

## **Frequently Asked Questions**

### **1) What is COVID-19 polymerase chain reaction (PCR) test?**

A COVID-19 polymerase chain reaction (PCR) test is a test which analyses your upper respiratory specimen to identify genetic material of the Covid-19 virus. PCR is currently the most reliable and accurate test for detecting active infection and can only be administered by the Ministry of Health (MOH) approved healthcare institutions and providers in Singapore.

### **2) I have not purchased a Great Eastern General's Travel Insurance but would like to enjoy the test pricing offered. Can I proceed to purchase the COVID-19 test via StarMed or OneCare's website?**

The offer COVID-19 test price only applies to policyholders and their travel companion(s) under the Great Eastern General Travel Insurance. Please refer to the question below to find out how to book your PCR COVID-19 test.

### **3) How can I book my COVID-19 test?**

You may book a test at StarMed or OneCare via the following channels.

- **StarMed GP Clinic**  
Contact number: 6322 6333  
Email: [HS@starmedspecialist.com](mailto:HS@starmedspecialist.com)
- **OneCare Clinics**  
Call your preferred clinic from the list below.

Alternatively, you may submit a request for an appointment via <https://www.onecaremedical.com.sg/contact-us/> and chose "Travel Insurance Policy Holder" under Type of Enquiry.

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| <b>ONECARE CLINIC WOODLANDS</b><br>4 WOODLANDS ST 12 #02-57 SINGAPORE 738623   | 6363 2919 |
| <b>OC MEDICAL RAFFLES PLACE</b><br>1 RAFFLES PLACE #05-15/16 SINGAPORE 048616  | 6532 2692 |
| <b>ONECARE CLINIC BEDOK MRT</b><br>315 NEW UPPER CHANGI ROAD, #01-01,<br>SINGAPORE 467347  | 6970 0813 |
| <b>ONECARE CLINIC CLEMENTI</b><br>BLK 449 CLEMENTI AVE 3 #01-241 LOT C<br>SINGAPORE 120449   | 6970 9300 |
| <b>ONECARE CLINIC BUKIT PANJANG BUS INTERCHANGE</b><br>15 PETIR ROAD, #01-66 BUKIT PANJANG<br>INTERGRATED TRANSPORT HUB, SINGAPORE<br>678270 | 6518 4055 |

You will be required to provide the following details when booking an appointment with the clinic:

- a. GE Travel Insurance Policy Number
- b. Preferred OneCare Clinic Location (for OneCare only)
- c. Flight Date
- d. Flight Time
- e. Destination Country/Countries
- f. Time period for test (usually 48 or 72 hours before departure) required by destination country

**4) How do I pay for my COVID-19 test?**

You will be required to self-pay for the test at the clinic.

**5) When do I have to complete my COVID-19 test before my departure date from Singapore?**

You will be required to take the test within two or three days before the scheduled departure date of your flight. Please confirm the requirements with your destination country before making your appointment.

Do note that self-administered tests will not be accepted for entry or transit through Singapore.

We strongly recommend for you to contact the clinic once your flight details are finalized so that the respective clinic can arrange for the test, as it will be subjected to availability.

**6) What documents must I bring on the day of the swab test?**

On the day of your test, please bring along the following documents to the clinic:

- a. Identity card & Passport
- b. Flight itinerary showing the departure timing
- c. GE travel insurance document
- d. Cash / Credit card for payment purposes.

**7) When will I receive my COVID-19 test result?**

A soft copy of the results will be emailed to the patient within 36 hours of the test. These soft copy results are notarised and can be used for travel.

Hard copy results will be available upon request. Please request for this at the clinic during your appointment. Hardcopy results will be available for self-collection at the clinic 2-3 days after the test. Hardcopy results will not need to be notarised, and can be used for travel.

**8) If I take more than one COVID-19 test will I get my results at the same time?**

Same turnaround time apply (refer to question 7) for any number of covid-19 tests done.

**9) Will my test memos provided by StarMed or OneCare be accepted by my destination country?**

The COVID-19 test memo provided by StarMed or OneCare will be accepted for departure during boarding in Singapore and immigration clearance overseas. You may be required to take an additional PCR test upon arrival at your destination country. You may find more information on requirements [here](#).

Softcopy results emailed to patients will be notarised and accepted for travel. Hardcopy results are not notarised, but will be accepted for travel too.

**10) I booked my test but am no longer able to make it for the original appointment. How do I reschedule my appointment?**

Please call the following numbers to cancel or reschedule your appointment.

- **StarMed GP Clinic:** 6322 63333
- **OneCare Clinic:**  
Contact the OneCare clinic of your scheduled appointment.

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