






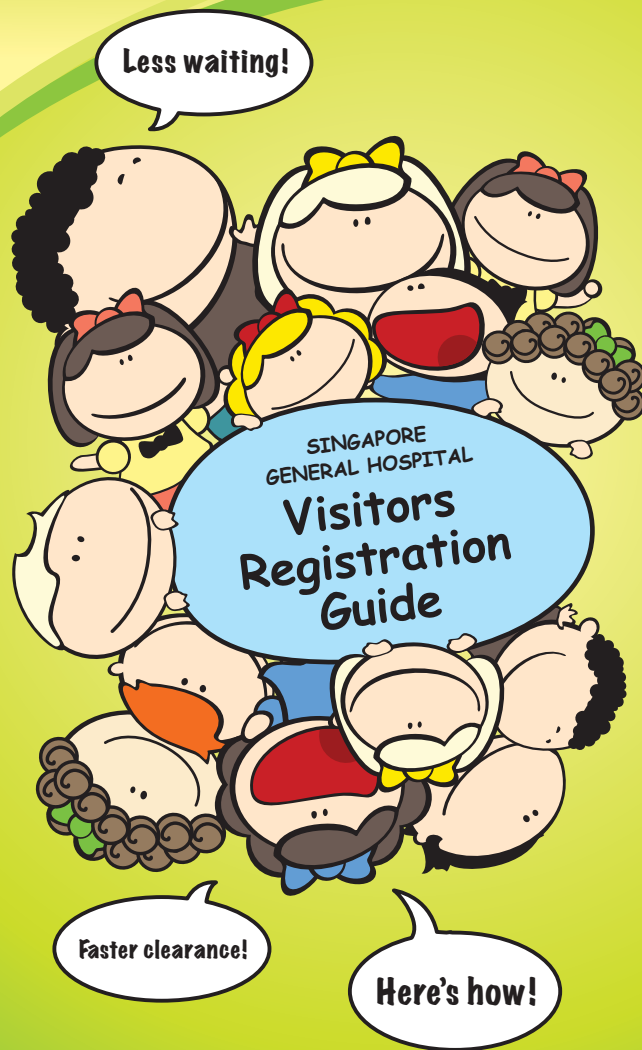


LEGEND

-  CENTRE/OFFICE
-  INFORMATION COUNTER
-  VISITOR REGISTRATION COUNTER
-  SELF-REGISTRATION KIOSK
-  ENTRANCE/EXIT
-  FOOD OUTLET
-  LIFT



SGH STREET MAP (LEVEL 1)



PATIENTS. AT THE HEART OF ALL WE DO.

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Singapore
 General Hospital
 SingHealth

Welcome to Singapore General Hospital

We want your visit to be a smooth and hassle-free experience. This guide will show you the various ways to register as a visitor.

Four ways you can register

Registration at the Counters	Page 2
Self-Registration Kiosks	Page 2
Internet Registration	Page 5
Frequent Visitors Pre-registration	Page 6

Who needs to register?

• Ward Visitors

• Non-Ward Visitors

(a): those accompanying outpatients to clinics on level 2 onwards, such as:

- Acupuncture Services
- Anorectal Physiology and Ultrasound Room
- Dialysis Centre
- Endoscopy Centre
- Gut and Liver Lab
- Haematology Centre
- High Risk Patient Clinic
- Interventional Radiology Centre
- Neurodiagnostic Unit
- Neurovascular Lab
- Sleep Disorders Unit
- Vascular Laboratory
- Vascular Studies Unit

(b): those accompanying patients to Day Surgery or Day Procedure Centres such as:

- Ambulatory Surgical Centre
(e.g. Colorectal Surgery, General Surgery)
- Endoscopy Centre
(e.g. Colonoscopy, Bronchoscopy, Gastroscopy)
- Haematology Centre
(e.g. Bone-Marrow Procedure, Treatment)
- Pain Management
(e.g. Epidural Lysis of Adhesions, Epidural Steroid Injection, Nerve Blocks and Trigger Point Injection)

Note: The above listing is correct at the time of printing and subjected to change.

What is required for registration?

Ward and non-ward visitors may register using any of the following identity cards.

- NRIC/ FIN • Driving Licence
- Senior Citizen/ Student EZ-link card

Visiting hours

Monday to Sunday (12pm to 2pm & 5pm to 8.30pm)

Visitors' policy

- **Only four visitors** at any one time, during visiting hours.
- Anyone who is unwell **must not** visit patients.
- Please refrain from bringing **children** as they are more vulnerable to infection.



For visitors who are uncomfortable with, or find difficulty using the automated kiosks, our counter staff will be on hand to register your personal details. We encourage visitors to register via the self-registration kiosks* or to pre-register with us if you are a frequent visitor.



Self-registration kiosks* are located near the lift lobbies at blocks 4, 5 and 6/7 in SGH. Registration is easy and takes just five steps. You will need the following:

Ward Visitors

- Your identity card
- Patient's surname, ward, room and bed number
- A valid local mobile number

Non-Ward Visitors

- Your identity card
- Patient's full name and identity card number
- A valid local mobile number.

Once you are registered, you may scan your identity card at the gantry to enter. For assistance, please feel free to approach our staff at any visitor registration counter.

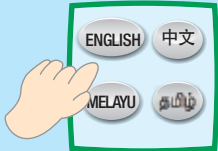
* Please refer to the location map on the back of this brochure.



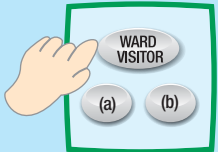
HOW TO REGISTER?



MORE THAN 4 VISITORS?



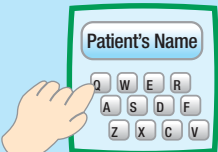
1 Select your language.



2 Select your visitor type.
 • Ward Visitors
 • Non-ward Visitors
 (a) Visitor accompanying Outpatient
 (b) Visitor accompanying Day Surgery/Day Procedure Patient



3 Scan your identity card OR key in your local NRIC/FIN number.

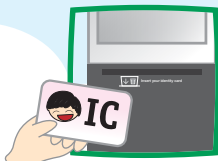


4 **Ward Visitors:**
 Enter the patient's surname, ward, room and bed number.

Non-Ward Visitors:
 Enter the patient's full name and identity card number.



5 **For all visitors:**
 Enter your name and mobile phone number.



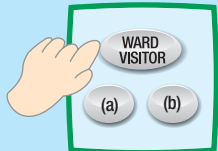
6 You are now registered. Please scan your identity card at the gantry to enter.



* Please note that a child is also considered a visitor and will be included in the count of four visitors.



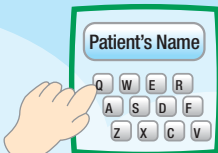
1 Select your language.



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3 Scan your identity card OR key in your local NRIC/FIN number.



4 **Ward Visitors:**
 Enter the patient's surname, ward, room and bed number.

Non-Ward Visitors:
 Enter the patient's full name and identity card number.



5 **For all visitors:**
 Enter your name and mobile phone number.



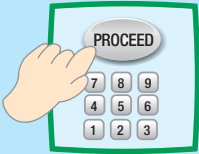
6 Ward Visitors only:

System informs that the maximum number of visitors per patient has exceeded.



7 Ward Visitors only:

System offers to place the 5th visitor onwards on the waiting list.



8 Ward Visitors only:

Choose 'Proceed' to accept.



9 Ward Visitors only:

You are now registered and on the waiting list. An SMS notification will be sent to the first visitor in the queue when a slot is available.



If you have internet access, you may register online at www.sgh.com.sg.

Do note that all visitors may only register on the day itself.

For internet registration, you will need the following:

Ward Visitors

- Patient's full name, ward, room and bed number

Non-Ward Visitors

- Patient's full name, identity card number and appointment date

You will also need to key-in your:

- Name
- Your identity card number
- Local mobile number

Please bring the identification card that was submitted for registration so that you can scan it at the gantry for entrance. (Subject to visitors' policy)



Frequent visitors may pre-register so that they need not register again for the duration of the patient's stay at SGH.

Forms are available and can be dropped off at the locations listed below:

- Accident & Emergency, Block 1, Level 2
- Admissions Office, Block 5, Level 1
- Business Office, Block 4, level 1
- Information Counters, Blocks 3, 4, 5 and 6/7, Level 1
- Pre-Admission Testing Centre, Block 3, Level 1
- Same Day Admission, Block 5, Level 1
- Visitor Registration Counters*

* Please refer to the location map on the back of this brochure.



Q What is the purpose of having an Automated Visitor Management System (AVMS)?

A The new Automated Visitor Management System is designed for better management of the number of visitors to the wards, allowing for a more convenient and hassle-free visit in SGH. The system also facilitates contact tracing for the safety of our patients and visitors, when the need arises.

Q What is the reason for having a 4-visitor policy?

A SGH has a high number of patients with complex medical conditions and lowered immunity. While we recognise the need for the presence of loved ones in a patient's recovery process, the controlled number of visitors to the wards will reduce patients' exposure to infection. This is a safety measure taken to keep your loved ones safe.

Q What are the forms of identity cards that can be used for registration?

A Visitors may register using their NRIC/FIN, Senior Citizen EZ-link card, Student EZ-link card, Driving Licence and Employment Pass. The cards are scanned at the gantry for entry and exit.

Visitors with foreign identification (e.g passport) may approach the registration counter for a pass to be scanned at the gantry.

Q What if a visitor forgets to bring his/her identity card?

A He/She may approach the registration counter or use the self-registration kiosk to register.

Q What if the ward visitor cannot remember the patient details?

A The visitor may approach the registration counter or information counter for assistance.

Q How will the visitor know if the quota is met or when there is an available visiting slot?

A If the visitor is unable to access the gantry, the 4-visitor quota would probably have been met. The visitor will be placed on the waitlist upon scanning of his/her identification card at the gantry. An SMS will be sent to the visitor once there is an available slot.

Q Does the quota apply to visitors of Dangerously ill List (DiL) patients?

A Visitors of DiL patients are not subjected to the quota or visitor policy.

Q What about visitors to ICU wards?

A Visitors to patients in ICU wards are subjected to the 4-visitor quota and visiting hours.

Q What about visitors to isolation wards?

A Only 4 nominated visitors (authorised by the ward) are allowed to visit during visiting hours.

Q I have a family conference with the doctor out of visiting hours. How can I access the wards?

A You may approach any registration counter for assistance. You should have a letter from the ward verifying such an appointment. However, if this is not available, our staff will assist to verify the appointment by contacting the ward.

Q Do outpatients and their accompanying visitors to clinics at Block 1, 2 and 3 need to register?

A No. Only outpatients and accompanying visitors going to level 2 onwards at Blocks 4, 5 and 6/7 are required to register.

Q I am an outpatient and have forgotten to bring my appointment card. How do I access the gantries?

A Patients who have forgotten to bring their appointment cards may use their NRIC/ FINs to access the gantries. They may also approach the registration counter for assistance.

Q I am an outpatient who was given an appointment letter instead of an appointment card. How do I access the gantries?

A Patients who have been given an appointment letter may approach the registration counter for assistance.

Q Will I be able to access the gantries if I am late for my outpatient appointment?

A Yes, you will be able to access the gantries. However, your accompanying visitor may need to approach the registration counter for assistance.

