

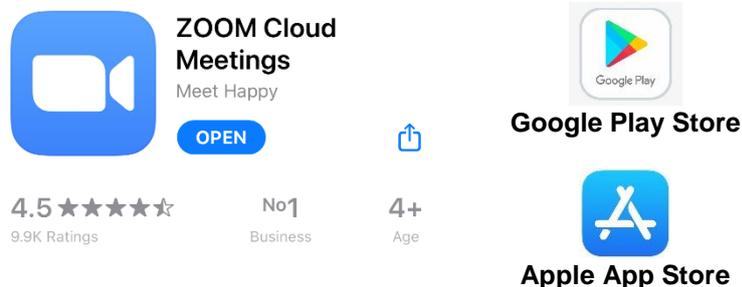
ZOOM User Guide

IMPORTANT POINTS TO NOTE:

1. TeleConsults are not suitable for emergency consults (e.g. chest pain, breathing difficulties, severe limb pain or swelling, new-onset limb weakness or numbness). If you require urgent medical attention, please call 995 or visit your nearest A&E.
 2. Minors under the age of 21 years old (with the exception of active NSF males) should be seen with their parent/guardian.
 3. All our healthcare professionals are registered with their Professional Boards.
 4. Patients with mental or cognitive issues who may not be able to reasonably share their symptoms independently should be seen via TeleConsult with their caregiver or NOK present.
 5. Patient authentication will be carried out at the start of the TeleConsult. Please have your Photo ID (NRIC / Work permit / passport etc) ready for verification. The clinic will also ask for your exact location before the TeleConsult begins.
 6. Please note that recording of the TeleConsult session is not permitted.
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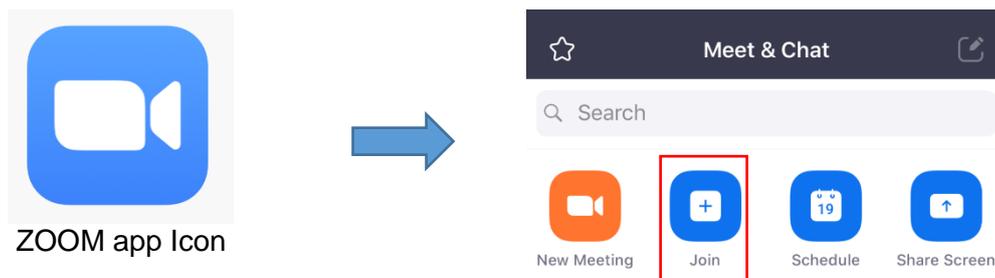
STEP 1: Download the ZOOM App

Download and set-up the **ZOOM** App from **Apple App store** or **Google Play Store** onto your preferred device.



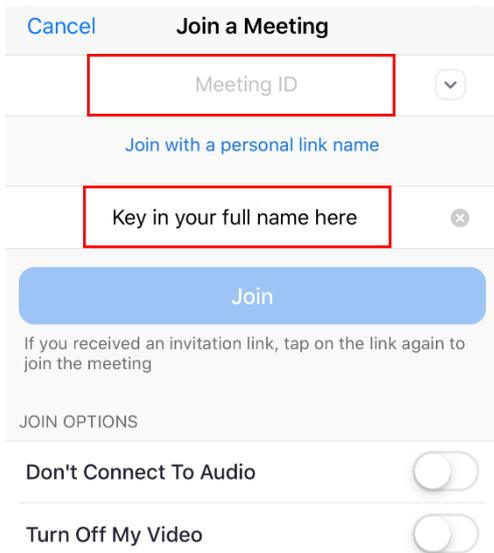
STEP 2: Attending your TeleConsult

2.1 On the scheduled date and time of your TeleConsult appointment, find a quiet, private and well-lit area, open your ZOOM app and click 'Join'. (Do note that the clinic will call you before the TeleConsult to ensure that you are ready.)

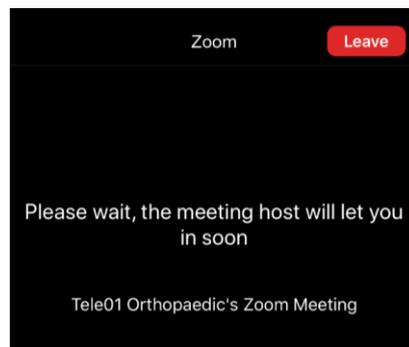


2.2 Key in your **Full Name**, **Meeting ID**, and **Meeting Password** to proceed.

Your Meeting ID and Password should be sent to you through email and/or sms.

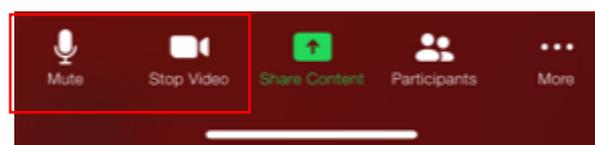


2.3 You will be placed in a waiting room, and will join the meeting automatically once the clinic lets you in.



2.4 Before the start of the TeleConsult, the clinic will verify your name and NRIC / FIN / Passport number. It is recommended that you have your photo identification available for verification. Also, the clinic will ask for the location which you are logging in from.

During your TeleConsult, ensure that you are visible on the screen through your device camera, speak clearly into your microphone, and proceed with your TeleConsult. Please also ensure that your video camera and your microphone settings are turned on within the app.



2.5 At the end of your TeleConsult, the clinic will end the TeleConsult and you may leave thereafter.