

## One-stop Imaging & Laboratory Services

# FREQUENTLY ASKED QUESTIONS

## *For General Practitioners*

### **Q1. Does my patient need to make an appointment before visiting?**

Appointment is not required except for mammogram, bone mineral densitometry, ultrasound and spirometry. Scan QR code below or call 6275 6443 to book appointment.



Please refer to NHGD service location list or our website at [www.nhgd.com.sg](http://www.nhgd.com.sg) for more details.

### **Q2. Are the prices quoted on the price lists applicable to my patients?**

Yes, patients will pay the quoted price if they pay at NHGD counter, except for mammogram screening under Screen For Life (SFL) programme, test codes 578 & 578PR where additional funding assistance may be available for eligible patients.

### **Q3. What are the payment options?**

Patients can make payment at NHGD counter. Payment modes include NETS, credit cards (Mastercard/VISA), PayNow and cash. Cashless payment is preferred. Alternatively, you can request for us to backend bill your clinic if you have signed up with us (not applicable to mammogram screening under Screen For Life (SFL) programme, test code:578 & 578PR).



### **Q4. What is included in the price quoted?**

#### **Laboratory service:**

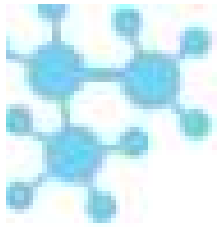
A hardcopy report and

- Patient can self collect once the report is ready, or
- Dispatch to your clinic upon request (within 3 working days).

Please refer to Q7 on self collection of report.

Results are also uploaded onto NEHR.





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### **Imaging service:** (excludes mammogram screening under SFL programme)

A hardcopy report with either a CD or Film of the image (except for test code 556: Chest PA- Report only).

The report with CD/film can be

- Dispatched to your clinic (within 3 working days), or
- Self collected by patient once report is ready.

Please refer to Q7 on self collection of report.

Results are also uploaded onto NEHR.



Note: Kindly indicate your choice of report delivery option on our request form.

### **Q5. Why did the Medical Technologist/ Radiographer contact me on some occasions?**

Our staff may contact you to clarify your request or to provide update on your patient's critical result.

### **Q6. Why did the Medical Technologist/ Radiographer not proceed with the examination?**

Our staff will not be able to proceed with the examination if the request form is not correctly filled in or is incomplete, such as not stating the LMP date (where applicable) on the X-ray request form or no doctor's endorsement on the lab request form.

### **Q7. Can my patient collect the Laboratory/Imaging report on the same day?**

#### **Laboratory Service:**

Same day collection is available for selected tests.

Kindly refer to our laboratory investigation price list (walk-in) for more details.

#### **Imaging Service:**

Same day collection is available only for selected X-ray tests.

X-ray report will be ready within 1 working hours for chest screening and urgent cases.

For all other imaging tests, kindly refer to our radiological investigation price list for more details.

### **Q8. Is there a age limit for ultrasound procedures?**

Yes, patients must be 16 years old and above.

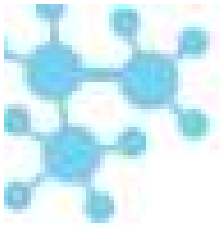
### **Q9. Where can my patients purchase and collect additional CD/film?**

CD: Available at all NHGD Centres.

Film: Available at Ang Mo Kio - Thye Hua Kwan Hospital, Ang Mo Kio Polyclinic, Woodlands Polyclinic and Yishun Polyclinic.

Please refer to Q11. for mammogram films under SFL programme.





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### **Q10. What is included in the Mammogram examination (578 & 578PR) under Screen For Life (SFL) programme?**

A result letter (without CD/film images) which will be mailed directly to patient within 4-6 weeks after the screening. You may request for mammogram images in CD or films by indicating on our request form. Please note that there will be an additional charge for such request.

### **Q11. Where can my patient purchase and collect SFL mammogram films?**

Patients can purchase and collect the films at any of our NHGD Centres and our staff will contact patients when it is ready for collection.

Same day purchase and collection of films is available only at Ang Mo Kio Polyclinic, Woodlands Polyclinic and Yishun Polyclinic.

### **Q12. My patient has done an X-ray at NHGD Centre last year, can I request for a comparison reading?**

Yes, you may request for a comparison reading between last year's and this year's results at no additional cost.

Kindly indicate this clearly on your request form.

