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1 October 2009

**EMBARGOED TILL 8 OCT 2009, 12PM**

## **Media Invitation**

### **BUKIT BATOK POLYCLINIC IMPLEMENTS DIGITAL MEDICAL RECORDS**

To celebrate Bukit Batok Polyclinic's successful renovation, NHG Polyclinics will be holding an official re-opening ceremony on 8 October 2009. Minister for Health Mr Khaw Boon Wan is the guest-of-honour for the event.

With its recent revamp, Bukit Batok Polyclinic not only created greater comfort for its patients, it also became the first primary care institution to implement the digital medical records. With digitisation, doctors now use the Electronic Consultation Notes (E-Notes) to read and record diagnoses online. They are also able to access test results and order lab tests and prescriptions electronically. With this move, medical errors are reduced and consultation waiting time is shortened as health attendants no longer need to deliver casenotes to the doctors' rooms.

Dr Keith Tsou, Head of Bukit Batok Polyclinic explained, "E-Notes has made consultation faster and so much more convenient. It also saves us the hassle of having to decipher handwritten notes, which may sometimes result in interpretation errors. With E-Notes, this risk is eliminated." The E-Notes will also make the sharing of patients' medical records with hospitals a reality.

Another key initiative to be showcased at Bukit Batok Polyclinic's re-opening ceremony is the establishment of NHG Polyclinics' (NHGP) team-based care approach. The multi-disciplinary team, which expanded with the additions of the Advanced Practice Nurse (APN), Clinical Pharmacist, Physiotherapist and Psychologist, helps patients receive the most appropriate care for their conditions from various healthcare professionals, not just from doctors. For instance, the APN follows up with patients whose chronic conditions are well controlled, freeing doctors to attend to more complex cases; the Clinical Pharmacist provides

medication titration and drug therapies to patients who need help to self-manage their conditions better.

Dr Jason Cheah, CEO of NHG Polyclinics said, "With the ageing population, we are seeing more patients with multiple chronic conditions and who need help from various healthcare professionals. It is therefore ideal that these services be made available under one roof. With this integration, we are able to provide our patients with more convenient, prompt and appropriate care."

Besides transforming its care practices and enhancing technology, Bukit Batok Polyclinic also upgraded its facilities to provide more services and in an efficient manner. In addition, it now has a second diagnostics centre which helps improve efficiency at the lab and a bigger physiotherapy area to meet demands.

Mdm Grace Perumal Paruathy, 48, who has diabetes, commends the clinic's new improved facilities and design. "With the improved layout, I can now locate the services easily," said Mdm Grace. "I walk less from one service station to another now as related services are within close proximity," she added.

Mr Ramalingam s/o Kuppusamy Maniam, 65, has been visiting Bukit Batok Polyclinic since 2006. He is impressed by the convenience clustering of services and digital medical records bring. "In the past, the clinic used to be cluttered with patients moving around the clinic and health attendants going about delivering casenotes. Now I no longer see this. Consultations at the clinic have become more seamless and efficient," said Mr Ramalingam.

NHG Polyclinics continues to work with its partners to bring greater benefits to patients. An example is the setting up of a day centre by the Institute of Mental Health (IMH) at Bukit Batok Polyclinic. The day centre provides therapies and individual functional re-training services for IMH's outpatients.

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**For the media:**

Members of the media are cordially invited to attend the re-opening ceremony of Bukit Batok Polyclinic.

**Date: 8 October 2009 (Thursday)**  
**Time: 12pm – 1.30pm**  
**Venue: Bukit Batok Polyclinic**  
**50 Bukit Batok West Avenue 3**  
**Singapore 659164**

Please register your attendance **by 7 October 2009, 4pm**, using the Reply Slip (Appendix B).

If you have queries or interview requests, please contact:

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### **About NHG Polyclinics:**

NHG Polyclinics forms the primary healthcare arm of the National Healthcare Group. Its nine polyclinics serve a significant proportion of the population spread over northern and western Singapore.

The focus of NHG Polyclinics' care is on disease prevention, early and accurate diagnosis, disease management, health promotion, and continued care for patients after their discharge from hospitals. NHG Polyclinics works actively with NHG hospitals and institutions to develop integrated and seamless healthcare services for patients, as typified by the Direct Access Scheme, which has since served as the model for a similar healthcare network, developed with NHG's GP Partners.

NHG Polyclinics provides a comprehensive range of health services for the family, including treatment for acute medical conditions; chronic diseases, dental care and selected specialist services. Its clinics are one-stop family health centres, equipped with high-quality support facilities such as laboratories which provide X-ray services, mammography and ultra sonograms, and pharmacies which carry a wide range of drugs and non-medical items.

NHG Polyclinics is the first primary healthcare provider in Asia to be awarded the JCI accreditation.