

## **About NCIS on the GO**

To provide greater convenience to our patients, the National University Cancer Institute, Singapore (NCIS) is pleased to offer simple nursing procedures and treatment services at various locations across Singapore. A trained oncology nurse from the NCIS Home Care team will be scheduled to provide the service at the pre-determined location and the procedure is as safe as going to the hospital.

This option is currently provided at no additional cost to our patients during the preliminary phase (1<sup>st</sup> February 2017 to 30 April 2017). Patients may choose to go to any of our scheduled locations to have their nursing procedures or blood taken one day prior to their consultation or chemotherapy treatment. By having their blood test done one day prior to the consultation or treatment, patients do not have to arrive two hours earlier on the day of consultation or treatment, thus reducing their wait time at the clinic.

In the new future, NCIS on the Go will offer subcutaneous chemotherapy treatments after the trial period.

## **FAQs**

### **Q: Why should I choose this external service?**

A: This service is to provide our patients with an alternative location closer to their homes. Currently, patients travel to the hospital regularly and wait approximately 1-3 hours for simple procedures or blood results before they proceed for their doctor appointment or treatment and this will help ease/reduce the long waiting time in our clinic.

### **Q: What are the days and hours of operations?**

A: Please refer to the schedule which is updated quarterly

### **Q: What number do I call to make an appointment?**

A: To make or change an appointment, please call or email our Cancer Appointment Line at **6773 7888** or email us at **CancerApptLine@nuhs.edu.sg**.

### **Q: Do I need to bring along any documents?**

A: Yes, please bring your NRIC, blood test summary request form (if any) and appointment card for verification purpose of the correct patient and correct blood test.

### **Q. What to expect after appointment has been scheduled?**

A: Turn up for your appointment at the scheduled location and our trained Oncology Nurse will perform the procedure on you. If your blood is taken, the nurse will then send back the blood drawn for processing to our NUH Lab. The result will be ready for the doctor/nurses to view by the time you have your consultation with your doctor or treatment the next day.

### **Q: Can I do any other laboratory test other than my usual blood tests and other nursing services?**

A: At the moment, we are only accepting blood test orders from Hematology & Biochemistry only and we will gradually expand the service should the demand increase.

### **Q: In which other areas is this service provided?**

A: We update the schedule on a quarterly basis; do check our website for the latest schedule.

**Q. How will I be billed and make payment for my blood test?**

A: No payment is required on the day you do your blood test in the community. You will be charged for your blood test on the day of your consultation or treatment day. The front counter will bill you accordingly for your blood test, should you be using Medisave (should you still have balance Medisave) or by cash.

**Q: What is the charge for this service? Will it be same as taking my blood test in the hospital?**

A: With effect from 1<sup>st</sup> August 2017, a minimal fee of \$5 will be charged for convenience. This \$5 charge is applicable per visit to the community. Prices of services are same as per done in the hospital.

The charges for your blood test will be the same if taken in hospital.

**Q. What if I forgot my appointment?**

A: You can call our Cancer Appointment Line at **6773 7888** to reschedule the appointment or simply proceed to clinic three hours before on the day of your appointment for doctor's consultation or treatment.

**Q. How will the front counter staff know that I have already done my blood tests at the community centre?**

A: Please do inform the front counter staff on the day of your appointment for your consultation with the Doctor or treatment.

**Q. Will the environment of the external location lead to a false result of my test or have a negative impact on my well-being?**

A: This procedure is as safe as going to the hospital. Conducting it at external locations would not lead to false results, nor would it have a negative impact on your well-being.

**Q. Can this service to be done more than one day prior to my consultation or chemotherapy?**

A: If your follow up is a consultation, your procedure can be done up to one week prior your doctor visit. However, if your follow up consists of Chemotherapy, the procedures must be done one day prior.

**Q. Can I enjoy this service as a walk in patient?**

A: This service is strictly by appointment. To make or change an appointment, please call or email our Cancer Appointment Line at **6773 7888** or email us at **CancerApptLine@nuhs.edu.sg**.