Appointment Scheduling & Notification System

sata CommHealth

1 Book your appointment



- SATA Public App
- Online appointment booking portal
- Call Centre: +65 6244 6688
- WhatsApp: +65 9624 7353

Download the SATA Public App:

2 3 days before your appointment

- Receive SMS/WhatsApp reminder
  - ❑ Appointment info
  - ❑ Necessary preparations

3 Appointment day

- Present your ID at the clinic for verification and registration; or
- Register your visit via the SATA Public App 15 minutes before your appointment and within 1km of the clinic

4 After consultation

- Medical reports lead time: Within 2 working days.
- Report options:
  - ✓ SCMS
- Post review consult (if required)



sata CommHealth

APPOINTMENT BOOKING GUIDE

HOW TO MAKE AN APPOINTMENT AT SATA CommHealth?



Book online on the SATA CommHealth website.
https://www.sata.com.sg/select-your-appointment/

1 — 2 — 3 — 4 — 5 — 6

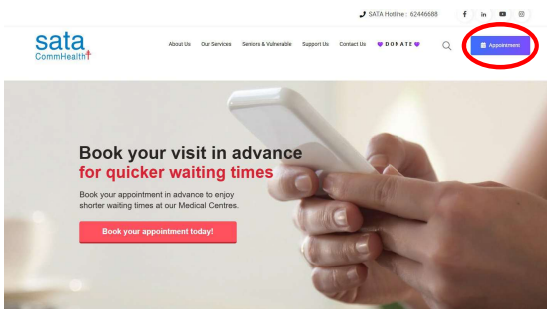
Let's walk through it — from the button to your SMS/WhatsApp confirmation.

How to Book an Appointment Online

On the SATA CommHealth website · Follow these 6 simple steps

Steps 1–3

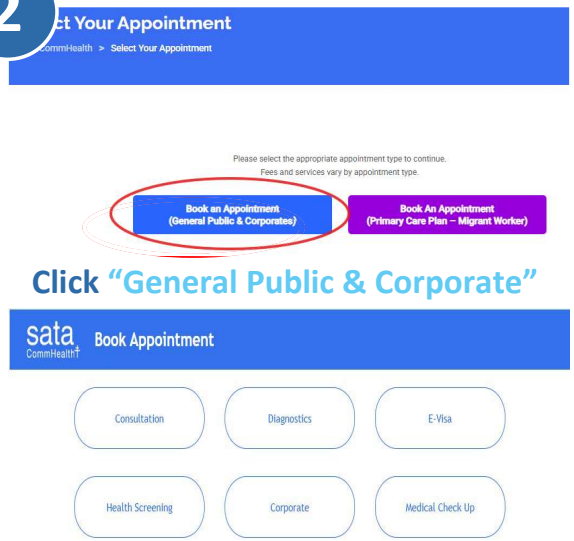
1



Click “Appointment”

Go to the SATA CommHealth website and click the “Appointment” button at the top right.

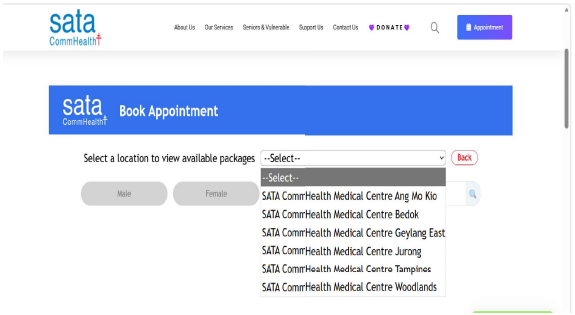
2



Click “General Public & Corporate”

Click on the “Book an Appointment (General Public & Corporate)”, and select “Medical Check Up”

3



Select Branch & Gender

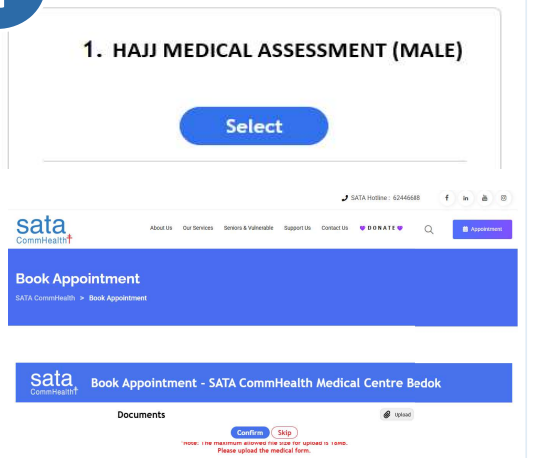
Choose your preferred branch, then select the patient’s gender.

How to Book an Appointment Online

On the SATA CommHealth website · Follow these 6 simple steps

Steps 4–6

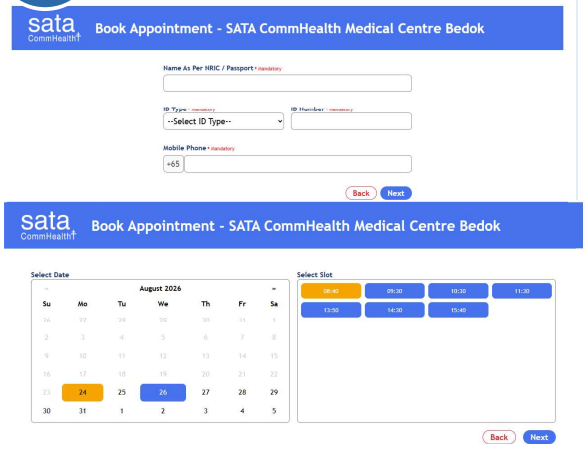
4



Select “1. HAJJ MEDICAL ASSESSMENT (MALE) / (FEMALE)” Package

And click “skip” if you have no documents to upload.

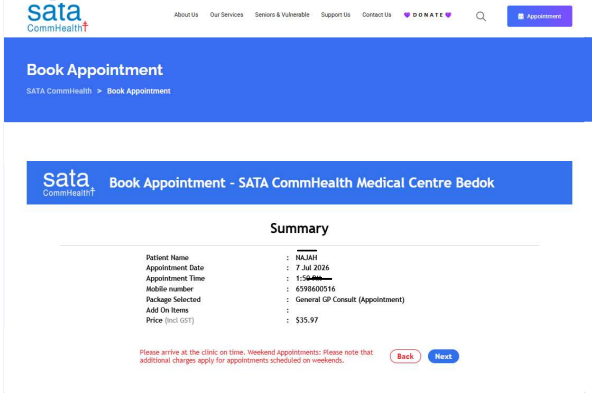
5



Details & Pick a Slot

Enter your details, then pick a date* and time that is free. Only available slot & timing will be shown.

6



Appointment Summary & Confirm via OTP

Check the summary, verify your number by OTP, and you’ll get an SMS/WhatsApp confirmation.

SATA Public App Guide

Introducing the SATA Public App

Say hello to convenience with the SATA Public App
-your all-in-one healthcare app by SATA CommHealth

Seamlessly designed to help you book appointments, consult our doctors online, and access your medical reports with SATA CommHealth.

Click here to visit our website and access the user guide.



SATA Public App Guide

sata CommHealth



Teleconsultation

Consult our doctors with secure and convenient video calls via the app



Book Appointments

Book your appointments quickly and effortlessly through our app.

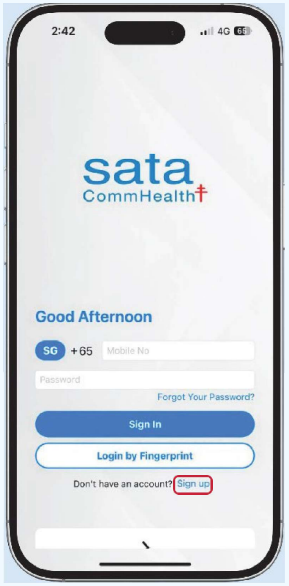


Access Medical Reports

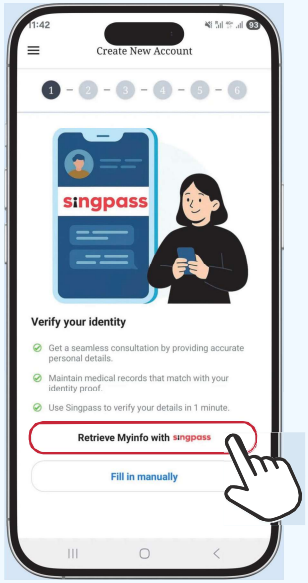
Easily view your lab reports, radiology reports, and medical certificates on the app

SATA Public App Guide

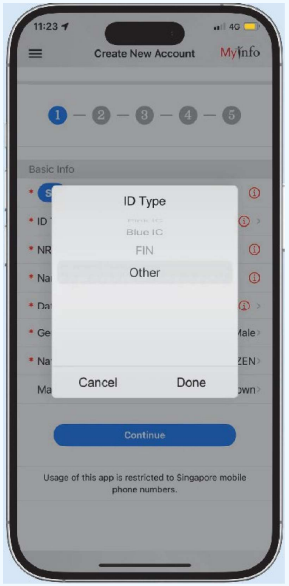
New User Sign Up



Download **SATAPublicApp** and select **'SignUp'**.



SingPass holders can tap on **'Retrieve MyInfo with singpass'** to retrieve and auto-fill your details

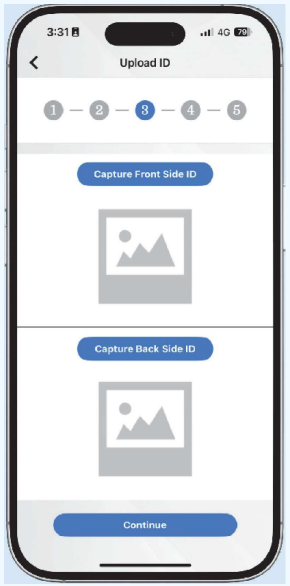


Select **'IDType'** and key in your details.

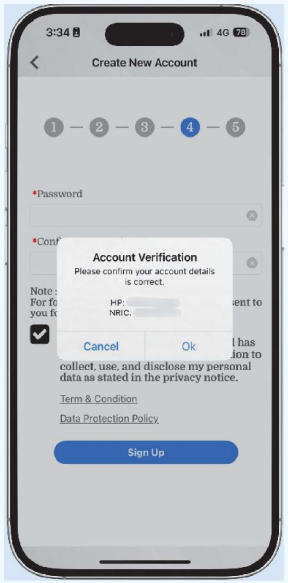
For E-Visa and Visa, choose **'Other'** to key in your passport details

SATA Public App Guide

New User Sign Up

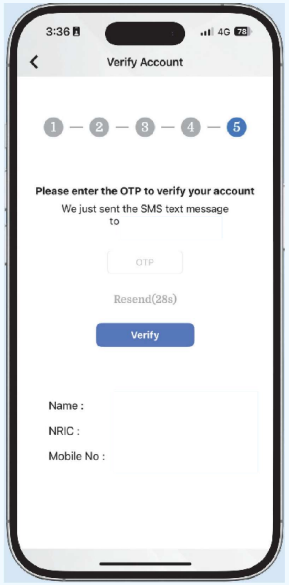


Capture & upload both sides of your ID



Create and confirm your password.

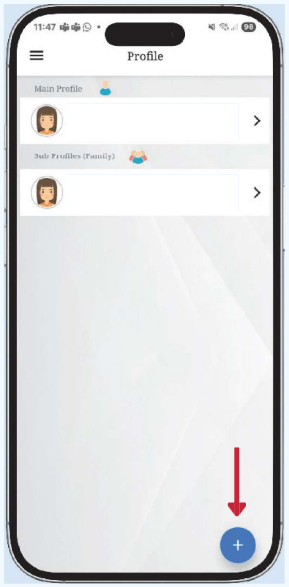
Confirm your account details are correct



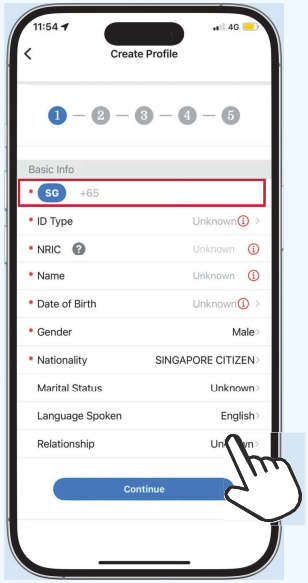
Enter the **OneTimePassword(OTP)** to verify your account

SATA Public App Guide

Adding Dependent(s)

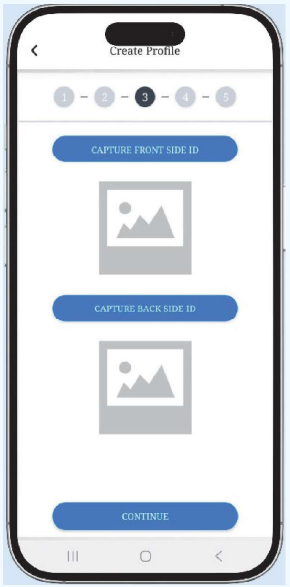


To add a new **SubProfile**, click on the + sign at the bottom right corner of the **'Profile'** tab



For dependent registration, please note that the **mobile number will be the same** as the Main User (you).

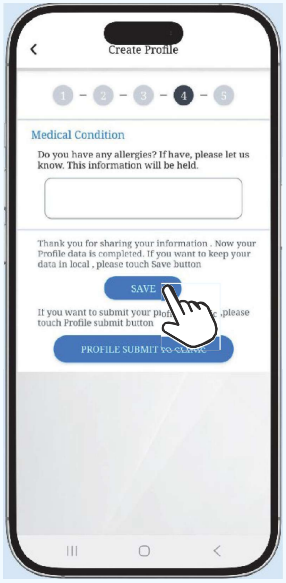
Fill up all the necessary fields.



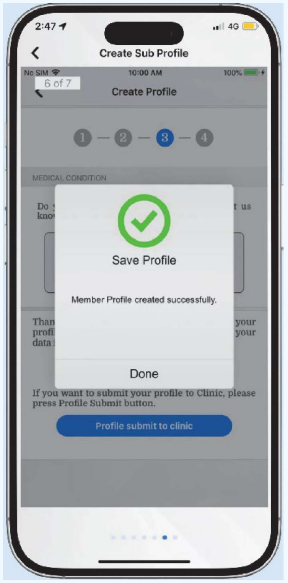
Capture & upload both sides of your dependent's IC

SATA Public App Guide

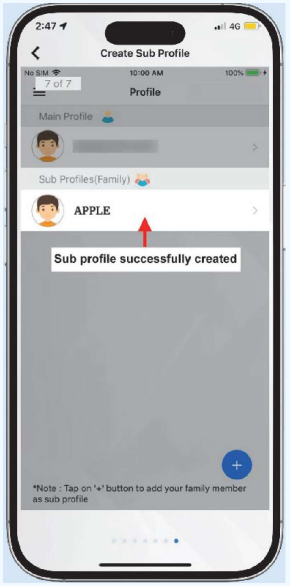
Adding Dependent(s)



Upon completing all the fields, click **"SAVE"**



You will then receive a notification that your Member Profile has been successfully created.



You can now view the created Sub-Profile in the **'Profile'** tab

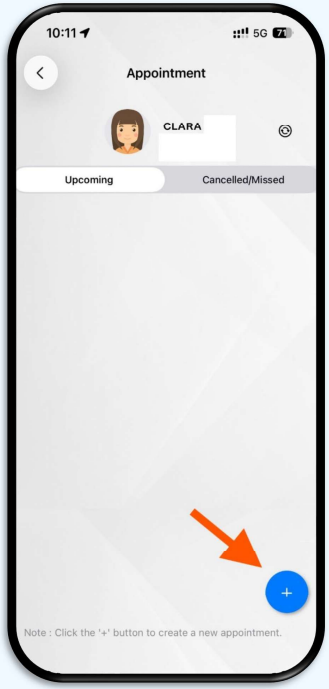
SATA Public App Guide

Real-time appointment slot availability

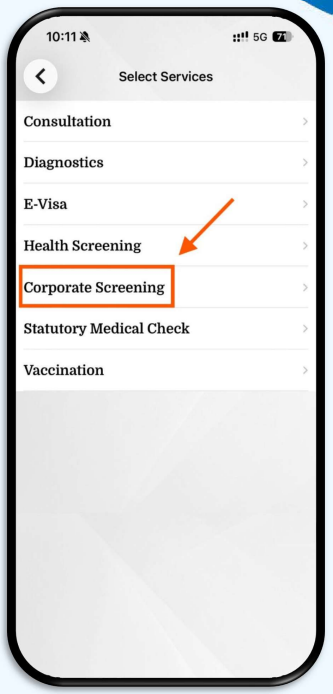
Menu



Select **"Appointment"**



Tap the **"+ " icon** to create a new appointment



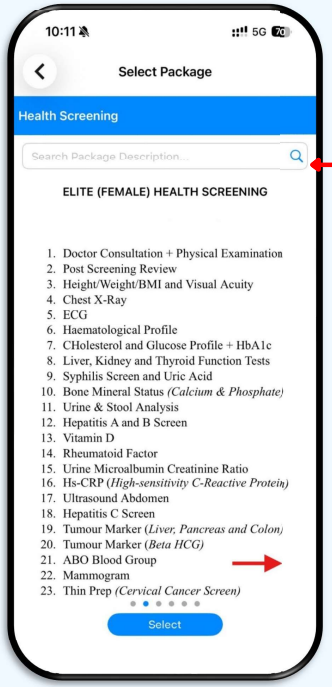
Select **"Corporate"** to book a corporate health screening appointment

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Real-time appointment slot availability

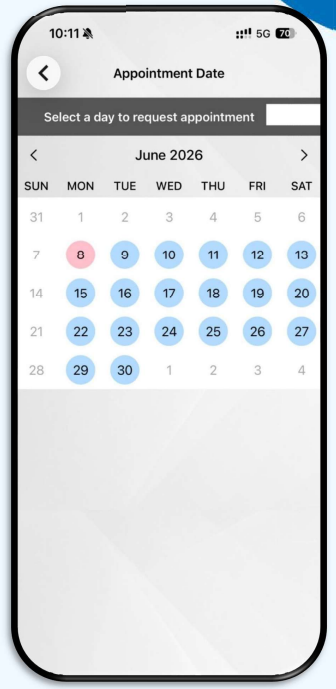


Select **"Location"**



"Search" bar

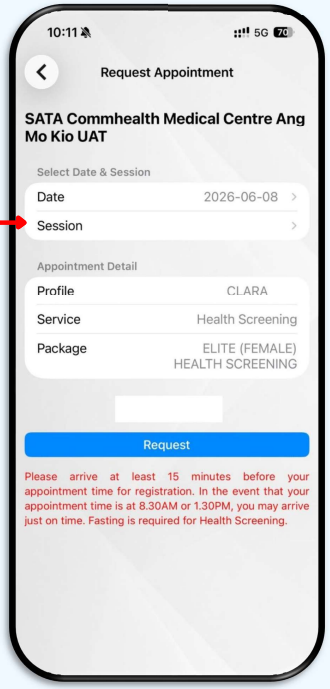
"Swipe left or right" to browse available packages, or use the **"search bar"** to locate a specific package



Select your **"preferred available date"**

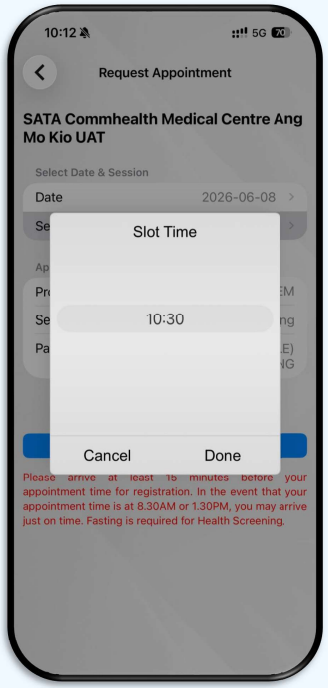
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Real-time appointment slot availability

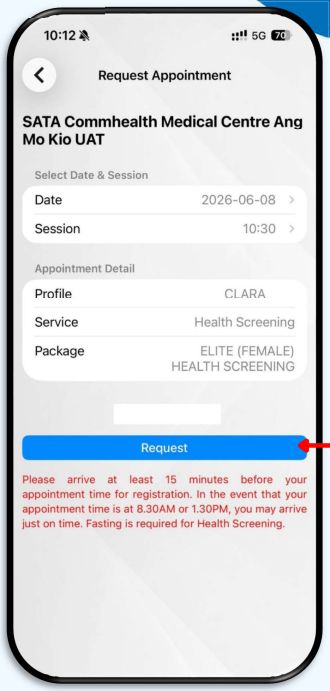


"Session" bar

Tap on the **"Session"** field to view the available time slots



Available time slots will be displayed. Select your preferred time slot and tap **"Done"** to confirm

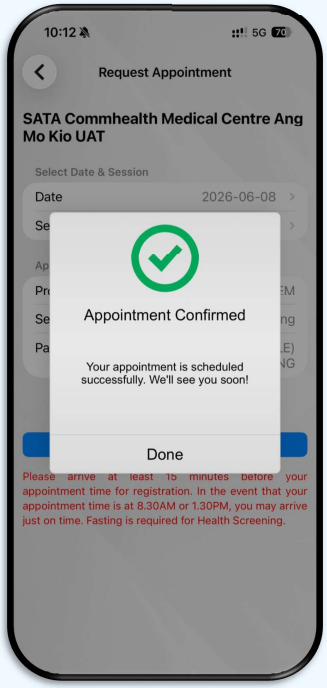


"Request" bar

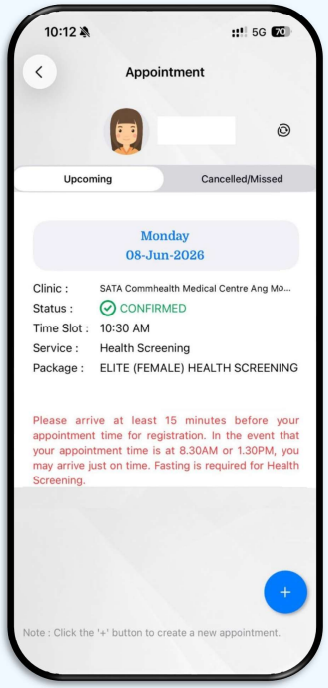
Review the appointment details and tap **"Request"** to proceed

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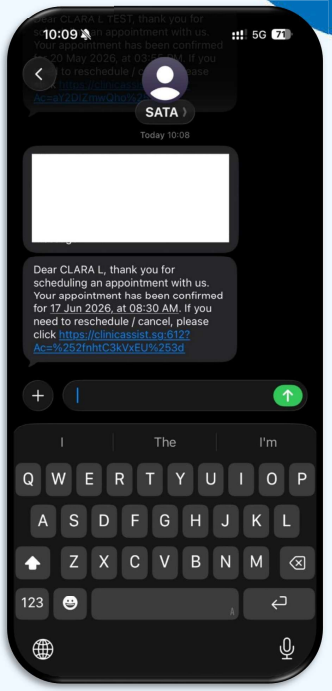
Real-time appointment slot availability



Ensure that the **"Appointment Confirmed"** notification is displayed before tapping **"Done"** to return



User will be directed to the Appointment page, where the upcoming appointment details will be displayed



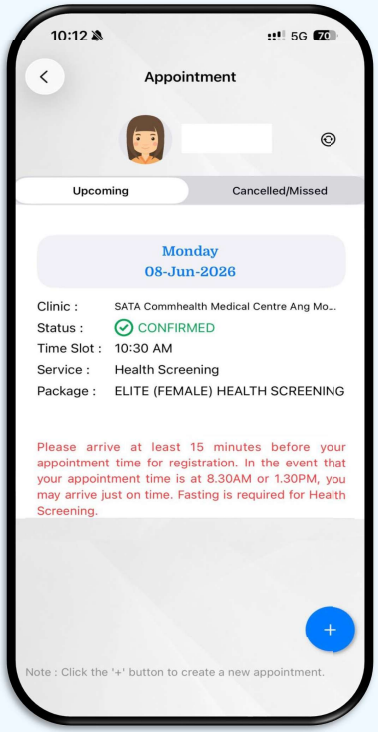
User will receive an appointment confirmation SMS. Tap the link provided if user wish to reschedule or cancel appointment

SATA Public App Guide

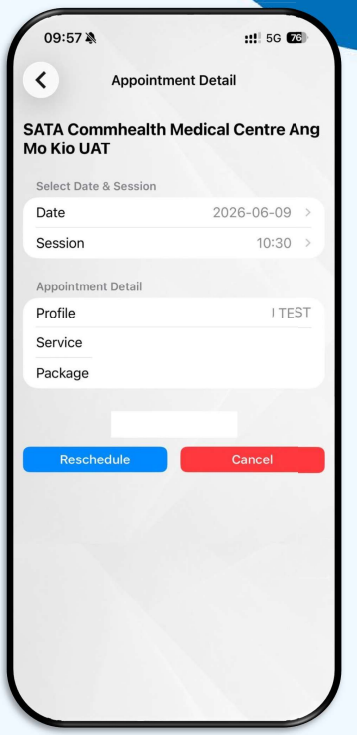
Reschedule/Make Changes



Select **"Appointment"**

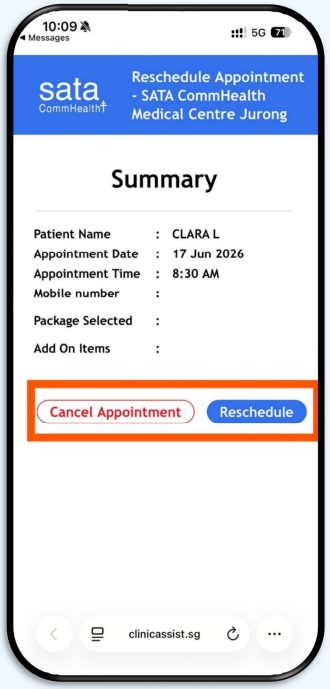


Tap on **"Appointment"**

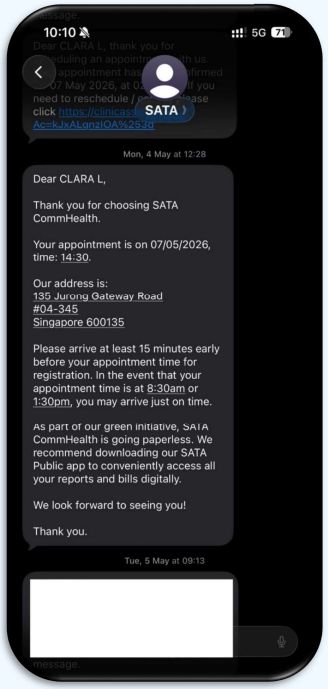


Tap **"Reschedule"** to modify your appointment, or **"Cancel Appointment"** to cancel it

Reschedule/Make Changes



Alternatively, user may click the link provided in the appointment confirmation SMS to view appointment summary, reschedule or cancel it



If no changes are required, an appointment reminder SMS will be sent 3 days before the scheduled appointment