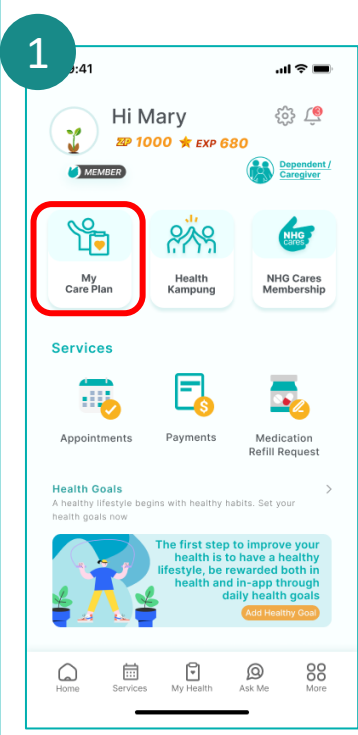
1. Input the values.
2. Tap on **Save**.

View the values entered.

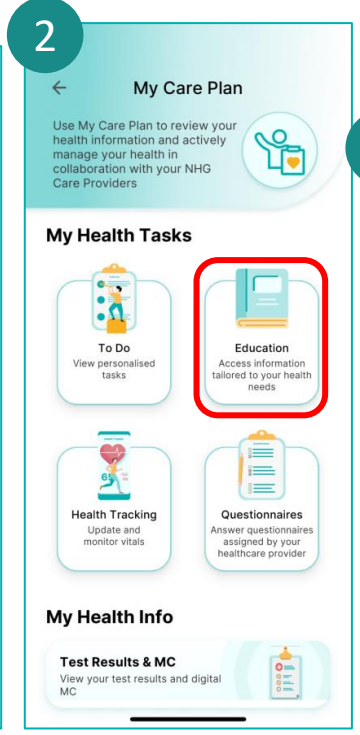


My Care Plan: Education

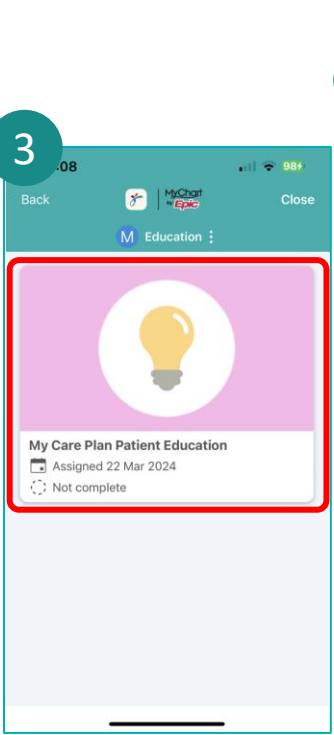
Singpass Login



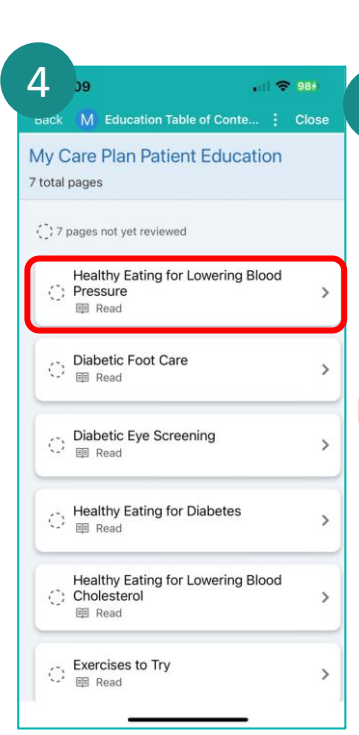
Tap on **My Care Plan**.



Tap on **Education**.



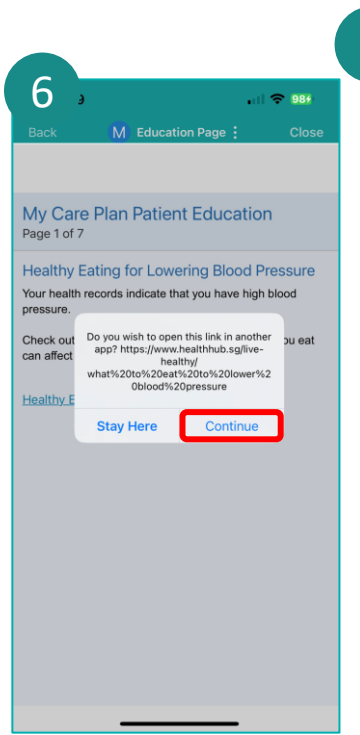
Tap on your Education plan.



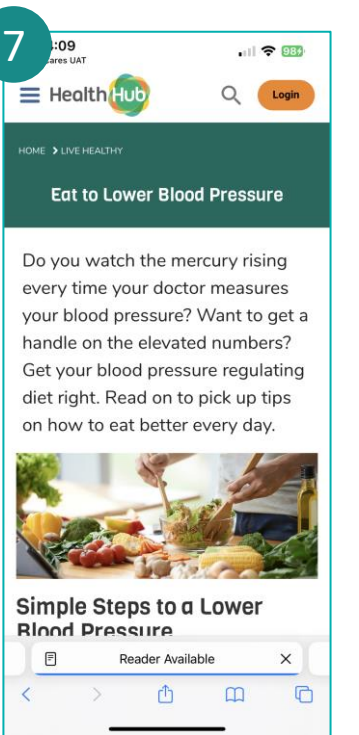
Tap on your preferred educational material.



Tap on the link.



Tap on **Continue**.

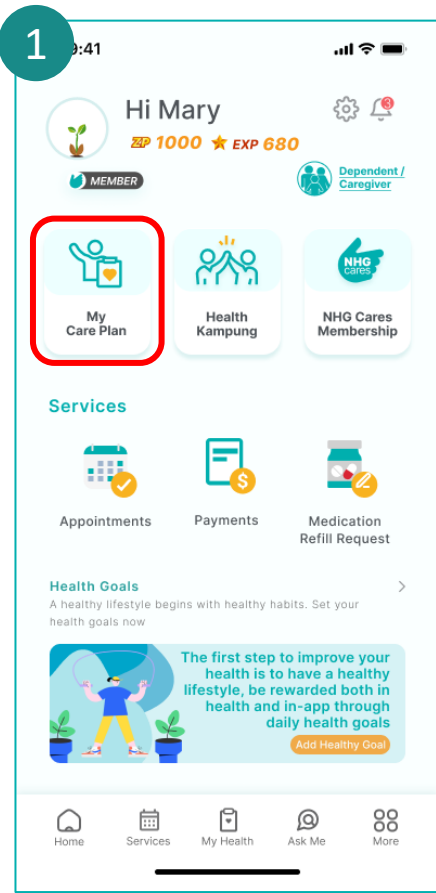


Read the educational material.

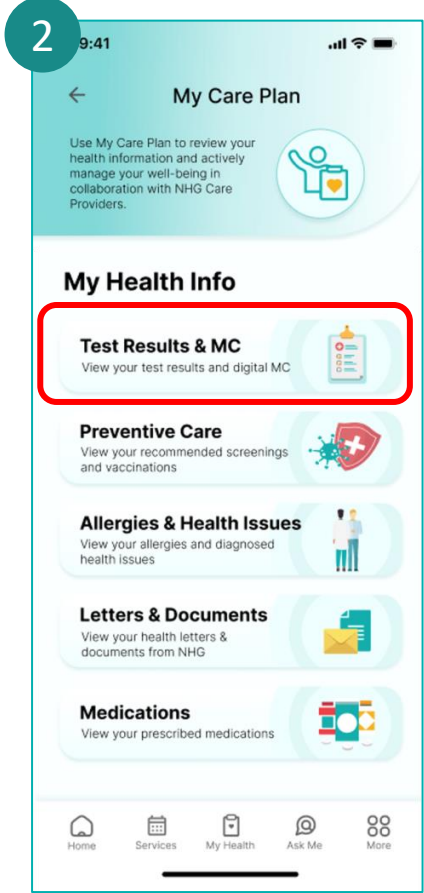


My Care Plan: Test Results & MC

Singpass Login



Tap on **My Care Plan**.



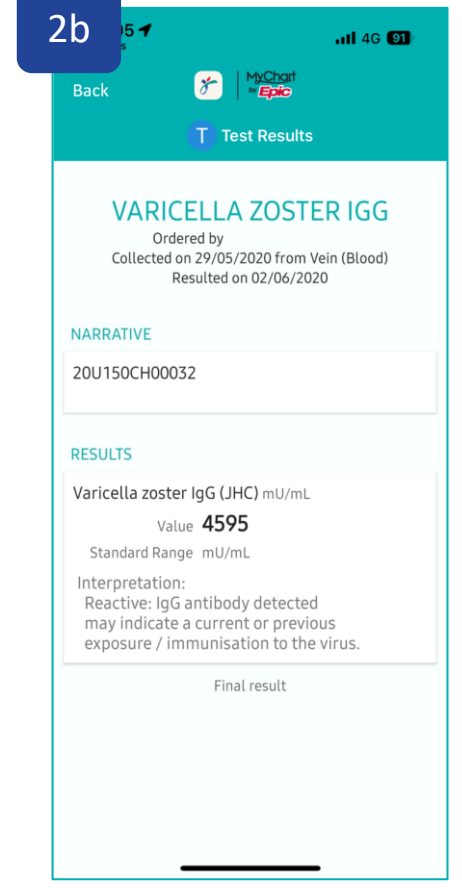
1. Scroll Down to **My Health Info**.
2. Tap on **Test Results & MC**.



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



Sample screen of Medical Certificate

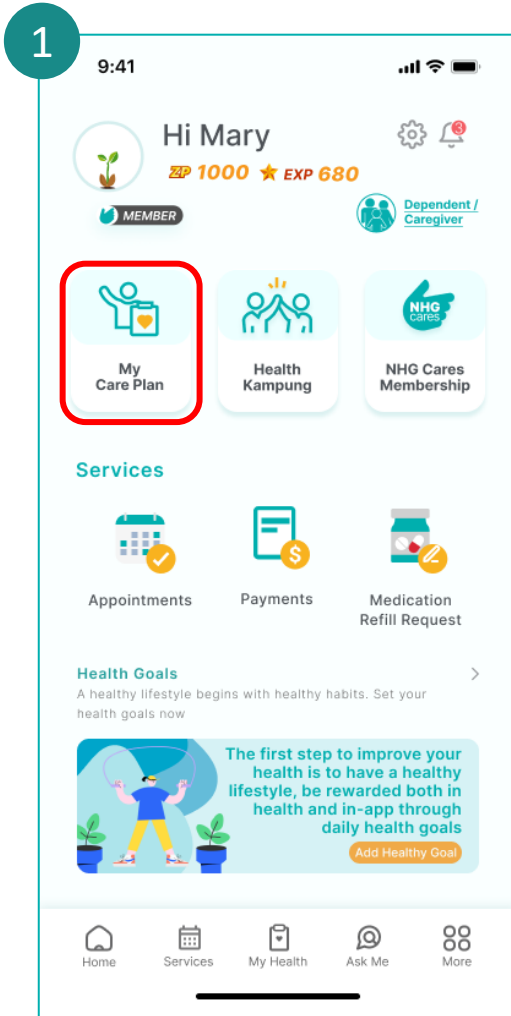


Sample screen of Test Result

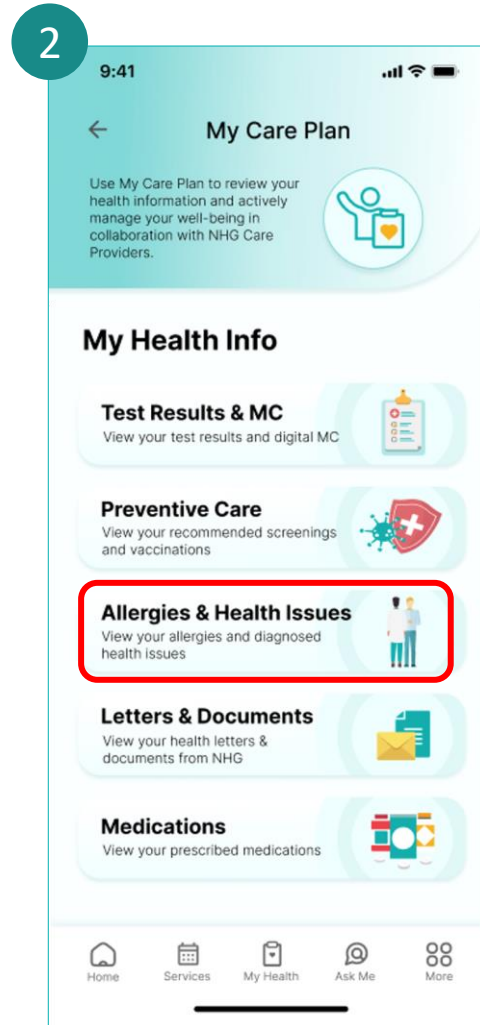


My Care Plan: Allergies & Health Issues

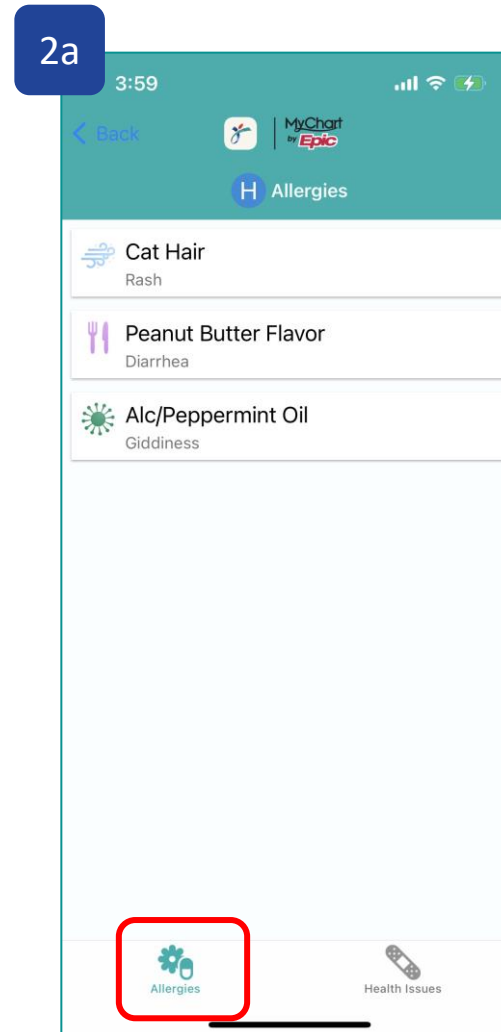
Singpass Login



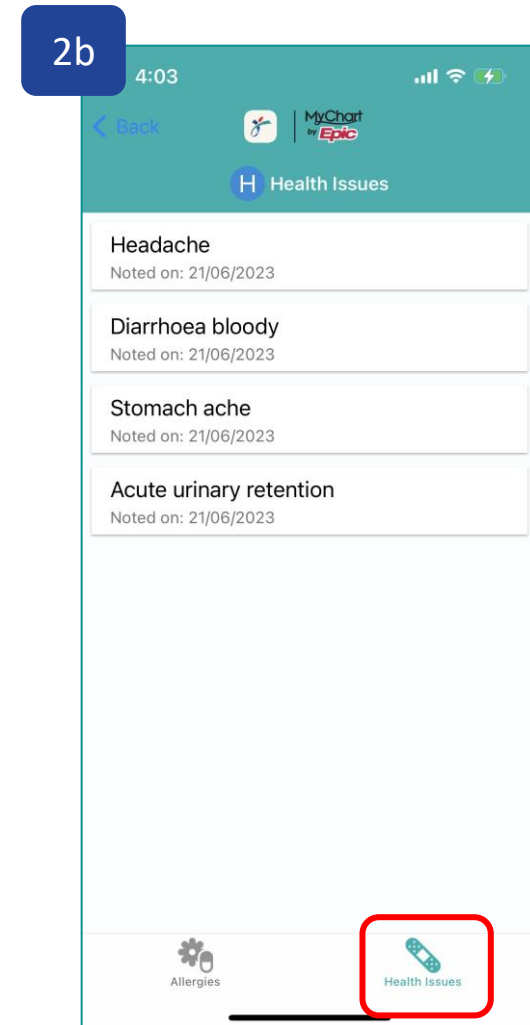
Tap on **My Care Plan**.



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



Sample screen of Allergies List

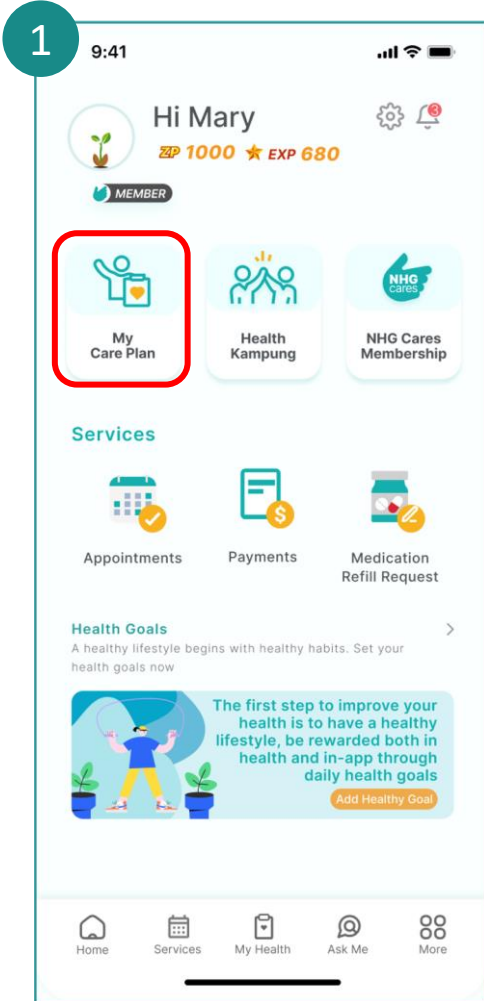


Sample screen of Health Issues

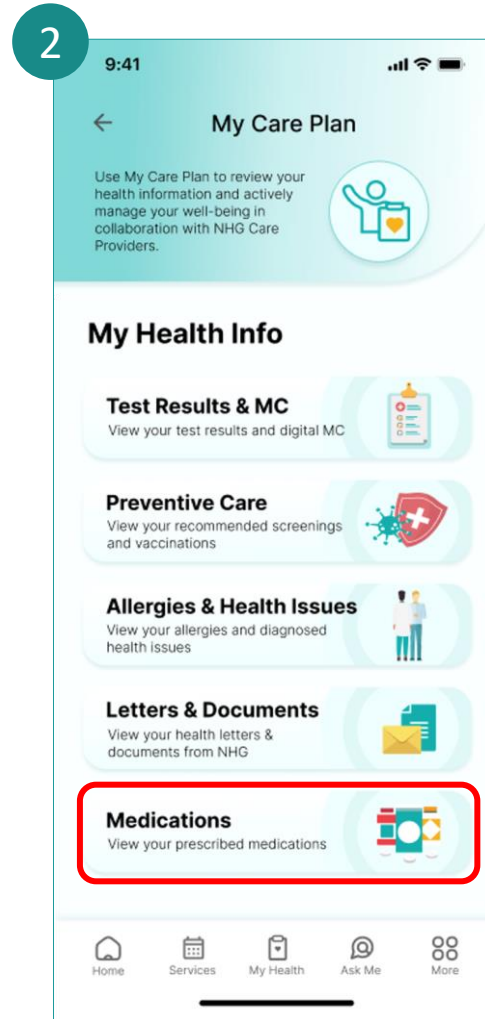


My Care Plan: Medications

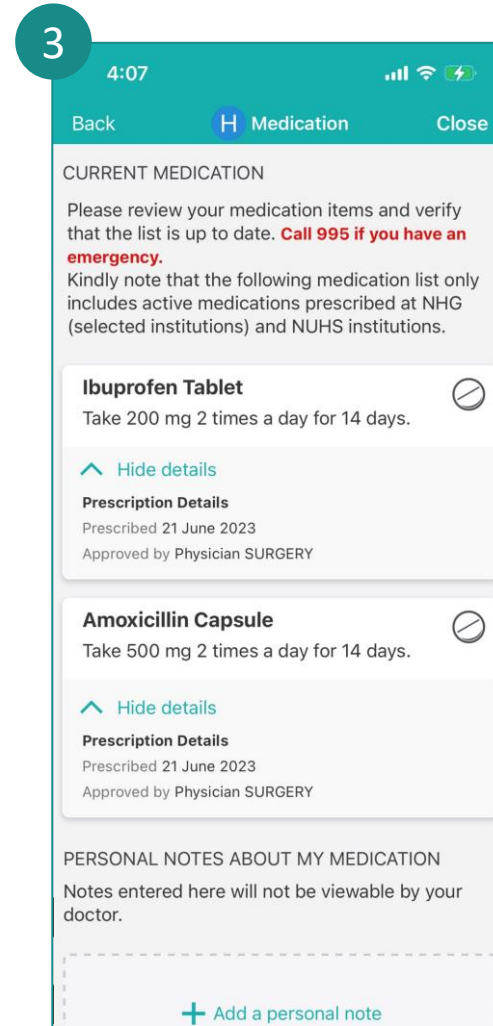
Singpass Login



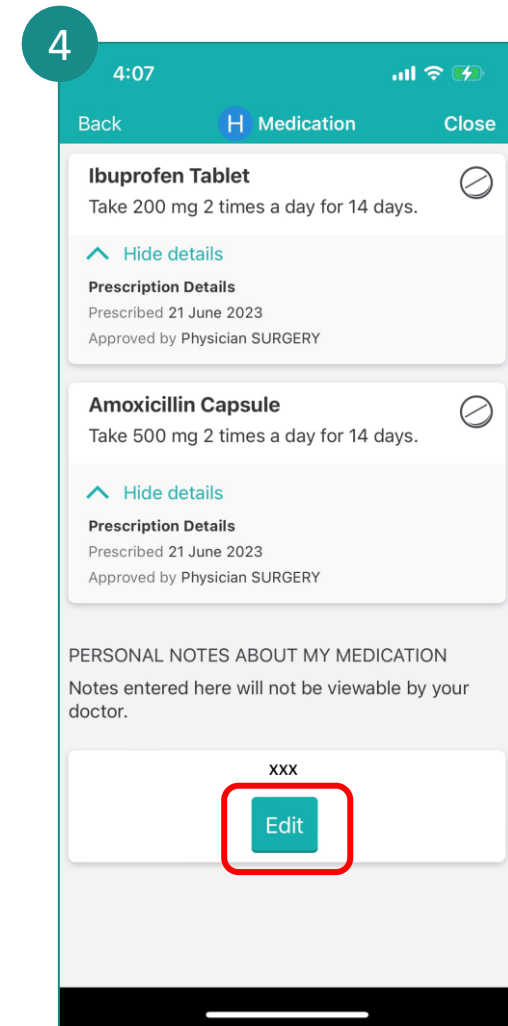
Tap on **My Care Plan**.



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



View prescribed medications.



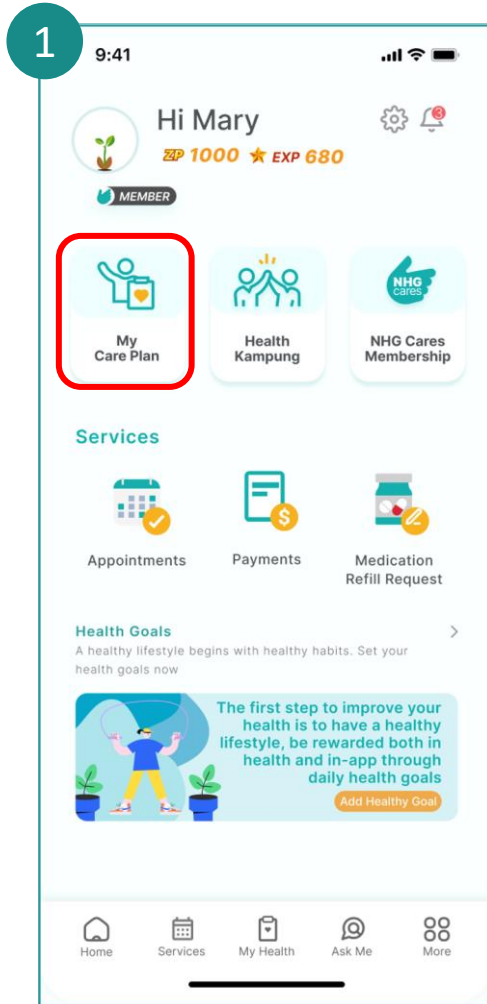
Tap on **Edit** to add your own personal notes about your medication.



My Care Plan: MOH Health Plan

Enrolled to Healthier SG

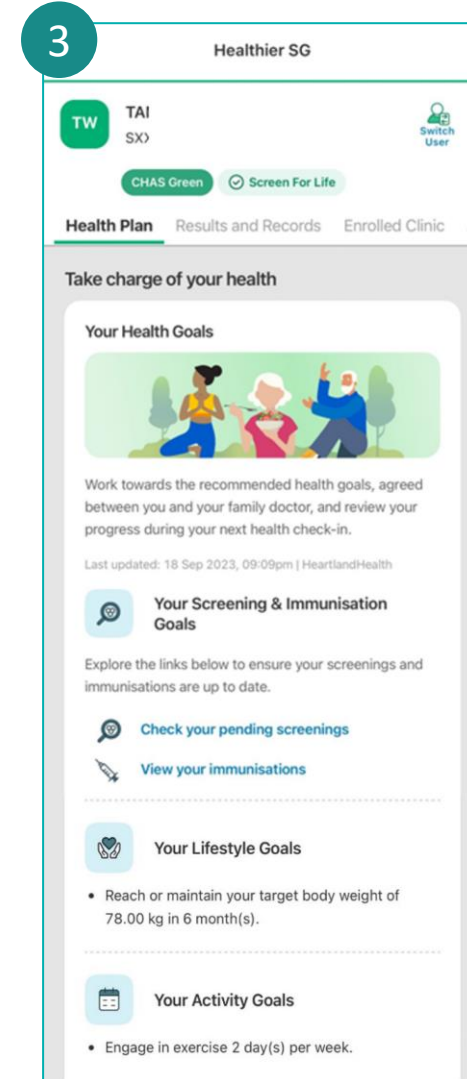
Singpass Login



Tap on **My Care Plan**.



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

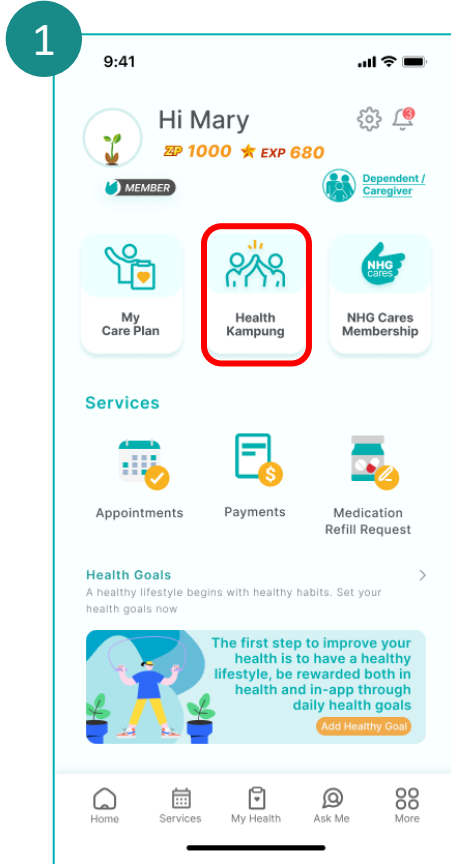


View your health plan.

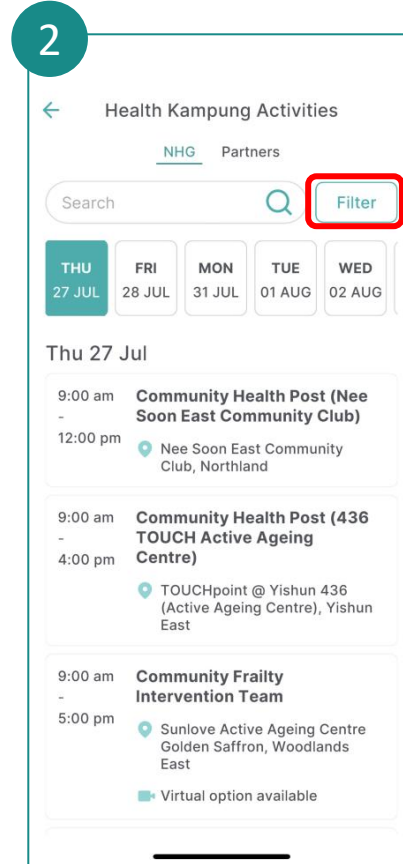


Health Kampung: Accessing Questionnaire

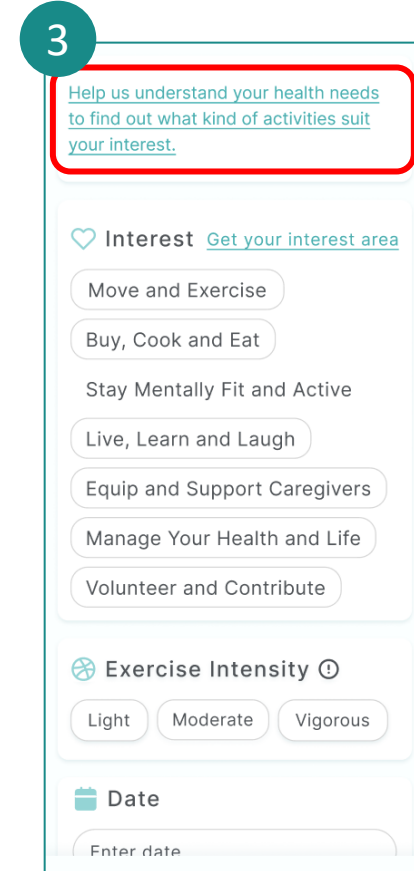
Singpass Login



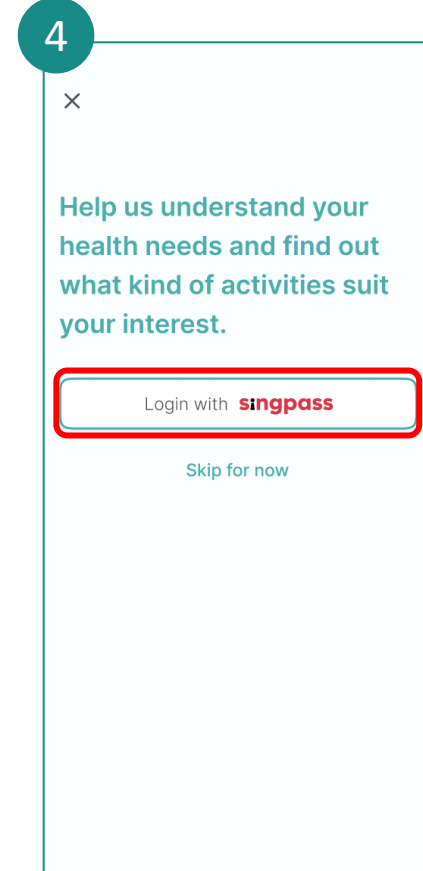
Tap on **Health Kampung**.



Tap on **Filter**.



Tap on **“Help us understand...”**.



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



Health Kampung: Completing Questionnaire (1/2)

Singpass Login

1

×

Help us understand your health needs and receive a NHG Pharmacy e-Voucher* and additional NHG rewards.

*Limited to the first 3,000 users who complete the questionnaire and provide their e-mail address.

Login with **singpass**

Skip for now

Tap on **Login with singpass.**

2

×

We will be going through three short sections.

- Physical needs and activity interests
- Health status
- Smoking history (if any)

Begin

Tap on **Begin.**

3

First, let's find out more about your physical needs and activity interests.

The information you provide will assist us in better understanding your needs and enable us to develop activities that are suitable for you.

It should take **1 minute** to complete.

Continue

Tap on **Continue.**

4

On your own, do you have any difficulties:

Standing up from a seated position without using your arms?

Yes
 No

Getting up from the floor without using aids such as furniture?

Yes
 No

Climbing ten (10) steps without rest and without using aids such as handrails and walking aids?

Yes
 No

Getting up from the floor without using aids such as furniture?

Yes
 No

What interests you?
(You may select more than one)

Move and Exercise
Buy, Cook and Eat
Stay Mentally Fit and Active
Live, Learn and Laugh
Equip and Support Caregivers
Manage Your Health and Life
Volunteer and Contribute

Submit

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

5

Next, please share your health status with us.

Understanding your overall health status and potential risks can help us provide relevant health content for you.

It should take **5 minutes** to complete.

Continue

Tap on **Continue.**

6

Please enter the information to the best of your knowledge.

Input your latest height and weight. This will be used to derive your Body Mass Index (BMI).

Height (cm) Weight (kg)

Has a doctor told you that you have diabetes, high blood pressure and/or high blood cholesterol?

Yes
 No
 Not sure

Did you go for colorectal cancer screening, either a (i) Faecal Immunochemical Test in the past year, or (ii) Colonoscopy in the last 10 years?

Yes
 No
 Not sure

Are you a smoker?

No, never smoked
 No, ex-smoker
 Yes, current smoker

Any other health concerns? (Optional)

0/2000

Submit

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

Lastly, tell us more about your smoking habits.

Understanding your smoking history enables us to provide tailored support and guidance towards a healthier lifestyle, if you wish to receive it.

It should take **2 minutes** to complete.

Continue

Tap on **Continue**.

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

2

Share with us:

When did you start smoking?

Pick a year

Please indicate the number of sticks smoked each day.

Have you ever thought about stopping smoking?

Yes
 No

Would you like to stop smoking?

Yes
 No

Submit

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

3

Share with us:

Based on your registered address, you are eligible for Health Kampung benefits!

Welcome to Health Kampung!

Here's a little something for you to jumpstart your journey.

+300★EXP

OK

Successful completion of questionnaire screen.

4

Email Address

Enter your email address to receive Health Kampung updates in the future.

Correct@gmail.com

Register Email Address

Skip for now

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

5

Thank You

Your email has been registered successfully.

Proceed

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

6

Based on your registered address, you are eligible for Health Kampung benefits!

- Get activity recommendations based on your health needs.
- Earn more rewards when you complete recommended activities and lessons.
- Enjoy free access to Health Kampung! Make new friends and enjoy health gains together.

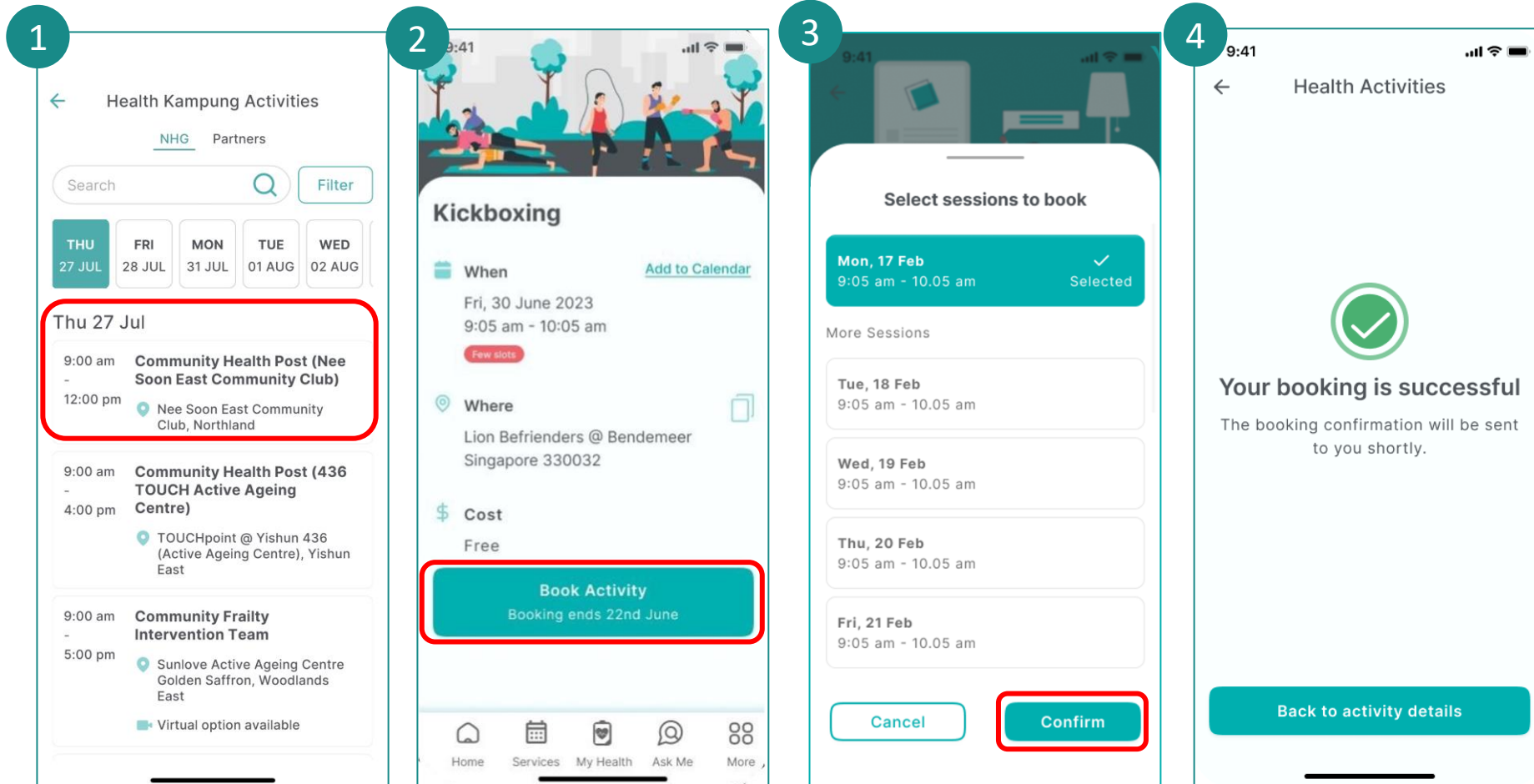
OK

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



Health Kampung – Book Activities

Singpass Login



Tap on your preferred activity.
There are **three** activity booking types:
1. In-App Booking
2. Booking directly with organisers
3. No Registration needed

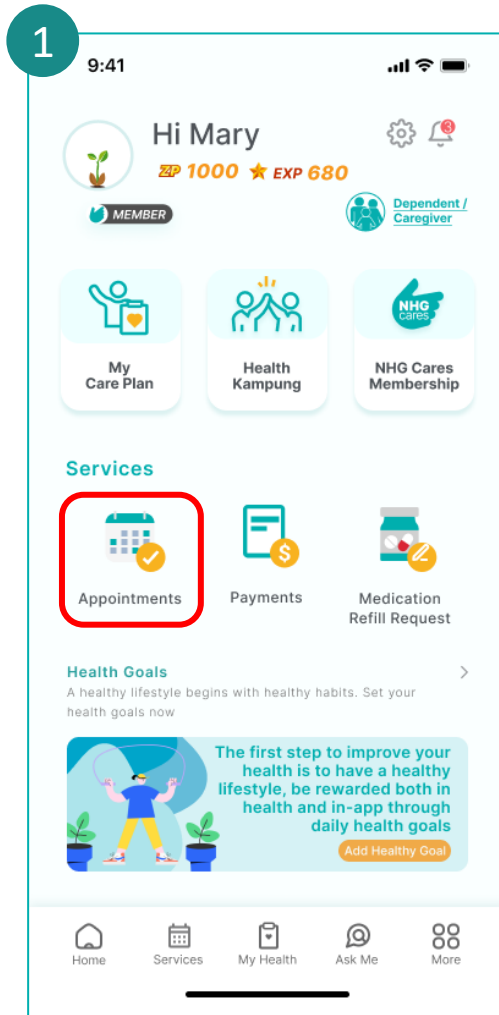
Tap on **Book Activity**.

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

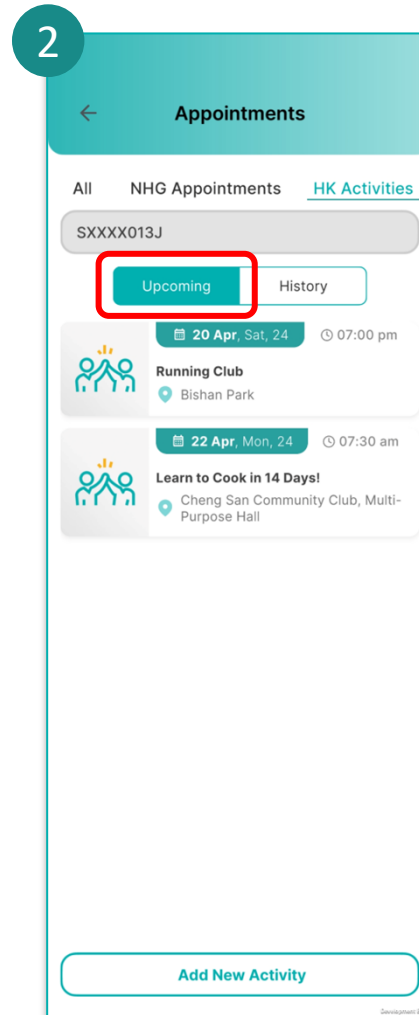


Health Kampung – View Booked Activities

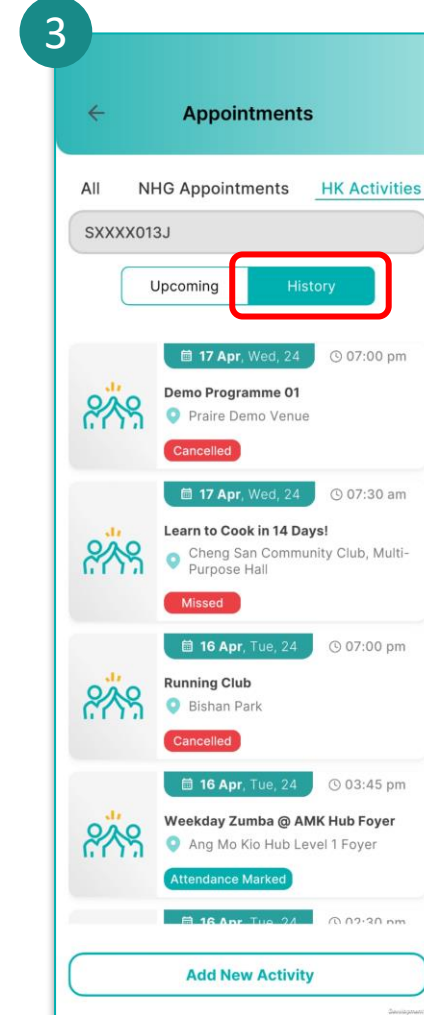
Singpass Login



Tap on **Appointments**.



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



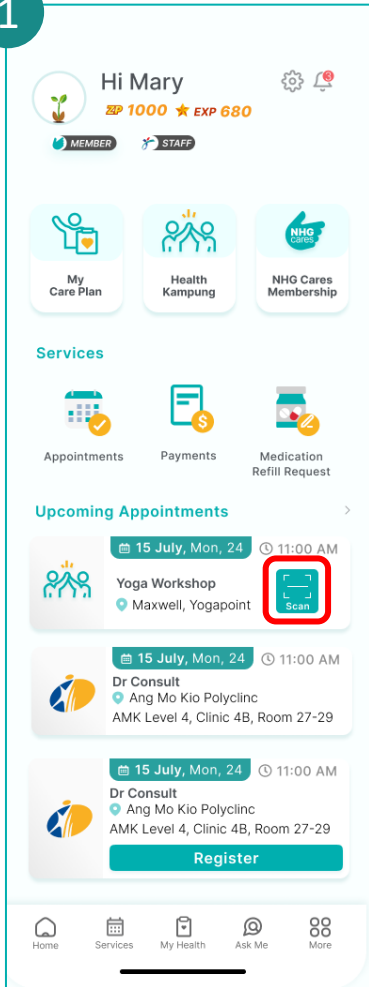
Tap on **History** to view past activities.



Health Kampung – Mark Attendance

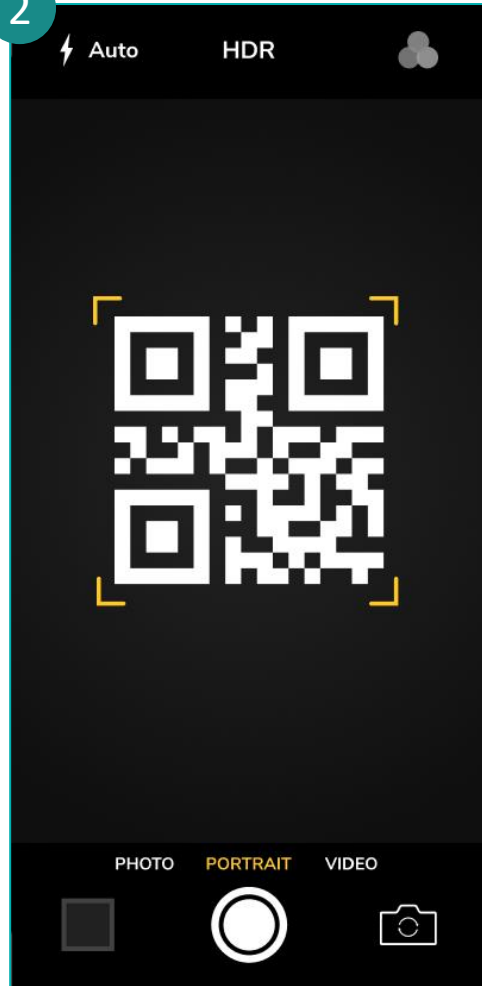
Singpass Login

1



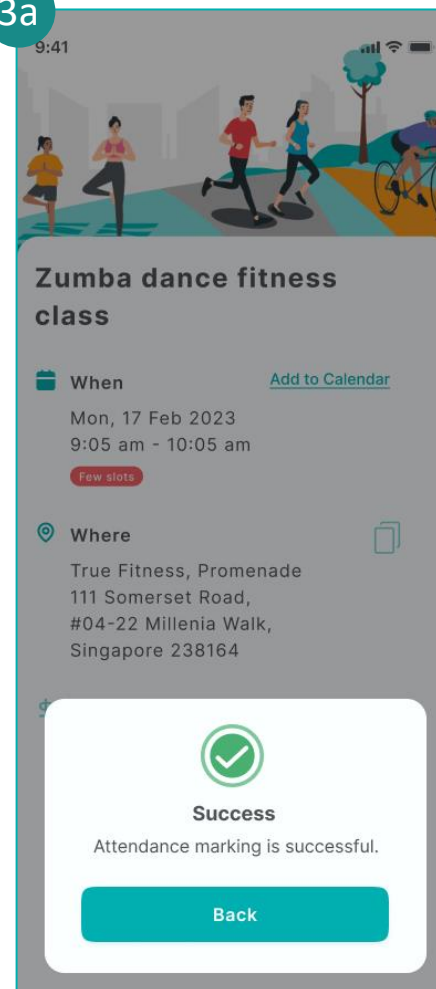
Tap on Scan.

2



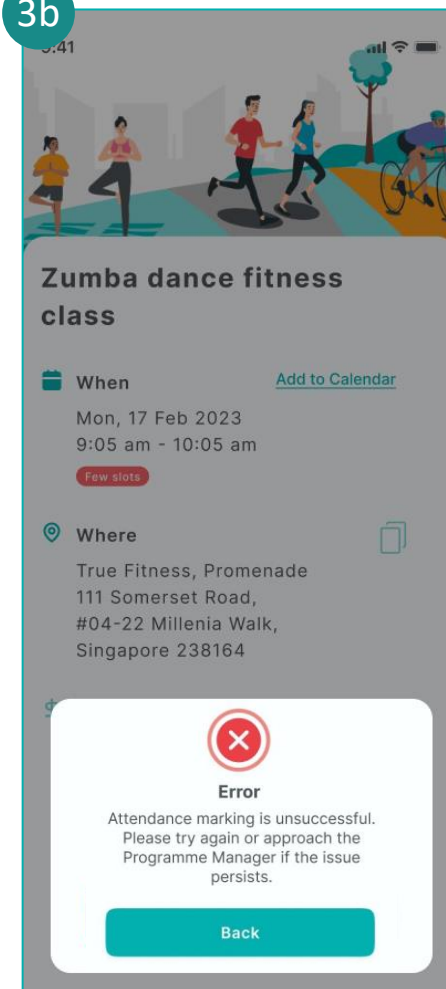
Scan the QR Code at the event.

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.

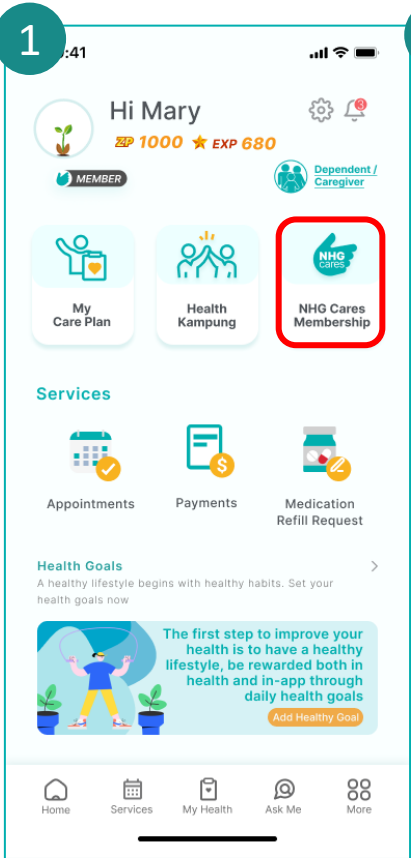


NHG Cares Membership

Singpass Login

Central & North Residents

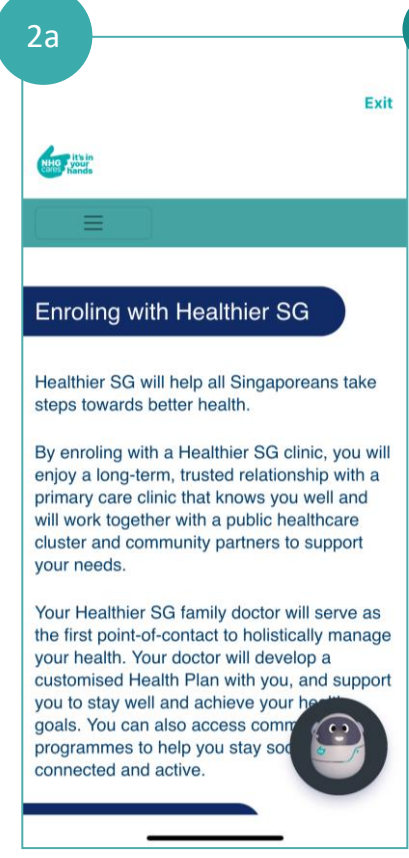
Enrolled to Healthier SG



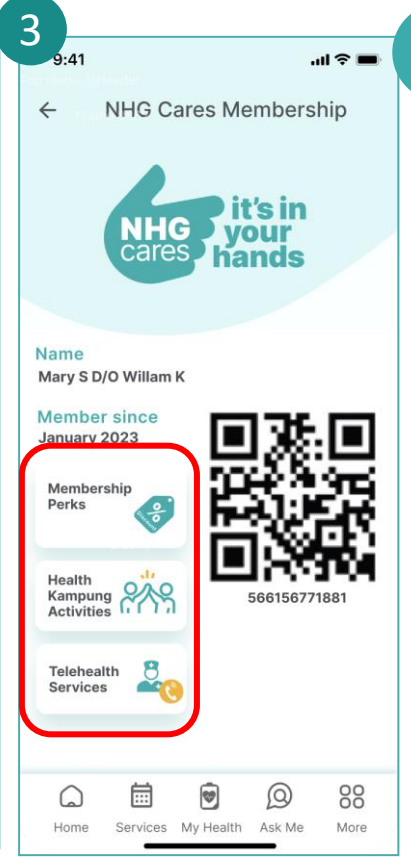
Tap on **NHG Cares Membership**.



Tap on **Learn More**.

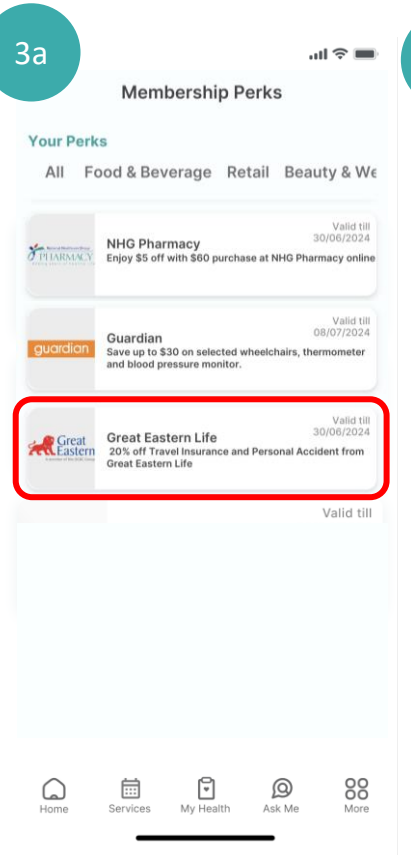


For NHG residents who have not enrolled to HSG will be provided steps on enrolment.



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

- Membership Perks
- Health Kampung
- Telehealth Services



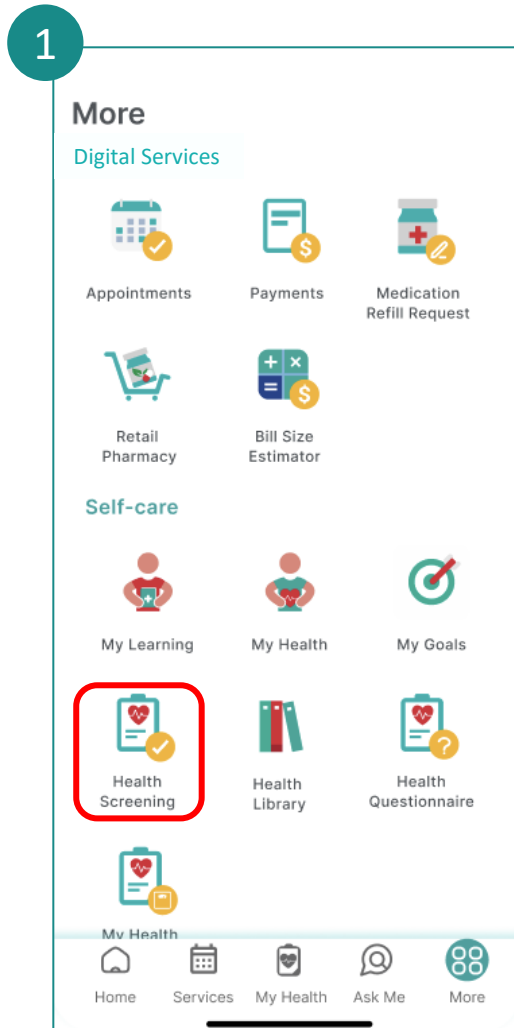
Tap on **Perks** to get codes for dining and retail savings.



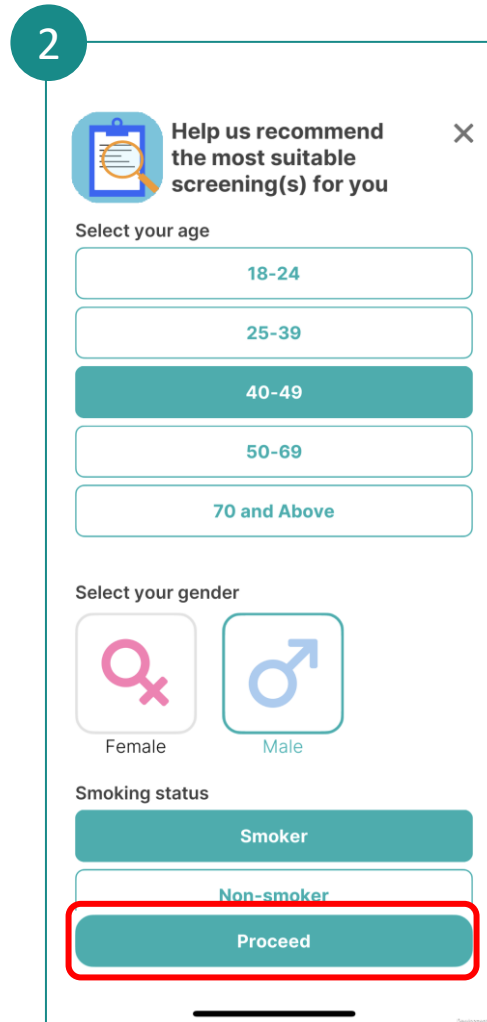
Tap on **Telehealth Services** to get advice from nurses.



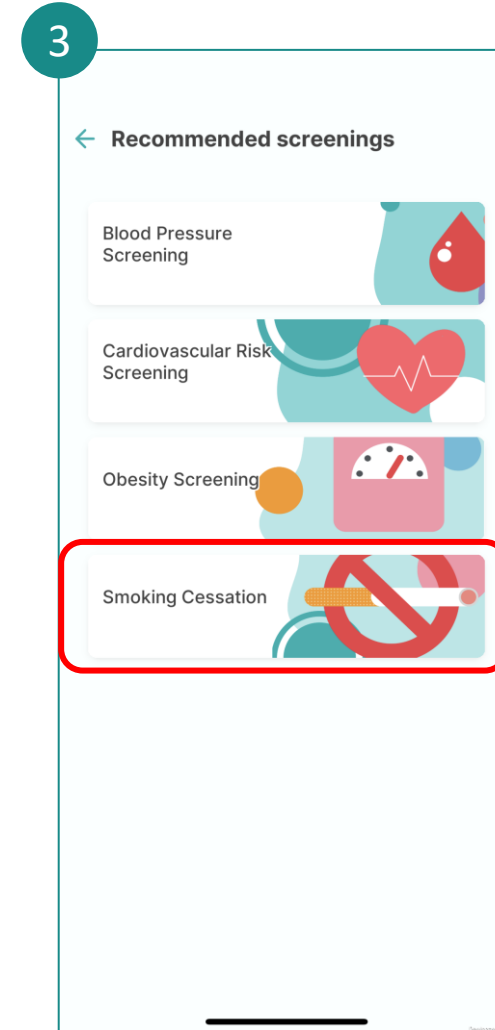
Health Screening



Tap on **Health Screening**.



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



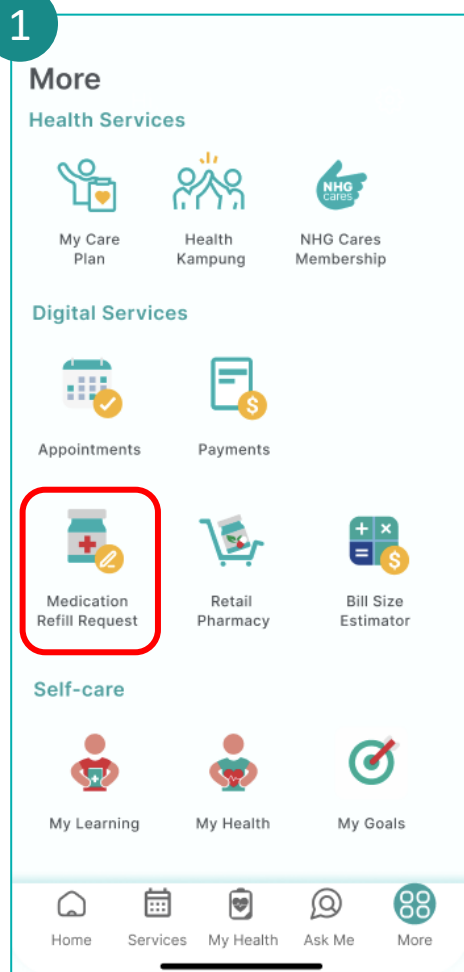
Tap on the recommended screening type to find out more.



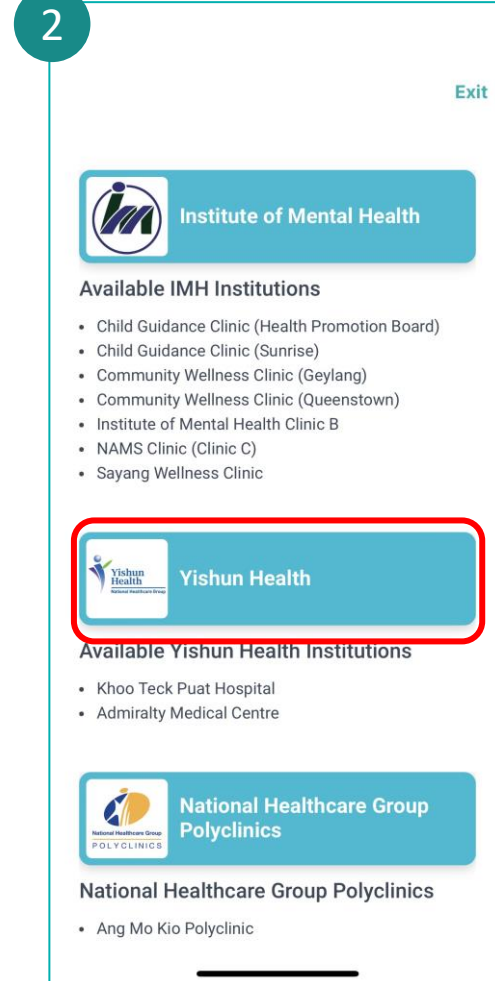
Medication Refill Request

Applicable to all NHG institutions

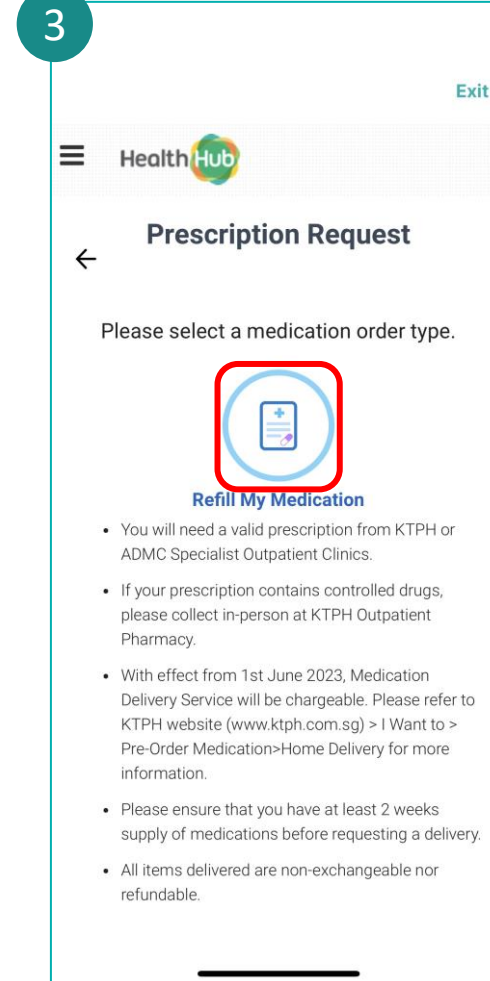
Singpass Login



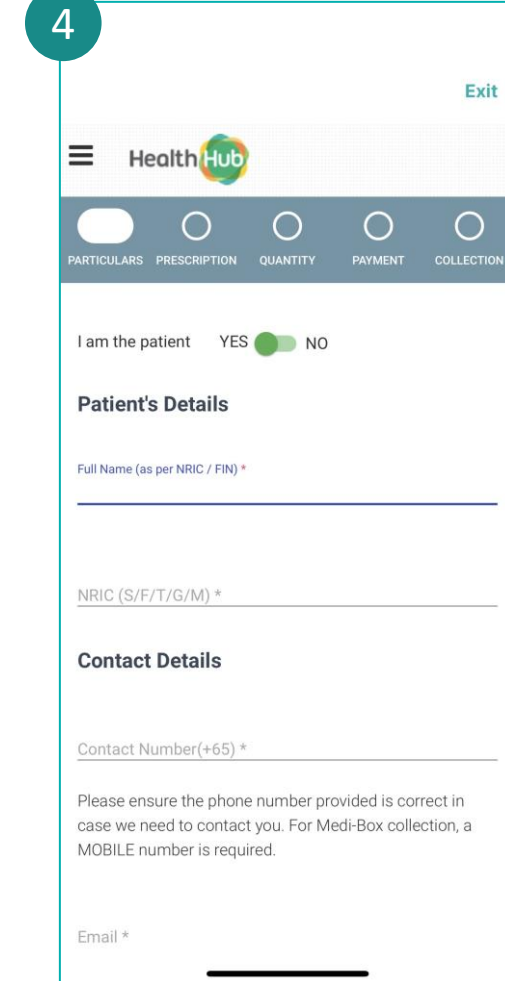
Tap on **Medication Refill Request**.



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



Tap on **Refill My Medication**.



Complete the HealthHub Medications Request form accordingly.

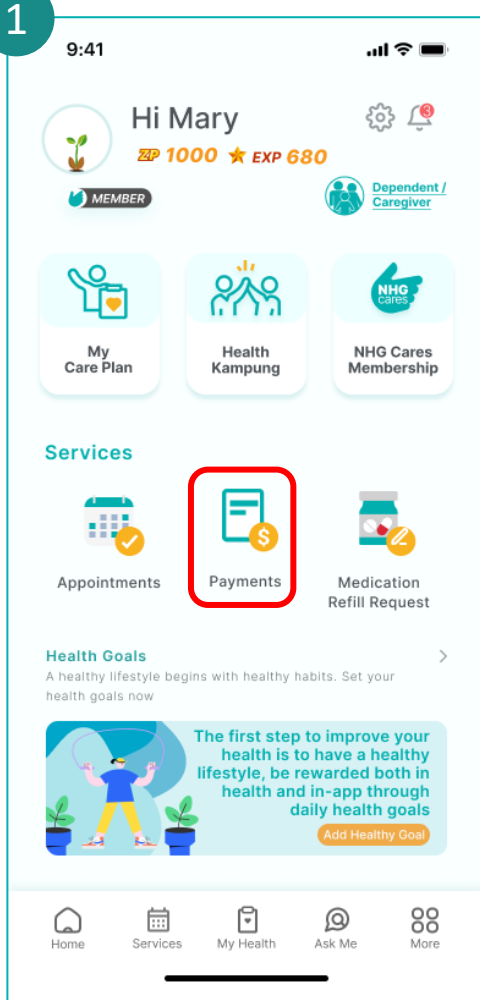
Note: Institutions listed is for illustration purposes only.



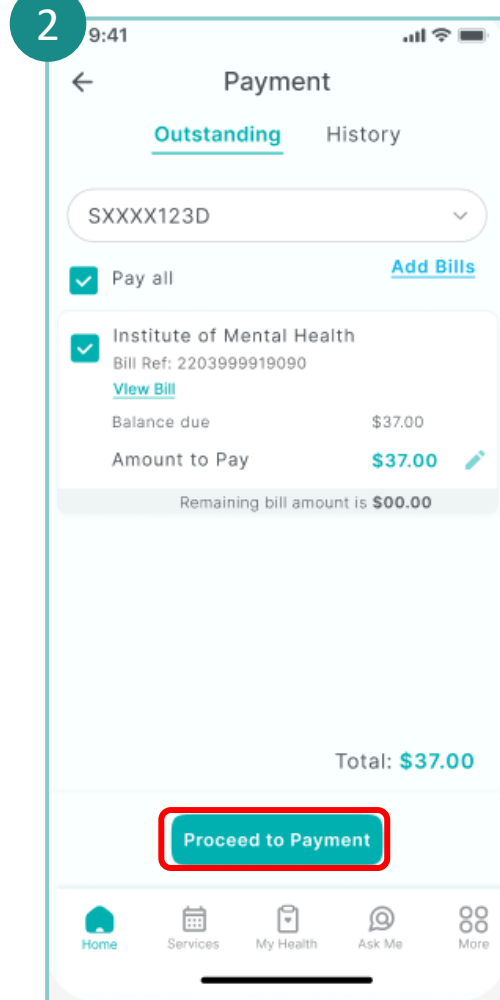
Payment


Applicable to all NHG institutions except NSC

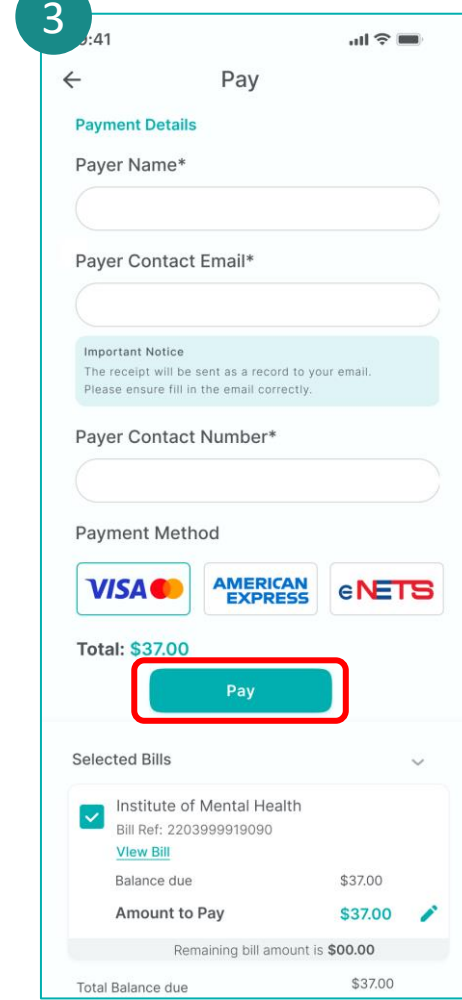
Singpass Login



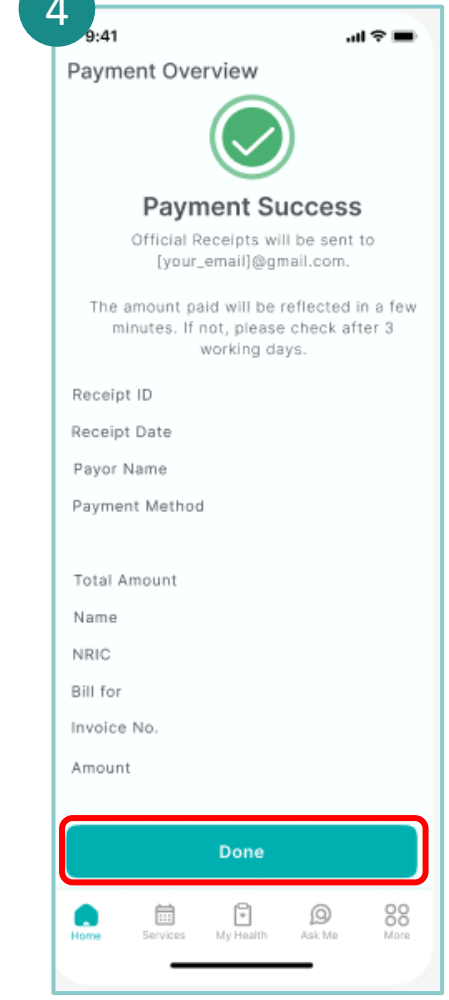
Tap on **Payments**.



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.



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

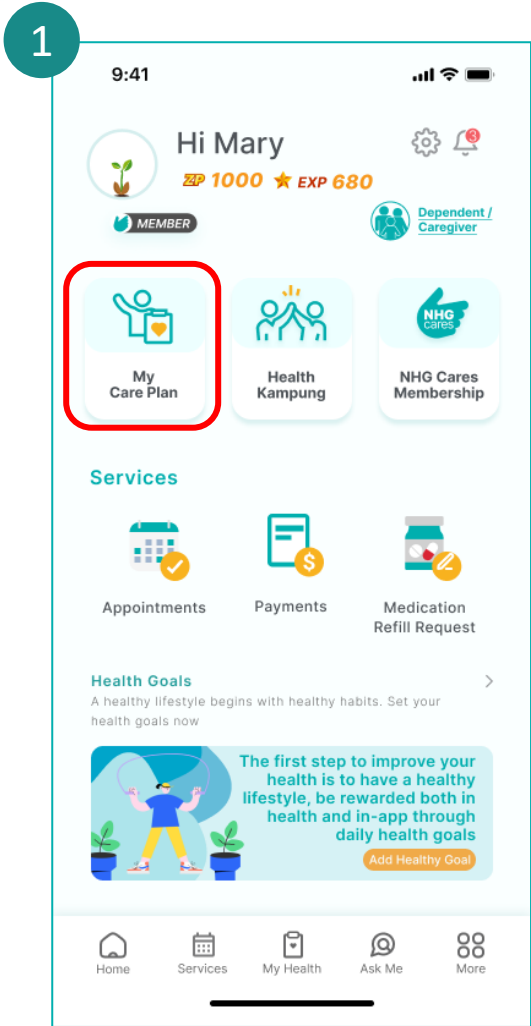


Tap on **Done** upon successful payment to exit the page.

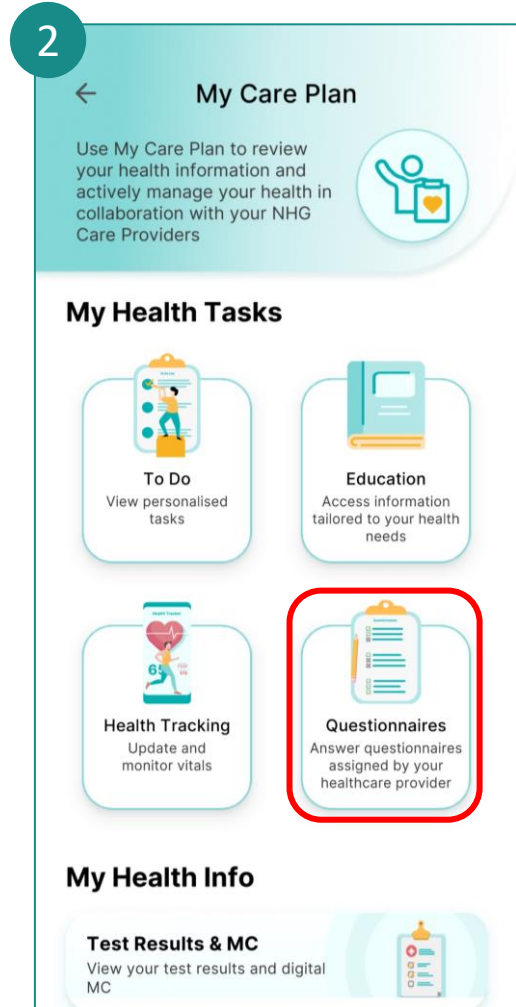


Accessing Questionnaire: COPD Assessment Test

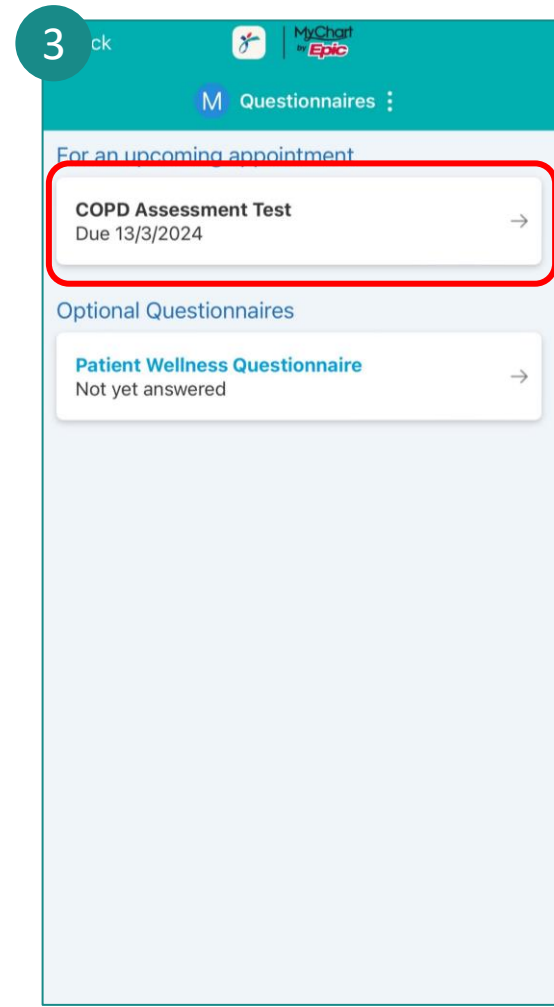
Singpass Login



Tap on **My Care Plan**.



Tap on **Questionnaires**.



Tap on questionnaire available for an upcoming appointment.



Completing Questionnaire: COPD Assessment Test

Singpass Login

1

MyChart
by Epic

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

Questionnaires

For an upcoming appointment on 13/3/2024

Please review your responses. To finish, click **Submit**. Or, modify an answer by clicking its edit link.

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

Submit

Back Cancel

Select your answers and tap **Submit**.

3

Questionnaires

Recent Questionnaire Answers

COPD Assessment Test
For an upcoming appointment
Submitted 13/3/2024 at 1:38 PM

Optional Questionnaires

Patient Wellness Questionnaire
Not yet answered

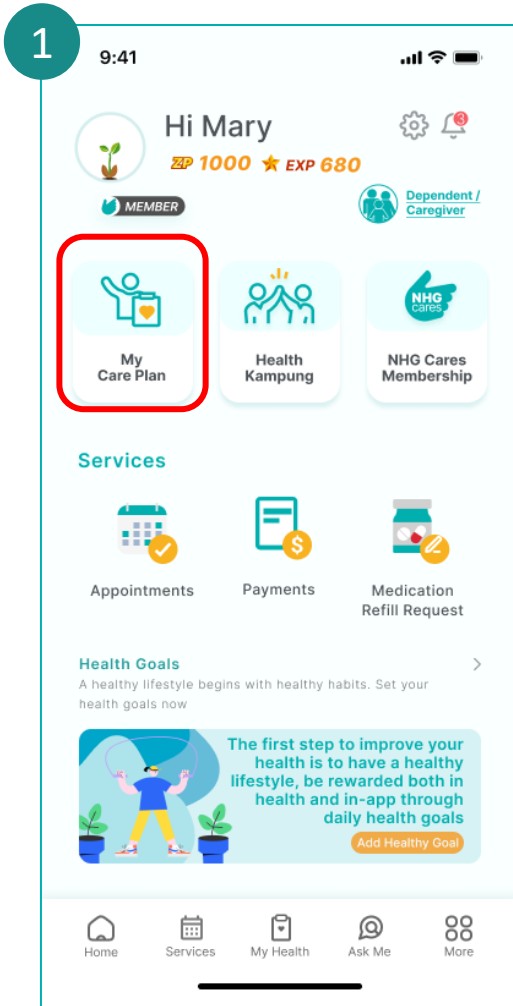
Your answers have been submitted.

Upon submission, view successful completion of questionnaire screen.

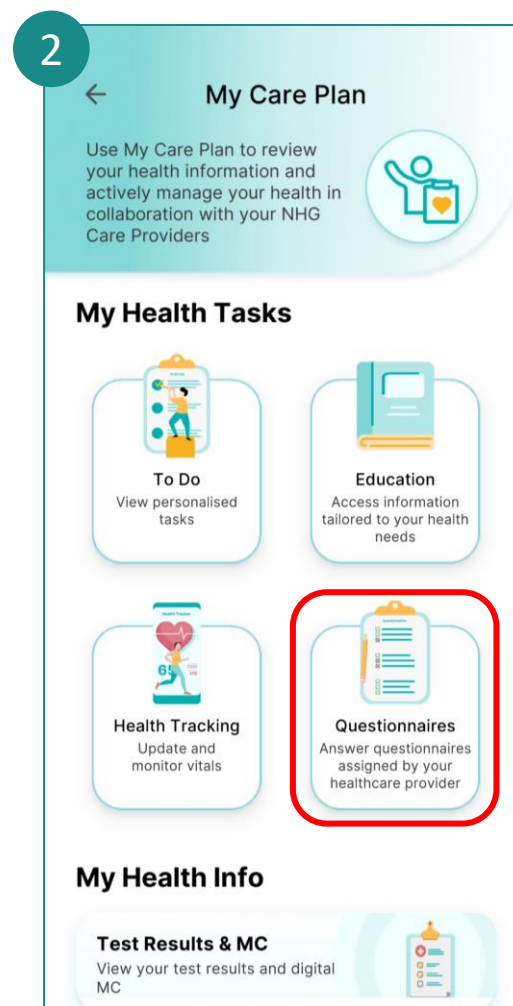


Accessing Questionnaire: GINA

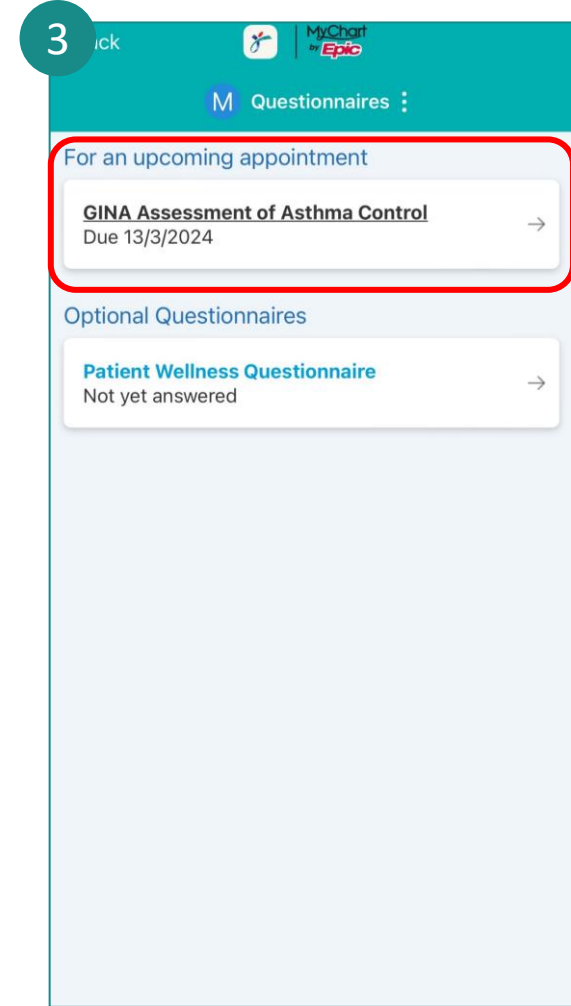
Singpass Login



Tap on **My Care Plan**.



Tap on **Questionnaires**.



Tap on questionnaire available for an upcoming appointment.



Completing Questionnaire: GINA

Singpass Login

1

Back 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 asthma?

No Yes

* Reliever needed for symptoms more than twice/week?

No Yes

* Any activity limitation due to asthma?

No Yes

Fill in the questionnaire.

2

Back MyChart by Epic Questionnaires

GINA Assessment of Asthma Control

For an upcoming appointment on 13/3/2024

Please review your responses. To finish, click **Submit**. Or, modify an answer by clicking its edit link.

Daytime asthma symptoms more than twice/week? [Edit](#)

Yes

Any night waking due to asthma? [Edit](#)

Yes

Reliever needed for symptoms more than twice/week? [Edit](#)

No

Any activity limitation due to asthma? [Edit](#)

No

Submit

Back Cancel

Thank you for your responses!

Select your answers and tap **Submit**.

3

Back MyChart by Epic Questionnaires

Recent Questionnaire Answers

GINA Assessment of Asthma Control →
For an upcoming appointment
✔ Submitted 13/3/2024 at 5:10 PM

Optional Questionnaires

Patient Wellness Questionnaire →
Not yet answered

Upon submission, view successful completion of questionnaire screen.