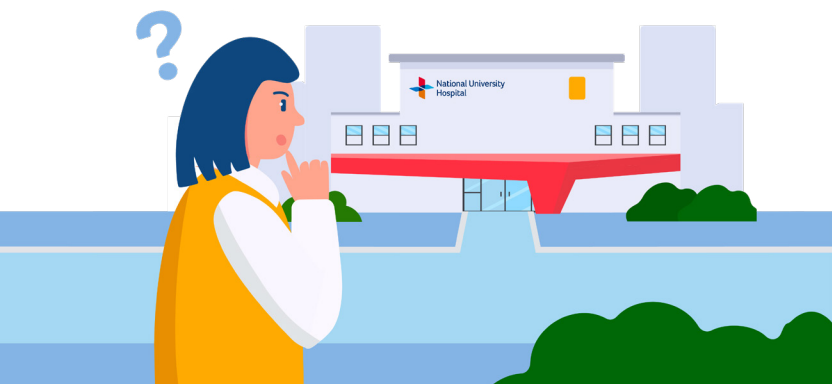


# Patient AND Family

Handbook



# Making Use of This Handbook



## Welcome to Singapore's Leading University Hospital.

Thank you for entrusting us with your health and well-being.

As Singapore's leading university hospital where research and teaching are an integral part of medicine, we are committed to providing you with the best care.

We understand that for someone visiting the hospital, there is a lot of information to navigate. This handbook details the journey that you or your loved ones may have with us, to help you understand and hence have a better experience with us.

We hope that this handbook would serve as a helpful guide for you and your loved ones. Should you have any questions or require assistance, please feel free to approach our staff.

*Aymeric Lim*

**Aymeric Lim**

Chief Executive Officer  
National University Hospital

*Clara Sin*

**Clara Sin**

Chief Operating Officer  
National University Hospital

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Download the NUHS App to elevate your experience with us and be in control of your own care as we partner you on your healthcare journey.



Download the NUHS App now!  
Search for 'NUHS' on the app store.

1



### Your personalised appointment assistant

Make, change, or cancel appointments, and stay organised with appointment reminders. Get live help from our contact centre agents if you need.

2



### TeleConsult anytime, anywhere

Save travel time. Talk to your doctors, nurses or allied health professionals remotely.

3



### Paperless billing

Never miss an outstanding payment – receive push notifications and manage all your bills.

4



### Easy medication management

Request for prescriptions and order medications without having to visit our pharmacy.

5



### **Test results and medical certificate (MC)**

View your test results in easy format and your Medical Certificate / time chit in digital form

6



### **Secured access to medical records**

Request for your medical records securely and keep them handy with ease.

7



### **Tailored care plan from our doctors to you**

Receive a personalised care plan to manage your condition, for a healthier lifestyle.

8



### **Seamless health monitoring**

Perform tasks assigned to you by your care team and track your progress.

9



### **Chatbot**

Unlock instant round-the-clock support on health tips and recommendations.

10



### **Exclusive Health Together Membership**

Receive health screening reminders, health and wellness tips, access educational events by NUHS and use self-assessment tools for your well-being.

# Useful Information



## Getting to NUH

### By Public Transport

#### By Taxi



From Ayer Rajah Expressway (AYE), towards Changi Airport:

Take Exit 8 to South Buona Vista Road, turn right at traffic light and continue along South Buona Vista Road. Make a right turn at traffic light onto Lower Kent Ridge Road.

#### By Bus



Bus stop along Ayer Rajah Expressway (AYE):

- 97, 197, 198 (opposite NUH only)
- 963

Bus stop on South Buona Vista Road (outside Science Park I):

- 92, 200

Bus stop on Lower Kent Ridge Road (outside Kent Ridge MRT station):

- 95

#### By MRT



The Circle Line Kent Ridge Station (CC24) is directly connected to the NUH Medical Centre (Zones A & B) via Exit C



### By Car

#### **Car Park Locations**

- Kent Ridge Wing (Zone D)
- NUH Medical Centre (Zone B)
- National University Centre for Oral Health, Singapore (Zone H)

#### **If you are visiting these areas**

#### **The nearest car park is located at**

**Zone A & B  
(NUH Medical centre)**

Zone B

**Zones C & D  
(Kent Ridge Wing)**

Zone D

**Zone E (KTP-NUCMI)**

Zone D

**Zones F & G (Main Building)**

Zone D

**Zone H  
(National University Centre  
for Oral Health, Singapore)**

Zone H

### Visitor Policy and Registration

You may view the most updated visitor policy and registration [here](#).





## Personal Mobility Aids and Devices

### 1. Personal Mobility Aid (PMA)

Personal Mobility Aids may be used in hospital premises, but are not allowed in inpatient wards except for special cases. Patients should make the necessary arrangements to bring their PMAs home prior to admission.

Please note that unauthorised charging of PMAs are strictly not allowed.



Motorised wheelchair



Mobility scooter

Wheelchairs are available for your use. If one is required during your stay or visit, please inform our staff.

## 2. Personal Mobility Device (PMD)

PMDs may be carried or towed but cannot be used within the hospital's premises as a safety precaution.



Electric scooter



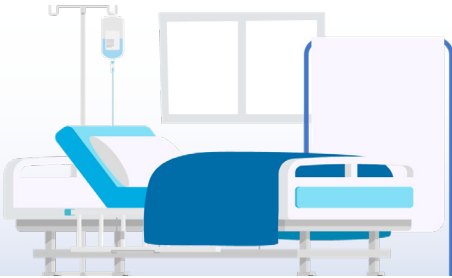
Hoverboard



Kick scooter



Other e-wheels



### **Facilities and Amenities**

We have comprehensive range of medical, surgical, dental, and related facilities to cater to your needs. In addition, a variety of amenities are available for your convenience. Click the links for more details.

**Facilities**



**Amenities**



# Patient Rights and Responsibilities



Knowing and understanding your rights and responsibilities will make your relationship with our healthcare providers a mutually beneficial one.

### You have the RIGHT to

- Get treatment and care in a safe environment.
- Be treated with respect and dignity.
- Be given consideration for your privacy.
- Be treated based on clinical needs regardless of any discrimination.
- Have confidentiality of your personal information and medical records.
- Know the identity of hospital staff providing care to you.
- Receive information about your treatment and care plan.
- Seek a second medical opinion.
- Request for a chaperone during a physical examination by a healthcare professional.
- Participate in decision-making about your treatment, care and discharge.
- Have an interpreter, if necessary.
- Receive services in a culturally sensitive way.
- Make queries.
- Raise complaints if you have any concerns.
- Participate, decline or withdraw from research.



### You have the RESPONSIBILITY to

- Provide complete and accurate information about your health.
- Abide by all hospital rules and regulations.
- Treat hospital staff, other patients and visitors with courtesy and respect.
- Respect the needs of privacy of other patients.



Learn more about your Rights and Responsibilities as a patient in NUH

# Personal Data Protection Act



## Providing Correct Identification and Accurate Information

**It is important to provide complete and accurate information when you come for treatment.**

If your personal particulars have been changed, please inform our counter staff of the changes.

Up-to-date information will allow you to receive important reminders and updates, especially in times of emergency.

## Usage of Personal Data

Personal data collected from you is used and disclosed for purposes directly related and associated with the provision of medical care to you.

Relevant information may also be shared with other healthcare providers or be used to participate in national and multi-agency efforts for the following purposes but not limited to:

- Referrals to other healthcare professionals and institutions
- Review of healthcare policies and programmes
- Improving the quality of healthcare services and patient safety
- The facilitation of disease surveillance
- Training future generations of healthcare professionals
- Shortlisting and invitation to participate in suitable care programmes or research studies

Data will be shared via trusted information systems such as the National Electronic Health Record (NEHR) and the Next Generation Electronic Medical Record (NGEMR) when you seek care from other healthcare providers.

## Safety of Your Data

We recognise the importance of the personal data you have entrusted to our institution and are committed to protecting your personal data.

Your data will be managed and processed in accordance with the requirements of Singapore's Personal Data Protection Act 2012 (the "PDPA"), the Ministry of Health's guidelines and directives, and other relevant legislation.

To safeguard your personal data from data breach, we have endeavoured to put in place appropriate administrative, physical, and technical processes.

We take patient confidentiality very seriously. Likewise, to safeguard the privacy of our patients, visitors, and staff, we seek your understanding that photography and videography at our hospital premises is not allowed as sensitive and personal information may be captured.

For more information on our data protection obligations, refer to [for.sg/nuh-pdpa](https://for.sg/nuh-pdpa)

For queries and clarification regarding data protection, please contact

☎ 1800-778-9243

✉ [NUH\\_DPOffice@nuhs.edu.sg](mailto:NUH_DPOffice@nuhs.edu.sg)





# Your Specialist Outpatient Clinic Visit

Click on the links for more details

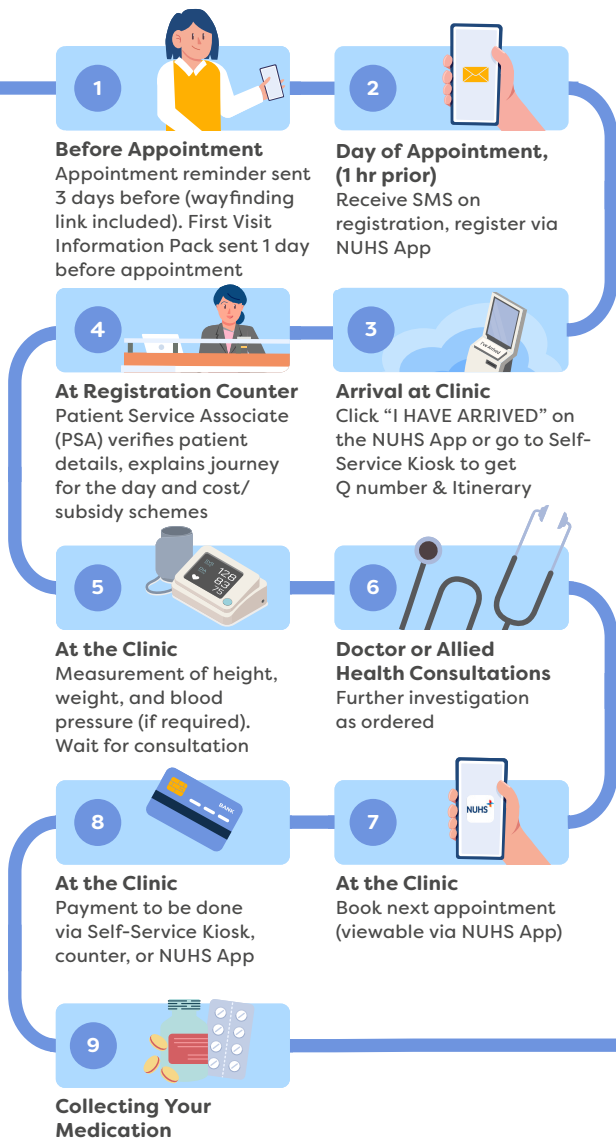
[First Visit](#)



[Repeat Visit](#)

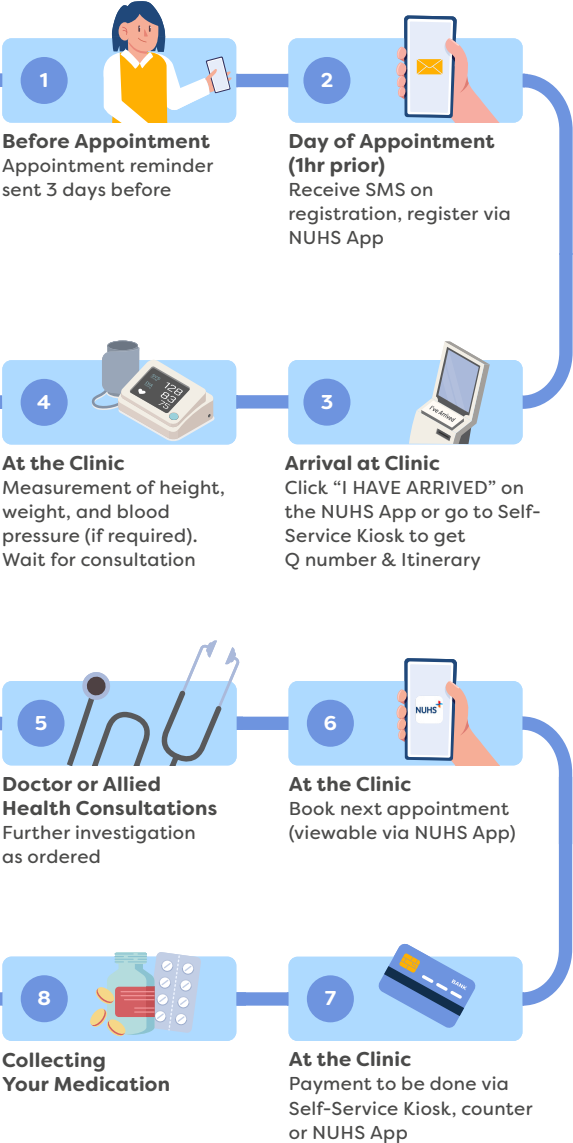


## Visiting us for the First Time



[Back to Content Page](#)

## Visiting us for your follow-up appointment





## Before your appointment (Pre-Consult)

### 1. Downloading the NUHS App

We encourage you to download the **NUHS App** prior to your arrival at the clinic for better convenience.

### 2. Keeping to the first visit

It is important for you to keep to your first visit as a change in appointment may result in a longer wait and your medical condition may defer.

### 3. Familiarising yourself with the clinic

To familiarise yourself with the clinic that you will be visiting, you are required to go through the First Visit Information Pack that you will be receiving via SMS 1 day prior to your appointment.

The following is what you may expect to receive via SMS:

“Thank you for choosing NUH Urology Clinic. To prepare for your upcoming visit, please refer to the information pack at this link <https://for.sg/nuhuro>”

## 4. Receiving appointment reminders

You will be receiving reminders via the following modes:

i. NUHS App

A push notification will be sent via the NUHS App 3 days before your scheduled appointment, to remind you on your appointment with the link to the Patient Handbook.

ii. SMS

3 days before your scheduled appointment, an SMS will be sent to the registered phone number in our system. The following is a sample SMS that you will be receiving:

**First Visit:**

Dear XXX,

you have a First Visit Consultation at Outpatient Procedure Ctr/OPAT, NUH Medical Ctr, Zone B, B03-02 on 16 Jul 2024 at 08:30am. To get around NUH, go to <https://for.sg/nuh-wayfinder>

To update your contact details or manage your appt, log on to NUHS App [for.sg/nuhs-app](https://for.sg/nuhs-app).

To cancel, pls reply '1' by midnight.

Support our efforts to go GREEN. We no longer issue paper bills for outpatient services. Log on to the NUHS App to view your bills.

**Follow-up Visit:**

Dear XXX,

you have a Repeat Visit Consultation at Outpatient Procedure Ctr/OPAT, NUH Medical Ctr, Zone B, B03-02 on 16 Jul 2024 at 08:30am.

If you have same day diagnostic/lab test, pls come earlier as advised by clinic staff.

To update your contact details or manage your appt, log on to NUHS App [for.sg/nuhs-app](https://for.sg/nuhs-app).

To cancel, pls reply '1' by midnight.

Support our efforts to go GREEN. We no longer issue paper bills for outpatient services. Log on to the NUHS App to view your bills.



### iii. Mail

An appointment reminder letter will be mailed to your registered address 10 days prior to your appointment date.

## 5. Things to prepare for your appointment

To prepare yourself for your first visit appointment, please bring the following list of items (if applicable) on the day of your appointment:

### Items to Bring for Your Appointment

- NRIC or Birth Certificate (if you are under 15 years old) or passport (if you are a foreigner)
- Referral letter if you are referred by another doctor
- Medical or investigation reports done out of NUH (if available)
- Medical Benefits Identification Documents (e.g. Civil Service Card, Medical Benefit Identification Memo or Blood Donor Card)
- Valid work permit or employment pass, and letter from your employer if you are a foreigner working in Singapore
- Medisave form signed by account holder and a copy of his/her NRIC
- Letter of guarantee from employer or insurance provider
- Preferred mode of payment

## 6. Getting to NUH

You may refer to [Section 2 on Useful Information](#).

## On the Day of Appointment

### 1. Pre-Arrival

#### i. Early registration

If you have downloaded the NUHS App, you can register one hour prior to your appointment time via the following SMS

Dear XXX,

1. You can now register and get queue number for your appointment at Eye Surgery Centre (17A), NUH Medical Ctr, Level 17 at 8:30 am. To do so, please log on to the NUHS App [for.sg/nuhs-app](http://for.sg/nuhs-app).

2. When you reach the clinic, tap the "I HAVE ARRIVED" button in the NUHS App to indicate your arrival.

Please ignore this message if you have cancelled or rescheduled your appointment.

### 2. Upon Arrival at the Clinic

#### i. Registration

**If you have registered via the NUHS App, click on "I HAVE ARRIVED" to let us know that you have arrived at the clinic**

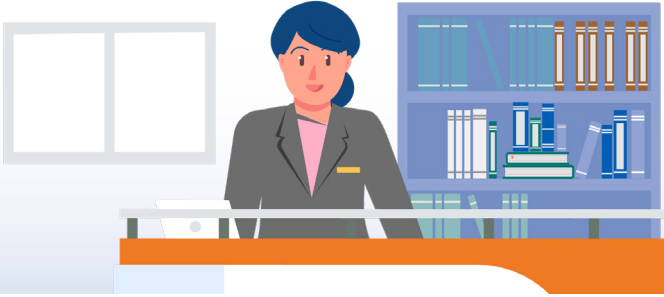
Otherwise, obtain a queue number from our Self-Service Kiosk and wait for your queue number to be called by our staff.

Please take a seat while you wait for your queue number to be called on the display panel at the waiting area.





Please note that consultation is by appointment or at times, the urgency of a patient's condition, and not on a first-come-first-served basis.

Section 5  
**Your Specialist  
Outpatient (SOC)  
Clinic Visit**

[Back to Content Page](#)



ii. Orientation (For First Visit only)

Our Patient Service Associate will:	
	<b>Verify your details</b>
	<b>Explain the patient journey in the clinic</b>
	<b>Explain the cost of the services and subsidy schemes (if applicable)</b>
	<b>Confirm your payment mode</b>

iii. Triage (if required)

Our clinic staff will conduct a screening to take your vital signs such as height, weight and blood pressure.

 **NOTE**

If your personal particulars have been changed, please inform our counter staff of the changes. Up-to-date information will allow you to receive important reminders and updates, especially in times of emergency.

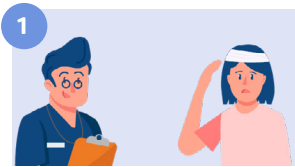


## iv. Waiting Time

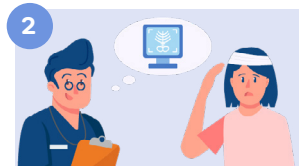
Why are appointment times not adhered to?

- Unexpected patient's condition deterioration, thus, prolonging the anticipated consultation time.
- Doctors may be called to attend to emergencies in the operating theatres or wards during clinic hours.
- Availability of medical investigation results for doctor's evaluation post consult.

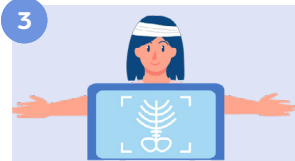
### An example of a post medical investigation results for doctor evaluation



Patient who had a fall saw an orthopaedic doctor



Patient was required to do an x-ray



Patient went for the x-ray



Patient returned to the clinic for doctor consult.

### While waiting, you may wish to:

- Learn more about medical conditions that we treat on the NUHS App.
- Refer to our e-magazine rack for books or magazines to read in the clinic.
- Catch up on the latest news or emails on your mobile device.

### 3. Doctor Consultation

#### i. Preparing for your doctor consult (recommended)

#### Preparation list



**Get ready your medical history**  
e.g. any pain or discomfort, when the symptoms started



**Current medication list**



**Prepare questions that you wish to ask your doctor**

List down the questions for First visits and Follow-up visits

#### Some questions that you may ask your doctor:

##### First visit:

- i. Are my vital signs okay?
- ii. What is the treatment plan?

##### Follow-up visits:

- i. Are my vital signs okay?
- ii. Has my condition improved?

#### ii. Chaperone

You may approach any of our staff to request for a chaperone if you feel more comfortable.

#### iii. Post Consult investigations

Be prepared that you may need extra time for investigations. For example, you may be referred for further blood/radiological investigations that may require review on the same day or another day.

## 4. After Consultation

### i. Follow-up appointment

You can view your follow-up appointment via the NUHS App. Depending on your condition, your next appointment may also be a teleconsultation if you are eligible.

### ii. Collecting Your Medication

There are **5 dispensing pharmacies** in NUH. Please confirm with our clinic staff which one you should visit and proceed to register at the pharmacy upon arrival. Waiting time ranges from 30 – 45 minutes.

Depending on type and number of medications collected, more time may be required to prepare your order.

### **Medication collection alternatives**

We offer several collection options for our patients' convenience.



#### **MedHOME - Home Delivery (Not available for controlled drugs)**

Home delivery is available for all patients who require new prescriptions and refills.

##### **How to order**

You may use our [NUHS App](#) or [FormSG](#) to submit your delivery request.








#### **MedSAFE - 24/7 Electronic Locker (Not available for controlled drugs)**

You may choose to collect your medication from MedSAFE, a 24/7 self-service electronic locker located at NUH Main Building Zone F, Level 1 (beside taxi stand).

##### **How to order**

You may use the [NUHS App](#) or [FormSG](#) to submit an order for collection via MedSAFE.

### iii. Payment for your visit.

Payment types	Features	Convenience Level
<b>Auto-Pay</b>	<b>Skip the Queue</b> Deduct directly from preferred credit card	
<b>Self-Service Kiosk</b>	<b>Convenient</b> Self-service option for quick payment	
<b>Payment Counter</b>	<b>Service</b> Personalised assistance for your experience	
<b>NUHS App, PAYNOW, DBS iBanking, PAYLAH!</b>	<b>On-the-go</b> Pay anytime, anywhere, on your mobile	
<b>SingPost, SAM, AXS, 7-Eleven</b>	<b>Accessibility</b> Make payment at convenient locations near you	

iv. Retail Pharmacy



is our hospital-owned retail pharmacy, with **5 outlets** in NUH.

Visit our stores to purchase a wide selection of healthcare and wellness products. You may also purchase wellness products from:



**MedVEN – 24/7 Vending Machine**

You may also purchase wellness products from MedVEN, a 24/7 vending machine located at various locations within NUH.

## Quick Guide for Your Outpatient Visit

### 1. Will I receive a notification for my appointment?

You will receive appointment notifications based on the mode of reminders that you had chosen.

For more details on the appointment notification, please click [here](#).

### 2. Can I change my appointment?

You may change or cancel your appointment via the NUHS App.

It is important to keep to your first visit appointment as any changes may result in a longer wait for the next available appointment, which may affect your medical condition.

### 3. How much is my consultation fee?

Fees will differ for each patient. You may refer to our [website](#) for details.

### 4. Will I be seen on time?

Longer consultation wait time may occur when

- Doctors are called to attend to emergencies in the operating theatres or wards.
- Patients ahead of you require longer consultations due to medical complications.
- Some patients may be called to the consultation room again as they are patients returning for a review of results from any investigation or test ordered by the doctor during their earlier consultations.

## 5. How do I get to NUH?

Patients can travel to NUH via public transport or by car. You may refer to [Section 2 on Useful Information](#).

## 6. How do I know when it is my turn to see the doctor?

You can track your queue number via the NUHS App.

## 7. What happens if I cannot afford to pay for my bills?

You may apply for financial assistance if you face difficulties in paying your medical bills after utilising other means of payment such as MediSave or Private Medical Insurance.

If needed, you may also reach out to our [medical social worker](#).

## 8. What can I do if I forget to ask the Doctor questions during the consultation?

For enquiries, you may reach out to us at:

- ☐ NUHS App
- ✉ [contactus@nuhs.edu.sg](mailto:contactus@nuhs.edu.sg)
- ☎ 6908 2222

## 9. How do I know if the blood investigations require fasting?

You can refer to the instructions stated in the NUHS App.

# Preparing for Your Surgery





## For Day Surgeries and Surgeries Requiring Same Day Admission

1



**1 to 3 Days Before Surgery**  
We will contact you to remind and confirm your surgery, with reporting information & fasting/medication guidelines

2



**Day of Surgery**  
Report to admission centre  
a) Ward 2A @ Kent Ridge Wing L2  
b) Ambulatory Surgical Centre (ASC) @ Medical Centre L11

4



**Getting Ready for Surgery**  
Proceed to surgical ward and change to surgical gown

3



**Registration**  
a) Get Q number at Self-Service Kiosk  
b) Verify details and documents at registration counter.

5



**Pre-op Checks**  
a) Nurses check vital signs  
b) Insert IV cannula (for anaesthesia)  
c) Check by Surgeon and Anaesthetist

6



**Ready for Surgery**  
a) Staff will transfer you to operating theatre  
b) Belongings will be stowed and returned after surgery

8



**Completion of Surgery**  
a) Recover for a few hours at operating theatre recovery area  
b) Transfer to ward for admission or for same day discharge

7



**In The Operating Room**  
a) Administration of anaesthetic agent  
b) Commence with surgery

## For Surgeries Requiring Admission Prior to Surgery

1



### 1 Day Before Admission

We will contact you to remind and confirm your admission and surgery

2



### Day of Admission

- a) Report to Patient Service Centre as instructed for registration and verification
  - b) Admission to ward
- \*Refer to [Section 7 on Your Inpatient Stay](#)

4



### Ready for Surgery

- a) Staff will transfer you to operating theatre
- b) Your belongings will be stowed and returned after surgery

3



### Day of Surgery: Pre-op Check & Preparation

Ward staff will do the necessary checks and preparation in the ward

5



### In The Operating Room

- a) Administration of anaesthetic agent
- b) Commence with surgery

6



### Completion of Surgery

- a) Recover for a few hours at operating theater recovery area
- b) Return to original ward or transfer to another ward where applicable

## Type of Surgeries

### Day Surgeries and Surgeries Requiring Same Day Admission

Report to hospital on the day of surgery

#### Day Surgeries

- Minor surgeries that do not require overnight stay in the hospital
- Recover for a few hours in a ward after the surgery
- Go home on the same day upon review by the care team and deemed to be fit for discharge

#### Surgeries Requiring Same Day Admission

- Moderate to complex surgeries that require admission for one or more days for monitoring and recovery
- Depending on the nature and outcome of the surgery, you may be admitted to a general ward, a high dependency (HD) unit, or an intensive care unit (ICU) after the surgery

### Surgeries Requiring Admission Prior to Surgery

Report to hospital one or more days before the day of surgery

- You would need to be admitted prior to the surgery for treatment, monitoring or to go through various procedures that may be necessary before the surgery can commence
- Depending on the nature and outcome of the surgery, you may return to the same ward you were originally admitted to or be transferred to a high dependency (HD) unit or an intensive care unit (ICU) for monitoring and recovery after the surgery

## Fasting Requirements

Only applicable if you need to be under General Anaesthesia where you would be unconscious

### Adults

**If the surgery is expected to start before 1pm**

- From 12 midnight, no intake of solid food, milky drinks\*\*, and alcohol.

**If the surgery is expected to start after 1pm**

- Light breakfast and clear fluid\* before 6am.
- No intake of food and drink from 6am.

### Children (6 months to 12 years old)

**If the surgery is expected to start before 1pm**  
preparation will start at 2am

Food - Only 1 option of:

- Baby food
- 2 plain biscuits without filling
- 2 slices of bread with fruit jam

**If the surgery is expected to start after 1pm**  
preparation will start at 6am

Drink - Only 1 option of:

- Breast formula drink
- Milky drink\*\* max 200ml (approx 1 cup)

After preparation time, 200ml of clear fluid\* can be consumed per hour until 2 hours before time of operation.

### Infants (0 to 6 months)

**Fasting duration before time of operation**

- Baby food or solid meal: 6 hrs
- Formula milk: 6 hrs
- Breast or formula milk: 4 hrs (max 200 ml)
- Clear fluid\*: 2 hrs (max 100ml)

\* Clear fluid - water, sugared drinks, fruit juice without pulp, tea or coffee with sugar/without creamer or milk. No Milo, Horlicks or 3-in-1 products

\*\* Milky drinks - soya milk, Milo, Horlicks, 3-in-1 products, or tea or coffee with creamer or milk.



## 1. Medication Advice for Patients Who Require Fasting

### Do's and Dont's



**If you are taking high blood pressure medication in the morning,**

Take the medication as usual with sips of water before 6am.



**If you are asthmatic and on inhaler puff, please bring your inhaler medicine.**



**If you are on any other medication, follow the medication advised by clinic nurse/doctor.**

If you are diabetic and on medication, DO NOT take medicine/administer injection for diabetes on the day of operation. Please check with your doctor if you are unsure.



**Do not take aspirin or aspirin-like medications/ blood-thinning medication a day before the operation.**

Please check with your doctor if you are not sure.

## Reminders and Reporting Information

**For surgery that requires you to be admitted prior to the day of surgery, you will be contacted before the admission date**

**1 day  
before  
admission**

- Reminder

**On the  
day of  
admission**

- Confirmation of bed availability

**For surgery that does not require you to be admitted prior to the day of surgery, you will be contacted before the surgery date**

**3 days  
before  
surgery**

- Reminder

**1 day  
before  
surgery**

- Confirmation with information on reporting time and location, as well as fasting and medication guidelines
- Patients whose surgery is on Monday will be contacted either on Friday or Saturday



## 1. Reporting Time

Your reporting time will be at least 2 to 3 hours before surgery. It will be dependent on your condition and the tests required. Your care team will inform you of the time you are required to be present.

Do adhere to the reporting time for a smoother registration process and to ensure the surgery proceeds according to schedule.



If you are late and have missed your reporting time, please proceed to the counter to notify our Patient Service Associate. Depending on the time you arrive and availability of the operating room, your surgery may be slotted in at a later timing or postponed to another day.

## 2. Reporting Location

Depending on the type of surgery and whether admission is required after the surgery, you will be informed to report to the [Ambulatory Surgical Centre, Ward 2A](#), or the [Patient Service Centre](#).

You may be accompanied by up to 1 person at the registration venue (refer to [current visitor/patient policy](#)). Ward visitor management policy applies when you are admitted to a ward before or after your surgery.



## Registration and Things to Bring for Your Surgery

Please refer to [Section 7 on Your Inpatient Stay](#) if you need to be admitted. For same day admission and day surgeries, you will report to Ambulatory Surgical Centre or Ward 2A for registration as instructed.

Upon arrival, scan your NRIC/FIN card at the Self-Service Kiosk to obtain a queue ticket.

### Bring along the following documents and initial deposit to process your registration:

- Patient's NRIC/Birth Certificate (Digital IC accepted)
- Employment Pass/S Pass/Work Permit/Entry Permit/Passport
- Civil Service Card/Hospital Identity Card/Letter of Guarantee
- Service Injury Card/Medical Benefit Identification Memorandum (MBIM)
- Completed Medical Claims Authorisation Form(s) & NRIC(s) of Medisave Account Holder(s)
- Initial Deposit (if applicable)

Please refer to your Care Cost Form (CCF) & admission folder for more details.





## Getting Ready for Your Surgery

After registration is completed, you will be brought into a ward where the staff will get you ready for the surgery.

You will be asked to change into our surgical gown. The nurses will check your vital signs. Our surgical team's Anaesthetist and Surgeon may also visit you to perform some checks as part of the preparation.

You may be required to wait for the operating room to be ready for your surgery. Our staff will bring you to the operating theatre once it is ready. Should you be deemed unfit for surgery, your surgery may need to be postponed.





## Post-Surgery

At the end of the surgery, you will be transferred from the operating room to the recovery area within the operating theatre.

You will generally spend a few hours here until you are stable enough to be transferred to a ward. This may be the original ward you were in, or a different ward as planned by the care team.

### Time of discharge



#### **Day surgery**

You will be discharged after a few hours.



#### **Surgery requiring admission**

A treatment and discharge plan will be arranged. Your primary care team will be happy to assist you should you require any assistance.

You may refer to [Section 7 on Your Inpatient Stay](#) for more information.



## Cancellation/Postponement of Surgery

If you are unable to proceed with the surgery due to medical condition or conflicting schedules, or other reasons, please contact the clinic for rescheduling as early as possible or at least 3 working days before your surgery date.

### **NOTE**

If the circumstances do not permit you to contact the clinic in advance, please inform our staff when you receive our call 1 to 3 days prior to the day of the surgery.

A no-show levy may be imposed if you do not show up on the day of the surgery without prior notice, due to wastage of hospital resources. Rescheduling of surgeries would be subjected to availability of the operating theatre. The clinic will consider the urgency of your condition before they advise.

You will also be notified should the hospital see a need to postpone your surgery due to clinical or logistical reasons.



## Information for Next-of-Kin/Visitors

**Visitors and Next-of-Kin (NOK)s are not allowed in the operating theatres.**

During the surgery, they may wait in the operating theatre visitor lounge (only applicable for surgeries in main building), or utilise the [public amenities](#) within NUH. Prevailing [visitation guidelines](#) apply to surgical wards and inpatient wards.

Our operating theatre reception staff will contact your NOK via SMS before you leave the operating theatre.

They will also be informed of the ward and bed number where you will be recovering in after the surgery.

## Financial Services

For more details on your bills, you may refer to [Section 8 on Bill Payment Options](#).

# Your Inpatient Stay



## Six Things You Need to Know About Your Stay

### 1. Your Health, Safety and Security

- |          |   |
|----------|---|
| Health   | <ul style="list-style-type: none"><li>• To prevent the spread of germs, we urge you and your visitors to wash your hands with soap and water, or use the alcohol hand rub, before and after every contact or visit.</li></ul>     |
| Safety   | <ul style="list-style-type: none"><li>• If you need assistance, please press the call bell.</li><li>• Always wear your wrist band to enable our staff to verify your identity and to provide safe and appropriate care.</li></ul> |
| Security | <ul style="list-style-type: none"><li>• Please leave your valuables such as cash and jewellery at home.</li></ul>   |

### 2. Spokesperson and Caregiver(s)

We strive to partner you and your family for your care. To ensure effective communication and safeguard your confidentiality, please appoint a Spokesperson for us to keep you and them updated on your condition and treatment. Our care team will only update you and your appointed Spokesperson.

Caregivers will be appointed based on a case-by-case basis. You may speak to your care team for more information.

### 3. Visiting Guidelines

Our visitor policy is subject to changes to adhere with the prevailing public health measures and response actions. Please check with your care team or [our website](#) for the latest guidelines.

#### 4. WiFi

You can enjoy free WiFi during your stay via Wireless@SG. You may download the Wireless@SG App before or during your stay to configure your device for automatic login.

#### 5. Meals

Our food services focus primarily on providing nutritious and well-balanced meals to meet your dietary needs. Our food server will present you with the menu and take your order for your meals the day before, between 2.30pm and 5.30pm.

#### 6. Your Care Journey

Your care journey may involve going to another facility, but if you are discharged home, please arrange for someone to pick you up on the day of discharge, between 10am to 11.30am.

You and your loved ones will be given time to decide on the options before we proceed with an application, where necessary. Please feel free to discuss your care journey with your care team any time.



## Prior to Your Stay

### 1. Items to bring for your stay

To ensure a more comfortable stay at our hospital, we provide you with a tote bag of essential items which includes a toothbrush, comb, shampoo, conditioner, and a set of pyjamas. Patients who prefer to wear their personal pyjamas may do so.

We encourage you to prepare your personal items such as:



#### **Existing medications**

(Please share the list of medication with your nurse)



#### **Undergarments**



#### **Assistive items**

e.g glasses, dentures, hearing aids, etc.



#### **Slippers**



#### **Toiletries**



**A fresh set of clothes**  
for discharge



**Mobile phone charger**



**Towels**



## 2. Personal items and valuables

We strongly encourage you and your loved ones to leave your valuables at home, as the use of cash and jewellery will not be required during your stay.

Personal devices such as laptops, tablets, and mobile phones are allowed. Please note that you will be responsible for the safekeeping of all your personal belongings and valuables. The hospital is not responsible for any lost or stolen items.

For assistive items such as dentures, hearing aids, and glasses, we advise that it be placed in your own container when required. Avoid placing them on the food tray or in the linen pockets to avoid misplacing them.

### Best practices for safekeeping of personal items



#### **Dentures**

You may request for a cup from the care team to place your dentures in. Do not place your dentures on the food tray to avoid it being cleared away.



#### **Hearing aids**

When preparing for a shower, place your hearing aids on the table beside the bed. Do not place your hearing aids in the linen pockets.



#### **Glasses**

Place your glasses on the table beside the bed. Avoid placing them on the food tray or in the linen pockets.



### **Day of admission**

If you are being admitted a day before your surgery, please remain contactable throughout the day as you will be contacted when a bed is available, for you to make your way down to the hospital.

If you are being admitted on the day of your surgery, you may refer to [Section 6 on Preparing for Your Surgery](#) for more information.

### **During your stay**

As your safety and well-being is our utmost concern, please remain in the hospital premises until your discharge.

Should you need to leave the ward for any reason, please reach out to your care team.

## 1. Daily activities in the Ward



Time	Activity
7.30am to 8.30am	Medication Rounds
8.00am to 8.30am	<b>Breakfast</b>
8.00am to 11.00am	Doctors' Rounds
11.30am to 12.00pm	Medication Rounds
12.00pm to 1.00pm	<b>Lunch</b>
1.00pm to 1.30pm	Change of Shift (handover of reports by Nurses)
1.00pm to 2.00pm	Medication Rounds
3.00pm to 3.30am	<b>Afternoon Tea</b>
4.00pm to 5.00am	Medication Rounds
6.00pm to 7.00pm	<b>Dinner</b>
7.00pm to 8.00pm	Medication Rounds
8.00pm to 8.30pm	Change of Shift (handover of reports by Nurses)

## 2. Wrist Identification Band

A wrist band with your name and NRIC will be given to you upon your admission. If you have any drug allergy or are prone to falls, these will be indicated on your wrist band.

Please wear it at all times during your stay as this enables our staff to verify your identity and provide safe and appropriate care.

## 3. Pain Management

We strive to make you as comfortable as possible and reduce any pain you may have during your stay with us. Our staff will ask you about your pain using a scale of 0 to 10 or a face chart. Please inform our doctors or nurses if you are in pain so that they can help manage the pain before it gets worse.

### Pain level scale



0 No pain

1 Hardly notice pain

2 Notice pain, does not interfere with activities

3 Sometimes distract me

4 Distracts me, can do usual activities



5 Interrupts some activities

6 Hard to ignore, avoid usual activities

7 Focus of attention, prevents doing daily activities

8 Awful, hard to do anything

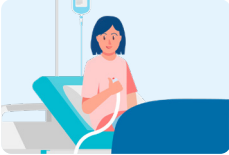


9 Cannot bear the pain, unable to do anything

10 As bad as it could be, nothing else matters

#### 4. Preventing falls in the hospital

##### Do



Press the call bell to ask for assistance



Request to be accompanied if you need to move about in the ward

##### Do Not



Get out of bed unassisted



Move about in the ward on your own if you feel weak or dizzy

If you have the following conditions, please highlight to our staff:

- A history of two or more falls over the last one year
- Difficulty in standing or walking
- Giddiness or confusion
- A constant urge to use the toilet

#### 5. Preventing Infections

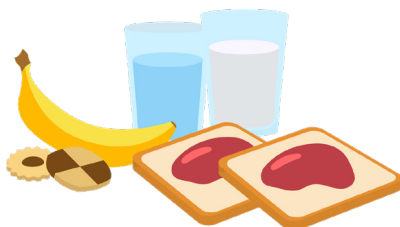
To prevent the spread of germs, patients and visitors are encouraged to wash their hands with soap and water, or use the alcohol hand rub, before and after every contact or visit.



## 6. Your Nutrition

At NUH, we continually strive to improve our meal options by actively listening to our patients' needs. Our meals are carefully designed by our dietitians and audited monthly to ensure they comply with relevant nutritional and dietary guidelines.

We serve over 3,000 meals a day catering to various types of therapeutic and non-therapeutic diets. You may check with our food servers on the menu options available during your stay with us.



## 7. Appointing a Spokesperson

### Upon orientation to the ward



**Please appoint a Spokesperson for your hospital stay.**



**We will update you and your Spokesperson if there are significant changes in your condition, or if major decisions need to be made regarding treatment or surgery.**



**This will help you and your family better understand your condition and treatment.**

## 8. Caregivers

Caregivers are assigned by our care team based on specific needs of each patient, ensuring that patients receive care and other requirements they may have.

Appointed Caregivers will undergo Caregiver Training (CGT) to ensure that they are equipped with the knowledge and skills to support patients during the transition from hospital care to home care.



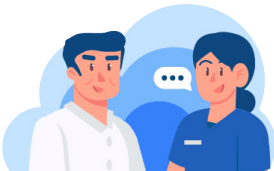
## 9. Advance Care Planning (ACP)

Advance Care Planning or ACP is a conversation (or series of conversations) between the patient, their loved ones, the healthcare team and ACP facilitator, on future decisions about health and personal care.

### It involves



**Exploring your beliefs, values, and wishes**



**Clarifying treatment preferences in certain situations, e.g. critical illness**



**Choosing a Nominated Healthcare Spokesperson**



The ACP document is meant to be widely shared so that in the event of a crisis when a patient is incapacitated, there is less stress and uncertainty around decision-making.

Putting it in writing will make it easier for your healthcare team to know your wishes and preferences, when needed. Approach our ACP Team or your healthcare team to help do your Advance Care Plan.

#### It involves

**AIC ACP  
Infosheet**



[English](#)

[Malay](#)

[Chinese](#)

[Tamil](#)

**AIC ACP  
Brochures**



[English](#)

[Malay](#)

[Chinese](#)

[Tamil](#)

[More information can be found here](#)

You can also contact the NUH Advance Care Planning Team,  
Healthier SG Office:

✉ [advancecareplanning@nuhs.edu.sg](mailto:advancecareplanning@nuhs.edu.sg)

☎ 6772 4747

## 10. Privacy in wards

To respect the privacy of our patients, visitors, and staff, photo taking, audio, or video recording are not allowed within the hospital premises. We reserve the right to request for such recordings to be deleted.

## 11. Visiting Policy

Please note that our visitor policy is subject to change to adhere with the prevailing public health measures and response actions. You may view the [latest visitor guidelines](#) for more information.

Registration counters and Self-Service Kiosks are located at:

- Main Building - Level 1, near Lift Lobby G/Foodcourt
- Kent Ridge Wing - Level 3, near Lift Lobby D

**To facilitate a smooth registration, visitors should have the following information ready on hand:**



### **Identification document**

(e.g., NRIC, Singapore Driving License, Senior Citizen Card, Student EZ-link card, Work Permit, Employment Pass, Passport)



### **Patient's name, ward, and bed number**

(e.g. Ward 42/Bed 5)



### **Visitor's Singapore-registered mobile number**

Please note that children who are 12 years and below will be denied entry.

## Leaving the Hospital

**A patient's care journey will vary based on their care needs.**

Our care team will assess post-discharge options with you and your loved ones once you are medically ready for discharge. This would allow a safer transition for your recovery in a non-acute setting.

### Typical Care Journey from Hospital to Home



#### **Acute Hospital**

Treatment at this stage is usually short-term and intended for more severe conditions that require acute care facilities.



#### **Community Hospital**

You may proceed to a sub-acute facility for continued rehabilitation and care to regain your functional abilities before returning to the community.



#### **Home/Intermediate and Long-Term Care (ILTC) Facility**

After completing treatment and rehabilitation, you may return home or be discharged to an ILTC facility for extended care. Caregiver(s) may be needed at home depending on your condition. Community support services such as daycare are also widely available.

## Discharge home

### 1. Discharge Time and Procedure

Our doctor will advise when you can be discharged. Discharges take place between 10.00am and 11.30am.

Our staff will assist you with your discharge procedures:



**Arrange for follow-up appointment at the Specialist Outpatient Clinic, if necessary**



**Equip your loved ones or caregiver with basic self-care procedure and health education so that you are well taken care of at home**



**Explain the cost of the services and subsidy schemes (if applicable)**

To ensure your well-being, we recommend that a family member or a caregiver be with you on the day of your discharge.

Please ensure that no personal belongings are left behind and return all hospital properties such as gowns, pyjamas, blankets, and baby vests before leaving the hospital.

## 2. Discharge Medications

Please inform your loved one or caregiver to check how much medication you have at home and inform your doctor two days before discharge. This allows the doctor to prescribe the correct amount of medications for you.

**Our staff will assist you with your discharge procedures:**



**There are 5 dispensing pharmacies in NUH. Please confirm with our staff which you should visit and proceed to register at the pharmacy upon arrival**

**Our pharmacists will counsel you/your caregiver on proper use of medication.**



**Requests for additional over-the-counter medications and retail items will not be included unless the doctor assesses that you need them.**

### 3. Retail Pharmacy



is our hospital-owned retail pharmacy, with [5 outlets](#) in NUH.

Patients and caregivers may purchase a variety of rehabilitation and homecare equipment here. These items will not be prescribed unless your doctor assesses that you need them.

### 4. Understanding your bills

For more details on your hospital bills, you may refer to the [Section 8 on Bill Payment Options](#) of the handbook.

### After your discharge

In the event of an emergency after your discharge, please proceed to one of the following to seek medical treatment:

- Polyclinic
- General Practitioner
- Emergency Department

## Social Overstayer Policy

In cases where the patient has been certified to be medically fit for discharge but they or the family declines the care plans recommended and opts to remain warded, Government subsidies such as MediShield Life, and MediFund, will cease from the 7<sup>th</sup> calendar day after the patient has been certified to be medically fit for discharge.

Similarly, Integrated Shield Plans and Civil Service benefits will not be extended further. The patient will be charged the full unsubsidised rates for the period of their overstay.



### Ready for discharge

- Patient is certified medically ready for discharge and declines options offered by care team



### Seven days later

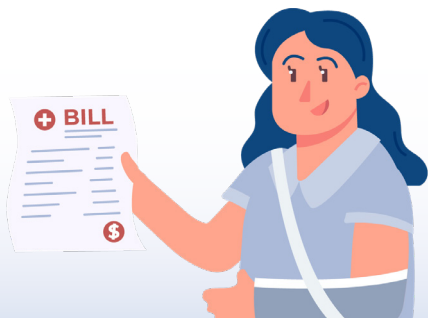
- All applicable government subsidies, Integrated Shield Plans, and Civil Service Medical Benefits to cease
- Patients will be charged the full unsubsidised rates for the period of their overstay

We seek your understanding that as a public tertiary hospital, we have a duty to ensure that our resources are optimised and appropriately directed towards patients in need of acute care.

# Bill Payment Options







## Methods of Payment

Your final hospital bill may take approximately 3 to 4 weeks to process as it needs to be submitted to the CPF Board and/or your private insurance provider. You may settle your hospital bills via one of the following methods:

### Online (Internet and Mobile App)

#### **NUHS Mobile App / HealthHub**

You may view and pay your bill with the NUHS App at your convenience. Payment can be made via Credit / Debit Cards (Visa/Mastercard) or eNets Debit.

#### **AXS E-Station & Mobile Payment App**

Payment can be made via NETS and credit cards through AXS e-station online or through AXS m-station on your mobile (download via Google Play or App Store).

#### **DBS Internet Banking, Mobile Banking & PayLah!**

Payment can be made online through DBS iBanking and DBS PayLah! App.

### Online (Internet and Mobile App)

#### **SAM Web & Mobile App**

Payment can be made via credit cards on the SAM website or on the mobile app (download via Google Play or Apple App Store).

#### **PayNow**

Payment can be made by scanning the PayNow QR code on your bill using your mobile banking app.

#### **Auto-Pay Payment Arrangement**

Sign up with AutoPay (formerly known as ZOOM) via NUHS App/HealthHub to enjoy the convenience of paying your bills securely without the hassle of waiting in queue after your appointment.

### Self-Automated Machines/Kiosk

#### **NUH Self-Service Kiosks**

Located within NUH. Payment can be made with Credit/Debit Cards (Visa, Mastercard, AMEX, UnionPay, Diners) and Nets.

#### **AXS Station**

Payment can be made via ATM cards, selected credit cards and PayNow. Please refer to AXS website for more details.

#### **SAM Kiosk**

Payment can be made via ATM cards and selected credit cards. Please refer to SingPost website for more details.



### Counter/Cashiers

#### **NUH Central Cashiers**

Located at NUH Medical Centre - Level 3, Kent Ridge Wing Patient Service Centre and Main Building - Level 1 within Main Building Pharmacy. Payment can be made with Credit/Debit Cards (Visa, Mastercard, AMEX, UnionPay, Diners, NETS, and cash).

#### **7-Eleven Stores**

Payment can be made via NETS and cash. Please refer to the 7-Eleven website for more details.

#### **Singapore Post Office Branches**

Payment can be made via ATM cards, selected credit cards, and cash. Please refer to the SingPost website for more details.



## MediSave/MediShield Life/Integrated Shield Plans

Payment for eligible hospitalisation charges may be made through MediSave, MediShield Life or Integrated Shield Plans.

Please inform our admission staff if you intend to use MediSave/MediShield/Integrated Shield Plans. You will need to bring along your NRIC.

### If you are paying a hospital bill for your family member



Please produce documentary proof of the patient's relation to you. Deduction from more than one nominated MediSave Accounts is allowed.



You will need to sign a MediSave Authorisation Form authorising the CPF Board to deduct the corresponding amount from your MediSave Account.

For more information on MediSave, MediShield Life or Integrated Shield Plans, please visit the MOH website.

Please do not hesitate to check with our Patient Service Centres should you have any billing enquiries.

You may also contact our Billing and Payment Enquiries hotline:

☎ +65 6407 8138

🕒 Mon – Fri: 8.30am to 5.30pm

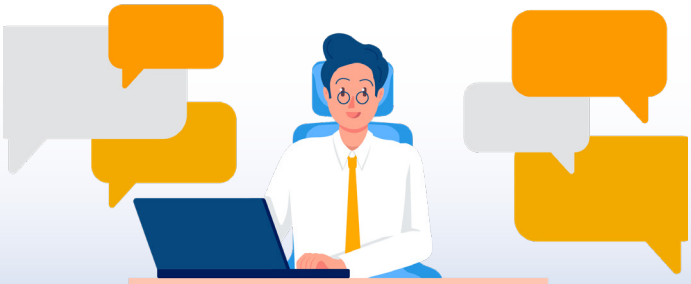
Sat: 8.30am to 12.30pm

Alternatively, you may also reach out to us by completing and submitting this form <https://for.sg/asknuhs>.

Should you require any financial assistance, please reach out to our staff for referral to see a medical social worker. Refer to the section on **Financial and Social Assistance** for more information.

# Financial and Social Assistance



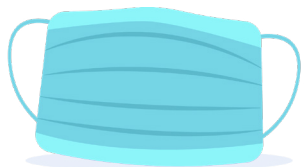


Our medical social workers provide psychosocial care to our patients and their families, addressing the psychological, emotional, economic and physical impact of illnesses.

#### Some of the medical social services we provide

Counselling	Crisis Intervention
Care Arrangement and Discharge Planning	Education, Teaching, and Networking
Financial Assistance	Support Groups

If you have any personal, practical, or family matter that is causing you concern, you may ask to see a social worker for advice or assistance through our ward or clinic staff, or you may approach our Patient Service Centres or reach them at their **offices**.



# Requesting For Medical Report



## Types of Medical Report

You can request for various types of medical reports. Depending on the specific report needed, there are two methods for making the request:

### Through NUHS App

- Writing of Memo, Ordinary and Specialist Medical Report
- Completing of Ordinary and Specialist Insurance Form
- Completing of MOM Form / Work Injury Compensation Form
- Completing of CPF Medication Form
- Lasting Power of Attorney Assessment (LPA)
- Second Opinion Report (for non-NUHS Patient)
- Court Appointment for Deputy Report
- Duplication of Documents (eg. Discharge Summary / Investigation Results)

### Through <https://for.sg/ask-nuhmro>

- Writing of Specialist Psychiatrist Report







## How to request

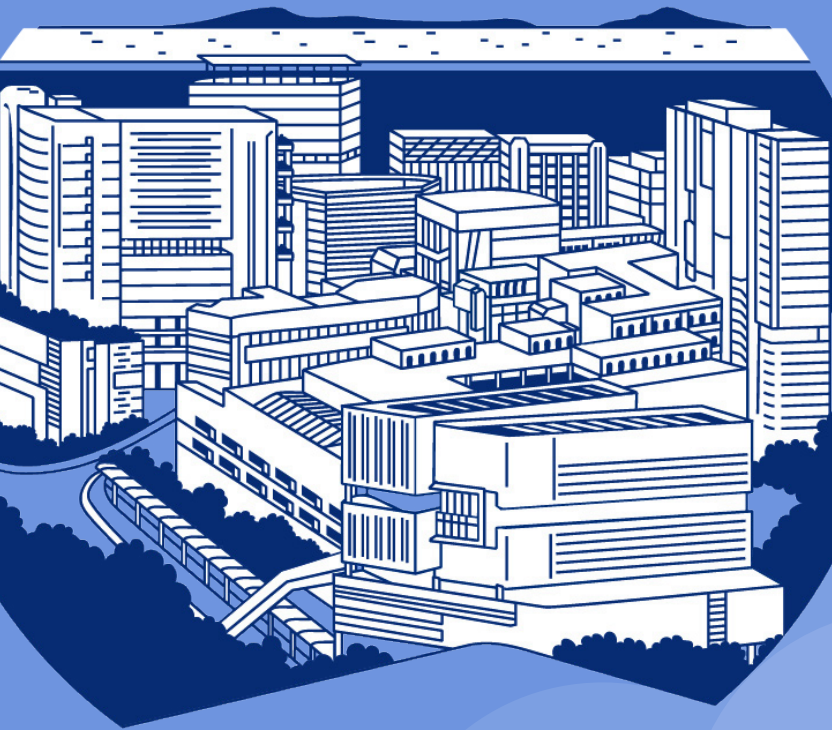
For reports available on the app, you will have to download the NUHS App and login using SingPass to apply and make payment for the medical report application.

For reports not available on the app, requests will have to be made via <https://for.sg/ask-nuhmro>

## Fees

For information regarding medical report fees, kindly refer NUH's website: <https://for.sg/medical-report>

# Singapore's Leading University Hospital



## About NUH

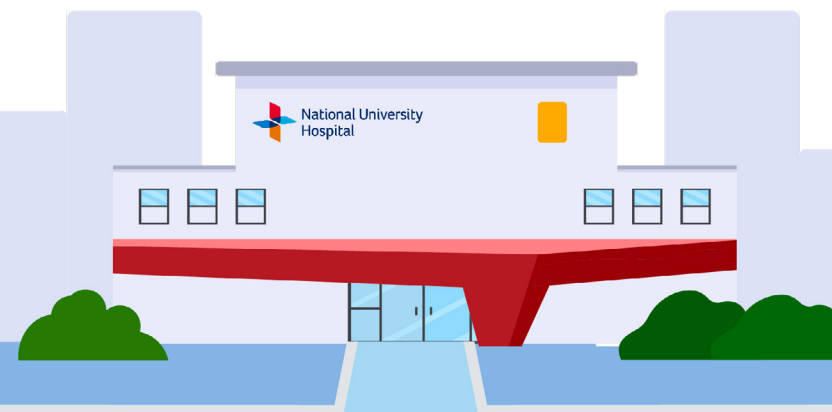
**The National University Hospital (NUH) is Singapore's leading university hospital.**

While the hospital at Kent Ridge first received its patients on 24 June 1985, our legacy started from 1905, the date of the founding of what is today the NUS Yong Loo Lin School of Medicine. NUH is the principal teaching hospital of the medical school.

Our unique identity as a university hospital is a key attraction for healthcare professionals who aspire to do more than practise tertiary medical care. We offer an environment where research and teaching are an integral part of medicine, and continue to shape medicine and transform care for the community we care for.

We are an academic medical centre with over 1,200 beds, serving more than one million patients a year with over 50 medical, surgical and dental specialties. NUH is the only public and not-for-profit hospital in Singapore to provide trusted care for adults, women and children under one roof, including the only paediatric kidney and liver transplant programme in the country

The NUH is a key member of the National University Health System (NUHS), one of three public healthcare clusters in Singapore.



## Vision, Mission, Values



## Our Vision

**A Healthy Community -  
Shaping Medicine, Transforming Care**

NUHS, as an Academic Health System, will improve the health of our community through better and more cost-effective care, nurturing the next generation of healthcare professionals, world class research and empowering people to take ownership of their health.



## Our Mission

**We advance health by synergising  
care, education and research,  
in partnership with patients and  
the community.**

We strive to improve the health of our community by combining and harnessing strengths in clinical care, education and research to deliver quality and value. We put patients first, and work closely with partners including families, volunteers and organisations.



## Our Purpose

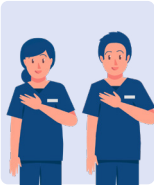
**To deliver Incredible Care &  
Health, Together!**

## Our Culture

**We Care as OneNUHS for each other  
and everyone we serve. We choose  
to be incredible, by doing better  
every day.**

## Your Care Team

At NUH, we have a team of highly trained healthcare professionals working together to care for you throughout your stay with us. You can identify our staff members by looking at their uniforms.



**Doctor**



**Healthcare  
Attendant**



**Nurses**



**Dental  
assistant**



**Allied  
Health &  
Pharmacy  
Professional**



**Security**



**Porter**



**Patient  
Service  
Associate**