

## FAQ



### DigiCare – Manage Patient, Simply

- 1. Vision of DigiCare:** For our Parkway specialist doctors to access Parkway services anywhere, anytime, within the convenience of their phone
- 2. The launch:** DigiCare launched on April 1 2019, for all Parkway specialist doctors. All accredited specialist doctors were on-boarded automatically with account credential broadcasted via email.
- 3. DigiCare features:**
  - Account Receivable
  - Fee Memo
  - File eLC
  - Pre-Admission form
  - Patient Radiology results
  - Patient Laboratory results
  - Hospital Policies and Procedures document repository
  - Insurance, Events and Admin document repository

### Support hotline

- 1. DigiCare hotline for application related problem:**
  - Hotline: +65 6812 6498
  - Email: [digicare@parkwaypantai.com](mailto:digicare@parkwaypantai.com)

### Account information

- 1. I am an existing Parkway specialist doctor. I didn't receive my onboarding email with DigiCare**

On April 1, 2019, DigiCare broadcasted an onboarding email with a log-in credential via Parkway DigiCare Administrator ([digicareadmin@parkwaypantai.com](mailto:digicareadmin@parkwaypantai.com)). If you did not receive this email in your inbox, you might check your spam mail or, otherwise, please contact the DigiCare hotline to resend the log-in credential email.
- 2. I am unable to log in. I forgot my password**

You can reset your password under "Forget Password?" on the login page.
- 3. Do I need to include the first alphabet in my MCR number to log in?**

Not required. E.g. if your MCR is M00007A, just enter 00007A to log in.
- 4. I am a clinic staff/ CA of a Parkway specialist. How do I apply for a DigiCare account?**

To apply for a DigiCare account, you will need to self-register from an online registration portal.

You can access the registration portal [here](#)

**5. I still did not receive have my CA/ clinic staff account for DigiCare?**

Upon completion of registration, your account will be ready within 1 to 2 minutes. After which, you will receive an email from DigiCare admin with your account login credential. Remember to check your junk mail if you did not see the credential email in your inbox.

**6. What features do the clinic staff/ CA have in July 1, 2019?**

For July 1, 2019, upon permission granted by the doctor, all clinic staff will have access to their doctor's wallet screen and view all the payment advice and doctor fee memo.

In the following months, we will avail more features for the clinic staff to access.

**7. I have my clinical staff DigiCare account. How do I request for doctor access?**

We've got you covered. Please refer to the step-by-step guide to request doctor access.

You can access the guide [here](#)

**8. I wish to use my private mobile number, or I've recently changed my mobile number. How do I update my mobile number in DigiCare?**

To update your mobile number, please contact/email to our DigiCare support hotline.

**9. My DOB or Email is incorrect. How do I update this information in DigiCare?**

Please contact the Medical Affairs Office for any queries or update on profile information.

- Email: [sg.phspl.ma@parkwaypantai.com](mailto:sg.phspl.ma@parkwaypantai.com)

**10. I am a clinic staff / CA of a Parkway Specialist, supporting multiple clinics with different clinic names. Do I need to request multiple CA accounts for each supporting clinics?**

Yes, each CA account is associated with a clinic. If you are supporting multiple clinics with different clinic name, it is advisable to have multiple accounts for each clinic.

**Business office related questions**

**1. I have questions about the numbers seen in the doctor fee feature of the app.**

Please contact the Central Business Office (CBO) for any queries on your payment advice or doctor fee memo data. There is a direct email to CBO via your app.

**2. How much paid, outstanding and doctor fee memo data is loaded into the DigiCare app?**

We loaded data from June 2018 onwards.

**3. How do I see more details on my outstanding unpaid cases?**

Within each case in the outstanding section, there are remarks that allows users to view details of each case

**4. Why am I not able to see some of my payment advice?**

Your payment advice will appear when the business office processes payment. From September 16 2019 onwards, you will be able to access PDF copies of the payment advice from the app.

**5. How do I get copies of my doctor fee memos?**

Within the main doctor fee screen, there is a section called “Doctor Fee Memo”. Clicking into the screen, and selecting the icon with the three dots on the top right hand corner, you can download excel sheets of the relevant doctor fee memos.

**eLC related questions**

**1. How do I get copies of my submitted LCs?**

When you submit your eLC via the DigiCare app, you will automatically receive your submitted LC via email. You may also get print-outs through SCM.

**2. I am a doctor, but am unable to see my patient in the DigiCare app to file the eLC**

- For the main doctor or primary care physician, please ensure you have created a case in SCM together with care team members and procedures, if any.
- For the care team members, please get in touch with your main doctor or primary care physician to ensure you have been included in the care team in SCM.
- You may also find the DigiCare eLC guide [here](#).

**3. I have more questions on SCM and eLC. Is there a number I can call?**

- GEH : 6933 0032
- MEH : 6933 1147
- MNH : 6933 1146
- PEH : 6340 8796

**4. I am a doctor or clinic staff and I would like to have my eLC to be reactivated**

The hospital’s business office can do so, and for them to contact their LBO.

- GEH: 6470 5626
- MEH: 6731 2247
- MNH: 6933 0186
- PEH: 6340 8625

**5. I have submitted my LC. However, I did not see the memo in the DigiCare app?**

Please allow two days from the discharge date before viewing of doctor memo.

## Lab results and other lab services

### 1. What lab features are available via DigiCare?

Users will have access to the following features on their DigiCare app:

- Access to laboratory results upon verification in the lab; trend and graph these results
- View and download lab reports in PDF when all the results are completed for the patient
- Request for phlebotomy service  
(only for users located in Parkway Hospitals' Medical Centres)
- Request for despatch service  
(only for users located in Parkway Hospitals' Medical Centres)

### 2. How do I navigate through the lab feature in DigiCare?

- There is a quick guide in the Help section in the DigiCare app that will help orientate you with the lab feature.
- Please note that a Plexus account is needed to be able to access the lab results and other lab services in DigiCare. For the Parkway specialist doctors who have DigiCare accounts but not Plexus accounts, your Plexus account has been created at the backend and you will receive your Plexus log-in details separately.

### 3. Where to find the PDFs of the lab reports that I've downloaded from DigiCare?

- For iPhone users, after downloading, go to files > DigiCare, and you will see the pdf files downloaded to your phone, use password parkwaylab to open the files.
- For Android users, go to your files > internal > DigiCare.

### 4. How much of lab results can I see?

- For existing Plexus users, you will be able to see all results from the time you set up your Plexus accounts via DigiCare, but the PDF reports are available March 9 onwards.
- For doctors whose Plexus accounts have been created recently for the DigiCare rollout, only recent and new results will be seen on DigiCare.

### 5. Will I still be able to use the Plexus mobile app?

- You can still access the Plexus mobile app if you have downloaded it previously.
- Some users of the Plexus mobile may face issues accessing the app after an upgrade to their mobile phone operating system as the Plexus app was developed on an app developer platform that has become obsolete.
- We will be de-commissioning the Plexus app in due course as more doctors commence using the DigiCare app for lab results and other services and features.

### 6. Will I still be able to access Plexus web?

- Yes, the Plexus web will still be maintained and Parkway Lab is further enhancing it with lab ordering capabilities in 2020.

- Please note that the Plexus web and Parkway DigiCare passwords are not linked. You will need to log in to Plexus web using your existing Plexus web password.

#### **7. Can I give my CA access to lab results in DigiCare?**

- Yes, if your CA has both a Plexus and DigiCare account, he/she will be able to view lab results in his/her DigiCare account. You can control your CA's access to lab results and how much data he/she can see on DigiCare and Plexus web, via your Plexus web account.
- If the CA does not have a Plexus account, he/she will need to apply via Parkway labs [here](#)

#### **8. How can my CA get a DigiCare account?**

- To apply for a DigiCare account, you will need to self-register from a registration web portal.
- You can access the registration web portal [here](#)
- Once your CA gets his/her DigiCare account, he/she will need to send a request via the DigiCare app to request for permission link your account with him/her. Once done, and your CA's Plexus account has been set up, he/she will be able to view lab test results via DigiCare.

### **App security**

#### **1. Is DigiCare secure?**

The definite answer, Yes!

Mobile application security is of our high priority to Parkway.

As a result, we've ensured the latest data encryption to protect your information while establishes sophisticated network protection to prevent hacking.

We also employed two-factor authentication for all account logins to prevent unauthorized access.

We encourage users to secure their accounts using strong, unique passwords and not leave phones unlocked and unattended.

If you lost your phone and your phone access has been compromised, please report to our hotline immediately. We will take measures to prevent unauthorized logins.