



## GENERAL INFORMATION



### Our Mission

To provide comfort, relief of symptoms and palliative care to patients with advanced disease regardless of age, race or religion, and to support the grieving families.

### Our Vision

To be a centre of excellence for palliative care services, education and research.

### A Special Place

Dover Park Hospice (DPH) is Singapore's first purpose-built hospice, designed to provide a serene environment close to nature.

Founded in 1992, DPH serves as a secular, non-profit organisation to meet the growing need in Singapore for hospice care for terminally-ill patients. Since September 1995, our dedicated team of healthcare professionals and volunteers has brought care and comfort to close to 10,000 terminally-ill patients and their families in our 50-bed facility.

We are dedicated to meeting the unique physical, emotional, and spiritual needs of those who are nearing the end of life's journey. We adopt a holistic approach to total patient care, with attention not just to their physical needs, but also their social and psychological ones. Family and friends are included in our circle of care, which extends to bereavement support.

Our Allied Health professionals comprise medical social workers (MSWs), creative arts therapists, physiotherapists (PT), and occupational therapists (OT). They form part of the multi-professional team offering holistic care for our patients and their significant others. Their expertise in diagnostic, technical, therapeutic, and supportive services, ensures efficient delivery of quality palliative care. Specifically,

Our MSWs assume the role of care managers to ensure resources and services are accessible, available, and appropriate for our patients and their families. They support and provide relevant assistance when necessary.

Our music and art therapists use creative art forms as communicative channels to help our patients and their families express their experiences

Our PTs work on the physical and functional dimensions achievable by our patients

Our OTs support our patients to continue meaningful engagement in everyday activities

### Total Commitment to Total Patient Care

At DPH, we strive for the highest standards of care for our patients. Staff members are encouraged to upgrade and stay abreast with current knowledge. We also conduct regular courses and accept students and healthcare professionals on field visits or clinical attachments.

### Admission to the Hospice

A doctor's referral is required so that we have the necessary clinical information to continue appropriate care. If the patient meets the criteria and a bed is available, arrangements will be made to admit the patient.

We accept patients with advanced cancers, progressive, and other terminal non-cancer conditions, especially since they are often troubled by physical symptoms such as pain or breathlessness, symptom control is our priority.

Patients may be admitted from homes, hospitals, or nursing homes who are seeking relief from distressing physical or psychological symptoms and issues in the last phase of life when care at home is not possible

### Applying for Subsidy

Patients who wish to apply for subsidy will have to participate in household means-testing if they have not already done so. When a patient is accepted into our care, the medical social worker or staff nurse will advise on the relevant documents to be submitted for household means-testing. Needy patients who cannot afford care can apply for financial assistance.

Clear photocopies of NRIC/ Birth certificate / Special Pass of Main Applicant

NRIC/ Birth certificate/ FIN/ Special Pass of all Household Members

### Use of Medisave

Medisave can be used for inpatient care and home care, subject to prevailing caps imposed by Minsitry of Health (MOH).

### Dover Park Home Care Service

Since February 2011, we started catering to patients who have been discharged from our hospice home or were seen by specialists from Tan Tock Seng Hospital's Palliative Medicine Department (PMD). Our 24-hour support service caters to patients in the Central areas of Singapore who choose to stay at home.

With Home Care Service, we help patients and their family cope with their deteriorating condition. Dover Park Home Care is committed to help the patients and their families adjust physically, mentally and emotionally, with the loss of health and independence.



We provide:

a support team of nurses, doctors and counselors / social workers

on-call service 24 hours a day, seven days a week

medical and nursing advice and medical attention

pain and symptom control, psychosocial and spiritual support

regular review by a nurse

visits by the doctor when medical attention is needed

Advance Care Planning (ACP)

training of family members and caregivers to ensure the patient's comfort at home

loan of medical and nursing equipment whenever possible - wheelchair, walking aid, or commode

There is no consultation charge for our Home Care service and the service is heavily subsidised by the government and DPH. However, procedures, medications, laboratory tests, and other services, will be charged.

### Other important information

Visiting Hours: 7.00 am to 10.00 pm.

All visitors are required to register at the Security Desk, near the entrance and opposite the Administrative Office, to allow for contact tracing in case of emergencies.

### Parking

Strictly for staff and visitors only. All visitors are required to obtain a parking label, to be displayed in the vehicle at all times, from the Security Desk. Failing which, the wheels of the vehicle will be clamped. The clamp release fee is \$100/-. Additional parking lots can be found at the National Skin Centre or Tan Tock Seng Hospital.

### Virtual tour of DPH:

Please visit – <http://www.doverpark.org.sg/dph-virtual-tour/>.

For further information about Dover Park Hospice, our volunteer programmes, or to make a donation\* to us, please contact:

### Dover Park Hospice

10 Jalan Tan Tock Seng, Singapore 308436

Tel: 6500 7272 Fax: 6258 9007

Email: [info@doverpark.org.sg](mailto:info@doverpark.org.sg)

Website: [www.doverpark.org.sg](http://www.doverpark.org.sg)

\* All donations are tax-exempted. Cheques should be made payable to "Dover Park Hospice."

### Directions to DPH

#### BY BUS

Along Moulmein Road (heading towards Balestier): SBS 21 & 124

Along Moulmein Road, opposite National Skin Centre

(heading towards Newton): SBS 21, 124, 518, 518A & 518B

Buses that stop along Thomson Road, beside Novena Square:

SBS 21, 56, 57, 131, 141 & 166 + SMRT 851 & 980

#### BY MRT

From Novena MRT Station/Velocity, take SBS 21

(to National Skin Centre)

#### BY TAXI/CAR

From CTE towards **TPE/SLE**: take Exit 7A towards Moulmein Road

From CTE towards **City/ AYE**: take Exit 7C towards Moulmein Road

- THEN, turn (L) at Moulmein Road
- make a U-turn at Jalan Tan Tock Seng
- turn (L) at Mandalay Road

From PIE towards Changi:

- take Exit 17 towards Thomson Road
- turn (L) into Moulmein Road after Novena MRT Station
- turn (L) at Mandalay Road

From PIE towards Jurong:

- take Exit 15A; merge onto CTE towards City
- take Exit 7C towards Moulmein Road
- turn (L) at Moulmein Road
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### Dover Park Hospice

10 Jalan Tan Tock Seng Singapore 308436

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## 一般行信



### 我们的宗旨

不分种族、宗教与年龄，照顾与关怀晚期病人，缓解他们的病痛，同时给予其家属支持。



### 我们的目标

在慈怀护理的领域中，成为一所卓越的服务、教育与研究中心。

## 服务简介

### 源起

基于重症晚期病人对慈怀护理的需求日益增加，一群义工发起在1992年成立了托福园，成为新加坡首间特别为重症晚期病人而设的慈怀疗护中心。自1995年9月开始，托福园的医护人员和义工们就为晚期病人提供舒缓症状的疗护，并给予心灵上的支持与安慰。迄今，已经有超过1万多位病人，接受了医疗团队与义工们最妥善的照顾与支持。

晚期病人经常会有一些不适的症状,如疼痛、气喘和作呕等。因此，舒缓这些症状是我们的首要工作。这将能让病人感到更舒服、活得更有尊严。与此同时，我们也为病人安排了社交活动与心灵辅导。此外，托福园也给予家属关怀与安慰。

### 一所特殊的慈怀疗护中心

托福园是个非营利的慈善机构，目前共有50个床位。它树立在绿意盎然的大自然环境里。

除了医生与护士，我们的专业医护人员还包括：社工、艺术治疗师、音乐治疗师、物理治疗师、职能治疗师等。他们为病人与家属提供了整体护理。医疗团队的专业诊断技术、治疗与介入方法，以及支援服务，确保了中心能够提供高素质的慈怀护理服务。

其中，医务社工扮演了个案管理的角色，确保病人和家属能够更轻易得到所需的资源和服务。他们也为病人和家属提供了丧亲辅导以及适当的情绪支援。

音乐与艺术治疗师，通过创意性的形式作为沟通渠道，协助病人和家属表达他们的体验和感受。物理治疗师协助病人改善肢体上的功能，加强病人自理的能力。职能治疗师则会协助我们的病人参与有意义的日常活动。

各个专业- 医生、护士、医务社工、音乐治疗师、艺术治疗师、物理治疗师与职能治疗师等等，齐心协力，在医疗诊治、专业技术、舒缓治疗等不同的专业领域里，为病人和家属提供优质的全人、全家、全队、全程的“四全”慈怀护理服务。

至今，义工们仍扮演举足轻重的角色。不论是在病人的照顾、社交活动，以及行政工作上，因为有了义工，病人和家属因此能够得到更好的照顾。

### 托福园居家慈怀服务

为了让回家休养的以下两组病人，即：本来接受托福园住院服务的病人，以及由陈笃生医院慈怀护理专科医生诊治的病人，能够享有更适当的照顾，我们从2011年2月开始，提供居家慈怀服务。

托福园居家慈怀服务，不仅帮助和引导病人和家属如何减轻病情恶化所带来的痛楚，更致力于协助他们，在病人失去健康，并变得更加依赖看护者的时候，如何在身、心、灵三方面做出调适，并取得平衡。这项24小时支援服务的服务对象，是居住在新加坡中部地区的病人。



在病情不断恶化的过程中，居家慈怀服务致力于协助病人和家属，应对病人逐渐失去健康和独立自主性的状况，在身心灵上的调整，提供了所需的支援。

居家慈怀服务的服务项目包括：

护士、医生、社工的支援服务

每天24小时，每周7天的电话咨询与支援服务

医疗和护理咨询与医疗照顾

疼痛与症状控制、心理与精神支援服务

### 在晚期护理领域里精益求精

虽然我们已经有一组晚期护理的医疗专业人士，但是我们还是不断地鼓励工作人员继续进修，提升我们的专业水平。同时，我们也定期举办相关课程、为各个级别的医护专业人士以及在职培训的本科生，提供训练。此外，我们也接待来自各地的晚期护理领域合作伙伴，和他们进行交流。

### 入院条件

只要符合入院条件，晚期疾病的病人即可被安排转介到托福园。主治医生必须提交转介信，以便协助我们更了解病人的情况，做出评估，从而提供适当的照顾。病人可以从家里、医院、或疗养院、转送到托福园。

### 如何申请住院津贴或经济援助？

病人和家属必须接受家庭人均月入的评估，递交相关的资料，即可享有不同等级的住院津贴。我们的医务社工将协助病人申请津贴，并为低收入者提供经济援助。

### 使用保健储蓄付费

病人和家属可以使用保健储蓄付费。使用保健储蓄的条件将根据卫生部现行的条款。

## 其他注意事项

- 探访时间是上午7点至晚上10点
- 所有探访者都必须在入口处的保安柜台（行政办公室对面）办理登记手续，以便工作人员在紧急情况发生时进行联络工作

### 网络浏览/参观园区：

请点击托福园网址：  
<http://www.doverpark.org.sg/dph-virtual-tour/>

欲知详情者，以及有意参与义工活动或乐捐的公众，请联络：

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电话: 6500 7272 传真: 6258 9007

电邮: [info@doverpark.org.sg](mailto:info@doverpark.org.sg)

网站: [www.doverpark.org.sg](http://www.doverpark.org.sg)

所有捐款都可享有免税。请在支票上注明收款抬头：  
“Dover Park Hospice”

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