

Open Access Services - Radiological Investigations

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 Service?

Based on your symptoms, your doctor has referred you for a radiology investigation.



What to Expect

1

Before Investigation

- Your doctor submits a referral to WH.
- Your doctor informs you on the estimated cost.
- A WH staff will give you a call to schedule an appointment.
- 2 days before your investigation, a WH staff will call to confirm the location, date and time of your appointment.



2

Day of Investigation

- Arrive at Radiology at Woodlands Health Campus, Tower B, Level 1.
- Register at the Patient Services Station.
- A WH staff will conduct a screening check and seek your consent before the investigation.
- Investigation is conducted.
- Medical Certificate (MC), time chit and prescription will not be issued.



3

After Investigation

- 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.
- Depending on your results, you may be informed to follow up with your doctor or a specialist.



Day of Investigation

Arriving For Your Appointment

- On the day of your appointment, please arrive at:
Radiology, Tower B, Level 1
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 appointment, please call 6361 6612 (Monday to Friday, 8.30am to 5pm).

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
- Past imaging records within the last 6 months), if available

Preparation

Type of Scan	Preparation required
• X-Ray • Bone Mineral Density (BMD) • Computed Tomography (CT)	No preparation is required.
• US Abdomen (HBS and Kidneys) • US Hepatobiliary System (HBS)	• <u>Do not eat or drink</u> 6 hours prior to scan. • Sips of plain water is allowed. • Diabetic patients: To stop all diabetic medication and/or insulin injection on the day of scan. To resume diabetic medication and/or insulin injection after scan is completed. • All other prescribed medication is allowed.
• US Urinary Bladder • US Urinary Bladder & Kidneys	• No fasting required. • Drink at least 4 cups of plain water 1 hour before scan to keep the bladder full. This instruction is <u>not applicable</u> to patients on fluid restriction. • <u>Patients with urinary catheter</u>: To clamp catheter 1 hour before scan. • <u>Do not</u> go to the toilet or empty bladder till the scan is completed or as instructed by the radiographer.
• US Kidneys	No preparation required.

