

## **vCare – Virtual Consultation Service**

### **Frequently Asked Questions**

#### **About vCare Service**

**1. What can I expect from my virtual consultation?**

The virtual consultation between your doctor and yourself is conducted via an app called ZOOM Cloud Meeting App (ZOOM App in short) that provides a live and secure video chat service for you to connect with your doctor.

At the start of your virtual consultation, your doctor will verify your name and NRIC / FIN / Passport number as per your electronic medical records. Your virtual consultation will be terminated (and you will not be charged for the consultation) if your doctor is unable to verify your identity.

Firstly, your doctor will evaluate your symptom(s) and/or pre-existing medical condition(s) to determine whether it is suitable to proceed with a virtual consultation. Then, your doctor will provide the care that you need including medical advice, prescription, medical certificate and/or medical referral letter if needed as he/she would do in a routine clinic visit. If you are unsuitable for a virtual consultation, your doctor will advise you to seek the appropriate medical attention before ending your virtual consultation.

**2. How long will I have to wait for my virtual consultation?**

As the duration of each virtual consultation varies, the waiting time will depend on the number of patients ahead of you in the online queue. Before your virtual consultation, our clinic assistants will give you a phone call beforehand to make sure that you are ready to start the session. Alexandra Hospital endeavors to keep waiting times to the minimum.

**3. I am not in Singaporean or PR. Can I still access the ZOOM app for virtual consultations?**

Yes, you may. However, we do not encourage virtual consultation while you are outside of Singapore as we do not provide medication delivery services outside of Singapore.

**4. How do I best prepare for my video consultation via the Zoom App?**

Download the free ZOOM Cloud Meeting app from the Apple Store or Android Playstore into your smartphones, laptops, tablets, computers or any other handheld devices before your vCare appointment.

On the day of your vCare appointment, go to quiet, and well-lit area, where privacy is assured. Do avoid conducting virtual consultation session in cluttered or public spaces. Also, to ensure clear communication with your doctor without distraction, please do ensure that background noises of your surrounding is minimized.

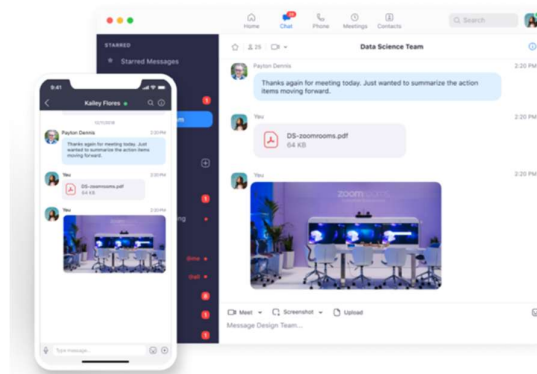
For patients who do self-monitoring of their blood pressure, glucose or weight at home, we suggest that you have the records those readings available before the start of your virtual consultation.

Once you are ready, click on the URL link sent to you via email or SMS at your scheduled appointment time to initiate virtual consultation.

Enable the ZOOM Cloud Meeting app to access your camera and microphone.

Look into the camera and talk to the doctor has you would face-to-face. Please ensure your microphone is not muted.

There are additional features in the ZOOM app that allow you to capture photographs including picture of your skin or wounds, and other relevant documents like external medical records or laboratory results which can be uploaded onto the “ZOOM Chat” for your doctor’s review.



## 5. What clinical conditions are suitable for virtual consultation?

Typically, first outpatient visit is usually conducted face-to-face in clinic. Based on your doctors’ judgement, virtual consultation may be offered for subsequent clinic consultation. Conditions suitable for virtual consultation on the ZOOM app include but are not limited to the following:

- Common ailments and chronic disease management including:
  - a) Diabetes,
  - b) Hypertension
  - c) Hyperlipidemia
  - d) Osteoporosis
  - e) Gout
- Cardiovascular diseases (heart and vascular system)
- Dermatological conditions (skin)
- Endocrine and metabolic conditions
- Gastroenterological and hepatic diseases (digestive system)

- General surgery and orthopedic conditions
- Geriatric care
- Haematological diseases (blood system)
- Infectious diseases
- Internal (general) medicine conditions
- Neurological diseases (brain and nerves)
- Pulmonary and sleep diseases (sleep, lung and respiratory system)
- Psychiatric Medicine
- Rehabilitation Medicine
- Renal diseases (kidney system)
- Rheumatological diseases (joints and musculoskeletal system)
- Other non-emergent medical issues and allied health services

After your virtual consultation, you may require the following health services including:

- Laboratory tests;
- Imaging, X-rays
- Health screenings;
- Vaccinations;
- Medication.
- Allied health services

## **Medications**

Your doctor will assess and recommend the best course of treatment, which may or may not involve the prescription of medication.

### **1. How do I obtain my medication after my virtual consultation?**

Medications may be obtained in the following ways:

- Self-collection at Alexandra Hospital Pharmacy
- 3-day courier delivery
- Same-day courier delivery for urgent cases

Upon collection of your medication package, you should check to ensure that the:

- Name on the medication package is correct;
- Medication package has not been tampered with, defaced or torn; and
- Medication in the medication package matches those prescribed to you by your doctor

If you have received an incorrect package, or a package which has been tampered with, defaced or torn, do not take the medication and let us know immediately by:

- Calling us at 63793322
- Emailing us at [alexpharmacy\\_homedelivery@nuhs.edu.sg](mailto:alexpharmacy_homedelivery@nuhs.edu.sg)

**2. Can I assign anyone else to collect my medication package on my behalf?**

Yes, you may. However, for security reasons, only the patient or his/her authorized person or (in the case of a minor) the patient's parent/guardian or his/her authorized person can collect the medication package.

If you are unable to collect the medication package personally, please appoint your authorized person to do so on your behalf by completing the Letter of Authorization for Collection of Medicine (LOA) form available on Alexandra Hospital website at [http://www.ah.com.sg/Documents/Pharmacy/AH%20Letter%20of%20Authorisation\\_wefJul2019.docx](http://www.ah.com.sg/Documents/Pharmacy/AH%20Letter%20of%20Authorisation_wefJul2019.docx) and email the LOA form to [alexpharmacy\\_homedelivery@nuhs.edu.sg](mailto:alexpharmacy_homedelivery@nuhs.edu.sg).

### **Medical Certificate**

**1. Can I get a medical certificate?**

Yes, you may. Your doctor will assess and recommend the best course of treatment, which may or may not involve the issuance of a medical certificate.

Your medical certificate will be available via email, direct pick-up or registered mail.