



FREQUENTLY ASKED QUESTIONS

For General Practitioners

Q1. Does my patient need to make an appointment before visiting?

For Laboratory Service:

No appointment is required for blood tests. Patients may walk-in into any of our NHGD Centre.

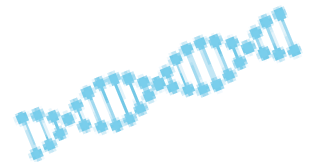
For Radiology Service:

For X-rays, patients are able to walk-in into any of our NHGD Centre for the examination.

For Mammogram, Bone Mineral Densitometry and Ultrasound requests, patients are required to call our hotline to book an appointment. Please refer to our list of centres and their services for the respective hotlines.

Q2. Are the amount quoted on the pricelist applicable to patients?

Yes, patient will pay the quoted price if he/she pays at NHGD counter.



Q3. How does my patient pay?

Patients can make payment over the NHGD counter.

Alternatively, you can request for us to bill the clinic directly (except for Mammogram requests).

Q4. What is included in the price quoted?

For Laboratory Service:

A hardcopy report is included and can be dispatched to your clinic within 3-5 working days.

Results are also uploaded onto NEHR.

For Radiology Service:

A report with either a CD or Film of the image is included (except for Examination 556: Chest-PA). The report can be dispatched to your clinic at no additional cost, within 3-5 working days.

Results are also uploaded onto NEHR.



Q5. Why does the Medical Technologist/ Radiographer contact me after my patient arrived for an examination?

Our staff may contact you if they are unclear of your referral or if the result is abnormal.

Q6. Why did the Medical Technologist/ Radiographer not proceed with the examination?

Our staff will not be able to proceed with the examination if the Request Form is not correctly filled in or is incomplete.



One-stop Imaging & Laboratory Services

Q7. Can my patient collect the Laboratory/Radiology report on the same day?

For Laboratory Service:

Same day collection is available for selected tests.

Kindly check with your Account Manager for specific tests.

For Radiology Service:

Same day collection is available only for X-rays. The turnaround time is around 1 hour.

Q8. Can I request for additional CD or Film after Radiology examinations have been completed?

Yes, please indicate your request on the Request Form and note that there will be an additional cost.



Q9. Where can my patients purchase and collect additional films/CDs?

All NHGD centres, except at Pioneer Polyclinic where only CDs are available.

Q10. What is included in the Mammogram examination (578 & 578PR) under Breast Screen Singapore?

A report will be sent to the address stated on the patient's NRIC within 3-4 weeks after the screening. There will be no CD or Film available with this screening.

You may order CD or film using the Request Form. Please note that there will be an additional cost for such requests.

Q11. Where can my patient purchase and collect BSS mammogram films?

Order and purchase at any of our NHGD centres and collect the films within 5 working days (NHGD staff will contact patient for collection).

For urgent cases, same day printing and collection of films only available at Ang Mo Kio, Choa Chu Kang, Woodlands and Yishun Polyclinics.

Q12. My patient has done an X-ray at NHGD Centre last year, can I request for a comparison reading?

Yes, you may request for a comparison reading between last year's and this year's results at no additional cost.

