



DoctorNow APP Registration Guide

Your Local Telemedicine Specialist

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Special Features

Doctor Anywhere

Operation Hours:
9am-6:30pm (Weekdays)
9am-5pm (Saturdays)
Service unavailable during public holidays

01

Easy access to
registered doctors



02

IOS, IPAD and
ANDROID
compatible



04



In-App Digital
Consultation
Reports

03

App Functions



Make a scheduled telemedicine appointment or request video consultation with a registered doctor through mobile



After the video consultation, the medications will be couriered to your home within the same day



Direct Settlement with Cigna.
Delivery Fee and Co-Payment shall be settled via mobile payment gateway if applicable
(Visa, Mastercard, PayMe, FPS)



Suitable Conditions

Many common illnesses and chronic conditions can be effectively treated through a video consultation. Below are some typical conditions that can be treated:

Common Illnesses

- Fever
- Cough, sore throat or laryngitis
- Diarrhoea / Vomiting
- Flu / Cold
- Sinusitis
- Rash and skin conditions
- Cold sores
- Headache
- Giddiness / Dizziness

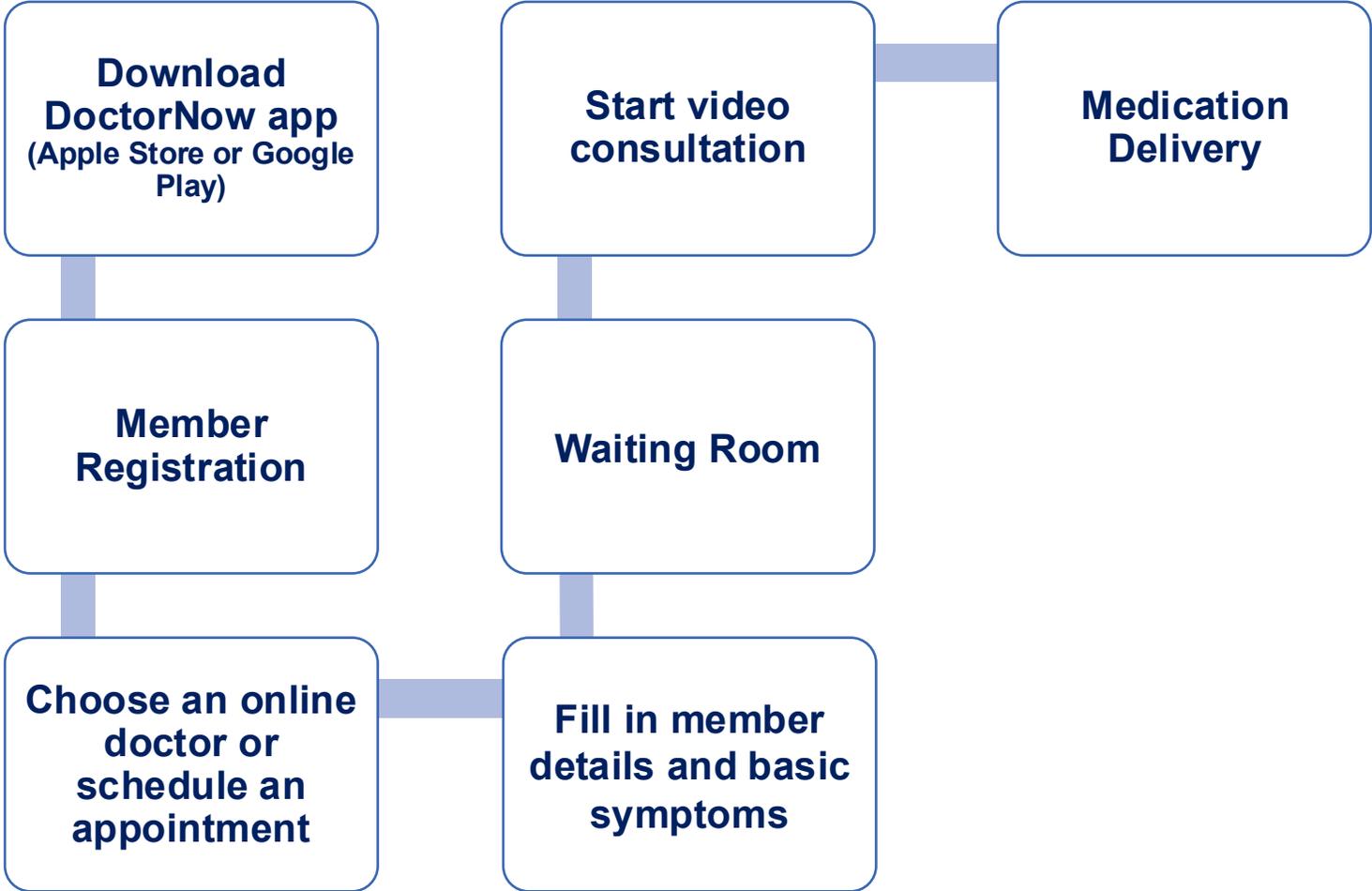
Chronic Conditions

- Diabetes
- Hypertension
- Hyperlipidemia
- Other secondary diseases which may arise from the chronic disease conditions mentioned the above (e.g. Ischemic Disease, Peripheral Artery Disease etc.)

For conditions that are not listed above, the doctor will assess your history, current symptoms and any other available documents to determine if your condition is suitable for a video consultation.



Basic Flow



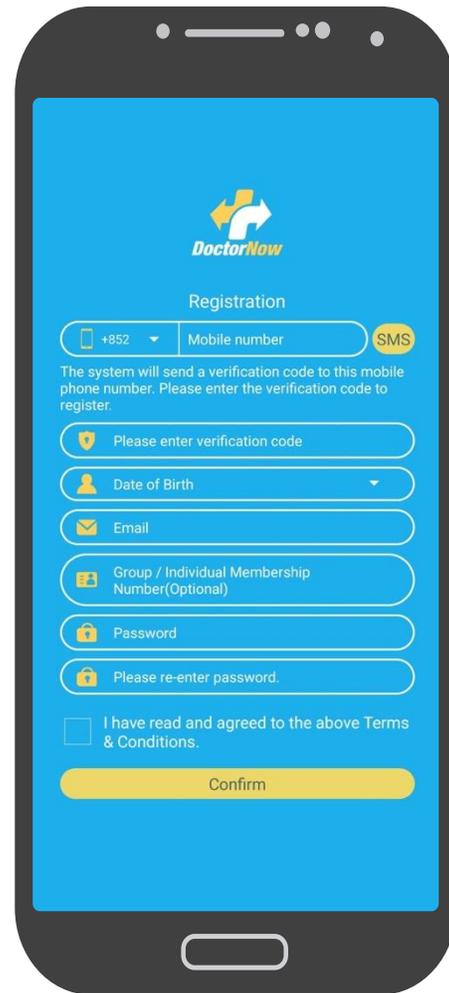


App Walkthrough

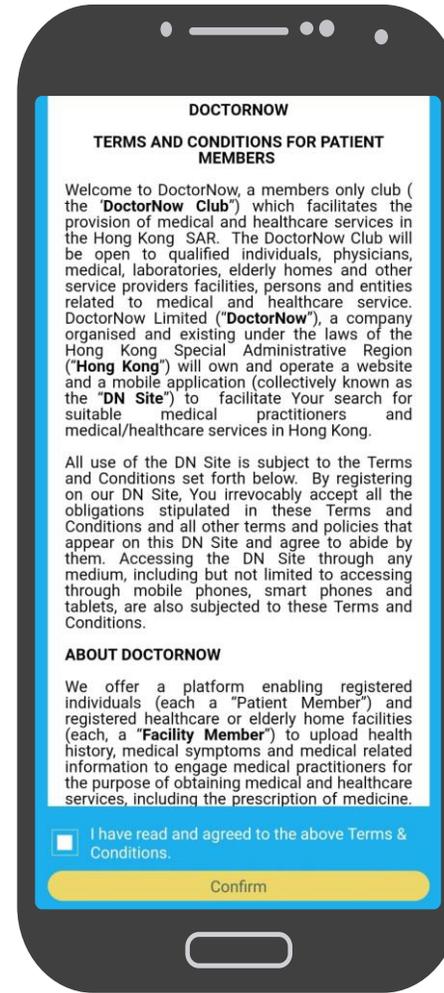
Member Registration



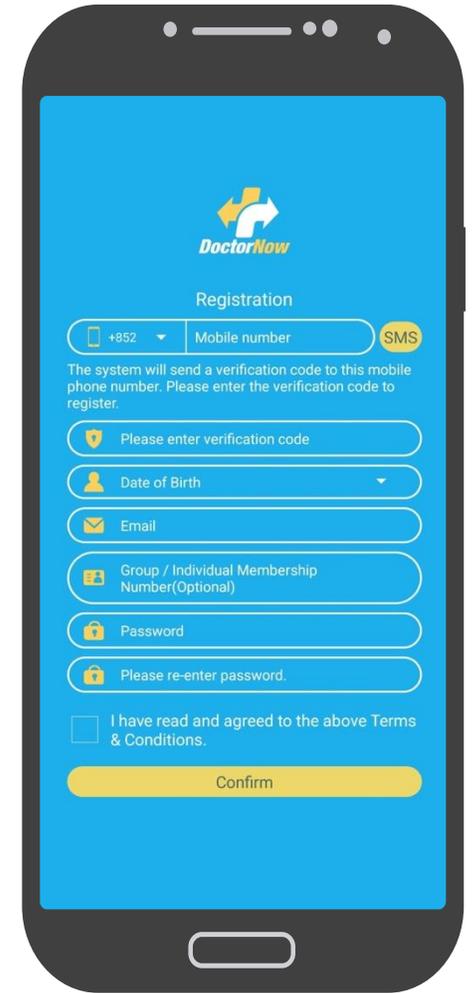
Press "Register" to set up a member account



Enter the required info for registration
(Insurance policy number = 11 digits, beginning with 8, needs to be filled to link your DoctorNow account with your Cigna membership for direct billing)

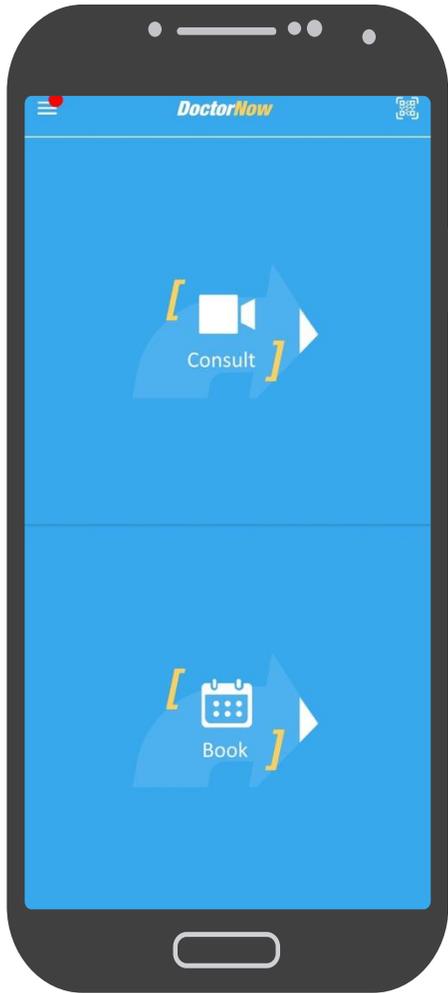


Accept Terms & Conditions

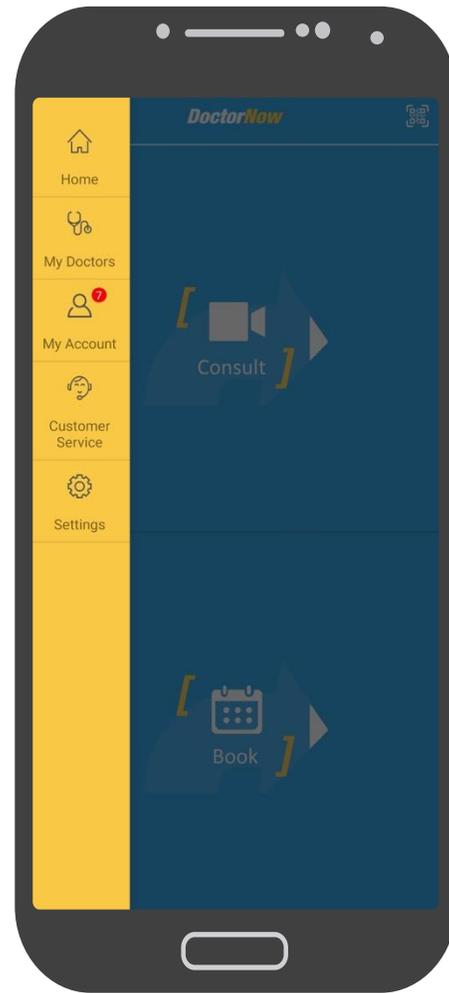


Click "Confirm" to complete member registration

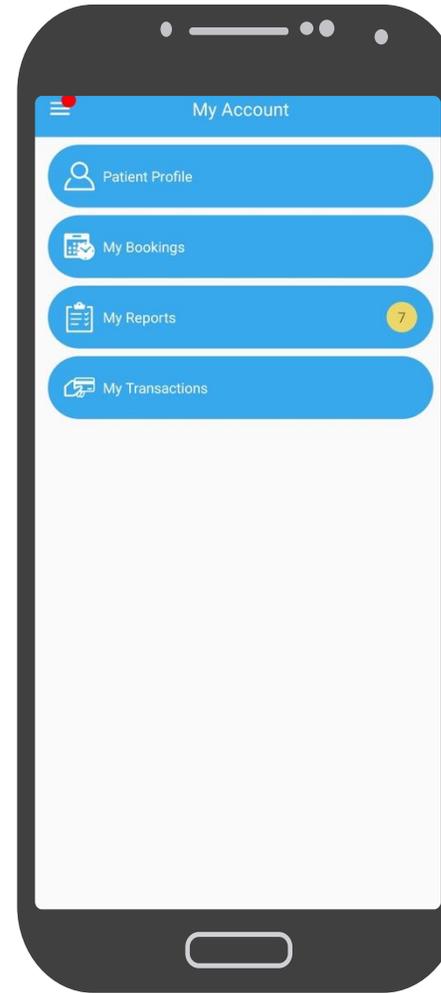
Creating accounts for your family



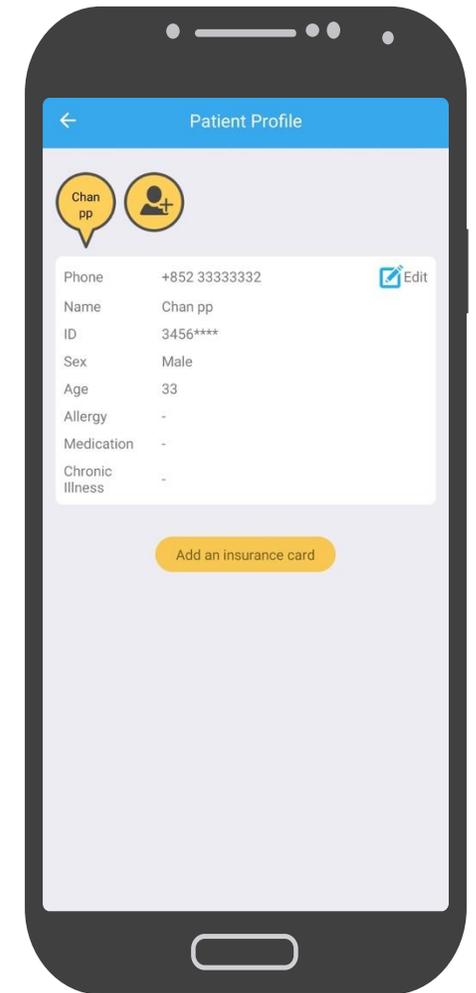
Press "Menu" button on the top left corner



Click "My Account"



Click "Patient Profile"

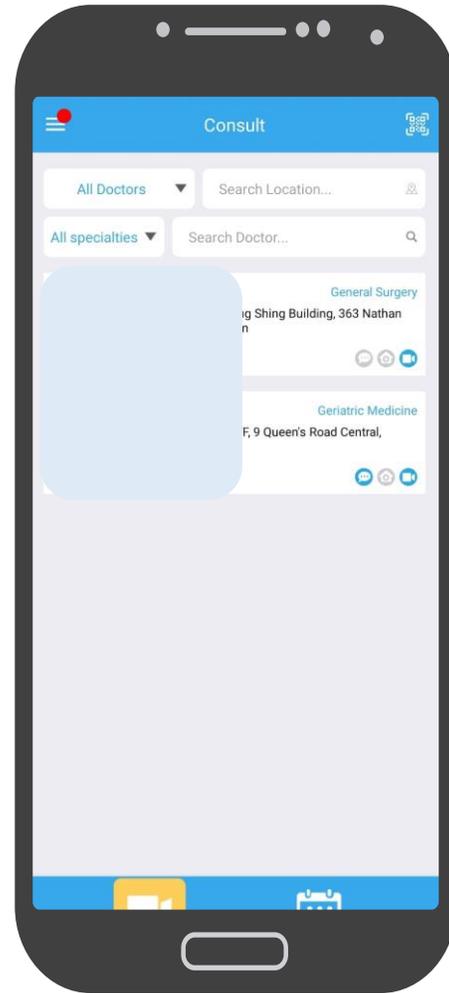


Click "Add Patient" bubble to create accounts for your family members, and your family's insurance policy

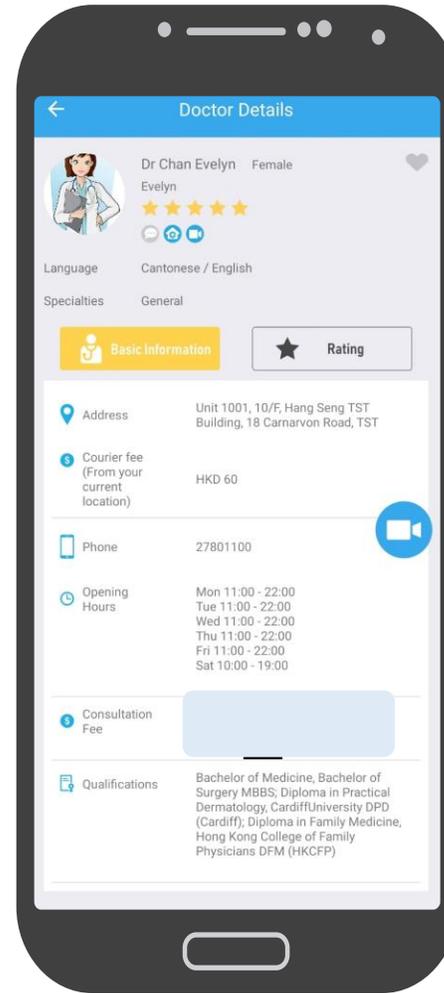
Approach an online doctor



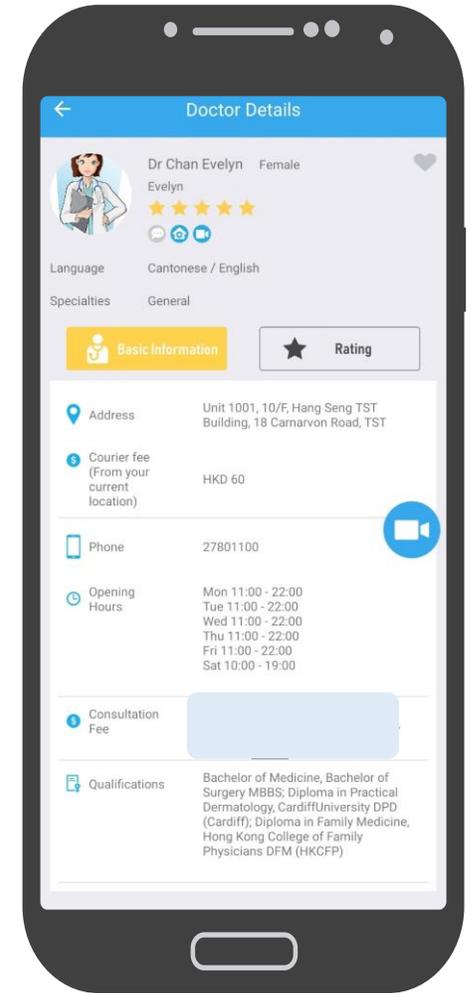
Press "Consult" to review online doctor list



Review the doctor list and apply filters if necessary



Select preferred doctor to review practising details

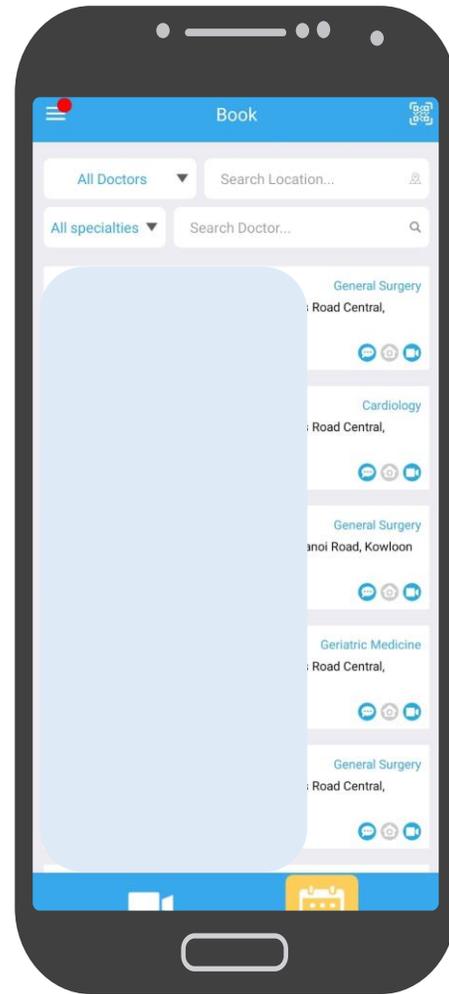


Press "Video" logo to request a video consultation

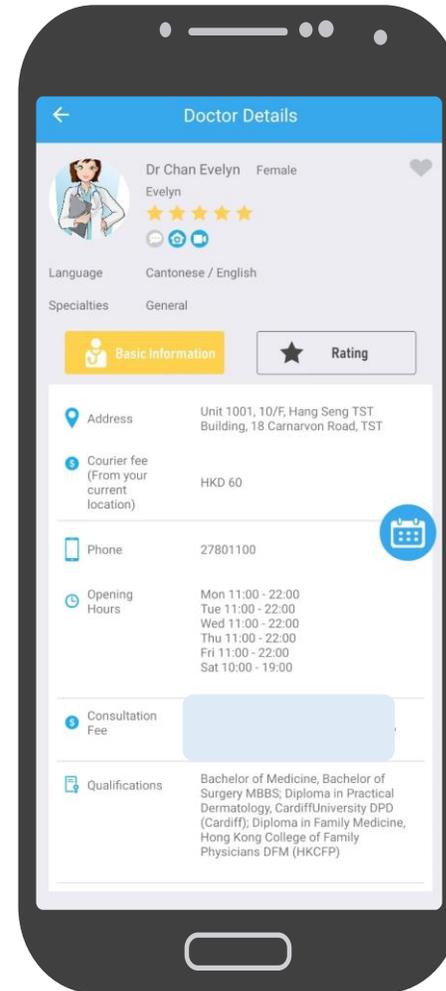
Schedule an appointment



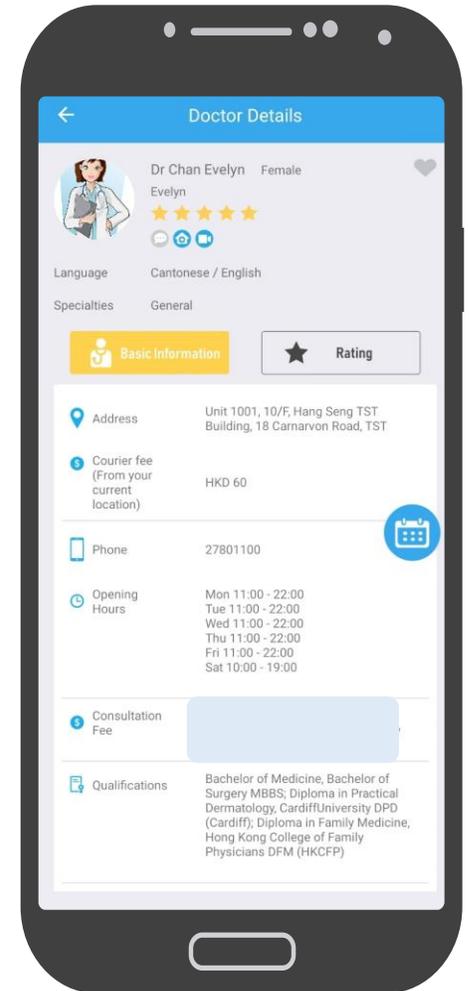
Press "Book" to review our whole doctor list



Review the doctor list and apply filters if necessary

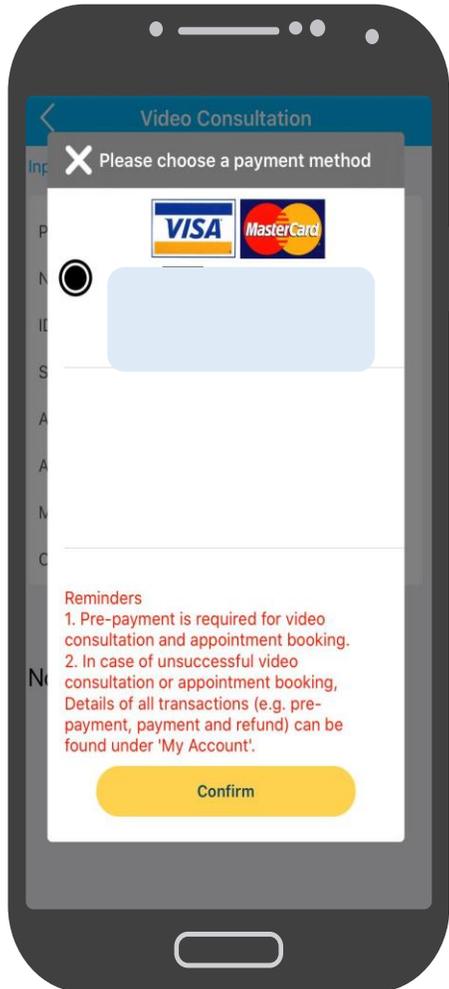


Select preferred doctor to review practising details

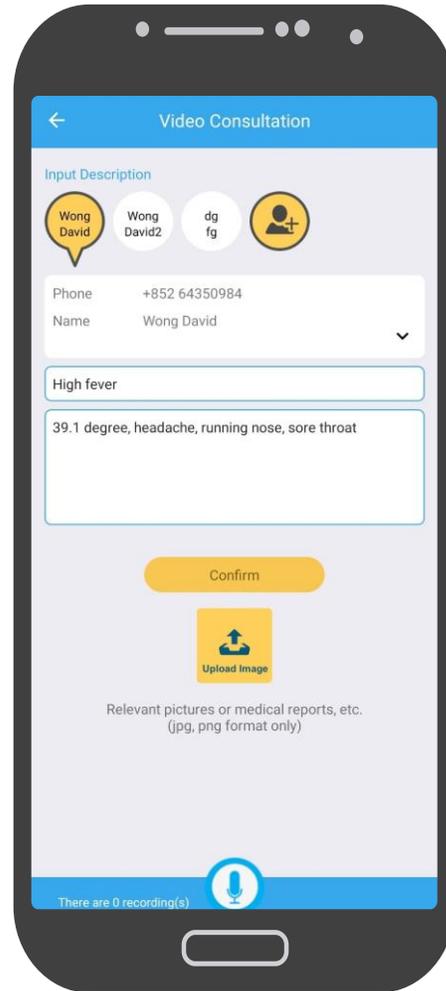


Press "Calendar" logo to make a schedule appointment

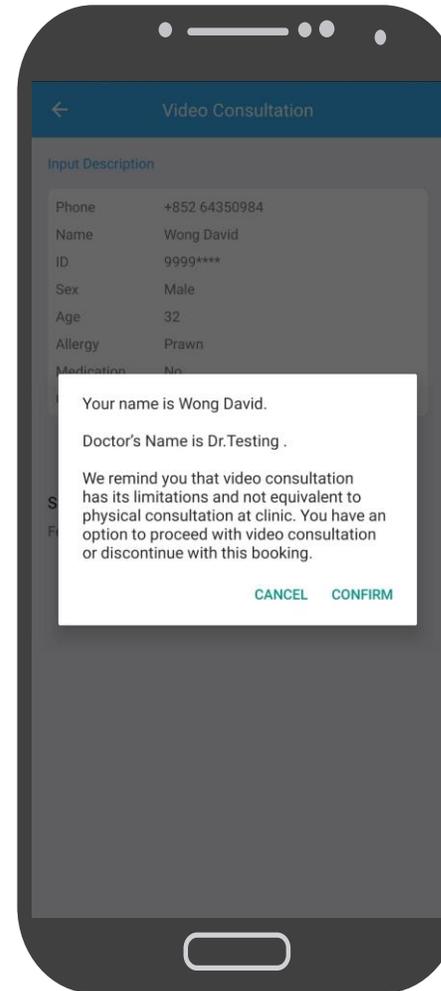
Prepare for Video Consultation



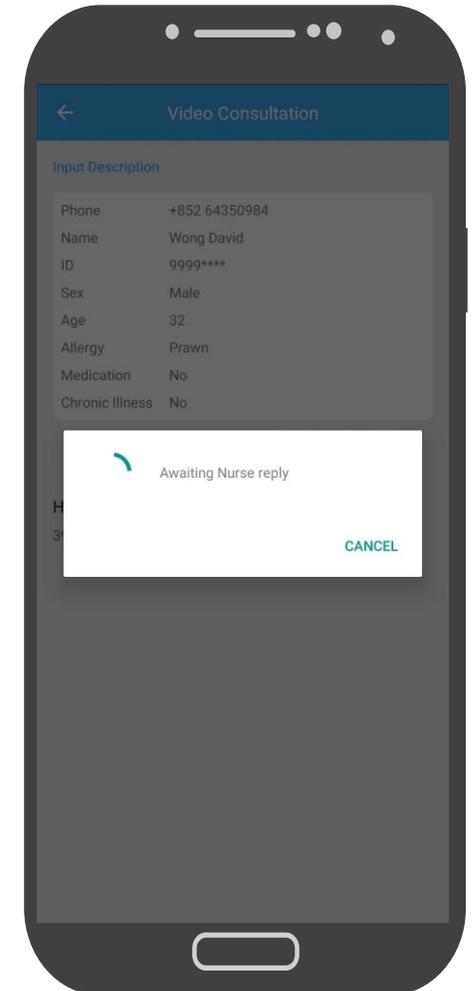
Use Visa, Mastercard, PayMe or FPS to settle the co-payment, if applicable



Input "Complaint" and "Symptoms" for nurses to understand your needs

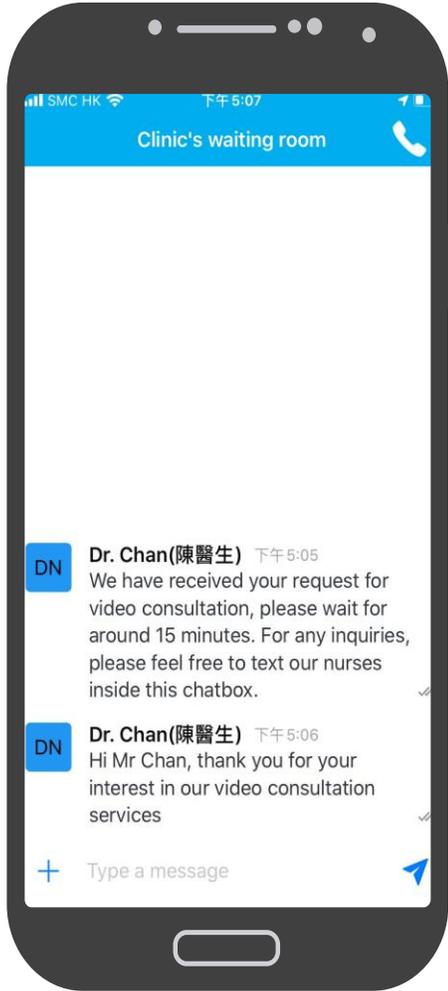


Read the disclaimer to understand the limitation of video consultation

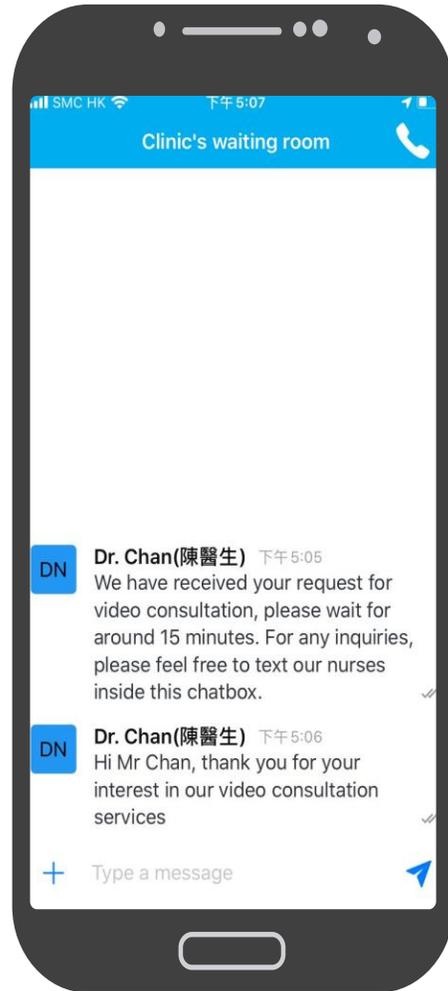


Wait for final confirmation of your consultation request

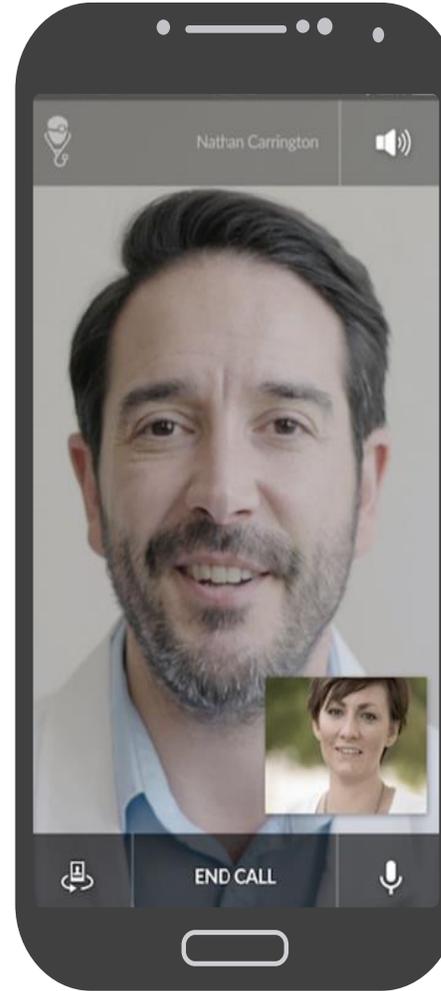
Enjoy your chat with doctors



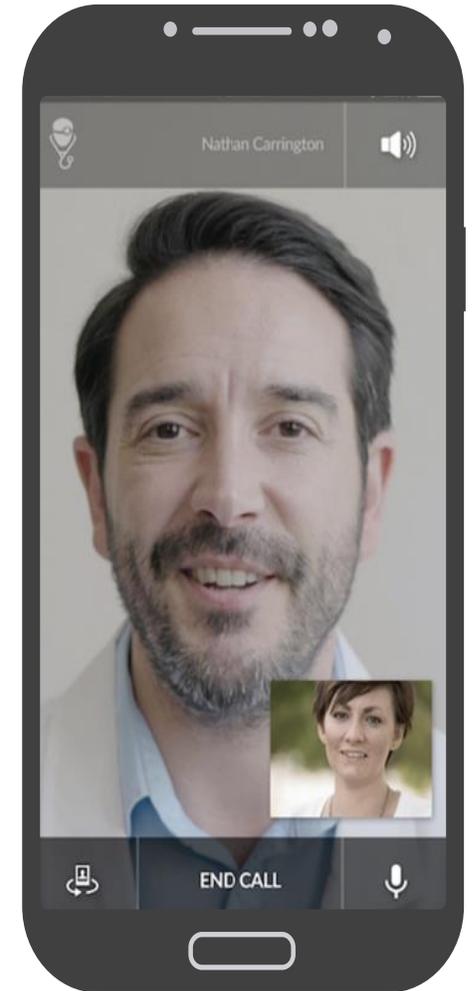
Invited to a chatroom and clinic nurse will keep you informed until doctor is ready



Nurse may request further information to ensure your case is appropriate for tele

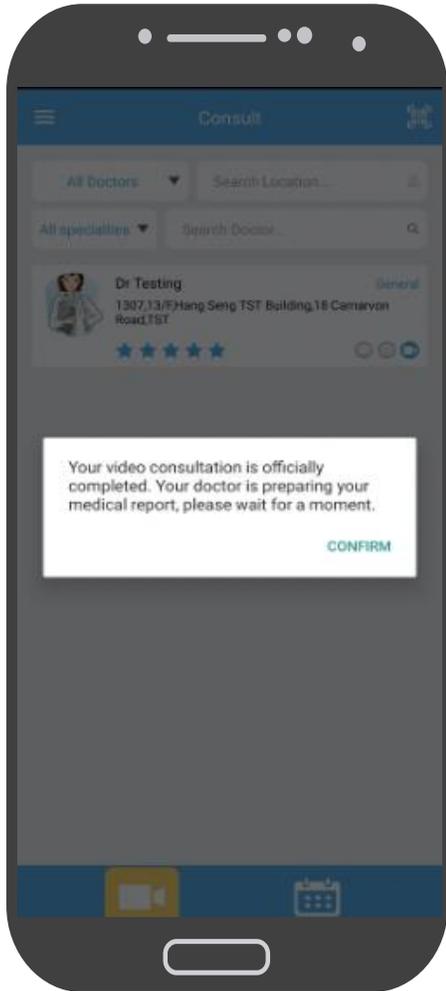


Enjoy the consultation

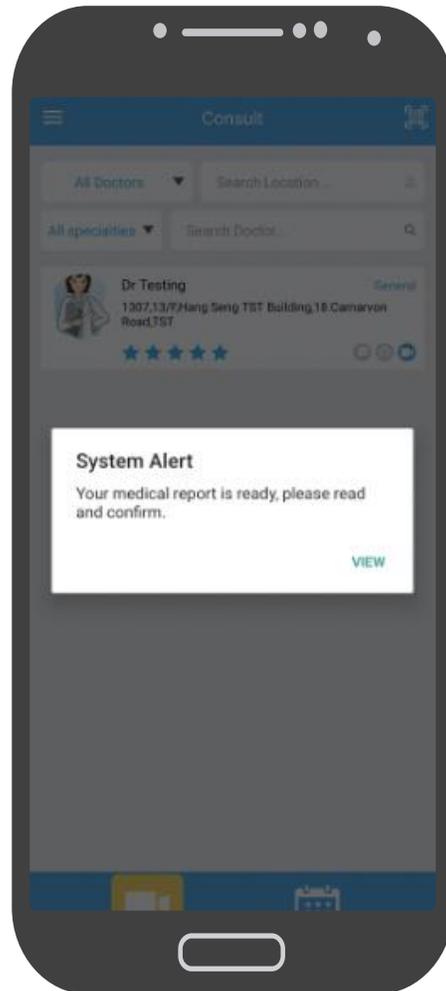


The call will be concluded after consultation is completed

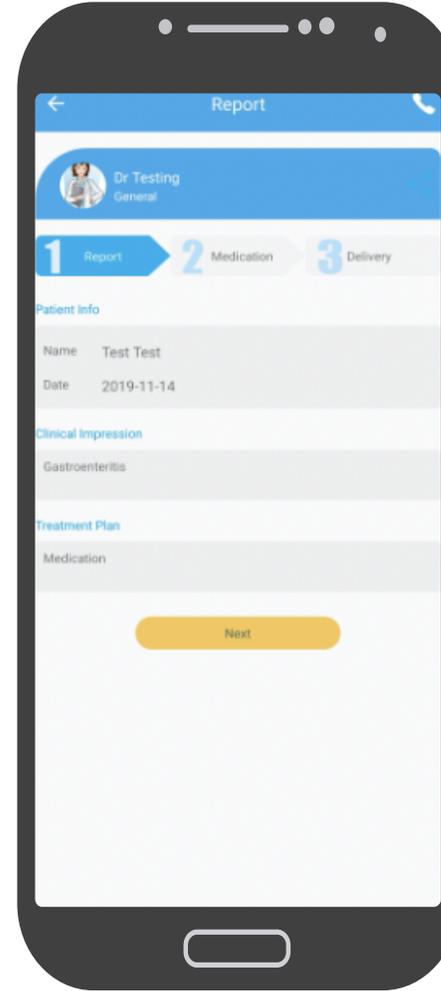
Post Consultation and Medication Delivery



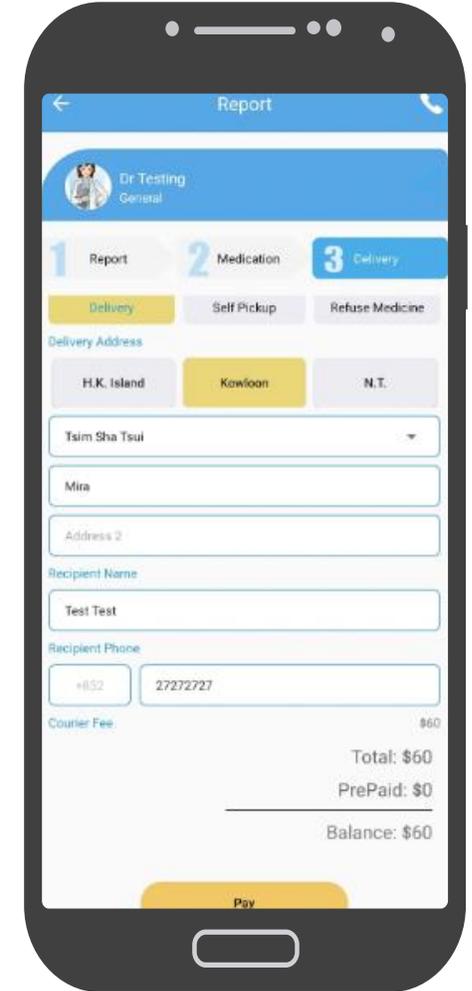
Your doctor will prepare your case report after consultation



You will receive a notification when your case report is completed by doctor

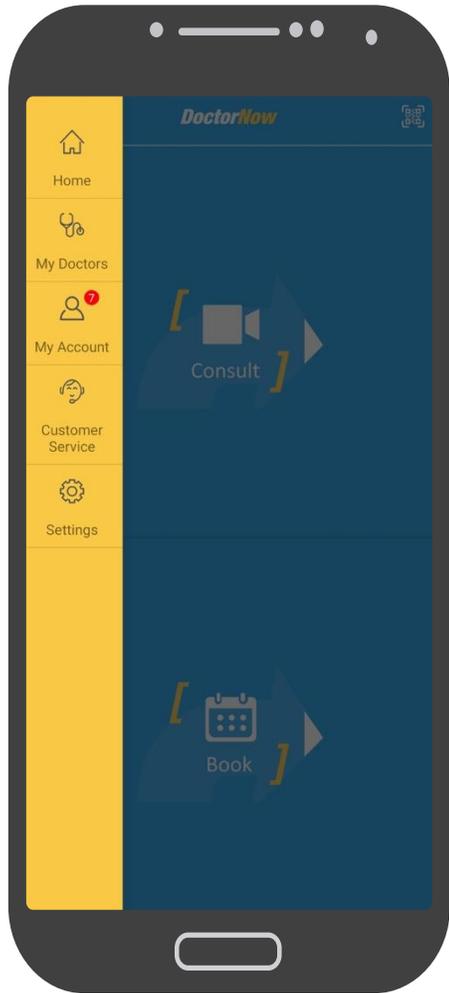


Review your case and medication details

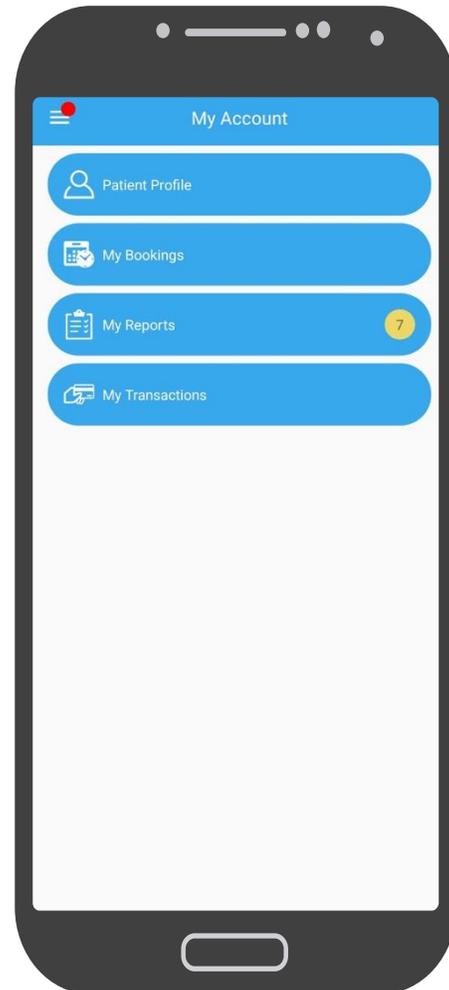


Enter delivery address and settle delivery fee (if applicable)

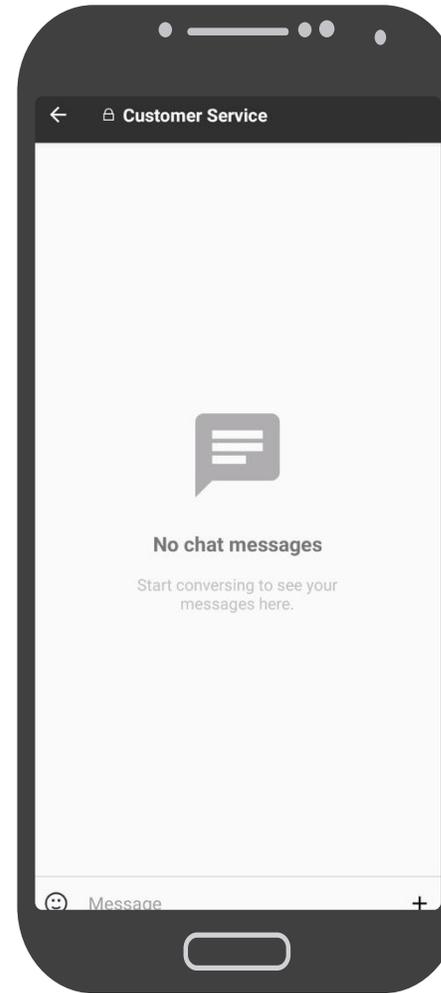
Supporting Functions



You shall access to supporting functions within the side bar



By clicking "My Account", you shall check your personal details, consultation history and previous transactions



By clicking "Customer Service", you shall reach our customer service team for any enquires



By clicking "Settings", you can change App language and reset password