Your page at Clinic System

How to book an appointment, see your bookings and visits, and pay, on your phone or computer.

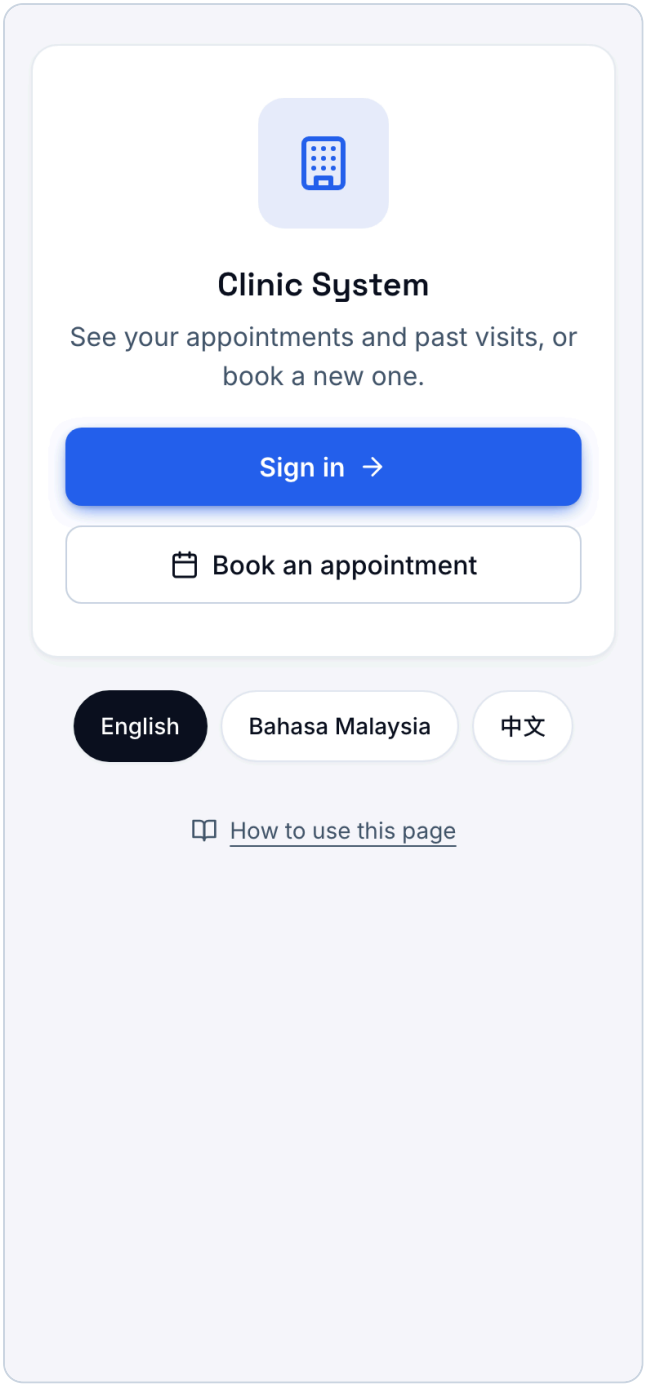
> The pictures come from a practice clinic with made-up patients, so the names, dates and times on your screen will be different.

1. Getting started

Open the clinic's web address on your phone or computer. You see the clinic's name and two buttons:

- **Sign in**: see your bookings and past visits, and pay.
- **Book an appointment**: book a time with a doctor. You do not need to sign in first.

To see the page in another language, press **English**, **Bahasa Malaysia** or **中文** under the buttons.

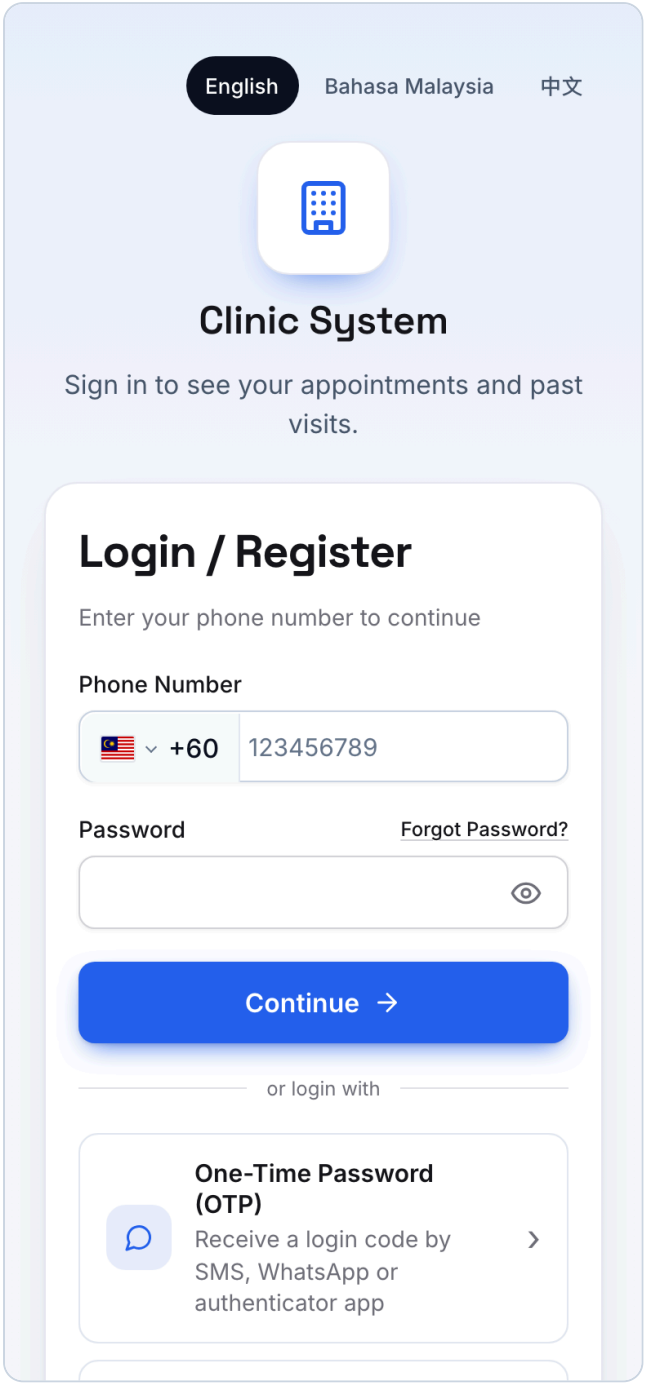


The first page you see.

> Use the mobile number you gave the clinic. It is how the page finds your records and your family's.

2. Signing in

1. Press **Sign in**.
2. Type your mobile number. The country is already set to Malaysia (+60); for a number from another country, press the flag and choose the country.
3. If you have a password, type it and press **Continue**.
4. No password yet, or forgot it? Choose **One-Time Password (OTP)**. A code comes to your phone by SMS or WhatsApp: type it in and you are signed in. You can also press **Forgot Password?** to choose a new password.

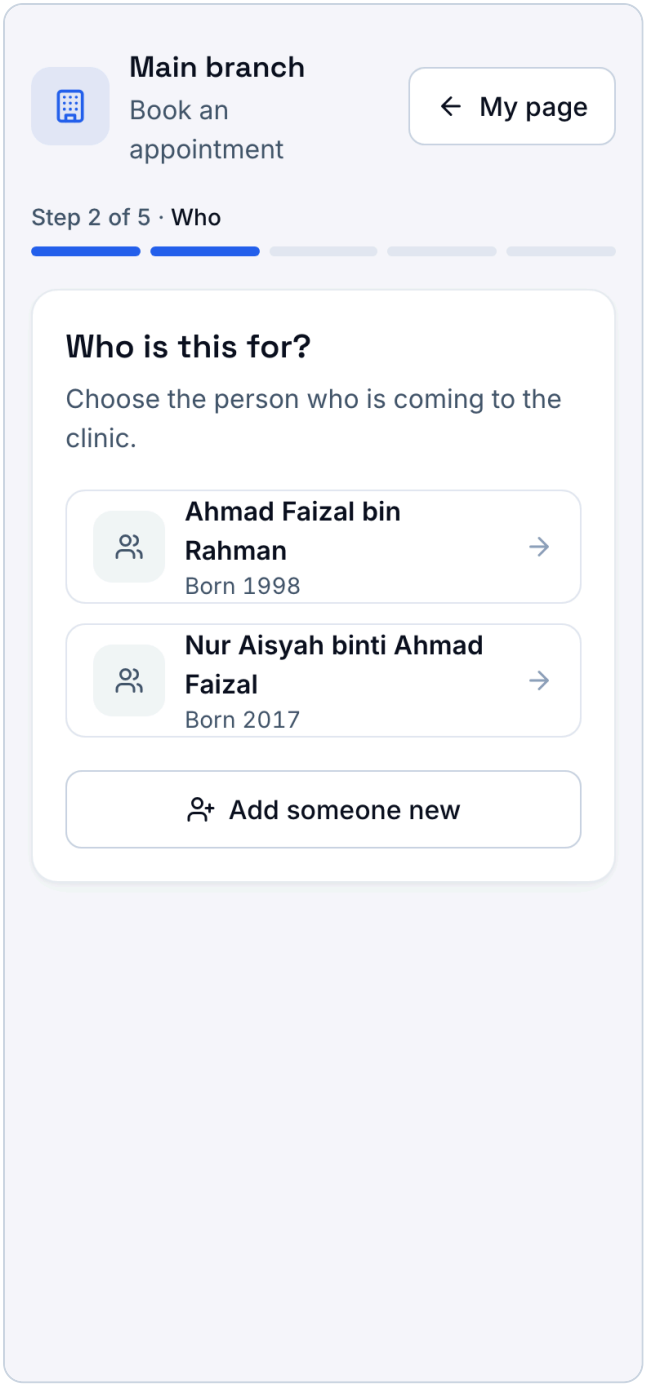


Signing in.

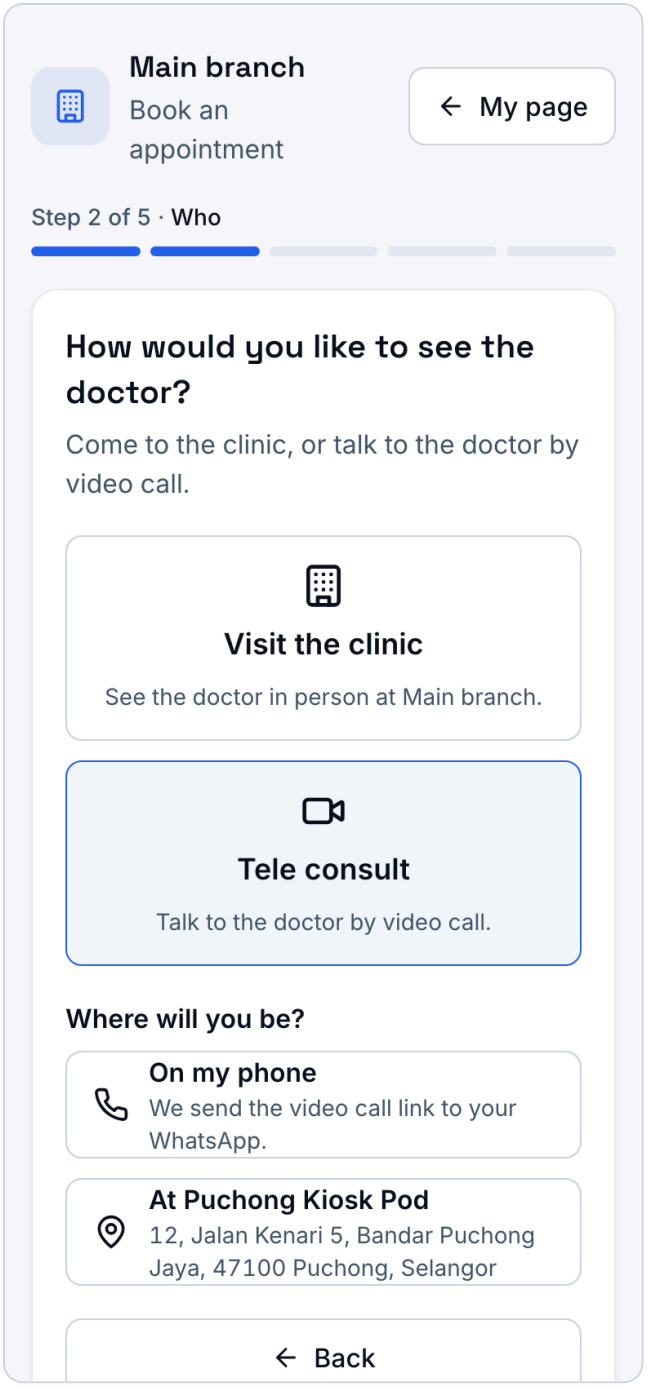
After you sign in with a code, a box at the top of your page offers **Set password**. With a password you can sign in straight away next time, without waiting for a code. If you already have one, press **I already have one** and the box goes away.

3. Booking an appointment

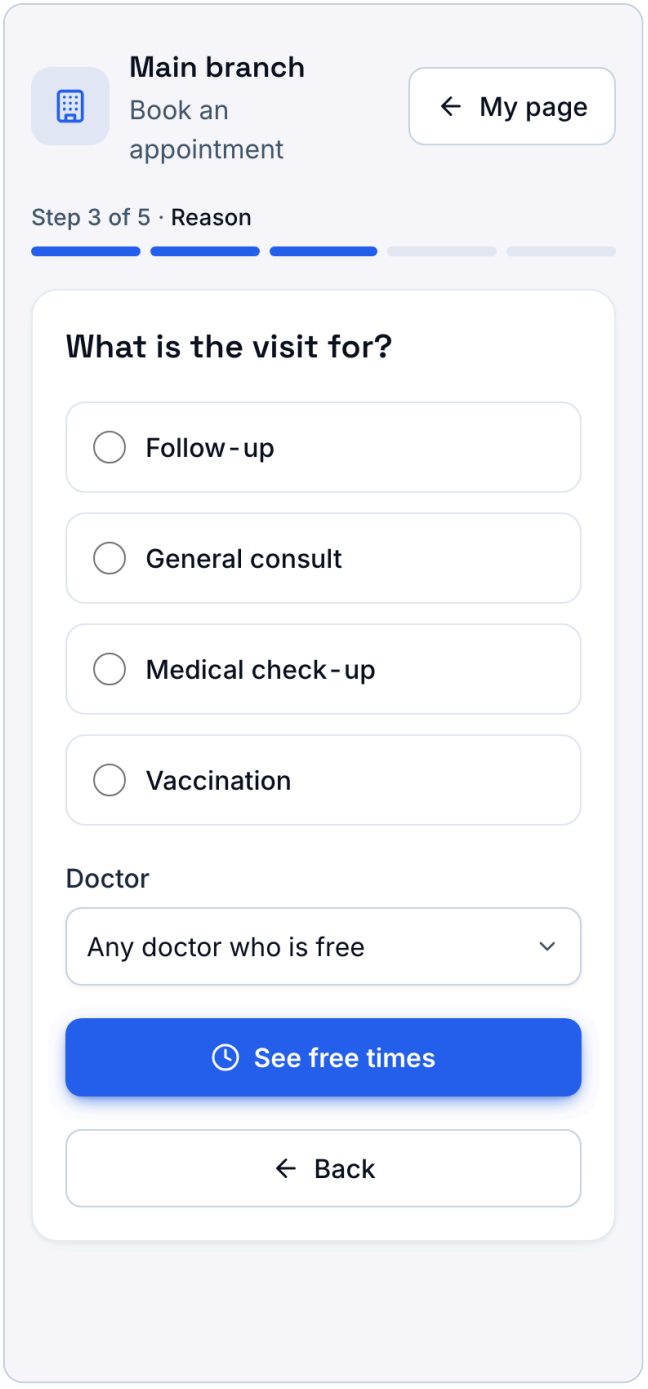
1. Press **Book an appointment** and choose the branch you want to come to.
2. **Your mobile number**: type it and press **Send code**. A 6-digit code comes on WhatsApp. Type it in. (If you are already signed in, this step is skipped.)
3. **Who is this for?** Choose the person who is coming. Someone new to the clinic? Press **Add someone new** and fill in their details exactly as on their ID card. **Scan ID card** fills them in from a photo of the card; check them before you continue. With a MyKad or MyKid number, the date of birth and gender fill in by themselves.
4. **How would you like to see the doctor?** Some clinics ask this. Choose **Visit the clinic**, or **Tele consult** to talk to the doctor by video call. For a tele consult, choose **Where will you be?**: **On my phone**, or **At** a Kiosk Pod. Only the doctors who see patients by video are then shown. See "9. Video call with your doctor".
5. **What is the visit for?** Choose the reason, and a doctor or **Any doctor who is free**. Press **See free times**.
6. **Pick a day and time**. Greyed-out days and times are fully booked.
7. **Check your booking**: make sure the day, time, person, doctor and branch are right. Nothing is booked until you press **Confirm booking**. To pick another time, press **Change time**.



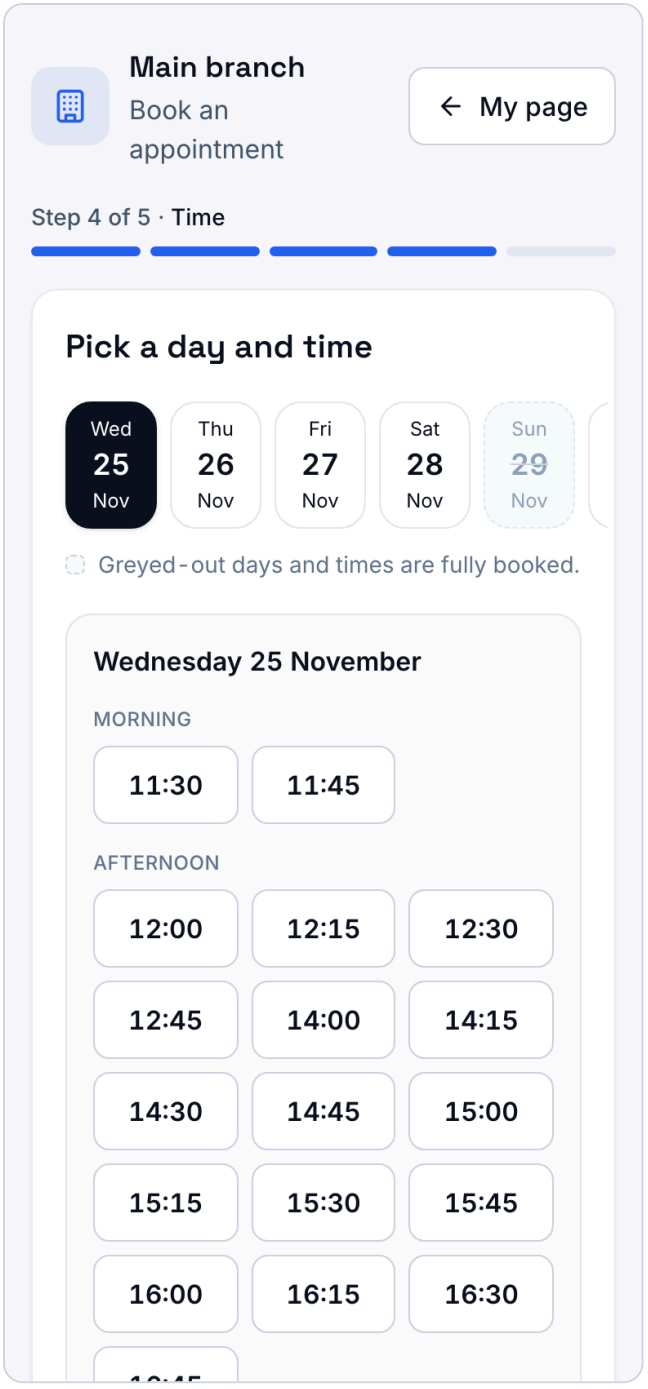
Choosing who is coming.



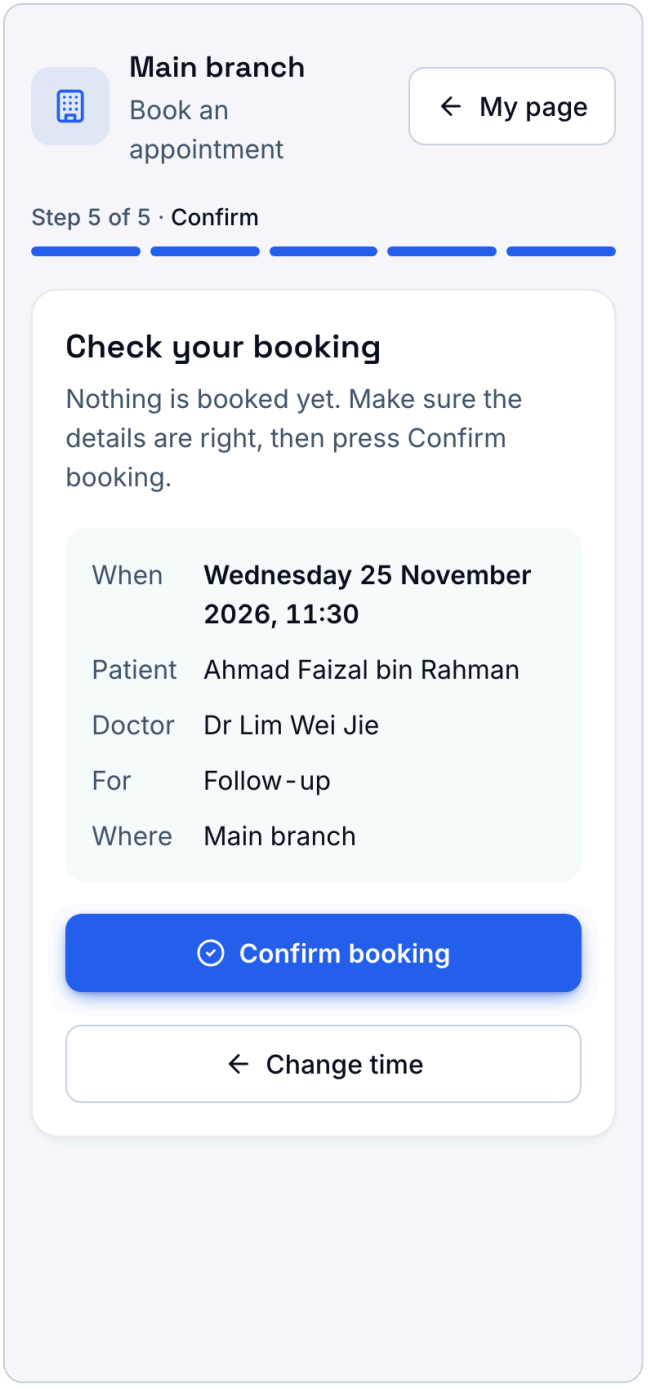
Choosing the clinic or a tele consult.



Choosing the reason and the doctor.



Picking a day and time.



The last check before booking.

You then see **You are booked**. The clinic reminds you on WhatsApp before your appointment. For a tele consult on your phone, you get the video call link on WhatsApp instead. Press **See my bookings** to open your page.

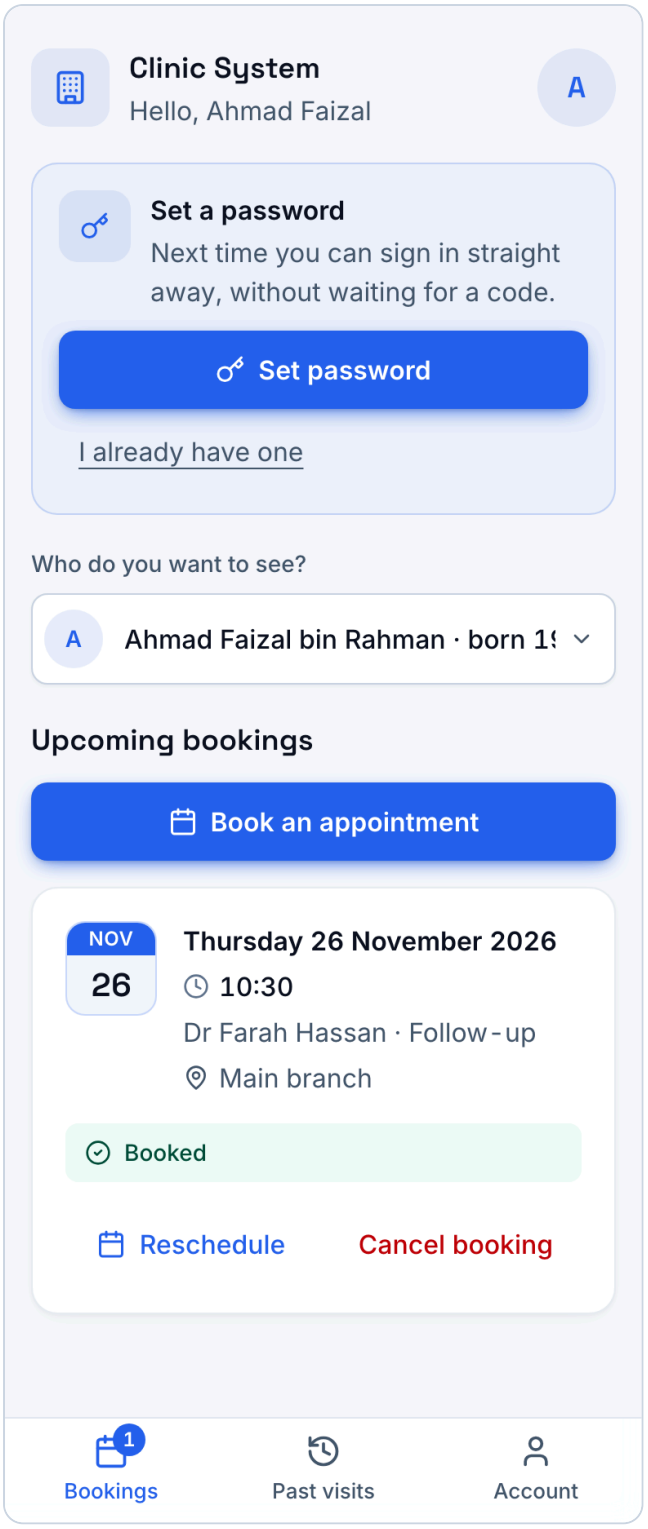
If there is a deposit

- Some clinics ask for a deposit. The booking page tells you the amount before you book.
- Press **Pay deposit of RM...** and pay online. If the deposit is needed to book, your time is kept for you only until the time shown on the screen.

- The deposit is taken off your bill when you come. If you do not come, the clinic keeps it.

4. Your bookings

After signing in, **Bookings** at the bottom of the screen (at the top on a computer) shows your upcoming bookings and the **Book an appointment** button.



Your bookings.

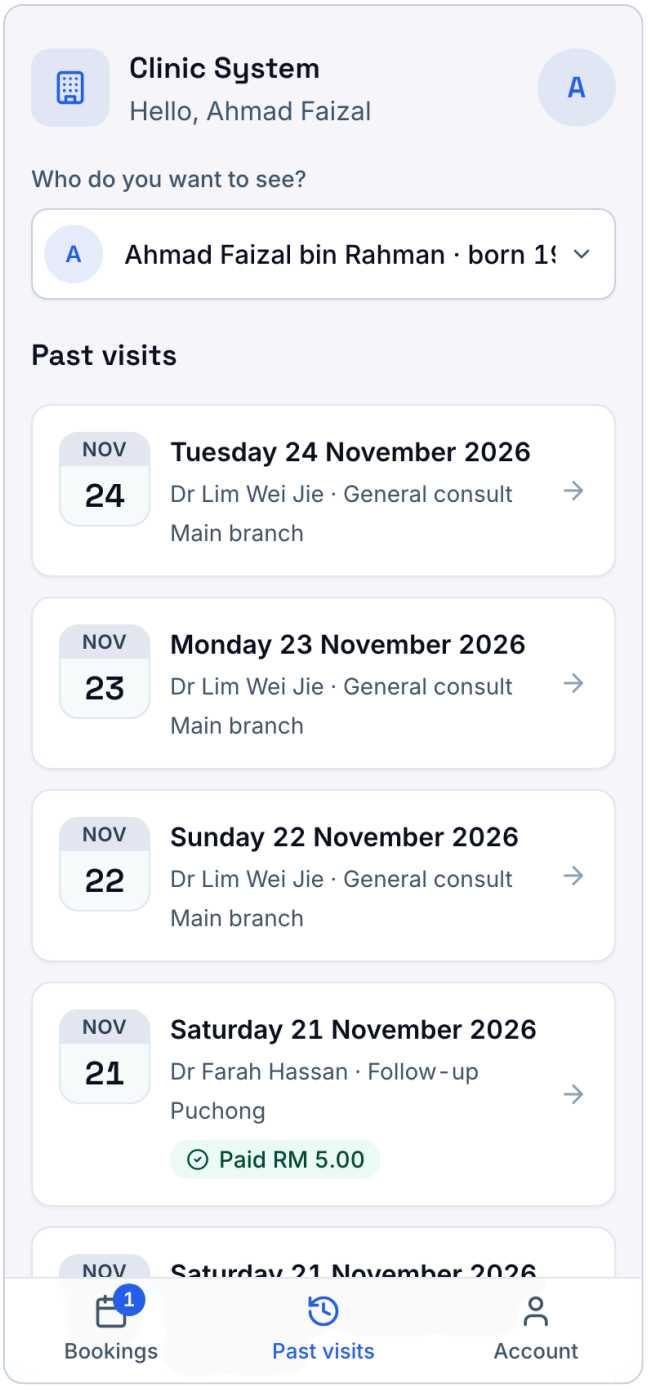
- **Cancel booking**: cancels it. The time becomes free for someone else straight away.

- **Reschedule**: moves it to another day or time. Free times for the same doctor and reason are shown; pick one, check it, and press **Move my booking**. Your deposit stays with the booking, and you get the WhatsApp reminders again for the new time.
- A booking whose deposit is not paid yet has an amber **Pay deposit of RM…** button.

> Cancelling does not give a deposit back. To ask about your deposit, please phone the clinic.

5. Past visits and paying

Past visits lists your earlier visits, newest first. Press one to see when it was, the doctor, why you came and what you paid.

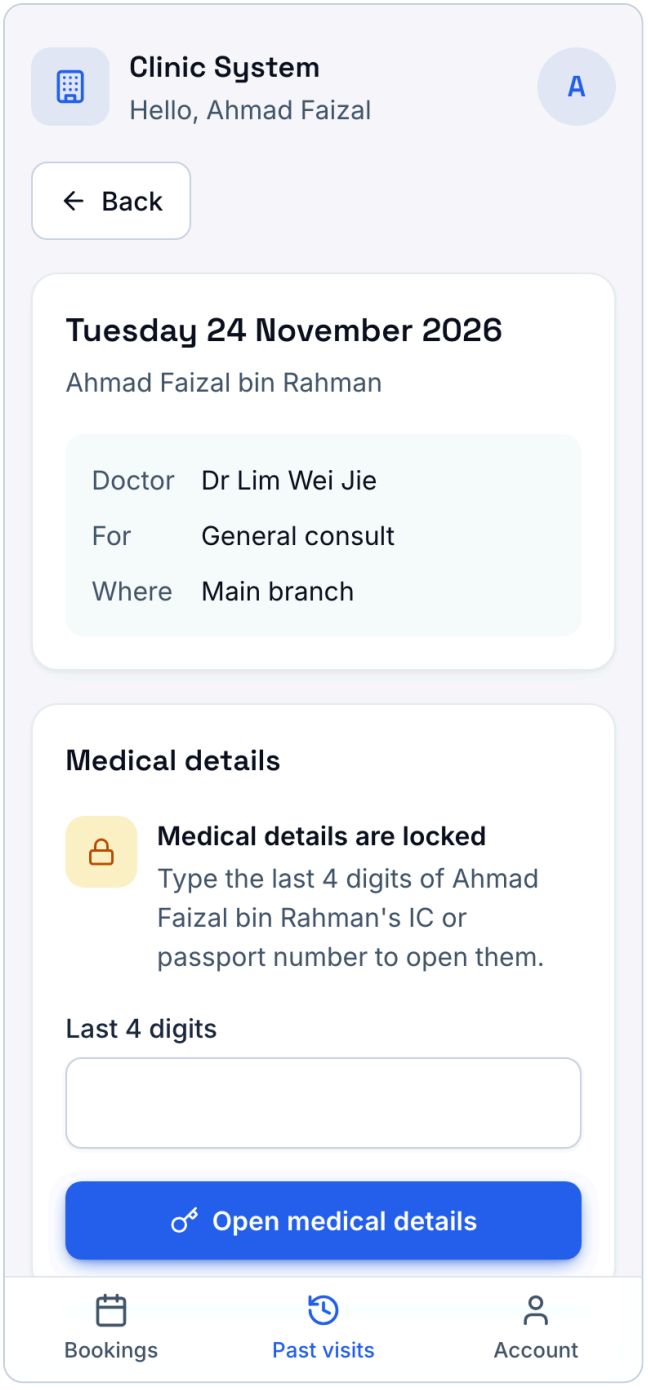


Past visits.

Medical details

The diagnosis, the doctor's notes, measurements, medicines and papers (medical certificate, time slip, referral letter, receipt) are locked to keep them private. To open them,

type the last 4 digits of that person's IC or passport number and press **Open medical details**. Papers open in a new tab, ready to save or print.



A visit with its medical details locked.

- After 5 wrong tries, the details stay locked for 15 minutes. After 15 wrong tries in one day, try again tomorrow or ask at the counter.
- If you see "The doctor has not finished the notes for this visit yet", look again later.

Paying for today's visit

When the doctor and pharmacy have finished, today's visit shows under **Past visits** as **Not paid yet** with the amount. Open it and choose how to pay under **Pay now** (online banking, DuitNow QR or card), or pay at the counter as usual. Pay buttons are amber, so you do not mix them up with the blue **Book an appointment**.

6. Your family

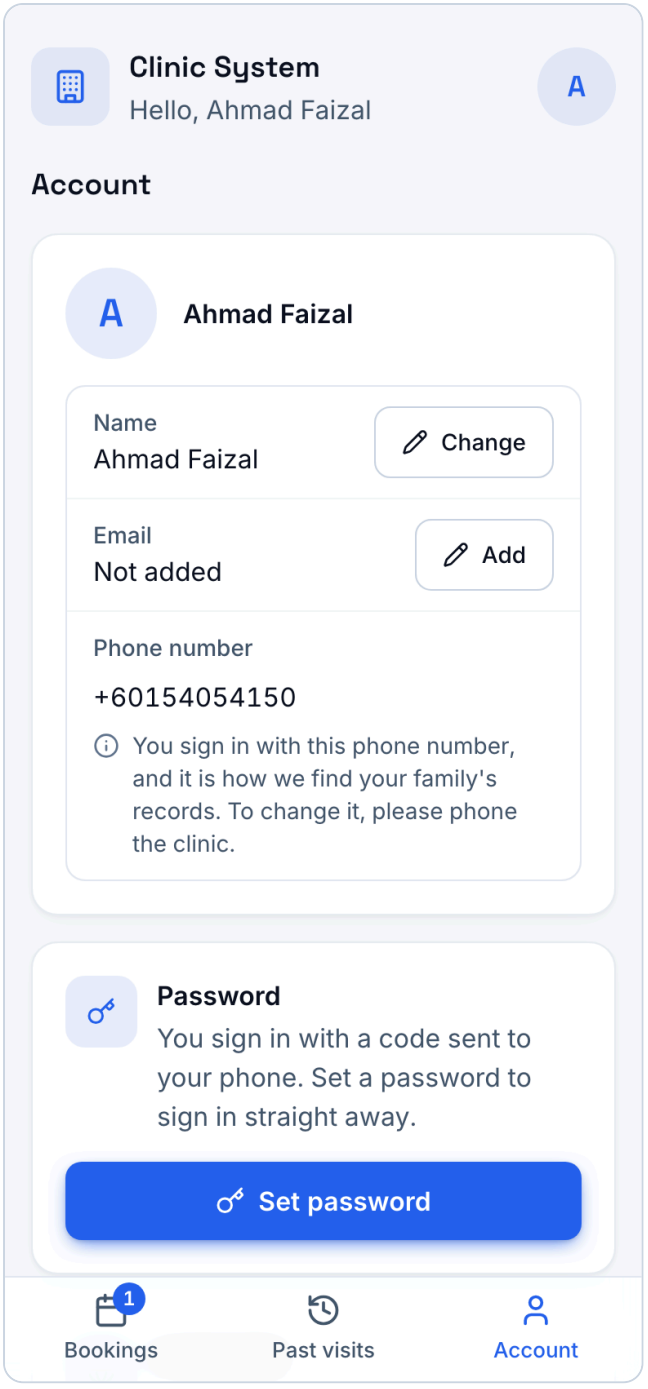
Everyone the clinic has registered under your mobile number shows on your page: for example your children or parents.

- On **Bookings** and **Past visits**, use **Who do you want to see?** at the top to choose whose bookings and visits are shown.
- Someone missing? Add them when you book an appointment, with **Add someone new**.
- To take someone off your page, open **Account** and press **Remove** beside their name. This only takes them off your page and booking list; the clinic keeps their records, and booking for them again brings them back.

7. Your account

Press **Account** at the bottom of the screen.

- **Name** and **Email**: press **Change** or **Add**. A new email needs your password and a code sent to the new address; without a password, set one first.
- **Phone number**: you sign in with it. To change it, please phone the clinic.
- **Password**: set or change it. A code is sent to your phone first, to make sure it is you.
- **Language**: the language this page is shown in.
- **People under this number**: everyone on your page, each with **Remove**.
- **Sign out**: do this on a shared phone or computer.



Your account.

> The name you change here is the name you sign in with. It does not change the clinic's records. To correct a name or date of birth on a record, please tell the front desk.

8. At the clinic

When you arrive

Bring your IC (or passport, MyKid or other ID) and show it at the front desk, whether you booked, walked in or used the tablet. The front desk checks your details with you, and the doctor can call you in only after that. If anything has changed, such as your phone number or address, tell them then.

The tablet at the entrance

Some clinics have a tablet (a kiosk) near the entrance.

1. Type your mobile number and the WhatsApp code, and choose who is coming.
2. Press **I'm here now**. If you have a booking today, you are checked in. If not, choose the reason for your visit to join today's queue. (Some clinics only offer booking on the tablet.)
3. Your queue number shows on the screen. Show your IC at the front desk, then take a seat until your number is called.

Book a later time on the tablet books an appointment the same way as on your phone. The tablet goes back to the start by itself, so the next person never sees your details.

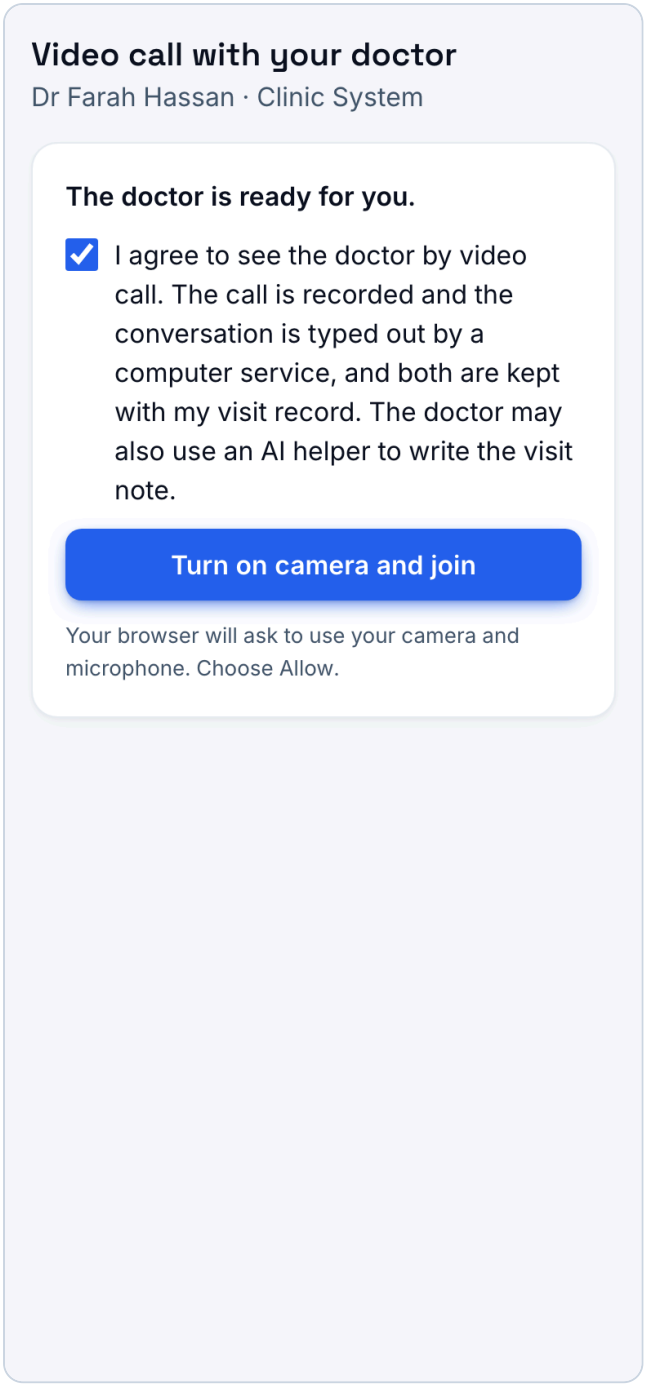
The waiting-room screen

A TV in the waiting room shows the number being seen and the room to go to, and the numbers called to collect medicine or pay. It shows queue numbers only, never names.

9. Video call with your doctor

Some clinics can see you by video call, so you can talk to the doctor from home.

1. The clinic sends you a link by WhatsApp or SMS. Open it on your phone or computer: nothing needs to be installed. The link works for one day.
2. If the doctor is not ready yet, keep the page open. It lets you in as soon as the doctor starts the call.
3. Tick the box to agree to the video call, which is recorded and typed out, then press **Turn on camera and join**. When your phone asks to use the camera and microphone, choose Allow.
4. Talk to the doctor as you would in the room. The buttons under the video turn your microphone and camera off and on. Press **Leave call** when you are done.



Joining a video call.

- The call is recorded, and the conversation is typed out by a computer service. Both are kept with your visit record at the clinic, where only the clinic's managers and your doctor can see them. A red **Recording** sign shows while the call is being recorded, and a yellow notice while it is being typed out.
- You do not have to turn your camera on: if you choose not to allow it, you still join and the doctor hears you.
- If the call drops, press **Turn on camera and join** again.
- After the call, the visit shows under **Past visits** like any other visit.

A tele consult on your phone

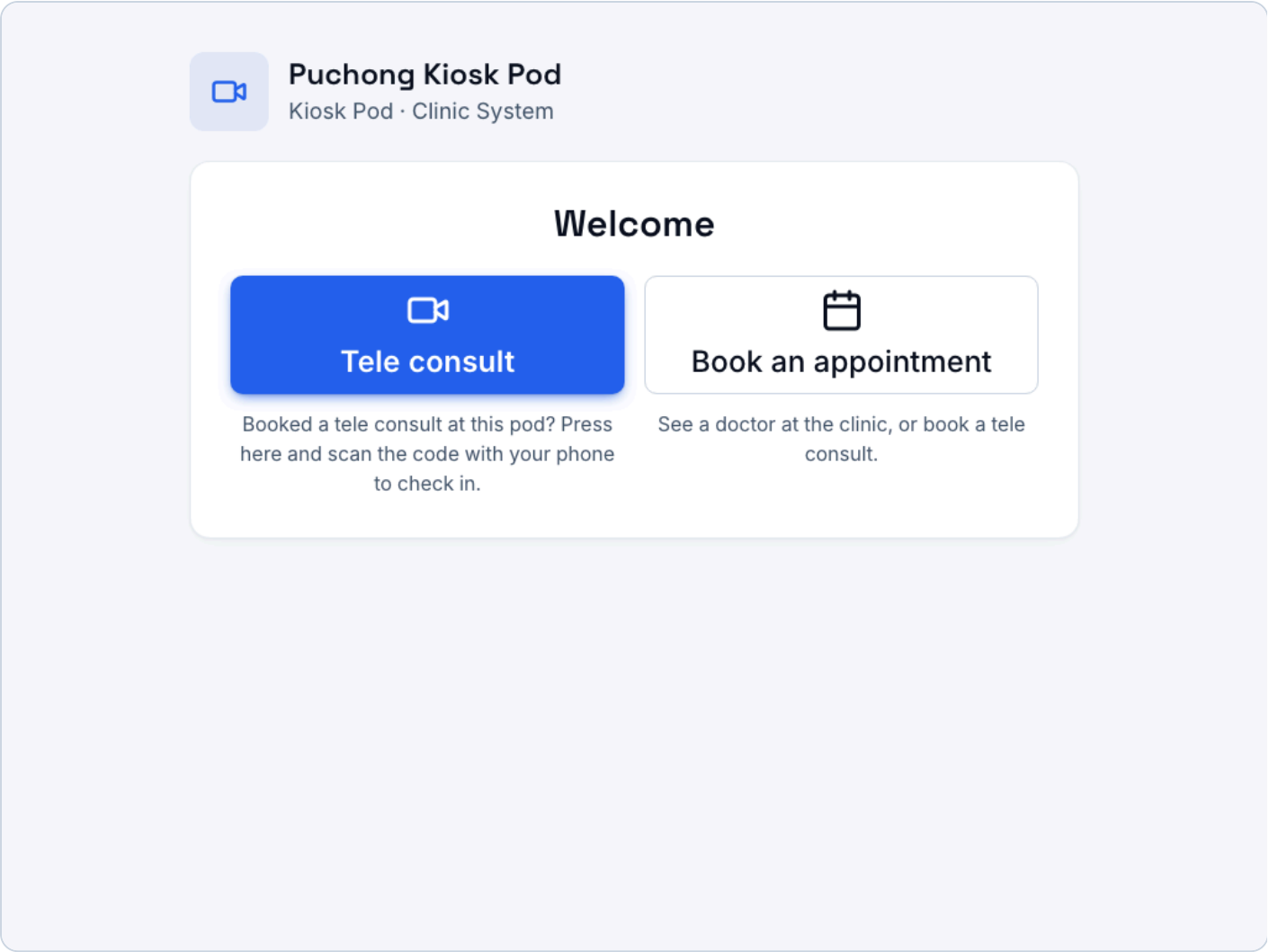
If you booked a **Tele consult On my phone**:

1. The clinic sends the video call link to your WhatsApp straight after you book, and again 1 hour before your time. On your page, the booking under **Bookings** also has a **Join video call** button.
2. When your time comes, a **Your tele consult is now** box with a **Join video call** button shows at the top of **Bookings** on your page. If the call drops, press it again.
3. Open it at your time, on a phone with a camera, somewhere quiet. It lets you in from 30 minutes before your booked time until an hour after it ends. Open it earlier and it tells you when you can join; keep the page open and it lets you in by itself.
4. You then wait on the video call page until the doctor starts the call, and join as above.

> You do not need to go to the front desk. Have your IC ready: the doctor asks to see it on camera.

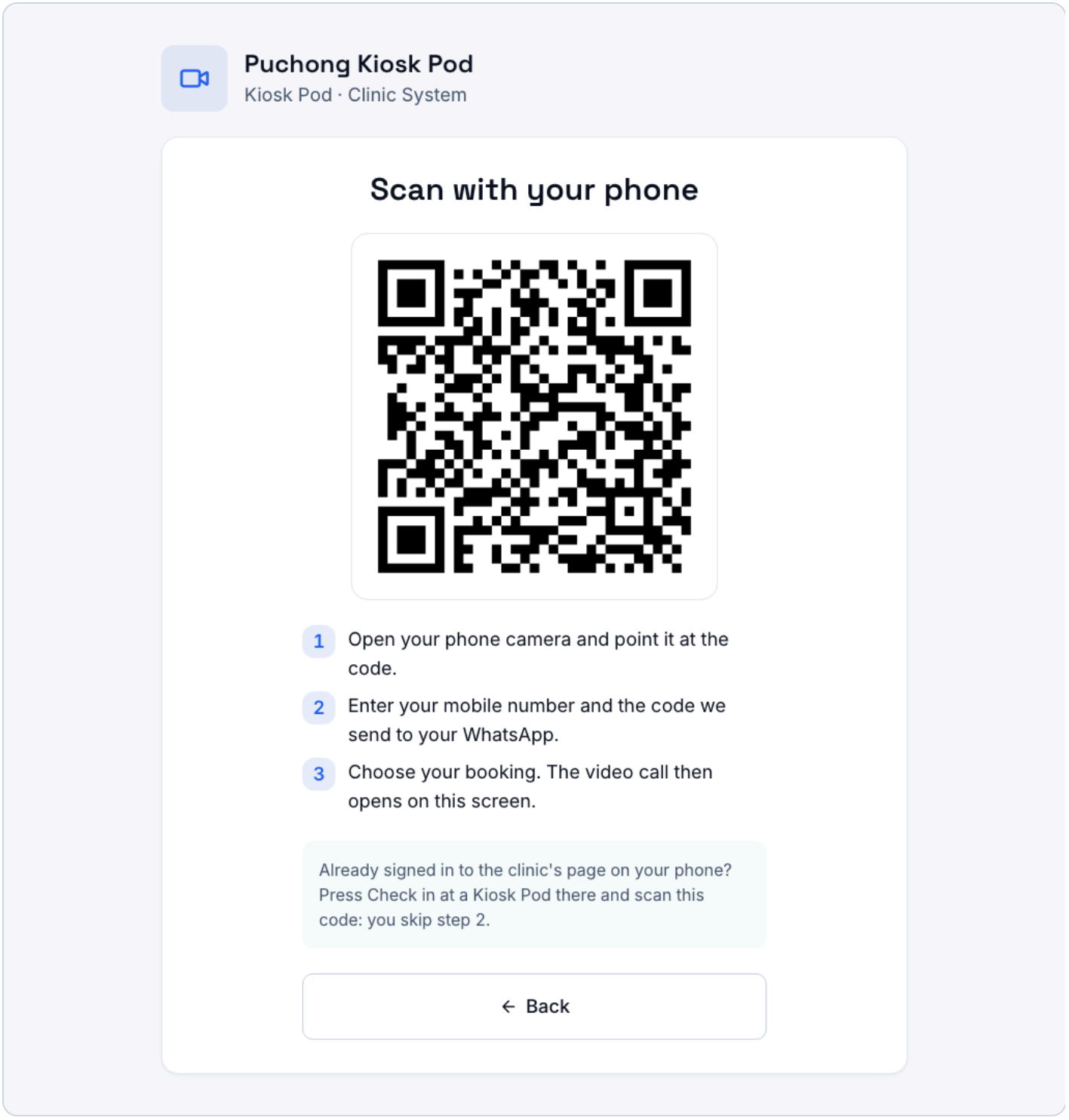
A tele consult at a Kiosk Pod

A Kiosk Pod is a small booth with a screen and camera, where you talk to a doctor from the clinic by video. There is no doctor in the pod. Pods are for bookings only: first book a **Tele consult At** the pod, on your phone or on the pod screen itself (press **Book an appointment** there). You get the usual WhatsApp reminders, naming the pod.

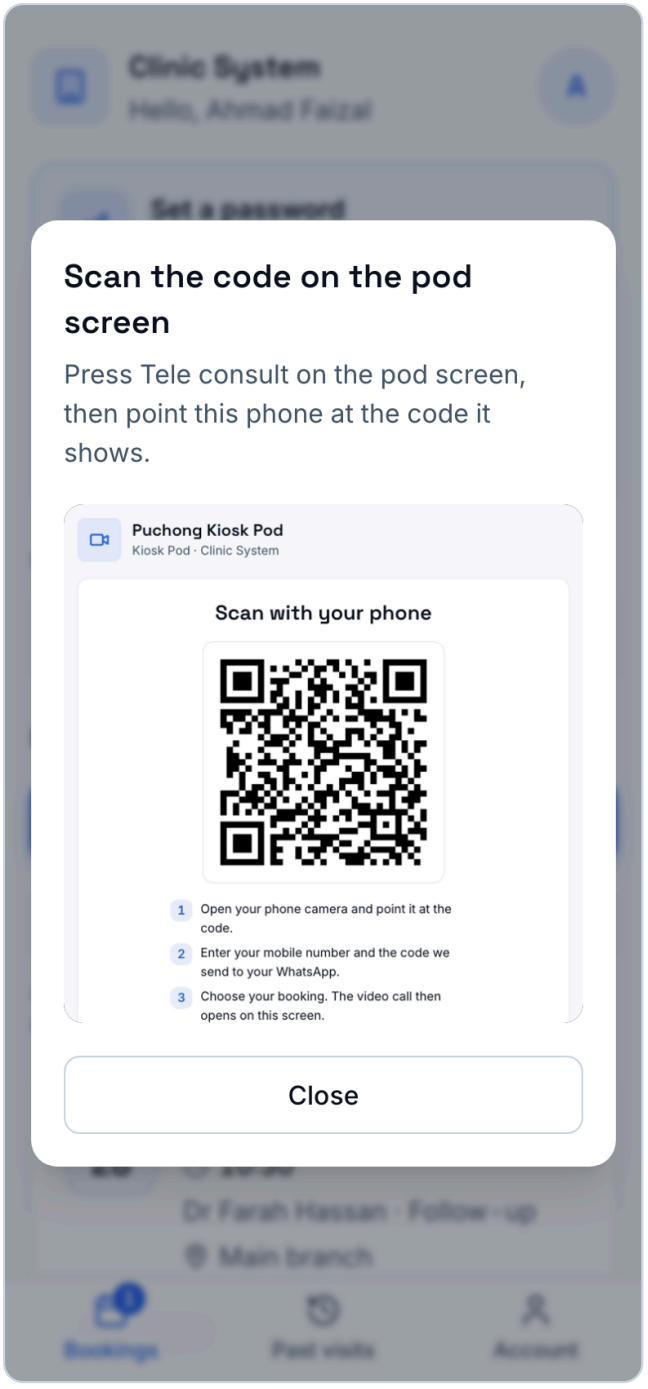


The pod screen as you find it: Tele consult to check in for your booking, Book an appointment to make one.

1. Come to the pod a few minutes before your time, with your IC.
2. Press **Tele consult** on the pod screen. A QR code shows.
3. Point your own phone's camera at the code and open the page it shows. Type your mobile number (the one you booked with) and the code sent to your WhatsApp. Already signed in to this page on your phone? Under **Bookings**, press **Check in at a Kiosk Pod** and point your phone at the code instead: there is no number or code to type, and if you have one booking at the pod you are checked in straight away.
4. **Choose your booking**. Your phone says **You are checked in**, and the video call opens on the pod screen.
5. On the pod screen, tick the box and press **Turn on camera and join** when the doctor is ready.



The pod screen after pressing Tele consult.



Signed in on your phone: press Check in at a Kiosk Pod and point the camera at the code.

- The QR code works for 5 minutes. If it has run out, press **Tele consult** again and scan the new code.
- You can check in from 30 minutes before your booked time.
- After the call, the pod screen goes back to the start by itself. To leave earlier, press **Back to start**.
- If nobody joins the call, the pod screen also goes back to the start by itself after 20 minutes, so your call is not left open for the next person.

After a tele consult

You also get the bill on WhatsApp as soon as the doctor (and the pharmacy, if you were given medicines) have finished, with any deposit already taken off. Tap the link in the message and choose how to pay: online banking, DuitNow QR or card. Or pay on your page under **Past visits** (see "Paying for today's visit" in part 5), or at the counter. If the doctor gives you medicines, collect them at the clinic branch.

10. Common questions

The WhatsApp code did not come.

Check the number, then wait a minute: the page counts down until you can press **Send a new code**. A code works for 5 minutes. If it still does not come, please phone the clinic.

My family member is not on my page.

They may be registered under another phone number. Add them when you book with **Add someone new**, or ask the front desk. If the page says "This ID is already linked to another account", ask at the counter to move them to your number.

I want to change my booking time.

Press **Reschedule** on the booking under **Bookings** and pick a new time. To see another doctor, cancel it and book again.

I can't open the medical details.

Type the last 4 digits of the IC or passport number of the person who came, not your own. After too many wrong tries, wait as the page says, or ask at the counter.

Is my information safe?

Only someone signed in with your mobile number sees your page, and medical details need the last 4 digits of the ID number. Sign out when you use a shared phone or computer.

Can I get this guide on paper?

Yes: press **Download as PDF** on this page and print it.