

FREQUENTLY ASKED QUESTIONS

Who can be referred to Assisi Hospice?

Anyone in need of palliative care can be referred by their doctors from hospitals or primary care.

What is the referral procedure?

The patient's doctor will need to fill up a referral form (scan QR code) and provide the necessary medical information to Assisi Hospice. Upon review and confirmation from the medical team, our staff will contact the referring hospital or family member to make arrangements for admission.



What are the visiting hours?



We welcome and encourage family members and visitors to spend time with their loved ones who are admitted to Assisi Hospice. There is no restriction on visiting hours.

Family members and caregivers should observe the following guidelines:

- Registration at the security counter is required throughout the day.
- Do press the bell at the ward doors for access after 10pm.
- Patients also need rest time.

How much will it cost?



Cost of the inpatient stay will depend on the level of government subsidy based on the national means test. Government subvention, MediShield Life and subsidy from Assisi Hospice lower the cost to patients. Please speak with our Medical Social Workers on the financial support available.

Our Home Care and Day Care services are free of charge for all patients. These are made possible through Government subsidies alongside co-funding contribution from Assisi Hospice's own charity dollars. For Home Care service, we provide island-wide coverage. For Day Care service, we provide holistic care by the interdisciplinary team, two-way transport, two tea breaks and lunch.

Can I use Medisave for hospice stay?

Depending on whether general or specialised palliative care is needed, patients may use up to either \$250 or \$350 per day from Medisave to pay for their inpatient stay. The Medisave funds can be from the patient's account or from accounts of their spouse, children, parents or grandparents. The Medisave account holder will need to provide his/her NRIC number and sign the necessary forms to authorise the use of his/her Medisave funds.

What is Means Testing?

Means Testing is required by the Ministry of Health (MOH) for All admissions into our Inpatient, Home Care and Day Care services. It is to ensure that government funds are directed to patients who need assistance most. For more details, please log on to MOH website to find out more.

How is Assisi Hospice funded?



We are dependent on donations for about one third of our operating costs for Inpatient, Home Care and Day Care services. The rest is funded by subsidies received based on means testing by the Ministry of Health, and from what families can afford to pay with cash or Medisave.

How can I make a donation?



Credit Card

You may donate online with your credit card via: <https://l.ead.me/credit-card>



Cheque

Cheque donations are to be made payable to "ASSISI HOSPICE" and mailed to **832 Thomson Road, Singapore 574627**, with personal details and contact numbers on the reverse side of the cheque.



Mobile Phone

You can also donate via **PayNow**. Please launch your mobile banking app and scan the QR code OR select PayNow and key in our **UEN 201208993Z**. For tax deduction purpose, please key your name, NRIC/UEN in the reference field.



AXS Donation

Donations by Cashcard or Nets can be made at any AXS station.

How can I volunteer?



Volunteers are part of the community of support that brings compassionate care and comfort to our patients. Volunteer opportunities are abundant. You may want to help our nurses with direct patient care (e.g. bathing, changing, serving meals or simply providing companionship and a listening ear) or in other areas like fundraising.

Volunteers can also lend their talents and professional skills in areas like art, music, massage, hairstyling, design work, dentistry, etc.

For more information, please visit our website at www.assisihospice.org.sg where you can submit your application form online.

Getting to Assisi Hospice

Assisi Hospice is located at 832 Thomson Road, within the same premises as Mount Alvernia Hospital. There is a shuttle bus service which is available from **Monday to Saturday** (excluding public holidays), to **Bishan MRT Station** (first bus from Bishan MRT at 6.35am and last bus from Mount Alvernia Hospital at 8.50pm). Another shuttle bus service is available from **Monday to Friday** (excluding public holidays) during the morning and evening peak hours, to **Caldecott MRT Station** (first bus from Caldecott MRT at 6.30am and last bus from Mount Alvernia Hospital at 7.30pm).

Where is the carpark?

The carpark is located at the basement of the Assisi Hospice.

What are the parking charges?



DAILY	CARPARK TARIFF RATES
0700 to 2200 hours	\$2.70 for 1st hour or part thereof \$1.70 for subsequent ½ hour or part thereof
2200 to 0659 hours (next day)	\$5.00 per entry
Inpatient Concession Parking (0000 to 2359 hours)	\$5.00 per day

There are also parking lots available at Medical Centre D at Mount Alvernia Hospital.

Note: All taxis and other vehicles alighting passengers or patients at the hospice/hospital carparks will be given a complimentary grace period of fifteen (15) minutes.

Operations of carpark is 24 hours daily, Monday to Sunday including public holidays.



A PLACE OF SPECIALIST CARE

Comfort for patients and Support for loved ones

ABOUT US

Assisi Hospice provides palliative care for patients and families that preserves their dignity and quality of life. Patients of any race, faith and financial position are cared for by our team of specialist doctors, nurses, psychosocial support professionals, allied health and pastoral care professionals. When faced with life limiting illnesses, our patients receive medical care, as well as psychosocial, emotional and spiritual care.

We provide care for patients across the continuum of Home Care, Inpatient and Day Care. This allows patients and family members to journey with a clinical team they are familiar with, and to receive care in the way that they need. Our six-storey purpose-built hospice provides a homely ambience with cosy spaces for patients and their loved ones. With 80 Inpatient beds, a Day Care Centre and the outreach of our Home Care team, we serve about 3,500 patients a year. Our Bereavement Support team provides grief counselling to support bereaved loved ones in finding their way forward.

Founded in 1969 by the Sisters of the Franciscan Missionaries of the Divine Motherhood (FMDM), we are a charity supported by donors, volunteers and corporate organisations who journey with us in our cause.

Our facilities include:

Level 1	Level 2, 3, 4	Level 4	Level 5	Level 6
Day Care Centre	Wards & Dining Halls	Sensory Garden, Children Playroom and Playground	Education Centre	Chapel



OUR SPECIALIST TEAM

The Assisi Team is committed to serving with compassion and excellence, working together to provide palliative care for our patients, as well as support to their families. The team consists of:

- Medical Doctors
- Nurses
- Psychosocial Support Team
- Allied Health
- Clinical Pastoral Care
- Support Staff
- Volunteers

INPATIENT SERVICE



Our inpatient care is available for patients of all ages who need specialist care. Our patient care focuses on managing their symptoms and pain so that they can be as physically comfortable as possible. Our social workers and clinical pastoral care counsellors also offer a support system to help patients and their families to manage their psychosocial and spiritual needs.

We have six wards offering 80 beds in single, double and quad rooms. A Sensory Garden, providing therapeutic respite for patients, is also the landscape for a children's playground with close proximity to an indoor children's playground.

Knowing that interaction with family and loved ones is of key importance, we offer communal dining spaces with kitchen amenities for our patients, enabling them to share a meal with their family.

HOME CARE SERVICE



Our home care team provides a critical option for patients who prefer to and can be cared for at home. Our doctors, nurses and

social workers make home visits to care for patients and support families by helping them manage the symptoms of advanced illnesses. This includes providing training and emotional support to their caregivers. Our team is contactable on the phone, 24 hours a day, to address any urgent concerns.



DAY CARE SERVICE



Our Day Care Centre provides a warm and interactive environment for patients who require care during the day while their family members are at work or school. Patients are fetched on weekdays by our transport services, making Day Care easily accessible. Apart from clinical care, daily activities and therapeutic programmes such as movement, art and music therapies, are organised by our staff and volunteers. These help them remain agile and socially active and provides respite to their caregivers. Patients also take part in regular outings organised by Assisi Hospice's volunteers or supporters. Our Day Care Centre has a Fitness Area, Dining Hall, Activity Area, Rest Area and Therapy Room.



BEREAVEMENT SUPPORT

Our Bereavement Support team support patient's loved ones before and after death, to ensure that they do not grieve alone. We provide counselling for a population of bereaved persons who will benefit from professional help to aid their processing of grief. Other modes of support include support groups and music and art therapy. The team also creates safe spaces for sharing of grief and builds resources to increase the awareness and healing of grief in the community.

PALLIATIVE REHABILITATION AND THERAPY



We manage patients' symptoms and maintain their physical and cognitive functions with customised programmes. Our team includes physiotherapists, occupational therapists, speech, music and art therapists who support patients with individual and group sessions, at our well-equipped spaces or by patients' bedside. We also advise Home Care patients on rehabilitation, fall prevention, caregiver training and if needed, loan equipment to facilitate safe care.

PSYCHOSOCIAL AND CLINICAL PASTORAL CARE

Apart from medical needs, patients and families are often faced with financial challenges, emotional turmoil and other family issues. Our team of Counsellors and Medical Social Workers will

assist with practical solutions to support their needs or be that listening ear for emotional support. The team is trained to work with vulnerable individuals of different ages and diverse backgrounds. Our Clinical Pastoral Care team are pillars of support for patients and their families, attending to their spiritual well-being regardless of faith and beliefs.

We offer the NODA (No One Dies Alone) programme, a customised service rendered by volunteers who journey with patients who are alone, by providing round-the-clock vigil in their final days.



EDUCATION AND TRAINING



Our desire to continually improve and serve our patients better drives our steadfast commitment towards developing professional talent and skills in the field of palliative care, as well as public education about palliative care. We actively seek to provide learning opportunities for healthcare professionals, caregivers and volunteers.

