

NCIS on the Go FAQ

1 ABOUT NCIS ON THE GO

At National University Cancer Institute, Singapore (NCIS), we understand that your cancer journey is often marked with repeated visits to the hospital. We would like to help, by offering selected nursing procedures and treatment services at our NCIS on the Go community clinics, located conveniently within walking distance to MRTs.

NCIS on the Go community clinics are staffed by trained oncology nurses from NCIS, and it is as safe as receiving care at the hospital.

Do note that a \$5 Community Fee is chargeable when you visit the NCIS on the GO community clinics. This is currently waived for Singaporeans and PRs till further notice. GST is applicable for the Community Fee.

2 WHY SHOULD I CHOOSE NCIS ON THE GO?

NCIS on the Go provides our patients with alternative locations to receive cancer care. We understand that cancer patients will need to travel to the hospital regularly, and often wait approximately 1-3 hours for simple procedures or blood results before they proceed for their doctor appointment or treatment.

By choosing NCIS on the Go, patients can enjoy shorter waiting and travel time.

3 WHAT ARE THE DAYS AND HOURS OF OPERATION?

NCIS on the Go community clinics operates from Mondays to Fridays, except for public holidays. This service is strictly by appointment only, no walk-ins allowed.

Clinics	Opening Hours
Frontier Family Medicine Clinic	9:00am to 4:00pm
Keat Hong Family Medicine Clinic	9:00am to 4:00pm
Jurong Medical Centre	9:00am to 5:00pm

*Clinics are closed for lunch from 1pm to 2pm.

4 HOW CAN I MAKE AN APPOINTMENT?

To make or change an appointment, please call our Cancer Appointment Line at **6773 7888** or email us at appointment@nuhs.edu.sg. Please check your OneNUHS app or HealthHub app to view your latest appointment schedule.

Please note that NCIS on the Go is appointment-based. Walk-ins will not be allowed. If you feel unwell on the day of your appointment, please Cancerline at 9722 0569 before 8:45 am. If not, fees may be incurred.

5 DO I NEED TO BRING ALONG ANY DOCUMENTS?

Yes, please bring your NRIC for verification purposes.

6 WHERE ARE THE CLINICS LOCATED?

Clinics	Nearest MRT Station
Frontier Family Medicine Clinic	Clementi MRT station (Exit D)
Keat Hong Family Medicine Clinic	Choa Chu Kang MRT Station (Exit A) Choa Chu Kang LRT Station (Exit E)
Jurong Medical Centre	Boon Lay MRT station (Exit D)

7 HOW WILL I MAKE PAYMENT OR BE BILLED FOR SERVICES AT NCIS ON THE GO?

You will not be required to make payment during your appointment at NCIS on the Go. The services performed will be charged to your bill on the day of your consultation or treatment. Hence, you may head directly into the room upon arrival at the clinic.

Clinics	Room
Frontier Family Medicine Clinic	6
Keat Hong Family Medicine Clinic	2
Jurong Medical Centre	Diagnostic Centre, Level 1

8 WHAT ARE THE CHARGES LIKE? WILL IT BE THE SAME AS WHAT IS BEING CHARGED AT THE HOSPITAL?

There is a \$5 Community Fee for patients who opt to receive care at NCIS on the Go, but it is currently being waived for Singaporeans and PRs. Prices for services done will be the same as what is being charged at the hospital. All prices are subjected to GST.

9 WHAT IS THE DIFFERENCE BETWEEN RECEIVING CARE AT NCIS ON THE GO AND AT NUH?

Both NCIS on the Go and NUH allows you to receive care administered by professional nurses from NCIS at safe and comfortable environments. The only difference is that NCIS on the Go allows patients to receive care conveniently instead of having to travel to the hospital.

10 CAN THIS SERVICE BE DONE MORE THAN ONE DAY PRIOR TO MY CONSULTATION OR CHEMOTHERAPY?

If your follow-up is a consultation, your blood test can be done up to a week prior your doctor visit. However, if your follow-up consists of Chemotherapy, the procedures must be done a day prior. Please check with your physician if you are uncertain.

11 NOTES

Patients are required to arrive 10 minutes early before their appointment. Patients will not have to register or make payments at the counter, and may proceed directly to the room.

Please inform the front counter staff at NUH that you have completed your blood tests at NCIS on the Go during your appointment for doctor's consultation.