

Health

Transact Online



Scan the QR code below
to learn more about
Transact Online competency:



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Introduction

The Digital Skills for Life (DSL) guide is a collection of booklets that is designed to help you learn essential digital skills for daily living. It offers step-by-step instructions and quick tips that empowers you to navigate the digital landscape confidently and safely.

It is designed for anyone who wants to pick up essential digital skills for daily living.

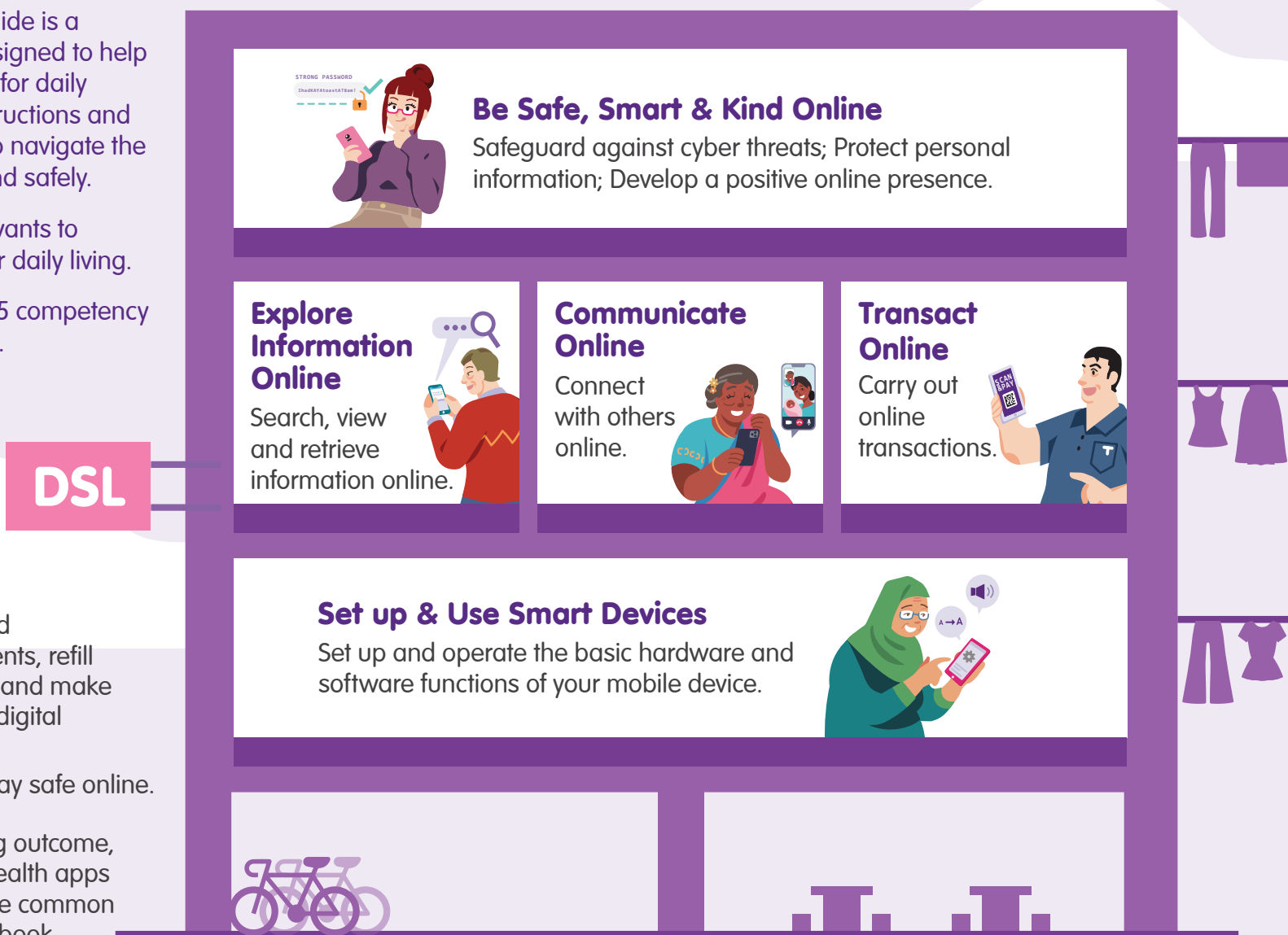
The DSL skills are grouped into 5 competency areas as shown in the diagram.

Learning Outcomes:

This guidebook focuses on the 'Transact Online' competency, where you will learn:

- The common digital health apps, their icons and identify them using their logos.
- The common features (UI) and steps (UX) to book appointments, refill medications or prescriptions, and make payment for medical bills on digital health apps.
- Useful cybersecurity tips to stay safe online.

To help you acquire the learning outcome, this guidebook uses different health apps as examples to demonstrate the common steps to access health records, book appointments, refill medications and make payments for medical bills.

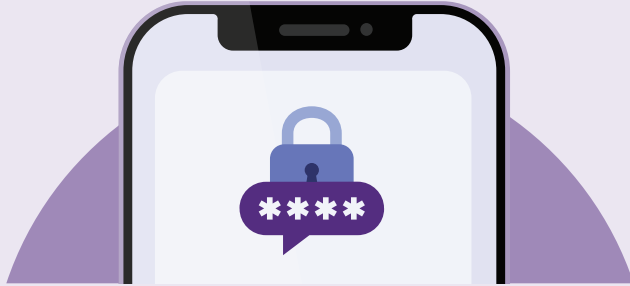


The guidebook is based on common software icons and mobile device settings. Please note that certain features may differ across different mobile devices and models.



Cyber Security Tips

To stay safe while using digital health apps, please keep to the following:



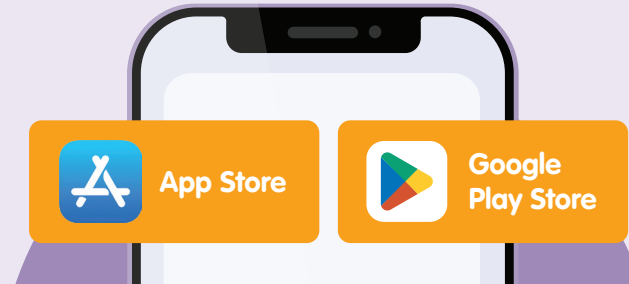
Do not disclose your Singpass login details to others as it can lead to unauthorised access to your accounts and personal information.



Do not share personal or financial details, passwords or one-time password (OTP) with anyone.



Check for updates and **update your app promptly** to protect your devices from known security vulnerabilities.



Download apps from **official** sources.

Understanding Common Digital Health Apps

About Digital Health Apps

Page 5

The Common Features found across Digital Health Apps

Page 6

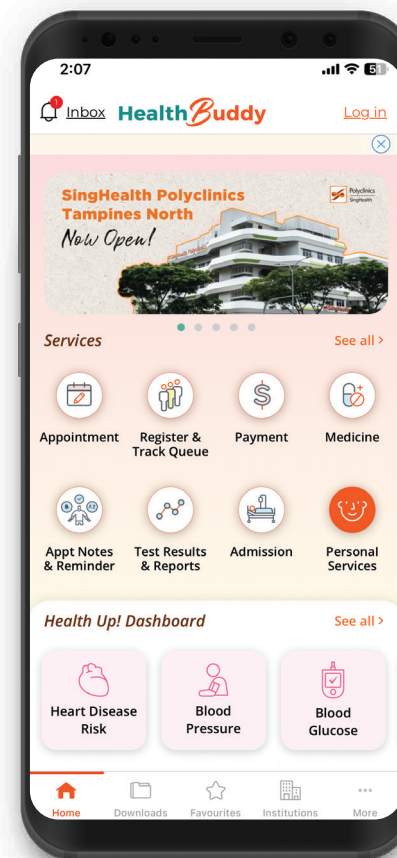
About Health Apps

Health apps like HealthHub, SingHealth Health Buddy, and NHG Cares provide Singaporeans with convenient, one-stop access to their health services and records. There is no need to recall past appointments or prescribed medications; these apps store and organise such information, making it easily accessible whenever needed.

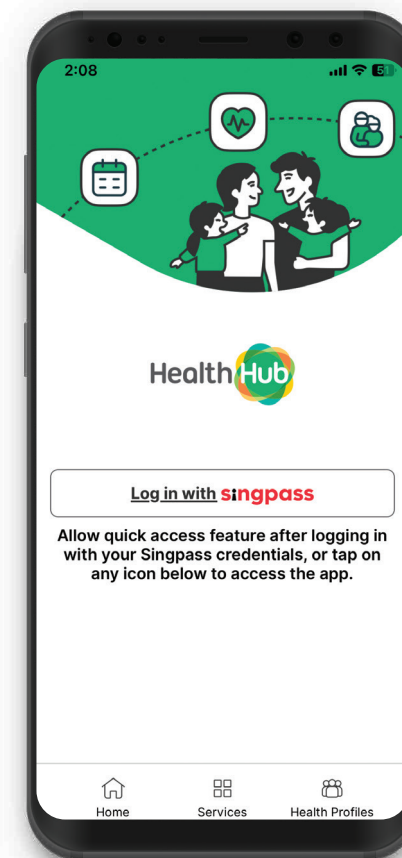
Pre-requisites to learning the apps

Learners must:

- Have a mobile device with a working camera.
- Have a mobile device connected to cellular network or Wi-Fi.
- Know how to download an app.
- Have an active email account.



SingHealth Health Buddy App



HealthHub App



Common Features Across Different Health Apps

HealthHub

SingHealth Health Buddy



Home Icon
Access the app's main homepage.



Appointment Icon
View your current appointment or make a new appointment.



Payment Icon
Make online payment for your medication bills.



Medication Icon
Review your prescription request to refill medications or submit order for new medications.

HealthHub

SingHealth Health Buddy



Services or More Icon
Explore other available services on the app.



Notification Icon
View important notifications such as appointment reminders or payment reminders.

Navigating Common Steps to Use Digital Health Apps

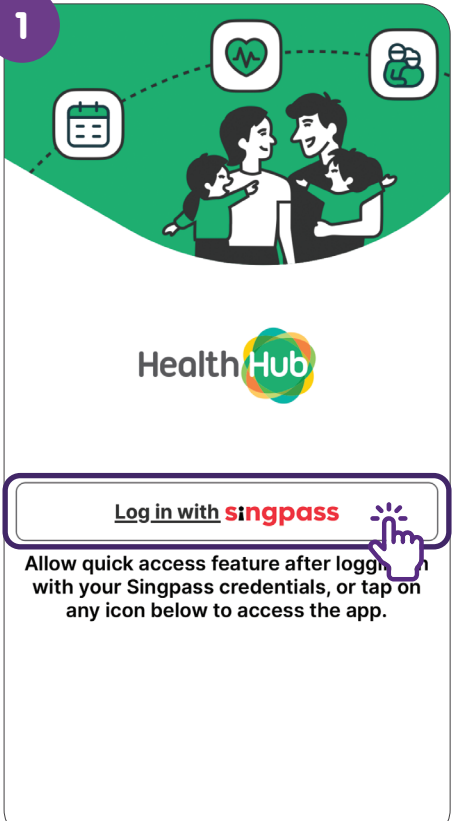
How to Set up an Account	Page 9
How to Book an Appointment	Page 10
How to Refill Medication or Prescription	Page 13
How to Make Payment for Medical Bills	Page 15
How to Log out of your Account	Page 16

Common Steps to Use Health Apps – Set up or Login

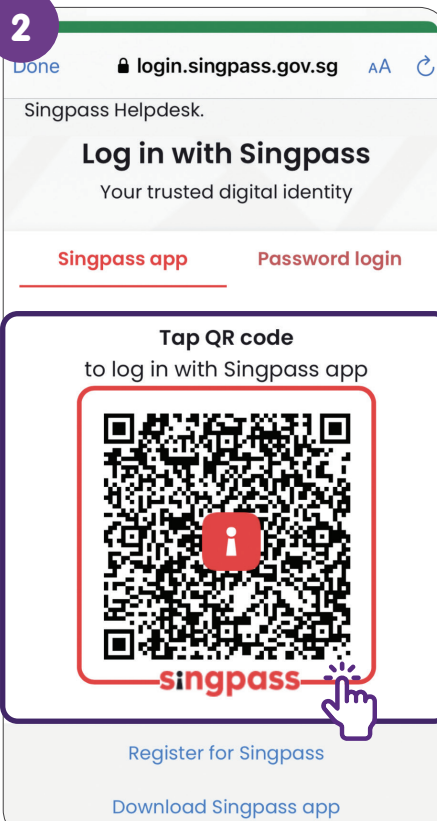
Most health apps in Singapore allow you to log in with Singpass, making access easy if you have it set up.

HealthHub

1



2



Log in with singpass

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

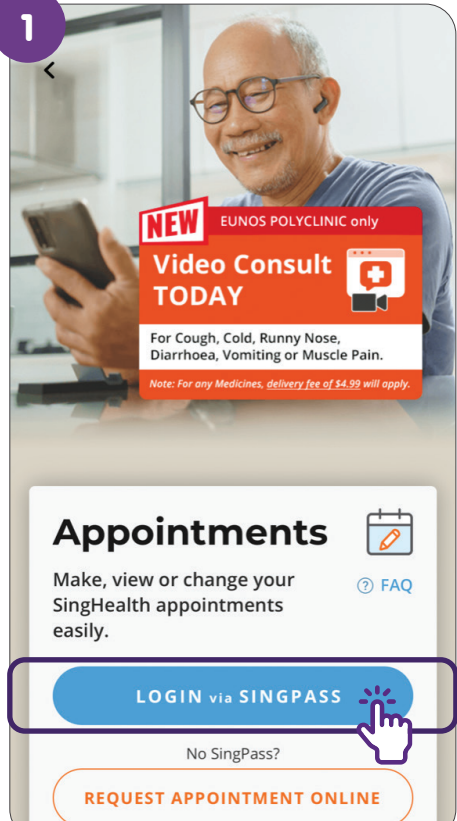
Tap QR code to log in with Singpass app

Register for Singpass

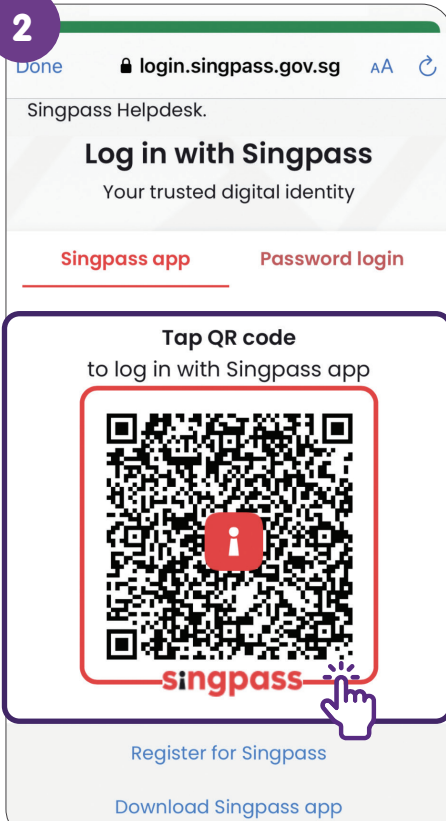
Download Singpass app

SingHealth

1



2



LOGIN via SINGPASS

Tap QR code to log in with Singpass app

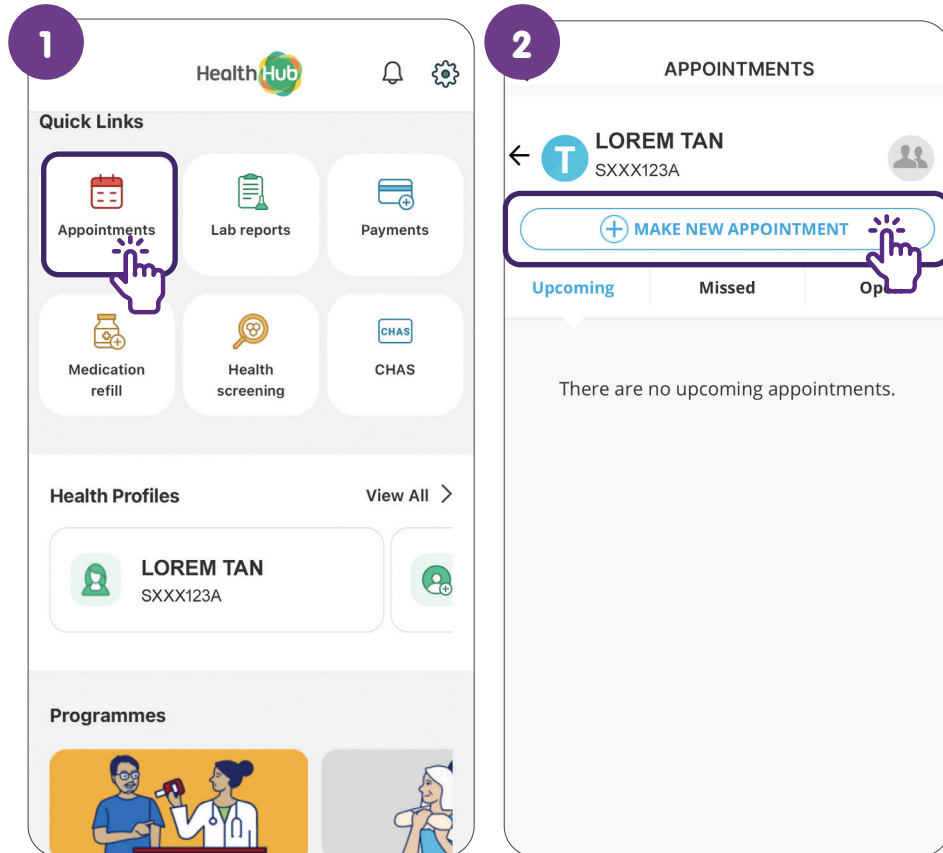
Register for Singpass

Download Singpass app

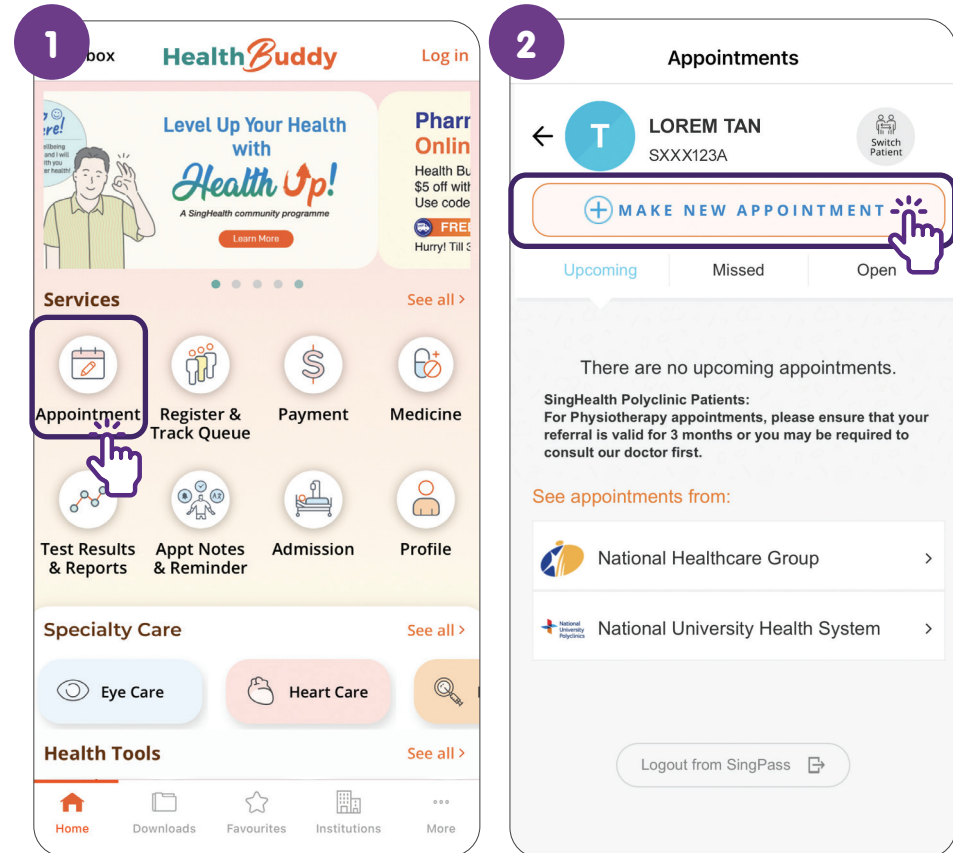
Common Steps to Use Health Apps – Book an Appointment

After that, follow the on-screen steps to select the healthcare institution, purpose of appointment, as well as date and time.

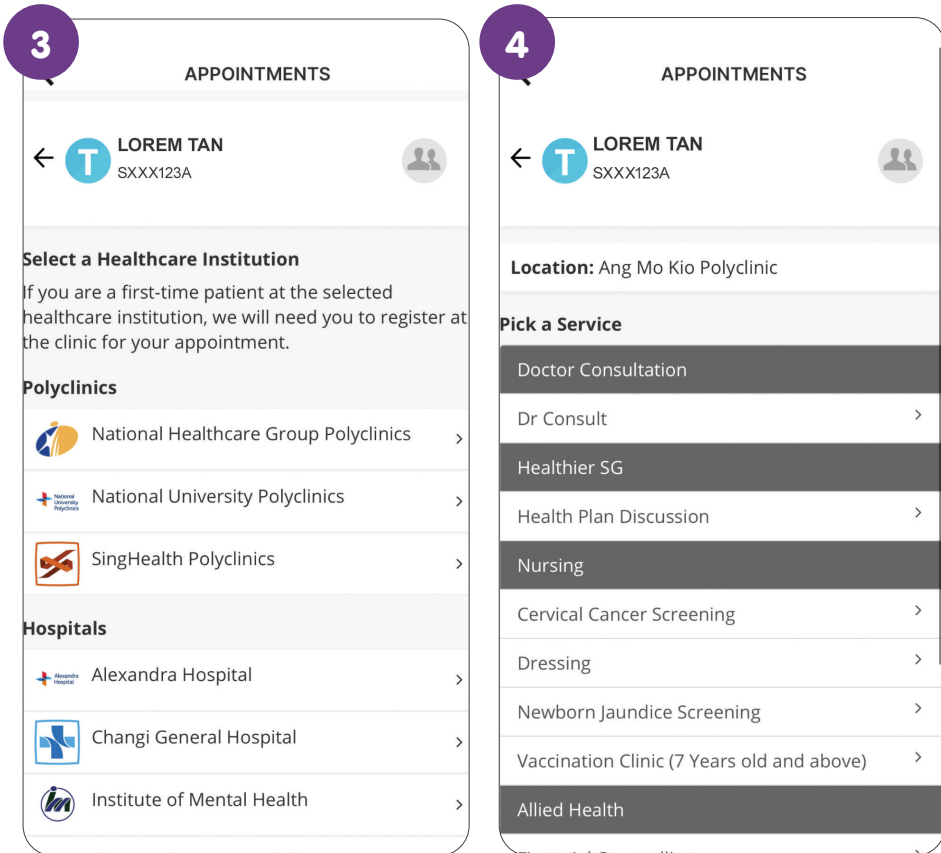
HealthHub



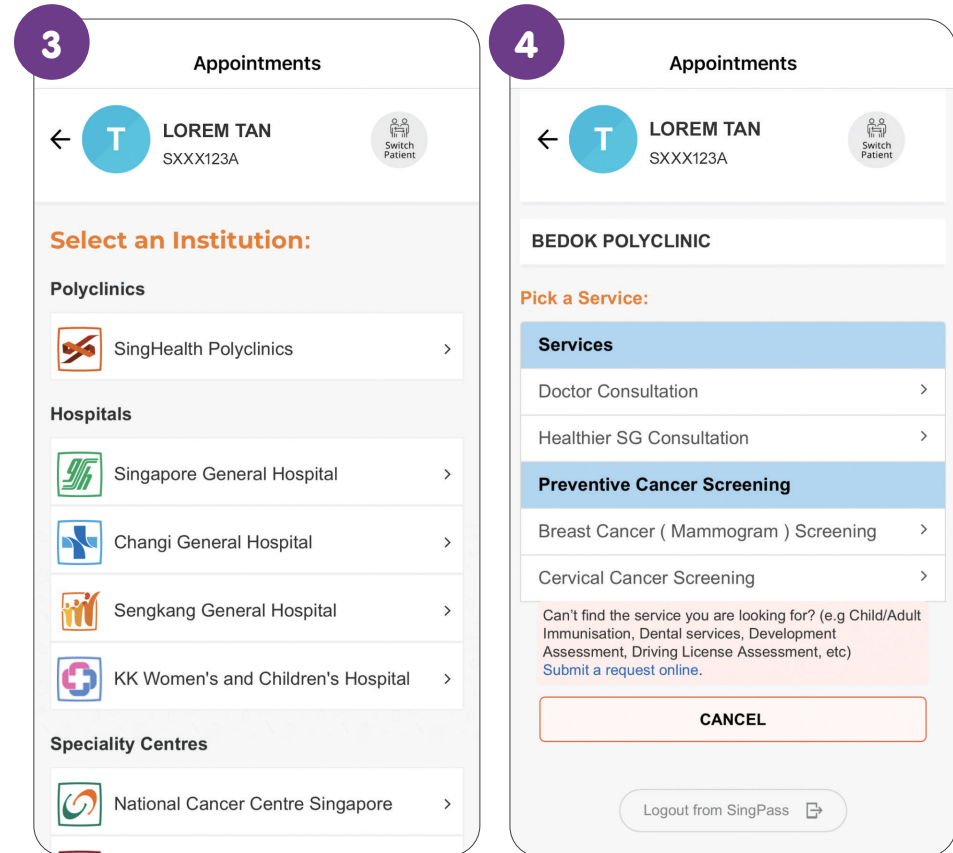
SingHealth



HealthHub



SingHealth



HealthHub

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.

SingHealth

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.

Common Steps to Use Health Apps – Order or Refill Medication

You can order or refill your medications easily by tapping on the Medication refill or Medicine icon. You'll see your past prescriptions, where you can request refills or submit orders for new medications.

HealthHub

1 The HealthHub app home screen features a 'Quick Links' section with icons for Appointments, Lab reports, Payments, Medication refill, Health screening, and CHAS. A hand icon points to the 'Medication refill' icon.

2 The 'MEDICATION REFILL' screen displays the user's name 'LOREM TAN' and ID 'SXXX123A'. It prompts the user to 'Please select the institution group where your prescription is provided.' Below this is a 'SingHealth Services' button and a list of 'Available SingHealth Institutions':

- Singapore General Hospital
- KK Womens and Children's Hospital
- National Cancer Centre Singapore
- National Heart Centre Singapore
- Singapore National Eye Centre
- SingHealth Polyclinics
- Sengkang General Hospital
- Changi General Hospital

SingHealth

1 The SingHealth app home screen features a 'Services' section with icons for Appointment, Register & Track Queue, Payment, Medicine, Test Results & Reports, Appt Notes & Reminder, Admission, and Profile. A hand icon points to the 'Medicine' icon.

2 The 'Medicines Order Service' screen prompts the user to 'Which institution issued your prescription?' and to 'Select an Institution'. It lists 'Hospitals' and 'Speciality Centres':

Hospitals

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

Speciality Centres

- National Cancer Centre Singapore
- National Heart Centre Singapore
- Singapore National Eye Centre

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

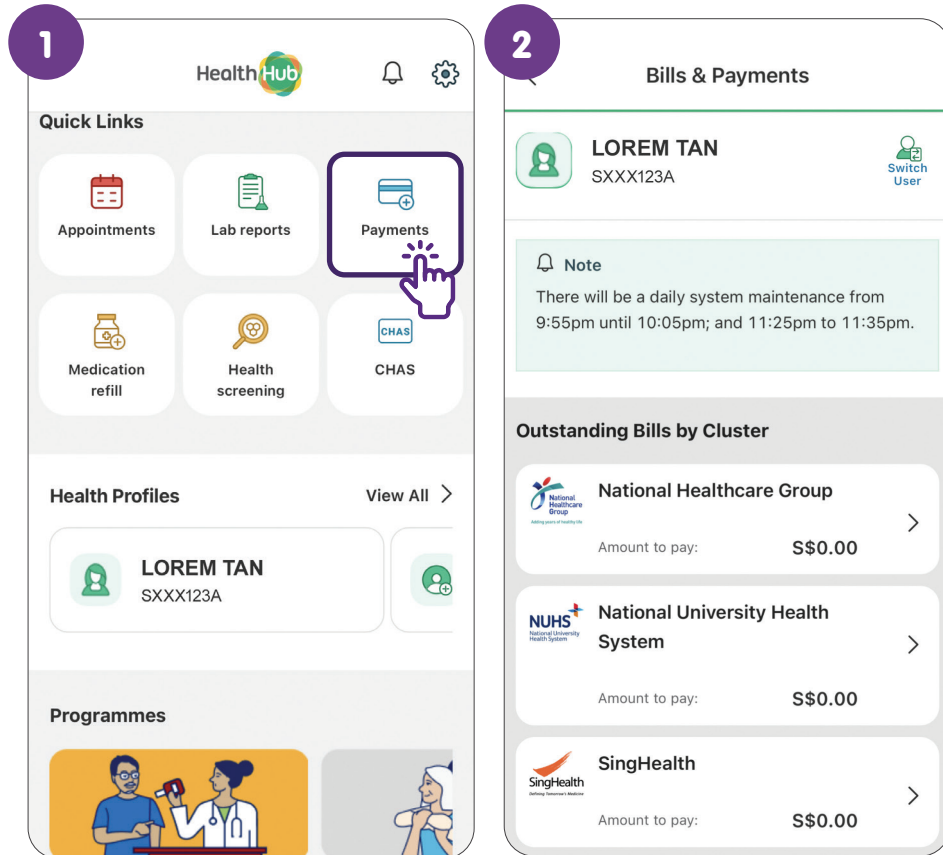
Note: Contact number change is valid for this order only.

Email *

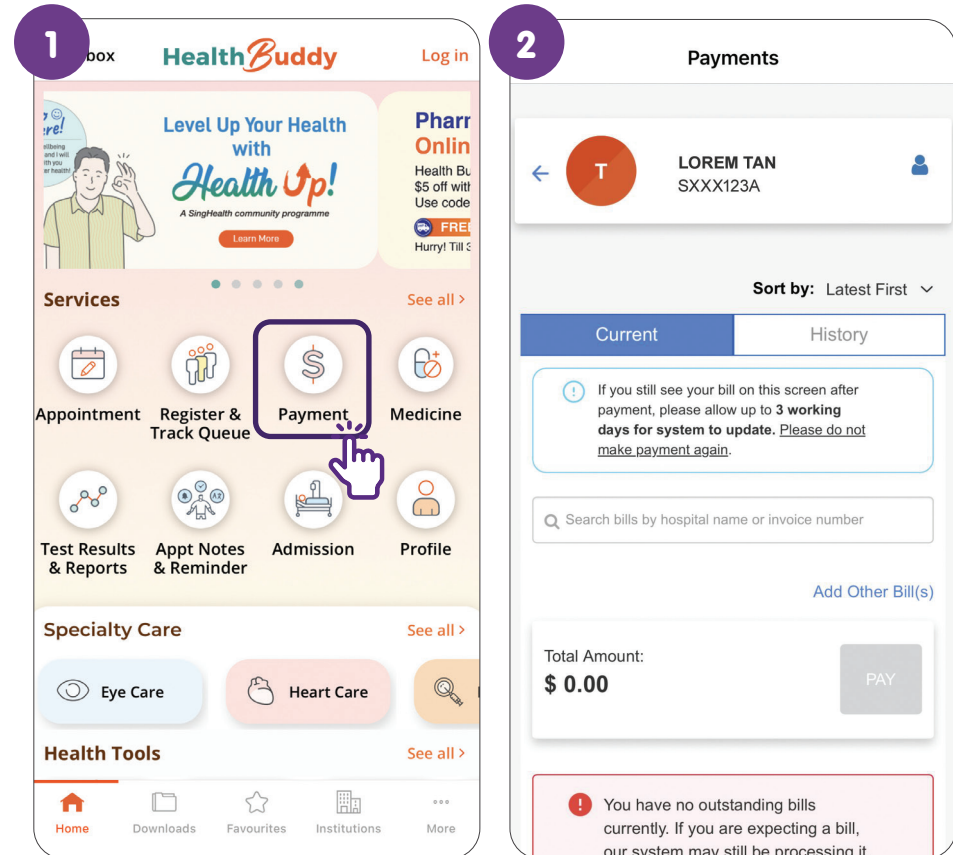
Common Steps to Use Health Apps – Make Payment

You can make payment by tapping on the Payment icon. It will display your pending medical bills, which you can pay through the app using a credit or debit card.

HealthHub



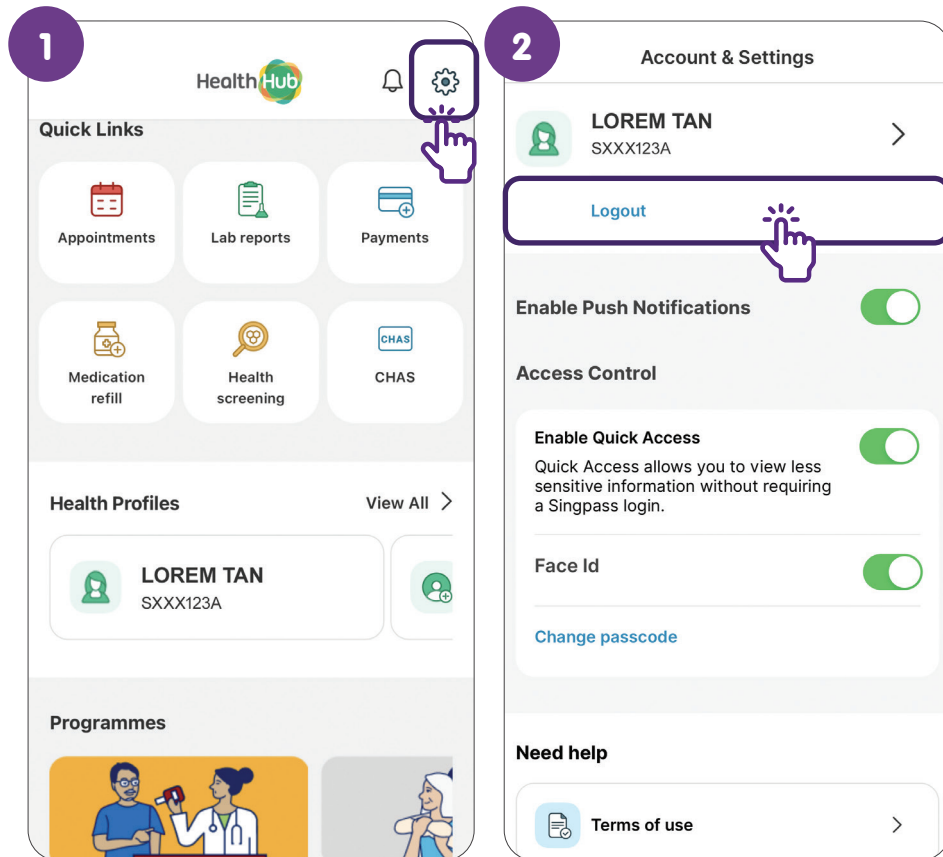
SingHealth



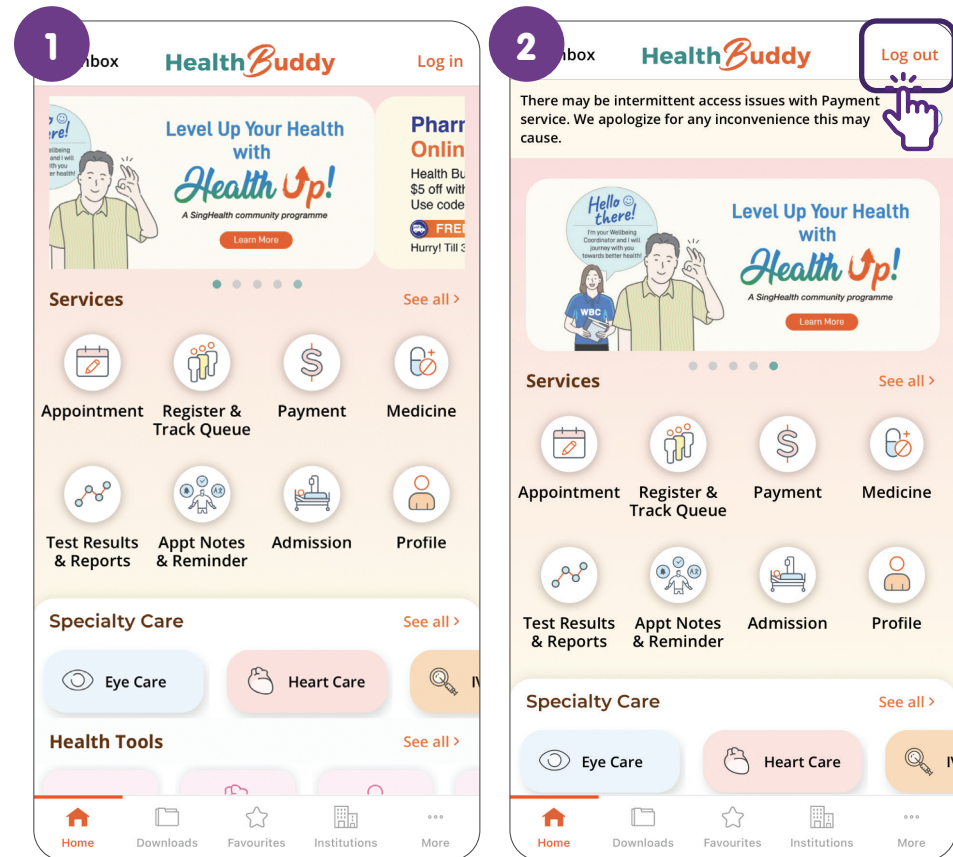
Common Steps to Use Health Apps – Logout

To protect your personal information, it's advisable to log out of your account once you've completed your transaction.

HealthHub



SingHealth



For SingHealth, the logout function is located in the same spot where you tap to log in to your account.

Step-by-step Guide to Use HealthHub App

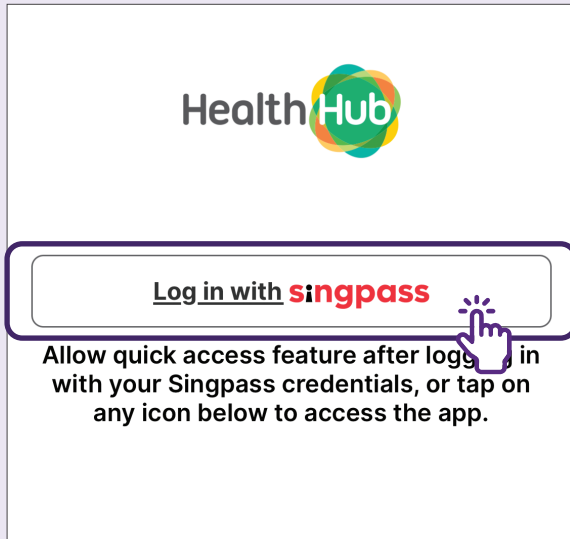
Log in using Singpass on HealthHub

1 Launch HealthHub

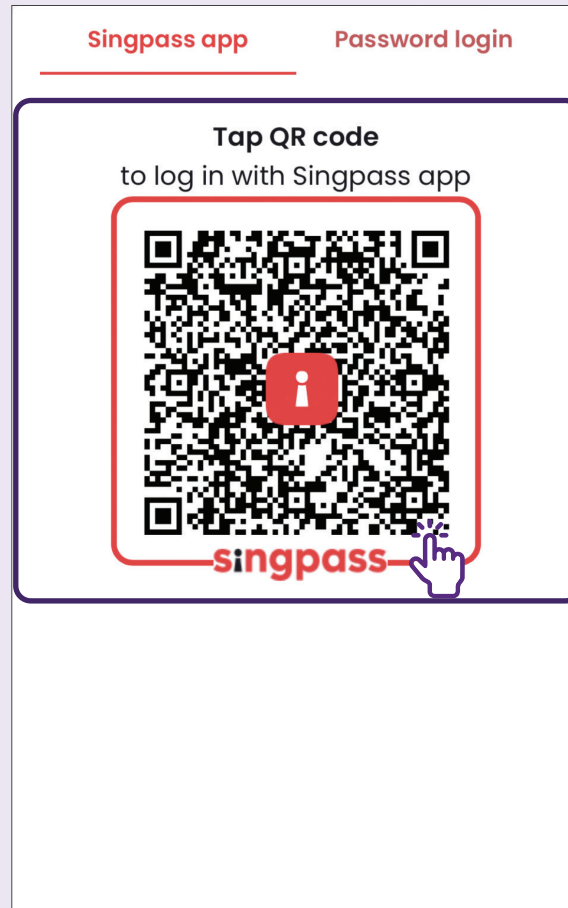


Download "HealthHub" app from Apple App Store or Google Play Store and launch it.

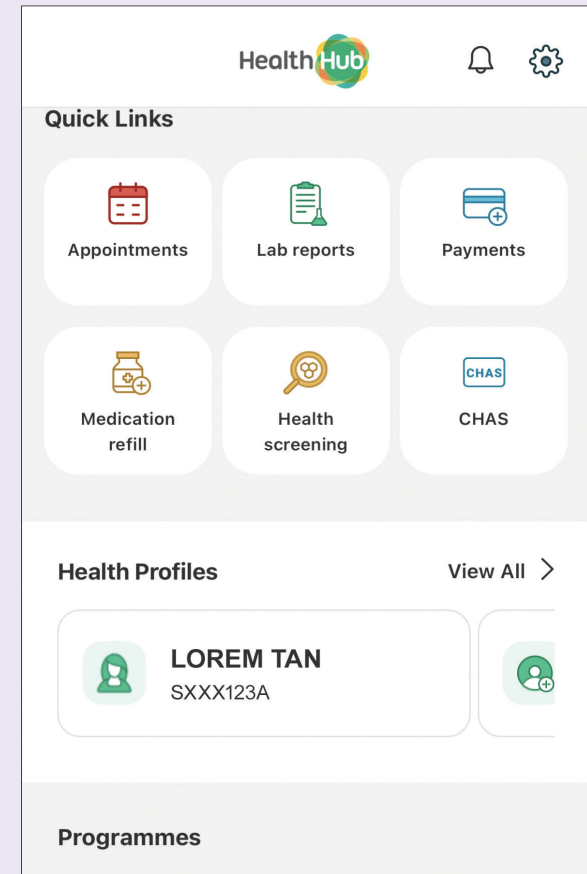
2 Tap on Log in with Singpass



3 Tap on the Singpass logo to log in via Singpass

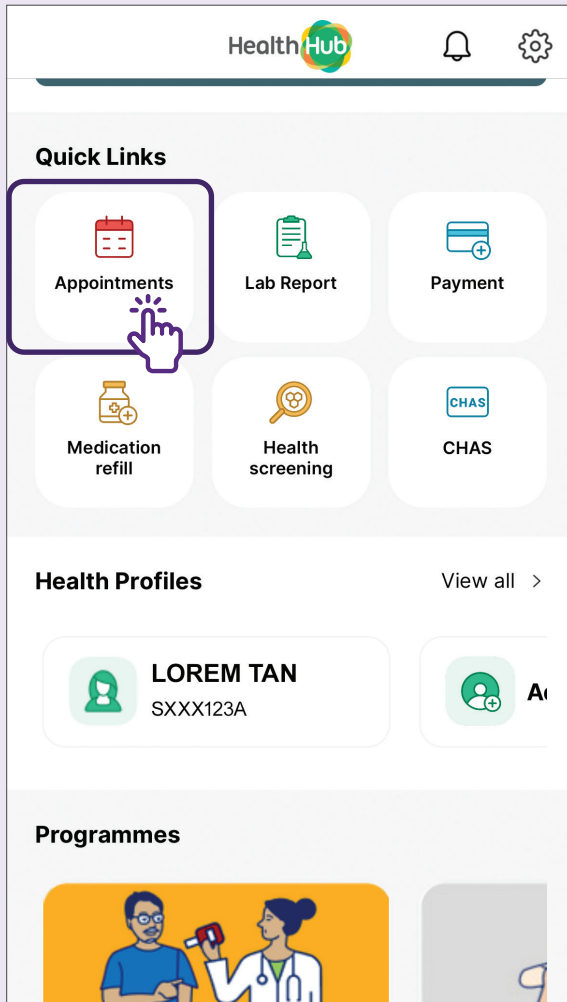


4 After successfully logging in, you will be directed to the homepage

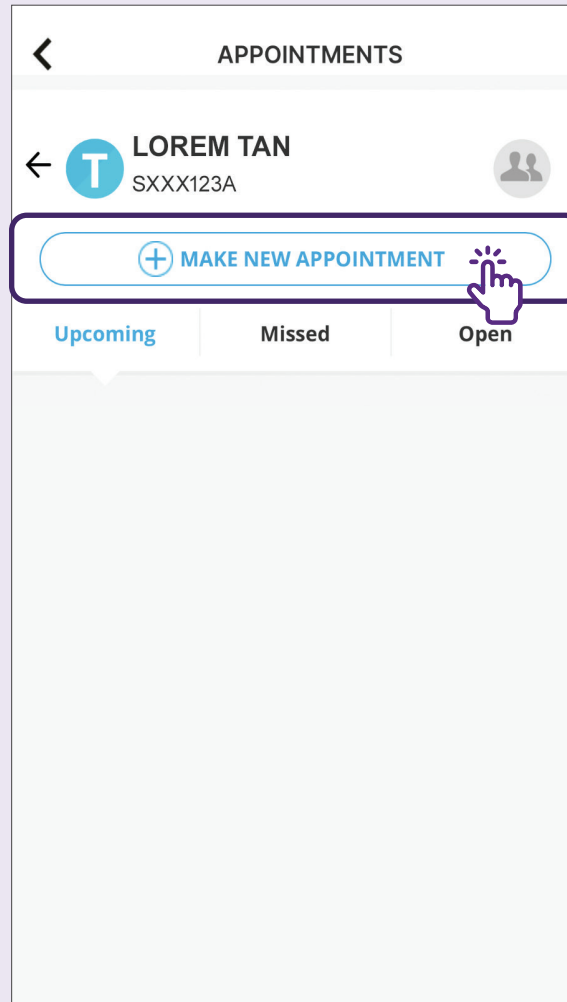


Book an Appointment on HealthHub

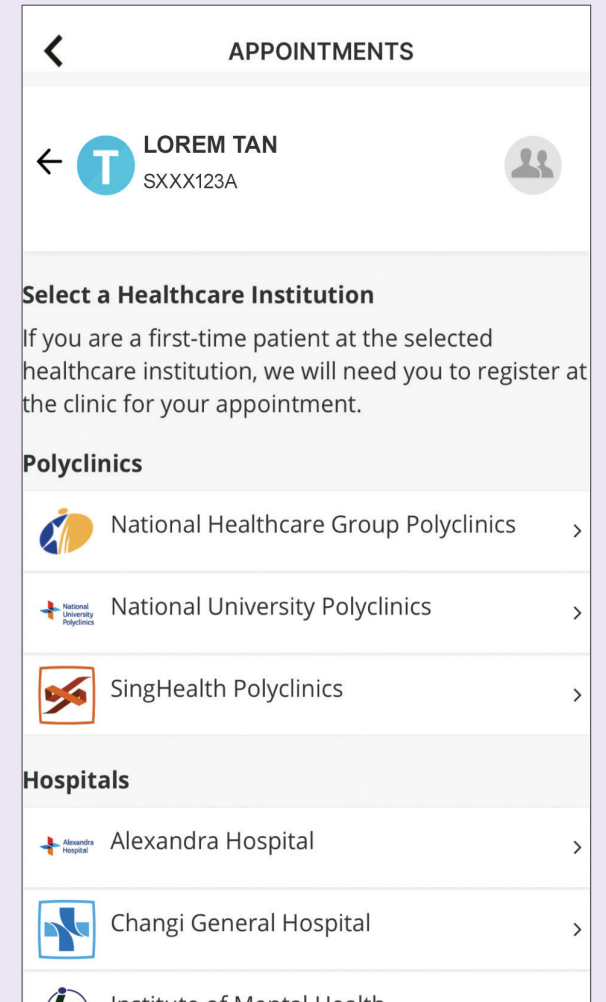
1 Tap on Appointments



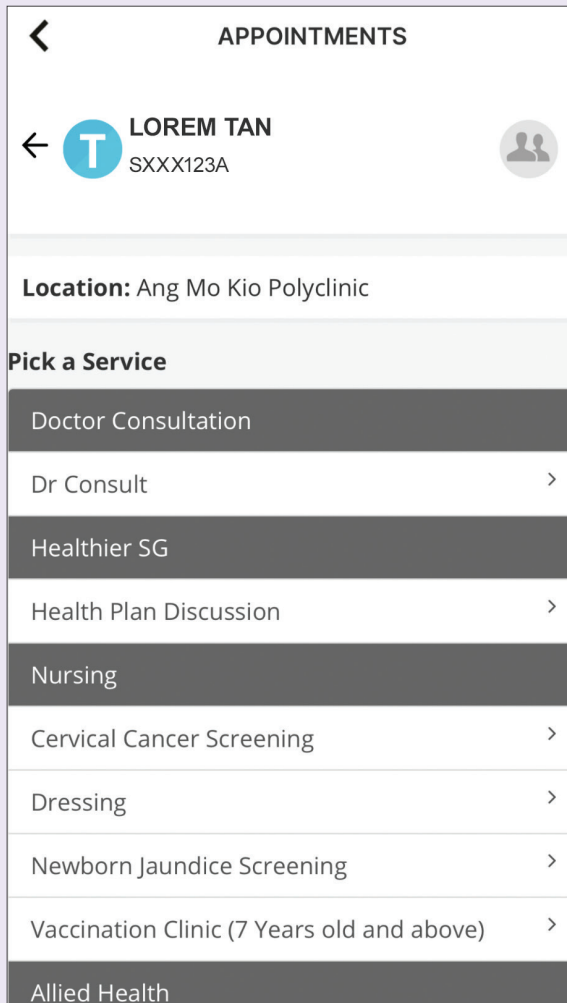
2 Make New Appointment



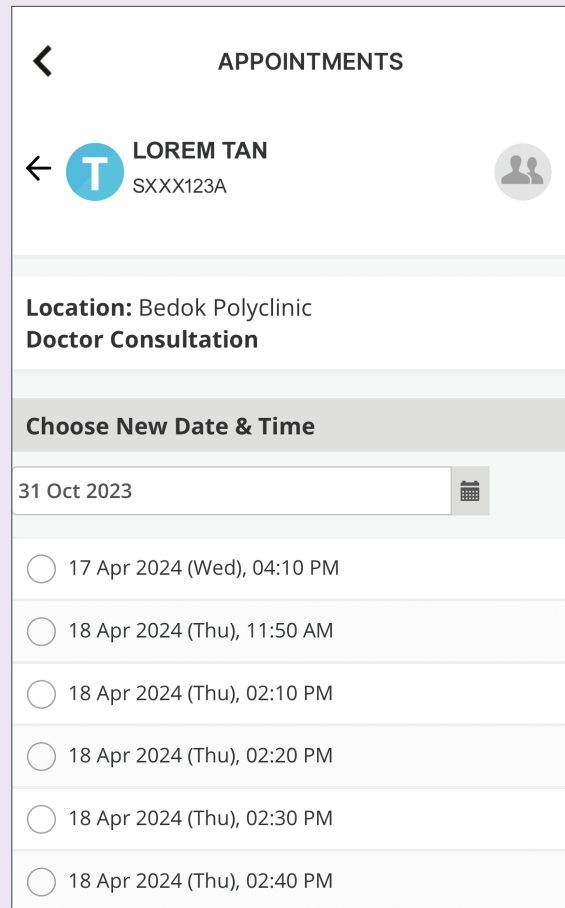
3 Select your preferred Healthcare Institution



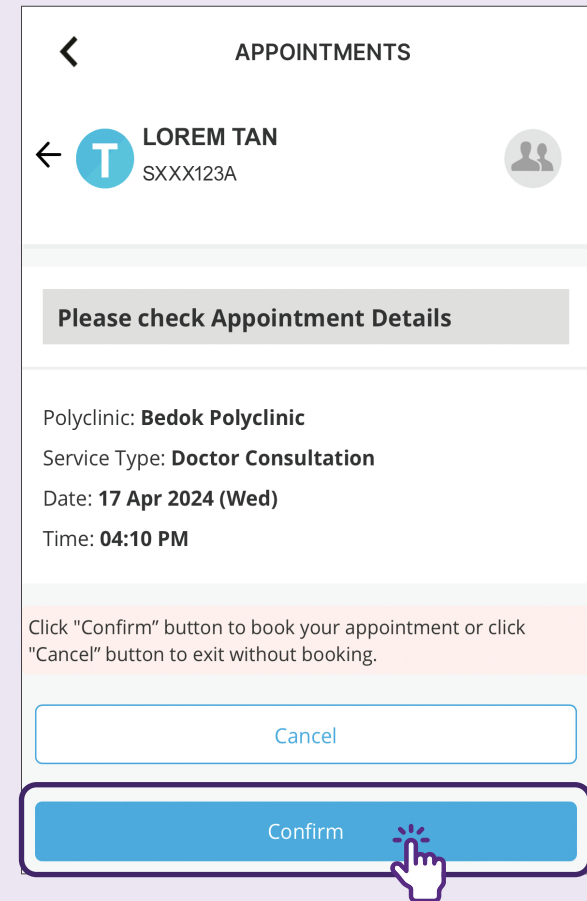
4 Select the services you require



5 Select your appointment date and time

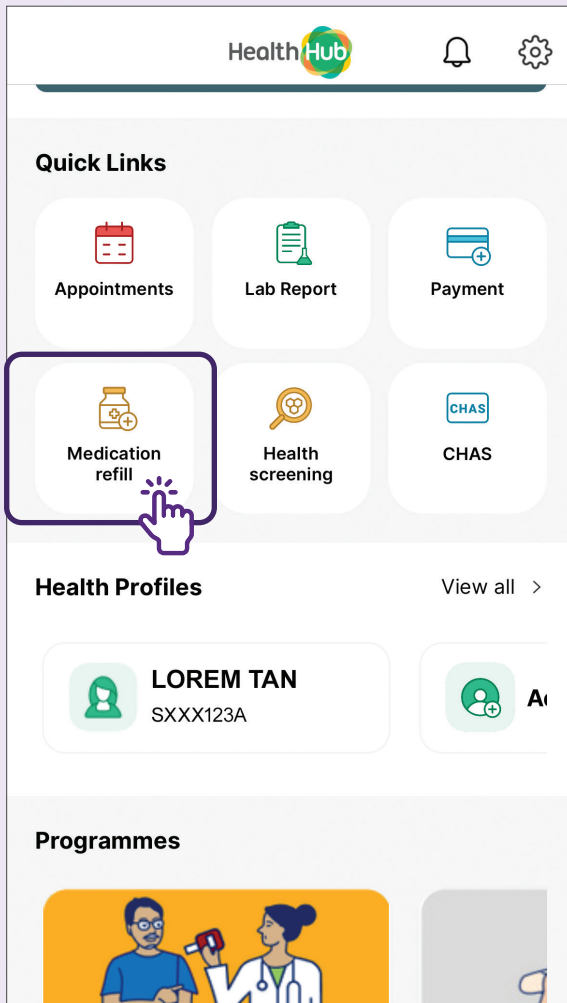


6 Review your Appointment Details and tap on Confirm to book your appointment

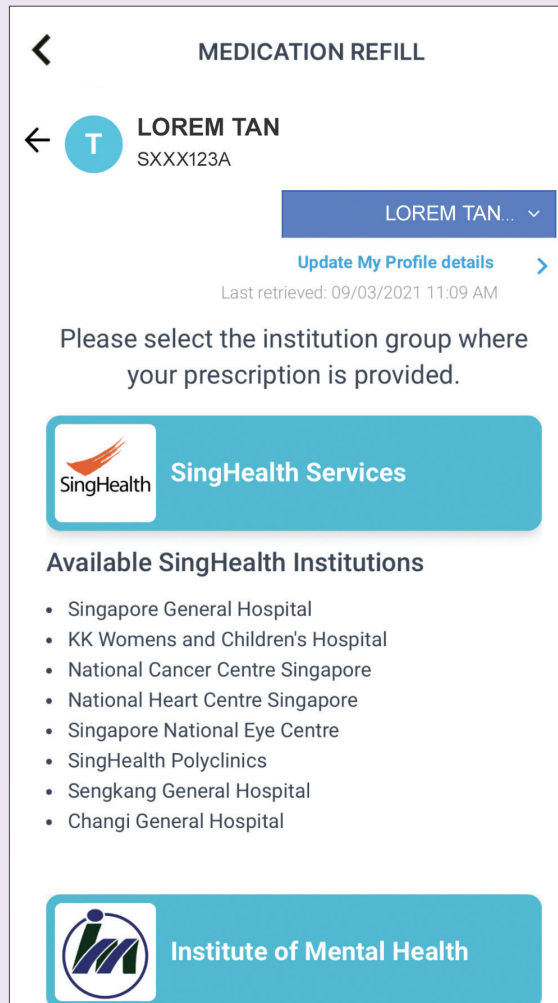


Request for Medication Refill on HealthHub

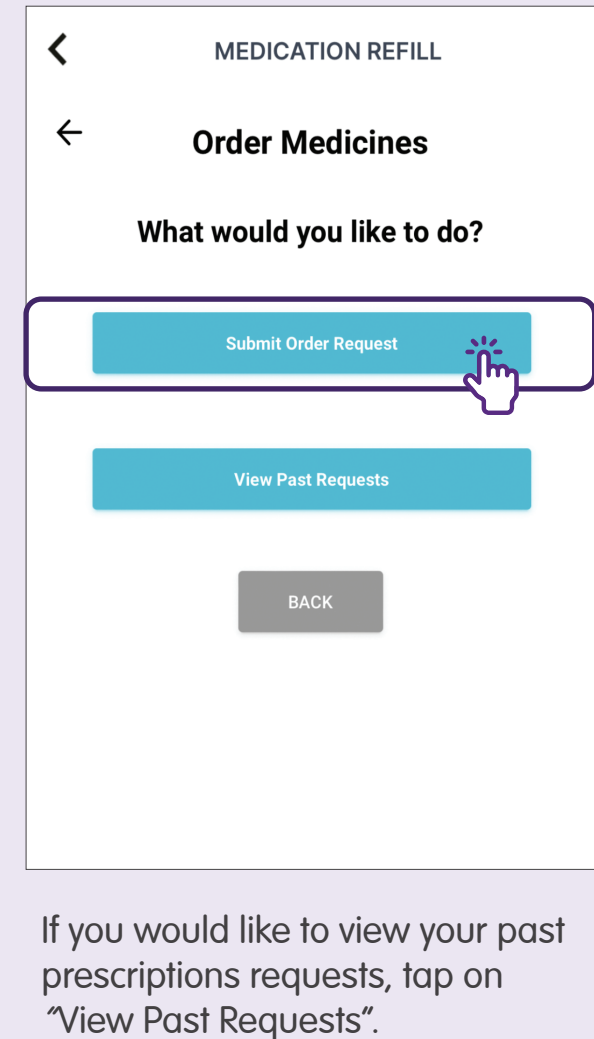
1 Tap on Medication refill



2 Select the Healthcare Institution

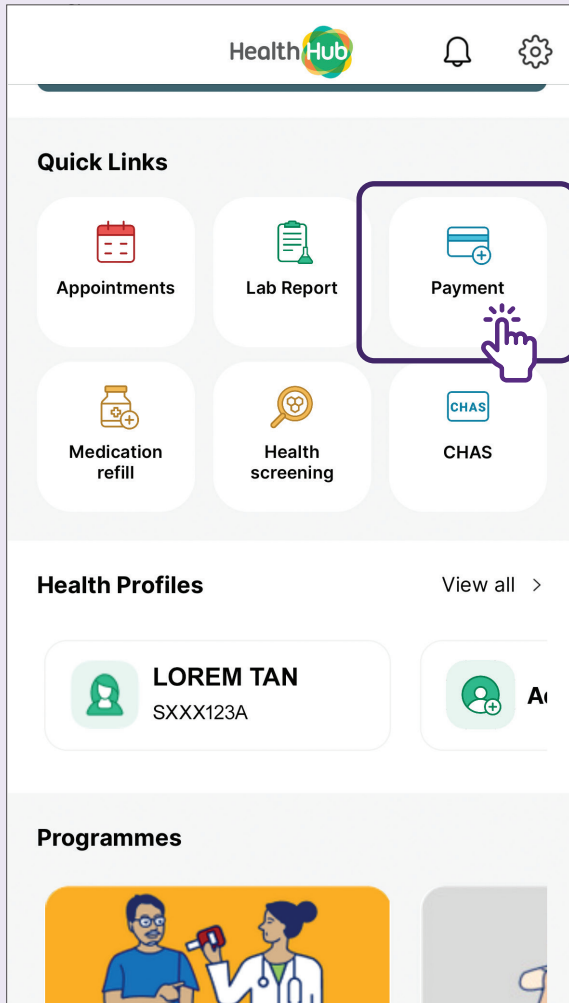


3 Select Submit Order Request

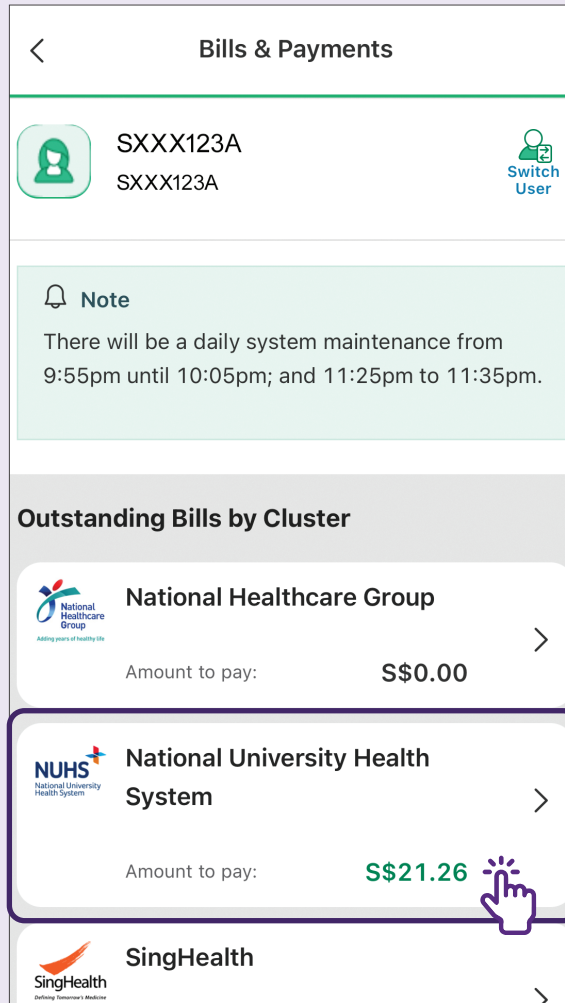


Make Payment on HealthHub

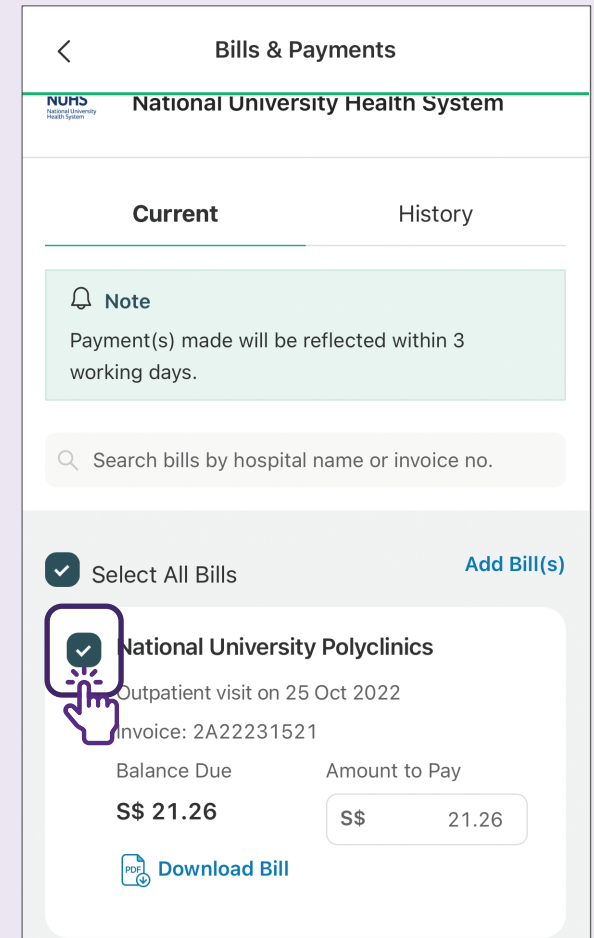
1 Tap on Payment



2 Review Outstanding Bills



3 Tap on the checkbox to select the bill you wish to pay



4 Tap on Pay to make payment

National University Health System

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 Amount to Pay
S\$ 21.26 S\$ 21.26
Download Bill

Total Amount
S\$21.26 Pay

5 Fill in Payor Information

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

6 Select Payment Option

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)

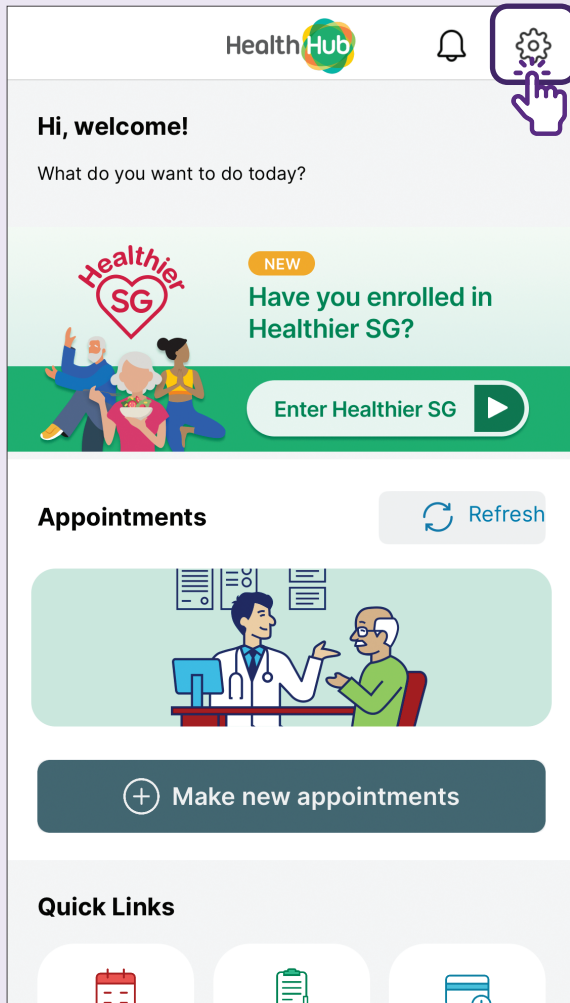
Alert
Please ensure your pop-up blocker is turned off before you proceed with the payment. Tap [here](#) to learn how.

Back

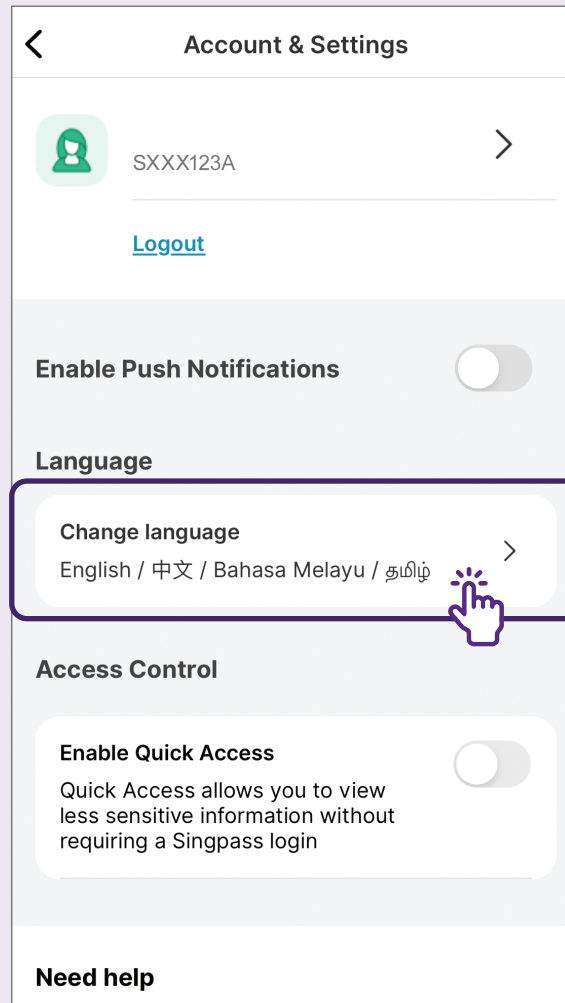
You will be prompted to enter your 16-digit credit or debit card number, card expiry date, and CVV number to complete the payment.

Change Language on HealthHub

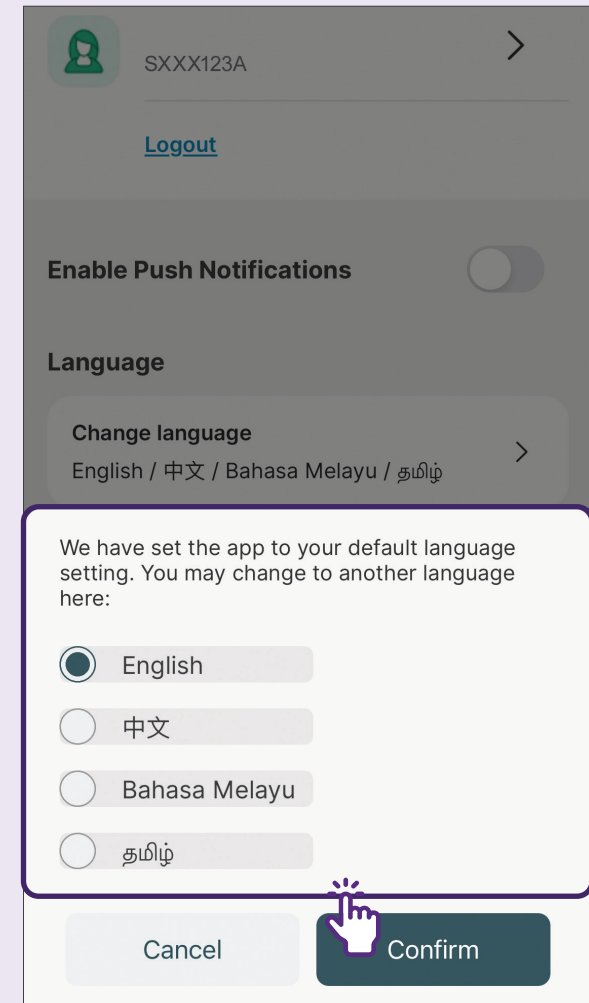
1 Tap on Settings icon



2 Select Change language

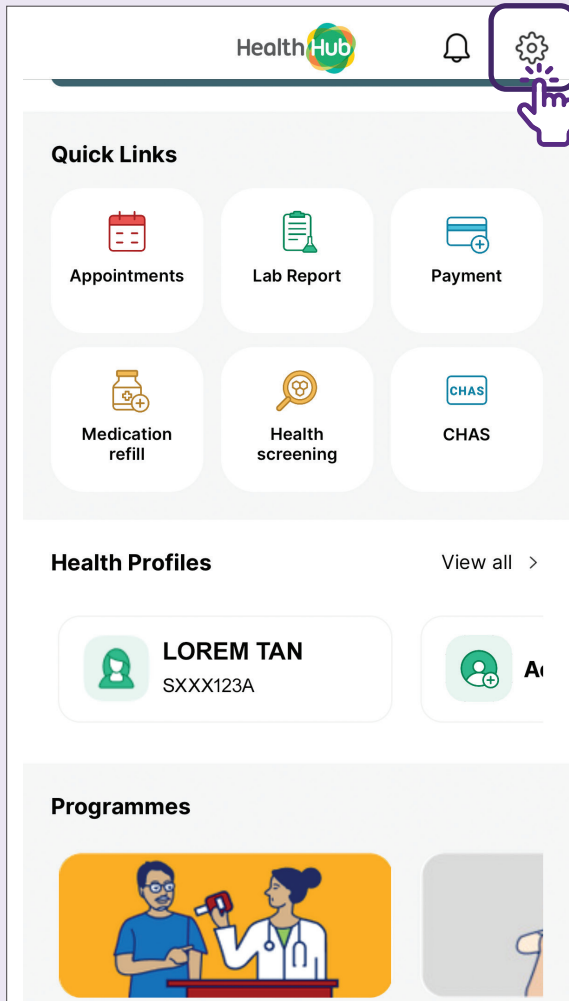


3 Select your Default Language

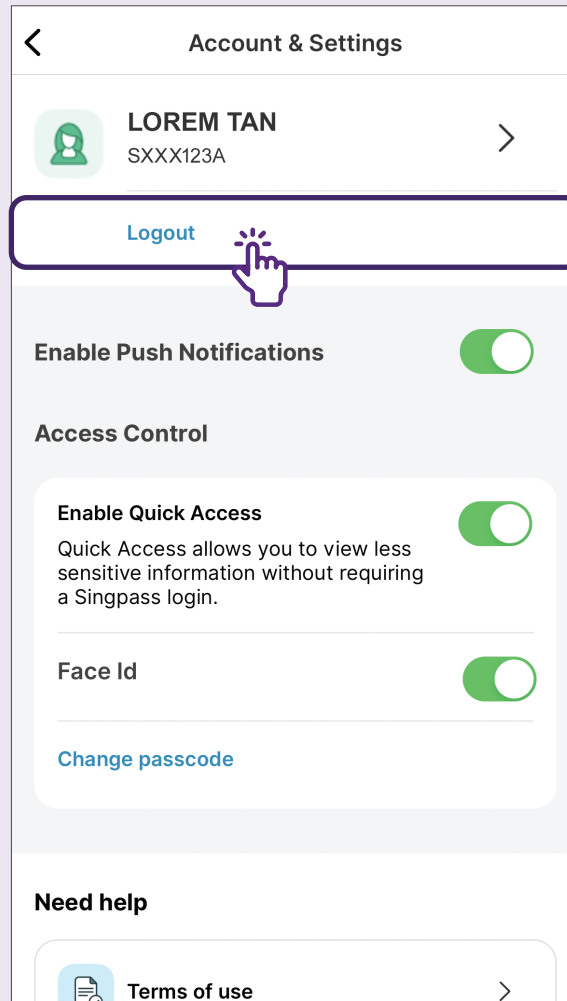


Log out of HealthHub

1 Tap on Settings icon



2 Tap on Logout



**For more information and
to find your nearest SG
Digital community hubs:**

IMDA Contact Centre

Hotline: +65 6377 3800

Feedback: go.gov.sg/imda-feedback

Website: digitalforlife.gov.sg



**Scan QR code to
visit the Digital for
Life Portal.**

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