

Scope of Coverage

All patients brought in by SCDF ambulances to Raffles24 ACC will receive the treatment required at subsidised rates.

Should the patient 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 healthcare institutions.

Patients who walk in directly to Raffles24 ACC, Specialist Outpatient Clinics, will be treated as private patients and not eligible for subsidised care.

Patient Charges

Co-payment by patients eligible under the ACC will be at rates comparable to those in public healthcare institutions.

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

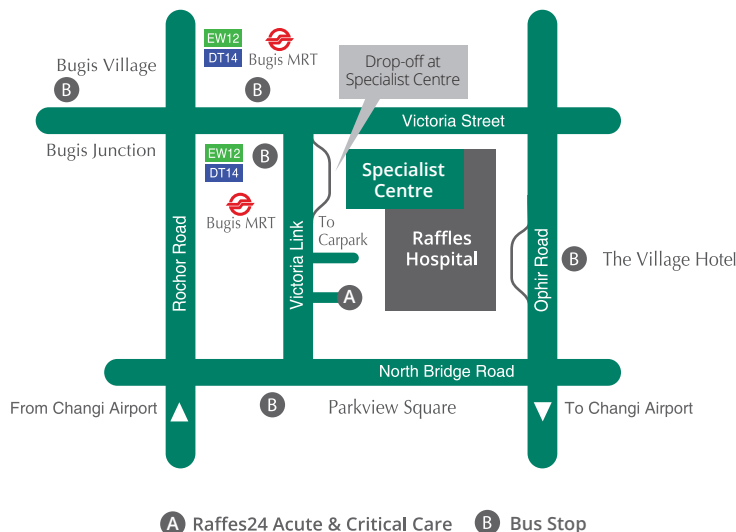
- Pioneer Generation Package
- Merdeka Generation Package
- Medisave
- MediShield / MediShield Life
- Health insurance plans

Financial Assistance

Patients who require financial assistance with payment of the hospital bill will have the similar access as in public healthcare institutions.

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.

For enquiries, please call:
Raffles Hospital
(65) 6311-1666 (Available 24 hours)

Contact:

Main Line:	6311 1111
Raffles24 Acute & Critical Care:	6311 1555
Business Centre (for admission):	6311 1888



Ministry of Health – Raffles Hospital Acute & Critical Care Collaboration (ACC)

RafflesHospital

585 North Bridge Road | Raffles Hospital | Singapore 188770
Tel: 6311 1111 | enquiries@raffleshospital.com | raffleshospital.com

RafflesMedGrp RafflesHospital



MINISTRY OF HEALTH
SINGAPORE



Under the Ministry of Health (MOH) – Raffles Hospital Acute & Critical Care (ACC) Collaboration patients sent by Singapore Civil Defence Force (SCDF) ambulances to Raffles24 Acute & Critical Care are able to receive care at subsidised rates at Raffles Hospital.

Under the ACC Collaboration, patients may be sent to Raffles Hospital if:

- Patients are assessed to be in a non-life threatening condition
- Raffles Hospital is able to provide appropriate care and is the hospital that SCDF is able to reach in the shortest travelling time based on traffic conditions.
- During operation hours (i.e Mon - Sat: 7am - 8pm excluding Sundays and public holidays)

Frequently Asked Questions

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

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

What is included in the Raffles24 Acute & Critical Care Package?

The Acute & Critical Care attendance visit fee in Raffles Hospital covers a standard package of services comparable to that of the public acute hospitals. This comprises of doctor's consultations, standard medications, basic investigations, and basic treatment.

What classes of bed are available at Raffles Hospital for patients under this collaboration?

Patients under this collaboration will be admitted to multi-bedded wards in Raffles Hospital. Patients may choose to upgrade to private wards at Raffles Hospital's full private rates.

Will Raffles Hospital be able to assist with the placement of patients at intermediate and long-term care?

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

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

Yes. Under the ACC Collaboration, Raffles Hospital has access to patient's National Electronic Health Records (NEHR), which are also used in public healthcare institutions.

