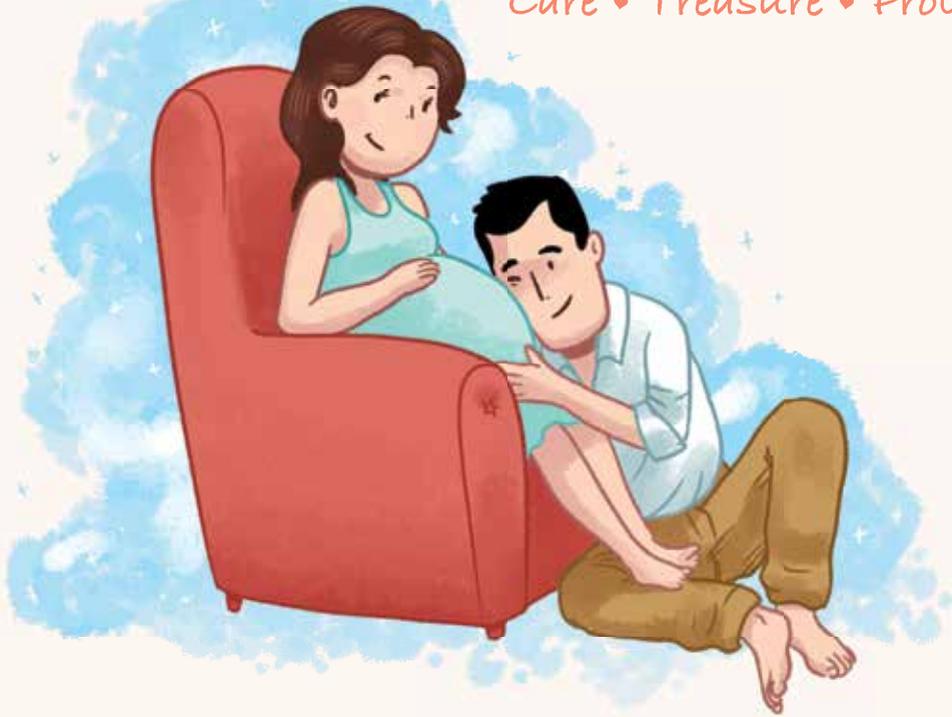




**Your Bank of Life**  
Care ♥ Treasure ♥ Protect



Find out more at:

 **8339 8482**

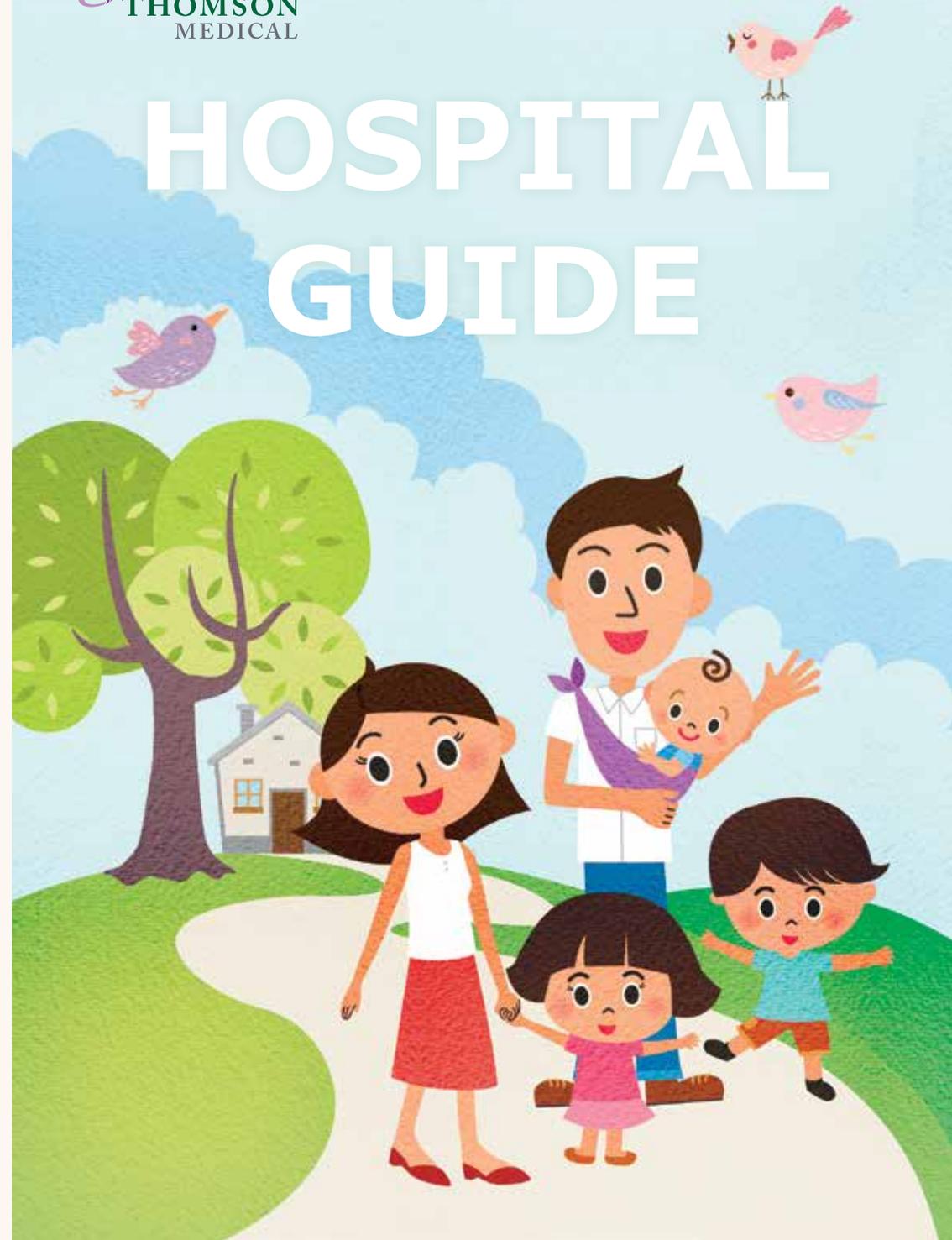
 [www.cryoviva.com.sg](http://www.cryoviva.com.sg)

 [facebook.com/cryovivasingapore](https://facebook.com/cryovivasingapore)



 **THOMSON**  
MEDICAL

# HOSPITAL GUIDE





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## WELCOME TO THOMSON MEDICAL CENTRE

Thank you for choosing Thomson Medical Centre as your preferred healthcare partner.



This booklet provides information on our admission procedures and services to make your stay with us a pleasant and comfortable one. Should you require any information that is not found in this booklet, please feel free to approach any member of our staff who will be most happy to assist you.



Patients who have booked their admission date are encouraged to pre-register with us as early as possible. This will ensure a smooth and hassle-free admission process.

Pre-registration can be done online or in person at our 24-hour Patient Service Centre located in the hospital lobby.

Pre-admission tests ordered by your doctor can be done one day prior to admission or on the same day as your admission. Your doctor will be able to advise you accordingly.

#### WHAT TO BRING FOR YOUR STAY?

For maternity patients, you may wish to pack the following items:

- Bedroom slippers (for patients in shared rooms)
- Cardigan or dressing gown
- Maternity bras without underwire support
- Personal nightgowns (front-open type for easier breastfeeding)
- Polythene bags (for your soiled clothes)
- Socks (optional)
- Disposable underwear
- Personal toiletries

*Note: It is advisable to have your hospital bag packed two to four weeks prior to your estimated delivery date.*

We will provide the following for your newborn baby:

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• A baby bag</li><li>• Baby vest</li><li>• Disposable diapers</li><li>• Wet wipes</li><li>• Wrapping blanket</li></ul> | <ul style="list-style-type: none"><li>• A box of tissue paper</li><li>• Diaper protective cream</li><li>• Sterile cotton balls</li><li>• Cord spirit / Spirit swab</li><li>• Newborn hat</li></ul> |
|--|--|

Basic toiletries throughout your stay will be provided. However, you may also wish to bring along your personal clothing, cosmetics and other toiletries during your stay. We advise against bringing large sums of cash or valuables.





Registration for admission is done at the 24-hour Patient Service Centre located in the Hospital Lobby. If you have not pre-registered, you are required to complete the necessary registration documentation.

We can only confirm the availability of your preferred room type on the day of admission. If we are unable to provide the room type of your choice at the time of admission, we will transfer you to your preferred room choice once it becomes available.

### WHAT TO BRING FOR ADMISSION REGISTRATION?

- Admission Letter from your doctor
- Identity Card
- Birth Certificate (for patients below 12 years of age)
- Passport (if you are a foreigner)
- Spouse to produce item (b) or (d) for maternity cases
- Letter of Guarantee from your company/insurance company (if applicable).  
If your company/insurance company has direct billing arrangements with the hospital, you must provide the hospital with a letter of guarantee/hospitalisation card from your company/insurance company. Your name, Identity Card/Passport number and room type must be stated. A letter of guarantee from your company/insurance company that does not contain credit arrangements with the hospital will not be accepted.

### ADMISSION TIME

#### Delivery And Paediatric Cases

Your doctor will advise you on the check-in time for admission.

#### Elective Surgery And Day Surgery

Admission registration should be done two hours before the time of surgery.

To avoid unnecessary delays, please be punctual so that admission procedures and any required tests may be completed ahead of the surgery.

### MEDISHIELD-APPROVED PRIVATE INTEGRATED SHIELD PLAN (IP)

Thomson Medical Centre is Medisave accredited. Patients can use their Medisave and/or Medishield – **Approved Private Integrated Shield Plan (IP)** offered by private insurers to pay for hospital charges.

An electronic Letter Of Guarantee (e-LOG) may be provided by your private insurer. Through e-LOG, the hospital will waive admission deposits up to the stated limit. This will help you to minimise upfront payment. The patient is required to pay the hospital bill and doctors' fee in full, upon hospital discharge.

### MEDISHIELD COVERAGE FOR NEW-BORNS WITH CONGENITAL & NEONATAL CONDITIONS

From 1 March 2013, **all Singaporean babies** will be covered from birth for congenital and neonatal conditions under Medishield. The births must be registered within 42 days from birth and are automatically included in the extended coverage under Medishield from birth. The coverage is subject to prevailing Medishield claim limits on deductible and co-insurance.

For more information, please refer to:

[https://www.moh.gov.sg/content/moh\\_web/home/costs\\_and\\_financing/schemes\\_subsidies/Medishield/Medisave-approved\\_Insurance.html](https://www.moh.gov.sg/content/moh_web/home/costs_and_financing/schemes_subsidies/Medishield/Medisave-approved_Insurance.html)

### DEPOSIT

A deposit is required at the time of admission. The amount will vary depending on the choice of accommodation, type of operation/procedure, estimated length of stay and utilisation of Medisave. You may pay for the deposit by NETS, cash, credit card (VISA/Mastercard).



### ESTIMATION OF HOSPITAL BILL

Kindly request the surgical code of the procedure you will be undergoing from your doctor.

The estimate of the hospital bill prior to your admission/surgery is based on the average of past admissions. Your actual hospital bill may vary significantly from this estimate depending on individual circumstances, medical conditions and treatment. Please note this estimate does not include specialist's professional fees.

### USE OF MEDISAVE ACCOUNT

If you wish to utilise Medisave to settle your hospital bill, the **Medical Claims Authorisation Form (MCAF)** needs to be completed and signed by the Medisave account holder. The Medisave account holder must bring along his/her Identity Card.

For inpatient admission, the maximum Medisave withdrawal limit for hospitalisation is S\$450 per day.

Your Medisave may also be used to pay for surgical procedures. The maximum withdrawal limit is set in accordance to the type of surgical operation.

The use of Medisave has now been extended to the first four living children. For couples who wish to use Medisave for their **5<sup>th</sup> and higher order births**, you should have a combined Medisave balance of at least **\$15,000 in your Medisave accounts**.

### MEDISAVE MATERNITY PACKAGE (MMP)

The Government introduced the **Medisave Maternity Package (MMP)** in August 2004 to further help couples with delivery expenses as well as pre-delivery medical expenses such as consultations, diagnostics and medication charges.

An additional \$900 from your Medisave account can be utilised, provided that the original receipts for pre-delivery expenses are submitted to the Hospital upon admission. An administrative fee will be levied if the submission of original receipts is made seven days after the patient's discharge.



## YOUR STAY WITH US

### ROOM FACILITIES

When you have completed your admission registration, our porters will accompany you to the ward. You will then be briefed by our nursing staff on the room and ward facilities.

Your room has been specially designed to offer you the comfort and ambience of a resort. Each room is air-conditioned with an en-suite bathroom. Amenities such as WiFi, telephone, nurse-call system and television with cable programmes are provided.

Please do not hesitate to use the nurse-call button should you require any assistance.

### MEALS

Breakfast, lunch and dinner will be provided during your stay with us. Please refer to our menu for the meal selections. If you have any special dietary requirements, please inform the ward staff in advance for arrangements to be made.

Visitors can choose to have their meals either at Delifrance or the Cafeteria, both conveniently located in the hospital lobby.

### TELEVISION PROGRAMMES

Local television programmes and selected cable TV channels are available on the TV set in your room. An In-House Education Programme is available on Channel 1. Please refer to the TV guide provided.

### VISITING HOURS

9:00am to 8:00pm daily

A maximum of four visitors are allowed at any one time during the visiting hours for each patient.

Visiting hours should be strictly observed in order for patients to get maximum rest for a speedy recovery. Patients occupying shared rooms should keep their visitors to two at any given time in order to avoid disturbing other patients.

### COMPANION ACCOMMODATION

Your spouse or a relative may accompany you overnight if you are occupying a private suite or single room. Companion accommodation is not available for two or four-bedded rooms.

For paediatric patients, one adult companion may accompany the child overnight. This applies to single, two-bedded and four-bedded rooms. Please refer to our Hospital Rates and Charges leaflet or consult our staff at the Patient Service Centre for charges on companion accommodation.

To request for companion accommodation, please approach any one of the ward nurses for assistance.

### CAR PARK FACILITIES

On-site parking is available at our hospital in the mechanised basement car park and open air car park at prevailing car park charges. Prevailing URA car park charges apply for off-site parking.

We provide concession parking privileges to our patients and their companions, depending on room type. Our staff will advise you on the parking privileges available upon admission.



## GETTING TO THOMSON MEDICAL CENTRE



### Bus Stop B1

5, 21, 54, 56, 57, 131, 143, 162, 162M, 166, 167, 851, 980, NR1

### Bus Stop B2

5, 54, 56, 57, 143, 162, 162M, 166, 167, 851, 980, NR1

### Bus Stop B3

5, 21, 54, 56, 57, 131, 143, 162, 162M, 166, 167, 851, 980, NR1

### Nearest MRT

Novena Station

## Complimentary Shuttle Bus Services

Available from Monday to Saturday, excluding Sunday and Public Holidays.

### From Novena Station to Thomson Medical Centre

#### Operating Hours: Monday – Friday

9:00am	9:30am	10:00am	10:30am	11:00am
11:30am	12:00pm	12:30pm	1:00pm	1:30pm

#### Break

3:00pm	3:30pm	4:00pm	4:30pm	5:00pm
5:30pm (Last Service)				

#### Operating Hours: Saturday

9:00am	9:30am	10:00am	10:30am	11:00am
11:30am	12:00pm	12:30pm	1:00pm	1:30pm

#### Break

3:00pm	3:30pm	4:00pm (Last Service)
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### From Thomson Medical Centre to Novena Station

#### Operating Hours: Monday – Friday

9:25am	9:55am	10:25am	10:55am	11:25am
11:55am	12:25pm	12:55pm	1:25pm	

#### Break

2:55pm	3:25pm	3:55pm	4:25pm	4:55pm
5:25pm	5:55pm (Last Service)			

#### Operating Hours: Saturday

9:25am	9:55am	10:25am	10:55am	11:25am
11:55am	12:25pm	12:55pm	1:25pm	1:55pm

#### Break

3:25pm	3:55pm (Last Service)
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## IF YOU ARE HAVING A BABY

### Baby Care

Our nursing staff will advise you on the general care of your baby. Should you encounter problems with breastfeeding, our lactation consultants will be available to offer the necessary advice. For additional tips on breastfeeding and baby care, please watch our In-House Education Programme that is available on Channel 1. All patients will be visited once by a lactation consultant. Subsequent visits are available on request at a nominal fee.

### Thomson ParentCraft Centre

The ParentCraft Centre, designed as part of our ongoing effort to help expectant and new parents cope with difficulties during and after pregnancy, offer the following services:

- Baby Massage Class
- Breastfeeding Consultation
- Childbirth Education Course (antenatal class)
- Confinement Food Home Delivery Service
- Confinement Nanny Service
- Dad's Enrichment Class
- First Aid Training Programme
- Infant Care Training Programme
- Parent and Baby Fitness Exercise (includes music and dance)
- Personalised Antenatal Counselling
- Personalised Consultation on Bathing and Caring for Baby's Skin
- Personalised Consultation on Bottle Feeding and Weaning
- Personalised Consultation on Crying and Fretful Baby
- Personalised Consultation on Wakeful Baby (sleeping problems)
- Personalised Home Care Service
- Postnatal Hotline
- Recommendation of suitable baby products
- Weaning to Solids

Our medical professionals with many years of hands-on experience have written a series of books on baby care to equip parents with what is needed to ensure happy and healthy babies. The information is local in context and presented clearly and concisely for easy and enjoyable reading.

They are available for purchase at the Thomson ParentCraft Centre, Thomson ParentCraft Shop or Thomson Retail Pharmacy.

### A Gentle Reminder

To ensure a pleasant and comfortable stay for all our patients, we would appreciate your assistance with the following:

- Smoking is prohibited by law throughout the hospital
- Children should be supervised and their noise levels kept to a minimum
- Visiting hours: 9:00am to 8:00pm
- Your valuables should not be left unattended
- Mobile phones should be kept in silent mode after 9:00pm daily if you are sharing a room so as not to disturb your neighbour. Urgent calls will be relayed to you via the nurses' counter.



## DISCHARGE & PAYMENT PROCEDURES

### DISCHARGE TIME

The hospital's discharge time is 11:00am. For discharges after 11:00am and/or before 6:00pm, an additional half-day room rate will be levied. A full-day room rate will be levied for discharges after 6:00pm.

### DISCHARGE PROCEDURES

We will make arrangements to have your hospital bill processed once your doctor has certified you fit for discharge.

Please note that discharge procedures usually take about 1.5 hours from then.

Our staff will inform you when your bill is ready. You may then proceed to the Patient Services Centre to settle your bill.

### PAYMENT OF HOSPITAL BILLS

During your stay in the hospital, you may periodically receive interim bills for partial settlement. All bills must be settled before leaving the hospital and through the following modes:

- NETS
- VISA, Mastercard
- Cash

### MATERNITY PATIENTS

If your baby requires a blood test to be done prior to discharge, you will need to wait for the results to be made known to the paediatrician, who will then decide if your baby is ready for discharge.

Our ward staff will issue to you your baby's **Notification of Live Birth Form**.

Upon discharge, our nursery staff will:

- Counter check the identification of your baby with you
- Give you your baby's health booklet
- Provide you with any discharge instructions

### BIRTH REGISTRATION

If you are registering the birth of your baby at the hospital, kindly produce the following documents at the time of registration at our Birth Registration Counter at Level 4.

1. **Notification of Live Birth Form** and **BD13 Form** handed to you at the Delivery Suite or Nursing Ward
2. **Identity Cards** of both parents. For Malaysians, please produce both parents' Identity Cards. For non-Singaporean parents, please produce your foreign Identity Cards/Passports.
3. Your **Original Marriage Certificate**

### OPERATING HOURS

Monday – Friday	: 8:30am to 12:00pm 2:00pm to 4:00pm
Saturday	: 8:30am to 12:00pm
Sunday/Public Holidays	: Closed

Alternatively, you may choose to register the birth of your baby at the Immigration & Checkpoints Authority (ICA Building) located at 10 Kallang Road, #03-00, Singapore 208718 (next to Lavender MRT Station).

### CHARGES

A Birth Registration fee is chargeable by the Immigration & Checkpoints Authority (ICA). For more information on the birth registration procedure, please refer to the reverse side of the **Notification of Live Birth Form**.

The hospital levies an administration fee for providing the birth registration service. For more information, please consult our staff at Patient Service Centre.

**Baby Bonus Online (BBO)** was launched in July 2015, it is a new e-service portal for parents and parents-to-be to join the Baby Bonus Scheme and perform Baby Bonus related services online.

For more information, you can access Baby Bonus Online at [www.babybonus.msf.gov.sg/parent](http://www.babybonus.msf.gov.sg/parent)

### PATIENT EVALUATION QUESTIONNAIRE

We would appreciate if you could spare a few moments before your discharge to complete the Patient Evaluation Questionnaire. Your feedback is valuable for us to improve our services to our patients.



### THOMSON 24-HOUR FAMILY CLINIC

Round-the-clock general medical consultation for the treatment of common medical ailments.

### THOMSON CHINESE MEDICINE

A practice dedicated to treating women's health by complementing the existing Obstetrics & Gynaecology service offerings. Experience the best of East-West treatments under one roof.

### THOMSON DENTAL CENTRE

Provides a comprehensive range of general dentistry services.

### THOMSON SPECIALIST DENTISTRY

Provides a comprehensive range of specialised dental treatment such as cosmetic dentistry, implant, root canal and gum treatment. Specialised paediatric dentistry services are also available for children aged 1 to 16 years old.

### THOMSON DIAGNOSTIC IMAGING CENTRE

Provides diagnostic imaging through x-rays, ultrasound and mammogram services.

### THOMSON DIAGNOSTIC ULTRASOUND CENTRE

Provides diagnostic imaging through ultrasound services.

### FETAL ASSESSMENT UNIT

A one-stop obstetric ultrasound and pre-natal diagnostic service for women who wish to be assured of the well-being of their babies.

### THOMSON FERTILITY CENTRE

Provides a comprehensive range of assisted reproductive programmes for couples wishing to conceive.

### THOMSON LIFESTYLE CENTRE

Provides a holistic and comprehensive range of health-related lifestyle services.

### THOMSON PAEDIATRIC CENTRE

A centre dedicated to providing specialist services for newborns (including neonatal intensive care), infants and children.

### THOMSON PARENTCRAFT CENTRE

Ongoing efforts to help expectant and new mothers cope with difficulties they may experience during pregnancy and after delivery.

### THOMSON PRE-NATAL DIAGNOSTIC CENTRE

Provides specialised laboratory services that include the identification of chromosome abnormalities and genetic diseases.

### THOMSON SPECIALIST CLINIC

- Healthy Aging Clinic
- Specialist Outpatient Clinic

### THOMSON SPECIALIST SKIN CENTRE

A specialist dermatological clinic providing evidence-based, cost-effective outpatient medical services that cover a comprehensive range of dermatological conditions.

### THOMSON WOMEN CANCER CENTRE

A dedicated cancer centre focusing on the prevention, diagnosis and treatment of breast, gynaecological and colorectal tumours in women.

### THOMSON WOMEN'S CLINICS

A network of satellite clinics bringing women's health closer to the community.

### THOMSON WELL WOMEN CLINIC

A clinic with comprehensive health services from preventive care and early health screening to medical aesthetics and wellness programmes.

### FIRST BORN INCENTIVE / SUBSEQUENT BORN INCENTIVE PROGRAMMES

TMC's maternity incentive programme that provides savings on services of doctors, professionals and retail partners in the hospital.

### INTERNATIONAL PATIENT CENTRE

Assists foreign patients in the booking of medical appointments, flight arrangements and accommodation.

### THOMSON INTERNATIONAL HEALTH SERVICES

Explores regional opportunities such as strategic partnerships and healthcare consultancy management.



## LISTING OF HOSPITAL SERVICES & SPECIALTY CENTRES



### Maternity and Hospital Services

### Tel (Office Hours)

Main Line	6250 2222
First/Subsequent Born Incentive Hotline	6358 0055/6350 8876
International Patient Centre	6250 1965
Patient Service Centre	6350 8822
ParentCraft Post-Natal Helpline	9119 3502
Specialist Outpatient Clinic	6350 8817
Thomson 24-Hr Family Clinic	6350 8812
Thomson Diagnostic Imaging Centre	6250 7442
Thomson Diagnostic Ultrasound Centre	6397 6866
Thomson Fetal Assessment Unit	6354 4115
Thomson ParentCraft Centre	6251 4090
Thomson ParentCraft Shop	6350 8848
Thomson Retail Pharmacy	6350 8810



**Specialty Centres** **Tel (Office Hours)**

Thomson Chinese Medicine	
• Thomson Medical Centre, Level 3	6350 8850
• Katong	6636 3836
• NUH Medical Centre	6694 5565
• United Square, Novena	6354 3981
Thomson Dental Services	
• Thomson Dental Centre	6255 0770
• Thomson Specialist Dentistry	6255 1771
Thomson Fertility Centre	6252 7766
Thomson Lifestyle Centre	6352 6550/6352 6559
Thomson Paediatric Centre	
• Thomson Medical Centre, Level 3	6352 9100/6258 3353
• Thomson Medical Centre, Level 6	6259 7667
• Jurong	6665 1000
• Katong	6636 3808
• Serangoon	6280 1000
Thomson Pre-natal Diagnostic Lab	6252 3133/6252 3134
Thomson Specialist Skin Centre	6397 6006
Thomson Well Women Clinic	6735 0300
Thomson Women Cancer Centre	6591 8218
Thomson Women's Clinics	
• Bukit Batok	6569 0668
• Choa Chu Kang	6893 1227
• Jurong	6563 0609
• Katong	6345 1439
• Sembawang	6753 5228
• Sengkang	6388 8125
• Serangoon	6382 3313
• Tampines	6587 6266
• Tiong Bahru	6276 1525



**Cord Blood Banking for every family.**

**NOW at**  
**\$99\***

**Speak to our advisors to find the package that best suit your needs**

If you are delivering at Thomson Medical Centre, please register your interest at [www.cryoviva.com.sg/tmc](http://www.cryoviva.com.sg/tmc) to find out more on the privileged packages.



**Find out more at:**

**8339 8482**

[www.cryoviva.com.sg](http://www.cryoviva.com.sg)

[facebook.com/cryovivasingapore](https://facebook.com/cryovivasingapore)

\*Terms & Conditions Apply

