

ADMISSION GUIDE



**Sengkang
General Hospital**

SingHealth

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WHAT TO BRING FOR ADMISSION

- Copy of Electronic Admission Form
- Patient's identity document:
Identity Card/Passport/Work Permit/Work Pass
- Civil Service Card or other benefit card
- Data-sharing/Mean testing consent form
- Medical Claims Authorisation Form
- Letter of Guarantee
- Deposit: S\$ _____
- Others: _____



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 (AMD) 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 and Issues > Advanced Medical Directive. For more information on Advance Care Plan, please refer to page 20.

- **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 patient's 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.

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 a decision-maker to represent your wishes about your care in the event that you are unable to do so. 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.
- 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 > Forms > HOTA Forms.

For more information, please call 6321 4390 or visit www.liveon.sg or the MOH website at www.moh.gov.sg.

CHOOSING YOUR WARD TYPE

Ward Type		A1	B1	B2	C
No. of beds per room		1	4	5	5
Choice of meal		Yes		Meal of the day	
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. Non-subsidised patients may be admitted only to A1 or B1 wards.

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. However, non-residents and patients admitted due to industrial accidents are only eligible for private wards ie. A1 or B1 ward types.

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 rate of charges is effective from the date of transfer to new ward.

For change to a non-subsidised ward type, all charges (except 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 subsidies) 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.

Financial Counselling Online

Admissions Buddy is an online service that allows patients to review their financial counselling information at their convenience. 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.

With Admissions Buddy, 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.

For more information, please visit <https://admissionsbuddy.singhealth.com.sg/>

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

**There are limits on the maximum amount you can withdraw from Medisave.

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
- Treatment for non-medical purposes (e.g. cosmetic procedures)
- 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 those choosing A1/B1 wards, a deposit payment is necessary as Medisave does not fully cover the hospital bill.

To use Medisave for hospital bills, complete the Medical Claims Authorisation Form during financial counselling and submit to our staff for 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 and Medifund, please visit: www.moh.gov.sg > Costs and Financing > Schemes & Subsidies
- Hospital Charges, please visit: www.moh.gov.sg > Costs and Financing > Hospital Charges

Letter of Guarantee

If your employer or insurance company is providing coverage for your hospitalisation expenses, please present a Letter of Guarantee (LOG) before admission.

Acceptance of the LOG is subject to the discretion of SKH. If it is not accepted, you will have to pay the full hospital bill. If the coverage provided is insufficient, you may be required to top up the difference.

Financial Assistance for Singaporeans

If you need financial assistance on your medical bills, you may make an appointment with our Medical Social Workers. Your request will be kept strictly confidential. The amount of financial assistance varies, depending on factors such as bill size and your household's financial circumstances.



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 may be asked **several times** for your name, identification number and date of birth. This is for our staff to counter-check your identity for your own safety, so that treatment will be given to the right patient. We hope for your active participation in this.



What To Bring For Your Stay

• 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, jewellery and mobile phones at home. Sengkang General Hospital 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. To avoid property loss, we recommend that you bring only essential items to the hospital, such as a list of medications that they are taking, and simple toiletries.



Visiting Hours

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

Monday to Sunday, including public holidays:

- 12 noon to 2.00pm
- 5.00 pm 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.

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 licence. 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 sensitive to the needs of other patients during their visit.



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 counter check 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.



Team-based Care

During your stay, you will be looked after by a team of doctors. Depending on your medical condition, the doctor may refer you to other healthcare professionals such as dietitians, physiotherapists and occupational therapists to provide assessment and appropriate treatment to help you recover.

Some of these treatments and services are chargeable and will be included in your bill. You may clarify any concerns with the healthcare professional attending to you.



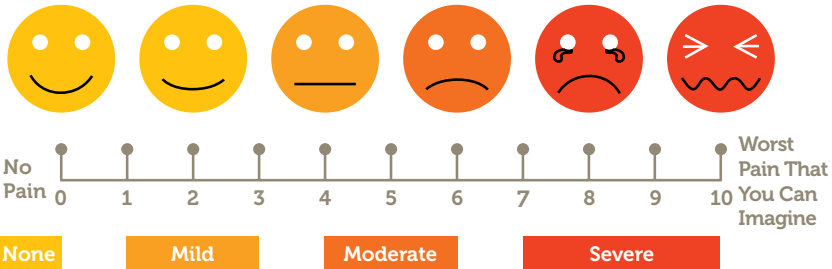
No Smoking Allowed

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



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 medication on your own 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 a yellow 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.

- 1  Rub palms together.
- 2  Rub the back of both hands together.
- 3  Interlace fingers and rub hand together.
- 4  Interlock fingers and rub the back of fingers of both hands.
- 5  Rub thumb in a rotating manner, followed by the area between index finger and thumb for both hands.
- 6  Rub fingertips on palm for both hands.
- 7  Rub both wrists to the mid-forearms in a rotating manner.

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 Payment & Internet	<ul style="list-style-type: none"> • Mobile Pay (SingHealth online payment portal) at www.singhealth.com.sg/PayOnline • AXS e/m-Station (mobile & Internet) at www.axs.com.sg • SAM Mobile App or SAM Web at www.mysam.sg • DBS PayLah! eWallet
Internet Banking	Payment can be made via DBS i-banking.
Singapore Post Branches	Singapore Post branches are located island-wide.
Payment Kiosks	Located island-wide: <ul style="list-style-type: none"> • AXS Station • Self Service Automated Machine (SAM) Kiosk
Counter payment	<ul style="list-style-type: none"> • Credit Card • NETS • Cheque should be crossed and made payable to "Sengkang General Hospital Pte. Ltd." Please write the case/tax invoice number, payer name, and contact number on the back of the cheque.
During office hours: Business Office, Level 1 After office hours: Emergency Department, Level 1	



GOING HOME

Discharge

Your doctor will advise you when you are ready to be discharged. For your safety, please have a family member or friend accompany you home.

The discharge process takes time as our care team needs to ensure everything – from reviewing laboratory results and preparing your discharge summary to informing your family, arranging follow-up appointments and after-care counselling – is in place before you leave the ward.

For non-residents, if you and your family intend to return to your country after discharge, we seek your understanding in settling the bill before leaving the hospital.

Check-Out Time

The check-out time from the ward is **11.00am**, unless otherwise specified.

A half-day room charge will be imposed for discharges after 1.00pm.

A full-day room charge will be imposed for discharges after 8.00pm.

Follow-Up Care & Appointment

Before leaving Sengkang General Hospital, 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).

If you need to reschedule your outpatient appointment after leaving SKH, please call our SKH main line at 6930 6000. Your follow-up charges at the SKH Medical Centre will be calculated based on your ward type at discharge.



ADVANCE CARE PLANNING

Advance Care Planning (ACP) is planning for your future healthcare. It gives you the chance, while you are well, to state and document your wishes. ACP will give you peace of mind that your treatment is aligned with your preferences and wishes, in the unfortunate situation where you are unable to communicate.

ACP helps to guide your loved ones and the healthcare team, giving everyone the assurance to carry out healthcare decisions on your behalf.

Should you need more information, a trained ACP facilitator is at hand to assist you. ACP is open to anyone, regardless of age or state of health.

For more information, please contact:

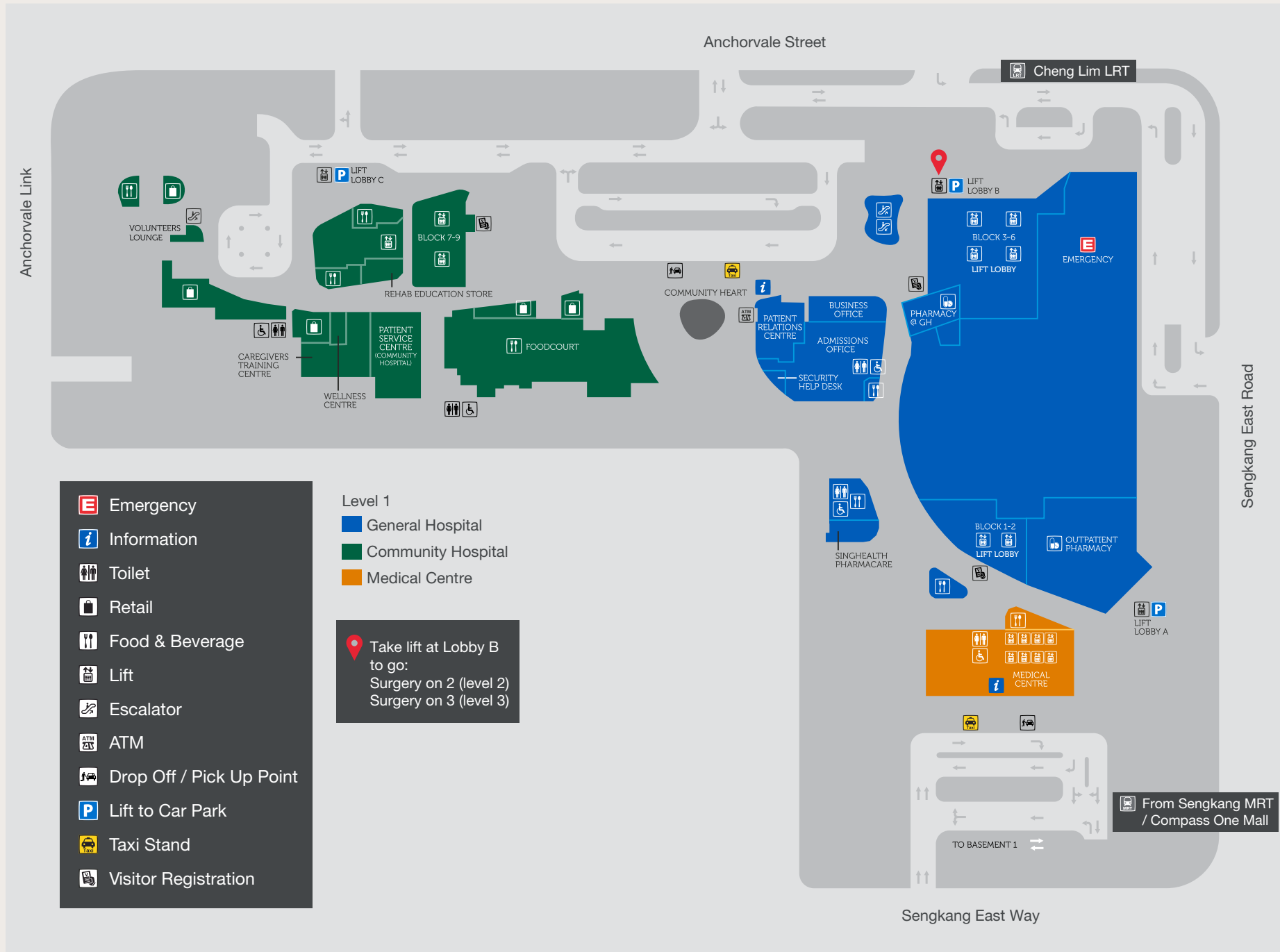
Sengkang General Hospital Living Well Matters

Tel: 6930 2936

Email: advancecareplanning@skh.com.sg

You may also visit www.skh.com.sg or www.livingmatters.sg to learn more about ACP.

MAP OF SENGKANG GENERAL HOSPITAL



- Emergency
- Information
- Toilet
- Retail
- Food & Beverage
- Lift
- Escalator
- ATM
- Drop Off / Pick Up Point
- Lift to Car Park
- Taxi Stand
- Visitor Registration

- Level 1
- General Hospital
 - Community Hospital
 - Medical Centre
- Take lift at Lobby B to go:
Surgery on 2 (level 2)
Surgery on 3 (level 3)



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 6000
Admissions Enquiries	6930 6001
Billing Enquiries	6930 6002
Request for Medical Reports	6930 6003
Medical Social Services	6930 3577
Pharmacy	6930 2233
Feedback	6930 4299

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@askh.com.sg.