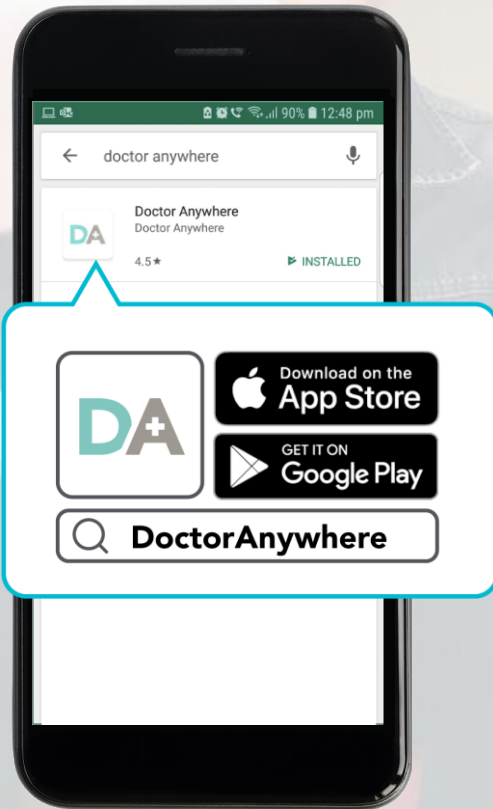


Doctor Anywhere

Bringing Healthcare to you



**Scan the QR code to
download our App. Or
search for Doctor Anywhere
On App Store/Play Store**



Content Page

Introduction to Doctor Anywhere

Physical Clinics

Marketplace

User Guide

Contact





About Doctor Anywhere



Doctor Anywhere is part of the Ministry of Health Singapore's (MOH) regulatory sandbox for telemedicine providers



- Long waiting hours
- Long travelling hours
- No time to rest

Before DA



- See a doctor within minutes
- At the comfort of your home
- Meds delivered in 3 hours

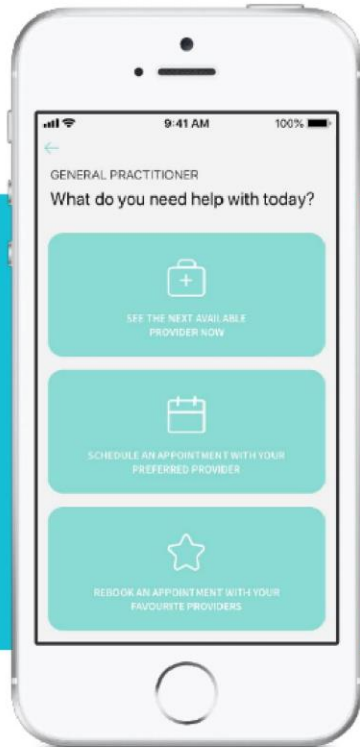
After DA

Convenience > Time Savings > Quality Rest Time

Consult SG Doctor 24/7

DA provides users 24/7 access to virtual clinic platform

1. SELECT SERVICE



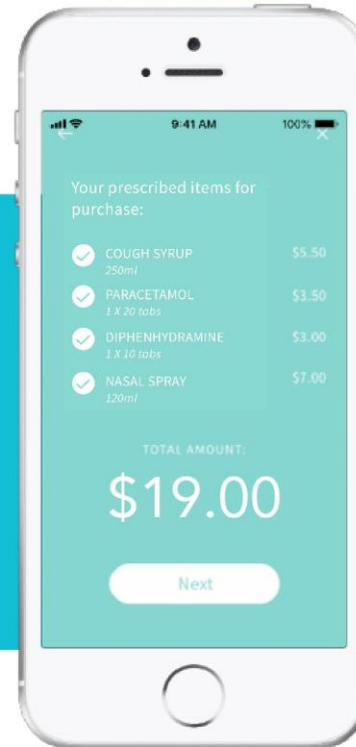
Connect within minutes
OR
Schedule video appointment
with SG-Registered doctors

2. VIDEO CONSULT



On-Demand

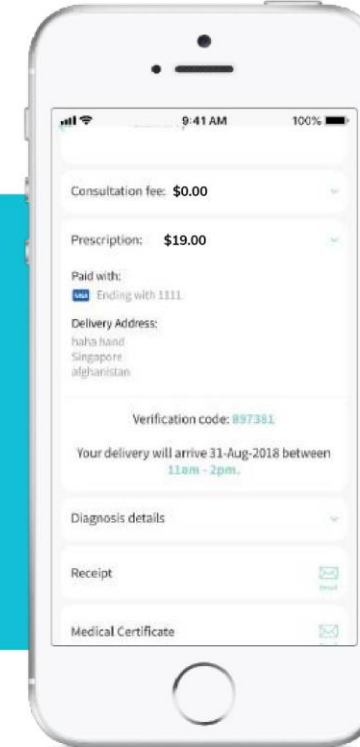
3. MEDICATION PURCHASE



Free delivery of medication &
Within 3 hours

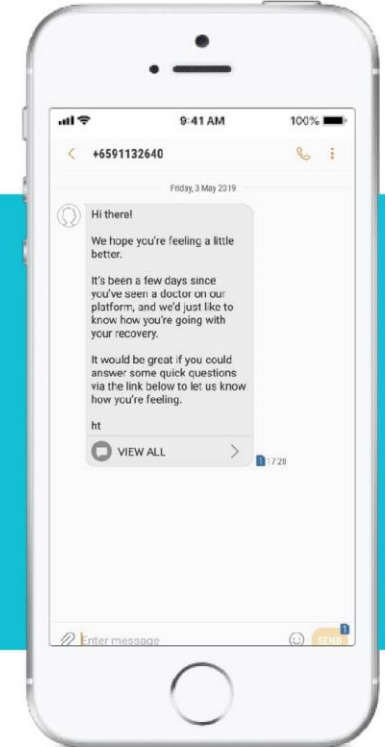
Consult before 8pm to have
same day delivery at 11pm

4. ONLINE RECORDS



In-app management
Consult history, MCs, receipts,
and online referrals to
specialists, labs and imaging
centres

5. FOLLOW UP



DA Care Team will send a
follow up SMS 3 days later,
If still unwell, DA Care Team
will arrange a consultation
fully covered by us



When Do You Use Doctor Anywhere?

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 on Doctor Anywhere:

Common Illness

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

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.



Conditions that require physical examination

Non-Suitable Conditions

The below symptoms are not considered appropriate for video consultation:

- Breathlessness
- Acute or severe chest pain
- Actively bleeding or deep wounds or lacerations
- Psychosis or delusions
- Suicidal thoughts
- Persistent vomiting
- Severe abdominal pain
- Inability to control bowel movements or urination
- Fainting spells, presyncope, or syncope
- Sudden loss of vision
- Severe headache or giddiness
- Sudden onset numbness, weakness or slurred speech
- Injuries with suspected fractures or dislocations presenting as severe pain, open wounds, deformity, severe bruising or swelling, loss of sensation and limb weakness

If the doctor determines that your condition is unsuitable, he will inform you accordingly and advise you to seek the appropriate follow-up actions:

Go to your Panel GP for a physical consultation

Go to the Accident & Emergency department of your nearest hospital



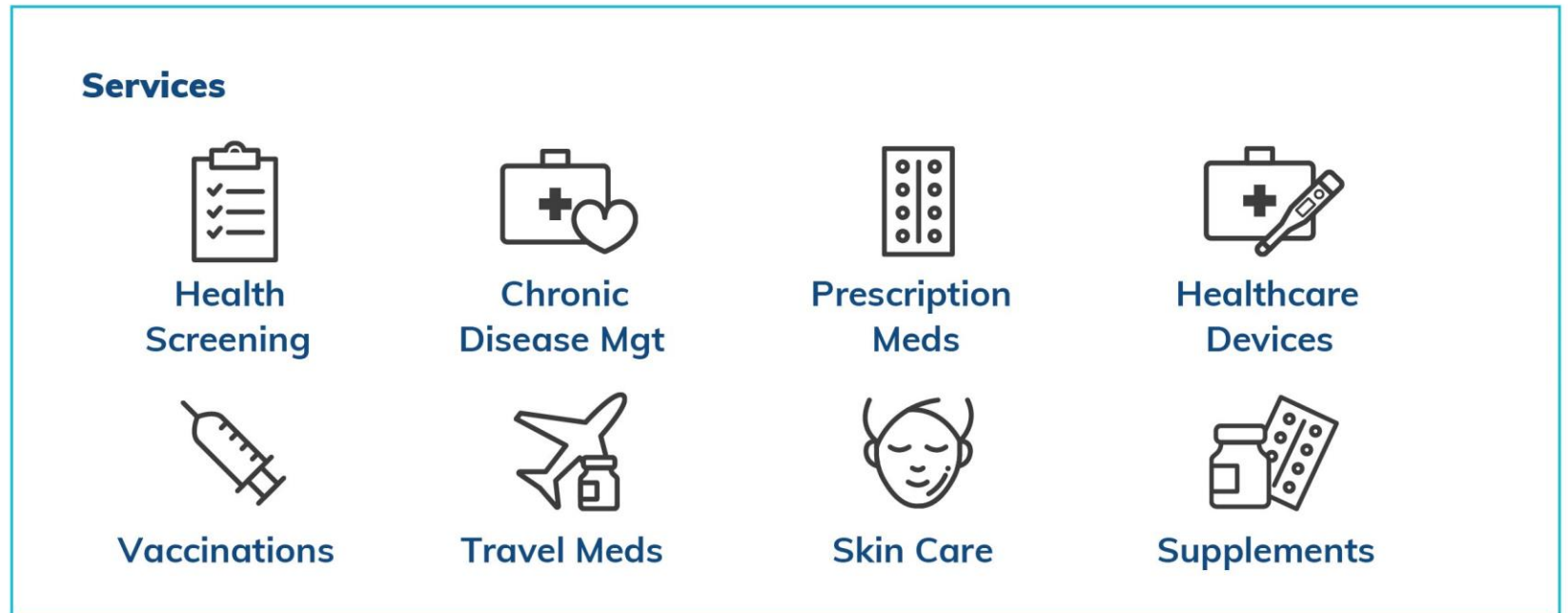
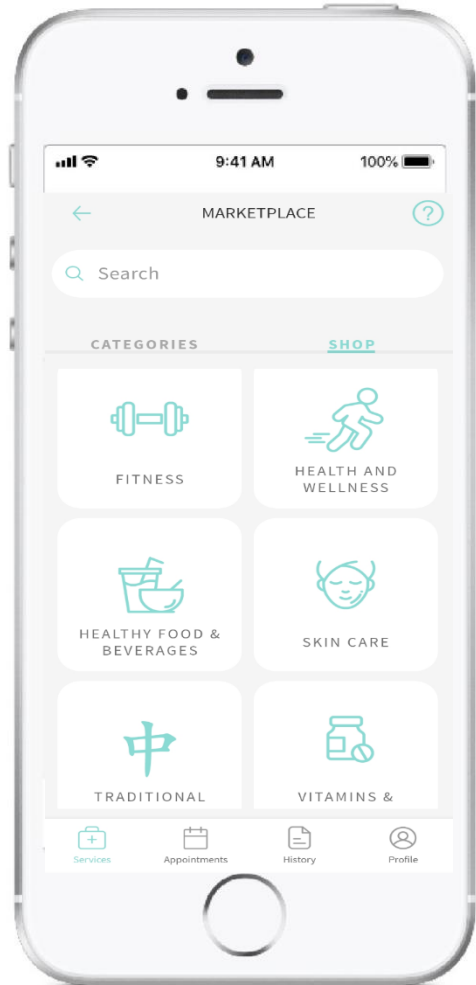
Step-Up Care Centres

If your condition is not suitable for a video consultation, you can visit Doctor Anywhere's partner clinics for a physical consultation. These centres are located island-wide, see below for all the outlets currently open.

- **DA Clinic @ Anson**
10 Anson Road
#01-12, International Plaza
Singapore 079903
- **DA Clinic @ Potong Pasir**
51 Upper Serangoon Road
#01-53, The Poiz Centre
Singapore 347697
- **DA Clinic @ Taman Jurong**
Blk 140, Corporation Drive
#01-03, Singapore 610140
- **DA Clinic @ Anchorvale**
351 Anchorvale Road
#01-01, Singapore 540351
- **DA Clinic @ Bukit Batok**
451 Bukit Batok West Ave 6
#01-02, Singapore 650451
- **DA Clinic @ Bishan**
501 Bishan Street 11
#01-374, Singapore 570501
- **DA Clinic @ Sembawang**
604 Sembawang Road
#B1-06, Sembawang
Shopping Centre
Singapore 758459
- **K2 Medical Clinic @ Simei**
248 Simei Street 3
#01-128, Singapore 520248

Marketplace Platform

Marketplace gives you access to a wide range of health items, from supplements to fitness products and wellness services – all in one place.



**Note: Services rendered on Marketplace are not covered under your Corporate Insurance*



DA MARKETPLACE **Wellness Shop**

DA offers access to everyday wellness items on our specially curated e-shop, from nutritional supplements to healthy snacks and fitness products.

Prescribed Medications • OTC Medications • Wellness Products

Account Creation



Account Creation

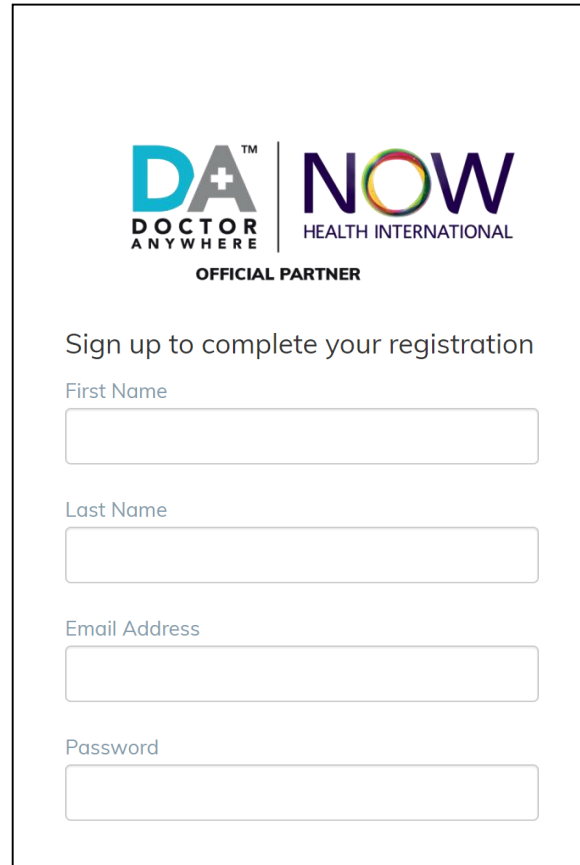
For Policyholders (New Users)



<https://doctoranywhere.com/signup?userGroup=ddbabe17-3925-415e-8119-e2ed5cce3cb2>

STEP 1

Scan the QR Code or enter the link

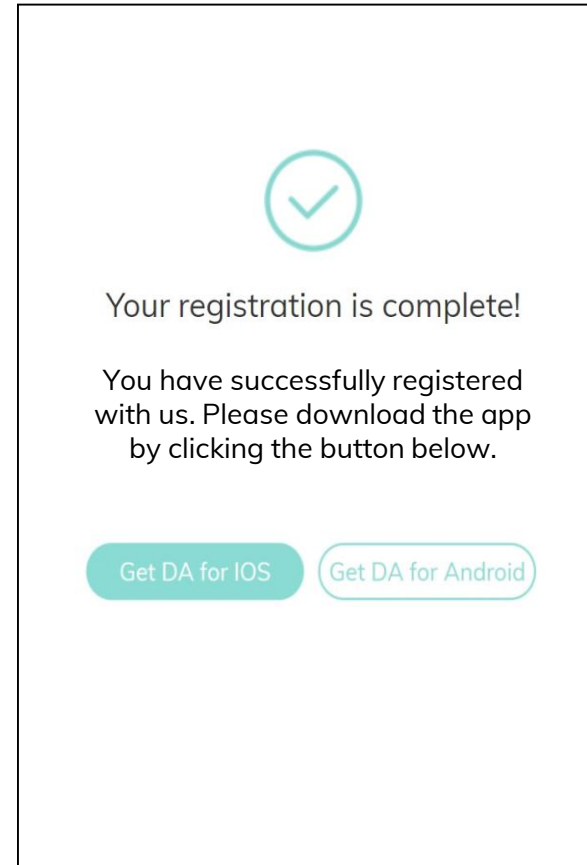


The registration form features the logos for 'DA DOCTOR ANYWHERE' and 'NOW HEALTH INTERNATIONAL' with the text 'OFFICIAL PARTNER' below them. The form includes the instruction 'Sign up to complete your registration' and four input fields labeled 'First Name', 'Last Name', 'Email Address', and 'Password'.

STEP 2

Please note that you should see a sign up page.

Input first name, last name, personal email address (xxxxx@gmail.com)



STEP 3

Get the Doctor Anywhere app from the App Store / Play Store and login



Note: For policyholders that are existing users of Doctor Anywhere, kindly reach out to our DA Care Team for manual tagging.

Contact details as appended at the end of the slides.

Setting Up Your Account



One-Time Registration

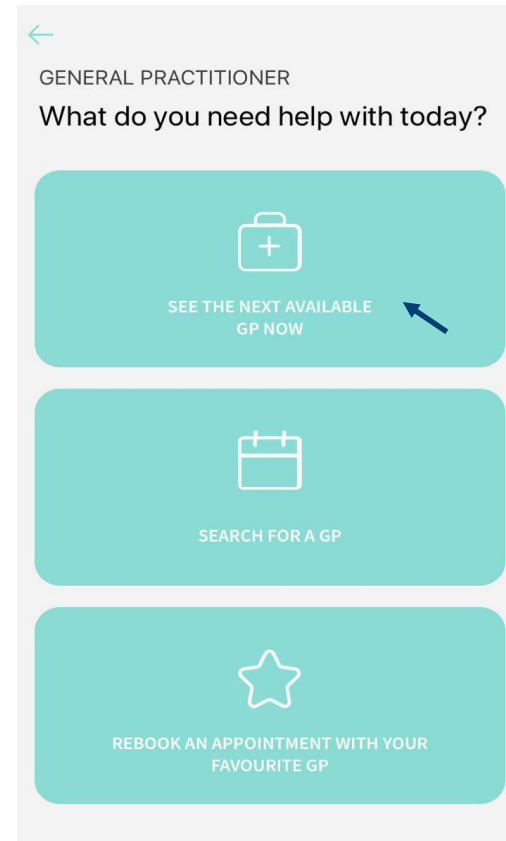
Patient Profile – Setup your one-time patient profile on Doctor Anywhere medical platform



STEP 1
Click on
'Video Consultation'



STEP 2
Click on
'General Practitioner'



STEP 3
Click on 'See The Next
Available GP Now'

Please take note:

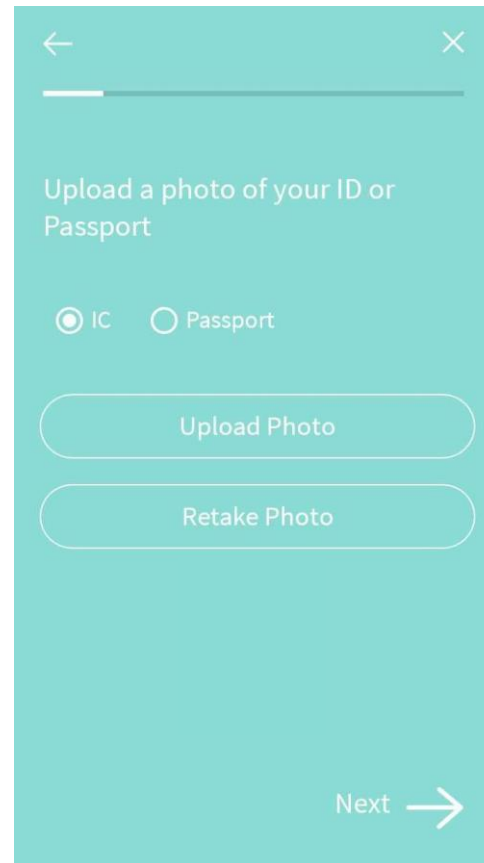
If you have a preferred language, please select "Search for a GP" & refer to Page 30 on how to Schedule an appointment

One-Time Registration

Patient Profile – Setup your one-time patient profile on Doctor Anywhere medical platform



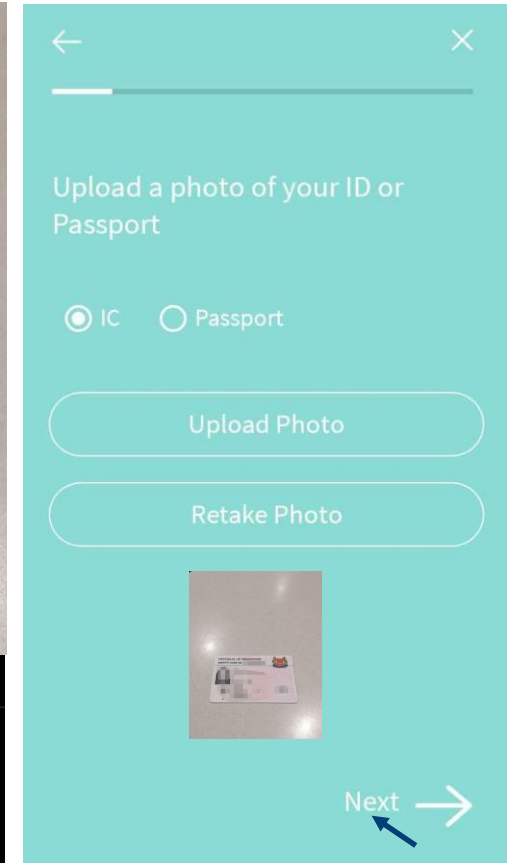
STEP 4
Click on 'Next'



STEP 5
Select "IC/Passport" and click on "Upload Photo"



STEP 6
Upload the image



STEP 7
Click on "Next"

One-Time Registration

Patient Profile – Setup your one-time patient profile on Doctor Anywhere medical platform

← ×

What is your Passport, or IC number?

E2139489SG

Next →

STEP 8
Fill in your IC number and click on 'Next'

← ×

What is your nationality?

eg. Singaporean

Next →

STEP 9
Enter your nationality and click on 'Next'

← ×

What is your date of birth?

DD/MM/YY

Next →

STEP 10
Click on DD/MM/YY

← ×

What is your date of birth?

09-Jan-1995

6	October	1992
7	November	1993
8	December	1994
9	January	1995
10	February	1996
11	March	1997
12	April	1998

Next →

STEP 11
Select your date of birth and click on 'Next'

One-Time Registration

Patient Profile – Setup your one-time patient profile on Doctor Anywhere medical platform

← ×

What is your gender?

Male

Female

Next →

STEP 12
Select your gender and click on 'Next'

← ×

What is your address?

5 Stanley street

Address line 2

Singapore

Singapore

What is your postal code?

123456

Next →

STEP 13
Fill in your address and click on 'Next'

← ×

Enter your mobile number to get your secure PIN.

We will send a 6-digit secure PIN to your mobile number.

+065 - phone

Next →

STEP 14
Enter your mobile number

← ×

Enter your secure PIN.

A 6-digit secure PIN has been sent to your mobile number. Please key it in below.

1	1	1	1	1	1
---	---	---	---	---	---

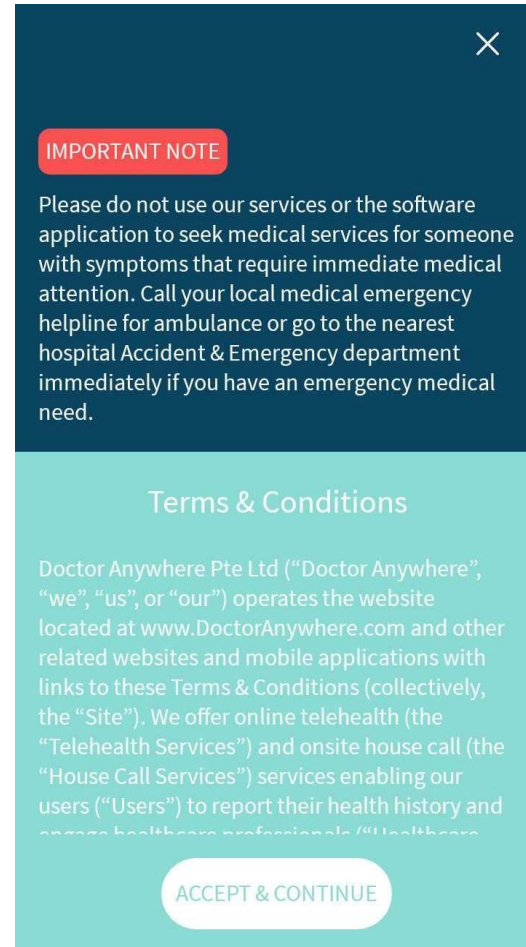
[Resend OTP](#)

Next →

STEP 15
Enter your secure pin and click on 'Next'

One-Time Registration

Patient Profile – Setup your patient profile on Doctor Anywhere medical platform



The screenshot shows a dark teal overlay with a white 'X' in the top right corner. Below the 'X' is a red pill-shaped button with the text 'IMPORTANT NOTE'. The text below reads: 'Please do not use our services or the software application to seek medical services for someone with symptoms that require immediate medical attention. Call your local medical emergency helpline for ambulance or go to the nearest hospital Accident & Emergency department immediately if you have an emergency medical need.' Below this is a light teal section with the heading 'Terms & Conditions' and a paragraph of text: 'Doctor Anywhere Pte Ltd ("Doctor Anywhere", "we", "us", or "our") operates the website located at www.DoctorAnywhere.com and other related websites and mobile applications with links to these Terms & Conditions (collectively, the "Site"). We offer online telehealth (the "Telehealth Services") and onsite house call (the "House Call Services") services enabling our users ("Users") to report their health history and engage healthcare professionals ("Healthcare...'. At the bottom is a white pill-shaped button with the text 'ACCEPT & CONTINUE'.

STEP 16
Click on 'Exit'

Important to note:

Any personal data collected on Doctor Anywhere's platform will only be used for the purpose of facilitating medical services to the User.

Note: Please create a separate account for your family members who are eligible and covered under your company's benefit program [repeat Steps 1 to 16].

Please **exit** the app if you see these.

You have completed your one-time registration.

Otherwise, you will be connected to a doctor

← X

What would you like to consult the GP about?

* Optional

Add symptoms

Suggested common symptoms

Allergies + Back Pain + Blocked Nose +

Contraception + Cough + Diarrhoea +

Dizziness + Eye Conditions + Fever +

Flu, Cold + Health Screening +

Joint, Muscle Pain + Medication Re Fill +

Menstrual Pain + Nausea + Referral +

Skin conditions + Sore Throat +

Next →

EXIT OPPORTUNITY 1

← X

Do you have any allergies?

✓ Yes X No

Enter your allergies here

Next →

EXIT OPPORTUNITY 2

← X

Are you currently taking medication?

✓ Yes X No

Enter your medication here

Next →

LAST EXIT OPPORTUNITY
Otherwise, you will be connected to our doctor

Membership Perks

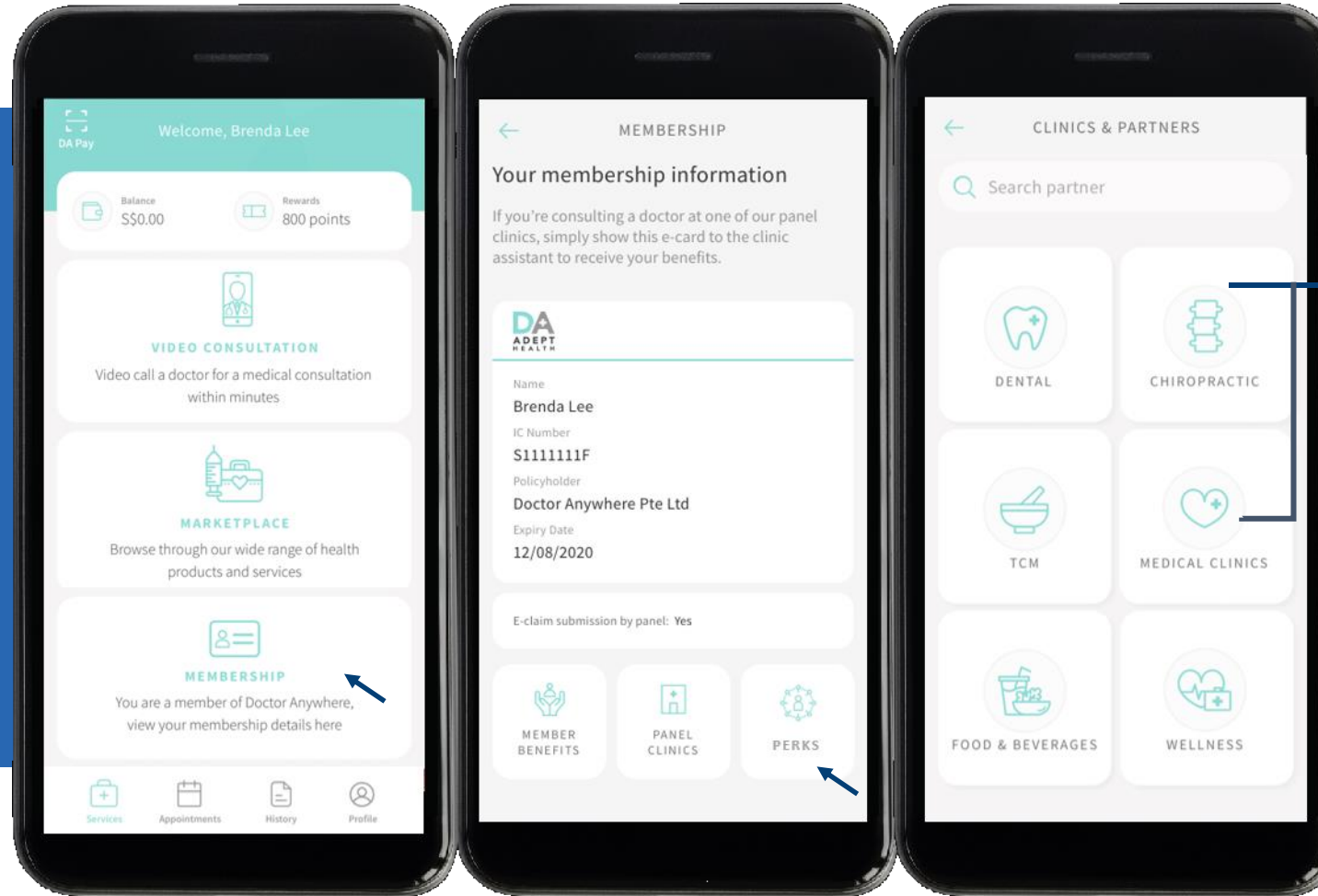


Navigating DA e-Membership

DA membership benefits and others

Click on 'Membership' to see your Membership Card

Important to Note:
DA Membership card is only used for discounts at participating providers & partners. You can view the discounts at "Marketplace". Please take note that only eligible medical services are reimbursable through your company's benefit program according to your benefit and entitlement.



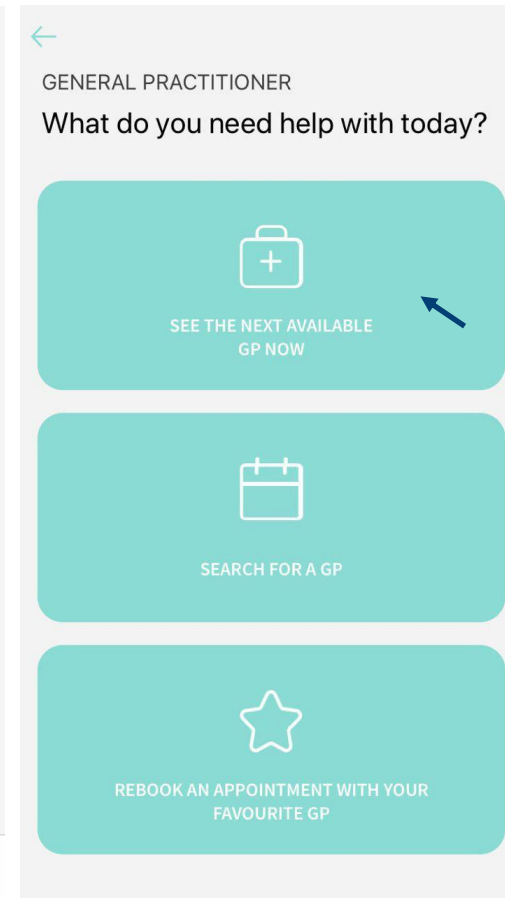
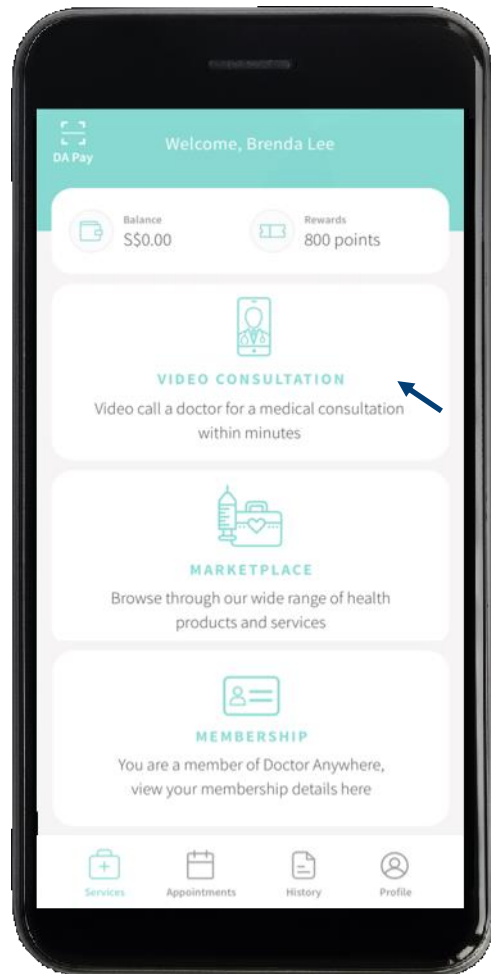
Opening these tiles will show you information on location of participating providers and opening time

Video Consultation



How To See a GP Immediately

Follow these steps to see a GP now



STEP 1
Click on 'Video Consultation'

STEP 2
Click on 'General Practitioner'

STEP 3
Click on 'See The Next Available GP Now'

Please take note:

If you have a preferred language, please select "Search for a GP" & refer to Page 30 on how to Schedule an appointment

Pre-Consultation Survey

Three quick questions before DA connects you to a doctor on the platform

This screenshot shows the first step of the survey. At the top, there is a back arrow and a close 'X' button. Below them is a progress bar. The main question is "What would you like to consult the GP about?". Underneath, it says "* Optional" and there is a text input field with the placeholder "Add symptoms". Below this is a section titled "Suggested common symptoms" with a grid of buttons for various conditions: Allergies, Back Pain, Blocked Nose, Contraception, Cough, Diarrhoea, Dizziness, Eye Conditions, Fever, Flu, Cold, Health Screening, Joint, Muscle Pain, Medication Re Fill, Menstrual Pain, Nausea, Referral, Skin conditions, and Sore Throat. At the bottom right, there is a "Next" button with a right-pointing arrow.

STEP 4
Add in the symptoms
and click on 'Next'

This screenshot shows the second step of the survey. It has the same navigation elements as the first step. The question is "Do you have any allergies?". There are two buttons: "Yes" with a checkmark icon and "No" with an 'X' icon. Below the buttons is a text input field with the placeholder "Enter your allergies here". At the bottom right, there is a "Next" button with a right-pointing arrow.

STEP 5
Select and click on 'Next'

This screenshot shows the third step of the survey. It has the same navigation elements. The question is "Are you currently taking medication?". There are two buttons: "Yes" with a checkmark icon and "No" with an 'X' icon. Below the buttons is a text input field with the placeholder "Enter your medication here". At the bottom right, there is a "Next" button with a right-pointing arrow.

STEP 6
Select and click on 'Next'

The Doctor Can See You Now!

DA Doctors will be alerted of your call

← ×

S\$13.00
/consultation

? What is this for?
The fee covers a 10-minute video consultation.

Rx Does it include medication?
The cost of medication is not covered.

Confirm payment method:

DA Wallet Available Balance S\$0.00

Credit card Master/Visa

← ×

S\$13.00
/consultation

DA Wallet Available Balance S\$0.00

Credit card Master/Visa

Promo/Group Code applied:
Corporate Program ×

Confirm

STEP 7

Select your preferred payment method

Scroll down and click on 'Confirm' to see a doctor

Remember to show doctor your IC / Passport for verification!

How To Buy Medication

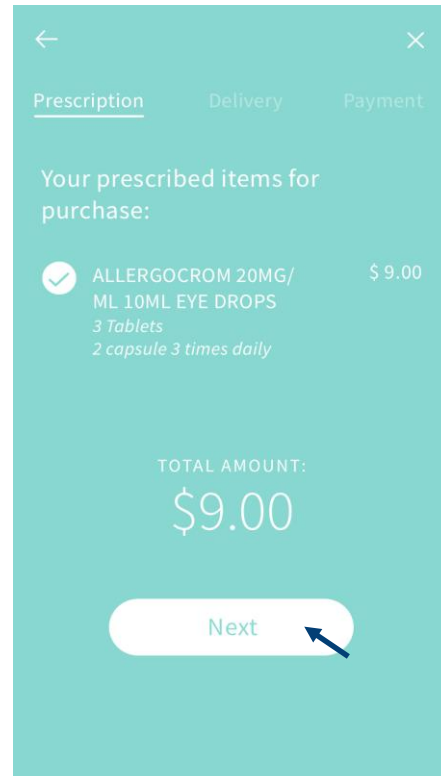
After consultation, your prescription and MC will be ready in less than 8 mins



STEP 8

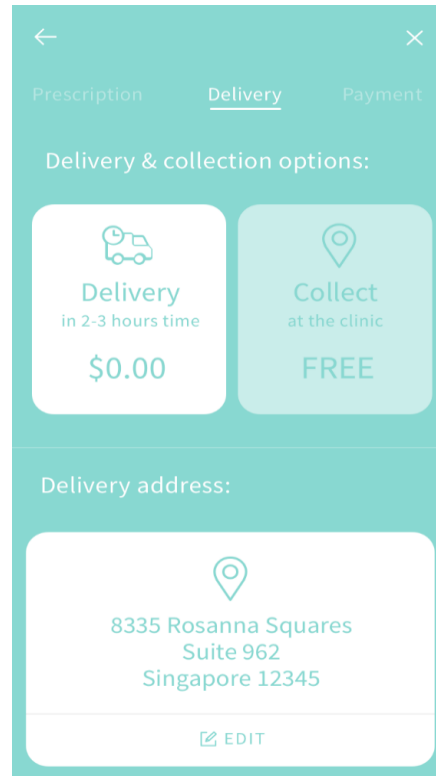
Medication purchase available for 24hrs

Click "Buy Medication" to proceed



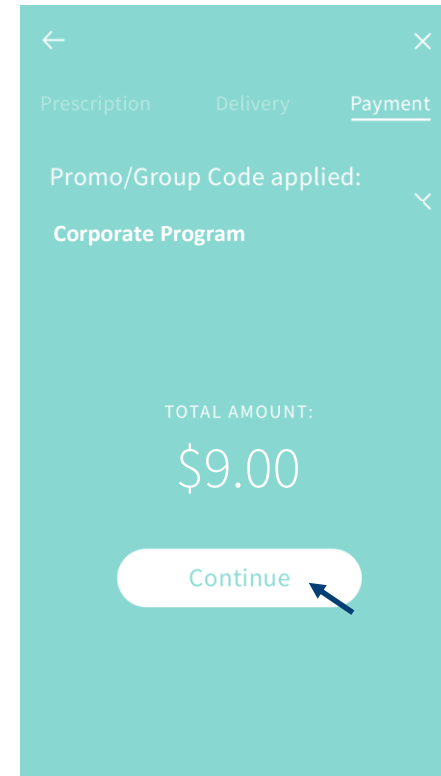
STEP 9

Click "Next" to instruct on delivery address and timing



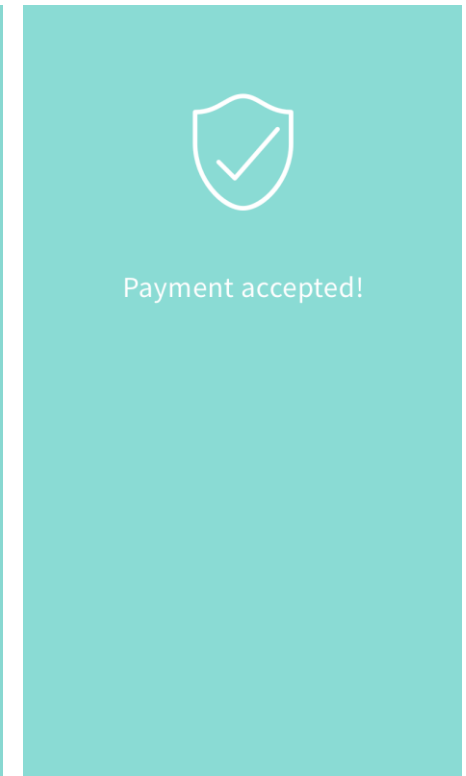
STEP 10

Confirm all information on this page, you may change your delivery address if you require



STEP 11

Click "Continue" to complete the purchase



STEP 12

You are done!

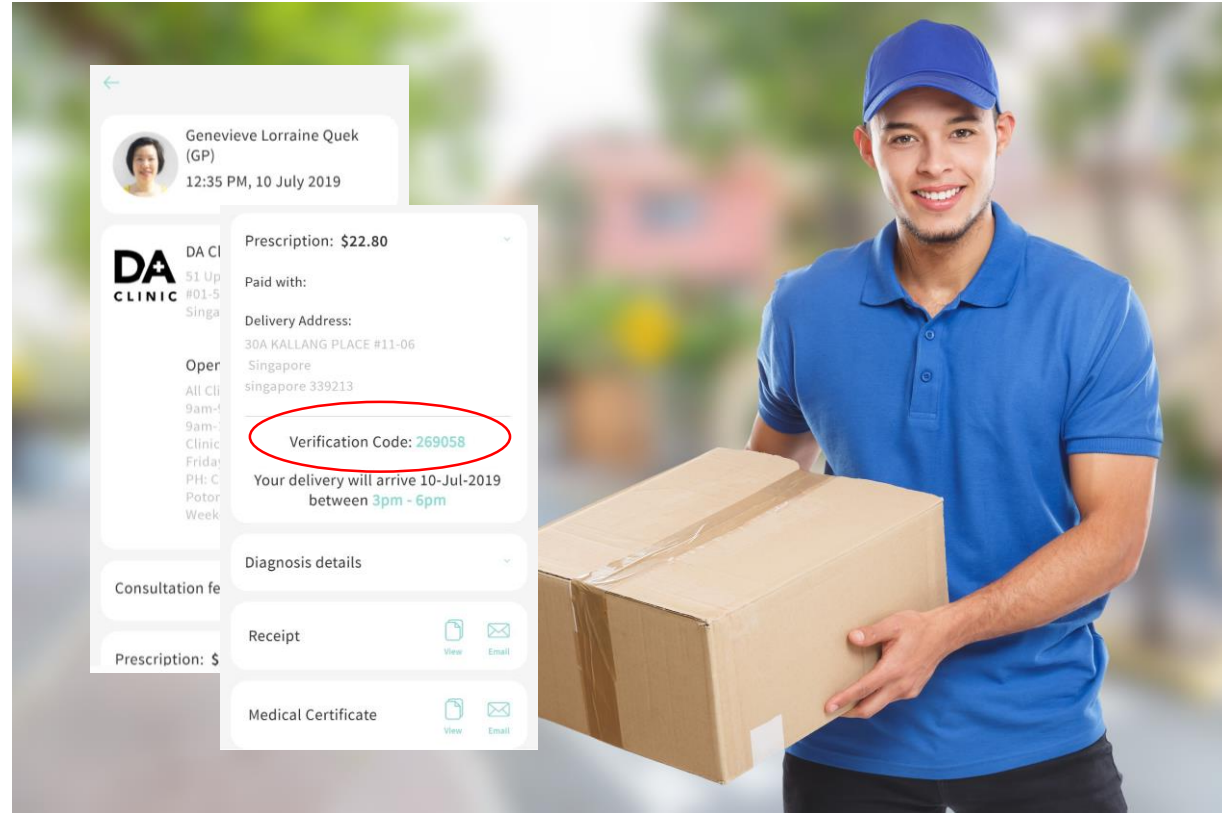
Just rest at home / office while we arrange for the delivery

What To Expect When Receiving Medication

Medication delivery process via DA Rider within 3 hours



DA Rider would call before delivery to ensure that there is someone around to collect the package and provide Verification Code



Provide Verification Code to DA Rider

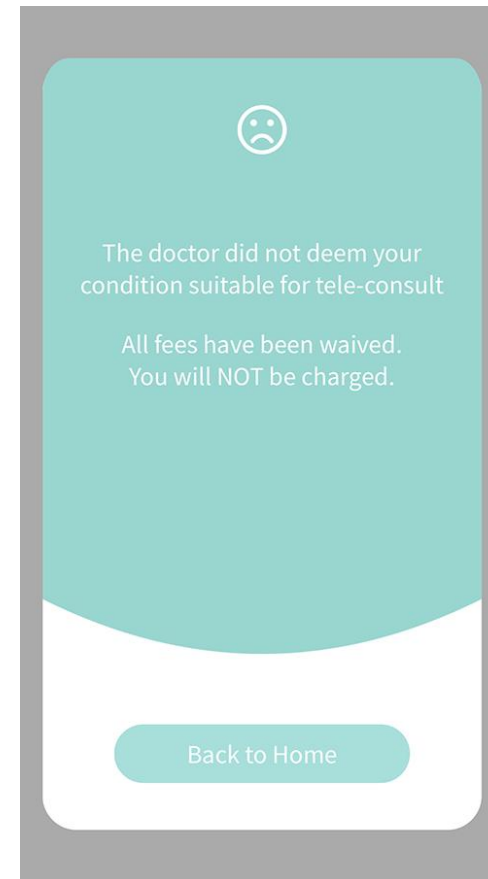
A sealed medication package will be delivered to you

If You Are Not Suitable For Video Consultation

If Doctor informs you are not suitable for video consultation, please visit a physical clinic



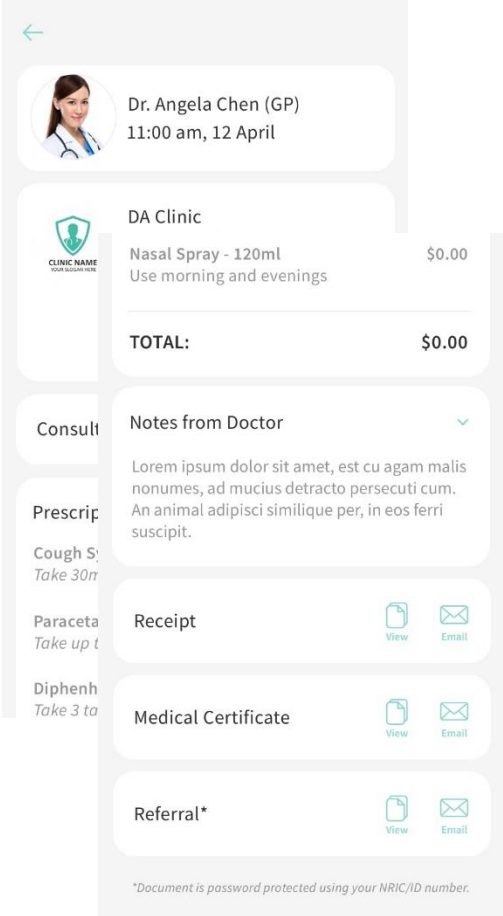
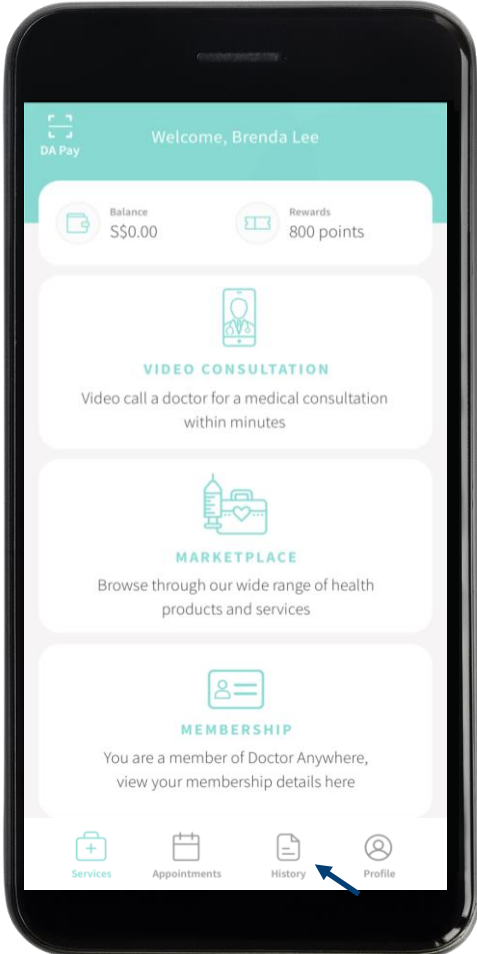
Our doctors will review each case within two minutes of each video consultation to assess whether it is suitable to carry out the consultation.



If deemed unsuitable, the doctor will recommend for you to go for a physical consultation

View History

Access to your previous video consultations information (Receipt/ MC/ Referral)



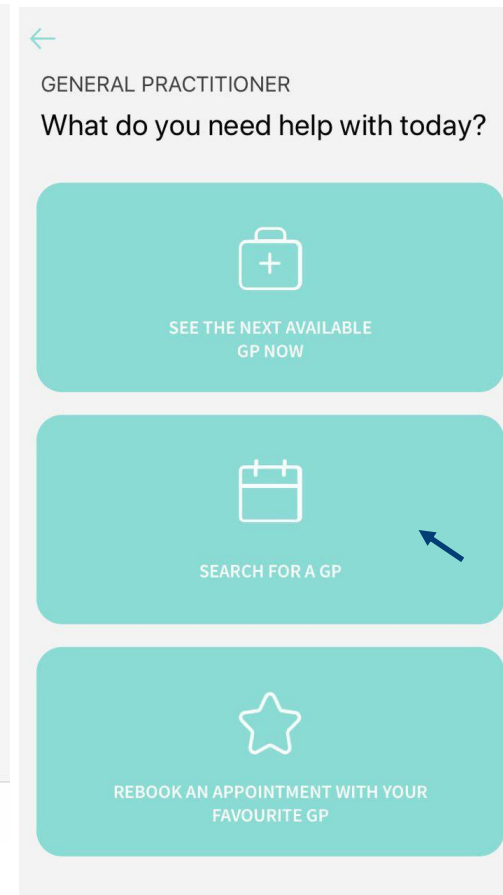
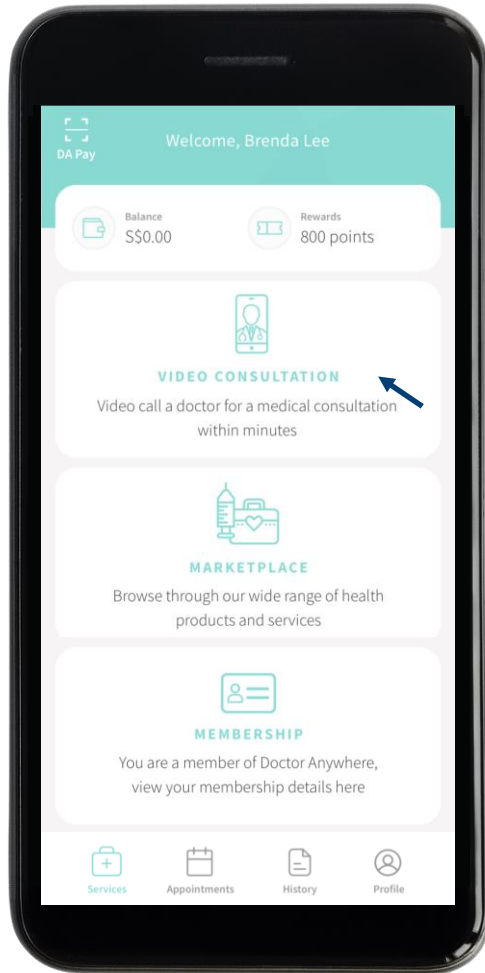
Click "View" to view Receipt/Medical Certificate/Referral



Click "Email" for it to be sent to your registered email

How To Schedule An Appointment

If you would like to schedule an appointment with your preferred doctor/language



STEP 1
Click on 'Video Consultation'

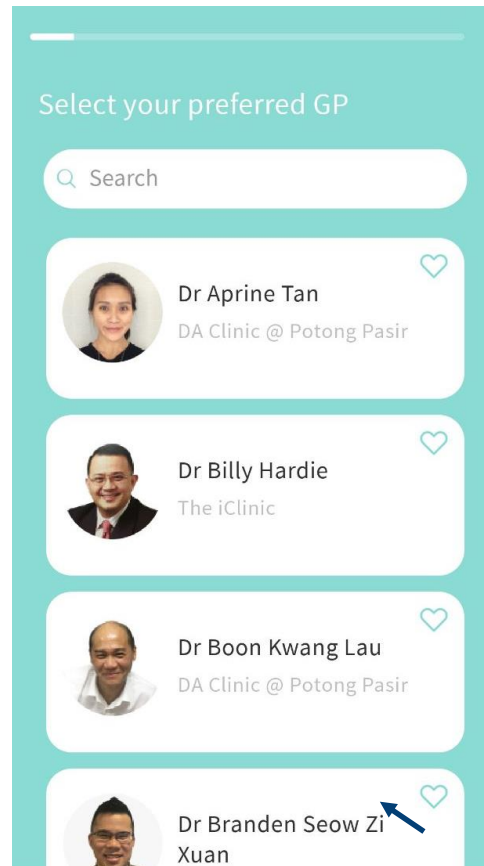
STEP 2
Click on 'General Practitioner'

STEP 3
Click on 'Search For A GP'

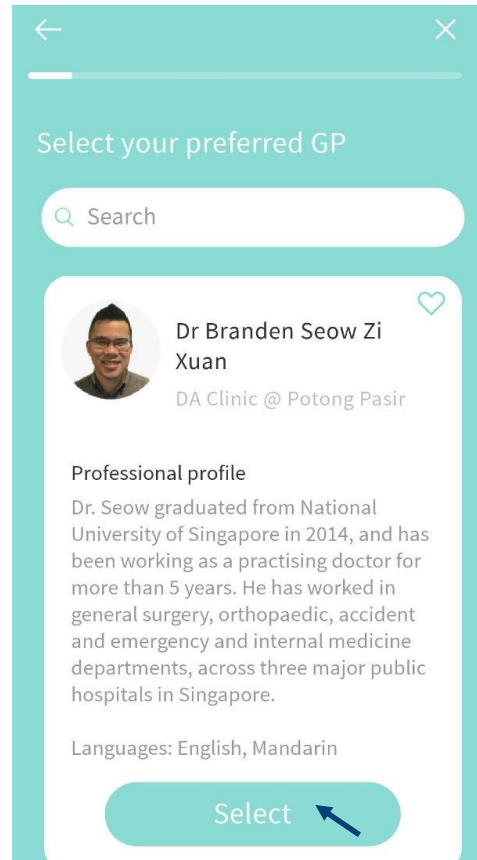
Please take note:
If you have a preferred GP or language, please select "Search for a GP"

How To Schedule An Appointment

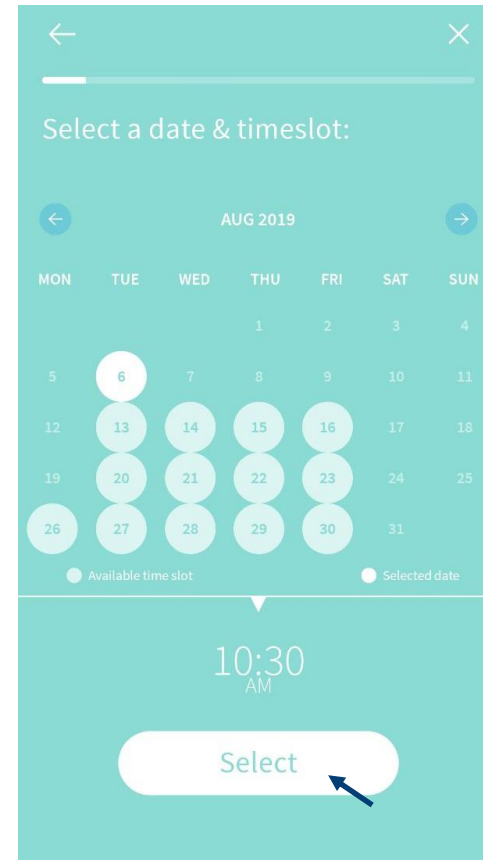
If you would like to schedule an appointment with your preferred doctor/language



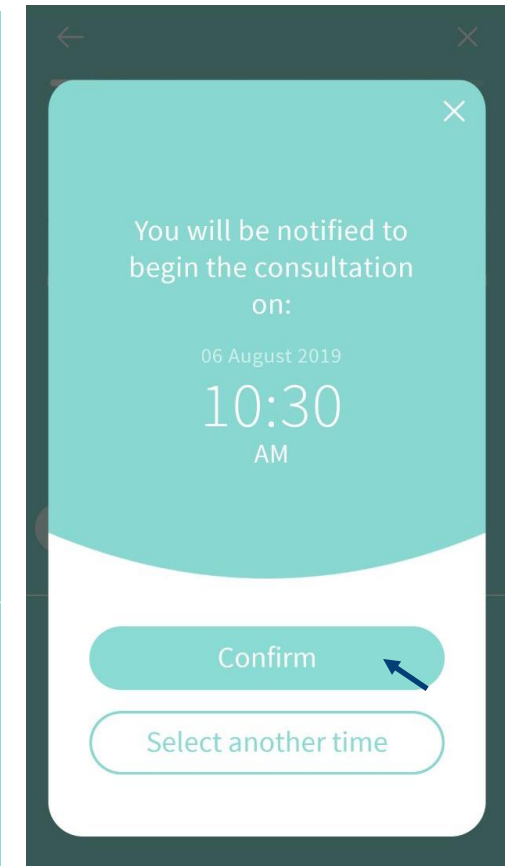
STEP 4
Search for your preferred GP & language



STEP 5
Select your preferred GP & language



STEP 6
Select your preferred date & time slot



STEP 7
Confirm your selected date & time slot

How To Schedule An Appointment

If you would like to schedule an appointment with your preferred doctor

← ×

What would you like to consult the GP about?

* Optional

Add symptoms

Suggested common symptoms

Allergies + Back Pain + Blocked Nose +

Contraception + Cough + Diarrhoea +

Dizziness + Eye Conditions + Fever +

Flu, Cold + Health Screening +

Joint, Muscle Pain + Medication Re Fill +

Menstrual Pain + Nausea + Referral +

Skin conditions + Sore Throat +

Next →

STEP 8
Indicate the reason for your consultation and click on 'Next'

← ×

Do you have any allergies?

✓ Yes × No

Enter your allergies here

Next →

STEP 9
Select Yes / No and click on 'Next'

← ×

Are you currently taking medication?

✓ Yes × No

Enter your medication here

Next →

STEP 10
Select Yes / No and click on 'Next'

← ×

S\$13.00
/consultation

? What is this for?
The fee covers a 10-minute video consultation.

⊗ Does it include medication?
The cost of medication is not covered.

Confirm payment method:

DA Wallet Available Balance S\$0.00

Credit card Master/Visa S\$0.00

STEP 11
Select your mode of payment

← ×

S\$13.00
/consultation

DA Wallet Available Balance S\$0.00

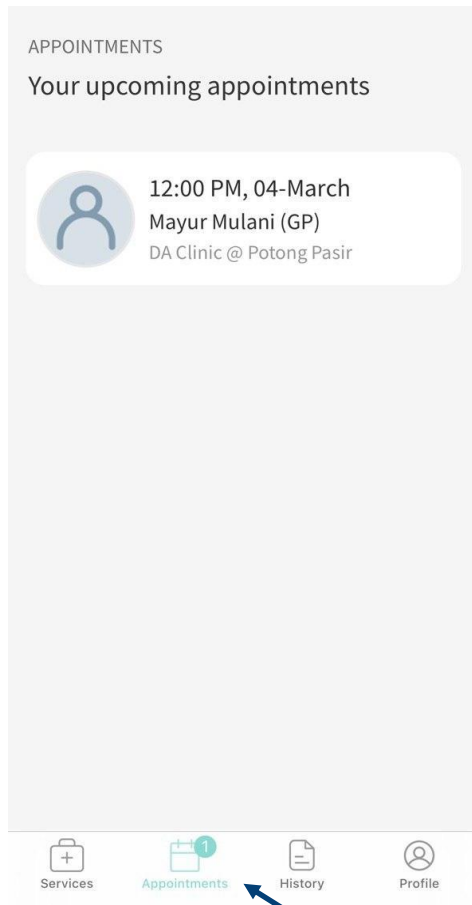
Credit card Master/Visa

Promo/Group Code applied:
Corporate Program ×

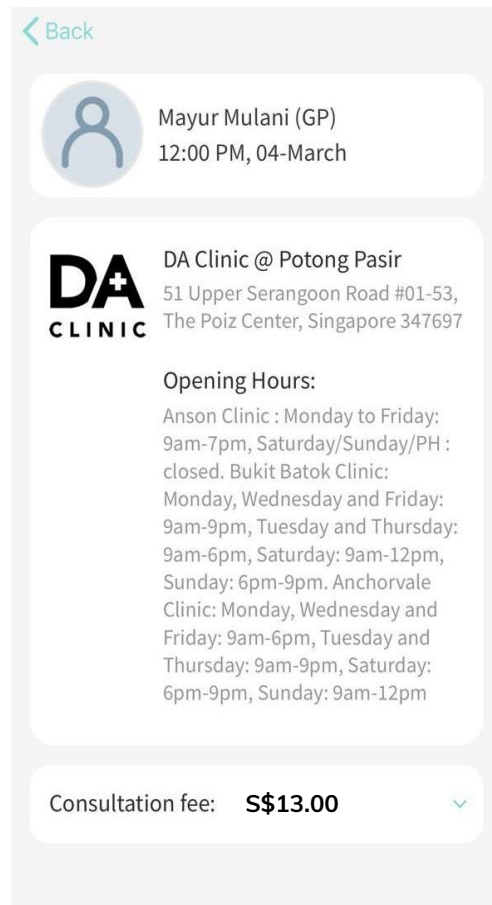
Confirm

STEP 12
Select 'Confirm' and your Doctor's appointment will be scheduled!

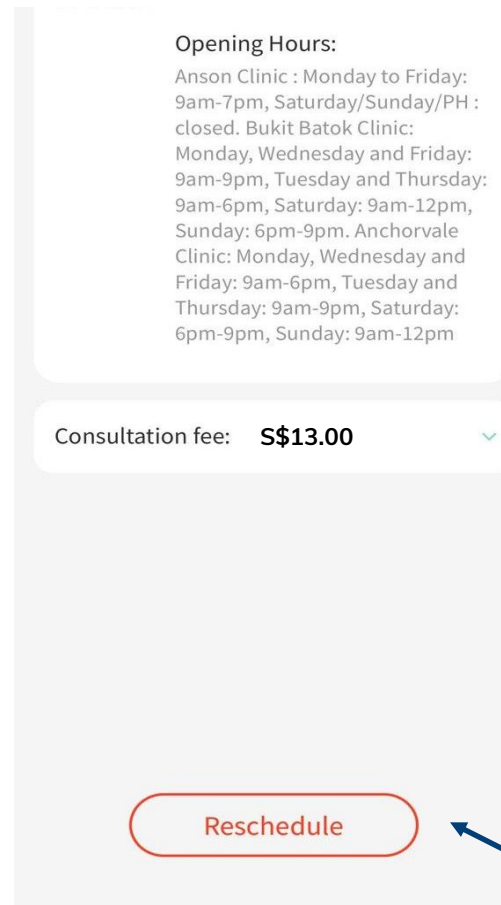
How To Reschedule An Appointment



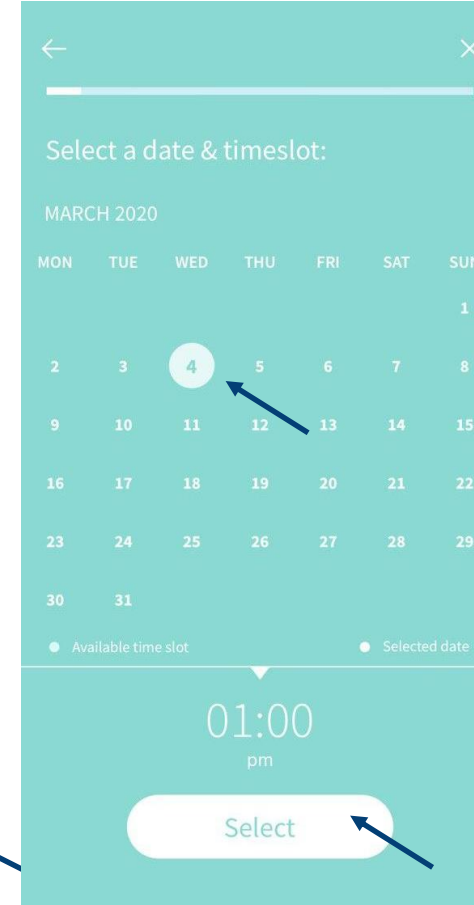
STEP 1
Select "Appointment" and select on your existing scheduled appointment



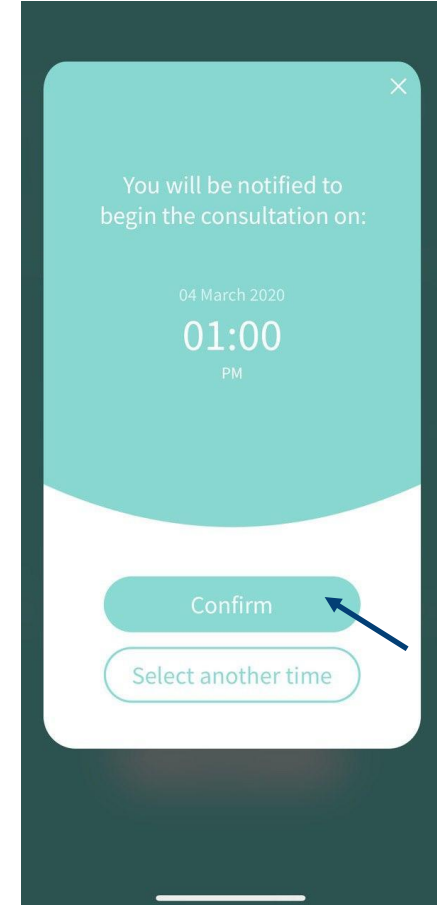
STEP 2
Scroll down



STEP 3
Select "Reschedule"



STEP 4
Select your preferred time and date



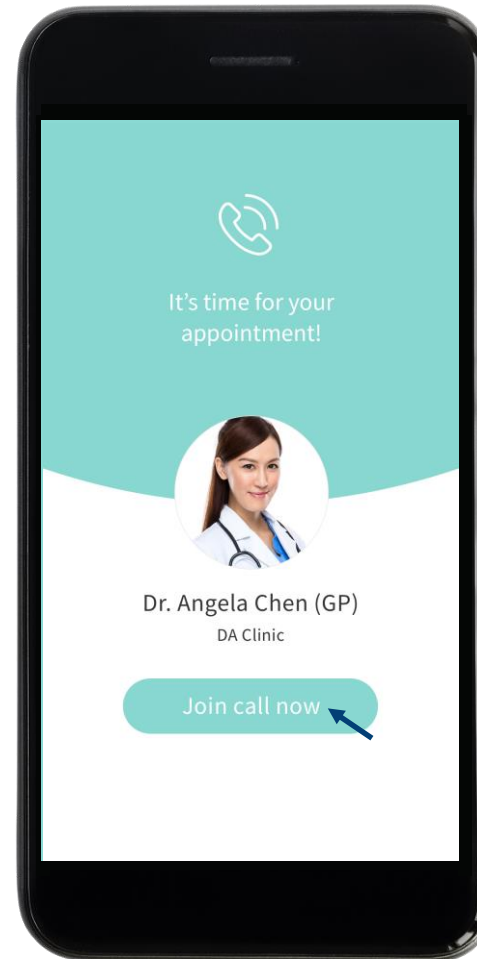
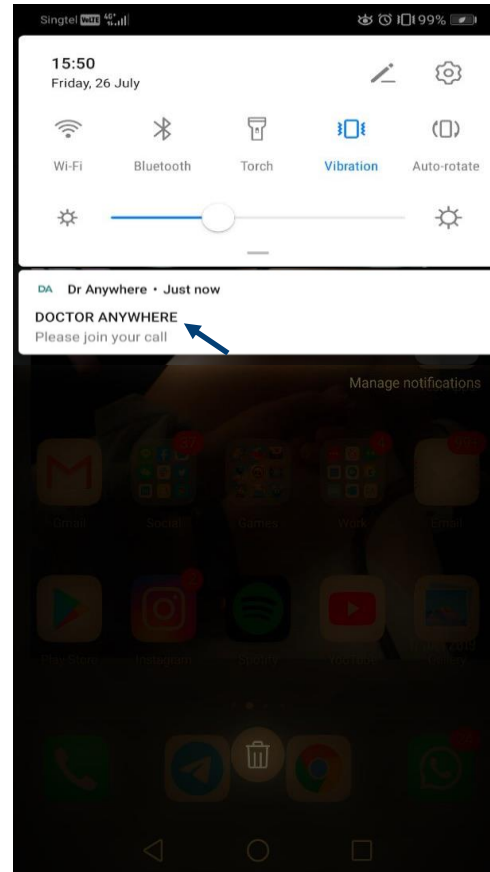
STEP 5
Select 'Confirm' and your Doctor's appointment will be rescheduled!

How To Answer A Scheduled Call

What to expect before a schedule call

STEP 1

You will receive a push notification 5 minutes before the appointment time

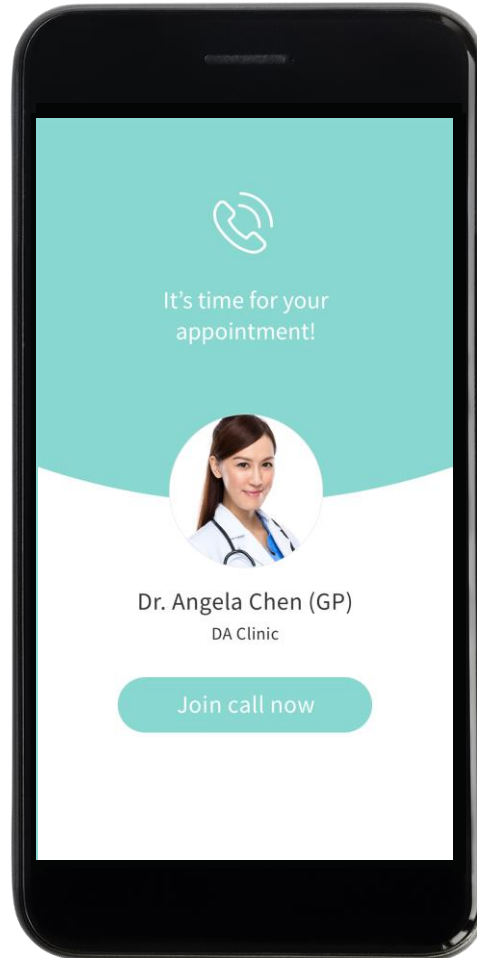


STEP 2

Click on "Join Call"

What To Expect If You Miss An Appointment

If you miss an appointment, kindly contact Doctor Anywhere



If you missed your appointment timing and tried to proceed on this page, you will be faced with an error. Please reach out to Doctor Anywhere for assistance:

Hotline: (+65) 6591 8668

Email: askus@doctoranywhere.com

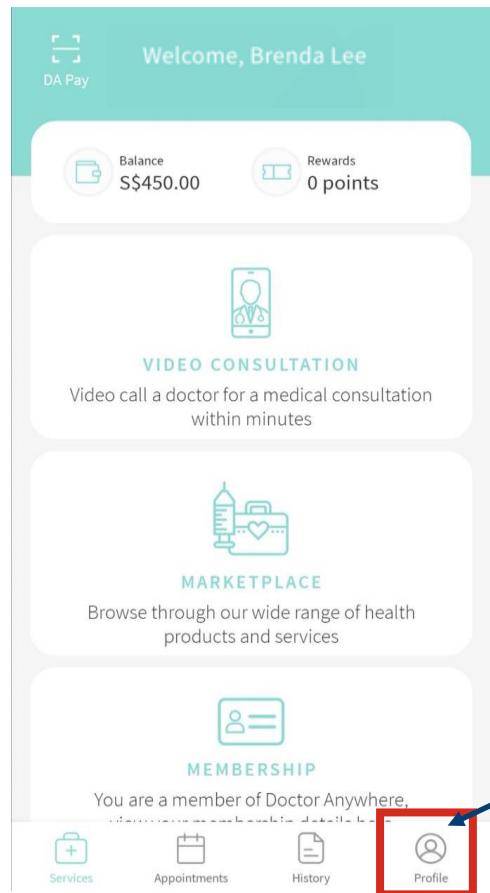
Operation Hours:

Daily (Including Public Holidays)

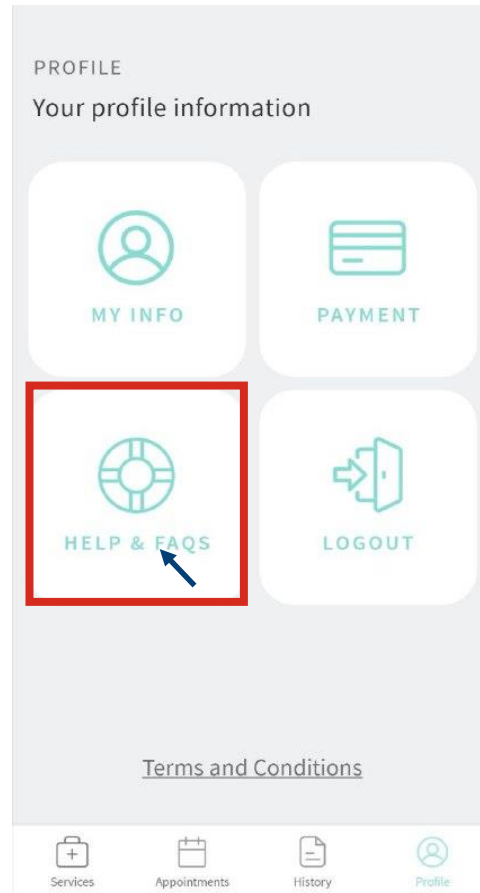
8:00am – 10:00pm

Our DA Care Team will assist you in cancelling or rescheduling your appointment

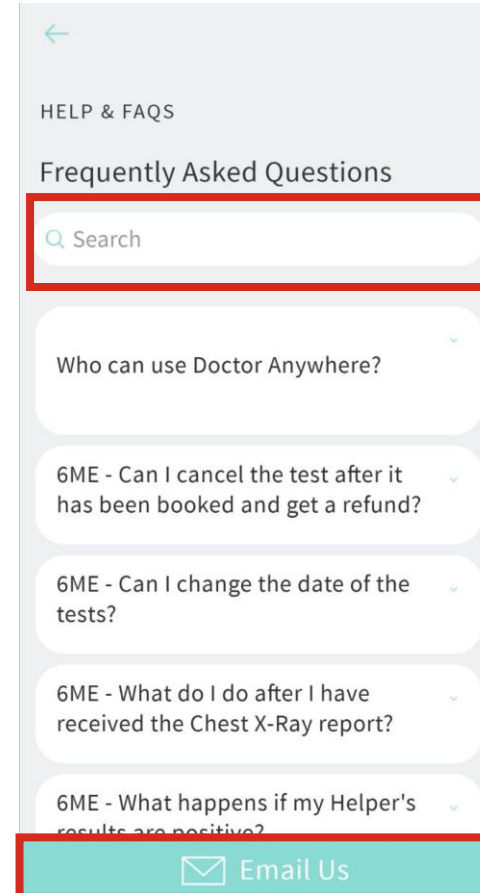
FAQ In DA APP



STEP 1
Click on Profile at home page.



STEP 2
Click On My Info



STEP 3
Help & FAQ

Key in the subject matter that you wish to enquire

Email us if you have any questions that is not covered in the FAQ

We Are Here To Help!

One contact point for all your enquiries

For enquiries on Doctor Anywhere, regarding
Registration, Login or other Troubleshooting
Matters

Tel: (+65) 6591 8668

Email: askus@doctoranywhere.com

Operation Hours: Daily (including Public Holidays)
8:00am to 10:00pm

