

Plexus Hub User Training Guide

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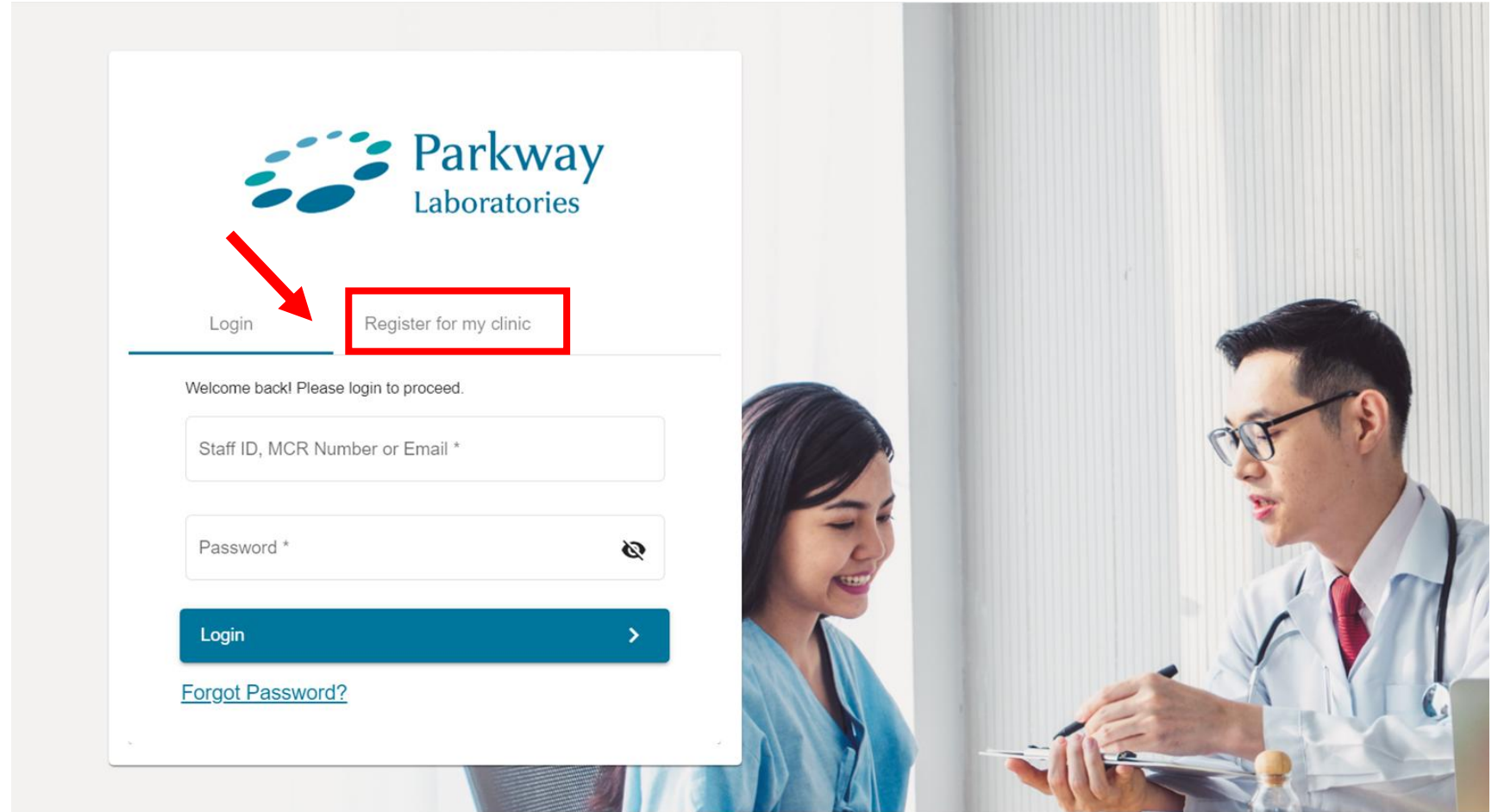
12. Forgot Password

Registration (New Clinic) – Not registered in TeLis



Register for my Clinic

- **Login url**
 - <https://plexushub.sg>
- **Register for my clinic**
 - Sign up for new Clinic



Register for my Clinic

Input all *mandatory fields:

- * Sign up
 - Given name
 - Family name
 - Staff ID or MCR no.
 - Email
 - Mobile number
(Start with '+' your country code
ie. +6588888888.)
 - Password
(Min. 8 characters.
Alphanumeric
Upper & Lower case,
with special character.)
- Confirm Password
- Submit



Login Register for my clinic

Online registration is available for clinics and their personnel only.

Given Name *

Family Name *

Staff ID or MCR Number *

For verification purposes.

Email *

Mobile Phone Number *

Should start with '+' your country code and then your number ie. +631235489715.

Password *



Minimum of 8 characters. Must contain at least 1 of the following uppercase letter, lowercase letter, number and symbol.

Confirm Password *

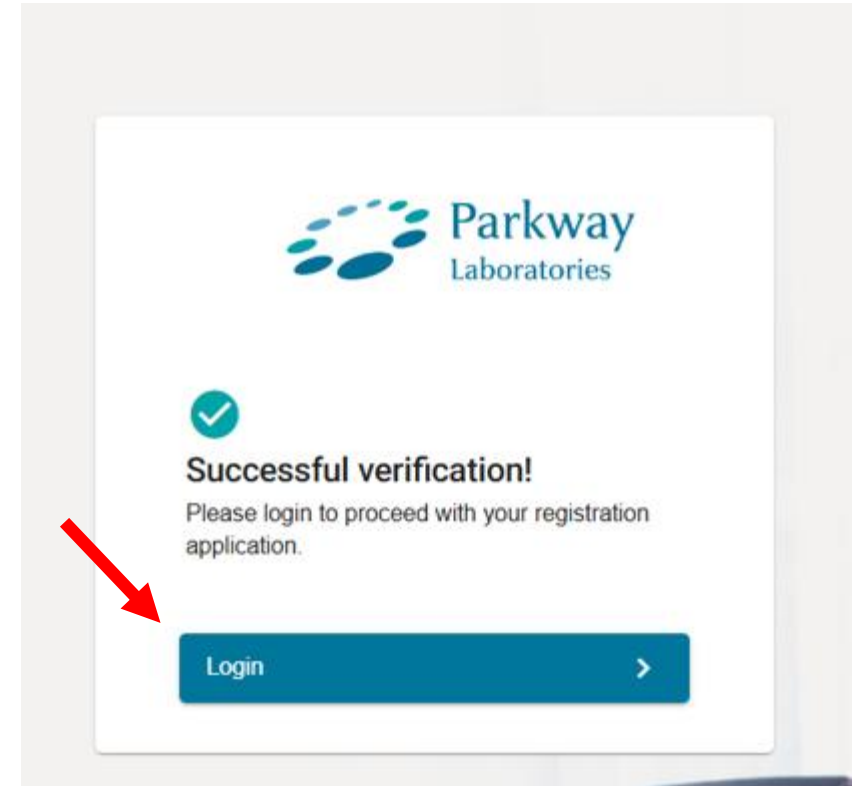
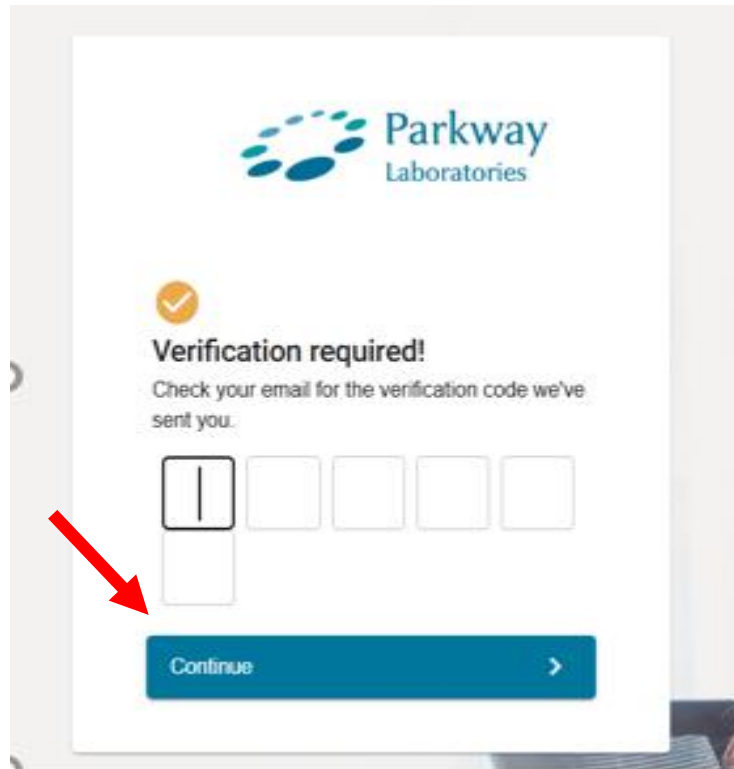
Submit



Register for my Clinic

(Verification Required)

- For first time login, verification code will be send via the registered email.
- Check your email for the OTP and input in the field provided
- Click login



User Login – New User

- **Login url**

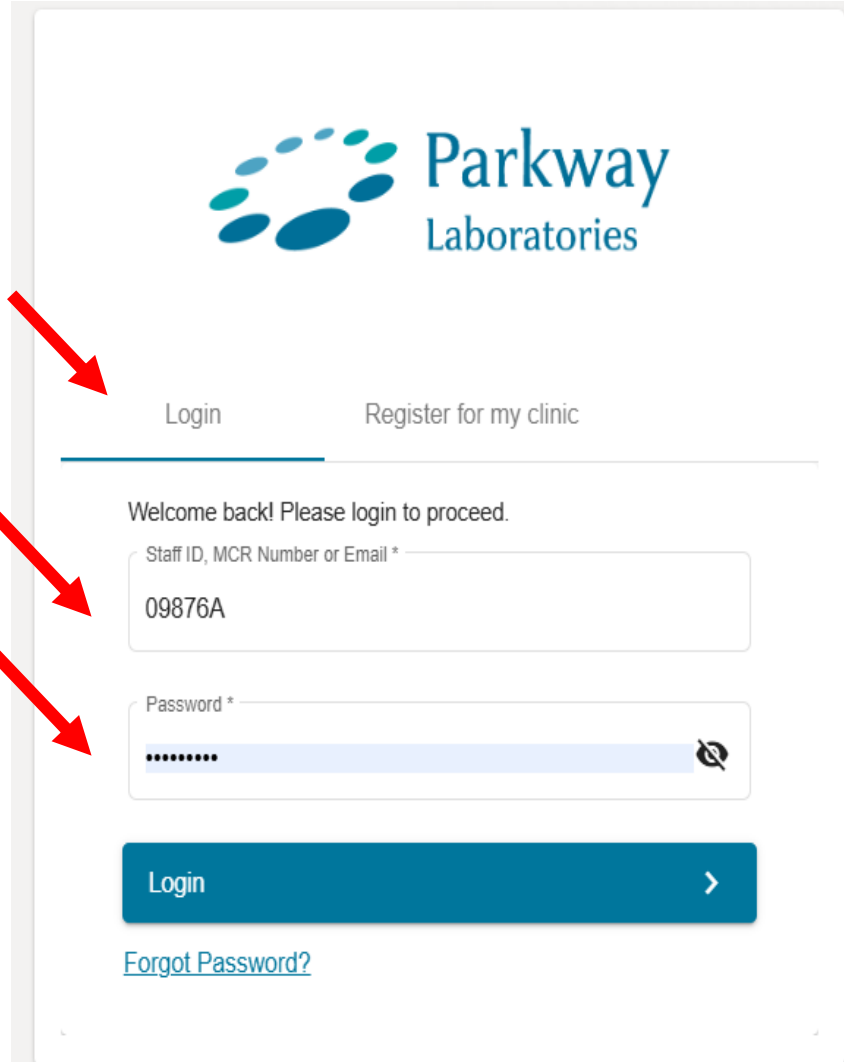
- <https://plexushub.sg>

- **Input login details**

- MCR nos / User ID
- Password

- **Input OTP**

- OPT will be send to the registered mobile number via SMS



The login page features the Parkway Laboratories logo at the top. Below the logo are two tabs: 'Login' (selected) and 'Register for my clinic'. A message reads 'Welcome back! Please login to proceed.' Below this is a text input field labeled 'Staff ID, MCR Number or Email *' containing the text '09876A'. Below that is a password input field labeled 'Password *' with a masked password '.....' and an eye icon to toggle visibility. At the bottom is a blue 'Login' button with a right arrow. A link 'Forgot Password?' is located below the button. Three red arrows point to the 'Login' tab, the email input field, and the password input field.

Parkway
Laboratories

Login Register for my clinic

Welcome back! Please login to proceed.

Staff ID, MCR Number or Email *

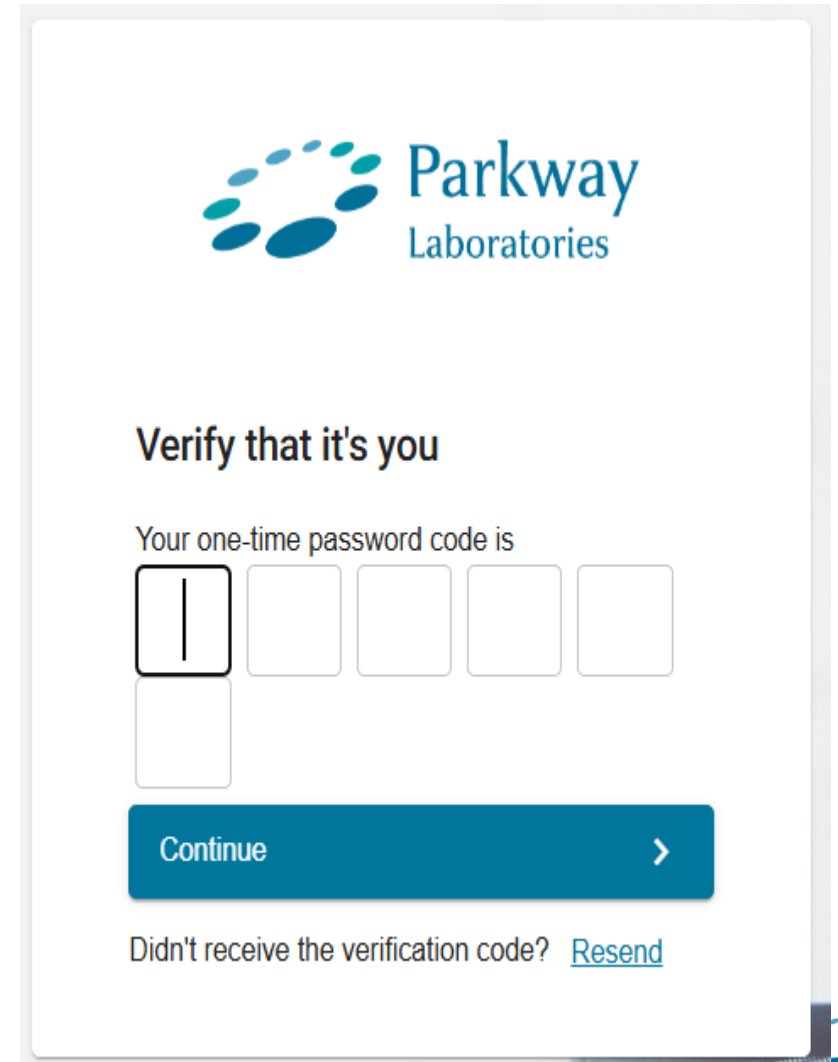
09876A

Password *

.....

Login >

[Forgot Password?](#)



The verification page features the Parkway Laboratories logo at the top. Below the logo is the heading 'Verify that it's you'. A message reads 'Your one-time password code is'. Below this is a row of five input boxes for the OTP code, with the first box containing a vertical line. Below the row is a blue 'Continue' button with a right arrow. At the bottom is a link 'Didn't receive the verification code? Resend'.

Parkway
Laboratories

Verify that it's you

Your one-time password code is

|

Continue >

Didn't receive the verification code? [Resend](#)

User Login – New User

(Clinic Details)

- **Clinic Name**
- **HCI number**
- **Clinic Address**
- **Billing Address – if is the same, click on the arrow.**

Registered Company Name *

Enter at least 3 characters.

HCI

Clinic Address Line 1 *

Block/House No.; Street Name; Building Name; Level and Unit.

Clinic Address Line 2

Postcode *

Country *

Singapore



Same for billing address ☐

Billing Entity Name

Clinic Billing Address Line 1 *

Block/House No.; Street Name; Building Name; Level and Unit.

Clinic Billing Address Line 2

Postcode *

Country *

Singapore

[Remove Billing Address](#)

User Login – New User

(Clinic Details)

- **Clinic email**
- **Clinic contact number**
- **Clinic Fax number (Optional)**
- **Electronic Invoice (Optional)**
- **Electronic Statement of Account (Optional)**
- **CMS integration (Optional)**
- **Select preferred Hardcopy and/or Softcopy receipt of Report & secondary language (Optional)**

The form contains the following fields and sections:

- Clinic Email ***: A text input field.
- +65 ▼ Clinic Contact Number ***: A text input field with a dropdown arrow.
- +65 ▼ Clinic Fax Number**: A text input field with a dropdown arrow.
- Electronic Invoice**: A section with a toggle switch labeled **e-Invoice**. Below it, text reads: "If selected, clinic will not receive hardcopy invoice."
- Electronic Statement of Account**: A section with a toggle switch labeled **e-SOA with e-Payment gateway**. Below it, text reads: "If selected, clinic will receive e-SOA with e-Payment link."
- Submit Lab orders / Receive Results via Clinic Management System**: A section with a toggle switch labeled **Submit Lab orders / Receive Results via CMS**.
- Receive Result Reports via**: A section with two checkboxes: **Hardcopy** and **Softcopy**.
- Reports - Secondary Language**: A dropdown menu.
- Receive Result Reports via**: A section with two checkboxes: **Hardcopy** and **Softcopy**.
- Reports - Secondary Language**: A dropdown menu.
- Hardcopy Count ***: A dropdown menu with the value **2**.
- Preferred Notification**: A section with two checkboxes: **SMS** and **Email**.

User Login – New User

(Clinic Details – CMS Integration)

- **If CMS integration is enable there'll be a pop up to request for acknowledgement**

(CMS integration form would be unnecessary)

The Doctors at **Plexus Hub Training** wish to receive their patient's results, pathology requests, demographic data, and test results ("Patient Results") from Parkway Laboratory Services Pte Ltd (PLS) electronically via the their designated email addresses in Annex 1.

On behalf of the Doctors, the Clinic hereby instructs PLS to electronically transmit the Patient Results to the Doctors via the System, in accordance with such instructions as the Clinic may provide to PLS from time to time. If the Clinic no longer requires PLS to electronically transmit the Patient Results to any of the Doctors via the System, the Clinic must instruct PLS accordingly in writing.

In addition, the Clinic acknowledges, agrees and undertakes to PLS as follows:

- the Clinic is authorized to instruct PLS on behalf of the Doctors in accordance with this Authorisation Form;
- in transmitting the Patient Results to the Doctors, PLS is acting in accordance with the Clinic's instructions. The Clinic shall immediately update PLS in the event of any changes to the Clinic's instructions. In particular, in the event that the practice of any of the Doctors is changed or terminated the Clinic shall inform PLS and all other relevant parties (including the Vendor) immediately so that PLS will cease transmitting that Doctor's Patient Results to the Clinic;
- the System and the Clinic's access to the System is provided to the Clinic by the Vendor in accordance with the Clinic's specifications and requirements. The Patient Results are being transmitted to the Clinic at the request of Clinic and at the Clinic's own risk;
- PLS has the right to retain copies of any databases, files and Patient Results for their own record-keeping purposes and for compliance with applicable law;
- the Clinic shall procure the compliance of the Vendor with all applicable obligations of the Personal Data Protection Act 2012 (PDPA);
- the Clinic shall obtain, and shall procure that each Doctor obtains, the consent of their patients in accordance with the requirements of the PDPA for the transmission of the Patient Results to the Clinic through the System and retain records of such consents.

relevant parties (including the Vendor) immediately so that PLS will cease transmitting that Doctor's Patient Results to the Clinic;

- the System and the Clinic's access to the System is provided to the Clinic by the Vendor in accordance with the Clinic's specifications and requirements. The Patient Results are being transmitted to the Clinic at the request of Clinic and at the Clinic's own risk;
- PLS has the right to retain copies of any databases, files and Patient Results for their own record-keeping purposes and for compliance with applicable law;
- the Clinic shall procure the compliance of the Vendor with all applicable obligations of the Personal Data Protection Act 2012 (PDPA);
- the Clinic shall obtain, and shall procure that each Doctor obtains, the consent of their patients in accordance with the requirements of the PDPA for the transmission of the Patient Results to the Clinic through the System and retain records of such consents. The Clinic shall provide PLS with copies of the patients' consents upon request by PLS;
- the Clinic shall ensure that each Doctor accesses only the Patient Results of their own patients, or otherwise accesses Patient Results in accordance with consents which have been obtained by the Doctor from the relevant patient;
- the Clinic shall not hold PLS liable for any loss or damage which may be suffered by the Clinic in connection with the electronic transmission of the Patient Results through the System; and
- the Clinic shall keep PLS, its officers, directors, employees and agents ("Indemnitees") indemnified against all losses, damages, claims, demands, actions, proceedings, liabilities and expenses whatsoever (including but not limited to all legal costs or attorney's fees on a full indemnity basis) that any of the Indemnitees may incur or suffer arising from or in connection with the transmission of the Patient Results through the System to Clinic.



☐ I acknowledge the terms and conditions.

User Login – New User

(Clinic Details – CMS Integration)

- Submit Lab orders/Receive Results via CMS field will be enabled.
- Select the preferred CMS Vendors (you may select more than one vendor)

Submit Lab orders / Receive Results via Clinic Management System

☒ Submit Lab orders / Receive Results via CMS

+65 ▼ Clinic Fax Number

Receive Result Reports via

☐ Hardcopy ☐ Softcopy

Reports - Secondary Language

CMS Preference(s) *

- ☐ Avxio
- ☐ CAS
- ☐ CellBox
- ☐ Diavium
- ☐ Digicare
- ☐ FMC

Submit Lab orders / Receive Results via Clinic Management System

☒ Submit Lab orders / Receive Results via CMS

+65 ▼ Clinic Fax Number

Receive Result Reports via

☐ Hardcopy ☐ Softcopy

Reports - Secondary Language

CMS Preference(s) *

- ☐ NueMD
- ☐ OtterSG
- ☒ Plato
- ☒ Plexus Hub
- ☒ SGiMED
- ☐ UnoTech

Submit Lab orders / Receive Results via Clinic Management System

☒ Submit Lab orders / Receive Results via CMS

CMS Preference(s) *

Plato, Plexus Hub, SGiMED

User Login – New User

(Clinic Details)

- **Input Clinic's operating hours and click "Next"**

M T W T F S S

☒ Open 24 Hours ☐ Closed

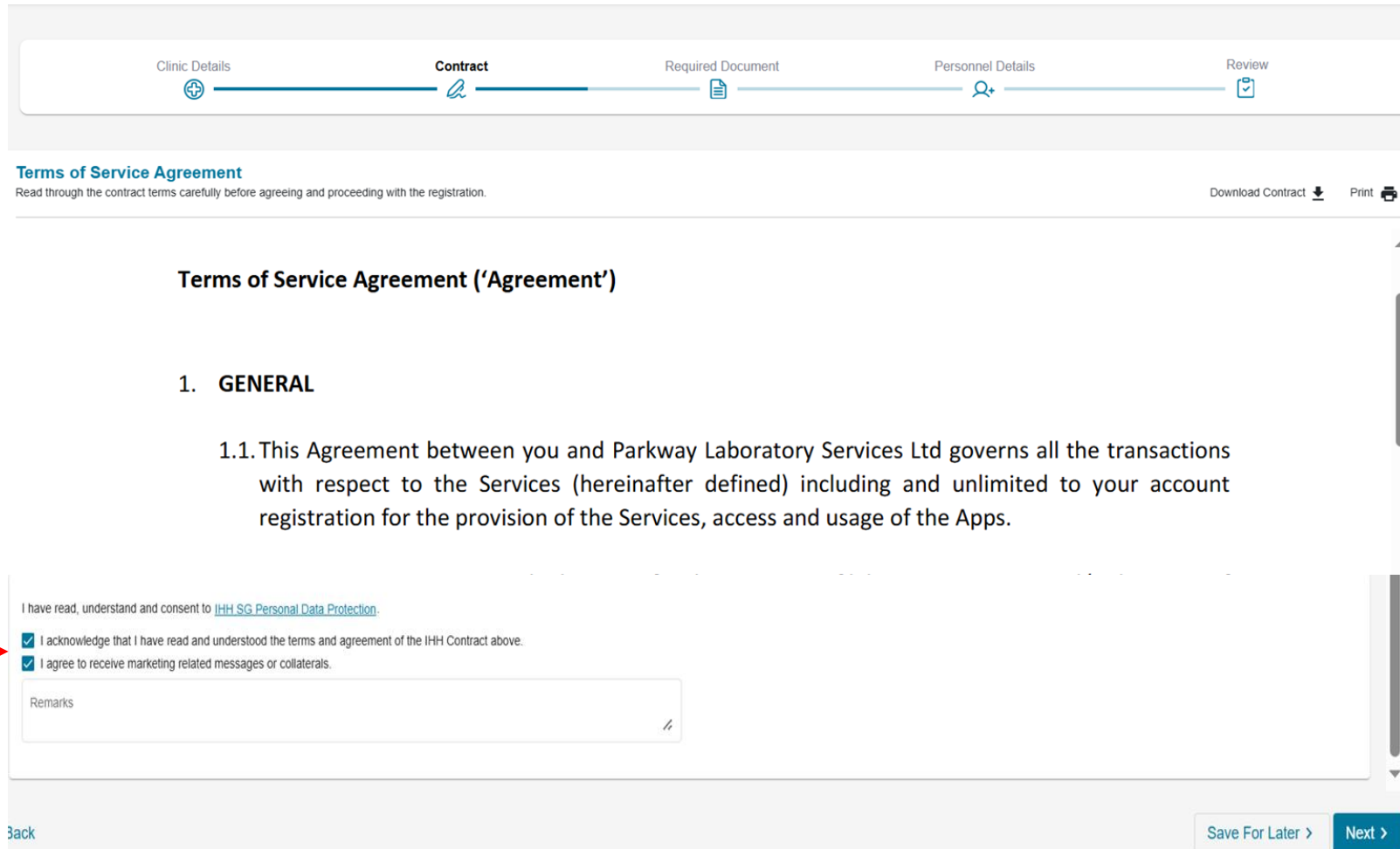
[Preview Opening Hours](#)

Closed on public holidays ☐

Save For Later > Next >

User Login – New User (Contract)

- **Acceptance of Master Contract Agreement (Mandatory - TBC)**
- **Acceptance of receiving marketing related messages or collaterals (Optional)**
- **Click “Next”**



The screenshot shows a multi-step registration process. At the top, a progress bar indicates five steps: Clinic Details, Contract (current step), Required Document, Personnel Details, and Review. The 'Contract' step is highlighted with a blue line and a pen icon. Below the progress bar, the title 'Terms of Service Agreement' is displayed, followed by the instruction 'Read through the contract terms carefully before agreeing and proceeding with the registration.' To the right of this text are links for 'Download Contract' and 'Print'. The main content area is titled 'Terms of Service Agreement ('Agreement')' and contains the following text:

1. GENERAL

1.1. This Agreement between you and Parkway Laboratory Services Ltd governs all the transactions with respect to the Services (hereinafter defined) including and unlimited to your account registration for the provision of the Services, access and usage of the Apps.

Below the text, there is a section for consent. It starts with 'I have read, understand and consent to [IHH SG Personal Data Protection](#).' followed by two checked checkboxes:

- ☒ I acknowledge that I have read and understood the terms and agreement of the IHH Contract above.
- ☒ I agree to receive marketing related messages or collaterals.

Below the checkboxes is a text input field labeled 'Remarks'. At the bottom of the page, there are two buttons: 'Back' and 'Next >'. A red arrow points to the first checkbox.

User Login – New User

(Required Document)

- **Upload of MOH License**
(Currently Optional)
- **Upload of Pricing**
Schedule (Propose to
create another field.
TBC)

The screenshot shows a multi-step registration process. The top navigation bar includes five steps: 'Clinic Details' (with a plus icon), 'Contract' (with a pencil icon), 'Required Document' (with a document icon and currently selected), 'Personnel Details' (with a person icon), and 'Review' (with a checkmark icon). Below this, the 'Clinic License' section contains a large dashed rectangular box for file upload. Inside the box, it says 'Select a file to upload or drag and drop it here' with an upward arrow icon. Below the box, a note states 'Max file size is 5MB. Accepted formats includes .jpeg .png and .pdf'. At the bottom left is a link 'ack'. At the bottom right are two buttons: 'Save For Later >' and 'Next >'. A red arrow points to the 'Save For Later >' button.

Clinic Details Contract **Required Document** Personnel Details Review

Clinic License

Select a file to upload
or drag and drop it here

Max file size is 5MB. Accepted formats includes .jpeg .png and .pdf

ack

Save For Later > Next >

User Login – New User

(Personnel Details – Doctor)

- **First and Last Name**
- **Position: Doctor**
- **MCR number**
- **Email**
- **Mobile number**

Clinic DetailsContractRequired DocumentPersonnel DetailsReview

Personnel Details
Please provide all relevant information for the clinic personnel to onboard. This includes doctors, clinic assistants, nurses and the likes.

Personnel 1

First Name *
Plexus Hub

Last Name *
Training

Position *
Doctor

MCR No. *
09876A

Email *
christine.tok+Plexushubtraining@parkwaylabs.com.sg

Mobile No. *
+65 83385429


Doctor License

Select a file to upload
or drag and drop it here

Max file size is 5MB. Accepted formats includes .jpeg .png and .pdf

[Back](#)

Save For Later >Next >



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User Login – New User

(Personnel Details – Clinic Assistant)

- **First and Last Name**
- **Position: Clinic Assistant**
- **Assisting doctor MCR Number**
- **Email**
- **Mobile number**

Clinic Details Contract Required Document **Personnel Details** Review

Personnel Details
Please provide all relevant information for the clinic personnel to onboard. This includes doctors, clinic assistants, nurses and the likes.

Personnel 1

First Name *
Plexus Hub

Last Name *
Training

Position *
Clinic Assistant

Assisting Doctor MCR Number

Email *
christine.tok+Plexushubtraining@parkwaylabs.com.sg

Mobile No. *
+65 83385429

[Save For Later](#) [Next](#)

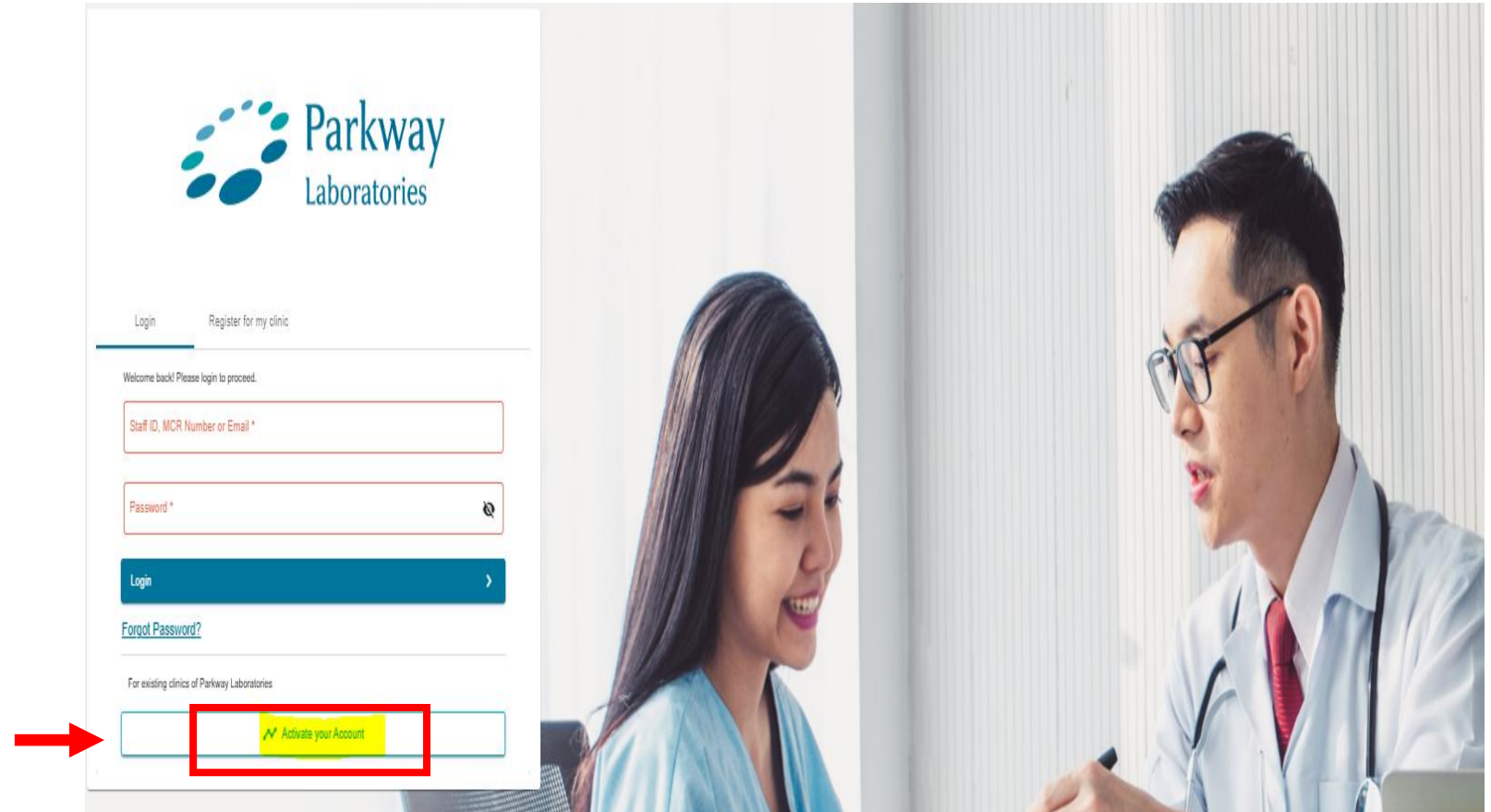
User Login – User registered via Mass upload
(Without Plexus account)



Activate your Account – For existing clinics of Parkway Laboratories

- **Login url**

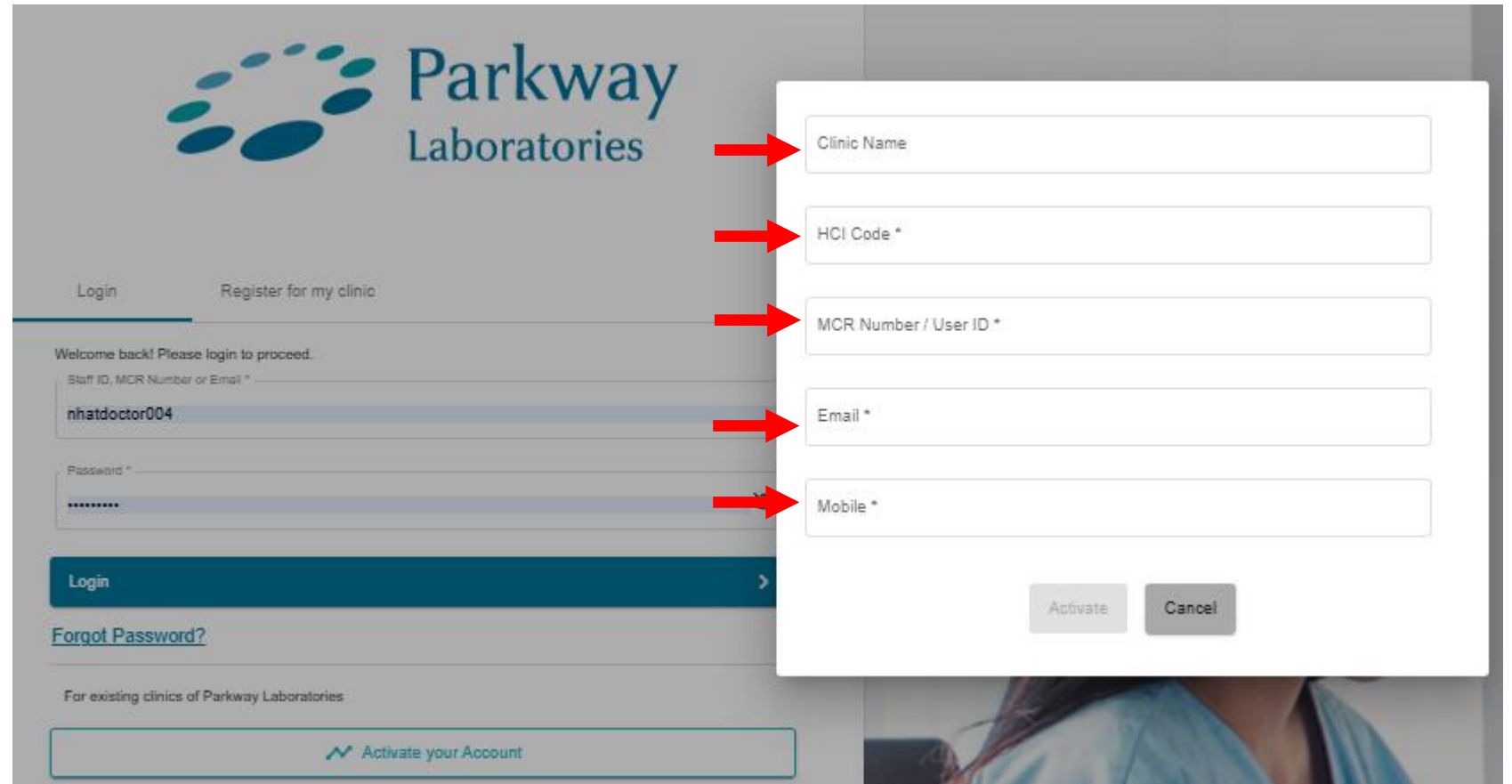
- <https://plexushub.sg>
- **Activate your Account**



Activate your Account – For existing clinics of Parkway Laboratories

- **Fill in all fields**

- Clinic Name (Optional)
- HCI code*
- MCR Number/ User ID*
- Email*
- Mobile*



The image shows a screenshot of the Parkway Laboratories website. The main page has a header with the Parkway Laboratories logo and name. Below the header, there are tabs for 'Login' and 'Register for my clinic'. The 'Login' tab is selected, and the login form is visible. The login form has fields for 'Staff ID, MCR Number or Email' (containing 'nhaddoctor004') and 'Password' (containing '*****'). There is a 'Login' button and a 'Forgot Password?' link. Below the login form, there is a section for 'For existing clinics of Parkway Laboratories' with an 'Activate your Account' button. A modal form is overlaid on the right side of the page, containing five input fields: 'Clinic Name', 'HCI Code *', 'MCR Number / User ID *', 'Email *', and 'Mobile *'. Red arrows point from the list of fields on the left to the corresponding fields in the modal. At the bottom of the modal, there are 'Activate' and 'Cancel' buttons.

Activate your Account

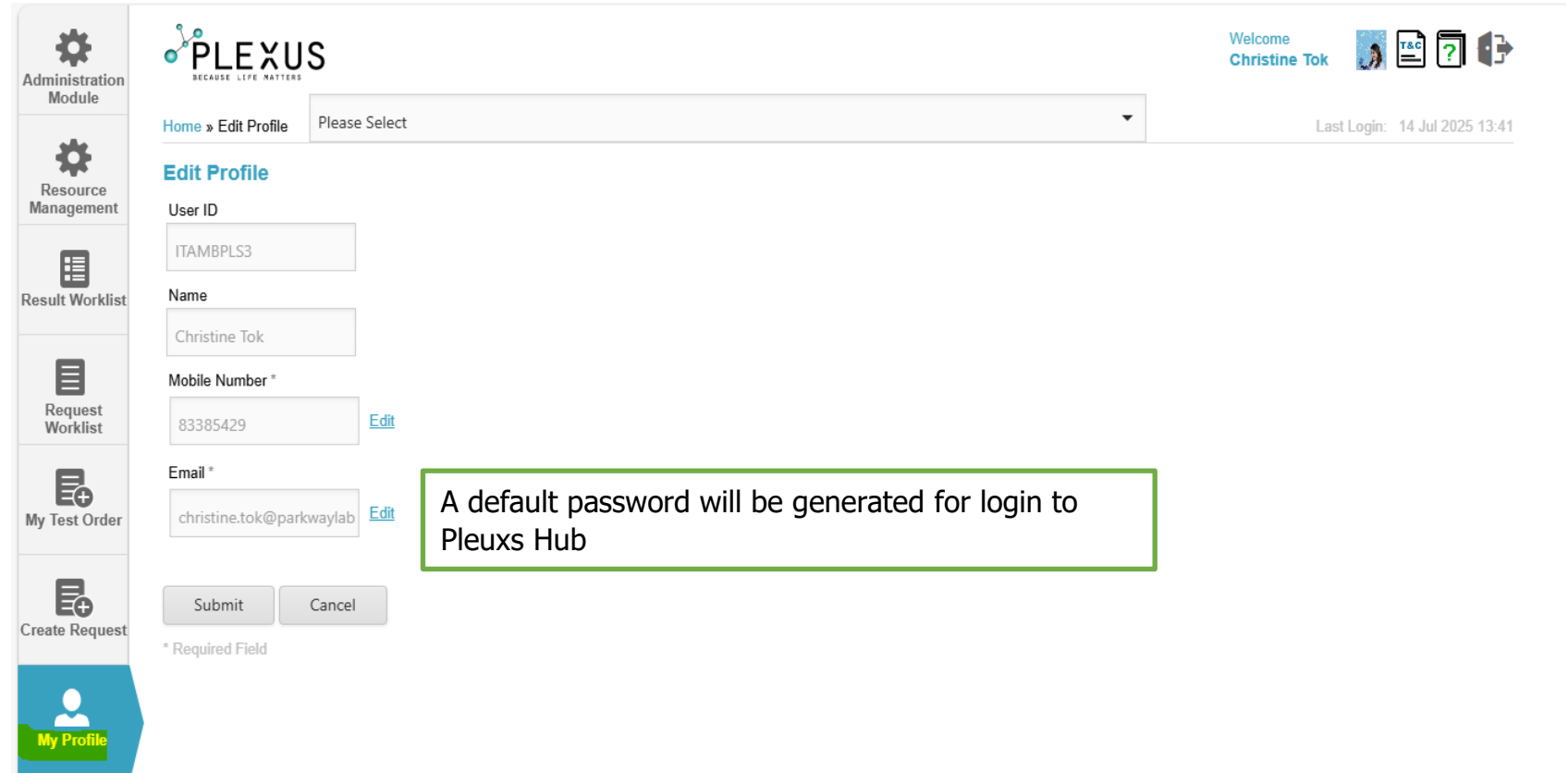
User Login – Existing User with Plexus Account



User Login – Existing User

- **Existing Plexus User**

- Login to Plexus (Same user ID)
- Select My profile
- Default OTP will be generated
- Copy the OTP to login to Plexus Hub



The screenshot shows the Plexus user interface. On the left is a vertical navigation menu with icons and labels: 'Administration Module', 'Resource Management', 'Result Worklist', 'Request Worklist', 'My Test Order', 'Create Request', and 'My Profile' (highlighted in blue). The main content area has the Plexus logo at the top left and a welcome message 'Welcome Christine Tok' at the top right, along with icons for T&C, a question mark, and a user profile. Below the welcome message is a dropdown menu currently showing 'Please Select'. The page title is 'Edit Profile'. The form contains fields for 'User ID' (ITAMBPLS3), 'Name' (Christine Tok), 'Mobile Number *' (83385429), and 'Email *' (christine.tok@parkwaylab). Each field has an 'Edit' link to its right. At the bottom of the form are 'Submit' and 'Cancel' buttons. A note at the bottom left of the form states '* Required Field'. A green-bordered box on the right side of the form contains the text: 'A default password will be generated for login to Pleuxs Hub'.


User Login – Existing User

- **Input login details**

- MCR nos / User ID
- Password (default password generated from Plexus)

Input OTP

- OPT will be send to the registered mobile number via SMS



[Login](#) [Register for my clinic](#)

Welcome back! Please login to proceed.

Staff ID, MCR Number or Email *


09876A

Password *

.....

Login >

[Forgot Password?](#)



Verify that it's you


Your one-time password code is

Continue >

Didn't receive the verification code? [Resend](#)

User Login – Existing User

- **Select the clinic from the drop down list. (Option to set as default clinic)**



Clinic Selection

Please choose which clinic dashboard you want to access.

Select Clinic *
Test Clinic DA (Tuntas) ▼

Set as default ☐

Proceed >

Dashboard



Clinic Dashboard

- Critical Value
- One click access to: Lab test, Consumable order.
- Lab Test order will be displayed - Default 2 weeks record.

Good evening Dr. Doctor 1 PLS

What would you like to order today?

Lab Test

Consumables

Critical Value

Review Now

Your Order

All Test Orders

Lab Test

Consumables

Phlebotomist

Rider

Order ID	Patient	Doctor	Order Date	Lab Test Order	Urgency	Price	Status
155	JENNY TAN	Doctor 1 PLS	19 Feb 2025 1:53 PM	FBC,	Standard	SGD 17.00	In Progress

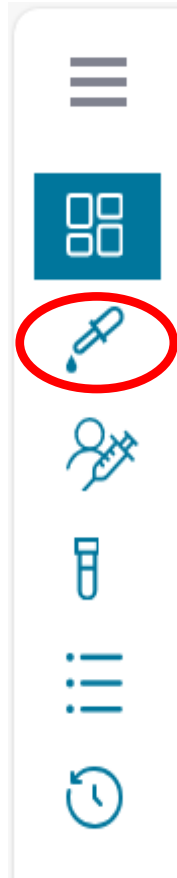


Lab Test



Lab Test

- Order Lab Test
- Lab Test Catalogue
- Create Favourite Set



Lab Test



Order Lab Test

Lab Test Catalogue

Create Favourite Set

Patient

-  Lab Test

Create Favourite Set



28

Patient

-  Lab Test

Lab Test Catalogue

Create Favourite Set



29

Lab Test – Order Lab Test

Patient

- Billing Details
 - Bill to Clinic (Default)
 - Bill to Insurance

 Lab Test

Order Lab Test

Lab Test Catalogue

Create Favourite Set



Billing Details (Optional)

Billing will automatically be sent to the clinic if the patient does not have/does not want to use their health insurance.

☒ Insurance

Insurance Company *

Insurance Policy No.

Insurance Company *

Parkway Shenton Integrated Healthcare

AIA Group Life (Corp Solution)

AIA Underwrite & Insurance

Singlife New Business

Singlife Group Underwriting

Singlife Managed Healthcare

Insurance Company is required!

Insurance Policy No.

Billing Details (Optional)

Billing will automatically be sent to the clinic if the patient does not have/does not want to use their health insurance.

☒ Insurance

Insurance Company *

Parkway Shenton Integrated Healthcare

Insurance Policy No.

06.01.2025 17:19



Lab Test – Order Lab Test

Patient








- Doctor
 - Doctor In Charge (Default)
 - CC doctors (select up to max 4)

 Lab Test

Order Lab Test

Lab Test Catalogue

Create Favourite Set



Doctor

Doctor In Charge

Doctor 1 PLS

Select additional doctor(s) to receive the lab test report via email address (maximum 4 doctors)

Select doctor name

Doctor

Search doctors...

☐ Aaria Clinic Assistant CA - Aaria Rheumatology

☐ AARON POH GUO HAN Dr - ALPINE SURGICAL PRACTICE (MEH)

☐ ABIGAIL ROSE J DELA CRUZ CA - Prohealth Medical Group (Tampines)

☐ ABIGAIL ROSE J DELA CRUZ CA - Prohealth Medical Group (The Woodleigh Mall)

☐ Acumed Medical Group CA - Acumed Medical Pte Ltd (Guoco Tower)

Lab Test – Order Lab Test

Test Details

- **Standard**
 - Clinic Collection
 - Phlebotomist
 - Outpatient Lab
- **Urgent / Express**
 - Clinic Collection
 - Phlebotomist
- **Express**
 - Additional charges apply (SGD 30 for express service)

Lab Test

Order Lab Test

Lab Test Catalogue

Create Favourite Set

Patient

Test Details

Select Lab Test

Review

Test Details

StandardUrgentExpress

How would the specimens be collected?

Clinic Collection ⓘ

Phlebotomist ⓘ

Outpatient Lab ⓘ

Summary

Patient
BD Training | S1234567A | 1 Jan 2000

Insurance Billing
AIA Group Life (Corp Solution) | 98765

Ordering Doctor
Dr. Doctor 1 PLS

Clinic
Test Clinic DA (Tuntas)

Lab Test(s)
-

Specimen(s)
-

SubtotalSGD0.00

8% GST-

Total PriceSGD0.00

Lab Test – Order Lab Test

Test Details

Standard


- Clinic Collection


 Lab Test


Order Lab Test


Lab Test Catalogue


Create Favourite Set

















Test Orders

Patient

Test Details

Select Lab Test

Review


Test Details

Standard

Urgent


Express

How would the specimens be collected?

☒ Clinic Collection 


Date


3/4/2025



Remarks (optional)

Enter your remarks here

☐ Phlebotomist 

☐ Outpatient Lab 

Summary

Patient

DA testing | S1234567A | 1 Jan 2000

Insurance Billing

•

Ordering Doctor

Dr. Doctor 1 PLS

Clinic

Test Clinic DA (Tuntas)

Lab Test(s)

•

Specimen(s)

•

Subtotal

SGD0.00

8% GST

-

Total Price

SGD0.00

Back

Next >



Test Details

-  Lab Test

Lab Test Catalogue

Create Favourite Set



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Lab Test – Order Lab Test

Test Details


- Outpatient Lab
- Today's Order
- Remarks (if any)


 Lab Test


Order Lab Test


Lab Test Catalogue


Create Favourite Set

















Test Orders

Patient

Test Details

Select Lab Test

Review

Test Details

Standard

Urgent

Express

How would the specimens be collected?

☐ Clinic Collection ①

☐ Phlebotomist ①

☒ Outpatient Lab ①

Today

Date

3/4/2025

Remarks (optional)

Enter your remarks here

☐ Future Date

Summary

Patient

DA testing | S1234567A | 1 Jan 2000

Insurance Billing

-

Ordering Doctor

Dr. Doctor 1 PLS

Clinic

Test Clinic DA (Tuntas)

Lab Test(s)

-

Specimen(s)

-

Subtotal

SGD0.00

8% GST

-

Total Price

SGD0.00

Back

Next >



Lab Test – Order Lab Test

Test Details

- Outpatient Lab
- Future Order (Advanced Order)
- Select Date

Lab Test

Order Lab Test

Lab Test Catalogue

Create Favourite Set

The screenshot displays the 'Test Orders' application interface. The main content area is titled 'Test Details' and features three tabs: 'Standard', 'Urgent', and 'Express'. Under the 'Standard' tab, the question 'How would the specimens be collected?' is followed by three radio button options: 'Clinic Collection', 'Phlebotomist', and 'Outpatient Lab'. The 'Outpatient Lab' option is selected. Below this, there are two more radio button options: 'Today' and 'Future Date'. The 'Future Date' option is selected, which has triggered a date picker. The date picker shows the month of March 2025, with the 5th of March highlighted. The right sidebar contains a 'Summary' section with patient information (Patient: DA testing | S1234567A | 1 Jan 2000), insurance billing details, ordering doctor information (Dr. Doctor 1 PLS), clinic details (Test Clinic DA (Tuntas)), and specimen information. At the bottom of the sidebar, a teal box displays the 'Subtotal' as SGD0.00, '8% GST' as -, and 'Total Price' as SGD0.00. The bottom navigation bar includes a 'Back' button on the left and a 'Next' button on the right, which is highlighted with a red arrow.

Lab Test – Order Lab Test

Select Lab Test

- **Favourite**

- Create favourite Set

- **Search**

- Input test code

Select Lab Test

Favourite Search

Favourite Set

Select Lab Test

Favourite Search

Search for a lab test

Section

 Lab Test

Order Lab Test

Lab Test Catalogue

Create Favourite Set



Select Lab Test

-  Lab Test

Lab Test Catalogue

Create Favourite Set

Add More Test +

Lab Test – Order Lab Test

Select Lab Test








- Additional Information (Optional)

 Lab Test

Order Lab Test

Lab Test Catalogue

Create Favourite Set



Mandatory Additional Information

☐ Pregnant ☐ Fasted For 8-12 Hours

Remarks
Enter your remarks here

Pregnancy Week ⓘ
Enter pregnancy week here

Patient Height
_cm

Patient Weight
_kg

BMI
0:0

☐ Consent

Review Order >



Review

- Patient Details
- Doctor in Charge
- Test Details
- Additional Information
- Term and Conditions



Lab Test

Order Lab Test

Lab Test Catalogue

Create Favourite Set

[illegible]

Lab Test – Order Successful

- **Order Successful**
 - Order summary
 - Cancel Lab Test

The screenshot displays the Parkway Laboratories 'Order Successful' page. At the top, the Parkway Laboratories logo and 'Clinic' are on the left, and shopping cart, notification, and user icons are on the right. A blue header bar contains the text 'Order Successful' and an orange box with 'Task Id 1244'. Below this, a white card displays order details for 'Order #1838' dated '22 Nov | 2:41 PM'. The card includes tabs for 'Standard' and 'Ordered' (selected). Patient information: 'Mr TEST', 'None', 'Ordered by Dr. deroy dr 1'. Lab test order: 'FBC'. Specimen Collection: 'Clinic Collection | 22 Nov 2024'. Total price: 'SGD0'. Buttons for 'Cancel Order' and 'Track Order' are at the bottom right of the card. Below the card is a link 'All Lab Test Orders' and a 'Print' icon. A modal dialog titled 'Cancel Lab Test' is open, asking for a reason for cancellation with options: 'Incorrect Lab Test', 'Incorrect Patient Information', 'Duplicated Order', and 'Other' (with a text input field). A 'Cancel Order' button is at the bottom right of the modal.

Order #1838 | Order date 22 Nov | 2:41 PM

Standard Ordered

Patient: Mr TEST
None
Ordered by: Dr. deroy dr 1

Lab test order: FBC

Specimen Collection: Clinic Collection | 22 Nov 2024

Total price: SGD0

[Cancel Order](#) [Track Order](#)

[All Lab Test Orders](#) [Print](#)

Cancel Lab Test
Please explain your reason for cancellation to proceed with the action.

Reason for cancellation

☐ Incorrect Lab Test

☐ Incorrect Patient Information

☐ Duplicated Order

Other
Enter other reasons here

[Cancel Order](#)

Lab Test – Order Successful

- **Successful Order**

- Order Created
- Cancel Order Button Available

Order #2318

Order Date
27 Feb 2025 | 4:21 PM

Standard

Ordered

Collected

In Lab

Completed

Order Status

Order created

27 Feb 2025 | 4:21 PM

Patient Details

Patient

MR TEST

Gender

Male

Passport

K12345

Date of Birth

01 Jul 2024

Nationality

SINGAPOREAN

Race

CHINESE

Email

gg@gmail.com

Back

Doctor In Charge

Ordering Doctor

DR. DERROY DR 1

Clinic

SHERLYNN TEST PTE LTD

Report Recipients

Billing Address

Singapore

250 North Bridge Road 33-00 Raffles City Tower Singapore,
179101 179101 Singapore

Test Details

Urgency

STANDARD

Specimen Collection

Clinic Collection

27 Feb 2025

Additional Information

Patient additional information

Remarks

Pregnancy Week

Patient height

Patient weight

BMI

Consent form

Cancel Order

Lab Test – Order Successful

- **Your Order**

- Go back to Dashboard
- Your Order at “Lab Test” tab

Clinic Dashboard

Good afternoon Dr. deroy dr 1

What would you like to order today?

[Lab Test](#)

[Consumables](#)

Critical Value

[Review Now](#)

Your Order

[All Test Orders](#)

Lab Test		Consumables	Phlebotomist	Rider				
Order ID	Patient		Doctor	Order Date	Lab Test Order	Urgency	Price	Status
2318	TEST		deroy dr 1	27 Feb 2025 4:21 PM	FBC,	Standard	SGD 17.00	In Progress
2239	ABC		chris dr 2	21 Jan 2025 12:56 PM	U CA,	Standard	SGD 19.50	In Progress
2238	ABC		chris dr 2	21 Jan 2025 12:39 PM	FBC,	Standard	SGD 17.00	Cancelled
2234	ABC		chris dr 2	21 Jan 2025 12:13 PM	ABO,	Standard	SGD 15.00	Completed
2230	JANICE LIM		hy dr 1	21 Jan 2025 11:10 AM	FBC,	Standard	SGD 17.00	In Progress


Test Catalogue





Lab Test – Test Catalogue


Test Catalogue


- Search by Code or words within test name
- Or search by category or test type

















Test Catalogue

AllFavourite

[Clear Filters](#)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

#

17-OH Progesterone

57HS1 PROFILE

57HS2 PROFILE

57HS3 PROFILE

57HS4 F PROFILE

57HS4 M PROFILE

57HS5 F PROFILE

57HS5 M PROFILE

88K Screening Profile

88KUS Profile

A

Albumin/Globulin Ratio

Amoebic Antibody Test

ACRMFIS Profile

ACRMGAASF Profile

Alkaline f

Alkaline f

 Lab Test

Order Lab Test

Lab Test Catalogue

Create Favourite Set

Create Favourite Set



Lab Test – Create Favourite Set

Create Favourite Set

- Creating favourite sets

 Lab Test

Order Lab Test

Lab Test Catalogue

Create Favourite Set



Create Favourite Set

Test Details

Select Lab Test

Review



Test Details

Create a test name that is easy for you to identify.



Create Favourite Set Name *



Customising Doctor *

Special Request

Next >

Lab Test – Create Favourite Set

Create Favourite Set


- Creating favourite sets
- Select tests
- Check Summary


 Lab Test


Order Lab Test


Lab Test Catalogue


Create Favourite Set






















Select Lab Test

Search For A Test

fb

Test Code/Name	Profile Type	Components	Price	
FBC ⓘ Full Blood Count - includes WBC, DIFF, RBC, HGB, HCT, MCV, MCH, MCHC, RDW, MPV & PLT	PLS		SGD 17	
JGFBC ⓘ JG-Full Blood Count			SGD 0	
JGFBCF ⓘ JG-Full Blood Count w PBF			SGD 0	
OAFBCS ⓘ	PLS		SGD 175	

Your Selection

Test Code	Profile Type	Components	Price	
FBC ⓘ Full Blood Count - includes WBC, DIFF, RBC, HGB, HCT, MCV, MCH, MCHC, RDW, MPV & PLT	PLS		SGD 17	

Summary

Favourite Set Name
TestProfile

Customising Doctor
Dr. Doctor 1 PLS

Clinic
Test Clinic DA (CAS)

Lab Test(s)
Full Blood Count - includes WBC, DIFF, RBC, HGB, HCT, MCV, MCH, MCHC, RDW, MPV & PLT

Specimen(s)
Blood

SubtotalSGD 17.00

Total PriceSGD 17.00

Next >

Lab Test – Create Favourite Set

Create Favourite Set

- Creating favourite sets
- Select tests
- Check Summary



Lab Test

Order Lab Test

Lab Test Catalogue

Create Favourite Set

Create Favourite Set

Test Details [Edit](#)

Favourite Set Name
WP1

Customising Doctor
Dr. Doctor 1 PLS

Clinic
Test Clinic DA (Tuntas)

Special Request
-

Favourite Set Order Creation Successful

[Check It Out >](#)

Test Details

Select Lab Test

Review

Selected Test Information

Test Code	Profile Type	Components	Price
FBC ⓘ Full Blood Count - includes WBC, DIFF, RBC, HGB, HCT, MCV, MCH, MCHC, RDW, MPV & PLT	PLS		SGD 17
K ⓘ Potassium	PLS		SGD 12

[Add More Test\(s\) +](#)

Subtotal

SGD 29.00

Total Price

SGD 29.00

[Create Favourite Set >](#)



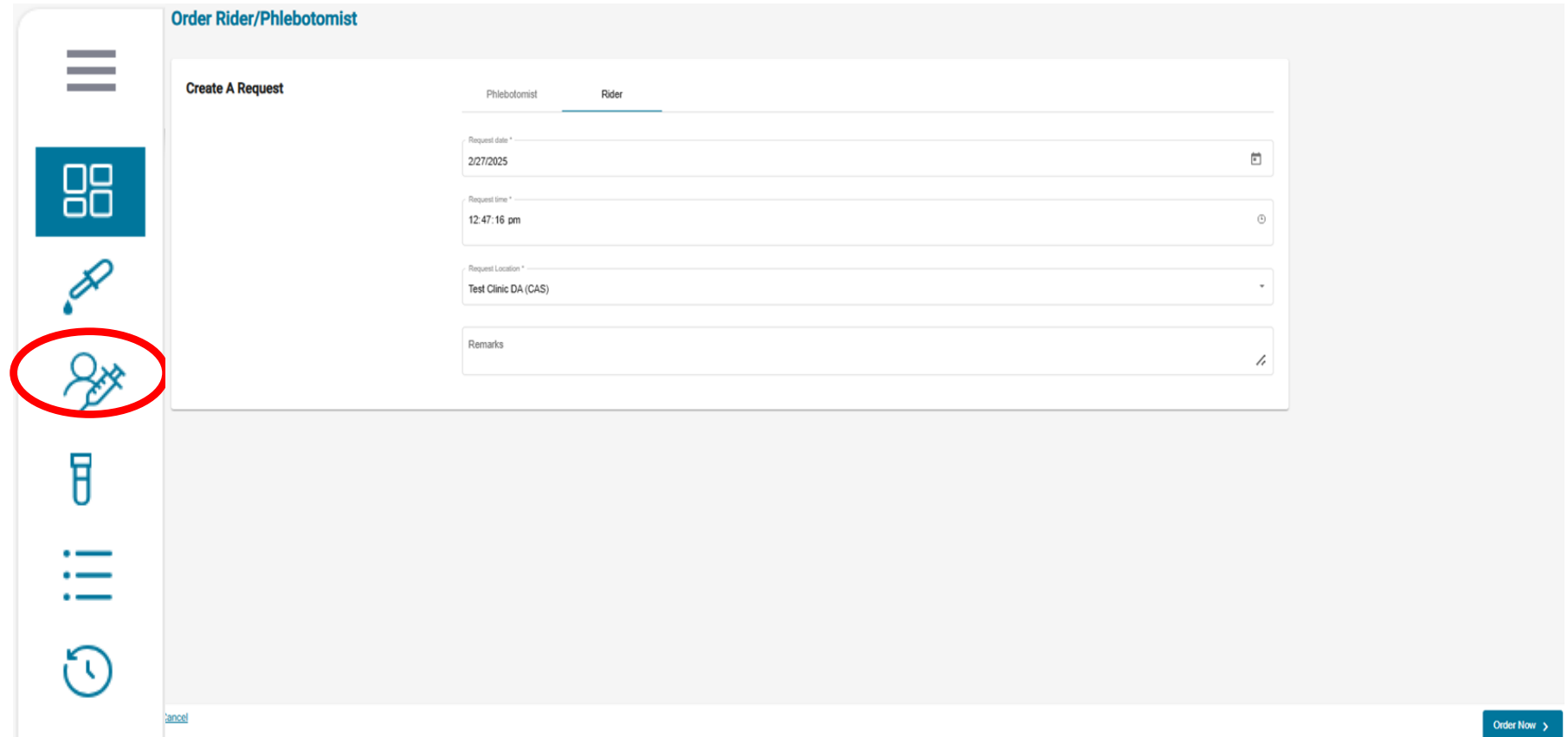
Rider & Phlebotomist



Rider/ Phlebotomist - Rider

Create A Request

- Request for Rider
- Fill in all details



Order Rider/Phlebotomist

Create A Request

Phlebotomist **Rider**

Request date *
2/27/2025

Request time *
12:47:16 pm

Request Location *
Test Clinic DA (CAS)

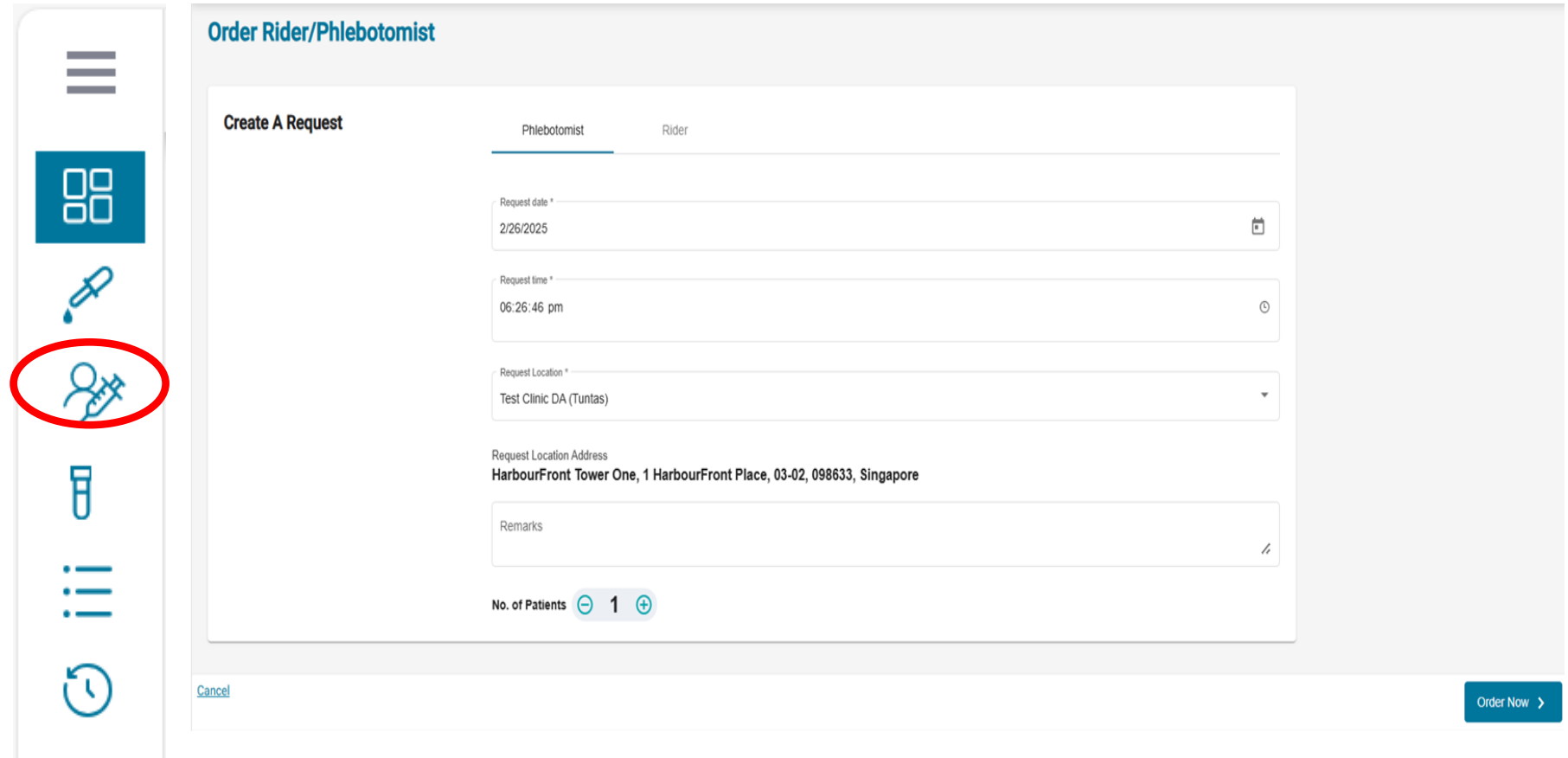
Remarks

[Cancel](#) [Order Now >](#)

Rider/ Phlebotomist – Phlebotomist

Create A Request

- Request for Phlebotomist
- Fill in all details



Order Rider/Phlebotomist

Create A Request

Phlebotomist Rider

Request date *
2/26/2025

Request time *
06:26:46 pm

Request Location *
Test Clinic DA (Tuntas)

Request Location Address
HarbourFront Tower One, 1 HarbourFront Place, 03-02, 098633, Singapore

Remarks

No. of Patients - 1 +

[Cancel](#) [Order Now >](#)

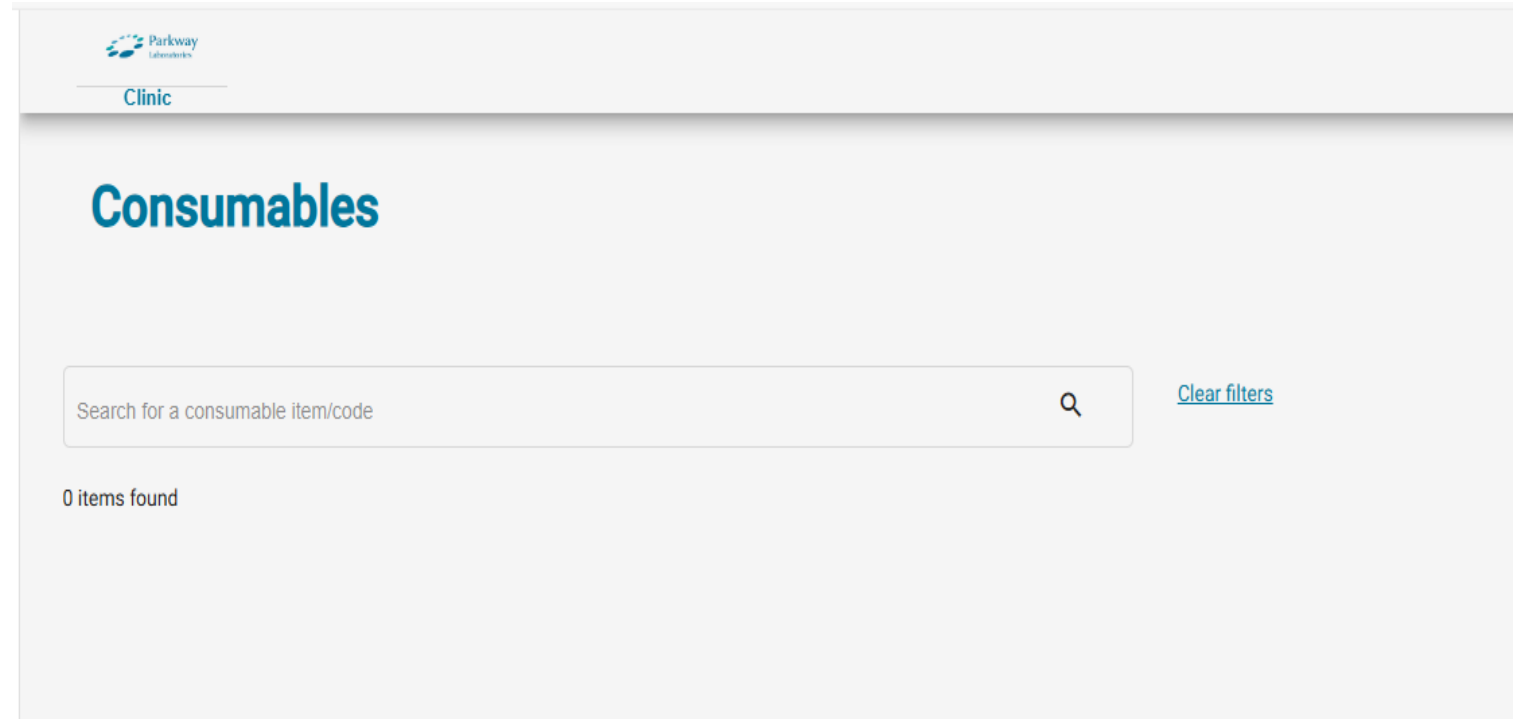
Consumables Order



Consumables

Order Consumables

- Input your selection in the search bar.
- (Work in progress)



Activity History






Activity History – Lab Test

Activity History (Lab Test)

- Input Order ID/ Patient Name/ NRIC/ Passport in the search bar.
 - Critical
 - In Progress
 - Requested
 - Completed
 - Cancelled

Lab Test Activity History

Critical **In Progress** Requested Completed Cancelled

Search for an Order ID/Patient Name/NRIC/Passport    Download

Order ID	Patient	Doctor	Order date	Lab test order	Urgency	Price	Collected By	Status
2318	TEST K12345	deroy dr 1	27 Feb 2025 4:21 PM	FBC, ...	Standard	SGD 17.00	Clinic Collection	Ordered
2239	ABC 1234567A	chris dr 2	21 Jan 2025 12:56 PM	U CA, ...	Standard	SGD 19.50	Outpatient Lab	Ordered
2230	JANICE LIM S9382940E	hy dr 1	21 Jan 2025 11:10 AM	FBC, ...	Standard	SGD 17.00	Clinic Collection	Collected
2190	TEST K12345	deroy dr 1	20 Jan 2025 12:17 PM	AECTHYROID, ...	Standard	SGD 0.00	Outpatient Lab	Ordered
2189	TEST K12345	deroy dr 1	20 Jan 2025 12:02 PM	FBC, ABO, ...	Standard	SGD 17.00	Outpatient Lab	Ordered
2139	TEST K12345	Sherlynn Tan	15 Jan 2025 12:24 PM	AECTHYROID, ...	Standard	SGD 0.00	Outpatient Lab	Ordered
2138	DEPECHE MODE T88888888T	francis dr 1	15 Jan 2025 12:20 PM	EM HSNFB, SM PNEUMO, ...	Standard	SGD 61.00	Clinic Collection	Collected
2098	UAT ORB S87654321T	Doctor Singapore	10 Jan 2025 3:20 PM	FBC, C UPP RESP, ...	Standard	SGD 76.00	Outpatient Lab	Ordered
2077	JANICE LIM	Sherlynn Tan	8 Jan 2025 3:10 PM	BE K, DIB	Standard	SGD 00.40	Outpatient Lab	Ordered

Activity History

- Lab Test**
- Consumables
- Phlebotomist
- Rider
- Result Worklist

Activity History – Consumables

Activity History (Consumables)

- Input Order ID in the search bar.
 - In Progress
 - Completed

The screenshot displays the 'Consumables Activity History' page. On the left, a vertical sidebar contains several icons: a hamburger menu, a 2x2 grid, a syringe, a person with a syringe, a test tube, a list, and a clock icon which is circled in red. The main content area is titled 'Consumables Activity History' and features tabs for 'In Progress' and 'Completed'. Below the tabs is a search bar with the placeholder text 'Search for an Order ID' and a magnifying glass icon. The main area currently shows a message: 'No consumable items selected yet' with a subtext 'Select a consumable item from catalogue' and an 'Order Now >' button. At the bottom, a dropdown menu is open, showing options: 'Activity History' (with a clock icon circled in red), 'Lab Test', 'Consumables' (highlighted with a green box), 'Phlebotomist', 'Rider', and 'Result Worklist'.

Activity History – Phlebotomist

Activity History (Phlebotomist)

- Input Order ID in the search bar.
 - In Progress
 - Completed
 - Cancelled



Phlebotomist Activity History

In Progress Completed Cancelled

Search for an OrderID



Download

Order ID	Clinic	No. of Patients	Order Date	Remarks	Type	Status
1096	Sherlynn Test Pte Ltd	1	20 Feb 03:47 PM	Test	-	ordered
1078	Sherlynn Test Pte Ltd	1	4 Feb 06:16 PM	hello	-	ordered
1002	676767~~676767~Singapore	1	9 Jan 12:00 AM	Le Dinh 1 Given Name Test Code list: ABO	PH	ordered
999	Sherlynn Test Pte Ltd	1	6 Jan 05:34 PM	-	-	ordered
951	Sherlynn Test Pte Ltd	1	22 Nov 03:48 PM	-	-	ordered

Items per page: 5 1 – 5 of 8



Activity History

Lab Test

Consumables

Phlebotomist

Rider

Result Worklist



Activity History – Rider









Activity History (Rider)

- Input Order ID in the search bar.
 - In Progress
 - Completed
 - Cancelled



Rider Activity History

In Progress Completed Cancelled

Search for an Order ID 					  Download	
Order ID	Clinic	Arrival Time/Date	Remarks	Status		
1420	Sherlynn Test Pte Ltd	25 Feb 2025 11:21 AM		 Ordered		
1419	Sherlynn Test Pte Ltd	25 Feb 2025 11:17 AM		 Ordered		
1416	Sherlynn Test Pte Ltd	24 Feb 2025 2:39 PM	Test	 Ordered		
1415	Sherlynn Test Pte Ltd	21 Feb 2025 2:56 PM	Test	 Ordered		
1414	Sherlynn Test Pte Ltd	21 Feb 2025 2:54 PM	Test	 Ordered		

Items per page: 5 < 1 – 5 of 9 >



Activity History

Lab Test

Consumables

Phlebotomist

Rider

Result Worklist

Activity History – Result Worklist

Activity History

(Result Worklist)

- Input Patient ID/ Name in the search bar.
- Input the date range (Default 2 weeks)
 - Option to select to view My Patients or Clinic Patients
- CA view – Clinic level



My Patients / Visit List

Visit Date Range: 3/1/2025 – 3/30/2025 [Search](#) [Clear Filter](#)

UAT BANK MEGA (10013840)
Male • 44 years old • 12 Dec 1980

Visit
19 Mar 2025
General Checkup (GEN-CHECK)

Visit
18 Mar 2025
Home Care Visit (HOME-VIS)

Visit
17 Mar 2025
Outpatient Dept 3 (OPD-3)

Visit
16 Mar 2025
Daycare Unit (DC-UNIT)

Visit
15 Mar 2025
Surgery Dept (SURG)

Visit
14 Mar 2025
General Checkup (GEN-CHECK)

VISIT 18 MAR 2025 - Home Care Visit (HOME-VIS)
Sample Number: 3507700136 • Visit ID: 80235103 • Visit Type: Home Visit • Doctor In Charge: Linh Pham (Admitting Doctor 2316510) • Order Reference: 3019000743 • Comments: Post-surgery recovery

Test Name	Result	Units	Reference Range	Footnote/Comments	Result Date
CMV DNA Log	567	mmol/L	19 - 22	View Comment	25 Mar 25 06:37:25
	567	g/dL	12 - 32	View Comment	25 Mar 25 06:37:25
HBV DNA	Detected	mmol/L	25 - 40	View Comment	07 Mar 25 06:37:25
	Detected	mg/L	8 - 15	View Comment	07 Mar 25 06:37:25

Activity History

- Lab Test
- Consumables
- Phlebotomist
- Rider
- Result Worklist**



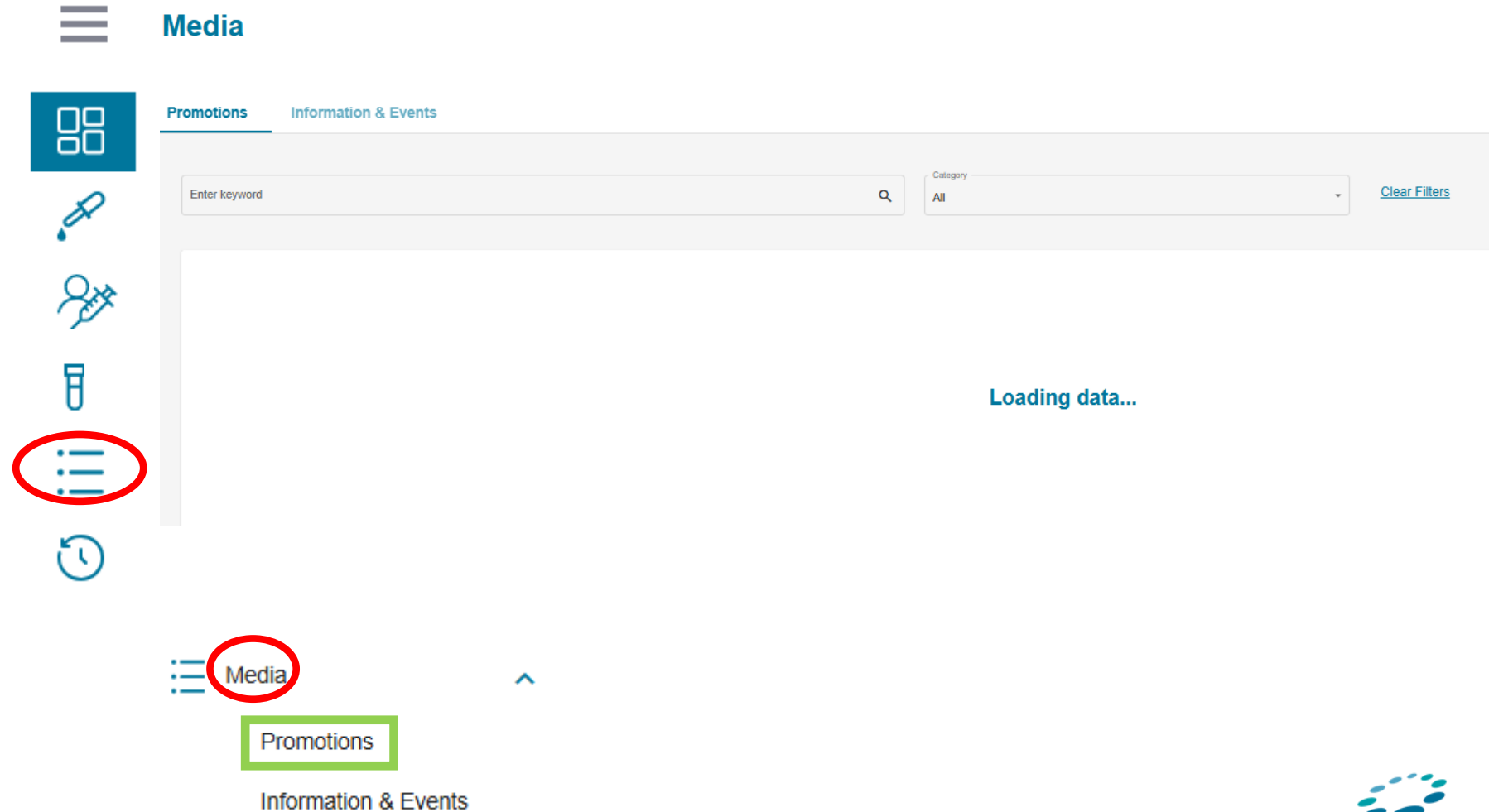
Media



Media - Promotions

Media (Promotions)

- All Promotions will be listed here.

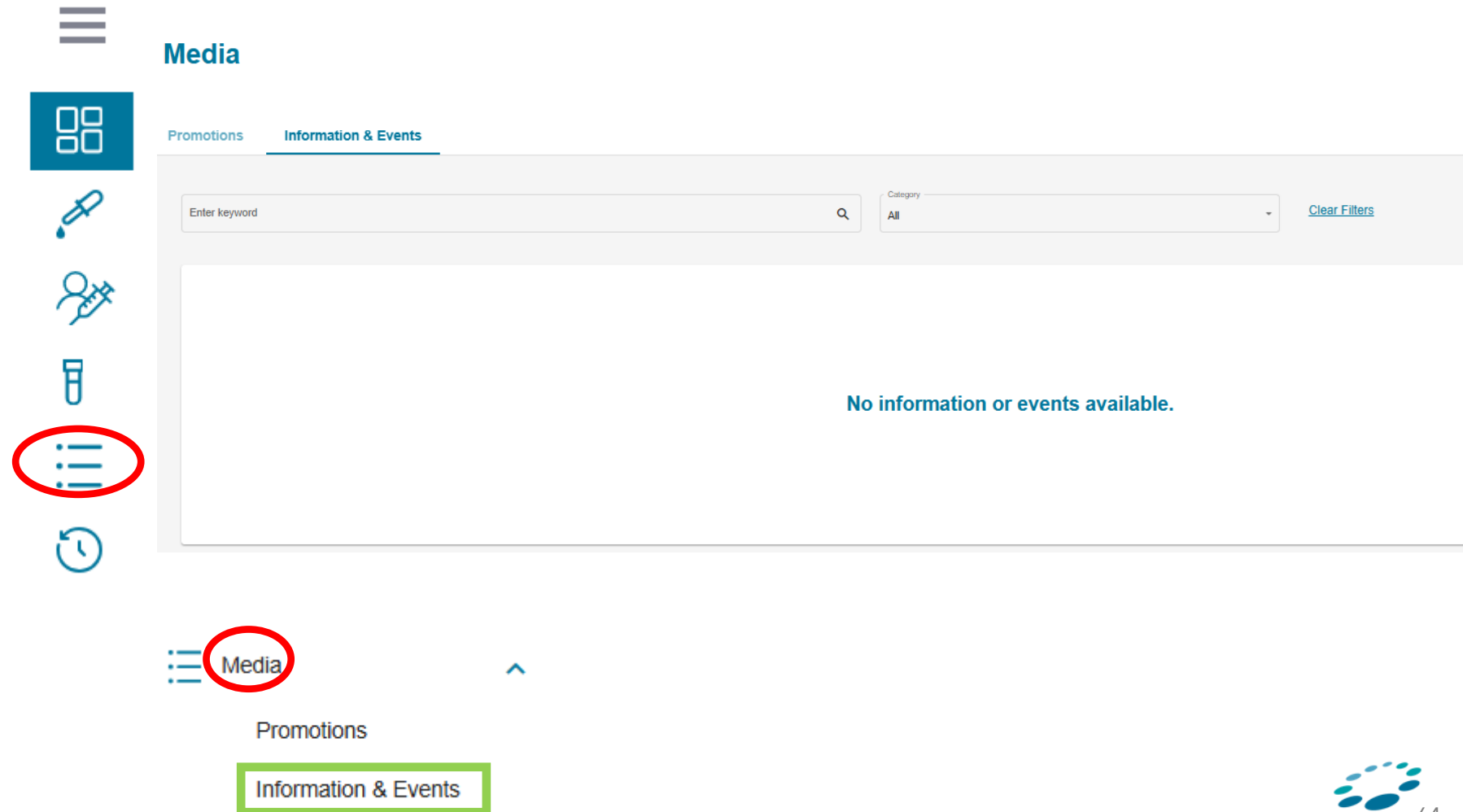


The screenshot displays the 'Media' section of a software interface. On the left, a vertical sidebar contains several icons: a hamburger menu, a grid of four squares, a syringe, a person with a syringe, a test tube, a list of three items (circled in red), and a clock. The main content area is titled 'Media' and features two tabs: 'Promotions' (active) and 'Information & Events'. Below the tabs is a search bar with the placeholder text 'Enter keyword' and a magnifying glass icon. To the right of the search bar is a 'Category' dropdown menu set to 'All' and a 'Clear Filters' link. The main content area is currently displaying 'Loading data...'. At the bottom of the interface, there is a navigation bar with a list icon, the word 'Media' (circled in red), and a green box containing the word 'Promotions'. Below this bar, the text 'Information & Events' is visible.

Media – Information & Events

Media (Information & Events)

- All Information & Events will be listed here.



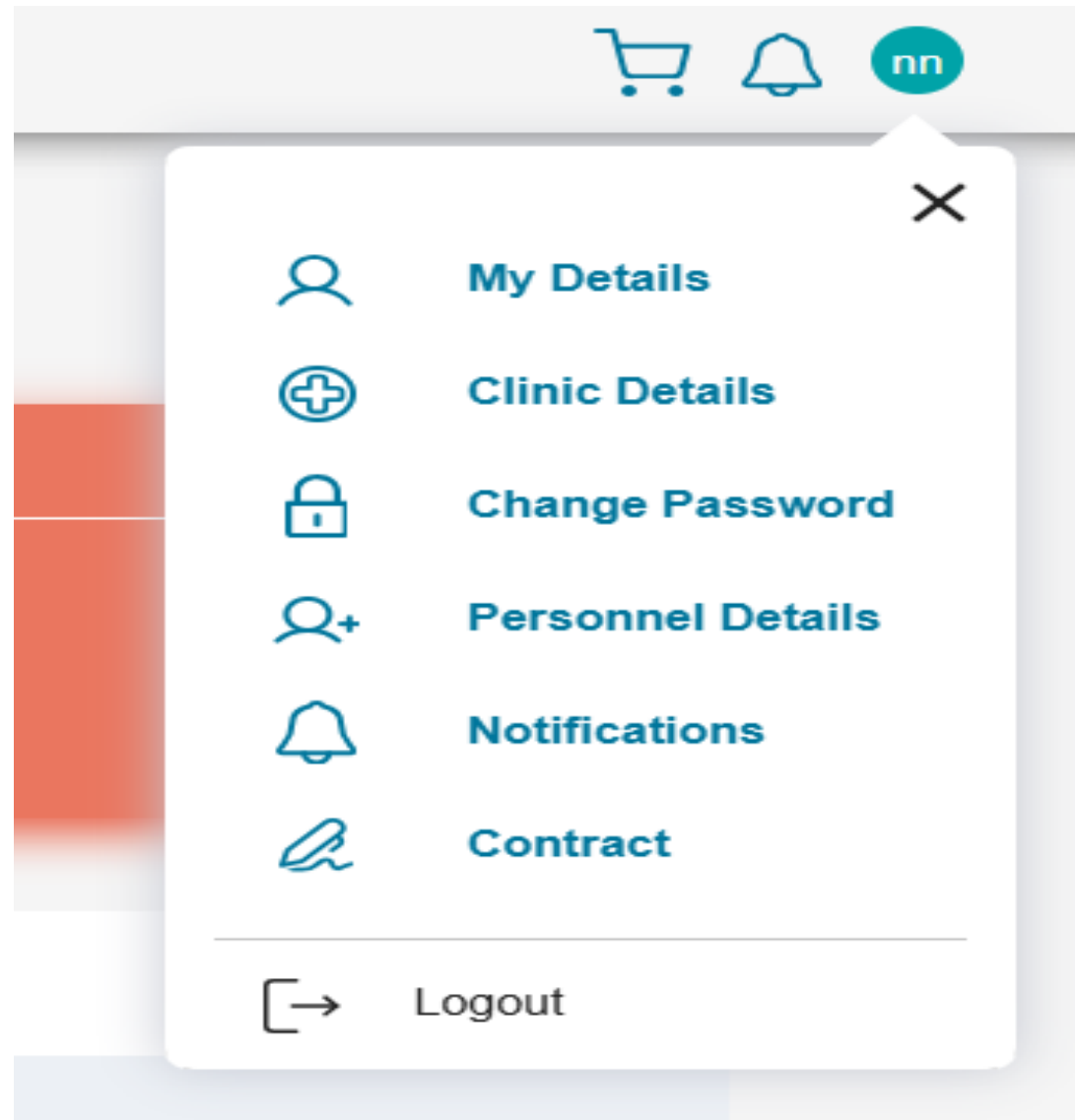
The screenshot displays the 'Media' section of a software interface. On the left is a vertical sidebar with icons: a hamburger menu, a 2x2 grid, a syringe, a person with a syringe, a test tube, a list icon (circled in red), and a clock. The main content area is titled 'Media' and has two tabs: 'Promotions' and 'Information & Events' (which is selected). Below the tabs is a search bar with the placeholder 'Enter keyword' and a magnifying glass icon. To the right of the search bar is a 'Category' dropdown menu set to 'All' and a 'Clear Filters' link. The main content area is empty, displaying the message 'No information or events available.' At the bottom of the interface, there is a navigation bar with a list icon (circled in red) and the word 'Media' (circled in red). Below this, there are two buttons: 'Promotions' and 'Information & Events' (which is highlighted with a green border).

User Profile



User Profile

- My Details
- Clinic Details
- Change password
- Personnel Details
- Notifications
- Contract
- Log out




User Profile – My Account

- **My Account**

- **(Add New Clinic)**

- Click on Add New Clinic for existing user
 - Fill in the clinic details and continue with the registration process.

My Account

 Good evening
nhat nguyen

Add new Clinic

My Details

Clinic Details

Change Password

Personnel Details

Notifications

Contract

Clinic Details

Contract

Required Document

Personnel Details

Review

My Details

Feel free to edit any of your details below so your account is totally up to date.

Country

Singapore

Name

nhat nguyen

Position

Doctor

Email

nhatguitarfs+nhatdoctor004@gmail.com

Save Changes >

Clinic Details

Please provide the clinic's detail you would like to register.

Registered Company Name *

Enter at least 3 characters.

HCI

Clinic Address Line 1 *

Block/House No., Street Name, Building Name, Level and Unit.

Clinic Address Line 2

Postcode *

Country *


Singapore


User Profile – My Details


- **My details**


- Country
- Name*
- Position
- Email*

My Account

 Good afternoon
Doctor 1 PLS

 **My Details**

 **Change Password**

 Logout

My Details

Feel free to edit any of your details below so your account is totally up to date.

Country

Singapore

*

Name

Doctor 1 PLS

Position

Doctor

*

Email


christine.tok+testclinicDA_Tuntas_doctor1PLS@parkwayl

Save Changes >

User Profile – Clinic Details

- **Clinic Details**
 - Not editable
 - For changes, contact PLS admin.


My Account




Good afternoon

nhat nguyen

Add new Clinic



My Details



Clinic Details

Clinic Details

To modify your preferences and information, please contact us at.

Registered Company Name

asd12312312

Enter at least 3 characters.

HCI

dasd12321

Clinic Address Line 1

hahah

User Profile – Change Password

- **Change Password**

- Current password
- New password
- Confirm password

- **Password**

Requirements

- Minimum of 8 characters
- Must contain at least 1 of the following uppercase letter, lowercase letter, number and symbol

My Account

Good afternoon
Doctor 1 PLS

My Details

Change Password

Change Password

Feel free to update your password so your account stays secure

Current password

New password

Confirm Password

Minimum of 8 characters. Must contain at least 1 of the following uppercase letter, lowercase letter, number and symbol.

Password Requirements

- Minimum of 8 characters
- Must contain at least 1 of the following uppercase letter, lowercase letter, number and symbol.


Save Password

User Profile – Personnel Details

- **Personnel Details**
Add More Personnel


- Add Doctor
- Add CA


My Account





Good afternoon
nhat nguyen


Add new Clinic

 My Details

 Clinic Details

 Change Password

 Personnel Details

 Personnel Details

Feel free to edit any of your details below so your account is totally up to date.

Add More Personnel +

Add Existing User To Clinic +

Thuytest taouser

Add New Personnel

First Name *

Last Name *

Position *

Email *

+65 Mobile No. *

Cancel


Add Personnel >

User Profile – Personnel Details

- **Personnel Details**
Add More Personnel


- Add Doctor
- Add CA


My Account





Good afternoon
nhat nguyen


Add new Clinic

 My Details

 Clinic Details

 Change Password

 **Personnel Details**

 Personnel Details

Feel free to edit any of your details below so your account is totally up to date.

Add More Personnel +

Add Existing User To Clinic +

Thuytest taouser

Add Existing User To Clinic

Search by MCR

Search by email address

MCR: -

Name: -

Email: -

Mobile Number: -

Add Existing User To Clinic

Search by MCR

12345A

Search by email address

MMC: 12345A

Name: Charice Tan

Email: huiyee.goh+charicetan@parkwaylabs.com.sg

Mobile Number: +6582285584

User Profile – Notifications

- Notifications**

Doctor have an option to turn ON or OFF for result generation notification.

If turn ON, a notification will sent to the registered mobile/ email address.


The screenshot displays a user profile interface. On the left, the 'My Account' section features a header with a profile icon (nn), the text 'Good afternoon nhat nguyen', and an 'Add new Clinic' button. Below this is a vertical menu with options: 'My Details', 'Clinic Details', 'Change Password', 'Personnel Details', and 'Notifications'. The 'Notifications' option is highlighted with a green border. On the right, the 'Notification' section shows a bell icon, the title 'Notification', and a toggle switch for 'RESULT GENERATION' which is currently turned 'On'.

User Profile – Contract

- Contract


Contract will be print or download from this page.


My Account





Good afternoon
nhat nguyen


Add new Clinic


My Details


Clinic Details

Change Password


Personnel Details


Notifications

Contract

Contract

Contract signed on 26 Sep, 2025

Download Contract 

Print 

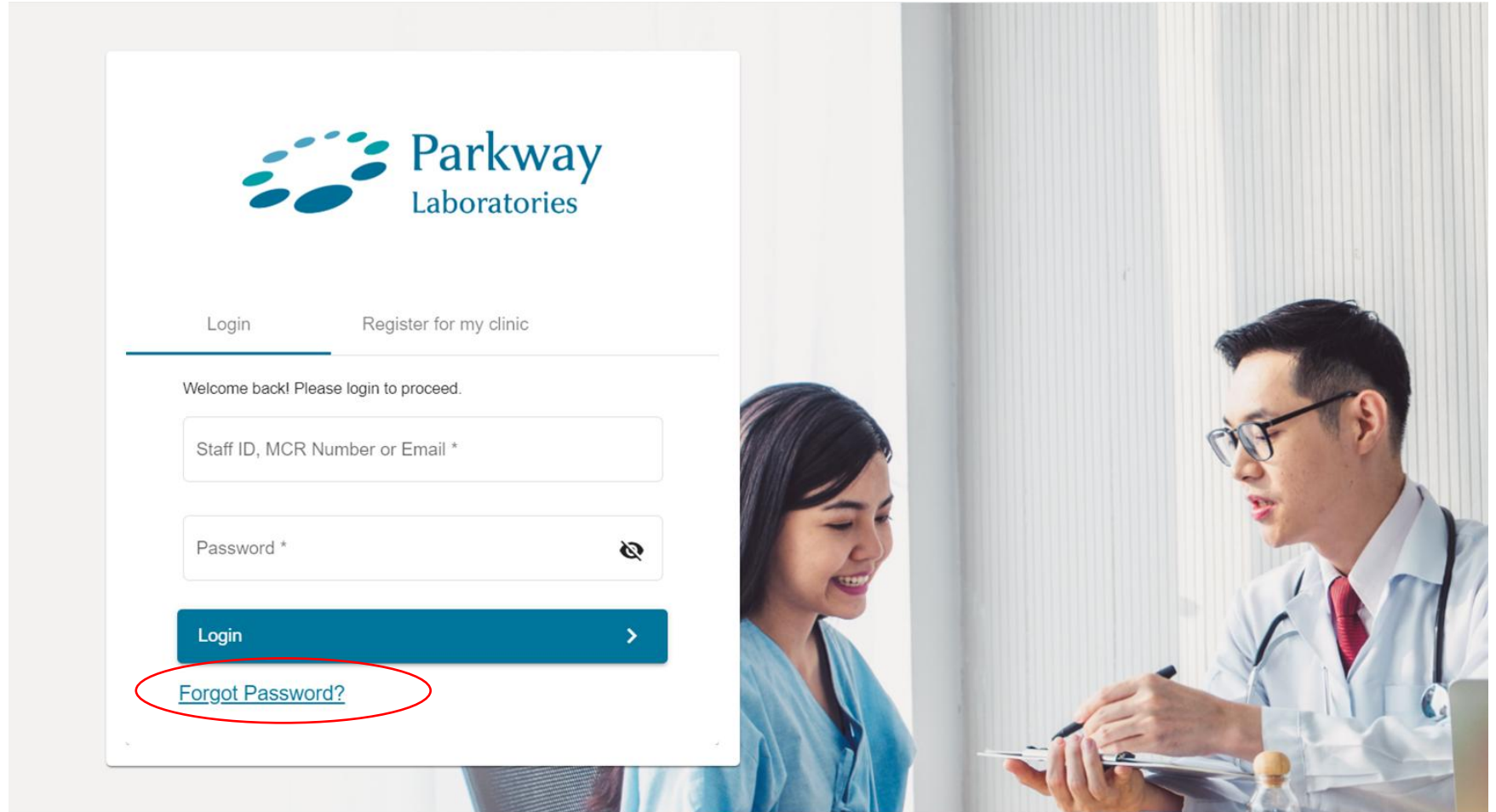
Dummy PDF file

Forgot Password



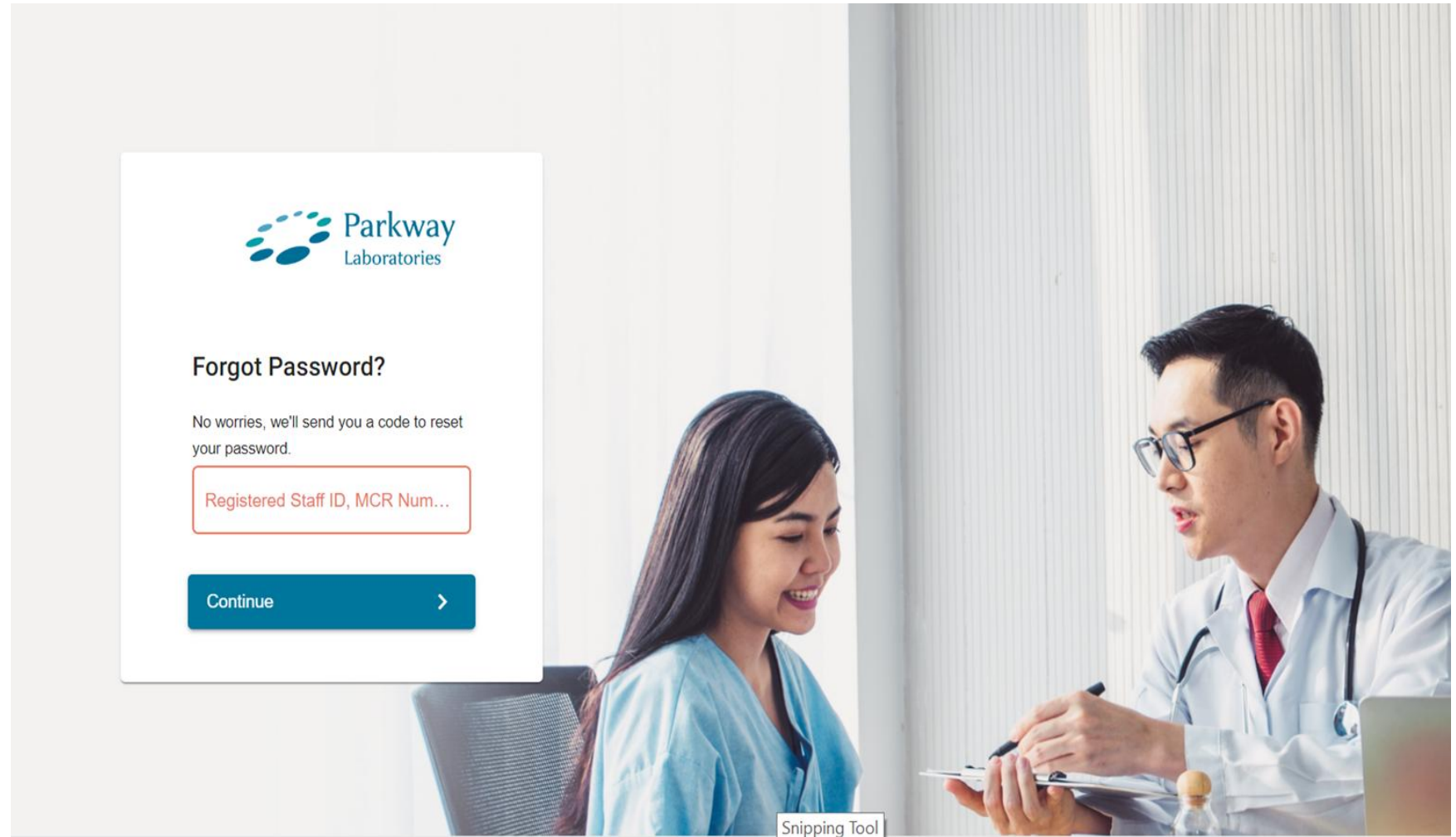
Forgot Password

- Click on Forgot Password



Forgot Password

- Key in your Registered Staff ID, MCR Number or Registered Email address
- Click continue



Forgot Password

- You will received email with the verification code
- Key in the verification code
- Key in the New Password
- Confirm New Password
- Click continue

[External] Your verification code



no-reply@verificationemail.com

To christine.tok+testclinicDA_Tuntas_doctor1PLS@parkwaylabs.com.sg



5:32 pm

ALERT : This message originated outside of IHH Healthcare's network. Be **CAUTIOUS** before clicking any link or attachment.

Your verification code is 400058.



Reset Your Password

Enter the code you received and set a new password

Verification Code *

Check your email for the code we've sent you.

New Password *



Minimum of 8 characters. Must contain at least 1 of the following uppercase letter, lowercase letter, number and symbol.

Confirm New Password *

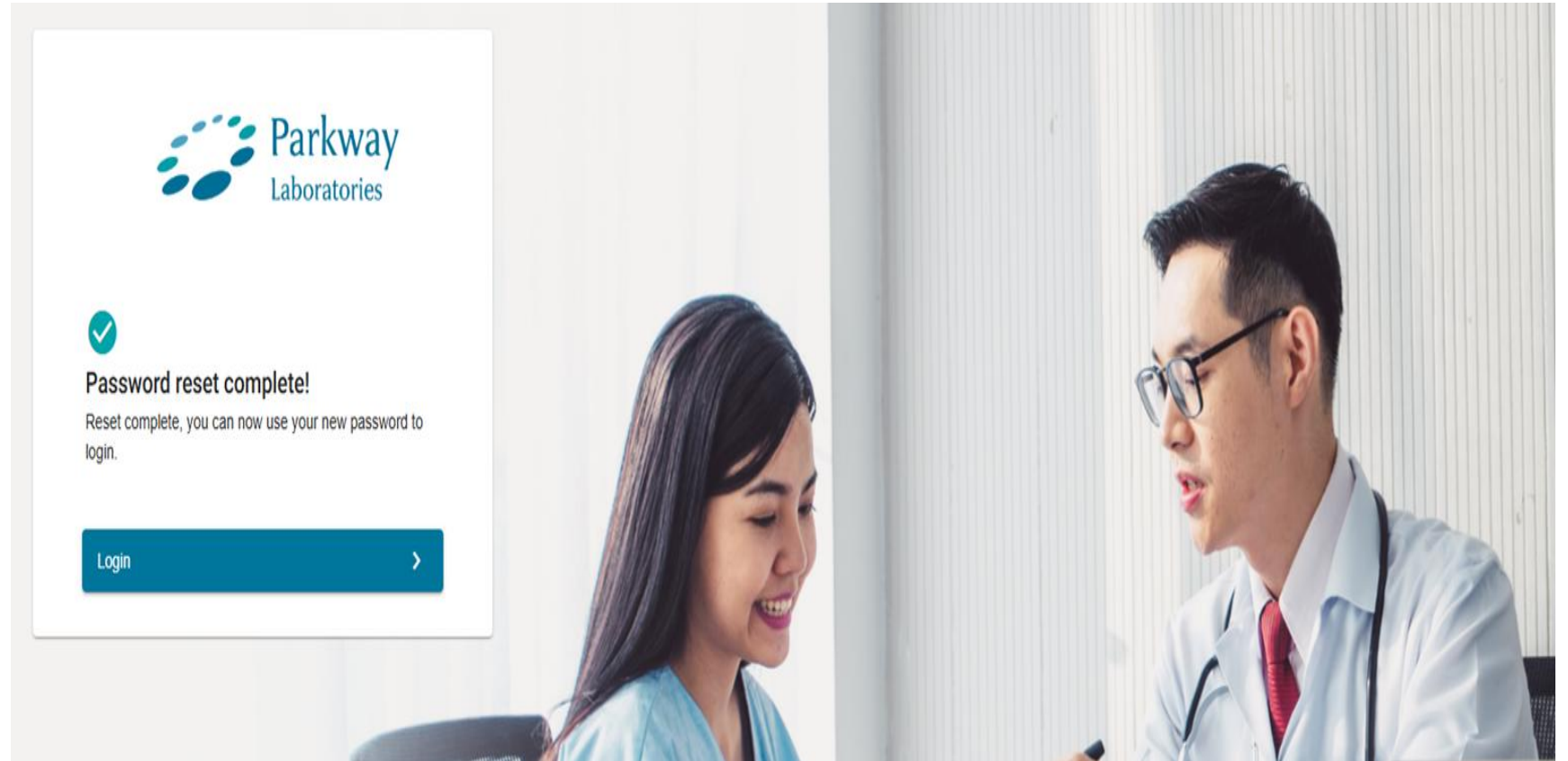


Continue



Forgot Password

- Password reset completed



The End

