

DigiHealth FAQ for Doctors

1. Background

- a. This serves as a supplementary guide for doctors who needs more information about Parkway's new Patient app called DigiHealth.
- b. The aim of this guide is to inform doctors more about the objectives of this app, communicate the mechanism of the app and answers to some of the frequently asked questions.

2. Introduction of Parkway DigiHealth

- a. Parkway DigiHealth is a mobile application that gives patients quick and remote access to their personal health records for services utilized with Parkway.

3. Objective of the app

- a. The primary objective of the app is to equip individuals with their personal health data and empower the patient to better adopt healthy lifestyle and take ownership to keep track of one's health.
- b. This is in line with the nation's push towards a Smart Nation and MOH's efforts in enabling better care for patients. Very similar objective to MOH's national health app called HealthHub.
- c. The app also aims to provide our patient a one-stop portal for all their healthcare services like making appointments, estimating bill sizes, locating Shenton clinics while on the go.
- d. Following the initial release, the mobile app will be continually enhanced, and we welcome any feedback and suggestion to make the experience better.

4. Features of the DigiHealth mobile app

- a. In the latest version we have the following key features:
 - i. View and trend limited non-sensitive LAB results
 - ii. Find and make an appointment with Specialist Doctors within Parkway Hospitals
 - iii. Find Parkway Shenton Clinics (including A&E and Executive Health Screeners)
 - iv. View radiology reports
 - v. Bill size estimation
- b. In the pipeline we are exploring:
 - i. View radiology x-ray images
 - ii. View hospital visits details like bills and medication
 - iii. View appointments made with Shenton clinics
 - iv. Make Executive Health-screening appointments etc.
- c. We will constantly add and adjust the features on the app based on feedback from patients and doctors.

5. FAQ

- a. SMS sent
 - i. When will the patient get the SMS notification and what does it say?
 1. Currently, the patient will get an SMS notification automatically from us 7 days and 14 days after their Radiology and Laboratory is ready respectively.
 2. The SMS will say "You have a new Parkway LAB/RAD result(s). Download the app from the following link to view [link to iOS or Android store]. To unsubscribe, SMS U723 to 90933211".
 - ii. What time are the SMS sent?
 1. Currently, we are sending at 6pm every day for a start. However, we will monitor the effectiveness and may adjust accordingly.
 - iii. How did Parkway obtain the patient's phone number? And does Parkway have the consent to send?

1. TBC <Placeholder>
- iv. Can the patient opt out of the SMS notification?
 1. Yes. Patient can unsubscribe to the notification by SMS U723 to 90933211.
- b. Registration and Verification
 - i. What does the patient need to do to see his or her result?
 1. The patient need to download the app, register on the app and get verified by us to see any test results.
 - ii. How does Parkway verify the user?
 1. The users will be verified automatically if his or her DOB, IC/passport **AND** phone number matches that on our record. If any of one of the mandatory fields entered during the app registration does not a match with our record, we will not show any test results. They can however still enjoy the other features on the app.
 2. The users can call our dedicated app support line (tel: 6812-6499) if they have any question with the verification process.
 - iii. Can the care giver get access to the patient's results?
 1. No. We currently do not have the feature to enable consent for care giver to view the patient results. But are exploring for future releases.
 - iv. Can the patient share their results to other Parkway accredited doctors?
 1. No. We currently do not have the feature to share patient results. But are exploring for future releases.
- c. Test Results shown
 - i. What test results can the patient see on the Digihealth app?
 1. The following LAB test results are made available for out-patients from 1st Dec 2018 onwards:
 - a. Basic non-sensitive biochemistry, basic hematology, urinalysis and a limited set of immunological tests.
 - b. Totaling around 159 tests at discrete task assays (DTAs) level. See appendix B for more details.
 - c. No sensitive results like Cancer marker, STD and HIV are included.
 2. All modality Radiology report in PDF format sorted by dates of exam from 1st July 2019 onwards. See sample mobile pages in Appendix A.
 - ii. Will doctors get to see LAB results before the patient?
 1. Yes. Doctors will be able to see FULL LAB results immediately after it is made available via the Parkway Plexus platform. In addition, doctors will also get a hard copy of the LAB full results via normal mail.
 - iii. Will doctors get to see the Radiology report before the patient?
 1. Yes. Doctors can either log in to the PACS system for immediate access, ask for self-collection or dispatch of the report. The average turn-around time for dispatch is 1-2 days upon report approval.
- d. Appointment booking
 - i. Can the user search and request for a specialist appointment on the app?
 1. Yes. User currently can search for specialist doctors by name, specialty or hospital. He or she can specify the preferred date and time for appointment. This request will then be handled by our call center for an appointment confirmation.

e. Others

- i. What test results can patient see on the national health app “HealthHub”?
 1. Haematology, Bio-Chemistry tests as well as chronic diseases listed here: Diabetes Mellitus, Hypertension, Lipid Disorders, Nephritis/Nephrosis, Schizophrenia, Stroke, Benign Prostatic Hyperplasia (BPH), Epilepsy, Osteoporosis, Psoriasis and Rheumatoid Arthritis. Currently, the source is from public hospitals' records.

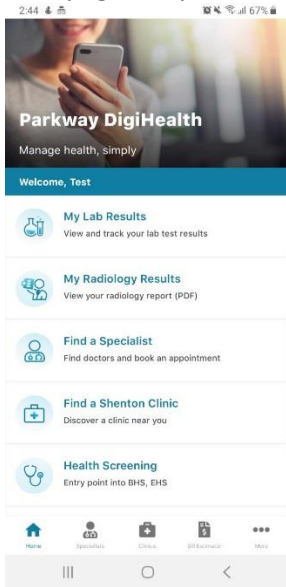
6. Contact and help

- a. Who can the user contact to get help on their DigiHealth app?
 - i. The users can call our app support line (+65 68126499) or our in-app feedback form (to be release soon) if they have any question about the app.
- b. Who can I contact if I have questions on the DigiHealth or DigiCare app?
 - i. We have made easy for doctors to contact us by the following channels:
 1. Call our support line (+65 6812 6498)
 2. Email us at digicare@parkwaypantai.com
 3. In-app feedback form (to be release soon)

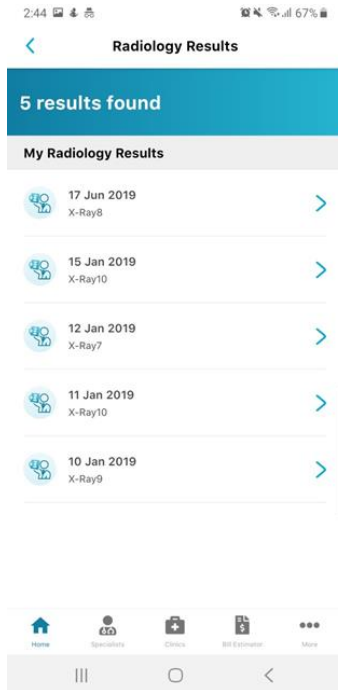
Appendix A

Sample of mobile pages

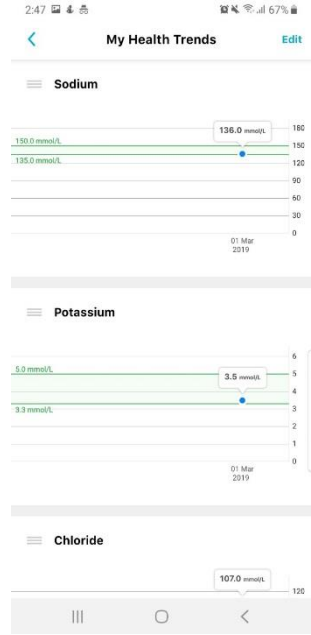
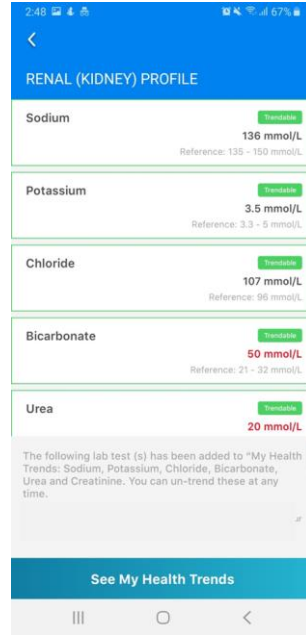
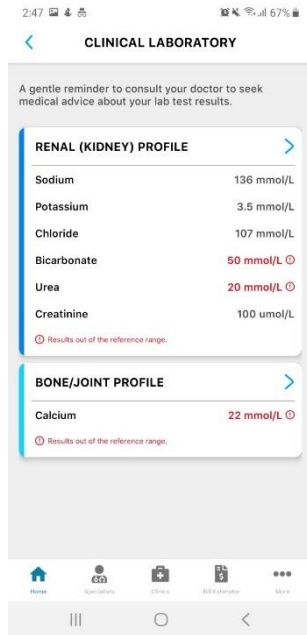
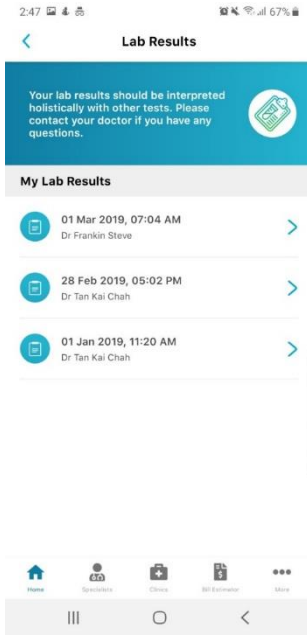
1. Home page sample



2. Radiology report sample pages



3. Lab result sample pages



Appendix B

List of LAB test results that is made available to patients.

SN	Item Code	Item Description	Catalog Sub Type
1.	%IS	% Iron Satn	BioChemistry
2.	A/G	Albumin/Globulin Ratio	BioChemistry
3.	ABO/RH	ABO / Rh	Hematology
4.	Absolute EOC	Absolute EOC	Hematology
5.	ACA	Calcium Adjusted	BioChemistry
6.	ACCP	Anti-CCP	Immunology
7.	ALB	Albumin	BioChemistry
8.	ALP Heat Stable	Alk Phos HS	BioChemistry
9.	ALPAMP	Alk Phos	BioChemistry
10.	ALT	ALT / SGPT	BioChemistry
11.	AMYLAS	Amylase	BioChemistry
12.	Apo A	Apo A1	BioChemistry
13.	Apo B	Apo B	BioChemistry
14.	APO B/A	Apolipoprotein B/A	BioChemistry
15.	AST	AST / SGOT	BioChemistry
16.	Basophils	Basophils	Hematology
17.	BB ABORH	ABO / Rh (Cord)	Hematology
18.	BIL D/I	Bilirubin Direct & Indirect	BioChemistry
19.	BIL I	Bilirubin Indirect	BioChemistry
20.	BIL N	Bilirubin Neonatal	BioChemistry
21.	BMI	Patient's BMI	BioChemistry
22.	CA	Calcium	BioChemistry
23.	CAI	Calcium Ionized	BioChemistry
24.	CAL CA	Calcium Adjusted	BioChemistry
25.	CCT Hrs Collected	U24CCT Hrs Collected	BioChemistry
26.	CHOL	Cholesterol	BioChemistry
27.	Chol/HDL Ratio	Chol/HDL Ratio	BioChemistry
28.	CKNAC	CK	BioChemistry
29.	CL	Chloride	BioChemistry
30.	CO2	Bicarbonate	BioChemistry
31.	CPEPT	C-Peptide	BioChemistry
32.	CRE POST	Creatinine - Post	BioChemistry
33.	CRE PRE	Creatinine - Pre	BioChemistry
34.	CREAT	Creatinine	BioChemistry
35.	CRP	C-Reactive Prot	BioChemistry
36.	DBILI	Bilirubin Direct	BioChemistry
37.	DIFF	Differential Count	Hematology
38.	Eosinophils	Eosinophils	Hematology
39.	ESR	ESR	Hematology

40.	FBC	Full Blood Count	Hematology
41.	FRUCTO	Fructosamine	BioChemistry
42.	GGT	GGT	BioChemistry
43.	GLO	Globulin	BioChemistry
44.	GLU P	Glucose 2Hr PP	BioChemistry
45.	GLU R	Glucose Random	BioChemistry
46.	GLUCO	Glucose	BioChemistry
47.	HBA1C	Glycated Hb A1c	BioChemistry
48.	HCT	HCT	Hematology
49.	HDLD2	HDL- Chol	BioChemistry
50.	HGB	HGB	Hematology
51.	INDICES	Red Cell Indices	Hematology
52.	IPHOS	Phosphate	BioChemistry
53.	IRON	Iron	BioChemistry
54.	K	Potassium	BioChemistry
55.	LA	Lactic Acid	BioChemistry
56.	LDL Chol	LDL- Chol	BioChemistry
57.	LDLP	Lactate Dehydrogenase	BioChemistry
58.	LPA	Lipoprotein (a)	BioChemistry
59.	Lymphocytes	Lymphocytes	Hematology
60.	MCH	MCH	Hematology
61.	MCHC	MCHC	Hematology
62.	MCV	MCV	Hematology
63.	MG	Magnesium	BioChemistry
64.	Monocytes	Monocytes	Hematology
65.	MPV	MPV	Hematology
66.	NA	Sodium	BioChemistry
67.	NEC	Neutrophils Abs	Hematology
68.	Neutrophils	Neutrophils	Hematology
69.	OB	Occult Bld Screen	Urine / Stool
70.	OBI	Occult Bld-Immu	Urine / Stool
71.	OBIQ INDEX	Stool OB Index 1st Test	Urine / Stool
72.	OBIQ QUANT	Stool OB Quant 2nd Test	Urine / Stool
73.	OBIQ RESLT	Stool OB Index 2nd Test	Urine / Stool
74.	OBIQ QUA2	Stool OB Quant 1st Test	Urine / Stool
75.	Patient Height, cm	Patient Height, cm	BioChemistry
76.	Patient Weight, kg	Patient Weight, kg	BioChemistry
77.	PBF	Peripheral Blood Film	Hematology
78.	PLT	PLT	Hematology
79.	RBC	RBC	Hematology
80.	RDW	RDW	Hematology
81.	RET	Retic Count	Hematology
82.	RF	Rheumatoid Factor	BioChemistry

83.	Specific Gravity U	Specific Gravity Ur	Urine / Stool
84.	TBILI	Bilirubin Total	BioChemistry
85.	TIBC	TIBC	BioChemistry
86.	Total Volume	Total Volume	BioChemistry
87.	TPRO2	Total Protein	BioChemistry
88.	TRANSF	Transferrin	BioChemistry
89.	TRIG	Triglycerides	BioChemistry
90.	U 24MA	Microalbumin, Urine 24hr	BioChemistry
91.	U 24MA Hrs Collected	U24MA Hrs Collected	BioChemistry
92.	U 24TP	Protein, Urine 24hr	BioChemistry
93.	U 24TP Hrs Collected	U24TP Hrs Collected	BioChemistry
94.	U ALB	Ur Microalb Random	BioChemistry
95.	U ALB/CRE	Microalbumin/Creatinine Ratio Urine	BioChemistry
96.	U CO	Ur Color	BioChemistry
97.	U CREC 24	U CREC 24	BioChemistry
98.	U CRECQ Random	Ur CRECQ Random	BioChemistry
99.	U CREQ	Creatinine Urine	BioChemistry
100.	zU GLU F	Glucose Urine (Fasting)	BioChemistry
101.	zU GLU 0.0	Glucose Urine (0hr)	BioChemistry
102.	zU GLU 0.5	Glucose Urine (0.5hr)	BioChemistry
103.	zU GLU 1.0	Glucose Urine (1hr)	BioChemistry
104.	zU GLU 1.5	Glucose Urine (1.5hr)	BioChemistry
105.	zU GLU 2.0	Glucose Urine (2hr)	BioChemistry
106.	zU GLU 2.5	Glucose Urine (2.5hr)	BioChemistry
107.	zU KET 0.0	Ketone Urine (0hr)	BioChemistry
108.	zU KET 0.5	Ketone Urine (0.5hr)	BioChemistry
109.	zU KET 1.0	Ketone Urine (1hr)	BioChemistry
110.	zU KET 1.5	Ketone Urine (1.5hr)	BioChemistry
111.	zU KET 2.0	Ketone Urine (2hr)	BioChemistry
112.	zU KET 2.5	Ketone Urine (2.5hr)	BioChemistry
113.	zU KET F	Glucose Ketone (Fasting)	BioChemistry
114.	U MIC	Microscopic Examination, Urine	Urine / Stool
115.	U SUGAR	Urine Sugar	Urine / Stool
116.	U TP/CRE	Urine Total Protein/Creatinine Ratio	BioChemistry
117.	U TPQ	Ur Total Protein	BioChemistry
118.	U24 CCT Normalised	Creat Clearance	BioChemistry
119.	UA	Uric Acid	BioChemistry
120.	Ur Bilirubin	Ur Bilirubin	BioChemistry
121.	Ur Blood	Ur Blood	BioChemistry
122.	Ur Casts	Ur Casts	BioChemistry
123.	Ur Creatinine	Ur Creatinine	BioChemistry

124	Ur Crystals	Ur Crystals	BioChemistry
125	Ur Epithelial Cells	Ur Epithelial Cells	BioChemistry
126	Ur Ketones	Ur Ketones	BioChemistry
127	Ur Leukocytes	Ur Leucocytes	BioChemistry
128	Ur Nitrite	Ur Nitrite	BioChemistry
129	Ur Protein	Ur Protein	BioChemistry
130	Ur RBC	Ur RBC	BioChemistry
131	Ur TV Creatinine	Ur Total Volume	BioChemistry
132	Ur TV Microalbumin	Ur Total Volume	BioChemistry
133	Ur TV Protein	Ur Total Volume	BioChemistry
134	Ur Urobilinogen	Ur Urobilinogen	BioChemistry
135	UREA	Urea	BioChemistry
136	UREA P	Urea Post	BioChemistry
137	UREA PRE	Urea Pre	BioChemistry
138	UREA/CREAT	Urea/Creatinine Ratio	BioChemistry
139	Urine pH	Urine pH	BioChemistry
140	Urine Volume	Urine Volume	BioChemistry
141	VB12	Vitamin B12	Immunology
142	VITD	25-OH Vit D	Immunology
143	WBC	WBC	Hematology
144	ZEGFR	eGFR	BioChemistry
145	zGLU F	Glucose GTT Fasting	BioChemistry
146	zGLUCO 0.0	Glucose 0.0 Hour	BioChemistry
147	zGLUCO 0.5	Glucose 0.5 Hour	BioChemistry
148	zGLUCO 1.0	Glucose 1 Hour	BioChemistry
149	zGLUCO 1.5	Glucose 1.5 Hour	BioChemistry
150	zGLUCO 2.0	Glucose 2 Hour	BioChemistry
151	zGLUCO 2.5	Glucose 2.5 Hour	BioChemistry
152	zGLUCO 3.0	Glucose 3.0 Hour	BioChemistry
153	zHrs Collected	Hr Collection	BioChemistry
154	UFEME MAC	Urinalysis Macro	BioChemistry
155	UFEME MIC	Urinalysis Micro	BioChemistry
156	zU GLU 3.0	Ur Glucose 3.0 Hour	BioChemistry
157	U24 Creat Clearance	Creat Clearance	BioChemistry
158	BSA Normalised	Body Surface Area	BioChemistry
159	Ur TP Random	Ur TP Random	BioChemistry