

**Welcome Speech by Associate Professor Chong Phui-Nah, Chief Executive Officer of National Healthcare Group Polyclinics and Primary Care, at the Official Opening of New Yishun Polyclinic on 3 November 2018 at 12:40pm**

Mr K Shanmugam, Minister for Home Affairs and Law & MP for Nee Soon GRC,

Mr Edwin Tong, Senior Minister of State, Ministry of Health,

Mr Chan Heng Kee, Permanent Secretary, Ministry of Health,

Associate Professor Benjamin Ong, Director of Medical Services, Ministry of Health,

Mdm Kay Kuok, Chairman, National Healthcare Group,

Mr Louis Ng, MP for Nee Soon GRC,

Associate Professor Muhammad Faishal Ibrahim, Senior Parliamentary Secretary, Ministry of Social and Family Development and Ministry of Education, MP for Nee Soon GRC.

Esteemed Guests,

Ladies and Gentlemen,

**Introduction**

1. Good afternoon to one and all and a very warm welcome to the official opening ceremony of the redeveloped Yishun Polyclinic. It is indeed our pleasure to have all of you here with us today on this special occasion, to mark a new chapter in the history of the National Healthcare Group Polyclinics as well as to celebrate Yishun Polyclinic's 20<sup>th</sup> Anniversary.

## **Caring for the Community Since 1998**

2. Since it first opened its doors in 1998, Yishun Polyclinic has seen its patient population grow. Located where Yishun Community Hospital is today, the very first Yishun Polyclinic saw about 1,200 patients daily. This number increased to 1,600 when it moved to its temporary site beside the Yishun Pond Park in 2012. Today, here at its permanent site, the 7-storey redeveloped Yishun Polyclinic, with a floor space of 8,700 square metres, currently sees about 1,800 patients a day. This makes it the busiest polyclinic in Singapore.

3. I recall doing clinical audits for Yishun Polyclinic at its first site as a young registrar and needed help to trace patients' care sheets. That was where I witnessed large crowds of patients waiting to be registered by clerks near the Medical Records Office, or MRO, which kept shelves of patients' case folders. Today, there is no more MRO and instead, the electronic medical record system now stores patients' medical information. The patient's clinic journey has also evolved over the years to become smoother and faster through innovation and automation, from self-registration to self-payment and appointment. Yishun Polyclinic has certainly come a long way.

4. To commemorate this journey and Yishun Polyclinic's 20<sup>th</sup> Anniversary, we have given out a total of 1,000 apples today to all our patients who visited the Polyclinic. The apples symbolise our wish for all our patients to have good health, and as the saying goes, "To keep the doctors away"! We have also captured Yishun Polyclinic's rich history and journey as it cared for the Yishun community over the past 20 years, in the form of a Heritage Wall. Located near the lift lobby, some of you might have seen it on the way to this event area.

5. Yishun Polyclinic's involvement in caring for the community's health in Yishun all these years would not have been possible without the strong collaboration with community partners and leaders. Hence, apart from commemorating Yishun Polyclinic's 20<sup>th</sup> Anniversary and the official opening of the redeveloped Polyclinic, we wish to celebrate the strong on-going partnerships with a beautiful art piece which will soon be unveiled by our Guest-of-Honour.

6. Without going into too much detail at this point, Minister Shanmugam and our honourable guests will soon put the finishing touches to this art piece which was a collective effort by our patients, Yishun Polyclinic staff members, NHGP's senior management and our community partners.

### **Evolving to Meet Changing Needs**

7. It is also with the community it serves in mind that the redeveloped Yishun Polyclinic is now able to offer more services such as an expanded Women and Children's Clinic as well as the new physiotherapy services. These have been provided to cater to the growing number of patients made up of young families moving into the area as well as elderly residents. Beyond improving our capacity and capabilities to treat illnesses, NHGP constantly explores ways to empower patients to take charge of their own health.

## **Empowering Our Patients**

### *Chronic Care Plan*

8. One such initiative is the Chronic Care Plan which was first piloted at Yishun Polyclinic, and will soon be rolled out to all NHG polyclinics. It is a personalised and comprehensive care plan designed for our patients with chronic diseases such as diabetes, high blood pressure and high cholesterol, which will empower and incentivise them towards better management of their health. The annual plan covers the full suite of healthcare services and medications. Patients who show improved health outcomes stand to enjoy savings for their next annual plan.

### *Tele-Wound Care Services*

9. Yishun Polyclinic is also the first polyclinic to offer Tele-Wound Care which empowers our patients to perform wound dressings at home while being supervised by our nurses remotely, instead of making physical follow-up visits to the clinics. This service which leverages technology has provided much convenience to our patients and is now available in all NHG Polyclinics since June 2017.

### *Senior Care Centre*

10. Yishun Polyclinic is also the second polyclinic after Ang Mo Kio Polyclinic to have a Senior Care Centre co-located in the building. We are happy to collaborate with All Saints' Home to provide an extended range of services for the elderly in the community such as dementia day care and rehabilitation services.

## **Conclusion**

11. Looking ahead, I hope Yishun Polyclinic will grow from strength to strength and continue to be a key contributor to improving the health of the population in Yishun through the various seasons of life. In conclusion, I would like to take this opportunity to thank the Ministry of Health, Ministry of Health Holdings, National Healthcare Group and our community partners for their continued support and contribution to the redevelopment of this polyclinic. Thank you.