

THANK YOU TO SINGAPORE'S PHPCs FOR SUPPORTING THE 2015 HAZE SUBSIDY SCHEME!

By Agency for Integrated Care

The transboundary haze crisis that affected Singapore in the second half of 2015 was one of the worst on record. Singapore's air quality deteriorated drastically, with several 24-hour Pollutant Standards Index (PSI) readings registering in the unhealthy range.

Thankfully, we had the assistance of our Public Health Preparedness Clinics (PHPCs).

As part of the Ministry of Health's (MOH) efforts to provide subsidised treatment for haze-related conditions to eligible Singaporeans, the PHPCs were activated on 16 September 2015 to administer the Haze Subsidy Scheme. Under this scheme, eligible Singaporeans could get subsidised treatment for haze-related conditions, namely allergic rhinitis, asthma, bronchitis, chronic obstructive pulmonary disease (COPD), conjunctivitis and upper respiratory tract infections (URTI).

As the nature of the scheme is dependent on the 24-hour PSI readings, PHPCs were only given less than 24 hours to prepare their clinic operations upon scheme activation. Despite such short notice, the PHPCs responded promptly to the SMS activation, took on their roles readily and administered the scheme swiftly.

We would like to thank the PHPCs for rising to the occasion of a health emergency, going beyond their duties to ensure a high standard of healthcare in Singapore.



MINISTRY OF HEALTH
SINGAPORE

HAZE SUBSIDY SCHEME

烟霾津贴计划

SKIM SUBSIDI JEREBU

புகைமூட்ட கட்டணச்சலுகைத் திட்டம்

This clinic offers the Haze Subsidy from
这家诊所自
Klinik ini menawarkan Subsidi Jerebu mulai
இந்த மருந்தகம்

起提供烟霾津贴!
முதல் புகைமூட்ட கட்டணச்சலுகை
வழங்குகிறது



If you are a Singapore citizen and meet ANY ONE of the following criteria:

A) Aged 18 and below or 65 and above OR
B) Earn a monthly income of \$1,800 and below OR
C) Hold any of the cards*

You will pay no more than \$10 at this clinic to treat any respiratory or eye conditions brought on by the haze.

If you are a Pioneer, you will pay no more than \$5.

若您是新加坡公民，并符合下述任何一个条件：

A) 年龄18岁及以下，或是65岁及以上或
B) 月入1800元及以下或
C) 持有下述任何一张卡*

因烟霾所引起的呼吸道问题或眼疾而到此诊所看诊时，只需支付不超过10元的医药费。

若您建国前辈，您只需支付不超过\$5。

Jika anda seorang warga Singapura dan memenuhi salah satu daripada syarat-syarat berikut:

A) Berusia 18 tahun ke bawah atau 65 tahun ke atas ATAU
B) Mempunyai pendapatan bulanan sebanyak \$1,800 ke bawah ATAU
C) Memiliki salah satu daripada kad-kad ini*

Anda tidak perlu membayar lebih dari \$10 di klinik ini untuk mendapatkan rawatan bagi sebarang masalah pernafasan atau sakit mata yang disebabkan oleh jerebu.

Jika anda seorang Perintis, anda perlu bayar tidak lebih dari \$5.

நீங்கள் சிங்கப்பூர் குடிமகனாக இருப்பதோடு, பின்வரும் நிபந்தனைகளில் ஏதேனும் ஒன்றை நிறைவேற்றினால்:

A) வயது 18 மற்றும் அதற்கும் குறைவு அல்லது 65 மற்றும் அதற்கு மேல் அல்லது
B) மாதத்திற்கு \$1,800 அல்லது அதற்குக் குறைவான சம்பளம் அல்லது
C) அட்டைகளில் ஏதாவது ஒன்றை வைத்திருப்பவர்*

பங்குபெறும் தனியார் மருந்தகங்களில் இந்தப் பிரச்சினைகளுக்கு சிகிச்சை பெற நீங்கள் \$10க்கு மேல் கட்டணம் செலுத்த வேண்டியதில்லை.

நீங்கள் முன்னோடியாக இருந்தால், \$5 மேல் கட்டணம் செலுத்த வேண்டியதில்லை.








Pioneers pay no more than \$5!



www.moh.gov.sg/haze
Last updated 2015

Dr Adrian Koh from The Balmoral Clinic, one of the PHPCs, commented that even though he and his staff had to react fast, they were able to roll out the scheme smoothly. "The announcements from AIC were clear, so we had all the information we needed and there were not many hiccups at all," he said.

In addition to being quick to act, PHPCs also willingly put in extra hours to ensure proper administration of the scheme and to submit the manual claims to MOH, promoting the spirit of volunteerism.

Dr Alan Ho from Kai Clinic, another participating PHPC, revealed that his clinic encountered a number of teething problems, but managed to overcome them quickly. "When the scheme was first activated, the staff in my clinic were unsure of how to submit claim forms and on a few occasions made mistakes in our claims," he said. "But my staff and I took time out of our schedules to familiarise ourselves with the procedure and to understand our roles and responsibilities."

"The PHPC scheme meant more work for my staff especially during the period of haze, but I'm glad it benefitted patients who needed it," remarked Dr Koh.

In comparison to Haze Subsidy Scheme 2013, which recorded 18,500 haze attendances, this number increased threefold last year. By the time the scheme was deactivated on 23 November 2015, more than 630 PHPCs had participated in the scheme and managed over 70,000 attendances, providing Singaporeans with affordable treatment for haze-related conditions.

We are also grateful to the PHPCs for building closer working relationships with us, helping to act as gatekeepers of the utilisation of the Haze Subsidy Scheme, and giving us continuous feedback to refine processes and improve policies in the future. We hope that the PHPCs, MOH and AIC will continue the spirit of teamwork in the community, supporting each other for the care of Singaporeans during such crises.

What to Expect When a Clinic Signs Up to be a Public Health Preparedness Clinic

The PHPC scheme is an MOH initiative to support the management of public health emergencies in a primary care setting. Support includes the following:

- Up to 12 weeks' supply of PPE (Personal Protective Equipment) for staff of the participating clinic
- Supply of medications and vaccines for staff and patients of the participating clinic
- Guidelines, e-learning courses and workshops to enable doctors to build up skill sets and maintain skills currency
- As a single point of contact for all PHPC-related queries

For more information, please visit the Primary Care Pages (www.primarycarepages.sg > Primary Care Initiatives)

For Community Health Assist Scheme (CHAS) Clinics:
Sign up for PHPC by writing to us at gp@aic.sg

For Non-CHAS Clinics:

We strongly encourage you to sign up for CHAS and PHPC to become part of this nationwide effort to improve patient care. Please contact us at **6632 1199** or gp@aic.sg and we will guide you through the sign up process for both schemes.

