

# A GUIDE TO HOSPITAL SERVICES



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**Mount Alvernia Hospital**

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# Welcome Message

**At Mount Alvernia Hospital, the attentiveness and care, respect and spiritual support offered by our staff to you are uniquely earnest in every way.**

For more than five decades, we have been expanding and advancing our capabilities to keep up with the changing healthcare landscape and advancing medical technology. This helps to provide our physicians with the best diagnostic tools available and deliver the best possible outcomes for you and your family.

Sensitivity to your spirituality has been a priority since the hospital was founded in 1961. We recognise that, besides excellent care by physicians and nurses, your physical, emotional, psychological and spiritual needs also require special and sensitive attention. Our team of trained clinical pastoral carers, together with our Sisters from the Franciscan Missionaries of the Divine Motherhood (FMDM) are available to help address your needs, regardless of religion, race, gender or ethnic background.

To better prepare you for your hospital stay, we encourage you to read through this guide, which provides detailed information for you, your family and your friends.

Knowing in advance about the hospital and its services will help make your stay more comfortable. Always remember that our skilled and knowledgeable staff are here to help.

Thank you for choosing us for your care.

**Mount Alvernia Hospital**



MOLINT ALVERNIA HOSPITAL

## About Us

**Founded in 1961 by the FMDM Sisters, the hospital is a 303-bedded, not-for-profit acute care tertiary hospital.**

Committed to providing the most advanced medical technology supported by experienced and renowned doctors, the hospital offers you a fully integrated suite of specialised facilities and quality services ranging from surgical to rehabilitative care. We have different specialty centres including cardiology, neurosurgery, oncology, orthopaedics and gynaecology.

Mount Alvernia Hospital Information Centre (MAHIC) is set up in Jakarta to assist foreign patients on healthcare services and booking of appointments. In addition, MAHIC serves as the venue for our health talks and one-on-one specialist consultations.

Apart from our emphasis on healthcare, Mount Alvernia Hospital also supports a range of charities. Our main charity, the Assisi Hospice, provides compassionate and personalised palliative care to adults and children with life limiting illnesses. We also extended our community outreach to provide primary healthcare services to the less mobile and disadvantaged through partnering voluntary welfare organisations such as SG Enable, SCORE and Duke NUS, just to name a few.



## Our Founding Story

The Hospital takes its name from the mountain in Italy, where St Francis of Assisi was said to have received the Stigmata (imprint of the five wounds of Christ). St Francis led a life of radical simplicity and gospel joy, witnessing God's love for all people and all creation by loving and reverencing each and every person he met. This included lepers, sultans, popes and the ordinary townspeople.

Mount Alvernia Hospital began in the summer of 1947 when three FMDM Sisters left England for China. They had been commissioned to work with the Irish Friars Minor in their Franciscan Missionary outreach. Due to the advancement of the Communist troops, the Sisters were ordered to abandon their mission in China and go to Hong Kong, where they stayed with the Maryknoll Sisters.

At that time they heard that Bishop Olçomendy of Malacca was looking for Sisters to care for patients in Singapore suffering from tuberculosis, a disease that was both contagious and life threatening during World War II.





On 7 March 1949, Sister Angela McBrien arrived in Singapore from Hong Kong, followed by Sister Mary Camillus Walsh and Sister Mary Baptista Hennessy. They took over the Tuberculosis wards at Tan Tock Seng Hospital, which eventually became known as Mandalay Road Hospital. They also served “The Lepers Camp”, a community of lepers housed in Trafalgar Home in Woodbridge. Both centres were managed as self-contained units and isolation was the only treatment at that time.

In 1952, the Sisters were given an opportunity to start a private hospital to bring nursing care and services to the population.

In addition to pooling their savings, the FMDM Sisters also started canvassing for donations. Many

generous individuals and companies responded to the call. On 4 March 1961, Mount Alvernia Hospital was officially opened with 60 beds. The Sisters, who were professionally trained as nurses, midwives, physiotherapists, radiographers, laboratory technicians as well as other support professions were the first staff of the hospital.

Today, Mount Alvernia Hospital reflects the wisdom and inspiration of our founding Sisters as well as many who contributed to our organisation. The hospital remains a wholly owned and controlled entity of FMDM under the congregation leadership team in UK. This structure ensures that Mount Alvernia Hospital has a sound healthcare establishment, complying with governance and stewardship.



# Patients' Charter

We aim to provide compassionate, safe and quality medical care that supports your health goals and promotes your well-being.



## You can expect to:

- Be treated with dignity and respect
- Be treated and cared for in a safe and secure environment
- Be entitled to confidentiality and privacy
- Know the names of the people caring for you
- Be given adequate information and clarification on your care and treatment
- Receive emotional and spiritual support
- Be given financial counselling and an estimated hospital bill based on your treatment plan
- Feedback on our care and services



## You will be required to:

- Provide accurate and complete information necessary for your care
- Follow the doctor's recommended treatment plan
- Show respect and consideration towards the people caring for you
- Respect the rights of other patients in our hospital who also require rest and attention
- Settle your financial obligations in a timely manner



*For more information on patient and family rights as well as responsibilities related to your hospital stay, please visit*

**[www.mtalvernia.sg/patients-charter](http://www.mtalvernia.sg/patients-charter)**

A MODEL OF

# Holistic Specialty Healthcare

Each specialty at our hospital aims to deliver a holistic model of healthcare; from consultation and treatment to post treatment. You can expect multidisciplinary medical services from our specialist doctors, clinicians and nurses.





Anaesthesiology



Cardiology



Cardiothoracic  
Surgery



Cardiovascular  
Rehabilitation



Dentistry (Adults  
and Paediatric)



Dermatology



Endocrinology



Gastroenterology



General  
Surgery



Geriatric  
Medicine



Gynaecology  
(Women)



Haematology  
(Blood)



Hand  
Surgery



Intensive Care  
Medicine



Neurology



Neurosurgery



Obstetrics



Medical  
Oncology



Ophthalmology



Orthopaedic  
Surgery



Otorhinolaryngology  
(Ear, Nose, Throat)



Paediatric  
Surgery



Paediatric  
Medicine



Palliative Care



Plastic Surgery



Psychiatry



Radiology  
Oncology



Renal  
Medicine



Respiratory  
Medicine



Rheumatology



Sports Medicine



Urology





# Clinical Services

## Diagnostic Imaging

Technological advancements have led to the development of many non-invasive diagnostic techniques for patients today. At our Diagnostic Imaging Department, we provide physicians with advanced diagnostic modalities and therapeutic procedures to aid in the accurate diagnosis and treatment of diseases.

### **Magnetic Resonance Imaging (MRI)**

Produces high quality images of vessels in the head, breasts, prostate, bones, internal organs and tissues.

### **Ultrasound/Doppler Scans**

High-definition ultrasound scanning for all organs. This includes obstetric scans, as well as high resolution detailed colour and Doppler imaging.



### **Computed Tomography (CT) Scan**

Detailed images of the abdomen, head and trunk. Screening colonography studies can also be performed.

### **Mammography**

Screening and diagnosis for breast cancer.

### **Cardiac & Vascular Angiography**

Allows for both diagnostic and therapeutic work to be performed on the cardiac or coronary blood vessels, and vessels of the brain and body, including those of the limbs.



### **Interventional Radiology**

This is the field where imaging is used as a tool to target and effect treatment. With real-time CT fluoroscopy, we can target lung lesions less than 1cm in size. Liver lesions may also be targeted under real-time ultrasound guidance for biopsy or ablative therapy. We are also able to remove fluid in the pleural or peritoneal cavities, cross and stent ureterics, and biliary or enteric obstructions through a small puncture in the skin.

Furthermore, vertebroplasty services that treat painful spinal fractures and other neural blocks are available. We also provide biopsies for various musculo-skeletal problems that you may encounter.

### **Bone Densitometry**

This is a whole body densitometer with options to examine other parts of the skeleton as well. Recommended for all menopausal women or patients with major risk factors for osteoporosis.

### **Extra Corporeal Shock Wave Lithotripsy (ESWL)**

High-powered lithotripter capable of fragmenting stones in the kidneys and the urinary tract.

### **Urodynamics Study**

Analyses the behaviour of the lower urinary tract and the bladder. The ability to correlate clinical symptoms to bladder behaviour allows precise diagnosis and better treatment results.

### **Digital Fluoroscopy & Computer Radiography**

This includes barium meals, enemas and other specialised or standard X-rays.

### **Newborn Hearing Screening Programme**

For early detection and treatment of hearing impairments.



#### **Contact Information**

Tel: +65 6347 6200



#### **Operating Hours**

Mon to Fri:

8.30am to 5pm

Sat: 8.30am to 1pm

24-hr on call coverage

# Laboratory Services

The scope of our services includes handling, processing and analysis of specimens, reporting of test results and delivery of test reports/information to the requesting clinicians.

We are officially licensed by the Ministry of Health, Singapore through the Licensing, Inspection & Audit Branch. Our fully licensed Medical Laboratory offers a wide range of services in the following key sections:

- Haematology & Immunohaematology
- Biochemistry
- Immunology & Serology
- Body Fluids, Stool & Urine Analyses
- Microbiology

## Haematology & Immunohaematology

This section analyses patients' blood, looking for abnormalities in red blood cells, white blood cells, platelets,

and plasma components relating to haemostasis (clotting factors). This section also provides blood and blood products for emergency situations and transfusions for patients going for surgery.

## Biochemistry

This section analyses the biochemical components in whole blood, serum, plasma, urine, and other body fluids (e.g. Cerebrospinal fluid, pleural fluid, ascitic fluid, gastric fluid etc.) for the diagnosis, prognosis and monitoring of diseases as well as patient management. A range of specialised tests such as cardiac markers and tumour markers are also available.

## Immunology & Serology

This section screens patients for infectious diseases like Hepatitis, Rubella, Mycoplasma, Dengue, Syphilis and HIV.



### **Microbiology**

This section detects illnesses in patients due to bacteria, fungi and parasites. We use the proven BacT/Alert Microbial Detection System for the rapid detection and reporting of positive blood cultures by continuous and precise monitoring.

We are able to perform the 13C-Urea breath test. The Urea breath test is a simple, non-invasive test conducted on a patient's breath to detect the H. pylori infection.

### **Outpatient Phlebotomy Services**

Phlebotomy services for outpatients are available during the outpatient operating hours at our two outpatient laboratories.

### **Laboratory Reports**

Our laboratories provide urgent and immediate medical testing for emergency situations where time is critical. For example, for tests with a short turnaround time, a STAT REPORT can be issued to the requesting clinician if it is indicated as such on the request form.



### **Body Fluids, Stool & Urine Analysis**

This section analyses patients' body fluids, stool and urine to detect possible illnesses. This is done mostly by microscopic examination for cellular elements and parasites. Other methods include simple strip tests such as the immunological method of occult blood detection.

The Hospital Information System is fully integrated with the Laboratory Information System for laboratory test management and reporting. These two systems provide a seamless platform for the flow of patient data, order of tests and generation of reports.



### Quality Assurance and Quality Control

The quality and accuracy of our patients' test results are critical. To ensure the integrity of our patients' test results, internal quality control and calibration processes are strictly monitored on a daily basis. We also participate in external quality assurance programmes to ensure the accuracy of our patients' test results.

Furthermore, our analysers/instruments are kept up-to-date with advances in technology and we employ regular strict

preventive and service maintenance regimes on all our analysers/instruments.

We have complementary qualified and experienced staff in the various specialty sections. The technical competency of our staff is regularly assessed by the many National Proficiency Programmes that our laboratory participates in. Examples of some of these programmes are the testing for HIV antibodies, ABO and Rhesus blood grouping, malaria parasite and acid-fast bacilli.



#### Contact Information

##### Main Lab: 24 hours

Outpatient Lab at Medical Centre A:

+65 6347 6213

Outpatient Lab at Medical Centre D:

+65 6347 6295



#### Operating Hours

Mon to Fri: 8am to 5pm

Sat: 8am to 1pm

Sun & PH: Closed

## Rehabilitation

Our Centre provides both inpatient and outpatient therapy services by qualified physiotherapists, speech therapists and occupational therapists in the areas of:

- Paediatric Medicine
- Orthopaedic Surgery
- Geriatric Medicine
- General Medicine
- Cardiopulmonary
- Neurological Rehabilitation Medicine
- General Surgery

The aim of our services is to identify and address physical impairment, maximise functional activity and promote active participation for a better quality of life.

### Physiotherapy

- Cardiopulmonary Physiotherapy
- Neurological Rehabilitation
- Musculoskeletal Physiotherapy
- Orthopaedic Rehabilitation
- Sports Physiotherapy
- Paediatrics Rehabilitation
- Child Development
- Home Therapy

### Speech Therapy

- Language and Communication Rehabilitation
- Dysphagia Rehabilitation
- Articulation Therapy
- Fluency Management
- Voice Management
- Feeding Management
- Alternative Augmentative Communication





### Occupational Therapy

- Activities of Daily Living (ADL) Assessment and Training
- Hand Therapy
- Home Care/Assessment/Modification
- Neurological Rehabilitation Programme
- Wheelchair Mobilisation
- Transfer Training
- Caregiver Training
- Equipment Recommendation prior to Discharge
- Joint and Energy Conservation

### Stress Management

If you are interested in managing your lifestyle in a positive way, this programme is for you. Conducted on a one-to-one session or a group session by an occupational therapist, it covers four specific topics: education on stress, relaxation techniques, directing of thoughts and time management.

*Home visits for physiotherapy, speech therapy and occupational therapy are available upon request.*



#### Contact Information

Tel: +65 6347 6203



#### Operating Hours

Mon to Fri: 8.30am to 5pm

Sat: 8.30am to 1pm

Sun & PH: Closed

## Nutrition and Dietetics

Good nutrition is important to your health. A sensible and well balanced diet with adequate amounts of nutrients from different food groups helps you fight diseases, correct nutrient inadequacies and obtain adequate calories you need.

At Mount Alvernia Hospital, we offer dietary consultations to both inpatients and outpatients, and conduct public nutrition talks. Our dieticians can assess nutritional requirements and develop a personalised nutrition plan for the following:

- Healthy eating for optimal health
- Nutrition for pregnant mothers
- Gestational diabetes
- Nutrition for toddlers and growing children (e.g. fussy eaters)
- Nutrition for elderly persons with specific nutrition needs
- Living with diabetes, high blood pressure, high cholesterol, gout, cancer, diseases related to the kidney, liver, heart or digestive system
- Overweight: achieving your optimal weight
- Unintentional weight loss and nutrition deficiency
- Special needs: tube feeding



**Please obtain a doctor's referral before you call for an appointment**

Tel: +65 6347 6702



**Operating Hours**

Mon to Fri: 8.30am to 5pm

Sat: 8.30am to 1pm

Sun & PH: Closed

# Pharmacy

Our pharmacists play an important role in your treatment plans by providing the correct instructions in taking medicine. They also facilitate understanding of the medications if you like to know more.

There are two outpatient pharmacies where you can fill up your medical prescription. They are located at:

- a) Emergency & 24-Hr Clinic
- b) Alvernia Retail Pharmacy

Carrying a formulary of prescription medications and over-the-counter products, our pharmacists will counsel you on the proper use of medicine, including the possible side effects and precautions to observe while on a particular medication. While you are at the Alvernia Retail Pharmacy, you can also purchase over-the-counter medications, health supplements, medical and surgical supplies, rehabilitation aids, milk products, skin care products, gifts, children's books, and toiletries etc.



## Contact Information

### Main Pharmacy

Tel: +65 6347 6217



## Operating Hours

Mon to Fri: 8am to 9pm

Sat: 8am to 6pm

Sun & PH: 8.30am to 3 pm



## Contact Information

### Retail Pharmacy

Tel: +65 6347 6589



## Operating Hours

Mon to Fri: 8.30am to 5.30pm

Sat: 8.30pm to 5pm

Sun & PH: Closed

## Emergency & 24-Hr Clinic



We have a team of experienced doctors and trained nurses in our Emergency & 24-Hr Clinic. They can take care of your medical and surgical needs round the clock, no matter the urgency and how untimely they may be.

A large group of On-Call Specialists will also quickly attend to more specialised medical and surgical needs when you require them.

Although the department is equipped to provide clinical services and relevant diagnostic testing, there may be serious conditions that cannot be fully evaluated or treated by our Resident Medical Officers. In this case, we will arrange to transfer you to our hospital for further assessment and treatment.



Services available at our Emergency & 24-Hr Clinic:

- Outpatient Consultation
- Medical/Surgical Emergencies
- Vaccination
- Chronic Disease Management
- Medical Screening/Check-up for the following:
  - Pre-employment
  - Application and Renewal of Work Permit
  - Permanent Residence and Long Term Social Visit Pass Application
  - Application and Renewal of Driving Licence
  - Insurance Application
  - Student Pre-enrolment



#### Contact Information

Tel: +65 6347 6210

## Health Screening Centre



The right preventive care at every stage of life helps you to stay healthy and active. Regular health screening provides the opportunity for early detection and timely intervention, which helps to reduce future complications and treatment costs.

The comfortable furnishings, style and ambience of the centre assure you of your privacy and comfort. The facility has four consultation rooms, two ECG rooms, and a treadmill room.

During registration, our trained counter staff will discuss a suitable health screening package with you. This can be subject to changes after consultation with the doctor. Blood, urine and stool tests will then be collected followed by X-rays, ultrasound, CT scans and eye screening.

In between these tests, our staff may arrange for you to see the doctor for a full medical assessment and physical examination. We do our best to ensure that waiting times at the different

stations are kept to a minimum. We also have a beautifully designed waiting lounge where patients can have a healthy breakfast of porridge, sandwiches and choice of beverages.

Your completed medical report will be presented to you during the post screening review with our doctor. This session typically takes place one week after your checkup. Our service staff will be set up a separate appointment with you at your convenience.

During your personal review with our doctor, you will be advised if there is any cause for concern. The doctor may then recommend a repeat test or additional tests or provide a referral letter to see a specialist.

To meet various needs, we have a range of health screening packages for men and women, catering to different age groups. We also customise the packages for corporate health benefits for your organisation.



#### Operating Hours

Mon to Fri: 8am to 5pm  
Sat: 8am to 1pm  
Sun & PH: Closed

#### For Corporate Health Screening Enquiries

Email: mah@mtalvernia.sg



#### For Appointment Booking:

Tel: +65 6347 6215  
Email: hsc@mtalvernia.sg

#### For More Information

[www.mtalvernia.sg/clinical\\_services/health-screening](http://www.mtalvernia.sg/clinical_services/health-screening)



# Medical & Surgical Services



## Operating Theatres

The hospital has 10 operating theatres (OT) and each theatre is equipped with special equipment such as respiratory and cardiac support, emergency resuscitative devices, patient monitors and diagnostic tools for laparoscopic procedures and major surgeries

## Intensive Care Unit (ICU)

This is an eight-bedded facility located on Level 4 of Mount Alvernia Hospital. The ICU cares for critically ill patients with complex and life-threatening medical conditions, including advanced support for perioperative high-risk surgical patients.



**Visiting Hours**  
10am to 12pm  
4pm to 8.30pm

All the bed areas are fitted with physiological monitoring systems and a variety of ventilators for acute respiratory failure as well as pressure control ventilators for Acute Respiratory Distress Syndrome (ARDS). The unit is supported by a team of intensive

care nurses who attend to one or two patients at a time for each shift. They work in tandem with our on-campus physicians and therapists.

## High Dependency Unit (HDU)

The HDU cares for patients who generally need high-level monitoring and management of their conditions, but do not require admission into the Intensive Care Unit (ICU). ICU patients whose conditions have improved may also be required to stay in the HDU before being transferred to a general ward.

Patients in the HDU are housed in four bedded air-conditioned rooms, with close monitoring of their conditions by specially trained nurses. Daily assessment and continuous review of patients' conditions are monitored through special apparatus.

## Day Surgery Centre

Day surgery is a safe and convenient option. It is also cost-effective as there is no need for ward admission. The admission office, Day Surgery Ward and operating theatres are sited in close proximity for easy access and convenience.

## Endoscopy Room

There are three dedicated endoscopy theatres with state-of-the-art video endoscopy systems, where medical procedures are performed to visualise structures within the body.



### Contact Information

Tel: +65 6347 6345  
+65 6347 6346



### Operating Hours

Mon to Sat: 6.30am to 9pm  
Sun & PH: Closed

## General Wards

### Alvernia Suite @ St Joseph

The Alvernia Suite is designed to provide privacy and space for your families and friends to visit. It is integrated with ample amenities so that you can recover in a comfortable environment.

### Single Rooms

Our single rooms are intended for you to have a comfortable and restful stay. Furnished with pleasant themes and cool colours, they create an environment that promotes rest and recovery. Each room comes with a personal dressing table and a sofa armchair for your convenience and betterment. If you need a family member or caregiver to stay in with you, convert the sofa to a bed in a few easy steps.



### Multi-bedded Rooms

Our two-bedded, four-bedded and six-bedded wards offer the same level of quality nursing care and clinical support. The wards are air-conditioned and contain shared bathroom facilities and amenities. Each bed has a privacy curtain, side table, telephone, television and a single-seater sofa for your visitors.



You may view our rooms here

[www.mtalvernia.sg/virtual-tour](http://www.mtalvernia.sg/virtual-tour)



# Maternity Services

A hospital's maternity experience is one of the many things you have to think about when it comes to antenatal, delivery, postnatal and paediatric care.

For more than 50 years, we have been dedicated to providing the best maternity care possible for you and your baby. Our team of midwives, nurses and lactation consultants will support you during the birthing process, postnatal and baby care. For facilities, our maternity unit consists of delivery wards, maternity wards, a neonatal intensive care unit (NICU), and nurseries.





## Delivery Wards

The 11 delivery suite rooms are all single-bedded. Each room is equipped with a foetal monitoring and baby resuscitation system that closely detects foetal movement and identifies babies who require immediate delivery.

Your baby and your safety are of utmost importance to us. Be assured we will monitor your well-being at all times, remedying any irregularities at the first instance. Through our anaesthetic specialists, we also offer epidural service

if you require pain relief during labour. Our caring and efficient midwives provide one-to-one support, easing your birthing experience and reducing the need for pain relief.

The operating theatres, neonatal intensive care and high dependency units are all located within close proximity on the same level of the building. This ensures that your needs are fully taken care of during a high-risk pregnancy.

## Maternity Wards

### The Family Suite @ Our Lady's Ward

Integrated with today's lifestyle needs, this ward is designed for you to recuperate in total privacy and comfort. Our experienced nurses take care of your needs while the ample space provided allows the privacy you need to celebrate your baby's arrival with your family and close friends.



### Single Rooms

Our single rooms are intended for you to have a comfortable and restful stay. Furnished with pleasant themes and cool colours, they create an environment that promotes rest and recovery. Each

room comes with a personal dressing table and a sofa for your convenience. If you need a family member or caregiver to stay in with you, simply convert the sofa to a bed in a few easy steps.



### Multi-bedded Rooms

The ward is air-conditioned with shared bathroom facilities and amenities. Each bed has a privacy curtain, side table, telephone, television and a single-seater sofa for your visitors.



### Nursery

Your baby will be staying at the nursery attached to your maternity ward. Our specially-trained nurses will care for your baby while a team of doctors will monitor his or her health every day.

After breakfast, our nurses will facilitate a bonding session for you and your baby, teaching you how to care for him or her. We encourage you to tap on our nurses' vast experience on baby care during your stay at the hospital.



## Neonatal Intensive Care Unit (NICU)



Infants are called neonates in their first 28 days of life, and they can be born full term or prematurely (before 37 weeks of gestation). Neonatal care is a specialised field where our medical professionals will manage these neonates.

The staff at the neonatal intensive care unit attend to high-risk deliveries, resuscitation of sick newborns, intensive

care and follow-up. Together with doctors, our dedicated nurses provide continuous monitoring, investigation and specialised medical and nursing care for these neonates. We also provide pre and post-operative care for neonates requiring surgery.



### Visiting Hours

Daily: 8.30am to 8.30pm

## Alvernia Parentcraft Centre

The Centre is a one-stop parentcraft and lactation centre for parents with newborns. Designed with comfort in mind, it features a cosy waiting area and beverage corner along with a mini library of breastfeeding resources, reading materials and magazines for browsing.

We provide personalised consultation at the centre and are able to arrange for home visits upon request. The services you can expect from the centre are:

- Antenatal Consultation
- Childbirth Education
- Personalised Breastfeeding Consultation
- Personalised Consultation on Newborn Care/Bathing Baby
- Personalised Home Care Service for Mothers and Babies
- Bottle Feeding and Weaning
- Baby Massage Class
- Confinement Nanny Training
- Alvernia Breastfeeding Mothers' Support Group



For six weeks, the centre will conduct Childbirth Education classes for new parents. It teaches new parents how to recognise the physiological and emotional changes during pregnancy, nutritional needs during pregnancy and after delivery, childbirth, delivery and postnatal care.



### Contact Information

Tel: +65 6347 6641  
Email: parentcraft@mtalvernia.sg



### Operating Hours

Mon to Fri:  
8.30am to 1pm,  
2pm to 5pm  
Sat: 8.30am to 1pm  
Sun & PH: Closed



# Paediatric Services

Paediatrics is a special branch of medicine that caters to the unique needs of your babies and children up to 16 years old. As their bodies are still growing, special care is needed to ensure healthy development.

Divided into single and multi-bedded types, the wards are designed to make your child feel as comfortable as possible in a friendly environment. It is colourful and playful, resembling a room at home so that they will feel comfortable and lively. The ward also has a playground and an outdoor play area.





You have unrestricted access to your children while they are in the Children's Ward. However, due to space constraints, we encourage only one parent to stay overnight.

Children tend to feel uneasy about unfamiliar environments, such as a hospital ward. As such, we have cartoon channels available on our cable channels and a food menu specially prepared for kids.





# Patient Liaison Centre

**Our Patient Liaison Centre offers assistance to all patients. The multilingual team focuses on meeting you and your family's needs – before, during and after consultations at our hospital.**

## **International Patient Services**

Seeking medical treatment overseas can be daunting. Apart from travelling logistics, you may also be apprehensive about what to expect when recuperating. Our Mount Alvernia Hospital Information Centre (MAHIC) allows you to settle down with a peace of mind and focus on your recovery.



#### Contact Information

Tel: +65 6347 6788



#### Operating Hours

Mon to Thu: 8:30am to 6pm

Fri: 8:30am to 5:30pm

Sat, Sun & PH: Closed

### Pre-arrival Services

- Medical enquiries and appointment-making
- Medical evacuation arrangement
- Singapore accommodation arrangement
- Visa application and extension
- Visitor information for families

- Advice on cost estimates
- Direct admission coordination
- Medical evacuation arrangement
- Arrangement for interpretation services
- Social visit pass extension

### Upon-arrival Services

- Arrangement for doctor appointments

### Obstetric Patient Familiarisation Tour

The centre also organises maternity wards tours for all obstetric patients.



# Clinical Pastoral Care

Pastoral Care is available to everyone. The Clinical Pastoral Care (CPC) team is respectful of different faiths, beliefs and cultural needs. Chaplains or spiritual guides of other religions are welcome to visit at your request.

Our Pastoral Carers are available from 8.30am to 9pm daily. To speak with our Pastoral Carers, please ask the ward staff to contact us or dial '0' on your bedside phone to speak to the Operator. After 9pm, they are only available for emergencies and at the discretion of the Nurse Manager in-charge of your respective ward.



You may want to call us if you

- Have an issue or concern that you wish to discuss
- Are anxious about your impending surgery or medical procedures
- Want someone to pray with and for you
- Need support to adjust to feelings of loss and/or grief
- Just want a listening ear

### **Catholic Services**

- Daily Mass in the Chapel at 7.45am (exclude Sundays & public holidays)

- Upon Request
- Holy Communion (available daily)
- Sacrament of Reconciliation (confession)
- Sacrament of Healing or Anointing of the Sick

### **Blessing for Newborn Babies**

Just before you leave for home, it is our tradition to hold a short prayer service for you and your children. If you would like your baby to be presented in the Chapel, contact our ward staff to arrange a suitable time for the blessing.



# Chapel

## Your Spiritual Needs as Part of the Holistic Healing Process

Contemplations and prayers are important aspects of life for the FMDM Sisters. Hence, throughout the history of the hospital, the Chapel has been the heart and soul of the organisation; a peaceful sanctuary where our Sisters often come for prayer and reflection.

In addition, the Chapel at Mount Alvernia Hospital can also be a place of

solace for you and your loved ones. It addresses your spiritual needs as part of a holistic healing process. Finally, for our doctors and hospital staff, it offers them a quiet space before the start or after the end of a long, busy day.

The new purpose-built chapel, with a seating capacity of 100, features the Cross of San Damiano. The Cross – the



hospital's Franciscan heritage – is set against a commissioned blue stained glass mural entitled “Water of Life”. There is also a shrine devoted to Our Lady of Perpetual Succour. These new features endow the Chapel with a restorative effect.

The Chapel is opened daily from 5.30am to 9pm. It is located at the ground floor, next to the Patient Liaison Centre.



## Dining, Retail and Services

### Dining



#### Café 820

- Tel: +65 6347 6258
- Mon to Sat: 8am to 8pm
- Sun & PH: 8am to 3pm

Serving wholesome and hearty meals that cater to both local and international taste buds, the hospital's coffee house is well known for its mee rebus and daily lunch specials. Besides main meals, the cafe also offers gourmet ice-cream, cakes and pastries. You can come by today and enjoy a meal served by our warm and friendly staff in a cosy environment.



- Mon to Sat: 8am to 8pm
- Sun & PH: 8am to 5pm

Satisfy your craving for fresh soya bean milk or bean curd puddings here. You can also pick up a selection of local pancakes (mee chiang kueh) with a variety of fillings. Perfect for a quick snack!



- Mon to Sat: 8am to 8pm
- Sun & PH: 8am to 5pm

Serving traditional coffee, tea, soft-boiled eggs and kaya toast. You can also enjoy local favourites like nasi lemak.

#### P O L A R

PUFFS & CAKES™

- Daily: 8am to 9pm

A familiar haunt of most locals, come get your fill of perennial favourites like curry puffs, chicken pies and sugar rolls.



# SAYBONS

🕒 Mon to Fri: 8.30am to 8pm  
Sat: 9am to 3.30pm

Inspired by “c'est bon” meaning “it is good”, Saybons makes French food accessible to all with its affordable pricing. Select from a delectable spread of crepes, soups, breads and salads.

# SUBWAY

🕒 Mon to Sat: 8am to 9.30pm  
Sun & PH: 11am to 8pm

Freshly made submarine sandwiches and salads from the popular American chain make for a healthier fast food option when you are feeling a bit peckish. You can also customise your own sandwich with a variety of bread types, fillings and sauces.



# umisushi®

🕒 Daily: 10am to 8pm

Great for quick dining and takeaways. Party platters and delivery services are also available for those special occasions.

## Retail



🕒 Daily: 7am to 11pm

With this one-stop shop, you can now satisfy your late night cravings with the variety of ready-to-eat items or do some last minute shopping.





🕒 Mon to Sat: 10am to 8pm  
Sun & PH: Closed

Find a wide variety of products, including breast pumps, baby products, maternity lingerie, maternity accessories, baby clothing, baby furniture, toddler accessories, baby equipment and toys.



🕒 Mon to Sun: 8am to 10pm

Located on Level 1 near the main entrance, Noel Gifts is a florist and gift shop that offers a variety of flowers, unique gifts and customisable hampers. Buy gifts from here for your loved ones to lift their spirits.

## Alvernia Retail Pharmacy

☎ Tel: +65 6347 6588  
🕒 Mon to Sat: 8.30am to 5pm

Just next to the Patient Liaison Centre, our Alvernia Retail Pharmacy dispenses prescriptions and sells major Mother and Child brands and other paraphernalia to cater to your needs.

## Services



🕒 Mon to Sun: 10am to 6pm

B&G is a lifecasting company based in Singapore. It offers quality casts of your baby's little hands and feet. Their modern design and expert process makes it a breeze for your baby.





 Mon to Sat: 10am to 6pm

BigShot Photostudio captures special moments for babies and infants, as well as for siblings and families. Book a session with BigShot and be rewarded with lasting fond memories.



 Tel: +65 6757 7990  
By appointment only

Clarity is a Catholic charity that serves persons with mental health issues, enabling them to live meaningful lives through support, therapy, acceptance and recovery. It is their vision to rebuild lives, renew hope for mental wellness by supporting, caring and facilitating reintegration into the community.

### ATMs and AXS Stations



The DBS Automated Teller Machine (ATM) is located on Level 1 of the main building, opposite Subway, near Kopi Alley.



The OCBC ATM is located outside the main building next to the wheelchair bay, near the taxi stand.



The AXS Station is located at Level 1 of Medical Centre D. This terminal provides comprehensive payment for bills and fines, government e-services, top-ups, ticketing and more.

# Getting Around the Hospital

## Food

- Café 820
- Jollibean
- Kopi Alley
- Polar Café
- Saybons
- Subway
- Umisushi

## Retail

- 7 Eleven
- Alvernia Retail Pharmacy
- Mums Club
- Noel Gifts

## Services

- B&G Lifecasting
- BigShot Photostudio
- Clarity

## Lift 3 to

- Level 3
- Our Lady's Ward, Day Surgery 3



**KHOO**  
Block

**Lifts 1 & 2 to**

- Level 4: St Joseph's Ward  
High Dependency Ward  
Day Surgery 4
- Level 3: Our Lady's Ward  
Day Surgery 3
- Level 2: St Gabriel's Ward  
St Dominic's Ward  
St Michael's Ward  
Parentcraft Centre

**Lift 10 to**

Executive Office



**Lift 4 to**

- Level 5: St Clare's Ward
- Level 4: Intensive Care Unit, Operating Theatres, Cardiovascular Laboratory
- Level 3: St Raphael's Ward, Neonatal Intensive Care Unit
- Level 2: Main Pharmacy
- Basement 1: Diagnostic Imaging

**Lift 4a to**

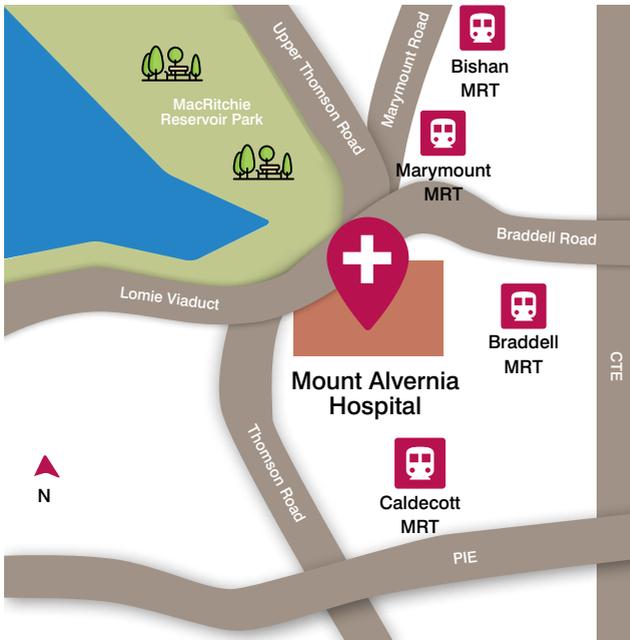
Basement 1  
Exit to Lornie Road  
and MacRitchie Reservoir Bus Stop

**OTHER AMENITIES**

**L1**

- AXS Station (Medical Centre D)
- DBS ATM (near Kopi Alley)
- OCBC ATM (near Taxi Stand)

# Getting to the Hospital



## Driving Directions

From the Pan Island Expressway (PIE), exit at Lornie Road onto Thomson Road.

From the Central Expressway (CTE), turn into Braddell Road onto Thomson Road.

## Main Entrance

The main entry and exit to the hospital is via Thomson Road.

## Marymount Road Entrance

Vehicles can enter using the Marymount Road entrance. However, please note there is a height restriction of 2.5 metres.

## Nearest MRT Stations

- Marymount MRT (0.8km)
- Caldecott MRT (1.13km)
- Braddell MRT (1.4km)
- Bishan MRT (1.5km)
- Novena MRT (2.47km)

## By Bus

The following bus services bring you to the nearest bus stops around Mount Alvernia Hospital:

- 52, 54, 74, 93, 130, 132, 156, 157, 162, 166, 167, 851, 852, 855, 980

Bus services 54 and 851 – Marymount entrance

## Free Shuttle Bus Services

Mondays to Saturdays, excluding Sundays and Public Holidays

### Bishan

(Due to closure of Novena service, with effect from 15 June till further notice)

#### From Bishan MRT Station to Mount Alvernia Hospital

6.35am	6.55am	7.15am	7.35am	7.55am	8.05am	8.15am	8.25pm	8.35am	8.45am
8.55am	9.05am	9.15am	9.25am	9.35am	9.45am	9.55am	10.05am	10.15am	10.25am
10.35am	10.45am	10.55am	11.05am	11.15am	11.25am	11.35am	11.45am	11.55am	12.05pm
12.15pm	12.25pm	12.35pm	12.45pm	12.55pm	1.05pm	1.10pm	1.15pm	1.25pm	1.30pm
1.35pm	1.45pm	1.50pm	1.55pm	2.05pm	2.15pm	2.25pm	2.35pm	2.45pm	2.55pm
3.05pm	3.15pm	3.25pm	3.35pm	3.45pm	3.55pm	4.05pm	4.15pm	4.25pm	4.35pm
4.45pm	4.55pm	5.05pm	5.15pm	5.25pm	5.35pm	5.45pm	5.55pm	6.05pm	6.15pm
6.25pm	6.35pm	6.45pm	6.55pm	7.05pm	7.15pm	7.25pm	7.35pm	7.55pm	8.15pm

#### From Mount Alvernia Hospital to Bishan MRT Station

6.45am	7.05am	7.25am	7.45am	8.05am	8.15am	8.25am	8.35am	8.45am	8.55am
9.05am	9.15am	9.25am	9.35am	9.45am	9.55am	10.05am	10.15am	10.25am	10.35am
10.45am	10.55am	11.05am	11.15am	11.25am	11.35am	11.45am	11.55am	12.05pm	12.15pm
12.25pm	12.35pm	12.45pm	12.55pm	1.05pm	1.15pm	1.20pm	1.25pm	1.35pm	1.40pm
1.45pm	1.55pm	2.00pm	2.05pm	2.15pm	2.25pm	2.35pm	2.45pm	2.55pm	3.05pm
3.15pm	3.25pm	3.35pm	3.45pm	3.55pm	4.05pm	4.15pm	4.25pm	4.35pm	4.45pm
4.55pm	5.05pm	5.15pm	5.25pm	5.35pm	5.45pm	5.55pm	6.05pm	6.15pm	6.25pm
6.35pm	6.45pm	6.55pm	7.05pm	7.15pm	7.25pm	7.35pm	7.45pm	8.05pm	8.25pm

## Hotel Accommodation and Other Amenities

Conveniently located in central Singapore, Mount Alvernia Hospital is only 5 to 10 minutes away by car from many shopping malls and dining amenities. For added convenience, free shuttle bus services are available between the hospital and popular MRT stations in Bishan and Novena.

### Nearest Malls

- Novena Square
- Far East Plaza
- CK Tang
- ION Orchard
- Ngee Ann City/Takashimaya
- 313 Somerset
- Bishan Junction 8
- Thomson Plaza
- HDB Hub @ Toa Payoh Central
- Ang Mo Kio Hub @ Ang Mo Kio Central

### Nearby Hotels

(within 5 to 15 minutes' drive away)

- **Goodwood Park Hotel**  
<http://www.goodwoodparkhotel.com>
- **Grand Hyatt**  
<http://www.hyatt.com>
- **Hotel Royal**  
<http://www.hotelroyal.com.sg>
- **IBIS Singapore Novena**  
<http://www.ibis.com>
- **Oasia Hotel**  
<http://www.oasia.com.sg>
- **Quality Hotel**  
<http://www.qualityhotel.com.sg>
- **Royal Plaza on Scotts**  
<http://www.royalplaza.com.sg>
- **Sheraton Towers**  
<http://www.sheratonsingapore.com>
- **The Elizabeth Hotel**  
<http://www.theelizabeth.com.sg>
- **The Quincy Hotel**  
<http://www.quincy.com.sg>
- **Value Hotel Thomson**  
<http://www.valuehotel.com.sg/thomson.php>
- **Value Hotel Balestier**  
<http://www.valuehotel.com.sg/balestier.php>

## Essential Contact List

Department	Opening Hours	Phone & Email
Mainline Enquiries & Feedback	Daily 24 hours	+65 6347 6688 enquiry@mtalvernia.sg
Patient Liaison Centre	Mon to Thu: 8:30am to 6pm Fri: 8:30am to 5:30pm Sat, Sun & PH: Closed	+65 6347 6788 patient.assist@mtalvernia.sg
Emergency & 24-Hr Clinic	Daily 24 hours	+65 6347 6210
Parentcraft Centre (Breastfeeding/Childbirth Education)	Mon to Fri: 8:30am to 1pm, 2pm to 5pm Sat: 8:30am to 1pm Sun & PH: Closed	+65 6347 6641
Rehabilitation Centre	Mon to Fri: 8:30am to 5pm Sat: 8:30am to 1pm Sun & PH: Closed	+65 6347 6203
Diagnostic Imaging (X-ray/Scans)	Mon to Fri: 8:30am to 5pm Sat: 8:30am to 1pm	+65 6347 6200
Nutrition & Dietetics	Mon to Fri: 8:30am to 5pm Sat: 8:30am to 1pm Sun & PH: Closed	+65 6347 6702 *last appointment is at 5pm
Retail Pharmacy	Mon to Fri: 8:30am to 5:30pm Sat: 8:30am to 5pm Sun & PH: Closed	+65 6347 6589
Main Pharmacy	Mon to Fri: 8am to 9pm Sat: 8am to 6pm Sun & PH: 8:30am to 3pm	+65 6347 6217
Business Office	Mon to Thu: 8:30am to 6pm Fri: 8:30am to 5:30pm Sat: 8:30am to 1pm Sun & PH: Closed	+65 6347 6600
Admission Matters Only	Daily 24 hours	
Outpatient Lab Services & Main Hospital Lab	Mon to Fri: 8am to 5pm Sat: 8am to 1pm Sun & PH: Closed	*For more details, please refer to page 14 of this brochure

## Your Stay With Us

### **Preparing for Admission**

#### *Room Reservation*

Your doctor or the clinic staff will make the necessary booking for your admission to our hospital. We will be able to confirm the availability of room type only at the time of admission. This is due to the uncertainty of patients' discharges and emergency admissions. However, most of the time, patients are admitted to the rooms of their choice. Should your choice of room be unavailable during admission, we assure you that we will make the transfer to your preferred room type as soon as it is available.

#### *Choice of Accommodation*

You may choose from the following room types:

- Suite
- Single room
- 2-bedded room
- 4-bedded room (not available for maternity patients)
- 6-bedded room (not available for maternity patients)

All rooms are tastefully furnished, air-conditioned and equipped with attached bathroom and toilet facilities. Except for 6-bedded rooms, in which televisions are not available, all other rooms are equipped with a telephone and a television that contains in-house movies. Please note that in consideration of patients' need to rest, only one companion is allowed in single rooms and there is a daily charge for the companion, which includes all meals.

### **On the Day of Admission**

#### *Registration*

Inpatient admission (24 hours) and Day Surgery admission – please register at the Business Office located at Level 1. Please check into our hospital at the appointed time as requested by your doctor. You or a member of your family will be asked to provide information and to complete some documents.

### When to Come to the Hospital

#### For Surgical Patients

If your surgery is scheduled for the same day as your admission, please check into the hospital at least 2 hours prior to surgery time.

If you are having a major surgery, please come to the hospital one day before the surgery for the necessary blood tests as arranged by your doctor. Instructions for what you should and should not do will be provided by your surgeon prior to your surgery. Please remember to follow your surgeon's instructions on whether or not you need to fast before your surgery.

#### For Day Surgery Patients

It is advisable not to drive yourself home after the surgery. Please arrange for someone like a member of your family or friend to accompany you home instead.



To expedite the admission process, you may visit

<https://forms.mtalvernia.sg/pre-admission>



### What to Bring

#### Original Documents

- Identity card or birth certificate (if under 12 years old) or passport (for foreigners), spouse's/parent's identity card

- Doctor's admission letter
- Previous medical health reports (e.g. X-ray, laboratory reports, blood test results, etc.)
- Letter of Guarantee from your employer/insurance company if part or all of your medical expenses are to be borne by them
- A list of all medications you are presently taking and the dosage

#### Personal Items

- Pyjamas or night dress
- Non-slip slippers
- Personal toiletries

#### For the Expectant Mother

- Night dresses with front opening to facilitate breastfeeding
- Personal toiletries
- Socks (to be worn in the Delivery Suite)
- Original marriage certificate for registration of baby's birth certificate

#### For the Newborn

- 2 pairs of mittens
- A set of baby clothing to be worn during discharge
- A baby wrapper or blanket



#### Valuables

Please do not bring along excessive cash and valuables. Please leave your valuables at home as the hospital will not be able to accept responsibility for any losses.

### ***Inpatient Meals***

Our menus offer a selection of Chinese, Malay/Indian or Western cuisines that are served at bedside. Your meals may differ from our regular menus if your doctor or dietician prescribes a therapeutic diet for you. No pork or lard is used.



### ***Going Home***

#### ***Discharge***

Our discharge time is by 11am (before lunch). Upon confirmation from the doctors, your nurse will hand you the discharge paperwork to make payment at our Business Office. You will also be advised if there is medication to be collected from the General Pharmacy. Should you need help to go to the taxi stand, please let our nurses know.

#### ***Follow Up Care and Appointments***

Before you leave the ward, your doctor may advise you on your post-discharge care for your recovery. Please schedule your appointment with the specialist clinic directly. If you need help to contact the clinic, please approach our ward nurses.

# BILLING FAQs

## MEDISAVE-APPROVED INTEGRATED SHIELD PLAN (IP)

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### 1. What is a Medisave-Approved Integrated Shield Plan (IP)?

From 1 November 2015, all Singapore Citizens and Permanent Residents are covered under MediShield Life – a basic national health insurance plan administered by Central Provident Fund (CPF) Board. As its coverage is meant for subsidised treatment in public hospitals, CPF members who wish to enjoy additional private insurance coverage can also use their Medisave savings to purchase Medisave-approved IPs.

**Coverage for each IP may differ as it depends on the benefits that you have chosen.**

Participating insurers for IPs are as follows:

- AIA Singapore
- Aviva
- AXA Life
- Great Eastern Life
- NTUC Income
- Prudential Assurance
- Raffles Health Insurance

*For more information on MediShield Life and IPs, you can visit [www.medishieldlife.sg](http://www.medishieldlife.sg)*

### 2. How do I know if I have an IP covered for private hospitalisation?

You may contact your insurer prior to your admission to clarify if your IP can cover you for private hospitalisation. At the point of admission, our Business Office staff can also assist you in checking whether you have an IP after getting your authorisation on the Medical Claims Authorisation Form (MCAF).

### 3. If I have an IP, do I need to make any upfront payment for my hospitalisation?

#### *Admission*

If you have an IP, our Business Office staff will assist you to apply for an eLOG (Letter of Guarantee for Waiver of Deposit)\* after getting your authorisation. If you are eligible for an eLOG and the amount is sufficient to cover the deposit required, no upfront payment is required.

### *When Your Stay is Extended*

We can also help to apply for additional eLOG (applicable to certain insurers only)\*. Similarly, no top-up deposit is required if the additional eLOG amount is sufficient to cover the revised estimated bill size.

### *On Your Discharge Day*

We will reapply the eLOG if the actual bill size is more than the initial estimation. Payment is required if your eLOG application is unsuccessful or the amount is insufficient to cover the balance payable.

In summary, all IPs are on a **reimbursement basis**. If your eLOG amount covers the deposit/balance payable, you would not need to make any upfront payment to the hospital.

## **4. Can I check whether I am entitled to eLOG and the guaranteed amount before the actual day of admission?**

We will be able to assist you to apply for an eLOG 14 days before your admission date if you have an IP with the following insurers:

- AIA
- Aviva
- Prudential

With the information, you may then prepare the necessary deposit/ payment (if required) on the actual admission day.

## **5. What can I do if my request for eLOG is declined?**

You should contact your insurer directly to clarify your policy benefits and entitlements.

## **6. How do I claim from my IP?**

We will submit<sup>#</sup> your claim electronically after your discharge. After assessing the amount payable, your private insurer will pay us direct. You will receive a final bill indicating the approved claims in approximately 1 month or longer if the insurer requires clarification on the medical claims.

## **7. How do I know whether I have a refund or outstanding balance after my discharge?**

If you made payment during your stay and your insurer covers the bill fully, a refund cheque will be sent to you together with the final bill. However, if partial or no payment was made during your stay (depending on the eLOG amount)\*, and the claim payout is insufficient to cover the full bill, you would need to settle the outstanding balance.

**8. After claiming from my IP, can I still claim from my company insurance?**

If your bill has been submitted to your IP insurer, you can submit your claims to your company insurer after receiving the final bill from us. Your company insurer will then reimburse to your IP accordingly, where applicable.

**9. Is the issuance of the eLOG an admission of any claim liability and/or claim approval by my insurer?**

Issuance of eLOG does not mean that your insurer has approved the claim. The final payout is subject to their review and assessment when the Hospital submits the claim after your discharge. The actual payout may deviate from the eLOG amount issued during your stay. You may wish to approach your insurer for their professional advice pertaining to your policies and claim payout.

**10. Who can I contact for further information pertaining to my policy?**

You may contact your insurer directly for their advice should you need further information pertaining to your policy or coverage.

*\* Approvals for eLOG/additional eLOG are subject to patients' policies and insurers' terms and conditions. There is generally a maximum limit for eLOG, and the amount varies across different insurers.*

*# For inpatients, a minimum stay of 8 hours is required for claims to be submitted by the hospital.*

For more information, please visit:

<https://mtalvernia.sg/cost-financing/billing-insurance/medisave-approved-integrated-shield-plan/>

**MEDISAVE**

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**1. What can Medisave be used for?**

You may use your Medisave to pay for the hospitalisation and certain outpatient expenses incurred by yourself or your immediate family members.

For more information, please refer to <https://goo.gl/FRVMjj>.

**2. How do I use Medisave to pay for the hospital bill?**

You need to give authorisation to the Business Office to deduct from Medisave. The form can be obtained from the Business Office. If you are a Singapore Citizen or Permanent Resident, you need to produce your NRIC. If you are a foreigner, you need to give us your CPF Membership number.

**3. Who can I use my Medisave for?**

Medisave can be used for yourself or your immediate family members (your spouse, children, parents and grandparents). They can be of any nationality, except for grandparents who must be Singapore Citizens or Permanent Residents.

#### **4. How much of Medisave can be used to cover the hospital bill?**

Medisave can be claimed only if you are hospitalised for at least 8 hours (unless you are admitted for day surgery).

- *For inpatients:* Up to \$450 per day for daily hospital charges (\$400 for hospital charges, \$50 for doctor's daily attendance fee).
- *For day surgeries:* Up to \$300 per day for daily hospital charges (\$270 for hospital charges, \$30 for doctor's attendance fee).
- *For inpatient psychiatric treatments:* Up to \$150 per day for daily hospital charges, subject to a maximum of \$5,000 per year.
- *For surgical operations (inpatient and day surgery):* A fixed limit ranging from \$250 to \$7,550 depending on the complexity of the operation according to MOH's Table of Surgical Procedures.

#### **5. Can Medisave be used for pre-delivery expenses?**

Yes. You are allowed to claim an additional \$900 from Medisave for antenatal care if you submit your antenatal receipts to us during admission. This will be used to offset your hospital charges.

### **BILLINGS**

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#### **1. Hospital bill size**

You will be given financial counselling on the estimated hospital bill upon your admission. Your actual bill will depend on the type of accommodation, length of stay, diagnosis, type of operation and procedures ordered by your doctor upon admission.

For deliveries, please check our maternity package details in the Maternity Care Services brochure or online at <https://www.mtalvernia.sg/maternity-packages>.

#### **2. What you are paying for**

A typical hospital bill may include accommodation, laboratory tests, diagnostic imaging services, use of the operating theatre, equipment usage, medicines, nursing services, doctors' professional fees and anaesthetists' fees.

#### **3. Modes of payment**

Payment at Business Office (open 24 hours daily): By cash, cheque, NETS and major credit cards.

Funds transfer via ATM and Internet Banking: You may obtain our bank account number from our staff at the Business Office for funds transfer. Please inform our staff the bill number and the amount after you have done the transfer in order for us to update your records.

## DEPOSITS

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### Deposit upon admission

An initial deposit is payable upon admission. This will be based on

- 50% of the 90<sup>th</sup> percentile of the estimated hospital charges on admission
- 80% of the 90<sup>th</sup> percentile of the estimated charges for Neurosurgery, Cardiosurgery, HDU, ICU and NICU cases on admission
- 100% of the 90<sup>th</sup> percentile of the estimated hospital charges on admission (for foreign patients)

### Deposit for transfer/Evacuation cases

For transfer/evacuation cases, the deposit will be \$50,000 or 80% of the 90<sup>th</sup> percentile of the estimated hospital charges on admission, whichever is higher.

### Deposit for maternity cases

For maternity cases, the deposit will depend on the type of delivery package. Please check our maternity package details in the Maternity Care Services brochure or online at <https://www.mtalvernia.sg/maternity-packages>.

### Refund of deposit

The deposit will be used to offset your hospital bill. If the deposit is more than the final bill size, the hospital will refund you by cheque after your discharge. Otherwise, you will need to top up the balance.

## FINAL BILL

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If you are claiming from Medisave or paying the bill fully by cash, you will receive the final bill approximately 10 days from the day you are discharged from the hospital. If you are claiming from MediShield Life/Integrated Shield Plan, the final bill will only be sent to you after all claims are processed, which takes about 1 month. Please note that processing of claims may take longer if the insurer requires clarifications on the medical claims.

## BIRTH REGISTRATION SERVICES

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This is available at our Business Office. Please bring the following for the registration:

- Notification of Live Birth (which will be handed to you by the hospital)
- Completed BD13 (Birth Registration Form)
- Both parents' ORIGINAL NRICs (Foreigners have to bring ORIGINAL Passports)
- ORIGINAL Marriage Certificate
- ORIGINAL Malaysian Blue IC for Malaysians

- A Letter of Authorisation to be signed by both parents of the child if someone else registers the birth
- ORIGINAL Deed Poll if the parent's name has been changed and is different from the NRIC

Birth registration can be done within 42 days from the date of birth. However, it is strongly encouraged that you register within 14 days.



### Registration Hours

Mon to Fri: 9am to 4pm (last registration at 3.30pm)

Sat: 9am to 12pm (last registration at 11.30am)

Sun & PH: Closed

Fees: S\$42

## BABY BONUS APPLICATION

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You can apply for the Baby Bonus online at <https://www.babybonus.msf.gov.sg> using your SingPass account. Please make sure you have the following documents ready to apply:

- 1) Bank Account Holder's account details to receive the cash gift
- 2) Personal particulars of the Bank Account Holder and CDA Trustee, if they are a third party (i.e. not the child's parent)
- 3) Adoption Order and Schedule (if your child is adopted)
- 4) Marriage Certificate (for overseas marriage)



### For More Information

Tel: 1800 253 7707 (+65 62537707 if you are overseas)

Email: [msf\\_babybonus@msf.gov.sg](mailto:msf_babybonus@msf.gov.sg)





*Serve all with Love*

**MOUNT ALVERNIA HOSPITAL**

820 Thomson Road Singapore 574623

Tel: +65 6347 6688 [enquiry@mtalvernia.sg](mailto:enquiry@mtalvernia.sg)

[www.mtalvernia.sg](http://www.mtalvernia.sg)  [mtalverniahospital](https://www.facebook.com/mtalverniahospital)

*Printed in September 2018*