

MODES OF PAYMENT

We accept various payment methods for your hospitalisation stay.



A) Letter of Guarantee (LOG)

- Check with your clinic if they are able to request for the LOG on behalf before the day of your admission
- Check with your company HR on the process of obtaining a LOG



B) Cashless Service

- Allows you to be admitted for treatment with no/little payment required at admission or discharge

Cashless Service Criteria



- Integrated Shield Plan* for private hospital
- Policy active for more than 1 year with no exclusions
- Rider policy and Exclusion details (if any)
- Applicable only for Standard Single Room & below

*Only valid for AIA, Prudential, Great Eastern, Singlife & NTUC Income



C) Others

- PayNow
- Cash / NETS
- Credit Cards
- Bank Transfer



SATELLITE BUSINESS OFFICE

MONDAY TO FRIDAY - 8:30AM TO 5.00PM
SATURDAY - 8:30AM TO 1.00PM

CLOSED ON SUNDAY & PUBLIC HOLIDAYS

MAIN BUSINESS OFFICE

Open 24 HOURS

PLEASE TAKE A QUEUE NUMBER AT CONCIERGE

SCAN ME !

MOUNT ELIZABETH NOVENA HOSPITAL
38 Irrawaddy Road, Singapore 329563



Need more information?

Drop us an email at
lbomnh@mountelizabeth.com.sg



For our list of
Frequently Asked
Questions (FAQ)

Patient Journey



Mount Elizabeth
NOVENA

PATIENT JOURNEY



1. Complete Your Pre-Registration
With Us

2. What to Do & Expect on Your
Day of Admission

3. Ready for Discharge?

It's Possible

Mount Elizabeth Novena

38 Irrawaddy Road
Singapore 329563

Visit our website at
mountelizabeth.com.sg

PRE-REGISTRATION



Has your preferred specialist recommended admission?

Complete your Pre-Registration process with us!

Find out about the cost of your procedure & billing arrangement available through the following platforms:



*For **Virtual Registration**: Approach our Concierge at least 1 day prior to your admission. You are required to register with a QR code using your mobile device.

THINGS TO BRING:

- Clinic Admission Documents
- Patient's ID
- Letter of Guarantee & Insurance card (if any)

Contact Us

preregistration.mnh@mountelizabeth.com.sg

+65 9138 6481 (9AM TO 5PM, WEEKDAYS ONLY)
* WHATSAPP ONLY*

DAY OF ADMISSION

On the day of your admission, arrive at least **2 hours prior to your procedure time** (if any) or otherwise advised by your clinic



1. Approach the Concierge to obtain a queue number



2. Wait for your queue number to be chimed



3. Proceed to the respective Business Office counter once your queue number is chimed



4. Review the cost estimation of the hospital charges and complete administrative documents* (if any)



5. Make the required deposit (if applicable)



6. Our dedicated team will guide you to your room when it is ready

DAY SURGERY

We have two types of Day Surgery wards and depending on the scope of your procedure, you will be assigned to either **a) Day Surgery Ward** or our **b) Endoscopy Centre**.

a) Day Surgery Ward

- Approach the Concierge to obtain a queue number

For Diagnostic Test (MRI / CT-scan / X-rays)

- *Requires a stay of at least 8 hours
- Charged as a Standard Single Room

**Only applicable for Integrated Shield Plan (IP) and/or MediSave.*

b) Endoscopy Centre



Proceed to Endoscopy Centre at Level 4, using the lift in the Medical Block.



Obtain a queue number from the ticketing kiosk and wait for your number to be called.



If you have completed pre-registration, drop off your admission envelope in the tray available at the Business Office, Counter 1



Endoscopy & Day Surgery Rooms:

- Single Room
- Shared washroom facility, cleaned and disinfected regularly
- Personal wardrobe with security keypad to safe personal belongings

DAY OF DISCHARGE



The discharge process normally takes around 2 hours



Your attending doctor will certify that you are ready for discharge.



Receive your take-home medications (if any).



Nurses will hand you your discharge documents.



The Business Office will call you regarding your billing status. You may request a copy of the interim bill.



- Clinical Discharge Summary
- Hospitalisation Leave
- Results Report (if any)

Complimentary limousine service*

Approach your Nurse to arrange a transport back home during your discharge!

**Weekdays - 9am to 11am (excludes Weekends & Public Holidays)*

