

MEDIA RELEASE

28 February 2026

NEW POLYCLINIC TO SERVE RESIDENTS IN TENGAH

Mothers can get breastfeeding support from a lactation consultant; patients get linked up to wellness activities through NUHSConnect

SINGAPORE — Healthcare access in Tengah just received a major boost with the opening of Tengah Polyclinic, which is equipped to handle various medical needs from acute cases like gastroenteritis and minor injuries to the long-term management of chronic conditions such as diabetes and hypertension.

Tengah Polyclinic officially opens on 28 February in Singapore's first eco-smart town, marking a significant milestone in the development of the car-lite town which has over 12,000 households. Dr Koh Poh Koon, Senior Minister of State, Ministry of Health & Ministry of Manpower, is the Guest-of-Honour at the opening of Tengah Polyclinic.

Tengah Polyclinic is the eighth polyclinic under the National University Polyclinics (NUP) and Singapore's 28th polyclinic. It is NUP's first polyclinic co-located within a neighbourhood centre, Parc Point, which sits between Tengah Park Avenue and Tengah Drive in the town's Park District. The polyclinic spans 6,000 square metres and occupies three floors of Parc Point, serving as a focal point for community health.

It is also the first of three new polyclinics under NUP that will open in the next few years, with the other two polyclinics located in Yew Tee and Taman Jurong.

Dr Lew Yii Jen, Chief Executive Officer, NUP, said Tengah Polyclinic brings essential primary healthcare services under one roof. He said: "From providing young parents with peace of mind that paediatric primary care is just a stone's throw away to offering seniors a comprehensive, team-based support needed to manage chronic conditions, we have designed Tengah Polyclinic to be the heartbeat of the community."

Beyond illness management, the polyclinic emphasises preventive care with diabetes complications screening, cancer screening and age-appropriate vaccinations, and also provides a dedicated suite for childhood developmental screening.

All patients who have enrolled in Tengah Polyclinic for Healthier SG will be taken care of by a team-based care model, where a patient is seen by the same group of healthcare professionals throughout his or her visits in the polyclinic, ensuring better continuity of care.

Boosting the confidence of breastfeeding mothers

With the higher concentration of young families in Tengah, the newest polyclinic has launched a Lactation Consultant Service to help mothers resolve complex lactation issues.

This is a service run by a specialised nurse, known as a lactation consultant, who conducts a thorough assessment of both mother and baby, helps the mother with positioning and latch techniques, addresses specific breastfeeding challenges (low milk supply, pain) and manages conditions such as mastitis, engorgement and blocked ducts – all of which have a significant impact on mothers' continuation of breastfeeding.

The new service is part of NUP's Maternal and Child Health Services and is an expansion of its Lactation Support Service, which began in 2021. Nurses who run the Lactation Support Service can help patients with simple lactation issues, such as an incorrect latch, mild engorgement and nipple soreness. With the new service, patients no longer have to seek lactation consultants who are typically based in the hospitals for specialised management.

NUP now has five lactation consultants who hold the International Board-Certified Lactation Consultant certification, with one based in Tengah Polyclinic. Another seven nurses at NUP are currently preparing for their certification. To date, NUP's lactation consultants have conducted more than 80 lactation sessions with mothers as part of a pilot that started a few months ago in four polyclinics: Bukit Batok, Bukit Panjang, Choa Chu Kang and Clementi.

All eight polyclinics under NUP will offer the Lactation Consultant Service by the end of this year.

Bridging health with wellness through NUHSConnect

Under the national Healthier SG strategy, polyclinics and general practitioners' clinics play a central role in delivering preventive care, nurturing long-term patient relationships and supporting residents to adopt healthier lifestyles. As Singapore's population ages and chronic diseases become more prevalent, it is increasingly vital to address not only medical needs, but also the social and psychological factors that influence health.

To support these goals, the National University Health System (NUHS) has introduced NUHSConnect, a community-based initiative designed to help residents aged 40 and above to stay healthy, active and socially engaged. In support of Healthier SG, NUHSConnect brings preventive health and wellness resources even closer to where residents live, making it easier for them to take charge of their health.

Tengah Polyclinic is the first polyclinic in NUP to launch NUHSConnect, marking a significant milestone in enhancing preventive care access within the community.

At NUHSConnect stations located within polyclinics, trained health ambassadors link residents to programmes that strengthen physical health, support mental wellbeing, foster social bonds and encourage healthy lifestyle habits – areas that are integral to long-term health outcomes under Healthier SG.

These include exercise classes, health talks and social activities offered within polyclinics and in partnership with community organisations across neighbourhoods, making it easier for residents to participate close to home.

Importantly, health ambassadors follow up with residents to encourage sustained participation, supporting the Healthier SG vision of long-term engagement and continuity of preventive care. Through NUHSConnect, polyclinics extend their role beyond medical care to become anchors of community wellness — bridging health and social support, and empowering residents to lead healthier lives.

NUP's first multi-level pharmacy

Tengah Polyclinic has a multi-level pharmacy with an automated conveyor system to move medications across three levels of the building, featuring separate zones for dispensing and storage. The non-patient-fronting zone is on the uppermost level, leaving the first two levels for more patient-related services.

A vertical conveyor shaft links the packing area on level 3 to the dispensing counters on levels 1 and 2, which is expected to boost efficiency by reducing staff movement.

On level 2, an overhead conveyor loop stores packed medications without taking up floor space. An intra-floor lifter will retrieve medications from this loop when they are called by pharmacy staff at the dispensing counters.

The polyclinic also uses radio frequency identification (RFID) technology to track the real-time location of baskets of packed medication and send them to their intended dispensing counters to reduce the risk of errors in the dispensing process.

Overall, the design of the multi-level pharmacy optimises the utilisation of space for direct patient care and enhances workflows which is intended to lead to more efficient prescription fulfillment.

Dr Beh Chun Yen, Head of Tengah Polyclinic, said: “The opening of Tengah Polyclinic has been highly anticipated by the community. We hope the polyclinic evolves to be Tengah’s trusted hub for proactive health and wellbeing.

“By launching specialised lactation services for new mothers alongside preventive wellness programmes for older adults, we hope to support families’ health through every stage of life,” he added.

Chinese Glossary

National University Health System (NUHS)	国立大学医学组织 (国大医学组织)
National University Polyclinics (NUP)	国立大学综合诊疗所 (国大综合诊所)
Tengah Polyclinic	登加综合诊疗所
Maternal and Child Health Services	母婴与幼儿保健服务
Lactation Consultant Service	哺乳顾问服务
Lactation Support Service	哺乳辅助服务
Dr Lew Yii Jen Chief Executive Officer National University Polyclinics	刘以仁医生 总裁 国立大学综合诊疗所
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About the National University Polyclinics

The National University Polyclinics (NUP) is a member of the National University Health System (NUHS), a leading academic health system and one of three public healthcare clusters in Singapore.

NUP provides primary care treatment for acute illnesses, management of chronic diseases, women and children health services, and dental care at its network of polyclinics at Bukit Batok, Bukit Panjang, Choa Chu Kang, Clementi, Jurong, Pioneer, Queenstown, and Tengah (with Taman Jurong and Yew Tee to come).

As part of an integrated academic health system, NUP collaborates with the hospitals and national specialty centres within NUHS as well as partners in the community, such as general practitioners, grassroots, and social care agencies, to provide patient-centred care for the population.

ANNEX

About Tengah Polyclinic

- Gross floor area: 6,018 square metres
- Sited within Parc Point, a mixed-use neighbourhood centre along Tengah Park Avenue that has been designed to meet BCA Green Mark Platinum rating
- Close proximity to Parc Point's roof garden (level 3) and community plaza (level 1) to encourage physical activity
- Pandemic-ready design:
 - o Flexible zoning: Spaces can be rapidly reconfigured into “green” and “red” zones during a pandemic.
 - o Dedicated isolation areas: Infectious disease module and triage points are located at level 1 for containment.
 - o Independent air systems: Single-pass ventilation and separate air-conditioning for high-risk zones enhance infection control.
 - o Emergency access: Two ambulance bays on ground level with direct routes to treatment rooms enable swift response during crises.
- Accessibility:
 - o Inclusive design of gentle gradients, lifts and barrier-free routes to cater to wheelchair users and families with strollers.
 - o Colour-coded zones and alphanumeric signage simplify wayfinding for patients and caregivers.
 - o Digital kiosks, self-help hubs and electronic displays facilitate queue management and streamline patient flow.
- Features:
 - o Nature-inspired interiors: Warm, earthy tones in clinic spaces to create a calming atmosphere
 - o Full-height glass windows in waiting areas overlook landscaped courtyards, promoting mental wellbeing
 - o Nursing rooms within Women's & Children's Health clinic to promote breastfeeding