



Raffles Connect



Download the App!



Search “**Raffles Connect**” in App Store or Google Play Store



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Full Continuum of Quality Care



Personalised Health Advisor

Get updated with the updated health advisories and read up on health topics that interest you



eQueue Number

Get your personal queue number before reaching the clinic



Body Temperature Record

Track your temperature 3 times a day and ensure you are in good health. Easy retrieval of temperature log for showing



Health Store

Access to supplements, health screening and vaccinations online



Teleconsult

24/7 Video Consultation with a Raffles Medical Doctor



My Health Folder

Easy access to your coverage details and claims

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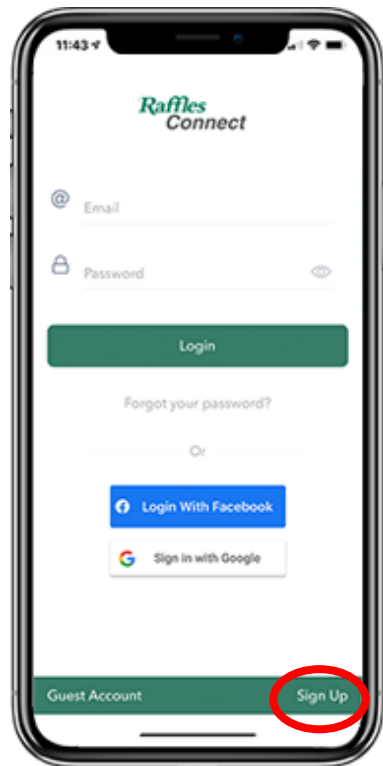


HOW TO SIGN UP FOR AN ACCOUNT?

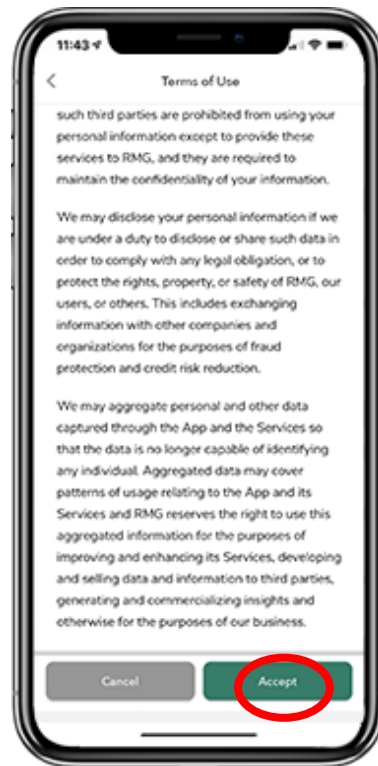
Create your account within 3 minutes.



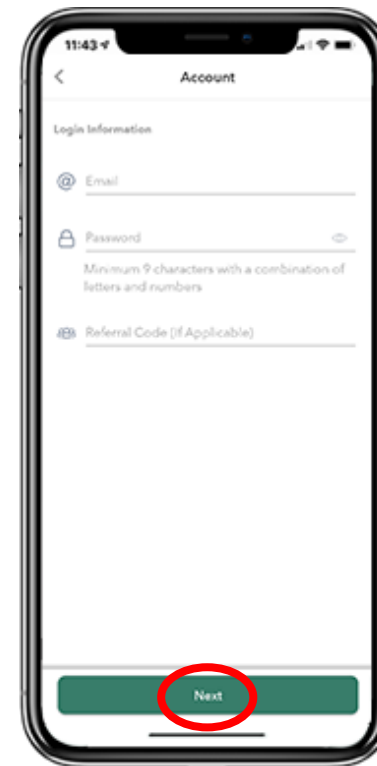
1. Sign up or login via Facebook/Google.



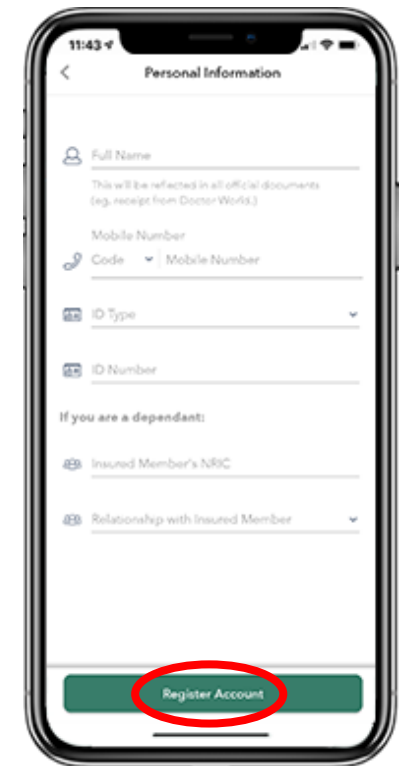
2. Go through the terms of use before accepting them.



3. Create your own account with your email address.



4. Fill in your particulars. This is a one-off exercise.



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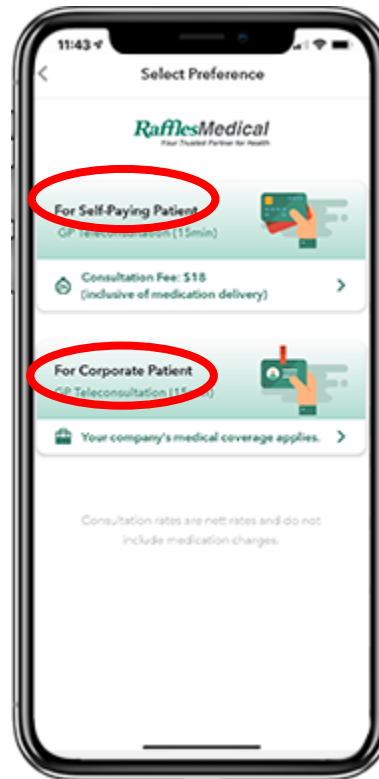
HOW TO TELECONSULT A DOCTOR?

Step-by-step visual guide



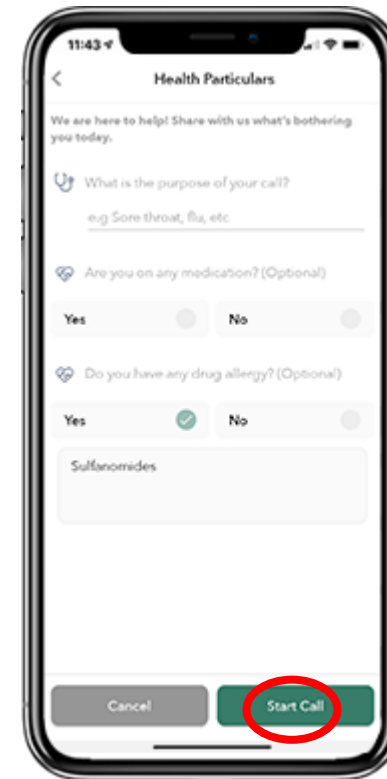
STEP 1:

- Unwell? Open the Raffles Connect app and launch a teleconsultation.
- You'll be prompted to key in your debit/credit card details (one-time process).



STEP 2:

- Select the correct account. For consultation on corporate rates, click "For Corporate Patient". Otherwise, click "Self-Paying Patient".
- Ensure the video and audio capabilities of your phone are enabled.



STEP 3:

- Tell us your health issue, including the medication you've been taking, as well as drug allergies (if any).
- This helps our doctor get to the heart of the issue more precisely.



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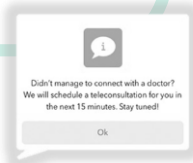
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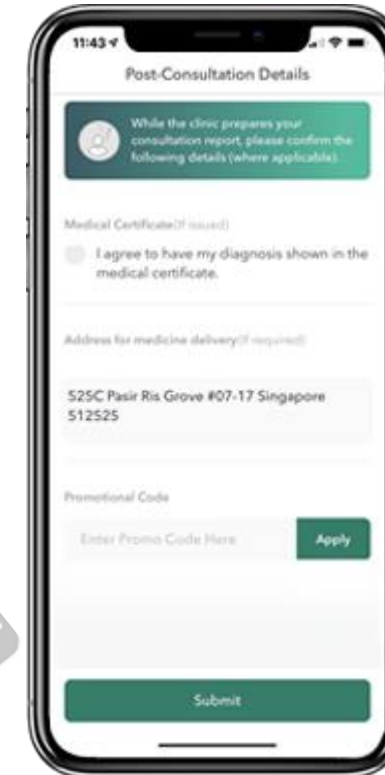
STEP 4:

- It may take a few minutes to be connected with a doctor.
- If our doctors are unavailable right now, we can schedule one to call you back within 15min.



STEP 5:

- Have your ID on hand to show the doctor when requested to verify identity.
- Keep a thermometer and flashlight close by too just in case.



STEP 6:

- After the consult, you'll be prompted to confirm your delivery address (if medicine is prescribed).
- At this point, you can still amend your delivery address.



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FREQUENTLY ASKED QUESTIONS

WHAT CAN BE SEEN THROUGH VIDEO CONSULT?

SUITABLE: Non-Emergency in Nature

- Cough & Cold
- Sore throat
- Constipation & Diarrhoea
- Skin irritation & rashes
- Acne
- Headache & Migraine
- Urinary Tract Infections
- Menstrual issues
- Gastric problem
- Cold sores
- Muscle aches
- Heel pain
- Conjunctivitis without visual disturbances
- Eyelid problems
- Gout
- Well-controlled chronic illnesses (i.e. with routine follow-up)

UNSUITABLE: Emergency, Severe, Prolonged in Nature

- Visual disturbances – double vision/blurred vision/loss of vision
- Dizziness & imbalance
- Chest pain
- Breathing difficulties & asthma
- Abdominal pain with fever
- Diarrhoea with black stools
- Fever for more than 3 days
- Weakness/numbness of limbs
- Urinary/bowel incontinence
- Pregnancy complications
- Any injuries
- Bleeding from any wounds/injuries
- 1st consultation on chronic illnesses
- Mental health conditions

WHO CAN USE VIDEO CONSULT?

- Above 2 years old (patients below 16 years old need to have a guardian at least 21 years old present during the teleconsultation)
- Non-emergency illnesses

WHAT IF DOCTOR DETERMINES MY CONDITION IS NOT SUITABLE FOR TELECONSULTATION?

- Doctor will advise you to seek appropriate treatment / follow-up actions before ending the call (e.g. advise patient to consult a doctor at the clinic)
- No consultation charges will be incurred

CAN I GET MC FROM TELECONSULTATION?

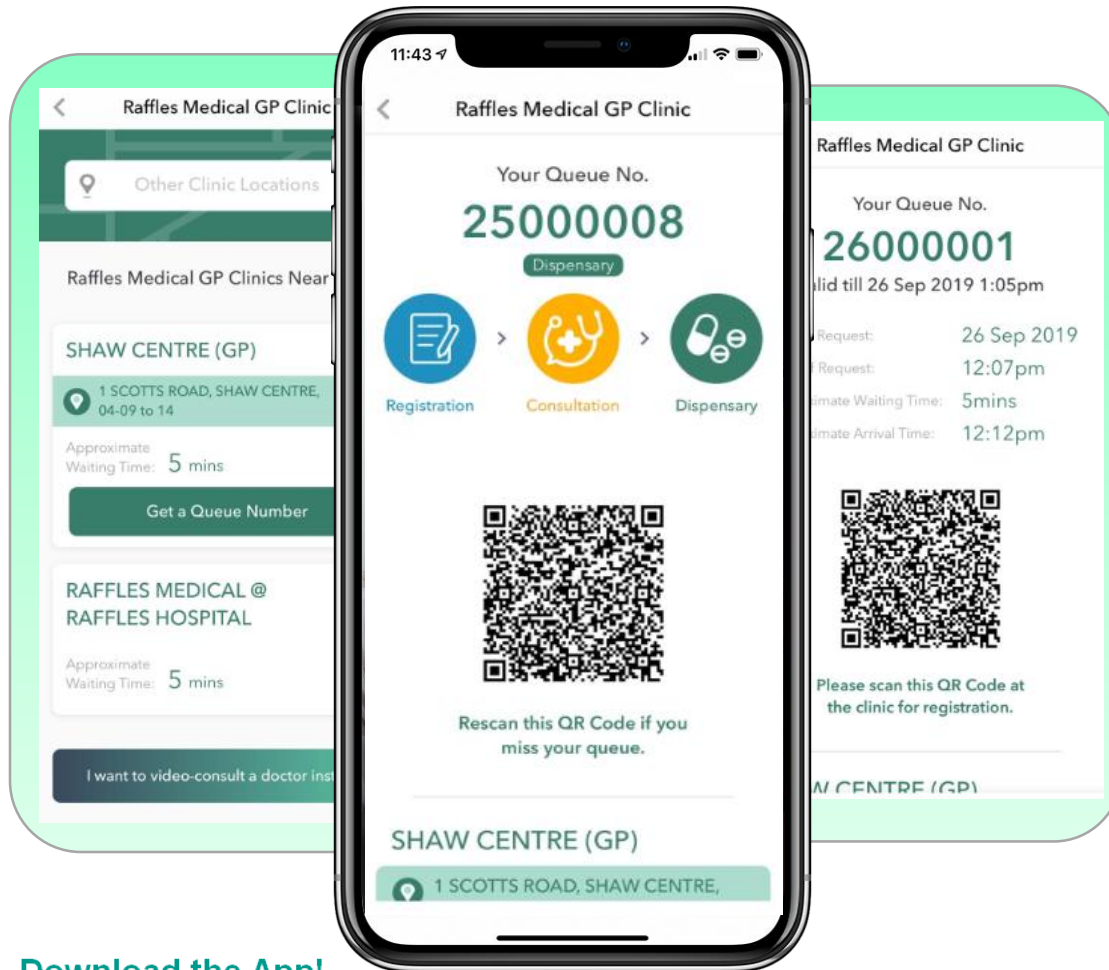
- Teleconsultation is treated like a normal GP visit. Hence, issuance of a medical certificate is at the doctor's discretion.
- If an MC is issued, you will receive it via email, and you can view a copy of the MC in the app.

HOW MUCH DOES TELECONSULTATION COST?

- Telemedicine consultation rate is \$18 including GST for 15 minutes.
- Medicine delivery is within Singapore only. A delivery fee of \$3 including GST will be charged if medication is prescribed. A delivery fee of \$5 including GST will be applicable for locations in Sentosa and restricted areas in Singapore.



GP Clinic eQueue



Skip the clinic queue, cut down waiting time at the clinic



Queue Number Request



Real-Time Waiting Time



QR Code Registration



Seamless In-Clinic Experience

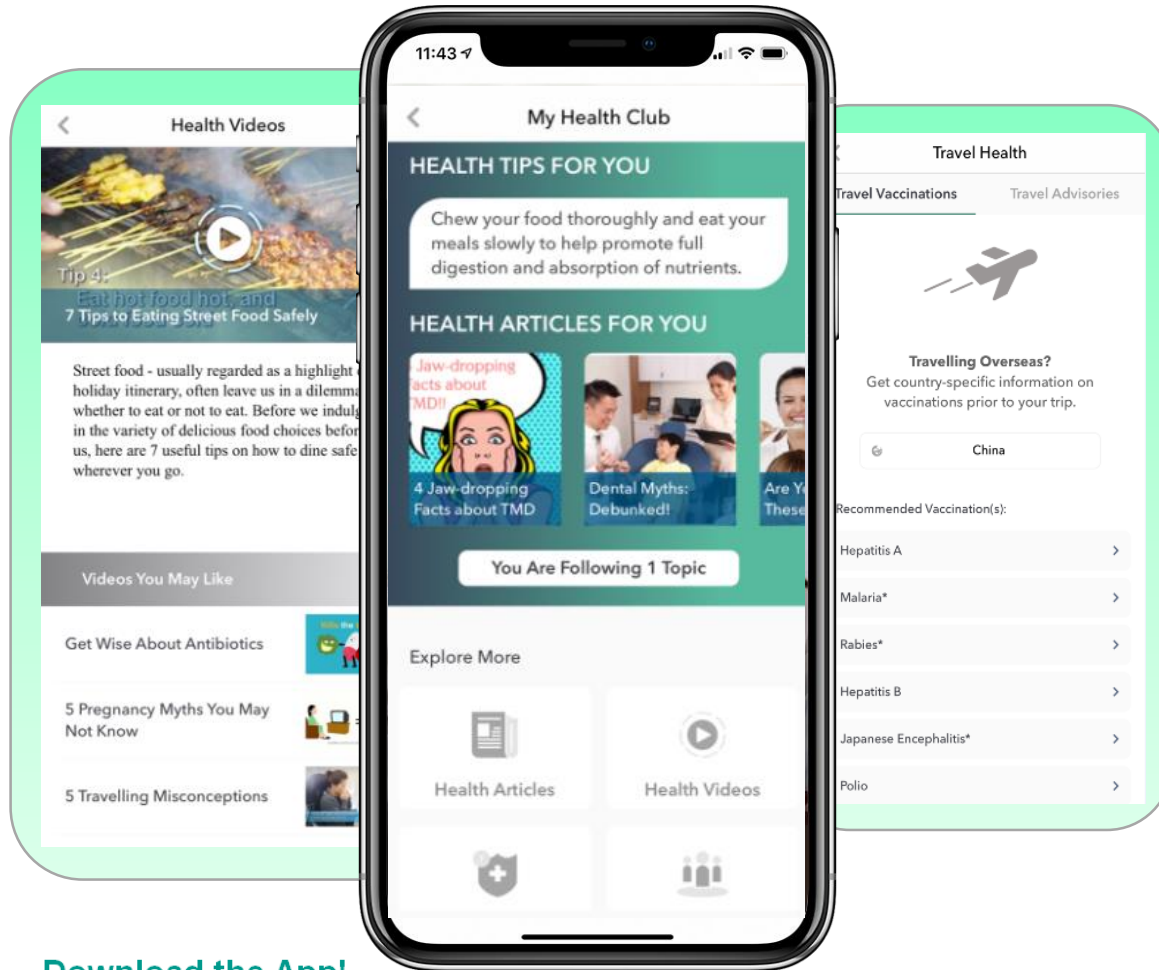


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Health Advisor



Get updated with the updated health advisories and read up on health topics that interest you



Content by Medical Directors



Health Articles / Tips / Videos



Travel Health and Vaccination Advice



Latest Health Advisories on Trending Topics



Health Programmes Sign-Up

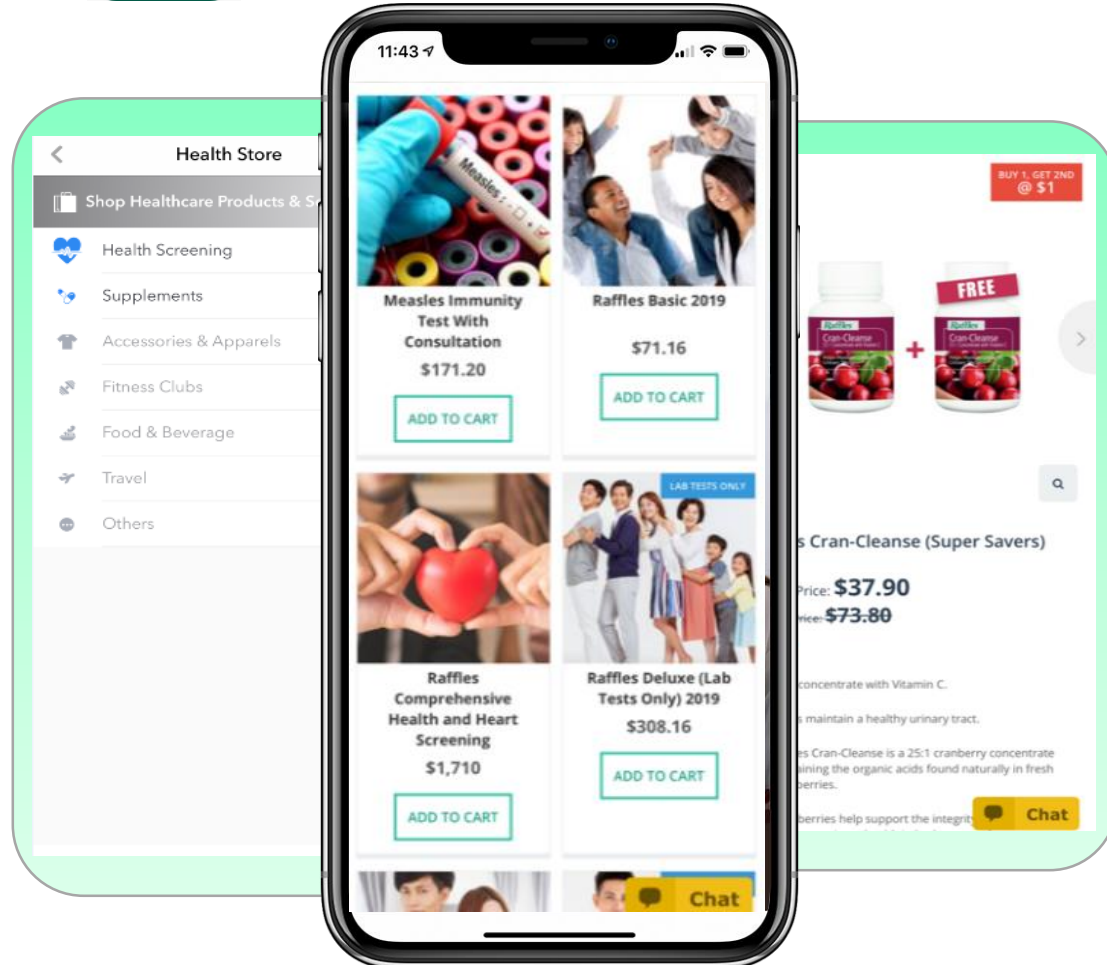


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Health Store



Access to supplements, health screening, vaccinations and more with a tap



Health Screening Packages



Vaccinations



Vitamins & Supplements



Health Courses



Over-the-Counter Drugs



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To explore all features of raffles connect; eQueue, Health Advisor, Health Store etc.

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