

DOVER PARK HOSPICE

30
YEARS
MAKING MORE MOMENTS MATTER



OVER
360
MONTHS

Providing quality holistic
palliative care for patients
and their families



Insighting Care

Inpatient Care

Palliative care goes beyond caring for a patient's physical needs. It encompasses a holistic approach in caring for their physical, emotional, psychosocial and spiritual wellbeing. Through our multidisciplinary team of doctors, nurses, medical social workers, physiotherapists, occupational therapists, speech therapists, art and music therapists, pastoral counsellor as well as pharmacists, they come together to provide individualised care plans for our patients.

Patients with advanced illnesses tend to experience symptoms such as pain and breathlessness as their conditions deteriorate. As most caregivers do not have the knowledge or skills to help their loved ones ease such symptoms at home, inpatient care provides an option to ensure their loved ones receive the right care needed at the right time, providing respite care for caregivers at the same time.

WHO WE SERVE

- Patients with advanced, life-limiting illnesses or end-stage organ failure with a prognosis of less than 3 months
- Patients who are not being able to be cared for at home due to symptoms or nursing needs

FACILITIES

- Garden and Koi Pond
- Multi-Purpose Rooms
- Quiet room (for reflection, meditation or prayer)
- Patricia Lam Cheng Kam Music Room (used for therapy sessions, events and functions, includes a library corner as well)
- Seating areas
- Vending machines



ACTIVITIES

- Birthday and festive celebrations
- Hair-cutting and massage services by volunteers
- Happy Hour
- Legacy Work
- Lim Kopi
- Namaste Care
- Outings
- Pet-assisted activities
- Piano music playing by volunteers
- Rehabilitation activities
- Volunteers' befriending

REFERRAL AND PRE-ADMISSION

All our admissions are on a referral basis. Referrals can be initiated by any medical doctor who is caring for the patient namely from restructured hospitals, community hospitals and some home care services. After receiving the referrals and deeming the admission appropriate, we will liaise with the hospital on bed availability and patient transfer. Before the transfer, a family member will be notified to accompany the patient and help with the registration. During this time, we will also do a pre-admission counselling.

ADMISSION

Upon arrival at Dover Park Hospice, the patient will be settled into the bed and assessed by our nurses and the admitting doctor. Our team will meet with the family to fully understand the needs and concerns of the patient and the family.

FEES AND CHARGES

Daily charge per day is \$350 before GST and subsidies – fees are charged on a sliding scale based on income and after MediShield subsidies, vary from \$17 to \$350 that covers:

- Lodging and meals
- Medical and nursing care
- Therapy services
- Standard medication

Patients may use up to \$250 per day from MediSave to pay for their Inpatient stay. The MediSave funds can be from the patient's account or that of their spouse, children, parents or grandparents. The Medical Claims Authorisation Form can be obtained from our Administration Office at Level 1.

You may speak with our medical social worker to find out more about means-testing or other financial assistance schemes.





OVER

1560

WEEKS

Shaping the palliative care scene
and shifting mindsets in Singapore

Imparting Knowledge

Home Care

Most patients may prefer to be cared for in the comfort of their homes and in a familiar environment surrounded by their loved ones during their final moments. Started in 2011, Dover Park Home Care provides 24/7 home palliative care to patients with advanced illnesses at home including after hours on-call service.

In addition to medical and nursing care, our Home Care team also supports caregivers by equipping them with the knowledge and training so as to empower them to better care for their loved ones at home.

In line with the national focus on increasing overall community support in healthcare, Dover Park Home Care also taps on community services and resources for patients who require additional support such as physical and financial assistance. Our social work and psychosocial team also link up socially-isolated patients and their caregivers to

community partners to build a stronger network of care and support. This enables continuous social engagement and provision of much-needed respite care for full-time family caregivers.

In 2014, Programme Dignity was started to meet the needs of individuals with advanced dementia. It was a first-of-its-kind programme that specifically caters to this group of patients through its integrated home care programme.

Recognising the need of palliative care for non-cancer patients, Dover Park Hospice Home Care team collaborated with Tan Tock Seng Hospital in 2020 on Programme IMPACT (Integrated Management and Palliative Care for Terminally-ill – Non-cancer) to provide home palliative care to patients with end stage organ failure (kidney and heart) and lung diseases.

WHO WE SERVE

- Patients diagnosed with an advanced illness prognosis of less than 1 year
- Diagnosis includes cancers and non-cancers

WHAT WE PROVIDE

- A multidisciplinary team of nurses, doctors, medical social workers, Music Therapist and Art Therapist who provide physical, psychosocial and spiritual support.
- On-call service 24 hours a day, seven days a week
- Regular reviews by nurses scheduled according to patients' needs
- Visits by the doctors when medical attention is needed
- Advance Care Planning discussions
- Training of family members and caregivers to ensure patient's comfort at home
- Recommend and assist in equipment loans from vendors if needed

REFERRAL

- Referral can be made from Tan Tock Seng Hospital within designated areas in the central part of Singapore.
- All referrals can be made by doctors caring for the patients via Agency for Integrated Care portal.
- Upon acceptance of referrals, calls will be made to patients and families to explain the service and to arrange for home visits.

CHARGES

Home Care service is fully-funded excluding ad-hoc consumables which are MediSave claimable.

Day Care

People with advanced illnesses may experience social isolation as they gradually start to lose their physical mobility and spend more time at home. Through a multidisciplinary team approach comprising doctors, nurses, medical social workers, music, art and rehabilitation therapists, Dover Park Day Care aims to provide both social as well as therapy-based care to clients diagnosed with life-limiting illnesses.

Our care team regularly monitor and manage our clients' symptoms with care plans tailored to meet the goals of care of each client.

In addition, we believe that caregivers play a significant role in providing care for their loved ones at home. We place special focus in catering to the needs of caregivers while providing respite from their caregiving duties.



WHO WE SERVE

- Patients diagnosed with an advanced illness with prognosis of less than 1 year (diagnosis includes cancers and non-cancers)
- Patients with symptoms controlled and who are functionally able to tolerate transfer to Day Care
- Patients with care needs (physical, therapy or social-based) that can be met in hospice Day Care
- Patients who are able to give consent or have proxy decision makers to consent for Day Care (if patient is unable to give consent)
- R.I.S.E, a 12-week programme that empowers individuals with chronic non-cancer lung diseases to continue living meaningful lives alongside progression of their condition.

THERAPIST-LED ACTIVITIES

- Art therapy
- Music therapy
- Occupational therapy
- Physiotherapy

VOLUNTEER-LED ACTIVITIES

- Karaoke
- Board games
- Card games
- Gardening
- Art & Crafts
- Mahjong
- Weekly "Project Lim Kopi" where patients can enjoy local Kopitiam delights such as coffee, tea and toasts
- Meals and/ or tea breaks
- 2-way transport (including 1 caregiver)

REFERRAL

- Referral can be initiated by any medical doctor caring for the patient. The referring doctor has to determine if patient meets the admission criteria and designated areas in the central part of Singapore.
- Referral from restructured hospitals, community hospitals and some home care services can be made through the Agency for Integrated Care (AIC) portal.
- Referral can also be made by filling in referral form that can be downloaded from the Singapore Hospice Council website with instructions in sending us the form.
- Upon acceptance of referrals, calls will be made to patients and families to explain the service provided and transport arrangement.

CHARGES

Day Care service is fully-funded (including transport), excluding ad-hoc consumables which are MediSave claimable.



Volunteer Programme

At Dover Park Hospice, our end-of-life care goes beyond the wards. Our volunteers are a key pillar in creating a sustainable community of care to provide holistic support and comfort to our patients.

With 18 different patient and non-patient facing volunteer groups, our volunteers devote their time and talents in a variety of ways:

- Befriending
- Crafts-making and Sale of Craft
- Hairdressing
- Special Events and Celebrations
- Music Performances
- Weekly Outings
- Medical Escorts
- Massages
- Pet-Assisted Activity
- Soups, Coffee/Tea and Toasts
- Gardening
- Administrative Work
- Public Education/ Outreach

Our dedicated volunteers make it possible for Dover Park Hospice to grow in our patient-engagement efforts and initiatives. Through these activities, our volunteers play an integral part in increasing the awareness and advocate the importance of palliative care.

We welcome all who wish to volunteer and make a difference in the lives of our patients.

For more information, visit our website at <https://www.doverpark.org.sg/our-volunteers/>

Directions to Dover Park Hospice

  
@doverparkhospice

Address
10 Jalan Tan Tock Seng
Singapore 308436
(Behind National Skin Centre)

Contact details
Tel: (65) 6500 7272
Fax: (65) 6258 9007/ (65) 6254 9813
(Patient Services)
Email: info@doverpark.org.sg

Dover Park Day Care
Tel: (65) 6500 6599

Main Office:
6500 7272 (during office hours)

Nurses' Station (Level 1)
6500 7250 / 251

Nurses' Station (Level 2)
6500 7252 / 253

Nurses Station Bed 201 – 214
6500 0645

Security Counter
6500 7274 / 8764 3704

Operating Hours
Dover Park Hospice Inpatient Service (Visiting Hours)
Monday – Sunday: 11am to 8pm
(In light of COVID-19, our visiting hours are subject to change following MOH guidelines)

Dover Park Day Care
Monday – Friday: 8.30am – 5.30pm

Getting Here – By Bus
Stop along Moulmein Road
Bus Service 21 and 124

Stop along Moulmein Road, opposite National Skin Centre
Bus Service 21, 124, 518, 518A and 518B

Stop along Thomson Road, beside Novena Square
Bus Service 21, 56, 57, 131 and 166

Getting Here – By MRT
From Novena MRT Station
Bus Service 21

Getting Here – By Taxi or 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 left at Moulmein Road
Make a U-turn at Jalan Tan Tock Seng
Turn left at Mandalay Road

From PIE towards Changi
Take Exit 17 towards Thomson Road
Turn left into Moulmein Road after Novena MRT Station
Turn left at Mandalay Road

From PIE towards Jurong
Take Exit 15A; merge onto CTE towards City
Take Exit 7C towards Moulmein Road
Turn left at Moulmein Road
Make a U-turn at Jalan Tan Tock Seng
Turn left at Mandalay Road

