



FULLERTON
HEALTH

Affordable and Accessible Care for All in Asia Pacific

TELEMEDICINE USER GUIDE



SECTIONS

First Time Registration

Request for Consultation

During Consultation

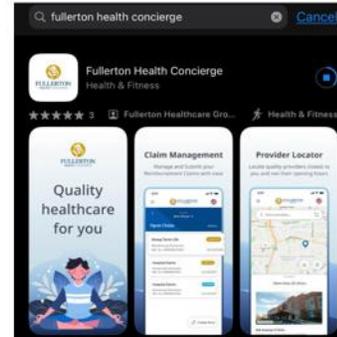
After Consultation: Prescription & Medical Certificate Issuance

Others: Consultation History, User Profile

FAQs

How to register for first time users (1/3)

Search for 'Fullerton Health Concierge' and download via AppStore / Play Store



Suitable for



**Temporary
User ID and Password**

**Create New
User ID and Password**

Please login using the temporary User ID and password

Temporary User ID:

Last 4 digits of National ID **Last alphabet of National ID** + **Date of Birth (DDMMYYYY)**

Password:

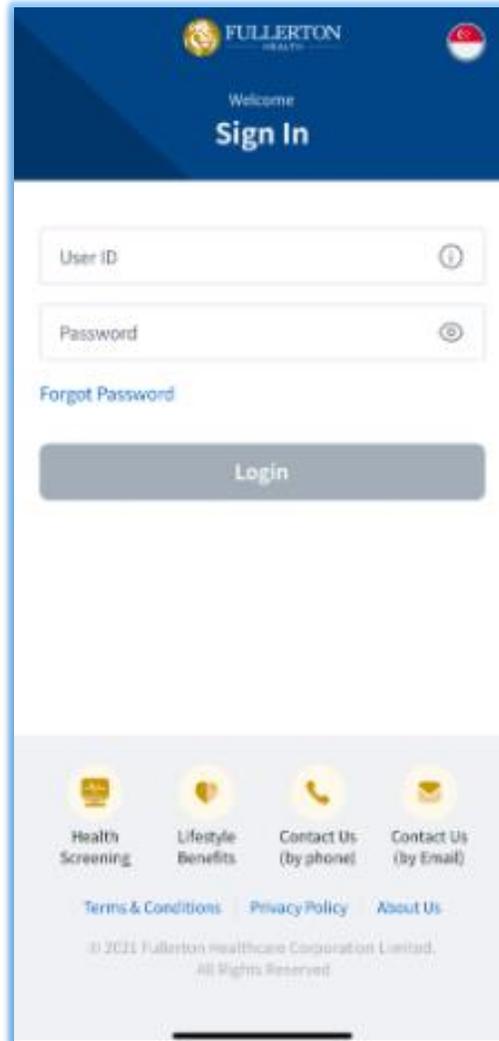
Your Date of Birth <**DDMMYYYY**>

For example, if your NRIC number is S9876543A and your Date of Birth is 1 December 1998, your default User ID will be 6543A01121998

Example:

Temp User ID* e.g. **6543A01121998**

Temp Password e.g. **01121998**



First Time Registration

Request for
Consultation

During Consultation

Prescription &
Medical Certificate

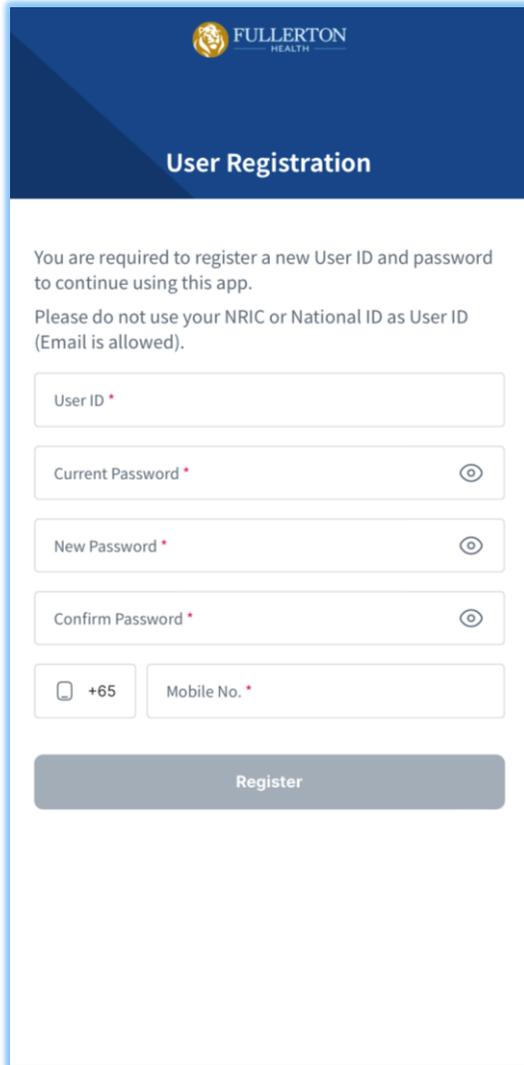
History & User Profile

FAQs

How to register for first time users (2/3)

First Time Registration

- Request for Consultation
- During Consultation
- Prescription & Medical Certificate
- History & User Profile
- FAQs



The screenshot shows the 'User Registration' page. At the top, it says 'FULLERTON HEALTH' and 'User Registration'. Below that, it states: 'You are required to register a new User ID and password to continue using this app. Please do not use your NRIC or National ID as User ID (Email is allowed)'. The form includes fields for 'User ID *', 'Current Password *', 'New Password *', and 'Confirm Password *', each with a visibility toggle. There is also a 'Mobile No. *' field with a '+65' country code selector. A 'Register' button is at the bottom.



New Login ID	Please create a unique User ID, e.g. your email address
New Password	Please create a new alpha-numeric password with a minimum of 8 characters, comprising 1 upper case, 1 lower case and 1 digit.

Note:

- Mobile Number column only accepts minimum 8 and maximum 11 digits
- Overseas number can be used

How to register for first time users

First Time Registration

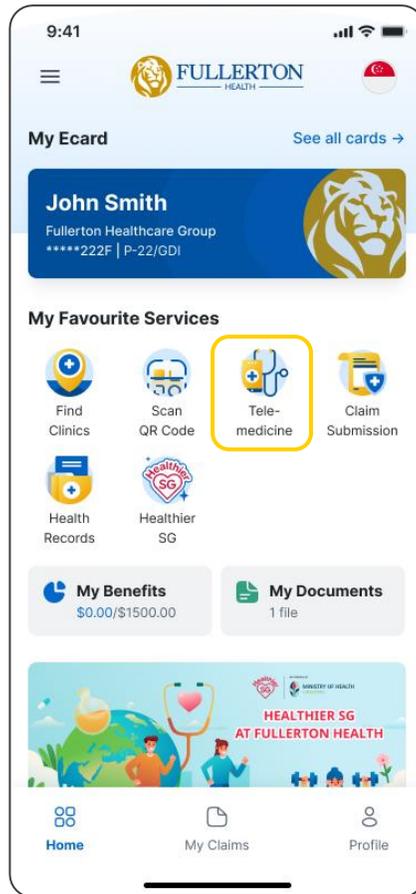
Request for
Consultation

During Consultation

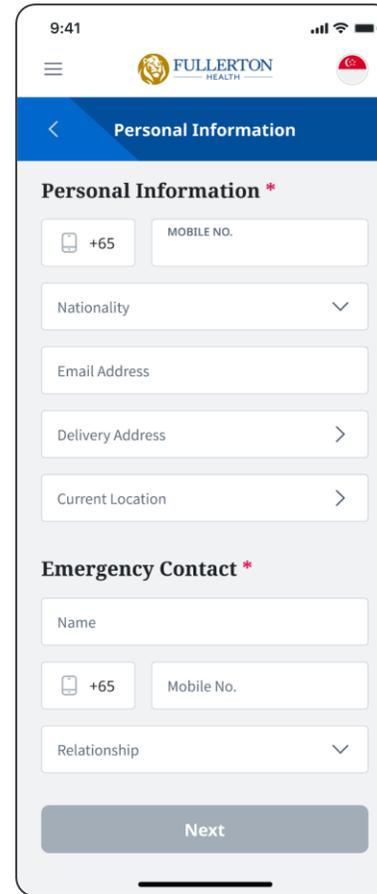
Prescription &
Medical Certificate

History & User Profile

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Step 1:
Tap on the 'Telemedicine' icon



Step 2:
Verify your information and enter you and your emergency contact details

To ensure we can contact or arrange for help in the unlikely event of an emergency.

SECTIONS

First Time Registration

Request for Consultation

During Consultation

After Consultation: Prescription & Medical Certificate Issuance

Others: Consultation History, User Profile

FAQs

How to request for a consultation (1/3)

On-demand

Scheduled



First Time Registration

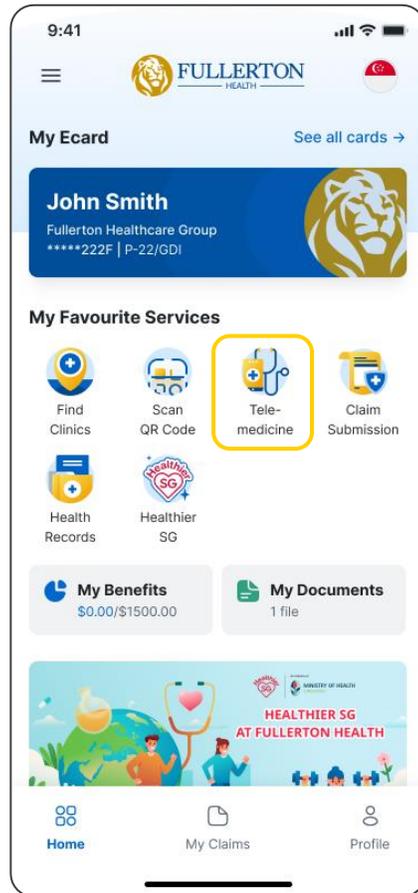
Request for Consultation

During Consultation

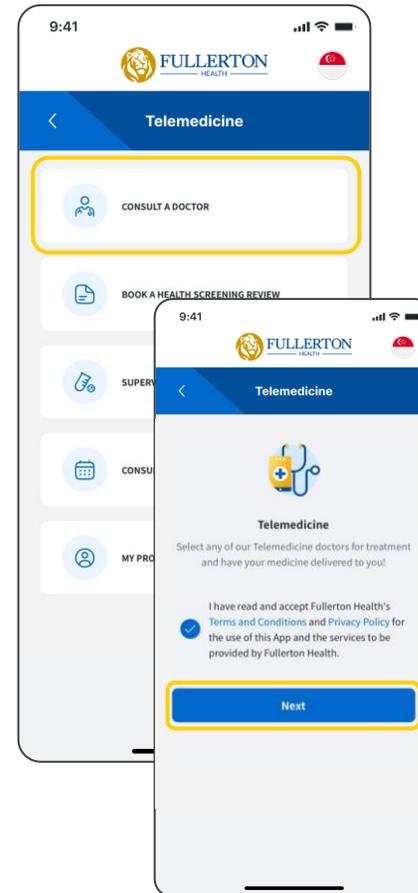
Prescription & Medical Certificate

History & User Profile

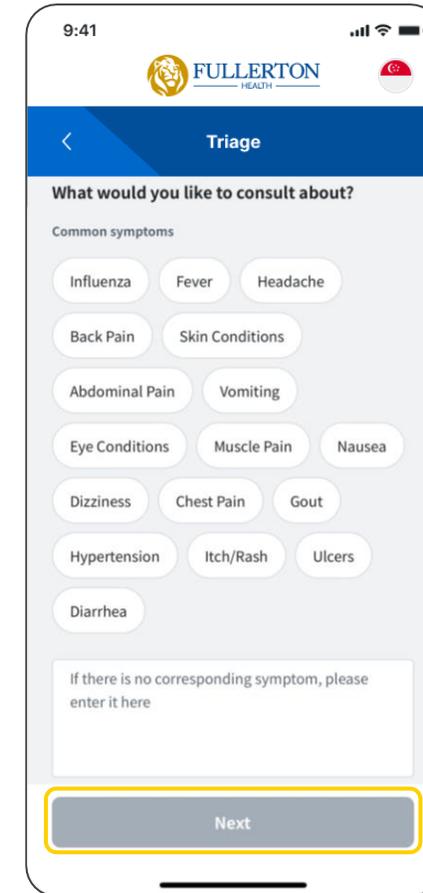
FAQs



Step 1:
Tap on 'Book Appointment' or the 'Telemedicine' icon



Step 2:
Select 'Consult A Doctor', read and agree to the T&Cs



Step 3:
Select your symptoms experienced, and any drug allergies

Doctors may reject a consult if the patient's medical condition(s) is deemed as unsuitable for telemedicine and a refund will be processed

How to request for a consultation (2/3)

First Time Registration

Request for
Consultation

On-demand

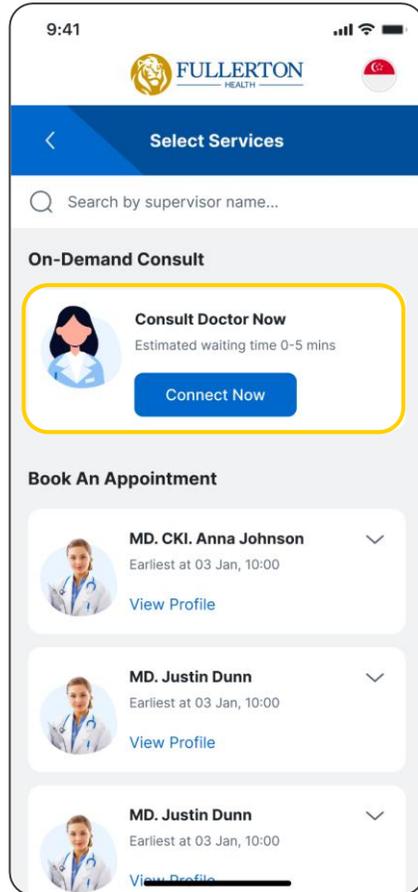
Scheduled

During Consultation

Prescription &
Medical Certificate

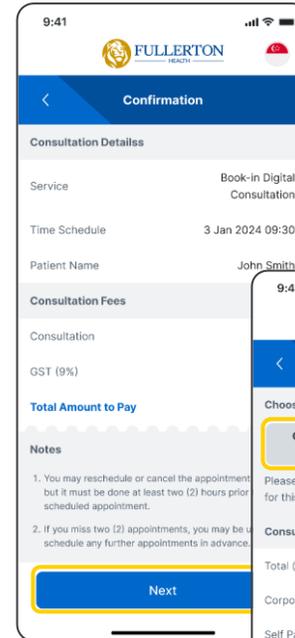
History & User Profile

FAQs



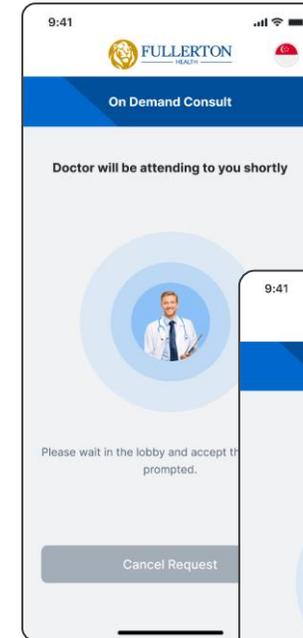
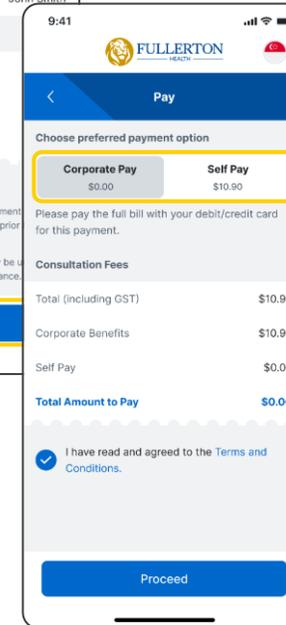
Step 4:

Tap on 'Connect Now' to join a virtual queue and be connected to the next available doctor



Step 5:

Review the details and proceed with the payment under the 'Self Pay' option with a credit or debit card



Step 6:

You will be added to a queue and waiting in the lobby once you are next in line. If not, your queue position will be displayed



Ensure you have your physical ID ready for verification by the doctor, and that app permissions for notifications, camera and microphone are enabled

How to request for a consultation (3/3)

First Time Registration

Request for
Consultation

On-demand

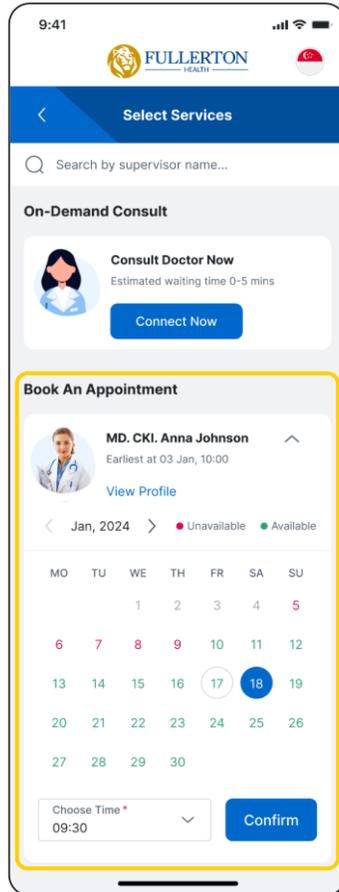
Scheduled

During Consultation

Prescription &
Medical Certificate

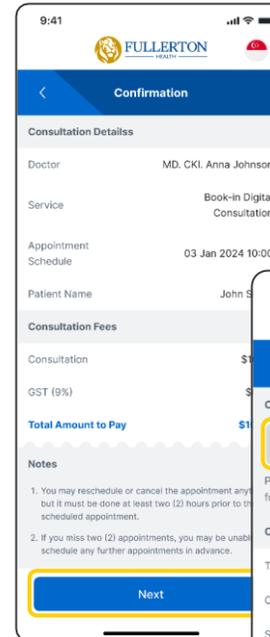
History & User Profile

FAQs



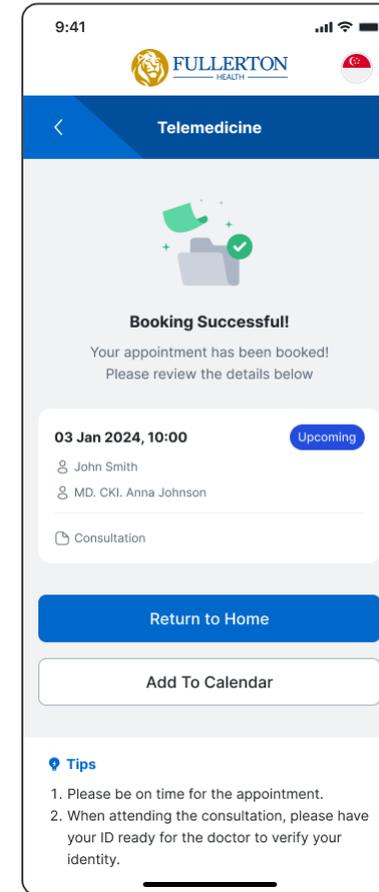
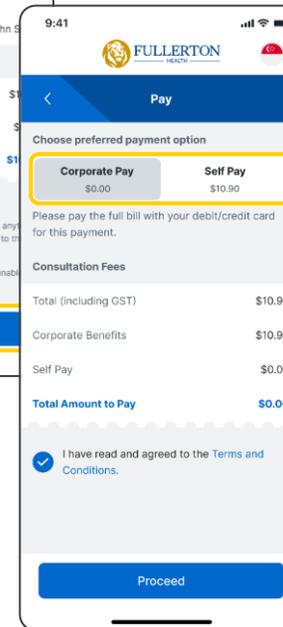
Step 4:

If you prefer scheduling an appointment, select your preferred doctor, date, and time



Step 5:

Review the details and proceed with the payment under the 'Self Pay' option with a credit or debit card



Step 6:

Your booking is successful!

Ensure you have your physical ID ready for verification by the doctor, and that app permissions for notifications, camera and microphone are enabled

SECTIONS

First Time Registration

Request for Consultation

During Consultation

After Consultation: Prescription & Medical Certificate Issuance

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During the consultation

First Time Registration

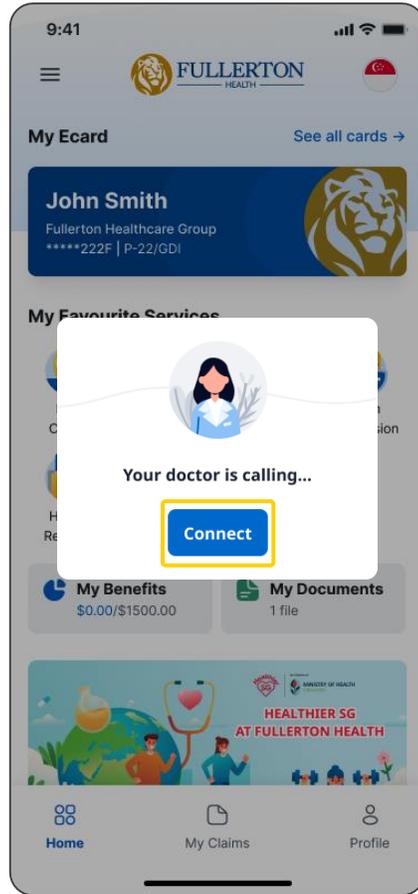
Request for Consultation

During Consultation

Prescription & Medical Certificate

History & User Profile

FAQs



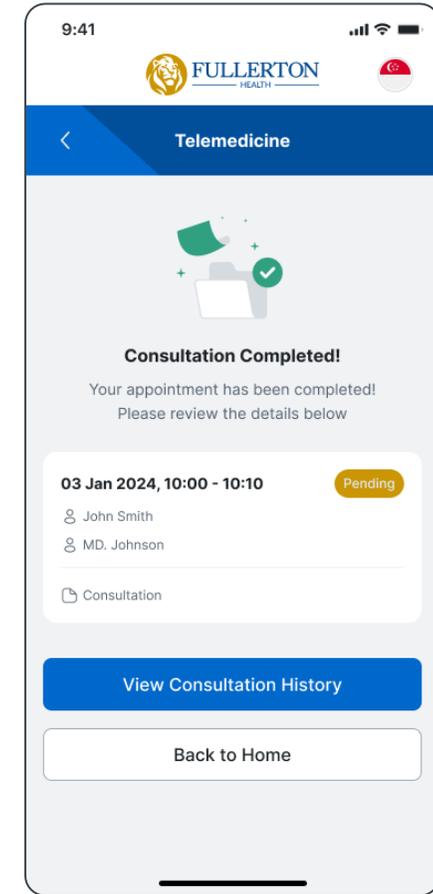
Step 1:

Accept the call to be connected to the doctor



Step 2:

Ensure you are able to see and hear the doctor and vice versa



Step 3:

Consultation complete. Return to homepage or tap "View Consultation History" for more details

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Prescription payment and delivery (1/2)

First Time Registration

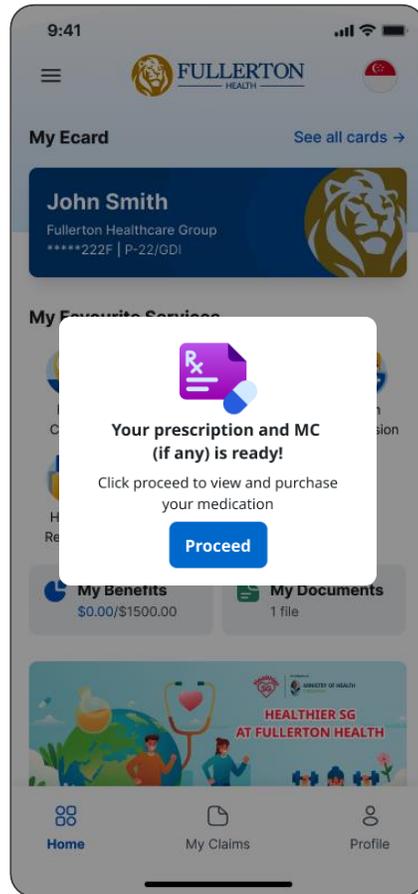
Request for
Consultation

During Consultation

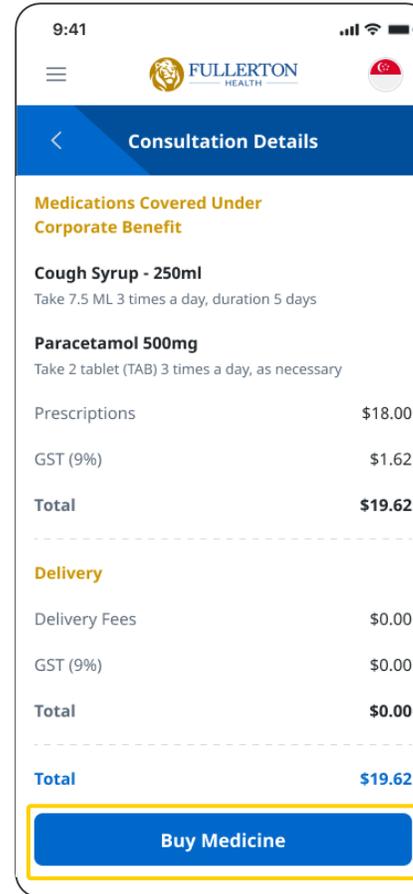
**Prescription &
Medical Certificate**

History & User Profile

FAQs

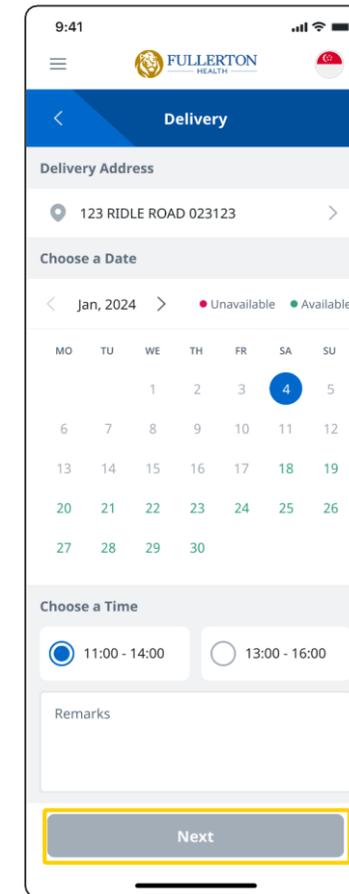


Step 1:
Click 'Proceed' to view your prescription and/or MC



Step 2:
Scroll to 'Prescription', view prescription and tap 'Buy Medicines'

The default payment selection typically follows what was selected when you first booked the appointment



Step 3:
Enter your delivery address, select your preferred delivery timeslot and proceed next

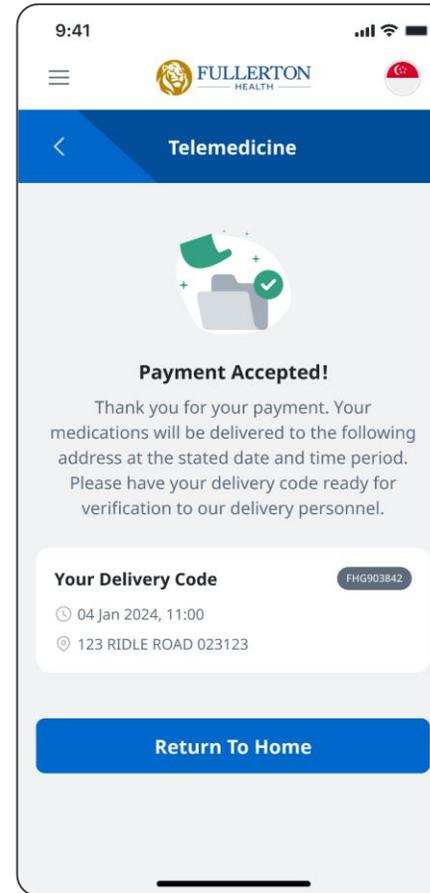
Ensure your delivery address is correct. If you have specific instructions for the delivery, please indicate clearly in the textbox.

Prescription payment and delivery (2/2)

- First Time Registration
- Request for Consultation
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- Prescription & Medical Certificate**
- History & User Profile
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Step 4:
Review the details and proceed with the payment with a credit/debit card



Step 5:
Your payment is successful – sit tight and await your delivery

Please ensure you are home to collect the parcel. If the delivery is unsuccessful, a fee will be charged for any requested redeliveries.

How to download your medical certificate /memo /referral letter

First Time Registration

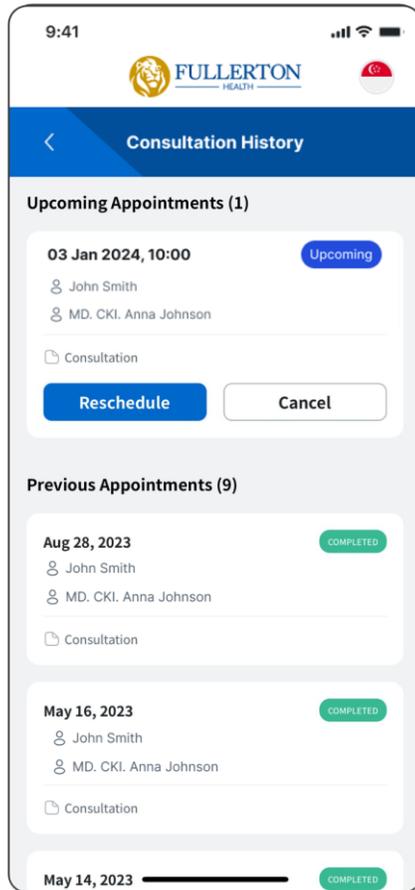
Request for
Consultation

During Consultation

**Prescription &
Medical Certificate**

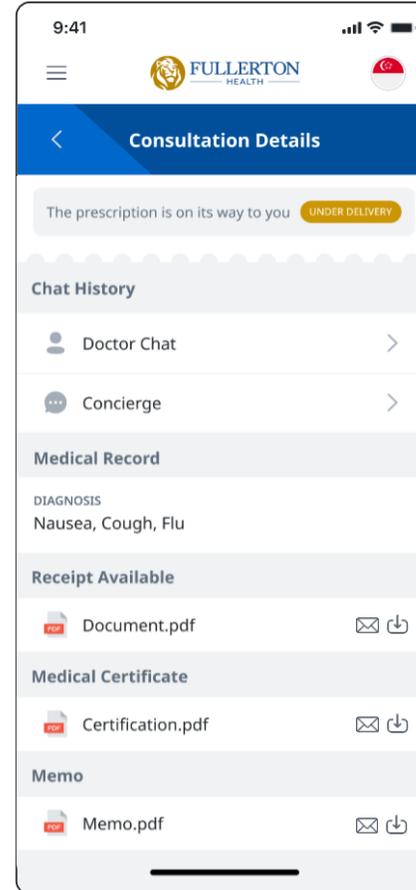
History & User Profile

FAQs



Step 1:

Go to your consultation history for your desired visit



Step 2:

Scroll down to your documents – medical certificate / memo / receipt

SECTIONS

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After Consultation: Prescription & Medical Certificate Issuance

Others: Consultation History, User Profile

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How to access your consultation history and upcoming appointments

First Time Registration

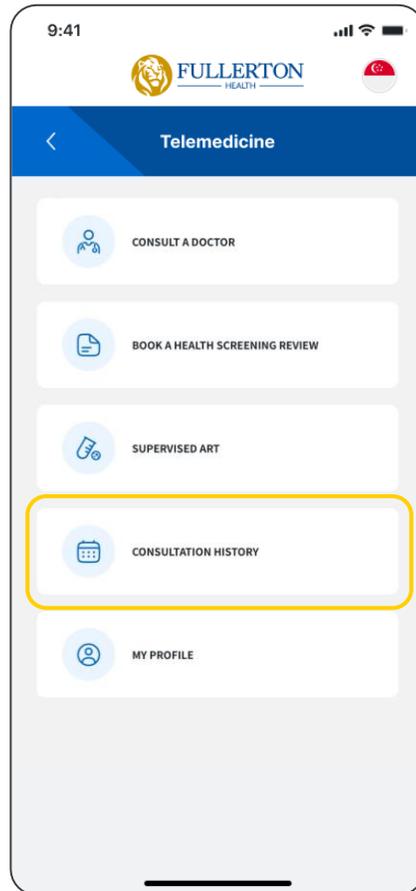
Request for
Consultation

During Consultation

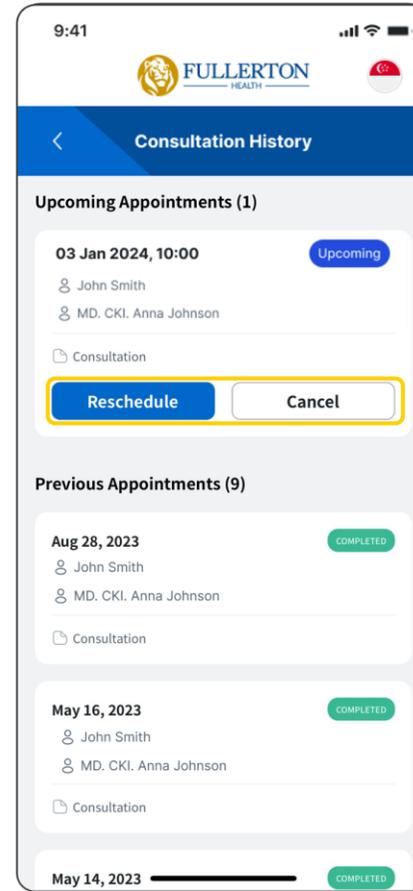
Prescription &
Medical Certificate

History & User Profile

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Step 1:
Select 'Consultation History' in the
Telemedicine module

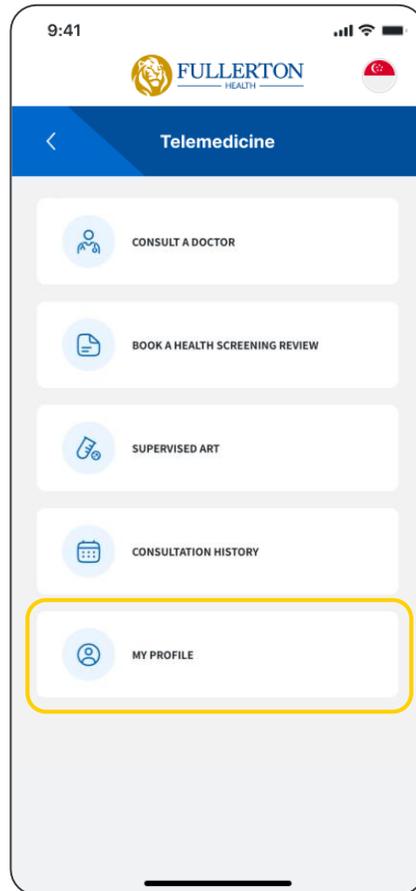


Step 2:
View all telemedicine consultation records – for
'Upcoming' consultations, you have the option
to cancel or reschedule the appointment

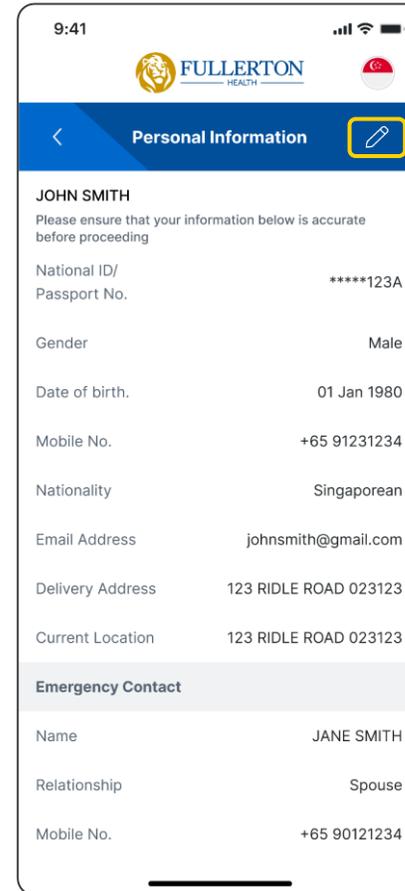
Cancellation/Rescheduling of consultation must be
done at least 2 hours from the appointment

How to view and edit your profile information

- First Time Registration
- Request for Consultation
- During Consultation
- Prescription & Medical Certificate
- History & User Profile**
- FAQs



Step 1:
Select 'My Profile' in the Telemedicine module



Step 2:
Edit contact details if required and tap save after

Changes to your name, national ID, DOB, or gender can only be done by your HR

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What conditions are suitable for telemedicine consultation?

Common conditions include but are not limited to the following:

- | | |
|------------------------------------------|------------------------------------------------------------------------------|
| i. flu, cough, cold or sore throat | Chronic conditions: |
| ii. fever, or headache | i. hypertension |
| iii. diarrhoea, constipation or vomiting | ii. hyperlipidemia |
| iv. rash, or cold sores | iii. diabetes |
| v. conjunctivitis | iv. other secondary diseases which may arise from chronic disease conditions |
| vi. urinary tract infection | |
| vii. dermatological conditions | |
| viii. other non-emergent medical issues | |

The following are red flag symptoms that are not suitable for telemedicine. Please visit a doctor in-person at your nearest clinic or Accident & Emergency Centre.

- | | |
|----------------------------|------------------------------------------|
| i. Chest pain | v. Pregnancy-related complications |
| ii. Breathing difficulties | vi. Severe and persistent abdominal pain |
| iii. Recurrent vomiting | vii. Prolonged fever of more than 3 days |
| iv. Neurological symptoms | viii. Severe injuries |

For conditions that are not found in the list above, your doctor will make a clinical judgement based on his/her best assessment.

Is telemedicine consultation suitable for all ages?

A person who is below the age of 16 seeking a telemedicine consultation must be accompanied by an adult (parent/guardian) during the consultation at all times. Kindly login to their [own account](#) via Fullerton Health Concierge app for the consultation if they are a registered dependant.

Can my dependants use the telemedicine service?

Yes, if your dependant is a registered dependant in your Fullerton Health Concierge app, they will be able to use our telemedicine service. They will need to login to their [own Fullerton Health Concierge account](#).

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What are the operating hours for our telemedicine service?

Our telemedicine service is available during the following hours:



Mon to Sun (including Public Holiday): 24 hours

Consultation	S\$10.00 (before prevailing GST)
After-office Hours	An additional after-office hours charge of S\$15.00 (before prevailing GST) applies for the following timings: Monday to Friday: 12:00 AM to 07:59 AM, 10:00 PM to 11:59 PM Saturday: 12:00 AM to 07:59 AM, 01:00 PM to 11:59 PM Sunday & Public Holidays: 12:00 AM to 11:59 PM (Full day)
Delivery	Charges remain waived till further notice, Deliveries should be fulfilled within a three-hour period from the selected slot. Available slots: 09:00 AM 11:00 AM 02:00 PM 05:45 PM 08:00 PM 10:00 PM

What are the operating hours for our medical concierge service?

Our medical concierge service is available during the following hours:



Mon to Sun (including Public Holidays): 24 hours



6715 9427

Frequently Asked Questions

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What devices can I use to access the telemedicine feature?

Our telemedicine consultation service is available via our Fullerton Health Concierge App on Android and iOS-enabled mobile devices.



Am I able to use a non-Singapore registered mobile number for verification?

Yes, you can use a non-Singapore registered mobile number for verification.

As an added security measure to reduce the risk of online identity theft, A One-Time PIN (OTP) verification is required as part of the verification process.

What if there is a problem connecting to a telemedicine doctor during my appointment timeslot?

In such an event, you will have up to 5 minutes to re-connect to your doctor, failing which your video consultation will be terminated and a refund will be made to you via the payment mode. Though initiated immediately, do allow 3-5 working days for the refund to be reflected in your bank statement.

To minimise connectivity issues, we would strongly recommend that you connect to a stable Wi-Fi connection before your video consultation. Please also ensure that you have enabled app permissions for your camera and microphone.

If you are still unable to connect, please contact our medical concierge team at 6715 9427.

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Are my personal information and medical records secured?

All patient data and medical records provided to us via the Fullerton Health Concierge App are securely stored.

Where can I access my medical records and consultation history?

All medical data with regards to your past telemedicine consultations are accessible via the 'Consultation History' tab within the Telemedicine module.

Your claim records will be reflected in the main Fullerton Health Concierge app under the 'Claims' tab.

Am I able to record the telemedicine consultation via the Fullerton Health Concierge App?

No, the Fullerton Health Concierge App strictly prohibits any form of recording as any violation would constitute a breach of privacy and confidentiality regulations between the doctor and patient.

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Am I able to choose my doctor for my telemedicine consultation?

Yes, for scheduled appointments, you may choose from any of our Fullerton Health doctors available on the telemedicine feature on our Fullerton Health Concierge app according to their next available timing.

Our team of doctors are all MOH teleconsultation-certified and have gone through internal training before they can provide telemedicine services on our platform.

Can I cancel or reschedule my appointment?

Yes, you may choose to reschedule or cancel your appointment via the 'Consultation History' tab. However, you must do so at least 2 hours prior to the scheduled appointment time.

Will I be refunded for my consultation payment if I cancel or miss my appointment?

For appointment cancellations made at least 2 hours prior to your scheduled appointment, your consultation payment will be refunded to you within 3 – 5 business days.

For appointment cancellations made less than 2 hours before your scheduled appointment, there will be no refunds provided.

For missed appointments (you did not connect or show up within 5 minutes from the scheduled appointment time), there will be no refunds provided.

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What is the waiting time for a telemedicine consultation?

The doctor will try to reach you via the app for the first 5 minutes. If unsuccessful, you will need to make a new appointment.

In the unlikely event that the doctor does not attempt a connection within 10 minutes of the scheduled appointment time, your consultation fee will be refunded within 3 – 5 business days.

What do I need to prepare before my telemedicine consultation?



Please show your identification card for verification consultation



Ensure you have allowed app permissions for phone notifications, and camera and microphone access



Any existing medication you may be taking



Ensure you are in a well-lit location with little background noise and a stable network connection

Can I use any other mode of identification other than NRIC?

You can use your Passport or Singapore Driving License as alternate modes of identification. Birth certificates are also allowed for minors under the age of 16 but they must attend the video consultation together with their parent/guardian/caregiver.

Will a fee be incurred if the telemedicine doctor decides an in-person consultation is required?

If the doctor deems your condition not suitable before the beginning of the teleconsultation, the consult fees will be refunded to you via the payment mode used. If the doctor refers you to a physical general practitioner or specialist at the end of the consultation, after reviewing your condition, the teleconsultation charges will still apply.

Can referral letters and medical certificates be issued by our telemedicine doctors?

Yes, referral letters and medical certificates may be issued based on your doctor's assessment during the telemedicine consultation. Your doctor will assess and recommend the best course of treatment, which may or may not involve the issuance of a referral letter or medical certificate.

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How will medication be dispensed and sent to me?

Based on the prescription from your doctor after the telemedicine consultation, your medicine will be dispensed and packed from one of our Fullerton Health clinics in a tamper-evident package before being picked up by our trusted delivery provider.

You will need to indicate your delivery address and delivery timeslot for us to arrange the proper delivery arrangements. Please note that medication delivery can only be made to a Singapore address.

How long does medication delivery take? Are there any delivery fees?

Your delivery should reach you within a three-hour period from your chosen timeslot. To be able to select each timeslot, payment must be made at least 45mins before the chosen timeslot. Available timeslots:

09:00 AM

11:00 AM

02:00 PM

05:45 PM

08:00 PM

10:00 PM

Delivery fee is currently waived. However, if the delivery is failed due to no response or wrong address, a fee of S\$20 (before prevailing GST) will be applicable if a redelivery is requested.

What do I need to prepare when the delivery person arrives?

Please be present at the delivery address to collect the parcel. You may appoint another person staying in the same household to collect on your behalf.

How do I get advice on my medication dosage?

Dosage instructions are available on the medication label. Otherwise, you may refer to your 'Prescriptions' found within your recent consultation, under the main 'Consultation History' tab in the Telemedicine module. Prior to medication delivery, our medical concierge team will contact you to provide you with a picture of the packed medication as well as updates on the delivery status.

What if I need to make any changes to my medication?

If you have already paid for the prescription, please note that all transactions are final and non-refundable. If you have not paid for the prescription, you may be required to reconsult with the doctor as the prescription was issued based on what was discussed during the consultation. Should you have a specific request, do remember to discuss it with the doctor during the consultation.

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Do you deliver to Restricted Locations?

Yes, however, **please ensure that access is granted to our couriers and the respective security posts informed at such locations.** Please do not indicate such locations as your delivery address if you are unable to grant access to our couriers.

There is no additional fee at present as delivery charges are currently waived.

In the event that the Restricted Location is inaccessible to our couriers during their delivery attempt due to the restricted location's requirements, no compensation will be provided. If a second attempt is requested, **redelivery charges (SGD \$20 subject to prevailing GST) will apply for any subsequent delivery needed.**

a. Restricted Locations includes but is not limited to:

- i. Airport Cargo Road
- ii. Airport Zone (SATS, Aerospaces etc.)
- iii. ALPS Ave
- iv. Army Camps/Naval/Air Base
- v. CA Checkpoints
- vi. Camps
- vii. Changi Airfreight Centre
- viii. Changi Airport Terminals
- ix. Civil Defence Camps
- x. Construction Sites
- xi. Embassies
- xii. Immigration Checkpoints
- xiii. Istana
- xiv. Jurong Island
- xv. Jurong Port
- xvi. Ministry of Foreign Affairs (MFA)
- xvii. Ministry of Home Affairs (MHA)
- xviii. PSA Port
- xix. Seletar Airport Terminal
- xx. Sentosa (designated areas such as Sentosa Cove and hotels etc. only)
- xxi. Shipyards
- xxii. Singapore Courts including Supreme Court, State Court, Family Court and Maxwell Chambers etc.
- xxiii. Supply Bases

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How do I make payment for my telemedicine consultation and medication?

Life Assured will not have to pay any charges in respect of the consultation* and delivery fees.

However, Life Assured will be required to self-pay for the medication.

Please select “Self-pay” option.

We accept most major debit/credit (VISA / MASTERCARD) powered by Stripe.

*Please take note that Telemedicine consultation charges during office hours are applicable at preferred rates from **1 January 2025**. Additional charges will apply to you if you utilise the telemedicine service after Office hours. Please refer to slide 21 (Operating Hours) for the breakdown of charges.

**Charges will be amended from time to time.*