



Patient Care Through Video Consultation

A user guide for patients and caregivers



Changi
General Hospital
SingHealth

Prior to video consultation

Patient consent for a video consultation appointment will be sought.

Patients who have been identified and scheduled for video consultation will receive a short message service (SMS) text with the details of the outpatient appointment, sent to their mobile phone number registered with the hospital.



Things to remember

- ➔ Seek medical attention at the nearest polyclinic, general practitioner (GP) clinic or Accident & Emergency Department if the patient feels unwell before the scheduled video consultation.
- ➔ Be punctual and keep to the scheduled appointment time for the video consultation. A replacement appointment may need to be arranged if the scheduled appointment is not met.
- ➔ Patient confidentiality will be maintained at all times. The video consultation is an interaction between the patient and their attending healthcare professional, and will not be recorded by the hospital. Similarly, patients should refrain from recording the video consultation.

Tips for a good video consultation session:

- ➔ Find a quiet location with a quiet environment, and use headphones or an earpiece for better audio quality.
- ➔ Ensure that the location has good lighting.
- ➔ If a tablet/ smartphone is being used for the video consultation session, please ensure the device is propped up securely for image stability.



- ➡ Use a stable, secure source of Wi-Fi or network connection. If the patient is disconnected from the session, try the following:

Step 1: Ensure that the device is connected to the Wi-Fi or network connection.

Step 2: Leave and re-join the meeting.



If the patient is still not able to connect to the session after trying the steps above, the healthcare professional or patient service associate (PSA) will call the patient to provide further assistance.

A computer, smartphone or tablet equipped with a microphone and web camera is required for the video consultation. Download the Zoom application and create the account ahead of the scheduled session to facilitate the video consultation.

Smartphone or tablet users



For iOS



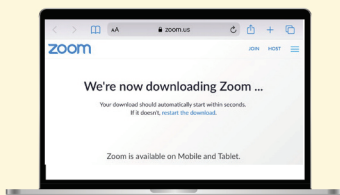
For Android



Step 1: Scan the QR code to download and install Zoom (Go to step 2 if the application has already been installed.)

Step 2: Launch the Zoom app.

Laptop or desktop users



Step 1: Go to <<https://zoom.us>>. (Go to step 2 if the application has already been installed.)

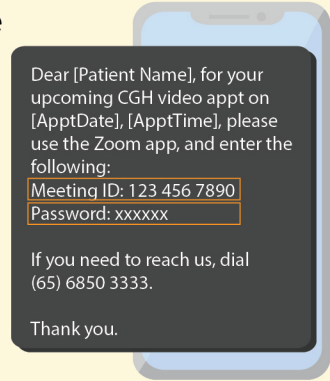


Step 2: Launch the Zoom app.

On the day of the video consultation

Step 1: An SMS on the video consultation will be sent the day before the scheduled session. Log in to the Zoom account 10 minutes prior to the scheduled video consultation. Join the Zoom meeting via the link or use the “Meeting ID” and “Password” in the SMS.

Step 2: The video consultation will proceed at the scheduled time following verification of the patient’s identity* by the healthcare professional.



SMS from CGH a day before the video consultation

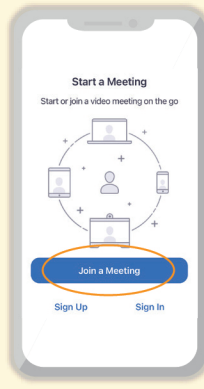
*The patient will need to have their photo identification (e.g., National Registration Identity Card, Employment Pass, or passport) ready for display to the healthcare professional when asked. To facilitate this process, the Zoom ID should reflect the patient’s full name.

Logging in to Zoom (smartphone or tablet users)



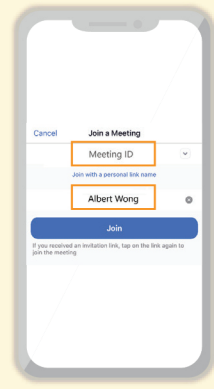
Step 1:

Launch the Zoom app on the smartphone or tablet.



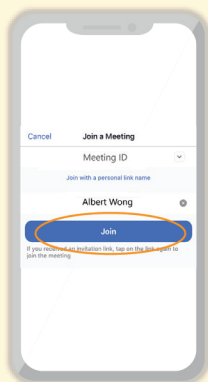
Step 2:

Select “Join a Meeting”.

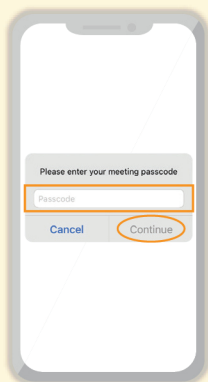


Step 3:

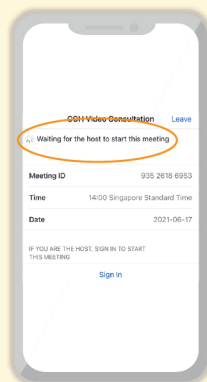
Enter the patient’s full name and the Meeting ID sent via SMS.



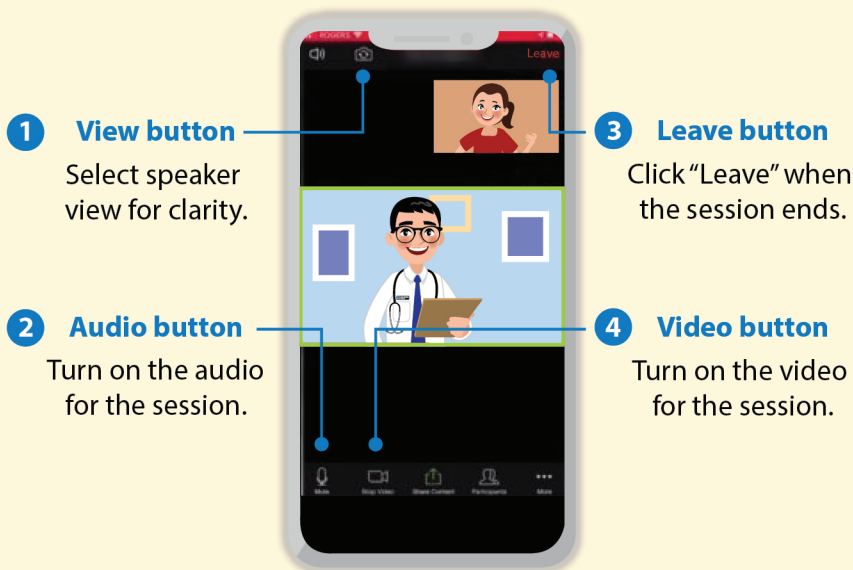
Step 4:
Select "Join" to continue.



Step 5:
Enter the password sent via SMS as the meeting passcode before selecting "Continue".



Step 6:
Wait for healthcare professional to start the meeting.



Logging in to Zoom (laptop or desktop users)



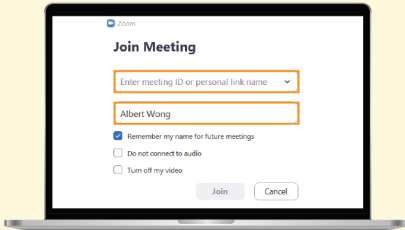
Step 1:

Launch the Zoom app on the laptop or desktop.



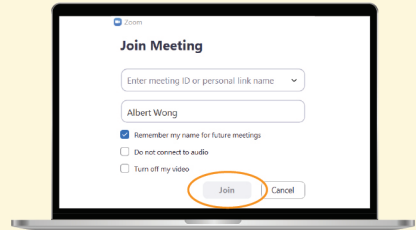
Step 2:

Select "Join a Meeting".



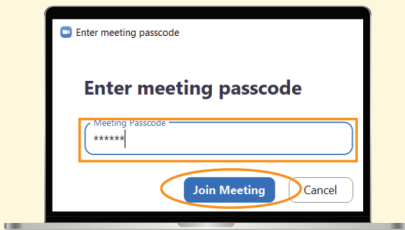
Step 3:

Enter the patient's full name and the Meeting ID sent via SMS.



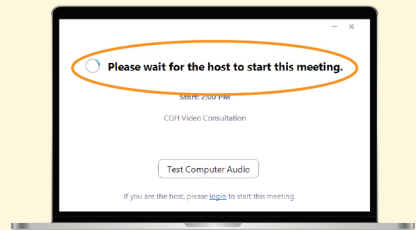
Step 4:

Select "Join" to continue.



Step 5:

Enter the password sent via SMS as the meeting passcode before selecting "Join Meeting".



Step 6:

Wait for the healthcare professional to start the meeting.

Logging in to Zoom (laptop or desktop users)



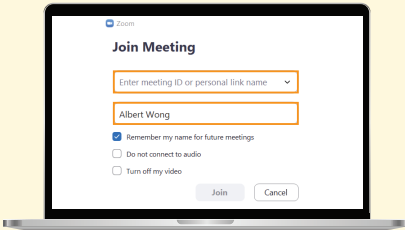
Step 1:

Launch the Zoom app on the laptop or desktop.



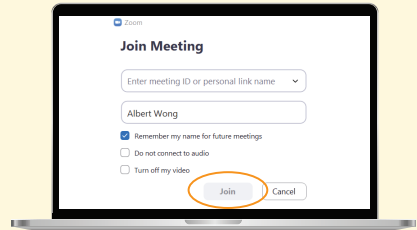
Step 2:

Select "Join a Meeting".



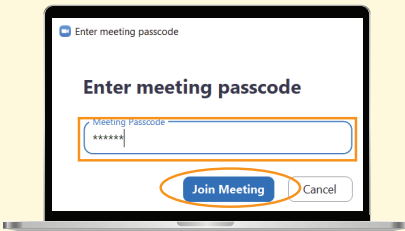
Step 3:

Enter the patient's full name and the Meeting ID sent via SMS.



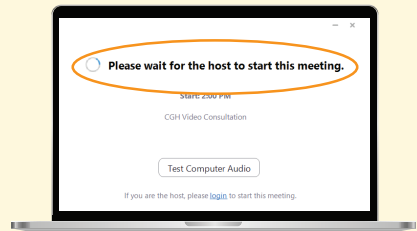
Step 4:

Select "Join" to continue.



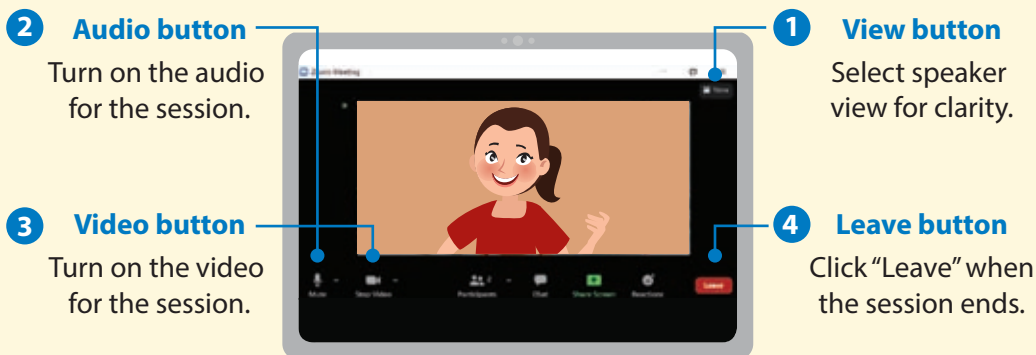
Step 5:

Enter the password sent via SMS as the meeting passcode before selecting "Join Meeting".



Step 6:

Wait for the healthcare professional to start the meeting.



After the video consultation session

➔ Information on the patient's follow-up appointment will be sent via SMS.

➔ Any digital Medical Certificate (MC) issued will be sent via SMS.

➔ Place medication order in the Health Buddy app (go to "Medicines" > "Deliver/ Collect My Medicines"). Please inform the healthcare professional if there is a need to top-up the medication.

Digital Medical Certificate

View your medical certificate online

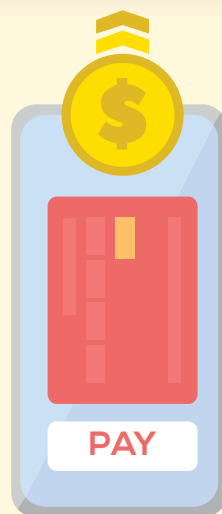
www.mc.gov.sg

<https://www.mc.gov.sg/mc/ag-w7h5tmy2l7nnnlfs9wumulwd>

➔ Make payment for the consultation via the Health Buddy app. An SMS text will be sent at 8.00pm on the same day with the payment details, and the original tax invoice will be sent via post.

➔ The video consultation will be billed in accordance to the arrangements from the patient's prior visit to CGH (e.g., medical benefit card or MediSave). Please inform the healthcare professional if an alternative billing arrangement is preferred.

➔ Share feedback on the telehealth experience by filling up the form sent via SMS.





Singapore
General Hospital



Changi
General Hospital



Sengkang
General Hospital



KK Women's and
Children's Hospital



National Cancer
Centre Singapore



National Dental
Centre Singapore



National Heart
Centre Singapore



National
Neuroscience Institute



Singapore National
Eye Centre



SingHealth
Community Hospitals



Polyclinics
SingHealth

PATIENTS. AT THE HEART OF ALL WE DO.®

2 Simei Street 3 Singapore 529889
Tel: (65) 6788 8833 Fax: (65) 6788 0933
Reg No 198904226R

CGH Appointment Centre

For appointments and enquiries,
please call: (65) 6850 3333

Operating hours:
8.30 am to 5.30 pm (Monday to Friday)
8.30 am to 12.30 pm (Saturday)
Closed on Sunday & Public Holiday

For more information, please visit www.cgh.com.sg

 facebook.com/ChangiGeneralHospital

Information is valid as of March 2022 and subject to revision without prior notice.

All information provided within this publication is intended for general information and is provided on the understanding that no surgical and medical advice or recommendation is being rendered. Please do not disregard the professional advice of your doctor.