

GOING PAPERLESS AT OUTPATIENT SERVICES

Frequently Asked Questions (FAQs)

Q1) Why is NTFGH no longer issuing paper bills for outpatient services?

A: This is part of our efforts to go green. The initiative will cover services rendered at the Specialist Clinics, Diagnostic Imaging, Dietetics and Rehabilitation for Singaporean and Permanent Residents from 1 Apr 2024 for a start.

In the meantime, paper bills will still be issued for Emergency, Retail Pharmacy, Inpatient, and Day Surgery.

Q2) Without paper bills, where can I see my outpatient bill after my visit?

A: You may proceed to any Self-Service Kiosks to view the same-day visit's bill and make payment using major credit/debit cards and NETS.

Q3) Without paper bills, can I check my bill/outstanding bill online?

A: You can view and pay your outstanding bills via the NUHS App. To view and pay your outstanding bills:

- Log on to the NUHS App
- Select 'Payment' from the bottom navigation
- Tap the outstanding bill
- Tap 'Download Bill' at the top right corner to view or download your bill
- Tap 'Make payment' below to pay your bill

Payment can be made via the app using major credit/debit cards, or eNets Debit. Alternatively, you may click here for the list of other payment methods.

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Scan to download the NUHS app.



<https://for.sg/nuhs-app>

Q4) How will I know when my outpatient bill is ready in the NUHS App?

A: An SMS will be sent to your registered mobile number when the bill is ready for viewing and/or payment in the NUHS app by the next working day after your visit. Should your bill involve any claims, the processing time may take longer. Please ensure your registered mobile number is updated in our records. You can verify your mobile number with our counter staff during your visit.

Remember to allow push notifications on your mobile device to receive reminders via the NUHS app.

Q5) Do I need the outpatient paper bill to claim insurance?

A: The softcopy bill downloaded from the NUHS app is an official document from the hospital that can be used for insurance claims. To download your fully-paid bills:

- Select Payment
- Tap 'Fully-Paid Bills'
- Select the fully-paid bill
- Tap 'Download bill'

Q6) Can I request for a paper copy of my bill?

A: We strongly encourage you to join us in our effort to reduce paper usage by retrieving your bills via the NUHS app.

However, if a paper bill is required, please approach our staff at the outpatient clinic during your visit. Alternatively, you may submit your request via <https://for.sg/asknuhs> or scan the QR code below. You will receive your bill via post within seven (7) working days.



<https://for.sg/nuhsbill>

Q7) Who can help me with my billing enquiry?

A: You may send your enquiry via the online form at <https://for.sg/asknuhs> or approach our staff at the outpatient clinic during your visit.

Notes:

Ng Teng Fong General Hospital and Jurong Community Hospital

1 Jurong East Street 21, Singapore 609606

OneNUHS Hotline: (65) 6908 2222

OneNUHS General Enquiries: contactus@nuhs.edu.sg

OneNUHS Appointments: appointment@nuhs.edu.sg

www.ntfgh.com.sg

www.jch.com.sg

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