

# YOUR GUIDE TO SURGERY

 **Sengkang  
General Hospital**  
SingHealth

Sengkang General Hospital  
110 Sengkang East Way  
Singapore 544886

 General Enquiries/  
Appointments: 6930 6000

 [appointments@skh.com.sg](mailto:appointments@skh.com.sg)

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

 [SengkangGeneralHospital](https://www.facebook.com/SengkangGeneralHospital)



 **Sengkang  
General Hospital**  
SingHealth

Patient Label Here



Preferred Language:

English

华文

Bahasa Melayu

தமிழ்

	Pre-Admission Testing	Pre-Operative Evaluation	Admission Day
Date			
Time			
Venue	SKH Medical Centre Level 3	SKH Medical Centre Level 3 Anaesthesiology & Perioperative Medicine Clinic	Sengkang General Hospital Day Surgery / Short Stay Ward <input type="checkbox"/> Surgery on 2, Block 5, Level 2  <b>Same Day Admission</b> <input type="checkbox"/> Surgery on 3, Block 5, Level 3  <b>Inpatient</b> <input type="checkbox"/> Admissions Office, Level 1
For enquiries	Please call 6930 6001 (Admissions) / 6930 3975 (Cath Lab) Operating hours: Mon to Fri (excluding public holidays) 9.30am to 5.30pm		

\*A nurse will call you to confirm the time of arrival and fasting instructions.

Tick	Surgery Day	Expected Call Day	Expected Call Time
	Monday to Saturday	1 working day before surgery (excluding Sat and Sun)	2.00pm – 6.00pm

For further queries, you may contact:

- Day Surgery/Short Stay Ward @ Surgery on 2 (Tel: 6930 3724)
- Interventional Cardiology/ Interventional Radiology @ Surgery on 2 (Tel: 6930 3962)
- Same Day Admission @ Surgery on 3 (Tel: 6930 3829)

Log on to the Admissions Buddy portal (<https://admissionsbuddy.singhealth.com.sg/>) to view your scheduled visit for admission, surgery or endoscopy, to review your financial counselling information, and to make an online payment for the deposit, at your own convenience.

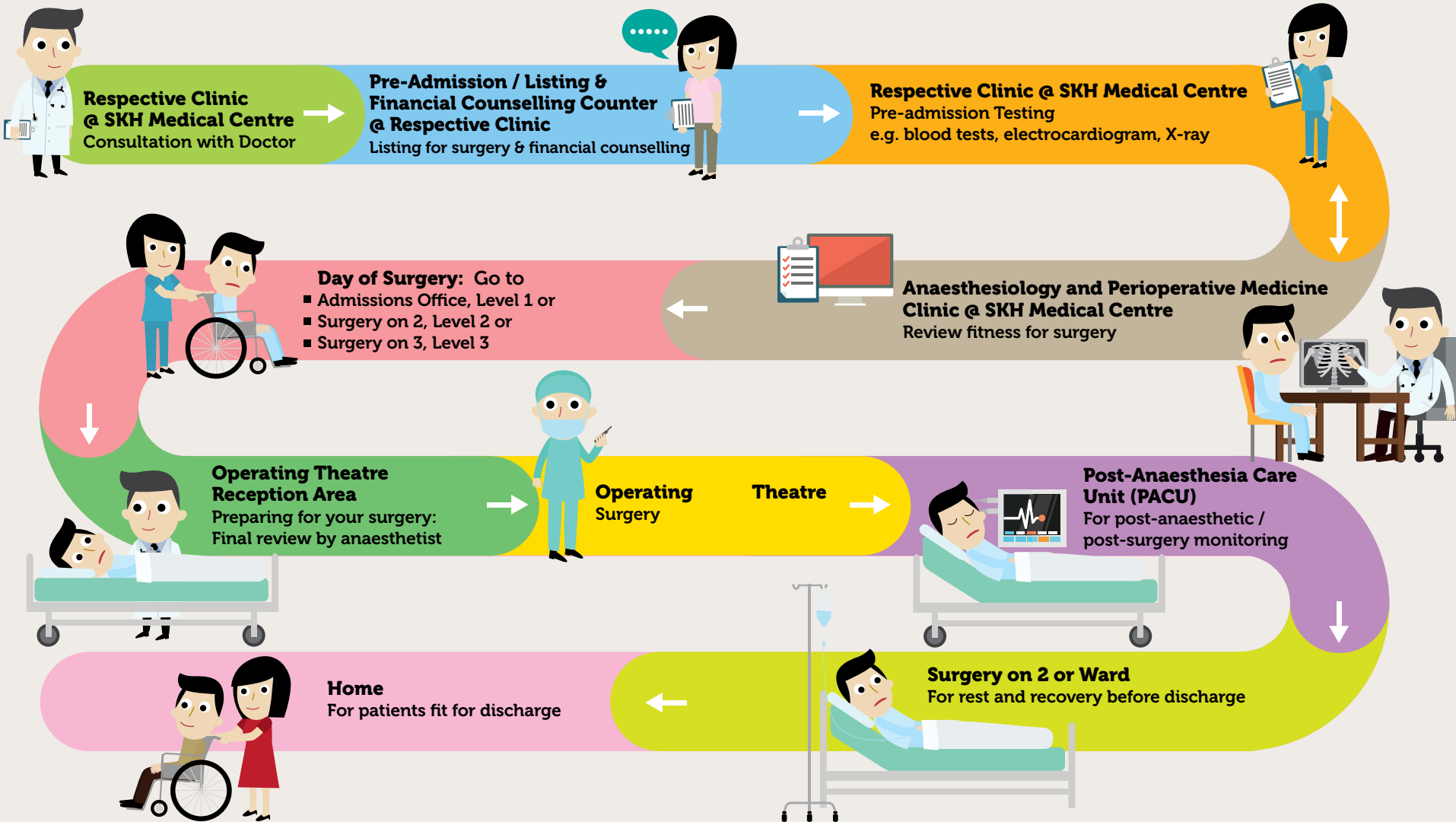


## WHAT TO BRING FOR ADMISSION

- 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/Means testing consent form
- Medical Claims Authorisation Form
- Letter of Guarantee
- Deposit: S\$\_\_\_\_\_
- Others: \_\_\_\_\_

Please bring along this booklet for your Pre-Admission Testing, Pre-Operative Evaluation appointments, and on the day of your admission.

# YOUR JOURNEY AT SENGKANG GENERAL HOSPITAL







# CONTENTS

<b>IMPORTANT INFORMATION</b>	<b>6</b>
Medication	6
Fasting Instructions	8
Other Important Instructions	9
<b>PREPARING FOR ADMISSION</b>	<b>10</b>
<b>OUR COMMITMENT TO PATIENTS</b>	<b>12</b>
<b>CHOOSING YOUR WARD TYPE</b>	<b>15</b>
<b>FINANCING YOUR HEALTHCARE</b>	<b>17</b>
<b>PREPARING FOR SURGERY</b>	<b>20</b>
Pre-operative Evaluation	20
Anaesthesia Information	21
During Surgery	25
After Surgery	25
<b>DURING YOUR STAY</b>	<b>28</b>
<b>SETTLING YOUR BILL</b>	<b>34</b>
<b>GOING HOME</b>	<b>35</b>
<b>ADVANCE CARE PLANNING</b>	<b>36</b>
<b>MAP OF SENGKANG GENERAL HOSPITAL</b>	<b>37</b>
<b>CONTACT US</b>	<b>40</b>



# IMPORTANT INFORMATION



## MEDICATION

During your assessment, our staff at Anaesthesiology & Perioperative Medicine Clinic will advise you when to stop taking the following medications (circle accordingly):

Cardiprin	Aspirin	Ticlid (Ticlopidine)
Plavix (Clopidogrel)	Persantine (Dipyridamole)	Warfarin
Traditional Medicine	Others: _____	

Please stop on: \_\_\_\_\_

If you have:

High Blood Pressure	Take your regular medication with a small sip of water at 6.00am.
Heart Problem	
Diabetes	<b>Do not</b> take your diabetic medication on the day of surgery unless instructed otherwise.
Asthma	Bring along your inhaler.

Medications to take on day of surgery: \_\_\_\_\_  
 \_\_\_\_\_

### \*\*Important:

Bring all medications that you are currently taking on the day of your admission/surgery.

### Referral to specialist

You will receive a memo from your doctor if you require a referral before surgery.

- Dental
- General Practitioner/Outpatient Service
- Cardiology \_\_\_\_\_
- Others \_\_\_\_\_



## FASTING INSTRUCTIONS

Fasting is required on the night before surgery to minimise the chances of stomach contents entering your airway and lungs.

It is important that you follow fasting instructions as follows, or your surgery may be cancelled or postponed.

### For surgeries in the morning

	<b>FROM 12 midnight TO 6am</b>		<b>AFTER 6am</b>
	<b>WATER 100ml allowed</b>		<b>NO WATER</b>
High blood pressure medications allowed (with small sip of water)			
	<b>NO food or other drinks</b>		<b>NO diabetic medications unless instructed by your doctor</b>

### For surgeries in the afternoon (after 1pm)

	<b>FROM 12 midnight TO 6am</b>		<b>FROM 6am TO 10am</b>		<b>AFTER 10am</b>
	<b>WATER 100ml allowed</b>		<b>NO WATER</b>		
High blood pressure medications allowed (with small sip of water)			<b>NO high blood pressure medications</b>		
	<b>2 SLICES OF PLAIN BREAD</b> (no butter/kaya/jam or other bread spread)		<b>NO food or other drinks</b>		<b>NO diabetic medications unless instructed by your doctor</b>

#### FOR YOUR SAFETY:

If you miss the time to eat or drink; please **do not** eat/drink.



## OTHER IMPORTANT INSTRUCTIONS

#### Please **DO**: ✓

- Have your regular meal before fasting and avoid alcohol.
- Take a thorough bath and shampoo the day before surgery to reduce the 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's consent if you are aged under 21.
- Inform us if you have taken any medications.
- Inform us if your teeth are loose or if you are wearing dentures/caps.
- Arrange for a family member or friend to accompany you home after surgery.

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

- Smoke for as long as you can before surgery.
- Wear make-up/nail polish so we can monitor your skin colour.
- Wear jewellery, including body piercings, as they may affect the use of electrical equipment.
- Bring along valuables or electronic devices.

#### If you are under General/Regional Anaesthesia

- Do not eat or drink unless otherwise directed, to prevent problems such as stomach contents entering the lungs during surgery.
- Do not drive, 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 slightly longer than planned.



# PREPARING FOR ADMISSION

There are 3 types of admission:

## Day Surgery Admission / Short Stay Ward Admission

Please register at **Surgery on 2, Level 2** (refer to map on page 37). 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 for you. Please do not bring excessive belongings or bulky items.

For your safety, an adult over the age of 21 must accompany you home if you have surgery performed under sedation or general anaesthesia. 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.

## Same Day Admission

Please register at **Surgery on 3, Level 3** (refer to map on page 37). After assessment by the doctor and nurse, you will be asked to change into a hospital gown before entering the operating theatre. Please do not bring excessive or bulky belongings. 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. Any of your personal belongings kept at Surgery on 3 will be returned to you.

## Inpatient Admission

Please register at **Admissions Office, Level 1** (refer to map on page 37). After registration, you will be admitted into a ward before your surgery.



# 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 and Issues > Advance Medical Directive. For more information on Advance Care Plan, please refer to page 36.

- **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 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 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 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) > Forms > HOTA Forms.

For more information, please call 6321 4390 or visit [www.liveon.sg](http://www.liveon.sg) or the MOH website at [www.moh.gov.sg](http://www.moh.gov.sg).

## TYPES OF WARDS

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 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
- Pre-admission tests when admission/day surgery is cancelled
- 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 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](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) > Costs and Financing > Schemes and Subsidies
- **Hospital Charges**, please visit: [www.moh.gov.sg](http://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.



# PREPARING FOR SURGERY



## Pre-operative Evaluation

Your fitness for surgery will be assessed at the **Anaesthesiology and Perioperative Medicine Clinic** at **SKH Medical Centre, Level 3** (refer to map on page 37). Investigations like blood tests, electrocardiogram or chest X-ray may be carried out.

If you have seen a doctor at another institution, please bring along all medical reports, X-ray films and investigation results. If you are taking any blood-thinning medication (e.g. aspirin, warfarin) or traditional medicine, please ask your doctor if you need to stop taking them.

If you have a cold, fever, cough and/or any other illness before your appointment, please contact our staff at 6930 6001.



## Anaesthesia Information

Anaesthesia means "loss of sensation". Anaesthesia stops you from feeling pain and other sensations. Our anaesthesia specialist doctor (anaesthetist) will ensure your safety and comfort during and immediately after surgery. You will regain your sensations when the anaesthesia wears off.

We will review your medical history before you go for surgery. Your surgery may be postponed if:

- Further evaluation is needed to reduce your risk for anaesthesia and surgery
- You need to be referred to other medical specialists
- Your medical tests reveal significant abnormality
- You miss your pre-operative evaluation appointment

### Medical History

It is important that you inform our staff of all your medical conditions (e.g. high blood pressure, diabetes). Your health may affect how anaesthesia affects you.

### Anaesthetic History

Please inform us if you or your family have had problems with anaesthesia and/or surgery in the past.



## Medications

Inform our staff of all medications that you are taking, including vitamins, supplements, herbs and traditional medicines. You will be advised which medications to stop taking and when to stop taking them.

## Types of Anaesthesia

Anaesthesia stops you from feeling pain and other sensations. An anaesthetist will ensure your safety and comfort during and immediately after surgery. You will regain your sensations when the anaesthetic wears off.

The practice of anaesthesia has become very safe, but risks remain as summarised in Table 1. Death or permanent disability related to anaesthesia is extremely rare.

COMMON RISKS	RARE RISKS
Pain or bruising at site of injection or drip	Breathing difficulties
Shivering	Heart attack
Dizziness	Chest infection
Post-operative nausea and vomiting	Drug allergy
Temporary headache	Stroke
	Death

**Table 1:** Risks associated with all types of anaesthesia

For surgery, you will be given any of the following types of anaesthesia:

### General Anaesthesia

Anaesthetic drugs are injected into a vein and/or breathed in as gases. A breathing tube will be inserted into your windpipe to help you breathe. The tube is removed when you wake up after surgery.

There are some additional risks associated with General Anaesthesia, as summarised in Table 2.

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	

**Table 2:** Additional risks associated with General Anaesthesia

### Regional Anaesthesia

Regional anaesthesia numbs one region of your body. You will be sedated for the procedure and throughout surgery. Sometimes, it is combined with general anaesthesia.

There are some additional risks associated with Regional Anaesthesia, as summarised in Table 3.

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

**Table 3:** Additional risks associated with Regional Anaesthesia

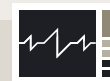
- a) Epidural Anaesthesia**  
Local anaesthetic medicine and other pain medicines are given using an epidural catheter (a small tube or line) inserted into the back to block pain.
- b) Spinal Anaesthesia**  
Local anaesthetics and other pain medicines are injected directly into the spinal canal to block pain. This numbs the body from the chest or abdomen down to the legs for one to four hours.
- c) Nerve Blocks**  
Local anaesthetics and other pain medicines are injected near a nerve or a group of nerves supplying sensation to the intended surgical site, numbing the region and blocking pain. Nerve blocks last eight to sixteen hours, although it may last a few days in extreme cases.
- Local Anaesthesia with Monitored Anaesthesia Care**  
Local anaesthetic medicines are given while an anaesthetist monitors your vital functions such as heart rate, heart rhythm, blood pressure and breathing.



### During Surgery

A nurse will verify your identity and the procedure you are undergoing before taking you into the Operating Theatre, where our surgical team will do the same.

If you are under General/Regional Anaesthesia, our anaesthetist will verify your medical history and test results. The anaesthetist will be in charge of your anaesthesia care throughout surgery.



### After Surgery

You will be transferred to the Post Anaesthesia Care Unit (PACU) where your vital signs will be monitored until you are stable enough to be transferred to the ward or discharged. Visitors are strictly not allowed in the PACU.

As you wake up from anaesthesia, you may experience some confusion, disorientation, or difficulty in thinking clearly. This is normal. It takes some time before the effects of anaesthesia completely wear off.

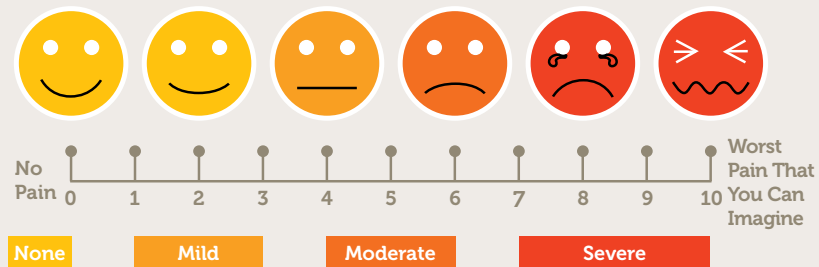
## Common Post-anaesthesia Effects

- Dry mouth, nausea and vomiting – In most cases, nausea does not last long and can be treated with medication. Vomiting may be a serious problem if it causes pain to surgical incisions.
- Shivering – As the Operating Theatre may be cold, it is normal to shiver as you wake up from anaesthesia.
- Sore throat – This is usually caused by the breathing tube placed in your airway or the drying effects of anaesthetic gases. The discomfort lasts from a few hours to a day or two. Sucking on lozenges and ice cubes may help relieve the sore throat.

If you require further information or assistance, kindly approach any of our staff.

## Managing Pain after Your Surgery

You may experience some pain after the surgery. As you are the best judge of how much pain you feel, we use a pain scale to help you describe it. You will be asked to rate your pain from 0 to 10, or by describing your pain as "none", "mild", "moderate" or "severe" (as illustrated below).



If your pain is severe, the anaesthetist will give you pain relief medications. Some methods for pain relief are:

- Oral medications e.g. paracetamol or narcotics
- Intravenous medications including narcotics like morphine
- Epidural analgesia



## Patient Controlled Analgesia

Patient Controlled Analgesia (PCA) allows you to manage your pain. When you feel pain, you press a button on a handset connected to a computerised pump containing pain medication. The pump delivers the medication into your body via the intravenous tube. Some common side effects are nausea, vomiting and drowsiness.

The nature, extent and duration of your surgery, as well as the type of anaesthesia that you have, will affect the duration of recovery from anaesthesia. Our medical team will decide when you are ready to be discharged from PACU to Surgery on 2 or general wards.

## Local Anaesthesia

If you were under local anaesthesia, you may be discharged from Surgery on 2 and allowed to return home with an accompanying person. It is normal to have concerns or even fears on how to manage your recovery. Our staff will assess you and provide the necessary discharge advice and other documents for continuing home care.

You may contact us at 6930 3724 if you require further information.

# 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 medications**

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 you are taking, and simple toiletries.



## 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.

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.





## 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.



## 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.**

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 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 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 Payment &amp; Internet</b></p>	<ul style="list-style-type: none"> <li>• Mobile Pay (SingHealth online payment portal) at <a href="http://www.singhealth.com.sg/PayOnline">www.singhealth.com.sg/PayOnline</a></li> <li>• AXS e/m-Station (mobile &amp; Internet) at <a href="http://www.axs.com.sg">www.axs.com.sg</a></li> <li>• SAM Mobile App or SAM Web at <a href="http://www.mysam.sg">www.mysam.sg</a></li> <li>• DBS PayLah! eWallet</li> </ul>
<p><b>Internet Banking</b></p>	<p>Payment can be made via DBS i-banking.</p>
<p><b>Singapore Post Branches</b></p>	<p>Singapore Post branches are located island-wide.</p>
<p><b>Payment Kiosks</b></p>	<p>Located island-wide:</p> <ul style="list-style-type: none"> <li>• AXS Station</li> <li>• Self Service Automated Machine (SAM) Kiosk</li> </ul>
<p><b>Counter payment</b></p> <p>During office hours: <b>Business Office, Level 1</b></p> <p>After office hours: <b>Emergency Department, Level 1</b></p>	<ul style="list-style-type: none"> <li>• Credit Card</li> <li>• NETS</li> <li>• 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.</li> </ul>

# 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.

The discharge process takes time as our care team needs to ensure your laboratory results and discharge summary, as well as informing your family, arranging follow-up appointments and after-care counselling are ready and done before you leave SKH.

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

## Check-Out Time

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

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.

For patients not admitted to the ward, the check-out time will be about two to four hours after leaving the PACU, depending on your condition.

## 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 reflect, discuss and state your preferences and wishes. ACP will give you peace of mind that your treatment will be 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](mailto:advancecareplanning@skh.com.sg)

You may also visit [www.skh.com.sg](http://www.skh.com.sg) or [www.livingmatters.sg](http://www.livingmatters.sg) to learn more about ACP.



## MAP OF SENGKANG GENERAL HOSPITAL















Anchorvale Link

Anchorvale Street




Cheng Lim LRT


Sengkang East Road

Sengkang East Way

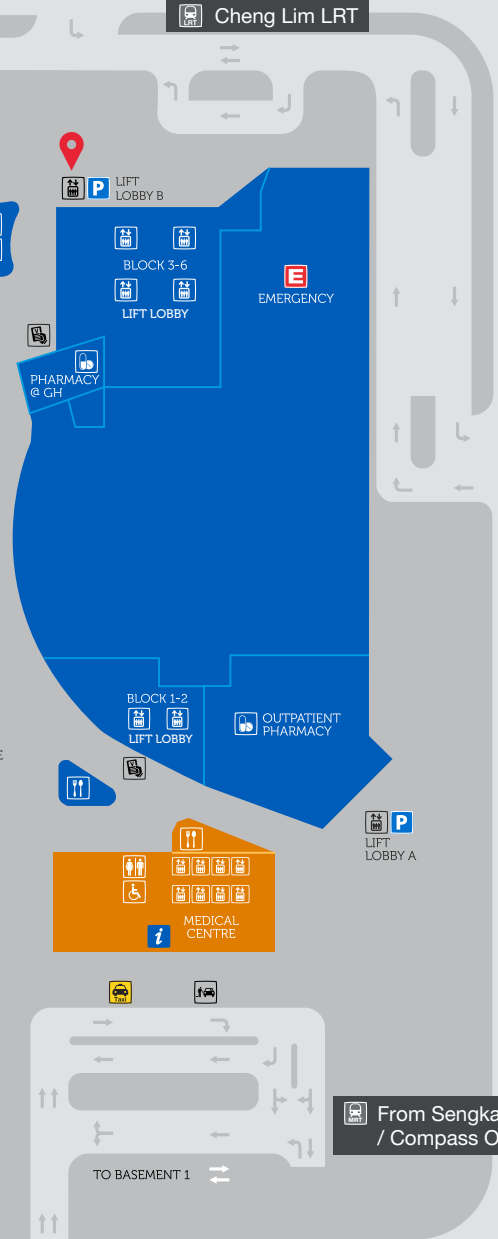
-  Emergency
-  Information
-  Toilet
-  Retail
-  Food & Beverage
-  Lift
-  Escalator
-  ATM
-  Drop Off / Pick Up Point
-  Lift to Car Park
-  Taxi Stand
-  Visitor Registration

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)

 From Sengkang MRT / Compass One Mall





# 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)/ Outpatient Appointments	6930 6000
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Admissions Enquiries	6930 6001
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Billing Enquiries	6930 6002
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Request for Medical Reports	6930 6003
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Medical Social Services	6930 3577
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Pharmacy	6930 2233
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Feedback	6930 4299
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## 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).