

Open Access Services - Aural Toilet

About Open Access Services

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

Why Am I Being Referred for this Procedure?

Based on your symptoms, your doctor has referred you for a minor procedure known as 'aural toilet'. Information about this procedure can be found on pages 3 and 4.



What to Expect

1

Before Procedure

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



2

Procedure Day

- Arrive at the Specialist Clinic at Woodlands Health Campus, Medical Centre, Level 3.
- Register at the Patient Services Station.
- A doctor will conduct a screening check and seek your consent before the procedure.



3

After Procedure

- 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.



About the Aural Toilet Procedure

1. What is aural toilet?

Aural Toilet refers to the clearance of ear debris (e.g. wax, infected material) from the ear canal. This is typically done in the consult room with a microscope and a suction device.

2. Why do I need this procedure?

This procedure is recommended if ear syringing has been unsuccessful and/or the ear debris is causing functional impairment (e.g. hearing loss) or pain. The procedure may also be needed if the ear debris prevents adequate visualisation of the ear drum.

3. What are the preparations for the procedure?

No specific preparation is required.

4. How is the procedure performed?

Usually, no anesthesia is required for this procedure. The procedurist will remove debris from the ear under direct vision with the microscope, with a combination of suction devices and other instruments.

5. What are the risks and complications of the procedure?

There is minimal risk associated with the procedure. These include, but are not limited to the following:

- 1) Pain
- 2) Bleeding
- 3) Infection
- 4) Giddiness
- 5) Need for a repeat session due to inability to completely clear the debris

Disclaimer:

This information sheet mentions some of the more common or important risks of surgery/ procedure. It does not and cannot cover every possible scenario or detail.

Day of Procedure

Arriving For Your Appointment

- On the day of your procedure, please arrive at:
Specialist Clinics, Medical Centre, Level 3
Woodlands Health Campus
17 Woodlands Drive 17
Singapore 737628



Directions to Woodlands Health Campus

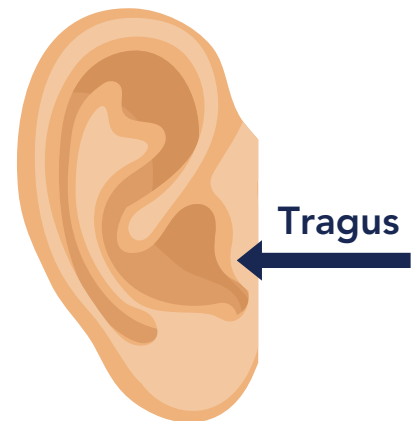


Getting around Campus

- 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 5.30pm or Saturday 8.30am to 12.30pm).

Preparation

- Apply 3 drops of olive oil ear drops twice daily for 2 weeks before the procedure.
 - Lie down on your side with your affected ear upwards.
 - Gently pull your ear backwards and upwards, gripping your ear at the top.
 - Using the dropper, administer 3 drops of olive ear drops into your ear canal (the hole) and gently massage the area in front of the ear (your tragus).



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

Consent

Your consent for the procedure will be obtained from you on the day of the procedure.

