



*Serve all with Love*

# Maternity Care Services

With You Every Moment,  
from Pregnancy to Parenthood



## 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	20



# 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 300 on-campus specialist doctors and more than 1,400 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](mailto:enquiries@mtalvernia.sg)

Visit [www.mtalvernia.sg](http://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 is equipped with a central fetal monitoring system and baby resuscitators – essential for emergencies.

Your baby's safety and your well-being are paramount. 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 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.



### 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.

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

## Nursery



Your baby will stay in the nursery located on the same floor as your maternity ward. Our specially trained nurses will provide attentive care, while our team of doctors will monitor your baby's health daily.

After breakfast, our nurses will facilitate a bonding session for you and your baby, guiding you in caring for your little one. We would like to encourage you to take advantage of their extensive baby care expertise during your stay with us.

## 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 your 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.

For more information or enquiries, call our Patient Liaison Centre at 6347 6788, or email [patient.assist@mtalvernia.sg](mailto: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 may have many questions about breastfeeding and newborn care. The Alvernia Parentcraft Centre (APC) is dedicated to being a comprehensive resource for all your childbirth preparation and infant care needs. At the APC, you will find a warm and welcoming lobby and a mini library with an extensive collection of valuable resources, including parenting guides, books, and reference materials on nursing and breastfeeding.

If you choose Mount Alvernia Hospital for your delivery, we provide practical hands-on sessions during your stay, led by experienced lactation consultants. Additionally, APC offers outpatient consultations for any questions you may have after discharge, supporting your childbirth preparation and infant care needs. Do contact APC on the charges.



## Services

- Antenatal lactation consultation
- Childbirth education
- Personalised breastfeeding consultation
  - Breastfeeding assessment
  - Breast engorgement
  - Latching and breastfeeding challenges
  - Preparation for returning to work
- Personalised consultation on newborn care and bathing
- Personalised homecare service for mothers and babies
- Guidance on weaning babies
- Baby massage class
- Postnatal care

We provide personalised consultation at APC. We also conduct baby massage classes and talks on providing optimal nutrition for you and your baby at our seminars held throughout the year. If you are unable to visit us at APC, we also provide home visits at a fee.

## Opening Hours

<b>Mondays to Fridays</b>	<b>Saturdays</b>
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 includes engaging lectures, informative videos, demonstrations, and hands-on practical sessions, equipping you with valuable knowledge and confidence as you embark on your transformative journey into parenthood.

We strongly encourage both you and your partner to attend the course together to foster a supportive and shared learning experience.

### Course Topics

1. Labour and delivery
  - Signs of labour
  - Pain relief options during labour
  - Methods of delivery
  - Post-delivery care for the mother
2. Breastfeeding
  - Infant feeding
  - Importance of breastfeeding and bonding
  - Getting off to a good start with breastfeeding
3. Baby Care
  - Breastfeeding positions and latch-on techniques
  - Managing common breastfeeding challenges
  - Balancing work and breastfeeding
  - Bathing a newborn
  - Sterilising feeding equipment
  - Calming a crying baby
  - Identifying common newborn problems
  - Ensuring safety for your baby

### Course Schedule

#### 1-Day Crash Course

11.00am to 4.30pm with a 1-hour lunch break (12.30pm – 1.30pm)  
Please contact APC for the specific course dates.



Register for the Childbirth Education Course now by scanning the QR code. Alvernia Ladies Card members are entitled to are entitled to member rates for the course fees.

# 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) 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 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.



## What to Bring for Your Hospital Stay

### Original Documents & Deposit

- NRIC/Passport (for non-Singaporeans) of both parents-to-be
- Receipts for pre-delivery medical expenses (for additional \$900 Medisave claim)
- Doctor's admission letter
- Blood test results during pregnancy
- Cash, credit card or NETS for deposit payment

### For Baby

- 2 pairs of mittens
- Full set of clothes and wrap upon discharge

### For Mum

- Personal toiletries
- Nursing bras
- Casual wear upon discharge
- Socks (to be worn in the Delivery Suite)
- Disposable panties

### Optional

- Pyjamas or night dresses with front opening to facilitate breastfeeding
- Non-slip bedroom slippers in the ward
- Nursing pads (breastfeeding)
- Sanitary pads

## 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;
- 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 will personally visit you at the ward to provide

valuable guidance and advice on breastfeeding and general infant care.

To enhance your convenience, we provide a dedicated breastfeeding channel in your room. This channel features instructional videos and guidance for you to practise and learn about breastfeeding at your own pace. You are strongly encouraged to utilise this resource.





### **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!



Life  
SG

## 3 steps to register your child's birth

1

Register your child's birth on LifeSG.



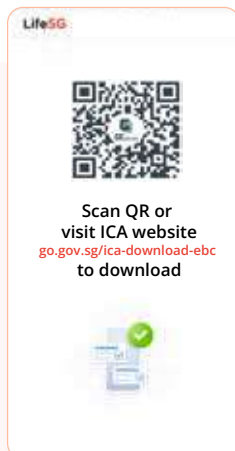
2

Receive confirmation of registration.



3

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



For more info, visit [go.gov.sg/lifeg-ebc](https://go.gov.sg/lifeg-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 Quiet Room located at Level 10 of St Anne Mother & Child Centre 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.

## **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.

## **Alvernia Psychological Health Centre (APHC)**

Having mood swings, crying spells, anxiety and difficulty sleeping after giving birth?

At APHC, we offer diagnosis and solutions for you to feel better again.

### **Mondays to Fridays**

8.00am to 5.00pm

Closed on weekends and public holidays.

For appointments, please call or whatsapp APHC at 6347 6760 or email APHC@mtalvernia.sg

# 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 building 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 Road entrance: 54 and 851

### By MRT

The nearest MRT stations# are:

Caldecott MRT (CC17) (0.474km)	Marymount MRT (CC16) (0.828km)
Braddell MRT (NS18) (1.040km)	Bukit Brown MRT (CC18) (1.155km)
Toa Payoh MRT (NS19) (1.476km)	Bishan MRT (CC15) (1.689km)

You may take the train to Bishan MRT or Caldecott MRT station and board the free shuttle to Mount Alvernia Hospital.

For estimated arrival and departure times of the shuttle, scan the QR code.



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

# Useful Numbers & Services

Department	Opening hours	Tel & Email
24-hr Urgent Care Centre	Daily 24 hours	6347 6210
Alvernia Health Screening Centre	Mon to Fri: 8am – 5pm Sat: 8am – 1pm	6347 6215 hsc@mtalvernia.sg
Alvernia Parentcraft Centre (Breastfeeding/Childbirth Education)	Mon to Fri: 8.30am – 1pm, 2pm – 5pm Sat: 8.30am – 1pm	6347 6641 parentcraft@mtalvernia.sg
Alvernia Retail Pharmacy	Mon to Fri: 8.30am – 5.30pm Sat: 8.30am – 5pm	6347 6589
Alvernia Psychological Health Centre	Mon to Fri: 8am – 5pm	6347 6760 APHC@mtalvernia.sg
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
Diagnostic Imaging (X-ray/Scans)	Mon to Fri: 8.30am – 5pm Sat: 8.30am – 1pm	6347 6200

<b>Department</b>	<b>Opening hours</b>	<b>Tel &amp; Email</b>
Main Hospital Lab	Mon to Fri: 9am – 5pm Sat: 9am – 1pm	6347 6202
Main Line (Enquiries & Feedback)	Daily 24 hours	6347 6688 enquiry@ mtalvernia.sg
Main Pharmacy	Mon to Fri: 8.30am – 9pm Sat: 8.30am – 6pm Sun & PH: 8.30am – 3pm	6347 6217
Nutrition & Dietetics	Mon to Fri: 8.30am – 5pm* Sat: 8.30am – 1pm *(last appointment at 5pm)	6347 6702 dietetics@ mtalvernia.sg
Outpatient Lab Services	Mon to Fri: 8am – 5pm Sat: 8am – 1pm	6347 6213
Patient Liaison Centre (Maternity Tour Booking)	Mon to Thu: 8.30am – 6pm Fri: 8.30am – 5pm	6347 6788 patient.assist@ mtalvernia.sg
Rehabilitation Centre	Mon to Fri: 8.30am – 5pm Sat: 8.30am – 1pm	6347 6203

## Notes

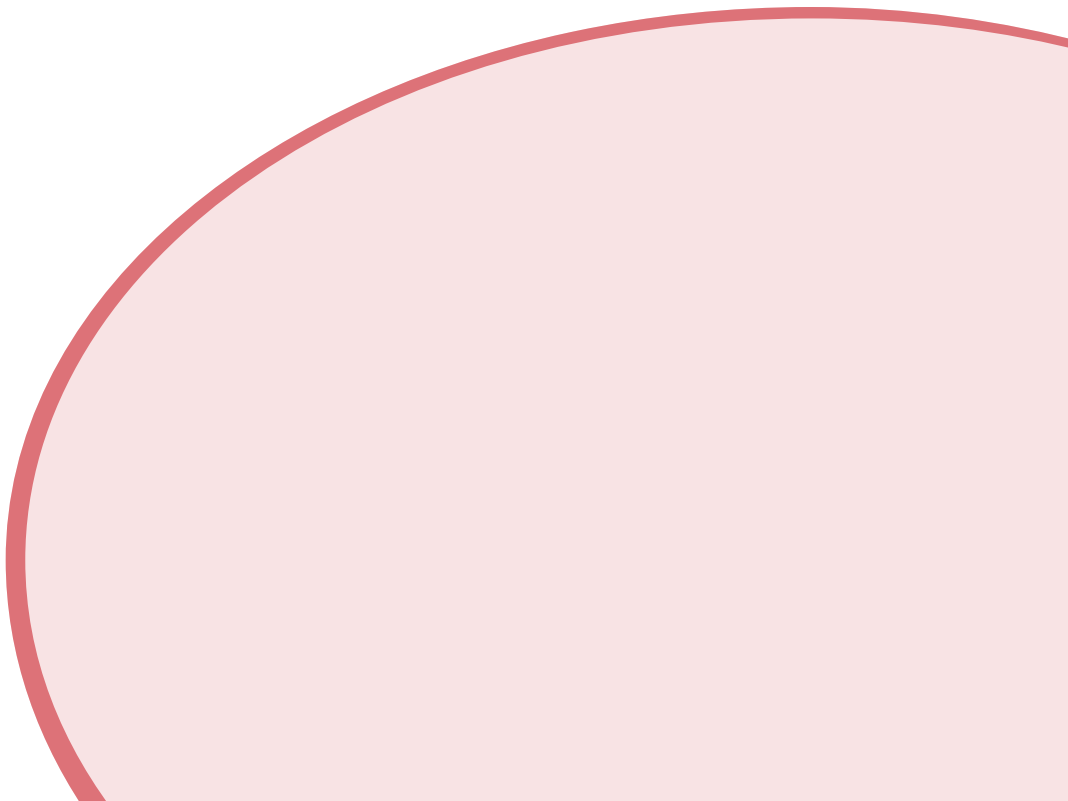
A series of 20 horizontal dotted lines for writing notes.

## Notes

A series of 20 horizontal dotted lines for writing notes.

## Notes

A series of 20 horizontal dotted lines for writing notes.



**MOUNT ALVERNIA HOSPITAL**

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

 mtalverniahospital  
 @mtalverniahospital