

# ST. ANDREW'S MIGRANT WORKER MEDICAL CENTRE

(Information updated as at 12 Sep 2022)

## 1. Features of SAMWMC

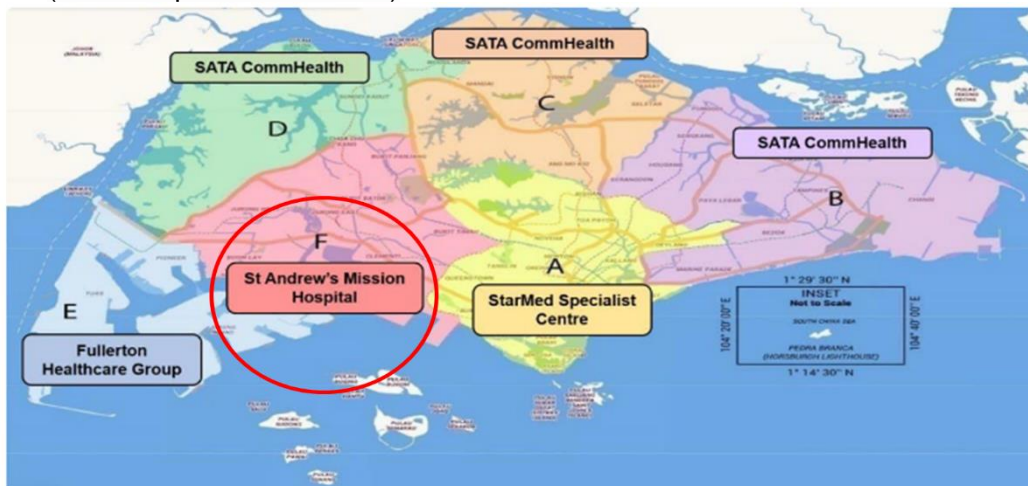
- St. Andrew's Migrant Worker Medical Centre (SAMWMC) is purpose-built with consultation rooms, treatment rooms, observation bays, and separate waiting areas for patients with acute respiratory infections and for those without.
- The ventilation is single-pass with HEPA filters. There is an on-site X-ray facility and dispensary.
- Charity-subsidized services like Dental, Therapy and Mental Health are available at the centre. *These extra services are not covered by the Primary Care Plan (PCP).*
- *Dental Care (\$10 for basic procedures and \$30 for more complex procedures).*
- *Rehabilitative Services (\$5 per session) - mainly physiotherapy, and if there is a need, Occupational Therapy.*
- *Mental Health Counselling and Support (No charge).*
- *All three services are only for Zone F enrollees, and are not open to migrant workers from other zones for now. These services are also provided on a best effort basis as these are highly subsidized services supported by charitable donations.*

## 2. What is the Ministry of Manpower (MOM) Primary Care Plan (PCP) about?

- All employers are required by law starting 1 April 2022 to purchase a Primary Care Plan from an Anchor Operator (AO) as part of work pass requirements for its Work Permit and S Pass holders who live in dormitories, or who work in the Construction, Marine Shipyard and Process (CMP) zones.
- The residential address of the employee will determine which AO the employer should purchase the PCP from.
- Medical Centre Overview

### St. Andrew's Mission Hospital

(Anchor Operator in Zone F)



(Image: Ministry of Manpower)

Zone F / Postal Code (1st 2 digits):

- 11-14
- 26-27
- 58-61
- 64-68

- Medical Centre in Zone F:  
St. Andrew's Migrant Workers Medical Centre  
27 Penjuru Walk  
#01-24 Penjuru Recreation Centre  
Singapore 608538  
Tel: 8126 9758  
Email: [samwmc@sach.org.sg](mailto:samwmc@sach.org.sg)

- Designated Clinics in Zone F:  
AcuMed Medical (Taman Jurong)  
AcuMed Medical (Boon Lay)

- Further details can be found at <https://file.go.gov.sg/pcpfaqs.pdf>.

3. **Can employers who have already engaged an insurance provider (unlimited GP visits and hospitalisation costs) be exempted from PCP?**

- If your workers belong to the mandated group (i.e., Work Permit and S Pass holders who stay in the dormitories or work in the CMP zones), employers can continue the existing healthcare plans or arrangements for their existing workers. However, employers must buy the PCP for these workers by 31 March 2023 even if their passes are due for renewal after that date.
- Employers are encouraged to review the medical care coverage for these workers and may wish to purchase additional medical benefits in addition to the mandated requirements (e.g., PCP), subject to the company's internal policy.

4. **Does SAMWMC have other designated clinics that the enrolees on the PCP can obtain care from?**

- SAMWMC has appointed two other GP Clinics to provide the PCP in Zone F so that there is greater accessibility.
- The 2 other designated clinics are:

**AcuMed Medical (Taman Jurong)**

64 Yung Kuang Rd  
#01-107/111  
Singapore 610064  
Tel: 6265 6422

**AcuMed Medical (Boon Lay)**

301 Boon Lay Way  
#01-18/19 MRT  
Singapore 649846  
Tel: 6515 9919

**5. Scope of Services under Primary Care Plan:**

| Services   | Components  |
|--|---|
| One medical examination for work pass application or renewal | <ul style="list-style-type: none"> <li>• Medical consultation, physical and clinical examination, including chest x-ray, blood tests and investigations (where applicable)</li> </ul>   |
| Medical consultations and treatment                          | <ul style="list-style-type: none"> <li>• No cap to the number of acute/chronic consultations at the Medical Centre, telemedicine or via Mobile Clinical Teams (including public health activation)</li> <li>• Standard medications and treatments</li> <li>• Basic laboratory tests</li> <li>• X-ray</li> <li>• Simple procedures, including basic removal of foreign body, wound dressing, toilet and suturing, removal of sutures and therapeutic injections</li> <li>• Mental health counselling, as required</li> </ul> |
| Scheduled transportation to and from dormitories             | <ul style="list-style-type: none"> <li>• As required, to and from dormitories and Medical Centre within the zone, excluding routine specialist appointments</li> <li>• Ambulance and special transport services to other medical facilities</li> </ul>  |
| Medication delivery  | <ul style="list-style-type: none"> <li>• For tele-consultations between 8.00am and 5.59pm, same day medication delivery</li> <li>• For tele-consultations between 6.00pm and 7.59am, medication delivery by 12.00nn on the following day</li> </ul>   |
| One annual basic health screening                            | <ul style="list-style-type: none"> <li>• Physical examination and mental health assessment</li> <li>• Blood pressure, body mass index, height, weight</li> <li>• Chronic illness such as diabetes and high blood cholesterol (as recommended by doctor)</li> </ul>  |

**6. Does the PCP cover inpatient medical care and surgery?**

- No, the PCP only provides primary care services. This is similar to what is provided by General Practitioner (GP) clinics and Polyclinics.
- Inpatient medical care and inpatient surgical care must be covered by Hospitalization Insurance purchased by the employer (as per current requirements). However, minor surgical procedures (e.g. stitching for minor cuts) can be done at SAMWMC.

**7. Telemedicine:**

**7.1 Is SAMWMC providing the telemedicine service? Is the service available 24/7 and will medicines be provided? How does the enrollee access the telemedicine service?**

- SAMWMC has appointed Doctor Anywhere to be the telemedicine provider for Zone F. The service is available 24/7 and medications will be provided if needed. Access to the telemedicine services is via the FWMOMCare App.

**7.2 How can my employee use the FWMOMCare App for Telemedicine when he has language challenges?**

- MOM has directed the Dormitory Operators to assist the employees in using the App for telemedicine.

**7.3 Is the telemedicine service provided through the phone or via video call?**

- The telemedicine service, accessed through the FWMOMCare App, will be through video call.

**8. Operating Hours of SAMWMC (with effect from 1 April 2022)**

| <b>Day of the Week</b> | <b>Morning</b> | <b>Afternoon</b> | <b>Evening</b> |
|------------------------|----------------|------------------|----------------|
| Monday                 | 9am to 1pm     | 2pm to 5pm       | 6pm to 9pm     |
| Tuesday                | 9am to 1pm     | 2pm to 5pm       | 6pm to 9pm     |
| Wednesday              | 9am to 1pm     | 2pm to 5pm       | 6pm to 9pm     |
| Thursday               | 9am to 1pm     | Closed           | 6pm to 9pm     |
| Friday                 | 9am to 1pm     | 2pm to 5pm       | 6pm to 9pm     |
| Saturday               | 9am to 1pm     | 2pm to 5pm       | Closed         |
| Sunday                 | 9am to 1pm     | 2pm to 5pm       | Closed         |
| Public Holidays        | Closed         |                  |                |

The operating hours will be subject to changes according to migrant workers attendance and MOM's instructions.

9. **Fees:**

|  | PCP Member                |   | Non PCP Member<br>(Anchor Operators to obtain employer's contacts from MW) |  |
|--|---------------------------|---|--|--|
|  | Co-payment                | Employer  | Co-payment   | Employer   |
| Visit for GP @ Medical Centre                  | \$5.00 via paynow or cash | Covered under PCP<br><br>For medical examination, the employer will be charged upfront \$24.00, and billed the outstanding amount of PCP in 12 equal months.<br><br>For MWs going through the Onboard Centres, to strip off \$24.00 from the PCP price. | \$5.00 via paynow or cash  | Balance, based on fees schedule via corporate payment          |
| Visit for Medical Examination @ Medical Centre | -                         |   | -  | \$24.00 via corporate payment or based on MOM's fees schedule. |
| Telemedicine                                   | \$2.00 via debit card     |   | \$2.00 via debit card  | Balance, based on fees schedule via corporate payment          |
| Referral from telemedicine @ Medical Centre    | \$3.00 via paynow or cash |   | \$3.00 via paynow or cash  | Balance, based on fees schedule via corporate payment          |

9.1 **Does the employee who is on the PCP (enrollee) have to pay any out-of-pocket payment when attending SAMWMC?**

- There is a co-payment of \$5 for every visit to SAMWMC for medical treatment.
- For telemedicine consultation (no physical attendance involved), the co-payment is \$2 per telemedicine usage.
- After the telemedicine consultation, if the enrollee attends SAMWMC in person for the same episode of illness within 24 hours, another \$3 will be charged to the enrollee as a top-up for the in-person medical consultation at SAMWMC.

9.2 **Is there any arrangement whereby St Andrew Mission Hospital can bill us the full amount of medical treatment instead of charging \$5 to the worker?**

- For workers on PCP, please note that the co-payment (\$5 for medical centre visit and \$2 for telemedicine before GST) is usually to be borne by the worker to ensure there is personal responsibility on the worker's part for his own health. Employers can choose to absorb the co-payment if this is mutually agreed as part of the employment contract or collective agreement.
- For workers not on PCP, the law dictates that the maximum a worker can pay is 1% of his fixed monthly salary for each outpatient visit and treatment, or \$5, whichever is higher.

9.3 **Can I enquire if employer wants to pay for each worker's co-pay, what is the procedure?**

- The employer has to inform us so that we know which company to bill for the co-payment monthly.

9.4 **Our company does not have PayNow facility, is there any other payment modes?**

- Employers can apply for PayNow Corporate for payment. The following links are a useful guide. In future, we will be developing GIRO facility, but this will not be ready till some time later.

<https://www.sc.com/sg/commercial/paynow/>

<https://www.maybank2u.com.sg/en/business/global-banking/payments/domestic/paynow-corporate.page>

<https://www.ocbc.com/business-banking/smes/business-tools/paynowcorporate>

<https://www.dbs.com.sg/corporate/solutions/cash-management/paynow-corporate>

<https://www.uob.com.sg/corporate/transaction-banking/cash-management-services/paynow-corporate.page>

10. **Onboarding Process:**

**Step 1: (from 25 Mar 2022)**

Employers **sign** and email back the **Contract** to samwmc@sach.org.sg.



**Step 2: ( it takes 3~5 working days to process)**

- Employers receive **URL, User Name & Password** via email.
- Employers fill in the excel template to enroll migrant workers to the plan & **upload excel template** to the web portal.



**Step 3:**

Corporate Portal sends **SMS** to MWs to download mobile application.

11. **Does the enrollee walk into SAMWMC to seek medical care or does he need to book an appointment?**

- From 21/3/2022 until 31/3/2022, all appointments can be booked through +65 83713325 via WhatsApp or call.
- From 1/4/2022, all appointments can be booked through +65 91738567 via WhatsApp or call.
- In the near future, all appointments except medical examinations/work permit renewals can be booked by the workers through an App (date to be confirmed, more information will be provided)

12. **Time and Location of Transport Provided: Scope of Services under Primary Care Plan:**

- The transport service will only cover enrolees living in dormitories.
- The Dormitory Operator will liaise with SAMWMC on a day-to-day basis to schedule the transport if there are patients in the dormitory for that day. Thus, these transport runs will be scheduled when the need arises.
- Enrolees living in private residences in the community will have to make their way to SAMWMC, or to the two other 2 AcuMed Medical Clinics in Boon Lay or Taman Jurong. There is no charge for the transport as it is part of the PCP.

**13. Why are we not able to find your company when searching ACRA Register?**

St Andrew's Mission Hospital is an Exempt Charity and a Statutory Body incorporated legally under Saint Andrew's Mission Hospital Ordinance (Chapter 376). Hence it's not registered under ACRA. Please find the link below:

<http://sso.agc.gov.sg/Act/SAMHO1934>

**14. How to Contact Us:**

General Enquiries about PCP and on-boarding: +65 81269758

Appointment Enquiries for booking appointments, questions about vaccination and medical services: +65 91738567

Email: [samwmc@sach.org.sg](mailto:samwmc@sach.org.sg)

**15. FAQs on the PCP from MOM's website:**

<https://go.gov.sg/pcpfaqs>

**16. Other useful links:**

**MOM's New Primary Healthcare System for Migrant Workers Frequently Asked Questions (FAQs)**

<https://file.go.gov.sg/pcpfaqs.pdf>

**Key facts on Primary Healthcare System and Primary Care Plan**

<https://www.mom.gov.sg/primary-healthcare-system/key-facts>

**Key in your worker's postal code (First 2 digit of postal code)**

<https://www.mom.gov.sg/primary-healthcare-system/how-to-buy-pcp>

**FWMOMCare**

<https://www.mom.gov.sg/eservices/fwmomcare>

**Onboard Centre**

<https://www.mom.gov.sg/covid-19/onboard-centre>

**Apply for a Work Permit**

<https://www.mom.gov.sg/passes-and-permits/work-permit-for-foreign-worker/apply-forwork-permit#get-the-permit-issued>

**Apply for an S Pass**

<https://www.mom.gov.sg/passes-and-permits/s-pass/apply-for-a-pass#get-the-pass-issued>

**17. YouTube Video on "Our New Primary Healthcare System for Migrant Workers":**

<https://www.youtube.com/watch?v=wqH9b5CNSn4>