

Emergency Services



At the Emergency Department in Ng Teng Fong General Hospital, our specialists, nurses and patient service associates offer prompt emergency help and quality care.

Our 24-hour specialist coverage manages acute emergencies such as:

- General Emergency
- Cardiac Emergency
- Trauma Emergency
- Toxicology Emergency



We recognise a trip to an Emergency Department (ED) may be filled with uncertainties. This step-by-step guide aims to help you take the stress out of your visit.

Patients who visit the ED are classified into:

- PAC 1: resuscitation and critically-ill cases
- PAC 2: acutely-ill cases
- PAC 3: minor emergencies

Step 1: Temperature screening

Upon arrival, your temperature will be taken and patients with a fever ($>37.5\text{deg}$) will be masked and directed to an appropriate waiting area.

Step 2: Registration

Estimated Waiting Time: 5 - 10 minutes

Please get ready your:

- NRIC/Identification document/
Work Permit



Step 3: Nurse triage

Estimated Waiting Time: 15 - 30 minutes

We will conduct an assessment of your health to identify the problem and direct you to an appropriate treatment area.

Step 4: Consultation

Estimated Waiting Time: 1 - 3 hours

A physical examination involving blood tests, X-rays and stay-in observation (as required) will be performed. We seek your understanding for the at-times long waiting time that may arise from:

- An increase in the number of patients that day
- Overcrowding due to epidemics
- Waiting time for X-ray and laboratory results



Step 5: Collect your medicine

Estimated Waiting Time: 15 minutes (subject to patient load)

Patients who have been discharged can collect their medications at our Pharmacy. A pharmacist will explain to you the correct way to take your medications.

Step 6: Admission/discharge

What does it mean to be 'discharged'?

To be discharged means you can go home and do not need to be warded for further observation. A nurse will prepare one or the following for you (as required):

- Medical Certificates
- Medicine prescriptions
- Referral letters (if a follow-up is required)*

* A longer waiting time may be expected as we prepare a referral appointment for you.

Please arrange to make payment for your consultation fee, standard medication and investigations performed to conduct an accurate assessment of your health. Separate charges will be advised if further tests and treatments are required.

What does it mean to be 'admitted'?

Estimated Waiting Time: 1 - 4 hours

Admission will either be into an Inpatient ward or the Extended Diagnostic Treatment Unit (EDTU), a 24-hour short-stay ward that performs extended observation on patients.

Financial counselling

Before admission, you will be informed of the different classes of wards available and their estimated costs. You will also be informed of the subsidies you are eligible for.








Preparation

A ward specialising in the treatment of your condition will be arranged for you.

At times, admission may take longer when our hospital is experiencing a heavy patient load. Please be assured that we will never compromise on patient care as we arrange to admit you. We seek your kind understanding and wish you a speedy recovery.

Finding your way around the Emergency Department



-  Consult rooms
-  Triage rooms
-  Waiting area
-  Financial counselling room
-  X-Ray
-  Pharmacy/Payment
-  Restrooms (unisex)

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

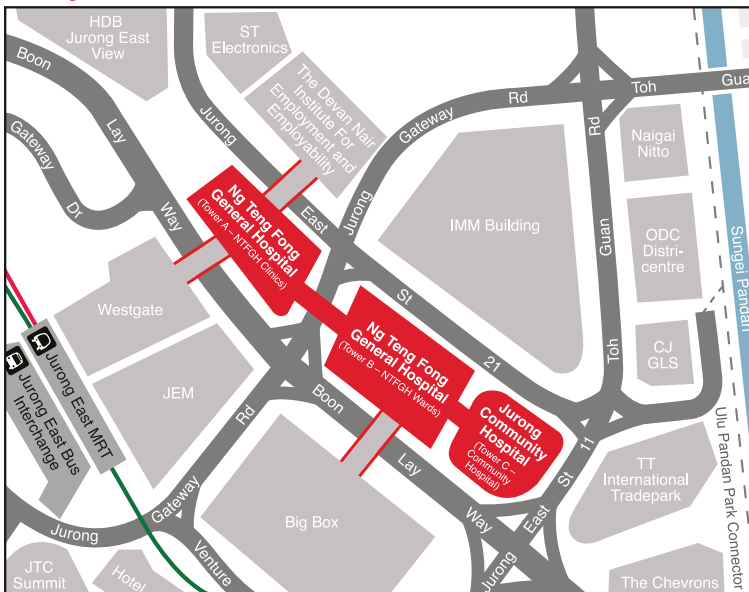
Appointment line: 6908 2222 (Monday – Friday: 8.00am – 5.30pm, Saturday: 8.00am – 12.30pm)

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.