

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

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

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 list of HSG-compatible CMSes is published on <https://synapxe.sg/partner-us/smartcms/>. This list will be regularly updated based 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. Functionalities available
4. HSG-compatibility<sup>1</sup>
5. Data migration experience
6. Maintenance and technical support

Refer to the list of HSG-compatible CMSes on <https://synapxe.sg/partner-us/smartcms/>. Separately, you may also refer to the publication (CMS Sutra) by College of Family Physicians Singapore (CFPS) on <https://www.cfps.org.sg/publications/cmssutra> for their review of these CMSes' strengths and weaknesses in terms of functionality and user-friendliness.

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)<sup>2</sup>:

1. Scope of subscription, contract duration, payment terms, security deposit, early termination charges and auto-renewal clauses;
2. Maintenance and technical support;

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<sup>1</sup> For more information, please visit <http://snapxe.sg/partner-us/smartcms/>.

<sup>2</sup> It is important for GP clinics to verify all clauses carefully as the subscription agreements and contracts are between CMS Vendor and GP clinics.

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 transferred from the existing CMS to the new CMS. Engage your new (incoming) and existing (outgoing) CMS Vendors in advance on the Data Migration Plan<sup>3</sup>. 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;
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

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<sup>3</sup> 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.

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: If both GPs submit the same care reporting activity, the ASF payment will be provided to the GP who submits the record earlier.

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.

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 keep a copy of it before the data migration completes. 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.

*-END-*



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

If your CMS Vendor is no longer on the HSG-compatible CMS listing, you will need to plan for a transition to a new HSG-compatible CMS within **three (3) months** to ensure care continuity and compliance with HSG requirements.

The proposed 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
<b>Date of notice (D)</b>	<p><b><u>Notice of delisted CMS Vendor from HSG services</u></b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Please refer to the list of HSG-compatible CMSes on <a href="https://synapxe.sg/partner-us/smartcms/">https://synapxe.sg/partner-us/smartcms/</a>.</li> <li>You may also refer to CMS Sutra <a href="https://www.cfps.org.sg/publications/cmssutra">https://www.cfps.org.sg/publications/cmssutra</a> for CFPS' review of HSG-compatible CMS Vendors.</li> <li>You may consider discussing with your PCN HQ on choosing a new HSG-compatible CMS suitable for your clinic.</li> </ul>	You can continue using your outgoing CMS Vendor for data submission until the start of data migration.
<b>D – D + 2 weeks</b>	<p><b><u>Request for Data Migration</u></b></p> <ul style="list-style-type: none"> <li>Contact your outgoing CMS Vendor to discuss the data migration plan and how you can perform data submissions during this period, particularly</li> </ul>	

Timepoint	Milestones for transition to a new HSG-compatible CMS	Data submission for HSG Annual Service Fee payments
	<p>for data submissions which may affect HSG Annual Service Fee payments<sup>4</sup>.</p> <ul style="list-style-type: none"> <li>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"> <li>Scope of subscription, contract duration, payment terms, security deposit, early termination charges and auto-renewal clauses;</li> <li>Maintenance and technical support;</li> <li>Support and charges (if any) for data migration;</li> <li>Ownership and management of the data captured in CMS.</li> </ol> </li> <li>The recommended duration for developing the data migration plan is up to two (2) weeks.</li> <li>If you still have not decided on a new CMS, contact potential CMS Vendors for a demo/briefing.</li> </ul>	
<b>D + 2 weeks – D + 4 weeks</b>	<p><b><u>Development of Data Migration Plan</u></b></p> <ul style="list-style-type: none"> <li>Decide on the new CMS you will be switching to and prepare for signing of the new subscription contract with the Vendor.</li> <li>Inform your outgoing CMS Vendor on which CMS you will be switching to.</li> <li>Have a joint discussion with the outgoing and incoming CMS Vendor to develop a tri-party</li> </ul>	

<sup>4</sup> 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
	<p>agreed migration plan with consideration of the following (not exhaustive):</p> <ol style="list-style-type: none"> <li>1. Support from your outgoing CMS Vendor and incoming CMS Vendor for data migration;</li> <li>2. Scope of data migration, data volume and data quality;</li> <li>3. Review and clarifications required by clinic;</li> <li>4. Set an appropriate timeline to minimise disruption to your clinic's operations and data submission activities.</li> </ol> <ul style="list-style-type: none"> <li>• 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"> <li>1. Timeline and possible issues of data migration;</li> <li>2. Support from your outgoing CMS Vendor and incoming CMS Vendor;</li> <li>3. Performing data submissions before data migration.</li> </ol> </li> </ul>	
<b>D + 4 weeks – D + 10 weeks</b>	<p><b><u>Execution of Data Migration Plan</u></b></p> <ul style="list-style-type: none"> <li>• Work with your outgoing and incoming CMS Vendor to execute the agreed data migration plan.</li> <li>• Check the accuracy and completeness of exported data.</li> <li>• <b>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</b></li> </ul>	<p>You can continue using your outgoing CMS Vendor for data submission until the start of data migration. There should not be any</p>

Timepoint	Milestones for transition to a new HSG-compatible CMS	Data submission for HSG Annual Service Fee payments
	<p>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>	<p>data submission using the outgoing CMS Vendor during the actual data migration.</p>
<p><b>D + 10 weeks – D + 11 weeks</b></p>	<p><b><u>Follow-up post-Data Migration</u></b></p> <ul style="list-style-type: none"> <li>• Verify and sign-off the completion of data migration.</li> <li>• 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 keep a copy of it before the data migration completes. Thereafter, these data will likely be deleted by the outgoing CMS Vendor.</li> <li>• Ensure your new CMS Vendor activates the HSG Web Services on your CMS and onboarded to NEHR.</li> </ul>	<p>Once HSG Web Services are activated, you can start using your new HSG-compatible CMS for data submission.</p>
<p><b>D + 11 weeks – Onwards</b></p>	<p><b><u>Start using your new HSG-compatible CMS</u></b></p> <ul style="list-style-type: none"> <li>• Use the Self Help Report Module on PCDS to help you verify the care report submissions.</li> <li>• Use your new HSG-compatible CMS to submit Health Plans.</li> </ul>	