

## GroupCare@Income

Welcome to the latest version of the GroupCare@Income App!

Visit our website at

<http://www.groupcareincome.com.sg>

Contact us at

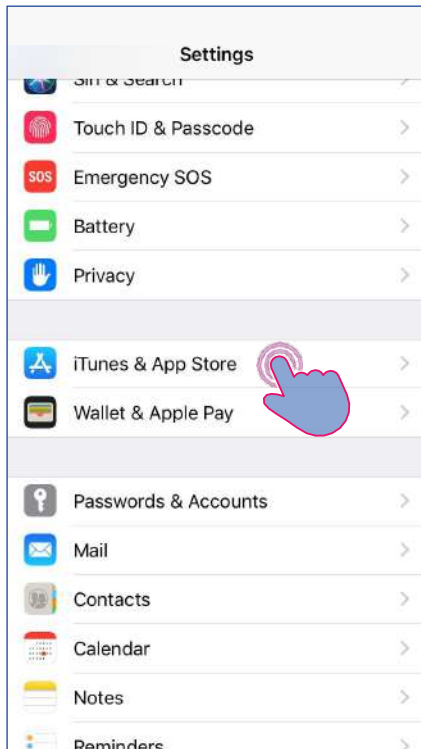
Hotline No.

All Members **6305 4573**

Email Address

[groupcare@mhcasia.com](mailto:groupcare@mhcasia.com)

## Automatic Updates (iPhone)

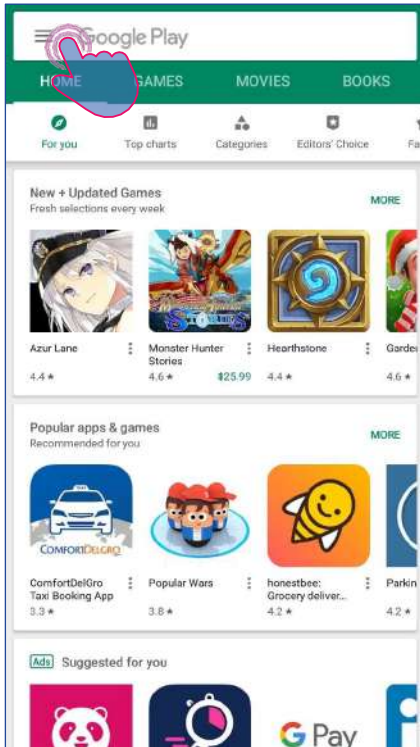


Open 'Settings'.  
Select 'iTunes & App Store'.

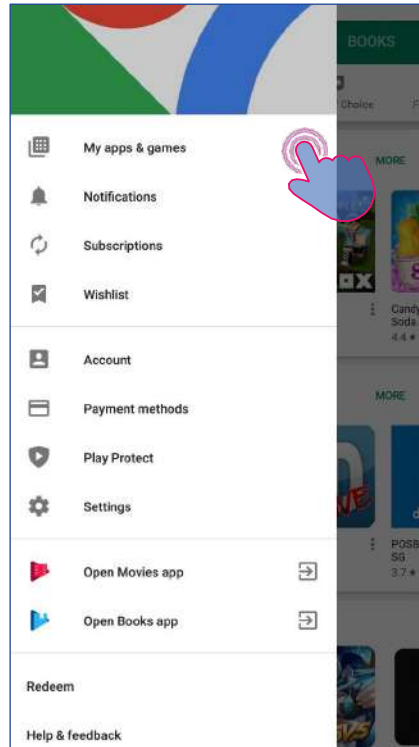


Enable Automatic Updates.

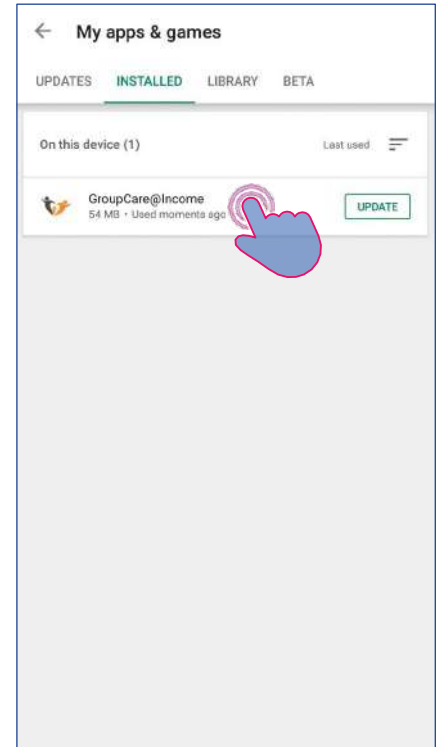
## Automatic Updates (Android)



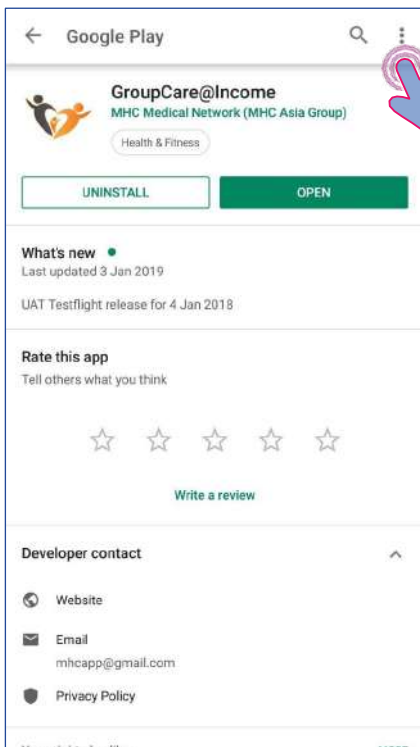
Open the Google Play Store app. Tap the Menu button.



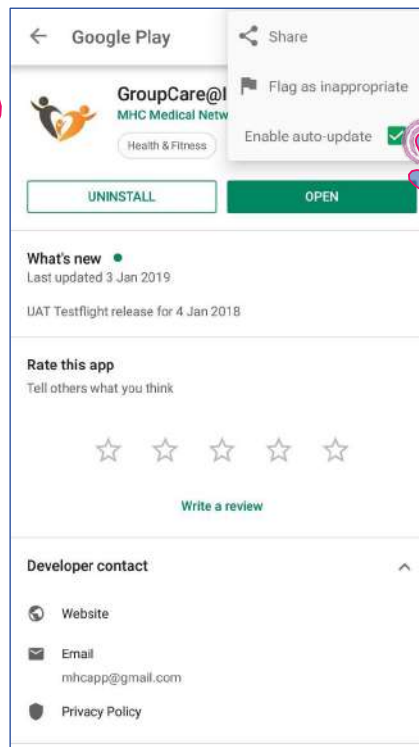
Tap on 'My apps & games'.



Select 'GroupCare@Income'.

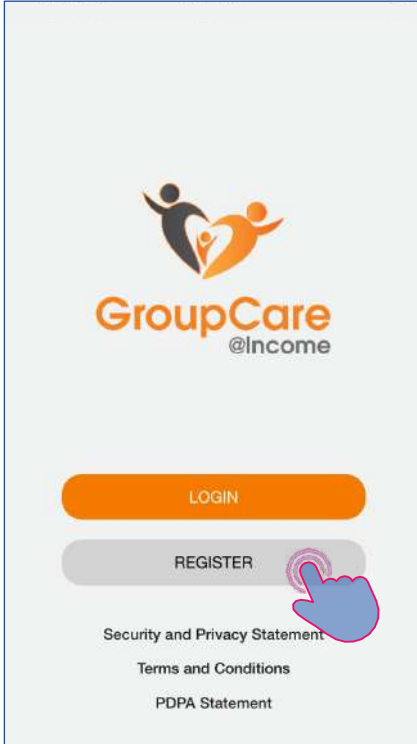


Tap More



Check the box next to "Enable auto update."

## First-Time Setup



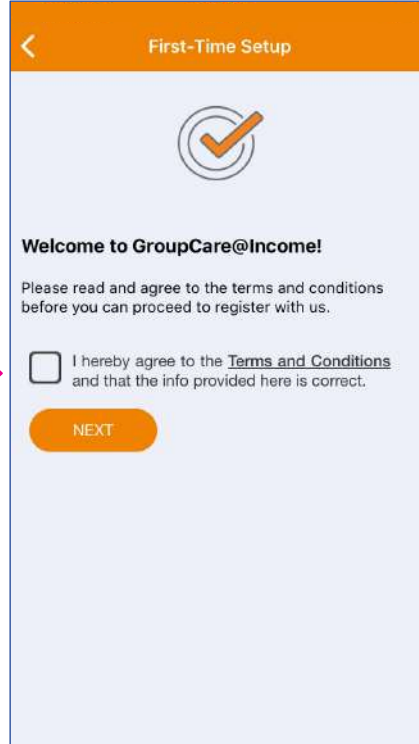
GroupCare  
@Income

LOGIN

REGISTER

Security and Privacy Statement  
Terms and Conditions  
PDPA Statement

Select '**Register**' from the Login screen



First-Time Setup

✓

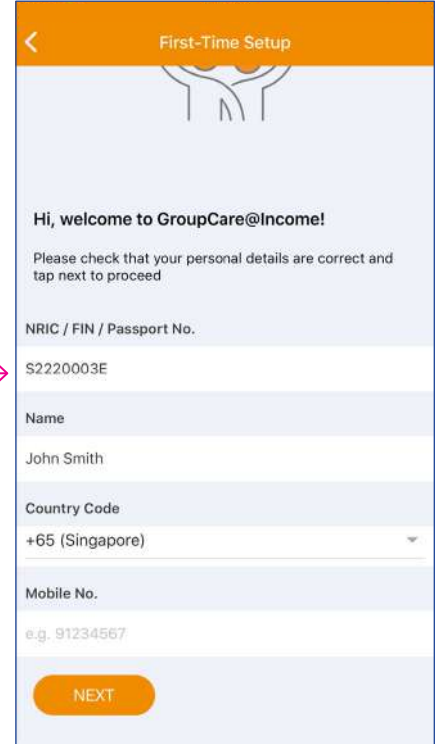
**Welcome to GroupCare@Income!**

Please read and agree to the terms and conditions before you can proceed to register with us.

I hereby agree to the [Terms and Conditions](#) and that the info provided here is correct.

NEXT

View the terms and conditions.



First-Time Setup

Hi, welcome to GroupCare@Income!

Please check that your personal details are correct and tap next to proceed

NRIC / FIN / Passport No.  
S2220003E

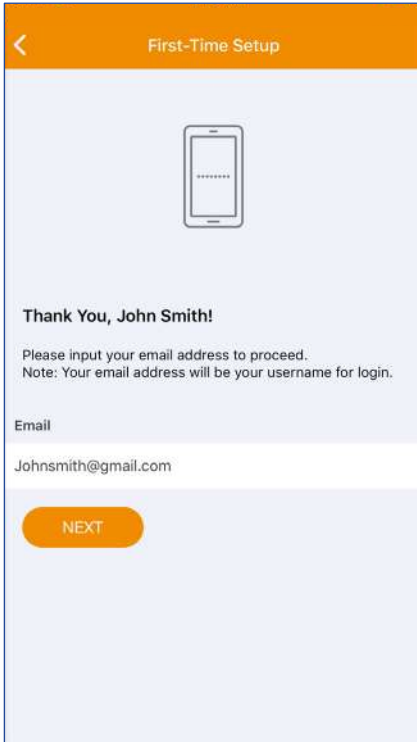
Name  
John Smith

Country Code  
+65 (Singapore)

Mobile No.  
e.g. 91234567

NEXT

Fill in your particulars.  
(Please use your FIN number - not passport number)



First-Time Setup

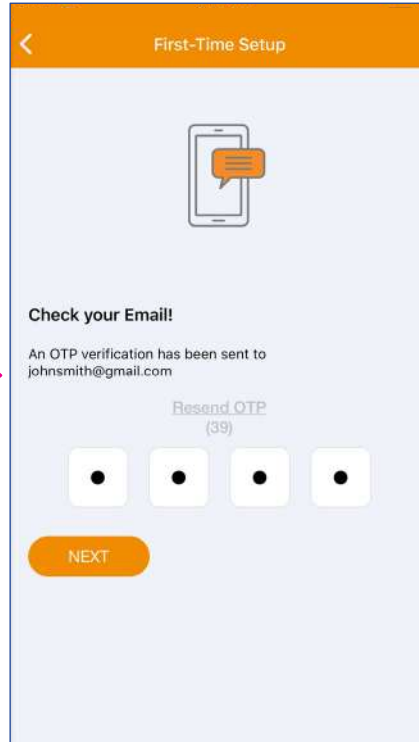
Thank You, John Smith!

Please input your email address to proceed.  
Note: Your email address will be your username for login.

Email  
Johnsmith@gmail.com

NEXT

Enter your email address.



First-Time Setup

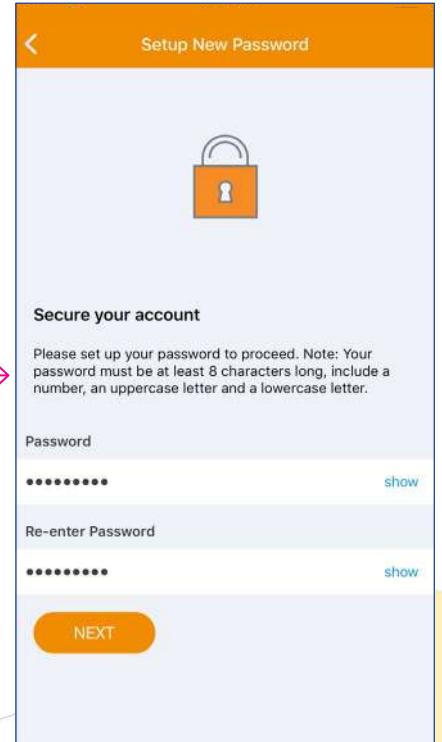
Check your Email!

An OTP verification has been sent to johnsmith@gmail.com

Resend OTP (39)

NEXT

Check your email for an OTP.



Setup New Password

Secure your account

Please set up your password to proceed. Note: Your password must be at least 8 characters long, include a number, an uppercase letter and a lowercase letter.

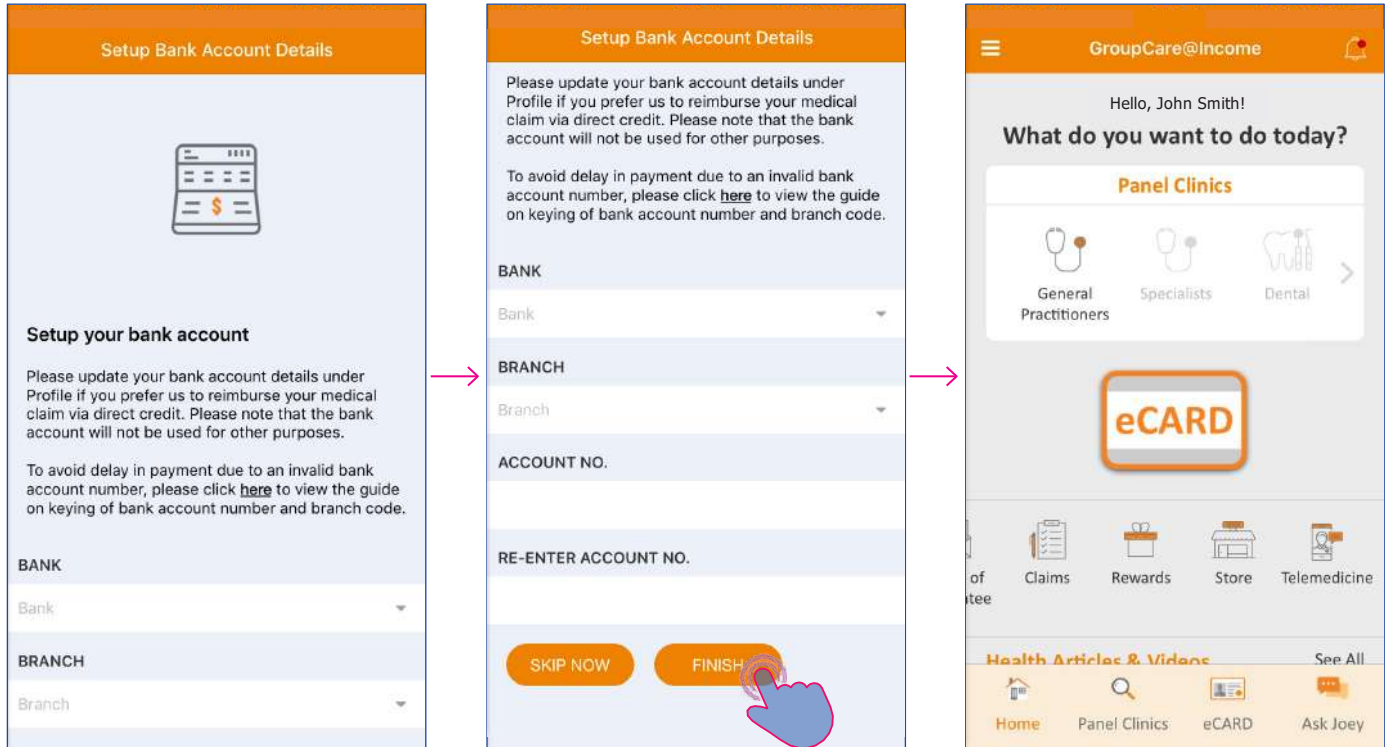
Password  
..... show

Re-enter Password  
..... show

NEXT

Create a password to keep your account safe. (Minimum 8 characters, 1 uppercase, 1 lowercase and 1 number. E.g. Abcd1234)

## First-Time Setup



**Setup Bank Account Details**

Please update your bank account details under Profile if you prefer us to reimburse your medical claim via direct credit. Please note that the bank account will not be used for other purposes.

To avoid delay in payment due to an invalid bank account number, please click [here](#) to view the guide on keying of bank account number and branch code.

**BANK**

Bank

**BRANCH**

Branch

**ACCOUNT NO.**

**RE-ENTER ACCOUNT NO.**

SKIP NOW FINISH

**GroupCare@Income**

Hello, John Smith!

**What do you want to do today?**

**Panel Clinics**

General Practitioners Specialists Dental

**eCARD**

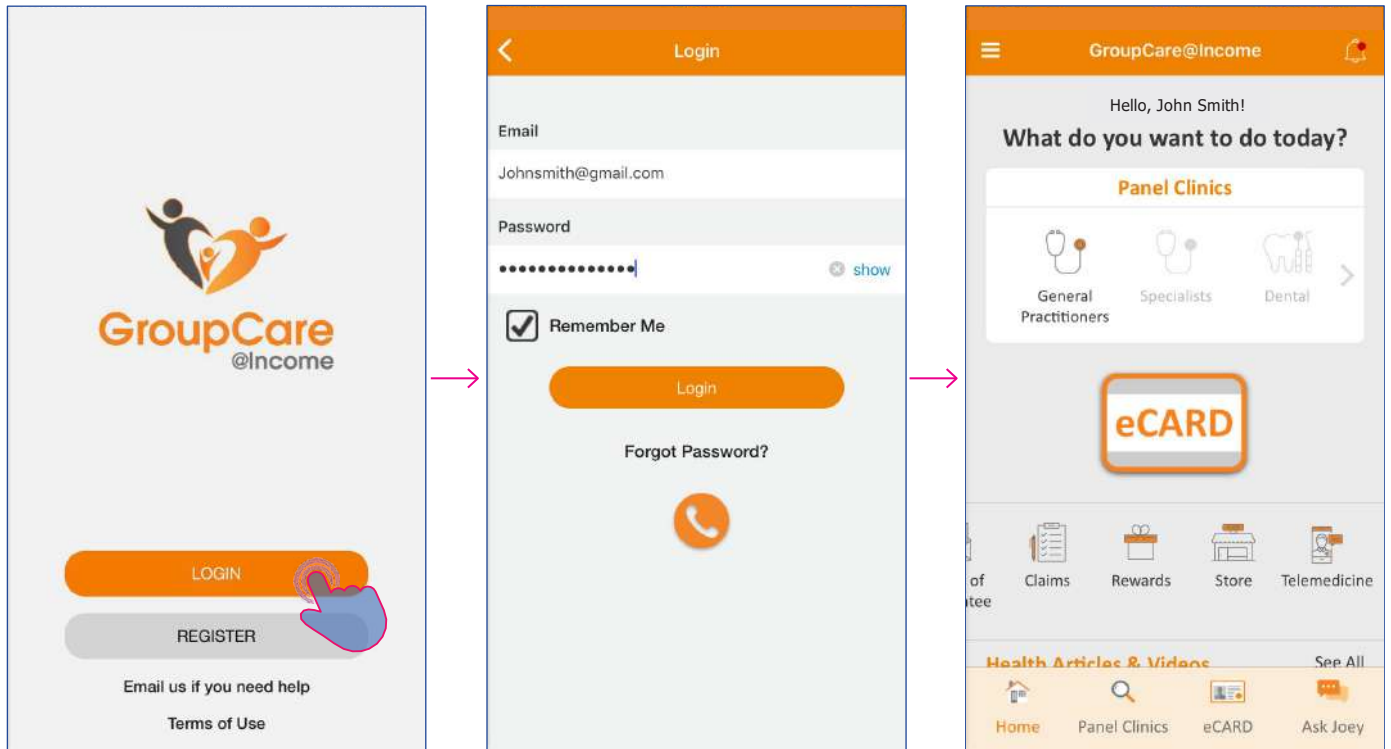
Claims Rewards Store Telemedicine

**Health Articles & Videos** See All

Home Panel Clinics eCARD Ask Joey

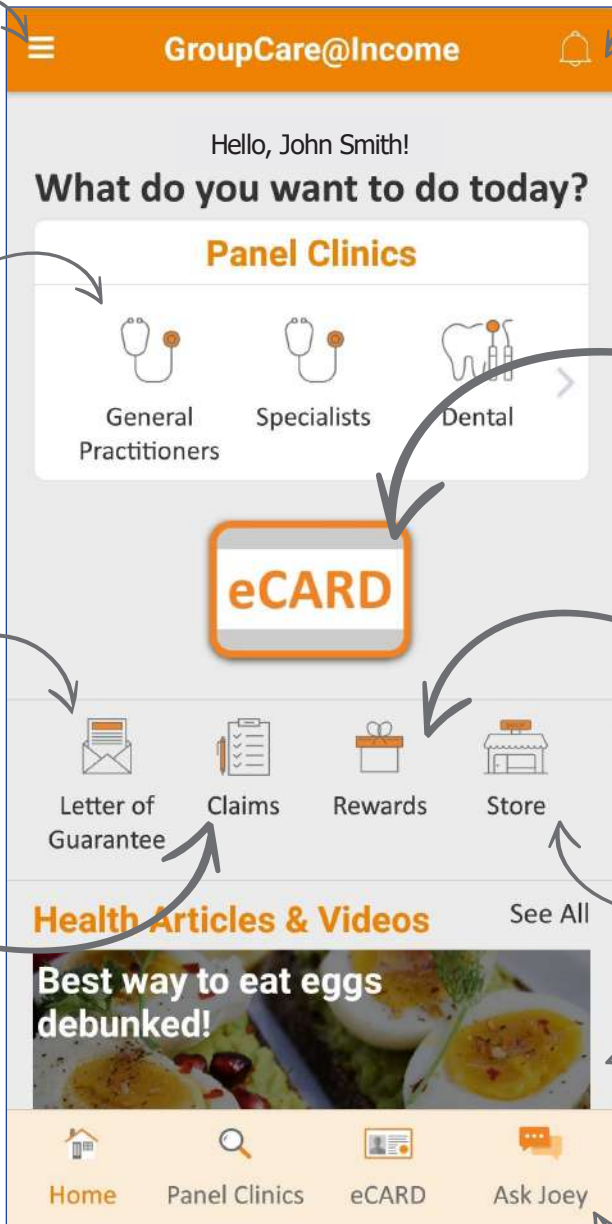
Lastly, enter your bank account details.

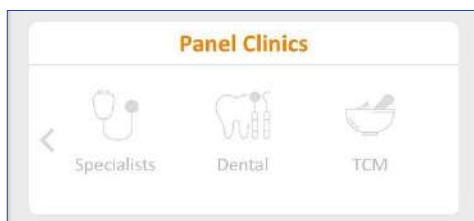
## First-Time Setup



Lastly, enter your bank account details.

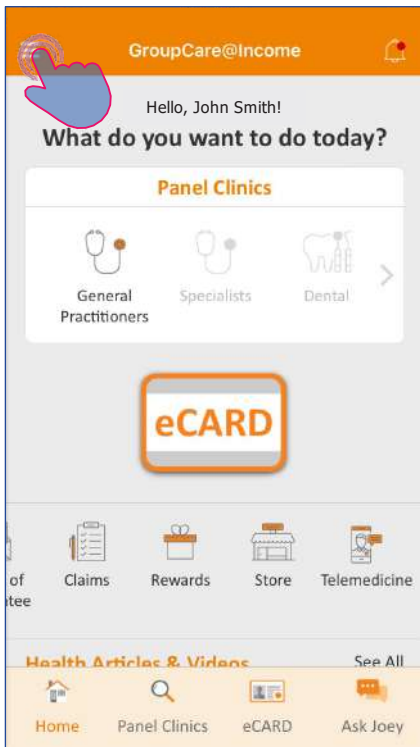
## App Overview

- 
1. **Menu - Page 7**  
Access Profile, Claim History, Notifications, User Guide, Contact Info, Terms of Use.
  2. **Panel Clinic - Page 11**  
Look for the nearest clinics around you for General Practitioners (GP), Specialists, Dental, TCM.
  3. **Letter Of Guarantee - Page 13**  
Convenient LOG generation for coverage of hospital expenses.
  4. **Claims - Page 14**  
Digitized in-app eClaims process for both inpatient and outpatient
  5. **Notification - Page 20**  
Receive notifications on app version updates and announcements.
  6. **eCard - Page 12**  
Flash your virtual member card when visiting clinics to enjoy cashless consultation.
  7. **Rewards - Page 16**  
This app offers a range of lifestyle benefits. Tap into each category and follow the instructions to redeem the benefits.
  8. **Store - Page 17**  
Purchase various products and services to help keep you in the pink of health.
  9. **Health Articles & Videos - Page 18**  
Read interesting health articles on trending medical conditions.
  10. **Chatbot - Page 19**  
Our friendly chatbot helps to answer general queries such as finding the nearest clinic or resetting your password.
  11. **Telemedicine - Page 22**  
Video consult a doctor, 24/7

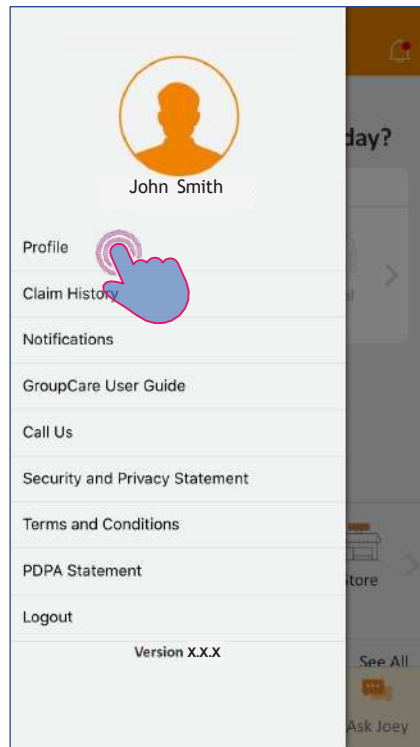


\*If your program does not have clinic locator, the 'Panel Clinics' will be greyed out.

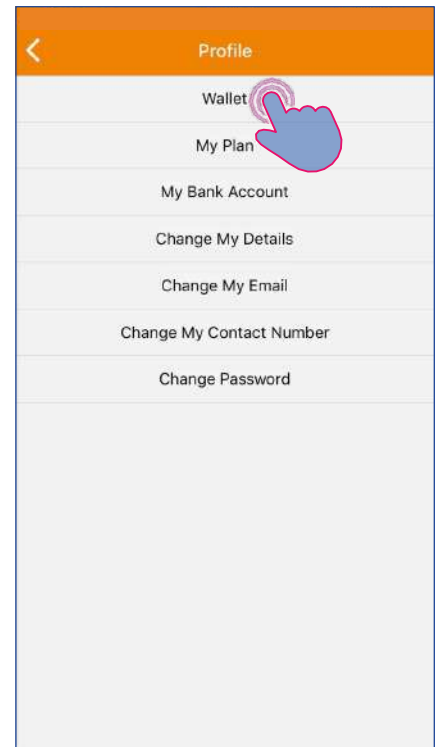
## Menu (Wallet)



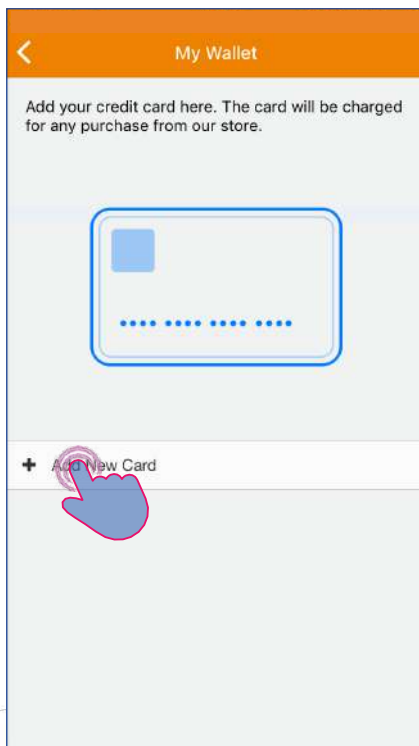
Select the 'Menu' Icon.



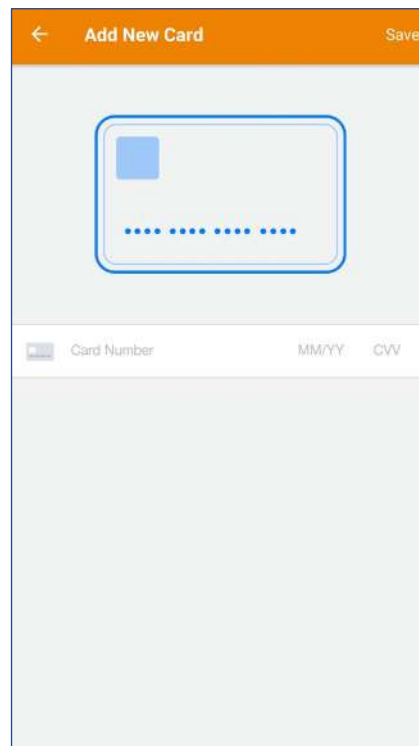
Select 'Profile'.



To view/edit your payment cards, select 'Wallet'.



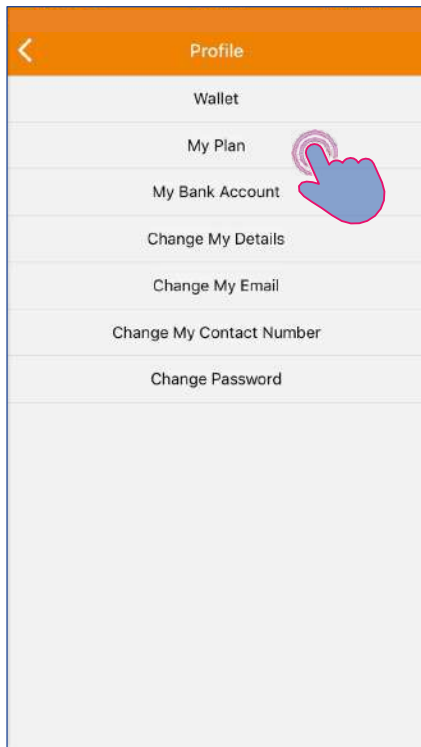
Select 'Add New Card'.



Enter the card details and select 'Save' on the top right corner.



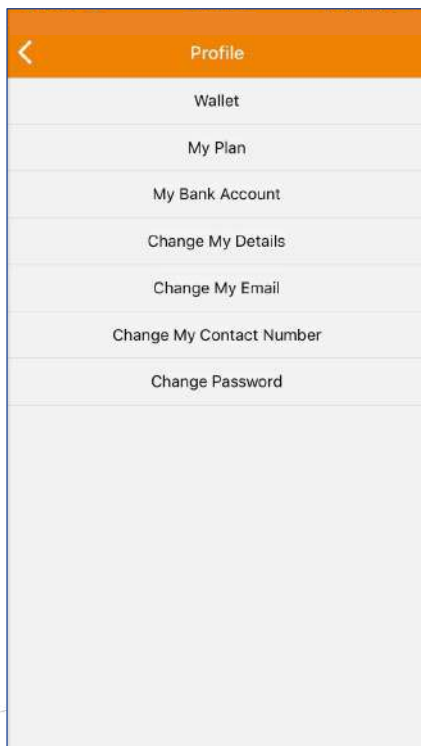
## Menu (View Plan + Edit Details)



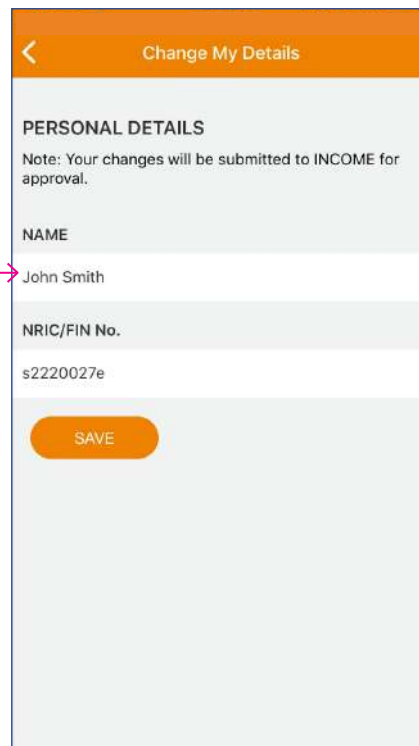
Select 'My Plan'.



(This screen will not be visible to users who are not applicable)

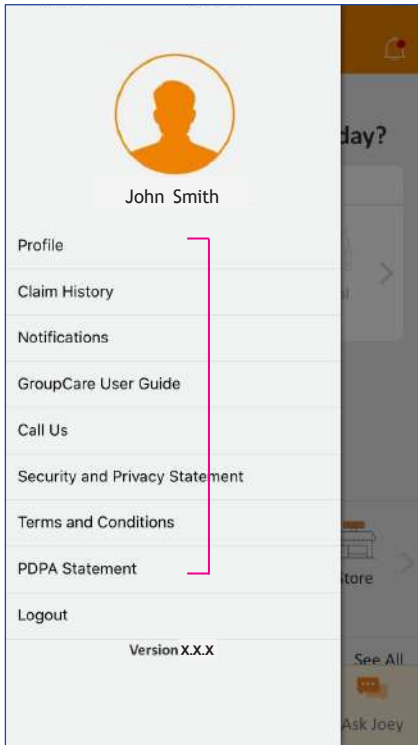


Edit your details.

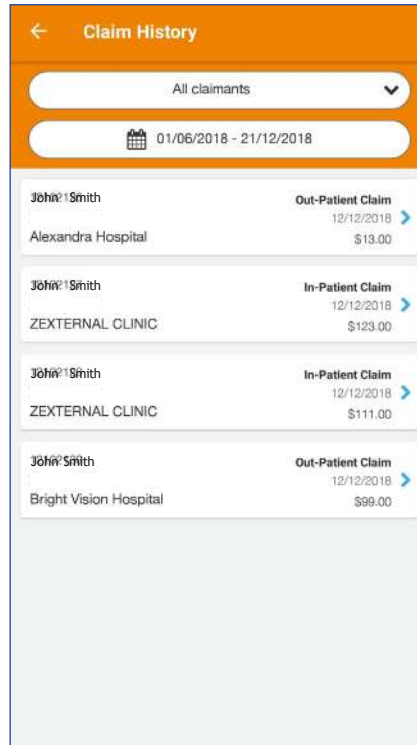


Make changes to your particulars or password here.

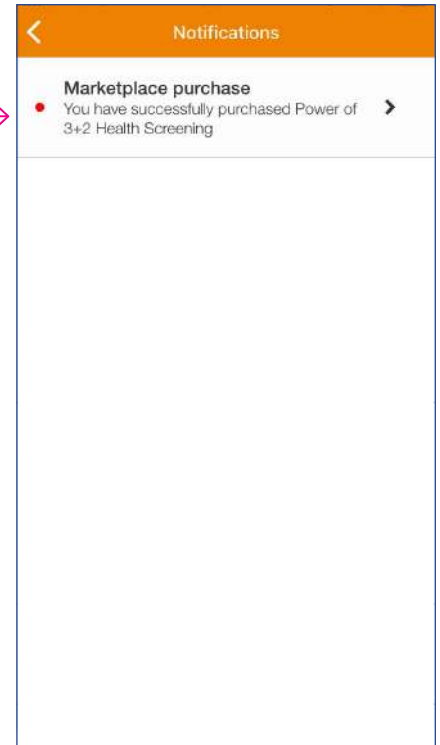
## Menu (Others)



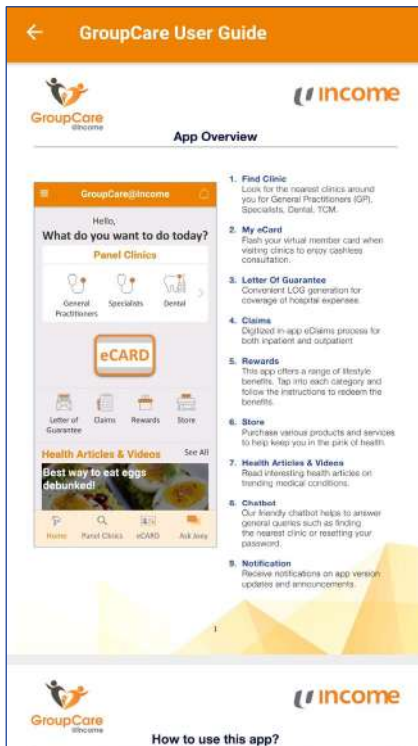
Select the tab group you would like to view.



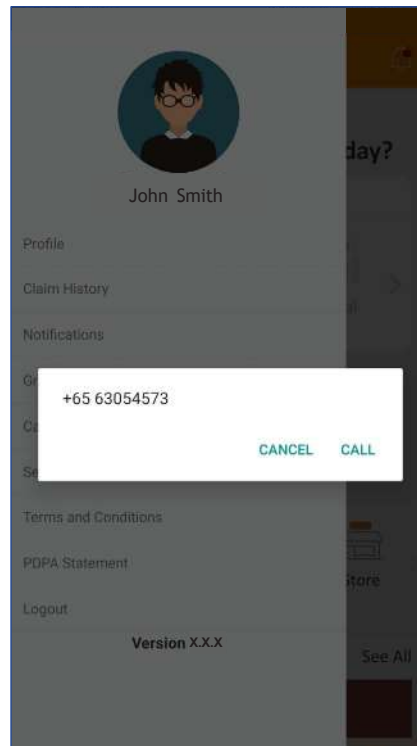
Claims History



Notifications



GroupCare User Guide

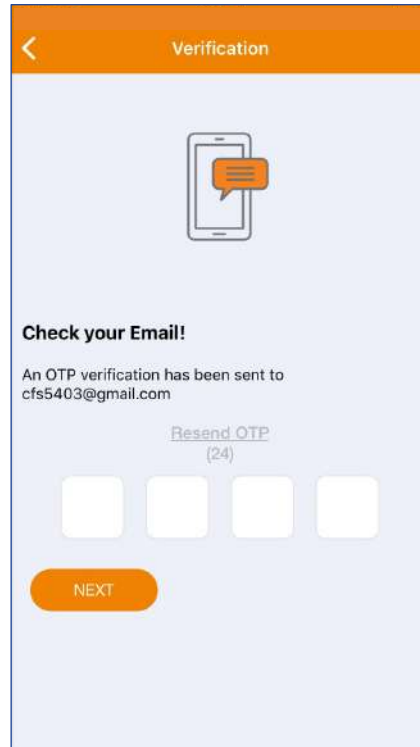


Contact Us



Terms of Use

## One Time Password



For those features listed below:

**Letter Of Guarantee  
Claims  
Store  
Profile**

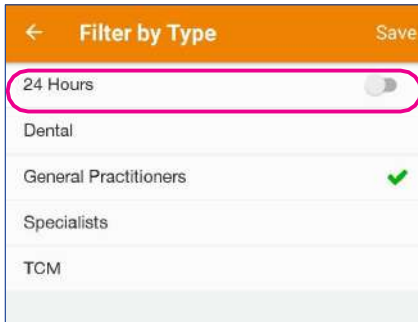
You will be required to enter OTP once.

OTP is not required until 20 minutes of inactivity.

## Find Panel Clinic

Select 'Type' to filter out different types of clinics

Search for clinics by name or address.

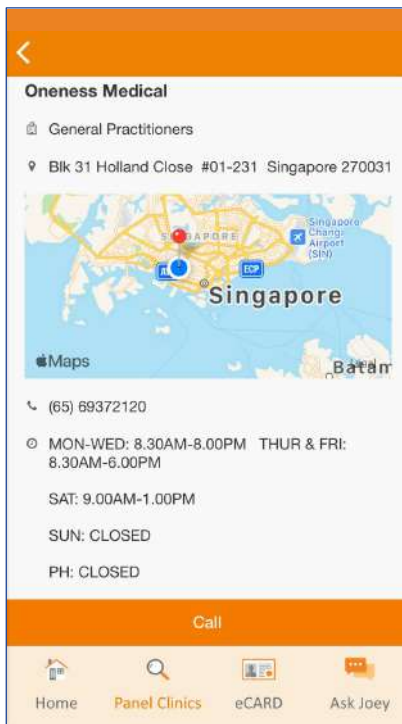
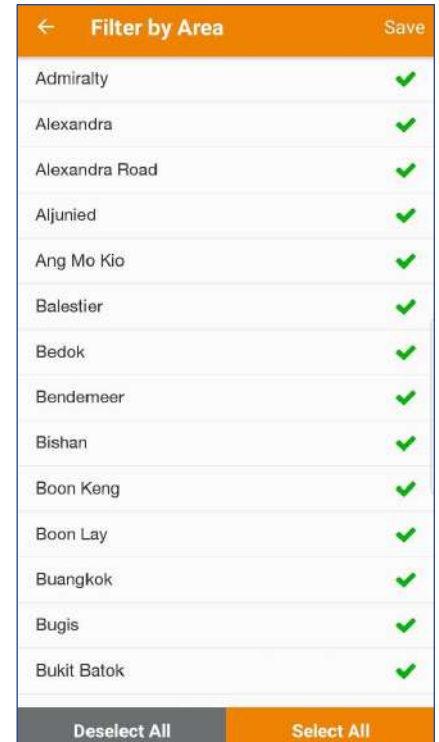
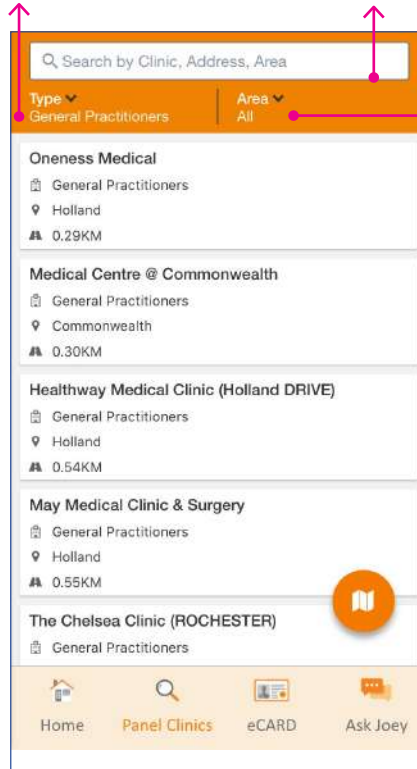


Toggle the **24 Hours** button to view 24 hours clinics.

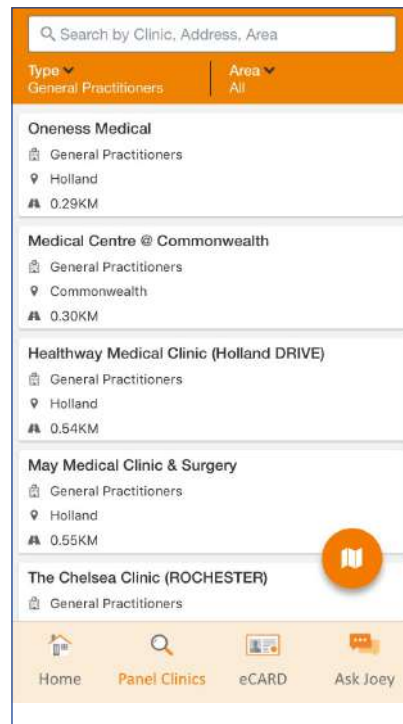
Types of clinics:

**General Practitioners**  
**Dental**  
**Specialists**  
**TCM**

Tap on each clinic to view clinic details.



Call clinic to arrange for an appointment with the doctor, subjected to clinic operating hours.

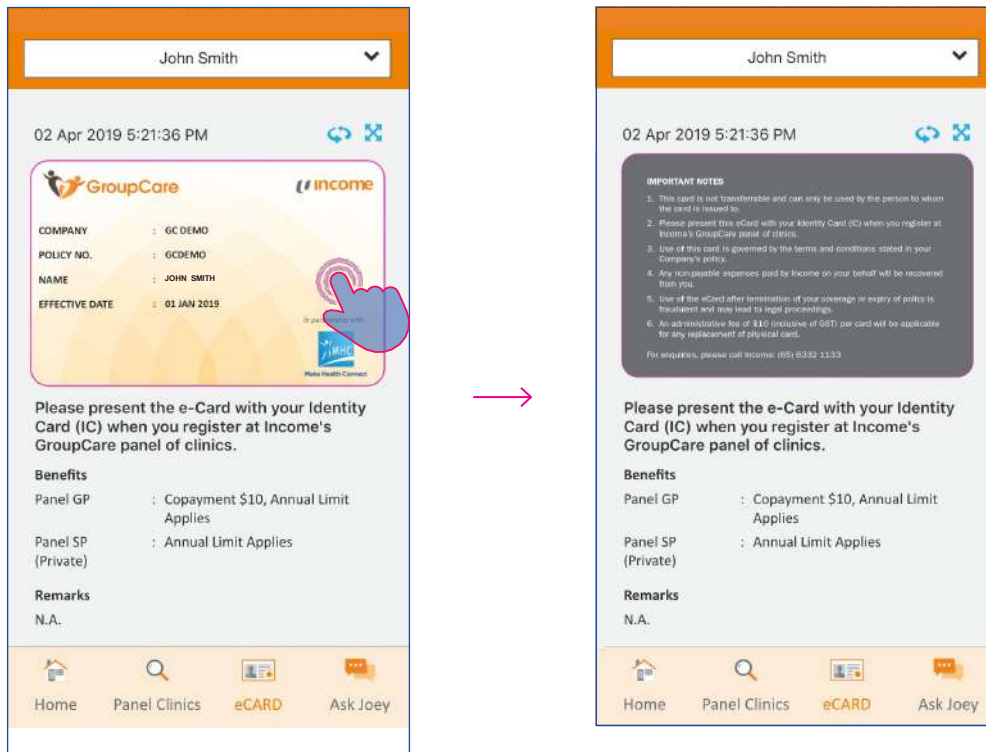


If you are feeling unwell, tap on the various Panel Clinic icons to view nearby clinics around you.



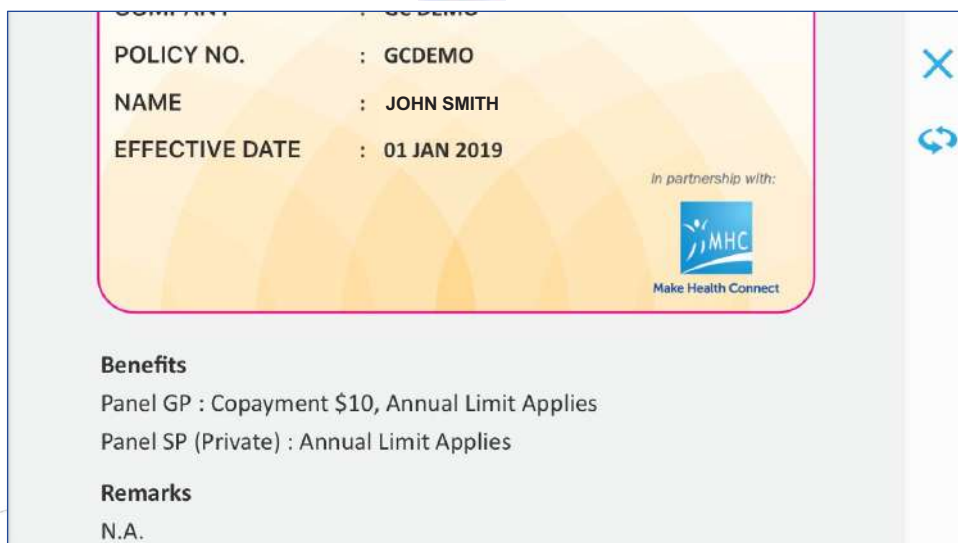
At the clinic, present your Identity Card (compulsory) and eCARD by tapping on 'eCARD'.

## eCard

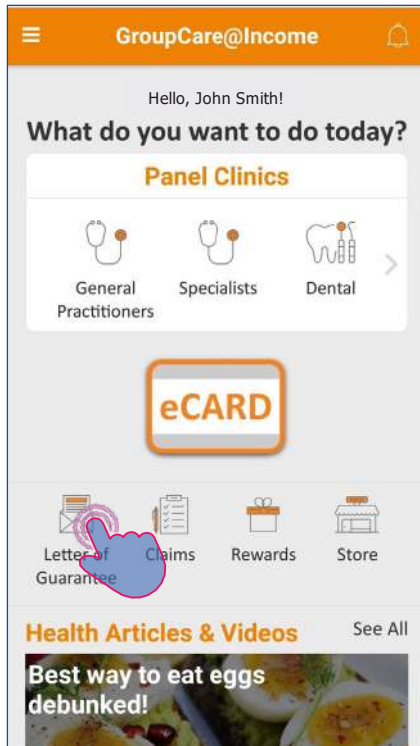


Swipe sideways or tap the button to toggle between front/back of the eCard.

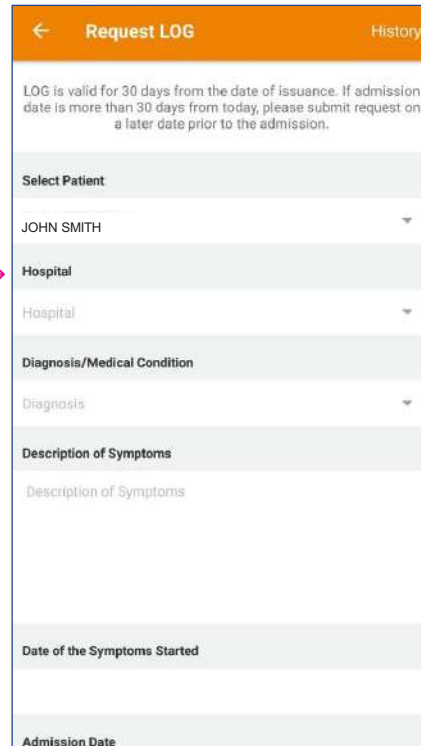
Select expand icon for a landscape view.



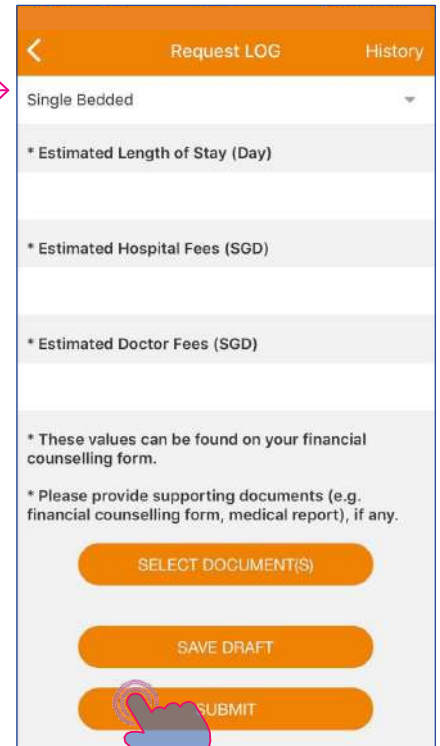
## Letter of Guarantee



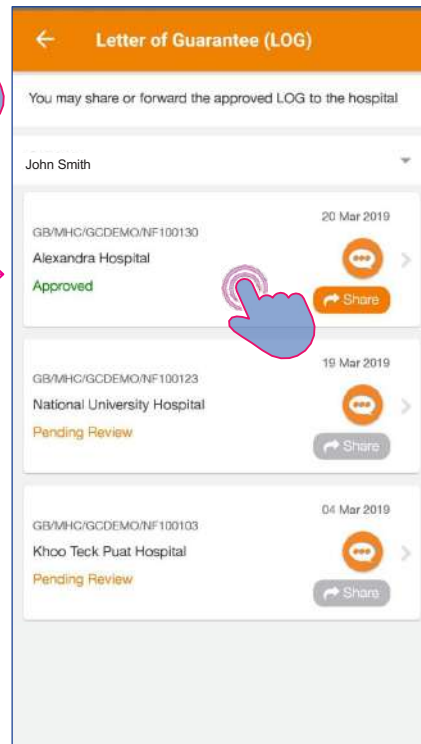
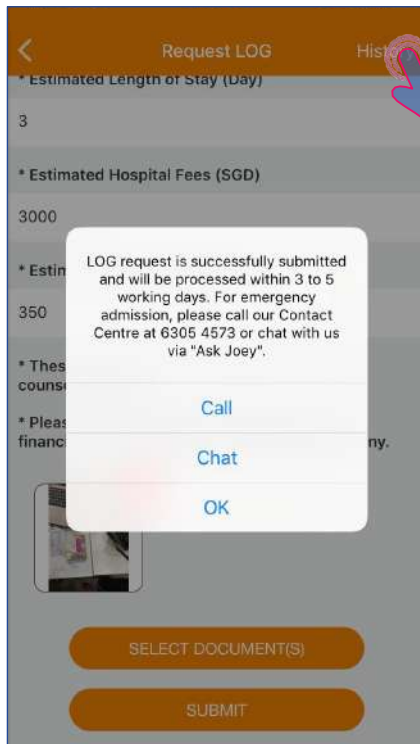
Select **'Letter of Guarantee'** from the homepage.



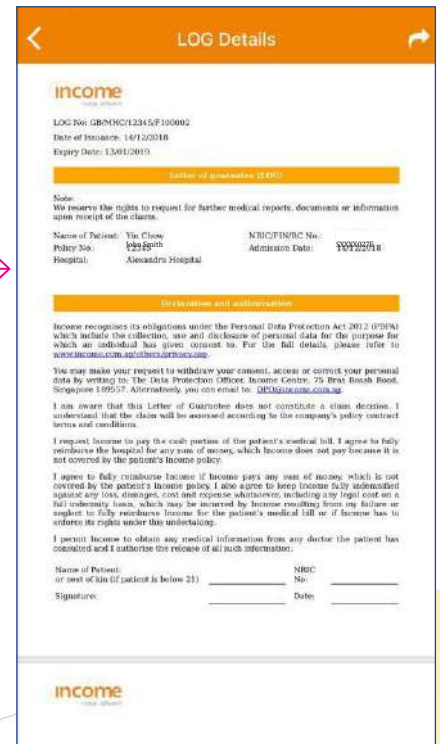
Fill in relevant information regarding medical details.



Submit your request once you have completed the form.

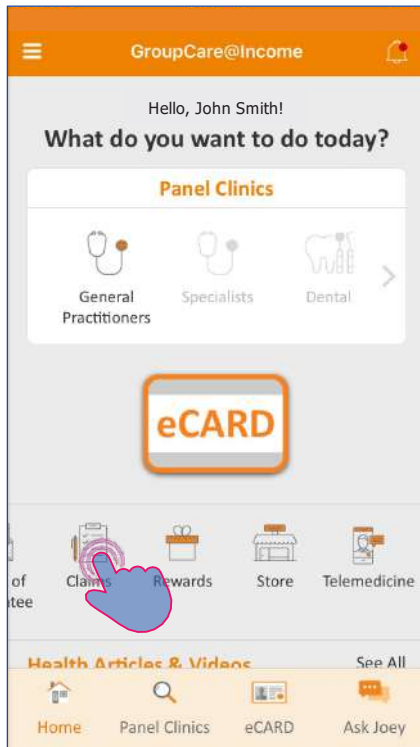


Tap on **'History'** to retrieve LOG history and check the status of your request.

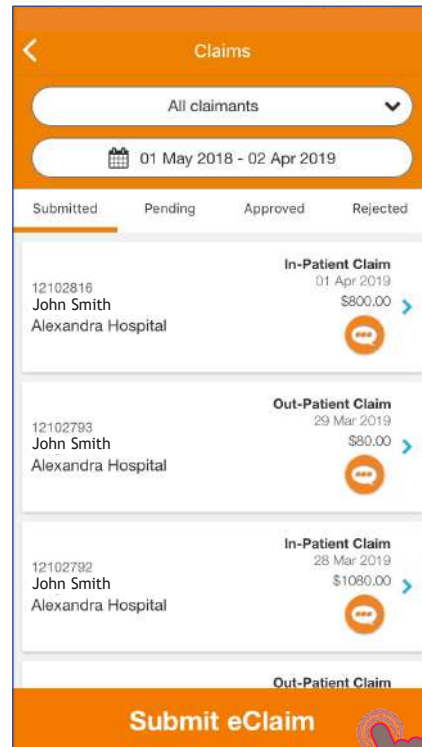


Tap on the icon on the top right corner to share or download your LOG details.

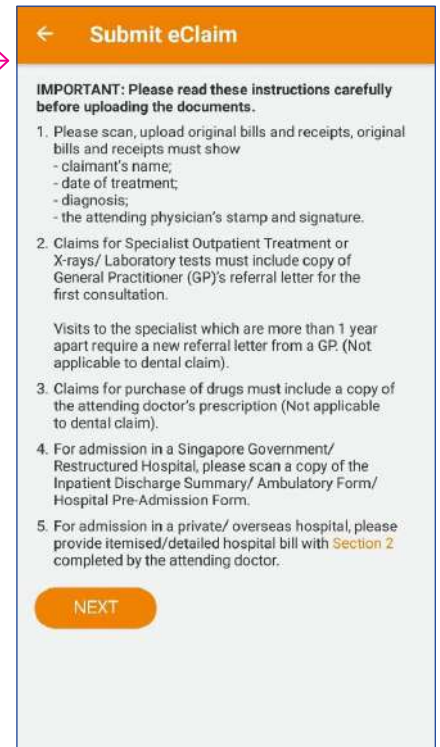
## Claims



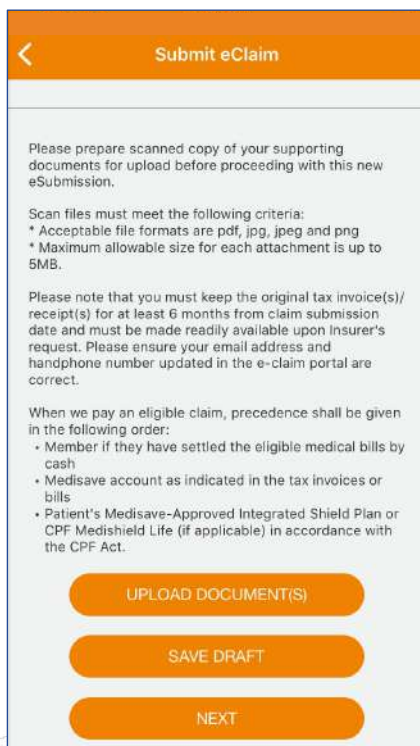
Select 'Claims' from the homepage.



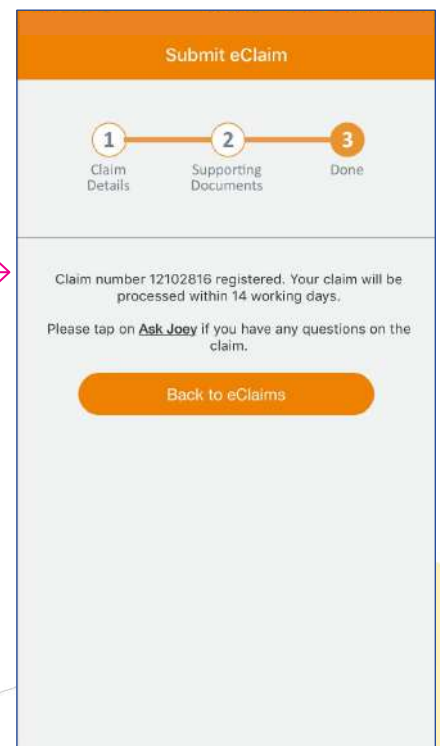
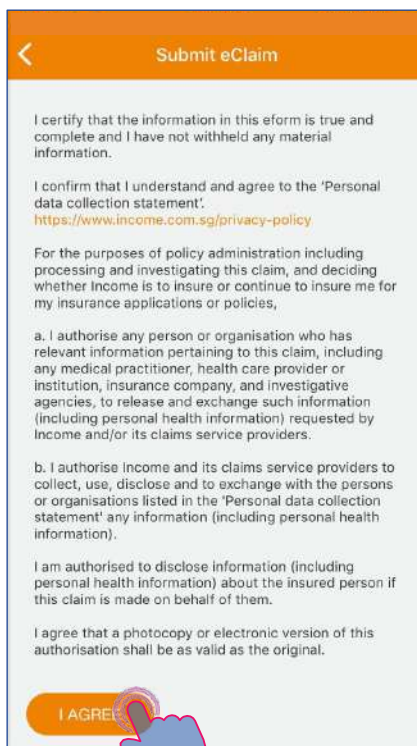
Tap on 'Submit eClaim'.



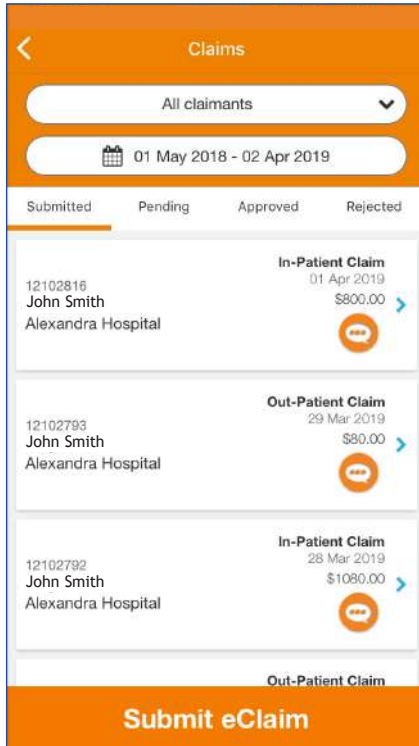
Read the instructions before uploading relevant documents.



Upload relevant documents.



## Claims



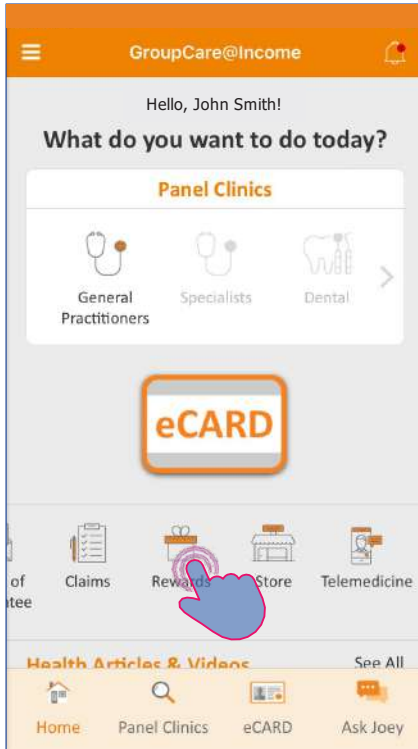
View claims under respective categories.



View more details regarding eClaim by tapping on it.

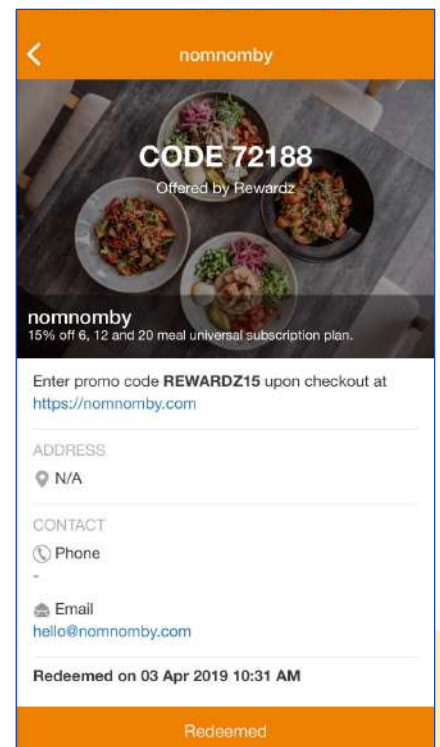
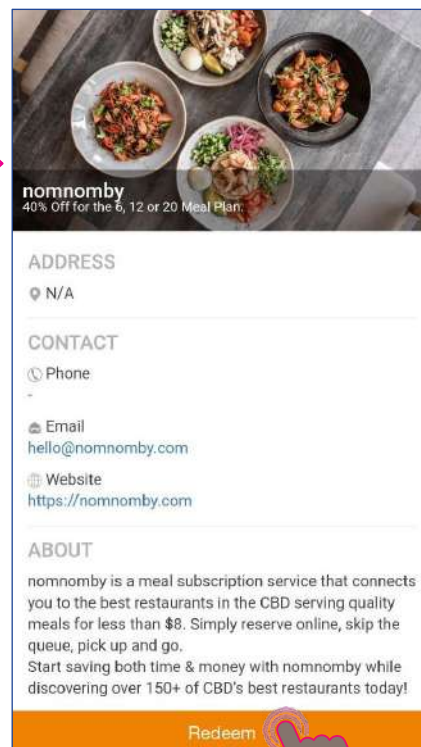
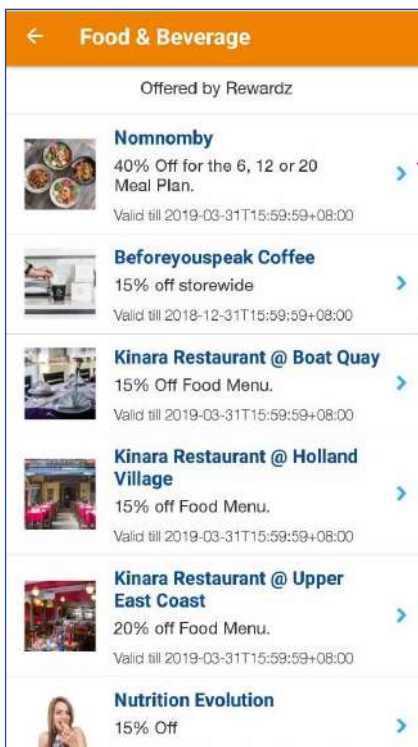
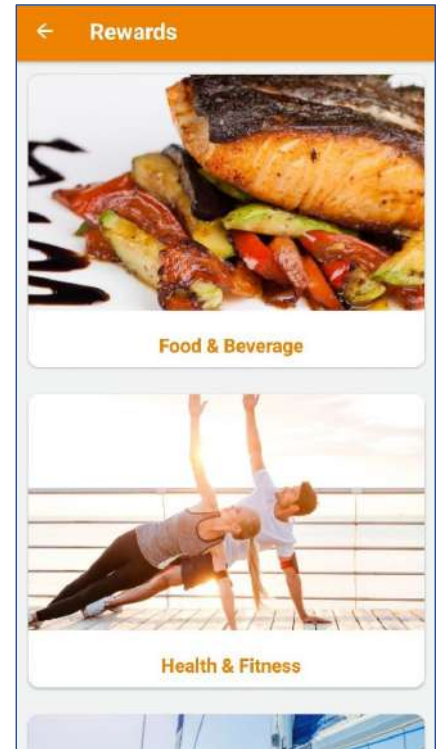


## Rewards



Tap on 'Rewards' to view discounts offered by a wide range of merchants.

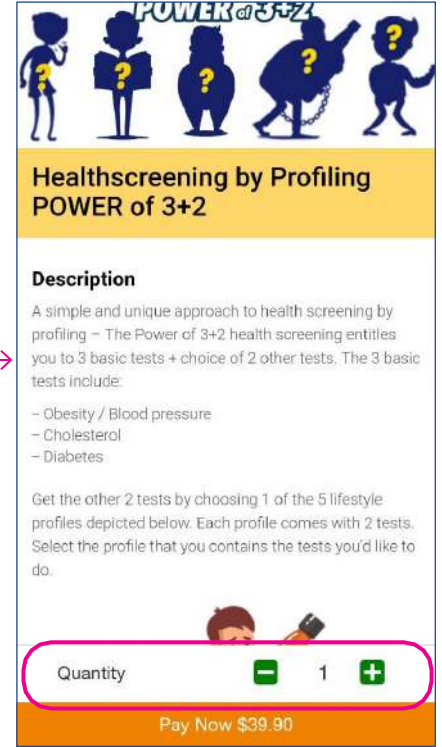
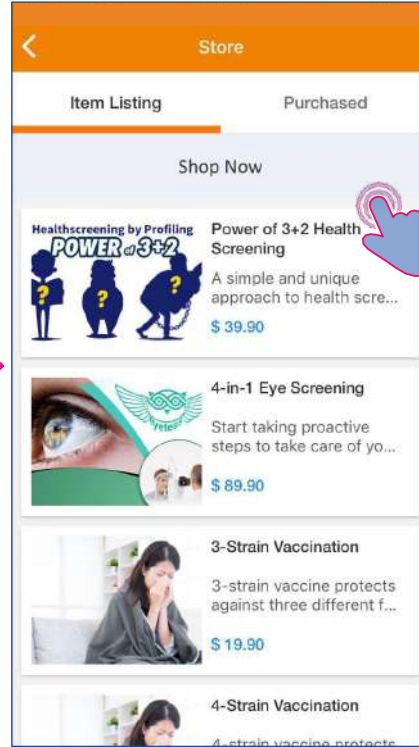
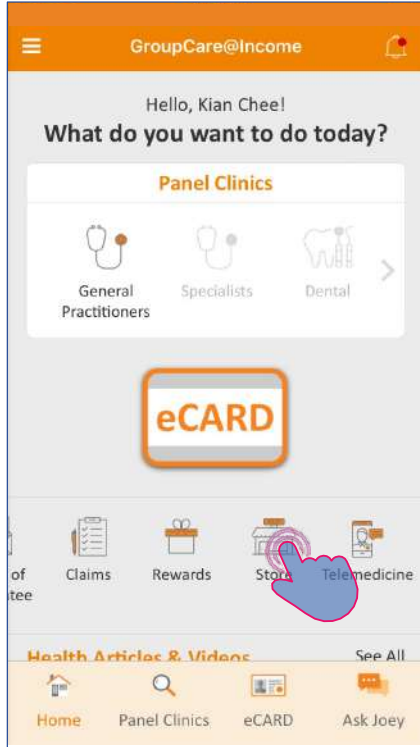
Note the terms and conditions and instructions on how to redeem.



Redemption code will appear on the banner once you tap on 'Redeem'.



# Store



Tap on '**Store**' to view Health Packages that you like to purchase.

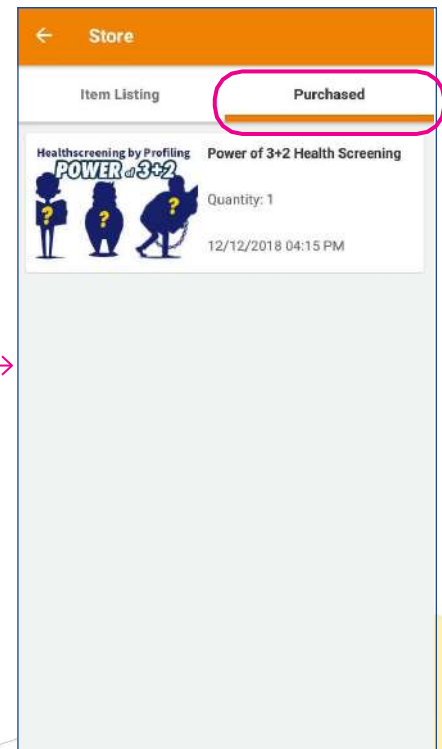
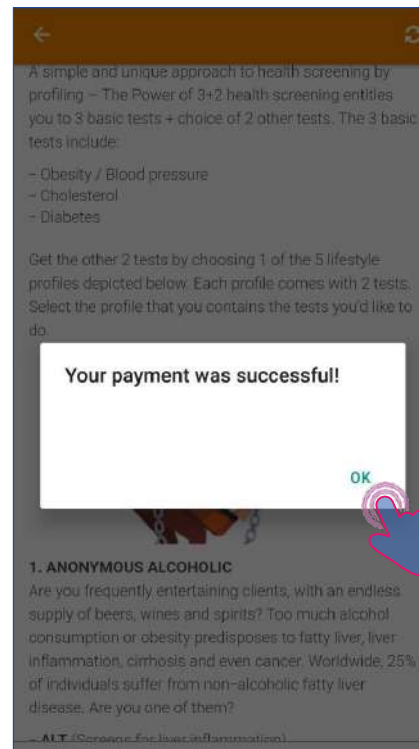
Tap on each package to see more details.

To purchase multiple vouchers please tap on '+'

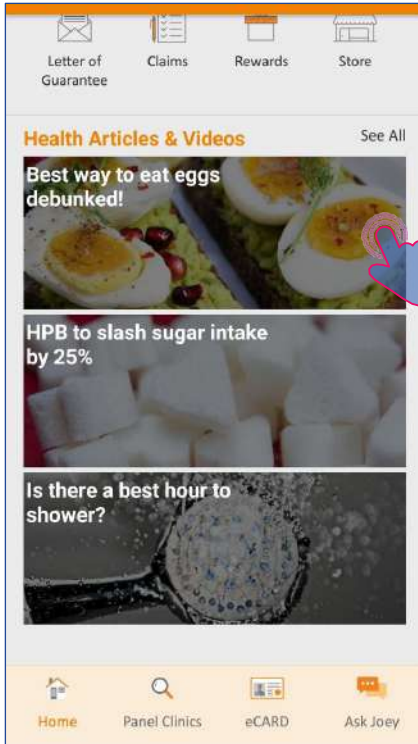
View your purchased item in '**Purchased**' section.

Note:

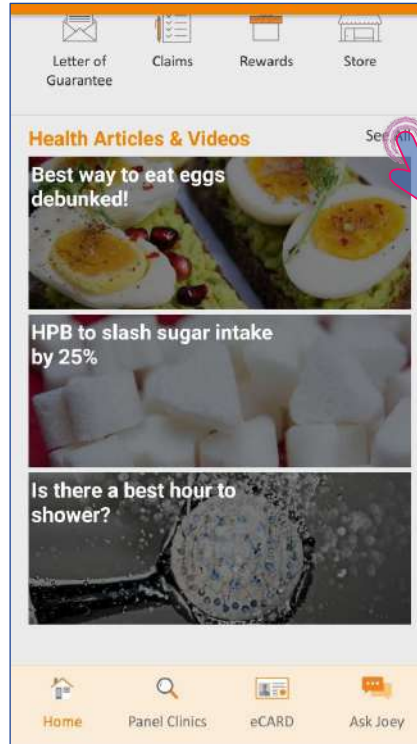
Remember, you can only redeem all these vouchers at once. To redeem vouchers separately, simply purchase them in separate transactions.



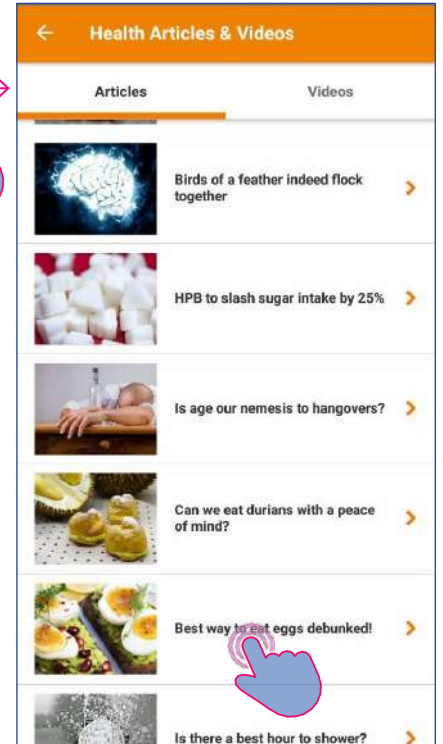
## Health Articles & Videos



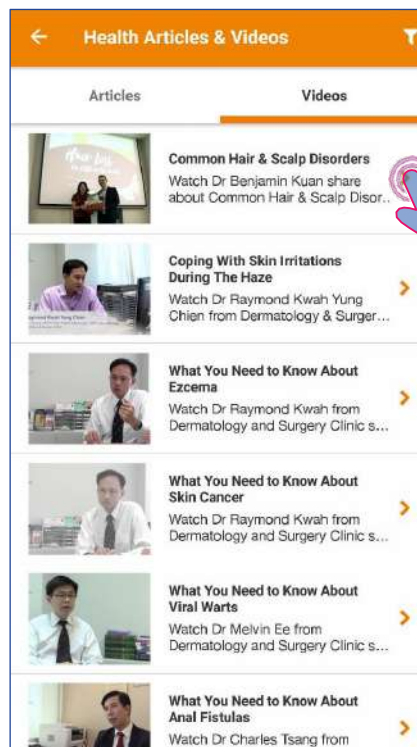
Select featured articles.



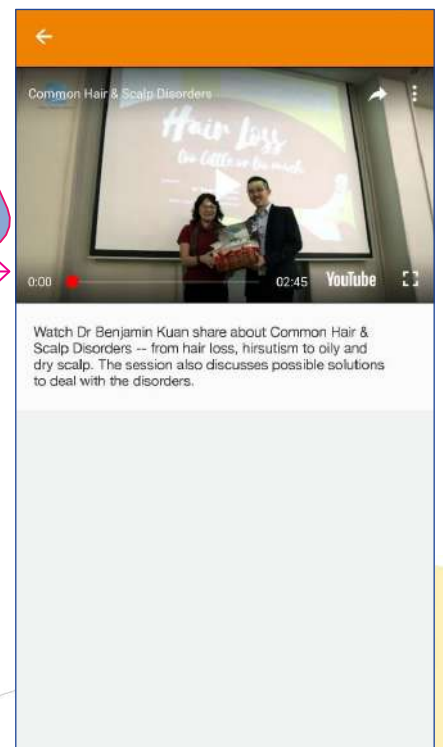
Alternatively, you can select 'See All' to view more articles and videos.



Tap on the article you would like to read.

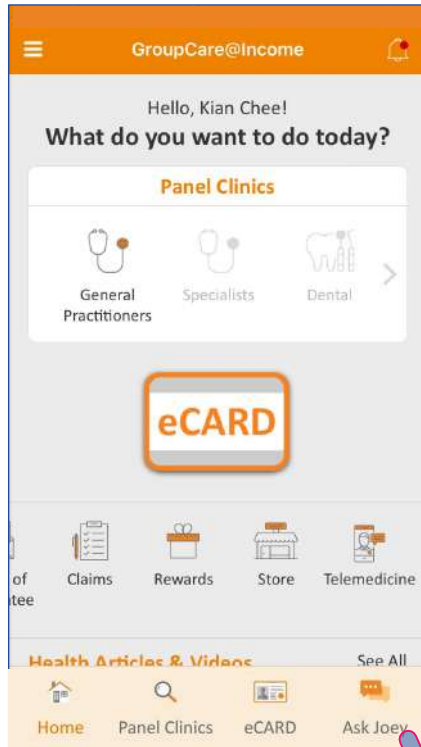


Select the 'Videos' tab.

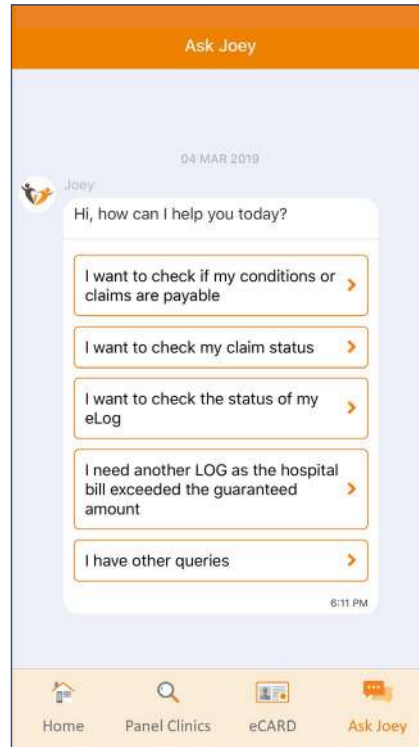


Watch health videos within the app.

## Chatbot - Ask Joey

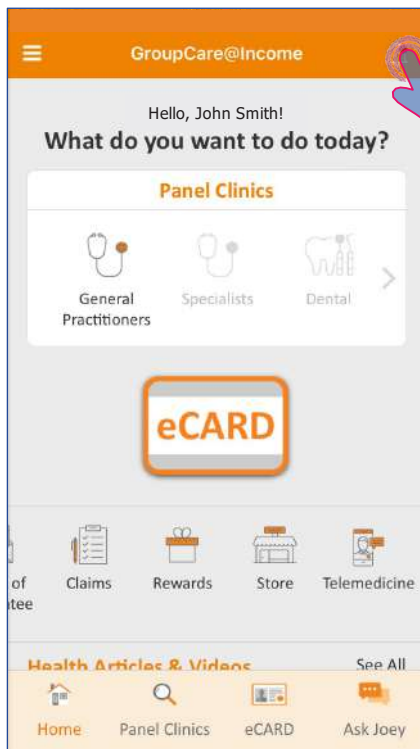


Select **'Ask Joey'** from the dashboard.

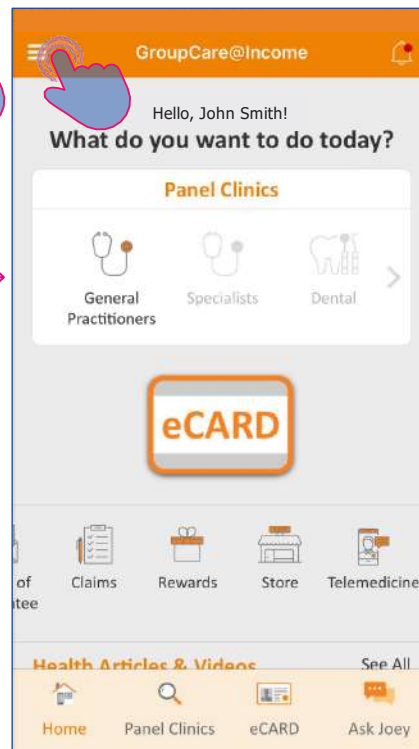


Joey recognizes keywords and advises accordingly.

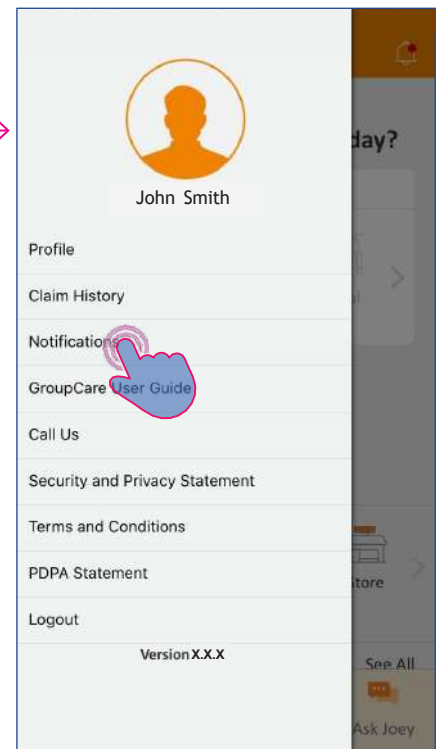
## Notifications



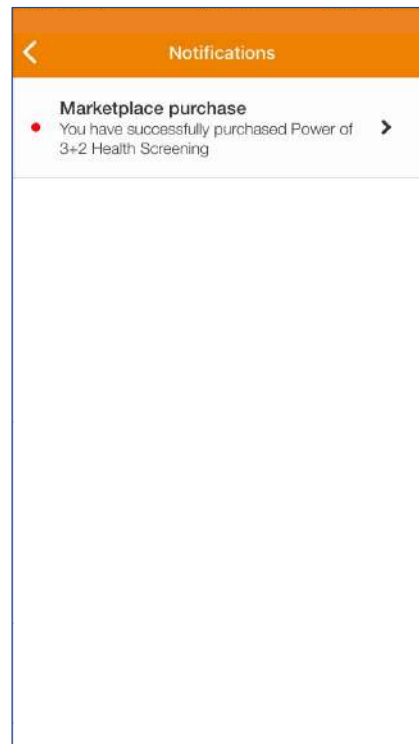
Select the bell icon in the top right corner of the homepage.



Alternatively, you can select the menu icon on the top left corner.



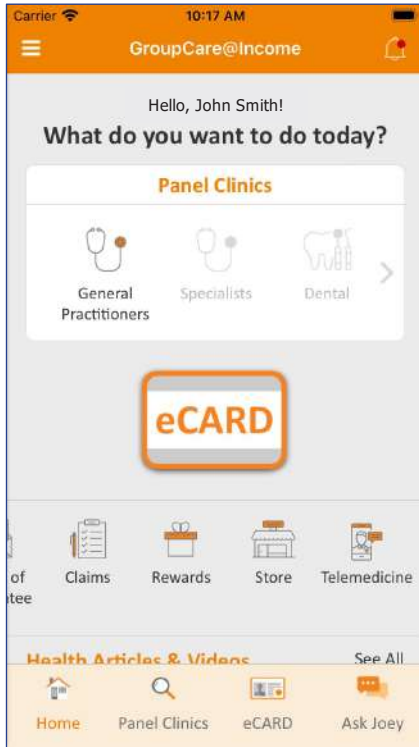
Select **'Notifications'**



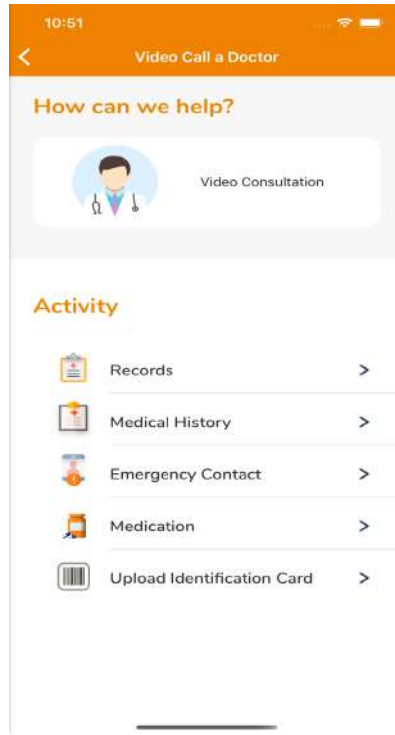
View notifications on app version updates and payment updates.



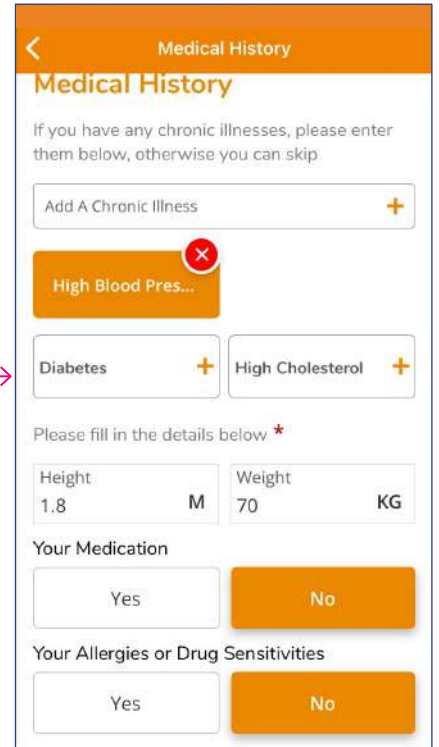
# Telemedicine - Medical History & Emergency Contact



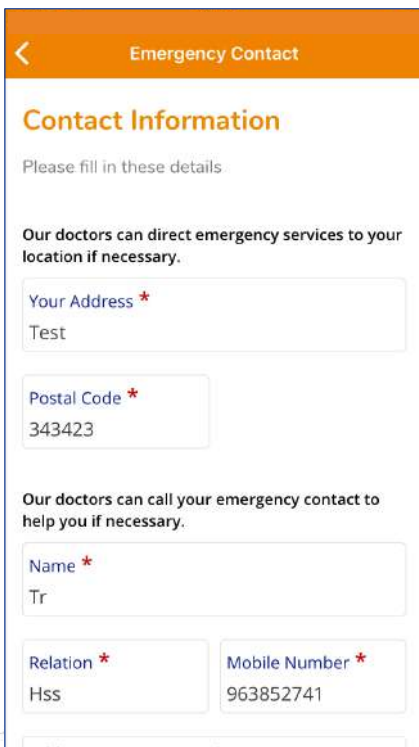
Tap on 'Telemedicine'



Select Medical History / Emergency Contact



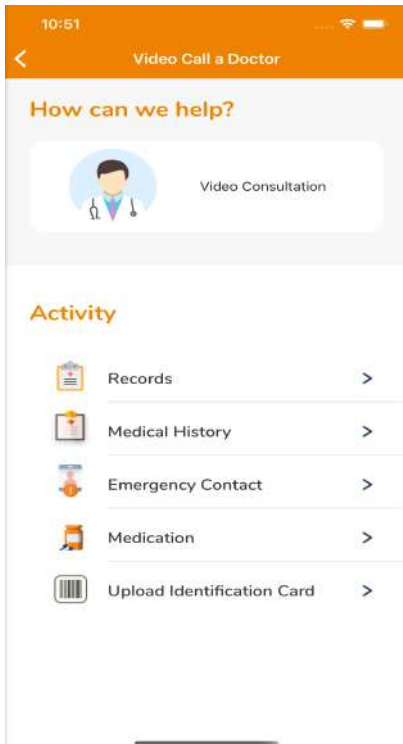
Input your medical history



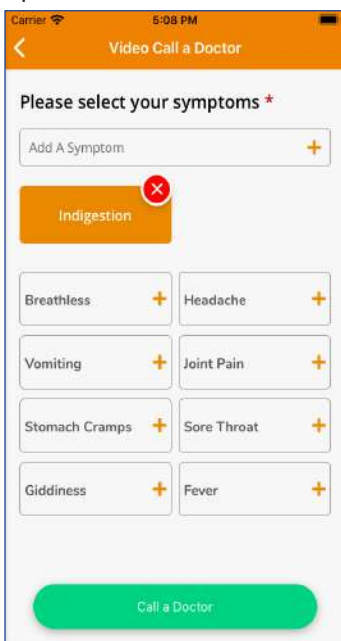
Input your residential address and emergency contact information

Note: You are required to input these details in order to proceed with medical services

## Telemedicine



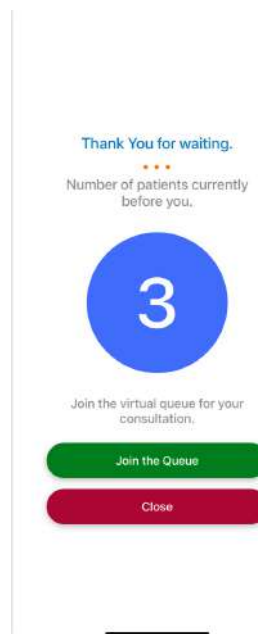
Select Video Consultation  
Prerequisites - NRIC/FIN/ID,  
Medical  
History, Payment Method must be  
updated



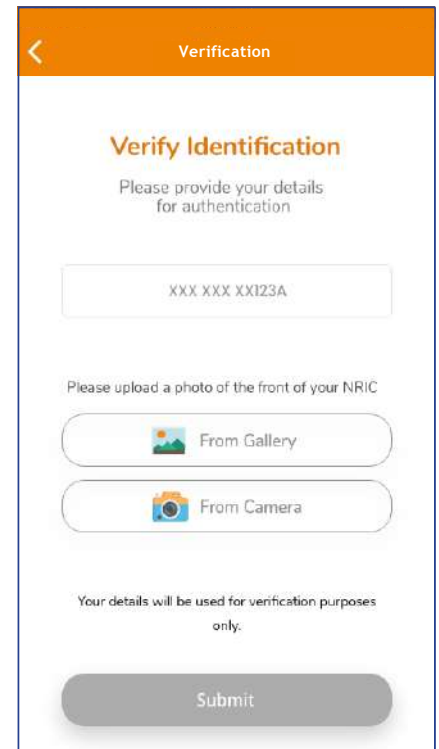
After all the Required Data  
is filled in, Will show the  
symptoms to allow user  
select.



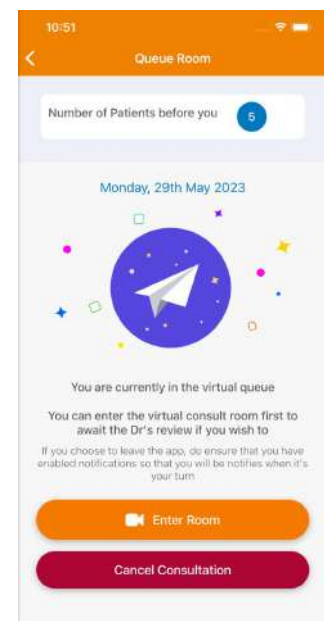
Here will show the List  
of the Call, To call  
doctor Click “Video Call  
a doctor”



After Click Call a  
doctor, Will show the  
Currently Number of  
Patient in front Click  
Join the Queue.




If system detected your NRIC  
is not fill in, Will prompt to  
ask user to fill in NRIC and  
upload the image.



This screen means  
user already join  
queue. User can  
either Enter room to  
wait the doctor.

## Telemedicine

**Your consultation has ended!**



Dr Martina  
00:10  
We hope you're satisfied!


★ ★ ★ ★ ★

Say something nice!

Please wait 5 minutes for your diagnosis and prescription.

Submit

You can rate the call after the call has ended. Please wait for the doctor to finalise your diagnosis and prescription.



**Your doctor has finalised your consultation & prescribed your treatment.**

Please confirm your collection method

Confirm Collection

You will receive a notification after your doctor has finalised your consultation and prescription.

**Medication**

For faster packing and delivery, please confirm your collection method in the next 15 minutes!

Choose delivery method:

Home Delivery | Self - Collection

**MEDICATION**  
Select which medication you would like:

METEOSPASYL 60MG [Details](#)

Instructions from doctor:

Test

Price

Consultation	\$0.00
Surcharge (After hours)	\$0.00
Medication	\$0.00
Delivery Charge	\$0.00
<b>SUBTOTAL</b>	<b>\$0.00</b>

Select your medication, choose a delivery method and proceed with payment via credit and debit card.

**Medication**

For faster packing and delivery, please confirm your collection method in the next 15 minutes!

Delivery Date \* | Preferred Time \*

14/05/2020 | 12:30

Postal Code \*

636

Delivery Address \*

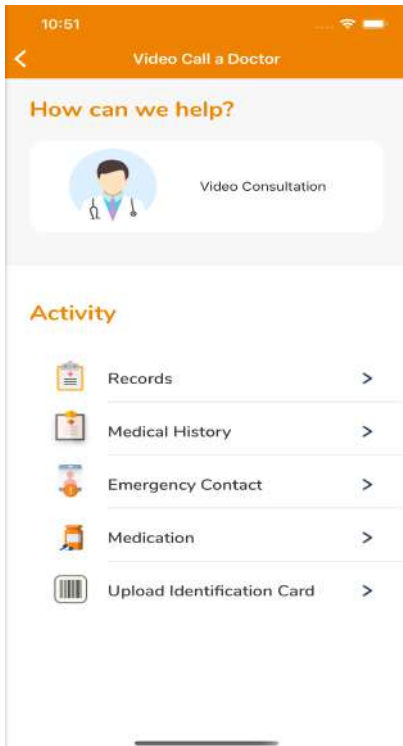
636 Jurong West Street 65, Singapore 640636

Note

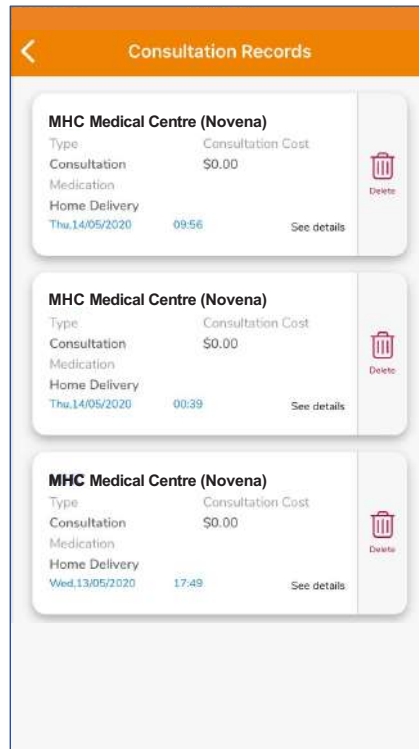
Select your preferred delivery date and time.



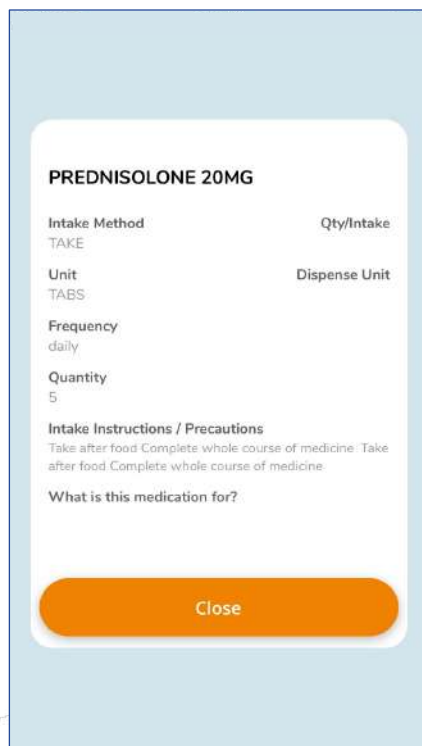
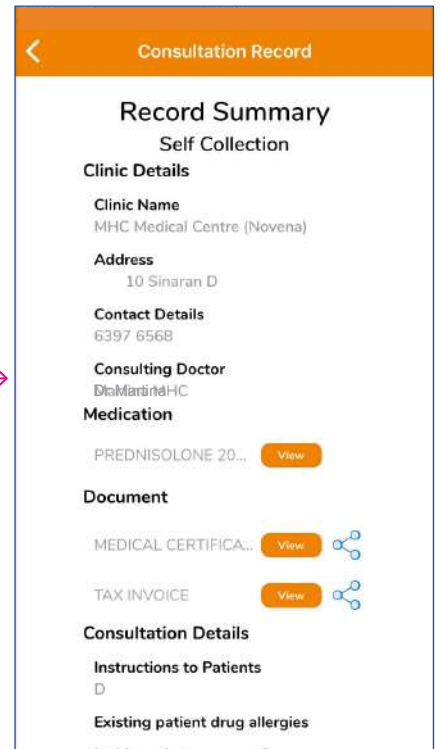
## Records



Select 'Records'.



Select 'See Details' to view more information



You can download documents by tapping on the 'Share' icon