

Frequently Asked Questions

Q: When is my video consultation appointment?

A: You will receive your appointment time slot via email and/or SMS. Ensure that you are available for the appointment.

Q: What if I am not available or missed the appointment?

A: Contact **6330 6363** or appointments@nni.com.sg to change or cancel your appointment.*

Q: What if I am unwell, hospitalised or visited the A&E recently?

A: Contact **6330 6363** or appointments@nni.com.sg for advice.* If you are unwell or for emergencies, seek medical help.

Contact **6330 6363** or appointments@nni.com.sg for queries.*

***Operating Hours**

Monday to Wednesday, Friday: 8.00am – 5.30pm

Thursday: 8.00am – 5.00pm

Closed on Saturday, Sunday and Public Holidays

About the National Neuroscience Institute (NNI)

The National Neuroscience Institute (NNI) is the national and regional specialist centre for conditions of the brain, spine, nerves and muscles. NNI offers treatment for over 20 subspecialties, including stroke, dementia, Parkinson's disease, brain tumour and brain injury.

NNI operates out of two main campuses (Tan Tock Seng Hospital (TTSH) and Singapore General Hospital (SGH)) and four partner hospitals (Changi General Hospital (CGH), KK Women's and Children's Hospital (KKH), Khoo Teck Puat Hospital (KTPH) and Sengkang General Hospital (SKH)).

For more information, visit www.nni.com.sg.

Information is correct at time of printing (May 2020)
and subject to revisions without prior notice.

Q: What are the fees for a video consultation?

A: The fees remain the same as your current clinic consultation. Visit the NNI website for consultation charges.

Q: How do I collect my medications?

A: We will arrange for the medications to be sent to you. Speak to our clinic staff for details.

Q: How should I prepare for the video consultation?

A: You will need a computer (Preferred), smart device (mobile or tablet), and a stable internet connection.

Q: Are the consultation sessions recorded?

A: No. To protect the privacy of our patients and caregivers, video consultations are not recorded.

Q: Will my medical records be updated?

A: Yes. Your medical records will be updated accordingly and promptly in the system.

Q: What if I face technical issues during the video consultation?

A: We will call you to reschedule. If needed, a face-to-face appointment will be arranged for you.



Scan the
QR code
for details

VIDEO CONSULTATION

Healthcare on-the-go!



Your Video Consultation Journey

Video Consultation (VC) is an online consultation service piloted at the Neuroscience Clinic, at NNI (TTSH Campus). It is currently open to eligible patients with neurological conditions.



Before Video Consultation



Register for Video Consultation

Your doctor will determine whether you meet the criteria for video consultation based on your condition during a face-to-face consultation.



Give Consent

Before you start, our staff will guide you on the process and what to do. You will need to give consent for the process.



Download Zoom

Download the Zoom App on your computer (Preferred), smart device (Apple and Android mobile or tablet).



Set Up Appointment

You will receive the date and time of your video consultation appointment via email and/or SMS.

Consult your healthcare provider online, wherever you are!

During Video Consultation



Get Ready

Check you have a stable internet connection. Click on the link sent to you via email and/or SMS to start the session.



Connect, Go Online

Our healthcare professional(s) will be online to review and discuss your condition with you and your caregiver.



Convenient

Greater convenience for you and your caregiver.

Consult your healthcare provider in the comfort of your home!



Saves Time & Cost

Spend less money and time travelling to NNI and waiting time at the clinic.

Have your medications delivered right to your doorstep.

After Video Consultation



Medication Delivery

If medication is needed, we will deliver it to your home or selected bluPort locker. Delivery usually takes 3 to 5 working days after your consultation.



Medical Certificate

If applicable, your Medical Certificate will be sent to your address via Registered Mail, usually within 2 to 4 working days.



Give Feedback

A survey link will be sent to you via email and/or SMS. Tell us about your experience and how we can improve!



Make Payment

Make payment through these options available - credit card, AXS, SAM or cheque. An invoice will be sent to your address.



Personal

Our team of healthcare professionals provide the same standard of care as a face-to-face consultation at the clinic.