



# WhiteCoat Paediatrics Service

## Step-by-step Guide

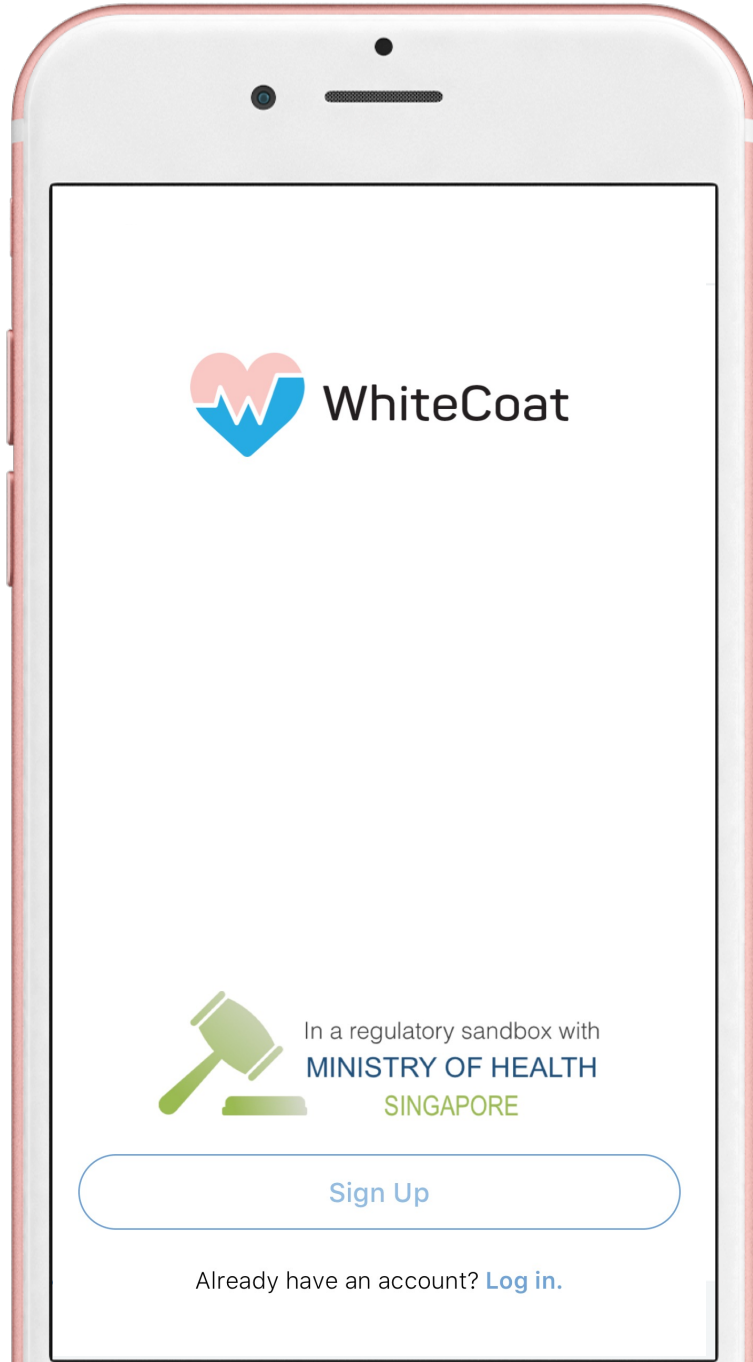


Download the  
WhiteCoat App  
Now

## REGISTRATION

1.

Download the WhiteCoat App and sign up for an account.



## REGISTRATION

# 2.

Complete all fields and ensure accuracy before tapping 'Next'.

Sign Up

Registration

\* All fields are mandatory.

Email

Your email

Password

Must be at least 6 characters

Confirm Password

Confirm your password

First Name

John

Last Name

Doe

Date of Birth

20 Jul 1980

If you are below 16 years old, you must be registered with a guardian.

Mobile Number

+65 91234567

☒

I have read and accept WhiteCoat's [Terms of Service](#) for the use of this App and the Services to be provided under the App.

If you are below 16 years old, you must be registered with a guardian.

Mobile Number

+65 91234567

☒

I have read and accept WhiteCoat's [Terms of Service](#) for the use of this App and the Services to be provided under the App.

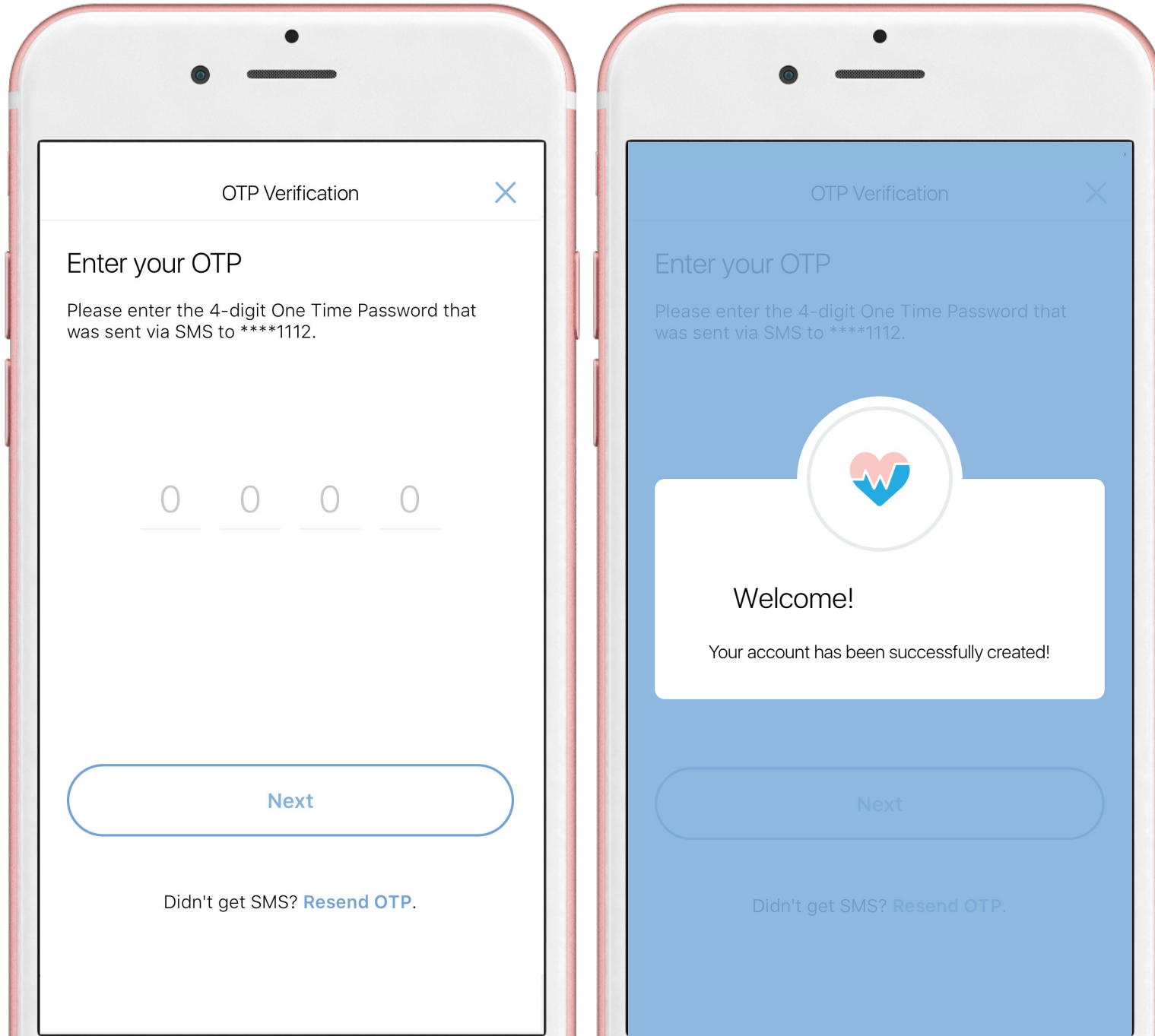
☒

I consent to the collection, use, processing and disclosure of my personal data by WhiteCoat in accordance with the terms of the [Privacy Policy](#), which provides that my personal data may be collected and/or used by WhiteCoat for its marketing and promotional purposes. I further confirm that all information I provide is accurate and complete.

Next

## REGISTRATION

**3.** Input the 4-digit OTP sent to your mobile number via SMS to create your account.

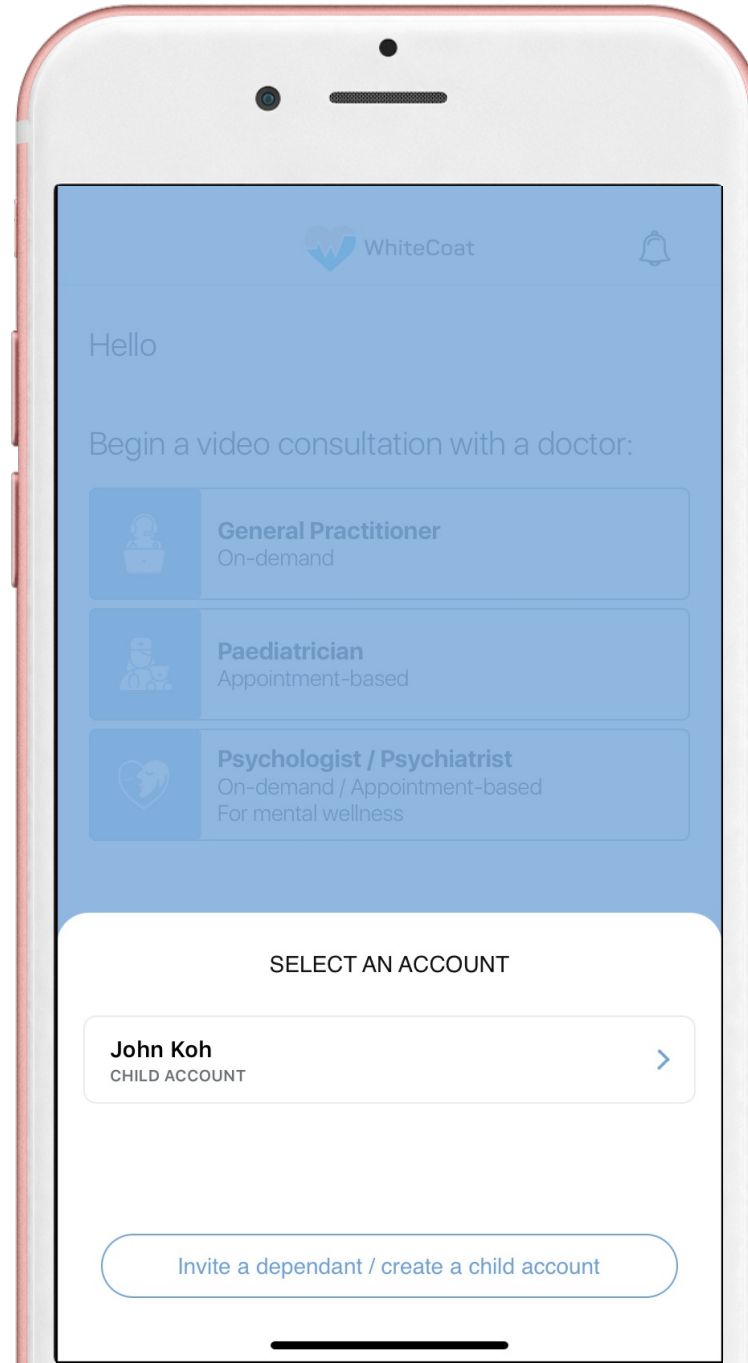
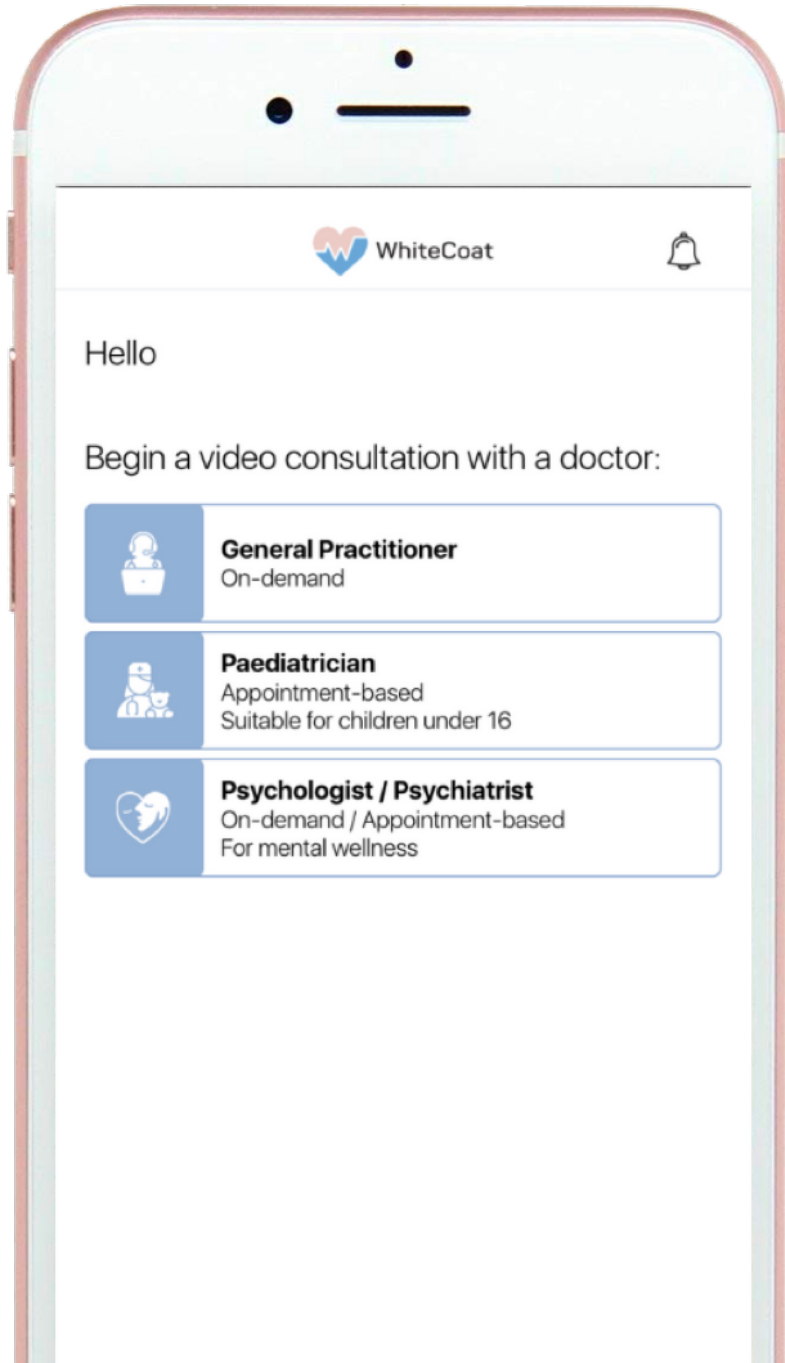




# Teleconsulting a Paediatrician



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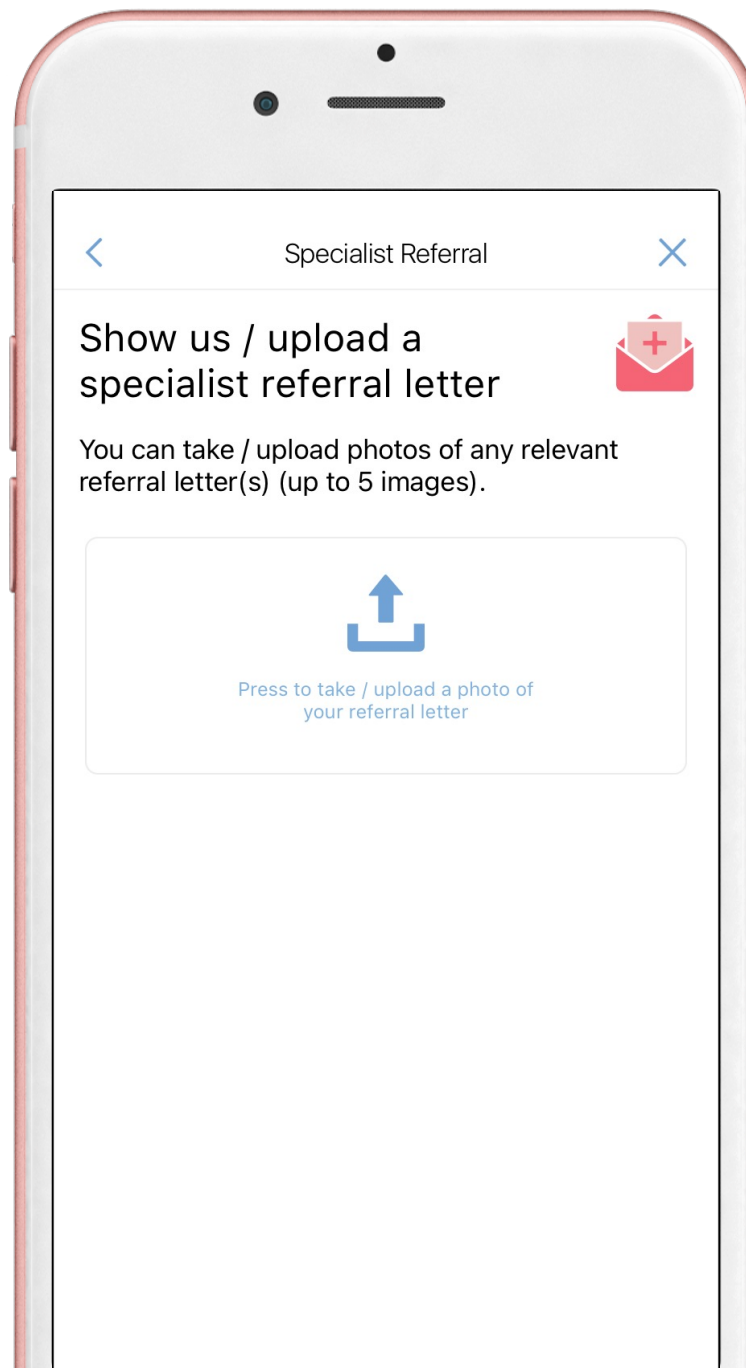
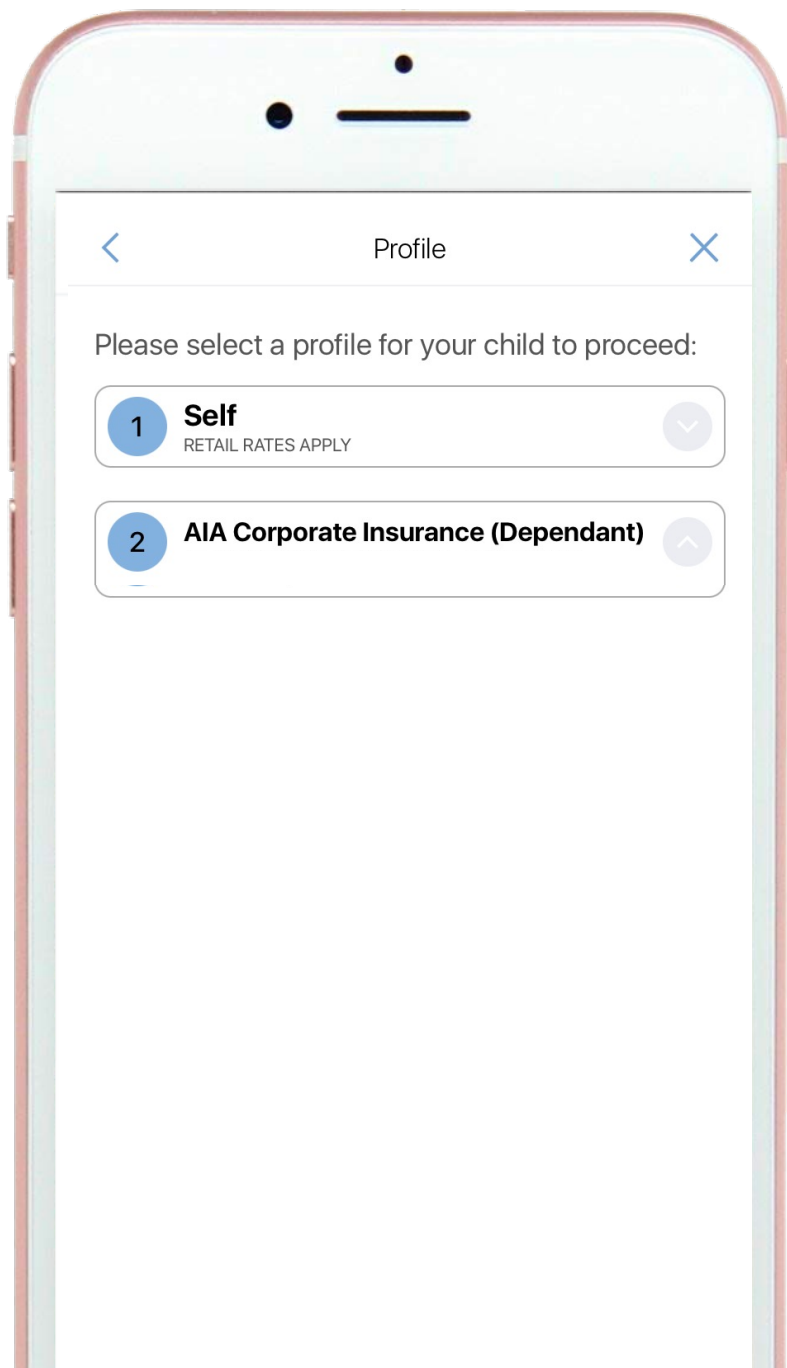
## STARTING A TELECONSULT

# 1.

## Select 'Paediatrician'

Select the appropriate child account\* to get started

\*If you have yet to create an account for your child, you can do so by tapping 'Invite a dependant / create a child account'



## STARTING A TELECONSULT

# 2.

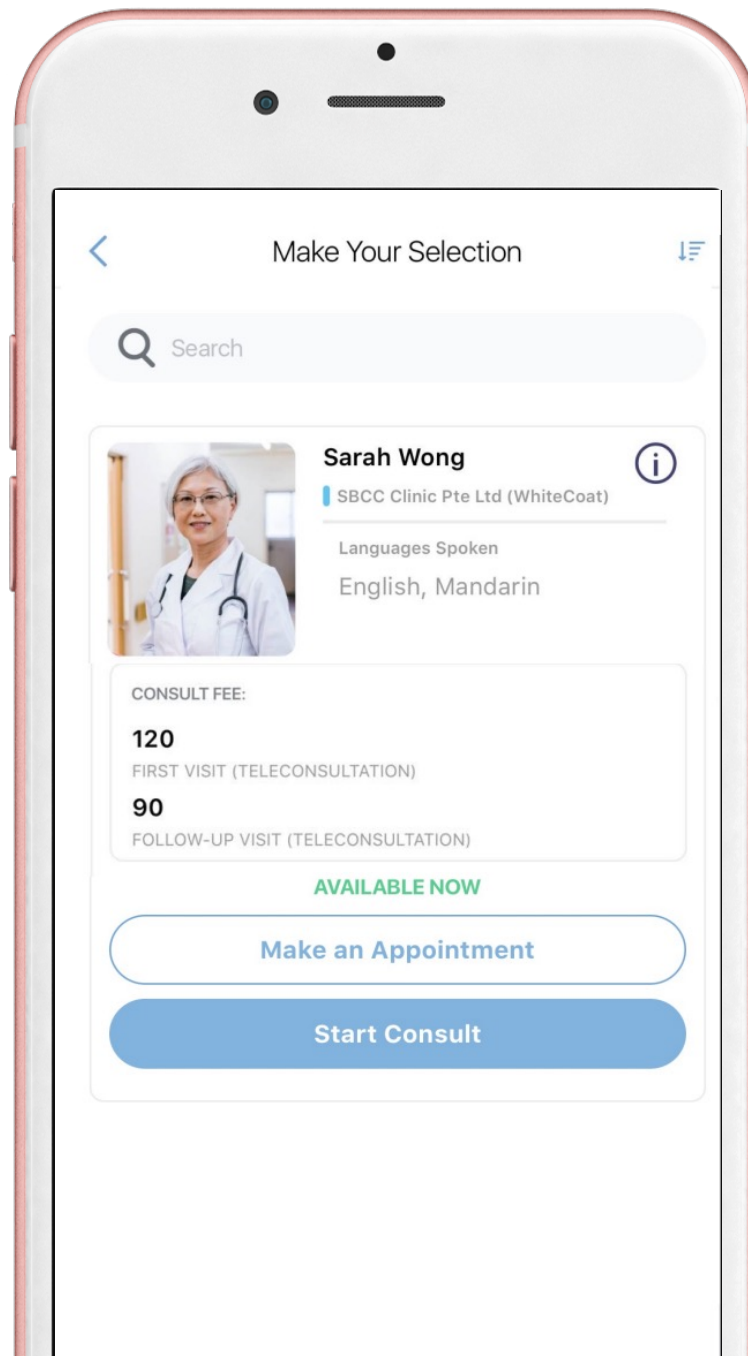
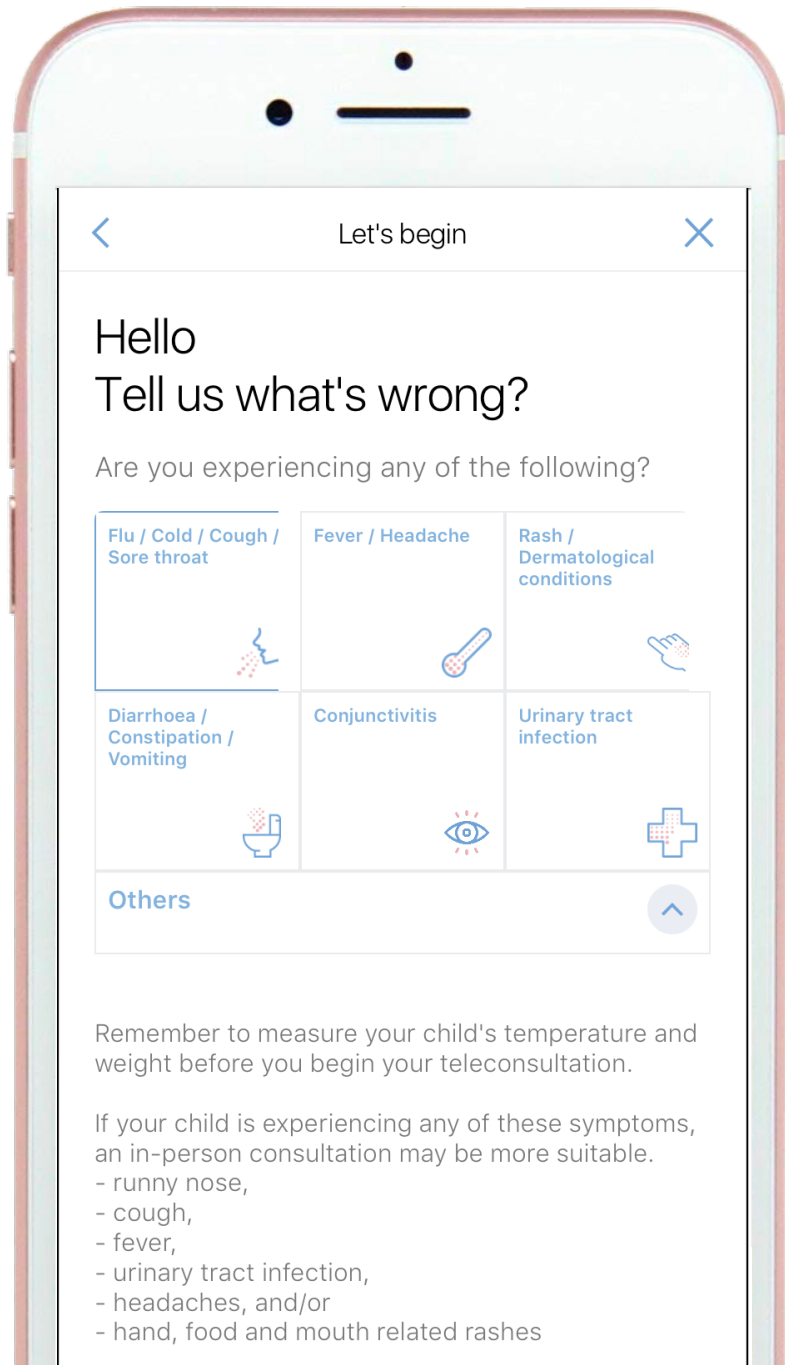
Select the appropriate profile for your child.

If your child is a dependant covered under your AIA corporate insurance policy, you may select your child's AIA corporate profile. Your child's corporate benefits-enabled profile will draw down from their annual limit

If your child is aged:

- Below 7 years and below: No referral letter required
- 7 years 1 day and above: Referral letter required





## STARTING A TELECONSULT

### 3.

Identify the symptoms that your child is experiencing

Select your preferred Paediatrician from the list of available doctors.

If your Paediatrician is available on-demand, you may tap on 'Start Consult' to connect immediately.

Otherwise, tap 'Make an Appointment' to schedule a teleconsult.



## STARTING A TELECONSULT

4.

Choose your preferred date and time for the teleconsult

You will receive an SMS when your booking is confirmed

**Make Your Selection**

29 January 2021

MON TUE WED THU FRI SAT SUN MON TU

25 26 27 28 29 30 31 1 2

Consult Type

☒ Video Consultation

Available Timings

04:30 pm 04:45 pm 05:00 pm

05:15 pm 05:30 pm 05:45 pm

06:00 pm 06:15 pm 06:30 pm

06:45 pm 07:00 pm 07:15 pm

07:30 pm

**Book Appointment**

29 January 2021

MON TUE WED THU FRI SAT SUN MON TU

25 26 27 28 29 30 31 1 2

Appointment Request

We have received your request! Please note that you will receive an SMS when your appointment is confirmed. Any rescheduling must be done at least 1 day before the appointment to avoid incurring additional charges.

OK

05:00 pm 05:15 pm 05:30 pm

05:45 pm 06:00 pm 06:15 pm

06:30 pm 06:45 pm 07:00 pm

07:15 pm 07:30 pm

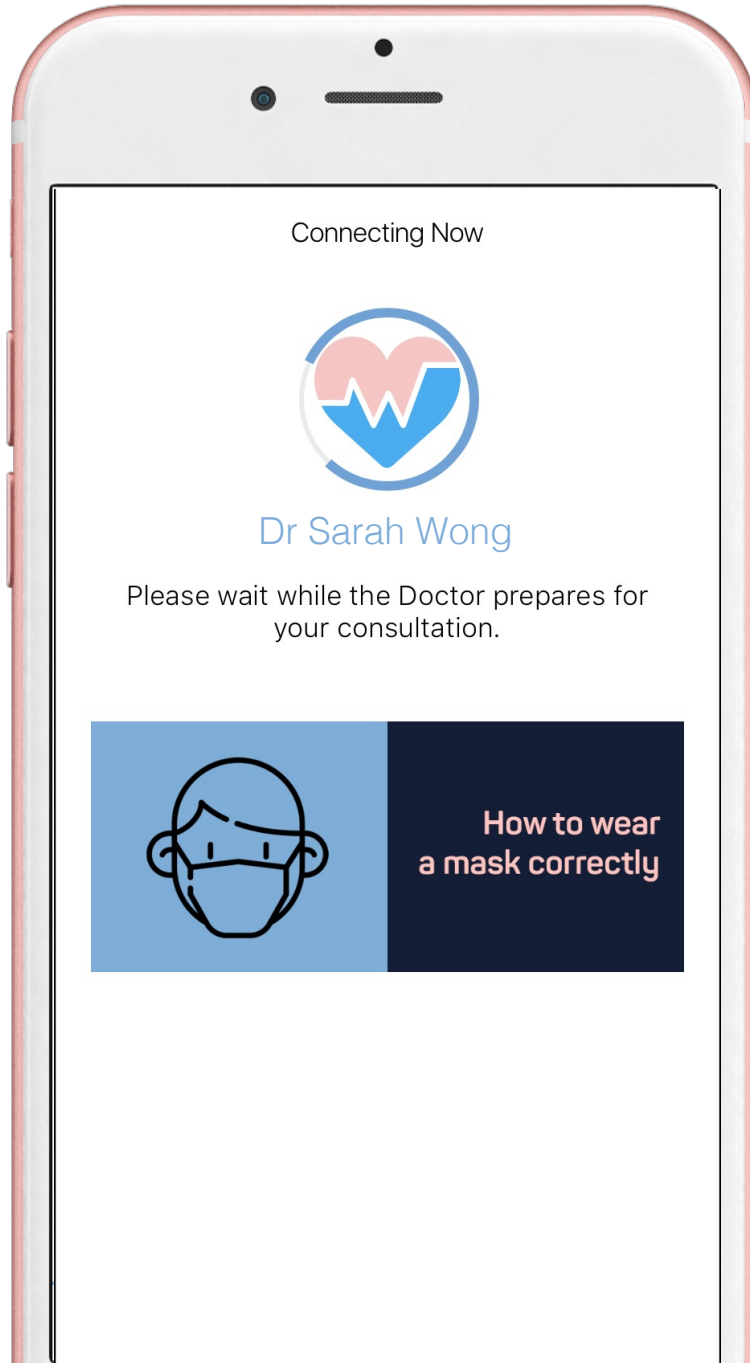
Video Consultation on 29 January 2021. 02:00 pm

## STARTING A TELECONSULT

**5.**

At the scheduled appointment time, your designated Paediatrician will call you via the WhiteCoat app.

Accept the call to begin your teleconsult!





# Concluding a Teleconsult



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## CONCLUDING A TELECONSULT

### 1.

After the teleconsult has ended, you may proceed to confirm any medication(s) prescribed by the Paediatrician.

The image shows a mobile application interface for concluding a teleconsult. At the top, there is a header 'Medication(s) / Service(s)'. Below this is a pink banner with the text 'Please complete your transaction in 14:47'. The main content area displays a message from 'Dr Lim Yang Chern' stating that he has prescribed medication and asks the user to select what they want to purchase. A single item is listed with a red checkmark icon: '\* Sinupret syrup (100ml) x 1' for \$20.00. The item description includes '5 ml morning & afternoon for 1 day(s)', 'Take complete course', 'For acute & chronic sinusitis;', and 'Promotes clear nasal passages'. At the bottom, a grey bar shows the 'Total' amount as '\$20.00'.

Medication(s) / Service(s)

Please complete your transaction in 14:47

Dr Lim Yang Chern has prescribed the following medication(s) / service(s):

Select the medication(s) / service(s) you would like to purchase:

- ☒ \* Sinupret syrup (100ml) x 1 \$20.00  
5 ml morning & afternoon for 1 day(s)  
Take complete course  
For acute & chronic sinusitis;  
Promotes clear nasal passages

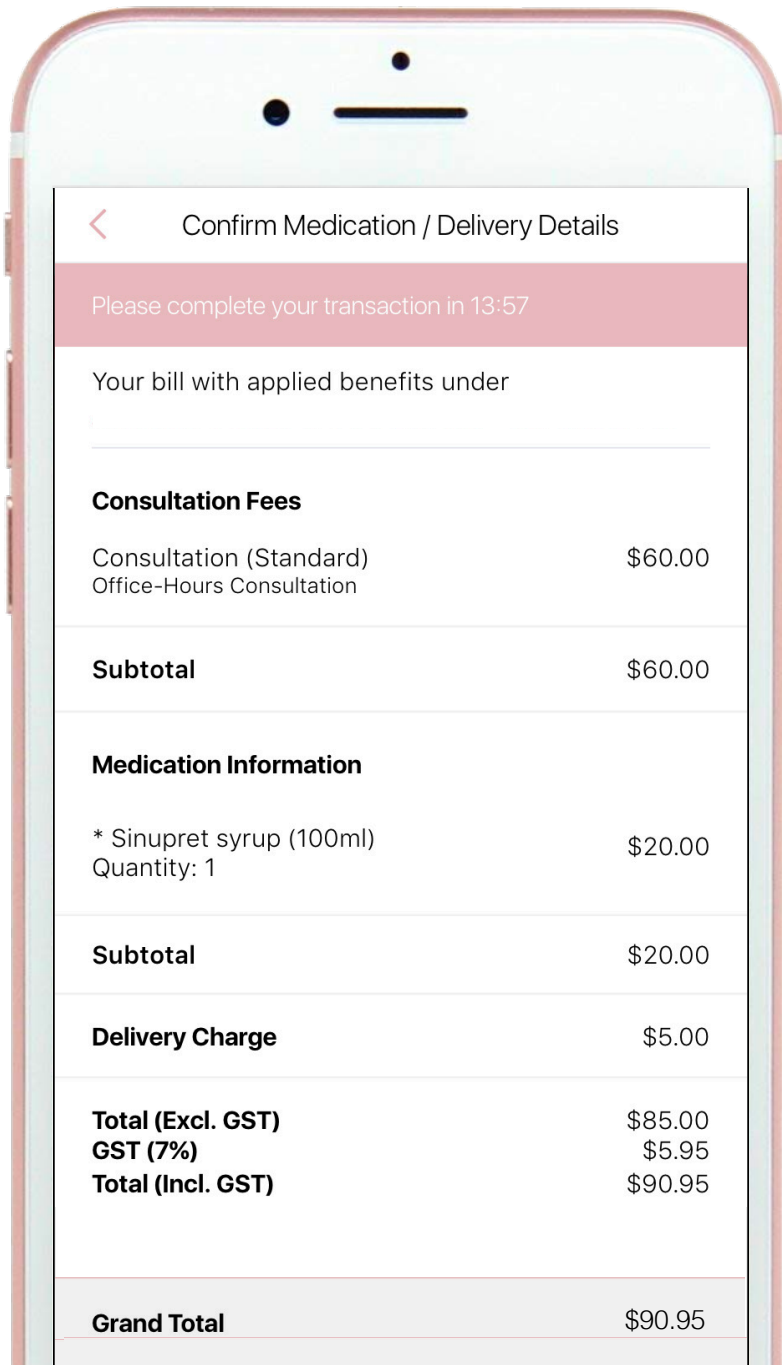
**Total** \$20.00

## CONCLUDING A TELECONSULT

**2.** Select your delivery address, or add a new one. The address in your profile will be selected by default. Proceed to select your desired delivery time slot.

The screenshot shows the 'Delivery Address' screen in a mobile app. At the top, there is a back arrow and the title 'Delivery Address'. Below this is a pink banner with the text 'Please complete your transaction in 13:27'. The main content area has a heading 'Select the delivery address where your medication(s) are to be delivered to. We currently only deliver medication(s) within Singapore.' Below this heading is a list of addresses. The first address is selected, indicated by a red checkmark icon, and reads: 'APEX@Henderson Road, 201 Henderson Rd, Singapore 159545, #05-11 Singapore, SG'. At the bottom of the screen, there is a pink button with a plus icon and the text 'Add a new address'.

The screenshot shows the 'Delivery Time Slot' screen in a mobile app. At the top, there is a back arrow and the title 'Delivery Time Slot'. Below this is a pink banner with the text 'Please complete your transaction in 13:13'. The main content area has a heading 'Pick a Delivery Timing:'. Below this heading is a section for 'Express' delivery, which is highlighted with a green bar and a white checkmark icon. Below the 'Express' section is a section for 'Today' delivery, which contains three time slots: '7:00 pm - 9:00 pm', '9:00 pm - 11:00 pm', and '11:00 pm - 1:00 am'. Below the 'Today' section is a section for 'Next day' delivery, which contains one time slot: '1:00 am - 3:00 am'. At the bottom of the screen, there is a pink button with the text 'Review Medication / Delivery Details'.



## CONCLUDING A TELECONSULT

3.

Check the itemised invoice for accuracy, with special attention to the delivery address and time slot. Tap 'Confirm' to complete the consult.

If you have selected your AIA profile for the teleconsult, the relevant AIA benefits will also be reflected on your payment details.



# Sharing a Child Profile



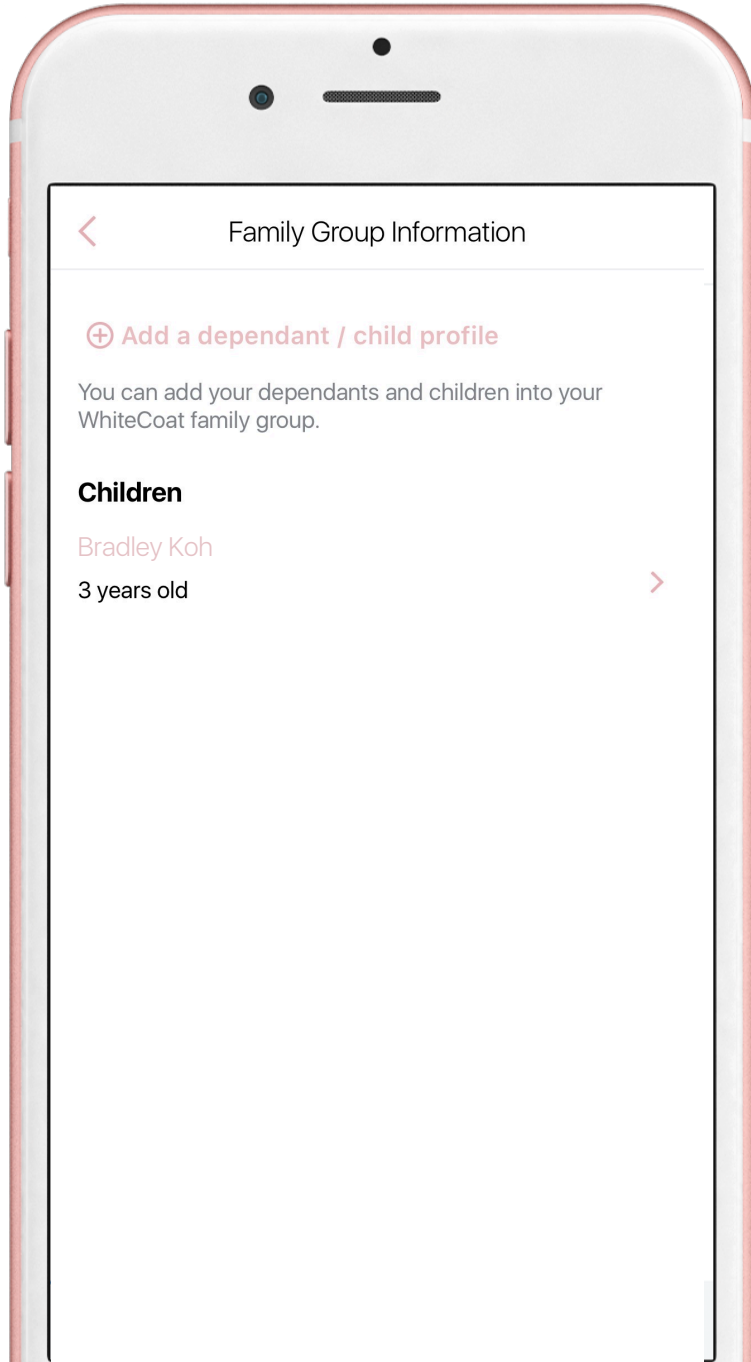
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## SHARING A CHILD PROFILE

1.

At the app home screen, tap on 'More' > 'Family Group Information' and select the child account that you wish to share with another parent / guardian



## SHARING A CHILD PROFILE

# 2.

Tap on the plus button

Fill up the required fields accordingly

Please ensure accuracy, and that the parent / guardian **already** has a registered WhiteCoat email account with the indicated email address before tapping 'Next'

The image shows two smartphone screens side-by-side, illustrating the steps to share a child's profile. A blue arrow points to the plus button on the left screen.

**Left Screen: Update Your Child's Account**

Update Child's Account

Share your child's account with another parent / guardian. This will allow both parents / guardians to access the medical records of your child.

Full Name  
Bradley Koh

Date of Birth  
01 Mar 2018

Identification Number  
S123456F

Gender  
☒ Male ☐ Female

Relationship  
☒ Parent ☐ Guardian

Passport

Passport

**Right Screen: Invite Parent / Guardian**

Invite Parent / Guardian

Invitation To Share Access

Enter the email address\* and relationship (in relation to the child) of the person you would like to share your child's account with.

Parent's / Guardian's Email Address  
Enter WhiteCoat Registered Email Address

Relationship (in relation to child)  
Select Relationship

\*Note that the parent / guardian must already have a registered WhiteCoat account with this email address. Please also check if this email address is correct to prevent any unauthorised access to your child's account.

## SHARING A CHILD PROFILE

**3.**

Your invitation has been successfully sent to your child's co-parent / co-guardian at his / her registered email address with WhiteCoat

You will be notified via email once the invitation to share access has been accepted

