

医疗服务

请扫描下方二维码、
了解更多关于在网上
交易功能的内容。



内容

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网络安全提示	3
了解常见的数码健康应用程序	4
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简介

《数码技能益终身》指南系列手册将帮助你学习日常生活的基本数码技能。通过逐步说明和小贴士，它将助力你自信安全地游览数码世界。

本指南适用于希望学习日常生活所需基本数码技能的所有人。

生活中的数码技能分为图中所示的 5 大能力领域。

学习成果：

本指南重点介绍“在网上交易”能力，您将在其中学习：

- 常见的数码健康应用程序、其图标并 使用其徽标来识别它们。
- 数码健康应用程序的常见功能（UI）和和预约、补充药物或处方以及支付医疗费用的 常见步骤（UX）。
- 保持网络安全的实用网络安全提示。

为了帮助您获得学习成果，本指南以不同的医疗服务应用程序为例，示范使用医疗服务应用程序查阅医疗记录、安排预约、补充药物以及支付医疗账单等通用功能和常用步骤。

DSL



安全、明智及友善上网

防范网络威胁；保护个人信息；建立良好的线上形象。

在网上搜索信息

在网上搜索、查看和获取信息。



在网上和他人沟通

在网上与他人交流联系。



在网上交易

在网上进行交易。



设置和使用智能设备

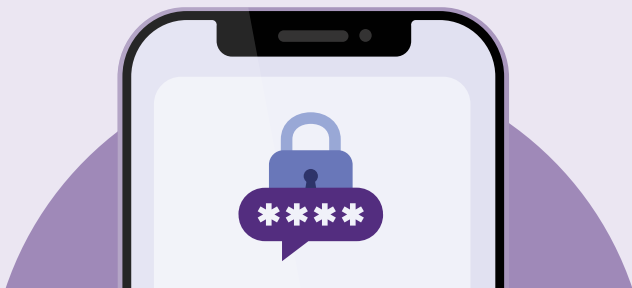
设置和操作智能设备的基本硬件和软件功能。



本指南以常见网络图标和移动设备设置为依据。请注意，某些功能可能因移动设备和型号而异。

网络安全提示

为了安全地使用医疗服务应用程序，请注意以下事项：



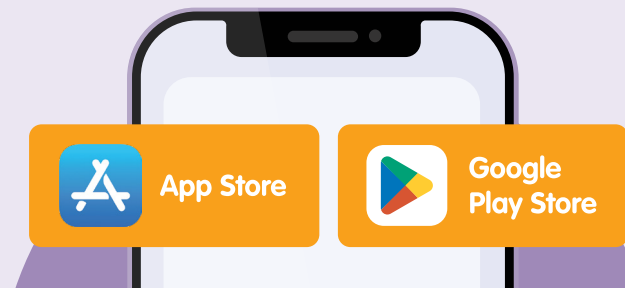
请勿将您的Singpass登录详情透露给其他人，否则其他人可能会未经授权登录您的账户并获取您的个人信息。



请勿向任何人透露您的个人或财务资料、密码或一次性密码（OTP）。



记得定期更新应用程序，以保护您的智能手机与平板电脑免受恶意软件的侵害。



只从官方来源下载应用程序。

了解常见的数码健康应用程序

关于数码健康应用程序

第 5 页

数码健康应用程序中的常见功能

第 6 页

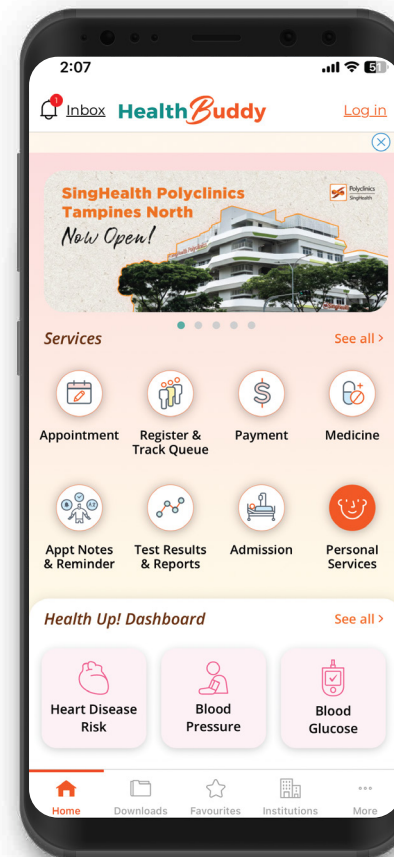
关于新加坡的医疗服务应用程序

新加坡的HealthHub, SingHealth Health Buddy和NHG Cares等医疗服务应用程序让新加坡人能够一站式使用所有相关的医疗服务并查阅医疗记录。您不需要绞尽脑汁试图回忆之前的医疗预约和药物信息。这些应用程序会保存这些记录, 并允许用户轻松检索这些信息。

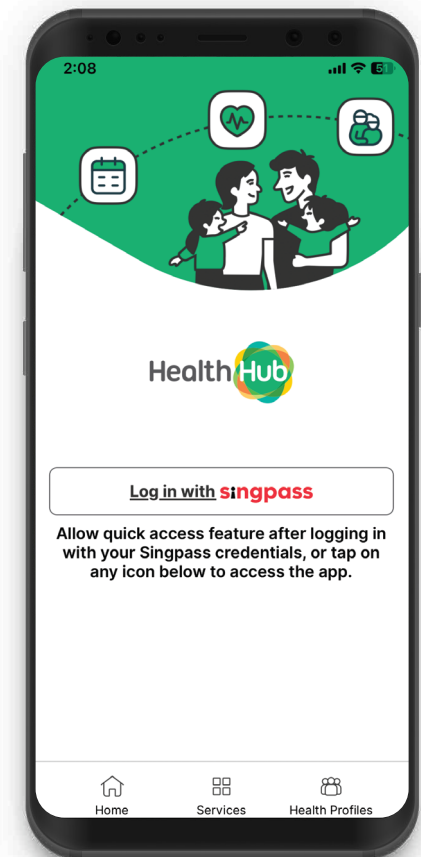
学习使用应用程序的先决条件:

使用者必须:

- 拥有一个带摄像头的智能手机与平板电脑, 且摄像头操作正常。
- 拥有一台连接移动网络或Wi-Fi网络的智能手机与平板电脑(苹果(iOS)或安卓(Android)系统)。
- 知道如何在智能手机与平板电脑上安装应用程序。
- 拥有一个活跃的电子邮件帐户。



SingHealth Health Buddy应用程序



HealthHub应用程序

不同医疗服务应用程序的常见功能

HealthHub

SingHealth Health Buddy



主页图标
打开应用程序的主页面。



预约图标
允许您查看当前预约或安排新预约。



付款图标
允许您在线支付您的医药费账单。



药物图标
允许您查看医生开出的药物处方，
以便您申请补充药物或者订购新药物。

HealthHub

SingHealth Health Buddy



服务或更多图标

允许您探索应用程序中的其他服务。



通知图标

允许您在医疗服务应用程序上查看重要通知，例如，预约提醒或付款提醒。

浏览使用数码健康应用程序的常见步骤


如何设置帐户	第 9 页
如何预约	第 10 页
如何补充药物或处方	第 13 页
如何支付医疗费用	第 15 页
如何注销您的帐户	第 16 页

使用医疗服务应用程序的常见步骤 - 设置或登录

新加坡的大多数医疗服务应用程序都允许您使用 Singpass 登录。如果您已经设置了 Singpass，即可轻松登录医疗服务应用程序。

HealthHub

1

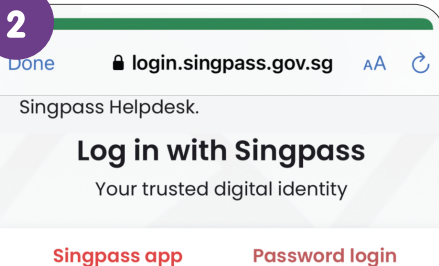


HealthHub

Log in with singpass

Allow quick access feature after login with your Singpass credentials, or tap on any icon below to access the app.

2




login.singpass.gov.sg

Singpass Helpdesk.

Log in with Singpass
Your trusted digital identity

Singpass app Password login

Tap QR code to log in with Singpass app




singpass

Register for Singpass

Download Singpass app

SingHealth

1



NEW EUNOS POLYCLINIC only
Video Consult TODAY
For Cough, Cold, Runny Nose, Diarrhoea, Vomiting or Muscle Pain.
Note: For any Medicines, delivery fee of \$4.99 will apply.

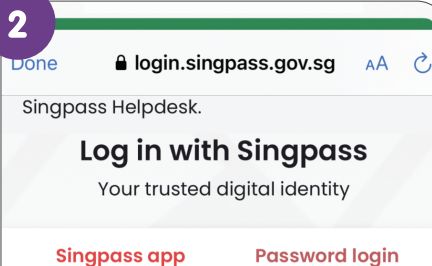
Appointments
Make, view or change your SingHealth appointments easily.

LOGIN via SINGPASS

No SingPass?

REQUEST APPOINTMENT ONLINE

2




login.singpass.gov.sg

Singpass Helpdesk.

Log in with Singpass
Your trusted digital identity

Singpass app Password login

Tap QR code to log in with Singpass app



singpass

Register for Singpass

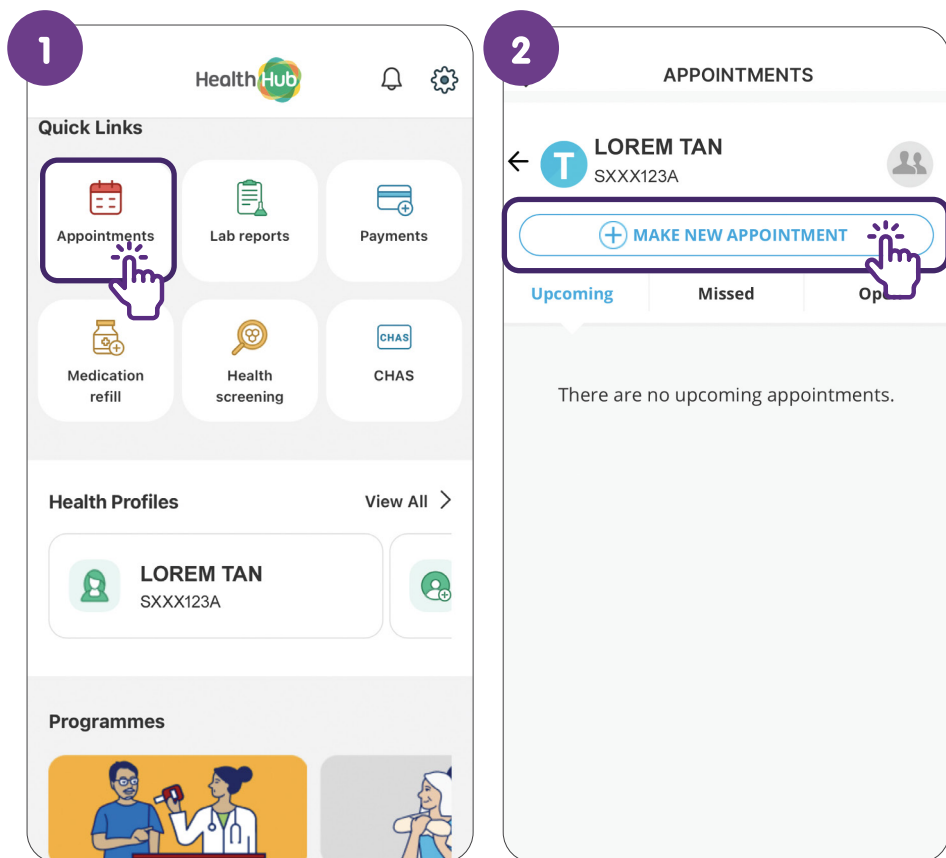
Download Singpass app

使用医疗服务应用程序的常见步骤 - 安排预约

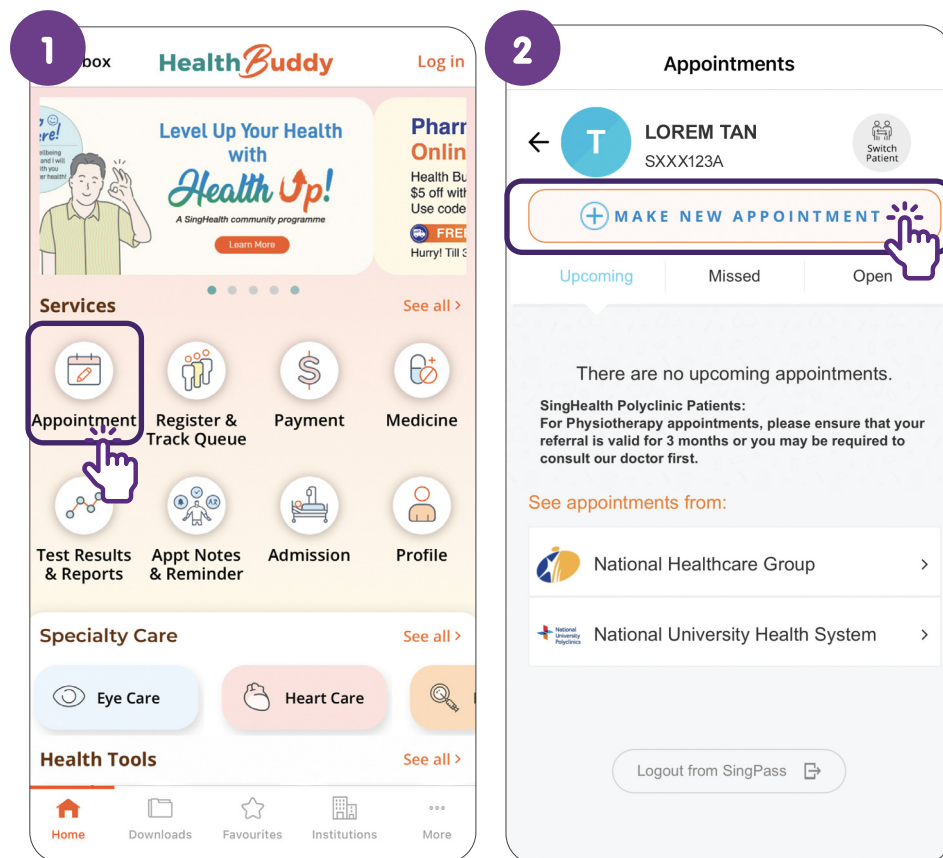
您可以点按“Appointment”（预约）图标轻松安排预约。

之后，您可以按照屏幕上的步骤选择诊所/医院、预约目的、日期和时间。

HealthHub



SingHealth



HealthHub

3

APPOINTMENTS

←

T LOREM TAN
SXXX123A

Select a Healthcare Institution

If you are a first-time patient at the selected healthcare institution, we will need you to register at the clinic for your appointment.

Polyclinics

- National Healthcare Group Polyclinics >
- National University Polyclinics >
- SingHealth Polyclinics >

Hospitals

- Alexandra Hospital >
- Changi General Hospital >
- Institute of Mental Health >

4

APPOINTMENTS

←

T LOREM TAN
SXXX123A

Location: Ang Mo Kio Polyclinic

Pick a Service

- Doctor Consultation
- Dr Consult >
- Healthier SG
- Health Plan Discussion >
- Nursing
- Cervical Cancer Screening >
- Dressing >
- Newborn Jaundice Screening >
- Vaccination Clinic (7 Years old and above) >
- Allied Health

SingHealth

3

Appointments

←

T LOREM TAN
SXXX123A

Switch Patient

Select an Institution:

Polyclinics

- SingHealth Polyclinics >

Hospitals

- Singapore General Hospital >
- Changi General Hospital >
- Sengkang General Hospital >
- KK Women's and Children's Hospital >

Speciality Centres

- National Cancer Centre Singapore >

4

Appointments

←

T LOREM TAN
SXXX123A

Switch Patient

BEDOK POLYCLINIC

Pick a Service:

Services

- Doctor Consultation >
- Healthier SG Consultation >

Preventive Cancer Screening

- Breast Cancer (Mammogram) Screening >
- Cervical Cancer Screening >

Can't find the service you are looking for? (e.g Child/Adult Immunisation, Dental services, Development Assessment, Driving License Assessment, etc)
[Submit a request online.](#)

CANCEL

Logout from SingPass

HealthHub

SingHealth

5

APPOINTMENTS

← **T** LOREM TAN
SXXX123A

Location: Bedok Polyclinic
Doctor Consultation

Choose New Date & Time

31 Oct 2023

☐ 17 Apr 2024 (Wed), 04:10 PM

☐ 18 Apr 2024 (Thu), 11:50 AM

☐ 18 Apr 2024 (Thu), 02:10 PM

☐ 18 Apr 2024 (Thu), 02:20 PM

☐ 18 Apr 2024 (Thu), 02:30 PM

☐ 18 Apr 2024 (Thu), 02:40 PM

☐ 18 Apr 2024 (Thu), 02:50 PM

☐ 18 Apr 2024 (Thu), 03:00 PM

6

APPOINTMENTS

← **T** LOREM TAN
SXXX123A

Please check Appointment Details

Polyclinic: **Bedok Polyclinic**
Service Type: **Doctor Consultation**
Date: **17 Apr 2024 (Wed)**
Time: **04:10 PM**

Click "Confirm" button to book your appointment or click "Cancel" button to exit without booking.

Cancel

Confirm

5

Appointments

← **T** LOREM TAN
SXXX123A

EUNOS POLYCLINIC
Doctor Consultation

Choose New Date & Time

17 Oct 2023

☐ 13 Dec 2023 (Wed), 02:40 PM

☐ 18 Dec 2023 (Mon), 02:30 PM

☐ 19 Dec 2023 (Tue), 02:10 PM

☐ 19 Dec 2023 (Tue), 02:20 PM

☐ 19 Dec 2023 (Tue), 02:20 PM

☐ 19 Dec 2023 (Tue), 02:30 PM

☐ 19 Dec 2023 (Tue), 02:40 PM

6

Appointments

← **T** LOREM TAN
SXXX123A

Please check Appointment Details

Polyclinic: **Eunos Polyclinic**
Service Type: **Doctor Consultation**
Date: **13 Dec 2023 (Wed)**
Time: **02:40 PM**

Click "Confirm" button to book your appointment or click "Cancel" button to exit without booking.

CANCEL

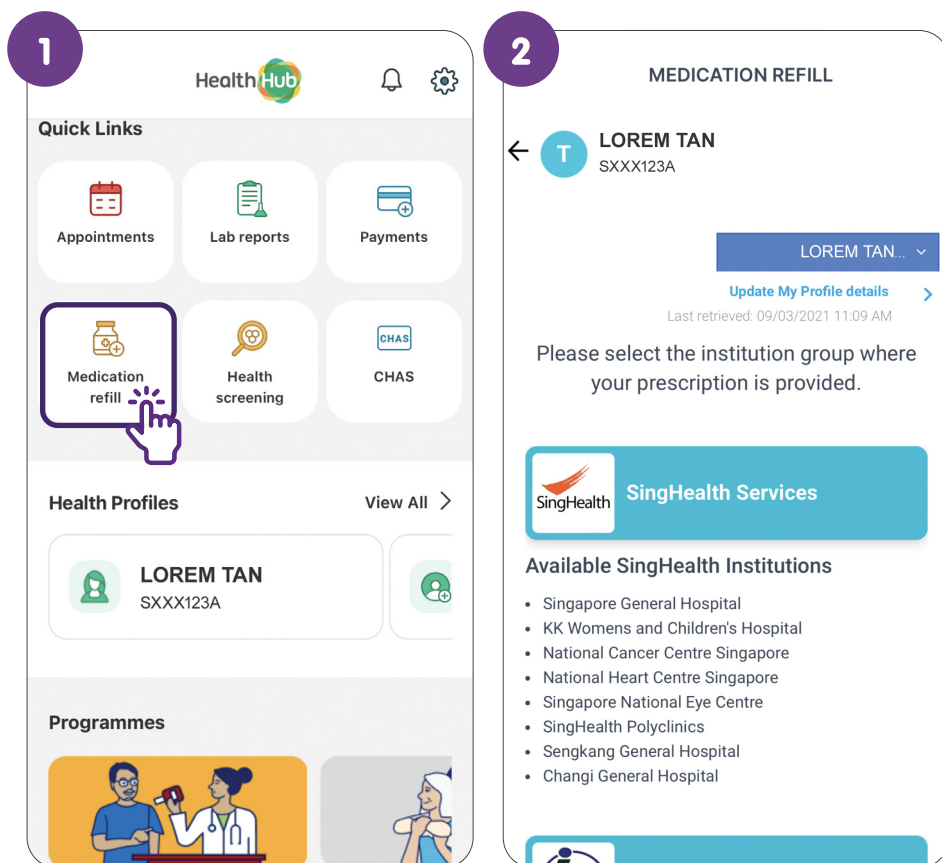
CONFIRM

Logout from SingPass

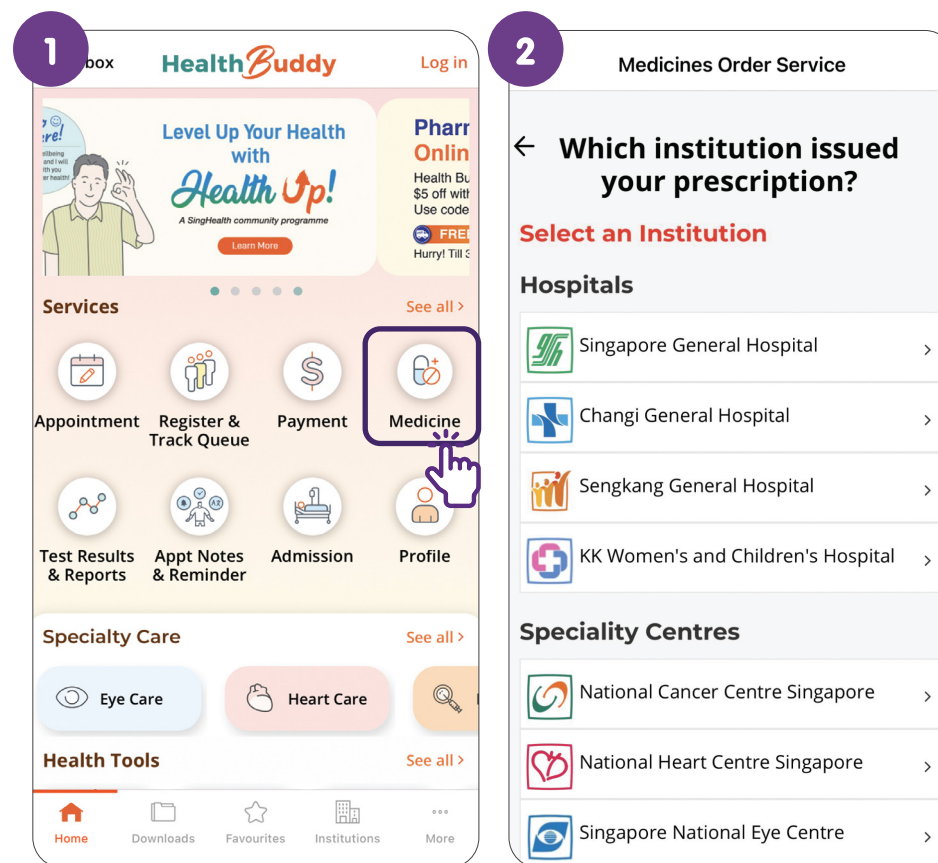
使用医疗服务应用程序的常见步骤 - 订购或补充药物

您可以点按“Medication refill”（药物补充）或“Medicine”（药物）图标订购或者补充您的药物。它将显示您之前的处方，您可以申请补充药物或者订购新的药物。

HealthHub



SingHealth



HealthHub

3

MEDICATION REFILL

←

Order Medicines

What would you like to do?

Submit Order Request

View Past Requests

BACK

4

MEDICATION REFILL

PARTICULARS PRESCRIPTION QUANTITY PAYMENT COLLECTION

T LOREM TAN
SXXX123A

I am the patient YES ☒ No

Patient's Details

Full Name (as per NRIC / FIN) *
LOREM TAN

NRIC (S/F/T/G/M) or X/Y ID *
SXXX123A

Contact Details

Contact Number(+65) *

Email *

SingHealth

3

Medicines Order Service

←

Order Medicines

What would you like to do?

Submit Order Request

View Past Requests

BACK

Logout from SingPass

4

Medicines Order Service

1

Particulars Prescription Quantity Payment Collection

←

I am the patient YES ☒ No

Patient's Details

Full Name (as per NRIC / FIN) *
LOREM TAN

NRIC (S/F/T/G/M) or X/Y ID *
SXXX123A

Contact Details

Contact Number(+65) *
12345678

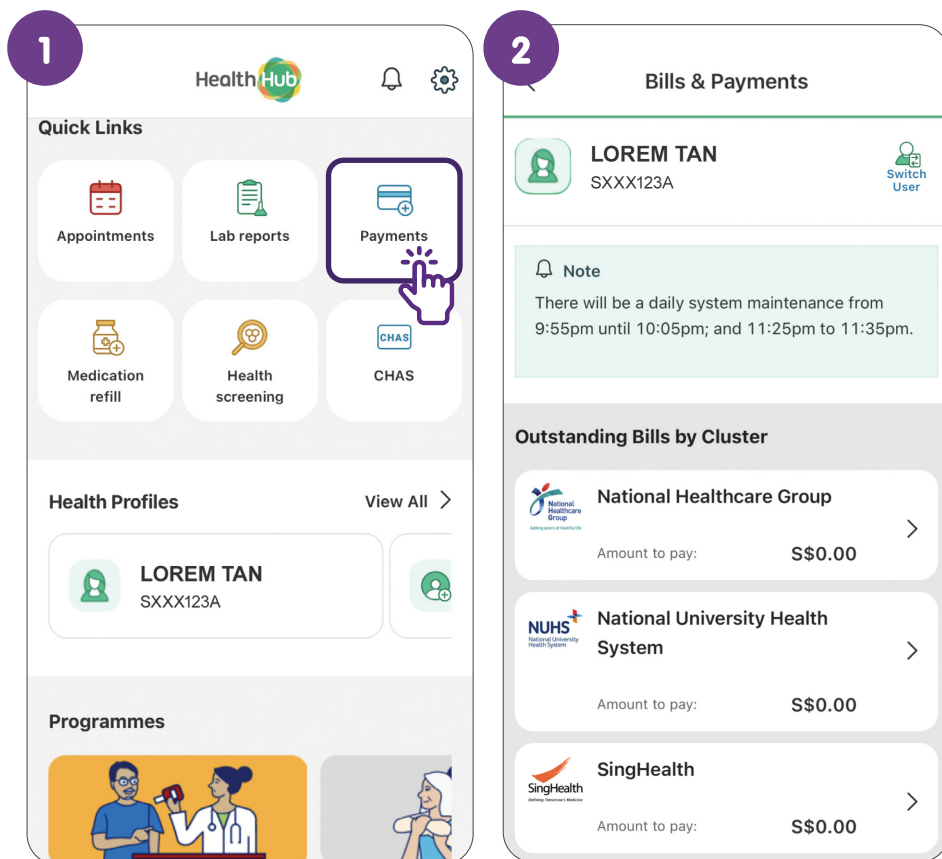
Note: Contact number change is valid for this order only.

Email *

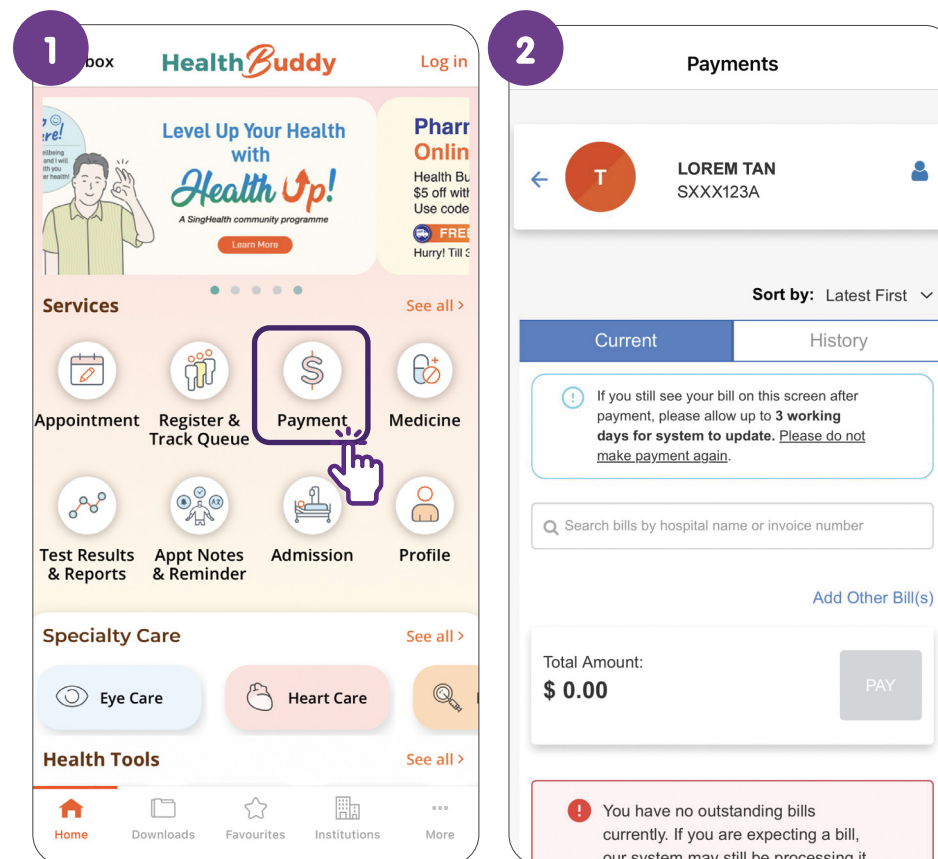
使用医疗服务应用程序的常见步骤 - 付款

您可以点按“Payment”（付款）图标支付医疗费用。它将显示您尚未缴清的医疗账单，并允许您通过该应用程序进行支付（信用卡/借记卡支付）。

HealthHub



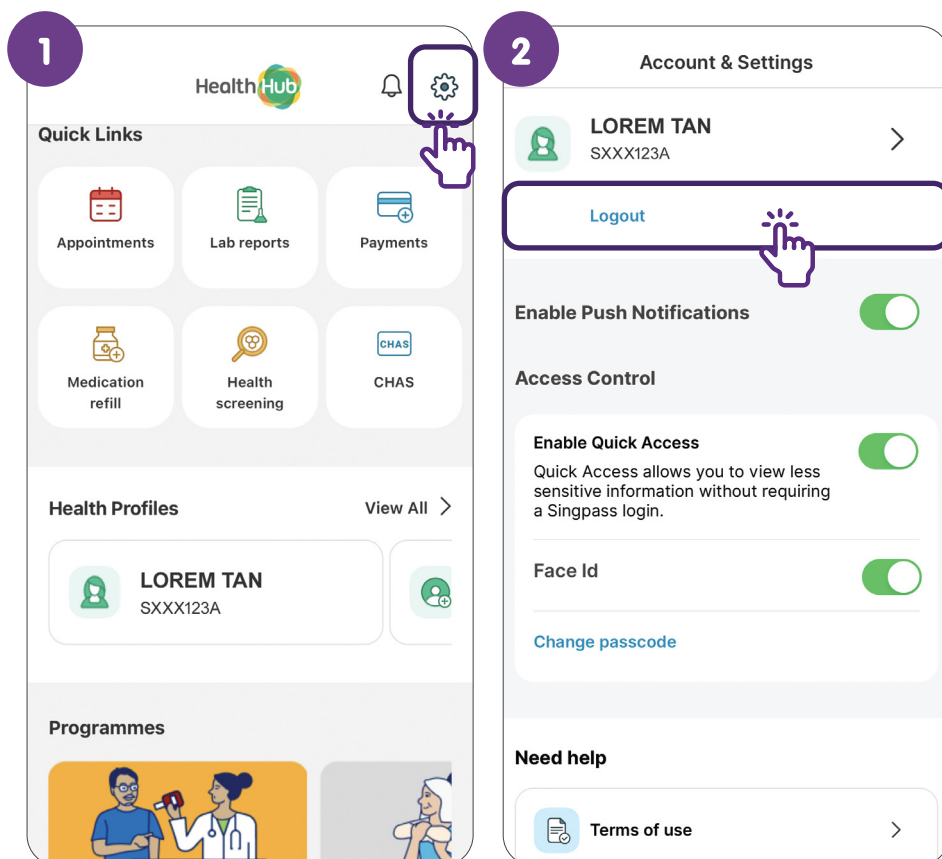
SingHealth



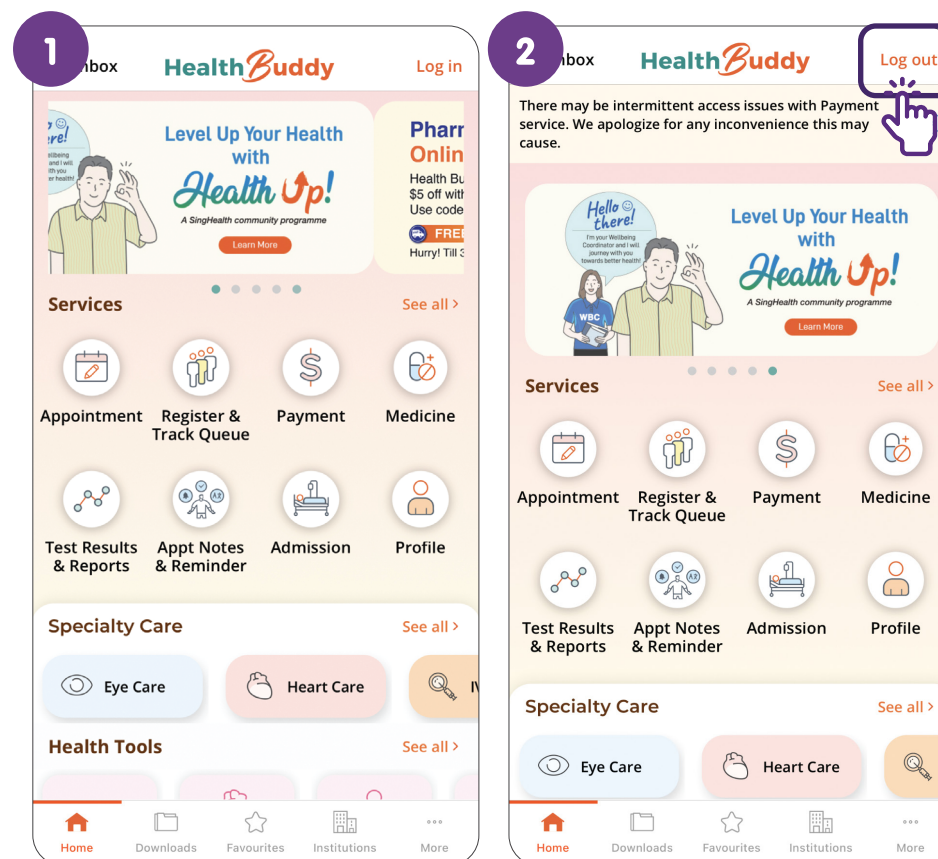
使用医疗服务应用程序的常见步骤 - 登出

为了保护您的个人信息，您应该在完成交易后登出应用程序。

HealthHub



SingHealth



对于 SingHealth 应用程序，其登录和登出帐户的按钮位于同一位置。

使用 HealthHub 应用程序的分步指南

使用Singpass登录HealthHub

1 启用HealthHub



从Apple App Store (苹果应用商店) 或 Google Play Store (安卓应用商店) 中下载“HealthHub”应用程序。

2 点按“Log in with Singpass” (使用Singpass登录)



Log in with singpass

Allow quick access feature after logging in with your Singpass credentials, or tap on any icon below to access the app.

3 点按Singpass图标通过Singpass登录

Singpass app

Password login

Tap QR code to log in with Singpass app



singpass

4 成功登陆后, 您将看到应用程序的主页面



Quick Links



Appointments



Lab reports



Payments



Medication refill



Health screening



CHAS

Health Profiles

View All >



LOREM TAN
SXXX123A

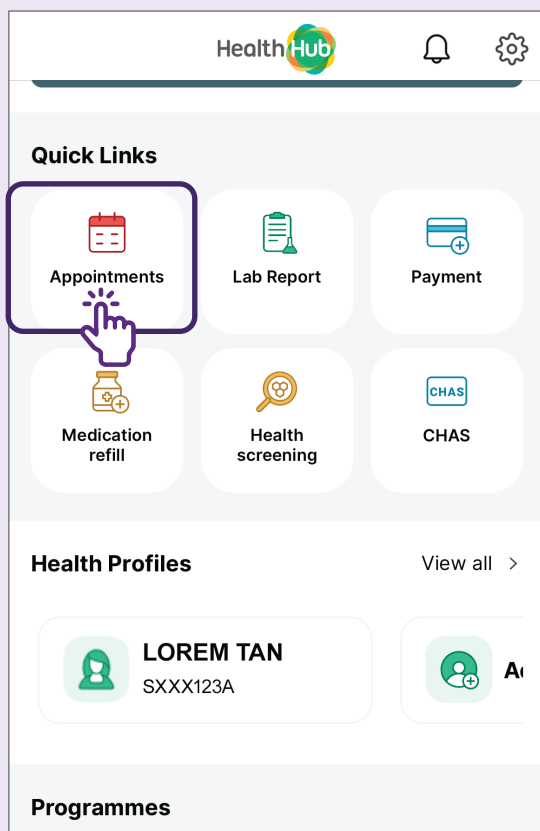


Programmes

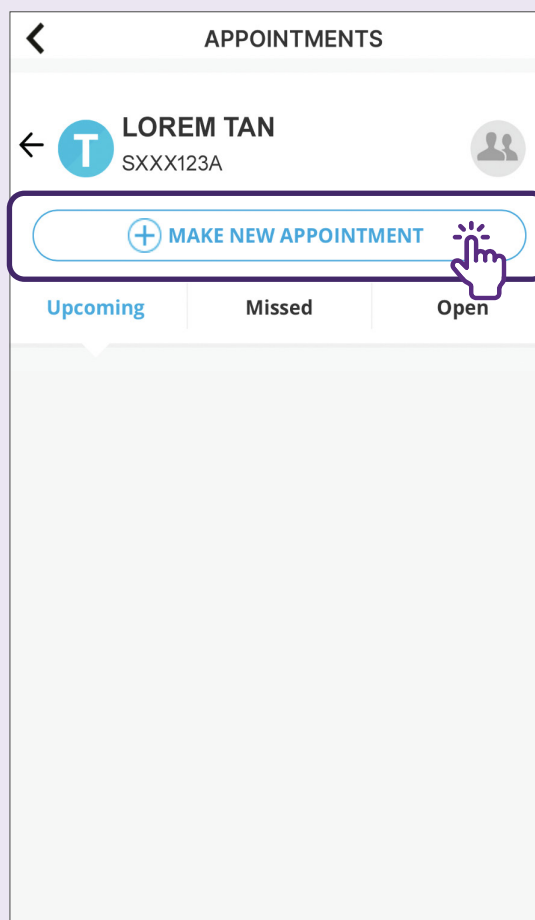


在HealthHub上安排预约

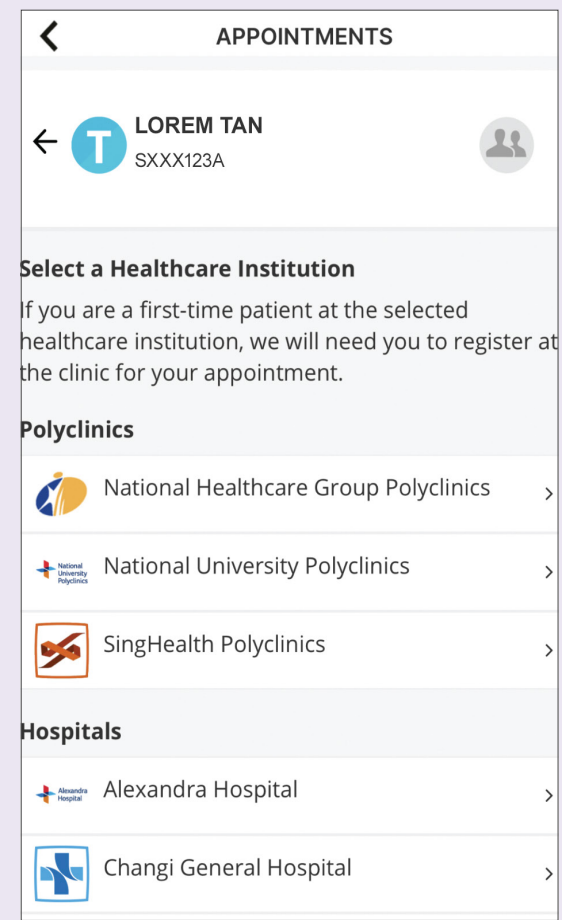
1 点按 “Appointments” (预约)



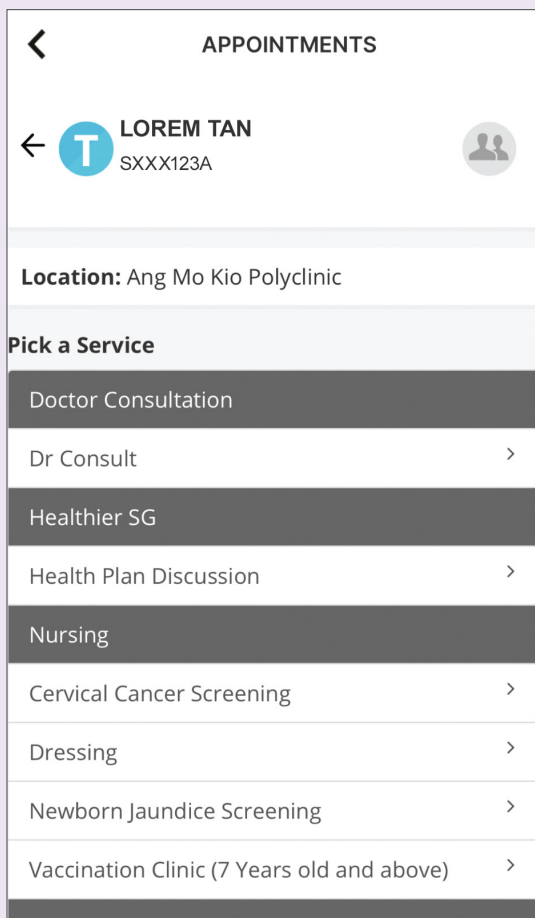
2 安排新预约



3 选择医疗机构



4 选择医疗服务



< APPOINTMENTS

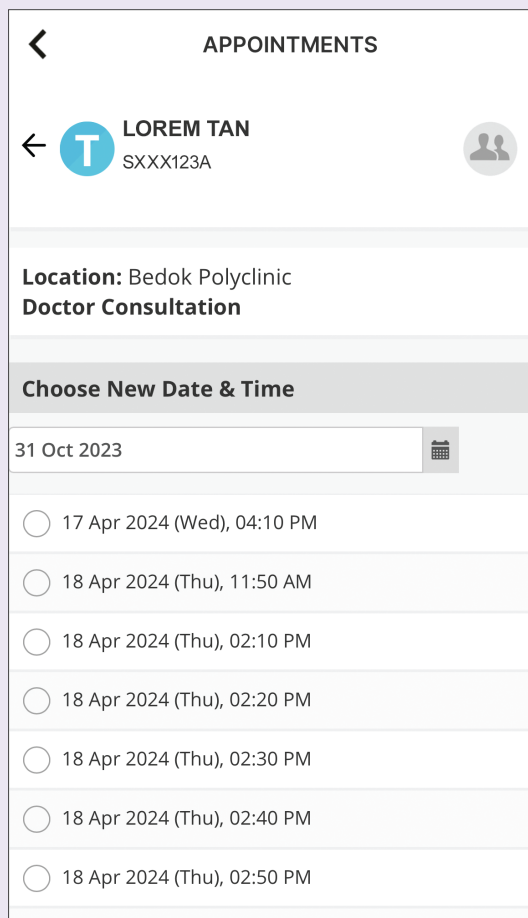
< **T** LOREM TAN
SXXX123A

Location: Ang Mo Kio Polyclinic

Pick a Service

- Doctor Consultation
- Dr Consult >
- Healthier SG
- Health Plan Discussion >
- Nursing
- Cervical Cancer Screening >
- Dressing >
- Newborn Jaundice Screening >
- Vaccination Clinic (7 Years old and above) >

5 选择预约日期和时间



< APPOINTMENTS

< **T** LOREM TAN
SXXX123A

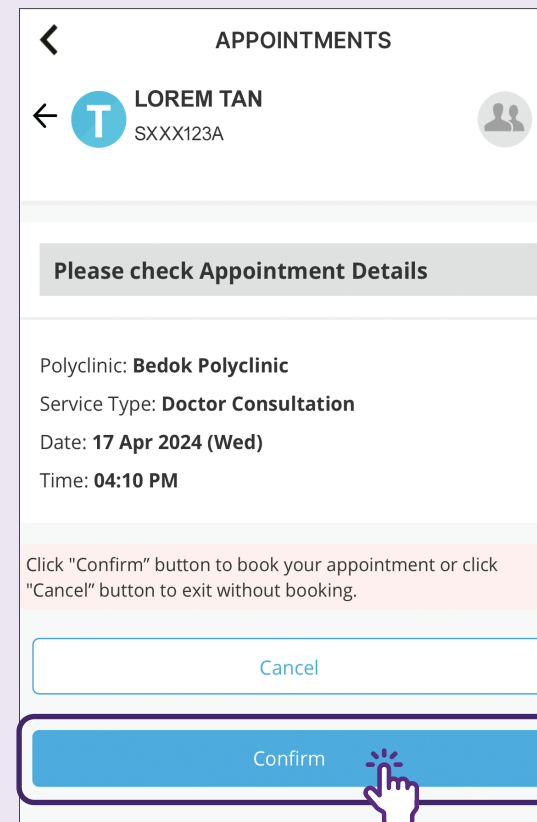
Location: Bedok Polyclinic
Doctor Consultation

Choose New Date & Time

31 Oct 2023

- ☐ 17 Apr 2024 (Wed), 04:10 PM
- ☐ 18 Apr 2024 (Thu), 11:50 AM
- ☐ 18 Apr 2024 (Thu), 02:10 PM
- ☐ 18 Apr 2024 (Thu), 02:20 PM
- ☐ 18 Apr 2024 (Thu), 02:30 PM
- ☐ 18 Apr 2024 (Thu), 02:40 PM
- ☐ 18 Apr 2024 (Thu), 02:50 PM

6 查看您的预约详情并点“Confirm” (确认) 以确认预约



< APPOINTMENTS

< **T** LOREM TAN
SXXX123A

Please check Appointment Details

Polyclinic: **Bedok Polyclinic**
Service Type: **Doctor Consultation**
Date: **17 Apr 2024 (Wed)**
Time: **04:10 PM**

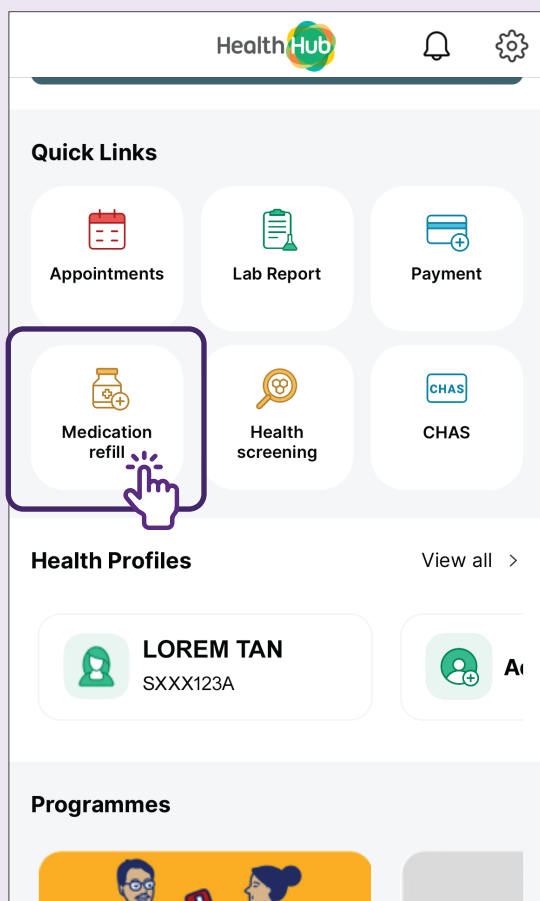
Click "Confirm" button to book your appointment or click "Cancel" button to exit without booking.

Cancel

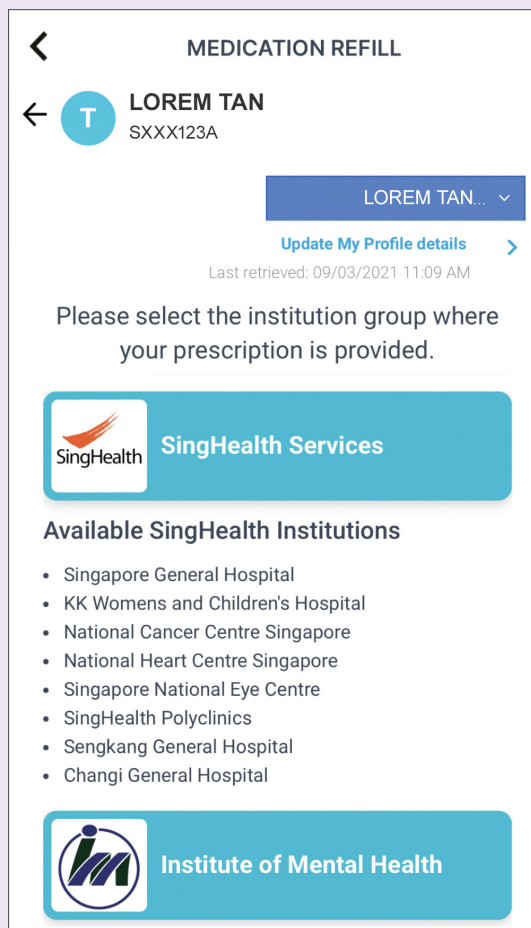
Confirm

在HealthHub上申请补充药物

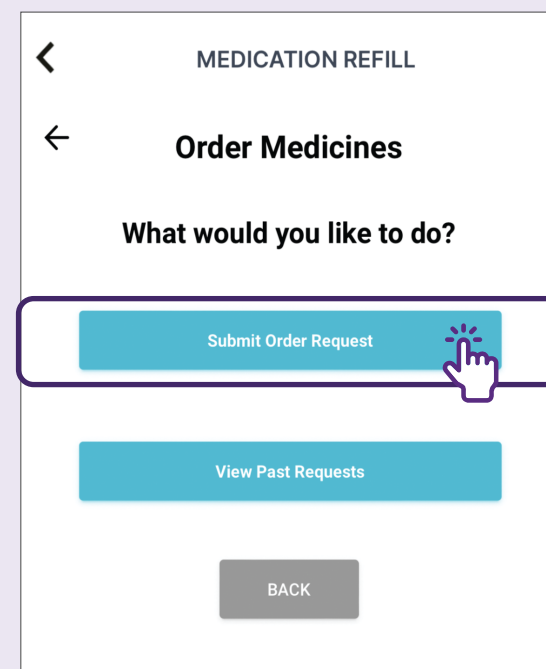
1 点按“Medication refill”（药物补充）



2 选择医疗机构



3 选择“Submit Order Request”（提交订购请求）





如果您想要查看之前的处方药物请求，点按“View Past Requests”（查看历史请求）。


笔记


4


填写在线表格


 MEDICATION REFILL













PARTICULARS PRESCRIPTION QUANTITY PAYMENT COLLECTION

 LOREM TAN
SXXX123A

I am the patient YES  No

Patient's Details

Full Name (as per NRIC / FIN) *
LOREM TAN

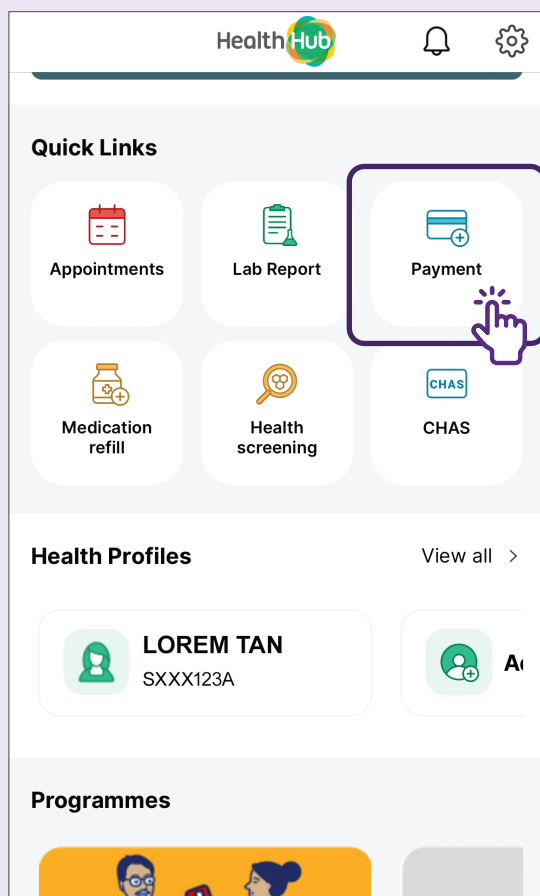
NRIC (S/F/T/G/M) or X/Y ID *
SXXX123A

Contact Details

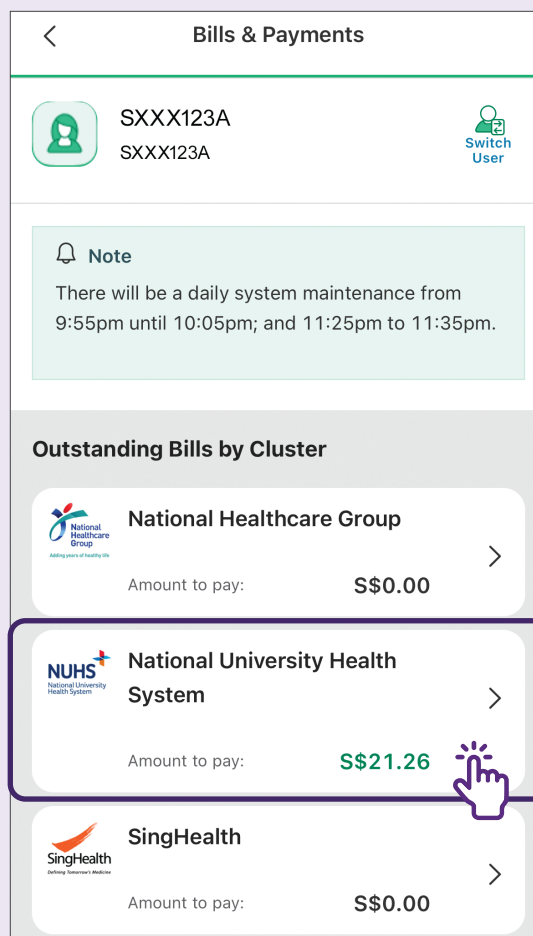
按照屏幕上的步骤并填写表格来提交您的药物请求。

在HealthHub上付款

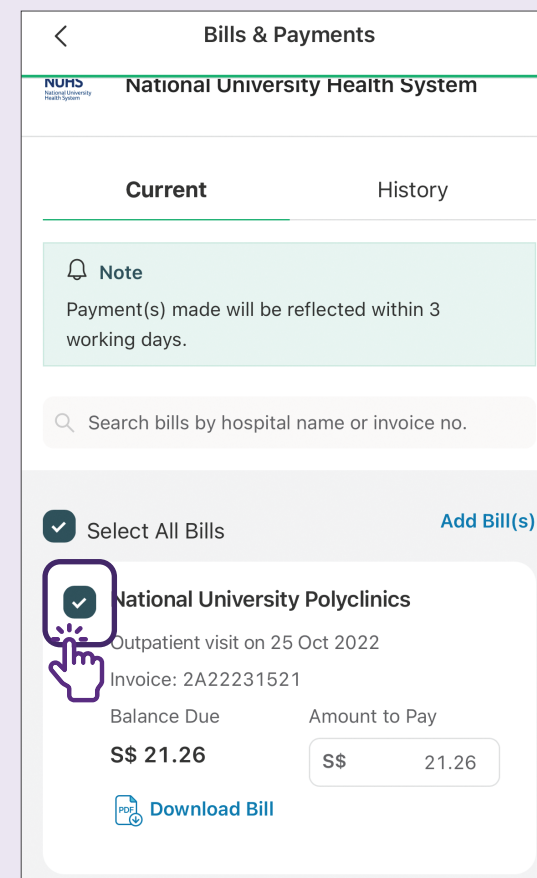
1 点按“Payment” (付款)



2 查看未缴清账单



3 点按复选框选择 您想要付款的账单



4 点按“Pay”（支付）进行付款

Current History

Note
Payment(s) made will be reflected within 3 working days.

Search bills by hospital name or invoice no.

☒ Select All Bills [Add Bill\(s\)](#)

☒ **National University Polyclinics**
Outpatient visit on 25 Oct 2022
Invoice: 2A22231521
Balance Due **S\$ 21.26** Amount to Pay **S\$ 21.26**
[Download Bill](#)

Total Amount
S\$21.26

Pay

5 填写付款人信息

Bills & Payments

1 Overview 2 **Payment** 3 Summary

Grand Total **S\$ 21.26**

Payor Information
* All fields are mandatory

Full Name

Contact Number

Email Address

*Payment receipt will be sent to this email.

Select Payment Option

VISA

NETS Direct Debit

6 选择付款方式

Email Address

*Payment receipt will be sent to this email.

Select Payment Option

VISA

NETS Direct Debit


*Payment will be made to National University Health System Pte Ltd (NUHS)

Alert
Please ensure your pop-up blocker is turned off before you proceed with the payment. Tap [here](#) to learn how.

Back

您需要填写十位数信用卡或借记卡号码、卡的有效期和CVV号码、以完成付款。

[illegible]



Payment Successful

Official receipt will be sent to loremtan@gmail.com.

The amount paid will be reflected in a few minutes. If not, please check after 3 working days.

Receipt ID	210609HU0009
Receipt Date	09 Jun 2021, 05:11 PM
Payor Name	LOREM TAN
Payment Method	Visa 1111
Total Amount	\$ 9.25

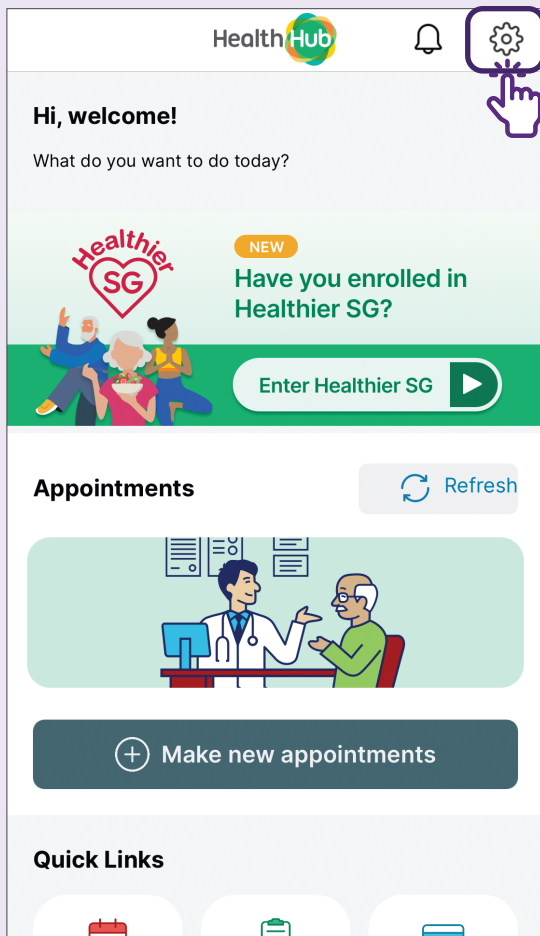
Name	1PM RULE - SIT 5 MCPS
NRIC	SXXX123A
Bill for	National Healthcare Group Polyclinics
Invoice No.	0L21505816
Amount	\$ 9.25

Our call centres will contact you if follow up

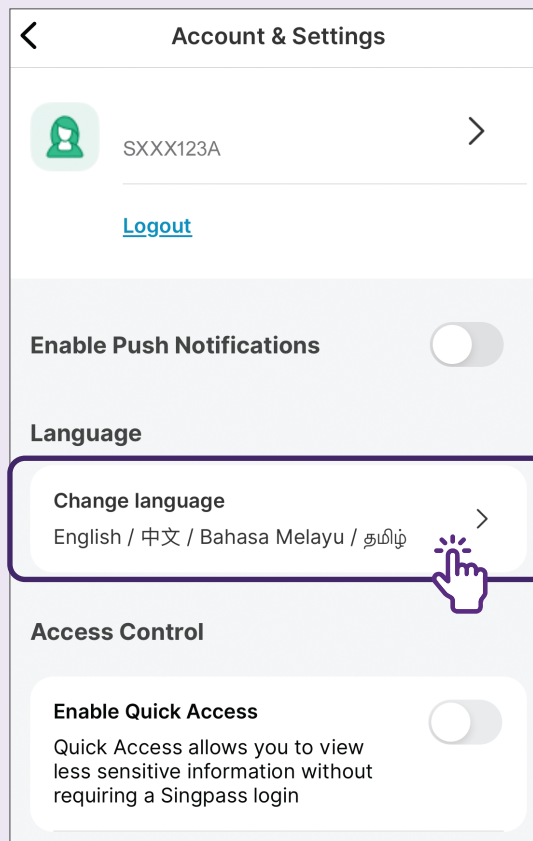
成功完成付款之后，您可以将收据下载到手机图库中。

在HealthHub上更改语言

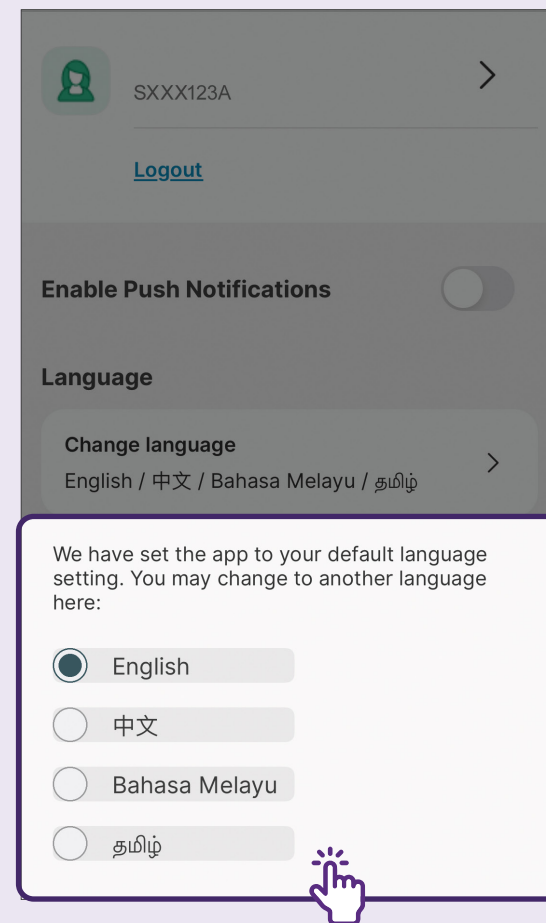
1 点按设置图标



2 选择“Change Language”（更改语言）

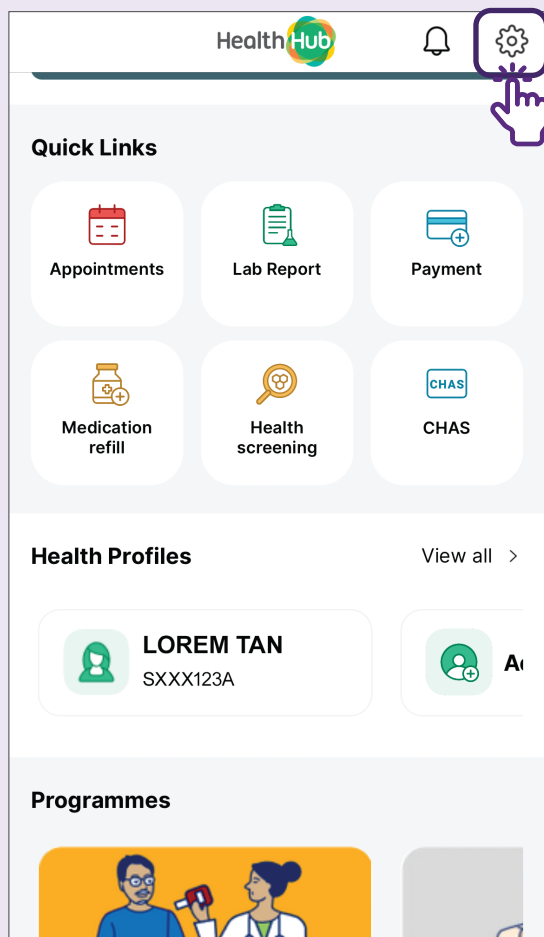


3 选择您要使用的语言

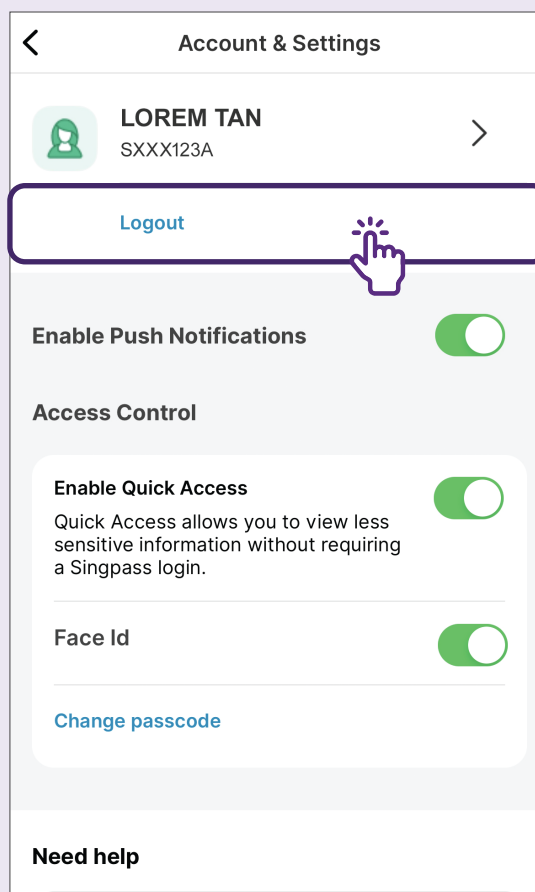


登出HealthHub

1 点按设置图标



2 点按“Logout” (登出)



笔记

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has rounded corners at the top and bottom edges. The background behind the paper is dark grey.

[illegible]

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