

PinnacleSG+ App - User Guide

24/7 Telemedicine

Bringing Healthcare
Closer to You

Seamless and convenient way to
access qualified doctors anytime,
anywhere you need



Pinnacle Family Clinic

Caring for you

PinnacleSG+ App – Account Creation

Download App

Step 1: Download PinnacleSG+ App by scanning QR Code, or search for “PinnacleSG+” on App Store/Play Store



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PinnacleSG App – Account Creation



- **Existing Users**
Key in your username and registered mobile number, verify your details to complete the registration
- **New Users**
Fill in your personal details to create an account

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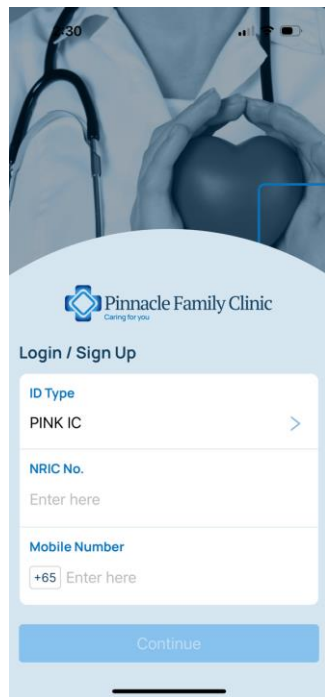
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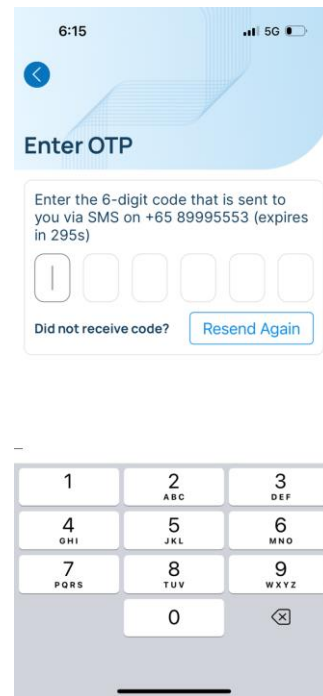
PinnacleSG+ App – Account Creation

Step 2: Register your profile by entering your personal details.

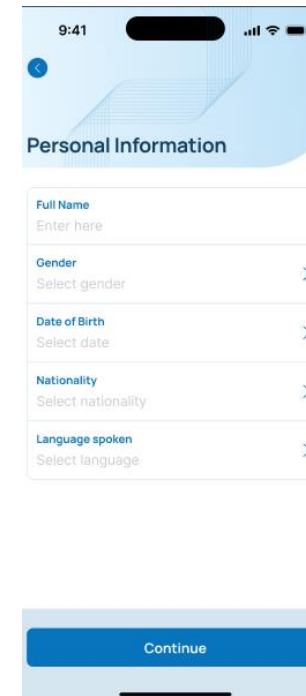
1. Enter your Identity number and local mobile number



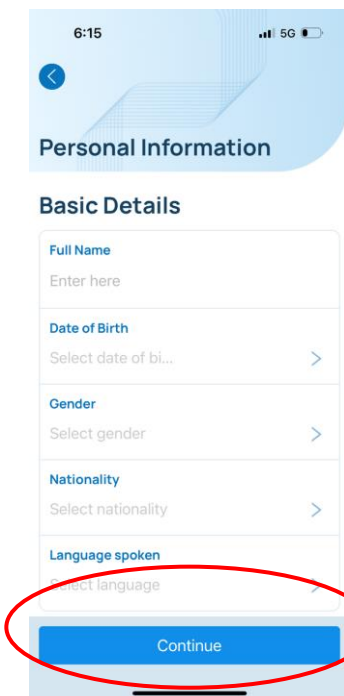
2. Enter OTP sent to your registered mobile number



3. **New Users :** Enter your personal details to complete the registration



Note: Existing users : Your personal details will be auto-filled. Verify and click “Continue” to proceed



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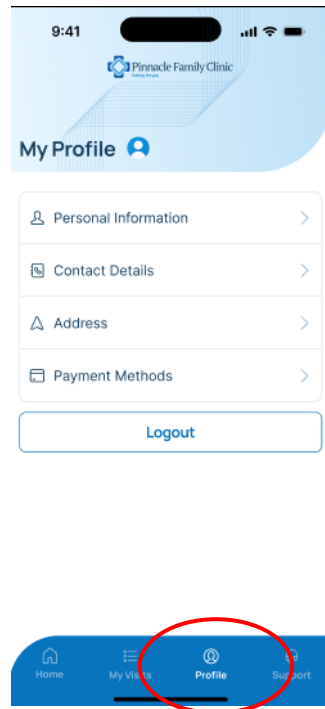
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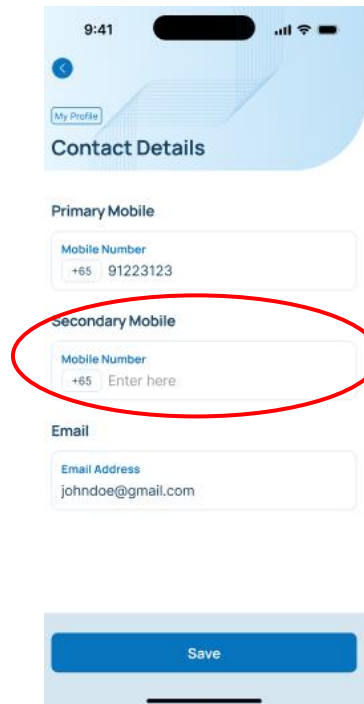
PinnacleSG+ App – Account Creation

Guide: To update your contact details

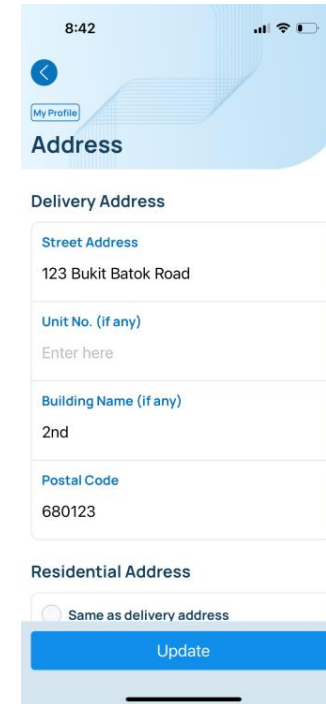
Click “Profile”



Optional : To include a secondary number (can be a foreign number)



To update your delivery address (please note delivery to **zone F postal code only**). Delivery charges apply for out of zone locations.



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FEATURES:

1. Telemedicine
2. E-Payment
3. E-Document :
 - Digital Medical Certificates
 - Digital Invoices
 - Digital Letter / Report

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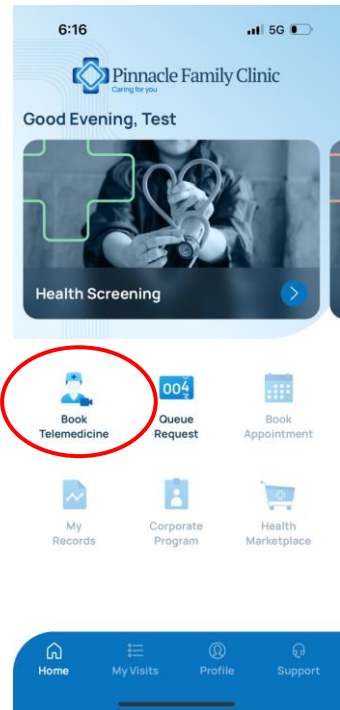


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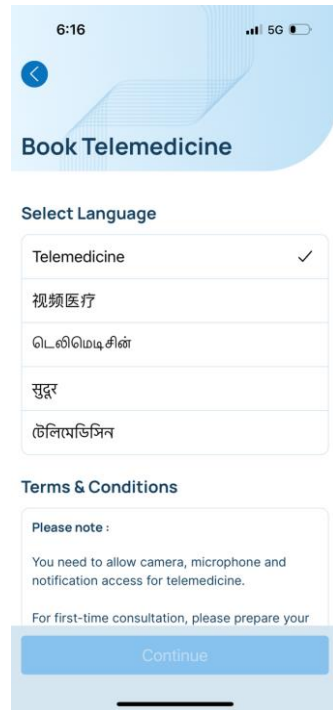
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PinnacleSG+ App – Request Telemedicine

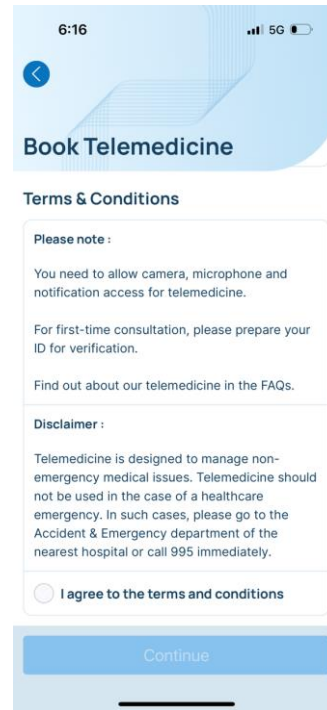
Step 1:
Select “Book Telemedicine”



Step 2 :
Select Language



Step 3:
Read the terms and conditions and check the box
”I agree to the terms and conditions”



NOTE:

Step 4:

For new patient (**first consultation only**), we will request your work permit to verify your identity.

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PinnacleSG+ App – Medication

Step 7:

Once the teleconsultation is completed, the doctor will take a while to dispense the medication (if any). The notification will be updated to “**checked out**”, once the dispensing (if any) , invoice, medical certificate (if applicable) are issued.

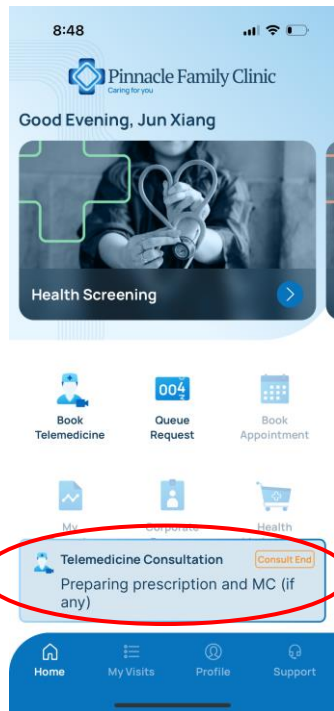
NOTE:

Please review, update (f necessary) and confirm your delivery location.

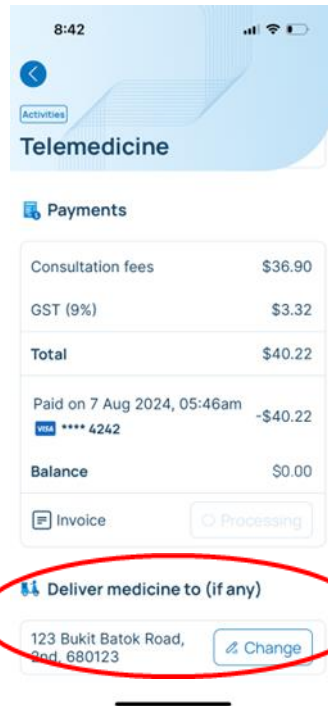
Our logistic team will deliver the medication to your dormitory’s guard house or residence (**within zone F postal district**) :

- **within 6 hours** from the end of the teleconsultation or by 10.00 pm (whichever is earlier) for teleconsultation conducted from 8.00 am to 7.59 pm.
- By 12.00 pm of the following day for teleconsultation conducted between 8.00 pm to 7.59 am.

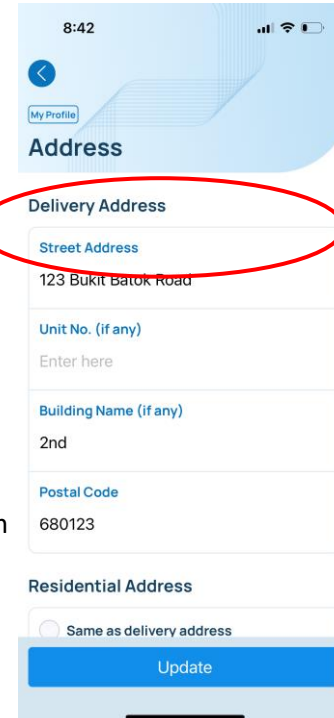
Kindly be reminded to collect the medication from the guard house.



Status updated to “**Checked out**” when full telemedicine completed



Review, update (if required) and confirm delivery address



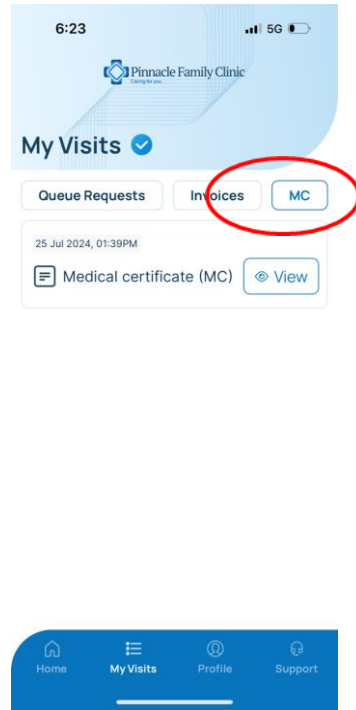
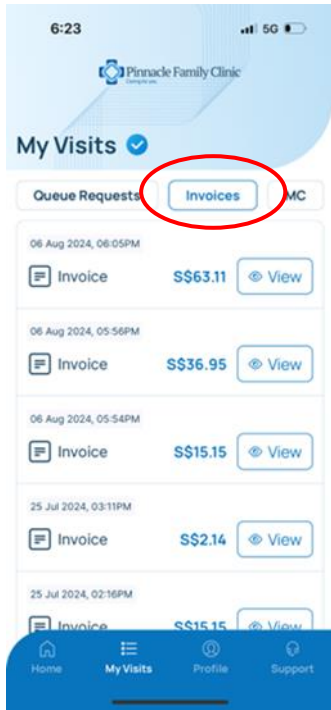
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PinnacleSG+ App – E Documents

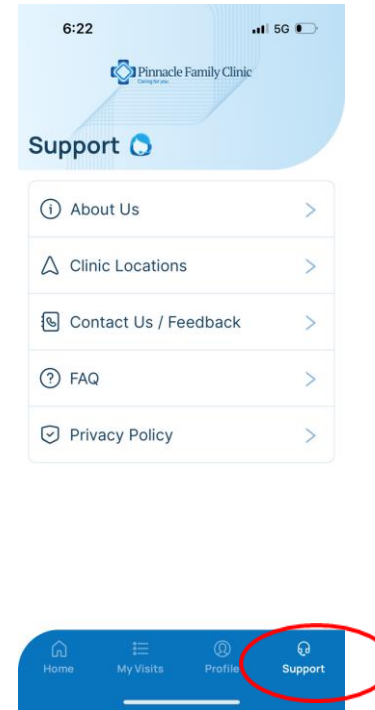
Step 8:

Digital medical certificates (MC) and invoices can be viewed in “My visits”, click “invoices” or “MC”



NOTE:

Information about the company is available under “Support”



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Frequently Asked Questions

What are the operating hours?

Telemedicine services are available daily , 24/7

What happens after the teleconsultation ends with the Doctor?

After the teleconsultation, our doctor will need time to complete the prescription and prepare the medical documentation. Upon completion, you will receive an in-app notification with your consultation summary and payment details. Upon completion of payment, the courier will deliver your medicine to your dormitory's guard house.

How do I obtain the medication?

Our logistic team will deliver the medication to your dormitory's guard house :

- Within 6 hours from the end of the teleconsultation or by 10.00 pm (whichever is earlier) for teleconsultation conducted from 8.00 am to 7.59 pm
- By 12.00 pm of the following day for teleconsultation conducted between 8.00 pm to 7.59 am

What happens if the doctor determines that my condition is unsuitable for telemedicine?

If the doctor determines that your condition is unsuitable, he will inform you accordingly and advise you to seek the appropriate follow-up actions. These actions may include:

- Going to St. Andrew's Migrant Worker Medical Centre (SAMWMC) for a physical consultation
- Going to the Accident and Emergency department of your nearest hospital

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Frequently Asked Questions

What kind of conditions are NOT suitable for telemedicine?

Telemedicine is designed to manage non-emergency medical issues. In general, below are some typical conditions that are not suitable for online consultations:

- First diagnosis of chronic disease such as high blood pressure, diabetes, high cholesterol
- Asthma
- Severe shortness of breath
- Acute or severe chest pain
- Severe headache or giddiness
- Sudden onset of weakness, numbness or slurred speech
- Seizures
- Suicidal thoughts
- Persistent vomiting
- Severe abdominal pain
- Fever lasting for more than 3 days
- Inability to control bowel movements or urination
- Deep / bleeding wounds
- Fainting spells
- Injuries with suspected fractures or dislocations presenting as severe pain, open wounds, deformity, severe bruising or swelling, loss of sensation and limb weakness
- Sudden loss of vision

IMPORTANT: This list is not exhaustive. Telemedicine should not be used in the case of a healthcare emergency. In such cases, please go to the Accident and Emergency department of the nearest hospital or call 995 immediately

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Frequently Asked Questions

What happens if I lose internet connection during my video consultation?

The connections may drop occasionally as they are contingent on connectivity speeds. The app will automatically reconnect once online.

In the event that the call is dropped, please exit and reopen the app. A notification for continuation will reappear and your existing connection with the doctor will be re-established.

What should I do if requested for a teleconsultation but no doctors are available to attend to me?

We seek your kind patience that during peak hours, there might be a waiting time of 30-60 mins.

Is the teleconsultation recorded?

The teleconsultation will not be recorded by either the administrator, the patient, the doctor or any other party. Any violation of this constitutes a breach of privacy and confidentiality laws between the doctor and the patient. As such, you are also not allowed to record the consultation in part or in whole.

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24/7 Telemedicine: Delivering quality remote healthcare



We are here to serve you

For enquiries on Pinnacle Family Clinic
Telemedicine services, please call our

24/7 Hotline : **6235 1852**

Email: connect@pinnaclefamilyclinic.com.sg



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