

SingHealth Polyclinics Video Consultation



Frequently Asked Questions

Q1. Who is eligible for video consultation at SingHealth Polyclinics?

A: Patients who are on follow up with SingHealth Polyclinics for diabetes mellitus, hypertension or hyperlipidaemia may be eligible for video consultation.

Q2. How do patients enrol for video consultation?

A: Patients can speak to their doctors during consultation. The doctors will make an assessment on their eligibility.

Q3. What devices do patients need to have at home for video consultation?

A: Patients need to have their own home blood pressure monitoring device as well as internet enabled devices (e.g. smartphone, tablet, laptop).

Q4. Will patients still be required to attend at clinics if they are enrolled on this service?

A: Patients will be required to see a doctor at the clinic at least once a year and attend any laboratory and preventive health screenings, such as diabetic eye and foot screenings.

Q5. Is it safer to consult the doctor at the clinic than through video?

A: All doctor consultations (at clinics or through video) are done with the same standard of care. The attending doctor will perform a thorough history-taking, review laboratory results and prescribe medication based on his/her assessment. The only difference is that physical examinations cannot be carried out during video consultation. Patients will be advised by their doctors if there is a need for consultation and physical examination at the clinic. Appointments for consultation at the clinic will be made accordingly.

Q6. How will the clinic ensure confidentiality during video consultation?

A: To ensure patient confidentiality, no recording will be allowed throughout the video consultation. The doctors are also using organisational approved Zoom accounts and devices to conduct video consultation.

Q7. How can patients obtain copies of their blood test results?

A: Blood test results are available on [Health Buddy App](#) and [Health Hub](#).

Q8: What are the charges for video consultation?

Residency Status	Charge*
Singaporean (21 – 64 years old)	S\$10
Singaporean (≥ 65 years old)	S\$5
Permanent Resident	S\$26
Non resident	S\$58

* *Above charges are subject to change*

Pioneer Generation, Merdeka Generation card holders are eligible for additional subsidies

CSC card holders will receive usual coverage as per face-to-face consults

Medication delivery charges are currently waived

Q9. How do patients make payment?

A: The preferred mode of payment is via [Health Buddy App](#) or [Mobile Pay](#).

Q10. Will patients be able to use Medisave to pay for video consultation?

A: Medisave can be used to pay for video consultation sessions pertaining to diabetes, hypertension and hyperlipidaemia conditions.

Q11. What happens if a patient misses the doctor's video call?

A: The patient may join the session as soon as possible. If the patient is unable to join the session, he/she may re-schedule the appointment by calling the SHP Call Centre at 6643 6969.

Q12. Can patients reschedule or cancel their video consultation appointments?

A: Patients may re-schedule or cancel their appointments by calling the SHP Call Centre at 6643 6969.