



Patient Journey



Mount Elizabeth
NOVENA

By IHH Healthcare

It's Possible

PATIENT JOURNEY



1) Completing Your Pre-Registration With Us

Some important notes to keep in mind as you prepare for your admission.

2) On Your Day of Admission

What to expect and what you need to do.

3) Ready for Discharge

Final notes as you make progress on your recovery.



PRE-REGISTRATION



Has your preferred specialist recommended admission?

Complete your Pre-Registration process with us!

Find out about the cost of your procedure & billing arrangements available through the following platforms:



*For **Virtual Registration**: Approach our Concierge at least 3 working days prior to your admission. You will be required to register via a QR code using your mobile device.

THINGS TO BRING:

- Clinic Admission Documents
- Patient's ID
- Letter of Guarantee & Insurance Card (if any)

Contact Us



preregistration.mnh@mountelizabeth.com.sg



+65 9138 6481 (9:00AM TO 5:00PM, WEEKDAYS ONLY)

WHATSAPP ONLY

Questions On Utilizing Your Insurance?

Visit our **Insurance Helpdesk** on Level 1, conveniently located beside the Specialist Centre Lift Lobby.

MONDAY TO FRIDAY - 8:30AM TO 6:00PM

+65 6933 0194



ADMISSION

On the day of your admission, arrive at least **2 hours prior to your procedure time** (if any) or otherwise advised by your clinic.



1. Approach our Concierge to obtain a queue number



2. Wait for your queue number to be chimed and displayed on the screen at the Level 1 lobby



3. Proceed to the respective Business Office counter once your queue number is chimed*



4. Review the cost estimation of the hospital charges and complete all necessary administrative documents*



5. Make the required deposit*



6. Our dedicated team will guide you to your room once it is ready

**If Pre-Registration has been completed, you may skip these steps*

DAY SURGERY

We have two types of Day Surgery facilities, and depending on the nature of your procedure, you will be assigned appropriately to either at **a) Mount Elizabeth Novena Hospital** or at **b) Mount Elizabeth Royal Square.**

a) Mount Elizabeth Novena Hospital

- Approach our Concierge to obtain a queue number

For Diagnostic Test (MRI / CT scan / X-rays)

- Requires a stay of at least 8 hours*
- Charged as Inpatient

**Only applicable for Integrated Shield Plan (IP) and/or MediSave.*

b) Mount Elizabeth Royal Square



Proceed to Royal Square, Level 8.



Obtain a queue number within the centre.



Your number will be called once our staff is ready to assist you.



Endoscopy & Day Surgery Rooms:

- Dedicated recovery area
- Shared washroom facility, cleaned and disinfected regularly
- Personal locker to safeguard your belongings

DISCHARGE



The discharge process normally takes around 2 hours



Your attending doctor will certify that you are ready for discharge.



You will receive your take-home medications (if any).



Our nurses will hand you your discharge documents.



Our staff will notify you when you may proceed home.
A copy of the interim bill will be provided upon request.



- Clinical Discharge Summary
- Hospitalisation Leave
- Results/Reports (if any)

Complimentary limousine service*

Approach our Nurses to help arrange for a transport home when you are ready for discharge.

***WEEKDAYS - 9:00AM TO 11:00AM
(EXCLUDES WEEKENDS & PUBLIC HOLIDAYS)**



MODES OF PAYMENT

We accept various payment methods for your hospitalisation stay.



A) Letter of Guarantee (LOG)*

- Check with your clinic if they can request the LOG on your behalf before the day of your admission
- Check with your company's HR on the process of obtaining a LOG

*Valid only with a direct billing arrangement with the hospital



B) Cashless Service

- Allows you to be admitted for treatment with little or no payment required at admission or discharge



Cashless Service Criteria

- Integrated Shield Plan* for private hospitals
- Policy active for more than 1 year
- Rider policy and exclusion details
- Applicable only for Standard Single Room & below

**Only valid for AIA, Prudential, Great Eastern, Singlife & Income*



C) Others

- PayNow
- Credit Cards
- Bank Transfer
- Cash / NETS



SATELLITE BUSINESS OFFICE*

*WARD 6, 7, 8, 9, 10, 11 OR 12

MONDAY TO FRIDAY – 8:30AM TO 5:00PM

SATURDAY – 8:30AM TO 1:00PM

CLOSED ON SUNDAYS & PUBLIC HOLIDAYS

MAIN BUSINESS OFFICE

@ LEVEL 1

OPEN 24 HOURS

PLEASE TAKE A QUEUE NUMBER AT OUR CONCIERGE

SCAN ME !

MOUNT ELIZABETH NOVENA HOSPITAL

38 Irrawaddy Road, Singapore 329563

Need more information?

Drop us an email at

LBOMNH@MOUNTELIZABETH.COM.SG



For our list of
Frequently Asked
Questions (FAQ)