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**Seek Save Serve**

# **Information Booklet on Seeking Medical Attention for SAF and Home Team Servicemen**



A public health message brought to you by SAF and MHA

## Foreword

Dear Servicemen,

Your health is important and a priority to us. We want to ensure that you receive appropriate medical attention in a timely manner when you are unwell.

COVID-19 has clearly shown us that our public healthcare institutions (PHIs) have limited capacities. The public healthcare professionals, who usually work tirelessly to treat patients, are stretched even further during these busy pandemic times. When the Emergency Departments of the PHIs are overwhelmed, patients who require urgent and critical care experience significant delays before they receive the care they need.

It is therefore important that we preserve the capacity of our PHIs to care for those who are critically ill and require time-sensitive treatment. All of us have a role to play, and we must do our part.

When we are unwell, it may not be necessary to wait long hours to seek treatment at the Emergency Departments. There are a wide range of public and private healthcare providers and services available for us to seek timely care. It can often be challenging to determine where we should go to for medical attention, thus it is our hope that this guide provides clarity on where you should seek appropriate medical care, and the process of making reimbursement claims for the care that you have received.

We wish you a speedy recovery! We wish you the best of health!



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# Importance of Utilising the Appropriate Health Services

Medical attention at hospital emergency departments should be reserved for emergencies and life-threatening conditions. This is to ensure that we preserve our healthcare capabilities for those who are unwell and require urgent or emergency care.

Seeking medical attention in person at general practitioners (GPs) and polyclinics is appropriate for a wide variety of non-urgent and non-life-threatening conditions.

With the advent of new technologies, medical attention may also be sought from the comfort of our own homes when we are unwell. Telemedicine providers offer consultation services that are able to cover conditions that are normally treated by GPs and polyclinics in a virtual manner.

Should your medical condition require specialist emergency care, the GPs, polyclinics and telemedicine providers will make the assessment and refer you accordingly.

Our choice of where to seek medical attention **should not** be governed by convenience. When we inappropriately utilise healthcare services at emergency departments of PHIs, we:

- Increase our own waiting time to receive medical attention
- Divert efforts away from those who have more severe medical conditions and require specialist emergency care



# Where Should I Go To Receive Treatment For My Symptoms?

The following conditions require evaluation at an Emergency Department:

1. Chest pain
2. Shortness of breath
3. Severe abdominal pain
4. Large volume of blood in vomit or stools
5. Weakness or numbness
6. Severe persistent giddiness
7. Sudden onset visual changes
8. Fractured bones
9. Deep cuts



The following conditions generally do not require evaluation at an Emergency Department, and may be seen by a GP/ polyclinic/ Telemedicine provider:

1. Mild flu
2. Mild abdominal pain
3. Nausea
4. Vomiting
5. Diarrhoea
6. Urinary symptoms
7. Fever, headaches
8. Giddiness
9. Localised rashes
10. Scrapes and bruises



## Information on Healthcare Claims

For NSFs: Outpatient private medical treatment or consultations through telemedicine are entitled to \$20 reimbursement per session, capped at \$350 a year.

Below are step-by-step guide to submit your outpatient treatment and consultation claims

For MINDEF/ SAF: <https://go.gov.sg/SAFAEclaim>

For Home Team: <https://go.gov.sg/HTAEclaim>





## List of 24-Hour GPs and Telemedicine Providers

Please click on the link to find the nearest 24-Hour GP near you:

<https://www.singhealth.com.sg/rhs/find-a-gp>

Here are the list of licenced Telemedicine providers:

<https://www.moh.gov.sg/licensing-and-regulation/telemedicine>



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