

NCIS On The Go FAQ

1 ABOUT NCIS ON THE GO

Launched in 2017, the NCIS On The Go Programme provides cancer treatment and care to our patients in the community. The programme has proven to be a success and has allowed NCIS Cancer Centre to focus on patients who require complex care.

NCIS On The Go community clinics are staffed by trained oncology nurses from NCIS, and it is as safe as receiving care at the hospital.

A \$5 Community Fee* is chargeable when you visit NCIS On The Go community clinics. This would be waived for patients on MediFund and ComCare from 3 June 2024.

*Fee is subject to changes and GST.

2 WHY AM I RECEIVING CARE AT NCIS ON THE GO?

From 1 April 2024, eligible subcutaneous and intramuscular injections can only be administered at NCIS On The Go and will not be offered at NCIS Cancer Centre.

Patients who do not require complex treatments will receive care in our NCIS On The Go community clinics. This allows NCIS Cancer Centre to focus on delivering acute care.

3 WHAT ARE THE DAYS AND HOURS OF OPERATION?

NCIS On The Go community clinics operates from Mondays to Fridays, except for public holidays. This service is strictly by appointment only, no walk-ins allowed.

Clinics	Opening Hours
Frontier Family Medicine Clinic	9:00am to 5:00pm
Keat Hong Family Medicine Clinic	9:00am to 4:30pm
Jurong Medical Centre	9:00am to 5:00pm

*Clinics are closed for lunch from 1pm to 2pm.

4 HOW CAN I MAKE AN APPOINTMENT?

To make or change an appointment, please call our Cancer Appointment Line at **6773 7888** or email us at appointment@nuhs.edu.sg. Please check your OneNUHS app or HealthHub app to view your latest appointment schedule.

Please note that NCIS On The Go is appointment-based. Walk-ins will not be allowed. If you feel unwell on the day of your appointment, please call Cancer Line at 9722 0569 before 8:45am. If not, fees may be incurred.

5 DO I NEED TO BRING ALONG ANY DOCUMENTS?

Yes, please bring your NRIC for verification purposes.

6 WHERE ARE THE CLINICS LOCATED?

Clinics	Nearest MRT Station
Frontier Family Medicine Clinic	Clementi MRT station (Exit D)
Keat Hong Family Medicine Clinic	Choa Chu Kang MRT Station (Exit A) Choa Chu Kang LRT Station (Exit E)
Jurong Medical Centre	Boon Lay MRT station (Exit D)

7 HOW WILL I MAKE PAYMENT OR BE BILLED FOR SERVICES AT NCIS ON THE GO?

You will not be required to make payment during your appointment at NCIS On The Go. The services performed will be charged to your bill on the day of your consultation or treatment. Hence, you may head directly into the room upon arrival at the clinic.

Clinics	Room
Frontier Family Medicine Clinic	6
Keat Hong Family Medicine Clinic	2
Jurong Medical Centre	Diagnostic Centre, Level 1

8 WHY IS THERE A \$5 COMMUNITY FEE?

From 3 June 2024, \$5 Community Fee* will be chargeable for Singaporeans and Singapore PRs. The waiver will only be extended to patients on MediFund or ComCare. If you have any concerns, please speak with your primary oncologist. We can also refer you to our medical social workers who will be able to provide further advice.

*Fee is subject to changes and GST.

9 WHAT IS THE DIFFERENCE BETWEEN RECEIVING CARE AT NCIS ON THE GO AND AT NUH?

Patients will receive the same level of care at NCIS On The Go and NUH. All care will be provided by professional nurses from NCIS in safe and comfortable environments.

10 CAN THIS SERVICE BE DONE MORE THAN ONE DAY PRIOR TO MY CONSULTATION OR CHEMOTHERAPY?

If your follow-up is a consultation, your blood test can be done up to a week prior your doctor visit. However, if your follow-up consists of Chemotherapy, the procedures must be done a day prior. Please check with your physician if you are uncertain.

11 NOTES

Patients are required to arrive 10 minutes early before their appointment. Patients will not have to register or make payments at the counter and may proceed directly to the room.

Please inform the front counter staff at NUH that you have completed your blood tests at NCIS On The Go during your appointment for doctor's consultation.