

MEDIA RELEASE

YISHUN POLYCLINIC MARKS 20TH ANNIVERSARY WITH OFFICIAL OPENING OF REDEVELOPED BUILDING

*New Chronic Care Plan and enhanced STEP Programme empower patients
to improve their health*

Singapore, 3 November 2018 – Marking its twentieth year of providing quality primary healthcare to the Nee Soon community, the National Healthcare Group Polyclinics (NHGP) officially opened its redeveloped Yishun Polyclinic today. Located at Yishun Avenue 9, the redeveloped polyclinic was officially opened by Guest-of-Honour Mr K Shanmugam, Minister for Home Affairs and Law, and Member of Parliament for Nee Soon GRC.

Caring for the Community Since 1998

2 Since it first opened its doors in 1998, Yishun Polyclinic has grown from strength to strength. Located where Yishun Community Hospital is today, the very first Yishun Polyclinic had a gross floor area of about 6,000m² and saw about 1,200 patients daily. When it moved to its temporary site beside the Yishun Pond Park in 2012, the polyclinic saw about 1,600 patients daily at its premises.

3 Today, with a growing number of residents, contributed in part by more young families moving into the area, Yishun Polyclinic has been expanded and relocated to its permanent site at Yishun Avenue 9. The redeveloped polyclinic has a floor space of 8,700m² and currently sees about 1,800 patients a day. Its larger floor area allows the polyclinic to offer more services such as an expanded Women and Children's Clinic and physiotherapy services. (Please refer to **Annex A** for a factsheet on Yishun Polyclinic and **Annex B** for photos of the polyclinic.)

4 On how the polyclinic has supported the residents of Nee Soon for the past 20 years, Mr Shanmugam said, "Yishun Polyclinic has been an integral part of Nee Soon since 1998. I am happy to be part of Yishun Polyclinic's 20th Anniversary and am heartened to see that the Polyclinic has been redeveloped and relocated to cater to the changing and increasing healthcare needs of the community. It will continue to be a significant landmark in Nee Soon, complementing the eco-system and network of other healthcare facilities in this area like Khoo Teck Puat Hospital, Yishun Community Hospital, wellness, dialysis, senior citizen centres, and a sizeable number of General Practitioners to meet the varied needs of residents."

Empowering Patients for Better Health & Experience

Incentivising Better Health Outcomes

5 Targeted at those with chronic conditions such as diabetes, high blood pressure and high cholesterol, Yishun Polyclinic is NHG's first polyclinic to pilot a Chronic Care Plan. This personalised and comprehensive care plan empowers and incentivises patients with chronic conditions towards better management of their health. The annual plan covers the full suite of healthcare services, including consultations with NHGP's doctors, nurses and allied health professionals, health screenings, and medications. Patients who show improved health outcomes stand to enjoy savings for their next annual plan. (Refer to **Annex A** for more details of the Chronic Care Plan.)

Offering Convenience and Choice

6 Additionally, Yishun Polyclinic is the first NHG polyclinic to make available enhanced self-checkout kiosks at its premises which offer patients more payment choices and the convenience of making their own follow-up appointments. At the kiosk, patients can choose to pay using nine different modes of payment, including cash, Apple Pay and Samsung Pay. The kiosk also enables patients to choose the most convenient date and time for their follow-up appointments after payment has been made. These enhanced self-checkout kiosks let patients shave off up to 10 minutes of their overall wait time at the clinic.

Caring for Persons with Dementia in the Community

7 Apart from introducing new technology, Yishun Polyclinic is also the first NHG polyclinic to provide dementia care for patients enrolled into its teamlets. Such patients will be regularly seen by NHGP's multi-disciplinary team comprising Family Physicians, a Care Manager (nurse) and a Care Coordinator (administrator). These patients will receive regular assessments, counselling services, and coordinated access to dementia services in the community. Such an arrangement allows the benefits of continuity of care through a team the patient is familiar with, and also enables the management of patients with dementia to be anchored within primary care, minimising the need to visit hospital specialist outpatient clinics.

Stepping Up Diabetic Foot Care

8 Yishun Polyclinic has also piloted an enhanced version of diabetic foot screening as part of Diabetes Mellitus (DM) Foot STEP Programme in NHGP. Patients are educated and empowered to proactively conduct foot checks themselves. Through this increased foot surveillance, the NHGP's multi-disciplinary team caring for patients with diabetes can promptly detect foot problems and provide early treatment to prevent lower extremity amputations. (Refer to **Annex A** for more details of the programme).

Caring for Wounds at Home

9 In addition, Yishun Polyclinic was the first NHG Polyclinic to offer Tele-Wound Care services to its patients. With Tele-Wound Care, patients are empowered to perform wound dressings on their wounds at home while being supervised by our nurses remotely, instead of making physical follow-up visits to the clinics. This service has been implemented at all NHG Polyclinics since June 2017, and has provided much convenience to our patients by equipping them with skills to care for their wounds.

10 Commenting on the successes of these initiatives at Yishun Polyclinic, Associate Professor Chong Phui-Nah, Chief Executive Officer, NHGP and Primary Care said, “In NHGP, we continuously look at ways to empower our patients to achieve better health outcomes. Yishun Polyclinic has always been one of NHGP’s key innovation testbeds to pilot new initiatives to benefit our patients. The DM Foot STEP Programme and the Chronic Care Plan are two such initiatives which will be implemented across all our polyclinics to further improve care for our patients. Looking forward, we will continue to look at innovative ways to deliver patient-centred care to our patients and offer a holistic and seamless patient experience at our clinics.”

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About National Healthcare Group Polyclinics

National Healthcare Group Polyclinics (NHGP) forms the primary healthcare arm of the National Healthcare Group (NHG). Its six polyclinics serve a significant proportion of the population in the central and northern parts of Singapore.

NHGP provides a comprehensive range of health services for the family, functioning as a one-stop health service centre providing treatment for acute medical conditions, management of chronic diseases, women & child health services and dental care. The focus of NHGP’s care is on health promotion and disease prevention, early and accurate diagnosis, disease management through physician led team-based care as well as enhancing the capability of Family Medicine through research and teaching.

Through the Family Medicine Academy and the NHG Family Medicine Residency Programme, NHGP plays an integral role in the delivery of primary care training at medical undergraduate and post-graduate levels. With the Primary Care Academy, NHGP provides training to caregivers and other primary care counterparts in the community sector.

More information is available at www.nhgp.com.sg.

ANNEX A: FACTSHEET ON YISHUN POLYCLINIC

Address 2 Yishun Avenue 9 Singapore 768898
(opposite Nee Soon East Community Club)

Size 8,700m², 7-storey with basement carpark

Chronic Care Plan

NGHP's Chronic Care Plan offers patients with chronic diseases an annual treatment plan and payment option for consultation, screenings, treatments and medications to better manage their chronic conditions. These screenings can include diabetic screening tests, diabetic foot screenings as well as diabetic retinopathy screenings. Patients who show improved health outcomes can enjoy savings for their next annual plan. In addition, there is also additional convenience as patients only need to pay once for treatments covered in the plan.

With the NHGP Chronic Care Plan (CCP), you can...

- Get an annual Chronic Care Plan customised for your medical needs by our care team to achieve your desired health outcome.
- Use Medisave to cover up to 85% of the plan price.
- Avoid the hassle of queuing to pay for bills.
- Receive a refund on the unutilised balance amount of your plan at the end of its annual expiry date.

Examples*



Mr Tan, 39

has High Blood Pressure and High Cholesterol

Based on previous year's polyclinic bills, the recommended Chronic Care Plan for him will cost \$150.

BILL	
- Doctor consultation	
- Nurse consultation	
- Laboratory test	
- Medication	
Total	\$150
Medisave	\$102
Cash payment	\$48



Ms Siti, 54

has Diabetes, High Cholesterol and High Blood Pressure

Based on previous year's polyclinic bills, the recommended Chronic Care Plan for her will cost \$450.

BILL	
- Doctor consultation	
- Nurse consultation	
- Laboratory test	
- Diabetic Foot Screening	
- Diabetic Eye Screening	
- Medication	
Total	\$450
Medisave	\$357
Cash payment	\$93

* Based on subsidised rates

ANNEX A: FACTSHEET ON YISHUN POLYCLINIC (Continued)

Teamlet Care Model

NHGP's teamlet care model provides patients with chronic conditions access to a dedicated team of healthcare professionals, including doctors, care managers (nurses), care coordinators and relevant allied health professionals. This enables the building of a strong patient-healthcare team relationship that is based on trust. The teamlet focuses on each patient's medical, functional, psychological and social needs to provide individualised, holistic and integrated care within the primary care setting.

Diabetes Mellitus (DM) Foot STEP programme

First launched in April 2016, NHGP's Diabetes Mellitus (DM) Foot **S**creening & Surveillance, **T**reatment & **E**scalation **P**rotocol (STEP) programme is focused on proactive self-checks of the feet, targeted patient education through foot surveillance and seamless preventive and early treatment by a multi-disciplinary team caring for patients. This is an enhanced version of the diabetic foot screening which aims to detect foot problems early and prevent lower extremity amputations in patients with diabetes.

The DM Foot STEP team comprises Family Physicians, Diabetic Foot Screening and Foot Surveillance nurses, wound care nurses and podiatrists. The team works in close collaboration with hospital specialists from Tan Tock Seng Hospital and Khoo Teck Puat Hospital.

Tele-Wound Monitoring Services

In June 2016, Yishun Polyclinic was the first NHG Polyclinic to offer Tele-wound monitoring services to its patients. With Tele-wound monitoring, patients are taught how to perform wound dressing themselves and encouraged to care for their wounds at home. This service has been implemented at all NHG Polyclinics since June 2017.

Health Promotion Programmes

As a health-promoting institution, NHGP aims to educate patients and the community to take charge of their health by creating conversations about healthy living practices. At Yishun Polyclinic, an *Eat Well @ NHGP* roving cart has been launched to educate patients and their family members on how simple healthy eating can be. A Health Promoter conducts cooking demo sessions to educate the community on easy nutrition and healthy food preparation tips. In addition to the cart, video clips on healthy eating, physical activity and other wellness topics are regularly screened at the clinic's waiting areas. The stairways and elevator doors around the clinic are also designed with health messages to encourage patients to use the stairs and increase their physical activity level.

All Saints Silver Lifestyle Club @ Yishun Central

The All Saints Silver Lifestyle Club @ Yishun Central is a place for its members to enjoy fun-filled programmes, in addition to receiving the care that they require. Designed for the elderly, the Club provides Maintenance and Dementia Day Care, Day Rehabilitation, Centre-based nursing and Home Care services. It also has games like pool and mini golf in addition to interest groups such as cooking, gardening, painting, mahjong, balloon sculpting, fitness and more.

ANNEX B: PHOTOS OF KEY AREAS

Building Façade



Self-Registration and Self-Checkout Kiosks



Women & Children's Clinics at Level 3



Teamlet Areas at Levels 4 / 5



Vaccination Clinic at Level 3



Family Physician Clinics at Level 6



ANNEX C: CHINESE GLOSSARY

Associate Professor Chong Phui-Nah Chief Executive Officer National Healthcare Group Polyclinics and Primary Care	副教授钟慧娜医生 行政总裁 国立健保集团综合诊疗所
Dr Kwan Pek Yee Head, Yishun Polyclinic Family Physician, Principal Staff National Healthcare Group Polyclinics	關碧儀医生 主任家庭医生 主管，义顺综合诊疗所 国立健保集团综合诊疗所
Teamlet	团队医疗小组
All Saints Home	众圣之家
All Saints Silver Lifestyle Club @ Yishun Central	众圣乐龄生活俱乐部 @ 义顺中心