

General Practitioners' Guide to a Healthier SG-compatible Clinic Management System

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As part of the requirements to participate in Healthier SG (HSG), clinics are required to:

1. Sign the National Electronic Health Record (NEHR) Accession Agreement (AA) and apply for NEHR view-access for practicing doctors.
2. Implement and maintain an HSG-compatible Clinic Management System (CMS) at its premises.
3. Contribute information to NEHR from the HSG-compatible CMS referred to in point (2) above in accordance with the NEHR requirements.

An HSG-compatible CMS is an essential tool to contribute to National Electronic Health Record (NEHR), facilitate care continuity and seamlessly track your own patients' outcomes.

The HSG-compatible CMS requirements are also aligned with the obligations under the Health Information Act (HIA). When mandatory contribution to the NEHR commences from September 2027, your CMS must support NEHR connectivity for data contribution, meet cybersecurity and data security standards, and your CMS partner must adhere to the Code of Practice for Data Portability. Adopting an HSG-compatible CMS therefore helps fulfil both your HSG programme requirements and your HIA obligations.

If your CMS Vendor is no longer on an HSG-compatible CMS listing, you must transit to a new HSG-compatible CMS within **three (3) months** to ensure care continuity and compliance with HSG requirements (see [Annex](#) for more details).

The list of HSG-compatible CMSes is published on <https://synapxe.sg/partner-us/smartcms/>. This list will be regularly updated based on vendor assessments against MOH's qualification criteria.

If your current CMS is **NOT** on the list or you are thinking of switching to a CMS more suited to your requirements, here's a guide for a smoother journey.

Step 1: Evaluate your current CMS

Before making the switch to another CMS Vendor, evaluate if your existing CMS has met your needs and have an open discussion with your existing CMS Vendor.

Check the contractual agreement with your existing CMS Vendor, in particular the contract termination clauses and any implications, e.g. penalties. To avoid inadvertently engaging in activities which may result in a breach of the contractual agreement, you are strongly encouraged to inform your existing CMS Vendor when you have intention to explore (e.g. trial another CMS) and before making the switch to another CMS Vendor.

Step 2: Compare available CMS Vendors and their products

Before you begin the search for your new CMS, gather feedback from your staff members who use the CMS most often and other GP clinics on their experiences with their CMS Vendors. Aspects to consider include (not exhaustive):

1. Reliability of system
2. Ease of use
3. Available Functions
4. HSG-compatibility
5. Data migration experience
6. Maintenance and technical support

Refer to the list of HSG-compatible CMSes on <https://synapxe.sg/partner-us/smartcms/>. Contact your preferred CMS Vendor(s) and request for a demo/briefing.

If you are intending to trial a CMS,

1. ensure that there is a contractual agreement for the trial period; and
2. consider using test data or a limited set of live data.

Review the subscription agreement with your preferred CMS Vendor(s) and look out for the following (not exhaustive)¹:

1. Scope of subscription, contract duration, payment terms, security deposit, early termination charges and auto-renewal clauses;
2. Maintenance and technical support;
3. Support and charges (if any) for data migration; and
4. Ownership and management of the data captured in the CMS.

Compare the functionalities, support and price packages offered and make an informed decision based on what you need.

Once you have made your decision, inform your existing CMS Vendor of your intention to terminate the existing CMS service (if applicable).

Step 3: Plan the switch

One of the most important aspects of switching is ensuring that data is seamlessly migrated from the existing CMS to the new CMS. Engage your new (incoming) and existing (outgoing) CMS Vendors in advance on the Data Migration Plan². Please refer to **Annex** for the timeline if you are switching from a non-HSG compatible CMS to an HSG-compatible one.

Before you approve the Data Migration Plan:

1. Understand the onboarding/offboarding processes and the support provided by CMS Vendors, e.g. regular updates on progress;
2. Understand what are the possible issues that may happen during data migration and measures that CMS Vendors will take to prevent them from occurring;
3. Learn if there is anything you should do to facilitate the data migration process, e.g. availing yourself for review and clarifications;

¹ It is important for GP clinics to verify all clauses carefully as the subscription agreements and contracts are between CMS Vendor and GP clinics.

² The Data Migration Plan may include expected data output and its format, number of exported datasets required and a data migration schedule which details the expected timeframe for completion of tasks.

4. Achieve a common understanding and agreement with both CMS Vendors on the scope of data migration, data volume and data quality, which includes agreeing on the Data Migration Schedule and identifying essential data to be extracted and validated; and
5. Set up an appropriate time period for migration to minimise disruption to your clinic's operations.

You, your outgoing and incoming CMS Vendors are to be involved in the development of the Data Migration Plan and should arrive at a mutual understanding and agreement on the Data Migration Plan before its execution. For more information on roles and responsibilities of each party, refer to the Code of Practice for CMS Data Portability at <https://go.gov.sg/moh-dataport>.

Keep in mind that you won't always discover data migration problems from the start. Do consult and agree with your outgoing CMS Vendor on their duration of support after the data migration is complete in case any issues arise later.

As submission of HSG Care Reports would affect Annual Service Fees (ASF) payment, kindly take note of the following:

1. Submission of care reports via HSG-compatible CMS: Care report submissions via CMSes are cumulative. GPs should not delete enrollees' past data in the CMS as it may result in incomplete submission.
2. Timeliness of care report submission: Care reports should be submitted within the assessment period³. GPs are encouraged to submit these reports promptly after completing the care component.

Please refer to **Annex**, under **Timepoint D + 4 weeks** on *Execution of Data Migration Plan* for more details.

Step 4: Change management

You and your staff will need to learn how to use the new system and integrate it with your clinic's operations.

³ As per the Healthier SG Enrolment Programme Agreement, "**Assessment Period**" means the period commencing on 1 January and ending on 31 December of each year (both dates inclusive).

Work closely with your incoming CMS Vendor to smoothen the change process. Some considerations to note (not exhaustive):

1. Identify the training needs for your clinic, such as the number of training sessions and mode of training (onsite/virtual) required for your staff to be familiar with the new CMS.
2. Check whether existing IT assets such as computers and printers can be used with the new CMS.
3. Arrange for dry run session(s) if possible, to familiarise yourselves with the new CMS's functionalities and IT equipment, and ensure that the clinic operates as intended.
4. Establish and communicate the date when you will operate on the new CMS. You can consider arranging for support from the incoming CMS Vendor if required, to address any teething issues that may arise.

Step 5: Sign off post-data migration

Once your incoming CMS Vendor has imported the data, they will ask you to verify the datasets. Check that the agreed essential data are migrated to the new CMS without issues/errors.

For data which clinic chooses not to migrate or cannot be migrated, clinic should request an offline copy of such data from the outgoing CMS Vendor and retain a copy before the data migration is completed. Thereafter, these data will likely be deleted by the outgoing CMS Vendor.

For datasets which cannot be migrated to the new CMS, you are encouraged to request for a copy of the data and a written guide (for example, a data dictionary) which will allow you to interpret the data. For more information on the data format, refer to the Code of Practice for CMS Data Portability at <https://go.gov.sg/moh-dataport>.

The data migration process is deemed to be completed once you provide confirmation that the data migration is complete through the agreed mode of communication with your new CMS Vendor.

Switching CMS is a team effort. When in doubt, always check with your CMS Vendors and have them guide you through the process.

Note: This Guide should not be used as a substitute for consultation with CMS Vendors on the requirements of switching CMS. In no event will MOH be liable to any GP clinic or any other person using this Guide for any decision made or action taken or for refraining from making any decision or taking any action in reliance of the information contained in this Guide for any consequential, special, or similar damages, even if advised or notified of the possibility of such damage. Parties are also reminded to ensure compliance to the Personal Data Protection Act 2012, Computer Misuse Act 1993, and any other applicable legislation or laws.

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Annex: Timeline for transition to a new HSG-compatible CMS

If your CMS Vendor is no longer on an HSG-compatible CMS listing, you must transit to a new HSG-compatible CMS within **three (3) months*** to ensure care continuity and compliance with HSG requirements.

** If your clinic has not completed NEHR onboarding and started contributing to NEHR using a new HSG-compatible CMS at least 15 days before the end of the 3-month transition period, you will receive a Notice of Suspension (NOS). You may appeal as per the instructions in the NOS. The suspension will not take effect if you complete the transition and start contributing to NEHR using a new HSG-compatible CMS within the 15-day period; otherwise, you will be subjected to immediate enforcement actions at the end of the 15-day period.*

The recommended timeline for transition to a new HSG-compatible CMS is as follows:

Timepoint	Milestones for transition to a new HSG-compatible CMS	Data submission for HSG Annual Service Fee payments
Date of notice (D)	<p><u>Notice of delisted CMS Vendor from HSG services</u></p> <ul style="list-style-type: none"> • Upon notification of your CMS Vendor's exit, we advise that you take one (1) month to choose your preferred new HSG-compatible CMS so that subsequent activities such as data migration can happen promptly. • Please refer to the list of HSG-compatible CMSes on https://synapxe.sg/partner-us/smartcms/. • You may consider discussing with your PCN HQ on choosing a new HSG-compatible CMS suitable for your clinic. 	You can continue using your outgoing CMS Vendor for data submission until the start of data migration.
D to D + 2 weeks	<u>Request for Data Migration</u>	

Timepoint	Milestones for transition to a new HSG-compatible CMS	Data submission for HSG Annual Service Fee payments
	<ul style="list-style-type: none"> • Plan for termination with your outgoing CMS Vendor by reviewing the existing subscription agreement and look out for the following (not exhaustive): <ol style="list-style-type: none"> 1. Scope of subscription, contract duration, payment terms, security deposit, early termination charges and auto-renewal clauses; 2. Maintenance and technical support; 3. Support and charges (if any) for data migration; 4. Ownership and management of the data captured in CMS. • We would expect the data migration plan to be developed within approximately two weeks, in collaboration with both your outgoing and incoming CMS vendors. The incoming CMS vendor should be actively involved to ensure a smooth transition. • If you still have not decided on a new CMS, contact potential CMS Vendors for a demo/briefing. 	
D + 2 weeks to D + 4 weeks	<p style="text-align: center;"><u>Development of Data Migration Plan</u></p> <ul style="list-style-type: none"> • Decide on the new CMS you will be switching to and prepare for signing of the new subscription contract with the Vendor. • Inform your outgoing CMS Vendor on which CMS you will be switching to. • Have a joint discussion with the outgoing and incoming CMS Vendor to develop a tri-party agreed migration plan with consideration of the following (not exhaustive): 	

Timepoint	Milestones for transition to a new HSG-compatible CMS	Data submission for HSG Annual Service Fee payments
	<ol style="list-style-type: none"> 1. Discuss with your outgoing CMS Vendor on how you can perform data submissions during this period, particularly for data submissions which may affect HSG Annual Service Fee payments⁴ 2. Support from your outgoing CMS Vendor and incoming CMS Vendor for data migration; 3. Scope of data migration, data volume and data quality; 4. Review and clarifications required by clinic; 5. Set an appropriate timeline to minimise disruption to your clinic's operations and data submission activities. <ul style="list-style-type: none"> • Before you approve the data migration plan, come to an agreement with your outgoing CMS Vendor and incoming CMS Vendor on the following (not exhaustive): <ol style="list-style-type: none"> 1. Timeline and possible issues of data migration. Clinic may propose an earlier timeline, subject to agreement with the outgoing and incoming CMS Vendor 2. Support from your outgoing CMS Vendor and incoming CMS Vendor; 3. Performing data submissions before data migration. 	
D + 4 weeks to D + 10 weeks	<u>Execution of Data Migration Plan</u>	You can continue using your outgoing

⁴ The deadline for HSG GPs to submit Care Reporting data for computation of Annual Service Fee (ASF) payout for the assessment period is the last day of February of the payment year.

Timepoint	Milestones for transition to a new HSG-compatible CMS	Data submission for HSG Annual Service Fee payments
	<ul style="list-style-type: none"> • Work with your outgoing and incoming CMS Vendor to execute the agreed data migration plan. • For data which you choose not to migrate or cannot be migrated, you should request for an offline copy of such data from the outgoing CMS Vendor and retain a copy before the data migration is completed. • Check the accuracy and completeness of exported data. • Note: HSG care reports need to be completely migrated to the new CMS. If the latest care report submission via the new CMS has missing data components done from the past, the ASF computation may be affected. For example, 20 fields were in the latest care report instead of 25 fields that were submitted previously. 	<p>CMS Vendor for data submission until the start of data migration. There should not be any data submission using the outgoing CMS Vendor during the actual data migration. You can commence data submission once data migration is complete and your new HSG-compatible CMS is ready for use (i.e. HSG Web Services are activated).</p>
<p>D + 10 weeks to D + 11 weeks</p>	<p style="text-align: center;"><u>Follow-up post-Data Migration</u></p> <ul style="list-style-type: none"> • Verify and sign-off the completion of data migration. Some examples include (not exhaustive): 	<p>Once HSG Web Services are activated, you can start using your</p>

Timepoint	Milestones for transition to a new HSG-compatible CMS	Data submission for HSG Annual Service Fee payments
	<ul style="list-style-type: none"> • Confirm that the total number of migrated records matches with what you had in your previous CMS (e.g., patient records and appointments) • Review selected patient records to ensure they are correctly displayed in the new CMS (e.g., visit notes and medication records). • Verify that related information remains properly linked (e.g., visit notes and medication records are tagged to the correct patients). • Run familiar reports and test common tasks on both CMS to confirm they produce similar results and work as expected (e.g., booking appointments). • Ensure that any medical diagnosis codes or classifications have been correctly converted and still retain their clinical accuracy in the new CMS. • For data which clinic chooses not to migrate or cannot be migrated, you should request for an offline copy of such data from the outgoing CMS Vendor and retain a copy before the data migration is completed. Thereafter, these data will likely be deleted by the outgoing CMS Vendor. • Ensure your new CMS Vendor activates the HSG Web Services on your CMS and onboarded to NEHR. 	new HSG-compatible CMS for data submission.
From D + 11 weeks	<p><u>Start using your new HSG-compatible CMS</u></p> <ul style="list-style-type: none"> • Use the Self Help Report Module on PCDS to help you verify the care report submissions. 	

Timepoint	Milestones for transition to a new HSG-compatible CMS	Data submission for HSG Annual Service Fee payments
	<ul style="list-style-type: none"> • Use your new HSG-compatible CMS to submit Health Plans. <p><u>Reminder</u></p> <ul style="list-style-type: none"> • <i>Clinics are required to transit to an HSG-compatible CMS within the 3-month transition period.</i> • <i>Clinics will receive a Notice of Suspension (NOS) 15 days before the end of the 3-month transition period. After receiving the NOS, clinics may submit an appeal.</i> <p><i>Clinics that fail to complete the transition and do not submit an appeal within the stipulated timeframe will be subjected to immediate enforcement actions. i.e. suspension and termination from HSG programme at the end of the 15-day period.</i></p>	