

MEDIA RELEASE

NTUC UNITY HEALTHCARE PARTNERS NATIONAL HEALTHCARE GROUP TO BRING ONE-STOP, AFFORDABLE HEALTH AND COMMUNITY CARE TO SERANGOON NEW TOWN

NTUC Social Enterprises work together to address healthcare, childcare and eldercare needs of working families in Singapore

Singapore, 23 May 2014 – NTUC Unity Healthcare and National Healthcare Group jointly announced today the opening of NTUC Unity Family Medicine Clinic (Unity FMC) to provide one-stop, affordable healthcare for residents in the Serangoon New Town and Braddell Heights housing estates. Unity FMC was officially opened by Mr Lim Swee Say, NTUC Secretary-General and Minister, Prime Minister's Office.

Said Secretary-General Lim: "NTUC social enterprises are committed to keep doing more good in support of our working people and their families. The opening of Unity FMC expands the healthcare footprint of NTUC Social Enterprises into the Singapore heartlands. It will strengthen the quality, capacity and affordability of community healthcare in an aging population."

Partnership with NHG boosts Unity FMC's healthcare delivery

Being a collaborative effort by both the National Healthcare Group (NHG) and NTUC Unity Healthcare, Unity FMC will be able to leverage the clinical and administrative strengths of NHG, through its primary care arm, the National Healthcare Group Polyclinics (NHGP), to provide integrated, comprehensive health and community care to serve more families, particularly patients with chronic conditions.

Said Professor Chee Yam Cheng, Group CEO of the National Healthcare Group: "NHG is committed to supporting Singapore's vision of achieving high quality healthcare and a healthy population. The opening up of Unity Family Medicine Clinic will further strengthen NHG's Regional Healthcare System to provide accessible and integrated healthcare services to the population in the central region of Singapore. The collaboration between NHG and Unity Healthcare is a win-win partnership that leverages on the clinical strengths of NHG, and the community networks of NTUC

Unity Healthcare to provide better healthcare for the community. Together we look forward to adding more years of healthy life to our population.”

Patients from NHG institutions such as Tan Tock Seng Hospital, Institute of Mental Health and polyclinics under NHG can be referred to the Unity FMC if they choose to seek treatment there, and if they are deemed suitable for follow up care in the community nearer their homes. The doctors of these patients will communicate their medical information and test results to Unity FMC doctors so as to ensure continuity of care. Patients from other healthcare institutions can also refer their patients to Unity FMC for further treatment.

The FMC is part of the Government’s plan to provide continuing care in the community and complement GPs in enhancing care for our rapidly ageing population, thus giving patients within the community more care options especially for chronic diseases.

Highly-trained healthcare professionals and excellent medical technology

Unity FMC, with its excellent team of healthcare professionals and good facilities, is well-positioned to offer patients (particularly those with chronic conditions) comprehensive and personalised care to help them manage their illnesses, improve their total health and well-being. Apart from the usual services available at clinics of general practitioners, Unity FMC also provides a suite of unique healthcare services detailed in the Annex.

Patient-focused and community-minded healthcare services

Unity FMC works on the premise that patients need a system that is easy for them to navigate, and be motivated enough to be active partners with their doctors to manage their condition. Unity FMC is well-positioned to deliver good health and community care because of a confluence of winning factors.

Strategic location in the heart of the housing estate

First, it is strategically situated in the heart of the housing estate in Serangoon Central, and can be easily and conveniently reached by patients in the community who require regular check-ups. In this way, patients, who might otherwise be deterred from visiting

their doctors because of the inconvenience of going to the polyclinics further away from their home, might be more willing to visit their doctors to manage their conditions.

Sustained personalised care

Secondly, patients also have the same doctor, who is familiar with their medical history, to see them at each visit.

Thirdly, at Unity FMC, patients will also be able to receive personalised care that goes beyond medical and clinical care, such as dietician services. Such services will provide them with nutritional therapy and develop customised plans to meet their nutritional needs. Patients requiring physiotherapy sessions will also be referred to NTUC Eldercare's Silver Circle (Serangoon Central), just next door, for physiotherapy services.

Added Leon Luai, Head, Clinical Services and Wellness, NTUC Unity Healthcare Co-operative Limited: "Patients often have medical, social and psychological issues that are interlinked. At Unity FMC, our multidisciplinary team of doctors, nurses and allied health professionals work closely with colleagues from agencies such as Social Service Office, Silver Ribbon (Singapore) and Serangoon Moral Family Service Centre to support patients holistically."

Conducive environment and positive experience

Fourthly, on top of having a pleasant and welcoming environment for patients, Unity FMC also has a system in place to allow patients to make appointments to see the doctors ahead of time, significantly reducing waiting time at the clinic.

Affordable treatment and subsidies

Patients who are subsidised under the Community Health Assist Scheme (CHAS) or Public Assistance (PA) Scheme will also be able to use these at Unity FMC. Patients can also tap their Medisave to manage their chronic diseases under the Medisave Chronic Disease Management Programme (CDMP).

Good community care

As a health and wellness hub in the community, Unity FMC partners grassroots organisations to carry out community health screening and conduct health education

talks to empower residents with the knowledge and skills to take charge of their own health. The health screening started in May 2014 while the talks are scheduled to begin in June 2014.

NTUC Social Enterprises expanding social footprint

In addition to Unity FMC, two other NTUC social enterprises, namely NTUC Eldercare and NTUC First Campus have also opened a senior care centre and a childcare centre respectively, next to Unity FMC. Together, these three centres represent the distinct NTUC social enterprises' way of providing services to meet the various needs of the society in different regions in Singapore.

Said Mr Tan Suee Chieh, Group CEO of NTUC Enterprise, the holding company of NTUC social enterprises: "Healthcare, eldercare and childcare needs are of high importance among the working population in Singapore now and into the foreseeable future. With the facilities that NTUC Unity Healthcare, NTUC Eldercare and NTUC First Campus have opened here, it is a clear demonstration that NTUC social enterprises are rising to the challenge to meet these pressing needs and it is our intent to continue to think and plan ahead in order to play a pro-active role in addressing such needs of all in Singapore. "

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