

DSC Patient Guide

Welcome

Welcome to the DSC Clinic, a specialist outpatient clinic under the National Skin Centre. Thank you for letting us serve you. We set high standards for your care and we want to make your visit as pleasant and comfortable as possible at the DSC Clinic.

About the DSC Clinic

We share the NHG vision of adding years of healthy life.

Our mission is to be the national and regional referral centre of excellence for the diagnosis and treatment of sexually transmitted infections (STIs). We are committed to provide cost- effective and expert management of STIs in a setting of intensive medical research, quality education and patient safety.

Our services are provided by a team of professionals dedicated to the management of STIs. We have consultant STI specialists as well as physicians-in-training on our staff.

As the DSC Clinic is involved in the teaching of medical undergraduates and post graduates, there may be students undergoing training at times. Permission of their presence will be asked and patients' preference will be respected.

DSC Services

We provide the following services at the DSC Clinic:

- Diagnosis and treatment of STIs
- Screening for STIs, including HIV
- STI medications and self-test kits
- Pap smear screening for cervical cancer & pre-cancer
- Vaccination against Hepatitis B and HPV (human papillomavirus – genital warts virus)
- Education and information on STIs and HIV
- Assistance and support to inform your partners about testing or treatment
- Counselling on personal or relationship issues
- Referral to other healthcare and/or counselling services where appropriate
- STI/HIV hotline and helplines

Appointment Services

We strongly encourage patients to book an appointment to reduce the clinic waiting time.

You can make, change or cancel your appointment by calling [+65 6293 9648](tel:+6562939648), emailing apptdsc@nsc.com.sg, or scanning the QR code beside.



For walk-in patients, there will be a \$5 walk-in fee and you will be seen after patients with appointments. However, if the clinic is busy, you may be asked to make an appointment to attend another day.

We seek your kind understanding as we work towards providing you and all our patients a comfortable visit to our clinic.

Registration

Upon arrival at our clinic, you will

1. Proceed to collect a queue ticket from the self-registration kiosk
2. Wait for our PSA to call your number and assist you with your registration
3. Be asked to produce the following:
 - Original NRIC / work permit / employment pass / social visit pass / passport
 - Referral letter (if applicable)

Whenever you communicate with us after your first visit, please give us your name and NRIC as indicated on your DSC appointment card.

Here at the DSC Clinic, you will be looked after by a healthcare team who will do our best to treat your conditions. By registering at the DSC Clinic, you have agreed to be a patient for our diagnosis, procedures, and treatment. To deliver care in the best way, do note that the team will have access to your medical information.

Medical Care

At the DSC Clinic, we ensure that the best care will be delivered to treat your conditions.

Below are some pointers to take note of before and during your visit to the clinic.

Consultation

- Our doctors and nurses will obtain your medical history and conduct a thorough examination for you.
- You are encouraged to discuss your medical issues with them honestly so they can treat you accordingly.
- Male patients will usually see a male nurse before seeing the doctor. The nurse will assess your condition and may order certain laboratory tests.
- Symptomatic male patients are advised to hold their urine for 4 hours before their appointment.

Investigations

Laboratory tests will be done in the clinic.

Diagnosis

Upon completion of the examination and investigations, your doctor will discuss his/her findings with you and explain any treatment you may need.

Patient Education and Contact Tracing

At the DSC Clinic, we have a team of health advisors who will provide you with detailed information about your condition and assist you in adopting a lifestyle that will reduce your chance of getting an STI.

Our health advisors will also seek your assistance in referring your partner(s) to our clinic for STI/HIV screening. We hope that by providing them with early screening and treatment, it will help reduce any complications for them.

Confidentiality

Please do be assured that your medical records will be kept absolutely private and confidential unless your permission is given to release them.

Your Rights as a Patient

As a patient at the DSC Clinic, you will be:

- Provided with quality medical care aimed at managing and treating your medical condition and promoting your well-being:

- Treated with respect, dignity and compassion, regardless of your gender, age, race, religion, nationality, social status, sexual orientation, physical or mental abilities.
- Attended to and cared for according to your needs, with the understanding that other patients may have more urgent needs.
- Informed of the names and identities of the healthcare team involved in your care.
- Interviewed, examined and treated in privacy. Confidentiality of your medical records is protected and access is limited to the professionals involved in your care:
 - A copy of your medical record/report is available at a fee on request.
 - The DCS Clinic is a teaching medical clinic. If you prefer not to have fellows or medical students present during your consultation, please inform your doctor.
- Informed of your diagnosis, treatment and expected results so as to facilitate your participation in the treatment decision and care process. You will be informed with:
 - Explanation on your condition.
 - Information on the planned course of treatment and procedures.
 - Information on the risks, benefits and alternatives of treatment.
- Given the right to feedback, compliment or complain to the clinic.

Your Responsibilities as a Patient

To facilitate your care as a patient at the DSC Clinic, you may help us by doing the following:

- Providing complete, detailed and accurate information about your health, including present and past conditions, allergies, medications and dietary supplements, hospitalisations, healthcare regimens and any other health-related matters.
- Abide by the doctor's or nurse's prescribed treatment. You should inform our staff if you anticipate problems in following the prescribed treatment.
- Keep to your appointments and be on time for your appointments. Otherwise, please inform the clinic early.

- Abide by all rules and regulations of the clinic:
 - Treat all staff, other patients and visitors with respect and courtesy.
 - Respect the confidentiality and privacy of others.
 - Be responsible for the safekeeping of your valuables and personal possessions during your visit.
 - Treat the clinic's properties and facilities with due care and responsibility.

Payment of Fees & Follow Up Visits

After your consultation, our PSA will present you with a bill with the details of the services rendered for payment. You will also be informed of any need for a follow-up visit. SMS service for your test results is also available upon request.

You can make your payment by either cash, NETS, credit cards or cash card.

Reach Out to Us

If you still have queries, feel free to call us at the following numbers:

HIV/STI Hotline (8am – 5pm)

1800 252 1324

Health Info Recorded Hotline (24 hours)

+65 6295 2944

Appointments

+65 6293 9648

You may also visit www.dsc-clinic.sg for more information, or find us at the DSC Clinic, 31 Kelantan Lane #01-16 S(200031).

Disclaimer

We have attempted to provide full, accurate, and up-to-date information in this patient information leaflet, based on current medical evidence and opinion. However, information and advice may vary from different sources and over time. If you have any further questions, do see your doctor or healthcare provider.

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