



PUBLIC AND PRIVATE HEALTHCARE PARTNERSHIP FOR BETTER OUTCOMES

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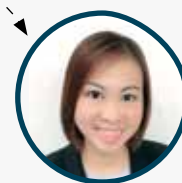
With Singapore's ageing population and the increase in prevalence of chronic diseases, we need to build capacity and strengthen the capabilities to provide comprehensive primary care, so as to keep the community healthy at an affordable healthcare cost. Ang Mo Kio Family Medicine Clinic (AMK FMC) is a milestone in public-private sector collaboration between the National Healthcare Group and Parkway Shenton. We leverage on each other's strengths and work together to facilitate transfer of care of chronic patients from polyclinics and restructured hospitals to AMK FMC. To date, this public-private sector collaboration has enrolled about 9,000 chronic patients who were previously cared for and managed by the public healthcare institutions.

Majority of the patients at AMK FMC are receptive to the programme. This is because ancillary services, such as diabetic retinal photography, diabetic foot screening and laboratory, are located under one roof and patients continue to enjoy the one-stop convenience. The sharing of patients' electronic medical records facilitates a seamless transfer

of care. Many patients also appreciate that they are attended by the same team of family physicians. This helps us to build relationships with them and get to know them better over time for the continuity of care and provision of more personalised care. We are also supported by a multi-disciplinary team comprising our allied health colleagues (nurses, pharmacists and dieticians) to provide holistic care. As a result, we have seen very encouraging clinical outcomes and are happy that our patients are being well taken care of.

A key challenge that we face is reassuring patients that their bill sizes will continue to be affordable and comparable to the subsidised rates they receive at polyclinics. Some patients are very price sensitive; they may have the inaccurate perception that AMK FMC, a private healthcare facility, will charge higher medical bills. To overcome this, we work closely with National Healthcare Group Polyclinics (NHGP) to station care facilitators in the polyclinics to explain to patients their estimated bill size and available subsidy options such as the Chronic Disease Management Programme,

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Community Health Assist Scheme and Pioneer Generation entitlement. These programmes provide patients with subsidies that can be utilised at AMK FMC to reduce out-of-pocket payments. NHGP also supports us with subsidised drugs to maintain the total bill size at an affordable level.

We seek to continue to play our role to help provide continuing care in the community for our rapidly ageing population. ♦