

SUPPORT OUR EFFORTS TO GO GREEN

Frequently Asked Questions (FAQs)

Q1) Why do NTFGH and JCH no longer issue paper bills?

A: As part of our efforts to go green, paper bills are no longer issued* for services rendered at the Specialist Clinics, Diagnostic Imaging, Rehabilitation and Emergency Department. Paper bills will not be issued* for inpatient and day surgery services as well.

****Applicable to Singaporeans and Permanent Residents only.***

Q2) Without paper bills, where can I see my bill after my visit?

A: You may proceed to any Self-Service Kiosks to view your same-day visit's bill and make payment using major credit/debit cards and NETS. For Inpatient and Day Surgery services, you may log into the NUHS App when you receive an SMS after your bill has been finalised.

Q3) Without paper bills, can I check my bill/outstanding bill online?

A: You can check and download your bills online via the NUHS App.

Instructions:

- Log into the NUHS App with your SingPass
- Select 'Payment' from the bottom navigation menu
- Any outstanding bill(s) will be reflected subsequently
- Select bill and click 'Download bill' to view/check your bill
- *To review bill(s) that have been paid in full, navigate to 'Fully-Paid Bills' to select your bill(s) and click on 'Download bill'*

Payment can be made via the app with any major credit/debit cards, or eNets Debit.

Scan to download the NUHS app.



<https://for.sg/nuhs-app>

Q4) How will I know when my bill is ready in the NUHS App?

A: An SMS will be sent to your registered mobile number when your bill is ready for viewing and/or payment in the NUHS app by the next working day after your visit. Should your bill involve any claims, the processing time may take longer. Please ensure your registered mobile

number is up to date in our records. You can verify this with our counter staff during your visit.

Allow push notifications on your mobile device to receive reminders via the NUHS app.

Q5) Do I need the paper bill from NTFGH and JCH to claim insurance?

A: The digital copy bill downloaded from the NUHS app is an official document from the hospital and can be used for insurance claims.

Q6) Can I request for a paper copy of my bill?

A: We strongly encourage you to join us in our effort to reduce paper usage by retrieving your bill via the NUHS app.

However, if a paper bill is required, please approach our staff during your visit. Alternatively, you may submit your request via <https://for.sg/asknuhs> or scan the QR code below. You will receive your bill via post within seven (7) working days.



<https://for.sg/nuhsbill>

Q7) Who can help me with my billing enquiry?

A: You may send your enquiry via the online form at <https://for.sg/asknuhs> or approach our staff during your visit.

Ng Teng Fong General Hospital and Jurong Community Hospital

1 Jurong East Street 21, Singapore 609606

OneNUHS Hotline: (65) 6908 2222

OneNUHS General Enquiries: contactus@nuhs.edu.sg

OneNUHS Appointments: appointment@nuhs.edu.sg

www.ntfgh.com.sg

www.jch.com.sg

The information in this brochure is meant for educational purposes and should not be used as a substitute for medical diagnosis or treatment. Please seek your doctor's advice before starting any treatment, or if you have any questions related to your health, physical fitness or medical condition.

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Information is correct at time of printing/publish Oct 2024 and subject to revision without prior notice.