



Staying at Ng Teng Fong  
General Hospital

# What You Should Know When You Are Admitted

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At Ng Teng Fong General Hospital (NTFGH), we understand how important it is for you, your family and friends to know what to look out for during your hospitalisation.

The information in this leaflet is meant for all patients and their relatives.



# On Admission

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## Ward Orientation

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

## 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 NTFGH. 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

# Ward Classes

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At NTFGH, we offer the following categories of accommodation:

## Non-subsidised A-class ward

- Single room
- Air-conditioned
- Fully furnished with:
  - Companion couch
  - Wardrobe
  - Mini fridge
  - Patient entertainment system
  - Television
  - Telephone
  - In-room electronic safe



## Non-subsidised B1-class ward

- 4-bedded ward
- Air-conditioned
- Shared bathroom facilities
- Television and telephone for each patient



### **Subsidised B2-class ward**

- 6-bedded ward
- Fan-ventilated
- Shared bathroom facilities and amenities



### **Subsidised C-class ward**

- 12-bedded ward
- Fan-ventilated
- Shared bathroom facilities and amenities



# Bed Allocation

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We seek your understanding that admission may take longer at times while we prepare a bed for you. Critical patients who require immediate admissions (emergencies) will be given priority.

## During Your Stay

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### Money and Valuables

- Do not bring excessive cash or valuables to the ward. If you do, please arrange to bring them home or inform a nurse for safekeeping.
- 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.
- You are advised to keep your personal items locked in your bedside drawer or handover the items to a staff for safekeeping.



## Entry and Exit Testing

All patients admitted to NTFGH will have skin swabs taken on admission and on discharge to test for the presence of antibiotic resistant organism.

## Medication

- Medication rounds take place at 8.00am, 2.00pm and 8.00pm daily.
- If you are taking your own medications at the point of admission, please hand over the medications to our ward nurse.
- 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.
- Please do not take any medication on your own as our nurses will be serving you the medications dispensed by our hospital pharmacy.



## Meal Times

A choice of Chinese, Indian/Malay, Western and Vegetarian 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 as prescribed by our dietitians/speech therapists.



## Visiting Hours

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

### Monday to Friday

12.00pm – 2.00pm  
5.00pm – 8.30pm

### Saturday, Sunday & Public Holiday

12.00pm – 8.30pm

## **Intensive Care Unit/High Dependency**

### Monday to Sunday (including Public Holiday)

12.00pm – 8.30pm

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

### Visitor Management Kiosk

Levels 1 and 2, Tower B

### Visitor Registration Counter

Level 1, Tower B

### Register Online

Visit [www.ntfgh.com.sg](http://www.ntfgh.com.sg)

- A one-time registration is required during the first visit and is valid throughout the patient's admission.
- Singaporeans and Permanent Residents with NRIC, Singapore driving licence or Student/Senior EZ-link card may self-register at any of the Visitor Management Kiosks located on Levels 1 and 2 of Tower B. You will need to know the patient's full name, ward (e.g. B5), and bed number.
- Visitors who do not have these information may register at the Visitor Registration Counter on Level 1, Tower B.
- Upon successful registration, you may enter the wards by scanning your NRIC/registration label at the gantry of Level 1, Tower B.
- A maximum of four visitors are allowed into the general wards at any one time during visiting hours.
- A maximum of two visitors are allowed into the Intensive Care Unit/High Dependency at any one time during visiting hours.



- Two members of the family (apart from the four visitors) may register as caregivers. Caregivers may enter the wards at any time to assist with the care of the patient. Visiting hours will not apply.
- A maximum of two visitors are allowed into other areas such as the Isolation Ward, Kidney Unit, Ambulatory Unit and Endoscopy at any one time during visiting hours.



# Preventing Falls in the Ward

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- 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

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## 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.**



**NTFGH is a non-smoking hospital. Smoking is STRICTLY PROHIBITED.**

## Leaving the Ward

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**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 will be issued a one-time pass to tap out/exit NTFGH.

- 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 post discharge contact card 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:**

Our nurses will inform you and your appointed caregiver of your confirmed discharge. Discharge takes place from 10.30am.

### **Discharge Lounge:**

Discharged patients may rest in the Discharge Lounge while waiting for your relatives to bring you home.

The Discharge Lounge is located in the Patient Lounge of every ward.



Patient Lounge (subsidised wards)



Patient Lounge (non-subsidised wards)

Patients who are discharged may collect their medications at the Discharge Pharmacy.



### **Discharge Pharmacy**

Level 2, Tower B

### **Monday to Friday**

9.00am – 7.00pm

### **Saturday, Sunday & Public Holiday**

10.00am – 2.30pm

The purchase of rehabilitation aids, nutritional feeds and other healthcare-related items may be done at:

### **Outpatient & Retail Pharmacy**

Level 2, Tower A

### **Monday to Friday**

8.30am – 6.30pm



### **LIFE Hub**

Level 2, Tower C

### **Monday to Friday**

10.00am – 7.00pm

### **Saturday**

10.00am – 2.00pm



# Caregiver Training

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At NTFGH, 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.

# Respecting our Healthcare Staff

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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.

The information in this brochure is meant for educational purposes and should not be used as a substitute for medical diagnosis or treatment. Please seek your doctor's advice before starting any treatment, or if you have any questions related to your health, physical fitness or medical condition.



## Ng Teng Fong General Hospital

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**OneNUHS General Enquiries: [contactus@nuhs.edu.sg](mailto:contactus@nuhs.edu.sg)**

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**[www.ntfgh.com.sg](http://www.ntfgh.com.sg)**



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more information



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