



# Revised SingHealth HQ Incident Report Hotline

Singapore Healthcare Management 2017

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## Introduction

In 2013, GCOO's Office – EP started the incident reporting channel which is an integral part of SingHealth HQ's safety management framework. The benefits of incident reporting include:

- Follow up on safety incidents in order to prevent a recurrence.
- Determine if the incident is a systemic issue.
- Allow trending of incidents by classification or location.
- Timely reporting to SingHealth HQ Safety Committee and relevant authorities (if required).
- Glean lessons learnt for sharing to staff during safety talks to enhance safety awareness.

Given the increase in security emphasis, the Incident Report Hotline has now been revised from 6377 3366 to 6377 3999 with effect from 1 Mar 2017 in order to align with the One Campus Security Hotline (last four digits ending with 3999).

## Aim

The aim is to inform all SingHealth HQ staff of the revised Incident Report Hotline and the need to report security concerns and work-related accidents, hazards and near-misses to GCOO's Office – EP via SingHealth HQ Incident Report Hotline. Other incidents to report include fire, flooding, power failure, chemical spillage, cyber-attack and security threats at the workplace.



## Methodology

To create a poster which can be displayed at all SingHealth HQ departments for staff to refer. An email blast was sent to all SingHealth HQ staff to inform them of the change in number. Soft copies were attached in the mail.

## Result

Over 200 posters were printed and distributed to all SingHealth HQ departments through their department's Environment, Health and Safety (EHS) Coordinator. Through these posters and announcements, SingHealth HQ staff were made aware of the changes in Incident Report Hotline as well as the incidents or concerns they should report.

## Conclusion

This poster serves as a reference for existing SingHealth HQ staff and new hires to understand the incident reporting framework, the change in Incident Report Hotline and the type of incidents or concerns they should report.

## Incident Reporting

Published by GCOO's Office – Emergency Preparedness (EP)

**What to report and who to call**

SingHealth HQ staff are to report security concerns and work-related accidents, hazards and near-misses to GCOO's Office – EP via SingHealth HQ Incident Report Hotline. Other incidents to report include fire, flooding, power failure, chemical spillage, cyber-attack and security threats at the workplace.

Emergency Contact Numbers	
Police 🚓	999 / SMS 71999
SCDF 🚒	995
SingHealth Connection	
SingHealth HQ Incident Report Hotline	6377 3999 or 9456 5533
Fire Command Centre	6270 7037
SGH Campus	
Security Hotline	6321 3999
Fire Command Centre	6321 4000

**Guidelines on incidents reportable to Ministry of Manpower (MOM)**

- Work-related accidents, dangerous occurrences and occupational diseases are reportable to MOM under the Workplace Safety & Health Act and the Work Injury Compensation Act.
- A report has to be made when an employee is injured in an accident and has died, hospitalised for at least 24 hours or given medical leave for more than 3 calendar days (consecutive or otherwise).
- A work-related accident is any unintended event that occurs in the course of work (excluding domestic work) that leads to an injury or condition. It includes:
  - Traffic accidents that happen at the workplace or in the course of work, e.g. a traffic accident while commuting to work on company transport.
  - Accidents that are incidental to or from work, e.g. slipping and falling within the workplace but when not performing official work duties.
  - Conditions of a medical nature, such as heart attacks or strokes, that may be triggered by work.

Source: <http://www.mom.gov.sg/workplace-safety-and-health/work-accident-reporting>

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