



Serve all with Love

Maternity Care Services

Staying with You Beyond Your Pregnancy



Contents

A Precious Beginning	01
Maternity Unit	02
Maternity Tour	05
Prepare for Parenthood at Alvernia Parentcraft Centre	06
The Big Day	10
Going Home	14
Blessing for Newborn	16
Other Services	17
Getting to the Hospital	18
Useful Numbers & Services	22



A Precious Beginning

Congratulations on embarking on the incredible journey of motherhood! At Mount Alvernia Hospital, we understand the significance of this moment, and believe that selecting the right hospital for delivery and postnatal care is crucial.

Our 10-storey St Anne Mother & Child Centre (SAMCC) is the heart of all our maternity and paediatric facilities and services. With a comprehensive, all-inclusive experience housed within one building, we aim to provide you with peace of mind throughout your maternity journey.

Supported by over 200 on-campus specialist doctors and 1,200 accredited doctors, SAMCC has in place critical inpatient facilities such as a Neonatal ICU, Neonatal Jaundice Unit, and High Dependency Unit, as well as a full suite of ancillary services, ensuring that you have end-to-end support at every stage of your maternity experience.

Beyond medical expertise, we also take pride in providing a homely and relaxing environment, within which we are committed to delivering the right professional care for you and your baby.

We invite you to explore the valuable information provided in this booklet as you prepare for this significant moment in your life.

Thank you for choosing Mount Alvernia Hospital. We eagerly await the opportunity to create a memorable maternity destination for your special day.

If you have further enquiries, you can:

Call us at 6347 6688.

Write to us at enquiries@mtalvernia.sg

Visit www.mtalvernia.sg for more information.

Maternity Unit

Since 1961, Mount Alvernia Hospital has been committed to delivering quality maternity care for both you and your baby, encompassing antenatal, delivery, postnatal, and paediatric services. Our dedicated team of midwives, nurses, and lactation consultants will provide comprehensive support throughout the birthing process and during postnatal and baby care. Our well-equipped maternity unit includes a delivery suite, maternity wards, baby nurseries, and a Neonatal Intensive Care Unit (NICU), ensuring a safe and nurturing environment for you and your little one.

Delivery Suite



We take pride in our 15 single-bedded delivery rooms, where each room features central foetal monitoring systems and baby resuscitaires, which are essential for emergencies.

Your baby's safety and your well-being are paramount, so we prioritise close monitoring

and prompt action to address any irregularities.

Our anaesthetic specialists are here to offer epidural service for pain management during labour, ensuring your comfort throughout the process.

In addition, we have dedicated midwives to provide compassionate support to ease your birthing experience and facilitate the natural physiological process of labour.

Maternity Wards Premium Suite and Junior Suite

Integrated with today's lifestyle needs, this ward is designed with soothing colours and a modular wall system that absorbs environmental sounds for you to recuperate in total privacy and comfort. The ample space provided allows the privacy you need to celebrate your baby's arrival with your family and close friends.



All rooms in the maternity wards include in-house educational TV channels dedicated to postnatal mothers.

Premium Single and Standard Single



Our premium single and standard 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 sofa set for your convenience and comfort. If you need a family member or caregiver to stay with you, the sofa can easily be converted into a bed.

Double

Each double-bedded room is air-conditioned with shared bathroom facilities and amenities. Each bed has a privacy curtain, side table, telephone, television and a comfortable chair for your visitors.

Nursery



Your baby will be staying in the nursery attached to your maternity ward on the same floor. Our specially trained nurses will care for your baby, while a team of doctors will monitor your baby's health every day.

After breakfast, our nurses will facilitate a bonding session for you and your baby, teaching you how to care for the little one. We encourage you to tap on our nurses' vast baby care experience 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 which combines technology and trained nursing professionals to provide special care for the tiniest patients.



Ward Visiting Hours

Daily: 8.30am to 8.30pm

Average Length of Stay*

2-3 days for Vaginal Birth

4-5 days for Caesarean Section Birth

*The above is only a guide. Actual length of stay is dependent on your recovery process and our doctor's advice.

Maternity Tour

Prior to your due date, you may schedule a guided tour of the Delivery Suite and the different maternity wards. The tour will provide you with useful information including the maternity package prices and the available room types, as well as familiarise you with the pre-admission and admission procedures.

Maternity Tour Schedule

Mondays to Fridays	Saturdays
2pm and 4pm	10am and 12pm
There are no tours on Sundays and public holidays	

Scan QR code to register for a guided tour.



Online tours are available. For more information, call our Patient Liaison Centre at 6347 6788, or email patient.assist@mtalvernia.sg

Enjoy Motherhood with Alvernia Ladies Card



Enjoy a range of benefits and privileges when you register for your Alvernia Ladies Card **before** admission. Scan QR code to learn more.



Prepare for Parenthood at Alvernia Parentcraft Centre



As new parents, you might have numerous enquiries concerning breastfeeding and caring for your newborn. The Alvernia Parentcraft Centre (APC) is dedicated to being a

comprehensive resource for all your childbirth preparation and infant care needs. Within the APC, you will find a warm and welcoming lobby and a mini library that houses an extensive collection of valuable resources, including parenting guides, books, and reference materials on nursing and breastfeeding.

If you have chosen Mount Alvernia Hospital for the delivery of your baby, we offer educational sessions during your hospital stay, conducted by experienced lactation consultants. Additionally, the APC provides outpatient consultation should you have any questions after your discharge.



Services

- Antenatal lactation consultation
- Childbirth education
- Personalised breastfeeding consultation (includes breastfeeding assessment, latching issues, breast engorgement and preparation for going back to work)
- Personalised consultation on newborn care/bathing baby
- Personalised homecare service for mothers and babies
- Bottle feeding training and weaning
- Baby massage class

Opening Hours

Mondays to Fridays	Saturdays
8.30am to 1.00pm	8.30am to 1.00pm
2.00pm to 5.00pm	
Closed on Sundays and public holidays	

For appointments, please call the APC at 6347 6641.

Childbirth Education Course (1-day Crash Course)

This thoughtfully curated course, designed by a team of experienced parentcraft specialists, aims to support new parents in their mental and physical preparation for childbirth.

The course structure encompasses lectures, videos, demonstrations and hands-on practical sessions, ensuring that you gain valuable knowledge and confidence as you embark on this transformative journey of parenthood.

We highly recommend both you and your partner attend the course together, fostering a supportive and shared learning experience.

Course Topics

1. Changes during pregnancy
 - Breastfeeding positions and latch-on techniques
2. Delivery
 - Signs of labour
 - Pain relief in labour
 - Methods of delivery
 - Care of mother after delivery
3. Breastfeeding
 - Infant feeding
 - Importance of breastfeeding and bonding
 - How to get off to a good start in breastfeeding
4. Care of a baby
 - Bathing a newborn
 - Sterilisation of feeding equipment
 - Handling a crying baby
 - Common problems of a newborn
 - Safety

Course Schedule

1-day Crash Course

Daily

11.30am to 5.00pm (includes a 1-hour lunch)



Register now by scanning the QR code. Alvernia Ladies Card membership privileges are applicable.

For more information, contact the APC at 6347 6641 or email parentcraft@mtalvernia.sg

The Big Day

Before your estimated delivery date, your obstetric clinic will arrange a maternity booking for you. Our maternity unit will then follow up with a confirmation letter containing your booking and admission details.

We offer various maternity packages for different types of delivery (normal/assisted/Caesarian section) with a selection of room types (suite/single/double) for you to choose from.

Please note that we can only confirm the availability of your preferred room type at the time of admission, as patient discharges and emergency admissions may affect room availability. If your desired room is not initially available, we will transfer you as soon as it becomes accessible. All packages include Bacillus

Calmette-Guérin (BCG) and the first Hepatitis B injections for your baby (during the hospital stay only), provided their condition permits it.

Additionally, a personal toiletry pouch containing shampoo, shower gel, body lotion, toothbrush, toothpaste, comb, shower cap, and face towel will be provided for your use.

Pre-Admission Form

To expedite your admission process, kindly scan the QR code below and submit the required information at least one day prior to your admission.



Alternatively, you may access the form at <https://forms.mtalvernia.sg/pre-admission/>

What to Bring for Your Hospital Stay

Documents

- NRIC
- Passport (for foreign patients only)
- Maternity confirmation letter
- Blood test results during pregnancy
- Insurance card, doctor's referral letter, letter of guarantee (if any)
- Alvernia Ladies Card (for member's privileges)

For Mum

- Pyjamas or night dressing with front opening to facilitate breastfeeding

- Personal toiletries
- Non-slip bedroom slippers (to be worn in the wards)
- Nursing bras
- Socks (to be worn in the Delivery Suite)
- Casual wear upon discharge
- Optional
 - Sanitary pads
 - Nursing pads (breastfeeding)

For Baby

- 2 pairs of mittens
- Full set of clothes and wrap to go home

Valuables

For your safety and security, we recommend refraining from bringing excessive cash and valuables to the hospital. Please note that the hospital does not assume liability for personal belongings brought onto the premises.

When to Come to the Hospital

- Your water breaks or you notice continuous leaking of fluid from the vagina;
- You have vaginal bleeding;
- You experience an onset of persistent, periodic contractions; or
- You notice reduced or no foetal movement.

Confinement Meals



Indulge in our diverse menu options, ranging from confinement food to an array of Chinese, Malay* and Western cuisines. However, do note that your meals might vary from the regular menu if a therapeutic diet is prescribed by your doctor or dietitian.

*No pork or lard is used in the preparation of Malay cuisine.

Breastfeeding-Friendly Environment

During your stay, lactation consultants from Alvernia Parentcraft Centre (APC) will personally visit you at the

ward to provide valuable guidance and advice on breastfeeding and general infant care.

You may also join our breastfeeding and baby care workshops during your stay. Held on every Monday, Wednesday and Friday at the APC for one hour, these sessions offer opportunities to practise and enhance your knowledge.

For added convenience, your room features a dedicated TV channel on breastfeeding, guiding you at your own pace.





Essential Protocol

Ensuring sufficient milk intake and preventing dehydration in newborns is crucial during breastfeeding.

We have implemented a newborn dehydration protocol in our nurseries, where we monitor weight loss (ideally within 7-10%) and regular urine output throughout the day. These indicators confirm the correct breastfeeding

techniques and adequate breast milk consumption.

Our goal is to demonstrate the right breastfeeding practices and methods, boosting your confidence and motivation to breastfeed successfully.

Our caring nurses are available to offer guidance and assistance with infant feeding whenever needed.

Going Home



Discharge

Our daily discharge time is 11am (before lunch). Upon confirmation from the doctor, your nurse will hand you the discharge paperwork to make payment at our Business Office located at St Anne Mother & Child Centre, Level 2.

You will also be informed if there is any medication to be collected from the satellite pharmacy. Should you need help to get to the taxi stand, please let our nurses know.

Baby Bonus Application

You may apply for this via the LifeSG app (please refer to

page 15 for more details). Otherwise, you can apply online at <https://www.babybonus.msf.gov.sg> using your Singpass account.

Please make sure that you have the following documents ready to complete your application:

- Bank account holder's account details to receive the cash gift
- Personal particulars of the bank account holder and CDA Trustee if they are a third party (i.e. not the child's parent)
- Adoption order and schedule (if your child is adopted)
- Marriage certificate (for overseas marriages)

For more information, please visit the official website at <https://www.babybonus.msf.gov.sg>

From 29 May 2022, registration for all births will be simpler and faster on LifeSG.

Gain immediate access to your child's digital birth certificate, anytime and anywhere!



3 steps to register your child's birth

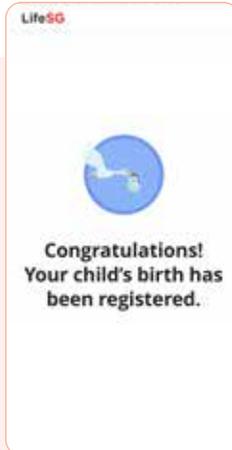
1

Register your child's birth on LifeSG.



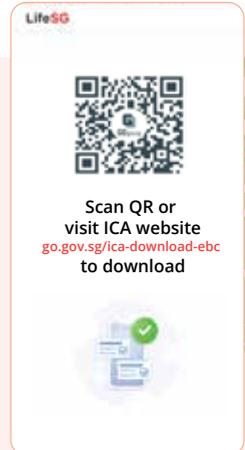
2

Receive confirmation of registration.



3

Download and save the digital birth certificate to your personal device.



For more info, visit go.gov.sg/lifesg-ebc or scan QR code below



LifeSG is brought to you by the following government agencies



Blessing for Newborn



As a sign of blessing and thanksgiving, it is our tradition to hold a short prayer service for parents and their little ones at our chapel just before they head home. If you would like this service, please contact our ward staff for assistance to arrange a suitable time for the blessing.

Other Services

Newborn Hearing, Bilirubin (Test for Jaundice) and Metabolic Screening Tests



Your nurse may ask if you wish to order these tests for your infant to enable timely intervention.

You may tune in to our in-ward educational TV channel 3 to find out more on Newborn Screening.

Postnatal Care

We provide personalised consultation at the Alvernia Parentcraft Centre (APC).

We also conduct baby massage classes and talks on providing optimal nutrition for you and your baby at our special baby seminars held throughout the year.

If you are unable to visit us at APC, we also provide home visits at a fee.

Women's Health Screening

Don't forget to schedule a regular postpartum check with your healthcare provider two to six weeks after your baby's birth. Taking care of yourself is equally vital during this period.

For suitable health screening packages, scan the QR code below.



Alternatively, you may visit our website at https://mtalvernia.sg/clinical_services/health-screening/ to explore the options available.

Getting to the Hospital



By Car

From the Pan Island Expressway (PIE), exit Lornie Road.
From the Central Expressway (CTE), exit Braddell Road.

Main Entrance

The main entrance and exit of the hospital are via Thomson Road.

Marymount Road Entrance

Vehicles can enter using the Marymount Road entrance. However, please note there is a height restriction of 2.3 metres.

By Taxi

The taxi stand is located in front of the OCBC ATM machine, near the main lobby entrance.

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 at Marymount entrance: 54 and 851*

By MRT

The nearest* MRT stations are:

Marymount MRT (CC16) (0.8km)	Caldecott MRT (CC17) (0.5km)
Braddell MRT (NS18) (1.04km)	Bukit Brown MRT (CC18) (1.155km)
Toa Payoh MRT (NS19) (1.5km)	Bishan MRT (CC15) (1.5km)

You may take the train to Bishan MRT station and board our shuttle to our hospital. Please refer to the next page for the estimated arrival and departure times of the shuttle.

**<https://yoursingaporemap.com/amenities/transport/mrt-stations/1/820-Thomson-Road-Singapore-574623>*

Free Shuttle Bus Service

Mondays to Saturdays. No bus service on Sundays and public holidays.

From Bishan MRT to Mount Alvernia Hospital

(First bus 6.35am; Last bus 8.15pm)

06.35am	06.55am				
07.15am	07.35am	07.45am	07.55am		
08.05am	08.15am	08.25am	08.35am	08.45am	08.55am
09.05am	09.15am	09.25am	09.35am	09.45am	09.55am
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
01.05pm	01.15pm	01.25pm	01.35pm	01.45pm	01.55pm
02.15pm	02.35pm	02.55pm			
03.15pm	03.35pm	03.55pm			
04.15pm	04.35pm	04.55pm			
05.05pm	05.15pm	05.25pm	05.35pm	05.45pm	05.55pm
06.05pm	06.15pm	06.25pm	06.35pm	06.45pm	06.55pm
07.05pm	07.15pm	07.25pm	07.35pm	07.55pm	
08.15pm					

From Mount Alvernia Hospital to Bishan MRT

(First bus 6.45am; Last bus 8.25pm)

06.45am					
07.05am	07.25am	07.45am	07.55am		
08.05am	08.15am	08.25am	08.35am	08.45am	08.55am
09.05am	09.15am	09.25am	09.35am	09.45am	09.55am
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
01.05pm	01.15pm	01.25pm	01.35pm	01.45pm	01.55pm
02.05pm	02.25pm	02.45pm			
03.05pm	03.25pm	03.45pm			
04.05pm	04.25pm	04.45pm			
05.05pm	05.15pm	05.25pm	05.35pm	05.45pm	05.55pm
06.05pm	06.15pm	06.25pm	06.35pm	06.45pm	06.55pm
07.05pm	07.15pm	07.25pm	07.35pm	07.45pm	
08.05pm	08.25pm				

**While our shuttle endeavours to be punctual, we seek your understanding as the promptness of the shuttle is also dependent on traffic and weather conditions.*

Useful Numbers & Services

Department	Opening hours	Tel & Email
Main Line Enquiries & Feedback	Daily 24 hours	6347 6688 enquiry@ mtalvernia.sg
Patient Liaison Centre (Maternity Tour Booking)	Mon to Thu: 8.30am – 6pm Fri: 8.30am – 5pm	6347 6788 patient.assist@ mtalvernia.sg
24-hr Urgent Care Centre	Daily 24 hours	6347 6210
Alvernia Parentcraft Centre (Breastfeeding/ Childbirth Education)	Mon to Fri: 8.30am – 1pm, 2pm – 5pm Sat: 8.30am – 1pm	6347 6641 parentcraft@ mtalvernia.sg
Rehabilitation Centre	Mon to Fri: 8.30am – 5pm Sat: 8.30am – 1pm	6347 6203
Diagnostic Imaging (X-ray/Scans)	Mon to Fri: 8.30am – 5pm Sat: 8.30am – 1pm	6347 6200
Nutrition & Dietetics	Mon to Fri: 8.30am – 5pm* Sat: 8.30am – 1pm *(last appointment at 5pm)	6347 6702

Department	Opening hours	Tel & Email
Alvernia Retail Pharmacy	Mon to Fri: 8.30am – 5.30pm Sat: 8.30am – 5pm	6347 6589
Main Pharmacy	Mon to Fri: 8.30am – 9pm Sat: 8.30am – 6pm Sun & PH: 8.30am – 3pm	6347 6217
Business Office	Mon to Thu: 8.30am – 6pm Fri: 8.30am – 5.30pm Sat: 8.30am – 1pm	6347 6600
Business Office (Admission Matters)	Daily 24 hours	6347 6601
Outpatient Lab Services	Mon to Fri: 8am – 5pm Sat: 8am – 1pm	6347 6213
Main Hospital Lab	Mon to Fri: 9am – 5pm Sat: 9am – 1pm	6347 6202

MOUNT ALVERNIA HOSPITAL

820 Thomson Road Singapore 574623
T: 6347 6688 E: enquiry@mtalvernia.sg

www.mtalvernia.sg

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

 [@mtalvernia.sg](https://www.instagram.com/mtalvernia.sg)