

SUPPORT OUR EFFORTS TO GO GREEN

Frequently Asked Questions (FAQs)

Q1) Why is Jurong Medical Centre (JMC) no longer issuing paper bills?

A: This is part of our efforts to be environmentally friendly. *Paper bills are no longer issued for services rendered at the Specialist Clinics, Diagnostic Imaging and Rehabilitation.

Come 1 October 2024, we will be extending our green initiative to day surgery services.

**Applicable to Singaporeans and Permanent Residents only.*

Q2) Without paper bills, where can I see my bill after my visit?

A: You may proceed to any Self-Service Kiosks to view the same-day visit's bill and make payment using major credit/debit cards and NETS. For Day Surgery, you may log on to the NUHS App after you receive an SMS when the bill is finalised.

Q3) Without paper bills, can I check my bill/outstanding bill online?

A: You can check and download bills online via the NUHS App.

- Log in to the NUHS App with your SingPass
- Select 'Payment' from the bottom navigation panel
- You will see any outstanding bill on the next screen. Select bill and click 'Download bill'
- For bills that have been paid in full, navigate to 'Fully-Paid Bills', select the bill you would like to view and click 'Download bill'

Payment can be made via the NUHS App using major credit/debit cards, or eNets Debit. Alternatively, you may click [here](#) for the list of other payment methods.

Scan the QR code to download the NUHS app.



<https://for.sg/nuhs-app>

Q4) How will I know when my bill is ready in the NUHS App?

A: An SMS will be sent to your registered mobile number when the bill is ready for viewing and/or payment in the NUHS app by the next working day after your visit. Should your bill involve any claims, the processing time may take longer. Please ensure your registered mobile number is updated in our records. You can verify your mobile number with our counter staff during your visit.

Remember to allow push notifications on your mobile device to receive reminders via the NUHS app.

Q5) Do I need the paper bill from JMC to claim insurance?

A: The softcopy bill downloaded from the NUHS app is an official document from the hospital that can be used for insurance claims.

Q6) Can I request for a paper copy of my bill?

A: We strongly encourage you to join us in our effort to reduce paper usage by retrieving your bills via the NUHS app.

However, if a paper bill is required, please approach our staff at the outpatient clinic during your visit. Alternatively, you may submit your request <https://for.sg/asknuhs> or scan the QR code below. You will receive your bill via post within seven (7) working days.



<https://for.sg/nuhsbill>

Q7) Who can help me with my billing enquiry?

A: You may send your enquiry via the online form at <https://for.sg/asknuhs> or approach our staff at the outpatient clinic during your visit.