

Scope of Coverage

All patients brought in by SCDF ambulances to Raffles Hospital's Emergency Department will receive the emergency treatment required at subsidised rates.

Should they subsequently need to be admitted for inpatient care or referred for specialist outpatient care, these will also be provided by Raffles Hospital. Singaporeans and Permanent Residents (PR) will be able to receive these services at subsidised rates. Foreigners (non-PR) will not be eligible for subsidised rates for inpatient and specialist outpatient services. This is similar to the existing practice in all public hospitals.

The rates are applicable only to patients brought in by SCDF ambulances. Patients who walk in directly to Raffles Hospital's Emergency Department, Specialist Outpatient Clinics (SOC) or Inpatient Wards will not be eligible for subsidised rates.

Treatment at Raffles Hospital will focus on the medical condition for which you were brought in by the SCDF ambulance. Unrelated or pre-existing medical conditions will be given the necessary transitory treatment and referred to the appropriate primary care clinic or your original provider for follow up treatment thereafter.

Patient Charges

Co-payment by patients eligible under the ECC will be at rates similar to those in public hospitals.

Patients under the ECC will be eligible to enjoy the benefits of the following schemes / plans subject to their terms and conditions:

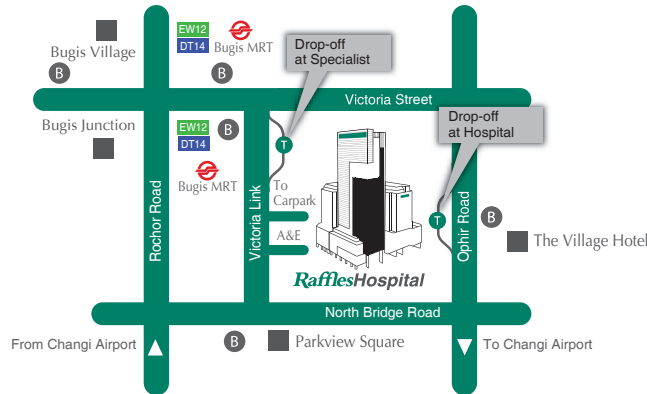
- Pioneer Generation Package
- Medisave
- MediShield / MediShield Life (from end 2015)
- Health insurance plans

Financial Assistance

Patients who require financial assistance with payment of the hospital bill will have the same access as in public hospitals.

Discharge

Patients who no longer require hospital or specialist follow-up services will be discharged to primary care doctors of their choice.



Raffles Hospital is only a 5-minute walk from Bugis MRT station and a 15-minute drive from Singapore Changi International Airport.

To make an appointment or for enquiries, please call: Raffles Hospital Singapore: (65)6311-1666 (Available 24 Hours) or

Contact:

Main Line 6311 1111

Emergency Department 6311 1555

Business Centre (for admission) 6311 1888

RafflesHospital

Your Trusted Partner for Health

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RafflesHospital

**Emergency
Care Collaboration
@ Raffles Hospital**





The Emergency Care Collaboration (ECC) provides for patients sent by Singapore Civil Defence Force (SCDF) ambulances to Raffles Hospital's Emergency Department (ED) to receive care at subsidised rates at Raffles Hospital.

With Raffles Hospital joining the public hospitals in offering emergency medical care to patients sent through SCDF ambulances, patients will be able to enjoy enhanced access to immediate medical care.

Transfer by SCDF Ambulance

Patients picked up by an SCDF ambulance may be sent to Raffles Hospital's Emergency Department under the following circumstances:

- Patients are assessed to be in a non-life threatening condition
- Raffles Hospital is the nearest available and appropriate hospital
- During office hours (i.e. Mon - Fri 7am - 5pm excluding weekends and public holidays)

Patients with obstetric / paediatric conditions, major trauma, mental health conditions, verified communicable diseases, severe burns or injuries related to hazardous materials will not be sent to Raffles Hospital.



Frequently Asked Questions

What are the charges like in Raffles Hospital under this collaboration?

After Government subsidy, patients will have similar bill sizes as in the public hospitals.

What is included in the Raffles Hospital ED's Package and is it similar to public hospitals?

The fixed ED attendance fee in Raffles Hospital covers a standard package of services similar to that of the public hospitals. It covers doctor consultation, standard medications, basic investigations and treatment.

What choices of subsidised bed types are available at Raffles Hospital for patients under this collaboration?

The collaboration provides for subsidised beds to ensure affordable care for the emergency patients. Patients under this collaboration will be admitted to multi-bedded wards in Raffles Hospital. Patients may choose private wards but they will not be subsidised and will pay Raffles Hospital's full private rates.

Will Raffles Hospital be able to assist with placement to intermediate and long-term care such as community hospitals / nursing homes / home care?

Yes, Raffles Hospital will work with the Agency for Integrated Care (AIC) to place eligible patients in intermediate and long-term care.

Can patients walk into or get referred to Raffles Hospital's ED, inpatient wards or SOC's to seek medical services at subsidised rates?

No, subsidised care under this collaboration only applies to patients brought to Raffles Hospital by SCDF ambulances. Patients who walk in will be managed as private patients.

