



Outpatients - Patient Pledge

ALL clients are triaged and we will keep our patients informed of waiting status at all times.

1. Life-threatening Case (Category I)

Call code blue (code red) immediately for urgent attendance

2. Emergency Case (Category II)

Nurse provides first aid treatment immediately, doctor attends within 5 minutes

3. Paediatric Case

Seen within 15 minutes from the time of appointment, unless the doctor is handling an emergency or attending to other patients

4. Adult Case (Category III)

Seen within 30 minutes from the time of appointment, unless the doctor is handling an emergency or attending to other patients

5. Walk-in Non-emergency Case (Category IV & V)

Seen within 30 minutes if doctor is available, the maximum waiting time is less than 60 minutes unless the clinic is fully booked