

TELECONSULTATION

EXPERIENCE CARE
AT YOUR CONVENIENCE



WHAT IS TELECONSULTATION?

Teleconsultation is a type of telemedicine service whereby your healthcare provider uses electronic communication to provide clinical consultation to you remotely, for the purpose of clinical care.

At the National Skin Centre, teleconsultation involves the use of video or phone communication supplemented by evaluation of clinical photographs where applicable.

In a teleconsultation, you can have a consultation with your doctor in the comfort of your home without any compromise in privacy. This virtual service enables our patients to receive ongoing care without the need to physically travel to our centre for in-person clinical consultations.

AM I ELIGIBLE FOR TELECONSULTATION?

Typically, first consultations are conducted in-person in the clinic. Upon clinical assessment, teleconsultation may be offered for the subsequent follow-up if your condition is suitable.

Stable conditions are generally suitable for teleconsultation.

Teleconsultation is not suitable in some situations, such as emergency conditions, and conditions requiring physical examination and investigative/treatment procedures in the clinic.

During teleconsultation, your doctor will be reviewing the recent photos of your skin condition in addition to communicating with you over video or phone.

WHAT ARE THE BENEFITS OF TELECONSULTATION?

CONVENIENCE

SAVE TIME AND COST





WHAT HAPPENS BEFORE AND ON THE DAY OF TELECONSULTATION?

Before the teleconsultation, our clinic staff will contact you and provide you with instructions to join the teleconsultation. You may be asked to submit photographs of your current skin condition via email.

These photographs will be uploaded to your electronic medical record, so that your doctor can review them during the teleconsultation.

If you are doing video teleconsultation, it is advisable to download and install the Zoom app on your computer or mobile device.



ZOOM Cloud Meetings



On the day of teleconsultation, you should be in a quiet area with good lighting and stable internet connection.

Get your identification documents ready as your healthcare provider will verify your identity prior to commencement of the teleconsultation session.

WHAT HAPPENS AFTER A TELECONSULTATION?

If you have requested for a medical certificate and/or memo, it will be sent to you via email. You can opt for prescribed medications to be delivered to your home, or alternatively they can be collected at our pharmacy.

Our clinic staff will inform you of the bill and payment options, and schedule the next follow-up appointment if needed.

You are assured of the same level of medical attention and care from our centre.



WHO CAN I APPROACH IF I AM INTERESTED IN TELECONSULTATION?

Approach our Patient Service Associate to complete a simple form for our nurse clinician to assess your medical records to determine suitability for teleconsultation.

A follow-up call will be made within 5 working days in response to your request.

Alternatively, you can scan the QR code on the left to complete the request form.



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