

Usage of Personal Mobility Devices

Unauthorised use of personal mobility devices such as electric scooters, hoverboards and other forms of e-wheels is strictly prohibited in all wards. This excludes personal mobility aids such as motorised wheelchairs.

Doctors’ Ward Rounds

Our doctors generally make their rounds at the timings stated below but may visit your child as and when required.

Mondays to Fridays:

- From 9.00am to 11.00am
- From 3.00pm to 4.30pm

Saturdays, Sundays and Public Holidays:

- From 8.30am to 10.00am

You are encouraged to be with your child during the ward rounds and feel free to ask questions or raise concerns that you may have about your child’s care. If you are unable to be present, you may ask the nurse to convey your message to the doctors.

Valuables

To prevent theft or the loss of belongings, we strongly recommend not bringing any valuables to the ward.

Discharge Procedure

Our discharge time is from 11.00am to 12.00pm.

Please pick your child up personally on the day of discharge. If you are unable to do so, please inform the Staff Nurse in-charge of the identity of the person who will be coming for your child. You are also advised to bring a new set of clothes for your child.

Please feel free to approach our nurses for any assistance.

The information provided in this publication is meant purely for educational purposes and may not be used as a substitute for medical diagnosis or treatment. You should seek the advice of your doctor or a qualified healthcare provider before starting any treatment or if you have any questions related to your health, physical fitness or medical condition.

About the Khoo Teck Puat – National University Children’s Medical Institute (KTP-NUCMI)

The KTP-NUCMI is the paediatric arm of the National University Hospital and comprises the Departments of Paediatrics, Paediatric Surgery and Neonatology. We provide comprehensive and specialised medical and surgical services for newborns, children and adolescents, and are the only public hospital in Singapore that offers paediatric kidney and liver transplant programmes. Through a generous gift from the Estate of Khoo Teck Puat, we have set up an integrated outpatient facility with medical, diagnostic and rehabilitation services.

For more information about us, visit www.nuh.com.sg/nuhkids.

Contact Us

24-hour Children’s Emergency

Location: NUH Main Building, Zone F, Level 1
General Enquiry: +65 6772 5000

KTP-NUCMI

Location: NUH Main Building, Zone E, Level 2
(Accessible via Kent Ridge Wing, Zone C, Level 2, Lift Lobby C)
Operating Hours: 8.30am – 5.30pm (Mon to Fri), 8.30am – 12.30pm (Sat)
General Enquiry: +65 6772 5736 Appointment Line: +65 6772 2002
Fax: +65 6776 2102 Email: ktpnucmi_appt@nuhs.edu.sg

9a Viva-University Children’s Cancer Centre

Location: NUH Medical Centre, Zone B, Level 9
Operating Hours: 8.30am – 5.30pm (Mon to Fri)
Appointment Line: +65 6772 5030 Fax: +65 6872 4314
Email: cbccappt@nuhs.edu.sg

NUH Children’s Urgent Care Clinic @ Bukit Panjang

Location: Junction 10, 1 Woodlands Road, #01-22, Singapore 677899
Operating Hours: 9am – 11pm daily (including public holidays)
General Enquiry: +65 6219 1538 Email: childrenucc@nuhs.edu.sg
Website: www.nuh.com.sg/ucc

NUH Child Development Unit @ JMC

Location: Jurong Medical Centre, 60 Jurong West Central 3, Level 2, Singapore 648346
Operating Hours: 8.30am – 5.30pm (Mon to Fri)
Appointment Line: +65 6665 2530/2531 Fax: +65 6665 0158
Email: cdu@nuhs.edu.sg Website: www.nuh.com.sg/cdu

NUH Child Development Unit @ Keat Hong

Location: Keat Hong Community Club, 2 Choa Chu Kang Loop, #03-01, Singapore 689687
Operating Hours: 8.30am – 5.30pm (Mon to Fri)
Appointment Line: +65 6769 4537/4637 Fax: +65 6665 0158
Email: cdu@nuhs.edu.sg Website: www.nuh.com.sg/cdu

National University Hospital

Location: 5 Lower Kent Ridge Road, Singapore 119074
Tel: +65 6779 5555 Email: NUH_enquiries@nuhs.edu.sg
Website: www.nuh.com.sg



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NUH Campus Map

Information is correct at the time of printing (Jan 2022) and subject to revision without prior notice.

Parents’ Guide To Paediatric Wards



Dear Parents/Caregivers,

Thank you for choosing NUH. We have prepared some useful information to ensure that you and your child have a pleasant and safe stay with us. Our aim is to provide your child with a comfortable and safe environment during his or her stay in the ward. We appreciate your cooperation and support.

Visiting Hours and Guidelines

We welcome parents and caregivers as we recognise that you play an important role in your child’s recovery process. The following guidelines and visiting hours have been established for the comfort and safety of our patients and we seek your cooperation to follow them:

- Children aged 12 and below are discouraged from visiting due to their relatively low immunity.
- Photography and video recording are prohibited. This is to respect the privacy of our patients, visitors and staff. NUH reserves the right to request for such recordings to be deleted.
- Please wash your hands thoroughly with soap and water or use an alcohol-based hand rub before and after visiting patients in the hospital.
- Please refrain from visiting if you are feeling unwell (e.g. if you have fever, cough or cold, or have recent contact with anyone with an infectious disease like chicken pox, hand foot and mouth disease, measles etc).

VISITING HOURS: 12PM TO 8PM DAILY; 4 VISITORS PER PATIENT AT ANY ONE TIME

These guidelines may be revised in the event of an outbreak and we appreciate your understanding in the matter.

Parental Involvement

We work hand in hand with you for the best interest of your child. We have an open pantry and toilet facilities are made accessible in the wards for your comfort and usage.

Overnight Companion

Only 1 parent or caregiver is allowed to stay overnight to accompany your child. A deckchair will be provided for you from 8.00pm to 7.00am. For the safety of your child, please do not allow your child to sleep on the deckchair.

The hospital bed or cot is strictly for your child’s use only.

What Will Be Provided

We will provide your child with baby diapers and/or pyjamas according to his or her age and hospital linen such as bath towel and blanket. Please approach the nurse when your child needs a new set of pyjamas or hospital linen.

Diapers are available in our wards at a cost. Please approach the nurse if your child requires diapers.

Toilet/Shower Facilities

Kindly help to keep our toilets clean. After bathing your child, please put all soiled linen and diapers into the appropriate bins provided.

Parents and caregivers are advised to use the public toilets or showers located outside Ward 43.

What to Bring

You may wish to bring:

- Wet tissues
- Tissue paper
- Toothbrush and toothpaste
- Milk bottles and milk formula
- Your child’s favourite pillow or bolster
- Your child’s favourite toy or story book
- Your own towel and toiletries if you are staying overnight to accompany your child

Meal Times

Meals will be served to your child at the following timings:

- Breakfast: 8.00am
- Lunch: 12.00pm
- Tea time: 3.00pm
- Dinner: 6.00pm

Parents may visit our food and beverage (F&B) outlets at the Medical Centre or Main Building Level 1. There are also vending machines available outside Ward 47.

Ward Cleanliness

To keep the ward clean, please observe the following:

- Visitors are encouraged to eat at the F&B outlets and not in the ward.
- Please throw your unwanted food into the bins provided in your bedroom, cubicle or washroom.

Safety

For the safety of your child:

- Do not place hot water flasks by the bedside as it may cause accidental scalding. There are hot water dispensers provided for you in the ward’s pantry for your convenience.
- Personal electrical appliances and sharp objects are not to be used in the ward. Electrical appliances may affect medical equipment and sharp objects may accidentally hurt your child.
- Kindly refrain from charging your mobile phones in the ward.
- To prevent falls and injuries to your child:
 - Please supervise your child at all times at the bedside and in the ward, playroom or playground. Do not leave your child unattended.
 - Hammocks are not to be used in the ward.
 - Cot or bed rails must be raised and locked securely when your child is on the cot or bed. The nurse will demonstrate the proper use of the bed’s features and ensure that you are familiar with operating it through a return demonstration.
- Inform the ward nurse should you need to leave your child’s bedside.