



网上视频会诊手册（病患版本）

视屏会诊平台服务宗旨

中华医院全新设立的视频会诊平台服务。提供您高素质并更便利的中医咨询服务，让您在家中亦可通过MyDoc软件咨询本院的资深中医师。仅限于中华医院的现有病人。

咨询结束后，请在1-3天内到中华医院总院院领取药物，可减少等待的时间。

您也可以选择本院提供的药物递送服务（另加运送费）。药物将在订单确认及付款后的2天内完成配送到您所注明的新加坡地址。

Q&A 常见问题

我如果错过了看诊预约时间，该怎么办？

医师会在完成现有的预约病人后拨打给您的手机向您确认。

我可以在预约时间前提早进入视频会诊吗？

可以，但是我们的医师或许还在为其他的病人看诊，为避免等待时间过长，建议您在预约时间2-3分钟前进入app等候医师。

除了运送服务，我可以亲自取药物吗？

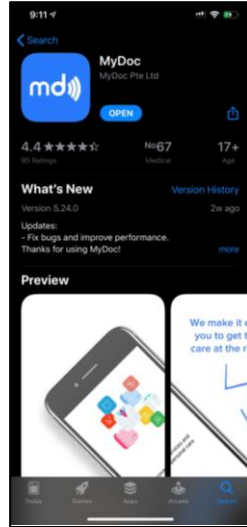
是的，您可以到大巴窰总院自取药物。请在视频会诊时，提前让医师知道您的药物领取方式。

我该如何查看我的药物运送状况？

请拨打中华医院总院的热线查询，62513304。请提供您的姓名及身份证的最后4组数字为验证所用。

下载及创建账号

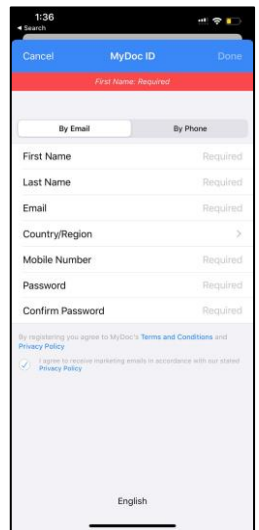
1.) 从 Play Store/App Store 下载 “MyDoc” App



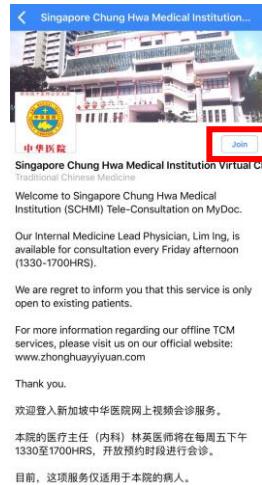
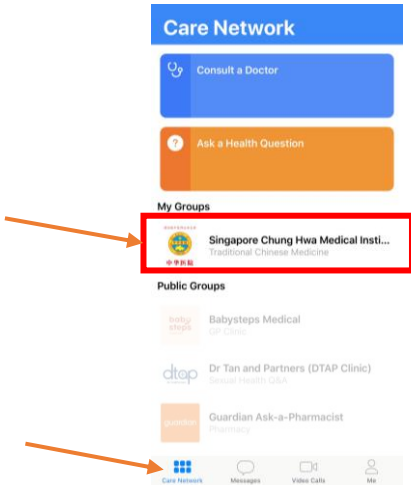
2.) 进入 “Mydoc” App. 点击 “Create Account (创建新账号)”

创建新账号时，您需要填写：

- 姓名
- 电子邮件
- 手机号码



加入中华医院频道



1.) 从首页中选择‘中华医院’
(Singapore Chung Hwa
Medical Institution)

2.) 点击右上角的“Join
(加入)”

Complete Profile Continue

Photo ID Type: Required

Birthdate 1997-08-22

Gender

HOME ADDRESS

Street Street

City City

Postal Code Postal Code

Country/Region >

GOVERNMENT-ISSUED PHOTO ID

Photo ID Type

Photo ID Photo ID

Verify Identity

As Singapore law requires virtual clinics like MyDoc to verify the identity of patients, a scan of your NRIC/FIN is required to unlock the full spectrum of MyDoc services.

Please have your government-issued ID ready.

Verify NRIC/FIN

Medical Data Continue

I have allergies and reactions: Required

Your medical data is necessary for doctors to provide you the right care. Your data is also encrypted and stored securely.

MEDICAL CHECKLIST

I have allergies and reactions Yes No

I have a medical condition Yes No

I am on medication Yes No

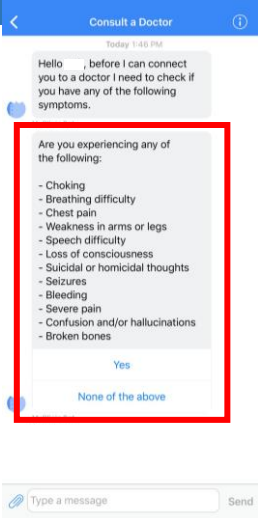
EMERGENCY CONTACTS

Add Emergency Contact

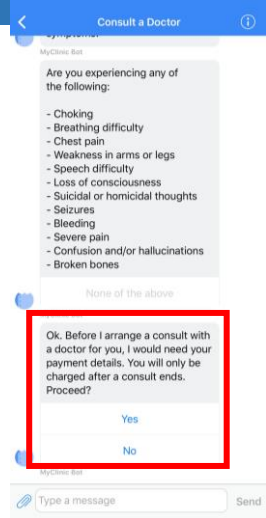
Please ensure the country code(s) of your emergency contact(s) are correct.

3.) 第一次使用MyDoc看诊前，需要先填写个人资料、身份证号以及紧急联络人资料

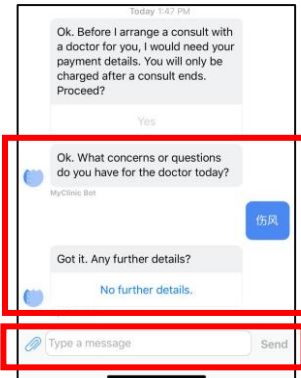
医师视频咨询



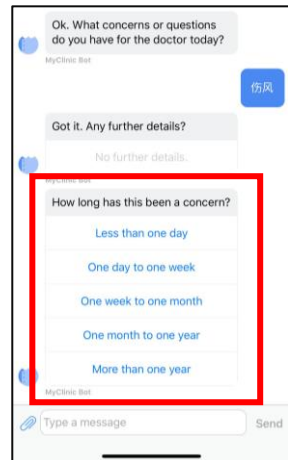
1.) 点击‘咨询’后，系统将会确定您是否有上列症状。
若没有，点击“无”。若有以上之一的症状，建议到邻近的诊所看诊



2.) 系统将会索取付款方式 (Credit Card/ Debit Card)



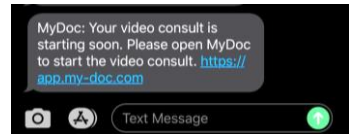
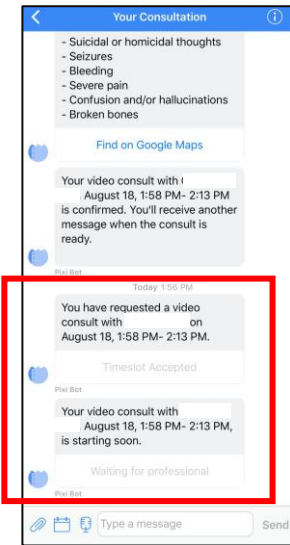
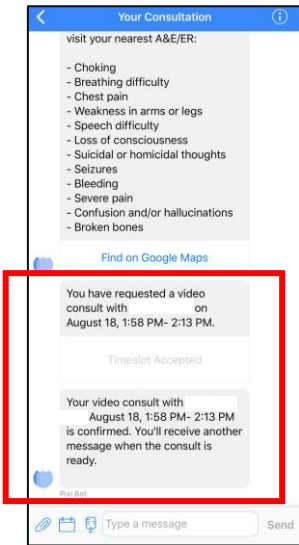
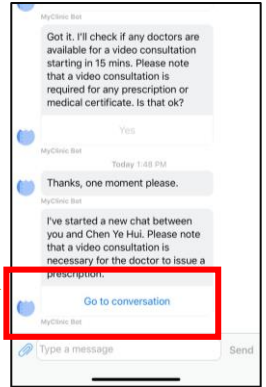
3.) 输入看诊的目的或疑问，完成后点击“无追加资料”



4.) 点击症状出现的天数

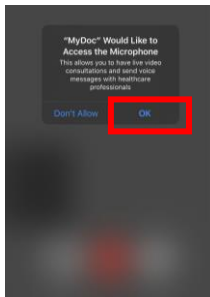
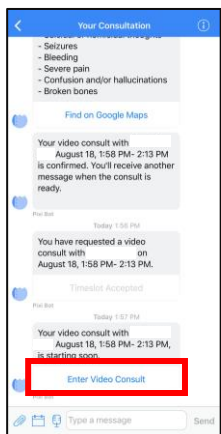
5.) 确认输入后，系统将为您匹配医师。

点击“Go to conversation”进入看诊页面。



6.) 进入看诊页面后，系统将会安排视频看诊时间。（如左图）

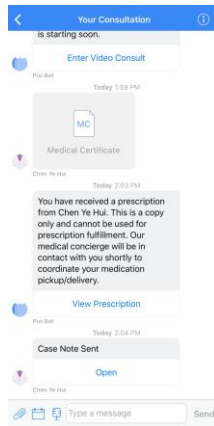
临近看诊时间时，系统将会发出提醒消息。
(同时发送简讯至手机)



7.) 当医师进入视频诊室后，原灰色的“Waiting for professional”将转成蓝色的“Enter Video Consult”。

点击“Enter Video Consult”进入与医生的视频会诊。
(若电话要求权限，点击“OK”/“Allow”即可)

视频看诊结束后，
您将可以查看 MC / 药单及收据。



注意事项

- 请在视频会诊时让医师知道您的药物领取方式
- 自取 (Self Pick Up)
 - 运送服务 (Delivery Service)



Virtual Consultation Guide

The Objective of Virtual Consultation Platform Services

Our new virtual consultation platform service - MyDoc, aim to provide you with the convenience of consulting our trusted TCM physicians at the comfort of your home with just a smart device.

Besides self-collection of medication at our Toa Payoh Branch, we now provide an additional medication delivery service (at a flat fee of S\$XX) to bring your medication to your doorstep, giving you greater ease and comfort.

Q&A

What if I miss my appointment?

Our physician will do a follow-up call after completing the other appointments.

Can I join the call earlier than my appointment timing?

Yes, however, as our physician could still be occupied with the previous patient, we would advise that you only enter the virtual consultation room 2-3 minutes before your appointment timing to avoid long waiting time.

Am I able to self-collect my medication?

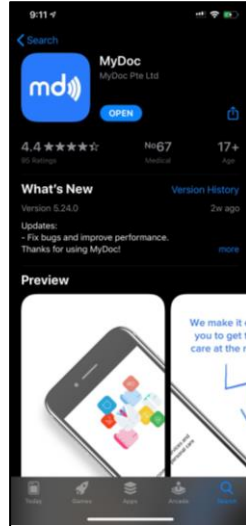
Yes, you may collect your medication from our Toa Payoh branch.
Do inform your physician your preferred collection method during the tele-consultation.

How to get an update on my medication delivery?

Please call our Toa Payoh HQ hotline at 62513304.
You will be required to provide us with your name and the last four digits of your NRIC for verification purposes.

Download & Account Creation

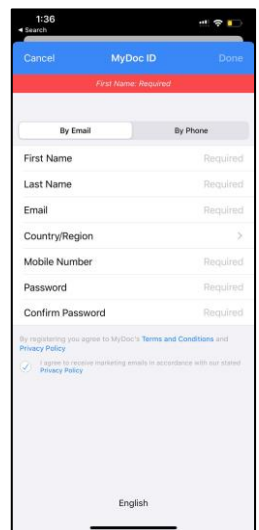
1.) Download “MyDoc” app from AppStore/PlayStore.



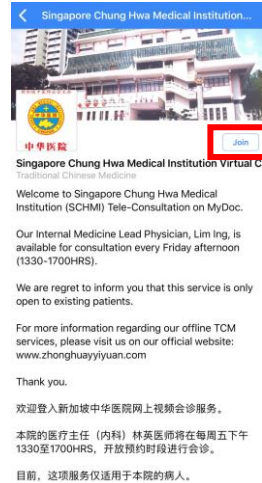
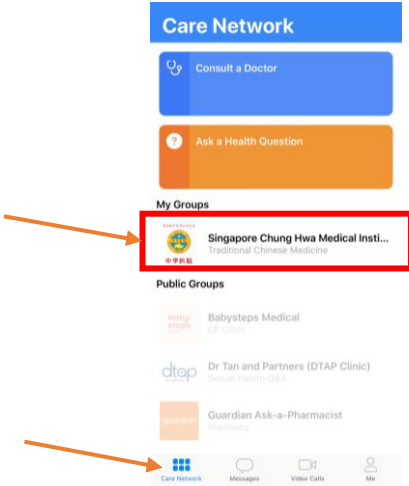
2.) Open “Mydoc”.
Click “Create Account”

When creating an account, you will be required to provide your:

- Name
- Email Address
- Phone Number



Join ChungHwa Channel



1.) Search & Click “Singapore Chung Hwa Medical Institution” from main page.

2.) Click “Join” button at top right corner.

Complete Profile Continue

Photo ID Type: Required

Birthdate 1997-08-22

Gender

HOME ADDRESS

Street Street

City City

Postal Code Postal Code

Country/Region >

GOVERNMENT-ISSUED PHOTO ID

Photo ID Type

Photo ID Photo ID

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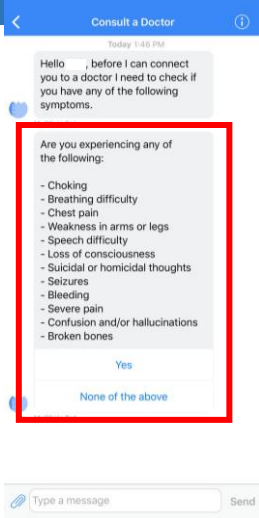
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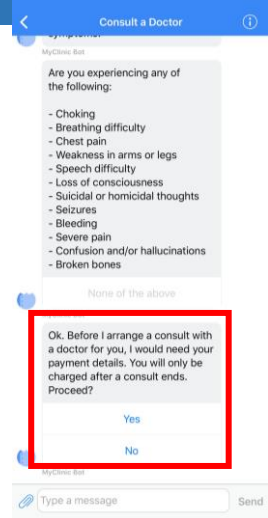
Please ensure the country code(s) of your emergency contact(s) are correct.

3.) If it is your first time using ‘MyDoc’, you will be required to provide your personal details, NRIC and emergency contact.

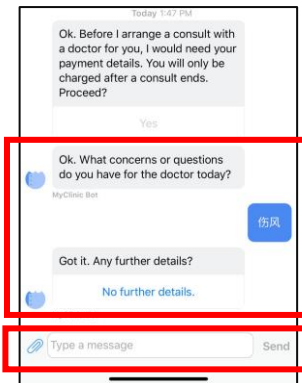
Virtual Consultation



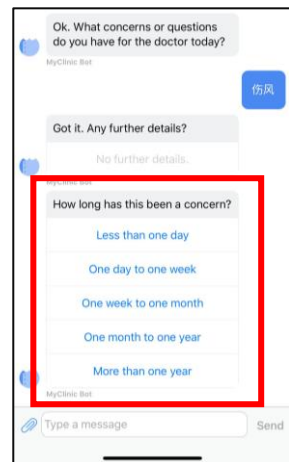
1.) Before consultation, system will check your current health status. If 'Yes' is selected, you will be asked to head to the nearest clinic instead.



2.) Please click "Yes" to provide payment method. (Credit Card/ Debit Card)



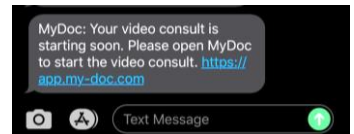
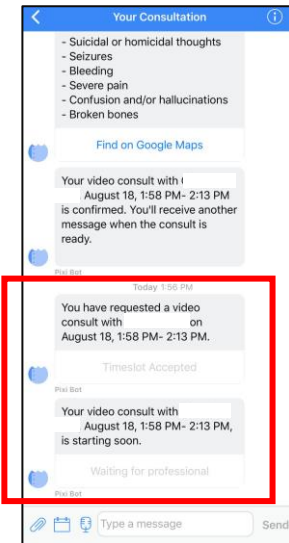
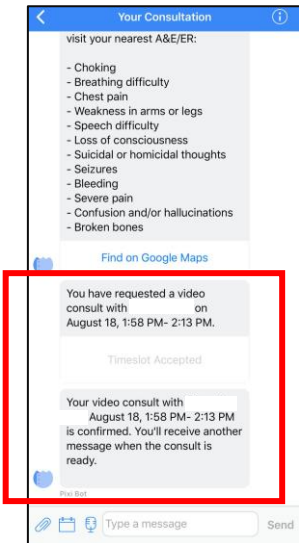
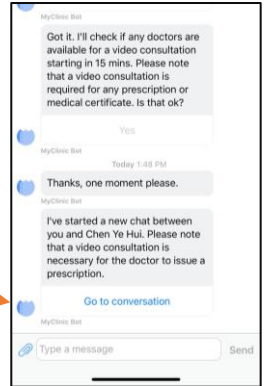
3.) Enter your concerns for your physician. Select "No further details" for next step.



4.) Select the duration of the occurrence of your concern/s

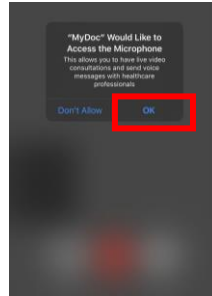
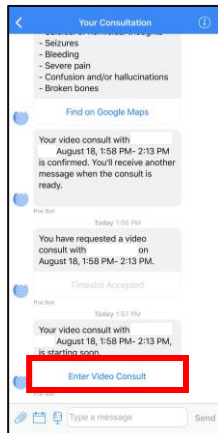
5.) After confirming your request, the system will try to match a physician for you.

Click “Go to conversation” to the chat between you and the physician.



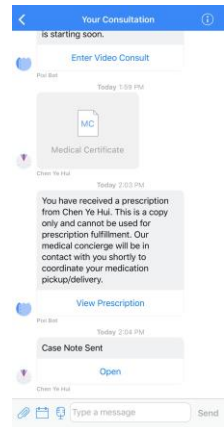
6.) After entering the conversation, the system will arrange a time for your video consultation (Left Picture)

When the consultation time is near, you will be notified by the App & SMS.



- 7.) When your physician enters the video chat, “Enter Video Consult” would appear. Click on the button and the video consultation with your physician will begin.
(Press ‘OK’ if your phone ask for permission)

Once the video consult ends, you may check your MC / invoice from the ‘conversation’ panel.



Important!

Please let your physician know of your preferred method of collection for your medication during the video consultation.

- Self Pick Up
- Delivery Service