



Patient Journey



Mount Elizabeth
NOVENA

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:



Over-the-Counter



Virtual
Registration*

*For **Virtual Registration**: Approach our Concierge at least 1 day 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 (9AM TO 5PM, WEEKDAYS ONLY)

WHATSAPP ONLY

DAY OF 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 (if any)



5. Make the required deposit (if applicable)



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

DAY SURGERY

We have two types of Day Surgery wards and depending on the nature of your procedure, you will be assigned appropriately to either **a) Day Surgery Ward** or our **b) Endoscopy Centre**.

a) Day Surgery Ward

- 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 a Standard Single Room

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

b) Endoscopy Centre



Proceed to the Endoscopy Centre located at Level 4, using the lift lobby at the Medical Block.



Obtain a queue number from the ticketing kiosk within the Centre. Your number will be called once our staff is ready to assist you.



If you have completed your pre-registration, simply drop off your admission envelope into the tray located at the Business Office, Counter 1. Our staff will be with you shortly.



Endoscopy & Day Surgery Rooms:

- Single Room
- Shared washroom facility, cleaned and disinfected regularly
- Personal wardrobe with security keypad to safeguard your personal belongings

DAY OF 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 from the Business Office will call you to inform of your billing status. You may request a copy of the interim bill for reference.



- 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 - 9am to 11am (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 with no exclusions
- Rider policy and exclusion details
- Applicable only for Standard Single Room & below

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



C) Others

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

Mount Elizabeth Novena

38 Irrawaddy Road
Singapore 329563



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

MOUNT ELIZABETH NOVENA HOSPITAL

38 Irrawaddy Road, Singapore 329563



Need more information?

Drop us an email at

LBOMNH@MOUNTELIZABETH.COM.SG

SCAN ME !



For our list of
Frequently Asked
Questions (FAQ)

Visit our website at
mountelizabeth.com.sg

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