



Singapore National
Eye Centre

SingHealth

USER GUIDE & FAQs

VIDEO CONSULTATION SERVICE

Video Consultation Service

What is Video Consultation Service?

The video consultation service is a secure online video conferencing session for doctors and healthcare professionals to provide their patients with the necessary medical care. The platform being used for the provision of this service is Zoom Cloud Meetings.

Are you eligible for video consultation?

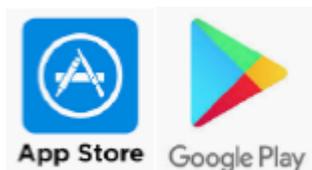
Subsidised patients on follow-up consultations are eligible for video consultation. Do ask your doctor about it.

Setting up the Video Call

The video consultation service is provided through an application called Zoom. This application can be used either on your mobile device or computer.

Attending a video consultation session on your Mobile Device (Tablet or Smartphone)

1. For mobile devices, you may download it for free by searching for “Zoom Cloud Meetings” in the Apple App Store (for iOS) or Google Play Store (for Android).



*Creating an account is not needed.

The application is ready for use after the download is completed.

2. On the day of the session, please click on the e-appointment link (that was sent to you via SMS – see figure 1a) 10 minutes before your scheduled

time. Enter the meeting password and click “Continue” (figure 1b) and the Zoom app will automatically launch the video consultation.

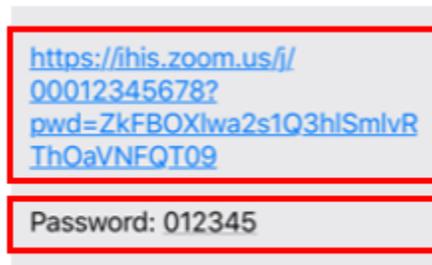


Figure 1a

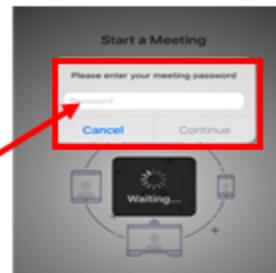


Figure 1b

3. You are now connected to the video consultation session. Please wait for your doctor on the video screen.



4. To end the video consultation session, please click the “Leave” icon as shown below.

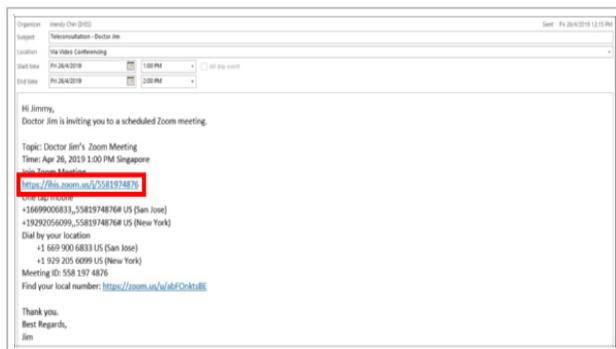


*If the call gets disconnected during the session, please enter the consultation again using the URL link and Password provided. Should you still encounter any difficulties

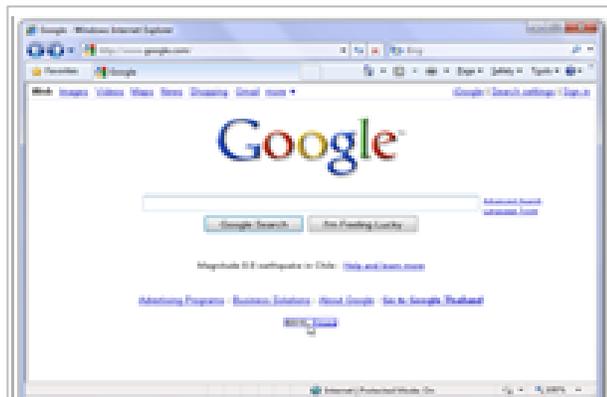
during the session, you may utilise the “Chat” function on the application and our healthcare providers will assist you accordingly.

Attending a video consultation session using your Computer (PC or Laptop)

1. Copy the video consultation e-appointment link from your SMS to your email (figure 2a). Access your email account from your PC or laptop, and click on the link in the email. Alternatively, you can copy the e-appointment link into your internet browser (figure 2b).

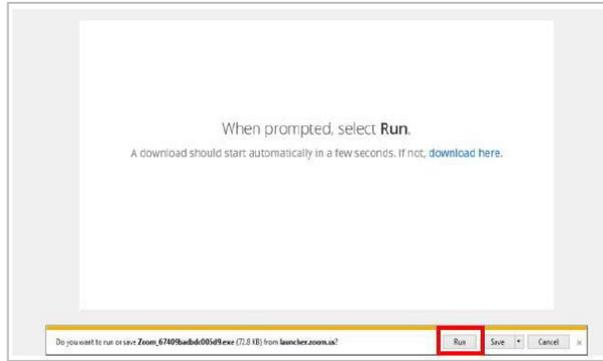


(Figure 2a)

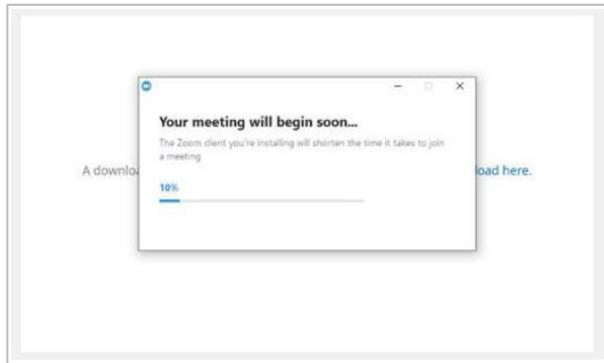


(Figure 2b)

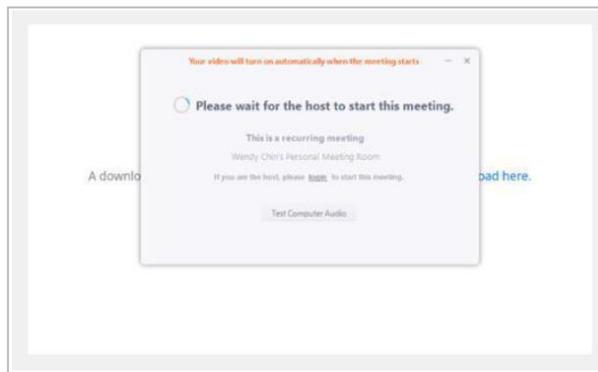
2. For first time users, the system will prompt you to run the video consultation application (Zoom). Please ensure that you install the application before the appointment day. For returning users who have already installed the application previously, you may proceed directly to Step 4.



3. If this is the first time you are using Zoom, click “Run” and wait while the system installs the application.



4. You are ready for the meeting now. Your video screen will turn on automatically when your video consultation session host (the doctor) starts the meeting.



*If the call gets disconnected during the session, please enter the consultation again using the URL link and Password provided. Should you still encounter any difficulties during the session, you may utilise the “Chat” function on the application and our healthcare providers will assist you accordingly.

Frequently Asked Questions (FAQs)

1. What do I need to use for this video consultation service?

You will need either a computer or a mobile device with a functioning camera and audio feature together with a stable internet connection. The platform being used for the provision of this service is Zoom Cloud Meetings that has been approved by the Ministry of Health (MOH).

2. What are the system requirements to use Zoom?

Please refer to this [link](#) to find out more about the system requirements, supported operating systems, supported tablet/mobile devices and supported browsers.

3. Do you record the consultation session? Where do you store them?

The video consultation session will not be recorded. The video consultation audio visual data is routed through the internet but not stored anywhere.

4. What do I do if the doctor is unable to see or hear me during my video consultation session?

The audio and/or video function of your device may be disabled. Please check your settings to ensure that you have allowed the application to access your microphone and camera. You may also want to check that you have disabled the mute function and stop video sharing on the screen.

5. Will the doctor be already in the session when I enter or will I have to wait?

The doctor may not have entered the session yet because of a previous consultation. Please wait in the call for your doctor. Should there be any disruptions from our side, our healthcare providers will contact you and assist in rescheduling your appointment.

6. What if the call gets disconnected during the session?

If the call gets disconnected during the session, please enter the consultation again using the e-Appointment URL link or Meeting ID provided. Should you still encounter any difficulties during the session, you may utilise the chat function in the application and our healthcare providers will assist you accordingly.

7. What if I am late or miss my video consultation session?

If you are late or miss your session, you will be rescheduled to another session by our staff, who will contact you accordingly. Nonetheless, we would strongly recommend that you do not miss or be late for your session as valuable healthcare resources have been allocated to serve you.

8. Will the doctor be able to diagnose me through the call without examining me physically?

While the doctor will not be able to examine you physically or take your vital signs, they will still be able to assess your condition and make a clinical decision through your medical history, investigation test results and current symptoms through the video call.

9. Is this video consultation service available for all?

No, this service is currently being piloted at selected services for a selected pool of patients that has been vetted and approved by the doctor for suitability for a video consultation.

10. What if I am not satisfied and would like to switch back to in-person consultations?

You may raise your preference to the healthcare provider when they are booking your follow-up appointment such that the consultation type of your choice is booked. Please note that this may come with a longer waiting period for an appointment slot.

11. Is this service free? How much is the consultation fee for video consultation?

The video consultation service is chargeable. The fee will be as per standard charges of an outpatient physical consultation fee. The use of healthcare schemes and government subsidies will follow that of a face-to-face outpatient consultation.

12. Why do I have to pay since I did not come to the clinic for a physical examination?

The care and review of your medical condition provided through the video consultation will be packaged similarly as to what you would have received during a physical consultation. As such, you will still be required to pay for the service.

13. How will I make the payment?

The invoice for your video consultation will be finalised at the end of the day and you will receive a SMS notification that your bill is ready for payment at 8pm. Following which, you can either pay via the [Health Buddy app](#), DBS internet/Mobile banking or the AXS machine.

14. Can I get a medical certificate (MC)?

You will receive a MC digitally via DigiMC. This will be sent via an SMS containing a link to your MC. This link can then be forwarded to your employers. Should you require a paper MC, please let the doctor know and it will be mailed to your local address.

15. How long do I need to wait to receive my medication?

Upon receiving your request, our pharmacy staff will contact you to confirm your order. Upon your confirmation, your medicines will be delivered to you within 3 working days.