

Frequently Asked Questions

General Information

1. My patients may have difficulty locating the Community Health Centre (CHC). Where can I search for directions to the preferred CHC?

Currently, there are three operating CHCs:

- Nee Soon Central Community Health Centre
- Tampines Community Health Centre
- Tiong Bahru Community Health Centre

The CHCs are located within 10 minutes walking distance from the MRT station. For more information about the location of the CHCs, please refer to Annex A.

2. What should patients bring when visiting the CHC?

Patients should bring along the following when visiting the CHC:

- a) NRIC/ Birth Certificate / Student ID
- b) Referral form from doctors (indicating the type of services required at the CHC)
- c) The following cards, if applicable: Community Health Assist Scheme (CHAS), Pioneer Generation (PG) Card or Merdeka Generation (MG) card

Referral information

3. What is the referral process to refer a patient to the CHC?

- Step 1:
Patient sees a GP for medical condition.
- Step 2:
Doctor assesses and refers the patient to the CHC for relevant tests. Clinic should make the appointment with the CHC for the patient.
- Step 3:
On the day of the appointment, the trained healthcare professional at the CHC performs the required tests on the patient. Test results (2 copies, each for GP and patient) will be sent back to the referring doctor
- Step 4:
Referring doctor should conduct a review and follow-up with the patient.

4. Can patients just walk into the CHC to request for a particular service?

All CHC services are strictly by referral only.

5. Why must patients be referred by a doctor for the services at CHC?

Patients must be assessed for their chronic medical condition(s) first before the doctor can determine patients' clinical needs and the appropriate tests required to be done at the CHC.

6. What are the fees charged for the different services at the CHC?

Kindly contact the CHCs for their prices.

7. Are there any subsidies for the services provided at the CHC?

Community Health Assist Scheme (CHAS), PG (Pioneer Generation) and MG (Merdeka Generation) cardholders can enjoy subsidised rates at the CHC.

8. Will I lose my patient if I refer them to CHC?

Test results will not be given to patient but will be sent to the referring GP. Patients will have to follow up with the referring doctor to review the test results.


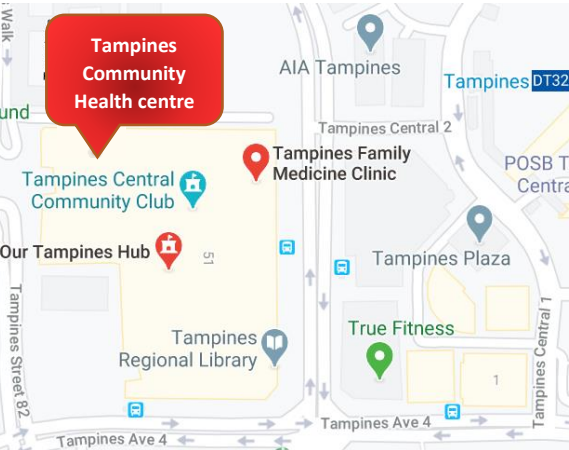

9. Can I refer my patients to Polyclinics for Ancillary Services?

The CHCs are set up to provide ancillary services to support the private GPs in caring for patients with chronic conditions. It is highly recommended that you refer your patients to the nearest CHCs.

10. My clinic is part of a PCN. Can I refer patients to the CHCs?

Different PCN may have different arrangements for the provision of the ancillary services. You should contact your PCN HQ partner for more information before referring your patients directly to the CHCs.

Annex A: How to get to Community Health Centre

Map	Address and directions
	<p>Nee Soon Central Community Health Centre</p> <p>Address: St Luke’s ElderCare Nee Soon Central Centre Blk 766 Yishun Avenue 3 #01-295, Singapore 760766</p> <p>Nearest MRT: Yishun (NS13)</p> <p><u>Bus services</u> Bus stop at Blk 767: 39 / 85 / 103 / 117 / 169 / 805 / 811 / 851 / 852 / 854 / 858 / 965 / 969</p> <p>Bus stop at Blk 773: 169 / 811 / 860</p>
	<p>Tampines Community Health Centre</p> <p>Address: Our Tampines Hub, 1 Tampines Walk, #03-33 Singapore 528523</p> <p>Nearest MRT: Tampines (EW2/DT32)</p> <p><u>Bus services</u> Bus stop at Our Tampines Hub: 3, 10, 20, 23, 31, 34, 39, 65, 67, 292, 293</p> <p>Bus stop opp. Blk 941: 22, 293, 743</p>
	<p>Tiong Bahru Community Health Centre</p> <p>Address: Blk 19 Jalan Membina, #01-24, Singapore 163019</p> <p>Nearest MRT: Tiong Bahru (EW17)</p> <p><u>Bus services</u> Bus stop opp. Tiong Bahru Station: 5, 16, 33, 63, 121, 122, 123, 195, 851</p>