

## MyHealth360 FAQ for Doctors

### 1. Background

- a. This serves as a supplementary guide for doctors who need more information about IHH Healthcare new Patient app called MyHealth360.
- b. This guide serves as information about the objectives of this app, its functions and features, as well as answer frequently asked questions.

### 2. Introduction of IHH Healthcare's MyHealth360

- a. MyHealth360 is a mobile application that gives patients remote access to their personal health records for services utilized with IHH Healthcare Singapore.

### 3. Objective of the app

- a. The primary objective of the app is to equip patients with access to personal health data and empower them to better adopt a healthy lifestyle, take charge and track their health and wellness.
- b. This is in line with the Singapore's push towards a Smart Nation and the Ministry of Health's (MOH) efforts in enabling better care for patients. MyHealth360's objective is similar to MOH's national health app, HealthHub.
- c. MyHealth360 also aims to provide our patients with a one-stop portal for healthcare services such as making appointments, estimating bill sizes, researching specialists and locating Parkway Shenton clinics, on the go.
- d. The mobile app will be continually updated and improved. We welcome feedback and suggestions to make the experience better.

### 4. Features of the MyHealth360 mobile app

- a. These are some of the key features in our latest version,:
  - i. Find and make appointments with Specialist Doctors within the IHH Healthcare Singapore Hospitals
  - ii. TeleConsult with a Parkway Shenton doctor on-demand or via appointment
  - iii. Appointment booking with Parkway Shenton clinics and e-MC retrieval.
  - iv. View and trend limited non-sensitive laboratory results
  - v. View radiology x-ray images and reports
  - vi. Locate IHH Healthcare Singapore Specialist clinics and Parkway Shenton clinics (including A&E and Executive Health Screeners)
  - vii. Estimate bills
  - viii. View details of hospital visits, such as bills and make e-payment for outstanding bills.
  - ix. Book health screening appointments
- b. Features will be regularly reviewed and updated, with feedback from patients and doctors.

### 5. FAQ

#### a. SMS Notifications

- i. When will patient receive SMS notifications and what do they say?
  - Presently, patients will automatically receive SMS notifications 3 days, and 14 days respectively after their Radiology and Laboratory tests are completed, and the reports are ready.
  - The SMS will notify patients: "Your Parkway Laboratory results are now available for retrieval. Download the MyHealth360 app at <https://parkway.page.link/Udq8> for quick and easy access. Please do review the results with your doctor. Queries? Call +65 6812 6499. SMS <UNSUB> to +65 82413320 to unsub."

- ii. What time will the SMSes be sent?
    - Presently, SMSes are sent at 6pm each day. However, this is being monitored for effectiveness and may be adjusted.
  - iii. How did IHH Healthcare Singapore obtain the patient's phone number? Does IHH Healthcare Singapore have the consent to send?
    - Patient's consent is obtained at the point of registration for IHH Healthcare Singapore services.
  - iv. Can the patient opt out of the SMS notification?
    - Yes. Patient can unsubscribe to the notification by SMS <UNSUB> to +65 82413320.
- b. Registration and Verification
- i. What does the patient need to do to see his or her result?
    - The patient needs to download MyHealth360 app, register an account and be verified by IHH Healthcare Singapore to view his/ her test result.
  - ii. How does IHH Healthcare Singapore verify the user?
    - The users will be verified automatically if his or her DOB, IC/passport **AND** phone number matches that on our record. If any of one of the mandatory fields entered during the app registration does not match with those in our records, no test result(s) will be shown. They will still be able to enjoy the other features on the app.
    - Users may call our dedicated app support hotline at: **+65 6812-6499** if they have any questions about the verification process.
  - iii. Can a caregiver get access to the patient's results?
    - No. We currently do not have the feature to enable consent for caregivers to view the patient results. However, we are exploring this option.
  - iv. Can patients share their results with other IHH Healthcare Singapore accredited doctors?
    - Yes, patients can download and share their results.
- c. Test Results shown
- i. What test results can the patient see on the MyHealth360 app?
    - The following LAB test results are made available for outpatients from 1<sup>st</sup> Dec 2018 onwards:
      - a. Basic non-sensitive biochemistry, basic haematology, urinalysis and a limited set of immunological tests.
      - b. Totaling around 159 tests at discrete task assays (DTAs) level. See appendix B for more details.
      - c. No sensitive results like Cancer marker, STD and HIV are included.
    - All modality of Radiology reports in PDF format, sorted by dates of exam from 1<sup>st</sup> July 2019 onwards. See sample mobile pages in Appendix A.
  - ii. Will doctors get to see LAB results before the patient?
    - Yes. Doctors will be able to see FULL LAB results immediately after it is made available via the IHH Healthcare Singapore Plexus platform. In addition, doctors will also get a hard copy of the LAB full results via normal mail.
  - iii. Will doctors get to see the Radiology report before the patient?
    - Yes. Doctors can either log in to the PACS system for immediate access, ask for self-collection or dispatch of the report. The average turn-around time for dispatch is 1-2 days upon report approval.
- d. Appointment booking
- i. Can the user search and request for a specialist appointment through the app?
    - Yes. Users can search for specialist doctors by name, speciality or hospital, specify the preferred date, and time for their appointment. This request will be handled by our call center for appointment confirmation.

## e. TeleConsultation

- i. The TeleConsult call was prematurely terminated due to a bad network connected. How does patient get reconnected?
  - The doctor will attempt to contact the patient through SMS or email. Should this not be possible, the session may be rescheduled with no additional charges or fees incurred.
- ii. How does user pay for a TeleConsult?
  - After TeleConsult video session ends, patient will be notified through an in-app prompt, an SMS, or app push notification to make payment. Instructions on how to make payment will be shared then.

## f. Others

- i. What test results can patient see on MOH's "HealthHub" app?
  - Haematology, Bio-Chemistry tests as well as the chronic diseases listed here: Diabetes Mellitus, Hypertension, Lipid Disorders, Nephritis/Nephrosis, Schizophrenia, Stroke, Benign Prostatic Hyperplasia (BPH), Epilepsy, Osteoporosis, Psoriasis and Rheumatoid Arthritis. Currently, they are sourced from public hospital records.

## 6. Contact and help

- a. How can patients get help for their MyHealth360 app?
  - i. Users can call our app support line at **+65 6812 6499**.
- b. Who can patients contact with questions on the MyHealth360?
  - i. Doctors may contact us through the following channels:
    - Call our support line at **+65 6812 6499**
    - Whatsapp us at **+65 8799 7787**
    - Email us at [MyHealth360sgSupport@ihhhealthcare.com](mailto:MyHealth360sgSupport@ihhhealthcare.com)

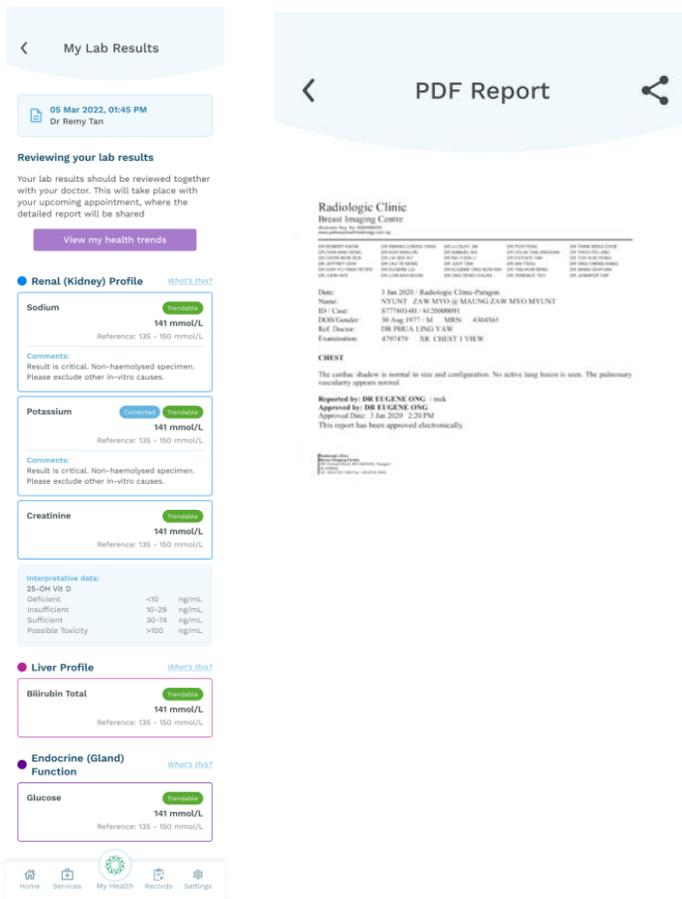
Appendix A

Sample of mobile screens

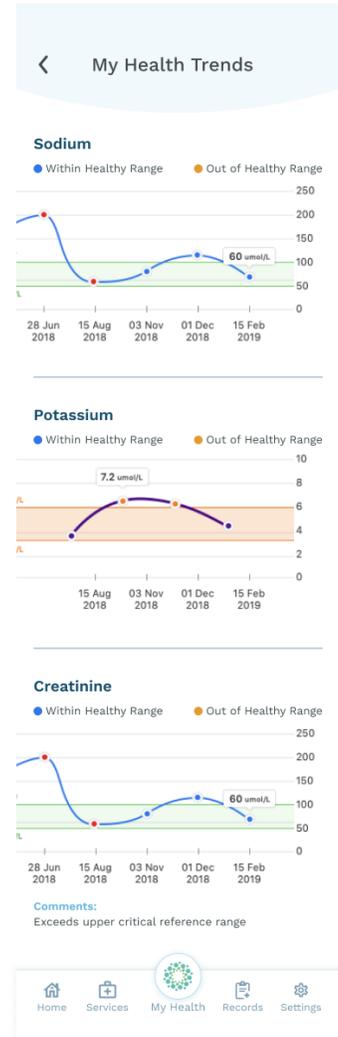
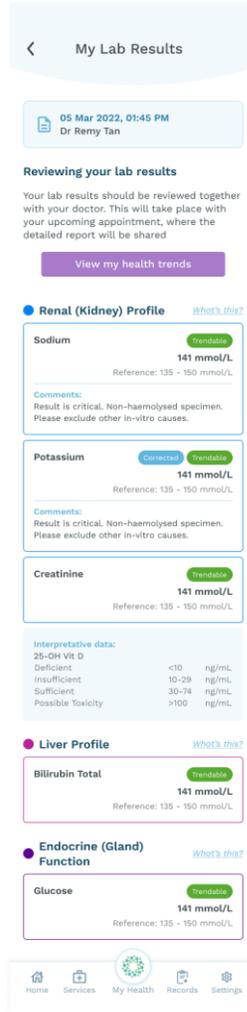
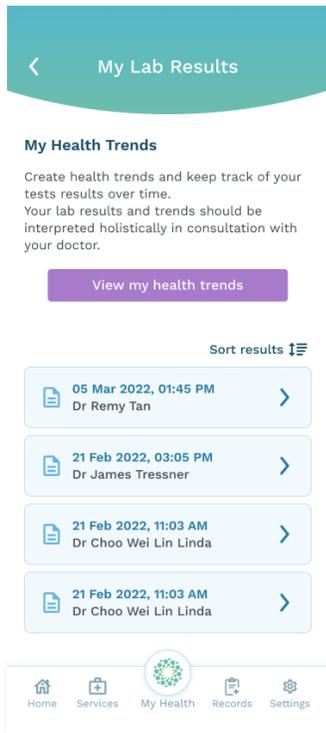
1. Home page screen sample



2. Radiology report sample screen



### 3. Lab result sample screen



## Appendix B

List of LAB test results available to patients.

SN	Item Code	Item Description	Catalog Sub Type
1.	%IS	% Iron Satn	BioChemistry
2.	A/G	Albumin/Globulin Ratio	BioChemistry
3.	ABO/RH	ABO / Rh	Haematology
4.	Absolute EOC	Absolute EOC	Haematology
5.	ACA	Calcium Adjusted	BioChemistry
6.	ACCP	Anti-CCP	Immunology
7.	ALB	Albumin	BioChemistry
8.	ALP Heat Stable	Alk Phos HS	BioChemistry
9.	ALPAMP	Alk Phos	BioChemistry
10.	ALT	ALT / SGPT	BioChemistry
11.	AMYLAS	Amylase	BioChemistry
12.	Apo A	Apo A1	BioChemistry
13.	Apo B	Apo B	BioChemistry
14.	APO B/A	Apolipoprotein B/A	BioChemistry
15.	AST	AST / SGOT	BioChemistry
16.	Basophils	Basophils	Haematology
17.	BB ABORH	ABO / Rh (Cord)	Haematology
18.	BIL D/I	Bilirubin Direct & Indirect	BioChemistry
19.	BIL I	Bilirubin Indirect	BioChemistry
20.	BIL N	Bilirubin Neonatal	BioChemistry
21.	BMI	Patient's BMI	BioChemistry
22.	CA	Calcium	BioChemistry
23.	CAI	Calcium Ionized	BioChemistry
24.	CAL CA	Calcium Adjusted	BioChemistry
25.	CCT Hrs Collected	U24CCT Hrs Collected	BioChemistry
26.	CHOL	Cholesterol	BioChemistry
27.	Chol/HDL Ratio	Chol/HDL Ratio	BioChemistry
28.	CKNAC	CK	BioChemistry
29.	CL	Chloride	BioChemistry
30.	CO2	Bicarbonate	BioChemistry
31.	CPEPT	C-Peptide	BioChemistry
32.	CRE POST	Creatinine - Post	BioChemistry
33.	CRE PRE	Creatinine - Pre	BioChemistry
34.	CREAT	Creatinine	BioChemistry
35.	CRP	C-Reactive Prot	BioChemistry
36.	DBILI	Bilirubin Direct	BioChemistry
37.	DIFF	Differential Count	Haematology
38.	Eosinophils	Eosinophils	Haematology
39.	ESR	ESR	Haematology

40.	FBC	Full Blood Count	Haematology
41.	FRUCTO	Fructosamine	BioChemistry
42.	GGT	GGT	BioChemistry
43.	GLO	Globulin	BioChemistry
44.	GLU P	Glucose 2Hr PP	BioChemistry
45.	GLU R	Glucose Random	BioChemistry
46.	GLUCO	Glucose	BioChemistry
47.	HBA1C	Glycated Hb A1c	BioChemistry
48.	HCT	HCT	Haematology
49.	HDLD2	HDL- Chol	BioChemistry
50.	HGB	HGB	Haematology
51.	INDICES	Red Cell Indices	Haematology
52.	IPHOS	Phosphate	BioChemistry
53.	IRON	Iron	BioChemistry
54.	K	Potassium	BioChemistry
55.	LA	Lactic Acid	BioChemistry
56.	LDL Chol	LDL- Chol	BioChemistry
57.	LDLP	Lactate Dehydrogenase	BioChemistry
58.	LPA	Lipoprotein (a)	BioChemistry
59.	Lymphocytes	Lymphocytes	Haematology
60.	MCH	MCH	Haematology
61.	MCHC	MCHC	Haematology
62.	MCV	MCV	Haematology
63.	MG	Magnesium	BioChemistry
64.	Monocytes	Monocytes	Haematology
65.	MPV	MPV	Haematology
66.	NA	Sodium	BioChemistry
67.	NEC	Neutrophils Abs	Haematology
68.	Neutrophils	Neutrophils	Haematology
69.	OB	Occult Bld Screen	Urine / Stool
70.	OBI	Occult Bld-Immu	Urine / Stool
71.	OBIQ INDEX	Stool OB Index 1st Test	Urine / Stool
72.	OBIQ QUANT	Stool OB Quant 2nd Test	Urine / Stool
73.	OBIQ RESLT	Stool OB Index 2nd Test	Urine / Stool
74.	OBIQ QUA2	Stool OB Quant 1st Test	Urine / Stool
75.	Patient Height, cm	Patient Height, cm	BioChemistry
76.	Patient Weight, kg	Patient Weight, kg	BioChemistry
77.	PBF	Peripheral Blood Film	Haematology
78.	PLT	PLT	Haematology
79.	RBC	RBC	Haematology
80.	RDW	RDW	Haematology
81.	RET	Retic Count	Haematology
82.	RF	Rheumatoid Factor	BioChemistry

83.	Specific Gravity U	Specific Gravity Ur	Urine / Stool
84.	TBILI	Bilirubin Total	BioChemistry
85.	TIBC	TIBC	BioChemistry
86.	Total Volume	Total Volume	BioChemistry
87.	TPRO2	Total Protein	BioChemistry
88.	TRANSF	Transferrin	BioChemistry
89.	TRIG	Triglycerides	BioChemistry
90.	U 24MA	Microalbumin, Urine 24hr	BioChemistry
91.	U 24MA Hrs Collected	U24MA Hrs Collected	BioChemistry
92.	U 24TP	Protein, Urine 24hr	BioChemistry
93.	U 24TP Hrs Collected	U24TP Hrs Collected	BioChemistry
94.	U ALB	Ur Microalb Random	BioChemistry
95.	U ALB/CRE	Microalbumin/Creatinine Ratio Urine	BioChemistry
96.	U CO	Ur Color	BioChemistry
97.	U CREC 24	U CREC 24	BioChemistry
98.	U CRECQ Random	Ur CRECQ Random	BioChemistry
99.	U CREQ	Creatinine Urine	BioChemistry
100.	zU GLU F	Glucose Urine (Fasting)	BioChemistry
101.	zU GLU 0.0	Glucose Urine (0hr)	BioChemistry
102.	zU GLU 0.5	Glucose Urine (0.5hr)	BioChemistry
103.	zU GLU 1.0	Glucose Urine (1hr)	BioChemistry
104.	zU GLU 1.5	Glucose Urine (1.5hr)	BioChemistry
105.	zU GLU 2.0	Glucose Urine (2hr)	BioChemistry
106.	zU GLU 2.5	Glucose Urine (2.5hr)	BioChemistry
107.	zU KET 0.0	Ketone Urine (0hr)	BioChemistry
108.	zU KET 0.5	Ketone Urine (0.5hr)	BioChemistry
109.	zU KET 1.0	Ketone Urine (1hr)	BioChemistry
110.	zU KET 1.5	Ketone Urine (1.5hr)	BioChemistry
111.	zU KET 2.0	Ketone Urine (2hr)	BioChemistry
112.	zU KET 2.5	Ketone Urine (2.5hr)	BioChemistry
113.	zU KET F	Glucose Ketone (Fasting)	BioChemistry
114.	U MIC	Microscopic Examination, Urine	Urine / Stool
115.	U SUGAR	Urine Sugar	Urine / Stool
116.	U TP/CRE	Urine Total Protein/Creatinine Ratio	BioChemistry
117.	U TPQ	Ur Total Protein	BioChemistry
118.	U24 CCT Normalised	Creat Clearance	BioChemistry
119.	UA	Uric Acid	BioChemistry
120.	Ur Bilirubin	Ur Bilirubin	BioChemistry
121.	Ur Blood	Ur Blood	BioChemistry
122.	Ur Casts	Ur Casts	BioChemistry
123.	Ur Creatinine	Ur Creatinine	BioChemistry

124	Ur Crystals	Ur Crystals	BioChemistry
125	Ur Epithelial Cells	Ur Epithelial Cells	BioChemistry
126	Ur Ketones	Ur Ketones	BioChemistry
127	Ur Leukocytes	Ur Leucocytes	BioChemistry
128	Ur Nitrite	Ur Nitrite	BioChemistry
129	Ur Protein	Ur Protein	BioChemistry
130	Ur RBC	Ur RBC	BioChemistry
131	Ur TV Creatinine	Ur Total Volume	BioChemistry
132	Ur TV Microalbumin	Ur Total Volume	BioChemistry
133	Ur TV Protein	Ur Total Volume	BioChemistry
134	Ur Urobilinogen	Ur Urobilinogen	BioChemistry
135	UREA	Urea	BioChemistry
136	UREA P	Urea Post	BioChemistry
137	UREA PRE	Urea Pre	BioChemistry
138	UREA/CREAT	Urea/Creatinine Ratio	BioChemistry
139	Urine pH	Urine pH	BioChemistry
140	Urine Volume	Urine Volume	BioChemistry
141	VB12	Vitamin B12	Immunology
142	VITD	25-OH Vit D	Immunology
143	WBC	WBC	Haematology
144	ZEGFR	eGFR	BioChemistry
145	zGLU F	Glucose GTT Fasting	BioChemistry
146	zGLUCO 0.0	Glucose 0.0 Hour	BioChemistry
147	zGLUCO 0.5	Glucose 0.5 Hour	BioChemistry
148	zGLUCO 1.0	Glucose 1 Hour	BioChemistry
149	zGLUCO 1.5	Glucose 1.5 Hour	BioChemistry
150	zGLUCO 2.0	Glucose 2 Hour	BioChemistry
151	zGLUCO 2.5	Glucose 2.5 Hour	BioChemistry
152	zGLUCO 3.0	Glucose 3.0 Hour	BioChemistry
153	zHrs Collected	Hr Collection	BioChemistry
154	UFEME MAC	Urinalysis Macro	BioChemistry
155	UFEME MIC	Urinalysis Micro	BioChemistry
156	zU GLU 3.0	Ur Glucose 3.0 Hour	BioChemistry
157	U24 Creat Clearance	Creat Clearance	BioChemistry
158	BSA Normalised	Body Surface Area	BioChemistry
159	Ur TP Random	Ur TP Random	BioChemistry