

Community Health Assist Scheme (CHAS)
Medical Referral Process

Phone Calls

In general, phone calls to arrange first appointments are allowed at the Specialist Outpatient Clinics (SOCs) except where otherwise indicated in the table below. Either the referring CHAS GP clinic or the patient can call to arrange for an appointment through the central appointment line of the SOC, 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 need to 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 for assistance to send it to the SOC by fax (or email).

Faxes

Faxed referrals are generally accepted by the SOC. After SOC has assessed and accepted the referrals, the contact centre staff will contact the referring clinic/patient to confirm details of the appointment.

Medical Institution	Additional Details for Referral	Tel No.	Fax No.
Alexandra Hospital (AH)	Phone calls to arrange first appointments are allowed .	6472 2000	6379 4339
Changi General Hospital (CGH)	Phone calls to arrange first appointments are allowed . CHAS Referral Forms can also be emailed to Appt_centre@cgh.com.sg .	6850 3333	6781 1193
Institute of Mental Health (IMH)	Phone calls to arrange first appointments are allowed .	6389 2200	6389 2229
Jurong Medical Centre (JMC)	Phone calls to arrange first appointments are allowed . CHAS Referral Forms can also be emailed to JHCampus_Appointment@nuhs.edu.sg .	6716 2222	6716 2200
KK Women's and Children's Hospital (KKH)	Phone calls to arrange first appointments are allowed . As the call centre may experience high volume of calls, CHAS Referral Forms can also be faxed/emailed to centralappt@kkh.com.sg .	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 Heart Centre (NHC)	Phone calls to arrange first appointments are allowed .	6704 2000	6222 9258
National Neuroscience Institute (NNI)	Phone calls to arrange first appointments are not allowed . CHAS Referral Forms should be faxed/emailed to NNI. NNI accepts phone booking of appointments for subsequent visits.	6330 6363	6357 7103

Medical Institution	Additional Details for Referral	Tel No.	Fax No.
National Skin Centre (NSC)	Phone calls to arrange first appointments are allowed . The call centre is operational between Mondays to Fridays, 8am - 5pm. As the call centre may experience high volume of calls, CHAS Referral Forms can also be faxed/emailed to appointment@nsc.com.sg .	6350 6666	6258 2475
National University Hospital (NUH)	Phone calls to arrange first appointments are preferred . CHAS Referral Forms can also be emailed to appointment@nuhs.edu.sg .	6772 2002	6773 4913
Ng Teng Fong General Hospital (NTFGH)	Phone calls to arrange first appointments are allowed . CHAS Referral Forms can also be emailed to JHCampus_Appointment@nuhs.edu.sg .	6716 2222	6716 2000
Sengkang General Hospital (SKH)	Phone calls to arrange first appointments are not allowed . Please email the CHAS Referral Form and any additional supporting documents to SKH (appointments@skh.com.sg) for first-time referrals. SKH may contact the clinic via email for further clarification. Referrals through faxes are not allowed . Please provide the suspected diagnosis so that SKH can ensure correct sub-specialty placement of patient if applicable.	6930 6000	Nil
Singapore General Hospital (SGH)	Phone calls to arrange first appointments are allowed .	6321 4377	6224 3655
Singapore National Eye Centre (SNEC)	Phone calls to arrange first appointments are allowed . Please provide the following information for appointment booking: <ul style="list-style-type: none"> • Name of the referring CHAS clinic • Doctor's name and doctor MCR no. • Diagnosis (diabetic or non-diabetic) • Full patient's particulars 	6227 7266	6226 1884
Tan Tock Seng Hospital (TTSH)	Phone calls to arrange first appointments are not allowed . To refer a patient through CHAS, please fax (6357 7011 / 6357 7001) or email (contact@ttsh.com.sg) the CHAS Referral Form. CHAS Patients must bring along the following documents for their SOC appointment: <ol style="list-style-type: none"> 1. NRIC 2. CHAS/ PA cards 3. CHAS Referral Form For subsequent follow-up visits, patients can contact 6357 7000 for booking of appointments over the phone.	6357 7000	6357 7011 6357 7001