

## DO'S & DON'T IN THE ED



Mask-wearing is required for all.



Treat staff with respect.



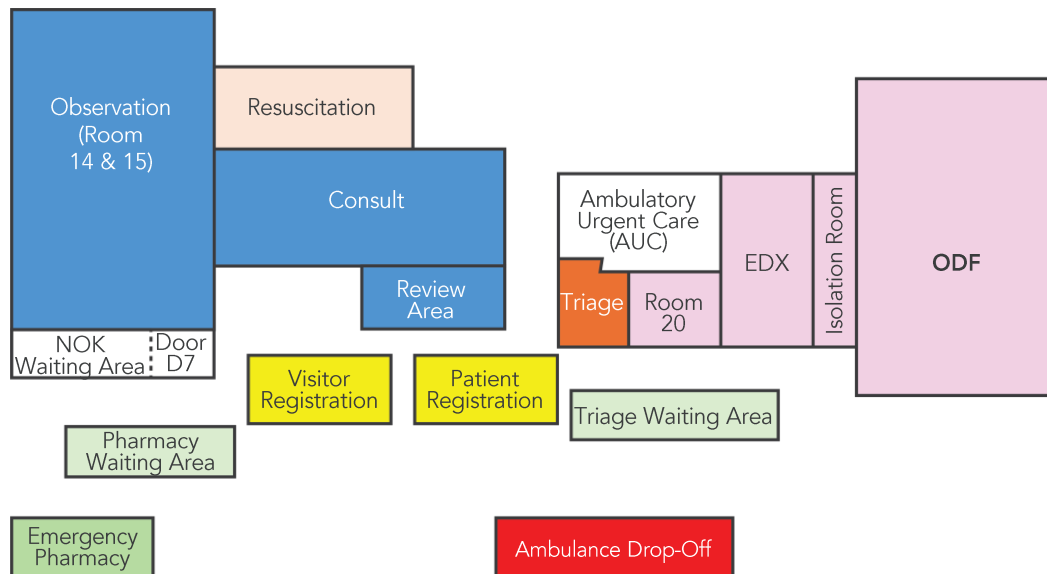
Keep personal belongings safe - the hospital is not liable for lost or damaged items.



No charging phones or mobility aids inside the ED premises.



No parking of personal mobility aids in the ED - use the designated charging station near the B1 PhysioPEARL clinic.



## PATIENT AND VISITOR GUIDE TO THE EMERGENCY DEPARTMENT

Our ED is one of the busiest in the country. Our priority is attending to patients with serious illnesses, injuries, and life-threatening emergencies. Ward admission is prioritised for urgent and critically ill cases.



### VISITOR POLICY

1 visitor per patient is allowed in the ED observation area for up to 15 minutes per visit. Visitors must register at the Visitor Registration Counter. A 30-minute gap between each visit may be imposed during peak visiting hours.

### CAREGIVING AT PATIENT'S BEDSIDE

1 caregiver is allowed at the bedside for patients aged 75 years+, with dementia or bedbound. Caregiver is to assist with toileting, diaper changes, turning and feeding. Pls inform nurse before leaving patient's bedside to ensure continuous care for the patient.

### PATIENT INFORMATION DASHBOARD

Located at B1, Lobby A (next to Door 7), the dashboard shows patient's statuses and current location in the Emergency Department.

### SMS UPDATES

Register at our Visitor or Patient Registration Counters to receive SMS updates on the patient's journey.

### FOOD & RETAIL DIRECTORY

Check the TTSH website (Ward Block Level 1 directory) for dining and retail options.



Click for more information URL:  
<https://for.sg/floorplan>

## REFRESHMENTS IN ED

Porridge, bread, biscuits, Milo, and water are available for patients awaiting admission in the Observation Rooms. Please notify our staff.

### Service Hours:

11am - 2pm | 4pm - 7pm

**Note: Not all patients may be eligible due to medical conditions or planned procedures.**

## ED CHARGES

The flat fee covers consultations, standard tests and procedures. For the latest ED standard fee, do check the ED Registration Counter notice board or the TTSH website.



Click for more information  
URL:  
<https://for.sg/ttshcharges>

## INPATIENT CHARGES AND FINANCIAL COUNSELLING

Our financial counsellors can estimate inpatient costs and explain payment options. Speak with them about any financial concerns at the Financial Counselling Counter.



Click for more information  
URL:  
<https://for.sg/fc>

## MIC @ HOME

Suitable patients may qualify for home treatment under the TTSH Mobile Inpatient Care at Home programme

# WHAT TO EXPECT DURING YOUR ED VISIT?



## ARRIVAL & CHECK-IN

Register with identification documents (i.e., passport, ID card, work permit), referral letter, and benefit card at the Self-Registration Kiosk. Share your symptoms and travel history. An electronic wristband will be issued for contact tracing — return it upon discharge to avoid a \$129.90 fee.



## TRIAGE

A nurse will assess your condition. Urgent cases are prioritised.



## CONSULTATION

A doctor will evaluate your condition and discuss treatment options.



## TESTS AND PROCEDURES

If needed, tests such as blood work or imaging will be done. Our staff will guide you through the process.



## ADMISSION

You may be admitted to a Virtual Ward in the ED to start inpatient care while waiting for an inpatient bed. Our staff will discuss your ward preferences.



## DISCHARGE, PAYMENT & MEDICATION COLLECTION

Medications can be collected from the Emergency Pharmacy. You may also receive referrals to our Specialist Outpatient Clinics (SOCs). Payment is collected at discharge; any outstanding bills will be sent to your address and payment can be made via AXS/SAM/PayNow/PayLah or at convenience stores.

## WHAT IS AN EMERGENCY?

- Sudden, severe chest pains
- Breathing difficulty or breathlessness
- Loss of consciousness
- Uncontrollable bleeding
- Traffic or worksite accident
- Sudden confusion or disorientation
- Sudden dizziness, numbness, weakness or vision change
- Continuous vomiting or diarrhoea

## WHAT IS NOT AN EMERGENCY?

- Sprains
- Flu – Mild fever, cough, runny nose
- Chronic joint pains
- Chronic skin rash
- Long-term nasal discharge
- Cataracts

For the above and other non-emergency conditions, please visit a GPFirst Clinic near you.



Click for more information  
URL:  
<https://for.sg/ttshfindcare>