

SCDF hotline closure: 1800 280 0000 ends on 21 December 2026 and 1777 ambulance line on 1 January 2027

Description

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Two SCDF phone numbers that many families keep on the fridge are about to stop working. The SCDF hotline closure comes first: the general line, 1800 280 0000, ceases operations on 21 December 2026. Then, from 1 January 2027, the 1777 non-emergency ambulance hotline goes too. The 995 emergency line is not affected, so nothing changes if someone collapses at home.

If you look after elderly parents, or you are the person in the block who reports blocked corridors, it is worth spending five minutes updating your contact list before the year-end holidays.

SCDF hotline closure: what ends and when

Here is the timeline, taken from notices on the SCDF website:

- 21 December 2026: the SCDF Hotline, 1800 280 0000, ceases operations.
- 1 January 2027: the 1777 non-emergency ambulance hotline ceases.
- No change: 995 for emergencies, and SMS 70995 if you cannot speak on the phone.

For non-emergency matters that used to go to 1800 280 0000, SCDF now points the public to its online feedback form. That covers things like reporting a fire hazard in a common corridor or asking a general question.



Source: SCDF

What to do instead of calling 1777

The 1777 line was for people who needed an ambulance ride but were not in a life-threatening situation, such as an elderly parent with a minor fall who wants to go to hospital. SCDF says that from 1 January 2027, there are three routes:

- Call the NurseFirst helpline at 6262 6262 for medical advice. Trained nurses will suggest options such as a nearby GP clinic or a teleconsultation.
- Book a licensed private ambulance or medical transport operator. MOH lists them on its private ambulance services page, which links to the HealthHub directory.
- Take a taxi or ride-hail car for non-emergency trips to hospital.

It is a small change, but a kiasu household will want a private operatorâ??s number saved before it is needed, not after. Grandma does not want to wait while you scroll through search results.

What a private ambulance costs

MOH publishes a fee guide based on rates as of January 2026. These are indicative ranges only, and operators may charge extra for things like stairs or waiting time:

- One-way transfer to A&E during office hours: S$110 to S$600 for an emergency ambulance service (median S$230), or S$70 to S$500 for a medical transport service (median S$175).
- One-way transfer to A&E after hours: S$150 to S$600 for an emergency ambulance (median S$255), or S$90 to S$500 for medical transport (median S$200).
- Hospital discharge: S$70 to S$600 for an emergency ambulance (median S$137), or S$50 to S$500 for medical transport (median S$115).

MOH says the table is a guide and that you should confirm fees and payment modes directly with each provider. Medical transport services cannot carry someone who is already an emergency patient, so pick the right type when you call.


Source: SCDF

When 995 is still the right call

None of this touches 995. SCDF lists cardiac arrest, seizures, breathlessness, loss of consciousness, heavy bleeding, major trauma and stroke as examples of real emergencies. For those, call 995 straight away.

SCDF also reminds the public that it no longer conveys non-emergency cases to hospital, a policy in place since April 2019. Toothaches, coughs, diarrhoea, headaches and minor burns are the kind of

cases its 995 operations centre will redirect. We explained the full set of routes in our guide to 995, 1777 and NurseFirst, and the SMS options in 999, 995, 70999 or 70995.

A quick household checklist before 21 December

This is the boring but useful bit. Run through it once, ideally with the older folks at home:

- Cross out 1800 280 0000 and 1777 on any fridge magnet, printed card or phone contact.
- Save NurseFirst (6262 6262) and one licensed private ambulance operator in every family memberâ??s phone.
- Bookmark the SCDF feedback form for reporting fire hazards in corridors or void decks.
- Keep 995 and SMS 70995 at the top of the list, including for helpers and caregivers.

While you are at it, check that your home fire alarm is still beeping when tested; our note on home fire alarm placement covers where it should go. SCDFâ??s homepage also carries a scam warning: legitimate fire safety products are certified by accredited certification bodies, and claims of â??SCDF-approvedâ?• products are false. If someone at the door uses that line, you can report it through the same feedback form.

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