

HNFCARES



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OCTOBER – DECEMBER 2016



HOME
NURSING
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家护基金



HOME NURSING FOUNDATION

DEVELOPING TO BETTER SERVE OUR PATIENTS

Read about HNF's first conference
organised to learn about best home
healthcare practices

Collaboration with Jurong Health Services

HNF's Productivity Journey

ALPA-S Hari Raya Hamper Distribution

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Booth 9
Learn how you can help
Home Nursing Founda
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EMBRACING
YOU WITH
ALL-ROUND
SUPPORT
Annual Report
2014/15



Message

Karen Lee
Chief Executive Officer
Home Nursing Foundation



The first three quarters of 2016 have been a busy but immensely rewarding time for all of us at Home Nursing Foundation (HNF). We celebrated HNF's 40th Anniversary with a series of community and sector-based events. In this issue, we share highlights from the Community Awareness Carnival (CAC) that took place from 2nd to 3rd July. With strong support and participation from key community partners, we hope to have raised the public's awareness of community-based care and ageing in place initiatives through the CAC.

HNF's 40th Anniversary Conference, "Futurescape : Home Healthcare – Local and International Perspectives" was held on 20th August at the

National Heart Centre. The conference was well received by our friends in the healthcare sector, including healthcare professionals, policy makers, legislators and community partners. The panel of local and international speakers shared important insights on homecare models in their respective countries. Conference delegates also gained awareness of best practices in the intermediate and long term services in different community settings.

By working synergistically with different partners in the healthcare ecosystem, we hope that HNF will be in a stronger position to deepen and broaden our services. I am excited to announce that HNF has signed a MOU with Jurong

Health Services (JurongHealth) on 15th August, marking another step forward in integrating patient care across the continuum of healthcare services.

Besides forging important collaborative partnerships to serve our patients better, HNF is also tapping on technology enablers to perform clinical assessments. HNF is working with Nucleus Dynamics on the use of technology to perform wound assessment with higher accuracy rate and have successfully completed Phase 1 of the clinical trial.

Finally, I would like to thank our partners; sponsors, volunteers and donors for your ever generous and unstinting support. You make our work possible! Thank you for being such an important part of us in the last 40 years and I hope you will continue to journey with HNF in the years ahead.

Happy Reading!

Feature

HNF's 40th Anniversary Conference: Futurescape: Home Healthcare – Local and International Perspectives



"Conferences such as this one are important, as they allow the sharing of knowledge and best practices. We need to draw from the experience of others within and beyond the region to identify impactful, practical solutions to the challenges arising from rapidly ageing populations."
– Mr Gan Kim Yong, Minister for Health

Mr Gan Kim Yong, Minister for Health, delivering the welcome address.



The Guest of Honour, Mr Gan Kim Yong, Minister for Health, delivered the welcome address at HNF's 40th Anniversary Conference, 'Futurescape: Home Healthcare – Local and International Perspectives'. More than 180 Singapore's healthcare policy makers, regulators, healthcare professionals and community healthcare leaders attended the one-day conference that was held on 20th August 2016 at the National Heart Centre.

Featuring an exciting and international panel of speakers from Australia, Hong Kong, United Kingdom and Singapore, the conference brought, to the delegates, engaging dialogues on the anticipated needs of a greying population as well as the sharing of frameworks abroad and in Singapore on community and home healthcare services for the future. Discussions

included the evolution of care models in the United Kingdom; the community service delivery model in Hong Kong; home visits and telephone calls as interventions in post-discharged transitional care; interventions for frailty within a community setting and harnessing information technology as an aid in home healthcare.

HNF believes that with more of such dialogues, and through the sharing of professional knowledge and best practices, this will be a catalyst for inspirations and new ideas to emerge in our continuing endeavours to improve intermediate and long term care services in Singapore. Ms Karen Lee, Chief Executive Officer, Home Nursing Foundation, shared "The synergistic and collaborative efforts by all partners in the healthcare ecosystem are integral for us in taking

the next big leap in developing a comprehensive community and home healthcare service model to better support Singapore's ageing population in the years ahead". The conference was very well received by the delegates who shared encouraging feedback on the selection of topics and the sharing of experiences which they found most interesting and informative.

01 Organising Committee Members and Conference Speakers.

02 Conference Speaker, Ms Chim Chun King, sharing the Hong Kong's experience.

03 Conference Speaker and Organising Co-Chair, Dr Gloria Yu.

04 Speakers addressing questions from the floor during the panel discussion.

Visiting Expert Learning Programme



Professor Frances Kam Yuet Wong (left) with Ms Chan Mei Mei, HNF Director of Nursing (third from left) and HNF Senior Enrolled Nurse Siti Sara Binte Abu Bakar (fourth from left).

To keep up to date with best practices in home healthcare, HNF organised a 3.5 day training programme that was conducted by Professor Frances Kam Yuet Wong. Professor Wong is a nursing professor and an Associate Dean at the Faculty of Health and Social Sciences in the Hong Kong Polytechnic University. The programme was generously supported and funded by the Agency for Integrated Care's Social & Health Manpower Development Programme - Intermediate and Long Term Care (SHMDP-ILTC) Visiting Expert Scheme.

Ms Chan Mei Mei, Director of Nursing at HNF says, "It is important for us to draw lessons from how different countries cope with the challenges of an ageing population, especially from countries that share similar demographics to ours. With the knowledge, we can assess and

implement suitable practices for effective and efficiency service delivery by leveraging on the experiences in the other regions".

The training programme was held from 16 to 20 August 2016 and saw a total attendance of 226 healthcare professionals, administrative support staff and healthcare policy makers. Representatives from HNF, acute institutions, community hospitals, and intermediate long term care institutions actively participated in the training programme. The programme with an overall satisfaction rating of 87% to 100% was very well received by the participants.

The workshop on the Omaha system, in particular, had attendees enthusiastically using the problem classification to do hands-on application on a case study. This

system uses standardised healthcare terminology in the classification of problems, interventions and problems ratings. The responses from nurses, administrators and allied health staff would indicate the value of having a system which uses a common language across various healthcare groups in planning and communicating the care planning process. A total of five lectures and two consultation sessions were conducted to address topics on nurse-led services which included the utilisation of protocols, evidence for home-based care as well as outcome indicators.

"The training has been an inspiring learning experience that I am thankful to have attended." – Senior Enrolled Nurse Siti Sara Binte Abu Bakar, Home Nursing Foundation

HNF's 40th Anniversary Celebratory Event – Community Awareness Carnival



Dr Lam Pin Min, Minister of State for Health and Member of Parliament for Sengkang West SMC (front row, second from left), Mr Daniel Teo, HNF Board of Management, Vice President (second row, third from left) and Ms Karen Lee, HNF, Chief Executive Officer (second row, second from right) with HNF patients, volunteers, staff, partners and carnival participants.



Guest of Honour, Dr Lam Pin Min, Minister of State for Health and Member of Parliament for Sengkang West SMC participating in an activity aimed at educating the public on HNF services.

On the 2nd and 3rd of July 2016, HNF organised its inaugural Community Awareness Carnival at the Ang Mo Kio central stage. Over 2000 attendees participated in the weekend of fun and educational activities through a theme park-like setting catered for all ages. The event was supported and co-organised with the Cheng San – Seletar Grassroots Organisations, and sponsored by Singapore Telecommunications Limited ('Singtel') as well as National Healthcare Group Diagnostics. Dr Lam Pin Min, Minister of State for Health and Member of Parliament for Sengkang West SMC graced the official opening of this event.



01 HNF staff Mr Sylvester Lim (right) assisting participants in their navigation through the carnival activities designed to depict the community healthcare landscape and informing them about HNF's services.

02 Participants playing carnival games after the ancillary Zumba exercise held at the carnival.

03 A participant taking part in the health screening exercise carried out by National Healthcare Group.

04 Mr Tay Tian Lin from National Healthcare Group (NHG), one of the eight community healthcare partners, explaining NHG services to a carnival participant.



As a community healthcare partner, HNF plays an active role in educating the public about home and community-based care services. The event familiarised carnival participants with the different types and levels of support that were provided by various community-based healthcare partners. The focus was on educating the public in navigating through care options and in assessing the appropriateness of each service for a well-supported healthcare journey. Caregivers can also make better informed care choices for their loved ones with such knowledge.

HNF invited healthcare partners from the Ang Mo Kio district providing support services towards ageing at home and in the community to participate in the event. Activities were designed to simulate a patient's and caregiver's navigation through the healthcare network. Participants were grateful to have taken part in the activities as they thanked HNF for giving them the opportunity to "learn about various types of help for different needs". The participants also shared that they appreciated the health screening session and found the health tips sharing sessions very informative.

05



06



07



136 student volunteers from Nanyang Polytechnic enthusiastically supported the event by helping in the administration of carnival activities, logistics and on-site publicity. HNF patients were escorted by adult volunteers for the opening launch. The patients were transported to the event using for the first time, a custom-fitted 14-seater passenger mini-bus, equipped with hydraulic lifts and dedicated wheelchair spaces. The mini-bus was generously donated by HNF's principal mobility partner, SMRT Corporation Ltd.

05, 06 Nanyang Polytechnic student volunteers administering cataract simulation activities to participants at the 'Ageing Experience' booth.

07 The custom-fitted 14-seater passenger mini bus donated to HNF by SMRT Corporation Ltd, was used to bring patients to the event.

Technology as an Enabler in Advancing Wound Care Management

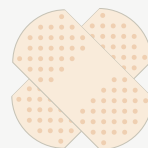
Wound care is a very common procedure that is performed in HNF's home nursing service with over 17,000 procedures performed in FY2015/16 alone. In HNF's wound management protocol, our nurses take wound measurements at each visit to monitor the patient's wound healing progress. Presently, wound measurements are manually taken with paper rulers and cotton applicators. Photographs of wounds are also taken regularly using our nurses' mobile phones for continuous monitoring. Factors such as the quality of the photos taken (largely dependent on the mobile phone model) and room lighting conditions can affect the accuracy in interpreting the results.

To improve this process, HNF embarked on a three-month clinical study with Nucleus Dynamics, a local technology start-up to pilot a study in the use of technology as an enabler to perform wound assessment with greater

accuracy. This new platform would allow a nurse to take photographs of wounds through a user-friendly interface administered through a mobile tablet. The photographs are uploaded into a secured Nucleus Dynamics' software (NDS) where the wound photographs are analysed with the measurements digitally calculated. To aid clinical decision making, wound measurements taken over specified periods are tabulated and presented in table and graphical forms.

In this study, a total of 32 wounds were measured. Results showed over 96% consistency in measurements taken by the NDS over the manual methods. The next phase of this study aims to develop wound staging mechanism for care planning purposes and integrating NDS with the clinical system to facilitate information flow. When successfully implemented, HNF will be the leader in its field to use this technology in wound care management.

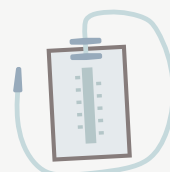
HNF's 4 most performed home nursing procedures in FY 2015/16



17,054
wound care



7,129
nasogastric tube management



5,028
urinary catheter management



4,196
medication management

Collaboration with Jurong Health Services



From the left; Ms Joanne Yap (Group Chief Operating Officer, JurongHealth), Mr Foo Hee Jug (Chief Executive Officer, JurongHealth) Ms Karen Lee (Chief Executive Officer, HNF) and Ms Chan Mei Mei (Director of Nursing, HNF)

"The signing of a Memorandum of Understanding (MOU) marks our commitment to support the seamless and safe right-siting of our patients back to the community and being cared for in the comfort of their homes."
– Mr Foo Hee Jug, Chief Executive Officer, JurongHealth

HNF signed a Memorandum of Understanding (MOU) with Jurong Health Services (JurongHealth) on 15 August 2016 to collaborate on integrated patient-centric care initiatives for the population living in the western region of Singapore. The MOU signing ceremony was attended by JurongHealth's and HNF's senior management and staff. Ms Karen Lee, Chief Executive Officer, HNF and Mr Foo Hee Jug, Chief Executive Officer, JurongHealth delivered the opening address before the signing of the MOU. A networking lunch followed where the attendees discussed on areas of collaborations in greater details.

Both institutions had established contact points from the nursing and medical social work teams for direct case discussion. With effect from September 2016, HNF nurses assigned to the JurongHealth region would attend the monthly multidisciplinary meetings to discuss, review and update care plans and progress of co-managed patients. It was envisioned that patients would benefit from tighter workflows and feedback, resulting in better overall care.

Upskilling & Professional Development



HNF Staff Nurse Candace Kok (middle), Senior Minister of State for Health Dr Amy Khor (second from left) and HNF Chief Executive Officer Ms Karen Lee (left) at the award ceremony.

HNF Staff Nurse (SN) Candace Kok, was one of the recipients for the Social & Health Manpower Development Programme – Intermediate and Long Term Care (SHMDP – ILTC) Fellowship Scheme study award this year. HNF nominates one nurse every year to further her studies in obtaining an advanced diploma when she has worked at least two years in the healthcare sector. SN Candace is currently pursuing an Advanced Diploma in Gerontology at Nanyang Polytechnic and is grateful to have been given the opportunity to hone her professional skills and knowledge. SN Candace shared "It is an honour to have been nominated to receive this award. I am grateful to HNF for supporting and developing my skills as a nurse to better serve my patients."

SN Candace attended the ILTC Manpower Development Awards Ceremony at the Lifelong Learning Institute on 25 August 2016. Guest-of-Honour, Dr Amy Khor, Senior Minister of State for Health presented her with the award and congratulated her on this achievement.

Home Nursing Foundation's Productivity Journey



In December 2015, HNF embarked on a quality improvement journey with Singapore Productivity Association (SPA) to enhance the delivery of our services. Quality Improvement Teams (QITs) were set up to drive productivity improvement initiatives and under the guidance of SPA consultants, detailed process mapping and comprehensive time motion studies were carried out. The QITs gained traction on drilling down into the specifics and devising possible solutions to streamline core service delivery.

A few quick wins were identified to improve efficiency of workflows for our home nursing service. Improvements included outsourcing the blood-taking service to National Healthcare Group Diagnostics, issuance of bigger tablets equipped with 4G accessibility and introducing the Patient Care Assistant (PCA) to conduct admission for less complex cases. These initiatives helped our nurses to increase patient contact time by 5.4 minutes per day,

"Improved productivity means less human sweat, not more."
– Henry Ford

The quote from Henry Ford aptly describes the importance of sustaining productivity as we grow our capacity and evolve our care model towards holistic patient-centred care. The QITs have progressed to explore long-term and viable solutions in supporting the change. Technology enablers such as the workload

scheduler and electronic billing (e-billing) systems are pivotal to addressing challenges in manual visit scheduling and fee collection. Presently, our nurses spend close to 67 minutes daily on planning home nursing visits via a weekly planner and calling patients to confirm the visits.

Adopting the workload scheduler allows patients' home visits to be auto-scheduled based on a care team's assessment and care plan, coupled with auto-plotting of the nurses' daily transport route. This is expected to result in at least 30% reduction of time spent on scheduling and visit confirmation per day.

Manual fee collection requires our nurses, doctors and therapists to collect cash and issue manual receipts to the patients/caregivers after each visit. A visit log is then created in the clinical system to record the type of service delivered, procedure(s) performed and fees collected. This process typically takes about 10 minutes. With e-billing, invoices will be automatically computed upon service delivery. HNF can bill patients/caregivers at the end of each month where they have the option to pay through various cashless payment modes. The e-billing service is projected to have a 20% time savings over the manual process.

HNF is supported by grants from Agency for Integrated Care (AIC) to fund the initiatives. The workload scheduler is targeted to be implemented by March 2017 whereas the e-billing system is expected to be ready by the fourth quarter of 2017.

ALPA-S brings Hari Raya Festive Cheers to Patients



ALPA-S volunteer (left) delivering hampers to a HNF patient (right).

In celebration of Hari Raya, the Airline Pilot Association-Singapore (ALPA-S) brought festive cheers to our Muslim beneficiaries by distributing Hari Raya hampers to them. Each hamper was packed with daily necessities such as rice, cooking oil, dishwashing liquid, bath towels and Hari Raya cookies. Between 4 and 5 July 2016, five volunteers from ALPA-S took time out from their rest days to deliver hampers to 25 patients islandwide. The volunteers visited the patients in their homes to wish them a joyous Hari Raya celebration and even spent some time mingling with the patients.

ALPA-S had generously donated \$15,905.61 to HNF from the funds ALPA-S had raised through the sales of model planes at the Singapore Airshow 2016 from 16 – 21 February 2016. HNF was one of the four charities to be nominated as a beneficiary from this fundraiser. In a separate fundraising initiative, ALPA-S raised an additional \$32,958.00 for HNF. The Hari Raya hamper distribution was the first of a series of three hamper distribution initiatives in FY16/17 by ALPA-S. This would be followed by a Deepavali hamper distribution in October and Lunar New Year hamper distribution in 2017. The remaining funds would be designated to subsidise fees for our needy patients.

HNF is grateful to ALPA-S for their continued support and on behalf of our beneficiaries, we would like to express our heartfelt gratitude to ALPA-S.

Making a Difference

Written by:

**Boo Wei Ting, Student, Nanyang Polytechnic,
Diploma in Chemical and Pharmaceutical Technology**

I could have been enjoying mooncakes at home. Instead, I decided to do a good deed with my fellow NYP volunteers, and I was glad I did just that!

Project Clean-Up, which took place on 15th September, was an event organised by the Home Nursing Foundation (HNF). The objective of the exercise was to help the elderly patients who live independently but are physically unfit, and unable to manage their household chores.

HNF delivers comprehensive care programmes dedicated

to patients who require emotional, physical and medical support at their homes. They often organise community events to look after the social welfare of patients and beyond nursing or medical care. In July this year, I too had the opportunity to participate in the Community Awareness Carnival organised by HNF as a volunteer helper. So when I heard about this new project by HNF, I promptly signed up.

Besides volunteers from NYP, there were also volunteers from Bayer, a Life Sciences company that focuses on pharmaceutical research.

Bayer generously sponsored essential items like packets of rice for the patients. Since 15th September was also



Volunteer Boo Wei Ting (second from left) with her Project Clean-Up team mates and HNF patient Mr Fong at his house

the Lunar Mid-Autumn Festival, the organisation also presented boxes of sugar-free, halal mooncakes to the households. Together, students like myself and Bayer's employees spent our time cleaning up the homes of the patients, and ensuring that each home was squeaky clean.

The gentleman in photo above is Mr Fong Ah Choy. Mr Fong is 88 years old, wheelchair bound and partially deaf. He has been living alone since the passing of his wife. He has friendly neighbours who would bring him provisions necessities occasionally, and nurses who would visit him once in a few weeks to monitor his medical condition. Mr Fong could only speak dialects (a mixture of Hokkien and Teochew), and we were fortunate to have a teammate who could speak the same language, hence she became our translator.

We swept and mopped the floor of Mr Fong's house, cleaning the windows and wiping the doors. During the clean-up, we also befriended him and asked him questions. But we were careful not to mention his wife, as it may sadden him. Mr Fong was appreciative and happy about our visit, and would gladly welcome us again.

There were a total of 9 teams that participated in this project. We realised that with more helping hands, the workload of each volunteer was cut down and thus our efficiency was increased. As a result, we were able to devote more time getting to know the elderly. The elderly patients were also delighted to interact with us.

Project Clean-Up was a wonderful experience. I gained more insights into the living conditions of the elderly who live alone, and am more aware of the ailments that affect them. I am grateful to the participants who have devoted their time to this worthy cause. It was a demanding day for all the volunteers, but I am sure we all had the same mission in mind, that was, to help others to the best of our ability.

Mr Fong was just one of the underprivileged patients under the care of HNF. Many patients live alone, require medical attention and often have nobody to talk to. I hope my article is able to raise awareness for such elderly patients who live in the same country as us.

I strongly encourage everyone to participate in similar activities, because your presence can bring so much joy and make a difference to the lives of others.

A Patient's Story

病人的一段故事



Mdm Emily Thamarai Kanni D/O Markos, 55, worked as a security officer for many years before she was forced into early retirement 14 years ago due to poor health.

She lives alone in a two-room flat and suffers from diabetes, hypertension and asthma. She relies on a Bilevel Positive Airway Pressure (BiPap) machine to get a good night's sleep.

In April 2016, she underwent a surgery to remove an intestinal growth. She now wears a stoma bag around her abdomen which stores her stools.

Home Nursing Foundation's (HNF) Senior Enrolled Nurse (SEN) Jenny Yong visits Mdm Emily weekly for stoma bag-change. "Mdm Emily is blind in one eye so she has difficulties changing the stoma bag on her own. I am glad to be able to help her," said SEN Jenny.

Mdm Emily is very appreciative of HNF's help, "Nurse Jenny is like a friend to me. She takes care of me very well. My eyesight is very bad so going to the clinic can be very troublesome. This is a very good service".

Without a family and a regular income, Mdm Emily qualifies for full waiver of fees with the help of government and HNF subsidies. HNF subsidies are made possible with generous donations from well-meaning individuals and companies. HNF does not turn away any patient because of his/her inability to pay and we remain committed to providing high quality, comprehensive and affordable nurse-led home healthcare services.

Your donation will help our patients receive free or subsidised home healthcare and medical consumables. On behalf of all our patients, we sincerely thank you for your generosity and for making a positive difference in the lives of our patients.

五十五岁的 Emily Thamarai Kanni 女士在十四年前因身体迎来了病魔而被迫提早退休，与多年保安工作告别。

她独自住在二房式政府组屋，不单单患上糖尿病，还有高血压与哮喘病，晚上甚至必须依赖“双相型阳压呼吸器”BiPap才能够安然休息。

今年四月，祸不单行的她刚经历一场手术，割除了肠瘤，现在依赖造瘘口来排便，腹部挂着一个肛袋。

每周，“家护基金”的高级登记护士 Jenny Yong 都会登门替 Emily 女士替换肛袋，进行造瘘口护理。Jenny 说：“失去一边眼睛的状况下自己进行造瘘口护理与换肛袋，对 Emily 女士来说简直是考功夫的活儿。”

Emily 女士非常感谢“家护基金”给予她的协助：“Jenny 护士就好像我朋友。她无微不至地照顾我。其实在我这种半失明的状态下去药房是件麻烦的事，这是很好的服务。”

其实，好像 Emily 女士那样，三无：“无依无靠又没有入息”。她绝对符合豁免所有服务费的条件，应该完全得到政府和“家护基金”的全额补助。无论是个人或企业善心捐款，只有您慷慨解囊，我们才能够给予协助抵消他们的护理费。我们无法狠下心肠，放弃任何一个符合资助的病患者；并且继续承诺提供高素质，全方面以及负担得起的医药护理服务。

我们的病人能否豁免护理用品费用，或给予部分补助，更甚至全额豁免费用，一切都在您的发心之中。一个发心，就能改变病人的人生。我们深怀感恩之心，谨替病人谢谢您给予的正能量，善款。

For online donations, please visit HNF website at
若您想要通过网络捐款，请浏览“家护基金”的网址
<http://www.hnf.org.sg>.

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DONATION BOX Placement PROGRAMME

Help HNF raise funds in a fuss-free way to support some of our patients who may be from less privileged backgrounds. By providing a space for HNF donation boxes, you can help us to help others by bringing healthcare services to the homes of our patients.

To find out more about this initiative, please email fundraising@hnf.org.sg



HOW YOUR DONATION MAKES A DIFFERENCE

\$50
DONATION

1 home medical visit
+
2 home nursing visits

\$100
DONATION

1 home medical visit
+ 6 home nursing visits
OR one month's supply of diapers

\$200
DONATION

3 home medical visits
+
12 home nursing visits



Contact us at **6854 5505** or email **enquiry@hnf.org.sg** .

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addressee. For
posting in
Singapore only.

HNF Patient Profile Statistics

68.4%



Patients who are
bed bound or
have mobility
issues

50.6%



Patients with
household
income below
\$700

84.9%



Patients with
household
income below
\$2,600

My Personal Particulars

Name _____
(Dr / Mr / Ms / Mrs / Mdm)

*NRIC/FIN No. - -
(NRIC/FIN is required for automatic tax deduction)

Address _____ Postal Code _____

Tel _____ Mobile _____

Note: All donations made from 1 January 2016 to HNF will qualify for a 250% tax deduction. We provide tax deduction receipts for donations of \$50 and above or upon request.

My Donation

One-time Donation

\$500 ☐ \$100 ☐ \$50 ☐ Other Amt \$ _____

Monthly Donation (kindly fill up Giro Form on the right)

\$100 ☐ \$50 ☐ \$20 ☐ Other Amt \$ _____

☐ Bank & Cheque No. _____
(Payable to "Home Nursing Foundation")

☐ Credit Card - ☐ Visa ☐ MasterCard ☐ Amex

Credit Card No.:

Name as on Credit Card: _____

Expiry Date of Credit Card:
(Month / Year)

Signature _____ Date _____

Personal Donation

Corporate Donation

Company Unique Entity No. (previously known as "ROC"/ "ROB"):
 (Only applicable for corporate donation)

Email _____

Application Form For Interbank Giro (for monthly donation only)

Part 1: For your Completion (Please do not use correction fluid)

Name _____
(Dr / Mr / Ms / Mrs / Mdm) As in Bank's Record

Date _____ Name of Bank _____

Contact No. _____ Branch _____

NRIC/FIN/Passport No. - -
(HNF's Donor's Ref)

Your Account No. to be debited (For Your Completion)

*Thumbprint(s) / Signature(s)

Part 2: For HNF's Use

Beneficiary: **Home Nursing Foundation**

Bank Branch

Billing Organization's ("BO") Reference Number

Bank _____ Branch _____ HNF's Account No.

- (a) I/We hereby instruct you to process the BO's instructions to debit my/our account.
(b) You are entitled to reject the BO's debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. You may also at your discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.
(c) This authorization will remain in force until terminated by your written notice sent to my/our address last known to you or upon receipt of my/our written revocation through the BO.

FOR FINANCIAL INSTITUTION'S COMPLETION

To: Home Nursing Foundation - This Application is hereby REJECTED
(please tick) for the following reason(s):

- () Signature/Thumbprint[†] differs from Financial Institution's records () Account operated by Signature/Thumbprint[‡]
() Signature/Thumbprint[‡] incomplete/unclear () Amendments not countersigned by donors
() Wrong account number () Others _____

Name of Approving Officer _____ Authorised Signature _____ Date _____

[†] For thumbprint, please go to the branch with your identification.

[‡] Please delete where applicable.

* In accordance with the Charities Act (Chapter 37), individual and corporate donors have to include their NRIC or UEN number respectively for tax deduction.