

ST. ANDREW'S MIGRANT WORKER MEDICAL CENTRE
(Information updated as at 29 April 2024)

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 (\$15 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, Case Management and Support (No charge).
- All three services are only for Zone F enrollees and are not open to migrant workers from other zones. 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) sectors.
- 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 (SAMWMC) (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
- 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 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 sectors), 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 enrollees 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

- Note that under the PCP, our partner clinics only provide Medical Consultation services and not Medical Examination services.

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

Services	Components
One medical examination for work pass application or renewal	• Medical consultation, physical and clinical examination, including chest x-ray, blood tests and investigations (where applicable) • Either at MOM's Onboard Centre (MWOC) or St. Andrew's Migrant Worker Medical Centre
Medical consultations and treatment	• No cap to the number of acute/chronic consultations at the Medical Centre, telemedicine or via Mobile Clinical Teams (including public health activation) • Standard medications and treatments • Basic laboratory tests • X-ray • Simple procedures, including basic removal of foreign body, wound dressing, toilet and suturing, removal of sutures and therapeutic injections • Mental health counselling, as required
Scheduled transportation to and from dormitories	• As required, to and from dormitories and Medical Centre within the zone, excluding routine specialist appointments • Ambulance and special transport services to other medical facilities
Medication delivery	• For teleconsultations between 8.00am and 7.59pm, medication will be delivered on the same day. • For teleconsultations between 8.00pm to 7.59am of the following day, medication will be delivered by 12.00nn of the following day.
One annual basic health screening	• Physical examination and mental health assessment • Blood pressure, body mass index, height, weight • Chronic illness such as diabetes and high blood cholesterol (as recommended by doctor) for workers more than 40 years old.

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 Pinnacle Medical Group Pte Ltd as the telemedicine provider for Zone F. The service is available 24/7, and medications will be provided if needed. Access to telemedicine services is via the PinnacleSG+ 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 PinnacleSG+ App, will be through video call.

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

Day of the Week	Morning	Afternoon	Evening
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 (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 For medical examination, the employer will be charged upfront \$24.00, and billed the outstanding amount of PCP in 12 equal months. 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		-	-
Referral from telemedicine @ Medical Centre	\$3.00 via paynow or cash		-	-

10. 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.

10.1 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.

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

- The enrollee has to bear the co-payment (\$5 for medical centre visit and \$2 for telemedicine before GST) and seek reimbursement from their employers. We are unfortunately unable to accede to such a request.

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

- Employers can apply for eGIRO or PayNow Corporate for payment. The following links are a useful guide.

<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>

11. **Onboarding Process:**

Step 1:

- Are the workers staying in Zone F? Find your Anchor Operator here shorturl.at/jxIK8.



Step 2:

- Employers **register** with SAMH (Anchor Operator of Zone F).
- Employers **sign** and email back the Contract to samwmc@sach.org.sg.



Step 3: (it takes 2-3 working days to process)

- Employers receive URL, User Name, Password & Institution via email.
- Employers fill in the excel template to enrol migrant workers to PCP by **importing excel template** to the online portal.



Step 4:

- The enrolment starts according to the PCP start date.
- Employers make payment upon receiving the invoice via email and online portal.
- See Contract Schedule 1 #B2. The Client is responsible for providing an updated monthly list of workers to the AO via the online portal

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

- From 1/4/2022, all appointments can be booked through +65 91738567 via WhatsApp message only. We encourage all enrollees to make prior appointments when seeking medical care.

- 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)

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

- The transport service will only cover enrollees 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.
- Enrollees 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.

14. How to Contact Us:

General enquiries about PCP and onboarding: 8126 9758

Appointment enquiries for booking appointments, questions about vaccination and medical services: 9173 8567(WhatsApp message only)

Email: 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>