



Dear Patient and Caregiver,

We strive to serve every patient with the utmost care. Due to the high number of patients and nature of emergency visit, the wait time to see a doctor may be long. The estimated wait time is displayed on the TV and notices at the entrance.

A nurse will assess your condition after registration. As critically ill patients are seen first, queue numbers will not be called in sequence.

Please find some useful information below. If you need further assistance, do approach our staff.



### Need a bite/amenities?

These are the nearest options.

- The Coffee Bean & Tea Leaf
- Kopitiam
- 7-Eleven
- NTUC FairPrice
- Vending machines



### Need the following items?

Please let us know.

- Blanket
- Phone charging cable
- Vomit bag



### Nearby clinics:

Please contact clinic for queue status and opening hours.

- Kent Ridge Clinic  
#01-40, One@Kent Ridge  
Tel: 6911 0565  
(closed on Sundays)
- Central 24-HR Clinic  
Blk 450 Clementi Ave 3, #01-291  
Tel: 6773 2925  
(open daily)



### Nearby Urgent Care Centres:

The centres are open daily.

- UCC @ Alexandra Hospital  
Block 6, Level 1  
Tel: 6908 2222  
(24 hours)
- NUH Children's UCC @ Bukit Panjang  
Junction 10, Level 1  
Tel: 6219 1538  
(9am-11pm)

Visit [flu.govwhere.gov.sg](http://flu.govwhere.gov.sg) for listing of Public Health Preparedness Clinics.

# Your Journey at NUH Emergency Department (Walk-in)

## Temperature Screening

(5 - 10 mins)



Our staff will take your temperature and do a simple health declaration check.

## Registration & Payment

(5 - 15 mins)



For your convenience, A&E registration and payment will be done here. Patient may be isolated if condition is suspected to be contagious.

## Triage

(15 - 60 mins)



Patients assessed to have more urgent conditions will be seen in another observation area.

## Consultation

(1.5 - 3 hours)



Assessment by a doctor and possible additional tests\* (e.g. x-ray, blood test). The doctor will decide if you require admission.

## Discharge

Collection of Medicine  
(15 - 45 mins)



\*Additional charge will be collected for non-standard drugs or investigations.

## Ward

Inpatient Admission  
(3 - 20 hours)



You will be transferred once there is an available bed in your ward class.