

PATIENT INFORMATION SHEET

The Institute of Mental Health (IMH) is a tertiary psychiatric hospital in Singapore. We strive to continually improve our services and ensure that our patients and visitors are well cared for. We recognise that each patient is unique with individual needs, strengths, values and beliefs. Our staff will strive to make your visit, consultation and/or hospitalisation at IMH a beneficial and comfortable one.

IMH adopts a multidisciplinary team approach in your care. Our psychiatrists, medical officers, nurses, allied healthcare professionals and other staff will work together with you and your caregivers to achieve the optimal outcome in your treatment. The team will also explain, educate and counsel you on your illness, treatment and care. Do approach our staff if you need any assistance.

Summary of Services:

Clinical Addiction Medicine Community Psychiatry Developmental Psychiatry Early Psychosis Intervention Emergency and Crisis Care Forensic Psychiatry General Psychiatry Geriatric Psychiatry Medical Care Services Mood & Anxiety Recovery Care Rehabilitation Service	Allied Health Case Management Medical Social Work Occupational Therapy Pharmacy Physiotherapy Psychology	Others Dental Services Diagnostic Laboratory Services X-Ray Services (Note: these are contracted services provided by external providers)
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Visiting Hours:

General Wards, and 80A & 80B Medical/Isolation Wards	Daily	12pm - 2pm and 5pm - 7pm
High Dependency Psychiatric Care Unit (HDPCU)	Daily	11.30am - 1.30pm and 5pm - 7pm
Forensic Wards (for immediate family members only):		
70B Long-stay Forensic	Tue & Sat	2.30pm - 3.30pm
70B Acute Forensic	Sat only	
75A/B Long-stay Forensic	Wed & Sun	
75A/B Acute Forensic	Sun only	10am - 11am

Clinic Hours (all visits are by appointment only):

Sayang Wellness Clinic (SWC) 10 Buangkok View, Blk 1, L2, Singapore 539747 Tel: 6389 2200	Mon - Thu: 8am - 5.30pm Fri: 8am - 5pm
Clinic B 10 Buangkok View, Blk 1, L1, Singapore 539747 Tel: 6389 2200	
National Addictions Management Service (NAMS) Clinic 10 Buangkok View, Blk 9, B1, Singapore 539747 Tel: 6389 2200	
Child Guidance Clinic (CGC) - Sunrise Wing 10 Buangkok View, Blk 3, B1, Singapore 539747 Tel: 6389 2200	
Child Guidance Clinic (CGC) - Health Promotion Board 3 Second Hospital Avenue, #03-01, Singapore 168937 Tel: 6389 2200	

Community Wellness Clinic (CWC) - Queenstown 580 Stirling Road, Queenstown Polyclinic L4, Singapore 148958 Tel: 6389 2200	Mon, Tue, Thu: 8am - 5.30pm Wed: 8am - 12.30pm Fri: 8am - 5pm
Community Wellness Clinic (CWC) - Geylang 21 Geylang East Central, Geylang Polyclinic L4, Singapore 389707 Tel: 6389 2200	Mon, Tue, Thur, Fri: 8am - 5pm Wed: 8am - 12.30pm

Contact Us:

Outpatient Appointments Mon – Fri (8am to 6pm)	6389 2200 / e-mail: imh.appt@nhghealth.com.sg / Online form: https://form.gov.sg/682c0311cafc2335c3eaf2c6
General Enquiries (24-Hour Service)	6389 2000 or e-mail: imh.enquiry@nhghealth.com.sg
Billing Enquiries Mon – Fri (8.30am to 5.30pm)	6407 8128
Medical Records Office Mon – Fri (8.30am – 5.30pm)	6389 2031 or email: imh.mro@nhghealth.com.sg
Patient Relations Office - Quality Service Mon – Thur (9am to 5pm) Fri (9am to 4.30pm)	6389 1918 or email: imh.qsm@nhghealth.com.sg
National Mindline 1771 (24-hour Service) For 24/7 mental health support, you can reach out to the national mindline 1771	Hotline: Dial 1771 WhatsApp: Message 6669-1771

Please also take note of the following care-related activities conducted in our hospital:

- As a patient, your consent will be sought for identified treatment and investigations. If your mental condition prevents you from giving consent, your next-of-kin and lawful representative may give the consent in accordance with the legal provisions in Singapore.
- IMH is gazetted under the Mental Health (Care and Treatment) Act 2008. This act allows detention of a person suffering from a mental disorder to receive compulsory inpatient treatment if it is assessed by a Designated Medical Practitioner (DMP), that it is necessary in the interests of health or safety of the person or protection of other persons. Such admission is termed involuntary and the duration of detention varies from case to case. The treatment and care for these patients will be the same as other patients who are voluntarily admitted for treatment.
- Research is also undertaken in this hospital and you may be invited to participate in clinical research or clinical trials. Such trials are vetted and approved by the Domain Specific Review Board of the NHG Health. If you are selected, we will get your informed consent. You can decline to participate or withdraw from any research at any time and this will not affect your care and treatment in the hospital.
- IMH is an accredited teaching hospital for medical students, psychiatrists, nurses, psychologists, pharmacists, medical social workers, occupational therapists and counsellors. During your visit here, you may encounter them in the wards or clinics. Your participation in their training is however subject to your verbal consent. Please be assured that your care and treatment will not be affected should you decide not to participate.

At IMH, patient care is our utmost priority, and we are committed to providing healthcare of the highest quality. Should you experience any shortcomings in your care, do inform your healthcare team. Your views and comments are important to us and will be given due consideration.

Thank you.

Dr Jamie Mervyn Lim
Chief Executive Officer
Institute of Mental Health