

Health

Transact Online

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



Content

Introduction	2
Cyber Security Tips	3
Understanding Common Digital Health Apps	4
Navigating Common Steps to Use Digital Health Apps	8
Step-by-step Guide to Use HealthHub App	17



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 common 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 infographic is a vertical flowchart with a purple background. At the top, a woman with red hair and glasses holds a pink smartphone. To her left, a text box says 'STRONG PASSWORD' with a checkmark and a password string. Below this is the main title 'Be Safe, Smart & Kind Online' in large white font, followed by a subtitle 'Safeguard against cyber threats; Protect personal information; Develop a positive online presence.' in smaller white font. The middle section consists of three white boxes with purple borders. The first box is titled 'Explore Information Online' and describes searching, viewing, and retrieving information online, accompanied by an illustration of a man with a magnifying glass and a smartphone. The second box is titled 'Communicate Online' and describes connecting with others online, accompanied by an illustration of a woman with a smartphone and a speech bubble. The third box is titled 'Transact Online' and describes carrying out online transactions, accompanied by an illustration of a man with a smartphone showing a transaction screen. All three boxes point down to a final white box at the bottom titled 'Set up & Use Smart Devices', which describes setting up and operating basic hardware and software functions of a mobile device, accompanied by an illustration of a woman in a green hijab with a smartphone. The entire infographic is framed by a purple border with decorative elements like a bicycle, a city skyline, and clothing items on the sides.

Be Safe, Smart & Kind Online

Safeguard against cyber threats; Protect personal information; Develop a positive online presence.

Explore Information Online

Search, view and retrieve information online.

Communicate Online

Connect with others online.

Transact Online

Carry out online transactions.

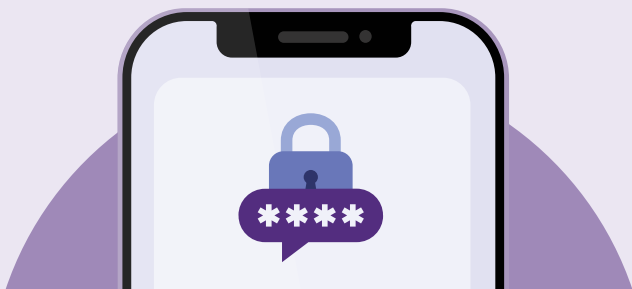
Set up & Use Smart Devices

Set up and operate the basic hardware and software functions of your mobile device.

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:



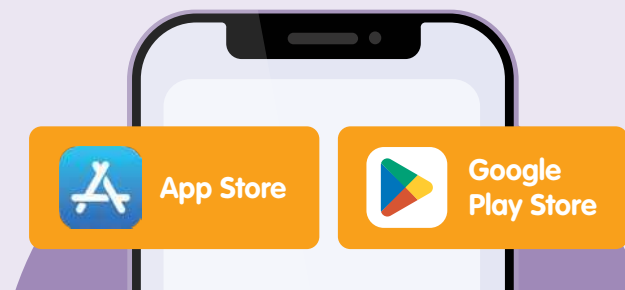
Do not disclose your Singpass login details to others as it can lead to unauthorised access to your accounts and personal information.



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.

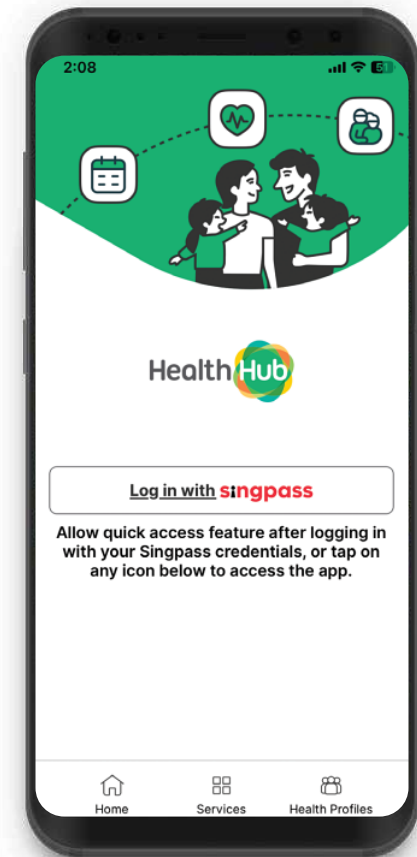
Pre-requisites to learning the apps

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



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




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



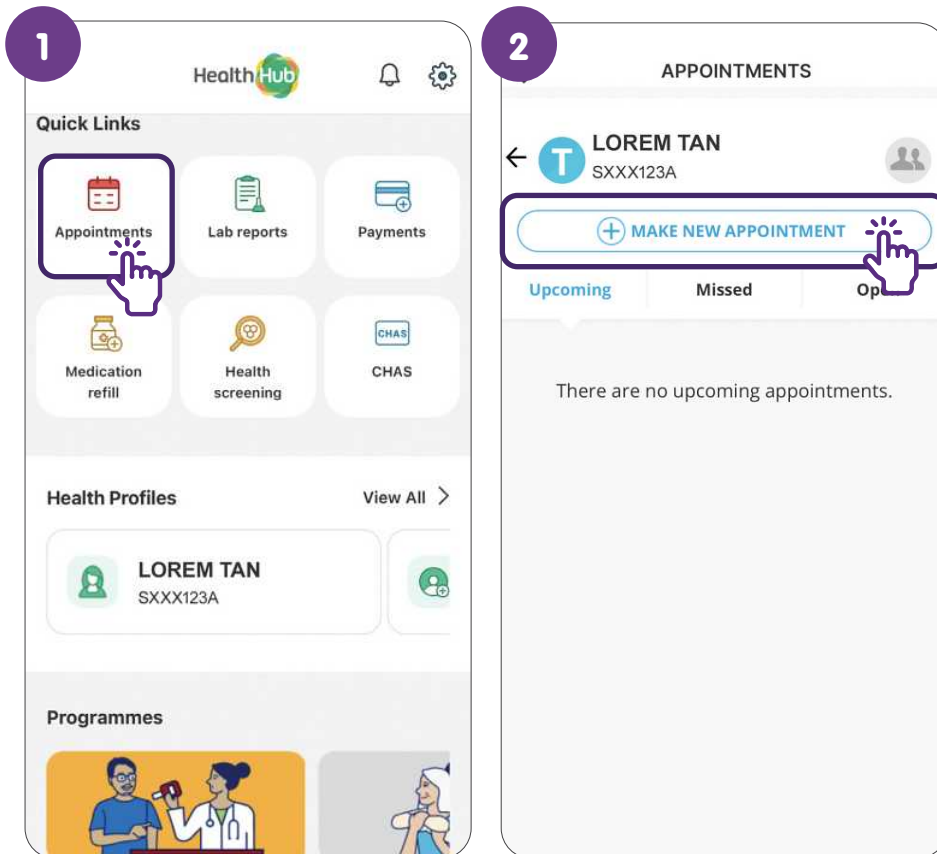
Register for Singpass

Download Singpass app

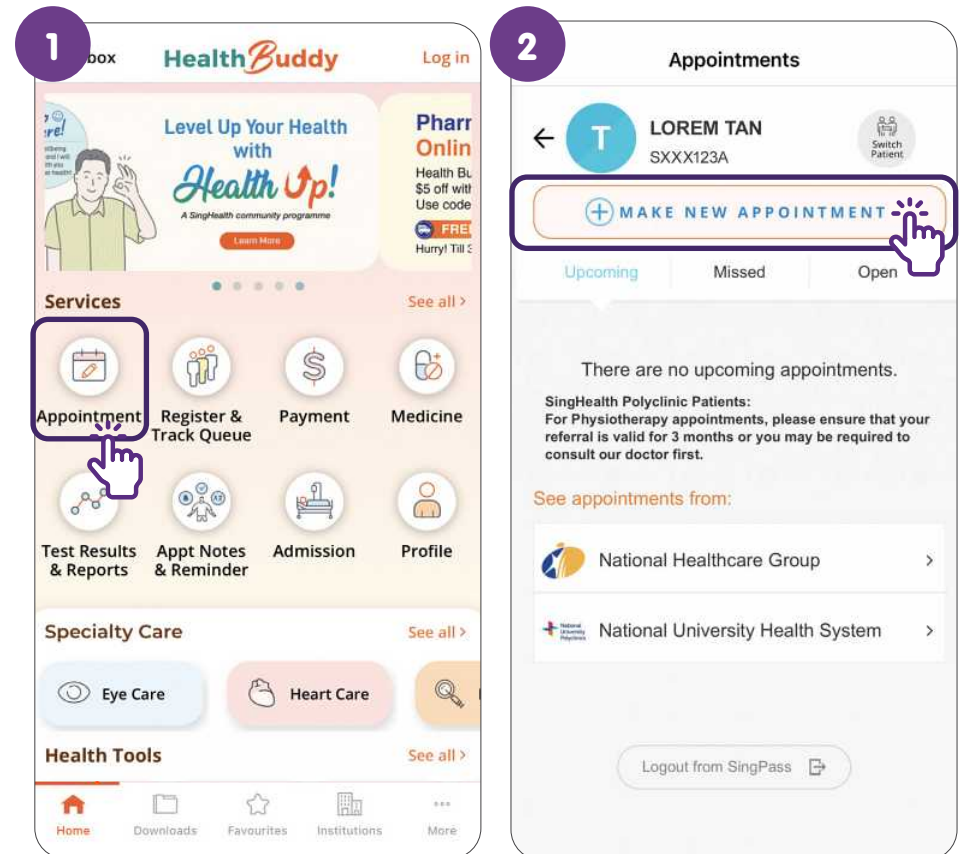
Common Steps to Use Health Apps – Book an Appointment

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

HealthHub



SingHealth



HealthHub

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

11

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

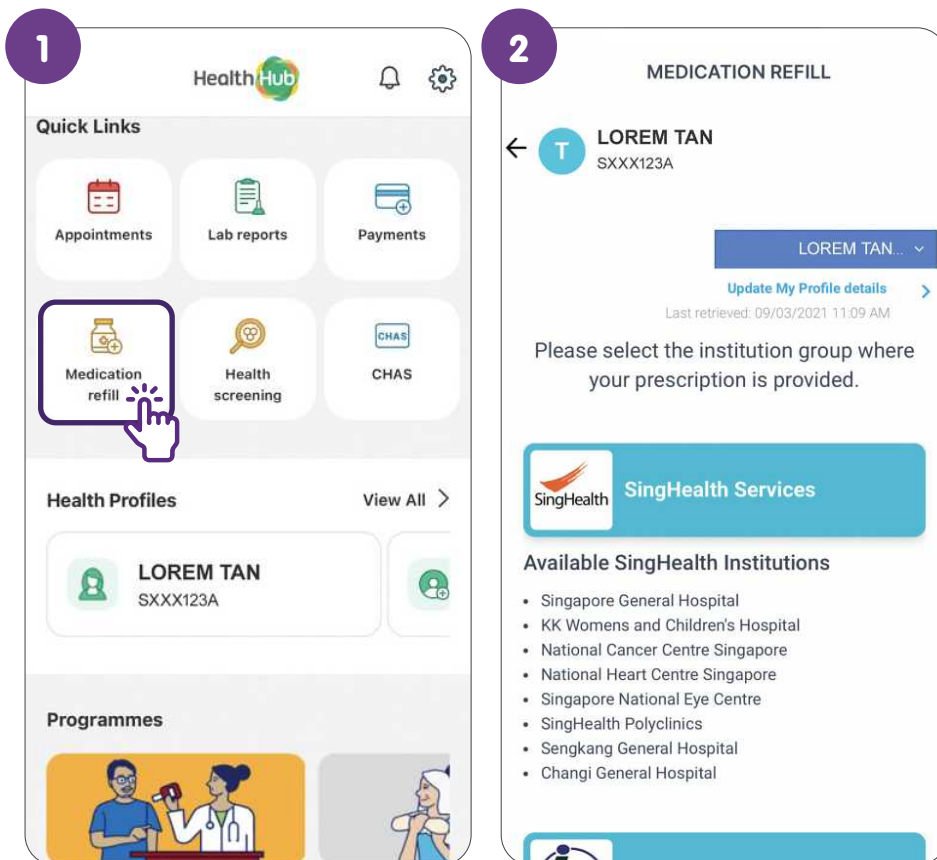
CONFIRM

Logout from SingPass

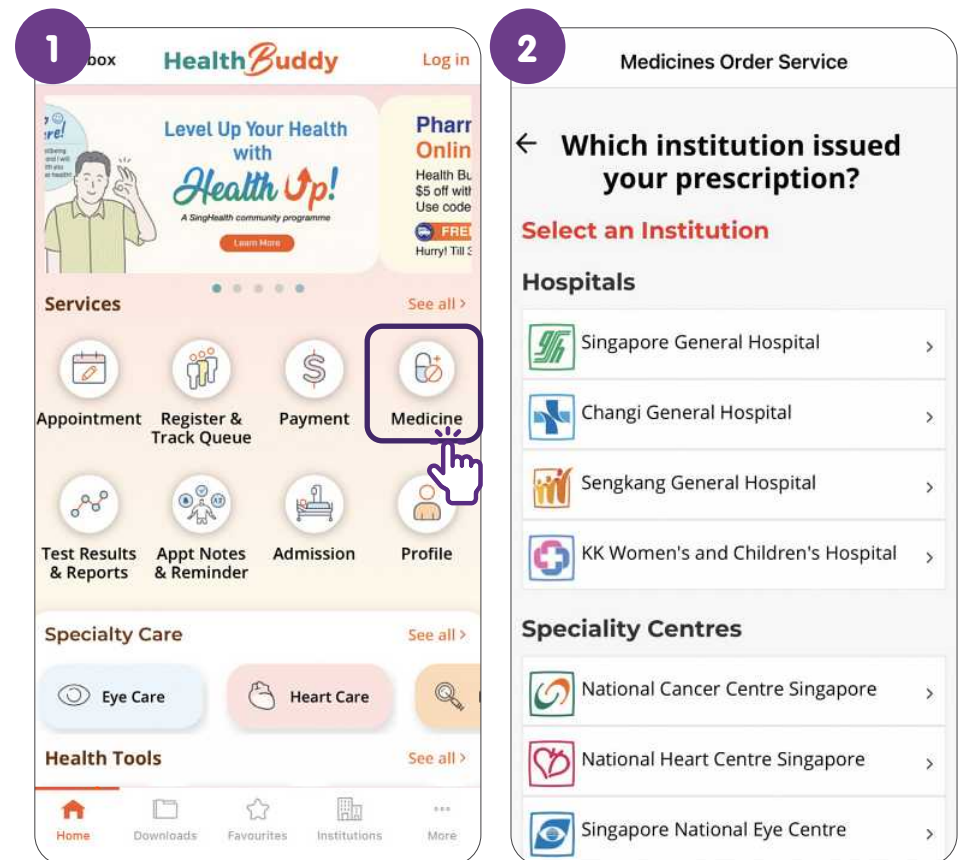
Common Steps to Use Health Apps – Order or Refill Medication

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



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

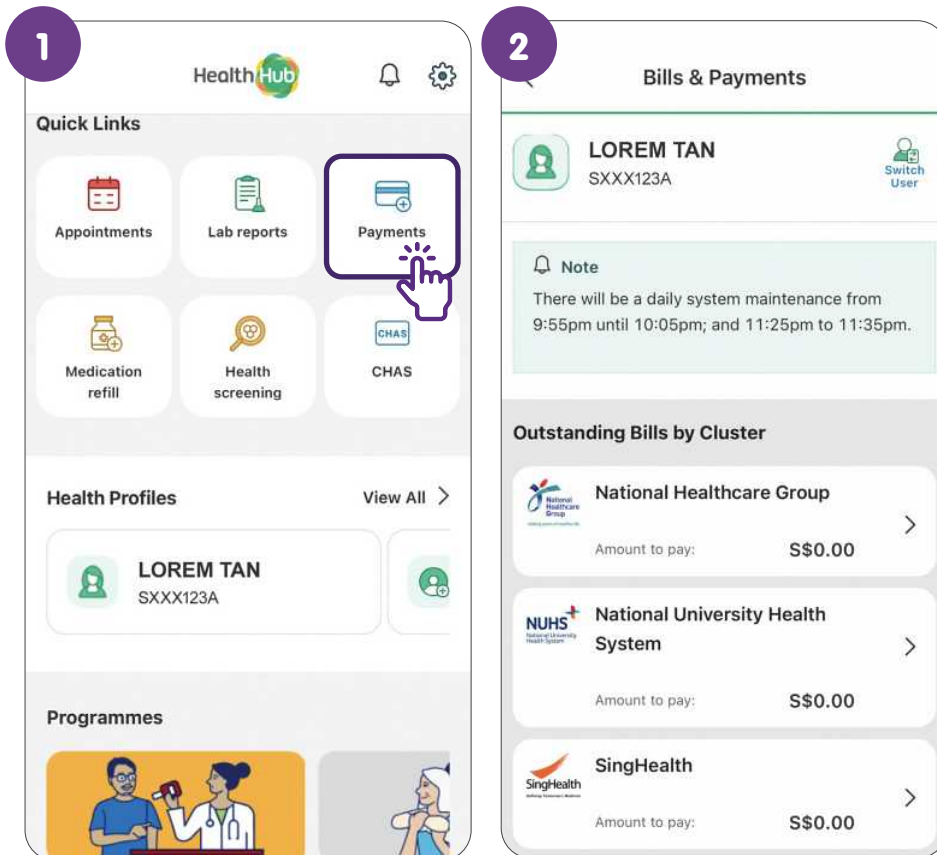
Note: Contact number change is valid for this order only.

Email *

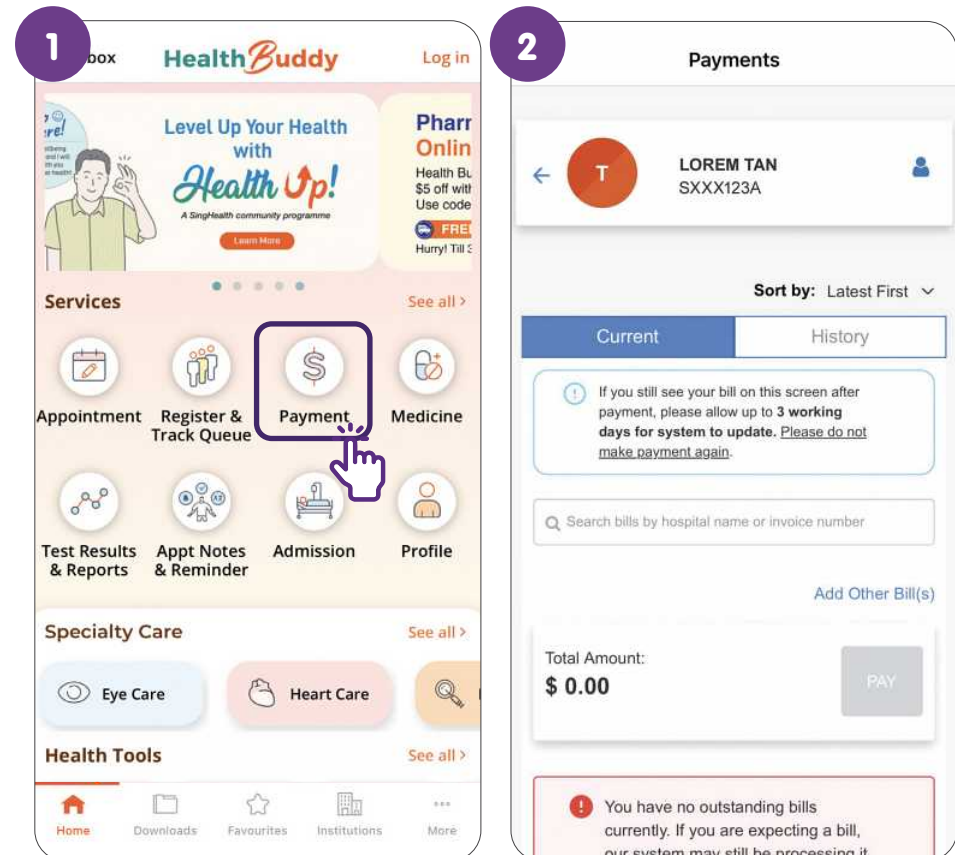
Common Steps to Use Health Apps – Make Payment

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



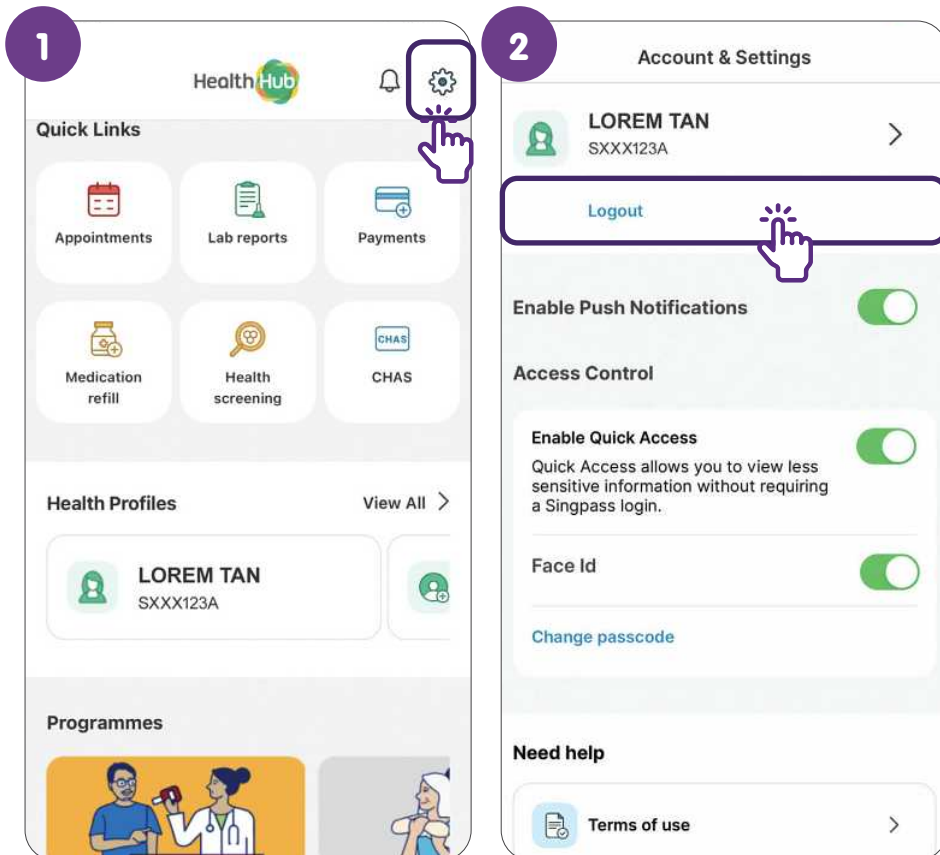
SingHealth



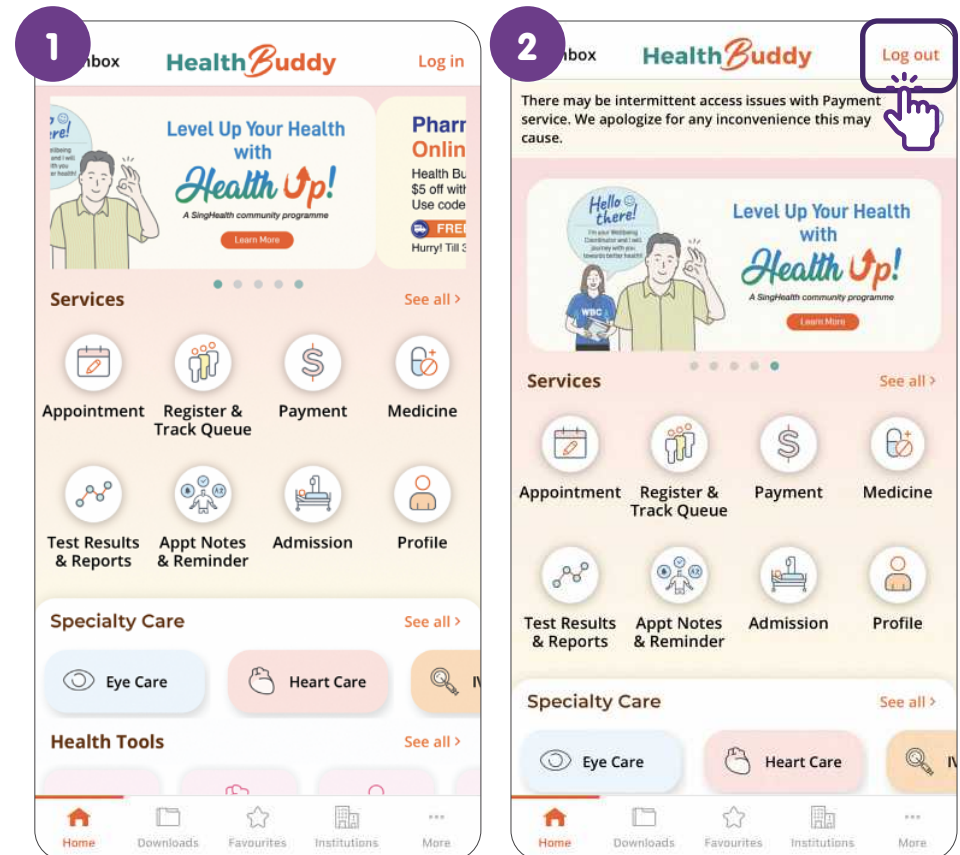
Common Steps to Use Health Apps – Logout

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



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 Tap on the Singpass logo to log in via Singpass

Singpass app

Password login

Tap QR code
to log in with Singpass app



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



Quick Links



Appointments



Lab reports



Payments



Medication
refill



Health
screening



CHAS

Health Profiles

View All >



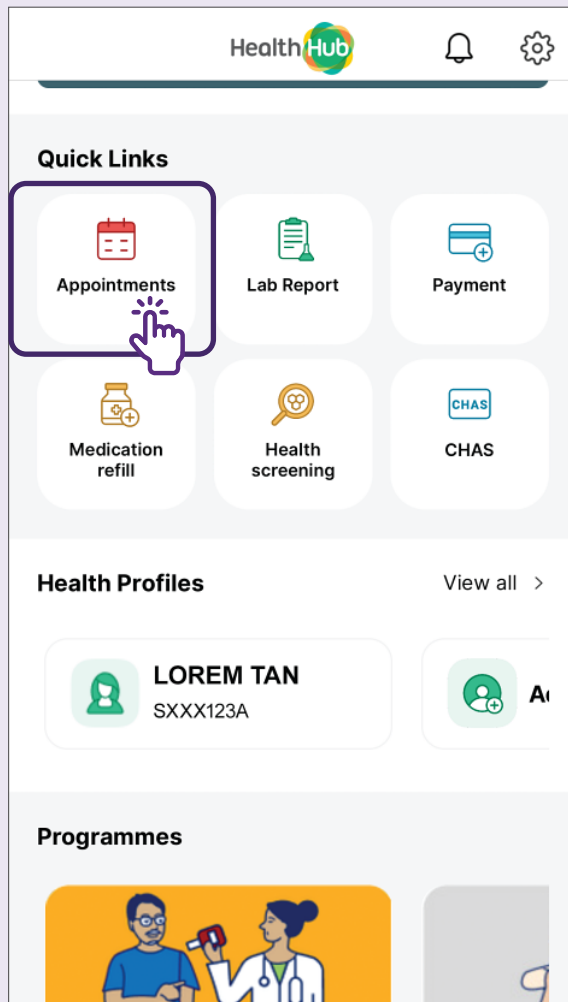
LOREM TAN
SXXX123A



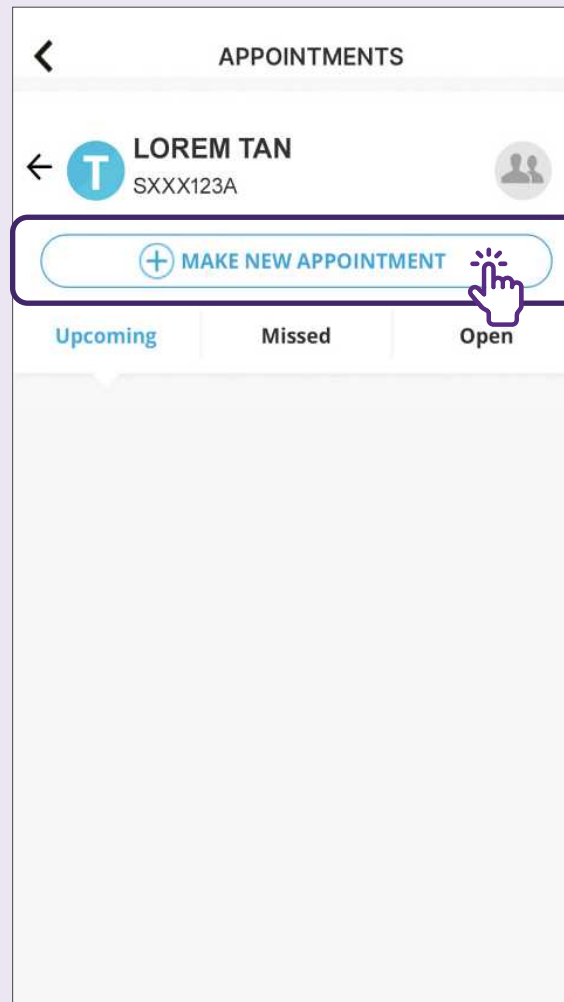
Programmes

Book an Appointment on HealthHub

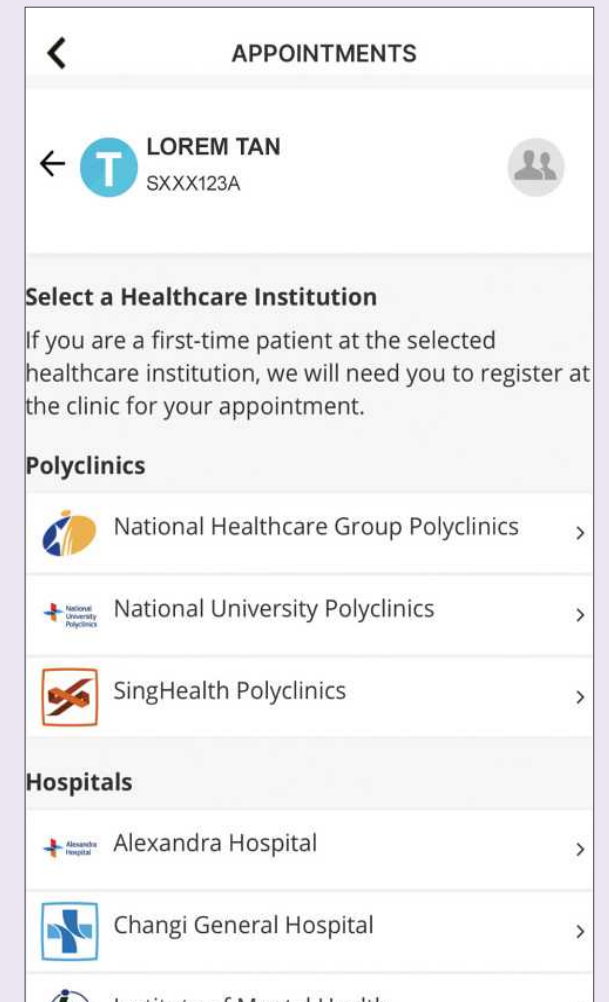
1 Tap on Appointments



2 Make New Appointment



3 Select your preferred Healthcare Institution



4 Select the services you require

The screenshot shows the 'APPOINTMENTS' screen with a back arrow and the title 'APPOINTMENTS'. Below the title is a header bar with a back arrow, a circular icon with a 'T', the name 'LOREM TAN', and the ID 'SXXX123A'. To the right of the header is a person icon. Below the header, the 'Location' is 'Ang Mo Kio Polyclinic'. A section titled 'Pick a Service' contains a list of services: 'Doctor Consultation', 'Dr Consult', 'Healthier SG', 'Health Plan Discussion', 'Nursing', 'Cervical Cancer Screening', 'Dressing', 'Newborn Jaundice Screening', 'Vaccination Clinic (7 Years old and above)', and 'Allied Health'. Each service has a right-pointing arrow.

5 Select your appointment date and time

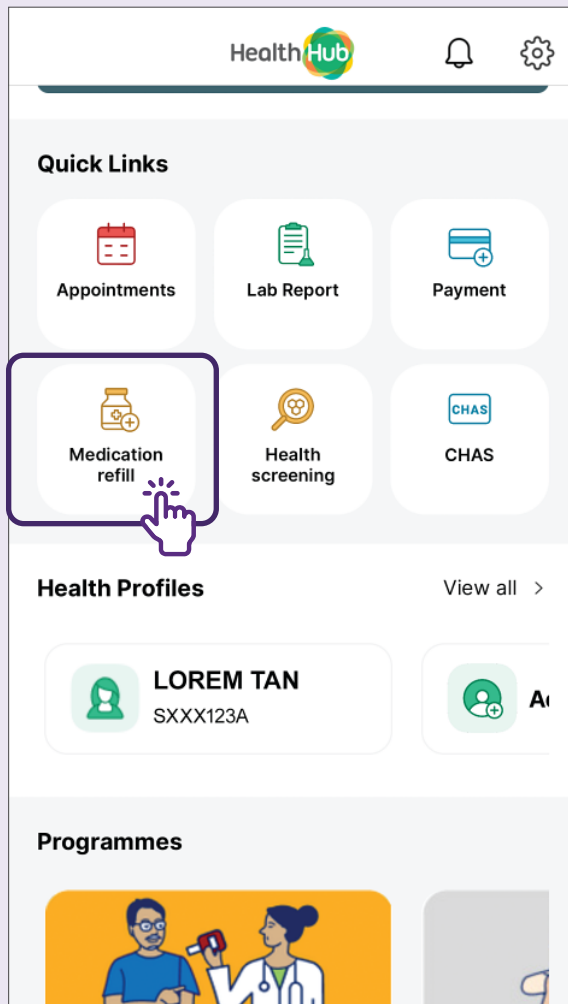
The screenshot shows the 'APPOINTMENTS' screen with a back arrow and the title 'APPOINTMENTS'. Below the title is a header bar with a back arrow, a circular icon with a 'T', the name 'LOREM TAN', and the ID 'SXXX123A'. To the right of the header is a person icon. Below the header, the 'Location' is 'Bedok Polyclinic' and the 'Service Type' is 'Doctor Consultation'. A section titled 'Choose New Date & Time' contains a date picker showing '31 Oct 2023' and a list of available times: '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', and '18 Apr 2024 (Thu), 02:40 PM'. Each time has a radio button.

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

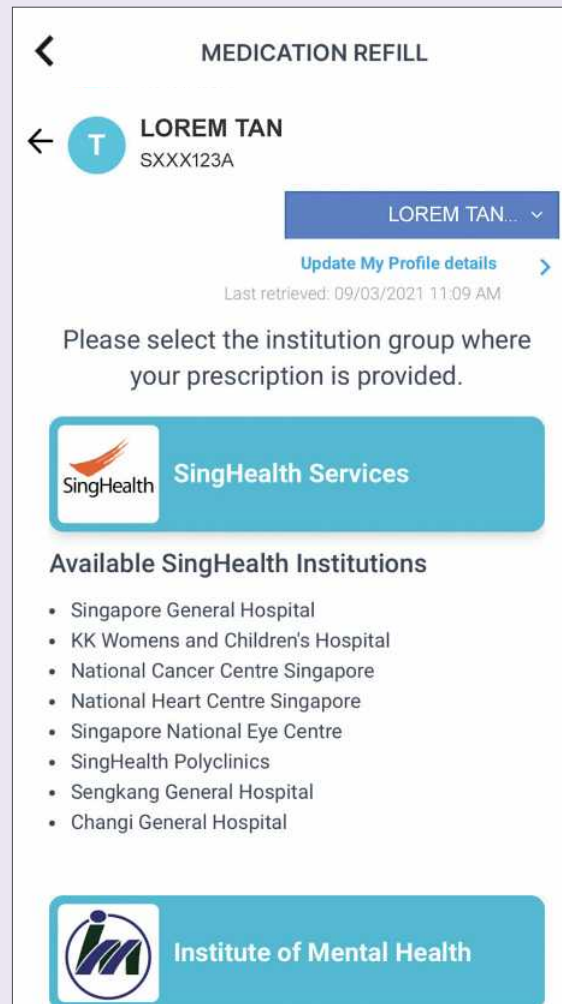
The screenshot shows the 'APPOINTMENTS' screen with a back arrow and the title 'APPOINTMENTS'. Below the title is a header bar with a back arrow, a circular icon with a 'T', the name 'LOREM TAN', and the ID 'SXXX123A'. To the right of the header is a person icon. Below the header, the 'Location' is 'Bedok Polyclinic' and the 'Service Type' is 'Doctor Consultation'. A section titled 'Please check Appointment Details' contains the following information: 'Polyclinic: Bedok Polyclinic', 'Service Type: Doctor Consultation', 'Date: 17 Apr 2024 (Wed)', and 'Time: 04:10 PM'. Below this information is a text box with the instruction: 'Click "Confirm" button to book your appointment or click "Cancel" button to exit without booking.' At the bottom of the screen are two buttons: 'Cancel' and 'Confirm'. A hand icon is pointing at the 'Confirm' button.

Request for Medication Refill on HealthHub

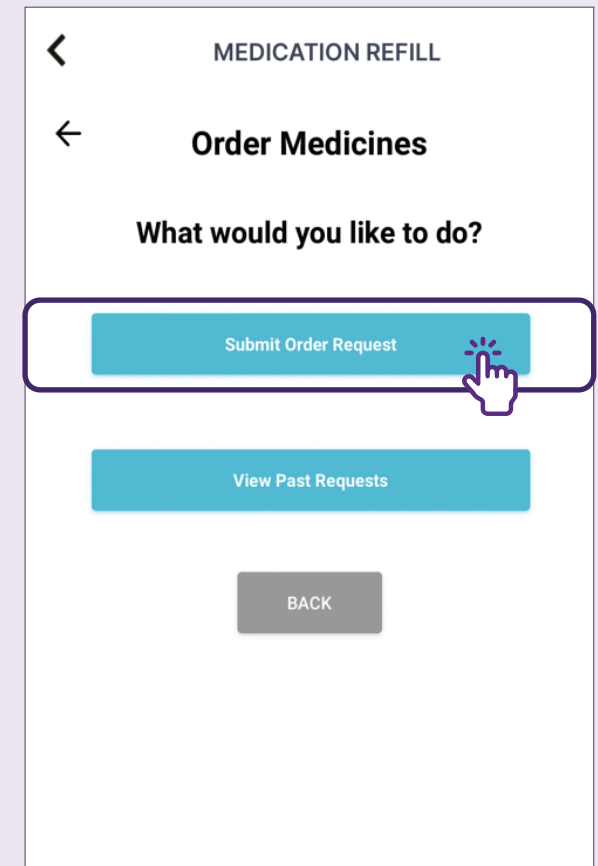
1 Tap on Medication refill



2 Select the Healthcare Institution



3 Select Submit Order Request



If you would like to view your past prescriptions requests, tap on "View Past Requests".

Notes

4 Fill up on-screen forms

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

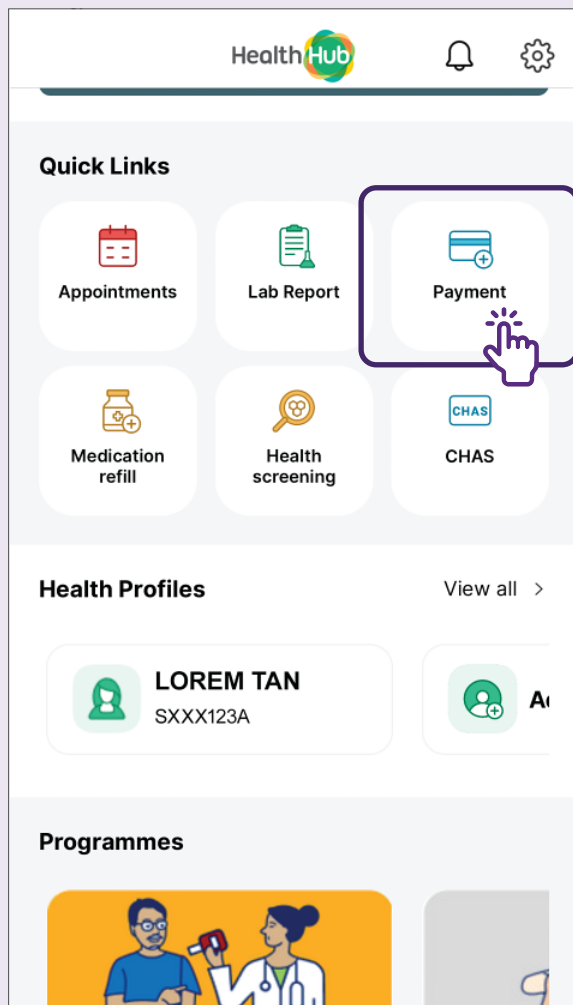
Contact Details

Follow the on-screen steps and complete the forms to submit your medication requests.

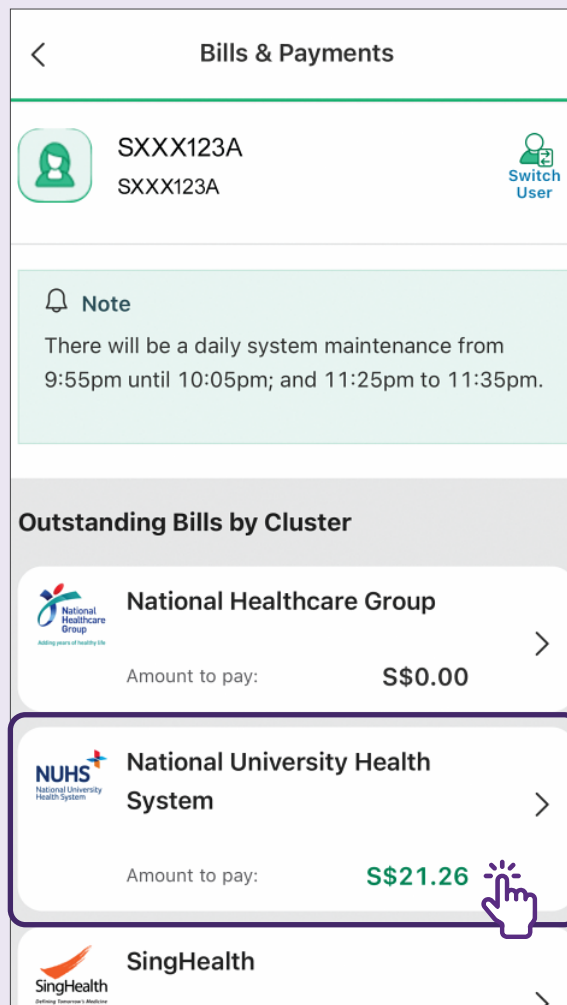
This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on its right side, suggesting it's resting on a surface. The overall appearance is that of a clean, unused piece of stationery or notebook paper.

Make Payment on HealthHub

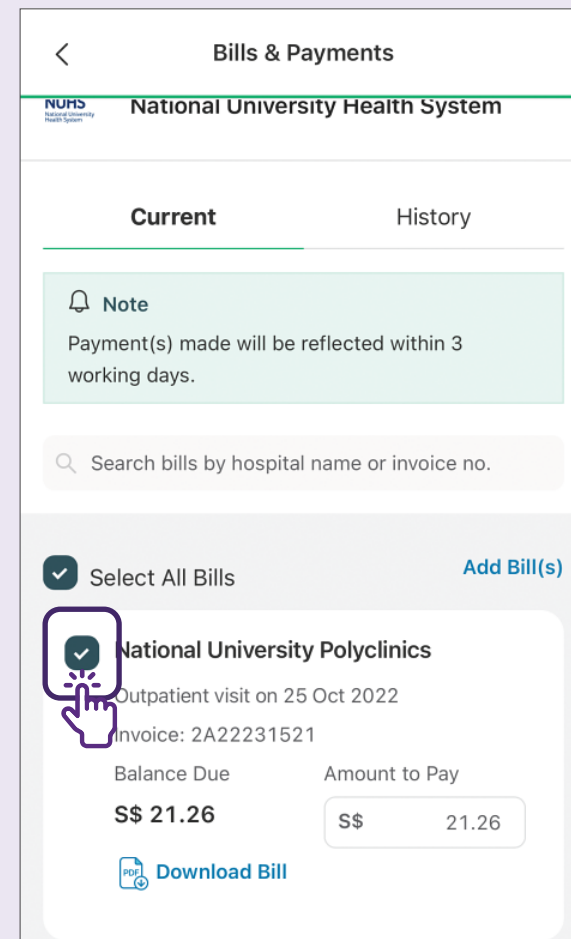
1 Tap on Payment



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 **S\$ 21.26** Amount to Pay **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.

Notes

Payment Successful



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

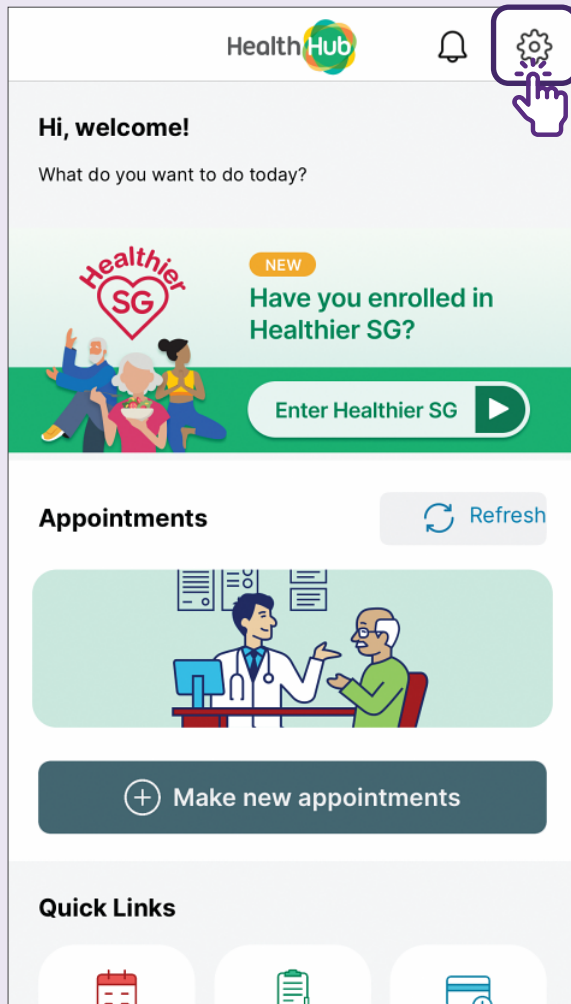
Amount	\$ 9.25
--------	---------

Upon successful payment,
you can download the receipt
to your phone.

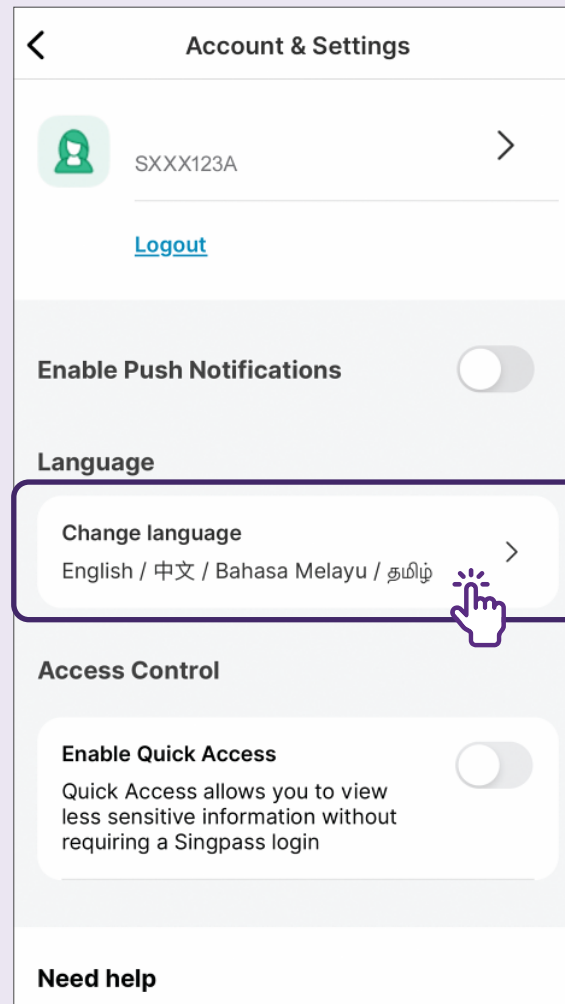
[illegible]

Change Language on HealthHub

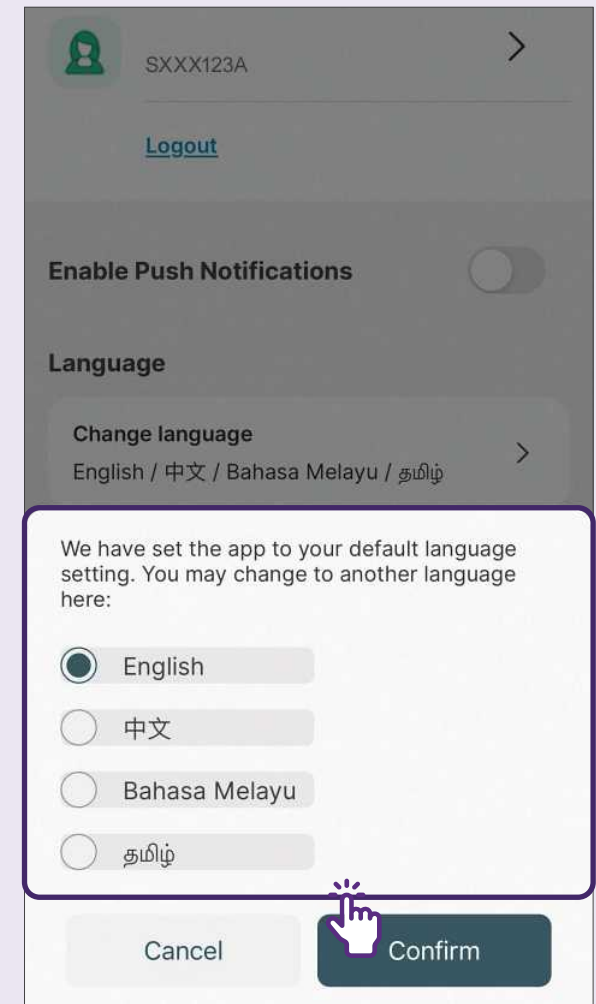
1 Tap on Settings icon



2 Select Change language

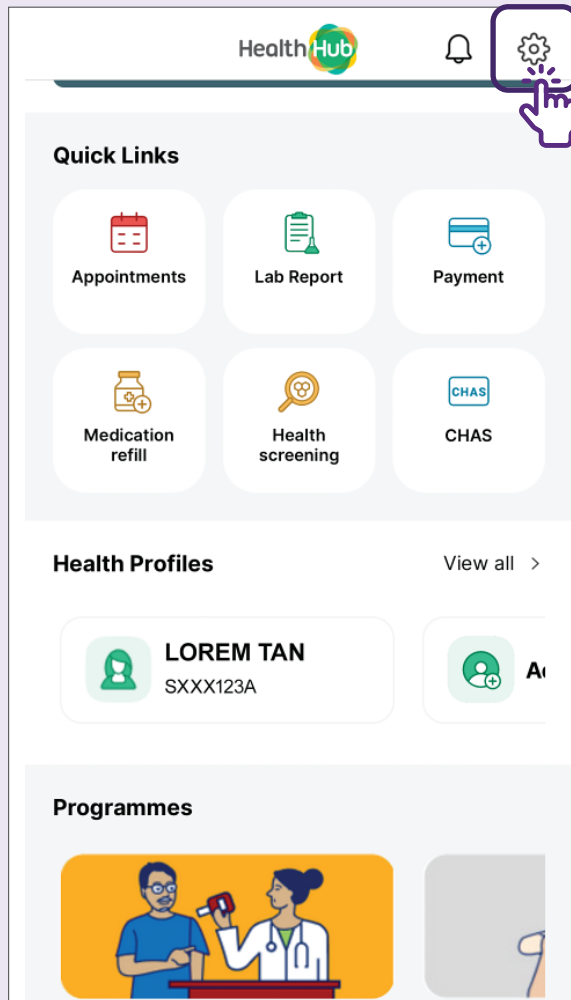


3 Select your Default Language

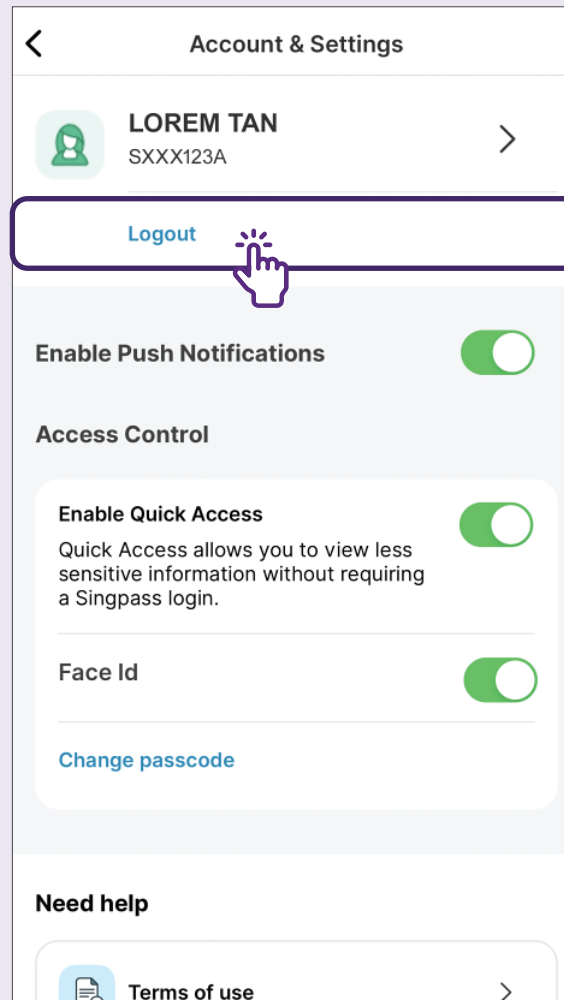


Log out of HealthHub

1 Tap on Settings icon



2 Tap on Logout



Notes

[illegible]

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.

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

IMDA Contact Centre

Hotline: +65 6377 3800

Email: info@imda.gov.sg

Website: digitalforlife.gov.sg



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

© 2025 Info-communications Media Development Authority. All rights reserved.
No part of this resource may be used or copied without explicit consent from IMDA.
Materials used in connection with this guide may also be subject to copyright protection.
These are not limited to: documents, slides, images, audio, and video. Unauthorized retention,
duplication, distribution, or modification of copyrighted materials is strictly prohibited.

This resource takes reference from Synapxe Pte. Ltd.