

NHG Partners – Growing with you to Benefit Patients



The key objective for the NHG Partners is to promote collaboration and communication between private and institutional clinicians so as to provide appropriate and seamless care in the most cost-effective manner to patients.

The following pages contain information on:

- 1) Member Benefits and Privileges**
 - 1.1) Direct Admission
 - 1.2) Same Day or Early SOC Appointment
 - 1.3) Initial Diagnosis Report
 - 1.4) Discharge Summary
 - 1.5) CME Concession Rates
 - 1.6) Discounts at Pharmacies and Food Outlets
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- 2) Online Internet Access**
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- 5) FAQs**

1) Member Benefits and Privileges

1.1) Direct Admission

This privilege enables members to get their patients admitted to any NHG hospital in the shortest time possible, without having to pay the A&E fee. Admission procedures during and after office hours are as follows:

During office hours (8am to 5pm)

- a. Call the Direct Access Hotline to speak with the Appointment Office (AO).
- b. Let the AO know the class of ward requested by the patient and the AO will check availability.
- c. Once a ward is available, the AO will connect members with the relevant doctor to discuss and accept the case.
- d. Upon acceptance of the case, the AO will book the ward and provide details on the reporting venue.
- e. Fill in the Direct Access Form and fax it to the AO for processing of the admission.
- f. It is important to the patient be informed of the following:
 - The venue to report to for Direct Admission.
 - Patient to report to the hospital within 2 hours of the booking, failing which the booking will be released to other patients.

After office hours (5pm to 8am)

- a. Call the Direct Admission Hotlines and let the AO know the class of ward requested by the patient and the AO will check the availability.
- b. Once a ward is available, the AO will provide details of the reporting venue and the name of the Direct Admission Officer who will receive the patient at the reporting venue. This specially designated personnel will be on hand to speed up the process for such cases.
- c. Fill in the Direct Access Form and fax it to the AO for processing of the admission.
- d. It is important that the patient will be informed of the following:
 - The venue to report to for Direct Admission.
 - The name of the Direct Admission Office assigned.
 - Patient to meet the Direct Admission Officer at the reporting venue within 2 hours of the booking, failing which the booking will be released to other patients.

Kindly take note of the following conditions for direct admission:

- Patients should be referred for direct ward admission only if they are in an urgent but stable medical condition.
- Patients whose condition deteriorate from the time of referral to their arrival at the hospital may need to be re-directed to the A&E Department for the appropriate medical attention.

1.2) Same Day or Early SOC Appointment for Patients with Urgent Medical Conditions

This services helps patients with their referrals to the Specialist Outpatient Clinics (SOCs) in any NHG institution in the shortest time possible.

1.3) Initial Diagnosis Report

Member doctors will be kept informed of their referred patient's diagnosis via an Initial Diagnosis Report, which will be sent after the first consultation.

1.4) Discharge Summary

Doctors at the SOCs and hospitals from any NHG institution will send member doctors a Discharge Summary for follow-up care after the patient is discharged. This summary details the treatment received by the patient while in the NHG institution and the follow-up care needed by the patient.

1.5) CME Concession Rates

Members are entitled to concession rates of up to 50% when they sign u for any CME programmes arranged by NHG. These programmes include seminars and conferences where distinguished speakers will be invited to share their knowledge and experience.

1.6) Discounts at Pharmacies and Food Outlets

Members can enjoy staff rates when dining and shopping at the food outlets and pharmacies of participating institutions by presenting their membership cards. Please see table below for discounts.

Participating Institution	Discount at Pharmacy	Discount at Food Outlets
Alexandra Hospital	10% off all treatment items including most retail items	All food prices are at staff prices already
National University Hospital	10%	10% - 15%
Tan Tock Seng Hospital	Variable	10% - 20%
Institute of Mental Health / Woodbridge Hospital	No Pharmacy	All food prices are at staff prices already
National Neuroscience Institute	No Pharmacy	No food outlet
National Skin Centre	10%	No food outlet
NHG Pharmacy	10%	No food outlet

1.7) Access to Library Services

With the membership card, doctors can make use of the libraries and facilities at NHG institutions. Please see table below for the library operating hours of participating institutions.

Institution	Library Operating Hours	Remarks
Alexandra Hospital	Mon – Fri: 8.30am to 5pm Sat: 8.30am – 12pm Sun & Public Holidays: Closed	Books available for reference and loan (selected titles)
National University Hospital	Mon – Fri: 9am to 4pm Sat: 9am to 12pm Sun & Public Holidays: Closed	Books available for reference and loan (selected titles)
Tan Tock Seng Hospital	Mon – Fri: 11am to 6 pm Sat: 9am to 12pm Sun & PH: Closed	Books available for reference and loan (selected titles)
Institute of Mental Health / Woodbridge Hospital	Mon – Fri: 8.30 am to 5 pm Sat: 8.30am to 12pm Sun & Public Holidays: Closed	Books available for reference and loan (selected titles)
National Neuroscience Institute	NA	NA
National Skin Centre	Mon – Fri: 8.30am to 5:30pm Sat: 8.30am to 12:30pm Sun & Public Holidays: Closed	Books available for reference only

1.8) Complimentary Parking during Patient Visits

Members are entitled to complimentary parking when visiting their referred patients at NHG institutions. They need to show their membership card when informing the officer in charge at the appropriate complimentary parking redemption points that they are visiting a referred patient. Members will be

issued a complimentary parking ticket after the officer verifies the membership and referral information.

The table below shows the location to obtain complimentary parking.

Participating Institution	Locations for obtaining complimentary parking
Alexandra Hospital	At main information counter (behind taxi stand) to exchange with Patient Information Associate. If counter not manned, to proceed to A & E for exchange. GPs need to produce SMA, SDA card
National University Hospital	Security office in KRW Level 1, Clinic Counters, Main Building Reception and PSC 3A at Kent Ridge Wing.
Tan Tock Seng Hospital	Security Control Room, Level 1 (next to Business Office)
Institute of Mental Health / Woodbridge Hospital	Parking is free at IMH.
National Neuroscience Institute	Same carpark as TTSH.
National Skin Centre	NA

2) **Online Internet Access**

NetCare (www.netcare.com.sg) is National Healthcare Group's "shop-front on the Internet". It provides a suite of online services specially designed to help private clinicians interact with NHG institutions and services and together with NHG, to manage their patients' health.

GPs automatically become subscribers to NetCare when they sign up for the NHG Partners Programme. Upon confirmation, the GP will receive a user identification and password. NetCare supports services for NHG Partners online. Basic subscription is free and there are no chargeable services at this moment.

As the interactive front for NHG's service network, NetCare seeks to collaborate with and to serve all healthcare partners of NHG. GPs will be able to view medical information on patients from NHG institutions. This will help reduce patients' wait for medical information to reach their doctors. At a later stage, the portal will also provide GPs with CME programmes and health information.

The NetCare website enables patients to:

- View their NHG visit history and make/change medical appointments.
- Request medical reports from their doctors.
- View hospital bills and make electronic payments with credit cards.
- Buy healthcare products online (starting with home care products).

NetCare takes every effort to ensure security and confidentiality of patients' medical information. Patients have to give consent before doctors can view their medical records.

NetCare is an ever-evolving website. We continually seek new ways of facilitating and supplementing the face-to-face healthcare consultation process, adding new services for doctors and their patients' benefit. To give suggestions on how we can serve you better or for more information, please call NetCare's hotline 772-4455 or email enquiries@netcare.com.sg

3) Direct Access Hotlines

Alexandra Hospital	9369 6292
National University Hospital	9827 2026
Tan Tock Seng Hospital (Direct Admission)	9666 6698
Tan Tock Seng Hospital (SOC Referrals)	357 8000
Institute of Mental Health/Woodbridge Hospital	389 2348
National Neuroscience Institute	9637 9718
National Skin Centre	350 6600

For more information, please call 772 5812 or email partners@nhg.com.sg, or visit <http://www.nhg.com.sg/partners>

4) Estimated Hospital Charges

The tables below show the average hospital bill size.

Public Hospitals (Medical Specialties)

Class	A (1-bedded)		B1 (3-4 bedded)		B2+ (5-bedded)		B2 (6-10 bedded)		C (Open ward)	
	APD (\$)	ATB (\$)	APD (\$)	ATB (\$)	APD (\$)	ATB (\$)	APD (\$)	ATB (\$)	APD (\$)	ATB (\$)
Alexandra Hospital	390	1842	317	1496	-	-	119	635	75	520
National University Hospital	709	2946	617	2372	288	1295	193	1197	98	717
Tan Tock Seng Hospital	596	3219	398	2436	255	1111	144	916	87	646

Private Hospitals (Medical Specialties)

Class	A (1-bedded)		B1 (3-4 bedded)	
	APD (\$)	ATB (\$)	APD (\$)	ATB (\$)
East Shore Hospital	987	3098	590	1748
Gleneagles Hospital	1515	5082	1586	5656
HMI Balestier Hospital	992	4008	756	2394
Mount Alvernia Hospital	878	2897	802	2994
Mount Elizabeth Hospital	1574	6266	1583	6150
Thomson Medical Centre	791	2406	657	1884

Public Hospitals (Surgical Specialties)

Class	A (1-bedded)		B1 (3-4 bedded)		B2+ (5-bedded)		B2 (6-10 bedded)		C (Open ward)	
	APD (\$)	ATB (\$)	APD (\$)	ATB (\$)	APD (\$)	ATB (\$)	APD (\$)	ATB (\$)	APD (\$)	ATB (\$)
Alexandra Hospital	807	2660	480	1762	-	-	168	715	103	530
National University Hospital	1012	3334	839	2809	341	1384	228	1096	134	944
Tan Tock Seng Hospital	931	3592	711	2614	371	1452	209	1007	121	853

Private Hospitals (Surgical Specialties)

Class	A (1-bedded)		B1 (3-4 bedded)	
	APD (\$)	ATB (\$)	APD (\$)	ATB (\$)
East Shore Hospital	1683	4183	1430	3517
Gleneagles Hospital	1989	5675	1719	4915
HMI Balestier Hospital	1896	5828	1609	4745
Mount Alvernia Hospital	1672	4787	1398	4026
Mount Elizabeth Hospital	2109	6880	2225	8350
Thomson Medical Centre	1389	4561	1270	3643

Notes:

- Data based on Medisave claims submitted by hospitals. The data includes doctors' charges.
- The tables only serve as a guide and have not been standardized for the different range of medical specialties in each hospital.
- Medical Specialties include General Medicine, Paediatrics, Cardiology, Geriatric Medicine, Rehabilitation Medicine, Neurology, etc.
- Surgical Specialties include General Surgery, Paediatrics Surgery, Cardiothoracic Surgery, Obstetrics & Gynaecology, Orthopaedic Surgery, ENT, Plastic Surgery, Neurosurgery, etc.
- APD – Average Per Day = total amount of inpatient bills / total number of days stayed in hospital (day surgery bills are not included).
- ATB – Average Total Bill.
- All data obtained from <http://www.gov.sg/moh>

5) Frequently Asked Questions

5.1) Who is the doctor in charge of the patient at the Hospital?

The Admission Officer will inform you of the specialist in-charge of your patient. An Initial Diagnosis Report will also be sent to you after the first consultation.

5.2) What is the follow-up after a patient is admitted to the Hospital?

When you refer your patients to our Hospital, our doctors will keep you informed of their diagnosis via an Initial Diagnosis Report which will be sent to you after the first consultation.

Upon discharge of your patient from our SOCs and Hospital, our doctors will send you a Discharge Summary for follow-up care. This summary details the treatment received by the patient while in our care and the follow-up care needed by the patient. The Hospital would refer the patient back to you for follow-up wherever possible, as long as the patient is stable and can safely be managed at primary-care level.

5.3) What are the measures taken by NHG to make the follow-up between GP members & the Hospital seamless?

Our admission officers will help ensure that the transfer of cases and communications between GP members and the Hospitals is hassle free. Our institutional staff are also briefed and trained on the collaboration processes for GP members. However, human errors do occur and if you encounter any problems with any NHG Partners features, we hope that you will highlight them to us so that we can resolve it.

5.4) Can we refer subsidized patients?

Subsidized patients pay a lower fee not because the Hospital is subsidizing them, but because the Government is. Therefore, the Government determines the rules on who can qualify for subsidy. Currently, patients referred by private GPs to our SOCs will not qualify for the Government subsidy unless they pass a means test. Therefore, if the patients referred from private GPs are poor or are in financial difficulty, they can apply for subsidy. Those who pass the means test will be charged the subsidized fee. Those who do not but still have some financial difficulties will be referred to medical social workers for further review.

However, patients who are referred by GPs for direct admission will be allowed to choose the class of ward, subject to availability of beds. Patients should choose a class of ward in keeping with their financial means. If they are unable to afford even the most heavily subsidized wards, they could approach our medical social workers who will evaluate their financial background, and apply for Medifund assistance.

5.5) Are GP members allowed to prescribe drugs from the NHG Pharmacy?

Yes, NHG Pharmacy at Woodlands and Clementi have retail pharmacies that can dispense GP prescriptions. More retail pharmacies at our other polyclinics will be opening soon.

5.6) Who are the Admission Officers? Are they medical or nursing staff?

The Admission Officers are administrative staff who may have nursing background and/or are with the Hospital for many years. They will be able to guide you through the direct access procedures.

5.7) Can we have access to Laboratory and X-ray services in the Hospital?

Yes you can. We have listed the numbers of these services in this booklet. Alternatively, you can call the respective Hospital hotline and ask the AO for the telephone number of the service you wish to access.

5.8) What number do we call if we fail to get through the Direct Access line or want to provide feedback?

You can contact the NHG Partners club secretariat for clarification or to provide feedback at 772 5812. Alternatively, you can email to partners@nhg.com.sg . We are in the process of setting up a new office and you will be duly informed of any changes in telephone number and email.

5.9) Who will be the primary provider for subsidized patients with multiple problems?

While in Hospital, the patient will be under the care of consultant-in-charge assigned upon admission. He or she will be responsible for and will coordinate all medical care during the patient's stay in the Hospital.

Upon discharge, provided the patient is stable and can safely be managed at primary-care level, the Hospital would refer the patient back to the GP for follow-up wherever possible.

5.10) Our patients are sometimes not referred back to us.

It is our practice at the point of discharge for doctors to ask the patient for their follow-up preference. Many choose to revert to their referring GP whom they are familiar and comfortable with. We also feel that this is best for the patient. However, some may request to be followed-up by the Polyclinic and we must respect the patient's preference. However, we will update both the referring GP and the preferred provider on the patient's medical condition after discharge.

5.11) Why set up the club? Why not extend the benefits to all GPs without having to sign up?

Requesting participating GPs to apply to be members of this programme enables us to set up a membership database which will allow us to serve our GP members better.

5.12) What if I need to admit a patient but I can't get through the hotlines? Or the AO can't locate a doctor-on-call? Can I just admit the patient and let him/her tell your Hospital staff that he/she is admitting under your Direct Admission scheme?

The Admission Officer will be responsible for ensuring that one of our doctors is in touch with you in order to facilitate the admission. Communication between doctors is beneficial to both doctors and patients.

5.13) How is the fast-track process for Direct Admission patients different from the usual A&E process?

The process in different Hospitals differs slightly on admission procedures after office hours. At TTSH, an appointed Hospital staff who handles the admission will receive patients. At the other Hospitals, patients who are expected to arrive after 5 pm will be received at the A&E. A doctor will triage the patient to ensure that the patient is in stable medical condition before being sent to the ward. This way, the patient does not need to register as an A&E patient or queue alongside patients who walked in from the street.

5.14) I am usually very busy, so can I get my nurse/patient to call your hotline directory and fax to you the Direct Admission Form I've filled up?

You may get your nurse (but not your patient) to call and fax the form directly to us. When we receive the information, our Admission Officer will still arrange for our doctor to get in touch with you before patient arrival.

5.15) Regarding the further opportunities for collaboration you mentioned in your presentation, how can we move on to that from the basic benefits we are given right now? When will these additional collaboration opportunities be ready?

Most of the additional collaboration opportunities are already in place, e.g. NHG cancer programme, shared care, etc. These programmes are usually managed at the individual institution level. If you are interested and keen to work with institutional clinicians on such programmes, please feel free to approach the respective programme co-ordinating officers. To communicate with our members, we will be listing these opportunities along with the contact person, in our NHG Partners newsletter.

5.16) If we have already joined SingHealth's GPEP programme, can we still become members of NHG Partners?

Yes you can. We do not restrict our members from joining other programmes that also benefits patients.

5.17) What is the difference between SingHealth's scheme and your scheme?

The basic objective of both clusters is to promote collaboration between private family physicians and institutional clinicians, so as to provide seamless service to patients. There will inevitably be some differences in set-up and focus, but such differences should be small enough to be immaterial to most GPs accessing these benefits.

5.18) Do I have to pay a membership fee?

No, you need not pay a membership fee.

5.19) Do I have access to my patients' records when he/she is in your Hospital? Will I have a say in my patients' treatments?

During hospitalization, the Hospital consultant will be your point of contact for patient information. He will be happy to discuss investigation results and treatment with you. Please feel free to contact him to find out your patient's status and if you wish to discuss treatment with him.

5.20) Are NetCare services free of all charges? Are all the services described in the presentation available now?

Membership to NetCare is free for NHG Partners. However, not all services are available now but they should be available in a few months' time.