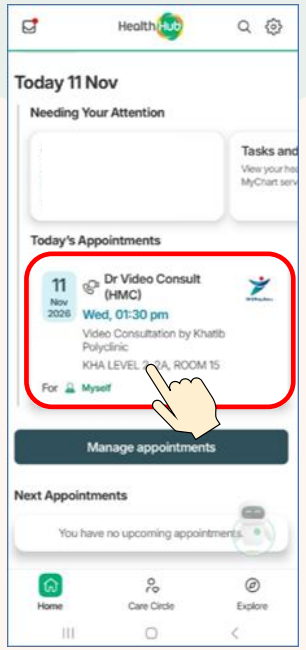
How to register for your video consultation appointment?

7 days before your appointment, you will be able to test and share the Video Consultation on the HealthHub app. You will receive an SMS reminder within 5 days prior to your appointment.

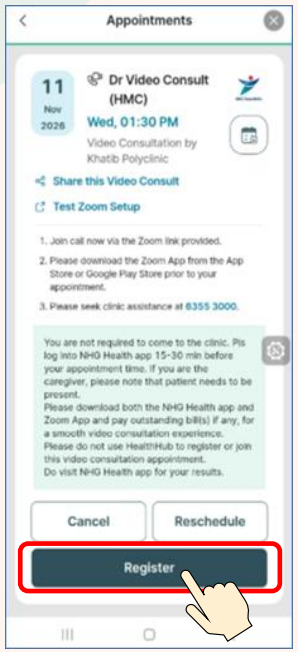
Step 1

Download the HealthHub and Zoom apps. Register for your video consultation **15 to 30** minutes before your appointment time on the HealthHub app. Please pay any outstanding bills at least 1 day before your appointment for a smoother experience.



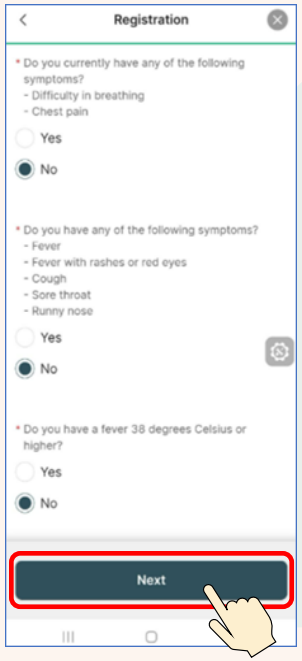
Step 2

Click on the Video Consultation Appointment.



Step 3

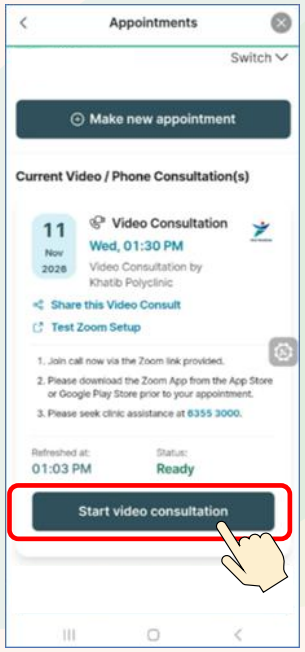
Select **Register** to proceed.



Step 4

Answer the 3 questions.

Click **Next**.



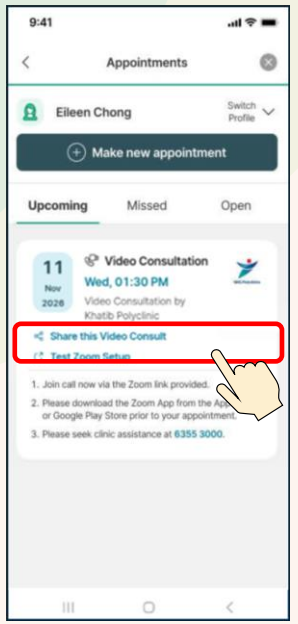
Step 5

Select **Start video consultation.**

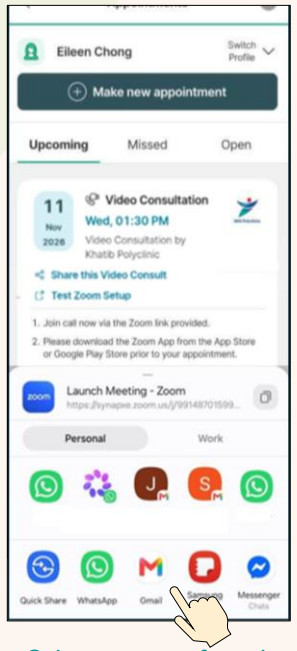
Sharing Your Video Consultation

If you wish to have your video consultation on a laptop or another tablet device or want a loved one to join in*, you may share the Video Consultation from the HealthHub app at least one day before your appointment date. After you have registered on the HealthHub app, you and your loved one can join the video consultation from the link shared.

*Subject to Service Provider's discretion



Click **Share this Video Consult.**



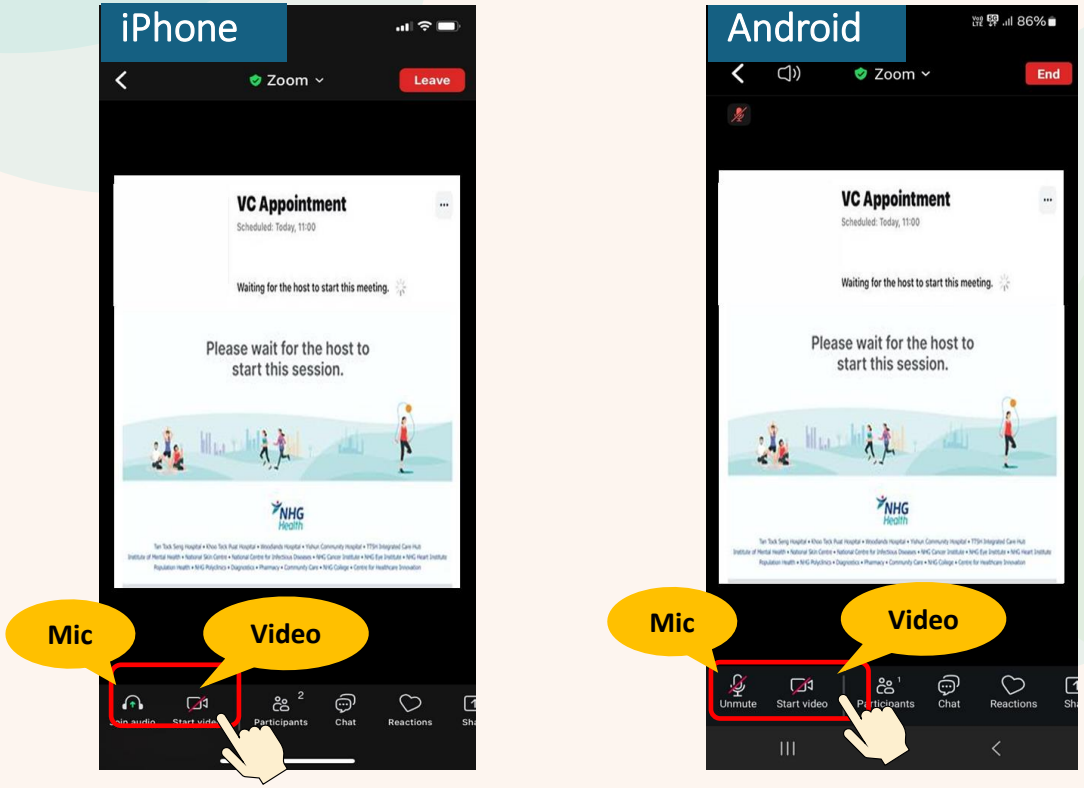
Select your preferred app to share the Video Consult.

If you are late for your appointment, please call our Contact Centre at 6355 3000 for assistance.

Download the HealthHub app today!

Scan the QR code with your phone to download the app

Switch on your camera and microphone for the video consult



Switch on the video camera and microphone settings while waiting for the service provider to start the consultation.

HealthHub App notifications

Enabling the HealthHub app notification allows you to be notified of the following scenarios:

1. It is your turn for Tele-consult

We are ready to attend to you. Go to your appointment and tap on 'Start Video Consultation' button to begin. Make sure you are in a quiet and comfortable environment with a stable internet connection.

2. Delay in Video Consult

Thank you for your patience. We are still engaged with another patient and will attend to you as soon as possible.

3. Completed the Video Consult

You have completed your video consult appointment. View your follow-up appointment(s) and pay your consultation bill 3 days later via HealthHub App.

4. Remind you to arrange for Medication Delivery

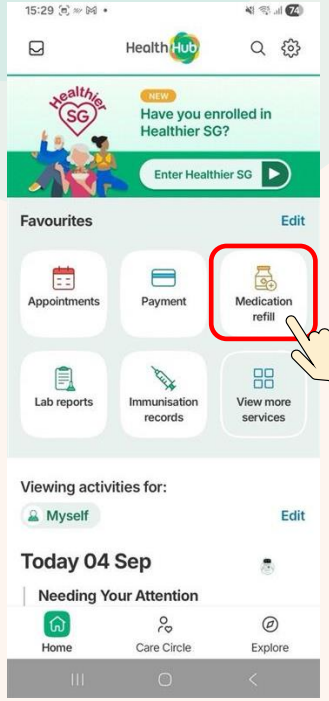
If you have been prescribed medication, open the HealthHub App to arrange your medication delivery within the day of your video consult.

Please call our Contact Centre at 6355 3000 for assistance.

How to arrange for medication delivery?

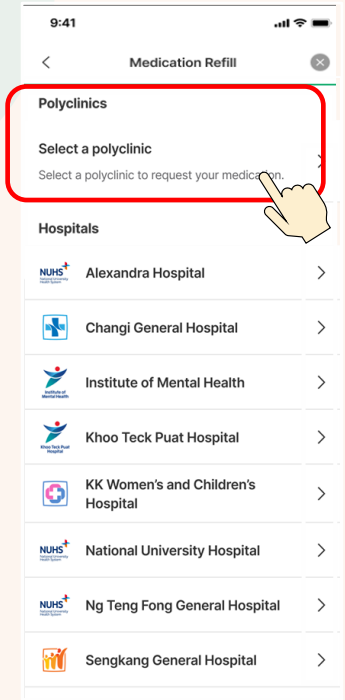
You will be able to arrange for medication delivery after the video consultation if the doctor has prescribed medication.
Please note that medication delivery arrangement has to be within 7 days of your video consult.

Step 1 Wait for the app notification about an hour after your video consultation to arrange for medication delivery on the HealthHub app.



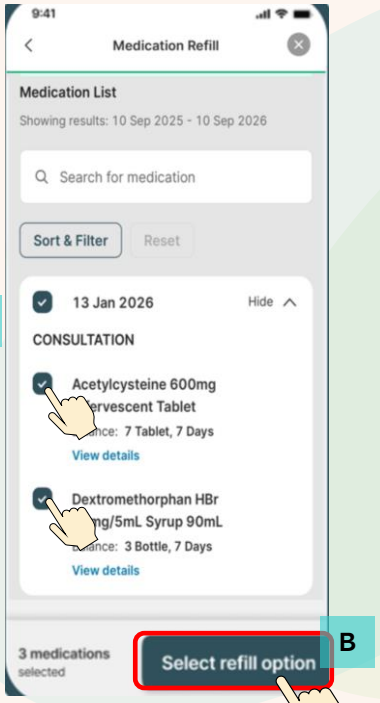
Step 2

Click **Medication refill** on the home page.



Step 3

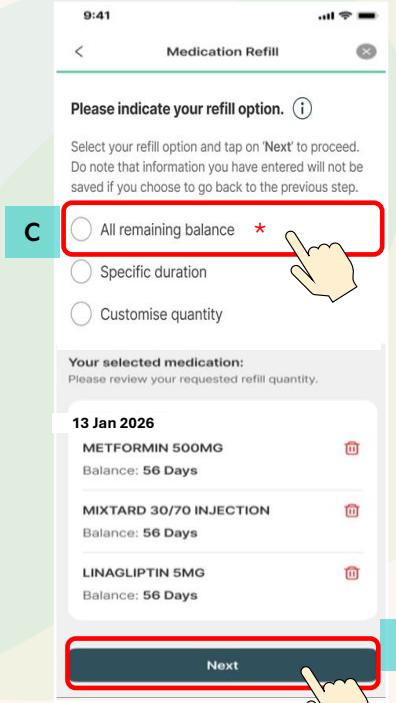
Select the polyclinic that issued the prescription.



Step 4

A. Select the medications to be delivered.

B. Click **Select refill option.**

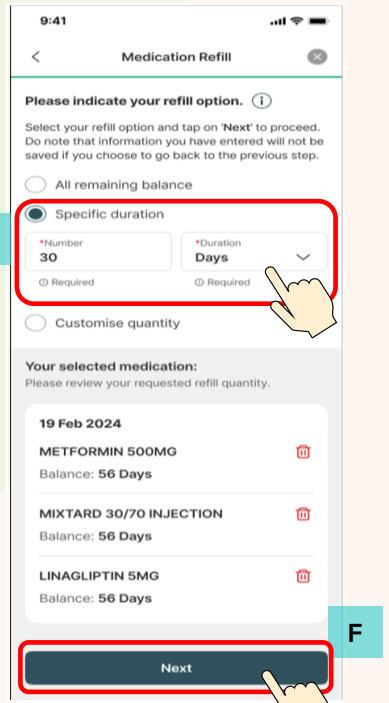


Step 5A

If you want to collect all your medication.

C. Select **All remaining balance.**

D. Click **Next** to continue.

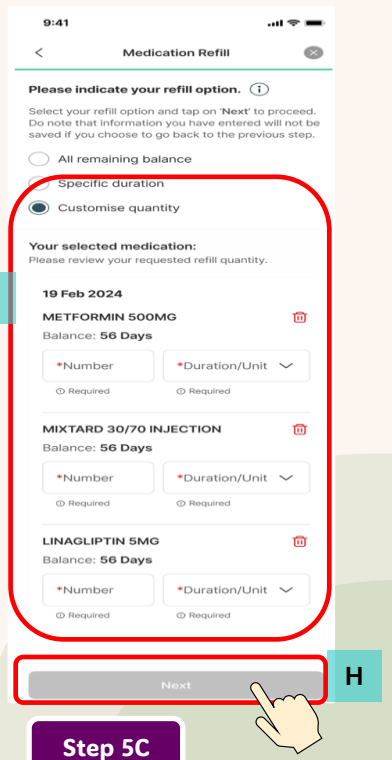


Step 5B

If you have selected **Specific duration:**

E. Specify the required duration you prefer.

F. Click **Next** to continue.



Step 5C

If you have selected **Customise quantity:**

G. Specify the required quantity by unit or duration for each selected medication.

H. Click **Next** to continue.

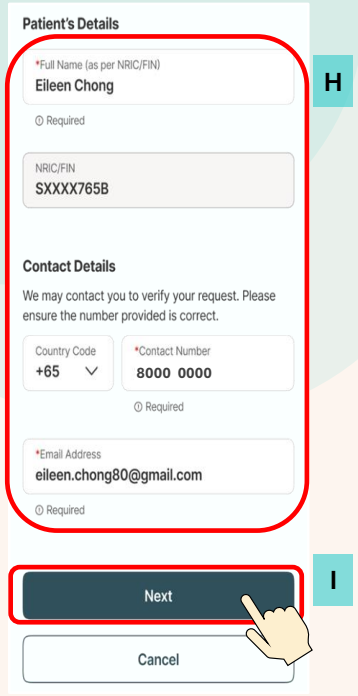
* **All remaining balance:** Collect all of your selected medication.

Specific duration: Indicate a specific period (e.g. 12 weeks) for all your selected medication. This option will be unavailable if one or more items do not fulfil the request condition.

Customise quantity/duration: Choose the quantity or duration for each selected medication individually. You can add up to 20 items in a single request.

If you require help on medication delivery, please call our Contact Centre at 6355 3000 for assistance.

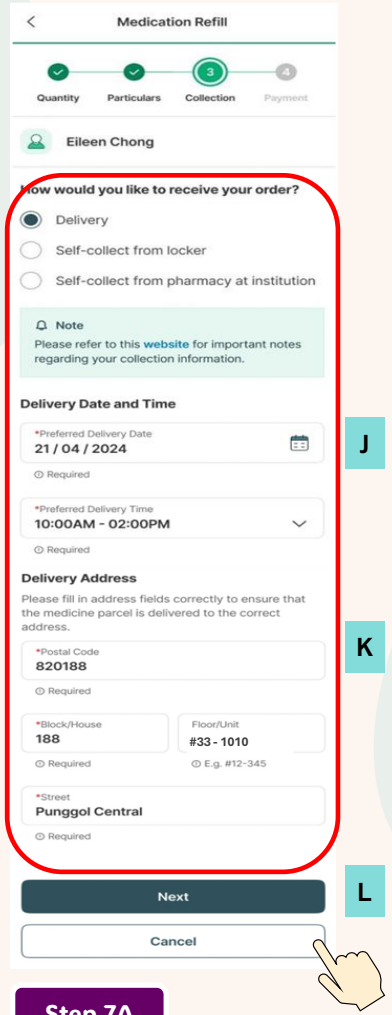
How to arrange for medication delivery?



Step 6

H. Fill in patient name, contact number and email address.

I. Click **Next** to continue.



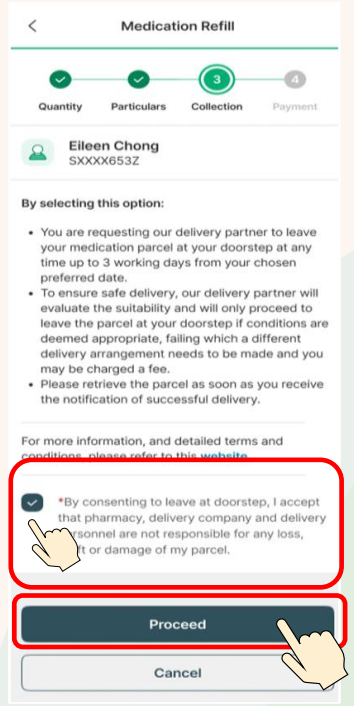
Step 7A

If you have selected **Delivery:**

J. Select preferred delivery date and time.

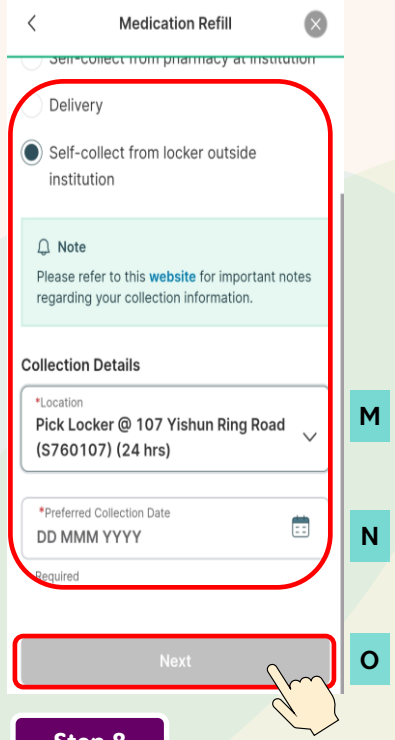
J. Fill in the delivery address.

K. Click **Next** to continue.



Step 7B

Click the box and click **Proceed** to continue.



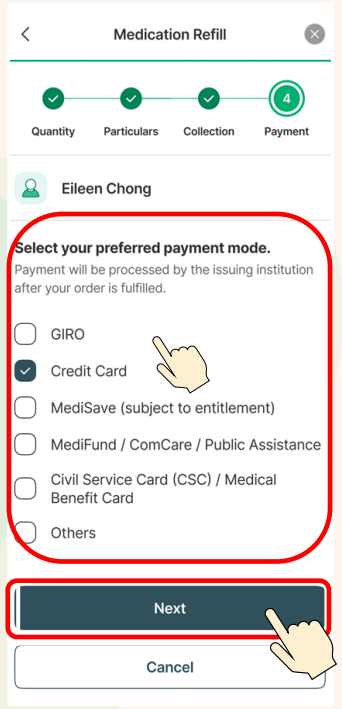
Step 8

If you have selected **Self-collect from locker outside institution:**

M. Select preferred **locker location** from the drop-down list.

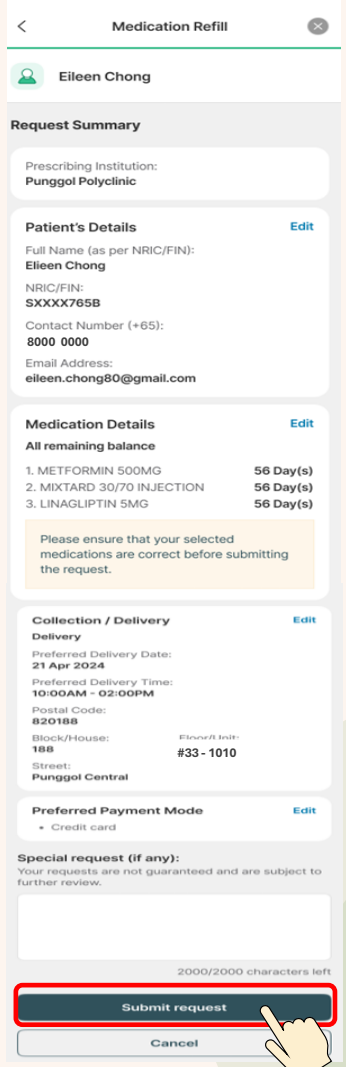
N. Select preferred **date** of self-collection.

O. Click **Next** to continue.



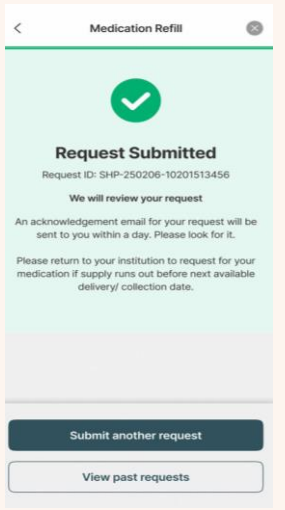
Step 9

Select your preferred mode of payment. Click **Next** after you are done.



Step 10

Click **Submit request** after reviewing your request.



Step 11

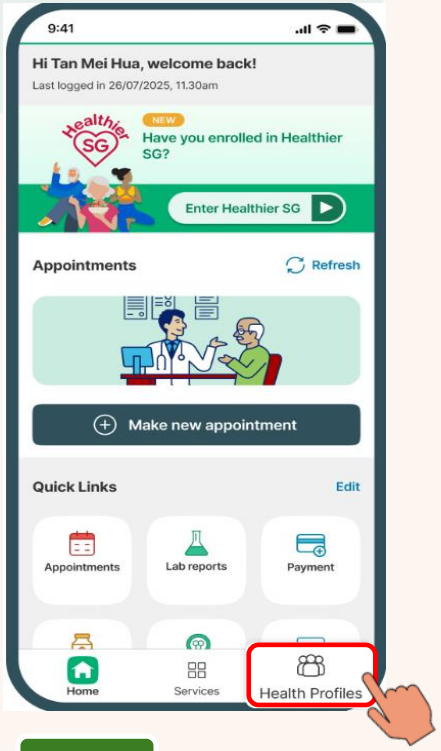
Request is successfully submitted.

If you require help on medication delivery, please call our Contact Centre at 6355 3000 for assistance.

How do I add my child on the HealthHub App?

As parents, you can add your child as a dependent if your child is below 21 years old and meet the following eligibility criteria:

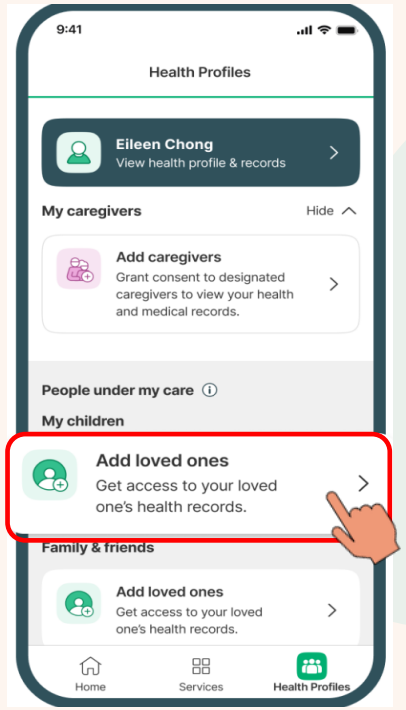
- Singapore Citizen (SC) born in Singapore on or after 1 January 1996; or
- Permanent Resident (PR) on or after 1 January 1996; or
- Currently enrolled in primary, secondary, junior colleges or centralized institutes, excluding students in pre-schools, religious schools, private schools, polytechnics and universities.



Step 1

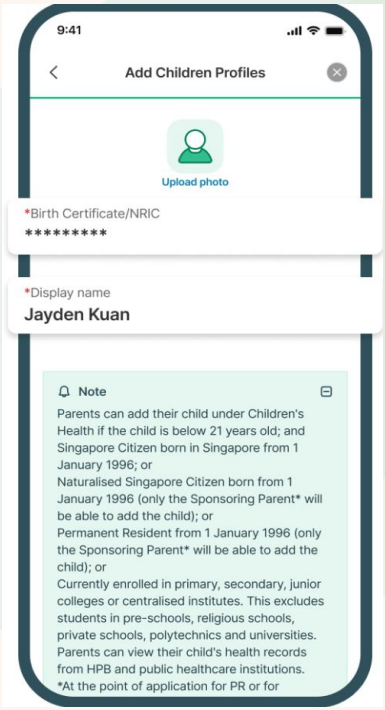
Login to your own HealthHub app account.

Tap on **Health Profiles**.



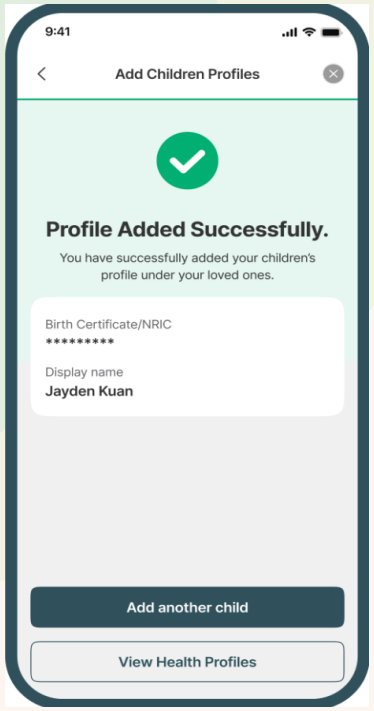
Step 2

Under My Children, tap on **Add loved ones.**



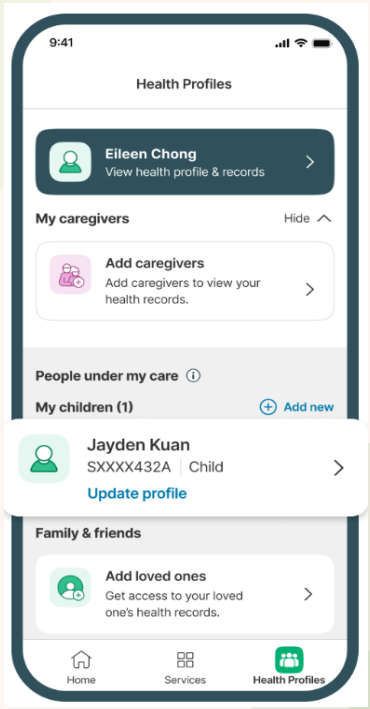
Step 3

Follow the prompt to enter your child's birth certificate or NRIC number.



Step 4

Once successfully added, you can immediately access your child's records and appointments.

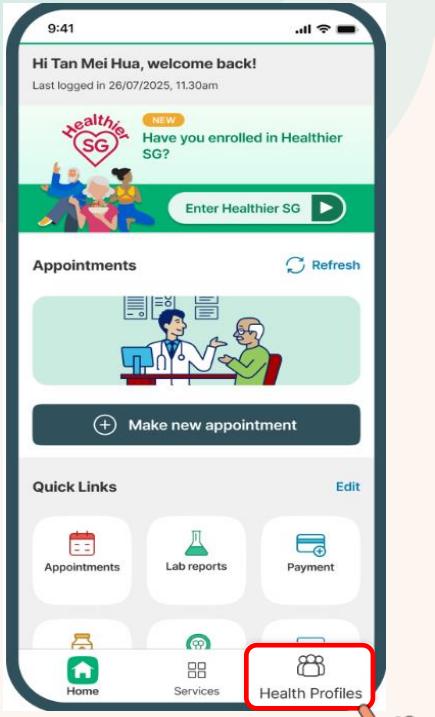


Step 5

Your child's profile is now added under your Health Profiles dashboard.

Accessing your child's appointment

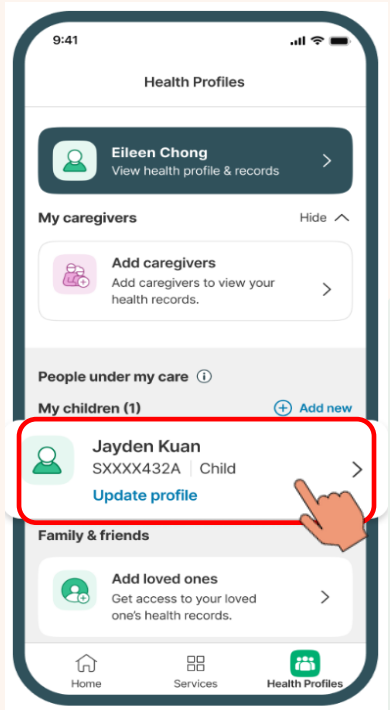
7 days before your appointment, you will be able to share the Video Consult Zoom link on the HealthHub app. You will receive an SMS reminder within 5 days prior to your appointment. Register for your video consultation 15 to 30 minutes before the appointment time on the HealthHub app.



Step 1

Login to your own HeathHub app account.

Tap on **Health Profiles**.



Step 2

Tap on your Child's name to access the health records. You can view, book, reschedule, cancel and register your child's appointment.

For HealthHub App related enquiries:
Phone: 1800 225 4482
Email: contact_us@healthhub.sg

Scan here for HealthHub app FAQs!