

Thank you for using Sunway Home Healthcare Teleconsultation service. The Teleconsultation will be conducted using SunMed GO.

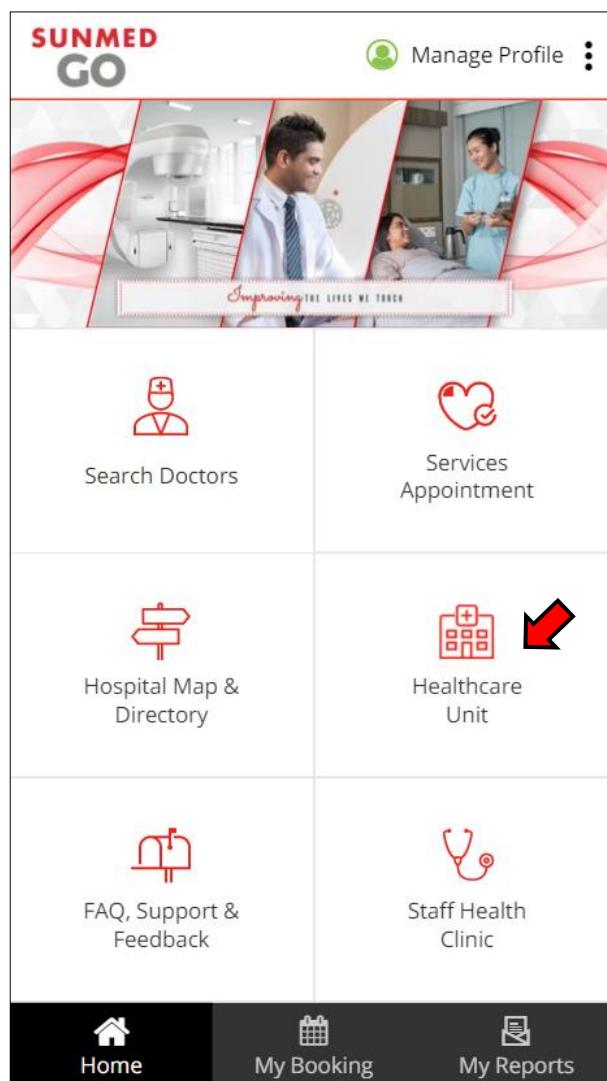
Download the SunMed GO:
<https://sunmedgo.com/download>

Alternatively, go to <https://sunmedgo.com> to use Chrome browser.



Sunway Home Healthcare Teleconsultation Patient User Guide

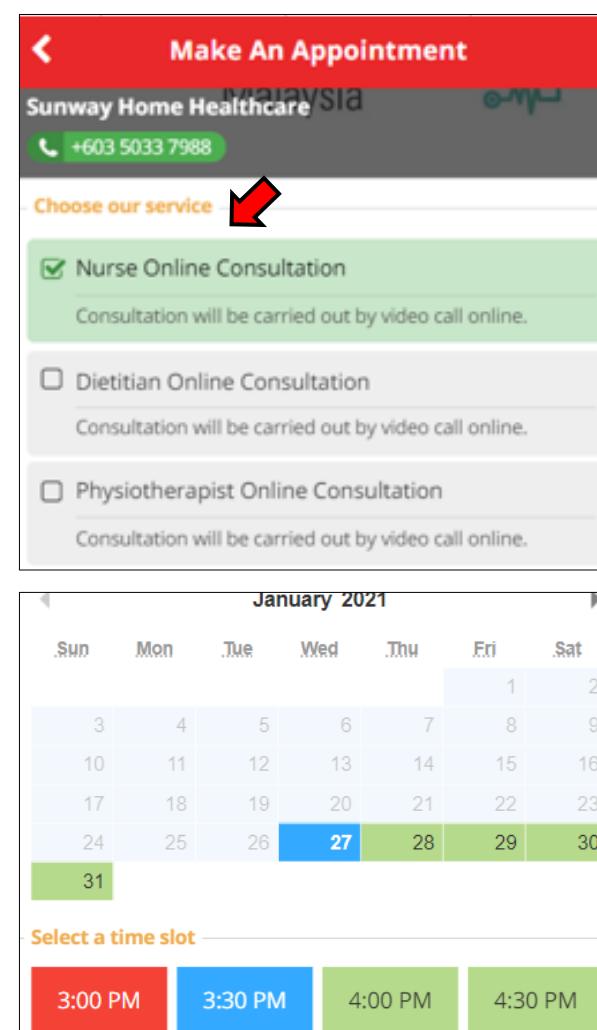
Making an appointment with your consultant for Teleconsultation



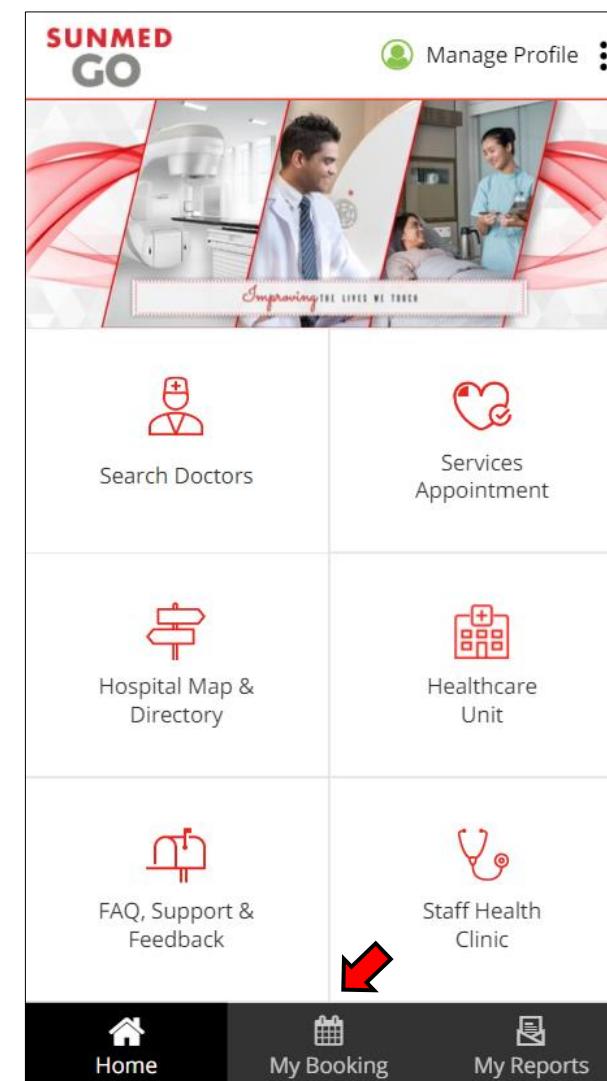
Step 1: Click “Healthcare Unit”



Step 2: Select “Sunway Home Healthcare”



Step 3: Select the service that you wish to consult with
Step 4: Select the preferred date and time of appointment, then click “Proceed to Next Step”

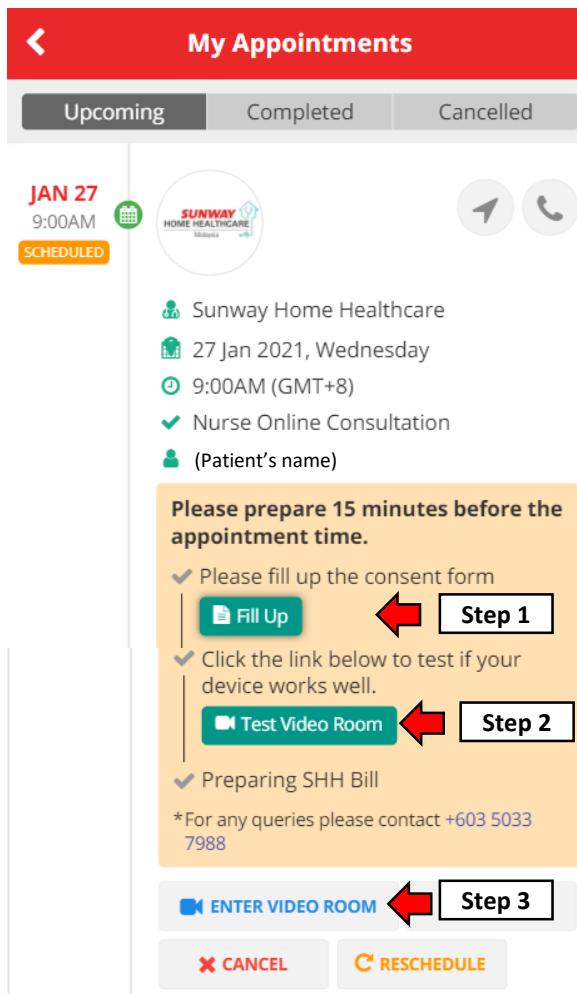


Step 4: You will receive call from the clinic to confirm your appointment. Once confirmed, you can view your appointment in “My Bookings”.



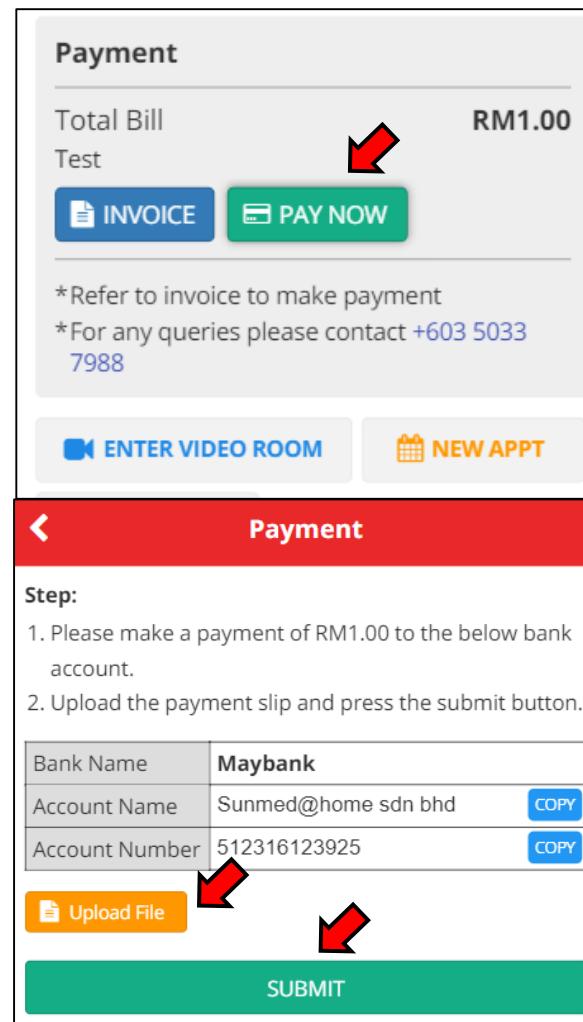
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Getting ready for consultation



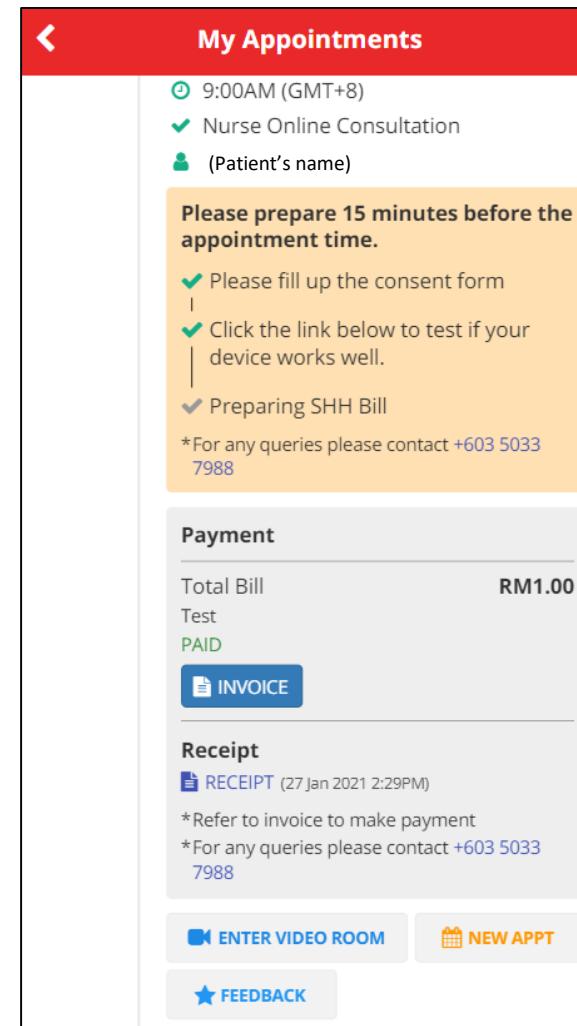
- Step 1:** You are required to fill up the consent form before teleconsultation
- Step 2:** Test your device for compatibility.
- Step 3:** Click "Enter Video Room" to connect with your consultant.

Making payment



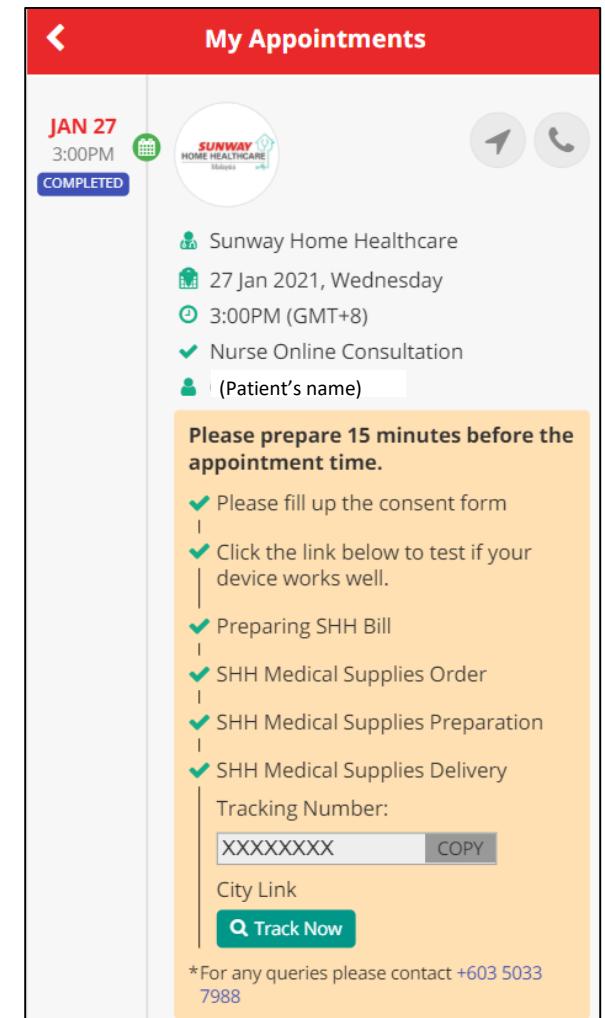
- Step 1:** Your bill will be ready shortly after the end of your Teleconsultation. Click "Pay Now", follow the payment instruction to do your payment
- Step 2:** Click "Upload File" to upload the payment slip as proof of payment, then click "SUMMIT"

Payment confirmation



Your **payment receipt** will be available shortly after the payment has been made in full.

Tracking medication delivery status



Your **medical supplies tracking number** will be available as soon as the item are out for delivery. Click "Copy" to copy the tracking number, and "Track Now" to be directed to delivery tracking page.