

MEDIA RELEASE

ANG MO KIO POLYCLINIC OFFICIALLY RE-OPENS TO SERVE MULTI-GENERATIONAL POPULATION

Redeveloped Ang Mo Kio Polyclinic focuses on older residents and their families

Singapore, 30 June 2018 – To better serve the growing needs of the multi-generational families in Ang Mo Kio, Bishan and Serangoon, the National Healthcare Group Polyclinics (NHGP) officially opened its redeveloped Ang Mo Kio Polyclinic today. The event was officiated by Guest-of-Honour, Prime Minister Lee Hsien Loong who is also the Member of Parliament for Ang Mo Kio Group Representation Constituency and Adviser of Teck Ghee Group Representation Constituency.

Serving the Evolving Healthcare Needs of the Community

2 Since Ang Mo Kio Polyclinic was first opened in 1981, the healthcare needs of the community in Ang Mo Kio and its neighbouring areas have changed significantly. Ang Mo Kio now has one of the largest numbers of elderly residents (aged 65 and above) in Singapore¹. To provide a more comprehensive range of services and to better serve the needs of a growing and greying population, the polyclinic has moved to a new building that is about three times larger than the previous one.

3 The new 8,752 m² building incorporates features which are friendly for older patients and patients with limited mobility. These include more spacious passage ways, wider consult rooms and more lifts to accommodate wheelchair-bound patients, as well as handrails, non-slip flooring and distinctive colors for each level that aid our elderly patients in moving around the polyclinic confidently and independently. Ang Mo Kio Polyclinic is now also able to offer physiotherapy and podiatry services to treat patients with musculoskeletal and foot conditions under one roof.

3 In addition, Ang Mo Kio Polyclinic will be the first polyclinic in Singapore with a wheelchair tilter for dental services. This wheelchair tilter can be tilted to comfortably seat and position wheelchair-bound patients. With this, patients can now receive treatment directly from their wheelchairs and no longer need to be transferred to a dental chair. The dental room with

¹ Singapore Department of Statistics – Singapore Residents by Planning Area/Subzone, Age Group and Sex, June 2017

the wheelchair tilter will also be equipped with X-ray facilities, which allows patients to access both dental services and dental X-rays in the same treatment area, without the need to move to another room for dental X-rays.

4 Ang Mo Kio Polyclinic is the first Polyclinic to have a Senior Care Centre within its premises, which allows for better synergy of care for the elderly. St Luke's ElderCare (SLEC) is the appointed provider for the Build-Own-Lease (BOL) Senior Care Centre co-located within Ang Mo Kio Polyclinic. Frail patients who visit the polyclinic may be referred to the Senior Care Centre for day care, day rehabilitation or home care services if needed. In addition, NHGP and SLEC are also looking at creating targeted programmes for seniors to improve and maintain their cognitive and physical functionalities, for example through classes and educational talks on chronic diseases.

Providing Relationship Team-Based Care

5 The new Ang Mo Kio Polyclinic is designed to accommodate a relationship-focused and team-based model of care for chronic disease management, known as the teamlet care model. This care model allocates patients with chronic conditions to a regular care team, called a Teamlet, comprising Family Physicians, nurse Care Manager and a Care Coordinator. Having a regular core team of providers for patients with chronic conditions facilitates the development of a strong patient-primary care provider relationship, leading to better chronic disease and preventive care outcomes for patients.

6 Ang Mo Kio Polyclinic is one of NHG's first polyclinics to have its patients with chronic conditions looked after by Teamlets led by Family Physicians. There are six designated Teamlets at the polyclinic, who will be looking after about 30,000 patients with chronic conditions. NHGP is working towards a team-based care approach to care for all its patients with chronic conditions at Ang Mo Kio Polyclinic.

7 "In order to meet the needs of a growing and greying population in Ang Mo Kio and its neighbouring areas, NHGP has transformed the way we deliver care to patients with chronic conditions. Part of our efforts has included a redesign of the care delivery model, to ensure patients receive comprehensive and continuing care from Teamlets. We also work closely with our patients to identify their preventive health needs, and empower them to better manage their conditions," said Associate Professor Chong Phui-Nah, Chief Executive Officer, NHGP and Primary Care.

Providing a Hassle-Free Patient Journey

8 As part of our on-going efforts to improve patient experience and enhance productivity, Ang Mo Kio Polyclinic has moved away from the usual mode of patient registration with multiple manned counters at the reception area. Patients can now easily and quickly register themselves at the Self-Registration Kiosks when they arrive at the polyclinic at Level 1, or at the Clinical Floors on Levels 4 or 5, and proceed directly to their scheduled clinics for consultation. NHGP has also enhanced the payment process by replacing payment counters with Self-Payment

Kiosks located at Levels 1, 2, 4 and 5. With this shift towards automation, our patients' clinic journey is now made more hassle-free, and staff are now able to spend more time offering personalised assistance to patients who need them.

9 Additionally, to improve patient care and accessibility, Ang Mo Kio Polyclinic has a range of Telehealth initiatives' available. For more complex dermatology conditions, patients can be managed by Family Physicians together with dermatologists at National Skin Centre via Telehealth services. Another Telehealth collaboration is Tele-ECG (Electrocardiograms), where patients' medical conditions are reviewed in partnership with clinicians from Tan Tock Seng Hospital. These on-going TeleHealth collaborations allow patients to be cared for within the community, including those who have more complex conditions.

Conclusion

10 With the focus to provide holistic care for patients, their families and the community, Dr Christopher Chong, Family Physician, Associate Consultant, and Head of Ang Mo Kio Polyclinic, shared his vision for Ang Mo Kio Polyclinic, "Ang Mo Kio Polyclinic has played an integral part in the healthcare landscape in the community since it opened in 1981. We will continue to look at innovative ways to deliver patient-centred care to the community in Ang Mo Kio, through the provision of comprehensive services, as well as technological improvements to provide a holistic and seamless patient experience."

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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 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 <http://www.nhgp.com.sg>