

*Always Caring,
Always Loving*



Admission Guide

CONTENTS

- 01 TYPES OF ACCOMMODATION
- 05 DAY OF ADMISSION
- 07 DURING YOUR STAY
- 11 YOUR RIGHTS & RESPONSIBILITIES
- 13 SETTling YOUR BILL
- 15 GOING HOME
- 17 GLAD TO BE OF SERVICE





TYPES OF ACCOMMODATION

IMH offers a range of inpatient accommodation in wards, each equipped with a dining area, therapy and counselling rooms, and a comfortable day space to cater for patients' recreation and diversional therapy. Television sets are provided in all day spaces. Ward configurations

vary from air-conditioned single-bedded rooms to 12-bedded cubicles without air-conditioning. Cubicles, demarcated by low wall separators, are more open in concept. Rooms offer greater privacy, and come fitted with a private toilet/shower unit each.



The table below shows our ward configurations*.

Ward Type	Number of Beds in Each Room/ Cubicle	Air-conditioned	
A1 1-bedded	1	Yes	Sayang Wellness Centre Sunshine Wing
B1 4-bedded	4	Yes	Sayang Wellness Centre
B2 4-6 bedded	6	No	Mood Disorders Unit Observation Ward Short-Stay Unit Sunrise Wing
C 8-12 bedded	8	No	EPIP Inpatient Centre Mood Disorders Unit Serenity Centre Sunshine Wing General Wards

*Note: Where specified below, the bedding configuration of some specialty wards may differ from the description in this table.



A1
1-bedded



B2
4-6 bedded



C
8-12 bedded



TYPES OF ACCOMMODATION

EARLY PSYCHOSIS INTERVENTION PROGRAMME (EPIP) INPATIENT CENTRE

This inpatient arm of EPIP, a national programme specialising in the detection and management of early psychosis, caters to individuals aged 12 to 40 years. EPIP's inter-professional team comprises peer support specialists (individuals with lived experience) and healthcare professionals. Set in a therapeutic environment, this 24-bedded Centre offers C-type accommodation for patients 18 years old and above. It has specially-designed programmes for meaningful engagement and recovery.

MOOD DISORDERS UNIT

This is a specialist service that provides assessment and treatment for complex or severe mood disorders. The service is offered to patients aged 18 years and above and we take in admissions and cases that are referred by IMH psychiatrists. This ward offers B2-type accommodation comprising four beds per cubicle and C 8-12 bedded accommodation (mixed gender) comprising six beds per cubicle.

SERENITY CENTRE

The Serenity Centre provides inpatient treatment - through

detoxification and rehabilitation - for patients with substance abuse in a safe and comfortable environment. In this 40-bedded C-class ward, patients will receive quality care and comprehensive treatment for sustained and long-term recovery.

SAYANG WELLNESS CENTRE

This private boutique centre with a calming and soothing ambience offers A1 and B1-type accommodation. The centre is equipped to meet the needs of non-subsidised patients who require attentive around-the-clock care. Our team and comprehensive programmes facilitate effective treatment and rehabilitation, assisting in our patients' recovery.

SHORT STAY UNIT

The Short Stay Unit (SSU) is designed to provide up to 72 hours of monitoring and management of patients who require short-term crisis intervention and stabilisation for their acute conditions. The SSU's multidisciplinary team supports distressed individuals, working closely with their families and community partners. If further treatment is required, patients will be transferred to the appropriate ward for management.

SUNRISE WING

Singapore's only psychiatric ward for children, Sunrise Wing has been specially designed to meet the needs of children and adolescents who require more intensive treatment. This 20-bedded ward is equipped with facilities such as a classroom, kitchenette and relaxation room. Sunrise Wing offers B2-type accommodation for children (mixed gender).

SUNSHINE WING

Sunshine Wing is a unique unit catering to elderly patients who require more intensive care. It is the first ward in Singapore with dementia-friendly features and facilities. This 50-bedded ward is well equipped with activity, occupational therapy, sensory and reminiscence rooms, an outdoor garden and a gym, as well as a resource corner for caregivers. The ward offers an A1 (single-bedded) and C-type (six beds per cubicle) accommodation.

FAQ

Q Can I choose my ward type?

A Yes, you may choose any type of ward accommodation according to the ward specialty. However, patients are advised to make an appropriate choice based on the affordability and availability of beds in the respective wards. Please refer to our website www.imh.com.sg for the latest hospital charges.

Q Can my family member stay overnight with me in the ward?

A Generally, only patients who are admitted to single rooms, i.e. 1-bedded wards (except in Sunshine Wing) are allowed to have an immediate family member stay overnight with them. Additional charges may apply. Please check with the nurse on duty for further details.

On a case-to-case basis, caregivers may be allowed to stay on to care for patients beyond visiting hours, including staying overnight. Please speak with a ward nurse if you wish to make such a request.



DAY OF ADMISSION

REGISTRATION

You may register at the Specialist Outpatient Clinics or at the Emergency Services counter. However, admission to Serenity Centre is done only at Specialist Outpatient Clinic C.



DOCUMENTS FOR REGISTRATION

Please bring the following documents for registration:

A Identification documents

- Physical or electronic National Registration Identity Card (NRIC)
(for Singapore Citizens or Permanent Residents)
- Birth Certificate
(for patients aged 12 years or below)
- Passport and work permit or employment pass
(for foreign nationals who are not Permanent Residents)
- Any other identification documents
(e.g. letter of proof on lost NRIC, 11B, etc)

B Referral documents *(e.g. doctor's referral letter), if available*

C Medical benefit documents, if available

- Civil Service Card (CSC)
- Staff card
(for companies under the Hospitalisation Identity Card scheme with IMH)
- Medical Fee Exemption Card (MFEC)
- Public Assistance (PA) card
- Company Letter of Guarantee
- Baby Bonus NETS Card
- Any other medical benefit documents

HOSPITAL POLICIES

Upon admission, our staff will explain important hospital policies to you and your next-of-kin using the Patient Information Sheet. You will also learn about patient rights and responsibilities.



DURING YOUR STAY

OUR MULTIDISCIPLINARY CARE TEAM

At IMH, we take a multidisciplinary approach to treat our patients, as part of our commitment to a holistic care system. Depending on your needs, you will be looked after by a team comprising the following professionals:

- Doctors
- Nurses
- Medical social worker
- Case manager
- Occupational therapist
- Physiotherapist
- Psychologist
- Pharmacist
- Dietitian
- Speech therapist

A member of the multidisciplinary team involved in your care will update you on your condition during your stay.

You may also approach any member of the ward's multidisciplinary team if you need assistance.

MAKING YOUR STAY COMFORTABLE

You will be given a set of comfortable clothes to wear during your stay, and laundry service is provided. Patients staying at EPIP Inpatient Centre, Mood Disorders Unit, Sayang Wellness Centre, Serenity Centre, Sunrise Wing and Sunshine Wing may choose to wear their personal clothing instead. Most of our patients prefer to use their own toiletries, but extra sets are available at a charge (provided free at Sayang Wellness Centre).

Personal belongings, such as mobile phones and laptops, should be left at home. If you wish to bring them along, our nurses will assist you to keep these items in a safe during your stay.

All patients are to be responsible for their own belongings. IMH will not be held responsible for any loss of or damage to personal property and valuables.

ELECTRONIC PERSONAL DEVICES

As treatment plans and patient recovery are a priority, the usage of electronic personal devices may be restricted in some wards.

Handphone usage is allowed in the general and specialty wards, except forensic wards.

The use of other electronic personal devices such as iPads, tablets, laptops, etc may be allowed on a case-by-case basis, subject to your attending doctor's approval.

Patients using their electronic personal devices in the ward must respect the privacy of other patients and staff. Photo-taking,

audio or video recordings are strictly not allowed. For more information, please check with your ward nurses.

NO SMOKING

Smoking within the hospital compound is strictly prohibited by law.

WARD ORIENTATION

At the ward, you will be taken on a tour of the facility to familiarise yourself with the different activity spaces.

MEALS

Meals will be provided in the ward at scheduled hours.





DURING YOUR STAY

Support from your loved ones is essential as you embark on the road to recovery. You may receive two visitors at a time during the respective ward's visiting hours, subject to changes due to unforeseen circumstances (e.g. an outbreak of infection). Please adhere to any other specific visiting conditions* that may apply to the ward.

With approval from the ward multidisciplinary team, caregivers may request to stay beyond the stipulated visiting hours to support their loved ones' recovery in the ward. Please check with the ward nurses for more information.

**Note: As part of the treatment care plan, Serenity Centre (Ward 43A) adheres to a no-visitation policy.*



VISITING HOURS

**General Wards,
and 80A & 80B
Medical/Isolation Wards**

12.00pm – 2.00pm
5.00pm – 7.00pm
Daily

**High Dependency
Psychiatric Care Unit**

11.30am – 1.30 pm
5.00pm – 7.00pm
Daily

70B Long-stay Forensic

2.30pm – 3.30pm
Tue & Sat
(Immediate Family Members only)

70B Acute Forensic

2.30pm – 3.30pm
Sat only
(Immediate Family Members only)

75A & 75B Long-stay Forensic

2.30pm – 3.30pm
Wed & Sun
(Immediate Family Members only)

75A & 75B Acute Forensic

10.00am – 11.00am
Sun only
(Immediate Family Members only)



YOUR RIGHTS & RESPONSIBILITIES



Please check with your doctor if you wish to leave the hospital premises. Patients admitted under the Mental Health (Care and Treatment) Act, Criminal Procedure Code or Infectious Diseases Act will have their rights addressed as permitted under these Acts and/or Code respectively.

UNDERSTANDING YOUR RIGHTS

As a patient, you are entitled to

- Be treated with dignity and respect
- Receive education about your medical condition
- Know the names and roles of your healthcare providers
- Be assured of the privacy and confidentiality of your medical records
- Provide feedback about your inpatient experience and the quality of care received

UNDERSTANDING YOUR RESPONSIBILITIES

As a patient, your cooperation with your healthcare providers is important. You should

- Provide complete and accurate information about your health
- Follow your treatment plan
- Show respect and consideration to staff and other patients
- Pay your hospital bills

To find out more about your rights and responsibilities, you may approach our staff for more information.



SETTLING YOUR BILL

FAQ

Q How much will my hospital stay cost?

A You may refer to the latest hospital charges published on our website at www.imh.com.sg. On admission, our staff will also provide you with an estimate of the hospital bill. Your actual bill may differ from estimates depending on your medical condition, treatment and length of hospitalisation.

Q Is a deposit required?

A A deposit is normally collected at the time of admission to cover the estimated hospital bill. The amount varies, depending on the type of case and the type of ward chosen. The staff handling your admission will be able to provide further details.

Q Can I be admitted if I cannot afford to pay the deposit?

A Patients who cannot afford to pay the deposit are not denied admission to the hospital for basic health services, provided they are admitted to a C-type ward. Those seeking financial assistance will be referred to our medical social workers for a financial assessment. Patients seeking admission to non-subsidised wards B1-type and above and who are unable to pay the deposit should reconsider their choice of ward.

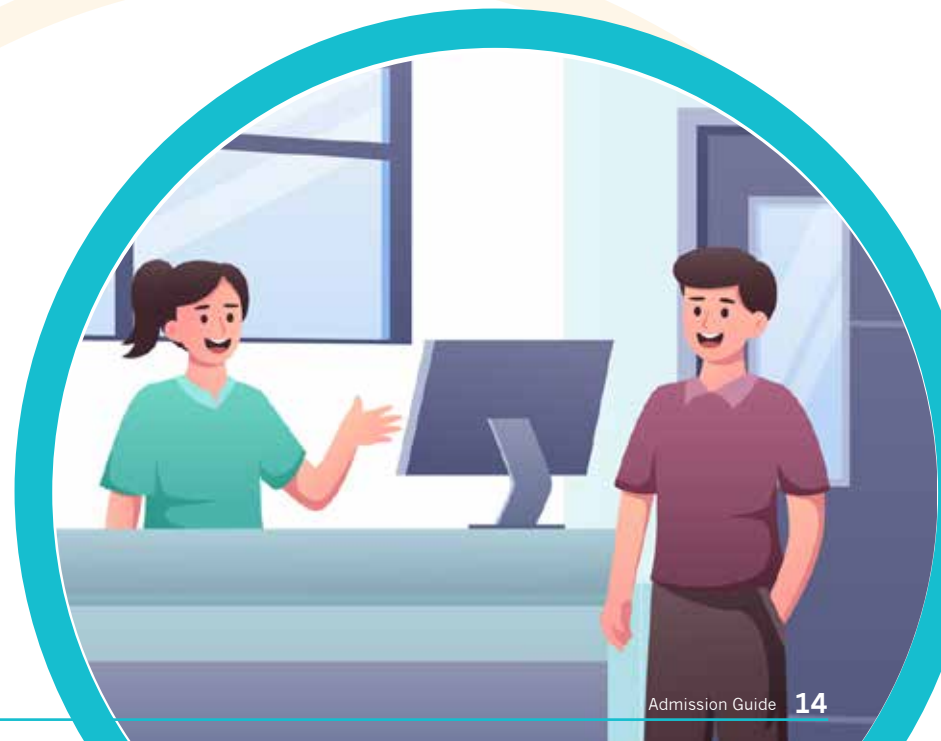
Q Do I need to pay a deposit when I am using MediSave to settle my hospital bill?

A For patients staying in A1 and B1-type wards, a deposit is usually collected even if MediSave is used to settle part of the hospital bill. The deposit covers the difference between the total charge and

the maximum MediSave claim amount. Subsequent deposit top-ups may be required if the initial deposit is insufficient to cover the difference. Generally, patients staying in B2 and C-type wards who use MediSave are not required to furnish a deposit if they have a sufficient balance in their MediSave account. A full deposit is required if the yearly MediSave withdrawal limit has been reached.

Q What if I have difficulty paying my hospital bill?

A Please inform our staff, who may refer you to our medical social workers. They will assess your situation and make appropriate recommendations on how the hospital can provide financial assistance.





GOING HOME

DISCHARGE

Your doctor will inform you when you are ready to be discharged. For your safety, please have a family member or friend accompany you home.

The discharge process takes time as it involves a number of concurrent activities, such as the final review of laboratory results, preparation of the discharge summary and medications, informing of next-of-kin, follow-up appointment scheduling, counselling on post-discharge care and other administrative matters.

DISCHARGE TIME

The discharge time at IMH is 1.00pm, unless otherwise specified. Should you stay beyond the discharge time, an additional day's rate will be levied.

FOLLOW-UP CARE AND APPOINTMENT

Before you leave the ward, you will be advised on post-discharge care for your recovery. The ward staff may give you a follow-up appointment.

If you need to reschedule your appointment after leaving IMH, please call our Appointment Hotline at 6389 2200 or email imh_appt@imh.com.sg.

SOCIAL OVERSTAYER POLICY

Patients who have been informed that they are medically fit for discharge and who refuse discharge to their identified discharge destination may be deemed Social Overstayers (SOs).

In line with the Ministry of Health's Social Overstayer Policy, all public healthcare subsidies and benefits will be withdrawn during the period of overstay. This means that SOs will need to pay the full, unsubsidised cost for the period of their overstay in the hospital.





GLAD TO BE OF SERVICE

MAIN LINE / GENERAL ENQUIRIES

T 6389 2000
(24-hour hotline)

OUTPATIENT APPOINTMENTS

T 6389 2200
E imh_appt@imh.com.sg
Mon – Fri, 8.00am – 6.00pm

You may reschedule your missed and upcoming appointments via Health Hub. Visit healthhub.sg or download the HealthHub App.

BILLING ENQUIRIES

T 6407 8128
Mon – Thu, 8.30am – 6.00pm
Fri, 8.30am – 5.30pm
Sat, 8.30am – 12.30pm





GLAD TO BE OF SERVICE

NATIONAL MINDLINE 1771

For 24/7 mental health support, you can reach out to the national mindline 1771, Singapore's first national mental health helpline and textline service. If you are facing a mental health crisis, and require medical help, please visit IMH 24-hour Emergency Services.

Hotline: Dial 1771

WhatsApp: Message 6669 1771

Webchat: Visit mindline.sg/fsmh

MEDICAL RECORDS OFFICE

The Medical Records Office provides a medical report processing service to our patients. The patient's written consent is required for the release of medical information.

T 6389 2031

E mro_imh@imh.com.sg

Mon – Fri, 8.30am – 5.30pm

PATIENT RELATIONS OFFICE

Your experience matters and we would like to hear from you. If you would like to provide any feedback or compliment, you may fill in the online feedback form by scanning the QR code.



T 6389 1918

Mon – Thu, 9.00am – 5.00pm

Fri, 9.00am – 4.30pm

imh.com.sg

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