

25 June 2018

Joint News Release



Heart Zone to be expanded to Jurong East And Novena MRT stations

Success of initiative affirms caring commuting culture in Singapore

Following the success of the first Heart Zone at Outram Park MRT Station, the Public Transport Council (PTC) together with the Land Transport Authority (LTA), SMRT Trains, Ng Teng Fong General Hospital (NTFGH) and Tan Tock Seng Hospital (TTSH), will launch similar Heart Zones at Jurong East and Novena MRT Stations. This is in line with the recommendations from PTC's Second Advisory Report released early this year, and is an affirmation of Singapore's caring commuting culture.

2. Launched in 2017, Heart Zone is part of a wider initiative by PTC, LTA and public transport operators to provide ways for our commuters to assist fellow commuters who may need help on their public transport journey. The objective is to instill a caring commuting culture in Singapore's public transport system.

3. Said Dr Lam Pin Min, Senior Minister of State, Ministry of Transport and Ministry of Health:

"The Heart Zone initiative is a great example of community co-creation by PTC, LTA, SMRT and hospital staff with members of the public to improve the commuter experience. We received very good feedback on the Heart Zone launched at Outram Park Station last year. We even had commuters suggesting other locations for new Heart Zones. PTC's decision to expand this initiative to Novena and Jurong East is a welcome one, especially for those who need assistance getting to the nearby hospitals. Indeed, our public transport system should be one that serves all Singaporeans, and Heart Zone is a step in the right direction towards a caring commuting culture in Singapore."

Heart Zone @ Novena

4. Heart Zone @ Novena will be set up at Meeting Point 'A' of Novena MRT station for commuters who need help getting to TTSH or other healthcare facilities

within the upcoming HealthCity Novena¹. Wheelchairs will be available at the Heart Zone to enable elderly patients and visitors to navigate with greater ease.

5. Additionally, TTSH is leading a ‘Walk-with-Me’ social movement aimed at encouraging those working or living in the Novena area to proactively look out for and assist commuters who may need help finding their way around HealthCity Novena.

6. Said Dr Eugene Fidelis Soh, Chief Executive Officer, Tan Tock Seng Hospital:

“There will be many patients who visit the HealthCity Novena for the first time. Some may need help with finding the easiest way to their destination while others may just need a helping hand to move around. Our Walk-with-Me social movement aims to remind us that care starts from outside the hospital and sometimes, all that’s needed is the companionship to help walk part of the way, starting from the Heart Zone.”

Heart Zone @ Jurong East

7. Heart Zone @ Jurong East expands on the patient-centric initiatives of NTFGH and Jurong Community Hospital (JCH) to enable easier access to the hospitals. Under the Jurong Lake Masterplan, these twinned hospitals were designed to deliver seamless care for the community in the west, and are connected via link bridges to neighbouring buildings and public transport nodes via URA’s J-Walk elevated pedestrian network.

8. In addition to staff, the hospitals are recruiting advocates and providing wheelchairs at the station for elderly patients and visitors who need assistance getting to the hospitals.

9. Said Mr Foo Hee Jug, Chief Executive Officer, Ng Teng Fong General Hospital:

“While our integrated hospitals are directly connected to the Jurong East transport systems, elderly patients and those with mobility challenges will appreciate the extra help to navigate their way to our hospitals, which can be very crowded during peak hours.”

Forging a caring commuting culture in Singapore

10. Members of the public are welcome to extend a helping hand to fellow commuters, especially during peak medical appointment hours. Heart Zone @ Jurong East will be available on weekdays, from 8 am to 10 am. Heart Zone @ Novena will be available on weekdays, from 7.30 am to 1.00 pm. (Please refer to Annex A for the exact

¹ HealthCity Novena is an upcoming integrated healthcare development, anchored by key healthcare institutions to provide holistic care, health services, research and education, and leisure and public spaces in one campus.



Ng Teng Fong General Hospital



A member of the NUHS

locations of the Heart Zones at Novena and Jurong East MRT Stations.)

11. Said Mr Richard Magnus, Chairman of Public Transport Council

“The positive reception from commuters has been overwhelming. I am delighted that the Heart Zone initiative has been expanded to Novena and Jurong East. Co-creation efforts such as Heart Zone encourage a more inclusive transport experience and our commuters like to have the chance to do something good through simple gestures. Our public transport operators, authorities and institutions will continue to partner our commuters to grow a more welcoming and caring public transport experience for all.”

12. Said Mr Lee Ling Wee, Chief Executive Officer for SMRT Trains:

“Our public transport ridership is growing each year. As we work hard to renew the network to improve the system’s reliability and performance, we are also looking at ways to keep the network accessible and inclusive. Initiatives such as the Heart Zone complement SMRT’s ongoing efforts to improve the commuter travel experience for all.”

13. Said Mr Yeo Teck Guan, Group Director for Public Transport at the Land Transport Authority (LTA):

“We are very happy to be part of this initiative which fosters a positive commuter culture. It is indeed a heart-warming sight to see commuters helping their fellow commuters. Our public transport system has been made all the better with the encouragement of such a caring commuting culture.”

For enquiries, please contact:

Mardiana Rahmad
Manager, Corporate Communications
Public Transport Council
Email: mardiana_rahmad@ptc.gov.sg
Tel: 63549028

Luke Phang
Assistant Manager, Corporate Communications
Public Transport Council
Email: luke_phang@ptc.gov.sg
Tel: 63549030



Christina Ng
Senior Executive, Corporate Communications
Tan Tock Seng Hospital
Email: Christina_Wy_NG@ttsh.com.sg
Tel: 6357 8415

Ms Sharon Cheong
Senior Executive, Communications
Ng Teng Fong General Hospital and Jurong Community Hospital
Email: Sharon_Cheong@nuhs.edu.sg
Tel: 6716 5856

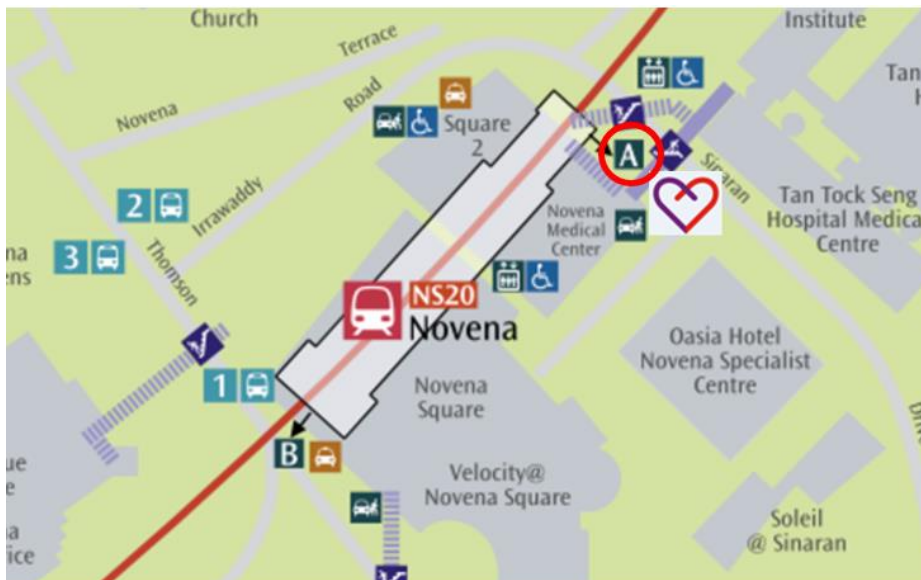
Annex A

Heart Zone @ Jurong East



Heart Zone is located at Exit D of Jurong East MRT Station. It will be available during the peak medical appointments hours on **weekdays**, from **8 am to 10 am**.

Heart Zone @ Novena



Heart Zone is located at Exit A of Novena MRT Station (Meeting Point A). The Heart Zone @ Novena will be available on **weekdays**, from **7.30 am to 1.00 pm**.

Annex B

About ‘Walk-with-Me’

The HealthCity Novena master plan is a 17-hectare integrated healthcare development to be completed in two phases by 2030. It will have 9 new buildings upon completion, anchored by key healthcare institutions - Tan Tock Seng Hospital, National Healthcare Group, National Skin Centre, Ren Ci Hospital, Lee Kong Chian School of Medicine, Dover Park Hospice and National Neuroscience Institute. Upon completion in 2030, more than 30,000 people will be expected to circulate through HealthCity Novena daily.

Walk-with-Me is a social movement by Tan Tock Seng Hospital (TTSH) and HealthCity Novena partners in collaboration with the Public Transport Council’s Heart Zone initiative. Everyone who is working or living in Novena is encouraged to help commuters who are elderly or in need of assistance find their way to TTSH and other buildings within HealthCity Novena with greater ease and convenience. This social movement aims to build a community of carers in Novena - one which is compassionate and socially inclusive.

Commuters who need help with way finding or navigation from Novena MRT Station to around HealthCity Novena may refer to a mural map of the healthcare campus at Meeting Point A which is the designated Heart Zone.

Staff from the various healthcare institutions will also actively look out and assist the elderly and those who need help to find their way around HealthCity Novena, starting with the hours between **7.30am to 1.00pm** on **weekdays**. They will approach the commuters seated at the Heart Zone and serve as their personal befriender and navigator. Training will be provided for staff who wish to familiarise themselves with navigating different routes from the MRT station to Tan Tock Seng Hospital and helping patients with wheelchairs. The training will be provided by TTSH’s Centre for Health Activation which was launched last year to promote health activation and volunteerism.

TTSH and HealthCity Novena partners invite everyone to be part of this social movement in Novena.

Quotes from HealthCity Novena partners on the Walk-with-Me social movement

“NHG is working towards a holistic physical, psychological and socioeconomic system with the Community to look after our ageing population. This is done by taking into consideration the unique needs of the residents in the Central, Yishun and Woodlands



A member of the NUHS

zones within the Central Region. We will join forces with our partners including public health agencies, advocates and the Community to promote long-term Living Well, Proactive and Preventive care for our constituents.”

- Professor Philip Choo, Group Chief Executive Officer, National Healthcare Group

“As part of the healthcare ecosystem at Novena, NNI is glad to be a part of the ‘Walk-with-Me’ social movement. For many of our patients and their caregivers who need help with directions or have mobility issues, being able to get help readily from staff and advocates will make their journey less stressful. This initiative will foster a more compassionate community, where we look out for each other, especially those in need.”

- Associate Professor Ng Wai Hoe, Medical Director, National Neuroscience Institute

“As one of the partners in HealthCity Novena, Ren Ci Hospital is excited to be part of this meaningful social movement to nurture a community of carers and help commuters reach the healthcare facilities with ease and convenience.”

- Mr Joe Hau, Chief Executive Officer, Ren Ci Hospital

“We at LKCMedicine embody the ethos of adding a human touch to medicine, and this initiative is a natural extension. We are delighted to play our part in the ‘Walk-with-Me’ social movement at Novena MRT and help guide those in need around this rapidly transforming health hub.”

- Professor Lionel Lee, Executive Vice-Dean, NTU’s Lee Kong Chian School of Medicine

“The “Walk-with-Me” social movement is a laudable initiative to help ensure a seamless commute experience for patients visiting HealthCity Novena. This is especially vital in view that a growing number of patients are seniors who may already face mobility challenges in their commute. It is therefore important that we inject connectivity with the human touch through our community of ‘carers’.”

- Associate Professor Tan Suat Hoon, Director, National Skin Centre

“Dover Park Hospice is excited to join the ‘Walk-with-Me’ social movement and to do our part in extending help to commuters who require assistance to reach their end destination within HealthCity Novena. As palliative care champions, the opportunity to



A member of the NUHS

help build a community of carers in Novena resonates greatly with our ethos and distinctive culture of caregiving."

- Mr Timothy Liu, Chief Executive Officer, Dover Park Hospice

"With the upcoming developments in HealthCity Novena, more than 30,000 people will be expected to circulate through this campus daily. While this 17-ha campus is built for connectivity with its underpasses, skybridges and linkways, there will be many patients who are here for the first time or for a clinic or therapy session. Some may need help with finding the easiest way to their destination while others may just need a helping hand to move around. Our Walk-with-Me social movement aims to remind us that care starts from outside the hospital and sometimes, all that's needed is the companionship to help walk part of the way, starting from the Heart Zone. We want to grow a Community of Carers here in Novena."

- Dr Eugene Fidelis Soh, Chief Executive Officer, Tan Tock Seng Hospital



A member of the NUHS

Annex C

About JurongHealth Campus

JurongHealth Campus is a part of the National University Health System (NUHS) group, serving the community in the western region. JurongHealth Campus comprises the integrated 700-bed Ng Teng Fong General Hospital (NTFGH) and 400-bed Jurong Community Hospital (JCH) which were designed and built together from the ground up as an integrated development to complement each other for better patient care, greater efficiency and convenience. NTFGH and JCH were envisioned to transform the way healthcare is provided, and together with the National University Hospital, National University Polyclinics, Jurong Medical Centre, family clinics and community partners, to better integrate healthcare services and care processes for the community in the west.

For more information on Jurong Health Campus, please visit www.juronghealthcampus.com.sg.