



Staying at Jurong Community Hospital

What You Should Know When You Are Admitted

Jurong Community Hospital (JCH) provides medical expertise and holistic care to patients who require rehabilitative or sub-acute care.

JCH offers a multi-disciplinary care approach with Clinicians, Nurses and Allied Health Professionals working together to optimise a patient's recovery and rehabilitation.

We provide education and training to patients and their relatives/caregivers, as well as post discharge care and support to better integrate the patient with community resources.



Inpatient Rehabilitation and Sub-Acute Care

- Patients warded at JCH are classified as “Sub-acute” or “Rehabilitation” patients.
 - Sub-acute care is for patients who require monitoring and treatment after an acute illness.
 - Rehabilitation is for patients who undergo therapy to improve their abilities to perform activities of daily living and mobility.
- Typically, hospitalisation at JCH lasts between two and four weeks.
- Our multi-disciplinary team of Clinicians, Nurses and Allied Health Professionals (Medical Social Workers, Physiotherapists, Occupational Therapists, Pharmacists, Dietitians and Speech Therapists) work hand-in-hand to address your functional, emotional, bio-physical and social needs.

On Admission

Ward Orientation

Our nurses will orientate you on the day of your admission.

Patient Identification

You will be given a wristband to verify your identity. This wristband comes with an attached electronic tag RTLS (Real Time Location System) that allows us to track your location during your stay in JCH. It is critical for us to identify and facilitate to know your whereabouts. Please wear the wristband at all times.

- There will be a replacement fee for lost RTLS tags.
- For safety reasons, please do not leave the hospital without informing the nurse-in-charge.



Use of Two-patient Identifiers

To ensure you receive the right treatment at the right place and at the right time, we will ask for your name and NRIC/FIN/Passport no. at the following interactions:

- During registration/discharge/transfer
- Before being examined/treated/given medications or blood products
- Before specimen collection
- When we issue documents to you

During Your Stay

Money and Valuables

- Do not bring excessive cash, valuables or personal items to the ward. If you do, please arrange to bring them home, entrust them with your family members/relatives, or keep them locked in your bedside drawer.
- Our hospital will not be responsible for any loss or damage to your belongings.

Personal Care

- Please do not wear contact lens, make up or nail varnish to the hospital.
- Remove all jewellery and metal accessories.
- Wear clothes that are comfortable and easy to remove.
- Bring a pair of slippers or sandals.
- Our hospital will not be responsible for any loss of personal items such as dentures, hearing aids, etc. We can provide a denture container for you to store your dentures.



Entry and Exit Testing

Patients admitted to JCH (from external hospitals) will have skin swabs taken on admission and on discharge to test for presence of antibiotic resistant organism.

Medication

- Medication rounds take place at 8.00am, 2.00pm and 8.00pm daily.
- Please hand over your existing medications to our ward nurses and do not take any medication on your own. Our nurses will be serving you the medications dispensed by our hospital pharmacy.
- Our pharmacists will verify your medications against the new medications that you will be prescribed.
- After the pharmacists have verified your medications, you can ask your next-of-kin (NOK) to take them home.



Meal Times

A choice of Vegetarian, Chinese, Indian/Malay and Western diet is available daily for you to choose from.

Breakfast : 8.00am – 9.00am

Lunch : 12.00pm – 1.00pm

Dinner : 5.00pm – 6.00pm

Patients with specific dietary needs will be served therapeutic meals prescribed by their dietitians/speech therapists.

Companion meals are available upon request (chargeable). Please check with our nurses on the available meals.

Daily Ward Rounds

Doctors will conduct ward rounds three times a week or more, depending on your condition.

Nursing Care

We practise patient-centred and holistic care for all patients.

Shower

Most patient showers will be assisted by nurses and take place from 12.00pm to 4.00pm daily. Caregivers who are trained can shower their loved ones independently at their preferred timing.

Linen Change

Your bed linen will be changed once a week unless soiled or at your request.

Patient/Family Community Activities

In JCH, our patients and family members are encouraged to participate in activities lined up for them such as movie day, karaoke sessions and even concerts presented by our students from the neighbouring schools on special days such as festive occasions and National Day.



We also have a volunteer who comes in once a month to provide complimentary haircuts to our patients. Do approach our friendly nurses and let them know if you are interested in having a haircut.



Therapy Sessions

Typically, patients undergo two sessions of therapy daily at the following timings:

Monday to Friday

8.30am – 12.00pm

1.00pm – 5.00pm

Therapy sessions are conducted by a Physiotherapist, Occupational Therapist or Speech Therapist.

Therapy sessions can be conducted in the ward, inpatient gym (restricted for visitors), SPACE@JCH or LIFE Hub, a mock-up of a 3-room HDB flat for patients to practise independent living in a home-setting. Sessions can also be conducted at the Mobility Park, where patients practise taking the MRT, bus and taxi, and familiarise with steps and ramps.

Visiting Hours

- To ensure our patients receive adequate rest, we request all visitors and relatives to respect the following visiting hours:

Every day including Public Holiday

10am to 8.30pm

- All visitors are required to register in order to enter the wards.

Visitor Management Kiosk

Visitor Registration Counter

Level 1, Tower C

Level 1, Tower C

- A one-time registration is required during the first visit and is valid throughout the patient's admission.
- Visitors with Singapore NRIC (physical or digital), Singapore driving licence or Student/Senior EZ-link card or Work Permit may self-register at any of the Visitor Management Kiosks located on Level 1 of Tower C. You will need to know the patient's name, ward (e.g. C9), and bed number.
- Visitors who do not have these information may register at the Visitor Registration Counter on Level 1, Tower C.
- Upon successful registration, you may enter the wards by scanning your NRIC/SingPass Mobile App at the gantry of Level 1, Tower C.
- A maximum of two visitors are allowed into the general wards at any one time.
- Children who are 12 years old and below will not be allowed to enter the wards for their safety.
- You may check with the ward for the nomination of caregivers. Caregivers may enter the wards at any time to assist with the care of the patient. Visiting hours will not apply.



Always refer to our website for the latest ward visitor policy.

Preventing Falls in the Ward

- Falls may occur to older persons and those who are vulnerable.
- Fall risk patients are identified by a “fall risk” sign and a green wristband.
- Please do not lower the bed rails on your own. Call the nurse for assistance.
- The nurse call handset is provided for you to call our nurses should you need assistance, and especially when you need to use the bathroom/toilet or feel unwell.
- We invite you and your care providers to partner us in preventing falls.
- We would like to advise NOKs of patients with high fall risk to inform our nurses when you are leaving the ward.



Scan the QR code to watch a video on how your relatives can play a part in preventing falls in the ward.

Patient Rights

1. Medical Updates

- During your stay, a member of the healthcare team will update you on your condition. You may appoint a spokesperson to be present during such updates.
- A spokesperson is an adult family member or friend whom you grant authority to access your protected health information or appraise your health status.
- Should you lack the mental capacity or become critically-ill, all information and updates on your condition will be directed to your spokesperson or nominated family member(s).



2. It is your right to ask your doctors on your health condition, treatment and progression.

3. Remind your care providers to wash their hands before and after contact with you.



All patients and their relatives are required to comply with the following safety measures in the ward:

- **DO NOT** adjust the window louvres on your own. The windows in our wards are controlled electronically and managed by our staff. Should you need to close the windows, please get our staff to assist.
- **DO NOT** bring your own Personal Mobility Devices (PMD), air mattress, humidifier, etc. These may interfere with our hospital's medical equipment.



Photography or video recording is STRICTLY PROHIBITED.



JCH is a non-smoking hospital. Smoking is STRICTLY PROHIBITED.

Leaving the Ward

DO NOT leave the hospital premise for more than four hours. If you leave our hospital for more than four hours and do not inform our staff, you will be deemed to have been discharged from our hospital. Your bed will not be reserved and will be given up to another ill patient.

Discharge from Hospital

- When your doctor has certified that you are fit for discharge, you will be informed accordingly.
- The RTLS tag you have been wearing on your wrist will be removed. You may tap out/exit with your NRIC at the gantry. Do highlight to the nurse in-charge if you do not have any identification card with you.

- Please collect your discharge documents, belongings and valuables before leaving the ward.
- We recommend that a relative or friend accompany you home. For your own safety, please do not drive any vehicle.
- The ward staff may arrange a follow-up appointment for you. Please attend all follow-up appointments scheduled for you.
- A discharge envelope with contact information will be given to you, should you need any assistance.
- You will receive a call from our post discharge nurses to assess how you are coping at home.

Discharge Timing: 11.00am

(both you and your relatives will be informed by our nurses)

Patients who can be discharged may collect their medications at the Pharmacy located on Level 1, JCH. The purchase of rehabilitation aids, nutritional feeds and other healthcare-related items may be done at LIFE Hub.



JCH Pharmacy

Level 1, Tower C

Monday to Friday

Saturday

Sunday & Public Holiday

: 8.30am - 6.00pm

: 8.30am - 1pm

: Closed

LIFE Hub

Level 2, Tower C

Monday to Friday

Saturday

: 10.00am - 7.00pm

: 10.00am - 2.00pm

Caregiver Training

At JCH, we believe in empowering our patients' relatives to care for their loved ones. Inform your relative that they can find out more about caregiving by approaching our ward nurse for more information.

One of the key initiatives to support caregiving right from the beginning stages at our hospitals is our Partner to Care programme which aims to help extended caregivers gain confidence in supporting their loved ones in regaining health.



Scan to find out more information,
or approach our ward nurses.

Respecting our Healthcare Staff

You are important, but so are our staff.

Our healthcare team takes pride in serving you with professionalism, courtesy and respect. If our service falls below your expectations, please provide us with feedback to investigate and rectify it.

The well-being of our staff is as important to us and we take a serious stand towards abuses against them. We seek your understanding to respect them at all times.

Jurong Community Hospital

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OneNUHS Hotline: (65) 6908 2222

OneNUHS General Enquiries: contactus@nuhs.edu.sg

OneNUHS Appointments: appointment@nuhs.edu.sg

www.jch.com.sg



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