



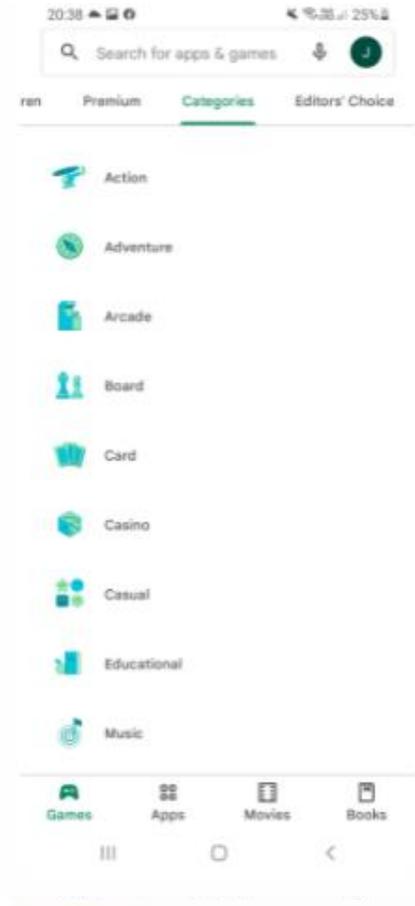
TELEMEDICINE USER MANUAL



Affordable and Accessible Care for All in Asia Pacific

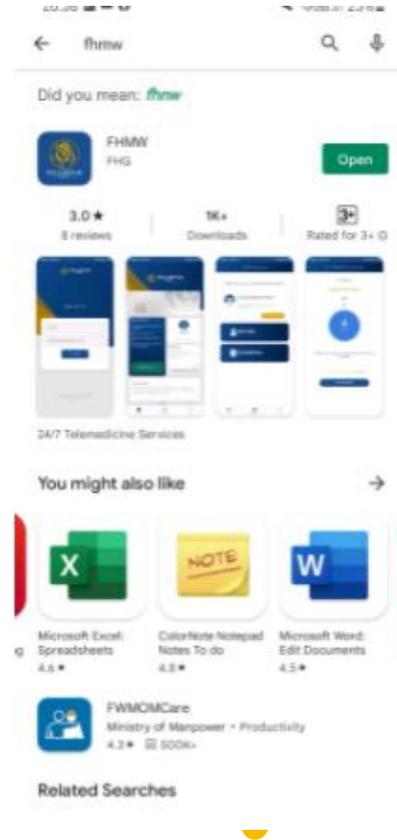
Downloading the Application

Downloading



Step 1:
Go into your apple store/ play store and search for "FHMW"

Step 2:
Download the application



Step 1:
Tap on the 'Telemedicine' icon

Step 2:
Download the application

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 (1/2)

First Time Registration

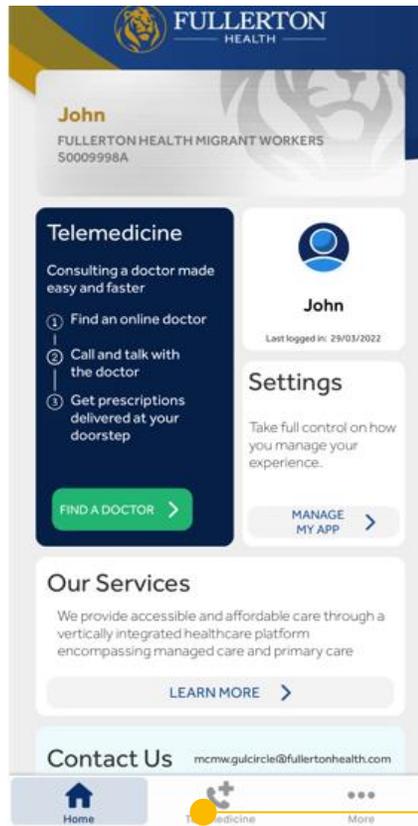
Request for Consultation

During Consultation

Prescription & Medical Certificate

Others: Consultation History & User Profile

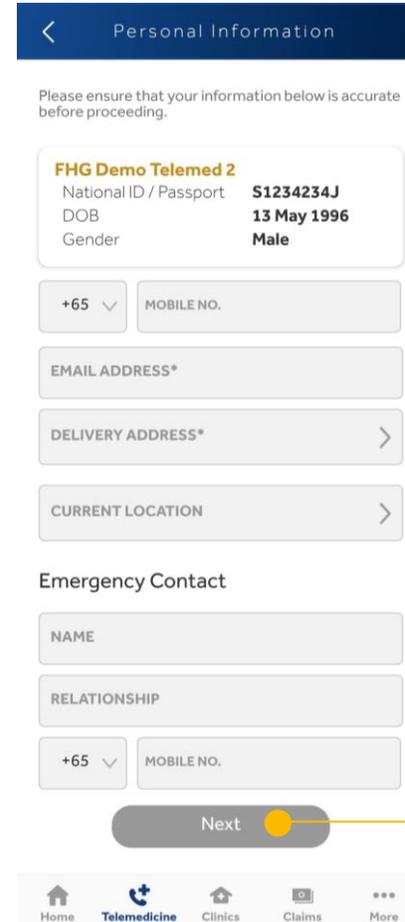
FAQs



Step 1:
Tap on the 'Telemedicine' icon

Step 2:
Verify your information and enter you and your emergency contact details
(For us to contact you / your emergency contact in the unlikely event of a network disruption/ emergency)

Step 3:
Submit the One-Time Pin (OTP) sent to your number



Step 1:
Tap on the 'Telemedicine' icon

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Verify your information and enter your emergency contact details
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How to register for first time users (2/2)

First Time Registration

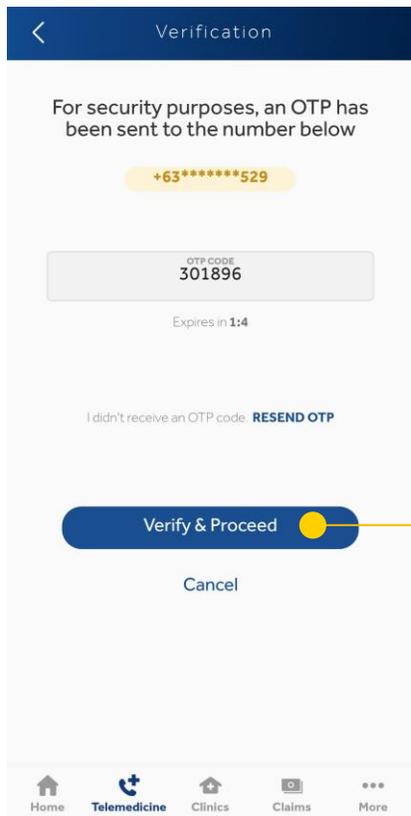
Request for Consultation

During Consultation

Prescription & Medical Certificate

Others: Consultation History & User Profile

FAQs



Step 1:
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After Consultation: Prescription & Medical Certificate Issuance

Others: Consultation History, User Profile

FAQs

How to request for on-demand consultation (1/5)

First Time Registration

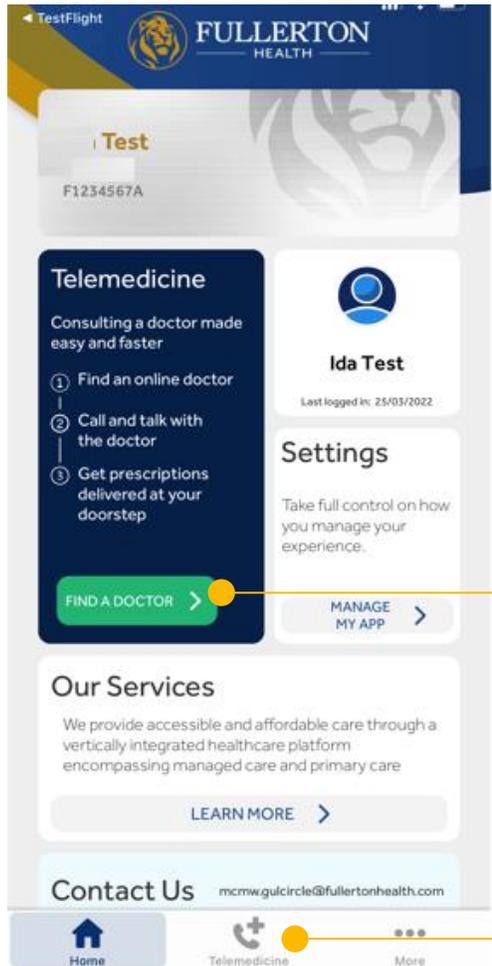
Request for Consultation

During Consultation

Prescription & Medical Certificate

Others: Consultation History & User Profile

FAQs



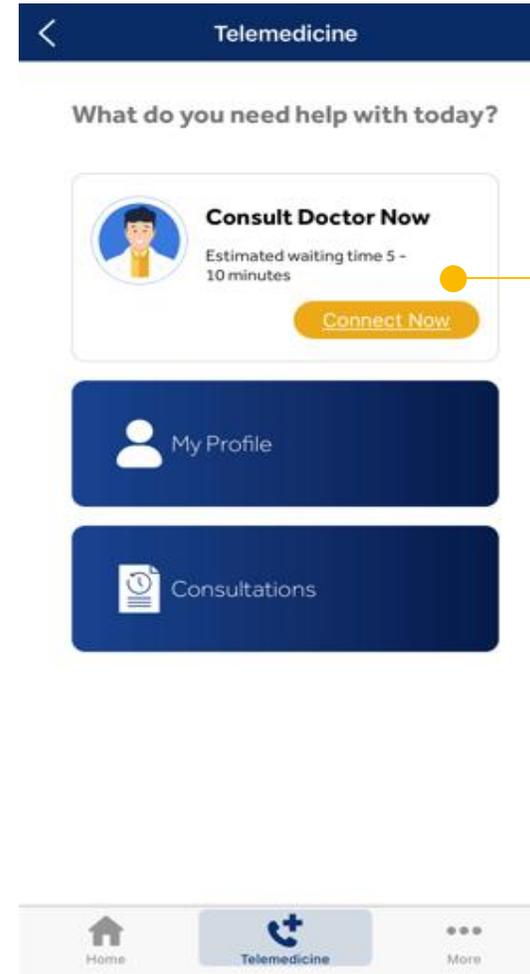
Step 1:
Tap on the 'Telemedicine' icon

Step 2:
Select to book an appointment or for the system to select a doctor for you now

Step 3:
Read and tick the checkbox to indicate agreement to the T&Cs

Step 4:
Enter information on symptoms experienced and any drug allergies

Step 5:
Select preferred doctor for consultation



Step 1:
Tap on the 'Telemedicine' icon

Step 2:
Select on-demand consultation option

Step 3:
Read and tick the checkbox to indicate agreement to the T&Cs

Step 4:
Enter information on symptoms experienced and any drug allergies

Step 5:
Review details and proceed to consultation payment

How to request for on-demand consultation (2/5)

First Time Registration

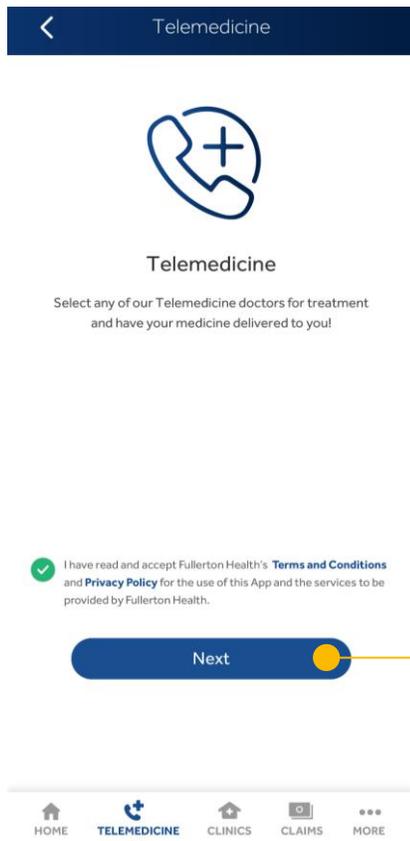
Request for Consultation

During Consultation

Prescription & Medical Certificate

Others: Consultation History & User Profile

FAQs



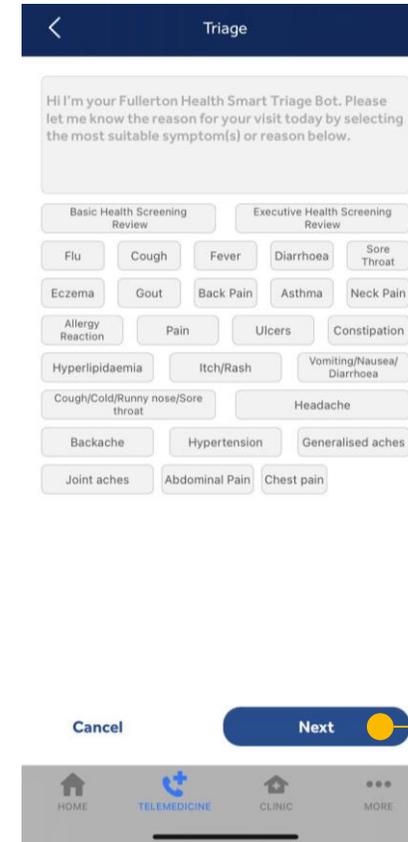
Step 1:
Tap on the 'Telemedicine' icon

Step 2:
Select on-demand consultation option

Step 3:
Read and tick the checkbox to indicate agreement to the T&Cs

Step 4:
Enter information on symptoms experienced and any drug allergies

Step 5:
Review details and proceed to consultation payment



Step 1:
Tap on the 'Telemedicine' icon

Step 3:
Select to book an appointment or for the system to select a doctor for you now

Step 4:
Read and tick the checkbox to indicate agreement to the T&Cs

Step 4:
Enter information on your symptoms via our symptom collector

Step 5:
Select preferred doctor for consultation

How to request for on-demand consultation (3/5)

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< Back
Current Address

Please provide your current address for your medication

HOUSE/BLOCK NO.

111

STREET NO. AND NAME

111

UNIT NO.

11-11

POSTAL CODE

600111

Proceed

<
Confirmation

Selected Schedule

25 Mar 2022

4:41pm

On-Demand

Patient
Test

Consultation Fees

| | |
|--------------|----------------|
| Consultation | \$15.00 |
| GST (7%) | \$1.05 |
| Total | \$16.05 |

Notes:

1. You may reschedule or cancel the appointment anytime, but it must be done at least two (2) hours prior to the scheduled appointment.
2. If you miss two (2) appointments, you may be unable to schedule any further appointments in advance.

Pay

Step 1:

Tap on the 'Telemedicine' icon

Step 2:

Select on-demand consultation option

Step 3:

Read and tick the checkbox to indicate agreement to the T&Cs

Step 4:

Enter information on symptoms experienced and any drug allergies

Step 5:

Review address details and proceed to consultation payment

How to request for on-demand consultation (4/5)

First Time Registration

Request for Consultation

During Consultation

Prescription & Medical Certificate

Others: Consultation History & User Profile

FAQs



Your corporate benefits do not cover the full bill. Please pay the balance with the your debit/credit card for this appointment.

Consultation Fees

Total (including GST) **\$16.05**

Corporate Benefits **\$14.05**

Self-pay **\$2.00**

Total \$2.00

I have read and agree to the [Terms and Conditions.](#)

Pay \$2.00 with Debit/Credit Card

Step 7:
Review bill and complete consultation payment

Step 8:
If you have insufficient corporate benefits, submit your payment details for self-payment via debit/ credit card

Step 9:
Wait for an available doctor to attend the consultation

Step 10:
Once an available doctor has been found, tap 'Connect' to start the consultation



Secure payment 

Card number *

4111-1111-1111-1111



Expiry month * Expiry year *

12

20

Cardholder name *

Name here

Security code *

989

 3 digits on back of your card

Order details

Digital Consultation FHN3

\$1.07 SGD

The next screen you see may be payment card verification through your card issuer.

Pay now

Cancel

Powered By 

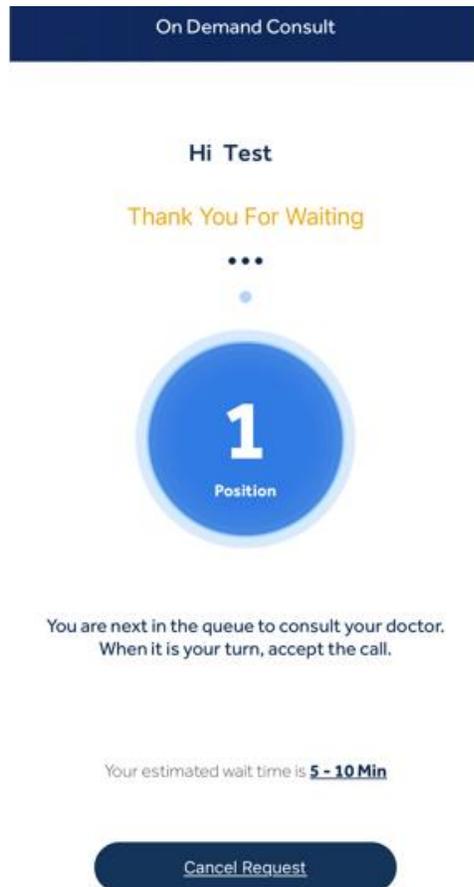
Step 7:
Review bill and complete consultation payment

Step 8:
Submit your payment details via debit/ credit card

Step 9:
Wait for an available doctor to attend the consultation

Step 10:
Once an available doctor has been found, tap 'Connect' to start the consultation

How to request for on-demand consultation (5/5)

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Step 7:

Review bill and complete consultation payment

Step 8:

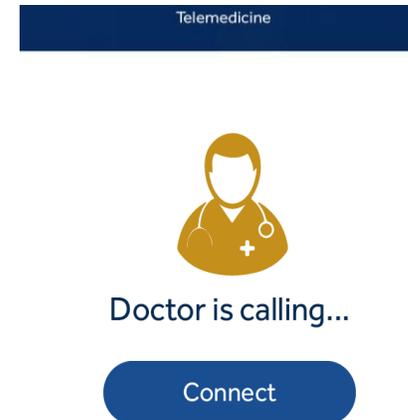
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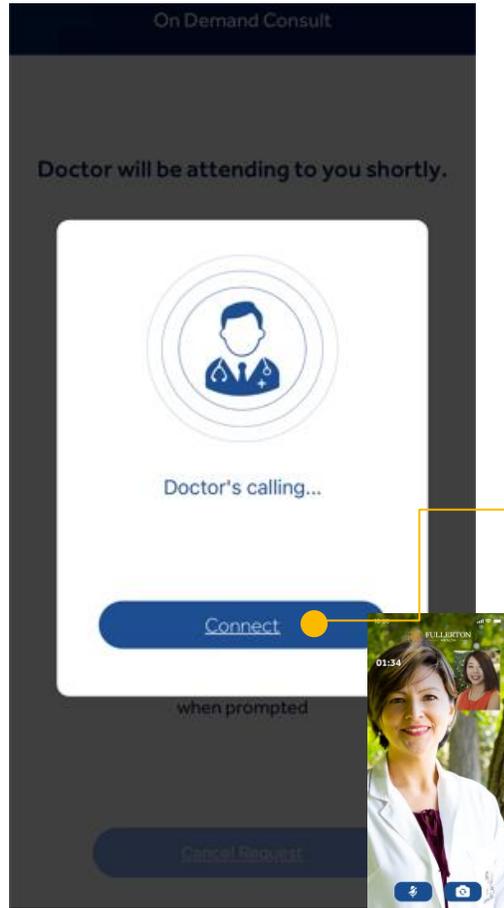
During Consultation

After Consultation: Prescription & Medical Certificate Issuance

Others: Consultation History, User Profile

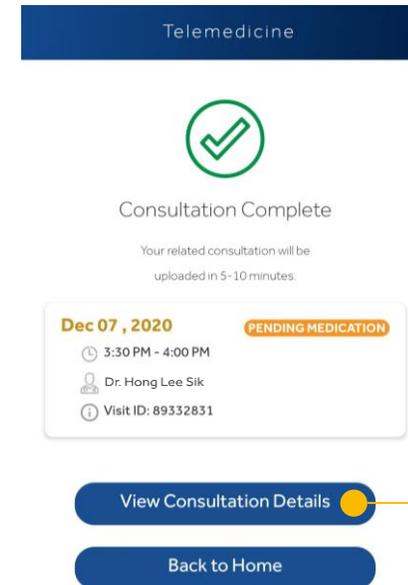
FAQs

How to start your telemedicine consultation

[First Time Registration](#)
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[Prescription & Medical Certificate](#)
[Others: Consultation History & User Profile](#)
[FAQs](#)


Step 1:
Tap 'Connect' button to begin doctor consultation

Step 2:
Consultation complete. Return to homepage or tap "View Consultation Details" for more details



Step 1:
Tap 'Connect' button to begin doctor consultation

Step 2:
Consultation complete. Return to homepage or tap "View Consultation Details" for more details

SECTIONS

First Time Registration

Request for Consultation

During Consultation

After Consultation: Prescription & Medical Certificate Issuance

Others: Consultation History, User Profile

FAQs

How to purchase medicines (1/3)

First Time Registration

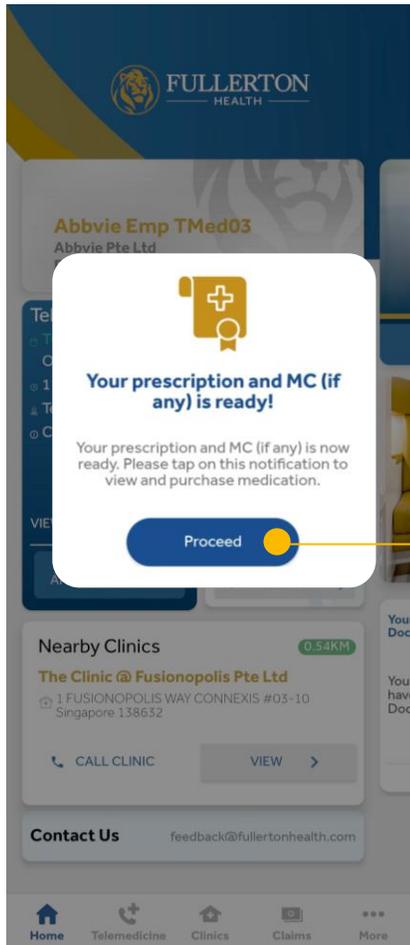
Request for Consultation

During Consultation

Prescription & Medical Certificate

Others: Consultation History & User Profile

FAQs



Step 1:

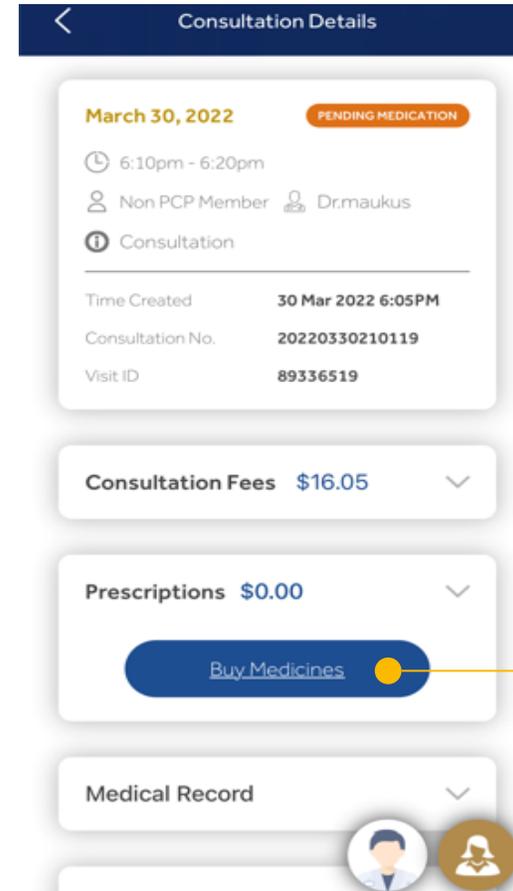
Receive notification that Prescription is ready

Step 2:

Under 'Prescription', view prescription and tap 'Buy Medicines'

Step 3:

Confirm purchase of medicines



Step 1:

Receive notification that Prescription is ready

Step 2:

Under 'Prescription', view prescription and tap 'Buy Medicines'

Step 3:

Confirm purchase of medicines

How to purchase medicines (2/3)

First Time Registration

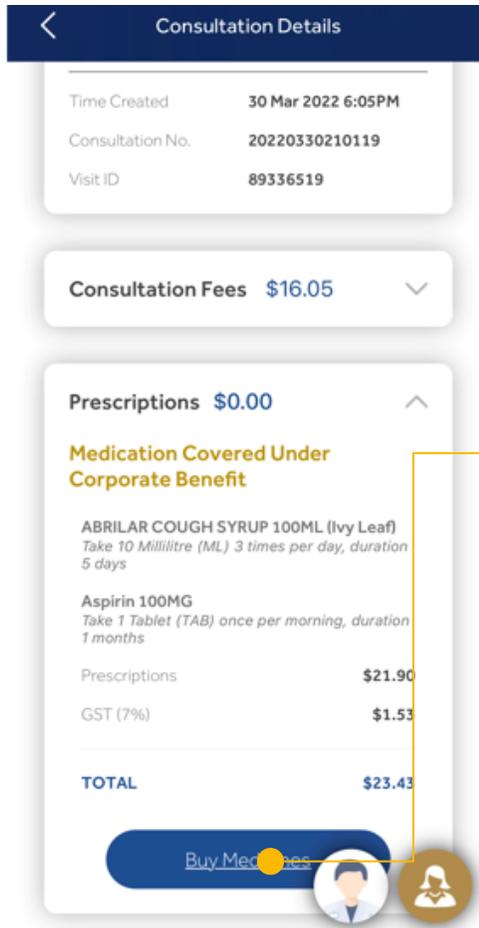
Request for Consultation

During Consultation

Prescription & Medical Certificate

Others: Consultation History & User Profile

FAQs



Step 1:

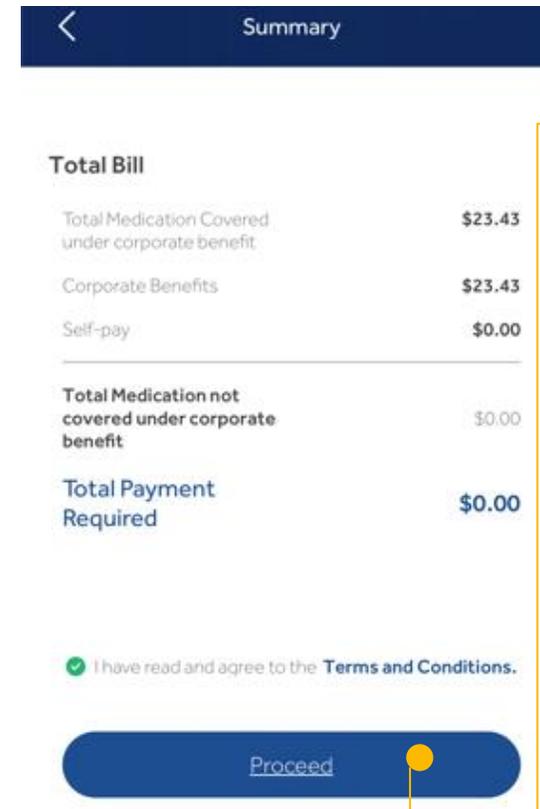
Receive notification that Prescription is ready

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Step 3:

Confirm purchase of medicines



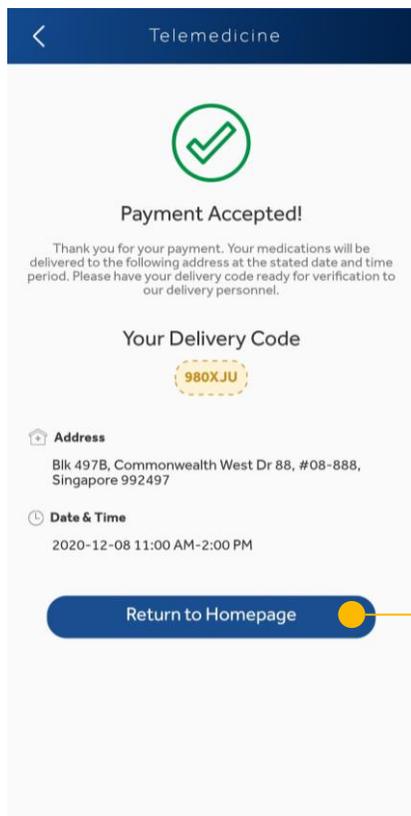
Step 4:

Review bill and complete payment

Step 5:

Receive delivery details and confirmation
(When your medication delivery arrives, please have your delivery code ready for verification to be verified by the delivery man)*

How to purchase medicines (3/3)

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Step 4:
 Review bill and complete payment

Step 5:
 Receive delivery details and confirmation
(When your medication delivery arrives, please have your delivery code ready for verification to be verified by the delivery man)*

*Note: The delivery code is also available under the 'Consultation History' tab

How to download your medical certificate / memo / referral letter

First Time Registration

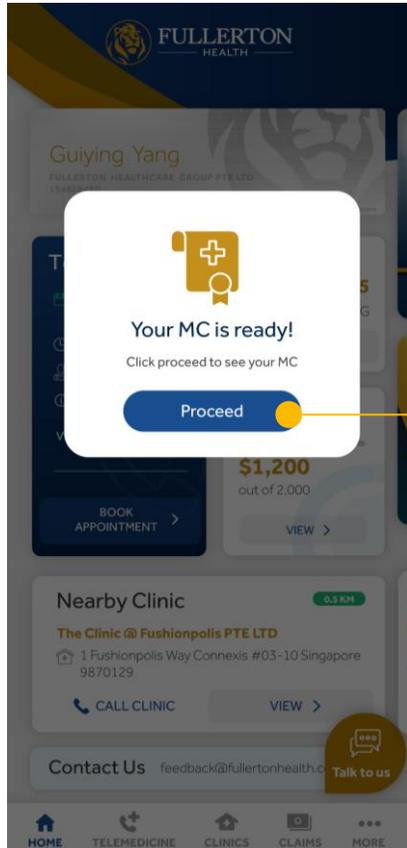
Request for Consultation

During Consultation

Prescription & Medical Certificate

Others: Consultation History & User Profile

FAQs



Step 1:
Receive notification that Medical Certificate is ready

Step 2:
Tap "Download Medical Certificate" / Tap "Download Memo" if your Doctor has issued any memo / referral letter



Step 1:
Receive notification that Medical Certificate is ready

Step 2:
Tap "Download Medical Certificate" / Tap "Download Memo" if your Doctor has issued any memo / referral letter

SECTIONS

First Time Registration

Request for Consultation

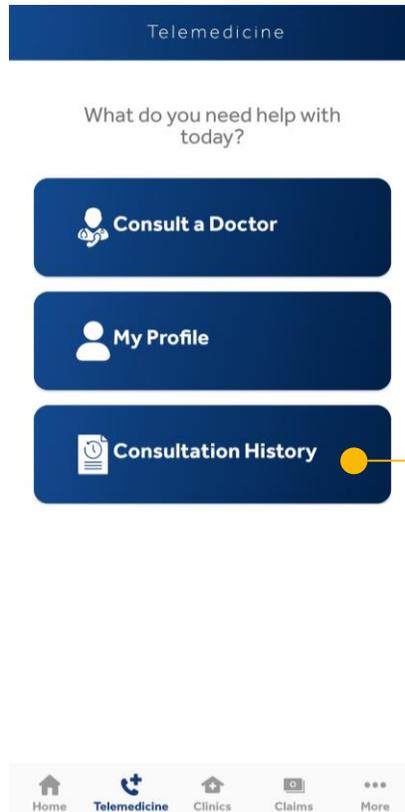
During Consultation

After Consultation: Prescription & Medical Certificate Issuance

Others: Consultation History, User Profile

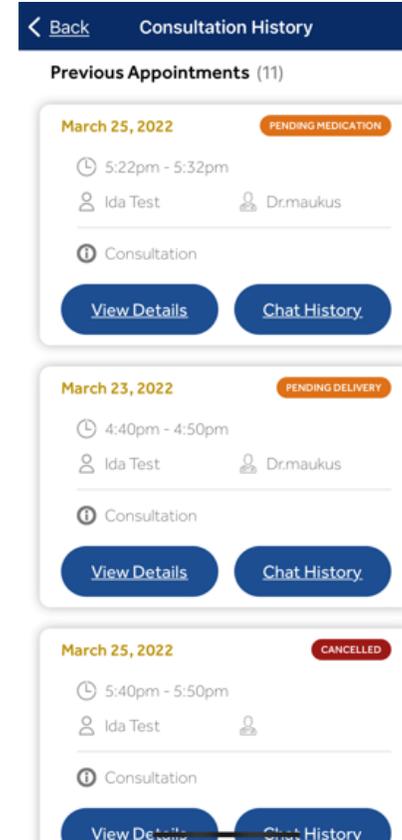
FAQs

How to access your telemedicine consultation history

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Step 1:
Tap on 'Consultation History'

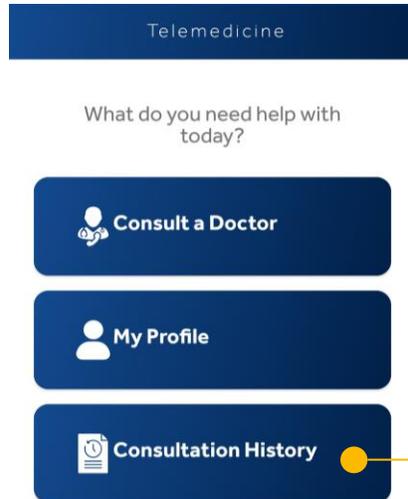
Step 2:
View all telemedicine consultation records



Step 1:
Tap on 'Consultation History'

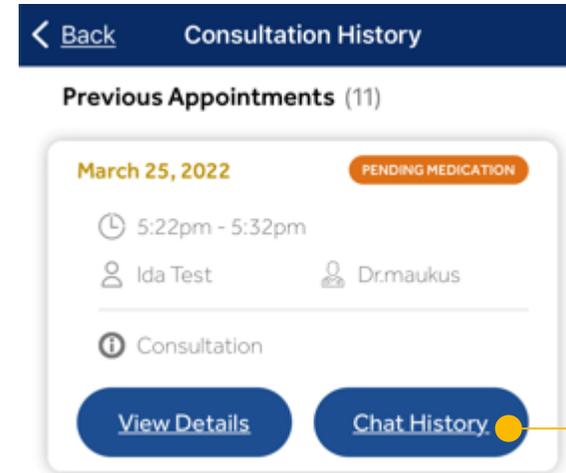
Step 2:
View all telemedicine consultation records

How to chat with your Doctor or our Concierge

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[Others: Consultation History & User Profile](#)
[FAQs](#)


Step 1:
Tap on 'Consultation History'

Step 2:
Tap on 'Chat History' to chat with either your Doctor or your Concierge



Step 1:
Tap on 'Consultation History'

Step 2:
Tap on 'Chat History' to chat with either your Doctor or your Concierge



How to view and edit your user profile

First Time Registration

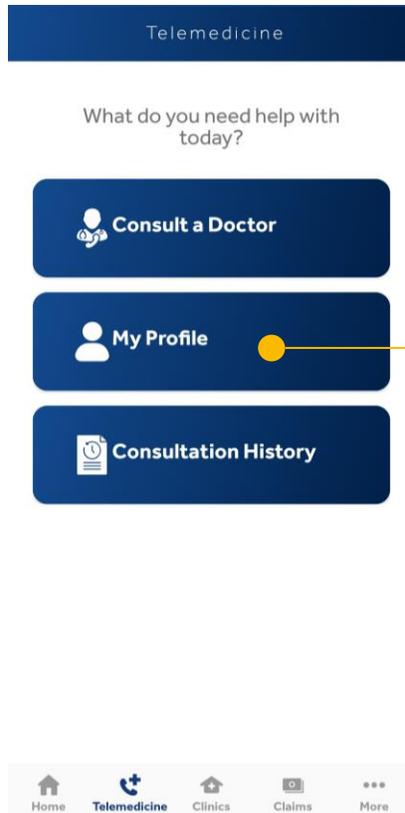
Request for Consultation

During Consultation

Prescription & Medical Certificate

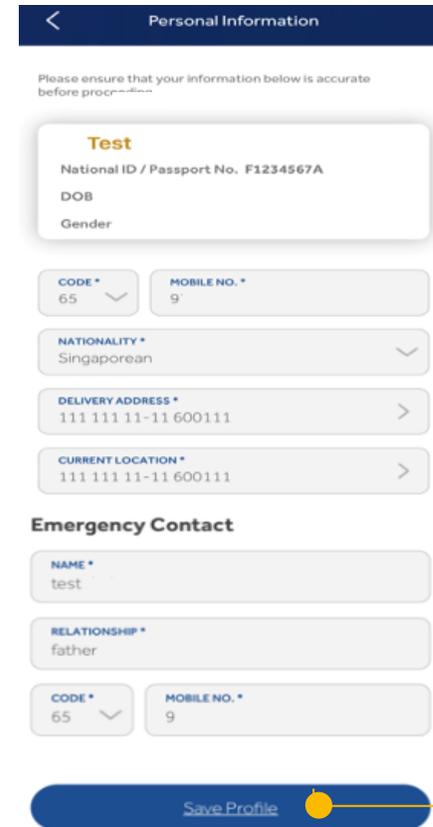
Others: Consultation History & User Profile

FAQs



Step 1:
Tap on 'My Profile Icon'

Step 2:
Edit contact details and tap on 'Save Profile'



Step 1:
Tap on 'My Profile Icon'

Step 2:
Edit contact details and tap on 'Save Profile'

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Frequently Asked Questions

Suitability

Operating Hours

Devices & Connectivity

Account & Records

Appointment Scheduling

Consultation

Medication & Delivery

Payment

What conditions are suitable for telemedicine consultation?

Common conditions include but are not limited to the following:

- i. fever, or headache
- ii. diarrhoea, constipation or vomiting
- iii. rash, or cold sores
- iv. conjunctivitis
- v. urinary tract infection
- vi. dermatological conditions
- vii. other non-emergent medical issues

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

Frequently Asked Questions

Suitability

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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

Frequently Asked Questions

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What devices am I able to use to access the telemedicine feature?

Our telemedicine consultation service is available via our FHMW 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, 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?

To minimise connectivity issues, we would strongly recommend that you connect to a stable Wi-Fi connection before your video consultation.

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

Frequently Asked Questions

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Are my personal information and medical records secured?

All patient data (including payment details) and medical records provided to us via the FHMW 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.

Your telemedicine consultation history and records will be reflected in the main FHMW app under the 'Consultation History' tab.

Am I able to record the telemedicine consultation via the FHMW App?

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

Frequently Asked Questions

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

No, our team of doctors are all MOH teleconsultation-certified and are trained to provide quality telemedicine services. You will be seen by the next available doctor.

Can I cancel my consultation?

Yes, you may choose to cancel the consultation while still waiting in queue.

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

For consultations cancelled before connecting to the doctor, your consultation payment will be refunded to you based on your payment method within 3 – 5 business days.

Frequently Asked Questions

Suitability

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What is the waiting time for a telemedicine consultation?

The consultation will connect you to the next available doctor soonest. You will be able to see how many patients are ahead of you while waiting.

What do I need to prepare before my telemedicine consultation?

Please prepare your identification card for verification during the telemedicine consultation as well as any existing medication you may be taking.

Please also ensure that you have turned on your microphone, camera settings and in-app notifications. In addition, please be located in a well-lit area with little background noise and have a stable internet connection.

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

You can use your Passport or Singapore Driving License as alternate mode of identification.

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

If the doctor deems your condition not suitable, the doctor will refer you to a physical general practitioner at the end of the consultation and will provide you a referral letter.

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

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. If required, the doctor may refer you to a physical general practitioner instead.

Frequently Asked Questions

Suitability

Operating Hours

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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.

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

Delivery duration will depend on the scheduled delivery timeslot available.

Delivery fee is currently waived.

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

You will need to present the delivery code on your FHMW app or your Identification for verification purposes when the delivery provider arrives.

How do I get advice on my medication dosage?

You may contact us at 90122657.

Frequently Asked Questions

Suitability

Operating Hours

Devices & Connectivity

Account & Records

Appointment Scheduling

Consultation

Medication & Delivery

Payment

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

There will be a payment page prompted for you to make your payment. Follow the instructions to key in your payment details.

We accept most major debit/credit (VISA / MASTERCARD) powered by Mastercard Payment Gateway Services.