

Doctor Anywhere

Bringing Healthcare to You



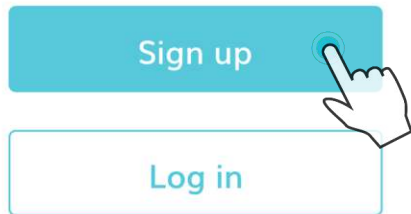
Download our app

- Scan the QR code, or
- Search for **Doctor Anywhere** on App Store / Play Store

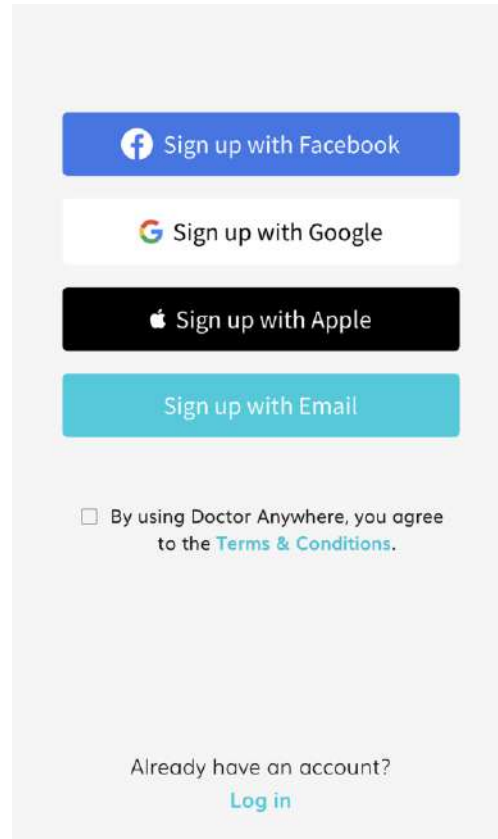
Account Creation



Account Creation



STEP 1
Click on 'Sign Up'



STEP 2
Select your preferred sign-up method

Note:
For members that are **existing users** of Doctor Anywhere, kindly reach out to our DA Care Team at askus@doctoranywhere.com to be added into your corporate programme.

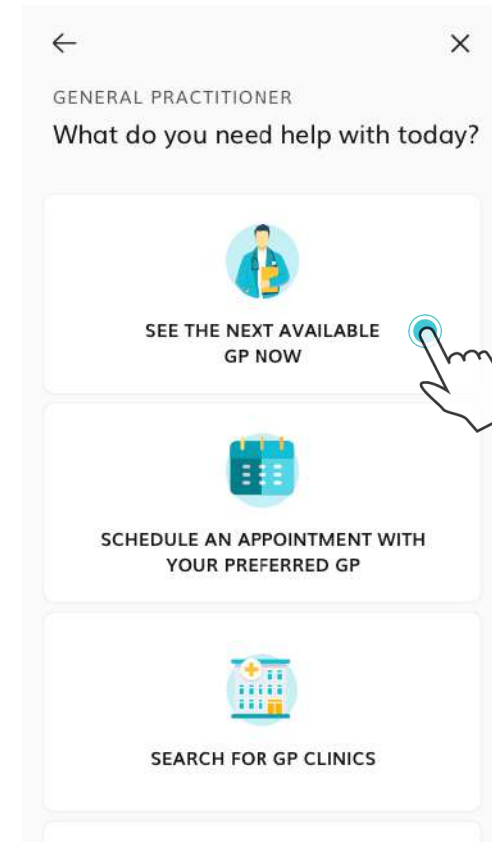
Setting Up Your Account



One-Time Registration



STEP 1
Click on 'Consult a GP'



STEP 2
Click on 'See The Next Available GP Now'

One-Time Registration

← ×

Upload a photo of your IC or Passport*.

☒ IC ☐ Passport

We need your NRIC or passport details to validate your identity for the purpose of medical consults.

What is your NRIC, FIN or Passport Number?

e.g 012150155

What is your country of citizenship?

e.g Singapore

Please select 'IC'

Please indicate your FIN

STEP 3

Click on 'IC', then click on 'Take Photo'



STEP 4

Take a photo of the front of your Work Pass

← ×

Upload a photo of your IC

☒ IC ☐ Passport

We need your NRIC or passport details to validate your identity for the purpose of medical consults.

STEP 5

Upload the image

← ×

What is your country of citizenship?

e.g Singapore

Singapore
Afghanistan
Aland-islands

What is your date of birth?

DD/MM/YY

What is your gender?

☐ Male ☒ Female

STEP 6

Enter your country of citizenship and DOB, and select your gender

One-Time Registration

←

×

What is your postal code?

e.g 11234

What is your address?

Address Line 1

Address line 2 / Unit number (optional)

City

Country

STEP 7
Enter your postal code and address

←

×

What is your phone number?

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

+65 phone number

STEP 8
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.

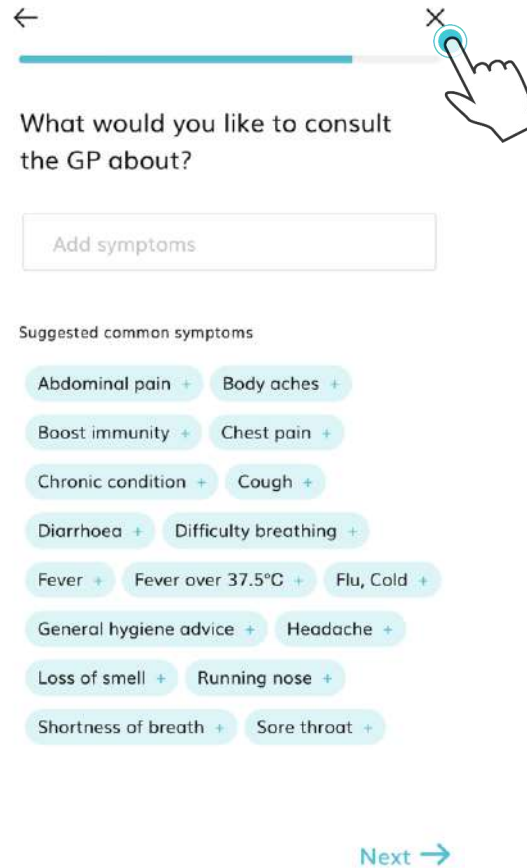
0:40

Resend OTP

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		⌫

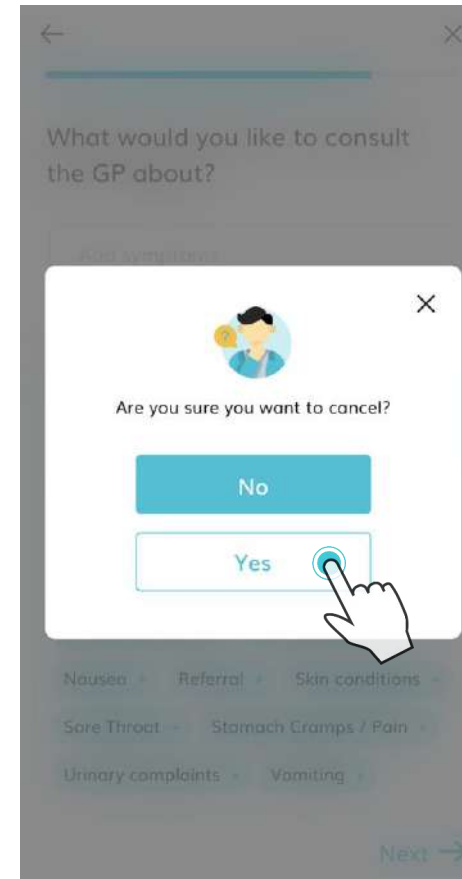
STEP 9
Enter your secure PIN

If you do not want to see a GP now, please close the window.



EXIT OPPORTUNITY

Click on the 'X' button on the top right



CONFIRM TO EXIT

Click on 'Yes' to exit the process

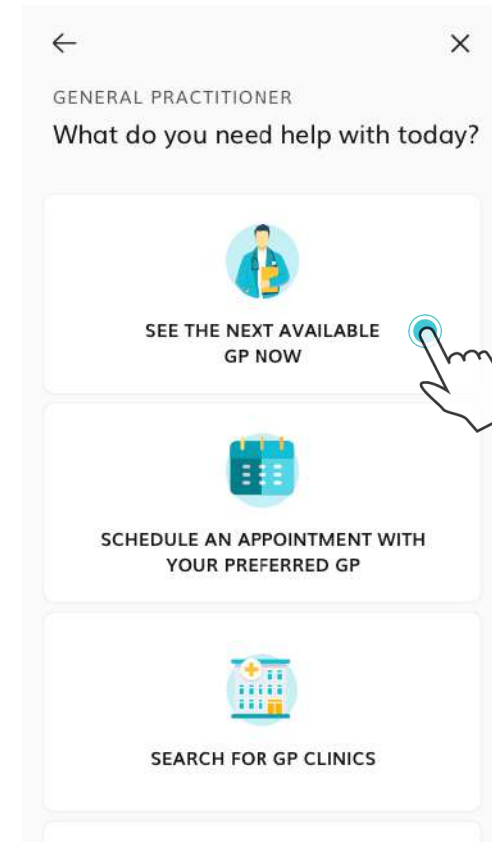
Video Consultation



Follow these steps to see a GP now



STEP 1
Click on 'Consult a GP'



STEP 2
Click on 'See The Next Available GP Now'

Follow these steps to see a GP now

← X

What would you like to consult the GP about?

Add symptoms

Suggested common symptoms

Abdominal pain + Body aches +

Boost immunity + Chest pain +

Chronic condition + Cough +

Diarrhoea + Difficulty breathing +

Fever + Fever over 37.5°C + Flu, Cold +

General hygiene advice + Headache +

Loss of smell + Running nose +

Shortness of breath + Sore throat +

Next →

STEP 3
Add in your symptoms and click on 'Next'

← X

Do you have any allergies?

Yes No

Next →

STEP 4
Select and click on 'Next'

← X

Are you currently taking any medication?

Yes No

Next →

STEP 5
Select and click on 'Next'

← X

Would you like to upload/show the doctor more information (e.g. photos of visible symptoms, lab reports) on your condition?*

*Optional

Yes No

Next →

STEP 6
If you would like to upload more information on your condition, select 'Yes'

The doctor can see you now!

DA Doctors will be alerted of your call

← X

S\$2.14

/Consultation (GST inclusive)

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
Balance
S\$228.65
Pay by wallet balance

Credit / Debit
Pay by mastercard / visa

Promo/Group Code applied:
**SACH Migrant Worker Primary
Care Plan (SACH MW PCP)**

STEP 7
Select Credit/ Debit as your preferred mode of payment

← X

Please add your payment details below.

Card Number

Cardholder Name

Expiry (mm/yyyy) CVV

Done

STEP 8
Input your card details.
Click on 'Done'.



STEP 9
Payment accepted!

Please have your Work Pass ready for the Provider to verify your identity

← X

When will I be charged?
Your credit card will only be charged after your consultation call.

Confirm payment method:

Please have your ID/NRIC ready for the Provider to verify your identity.

Got it!

Confirm

STEP 10
Remember to show the doctor your IC / Passport for verification!
Click on 'Got it!'

How to Buy Medication

After consultation, your prescription and MC will be ready in a few minutes

When you exit the DA app after your consultation

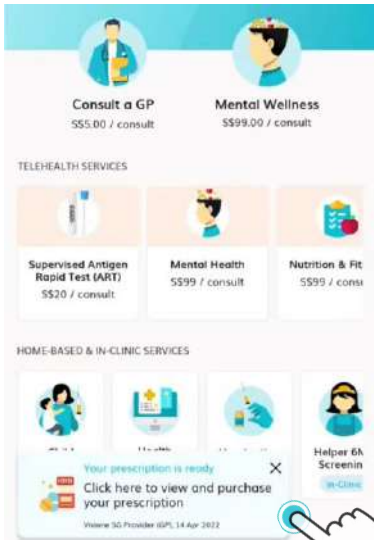
When you stay on the DA app after your consultation



STEP 1a
Once your medication is ready, you will receive a lock screen notification.

STEP 1a
The DA App will launch

STEP 1a
Click on “Review Purchase” to view your prescription



STEP 1b

- Once your medication is ready, you will receive an in-app notification at the bottom of the screen
- Click on the notification to view your prescription

How to Buy Medication

After consultation, your prescription and MC will be ready in a few minutes

Prescription

Delivery

Payment

Select your prescription items for purchase:

✓

Cough Syrup - 250ml

\$S\$0.00

Dry cough

Take 30ml twice a day

✓

Paracetamol - 20 Tablets

\$S\$0.00

Fever

Take 30ml twice a day

TOTAL AMOUNT (GST inclusive):
\$S\$0.00

Next

STEP 2
Select 'Next'

←

×

Prescription

Delivery

Payment

Delivery address

8335 Rosanna Squares

Suite 962

Singapore 12345

Edit

You can expect your delivery to be within the time frame below

For medication purchase done

Between 8.00am and 5.59pm

Same day medication delivery by 11.59pm

Between 6.00pm and 7.59am

Medication delivery by 12.00pm on the following day

+ Add notes for delivery

TOTAL AMOUNT:
\$S\$0.00

Next

STEP 3
Enter your preferred delivery address (if needed)

←

×

You can expect your delivery to be within the time frame below

For medication purchase done

Between 8.00am and 5.59pm

Same day medication delivery by 11.59pm

Between 6.00pm and 7.59am

Medication delivery by 12.00pm on the following day

+ Add notes for delivery

TOTAL AMOUNT:
\$S\$0.00

Next

STEP 4
Click 'Next'

Your medication will arrive at the stated timeslot.

←

×

Prescription

Delivery

Payment

Promo/Group Code applied:

SACH Migrant Worker Primary Care Plan (SACH...

Continue

STEP 5
Select Continue

Payment Success!



Payment accepted!

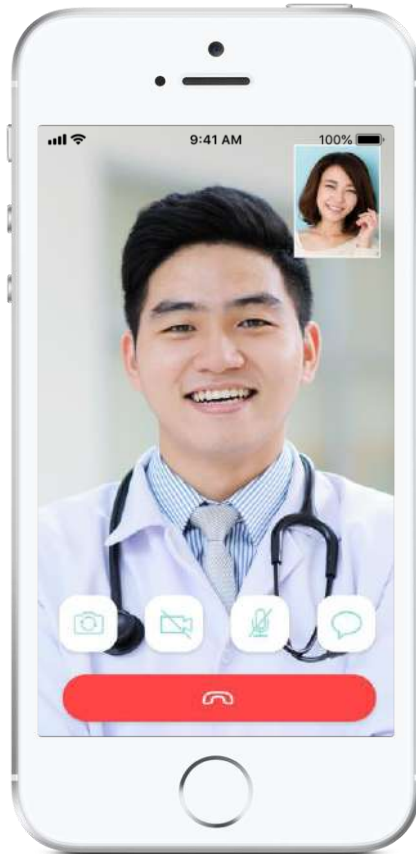
STEP 6

- Payment is successful
- Just rest while we arrange for the delivery

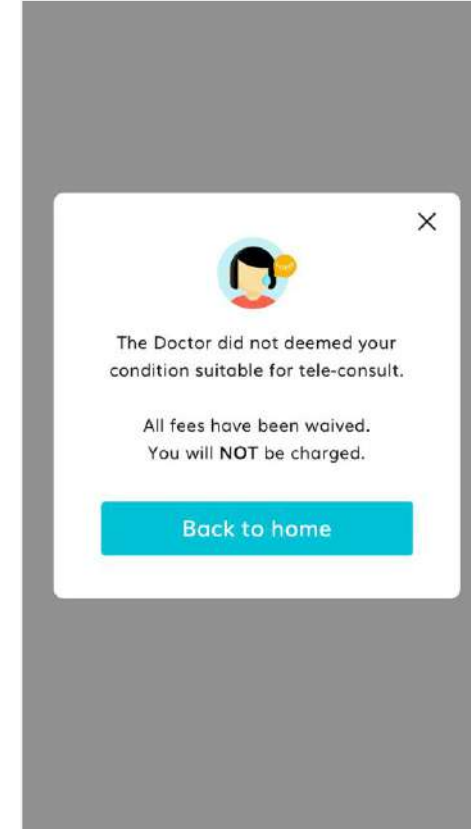
Got it!

If you are Not Suitable for Video Consultation

If the doctor informs you that you are not suitable for video consultation, please visit a physical clinic



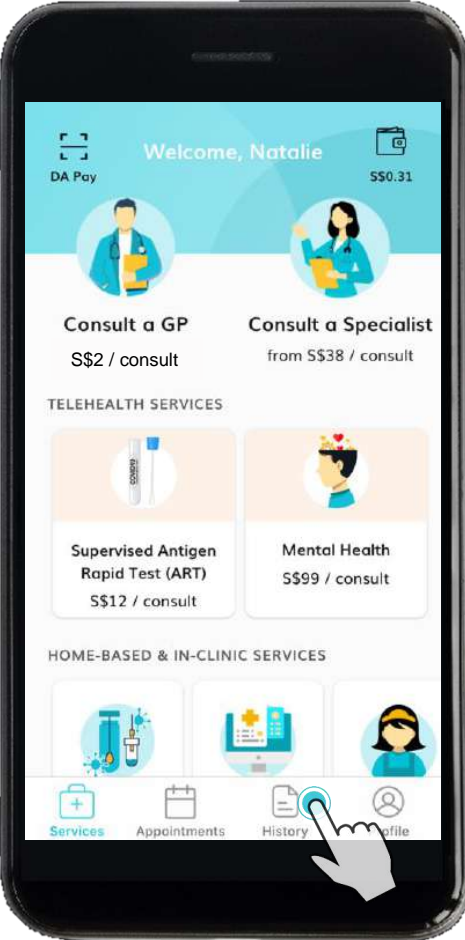
Our doctors will review each case within two minutes of each video consultation to assess whether it is suitable to carry out the consultation.




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

View History

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






Daniella Foo

11:00 AM, 14 January 2021

Dr. Angela Chen (GP)



DA Clinic @ Potong Pasir

51 Upper Serangoon Road

#01-53, The Poiz Centre

Singapore 347697

Opening hours:

Mon - Fri, 9:00 AM - 5:00 PM

Consultation fee: **\$\$0.00**

Prescription: **\$\$0.00** ^

Paracetamol - 20 Tablets **\$\$0.00**

Fever


Take 30ml twice a day

SUB TOTAL **\$\$0.00**

TOTAL: **\$\$0.00**

\$\$0.00

Paid with

 DA Wallet

Your address

8335 Rosanna Squares

Suite 962

Singapore 12345



Diagnosis details

▼



Secondary diagnosis details

▼

Receipt

Memo*

*Document is password protected using your NRIC/ID number.



View

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

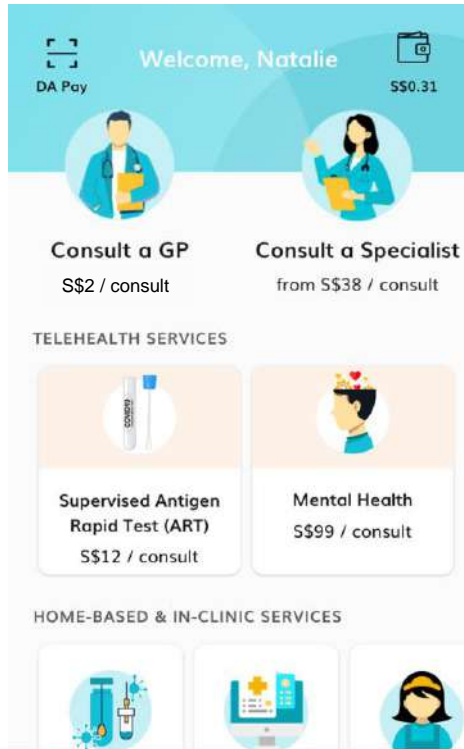


Email

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

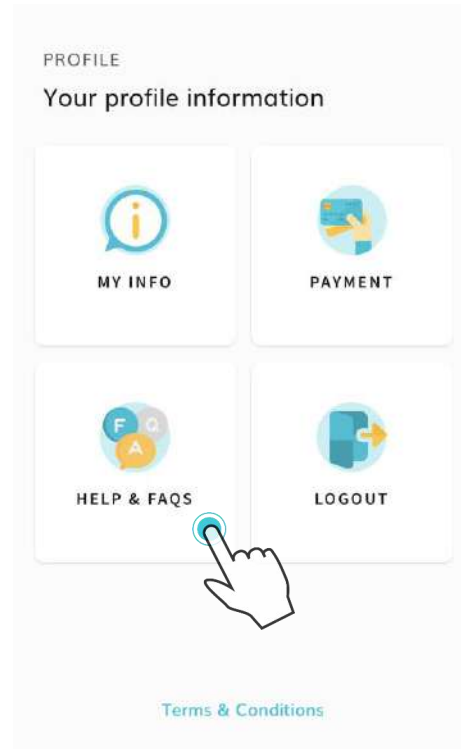
FAQ in the DA App

For more information and on the DA app



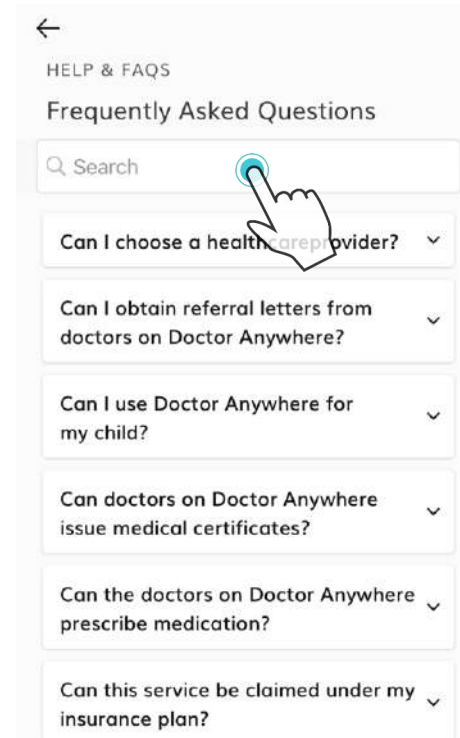
STEP 1

Click on 'Profile'



STEP 2

Click on 'Help & FAQs'



Key in the subject matter that you wish to enquire

Still need help? [Ask Us](#)

Click 'Ask Us' if you have any questions that are not covered in the FAQ

Video User Guide

For a detailed step-by-step process on how to use the DA App, please watch the video below



When do you use Video Consultation?

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 Illnesses

- 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
- Hyperlipidaemia
- Other secondary disease which may arise from the chronic disease conditions mentioned 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



We are Here to Help

Single contact point for all your enquiries

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

Tel: (+65) 3158 4622

Email: askus@doctoranywhere.com

**Operating Hours: Daily (including Public Holidays)
8:00am to 12:00am**

