

Alvernia Family Card Frequently Asked Questions

1. What is the Alvernia Family Card?

The Alvernia Family Card is a complimentary lifetime membership by Mount Alvernia Hospital, created to support you and your loved ones in caring for your health and well-being. Members enjoy access to healthcare privileges, preferred rates for selected healthcare services and regular-priced items at participating retail, food and beverage outlets within the hospital.

2. Who can apply for the card?

Anyone aged 18 and above who wishes to enjoy selected healthcare and lifestyle privileges at Mount Alvernia Hospital can sign up for the Alvernia Family membership.

3. Is there a membership fee?

Membership is free of charge.

4. How do I sign up?

For Singaporeans and Permanent Residents, you can sign up through our Alvernia Connect portal. Log in with your Singpass to register for an account and securely complete your details for a smooth and seamless experience. A one-time passcode will be sent to your registered email address to verify your registration.

For foreigners, please visit the Alvernia Connect portal to register for an account and fill in your particulars. A one-time passcode will be sent to your registered email address to confirm your registration.

5. Why do I need to sign up through the Alvernia Connect portal?

The Alvernia Connect portal provides a streamlined and secure way to manage your registration and personal data. By using Singpass, your information is automatically verified, ensuring accuracy and security while simplifying the sign-up process. This integration also allows us to offer a smoother and more efficient experience for all users.

6. How long is the membership valid?

Membership is valid for a lifetime.

7. What are the benefits of being a member?

As an Alvernia Family member, you'll enjoy member rates for:

- Psychiatric consultations at Alvernia Psychological Health Centre
- Selected health screening packages at Mount Alvernia Health Screening Centre
- Selected non-medicinal products at Mount Alvernia Retail Pharmacy
- Regular-priced items at participating retail, food and beverage stores within Mount Alvernia Hospital

8. Why do I need to use Singpass to sign up?

Singpass ensures a secure, accurate, and efficient sign-up by verifying your identity automatically. It saves time, reduces errors, and protects your personal data with stringent security standards. By integrating Singpass, we aim to provide a convenient, efficient, and trustworthy registration experience for all users.

9. Will I get notified when my sign-up is successful?

Yes, you will receive an email confirmation once your application for the Alvernia Family membership is successful, along with instructions on how to access your ecard.

10. Who can I contact if my sign-up is unsuccessful?

If you encounter any issues with your sign-up, please submit your enquiry or feedback [here](#). Alternatively, you may call us at +65 6347 6688 for assistance.

11. How do I enjoy member rates?

Present your Alvernia Family eCard at participating outlets or during registration at the hospital to enjoy member privileges.

12. Can my family members use my card?

Membership is personal and non-transferable. Each family member should sign up for their own card to enjoy the same benefits. For children under 18 who are unable to sign up for a card, the cardholder (parent or guardian) can verify their child's details so the child may also enjoy member rates.

13. How will I be notified about new privileges?

Members will receive regular updates via email or SMS on ongoing promotions, events, and health-related information.