

A Patient's Journey at Our 24-Hour Urgent Care Centre



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Registration

To keep your information up to date, visitors will need to fill in two forms:

1. Patient Registration
2. Health Declaration



We will reach out to you as soon as we can attend to you.

Please alert us immediately should you have any of these symptoms:

- Chest pain, tightness or discomfort
- Face drooping, arm weakness, speech difficulty or difficulty balancing when walking

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Triage

Our nurses will assess your condition to better understand your needs.

Please make sure to inform our nurses if you have any drug allergies.

Waiting for Consultation

Patients may not be called in the order arrived. Priority will be given to patients with urgent conditions.



Please notify our staff if you require immediate attention.

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Consultation

Our doctor will assess your condition and determine the most suitable treatment plan, which may include:

- Tests
- Procedures
- Admission
- Specialist referral

Diagnostic & Treatment

Depending on your condition and treatment plan, our staff will advise you on the estimated costs.

Please inform our staff if you have medical benefits or an insurance plan for billing purposes.



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Observation Bay

You will be taken to an observation bay if you require:

- Procedure
- Further monitoring

Admission

The admission will be processed either at the observation bay or admission office.



You will be transferred to the ward once a bed is available.

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Collect Medication & Discharge

Upon confirmation of discharge, your medication orders will be processed.

Medication will be dispensed at the counter in the waiting area.

Payment

After collecting your medication, a final bill will be presented for your verification and payment.





Mount Elizabeth
NOVENA

It's Possible

Billing & Charges, Amenities



Billing & Charges

Consultation Fees

Consultation fees are based on the time of your visit, the charges are listed in the table below:

Monday – Friday	0800 – 1700 Hrs	\$142.00
	1701 – 2400 Hrs	\$170.00
	0001 – 0759 Hrs	\$191.00
Saturday & Eve of Public Holiday	0800 – 1300 Hrs	\$142.00
	1301 – 2400 Hrs	\$170.00
	0001 – 0759 Hrs	\$191.00
Sunday & Public Holiday	0800 – 2400 Hrs	\$170.00
	0001 – 0759 Hrs	\$191.00

* Prices are inclusive of 9% GST

Observation Bay

If you're required to stay for further monitoring, observation bay fees will apply.

Billing & Charges

Specialist Fees

Specialist consult fees are estimated to be in excess of \$400.

These fees exclude fees for investigative tests, procedures and consumables used.

Diagnostic & Treatment Charges

Our staff will explain the procedure charges to you before proceeding.

Below are some charges for reference:

- Laboratory Tests

Surcharges ranging \$74 - 170 apply for tests done after office hours.

Billing & Charges

Diagnostic & Treatment Charges

- Radiology Scans

Below is a table of estimated charges for radiology scans:

Type of Imaging	Estimated Cost (per region)	Surcharge (after office hours)
X-Ray	\$100 – 600	\$130 – 300
Ultrasound	\$300 – 1,500	\$620 – 930
CT Scan + Contrast	\$1,000 – 3,500 \$180 – 390	\$640 – 930
MRI + Contrast	\$1,500 – 3,500 \$600 – 860	\$640 - 930

Amenities at the Hospital

Self-Help Kiosk at Urgent Care Centre

A small pantry is available within the Urgent Care Centre with hot drinks and light snacks.



F&B Outlets

F&B outlets are available within the hospital premise and can be found at Level 1 via the hospital main lobby.



Personal Care & Amenities

Located just past the hospital main lobby at Level 1.




24-Hr Conveniences

An automated teller machine (ATM), AXS machine and 7-Eleven are located near the toilets at Level 1.



We wish you a speedy
recovery.

Two decorative blue lines, one curved and one straight, crossing each other in the middle of the page.