

## Tan Tock Seng HOSPITAL

National Healthcare Group

### TAN TOCK SENG HOSPITAL

11 JALAN TAN TOCK SENG  
SINGAPORE 308433  
TEL: 6256 6011  
[www.ttsh.com.sg](http://www.ttsh.com.sg)

Tan Tock Seng Hospital (TTSH) is the flagship hospital of the National Healthcare Group, Singapore. As a pioneering hospital with strong roots in the community for 179 years, TTSH is recognised as the People's Hospital, serving a population of a million residents living in Central Singapore.

We work closely with our primary and community care partners to build Communities of Care in every neighbourhood. Together, we bring care beyond the hospital into the community as an integrated care network – Central Health.

As one of the largest multidisciplinary hospitals in Singapore, TTSH operates 2,000 beds with centres of excellence including the National Centre for Infectious Diseases (NCID), Institute for Geriatrics & Active Ageing (IGA), NHG Eye Institute (NHGEI), and TTSH Rehabilitation Centre. TTSH is set to open a 600-bed Integrated Care Hub to advance recovery and rehabilitative care.

As a healthcare leader in population health, systems innovation, health technologies, and workforce transformation, TTSH hosts Singapore's largest purpose-built innovation centre for healthcare - the Ng Teng Fong Centre for Healthcare Innovation (CHI) and its Co-Learning Network of 85 local and international partners and affiliates.



## Khoo Teck Puat Hospital

National Healthcare Group

### KHOO TECK PUAT HOSPITAL

90 YISHUN CENTRAL  
SINGAPORE 768828  
TEL: 6555 8000  
[www.ktph.com.sg](http://www.ktph.com.sg)

Khoo Teck Puat Hospital (KTPH) is a 795-bed general and acute-care hospital, which opened in June 2010. Serving more than 550,000 people living in the north of Singapore, KTPH combines medical expertise with high standards of personalised care, set within a healing environment, to provide care that is good enough for our own loved ones. From intuitive wayfinding to logical clustering of services, KTPH's design is focused on providing a hassle-free experience for patients.

The hospital has been designed with patients' comfort in mind. Since its opening, the building has garnered numerous awards for its green and energy-efficient design. Patients can enjoy comfortable accommodation in different categories of wards with views of greenery and naturally cool air from improved ventilation. KTPH also provides a wide range of outpatient specialist services.



### WOODLANDS HEALTH

17 WOODLANDS DRIVE 17  
SINGAPORE 737628  
CENTRAL APPOINTMENT HOTLINE: 6363 8000  
[www.wh.com.sg](http://www.wh.com.sg)

Woodlands Health (WH) provides care for the North-Western population in Singapore. From December 2023, WH will offer rehabilitative and sub-acute care services at the hospital, as well as selected specialist services at the Medical Centre.

The rest of the hospital, including the emergency department and acute wards, will be progressively opened from May 2024 onwards. When the Campus is fully opened, it will have about 1,000 beds in its acute and community hospital, which are housed together for better integration of services, along with almost 400 beds in the long-term care tower. Provisions are in place to expand to a total of 1,800 beds to meet future needs.

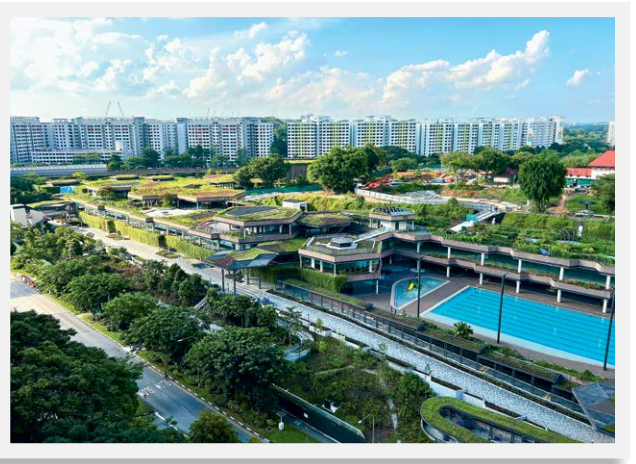
Beyond the Campus, WH has been serving and empowering residents in their health journey through its Community Health Posts and outreach efforts. Initiatives introduced to help improve the right-siting and accessibility of care within the community include the GPFirst Programme in the North, the first community-based Urgent Care Centre at Kampung Admiralty, and the NurseFirst helpline.



### INSTITUTE OF MENTAL HEALTH

BUANGKOK GREEN MEDICAL PARK  
10 BUANGKOK VIEW  
SINGAPORE 539747  
TEL: 6389 2000  
[www.imh.com.sg](http://www.imh.com.sg)

The Institute of Mental Health (IMH), a member of the National Healthcare Group (NHG), is the only tertiary psychiatric care institution in Singapore. Located on the sprawling 23-hectare campus of Buangkok Green Medical Park in the north-eastern part of Singapore, IMH offers a multidisciplinary and comprehensive range of psychiatric, rehabilitative, and therapy services in hospital-based and community-based settings. The 2,000-bed hospital aims to meet the needs of three groups of patients – children and adolescents (aged below 19 years), adults, and the elderly. Besides providing clinical services, IMH dedicates resources to carry out mental health promotion and raise mental health literacy. IMH also leads in mental health research and training the next generation of mental health professionals in Singapore.



### YISHUN COMMUNITY HOSPITAL

2 YISHUN CENTRAL 2  
SINGAPORE 768024  
TEL: 6807 8800

[www.yishuncommunityhospital.com.sg](http://www.yishuncommunityhospital.com.sg)

Yishun Community Hospital (YCH) is a 224-bed hospital, which provides intermediate care for recuperating patients who do not require the intensive services of an acute-care hospital. Opened in November 2016, YCH provides a range of services from rehabilitation and sub-acute care to geriatric, dementia, and palliative care services, to help support the growing ageing population in Singapore.

### NATIONAL HEALTHCARE GROUP POLYCLINICS

HEADQUARTERS  
3 FUSIONOPOLIS LINK #05-10  
NEXUS@ONE-NORTH (SOUTH LOBBY)  
SINGAPORE 138543  
CONTACT CENTRE: 6355 3000  
[www.nhgp.com.sg](http://www.nhgp.com.sg)

National Healthcare Group Polyclinics (NHGP) forms the primary healthcare arm of the National Healthcare Group (NHG). Its eight polyclinics serve a significant proportion of the population in the Central and Northern regions of Singapore.

NHGP provides a comprehensive range of health services for the family, functioning as a one-stop health service centre providing treatment for acute medical conditions, management of chronic diseases, women and children services, and dental care. The focus of NHGP's care is on health promotion and disease prevention, early and accurate diagnosis, disease management through physician led team-based care, as well as enhancing the capability of Family Medicine through research and teaching.

Through the Family Medicine Academy and the NHG Family Medicine Residency Programme, NHGP plays an integral role in the delivery of primary care training at medical undergraduate and post-graduate levels. With the Primary Care Academy, NHGP provides training to caregivers and other primary care counterparts in the community sector.





### NATIONAL SKIN CENTRE

1 MANDALAY ROAD  
SINGAPORE 308205  
TEL: 6253 4455  
[www.nsc.com.sg](http://www.nsc.com.sg)

The National Skin Centre (NSC) is an outpatient specialist dermatological centre with a team of dermatologists who have the experience and expertise to treat a wide variety of skin conditions. The Centre also aims to facilitate subspecialisation and be the national focus for the treatment, research, and training on all aspects of skin diseases. With a comprehensive range of subspecialty services and serving about 70 per cent of dermatology outpatient attendance among public healthcare institutions in Singapore, NSC is firmly established as a reputable dermatology centre locally and in the region. NSC also collaborates with the Agency for Science, Technology and Research (A\*STAR) and Nanyang Technological University (NTU) to operate the Skin Research Institute of Singapore (SRIS), which focuses on conducting high impact, inter-disciplinary skin research designed to translate into improved health outcomes and quality of life.



### NATIONAL CENTRE FOR INFECTIOUS DISEASES

16 JALAN TAN TOCK SENG  
SINGAPORE 308442  
TEL: 6256 6011  
[www.ncid.sg](http://www.ncid.sg)

The National Centre for Infectious Diseases (NCID) is a purpose-built facility designed to strengthen Singapore's capabilities in infectious disease management and prevention. NCID houses clinical services, public health, research, training and education, and community engagement functions under one overarching structure. In addition to the clinical treatment of infectious diseases and outbreak management, the expanded roles and functional units of NCID include the Infectious Disease Research and Training Office, the National Public Health and Epidemiology Unit, the National Public Health Laboratory, the National HIV Programme, the National TB Programme, the Antimicrobial Resistance Coordinating Office, and the Infection Prevention, Control and Outreach Office of NCID. Benchmarked to international standards and best practices, NCID will enhance Singapore's ability to effectively manage infectious diseases.



### NHG CARES SERVICES

3 FUSIONOPOLIS LINK #03-08  
NEXUS@ONE-NORTH (SOUTH LOBBY)  
SINGAPORE 138543  
TEL: 6333 1000  
[www.nhgcares.com.sg](http://www.nhgcares.com.sg)

NHG Cares Services (NHGCS) is a strategic business group that was established in January 2023 to support and implement NHG's Population Health strategy. NHGCS comprises six distinct business units: NHG Allied Health, NHG Cares Institute, NHG Diagnostics, NHG Pharmacy, NHG Primary Care Office, and NHG Telehealth & Call Centre.

NHG launched the "NHG Cares: It's in Your Hands" population health campaign as a demonstration of our commitment to support the nation's health plans, including *Healthier SG* and *Age Well SG*. NHGCS collaborates closely with key stakeholders, including partners in primary and community care, to jointly enhance the quality of care and overall health outcomes for our residents.



### NATIONAL HEALTHCARE GROUP DIAGNOSTICS

3 FUSIONOPOLIS LINK #05-08  
NEXUS@ONE-NORTH (SOUTH TOWER)  
SINGAPORE 138543  
CONTACT CENTRE: 6275 6443 (6-ASK-NHGD)  
[www.nhgd.com.sg](http://www.nhgd.com.sg)

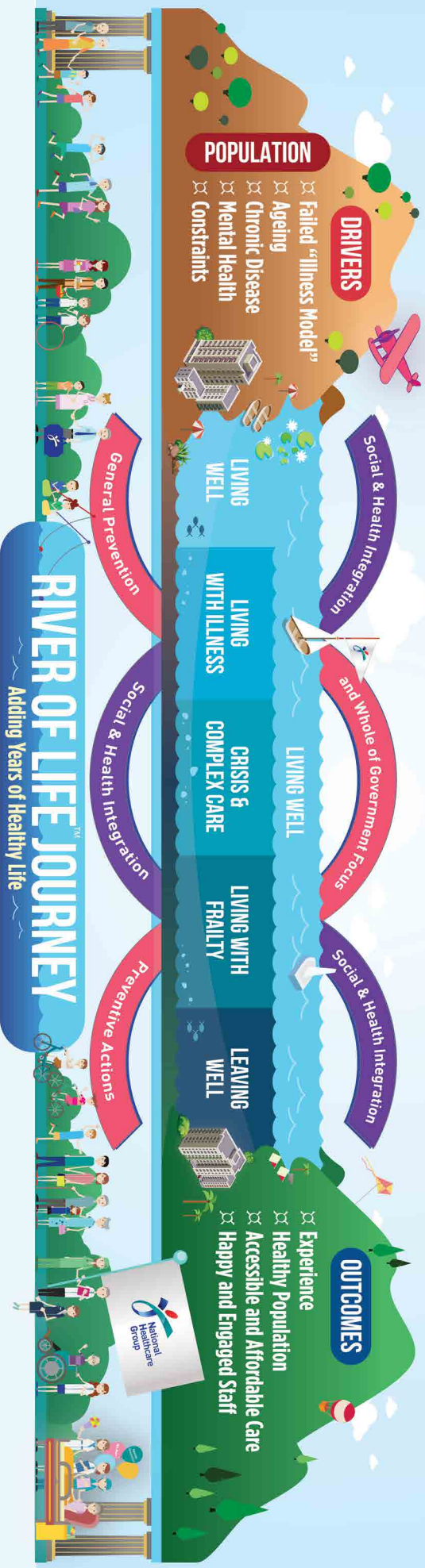
National Healthcare Group Diagnostics (NHGD) is a business unit of NHG Cares Services, providing quality laboratory and imaging services at the primary healthcare level. Via its extensive network of imaging centres, laboratories, and a fleet of mobile service vehicles, NHGD provides one-stop imaging and laboratory services that are accessible, cost-effective, timely, seamless, and accurate. In its continuous quest for quality excellence, NHGD received international accreditation such as ISO 15189 for medical testing and medical imaging.



### NHG PHARMACY

3 FUSIONOPOLIS LINK #05-07  
NEXUS@ONE-NORTH (SOUTH LOBBY)  
SINGAPORE 138543  
TEL: 6340 2300  
[www.pharmacy.nhg.com.sg](http://www.pharmacy.nhg.com.sg)

National Healthcare Group Pharmacy (NHGPh), a business unit of NHG Cares Services, provides a wide range of pharmacy services to meet the needs of the community. Our pharmacies offer trusted services to help the community use their medication in a safe, effective, and responsible manner. As the leading provider of pharmacy services in the long-term care sector, we actively address the needs of the senior community and their caregivers. Our team of pharmacists provides clinical pharmacy services to help customers achieve the best results for their prescribed therapy by working with other members of the healthcare team. Customers can seek advice on medication and purchase quality and affordable healthcare essentials from our retail branches and online store.



### ✓ Guiding Principles

1. Public Health: River of Life; Building Resilience in Self-Care and Managing Crisis
2. Determinants of Health: Some have Higher Risks
3. Current ills of Healthcare: Cottage, Episodic, Reactive, Limited, and Variable

### ✓ Better Care Principles

1. Care and Grow our People: Better People, Better Care
2. Activate and Involve our Population and Patients: Better Ownership, Better Care
3. Relationship-Based Healthcare: Better Trust, Better Care
4. More Goods in the Basket: Better Value, Better Care

### ✓ Key Enablers

1. Organisation Development Transformation
2. Finance & HR Transformation
3. Information & System Transformation
4. Execution & Actualisation Excellence
5. Vision, Values & Collective Leadership
6. Mindset Transformation

# Building Healthier, Happier Communities Together





Members of NHG:

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**Tan Tock Seng**  
HOSPITAL
- 

**Khoo Teck Puat**  
Hospital
- 

**Woodlands**  
Health
- 

**INSTITUTE**  
of  
MENTAL  
HEALTH
- 

**Yishun**  
Community Hospital
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National Healthcare Group  
**POLYCLINICS**
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**NATIONAL**  
SKIN  
CENTRE
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National Centre for  
Infectious Diseases
- 

National Healthcare Group  
**NHG CARES**  
SERVICES
- 

National Healthcare Group  
**DIAGNOSTICS**  
Adding years of healthy life
- 

National Healthcare Group  
**PHARMACY**  
Adding years of healthy life

where

