

# YOUR GUIDE TO SURGERY



Sengkang  
General Hospital  
SingHealth

Patient Label Here

	Pre-Admission Testing	Pre-Operative Evaluation	Admission Day
Date			
Time			
Venue	<u>SKH Medical Centre</u> Level 3	<u>SKH Medical Centre</u> Level 3 Pre-operative Evaluation Clinic	<u>Sengkang General Hospital</u> Day Surgery / Same Day Admission / Short Stay Ward / Inpatient  <input type="checkbox"/> Admissions Office, Level 2 @ Lobby B  <input type="checkbox"/> Surgery on 2, Level 2 @ Lobby B  <input type="checkbox"/> Surgery on 3, Level 3 @ Lobby B
For enquiries	Please call 6930 6001 (Admissions) Operating hours: Mon to Fri (excluding public holidays) 8.30am to 5.30pm		

\*An SMS will be sent to you 1 working day before admission to inform on the arrival time

Tick	Expected SMS Day	Expected SMS Time
	1 working day before admission (excluding Sat and Sun)	Day Surgery / Same Day Admission / Short Stay Ward (1pm to 3pm)
		Inpatient (11.30am to 1pm)

If you have not received the SMS by the above stated time or if you have any further queries, you may reach us at:

- Day Surgery / Short Stay Ward @ Surgery on 2 (Tel: 6930 3724)
- Interventional Radiology @ Surgery on 2 (Tel: 6930 3958)
- Day Surgery / Short Stay Ward / Same Day Admission @ Surgery on 3 (Tel: 6930 3829)
- Inpatient (Tel: 6930 6001)

Log in to Health Buddy via SingPass to view key information about your admission and the estimated bill size. More information can be found in page 18.



# 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: \_\_\_\_\_

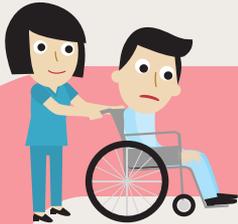
# YOUR JOURNEY AT SENGKANG GENERAL HOSPITAL



Respective Clinic  
@ SKH Medical Centre  
Consultation with Doctor



Listing & Financial Counselling Counter  
@ SKH Medical Centre  
Listing for surgery & financial counselling



Day of Admission: Go to  
■ Surgery on 2, Level 2 or  
■ Surgery on 3, Level 3



Operating Theatre  
Reception Area  
Preparing for your surgery:  
Final review by anaesthetist

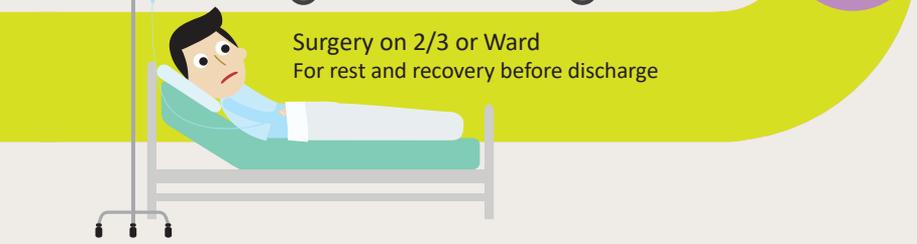
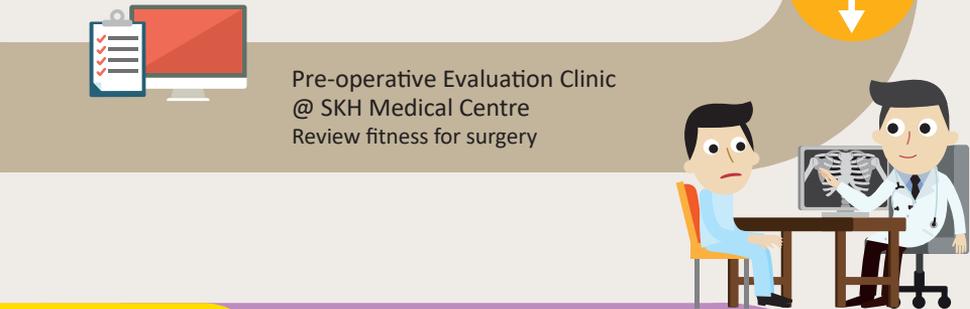


Operating  
Surgery



Home  
For patients fit for discharge





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# PREPARING FOR ADMISSION

There are 4 types of admission:

## Day Surgery Admission

After assessment by the nurse and doctor (if required), you will be asked to change into a hospital gown before proceeding for the surgery/procedure. A locker will be provided (if available). Please do not bring excessive belongings or bulky items (e.g. motorised vehicles, luggages). For your safety, an adult over the age of 21 must accompany you home if you have surgery performed under sedation or general anaesthesia.

## Short Stay Ward Admission

After assessment by the nurse and doctor (if required), you will be asked to change into a hospital gown before proceeding for the surgery/procedure. A locker will be provided (if available). Please do not bring excessive belongings or bulky items (e.g. motorised vehicles, luggages).

You may need to be monitored for a night after surgery in a mixed gender ward. You will be discharged home once certified fit for discharge. If you are unfit for discharge, you will be admitted to a ward for further treatment. For your safety, an adult over the age of 21 must accompany you home if you have surgery performed under sedation or general anaesthesia.

## Same Day Admission

After assessment by the doctor and nurse (if required), you will be asked to change into a hospital gown before entering the operating theatre. Please do not bring excessive belongings or bulky items (e.g. motorised vehicles, luggages). Your accompanying next of kin would be advised to keep your belongings for you during your surgery. If you are unaccompanied, your personal belongings will be kept in the department for safekeeping. You will be admitted into a ward after surgery.

## Inpatient Admission

Please register at **Admissions Office, Level 2** (refer to map on page 34). After registration, you will be admitted into a ward before your surgery.

# PREPARING FOR SURGERY



## Pre-operative Anaesthesia Evaluation

The purpose of the pre-operative anaesthesia evaluation is to assess your medical condition and help you to be medically prepared for surgery. The Pre-operative Evaluation Clinic (PEC) is located at SKH Medical Centre on Level 3.

If you are unwell before your appointment, please contact us soonest at 6930 6001 to reschedule, or your surgery date may be affected.

### What to Expect During Evaluation

Our medical staff from the Department of Anaesthesiology will evaluate your health status and risks for anaesthesia and surgery. All your medical records will be reviewed and history taking, physical examination and investigations (blood tests, electrocardiogram or chest X-ray) will be conducted. The various anaesthesia risks and options will then be discussed with you. A referral to other medical specialists may be needed depending on your assessment and investigations.

Please inform us if you or any family member has had problems with anaesthesia and / or surgery in the past. If you have seen a doctor at another institution, please bring along all medical reports, X-ray films, investigation results, and medications.

Do also inform us of **all** medications that you are consuming, especially blood-thinning medications (e.g. Aspirin, Chlopidogrel, Warfarin, Rivaroxaban etc.), and any supplements including herbal and traditional medicines (e.g. cordyceps, ginkgo biloba, *lingzhi* etc.) as these may potentially interact with drugs administered during surgery.

You will also be given several pre-operative instructions, e.g. medications to stop / continue, referral to other specialists (if relevant) and fasting timings. (Please refer to page 11 to 14).



## General Information On Anaesthesia

Types of anaesthesia include general anaesthesia, regional anaesthesia and local anaesthesia with sedation.

The anaesthesiologist in attendance on the day of surgery will discuss and decide with you on the most appropriate anaesthesia suitable for your health condition and surgery.

### General Anaesthesia

Anaesthetic drugs (injected and / or inhaled) will make you unaware during surgery. A breathing tube will be inserted when you are asleep to support your breathing and removed when you are awake.

Some risks associated with General Anaesthesia include:

COMMON RISKS	RARE RISKS
Sore throat	Malignant hyperthermia (sensitivity to particular drugs used in general anaesthesia)
Damage to teeth / dental work / lips / tongue	
Facial / Eyelid abrasions	Awareness of activity in the operating room during anaesthesia
Body aches	

## Regional Anaesthesia

Regional anaesthesia involves the injection of a local anaesthetic to numb a region of your body involved surgery. This can be performed around the spine (epidural / spinal anaesthesia as shown in Figure 1) or around nerves (nerve blocks). For your comfort, you may be sedated during the procedure and throughout surgery. Regional anaesthesia may be combined with general anaesthesia.

Some risks associated with Regional Anaesthesia include:

COMMON RISKS	RARE RISKS
Headache	Infection
Bleeding	Seizures
Inadequate pain relief	Allergic reaction
Prolonged nerve blockage	Injury to nerves, spine, skin, muscles or other internal structures
Low blood pressure	

### a) Epidural Anaesthesia

Local anaesthetic or pain medication is injected into the epidural space to numb the nerves. A catheter (fine tubing) may also be inserted to provide a continuous infusion of local anaesthetic for post-operative pain relief. There is no risk of long-term backache. Please refer to Figure 1.

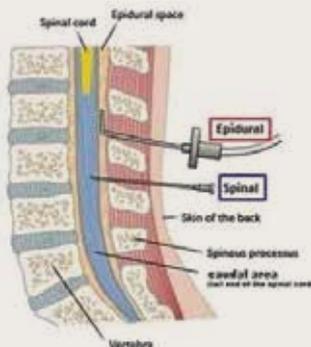


Figure 1

b) Spinal Anaesthesia

Local anaesthetic or pain medication is injected into the spinal fluid that surrounds the nerves to *temporarily* numb the body from the chest or abdomen down to the legs for the duration of surgery. This generally lasts about 1 to 6 hours. There is no risk of long-term back pain. Please refer to Figure 1.

c) Nerve Blocks

Local anaesthetic and other pain medication are injected near a nerve or group of nerves. Nerve blocks generally last about 8 to 24 hours, although in some instances, they can last up to a few days.

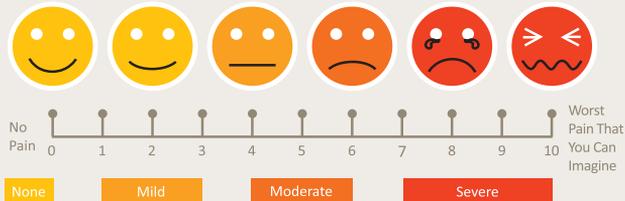
**Local Anaesthesia with Monitored Anaesthesia Care**

This may be used for surgeries that do not require general / regional anaesthesia but closer monitoring by an anaesthesiologist because of your underlying medical condition. Local anaesthetic is injected by the surgeon around the operation site. The anaesthesiologist monitors your vital functions (e.g. heart rate and rhythm, blood pressure, breathing, oxygen saturation) throughout surgery and may also administer sedation for your comfort.



## Managing Pain After Surgery

You may experience some pain after surgery and will be asked to score your pain (from 0 to 10), or describe it (none to severe). Please refer to the illustration below:



Painkillers will be administered post-operatively according to your surgery, medical condition and pain severity. These may be oral medications (e.g. paracetamol or opioids) and / or intravenous medications (e.g. morphine).

### Patient Controlled Analgesia (PCA)

If suitable, you may be taught to use a computerised pump containing strong painkillers which you can self-administer. The pump is connected to a handset. When you feel pain, pressing the button on the handset will trigger delivery of pain medication to your intravenous drip. Common medication side effects include nausea, vomiting and drowsiness. The Acute Pain Service Team will review your pain control daily, while you are using the PCA pump.

### Post Anaesthesia Care Unit (PACU)

You will be monitored in the PACU after anaesthesia and surgery. Our doctors will ensure that your condition is stable before your discharge to the ward.

# IMPORTANT INSTRUCTIONS



## Medications

 STOP	DATE / TIME
 CONTINUE	DATE / TIME

Take medications on morning of surgery with **plain water** (not more than 200ml).

### Referral Letters for Further Evaluation

Please bring along our PEC referral letter during your scheduled appointment with the doctors listed below:

- Dental
- General Practitioner / Polyclinic \_\_\_\_\_
- Cardiology \_\_\_\_\_
- Others \_\_\_\_\_



## Things To Bring On Day Of Admission / Surgery

Continuous Positive Airway Pressure (CPAP) Machine	
Home blood pressure readings	
Memo from Polyclinic / GP	
Dental memo	
Inhalers	
Others:	
Not applicable (NA)	



## Fasting

It is important to fast before surgery to prevent food or drink in your stomach from entering your lungs when anaesthesia is given. Fasting before surgery helps prevent serious complications.

**You are advised to STRICTLY follow the instructions below, or your surgery may be cancelled or postponed.**

**FOOD:** NO food from 12 midnight before surgery.

**DRINK:** Plain water ONLY (<200ml; equivalent to 1 cup) **till the reporting time stated on the SMS\*.**

**NO drinking after the reporting time**

\*Please refer to the SMS which will be sent to you 1 working day before the surgery.

**MEDICATION:** Refer to instructions on page 11.

You may take your medication with small sips of water.



## Other Important Instructions

Please **DO** : ✓

- ✓ Have your regular meal before fasting and avoid alcohol.
- ✓ Take a thorough bath and shampoo using the chlorhexidine bath provided on the evening before your surgery day, focus on surgery site, underarms and groin so as to reduce risk of wound infection.
- ✓ Wear comfortable clothes and shoes so it is easy to get dressed.
- ✓ Bring a case to store your spectacles / contact lenses / dentures, as they must be removed before surgery.
- ✓ Bring the necessary documents as stated on Page 1.
- ✓ Get a parent / guardian to accompany you if you are aged under 21.
- ✓ Take your premedication (if any), as instructed by Doctor / Anaesthetist, and inform us if you have taken any other medications.
- ✓ Inform us if you have loose teeth or if you are wearing dentures / caps.
- ✓ Arrange for a family member or friend to accompany you home after surgery.
- ✓ Bring along all X-ray films / CD and medical appliances as instructed if you have them at home (e.g. stockings, braces).
- ✓ Call early to inform us if you are unwell prior to your surgery and/or on your day of surgery.

Surgery on 2 (Day Surgery/Short Stay Ward)	6930 3724
Surgery on 2 (Interventional Radiology)	6930 3958
Surgery on 3	6930 3829

Please **DO NOT** : **X**

- X** Smoke before surgery.
- X** Wear make-up / nail polish (including gel or artificial nails) so we can monitor your skin color.
- X** Wear jewellery, including body piercings, as they may affect the use of electrical equipment.
- X** Bring along valuables or electronic devices.
- X** Drive on your surgery day.
- X** Make personal plans on the day of the surgery if possible.

**If you are under general / regional anaesthesia or local anaesthesia with sedation**

- X** Do not eat or drink unless otherwise directed, to prevent problems such as stomach contents entering the lungs during surgery.
- X** Do not drive or ride any form of vehicles (including bicycle and personal mobility device), operate machines, exercise, drink alcohol, take sedative drugs, make important decisions or sign any legal documents for approximately 24 hours after surgery.

It is our goal to start your surgery on time. However, delays may occur when a surgery before yours lasts longer than planned.

# CHOOSING YOUR WARD

Ward Type		A1	B1	B2	C	Short Stay Ward (SSW)
No. of beds per room		1	4	5	5-6	7
Choice of meal		Yes		Meal of the day		
Ventilation		Air-conditioned and wall fans		Wall fans		Air-Conditioned
Toilets (En-suite)		Shower with Toilet	Shower separate from toilet	Shower with Toilet	Common Toilet	
Amenities		Individual telephone and television		Not applicable		
Toiletries		Provided	Bring your own			
Storage space		Wardrobe and bedside locker		Bedside locker	Bedside locker (if available)	
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 with your SingPass. To find out how to access the app, please refer to page 18.

The information provided includes an estimated cost of your 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.

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.

## 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**.



## 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](http://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](http://www.moh.gov.sg) > For Public > Healthcare Schemes & Subsidies
- Hospital Charges, please visit: [www.moh.gov.sg](http://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 Medications**

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.



## Academic Hospital

As an academic hospital, SKH is responsible for training future generations of doctors, nurses and other healthcare professionals. There may be times when junior doctors and students in medical, nursing and allied health disciplines participate in your care under the supervision of the doctor-in-charge. We appreciate your cooperation and thank you for your understanding.



## 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.

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

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



## 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 take any of your own medication unless allowed by the doctor.
- Take your medication promptly when served.



## 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 exercise 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 on 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.

# SETTLING YOUR BILL

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

<p><b>Mobile Pay</b></p> 	<p>A convenient one-stop online payment service for you to check outstanding bills and manage your payments.</p> <p>You can pay your bill online using Credit Cards or eNETS Direct Debit.</p> <p>If you log on via your SingPass, you can retrieve your outstanding bill information before making payment.</p> <p>If you do not have SingPass, you can make payment by keying in the tax invoice number and payment amount.</p>
<p><b>DBS Internet Banking</b> <a href="https://internet-banking.dbs.com.sg/IB/Welcome">https://internet-banking.dbs.com.sg/IB/Welcome</a></p>	<p>You can pay your bill online using DBS Internet Banking, Mobile Banking, and PayLah!</p>
<p><b>AXS Station</b> <a href="https://e-station2.axs.com.sg/AXSOnline/core_adhoc/information.php">https://e-station2.axs.com.sg/AXSOnline/core_adhoc/information.php</a></p>	<p>Payment can also be made using the AXS stations located nationwide, AXS e-Station and AXS m-Station.</p> <p>An AXS station is located at Sengkang General Hospital at Level 1 (near foodcourt).</p>
<p><b>SingPost</b> <a href="https://mysam.singpost.com/webhome">https://mysam.singpost.com/webhome</a></p>	<p>Payment can also be made at Singapore Post Office, Self-Service Automated Machines (SAM) Kiosk, SAM web and mobile.</p>

*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](mailto:appointments@skh.com.sg). Alternatively, call SKH Outpatient Appointment hotline at 6930 6000.

# OUR COMMITMENT TO PATIENTS

To ensure you receive the best possible care, 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 if you have completed 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](http://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 medications; 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 aged 21 and above, 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](http://www.moh.gov.sg) > Policies & Guidelines > Legislation.

ANCHORVALE LINK



Community Hospital

-  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**

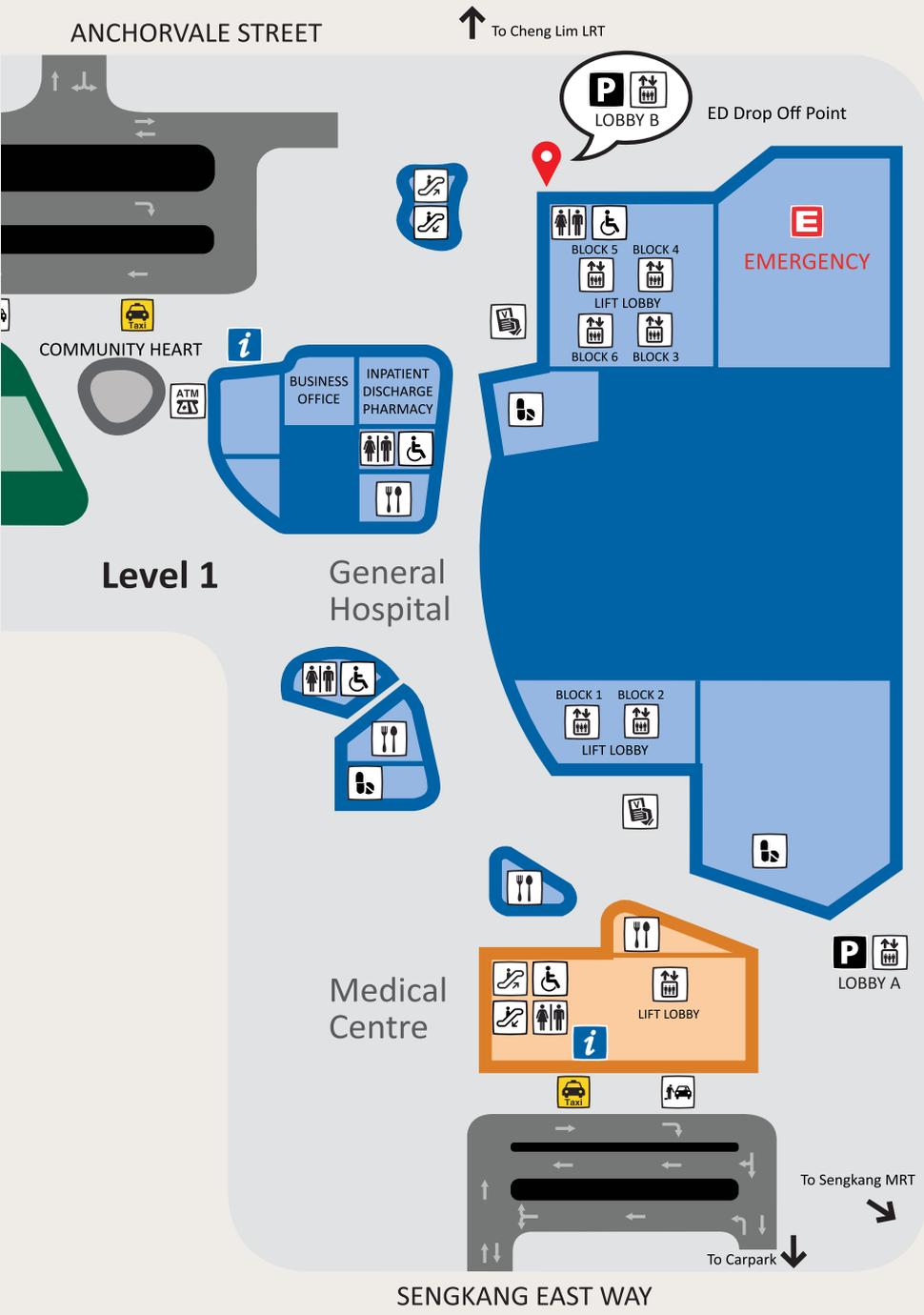
Walk to blue zone (General Hospital) and take the lift at Lobby B to: Admissions Office (Level 2), Surgery on 2 (Level 2) or Surgery on 3 (Level 3)

**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: Admissions Office (Level 2), Surgery on 2 (Level 2) or Surgery on 3 (Level 3)

 Take lift at Lobby B to go:

- Admissions Office (Level 2)
- 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 5000
Outpatient Appointments	6930 6000
Admissions Enquiries	6930 6001
Request for Medical Reports	6930 6003
Pharmacy	6930 2232
Feedback Hotline	6930 4299
Payment Enquiries	<a href="https://for.sg/askshs">https://for.sg/askshs</a>

## 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](mailto:feedback@skh.com.sg).

Alternatively, you can scan the QR code below or visit [www.skh.com.sg/patientsurvey](http://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](mailto:appointments@skh.com.sg)



[www.skh.com.sg](http://www.skh.com.sg)



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