

## **Annex 5**

### **Frequently Asked Questions (FAQ)**

#### **1. What is a Community Hospital?**

Community hospitals provide short-term therapy and treatment after your loved one is fit for discharge from an acute hospital. As the name implies, an acute hospital is one that sees medical cases of higher/increasing complexity.

Acute patients, after their conditions have stabilised, may be transferred to a community hospital to continue their rehabilitation or recovery. This may take about two to four weeks for him/her to recover and regain his/her functional abilities.

A community hospital is not a nursing home and does not provide day care nor provide long term care for patients. Once YCH patients are clinically assessed to have recovered sufficient functional ability, they will be discharged.

#### **2. What are the services provided in Yishun Community Hospital (YCH)?**

YCH has 428 beds for sub-acute, rehabilitation, dementia and palliative patients. It also has outpatient clinics, renal, geriatric and diagnostic services for patients.

#### **3. What will be the average bill for a YCH patient?**

The YCH team are fine-tuning fees for the various services provided in YCH. As a public community hospital, fees will be kept affordable and comparable with similar community hospitals.

#### **4. Are patients eligible to use Medisave and Pioneer Generation Package (if necessary) for their medical and hospitalisation bills in YCH?**

Yes, Medisave can be used to cover up to \$250 per day for community hospital stay, including a maximum of \$30 for the doctor's daily attendance fees. This is subject to a maximum of \$5,000 a year. As Medisave is generally used for medical treatment, it will not cover respite care provided at the community hospital.

The Pioneer Generation Package does not cover patients' medical and hospitalisation bills in YCH.

**5. Can I use my Medishield to cover my community hospital bill?**

Yes, you can seek Medishield reimbursement for your community hospital bill if you are referred from an acute care hospital to a community hospital for further treatment. The Medishield payout is subject to the usual deductible and co-insurance components.

**6. Are there financial assistance schemes available for patients who cannot afford YCH fees?**

YCH patients who have difficulties paying their hospital bills can be referred to Medical Social Workers for financial assessment to ascertain their eligibility for financial assistance.

**7. What are the visiting hours in YCH?**

The YCH visiting hours would be as follow:

Sub-Acute Care Wards: 11am to 9pm (Mon – Sat), 9am to 9pm (Sunday & PH)

Rehab, Palliative and Dementia Care Wards: 9am to 9pm (inclusive of Sunday and PH)

**8. Will YCH take in patients from other healthcare institutions, besides KTPH?**

YCH will be able to take in patients from other restructured hospitals, private hospitals and nursing homes depending on bed availability and the nature and complexity of their medical conditions.

**9. I am a private patient in KTPH and have to be transferred to YCH for rehabilitation. Can I choose to downgrade to subsidised class in YCH?**

Yes, a private patient has the choice to select either A, B1 or subsidised class in YCH.