

# Comprehensive Event Day FAQ Guide

## Venue & Location

### Where is the event being held?

The event takes place at the **Ng Teng Fong Centre for Healthcare Innovation**. The exact address is 11 Jalan Tan Tock Seng, Singapore 308433.

### How do I get to the venue?

The Ng Teng Fong Centre for Healthcare Innovation is accessible via:

- **MRT:** Novena **MRT station (NS21)** is the nearest station, approximately a 10-minute walk.
- **Bus:** Services **21, 124, 130, 131, 139, 145, 190** stop near the venue.
- **Car:** The venue is located near the junction of **Jalan Tan Tock Seng** and **Moulmein Road**.

### Is there a map of the venue available?

<https://maps.app.goo.gl/R47phFQZvH8u5EDy6>

## Transportation & Parking

### Where can I park my vehicle?

Parking is available at the Ng Teng Fong Centre For Healthcare Innovation car park.

### Are parking coupons provided?

No, parking coupons will not be issued for this event.

### What are the parking rates?

Standard parking rates are \$2.40 per hour on Mondays to Saturday, and \$2.40 per entry on Sunday and Public Holiday.

### Is valet parking available?

No, valet services are not available.

### **Are there drop-off points?**

Yes, there is a designated drop-off point at the main entrance of the Ng Teng Fong Centre for Healthcare Innovation.

## **Registration & Check-in**

### **When should I arrive?**

We recommend arriving **30-45 minutes before the event starts** to allow time to breeze through registration, grab a good seat and enjoy some light breakfast while networking. Doors to the auditorium open 30 minutes before the programme begins.

### **Where is the registration desk?**

The registration desk is located at Level 2 and Level 4 of the Ng Teng Fong Centre for Healthcare Innovation. You can easily get there by taking the escalator to the levels or lift at Lobby A or C.

### **What do I need for check-in?**

Please show the QR code from your confirmation email. The QR code is your event ticket. As we are implementing a virtual badge system, you will require your mobile device to check-in to the conference.

### **How does the check-in process work?**

Show your QR code at registration. Staff will scan it and you will gain access to the auditorium and your virtual badge on the spot.

### **I didn't receive my QR code. What should I do?**

Check your spam folder. If you still could not locate your QR code or confirmation email, head to the registration desk. Our staff will verify your identity using your name and email.

### **What if I lost or forgot my QR code. Can I still enter the event?**

Yes. No worries - just head to our registration counter; and our team will assist you. We'll verify your identity using your name and email.

### **Can I transfer my registration to someone else?**

Any transfer of registration has to be done before the conference. Kindly email [conference@chi.sg](mailto:conference@chi.sg) with the new attendee's details, and we'll update the registration, subject to the event organiser's approval.

**How do I cancel my registration?**

Email [conference@chi.sg](mailto:conference@chi.sg) with your name and your request to cancel. Our team will process your cancellation and inform you once it's complete.

**Can I register on-site on the event day?**

Unfortunately, onsite ticket purchase will not be available on the event day. Kindly purchase the conference ticket before the 4th July 2025, 23:59 SGT.

**How do I purchase a ticket?**

For individual ticket purchase, you can purchase directly by clicking on 'Register Now'.

If you would like to purchase tickets in bulk, you may drop an email to us at [conference@chi.sg](mailto:conference@chi.sg), our secretariat team will be glad to assist you!

## Event Details

**What is the dress code for the event?**

Smart casual. As part of our commitment to sustainability, the CHI building will maintain an air-conditioning temperature of 25 degree celsius throughout the 2-day conference. We recommend dressing in comfortable, breathable attire, suitable for a professional environment and bringing an extra layer in case you feel chilly.

**What do I need to bring to the event?**

Have your QR code (i.e. event ticket from your confirmation email) ready on your mobile devices. In an effort to encourage sustainability practices, you are encouraged to bring your own water bottle and lunchbox.

**Will refreshments be provided?**

Yes, complimentary refreshments will be provided during scheduled breaks. Breakfast, Lunch and PM refreshments will be available.

**Will there be WiFi?**

Yes, complimentary WiFi will be available throughout the venue. Connect to CHI Wifi and sign in with your email or mobile number to receive an OTP..

## Conference Programme

**What time does the conference start and end each day?**

The conference programme begins at 9:00 am and ends around 6:00 pm each day. Please refer to <https://chiinnovate2025.klobbi.com> for detailed timings.

**Where can I find the programme of the conference?**

The full conference programme is available on <https://chiinnovate2025.klobbi.com>. You can also visit this conference microsite to check out who the speakers are!

**Will I be able to choose which sessions to attend?**

Yes. The conference on Day 1 afternoon features three concurrent tracks: LLM Workshop = AI Imagination Stations by Microsoft, Open Government Products & Synapse (pre-sign up); Prompt-athon = Rock & Heal Challenge; and Programme in Exhibition Halls. You are free to attend sessions that align with your interests.

**Is there a recommended session for first-time attendees?**

We recommend attending the opening CentreStage presentations for both days of the conference for a high-level overview and welcome of the conference. It is a great way to orient yourself and gain context for the rest of the conference. For details of the conference programme, please refer to <https://chiinnovate2025.klobbi.com>.

**Will I have a chance to interact with speakers?**

Yes, all sessions at CHI INNOVATE include Q&A segments; and you may also approach speakers during scheduled breaks.

**Are there activities or networking opportunities at the conference?**

Absolutely! Head to L2 Exhibition Halls and Marketplace around to meet innovators, exhibitors and like-minded individuals during scheduled breaks designed to spark conversations and connections.

**Will I be assigned seating for sessions?**

Seating is on a first-come, first-served basis. We recommend arriving early to grab the best seats!

## Accessibility

**Is the venue wheelchair accessible?**

Yes, the Ng Teng Fong Centre for Healthcare Innovation is fully wheelchair accessible with ramps, elevators, and accessible restrooms.

### **Are there accessible restrooms?**

Yes, accessible restrooms are available on each floor of the venue.

### **What accommodations are available for attendees with disabilities?**

We strive to accommodate all attendees. If you have specific accessibility requirements (such as sign language interpretation, large print materials, or special seating), please email [conference@chi.sg](mailto:conference@chi.sg) at least 7 days before the event.

## **On-site Services**

### **What if I lose something during the event?**

Please visit the registration desk located at Level 4 for lost and found items. After the event, you can contact [conference@chi.sg](mailto:conference@chi.sg) about the lost items.

However, we strongly encourage you to keep your belongings secured with you at all times, we are not liable for recovery or loss efforts.

### **Is there a quiet room?**

No, there is no designated quiet room for this event.

### **Will medical assistance be available?**

Yes, first aid services will be available on-site. In case of emergency, please alert the nearest staff member immediately.

## **Technology**

### **Is there an event app?**

Yes - Klobbi's web app will be your go-to! No download needed.

### **How do I access the app?**

It is a web-based app. Once you have 'checked-in' at the registration counter, you will be directed to the web-based app. If you happen to close the browser, simply tap on your unique QR code (with URL) from your confirmation email to access the web-based app.

### **The web-app is not loading. What should I do?**

- Try refreshing the page
- Clear your browser cache and cookies
- Use a different browser
- Ensure you're using the latest version of your browser

- Check your internet connection

If problems persist, please reach out to a staff at our registration counter.

#### **Will presentations be available after the event?**

Yes, presentation slides and recordings (where permitted by speakers) will be shared with registered attendees.

For event recordings, once it is available, you will be able to find them on the CHI's Youtube channel.

#### **Can I charge my devices at the venue?**

There is no designated charging station. You can always bring your own chargers, there are many charging points within the venue.

## **Special Situations**

#### **What if I have dietary restrictions?**

Please indicate your dietary preference on the registration form. We have a specially selected vegetarian and halal menu.

#### **What if I need to leave early or arrive late?**

You are welcome to enter or leave the event as needed. For late arrivals, please check in at the registration desk when you arrive.

## **Post-Event**

#### **Will I receive a certificate of attendance?**

No certificate of attendance is provided for this event.

#### **How can I connect with other attendees after the event?**

There will be plenty of opportunities to connect during the event itself—especially during scheduled breaks. We encourage you to mingle, exchange contacts, and start conversations that can continue even after the conference wraps up!

## **Customised Questions**

**Which session in the conference would you recommend for a nurse interested in AI?**

Don't miss Part 3 of the conference on **AI for All** - this segment showcases practical case studies of nurses who have successfully woven AI in their everyday workflows and care delivery.

**Which session in the conference would you recommend for a clinician interested in AI?**

Check out Part 2 of the conference on **Change for AI** where fellow clinicians share their firsthand experiences of integrating AI into practices. You may also be interested in Part 3 of the conference on **AI for All** which highlights real-world clinical use cases of AI in improving safety, speed and outcomes in patient care.

**Which session in the conference would you recommend for an allied health professional interested in AI?**

Part 3 of the conference on **AI for All** is made for you! It celebrates our everyday healthcare heroes who are already putting AI into action on the ground.

**Which session in the conference would you recommend for a healthcare administrator interested in AI?**

Tune into Part 2 of the conference on **Change for AI** as this segment focuses on system-level transformation and how different stakeholders including administrators, can drive meaningful AI adoption across healthcare.

**Which session in the conference would you recommend for a leader interested in AI?**

Make a beeline for Part 1 of the conference on **AI for Change** where global healthcare leaders share how they are using AI to lead transformation in health systems and improve population outcomes.

**Which session in the conference would you recommend for junior staff or someone just starting their AI journey?**

Start with Part 1 of the conference on **AI for Change** - for a big-picture view of how AI is shaping health & healthcare. Then stay for Part 4 of the conference on **All for AI** - a motivating close to the conference that encourages everyone, regardless of role or experience, to confidently embrace AI in the workplace.