



*Serving, Loving, Healing*

## **Corporate Information for Patient Referrals & Charges**

## About St. Luke's Hospital

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St Luke's Hospital was set up by eight Christian churches and organisations to meet the needs of the sick, especially the elderly, in our society. It is a 185-bed community hospital with 24-hour medical coverage and is staffed by full-time doctors, nurses and therapists.

We provide inpatient rehabilitative services and continuing care services for patients of all races and religions. St Luke's Hospital seeks to provide quality care and compassionate service at an affordable rate, with 94 percent of our beds are subsidised.

St Luke's Hospital treats more than one thousand five hundred patients every year. Most of our patients are recovering from strokes or major operations which require then to continue receiving proper medical care and rehabilitation after their treatment in acute hospitals.

For patients who are in financial difficulties, we have a team of Medical Social Workers who will assist them in applying for financial aids.

The hospital provides a conducive treatment environment supported by:

- An inpatient rehabilitation gymnasium;
- A outpatient (day) rehabilitation centre;
- Outpatient clinics;
- Dental service facility;
- Interaction areas for patient and visitors;
- Chapel;
- Mobility park; and
- Garden

### Our Vision

To be Christian community hospital of excellence, showing God's love and compassion in caring especially for the elderly.

### Our Mission

We are committed to providing quality, holistic and compassionate care to our patients.

### Core Values

**Compassion**

**Holistic Care**

**Respect**

**Integrity**

**Stewardship**

**Teamwork**

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# Our Team & Facilities

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## Our Team

- **Specialist family physicians with physicians with special interest and training in rehabilitation and community geriatrics.**
- **A team of specialised and trained nursing staff to meet patients' different needs.**
- **Trained therapists to provide rehabilitation care and training.**
- **Pharmacists.**
- **Medical Social Workers.**
- **Chaplains.**
- **Volunteers including trained professionals and lay workers.**

## Our Facilities

- **8 wards with 185 beds of various configurations.**
- **Inpatient and Outpatient gymnasiums**
- **Rooms for training in activities of daily living**
- **Laboratory testing services provided via Alexandra Hospital Clinical Laboratory**
- **Outpatient clinics, x-ray and dental treatment room**
- **Chapel**

## Contact Us

### Our Location

Address	:	<b>St Luke's Hospital</b> 2 Bukit Batok Street 11 Singapore 659674
<b>Main Line</b>	:	<b>6563 2281</b>
Fax for general enquiries	:	6561 8205
<b>Fax for Inpatient Referrals</b>	:	<b>6561 3625</b>
Fax for Outpatient Referrals / Finance	:	6560 7041
Website	:	<a href="http://www.slh.org.sg">http://www.slh.org.sg</a>
Email (for general Enquiries)	:	<a href="mailto:general@slh.org.sg">general@slh.org.sg</a>

### Public Transport Available

#### Via MRT and Bus:

Alight at **Bukit Batok MRT Station** and take Feeder Service **941** from **Bukit Batok Bus Interchange**.

#### Via Bus:

Bukit Batok Street 11  
- 941  
Bukit Batok West Ave 3  
- 66, 157, 174, 178, 506  
Bukit Batok West Ave 6  
- 176, 188



# Admission

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## Admission Eligibility

St. Luke's Hospital admits patients with the following profile:

1. Any patient who is 40 years or older can be admitted for medical care and rehabilitation.
2. Of any race and religion; and
3. Medically stable for physical rehabilitation or continuing care.
4. For patients suffering from stroke, hip fracture, amputations and general de-conditioning post surgical / medical conditions

*Active medical problems that require evaluation should be investigated and managed at acute hospitals. Hence, patients unsuitable for admission to St. Luke's Hospital are:*

1. *Medically unstable patients e.g. febrile patients, patients who require urgent investigations and treatment for unresolved problems like endoscopy, surgery, blood transfusion;*
2. *Unresolved social problems / discharge plan;*
3. *Patients with drains, traction, or require heavy spinal nursing care;*
4. *Patients who require assisted ventilation; and*
5. *Patients who require peritoneal dialysis.*

For enquiries, please call 6895 3289.

## Inpatient Services

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St Luke's Hospital's (SLH) multidisciplinary team is staffed by experienced registered medical practitioners, specialising in geriatrics and rehabilitation. The hospital partners visiting geriatric, neurology, orthopaedics, respiratory, rehabilitative medicine and psychiatry consultants from acute hospitals, who monitor patient's progress and lead clinical reviews and multi-disciplinary meetings.

### Professional Medical and Nursing Care

SLH has a committed team of specialist family physicians trained in rehabilitation and community geriatrics, and professional nursing to provide the highest level of care.

### Inpatient Rehabilitation

Inpatient Rehabilitation is for patients who require rehabilitation for a period longer than that provided by acute hospitals (like Alexandra Hospital, Singapore General Hospital and National University Hospital). At St Luke's Hospital, we seek to maximise our patient's function and delay deterioration through rehabilitative therapy. Our qualified physiotherapists, occupational therapists and speech therapist provide comprehensive therapy programmes specially tailored to meet each patient's medical conditions and specific requirements. We aim to help patients optimise their independent living at home or in the community upon discharge.

### Wound Management and Stoma Care

St Luke's Hospital specialises in wound management and stoma care. Clients with complex wound or stoma problem can be referred to St Luke's Hospital for inpatient or outpatient care. We have a team of nurses who are well-trained in wound management and stoma care to attend to such clients.

### Inpatient Respite Care

When a caregiver needs a short break, St Luke's Hospital is a choice for Respite Care. The patient will receive nursing care while the caregiver is away or is temporarily unable to provide care. An appointment is required prior to admission. This is subject to bed availability. Duration of stay is **strictly for 2 weeks only**.

### Pharmacy Service

Our pharmacists facilitate effective and efficient use of medications with the aim of optimising patient care. Our professional pharmacists fill patients' prescriptions; dispense medication; based on proper usage and dosage of drugs; and providing advice on managing side effects to medications.

## Outpatient Services

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St. Luke's Hospital's (SLH) Outpatient Services includes outpatient clinical care, day rehabilitation, home care services and CareConnect resource centre.

### Outpatient Clinic

*\* By appointments only. Please call 68953-230. Medisave schemes for chronic disease management may apply.*

SLH provides outpatient follow-up services for the following:

1. Chronic medical conditions - Continuing care and management of diseases like hypertension, diabetes mellitus, asthma, heart failure, stroke, Parkinson's disease, COPD (chronic obstructive pulmonary disease);
2. Geriatric syndromes - Evaluation of geriatric syndromes such as impaired memory, falls and urinary incontinence;
3. Wound and leg ulcers - Management of advanced wounds and leg ulcers;
4. Mood disorders and dementia-related problems - Mood disorders such as depression, and dementia-related issues (such cases do not require psychiatric follow-up); and
5. Multidisciplinary care - For patients who require a multidisciplinary approach to treatment i.e. Medical, Nursing, Rehabilitation and / or Medical Social Work inputs.
6. Health Screening – Comprehensive assessment and screening for elderly through physical examinations, relevant investigation and education.

*By appointments only. Please call 68953-230.*

### Day Rehabilitation Centre (DRC)

SLH's Day Rehabilitation Care is a customised therapy program which comprises of physiotherapy, occupational and speech therapy, group activities and caregiver training. The day rehabilitation programme aims to help patients achieve maximum functional recovery through an extended period of therapy treatment. The objective is for them to be re-integrated back into the community after learning appropriate adaptive skills to cope with the physical impairments or functional deficits resulting from medical conditions such as stroke or orthopaedic conditions.

### Home Care Services \* *By appointments only.*

Home Care Services provides home-based medical, nursing and rehabilitative care to chronically ill who are home bound. Eligibility: Any patient who is 40 years or older and is medically stable.

For more information, please contact:

**Home Care Services at 6895 3204**

## Sub-Specialty Services (inpatient / outpatient)

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### **Geriatrics**

Visiting geriatricians provide clinical support, in the areas of sub-acute care, medical training and education. Patients at St. Luke's Hospital (SLH) on the recommendation of their attending physician have access to Alexandra Hospital's wards, diagnostic laboratory, radiological and day surgery services.

### **Psycho-geriatrics**

A visiting psycho-geriatrician (psychiatrist) provides consultation for difficult behavioural problems or severe depression.

### **Orthopaediatrics**

A visiting orthopaedic surgeon helps to review post-fracture patients and those with orthopedic problems in the hospital. This helps to reduce the need to return to the acute hospital outpatient orthopedic clinic for review.

### **Neurology and Rehabilitation Medicine**

A visiting neurologist and a rehabilitation physician provide expertise on challenging neurological and rehabilitation cases.

### **Cardiopulmonary Rehabilitation**

Cardiopulmonary rehabilitation is available for chronic heart and lung conditions, presided by visiting respiratory physician in co-operation with the SLH team.

### **Dietary Counselling**

Dieticians assess the nutritional status of patients and recommend appropriate dietary treatment. They provide nutrition counselling to inpatients, outpatients and their caregivers, as well as advice on hospital kitchen services.

### **Podiatry Service**

Visiting podiatrists provide consultation to cases on in-grown nails, corns and calluses, chronic ulcers, chronic foot problems and other peripheral vascular diseases.

### **Diabetic Eye Screening**

Eye screening for diabetic patients is available with the Mobile Diabetic Retinal Photography (MDRP) team which is carried out monthly.

**Dental Care Services** are available on a weekly basis.

### **X-Ray and Laboratory Services**

Radiological and laboratory services are available.

## Other Services

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### Chaplaincy

The Chaplaincy Service in St. Luke's Hospital is an important element in the holistic care. The chaplaincy team provides counselling and comfort to patients and their relatives as well as to staff who wish to receive it.

### CareConnect@SLH

CareConnect@SLH is a one-stop resource centre on care giving to the elderly. This service complements SLH's inpatient and outpatient services. Visitors may obtain information and general advice relating to issues on care giving; preventive health strategies; illness and disease management for the elderly (e.g. stroke, diabetes); community support services (e.g. day care centres) and sources for daily living aids. Caregivers with questions on the above have addressed their concerns at CareConnect@SLH and were better prepared for their roles in care giving.

### St. Luke's ElderCare and Wellness Centres

St Luke's ElderCare (SLEC) aims to provide a range of elderly day care services to help families taking care of their elderly relatives while at work. Services available at the SLEC centres include day care for the elderly; rehabilitation; therapeutic programs and recreational services; counselling and referral services; respite care and health education.

To date, there are eleven ElderCare Centres in Ayer Rajah, Bukit Timah, Clementi, Hougang, Hougang Central, Jurong East, Serangoon North, Tampines, Telok Blangah, Whampoa and Yishun.

In addition to the basic structured eldercare services, the St Luke's ElderCare recognizes a need to implement enhancement programmes such as preventive health care to enrich the lives of the elderly. Eight of St Luke's Wellness Centres at Ayer Rajah, Bukit Timah, Clementi, Hougang, Serangoon, Tampines, Telok Blangah and Whampoa run fitness gym centres for senior citizens. Professional guidance and personalized care are provided for members at this centre.

For more information, please visit <http://www.slec.org.sg>.



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## **Charges**

**w.e.f 1 November 2011**

## St. Luke's Hospital: Average Bill Size - Inpatient Charges - Rehabilitation



Paying Wards			
Type of Ward	1-bedded (aircon)	2-bedded (aircon)	4-bedded (aircon)
Average Daily Bill Size	\$388	\$328	\$288
Average Monthly Bill Size	\$11,640	\$9,840	\$8,640
Maximum Medisave claimable	\$5,000	\$5,000	\$5,000
Cash Deposit (with Medisave)	\$7,000	\$5,000	\$4,000
Cash Deposit (without Medisave)	\$11,600	\$9,800	\$8,600

Subsidised Wards				
Type of Ward	Singapore Citizens		Permanent Residents	
	6 bedded (non aircon)	8 bedded (non-aircon)	6 bedded (non aircon)	8 bedded (non-aircon)
Average Daily Bill Size	\$60 - \$184	\$47 - \$134	\$100 - \$184	\$73 - \$134
Average Monthly Bill Size	\$1,800 - \$5,520	\$1,420 - \$4,020	\$3,006 - \$5,520	\$2,198 - \$4,020
Maximum Medisave claimable	\$5,000	\$5,000	\$5,000	\$5,000
Cash Deposit (with Medisave)	\$500	\$200	\$500	\$200
Cash Deposit (without Medisave)	\$2,000 - \$6,000	\$1,500 - \$4,000	\$3,000 - \$6,000	\$2,000 - \$4,000

### Notes:

- Prices quoted for the 6 bedded and 8 bedded wards include Government Grant and Hospital Subsidy and this price is only applicable to Singapore Citizens and Permanent Residents.
- Prior to your application for Government subsidy, your estimated hospital bill size will be an indicative range as stated in the table above. The actual charges will depend on your care needs and the status of your application for Government subsidy.
- The estimated average monthly bill size is based on a 30-day stay at the hospital. Charges include ward charges, treatment fees, therapy treatments and ancillary charges such as laboratory, specialized investigations, non-standard medical and diapers.
- The amount indicated above is an estimate based on past data. The final bill amount would depend on your condition and care needs and may differ significantly from the above estimates.
- The above rates are in Singapore Dollars and do not include GST. Please note that GST at the prevailing rate will be charged on all bills.

**For enquiries, please call us at 6895 3289**

## St. Luke's Hospital: Average Bill Size – Inpatient Charges – Continuing Care



Paying Wards			
Type of Ward	1-bedded (aircon)	2-bedded (aircon)	4-bedded (aircon)
Average Daily Bill Size	\$350	\$290	\$250
Average Monthly Bill Size	\$10,500	\$8,700	\$7,500
Maximum Medisave claimable	\$3,000	\$3,000	\$3,000
Cash Deposit (with Medisave)	\$7,000	\$5,000	\$4,000
Cash Deposit (without Medisave)	\$11,000	\$9,000	\$8,000

Subsidised Ward – 8 bedded (non air-con)		
Type of Ward	Singapore Citizens	Permanent Residents
Average Daily Bill Size	\$45 - \$89	\$68 - \$89
Average Monthly Bill Size	\$1,355 - \$2,680	\$2,045 - \$2,680
Maximum Medisave claimable	\$3,000	\$3,000
Cash Deposit (with Medisave)	\$200	\$200
Cash Deposit (without Medisave)	\$1,500 - \$3,000	\$2,000 - \$3,000

### Notes:

1. The estimated hospital bill size of the subsidized 8-bedded wards is computed after applying government grant and hospital subsidy.
2. The estimated hospital bill size includes ward charges, treatment fee, maintenance therapy treatments, enteral feeds, non-standard drugs, consumables and diapers. It does not include ancillary charges such as laboratory, specialized investigations, X-rays and pressure relieving devices.
3. The amount indicated above is an estimate based on past data. The final bill amount would depend on your condition and care needs and may differ significantly from the above estimates.
4. The above rates are in Singapore Dollars and do not include GST. Please note that GST at the prevailing rate will be charged on all bills.
5. Fees quoted are applicable to Singapore residents only and are subject to change without notice.

**For enquiries, please call us at 6895 3289**

## St. Luke's Hospital: Average Bill Size – Inpatient Charges – Respite Care



RATES				
Type of Ward	Paying Wards			Subsidised Wards
	1-bed (aircon)	2-bedded (aircon)	4-bedded (aircon)	6 bedded
Daily Charge	\$286	\$226	\$186	\$116
Charges for 2 weeks	\$4,004	\$3,164	\$2,604	\$1,624
Deposit	\$4,000	\$3,200	\$2,600	\$1,600

### Notes:

1. The ward charges for two weeks comprise only of ward fee and maintenance therapy treatments. The daily ward fee covers ward accommodations, meals and nursing care. It does not include doctors' fees and other ancillary charges such as medications, consumables, laboratory tests etc.
2. Deposit is payable in advance and is strictly 2-week basis. The hospital reserves the right to request for the cash deposit to be topped up if the initial deposit has been exhausted.
3. All payments must be made in cash as Medisave regulations do not allow deduction for respite care. Patients on respite care are not entitled to government subvention and hospital subsidy.
4. The above rates are in Singapore Dollars and do not include GST. Please note that GST at the prevailing rate will be charged on all bills.
5. Fees quoted are applicable to Singapore citizens and permanent residents only and are subject to change without notice.

\* If patient requires > 2 weeks stay, we recommend that the patient goes to a private nursing home.

**For enquiries, please call us at 6895 3289**

## St. Luke's Hospital: Average Bill Size – Outpatient Charges



Services	Prices	
<b>Outpatient Clinic</b>		
<b>General Medical Clinics</b>	<b>\$27 – \$95</b>	
<b>Specialist Clinics</b>	<b>First Consultation</b>	<b>\$ 80.00</b>
	<b>Follow-up Consultation</b>	<b>\$ 40.00</b>
<b>Wound Management</b>	<b>Simple Dressing</b>	<b>\$ 5.50</b>
	<b>Standard</b>	<b>\$ 16.00</b>
	<b>Complex</b>	<b>\$ 32.00</b>
<b>MDRP (Mobile Diabetic Retinal Photography)</b>	<b>\$ 11.00</b>	
<b>Dietician</b>	<b>\$ 27.00</b>	
<b>Podiatry</b>	<b>\$ 32.00</b>	

### Notes:

1. The fees do not include ancillary charges such as laboratory specialized investigations, X-ray procedures, drugs and consumables.
2. The above rates are in Singapore Dollars and do not include GST. Please note that GST at the prevailing rate will be charged on all bills.
3. Fees quoted are subject to change without notice.
4. Medisave scheme for Chronic Disease Management may apply.

**For enquiries, please call 6895-3230.**

## St. Luke's Hospital: Average Bill Size – Day Rehabilitation



### Services:

- Physiotherapy
- Occupational Therapy
- Speech Therapy

Subsidy (Based on Monthly Per Capita Family Income)	Charges (Citizen)	Charges (PRs)	Foreigners
			\$ 50.00
> \$1,400	\$ 45.00	\$ 45.00	
\$951-\$1,400	\$ 33.75	\$ 39.38	
\$361-\$950	\$ 22.50	\$ 29.25	
\$0-\$360	\$ 11.25	\$ 18.00	

### Notes:

1. Non-residents and private housing residents do not qualify for government subsidies.
2. The fees do not include ancillary charges such as laboratory specialized investigations, X-ray procedures, drugs and consumables.
3. Private rates are for Non-Residents of Singapore.
4. The above rates are in Singapore Dollars and do not include GST. Please note that GST at the prevailing rate will be charged on all bills.
5. Fees quoted are subject to change without notice.

**For enquiries, please call 6895-3205.**

## St. Luke's Hospital: Average Bill Size

### – Home Care Services



Home Medical Subsidy (Based on Monthly Per Capita Family Income)	Charges (Citizen)	Charges (PRs)	Foreigners
			\$190.00
> \$1,400	\$125.00	\$125.00	
\$951 - \$1,400	\$ 93.75	\$109.38	
\$361 - \$950	\$ 62.50	\$ 87.50	
\$0 - \$360	\$ 31.25	\$ 56.25	

Home Nursing Subsidy (Based on Monthly Per Capita Family Income)	Charges (Citizen)	Charges (PRs)	Foreigners
			\$ 70.00
> \$1,400	\$ 62.00	\$ 62.00	
\$951 - \$1,400	\$ 46.50	\$ 54.25	
\$361 - \$950	\$ 31.00	\$ 40.40	
\$0 - \$360	\$ 15.50	\$ 27.90	

Home Rehabilitation Services	
- Physiotherapy	
- Occupational Therapy	
- Speech Therapy	
Private	\$120.00
0% subsidy	\$ 90.00

#### Notes:

1. Non-residents and private housing residents do not qualify for government subsidies.
2. The fees do not include ancillary charges such as laboratory specialized investigations, X-ray procedures, drugs and consumables.
3. Private rates are for Non-Residents of Singapore.
4. The above rates are in Singapore Dollars and do not include GST. Please note that GST at the prevailing rate will be charged on all bills.
5. Fees quoted are subject to change without notice.

**For enquiries, please call 6895-3204.**