



DigiHealth FAQs

1. Can I access my child/ elderly parents' test results?

- Digihealth is intended for individual accounts only and is not intended for caregivers.

2. How can I access my PCR (Covid swab test) results?

- You should be able to view your swab test results in “My lab Results” icon in DigiHealth app when you receive the notification. Your swab test results will be available after 24 hours.

3. Why I can't view results when I receive the notification?

- You should be able to see your results when you receive the notification. Our experience is that, generally there could be typos during app registration or that a different mobile number was used.

4. What's the point of having this app when I cannot view?

- We are progressively availing lab results.
- You will be notified via SMS when you have lab results to view over the App.

5. Why I can't view all my results when I log in?

- We are progressively availing lab results.
- We start off with non-sensitive biochemistry ones which are also meaningful to patients when trended over the app.
 - Example includes Lipid Profile such as Cholesterol levels
 - You will be notified via SMS when there are more lab results to view over the App.

6. How do I receive my on-boarding SMS after attending my lab tests?

- Your mobile number captured at clinic visit and is indicated on Lab order form
- SMS will be triggered to mobile number 14 days after outpatient biochemistry e.g. lipid profile results are available in our system
- You can sign up DigiHealth account with link

7. How do I receive my on-boarding SMS after attending my radiology tests?

- Patient mobile number captured at clinic visit.
- SMS will be triggered to mobile number 5 days after results are available in our system
- Patient can sign up DigiHealth account with link

8. Can I access my reports when I'm still warded in Parkway hospitals?

- You will receive SMS/ app notification to access your radiology reports in Digihealth app 5 days after results are available in our system.

9. Can I access my interim hospital bills when I'm still warded in Parkway hospitals?

- Unfortunately, we currently do not offer this feature.