

## AFTER YOUR STAY

### Discharge Information

#### Discharge Timing

- Between 10am to 12pm
- Please arrange for someone to bring you home.

#### Cancer Line

- 9722 0569
- 8.30am to 5.30pm (Monday to Friday)
- Provides free counseling service.
- If you feel unwell during non-office hours, please head to the Emergency Department.

#### Appointments

- If you wish to change your appointments, you can do so via:
  - \* Email to [CancerApptLine@nuhs.edu.sg](mailto:CancerApptLine@nuhs.edu.sg)
  - \* Call Cancer Centre at 6773 7888 (8.30am to 5.30pm, Monday to Friday)

### NCIS Concierge For International Patients

- Located at NUH Medical Centre, Level 8
- Contact Details:
  - \* 24hr Helpline: +65 6779 2777
  - \* Email: [ncisip@nuhs.edu.sg](mailto:ncisip@nuhs.edu.sg)
- Services provided by NCIS Concierge:
  - \* Accommodation and ground transportation
  - \* Communication with NUH physicians
  - \* Estimation on cost of services and billing information
  - \* Evacuation and ambulance arrangements
  - \* Flight reservation and visa application
  - \* Full liaison with third party payers
  - \* Language interpretation
  - \* Outpatient medical appointment

### Directions



### Outpatient Locations

#### NUH Medical Centre (NUHMC) Level 8

- Radiation Therapy Centre
- Breast Care Centre

#### NUHMC Level 9

- Stem Cell Therapy Centre
- Chemotherapy Centre
- Pharmacy

#### NUHMC Level 10

- Cancer Centre
- Health Resource Centre

### Respect Our Staff

If our services do not meet your expectations, please let us know. Our staff deserve the right to work in a safe environment. We value our staff and will take action against anyone who verbally or physically abuses them.



# Your Admission Guide

to Wards 56, 58, 8A, 8C

## ■ Welcome ■

Welcome to the NCIS. We are dedicated in providing comprehensive and personalised care for each and every patient. In order to make your stay more comfortable, please read the admission information provided in this booklet.

## PREPARING FOR YOUR STAY

### ■ Things To Bring For Your Stay ■

#### Daily Items:

- Toothbrush & toothpaste
- Undergarments
- Footwear
- Comb
- Walking aids
- Hearing aids
- Dentures
- Own medication(s) for medication reconciliation by our pharmacy
- Tissue papers or napkins

#### Optional Items:

- Shampoo & soap (provided in wards)

#### Items Provided By Wards:

- Pajamas & towels

### ■ Suggested Long-staying Items: ■

- Reading materials
- Diary

### ■ Things Not To Bring For Your Stay ■

- Medical equipment
- Electrical appliances

### ■ Information For Your Loved Ones ■

#### Visiting Hours & Policies

- Daily visiting hours are from: 12pm to 2pm & 5pm to 8pm.
- Only 4 visitors are allowed per visit unless the patient is immunocompromised.

- Visitors are restricted to 2 at any one time.
- If visitors are not feeling well, please avoid visitation.
- Visitors are encouraged to wash their hands thoroughly with soap and water or use an alcohol-based hand rub after visiting patients in the hospital.
- Speak softly during visits.
- Do not bring in fresh flowers if patient's immunity is low.

#### Room-in Charges

- In A1 class ward, we offer room-in services for one person.
- This service is chargeable at S\$35 (before GST).

#### Other Services

- Laundry service for A1 class
- Vodafone loaning for A1 & B1 class

### ■ Our Wards ■

- Ward 8A and 8C at Kent Ridge Wing Level 8
- Ward 56 at Main Building Level 5
- Ward 58 at Main Building Level 5
- High Dependency Unit (Ward 58 Main Building Level 5)

#### 2 Public Car Parks

- Kent Ridge Wing Basement & Level 1
- NUH Medical Centre Level 5, 6, 7 & 7A

*\*Carpark charges apply. Please check [www.nuh.com.sg](http://www.nuh.com.sg) for the latest rates.*

#### Valet Service

- Weekdays, 7am to 6.30pm
- \$6.00 flat rate
- Entrance of NUH Medical Centre car park

## DURING YOUR STAY

### ■ Daily Ward Activities ■

- Rounds by doctors
- Rounds by nurses
- Medication

- Meal times
- Visiting hours
- Bedtime
- Additional activities eg. Laboratory tests, scans, rehabilitation, procedures

### ■ Private Nursing ■

- If you wish to engage a private nurse during your stay, please inform your nurse.

### ■ Meals ■

- 7.45am to 8.30am is breakfast
- 10am to 10.30am is morning tea
- 12pm to 1.30pm is lunch
- 3pm to 3.30pm is afternoon tea
- 6pm to 7.30pm is dinner
- 8pm to 8.30pm is nightcap
- If you wish to consume meals prepared from other sources, please ensure that the food is clean and well-cooked.

### ■ Security In The Ward ■

- Please do not keep your valuables/cash in the hospital.
- If you choose to keep any valuables during hospitalization, NUH is not responsible in any way whatsoever in the event of loss or damage to valuables/cash.

### ■ Medications ■

- If you are taking regular medications at home, please bring them to the ward and pass them to your nurse for medication reconciliation.
- Medication reconciliation is to ensure safe medication treatment during your hospital stay.
- Do not take your own medication(s) at all times.

### ■ Hospital & Ward Polices ■

- No smoking
- No audio or video recording