

Frequently Asked Questions

Can I request SCDF to send me to a public hospital A&E instead of Raffles Hospital?

- No. SCDF ambulances will send patients to the emergency department that is appropriate for the patient and that the ambulance is able to reach in the shortest travelling time, factoring in traffic conditions.

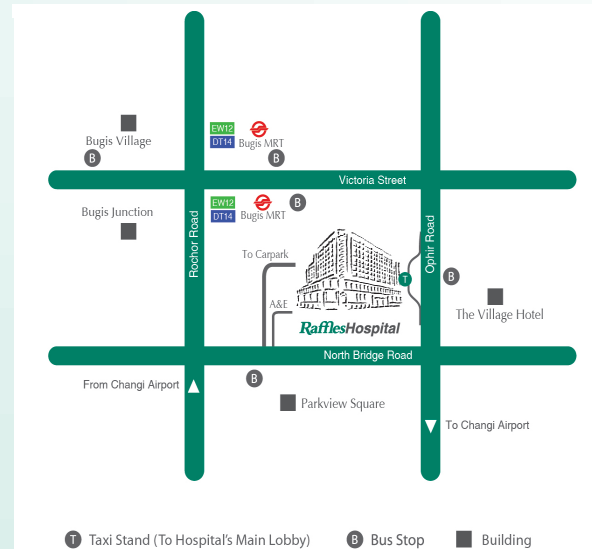
Can I walk in to Raffles Hospital directly and receive subsidised rates?

- No. Patients who walk in to Raffles Hospital on their own will be treated as private patients. They will not be eligible for the subsidised rates.

Who can I call if I have questions about this collaboration?

- You can call Raffles Hospital at **63111555** for queries about emergency department services and **63111888** for queries about inpatient admissions. You can also write in to **MOH_INFO@moh.gov.sg** if you have queries about the collaboration.

Getting to Raffles Hospital



Address:
585 North Bridge Road, Singapore 188770

Nearest MRT station:
Bugis

Bus Services:
North Bridge Road:
7, 32, 51, 61, 63, 80, 175, 197, 851

Ophir Road:
2N, 48, 4N, 57 & 7N

Victoria Street:
2, 7, 12, 32, 33, 51, 61, 63, 80, 130, 133,
145, 175, 197, 851, 960, 980 & NR7

www.raffleshospital.com

Ministry of Health- Raffles Hospital Emergency Care Collaboration



MINISTRY OF HEALTH
SINGAPORE

RafflesHospital
Your Trusted Partner for Health



MOH-Raffles Hospital Emergency Care Collaboration

Under the Emergency Care Collaboration, patients may be sent to Raffles Hospital's Emergency Department if:

- Their condition is assessed to be non-life threatening; and
- Raffles Hospital is an available and appropriate hospital which SCDF is able to reach in the shortest travelling time based on traffic conditions; and
- It is between 8am and 4pm, Mondays to Fridays (excluding Public Holidays).

Frequently Asked Questions

What will happen when I am brought to Raffles Hospital?

- Patients sent by Singapore Civil Defence Force ambulances to Raffles Hospital's Emergency Department will receive the emergency treatment they require.
- Should patients subsequently need to be admitted for an inpatient hospital stay or referred for follow-up with a specialist at the specialist outpatient clinics, these services will also be provided by Raffles Hospital.

Will I enjoy subsidised care in Raffles Hospital?

- Yes. Patients sent by SCDF ambulances to Raffles Hospital's Emergency Department will enjoy subsidised care. Patients will pay a subsidised rate, which is similar to the A&E fees charged at other public hospitals.
- Should patients need to be admitted for an inpatient hospital stay, they will pay subsidised rates that are similar to the charges for subsidised C-class wards in the public hospitals.
- Should patients require follow-up with a specialist at Raffles Hospital's specialist outpatient clinics, they will pay subsidised rates which are similar to those at a public hospital.

Frequently Asked Questions

Will Raffles Hospital have access to my existing medical records from my prior visits to the public hospitals?

- Yes. Under the Emergency Care Collaboration, Raffles Hospital has access to patients' medical records in the public sector hospitals.

Can I request to follow-up with a specialist at the specialist outpatient clinics at a public hospital instead?

- Under this collaboration, should the patients require follow-up care at a specialist outpatient clinic, they can choose to receive their subsidised follow-up care with a specialist at Raffles Hospital or any public hospital.

What will happen if I require follow-up care in the community after being discharged from Raffles Hospital?

- Patients who have been assessed by Raffles Hospital's clinicians to no longer require inpatient care or follow-up with a specialist in the hospital will be discharged. Should the Raffles Hospital clinician feel that there is a need for further monitoring and management of the patient's condition after discharge, the patient will be referred for follow-up with primary care doctors (general practitioners) of their choice.