



Effective Communication to Blood Cancer Patients Transferring from SGH to NCCS

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Introduction

In June 2023, Haematology Department started clinic sessions at the new National Cancer Centre Singapore (NCCS) to see blood cancer patients. Blood cancer patients had to be transferred from SGH to NCCS and a concerted effort between SGH and NCCS was necessary to ensure patients were well-informed of their transition plans and had the required information to minimise disruptions to their continued treatment plan.

Objectives

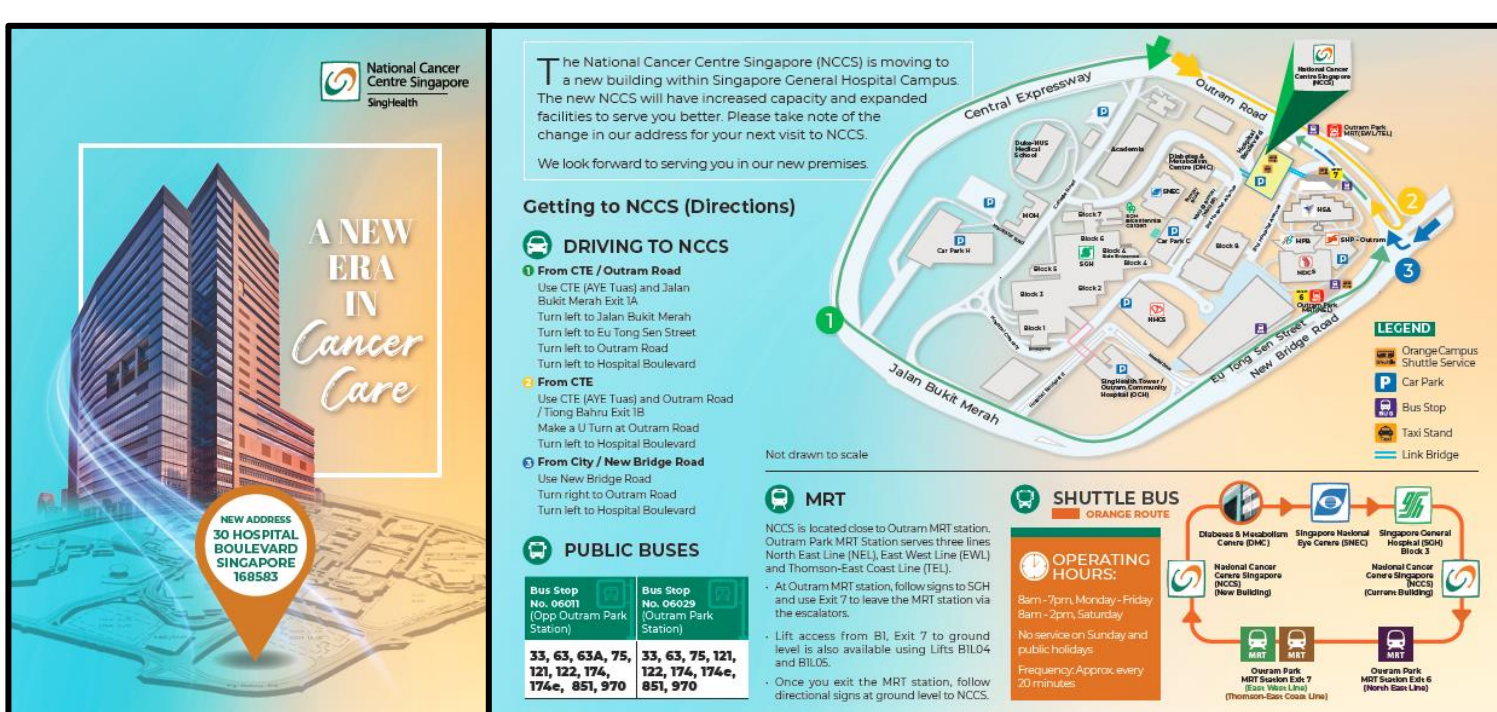
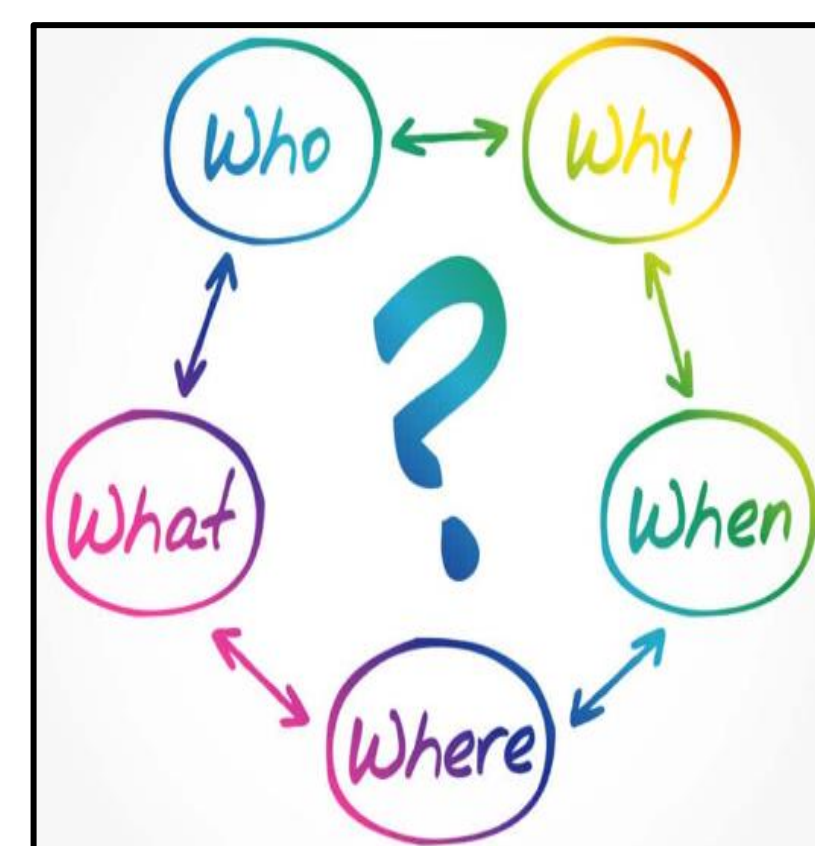
To provide clear communication to blood cancer patients transferring from SGH to NCCS to ensure continuity of care and treatment

Methodology

A key requirement for the successful transition of patients was to ensure patients were given clear instructions on their transfer to NCCS. To achieve this, we had to ensure common queries patients had were addressed through various means such as Transfer of Care letter, NCCS brochure, patient appointment list and appointment SMS to patients.

Some common queries included:

- ① How to get to NCCS?
- ② Why is my appointment at NCCS?
- ③ What to bring for my NCCS appointment?
- ④ Who to contact for more information?
- ⑤ When is my NCCS appointment?
- ⑥ Where is my NCCS appointment?



NCCS Brochure



② Haematology Department opening sessions at NCCS

③ Bring laboratory investigation form(s)

④ NCCS Appointment hotline

QR Code to NCCS Website

Transfer of Care Letter

APPOINTMENT INFORMATION					
Patient ID					
Patient Particulars					
Important Notes: PATIENTS WHO HAVE NOT SEEN THEIR DOCTORS FOR THE SAME MEDICAL CONDITION FOR MORE THAN 24 MONTHS FROM THEIR LAST VISIT WILL BE CONSIDERED A NEW CASE FOR THE NEXT VISIT					
Date (dd-mm-yyyy)	Time	Clinic	Specialty	Service Provider	Remarks
07-06-2023	1:10 pm	NCCS LABORATORY	HAEMATOLGY - NCCS	L10 BLOOD TEST (New Building)	• Blood Test(s) on arrival. Pls bring along your lab forms.
07-06-2023	3:30 pm	CLINIC 13D - new NCCS building, Level 13	HAEMATOLGY - NCCS	CHARLES CHUAH (WED/THU)	• Blood Test(s) on arrival. Pls bring along your lab forms.

NCCS Patient Appointment List

⑤ & ⑥
NCCS appointment date, location and time

Dear [PatientName], your NCCS Dr appt on [ApptDay]/[ApptDate], [ApptTime] at Clinic 14F - new NCCS building, Level 14F, located at 30 Hospital Boulevard, Singapore 168583 is confirmed.

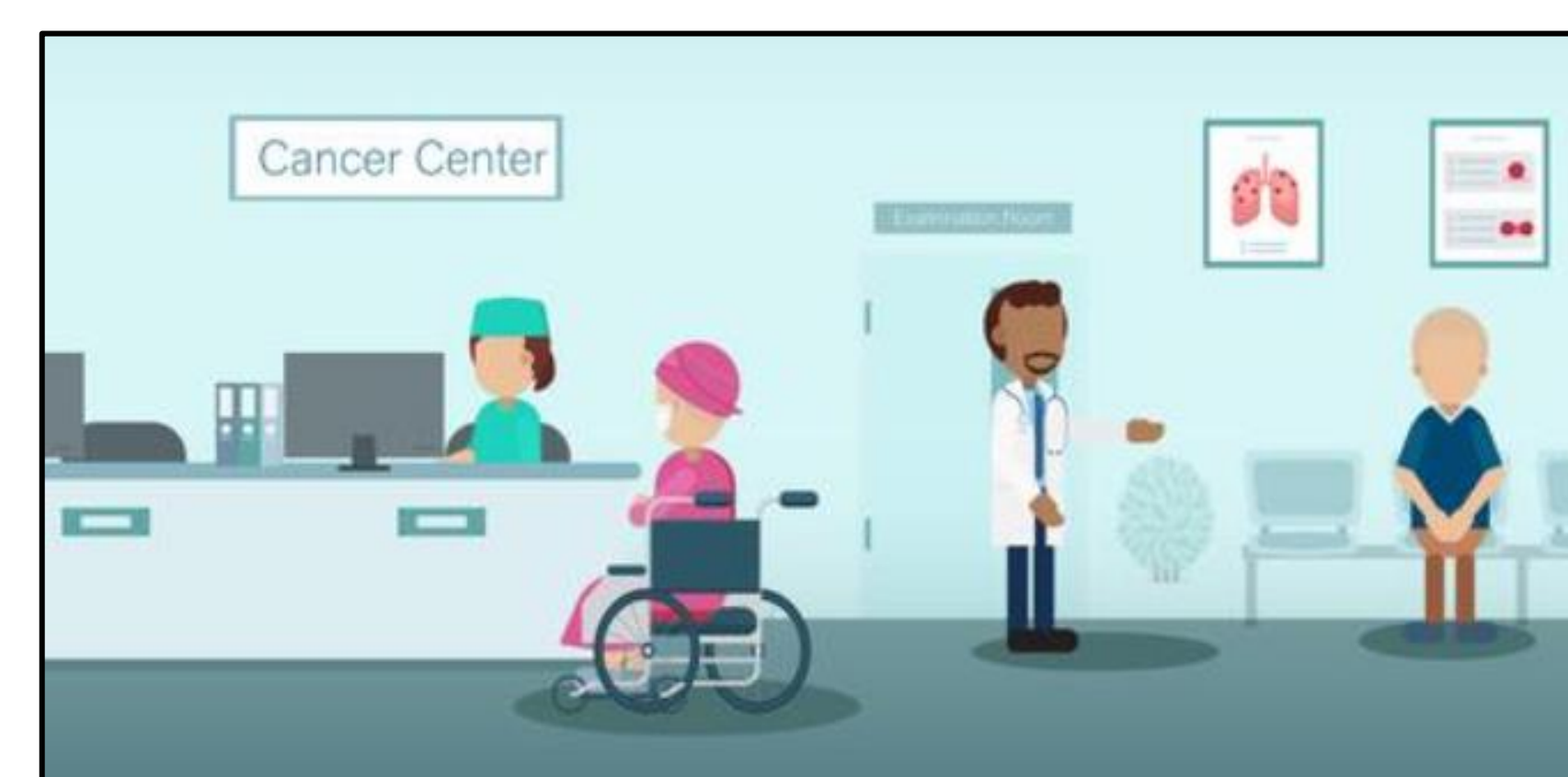
For directions to the new NCCS building, visit: for.sg/gettingtonenccs

View appts, check what to bring & how to get here on the HEALTH BUDDY app <https://healthbuddy.page.link/apps>

SMS to Patients

Results

- Patients given clear instructions on their transfer of care to NCCS
- Patients able to find their way to the new NCCS clinic
- No negative feedback received from patients who experienced difficulty finding NCCS
- No confusion for patients transferred to NCCS



Conclusion

To ensure a successful communication plan to blood cancer patients transitioning from SGH to NCCS, a strong collaborative effort between SGH and NCCS was essential. It was also vital to view things from a patient's perspective to ensure minimal disruption for patients transferring from SGH to NCCS. Harmonious and productive discussions between the SGH and NCCS teams allowed a thorough communication plan to be formulated. Transfer of Care letter, brochure and appointment letter were the communication tools utilised which gave the patients a clear understanding of the transition plan and to mitigate any potential concerns from patients. Regular meetings between both institutions before and after the transition ensured that any challenges were addressed swiftly to minimise impact to patients transferring to NCCS.