

# *Direct Access Services* **Information Kit for GP Partners**



# About Woodlands Health (WH) Direct Access Services Programme

This programme allows patients who require medical attention at primary care facilities to have direct referral access to endoscopy, minor surgery, and advanced imaging, bypassing the need for a consultation with a specialist.

This can be done by submitting an online referral form. Patients will need to meet the eligibility criteria for a direct referral to these services through this programme. This programme minimises the waiting time for patients to get a diagnosis or intervention.



General practitioners (GPs) can refer patients for endoscopy, minor surgery, and advanced imaging via an online referral form

Patients will not require a specialist consultation



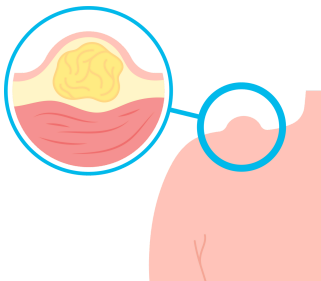
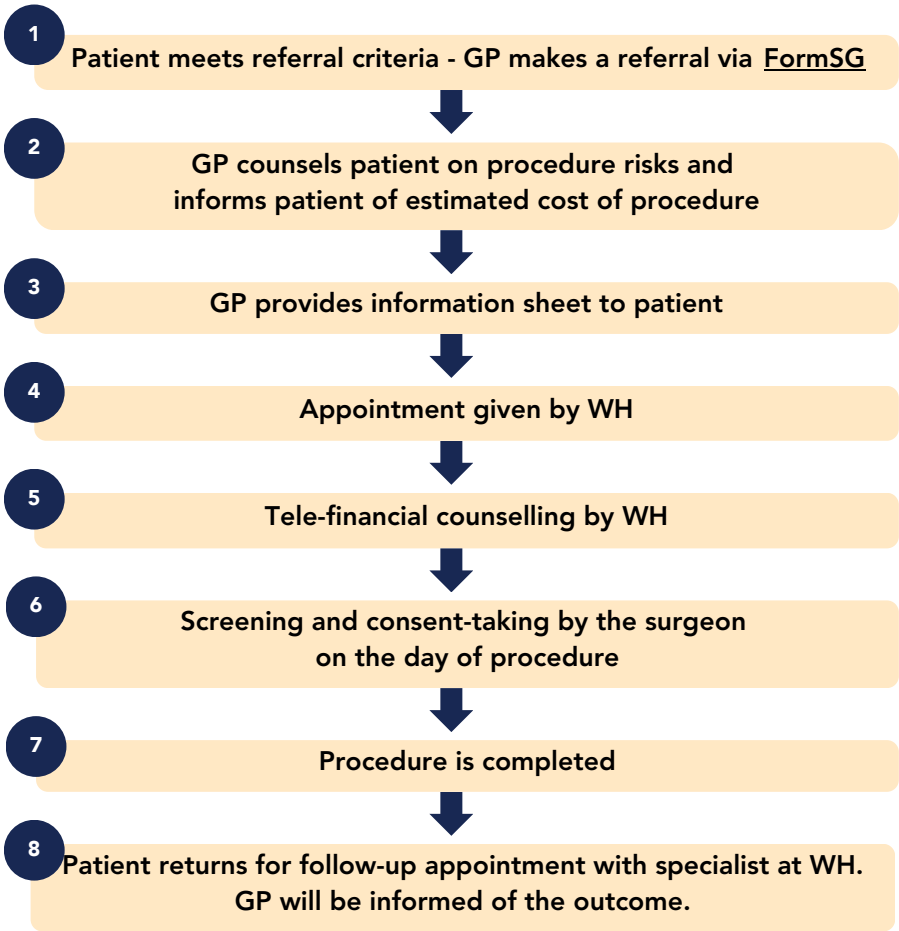
Patients can continue to be followed up by the GP after receiving Direct Access Services. Patients will be reviewed by the specialist if necessary

# Direct Access Services at WH Available for GP Referrals

	WH Direct Access Services	Launch Date
Endoscopy	OGD	Phase 2 Launch
	Colonoscopy	Phase 2 Launch
Surgery	Excision of skin lump (GS, Ortho, ENT)	May 24
	Aural toilet (Cerumen) (ENT)	May 24
	Excision of fractured/ impacted/ diseased/ wisdom teeth, etc. (Dental)	May 24
Investigations	X-ray services	May 24
	Ultrasound scans	May 24
	CT scans (only non-contrast low dose) (e.g. CT KUB, CT lung screen)	May 24
	Bone mineral density (BMD) test	May 24
	Vascular scans (lower limb venous reflux scans, DVT scans, ABPI/TBI/PPG study)	May 24

# Referral Workflow

## Direct Access Excision of Skin Lump



Scan or click QR code to make a referral



<https://for.sg/wh-direct-access-lump>

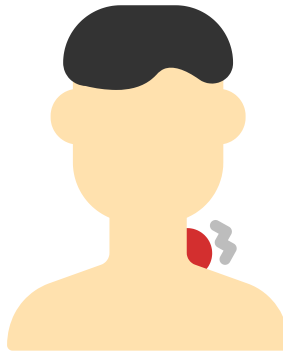
# Referral Criteria

## Direct Access Excision of Skin Lump

Only ambulatory, healthy individuals who agree to local anaesthesia (i.e. no phobia of blood or needles) can be referred for Direct Access Surgery.

Patients with these conditions are not suitable for Direct Access Surgery:

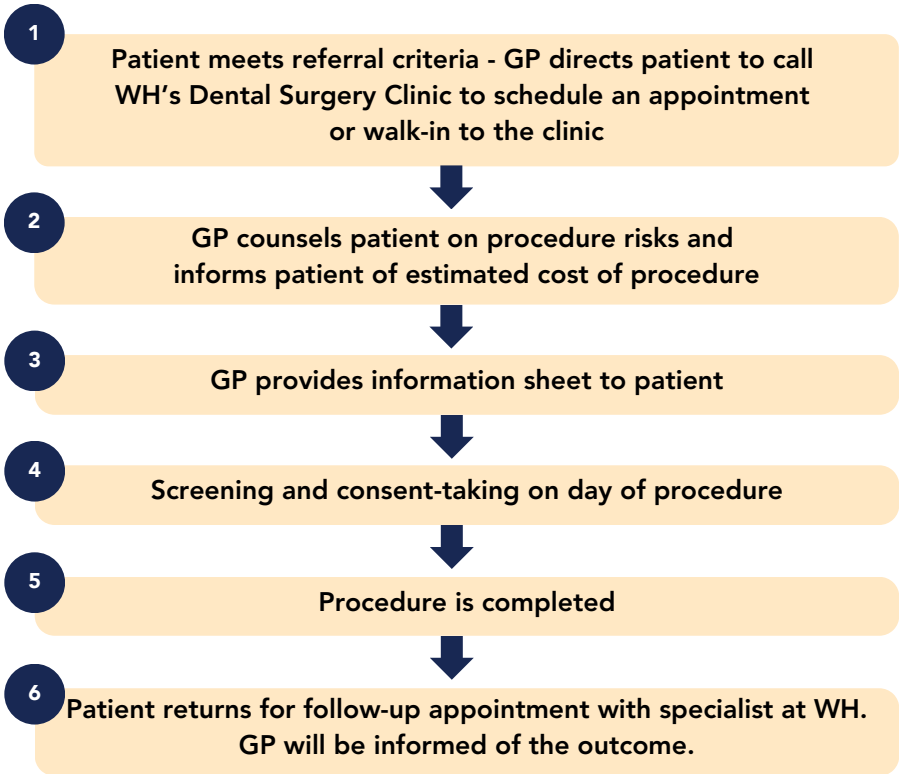
- Below 16 years old
- Non-ambulatory patients with poorly controlled comorbidities
- On antiplatelets / anticoagulants
- Require General Anaesthesia (GA) / Monitored Anaesthesia Care (MAC)
- Allergy to local anaesthesia
- Uncooperative patients
- Uncertainty about origin or nature of lump (e.g. parotid / submandibular gland origin)



Discipline	Inclusion Criteria	Exclusion Criteria	
<p><b>General Surgery (GS)</b></p>	<p>Superficial skin or subcutaneous lumps (lipoma, sebaceous cyst, papilloma) &lt; 5cm, located over the torso and neck only</p>	<ol style="list-style-type: none"> <li>1. Lump size &gt; 5 cm</li> <li>1. Facial lumps</li> <li>2. Axillary lumps</li> <li>3. Infection, ulceration or abscess of the skin</li> <li>4. Breast lumps</li> <li>5. Thyroid lumps</li> </ol>	<ol style="list-style-type: none"> <li>7. Peri-anal lumps</li> <li>8. Genital lumps</li> <li>9. Suspicious features</li> <li>10. Infected lesions</li> <li>11. Patients on airborne/ droplet transmission precautions that require isolation</li> </ol>
<p><b>Orthopaedic Surgery (Ortho)</b></p>	<ol style="list-style-type: none"> <li>1. Superficial skin or subcutaneous lumps (lipoma, sebaceous cyst, papilloma) &lt; 5cm, located over the upper and lower limbs</li> <li>2. Ganglion cysts of the hand &lt; 3cm</li> </ol>	<ol style="list-style-type: none"> <li>1. Lump size &gt; 5cm</li> <li>2. Ganglion &gt; 3cm</li> <li>3. Suspicious features</li> <li>4. Infected lesions</li> <li>5. Patients on airborne/ droplet transmission precautions that require isolation</li> </ol>	
<p><b>Ear, Nose and Throat (ENT)</b></p>	<ol style="list-style-type: none"> <li>1. Superficial skin lumps over the head and neck (e.g. sebaceous cysts)</li> <li>2. Lip mucocoeles</li> <li>3. Tongue pyogenic granulomas which are 1cm or less</li> </ol>	<ol style="list-style-type: none"> <li>1. Lump size &gt; 1 cm</li> <li>2. Infected lesions</li> <li>3. Patients on airborne/ droplet transmission precautions that require isolation</li> </ol>	

# Referral Workflow

## Direct Access Dental Services



### Call to make an appointment

6363 3131

Mon - Fri: 8am to 8pm

Sat, Sun and PH: 8am to 2pm

### Walk-in to WH Dental Surgery Clinic

Woodlands Health Campus

Tower C, Level 1

Mon - Fri: 8.30am to 5.30pm

Sat, Sun and PH: Closed

# Referral Criteria

## Direct Access Dental Services

Only ambulatory, healthy individuals who agree to local anaesthesia (i.e. no phobia of blood or needles) can be referred for Direct Access Surgery.

Patients with these conditions are not suitable for Direct Access Surgery:

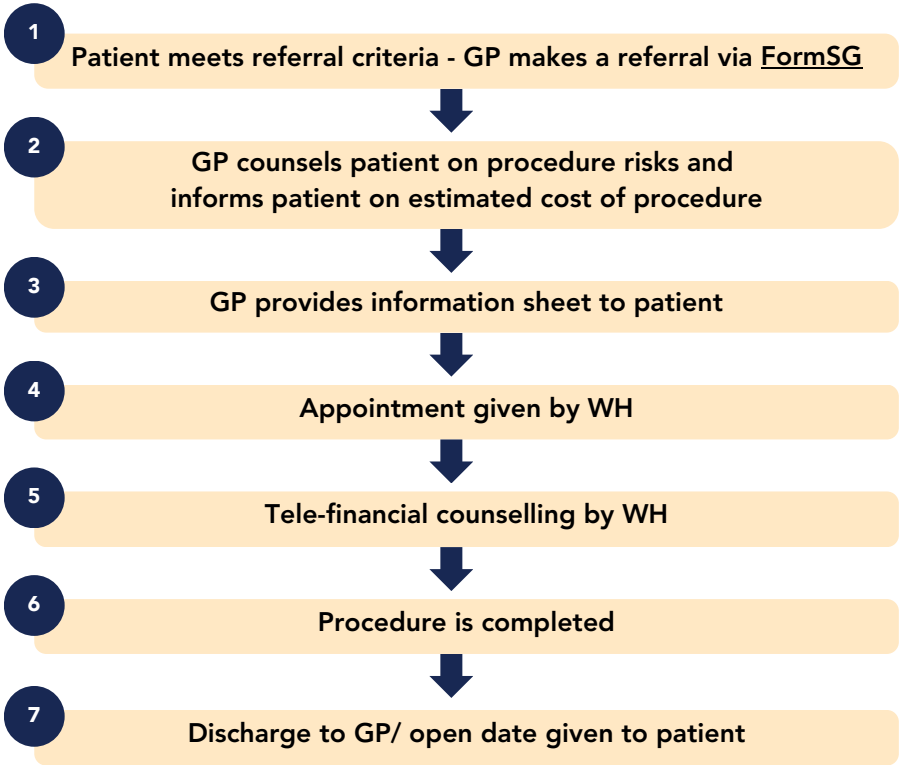
- Below 16 years old
- Non-ambulatory patients with poorly controlled comorbidities
- On antiplatelets / anticoagulants
- Require General Anaesthesia (GA) / Monitored Anaesthesia Care (MAC)
- Allergy to local anaesthesia
- Uncooperative patients
- Uncertainty about origin or nature of lump (e.g. parotid / submandibular gland origin)

Discipline	Types of procedures available	Exclusion Criteria
<b>Dental Surgery</b>	<ul style="list-style-type: none"><li>• Excision of fractured/ impacted/ diseased/ wisdom teeth</li><li>• Incision and drainage (I&amp;D) of orofacial abscesses</li><li>• Dental/ facial trauma</li><li>• Biopsies/ excision of lesions/ mucocoeles/ lumps of the oral cavity</li></ul>	<ul style="list-style-type: none"><li>• Require sedation</li><li>• On dual antiplatelets and/or anticoagulants with INR &gt; 2.5</li></ul>



# Referral Workflow

## Direct Access Aural Toilet



Scan or click QR code  
to make a referral



<https://for.sg/ah-da-referral-aortal>

# Referral Criteria

## Direct Access Aural Toilet

Only ambulatory, healthy individuals who agree to local anaesthesia (i.e. no phobia of blood or needles) can be referred for Direct Access Surgery.

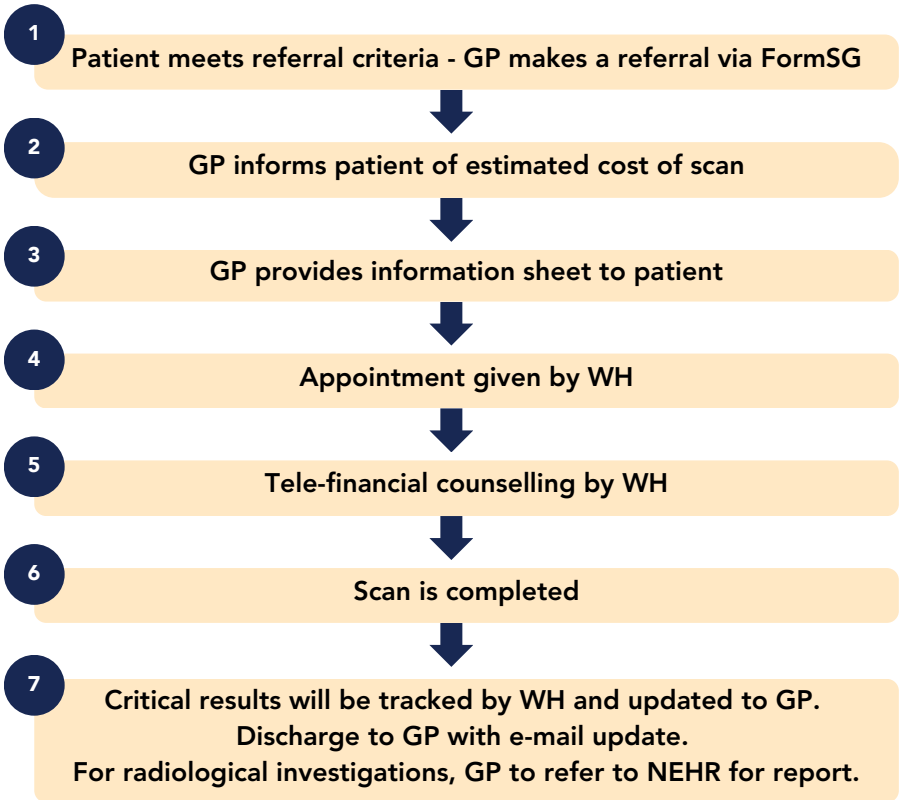
Patients with these conditions are not suitable for Direct Access Surgery:

- Below 16 years old
- Non-ambulatory patients with poorly controlled comorbidities
- On antiplatelets / anticoagulants
- Require General Anaesthesia (GA) / Monitored Anaesthesia Care (MAC)
- Allergy to local anaesthesia
- Uncooperative patients
- Uncertainty about origin or nature of lump (e.g. parotid / submandibular gland origin)

Discipline	Inclusion Criteria	Exclusion Criteria
<b>Ear, Nose and Throat (ENT)</b>	1. Patient is alert and ambulant and assessed to have impacted ear wax	1. No previous history of ear surgery on the same side 2. Does not have any of the following: otorrhoea, otalgia, vertigo 3. Consider referring to ED or ENT Hot Clinic for concurrent infection

# Referral Workflow

## Direct Access Investigations



Scan or click QR code to make a referral

a) Radiological Investigations

<https://for.sg/wh-da-referral>

b) Vascular Scans

<https://for.sg/wh-da-referral>

# Referral Criteria

## Direct Access Investigations

Investigation	Inclusion Criteria	Exclusion Criteria
X-ray	NIL	NIL
Ultrasound Scans	US Hepatobiliary System (HBS) US Kidneys US Abdomen (HBS and Kidneys) US Urinary Bladder US Urinary Bladder and Kidneys	NIL
CT Scans (only non-contrast low dose CT lung screen and CT KUB)	<u>CT KUB</u> Adults with suspected renal colic	<u>CT KUB</u> <ul style="list-style-type: none"> <li>• Prior CT study performed within 3 months.</li> <li>• Not a candidate for ionising radiation study (e.g. pregnant patient)</li> </ul>
	<u>CT Lung Screen</u> <ol style="list-style-type: none"> <li>1. Adult patients of 50 to 80 years old and,</li> <li>2. 20 pack-year smoking history and,</li> <li>3. Currently smoking or has quit smoking within the last 15 years</li> </ol>	<u>CT Lung Screen</u> <ol style="list-style-type: none"> <li>1. Below 50 years old or above 80 years old</li> <li>2. Has quit smoking within the last 15 years</li> <li>3. Not a candidate for curative treatment for lung cancer</li> <li>4. Not a candidate for ionising radiation study (e.g. pregnant patient)</li> </ol>
Bone Mineral Density (BMD) Test	NIL	NIL

Investigation	Inclusion Criteria	Exclusion Criteria
ABPI/TBPI/PPG	<ol style="list-style-type: none"> <li>1. Peripheral arterial disease</li> <li>2. Part of diabetic foot screening</li> </ol>	<ul style="list-style-type: none"> <li>• Presence of foot wounds (at ankle and distally)</li> <li>• Patients with Diabetic Foot Ulcer (DFU) should be referred expediently to WH LEAPP (Lower Extremity Amputation Prevention Programme) clinic</li> </ul>
US CVI	Chronic venous insufficiency or varicose veins	<ul style="list-style-type: none"> <li>• Unable to stand for &gt; 30 minutes</li> <li>• Presence of active cellulites</li> <li>• Presence of ulcers on shin/ calf</li> </ul>
US DVT	Clinical suspicion of deep vein thrombosis	<ul style="list-style-type: none"> <li>• Clinical suspicion of symptomatic pulmonary embolism</li> <li>• Presence of active cellulites</li> </ul>

# Frequently Asked Questions

## **1. What happens after I submit a referral via FormSG?**

You will receive a confirmation email upon submission of the form. A WH staff will screen, schedule and inform patient on the appointment date and time. Please provide the Patient Information Sheet to the patient for his/ her reference.

## **2. What should I do if my patient's condition worsens prior to the appointment date?**

Please refer patients immediately to an appropriate care facility such as the Urgent Care Centre or Emergency Department (as per current protocols). Please also call us at 6363 3131 to cancel the appointment.

## **3. How will I be notified of the results of the procedure/ investigation?**

After the procedure/ investigation, you will receive either a phone call (for critical results) or email with supporting reports.

## **4. What are the costs of the procedures/ investigations?**

Costs will be as per WH's standard charges for these procedures/ investigations. A price list containing estimated fee range of the procedures/ investigations will be given to your clinic for your reference. Please email [enquiry@wh.com.sg](mailto:enquiry@wh.com.sg) if you have not received the price list.

## **5. Can Medisave be used for any of the Direct Access Services?**

Yes, Medisave can be used as long as the claim criteria is met.

# Information For Your Patient

You may click or scan the QR codes below to access the digital version of the Patient Information Sheet for each service.

Please pass a copy of the Patient Information Sheet to your patient and inform them to bring it on the day of the appointment.

Alternatively, they may scan the QR code below as well.

Excision of Skin Lump



Aural Toilet



Radiological  
Investigations



Vascular Scans



Dental Services



# Contact Us



**General Enquiries About  
Direct Access Services**  
[enquiry@wh.com.sg](mailto:enquiry@wh.com.sg)



**Woodlands Health  
Primary Care Partners Hotline**  
6363 3131  
Mon - Fri: 8am to 8pm  
Sat, Sun and PH: 8am to 2pm