

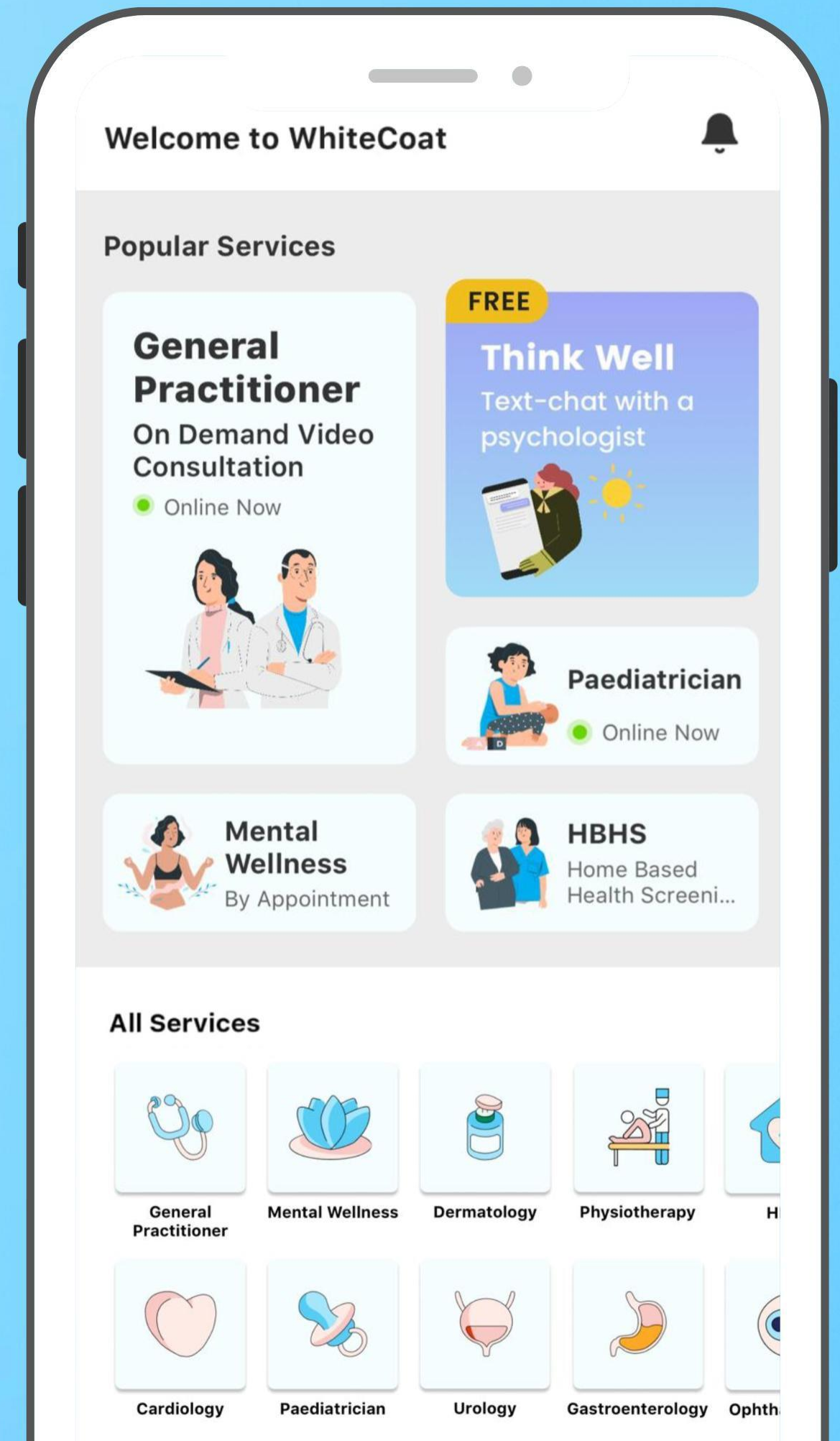
NANYANG TECHNOLOGICAL UNIVERSITY



EXPERIENCE THE CONVENIENCE OF REMOTE CARE



Scan the QR code
to download the
WhiteCoat app



Corporate-insured healthcare at your fingertips



See a doctor at your convenience

Teleconsult a Singapore-registered doctor on your phone from the comfort of your home.



Doorstep medication delivery

Have your prescribed medication delivered straight to your doorstep at a convenient timing of your choice, from as quickly as within 90 minutes.



Zero out-of-pocket charges*

No separate reimbursement required when you engage with panel medical services via the WhiteCoat app.

**Subject to your corporate plan*



Your WhiteCoat telemedicine entitlements

Category	Type	Visits	Cost Cap*	Cashless
GP	Telemedicine	Capped at 2 visits per policy year; i.e. 3 visits for 18 months	Unlimited	Co-payment of \$3 per visit

Diagnosis and medication exclusions apply.



General Operating Information



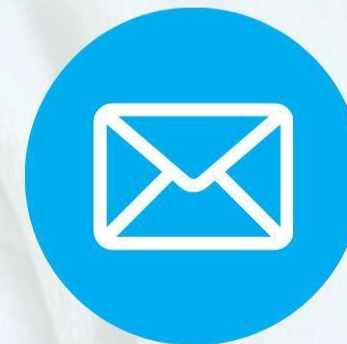
GP teleconsults are available from 8AM to 12AM daily, including Public Holidays.



Specialist teleconsults are available from 9AM to 6PM, Monday to Friday and 9AM to 1PM, Saturday*.



Doorstep medication delivery are available from 9AM to 3AM daily.



Send us an in-app enquiry or email us at contactus@whitecoat.global

**Subject to doctors' availability.*



WhiteCoat Services

1

General Outpatient

- ✓ General Practitioner (GP) Care
- ✓ WhiteCoat Clinic @ Yong Siak
- ✓ Mental Wellness Care: Think Well

1

General Outpatient

1 GENERAL OUTPATIENT

General Practitioner (GP) Care

Access WhiteCoat GPs for common illnesses, medical advice, and prescription refills without disrupting your work schedule.

WhiteCoat GPs are MOH-approved to treat a wide range of conditions via teleconsult:

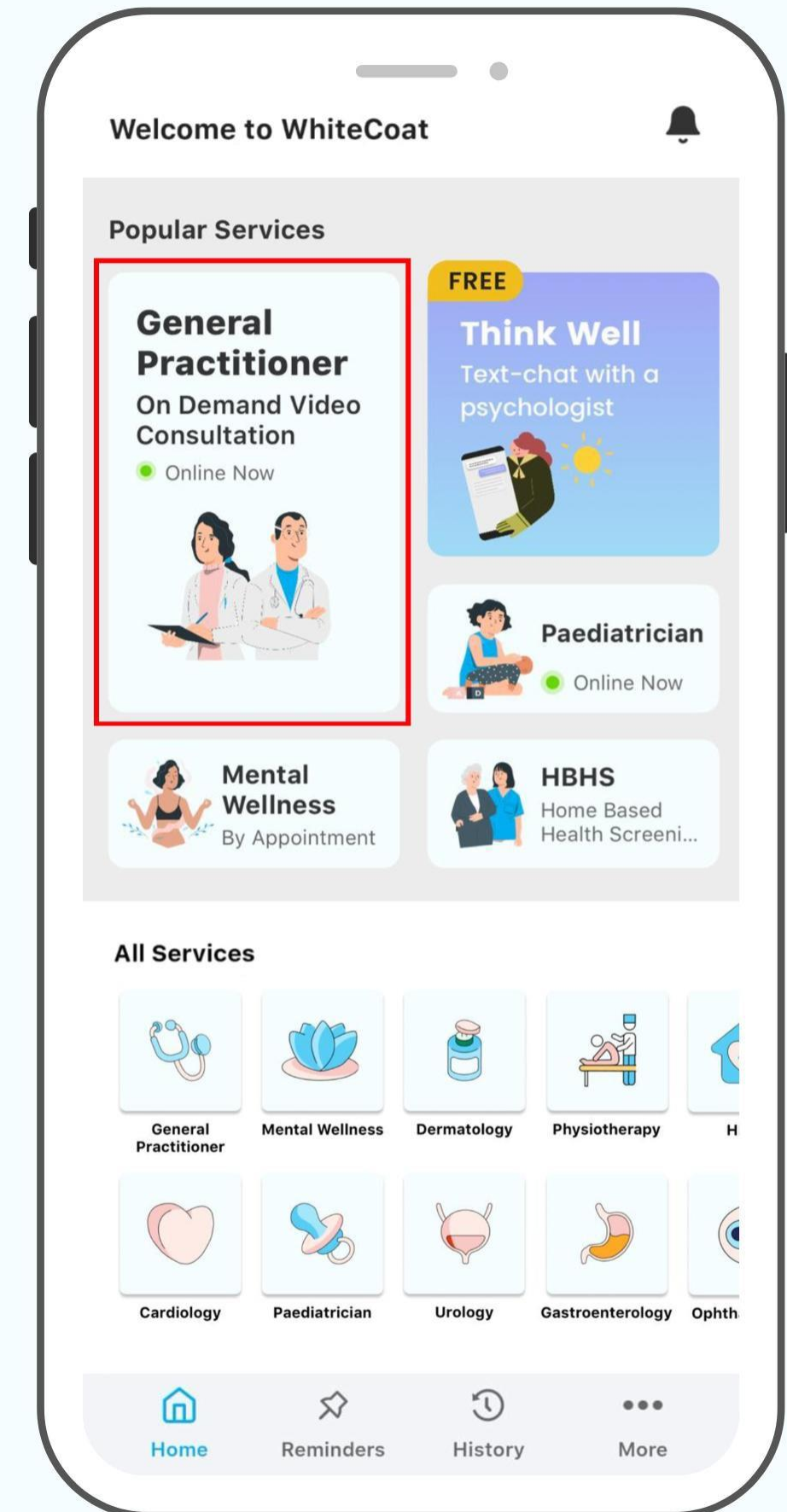
Common Acute Conditions:

- Upper respiratory tract infection (URTI)
- Headache / fever
- Gastroenteritis
- Urinary tract infection (UTI)
- Skin / eye conditions

Common Chronic Conditions:

- Diabetes
- High blood pressure
- High cholesterol
- Gout
- Thyroid

WhiteCoat GPs will make a clinical judgement based on their best medical assessment to treat conditions not listed above.



1 GENERAL OUTPATIENT

Manage Mental Wellness at no cost with Think Well

Think Well is WhiteCoat's mental wellness programme, designed to help employees manage mental health and seek proper support.

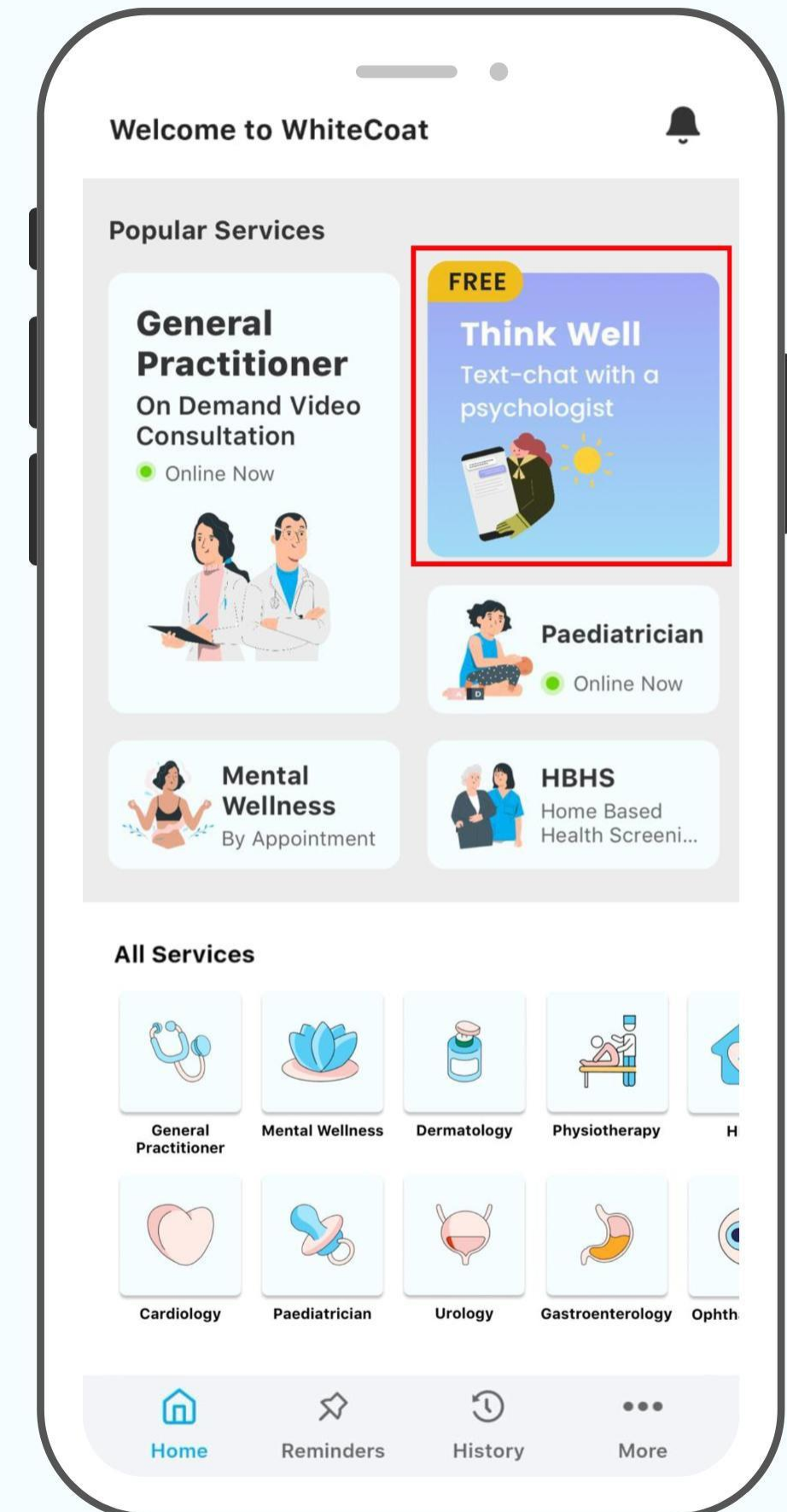
This programme is complimentary and exclusively available to members with GP outpatient benefits.

Thoughts from Think Well Users:

"She was great. In the short period of 20 mins she actually gave me some solid advice and even shared an online resource that was genuinely helpful for my situation."

"One of the best therapist I've talked to. Show deep compassion and is very relatable. Made her points across clear and not unrealistic. Thank you :)"

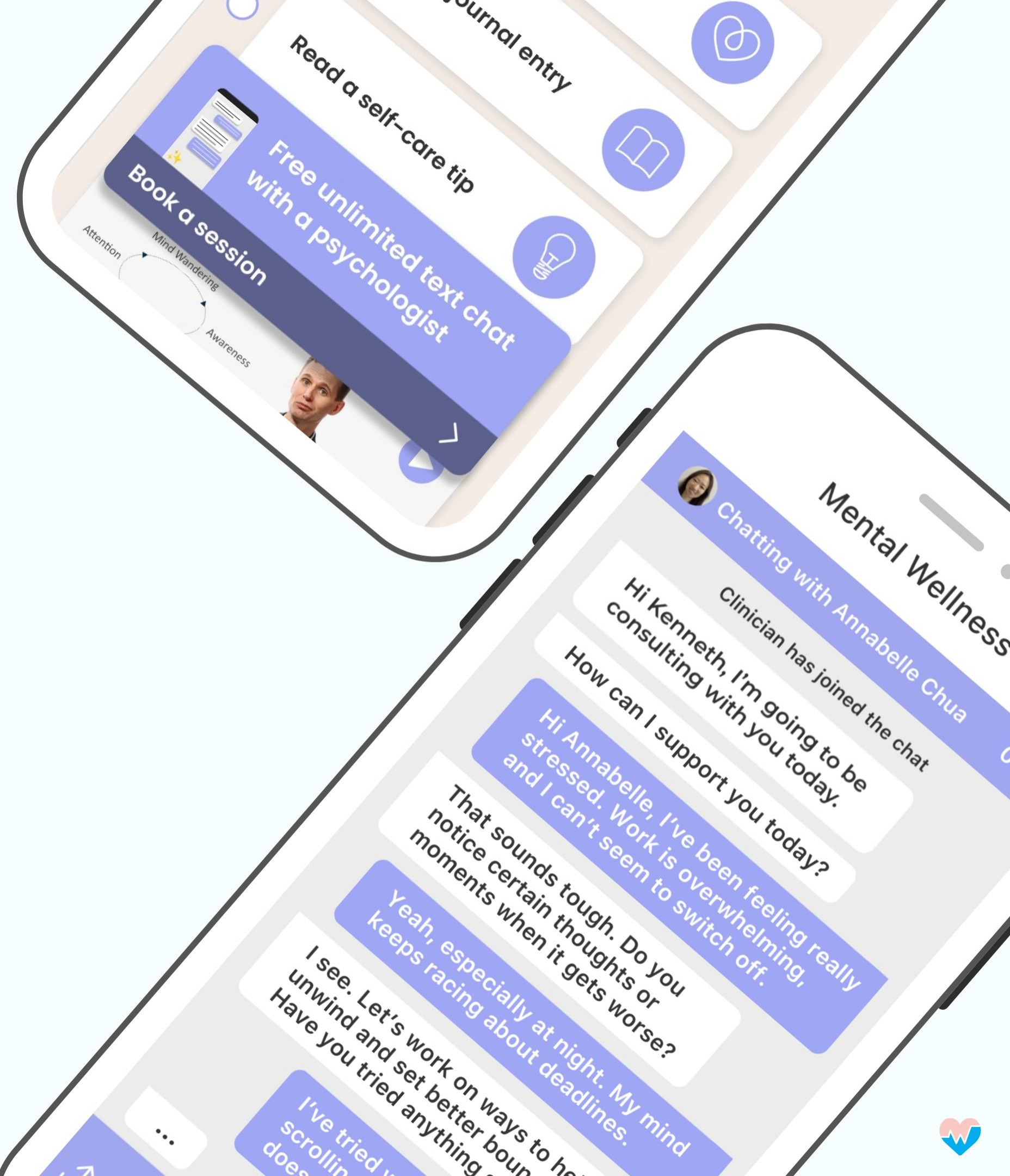
"Doctor was encouraging. I feel better about what I have to face and hope to be able to get through it. I was even told I can come back any time and it made me feel great that I don't have to go through this alone."



1 GENERAL OUTPATIENT

Complimentary Text Chat Sessions with a Psychologist

- Receive support and guidance via live text
- Engage in open and honest discussions, where privacy is safeguarded
- Receive follow up care via teleconsult / in-person available (if required, charges apply)

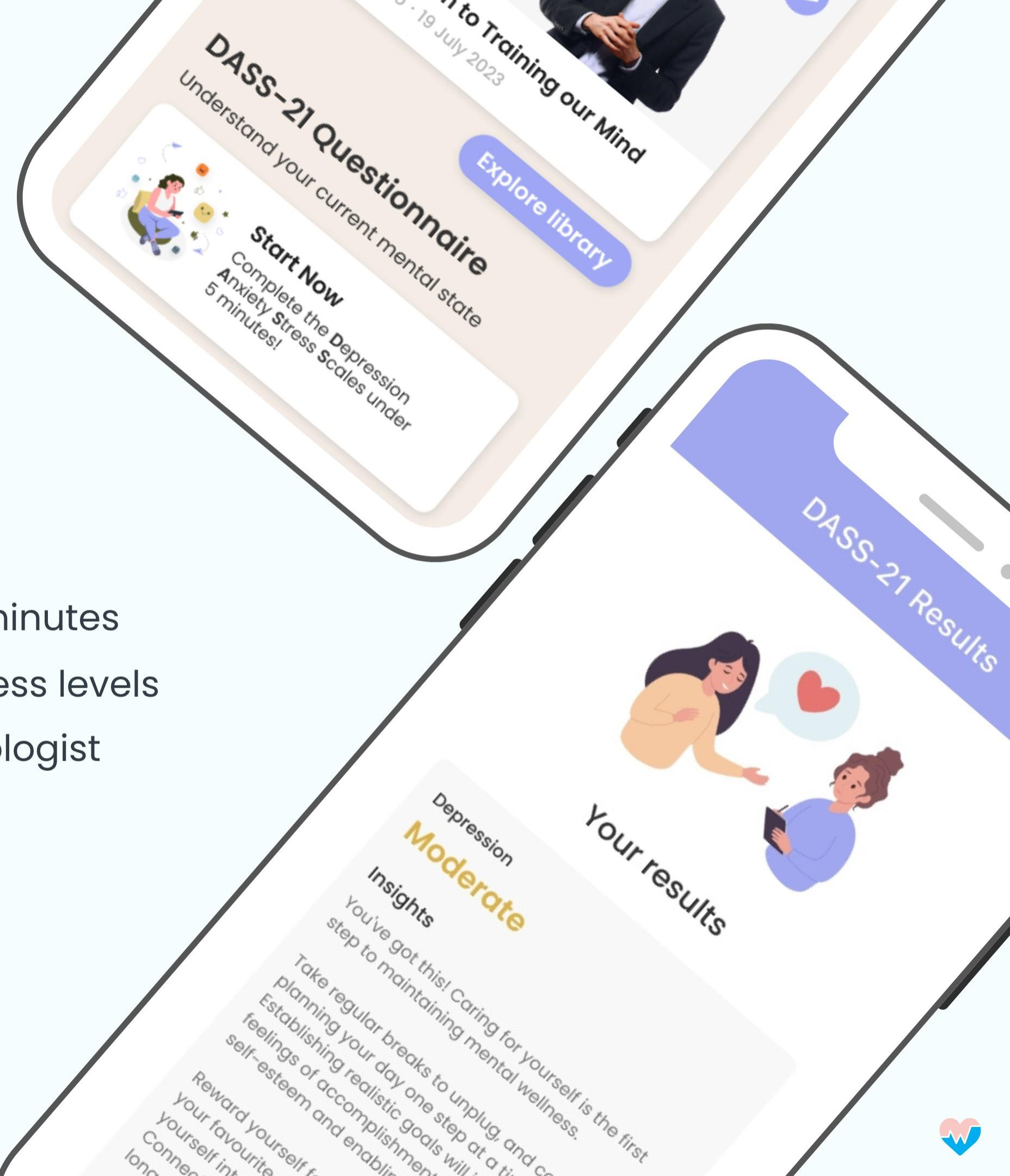


1 GENERAL OUTPATIENT

DID YOU KNOW

Insightful Mental Health Assessment

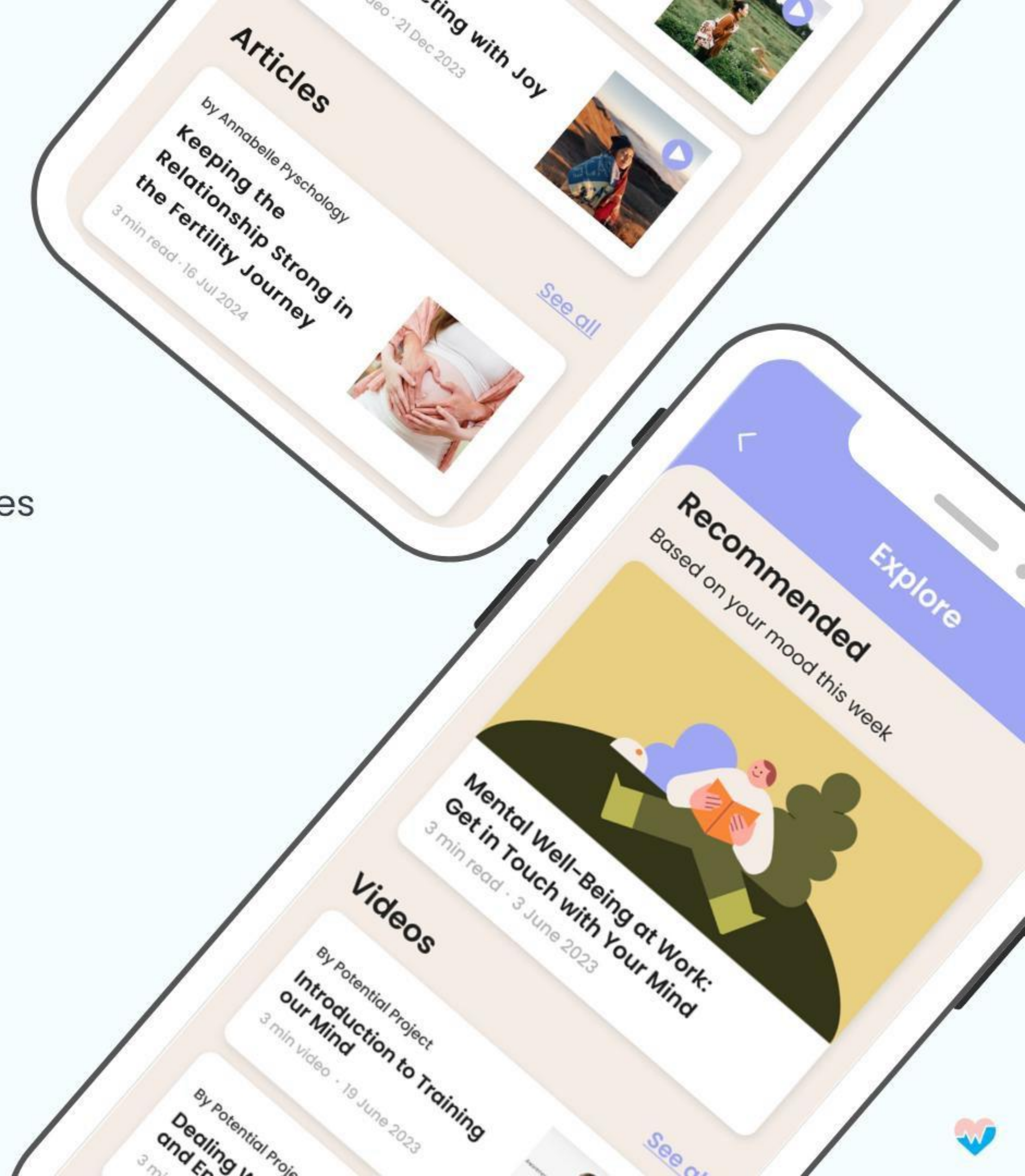
- Assess and understand current state of mind in 5 minutes
- Gain insights to current depression, anxiety and stress levels
- Seamlessly share assessment results with a Psychologist for more insightful text chat sessions



1 GENERAL OUTPATIENT

Library of Mental Wellness Content

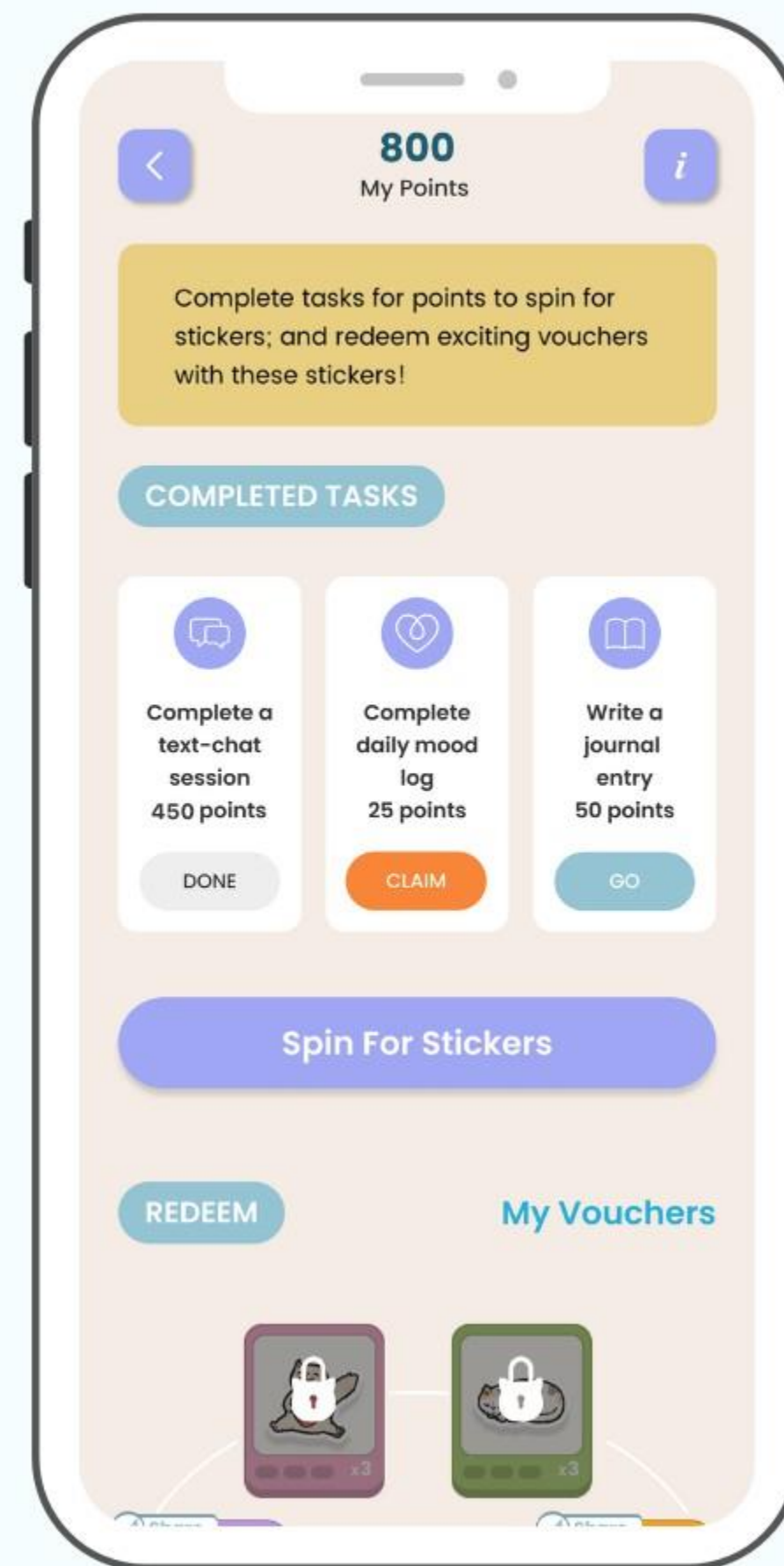
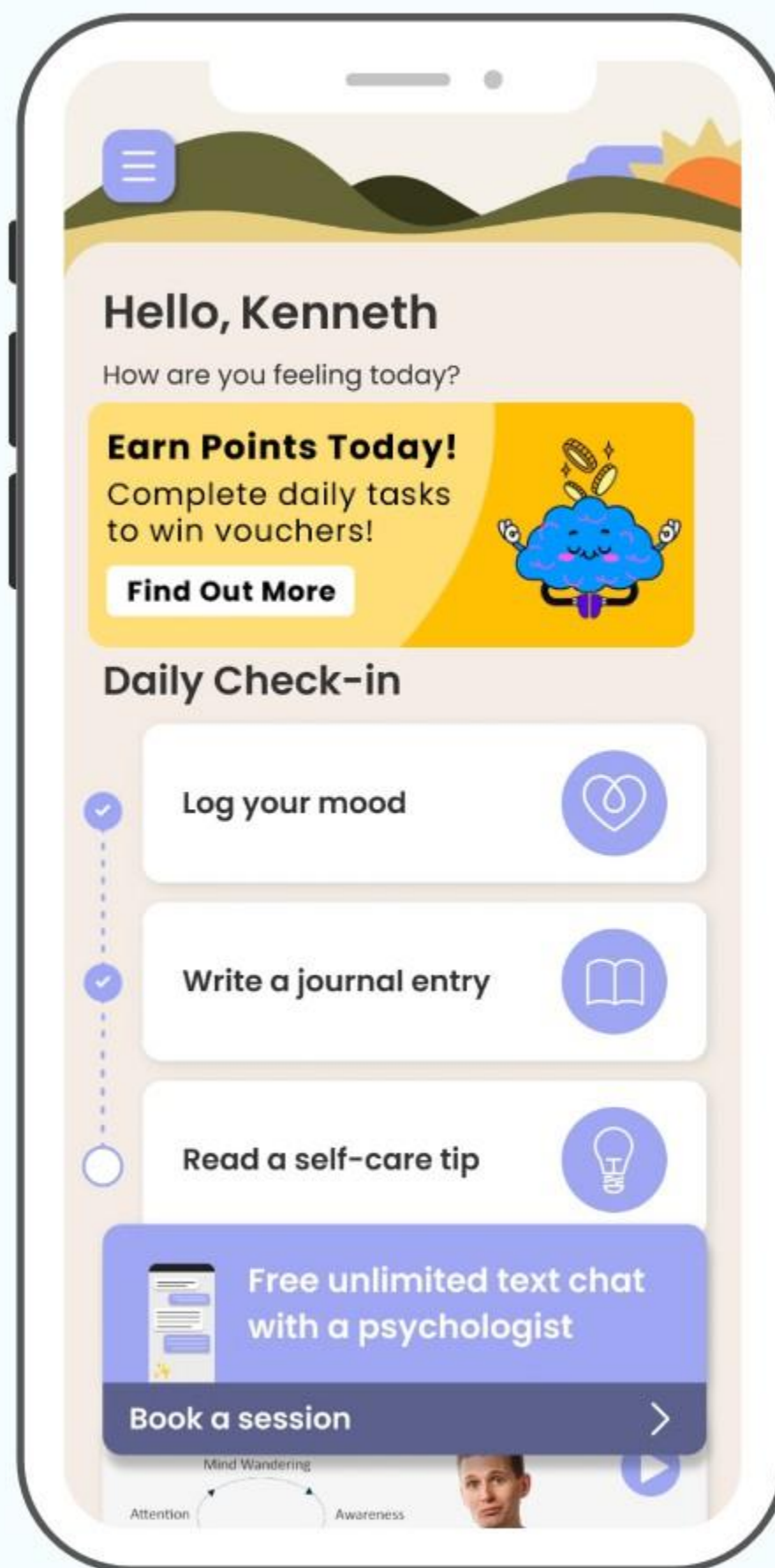
- Comprising mental wellness tips, videos and articles
- Content customised to current state of mind



1 GENERAL OUTPATIENT

Complete Daily Tasks to Earn Points and Spin For Stickers

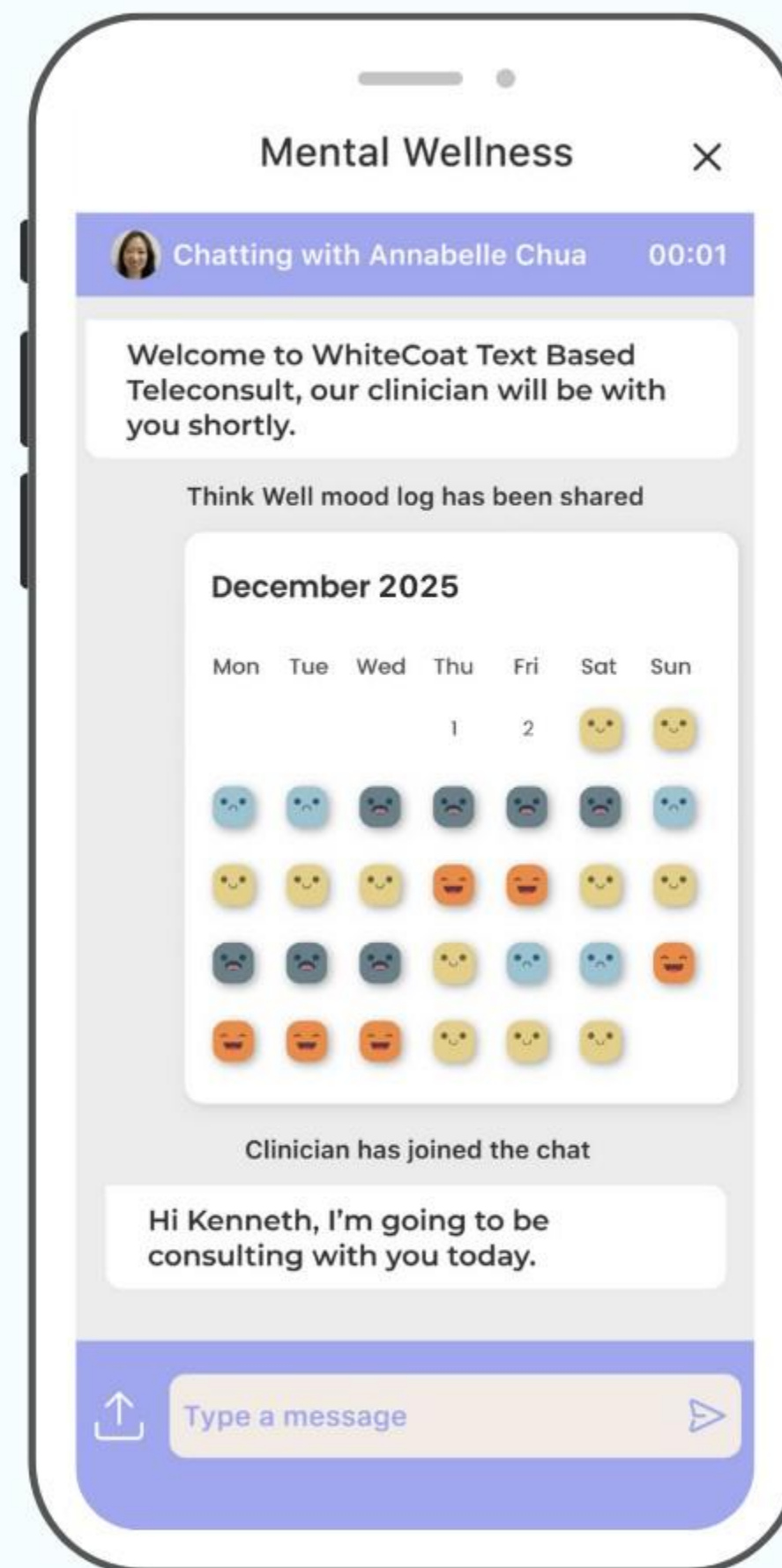
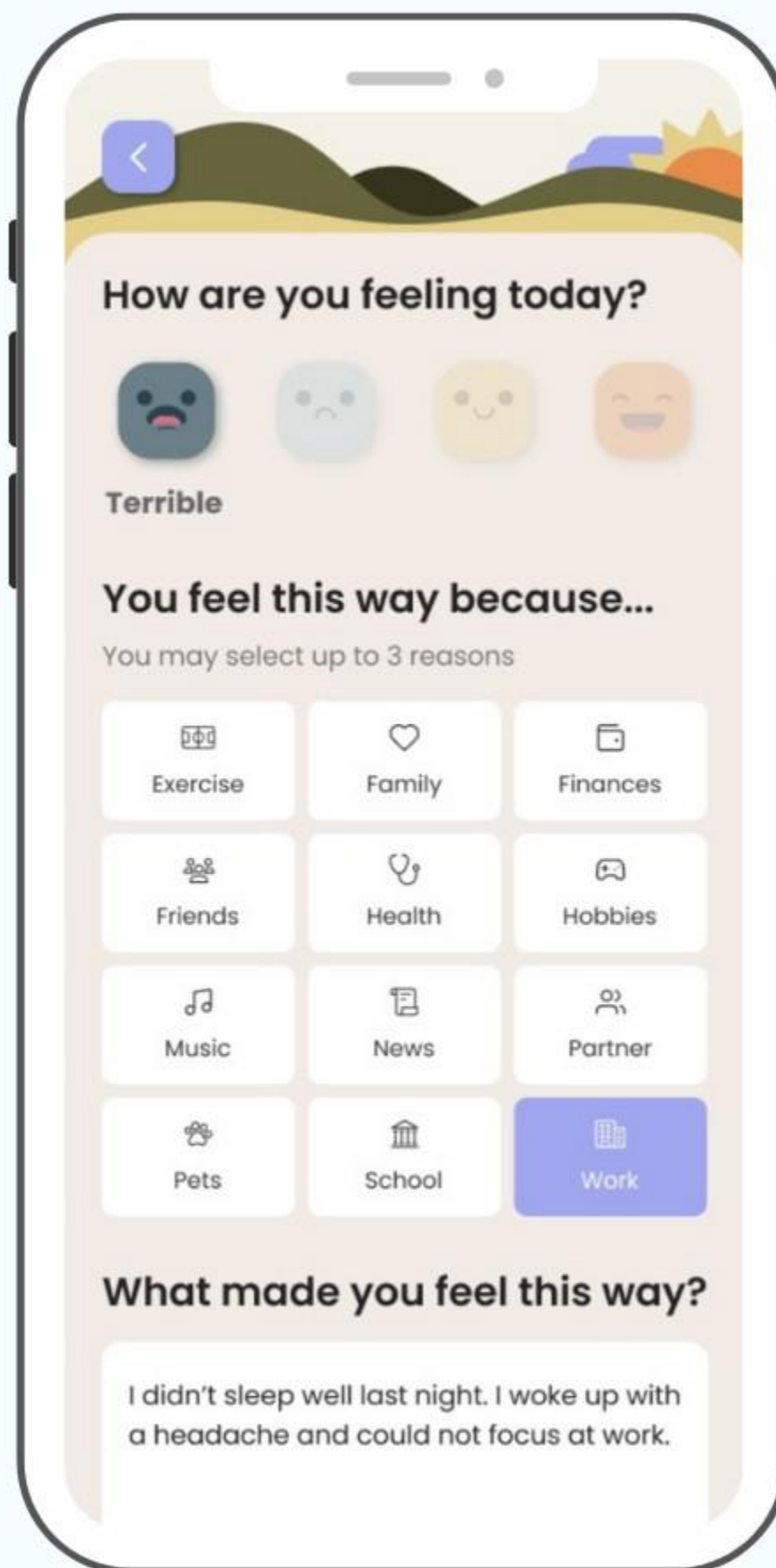
- Build better self-care habits by checking in daily to earn points
- Claim points earned and spin for stickers
- Exchange stickers for vouchers such as Grab, Lazada, Guardian and more
- Points earned and stickers collected will reset every month



1 GENERAL OUTPATIENT

Daily Mood Tracker

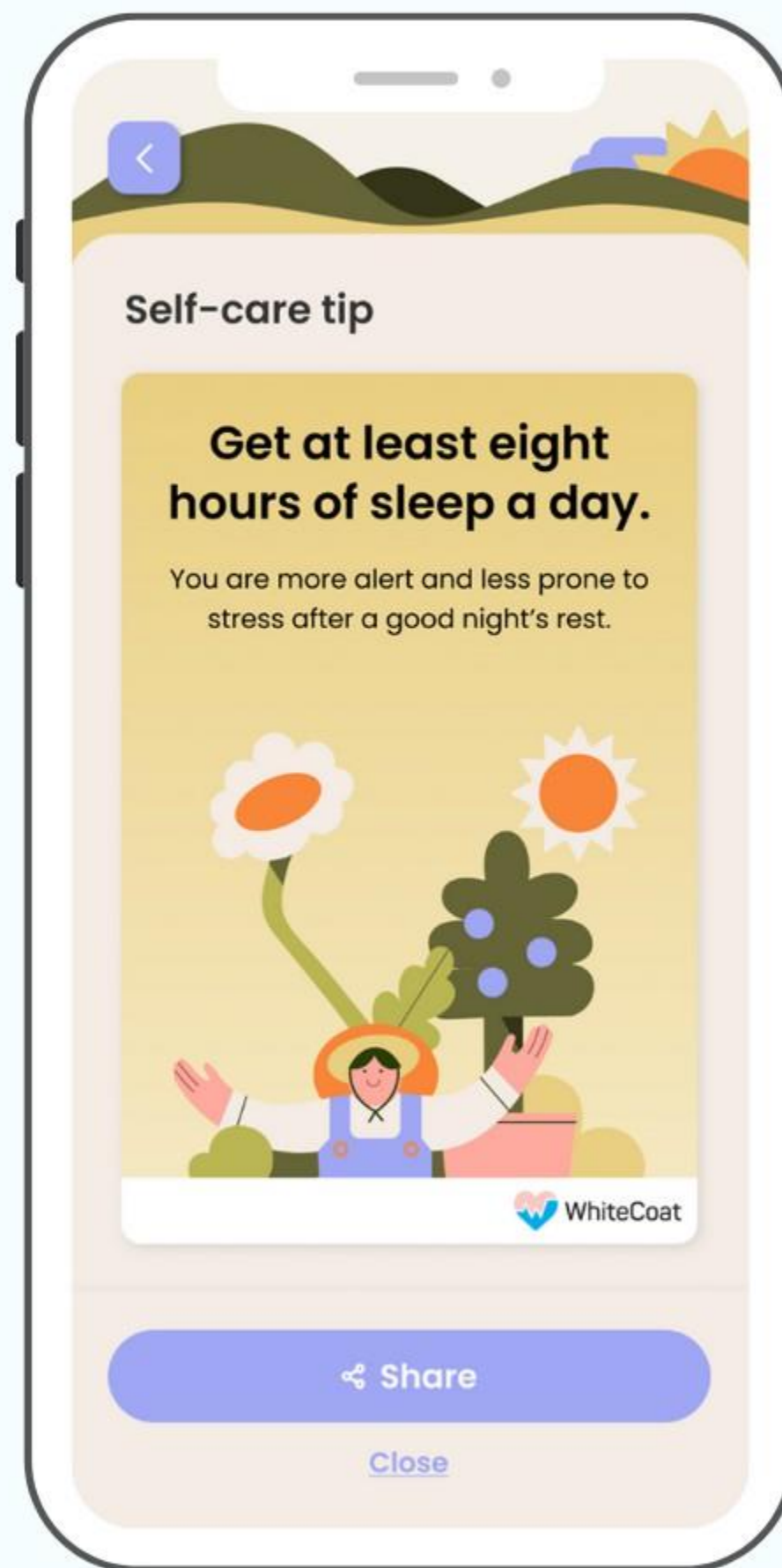
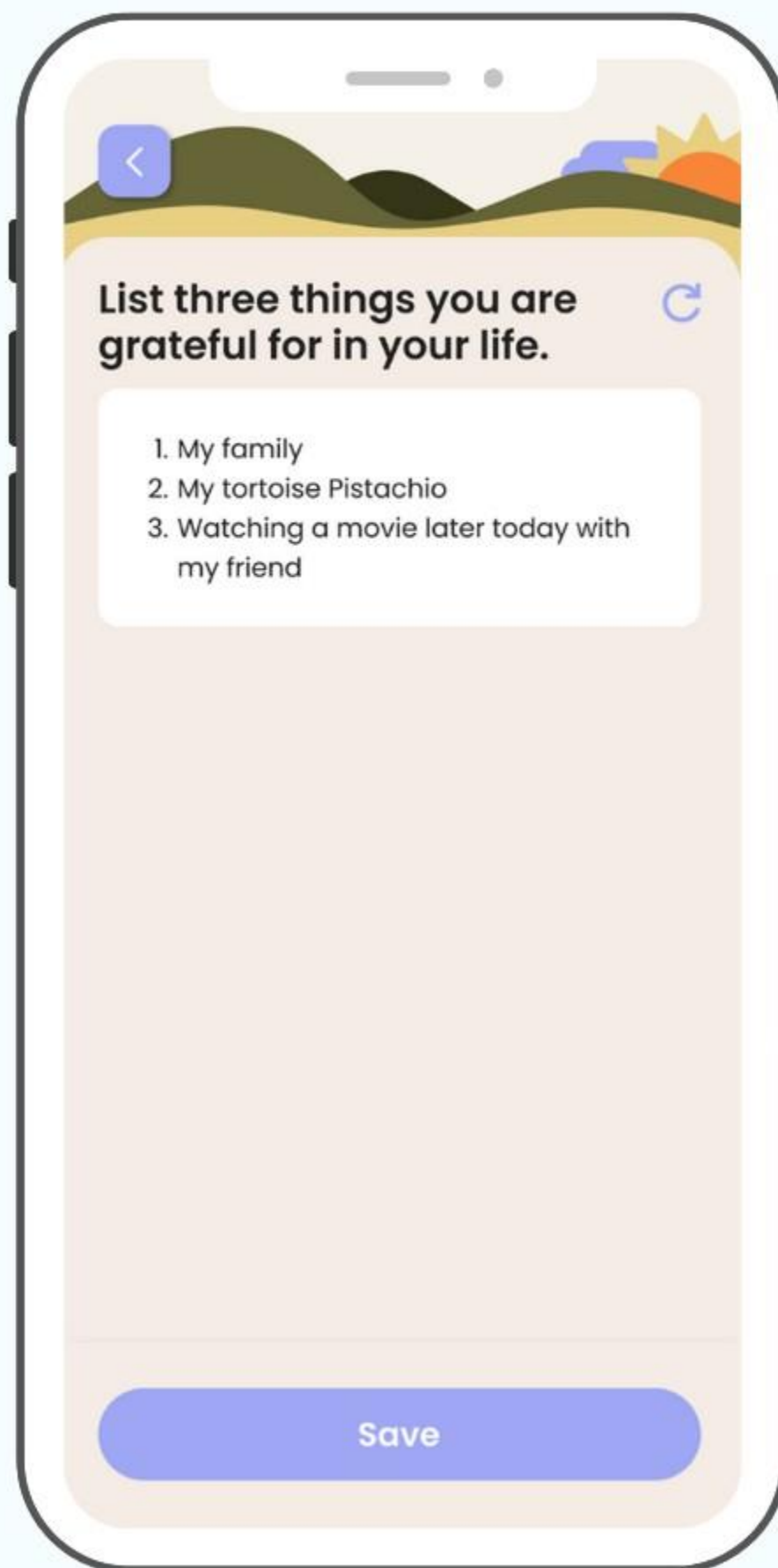
- Track mood daily and gain insights into emotional patterns
- Seamlessly integrated with text chat feature to allow sharing of mood logs and journal entries with a Psychologist for more insightful text chat sessions



1 GENERAL OUTPATIENT

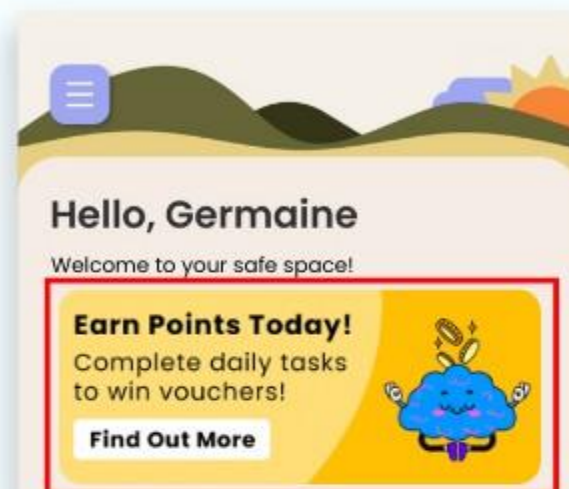
Guided Journal & Shareable Self-care Tips

- Reflect with journal prompts to articulate thoughts and emotions with ease
- Share a self-care reminder to brighten someone's day



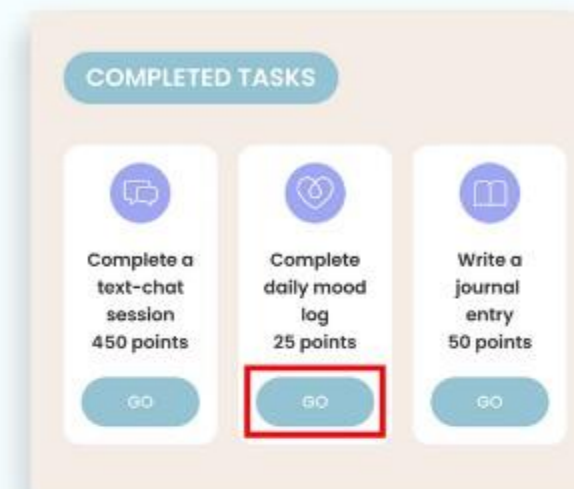
1 GENERAL OUTPATIENT

How To Complete Tasks To Earn Points and Spin For Stickers?



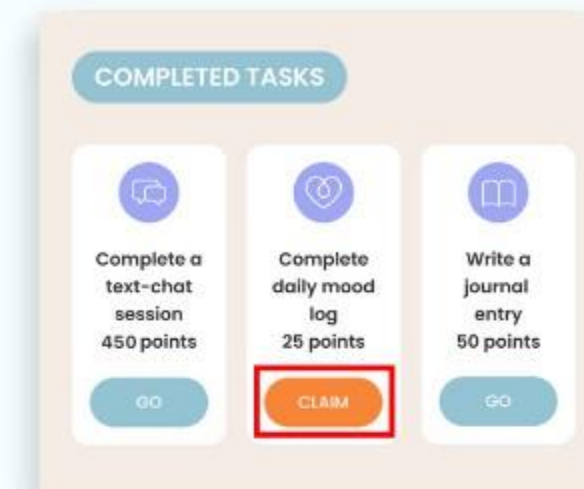
STEP 1

On the home page of Think Well, tap on '**Find Out More**'



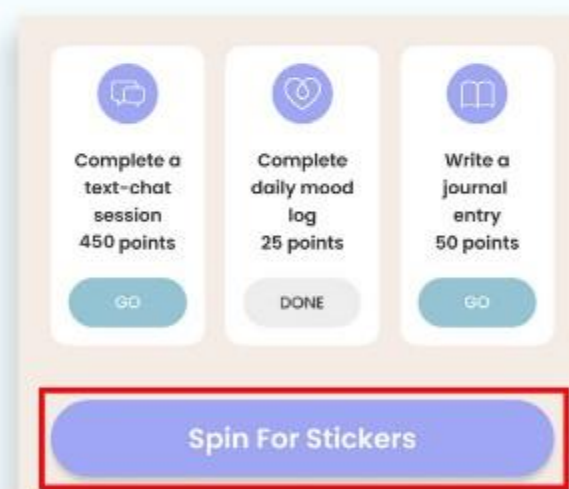
STEP 2

Tap '**Go**' to start a task



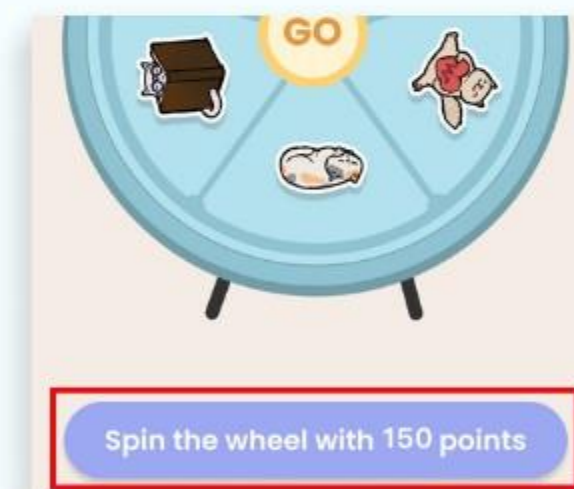
STEP 3

Upon completing a task, tap '**Claim**' to claim your points



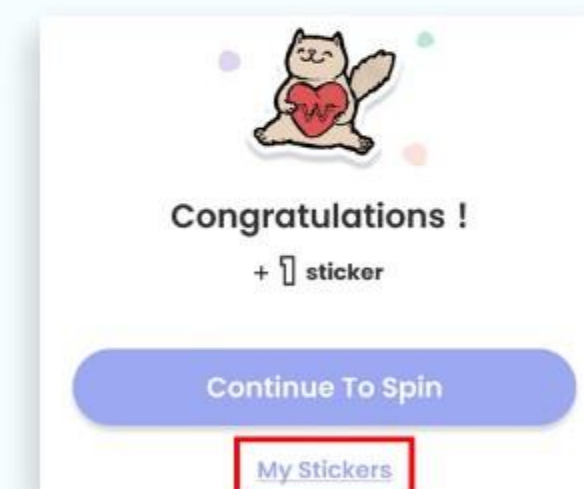
STEP 4

Your total points will be updated. Tap on '**Spin For Stickers**'



STEP 5

Tap '**Spin the wheel with 150 points**' to spin for a sticker



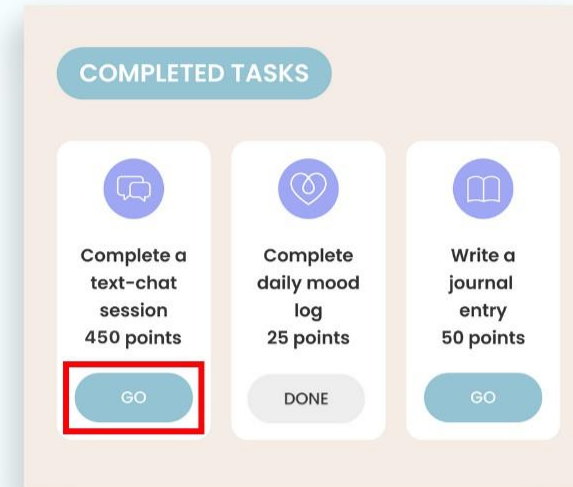
STEP 6

Tap on '**My Stickers**' to view your collection of stickers



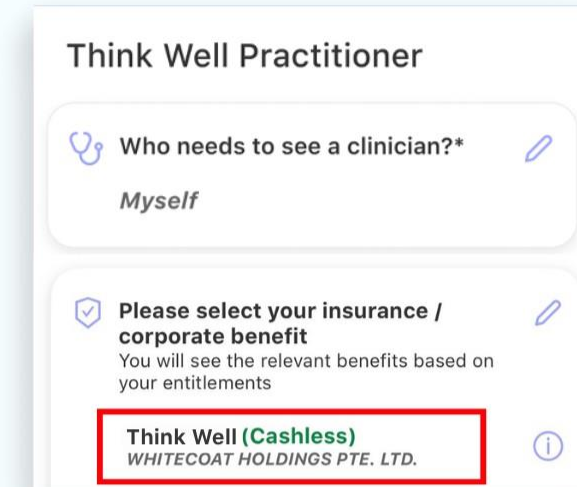
1 GENERAL OUTPATIENT

How To Complete A Text Chat Session and Earn Extra Points?



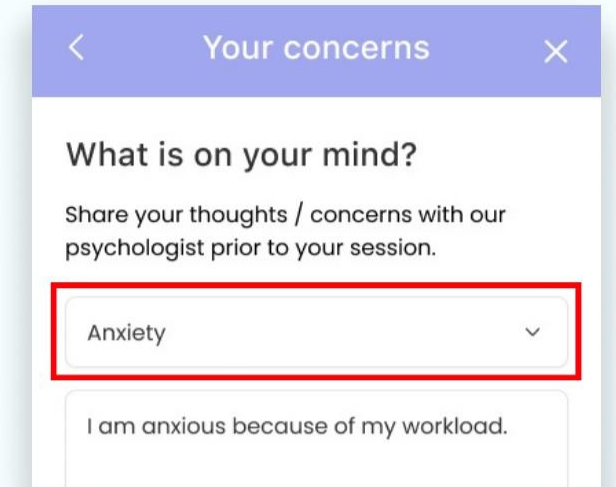
STEP 1

Tap **'Go'** to complete a text chat session



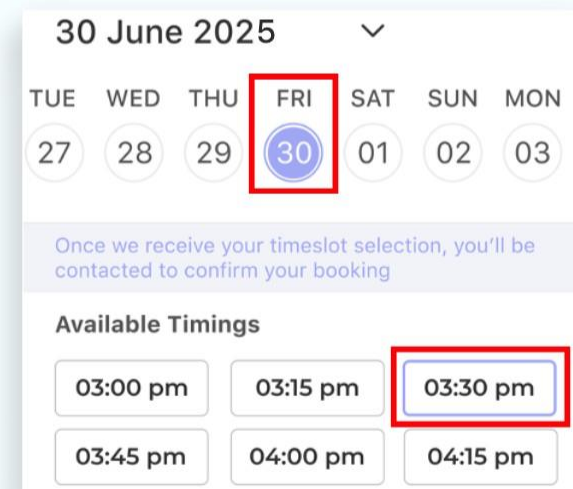
STEP 2

Select your **'AIA Corporate Insurance' benefit** for the text chat session and tap 'Continue'



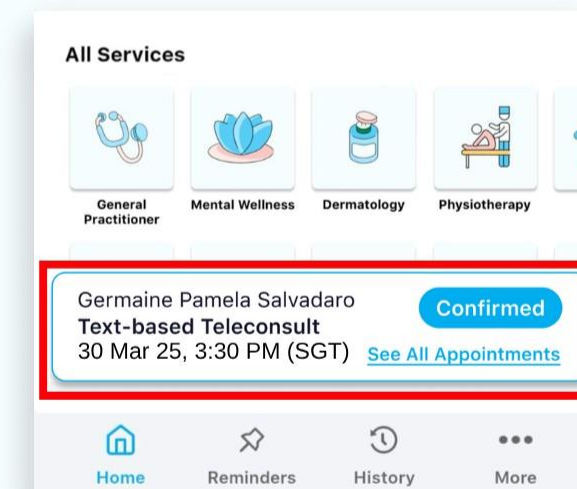
STEP 3

Select **a topic that is most related to your concerns** from the drop-down list, and elaborate on your thoughts. Tap 'Submit'



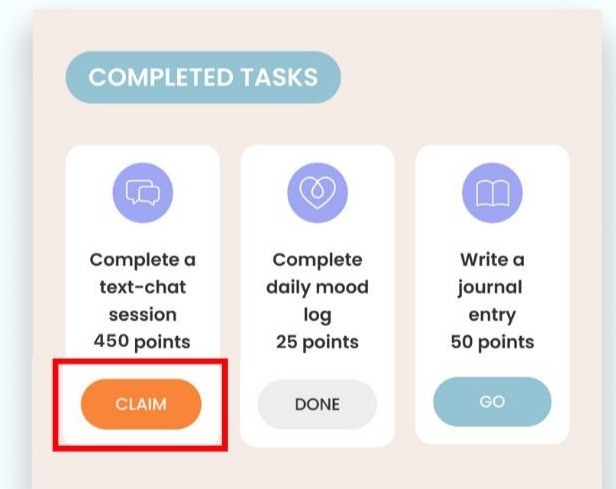
STEP 4

Select your **preferred date and time slot** for the text chat session and tap 'Confirm'



STEP 5

Once your booking is confirmed, you will receive a notification via email and SMS. You will also be able to see your appointment in-app



STEP 6

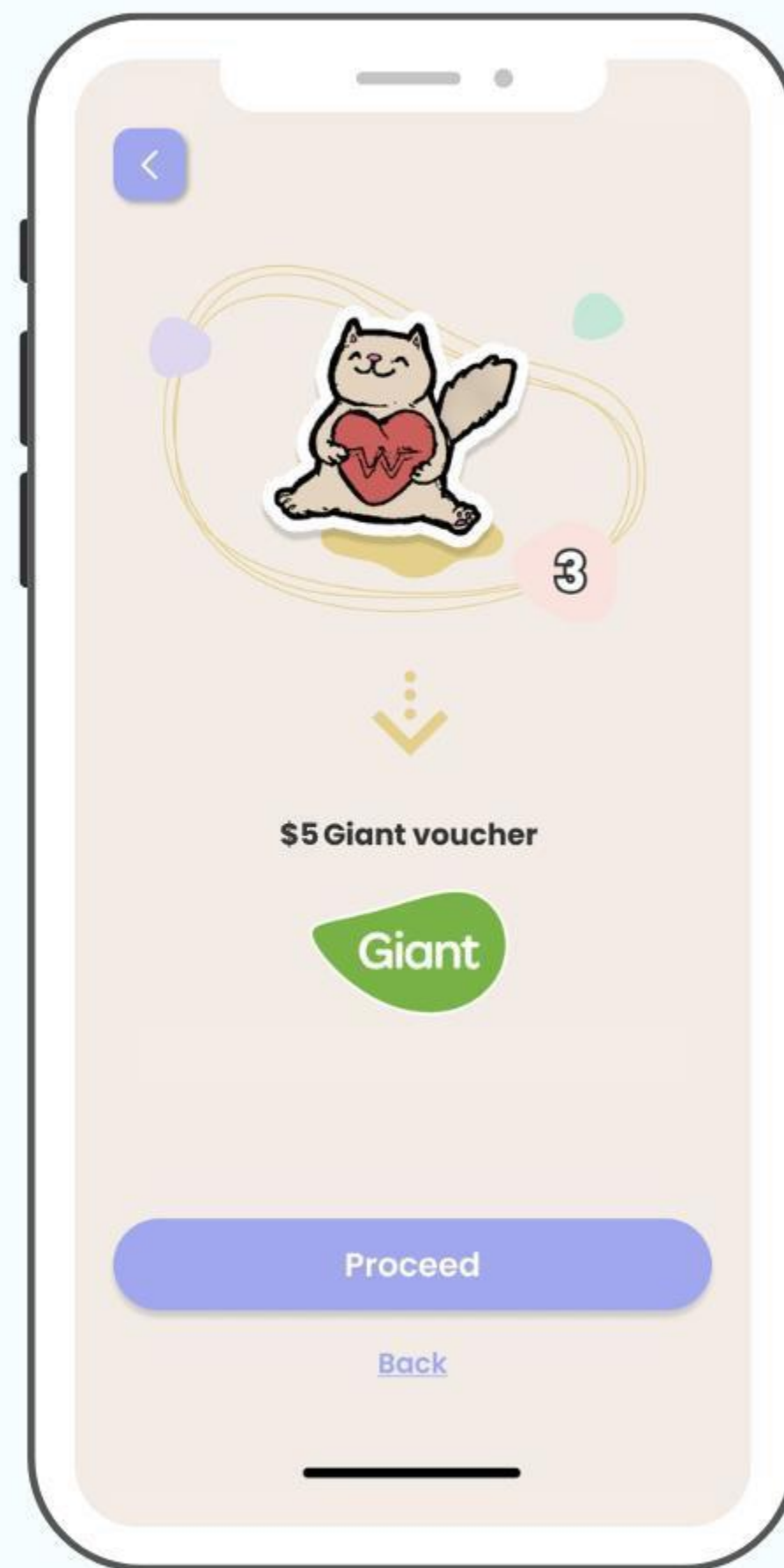
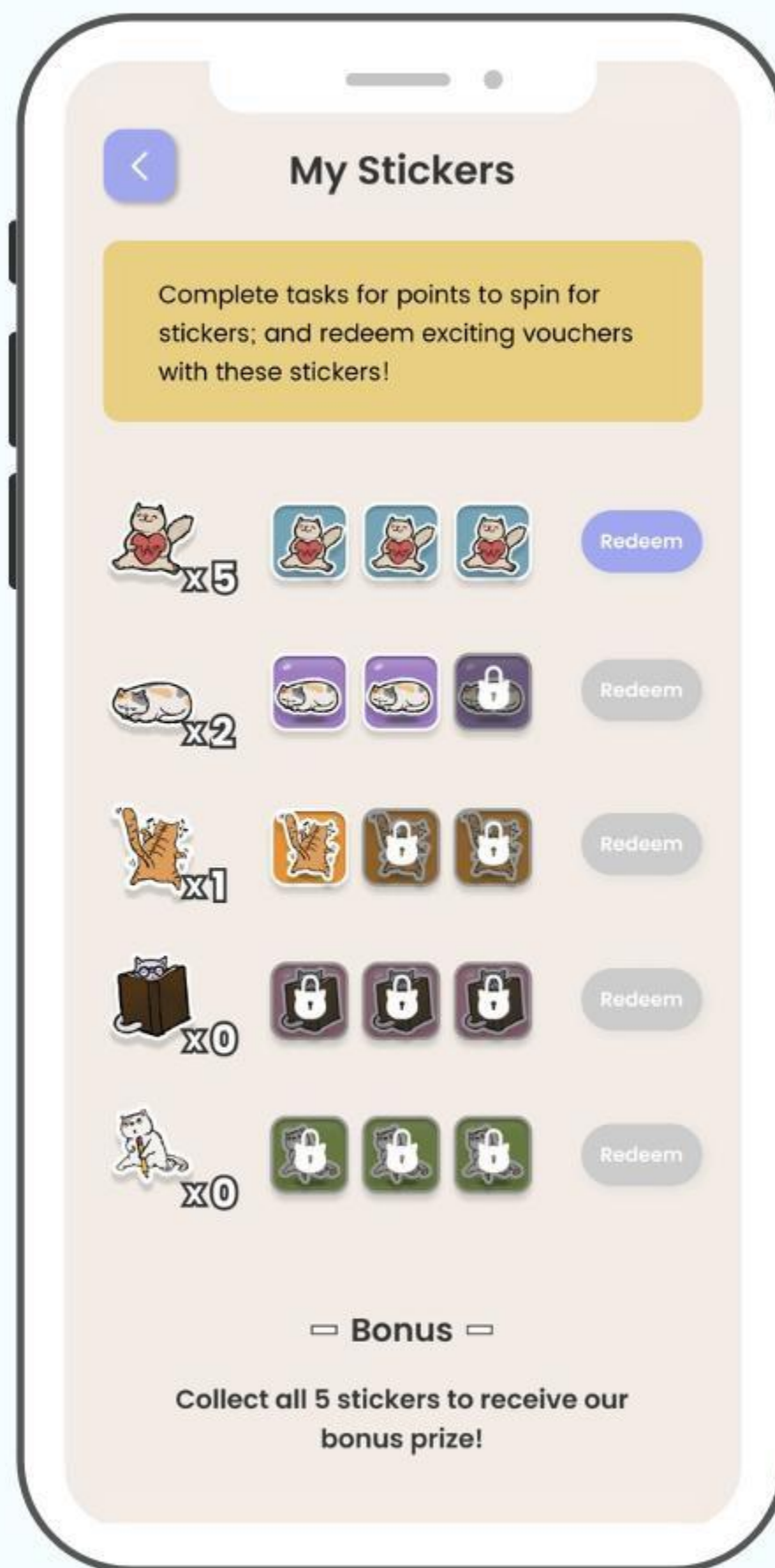
Upon completing your text chat session, tap **'Claim'** to claim your points



1 GENERAL OUTPATIENT

Use Stickers to Redeem Vouchers

- Redeem a voucher by collecting 3 of the same sticker
- Redeem a bonus prize by collecting all 5 different stickers



1 GENERAL OUTPATIENT

How To Use Stickers To Redeem Vouchers?



STEP 1

On the home page of Think Well, scroll up and tap on **'My Stickers'**



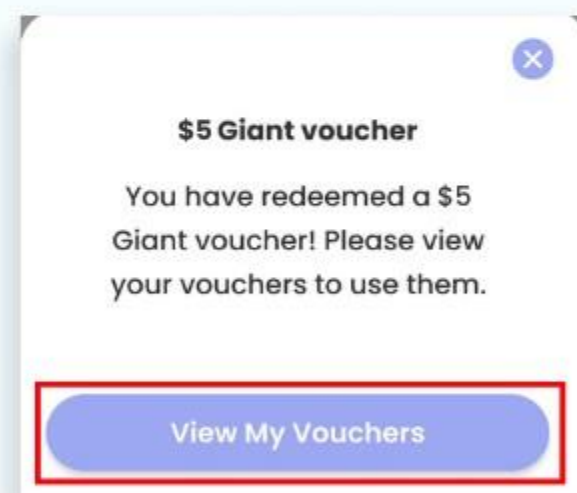
STEP 2

When you have sufficient stickers, tap on **'Redeem'** to redeem a voucher



STEP 3

Tap **'Proceed'** to redeem your voucher



STEP 4

Tap on **'View My Vouchers'** to view your collection of vouchers



STEP 5

Tap on **'Use it'** to use the voucher



STEP 6

Tap on **'Mark as used'** after you have redeemed the voucher



1 GENERAL OUTPATIENT

Share Stickers To Spread The Fun



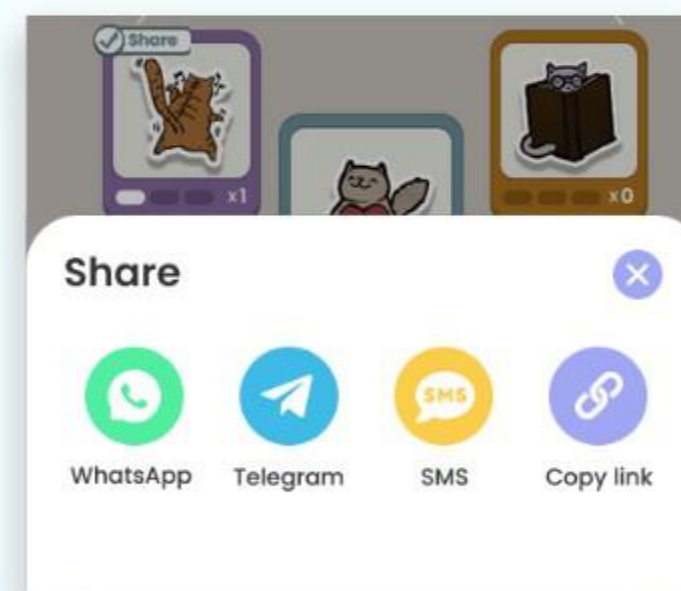
STEP 1

Tap and select a sticker



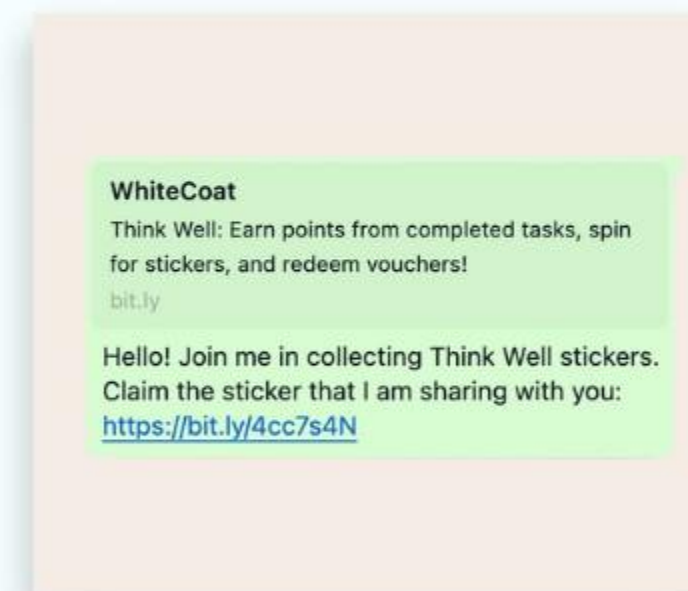
STEP 2

Tap on **'Share Stickers'** to share with a friend or colleague



STEP 3

Select a messaging platform and choose a recipient to share your sticker with



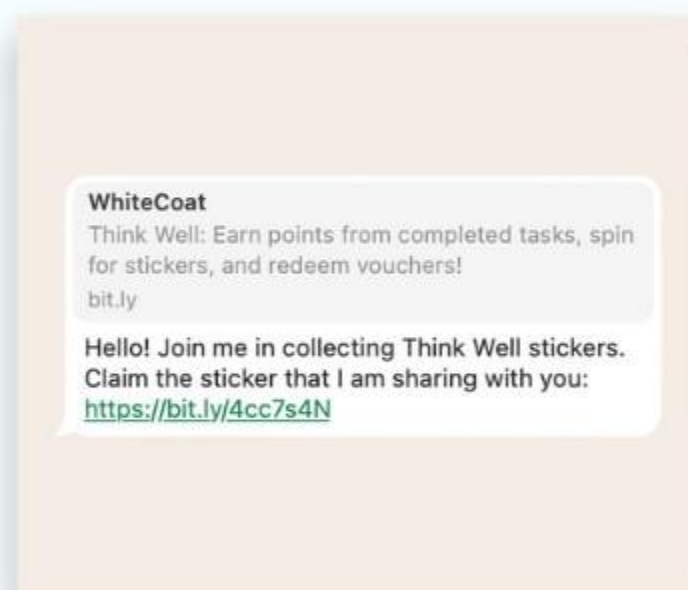
STEP 4

You have successfully shared your sticker with a friend



1 GENERAL OUTPATIENT

Exchange Stickers To Unlock More Vouchers



STEP 1

Tap and select a sticker



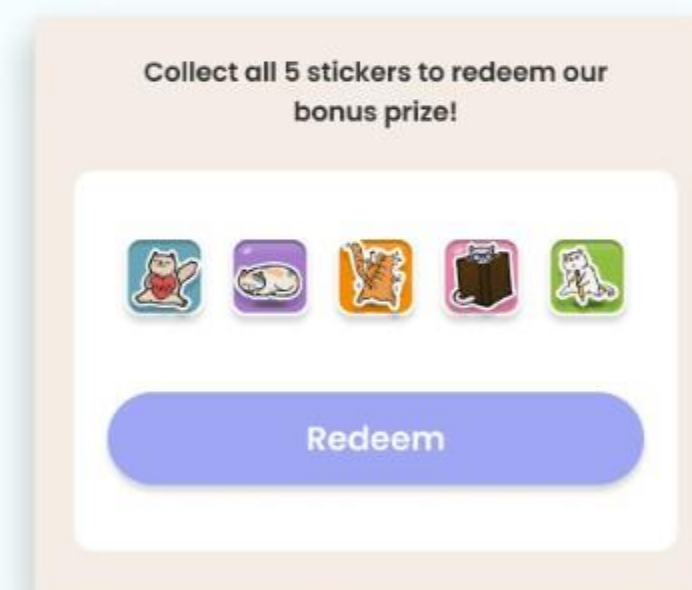
STEP 2

Tap on **'Share Stickers'** to share with a friend or colleague



STEP 3

When you have sufficient stickers in your collection, tap on **'Redeem'** to redeem a voucher



STEP 4

When you have completed your sticker collection, tap on **'Redeem'** to redeem a bonus prize





A Guide To Using The WhiteCoat App



Part I

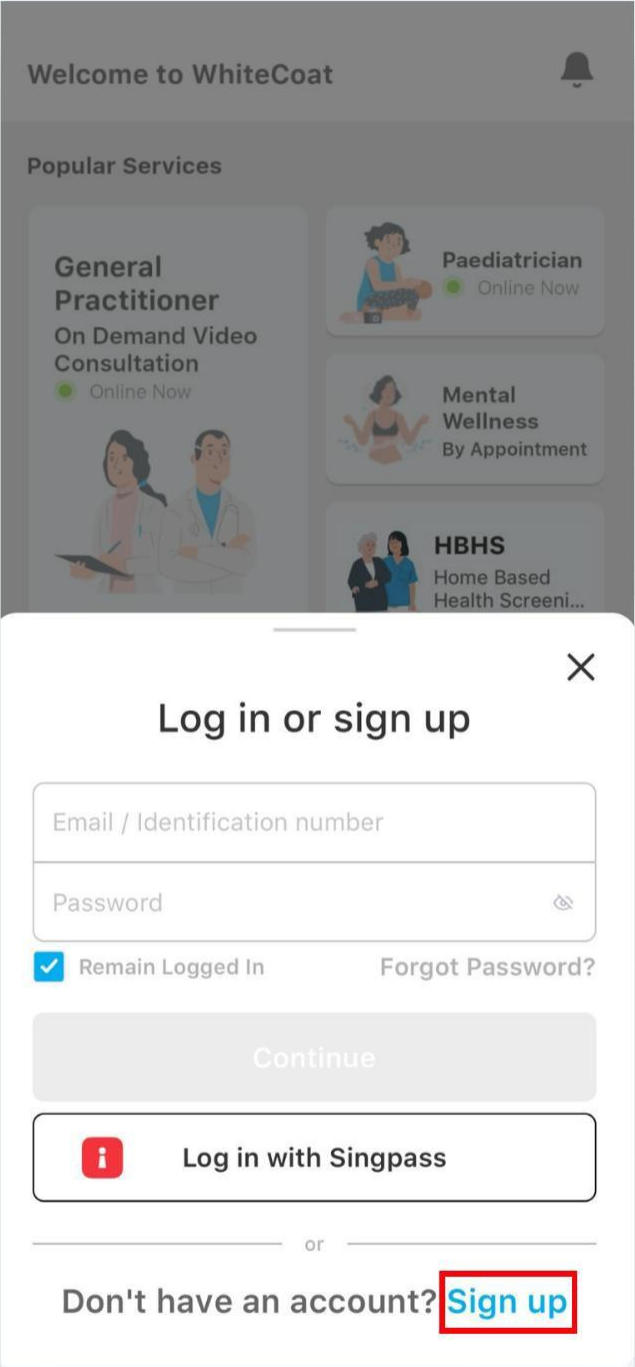
Registration



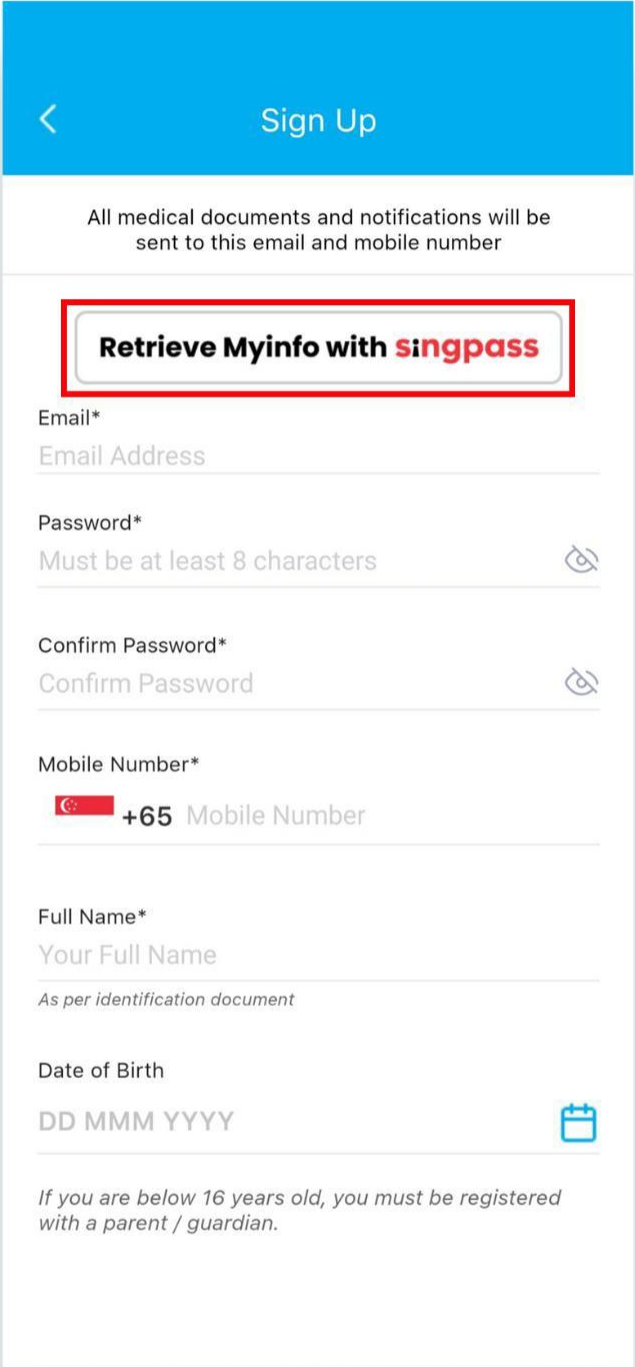
Download the
WhiteCoat App
Now

Registration

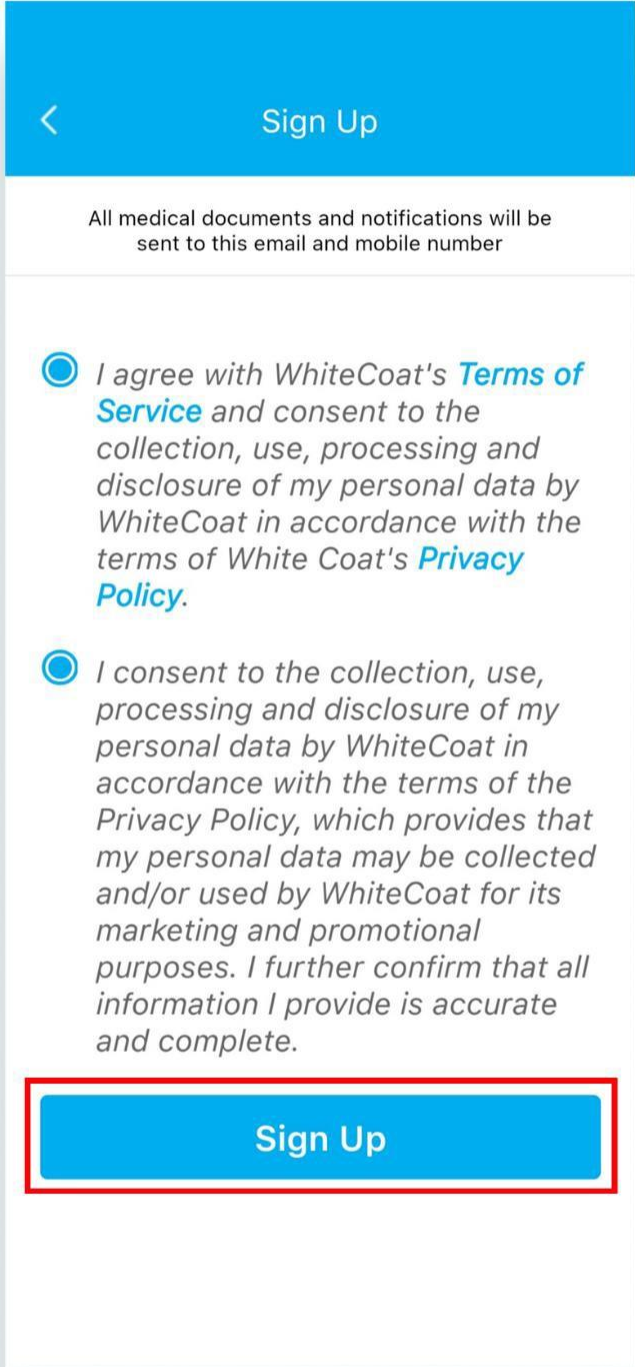
Note: Registration via Singpass will only be applicable for students registered with NRIC/FIN number. For students registered with passport number, please complete the registration manually. Do reach out to student office to update your FIN number.



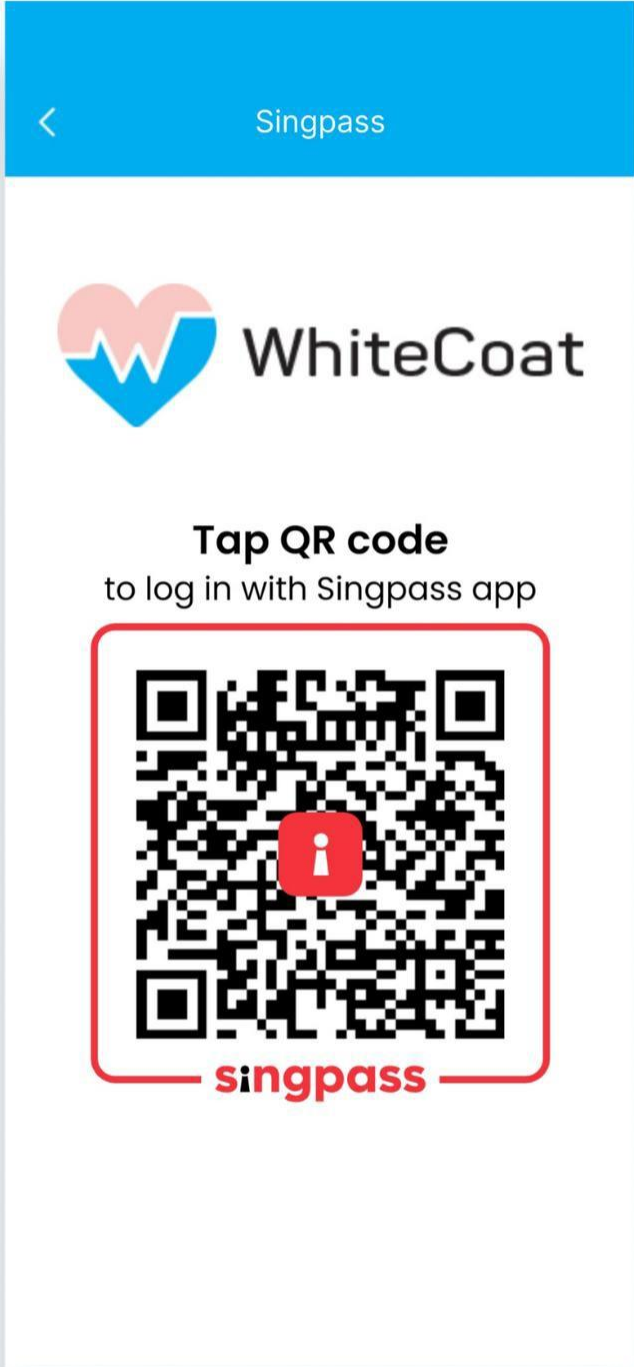
STEP 1
Download the WhiteCoat app and sign up for an account.



STEP 2A
If you choose to complete the fields with your personal information saved in Singpass, tap on '**Retrieve Myinfo via singpass**'.



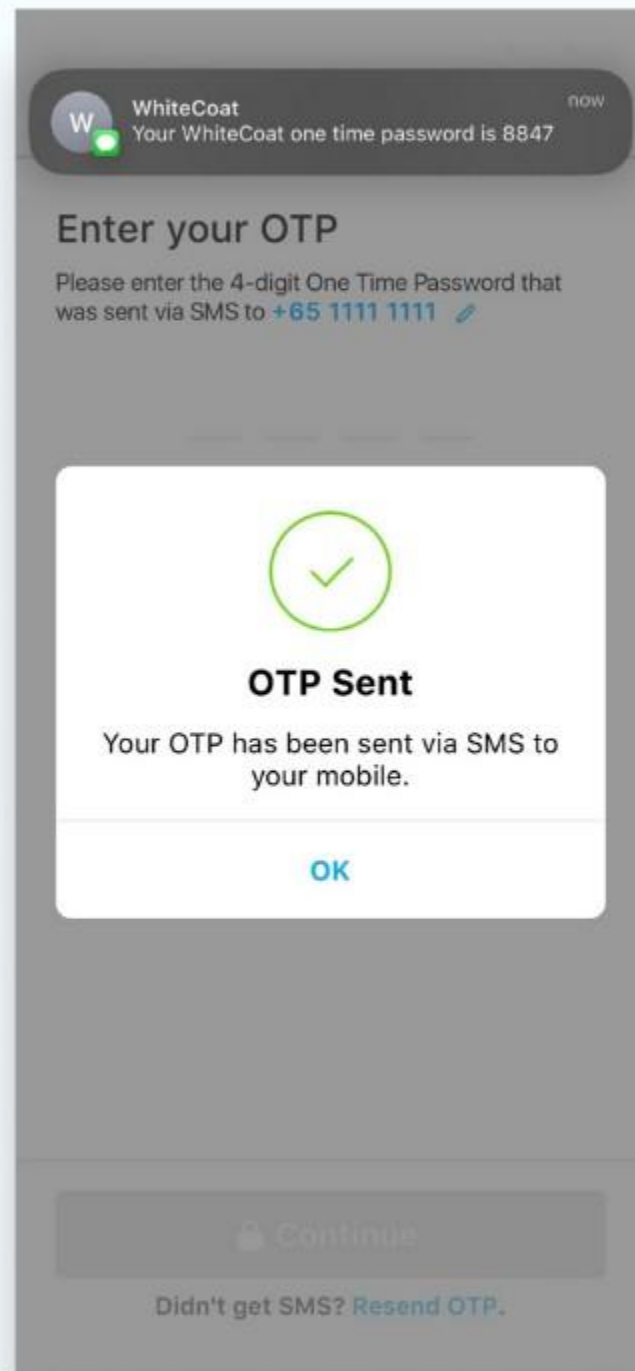
STEP 2B
If you choose to input your information manually, complete all fields and ensure accuracy before tapping '**Sign Up**'.



STEP 2C
If you choose to complete the fields via Myinfo, you will be directed to your Singpass app. Follow the instructions and select '**I Agree**' to allow the WhiteCoat app to retrieve your Myinfo.

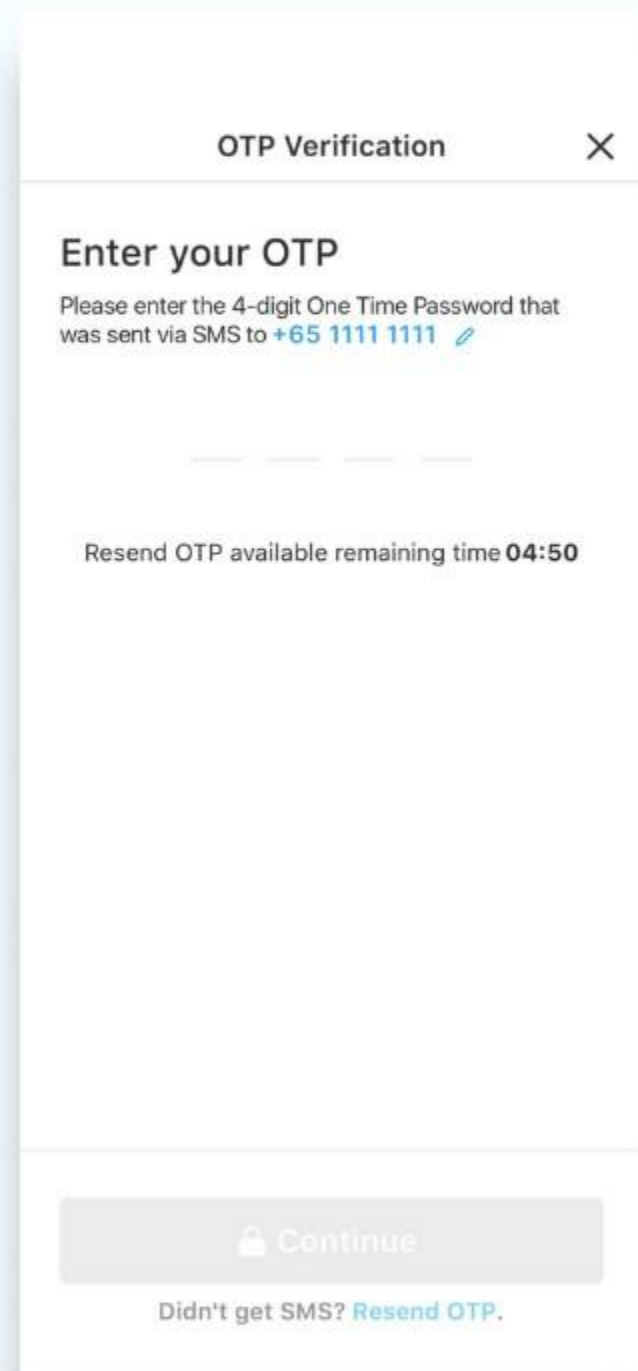


Registration



STEP 3

A 4-digit OTP will be sent to your mobile number via SMS.



STEP 4

Input the 4-digit OTP received to create your account.



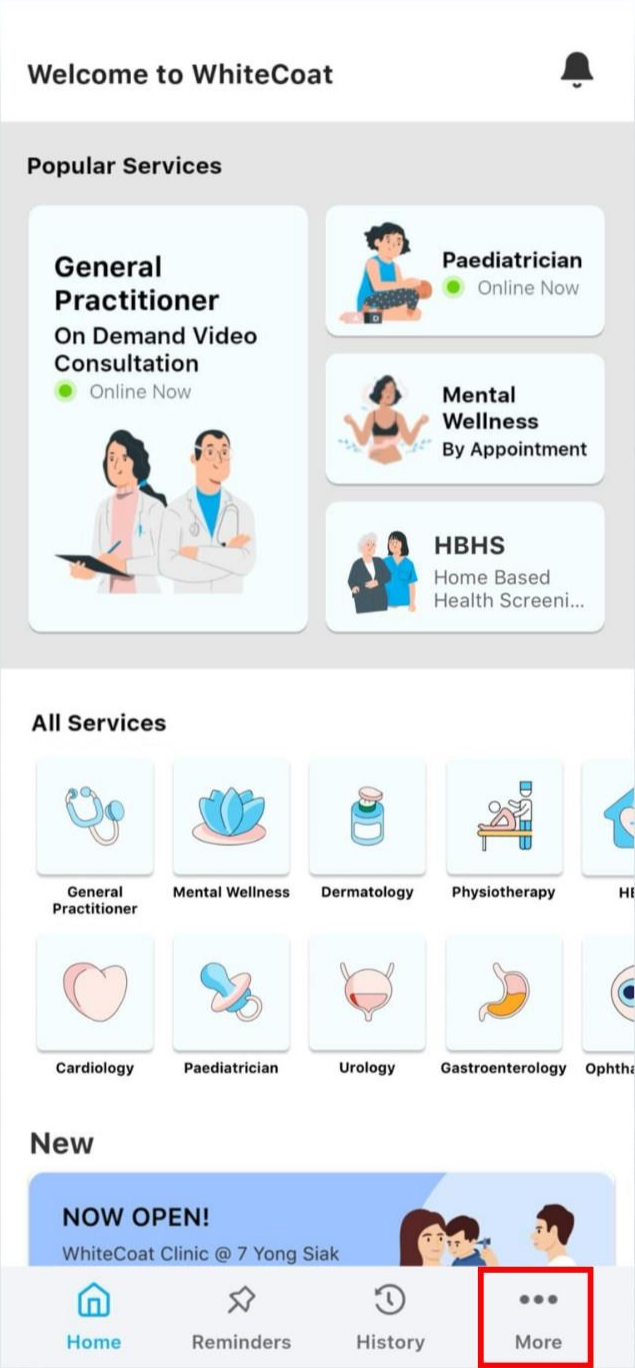
Part II

Activating your AIA Corporate Benefit

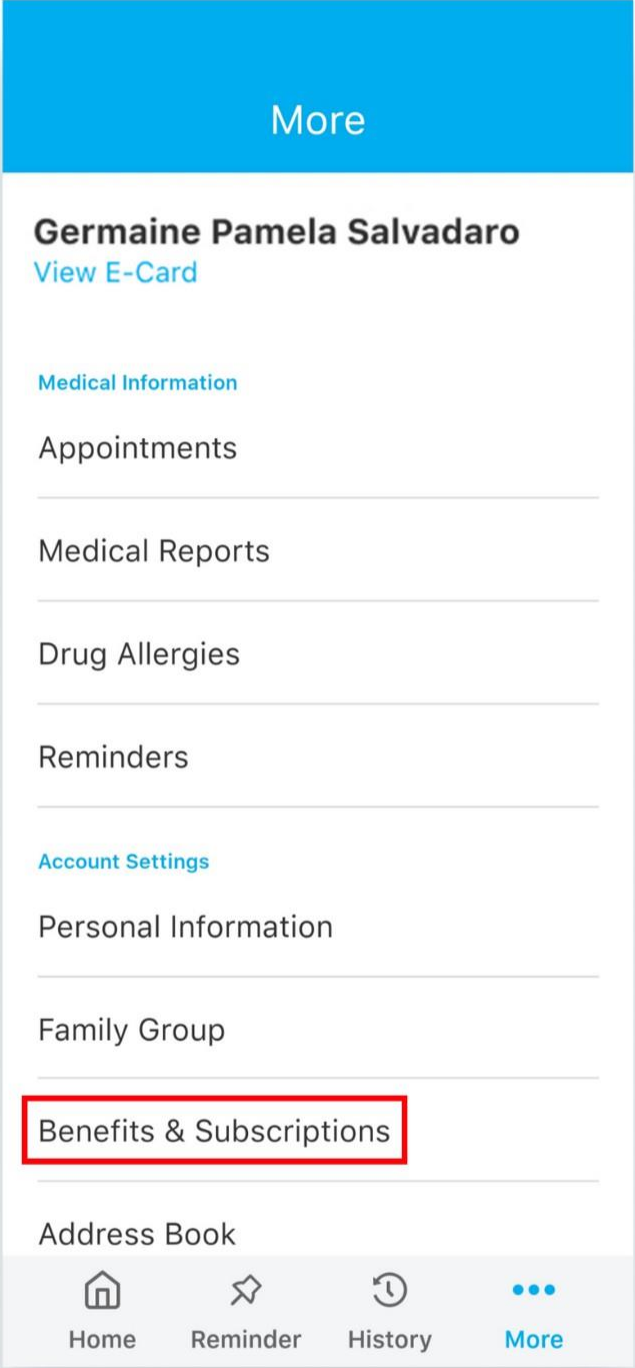


Download the
WhiteCoat App
Now

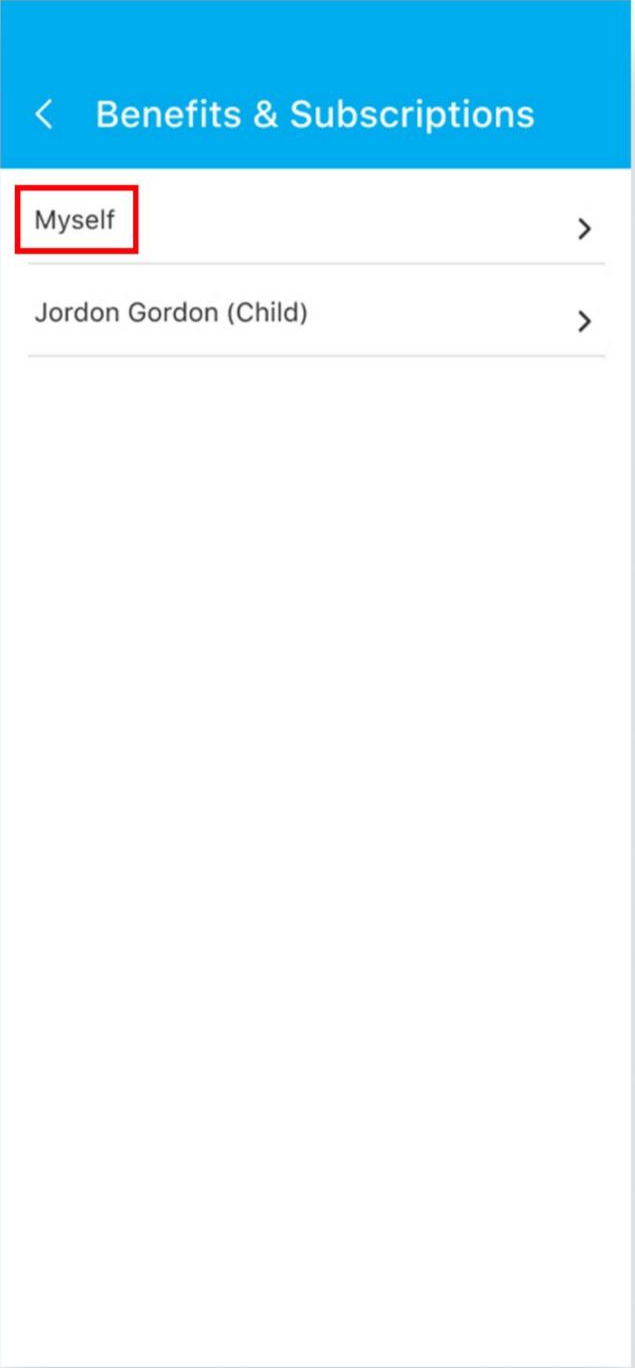
Activating your AIA Corporate Benefit



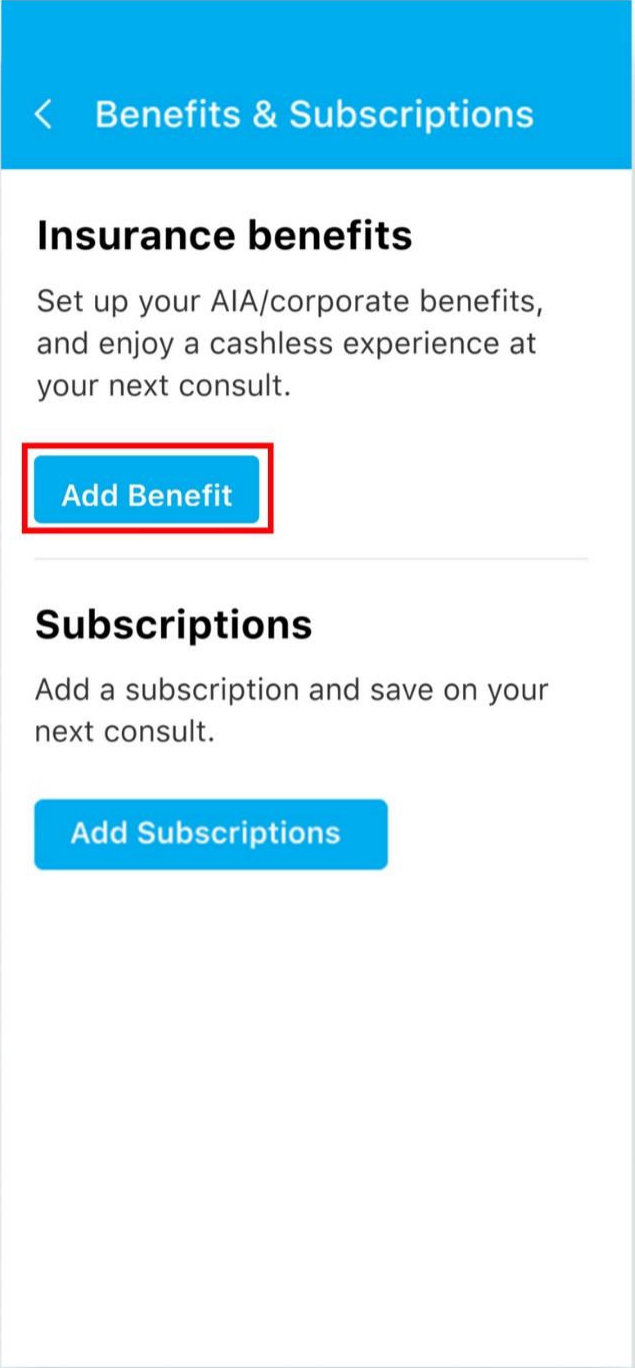
STEP 1
Tap to open the app, and select **'More'**.



STEP 2
Tap on **'Benefits & Subscriptions'**.



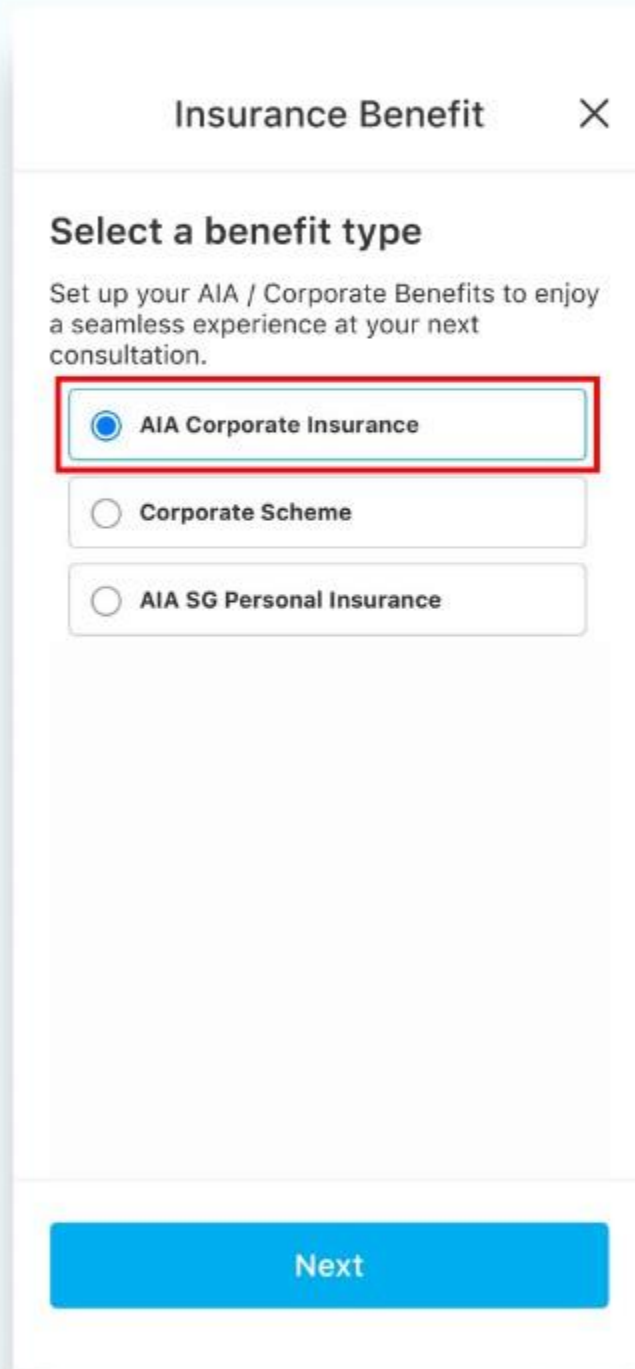
STEP 3
Tap on **'Myself'**.



STEP 4
Tap on **'Add Benefit'**.



Activating your AIA Corporate Benefit



Insurance Benefit ✕

Select a benefit type

Set up your AIA / Corporate Benefits to enjoy a seamless experience at your next consultation.

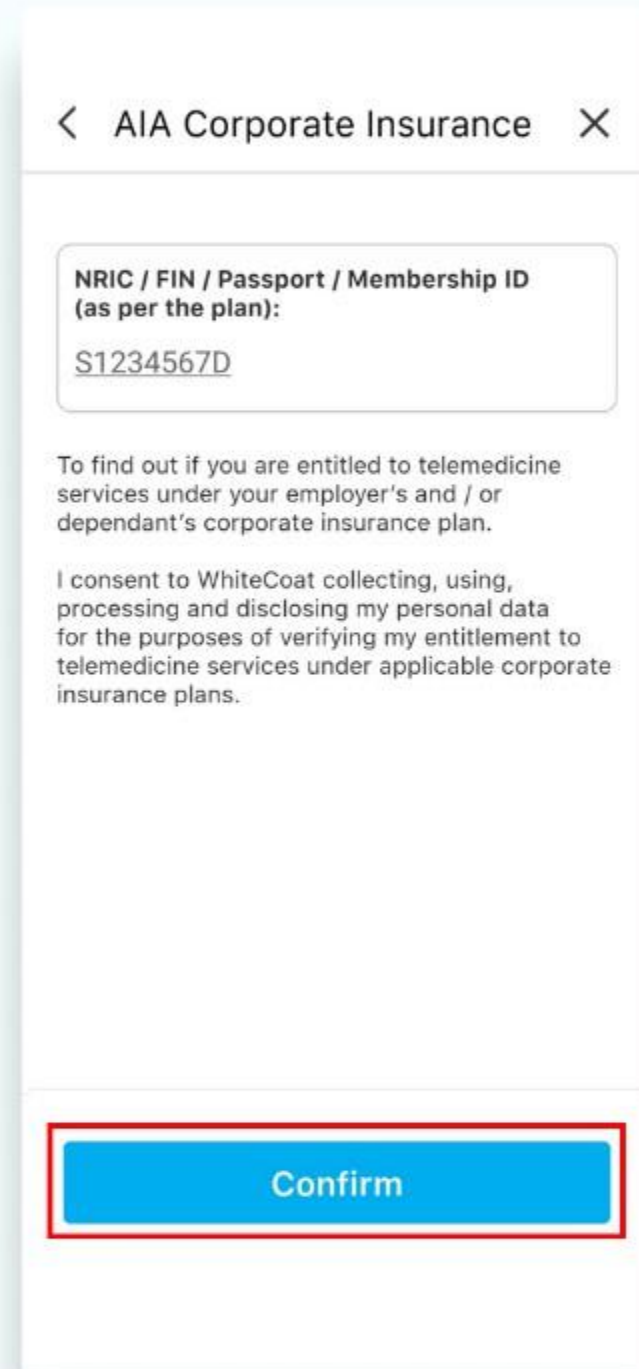
☒ AIA Corporate Insurance

☐ Corporate Scheme

☐ AIA SG Personal Insurance

Next

STEP 5
Tap on '**AIA Corporate Insurance**'.



< AIA Corporate Insurance ✕

NRIC / FIN / Passport / Membership ID
(as per the plan):

S1234567D

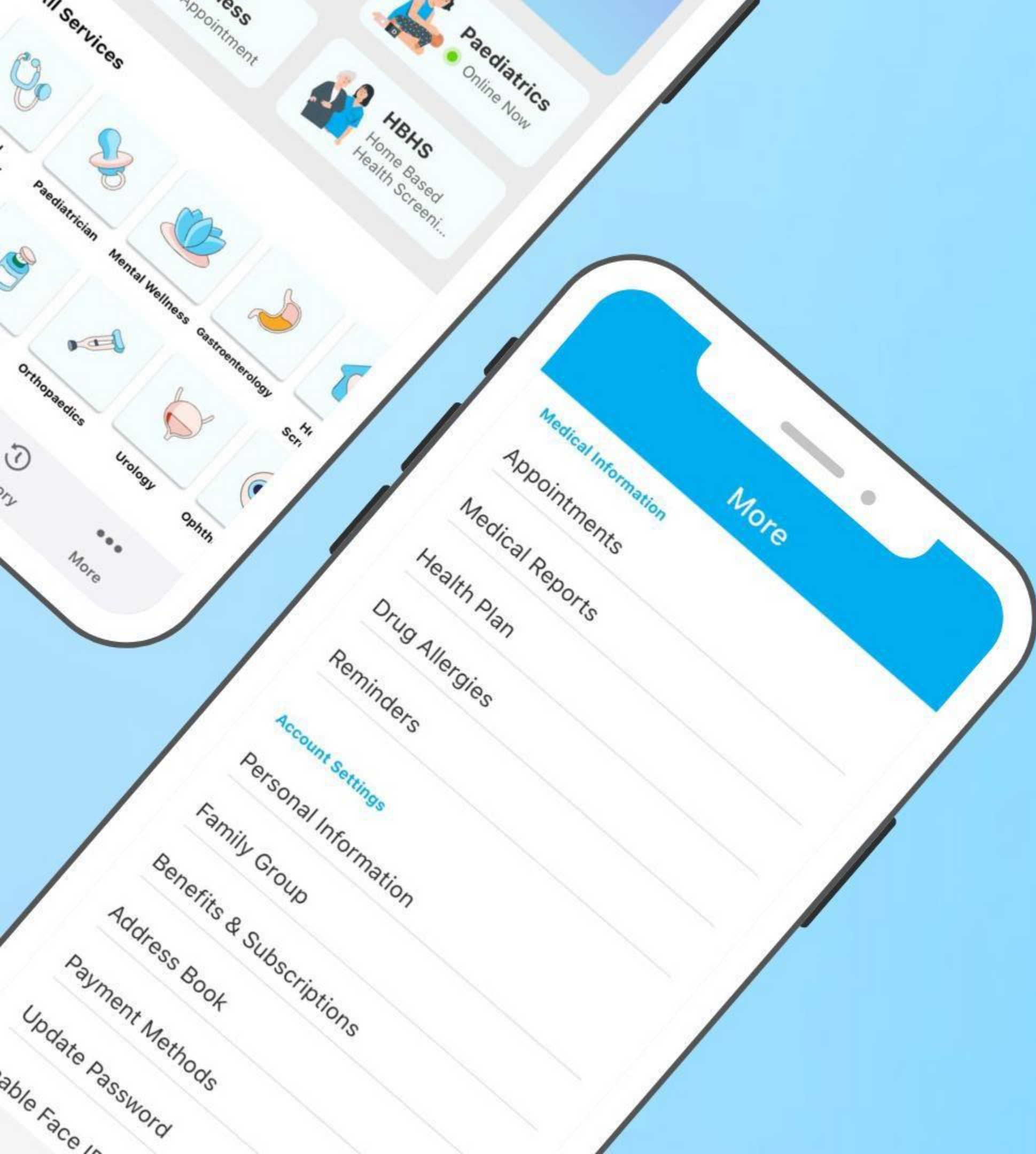
To find out if you are entitled to telemedicine services under your employer's and / or dependant's corporate insurance plan.

I consent to WhiteCoat collecting, using, processing and disclosing my personal data for the purposes of verifying my entitlement to telemedicine services under applicable corporate insurance plans.

Confirm

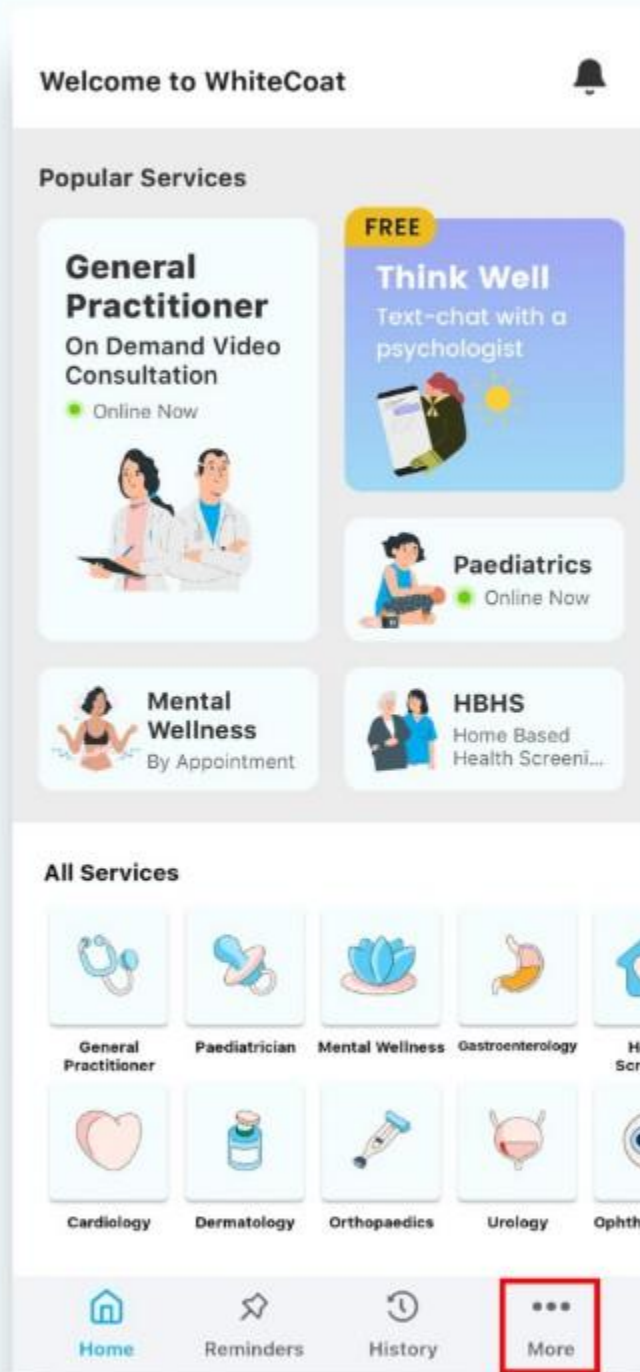
STEP 6
Enter your details as per your AIA Corporate Insurance policy and tap '**Confirm**'.





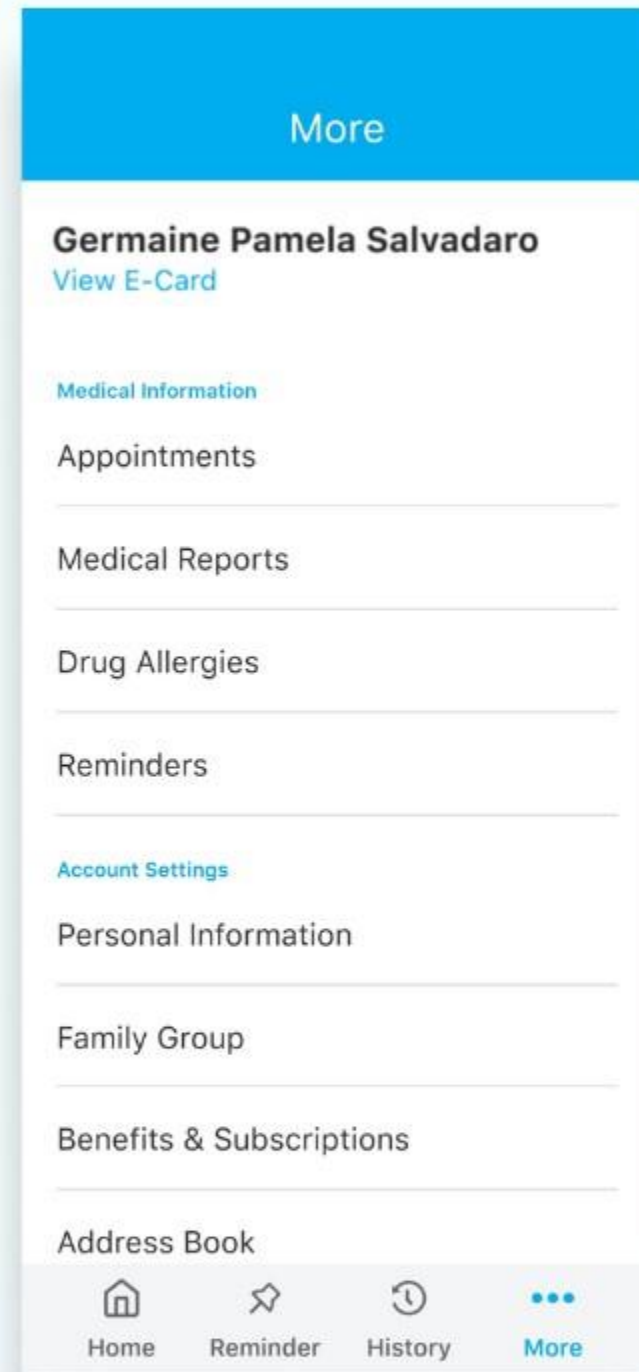
Adding a Payment Method

Adding a Payment Method



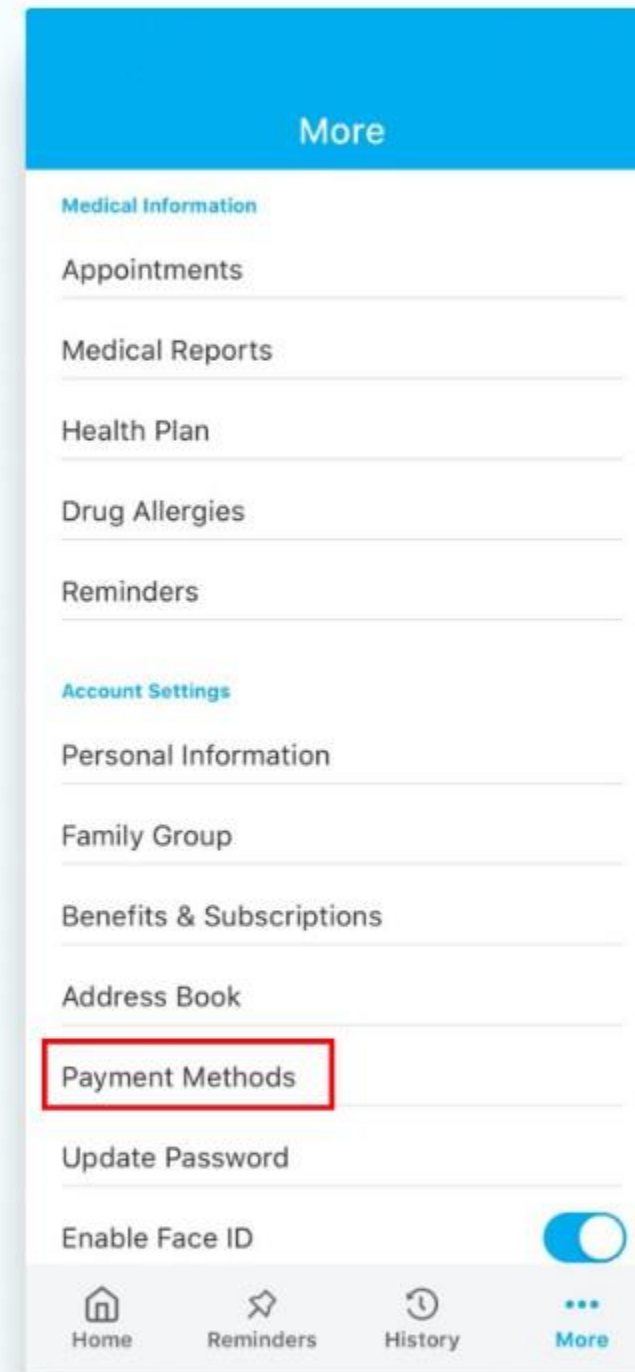
STEP 1

Tap to open the app, and select **'More'**.



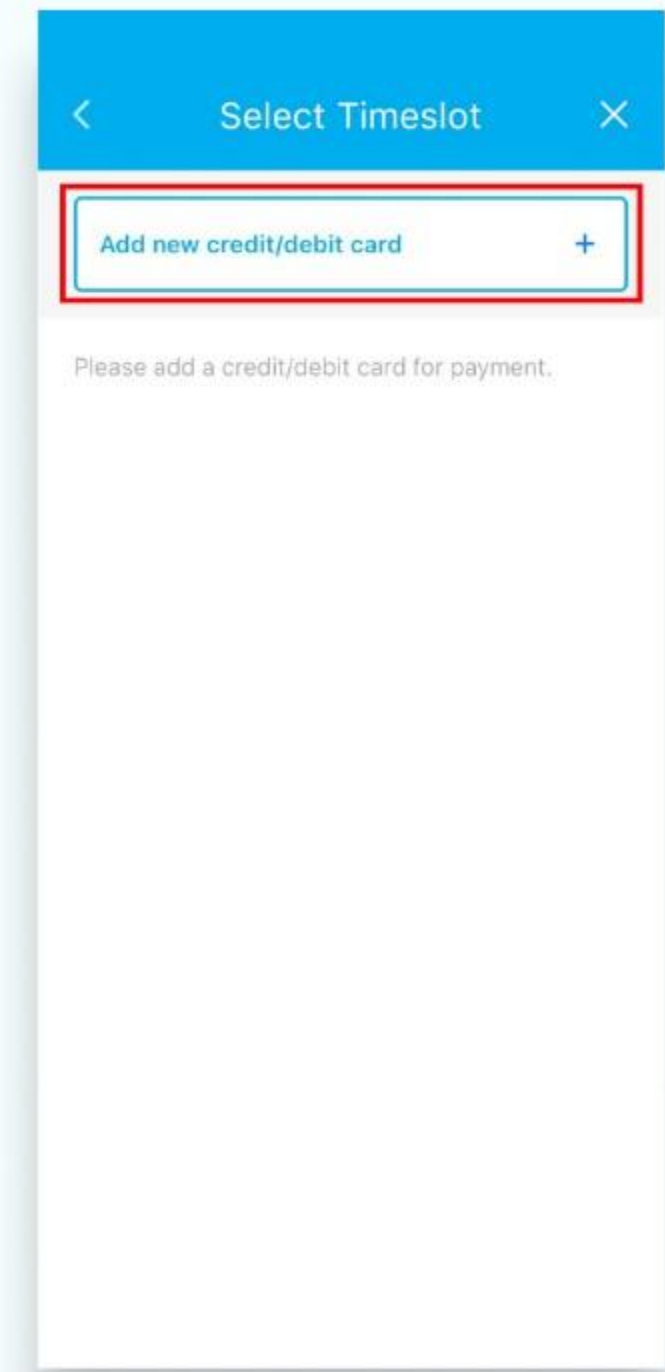
STEP 2

Scroll up.



STEP 3

Tap on **'Payment Methods'**.



STEP 4

Tap on **'Add new credit/debit card'**.





Starting a Teleconsult with a GP

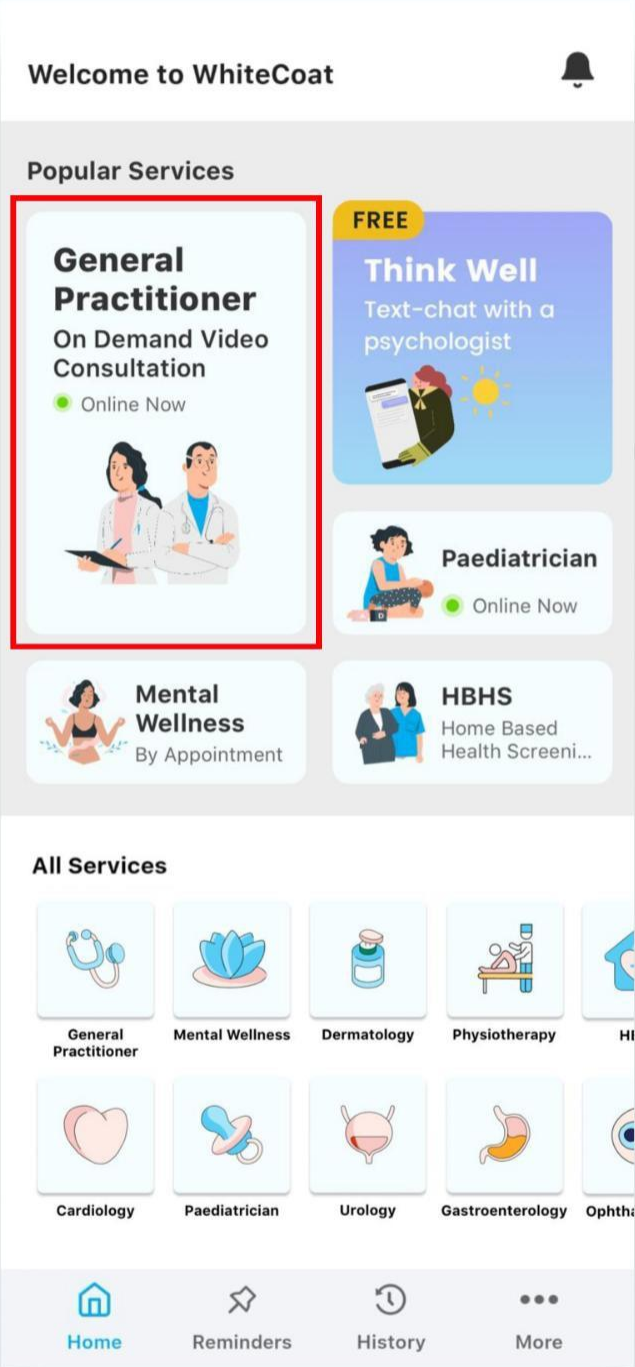
Part I

Teleconsult with a GP

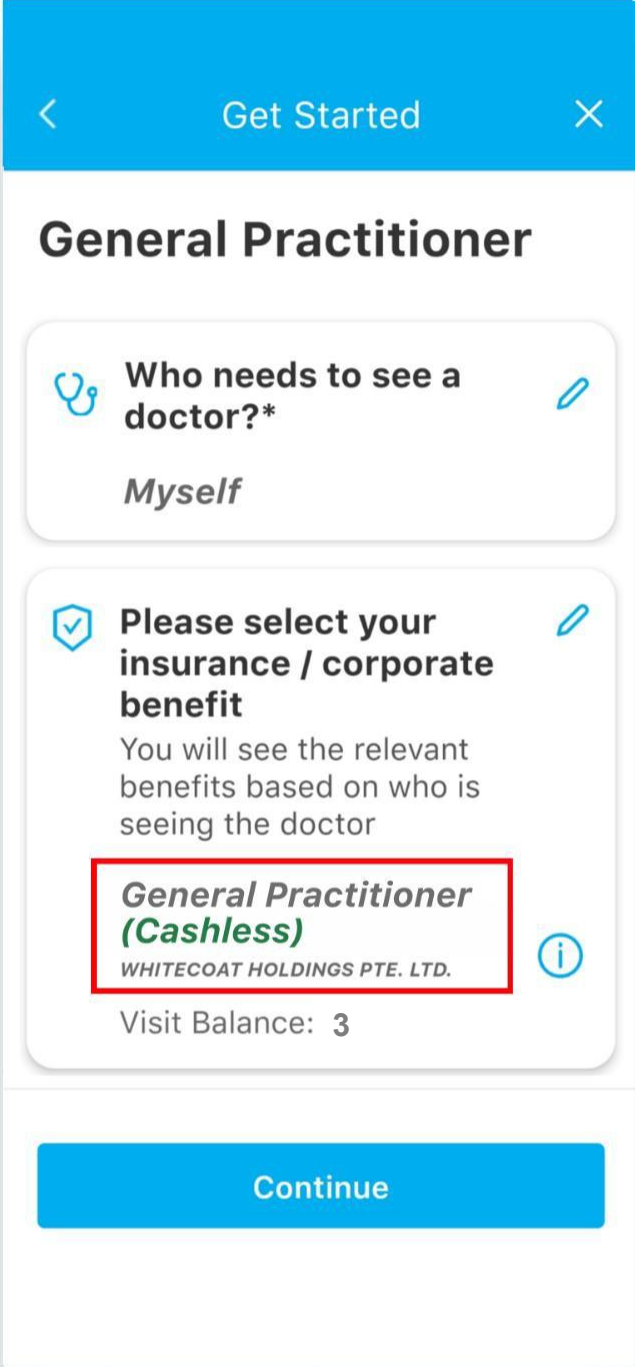


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Now

Teleconsult with a GP

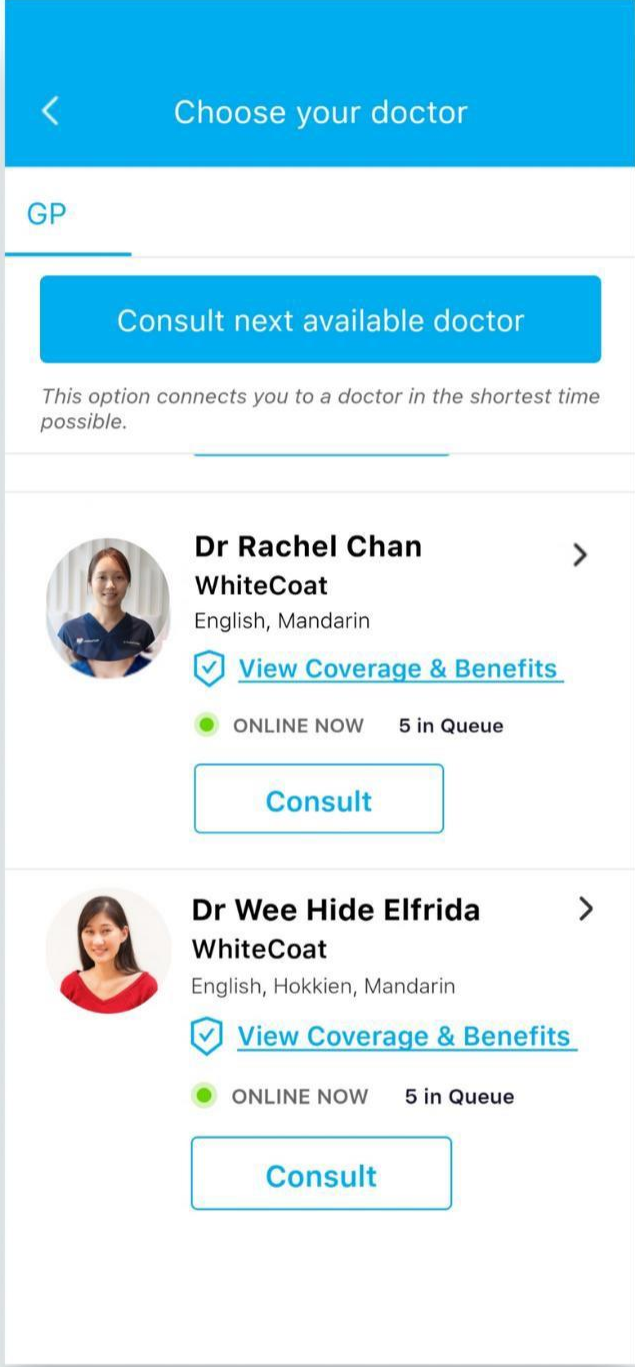


STEP 1
Tap on 'General Practitioner'.

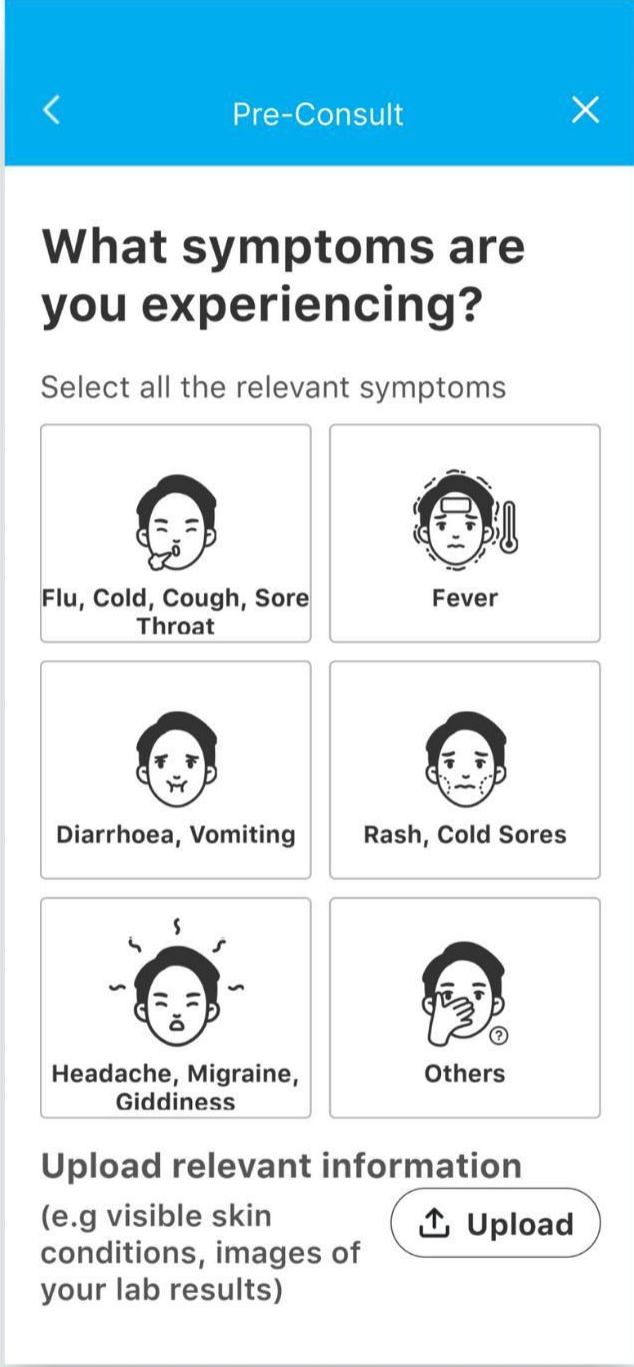


STEP 2
Select your 'AIA Corporate Insurance' benefit when teleconsulting a WhiteCoat GP to utilise your corporate benefits*.

**Retail rates will apply if you select to consult under your 'Myself' default profile*



STEP 3
You may select 'Consult next available doctor' which will connect you to the next available doctor in queue, in the shortest possible time. You may also select an available doctor of your choice.



STEP 4
(OPTIONAL) You may indicate your condition / symptoms by selecting the appropriate option. You may also choose to upload an image of a visible symptom such as a skin / eye condition.



Teleconsult with a GP

Pre-Consult

Do you require any of these services?

Select all the services you require

Chronic illness management

Medicine top-up

Medical referral

Discuss lab results

Back Skip All Skip

STEP 5
(OPTIONAL) You may indicate if you require any specific services.

Pre-Consult

Are you currently taking any medication?

If you are not sure of or unable to find your medication in the list below, you may also advise us during the video consultation

Medication
e.g. Anarex

How long have you been taking it?
Please select

Dosage
E.g. 60mg or ml or tablets
What's your dosage?

Back Skip All Skip

STEP 6
(OPTIONAL) You may choose to inform us if you are self-medicating. For safety purposes, the doctor will also request this information at the start of your teleconsult.

Pre-Consult

Do you have any drug allergies or existing conditions?

If you are not sure of or unable to find your medication in the list below, you may also advise us during the video consultation

G6PD Deficient Pregnant

Drug Allergy
Please indicate your drug allerg

Reaction
Please indicate your reaction to

Back Skip

STEP 7
(OPTIONAL) You may also choose to inform us if you have drug allergies or if you are pregnant.

Waiting in Queue

Dr Rachel Chan

Your doctor is attending to 2 patients before you.

Before you navigate away from the WhiteCoat app, please ensure that your phone is not on silent mode and you have enabled notifications

CAN'T SEE YOUR QUEUE NUMBER ANYMORE?
Rest assured: You are still in the queue to teleconsult a GP. Please continue to stay in the queue as our doctors work to serve you as soon as possible.

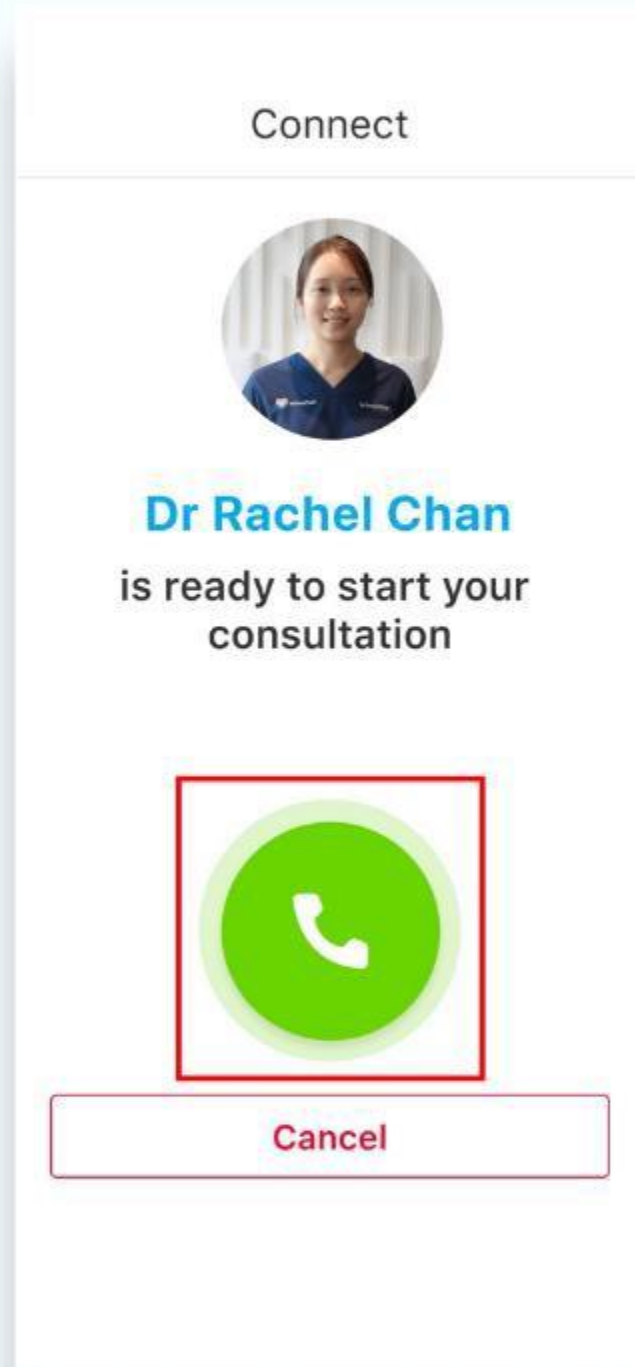
Cancel

STEP 8
After you have joined the queue, you may close the WhiteCoat app while waiting*.

**Please ensure that you have enabled notifications from WhiteCoat, to be alerted when the GP is ready to see you.*



Teleconsult with a GP



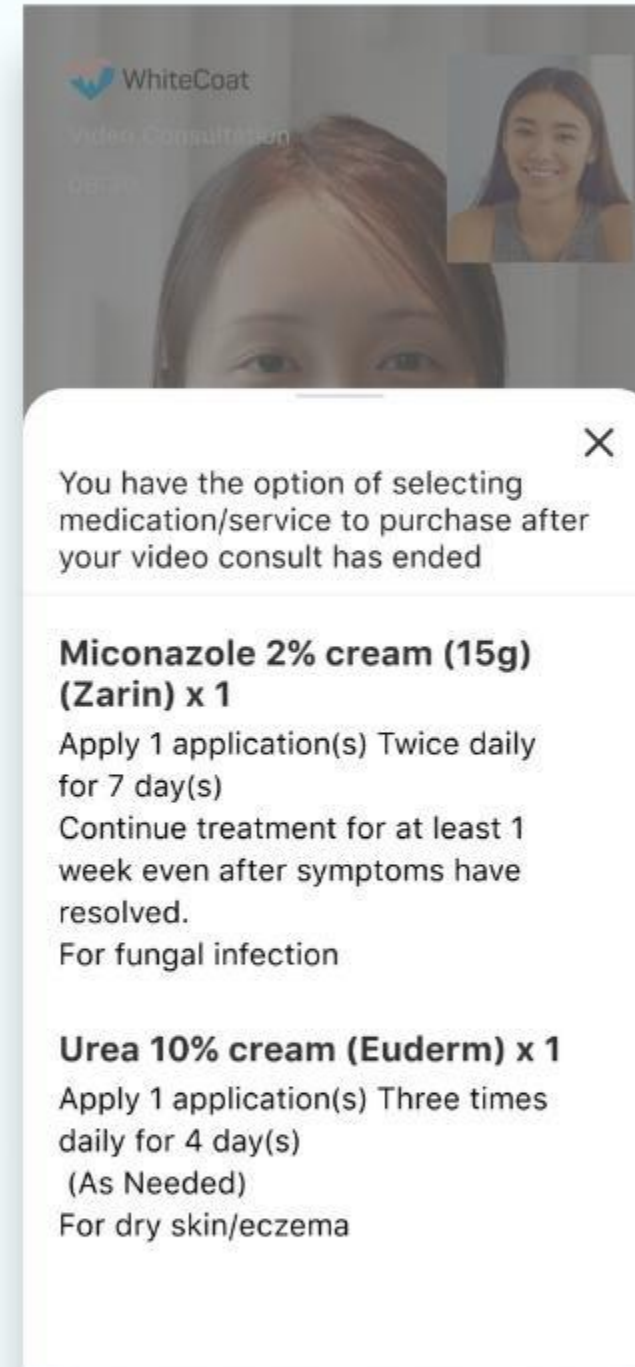
STEP 9

Once the doctor is ready to see you, tap on the **Phone** button to connect and start your consult.



STEP 10

During your teleconsult, the doctor may prescribe medication, which will be displayed by tapping the blue pill icon on the bottom left of your screen.



STEP 11

The doctor will go through the list of prescribed medication(s) with you during the teleconsult.



Part II

Concluding a Teleconsult



Download the
WhiteCoat App
Now

Concluding a Teleconsult

Medication(s) / Service(s)

Please complete your transaction in 14:59

Review your medications and/or services

☒

Miconazole 2% cream (15g) (Zarin)
\$13.50

▼

☒

Urea 10% cream (Euderm)
\$13.00

▼

Total\$26.50

Recommended for you

 Include additional item(s) with your medication delivery

 Item(s) purchased will not be covered by insurance.

Proceed

Proceed without medications

STEP 1

After the teleconsult has ended, you may select the medication(s) prescribed by the doctor.

Delivery

Please complete your transaction in 14:27

Select the delivery address where your medication(s) are to be delivered to. We currently only deliver medication(s) within Singapore.

1 One-north Cres, Singapore
138538
Singapore

Edit | Delete

315 New Upper Changi Rd, Singapore
467347, 467347
Singapore

Edit | Delete

Select Location

STEP 2

The address in your profile will be selected by default. You may also choose to change your delivery address to a different location.

Timeslot

Please complete your transaction in 13:49

Pick a Delivery Timing

Express

 Express Delivery

▼

21 Mar 25

☐ 11:00 am - 1:00 pm

☐ 1:00 pm - 3:00 pm

☐ 3:00 pm - 5:00 pm

☐ 5:00 pm - 7:00 pm

Select Timeslot

STEP 3

Proceed to select your desired delivery time slot.

Payment Details

Please complete your transaction in 13:30

Your bill with applied benefits under
WHITECOAT HOLDINGS PTE. LTD.

Consultation Fees

Consultation (Standard)
Office-Hours Consultation

\$12.00

Subtotal\$12.00

Medication

Change

Miconazole 2% cream (15g) (Zarin)
Quantity: 1

Urea 10% cream (Euderm)
Quantity: 1

Subtotal\$26.50

STEP 4

Check the itemised invoice for accuracy.



Concluding a Teleconsult

<

Payment Details

C

Please complete your transaction in 13:24

Subtotal	\$ 26.50
Delivery Charge	\$ 5.00
Total (Excl. GST)	\$43.50
GST (9%)	\$3.92
Total (Incl. GST)	\$47.42
AIA Corporate Benefit	(\$44.72)
Grand Total (Incl. GST)	\$ 3.00

Delivery

Change

1 One-north Cres, Singapore 138538 , 138538

Timeslot

5:00 pm - 7:00 pm

Proceed

\$3 Co-payment

STEP 5
Check the delivery address and time slot for accuracy before concluding the teleconsult.



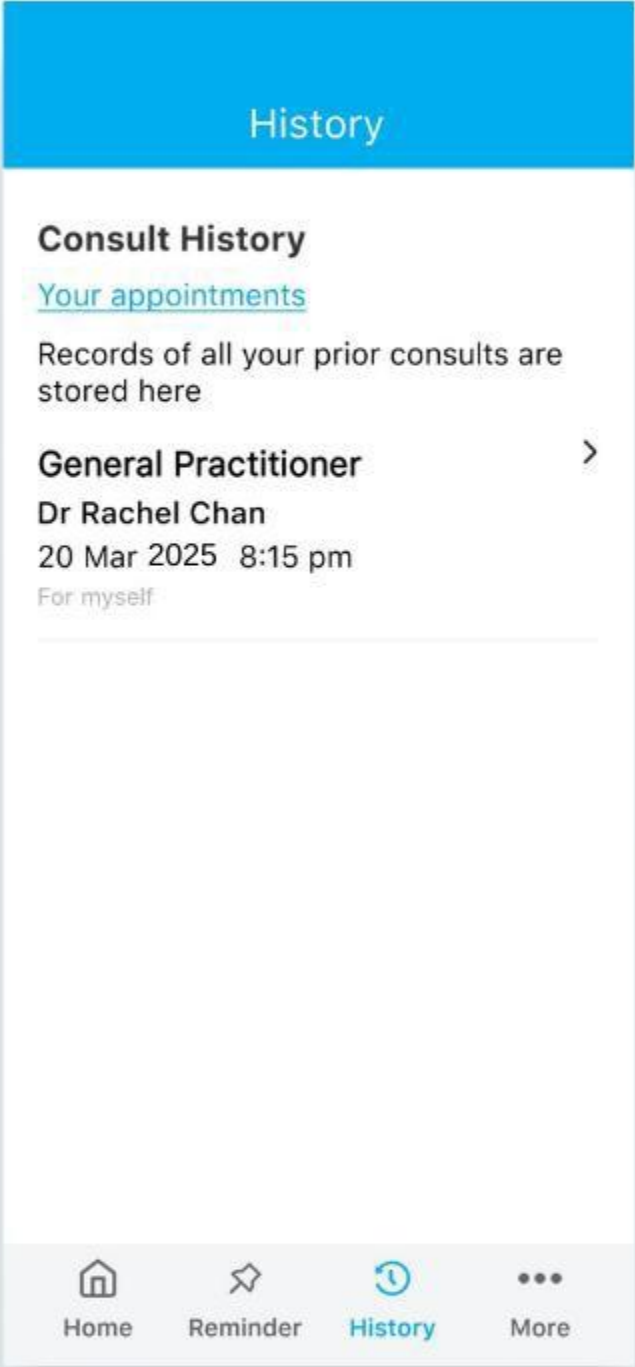
Part III

Accessing Medical Documents

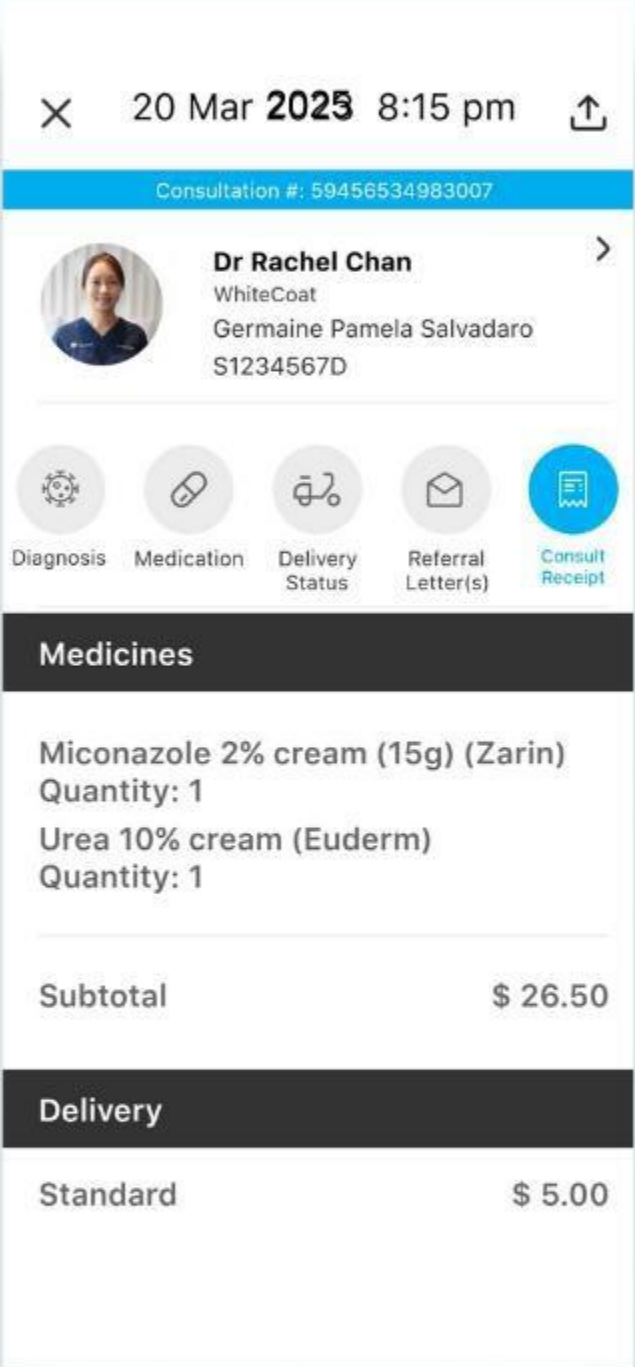


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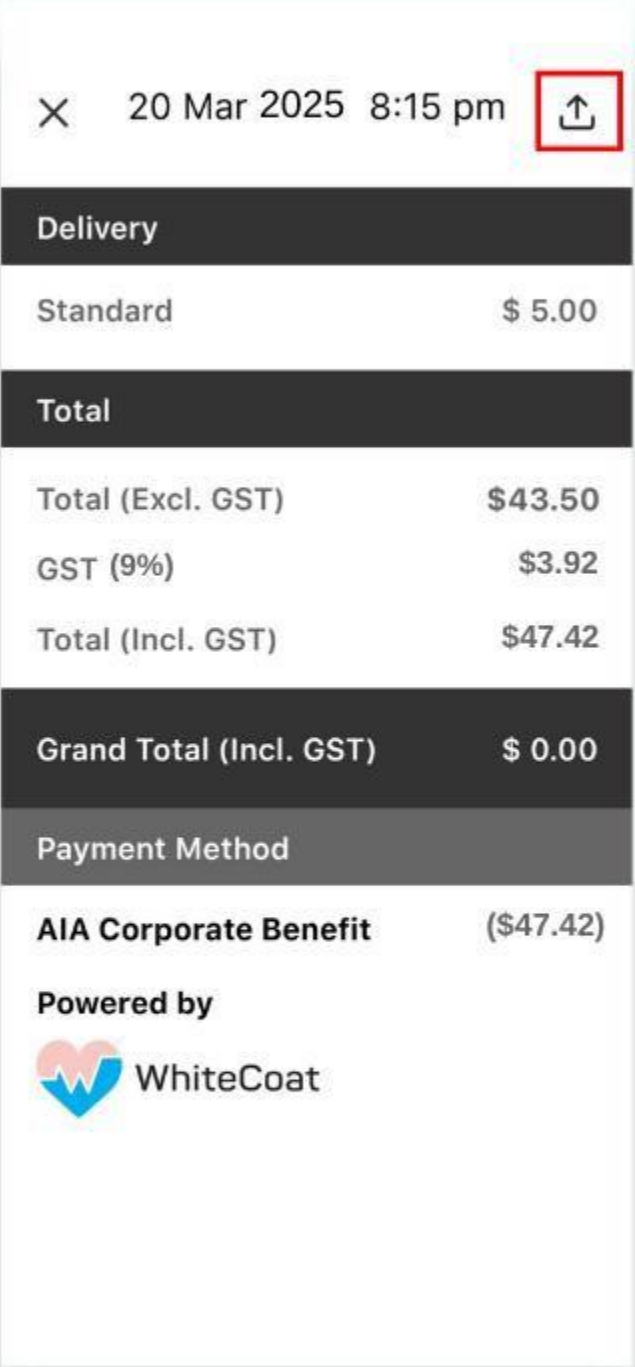
Accessing Medical Documents



STEP 1
Your full personal consult history, with all related medical documents, is located under the **'History'** section of the app.



STEP 2
You may view your itemised invoices from your past consultations.



STEP 3
You may also export any of your medical documents for printing / record keeping purposes (both image and PDF formats are available).



THANK YOU

For any enquiries, please reach out to contactus@whitecoat.global or through the WhiteCoat app via: 'More' tab > 'Contact Us'.

