

ADMISSION GUIDE



Sengkang
General Hospital
SingHealth





CONTENTS

- 01 Choosing Your Ward
- 03 Financing Your Healthcare
- 06 During Your Stay
- 12 Settling Your Bill
- 13 Going Home
- 15 Our Commitment to Patients
- 18 Map of Sengkang General Hospital
- 20 Contact Us

WHAT TO BRING FOR ADMISSION

- Patient's identity document:
Identity Card/Passport/Work Permit/Work Pass
- Civil Service Card or other benefit card
- Data-Sharing Consent Form
- Medical Claims Authorisation Form
- Letter of Guarantee
- Deposit: S\$ _____
- Others: _____

CHOOSING YOUR WARD

Ward Type		A1	B1	B2	C
No. of beds per room		1	4	5	5-6
Choice of meal		Yes			
Ventilation		Air-conditioned and wall fans		Wall fans	
Toilets (En-suite)		Shower with toilet	Shower separate from toilet	Shower with toilet	
Amenities		Individual telephone and television		Not applicable	
Toiletries		Provided	Bring your own		
Storage space		Wardrobe and bedside locker		Bedside locker	
Mini fridge		Provided	Not applicable		

NOTE: Choice of ward type is subject to availability.

Choice of Bed

The hospital will try to provide you with a bed in the ward type of your choice. If your choice is not available during admission, an alternative will be offered to you. You will be transferred to a bed in your ward type of choice once it is available.

Change of Ward Type

You may request for change of ward type during your hospitalisation. Government subsidies are applicable if you are a Singapore Citizen or Permanent Resident staying in a subsidised ward.

If you wish to transfer from a non-subsidised (A1/B1) to a subsidised (B2/C) ward, you have to fulfil the financial assessment criteria and approval is subject to bed availability. Lower rates of charges are effective from the date of transfer to new ward.

For change to a non-subsidised ward type, all charges (except general ward charges) will be revised to the higher rate from the date of admission.

Overstaying in Hospital

If you are fit for discharge but insist on staying, you will be charged the full cost (no government subsidies applicable) for the extended stay. This will be effective from the 7th calendar day (inclusive of Sundays and public holidays) after the hospital has deemed you fit for discharge or referred you to a step-down care facility.

FINANCING YOUR HEALTHCARE

Financial Counselling

Our financial counsellors will provide you with an estimated cost for hospitalisation, including information on the different financing schemes. This is to help you make well-informed choices regarding your hospitalisation.

You can access your financial counselling information at your convenience via the Health Buddy app. Simply log in using your SingPass. The information provided includes an estimated cost of your elective admission, day surgery and endoscopy. It also provides you with a breakdown of your MediSave, MediShield Life, Integrated Shield Plan coverage, and estimated cash payment.

Download and Access via Health Buddy

You can now access the Health Buddy App to:

- View your estimated bill size and key information about your admission
- Compare costs for different ward types
- Change ward type (for Inpatient only) and pay your deposit online

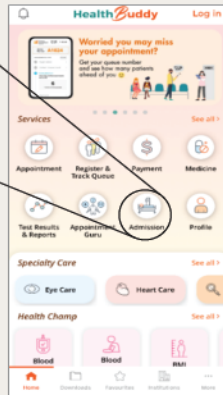
Step 1

Download the **Health Buddy** app onto your mobile via these QR codes.



Step 2

Select '**Admission**'.



Step 3

Log in with your **SingPass**.



You can also request for a change in your preferred ward type, where applicable*, and make online payment for deposit prior to admission. Please note that your preferred ward type is subjected to availability on the actual day of admission.

*Not applicable to Day Surgery and Short Stay Ward admissions.

MediSave

You may use your MediSave or the MediSave of any of your immediate family member listed below to pay for your hospital stay.

- Your spouse
- Your children
- Your parents
- Your siblings

MediSave does not cover:

- Medical report fees
- Ambulance fees
- Rental of sleeper units
- Hospitalisation charges for stay of less than 8 hours, except day surgery cases
- Pre-admission tests and clinical assessment when admission/day surgery is cancelled or rescheduled due to patient's personal reasons
- Treatment for non-medical purposes (e.g. cosmetic surgeries)
- Appliances (e.g. crutches, walking frames)
- Minor surgical procedures

Generally, if you choose B2/C wards, you are not required to pay a deposit if you have enough MediSave funds and your estimated hospital bill is within MediSave withdrawal limits. For A1/B1 wards, a deposit payment is necessary as MediSave does not fully cover the hospital bill.

To use MediSave for hospital bills, complete and submit the Medical Claims Authorisation Form during financial counselling or via <https://for.sg/skhsubmit> for our processing.

MediShield Life/Integrated Shield Plan

All Singapore Citizens and Permanent Residents are automatically covered under MediShield Life for life. Pre-existing conditions will also be insured under MediShield Life.

Standard exclusions for MediShield Life include ambulance fees, medical reports and maternity charges. For the full list of exclusions, please visit www.medishieldlife.sg.

If you have a MediSave-approved Integrated Shield Plan, you can check with your insurer directly on the coverage and exclusions. Please inform our staff at the point of admission if you wish to use MediSave and/or MediShield Life/Integrated Shield Plan, and bring along your NRIC/passport.

For more information on:

- MediSave, MediShield Life and Medifund, please visit: www.moh.gov.sg > For Public > Healthcare Schemes & Subsidies
- Hospital Charges, please visit: www.moh.gov.sg > For Public > Healthcare Schemes & Subsidies > Fee Benchmarks and Bill Amount

Letter of Guarantee

For patients covered by insurance (employers/ private medical insurers) for your hospitalisation expenses, please present the Letter of Guarantee (LOG) prior to your admission.

For private/ foreign patients opting for A and B1 Class, you will need to submit the LOG to obtain a waiver of the upfront cash deposit required by the hospital.

Acceptance of LOG is subject to SKH's discretion. If the LOG is not approved, you are required to pay the full hospital bill. In addition, if your coverage under the LOG is insufficient, you may be required to top up the difference.

Financial Assistance for Singaporeans

The Singapore Government is committed to keep healthcare affordable and to help needy patients with their medical bills. Healthcare is kept affordable for Singaporeans through heavy government subsidies, supplemented by the MediSave and MediShield Life.

Patients or family members who have difficulty paying for the medical bills can fix an appointment with our Medical Social Workers at 6930 6000. Your request will be kept strictly confidential. The amount of financial assistance accorded will vary, depending on multiple factors such as the bill size and the financial circumstances of your household.

DURING YOUR STAY

For your safety, a patient identification wrist band, which contains your name, NRIC, date of birth and address, will be provided upon admission. The wrist band comes with an attached electronic tag, which will enable quick transfer of location within the hospital's IT systems. Please wear it at all times during your stay in our hospital.

During your stay, you will be asked **several times** for your name, identification number and date of birth. This is for our staff to countercheck your identity for your own safety, so that treatment will be given to the right patient. We request for your active participation in this.



What To Bring For Your Stay

To avoid property loss, we recommend that you bring only essential items to the hospital, such as a list of medications you are taking and basic toiletries.

- **Current medication**

This includes over-the-counter medication and traditional remedies.

- **Personal Valuables**

Patients are advised to leave personal belongings and valuables such as cash and jewellery at home. SKH shall not be held liable or responsible for the loss or damage of any valuables or personal items during a patient's stay. Patients and their caregivers who bring valuables to the hospital do so at their own risk.



No Smoking Allowed

Smoking is strictly prohibited by law within the entire hospital grounds.



Visiting Hours

To ensure you and other patients have enough rest, visiting hours are:

Monday to Sunday, including public holidays:

- 12 noon to 2.00pm
- 5.00pm to 8.30pm

To ensure patient safety, all visitors to the wards and the Intensive Care Unit/High Dependency areas are required to register at the Automated Visitor Management System (AVMS) gantries at Level 1, Blocks 1-2 and Blocks 3-6 at Sengkang General Hospital, as well as Blocks 7-9 at Sengkang Community Hospital. AVMS helps to track the flow of visitors in and out of our hospital and facilitates contact tracing when the need arises. Contact tracing is the process of identifying persons if they are exposed to someone with an infectious disease, and to help them get care and treatment.

Visitors can register via the Visitor Registration kiosks (located near AVMS gantries on level 1) or Visitor Registration Counters. They may register using their NRIC / FIN, Senior Citizen EZ-link card, Student EZ-link card or driving license.

Access will only be granted when the card is scanned at the respective gantry (based on patient's location) for entry and exit. Those with foreign identification (e.g. passport, employment pass, etc.), may approach any visitor registration counters and be issued a pass to be scanned at the gantry.

Please note that only 4 visitors may visit you each time at the general wards and 2 visitors for ICU, HDU and isolation wards during stated visiting hours. We request that they be considerate to the needs of other patients during their visit.

Visiting policy is subject to change. For updates, please refer to our SKH website - <https://www.skh.com.sg/patient-care/visitor-information/Pages/visitor-information.aspx>.



Caregiving At The Hospital

Partners in Care

As a caregiver, you are an important member of the care team. Your familiar presence and personal knowledge of the patient can be of great help and comfort to him or her.

Participating in these care processes can make a hospital stay easier to manage for both you and your loved one:



Assist your loved one with personal care such as feeding, toileting, showering or diaper changing.



Help to check served medications or care instructions prescribed by the care team.



Keep an eye on your loved one to prevent falls.



Collaborate and practise some care processes that have to be continued at home when your loved one is discharged.

A Gentle Reminder

To help ensure a safe and pleasant experience for everyone in the hospital, we would appreciate your assistance with the following:

- Share any important information about yourself or the patient (if you are his/her caregiver), such as allergies and medications, at the earliest opportunity. This collaboration will help ensure better patient safety and help him or her receive better care.
- Participate in decisions about your care, or your loved one's if they are not able to, so that we can help make informed decisions together about care and treatment options.
- Ask questions when you do not understand or need to clarify.
- To help you remember the important points, do write them down so that you can refer to them subsequently.



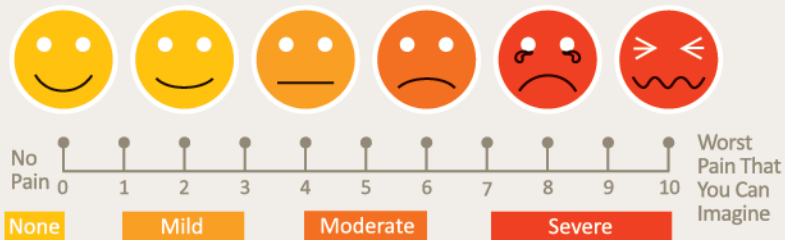
Medication Safety

- Inform your doctor or nurse if you are allergic to any medication. You will be required to wear a red identification wristband if you have any known drug allergy.
- Do countercheck your identity and medication with the nurse when your medication is being served or administered.
- Please do not consume any medication from your own supply unless allowed by the doctor.
- Do take your medication promptly when served.



Managing Pain

You may experience some pain or discomfort depending on your medical condition. To manage your pain, we will ask you to describe your pain using a number scale, where “0” means no pain and “10” means the worst possible pain. You can also describe your pain as “none”, “mild”, “moderate” or “severe”.





Preventing Falls

Your safety is our concern. To reduce your risk of falling, please:



- Wear well-fitted, rubber-sole or non-slip shoes.



- Take medications as prescribed. If they make you drowsy, approach our staff for assistance. Avoid taking your own medication without medical advice.



- Increase your level of activity gradually and have adequate rest in between activities to prevent exertion and fatigue.
- Continue with the exercises taught by the therapists as they help to improve your strength, balance and coordination.



- Slowly move from a lying or sitting position to standing up, as the change in position may cause a sudden change to your blood pressure, resulting in giddiness.

A fall risk assessment will be carried out upon your admission. You will be required to wear an identification wristband if you are at moderate or high risk for falls. A fall risk sign (yellow or red) will be placed at the foot of your bed.



Preventing Infection

Infections can be spread by contact with contaminated hands, personal items or health care equipment. To protect your health, we encourage patients and visitors to maintain good hand hygiene to prevent the spread of germs.

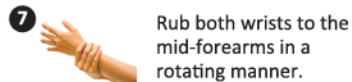
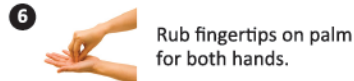
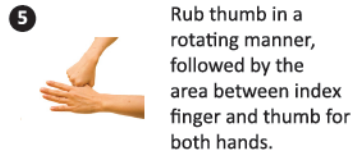
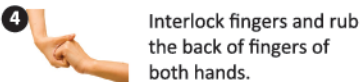
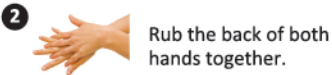
Clean your hands with an alcohol-based hand sanitiser if they are not visibly dirty. If visibly dirty, wash your hands with soap and water. Do this during the following times:

- Before and after meals
- Before and after caring for someone who is sick
- After using the toilet
- After blowing your nose, coughing or sneezing
- Before and after treating a cut or wound

Please remind your visitors to visit you at another time if they are feeling unwell and to put on a mask if they are coughing or sneezing. It is perfectly acceptable to ask healthcare workers if we have cleaned our hands before touching you.

Clean Your Hands The Right Way

It takes only a minute. Start by wetting your hands with water. Apply enough soap to cover all surfaces.



Tip: You may ask your healthcare providers if they have cleaned their hands before touching you.

SETTLING YOUR BILL

You may settle your bill in one of the following ways:

Mobile Pay



A convenient one-stop online payment service for you to check outstanding bills and manage your payments.

You can pay your bill online using Credit Cards or eNETS Direct Debit.

If you log on via your SingPass, you can retrieve your outstanding bill information before making payment.

If you do not have SingPass, you can make payment by keying in the tax invoice number and payment amount.

DBS Internet Banking
<https://internet-banking.dbs.com.sg/IB/Welcome>

You can pay your bill online using DBS Internet Banking, Mobile Banking, and PayLah!

AXS Station
https://e-station2.axs.com.sg/AXSOnline/core_adhoc/information.php

Payment can also be made using the AXS stations located nationwide, AXS e-Station and AXS m-Station.

An AXS station is located at Sengkang General Hospital at Level 1 (near foodcourt).

SingPost
<https://mysam.singpost.com/webhome>

Payment can also be made at Singapore Post Office, Self-Service Automated Machines (SAM) Kiosk, SAM web and mobile.

The Institution shall be entitled at its discretion to offset any credit balance under the relevant bill against any liability of the patient in respect of any other bill(s) before making a refund.

GOING HOME

Discharge

Our doctor will advise you when you will be discharged. A family member or friend must accompany you home, especially after surgery.

Please note that our discharge time is 11.30am (for Same Day Admission and Inpatient Admission). This will allow for beds to be made available to those who need them urgently. Early discharge allows you to continue your recovery in the comfort of your own home. Please be assured that our care team will provide you with home recovery advice upon your discharge.

Kindly note:

- No meals will be served upon discharge at 11.30am.
- Additional charges will apply if you stay beyond 11.30am.
- A half-day room charge will be imposed for discharges after 11.30am.
- A full-day room charge will be imposed for discharges after 5.00pm.

For faster discharge, you can access your discharge information easily on the Health Buddy app. If you prefer to have a printed copy, you may request for one to be mailed to you.

If you need a caregiver to bring you home, you may wait at the discharge lounge in the ward you had stayed, or the main Discharge Lounge in Ward 57, Block 5, Level 7.

SKH will issue you with a digital medical certificate (DigiMC) which will be sent to you via SMS. Please inform your doctor if you require a paper MC. To avoid losing your digital MC, please do not delete the SMS. For more information and FAQs, please visit <https://www.mc.gov.sg>.

For non-residents, if you are returning to your country, we seek your understanding in settling the bill before leaving SKH.

Medication Delivery Service

SKH offers Medication Delivery Service which lets you opt for the convenience of having your medications delivered to your home. With this service, you can leave the hospital as soon as our doctors have certified you fit for discharge. You can sign up for this service on the day of discharge.

**Free for patients, subject to conditions.*

Follow-Up Care & Appointment

Before leaving SKH, you will be advised on any after-care for your recovery. Our staff may give you a follow-up appointment at our SKH Medical Centre or rehabilitation centre (if necessary).

You can easily change your outpatient appointment via the Health Buddy app, or email us at appointments@skh.com.sg. Alternatively, call SKH Outpatient Appointment Hotline at 6930 6000.

OUR COMMITMENT TO PATIENTS

To ensure you receive the best care possible, you have the right to:

- **Be treated with dignity in a safe environment.** Your personal safety includes being free from physical restraints or seclusion, unless medically required. The disabled, elderly and those with special needs will be given appropriate protection.
- **Personal privacy concerning your care.** We will conduct consultation, examination, treatment and case discussions discreetly and with respect to your personal privacy.
- **Be respected for your religious and ethnic beliefs.** We respect your personal values, religious and ethnic beliefs.
- **Explanation and information about your treatment.** Except in emergencies and where applicable, this information includes:
 - What your treatment is about
 - Treatment options (including surgery)
 - Known outcomes
 - Known risks of treatment
 - Known risks and consequences of non-treatment
 - Continuing care after discharge
 - Collection, usage and disclosure of patient's de-identified photographs, video and audio recordings for the purpose of education and quality assurance
 - Estimated hospital bill
- **Refuse recommended treatment.** Unless the law prohibits, you may refuse treatment or leave the hospital against the doctor's advice after completing a discharge form.
- **Seek a second medical opinion.** You have the right to ask questions to help you make decisions about your treatment. If you seek a second opinion, please inform your doctor in charge so he may advise you on how to proceed.

- **Make plans for your future healthcare.** We will respect your known wishes and decisions made in accordance with your Advance Medical Directive or Advance Care Plan if you have made one. The hospital provides guidance if you or your family have difficulty making decisions for a serious illness.

Find out more about Advance Medical Directive from the Ministry of Health website at www.moh.gov.sg > Policies & Guidelines > Legislation > Advance Medical Directive

- **Confidentiality of your medical records.** You are assured of the confidentiality of your medical records, including electronic medical records. Our access is strictly limited to the healthcare professionals involved in your care (unless otherwise required by Singapore laws and regulations). Medical records are also accessible via National Electronic Health Record (NEHR), which is a central database containing patients' summary medical records from their healthcare provider. Patients and members of the public can opt out of NEHR but there are implications involved.

A copy of your medical record/report can be obtained on request, in accordance with the hospital's policy. To find out how to request for a medical report, call 6930 6003.

Your Responsibilities

While we have a responsibility to safeguard your interests as our patient, you can also play a part in helping us provide the best possible healthcare.

Please:

- Provide complete information on your medical history (including allergies and medication prescribed by your family doctor; over-the-counter drugs and traditional medicine), financial circumstances and other relevant details.
- Follow the treatment plan prescribed by our healthcare team.
- Ensure your own safety by seeking help from your caregivers or our staff when required.

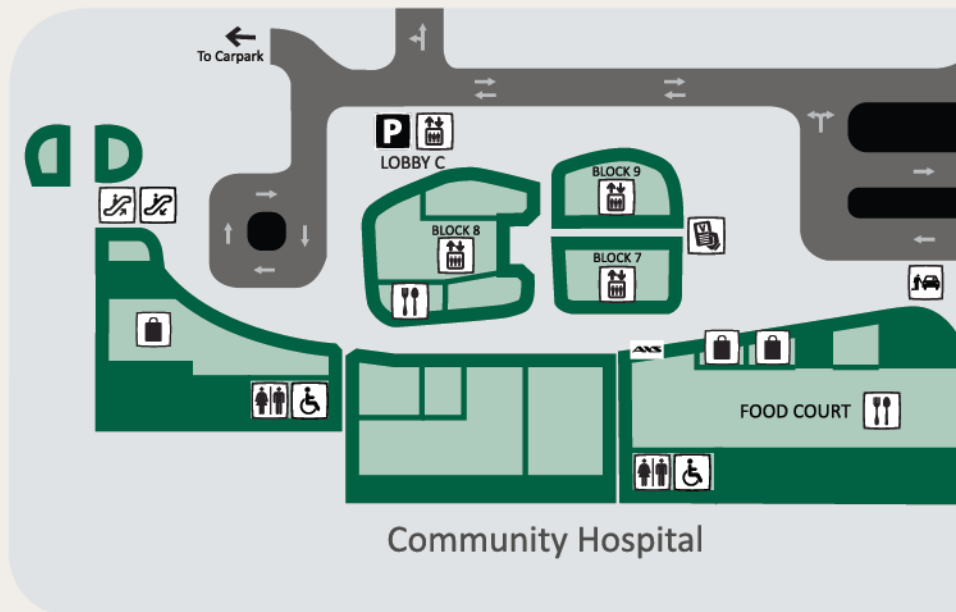
- Inform us when you have problems following the prescribed treatment.
- Update us on changes in your medical condition.
- Appoint one spokesperson or relative whom the doctor can communicate if necessary. Please understand that the medical team cannot perform numerous updates to multiple relatives. The Lasting Power of Attorney (LPA) is a legal document which allows a person who is at least 21 years of age ('donor') to voluntarily appoint one or more persons ('donee') to make decisions and act on his behalf should he lose mental capacity one day. A donee can be appointed to act in the two broad areas of personal welfare and property & affairs. Find out more about LPA from <https://www.publicguardian.gov.sg/opg/Pages/Home.aspx> > The Lasting Power of Attorney.
- Clarify any doubts on instructions given to you to prevent any lapse in after-care upon discharge.
- Inform us if you have changed your mobile number or address so that we can update your records.
- Be responsible in paying the required fees and charges.
- Show consideration by treating all staff, patients and visitors with respect and courtesy.
- Please inform us in advance if you are unable to attend your appointment.














Organ Donation




Organ donation provides hope for a better quality of life for patients suffering from organ failure.

The Human Organ Transplant Act (HOTA) allows for the kidneys, heart, liver and corneas of those who died in hospitals to be used for transplants. It applies to all Singapore Citizens and Permanent Residents who are of sound mind and above 21 years of age, unless they opt out. From August 2008, all Muslim Singapore Citizens and Permanent Residents are included in HOTA.

You may opt out of HOTA if you do not wish to donate any organ after death. Your wish will be respected. The opt-out form can be obtained from the Ministry of Health website at www.moh.gov.sg > Policies & Guidelines > Legislation.



-  Accessible Toilet
-  ATM
-  Drop off / Pick Up Point
-  Emergency Department
-  Escalator
-  Food & Beverage
-  Information Counter
-  Lift
-  Lift to Car Park
-  Retail
-  Taxi Stand
-  Toilet
-  Visitors Registration Counter

-  General Hospital
-  Medical Centre
-  Community Hospital

Directions to Admissions Office / Surgery on 2 / Surgery on 3 From Sengkang MRT

Walk to blue zone (General Hospital) and take the lift at Lobby B to:
Admissions Office (Level 2), Surgery on 2 (Level 2) or Surgery on 3 (Level 3)

From Cheng Lim LRT (Level 2)

Follow the signage to 'Surgery on 2'.
To go 'Surgery on 3', take the lift at Lobby B to level 3.

From Carpark

Park near blue zone (Lobby B) and take the lift to:
Level 2 (Admissions Office), Level 2 (Surgery on 2) or Level 3 (Surgery on 3)

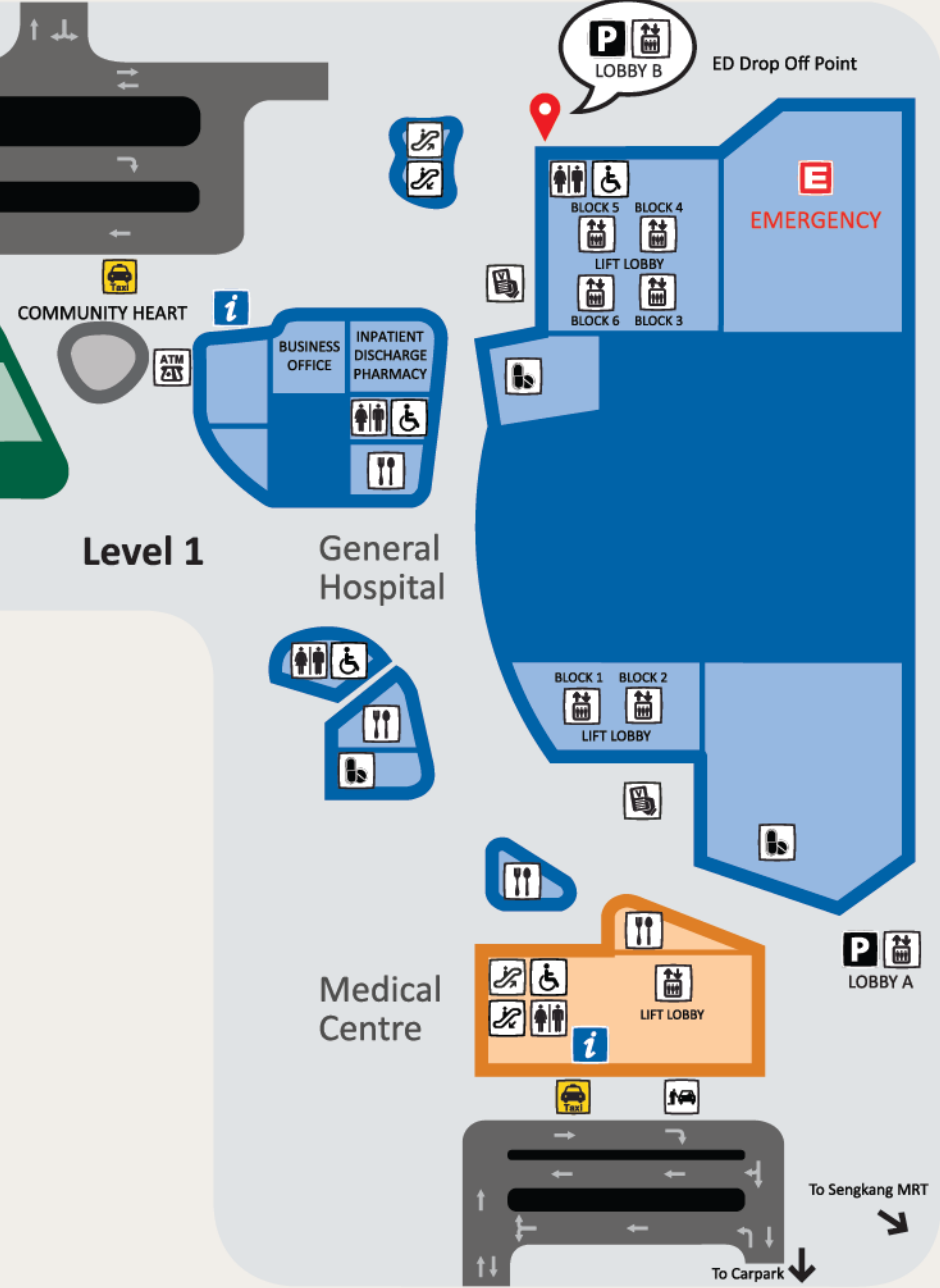


Take lift at Lobby B to go:

- Admissions Office (Level 2)
- Surgery on 2 (Level 2) • Surgery on 3 (Level 3)

ANCHORVALE STREET

↑ To Cheng Lim LRT



SENGKANG EAST ROAD

Level 1

General Hospital

Medical Centre

LOBBY A

EMERGENCY

LOBBY B

ED Drop Off Point

BLOCK 1

BLOCK 2

BLOCK 5

BLOCK 4

BLOCK 6

BLOCK 3

LIFT LOBBY

LIFT LOBBY

LIFT LOBBY

BUSINESS OFFICE

INPATIENT DISCHARGE PHARMACY

ATM

COMMUNITY HEART

To Sengkang MRT

To Carpark

SENGKANG EAST WAY

CONTACT US

Thank you for placing your trust in us. Should you require further assistance, do not hesitate to contact us.

General Enquiries (24 Hours)	6930 5000
Outpatient Appointments	6930 6000
Admissions Enquiries	6930 6001
Request for Medical Reports	6930 6003
Pharmacy	6930 2232
Feedback Hotline	6930 4299
Payment Enquiries	https://for.sg/askshs

Feedback

How can we serve you better? Share with us your experience so that we can continue to improve our services.

Please complete our feedback form or contact our Patient Experience Department at feedback@skh.com.sg.




Alternatively, you can scan the QR code below or visit www.skh.com.sg/patientsurvey.





**Sengkang
General Hospital**
SingHealth

Sengkang General Hospital
110 Sengkang East Way
Singapore 544886

-  General Enquiries: 6930 5000
- Outpatient Appointments: 6930 6000
-  appointments@skh.com.sg
-  www.skh.com.sg
-  [SengkangGeneralHospital](https://www.facebook.com/SengkangGeneralHospital)

