



1. What is a dependent (patient, care recipient) mean in the app?

A dependent (patient, care recipient) is a family member (such as your child, elderly parent, or someone you care for) whose health information you are authorized to view and manage through the NHA app.

2. What is proxy access?

Proxy access allows the caregiver to view and manage the dependent's health record with the given permission (one time setup).

Examples include:

- Managing your dependent's appointments and payments
- Receiving the same notifications (limited) that the dependent is receiving
- Viewing and managing health records, e.g adding notes in dependent's MyChart medication module

3. How do I confirm or update proxy access (Dependen Side)?

If you want to grant or update access for your caregiver:

Steps:

1. Log in to the NHA app using SingPass.
2. From the Home screen, go to **My Caregivers**.
3. Review the caregiver list:
 - **Action Required** → You need to grant access.
 - **Pending Approval** → Waiting for caregiver to accept.
4. Select the caregiver with **Action Required** status.
5. On the **Request Pending** screen:
 - Tap **Accept** to grant full access to your health records.
 - Tap **Decline** if you do not wish to share your health records.
6. Verify caregiver details:
 - Check **Display Name** and **Caregiver's Email**.
7. Once accepted, the caregiver will have **one permission level**, giving access to all your health records.
8. You can update or revoke access anytime from the same screen.

4. Why do I sometimes need to log in with SingPass again?

Some actions involve sensitive information and require stronger security. The app may prompt you to log in again using SingPass (Level 2 access) to verify your identity.

5. I received a notification for my dependent. Why?

You receive notifications about your dependent's health tasks and new health records so you can stay informed and be involved in their care.

6. I am a caregiver but still cannot access my dependent's health information. Why?

Even if your dependent has granted you full proxy access in the NHA app, you must have your own profile to view their information.

You may not be able to access their health information if:

- You do not have a patient record
- Your identity could not be verified
- Your proxy access has not yet been activated in the hospital system

What to do:

If you do not have a profile, please contact the clinic to activate your account.

7. Why does the notification open a different screen from my homepage?

Notifications for your dependent open a dependent view, showing:

- Dependent's name
- Their information

You can exit anytime to return to your homepage.

8. Why does the app sometimes ask me to verify my identity when viewing my dependent's information?

To protect sensitive information, the app occasionally checks your permissions (consent and relationship). This ensures you still have the right access to your dependent's health record.

9. I got an error when opening a notification. What should I do?

This may happen if:

- Your internet connection is unstable
- Your access to your dependent's information has changed
- The system could not match your dependent's record

Try:

- Checking your internet connection
- Logging in again using SingPass



- Updating the app

If the issue continues, use the **Feedback** option in the menu.

10. Why do I see “Switching context”?

This message appears when the app switches from your personal profile to your dependent’s profile to ensure the correct information is displayed.

11. What does “Action Required” mean on the My Caregivers page?

This means your caregiver has been added but needs to accept the request before they can access your health records.

12. What does “Pending Approval” mean the My Caregivers page?

Your request to add a caregiver is waiting for their response. They must accept before access is granted.