

## MEDIA RELEASE

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### **FASTER, SMARTER HEARING TESTS: NG TENG FONG GENERAL HOSPITAL FUTURE-PROOFS HEARING CARE WITH AUTOMATED AUDIOMETRY SERVICE**

SINGAPORE – Ng Teng Fong General Hospital (NTFGH) is transforming the delivery of hearing tests with the launch of its Automated Audiometry Service — an initiative designed to improve access to hearing diagnostics, shorten waiting times and strengthen the sustainability of hearing care services amid rising demand.

As Singapore's population ages and awareness of hearing health increases, demand for hearing tests is expected to continue growing. More patients are also requiring repeat assessments to monitor hearing changes over time, placing increasing pressure on audiology services. Early and timely hearing diagnostics remain critical, as hearing loss may occur suddenly or progress gradually without obvious symptoms, affecting communication, social engagement and quality of life. Longer delay between tests may also compromise the quality of hearing aid fittings and rehabilitation.

Launched in April 2026 at the hospital's ENT – Head & Neck Surgery clinic, the service uses portable, self-administered audiometry booths that allow a single trained staff member to oversee multiple patients concurrently. This represents a shift from the traditional one-to-one manual testing model to a parallel testing approach, enabling the department to meet growing diagnostic needs without a proportional increase in manpower. The service is among the first of its kind launched in a local healthcare institution.

The initiative reflects NTFGH's broader commitment to value-driven healthcare, where automation and workforce redesign are leveraged to enhance patient care, improve operational efficiency and prepare healthcare services for future population needs.

Key outcomes of the Automated Audiometry Service include:

- Over 40% reduction in test duration, from approximately 20 minutes to about 12 minutes per patient
- Shorter waiting times, with lead time for hearing tests reduced from more than a month to two weeks
- Expanded testing capacity, with three automated audiometry booths operating within a compact footprint of approximately 5 sqm, bringing the total number of booths at the clinic to five

These improvements were achieved through workflow optimisation that allows testing processes to run concurrently. While automated tests are underway, staff are able to prepare and initiate tests for other patients, improving overall efficiency while maintaining clinical quality. This is supported by validated testing systems, proper patient instruction and internal checks confirming that automated results remain within acceptable clinical variation for their intended use.

The service also enables a more stratified approach to hearing diagnostics. Selected diagnostics and routine follow-up cases are managed through automated testing conducted by trained staff, while patients requiring more complex assessments continue to be referred for manual diagnostic audiometry. This allows audiologists to focus on patients who require advanced diagnostics, hearing aid rehabilitation and population-level hearing care planning.

“The goal is not just efficiency, but access and sustainability,” said Mr Remy New, Head of Audiology and Senior Audiologist at NTFGH. “By automating suitable parts of the diagnostic work, we can see patients earlier, test more frequently where needed, and enable audiologists to focus on more complex cases and long-term hearing outcomes.”

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## Chinese Glossary

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|-------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| Ng Teng Fong General Hospital (NTFGH)                                                                             | 黄廷方综合医院                                |
| Mr Remy New<br>Head of Audiology / Senior Audiologist<br>Department of Audiology<br>Ng Teng Fong General Hospital | 梁仕又<br>听力学主管 / 高级听力师<br>听力科<br>黄廷方综合医院 |
| Automated Audiometry Service                                                                                      | 自动化听力检测服务                              |
| Hearing tests                                                                                                     | 听力测试                                   |
| Hearing diagnostics                                                                                               | 听力诊断                                   |
| Waiting time                                                                                                      | 等候时间                                   |
| Test duration                                                                                                     | 测试时长                                   |

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## About the National University Health System (NUHS)

The National University Health System (NUHS) aims to transform how illness is prevented and managed by discovering causes of disease, development of more effective treatments through collaborative multidisciplinary research and clinical trials, and creation of better technologies and care delivery systems in partnership with others who share the same values and vision.

Institutions in the NUHS Group include the National University Hospital, Ng Teng Fong General Hospital, Jurong Community Hospital and Alexandra Hospital; three National Specialty Centres – National University Cancer Institute, Singapore (NCIS), National University Heart Centre, Singapore (NUHCS) and National University Centre for Oral Health, Singapore (NUCOHS); the National University Polyclinics (NUP); Jurong Medical Centre; and three NUS health sciences schools – NUS Yong Loo Lin School of Medicine (including the Alice Lee Centre for Nursing Studies), NUS Faculty of Dentistry and NUS Saw Swee Hock School of Public Health.

With member institutions under a common governance structure, NUHS creates synergies for the advancement of health by integrating patient care, health science education and biomedical research.

As a Regional Health System, NUHS works closely with health and social care partners across Singapore to develop and implement programmes that contribute to a healthy and engaged population in the Western part of Singapore.

For more information, please visit [www.nuhs.edu.sg](http://www.nuhs.edu.sg).

### **About the Ng Teng Fong General Hospital**

JurongHealth Campus is a part of the National University Health System (NUHS) group, serving the community in the western region. JurongHealth Campus comprises Ng Teng Fong General Hospital (NTFGH) and Jurong Community Hospital (JCH) which were designed and built together as an integrated healthcare hub, with more than 1,000 beds, to complement each other for better patient care, greater efficiency and convenience.

NTFGH and JCH were envisioned to transform the way healthcare is provided, and together with the National University Hospital, National University Polyclinics, Jurong Medical Centre, family clinics and community partners, to better integrate healthcare services and care processes for the community in the west.