

NOTES ON APPLICATION FOR THE RELEASE OF MEDICAL INFORMATION

These notes are to be retained by applicant. Please submit consent form only for application at the counter.

Applicants are strongly encouraged to apply via healthhub webpage as we are moving towards contactless applications.

KTPH webpage - to apply for a medical report	Healthhub webpage- to apply for a medical report
	

Consent and Application Procedure

In accordance with the Personal Data Protection Act (PDPA), application can only be made by the patient with the following EXCEPTIONS:

- a) If the patient is
 - 1) A minor
 - 2) Deceased
 - 3) Mentally incapacitated
- b) If the report is for Work Injury Compensation, application may be made by employer. The report will be sent directly to the Ministry of Manpower.
- c) If patient is a foreign worker has left Singapore, application may be made by employer. The purpose is solely for insurance claim, to reimburse the medical bills incurred by the patient

Condition	Application and Consent to be made by	To Provide
1) Patient is a minor Below 21 years old and Not <ul style="list-style-type: none"> an active National Serviceman married widower or widow 	Patient's parent or legal guardian.	Completed " Application & Consent for Release of Medical Information – Form A ". Scanned / photocopy of Patient's NRIC (front and back). Applicant's NRIC or identification document (front and back). Relevant verification documents, example; Birth Certificate, Marriage Certificate, Letter of Administration, as proof of the applicant's relationship to patient.
2a) Patient is deceased	Legally appointed representative of the Estate. Executor of the deceased's Will who has been granted probate. Person appointed as an administrator of the deceased's estate by the Singapore Court.	Completed " Application & Consent for Release of Medical Information – Form A ". Scanned / photocopy of Patient's death certificate. Applicant's NRIC or identification documents (front and back). Relevant verification documents, example; Grant of Probate, Letter of Administration, Other legal documents that certify the applicant is the Legally appointed representative. Note: The Will itself is not a verification document.

Condition	Application and Consent to be made by	To Provide
2b) Patient is deceased and has no Will and no person has been appointed as the legally appointed representative of the estate.	<p>Deceased's closest relative (who is living and has the mental capacity to do so).</p> <p>The closest relative is the elder or eldest of two or more such individuals as prioritised below:</p> <p>Spouse Child (includes legally adopted child). Parent Sibling Other relation</p>	<p>Completed "Application & Consent for Release of Medical Information – Form A".</p> <p>Scanned / photocopy of Patient's death certificate.</p> <p>Applicant's NRIC or identification documents (front and back).</p> <p>Completed "Additional Consent for Release of Medical Information – Form B (for Patient who is Unable to Give Consent / Deceased)".</p> <p>Section A to be completed by the applicant.</p> <p>Section B (if applicant is not the only living child / parent / sibling) – to be completed by all living children / parents / siblings of the deceased patient (other than the applicant).</p> <p>Scanned / photocopy of relevant verification documents as proof of relationship to the deceased patient. (e.g., marriage certificate, birth certificate) to be provided by each declarant (i.e. child / parent / sibling).</p>
3a) Patient lacks mental capacity	<p>Legally Appointed Representative, who is a Donee of a Lasting Power of Attorney granted by the patient.</p> <p>Or</p> <p>Deputy appointed for the patient by the court.</p>	<p>Completed "Application & Consent for Release of Medical Information – Form A".</p> <p>Scanned / photocopy of Letter of Administration, Lasting Power of Attorney,</p> <p>Order of the Court (Appointment of Deputy) as proof of the applicant's relationship to the patient.</p>
3b) Patient lacks mental capacity and does not have a legally appointed representative	Patient's Main Caregiver.	<p>Completed "Application & Consent for Release of Medical Information – Form A".</p> <p>Completed "Additional Consent for Release of Medical Information – Form B (for Patient who is Unable to Give Consent / Deceased)".</p> <p>Section A to be completed by the applicant.</p> <p>Section B (if applicant is not the only living child / parent / sibling) – to be completed by all living children / parents / siblings of the deceased patient (other than the applicant).</p> <p>Scanned / photocopy of relevant verification documents as proof of relationship to the deceased patient. (e.g., marriage certificate, birth certificate) to be provided by each declarant (i.e. child / parent / sibling).</p>
4) Patient who is a foreign worker who has left Singapore	By Employer.	<p>Completed "Application & Consent for Release of Medical Information – Form A".</p> <p>Completed "Indemnity Form – Form C" signed by the Employer.</p> <p>Photocopy of MOM's letter to verify that patient has left Singapore.</p>

Types of Medical Reports-Applicants need to write in to Medical Records Office for below reports

Type of Report	Description	Fee (inclusive of 8% GST)
Mental Capacity Act Medical Report *	<p>-To certify the mental capacity of a patient.</p> <p>-For patient who has lost mental capacity to make decisions.</p> <p>An assessment / medical review at the Psychiatric clinic might be required. Clinical Charges apply.</p> <p>*Relevant form must be provided.</p>	S\$434.02
LPA (Lasting Power of Attorney) Form *	<p>To certify that patient has the mental capacity to make the Lasting Power of Attorney.</p> <p>An assessment / medical review at the Psychiatric clinic might be required. Clinical Charges apply.</p> <p>*Relevant form must be provided.</p>	S\$201.87
Permanent Disability Claim Form *	<p>Information may consist of a professional opinion of patient's prognosis and disabilities.</p> <p>-May involve a review at the Specialist Outpatient Clinic.</p> <p>*Relevant form must be provided.</p>	S\$181.68
Psychiatric Specialist Medical Report (Simple or Complex)	<p>Includes a professional opinion of the patient's prognosis and disabilities.</p> <p>It is based on an actual assessment and may involve a review at the Psychiatric Clinic. Clinical Charges apply.</p> <p>The type of Report – Simple or Complex - will be advised by Psychiatrist upon review of patient's records.</p>	<p>S\$201.87 (Simple)</p> <p>S\$454.20 (Complex)</p>
Psychiatric Work Injury Compensation Initial Assessment report *	<p>This is for the purpose of determining work-related injuries and the degree and period of disability. The report will be sent directly to the Ministry of Manpower.</p> <p>*Attachment is compulsory. Please attach your MOM's Initial Assessment form or MOM's request letter for the application.</p>	S\$201.87
Medico-Legal Medical Report (Simple or Complex)	<p>Includes a professional opinion of the patient's prognosis and disabilities for legal matters.</p> <p>It is based on an actual assessment and may involve a review at the Psychiatric Clinic. Clinical Charges apply.</p> <p>The type of Report – Simple or Complex - will be advised by Psychiatrist upon review of patient's records.</p>	<p>S\$648.00 (Simple)</p> <p>S\$1,080.00 (Complex)</p>
Forensic Report (Simple or Complex)	<p>Specialised report for legal matters.</p> <p>It is based on an actual assessment and may involve a review at the Psychiatric Clinic. Clinical Charges apply.</p> <p>The type of Report – Simple or Complex - will be advised by Psychiatrist upon review of patient's records.</p>	<p>S\$1,211.22 (Simple)</p> <p>S\$2,700.00 (Complex)</p>

Types of Medical Reports-Applicants are able to apply below reports via Healthhub webpage

Type of Report	Description	Fee (inclusive of 8% GST)
CPF – Medical Certification *	A 'Medical Certification for Member' form for withdrawal of CPF savings on medical grounds. *Attachment is compulsory. Please attach your CPF Medical Certification Form.	S\$90.84
Disability & Mobility Report - Car-park Label for the Handicapped *	It is to certify that the patient has physical disabilities that require the use of mobility aids. *Attachment is compulsory. Please attach your Disability & Mobility form.	S\$21.60
Functional Assessment Report *	It is to assess patient on the need for assistance in activities of daily living. *Attachment is compulsory. Please attach your Functional Assessment Form.	S\$40.07
Insurance Form by Doctor (Ordinary) *	It is a detailed insurance claim form to be completed by the doctor. The form will require information such as: diagnosis, details of injuries suffered, treatment given. *Attachment is compulsory. Please attach your detailed insurance claim form.	S\$90.84
Ordinary Medical Report	It is a factual report prepared by the doctor based on patient's medical records.	S\$90.84
Specialist Medical Report	This report is prepared by the patient's specialist in response to requests that require a professional opinion with regards to the patient's prognosis and disabilities. It is based on an actual assessment of the patient and may involve a review at the Specialist Outpatient Clinic.	S\$181.68
Pre-Work Injury Compensation Medical Report *	It is an information that consist of diagnosis, name of procedure and details of the patient's medical condition or treatment given. *Attachment is compulsory. Please attach your MOM Pre-Work Injury Compensation form.	S\$90.84
Work Injury Compensation Initial Assessment Report *	This is for the purpose of determining work-related injuries and the degree and period of disability. The report will be sent directly to the Ministry of Manpower. *Attachment is compulsory. Please attach your MOM's Initial Assessment form or MOM's request letter for the application.	S\$90.84
Work Injury Compensation Medical Board Report *	It is to re-determine work-related injuries and the degree of disability when the patient objects to the result of the initial assessment. This objection report is done by 2 doctors who are consultants and above. The report will be sent directly to the Ministry of Manpower. *Attachment is compulsory. Please attach your MOM's Work Injury Compensation Medical Board Form.	S\$360.34

Types of Medical Reports-Applicants are able to apply below reports via Healthhub webpage

Type of Report	Description	Fee (inclusive of GST)
WORK INJURY COMPENSATION REASSESSMENT REPORT *	It is to re-determine work-related injuries and the degree of disability when the patient objects to the result of the initial assessment. *Attachment is compulsory. Please attach your MOM's Work Injury Compensation Re-Assessment Form.	S\$90.84
Second Opinion Report	It is for a non-KTPH patient who wish to seek an opinion from our specialist.	S\$302.80
Therapy Report	It is a factual report prepared by a physiotherapist/ occupational therapist/ speech therapist. Therapist based on patient's medical records.	S\$90.84
CERTIFIED / DUPLICATED COPY OF INVESTIGATION RESULT	Selective duplicate copies of investigation results such as blood test results, lab results, radiology reports can be made available.	S\$6.06 per result
CERTIFIED / DUPLICATED COPY OF MEDICAL CERTIFICATE- CERTIFIED TRUE COPY	A duplicate certified true copy of medical certificate that was previously issued by the hospital.	S\$12.12 per copy
Discharge Summary	A duplicate copy of a document that provides a summary of the patient's diagnosis and procedure done during a specific hospitalization episode.	No charge
DIGITAL COPY OF DUPLICATE MEDICAL CERTIFICATE	Digital Medical Certificate that was previously issued by the hospital. (Send to patient's phone for downloading.)	No Charge
Memorandum	Very Brief information. <u>Only the following criteria will be accepted.</u> (i) Certification of diagnosis. (ii) (A) Fit to work (B) Fit to drive (C) Fit for flight travel. (iii) Referrals to: (A) KTPH specialties (B) Laboratory/Radiology procedures. (iv) Memo for purchasing medical devices. (v) Very brief medical condition (eg. BP reading/height/weight).	S\$10.80

What are the modes of Payment?

Khoo Teck Puat Hospital	Yishun Community Hospital	Admiralty Medical Centre
<p>Mode of Payment:</p> <p>i) By Cheque- Payable to: "Alexandra Health Pte Ltd".</p> <p>ii) Via AXS station. ●Please contact Medical Records Office for reference number before payment. ●Please indicate our reference number (e.g MRO1234567) to ensure timely capturing of your payment. ●Processing will only commence upon receipt of payment.</p>	<p>Mode of Payment:</p> <p>i) By Cheque- Payable to: "Yishun Community Hospital Pte Ltd"</p> <p>ii) Via AXS station. ●We will provide a Case number for your payment within 2 days. ●Processing will only commence upon receipt of payment.</p>	<p>Mode of Payment:</p> <p>i) By Cheque- Payable to: "Admiralty Medical Centre Pte Ltd"</p> <p>ii) Via AXS station. ●We will provide a Case number for your payment within 2 days. ●Processing will only commence upon receipt of payment.</p>

When will the requested medical report / duplicated documents be ready?

We can only process your application upon fulfilling the verifications and receipt of all necessary forms, supporting documents and payment.

Application for	As a general rule, processing time is
Medical Report	Between 4 to 6 weeks, from the date of receiving the completed forms. It may take longer if: Patient has upcoming clinic appointments Patient has been hospitalised Multiple reports are required from several clinical departments Doctor is away on leave
Specialist Medical Report, Mental Capacity Act Medical Report and other report applications which required patient to undergo assessment.	Require more processing time as a review at the Specialist Outpatient Clinic may be required. Between 4 to 6 weeks, from the date of final assessment appointment.
Work Injury Medical Report	Require more processing time as a review at the Specialist Outpatient Clinic may be required after the patient has been discharged or given open date. At least 3 weeks, from the date of assessment appointment. The completed report will be delivered directly to the Ministry of Manpower or the insurers as stated on the Work Injury Medical Report form.
Duplication of: Discharge summary, Patient Report, Visit Summary, Investigation results, Medical certificate	Duplication of medical report, results and medical certificates are typically available within one week from the date of completed consent received by the Medical Records Office (MRO). Note: You may also access your Inpatient Discharge Summary and test results via HealthHub portal.

Cancellation of Medical Report Application

<ul style="list-style-type: none"> ● An official cancellation request must be made in writing through a letter or an email, indicating the reason for the cancellation. ● An administrative charge of one-third of the payment made will be imposed if a cancellation request is made while the medical report is being processed. ● Cancellation is not allowed if doctor has already prepared the report. No refunds will be made. ● If the cancellation is approved, refund is through GIRO or Cheque ● <u>GIRO payment –following payer’s details are required:</u> <ul style="list-style-type: none"> -FULL NAME -LAST 4 NUMBERS +Alphabet NRIC -Address -Contact Number - Email address (for notification of payment) -Bank Account Number -Bank statement- image

How do I receive the medical report / duplicated documents?

<ul style="list-style-type: none"> ● By Email (Note: For email, a hard copy of the report will <u>not be</u> provided.) Or ● Courier Mail (\$\$10.10(inclusive GST)- within Singapore only). -Recipient’s name, address and contact number has to be provided for delivery. - Note: For failed courier delivery, recipient is required to collect the medical report or duplicated document at Patient Service Centre on Saturdays (excluding Public Holidays) between 8.30am to 12.30pm. ● No courier service for overseas mail. Only registered mail for overseas postage (\$\$10.10(inclusive GST).

Ways to contact Medical Records Office

Khoo Teck Puat Hospital	Yishun Community Hospital	Admiralty Medical Centre
<p>Khoo Teck Puat Hospital 90 Yishun Central Singapore 768828 Attn: Medical Records Office</p> <p><u>Operating Hours:</u></p> <p>Weekdays: 8.30am to 5.30pm. Saturdays, Sundays and Public Holidays: Closed.</p> <p>Tel: 6602-2477 Fax: 6602-3786 Email: ktph.mro.enquiry@ktph.com.sg</p>	<p>Yishun Community Hospital 2 Yishun Central 2 Singapore 768024 Attn: Medical Records Office</p> <p><u>Operating Hours:</u></p> <p>Weekdays: 8.30am to 5.30pm. Saturdays, Sundays and Public Holidays: Closed.</p> <p>Tel: 6807-8695 Fax: 6807-8519 Email: yeh.mro.enquiry@yishunhospital.com.sg</p>	<p>Admiralty Medical Centre Block 676 Woodlands Drive 71 #03-01 Kampung Admiralty Singapore 730676 Attn: Medical Records Office</p> <p><u>Operating Hours:</u></p> <p>Weekdays: 8.30am to 5.00pm. Saturdays: 8.30am to 11.00am. Sundays and Public Holidays: Closed.</p> <p>Tel: 6807-8328 Email: admcmro.enquiry@ktph.com.sg</p>