

ANNEX A FACTSHEET

NEW TELECONSULTATION (VIDEO) SOLUTIONS SUPPORTED BY THE PRODUCTIVITY SOLUTIONS GRANT

OVERVIEW OF TELEMEDICINE

Across the acute, primary and intermediate and long-term care sectors, healthcare institutions and doctors are starting to incorporate live video consultation or telemedicine into their practices. This improves patient engagement, care accessibility and outcomes, especially during the circuit breaker period.

To ensure the safe and appropriate delivery of telemedicine services in Singapore, the Ministry of Health (MOH) set up the Licensing Experimentation and Adaptation Programme (LEAP) regulatory sandbox in 2018 to review telemedicine practices, as well as other new innovative services, so as to co-create regulations in partnership with stakeholders. Telemedicine is expected to be licensed as a healthcare service under the Healthcare Services Act in 2022.

On 3 April 2020, MOH introduced a time-limited extension of the Community Health Assist Scheme (CHAS) Chronic subsidy and MediSave for the regular follow-up of seven chronic conditions¹ through video consultation to support the safe distancing measures. Patients whose conditions are stable can stay home while consulting the doctor, thereby avoiding a physical visit to a clinic.

BENEFITS OF VIDEO TELECONSULTATION

For Healthcare Providers: Teleconsultation (video) platforms can offer features such as appointment booking, video consultation, e-payments for consultation and

¹ These chronic conditions are diabetes, hypertension, lipid disorder, major depression, schizophrenia, bipolar disorder and anxiety. For more information, please refer to the MOH website at <https://www.moh.gov.sg/covid-19/vc>.

medication, and medication delivery. These digital platforms enable healthcare providers and their doctors to connect easily with patients and support continuity of care during the COVID-19 period and beyond.

For Patients: Improved access to care and helps to bridge the constraints of distance, time and cost associated with in-person consultations for suitable patients and conditions. Video consultations also help to reduce trips for in-person consultations, allowing suitable patients to receive care in the comfort of their homes.

PRODUCTIVITY SOLUTIONS GRANT SUPPORT FOR TELECONSULTATION (VIDEO) SOLUTIONS

To support healthcare providers in providing such video consultation services, the scope of the Productivity Solutions Grant (PSG), under ESG's support, has been expanded to include teleconsultation (video) solutions. These are offered by Doctor Anywhere, Doctor World and MyDoc until 31 December 2020.

All eligible healthcare providers will be able to receive up to 80% PSG support to adopt these solutions. Healthcare providers can apply for PSG support through the Business Grants Portal². More details on the solutions are below.

Support for SMEs	Doctor Anywhere	Doctor World	MyDoc
Eligible SMEs will receive PSG support of up to 80% of the qualifying costs	<ul style="list-style-type: none"> • Doctor Anywhere Platform <p>Cloud-based platform hosted on Amazon Web Services (Singapore).</p> <p>This platform allows healthcare providers to perform teleconsultation services in a secured environment, via both app and web applications.</p>	<ul style="list-style-type: none"> • Doctor World Basic • Doctor World Standard • Doctor World Premium • Doctor World Pro <p>Doctor World is an integrated digital platform connecting patients with a network of medical providers and services.</p>	<ul style="list-style-type: none"> • Telemedicine Solution - Package 1 (1 Doctor) • Telemedicine Solution - Package 2 (2 Doctors) • MyDoc Telemedicine Solution - Package 3 (3 Doctors) <p>MyDoc's Telemedicine Solution for providers is a bundled package that</p>

² For more information, please refer to www.businessgrants.gov.sg

	<p>Medical notes can be securely stored. Clinics are able to provide patients with medical documents in-app, and to prescribe medication through the platform, using their clinic's formulary.</p>	<p>It allows doctors to provide 24/7 teleconsultation services to dispense care via video-call and includes 24/7 island-wide delivery of medication to patients.</p> <p>Doctor World also comes with a digital queue system for physical clinic visits, an appointment-booking system, a health store and home care services.</p>	<p>provides healthcare providers with a ready-to-implement solution to care for patients virtually. The solution includes patient account management and care coordinator account for medication fulfilment.</p> <p>It provides an end-to-end solution for patients to access a doctor via telemedicine consultation, offering features such as triage bot, telemedicine consult, Electronic Medical Record / case note recording, electronic MC, prescription fulfilment, and referrals.</p>
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For more information on these packages, please contact:

Doctor Anywhere Operations Pte Ltd

www.doctoranywhere.com

Email: fanny@doctoranywhere.com

Tel: +65 9278 6055

Doctor World Pte Ltd

www.doctorworld.co

Email: contact@doctorworld.co

Tel: +65 9139 2066

MyDoc Private Limited

www.my-doc.com

Email: Zoe.bergin@my-doc.com

Tel: +65 8309 2948

ADVISORY ON THE SAFE USE OF TELEMEDICINE

For Healthcare Providers

Doctors providing telemedicine care will need to abide by the guidance set out under the Singapore Medical Council (SMC)'s Ethical Code and Ethical Guidelines (ECEG) and should take reference from the National Telemedicine Guidelines (NTG).

Although telemedicine has its own limitations compared to physical visits to the doctor, synchronous video consultation overcomes several of these. Video allows doctors to assess key visual cues and have a more natural consultation with their patients, compared to other digital modes such as text or phone calls. Video is therefore the preferred mode of telemedicine.

Doctors interested in designing and delivering telemedicine services should complete the [MOH telemedicine e-training module](#) which covers the use, limitations, and implementation of telemedicine, including video consultation.

For Patients

Telemedicine is not suitable for emergency consultations (e.g. chest pain, breathing difficulties, recurrent vomiting, and severe abdominal pain). If you require urgent medical attention, please call 995 or visit your nearest A&E. Live video consultation can be a safe alternative to in-person consultations, when used by appropriately trained providers for suitable patients and conditions. It helps your doctor assess key visual cues which are not be available in other modes (e.g. text, audio or phone calls).

Check if your regular doctors offer video consultation, and if your condition(s) is suitable to be managed via telemedicine. For chronic conditions, you would need to have at least one in-person consultation with your doctor before the video consultation.

ADDITIONAL INFORMATION

For more information, please visit the following websites:

- “Stay Healthy, Go Digital”: Digital Solutions and Resources for Companies:
www.imda.gov.sg/BizGoDigital
- Productivity Solutions Grant:
www.enterprisesg.gov.sg/financial-assistance/grants/for-local-companies/productivity-solutions-grant
- Business Grants Portal (to apply for PSG support)
www.businessgrants.gov.sg
- E-Training (Teleconsultation: Use, Limitations and Implementation):
go.gov.sg/sandboxform
- Time-limited Extension of CHAS Subsidy and Use of MediSave for Follow Up of Chronic Conditions through Video Consultations:
www.moh.gov.sg/covid-19/vc
- Telemedicine and MOH’s LEAP regulatory sandbox:
[www.moh.gov.sg/home/our-healthcare-system/licensing-experimentation-and-adaptation-programme-\(leap\)---a-moh-regulatory-sandbox](http://www.moh.gov.sg/home/our-healthcare-system/licensing-experimentation-and-adaptation-programme-(leap)---a-moh-regulatory-sandbox)



About the Infocomm Media Development Authority (IMDA)

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About Enterprise Singapore (ESG)

Enterprise Singapore (ESG) is the government agency championing enterprise development. We work with committed companies to build capabilities, innovate and internationalise. We also support the growth of Singapore as a hub for global trading and start-ups, and build trust in Singapore's products and services through quality and standards. Visit www.enterprisesg.gov.sg for more information.

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