

MEDIA RELEASE

KEEP CALM AND GO CASHLESS

- **First private hospital to allow eligible* patients to be admitted without having to pay a cash deposit**
- **More than 1,000 patients have benefitted from the pilot scheme since August 2015**
- **Patients no longer burdened with forking out cash upfront for treatment**

Singapore, 17 March 2016 – Eligible* patients at Parkway East Hospital no longer have to pay a deposit upon admission or settle the outstanding bill upon discharge, thanks to a new ‘Cashless Service’ piloted by the hospital in August 2015. More than 1,000 patients have so far enjoyed this convenience, which has been very well-received. (*See Annex 1 for Eligibility Criteria)

Parkway East Hospital is the first private hospital to admit patients with Integrated Shield Plan coverage for private hospitals, without an upfront deposit. Typically, patients are required to make a deposit of the total estimated hospital bill size prior to admission for surgery or treatment. This can be an issue for individuals who are not able to raise that amount in a short time. Patients then tend to delay their treatment while they gather the funds. But fast access, quality and personalised care can be critical, especially for more serious illnesses. Parkway East Hospital hopes that this can be mitigated with the introduction of Cashless Service.

“Patients should not be deterred from seeking out and receiving prompt hospital treatment due to worries over the upfront deposit at admission. They should be focusing on their treatment and recovery process. The Cashless Service is part of Parkway East Hospital’s dedicated efforts to make private healthcare more accessible to all by easing the financial requirements on our patients and their families,” shares Parkway East Hospital’s Chief Executive Officer, Choy Shook Yee.

Six in ten Singapore Citizens and Permanent Residents have Private Integrated Shield Plans but sixty per cent of patients with plans that cover them for treatment at private hospitals ended up staying in lower ward classes in public hospitals¹. This may be due to patients’ lack of clarity on their own insurance coverage when seeking medical attention. Through this new service, Parkway East Hospital would like to help patients and their families better understand their healthcare coverage.

The public is encouraged to call Parkway East Hospital at 63408600 to check on their eligibility and for any queries on this service.

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¹ MediShield Life Review Committee Final Report. 2014. Web. 3 Mar. 2016.

Annex 1

***Eligibility Criteria:**

- ✓ Singaporeans / Permanent Residents
- ✓ Estimated bill sizes of up to \$30,000
- ✓ Medisave balance of at least \$10,000
- ✓ Patients with Private Integrated Shield Plans for private hospitals:
 1. AIA HealthShield Gold Max A
 2. Aviva MyShield Plan 1
 3. Great Eastern SupremeHealth Plan P Plus
 4. NTUC Income Enhanced IncomeShield Preferred
 5. Prudential PRUshield A Premier
- ✓ Subject to terms and conditions, pre-existing conditions, exclusions, and causes of hospitalization

About Parkway East Hospital

Parkway East Hospital is a 113-bed tertiary care hospital located in eastern Singapore. It offers a comprehensive range of clinical disciplines and subspecialties including orthopaedics, general surgery, paediatrics, obstetrics and gynaecology, and cardiology, and is known for its personalised approach to the provision of healthcare.