



SERVICE CHARGE GUIDELINES

(All prices quoted are subject to 7% GST)
 Correct as of Jan 2011

1. Charges within Singapore

Services	Office hours (8 am – 5.30 pm weekdays)		After office hours (5.30 pm – 8 am weekdays, weekends and public holidays)	
	1-way	2-way	1-way	2-way
Direct emergency calls	\$40 - \$70	\$60 - \$90	\$50 - \$90	\$70 - \$120
Hospital discharge	\$35 - \$50	-	\$60 - \$70	-
Medical appointment	-	\$60 - \$90	-	\$80 - \$120
Ambulance standby for sports or social events Inclusive of medical consummables	\$40 - \$60 per hour Evacuation \$70 per trip. Extra medic \$30 - \$40 per medic- hr.		\$60 - \$90 per hour Evacuation \$70.00 per trip. Extra medic \$40 - \$50 per medic- hr.	
Psychiatric cases (IMH)	\$150 - \$400 per case			
Critically ill hospitalized patient	Ambulance Fee: \$150 - \$300 per case Extra charge for additional medical personnel Extra charge for use of additional medical equipment (e.g. transport ventilator, Oxylog 3000, syringe pump or infusion pump)			
Airport Cases	Stretcher cases \$250 - \$450 per trip. Wheelchair cases \$100 - \$150 per trip.			
Monthly package for regular trips e.g. to dialysis, elder care, or rehabilitation centres	Regular transport to dialysis centres (3 x weekly): \$700 - \$800 per month.			

Remarks:

1. Ambulance fee covers:
 - a. 1 x Emergency Ambulance
 - b. 1 x Standard Ambulance Items
 - c. 1 x Driver and 1 x Medic only (both are Advanced First Aid and BCLS certified)
2. Doctor's fee: case by case basis
3. Nurses' fee: case by case basis
4. Use of oxygen or suction apparatus: **\$15 - \$20**
5. For a haemodynamically unstable or ventilator-dependent patient, it is advisable to have a doctor and a nurse to accompany the patient throughout the journey.
6. Final fee depends on
 - a. Weight of patient
 - b. Lift landing
 - c. Distance
 - d. Waiting time
 - e. Condition of patient

2. Patient evacuation to West Malaysia, Batam or Bintan & Other International Evacuation

Fees are applicable on a case-by-case basis. Please discuss with the operation managers.