

Open Access Services

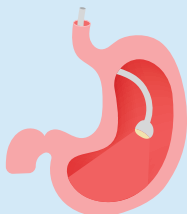
Information Kit for GP Partners



About Woodlands Hospital Open Access Services Programme

This programme enables patients requiring care at primary facilities to be directly referred for:

Endoscopy



Occupational Therapy



Minor Surgery



Speech Therapy



Investigations



Psychology



- ✓ No specialist consult required
- ✓ Online submission of referral via FormSG
- ✓ Specialist review only if required

- ✓ Faster diagnosis and treatment
- ✓ GP continues follow-up care
- ✓ Eligibility criteria applied

Open Access Services at Woodlands Hospital available for GP referrals

Below is a summary of services offered under each Open Access category:

	Woodlands Hospital Open Access Services	
	Services	About the Services
Endoscopy	OGD	Examination of stomach and upper small intestine
	Colonoscopy	Examination of large intestine
Surgery	Excision of skin lump (General Surgery, Orthopaedic Surgery, or ENT)	Removal of a lump on the skin
	Excision of fractured/impacted/diseased/ wisdom teeth, etc. (Dental)	
	Aural toilet (Cerumen) (ENT)	Cleaning the ear canal
Investigations	X-ray services	
	Ultrasound scans	Sound waves to check on organ health without radiation
	CT scans (only non-contrast low dose) (e.g. CT KUB, CT lung screen)	Detailed Scans
	Bone mineral density (BMD) test	Measures bone strength to check for osteoporosis
	Vascular scans (lower limb venous reflux scans, DVT scans, ABPI/TBI/PPG study)	

Patients are advised to check with their doctor on their suitability for these services.

	Woodlands Hospital Open Access Services
	Health Conditions
Occupational Therapy	Hand and Wrist Musculoskeletal Disorders
Speech Therapy	Isolated Speech Sound Disorders (Age 3 onwards)
	Developmental Stuttering
	Primary Progressive Aphasia
Psychology	Pain Psychology (including menopause and brain fog)
	Tier 3 Depression and Anxiety

Patients are advised to check with their doctor on their suitability for these services.

Open Access OGD/Colonoscopy

Referral Workflow

01

Patient meets referral criteria - GP submits referral via **FormSG** and provide patient information sheet & counselling on risks/costs.

02

(For **Colonoscopy**) GP informs patient that Woodlands Hospital will contact them within 3-5 working days to enquire on details for home delivery of bowel prep medications. The cost for home delivery (\$29.20) will be charged to their overall bill at Woodlands Hospital.

03

Woodlands Hospital's Endoscopy PSA will contact the patient 3-5 days after GP placed order and will do the scope appointment booking + tele-financial counselling + bowel prep counselling.

04

Pre-procedure: Call by Woodlands Hospital.

05

Procedure day: Screening and consent-taking by the endoscopist.

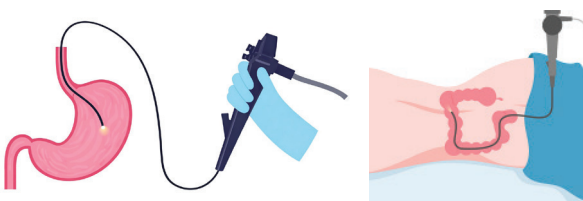
06

Procedure is completed.

07

Based on the results, the patient will either be discharged to GP care or scheduled for specialist follow-up. Critical results will be tracked by Woodlands Hospital and updated to GP.

The procedure report (where applicable) will be shared with GP via e-mail.



SCAN TO
MAKE A
REFERRAL

<https://for.sg/wh-open-access-referral>

Referral Criteria

Open Access Endoscopy

Type of Procedure	Inclusion Criteria	Exclusion Criteria
Oesophago-Gastro-Duodenoscopy (OGD)	- Recurrent upper abdominal pain/bloating - Recurrent reflux/heartburn	Patient characteristics - Unable to open mouth wider than 3cm between the upper and lower incisors - Unable to give consent < 21 years old, or > 60 years old - Pregnant - Difficult airway (e.g. short chin, OSA, morbid obesity) - Loose tooth Medical conditions - Overt GI bleeding - Uncontrolled hypertension (BP > 180/100) - Severe cardiopulmonary disease - Has cardiac device (e.g. cardiac pacemakers, defibrillators, stents, heart valve replacements) - Recent AMI/CVA within 6 months Specific medications - Diabetic on insulin - On dual antiplatelet therapy - On anticoagulation: warfarin and NOAC medications (e.g. dabigatran, rivaroxaban, apixaban, edoxaban)

Referral Criteria

Open Access Endoscopy

Type of Procedure	Inclusion Criteria	Exclusion Criteria
Colonoscopy	- History of per rectal bleeding - FIT +ve (non-Screen For Life) - Family history (1st degree relative) of colorectal cancer screen at age 40 years old or 10 years before the youngest affected relative, whichever is earlier - Colon polyp surveillance, based on previous instructions from endoscopist + the date of previous colonoscopy	Patient characteristics - Unable to give consent < 21 years old, or > 60 years old - Pregnant - Difficult airway (e.g., previous head and neck surgery, short chin, OSA, BMI > 35) - Last Colonoscopy done within 2 years Medical conditions - Acute GI bleeding - Abdominal pain - Significant loss of weight - Uncontrolled hypertension (BP > 180/100) - Severe cardiopulmonary disease - History of COPD and asthma - Severe, unstable ischaemic heart disease - Has cardiac device (e.g. cardiac pacemakers, defibrillators, stents, heart valve replacements) - Recent AMI/CVA within 6 months - Epilepsy/seizure - Progressive neurological diseases (e.g. motor neuron disease, multiple sclerosis) - Moderately severe to severe chronic kidney disease - Unable to walk independently without assistance - Mental or physical disability - Piles/Haemorrhoid (Refer to Specialist Outpatient Clinic for review instead) Specific medications - Diabetic on insulin - On dual antiplatelet therapy - On anticoagulation: warfarin and NOAC medications (e.g. dabigatran, rivaroxaban, apixaban, edoxaban)

Open Access Excision of Skin Lump

Referral Workflow

01

Patient meets referral criteria - GP submits referral via **FormSG** and provides patient information sheet & counsels on risks.

02

Appointment given by Woodlands Hospital.

03

Tele-financial counselling by Woodlands Hospital.

04

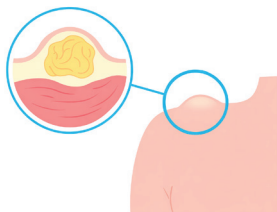
Screening and consent-taking are done by the surgeon on the day of procedure.

05

Procedure is completed.

06

Patient returns for specialist follow-up review at Woodlands Hospital. GP will be informed of the outcome (where applicable).



SCAN TO
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<https://for.sg/wh-open-access-referral>

Referral Criteria

Open Access Excision of Skin Lump

Open Access Surgery – Eligibility	
Inclusion Criteria	Exclusion Criteria
- Ambulatory, healthy patients - Agree to local anaesthesia - No phobia of blood/needles	- Under 16 years old - Patient is non-ambulatory - Patient with poorly controlled co-morbidities - On antiplatelets/anticoagulants - Require General Anaesthesia (GA) or Monitored Anaesthesia Care (MAC) - Allergic to local anaesthesia - Uncooperative - Lump origin unclear (e.g., parotid/ submandibular)

Referral Criteria

Open Access Excision of Skin Lump

Discipline	Inclusion Criteria	Exclusion Criteria
General Surgery (GS)	Superficial skin or subcutaneous lumps (lipoma, sebaceous cyst, papilloma) < 5cm, located over the torso and neck only	- Lump size > 5 cm - Facial lumps - Axillary lumps - Infection, ulceration or abscess of the skin - Breast lumps - Thyroid lumps - Peri-anal lumps - Genital lumps - Suspicious features - Infected lesions - Airborne/droplet transmission precaution requiring isolation
Orthopaedic Surgery (Ortho)	- Superficial skin or subcutaneous lumps (lipoma, sebaceous cyst, papilloma) < 5cm, located over the upper and lower limbs - Ganglion cysts of the hand < 3cm	- Lump size > 5cm - Ganglion > 3cm - Suspicious features - Infected lesions - Airborne/droplet transmission precaution requiring isolation
Ear, Nose and Throat (ENT)	- Superficial skin lumps over the head and neck (e.g. sebaceous cysts) - Lip mucocoeles - Tongue pyogenic granulomas < 1cm	- Lump size > 1cm - Infected lesions - Airborne/droplet transmission precaution requiring isolation

Open Access Dental Services

Referral Workflow

01

Patient meets referral criteria – GP directs patient to call **Woodlands Hospital's Dental Surgery Clinic** or walk-in to the clinic to schedule appointment.

02

GP provides patient information sheet & counsels on risks.

03

Screening and consent-taking are done by the surgeon on the day of procedure.

04

Procedure is completed.

05

Patient returns for specialist follow-up review at Woodlands Hospital. GP will be informed of the outcome (where applicable).



Call to make an appointment

6363 3131

Mon – Fri: 8am to 8pm

Sat, Sun and PH: 8am to 2pm

Walk-in to Woodlands Hospital Dental Surgery Clinic

Woodlands Hospital

Tower C, Level 1

Mon – Fri: 8.30am to 5.30pm

Sat, Sun and PH: Closed

Referral Criteria

Open Access Dental Services

Discipline	Types of Procedures Available	Inclusion Criteria	Exclusion Criteria
Dental Surgery	- Excision of fractured/impacted/diseased/wisdom teeth - Incision and drainage (I&D) of orofacial abscesses - Dental/facial trauma - Biopsies/excision of lesions/mucocoeles/lumps of the oral cavity	- Ambulatory, healthy patients - Agree to local anaesthesia - No phobia of blood/needles	- On dual antiplatelets and/or anticoagulants with INR > 2.5 - Under 16 years old - Patient is non-ambulatory - Patient with poor controlled co-morbidities - Require General Anaesthesia (GA) or Monitored Anaesthesia Care (MAC) - Allergic to local anaesthesia - Uncooperative

Open Access Aural Toilet

Referral Workflow

01

Patient meets referral criteria - GP submits referral via **FormSG** and provides patient information sheet & counsels on risks.

02

Appointment given by Woodlands Hospital and tele-financial counselling by Woodlands Hospital.

03

Procedure is completed.

04

Discharge to GP/open date given to patients.



SCAN TO
MAKE A
REFERRAL

<https://for.sg/wh-open-access-referral>

Referral Criteria

Open Access Aural Toilet

Discipline	Inclusion Criteria	Exclusion Criteria
ENT	- Alert and Ambulant - Impacted ear wax as the only complaint - Agree to local anaesthesia - No phobia of blood/needles	- No previous history of ear surgery on the same side - Does not have any of the following: otorrhoea, otalgia, vertigo - Consider referring to ED or ENT Hot Clinic for concurrent infection - Under 16 years old - Patient is non-ambulatory - Patient with poor controlled co-morbidities - On antiplatelets/anticoagulants - Require General Anaesthesia (GA) or Monitored Anaesthesia Care (MAC) - Allergic to local anaesthesia - Uncooperative

Open Access Investigations – Radiological Investigations and Vascular Scans

Referral Workflow

01

Patient meets referral criteria - GP submits referral via **FormSG** and provides patient information sheet & counsels on risks.

02

Appointment given by Woodlands Hospital.

03

Tele-financial counselling by Woodlands Hospital.

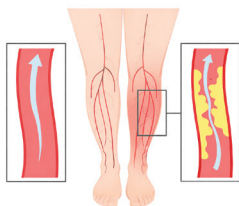
04

Scan is completed.

05

Critical results will be tracked by Woodlands Hospital and shared with the GP.

For radiology reports, GP can refer to NEHR.



SCAN TO
MAKE A
REFERRAL

<https://for.sg/wh-open-access-referral>

Referral Criteria

Open Access Investigations

Investigation	Inclusion Criteria	Exclusion Criteria
X-ray	Nil	Nil
Ultrasound Scans	- US Hepatobiliary System (HBS) - US Kidneys - US Abdomen (HBS and Kidneys) - US Urinary Bladder - US Urinary Bladder and Kidneys	Nil
CT Scans (only non-contrast low dose CT lung screen and CT KUB)	CT KUB Adults with suspected renal colic	CT KUB - Prior CT study performed within 3 months - Not a candidate for ionising radiation study (e.g. pregnant patient)
	CT Lung Screen - Adult patients of 50 to 80 years old and, 20 pack-year smoking history and, - Currently smoking or quitted smoking for less than 15 years	CT Lung Screen - Below 50 years old or above 80 years old - Has quit smoking within the last 15 years - Not a candidate for curative treatment for lung cancer - Not a candidate for ionising radiation study (e.g. pregnant patient)
Bone Mineral Density (BMD) Test	Nil	Nil

Referral Criteria

Open Access Investigations

Investigation	Inclusion Criteria	Exclusion Criteria
ABPI/TBPI/ PPG	- Peripheral arterial disease - Part of diabetic foot screening	- Presence of foot wounds (at ankle and distally) - Patients with Diabetic Foot Ulcer (DFU) should be referred expediently to WH LEAPP (Lower Extremity Amputation Prevention Programme) clinic
US CVI	Chronic venous insufficiency or varicose veins	- Unable to stand for > 30 minutes - Presence of active cellulitis - Presence of ulcers on shin/calf
US DVT	Clinical suspicion of deep vein thrombosis	- Clinical suspicion of symptomatic pulmonary embolism - Presence of active cellulitis

Open Access Allied Health Services

Referral Workflow

- 01

Patient meets referral criteria - GP submits referral via **FormSG** and provides patient information sheet & counsels on risks.
- 02

Triaging performed by WH Allied Health team.
- 03

If accepted, appointment given by Woodlands Hospital and tele-financial counselling by Woodlands Hospital.
- 04

If not accepted, Allied Health team will inform the referring doctor.
- 05

Patient visit completed.
- 06

Allied Health team will share progress updates back with referring doctor.



SCAN TO MAKE A REFERRAL

OCCUPATIONAL THERAPY	SPEECH THERAPY	PSYCHOLOGY
		
https://for.sg/g5810w	https://for.sg/hdg6ha	https://for.sg/t2bhgd

Referral Criteria

Open Access Allied Health Services

Allied Health Discipline	Health Conditions	Inclusion Criteria	Exclusion Criteria
Occupational Therapy	Hand and Wrist Musculoskeletal Disorders	- Carpal tunnel syndrome - De Quervain's Tenosynovitis - Trigger finger - Wrist pain or soft tissue injury - Osteoarthritis of the hand/wrist - Finger/thumb pain or soft tissue injury	- Fracture - Tendon injury - Brachial Plexus Injury (BPI) - Thoracic Outlet Syndrome (TOS)
Speech Therapy	Isolated Speech Sound Disorders (Age 3 onwards)	- Children age 3 and above - Difficulty pronouncing words - Motivated to engage in assessment and/or therapy	- Children younger than 3 years old - Children diagnosed with Developmental Language Disorder, Language Disorder, Voice Disorder - Children diagnosed with developmental conditions listed in the DSM-5 – for example, Autism Spectrum Disorder (ASD), Intellectual Disability (ID), Global Developmental Delay (GDD), Selective Mutism (SM), Attention Deficit Hyperactivity Disorder (ADHD), Social Communication Disorder (SCD). - Children with Cleft and Craniofacial Disorders - Children with genetic syndromes such as Down syndrome or Fragile X syndrome - Children with suspected neurological disorders such as Cerebral Palsy

Referral Criteria

Open Access Allied Health Services

Allied Health Discipline	Health Conditions	Inclusion Criteria	Exclusion Criteria
Speech Therapy	Developmental Stuttering	- Individuals aged 3 years and above - History of developmental stuttering beginning in childhood - Stuttering persists into adulthood - Motivated to engage in assessment and/or therapy	- Acquired neurogenic stuttering following stroke, TBI, Parkinson's disease, etc. - Psychogenic/functional stuttering - Significant cognitive impairment preventing participation
	Primary Progressive Aphasia	- Adults aged 40 years and older - Progressive deterioration in language abilities over time (e.g., word-finding difficulties, reduced speech output, impaired sentence comprehension) - Symptoms present for at least 3-6 months - Individual remains medically stable and able to participate in outpatient assessment and therapy - Diagnosis of PPA already established by a neurologist/geriatrician, or strong suspicion of PPA	- Acute or subacute neurological injury, including: Stroke, Traumatic brain injury, Brain tumour, Encephalitis - Sudden onset of language impairment - Co-presence of swallowing, speech and voice problems not previously managed by an ST - Significant behavioural or psychiatric symptoms preventing participation

Referral Criteria

Open Access Allied Health Services

Allied Health Discipline	Health Conditions	Inclusion Criteria	Exclusion Criteria
Psychology	Pain Psychology (including menopause and brain fog)	- Individuals who are 18 years and above. - Non-malignant persistent pain that has lasted 6months or more and impacts on patient's daily functioning and/or mood. - Adequate trials of medical, physical, or interventional treatments over the past 12 months without sufficient relief. - Pain substantially disrupts daily activities, including work, relationships, sleep, or exercise. - Patient exhibits reactive mental health symptoms such as anxiety, depression, fear-avoidance, or frustration directly linked to their pain. - Concerns about medication reliance, adverse side effects. - Patient expressed readiness and willingness to actively learn coping skills, cognitive behavioral strategies, and lifestyle adaptations to live well with their pain.	- Patient is actively suicidal with high risk of self-harm and harm to others. - Patients with active, severe psychiatric crises (e.g., severe untreated psychosis) that impede their ability to engage in psychological therapy may require prior psychiatric stabilization. - Patients who strictly desire a "search-and-fix" biomedical cure and firmly refuse to engage in habit, lifestyle, or behavioral changes. - Severe, untreated substance use disorders may require specialized addiction treatment before chronic pain psychology can be effective. - Addictions/untreated substance use. - Significant expressive and / or receptive language difficulties, such as Primary Progressive Aphasia. - Patient is only conversant in a dialect or language that requires an interpreter, and a suitable interpreter is unavailable. - Patient is unable to give permission / expresses unwillingness for referral for therapy. - Patient is involved in ongoing/pending litigation.

Referral Criteria

Open Access Allied Health Services

Allied Health Discipline	Health Conditions	Inclusion Criteria	Exclusion Criteria
Psychology	Tier 3 Depression and Anxiety	- Individuals who are 18years and above. - Patient has mild to moderate symptoms of depression/ anxiety. - Patients with low motivation/ anhedonia that could be attributed to underlining mental health issues. - Difficulty coping with the impact of a medical diagnosis (e.g. malignancy), psychological sequelae with moderate to severe symptoms secondary to managing their medical condition (not related to social/ family or financial stressors). - Sleep difficulties with request for psychological support without ongoing need for psychotropic medications.	- Patient is actively suicidal with high risk of self-harm and/or harm to others. - Patients with active psychiatric follow-up. - Patients in crisis (e.g. untreated psychosis) that impede their ability to engage in psychological therapy and may require prior psychiatric stabilization. - There is underlining addictions/substance abuse. - Patient has significant expressive and / or receptive language difficulties, such as Primary Progressive Aphasia. Psychological interventions typically require understanding and expression of language to be successfully conducted. - Patient is only conversant in a dialect or language that requires an interpreter, and a suitable interpreter is unavailable. - Patient is unable to give permission / expresses unwillingness for referral for therapy. - Patient is involved in ongoing/pending litigation.

Frequently Asked Questions

1. What happens after I submit a referral via FormSG?

- You will receive a confirmation email upon submission of the form.
- Woodlands Hospital staff will contact patient with appointment details.
- Please provide the Patient Information Sheet (at the bottom of this page) to the patient for their reference.

2. What should I do if my patient's condition worsens prior to the appointment date?

- Please refer patients immediately to an appropriate care facility (as per current protocols).
- Please also call us at 6363 3131 to cancel the appointment.

3. How will I be notified of the results of the procedure/investigation?

- Critical results: Phone call.
- Standard results: Email with supporting reports.

4. What are the costs of the procedures/investigations?

- Costs will be as per Woodlands Hospital's standard charges for these procedures/investigations.
- A price list containing estimated fee range of the procedures/investigations will be given to your clinic upon request via wh.gp@nhghealth.com.sg
- Please email wh.gp@nhghealth.com.sg if you have not received the price list.

5. Can MediSave be used for any of the Open Access Services?

- Yes, MediSave can be used as long as the claim criteria is met.
- **Annex A and B** of this document shows the estimated amounts of MediSave claimable and estimated Out of Pocket costs are provided for OGD and Colonoscopy.

6. Where can my patients find out more details on the procedures/investigations.

- They can scan the QR code below to access the patient information sheet for the related services.



Annex A

Estimated Charges and Subsidy for Open Access OGD

Scenario	Private	Subsidised
	1. Mdm A: SG citizen, referred by non-CHAS GP/Foreigner	2. Mr B: SG citizen, referred by CHAS GP/NHG Polyclinics
Subsidy Eligibility	Not eligible for day surgery subsidy	Eligible for day surgery subsidy (amount is dependent on household means testing)
Estimated Charges to Patient (excluding GST)	\$1697.00 - \$2056.00 (MediSave and MediShield deductible)	\$327.00 - \$998.00 (MediSave and MediShield deductible)
MediSave Claim Limits	\$420.00	
MediShield Life Claim Limits	\$420.00	
Estimated out-of pocket (assuming maximum MediSave and MediShield Life claim)	\$857.00 - \$1216.00	\$0 - \$158.00

Disclaimer:

- Tables are for illustration and information. The actual bill size depends on the consumables and services used, MT band and allowable 2Ms claims of each patient.
- MediShield Life/Integrated Shield Plan payouts for hospitalisation bills are computed based on scheme parameters such as claim limits, deductibles and co-insurance.
- Prices are accurate as of 1 January 2026.

Annex B

Estimated Charges and Subsidy for Open Access Colonoscopy

Scenario	Private	Subsidised
	1. Mdm A: SG citizen, referred by non-CHAS GP/Foreigner	2. Mr B: SG citizen, referred by CHAS GP/NHG Polyclinics
Subsidy Eligibility	Not eligible for day surgery subsidy	Eligible for day surgery subsidy (amount is dependent on household means testing)
Estimated Charges to Patient (excluding GST)	\$2624.00 - \$2924.00 (MediSave and MediShield deductible)	\$488.00 - \$1379.00 (MediSave and MediShield deductible)
MediSave Claim Limits	\$1120.00	
MediShield Life Claim Limits	\$1120.00	
Estimated out-of pocket (assuming maximum MediSave and MediShield Life claim)	\$382.00 - \$684.00	\$0

Disclaimer:

- Tables are for illustration and information. The actual bill size depends on the consumables and services used, MT band and allowable 2Ms claims of each patient.
- MediShield Life/Integrated Shield Plan payouts for hospitalisation bills are computed based on scheme parameters such as claim limits, deductibles and co-insurance.
- Assuming that there are no polyps removed. Charges would differ if polyps were removed by the specialist during the procedure.
- Prices are accurate as of 1 January 2026.

Contact Us



General enquiries about Open Access Services:
wh.gp@nhghealth.com.sg



**Woodlands Hospital
Primary Care Partners Hotline:**
Mon – Thu: 8.00am to 5.00pm
Fri: 8.00am to 4.45pm
Sat: 8.00am to 12.30pm
Sun & PH: Closed

SCAN TO MAKE A REFERRAL

ENDOSCOPY,
MINOR SURGERY,
INVESTIGATIONS



<https://for.sg/wh-open-access-referral>

OCCUPATIONAL THERAPY



<https://for.sg/g5810w>

SPEECH THERAPY



<https://for.sg/hdg6ha>

PSYCHOLOGY



<https://for.sg/t2bhgd>

PATIENT INFORMATION SHEET



<https://for.sg/oa-all-pis>

Woodlands Hospital
17 Woodlands Drive 17 Singapore 737628