

App User Guide

Version 1.0 (Sep 2022)



BY IHH HEALTHCARE

About MyHealth360

Developed by IHH Healthcare, MyHealth360 is a one-stop mobile app designed to make health and wellness management easier and more reliable than ever before. It offers a holistic suite of healthcare services and information right at your fingertips.

IHH HEALTHCARE SINGAPORE BRANDS:

Gleneagles Hospital | Mount Elizabeth Hospital (Orchard) | Mount Elizabeth Novena Hospital | Parkway Cancer Centre | Parkway East Hospital | Parkway Laboratories | Parkway Radiology | Parkway Shenton Clinics

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Navigating the User Guide

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1. Transiting to MyHealth360

For existing users of DigiHealth & MyHealth Connect apps

- 1.1 For DigiHealth users only
- 1.2 For MyHealth Connect users with a DigiHealth account
- 1.3 For MyHealth Connect users without a DigiHealth account

1. Transiting to MyHealth360

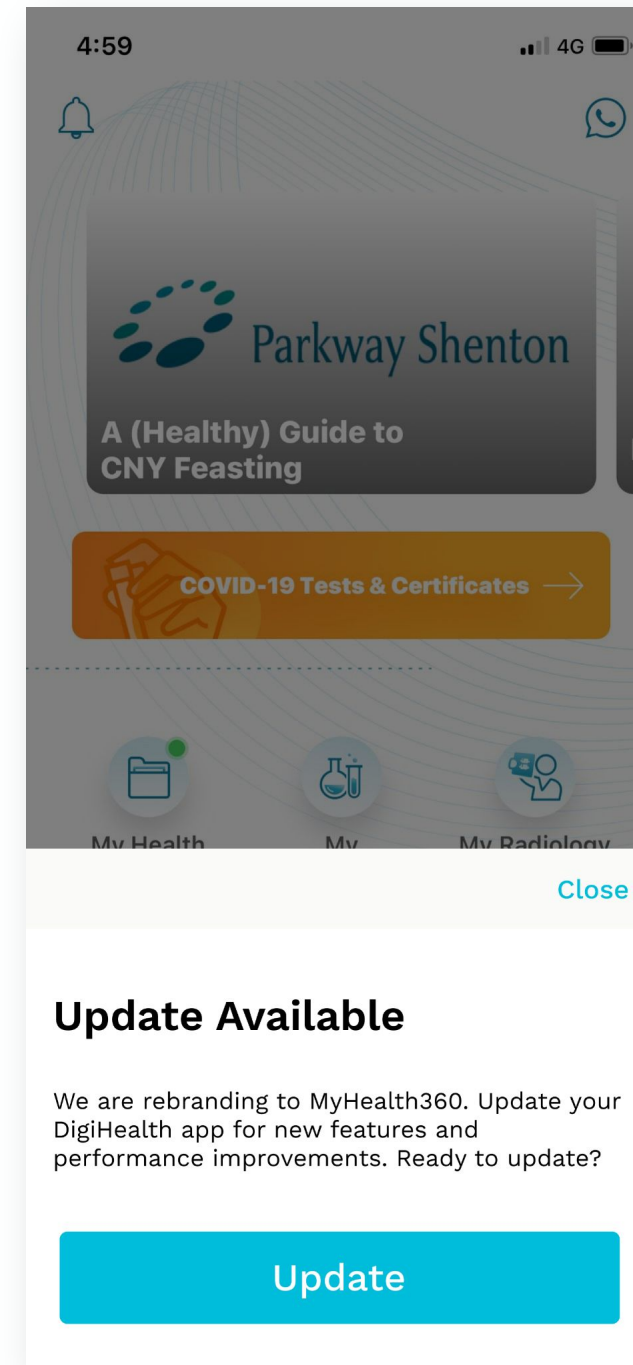
1.1 For DigiHealth users only

From September 2022, the DigiHealth app will be rebranded as “MyHealth360”.

Step 1: Open the DigiHealth app. Tap on the prompt which will redirect you to your Apple App Store or Google Play Store to make the update to MyHealth360.

Step 2: Open the MyHealth360 app. Log in with your existing DigiHealth account (see *section 2.4 Logging in to your MyHealth360 account*).

Step 1



Step 2



Note: Your existing DigiHealth account (profile information, health records, medical appointments and more) will still be fully accessible in the updated app.

1. Transiting to MyHealth360

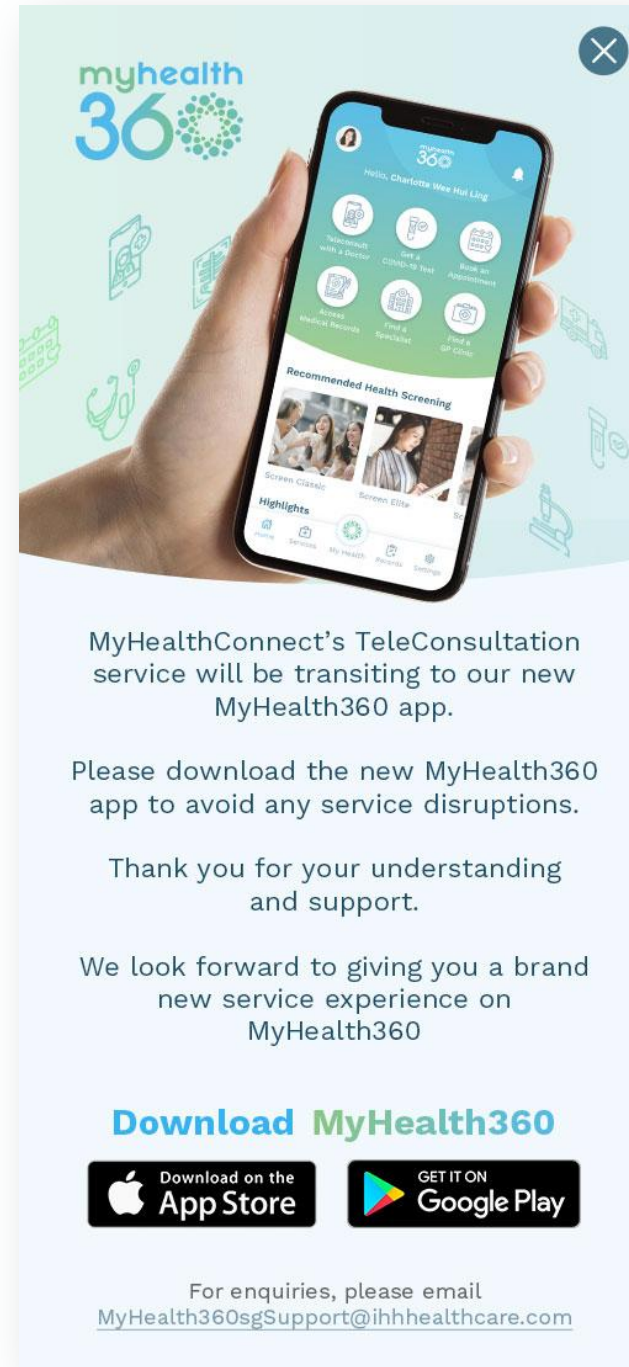
1.2 For MyHealth Connect users with a DigiHealth account

From September 2022, the MyHealth Connect app will be rebranded as “MyHealth360”.

Step 1: Open the MyHealth Connect app. Tap on the prompt which will redirect you to your Apple App Store or Google Play Store to download MyHealth360.

Step 2: Open the MyHealth360 app. Log in with your existing MyHealth Connect account (see *section 2.4 Logging in to your MyHealth360 account*).

Step 1



MyHealthConnect’s TeleConsultation service will be transiting to our new MyHealth360 app.

Please download the new MyHealth360 app to avoid any service disruptions.

Thank you for your understanding and support.

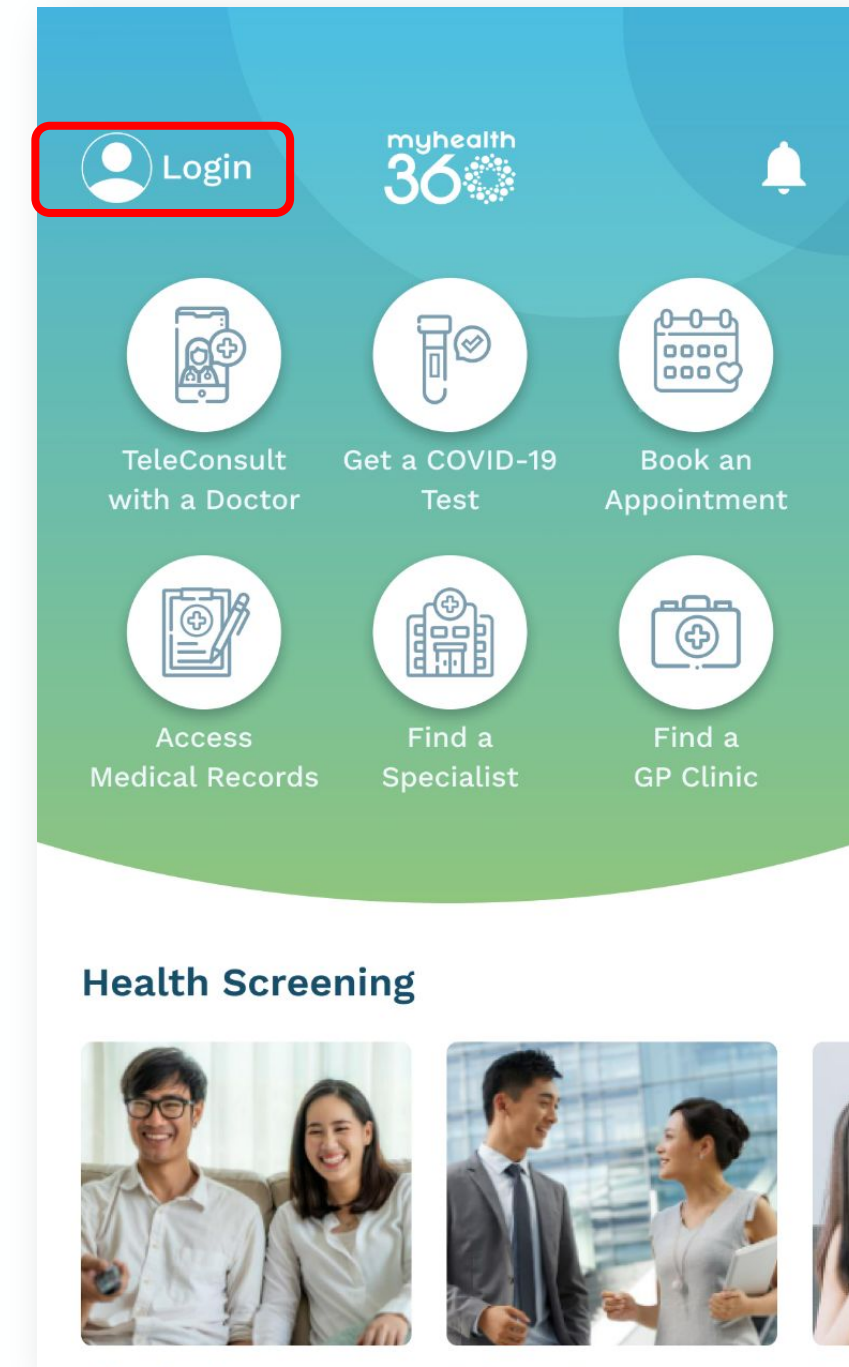
We look forward to giving you a brand new service experience on MyHealth360

Download MyHealth360

Download on the App Store | GET IT ON Google Play

For enquiries, please email MyHealth360sgSupport@ihhhealthcare.com

Step 2



myhealth 360

Login

TeleConsult with a Doctor | Get a COVID-19 Test | Book an Appointment

Access Medical Records | Find a Specialist | Find a GP Clinic

Health Screening

Note: You may still access past health records via the MyHealth Connect app. You are highly encouraged to download the MyHealth360 app and create a new account to access TeleConsultation services.

1. Transiting to MyHealth360


1.3 For MyHealth Connect users without a DigiHealth account

From September 2022, the MyHealth Connect app will be rebranded as “MyHealth360”.

Step 1: Open the MyHealth Connect app. Tap on the prompt which will redirect you to your Apple App Store or Google Play Store to download MyHealth360.

Step 2: Open the MyHealth360 app and sign up for a new account (see *section 2.3 Creating your MyHealth360 account*).

Step 1





MyHealthConnect's TeleConsultation service will be transiting to our new MyHealth360 app.

Please download the new MyHealth360 app to avoid any service disruptions.

Thank you for your understanding and support.

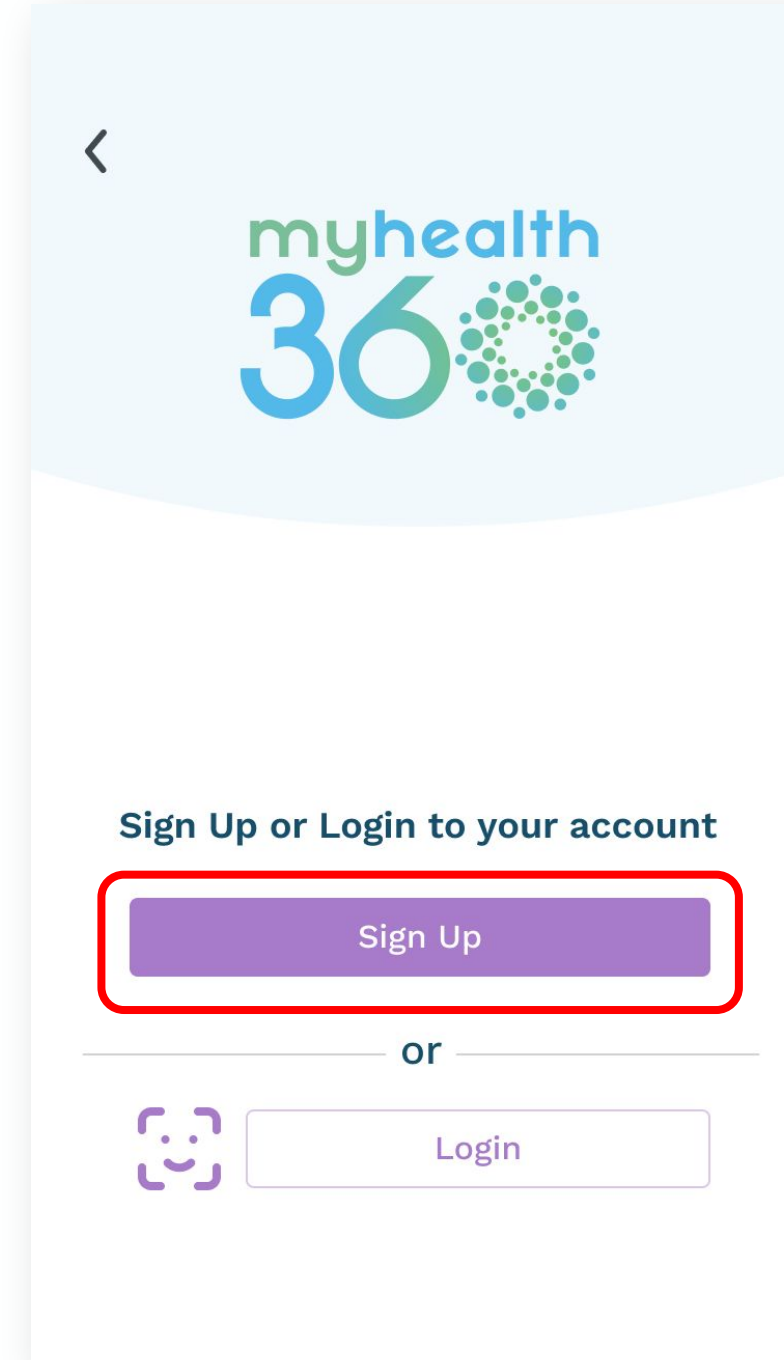
We look forward to giving you a brand new service experience on MyHealth360

Download MyHealth360

For enquiries, please email MyHealth360sgSupport@ihhhealthcare.com


Step 2



Sign Up or Login to your account

Sign Up

or

 **Login**

Note: You may still access past health records via the MyHealth Connect app. You are highly encouraged to download the MyHealth360 app and create a new account to access TeleConsultation services.

2. Setting up MyHealth360

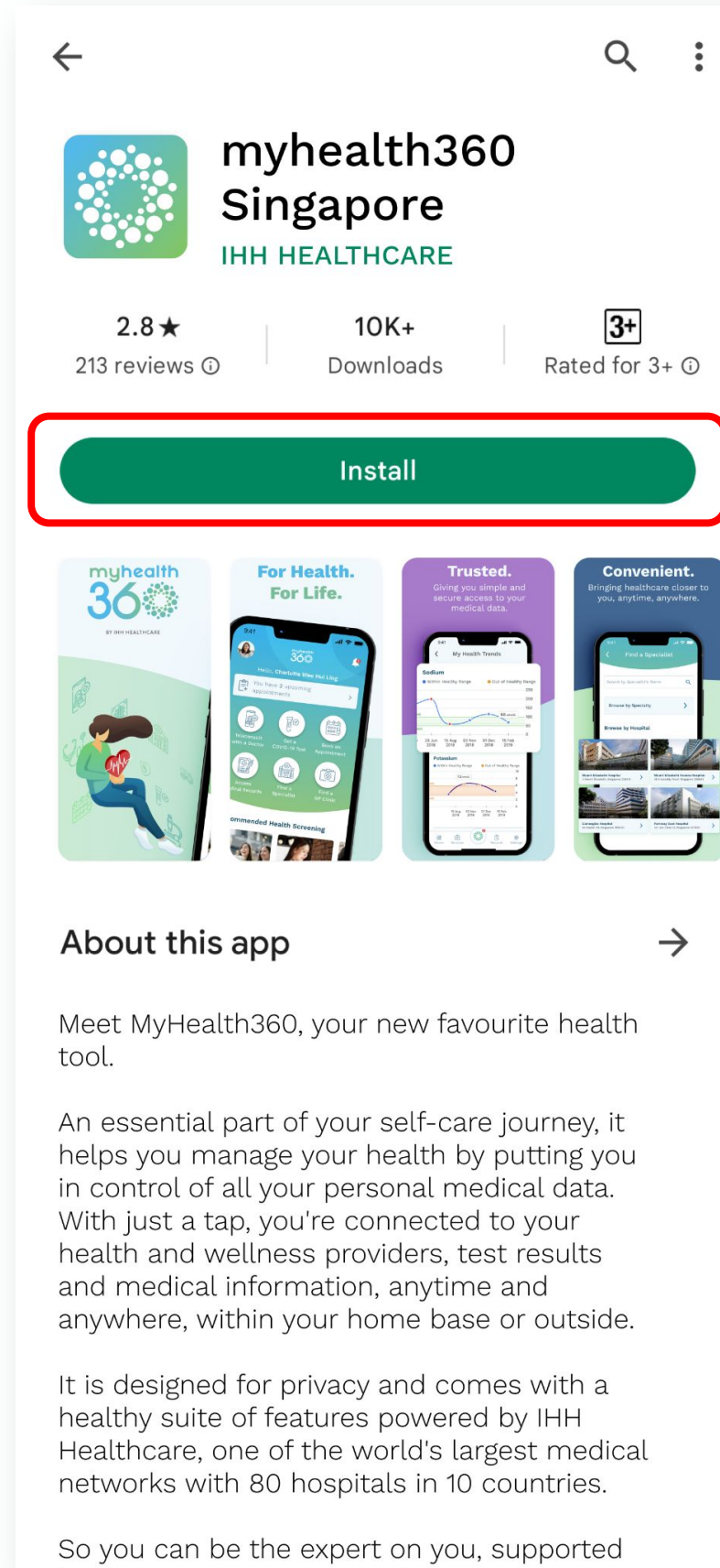
- 2.1 Downloading MyHealth360
- 2.2 Setting up MyHealth360
- 2.3 Creating a MyHealth360 account
- 2.4 Logging in to your MyHealth360 account
 - 2.4.1 Setting up biometric login
- 2.5 Retrieving password for your MyHealth360 account
- 2.6 Changing password for your MyHealth360 account
- 2.7 Updating your profile particulars
- 2.8 Contacting customer service for help

2. Setting up MyHealth360

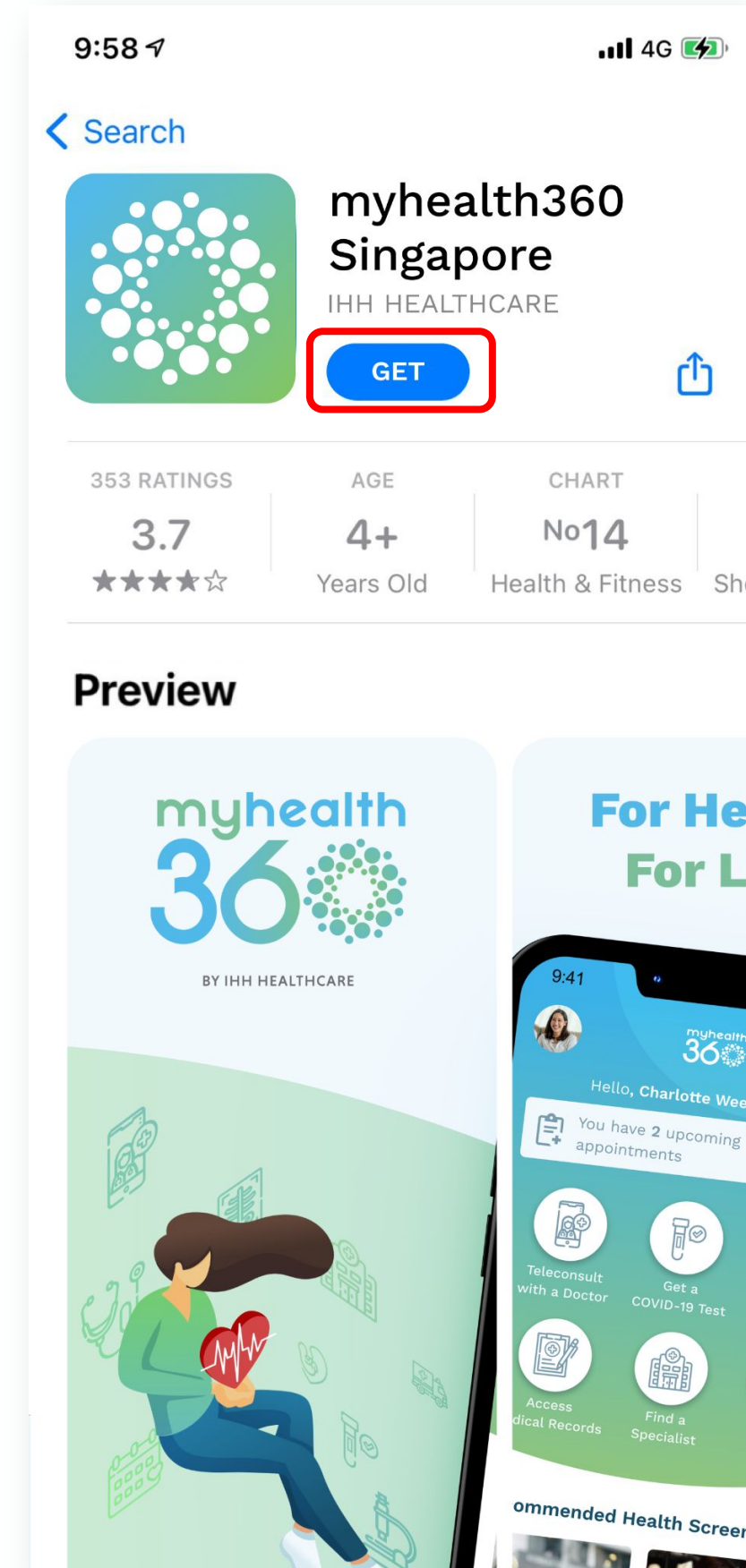
2.1 Downloading MyHealth360

Step 1: Open the Apple App Store or Google Play Store on your mobile device.

Step 2: Search for “MyHealth360”, then download the app.



Google Play Store



Apple App Store

2. Setting up MyHealth360

2.2 Setting up MyHealth360

Launch the app and follow the on-screen prompts.

For users residing in Singapore

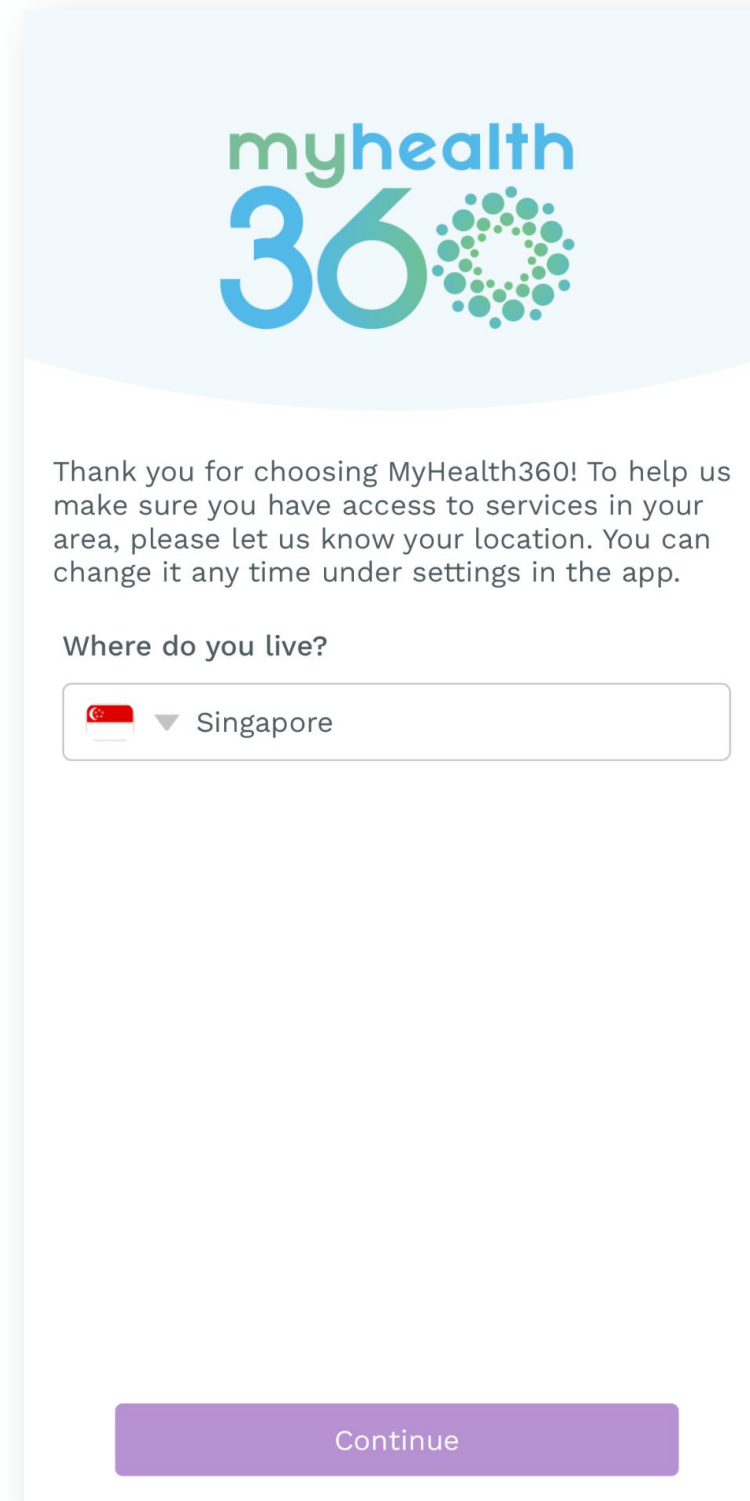
Step 1: Select Singapore and tap Continue.

For users residing outside Singapore

Step 1: Select your country of residence. Select the location where your healthcare will take place. Tap Continue.

Step 1

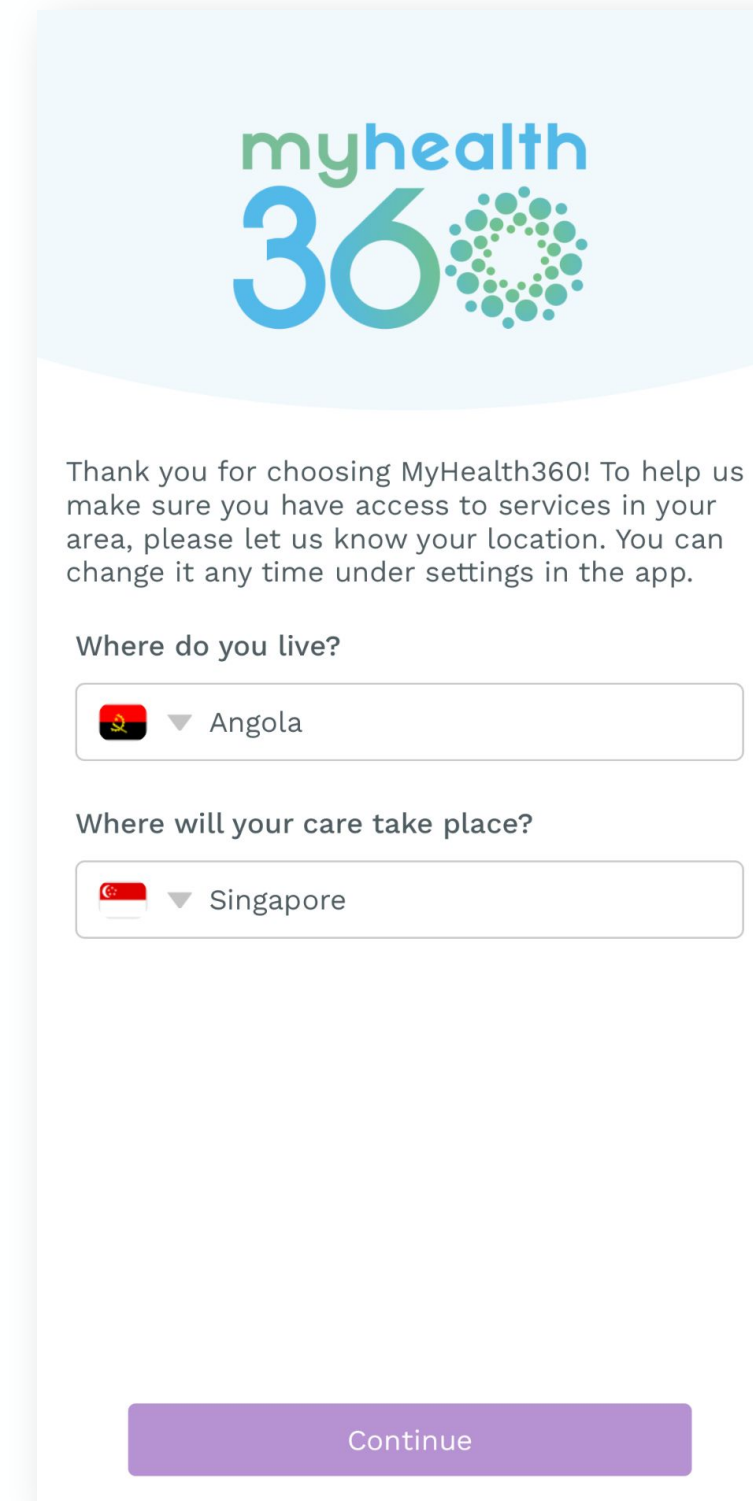
For users residing in Singapore



The screenshot shows the MyHealth360 app interface. At the top is the logo. Below it is a message: "Thank you for choosing MyHealth360! To help us make sure you have access to services in your area, please let us know your location. You can change it any time under settings in the app." There is a dropdown menu labeled "Where do you live?" with the Singapore flag and "Singapore" selected. At the bottom is a purple "Continue" button.

Step 1

For users residing outside Singapore



The screenshot shows the MyHealth360 app interface. At the top is the logo. Below it is a message: "Thank you for choosing MyHealth360! To help us make sure you have access to services in your area, please let us know your location. You can change it any time under settings in the app." There are two dropdown menus. The first is labeled "Where do you live?" with the Angola flag and "Angola" selected. The second is labeled "Where will your care take place?" with the Singapore flag and "Singapore" selected. At the bottom is a purple "Continue" button.

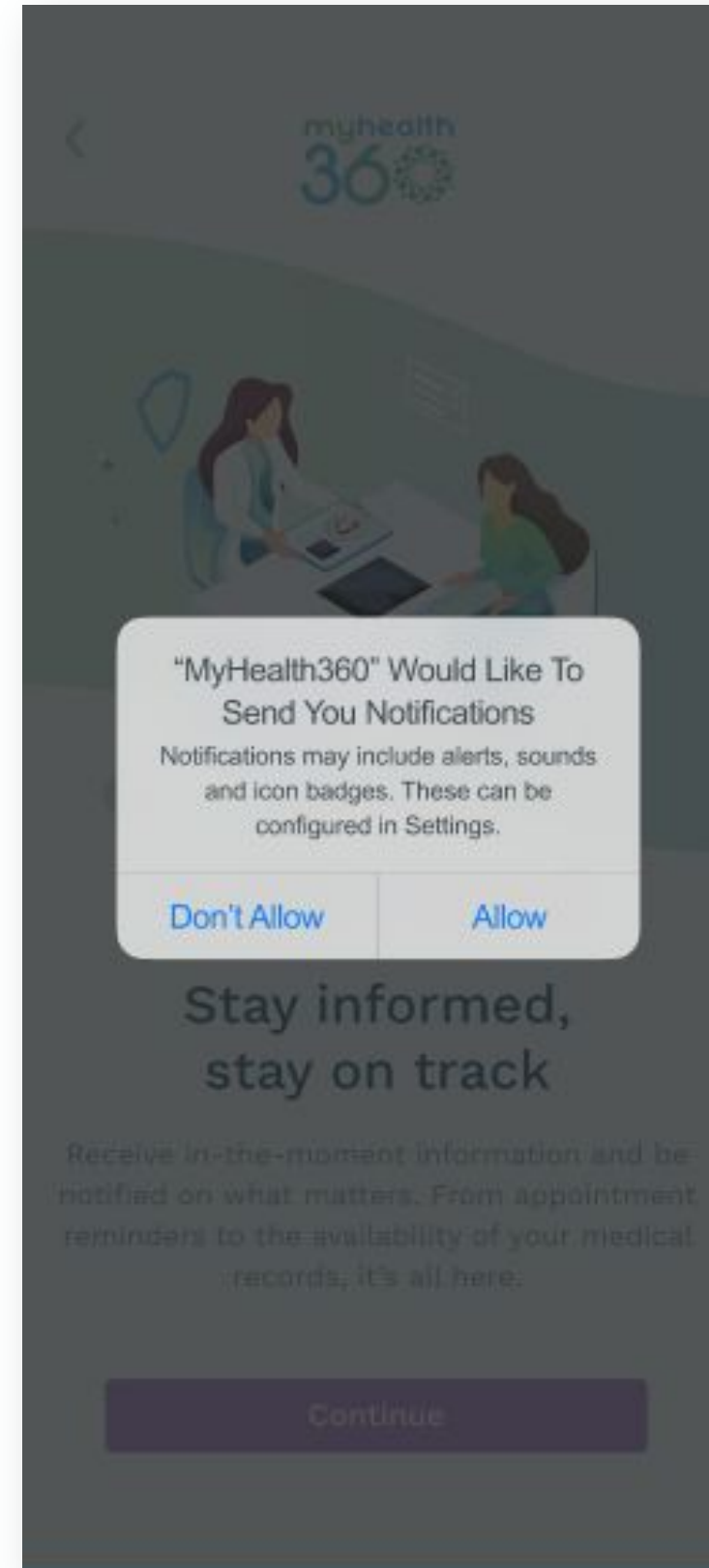
2. Setting up MyHealth360

2.2 Setting up MyHealth360

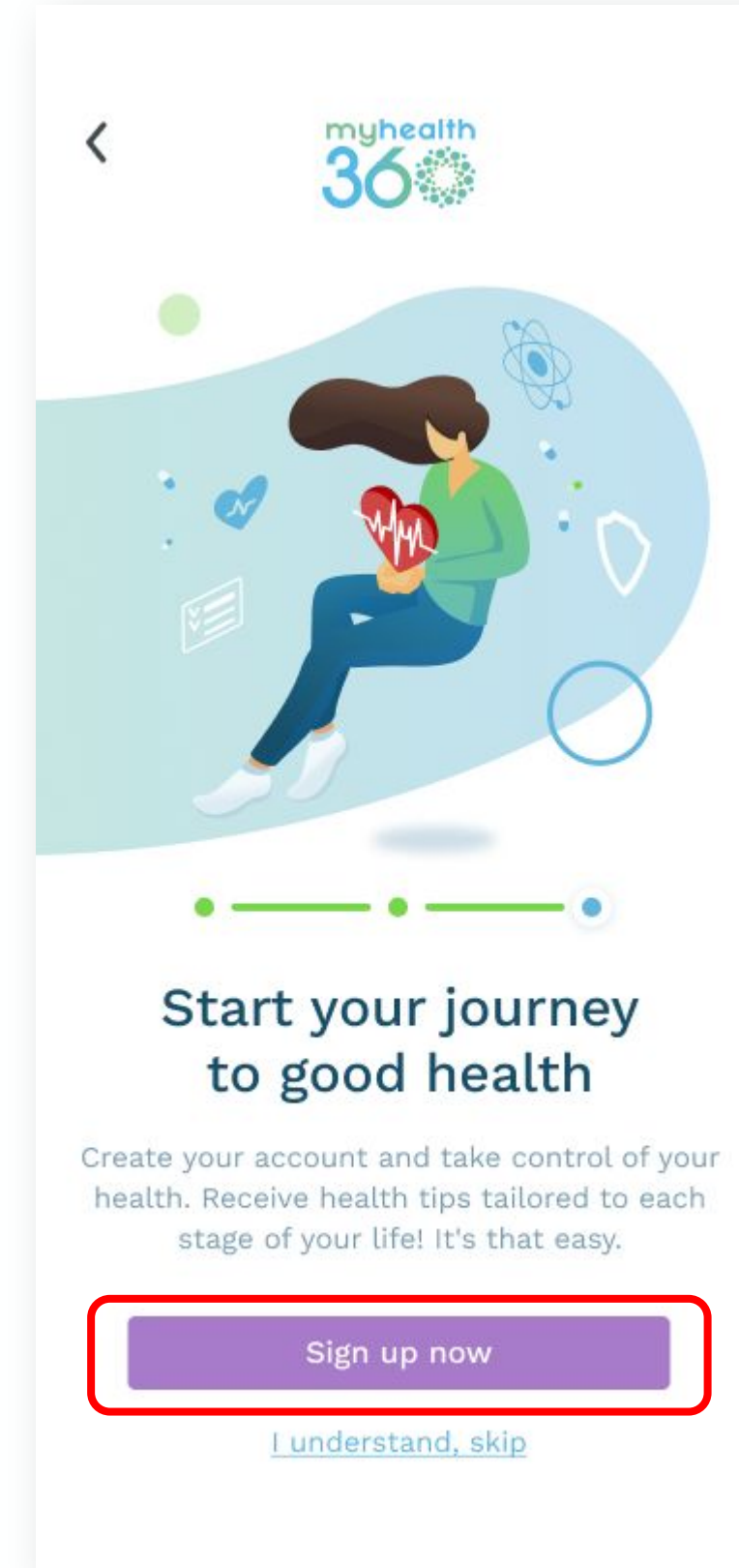
Step 2: Select your notification preference.

Step 3: Tap [Sign up now](#) and create your new account.

Step 2



Step 3



2. Setting up MyHealth360

2.3 Creating a MyHealth360 account

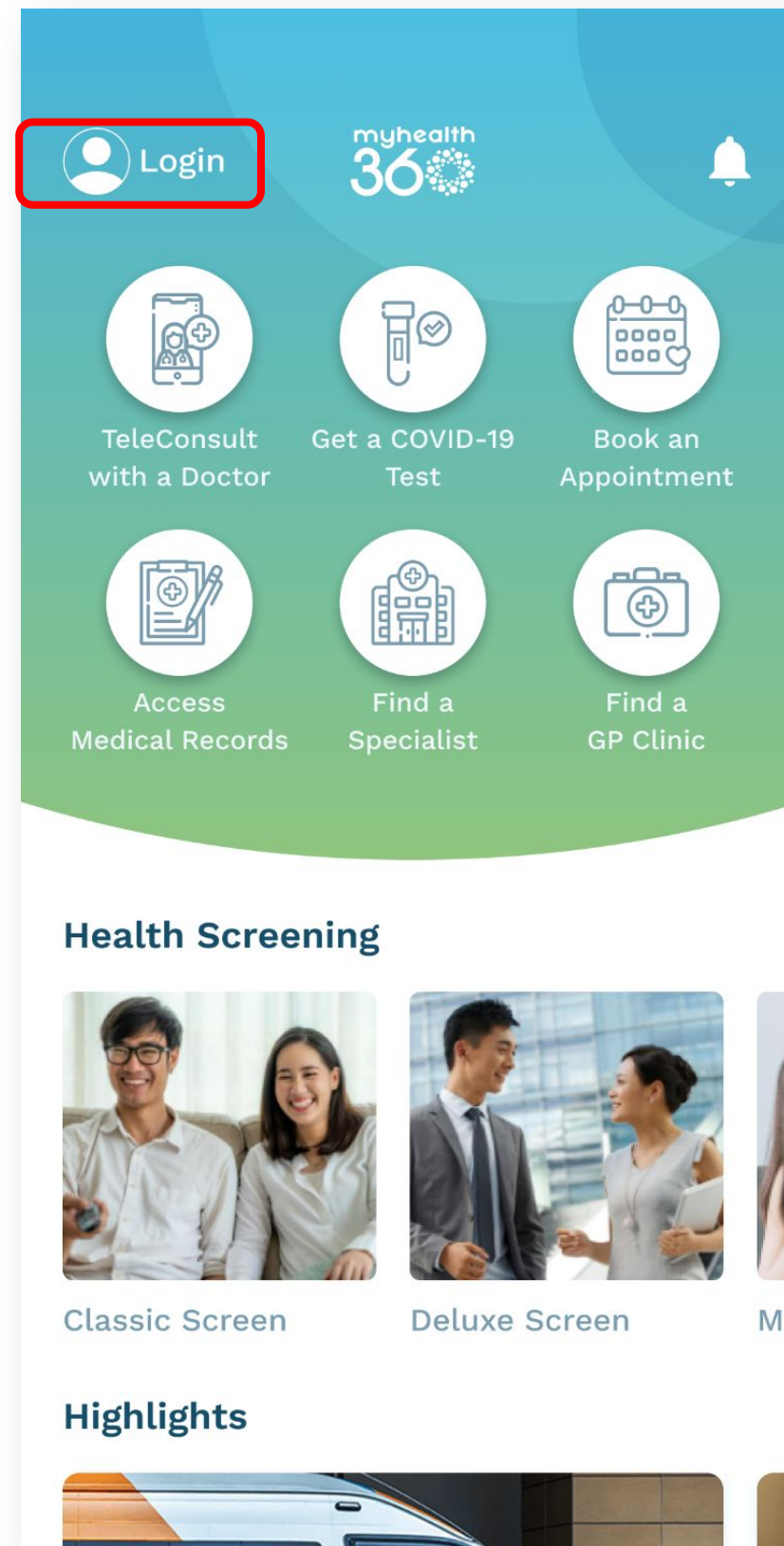
If you're creating a new account immediately after setting up the app, go to Step 3.

Step 1: Open the MyHealth360 app and tap on Login at the top left corner of the homepage.

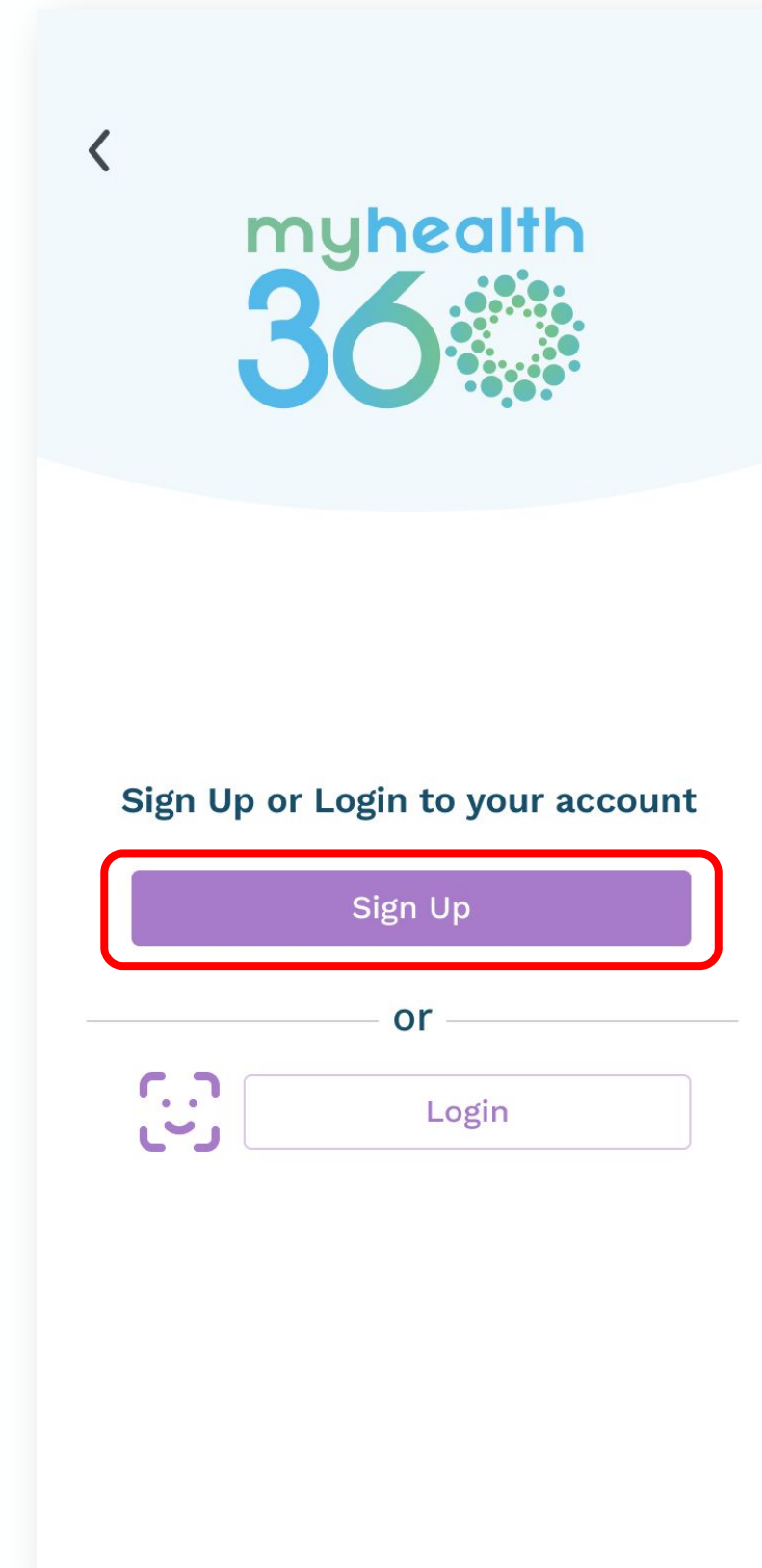
Step 2: Tap on Sign Up to begin creating your account.

Step 3: Choose between signing up via email or Singpass.

Step 1



Step 2

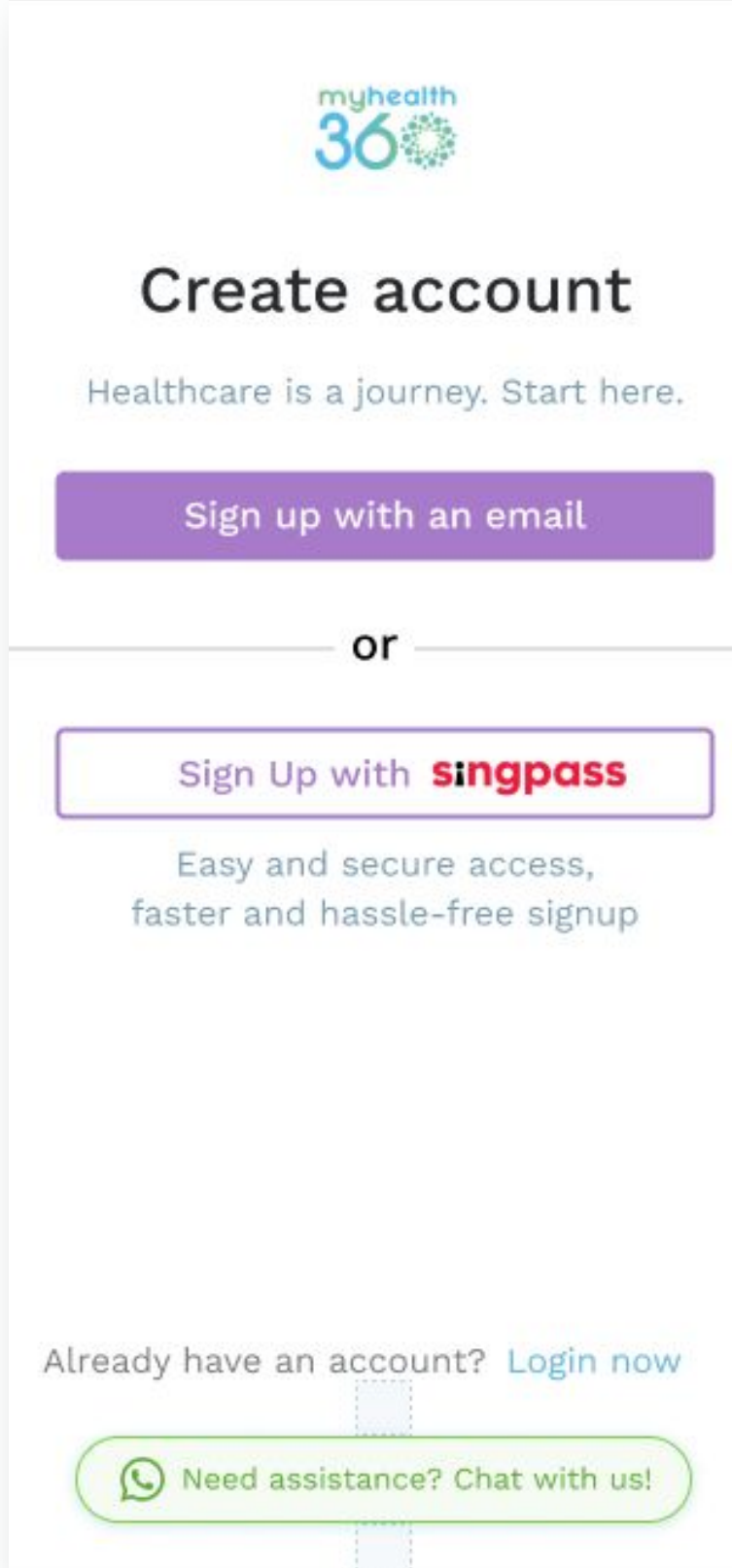


2. Setting up MyHealth360

2.3 Creating a MyHealth360 account

Step 3: Choose between signing up [via email](#) or [Singpass](#).

Step 3



The screenshot shows the 'Create account' page for MyHealth360. At the top is the MyHealth360 logo. Below it, the heading 'Create account' is followed by the tagline 'Healthcare is a journey. Start here.' There are two main options: a solid purple button for 'Sign up with an email' and a button with a purple border for 'Sign Up with singpass'. Below the 'singpass' button, it says 'Easy and secure access, faster and hassle-free signup'. At the bottom, there is a link for 'Already have an account? Login now' and a green chat button that says 'Need assistance? Chat with us!'.

myhealth
360

Create account

Healthcare is a journey. Start here.


Sign up with an email

or

Sign Up with **singpass**

Easy and secure access,
faster and hassle-free signup

Already have an account? [Login now](#)

 Need assistance? Chat with us!

2. Setting up MyHealth360

2.3 Creating a MyHealth360 account

Via Email

Step 4a: Fill in your email address and create a password.

Step 4b: Fill in your personal details.

Step 4a

9:27 Cancel ihhhealthcare.com AA ↻

myhealth 360

Create My Profile

Email
Enter your email

Password

Your password should have:

- At least one number
- At least one uppercase **and** one lowercase letter
- At least one special character
- Minimum 8 characters

I consent to IHH Healthcare, their representatives and/or agents and/or related corporations including its affiliates and business partners collecting, using and disclosing my personal data for marketing and promotional purposes, including but not limited to that available on or in relation to MyHealth360 mobile app.

I agree to receive marketing messages via SMS, telephone call and other Singapore phone number-based messaging, regardless of my registration with the Do-Not-Call registry.

Continue

By providing the information set out in this form, I consent to IHH Healthcare and their representatives and/or agents and/or related corporations including its affiliates collecting, using and disclosing my personal data to provide me with medical and healthcare related services and other reasonably related purposes. Such purposes are set out in the [MyHealth360 Data Protection Notice](#).

Step 4b

myhealth 360

Create My Profile

First Name

Last Name

Gender

Male Female

Date of Birth
YYYY/MM/DD

Country of Residence
Singapore

Nationality
Singapore

2. Setting up MyHealth360

2.3 Creating a MyHealth360 account

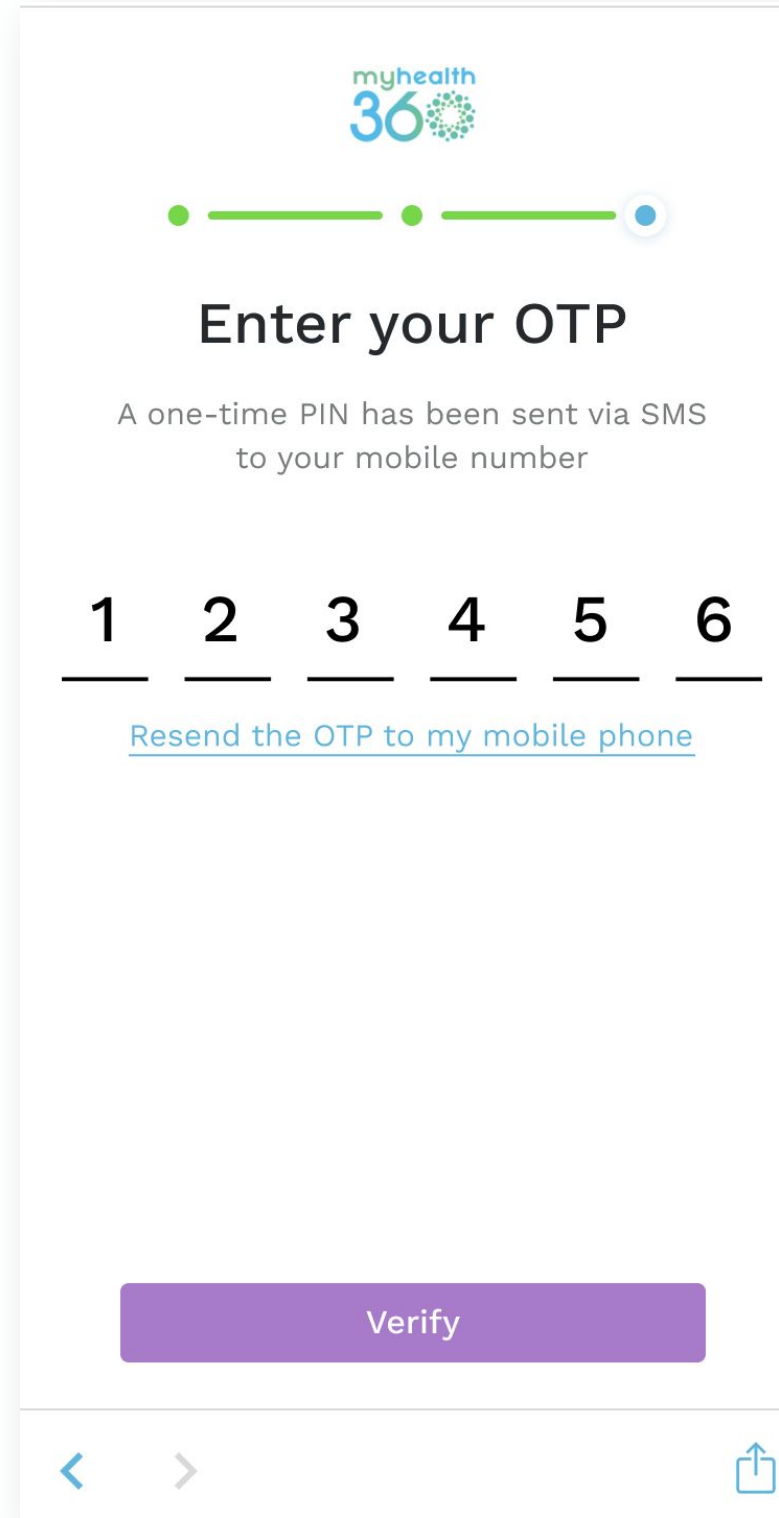
Via Email

Step 4c: Enter the One-Time Pin (OTP) sent to your mobile device.

If the OTP does not work, tap [Resend the OTP to my mobile phone](#).

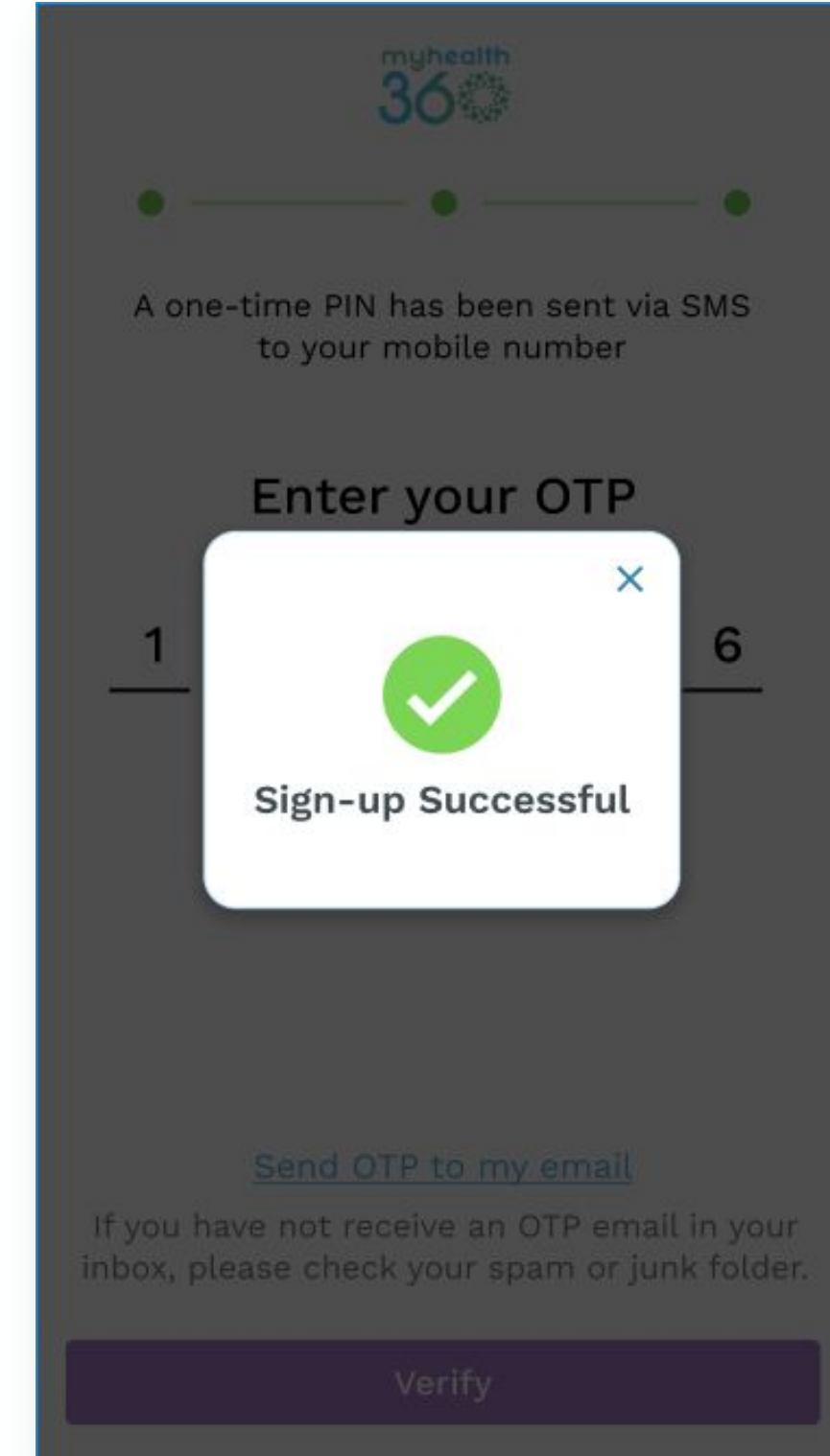
Tap [Verify](#).

Step 4c



The screenshot shows the 'Enter your OTP' screen. At the top is the myhealth 360 logo. Below it is a progress indicator with four dots; the fourth dot is highlighted in blue. The text 'Enter your OTP' is centered, followed by 'A one-time PIN has been sent via SMS to your mobile number'. Below this is a numeric keypad with digits 1 through 6. A link 'Resend the OTP to my mobile phone' is positioned below the keypad. At the bottom is a purple 'Verify' button. The bottom navigation bar contains back, forward, and share icons.

Success!



The screenshot shows the 'Sign-up Successful' confirmation screen. At the top is the myhealth 360 logo. Below it is a progress indicator with four dots, all of which are now filled. The text 'A one-time PIN has been sent via SMS to your mobile number' is displayed. Below this is the text 'Enter your OTP' and a white modal box with a green checkmark and the text 'Sign-up Successful'. Below the modal is a link 'Send OTP to my email' and the text 'If you have not receive an OTP email in your inbox, please check your spam or junk folder.' At the bottom is a dark purple 'Verify' button. The bottom navigation bar contains back, forward, and share icons.

2. Setting up MyHealth360

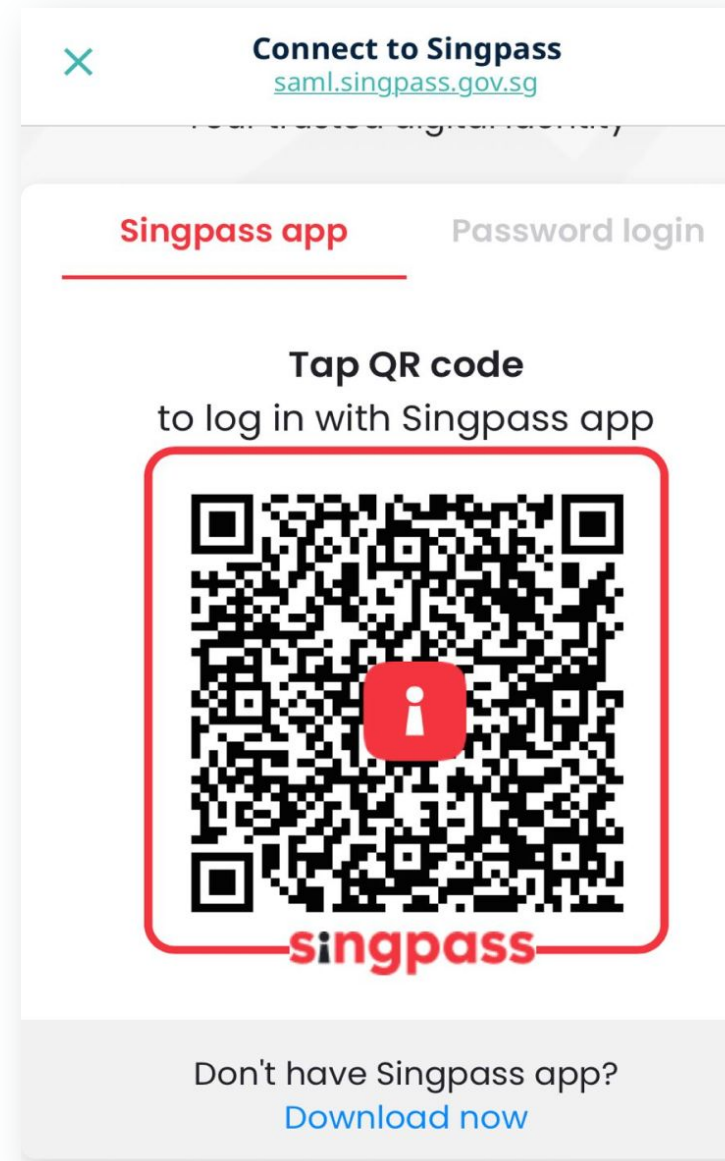
2.3 Creating a MyHealth360 account

Via Singpass

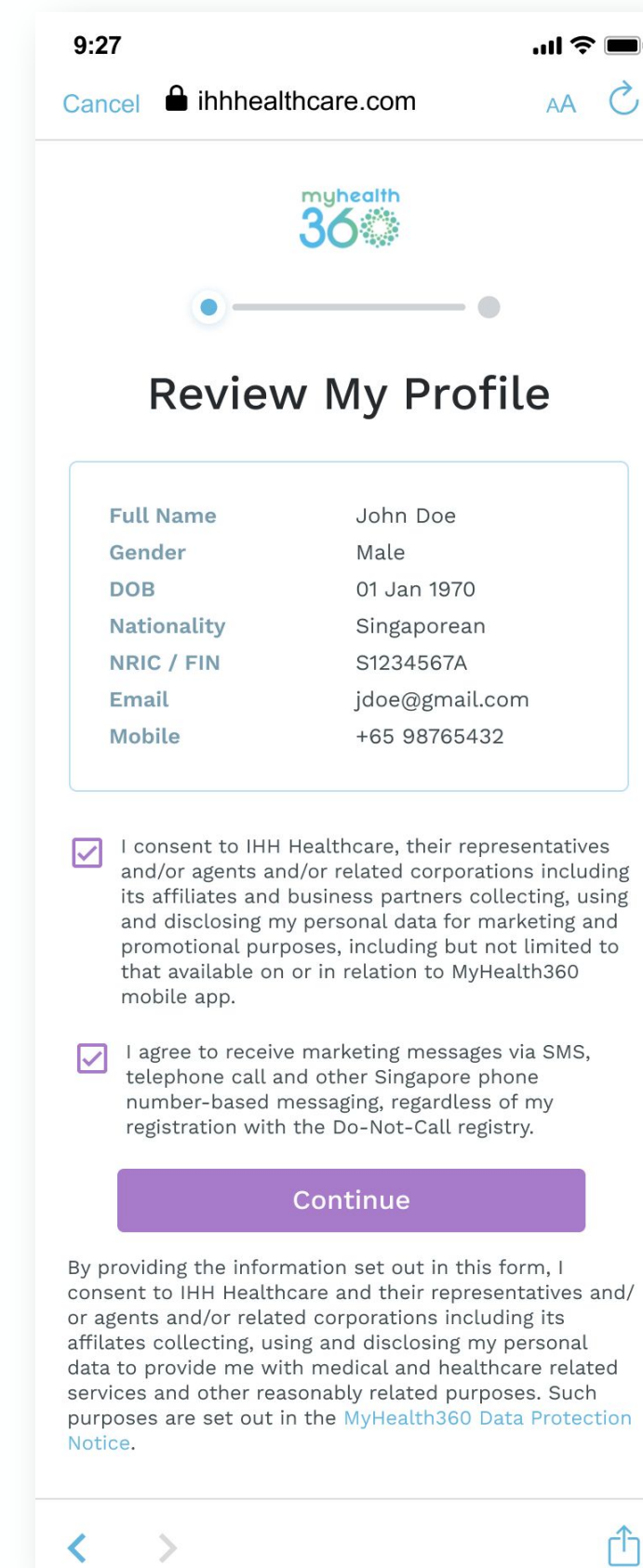
Step 4d: Login to your Singpass account via QR code or Password.

Step 4e: Review your personal details for accuracy and tap [Continue](#).

Step 4d



Step 4e



2. Setting up MyHealth360

2.3 Creating a MyHealth360 account

Via Singpass

Step 4f: Enter your email address and create a password. Tap Submit.

Step 4f

myhealth
360

Set My Password

Email
jdoe@gmail.com

Password
12345

Your password should have:

- At least one number
- At least one uppercase / lowercase letter
- At least one special character
- Minimum 8 characters

Submit

Success!

myhealth
360

A one-time PIN has been sent via SMS to your mobile number

Enter your OTP

Sign-up Successful

Send OTP to my email

If you have not receive an OTP email in your inbox, please check your spam or junk folder.

Verify

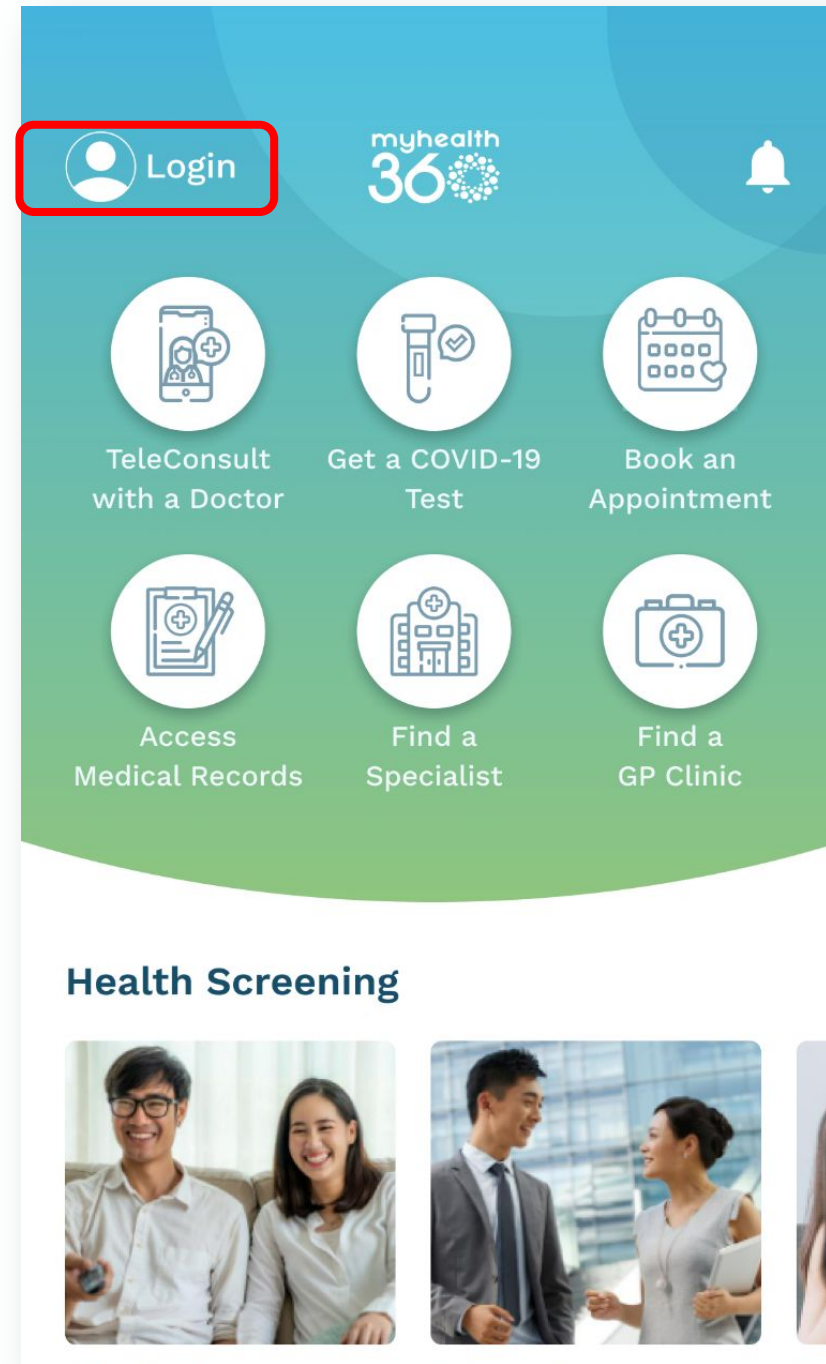
2. Setting up MyHealth360

2.4 Logging in to your MyHealth360 account

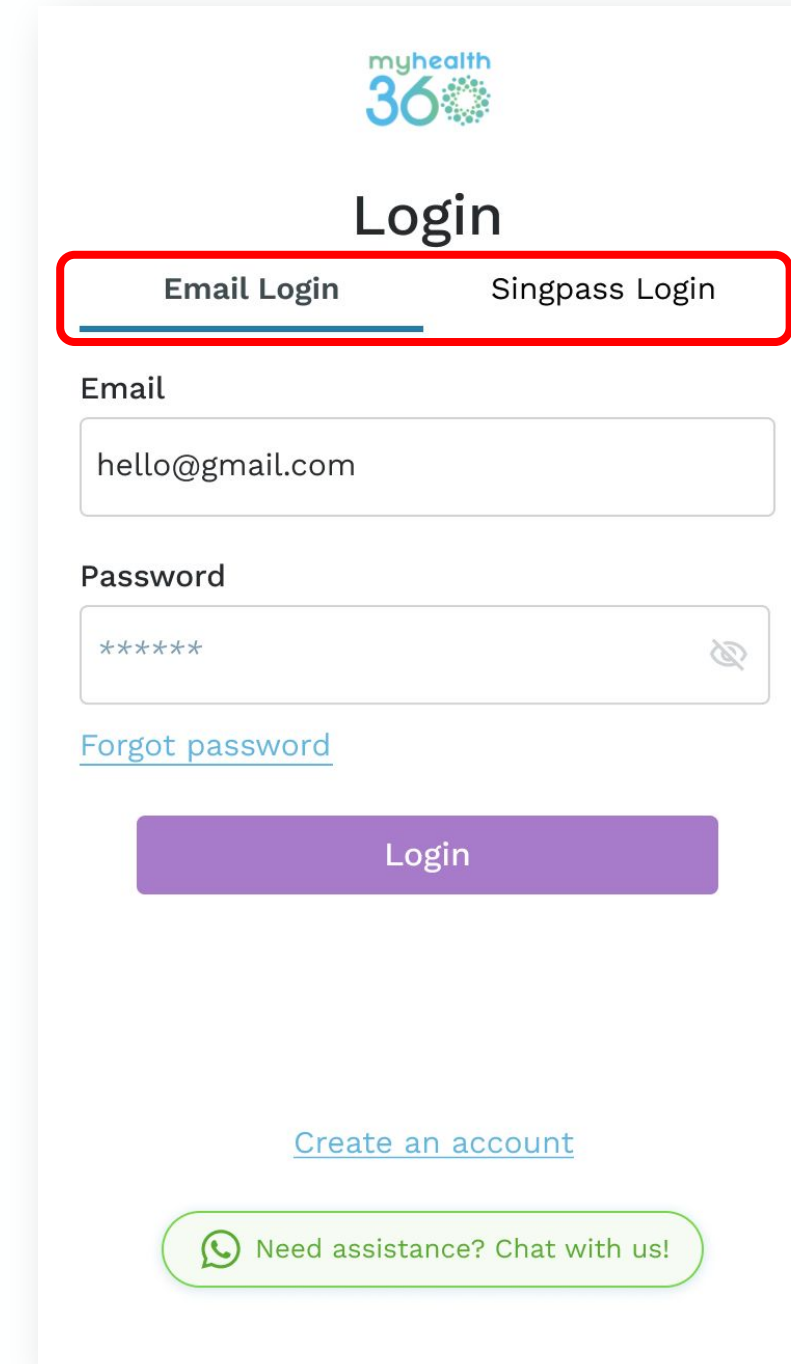
Step 1: Open the MyHealth360 app and tap Login at the top left hand corner of the homepage.

Step 2: Choose to login via email or Singpass.

Step 1



Step 2



2. Setting up MyHealth360

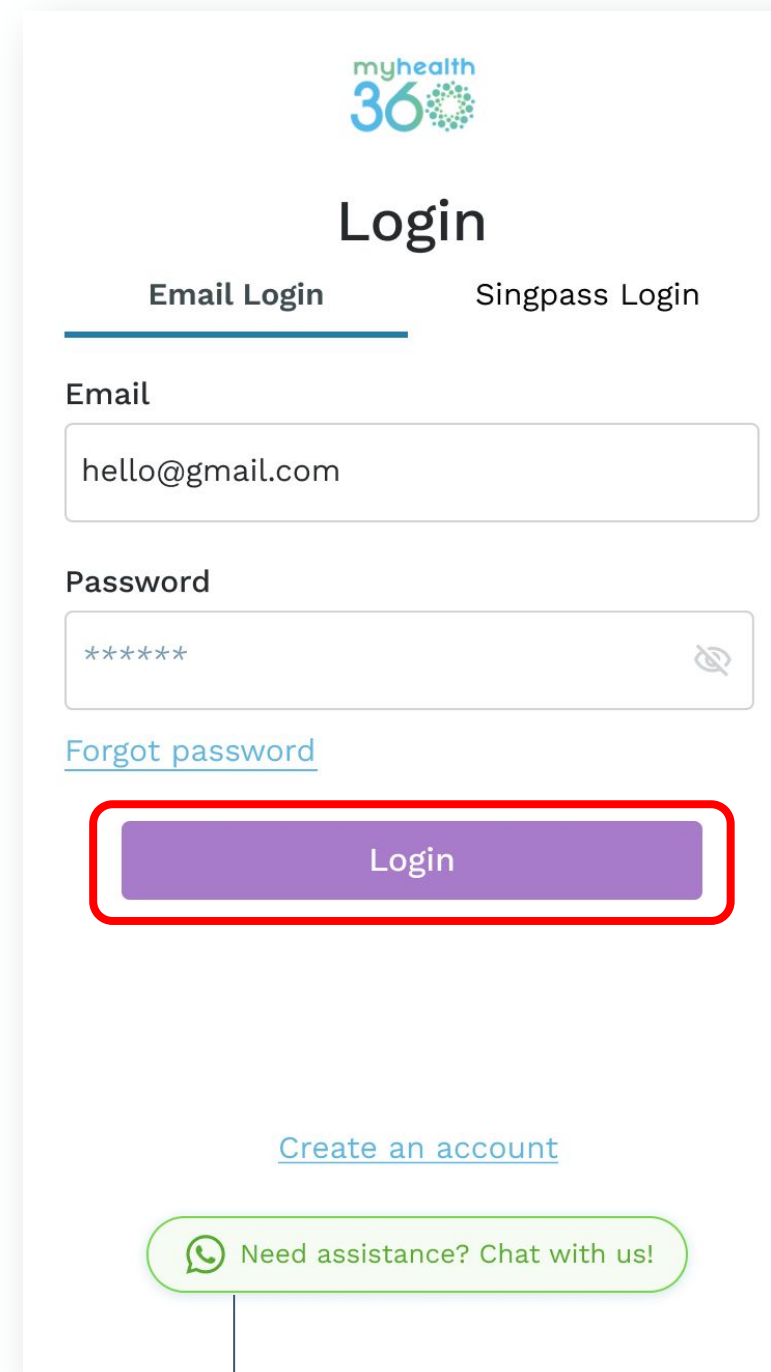
2.4 Logging in to your MyHealth360 account

Via Email

Step 4a: Fill in your email and password in the respective fields. Tap [Login](#).

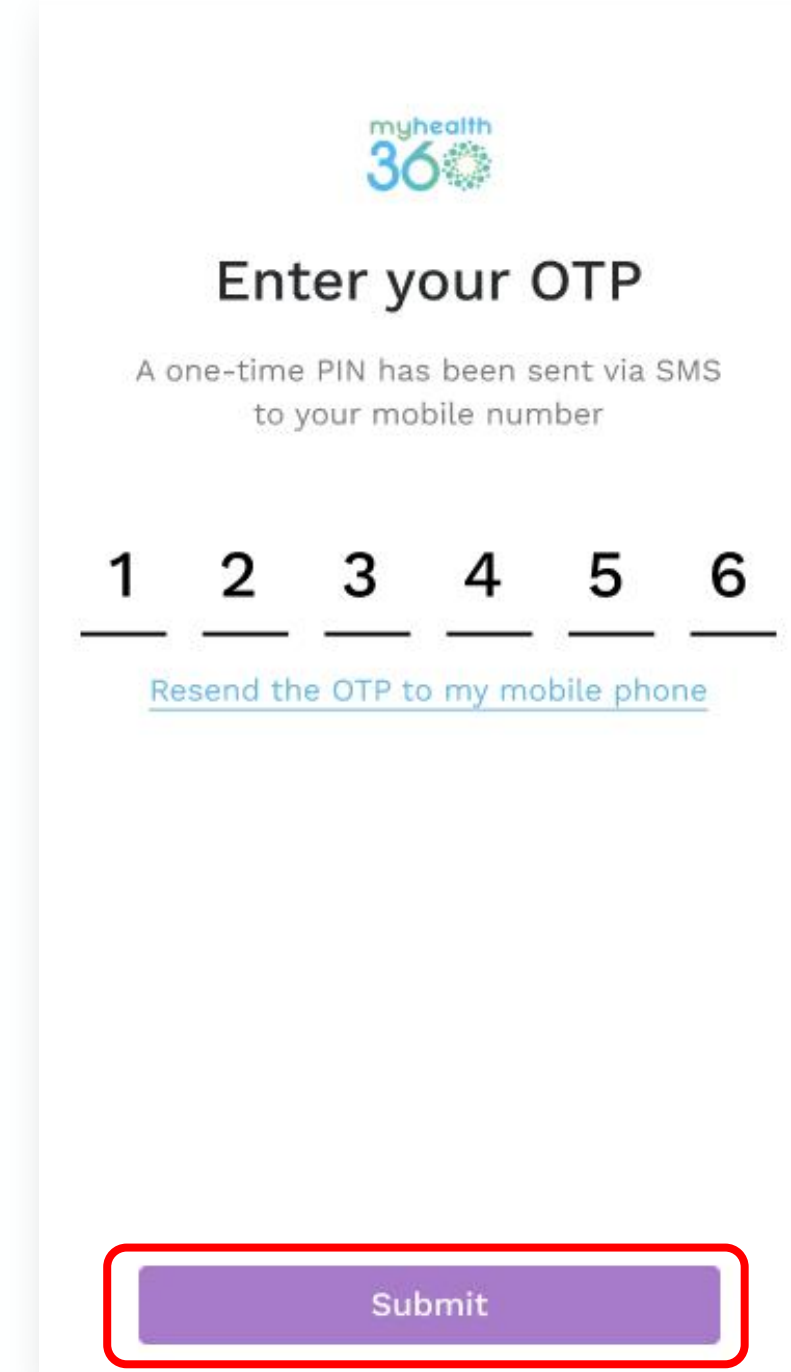
Step 4b: Enter the One-Time Pin (OTP) that will be sent via SMS to your registered mobile number. Tap [Submit](#).

Step 4a



The screenshot shows the 'Login' screen for MyHealth360. At the top is the 'myhealth 360' logo. Below it, the word 'Login' is centered. There are two tabs: 'Email Login' (which is selected and underlined) and 'Singpass Login'. The 'Email Login' section contains an 'Email' field with the text 'hello@gmail.com' and a 'Password' field with six asterisks. Below the password field is a 'Forgot password' link. A purple 'Login' button is highlighted with a red border. At the bottom, there is a 'Create an account' link and a green chat button that says 'Need assistance? Chat with us!'.

Step 4b



The screenshot shows the 'Enter your OTP' screen for MyHealth360. At the top is the 'myhealth 360' logo. Below it, the text 'Enter your OTP' is centered. Underneath, it says 'A one-time PIN has been sent via SMS to your mobile number'. There are six input fields for digits, labeled '1' through '6'. Below the input fields is a 'Resend the OTP to my mobile phone' link. A purple 'Submit' button is highlighted with a red border.

Tip: Tap this button if you need help with logging in.

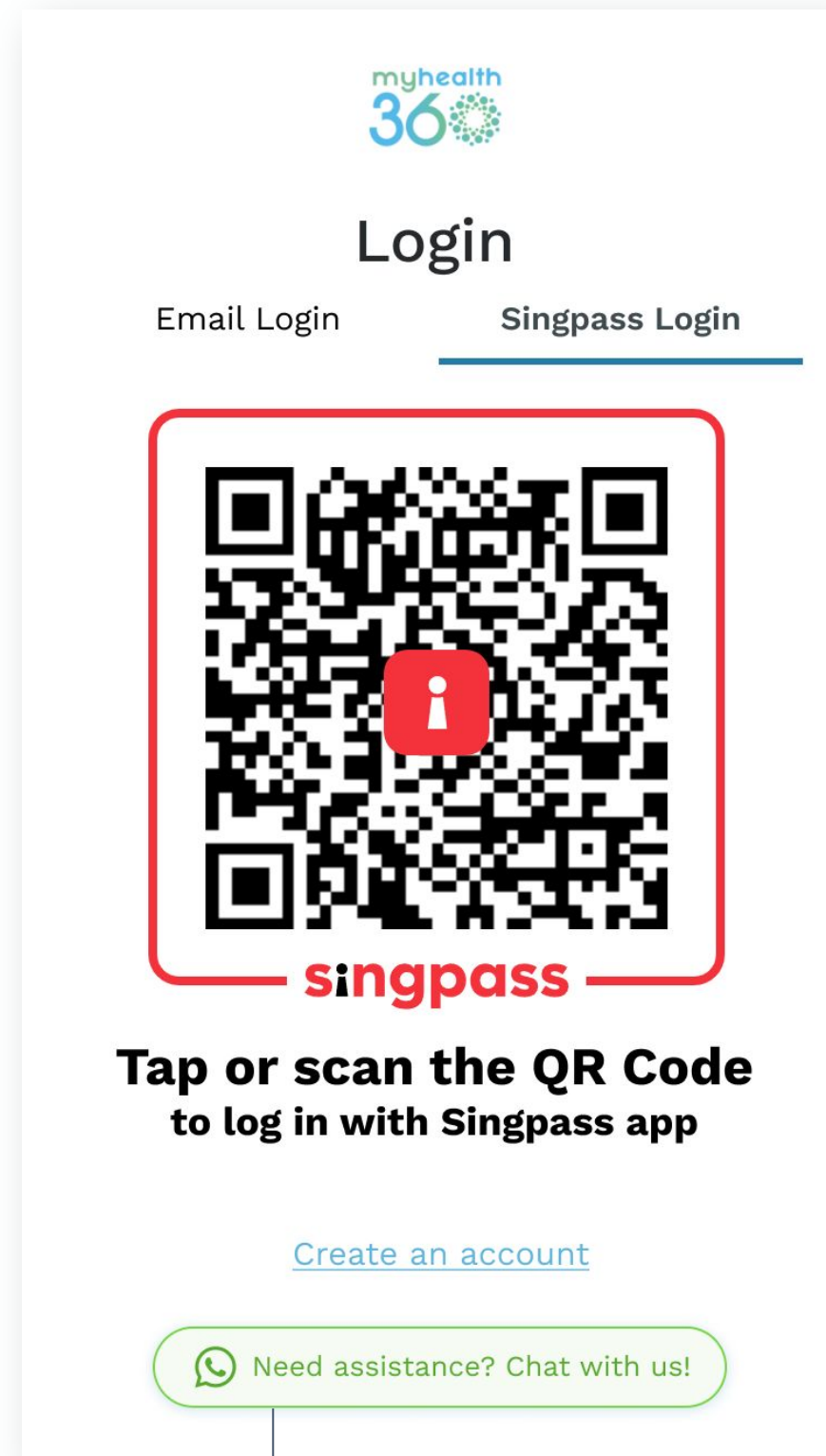
2. Setting up MyHealth360

2.4 Logging in to your MyHealth360 account

Via Singpass (Coming Soon)

Step 4c: Tap or scan the QR code to login with Singpass.

Step 4c



Tip: Tap this button if you need help with logging in.

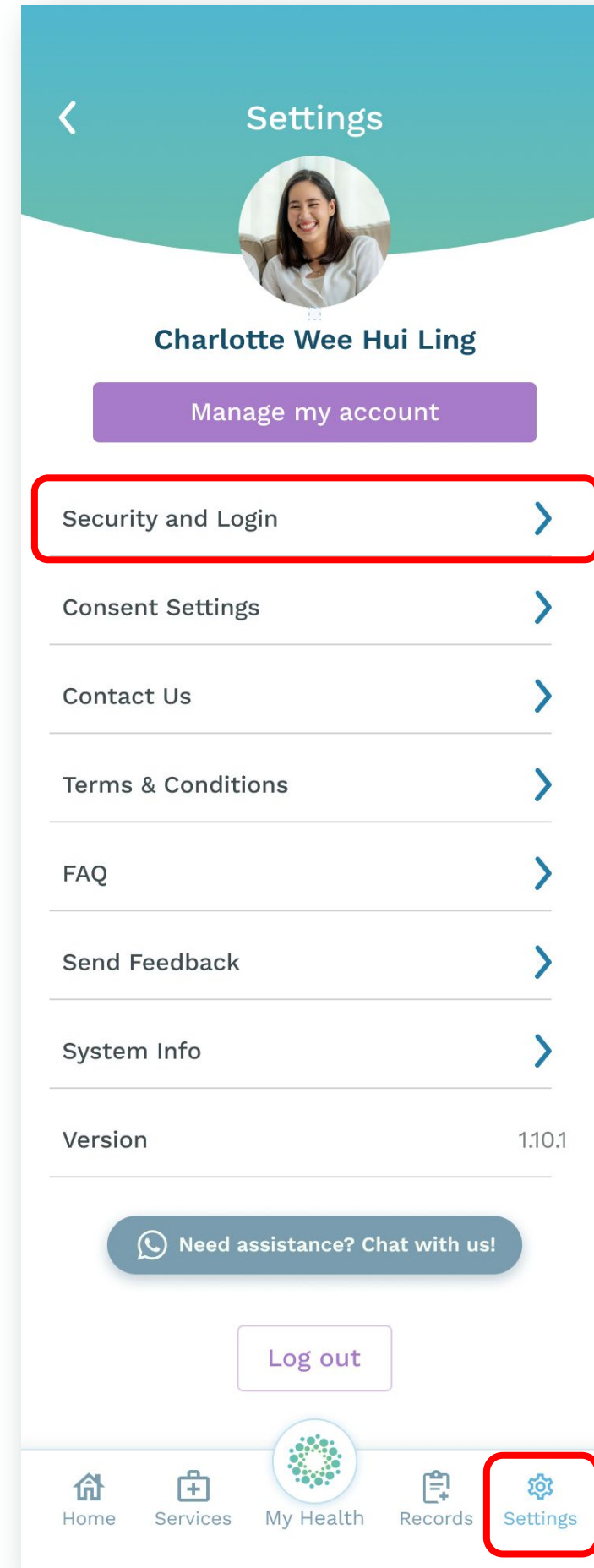
2. Setting up MyHealth360

2.4.1 Setting up biometric login

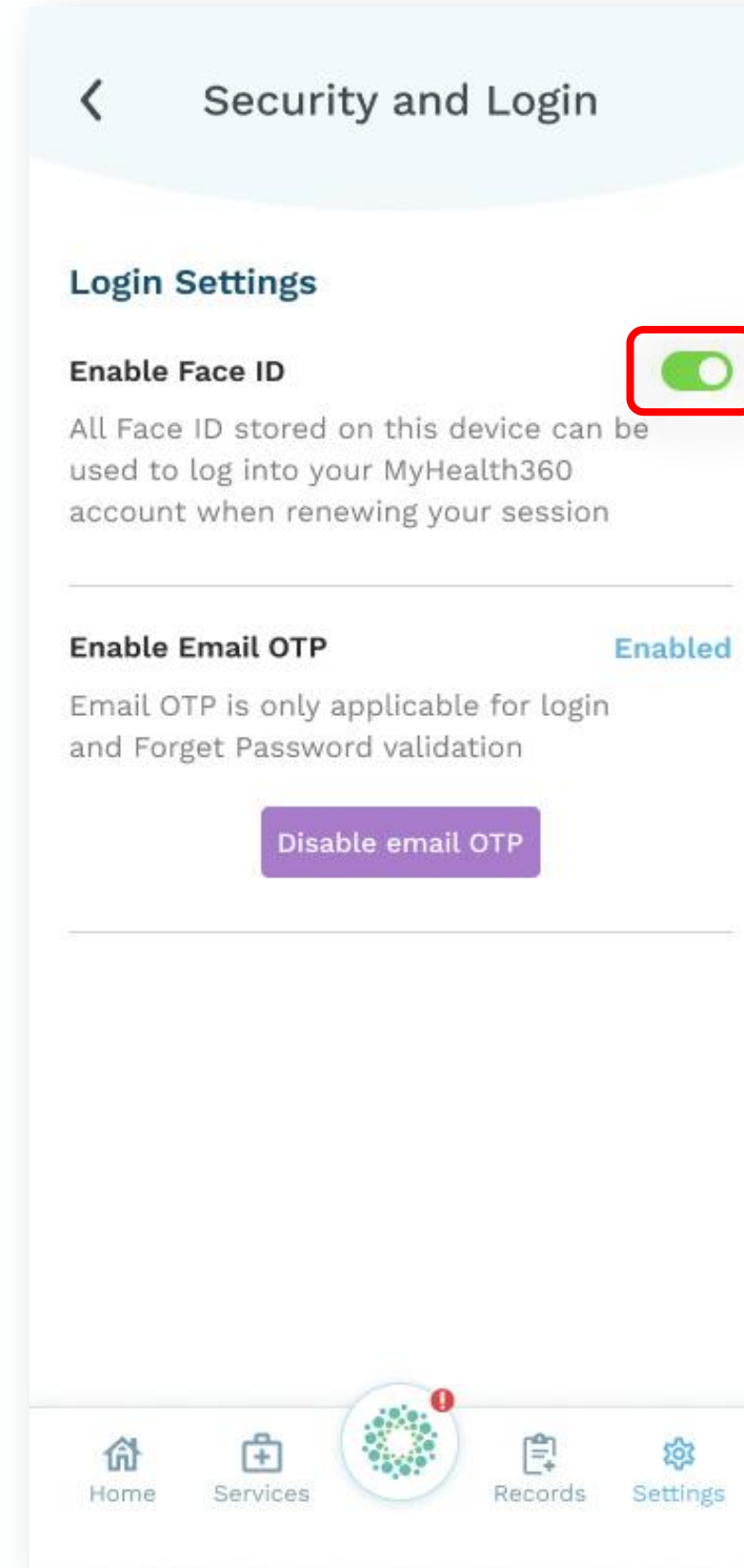
Step 1: Go to Settings and select Security and Login.

Step 2: Toggle the button on the right to enable Face ID.

Step 1



Step 2



Sign Up or Login to your account

Sign Up

or

Login

Now you can simply tap the Face ID button when logging in to the app.

2. Setting up MyHealth360

2.5 Retrieving password for your MyHealth360 account

Step 1: Go to the login page and tap Forgot Password.

Step 2: Fill in your email address to reset your password. Tap Next.

Step 1

9:27 Cancel ihhhealthcare.com AA ↺

myhealth 360

Login

Email Login Singpass Login

Email

hello@gmail.com

Password

[Forgot password](#)

Login

[Create an account](#)

Need assistance? Chat with us!

Step 2

9:27 Cancel ihhhealthcare.com AA ↺

myhealth 360

Forgot Password

Email

Enter your email to reset password

Next

2. Setting up MyHealth360

2.5 Retrieving password for your MyHealth360 account

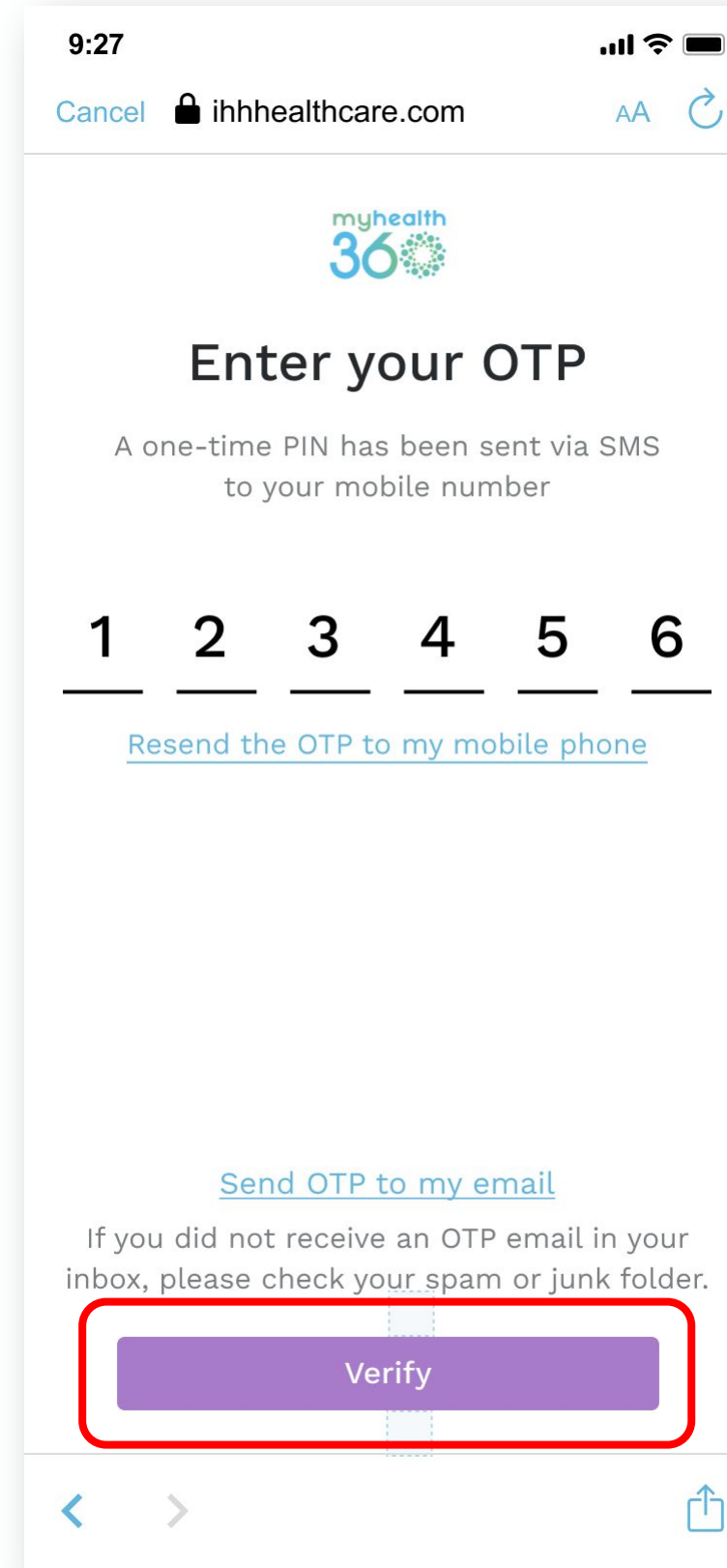
Step 3: Enter the One-Time Pin (OTP) that will be sent via SMS to your registered mobile number. Tap [Verify](#).

Step 4a: Type in your new password.

Step 4b: Confirm your password.

Step 4c: Tap [Reset Password](#).

Step 3



9:27 Cancel ihhhealthcare.com AA

myhealth 360

Enter your OTP

A one-time PIN has been sent via SMS to your mobile number

1 2 3 4 5 6

[Resend the OTP to my mobile phone](#)

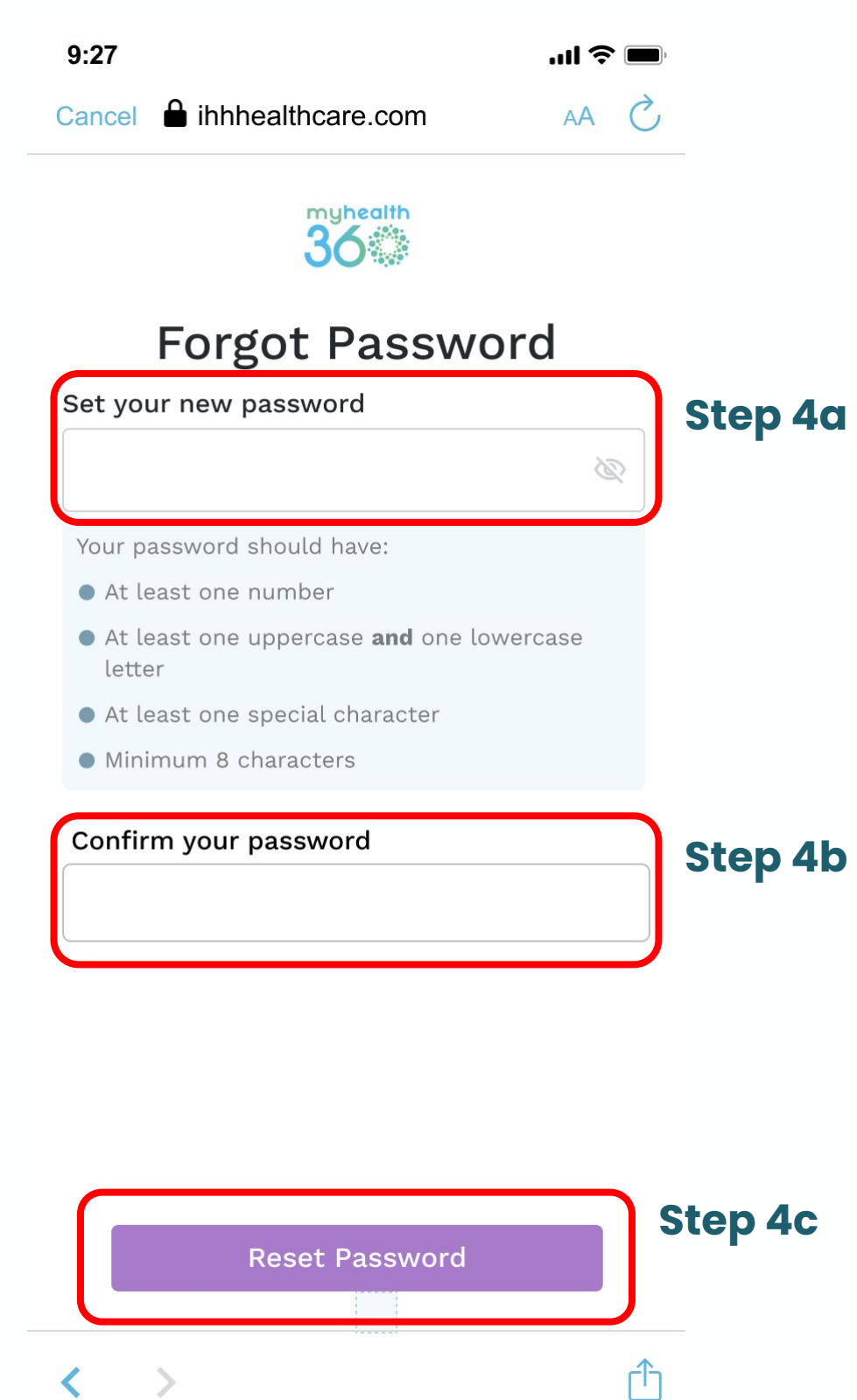
[Send OTP to my email](#)

If you did not receive an OTP email in your inbox, please check your spam or junk folder.

Verify

< > Share

Step 4



9:27 Cancel ihhhealthcare.com AA

myhealth 360

Forgot Password

Set your new password

Your password should have:

- At least one number
- At least one uppercase **and** one lowercase letter
- At least one special character
- Minimum 8 characters

Confirm your password

Reset Password

< > Share

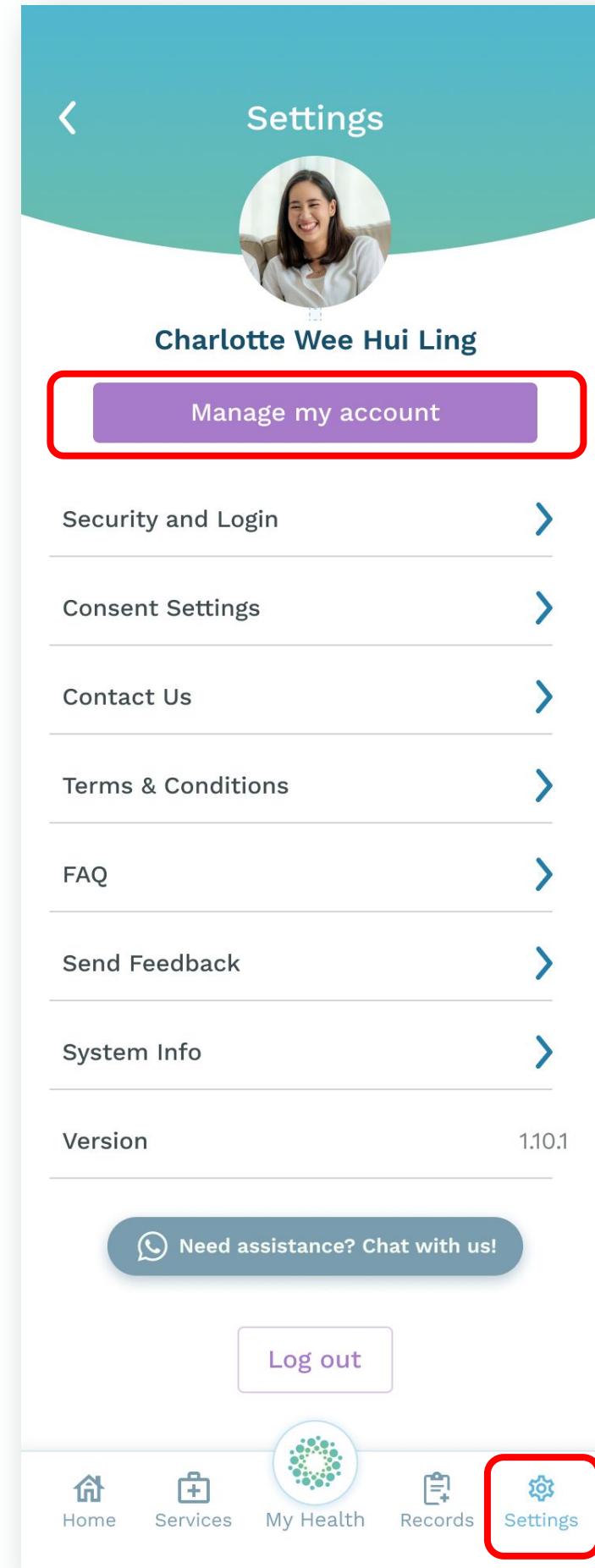
2. Setting up MyHealth360

2.6 Changing password for your MyHealth360 account

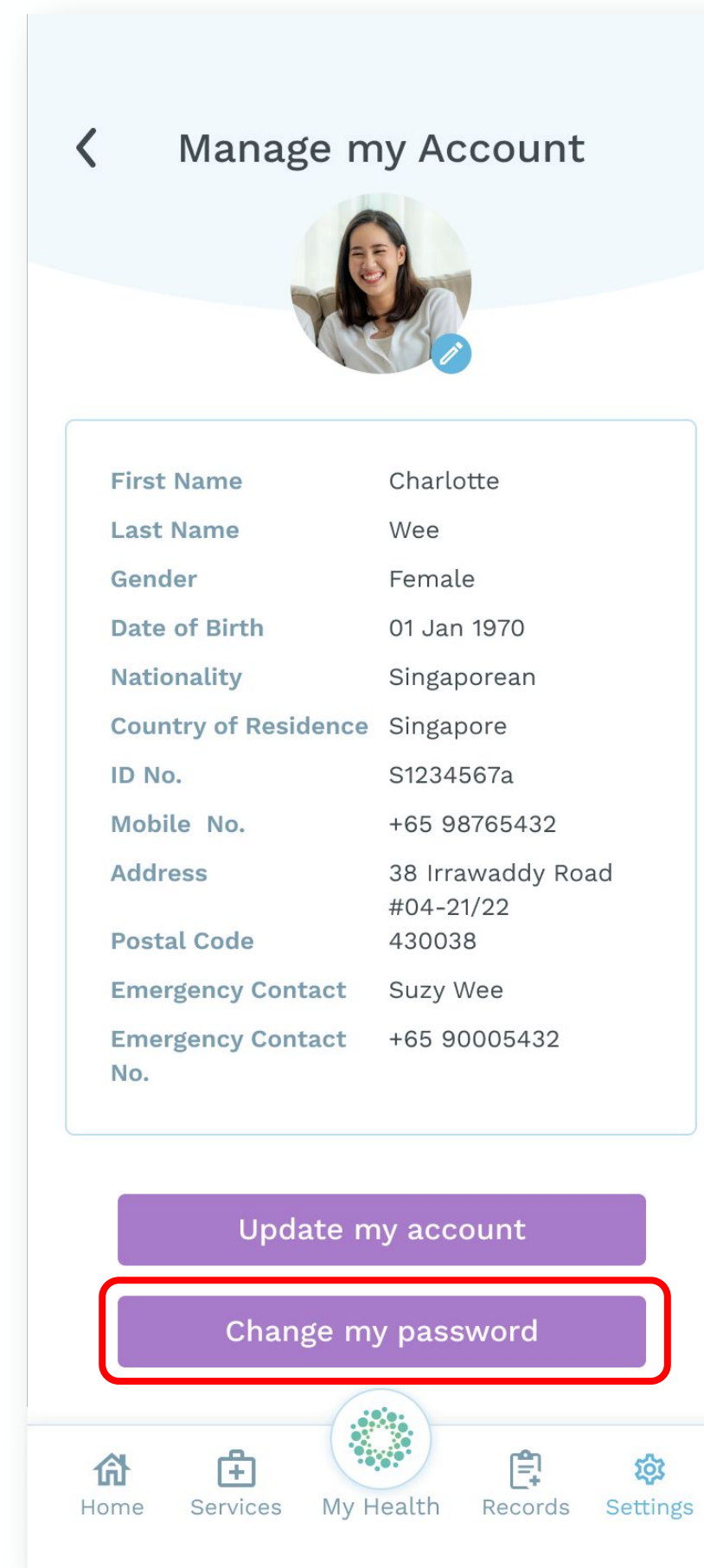
Step 1: Go to Settings and tap Manage my account.

Step 2: Tap Change my password.

Step 1



Step 2



2. Setting up MyHealth360

2.6 Changing password for your MyHealth360 account

Step 3: Enter a new password.
Tap Update.

Tip: Tap this to find out how to create strong and secure passwords.

Step 1

9:27 ihhhealthcare.com

Change Password

Don't reuse a password from another account!

[How to make strong passwords](#)

New Password

Your password should have:

- At least one number
- At least one uppercase **and** one lowercase letter
- At least one special character
- Minimum 8 characters

Confirm New Password

Update

9:27 ihhhealthcare.com

Change Password

Don't reuse a password from another account! (Why?)

Your password must:

- Contain 8-30 characters (Why?)
- Contain at least one uppercase letter, one lowercase letter, one number, and one symbol (Why?)

Thank You

Your password has been updated

Update

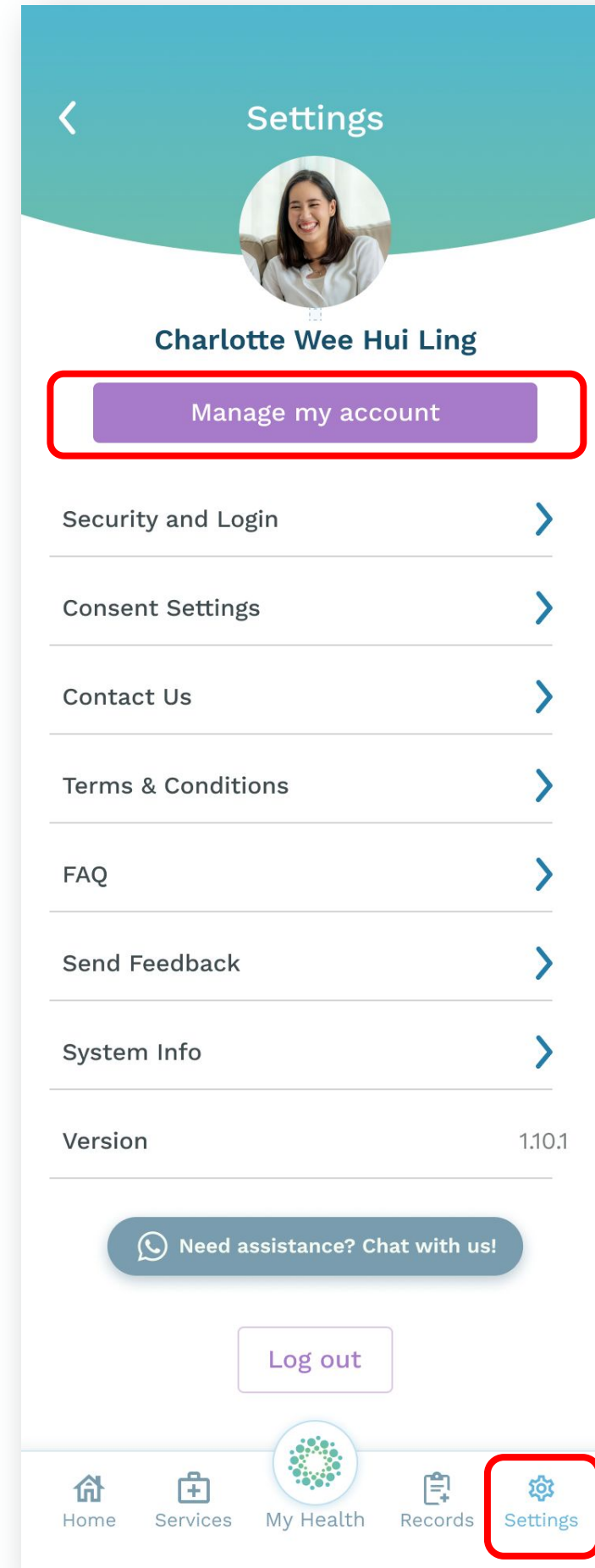
2. Setting up MyHealth360

2.7 Updating your profile particulars

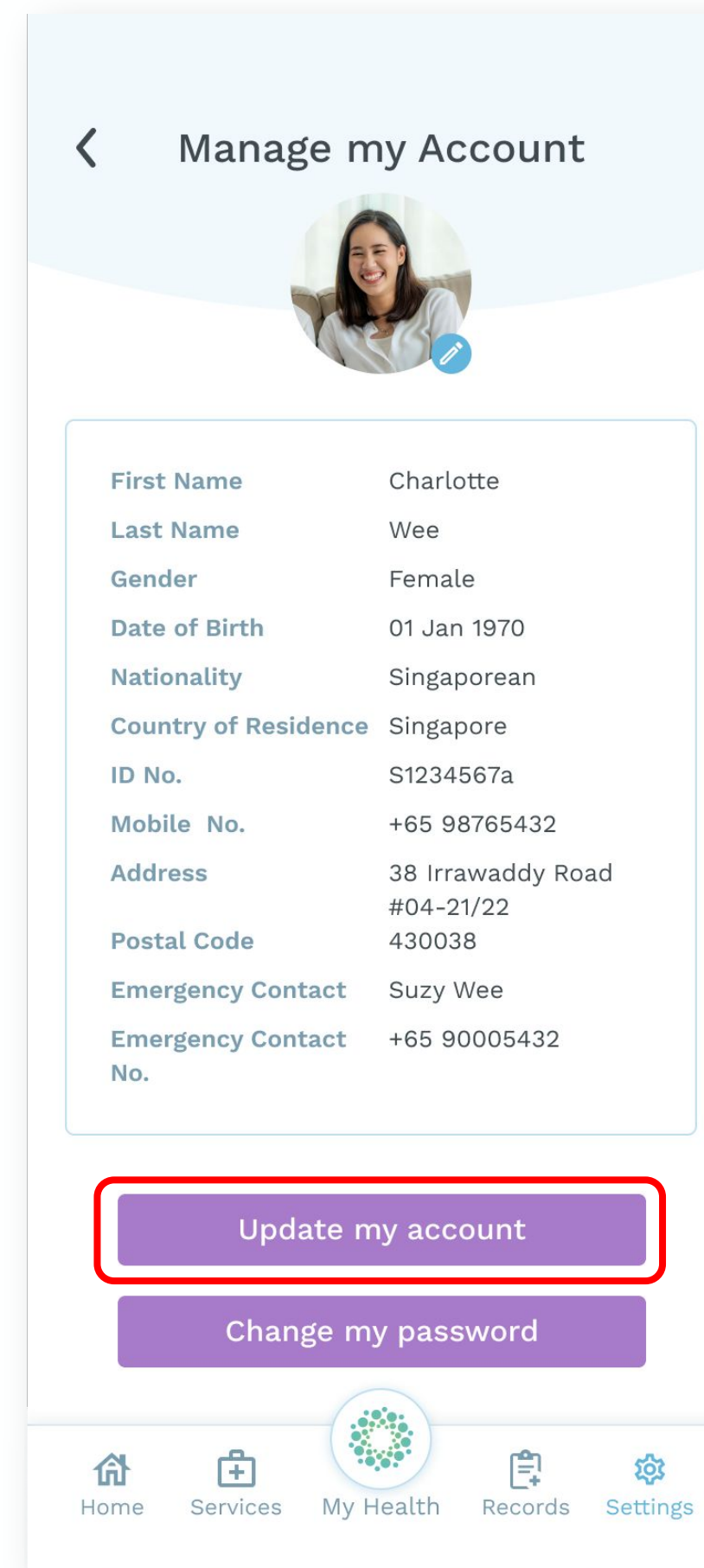
Step 1: Go to Settings and tap Manage my account.

Step 2: Tap Update my account.

Step 1



Step 2



2. Setting up MyHealth360

2.7 Updating your profile particulars

Step 3: Enter your new personal details and tap [Update Information](#).

Step 3

9:27 Cancel ihhhealthcare.com AA

Update Account Details


General Information


First Name

Last Name

Gender
 Male Female

Date of Birth
YYYY/MM/DD

Country of Residence
 Singapore

Nationality
 Singapore

ID
Wrong ID may result in missing results.
 NRIC/FIN Passport

[Show additional information](#)

[Update information](#)

9:27 Cancel ihhhealthcare.com AA

Update Account Details


General Information


First Name

Last Name


Gender
 Male Female

Date of Birth
YYYY/MM/DD

Country of Residence
 Singapore


Nationality
 Singapore

ID
Wrong ID may result in missing results.



Thank You

Your password has been updated

[←](#) [→](#) 

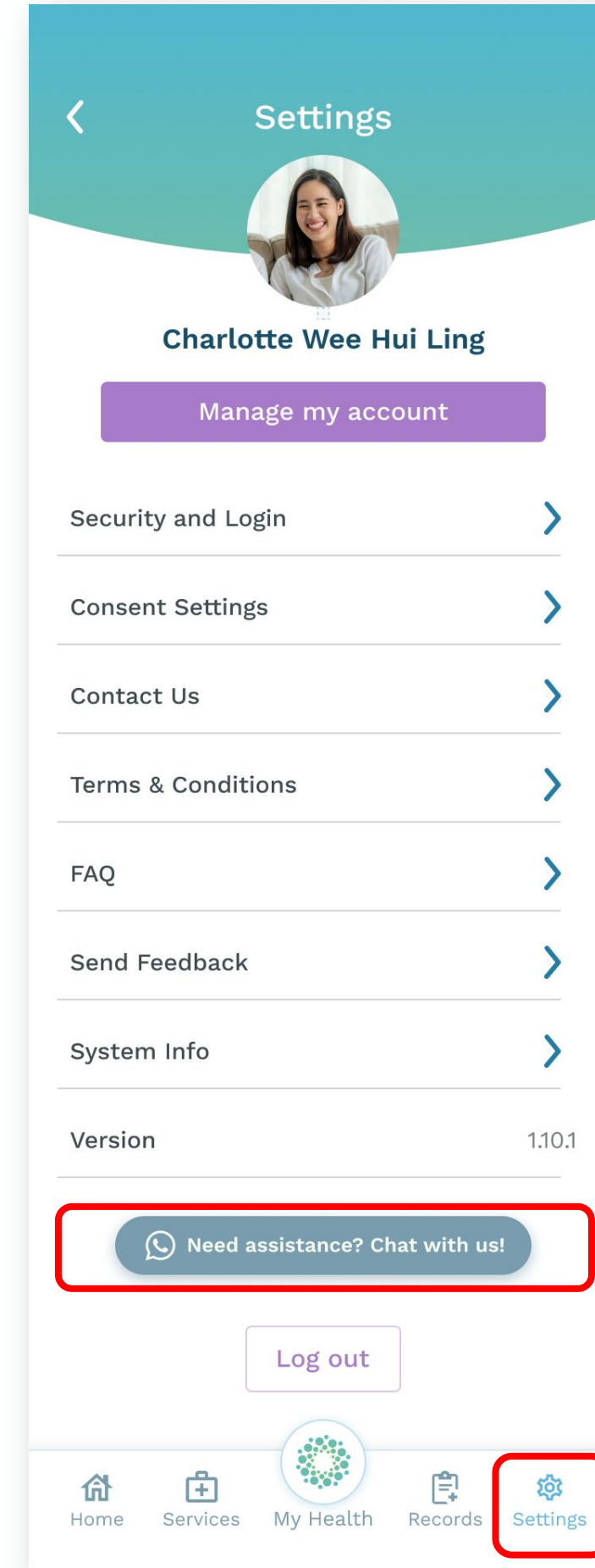
2. Setting up MyHealth360

2.8 Contacting customer service for help

Step 1: Go to Settings and tap on the grey button for assistance via Whatsapp chat.

You will be redirected to WhatsApp on your mobile device.

Step 1



3. Security & Marketing Consent

- 3.1 [Toggling marketing consent preferences](#)
- 3.2 [Accessing MyHealth360's data privacy policy](#)
- 3.3 [Accessing Terms and Conditions](#)

3. Security & Marketing Consent

3.1 Toggling marketing consent preferences

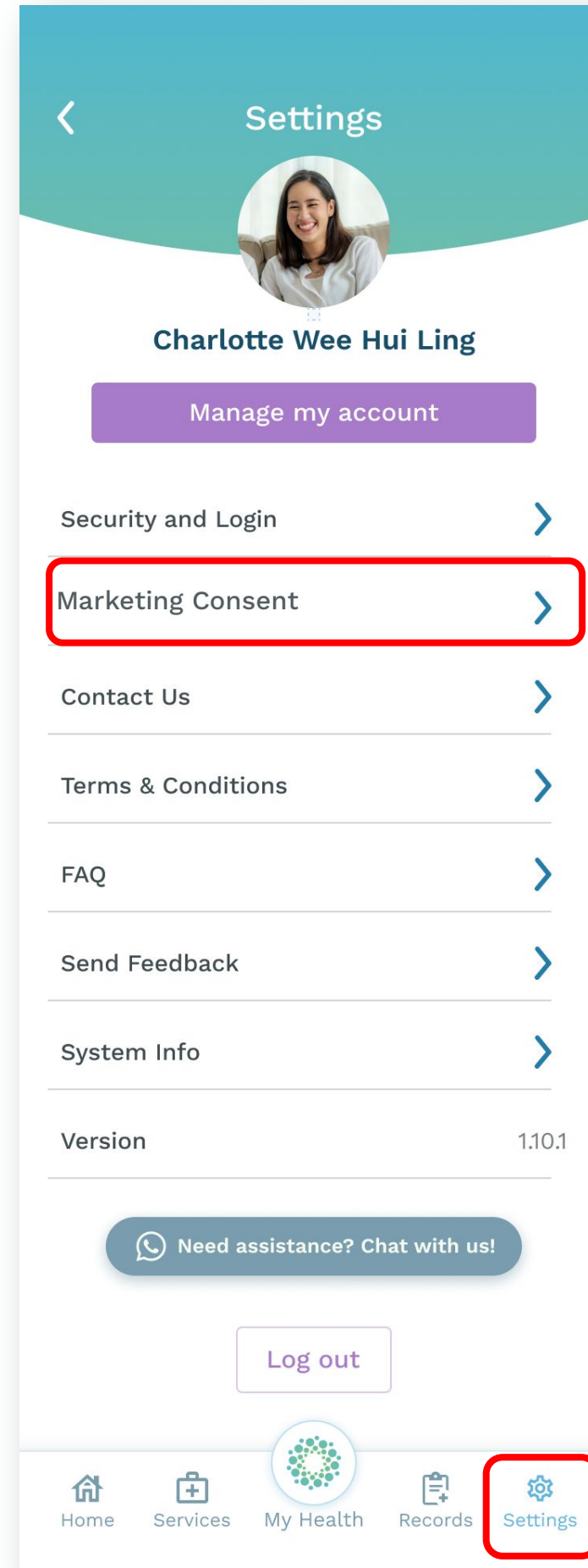
Step 1: Go to Settings and tap Marketing Consent.

Step 2: Toggle the buttons on the right to indicate your marketing preferences.

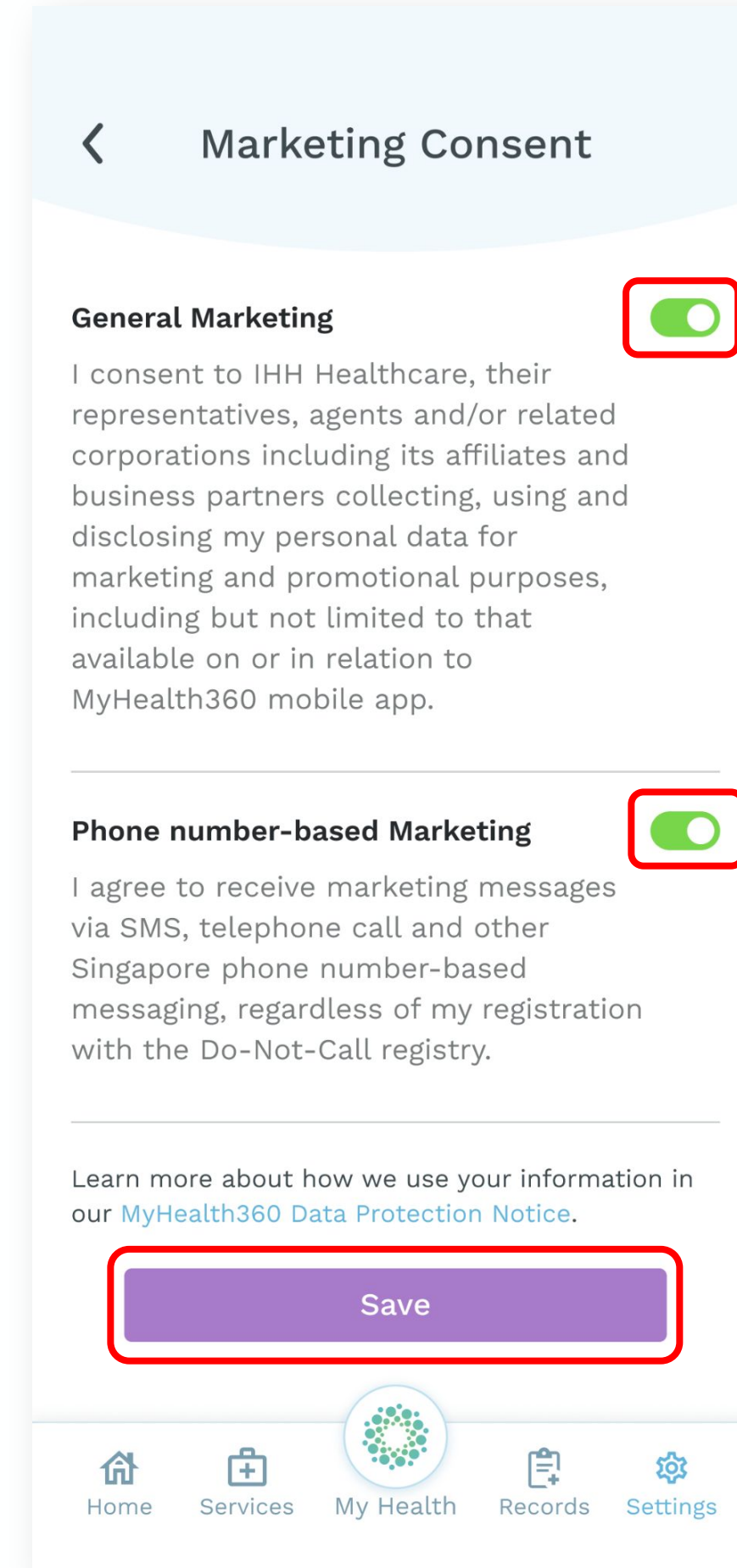
Green indicates on.
Grey indicates off.

Tap Save.

Step 1



Step 2



3. Security & Marketing Consent

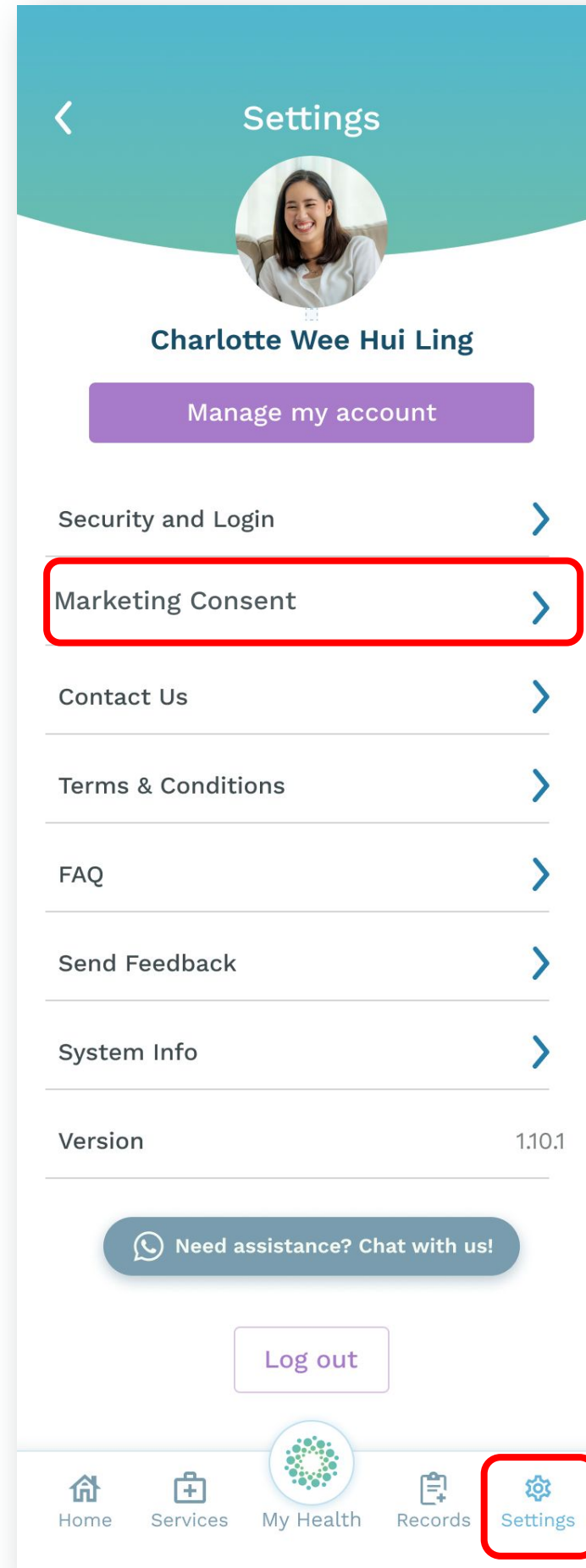
3.2 Accessing MyHealth360's Data Privacy Policy

Step 1: Go to Settings and tap Marketing Consent.

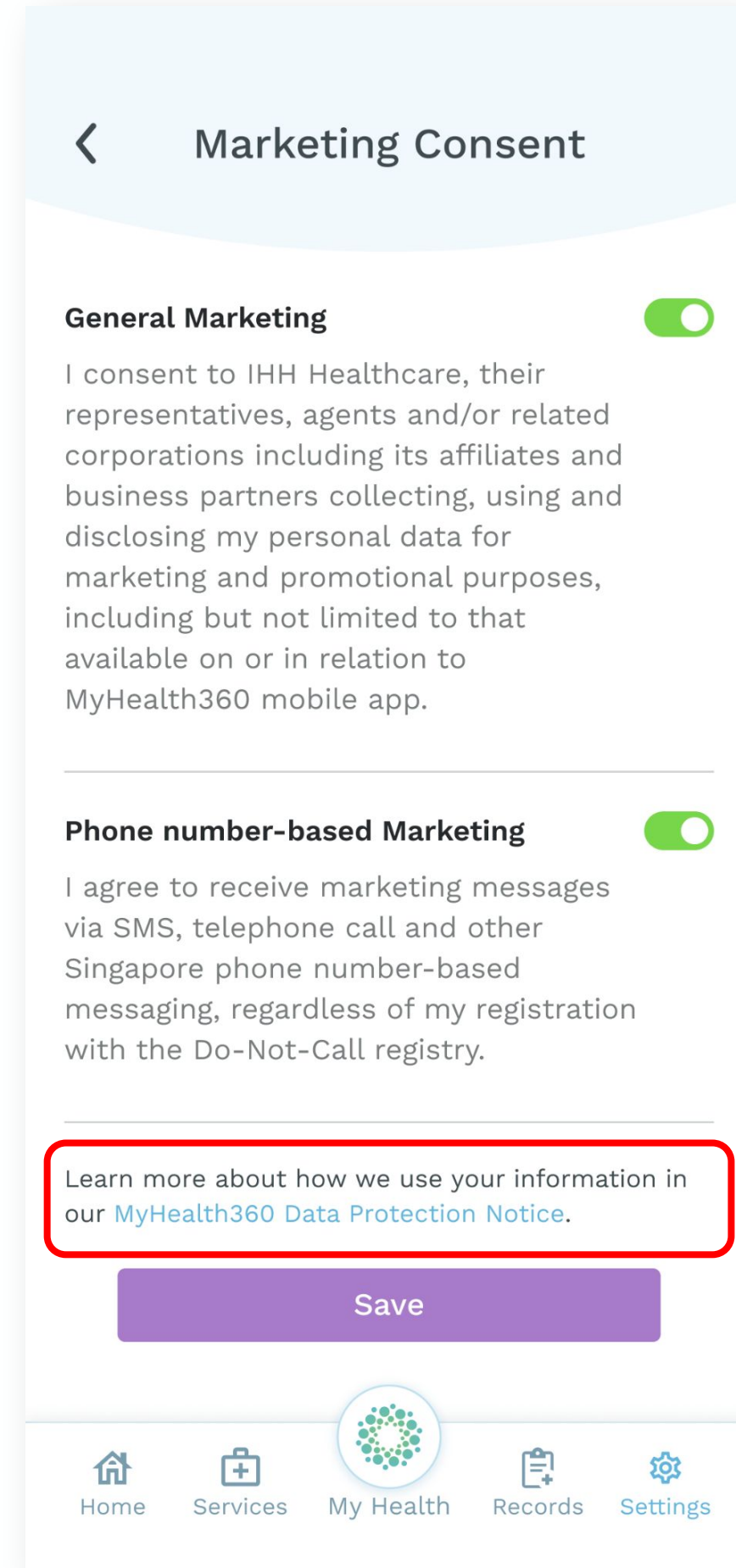
Step 2: Tap Data Privacy Policy.

You will be redirected to the MyHealth360's Data Privacy Policy webpage.

Step 1



Step 2

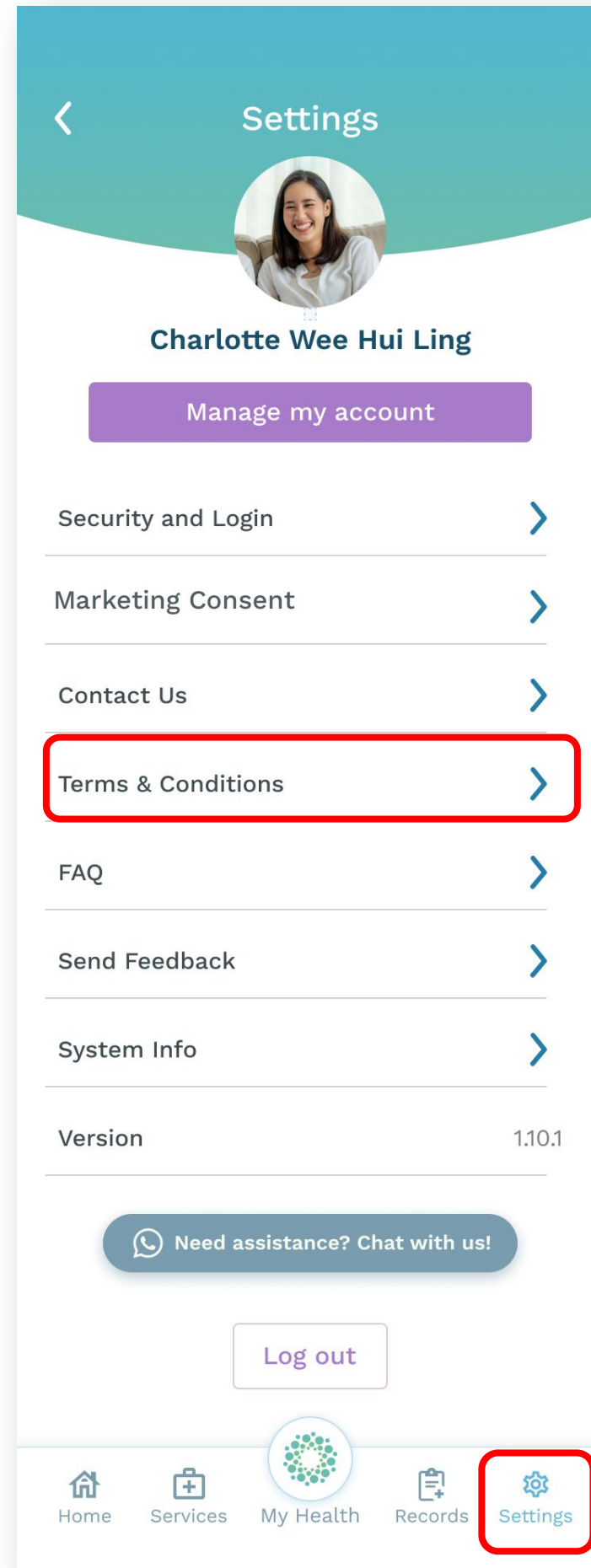


3. Security & Marketing Consent

3.3 Accessing Terms and Conditions

Step 1: Go to Settings and tap Terms & Conditions.

Step 1



IMPORTANT - PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY.

Last updated: 15th July 2022

THESE TERMS AND CONDITIONS ("TERMS"), TOGETHER WITH OUR [PRIVACY POLICY](#) APPLY TO YOUR ACCESS AND USE OF THE MYHEALTH 360 APPLICATION. BY ACCESSING THIS APP OR BY USING ANY



4. COVID-19 Features

- 4.1 Booking a COVID-19 test
- 4.2 Viewing your upcoming COVID-19 appointments
 - 4.2.1. Rescheduling your COVID-19 appointment
- 4.3 Retrieving your COVID-19 test certificates

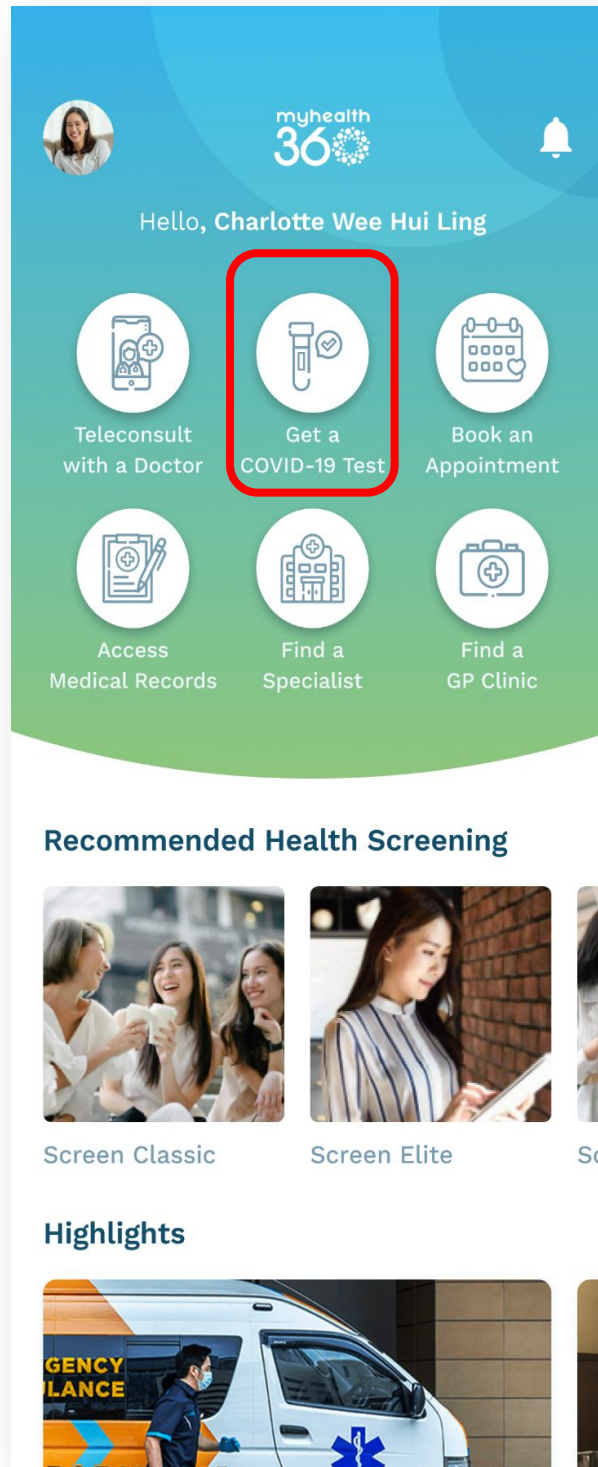
4. COVID-19 Features

4.1 Booking a COVID-19 test

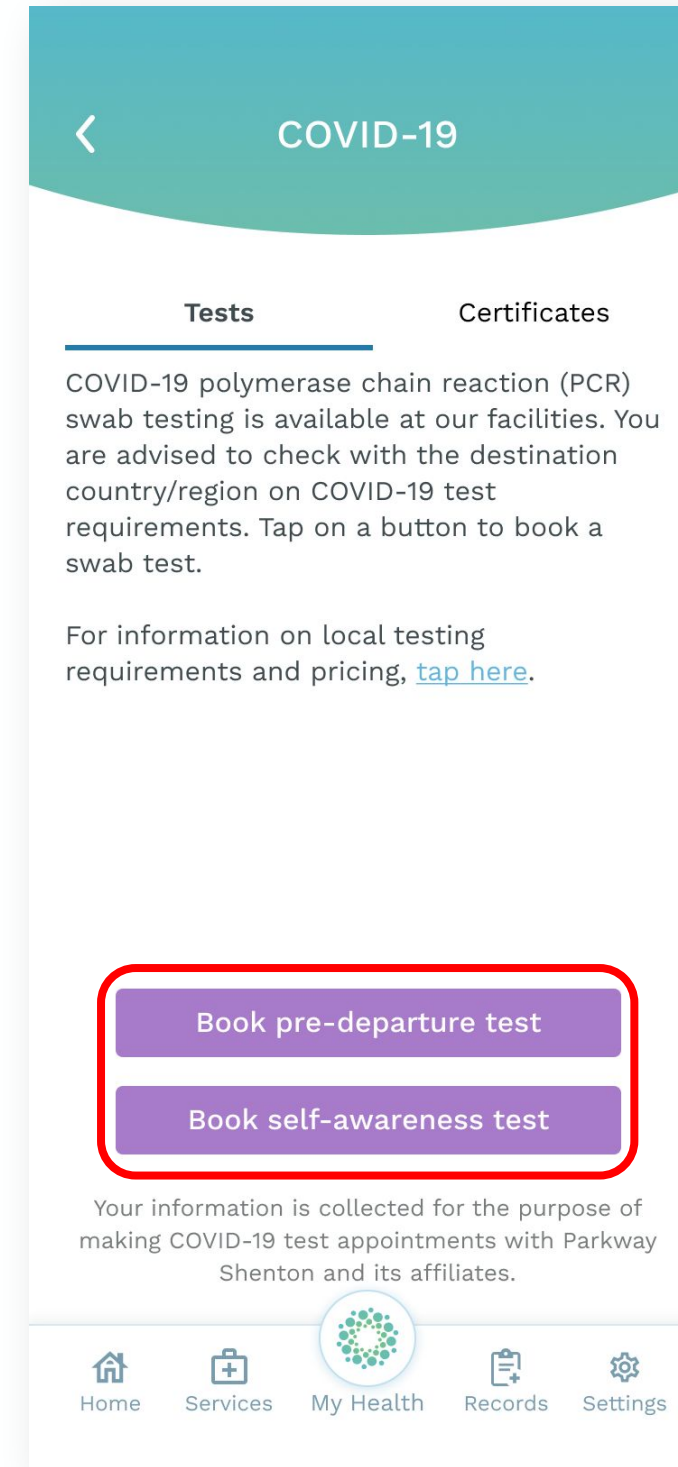
Step 1: From the homepage, tap Get a COVID-19 Test.

Step 2: Select which COVID-19 test you would like to take – a pre-departure test, or a self-awareness test.

Step 1



Step 2



4. COVID-19 Features

4.1 Booking a COVID-19 test

Pre-departure Test

Step 3a: Select the type of pre-departure test you require from the drop-down list. Tap [Next](#).

Step 3b: Fill in your personal information. Tap [Next](#).

Step 3a

Book COVID-19 Test ×

Parkway

Book COVID-19 Test

1 Booking Type > 2 Your Information >

I'm booking a *
Pre-departure PCR Test Only (Age ... ▾)

Please check travel advisories before booking a pre-departure PCR test. Travellers are responsible for ensuring their appointment is in line with the testing window and serology test (if applicable) requirements of their destination country. Do allocate adequate time to take and receive the test results before your flight.

Health Provider	Price
Mount Elizabeth Orchard, Mount Elizabeth Novena, Gleneagles, Parkway East, Executive Health Screening Centres	SGD 150 inclusive of GST
Parkway Shenton, Shenton Medical Group, Shenton Wellness Centre	SGD 90 inclusive of GST

Note: There will be additional charges if you require serology test.

For corporate clients, cashless payment is accepted at only Parkway Shenton, Shenton Medical Group, and Shenton Wellness Centre clinics.

[Next](#)

Step 3b

Book COVID-19 Test ×

> 2 Your Information > 3 Booking Detail

Your information is collected for the purpose of making COVID-19 test appointments with Parkway Shenton and its affiliates.

First Name *

Last Name *

Date of Birth *

ID Number *

Email Address *

Contact Number *
 +84

Remarks

[Next](#)

4. COVID-19 Features

4.1 Booking a COVID-19 test

Pre-departure Test

Step 3c: Fill in your travel details, preferred clinic, and appointment date and time. Tap Review.

Step 3d: Review your booking details and tap Submit.

Step 3c

Book COVID-19 Test

Book COVID-19 Test

1 Booking Details > 2 Review & Submit

Please check your destination country requirements.

Destination Country *

Select Country

Date & Time of Departure *

Passport Number *

Select Clinic *

Date of Appointment *

Travelers are responsible for checking the testing window requirements of their destination country.

Select Time *

2:00 PM 2:10 PM 2:20 PM

2:30 PM 2:40 PM 2:50 PM

3:00 PM 3:10 PM 3:20 PM

3:30 PM 3:40 PM 3:50 PM

4:00 PM 4:10 PM 4:20 PM

4:30 PM 4:40 PM 4:50 PM

5:00 PM 5:10 PM 5:20 PM

5:30 PM 5:40 PM 5:50 PM

Remarks

Review

Step 3d

Book COVID-19 Test

3 Booking Details > 4 Review & Submit

Book COVID-19 Test

Booking Type

I'm booking a *

Pre-departure PCR Test Only (Age ...)

Health Provider	Price
Mount Elizabeth Orchard, Mount Elizabeth Novena, Gleneagles, Parkway East, Executive Health Screening Centres	SGD 150 inclusive of GST
Parkway Shenton, Shenton Medical Group, Shenton Wellness Centre	SGD 90 inclusive of GST

Note: There will be additional charges if you require serology test.

For corporate clients, cashless payment is accepted at only Parkway Shenton, Shenton Medical Group, and Shenton Wellness Centre clinics.

Your Information

Your information is collected for the purpose of making COVID-19 test appointments with Parkway Shenton and its affiliates.

First Name *

At the bottom of the page

Submit

4. COVID-19 Features

4.1 Booking a COVID-19 test


Self-awareness Test

Step 3e: Select Self-awareness Test and the test package you require from the drop-down list. Tap Next.

Step 3f: Review your personal information and tap Next.

Step 3e

Book COVID-19 Test



Book COVID-19 Test

1 Booking Type > 2 Your Information >

I'm booking a *

Self-awareness Test

Test Package *


ART Only

Health Provider	Price
Parkway Shenton, Shenton Medical Group, Shenton Wellness Centre	S\$ 28/- (inclusive of GST)

Next

Step 3d

Book COVID-19 Test



Book COVID-19 Test

2 Your Information > 3 Booking Detail

Your information is collected for the purpose of making COVID-19 test appointments with Parkway Shenton and its affiliates.

First Name *

Last Name *

Date of Birth *

ID Number *

Email Address *

Contact Number *

+84

Remarks

Next

4. COVID-19 Features

4.1 Booking a COVID-19 test

Self-awareness Test

Step 3g: Select your preferred clinic, appointment date and time. Tap Review.

Step 3h: Review your booking details and tap Submit.

Step 3g

Book COVID-19 Test

Book COVID-19 Test

1 Clinic > 2 Booking Details > 3 Booking Details > 4 Review & Submit

Select Clinic *

Date of Appointment *

Select Time *

Remarks

Review

Step 3h

Book COVID-19 Test

3 Booking Details > 4 Review & Submit

Booking Type

I'm booking a *

Self-awareness Test

Test Package *

ART Only

Health Provider	Price
Parkway Shenton, Shenton Medical Group, Shenton Wellness Centre	S\$ 28/- (inclusive of GST)

Your Information

Your information is collected for the purpose of making COVID-19 test appointments with Parkway Shenton and its affiliates.

First Name *

Submit

At the bottom of the page

4. COVID-19 Features

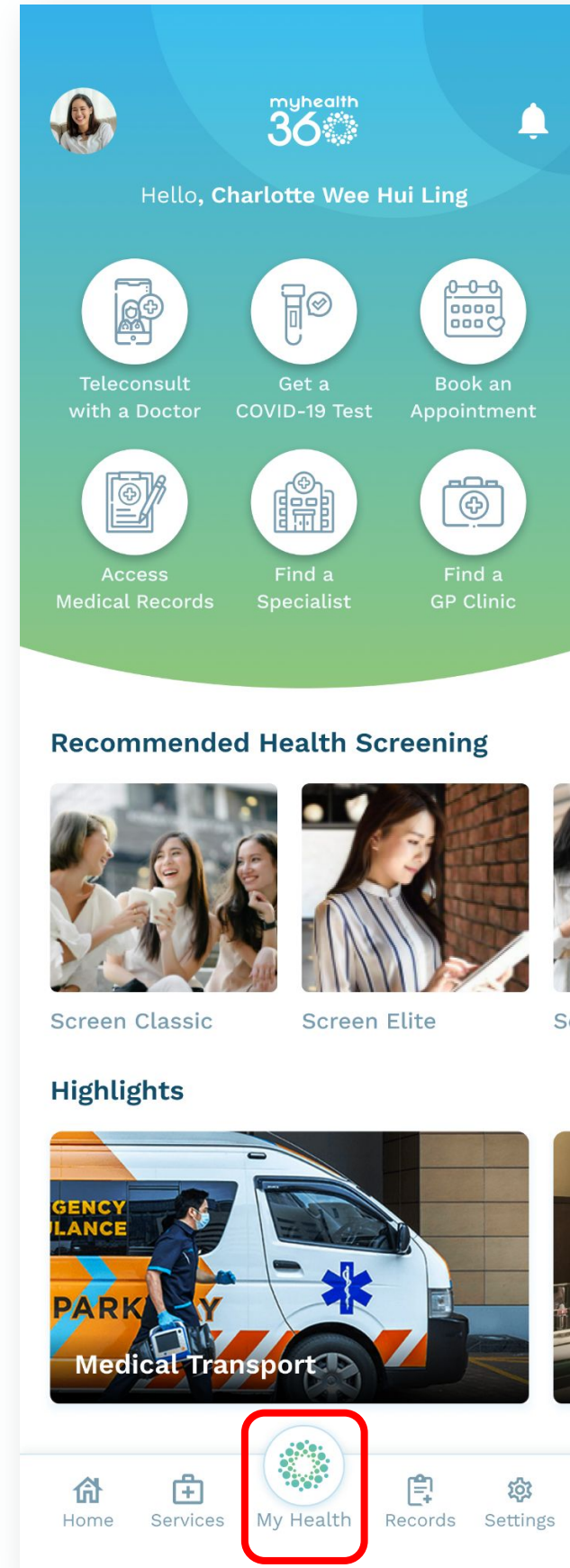
4.2 Viewing your upcoming COVID-19 appointments

Step 1: Tap My Health located at the bottom dock.

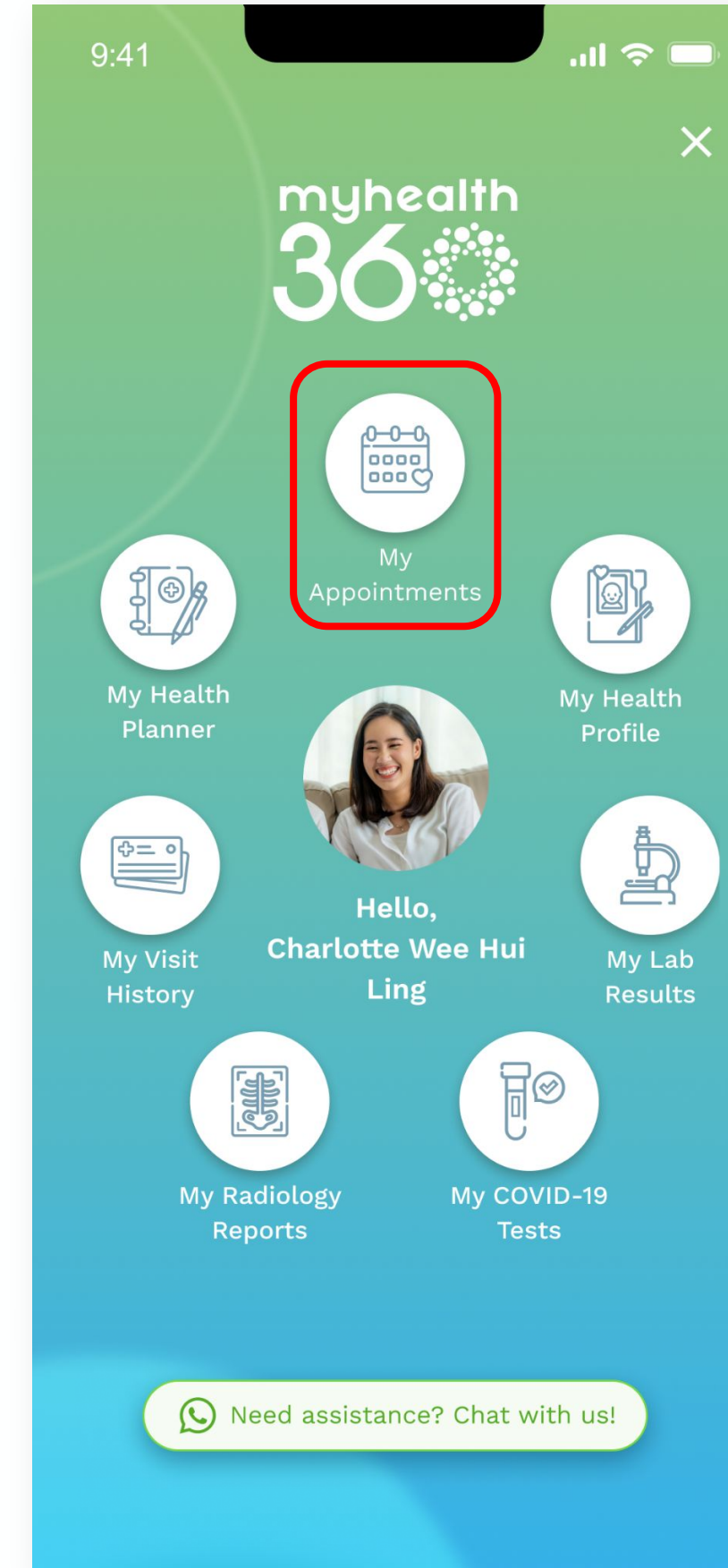
Step 2: Select My Appointments

Tip: You can reschedule or cancel your appointment from this page.

Step 1



Step 2

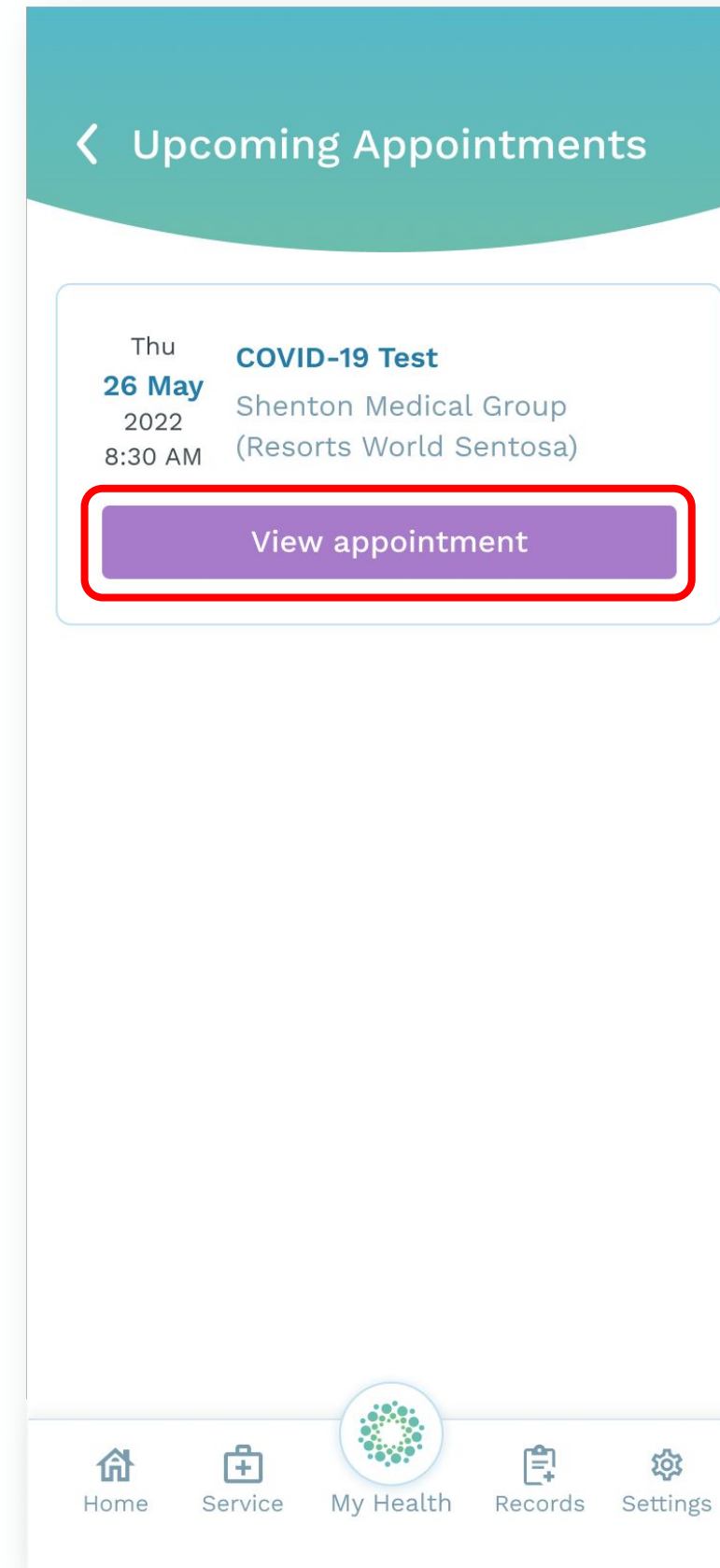


4. COVID-19 Features

4.2 Viewing your upcoming COVID-19 appointments

Step 3: You will see a list of all your upcoming appointments, including for COVID-19. Tap to view.

Step 3



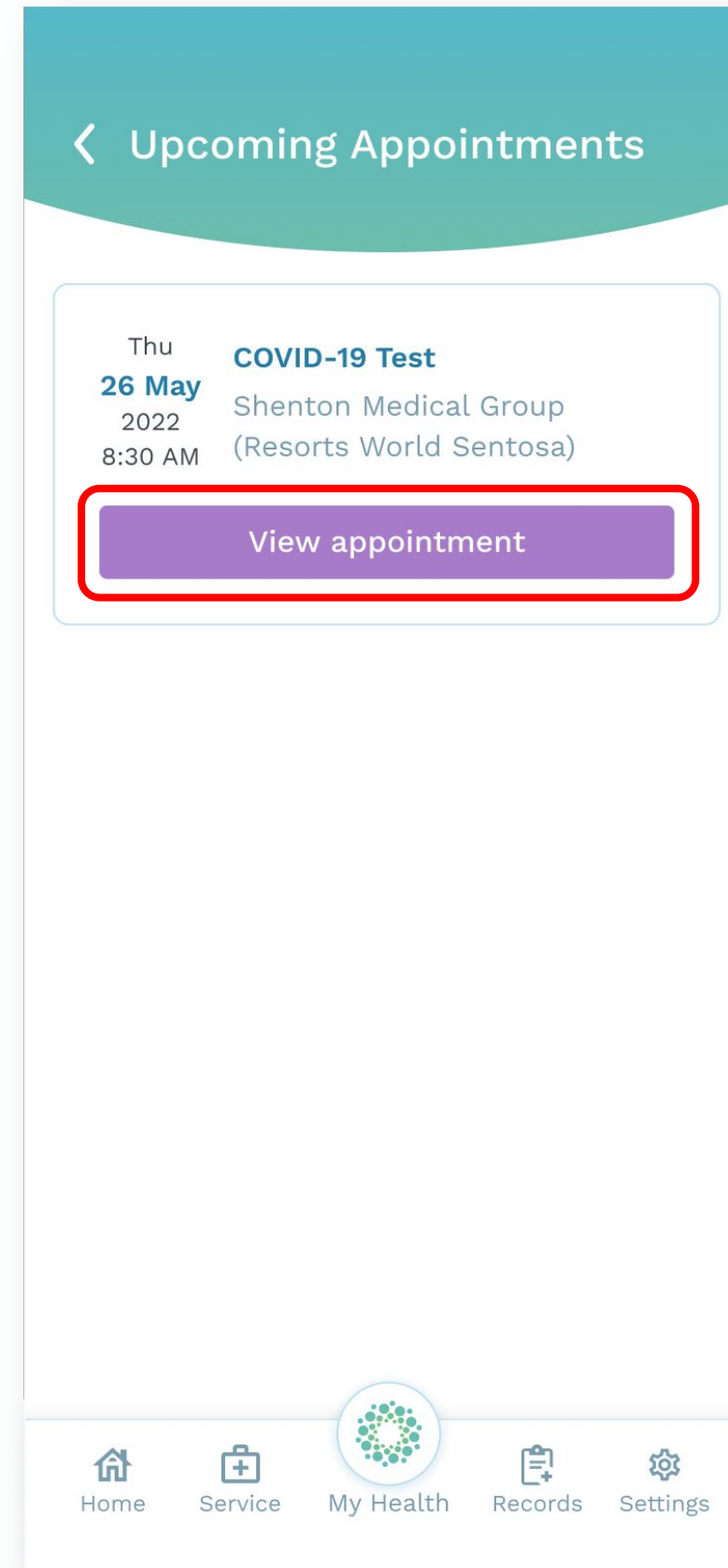
4. COVID-19 Features

4.2.1 Cancelling or rescheduling your COVID-19 appointments

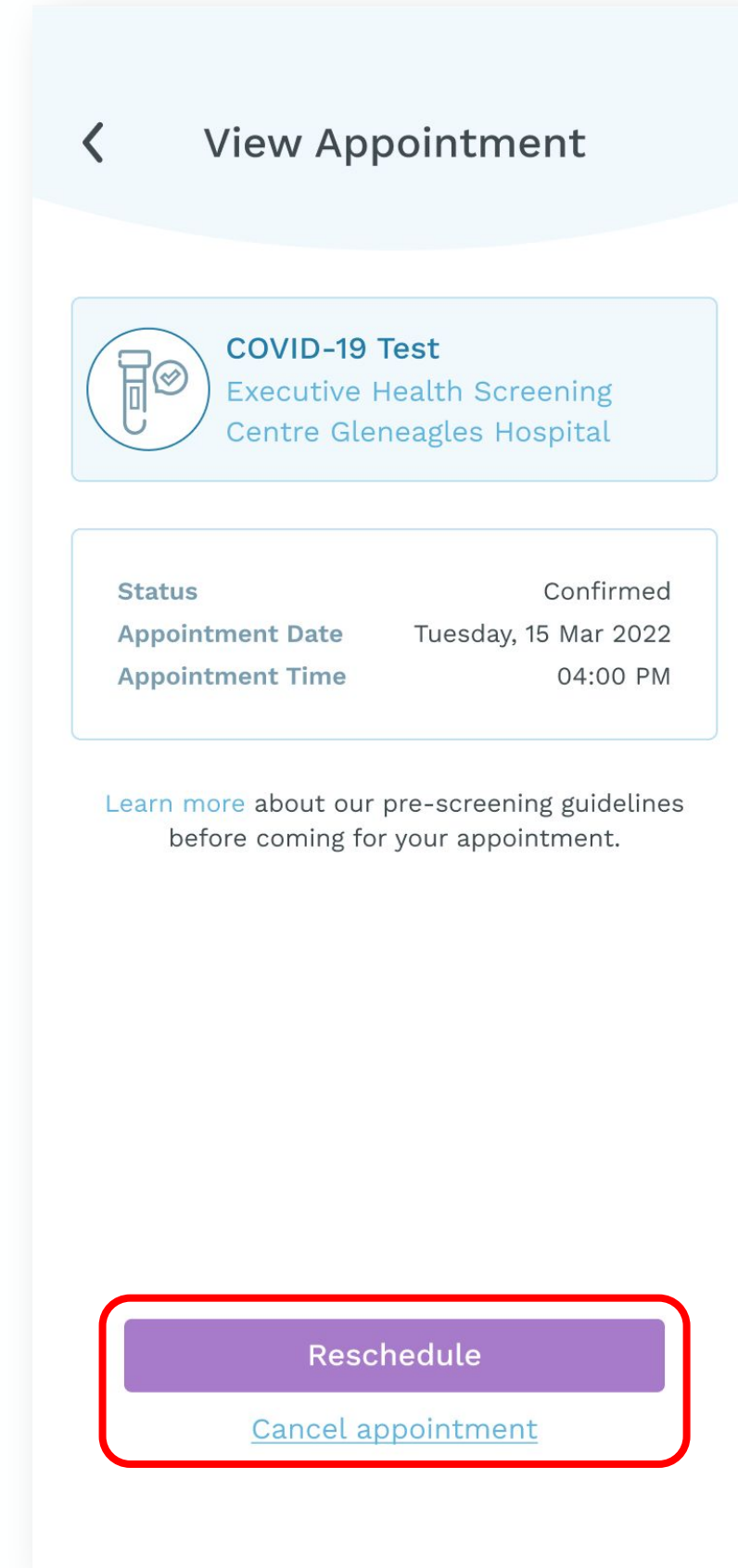
Step 1: On the Upcoming Appointments page, tap View appointment on your scheduled COVID-19 appointment.

Step 2: You will have the option to Reschedule or Cancel the session.

Step 3



Step 4



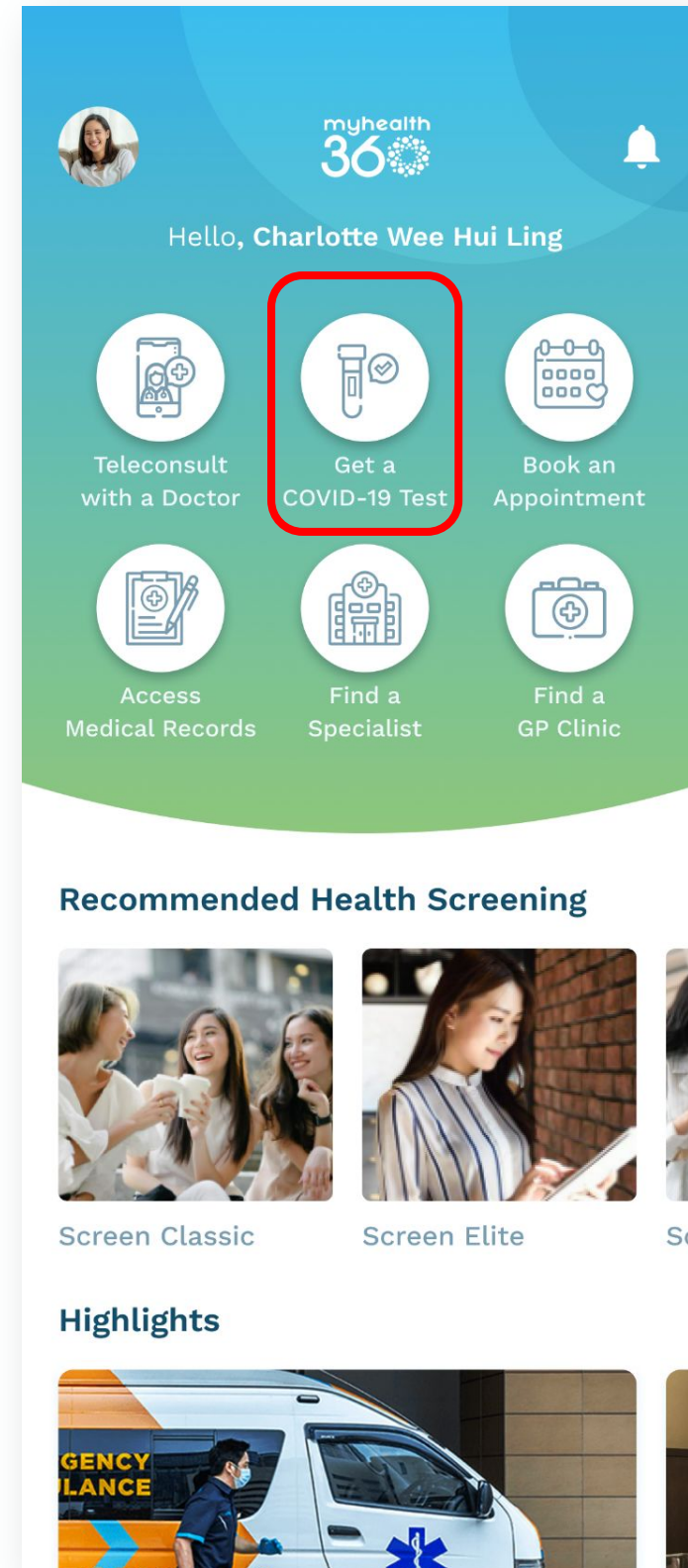
4. COVID-19 Features

4.3 Retrieving your COVID-19 test certificates

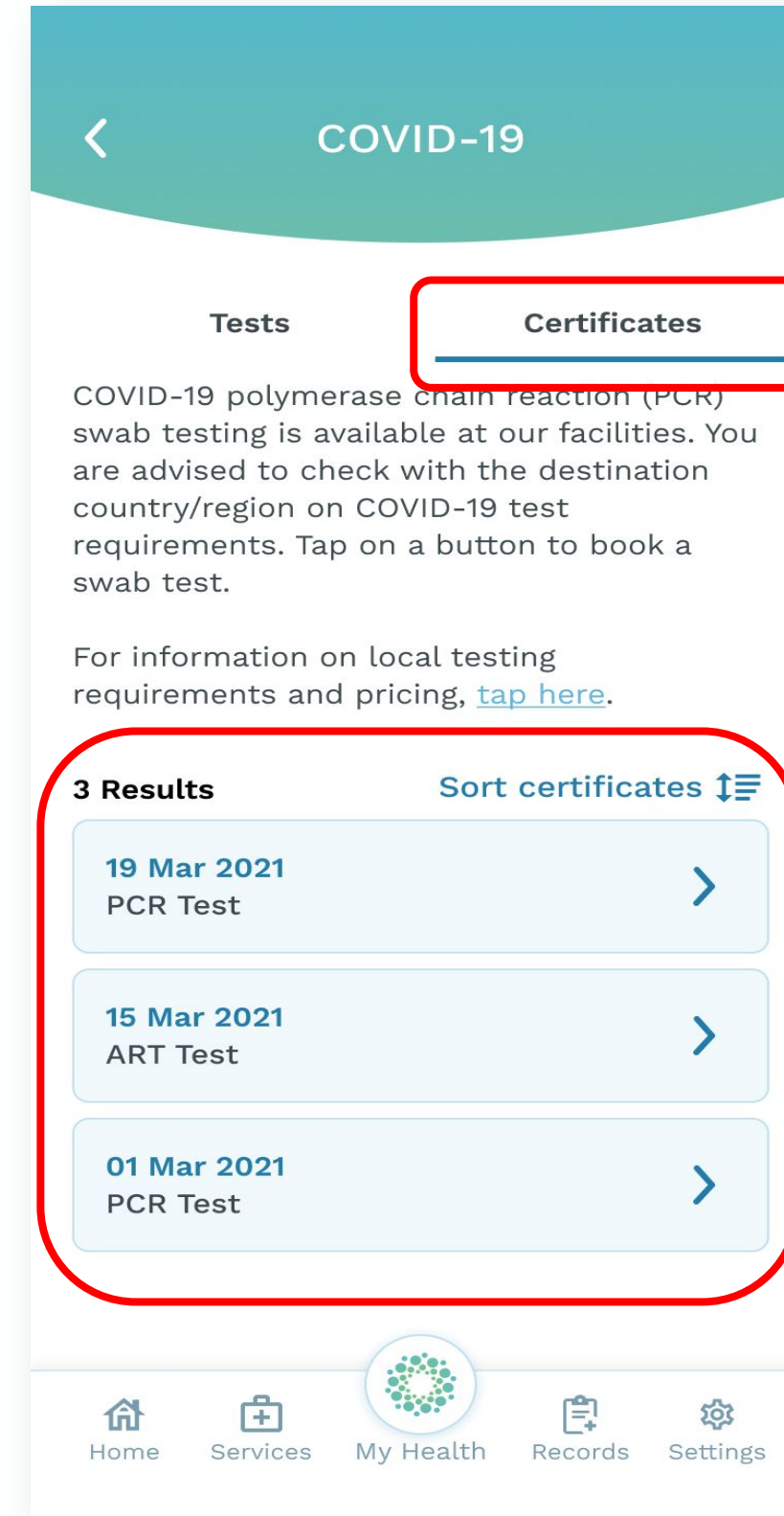
Step 1: From the homepage, tap on [Get a COVID-19 Test](#).

Step 2: Select the Certificates tab. You will see a list of your COVID-19 test results. Tap on any result to retrieve the certificate.

Step 1



Step 2




4. COVID-19 Features

4.3 Retrieving your COVID-19 test certificates

Step 3: Your COVID-19 test certificates are available to view and download in [QR Code](#) or [PDF](#) format.

QR Code

< COVID-19 Test Certificate >



Scan to verify

Test Certificate
NEGATIVE

Name	TSANG CHI WAI
Passport Number	E12345670
NRIC/FIN	S12399944B
Test Date	19 Mar 2021
Test Time	11:00 AM

PDF

< COVID-19 Test Certificate >

MEMO ON COVID-19 REAL TIME
RT-PCR SWAB TEST RESULT

Name of Person: [REDACTED]
NRIC/FIN: [REDACTED]
Passport Number: [REDACTED]


To whom it may concern:

The abovementioned has undergone RT-PCR testing for COVID-19 on 07 September 2020 09:15 by Airport Passenger Terminal 3 @ B2 and has tested negative. This test result was reported on 07 September 2020 19:08 .

Thank you.

DR [REDACTED]
MEBS
MCR No. [REDACTED]

Name of Doctor: [REDACTED]
MCRNo.: [REDACTED]



65 Airport Boulevard
#B2-01 Singapore 819663
Tel: (65) 6241 8818 Fax: (65) 6241 3498

Raffles Medical Group Ltd | Company Registration No: 198901967K | GST Registration No: M9-0000467-N

5. Shenton Clinic Features

- 5.1 Booking a same-day GP appointment
- 5.2 Syncing your appointments with your calendar
- 5.3 Accessing and downloading your e-MCs
- 5.4 Accessing and downloading Shenton GP receipts
- 5.5 Viewing your upcoming appointments
 - 5.5.1 Cancelling or rescheduling your appointments
- 5.6 Viewing your appointment history
- 5.7 Using My Health Profile to find out your health status
- 5.8 Using My Health Planner to plan your healthcare activities
- 5.9 Accessing your e-bills

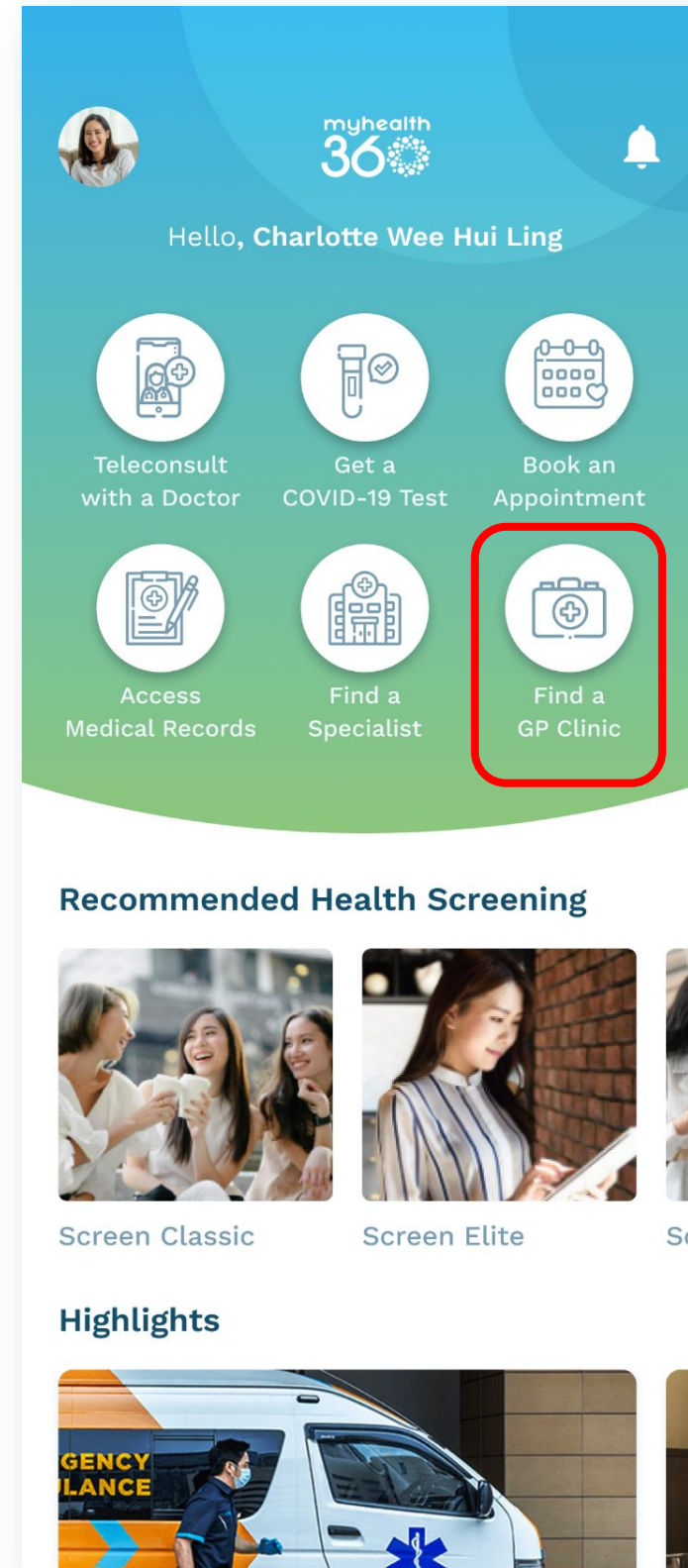
5. Shenton Clinic Features

5.1 Booking a same-day GP appointment

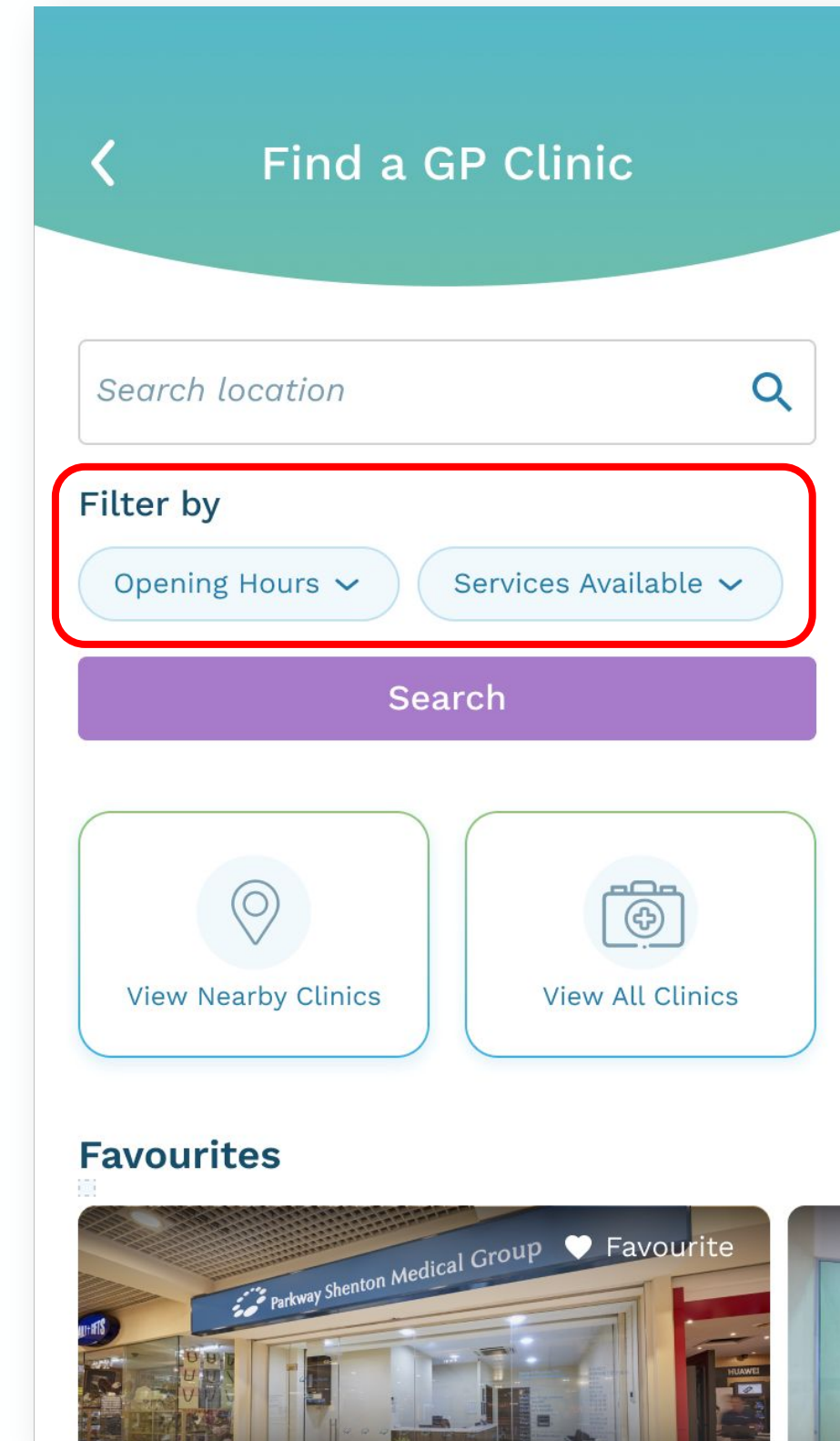
Step 1: From the homepage, tap on Find a GP clinic.

Step 2: Search for a GP clinic by location, or filter by opening hours and services.

Step 1



Step 2



5. Shenton Clinic Features

5.1 Booking a same-day GP appointment

Step 3: Select your preferred clinic and tap Book an appointment.

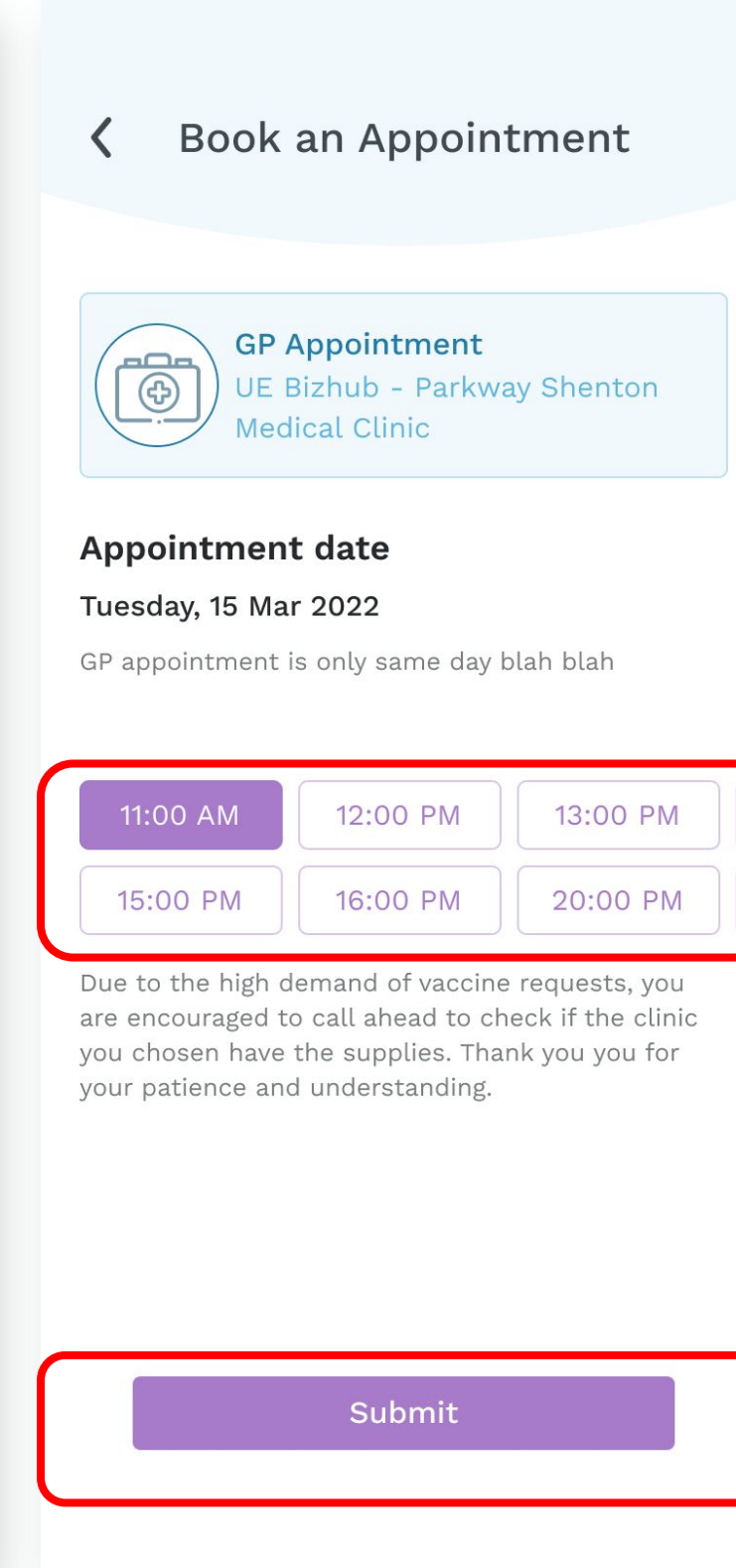
Step 4: Choose from the available time slots and tap Submit.

Note: Appointment slots are limited. If there are no available time slots on the same day, consider selecting another date or opt for an on-demand TeleConsultation appointment instead. To find out how, please refer to [6.1 Requesting an on-demand TeleConsult session](#).

Step 1



Step 2



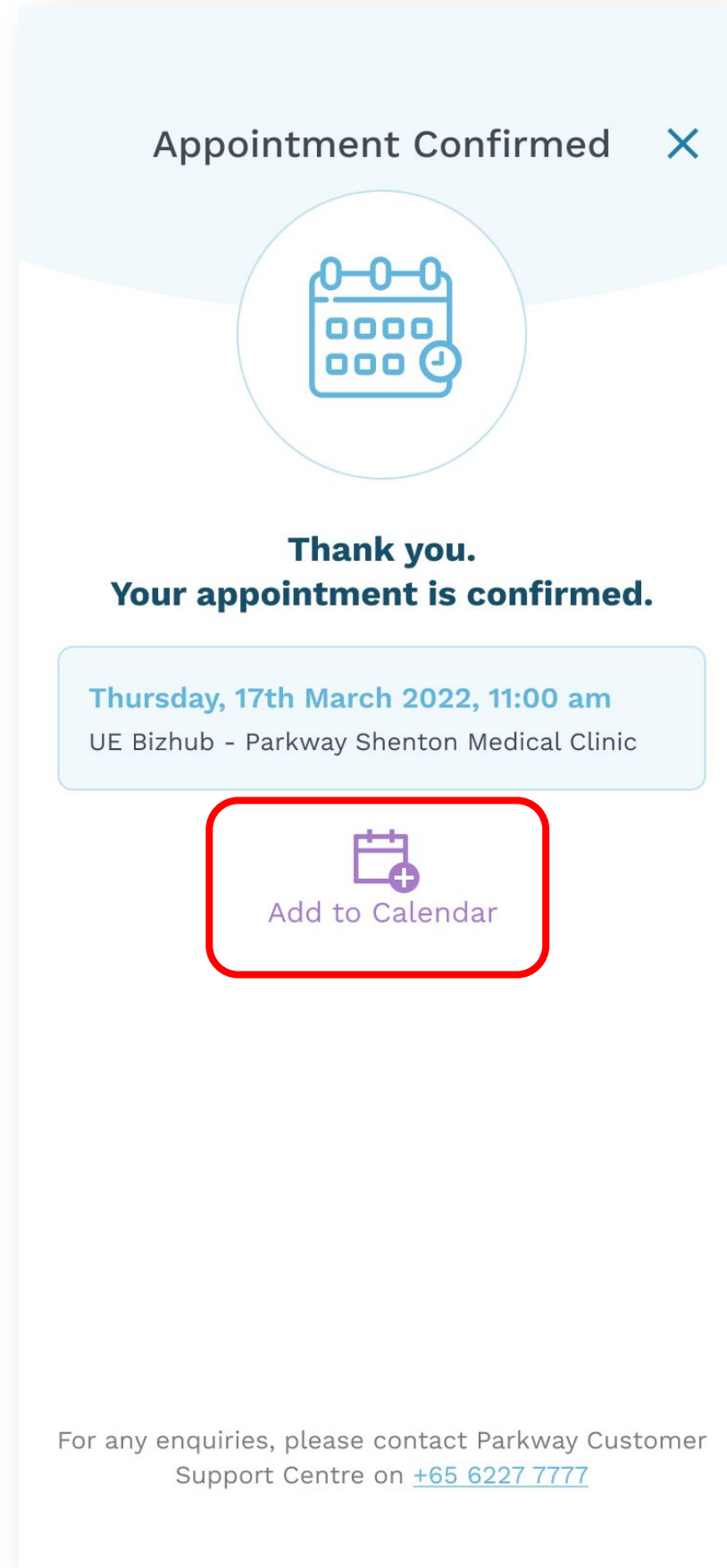
5. Shenton Clinic Features

5.2 Syncing your appointments with your calendar

Step 1: Tap the Add to Calendar* icon on the appointment confirmation screen to sync your appointments to your calendar.

**To use this feature on Android devices, MyHealth360 requires your consent for prominent disclosures and device permissions.*

Step 1



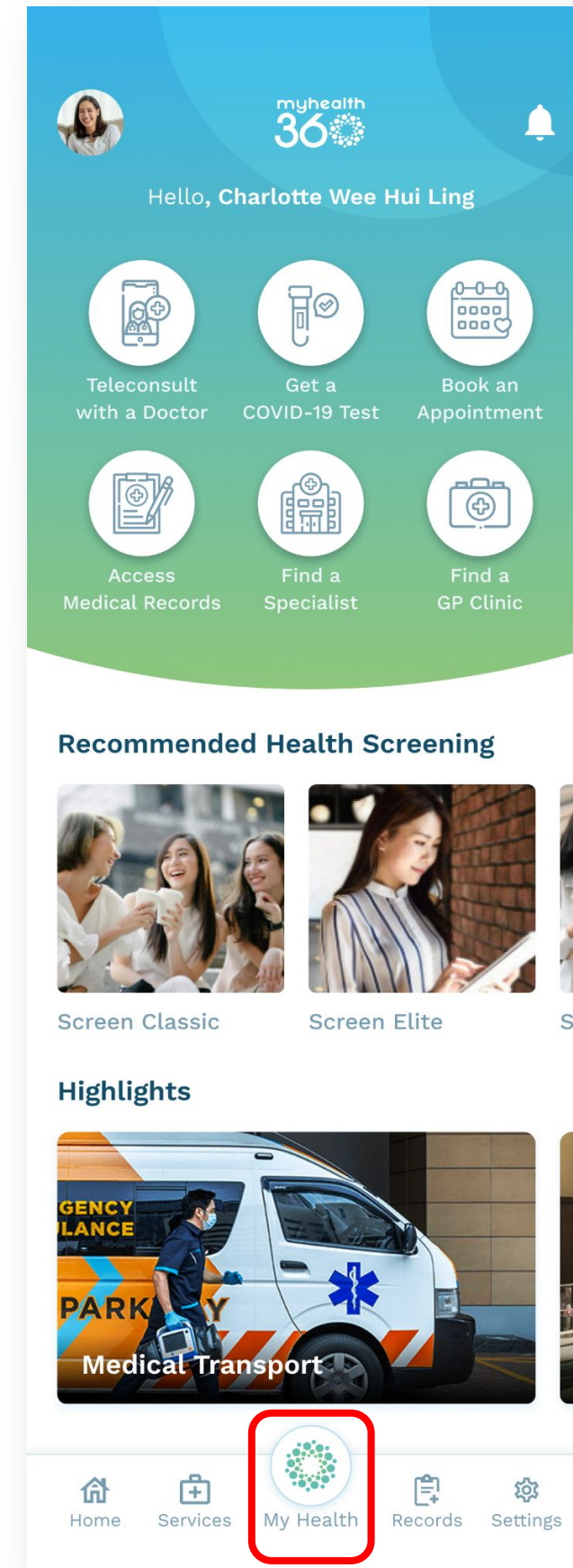
5. Shenton Clinic Features

5.3 Accessing and downloading your e-MCs

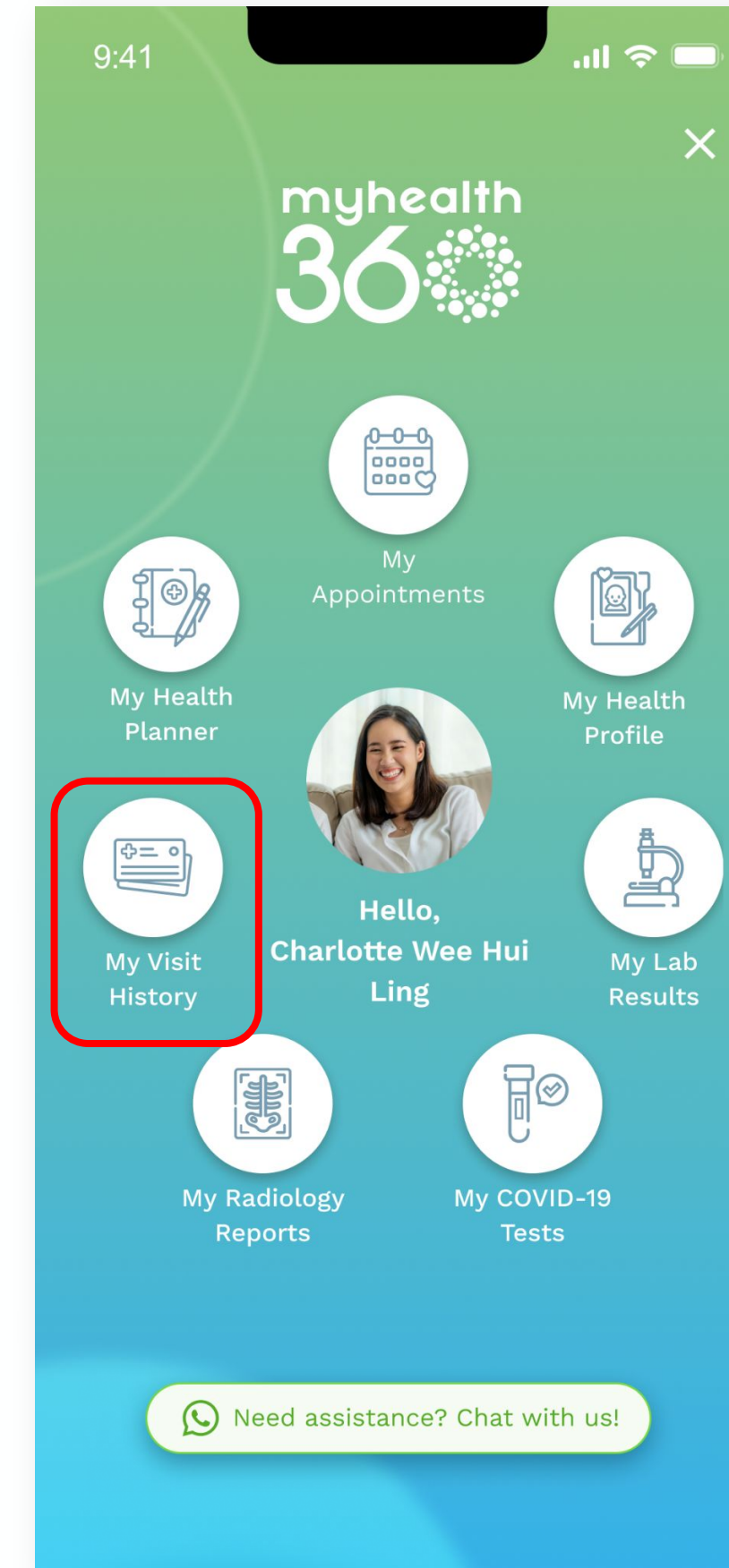
Step 1: Tap My Health located at the bottom dock.

Step 2: Tap My Visit History

Step 1



Step 2



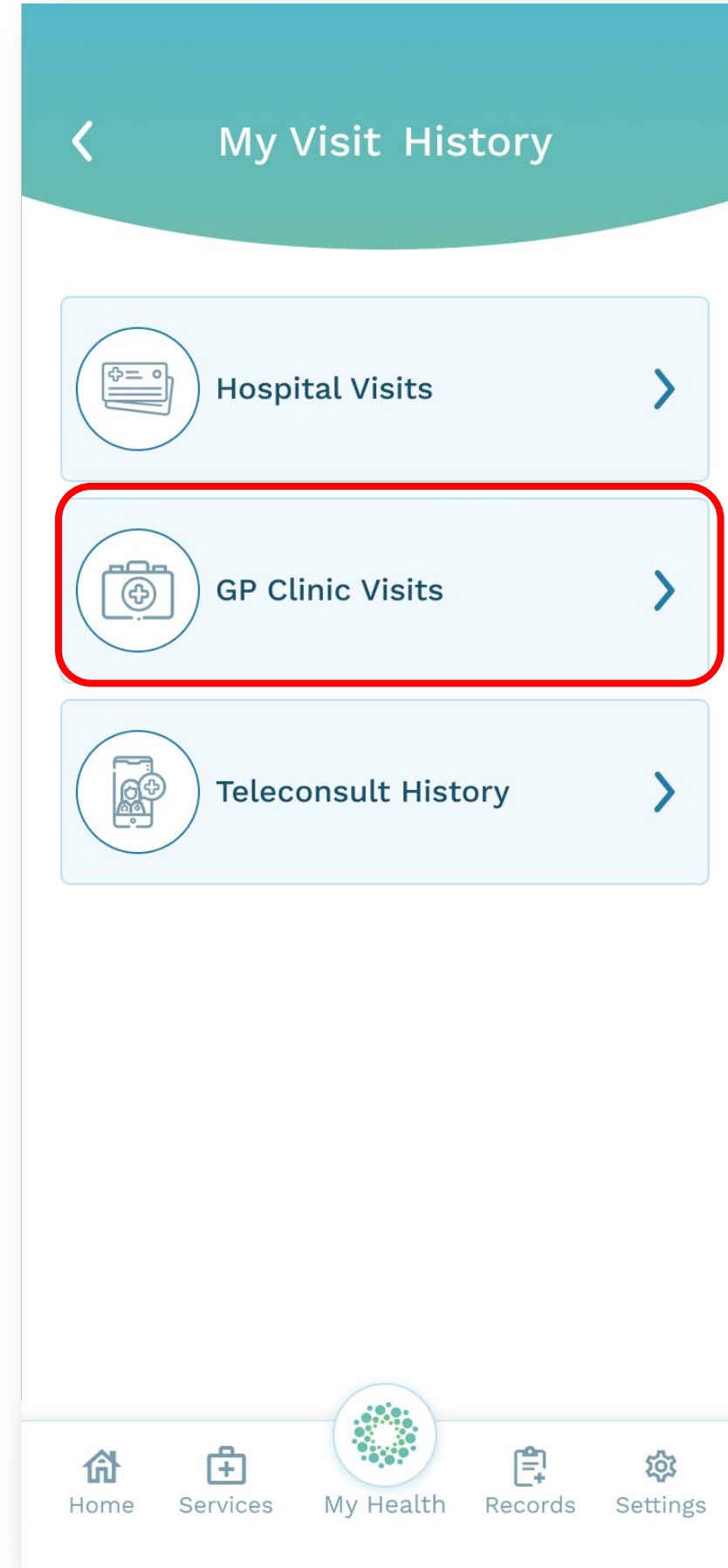
5. Shenton Clinic Features

5.3 Accessing and downloading your e-MCs

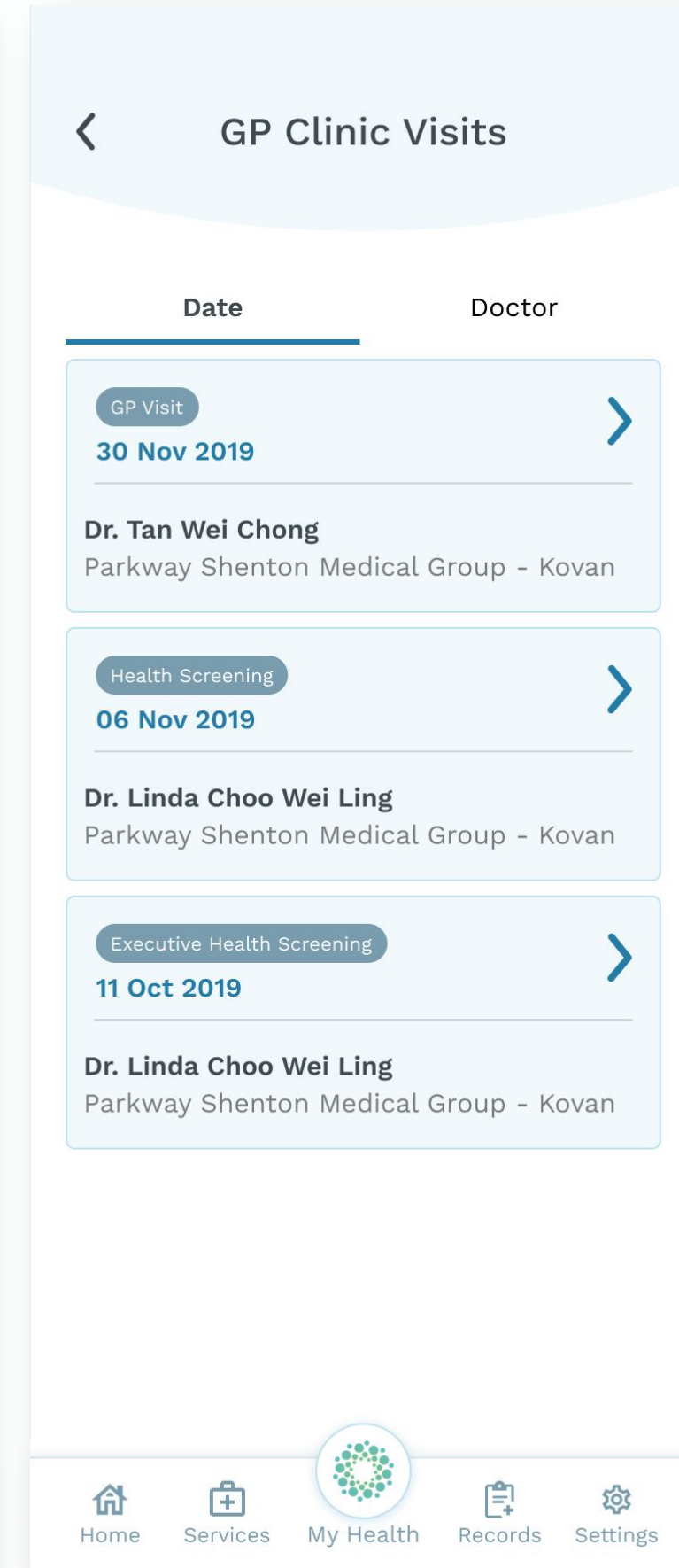
Step 3: Tap GP Clinic Visits

Step 4: Select which appointment to retrieve your e-MC.

Step 3



Step 4

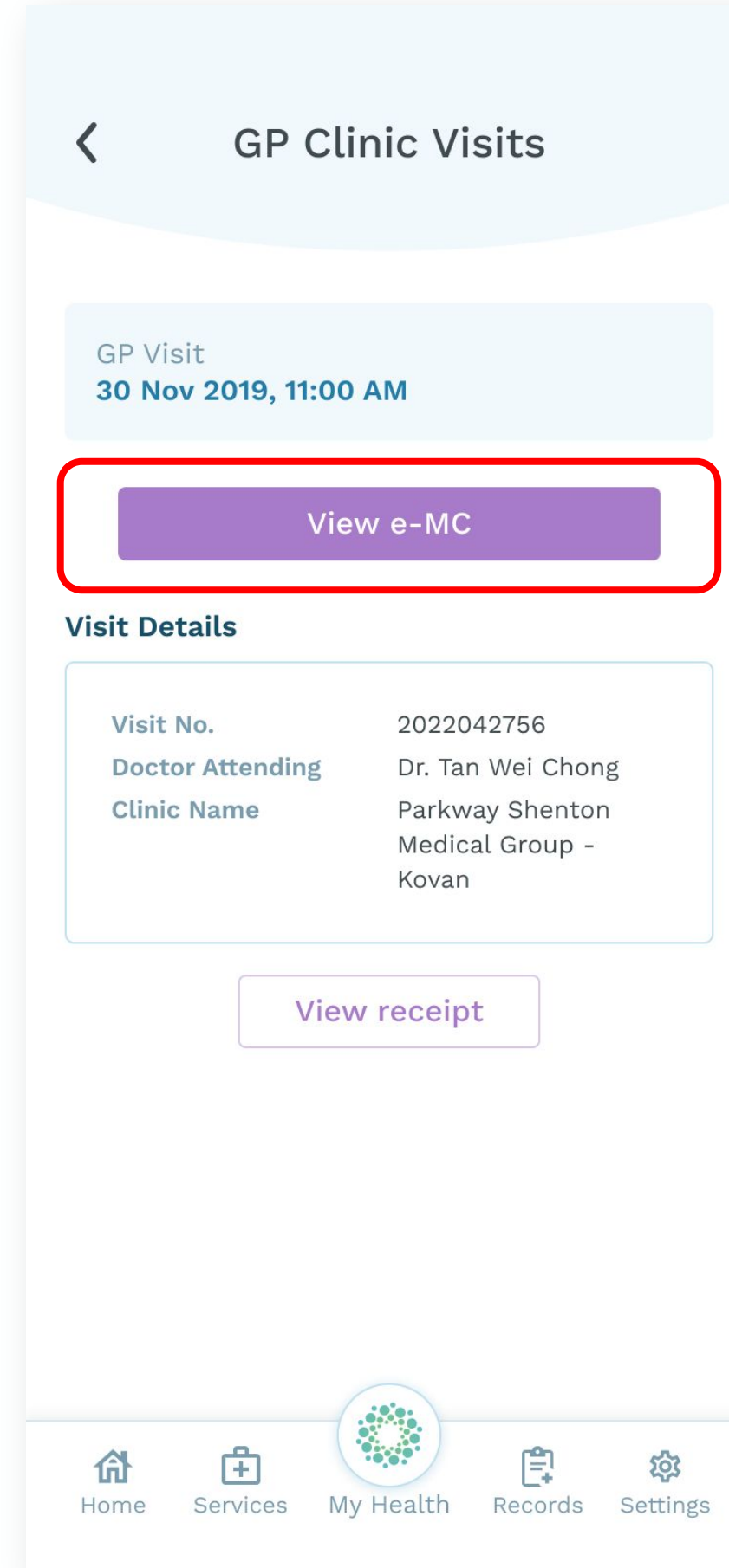


5. Shenton Clinic Features

5.3 Accessing and downloading your e-MCs

Step 5: Tap [View e-MC](#).

Step 5



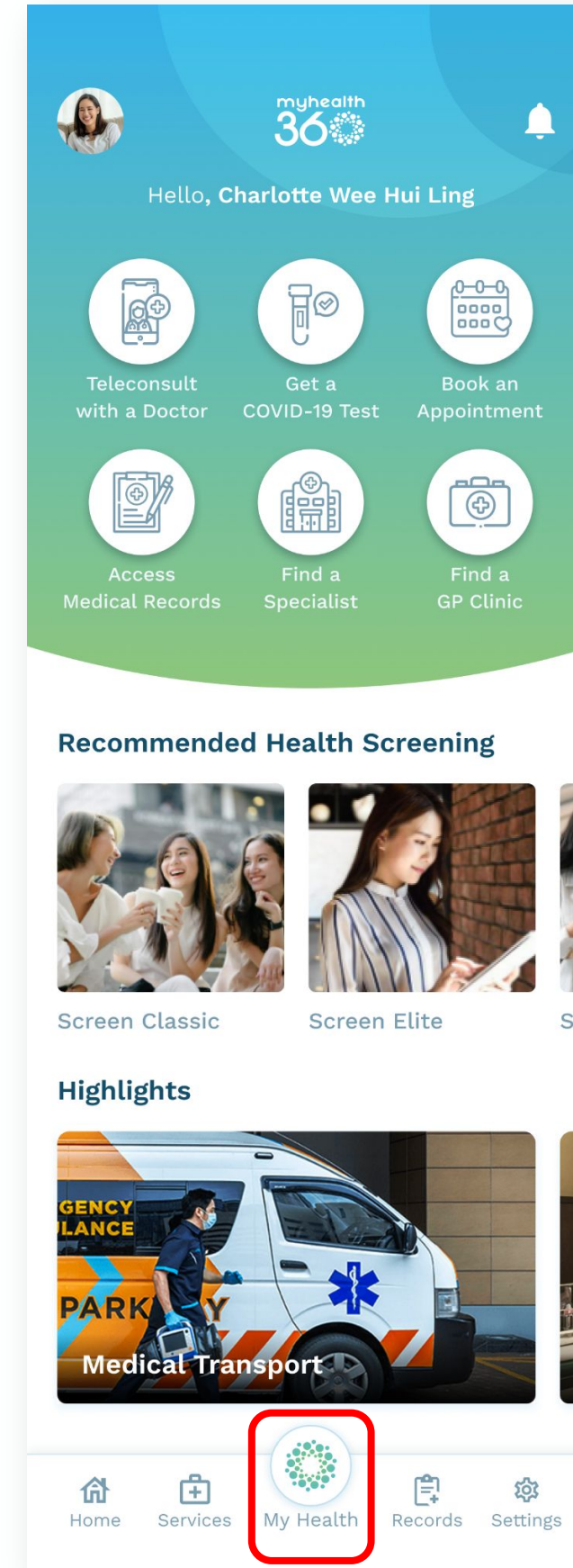
5. Shenton Clinic Features

5.4 Accessing and downloading Shenton GP receipts

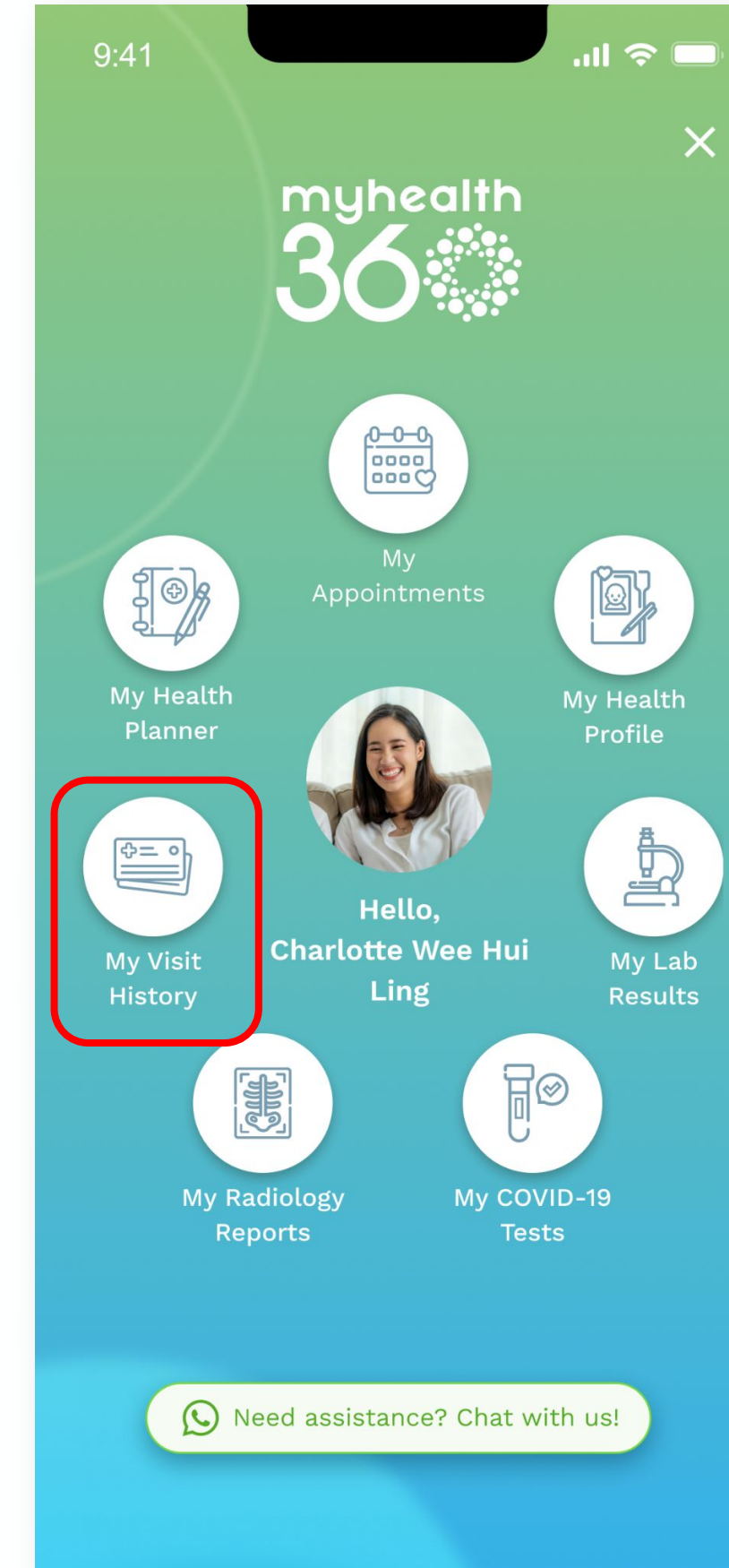
Step 1: Tap My Health located at the bottom dock.

Step 2: Tap My Visit History.

Step 1



Step 2



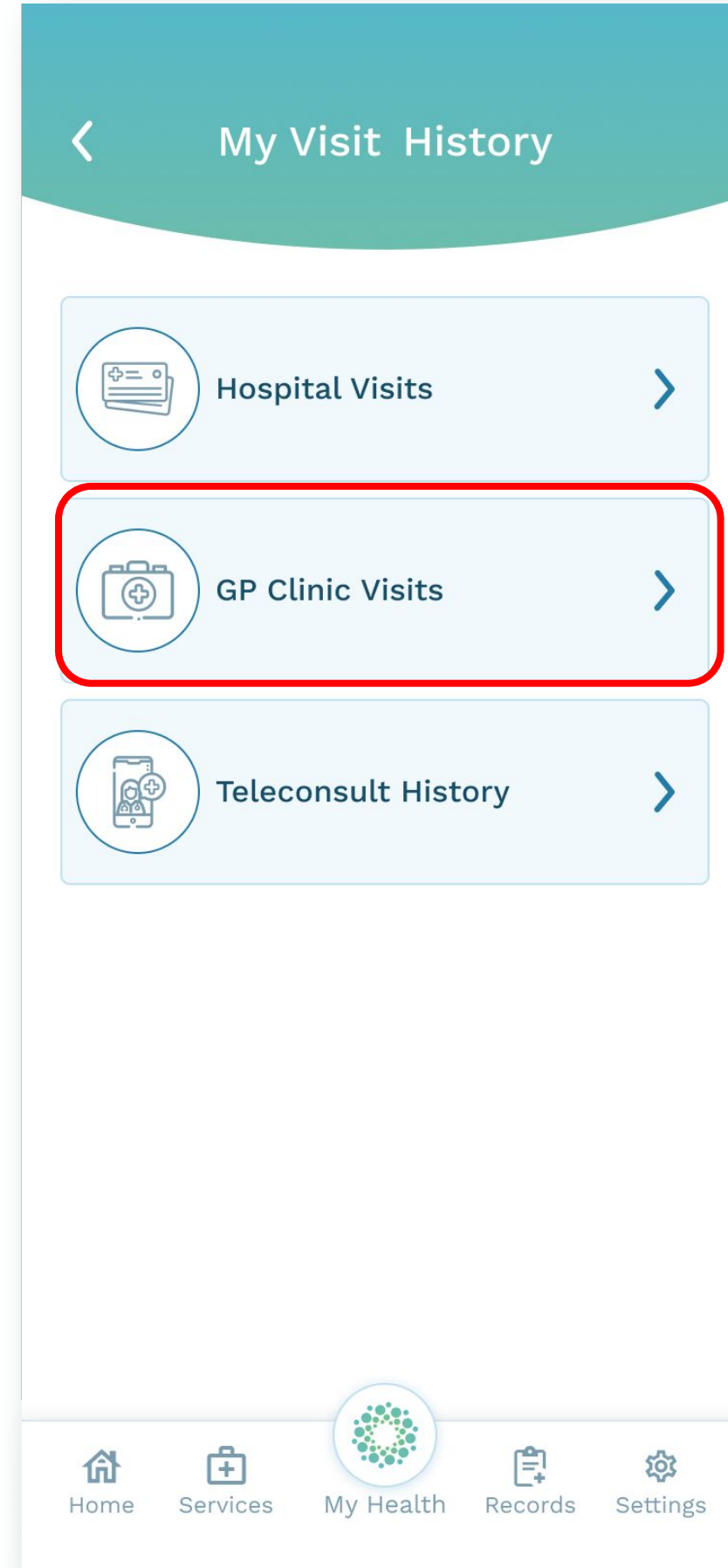
5. Shenton Clinic Features

5.4 Accessing and downloading Shenton GP receipts

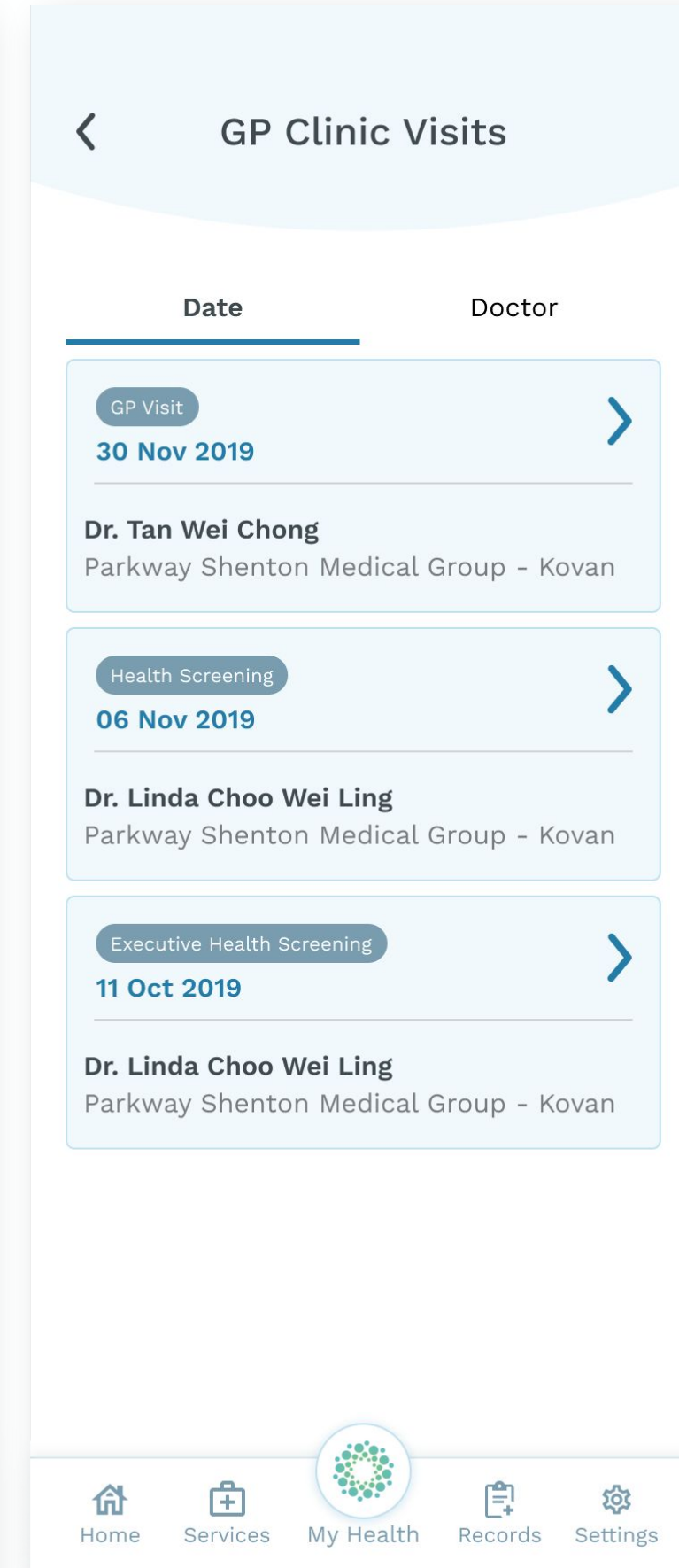
Step 3: Tap GP Clinic Visits.

Step 4: Select the appointment to retrieve your receipt.

Step 3



Step 4



5. Shenton Clinic Features

5.4 Accessing and downloading Shenton GP receipts

Step 5: Tap [View receipt](#).

Step 5

< GP Clinic Visits

GP Visit
30 Nov 2019, 11:00 AM

View e-MC

Visit Details

Visit No. 2022042756

Doctor Attending Dr. Tan Wei Chong


Clinic Name Parkway Shenton Medical Group - Kovan

View receipt


Home


Services



My Health


Records


Settings

< Receipt >

Parkway Laboratory Services Ltd
Medical Director: Dr. Thomas Ang (see Wardroom)



ParkwayHealth[™] Laboratory
www.parkwaylab.com.sg

<p>Dr. Chow, Hui Jeremy Asian Heart & Vascular Centre 38 Inceaday Road #03-05/03 M Elizabeth Novena Specialist Centre Singapore 329563 Dr. Chow, Hui Jeremy</p>	<p>Patient: Ms Ang, Hui Ling Date Received: 17/10/2019 Date of Report: 22/10/2019 Enc. Comments: N/A MRN: 1905458 Accession No: N/A Ward/Room: WARD04-N</p>	<p>ID: 573309240 Gender: Female DOB: 22/06/1973 Clinical Ref.</p>
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BIOCHEMISTRY

RENAL (KIDNEY) PROFILE

	17/10/2019		17/10/2019	
	RESULT	REFERENCE UNITS	RESULT	REFERENCE UNITS
Sodium	141	[135-150]	mmol/L	
Potassium	3.6	[3.5-5.0]	mmol/L	
Chloride	103	[95-108]	mmol/L	
Bicarbonate	29	[21-32]	mmol/L	
Urea	4.7	[2.6-7.1]	mmol/L	[7.04-21.56] mg/dL
Creatinine	0.51	[0.47-0.87]	mg/dL	0.58 [0.40-1.10] mg/dL
eGFR	>60	[>60]		

Interpretive Data

11: eGFR
Expected Range: ≥ 60 mL/min/1.73 square meters
eGFR multiple by 1.210 if African American
eGFR testing is performed after renal preparation for 48 hours before.
eGFR values are not validated for use for drug dosing.
Formula requires validation in an Asian population.

LIVER PROFILE

	17/10/2019		17/10/2019	
	RESULT	REFERENCE UNITS	RESULT	REFERENCE UNITS
Bilirubin Total	0.50	[0-20]	umol/L	0.50 [0.00-1.52] mg/dL
Total Protein	78	[82-102]	g/L	7.80 [8.20-8.20] g/dL
Albumin	40	[37-51]	g/L	4.00 [3.70-5.10] g/dL
Globulin	38	[19-39]	g/L	3.80 [1.90-3.90] g/dL
Alb/Glo Ratio	1.1	[1.2-2.0]		
Alk Phos	74	[35-120]	U/L	
AST (SGOT)	22	[0-40]	U/L	
ALT (SGPT)	32	[0-40]	U/L	
GGT	62*	[0-60]	U/L	

ENDOCRINE (GLAND) FUNCTION

Collection Date: 17/10/2019
Collection Time: 16:30

This is a computer generated report. Results are verified electronically.
Laboratory results should always be interpreted in conjunction with patients history, clinical presentation and other findings.
Printed: 22/10/2019 22:01:58T Page 1 of 4

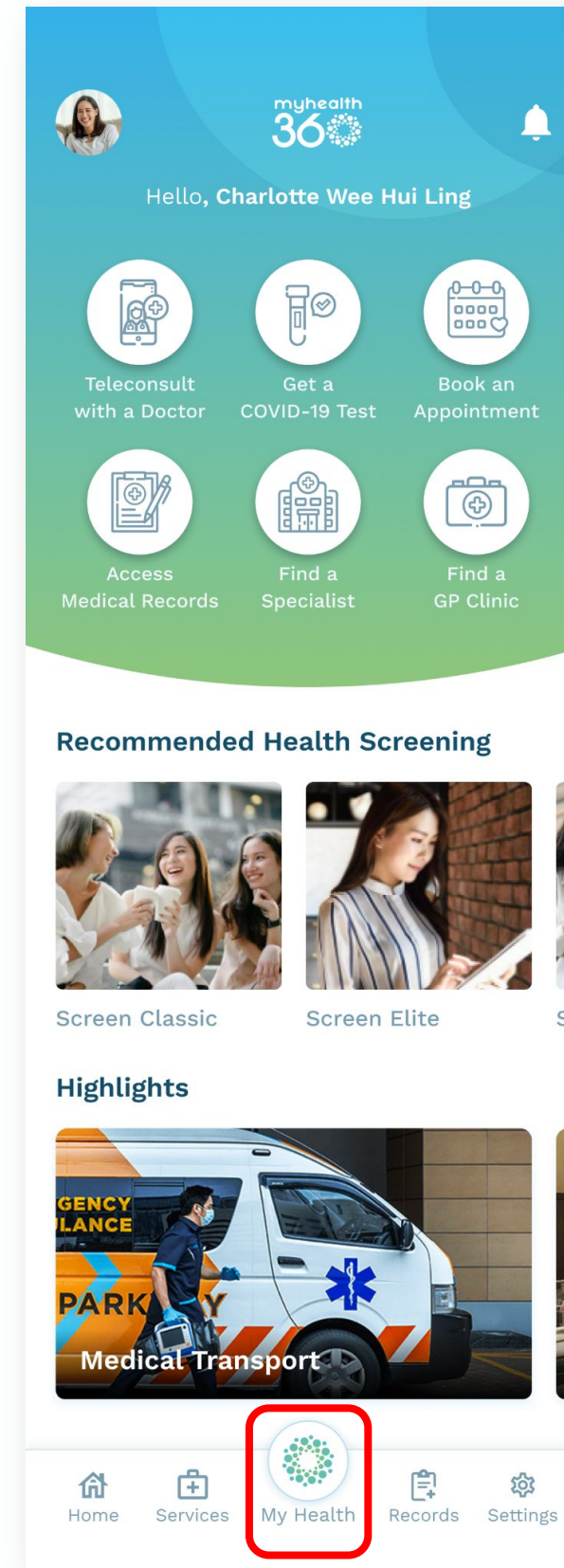
5. Shenton Clinic Features

5.5 Viewing your upcoming appointments

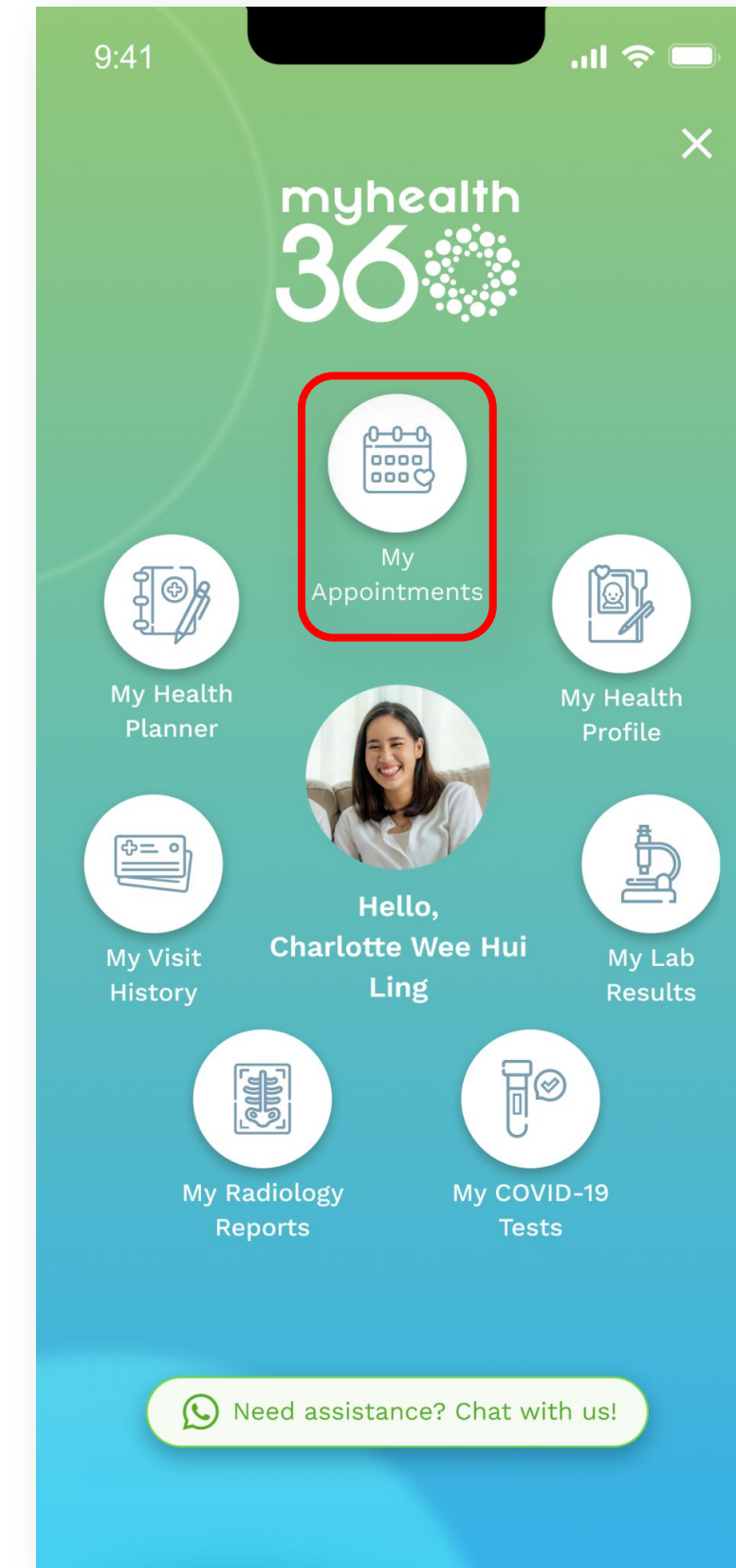
Step 1: Tap My Health located at the bottom dock.

Step 2: Tap My Appointments.

Step 1



Step 2

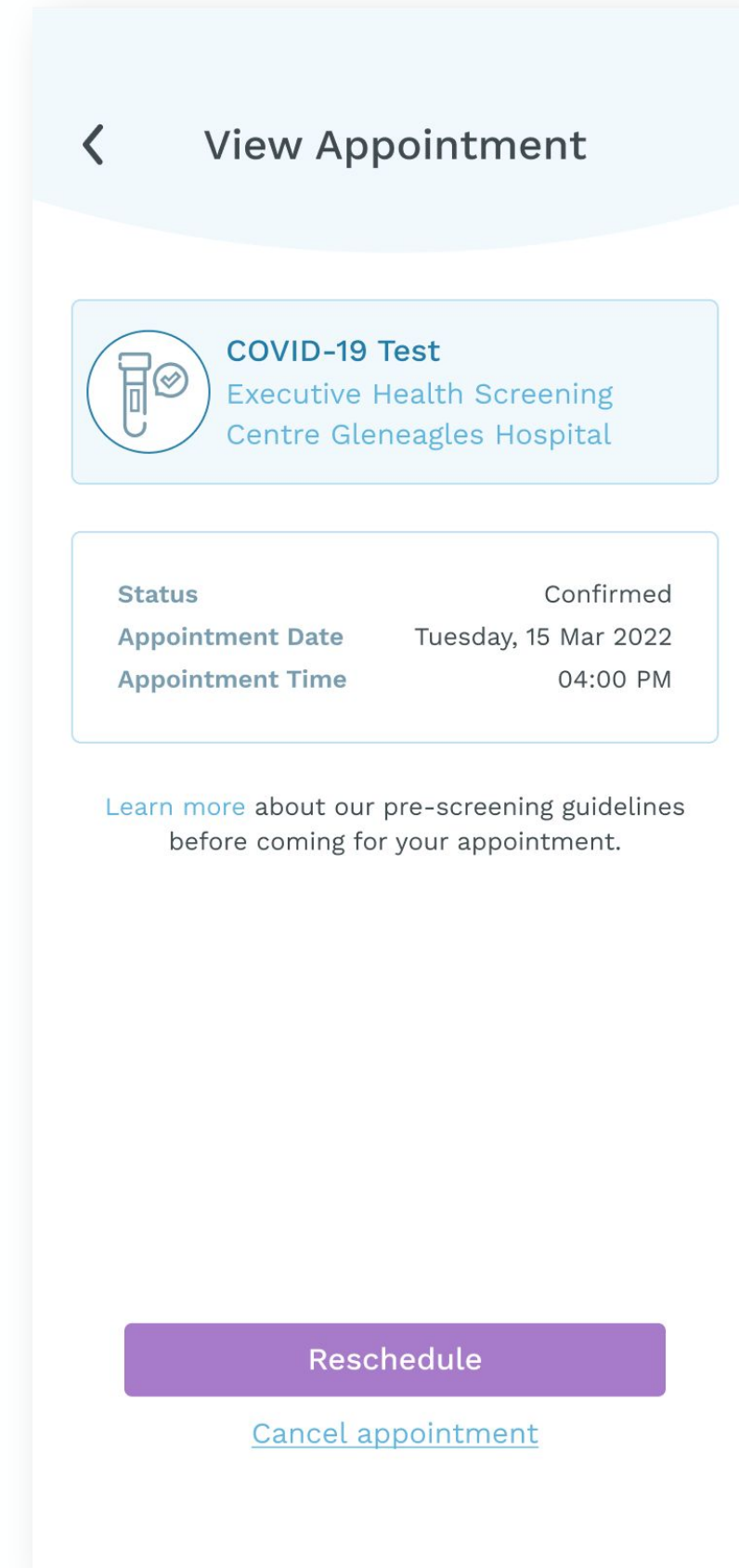
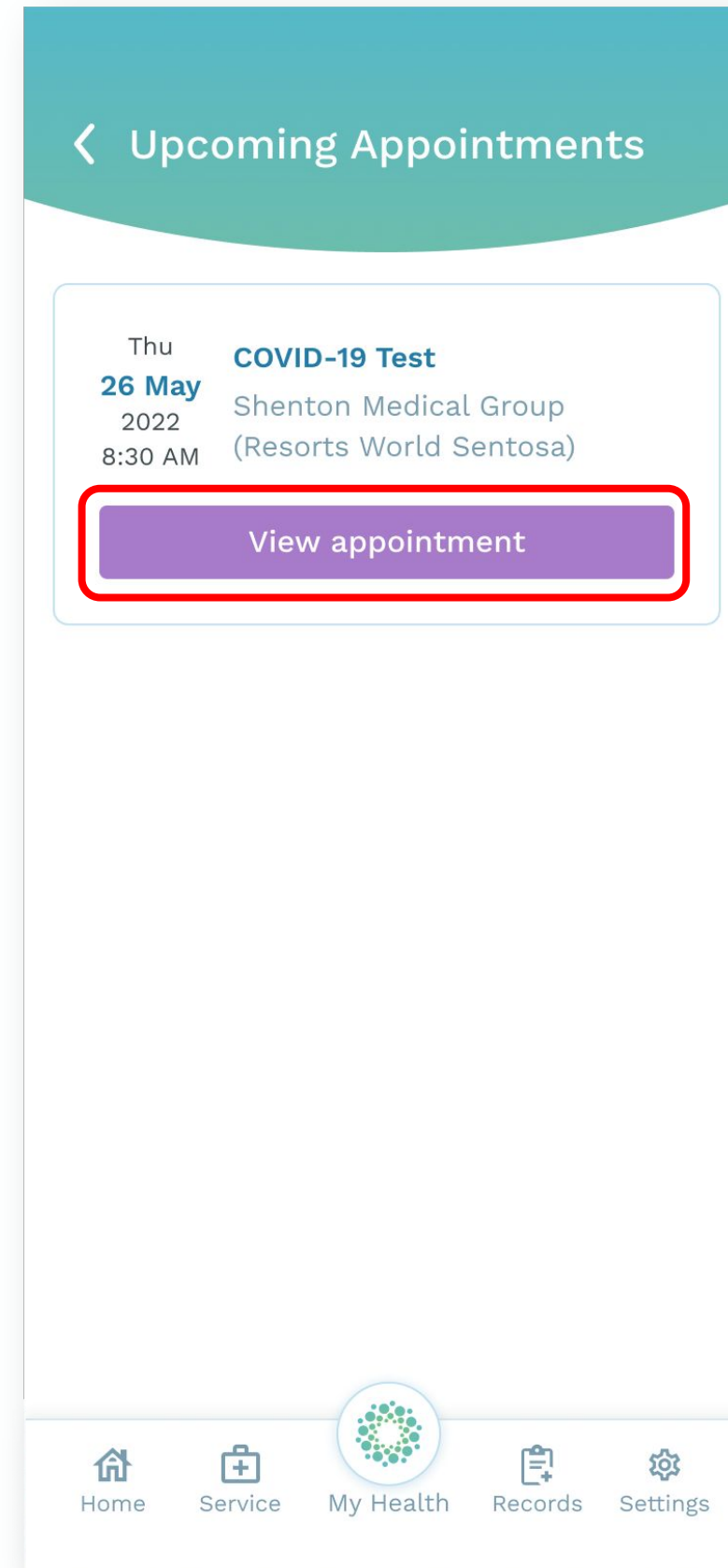


5. Shenton Clinic Features

5.5 Viewing your upcoming appointments

Step 3: You will see a list of all your scheduled appointments. Tap [View appointment](#) if you wish to see more details, or cancel/reschedule your appointment.

Step 3



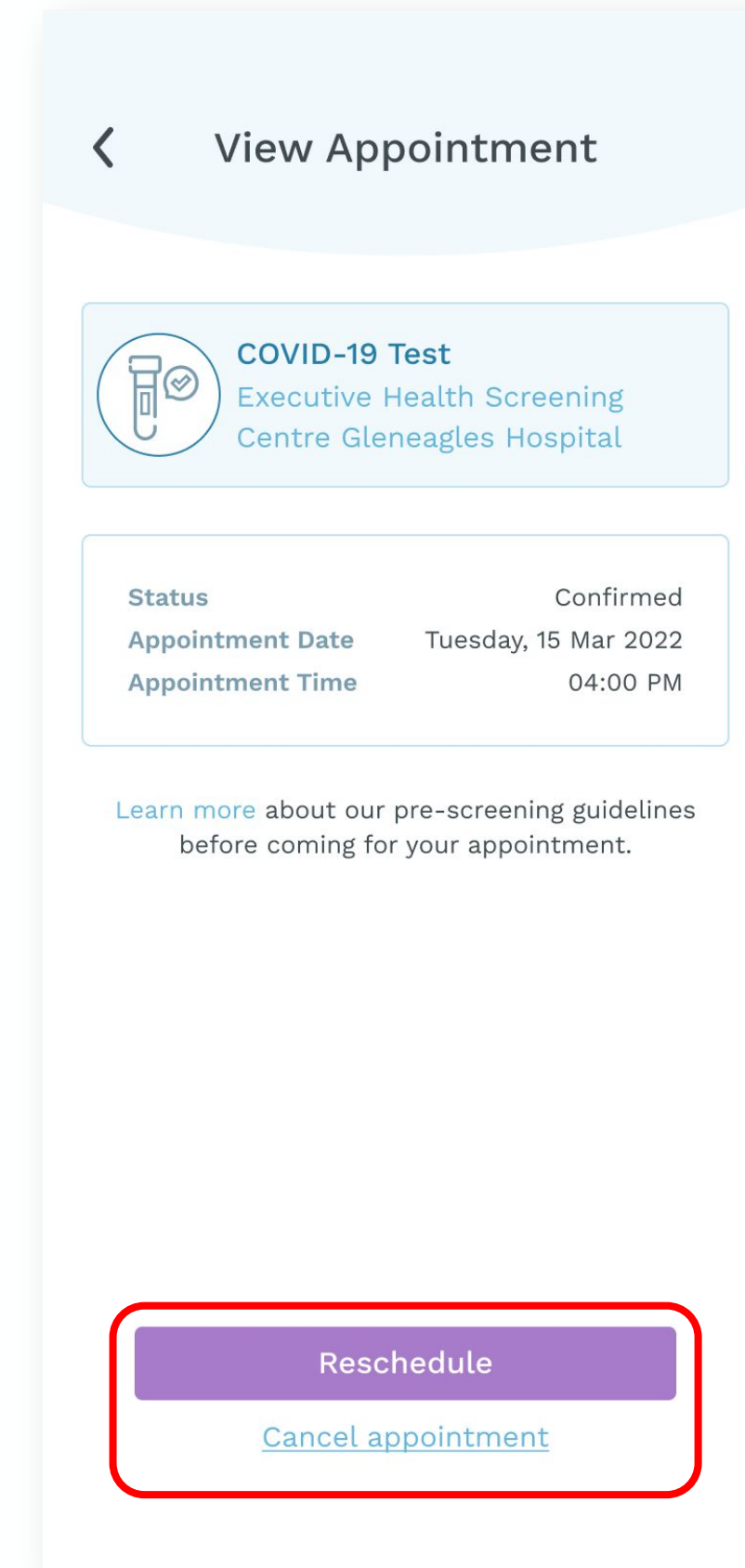
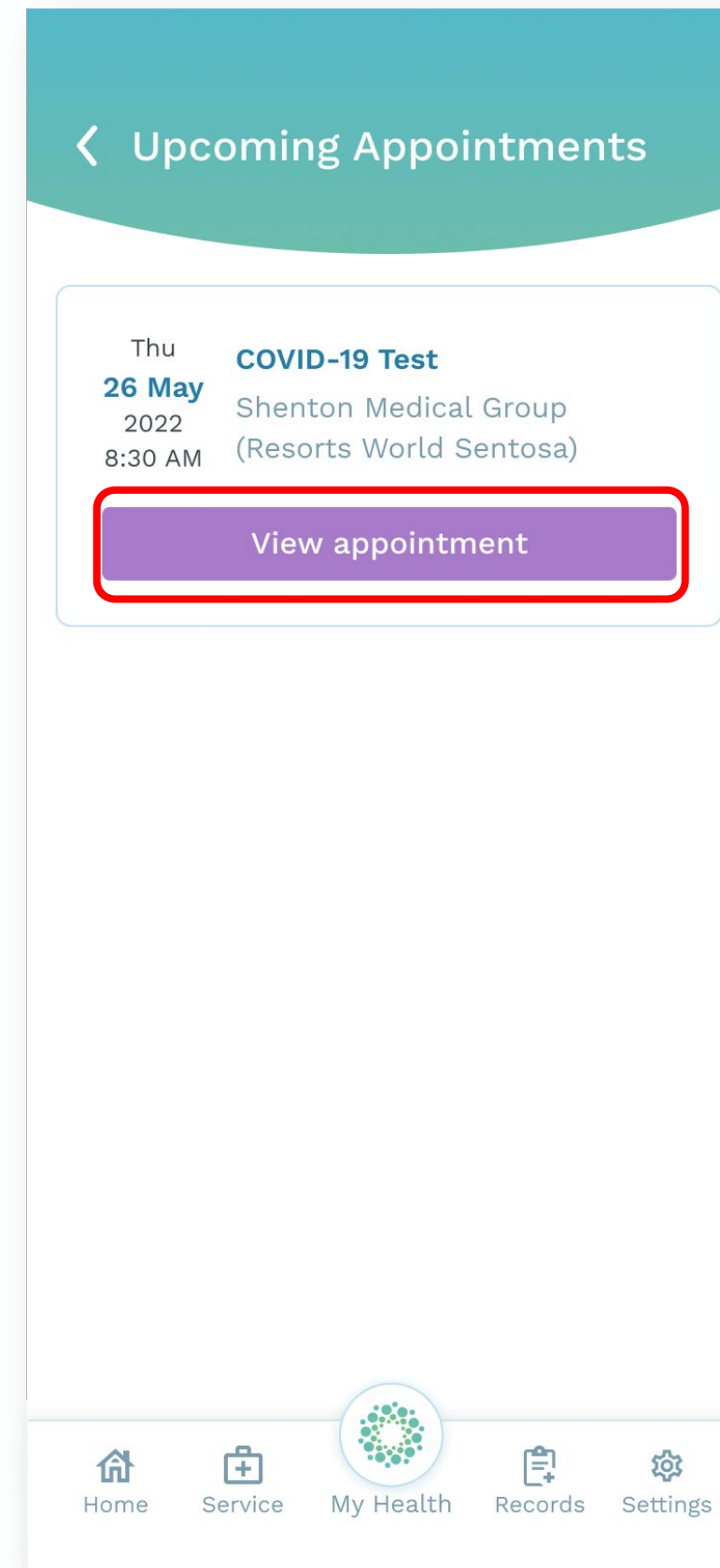
5. Shenton Clinic Features

5.5.1 Cancelling or rescheduling your appointments

Step 1: On the Upcoming Appointments page, tap View appointment on your scheduled COVID-19 appointment.

Step 2: You will have the option to Reschedule or Cancel the session.

Step 1



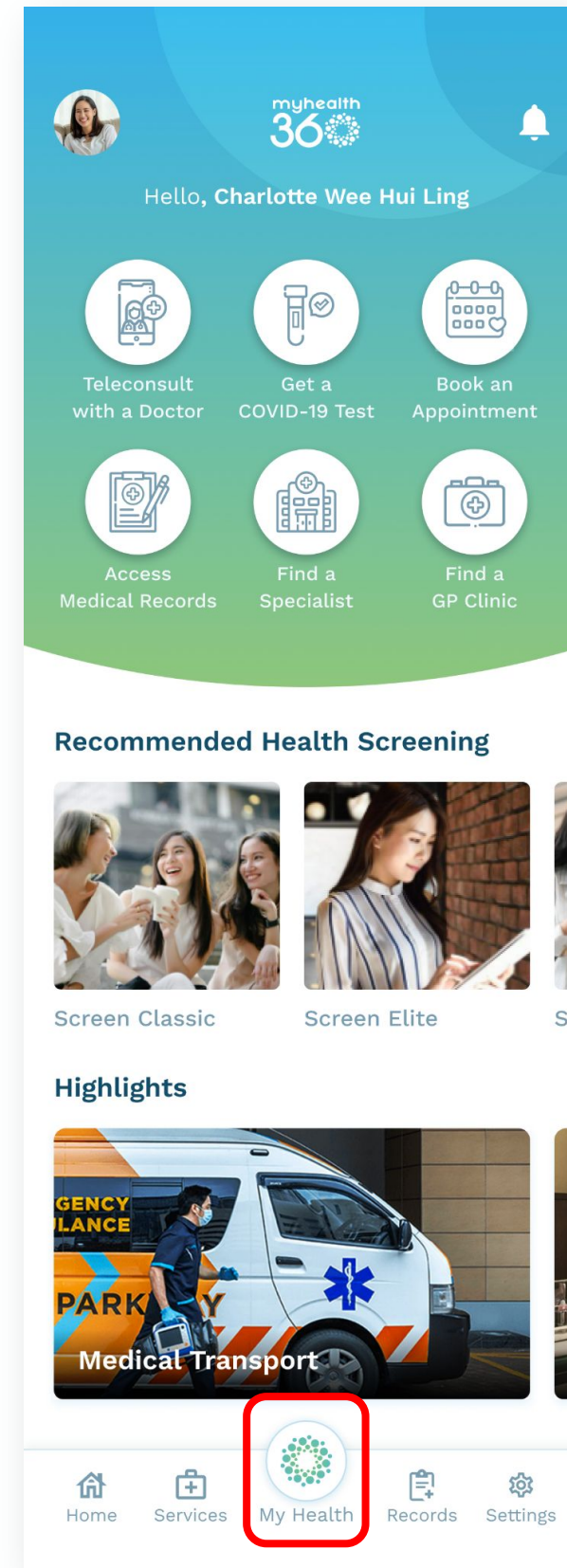
5. Shenton Clinic Features

5.6 Viewing your appointment history

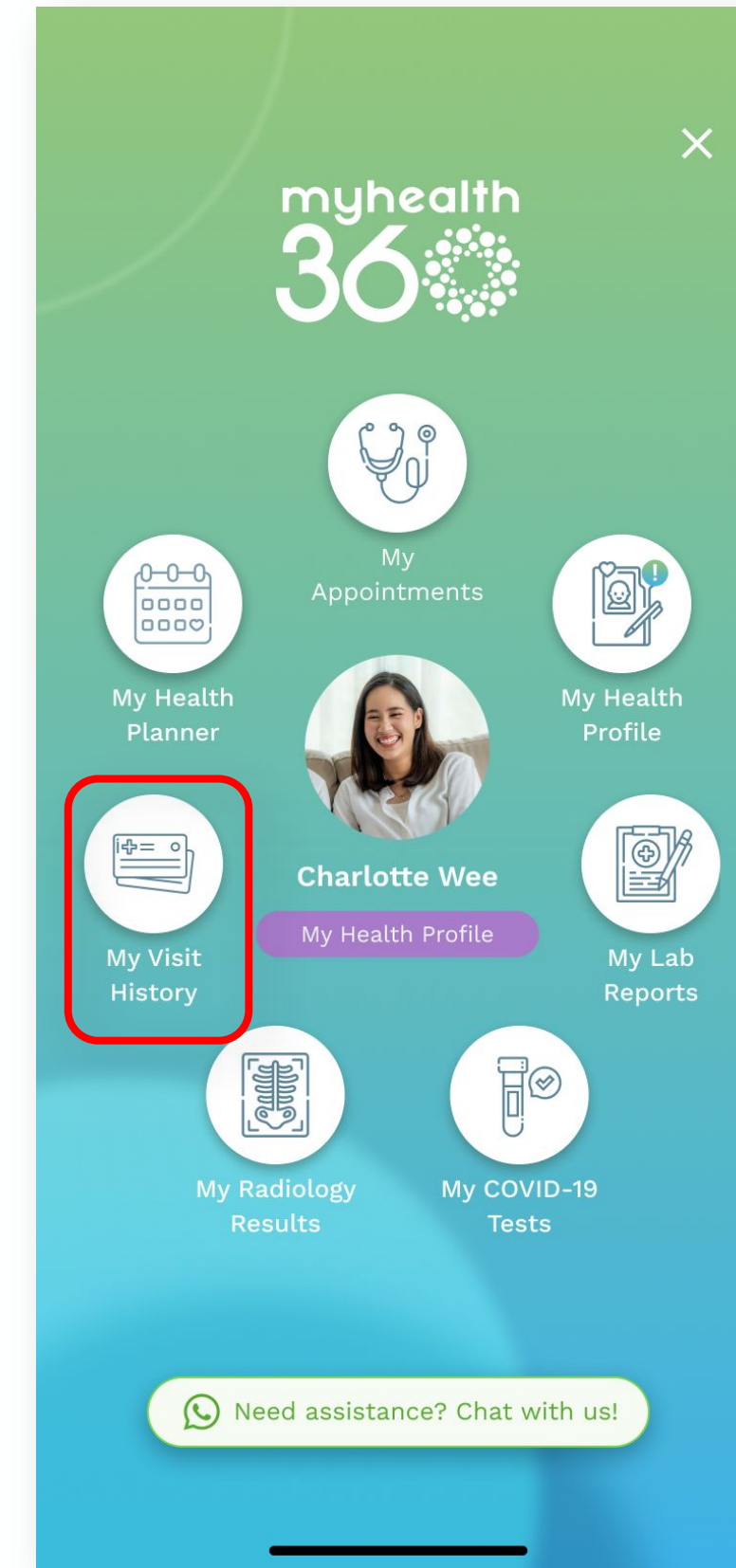
Step 1: Tap My Health located at the bottom dock.

Step 2: Select My Visit History.

Step 1



Step 2



You can also view your GP Clinic Visit history by tapping on "Records" at the bottom of your screen.

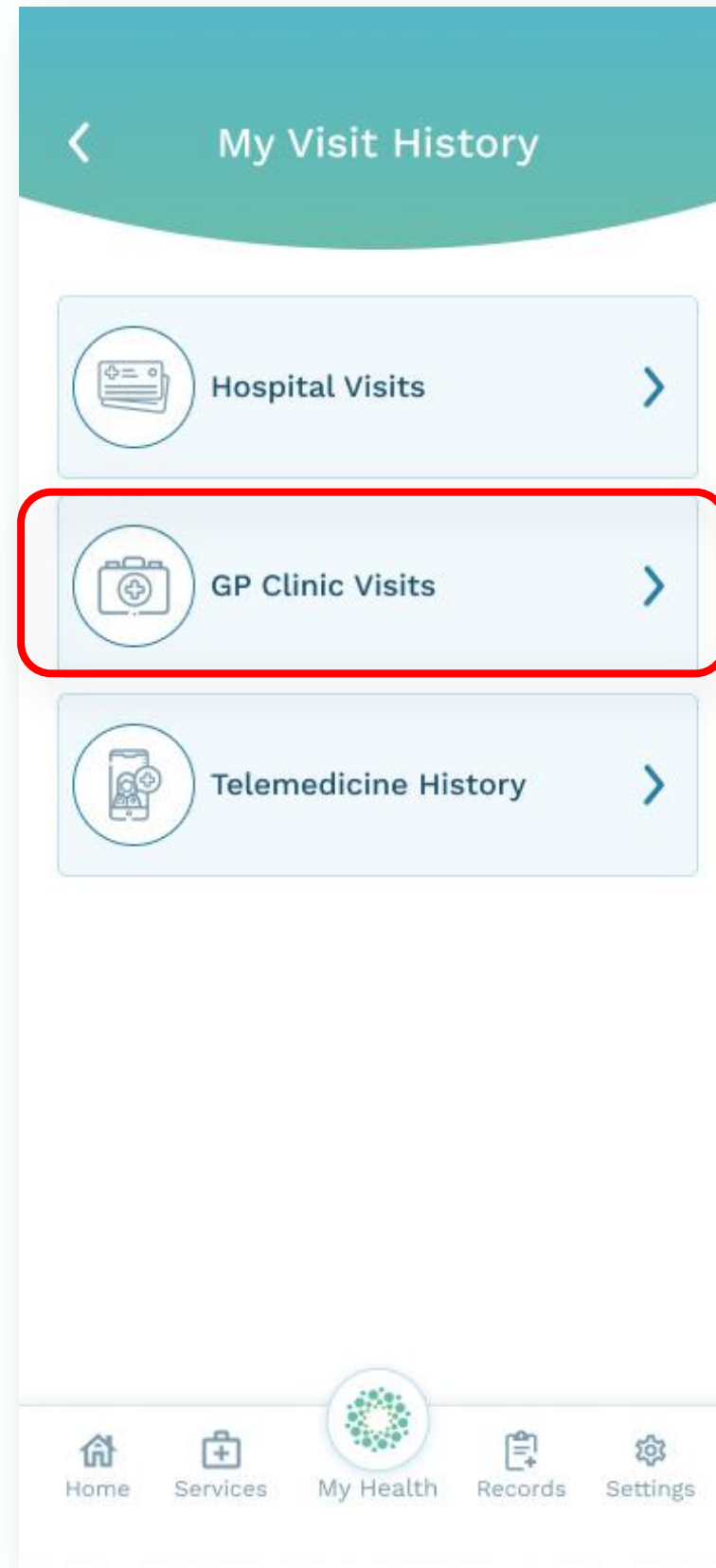
5. Shenton Clinic Features

5.6 Viewing your appointment history

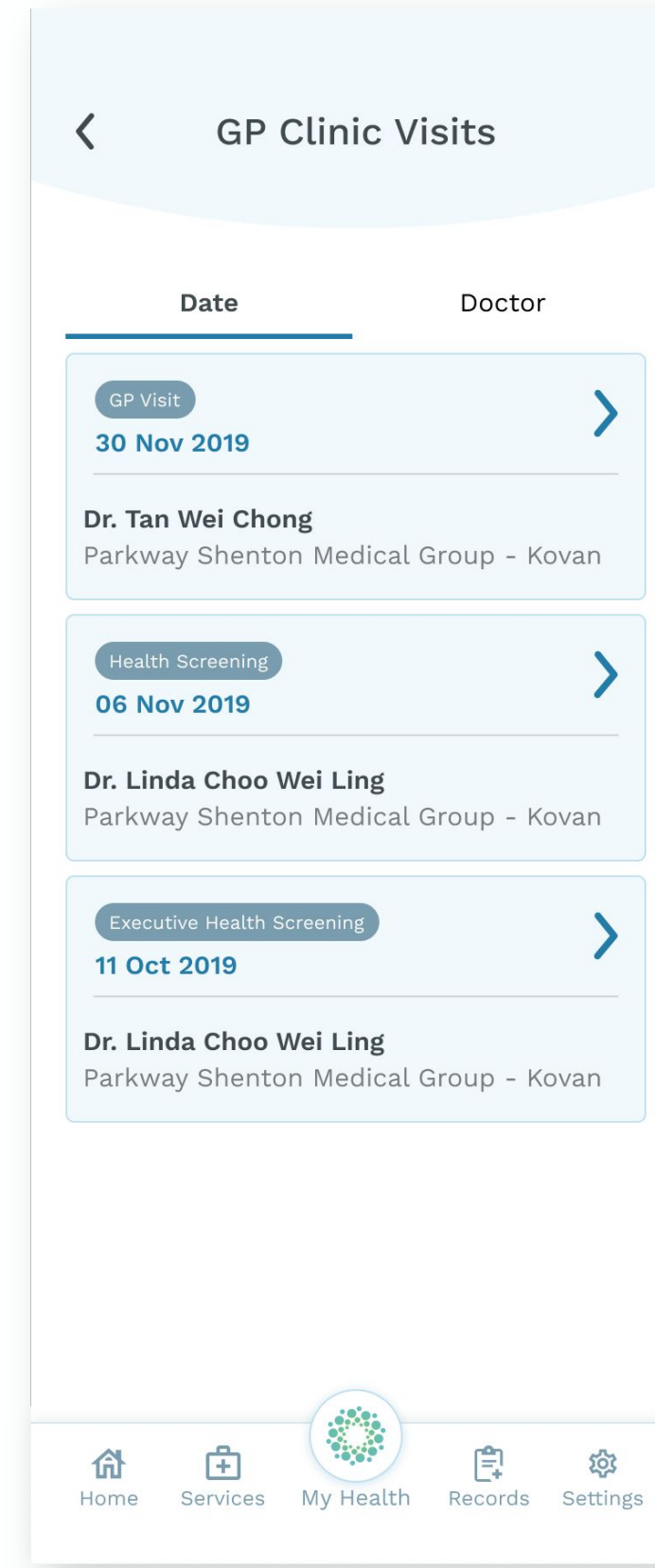
Step 3: Select GP Clinic Visits.

Step 4: You will see a list of your past GP clinic visits, which you can filter by Date or Doctor. Select the visit you wish to view.

Step 3



Step 4



You can also view your GP Clinic Visit history by tapping on "Records" at the bottom of your screen.

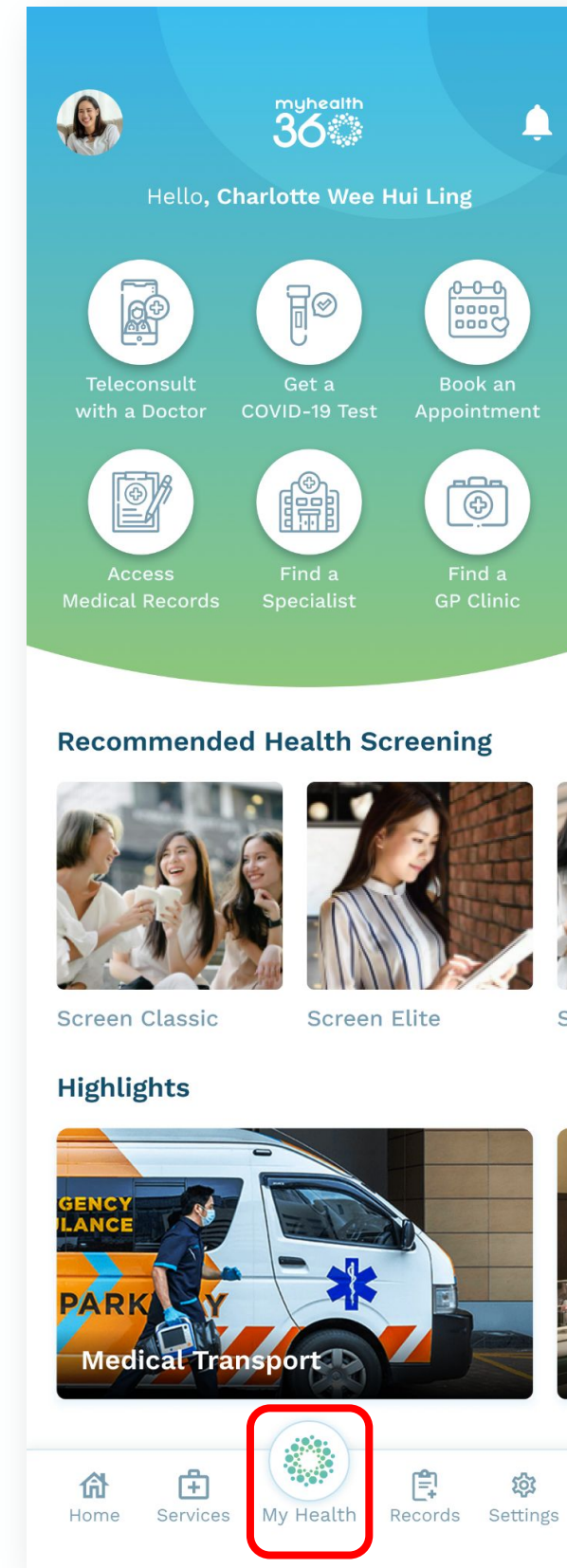
5. Shenton Clinic Features

5.7 Using My Health Profile to find out your health status

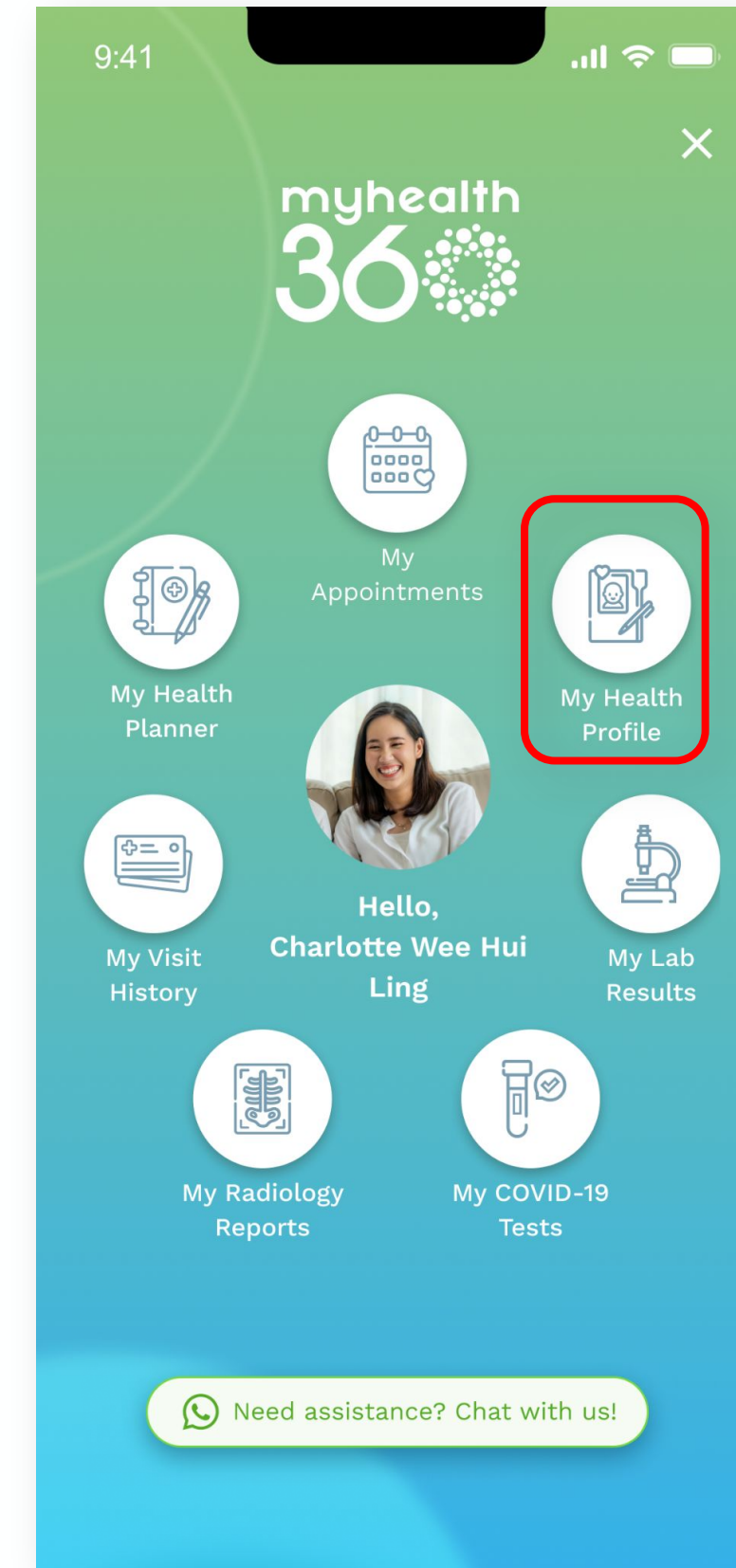
Step 1: Tap My Health located at the bottom dock.

Step 2: Select My Health Profile.

Step 1



Step 2



5. Shenton Clinic Features

5.7 Using My Health Profile to find out your health status

Step 3: Tap on [Get started](#) to begin creating your health profile.

Step 4: Enter your height and weight in the respective fields. Tap [Calculate my BMI](#).

Step 3

< My Health Profile

My Health Profile assists to give you a snapshot of your health status or risks by using a set of information that may address your area of specific needs.

You may choose to either seek general health advice, read health articles of interest, or get tips from a customized health screening package.

We are all familiar with the saying that prevention is better than cure. Health screening is designed for this very purpose. The aim of regular health screening is to help you detect common medical problems early.


Get started

It will take approximately 2 minutes to complete your health profile

Home Services My Health Records Settings

Step 4

< My Health Profile



Jane Doe
Female, 45

Input your height and weight and we will calculate your BMI for you.

160
Height (in cm)

45
Weight (in kg)

Calculate my BMI

Home Services My Health Records Settings

5. Shenton Clinic Features

5.7 Using My Health Profile to find out your health status

Step 5: View your BMI result. Tap [Continue](#).

Step 6: Indicate your family's medical history by selecting all the medical conditions that apply. Tap [Continue](#).

Step 5

The screenshot shows the 'My Health Profile' screen for Jane Doe, a 45-year-old female. Her BMI is 19.0, which is categorized as 'normal'. A horizontal bar chart below the BMI value shows the range from underweight to overweight, with a blue dot indicating her current position. Below the chart, it states 'Your BMI is normal'. A text block explains that she is of normal weight based on the Asian BMI range. An information icon and a link 'Find out more about BMI' are provided. A purple 'Continue' button is highlighted with a red border. The bottom navigation bar includes Home, Services, My Health (selected), Records, and Settings.

Step 6

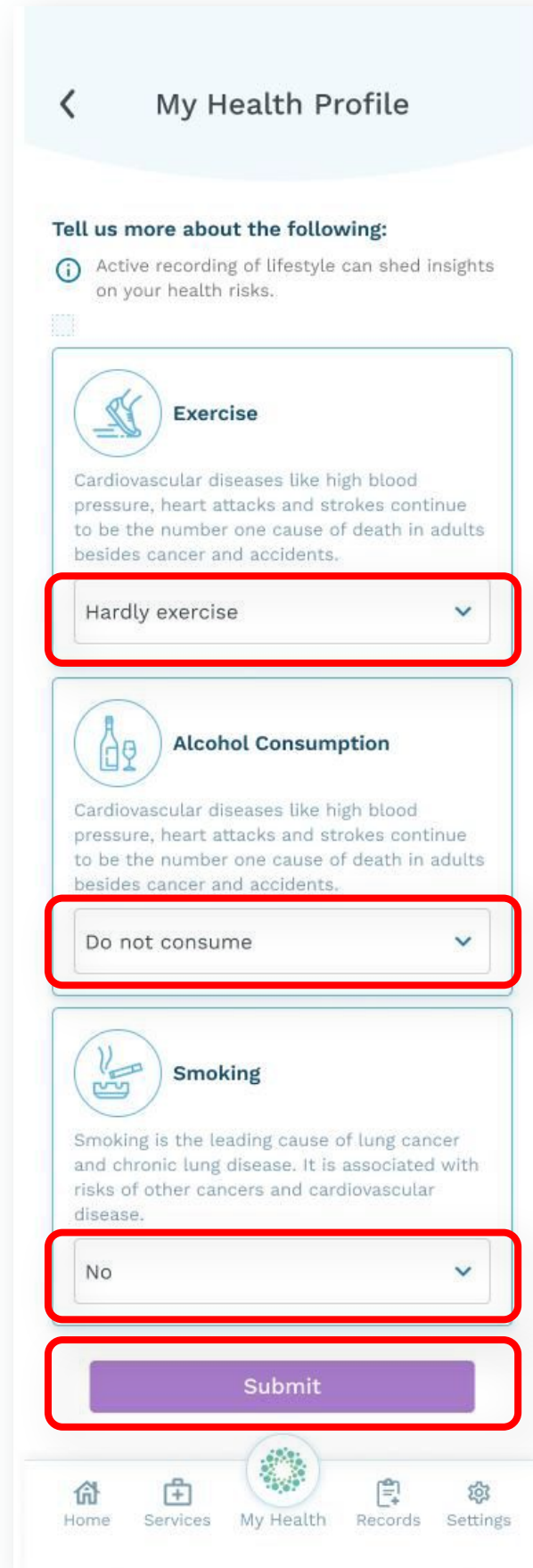
The screenshot shows the 'My Health Profile' screen where the user can select medical history. It lists several conditions: Cardiovascular Disease, High Cholesterol, Diabetes, Cancer, and Kidney Diseases, each with a brief description. At the bottom, there is a 'No medical history' option with a checkmark icon and a purple 'Continue' button. The bottom navigation bar includes Home, Services, My Health (selected), Records, and Settings.

5. Shenton Clinic Features

5.7 Using My Health Profile to find out your health status

Step 7: Click the drop down in the different segments to fill up your profile details. Tap Submit located at the bottom of the screen.

Step 7



My Health Profile

Tell us more about the following:

Active recording of lifestyle can shed insights on your health risks.

Exercise

Cardiovascular diseases like high blood pressure, heart attacks and strokes continue to be the number one cause of death in adults besides cancer and accidents.

Hardly exercise

Alcohol Consumption

Cardiovascular diseases like high blood pressure, heart attacks and strokes continue to be the number one cause of death in adults besides cancer and accidents.

Do not consume

Smoking

Smoking is the leading cause of lung cancer and chronic lung disease. It is associated with risks of other cancers and cardiovascular disease.

No

Submit

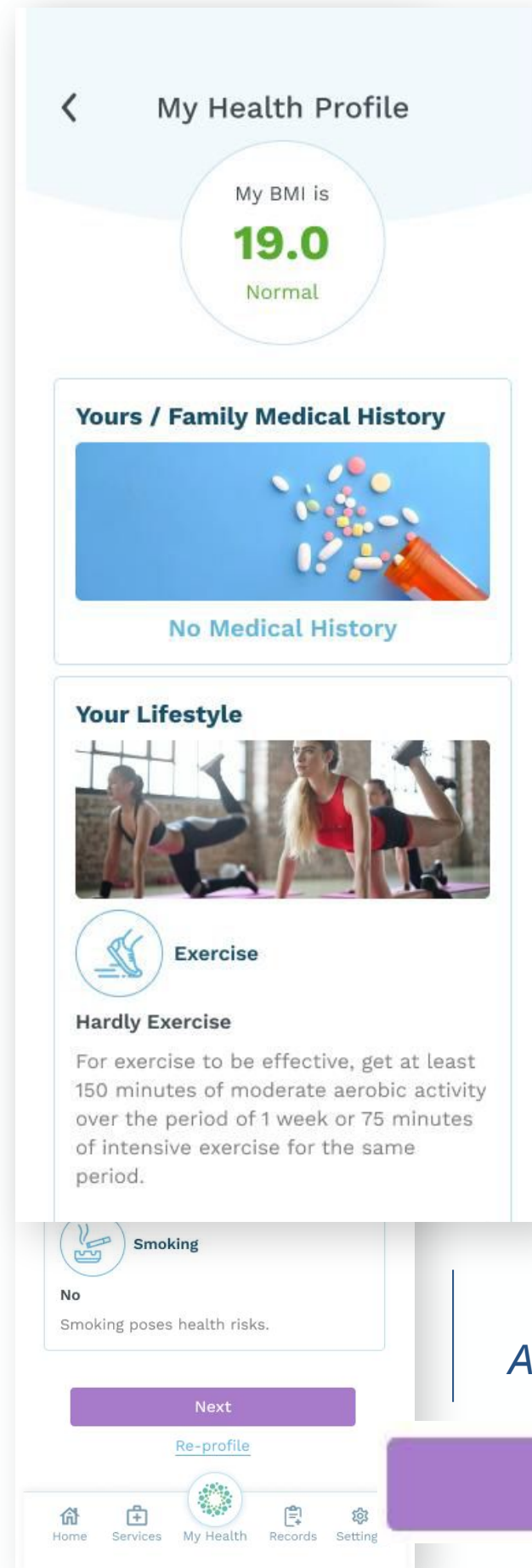
Home Services My Health Records Settings

5. Shenton Clinic Features

5.7 Using My Health Profile to find out your health status

Step 8: Review your Health Profile details and tap Next if the screen accurately reflects the details you've indicated earlier.

Step 8



At the bottom of the page

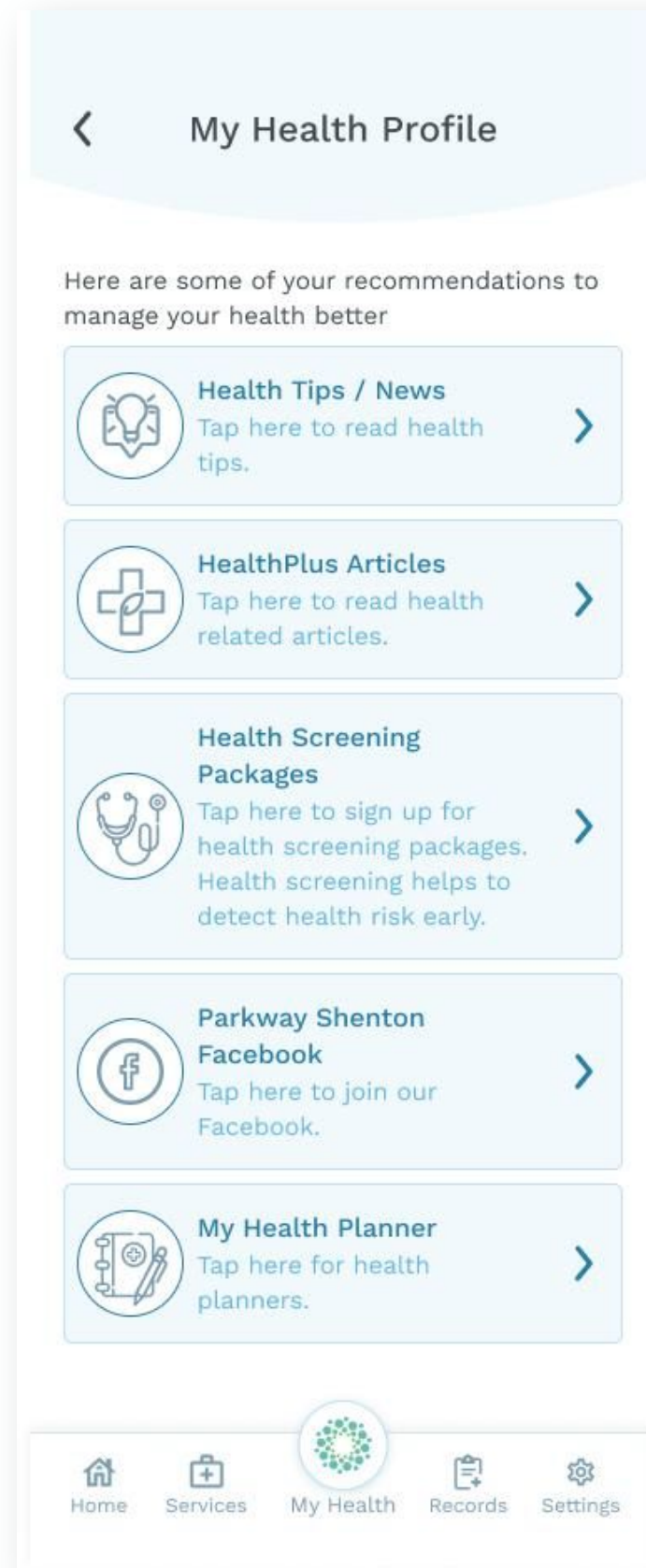


5. Shenton Clinic Features

5.7 Using My Health Profile to find out your health status

Step 9: Explore specially curated Health tips, HealthPlus articles, and Health Screening packages that My Health Profile offers.

Step 8



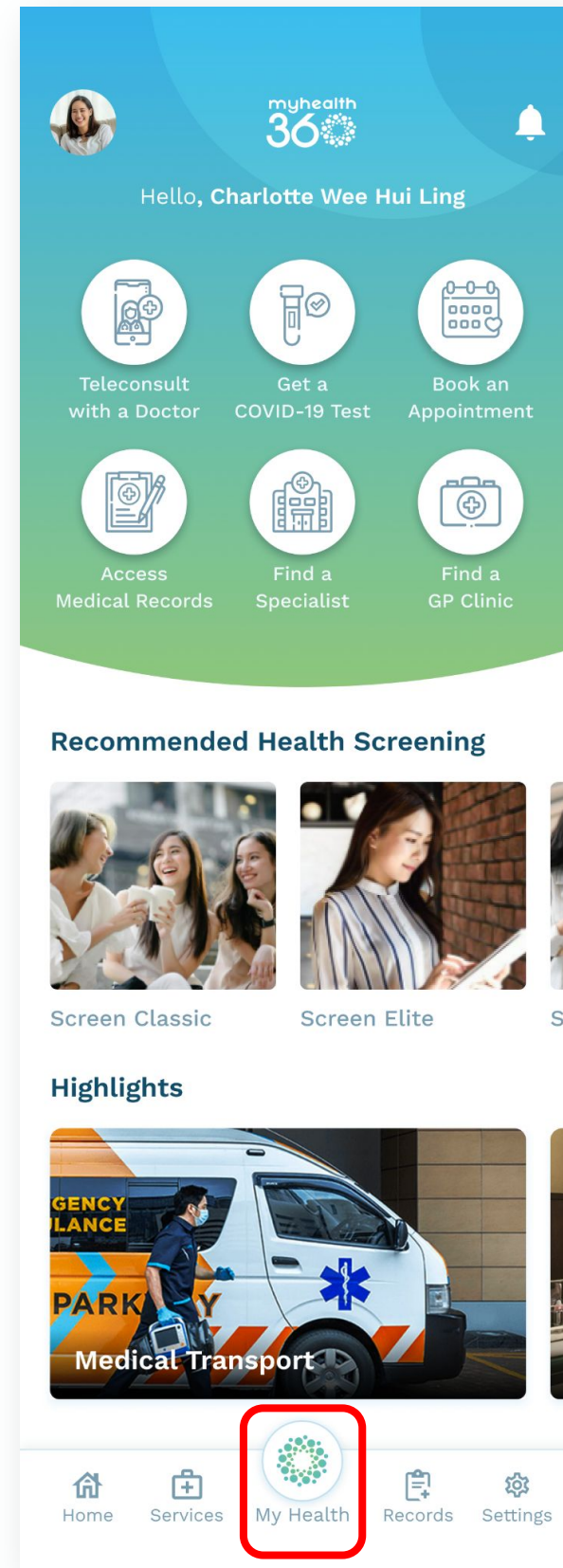
5. Shenton Clinic Features

5.8 Using My Health Planner to plan your healthcare activities

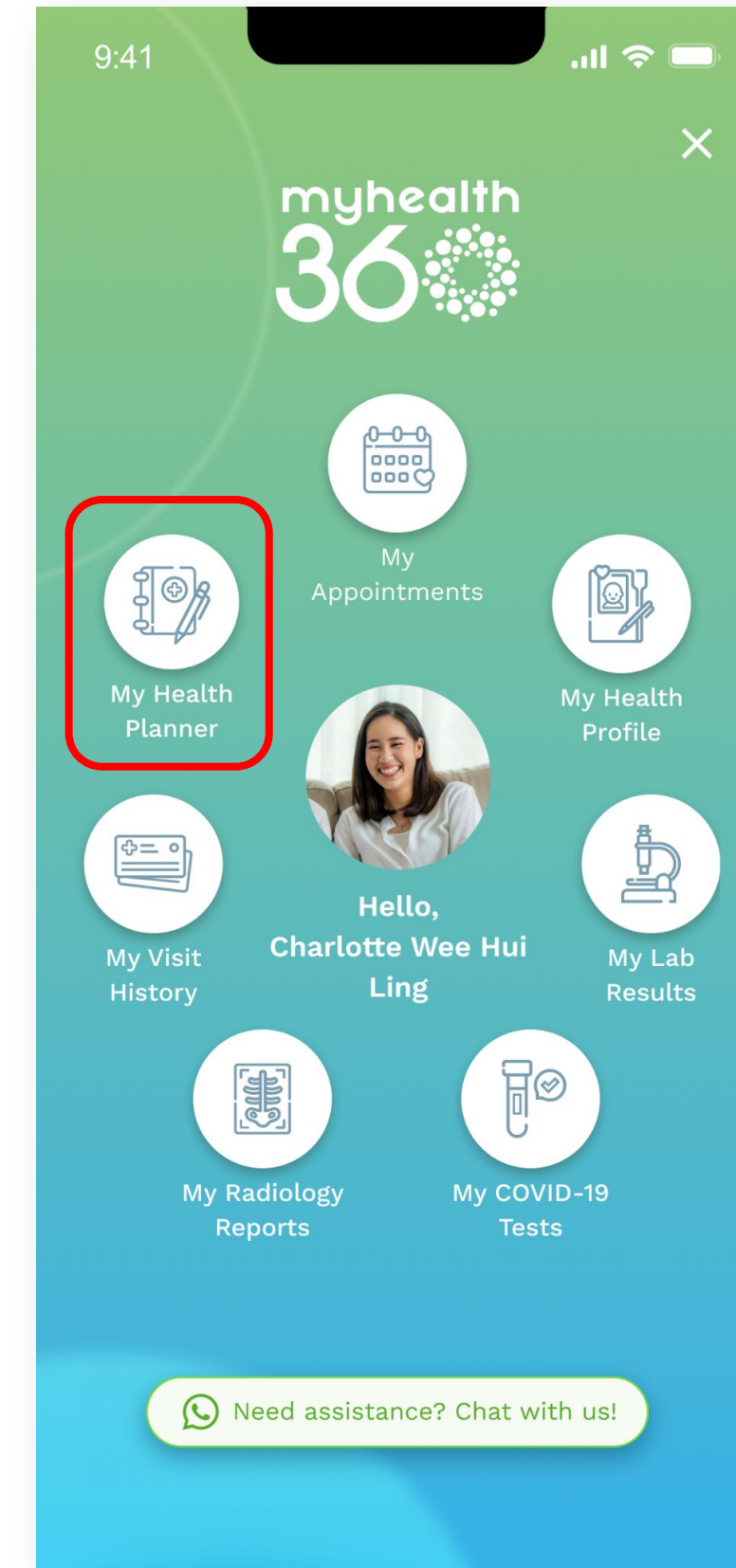
Step 1: Tap My Health located at the bottom dock.

Step 2: Select My Health Planner.

Step 1



Step 2



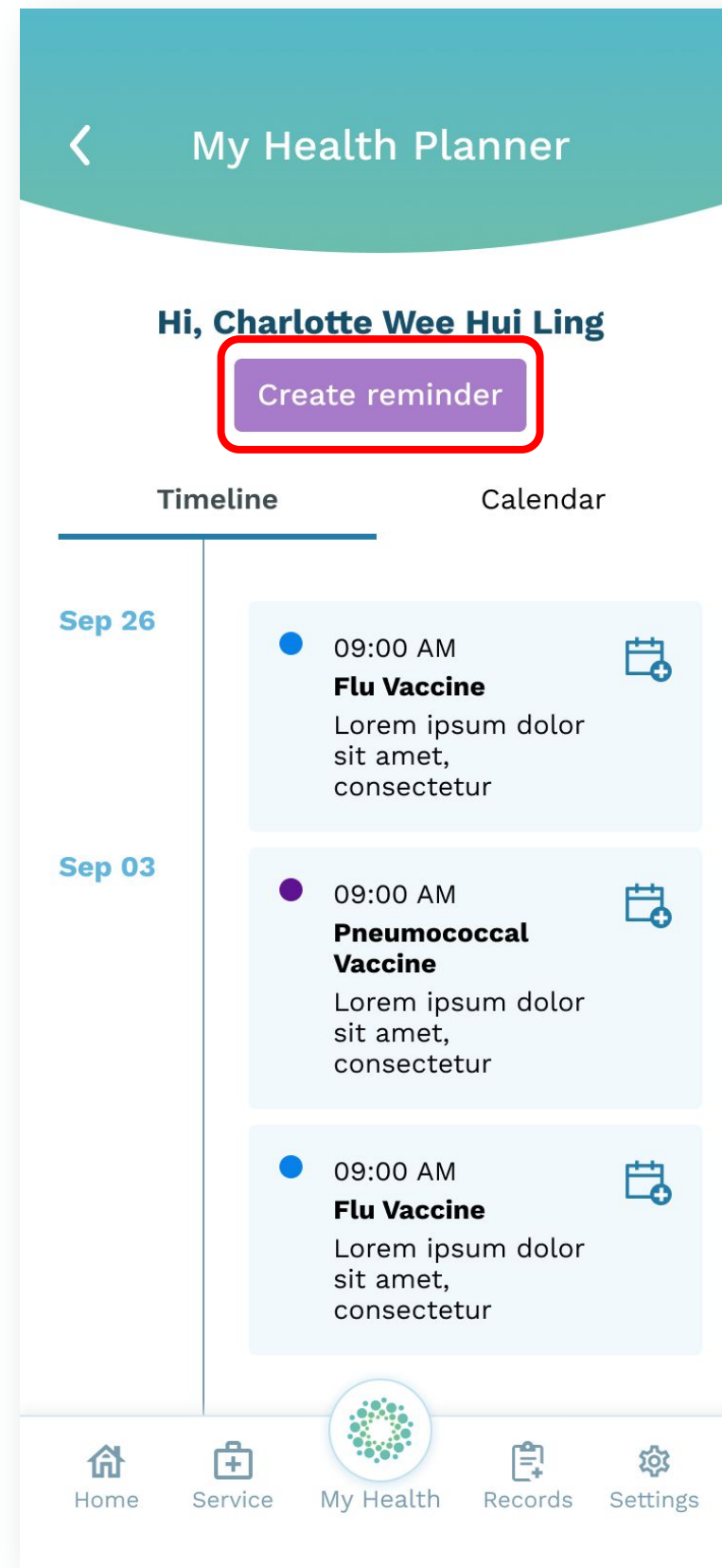
5. Shenton Clinic Features

5.8 Using My Health Planner to plan your healthcare activities

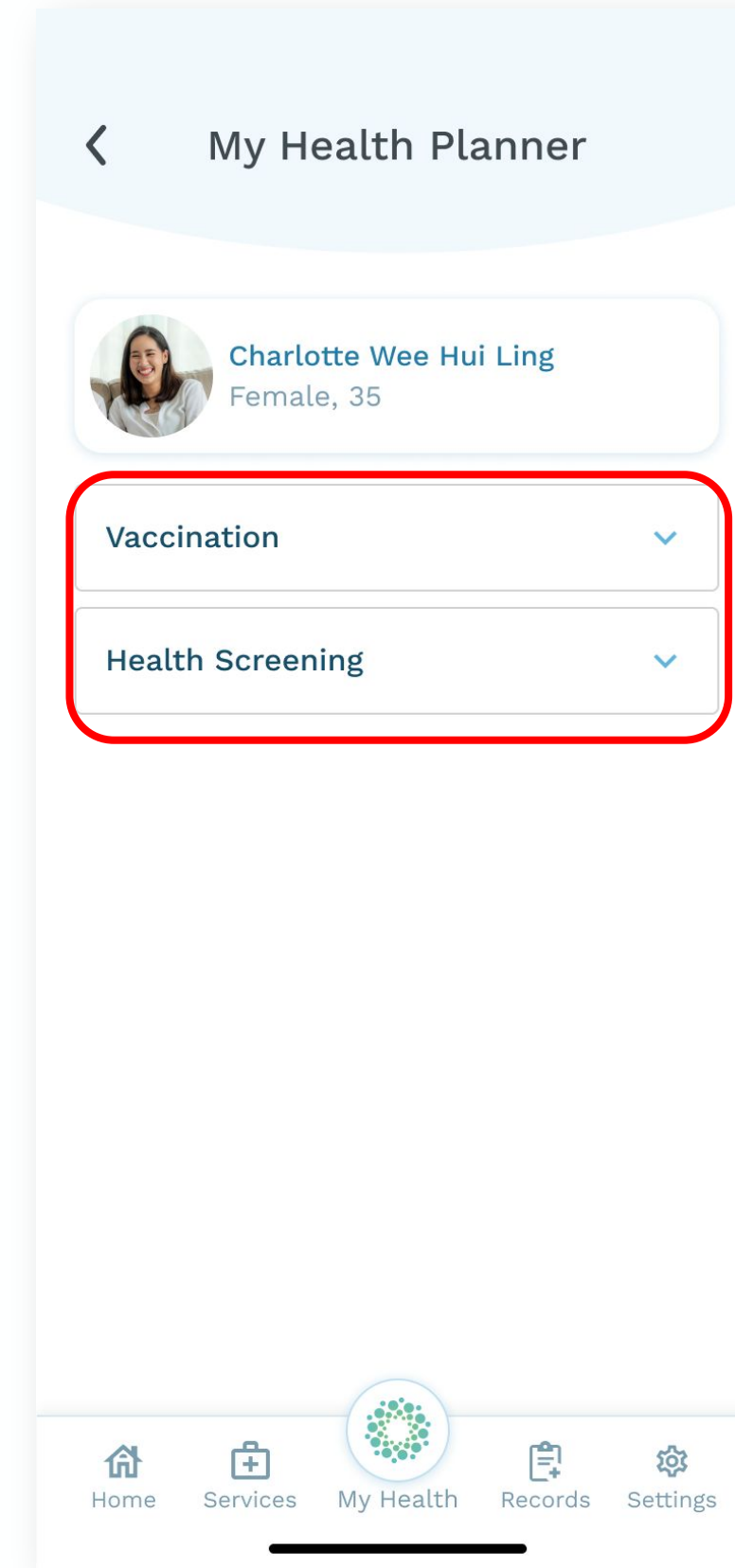
Step 3: Tap Create reminder.

Step 4: Select if you would like to set a reminder for a Vaccination or a Health Screening.

Step 3



Step 4



5.9 Booking a vaccination appointment

Vaccinations appointments will need to be booked together with a GP appointment. For more information on how to book a GP appointment, refer to **5.1 Booking a same-day GP appointment**.

5. Shenton Clinic Features

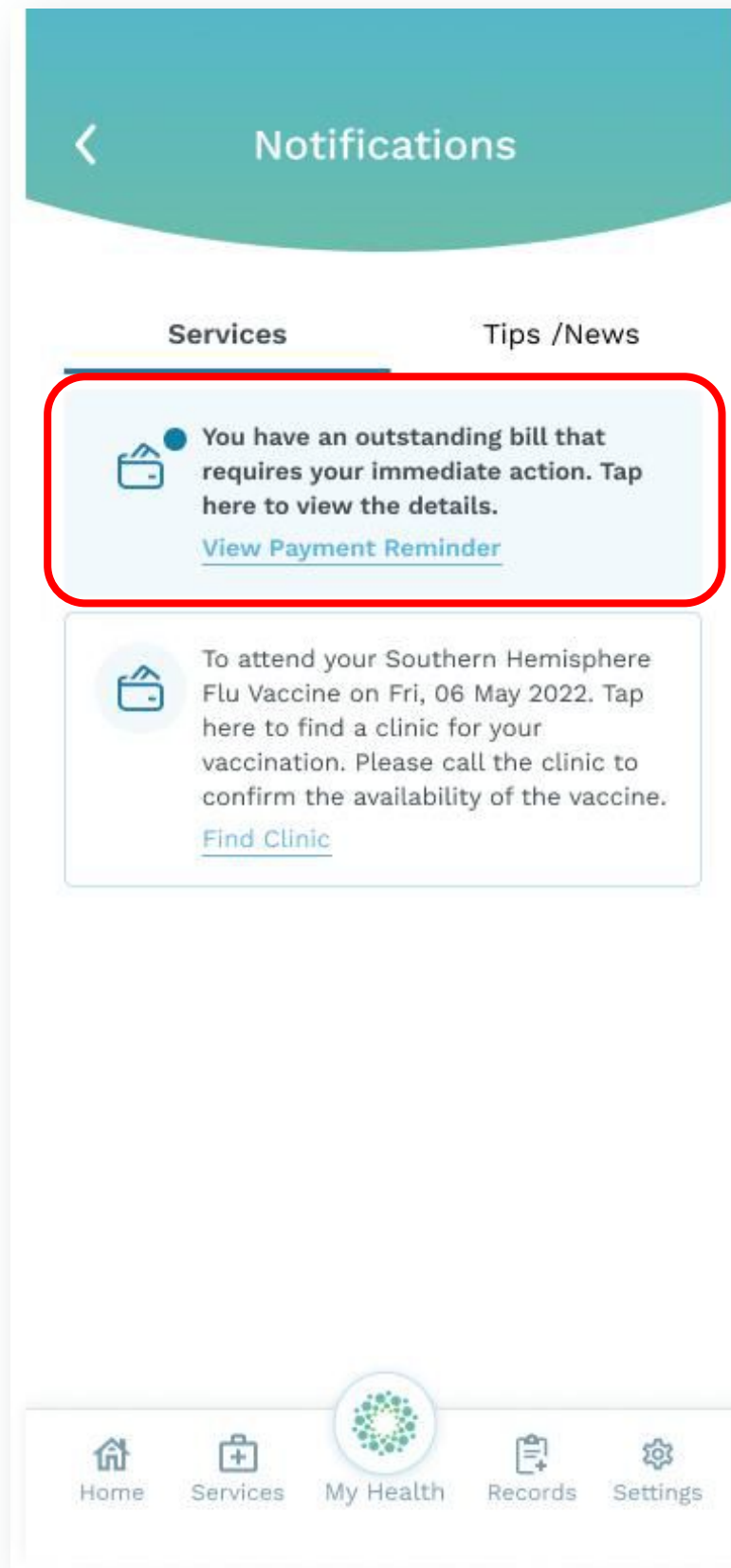
5.10 Accessing your e-bills

Step 1: You will receive a notification on any outstanding bill.

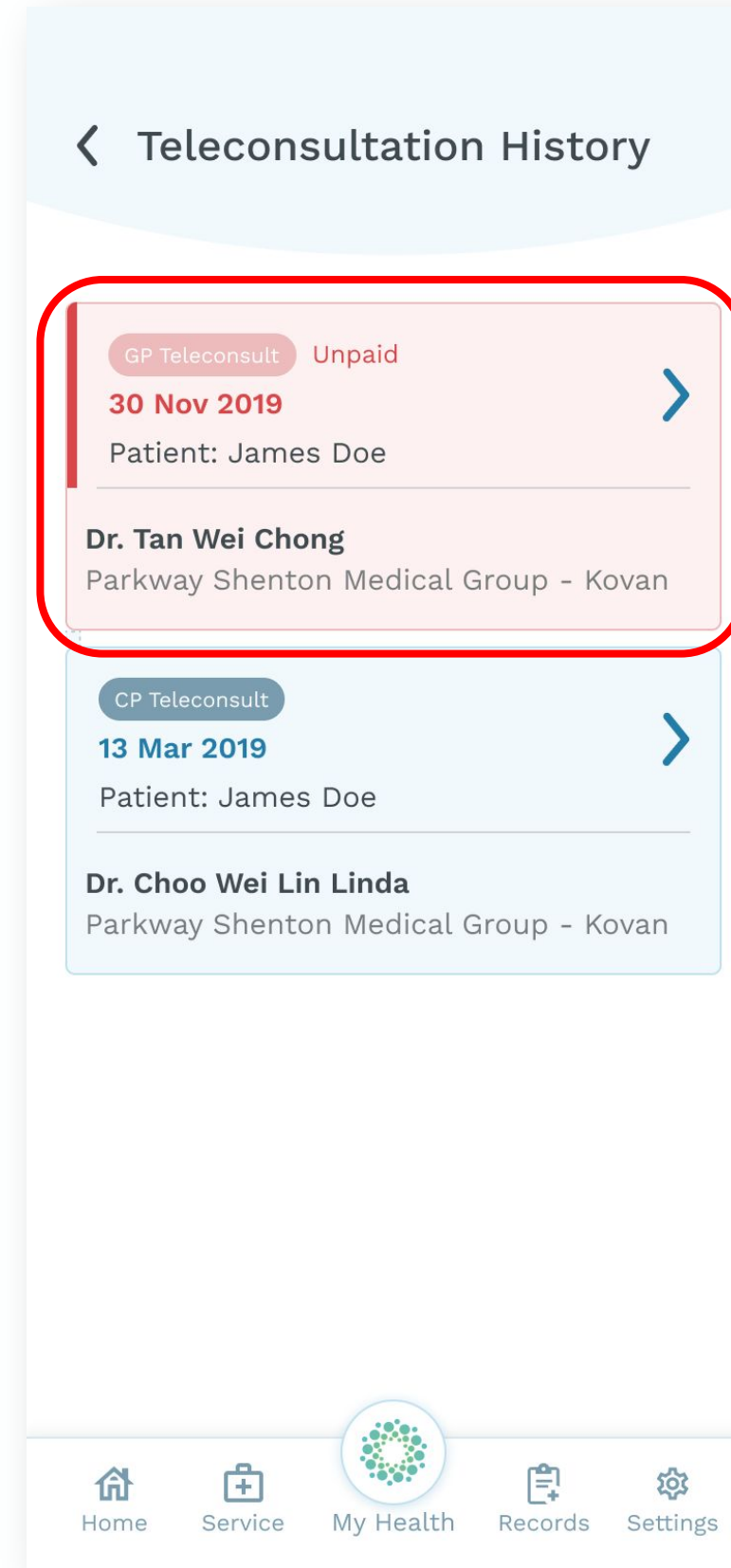
Step 2: Tap on the outstanding bill (indicated in red) to make payment.

Note: This function is only available for TeleConsultations and Hospital Visits.

Step 1



Step 2



5. Shenton Clinic Features

5.10 Accessing your e-bills

Step 3: Review and confirm that your credit card information and medication delivery address are accurate. Tap [Make payment](#).

- *Note: You will also receive an email notification acknowledging the receipt of your payment.*

Tip: If your credit card details are incorrect, tap [Change Payment Details](#) to update your card information.

Tip: If the delivery address for medication is incorrect, tap [Change Delivery Address](#) to update it.

Step 3

< Review Session

Your teleconsult session has ended

GP Teleconsult
Patient: James Doe
30 Nov 2019, 11:00 AM
Doctor: Dr Tan Wei Chong

Total fees for your teleconsultation
S\$34.90

Upon successful payment, your medical documents (including your e-MC, doctor's memo, referral letter and invoice) will be available in your Medical Records.

Payment Details
VISA **** * 2222
[Change Payment Details](#)

Where should we deliver your medication?
38 Irrawaddy Road #05-21/22
Mount Elizabeth Novena Specialist Center
Singapore 329563
[Change Delivery Address](#)

Make payment

Home Service My Health Records Settings

Success!

Payment successful ✕

Thank you.
Your payment is successful.

Transaction Details

Date	14 Mar 2020
Time	14:10 PM
Patient	James Doe
Doctor	Dr Tan Wei Chong
Amount	S\$34.90
Transaction ID	000354879
Transaction Status	Paid

For enquiries, please contact [+65 6731 2218](tel:+6567312218) for assistance.

6. Shenton Clinic Features: TeleConsultation

- 6.1 Requesting an on-demand TeleConsult session
- 6.2 Scheduling a TeleConsult session
- 6.3 Making payment
- 6.4 Adding/editing dependents
- 6.5 Viewing upcoming appointments
 - 6.5.1 Cancelling or rescheduling a session
- 6.6 Reviewing TeleConsultation history

6. Shenton Clinic Features: TeleConsultation

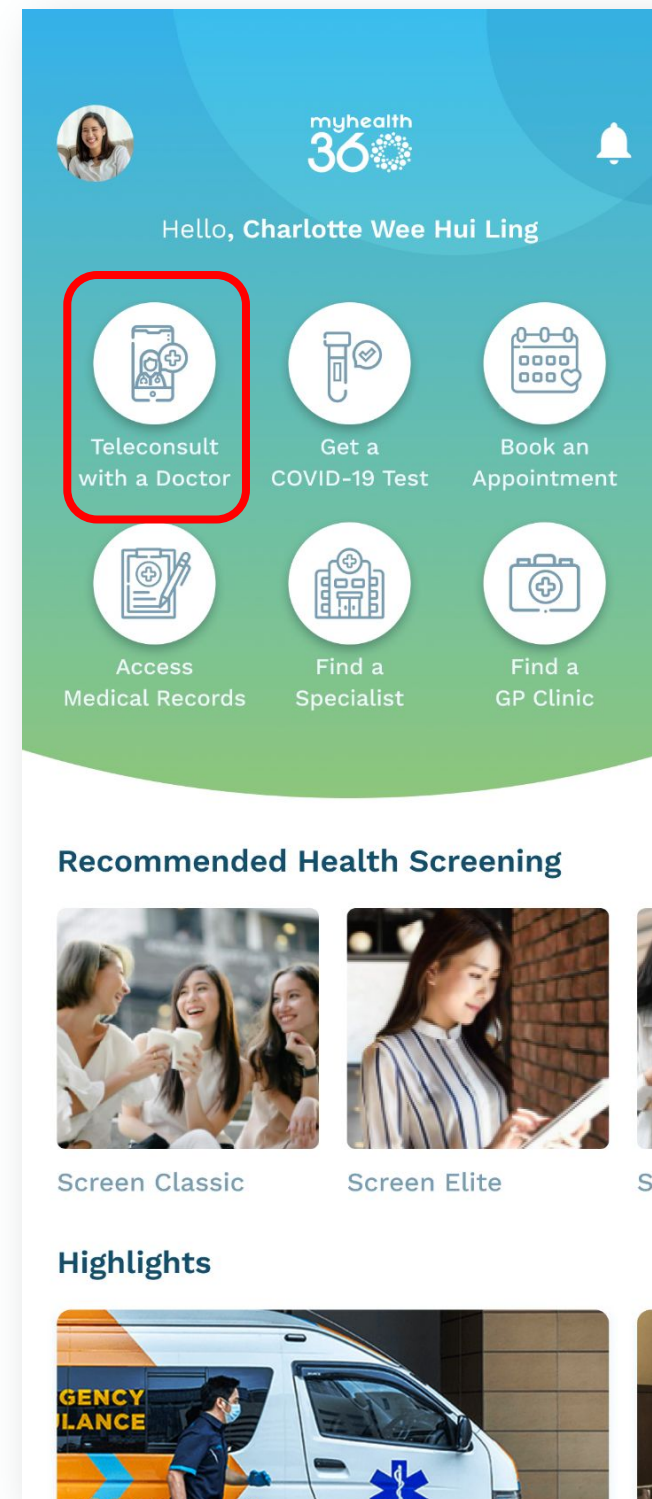
6.1 Requesting an on-demand TeleConsult session

Step 1: From the homepage, tap on TeleConsult with a Doctor.

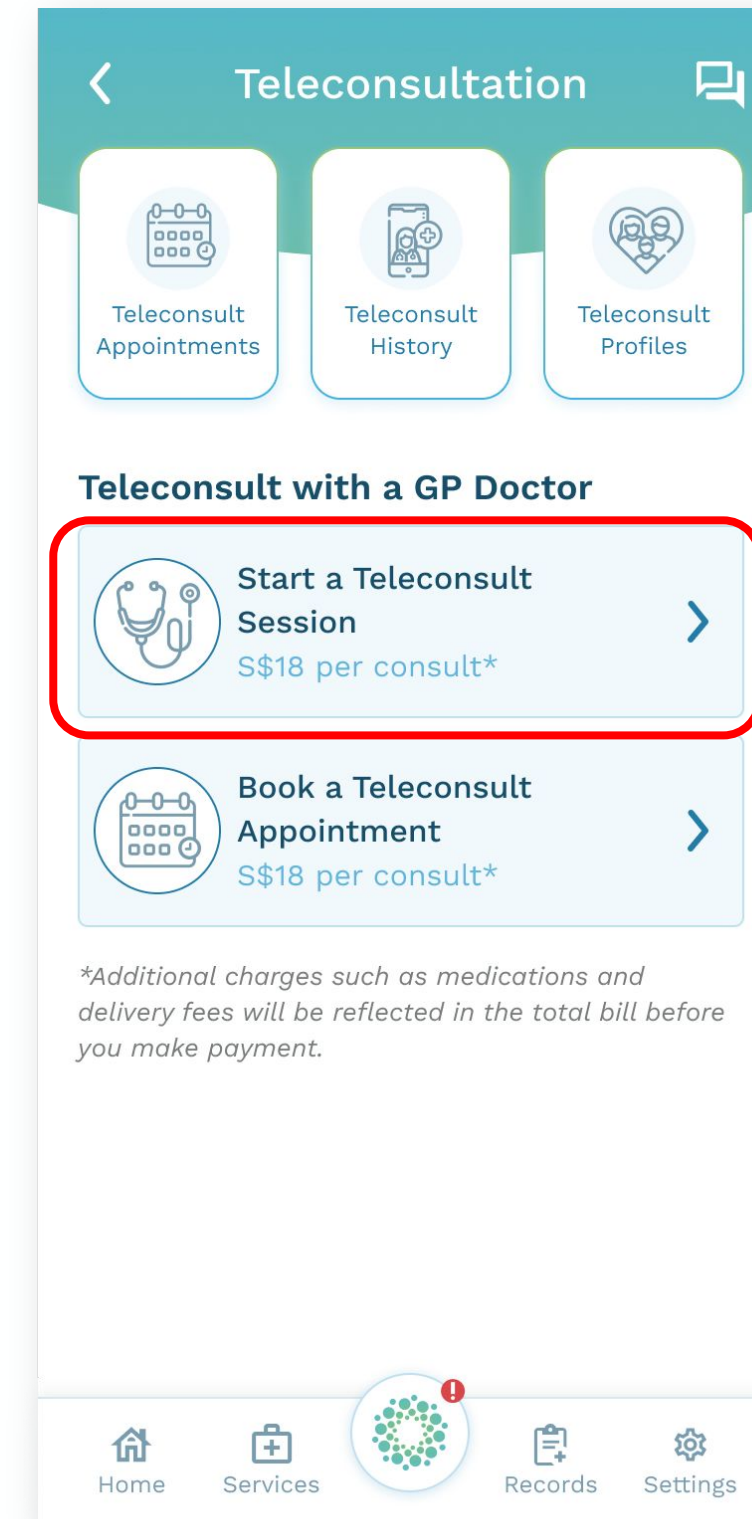
Step 2: Select Start a TeleConsult Session*. Follow the prompts to allow MyHealth360 to access to your location, camera and microphone.

**To use this feature on Android devices, MyHealth360 requires your consent for prominent disclosures and device permissions.*

Step 1



Step 2



6. Shenton Clinic Features: TeleConsultation

6.1 Requesting an on-demand TeleConsult session

Step 3: Choose who you are reporting the symptoms for – Myself or For My Dependents.

Step 4: Answer the preliminary medical questions.

Step 3

The screenshot shows the 'Teleconsultation' screen at Step 3. The title bar at the top is light blue with a back arrow and the text 'Teleconsultation'. Below the title bar is a progress indicator with four dots, the first of which is filled. The main content area asks 'Who are you reporting these symptoms for?' and provides two options: 'For Myself' and 'For My Dependents', each with a right-pointing chevron. At the bottom, there is a navigation bar with five icons: Home, Service, a central circular logo with a red notification badge, Records, and Settings.

Step 4

The screenshot shows the 'Teleconsultation' screen at Step 4. The title bar is the same as in Step 3. The progress indicator now shows the second dot filled. The main content area asks 'Do you have any existing conditions?' with 'Yes' and 'No' buttons. Below this, it asks 'Are you currently on any medications?' and 'Are you allergic to any food or medication?', each with 'Yes' and 'No' buttons. At the bottom, there is a large purple 'Continue' button. The navigation bar at the bottom is identical to the one in Step 3.

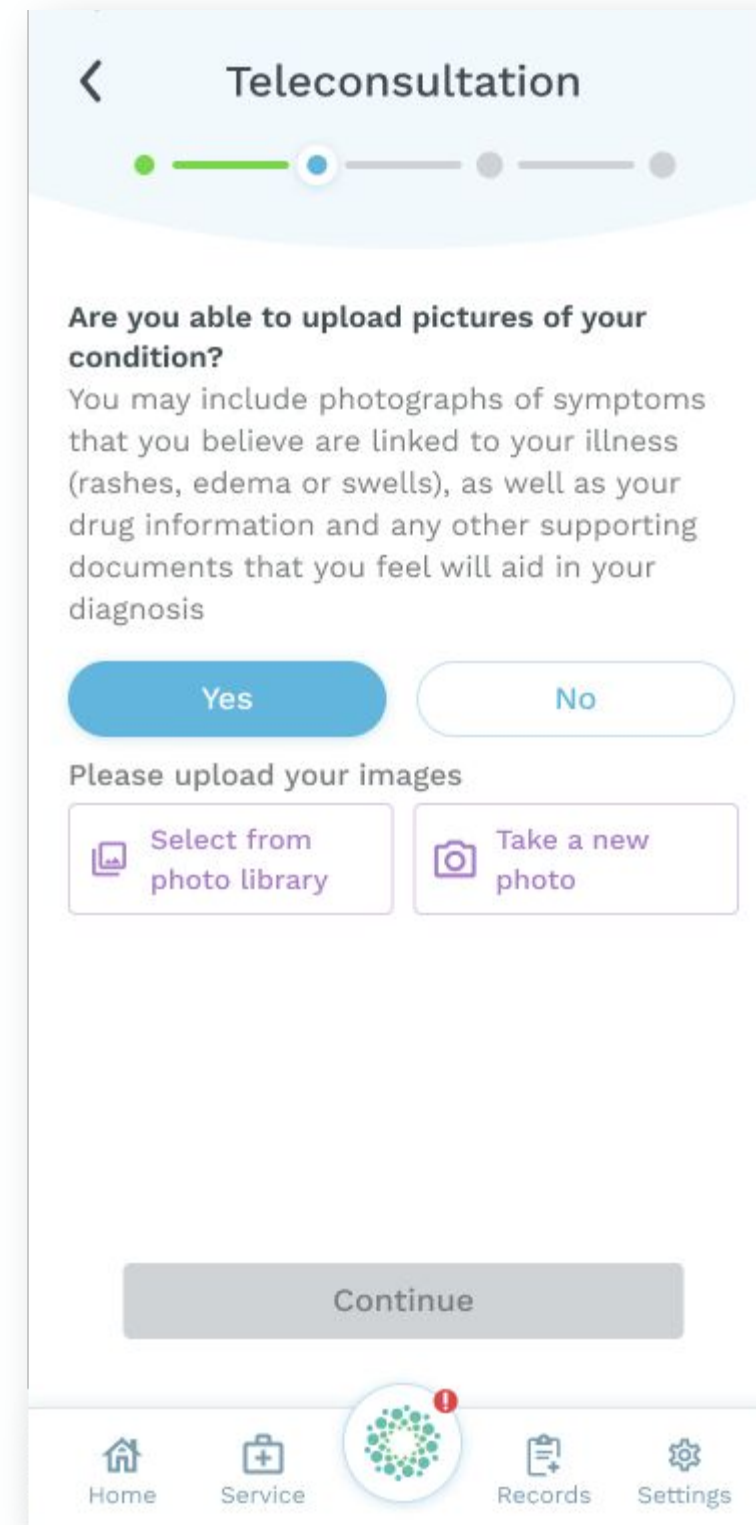
6. Shenton Clinic Features: TeleConsultation

6.1 Requesting an on-demand TeleConsult session

Step 5: You may upload photos of your/your dependents' symptoms and/or supporting documents.

- *Note: Maximum 10 photos allowed.*

Step 5



The screenshot shows a mobile application interface for a teleconsultation session. At the top, there is a navigation bar with a back arrow and the title "Teleconsultation". Below the title is a progress indicator with four dots; the second dot is highlighted in blue, indicating the current step. The main content area contains a question: "Are you able to upload pictures of your condition?" followed by a subtext: "You may include photographs of symptoms that you believe are linked to your illness (rashes, edema or swells), as well as your drug information and any other supporting documents that you feel will aid in your diagnosis". Below the text are two buttons: "Yes" (highlighted in blue) and "No" (white with a blue border). Underneath, there is a section titled "Please upload your images" with two options: "Select from photo library" (with a photo icon) and "Take a new photo" (with a camera icon). At the bottom of the main content area is a grey "Continue" button. The bottom navigation bar contains five icons: Home, Service, a central circular logo with a red notification badge, Records, and Settings.

6. Shenton Clinic Features: TeleConsultation

6.1 Requesting an on-demand TeleConsult session

Step 6: Fill in an emergency contact's name and phone number, and address for medication delivery (applicable for your first TeleConsult session only).

- *Note: For subsequent sessions, these details will be auto-filled (see **Tip**).*

Step 6

The screenshot shows a mobile application interface for a Teleconsultation session. At the top, there is a header with a back arrow and the title "Teleconsultation". Below the header is a progress indicator with four dots, the third of which is highlighted in blue. The main content area is titled "Who should we contact in case of an emergency?". It contains three input fields: "Name" (with the text "John"), "Phone number" (with a dropdown menu showing "+65" and a text input field containing "12345678"), and "Where should we deliver your medication?" (with an "Address" label and a large empty text box). Below these fields is a "Postal Code" input field. At the bottom of the form is a checkbox labeled "I'm doing my teleconsult at another location" and a purple "Continue" button. The bottom navigation bar includes icons for Home, Service, My Health (with a red notification badge), Records, and Settings.

This screenshot is similar to the previous one but shows the form after some data has been entered. The "Emergency Contact" field now contains "Nga" and the "Emergency Contact No." field contains "+65 77777779". Below these fields is a red-bordered button labeled "Update emergency information". The "Where should we deliver your medication?" field now contains "126 Bukit Merah View 1511263" and has a red-bordered button labeled "Change delivery address". The "Continue" button is still present at the bottom. The bottom navigation bar is also visible.

Tip: Easily update your emergency contact's details and delivery address when making your next TeleConsultation session.

6. Shenton Clinic Features: TeleConsultation

6.1 Requesting an on-demand TeleConsult session

Step 7a: Enter your credit card information to make payment (applicable for your first TeleConsult session only).

- *Note: Your credit card details will be saved for subsequent sessions.*

Step 7b: Enter coupon code (if any).

Step 7c: Indicate if you are a corporate client of Parkway Shenton. Prepare to upload a picture of the corporate health benefits card issued by your company.

Step 7d: Tap Connect to a doctor to enter the virtual waiting room.

Step 7

← Teleconsultation

Please enter your payment information

1234 5678 9112 1122 MM/YY CVC

VISA MasterCard AMERICAN EXPRESS DISCOVER NETWORK

Enter a coupon code (optional)

Are you a corporate client of Parkway Shenton?

Yes No

Connect to a doctor

Home Service Records Settings

Step 7a

Step 7b

Step 7c

Step 7d

Disclaimer: Corporate rates apply for TeleConsultation services.

6. Shenton Clinic Features: TeleConsultation

6.1 Requesting an on-demand TeleConsult session

Step 8: Ensure you have the following ready:

- NRIC for verification
- Stable WiFi connection

The doctor will appear on screen when it's your turn to be 'seen'.

Step 8

Connecting to a Doctor X

00:03

Please stay on this screen while we connect you to a doctor...

Please have your NRIC ready for verification purposes. For sessions with a dependent, the NRIC of the dependent and the guardian / caretaker must both be shown for verification

For a better experience, users are encouraged to have good and stable connectivity or a strong WiFi connection.

If the TeleConsult session is disrupted due to poor connection or technical difficulties, we will call you back at the number you have registered with us.

Connection Status ^

Connection **Good**

Users are advised to have a strong WiFi connection for their TeleConsult session.

6. Shenton Clinic Features: TeleConsultation

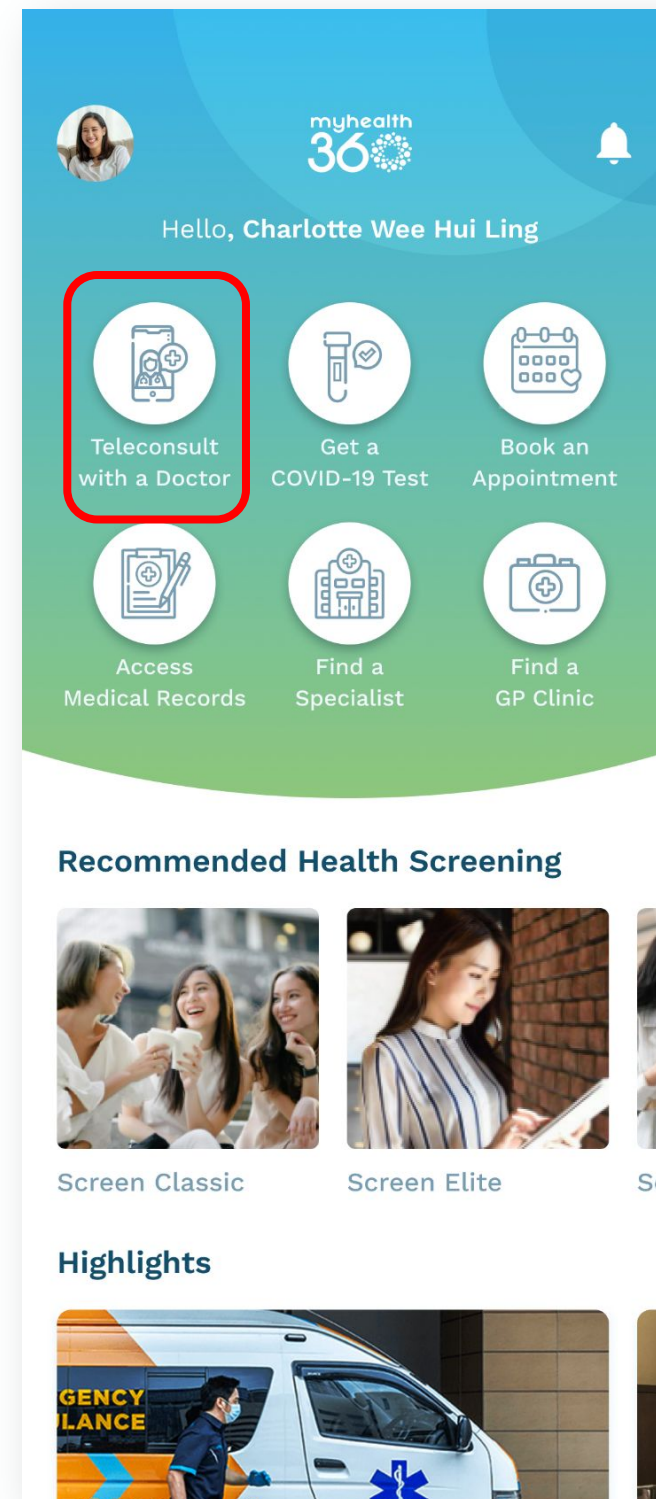
6.2 Scheduling a TeleConsult session

Step 1: From the homepage, tap on TeleConsult with a Doctor.

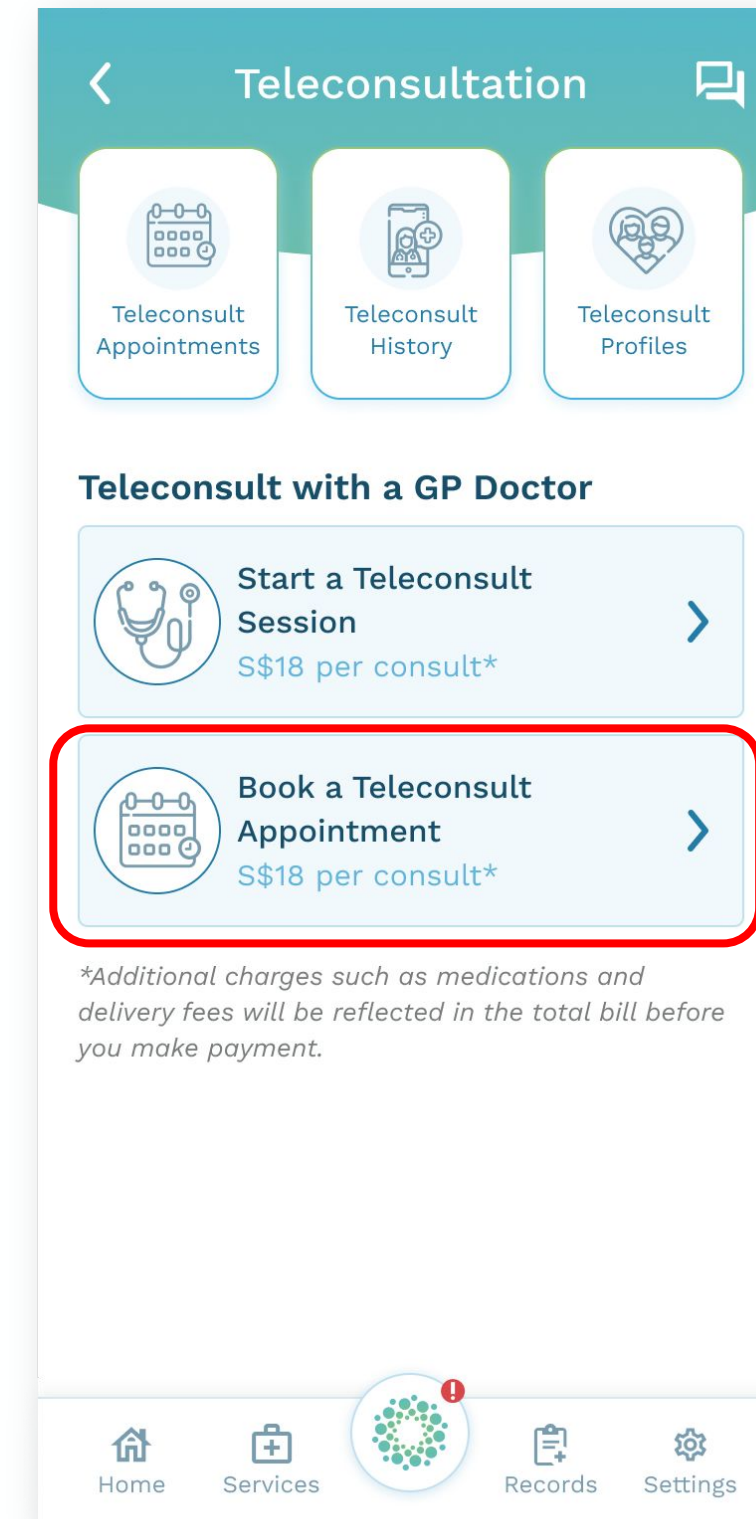
Step 2: Select Book a TeleConsult Appointment* and allow the app access to your camera.

**To use this feature on Android devices, MyHealth360 requires your consent for prominent disclosures and device permissions.*

Step 1



Step 2



6. Shenton Clinic Features: TeleConsultation

6.2 Scheduling a TeleConsult session

Step 3: Choose who you are reporting the symptoms for – Myself or For My Dependents.

Step 4: Answer the preliminary medical questions.

Step 3

The screenshot shows the 'Teleconsultation' screen at Step 3. The title bar has a back arrow and the text 'Teleconsultation'. Below the title bar is a progress indicator with four dots, the first of which is filled. The main content area asks 'Who are you reporting these symptoms for?' and provides two options: 'For Myself' and 'For My Dependents', each with a right-pointing chevron. At the bottom is a navigation bar with five icons: Home, Service, a central circular logo with a red notification badge, Records, and Settings.

Step 4

The screenshot shows the 'Teleconsultation' screen at Step 4. The title bar has a back arrow and the text 'Teleconsultation'. Below the title bar is a progress indicator with four dots, the first of which is filled. The main content area asks 'Do you have any existing conditions?' with 'Yes' and 'No' buttons. Below this are two more questions: 'Are you currently on any medications?' and 'Are you allergic to any food or medication?', each with 'Yes' and 'No' buttons. At the bottom is a large purple 'Continue' button and the same navigation bar as in Step 3.

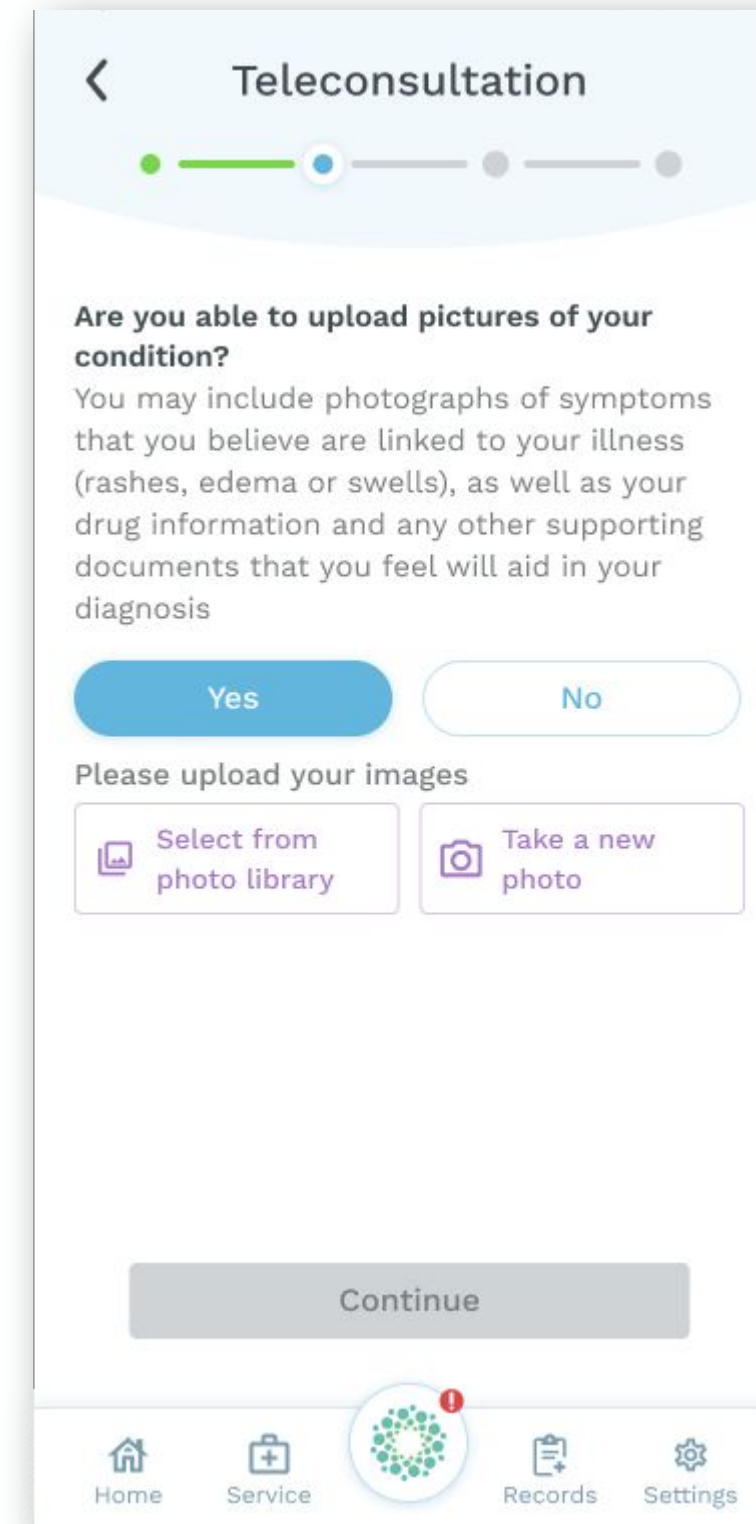
6. Shenton Clinic Features: TeleConsultation

6.2 Scheduling a TeleConsult session

Step 5: You may upload photos of your/your dependents' symptoms and/or supporting documents.

- *Note: Maximum 10 photos allowed.*

Step 5



The screenshot shows a mobile application interface for a teleconsultation session. At the top, there is a navigation bar with a back arrow and the title 'Teleconsultation'. Below the title is a progress indicator with four dots; the second dot is highlighted in blue, indicating the current step. The main content area contains the question: 'Are you able to upload pictures of your condition?' followed by a detailed instruction: 'You may include photographs of symptoms that you believe are linked to your illness (rashes, edema or swells), as well as your drug information and any other supporting documents that you feel will aid in your diagnosis'. Below this text are two buttons: 'Yes' (highlighted in blue) and 'No'. Underneath the buttons, the text 'Please upload your images' is followed by two options: 'Select from photo library' (with a photo icon) and 'Take a new photo' (with a camera icon). At the bottom of the screen is a large grey 'Continue' button. The bottom navigation bar features five icons: Home, Service, a central circular logo with a red notification badge, Records, and Settings.

6. Shenton Clinic Features: TeleConsultation

6.2 Scheduling a TeleConsult session

Step 6: Fill in an emergency contact's name and phone number, and address for medication delivery (applicable for your first TeleConsult session only).

- *Note: For subsequent sessions, these details will be auto-filled (see **Tip**).*

Step 6

The screenshot shows a mobile app interface for a teleconsultation session. At the top, there's a header with a back arrow and the title 'Teleconsultation'. Below the header is a progress indicator with four dots, the third of which is highlighted in blue. The main content area is titled 'Who should we contact in case of an emergency?'. It contains three input fields: 'Name' (filled with 'John'), 'Phone number' (filled with '+65 12345678'), and 'Where should we deliver your medication?' (with an empty 'Address' field and a 'Postal Code' field). At the bottom of this section is a checkbox labeled 'I'm doing my teleconsult at another location'. A purple 'Continue' button is positioned below the form. At the very bottom of the screen is a navigation bar with five icons: Home, Service, My Health (with a red notification badge), Records, and Settings.

This screenshot is similar to the previous one but highlights two update options. The 'Emergency Contact' section is expanded to show 'Emergency Contact: Nga' and 'Emergency Contact No.: +65 77777779'. A red box highlights the 'Update emergency information' link below this section. The 'Where should we deliver your medication?' section shows the address '126 Bukit Merah View 1511263'. A red box highlights the 'Change delivery address' link below this section. The checkbox 'I'm doing my teleconsult at another location' is also visible. A purple 'Continue' button is at the bottom. The navigation bar at the bottom is identical to the previous screenshot.

Tip: Easily update your emergency contact's details and delivery address when making your next TeleConsultation session.

6. Shenton Clinic Features: TeleConsultation

6.2 Scheduling a TeleConsult session

Step 7a: Enter your credit card information to make payment (applicable for your first TeleConsult session only).

- *Note: Your credit card details will be saved for subsequent sessions.*

Step 7b: Enter coupon code (if any).

Step 7c: Indicate if you are a corporate client of Parkway Shenton. Prepare to upload a picture of the corporate health benefits card issued by your company.

Step 7d: Tap Continue to select your preferred doctor.

Step 7

← Teleconsultation

Please enter your payment information

1234 5678 9112 1122 MM/YY CVC

VISA MasterCard AMERICAN EXPRESS DISCOVER

Enter a coupon code (optional)

Are you a corporate client of Parkway Shenton?

Yes No

Continue

Home Service My Health Records Settings

Step 7a

Step 7b

Step 7c

Step 7d

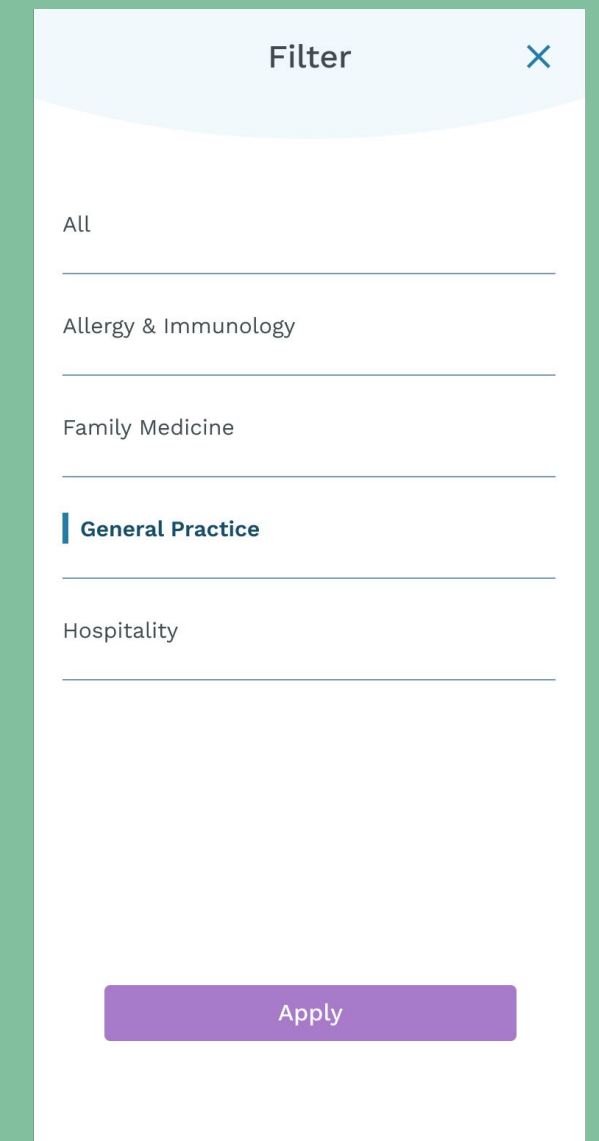
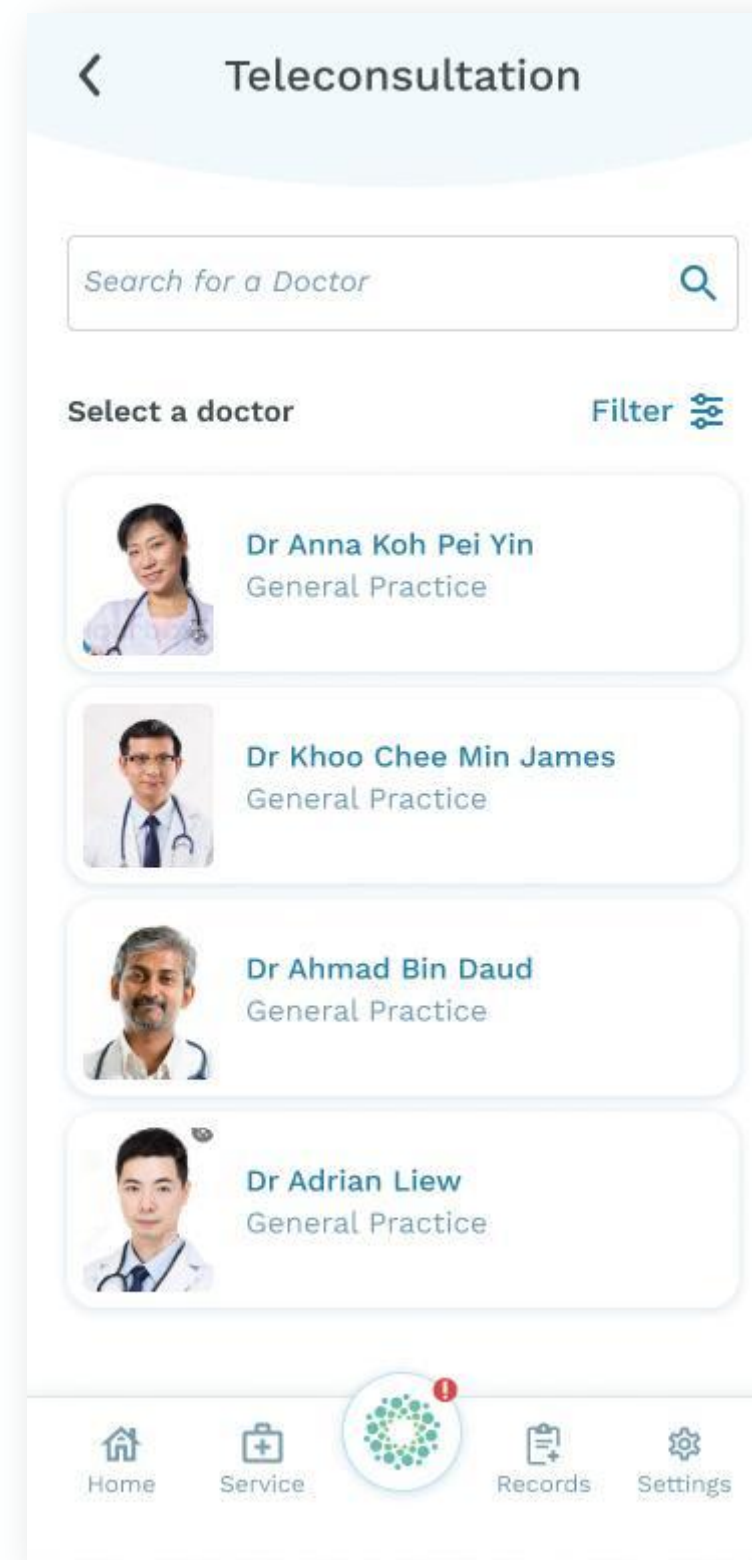
Disclaimer: Corporate rates apply for TeleConsultation services.

6. Shenton Clinic Features: TeleConsultation

6.2 Scheduling a TeleConsult session

Step 8: Select your preferred doctor from the list, or search for a doctor by typing their name in the search bar.

Step 8



Tip: Use the filter function to search for the right doctor.

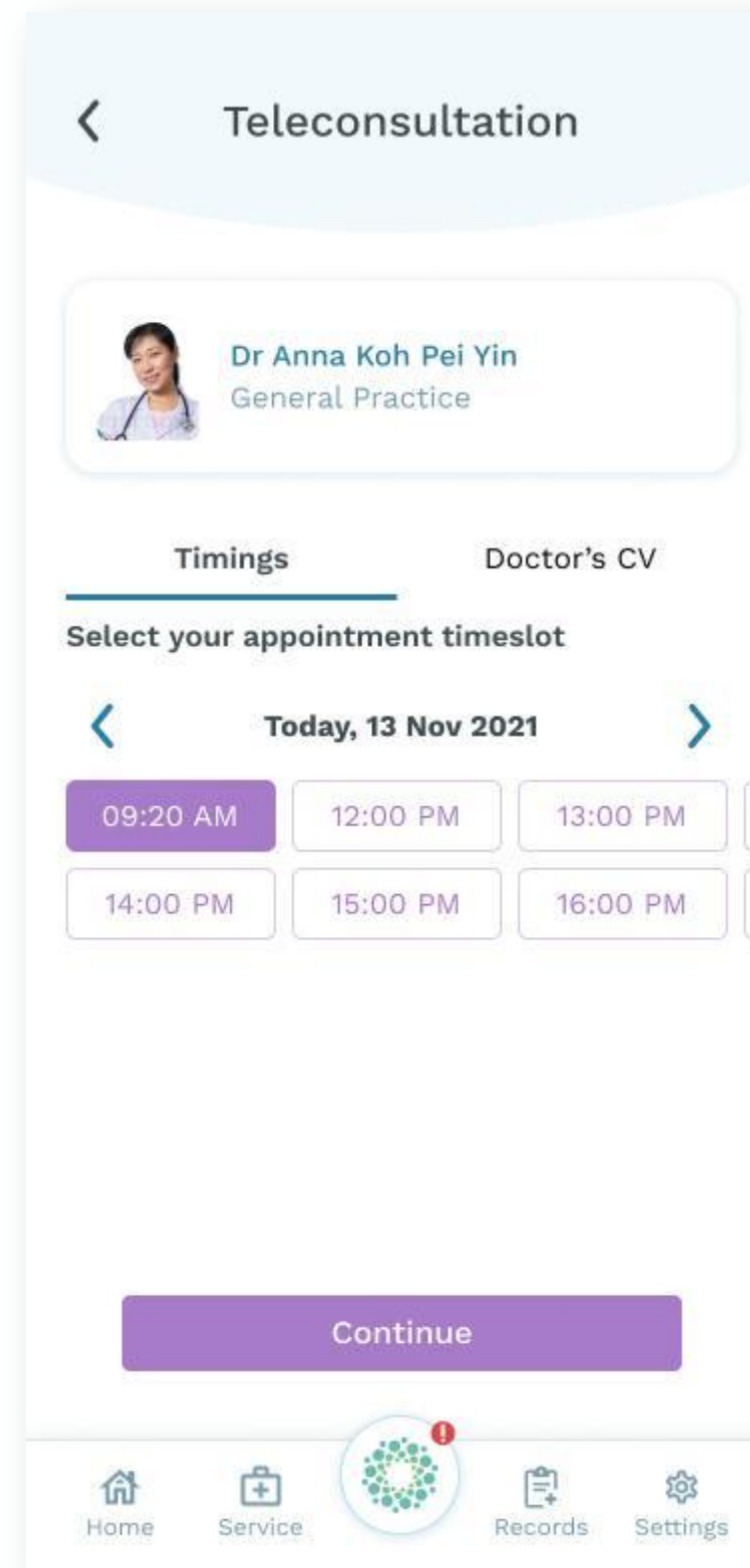
6. Shenton Clinic Features: TeleConsultation

6.2 Scheduling a TeleConsult session

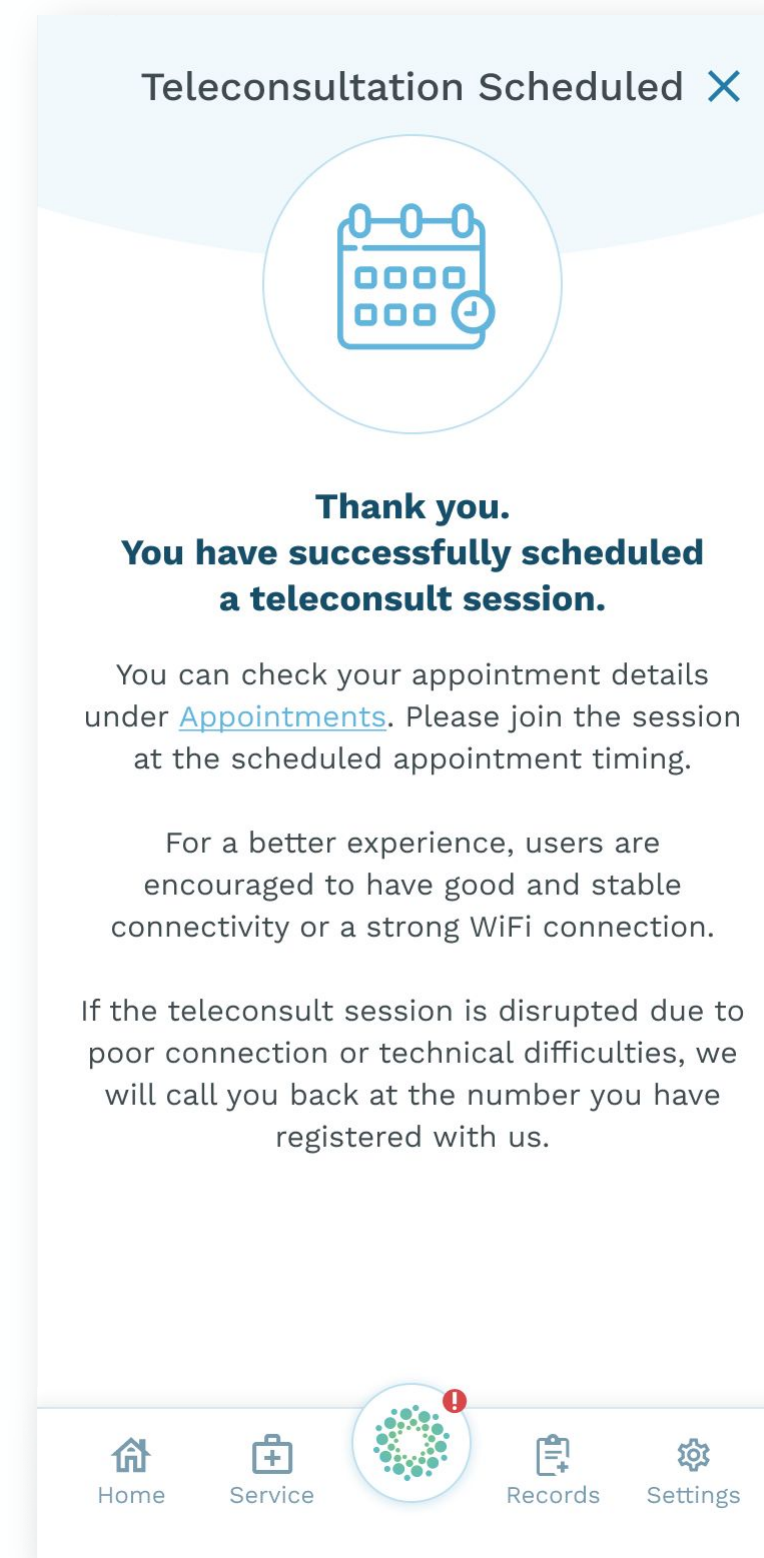
Step 9: Select your preferred date, time slot, and tap Continue.

- *Note: Unavailable time slots will be greyed out.*

Step 9



Success!



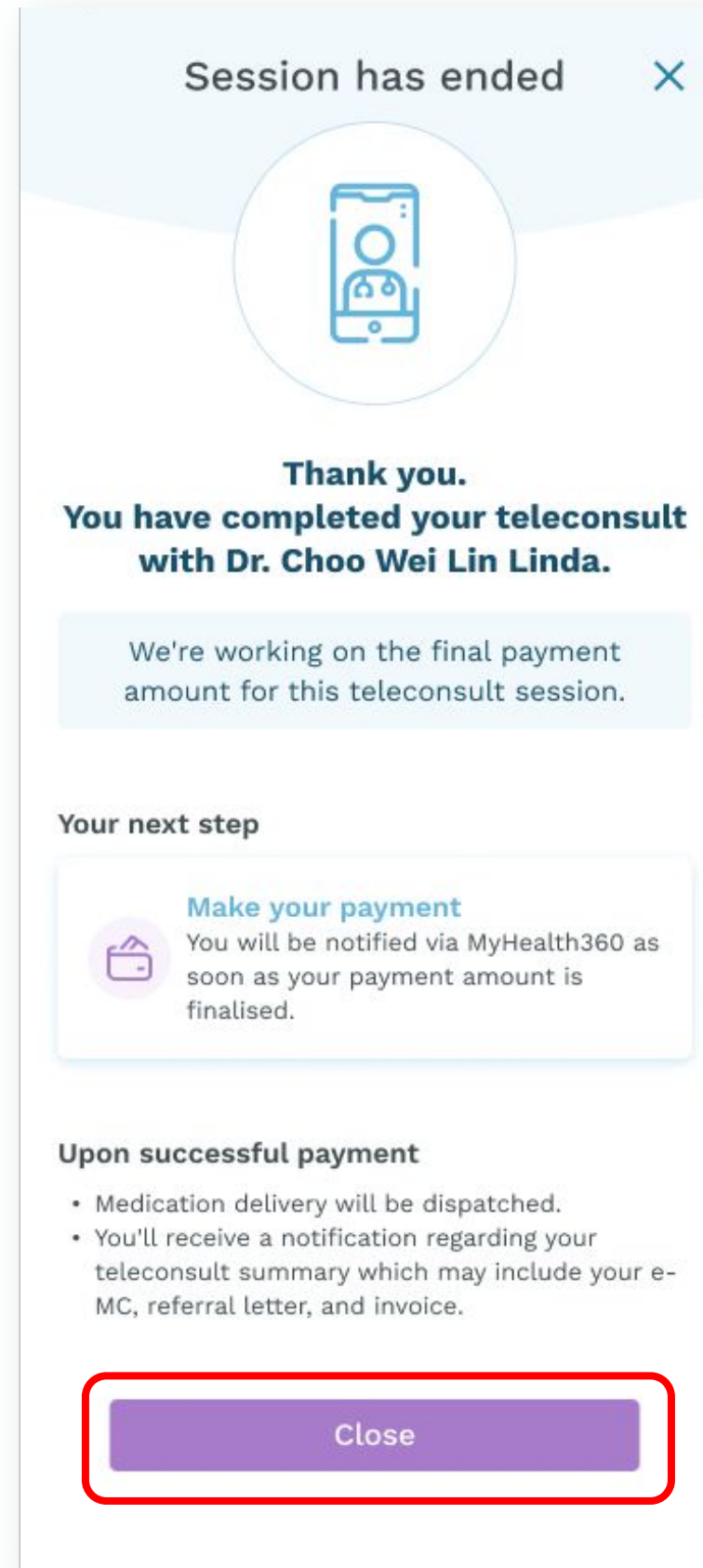
6. Shenton Clinic Features: TeleConsultation

6.3 Making payment

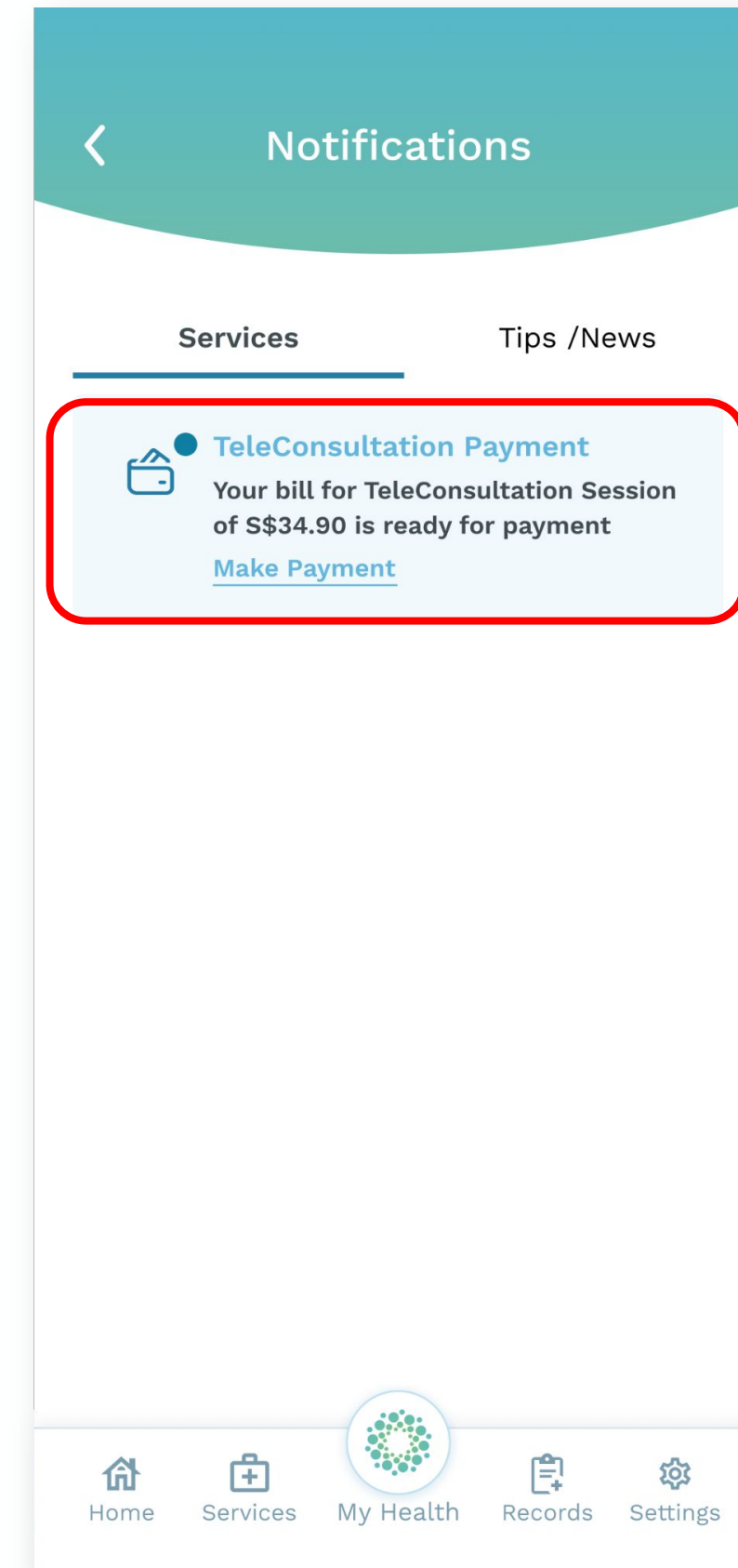
Step 1: Close the screen once your TeleConsult session has ended. You will be notified via SMS and Push notifications to make payment.

Step 2: Tap on the notification to view your bill and make payment.

Step 1



Step 2



6. Shenton Clinic Features: TeleConsultation

6.3 Making payment

Step 3: Review and confirm that your credit card information and medication delivery address are accurate. Tap [Make payment](#).

- *Note: You will also receive an email notification acknowledging the receipt of your payment.*

Tip: If your credit card details are incorrect, tap [Change Payment Details](#) to update your card information.

Tip: If the delivery address for medication is incorrect, tap [Change Delivery Address](#) to update it.

Step 3

< Review Session

Your teleconsult session has ended

GP Teleconsult
Patient: James Doe
30 Nov 2019, 11:00 AM

Doctor: Dr Tan Wei Chong

Total fees for your teleconsultation
S\$34.90

Upon successful payment, your medical documents (including your e-MC, doctor's memo, referral letter and invoice) will be available in your Medical Records.

Payment Details
VISA **** * 2222
[Change Payment Details](#)

Where should we deliver your medication?
38 Irrawaddy Road #05-21/22
Mount Elizabeth Novena Specialist Center
Singapore 329563
[Change Delivery Address](#)

Make payment

Success!

Payment successful ✕

**Thank you.
Your payment is successful.**

Transaction Details

Date	14 Mar 2020
Time	14:10 PM
Patient	James Doe
Doctor	Dr Tan Wei Chong
Amount	S\$34.90
Transaction ID	000354879
Transaction Status	Paid

For enquiries, please contact [+65 6731 2218](#) for assistance.

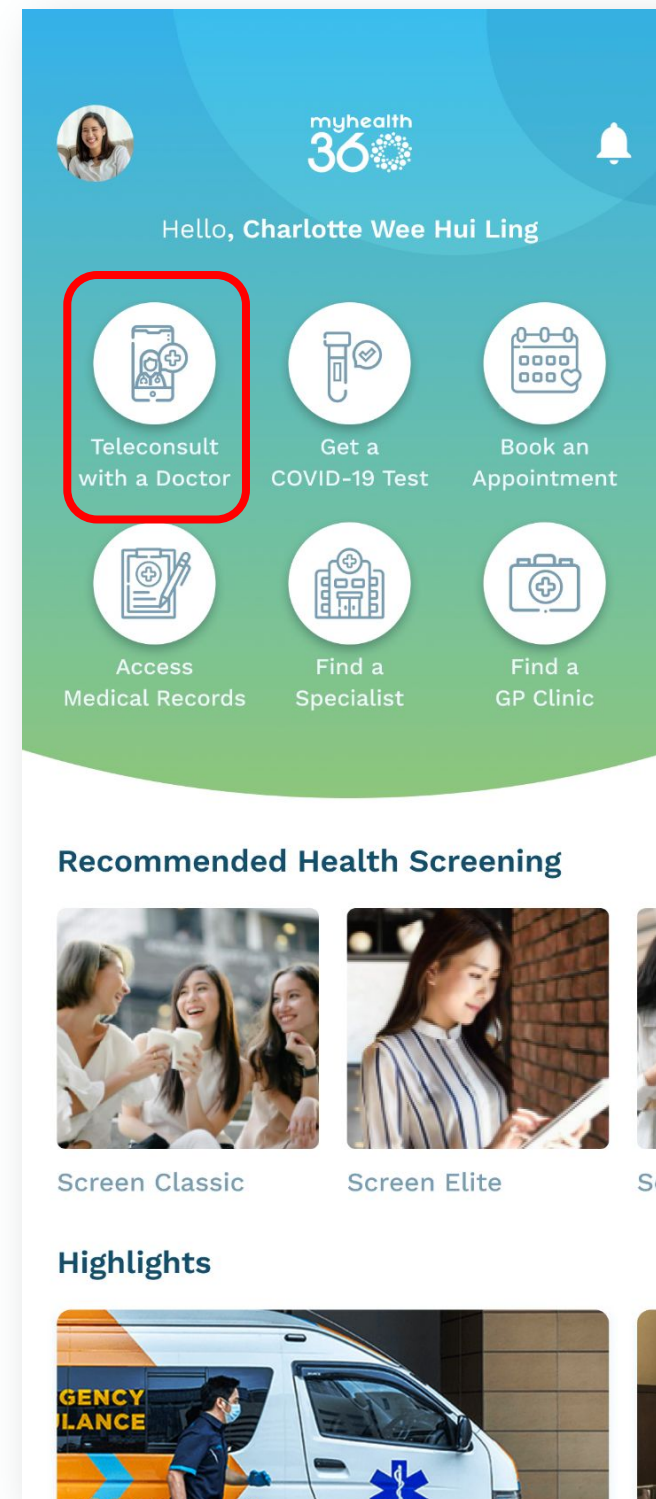
6. Shenton Clinic Features: TeleConsultation

6.4 Adding/Editing dependents

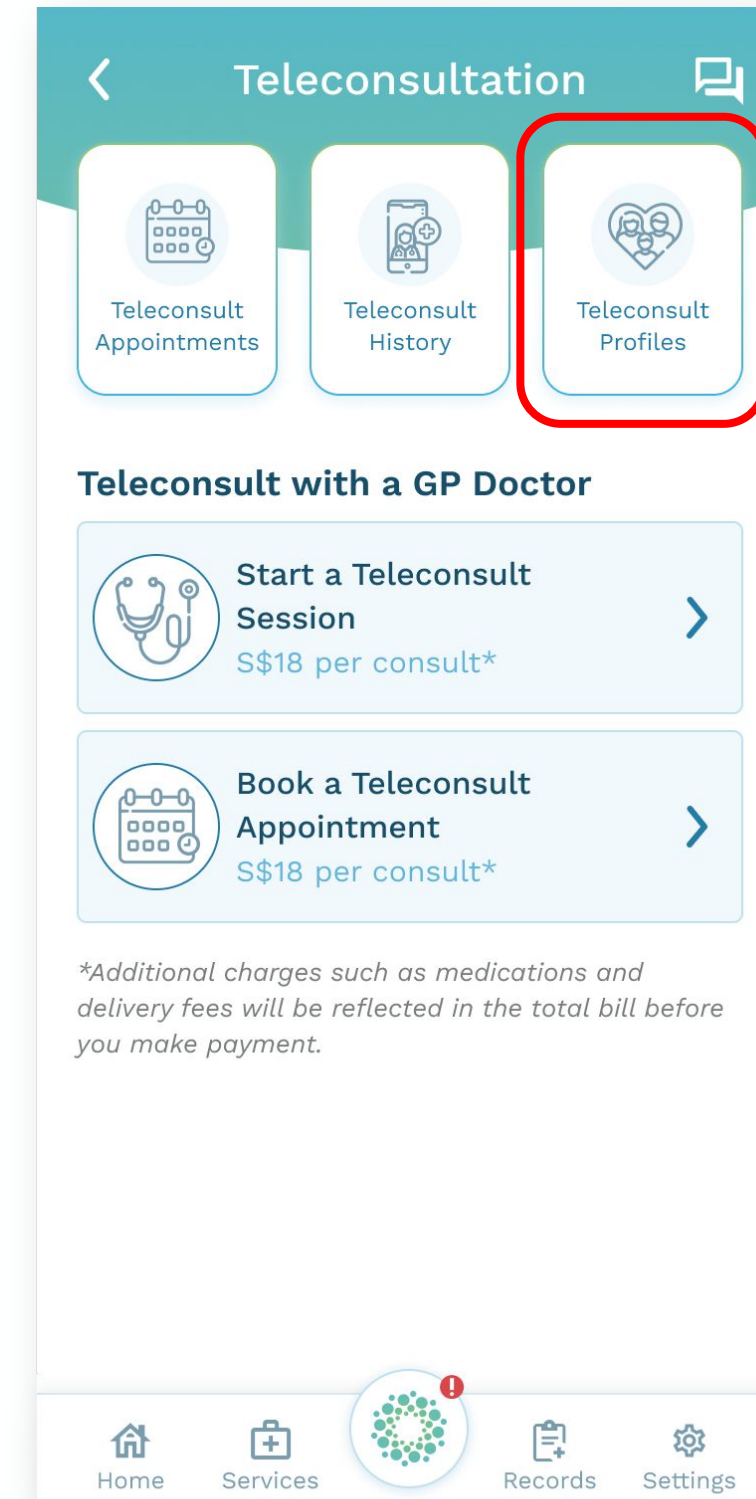
Step 1: From the homepage, tap on TeleConsult with a Doctor.

Step 2: Tap on TeleConsult Profiles.

Step 1



Step 2



You can also access TeleConsultation services by tapping on "Services" at the bottom of your screen.

6. Shenton Clinic Features: TeleConsultation

6.4 Adding/Editing dependents

Adding a dependent

Step 3a: Tap + Add Dependent.

Step 3b: Fill in the form with your dependent's particulars.

Step 3a

< Teleconsultation Profiles

Charlotte Wee

Dependents

John Doe
Child >

+ Add Dependent

Home Service **My Health** Records Settings

Step 3b

< Dependent Profile

First Name

Last Name

Gender

Male Female

Date of Birth

YYYY/MM/DD

ID

Wrong ID may result in missing results.

NRIC/FIN Passport

Relationship

Home Services **My Health** Records Settings

You can also access TeleConsultation services by tapping on "Services" at the bottom of your screen.

6. Shenton Clinic Features: TeleConsultation

6.4 Adding/Editing dependents

Editing a dependent

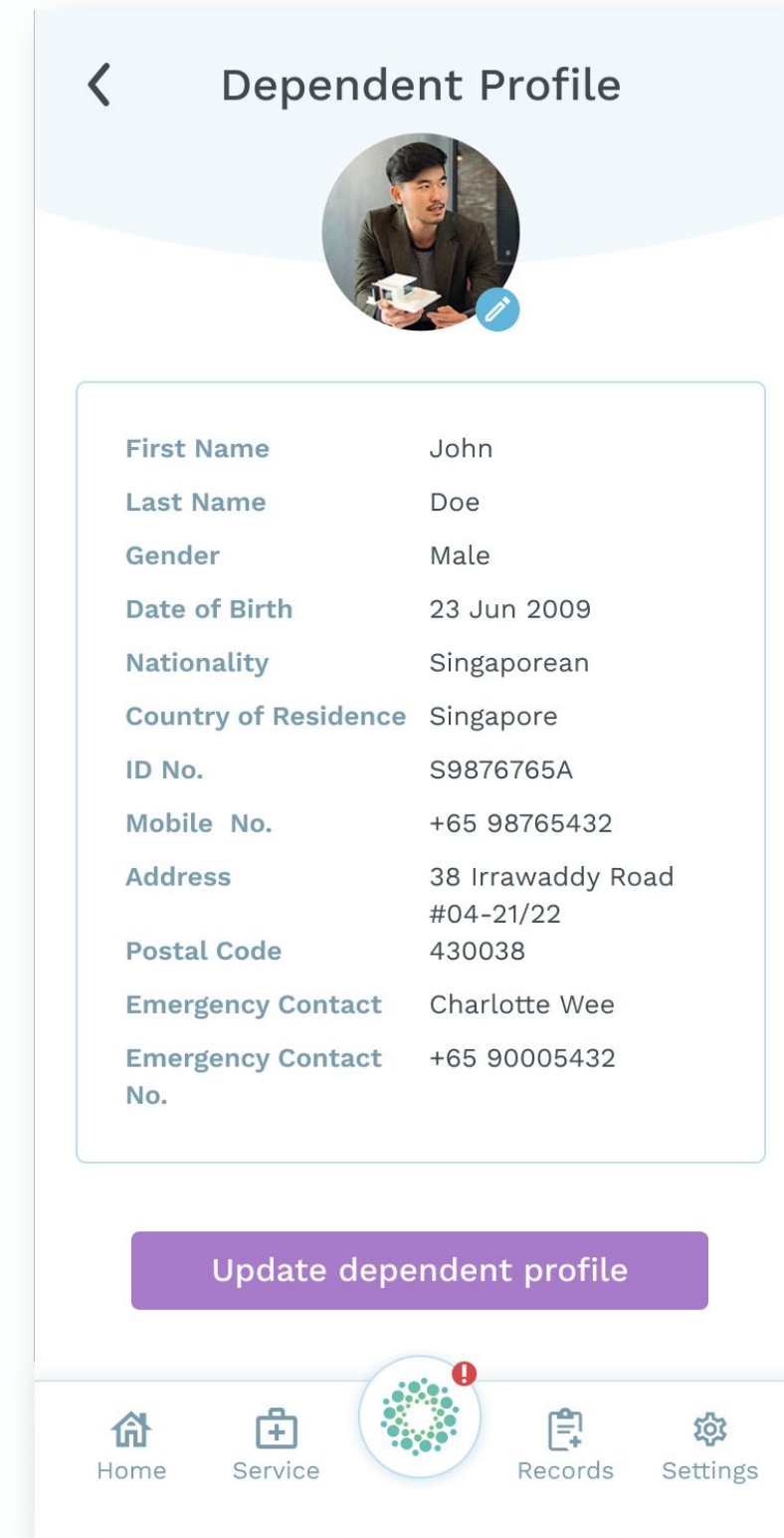
Step 4a: Select the dependent from the list.

Step 4b: Tap Update dependent profile.

Step 4a



Step 4b



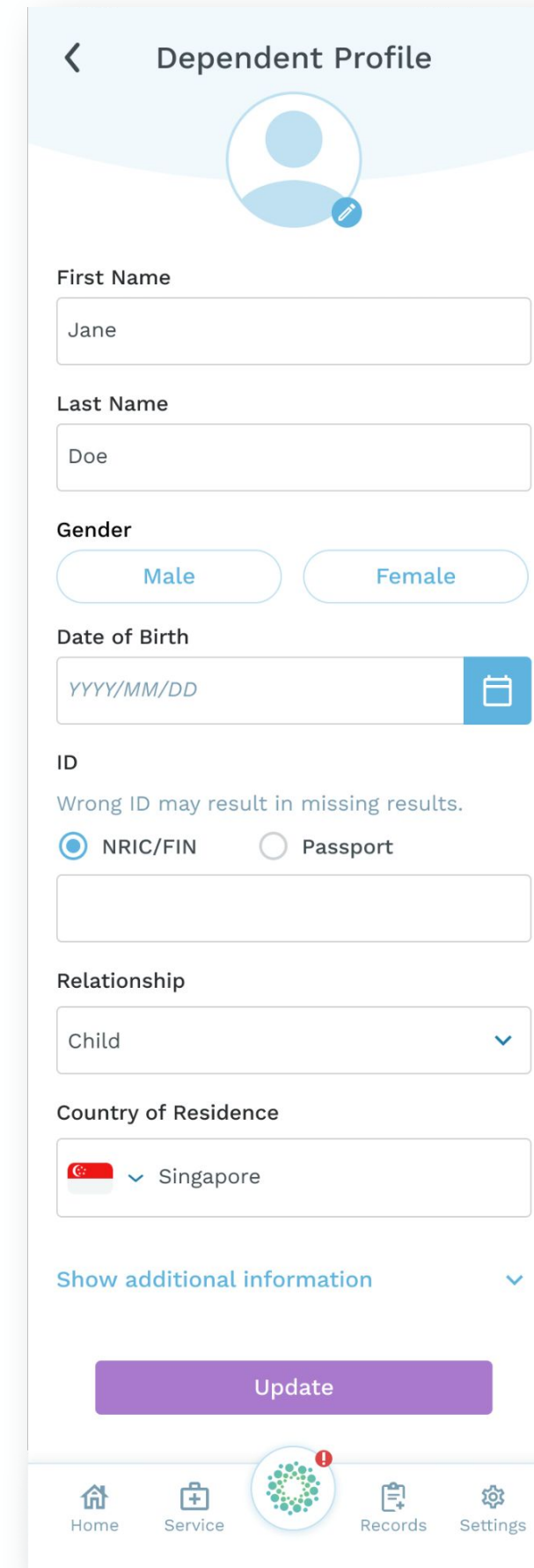
You can also access TeleConsultation services by tapping on "Services" at the bottom of your screen.

6. Shenton Clinic Features: TeleConsultation


6.4 Adding/Editing dependents

Step 4c: Make the necessary changes in their profile page.
Tap Update to save your changes

Step 4c




< Dependent Profile




First Name
Jane


Last Name
Doe


Gender
 Male Female

Date of Birth
YYYY/MM/DD 


ID
Wrong ID may result in missing results.
 NRIC/FIN Passport

Relationship
Child 

Country of Residence
 Singapore

Show additional information 

Update

Home Service  Records Settings

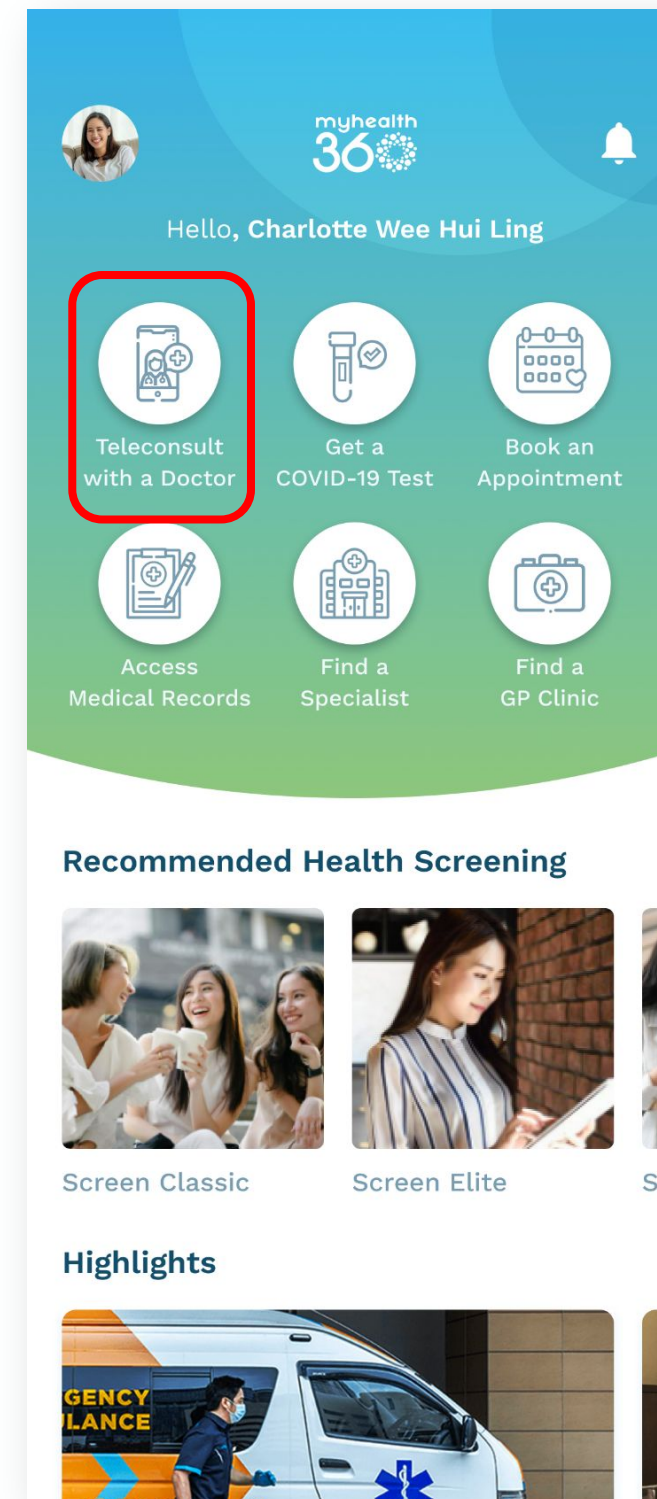
6. Shenton Clinic Features: TeleConsultation

6.5 Viewing upcoming TeleConsult appointments

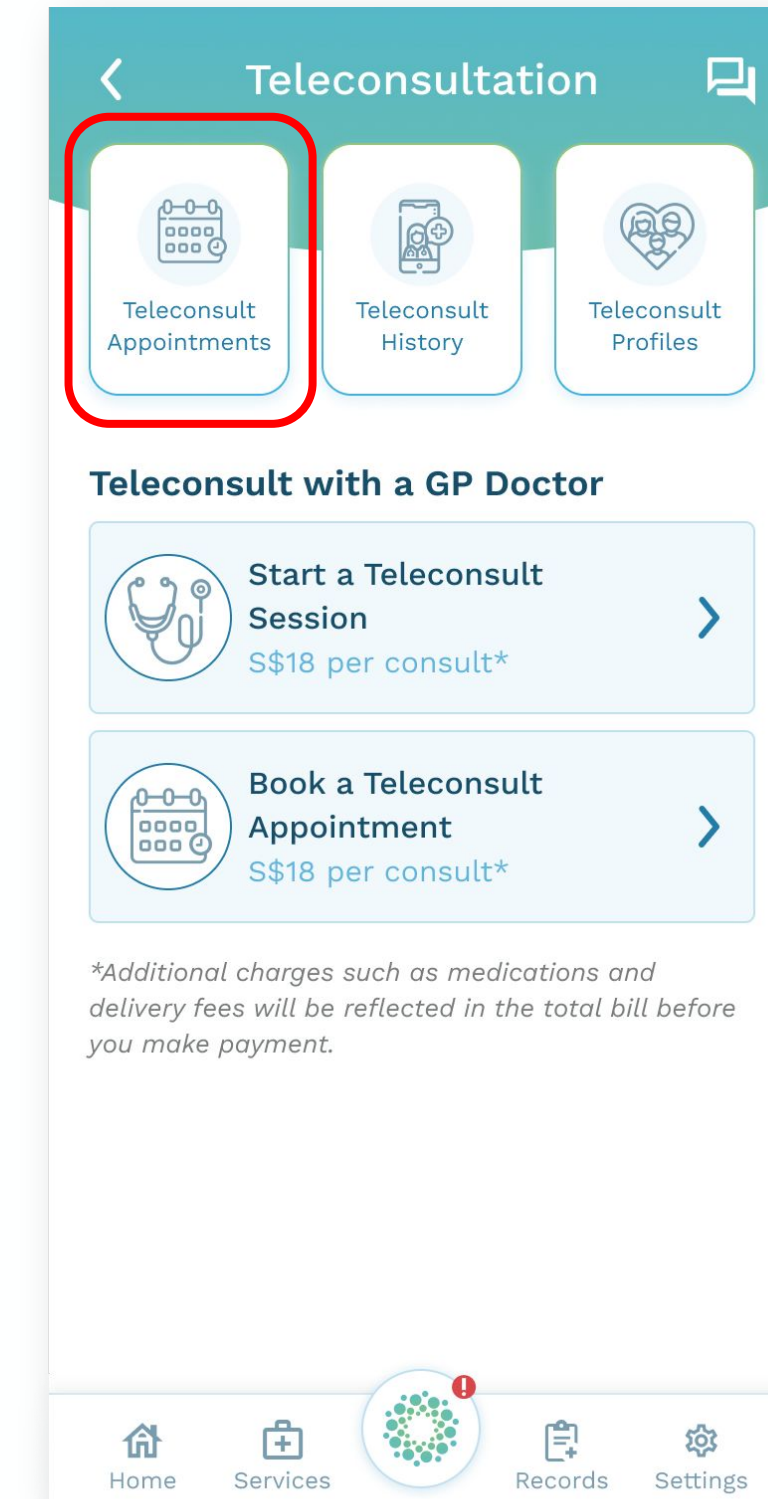
Step 1: From the homepage, tap on TeleConsult with a Doctor.

Step 2: Select Teleconsultation Appointments.

Step 1



Step 2



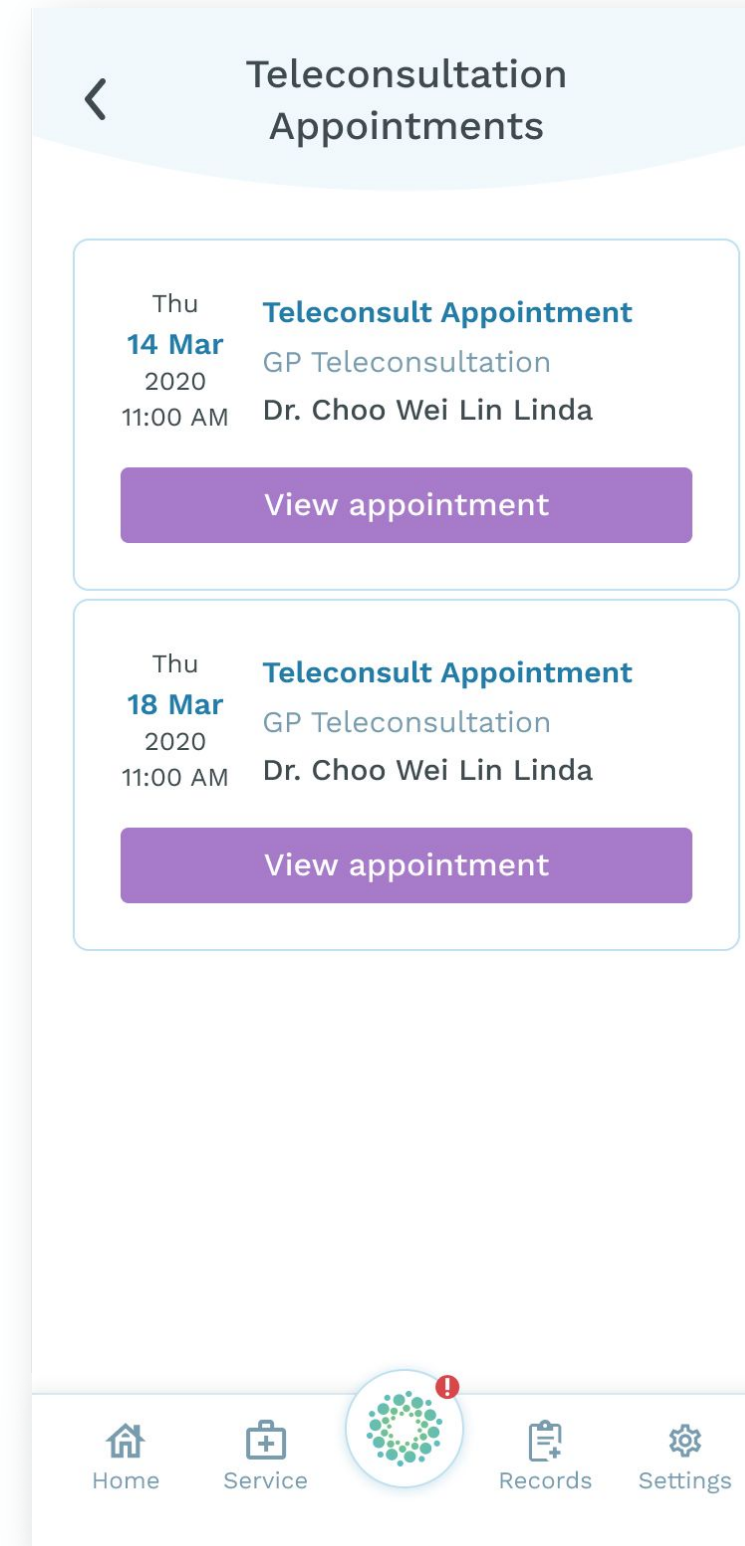
You can also access TeleConsultation services by tapping on "Services" at the bottom of your screen.

6. Shenton Clinic Features: TeleConsultation

6.5 Viewing upcoming TeleConsult appointments

Step 3: You will now be able to view and manage your upcoming TeleConsultation sessions.

Step 3



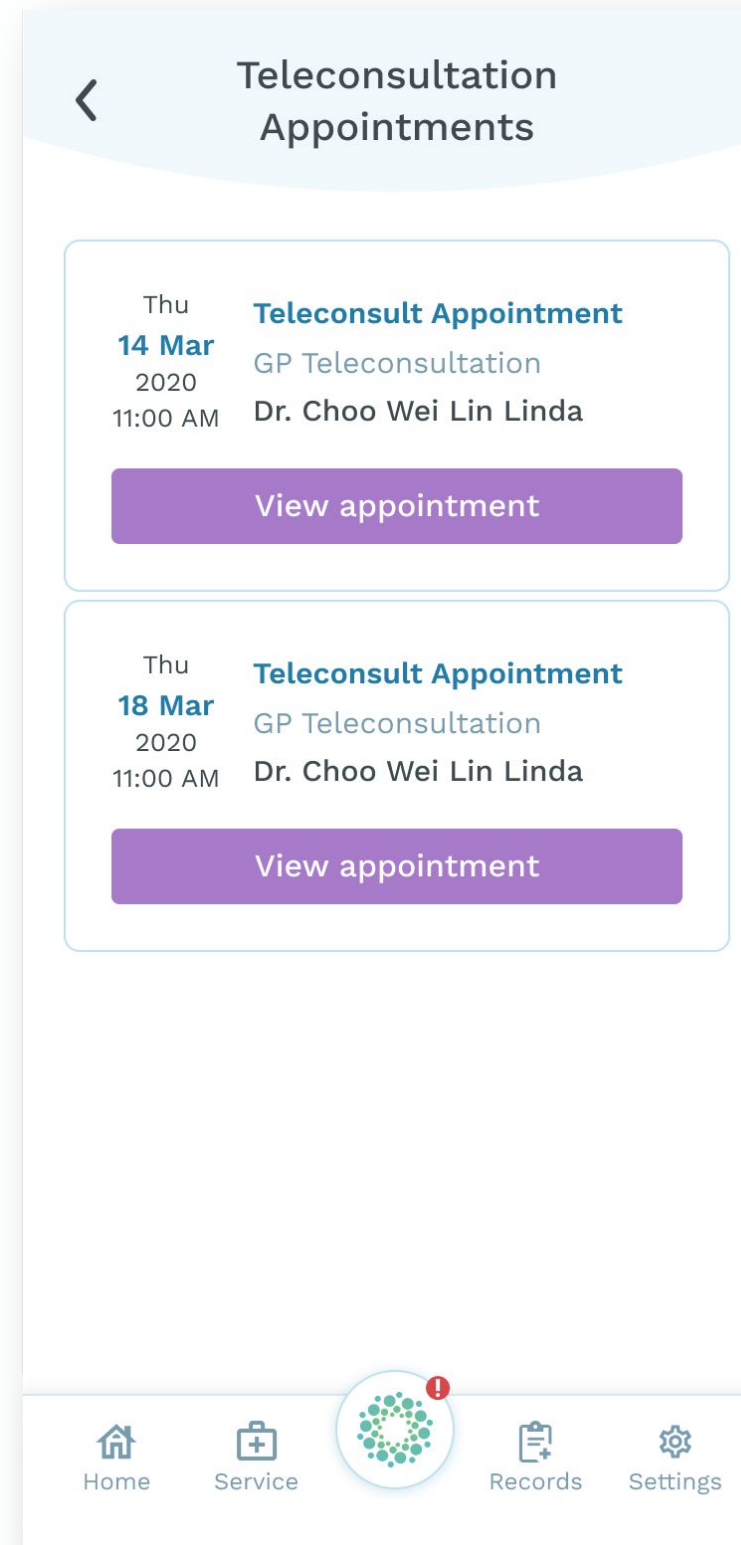
6. Shenton Clinic Features: TeleConsultation

6.5.1 Cancelling or rescheduling a TeleConsult session

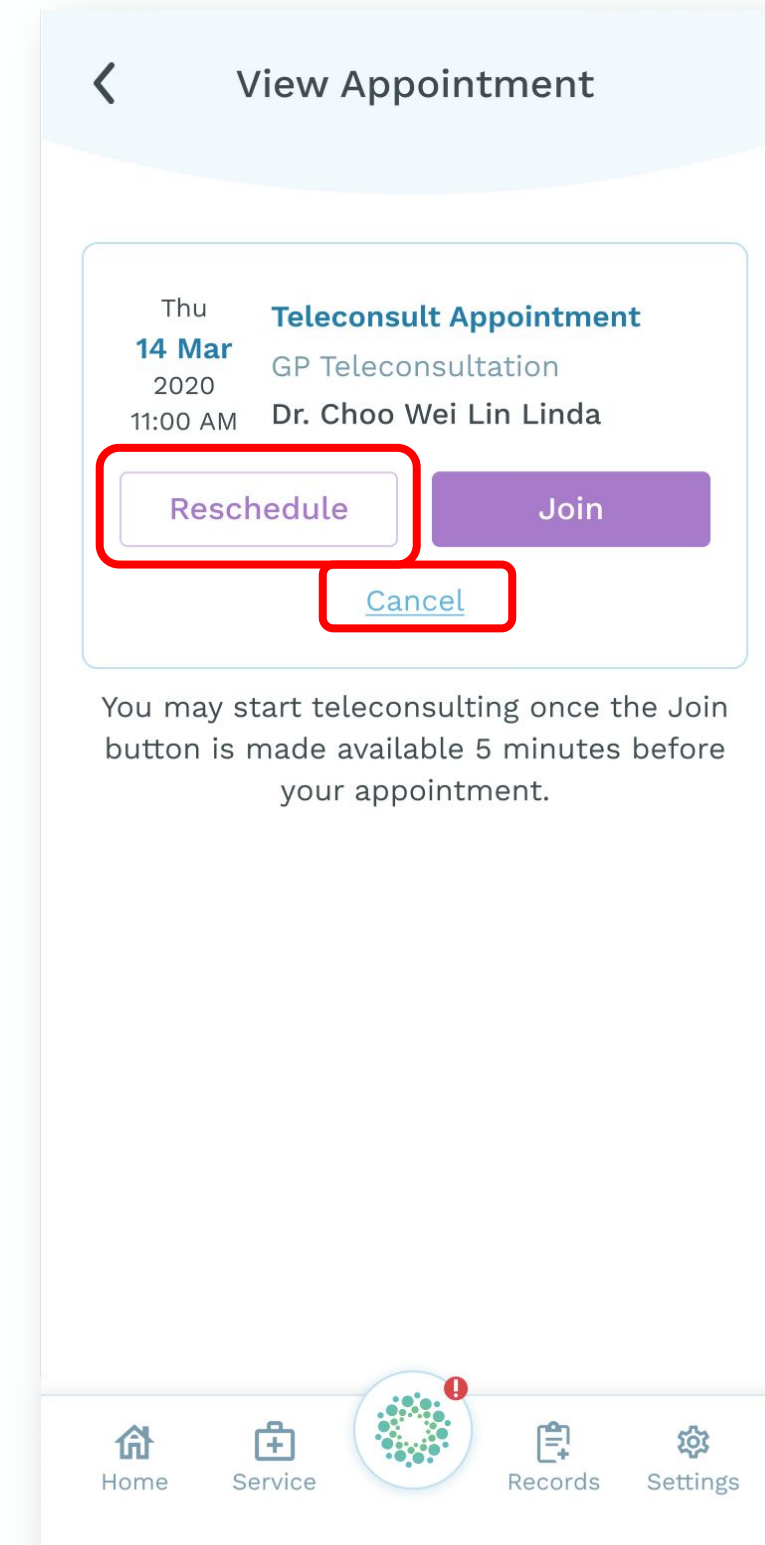
Step 1: On the TeleConsultation Appointments page, tap View appointment on your scheduled appointment.

Step 2: You will have the option to Reschedule or Cancel the session.

Step 1



Step 2



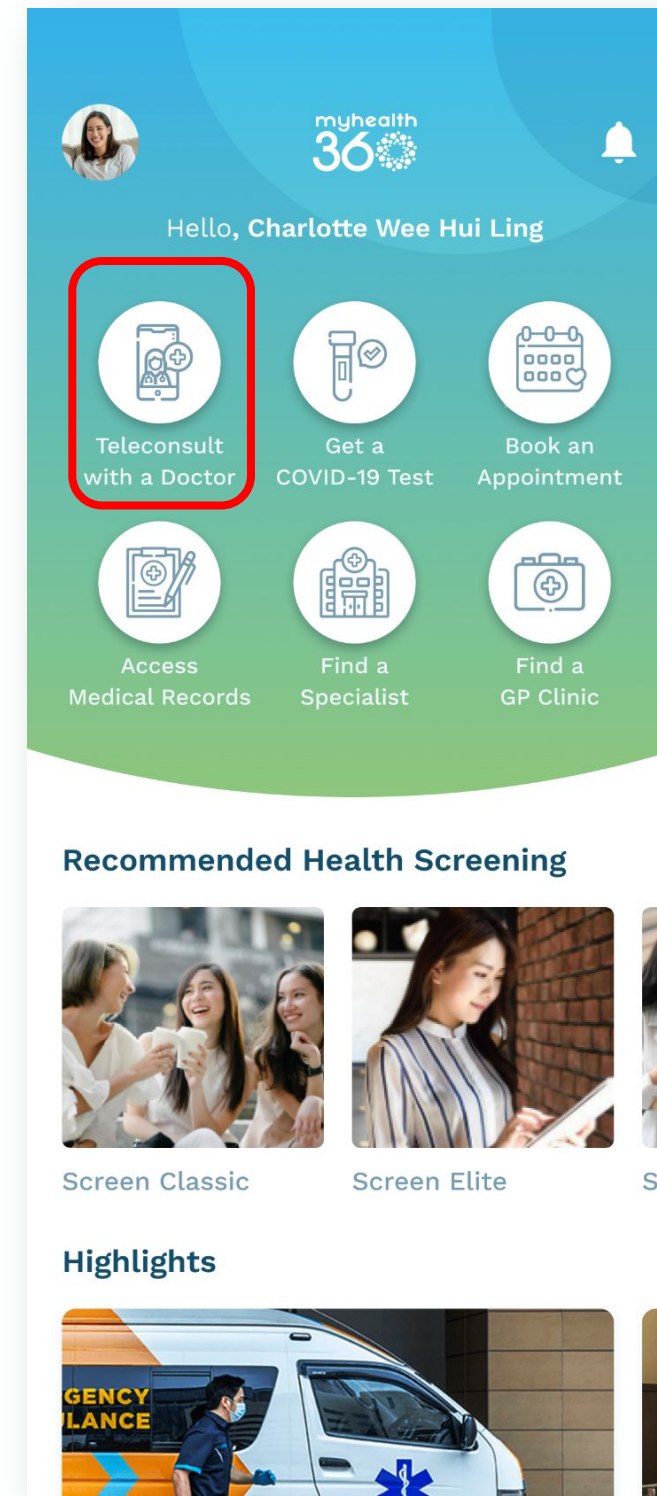
6. Shenton Clinic Features: TeleConsultation

6.6 Reviewing TeleConsultation history

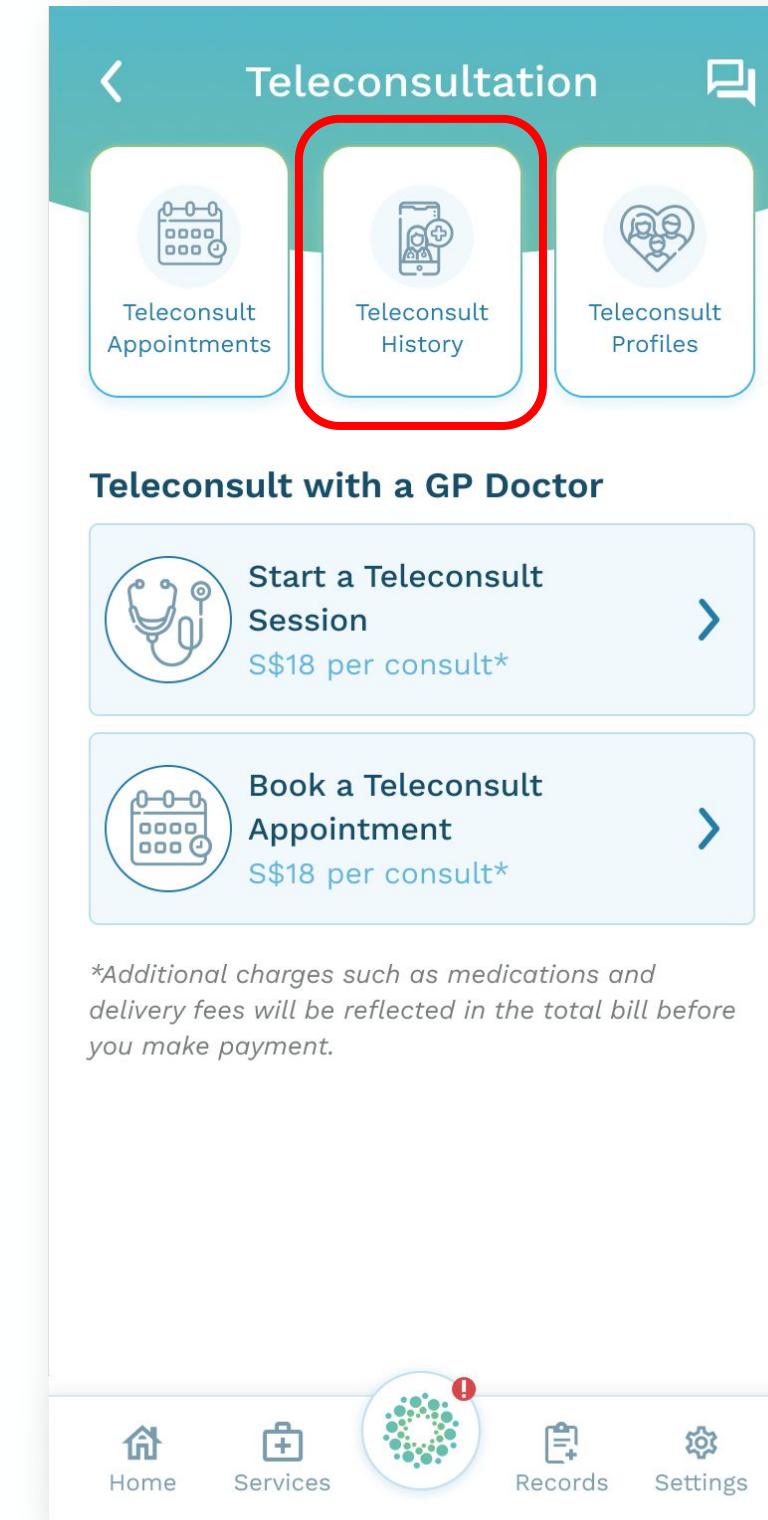
Step 1: From the homepage, tap on TeleConsult with a Doctor.

Step 2: Select TeleConsult History.

Step 1



Step 2



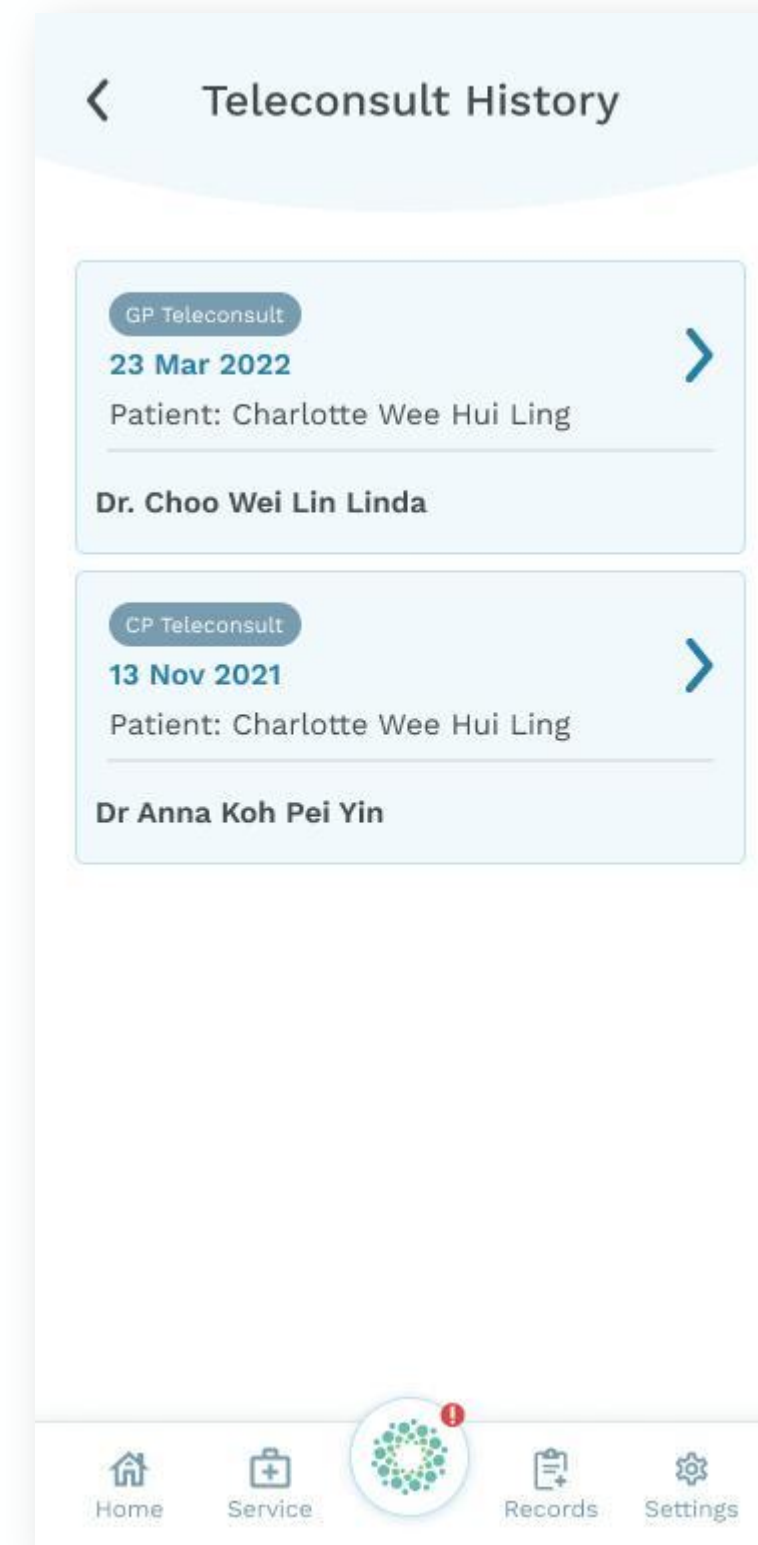
*You can also access TeleConsultation services
by tapping on "Services" at the bottom of your screen.*

6. Shenton Clinic Features: TeleConsultation

6.6 Reviewing TeleConsultation history

Step 3: You will see a list of past TeleConsult sessions for you and your dependents. Tap on any session log for more details.

Step 3



7. Hospital, Laboratory, and Radiology Service Features

- 7.1 Accessing services in a different country
- 7.2 Requesting for a specialist appointment
- 7.3 Requesting for emergency transport
- 7.4 Using My Health Profile to find out your health status
- 7.5 Using My Health Planner to plan your healthcare activities
- 7.6 Accessing your e-bills

7.1 Accessing services in a different country

Currently, MyHealth360 is only available in Singapore. However, it will soon be rolled out across 80* hospitals in 10* countries including Bulgaria, Brunei, Greater China, India, Macedonia, Malaysia, Netherlands, Serbia, and Turkey,

**Numbers are accurate as of Oct 2021. Includes the Fortis Healthcare network and its hospitals under O&M arrangement*

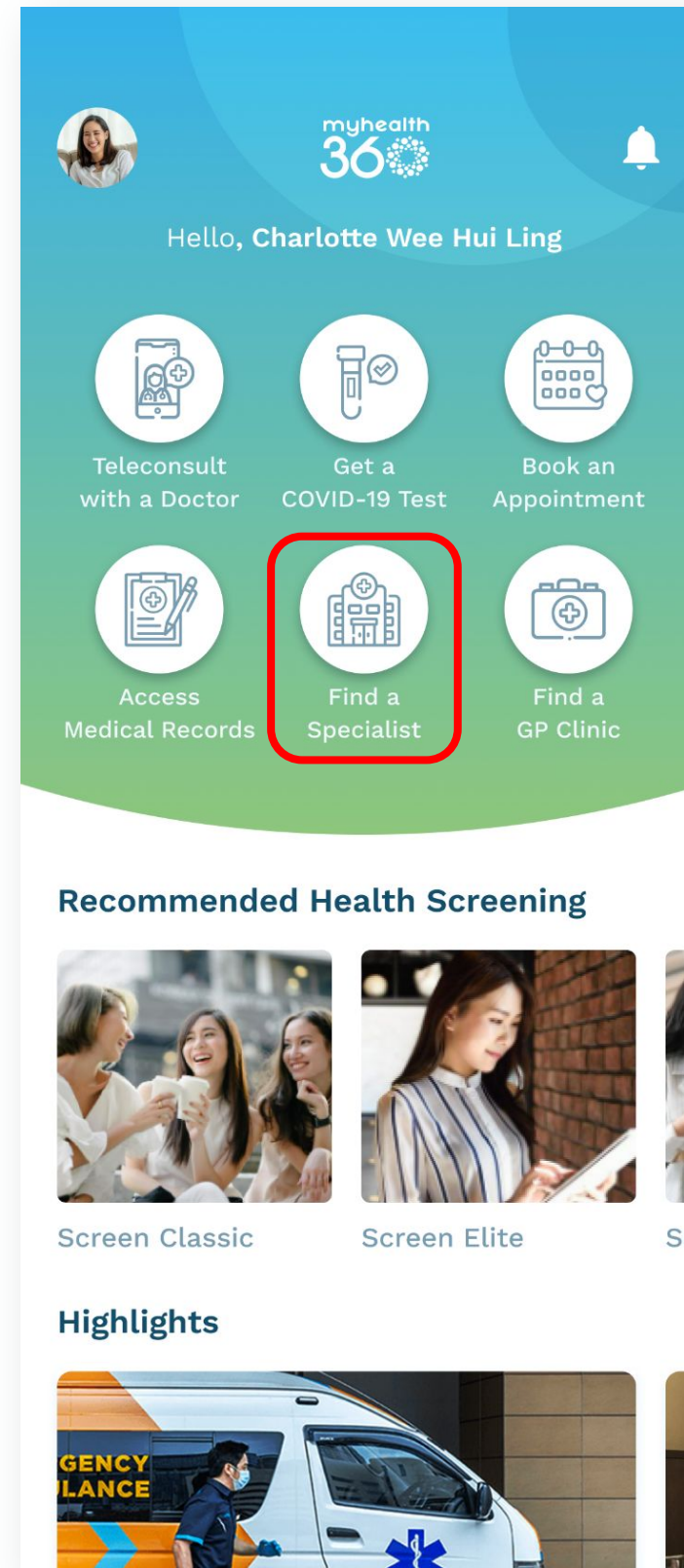
7. Hospital, Laboratory, and Radiology Service Features

7.2 Requesting for a specialist appointment

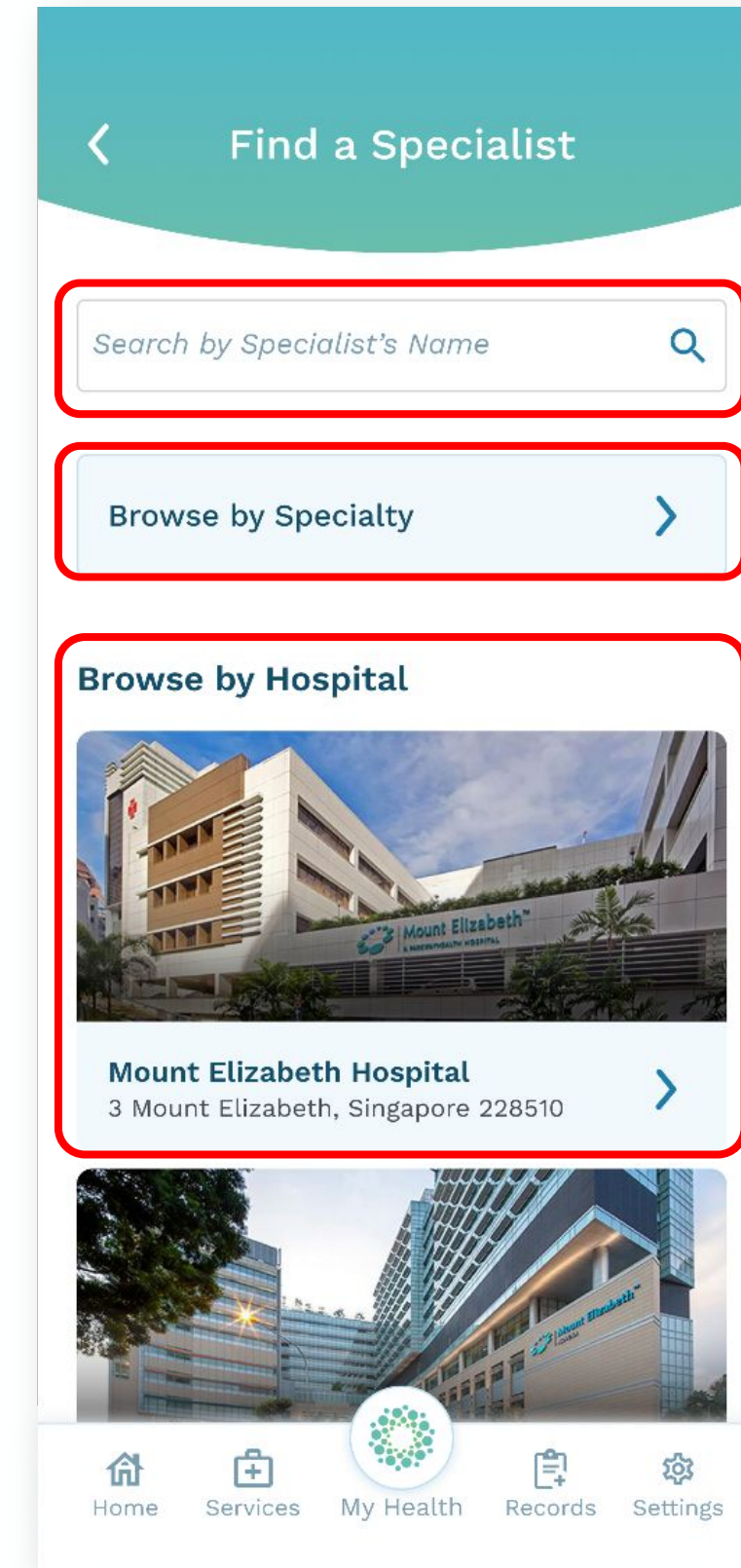
Step 1: From the homepage, tap on Find a Specialist.

Step 2: Search for a specialist by typing their name into the search bar, or browse specialists by Specialty or Hospital.

Step 1



Step 2



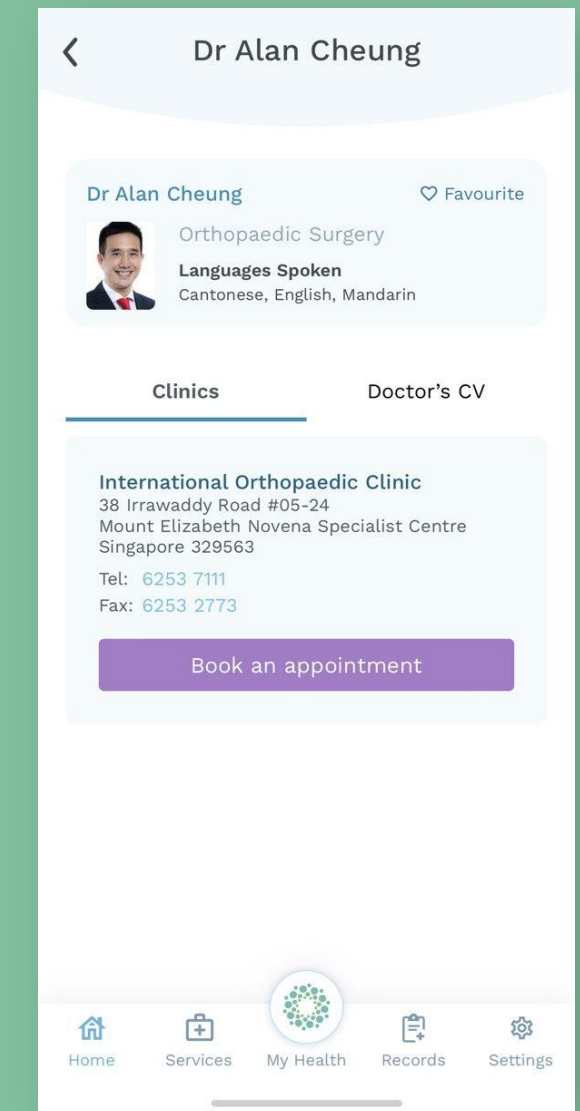
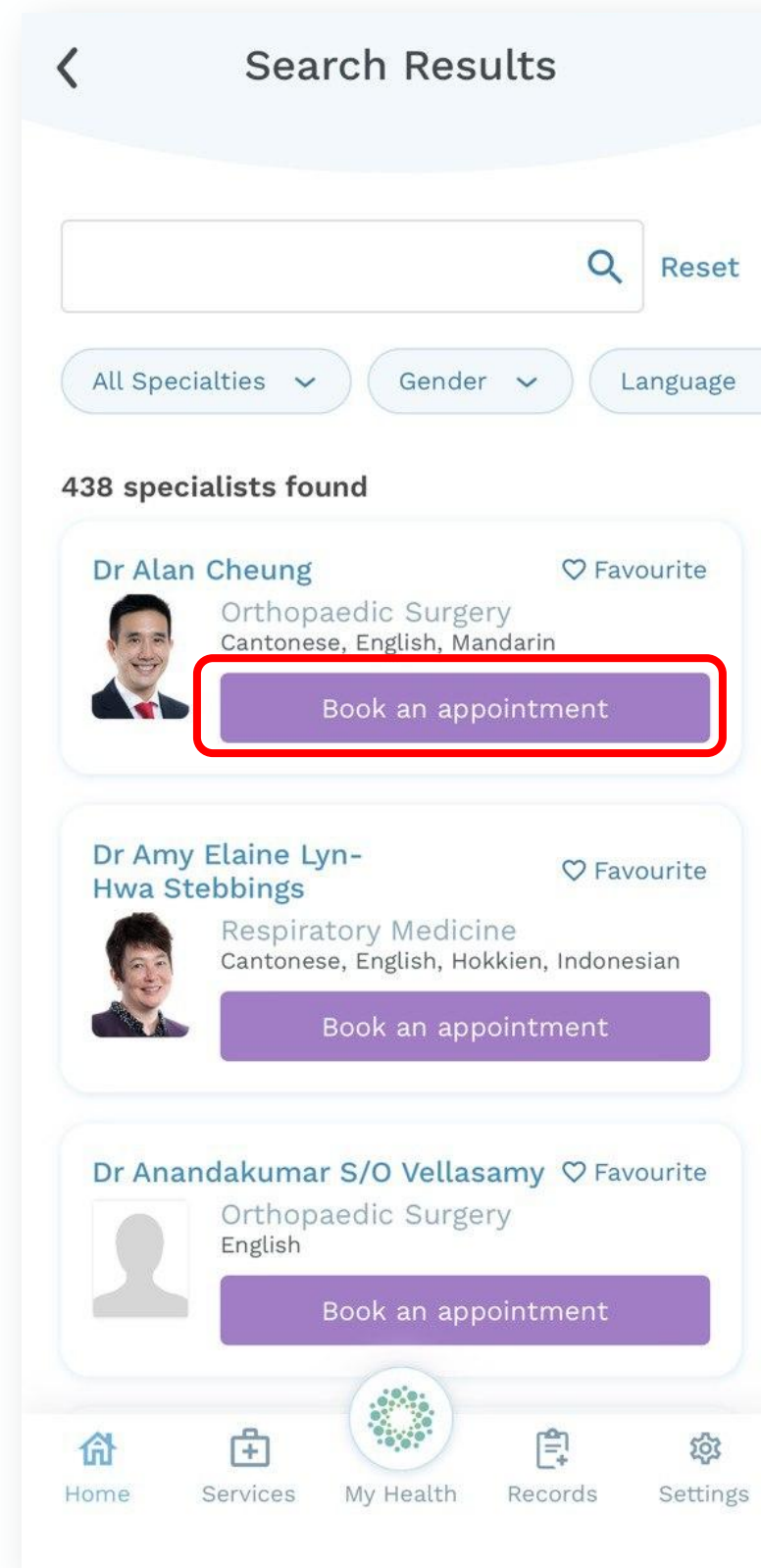
You can also Find a Specialist by tapping on "Services" at the bottom of your screen.

7. Hospital, Laboratory, and Radiology Service Features

7.2 Requesting for a specialist appointment

Step 3: Choose your preferred specialist from the list and tap Book an appointment.

Step 3



Tip: Tap on any specialist to find out which hospital clinics they work at and read their CV.

7.2 Requesting for a specialist appointment

Step 4: Fill in the appointment details:

- Select who you are making the appointment for (yourself, your dependents or someone else).
- Select your preferred appointment date (subject to availability).
- Indicate the purpose of your appointment.
- Enter a reference code (if any).


Tap Continue.

Step 5: Fill in the patient's information and tap Submit.

Step 4

Make an Appointment

Appointment Details

 Dr Alan Cheung
Orthopaedic Surgery

International Orthopaedic Clinic
38 Irrawaddy Road #05-24
Mount Elizabeth Novena Specialist Centre
Singapore 329563

I am making this appointment for*

For myself

Dependents

Someone Else

Pick an appointment date*

Earliest date available

Choose preferred date

Purpose of appointment*

Home Services My Health Records Settings

At the bottom
of the page

Continue

Step 5

Make an Appointment

Patient Information

Patient's First Name *

Jane

Patient's Last Name *

Doe

Patient's Gender *

Male Female

Patient's Date of Birth *

YYYY/MM/DD

Email *

Enter your email

Phone number *

+65 12345678

Patient's Country of Residence *

Singapore

At the bottom
of the page

Submit

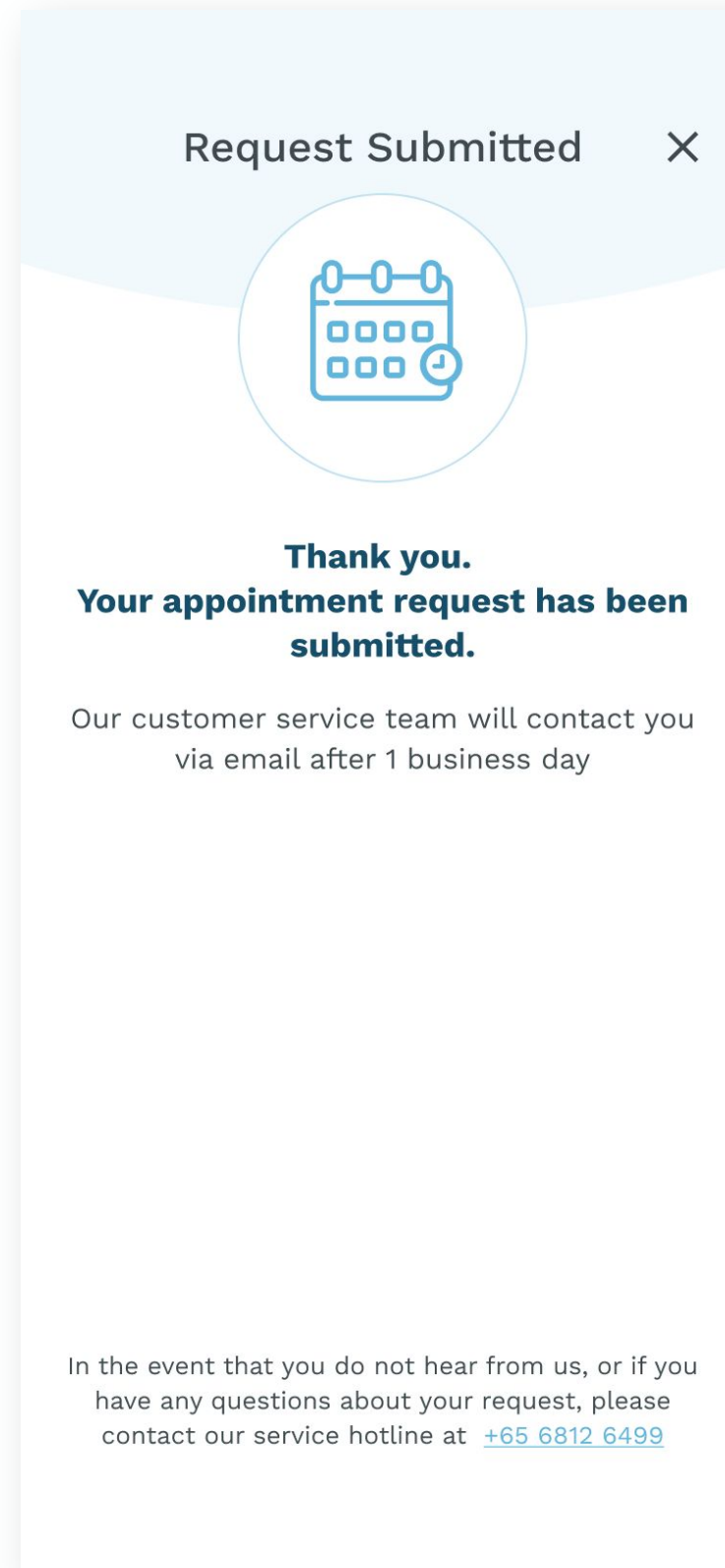
7. Hospital, Laboratory, and Radiology Service Features

7.2 Requesting for a specialist appointment

Note: All specialist appointments are subject to availability. You will be contacted via email after 1 business day to inform you on the status of your appointment.

*Contact **+65 6812 6499** for queries or if you do not receive any email.*

Done!



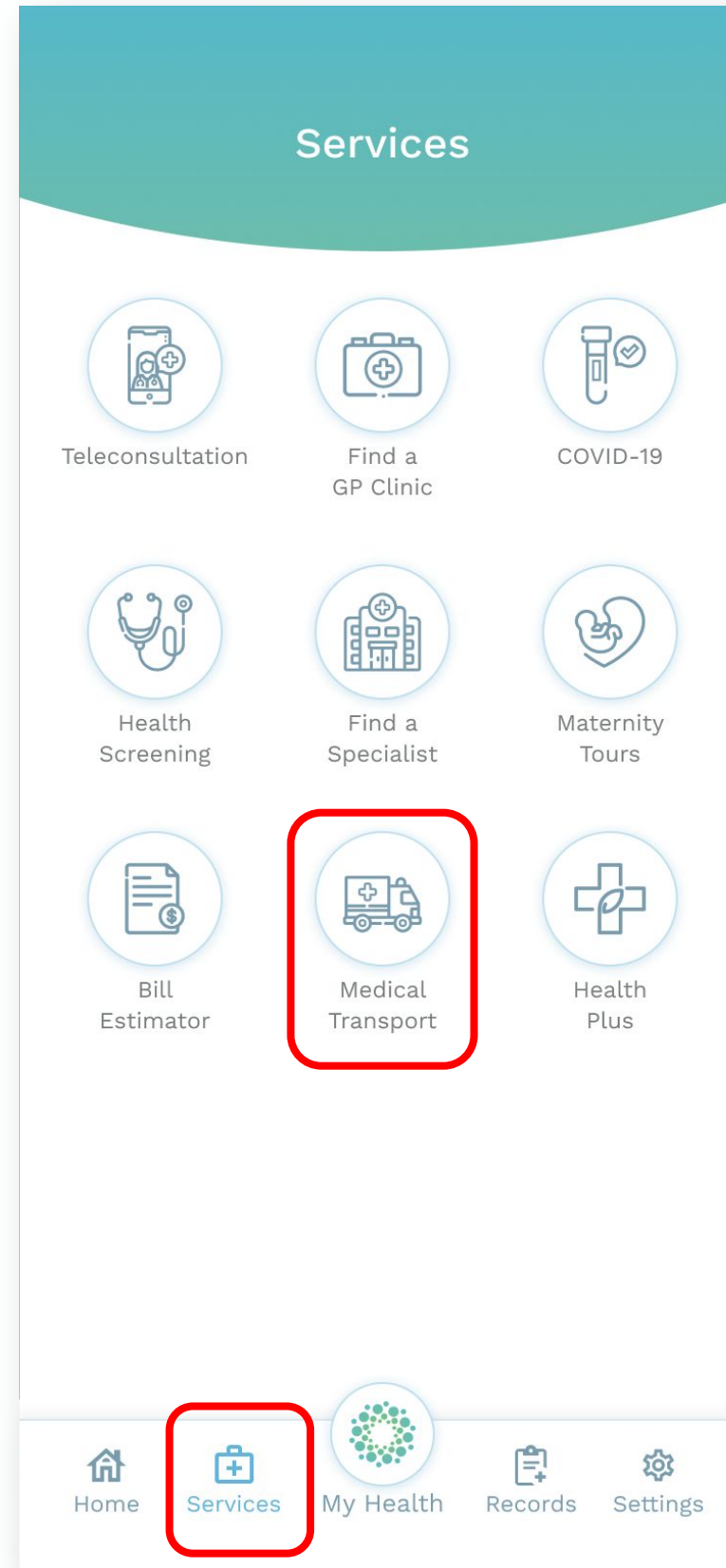
7. Hospital, Laboratory, and Radiology Service Features

7.3 Requesting for emergency transport

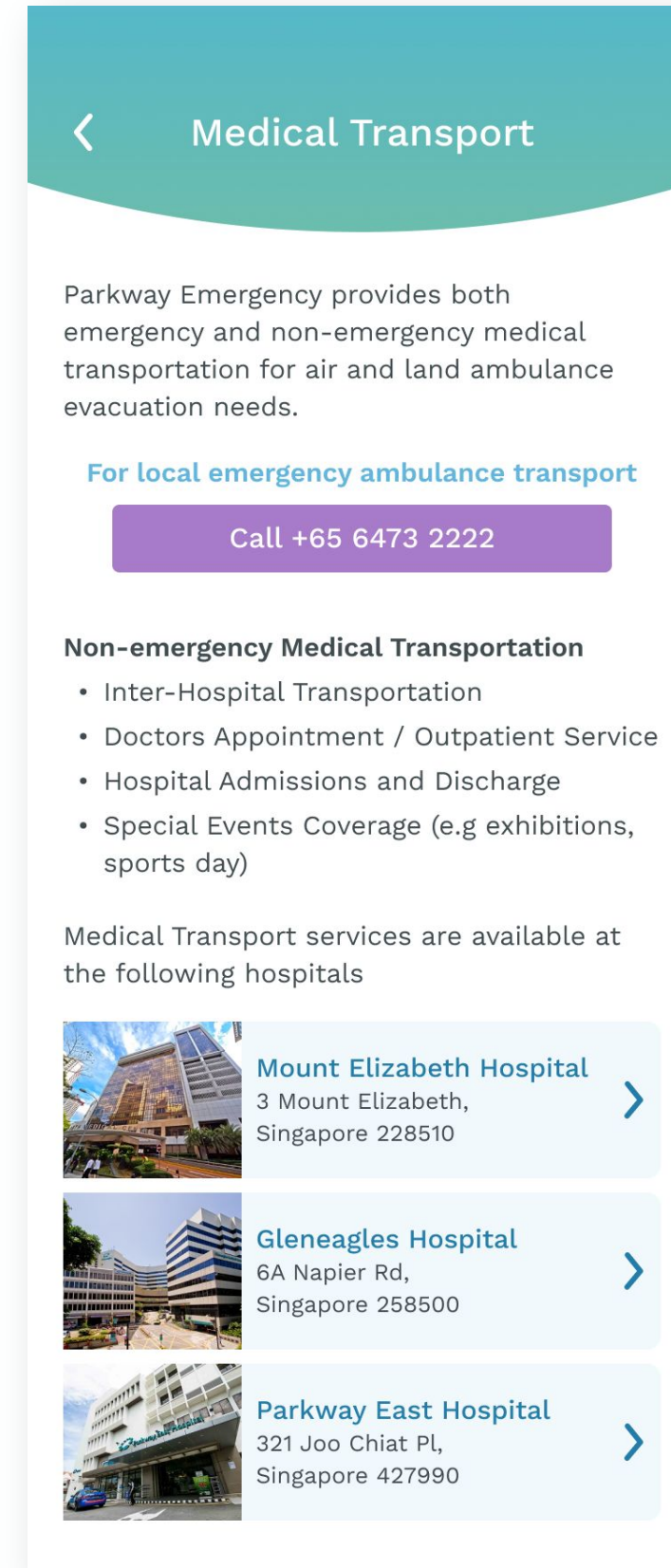
Step 1: Go to Services and tap Medical Transport.

Step 2: For local emergency ambulance transport, tap on the purple button to call +65 6473 2222. For non-emergency medical transport services, choose from the list of hospitals.

Step 1



Step 2



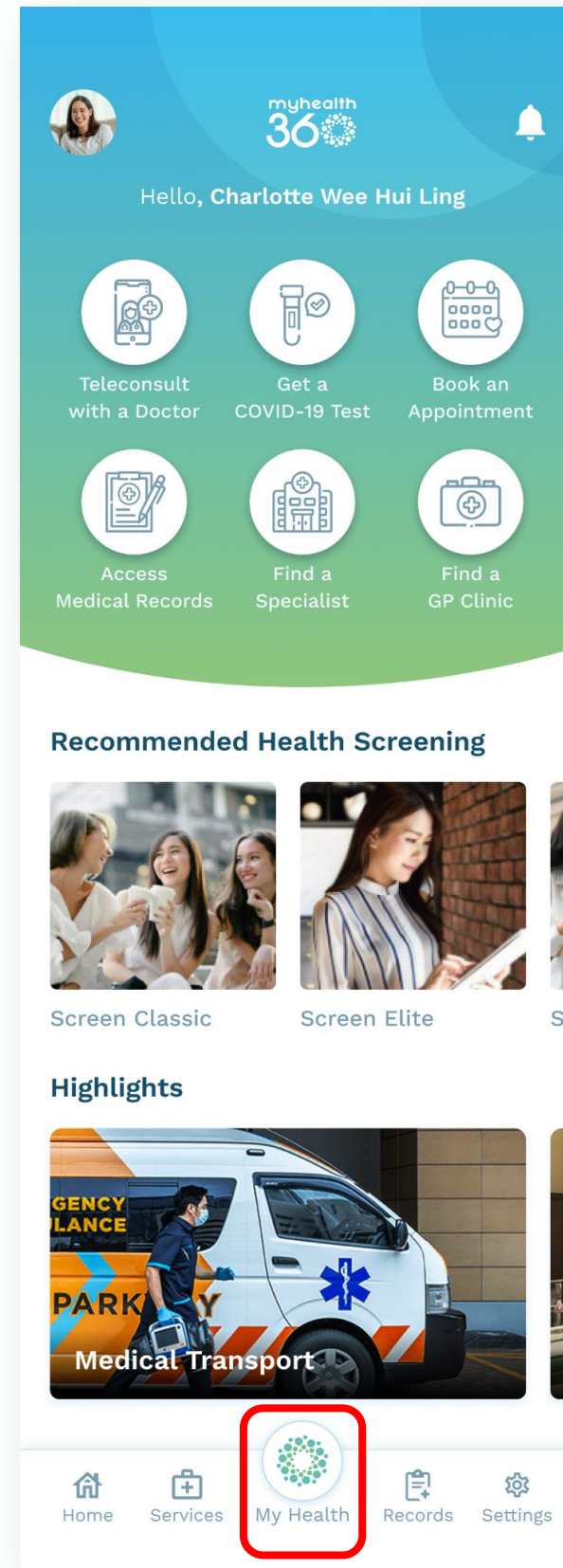
7. Hospital, Laboratory, and Radiology Service Features

7.4 Using My Health Profile to find out your health status

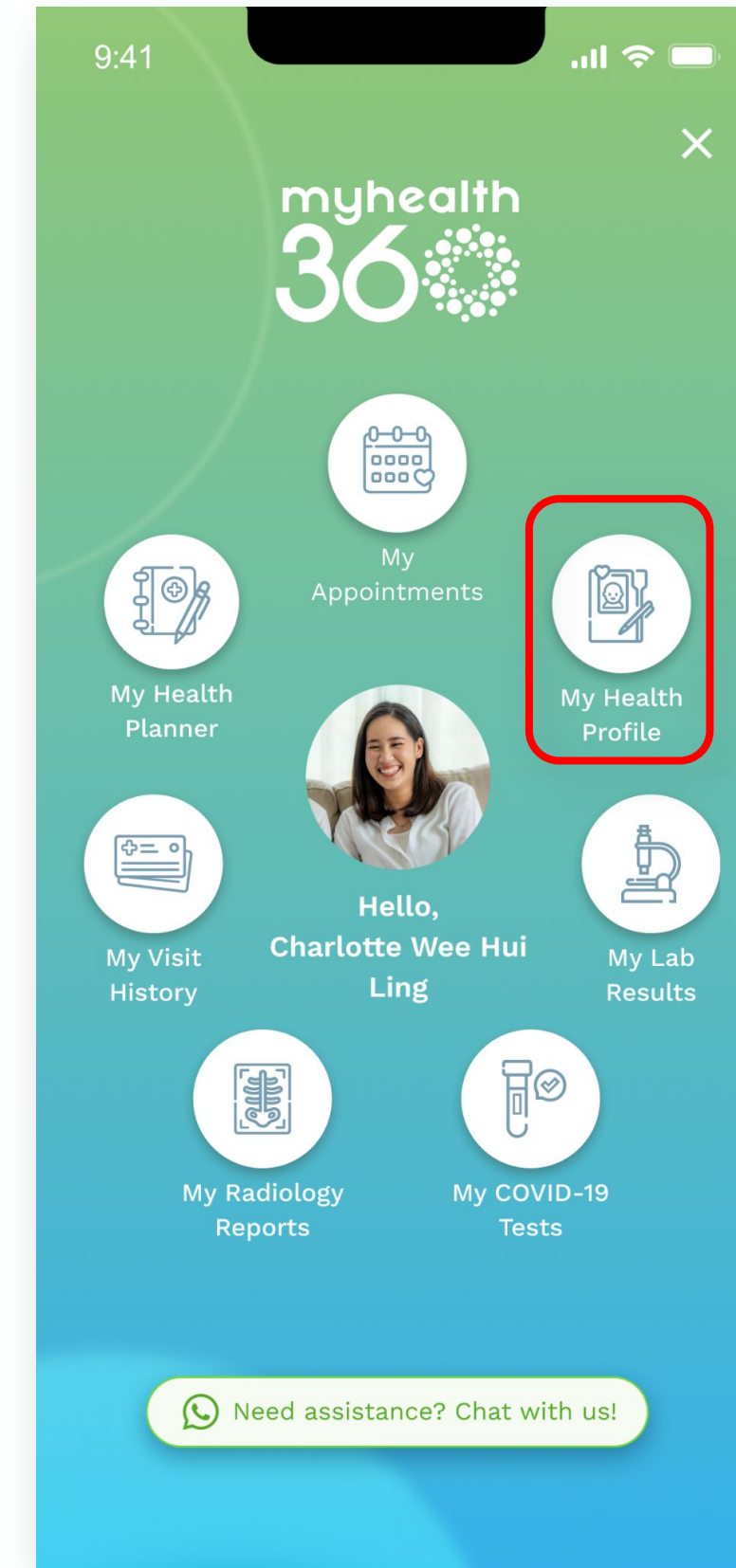
Step 1: Tap My Health located at the bottom dock.

Step 2: Select My Health Profile.

Step 1



Step 2



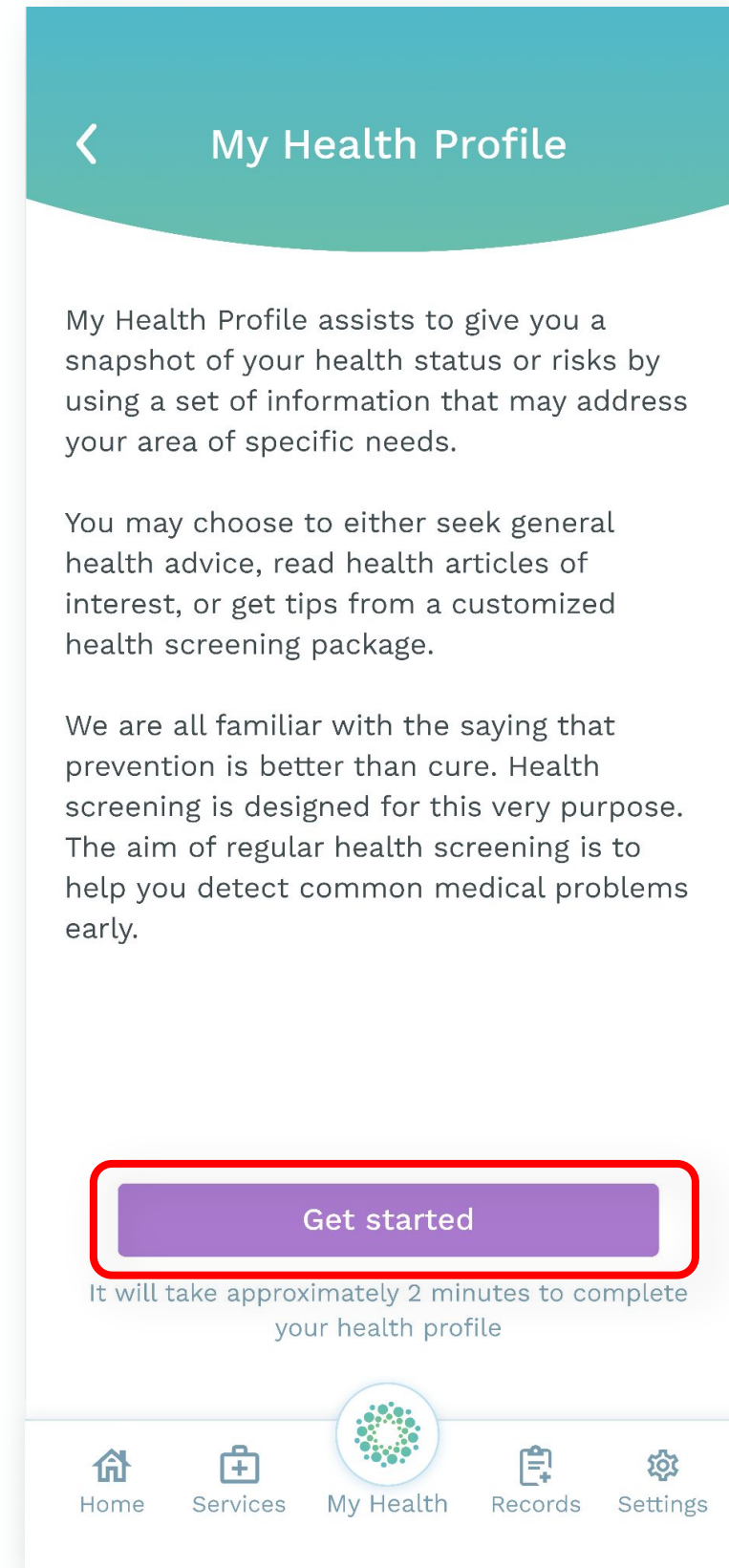
7. Hospital, Laboratory, and Radiology Service Features

7.4 Using My Health Profile to find out your health status

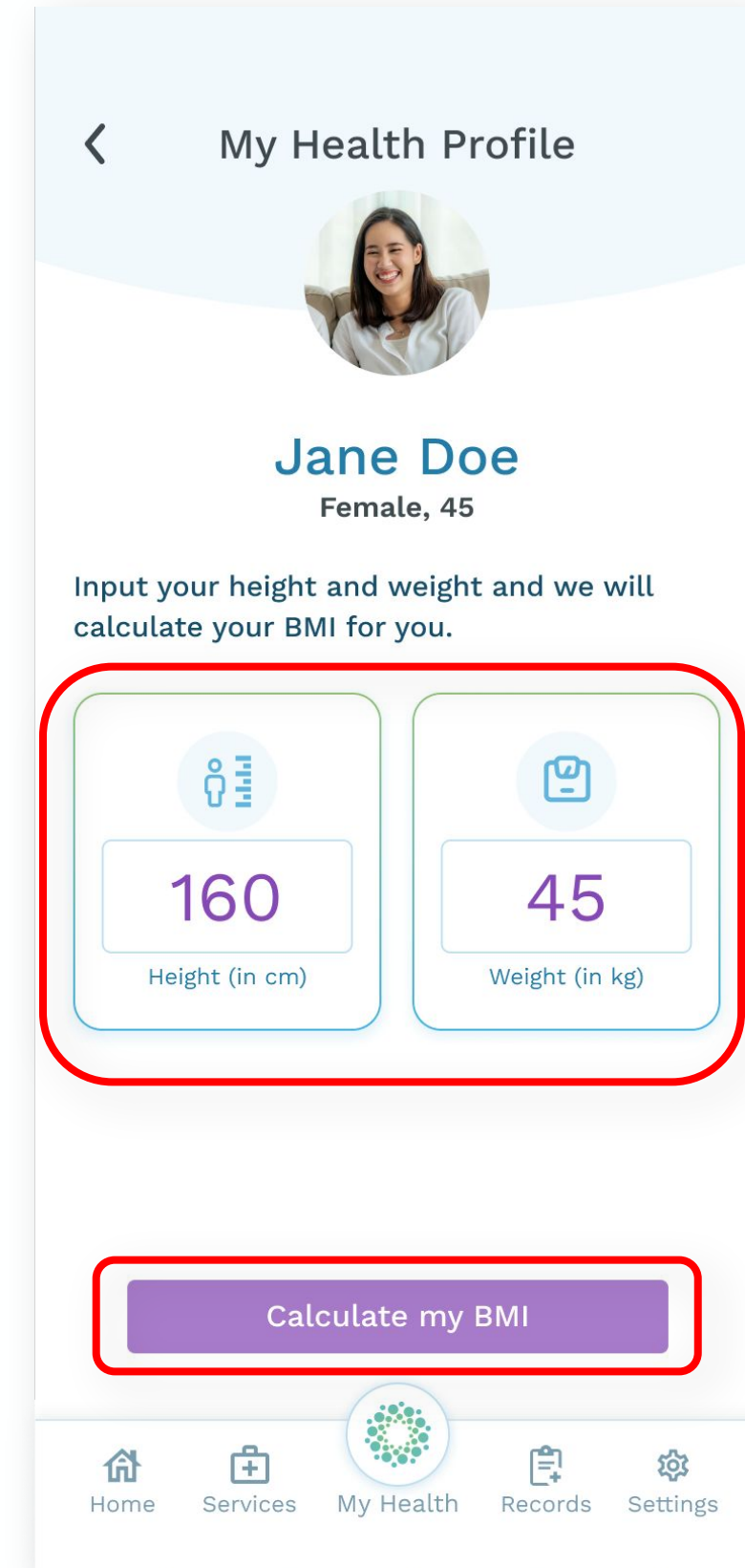
Step 3: Tap on [Get started](#) to begin creating your health profile.

Step 4: Enter your height and weight in the respective fields. Tap [Calculate my BMI](#).

Step 3



Step 4



7. Hospital, Laboratory, and Radiology Service Features

7.4 Using My Health Profile to find out your health status

Step 5: View your BMI result. Tap [Continue](#).

Step 6: Indicate your family's medical history by selecting all the medical conditions that apply. Tap [Continue](#).

Step 5

The screenshot shows the 'My Health Profile' screen for Jane Doe, a 45-year-old female. Her BMI is displayed as 19.0, which is categorized as 'normal'. A horizontal bar chart below the BMI value shows the range from underweight to overweight, with the 'normal' range highlighted in green. Below the chart, it states 'Your BMI is normal'. A text block explains that the user is of normal weight based on the Asian BMI range. A 'Continue' button is highlighted with a red border. The bottom navigation bar includes Home, Services, My Health, Records, and Settings.

Step 6

The screenshot shows the 'My Health Profile' screen where the user can select their medical history. The title is 'My Health Profile'. Below the title, there is a question: 'Do you or your family have a history of any of the following:'. A list of conditions is provided, each with a checkbox and a brief description: Cardiovascular Disease, High Cholesterol, Diabetes, Cancer, and Kidney Diseases. At the bottom, there is a 'No medical history' option with a checkmark, and a 'Continue' button. The bottom navigation bar includes Home, Services, My Health, Records, and Settings.

7. Hospital, Laboratory, and Radiology Service Features

7.4 Using My Health Profile to find out your health status

Step 7: Indicate your lifestyle habits by choosing the appropriate options from the drop-down menus. Tap Submit.

Step 8: View your completed health profile. You can choose to update it at any time by tapping Re-profile.

Step 7

My Health Profile

Tell us more about the following:

Active recording of lifestyle can shed insights on your health risks.

Exercise
Cardiovascular diseases like high blood pressure, heart attacks and strokes continue to be the number one cause of death in adults besides cancer and accidents.
Hardly exercise

Alcohol Consumption
Cardiovascular diseases like high blood pressure, heart attacks and strokes continue to be the number one cause of death in adults besides cancer and accidents.
Do not consume

Smoking
Smoking is the leading cause of lung cancer and chronic lung disease. It is associated with risks of other cancers and cardiovascular disease.
No

Submit

Home Services My Health Records Settings

Step 8

My Health Profile

My BMI is **19.0**
Normal

Yours / Family Medical History
No Medical History

Your Lifestyle

Exercise
Hardly Exercise
For exercise to be effective, get at least 150 minutes of moderate aerobic activity over the period of 1 week or 75 minutes of intensive exercise for the same period.

Alcohol consumption
Do not consume
A standard drink is defined as a glass of beer (355ml), 150ml of wine, 45ml of spirits like vodka. However, the science is changing and lower daily quantities are being looked at.

Smoking
No
Smoking poses health risks.

Next
Re-profile

Home Services My Health Records Settings

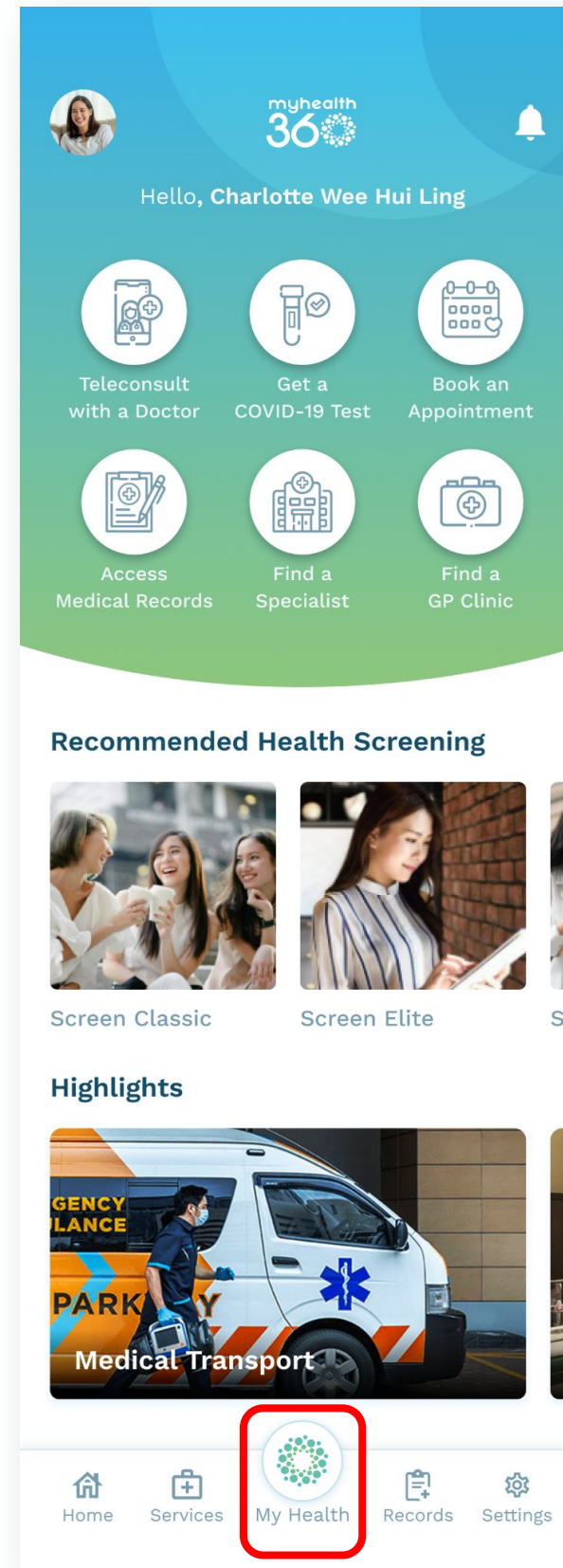
7. Hospital, Laboratory, and Radiology Service Features

7.5 Using My Health Planner to plan your healthcare activities

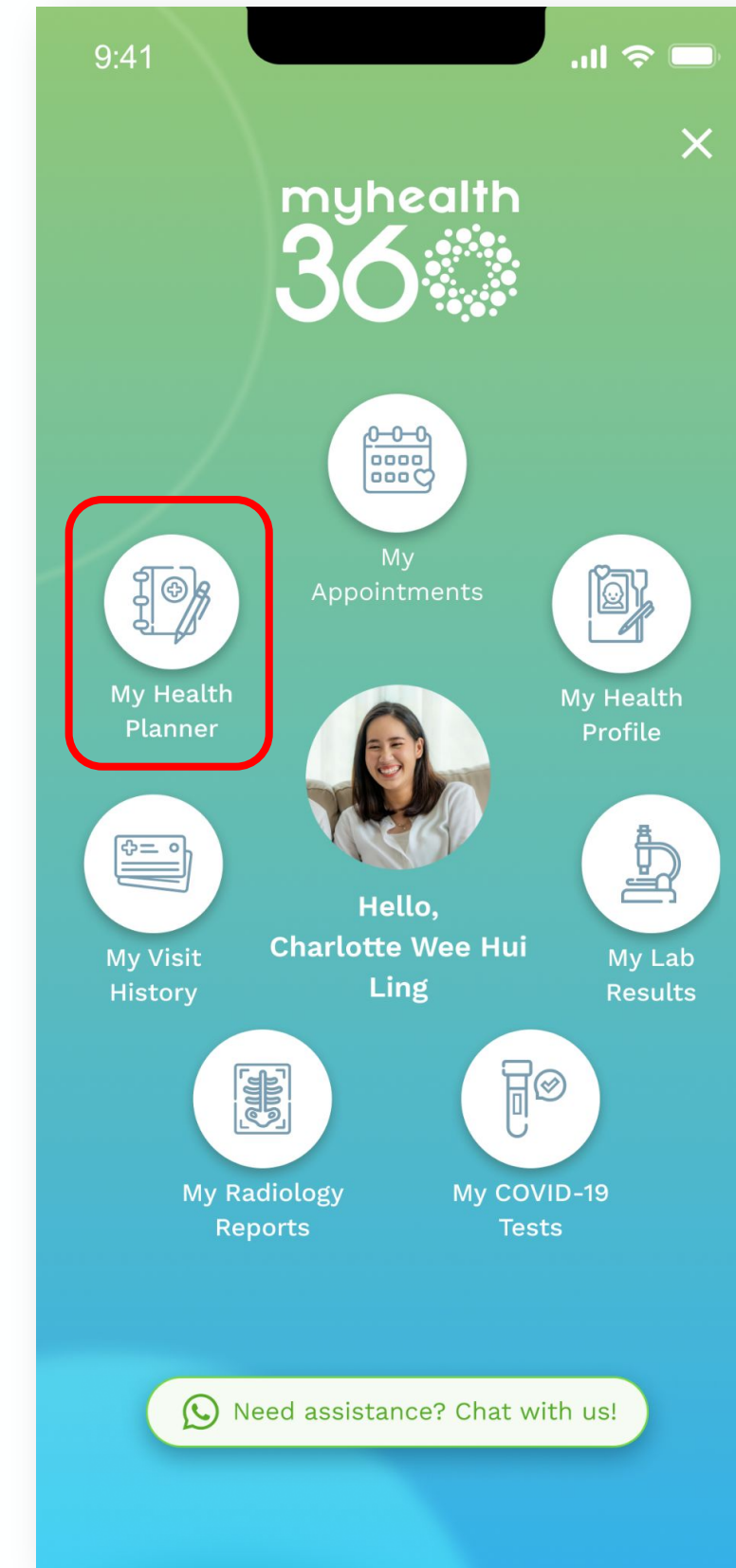
Step 1: Tap My Health located at the bottom dock.

Step 2: Select My Health Planner.

Step 1



Step 2



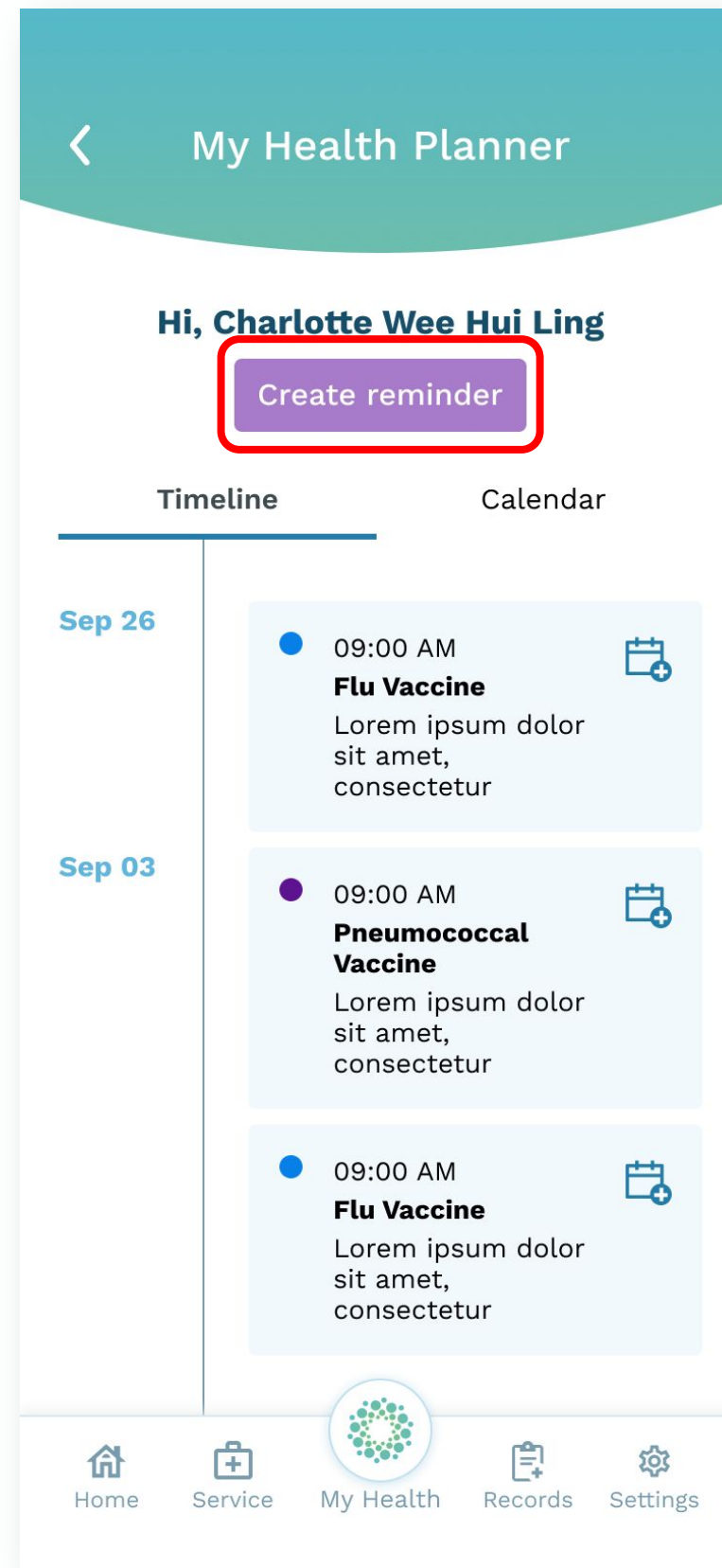
7. Hospital, Laboratory, and Radiology Service Features

7.5 Using My Health Planner to plan your healthcare activities

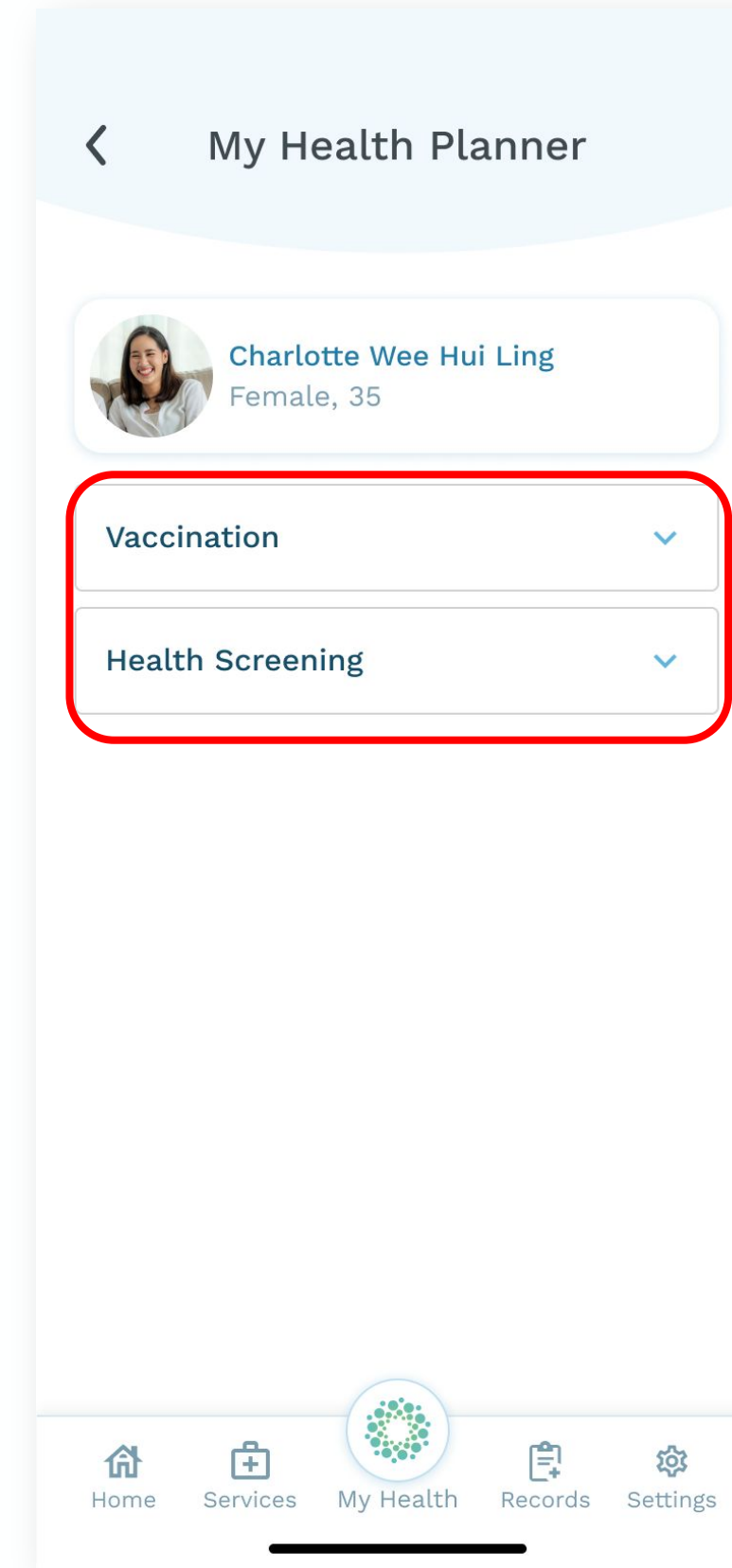
Step 3: Tap Create reminder.

Step 4: Select if you would like to set a reminder for Vaccinations or Health Screenings.

Step 3



Step 4



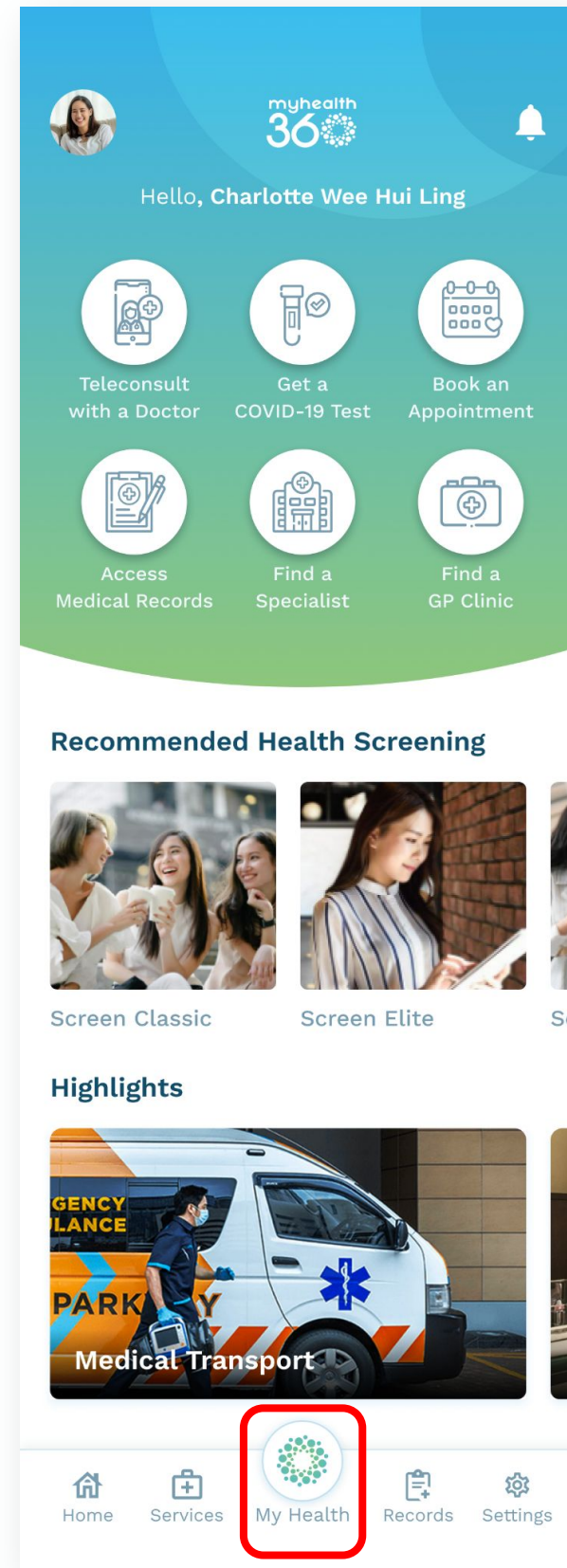
7. Hospital, Laboratory, and Radiology Service Features

7.6 Accessing your e-bills

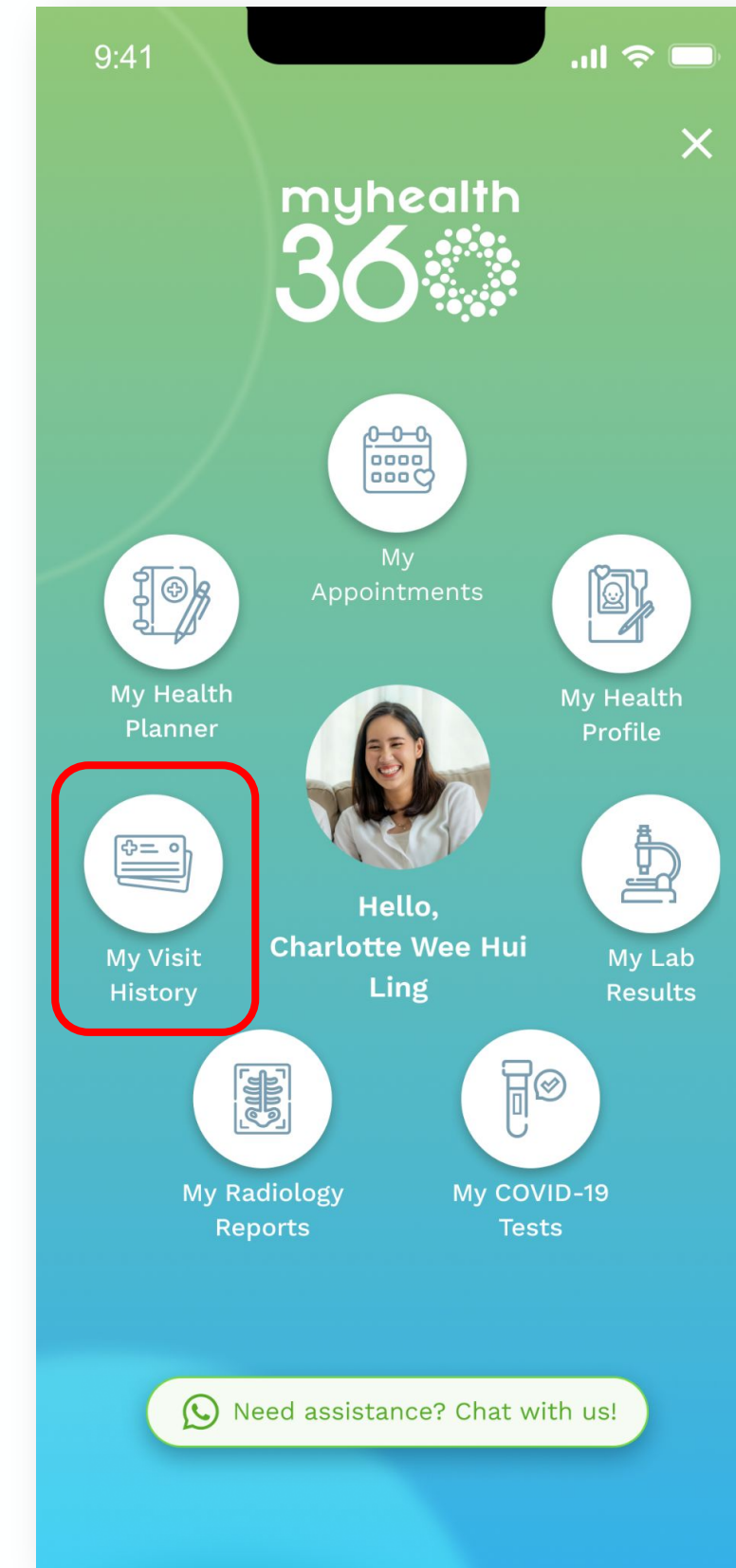
Step 1: Tap My Health located at the bottom dock.

Step 2: Select My Visit History.

Step 1



Step 2



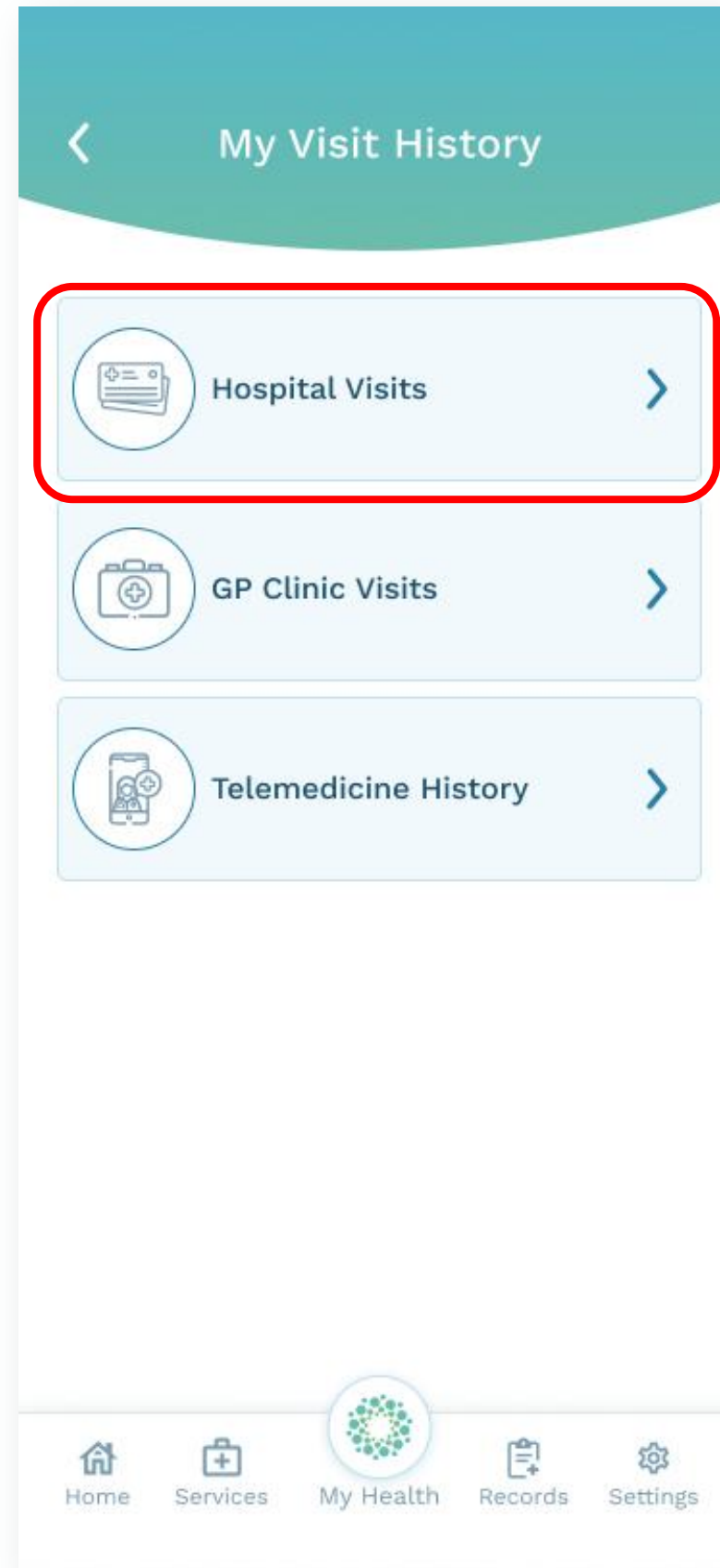
7. Hospital, Laboratory, and Radiology Service Features

7.6 Accessing your e-bills

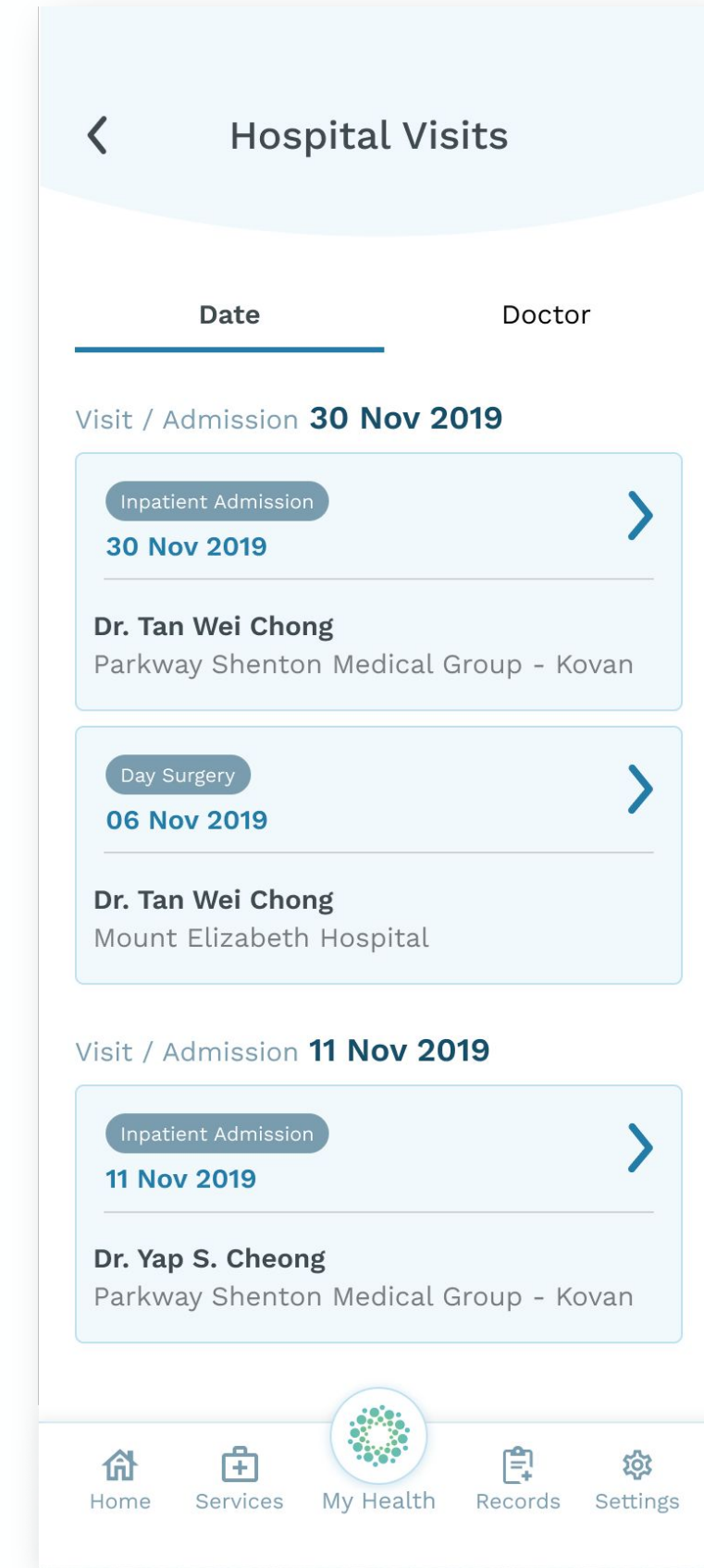
Step 3: Tap Hospital Visits located at the bottom dock.

Step 4: Select which appointment you would like to access.

Step 3



Step 4



7. Hospital, Laboratory, and Radiology Service Features

7.6 Accessing your e-bills

Step 5: Review and confirm the amount due. Tap [Make payment](#).

Tip: You can get a breakdown of the view when you tap [View detailed bill](#).

Step 5

< Hospital Visits

Inpatient Admission
30 Nov 2019
Patient Name: John Doe

Visit Details



Case Number	20199042898
Hospital	Mount Elizabeth Hospital
Attending Doctor	Dr. Tan Wei Chong
Hospital Charges	S\$ 3,487.29
Charged to you	S\$ 3,000

Total Outstanding S\$ 3,000

[Make payment](#)

[View bill summary](#) [View detailed bill](#)

Payment Accepted

VISA  

For billing matters, kindly contact [+65 6470 5624](tel:+6564705624) / [5626](tel:+6564705626) / [5627](tel:+6564705627).

For refund payments, kindly contact [+65 6494 6911](tel:+6564946911) / [6918](tel:+6564946918) / [6921](tel:+6564946921) / [6922](tel:+6564946922) or email sg.refunds@parkwaypanantai.com.

8. Hospital Service Features

- 8.1 Paying for your hospital visits
- 8.2 Estimating your hospital bill
- 8.3 Booking a maternity tour
 - 8.3.1 Viewing a virtual maternity tour

8. Hospital Service Features

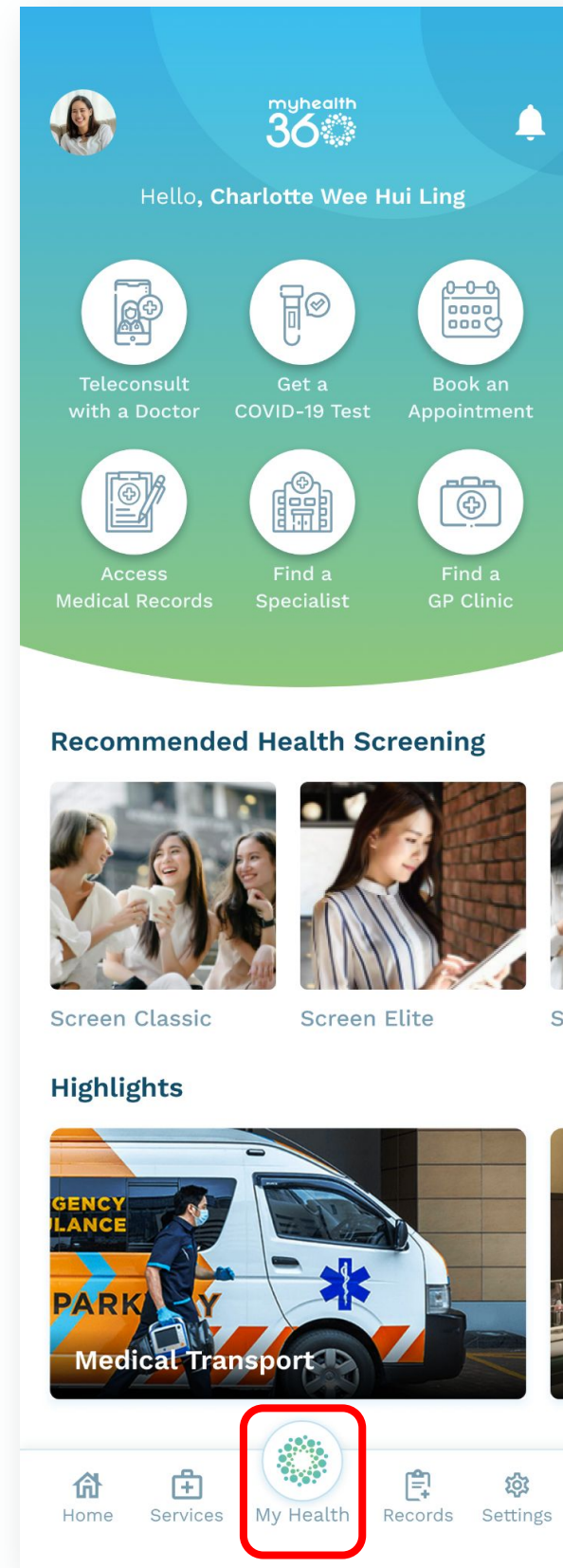
8.1 Paying for your hospital visits

You will be notified via SMS when your hospital bill is ready for payment.

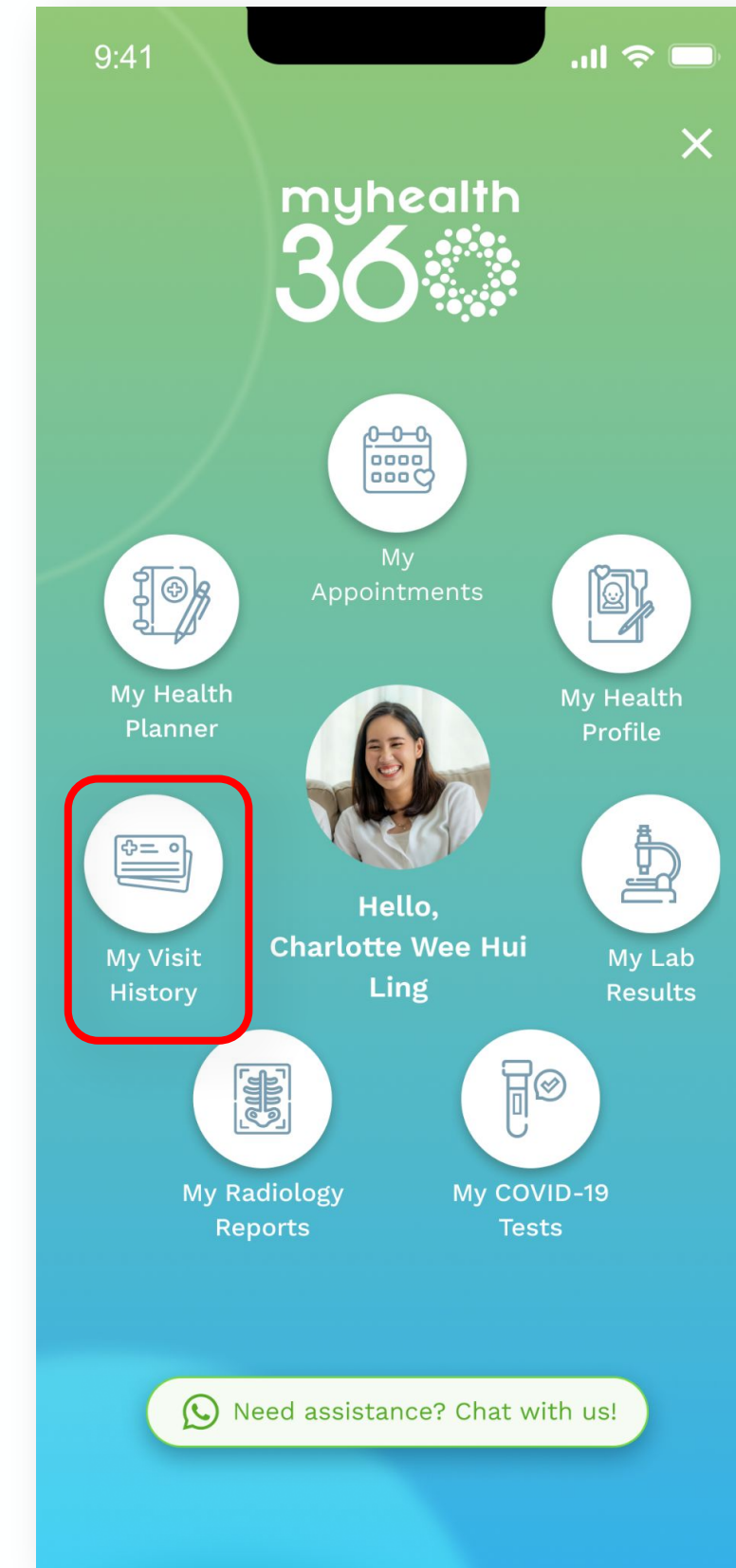
Step 1: Tap My Health located at the bottom dock.

Step 2: Select My Visit History.

Step 1



Step 2



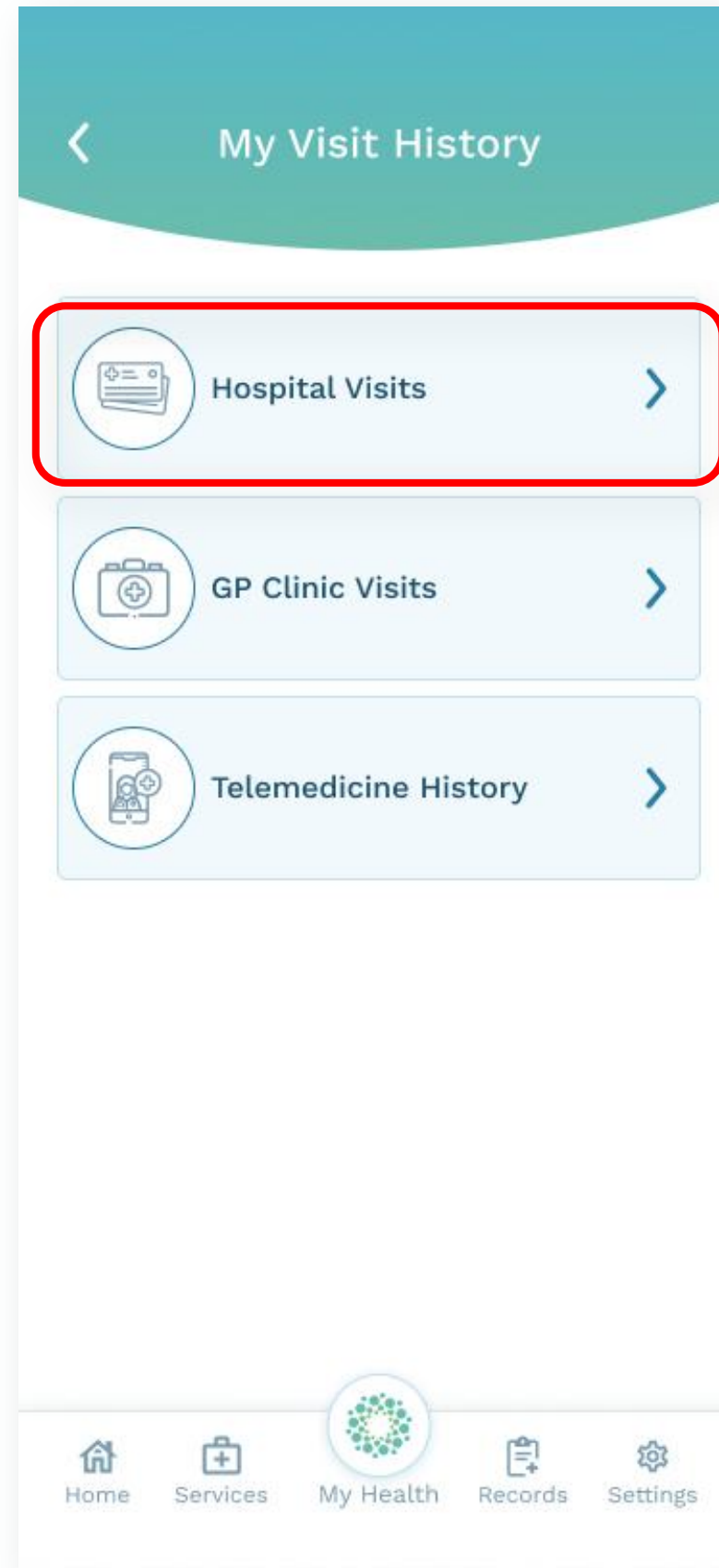
8. Hospital Service Features

8.1 Paying for your hospital visits

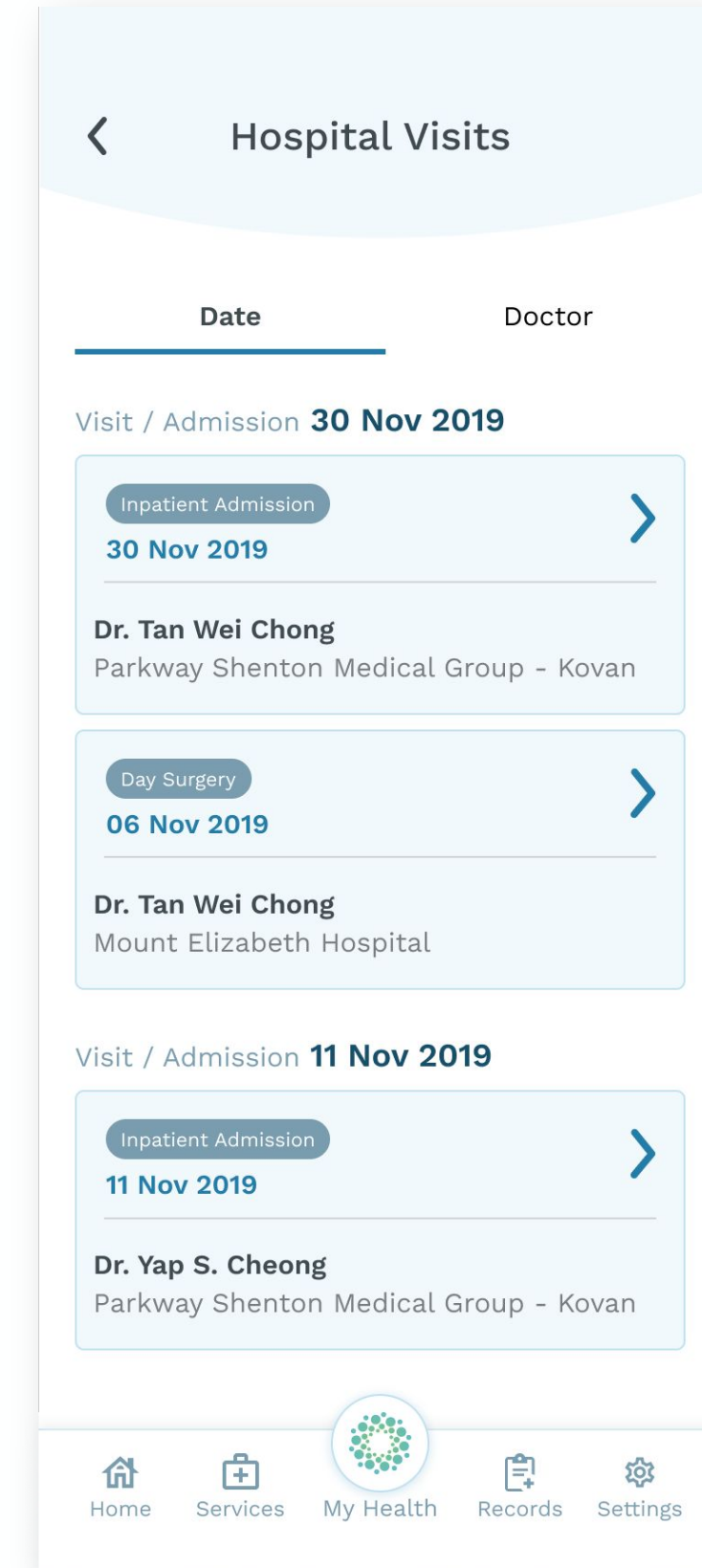
Step 3: Select Hospital Visits.

Step 4: You will see a list of past hospital visits which can be filtered by Date or Doctor. Select the visit you need to make payment for.

Step 3



Step 4



8. Hospital Service Features

8.1 Paying for your hospital visits

Step 5: Tap Make payment.

Step 6: Fill in the payment form.
Tap Continue.

Step 5

< Hospital Visits

Inpatient Admission
30 Nov 2019
Patient Name: John Doe

Visit Details



Case Number	20199042898
Hospital	Mount Elizabeth Hospital
Attending Doctor	Dr. Tan Wei Chong
Hospital Charges	S\$ 3,487.29
Charged to you	S\$ 3,000

Total Outstanding S\$ 3,000

Make payment

[View bill summary](#) [View detailed bill](#)

Payment Accepted

For billing matters, kindly contact +65 6470 5624 / 5626 / 5627

Step 6

Hospital Bill Payment X

Visit / Admission 11 Nov 2019
Case Number 2019012566

Patient Name
John Doe

Payer Email ID
A record of your transaction will be sent your email.
john.doe@gmail.com

Mobile No.
+65 98567890

Payment Amount
S\$ 1,852.45

If you want to notify other people, please enter the email and mobile no.

Email (Optional)

Mobile No. (Optional)
+65

Continue

8. Hospital Service Features

8.1 Paying for your hospital visits

Step 7: Fill in your credit card details. Tap [Pay Now](#).

Note: You will also receive an email notification acknowledging the receipt of your payment.

Step 7

Total
2,000 SGD

VISA

Name on Card

Card Number

-Month- / -Year-

CVV2

3 digits on the back, or 4 digits above the card number on the front

You are being redirected to the website of Red Dot Payment Pte. Ltd. ("Red Dot Payment"), the payment gateway provider of the Merchant for cashless payment. By submitting your payment account information, you are deemed to agree to the collection and transmission of your data to the relevant card scheme, banks and other transaction processing parties, both domestic and overseas, which form part of the network of the card scheme necessary for the payment to be authorised and processed. In doing so, you are deemed to agree to the retention of this data by Red Dot Payment and the Merchant, for the purpose of reconciliation and future reference of the transaction in case of dispute handling or investigation by regulators and card schemes.

Your data submitted herein will be accessed by Red Dot Payment for the processing of payments, and may be passed on to the Merchant, and managed in accordance with the Merchant's Privacy Policy.

remaining time: 14.10

Pay Now

Cancel

VISA | Mastercard | SafeKey

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English | Bahasa | Español | Français | Deutsch | 日本語
| עברית | 漢語 |

Success!

Hospital Bill Payment X

Transaction successful

Your payment will be reflected in your bill within 1-2 days.

Date	25 Jun 2021
Time	12:06:17
Transaction Reference	HO3000000000850
Payment Status	Paid
Case Number	201942898
Patient Name	John Doe
Amount	S\$ 2,000.00

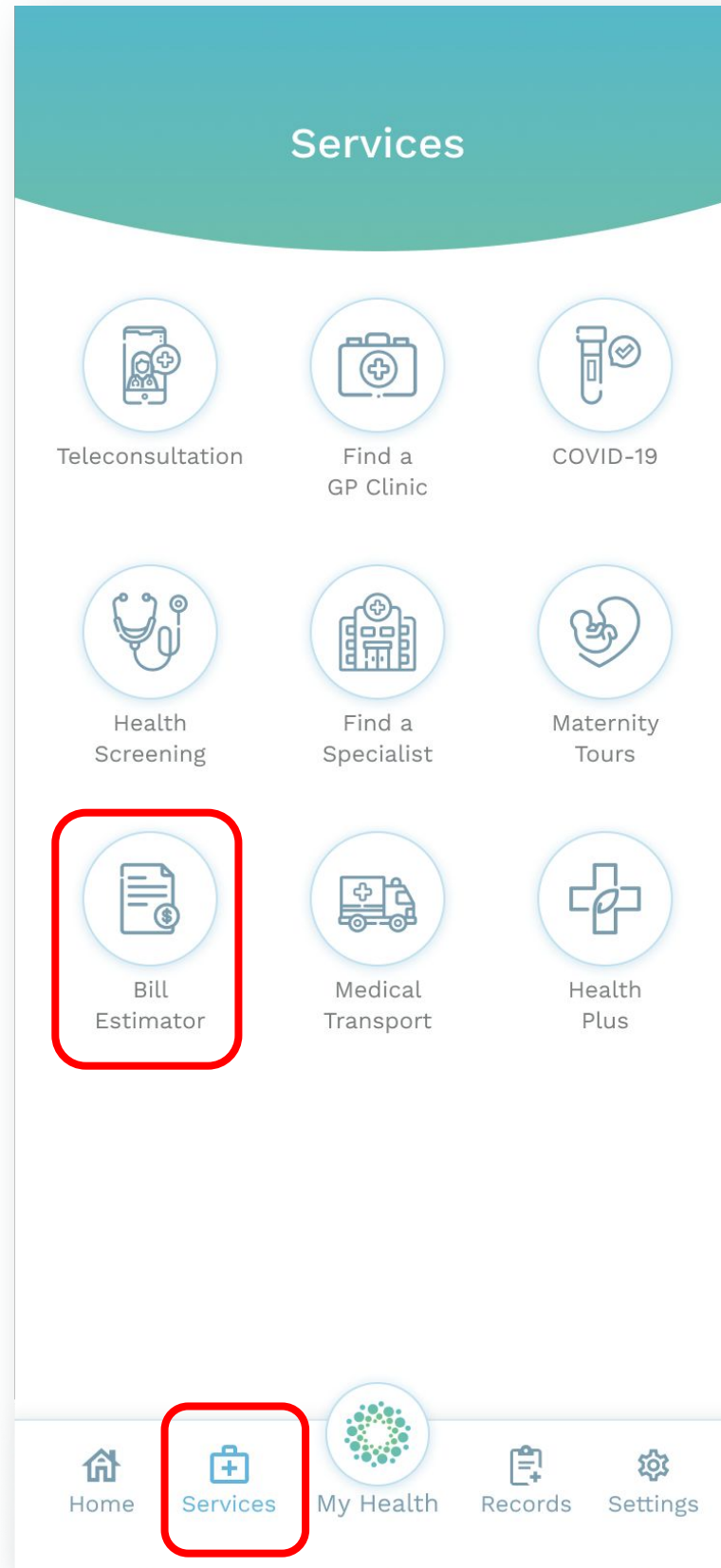
8. Hospital Service Features

8.2 Estimating your hospital bill

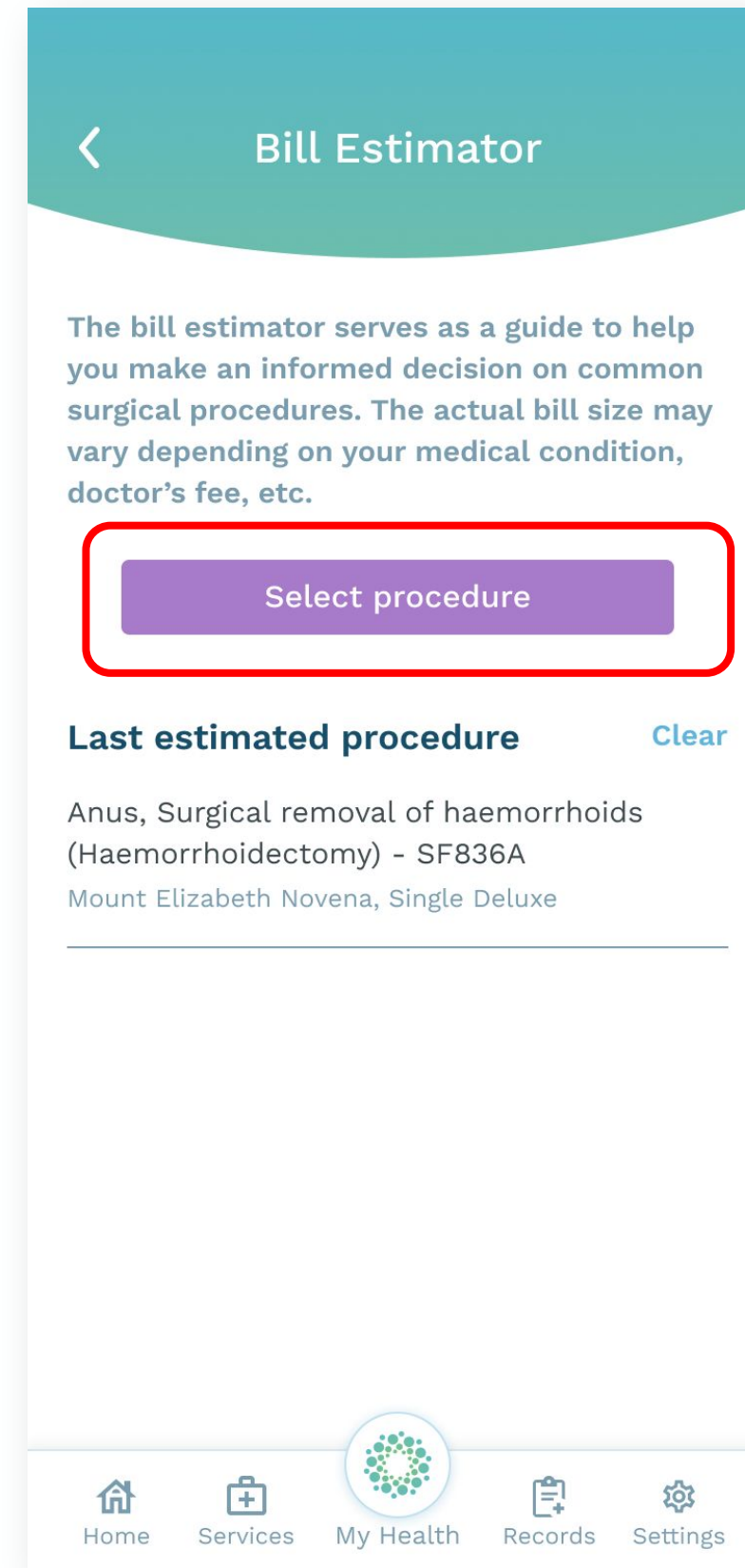
Step 1: Go to Services and tap Bill Estimator.

Step 2: Tap Select procedure.

Step 1



Step 2



8. Hospital Service Features

8.2 Estimating your hospital bill

Step 3: In the search bar, type in the name of the procedure, body system or organ that you would like to get an estimate for.

From the list of results, choose the procedure you would like to get an estimate for.

Step 4: Select your preferred hospital and room type.

Step 3

Bill Estimator

Procedure Hospital / Room Type Estimate

What would you like to get an estimate for?

Anus

4 procedures found

Anus, Surgical removal of haemorrhoids (Haemorrhoidectomy) - SF836A
Surgery to remove haemorrhoids (piles)

Anus, Surgical removal of haemorrhoids (Haemorrhoidectomy) - SF836A
Surgery to remove haemorrhoids (piles)

Anus, Surgical removal of haemorrhoids (Haemorrhoidectomy) - SF836A
Surgery to remove haemorrhoids (piles)

Abdomen / Groin, Hernia repair (one side only) - SF819A
Surgery to repair weakness in the abdominal wall or groin area, one side only

Step 4


Bill Estimator


Procedure Hospital / Room Type Estimate


Surgical procedure


Anus, Surgical removal of haemorrhoids (Haemorrhoidectomy) - SF836A
Surgery to remove haemorrhoids (piles)

Select preferred hospital

 **Mount Elizabeth Hospital**
3 Mount Elizabeth, Singapore 228510

 **Mount Elizabeth Novena Hospital**
3 Mount Elizabeth, Singapore 228510

 **Gleneagles Hospital**
6A Napier Rd, Singapore 258500

 **Parkway East Hospital**
321 Joo Chiat Pl, Singapore 427230

8. Hospital Service Features

8.2 Estimating your hospital bill

Step 5: Read and acknowledge the disclaimer.

Step 6: You will now be able to view the total estimated fees for the procedure.

*Note: If you require further assistance, call Parkway Insurance Concierge at **+65 9834 0999**.*

Step 5

Disclaimer ×

By accessing the Bill Estimator, I acknowledge and agree to the following:

1. The cost estimates available on this Bill Estimator are derived and aggregated from historical transacted bill information - and the information presented is accurate to the best of Parkway's knowledge and ability. Nevertheless, the cost estimates available on this Bill Estimator are purely for informational purpose only and do not represent or guarantee the actual costs for which a patient or payor would be charged.
2. The actual cost to be charged to the patient or payor will at all times be determined by multiple variable factors and the same are not within Parkway's exclusive control. These factors include without limitation, the patient's actual medical needs as determined by the patient's treating and / or referring physician, professional fees charged by the patient's physician, hospital room choice, length of stay, type of treatment and / or procedures being performed, equipment supplies and medication required, additional tests which may be required by the patient's physician

[I agree](#)

Step 6

Bill Estimator

Procedure Hospital / Room Type **Estimate**


Total fees for

SF836A - Anus, Surgical removal of haemorrhoids (Haemorrhoidectomy) at Mount Elizabeth Novena Hospital, Standard Single Room for estimated 1 night(s)

S\$16,147 - S\$18,490

Hospital fees	S\$ 7,540 - S\$ 8,459
Professional fees	S\$ 8,697 - S\$ 10,031

[Disclaimer](#)



Are you insured for private hospitals?

With a private integrated shield plan and rider, your out-of-pocket costs can be minimal.

If you require further assistance, please call our Parkway Insurance Concierge at [+65 9834 0999](tel:+6598340999)

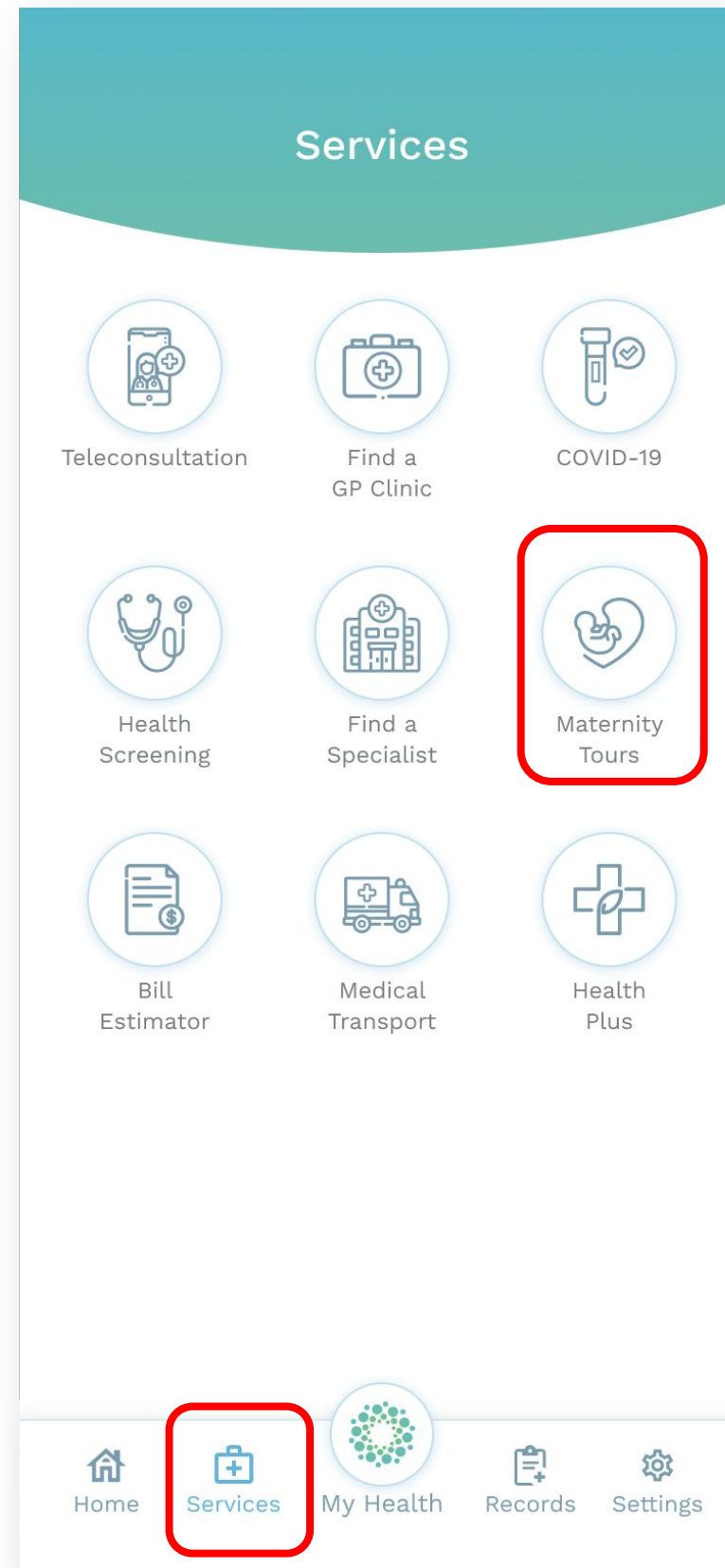
8. Hospital Service Features

8.3 Booking a maternity tour

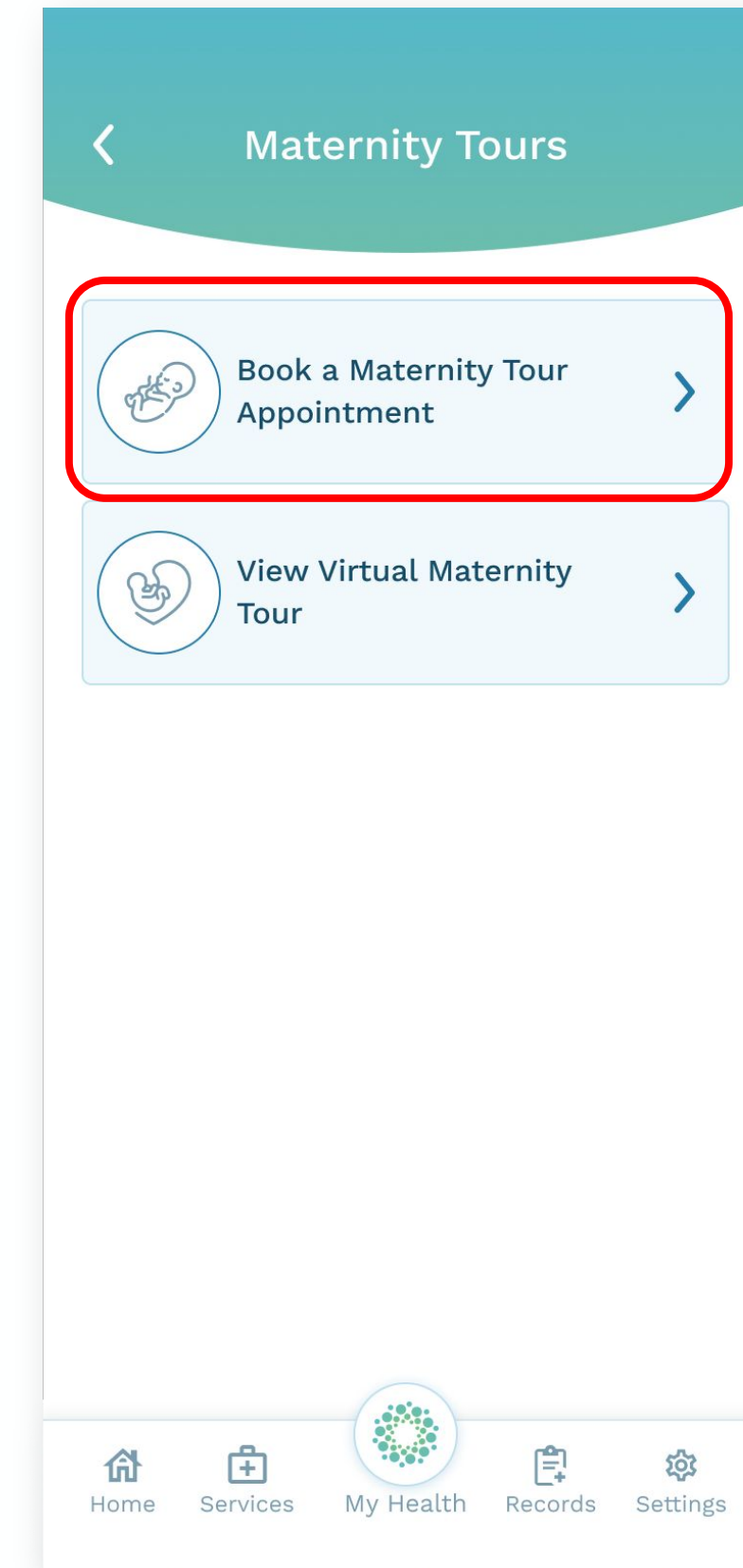
Step 1: Go to Services and tap Maternity Tours.

Step 2: Tap Book a Maternity Tour Appointment.

Step 1



Step 2



8. Hospital Service Features

8.3 Booking a maternity tour

Step 3: Fill in the form and tap Submit.

Tip: You may choose to add the appointment to your calendar. To find out how, please refer to [8.3 Syncing appointments with your calendar](#).*

**To use this feature on Android devices, MyHealth360 requires your consent for prominent disclosures and device permissions.*

Step 3

< Book A Maternity Tour

Expected Date of Delivery *

YYYY/MM/DD

Select preferred hospital

Mount Elizabeth Hospital
3 Mount Elizabeth, Singapore 228510

Mount E Hospital
3 Mount Eli Singapore :

Attending Gynaecologist

Have Not Decided

Have you had any previous deliveries at our hospitals? *

Submit

At the bottom of the page

Success!

Appointment Confirmed ✕

Thank you.
Your maternity tour appointment has been confirmed

Tuesday, 15th March 2022, 04:00 PM
Mount Elizabeth Hospital

Add to Calendar

If you require further assistance, contact us through Parkway Support Centre at [+65 6735 5000](tel:+6567355000)

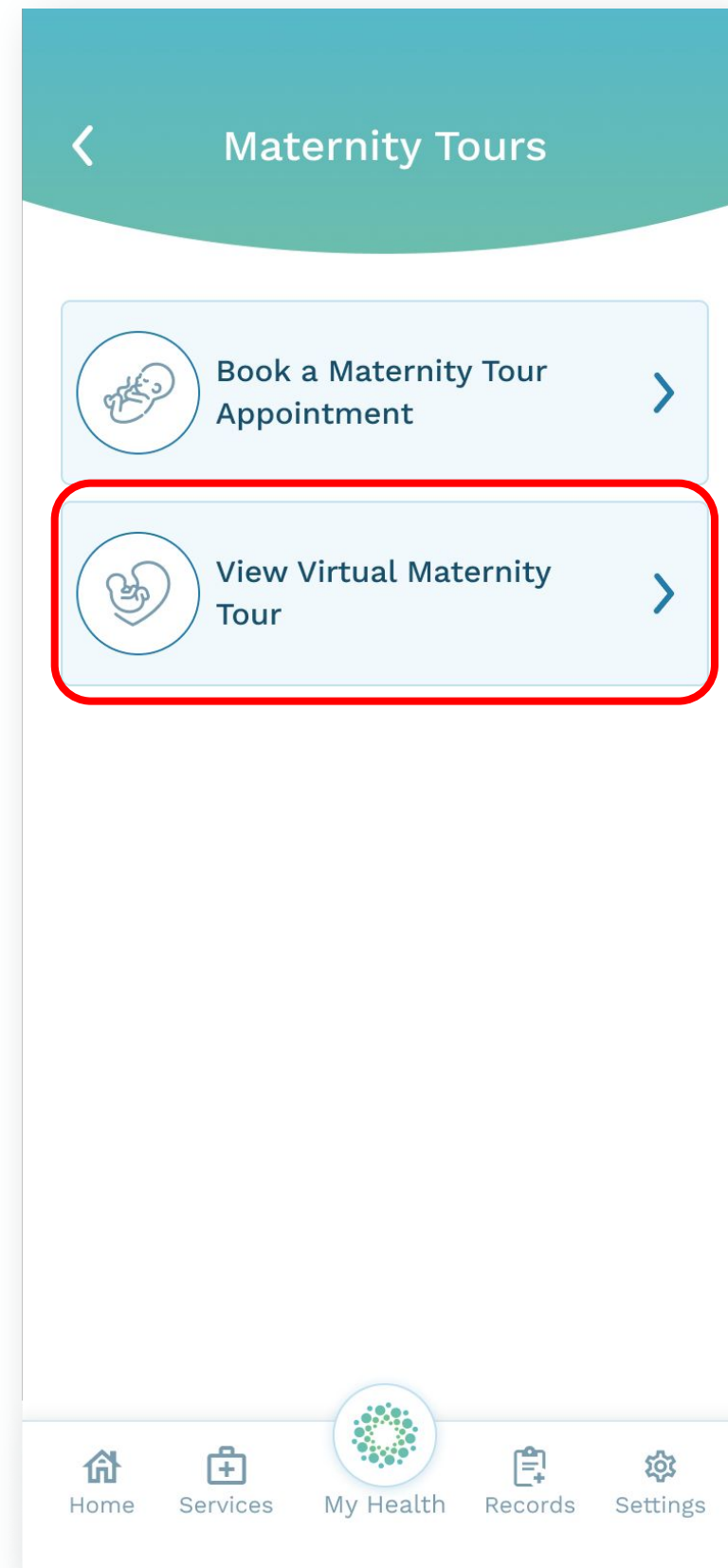
8. Hospital Service Features

8.3.1 Viewing a virtual maternity tour

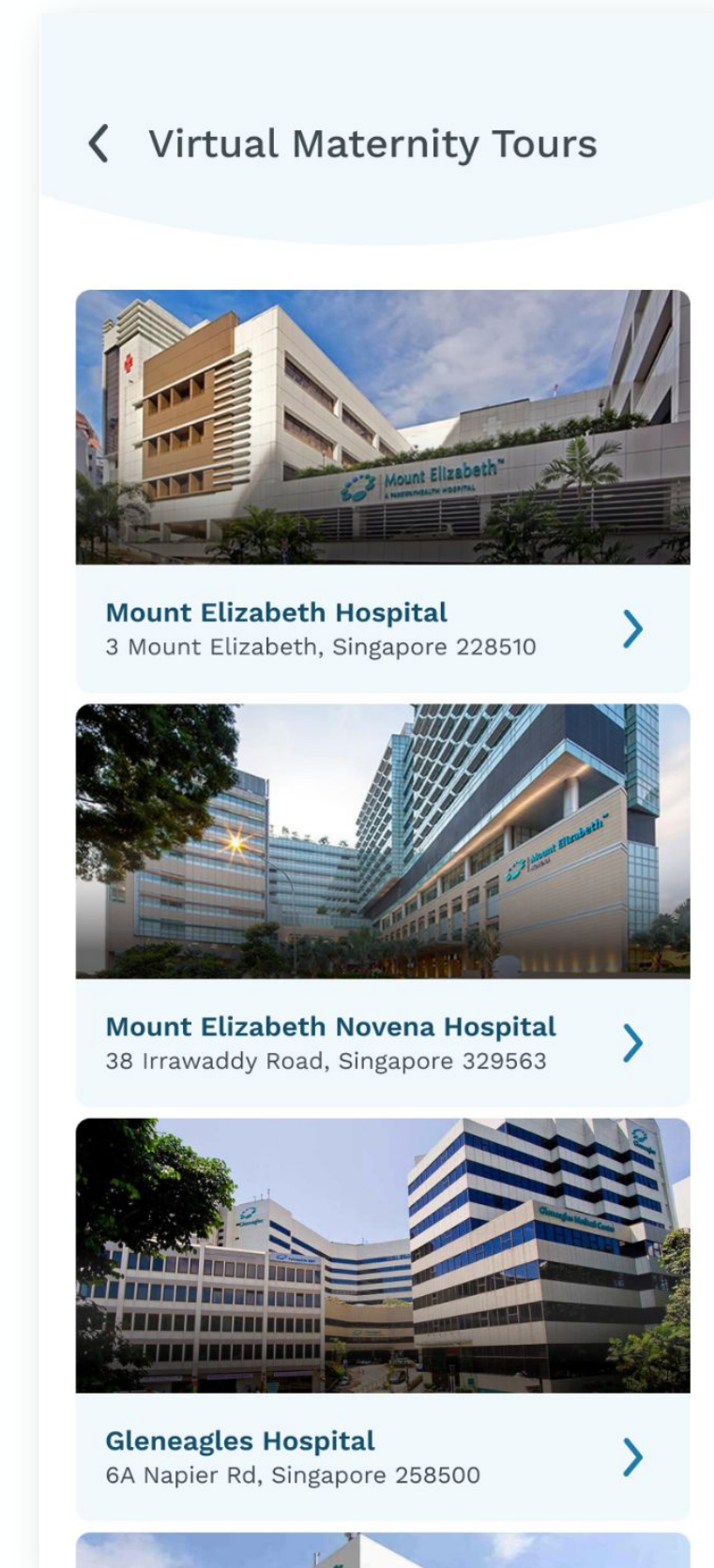
Step 1: From the Maternity Tours page, tap [View Virtual Maternity Tour](#).

Step 2: Choose from the list of hospitals to begin your virtual tour. You will be redirected to the respective hospital's website.

Step 1



Step 2



9. Laboratory and Radiology Service Features

- 9.1 Accessing your laboratory results
- 9.2 Viewing your health trends
- 9.3 Accessing your radiology DICOM images
 - 9.3.1 Requesting for your radiology DICOM images

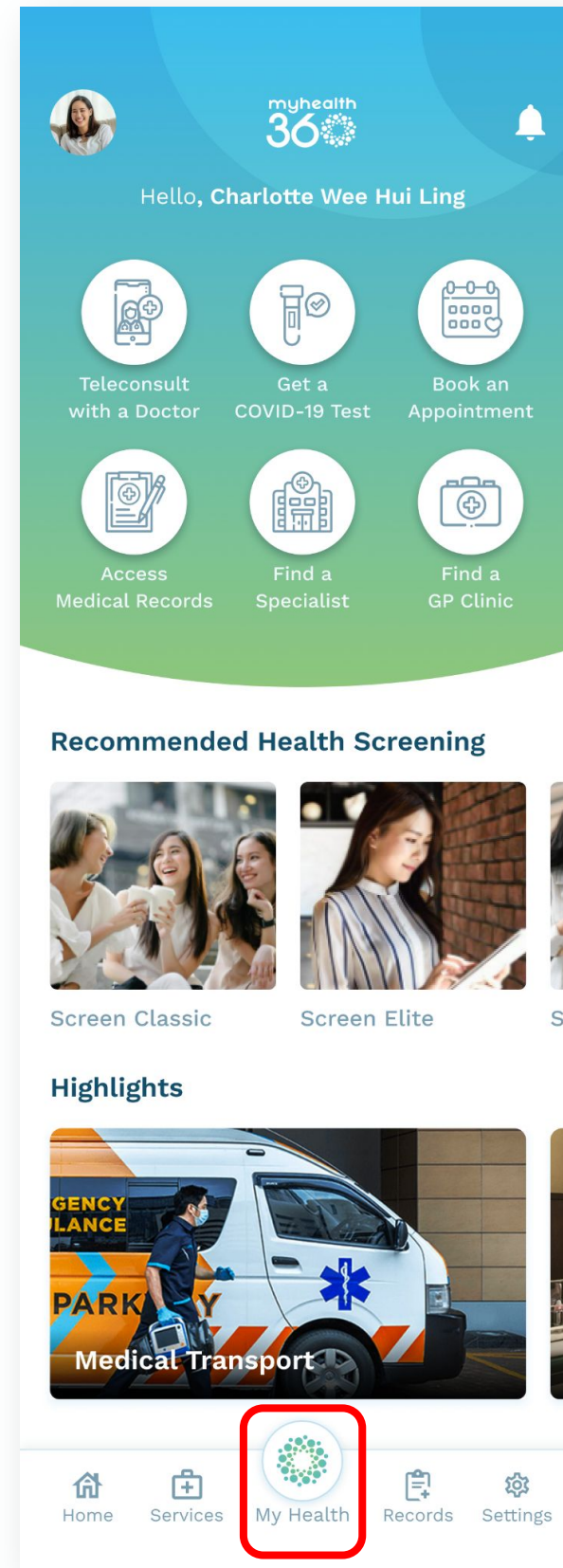
9. Laboratory and Radiology Service Features

9.1 Accessing your laboratory results

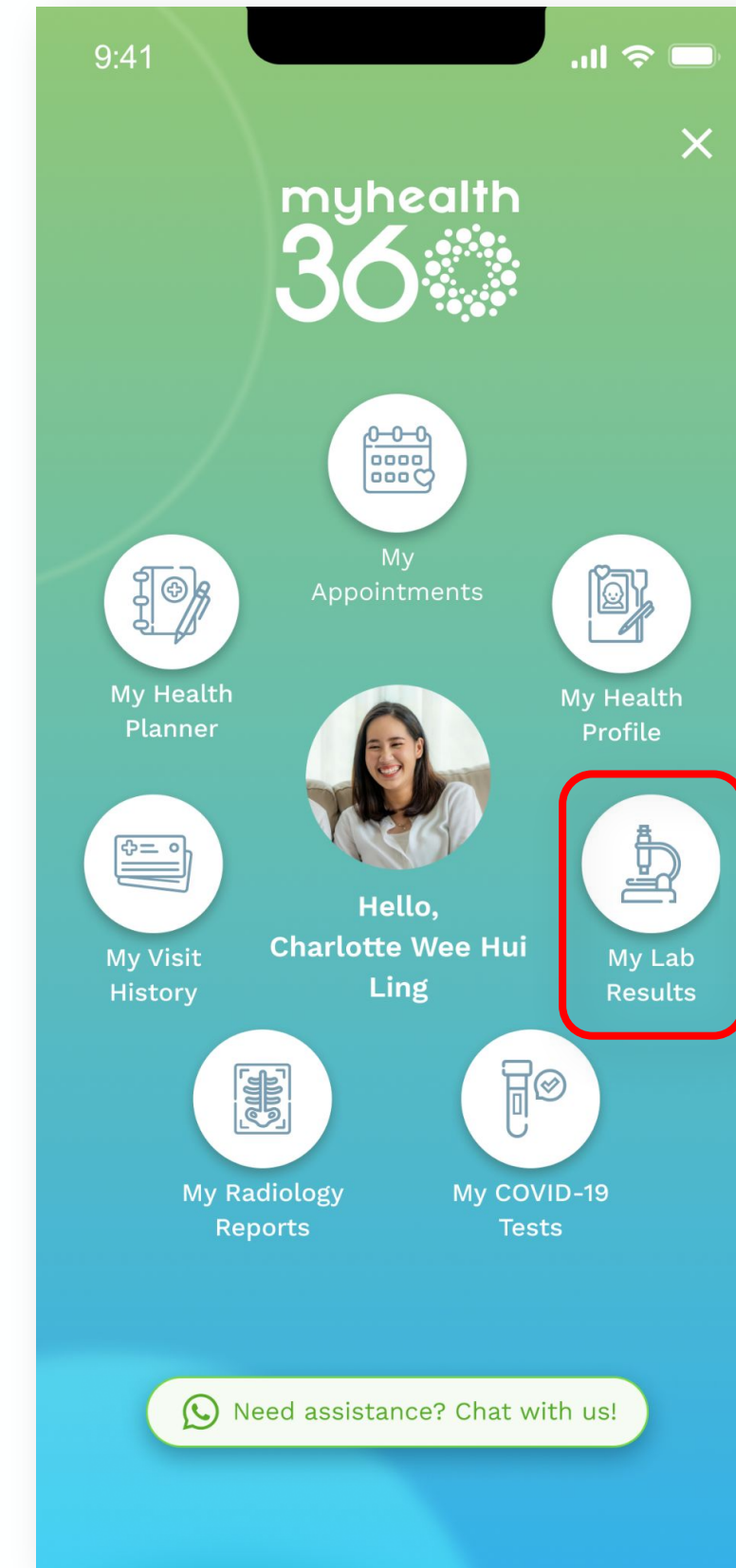
Step 1: Tap on My Health located at the bottom dock.

Step 2: Select My Lab Results.

Step 1



Step 2



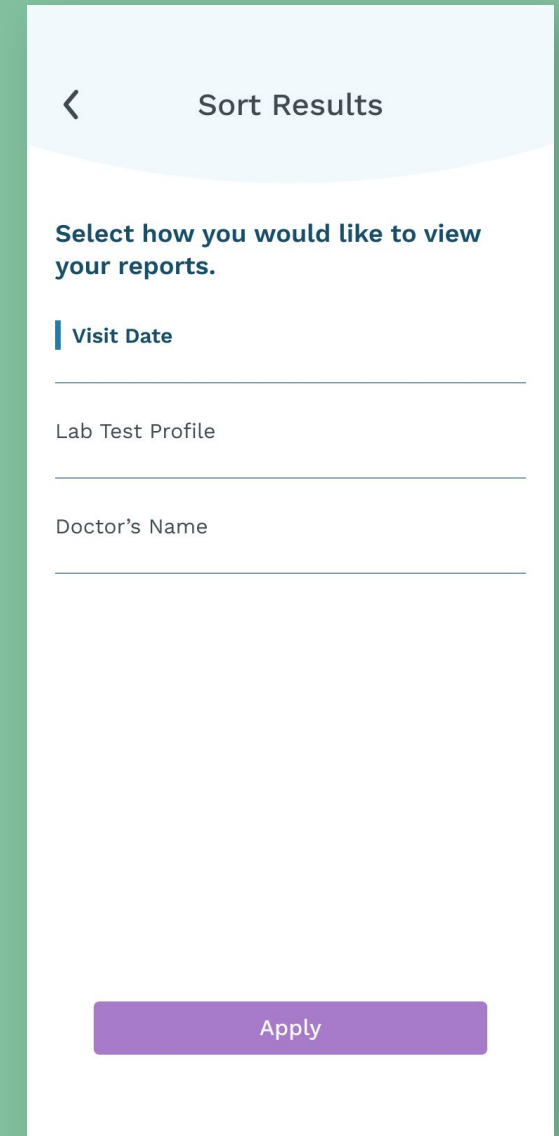
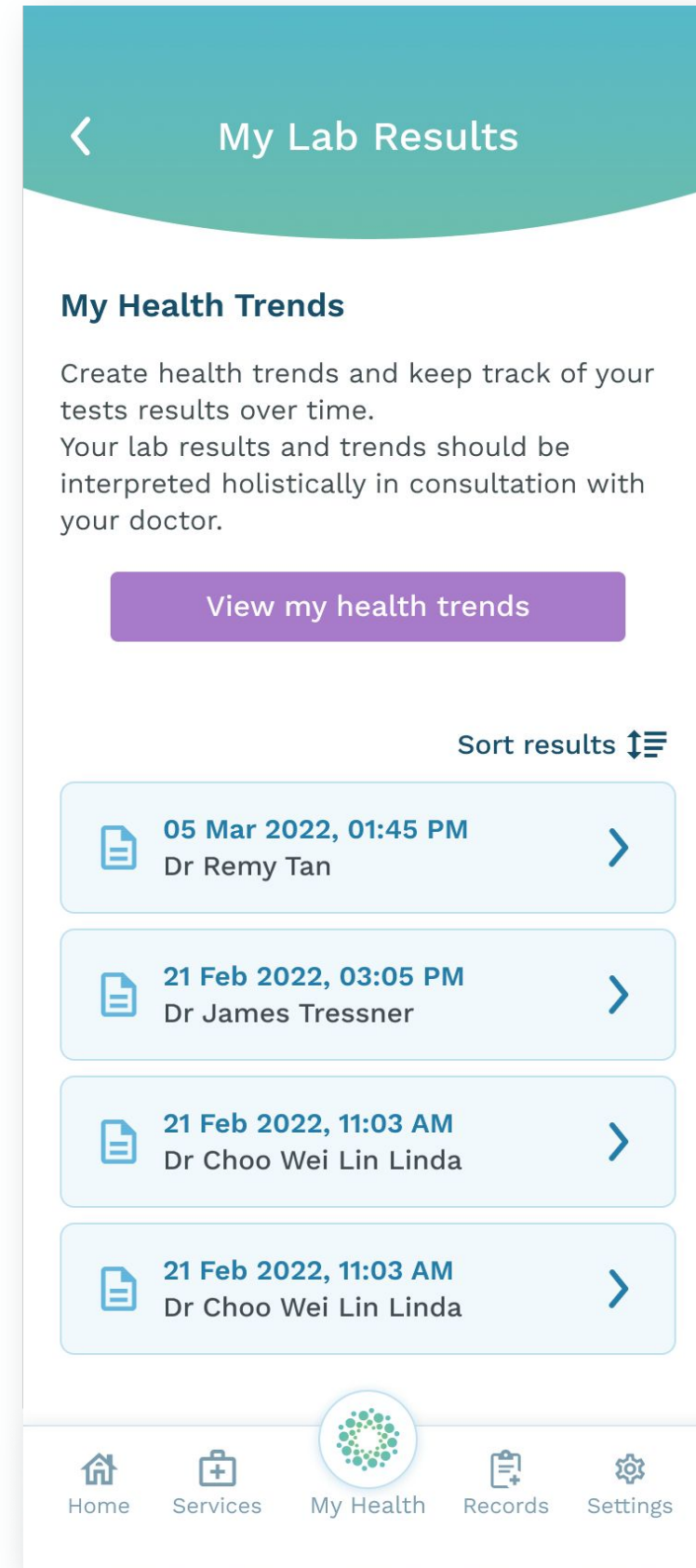
You can also access your laboratory results by tapping "Access Medical Records" from the homepage, or "Records" from the bottom of your screen.

9. Laboratory and Radiology Service Features

9.1 Accessing your laboratory results

Step 3: The list of laboratory results will appear for easy viewing. Tap on the result you wish to view.

Step 3



Tip: You can filter your laboratory results by Date, Lab Test Profile, or Doctor's Name.

You can also access your laboratory results by tapping "Access Medical Records" from the homepage, or "Records" from the bottom of your screen.

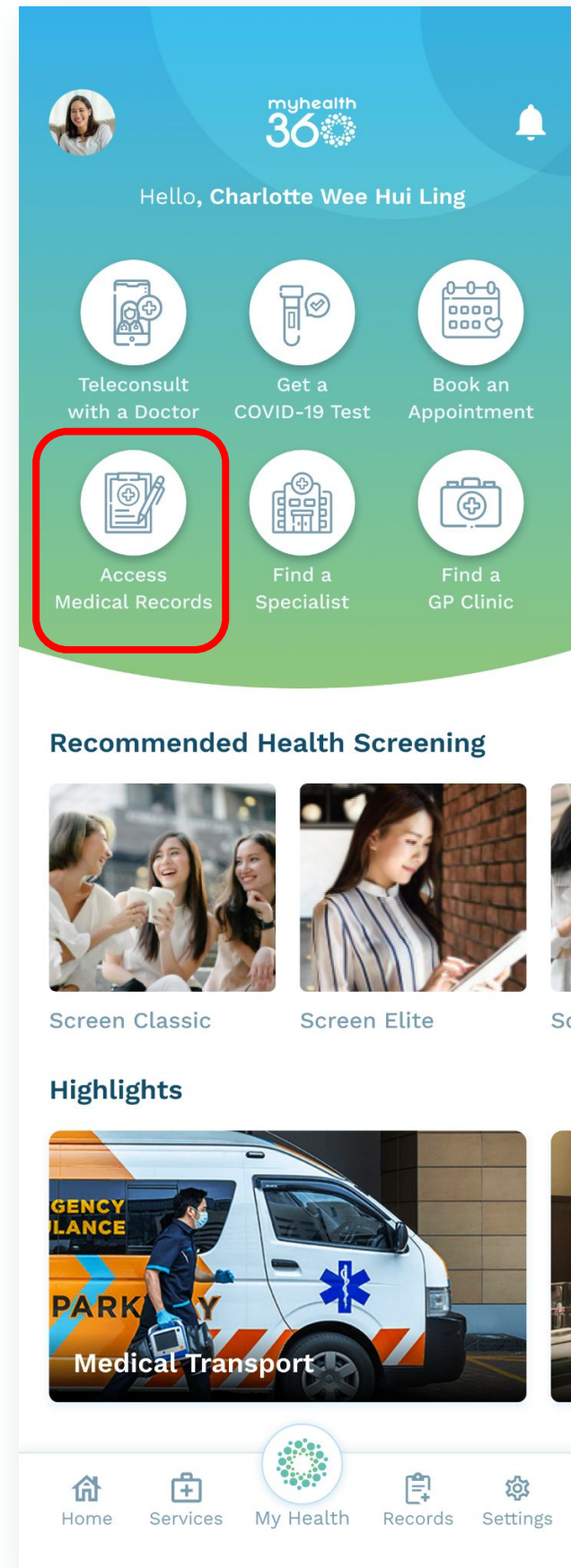
9. Laboratory and Radiology Service Features

9.2 Viewing your health trends

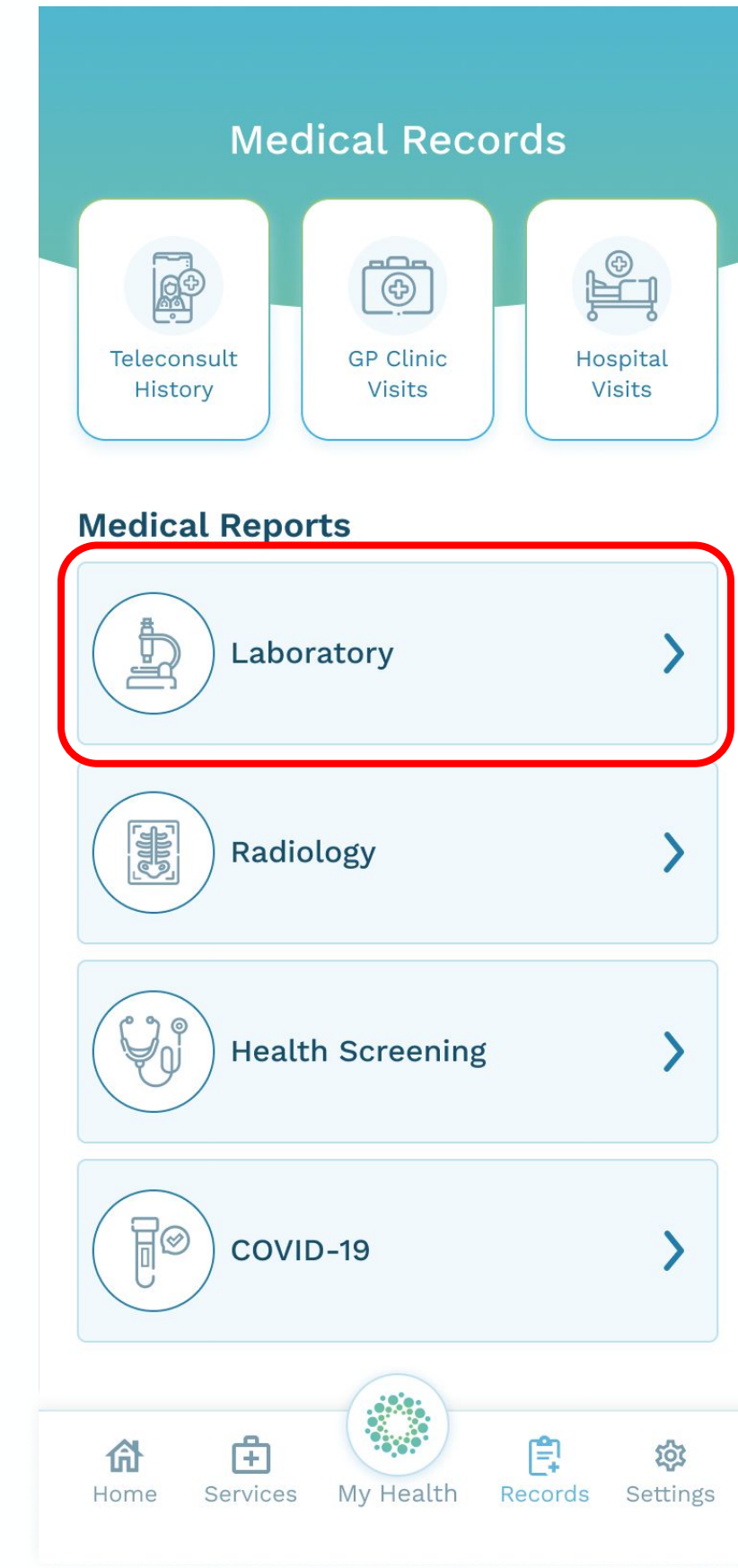
Step 1: From the Homepage, tap Access Medical Records.

Step 2: Tap Laboratory.

Step 1



Step 2



9. Laboratory and Radiology Service Features

9.2 Viewing your health trends

Step 3: Tap [View my health trends](#).

Step 3

My Lab Results

My Health Trends

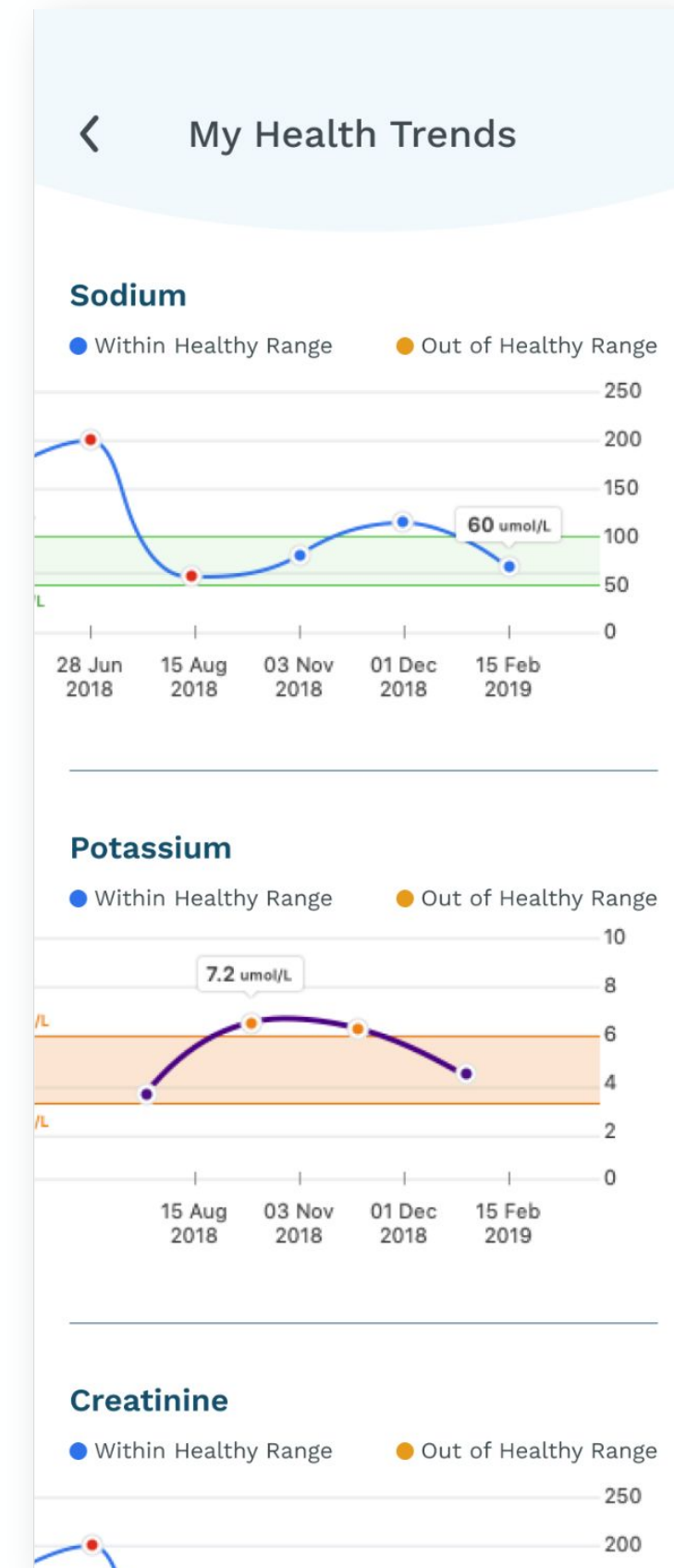
Create health trends and keep track of your tests results over time. Your lab results and trends should be interpreted holistically in consultation with your doctor.

[View my health trends](#)

Sort results ↓

- 05 Mar 2022, 01:45 PM
Dr Remy Tan
- 21 Feb 2022, 03:05 PM
Dr James Tressner
- 21 Feb 2022, 11:03 AM
Dr Choo Wei Lin Linda
- 21 Feb 2022, 11:03 AM
Dr Choo Wei Lin Linda

Home Services My Health Records Settings



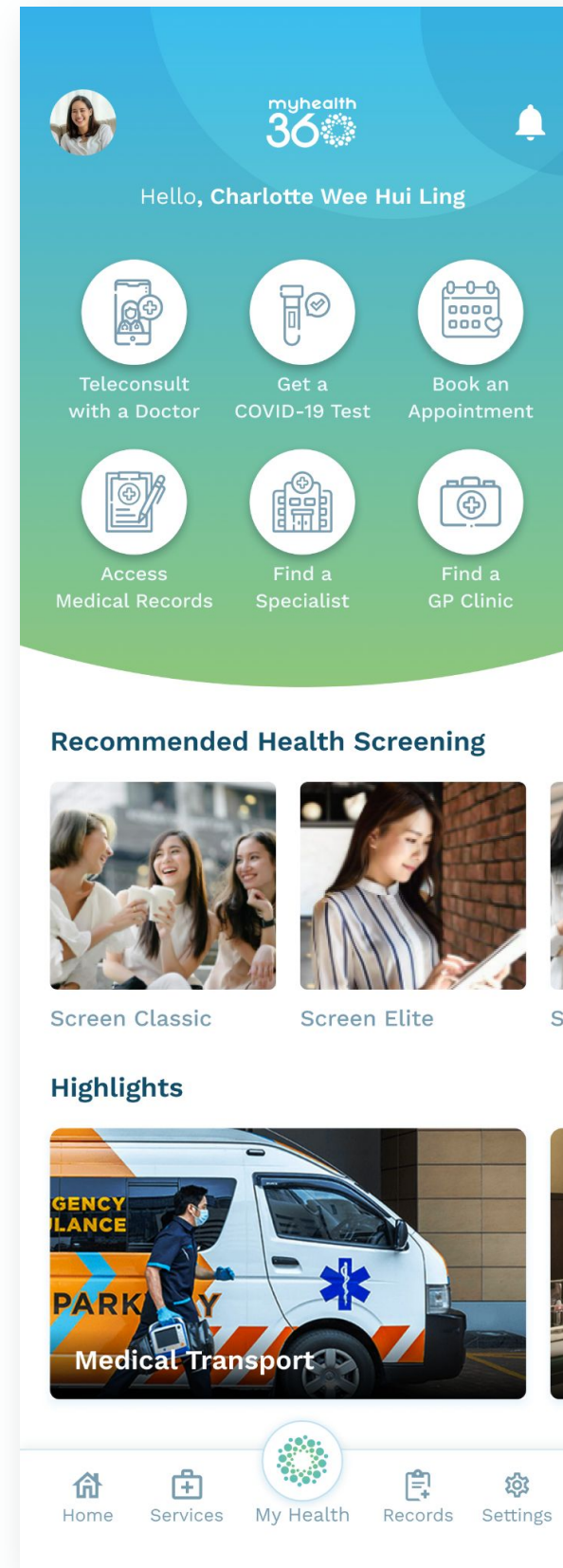
9. Laboratory and Radiology Service Features

9.3 Accessing your radiology DICOM images

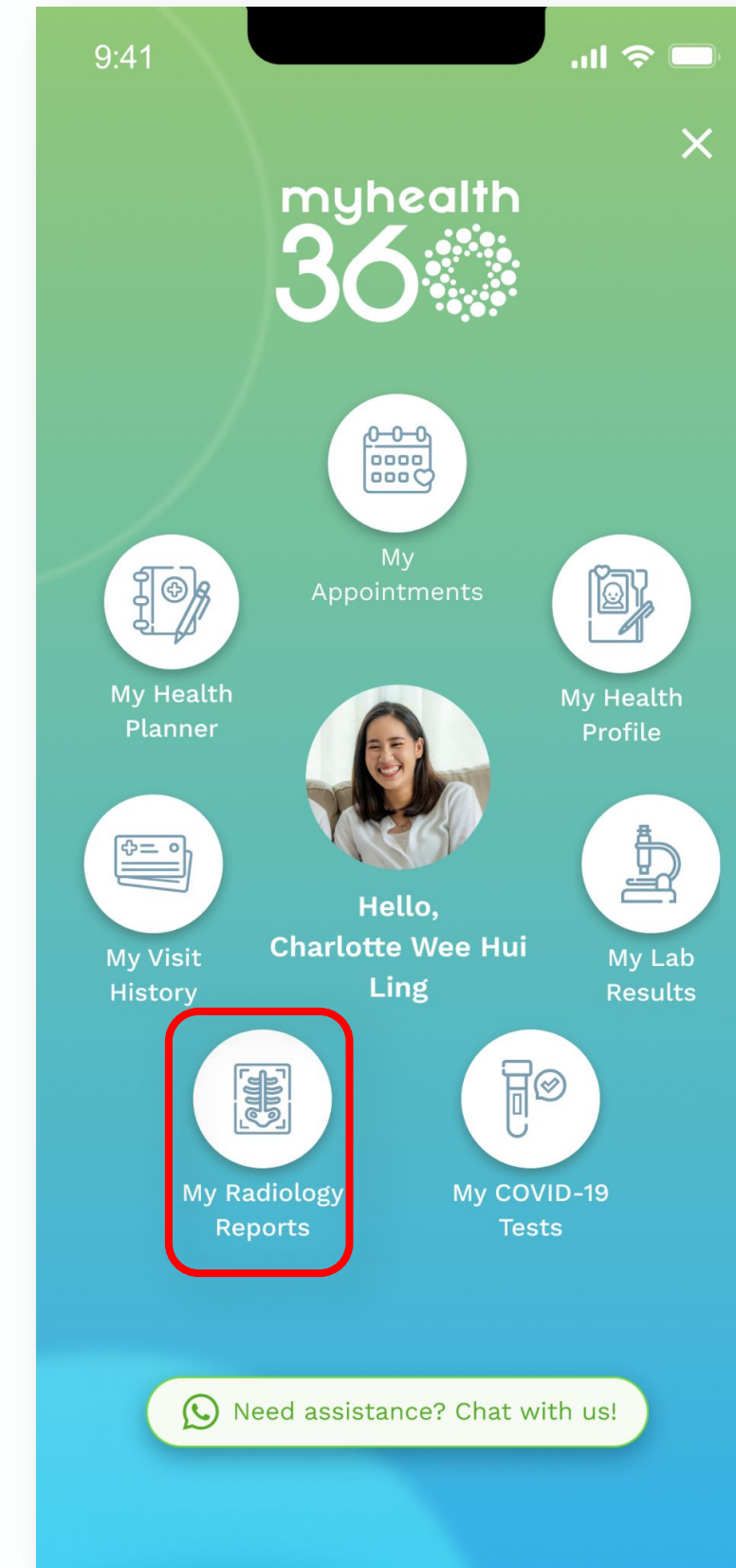
Step 1: Tap My Health located at the bottom dock.

Step 2: Select My Radiology Reports.

Step 1



Step 2



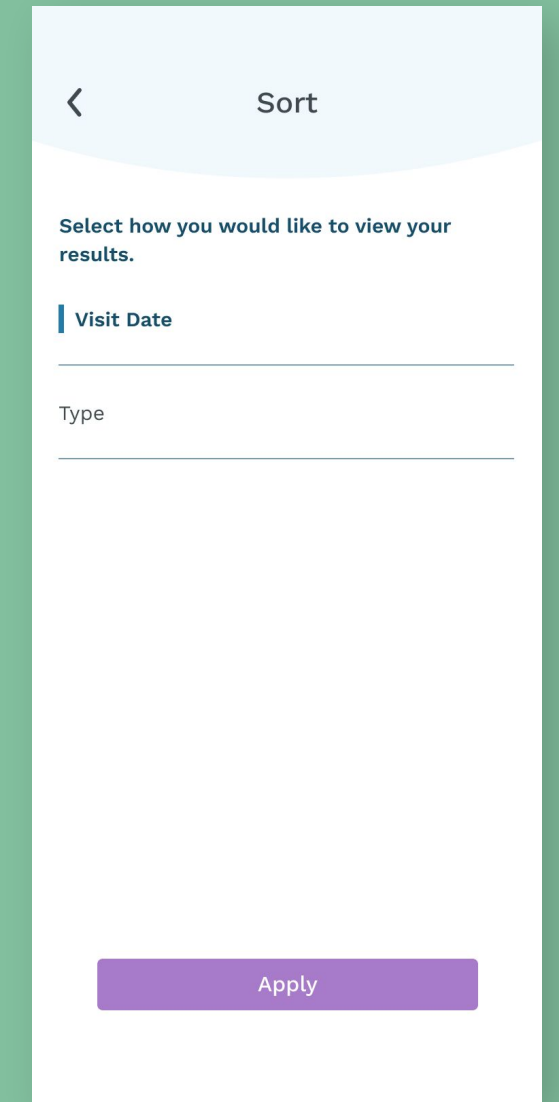
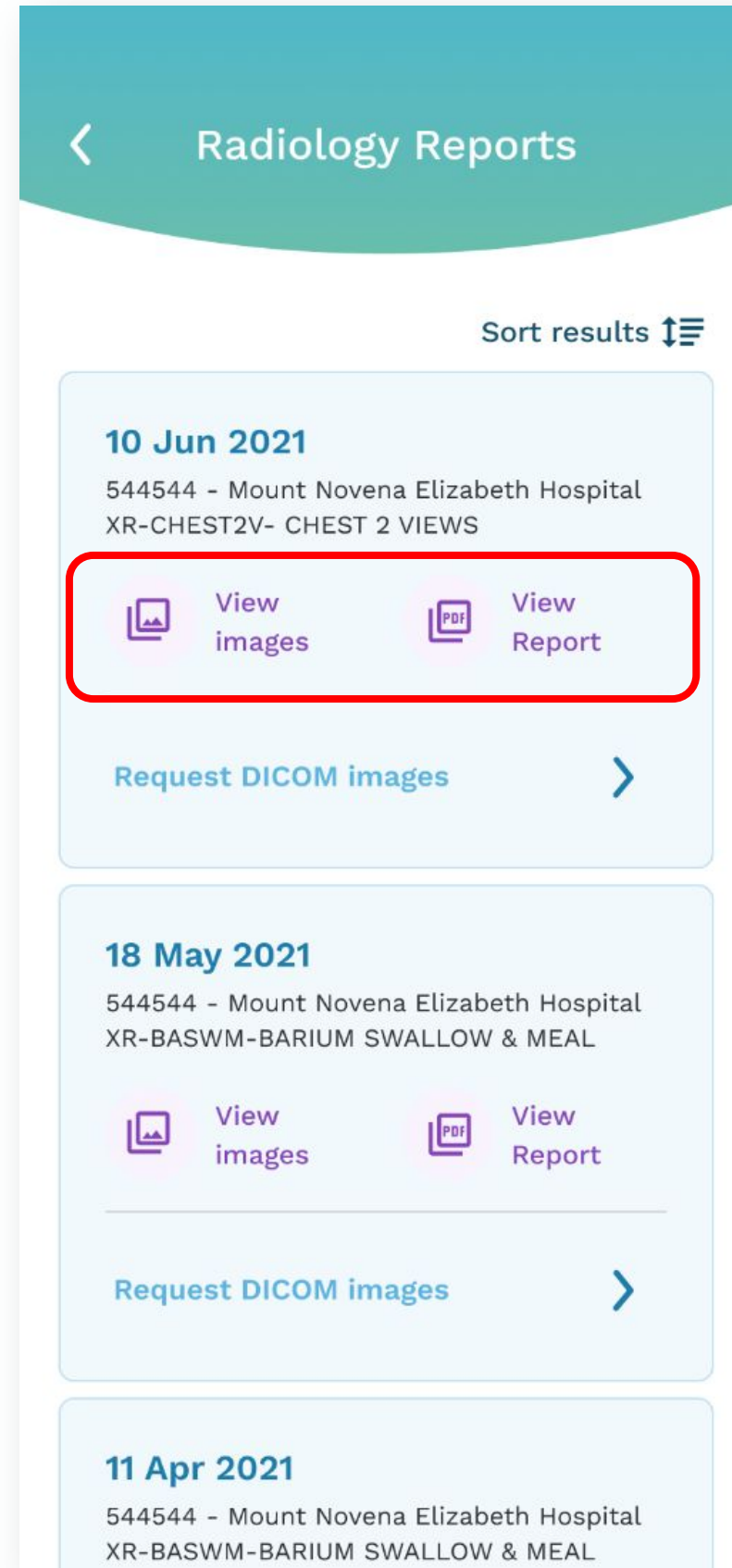
You can also access your radiology reports by tapping "Access Medical Records" from the homepage, or "Records" from the bottom of your screen.

9. Laboratory and Radiology Service Features

9.3 Accessing your radiology DICOM images

Step 3: Select the PDF report or images you wish to view.

Step 3



Tip: You can filter your radiology images by Date and Type.

You can also access your radiology reports by tapping "Access Medical Records" from the homepage, or "Records" from the bottom of your screen.

9. Laboratory and Radiology Service Features

9.3.1 Requesting for your radiology DICOM images

Step 1: Tap Request DICOM images.

Step 2: Enter your email address and tap Submit. You will be notified via email when your radiology DICOM images are ready.

Step 1

Radiology Reports

Sort results

10 Jun 2021
544544 - Mount Novena Elizabeth Hospital
XR-CHEST2V- CHEST 2 VIEWS

View images View Report

Request DICOM images

18 May 2021
544544 - Mount Novena Elizabeth Hospital
XR-BASWM-BARIUM SWALLOW & MEAL

View images View Report

Request DICOM images

11 Apr 2021
544544 - Mount Novena Elizabeth Hospital
XR-BASWM-BARIUM SWALLOW & MEAL

Step 2

DICOM Request

Due to large file sizes, we recommend downloading them on a desktop/laptop.

Please fill out the recipients' email address below to receive a download link for the selected DICOM images.

Your email address*

To add multiple recipients, please add a comma after each email address

Submit

Please note that MyHealth360 disclaims any responsibility for DICOM pictures with patient information that are accidentally sent to unintended recipients. If your email address is incorrect or does not exist, you will not receive a download link.

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