

Open Access Service – Psychology

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?

We understand that a life's journey is filled with unique challenges, impacting both your physical and emotional well-being. Our dedicated team of psychologists are here to provide the support you need to navigate through the ups and down.

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

Pain Symptoms

- Decreased activity level
- Fear of movement
- Mood swings
- Social isolation
- Difficulties engaging with daily work

Mental Health Concerns

- Anxiety, stress and low mood
- Sleep disruptions
- Struggles with physical health
- Thoughts and behavioural concerns

Menopause Symptoms

- Mental fatigue
- Difficulty concentrating
- Increased levels of anxiety and low mood

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 3.
- Register at the Patient Services Station.
- A WH staff will conduct a screening check and seek your consent before the appointment.
- Appointment with the Allied Health Professional is completed.
- A time chit can be issued upon request. A Medical Certificate (MC) will not be provided.

3

After Appointment

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

Day of Appointment

After arriving at Woodlands Hospital, please proceed to:

Medical Centre, Level 3 Pain Psychology OR

Level 4 General Psychology

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)
- SAF identity card (11B)

Others:

- Referral letter from your doctor

