

Medical Social Services





The Medical Social Services department helps patients cope with social, psychological, financial and medical needs through counselling, care assessments and arrangement/ information, and referral services. Our team of dedicated and professional Medical Social Workers possess degrees in social work, while some have postgraduate training in counselling.

Our services

Counselling and therapy

We offer supportive counselling to patients experiencing difficulties with acute medical or chronic diseases that arise from problems with family, work or significant others. We also help patients cope with stressful events, grief and bereavement to improve their quality of life. Caregivers who require psychosocial assistance to cope with a family member's emotional needs, behavioural change and changes in medical condition(s) can speak to us too.

Psychosocial and risk assessment

Crisis counselling is offered to patients experiencing violence at home or physical, emotional, verbal and/or financial abuse. We work closely with each patient's family as well as the government and community agencies to manage each case. All our MSWs are certified CARE (Caring Action in Response to Emergency) officers registered under the Ministry of Health and are trained to provide psycho-emotional support to victims, next-of-kin and caregivers in national emergencies or home front crises.

Care and discharge-planning

Facing a spiraling ageing population, caregivers of frail elderly may experience increased caregiving stress. Family members may encounter difficulties managing the care of adults with physical and/or mental disabilities. To meet the unique needs of each family, we offer care assessment and suitable care plans. We also coordinate care and services for patients to home(s) or community day/stay-in centres. Where necessary, we assist patients with proper home care management.



Medical fees assistance

Patients who are Singaporean or Permanent Residents may approach us for financial assistance on medical bills. Medifund and the Medication Assistance Fund are offered to eligible Singaporeans under criteria stipulated by the Ministry of Health.

Information and referral

In addition to the above, we offer patients with information on community resources, which include useful helplines, general financial or maintenance assistance and useful services for the handicapped or disabled.



People don't know
how much you care
until you show
them how much
you listen



Notes:

For more information

Ng Teng Fong General Hospital and Jurong Community Hospital

1 Jurong East St 21, Singapore 609606

www.ntfgh.com.sg | www.jch.com.sg

Clinic opening hours

Monday – Friday: 8.30am – 5.30pm

Saturday: 8.30am – 12.30pm (Selected clinics only*)

Dental Clinic: Monday – Thursday: 8.00am – 5.30pm, Friday: 8.00am – 5.00pm

*Please refer to our websites for more details.

General enquiries & appointments

General enquiries line: 6908 2222 (24-hr)

Fax: 6716 5500 | Email: contactus@nuhs.edu.sg

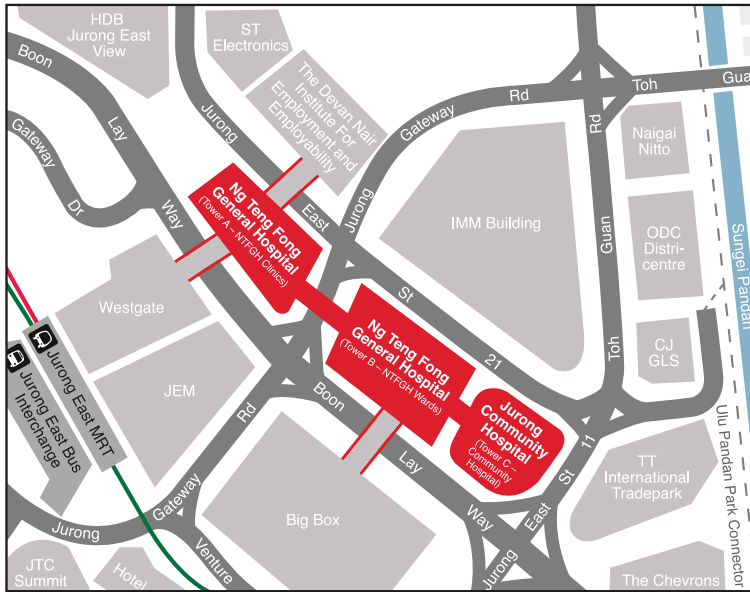
Appointment line: 6908 2222 (Monday – Friday: 8.00am – 5.30pm, Saturday: 8.00am – 12.30pm)

Fax: 6716 2200 | Email: appointment@nuhs.edu.sg

Dental appointment line: 6716 2233 (Monday – Friday: 8.00am – 5.30pm)

Fax: 6716 2200 | Email: JHCampus_Dental@nuhs.edu.sg

Getting there



By train

Alight at Jurong East MRT Station

By bus

Jurong East Bus Interchange

41, 49, 51, 52, 66, 66B, 78, 78A, 79, 79A, 97, 97E, 98, 98M, 105, 143, 143M, 160, 160A, 160M, 183, 183B, 197, 333, 334, 335, 506

Along Boon Lay Way

49, 99, 333, Private bus service 625, 990

Disclaimer:

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. Information is accurate at the time of printing.