

TeleConsult

Your next clinic appointment, wherever you are



What is TeleConsult?

Teleconsultation is a type of telemedicine service, where digital information and communication technologies, such as computers and mobile devices are used to deliver health-related information. It provides opportunities to make healthcare more convenient, better coordinated, and closer to home.



In a teleconsultation, patients can have consultations with doctors, nurses and allied health professionals in the comfort of their home or at a location where privacy is assured. These virtual appointments enable patients to receive ongoing care where in-person clinic consultations are not necessary or possible.

Modes of TeleConsult

Video calls
via Zoom



Phone
call



TeleConsult is available at:

- National University Hospital
- National University Cancer Institute, Singapore
- Ng Teng Fong General Hospital
- National University Heart Centre, Singapore
- Alexandra Hospital
- National University Polyclinics
- National University Centre for Oral Health, Singapore
- Jurong Medical Centre

Benefits of TeleConsult

Real-time consultations are conducted via a computer or a mobile device such as a smartphone or a tablet.



CONVENIENCE

- Our healthcare professionals can treat and review common medical and surgical conditions without you having to travel to our clinics
- Medical Certificates will be sent to you
- Have your medications delivered to your doorstep
- Pay for your clinic appointment via one of the many payment platforms available



TIME AND COST SAVINGS

- Save time and money on travelling
- Caregivers need not accompany you to the hospital and wait with you
- No more waiting at the clinic and pharmacy



SAFETY AND PRIVACY

- Reduce exposure to infections while commuting and at the hospital
- Discuss your condition with our healthcare professionals from the privacy of your own home or at a location where privacy is assured

Medications, Medical Certificates and/or memos (if any) will be issued to you by our doctors. You will receive the same level of patient care and medical attention from our healthcare professionals.

*** Please note that TeleConsult is not recommended for your first visit with our clinicians, and also not for medical conditions requiring urgent attention.**

Am I eligible for TeleConsult?



Typically first outpatient visits are conducted face-to-face in the clinic. Based on our care team's assessment, TeleConsult may be offered for the subsequent clinic consultation. Common conditions that are non-emergency in nature can be treated via TeleConsult. Access to the Internet through a smart device is required for video consultation. After the session, you may be required to follow up in person for additional health services.

When is TeleConsult not suitable?



Emergency conditions – please proceed to the Emergency Department



Where physical examinations are required



Diagnostic tests such as blood tests, X-rays, etc.

Preparing for TeleConsult



Download the Zoom app from the Apple Store or Google Play Store to your device prior to the appointment day.



ZOOM Cloud Meetings



On the day of your TeleConsult appointment, go to a quiet and well-lit area where network is stable and privacy is assured. Avoid public or noisy places.



If you have been self-monitoring your blood pressure, glucose or weight, have these records available before the TeleConsult.



Instructions will be sent to you via email and/or SMS regarding your scheduled appointment date and time. Please ensure your camera is enabled and your microphone is not muted.

TeleConsult session

- Our healthcare staff will contact you before the consultation. Follow the instructions sent to you earlier to join the TeleConsult.
- Get your identification documents ready for verification.
- Doctor/nurse/allied health professional will begin consultation.
- At the end of consultation, patient to remain online for further instructions including scheduling of next appointment, where applicable.

After TeleConsult



Bills will be sent to you.



In the event that a Medical Certificate is issued, it will be sent to you. It can also be collected in person.



Prescribed medications can be picked up from our pharmacy or sent to your home. Delivery charges may apply.

For more information, visit
www.nuhs.edu.sg/for-patient-visitors/teleconsult

For more information on our TeleConsult service,
scan QR code:

