



# Partnering You In Your Care

Advancing Family Medicine, Transforming Primary Healthcare

Please log on to [www.nhgp.com.sg](http://www.nhgp.com.sg) for a detailed list of our services at the polyclinics.



## Our Commitment to Our Patients

### Care and Respect

- We will take care of you regardless of your race, language, religion, beliefs, physical or mental status.
- We will attend to all patients but will prioritise care for them based on the urgency of their medical condition. Those who are frail will be taken care of first.

### Confidentiality and Privacy

- We will treat you in an environment that provides privacy.
- We will keep all information and records regarding your care secure and confidential. However when the law requires it, we may need to provide your health information to the authorities.

### Treatment Plan

- We will explain your health condition and what you need for treatment, in a way that you can understand.
- We will respect your decision to accept or refuse medical care.

### Research

- We will seek your consent and agreement if you are eligible for any medical research.
- You will be able to withdraw from any research at any time, without affecting how we will be caring for you.



### Feedback on how We can Serve You Better

- You are welcome to provide feedback, including compliments and complaints, on the service you receive from us. Please contact our Patient Relations Office at 6496 6767, or email us at [feedback@nhgp.com.sg](mailto:feedback@nhgp.com.sg). Alternatively, you may complete a feedback form which is available at our polyclinics.

## Your Responsibilities as Our Patient

### Provision of Information

- We seek your/your family's cooperation to:
- Provide complete and accurate information on your health as required.
  - Update us on any changes in your home address, contact numbers and email address.

### Following the Treatment Plan

For your well-being, please:

- Follow our treatment plan, and let us know if you have problems sticking to it.
- Let us know if you do not understand your condition or treatment plan, so that we can further explain to you.

### Respect and Consideration for Others

As your healthcare provider, we seek your help to:

- Treat our healthcare team, other patients and visitors with courtesy and respect.
- Respect the confidentiality and private needs of others.
- Regard the polyclinics' property and facilities with due care and consideration.
- Observe the regulations of the polyclinic's operations (e.g. making appointment for services, paying attention to rules put in place for patients' safety).

### Medical Charges

We seek your understanding to:

- Settle your bills on time.
- Clarify with our staff if you do not understand your bill.

