

FAQ: Blood Tests/ Laboratory Investigations at Polyclinics

Q1: Why should I choose to have my blood tests and laboratory investigations at polyclinics?

By choosing to do so at a polyclinic nearer your homes/ work place can help you and your caregiver save the time spent on travelling to and fro to the hospital, and/or from waiting 2 – 3 hours for the lab results before seeing your doctor.

Q2: What are the days and hours of operation?

Mondays – Fridays: 10.30am to 1.00pm, 2.00pm to 3.00pm. (closed for lunch: 1:00pm to 2:00pm).
Closed on weekends and public holidays.

Q3: Do I need to have an appointment at the polyclinics?

No, you do not need an appointment to have your blood tests/ laboratory investigations done at any of the 14 polyclinics.

Q4: What do I need to bring on the day of my blood test/ laboratory investigations?

Bring your NRIC, hardcopy of the NCIS Memo and Lab Request Form(s).

Q5: What to expect on the day of blood taking?

- Walk-in to any of 14 polyclinics during the operation hours mentioned above (Q2).
- Do not register at the polyclinic registration counter.
- Proceed straight to the NHG/ NUHS Diagnostic Counter within the polyclinic.
- Provide the staff with the documentation listed in (Q4).
- The phlebotomist will verify memo, and proceed with the blood tests/ laboratory investigations.
- No payment is required at the polyclinic. NCIS will bill you on the following month.

Q6: Can I do other tests other than those listed on the Lab Request Forms?

Please refer to the list of services that can be done at the 14 polyclinics. We will work towards making more services available, so as to benefit more patients.

Q7. How will I be billed and make payment for the tests done at the polyclinic?

NCIS will bill you for the services done at the polyclinic on the following month. The bill will either be provided to you at the front counter during your visit to NCIS, or mailed to you. You can also check and make payment via the oneNUHS app.

Q8: Do I have to pay more to enjoy this convenience?

There will be no extra costs. Charges are as per your patient class at NCIS.

Q9: What if I have forgotten to do my lab tests/ laboratory investigations at the polyclinic?

Lab results are important for your doctor to make decisions for your treatment. Please call Cancer Appointment Line at 6773 7888 or email CancerApptLine@nuhs.edu.sg to reschedule your tests/ investigations before your next consult/ treatment.