



HA Go “TeleHealth”

How to join TeleConsultation
with your children / family members

Remarks: This feature is only applicable in TeleClinic now

Version 2.0 | Aug 2024

TeleConsultation Journey

HA Go "TeleHealth" supports you to join TeleConsultation with your child / family members via your **own HA Go account**.

The process is illustrated as below:



**Login HA Go &
Select your
child/family member**



Register and Pay



Receive Notification



Verify Patient's Identity

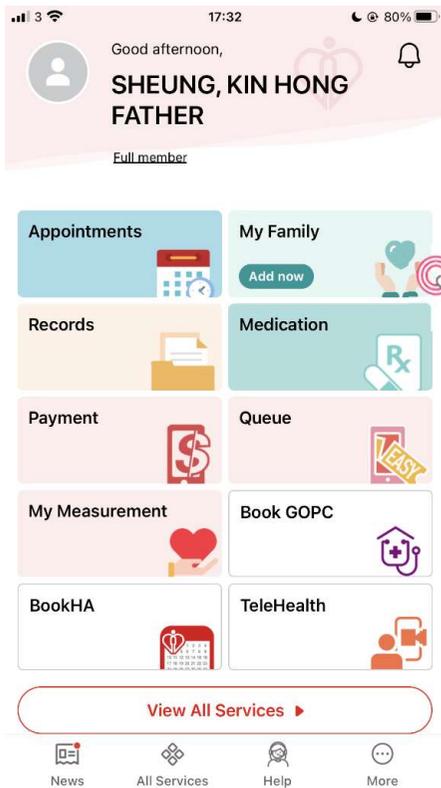


Start Consultation

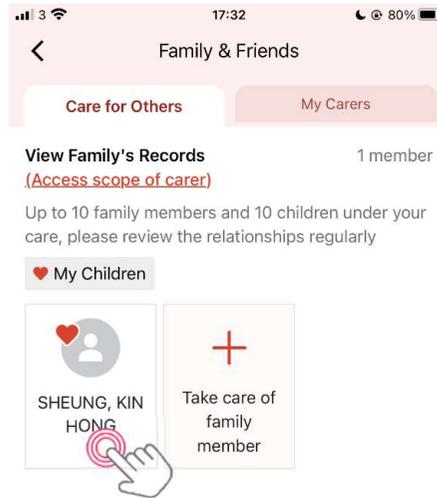


Login your account and select your Child/Family Member

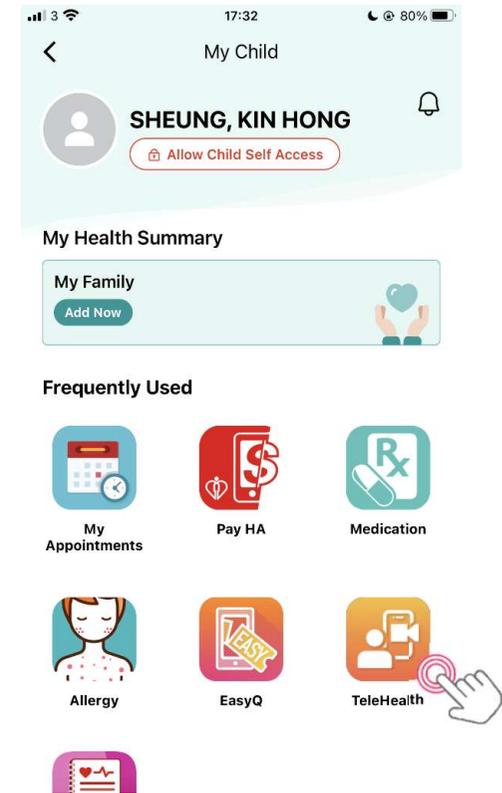
1. Tap "My Family"



2. Select your child/ family member who has TeleHealth appointment



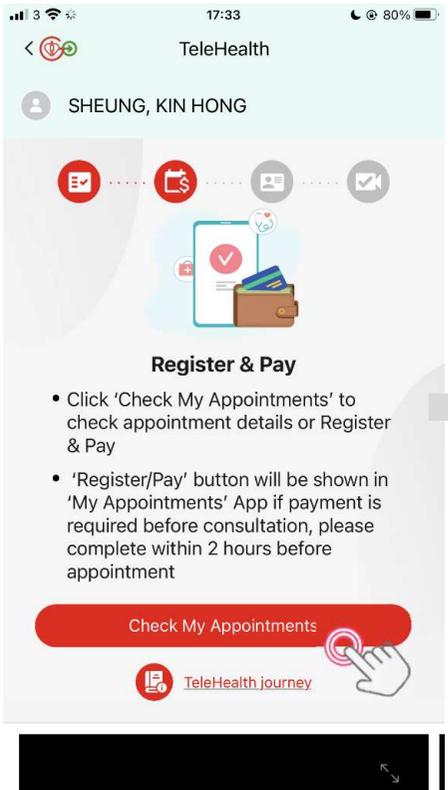
3. Tap "TeleHealth" App



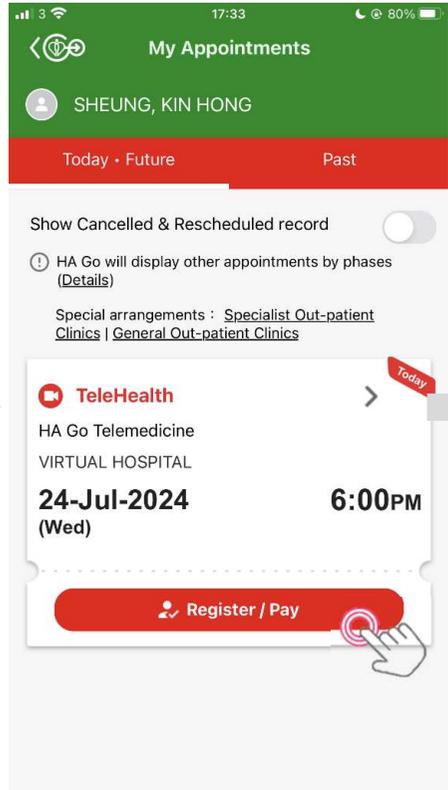


Register and Pay for your child /family member

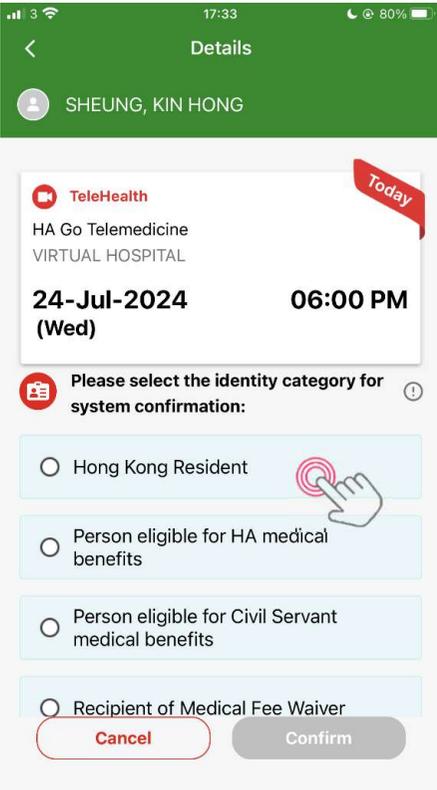
1. Tap "Check My Appointments" to view appointment details



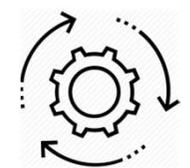
2. Tap "Register/ Pay"



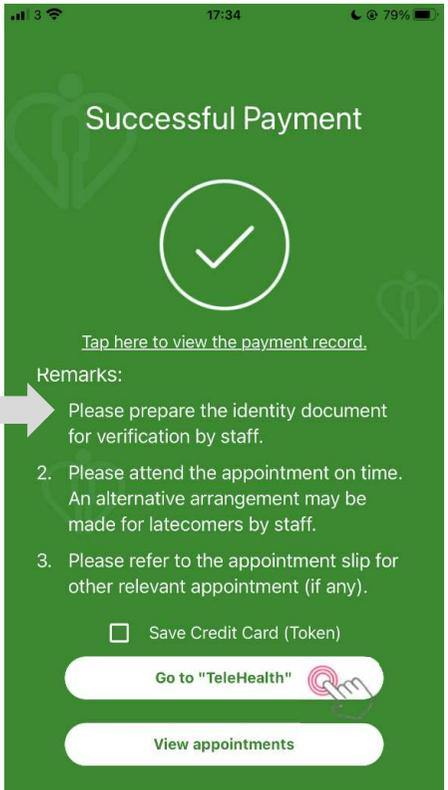
3. Select Identity Category for your child/ family member



4. Tap Go to "Telehealth"

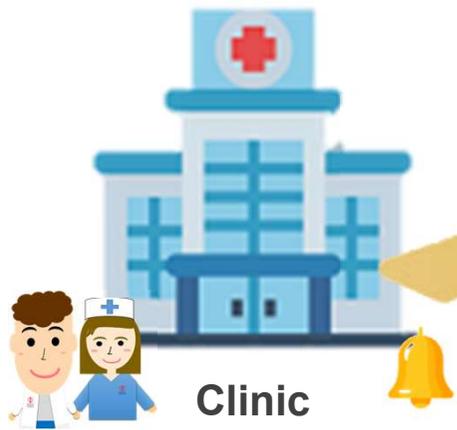


Pay through service providers



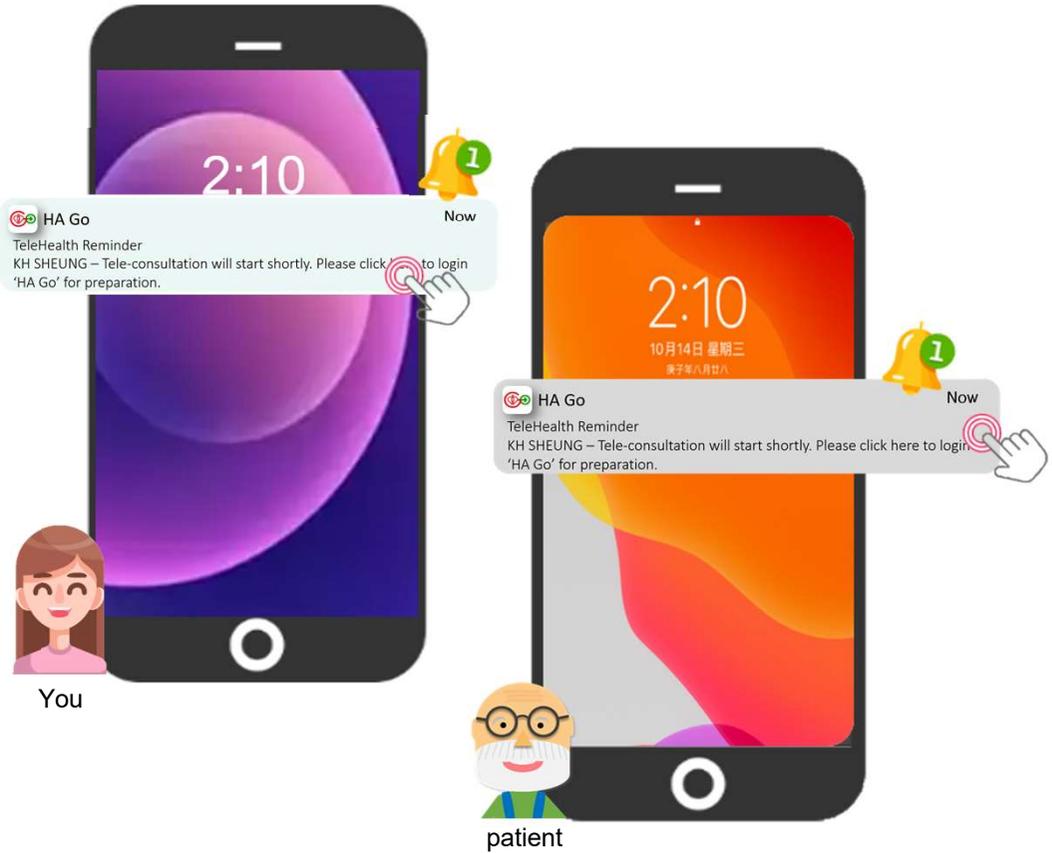


Receive notification



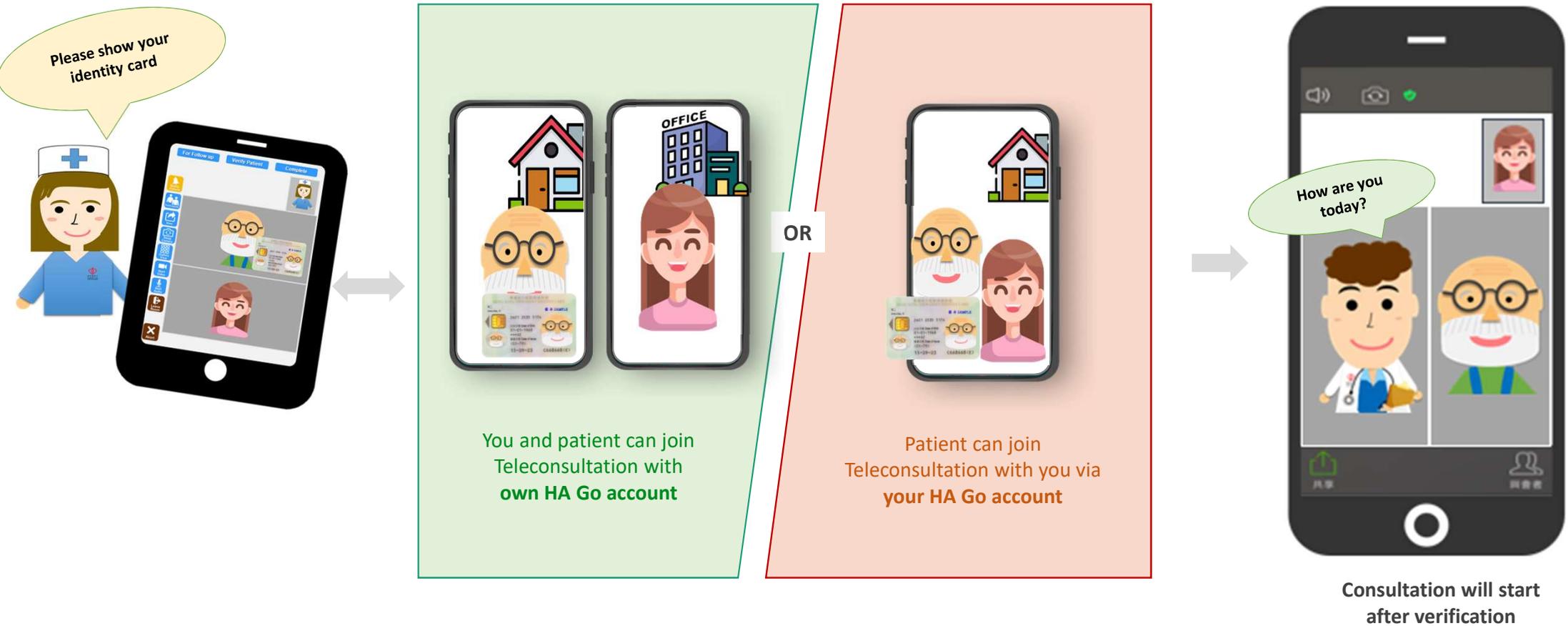
Clinic

Staff will send notification to **you** and **your child/family member**



1. Tap notification to enter virtual consultation room

 Assist your child/family member to verify identity & Start consultation



Thank you