



Emergency Patients Requiring Admission - Frequently Asked Questions

1. Why can't I be admitted to NTFGH? Are there no beds available?

To speed up care and treatment, emergency patients with stable conditions may be admitted to an Integrated General Ward at Alexandra Hospital (AH) where they provide one continuum of care from acute, sub-acute, to rehabilitative care by a dedicated care team. At AH, you will be admitted directly to the ward.

2. How far is AH from here? What are the services at AH?

AH is approximately a 20-minute drive from NTFGH. We will arrange for a smooth and safe transfer via ambulance from NTFGH to AH. AH provides one continuum of care from acute, sub-acute, to rehabilitative care by a dedicated care team.

3. Can I choose to stay in NTFGH?

Your condition is stable and can be cared for at AH. The wards are managed by qualified medical, nursing and allied health staff and are equipped to provide the appropriate care based on your current condition.

4. How will I be transferred to AH?

You will be transferred to AH via ambulance, at no cost to you. You will be accompanied by a qualified healthcare staff and a family member. As we secured your bed before the transfer, your admission will be expedited upon arrival at AH.

5. How long do I have to wait for the transportation to AH?

We will make the arrangements and it may take 1-2 hours.

6. How much will my hospital stay at AH cost? Do I have to pay for the consultation here today?

Our staff will take you through the process of admission and information on financial matters.

7. If I choose to be transferred to AH, will I receive one or two bills?

You will receive one bill from AH for a direct transfer from NTFGH Emergency department to AH. The NTFGH Emergency expense incurred will be included in the final bill you receive at AH.

8. When and where do I make payment?

You will receive your final bill upon your discharge from AH and may make payment directly to AH via the usual payment methods including Medisave.

9. What are AH's inpatient ward charges?

Table 1: Alexandra Hospital Inpatient Charges

| | A (1-bed) | B1 (4-bed) | B2 (5-bed) | C (5-bed) |
|---------------------------------|------------------|-------------------|-------------------|------------------|
| General Ward (Daily Fee) | \$457.00 | From \$224.70 | From \$72.00 | From \$33.00 |

Our Patient Service Associates will inform you of the AH Ward charges as seen in Table 1 above. A more thorough financial counselling will be conducted by AH team. Final charges incurred will depend on means testing as well as any tests and procedures performed during admission in AH.

10. I understand that AH does not offer a full range of surgical services. If I need any surgery after warded, what are my options?

If the surgery is not offered at AH, arrangements will be made to transfer you to NTFGH. We will ensure that all information relevant to your care will be transferred smoothly and seamlessly.

11. In the event my condition turns critical while at AH, how will I be taken care of?

Patients who are carefully assessed as stable and suitable are transferred to be cared for at AH. Should your condition change, the medical team at AH would be able to treat your condition as required, with the medical facilities on site (e.g. Intensive Care unit), or the option of transferring you back to NTFGH.

12. Can I come back to NTFGH after discharge for follow-up consultation? Will I have to wait longer for an outpatient appointment?

Upon discharge, you can inform the staff at AH to make an appointment for the follow-up consultation at NTFGH or to continue the care management at AH.

13. Will my patient records be up to date here, if I come back for outpatient consultation?

Within NUHS, our electronic medical records are integrated for seamless review and to facilitate coordinated care across member institutions.