



Improved Convenience with a Mobile Community Health Centre

By Agency for Integrated Care

The National Healthcare Group (NHG) Mobile Community Health Centre (CHC) has been bringing accessible and affordable healthcare services directly to patients living in Central Singapore since November 2014. The mobile unit is part of NHG's vision to provide integrated community care by working with partners like General Practitioners (GPs) to empower patients to care for themselves.

This mobile CHC is the latest addition to five other CHCs located in Tampines, Bedok North, Bedok South, Jurong East and Tiong Bahru.

The bus makes monthly stops at more than 20 locations, such as community centres and residential HDB car parks, around the central districts – including Ang Mo Kio, Bishan, Geylang West, Macpherson, Serangoon, Toa Payoh and Hougang – providing convenient services to the elderly patients who are unable to travel long distances.

Retrofitted with medical equipment for diabetic retinal photography and diabetic foot screening, the mobile CHC supports clinical care offered by GPs. Patients with chronic conditions such as diabetes, hypertension and high cholesterol can be referred by GPs to the mobile centre for screening and nurse counselling services.

More than 40 GP clinics in the central region have referred patients to the mobile CHC in the past year, and about 300 patients have benefited from its services.

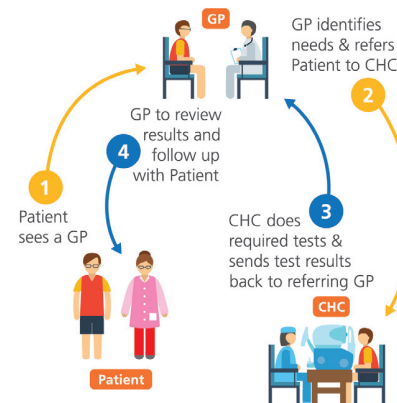
Dr Yik Keng Yeong, from Tan & Yik Clinic & Surgery, is one GP who refers his patients to the mobile CHC. "The introduction of the mobile CHC made things much more convenient for my patients," he says. "In the past, patients had to go a bit further to get screened, but the problem was that older patients can neither drive nor travel long distances on their own. By the time they navigate their way around

"It took some gentle persuasion to get them to visit the centre the first time around, but none of them have come back to me expressing any displeasure."

Dr Yik Keng Yeong



Below: Process flow between patient, GP and CHC



unfamiliar places, it would have taken up a whole day."

Furthermore, since visits to the mobile CHC are by appointment only, Dr Yik's patients have found that the CHC services are efficient and time-saving.

Dr Yik can get information on the bus' schedule via the mobile CHC webpage (partners.nhg.com.sg) or contact the hotline before referring his patients for scheduled appointments. One example is that he can refer patients to the Bishan Community Centre, which is just a few minutes' walk from his clinic. According to him, none of the patients he has referred to the mobile CHC has had a problem locating it. He can even make arrangements for the



Above: NHG Mobile CHC making stops at community centres

bus to be parked outside his clinic to render services, if at least 10 patients are present for screening.

Although some of his patients were initially skeptical, Dr Yik says that they were impressed with the services offered by the mobile CHC. "It took some gentle persuasion to get them to visit the centre the first time around, but none of them have come back to me expressing any displeasure," he says. "Apart from it being so close by, the staff are patient, the experience is pleasant and the service is inexpensive."

Patients have found that the fees for services at the CHCs are comparative to that of polyclinics. Community Health Assist Scheme (CHAS) and Pioneer Generation cardholders pay subsidised rates for services at the CHCs.

Dr Yik also appreciates the quick turnaround time for test results, enabling him to review the results and follow up with his patients in a timely fashion. "It's great that the mobile CHC works closely with GPs to make this process easy and efficient. At the end of the day, what is most important is that we can help patients the best we can."

For appointments, enquiries and the full schedule of the services of NHG mobile CHC, please contact:

CHC Hotline: 9088 5562
E-mail: chc@nhg.com.sg
Website: partners.nhg.com.sg

Other Community Health Centres

Community Health Centre	Contact No	Operated By
Eastern Community Health Centre (Bedok North)	6446 7200	Eastern Health Alliance (EHA)
Eastern Community Health Centre (Bedok South)	6449 5419	
Eastern Community Health Centre (Tampines)	6782 6885	
Jurong East Community Health Centre	6665 1290	SATA CommHealth
Tiong Bahru Community Health Centre	6376 0158	Singapore Health Services (SingHealth)

In addition to the NHG Mobile CHC, you could also refer your patients to the other five CHCs, which offer services that include Diabetic Retinal Photography, Diabetic Foot Screening, Nurse Counselling, Physiotherapy and Dietetics. If you would like to make referrals or know more about the other CHCs, you can find more information at www.primarycarepages.sg/CHC.