



DOVER PARK HOSPICE

# INTEGRATED PALLIATIVE CARE PROGRAMME



## Directions to TTSH Integrated Care Hub

### Address

1 Tan Tock Seng Link,  
TTSH Integrated Care Hub,  
Singapore 307382

Level 1 - Visitor Registration @ Lobby C  
Level 3 - Main Office, Home Care Office,  
Dover Park Day Care  
Level 4 - Inpatient Wards, Sky Garden  
Level 6 - Inpatient Wards

### Contact Details

Tel: (65) 6500 7272  
Email: [info@doverpark.org.sg](mailto:info@doverpark.org.sg)  
[www.doverpark.org.sg](http://www.doverpark.org.sg)

### Visiting Hours

Monday - Sunday (including Public Holiday)  
11am - 8pm

### Getting Here - By Train

Nearest MRT Station:  
Novena Station (Exit A)

Follow the sheltered linkway  
along Irrawaddy Road



Scan for video  
directions

### Getting Here - By Shuttle Bus

Shuttle Buses within  
HealthCity Novena  
Campus are available  
free-of-charge.



Scan for shuttle  
bus details

### Getting Here - By Bus

Moulmein Road (50121)  
Buses 21, 124, 518

Thomson Road (50038)  
Buses 21, 54, 56, 131, 143, 162, 166, 167,  
851, 980

### By Car (Parking & Fees)

Mon - Sat: 7am to 6pm (\$1.80/60 min)  
Mon - Sat: 6pm to 7am (\$2.40/entry)  
Sun & Public Holidays (\$2.40/entry)



## Programme Features

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

Recognising the pivotal role of caregivers, Dover Park Hospice supports caregivers by equipping them with the skills and knowledge needed to care for their loved ones. This is achieved through caregiver support and providing them with respite care through our integrated services - inpatient, day care and home care.

Tan Tock Seng Hospital works closely with Dover Park Hospice as their preferred partner for palliative care in a new Integrated Palliative Care Program that provides more seamless care and support to patients facing life-limiting illnesses, as well as their caregivers.

### • SEAMLESS CARE BETWEEN HOSPITAL AND HOSPICE

The Palliative Care Team at Tan Tock Seng Hospital coordinates care closely with Dover Park Hospice to ensure a seamless transfer of care.

### • FULL SUITE OF PALLIATIVE CARE SERVICES FOR PATIENTS AND CAREGIVERS



Inpatient Care



Day Care



Home Care

### • A DEDICATED AND MULTIDISCIPLINARY TEAM

Our doctors, nurses, social workers, pharmacists, physiotherapists, occupational therapists, art and music therapists, and spiritual care counsellors work together to provide holistic patient care.

### • CAREGIVER SUPPORT

Our Social Work and Psychosocial Services team provides invaluable support and assistance to caregivers as well.

## Inpatient Care



### WHO WE SERVE

- Patients with advanced cancer, end-stage organ failure or advanced dementia with a prognosis of less than 3-6 months.
- Patients who are unable to be cared for at home due to symptoms or nursing needs.

### FACILITIES

- Sky Garden and Koi Pond
- Activity Rooms
- Quiet room (for reflection, meditation or prayer)
- Family Room
- Counselling Room
- Therapy Room

### ACTIVITIES

- Birthday and festive celebrations
- Hair-cutting and massage services by volunteers
- Happy Hour
- Legacy Work
- Lim Kopi
- Namaste Care
- Outings
- Pet-assisted activities
- Music/Singing by volunteers
- Rehabilitation activities
- Volunteers' befriending
- Caregivers' Support Group



# Home Care



## WHO WE SERVE

- Patients diagnosed with an advanced illness with a prognosis of less than 1 year
- Patients with cancers and non-cancers such as end-stage organ failure and advanced dementia

## WHAT WE PROVIDE

- A multidisciplinary team of nurses, doctors, medical social workers, music and art therapists who provide physical, psychosocial and spiritual support.
- On-call service 24 hours a day, 7 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.

# Day Care

## WHO WE SERVE

- Individuals diagnosed with advanced terminal-illness (cancer or non-cancer), with a prognosis of less than 1 year.
- Whose symptoms are stable and controlled, and are functionally able to tolerate sitting and traveling to Day Care.
- Clients with physical and psychosocial care needs that require day time support, monitoring and maintenance. This includes those isolated at home due to advanced illnesses and who wish for community and social interaction, and to participate in meaningful activities.
- Individuals with chronic advanced lung diseases. **R.I.S.E. (Restitutive. Integrative. Supportive. Empowering)** is a curated 12-week programme that empowers participants with skills and confidence to self-manage breathlessness on their own in the community - through symptom monitoring, physical rehabilitation, building self-awareness and confidence, education and psychosocial support for behavioural change.

## ACTIVITIES

- Art therapy
- Music therapy
- Group Maintenance Exercises
- Namaste Care
- Hair-cutting by volunteers
- Karaoke
- Games (Bingo, Mahjong, etc.)
- Gardening
- Art & Craft
- Weekly "Project Lim Kopi" - a volunteer-led initiative offering local Kopitiam toasts and beverages
- Festive celebrations
- Caregiver support and respite care

## OPENING HOURS

Monday to Friday  
10.00am to 3.00pm

*2-way wheelchair transport is provided at pick-up/drop-off point.*

*Breakfast, Lunch and Tea Break are provided.*



# Referrals & Admissions

## INPATIENT CARE



Referrals can be initiated by any medical doctor caring for the patient, namely from restructured hospitals, community hospitals, private hospitals and homecare services.



Once referral is received and admission is deemed appropriate, we will liaise with the hospital on bed availability and patient transfer.



A family member will be notified before the transfer to accompany the patient for registration and pre-admission counselling.



Upon arrival at Dover Park Hospice, the patient will be settled into the bed and be 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.

## DAY CARE AND HOME CARE



Referrals can be initiated by the care team at Tan Tock Seng Hospital. For Day Care, the referring doctor has to determine if the patient meets the admission criteria and resides within the designated areas in central Singapore.



Referrals to be made through the Agency for Integrated Care (AIC) portal or by completing a referral form obtained from the Singapore Hospice Council website.



Upon acceptance of referral, a call will be made to the referred patient and family, for further clarification on the service provided and the necessary arrangements to be made for the first visit (to Day Care, or by the Home Care team respectively).

# Charges



## INPATIENT CARE

- (i) Fees are charged on a sliding scale based on means-testing and after Medishield deduction.
- (ii) Patients may use up to \$250 - \$350 per day from Medisave, depending on the level of palliative care required during their inpatient stay.
- (iii) Patients can tap on one or more of their approved dependants' Medisave. Approved dependants refer to spouses, children, parents, grandchildren and siblings.

The Medical Claims Authorisation Form can be obtained from our Administration Office. You may speak with our medical social worker to find out more about the available financial assistance schemes.

For enquiries on daily charges, please contact our Patient Services Team.



## DAY CARE



## HOME CARE

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

