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MEDIA RELEASE
For immediate release

FRONTIER GP GROUP PARTNERS NUHS TO PROVIDE CARE FOR PATIENTS WITH CHRONIC CONDITIONS IN THE COMMUNITY

New Family Medicine Clinic at Clementi provides primary care services as part of an integrated healthcare system

SINGAPORE – Patients with chronic conditions who no longer require specialist care at the Specialist Outpatient Clinics can now be referred to a new family medicine clinic in Clementi for outpatient treatment and follow-up.

The doctors and nurses at the Frontier Family Medicine Clinic (Frontier FMC) at City Vibe in Clementi Central will attend to patients referred by the National University Hospital (NUH) as well as to patients who walk in. The clinic will follow procedures, guidelines and standards of clinical treatment worked out in consultation with specialists at the NUH. Patients who need further, specialist care can be referred back to the NUH, or other hospitals where they were previously receiving specialist treatment.

The Frontier FMC is a partnership between the National University Health System (which the NUH is part of) and the Frontier Healthcare Group to develop new medical services for the community.

Patients will be attended to by the same team of family physicians, nurses and other healthcare professionals at the Frontier FMC each time they visit the clinic. As part of a team-based approach, the Frontier FMC will also offer allied healthcare services such as dietetics, podiatry and physiotherapy as well as diabetic foot screening and retinal photography.
Affordability and clinical services available
Patients will find it more convenient to get appointments to see the doctors there, because the clinic is open six days a week, from 8.30am to 7.30pm Mondays to Fridays, and from 8.30am to 4.30pm on Saturdays. It is closed on Sundays and public holidays.

Doctors at the clinic will see patients with chronic conditions such as:
- a) Diabetes
- b) Hypertension
- c) Lipid disorder
- d) Stroke
- e) Asthma
- f) Chronic Obstructive Pulmonary Disease (COPD)
- g) Hepatitis B
- h) Osteoporosis
- i) Rheumatological conditions (eg. gout, rheumatoid arthritis)
- j) Urological conditions (eg. benign prostate hypertrophy)
- k) Cardiac conditions (heart failure and coronary heart disease)

Plans are underway for the clinic to provide primary care services to other conditions such as Orthopaedics. The clinic will also see to the general medical needs of patients of all age groups. Services include patient education, health screening, vaccinations and acute conditions such as flu, cough and cold.

To encourage more patients to manage their chronic conditions with their family doctors, the clinic is also registered with the Community Health Assist Scheme (CHAS), which provides subsidies for eligible patients, and the Chronic Disease Management Programme, which allow patients to utilise their Medisave to pay for their chronic disease treatment, thereby lowering their out-of-pocket costs.
Clinic part of NUHS regional health system

The CEO of the NUH, Adjunct Associate Professor Joe Sim, said the FMC is a key component of the NUHS Regional Health System, which will provide and coordinate clinical services for residents living in the western part of Singapore. It will do this in collaboration with Jurong Health Services - and the coverage of both groups will encompass the entire spectrum of acute and chronic, preventive, primary, secondary, tertiary, intermediate and long term care. The NUHS’ plan sees the 1,082-bed NUH complemented by FMCs, a community hospital, nursing homes and non-institutional care such as day centres and home care.

“The Frontier FMC partnership in essence, complements and extends our clinical service and commitment to our patients. Patients, who are stable enough to be cared for in the community, will be referred to the more convenient setting at the FMC. This will allow new patients who require specialist care to have their appointments seen within a shorter waiting time. The Family Physicians at the Frontier are committed, clinical professionals who co-developed the care protocols with us. They are also strong partners for our teaching in Family Medicine as well as related research work,” said Adj A/Prof Sim. To ensure care is affordable, CHAS-eligible and NUH-referred patients will continue to enjoy subsidies for consultation, tests and medications at the Frontier FMC.

“Patients can be assured that the medical treatment that they receive at the Frontier FMC has been worked out in consultation with specialists at NUH,” said the CEO of the Frontier Healthcare Group, Dr Tham Tat Yean, who is also a Visiting Consultant at the NUH’s Division of Family Medicine, Adjunct Assistant Professor at the NUS Yong Loo Lin School of Medicine and a core faculty of the NUHS’ Family Medicine Residency Programme.

Added Dr Tham, “The Frontier FMC is staffed by an experienced and expanded team, to provide team-based care for our patients. The team comprises family physicians, pharmacists, staff nurses, care coordinators, administrators and patient service associates working together. Every patient with chronic conditions is
assigned a personal family physician for continuity of care. The doctor and the other
members of the team will track and coordinate care of the patient, who is assured of
a speedy response from the team and will also be given a same-day appointment
when the need arises. Chronic patients who have poor control of their disease
conditions will also be helped by our nurses, who will provide health education and
self-help advice, as well as emotional support. We work very closely with our NUH
specialist colleagues in managing our patients and will also refer patients back to
these specialists whenever necessary.”

_The Frontier Family Medicine Clinic is located at 3151 Commonwealth Avenue West, City
Vibe, #04-01 Singapore 129581. The telephone number of the clinic is 67788 362 (67788-
FMC)._

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**About the National University Health System (NUHS)**

Established in January 2008, the National University Health System groups the National
University Hospital (NUH), NUS Yong Loo Lin School of Medicine, NUS Faculty of
Dentistry and the NUS Saw Swee Hock School of Public Health under a common
governance structure to create synergies to advance health by integrating excellent clinical
care, research and education.

The enhanced capabilities and capacity will enable the NUHS to deliver better patient care,
train future generations of doctors more effectively and bring innovative treatments to
patients through groundbreaking research.

For more information about NUHS, please visit www.nuhs.edu.sg
About the National University Hospital
The NUH is a tertiary hospital and major referral centre for a comprehensive range of medical, surgical and dental specialties including Cardiology, Gastroenterology and Hepatology, Obstetrics and Gynaecology, Oncology, Ophthalmology, Paediatrics, Orthopaedic Surgery and Hand and Reconstructive Microsurgery. The Hospital also provides organ transplant programmes for adults (in kidney, liver and pancreas) and is the only public hospital in Singapore to offer a paediatric kidney and liver transplant programme.

Staffed by a team of healthcare professionals who rank among the best in the field, the NUH offers quality patient care by embracing innovations and advances in medical treatment.

In 2004, the NUH became the first Singapore hospital to receive the Joint Commission International (JCI) accreditation, an international stamp for excellent clinical practices in patient care and safety. Today, patient safety and good clinical outcomes remain the focus of the hospital as it continues to play a key role in the training of doctors, nurses and allied health professionals, and in translational research which paves the way for new cures and treatment, offering patients hope and a new lease of life.

A member of the National University Health System, it is the principal teaching hospital of the NUS Yong Loo Lin School of Medicine and the NUS Faculty of Dentistry.

For more information, please visit www.nuh.com.sg

About Frontier Healthcare
Frontier Healthcare Group is a primary care group that is currently managing 9 family practice clinics in the heartland. These clinics are staffed by a core team of Family Medicine vocationalists.

The Group’s doctors are actively involved in undergraduate and postgraduate Family Medicine teaching, working closely with the Yong Loo Lin School of Medicine in the National University of Singapore, the Division of Family Medicine in the National University Health System and the College of Family Physicians Singapore. The Group is also part of the Singapore Clinical Research Institute’s (SCRI) Family Medicine Research Network. Within this network, its doctors have the opportunity to collaborate with SCRI and other family physicians and conduct clinical research.

For more information, please visit www.frontierhealthcare.com.sg