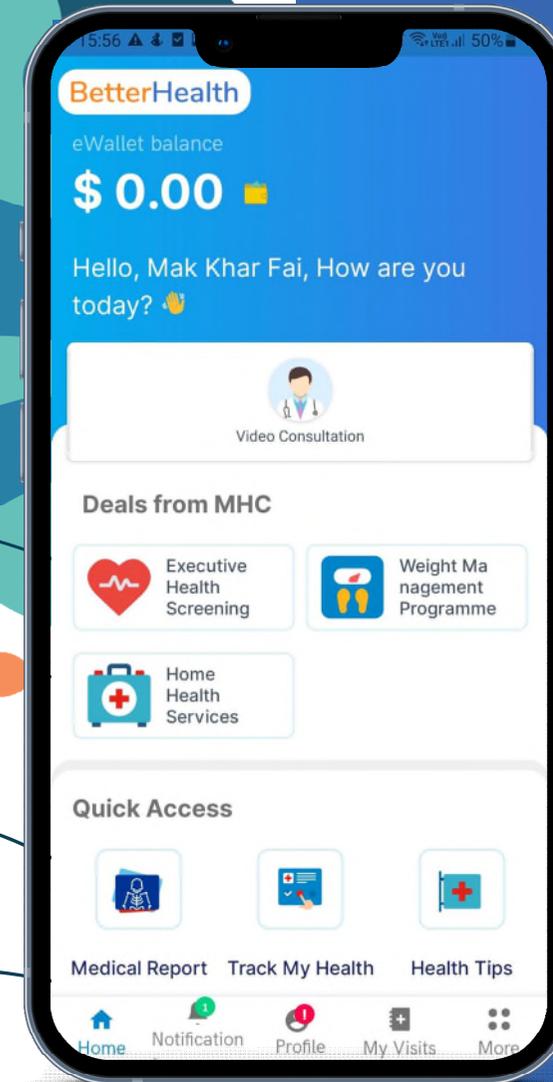


Kickstart your BetterHealth

Health. Anytime.
Round-the-clock
telemedical attention
at your fingertips

And more!

Download the app from the
App Store / Google Play



Date [July 2024]

APP

User Guide Content



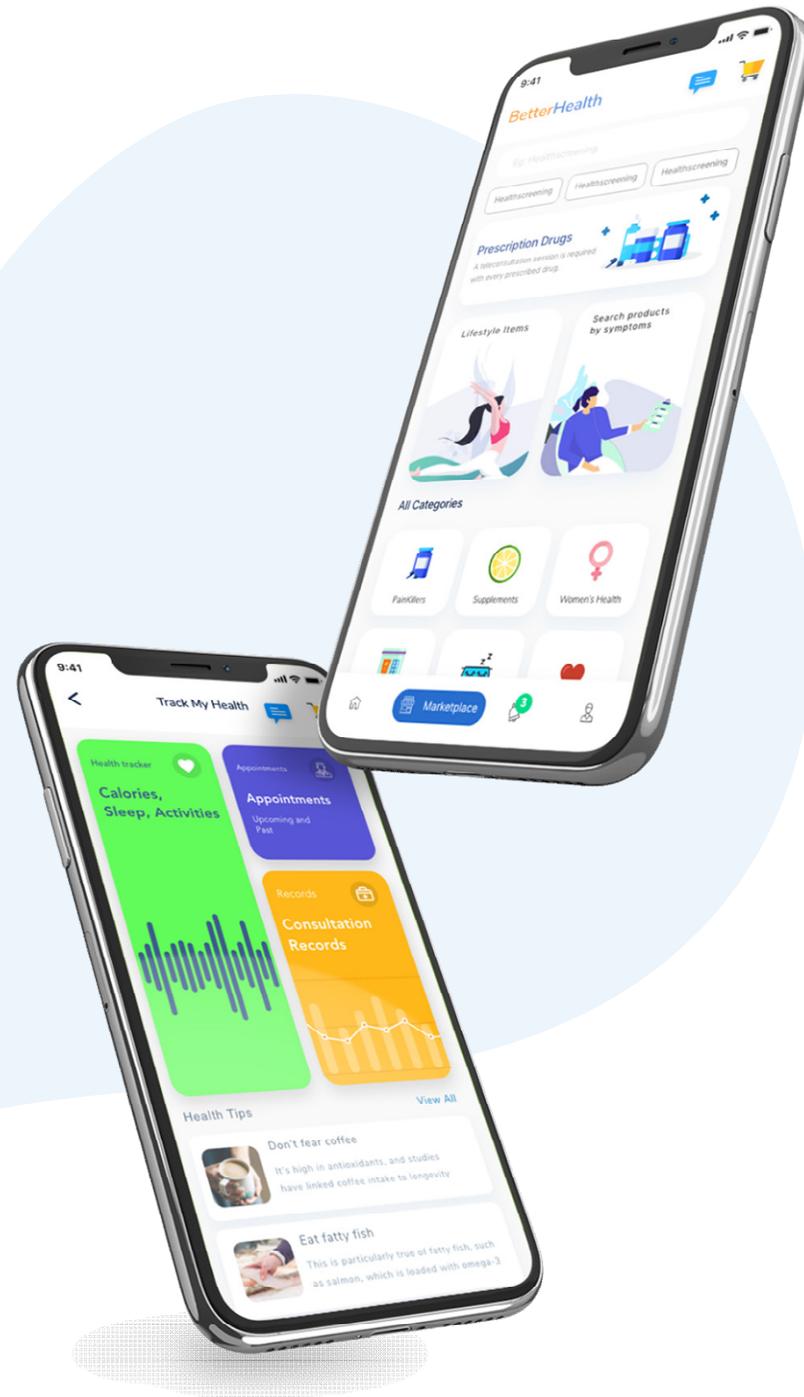
ACCOUNT

- Registration
- Login
- Payment Method
- Add Dependants
- ID Verification
- Medical History & Emergency Contact

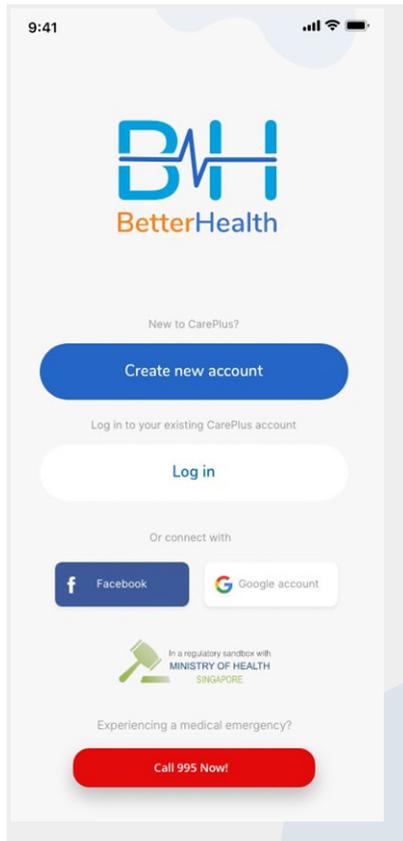
FEATURES

- Video Consultation
- Mental Health Services
- eCard
- My Visits
- Health Tips
- Post Health Screening
- Medical Report
- Contact Us

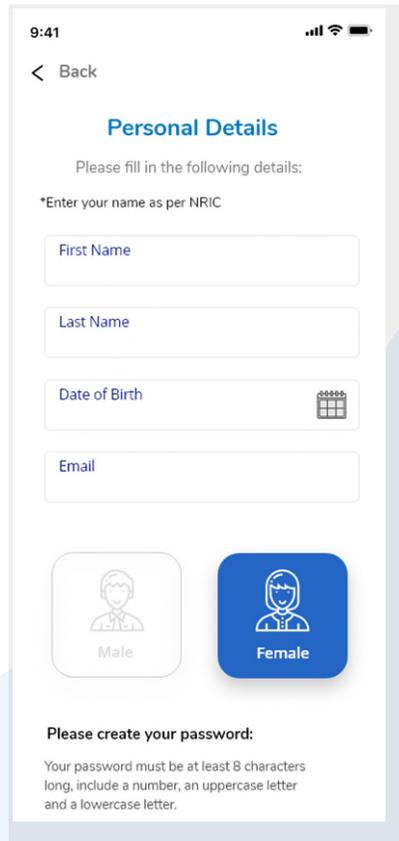
FAQ



ACCOUNT Registration

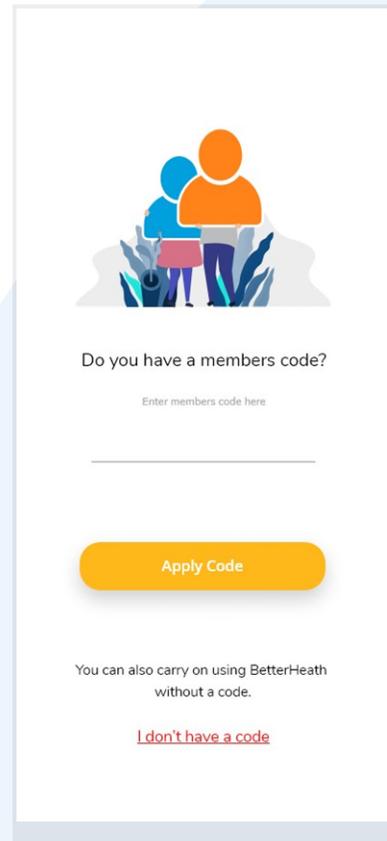


Select 'Create new account'



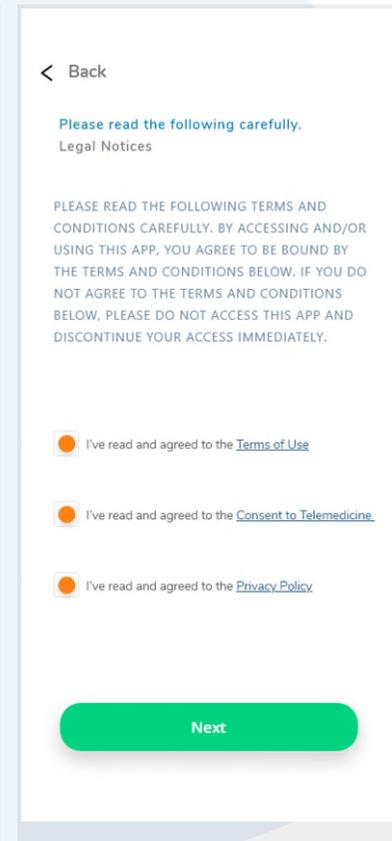
Enter your particulars and create a password for your **BetterHealth** account

**Password - at least 8 characters long, include a number, an uppercase letter and a lowercase letter*



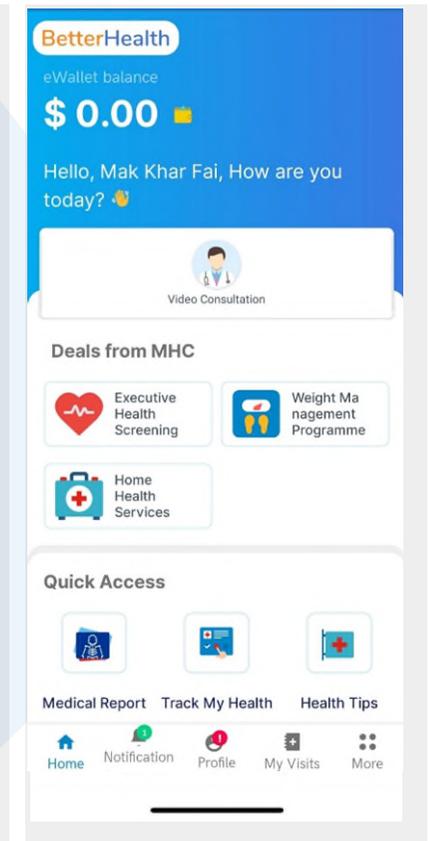
Enter Members Code if any

Kindly be advised that you will not enjoy corporate benefits if you proceed with teleconsultations without entering the Members Code by clicking on 'I don't have a code'.



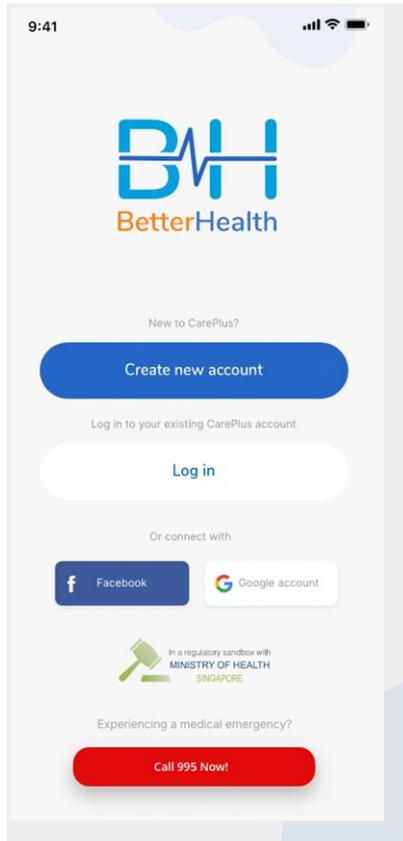
Agree to the terms and conditions

You can view these under Profile - Legal

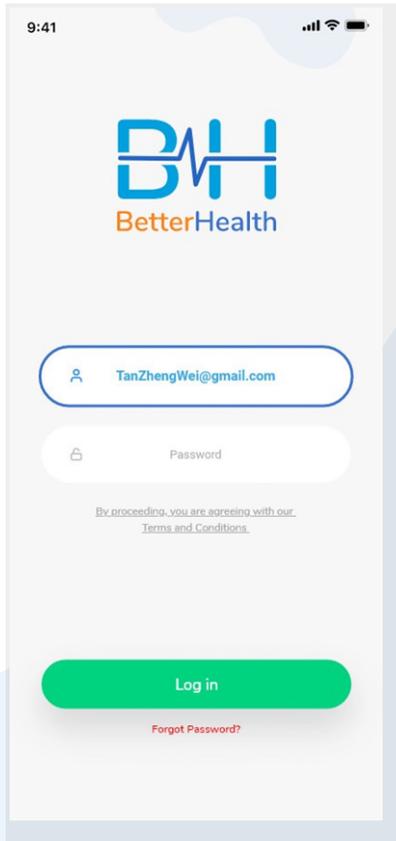


Welcome to **BetterHealth**

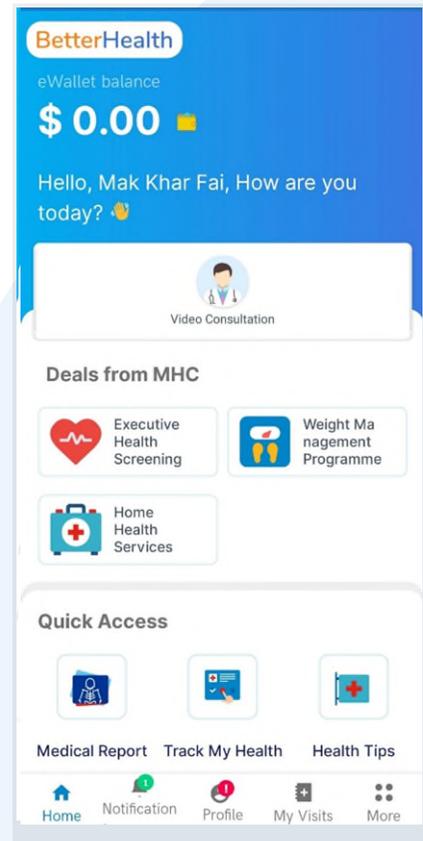
Subsequent Login



Select 'Log in'

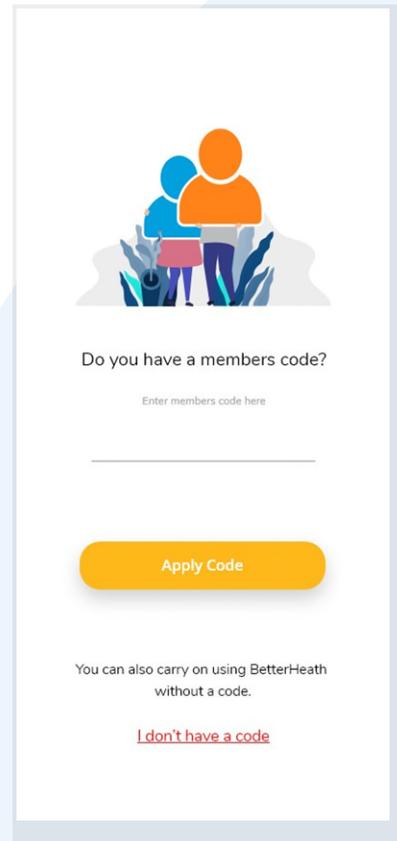
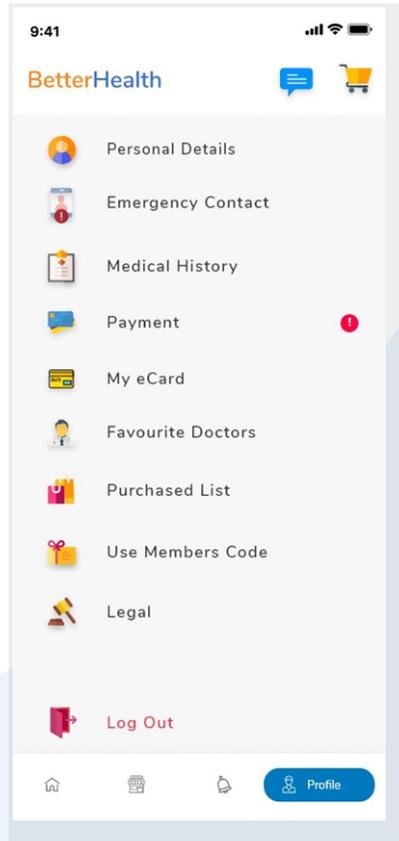
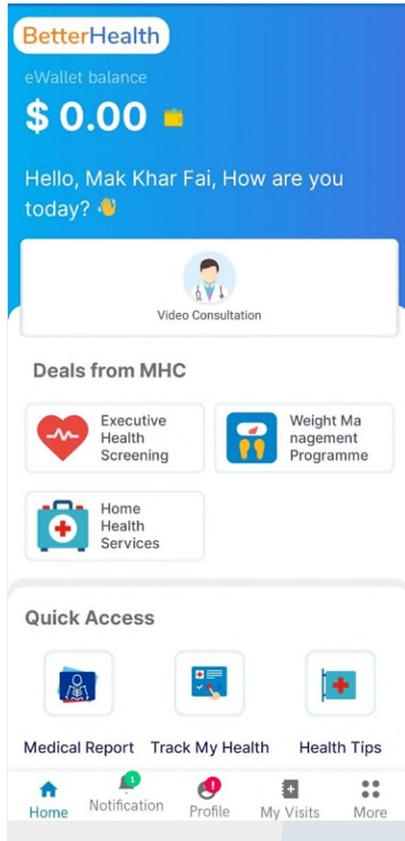


Enter your registered email address and password



Welcome to **BetterHealth**

Membership Code (If applicable)

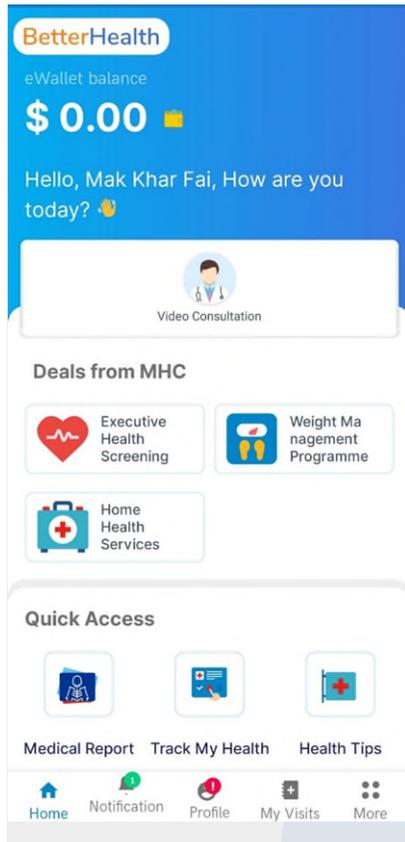


Select the Profile icon from the bottom menu.

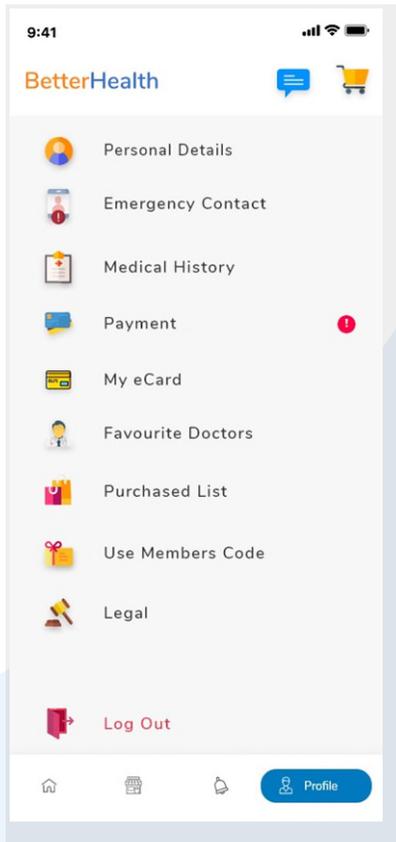
Select 'Use Members Code'

Enter Members Code if any

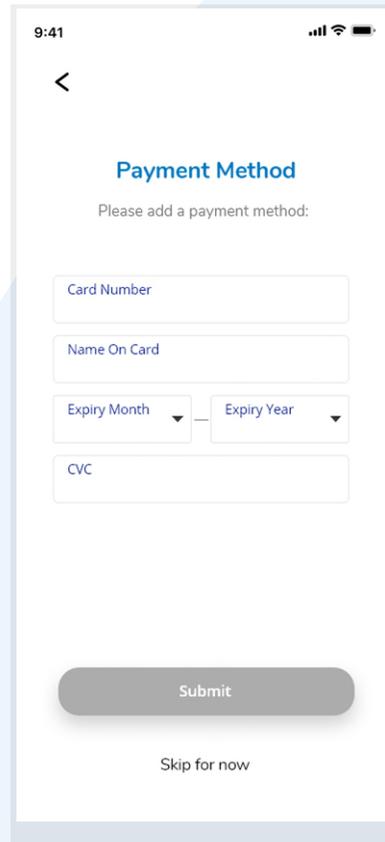
Payment Method



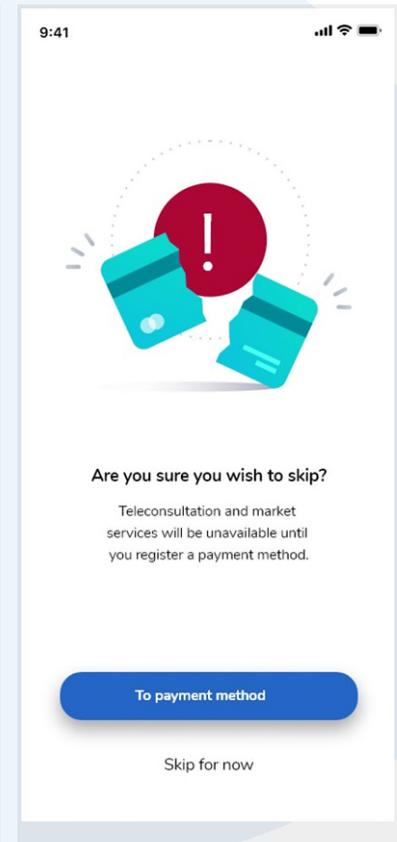
Select the Profile icon from the bottom menu.



Select 'Payment'



Enter your payment method

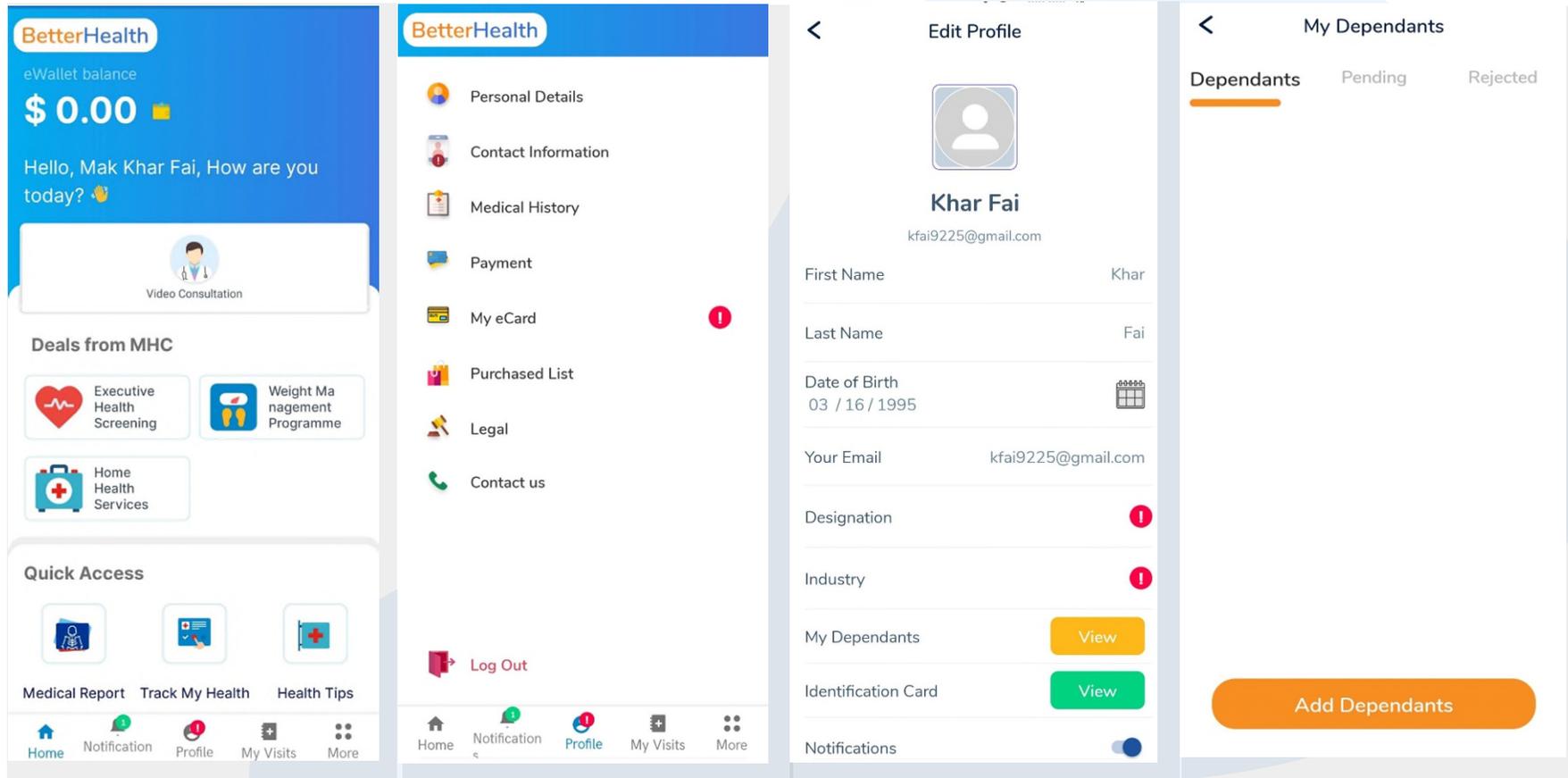


You may skip this step

However, you will not be able to access medical services provided until you register a payment method

FEATURES

Add Dependants



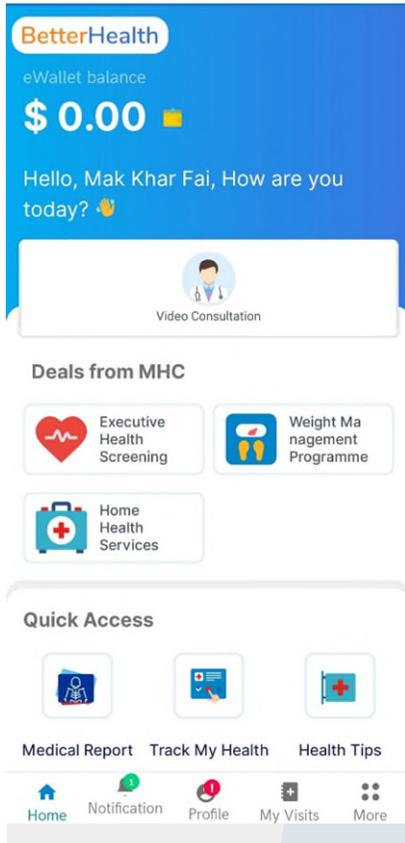
Select the Profile icon from the bottom menu.

Select 'Personal Details'

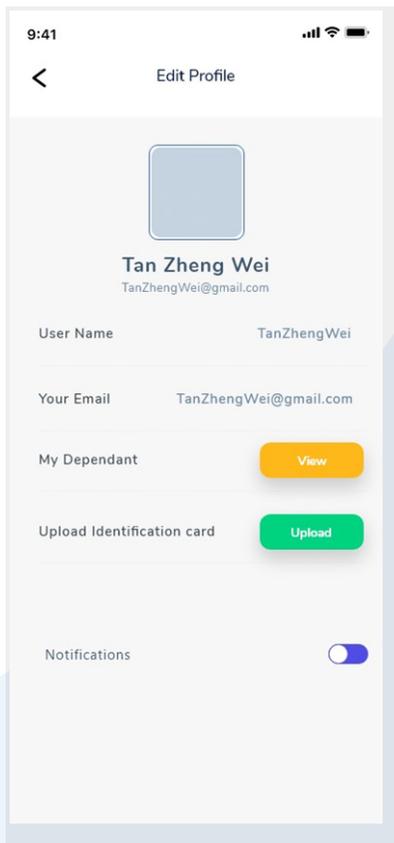
Select 'View' under My Dependants

Here, you can add Dependants to your profile

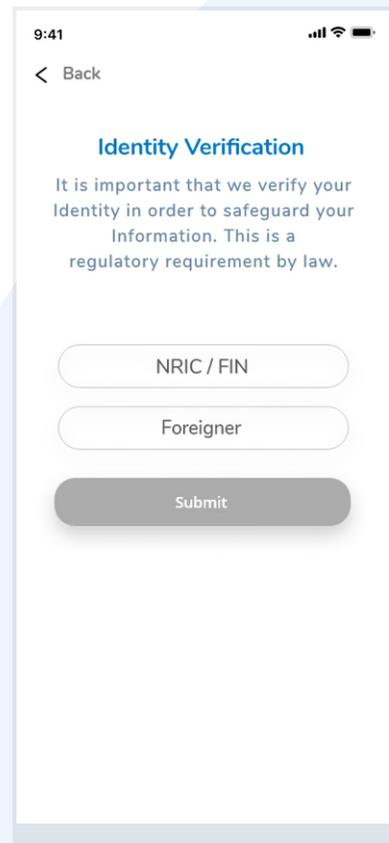
ID Verification



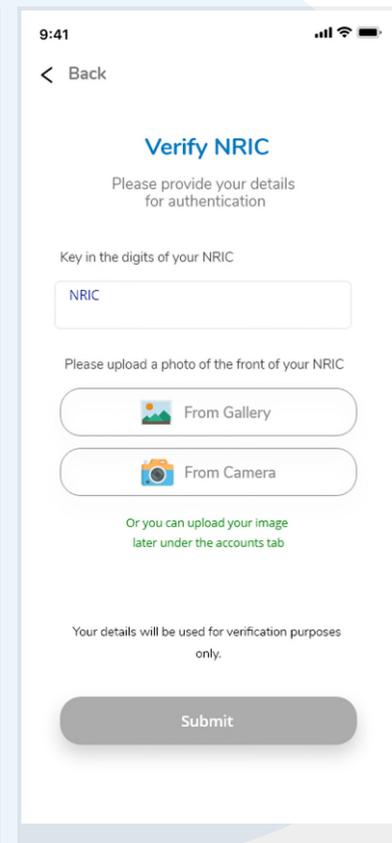
Select the Profile icon from the bottom menu and go to 'Personal Details'



Select 'Upload Identification Card'

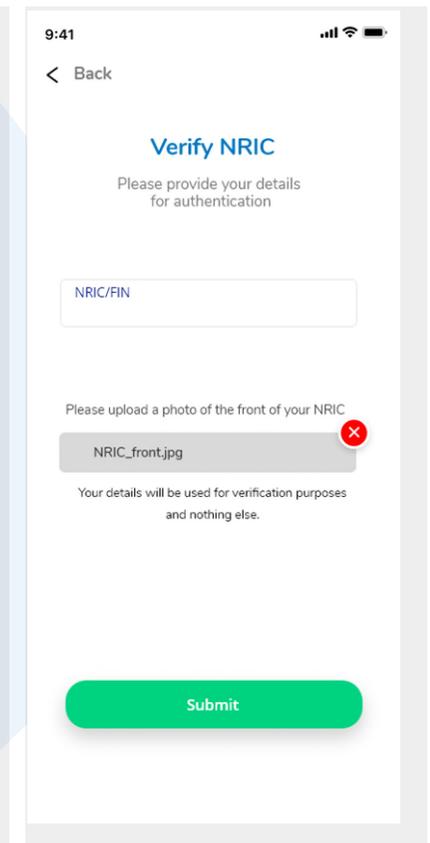


Select the type of identification card



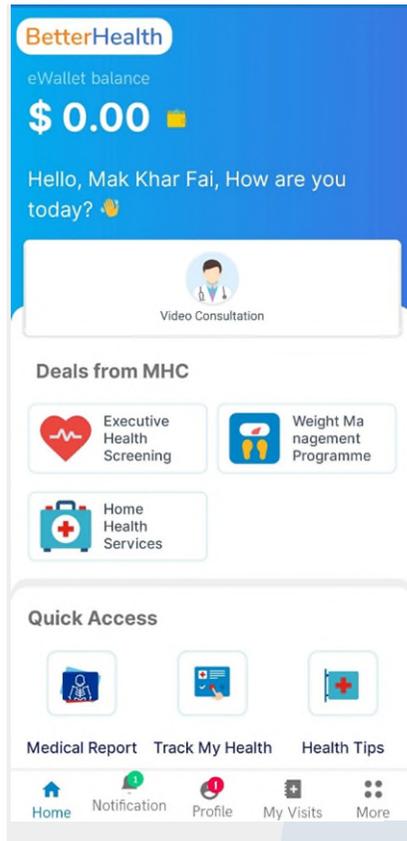
Enter your identification number and upload a photo of the front of your identification card

Ensure that your photo is not blurry and the details on your card are visible.

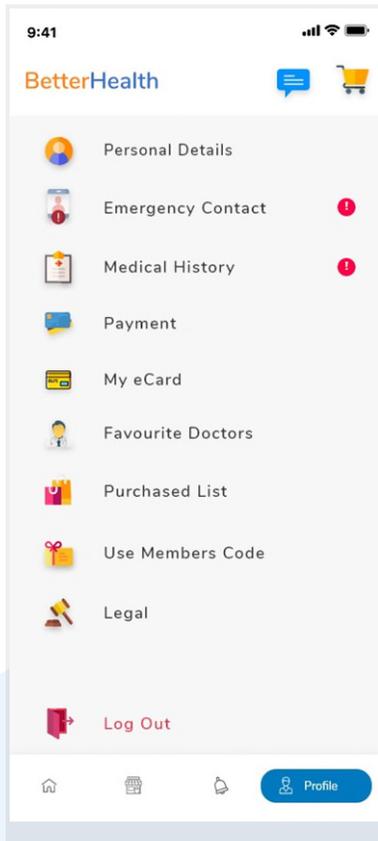


Select 'Submit' to verify your identity card

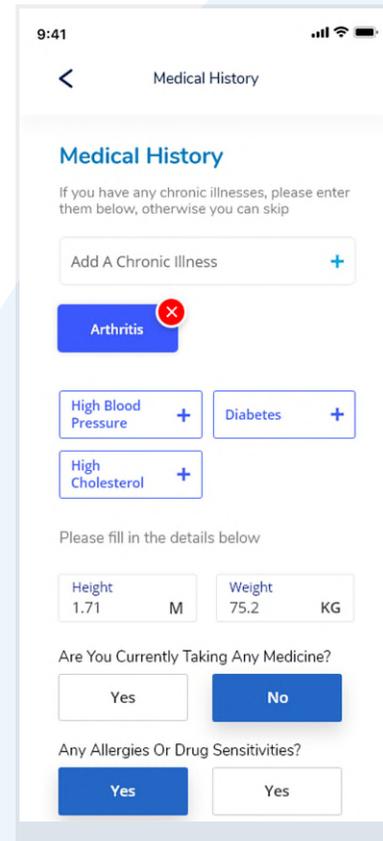
Medical History & Emergency Contact



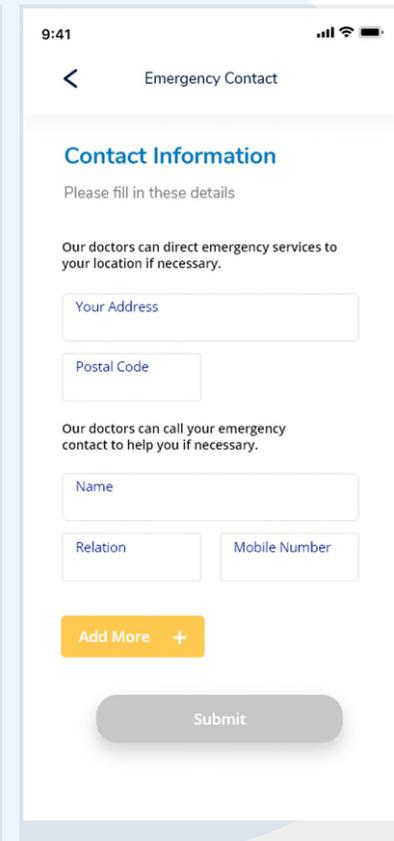
Select the Profile icon from the bottom menu.



Here, you can access your Emergency Contact and Medical History

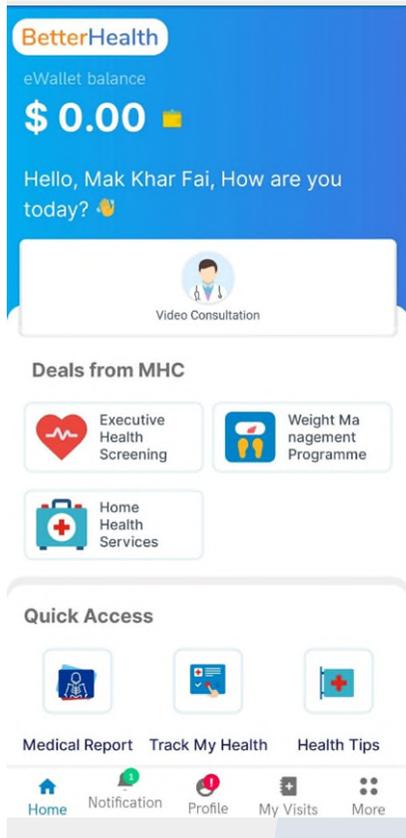


Input your medical history

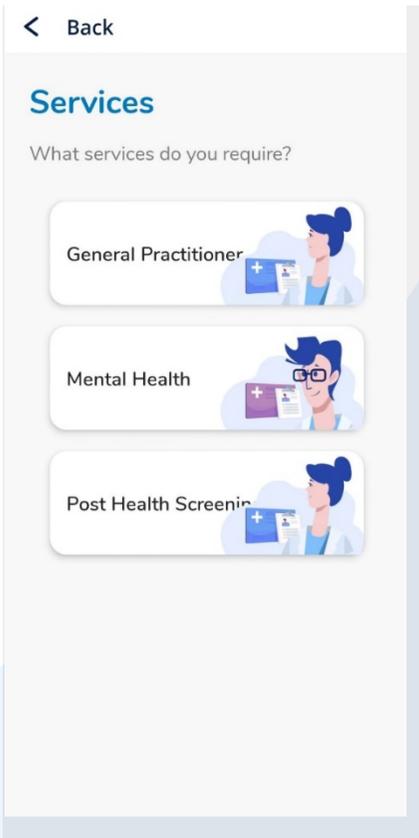


Input your residential address and emergency contact information

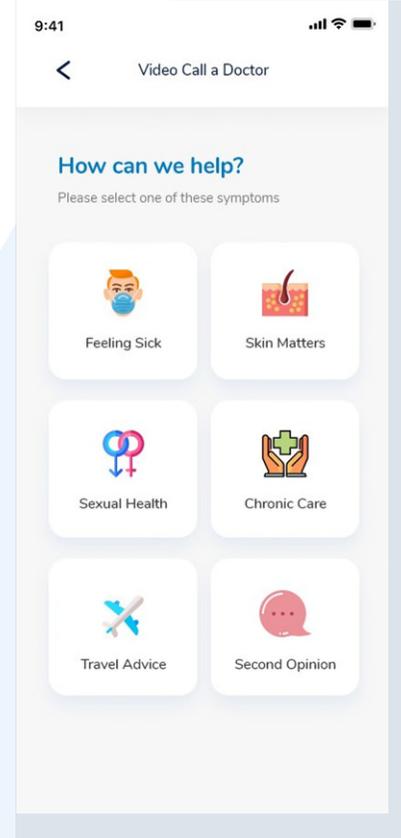
Video Consultation



Select 'Video Consultation'



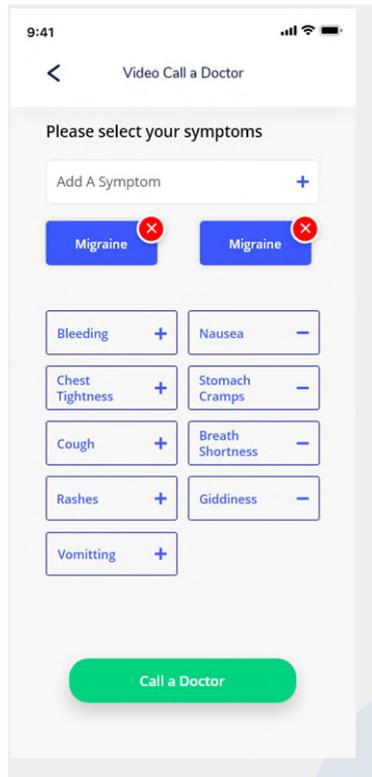
Select 'General Practitioner'



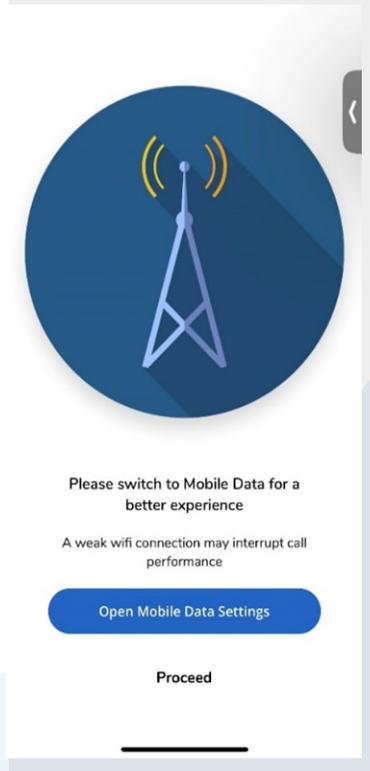
Select the nature of your call

FEATURES

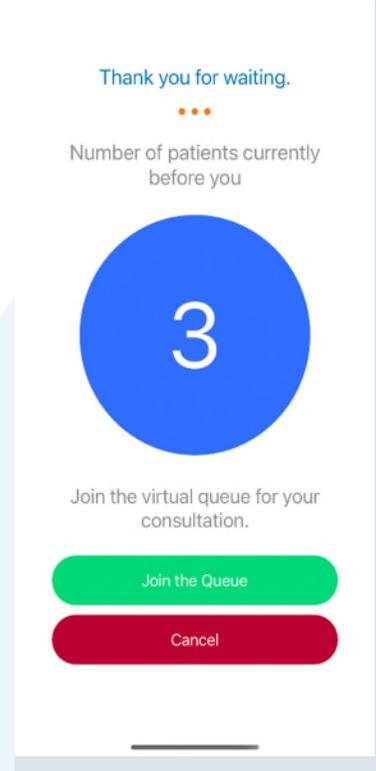
Video Consultation



Select the symptoms that you are experiencing

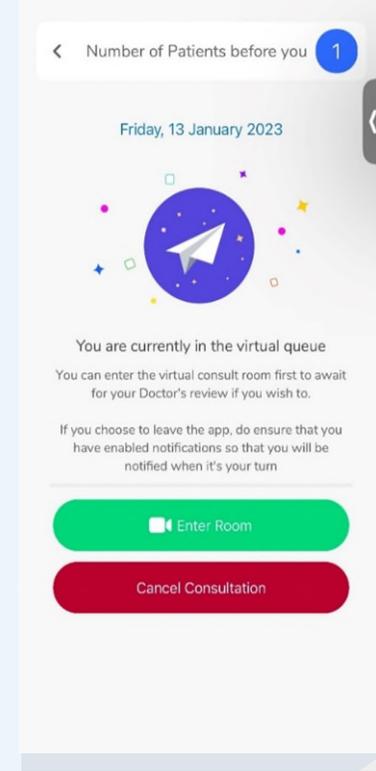


You can switch to your mobile data for a better experience or press 'Proceed' to continue



The number of patients before you will be displayed

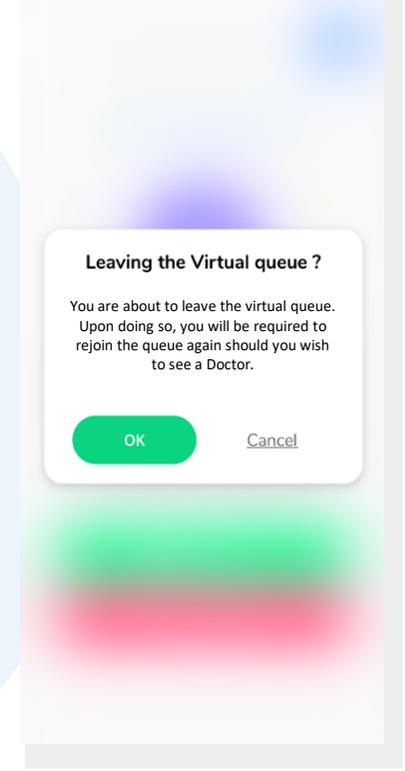
Select 'Join the Queue' to enter your virtual waiting room



You are currently in the virtual queue. The number of patients displayed will be updated

Once there is 1 patient before you, select 'Enter Room' to prepare for your teleconsultation

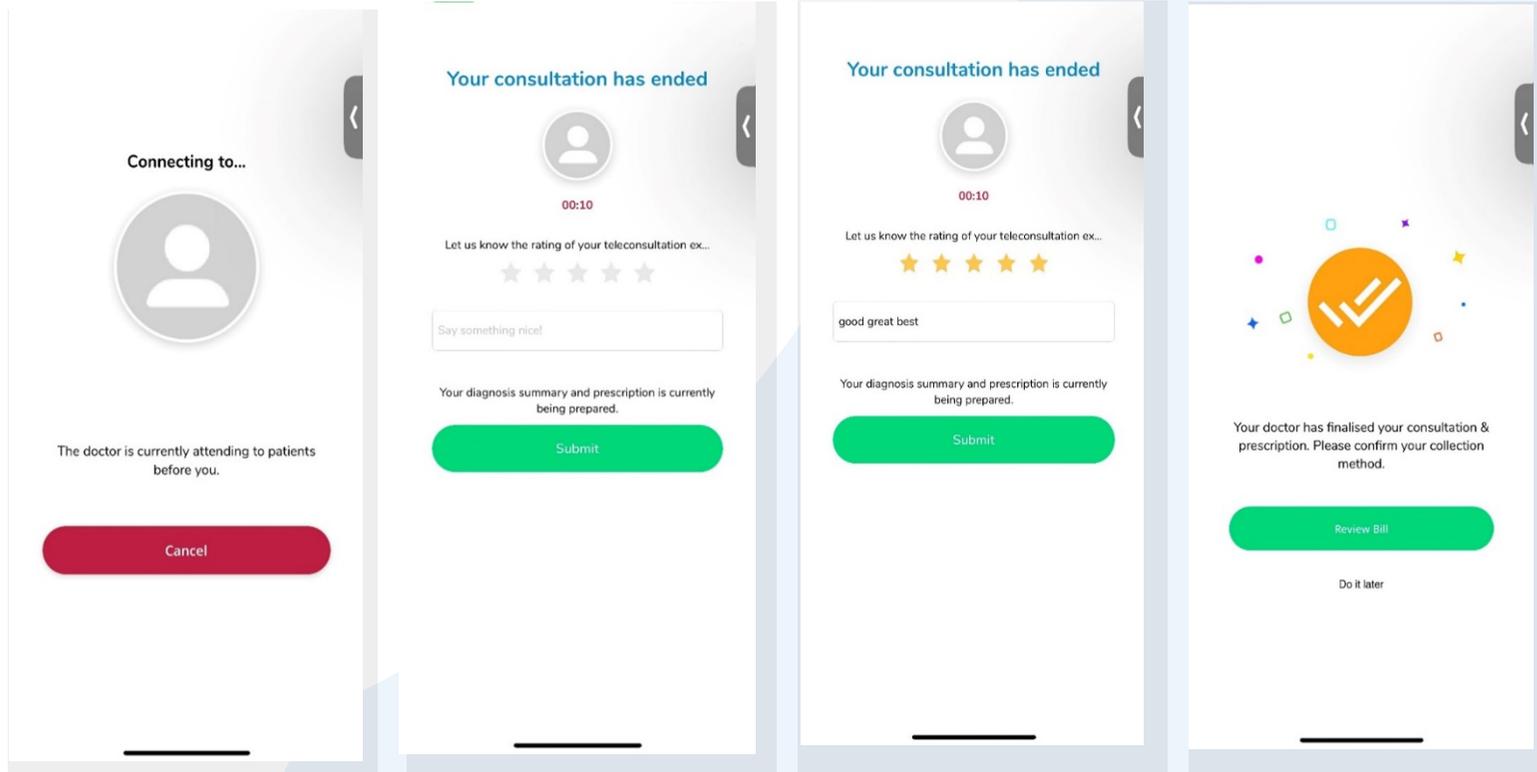
If you did not receive any incoming call prompting to join room, you could always enter room manually to wait for the call.



If you wish to leave the queue, select 'Cancel Consultation' and tap on 'Ok'

Select 'Cancel' to remain in the queue

Video Consultation



Hold on for a moment while we connect you to the Doctor

You can rate the call after the call has ended

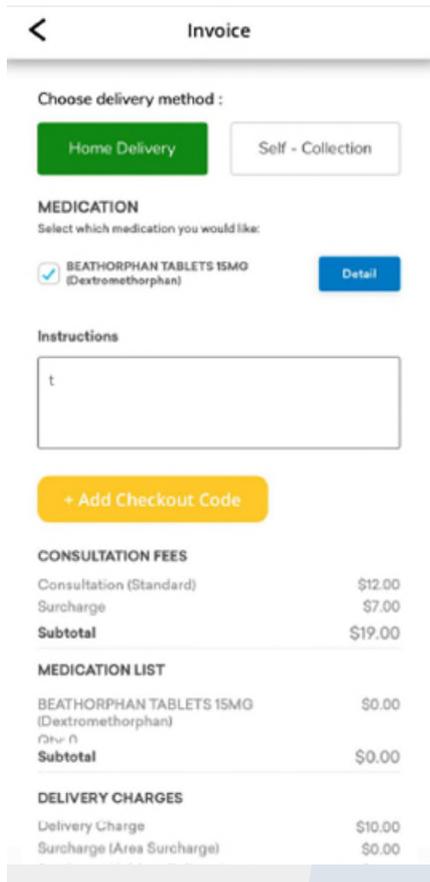
Tap 'Submit' to proceed
Please wait for the doctor to finalise your diagnosis and prescription

You will receive a notification after your doctor has finalised your consultation and prescription

Tap on 'Review Bill' to view your invoice details

FEATURES

Video Consultation



Invoice

Choose delivery method :

Home Delivery Self - Collection

MEDICATION
Select which medication you would like:

BEATHORPHAN TABLETS 15MG (Dextromethorphan) [Detail](#)

Instructions

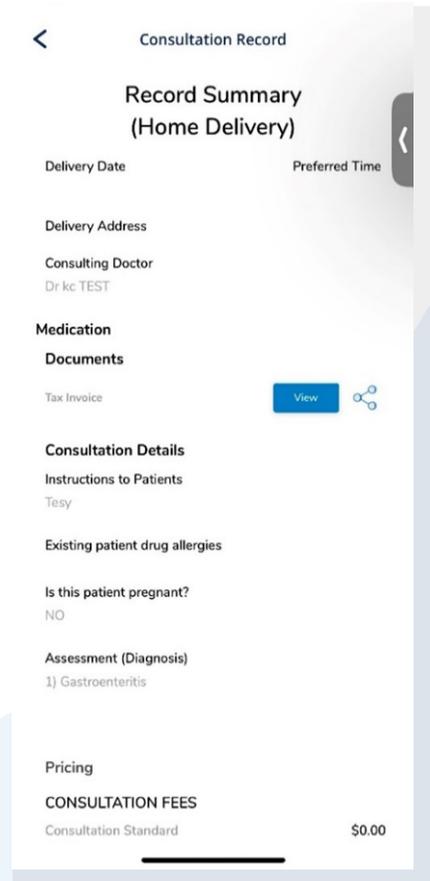
t

[+ Add Checkout Code](#)

CONSULTATION FEES	
Consultation (Standard)	\$12.00
Surcharge	\$7.00
Subtotal	\$19.00

MEDICATION LIST	
BEATHORPHAN TABLETS 15MG (Dextromethorphan)	\$0.00
Subtotal	\$0.00

DELIVERY CHARGES	
Delivery Charge	\$10.00
Surcharge (Area Surcharge)	\$0.00



Consultation Record

Record Summary (Home Delivery)

Delivery Date Preferred Time

Delivery Address

Consulting Doctor
Dr kc TEST

Medication

Documents

Tax Invoice [View](#)

Consultation Details

Instructions to Patients
Tesy

Existing patient drug allergies

Is this patient pregnant?
NO

Assessment (Diagnosis)
1) Gastroenteritis

Pricing

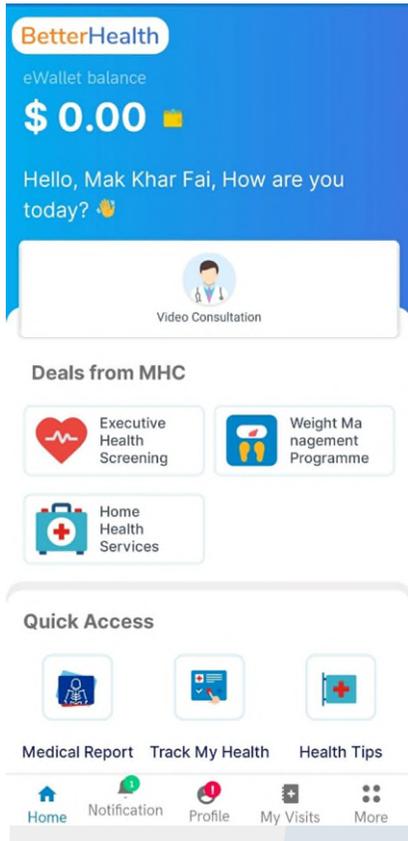
CONSULTATION FEES	
Consultation Standard	\$0.00

Select your medication, choose a delivery method and proceed with payment via credit card or eWallet

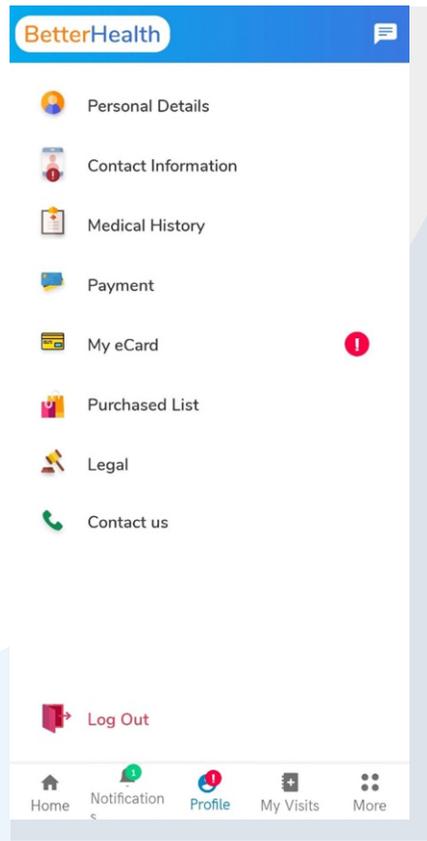
You are also able to view your Consultation Summary

FEATURES

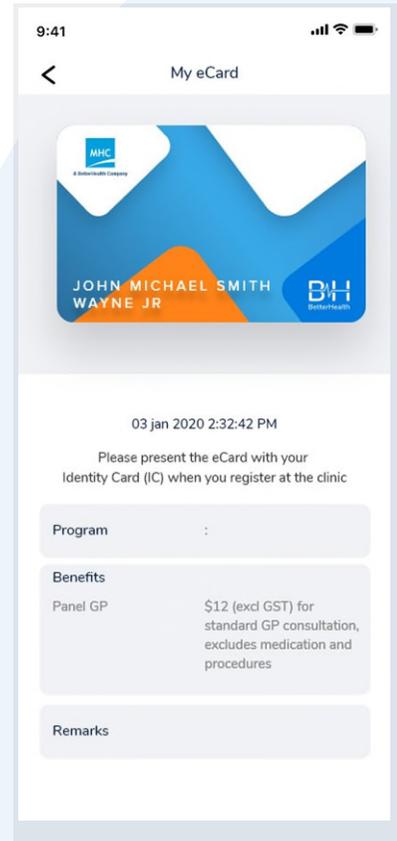
eCard



Select 'Profile'



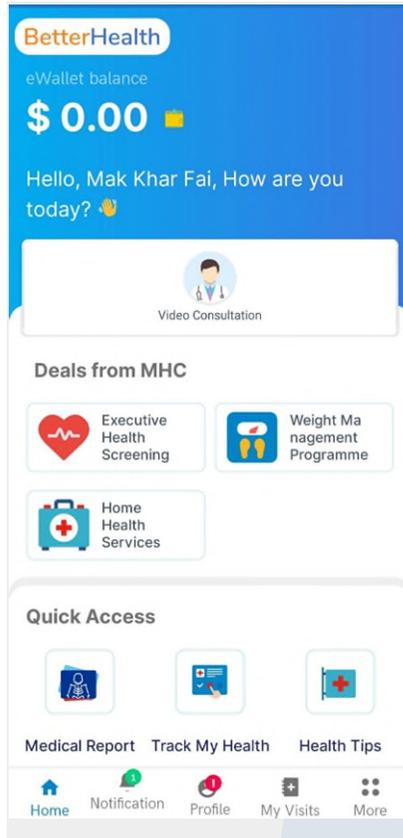
Select 'My eCard'



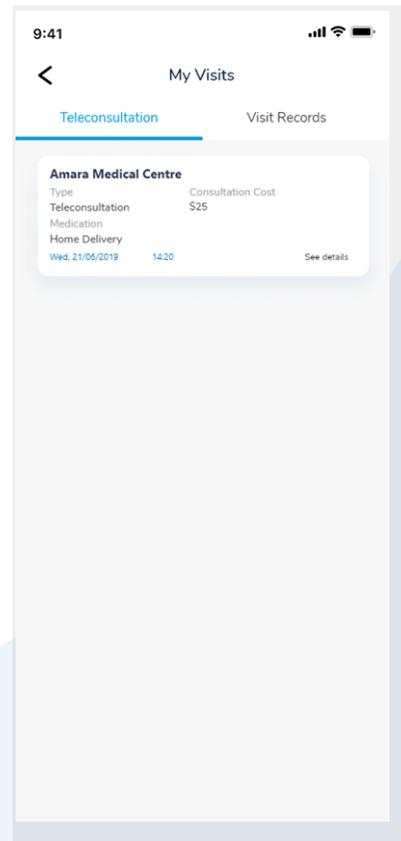
Present this eCard along with your Identification Card when you register at the clinic

FEATURES

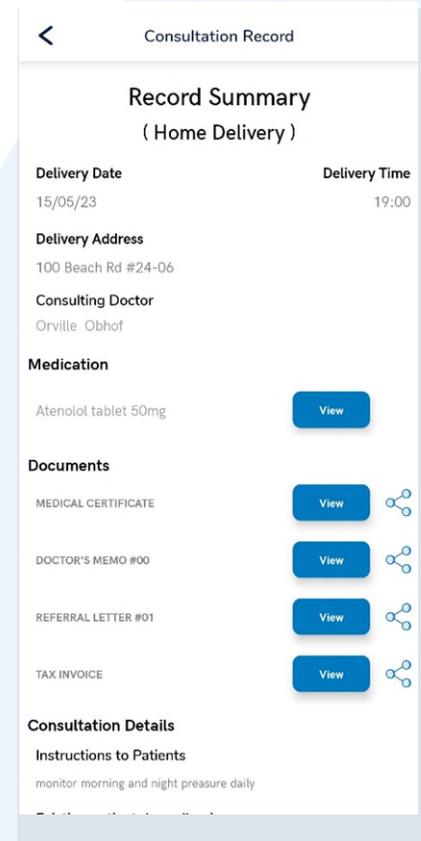
My Visits



Select 'My Visits' to view your visit and teleconsultation records.



Tap on 'See Details' to view more details of your visit or teleconsultation.

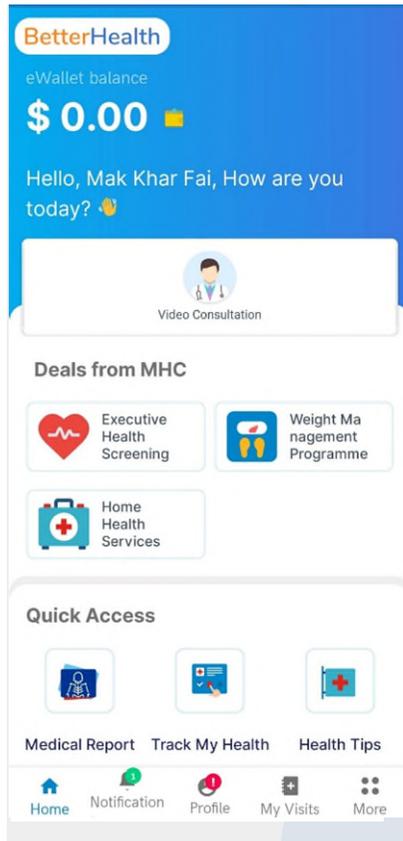


Scroll below to view the details of your consultation.

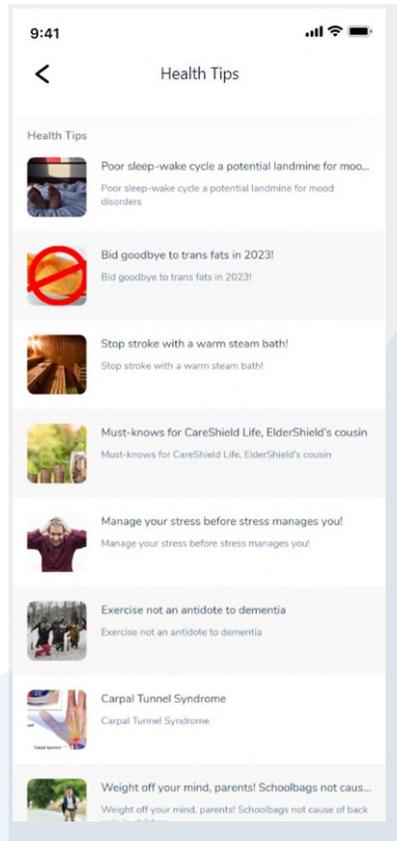
For teleconsultation, you can also review or download your respective documents (Medical Certificate, Doctor's Memo, Referral Letter/ Invoice).

FEATURES

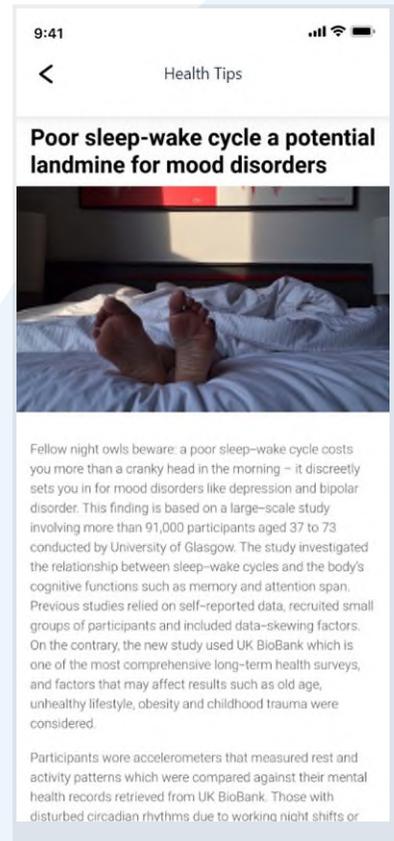
Health Tips



Select 'Health Tips'

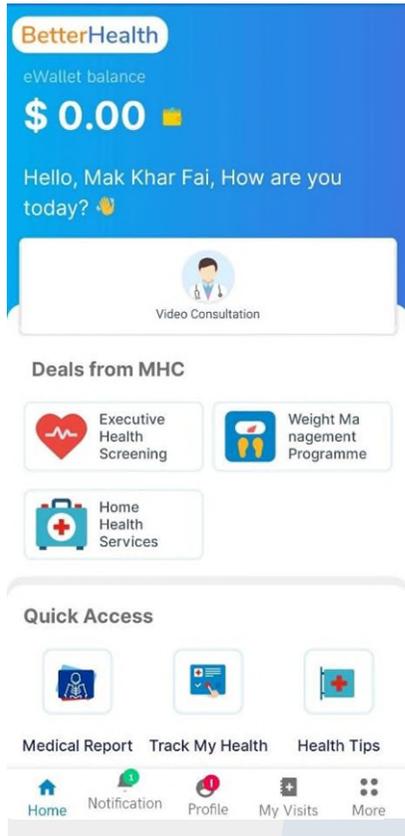


Select the article you would like to read

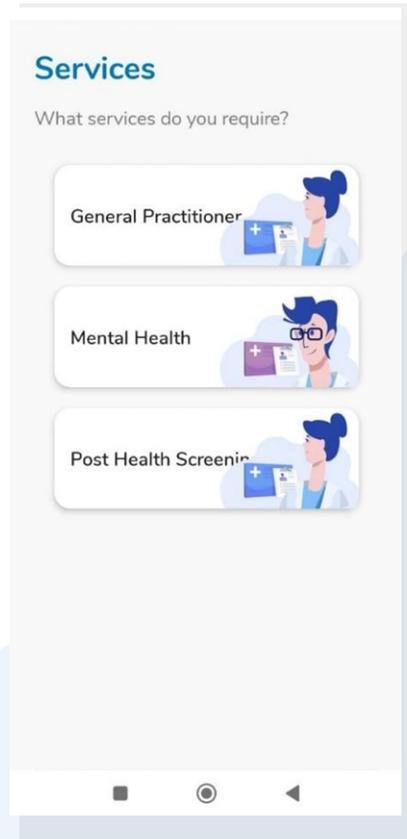


FEATURES

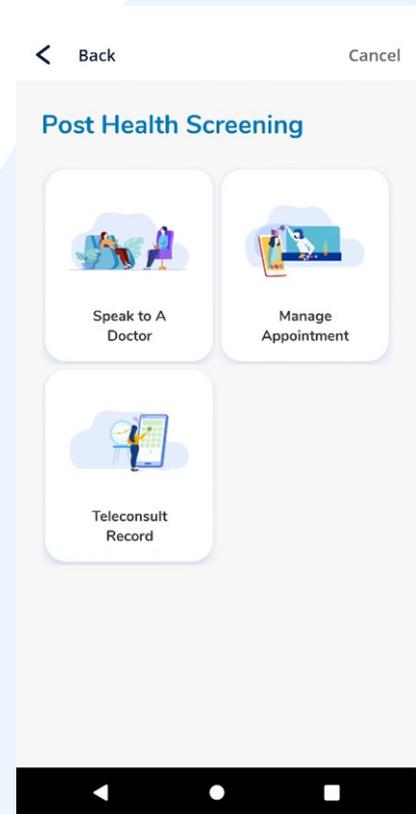
Post Health Screening



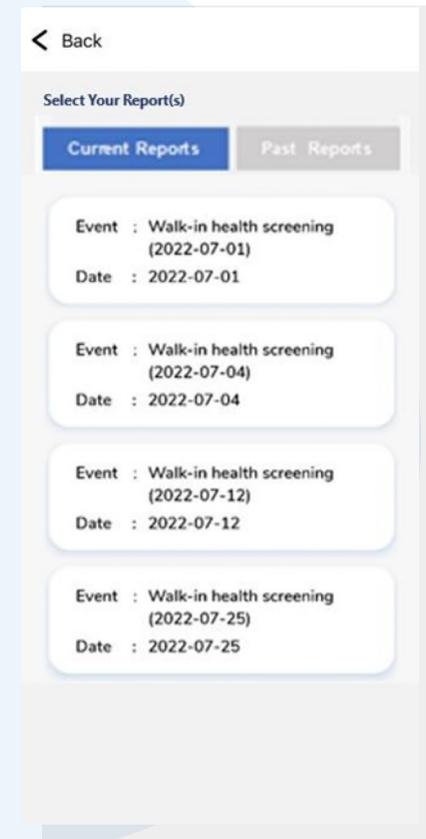
Select 'Video Consultation'



Select 'Post Health Screening'



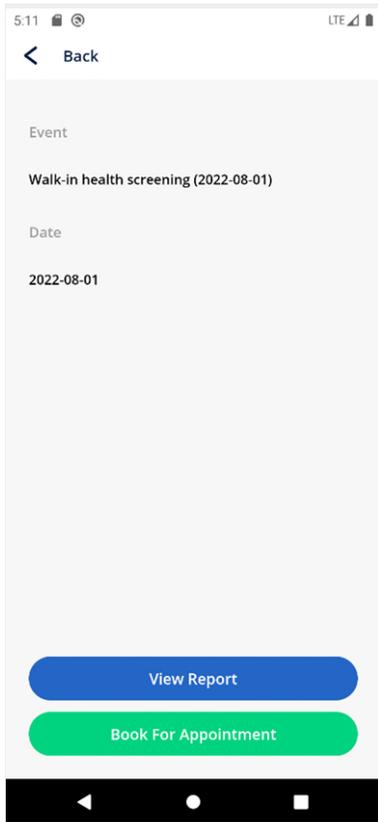
Speak to A Doctor



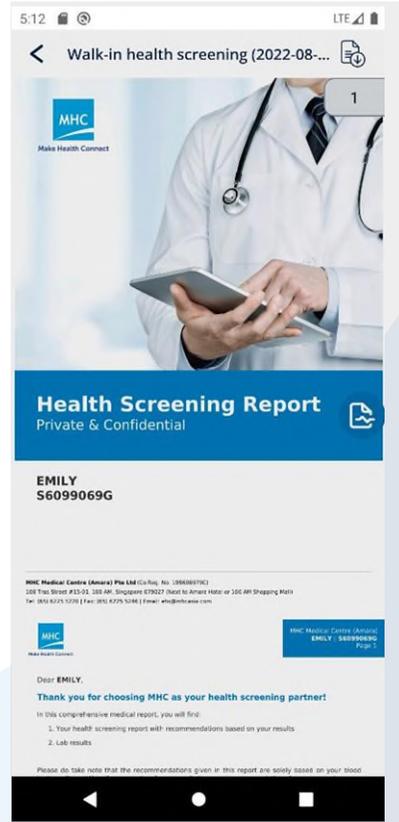
Show List of Reports

FEATURES

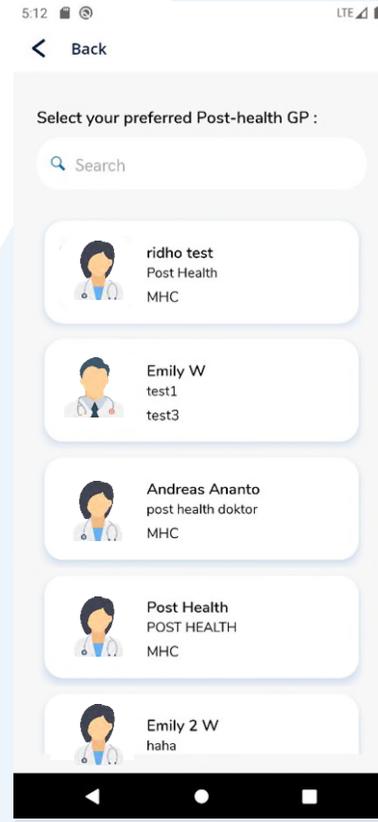
Post Health Screening



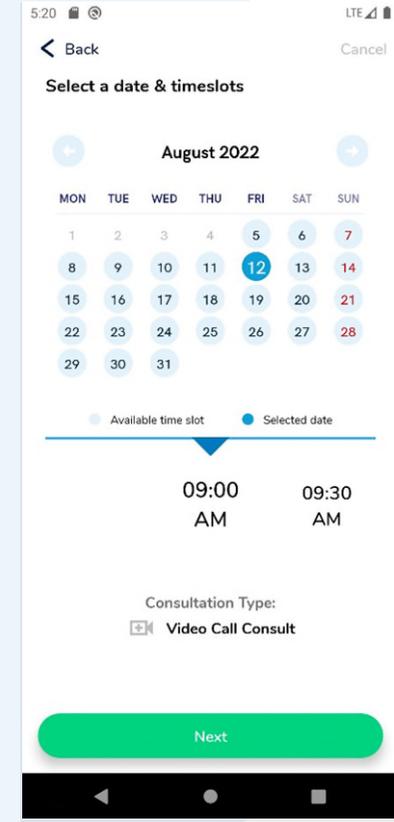
View Report & Book Appointment



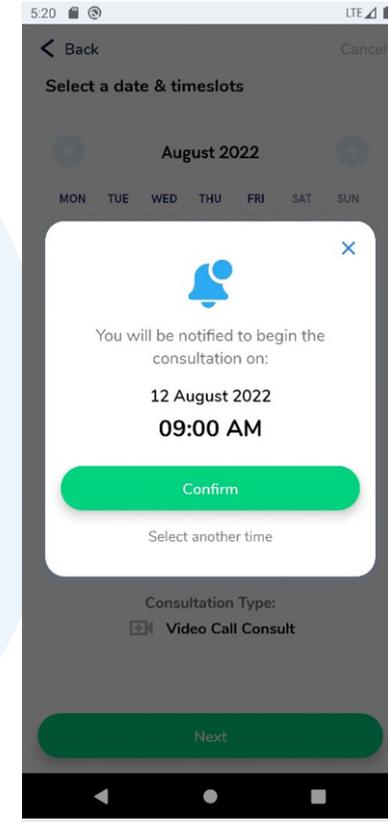
View Report



Book For Appointment



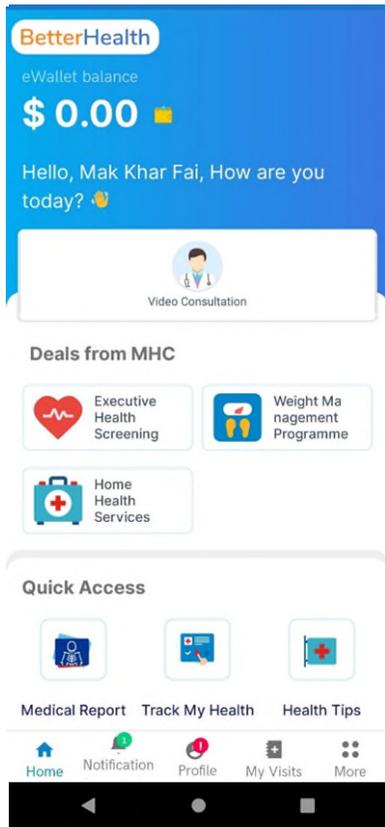
After choose doctor, will leads to calendar page. Pick a date and time.



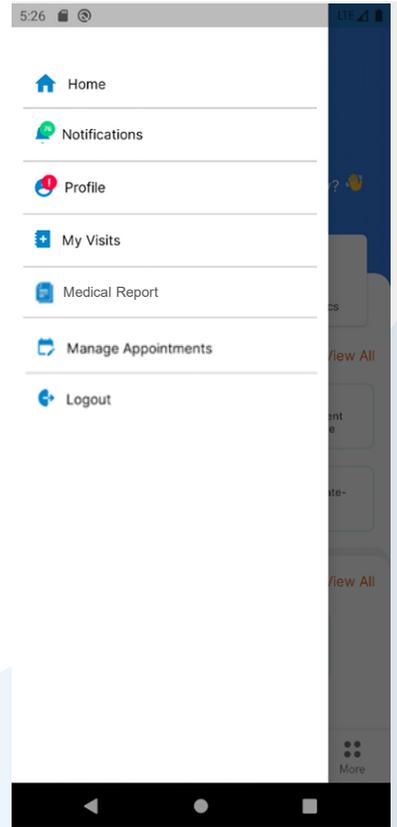
Confirm the Appointment

FEATURES

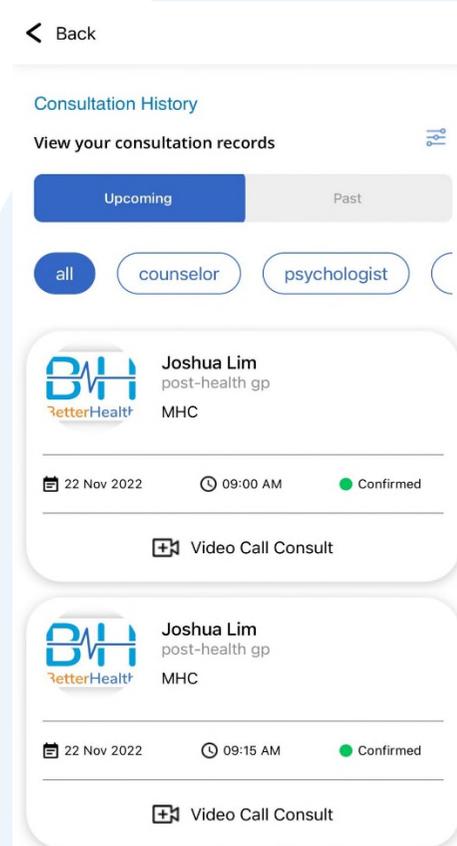
Post Health Screening (Reschedule Booking)



Select the 'More' icon from the bottom menu.



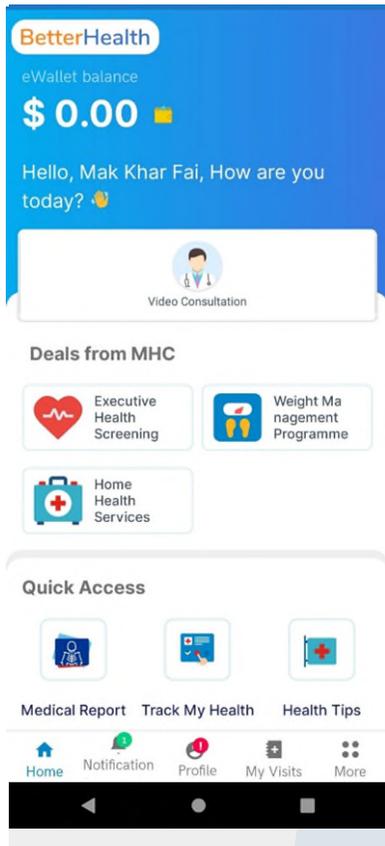
Select 'Manage Appointments'



Here, you can view and reschedule your upcoming appointments

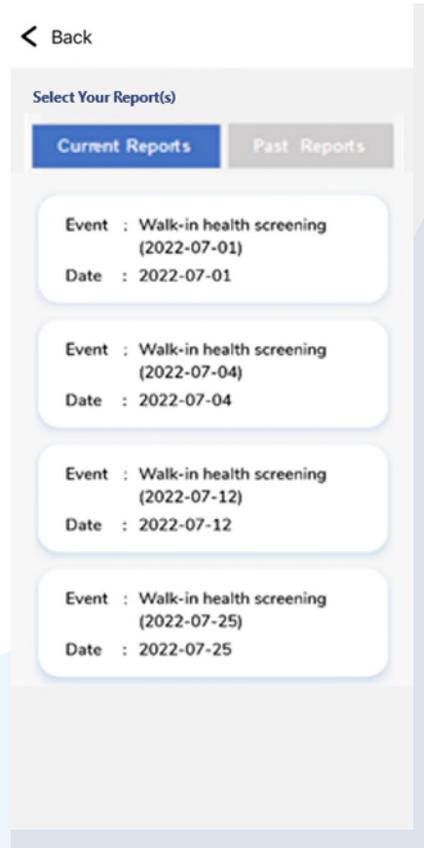
FEATURES

Medical Report (View Report / Book Appointment)

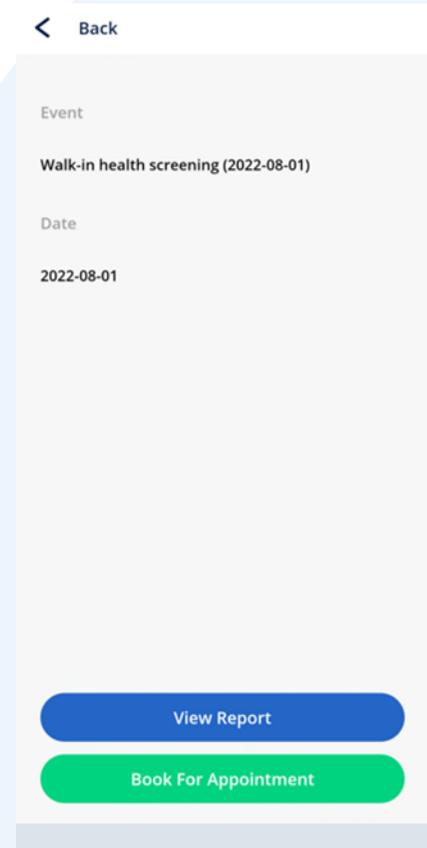


Select 'Medical Report' on your home page

Note: You are required to have your name, nric and date of birth to be completed in your profile before you can retrieve your medical report.



Here, you can view a list of your current and past medical reports



Tap on a report to view more details or book a post health screening appointment

FEATURES

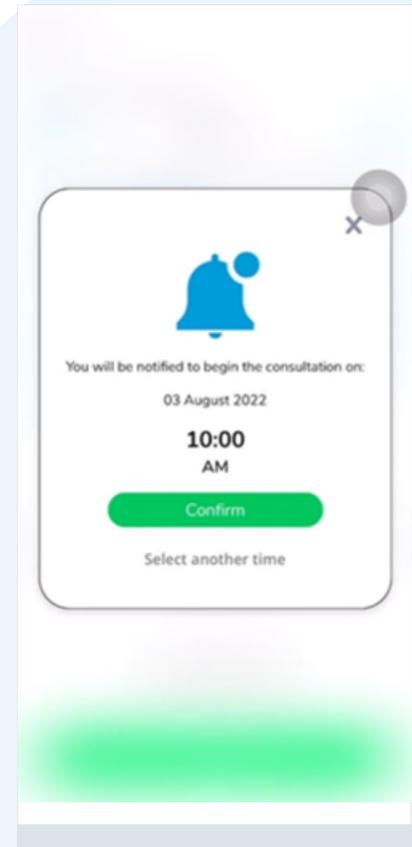
Medical Report (View Report / Book Appointment)



You can View your full medical report within the app



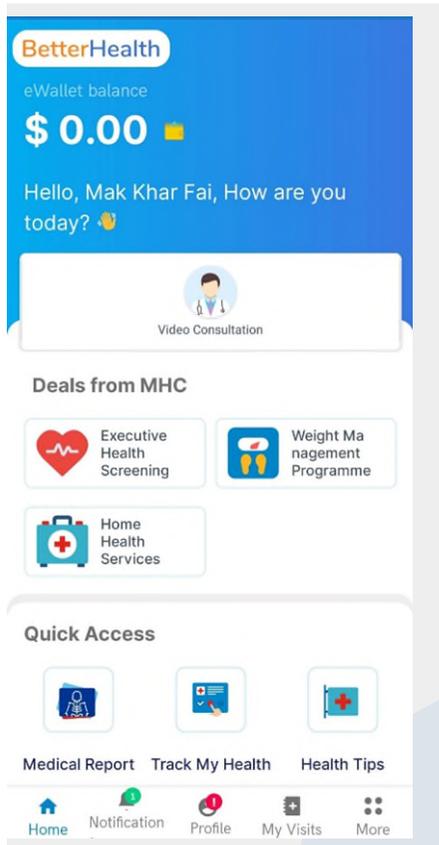
If you choose to book an appointment, you may proceed to select your preferred time and date for your consultation



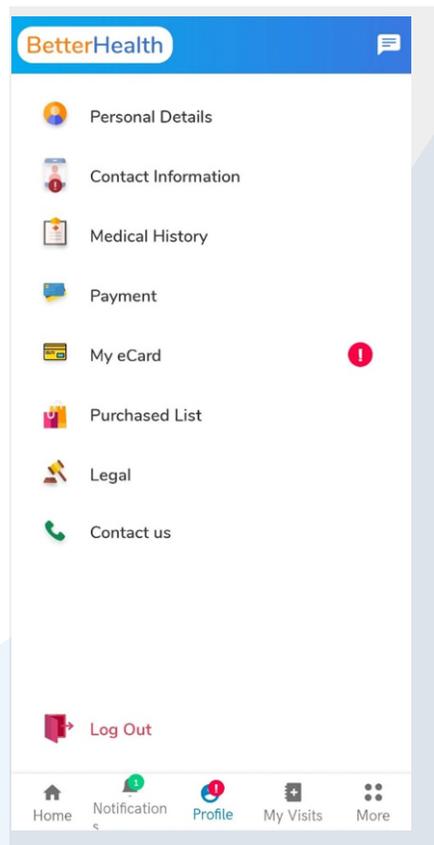
Confirm the Appointment or select another date and time

FEATURES

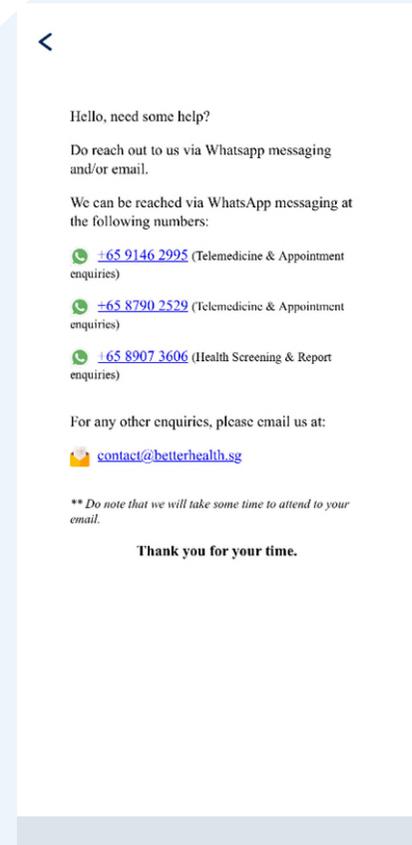
Contact Us



Select the 'Profile' icon from the bottom menu.



Select 'Contact Us'.



You can see the contact details on this page.

Alternatively, you may reach out to us via email at CIMBSg@MHCAsiaGroup.com

FAQs

Disclaimer:

1. Telemedicine is not suitable for urgent or life threatening conditions including but not limited to, chest pain, shortness of breath, severe abdominal pain, loss of consciousness, severe vomiting, trauma, bleeding etc.

2. All content in this publication is for informational purposes only. It does not constitute any form of clinical care nor is it intended to be a substitute for professional medical care. Please speak to our healthcare providers if you have any questions pertaining to your healthcare.

FAQs

Q: What conditions should I use Teleconsultation for?

A: Common presenting complaints include but are not limited to:

1. Cough, runny and sore-throat
2. Headache
3. Rashes and skin conditions
4. Musculoskeletal aches and strain
5. Gastrointestinal problems. E.g. diarrhoea, gastric reflux, indigestion and bloating
6. Women's health. E.g. menstrual cramps/disorders, contraception, infections
7. Stable chronic conditions, medication refills etc.

This list is non-exhaustive. Please do feel free to call in to our doctors and we will assess you accordingly. In the event that telemedicine is not suitable for you, we will advise you regarding the follow-up steps.

FAQs

Q: What happens if the doctor determines that my condition is not suitable for teleconsultation?

A: If the doctor judges that the condition is not treatable via telehealth, he will end the session and waive all charges. Our doctors will also recommend you to visit the nearest clinic or hospital (if required) for a more thorough examination.

Q: If the follow up requires an x-ray or other procedures to be done, how will this be processed within the app? Do we have to make a separate appointment?

A: A doctor's memo will be issued via the BetterHealth app. You can then bring the memo to a location with the required services and set up a separate appointment

Q: How do I obtain my Medical Certificate (MC) after the teleconsultation?

A: You can download the soft copy MC via “My Visits” after the consultation.

Q: Will the digital MCs be accepted?

A: Under MOH telemedicine guidelines, all MCs (including digital) are legitimate as long as they are issued by SMC-registered doctors. As the MC is a computer-generated MC, the doctor's signature is not required. The doctor's name and MCR number are stated on the Digital MC as a form of authenticity.

FAQs

Q: What are the modes of payment?

A: A valid debit/credit card will be required to begin a teleconsult with a Doctor. A debit/credit card will also be required for any delivery charges, along with other services such as the in-app marketplace.

Q: Why is there a pre-authorization charge before I start a teleconsultation?

A: A pre-authorization charge of \$13 is made to ensure the validity of the credit/debit card. Upon completion or cancellation of the consultation, the pre-authorization charge will nonetheless be refunded to you in 7 days.

FAQs

Q: How long will it take for the medication to be delivered?

A: Medicine delivery is batched at 10am, 3pm, 7pm and 10pm daily. Medicine will be dispatched on an ad-hoc basis for urgent cases.

Q: Can I select the timing during which medication will be delivered?

A: Yes, you will be provided with a few slots to choose from after your consultation.

FAQs



Q: I am not in Singapore. Can I still use the BetterHealth teleconsultation services?

A: Our healthcare providers are only able to provide telemedicine services for patients physically located in Singapore.

Q: Can I use a non-Singapore registered mobile number to register for a BetterHealth account?

A: Yes, you can.