

# Welcome to WhiteCoat

Experience the convenience of  
remote care



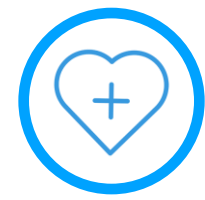
Scan the QR code to  
download the  
WhiteCoat app





# About WhiteCoat

WhiteCoat is the leading digital healthcare provider **partnered with AIA** to offer corporate-insured healthcare services via video consult.



## Consistent Quality Care

Delivered through WhiteCoat's panel of SG-registered doctors



## No Out-of-pocket Charges

Enjoy no out-of-pocket charges for panel medical services\*  
(no separate reimbursement required)



## Safe & Reliable

WhiteCoat was the first participant in MOH's regulatory telemedicine sandbox and an official Home Recovery Programme partner

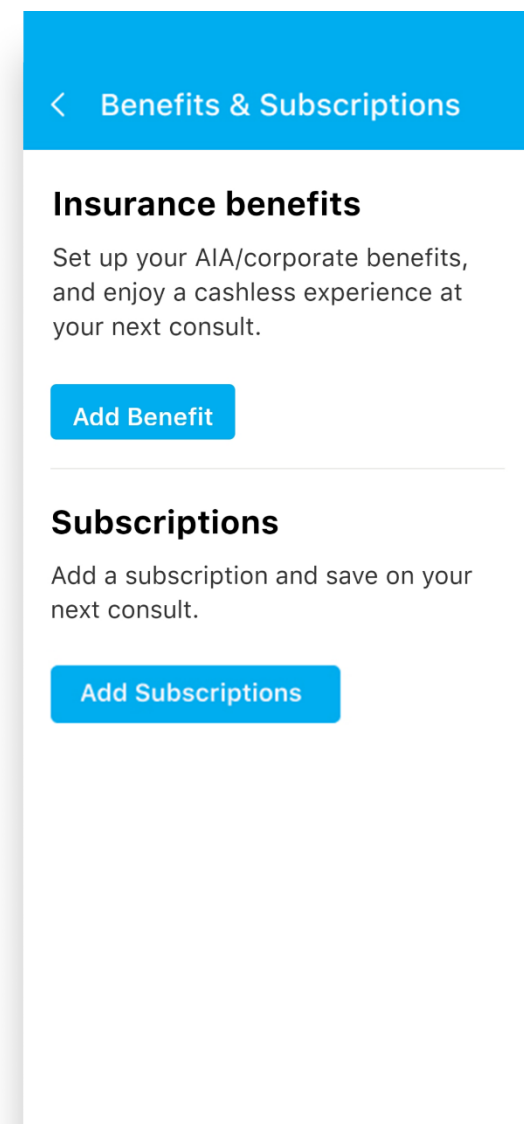
\*Subject to plan design



# How It Works

## STEP 1

Download the WhiteCoat app on your phone and register for an account to start using your Corporate Benefits

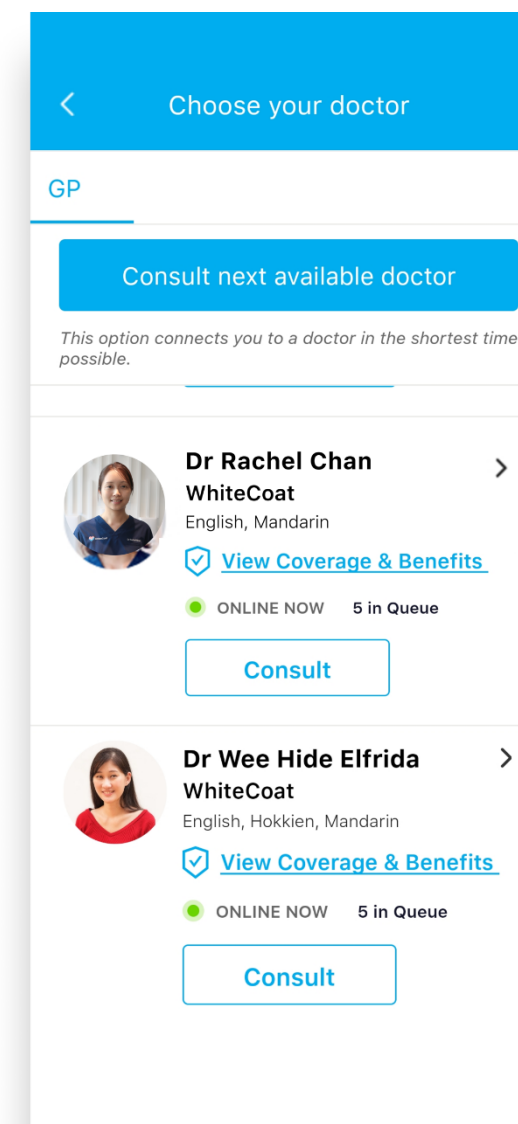


Remember to select your Corporate Benefits at the start of your session to enjoy no out-of-pocket charges\*

\*Subject to plan design

## STEP 2

Select a doctor of your choice, or have one assigned to you



You may now follow the on-screen instructions to begin your teleconsult

## STEP 3

Start your teleconsult by informing the doctor of your condition / symptoms



If appropriate, your doctor will provide a diagnosis and recommend a treatment plan based on the information you disclose during the teleconsult



# Our Services



1

## General Practitioner (GP) Teleconsults

- ✓ Available on-demand
- ✓ Suitable for acute and chronic conditions
- ✓ Medication delivery as quickly as within 90 mins



2

## In-Home Testing

- ✓ Arrange for a phlebotomist to visit your home to draw blood in support of chronic disease tests
- ✓ Suitable for **patients with chronic conditions**



3

## Think Well

- ✓ Includes Text-based Mental Wellness (TBMW) sessions available via appointment
- ✓ Includes mood tracking features: a daily mood tracker, a guided journalling tool and shareable self-care tips
- ✓ Access to a library of mental wellness content



4

## Paediatrician Teleconsults / In-clinic Consults\*

- ✓ Available on-demand / via appointment
- ✓ Suitable for children of all ages
- ✓ No referral letter required for children below 8 years



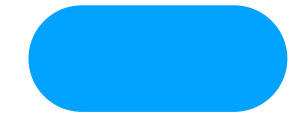
5

## Mental Wellness Teleconsults / In-clinic Consults\*

- ✓ Available on-demand / via appointment
- ✓ No referral letter required for psychology service
- ✓ Referral letter required for psychiatry service (in-clinic only)

\*Additional premiums may apply





# General Practitioner (GP) Teleconsults

WhiteCoat GPs are approved and able to treat a wide range of conditions via teleconsult:

## Common Acute Conditions:

- Upper respiratory tract infection (URTI)
- Headache / fever
- Gastroenteritis
- Urinary tract infection (UTI)
- Skin / eye conditions

## Common Chronic Conditions:

- Diabetes
- High blood pressure
- High cholesterol

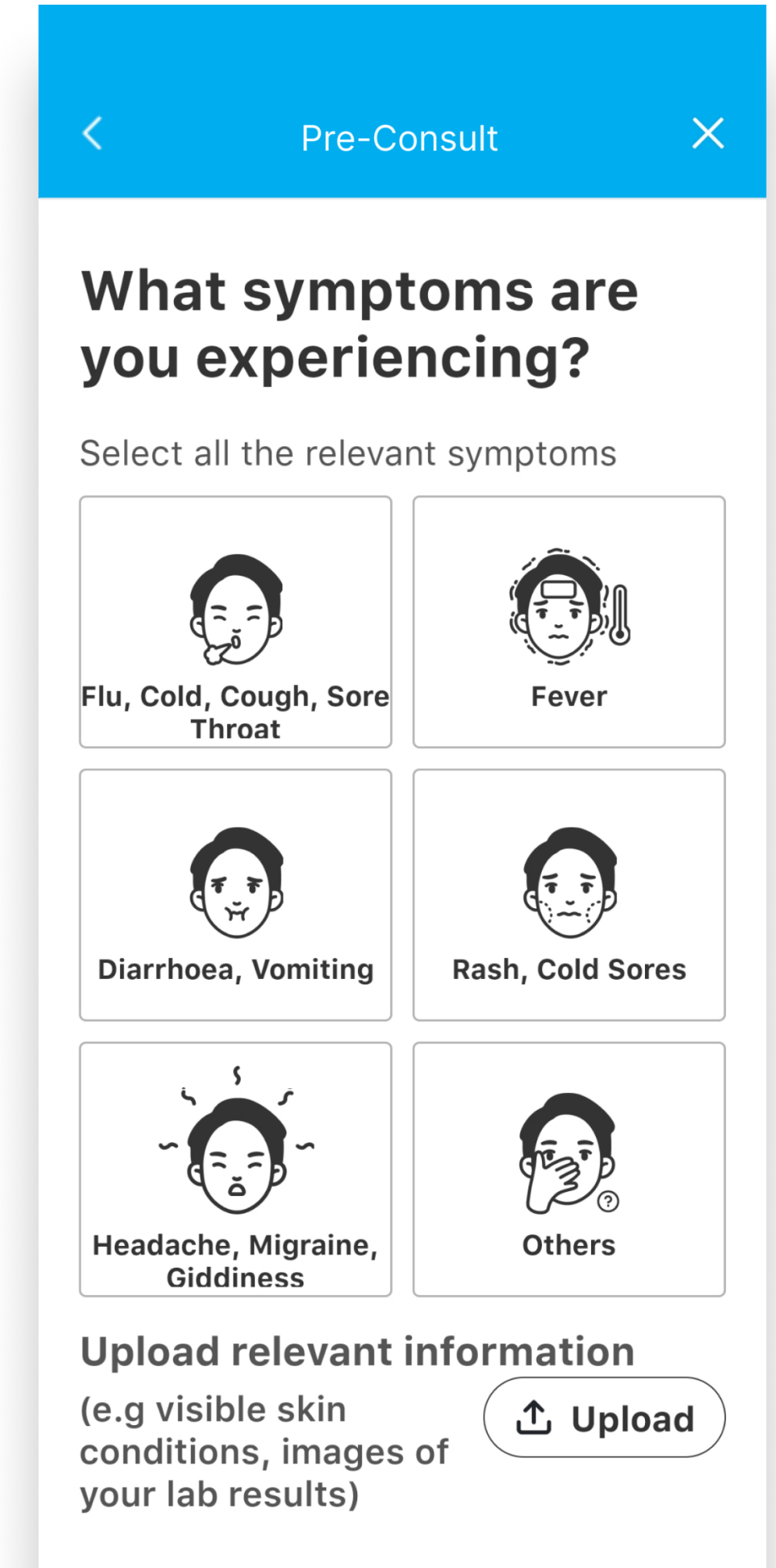
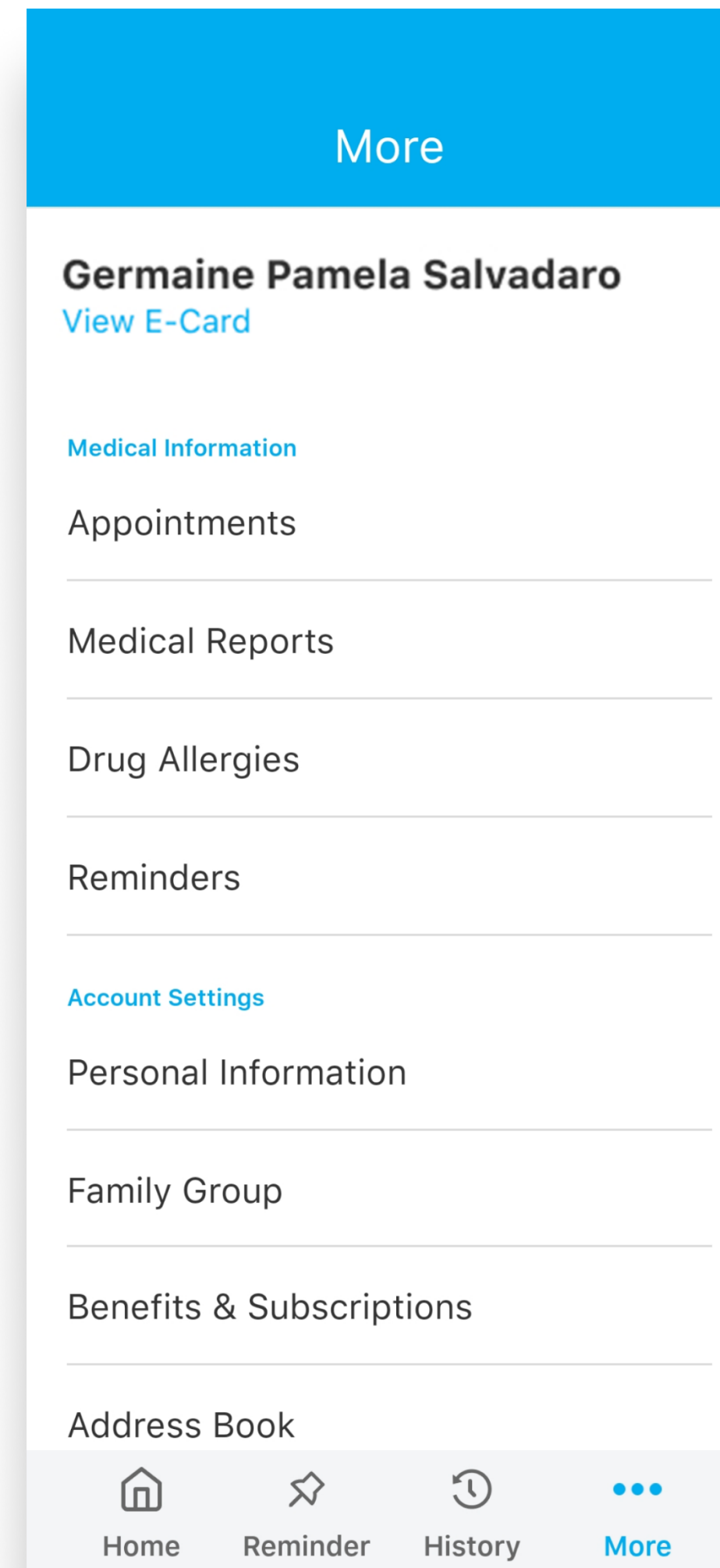
WhiteCoat GPs will make a clinical judgement based on their best medical assessment to treat conditions not listed here

# General Practitioner (GP) Teleconsults

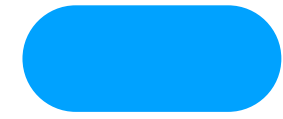
Health screening reports and other medical documents can be uploaded to supplement your teleconsult.

You may upload health screening reports for assessment of chronic conditions.

Images of visible symptoms and other medical documents can also be submitted prior to a consultation to help our doctors diagnose more accurately.







# In-home Testing

If you have chronic conditions, you may request for an in-home testing service by teleconsulting a WhiteCoat GP.

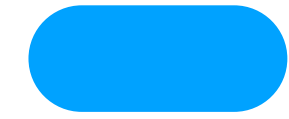
[Suitable for patients already receiving care for the following conditions:](#)

- Diabetes
- High Blood Pressure
- High Cholesterol
- Gout
- Thyroid Conditions

Consultation and basic test costs are **included** as part of your corporate benefits. The home-based phlebotomy service is **not included** and is charged at a **preferred rate of ~~\$30~~ \$10\*** which **must be borne by the patient**.

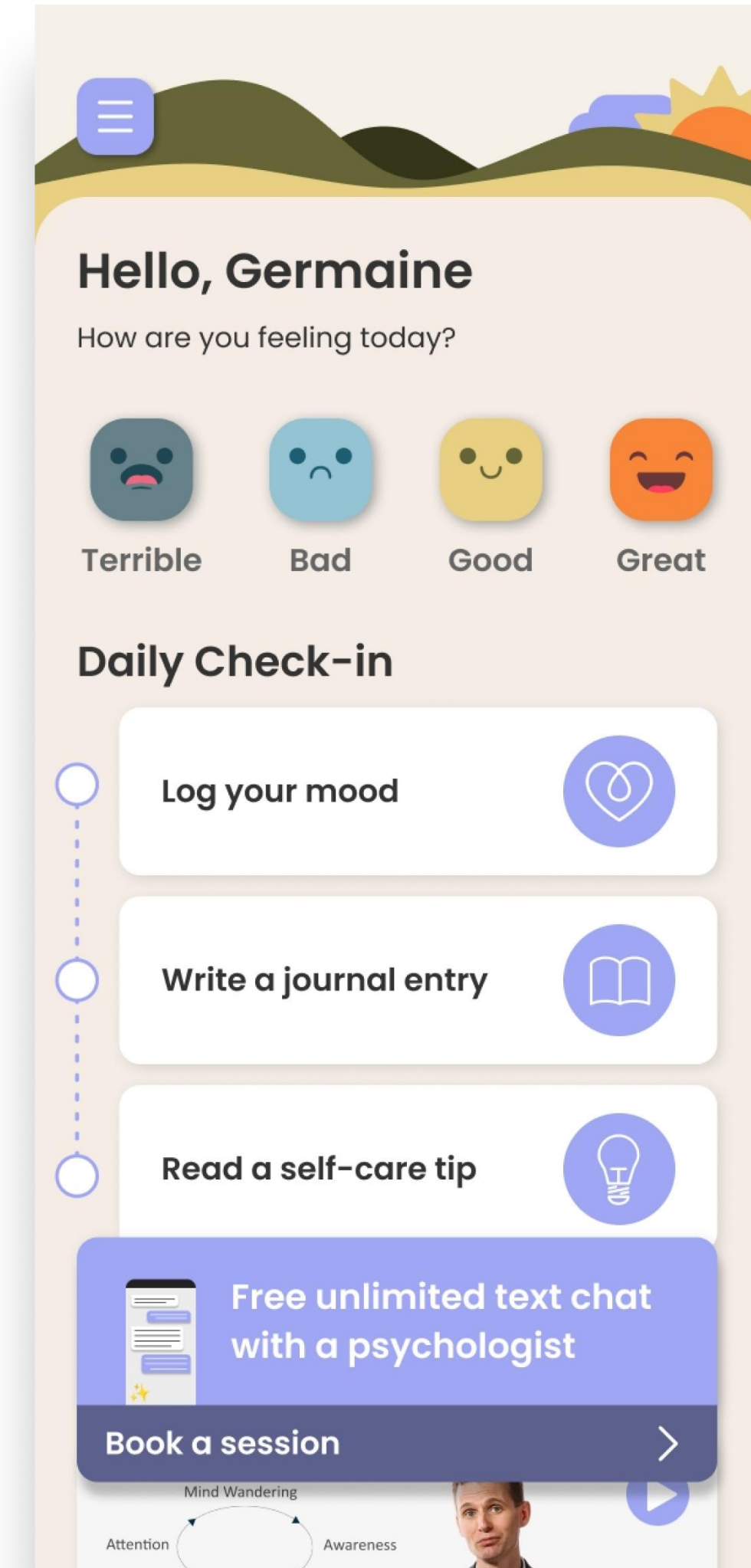
## 4 Easy Steps

- 1 Teleconsult any WhiteCoat GP and upload your latest test results if available
- 2 Necessary tests will be recommended by your doctor and scheduled at your convenience
- 3 Tests will be conducted in your home and results will be released in-app
- 4 Review your test results with any WhiteCoat GP; necessary medication refills will be prescribed as required



# Think Well

Think Well is a complimentary solution that aims to provide all AIA CS policyholders with GP outpatient benefits a holistic mental wellness programme with access to TBMW, mood tracking features and a library of content comprising mental wellness articles and videos.





# Think Well: Text-based Mental Wellness Solution

- Unlimited free text-chat sessions with our Psychologists
- An approachable first touchpoint for mental wellness
- Confidentiality of text-chat sessions is protected
- Follow up care via teleconsult / in-person available (if required)

The screenshot shows a mobile app interface titled "Think Well". It asks the user "How have you been feeling the past 2 weeks?" and provides four questions with four response options: Never, Sometimes, Very often, and Always. The selected responses are: "Feeling anxious or nervous" (Never), "Worrying beyond control" (Sometimes), "Feeling down, depressed or hopeless" (Very often), and "Becoming disinterested in activities" (Always). At the bottom, there are "Continue" and "Skip" buttons.

Think Well

How have you been feeling the past 2 weeks?

Feeling anxious or nervous

Never Sometimes Very often Always

Worrying beyond control

Never Sometimes Very often Always

Feeling down, depressed or hopeless

Never Sometimes Very often Always

Becoming disinterested in activities

Never Sometimes Very often Always

Continue

Skip

The screenshot shows a text chat interface titled "Mental Wellness". It displays a chat history with a welcome message from a clinician, a mood log for June 2023, and a message from the clinician. The mood log is a calendar grid with emoji indicators for each day. At the bottom, there is a "Thank you so much" button and a text input field.

Mental Wellness

Chatting with Dr. Jean Freud 00:01

Welcome to WhiteCoat Text Based Teleconsult, our clinician will be with you shortly.

Think Well mood log has been shared

June 2023

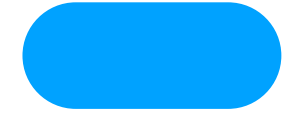
Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	😊	😊
😞	😞	😞	😞	😞	😞	😞
😊	😊	😊	😊	😊	😊	😊
😞	😞	😞	😊	😞	😞	😊
😊	😊	😊	😊	😊		

Clinician has joined the chat

Hi Germaine, I'm going to be consulting with you today.

Thank you so much

Type a message



# Paediatric Teleconsults

See a WhiteCoat Paediatrician for a wide range of conditions for children:

- ✓ Available Monday – Friday, 9AM – 6PM; Saturday 9AM – 12PM
- ✓ On-demand / via appointment
- ✓ View Paediatricians' availability in-app
- ✓ Medication delivery from as quickly as within 90 mins
- ✓ In-clinic consults available at Paediatric Panel network  
(Thomson Paediatric Centre / SBCC Baby & Child Clinic clinics)



# Paediatric Teleconsults / In-clinic Consults

Your WhiteCoat entitlements:

Enjoy these benefits when you select your 'AIA Corporate Insurance' before the teleconsult / present your AIA card at our partner clinics:

- ✓ No out-of-pocket charges for teleconsults / in-clinic consults\*
- ✓ Drawn down from annual specialist limit

\*Subject to plan design; referral letter required for children aged 8 years and above





# Mental Wellness Teleconsults / In-clinic Consults

Psychology

Teleconsults / In-clinic

See a **Psychologist** at your discretion and convenience.

Suitable for first-timers / individuals with mild to moderate mental conditions, including amnesia, depression and stress management.

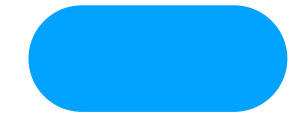
Psychiatry

In-clinic only

Make an appointment in the WhiteCoat app to see a **Psychiatrist** at our partner clinic for treatment.

Suitable for individuals with an existing diagnosis for psychiatric conditions.





# Mental Wellness Teleconsults / In-clinic Consults

Your WhiteCoat entitlements:

Enjoy these benefits when you select your 'AIA Corporate Insurance' before the teleconsult / present your AIA card at our partner clinics:

- ✓ No out-of-pocket charges for teleconsults / in-clinic consults\*
- ✓ Drawn down from annual mental wellness limit

\*Subject to plan design; referral letter required for psychiatry service



# General Operating Information



GP teleconsults available  
from 8AM - 12AM daily



Monday - Sunday,  
incl. Public Holidays



Delivery available from  
9AM - 3AM



[contactus@whitecoat.global](mailto:contactus@whitecoat.global)  
or send us an in-app enquiry

# A Guide To Using WhiteCoat

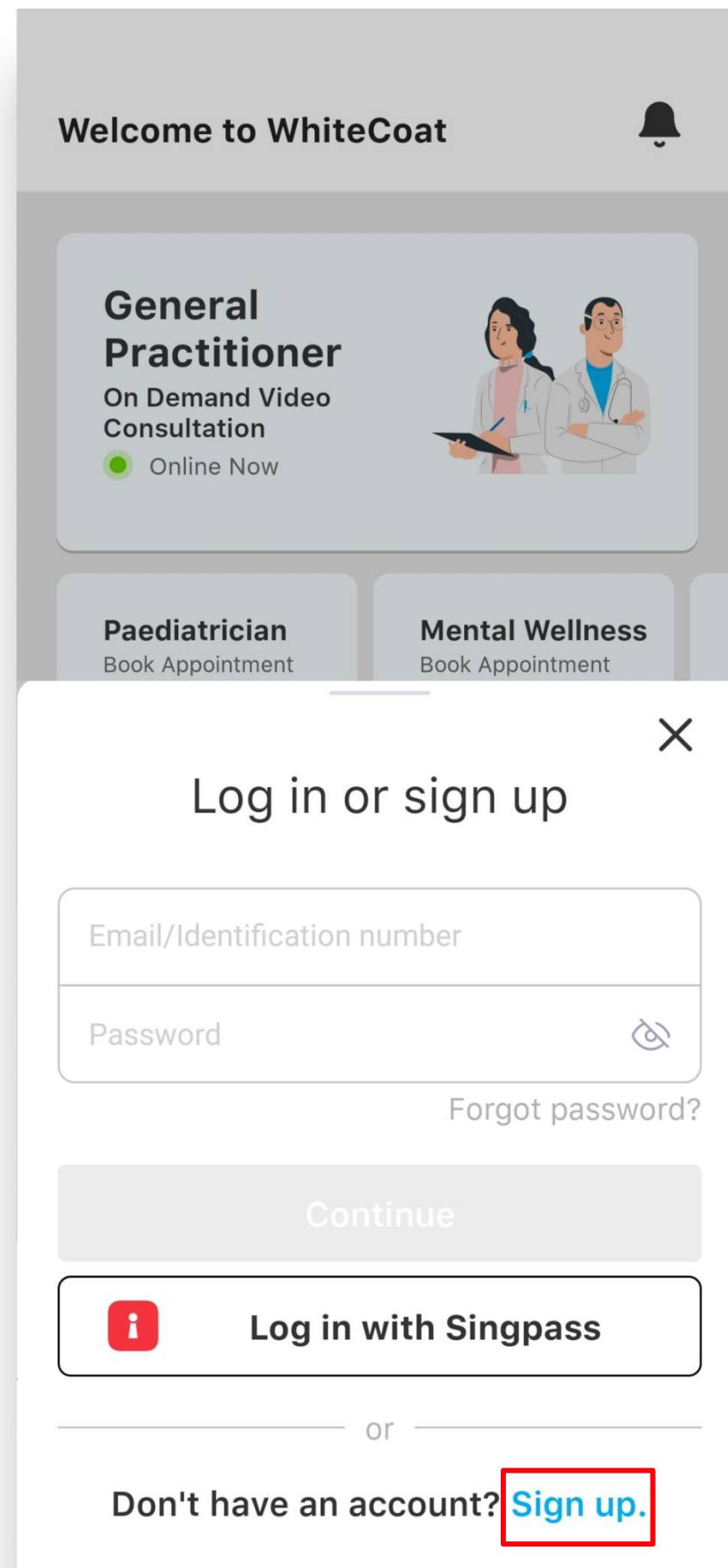
## Part I Registration



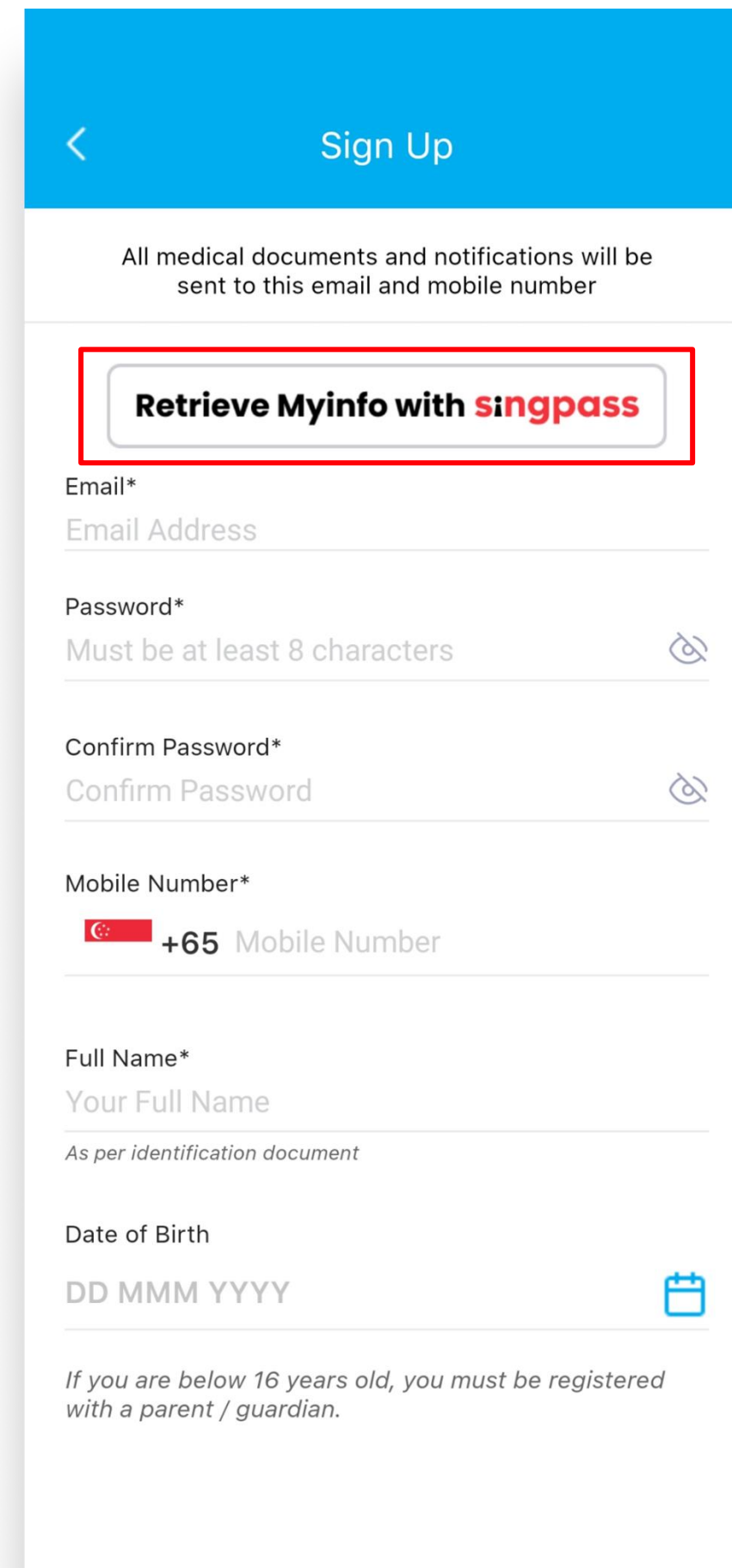
Download the  
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Now



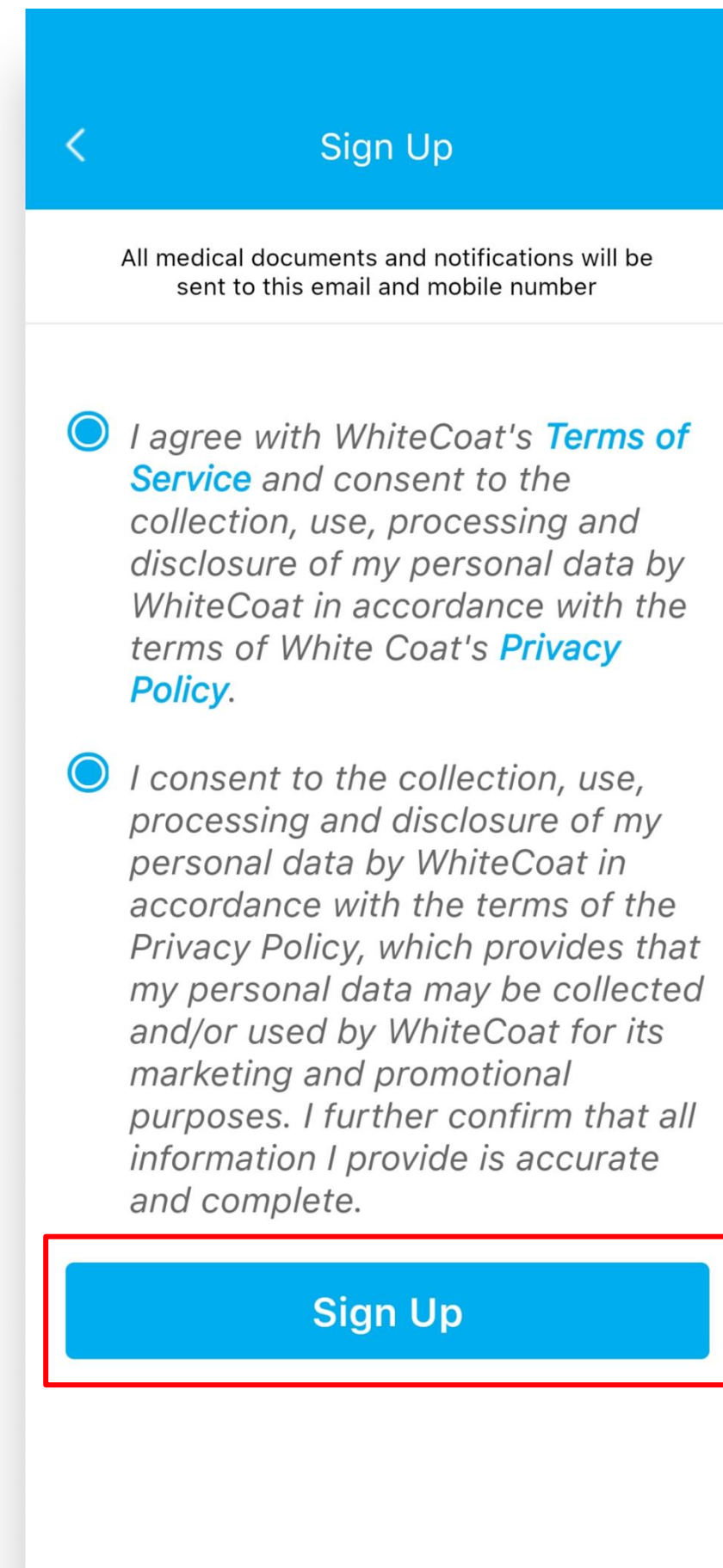
# Registration



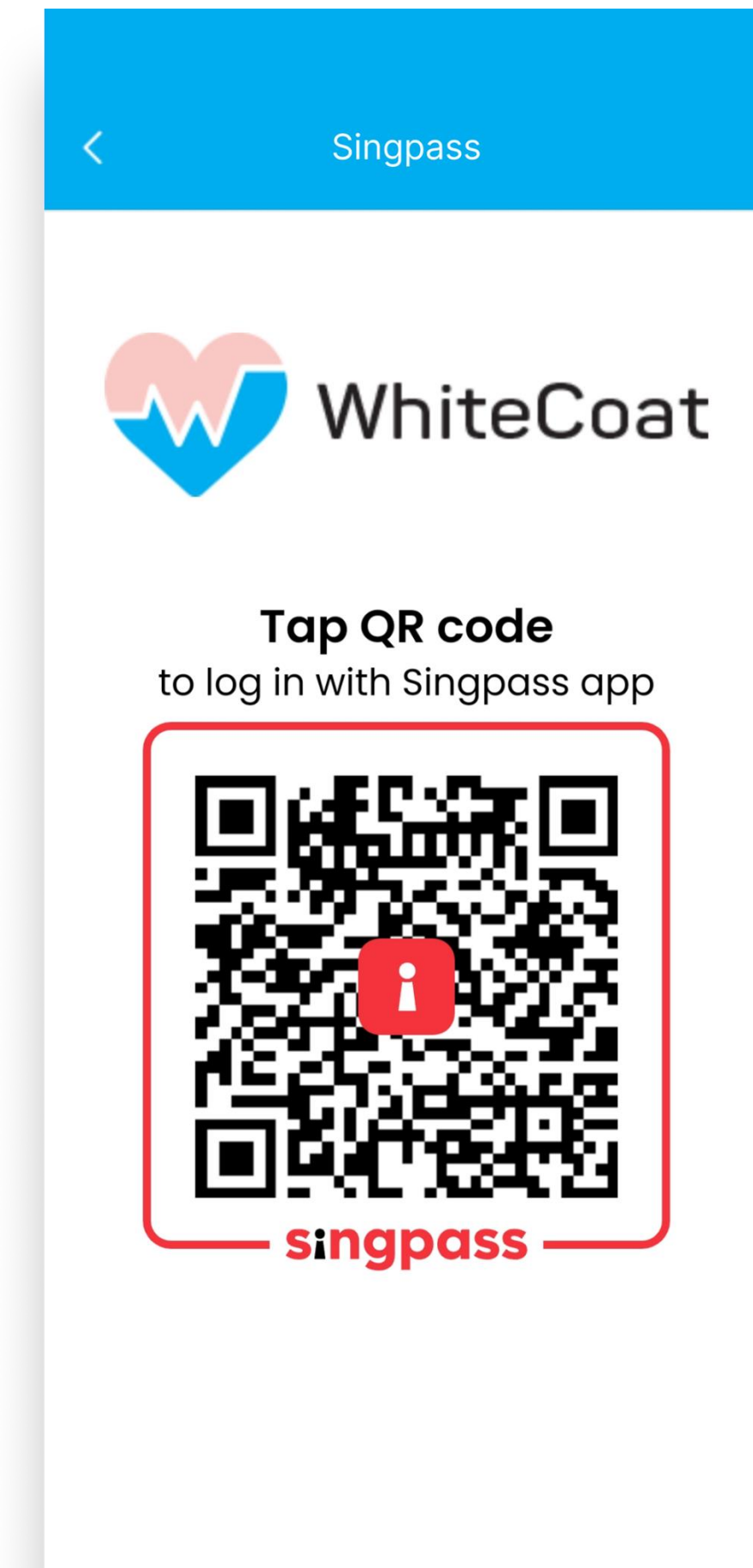
01. Download the WhiteCoat app and sign up for an account



02. If you choose to complete the fields with your personal information saved in Singpass, tap on **'Retrieve Myinfo via singpass'**

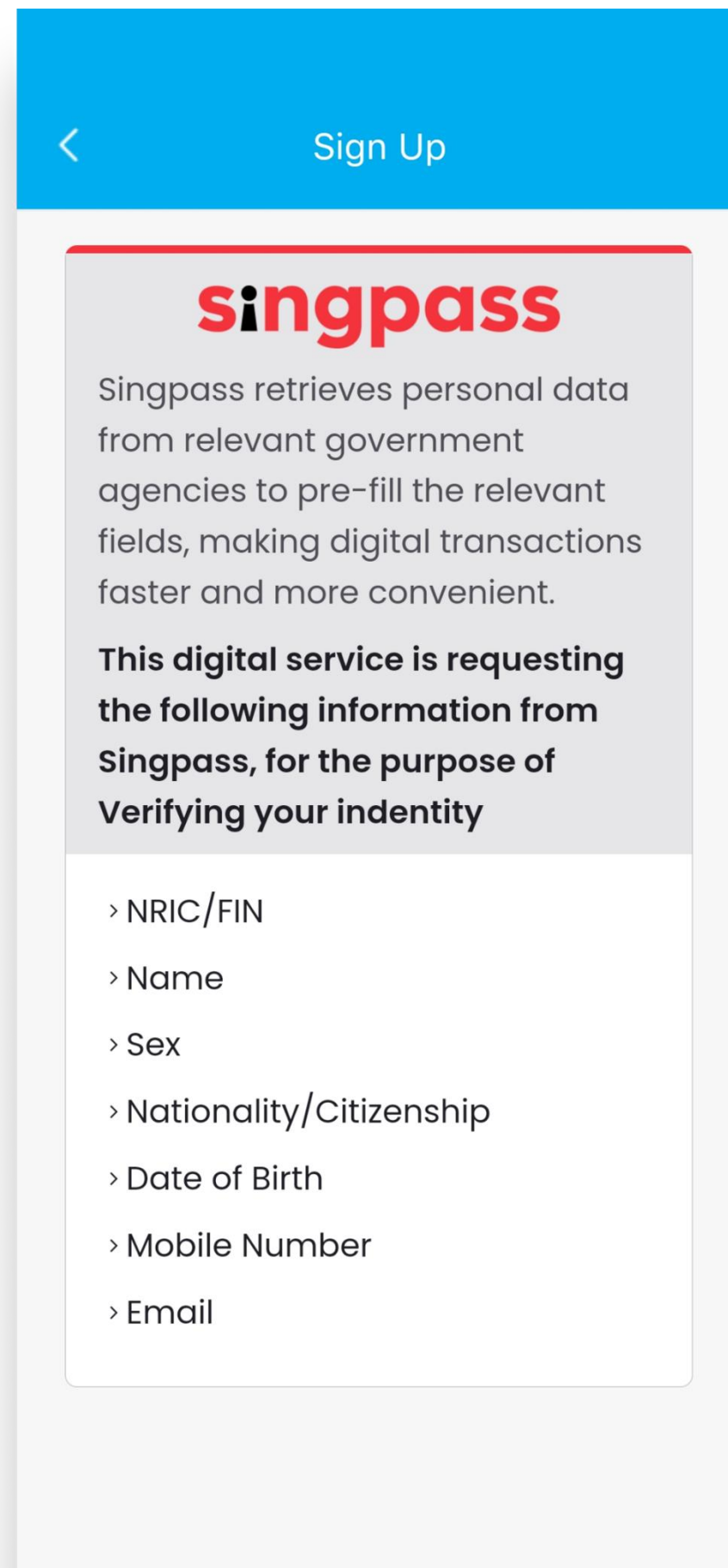


03. If you choose to input your information manually, complete all fields and ensure accuracy before tapping **'Sign Up'**

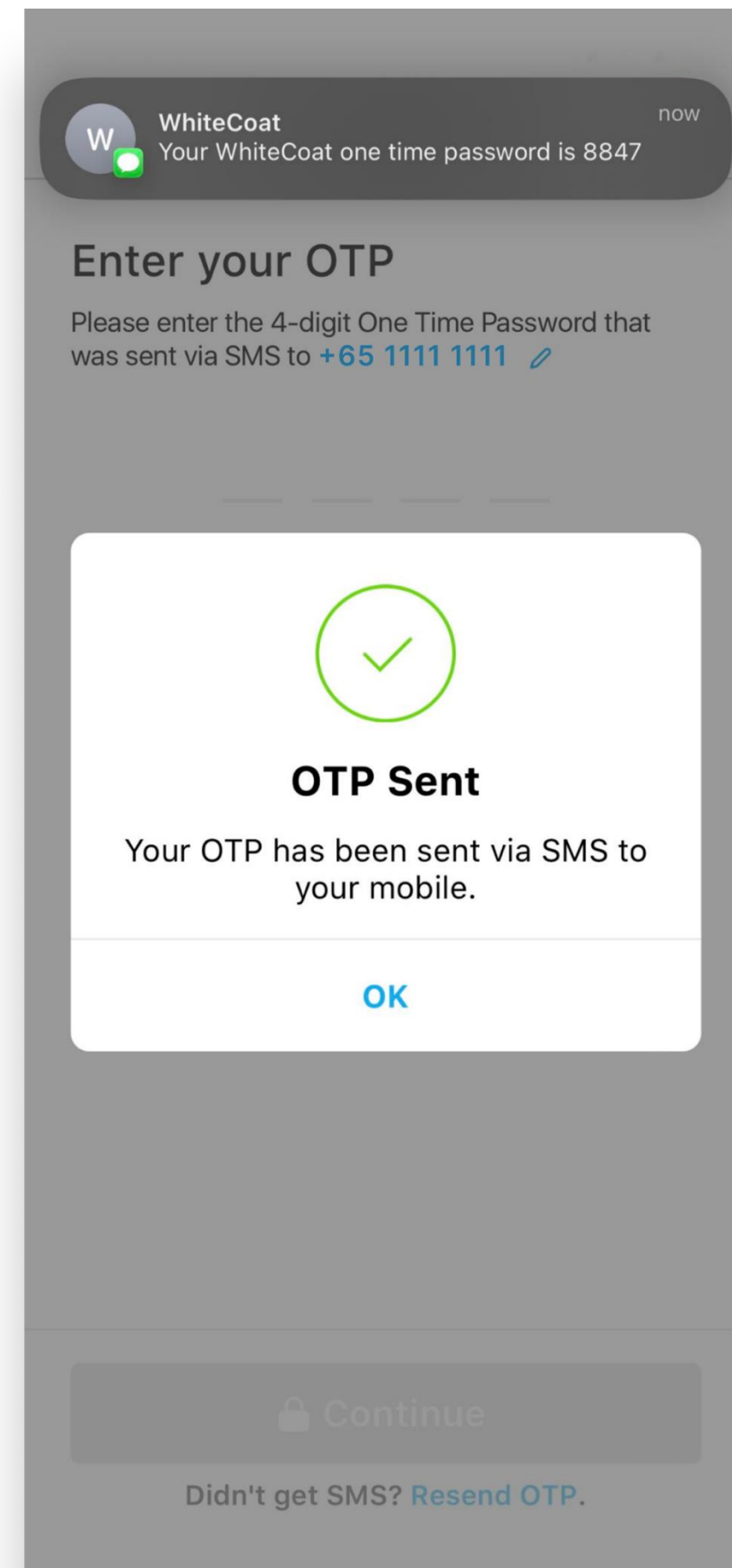


04. If you choose to complete the fields via Myinfo, you will be directed to your Singpass app. Follow the instructions and select **'I Agree'** to allow the WhiteCoat app to retrieve your Myinfo

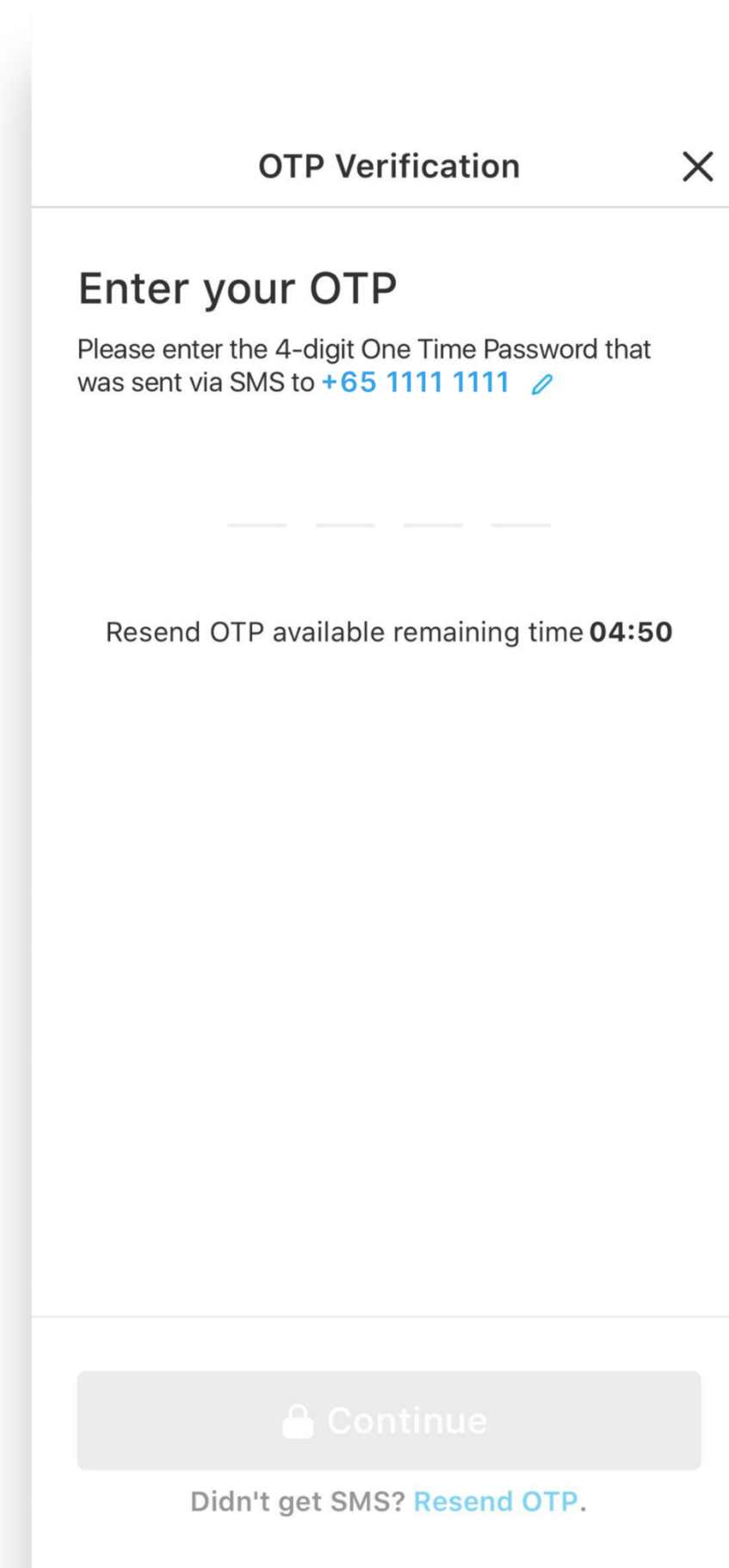
# Registration



05. Upon successful retrieval, all fields will be automatically pre-filled and can no longer be edited, except for your email and mobile number. Tap on **'Sign Up'**



06. A 4-digit OTP will be sent to your mobile number via SMS



07. Input the 4-digit OTP received to create your account

# Part II

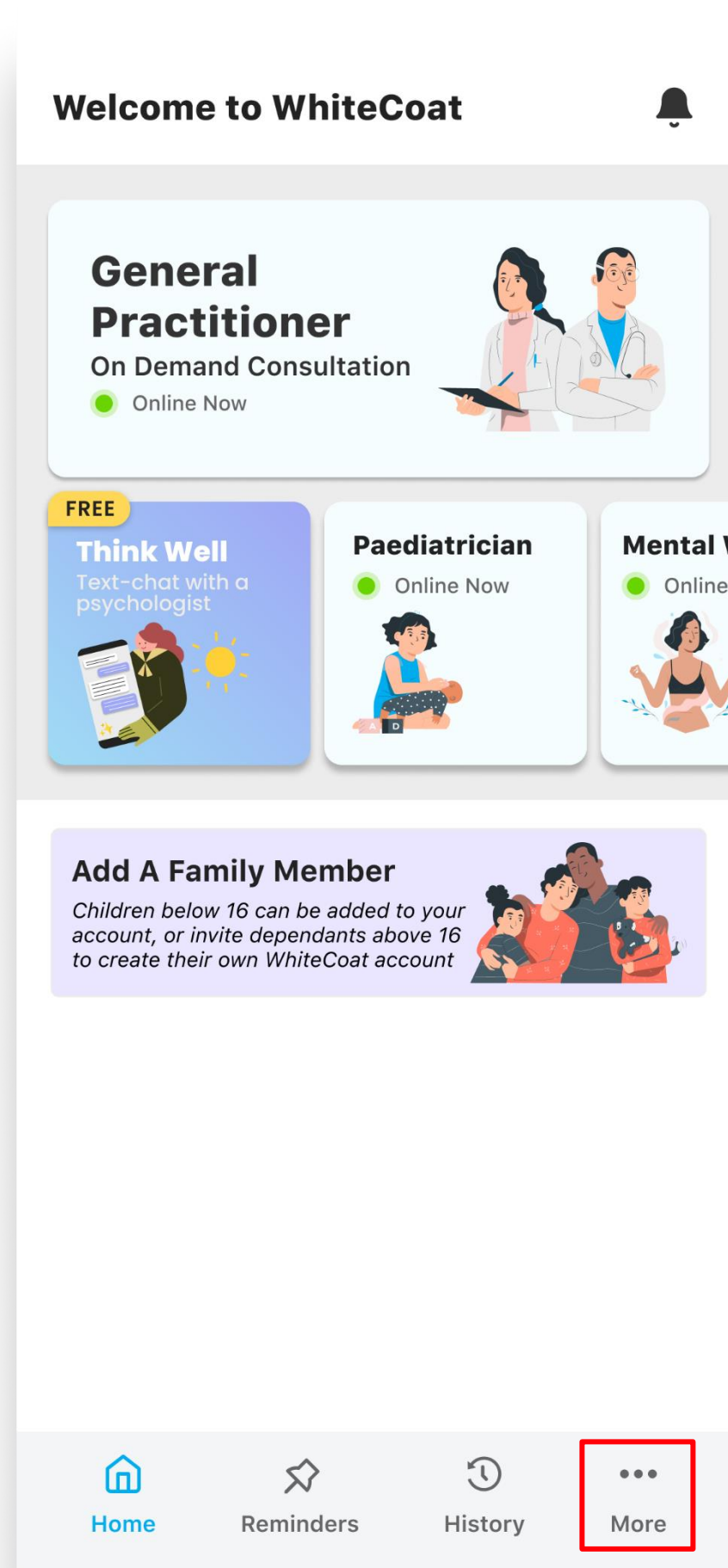
## Activating your AIA Corporate Benefit



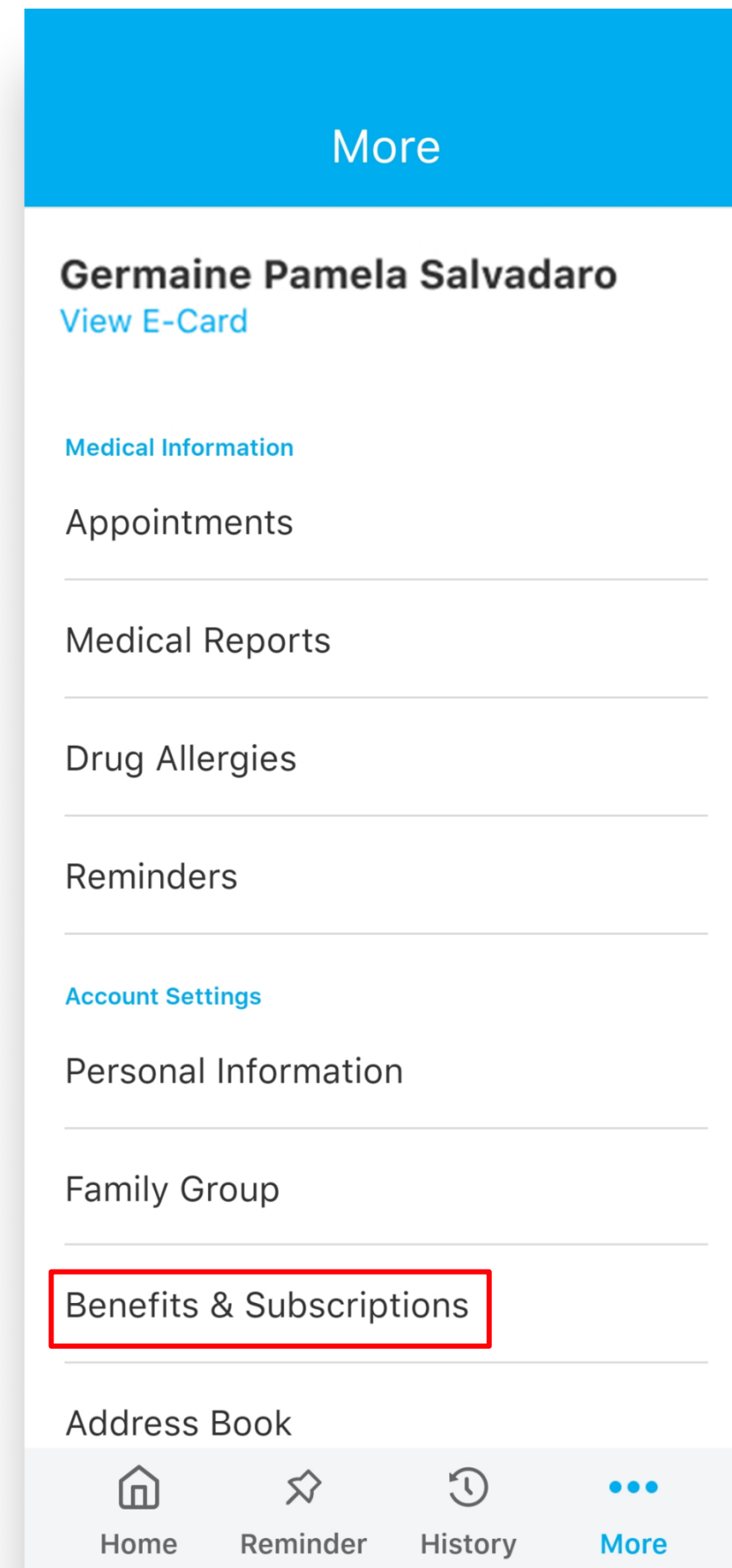
Download the  
WhiteCoat App  
Now



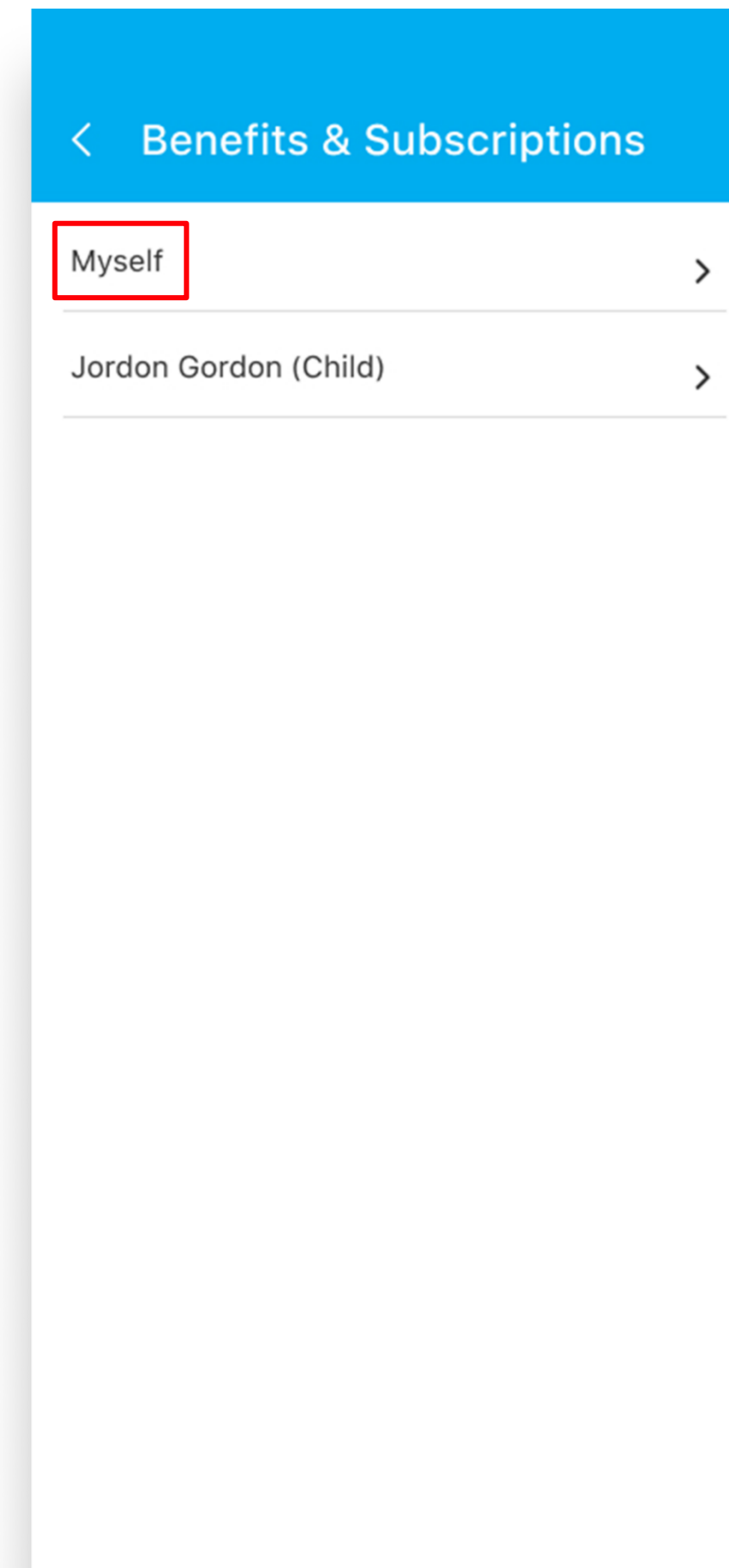
# Activating Your AIA Corporate Benefit



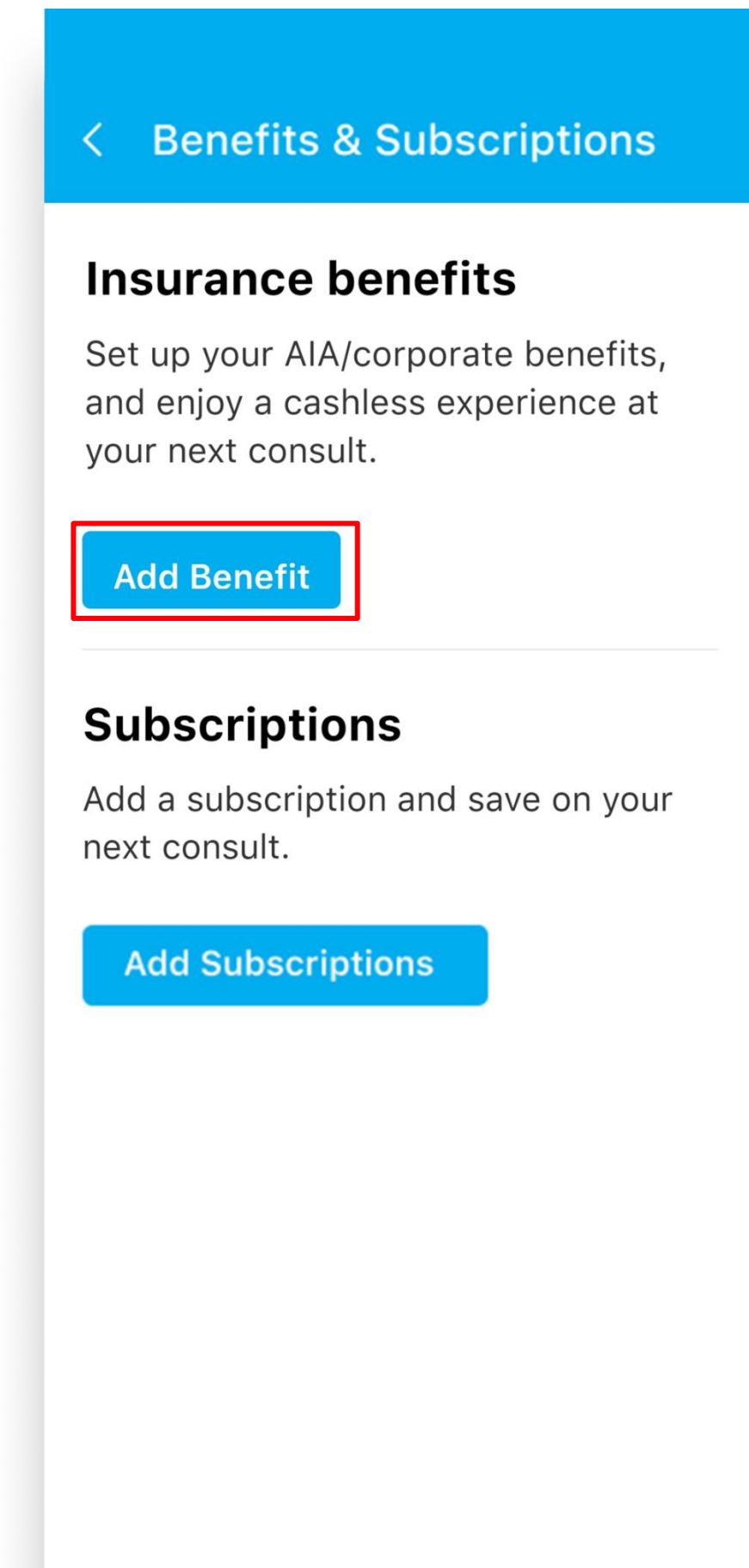
01. Tap to open the app, and select **'More'**



02. Tap on **'Benefits & Subscriptions'**

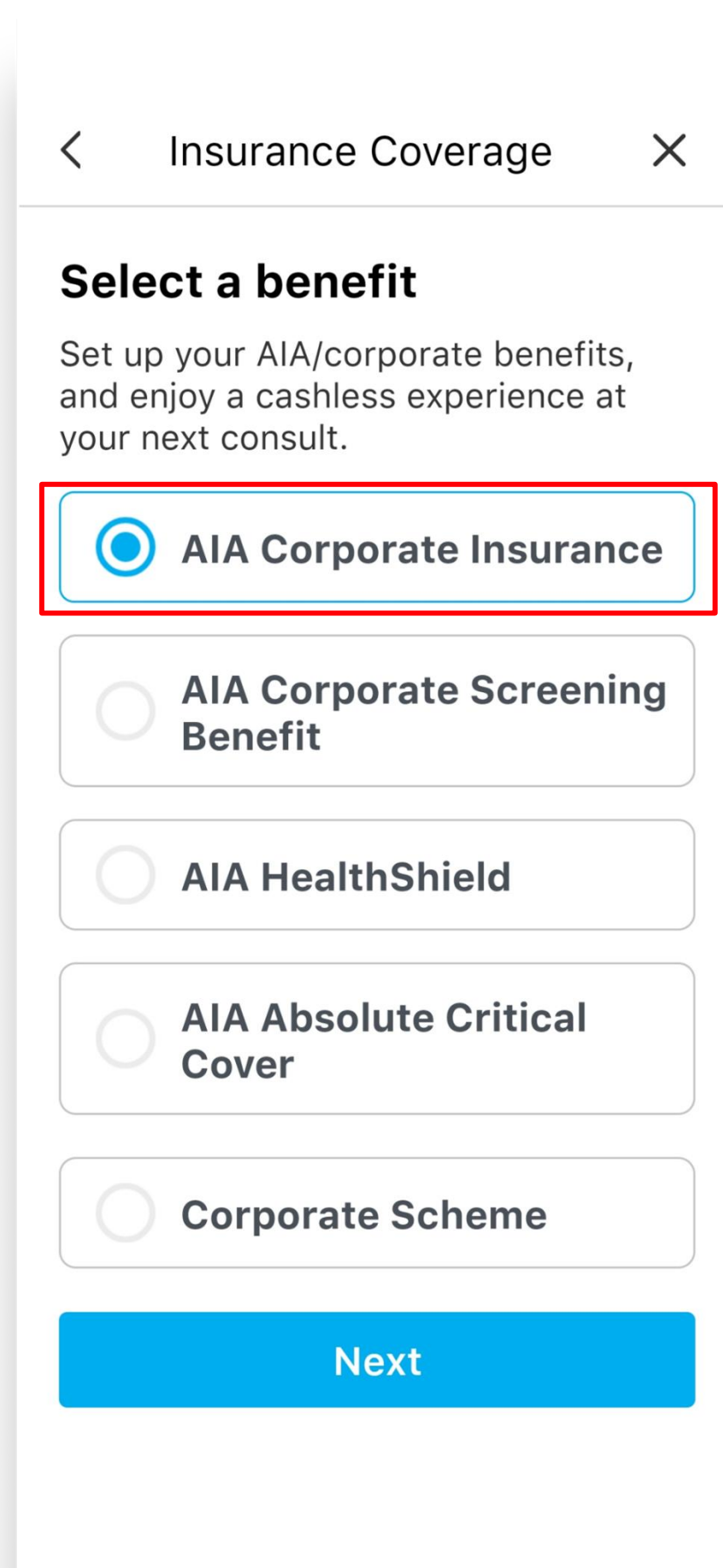


03. Tap on **'Myself'**

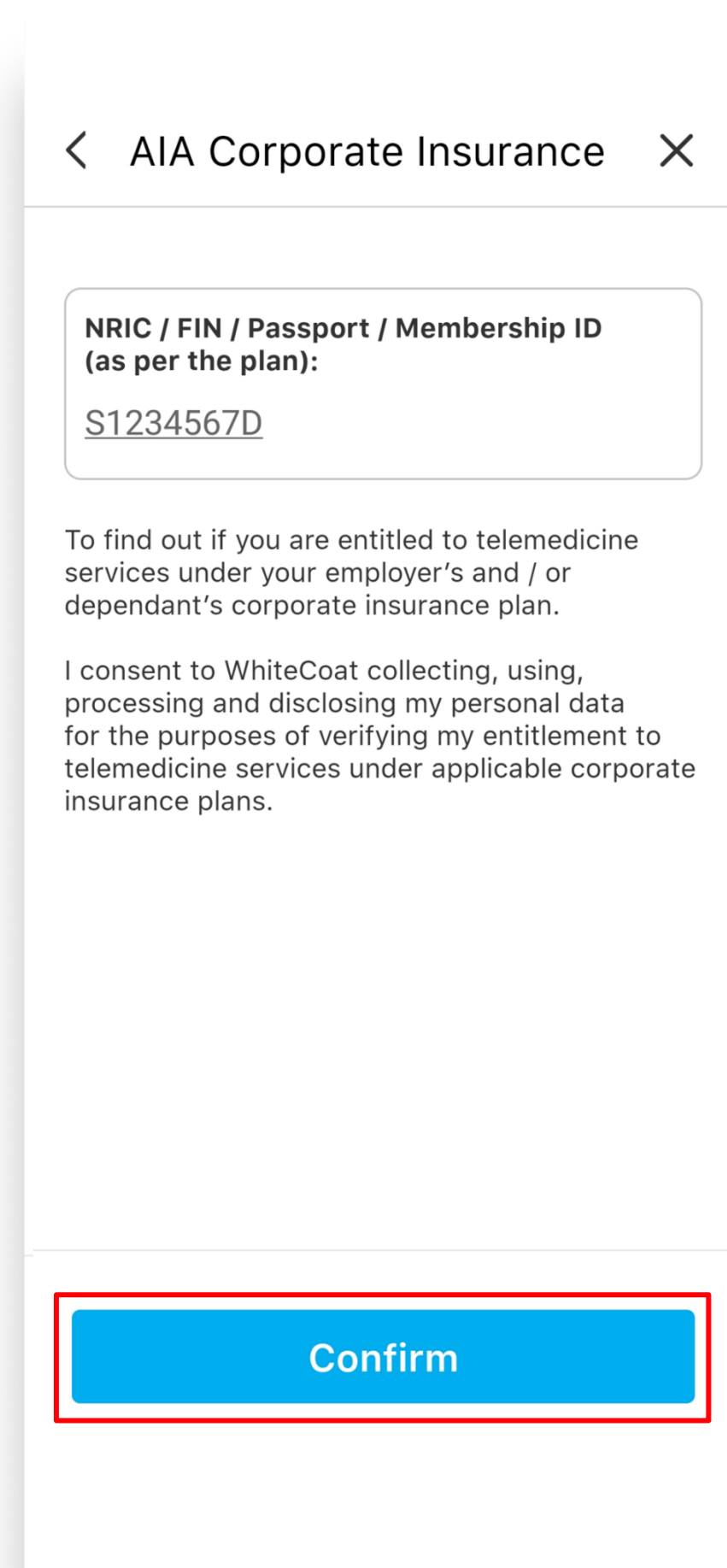


04. Tap on **'Add Benefit'**

# Activating Your AIA Corporate Benefit



05. Tap on  
**'AIA Corporate Insurance'**



06. Enter your details as per your  
AIA Corporate Insurance policy  
and tap **'Confirm'**

# Part III

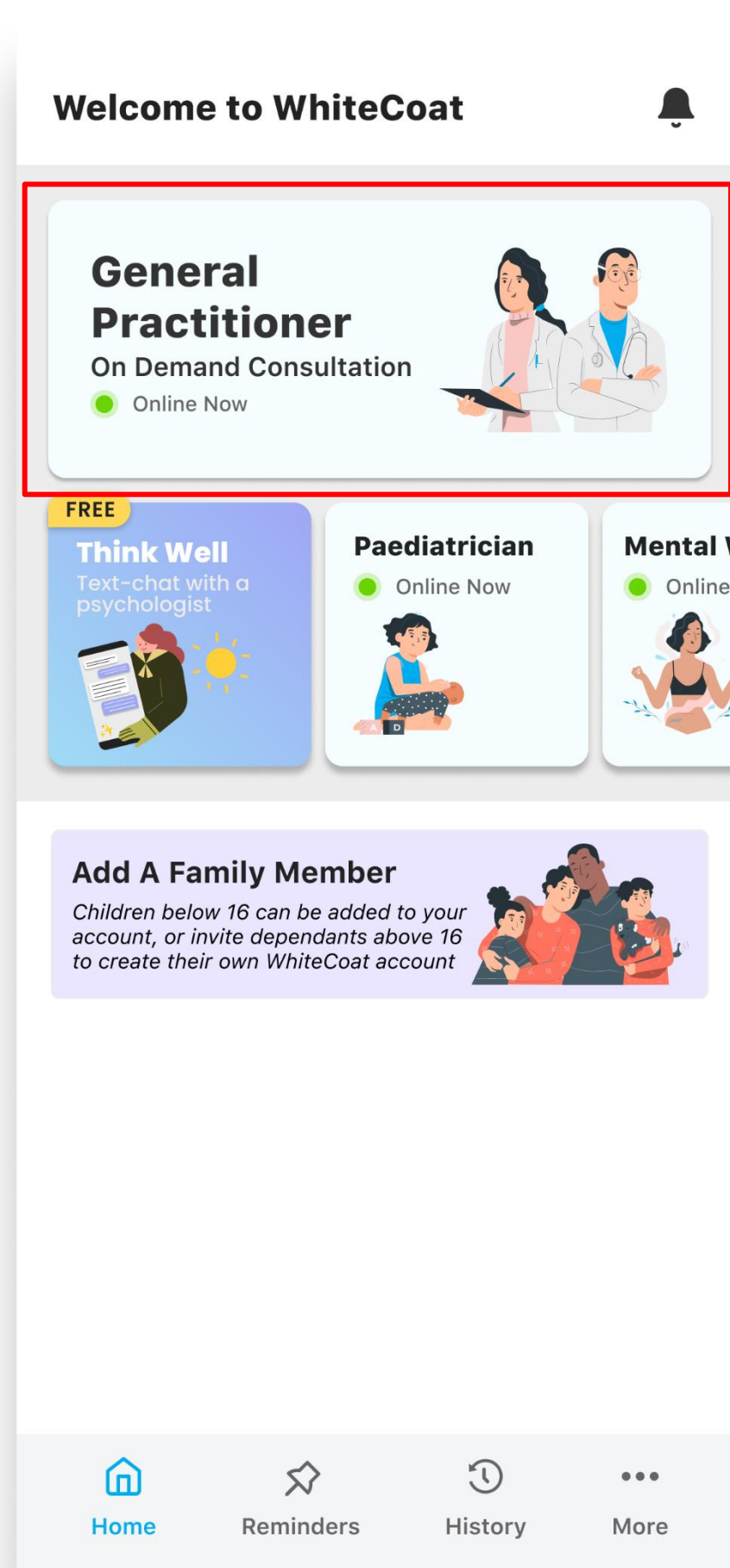
## Starting a Teleconsult



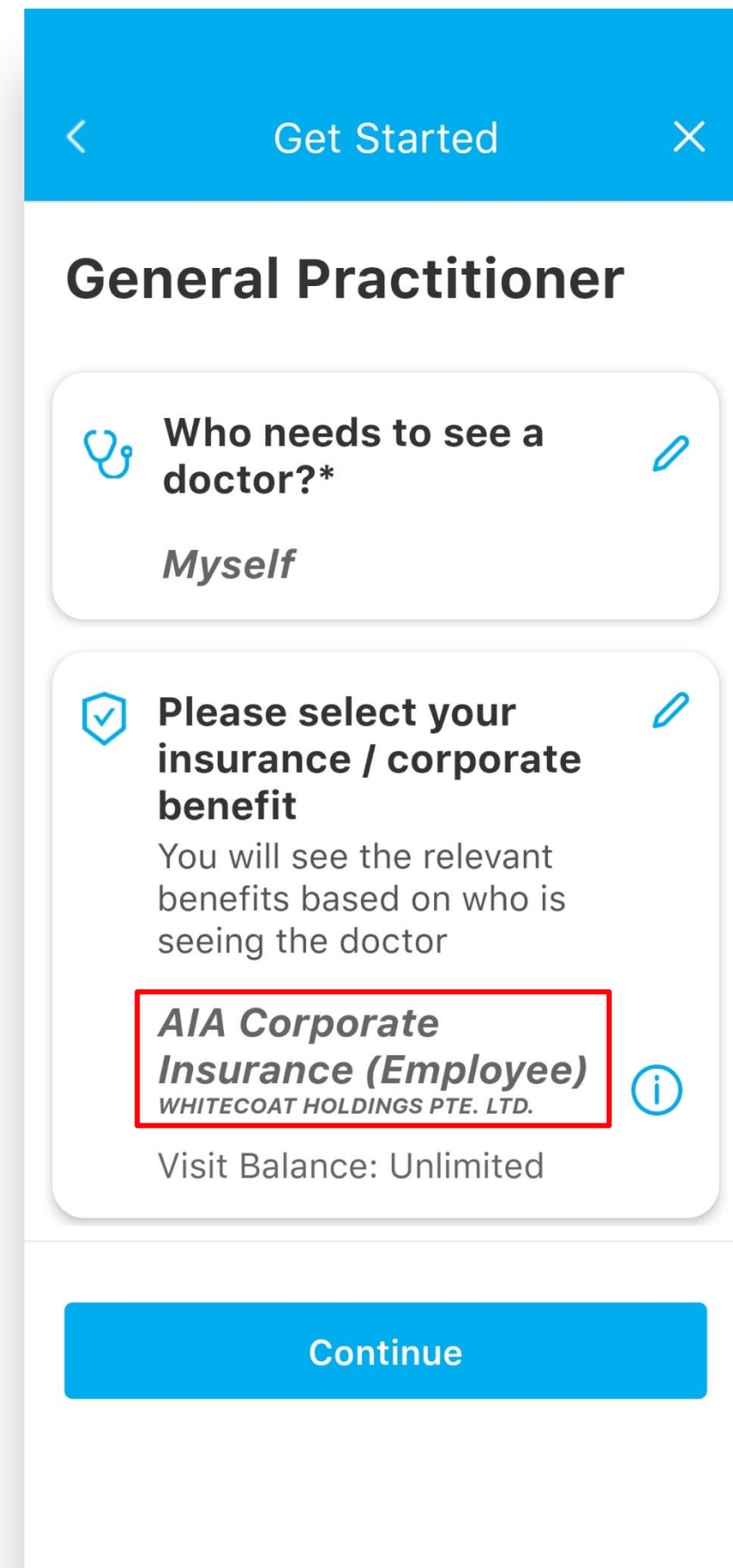
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# Starting a Teleconsult

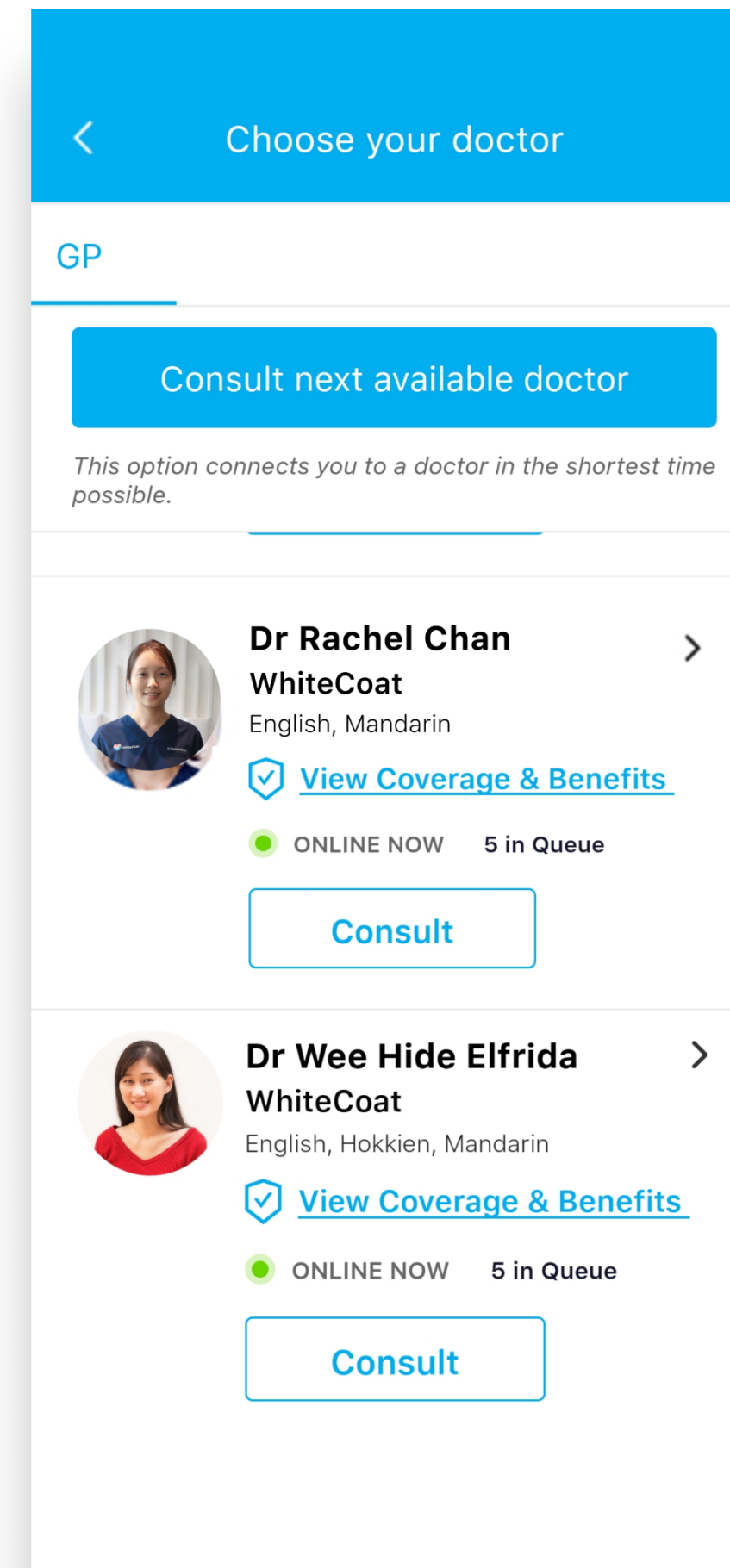


01. Tap on **'General Practitioner'**

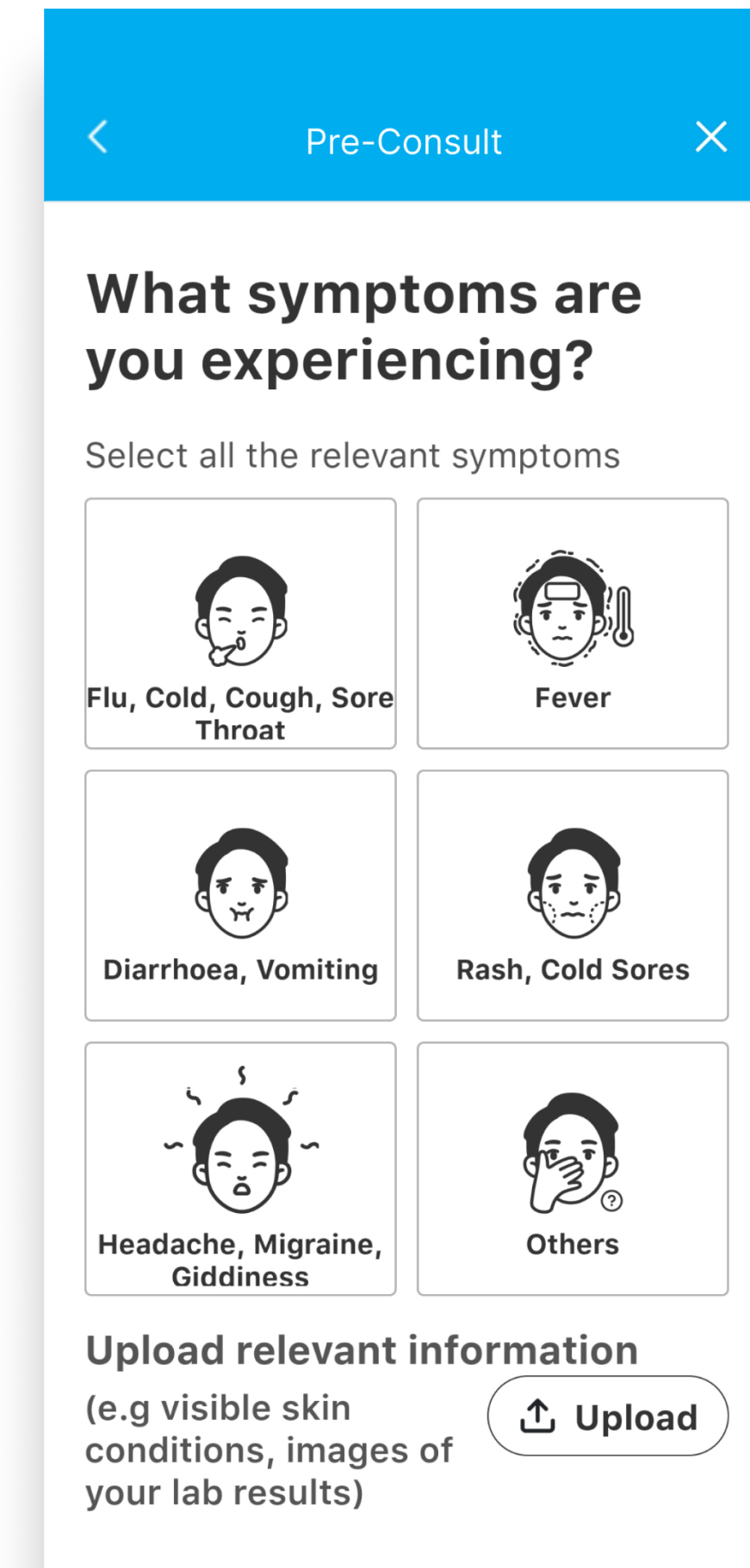


02. Select your **'AIA Corporate Insurance'** benefit when teleconsulting a WhiteCoat GP to utilise your corporate benefits\*

*\*Retail rates will apply if you select to consult under your 'Myself' default profile*



03. You may select **'Consult next available doctor'** which will connect you to the next available doctor in queue, in the shortest possible time. You may also select an available doctor of your choice



04. (OPTIONAL) You may indicate your condition / symptoms by selecting the appropriate option. You may also choose to upload an image of a visible symptom such as a skin / eye condition

# Starting a Teleconsult

Pre-Consult

## Do you require any of these services?

Select all the services you require

- Chronic illness management
- Medicine top-up
- Medical referral
- Discuss lab results

Back Skip All Skip

05. (OPTIONAL) You may indicate if you require any specific services

Pre-Consult

## Are you currently taking any medication?

If you are not sure of or unable to find your medication in the list below, you may also advise us during the video consultation

Medication  
e.g. Anarex

How long have you been taking it?  
Please select

Dosage  
E.g. 60mg or ml or tablets  
*What's your dosage?*

Back Skip All Skip

06. (OPTIONAL) You may choose to inform us if you are self-medicating. For safety purposes, the doctor will also request this information at the start of your teleconsult

Pre-Consult

## Do you have any drug allergies or existing conditions?

If you are not sure of or unable to find your medication in the list below, you may also advise us during the video consultation

G6PD Deficient Pregnant

Drug Allergy  
Please indicate your drug allerg

Reaction  
Please indicate your reaction to

Back Skip

07. (OPTIONAL) You may also choose to inform us if you have drug allergies or if you are pregnant

Waiting in Queue

**Dr Rachel Chan**

Your doctor is attending to 2 patients before you.

Before you navigate away from the WhiteCoat app, please ensure that your phone is not on silent mode and you have enabled notifications

**CAN'T SEE YOUR QUEUE NUMBER ANYMORE?**  
Rest assured: You are still in the queue to teleconsult a GP. Please continue to stay in the queue as our doctors work to serve you as soon as possible.

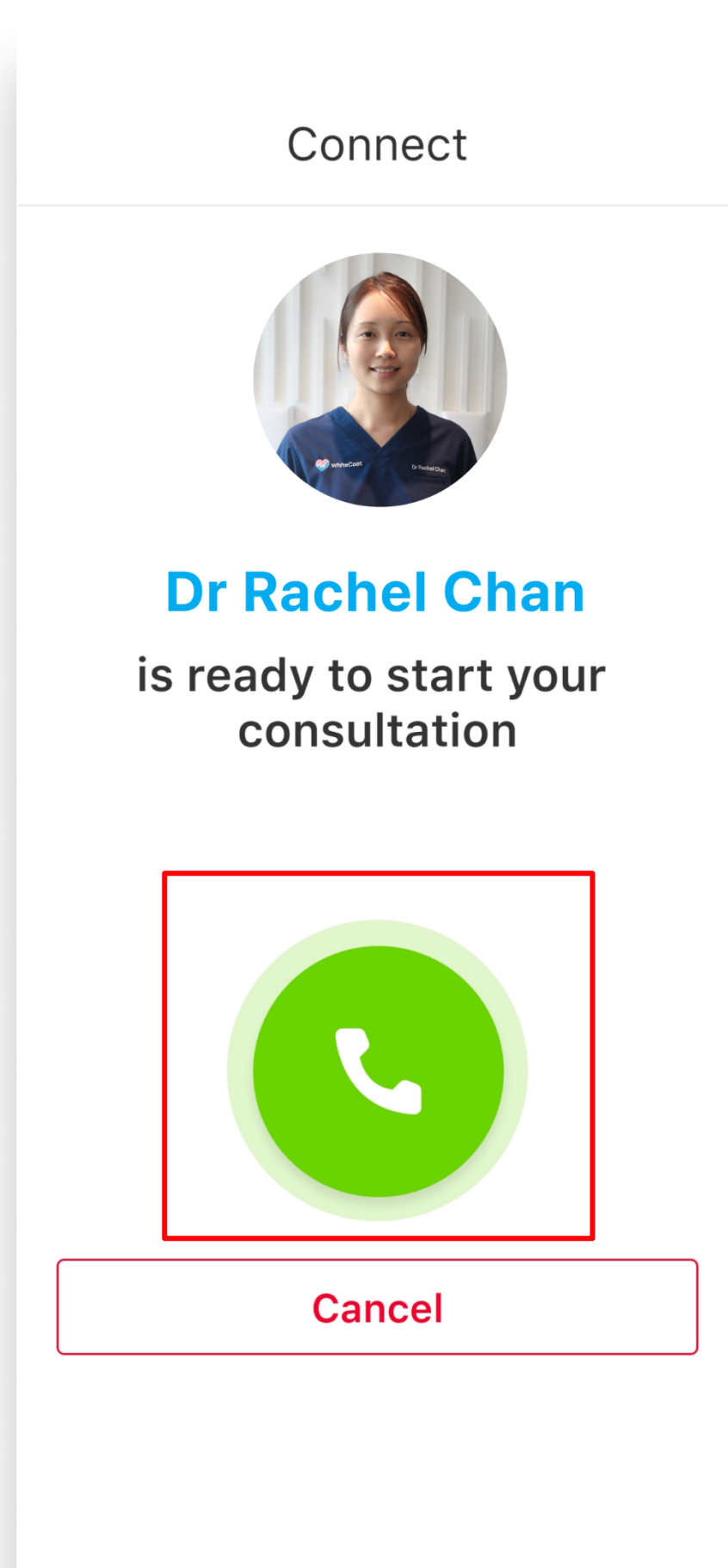
Cancel

08. After you have joined the queue, you may close the WhiteCoat app while waiting\*

*\*Please ensure that you have allowed for notifications from WhiteCoat to be notified when the doctor is ready to see you*



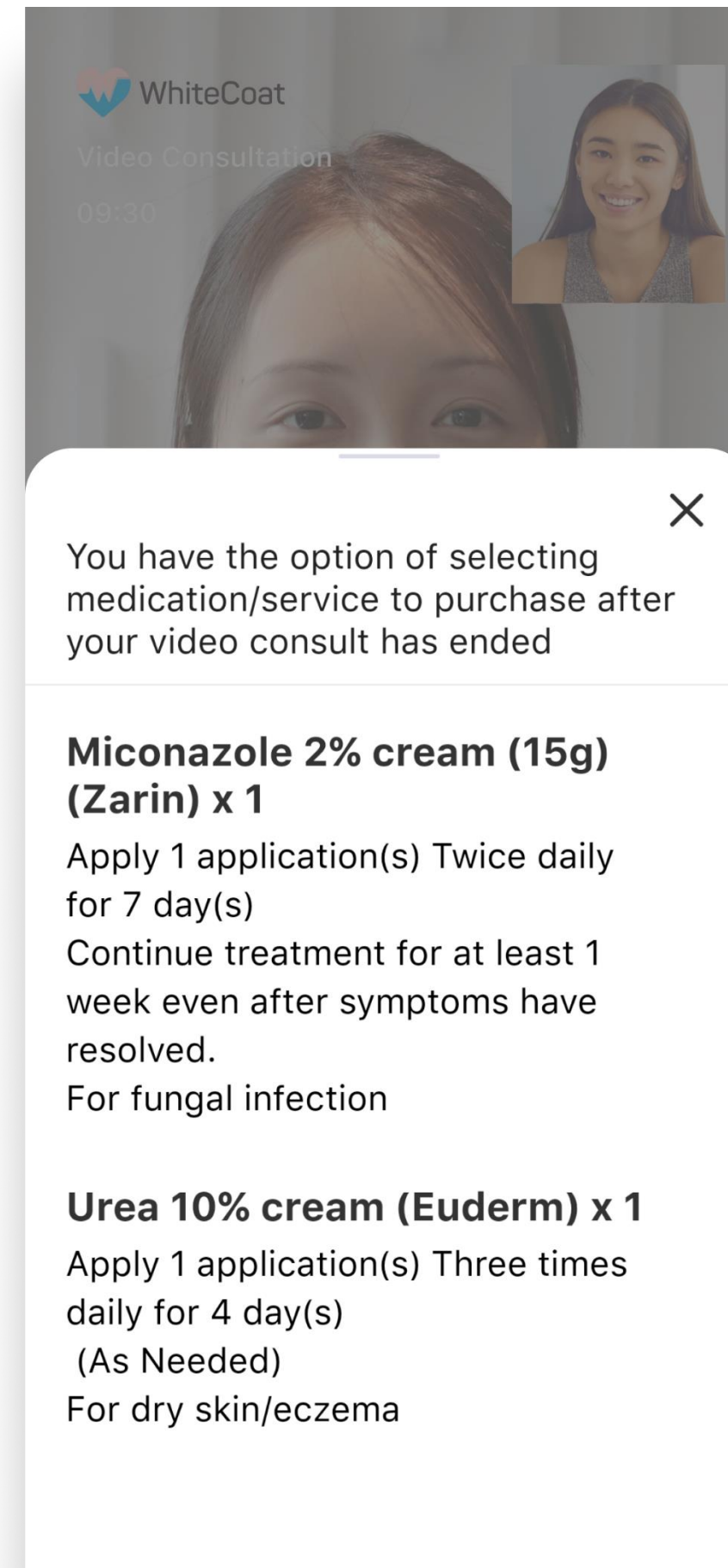
# Starting a Teleconsult



09. Once the doctor is ready to see you, tap on the 'Phone' button to connect and start your consult



10. During your teleconsult, the doctor may prescribe medication, which will be displayed by tapping the blue pill icon on the bottom left of your screen



11. View more details about the medication prescribed to you



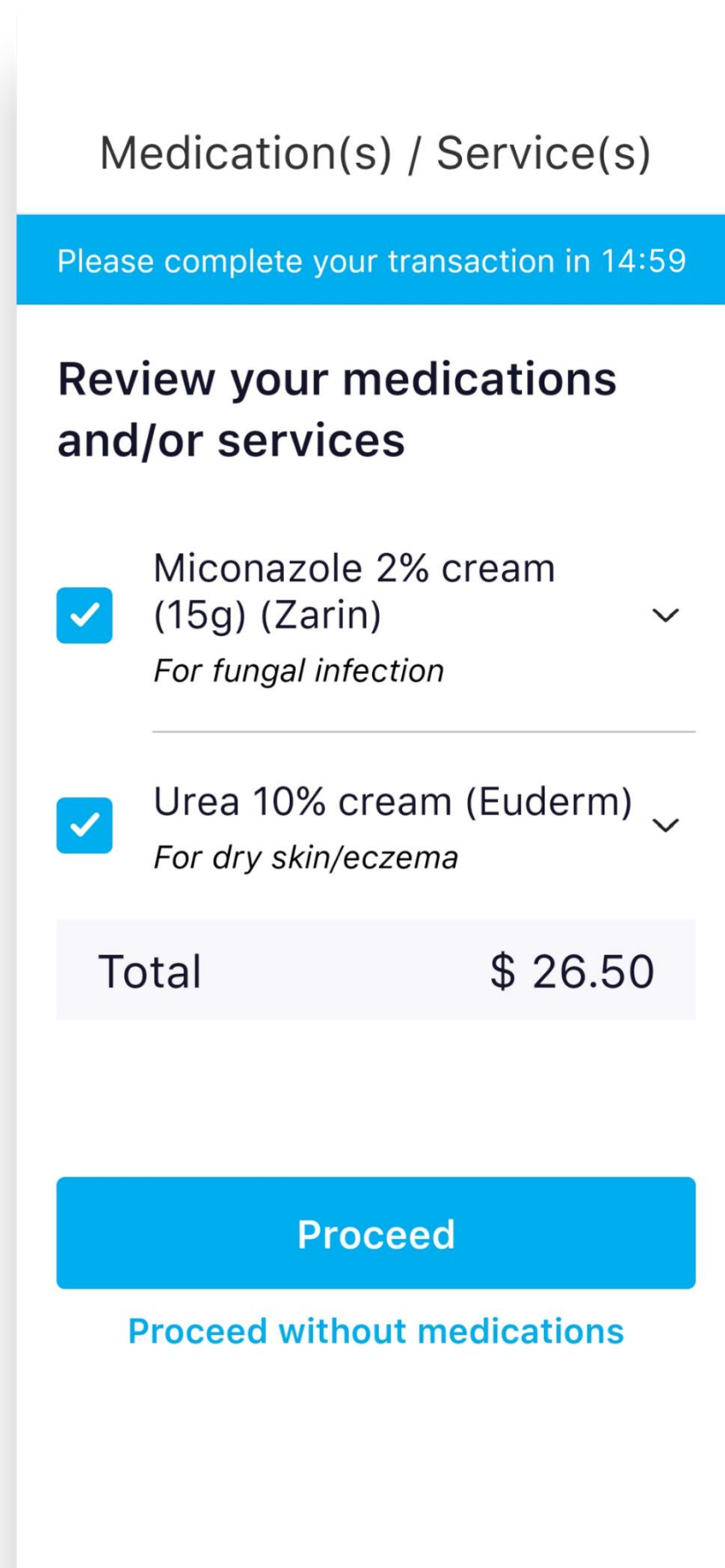
# Part IV

## Concluding a Teleconsult

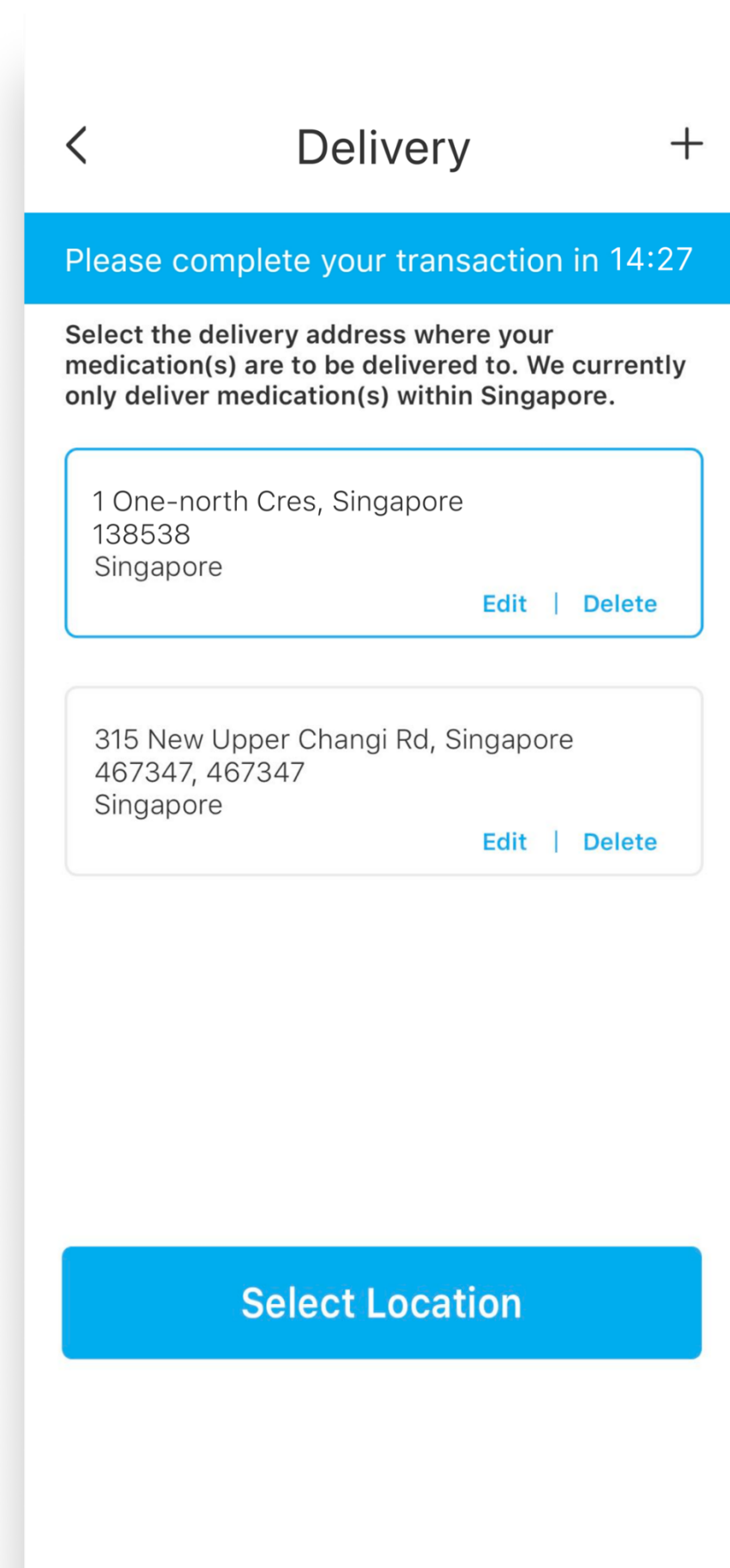


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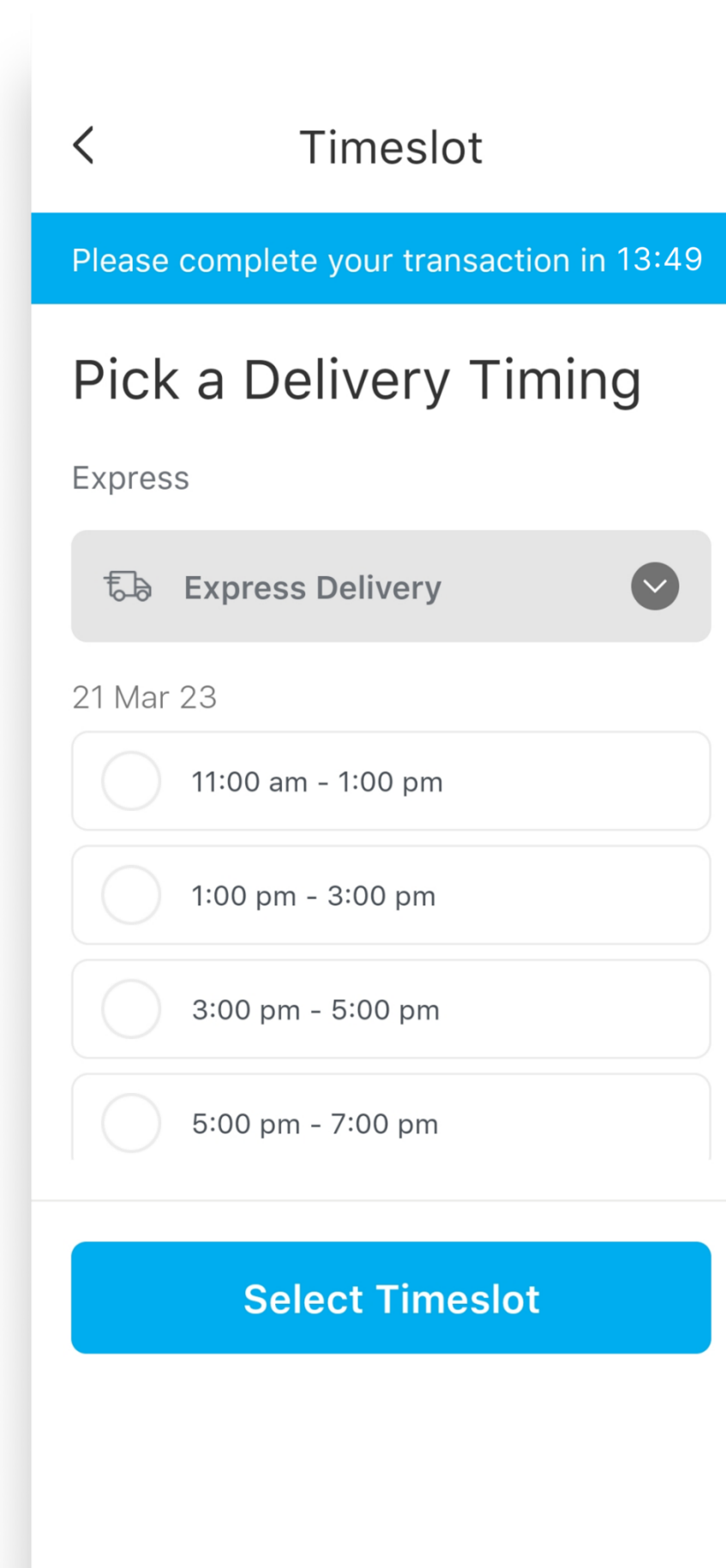
# Concluding a Teleconsult



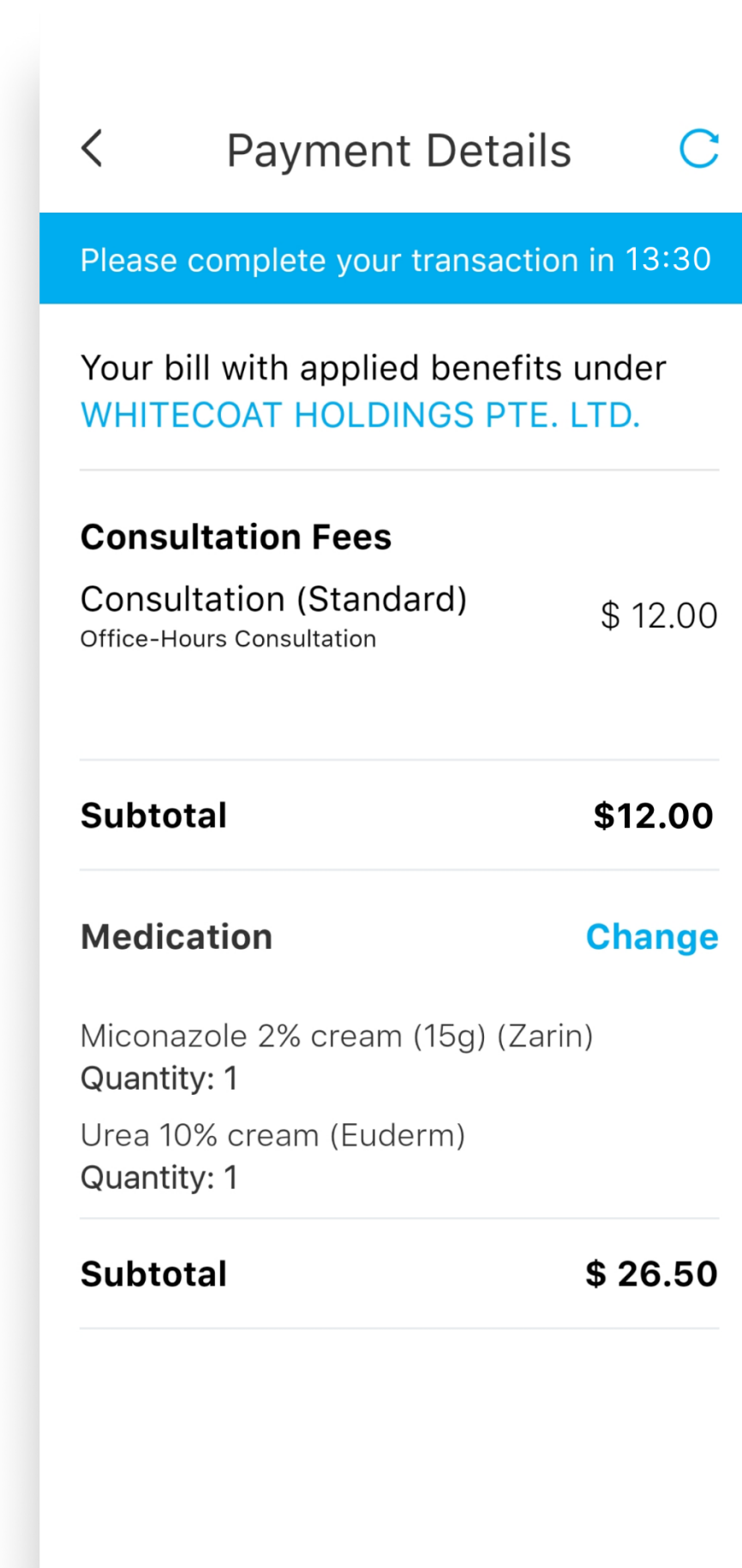
01. After the teleconsult has ended, you may proceed to confirm the medication(s) prescribed by the doctor



02. The address in your profile will be selected by default. You may also choose to change your delivery address to a different location

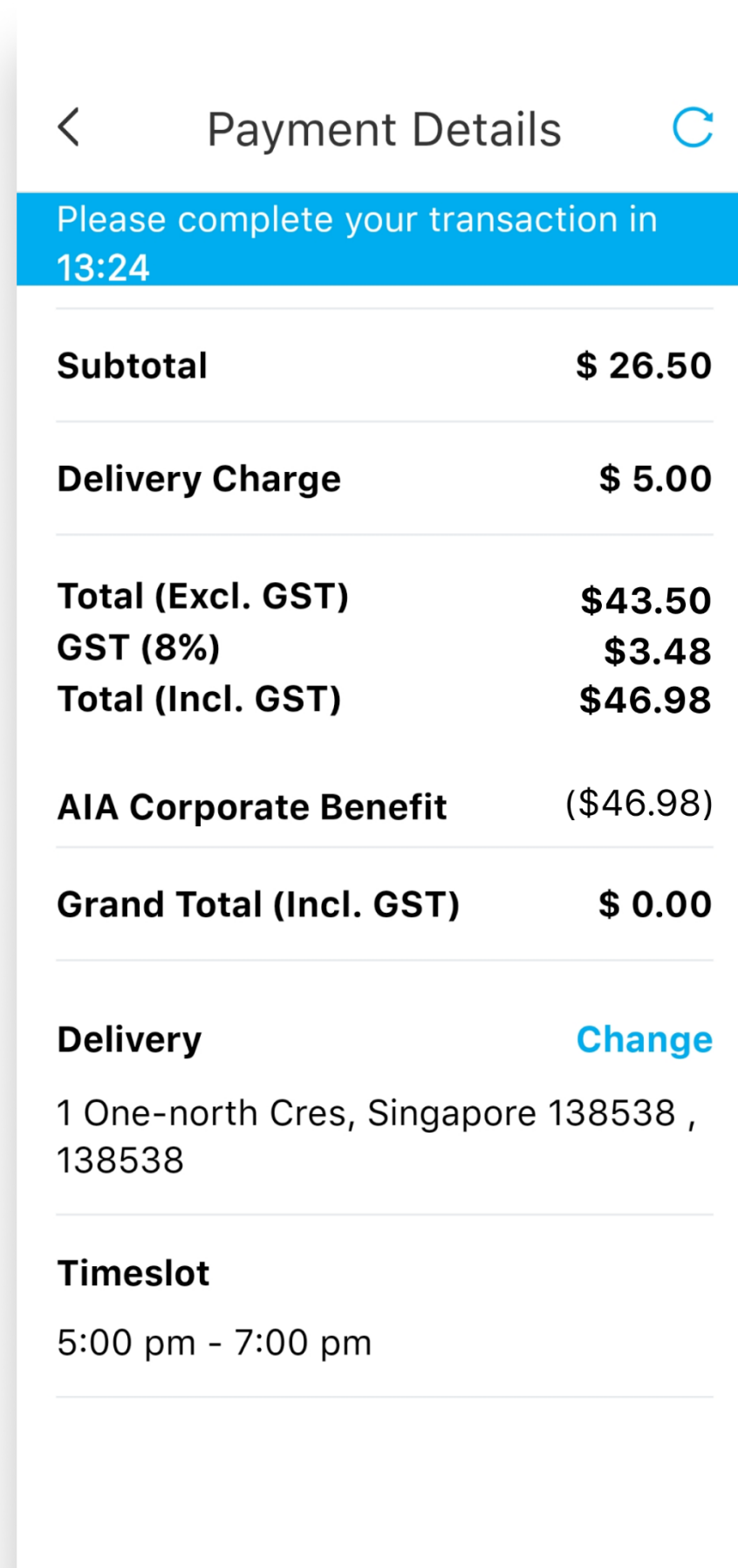


03. Proceed to select your desired delivery time slot



04. Check the itemised invoice for accuracy

# Concluding a Teleconsult



05. Check the delivery address and time slot for accuracy



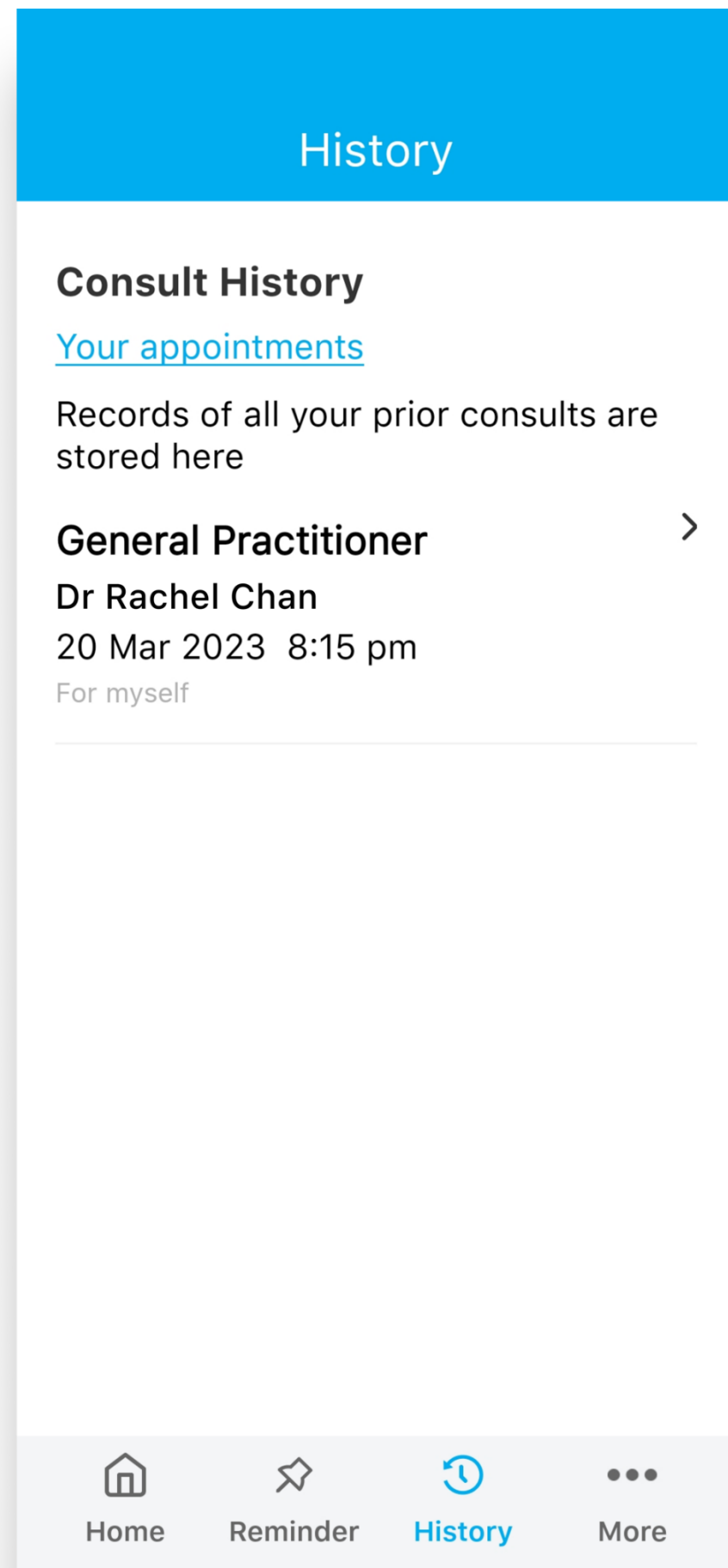
# Part V

## Accessing Medical Documents

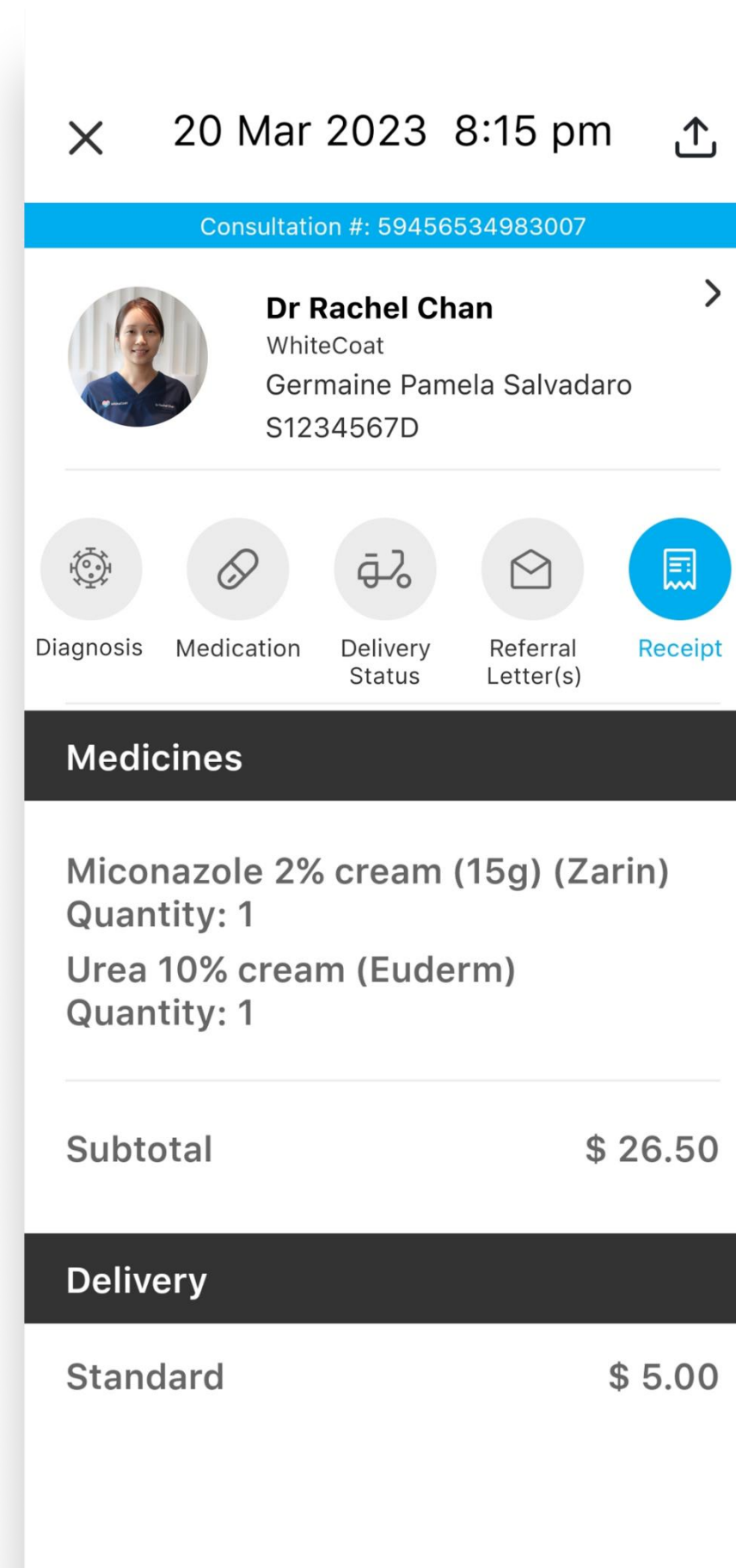


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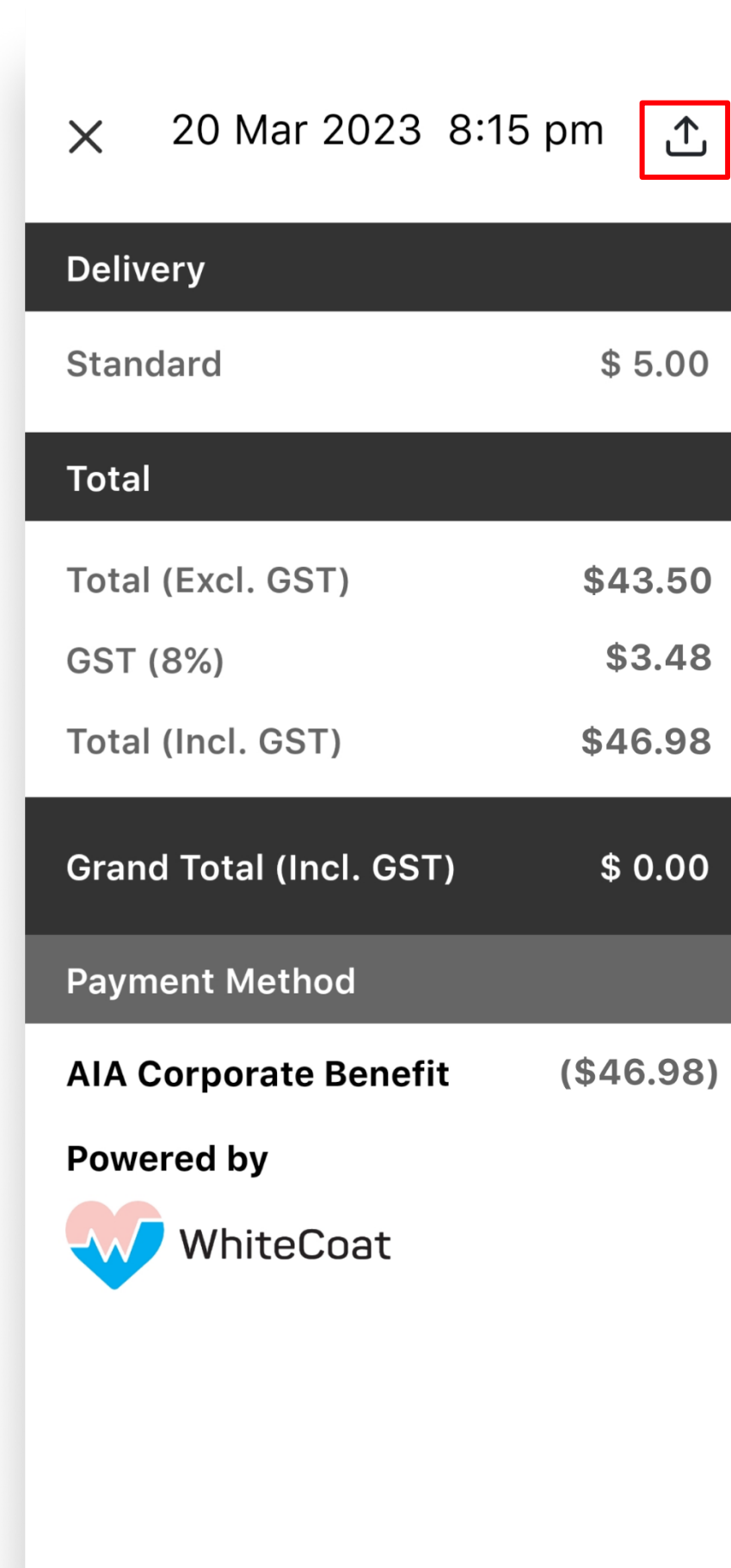
# Accessing Medical Documents



01. Your full personal consult history, with all related medical documents, is located under the **'History'** section of the app



02. You may view your itemised receipts from your past consultations



03. You may also export any of your medical documents for printing / record keeping purposes (both image and PDF formats are available)

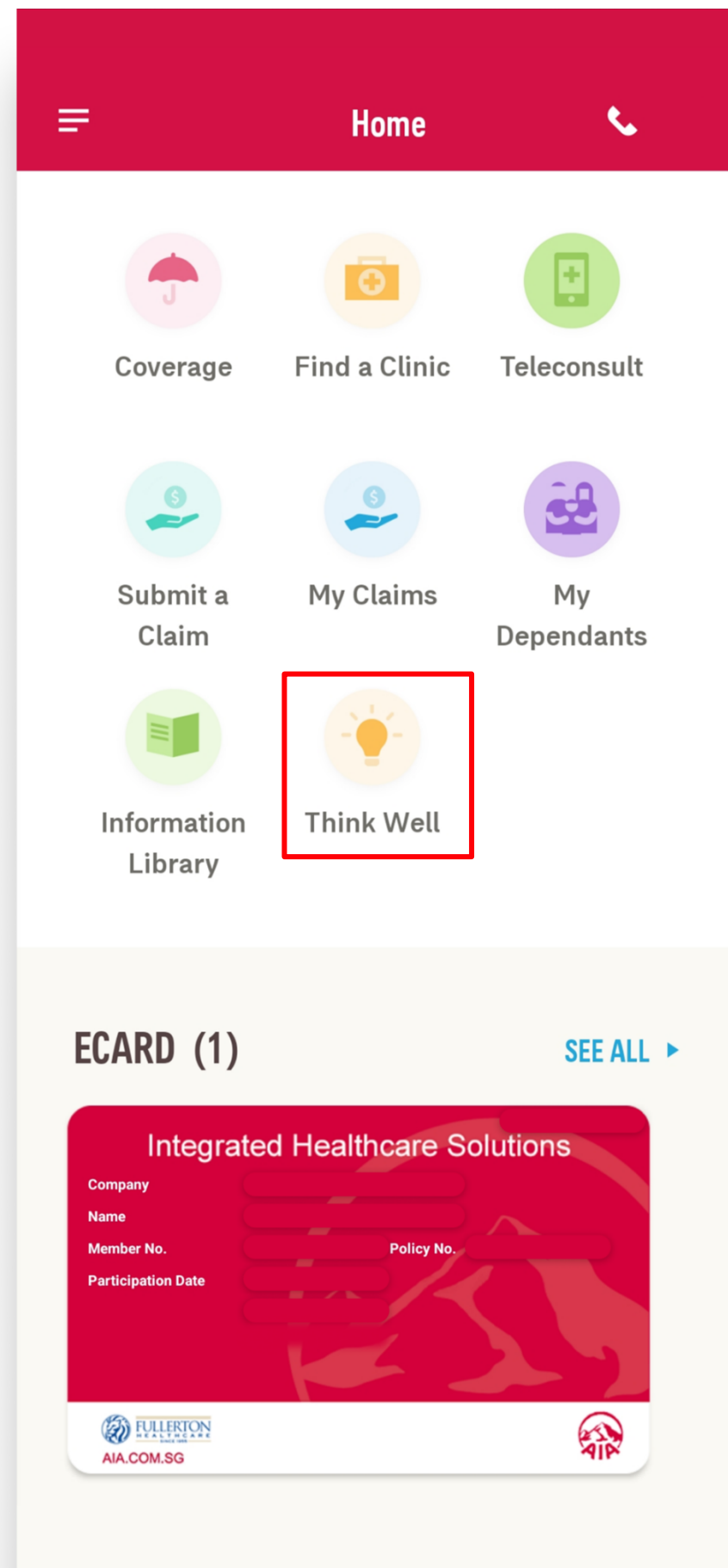
# From AIA eBenefits app: **Accessing TBMW**



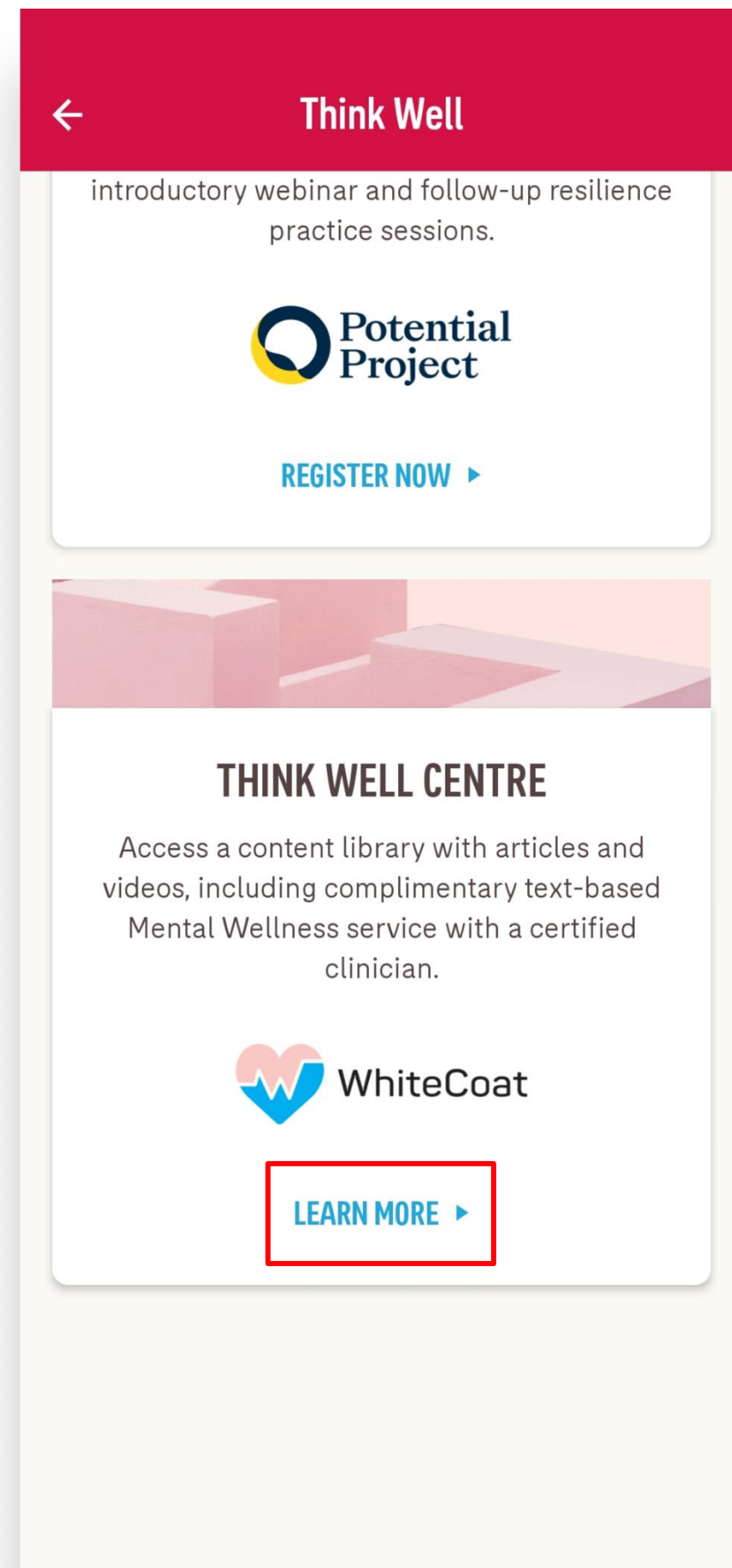
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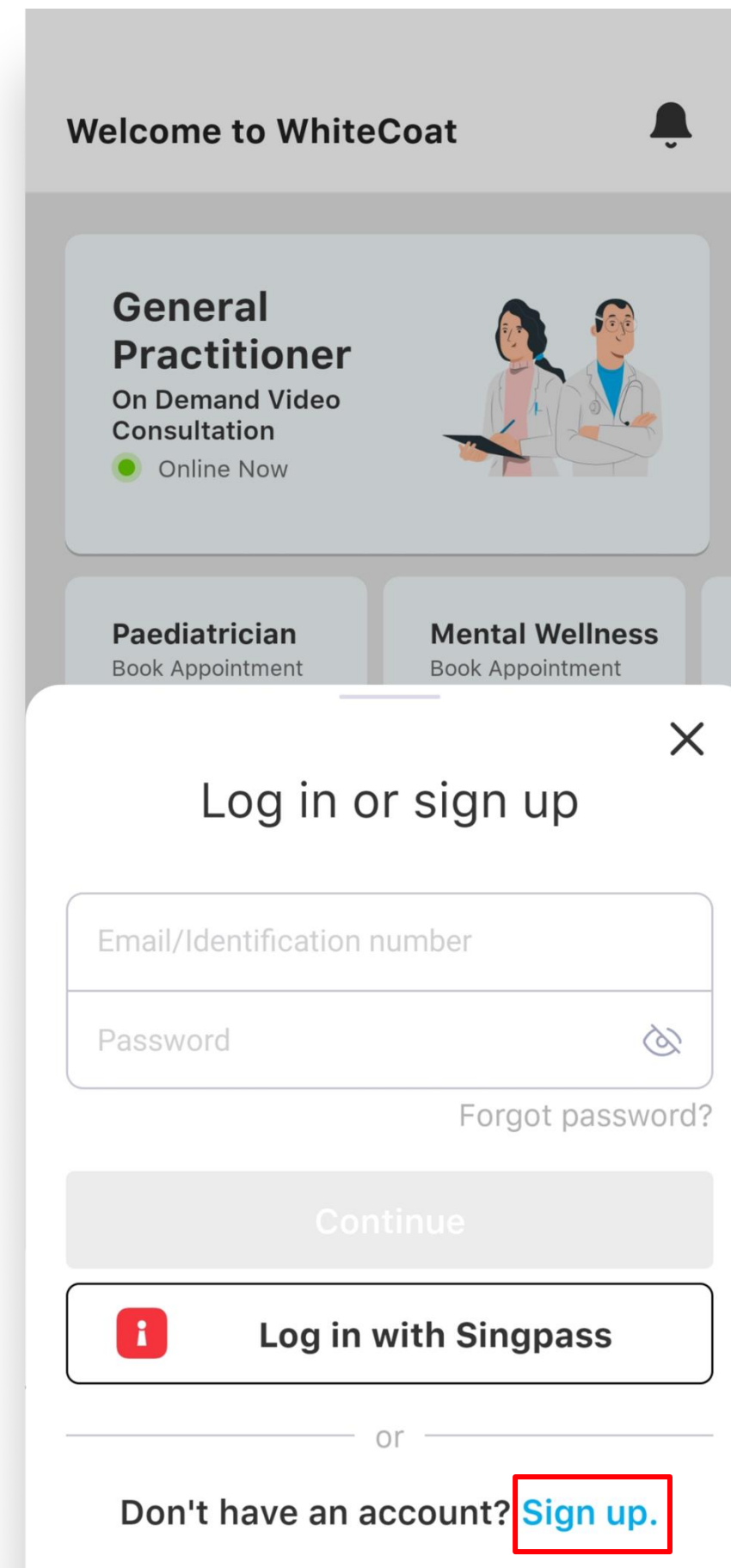
# Accessing TBMW



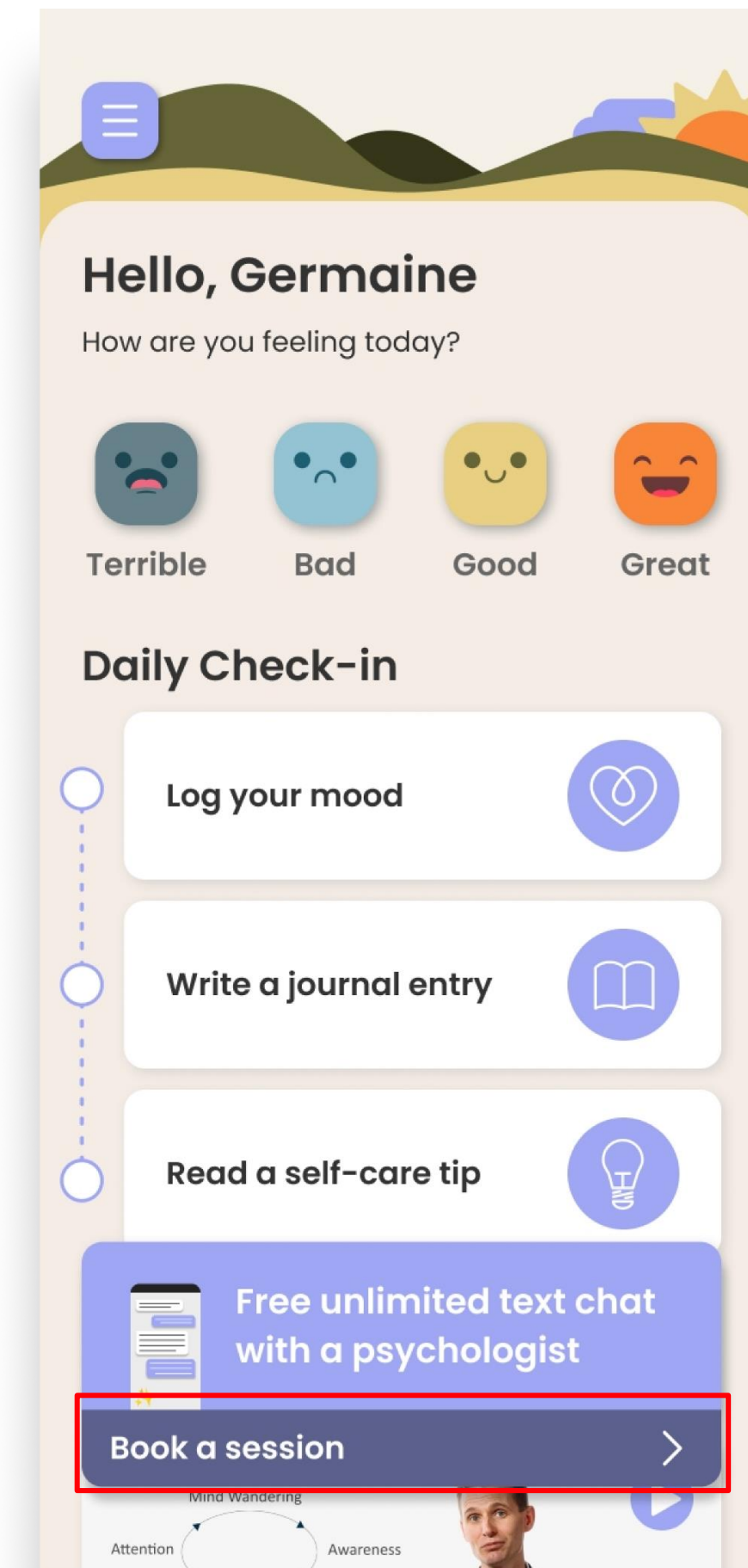
01. Log in to your AIA eBenefits app and tap on **'Think Well'**



02. Tap **'Learn More'** to launch the WhiteCoat app



03. You will be directed to download the WhiteCoat app and sign up if you are a new user



04. Tap on **'Book a session'**\*

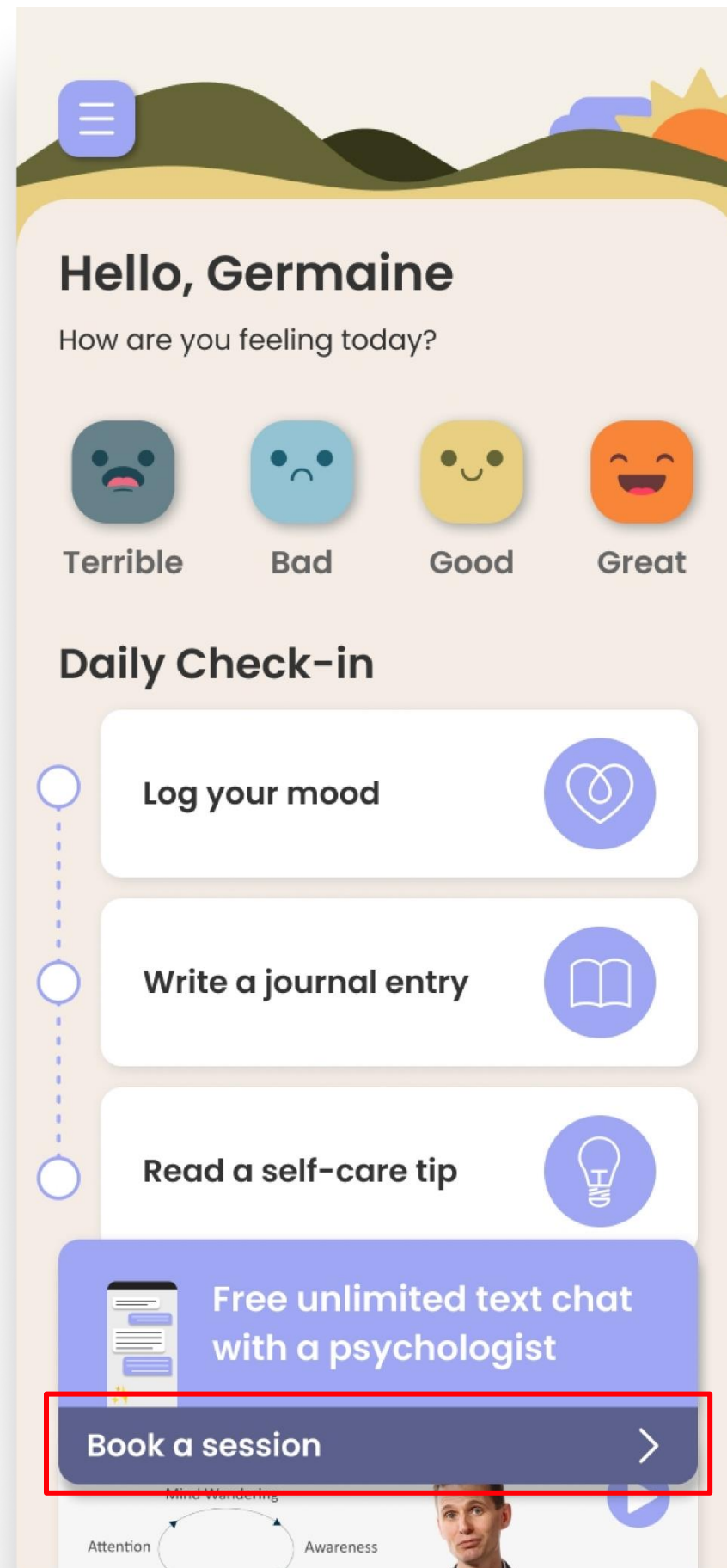
\* You will be directed to the PHQ-4 Questionnaire instead if you are a first-time visitor

# A Guide To Using Think Well: **How To Attend A TBMW Session**

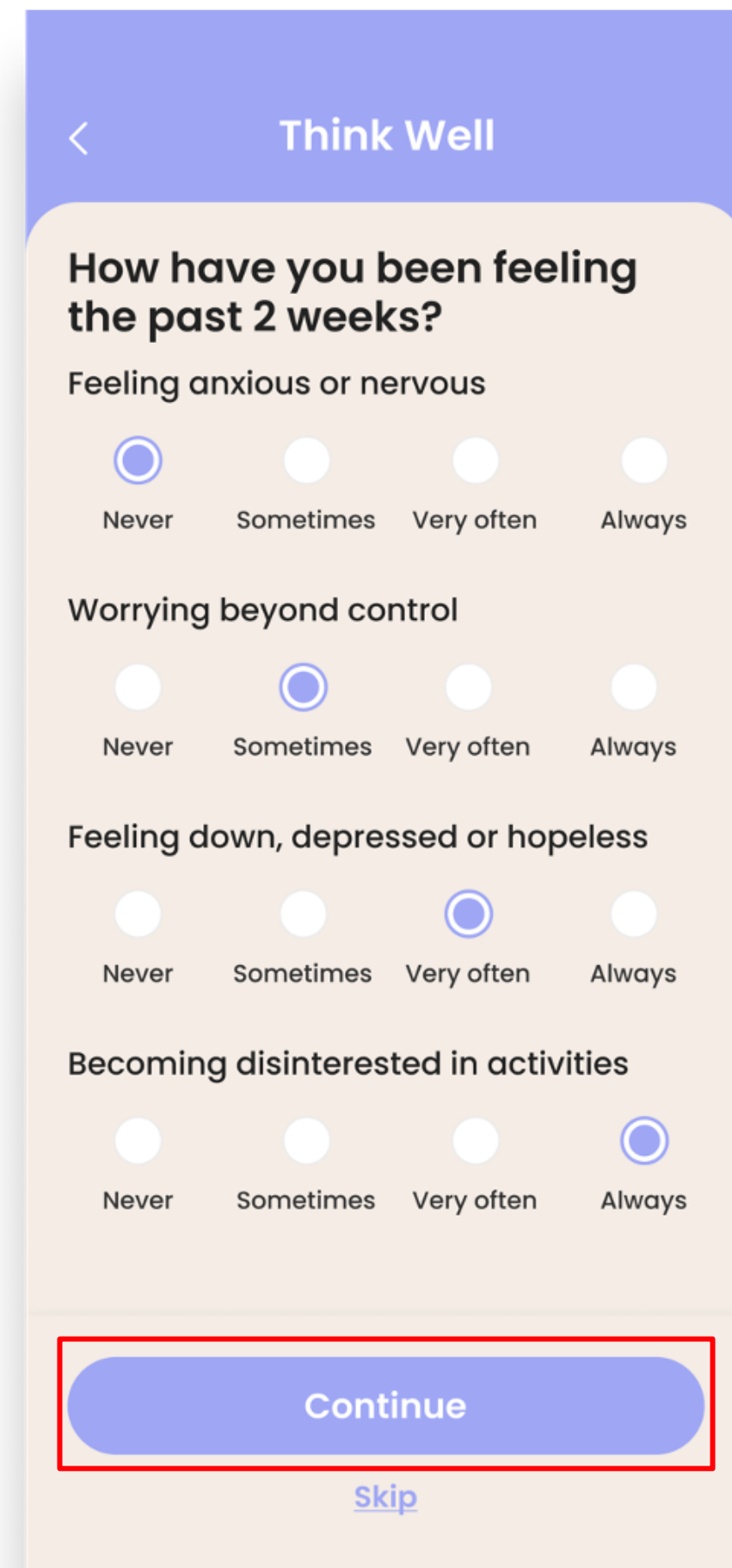


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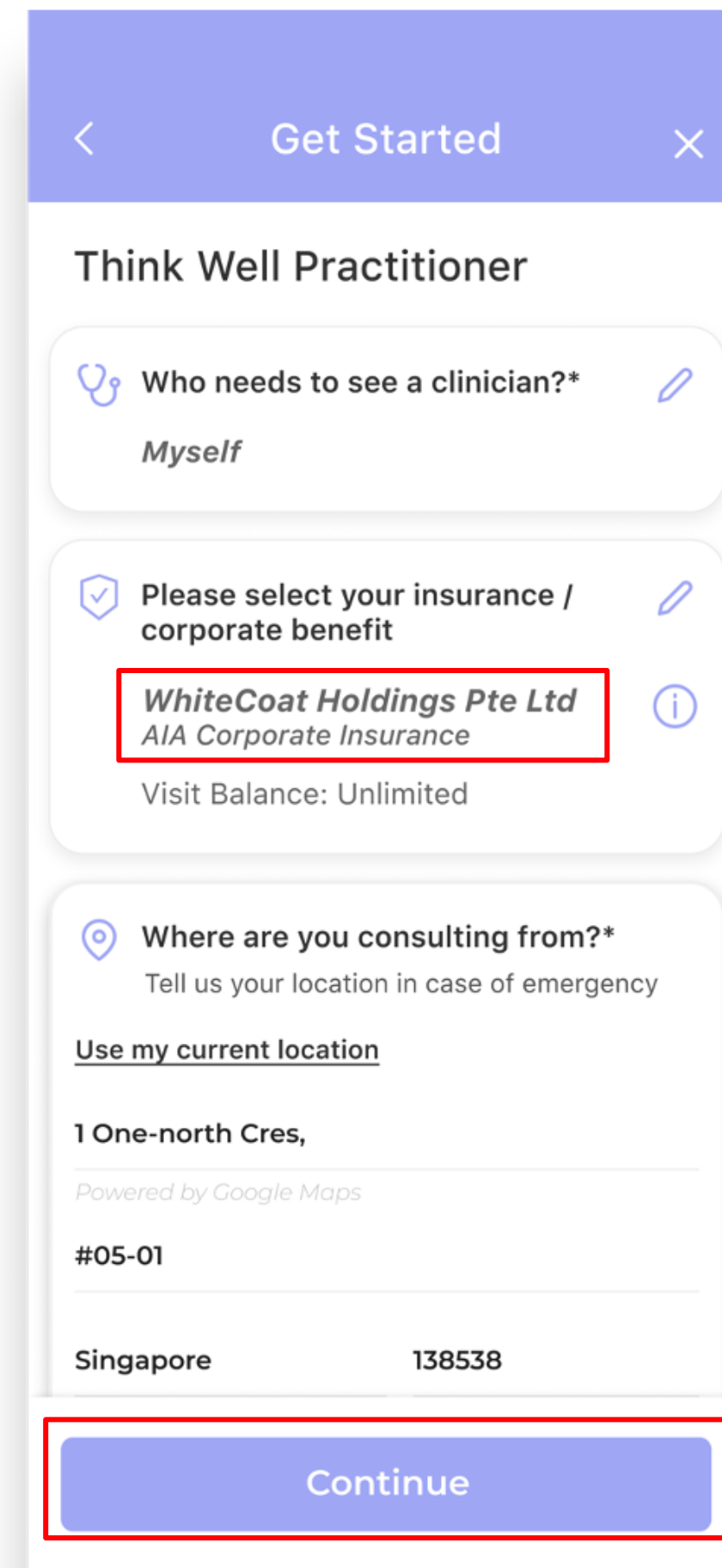
# How To Attend A TBMW Session



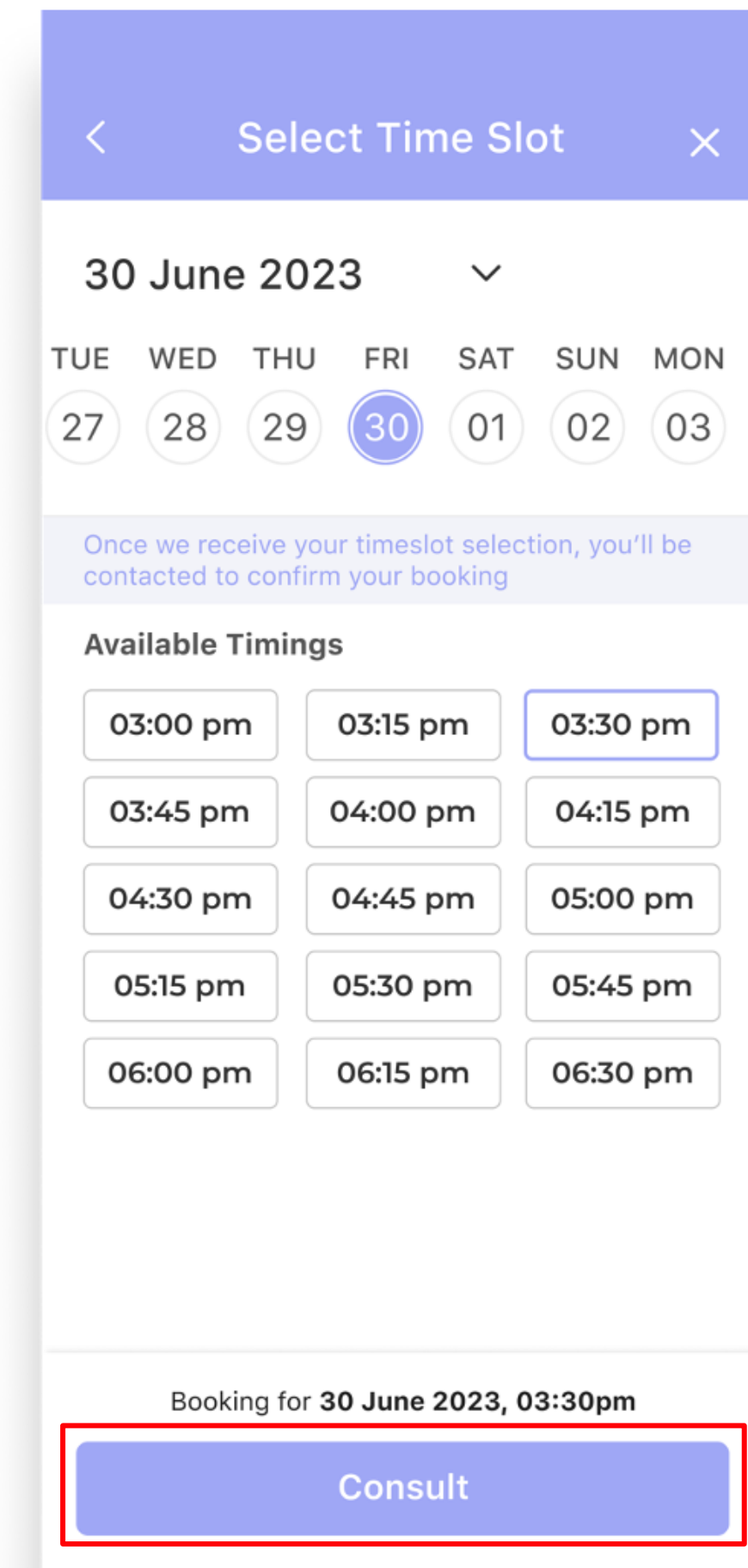
01. Tap on **'Book a session'**



02. Complete the PHQ-4 Questionnaire and tap **'Continue'**



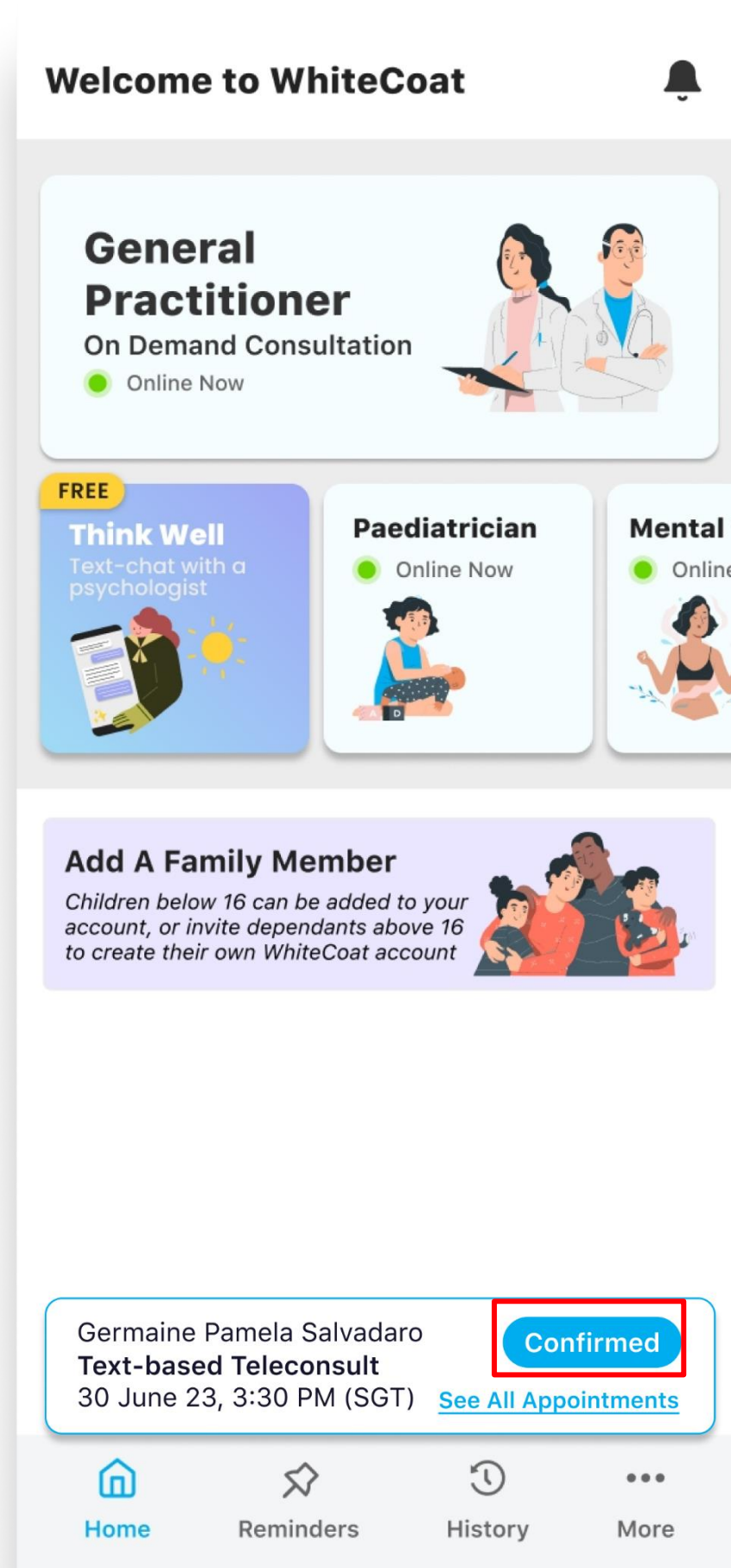
03. Select your **'AIA Corporate Insurance'** benefit for the TBMW session and tap **'Continue'**



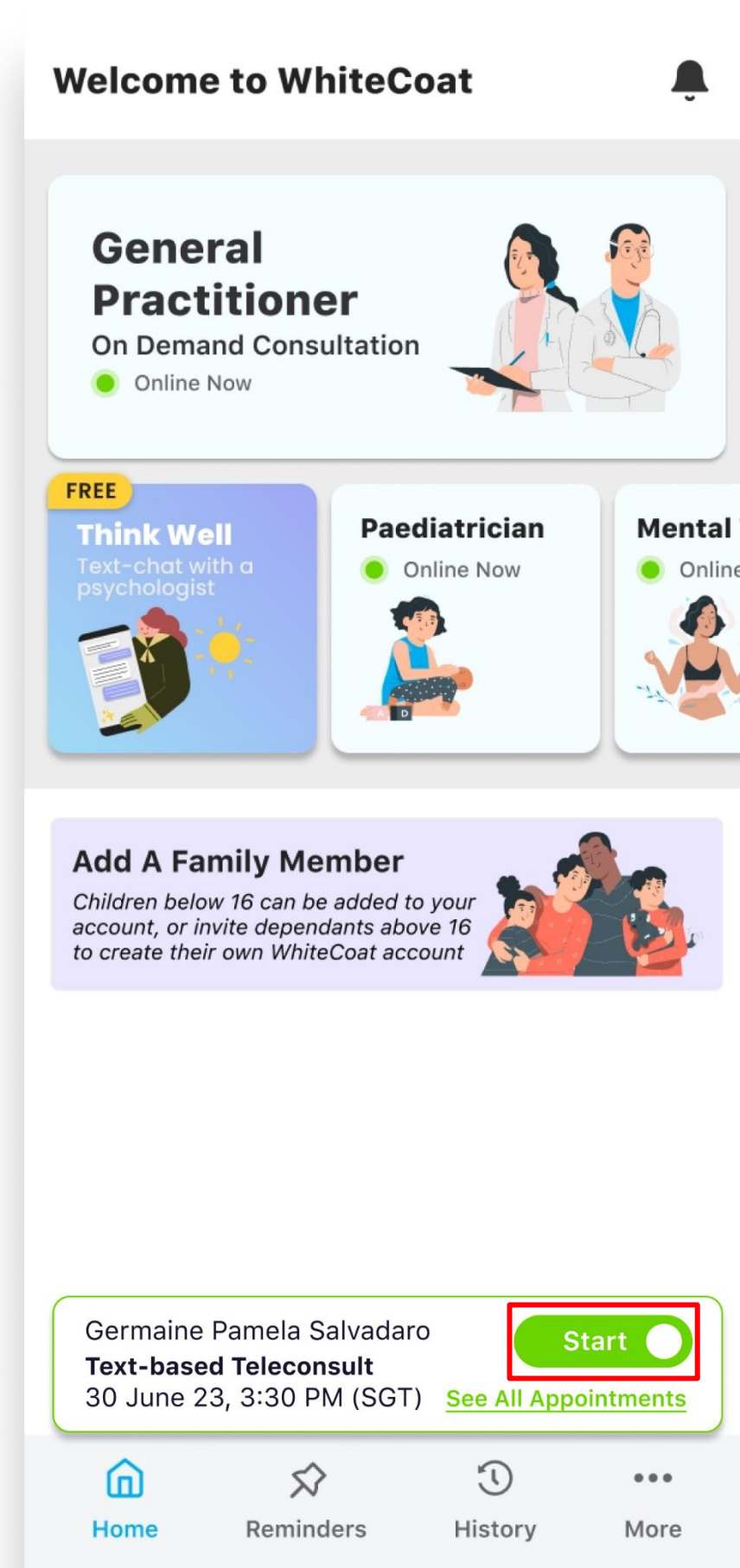
04. Select your preferred date and time slot for the TBMW session and tap **'Consult'**



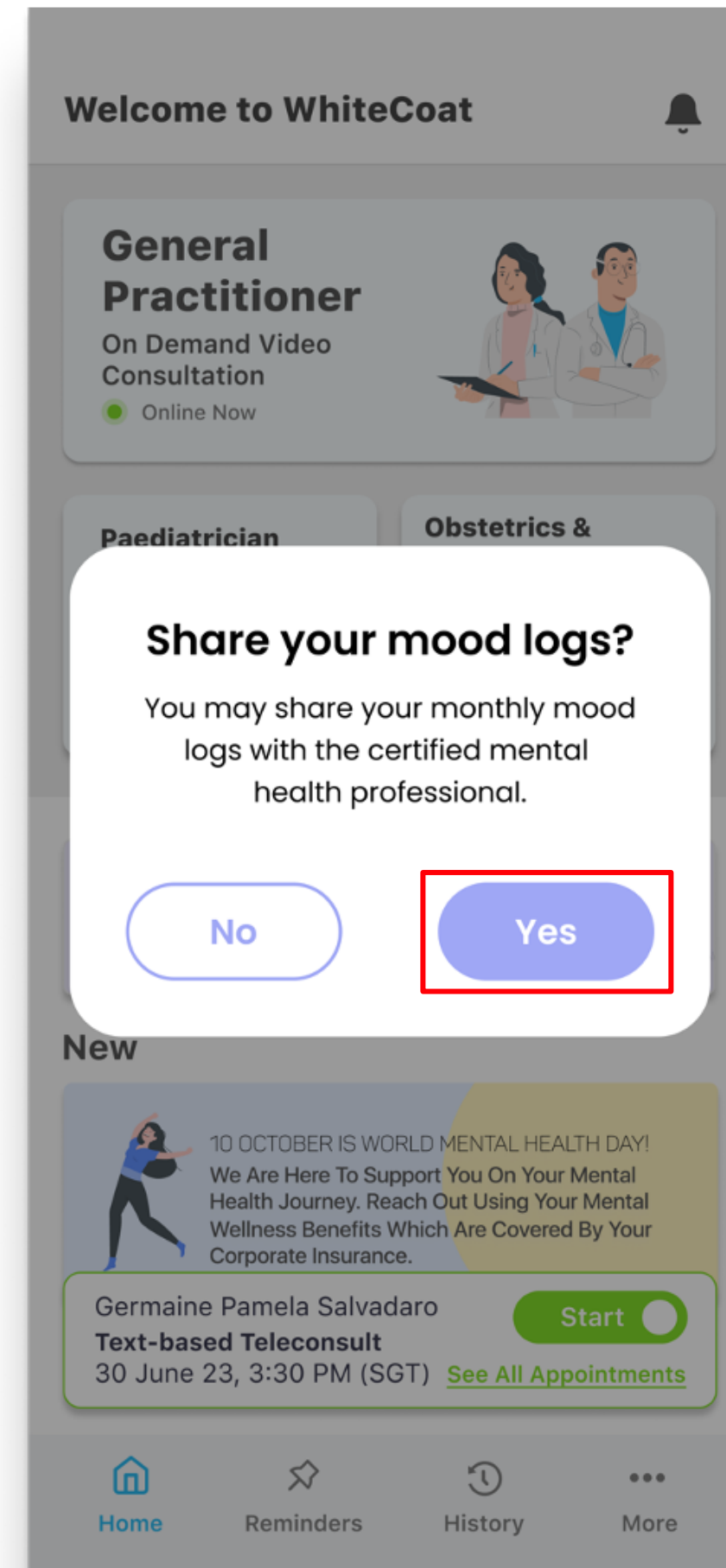
# How To Attend A TBMW Session



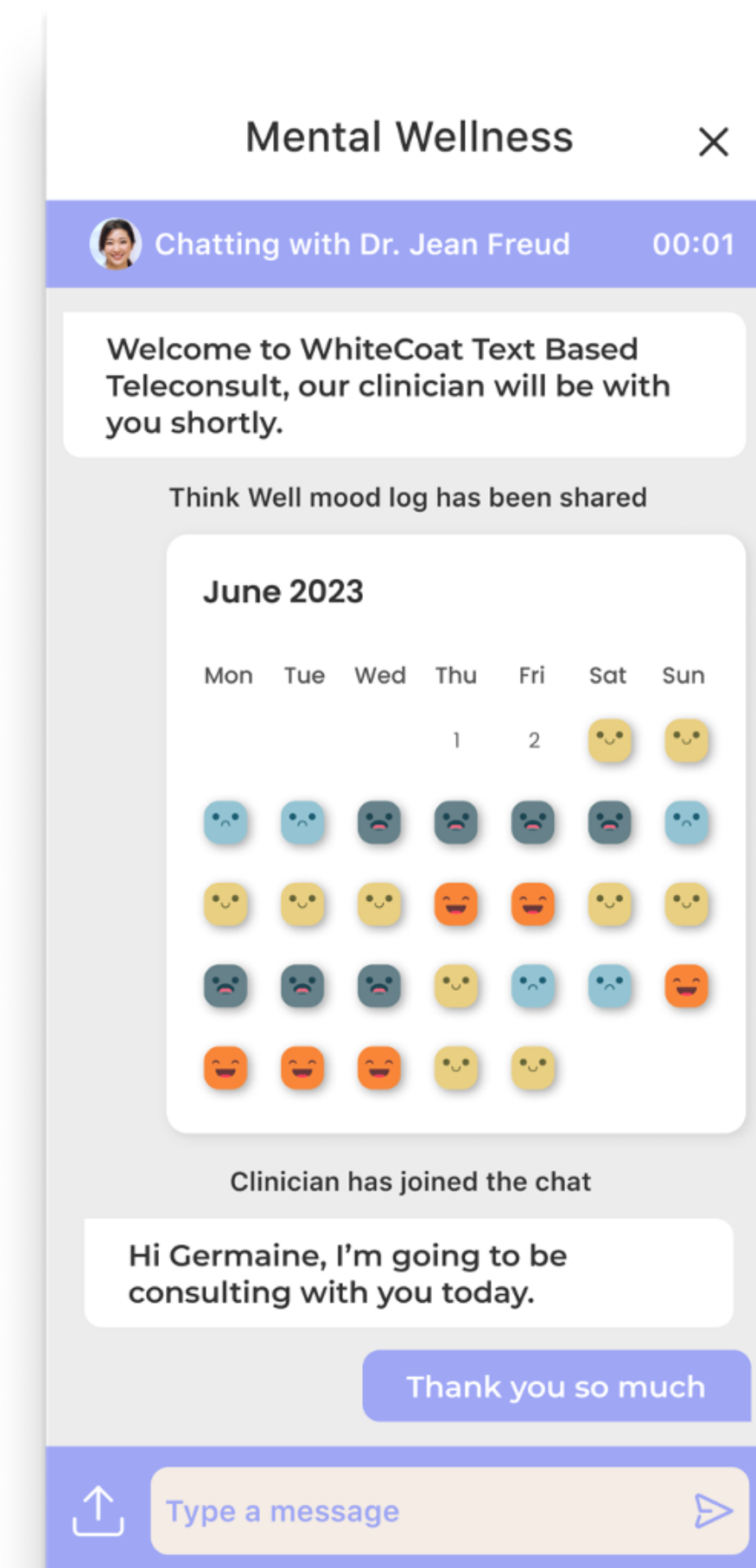
05. Once your booking is confirmed, you will receive an SMS notification and be able to view your appointment in-app



06. At the scheduled appointment time, tap on the 'Start' button to connect and start your TBMW session



07. Tap 'Yes' if you wish to share your mood logs with the Psychologist



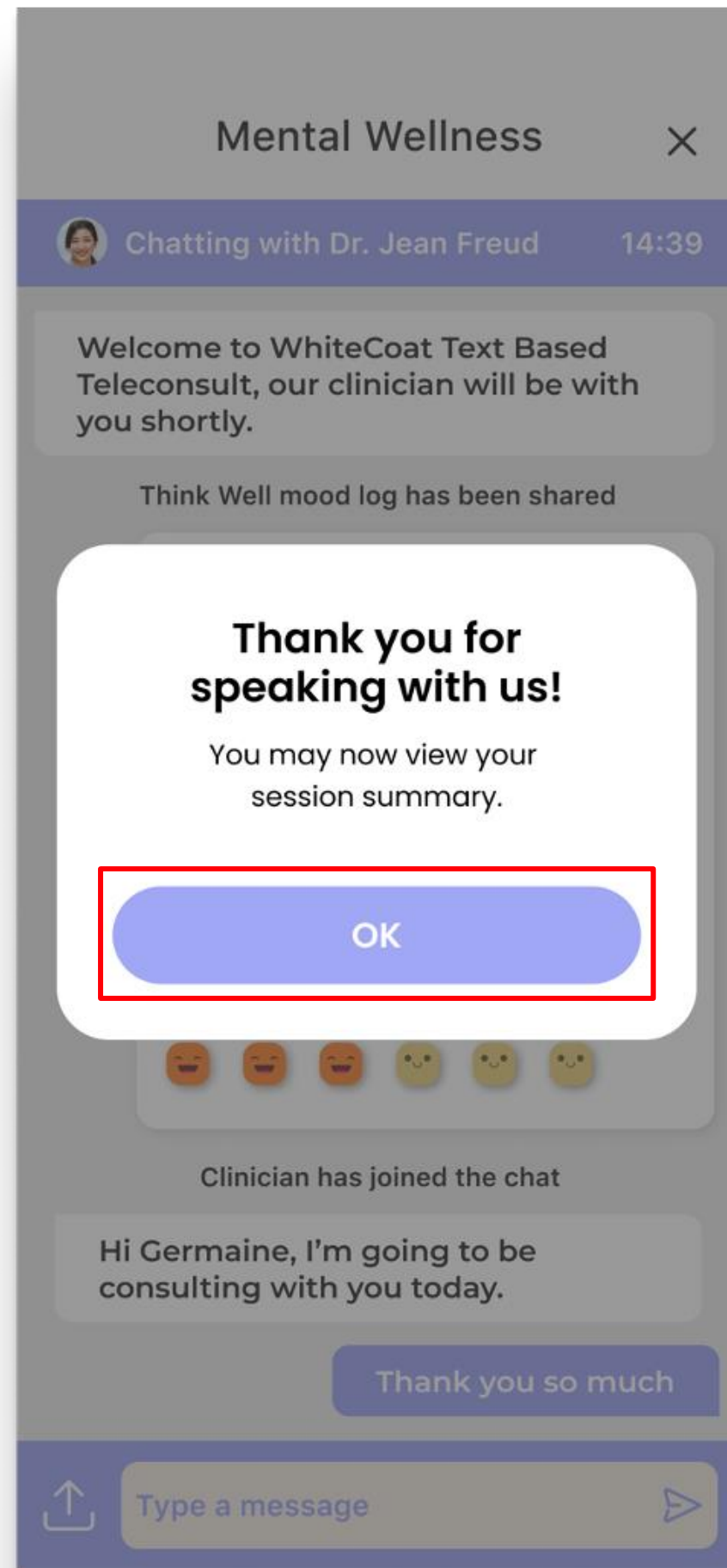
08. Proceed to text-chat with the Psychologist

# A Guide To Using Think Well: **How To Conclude A TBMW Session**

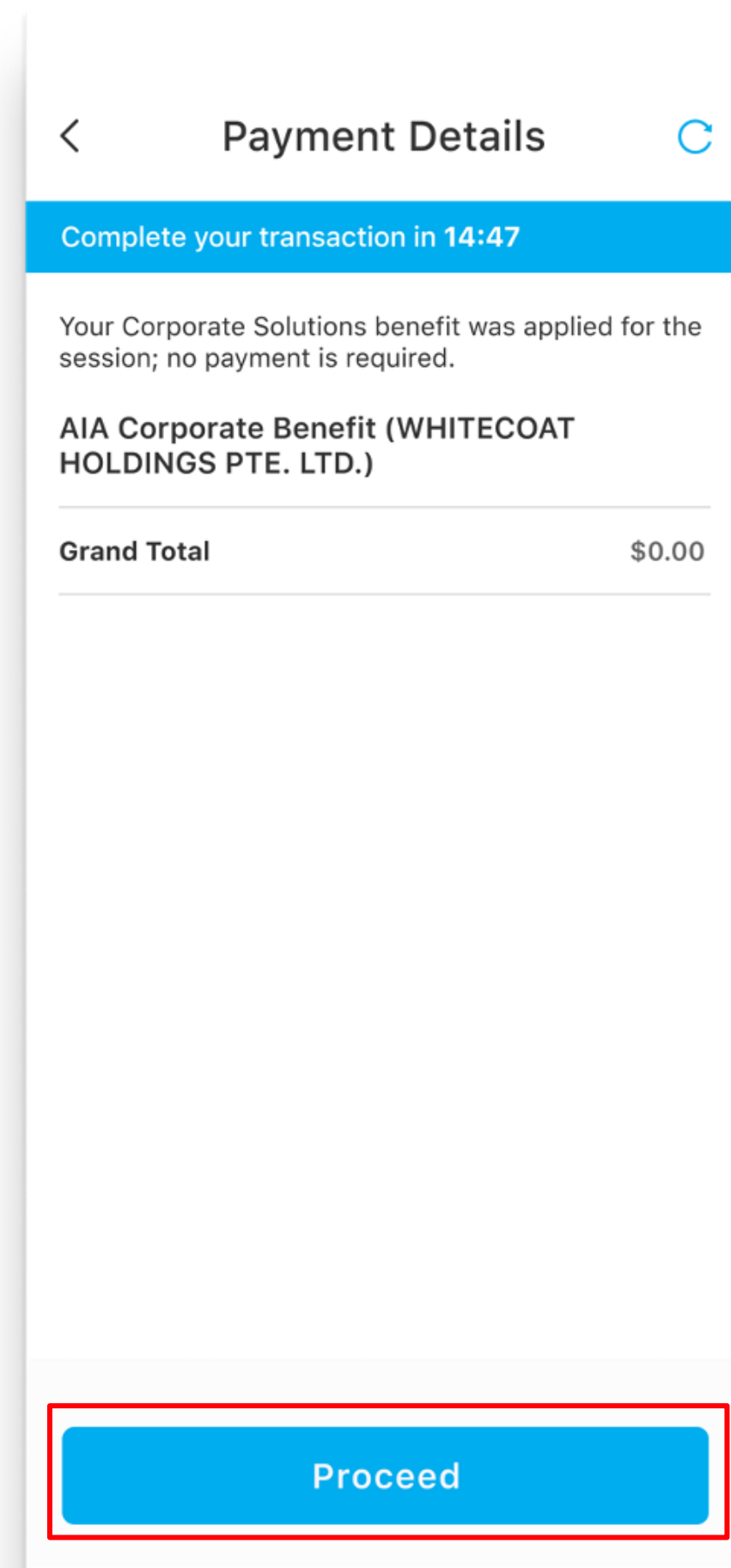


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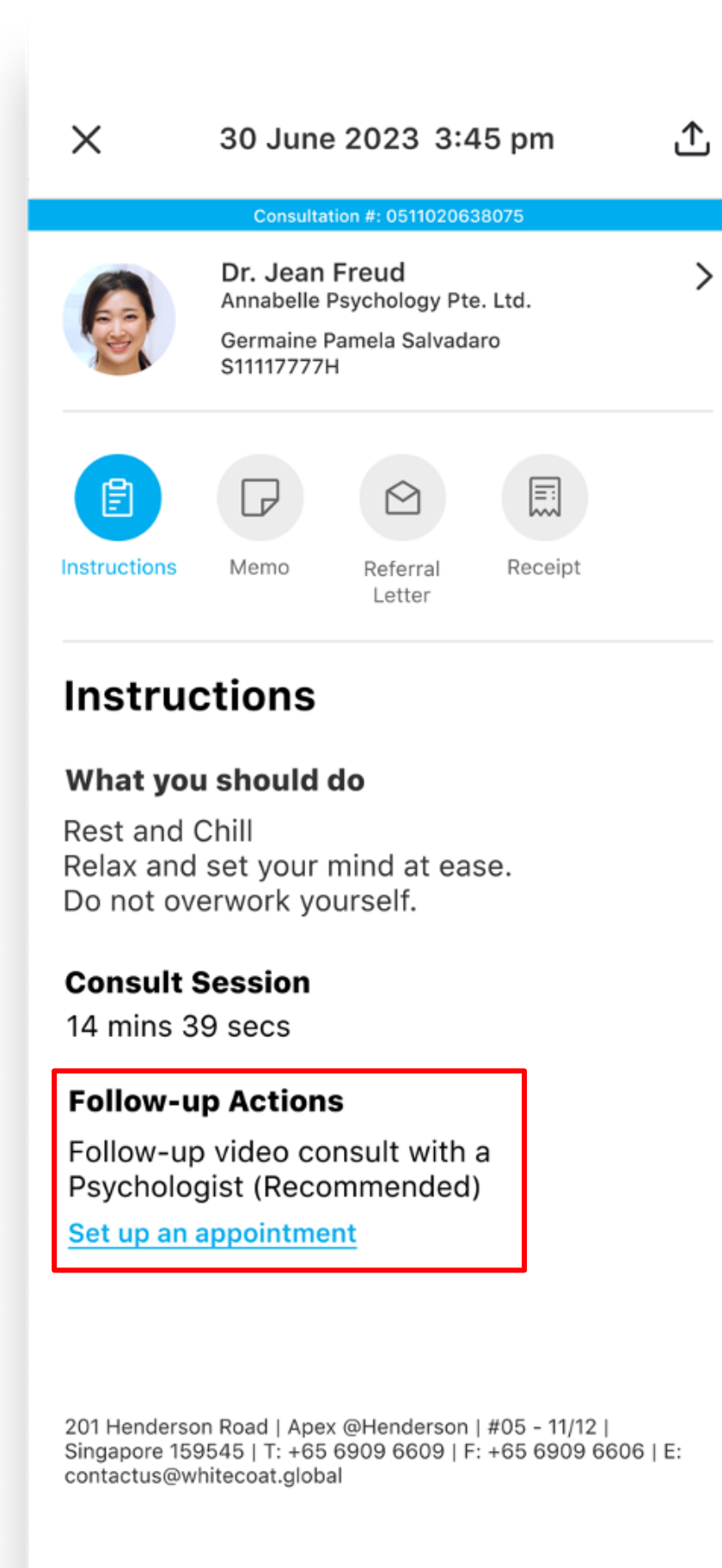
# How To Conclude A TBMW Session



01. Once your TBMW session has concluded, tap on 'OK'



02. No payment will be required as TBMW is a complimentary service. Tap on 'Proceed'



03. If required, follow-up mental wellness services may be recommended based on your session

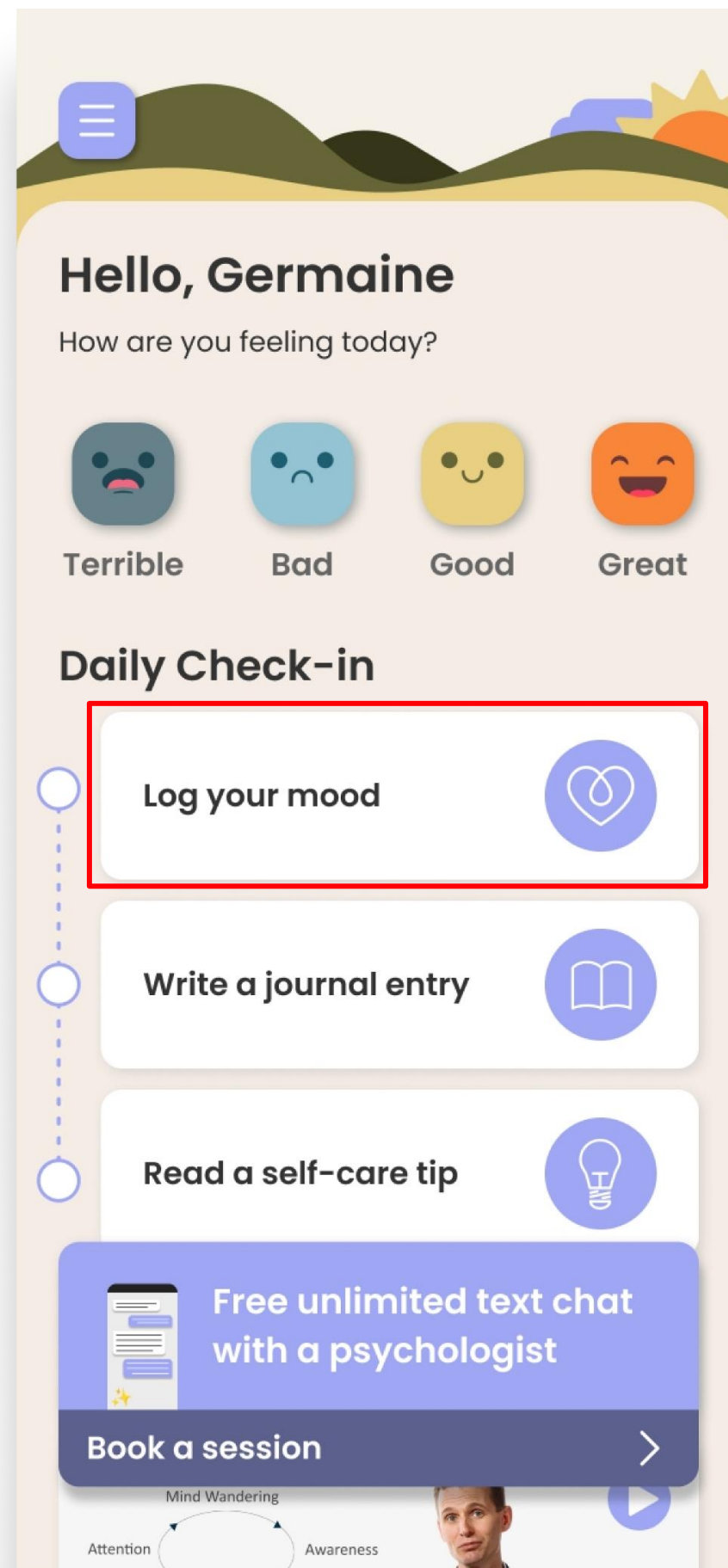


# A Guide To Using Think Well: **Using Daily Check-in**

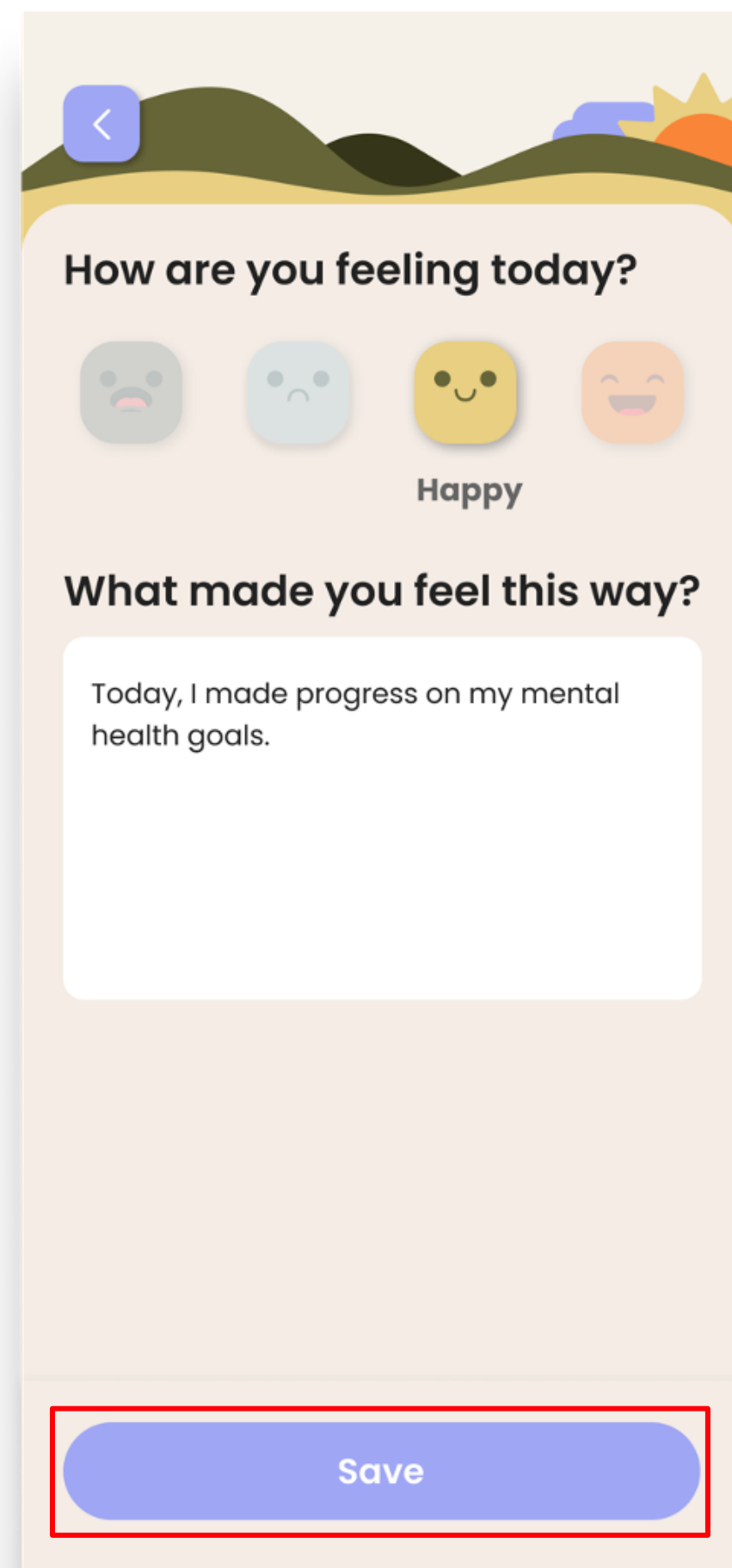


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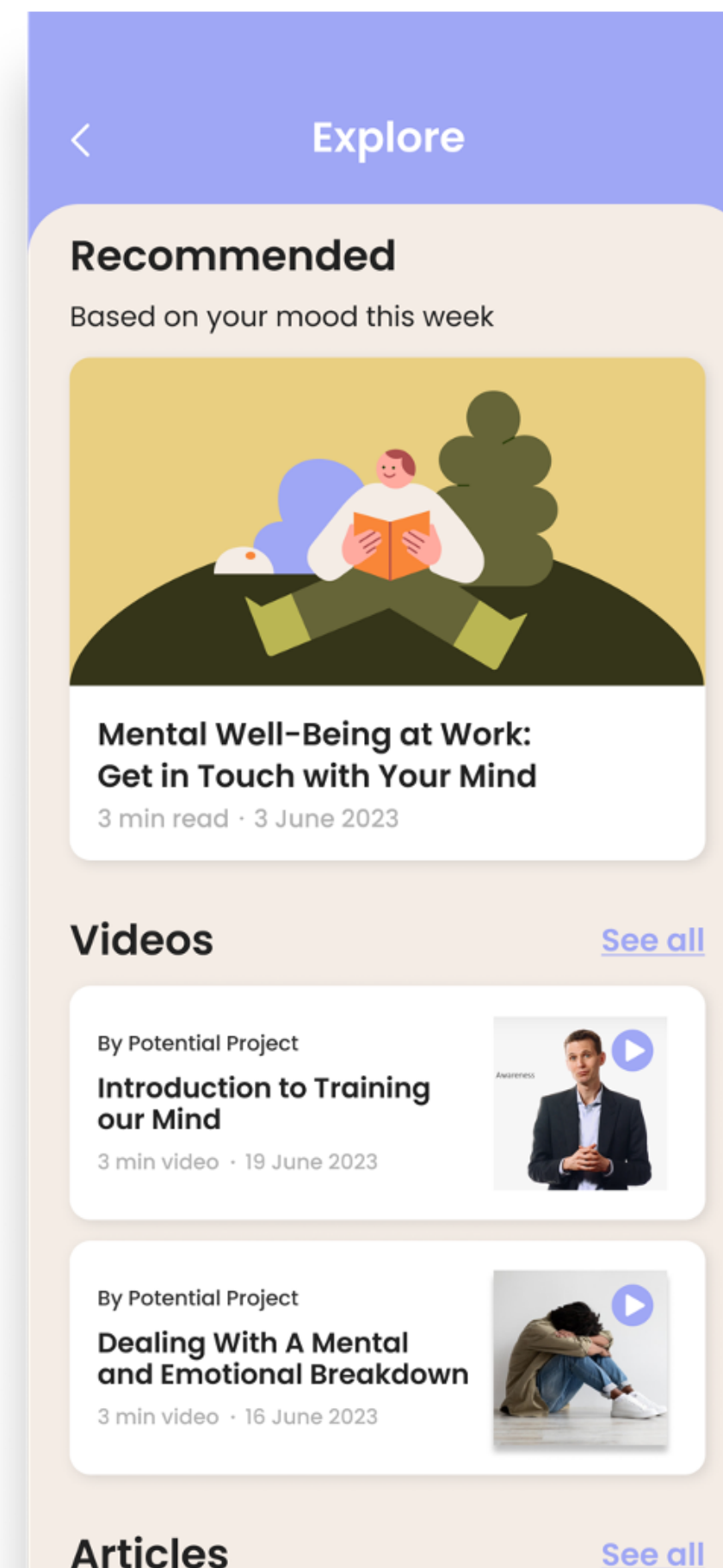
# Using Daily Check-in: Daily Mood Tracker



01. On the home page of Think Well, tap on **'Log your mood'**

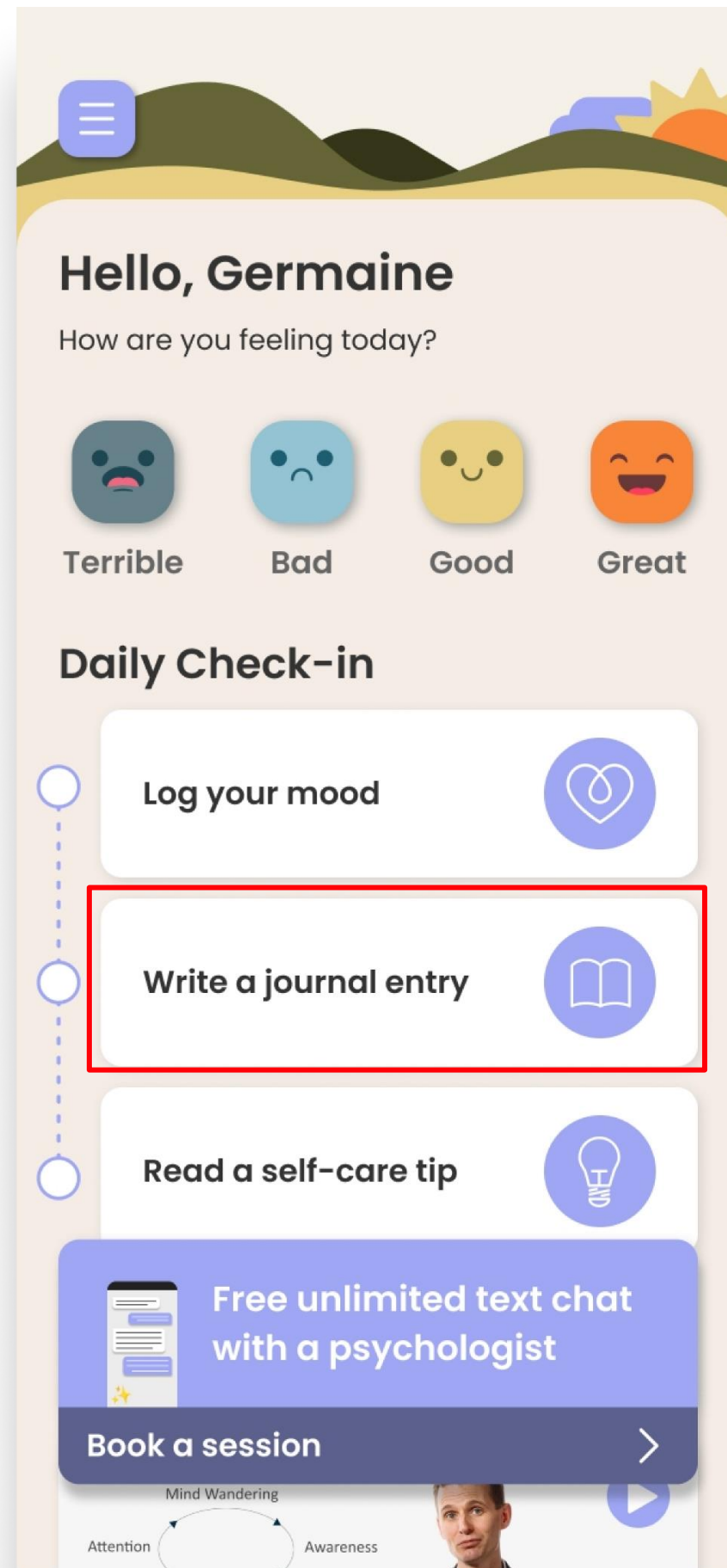


02. Select the mood that you are feeling today. Fill in more detail about your mood if you wish. Tap on **'Save'**

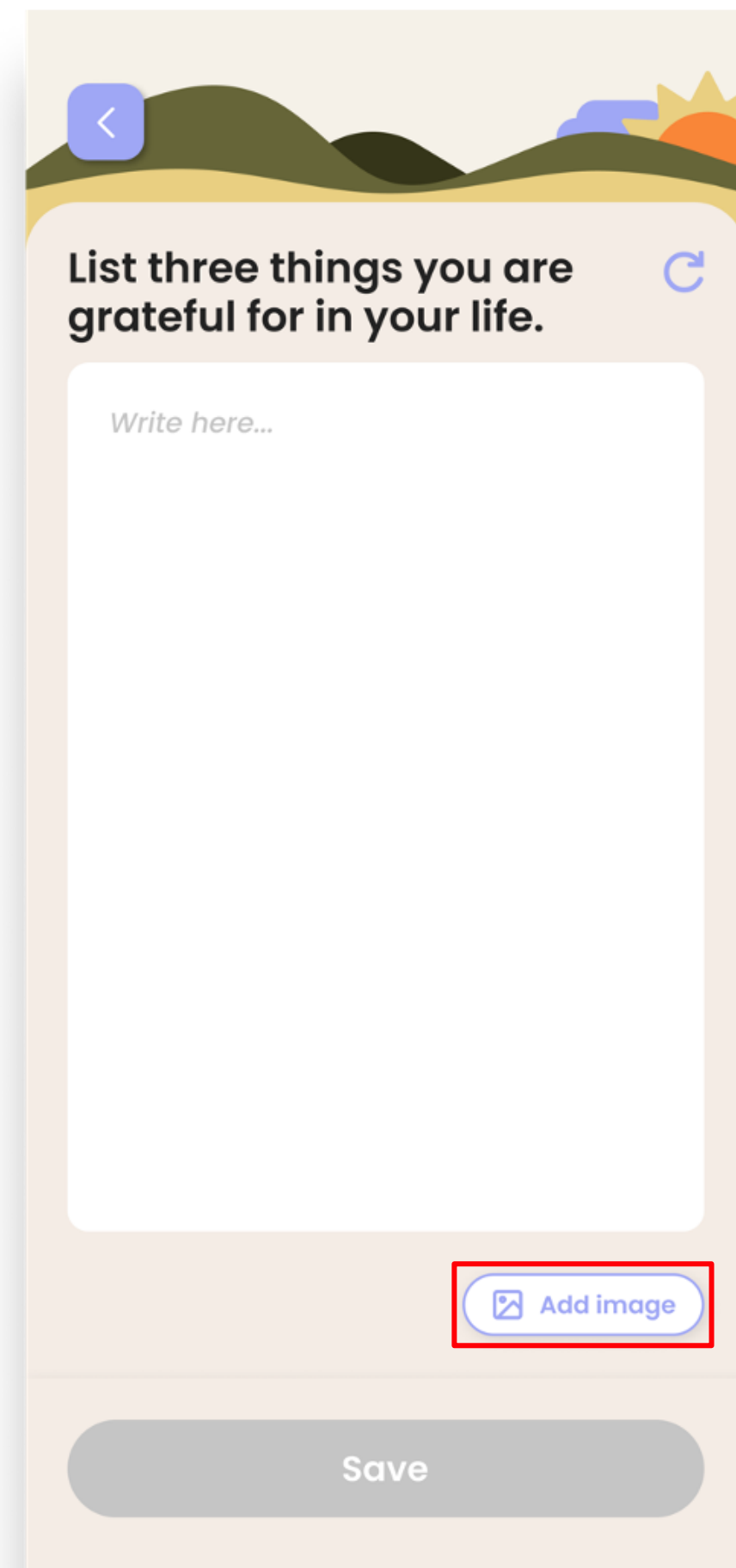


03. Relevant mental wellness articles and videos may be recommended with consistent mood tracking

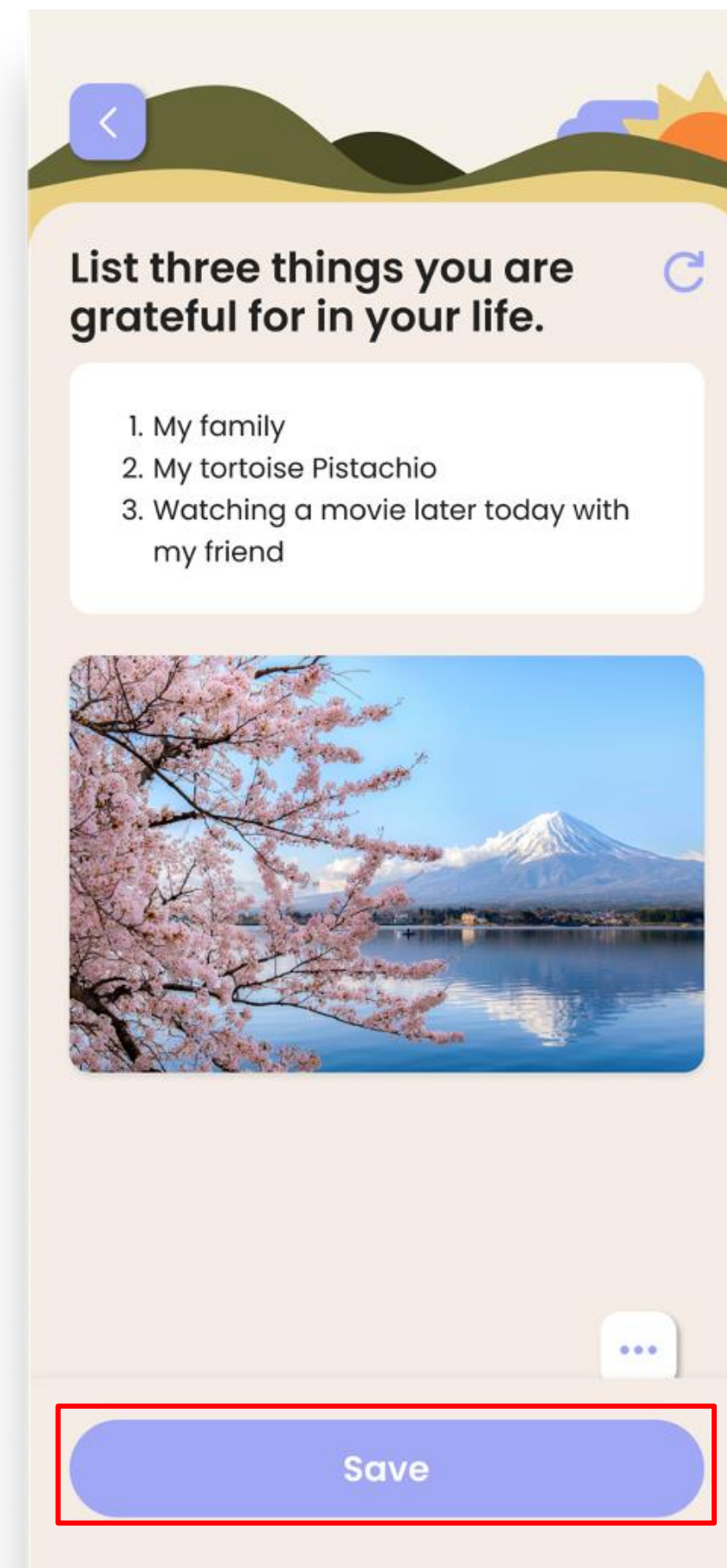
# Using Daily Check-in: Guided Journaling Tool



01. On the home page of Think Well, tap on **'Write a journal entry'**



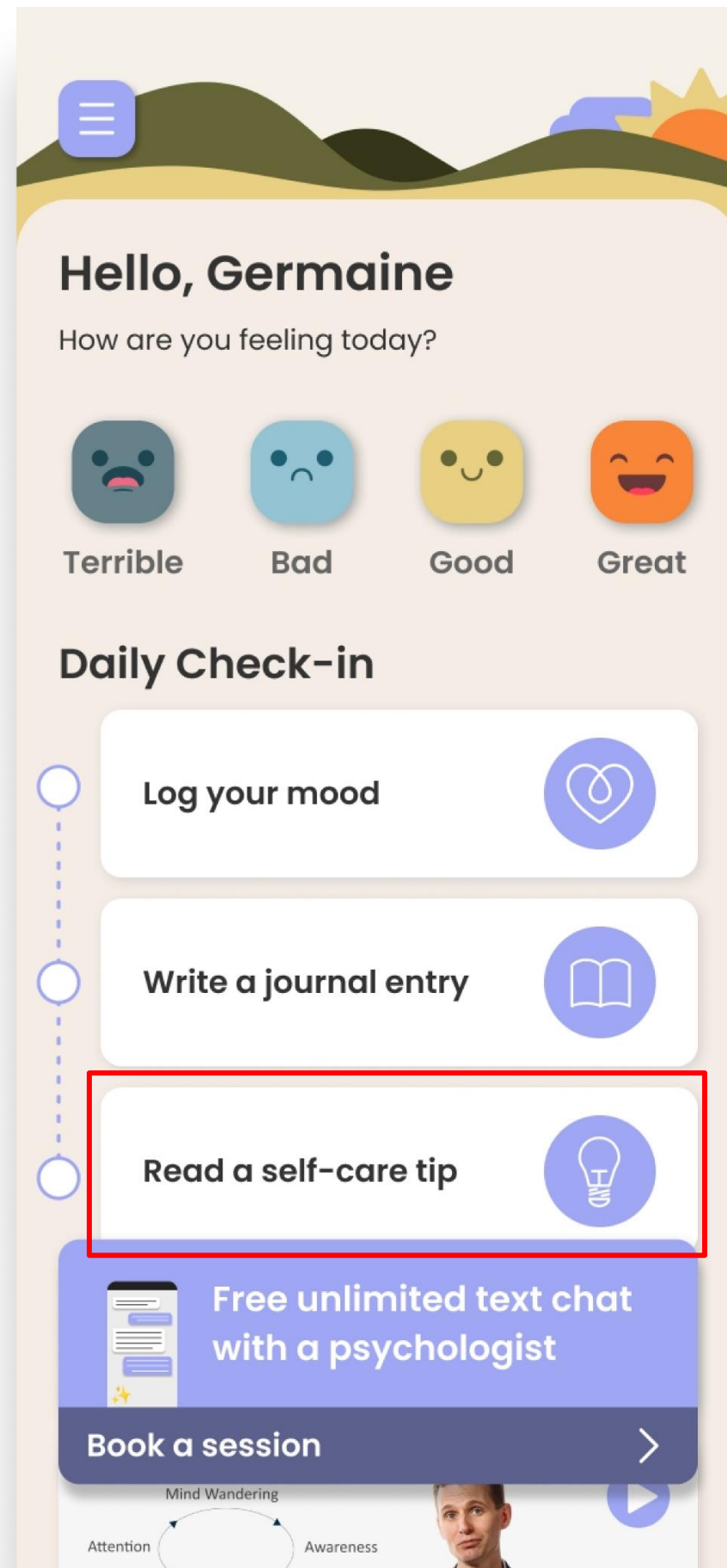
02. Type out your thoughts based on the question of the day. Tap on **'Add image'** if you wish to add an image



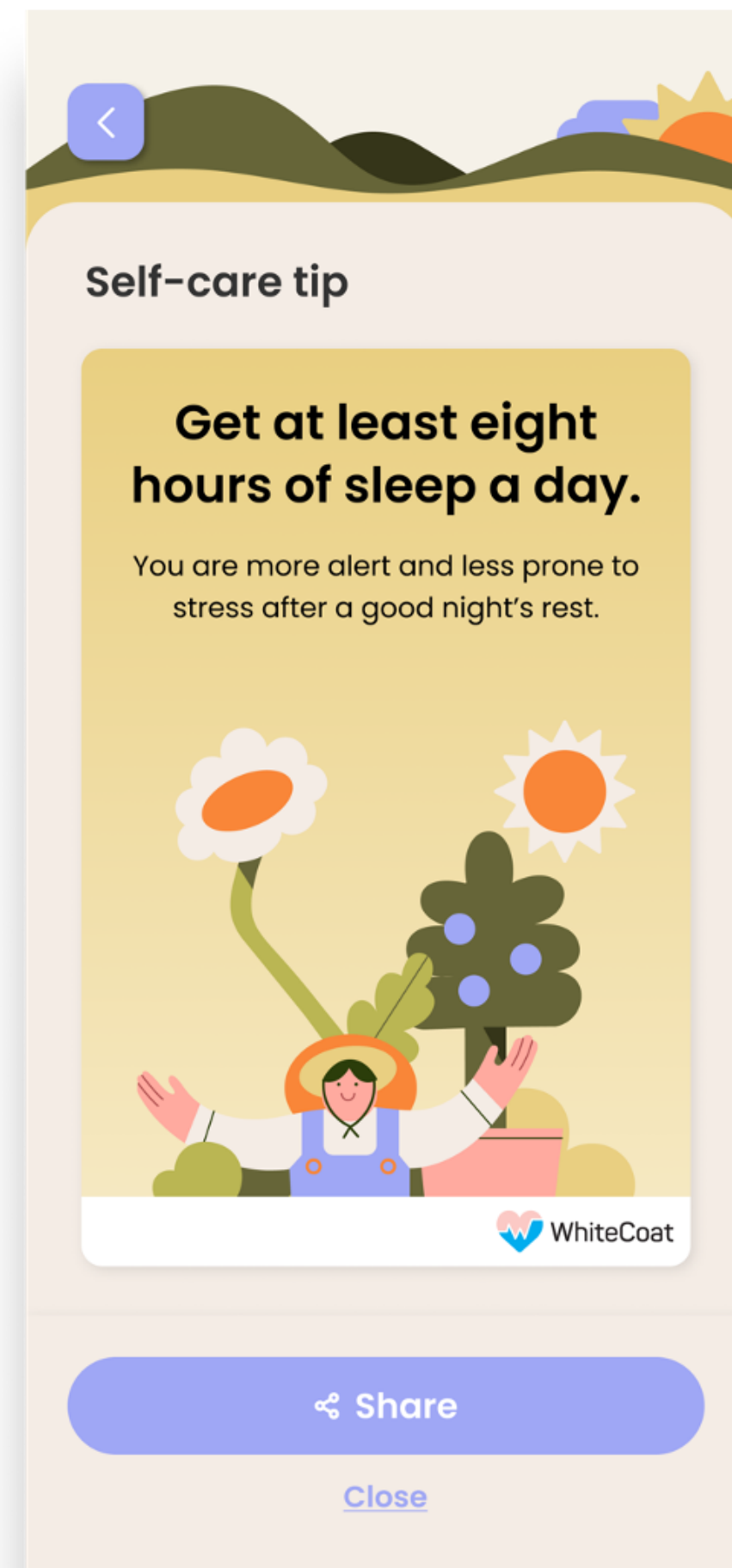
03. Tap on **'Save'** to save your journal entry



# Using Daily Check-in: Shareable Self-care Tips



01. On the home page of Think Well, tap on '**Read a self-care tip**'



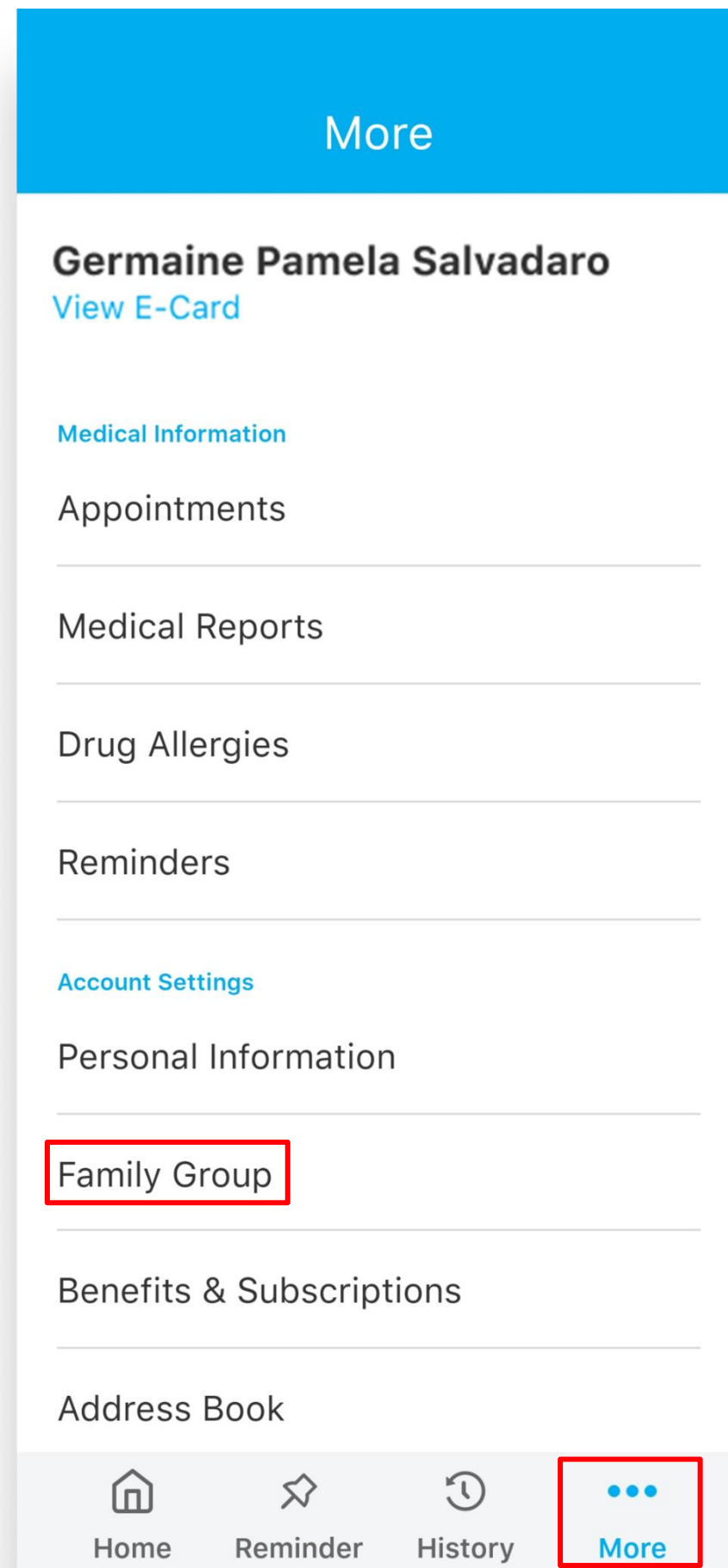
02. Read the shareable self-care tip of the day

# Adding Your Dependant / Child

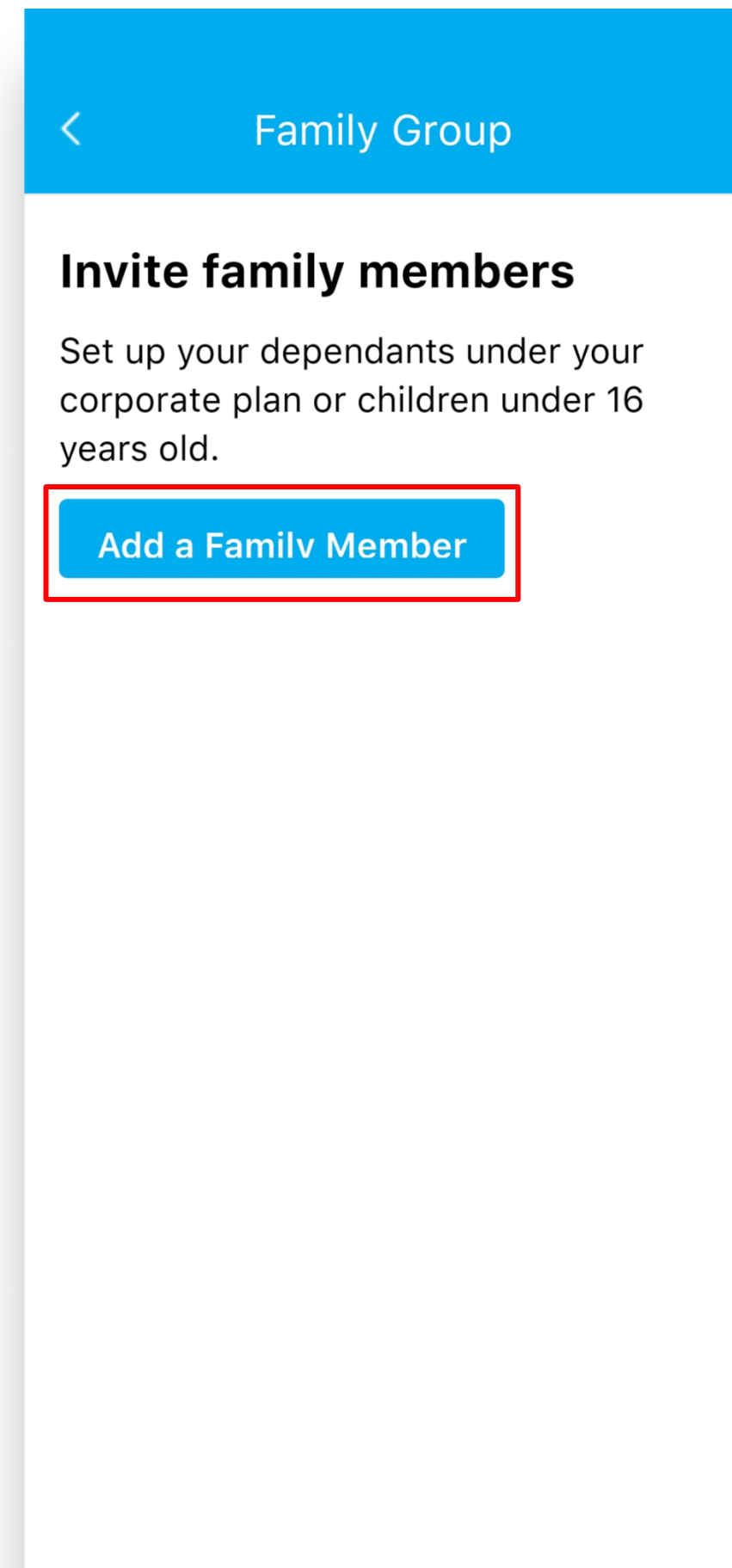


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# Adding Your Dependant



01. Tap on **'More'** and select **'Family Group'**



02. Tap on **'Add a Family Member'**. This will lead to a child registration or adding of a dependant, depending on the age of the family member



# Adding Your Dependant (16 And Above)

The screenshot shows the 'Family Group' screen with a blue header. Below the header, there is a section titled 'Date of Birth' with a sub-header 'Date of Birth' and a text input field containing '01 Jan 1960'. A calendar icon is visible to the right of the input field. At the bottom of the screen is a blue 'Next' button.

03. Ensure that your dependant has an existing registered WhiteCoat account before proceeding. Input your dependant's date of birth

The screenshot shows the 'Add Dependant Profile' screen with a blue header. Below the header, there is a section titled 'Invite a dependant to your family group' with a note: '\*Note that your dependant must already have a registered WhiteCoat account with this email address. Please also check if this email address is correct to ensure the invitation is sent to the correct person.' Below the note is a 'Relationship\*' dropdown menu with 'Father' selected. Below that is a 'Dependant's Email\*' input field containing 'dependant@gmail.com'. At the bottom of the screen is a blue 'Send Invitation' button.

04. Input your relationship with the dependant and the dependant's email address

The screenshot shows the 'Add Dependant Profile' screen with a dark blue header. Below the header, there is a section titled 'Invite a dependant to your family group' with a note: '\*Note that your dependant must already have a registered WhiteCoat account with this email address. Please also check if this email address is correct to ensure the invitation is sent to the correct person.' Below the note is a 'Relationship\*' dropdown menu with 'Father' selected. Below that is a 'Dependant's Email\*' input field containing 'dependant@gmail.com'. At the bottom of the screen is a dark blue 'Send Invitation' button. A white dialog box with a green checkmark and the text 'Invitation Sent' is overlaid on the screen. The dialog box contains the text: 'Your dependant will receive an email invitation. You will be notified via email once the invitation has been accepted.' and an 'OK' button.

05. The dependant will receive an email notification

The screenshot shows the 'Family Group' screen with a blue header. Below the header, there is a section titled 'Invite family members' with a sub-header 'Set up your dependants under your corporate plan or children under 16 years old.' Below the sub-header is a list of dependants: 'Children' with 'Jordon Gordon' (3 years old) and 'Dependants' with 'Felis Parker'. Both entries have a right arrow. Below the list is a green 'VERIFIED' badge and a blue 'Add a Family Member' button.

06. The status of the invitation will become verified once the dependant accepts the invitation

# Adding Your Dependant (Below 16)

The screenshot shows the 'Family Group' screen with a blue header. Below the header, the title 'Date of Birth' is followed by a paragraph explaining the need for the date of birth. A date picker is set to '01 Jan 2020'. At the bottom, there is a blue 'Next' button.

03. Input your dependant / child's date of birth

The screenshot shows the 'Child Registration' screen with a blue header. It includes a title, a paragraph, and input fields for 'Child's name\*' (Jordon Gordon), 'Date of Birth' (1 Jan 2020), and 'Identification Number\*' (T1111111Z). There are radio buttons for 'Gender\*' (Male, Female) and 'Relationship' (Parent, Guardian). A blue 'Next' button is at the bottom.

04. Input your dependant / child's personal particulars as shown

The screenshot shows the 'Child Registration' screen with a blue header. It features a title, a paragraph, a dropdown menu for 'Choose an ID type' (set to 'Identification card'), and an 'Identification Number\*' field (T1111111Z). Below are two dashed boxes for uploading the 'Front of child's identification card' and 'Back of child's identification card'. A note at the bottom says 'Ensure you have allowed camera access'.

05. Upload your dependant / child's identification document

The screenshot shows the 'Family Group' screen with a blue header. It has a title, a paragraph, and two sections: 'Children' (Jordon Gordon, 3 years old) and 'Dependants' (Felis Parker). A green 'VERIFIED' badge is present, and a blue 'Add a Family Member' button is at the bottom.

06. Your dependant / child's account and AIA Corporate Insurance benefit has been successfully activated

# Starting Your Paediatric Teleconsult



Download the  
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Now



# Paediatric Teleconsults

Get Started

## Paediatrician

Who needs to see a doctor?\*

Child - Jordan Gordon

Please select your insurance / corporate benefit

You will see the relevant benefits based on who is seeing the doctor

**AIA Corporate Insurance (Employee)**  
WHITECOAT HOLDINGS PTE. LTD.

Continue

01. Select your child's account and AIA Corporate Insurance benefit to enjoy no out-of-pocket charges\*

\*Subject to plan design

Choose your doctor

## Paediatrician

**Dr Tan Kuanyang** >  
Thomson Paediatric Centre Pte Ltd  
English, Mandarin  
Consults from \$90  
NEXT AVAILABLE APPOINTMENT: 3 April 2023  
Make Appointment

**Dr Kenneth Chua** >  
Thomson Paediatric Centre Pte Ltd  
English, Mandarin  
Consults from \$90  
NEXT AVAILABLE APPOINTMENT: 4 April 2023  
Make Appointment

02. Select the 'Paediatrician' of your choice

Pre-Consult

## Do you have a referral letter?

Upload or take photos of any relevant referral letter(s)

Add up to 5 photos (Optional)

Upload

Back Skip

03. Upload a referral letter if your child is aged 8 years and above<sup>^</sup>

<sup>^</sup>Without a referral letter, out-of-pocket charges will be incurred. No referral letter is required for children below 8 years

Select Timeslot

3 April 2023

FRI SAT SUN MON TUE WED THU

31 1 2 3 4 5 6

Consult Type

Online In-clinic

Available Timings

09:00 am 09:30 am 10:00 am

10:30 am 11:00 am 11:30 am

02:00 pm 02:30 pm 03:00 pm

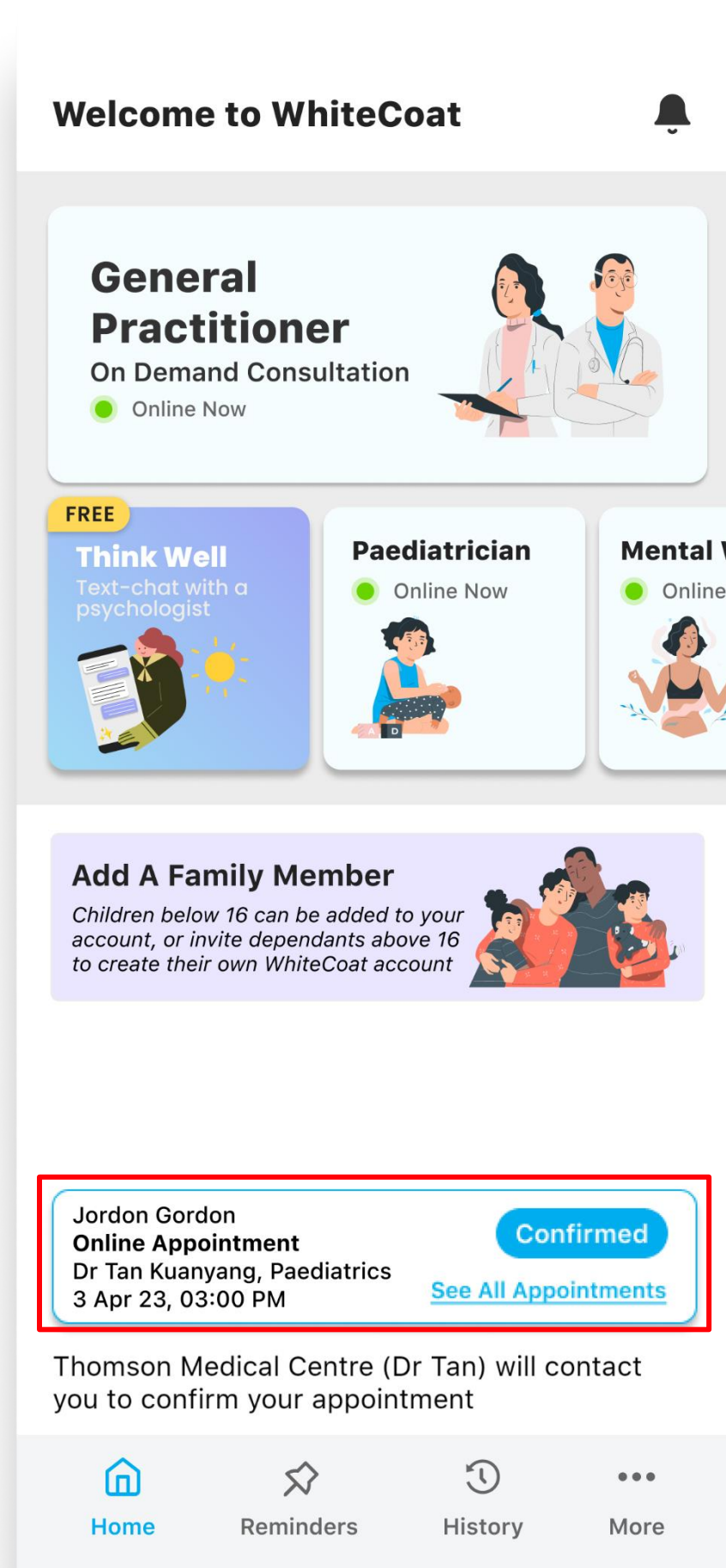
03:30 pm 06:30 pm 07:00 pm

Booking for 3 April 2023 , 03:00 pm

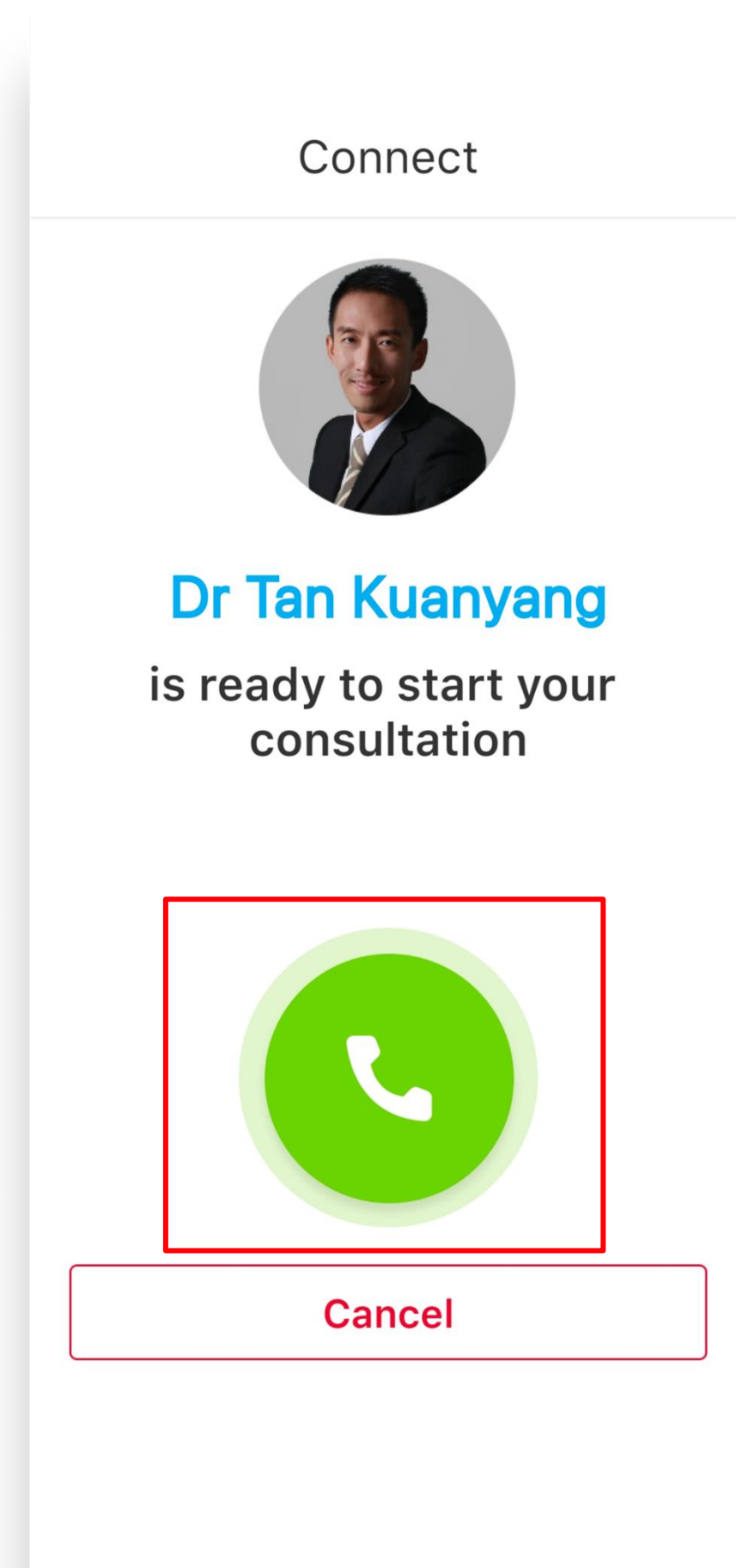
Confirm

04. If your selected paediatrician is unavailable for an on-demand teleconsult, you may choose to make an appointment instead

# Paediatric Teleconsults



05. Once your booking is confirmed, you will receive an SMS notification. You will also be able to see your appointment in-app



06. At the scheduled appointment time, your designated paediatrician will call you via the WhiteCoat app. Tap on the 'Phone' button to connect and start your consult

# Starting Your Mental Wellness Teleconsult



Download the  
WhiteCoat App  
Now



# Mental Wellness Teleconsult

Get Started

## Mental Wellness

Video / In-clinic

Who needs to see a clinician?\*

Myself

Please select your insurance / corporate benefit

You will see the relevant benefits based on who is seeing the doctor

**AIA Corporate Insurance (Employee)**  
WHITECOAT HOLDINGS PTE. LTD.

Continue

01. Select your AIA Corporate Insurance benefit to enjoy no out-of-pocket charges\*

\*Subject to plan design

Choose your doctor

Psychologist Psychiatrist

Maximillian Chen  
Annabelle Psychology Pte. Ltd.  
English  
Consults from \$60  
NEXT AVAILABLE APPOINTMENT:  
3 April 2023  
Make Appointment

Julia Khaw  
Annabelle Psychology Pte. Ltd.  
English, Hokkien, Malay, Mandarin  
Consults from \$60  
NEXT AVAILABLE APPOINTMENT:  
4 April 2023  
Make Appointment

02. Select **'Psychologist'** / **'Psychiatrist'**

\*All sessions with a psychiatrist must be conducted in-clinic at a WhiteCoat panel psychiatrist's clinic

Choose your doctor

Psychologist Psychiatrist

Maximillian Chen  
Annabelle Psychology Pte. Ltd.  
English  
Consults from \$60  
NEXT AVAILABLE APPOINTMENT:  
3 April 2023  
Make Appointment

Julia Khaw  
Annabelle Psychology Pte. Ltd.  
English, Hokkien, Malay, Mandarin  
Consults from \$60  
NEXT AVAILABLE APPOINTMENT:  
4 April 2023  
Make Appointment

03. Select a mental wellness professional of your choice. First-timers will go through a 15-min triage session to determine suitability and facilitate issuance of a treatment plan

Select Timeslot

6 April 2023

MON	TUE	WED	THU	FRI	SAT	SUN
3	4	5	6	7	8	9

Once we receive your time slot selection, you'll be contacted to confirm your booking

Consult Type

Online In-clinic

Available Timings

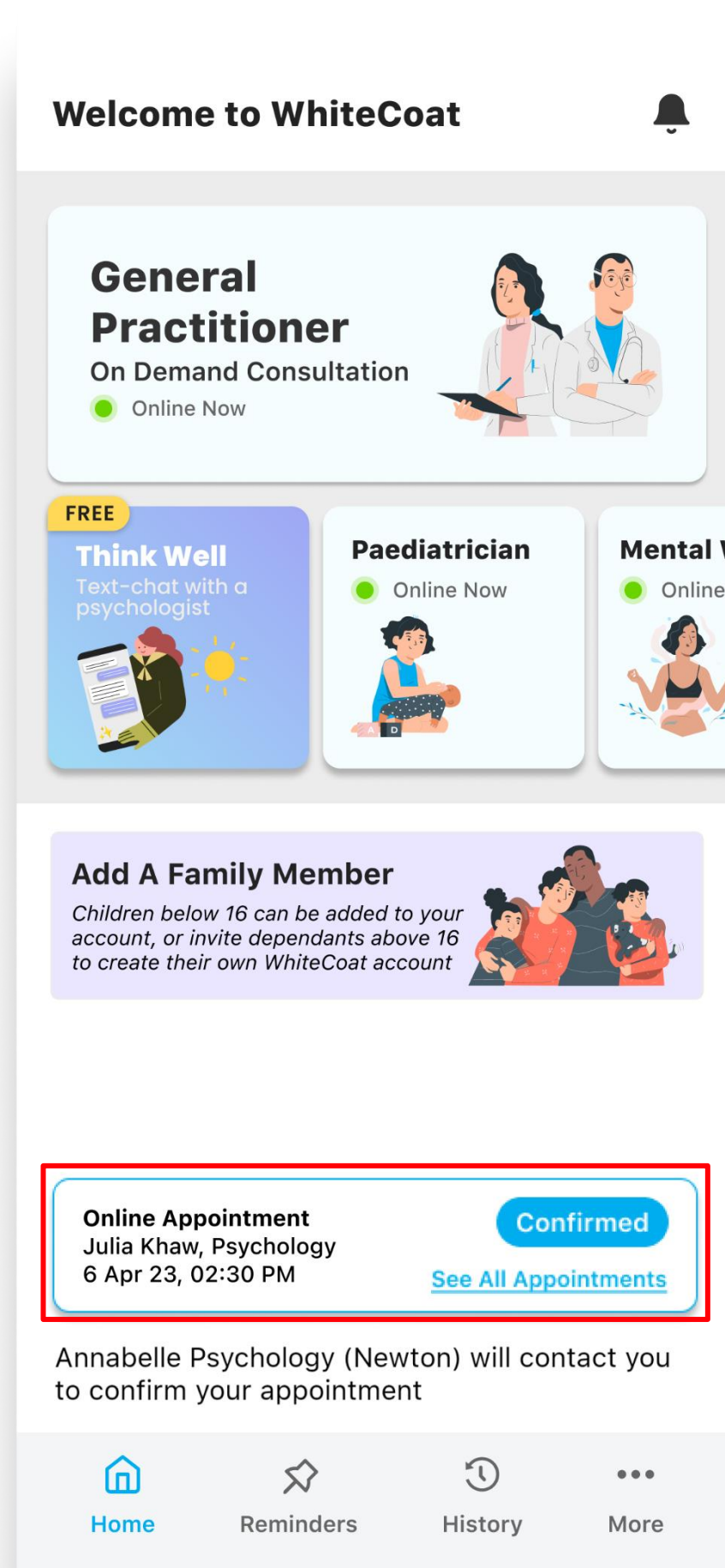
01:30 pm 02:00 pm 02:30 pm 03:00 pm

Booking for 6 April 2023, 02:30 pm

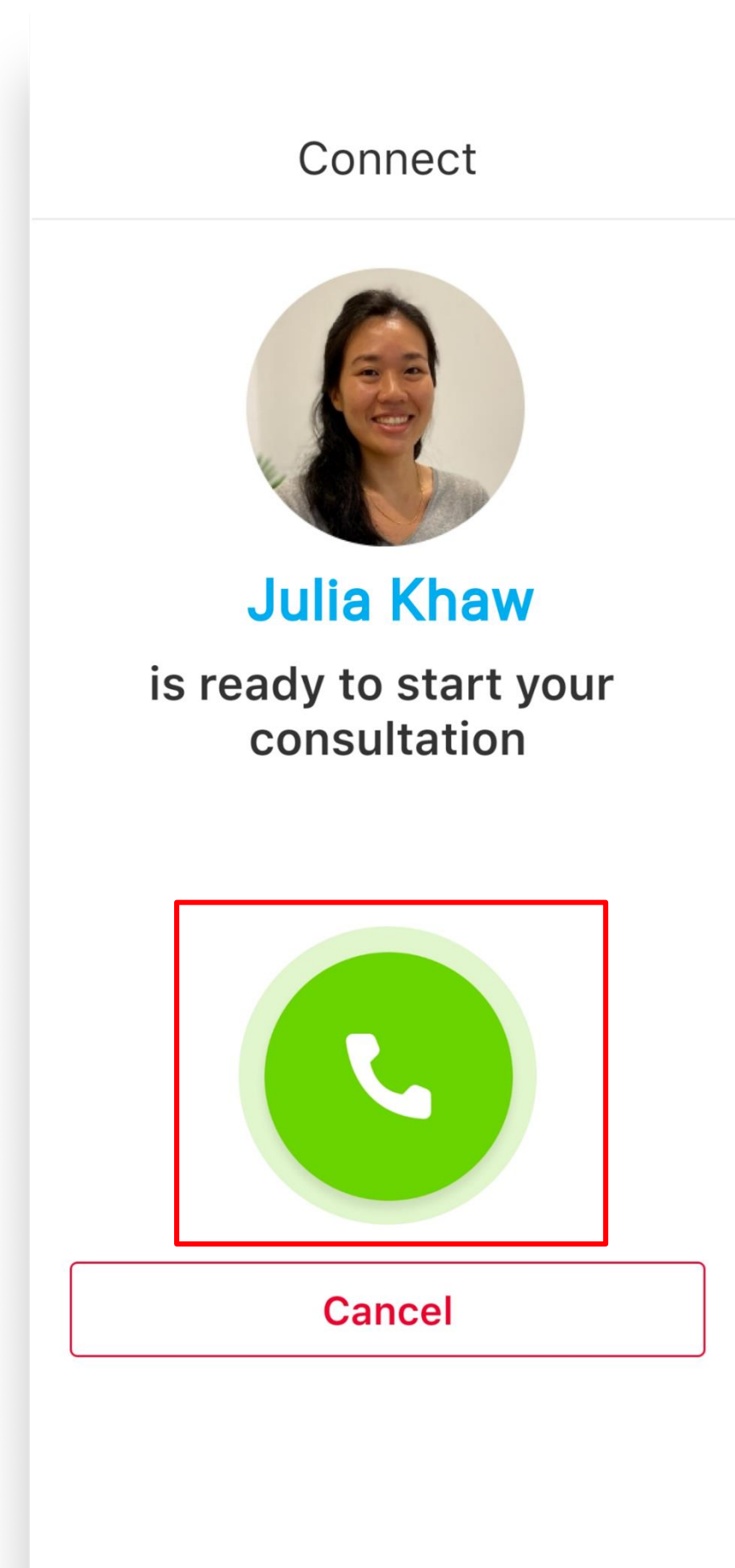
Confirm

04. If your selected professional is unavailable for an on-demand teleconsult, you may choose to make an appointment instead

# Mental Wellness Teleconsults



05. Once your booking is confirmed, you will receive an SMS notification. You will also be able to see your appointment in-app



06. At the scheduled appointment time, your designated professional will call you via the WhiteCoat app. Tap on the 'Phone' button to connect and start your consult