NHG Polyclinics
NHG Health

Adding Years of *Healthy Life*

MEDIA RELEASE

NHG SERANGOON POLYCLINIC BRINGS INTEGRATED, INTERGENERATIONAL CARE TO THE COMMUNITY

Empowering residents of all ages to take charge of their health

Singapore, 29 November 2025 – NHG Health officially opened Serangoon Polyclinic today, the newest addition to its growing network of polyclinics. Mr Ong Ye Kung, Minister for Health and Coordinating Minister for Social Policies, was the Guest-of-Honour at the opening of the polyclinic, which will bring primary care closer to residents in Central and North Singapore.

2 Professor Joe Sim, Group Chief Executive Officer, NHG Health, said, "Serangoon Polyclinic further strengthens our network of relationship-based care under Healthier SG, with focus on preventive health, and timely chronic disease management for the population we serve in this region. Its comprehensive services cater to individuals at every stage of life, from old to young, driven by our evidence-based understanding of primary healthcare needs. We are thus excited by the various programmes and AI-enabled care innovations that will be piloted at this polyclinic. They reinforce our commitment as a cluster to test and scale person-centred models of care that improve access, enhance patients' convenience and experience, drive operational efficiency, and ultimately add more years of healthy life for Singaporeans."

3 The launch of Serangoon Polyclinic also comes at a meaningful time for Singapore's primary care landscape, with Family Medicine officially recognised as Singapore's 36th specialty by the Specialists Accreditation Board effective 1 November 2025.

4 Associate Professor Karen Ng, Chief, Primary Care, Population Health, NHG Health and Chief Executive Officer, NHG Polyclinics, said, "The recognition of Family Medicine highlights the vital role that Family Physicians play in caring for an ageing population with increasingly complex health and social needs. Relationship-based care lies at the core of Family Medicine. NHG Polyclinics will expand our Teamlet Care Model at Serangoon Polyclinic to place family members in the same care team and support the continuity of care for families living with chronic conditions."

Integrated Care through initiatives

a. Strengthening Preventive Care Across All Ages

<u>For the Elderly</u>

5 Since 2022, NHG Polyclinics has introduced various interventions to prevent the onset of frailty and improve long-term health outcomes through behavioural changes. With Singapore projected to attain "super aged" status in 2026, age-related muscle loss and reduced bone density are becoming increasingly prevalent. These conditions are often

exacerbated by chronic diseases such as osteoarthritis, which limit seniors' ability to exercise. Consequently, this leads to heightened risks of falls, disability and frailty. With many seniors regularly visiting polyclinics, the primary care setting is an ideal setting to screen for and address these issues among patients, helping to prevent or reverse age-related conditions such as frailty, falls, and osteoporosis, while keeping seniors healthy and independent within the community.

6 As approximately one in four Serangoon residents is aged 65 and above, NHG Polyclinics will bring together its frailty initiatives under **STRIVE or Strengthening The Resilience, Independence and Vitality of sEniors**, a comprehensive framework for detecting and addressing the interconnected challenges of frailty, falls, and osteoporosis. Launched at Serangoon Polyclinic, **STRIVE** will extend frailty interventions to include elderly patients living with mild frailty and moderate frailty.

7 For elderly patients with mild frailty and moderate frailty, a multidisciplinary frailty care team involving Family Physicians, Care Coordinators, Advanced Practice Nurses and Dentists, will manage their conditions holistically. Some interventions include polypharmacy management, medication deprescribing, fall prevention, home modification and exercise recommendations. Where appropriate, suitable patients will also be referred to Day Rehabilitation Centres operated by the community partners for continued care and rehabilitation support.

8 As a pilot initiative, Serangoon Polyclinic will be the first polyclinic of NHG Health to integrate oral health into the comprehensive frailty management framework. Advanced Practice Nurses will use the Oral Frailty Index to assess and identify patients at risk of oral complications. These patients will be referred to the new on-site dental clinic, which serves residents of all ages, for management of their oral health needs. Those with more complex needs will be referred to dental specialised care.

9 Tapping on technology, NHG Polyclinics will engage and empower patients through the Frailty Care Plan in the NHG Health App. This upcoming feature, to be introduced after the clinic's opening, automatically generates an appropriate care plan accessible through the app. The care plan also features educational resources, nutrition tips and exercise guides.

10 In line with the national **Age Well SG** initiative, NHG Polyclinics is extending its social prescribing programme, **ENRICH** or **ENgaging and empoweRIng our Community for better Health** to Serangoon Polyclinic. The programme connects patients with well and/or stable chronic conditions to nearby Active Ageing Centres (AAC) and Active Health Labs. The upcoming HNF-PCF Sparkle Care-operated AAC (Care), co-located within the polyclinic, and NTUC Health AAC (Serangoon Central) are key partners with Serangoon Polyclinic. These AACs provide seniors with opportunities to participate in social and lifestyle activities that keep them engaged and empowered to take charge of their health. For frail seniors, the co-located AAC (Care) at the polyclinic also provides care services.

For the Young and Families

11 NHG Polyclinics will introduce a **family empanelment care model** at Serangoon Polyclinic where family members are cared for by the same care team. This will support the continuity of care for families living with chronic conditions. For example, children aged between 6 and 18 with mild to moderate asthma will be seen under the **Continuity of Care in Children (COCC)** programme at Serangoon Polyclinic, where the child will be placed in the same care team as their parent with chronic conditions. The family empanelment care model builds on NHG Polyclinics' Teamlet Care Model and established clinical protocols to help families better manage their chronic conditions and bring intergenerational care closer to the community.

b. Strengthening Community Ties through Partnerships

12 To further enhance coordinated and integrated care, Serangoon Polyclinic collaborates closely with co-located partners, including The National Kidney Foundation (NKF). The partnership with NKF supports dialysis patients with chronic conditions who are already under Serangoon Polyclinic's care. For example, dialysis patients who require further primary care interventions such as wound care or vaccinations can be conveniently referred to Serangoon Polyclinic for follow-ups. The Polyclinic will also collaborate with NKF to co-host health education and kidney disease awareness activities at its Health Studio.

13 Serangoon Polyclinic is also strengthening patient-centred care by forging meaningful partnerships with the Patient Advisory Council (PAC) comprising patients, caregivers and volunteers. For example, the PAC members will work alongside NHG Polyclinics' dietitians to co-lead heathy cooking demonstrations at Serangoon Polyclinic's Health Studio. The Health Studio will also host intergenerational activities to promote family bonding and social cohesion.

14 To foster closer collaboration with our network of General Practitioner (GPs) clinics, Serangoon Polyclinic has established a virtual platform for NHG Polyclinics' doctors and GPs to facilitate operational and general clinical queries. This initiative strengthens professional rapport, enhances information sharing and ultimately supports Serangoon GPs in delivering value-based care in the community.

c. Harnessing Technology for Better Care Delivery

15 To support integrated care delivery, Serangoon Polyclinic leverages advancements in technology to enhance patient experience and improve operational efficiency. The **Vaccine Intelligence Optimised Logistics with AI (VIOLA)** system at Serangoon Polyclinic is an innovative solution that transforms vaccine management in healthcare settings. Using artificial intelligence (AI) and intelligent automation, VIOLA enhances patient safety, efficiency, and sustainability in vaccination workflows. The system automatically checks storage temperatures, tracks vaccine inventory and expiry dates, and uses predictive analytics for stock planning. These features help to prevent errors and reduce manual work. By providing real-time updates in the dashboards, VIOLA enables the care teams to plan and deliver care more safely and efficiently.

16 Additional healthcare innovations that will be rolled out in Serangoon Polyclinic include **Prioritisation and Redistribution of Imaging for Medical Evaluation of Chest X-Ray (PRIME-CXR)** which uses AI to triage chest X-rays, allowing abnormal and urgent X-rays to be prioritised for radiologists analysis and reporting. This enables Family Physicians to review and manage patients' condition promptly, allowing patients with normal results to return home earlier. During its pilot at Geylang Polyclinic, PRIME-CXR reduced the time from chest X-ray to care decision by approximately 30%, ensuring that patients receive more timely care. Following the success, this service is set to be rolled out across all 10 NHG Polyclinics by the end of 2025.

17 **HealthVector Diabetes** is an AI-driven clinical analysis software that uses the concept of a digital twin to predict the risk of Chronic Kidney Disease (CKD) in patients with diabetes. The AI tool predicts a patient's three-year risk of developing CKD, enabling timely interventions, more timely optimisation of care before complications occur. This initiative provides personalised risk prediction by taking into account various metabolic markers which allow clinicians to provide early adjustments to treatment. NHG Polyclinics is the first primary care institution in Singapore to pilot HealthVector Diabetes at NHG Kallang Polyclinic in July 2025. This initiative is now extended to Serangoon Polyclinic to strengthen efforts in predictive and preventive care.

d. Building a Sustainable Polyclinic

18 Serangoon Polyclinic is the first polyclinic in Singapore in operation to achieve the **BCA Green Mark 2021 Platinum Super Low Energy certification**, potentially achieving more than 40% energy savings in the building. This milestone reflects the polyclinics' commitment to sustainability, with the clinic incorporating green design features such as solar panels to generate energy for daily operation, an Integrated Energy Management System for energy consumption monitoring and optimisation, and LED lighting achieving 55% energy savings. Sustainable practices are also embedded throughout operations, from insulin pens and ink cartridge recycling to the use of antimicrobial films on kiosks and iPads to reduce reliance on chemical cleaning agents.

19 Serangoon Polyclinic extends its sustainability efforts into the social space by appointing a social enterprise to operate its in-house café. The café offers nutritious meals through an InstaChef vending machine, showcasing recipes from NHG Polyclinics' "I Can't Believe It Tastes So Good" healthy cookbook. It also serves freshly prepared drinks and pastries at the café counter, manned by vulnerable individuals. This initiative creates an inclusive environment for patients, staff and the wider community.

Strengthening Community Bonds

20 At today's event, Minister Ong officiated the Community Art Piece and Time Capsule Ceremony. Made up of 161 pieces of woodblock prints, the art piece was carved and hand-painted by patients, grassroots leaders, residents from Braddell Heights constituency, NHG Polyclinics' management and staff, as well as Minister Ong and Adviser to Marine Parade-

Braddell Heights Group Representation Constituency Grassroots Organisations (Braddell Heights), Mr Seah Kian Peng. Titled 'Seasons of Wellness,' the artwork reflects the polyclinic's commitment to supporting the community through their various life stages, from infancy in Spring, up till their senior years in Winter. Each season represents the clinic's commitment to nurture healthier communities across all life stages. As part of the ceremony, Minister Ong placed a miniature version of the art piece inside the NHG Polyclinics time capsule, celebrating 25 years of caring for the community.

21 Dr Liu Changwei, Family Physician, Consultant, and Head of Serangoon Polyclinic shared, "Serangoon Polyclinic provides a comprehensive range of services to serve the healthcare needs of residents, both young and old. With co-located services and a new dental clinic, we aim to bring greater convenience and accessibility to our patients. We will work alongside patients, GPs and community partners to improve health outcomes and overall well-being for everyone in the community."

Closing

22 "The opening of Serangoon Polyclinic is especially meaningful as NHG Polyclinics marks 25 years of advancing primary care. As the 10th polyclinic in NHG Health, we are expanding our capacity and infrastructure to meet the growing healthcare needs of the population in Central and North Singapore. By integrating care through multidisciplinary teams, GPs, community partners, and technology, we are creating a supportive health and social ecosystem where patients are cared for and empowered to take charge of their health," said Associate Professor Karen Ng.

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About NHG Polyclinics

NHG Polyclinics is the primary healthcare arm of NHG Health, the regional health manager for the 1.5 million residents of Central and North Singapore.

NHG Polyclinics provides a comprehensive range of health services for the family, functioning as a one-stop health centre providing treatment for acute medical conditions, management of chronic diseases, women and children health services and dental care. The focus of NHG Polyclinics' care is on health promotion and disease prevention, early and accurate diagnosis, disease management through physician led team-based care as well as enhancing the capability of Family Medicine through research and teaching.

Through the Family Medicine Academy and the NHG Family Medicine Residency Programme, NHG Polyclinics plays an integral role in the delivery of primary care training at medical undergraduate and post-graduate levels. The Primary Care Academy provides a one-stop primary care training centre for primary healthcare professionals and the community.

Name Glossary

Professor Joe Sim Group Chief Executive Officer NHG Health	沈恒毅教授 集团首席执行总裁 国立健保集团
Associate Professor Karen Ng Chief, Primary Care, Population Health NHG Health Chief Executive Officer NHG Polyclinics	黄明燕副教授 总主任, 基层医疗, 国民保健 国立健保集团 行政总裁 国立健保集团综合诊疗所
Dr Liu Changwei Family Physician, Consultant Head, Serangoon Polyclinic NHG Polyclinics	刘常伟医生 家庭医生, 顾问 主管，实龙岗综合诊疗所 国立健保集团综合诊疗所
NHG Polyclinics	国立健保集团综合诊疗所 Poliklinik Kumpulan Jagaan Kesihatan Nasional தேசிய சுகா¬தார பரா¬ம¬ரிப்¬புக் குழும பல¬துறை மருந்தகங்கள்
Oral Frailty Index	综合口腔问题检测
ENRICH: ENgaging and empoweRIng our Community for better Health	社区关怀护理计划
Central-North Primary Care Network's (CN-PCN)	中北部基层医疗护理网络
VIOLA: Vaccine Intelligence Optimised Logistics with AI	AI智能疫苗管理系统
PRIME-CXR: Prioritisation and Redistribution of Imaging for Medical Evaluation of Chest X-Ray	人工智能的胸部X光影像技术