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HCA Enhances Complementary Equipment Loan Service for Patients

HCA Hospice (HCA) has transitioned to an integrated, one-stop model for its equipment loan service, which continues to be offered at no charge to all terminally ill patients under its care.

Under the new model, patients and families can expect their requested equipment to be delivered within two working days, subject to availability. Previously, equipment loan requests took anywhere between two working days to over a week to be fulfilled, depending on availability of resources and logistical arrangements.



Oxygen concentrators in idsMED's storage space.

“Equipment loan is a crucial aspect of our home hospice and Star PALS (Paediatric Advanced Life Support) services,” says Ms Karen Lee, Chief Executive Officer of HCA. “Medical equipment such as oxygen concentrators, commodes and hospital beds are vital to helping patients transition from an institutional setting to the comfort of their own homes.”

“Hospital beds and oxygen concentrators – which patients and families frequently request for – can cost upwards of thousands of dollars, and often become redundant after they are no longer required,” Ms Lee explains. “Our equipment loan service

helps patients and families defray some expenses, and also ties in with environmental sustainability.”

Last year, HCA processed an average of more than 170 equipment loan requests per month, about 30% more than in 2019. This number is expected to increase as the population ages rapidly, along with the Ministry of Health’s workplan to scale up end-of-life care in the community.

New Partnerships

The new service model is a corporate social responsibility partnership with IDS Medical Systems (Singapore) Pte Ltd (“idsMED”), an integrated medical supply chain solutions company.

“We are pleased to partner HCA in their equipment loan and inventory management system project, by offering a streamlined solution to manage the logistics of such a meaningful service,” says Mr Shrikanth Sankar, Managing Director and SVP of idsMED Singapore.



Ms Lee and Mr Shrikanth signing the agreement for the partnership.

Under the service model, all loans, returns and inventory movements are tracked in a system by a dedicated service team, which also captures data trends, to allow for analysis of customer satisfaction and inventory optimisation. A professional engineering team is also on-hand to ensure that all equipment, stored in a clean and secure storage space, are functioning well.

“We are thankful for idsMED’s support in the enhancement exercise, and look forward to a wonderful partnership ahead,” Ms Lee says. “A seamless, integrated



service will free up valuable time for our staff and patients, and enable us to fulfil more requests expeditiously.”

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ABOUT HCA HOSPICE

HCA Hospice (HCA) is Singapore's largest home hospice provider and we are a registered charity since 1989. The organisation provides comfort and support to patients with life-limiting illnesses regardless of age, religion, ethnicity, nationality and financial status.

All of HCA's services are provided at no charge, serving about 3,600 patients annually. HCA's core service – home hospice care – provides medical care for patients, as well as psychosocial support for patients and caregivers. A 24/7 hotline ensures help is available round-the-clock.

HCA is also an NCSS Centre of Specialisation for palliative care, and conducts palliative care training for its patients' caregivers. Its other services and programmes include day hospice care, paediatric palliative care (Star PALS), bereavement support and outreach programmes such as the Young Caregivers Programme (yCG).

Find out more at www.hca.org.sg.