Woodlands Hospital
NHG Health

Adding Years of Healthy Life

Open Access Service – Hand Occupational Therapy

About Open Access Services

Open Access Services is a programme by Woodlands Hospital (WH) that allows patients seeking medical attention at primary care facilities to have direct referral access to endoscopy, minor surgery, advanced imaging, and allied health services, bypassing the need for a specialist consultation.

Why Am I Being Referred for this Service?

Occupational therapists support your recovery by helping you improve movement, strengthen your hand, wrist, and arm, manage pain, and return to your everyday activities.

You may benefit from seeing a hand therapist if you experience any of the following:

Pain or Persistent Symptoms

- Pain in your hand and wrist
- Swelling, stiffness, or reduced movement at your hand and wrist
- Weakness affecting daily activities
- Tingling or numbness (e.g., pins and needles) present at hand and wrist

Difficulties in Daily Activities

- Trouble gripping, pinching, or holding objects
- Challenges with performing daily activities such as dressing, cooking or eating

What to Expect

1

Before Appointment

- Your doctor submits a referral to WH.
- A WH staff will give you a call to schedule an appointment.

2

Day of Appointment

- Arrive at Woodlands Hospital, Medical Centre, Level 1, Outpatient Rehabilitation.
- Register at the Patient Services Station.
- A WH staff will conduct a screening check and seek your consent before the appointment.
- The following will be performed by the Occupational Therapist during the appointment:
  - Review your symptoms, medical history and daily activities
  - Understand your goals (e.g., work, hobbies, self-care)
  - Perform assessment on your hand/wrist in terms of movement and strength
  - Provide appropriate education and advice
  - Recommend individual treatment and therapy plans
- Medical Certificate (MC), time chit and prescription will not be issued

3

After Appointment

- A WH staff will advise you on next steps including booking of a follow-up appointment (if needed) and payment.
- Please return home to rest.

Day of Appointment

After arriving at Woodlands Hospital, please proceed to:
Medical Centre, Level 1, Outpatient Rehabilitation
17 Woodlands Drive 17, Singapore 737628

Directions to Woodlands Hospital

Getting around Woodlands Hospital

- Please arrive at your scheduled appointment time.
- If you do not receive your appointment details within 3 working days from the date of your clinic visit, please call 6363 8000.
- Please keep to your scheduled date. However, if you are unwell (i.e. fever, cough and flu), or wish to postpone/ cancel the procedure, please call 6363 8000 (Monday to Friday, 8.30am to 5.00pm or Saturday 8.30am to 12.30pm).

Documents to Bring

Identification:

- Singapore NRIC
- Non-Singaporeans: Passport, entry permit, employment pass, work permit or other valid ID issued by the Singapore Ministry of Manpower

Medical benefit documents, if applicable:

- Civil Service card
- Insurance card
- Insurer's or employer's guarantee letter (if the bill is covered by your employer)
- Blood donor card
- Financial assistance card/ memo (e.g. PA, MediFund, SMTA, MFEC)
- SAF identity card (11B)

Others:

- Referral letter from your doctor

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Contributed by Occupational Therapy, Rehabilitation, Allied Health Services

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