

Community Health Assist Scheme (CHAS) Referral Process

Phone Calls

In general, phone calls to arrange first appointments are allowed at the SOCs except where otherwise indicated in the table below. Either the referring CHAS GP/dentist or the patient can call to arrange for an appointment through the central appointment line of the SOCs, and it should be highlighted during the phone call that it is a CHAS referral.

The CHAS Referral Form and any additional document(s) containing important information pertaining to the referral must be given to the patient. The patient must bring these documents for their SOC appointment, failing which he/she may be registered as a private patient.

If the patient does not have the CHAS Referral Form on the day of appointment, the SOC may contact the referring CHAS GP/dentist for assistance to send it to the SOC by fax (or email).

Faxes

Faxed referrals are generally accepted by the Specialist Outpatient Clinics (SOCs). After SOCs have assessed and accepted the referrals, the contact centre staff will contact the referring clinic/patient to confirm details of the appointment.

Institution	Additional Details for Referral	Tel No.	Fax No.
Changi General Hospital (CGH)	Nil.	6850 3333	6781 1193
Institute of Mental Health (IMH)	Nil.	6389 2200	6389 2229
Jurong Medical Centre (JMC)	Nil.	6716 2222	6716 2200
KK Women's and Children's Hospital (KKH)	Nil.	6294 4050	6692 2988
Khoo Teck Puat Hospital (KTPH)	Phone calls to arrange first appointments are allowed , with the following exceptions: <ul style="list-style-type: none"> • Renal department • Endocrinology 	6555 8828	6602 3777
National Cancer Centre Singapore (NCCS)	Phone calls to arrange first appointments are allowed . Please provide the suspected diagnosis and/or proposed treatment of the patient so that NCCS can ensure correct sub-specialty placement of the patient.	6436 8288	6324 3548
National Dental Centre (NDC)	Nil.	6324 8798	6324 8810
National Heart Centre (NHC)	Nil.	6704 2000	6222 9258
National Neuroscience Institute (NNI)	Phone calls to arrange first appointments are not allowed . Please fax/email the CHAS Referral Form to NNI for first-time referrals to NNI. NNI accepts phone booking of appointments for subsequent visits.	6357 7095	6357 7103
National Skin Centre (NSC)	Phone calls to arrange first appointments are allowed . Please note that the call centre is operational between Mondays to Fridays, 8am-5pm. If the call centre is experiencing high call volume, please fax/ email (appointment@nsc.com.sg) the CHAS Referral Form instead.	6350 6666	6258 2475
National University Hospital (NUH)	Nil.	6779 5555	6779 5678
Singapore General Hospital (SGH)	Nil.	6321 4377	6222 3655
Singapore National Eye Centre (SNEC)	Phone calls to arrange first appointments are allowed . Please provide the name of the referring CHAS clinic for verification purposes.	6227 7266	6226 1884
Tan Tock Seng Hospital (TTSH)	Phone calls to arrange first appointments are allowed . However, TTSH may contact the CHAS clinic for further clarification or request for referral letter if required. Please do not call the following disciplines to arrange for first appointments. Only fax or email (contact@ttsh.com.sg) the CHAS referral form to these disciplines. <ul style="list-style-type: none"> • Bariatric • Cardio Thoracic • Cardiology • Endocrinology & Diabetes • Geriatrics • Infectious Diseases • Oncology (Radiation, Medical) • Outpatient Parenteral Antibiotic Therapy (OPAT) • Pain Management • Psychiatry • Rheumatology, Allergy and Immunology (RAI) • Renal Medicine and • Urology 	6357 7000	6357 7011 6357 7001