

2 October 2021

BUKIT PANJANG POLYCLINIC OFFICIALLY OPENS

Residents in Bukit Panjang can now enjoy greater convenience and access to quality and affordable healthcare



*Ribbon cutting to signify the official opening of Bukit Panjang Polyclinic
(L-R Dr Lew Yii Jen, Mr Edward Chia, Mr Chua Song Khim, Mr Ong Ye Kung, Mr Hsieh Fu Hua, Mr Liang Eng Hwa, Dr Wong Chiang Yin, Dr Tan Kim Kiat)*

Singapore – Built over three years, Bukit Panjang Polyclinic was officially opened by the Minister for Health, Mr Ong Ye Kung today. With the new polyclinic, Bukit Panjang residents now have easier access to healthcare, closer to home.

Located at 50 Woodlands Road, Bukit Panjang Polyclinic is situated six minutes from Senja LRT Station with two MRT stations (Choa Chua Kang and Bukit Panjang) nearby. It is co-located with Senja Care Home and Vanguard Senior Care (Senja), spanning three floors. Residents can look forward to a wide range of services: in addition to the clinical treatment of acute conditions, chronic disease management, and women's and children's health services, the polyclinic also provides dental services and a suite of allied health services.

1

National University Polyclinics

1 Jurong East Street 21, Singapore 609606 | UEN: 53358682L

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MEMBERS OF THE NATIONAL UNIVERSITY HEALTH SYSTEM

National University Hospital • Ng Teng Fong General Hospital • Alexandra Hospital • Jurong Community Hospital • National University Polyclinics
• National University Cancer Institute, Singapore • National University Heart Centre, Singapore • National University Centre for Oral Health, Singapore
• NUS Yong Loo Lin School of Medicine • NUS Alice Lee Centre for Nursing Studies • NUS Faculty of Dentistry • NUS Saw Swee Hock School of Public Health

Addressing oral health needs

Bukit Panjang Polyclinic is the third polyclinic under the National University Polyclinics (NUP) to offer dental services, enabling patients in the Western region of Singapore to have better access to affordable dental care. Patient care and experience will also be improved through harnessing new equipment and technology. For example, the dental clinic is equipped with a wheelchair tilter allowing patients to receive treatment in their wheelchairs. Chair-side intra-oral x-ray imaging will also bring greater convenience and comfort to the patients.

Integrated maternal and child health services

New mothers will also benefit from a holistic maternal and child health programme. This includes the lactation support pilot programme; postnatal diabetes screening and management for mothers with gestational diabetes discharged from the National University Hospital (NUH); Modified Checklist for Autism in Toddlers, Revised with Follow-Up (M-CHAT-R/F) autism screening tool for toddlers during their 18-month developmental assessment visit; and a partnership with NUH in the follow-up of children from low-income families under the Circle of Care (CoC) Programme. The bringing together of these services help ensure that mothers and their children have access to high quality care.

Said Dr Tan Kim Kiat, Head, Bukit Panjang Polyclinic, “Bukit Panjang Polyclinic is designed with the patient in mind, with facilities and services to help our patients improve their health and wellbeing. We are excited to be part of the Bukit Panjang community and look forward to caring for the residents in this area.”

“As part of NUHS, our purpose is to deliver *Incredible Care and Health*. This is a key milestone for NUP as we continue to strive to provide holistic assessment and well-coordinated comprehensive care for patients across all ages in the Western region of Singapore,” added Dr Lew Yii Jen, Chief Executive Officer, NUP.

Please see **Annex A** for the factsheet on Bukit Panjang Polyclinic and **Annex B** for the key building features.

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About the National University Polyclinics

The National University Polyclinics (NUP) is a member of the National University Health System (NUHS), a leading academic health system and one of three public healthcare clusters in Singapore.

NUP provides primary care treatment for acute illnesses, management of chronic diseases, women and children health services, and dental care at its network of polyclinics at Bukit Batok, Bukit Panjang, Choa Chu Kang, Clementi, Jurong, Pioneer, Queenstown (with Tengah and Yew Tee to come).

As part of an integrated academic health system, NUP collaborates with the hospitals and national specialty centres within NUHS as well as partner general practitioners, grassroots, the community and social care partners to provide patient-centred care for the population.

For more information, please visit www.nup.com.sg

Annex A**OFFICIAL OPENING OF BUKIT PANJANG POLYCLINIC
FACT SHEET**

- **Bukit Panjang Polyclinic provides a wide range of services, including dental and allied health services.**
 - Besides the clinical treatment of acute conditions, chronic disease management, and women's and children's health services, the polyclinic also offers dental services and a suite of allied health services, from dietetics, financial counselling, and psychology to physiotherapy and podiatry services. Diagnostic, radiology and pharmacy services are also available.

- **The polyclinic brings enhanced dental services to the West.**
 - With Bukit Panjang Polyclinic onboard, the National University Polyclinics (NUP) now has three polyclinics offering dental services – the two others being Jurong Polyclinic and Queenstown Polyclinic. This enables patients in the Western region of Singapore to have better access to dental services.

 - Patients on wheelchairs enjoy greater convenience as the dental treatment room in the polyclinic is equipped with a **wheelchair tilter and intra-oral x-ray imaging**, which increase patient's comfort while receiving treatment and minimise the need for patient movement when taking dental radiographs.

 - Bukit Panjang Polyclinic provides **targeted preventive dental care for susceptible patient groups**. In collaboration with Nursing and Medical Services, our dental team aims to improve awareness of oral health and prevention of dental diseases among young children and diabetic patients.

 - The polyclinic deploys a **full-sized washer disinfectant**. The automation of cleaning ensures organic residue on the instruments is adequately removed, reducing the human factors involved in manual cleaning to facilitate proper sterilisation and prevent infection transmission. The automation process also helps to reduce the demand on the health attendant to do manual cleaning, improve the environment for better work safety, as well as upskill the health attendant to operate automation process. This increases staff productivity and reduces error risk.

- **Bukit Panjang Polyclinic provides a holistic child and maternal health and wellbeing programme with more comprehensive support for new mothers.**
 - **Lactation support** - As part of a pilot programme at NUP, nurses provide lactation support for new mothers, educating them on breastfeeding and helping them manage common breastfeeding issues. A lactation support room on level 5 is fitted with soft lights and Bluetooth-enabled speakers through which mothers can play music from their personal devices. This will help to create a more relaxed ambience for mothers during the consultation sessions.
 - **Postnatal diabetes screening and management for women with gestational diabetes** - In collaboration with the National University Hospital (NUH), the NUP nurses proactively identify and follow up with mothers who are discharged from NUH and have gestational diabetes, to encourage them to screen for diabetes and to help them manage their medical condition.
 - **M-CHAT-R/F autism screening tool during 18-month developmental assessment visit** - Toddlers who visit the polyclinic for their 18-month-old developmental assessment will be invited to participate in a study to screen for autism spectrum disorder, using the Modified Checklist for Autism in Toddlers, Revised with Follow-Up (M-CHAT-R/F)¹ questionnaire. The NUP team will review the children's questionnaire results and refer those who have scored medium/high risk to the Child Development Unit at the Khoo Teck Puat – National University Children's Medical Institute, NUH where a paediatrician and psychologist will conduct an assessment and evaluation for the child.
 - **Circle of Care (CoC) Programme** – The CoC health and development screening programme is targeted at children from low-income families. An NUH paediatrics health team provides health and development screening within CoC preschools through a health-social-education partnership model. In this programme, NUP worked with hospital teams on a fast-track, specialised appointment system, which helps these children and parents directly access health services after screening, bypassing the usual walk-in system. This

¹ M-CHAT-R/F is a two-stage parent-report screening tool to assess risk of autism spectrum disorder (ASD) for toddlers between 16 and 30 months of age.

partnership between NUP and NUH tightens case management for families, removing additional barriers for follow-up.

- **Health education for parents/caregivers** – As part of an ongoing effort to empower parents/caregivers, children’s health information is provided on the NUP website and parents/caregivers are encouraged to access the relevant webpages to keep themselves updated before their child health services visits.

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Annex B**KEY BUILDING FEATURES**

- 12-storey-high integrated building along Woodlands/Senja Road, consisting of a nursing home, senior care centre and polyclinic.
- Bukit Panjang Polyclinic occupies 3 storeys with a gross floor area of 5,847 square metres.
- **Designed for team-based patient-centric care delivery** - Services are grouped together to facilitate team-based care where patients and their family will be assigned to a healthcare team who will take care of their health holistically.
- **A healing space** - A healing environment for patients and visitors through the use of green spaces, art and spaces for wellness activities.
- **Wellness and health promotion** - The polyclinic has dedicated space for health promotion and wellness activities.
- **Community Engagement** - Dedicated space and features such as a therapeutic garden and café to facilitate and promote engagement with the community to empower them in healthy living.
- **Convenience** - Well-served by public transportation with bus stops at the door step and Bukit Panjang MRT Station less than 500 metres away. A dedicated Pedestrian Overhead Bridge has been constructed, linking residential estates directly to the building.
- **Accessibility** - Universal barrier-free designs incorporated to meet the needs of the elderly, physically challenged and families. The building has been designed to meet the Universal Design Mark Platinum rating.
- **Easy Wayfinding** - Alphanumeric naming convention with universal pictograms and colour codes to facilitate ease of wayfinding through the building.
- **Green building** - The building has been designed to meet the BCA Green Mark Platinum rating.