

# Health

Scan the QR code below to watch the video on using Health apps:



<https://go.gov.sg/health-el>



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# Introduction

It is meant for everyone with or without any digital experience but is interested in finding out more about essential digital skills for daily living.

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

## Learning Outcome of Transact Online competency:

Able to make online transactions with goods and services provider using e-payment (where applicable).

**DSL**

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

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

The Digital Skills for Life (DSL) guide is a series of booklets which comprise of:

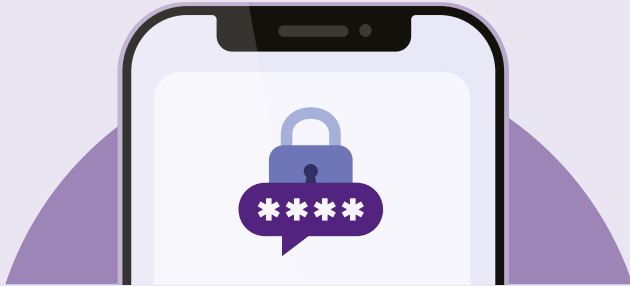
- step-by-step instructions and
- quick tips

to help you get online confidently and safely.



# Cyber Security Tips

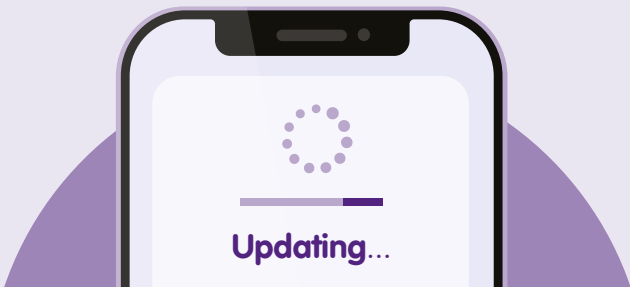
To stay safe while using health apps, please keep to the following:



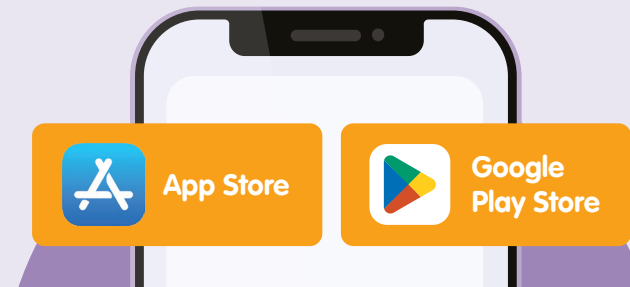
**Do not** disclose your Singpass login details to others as it can lead to unauthorised access to your accounts and personal information.



**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.

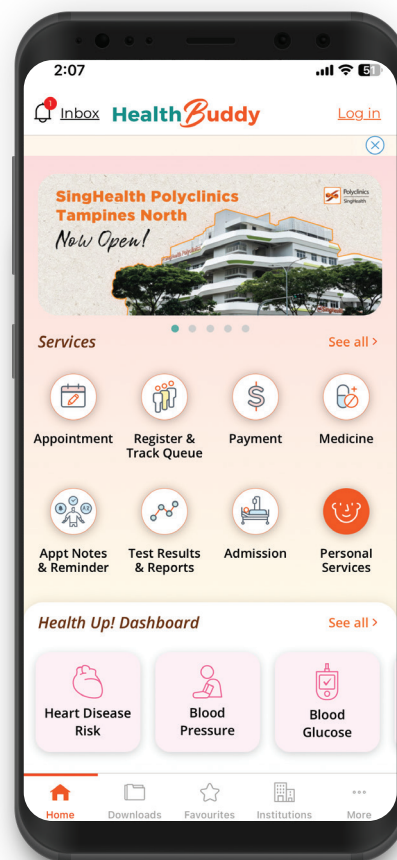
# About Health Apps in Singapore

Health apps such as HealthHub, SingHealth Health Buddy and NHG Cares allow Singaporeans to have one-stop access to all their health services and records. You don't need to recall what your past appointment was about and the medications you have been prescribed. The apps keep a record of them and allow you to retrieve the information easily.

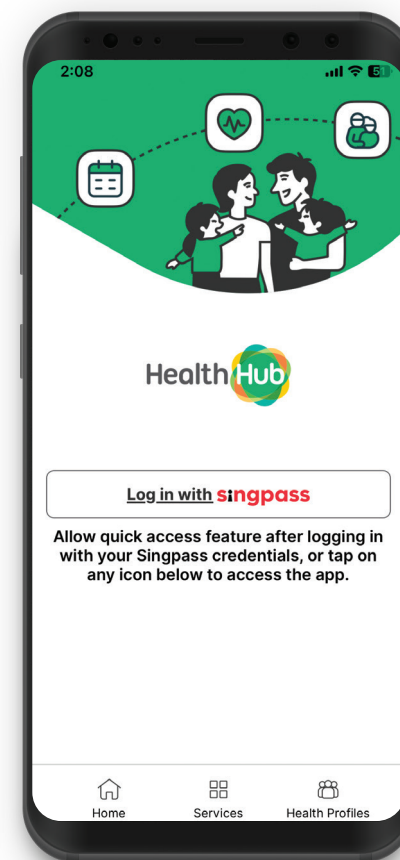
## Pre-requisites to learning the app:

### Learner 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.



Health Buddy App



HealthHub App

# Common Features Across Different Health Apps

HealthHub

SingHealth



## Home icon

Brings you to the homepage of the app.



## Appointment icon

Allows you to view your current appointment or make a new appointment.



## Payment icon

Allows you to make online payment for your medication bills.



## Medication icon

Allows you to review your prescription to request to refill medications or submit order for new medications.

**HealthHub**

**SingHealth**



**Services or More icon**  
Allows you to explore other available services on the app.

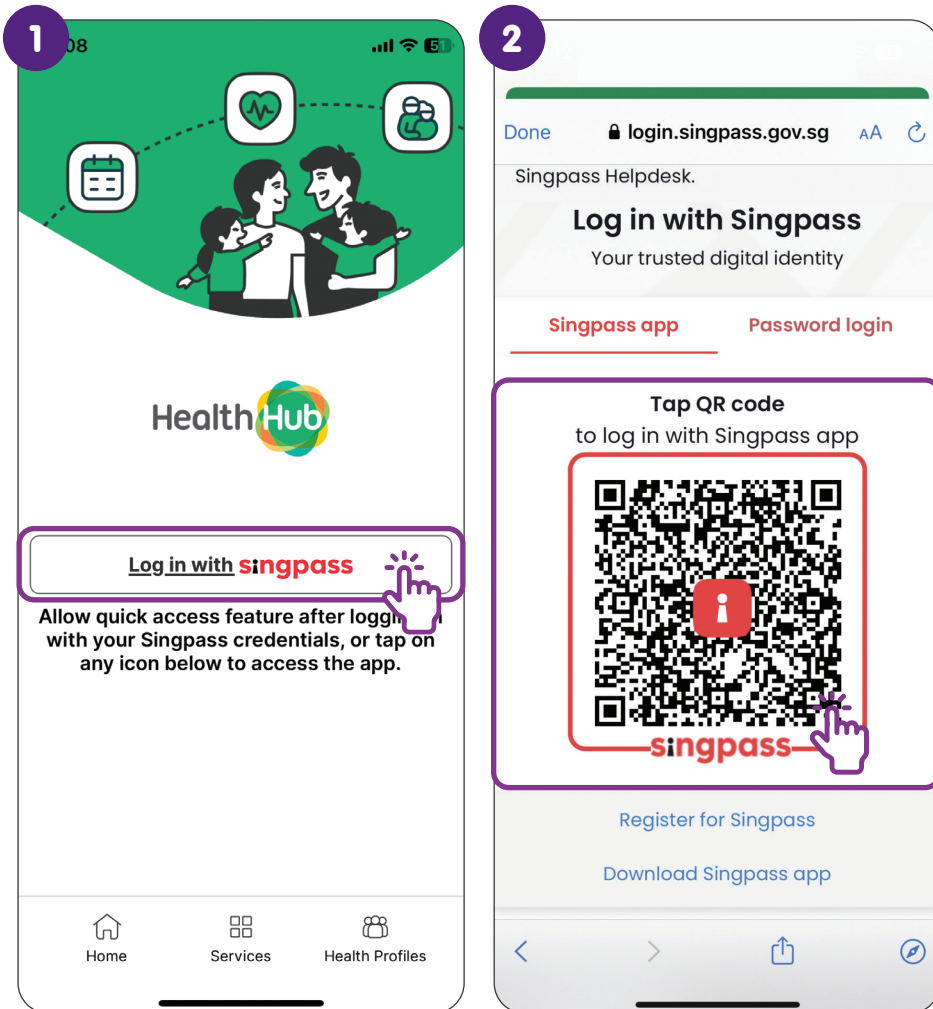


**Notification icon**  
Allows you to see important notifications on the health apps e.g., appointment reminders or payment reminders.

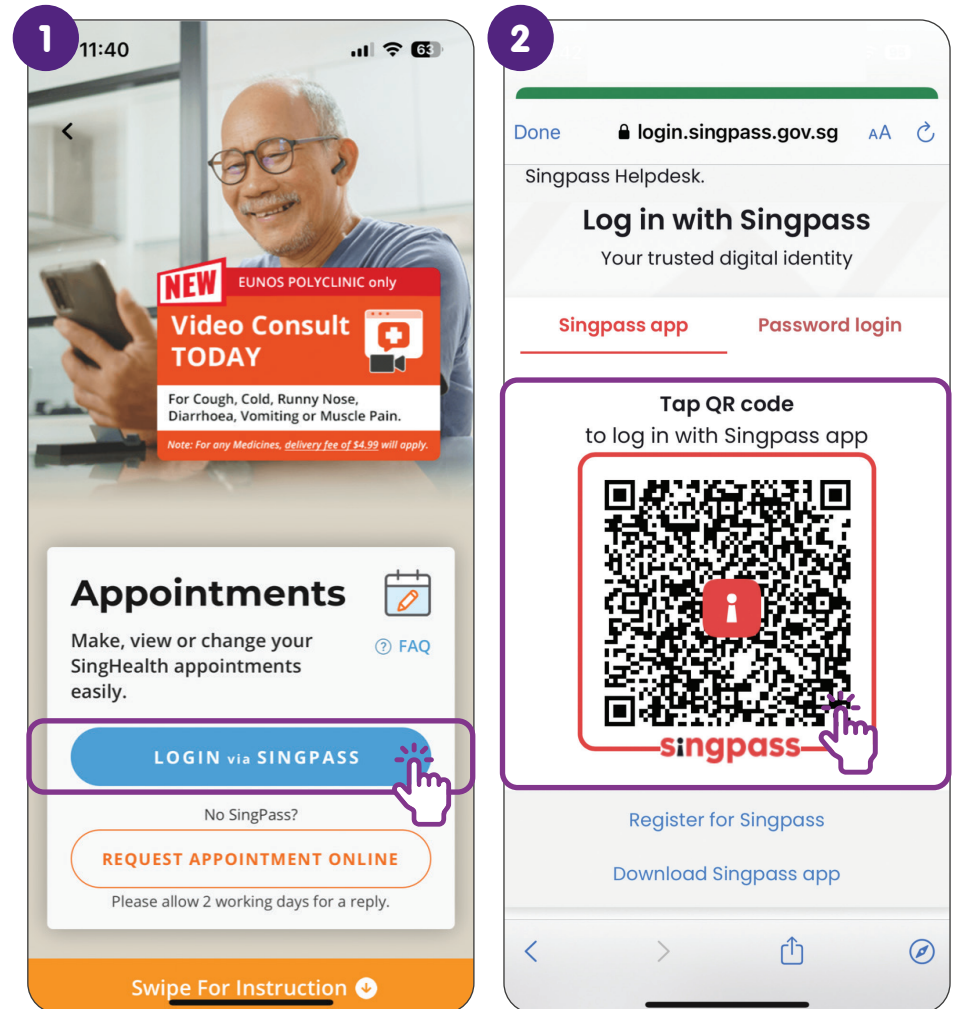
# Common Steps to Use Health Apps – Set up or Login

Most health apps in Singapore allow you to login using Singpass.  
If you have your Singpass set up, you can login to the health apps easily.

## HealthHub



## SingHealth





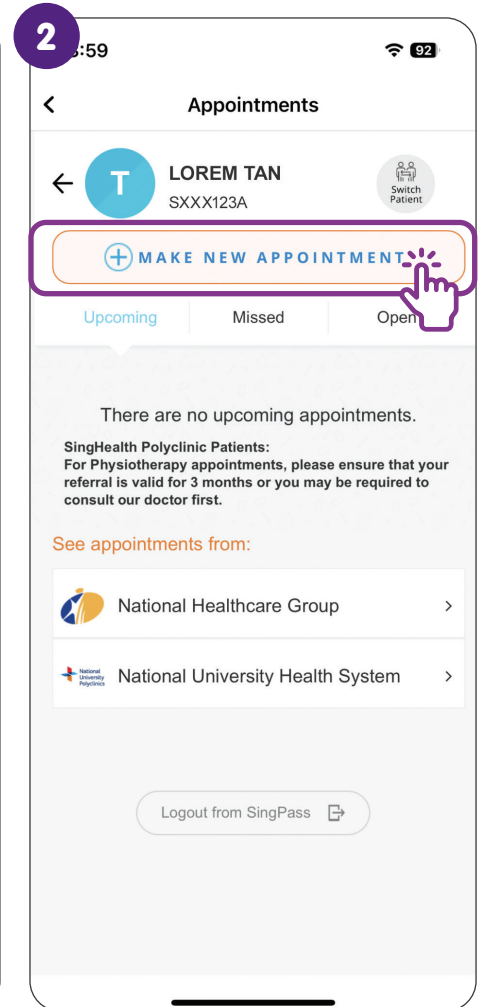
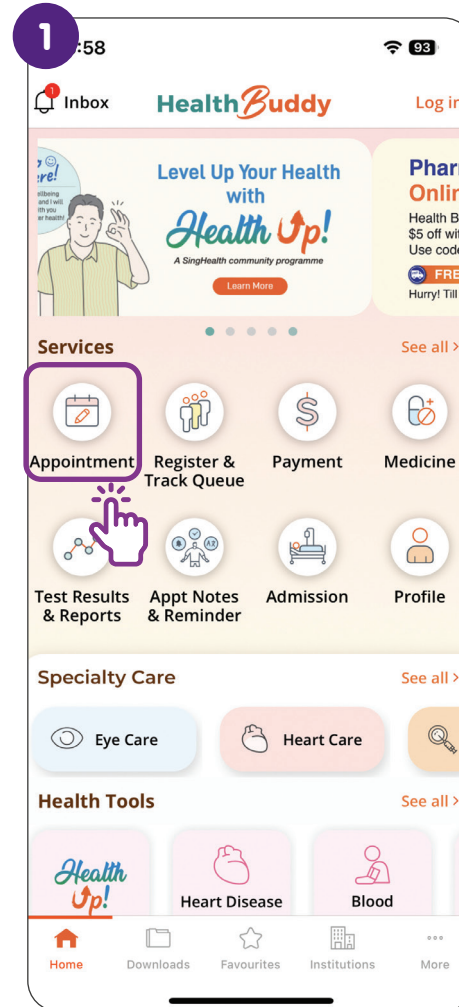
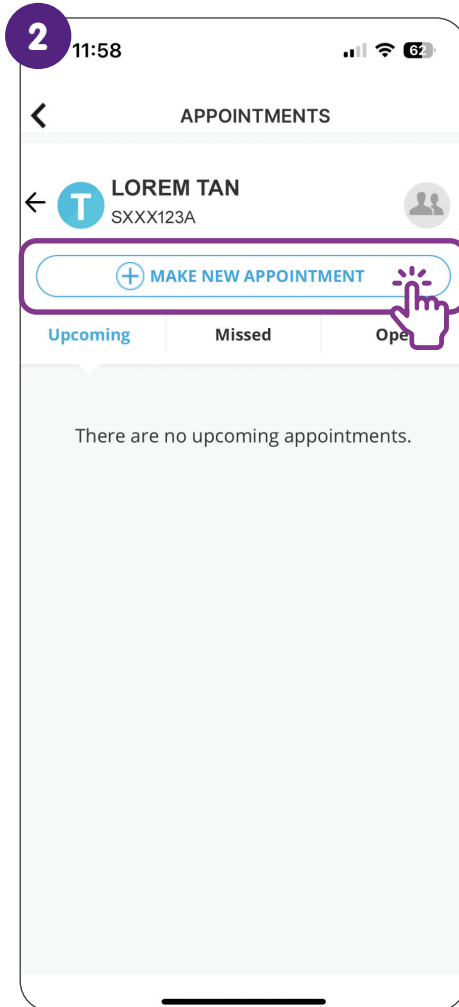
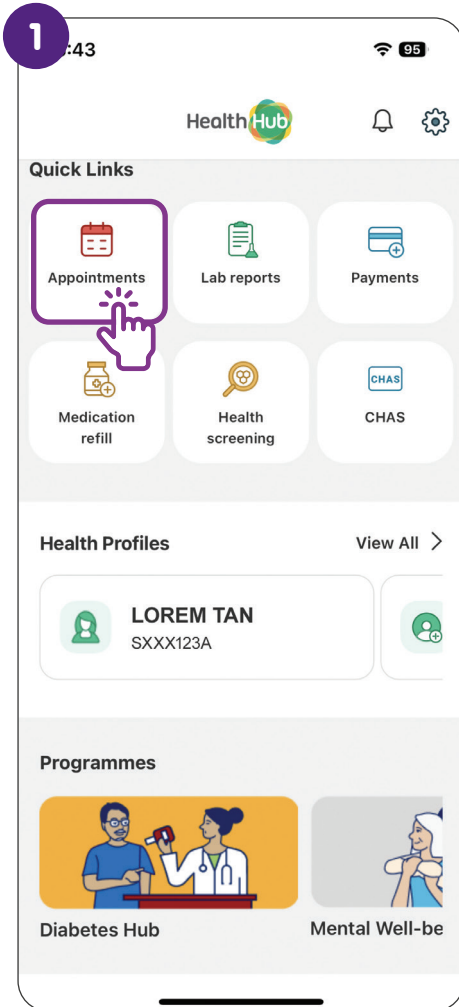
# Common Steps to Use Health Apps – Book an Appointment

You can book your appointment easily by tapping on the Appointment icon.

After that, follow the on-screen steps to select the clinic/hospital, purpose of appointment, date & time.

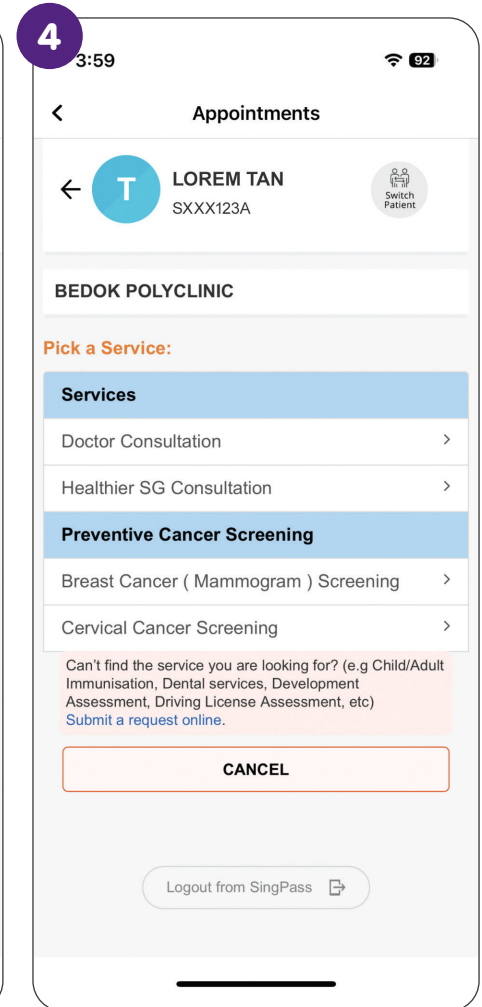
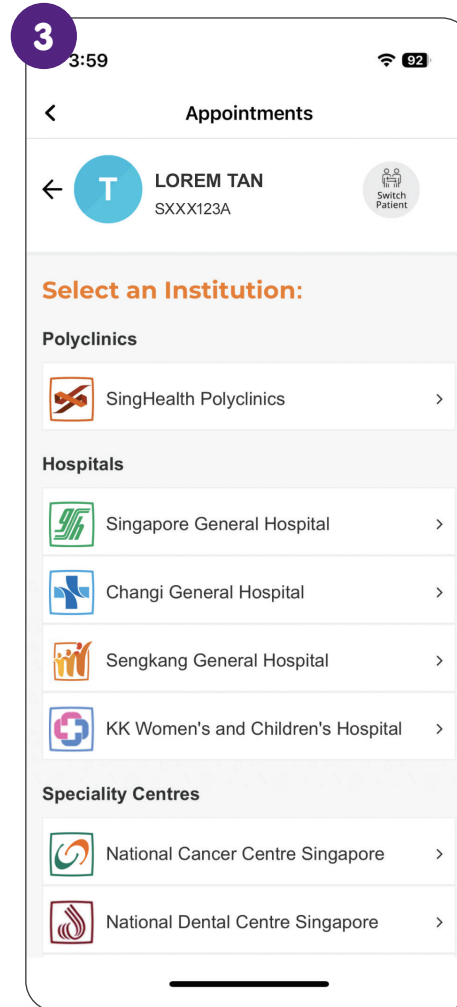
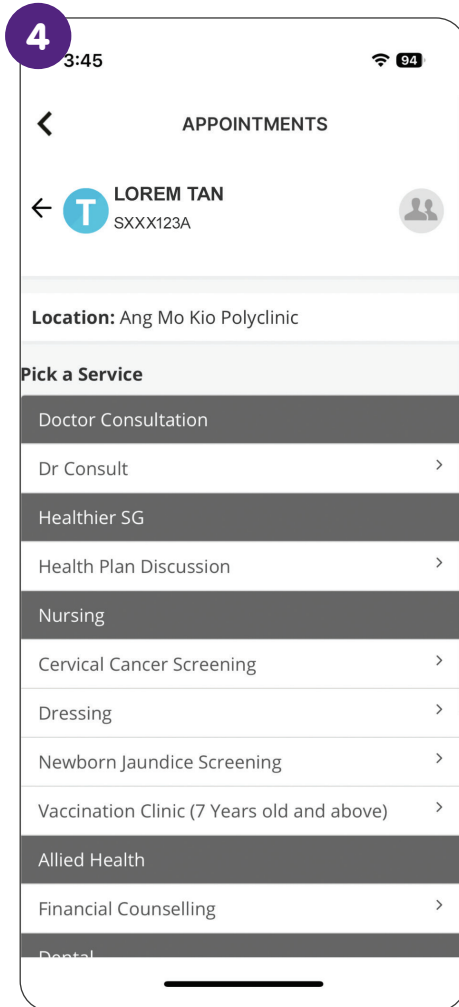
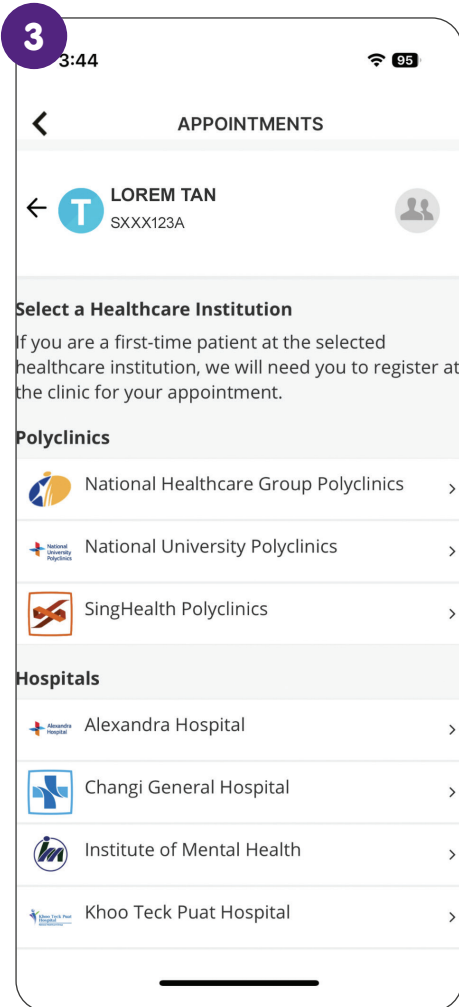
## HealthHub

## SingHealth



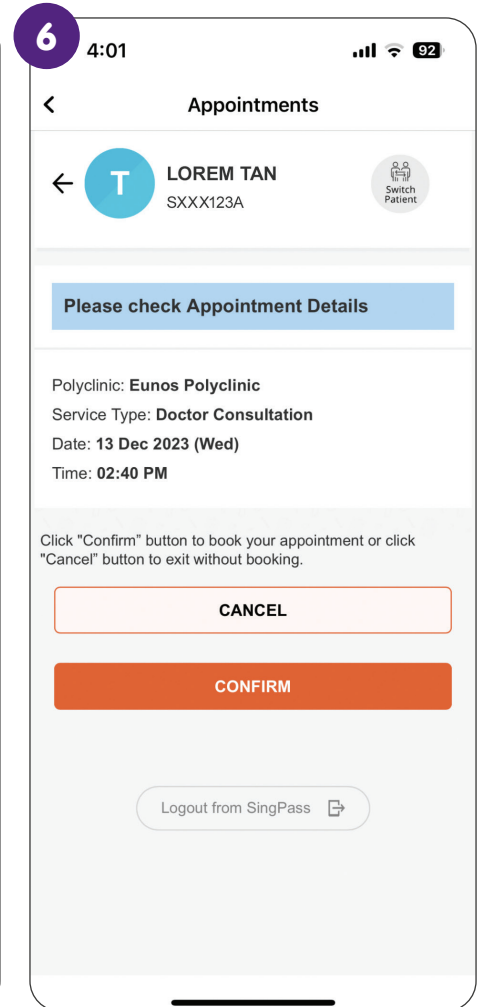
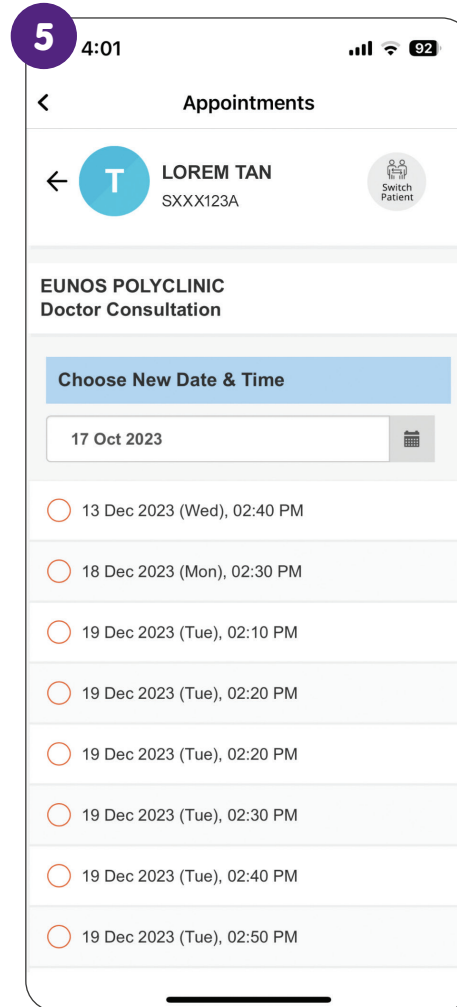
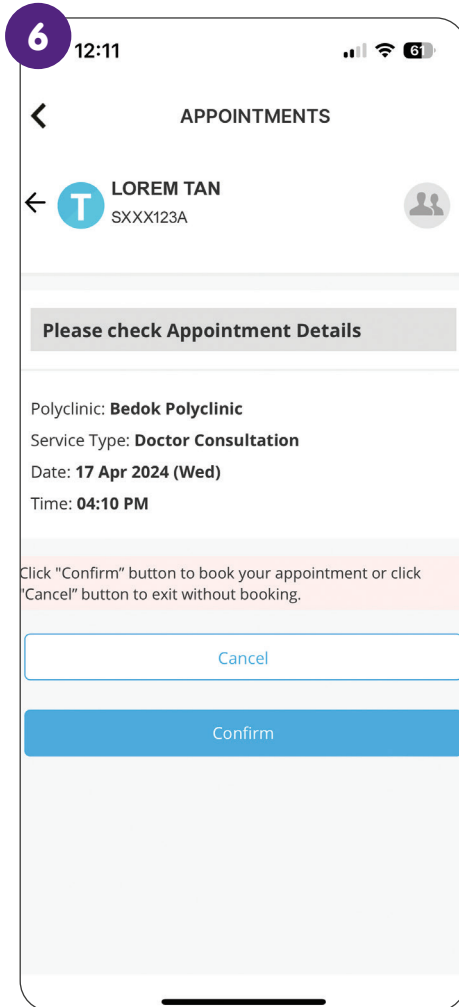
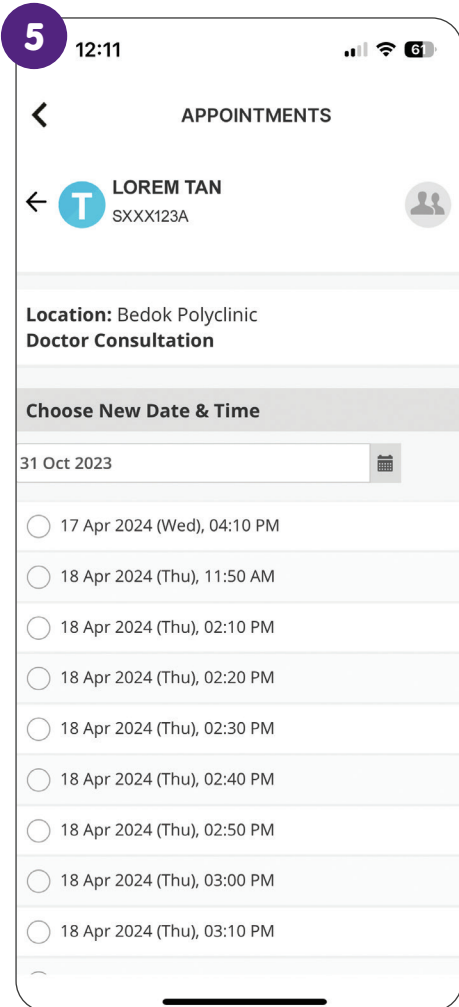
## HealthHub

## SingHealth



## HealthHub

## SingHealth

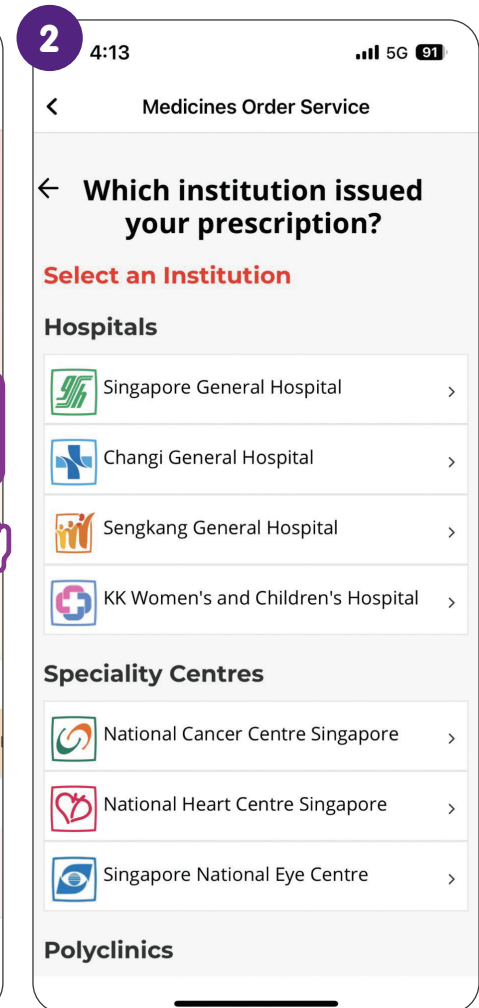
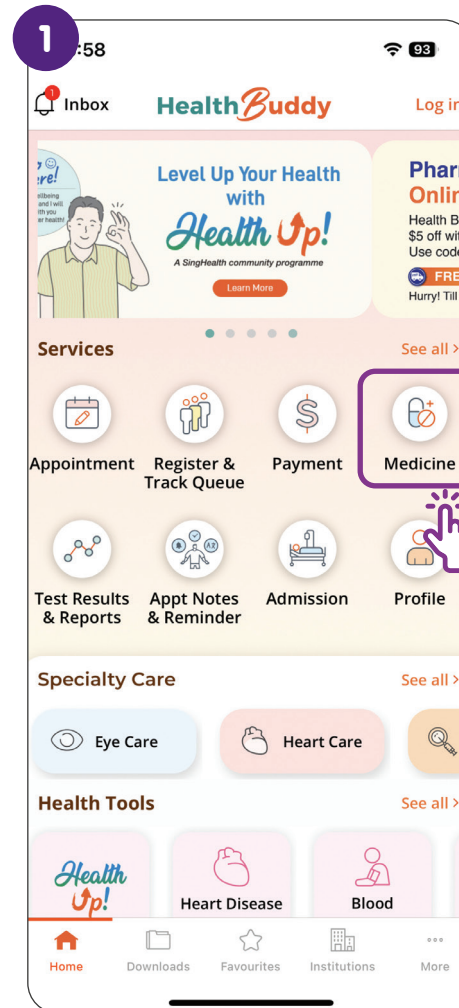
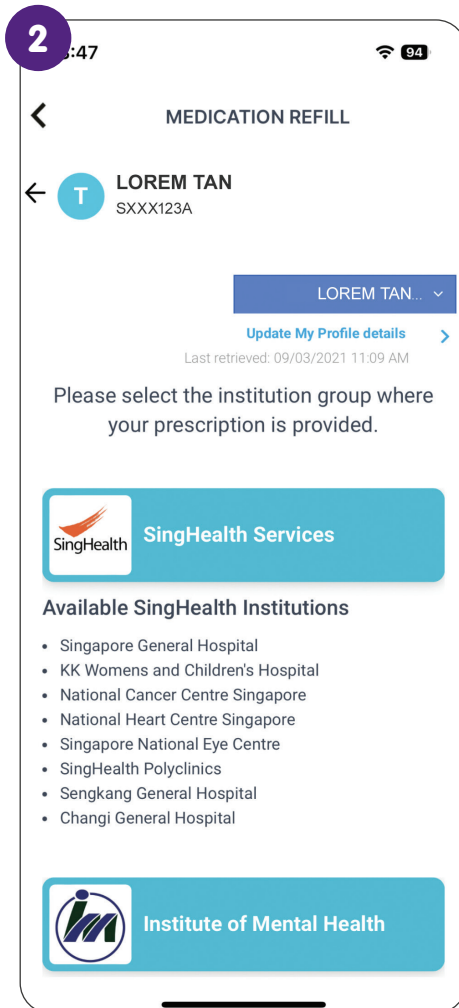
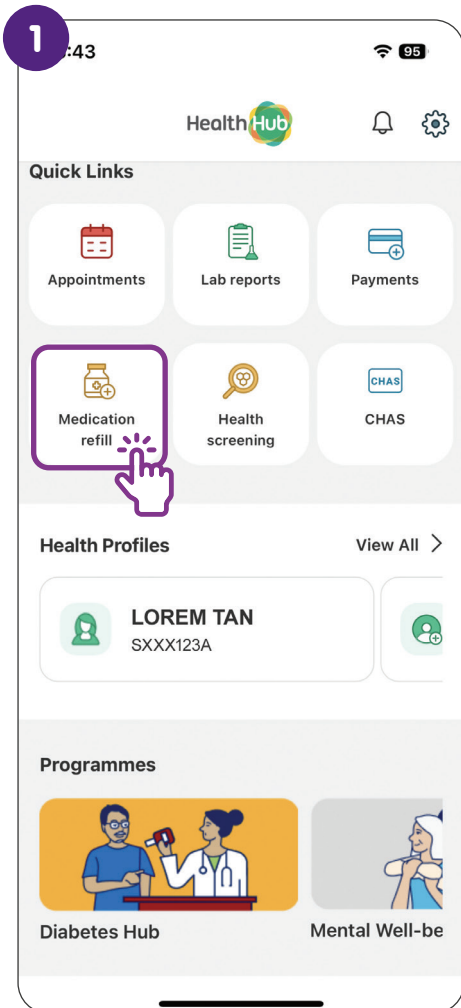


# Common Steps to Use Health Apps – Order or Refill Medication

You can order or refill your medications easily by tapping on the Medication refill or Medicine icon. It will show your past prescriptions and you can request to refill medications or submit orders for new medications.

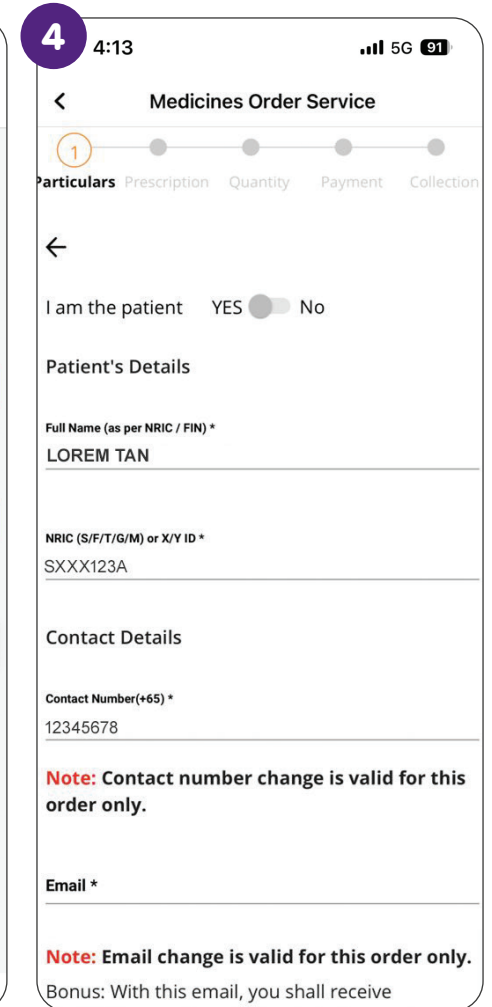
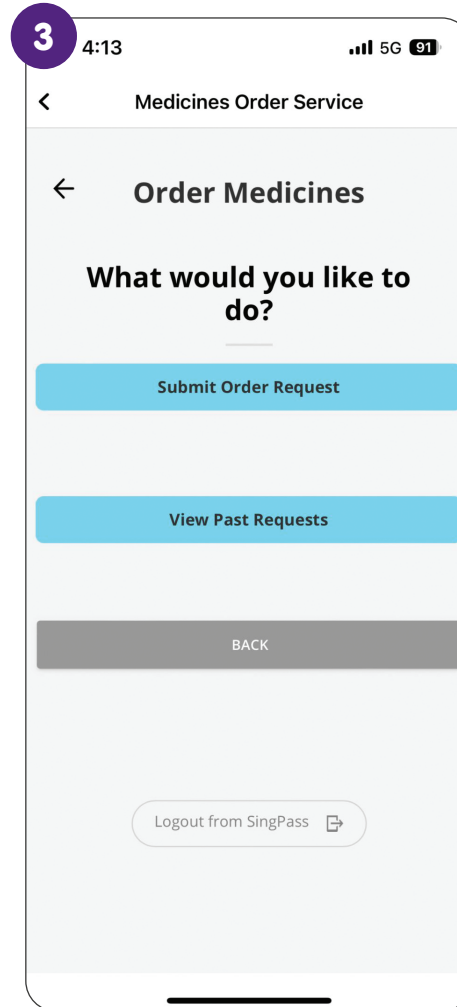
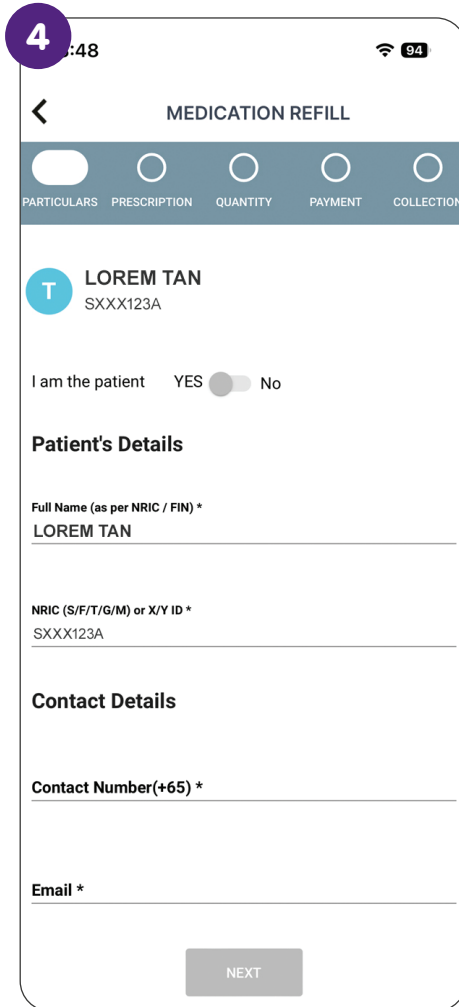
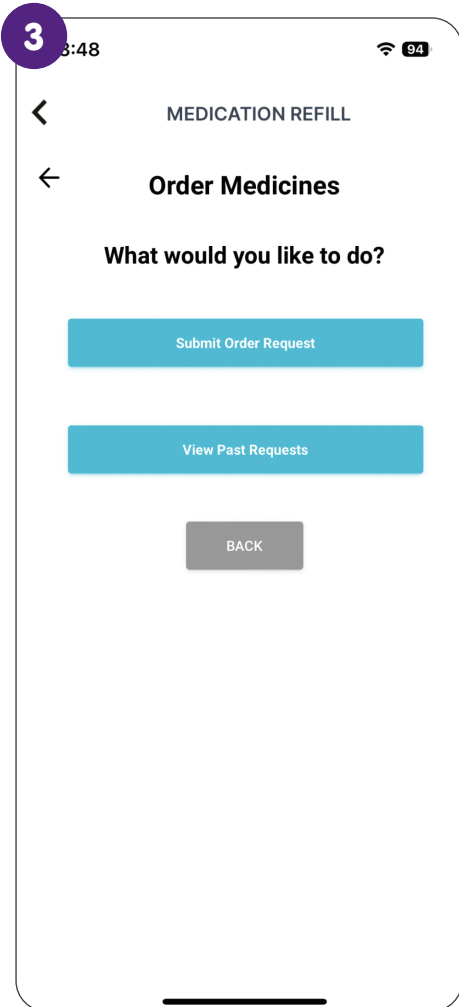
## HealthHub

## SingHealth



## HealthHub

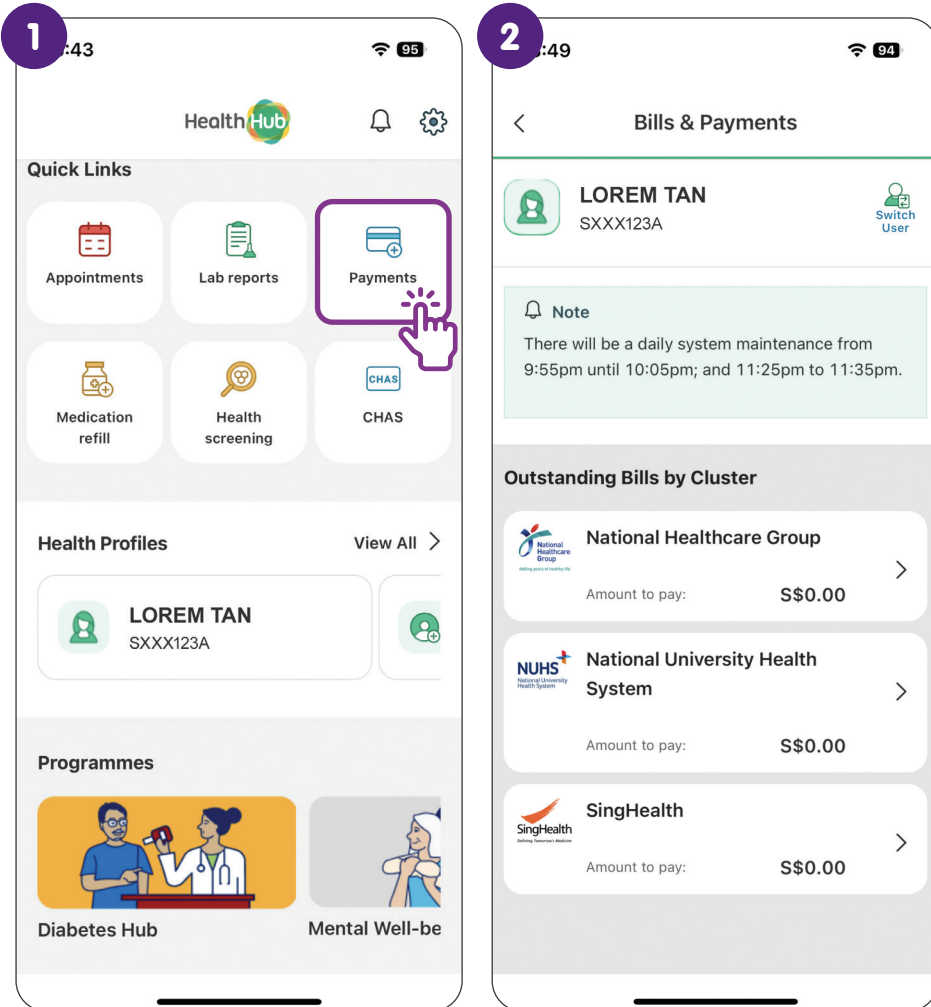
## SingHealth



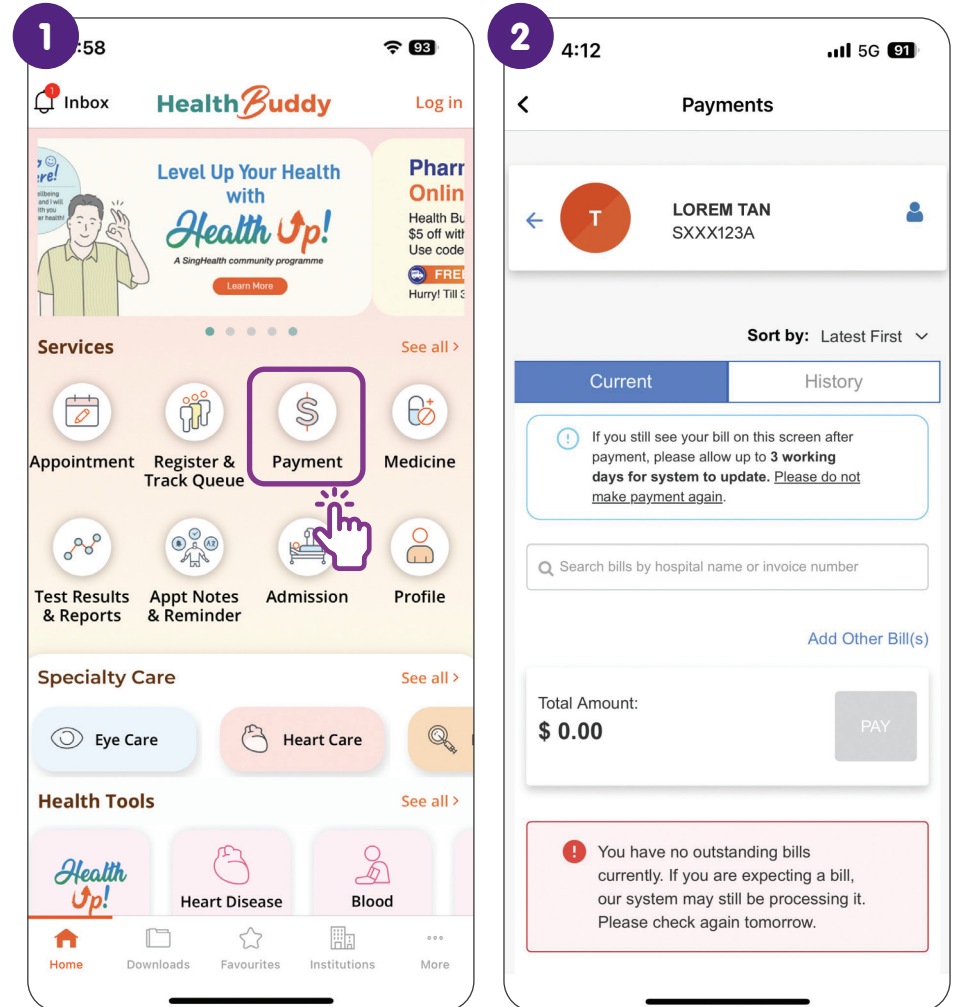
# Common Steps to Use Health Apps – Make Payment

You can make your medical payment by tapping on the Payment icon.  
It will show you your pending medical bills for you to pay via the app (credit/debit card payment).

## HealthHub



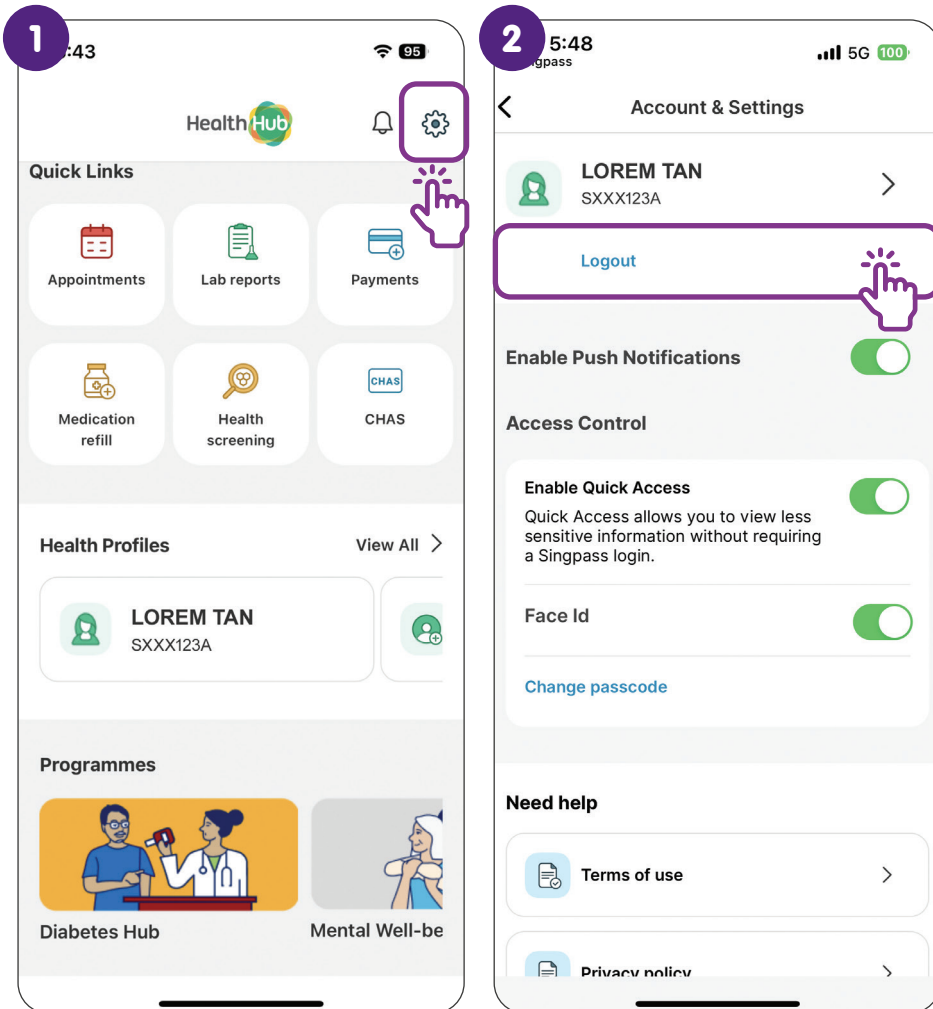
## SingHealth



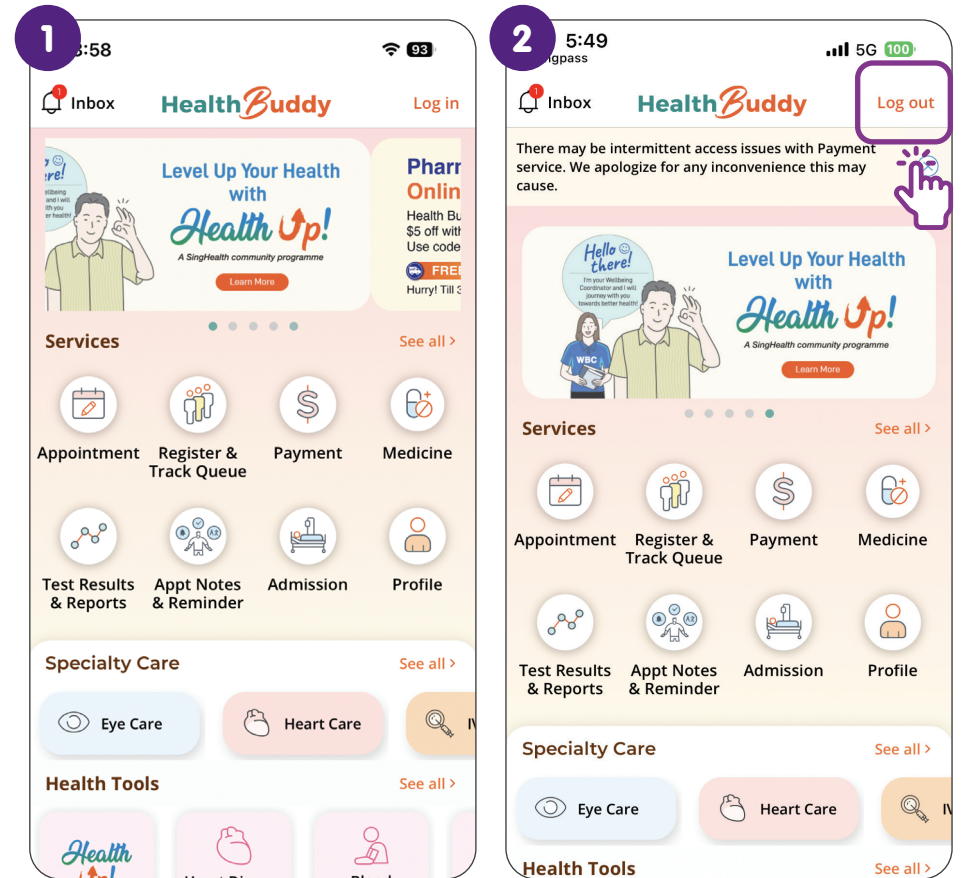
# Common Steps to Use Health Apps – Logout

To protect your personal information, you should logout of your account after you have finished your transaction.

## HealthHub



## SingHealth



For SingHealth, it is the same spot where you tap to login your account.

# Login 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 login via Singpass

Singpass app

Password login

Tap QR code to log in with Singpass app



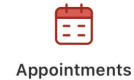
singpass



## 4 You will see the homepage after you have successfully login



### Quick Links



Appointments



Lab reports



Payments



Medication refill



Health screening



CHAS

### Health Profiles

View All >



LOREM TAN  
SXXX123A

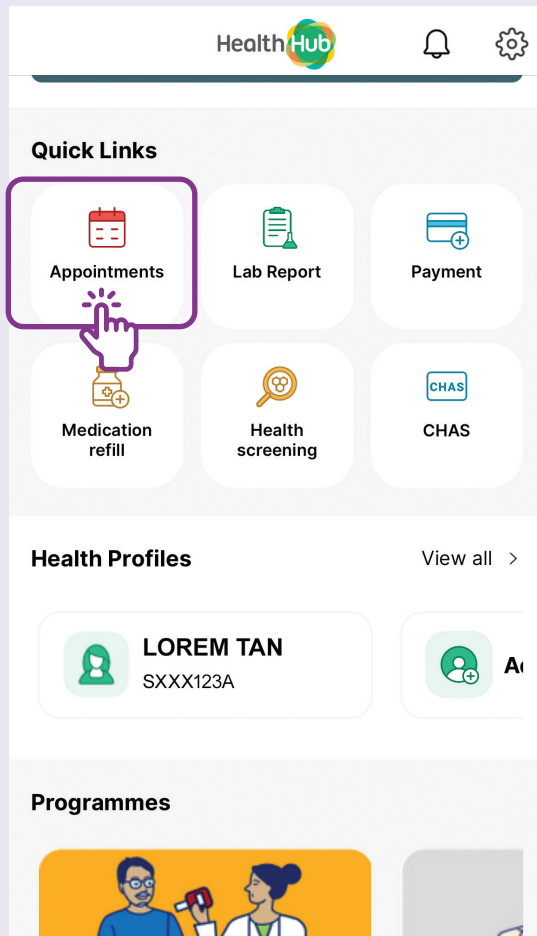


### Programmes

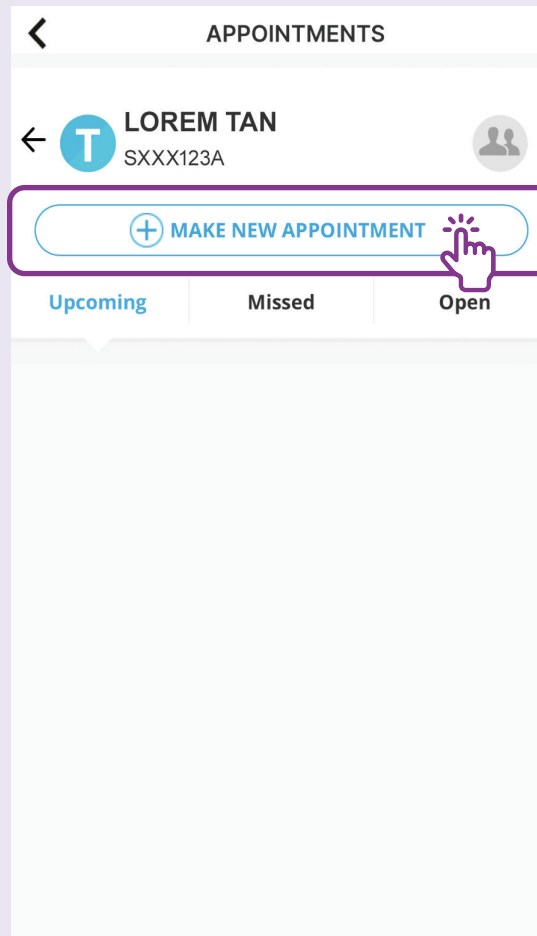


# Book an Appointment on HealthHub

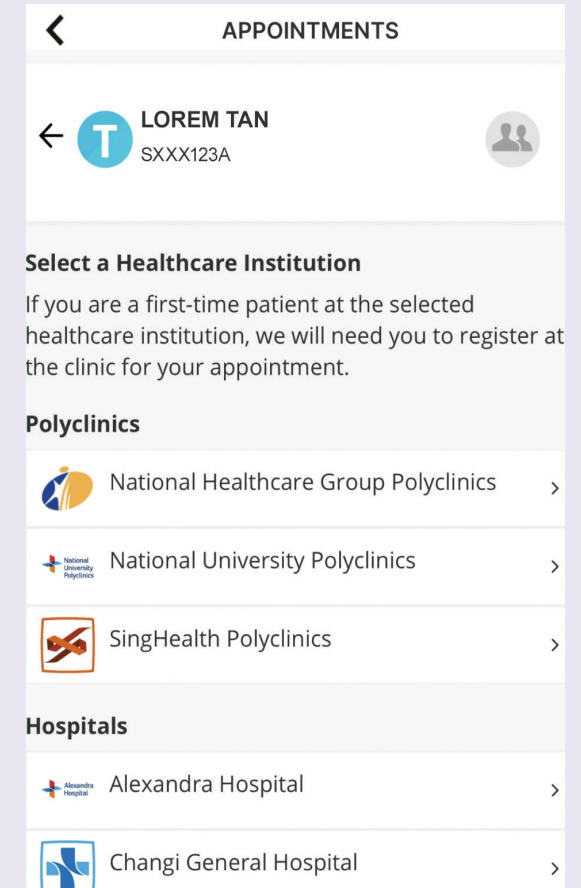
## 1 Tap on Appointments



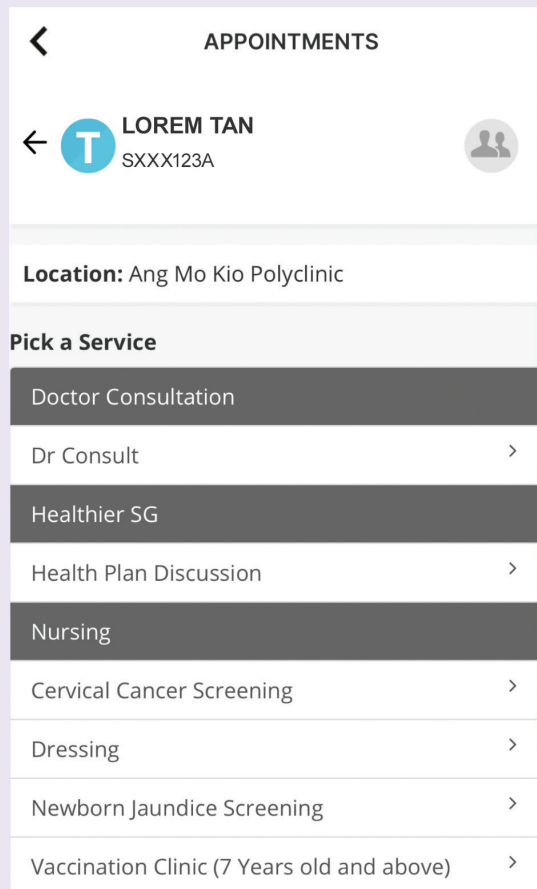
## 2 Make New Appointment



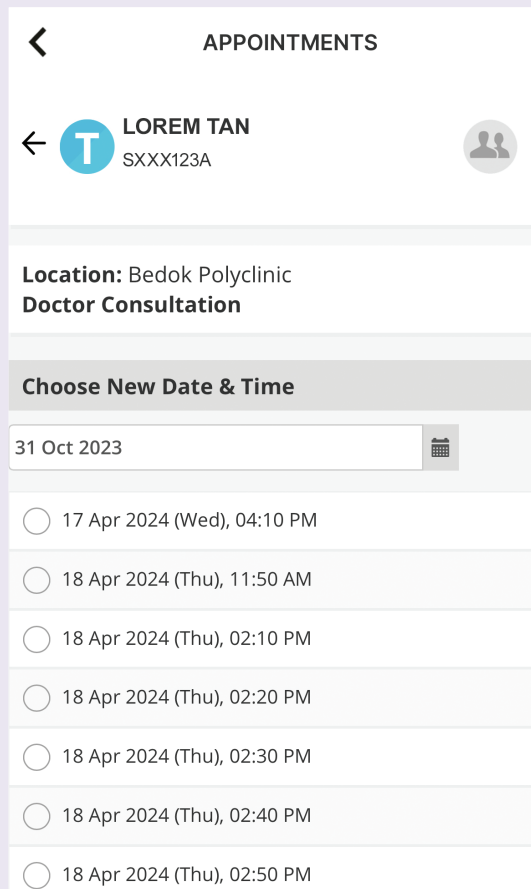
## 3 Select your preferred Healthcare Institution



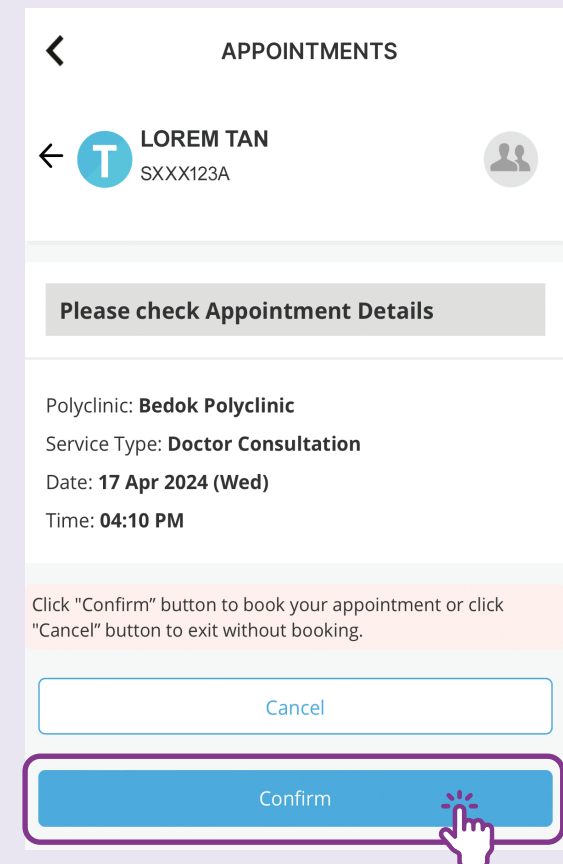
**4** Select the services you require



**5** Select your appointment date and time

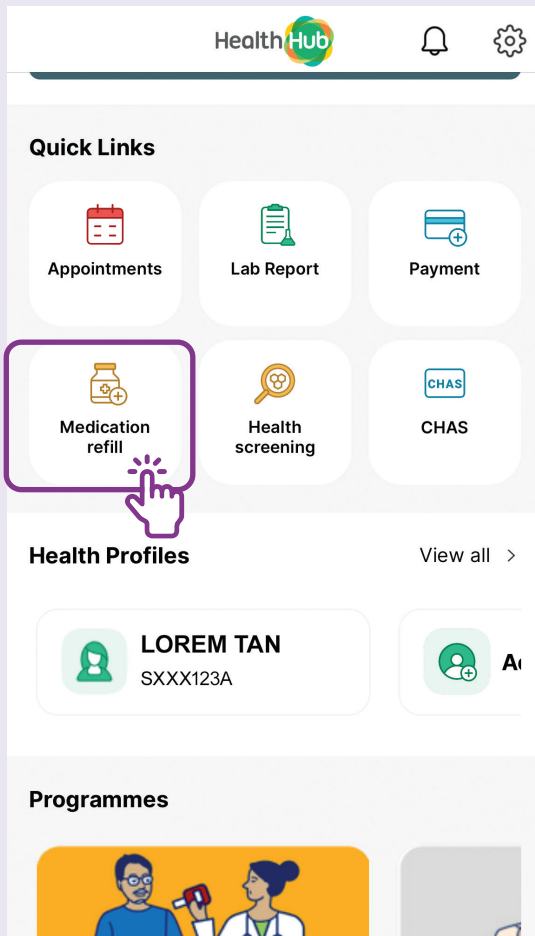


**6** Review your Appointment Details and tap on Confirm to book your appointment

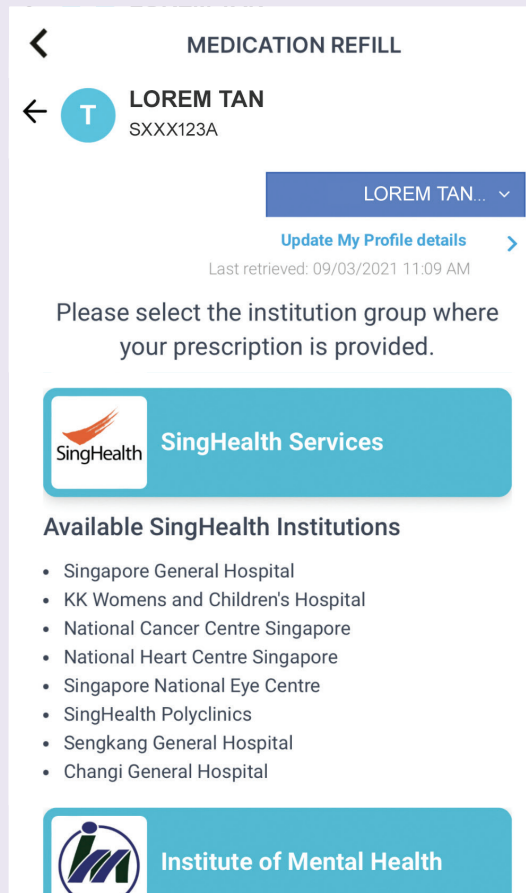


# Request for Medications Refill on HealthHub

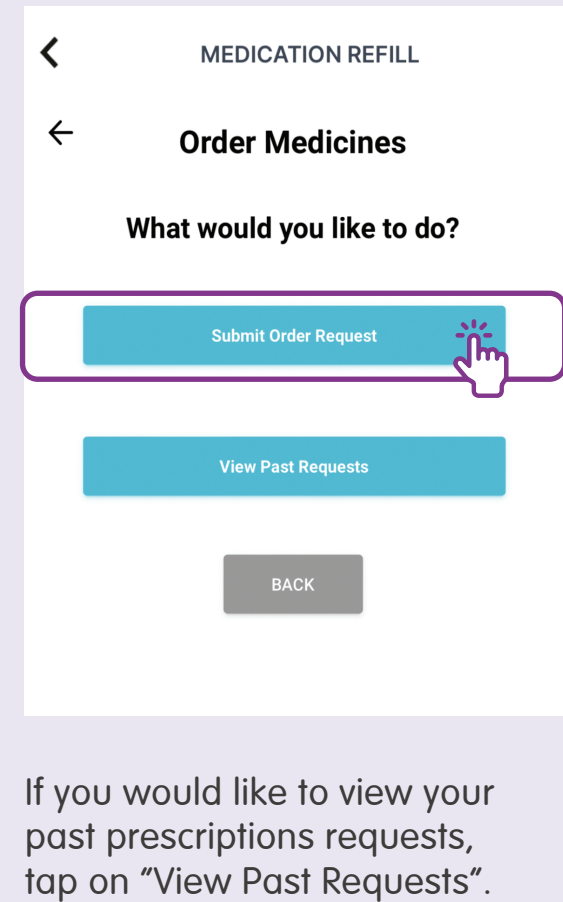
## 1 Tap on Medication refill



## 2 Select the Healthcare Institution



## 3 Select Submit Order Request



# Notes

## 4 Fill up on-screen forms

**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**

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

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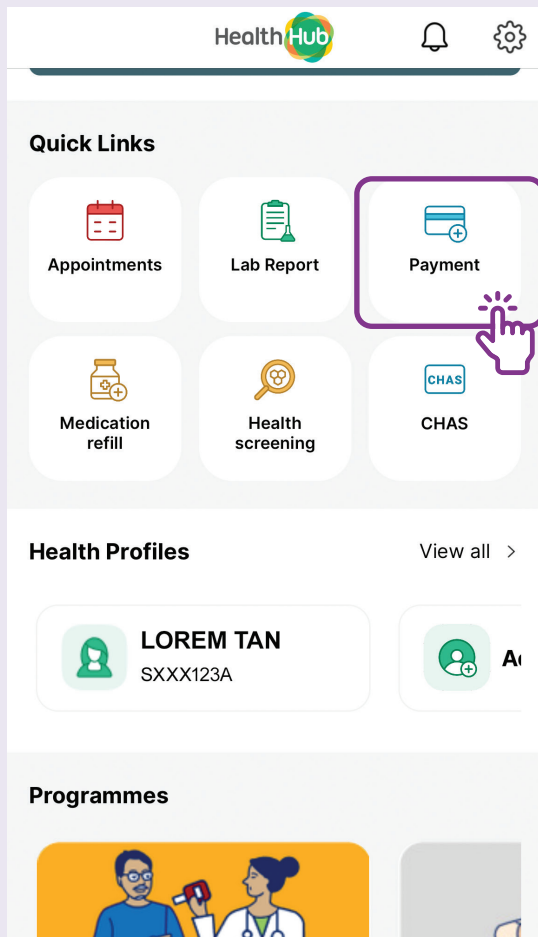
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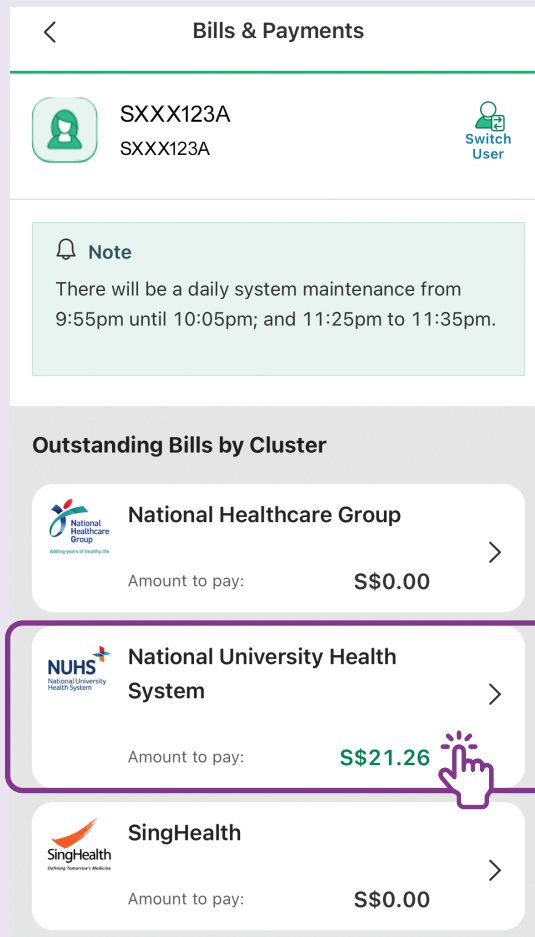
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# Make Payment on HealthHub

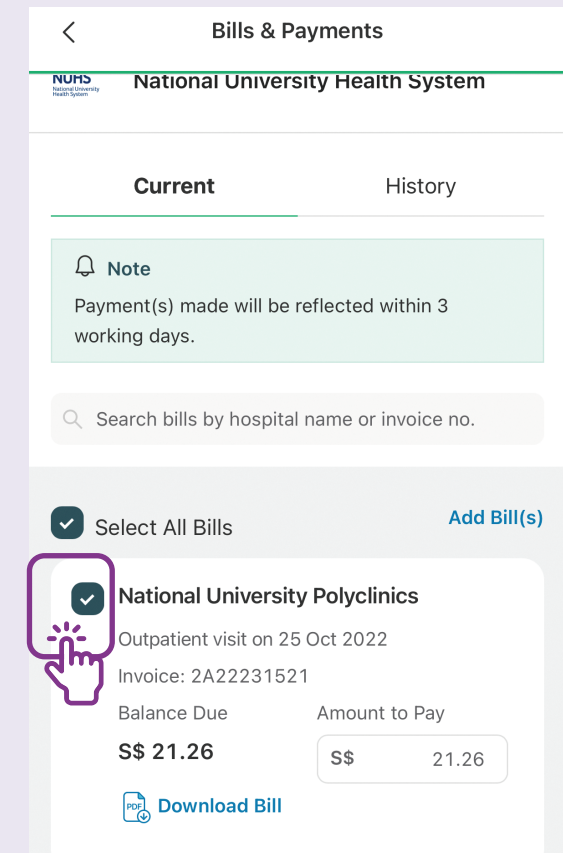
## 1 Tap on Payment



## 2 Review Outstanding Bills



## 3 Tap on the checkbox to select the bill you want to pay



#### 4 Tap on Pay to make payment

**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   
[Download Bill](#)

Total Amount **S\$21.26**

#### 5 Fill in Payor Information

Bills & Payments

1 Overview 2 **Payment** 3 Summary

Grand Total **S\$ 21.26**

**Payor Information**  
\* All fields are mandatory

\*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

\*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.

You will be prompted to fill in your 16-digit credit or debit card number, card expiry and cvv number to complete the payment.

# Notes

## 7 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

After you've made a successful payment, you can download the receipt to your phone's gallery.

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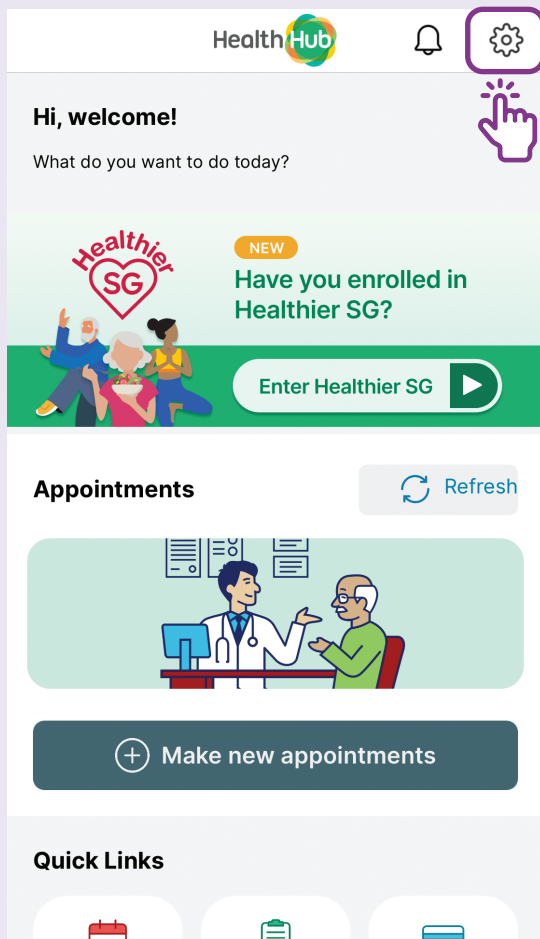
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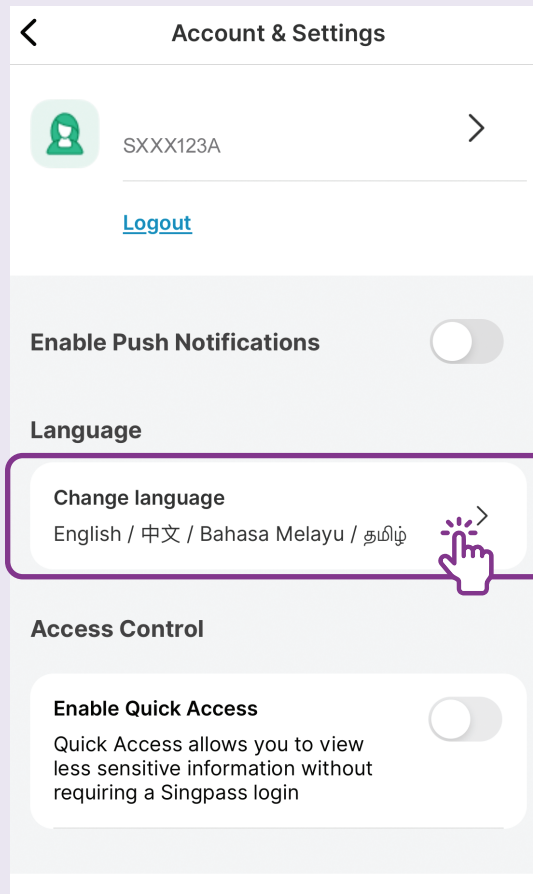
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# Change Language on HealthHub

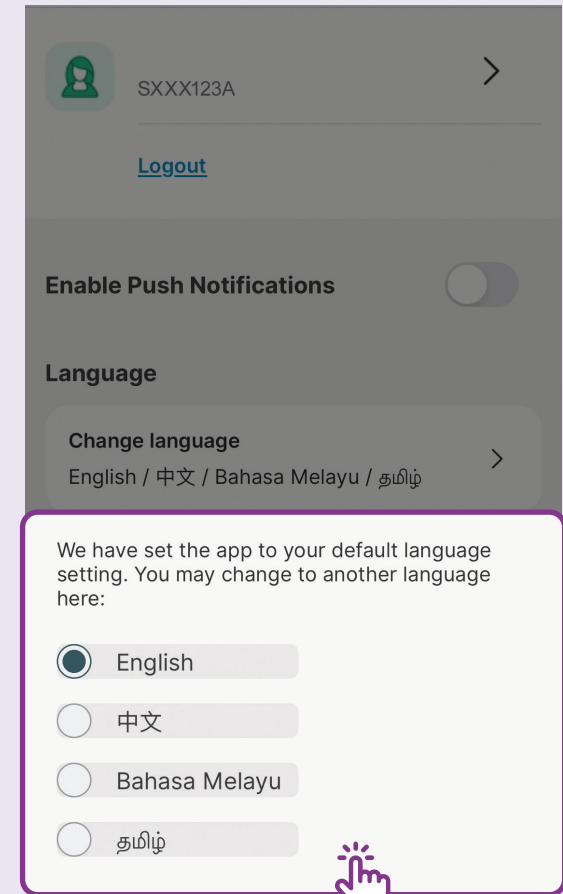
## 1 Tap on Settings icon



## 2 Select Change Language



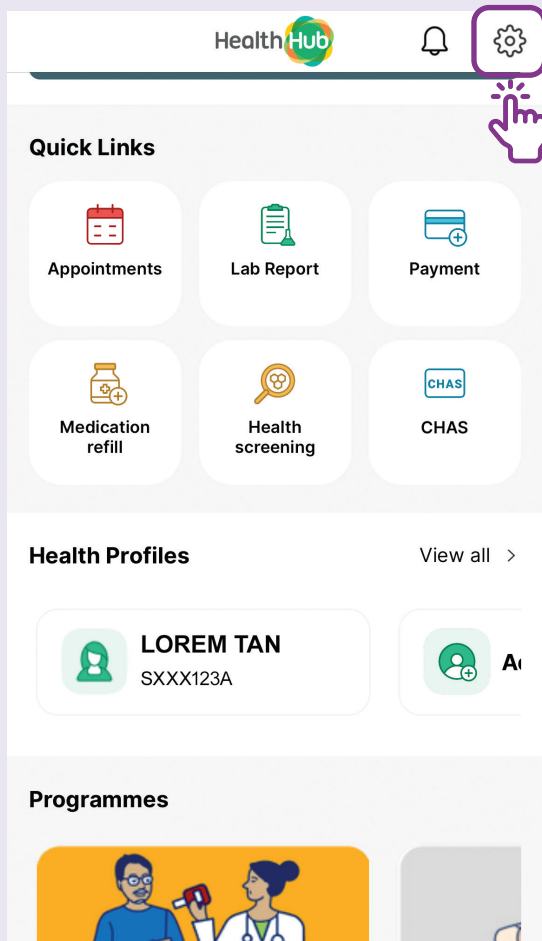
## 3 Select your Default Language



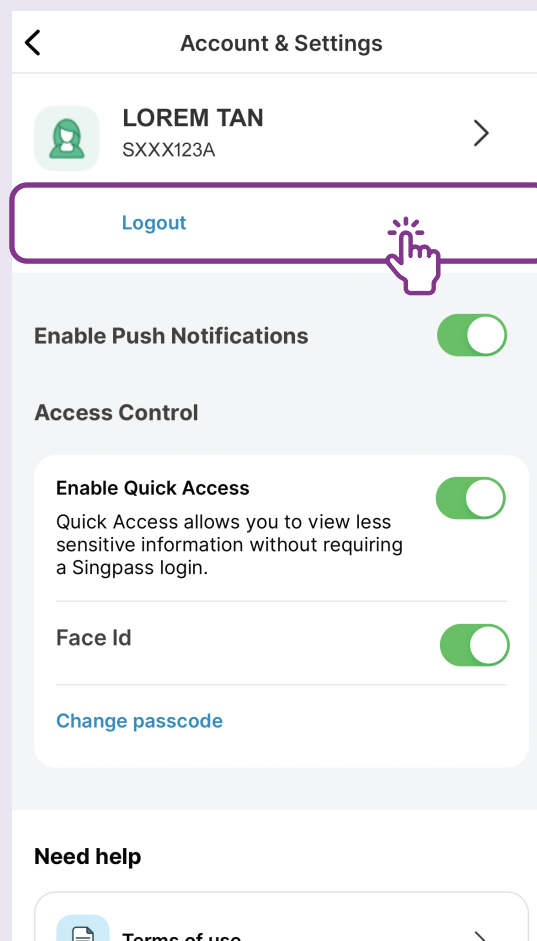


# Logout of HealthHub

## 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

Email: [info@imda.gov.sg](mailto:info@imda.gov.sg)

Website: [digitalforlife.gov.sg](https://digitalforlife.gov.sg)

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