

# **Primary Care Digital Services (PCDS) - Change Request User Guide**

<https://pcds.sg>

**Version 1.1**  
**28 MAR 2025**



**MINISTRY OF HEALTH**  
SINGAPORE

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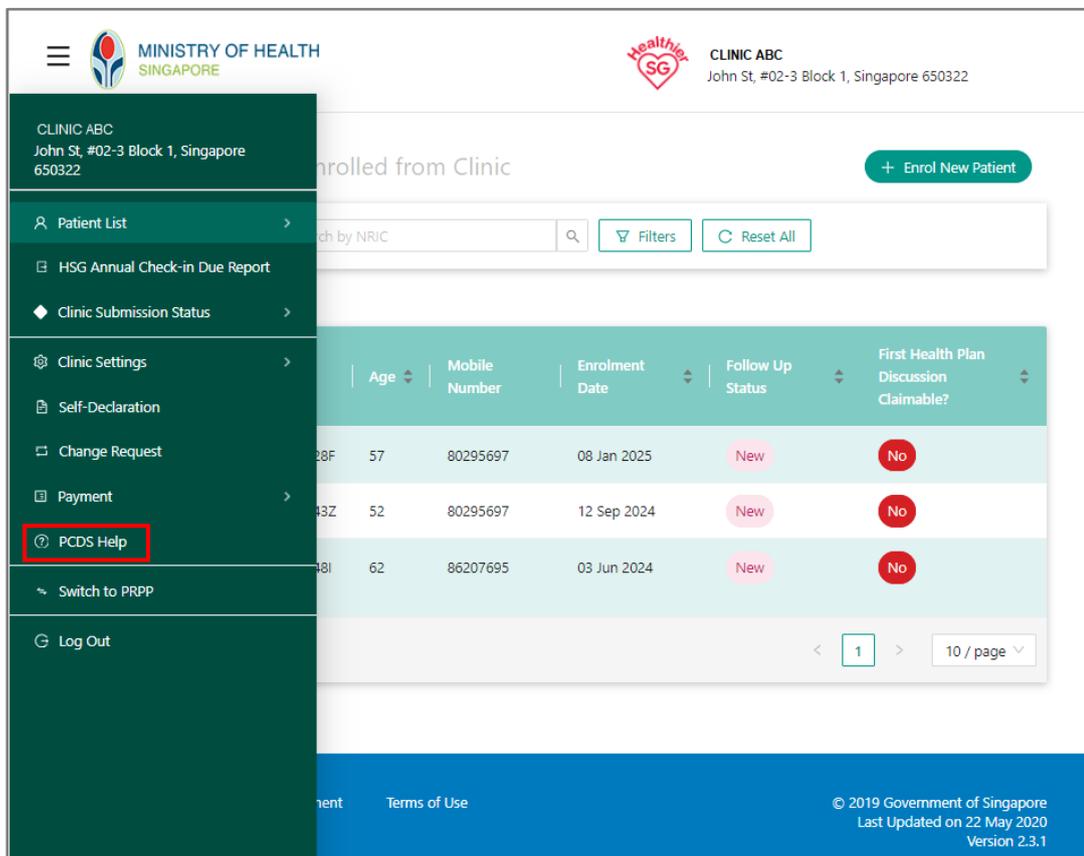
# Chapter 1 - Introduction

## 1.1 About PCDS – Change Request

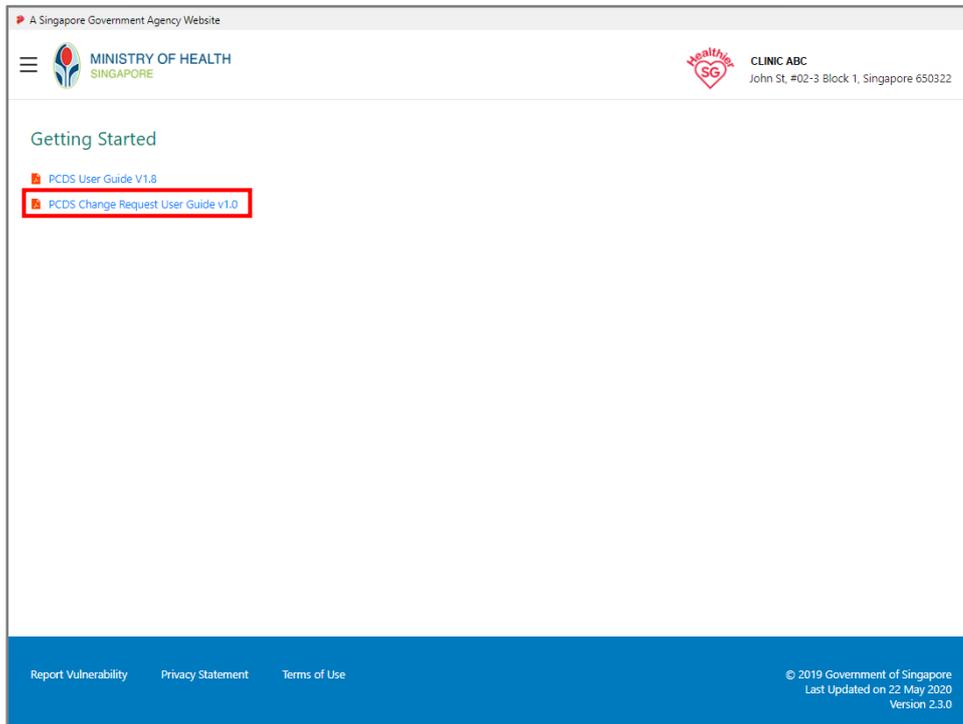
To enable GP clinics to manage and view change requests post-onboarding to Healthier SG by leveraging existing PCDS platform and enhancing its system functionalities.

## 1.2 Help Section

1. To provide easy access to resources, the latest version of the PCDS Change Request User Guide can be found in the portal.
2. To access these resources, click on “PCDS Help” at the left-side menu after logging in.



3. Getting Started page will be displayed.  
Click on the hyperlink to download the latest version of PCDS Change Request User Guide.



### 1.3 Support Contact Details

1. You may write to [synapxe.pcds.support@synapxe.sg](mailto:synapxe.pcds.support@synapxe.sg) for specific technical queries.
2. For other enquiries:  
GP Hotline 66321199

## Chapter 2 - Change Request

### 2.1 Create Change Request

1. To create a change request, open the side menu and click on “Change Request”.

The screenshot shows the Ministry of Health Singapore portal for CLINIC ABC. The side menu on the left is open, and the 'Change Request' option is highlighted with a red box. The main content area displays a table of patients with columns for Age, Mobile Number, Enrolment Date, Follow Up Status, and First Health Plan Discussion Claimable?. The table contains three rows of patient data.

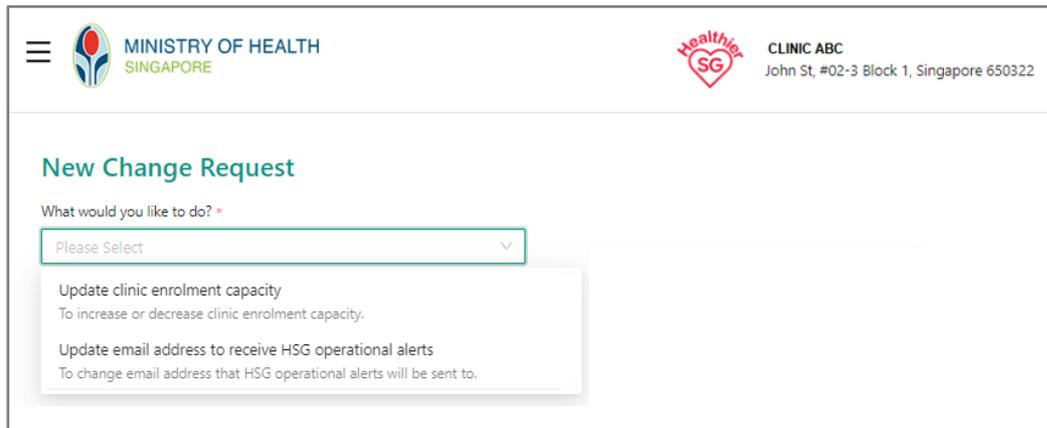
	Age	Mobile Number	Enrolment Date	Follow Up Status	First Health Plan Discussion Claimable?
88F	57	80295697	08 Jan 2025	New	No
43Z	52	80295697	12 Sep 2024	New	No
81	62	86207695	03 Jun 2024	New	No

2. From Change Request Status page, click on “+ New Change Request”.

The screenshot shows the 'Change Request Status' page. The search filters are set to 'Submitted' and 'Request date' is empty. The '+ New Change Request' button is highlighted with a red box. The table below shows 'No records found'.

S/N	Date of Request	Reference ID	Change Request Type	Status	Action
No records found					

3. New Change Request page is displayed.  
To create a change request, select from the available change request types.



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Healthier SG CLINIC ABC  
John St, #02-3 Block 1, Singapore 650322

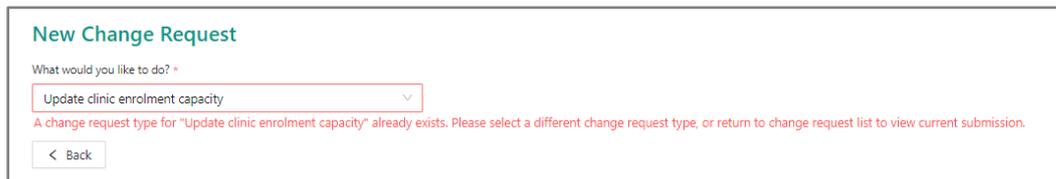
### New Change Request

What would you like to do? \*

Please Select

- Update clinic enrolment capacity  
To increase or decrease clinic enrolment capacity.
- Update email address to receive HSG operational alerts  
To change email address that HSG operational alerts will be sent to.

Note: Clinic can only submit new change request only when previous request of the same type has been completed.



### New Change Request

What would you like to do? \*

Update clinic enrolment capacity

A change request type for "Update clinic enrolment capacity" already exists. Please select a different change request type, or return to change request list to view current submission.

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## 2.2 Change Request – Update clinic enrolment capacity

1. For change request “Update clinic enrolment capacity”, the information required may vary based on new enrolment capacity entered.
  - a. Select reason for the revision and input additional remarks, if applicable.  
Tick the checkbox for Declaration and Consent.  
Click “Submit”.

### New Change Request

What would you like to do? \*

Update clinic enrolment capacity

Current enrolment capacity \*

5000

Current consumed capacity \*

0

New enrolment capacity \*

Please note that this refers to the number of new patients whom you are willing to accept for age bands 40 and above.

100

Your enrolment capacity will be decreased by 4900.

Please let us know the reason for the revision \*

Others (with freetext box)

Please elaborate \*

clinic remarks for increasing enrolment capacity

Email Acknowledgement \*

You will receive an email acknowledgement and reference number via your business contact information. (i.e. email address below)  
To update your clinic's primary email for PCDS, go to [Clinic Profile](#).

testabc@gmail.com

Declaration and Consent

By submitting this form, you consent that the owner of this form may collect the information provided in the form. The information may be used and disclosed to the Ministry of Health ("MOH"), Agency for Integrated Care ("AIC"), Regional Health System ("RHS"), Primary Care Network Headquarter ("PCN HQ") and other authorised parties for the administrative, research, and analysis purposes relating to the administration of Healthier SG, including the purposes stated in this form. For more information, you may view [AIC's Data Protection Policy](#).

You declare that you are duly authorised to submit this form on behalf of the Clinic / Company / Organisation.

The submitted information is, to the best of your knowledge and belief, true and complete.

I have read and agree to the declaration and consent.

- b. Select reason for the revision and input additional remarks, if applicable.  
Tick the checkbox for Declaration and Consent.  
Input additional information as required and click "Submit".

### New Change Request

What would you like to do? \*

Update clinic enrolment capacity

Current enrolment capacity \*

250

Current consumed capacity \*

1

New enrolment capacity \*

Please note that this refers to the number of new patients whom you are willing to accept for age bands 40 and above.

650

Your enrolment capacity will be increased by 400.

Please let us know the reason for the revision \*

Clinic able to manage more patients

How many doctors (GP FTE) will manage Healthier SG enrolled patients in your clinic? \*

The Full-Time Equivalent (FTE) refers to the number of practising doctor(s) that is equivalent to your clinic's full-time employee. Up to 1 decimal point accepted (e.g. 1.5).

1.5

What are your plans to manage the declared enrolment capacity? \*

Others (with textbox)

Please elaborate \*

Kindly provide details such as the number of consult rooms in your clinic or manpower arrangements, etc.

clinic remarks for managing the declared enrolment capacity

Email Acknowledgement \*

You will receive an email acknowledgement and reference number via your business contact information. (i.e. email address below)  
To update your clinic's primary email for PCDS, go to [Clinic Profile](#).

testabc@gmail.com

Declaration and Consent

By submitting this form, you consent that the owner of this form may collect the information provided in the form. The information may be used and disclosed to the Ministry of Health ("MOH"), Agency for Integrated Care ("AIC"), Regional Health System ("RHS"), Primary Care Network Headquarter ("PCN HQ") and other authorised parties for the administrative, research, and analysis purposes relating to the administration of Healthier SG, including the purposes stated in this form. For more information, you may view [AIC's Data Protection Policy](#).

You declare that you are duly authorised to submit this form on behalf of the Clinic / Company / Organisation.

The submitted information is, to the best of your knowledge and belief, true and complete.

I have read and agree to the declaration and consent.

Submit < Back

2. Upon Submit, confirmation pop-up window is displayed.  
Click "Proceed" to confirm submission of change request to AIC.

### Confirmation

Please ensure the details entered are all correct.

Proceed Cancel

- Once submitted, view-only form of the submitted request is displayed with Change Request Reference ID and Date and time of submission.

**Change Request Reference ID - CR/20250314/M000441**

Date of Submission: 14 Mar 2025 10:41 AM

### Change Request Details

What would you like to do?  
Update clinic enrolment capacity

Current enrolment capacity  
250

Current consumed capacity  
1

New enrolment capacity  
650

Please let us know the reason for the revision  
Clinic able to manage more patients

How many doctors (GP FTE) will manage Healthier SG enrolled patients in your clinic?  
1.5

What are your plans to manage the declared enrolment capacity?  
Others (with textbox)

Please elaborate  
clinic remarks for managing the declared enrolment capacity

Email Acknowledgement  
testabc@gmail.com

[< Back](#)

- Click "Back" button to return to the Change Request Status page where the recently submitted change request is displayed at topmost row, with Status = "Submitted" and Action = "Cancel".

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SINGAPORE

**CLINIC ABC**  
Join #1, #02-3 Block 1, Singapore 650322

**Search**

Change Request Type:

Change Request Status:  Submitted  Cancelled by Requestor  Processing  LOA In Progress  Completed  Cancelled by Admin

Request date:  →

**Change Request Status** + New Change Request

S/N	Date of Request	Reference ID	Change Request Type	Status	Action
1	14 Mar 2025	CR/20250314/M000441	Update clinic enrolment capacity	Submitted	<a href="#">Cancel</a>
2	12 Mar 2025	CR/20250312/M000467	Update email address to receive HSG operational alerts	Cancelled by Requestor	

/ page

- Please allow 1 to 3 days for changes to be effected.

## 2.3 Change Request – Update email address to receive HSG operational alerts

1. For change request “Update email address to receive HSG operational alerts”, the following form is displayed.
2. Input a new email address.  
Tick the checkbox for Declaration and Consent.  
Click Submit.

### New Change Request

What would you like to do? \*

Update email address to receive HSG operational alerts

This is the email address to receive HSG operational alerts when:

- Your clinic exceeds 75% of the declared enrolment capacity.
- Enrollee submits health plan appointment request via HealthHub (for clinics not on Health Appointment System).

**Current email address to receive HSG operational alerts**

TEST@PCDS.com

**New email address to receive HSG operational alerts \***  
Please ensure that the email address is correct.

test2@pcds.com

**Email Acknowledgement \***  
You will receive an email acknowledgement and reference number via your business contact information. (i.e. email address below)  
To update your clinic's primary email for PCDS, go to [Clinic Profile](#).

testabc@gmail.com

**Declaration and Consent**  
By submitting this form, you consent that the owner of this form may collect the information provided in the form. The information may be used and disclosed to the Ministry of Health ("MOH"), Agency for Integrated Care ("AIC"), Regional Health System ("RHS"), Primary Care Network Headquarter ("PCN HQ") and other authorised parties for the administrative, research, and analysis purposes relating to the administration of Healthier SG, including the purposes stated in this form. For more information, you may view [AIC's Data Protection Policy](#).

You declare that you are duly authorised to submit this form on behalf of the Clinic / Company / Organisation.

The submitted information is, to the best of your knowledge and belief, true and complete.

I have read and agree to the declaration and consent.

Note: Clinic can only submit a new email address that is different from current email address.

**Current email address to receive HSG operational alerts**

TEST@PCDS.com

**New email address to receive HSG operational alerts \***  
Please ensure that the email address is correct.

test@pcds.com

The email address entered is the same as the current one. Please enter a different email address.

6. Upon Submit, confirmation pop-up window is displayed.  
Click “Proceed” to confirm submission of change request to AIC.

**Confirmation**  
Please ensure the details entered are all correct.

- Once submitted, view-only form of the submitted request is displayed with Change Request Reference ID and Date and time of submission.

**Change Request Reference ID - CR/20250314/M000442**

Date of Submission: 14 Mar 2025 11:02 AM

**Change Request Details**

What would you like to do?  
Update email address to receive HSG operational alerts

Current email address to receive HSG operational alerts  
TEST@PCDS.com

New email address to receive HSG operational alerts  
test2@pcds.com

Email Acknowledgement  
testabc@gmail.com

[< Back](#)

- Click “Back” button to return to the Change Request Status page where the recently submitted change request is displayed at topmost row, with Status = “Submitted” and Action = “Cancel”.

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John St. #02-3 Block 1, Singapore 650322

**Search**

Change Request Type:

Request date:  -

Change Request Status:  Submitted  Cancelled by Requestor  Processing  LOA in Progress  Completed  Cancelled by Admin

[Search](#) [Reset](#)

**Change Request Status** + New Change Request

S/N	Date of Request	Reference ID	Change Request Type	Status	Action
1	14 Mar 2025	<a href="#">CR/20250314/M000442</a>	Update email address to receive HSG operational alerts	Submitted	<a href="#">Cancel</a>
2	14 Mar 2025	<a href="#">CR/20250314/M000441</a>	Update clinic enrolment capacity	Processing	
3	12 Mar 2025	<a href="#">CR/20250312/M000407</a>	Update email address to receive HSG operational alerts	Cancelled by Requestor	

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- Please allow 1 to 3 days for changes to be effected.

## 2.4 Cancel Change Request

1. To cancel change request, go to Change Request Status page.
2. Click on “Cancel” action respective to the change request record that you wish to cancel.

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Search

Change Request Type:  Request date:  →

Change Request Status:  Submitted  Processing  Completed  Cancelled by Admin  
 Cancelled by Requestor  LOA in Progress

Change Request Status

S/N	Date of Request	Reference ID	Change Request Type	Status	Action
1	14 Mar 2025	<a href="#">CR/20250314/M000442</a>	Update email address to receive HSG operational alerts	Submitted	<input type="button" value="Cancel"/>
2	14 Mar 2025	<a href="#">CR/20250314/M000441</a>	Update clinic enrolment capacity	Processing	
3	12 Mar 2025	<a href="#">CR/20250312/M000407</a>	Update email address to receive HSG operational alerts	Cancelled by Requestor	
4	06 Mar 2025	<a href="#">CR/20250306/M000344</a>	Update email address to receive HSG operational alerts	Completed	

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3. Select cancellation reason and click Submit

Reference ID - CR/20250314/M000442

Reason for cancelling change request \*

4. A confirmation pop-up message will be displayed.  
Click Yes to proceed with the cancellation.

**Confirmation**

Are you sure you want to cancel your change request?  
Click 'Yes' to confirm your cancellation.

5. Upon successful cancellation, status will be updated to “Cancelled by Requestor”

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Search

Change Request Type:  Request date:  →

Change Request Status:  Submitted  Processing  Completed  Cancelled by Admin  
 Cancelled by Requestor  LOA in Progress

Change Request Status

S/N	Date of Request	Reference ID	Change Request Type	Status	Action
1	14 Mar 2025	<a href="#">CR/20250314/M000442</a>	Update email address to receive HSG operational alerts	Submitted	<input type="button" value="Cancel"/>
2	14 Mar 2025	<a href="#">CR/20250314/M000441</a>	Update clinic enrolment capacity	Processing	
3	12 Mar 2025	<a href="#">CR/20250312/M000407</a>	Update email address to receive HSG operational alerts	Cancelled by Requestor	
4	06 Mar 2025	<a href="#">CR/20250306/M000344</a>	Update email address to receive HSG operational alerts	Completed	

1 / 10 / page

## 2.5 View Change Request

1. To view change request, go to Change Request Status page and select the change request from the list.

Click on the Reference ID link to display the view-only form of the submitted change request.

**Note:**

The list is sorted by Date of Request column, from newest to oldest.

The Status column will be updated to “Processing” as the request is being handled.

The Status column will be updated to “Completed” once change is effected.

The screenshot displays the 'Change Request Status' page. At the top, there is a search section with filters for 'Change Request Type', 'Request date', and 'Change Request Status'. Below this is a table with the following data:

S/N	Date of Request	Reference ID	Change Request Type	Status	Action
1	14 Mar 2025	<a href="#">CS/20250316/A/000262</a>	Update email address to receive HSG operational alerts	Processing	
2	14 Mar 2025	<a href="#">CS/20250316/A/000261</a>	Update clinic enrolment capacity	Completed	
3	12 Mar 2025	<a href="#">CS/20250312/A/000260</a>	Update email address to receive HSG operational alerts	Cancelled by Requestor	
4	06 Mar 2025	<a href="#">CS/20250306/A/000259</a>	Update email address to receive HSG operational alerts	Completed	

2. Upon clicking of Reference ID, corresponding view-only form of submitted change request is displayed.

## Change Request Reference ID - CR/20250314/M000441

Date of Submission: 14 Mar 2025 10:41 AM

### Change Request Details

What would you like to do?

Update clinic enrolment capacity

Current enrolment capacity

250

Current consumed capacity

1

New enrolment capacity

650

Please let us know the reason for the revision

Clinic able to manage more patients

How many doctors (GP FTE) will manage Healthier SG enrolled patients in your clinic?

1.5

What are your plans to manage the declared enrolment capacity?

Others (with textbox)

Please elaborate

clinic remarks for managing the declared enrolment capacity

Email Acknowledgement

testabc@gmail.com

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## Change Request Reference ID - CR/20250314/M000442

Date of Submission: 14 Mar 2025 11:02 AM

### Change Request Details

What would you like to do?

Update email address to receive HSG operational alerts

Current email address to receive HSG operational alerts

TEST@PCDS.com

New email address to receive HSG operational alerts

test2@pcds.com

Email Acknowledgement

testabc@gmail.com

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