

Patient & Family handbook



Welcome to Alexandra Hospital,

Singapore's first Integrated General Hospital where we redesign healthcare with and for humanity.

Thank you for choosing us to be part of your health journey. We know that healthcare can feel overwhelming at times, especially when navigating appointments, procedures, and transitions in care. This Patient and Family e-Handbook is designed to support you throughout your health journey, from appointments to aftercare. Within these pages, you will find practical information about hospital services, patient rights, data protection, and financial guidance. The handbook also highlights how digital tools such as the NUHS App can make managing your care more convenient.

If you have any questions along the way, our empowered and caring staff are always here to support you.



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section 1

Using the **NUHS App**





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

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.



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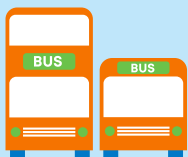
section 2

Useful Information





Getting to AH



By Public Bus

Alight at Alexandra Hospital
(Bus Stop Code: 11511)

Take buses 14, 33, 51, 61, 93,
100, 120, 195, 197

By Shuttle Bus

Between Queenstown MRT
(Exit B) and Alexandra
Hospital

Between National University
Hospital (NUH) and
Alexandra Hospital



Parking Rates

Car

Monday to Sunday
(including Public Holiday)
7.00am to 6.59am:
\$0.035/min (max cap \$25)

Motorcycle

Monday to Sunday
(including Public Holiday)
7.00am to 6.59am: per entry
\$1.30



Getting around AH

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 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**





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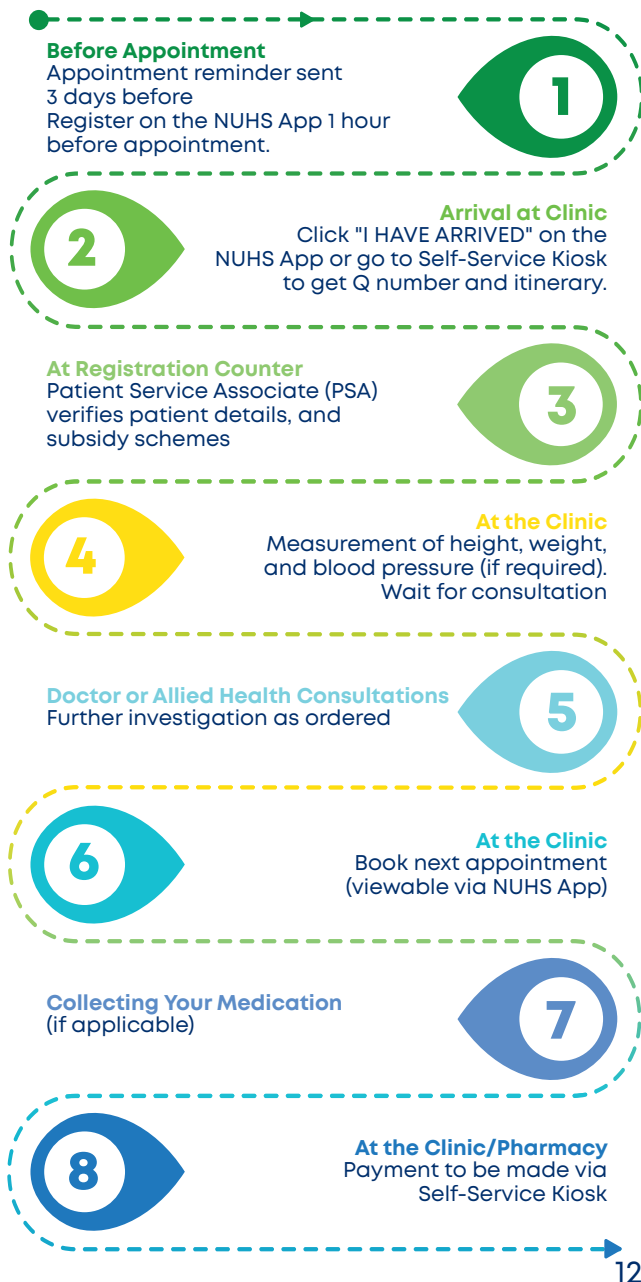
section 3

Your Specialist Outpatient Clinic (SOC) Visit





First Visit





Repeat Visit

Visiting us for your follow-up appointment

Before Appointment

Appointment reminder sent
3 days before
Register on the NUHS App
1 hour before appointment.

1

2

Arrival at Clinic

Click "I HAVE ARRIVED" on the
NUHS App or go to Self-Service Kiosk
to get Q number and itinerary.

At the Clinic

Measurement of height, weight,
and blood pressure (if required).
Wait for consultation

3

4

Doctor or Allied Health Consultations

Further investigation as ordered

At the Clinic

Book next appointment
(viewable via NUHS App)

5

6

Collecting Your Medication (if applicable)

At the Clinic/Pharmacy
Payment to be made via
Self-Service Kiosk

7



Your Specialist Outpatient Clinic (SOC) Visit

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 appointment as a change may result in a longer wait and your medical condition may defer.

3 Receiving appointment reminders

You will be receiving reminders via the following modes:



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



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:

Dear XXX, you have an appointment with ALEX INTEGRATED CARE (I CARE) CLINIC at Clinic J, Zone B, B02-02 on DD-MM-YYY at H:MM PM.

Tap here to for.sg/nuhs-app-appts to manage your appointment on NUHS App.

Please make payment for any outstanding bills before your appointment to avoid any delay.

You can update your changes in mobile number or address via the NUHS App or approach our clinic staff.

Thank you.



4 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 passport (if you are a foreigner)
- ✓ Referral letter if you are referred by another doctor
- ✓ Medical or investigation reports done out of AH (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

5 Getting to AH

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 following the push notification via the App.

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.

ii. Orientation (For First Time Visit only)

Our Patient Service Associate will:



Verify your details



Explain the patient journey in the clinic



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



Confirm your payment mode



iii. Triage/Screening (if required)

You may take your height, weight and blood pressure at the self service station. Our clinic staff will be around to assist if you require help.



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

1



Patient who had a fall saw an orthopaedic doctor

2



Patient was required to do an x-ray

3



Patient went for the x-ray

4



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.
- Catch up on the latest news or emails on your mobile device.




3 Doctor Consultation


i. Preparing for your doctor consult (recommended)

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


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:

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

Follow-up visits:

- Are my vital signs okay?
- 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.



Repeat Visit

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

Please 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 collect, more time may be required to prepare your order.

Medication Collection Alternatives



Home Delivery Services (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** to submit your delivery request.



PillPOP - 24/7 Electronic Locker (Not available for controlled drugs)

You may choose to collect your medication from PillPOP, a 24/7 self-service electronic locker located next to our Pharmacy, Level 1.

How to order

You may use the **NUHS App** to submit an order for collection via MedSAFE.



iii. Payment for your visit

Types of Payment	
Self-Service Kiosk	Convenient Self-service option for quick payment
Payment Counter	Service Personalised assistance for your experience
NUHS App, PAYNOW, DBS iBanking, PAYLAH!	On-the-go Pay anytime, anywhere, on your mobile
SingPost, SAM, AXS	Accessibility Make payment at convenient locations near you

iv. Retail Pharmacy

Visit our Pharmacy to purchase a wide selection of healthcare and wellness products.



Quick Guide for Your Outpatient Visit

1 Will I receive a notification for my appointment?

You will receive appointment notifications via SMS or through NUHS App push notifications.

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 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 AH?

Patients can travel to AH 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
 6908 2222

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

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



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section 4

Preparing for your **Surgery**





For Day Surgeries and Surgeries Requiring Same Day Admission

1 to 3 Days Before Surgery

We will contact you to remind and confirm your surgery, with reporting information & fasting/medication guidelines

1

2

Day of Surgery

Report to Ambulatory Surgery Centre

Registration

Verify details and documents at registration counter

3

4

Getting Ready for Surgery

Proceed to surgical ward and change to surgical gown

Pre-Op Checks

- Nurses check vital signs
- Insert IV cannula (for anaesthesia)
- Check by Surgeon and Anaesthetist

5

6

Ready for Surgery

- Staff will transfer you to operating theatre
- Belongings will be stowed and returned after surgery

In the Operating Room

- Administration of anaesthetic agent
- Commence with surgery

7

8

Completion of Surgery

Recover for a few hours at the Ambulatory Surgery Centre recovery area



For Surgeries Requiring Admission Prior to Surgery

1 Day Before Surgery

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

1

2

Day of Admission

Report to Ward as instructed for registration and verification

Refer to **Section 5** on **Your Inpatient Stay**

Day of Surgery

Pre-op Check & Preparation Ward staff will do the necessary checks and preparation in the ward

3

4

Ready for Surgery

- Staff will transfer you to operating theatre
- Belongings will be stowed and returned after surgery

In the Operating Room

- Administration of anaesthetic agent
- Commence with surgery

5

6

Completion of Surgery

- Recover for a few hours at the recovery area
- Return to original ward or transfer to another ward where applicable



Type of Surgeries

Day Surgeries and Surgeries Requiring Same Day Admission

Day Surgeries

- 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 for discharge

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	<ul style="list-style-type: none"> From 12 midnight, no intake of solid food, milky drinks**, and alcohol.
Surgeries Requiring Same Day Admission	<ul style="list-style-type: none"> Light breakfast and clear fluid* before 6am. No intake of food and drink from 6am.

* 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.

Medication Advice for Patients Who Require Fasting

Do's and Dont's

1 If you are taking high blood pressure medication in the morning, take the medication as usual with sips of water before 6am.

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

3 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.

4 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 admission . Screening call to check on patient's condition

1 day before admission . 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 1.5 to 2 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 Surgery 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 5 on Your Inpatient Stay** if you need to be admitted. For same day admission and day surgeries, you will report to Ambulatory Surgery Centre for registration as instructed.

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.

Time of Discharge

- | | |
|--|---|
| Day Surgery | <ul style="list-style-type: none"> You will be discharged after a few hours. |
| <hr style="border-top: 1px dashed #ccc;"/> | |
| Surgery Requiring Admission | <ul style="list-style-type: none"> 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 5 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.



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 waiting area at the Ambulatory Surgery Centre, or utilise the public amenities within AH.

Prevailing **visitation guidelines** apply to surgical wards and inpatient wards.



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

They will also be informed of the location where you will be recovering in after the surgery.

Financial Services

For more details on your bills, you may refer to **Section 6** on **Bill Payment Options**.



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section 5

Your Inpatient Stay





Six Things You Need to Know About Your Stay

1 Your Health, Safety and Security

Health

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.

Safety

If you need assistance, please press the call bell.

Always wear your wrist band to enable our staff to verify your identity and to provide safe and appropriate care.

Security

Please leave your valuables such as cash and jewellery at home.

2 Spokesperson and Care Partner(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.



Care partners can be appointed on a case-by-case basis. We encourage care partners to be involved in the patient's care.



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.

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 toothbrush, comb, 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:



Medications

which are not prescribed
by Public Hospitals
and Polyclinics



Undergarments



Assistive items

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



Slippers



Toiletries



A fresh set of clothes for discharge



Mobile phone charger



We care about your comfort and safety during your stay. However, the hospital cannot take responsibility for lost or damaged personal items while you are admitted. To avoid any inconvenience, we kindly recommend leaving valuables at home.



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 in the charging case and keep it on the bedside cabinet.



Glasses

Place your glasses on the bedside cabinet. 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 4** 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 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.





2 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.

3 Visiting Guidelines

Do	Do Not
<ul style="list-style-type: none"> ✓ Press the call bell to ask for assistance ✓ Request to be accompanied if you need to move about in the ward 	<ul style="list-style-type: none"> ✗ 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

4 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.



5 Your Nutrition

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 cater 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.

6 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.

7 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.



8 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

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.

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.



AIC ACP Infosheet

[English](#)

[Malay](#)

[Chinese](#)

[Tamil](#)

AIC ACP Brochure

[English](#)

[Malay](#)

[Chinese](#)

[Tamil](#)

More information can be found [here](#).



You can also contact the AH Advance Care Planning Team:

✉ AH_livingmatters@nuhs.edu.sg
☎ 6370 6029



9 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.

10 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.

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 4/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.

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:



Please 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

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 **Section 6** on **Bill Payment Options** of the handbook.

After your discharge

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

- Polyclinic
- General Practitioner
- Emergency Department



section 6

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:

1

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.

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.



2

Self-Automated Machines/Kiosk

AH Self-Service Kiosks

Located within AH. 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.

3

Counter/Cashiers

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.



4

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 contact our Billing and Payment Enquiries hotline, should you have any billing enquiries:



+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**.



section 7

Financial and Social Assistance





Our medical social workers provide psychosocial care to our patients and their families, addressing the psychological, emotional, economical 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.





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section 8

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:

1

Apply via NUHS App

- Memorandum
- Ordinary and Specialist Medical Report
- Completion of Ordinary and Specialist Insurance Form
- Completing of CPF Forms
- Work Injury Compensation (Initial Assessment and Medical Board Assessment)
- Lasting Power of Attorney (LPA) Activation Report
- Court Appointment for Deputy Report
- Second Opinion Report (for non-NUHS Patient)
- Duplication of Documents (eg. Discharge Summary / Investigation Results / Medical Certificate)
- Simple Forms

2

Apply via AH MRO FormSG

- Specialist Psychiatrist Report
- Functional Assessment Report
- Therapy Report
- Pathology Slides
- Referral Letter
- Certified True Copy of Medical 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, or enquiries on applying for medical reports, please submit your request via <https://for.sg/ahmroformsg>

Fees

For information regarding medical report fees, kindly refer [AH's website](#).



section 9

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 a 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.



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section 10

Personal Data Protection Act





Personal Data Protection Statement

We recognise the importance of the personal data you have entrusted to our institutions and this Data Protection Statement is to assist you in understanding the purpose of collection, use and disclosure of your personal data by us as a member of the Alexandra Hospital (AH).

We are committed to protecting your personal data, and will manage and process your personal data 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.

As part of our efforts to ensure that we properly manage, protect and process your personal data, we will be reviewing our policies, procedures and processes from time to time and reserve the right to amend this Data Protection Statement at our discretion.



[Personal Data
Protection Act](#)





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Produced by Patient Experience Matters,
Alexandra Hospital

