

DigiHealth FAQ

Why I can't view results when I receive the notification?

- You should be able to see your own results when you receive the notification.
- Our experience is that generally there are typos when during app registration or that a different mobile number was used

What's the point of having this app when I cannot view?

- We are progressively availing lab results.
- You will be notified via SMS when you have lab results to view over the App.

Why I can't view all my results when I log in?

- We are progressively availing lab results.
- We start off with non-sensitive biochemistry ones which are also meaningful to patients when trended over the app.
 - ✓ Example includes Lipid Profile such as Cholesterol levels
 - ✓ You will be notified via SMS when there are more lab results to view over the App.

How do I receive my on-boarding SMS after attending my lab tests?

- Your mobile number captured at clinic visit and is indicated on Lab order form
- SMS will be triggered to mobile number 14 days after outpatient biochemistry e.g. lipid profile results are available in our system
- You can sign up DigiHealth account with link

- **How do I receive my on-boarding SMS after attending my radiology tests?**
 - Patient mobile number captured at clinic visit
 - SMS will be triggered to mobile number 7 days after results are available in our system
 - Patient can sign up DigiHealth account with link