Primary Care Digital Services (PCDS) - Healthier SG Application User Guide

https://pcds.sg

Version 1.1
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MINISTRY OF HEALTH
SINGAPORE

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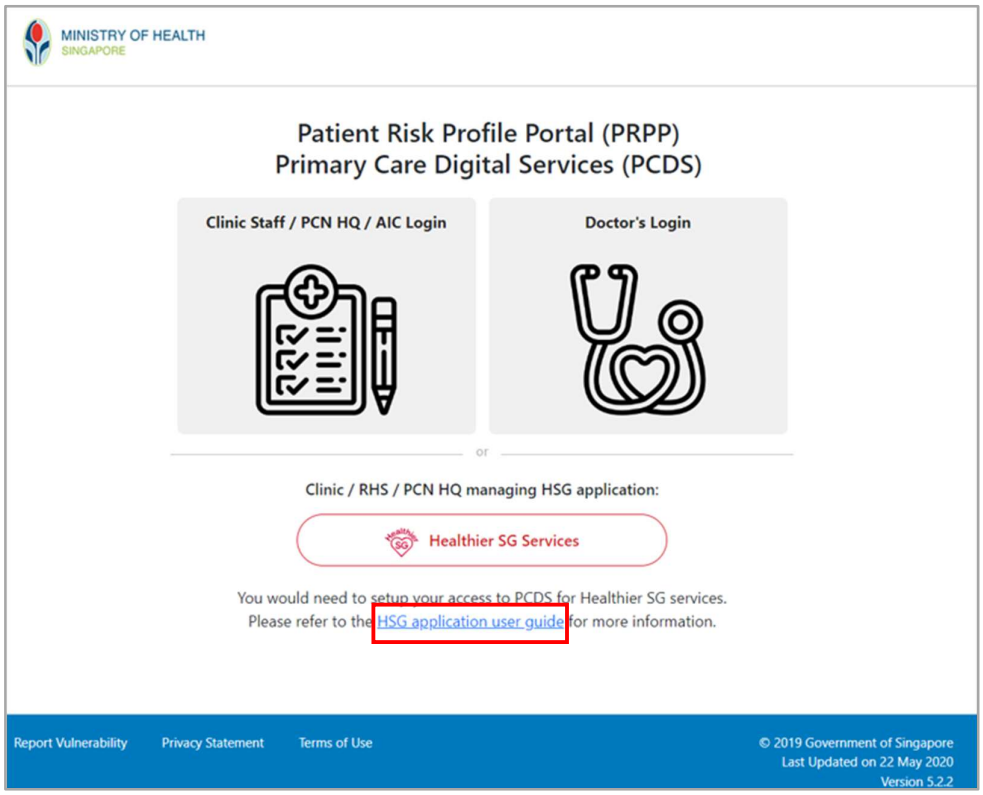
Chapter 1 - Introduction

1.1 About PCDS – Healthier SG Application

To enable GP clinics to manage and view Healthier SG (HSG) application more efficiently by streamlining the GP experience for HSG onboarding process, leveraging on the existing PCDS platform and enhancing its system capabilities.

1.2 User Guide

1. Click on the hyperlink "HSG application user guide" at the login page to access the latest version of PCDS Healthier SG Application User Guide.



1.3 Setting up PCDS for your clinic

As PCDS is a web-based system, the setup is fast and simple. Either you or your clinic staff can set up PCDS easily. Go to https://pcds.sg. You may wish to bookmark this page in your browser for quick access.

Please ensure that the Unique Entity Number (UEN) tied to your Corppass is the same as your clinic's UEN in the MOH electronic licensing (eLIS) system, as credentials between these two systems are matched during the log in process.

- If your Corppass UEN is different from your eLIS UEN, please contact AIC GP Helpline 6632 1199 or your AIC account manager for assistance.
- If your Corppass UEN is the same as your eLIS UEN, please check that the Corppass administrator has assigned digital service access to other users within the entity who need access.

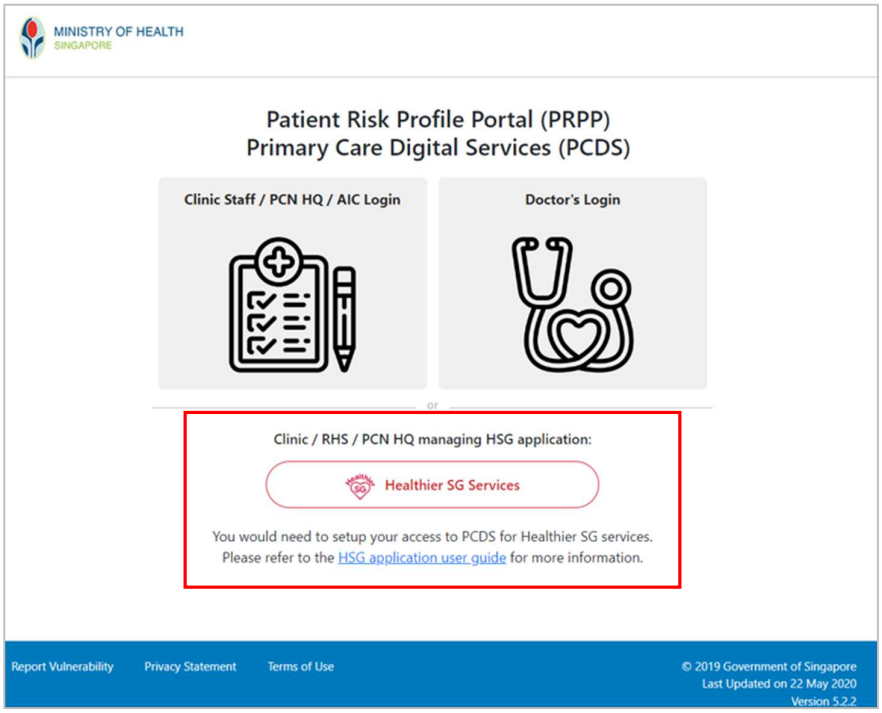
Your clinic's Corppass account will be tied to the user's SingPass ID and you will only require your SingPass to log in.

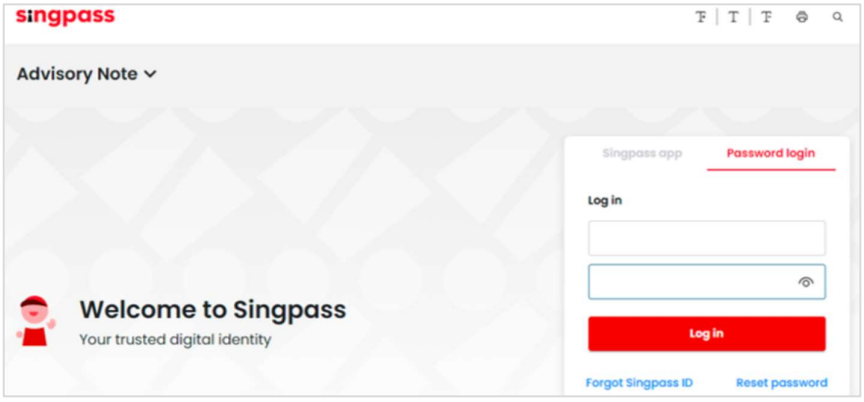
Please ensure that the Corppass administrator has assigned digital service **"MOH-PHP-CP (MOH Patient Health Profile)"** to the CorpPass users within the entity who need access.

Corppass user guide on how to setup, assign and manage User's Digital Service Access can be downloaded for "Admin & Sub-Admin" from this link Corppass - User Guides.

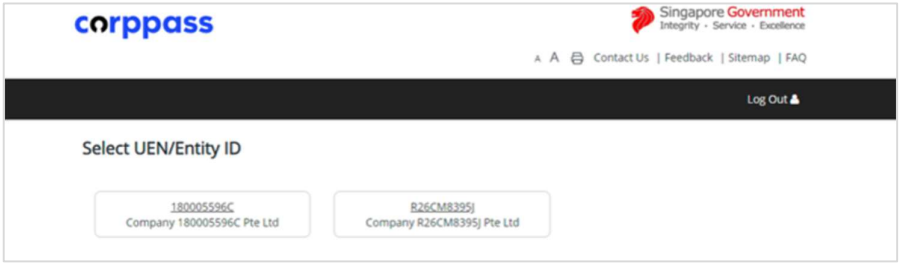
1.3.1 Non-HSG Clinic Users/ PCN HQ Users/RHS Users - Logging in to Healthier SG Services

1. All non-HSG Clinic Users/ PCN HQ Users/RHS Users must have a valid SingPass account to log in to Healthier SG Services.

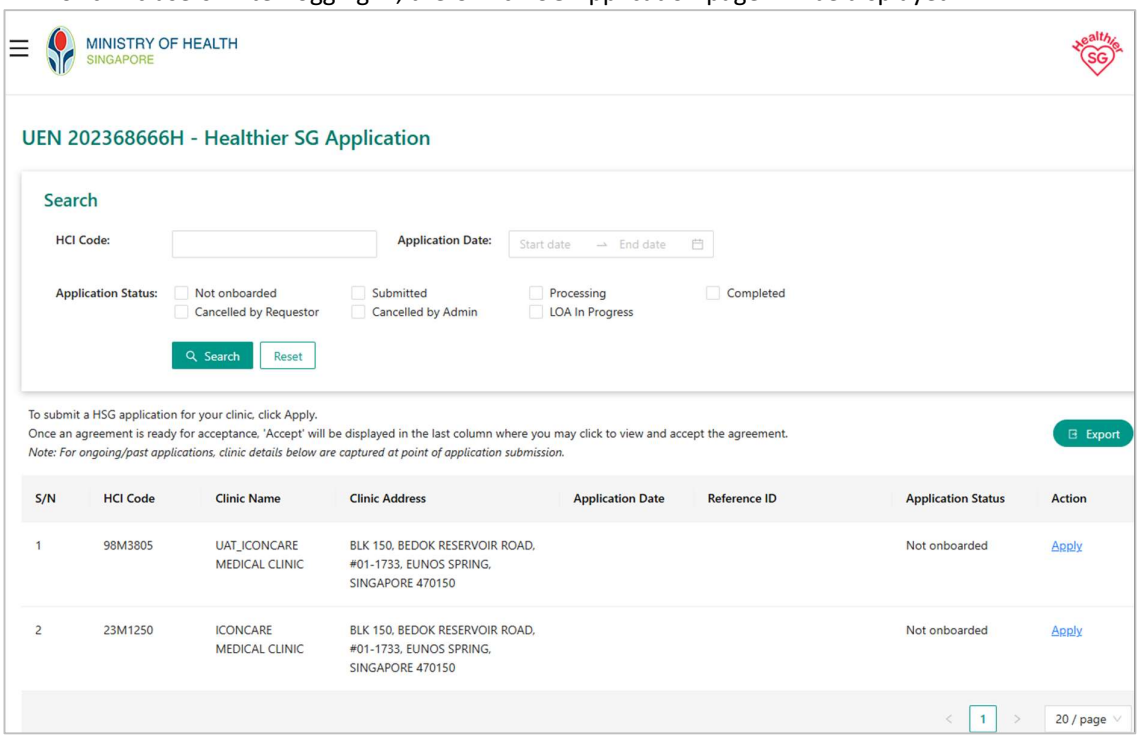




Note: Clinic users/PCN HQ users who are tagged to multiple Corppass accounts can select which account they wish to log in to.



2. For clinic users: After logging in, the Clinic HSG Application page will be displayed.



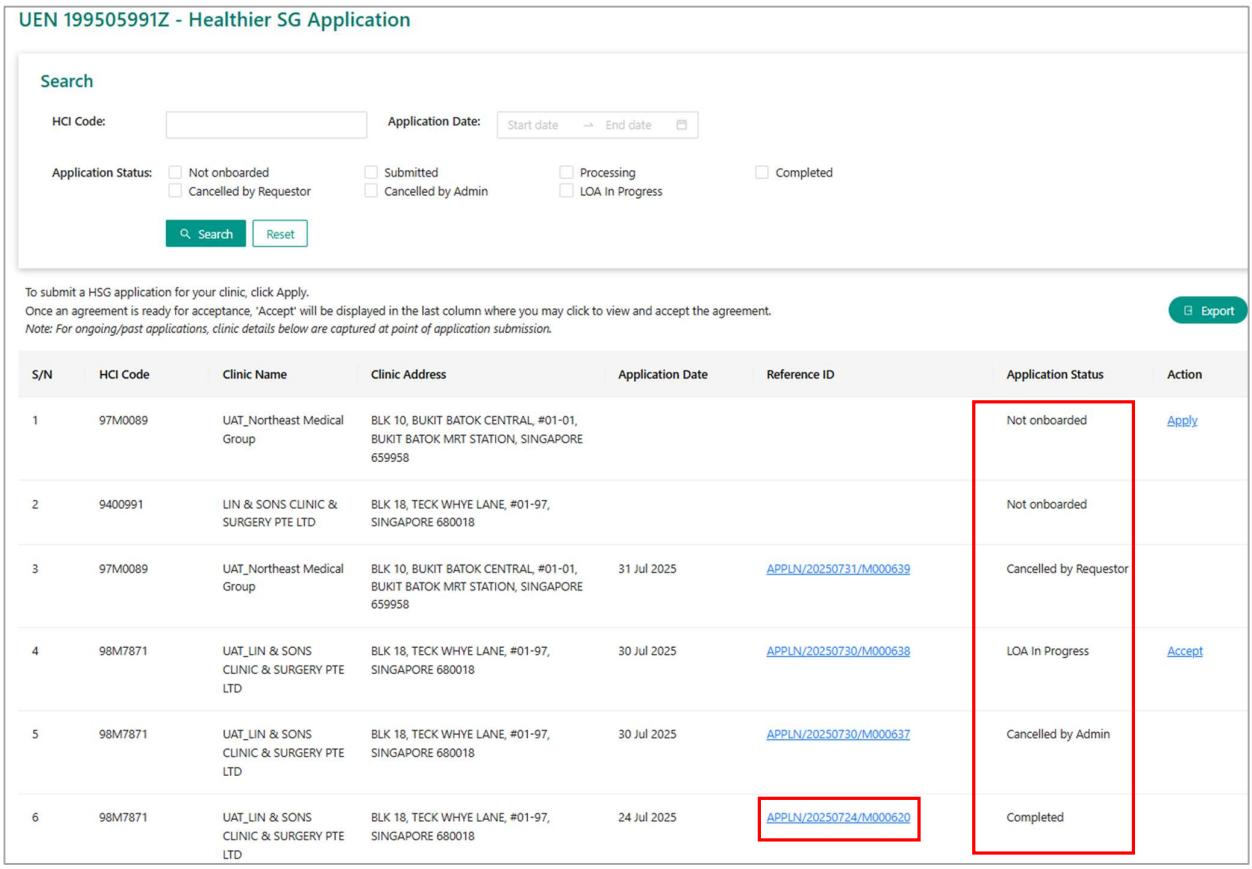
1.4 Support Contact Details

1. You may write to synapxe.pcds.support@synapxe.sg for specific technical queries.

2. For other enquiries:
   GP Helpline 66321199

Chapter 2 - GP Clinic - Search and View Healthier SG Application

1. After login, clinic user can see a list of clinics under their UEN (based on MOH HALP licensing details) at the Healthier SG Application page. If the clinic has already submitted a Healthier SG application, it will have a corresponding status displayed.



2.1 Search Healthier SG Application

1. Clinic users can use the Search function to refine the displayed list of applications.

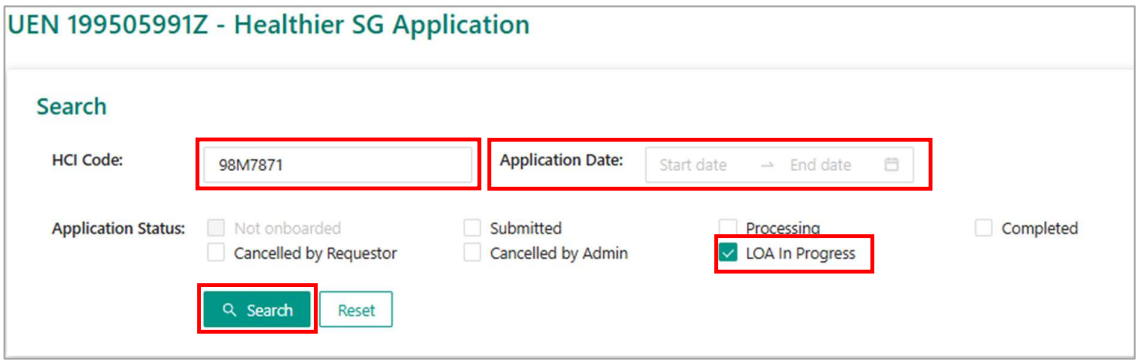
   To narrow down the result, clinic user may:

   - Enter a specific HCI Code
   - Specify a date range for the “Application Date”
   - Select one or more application status checkboxes

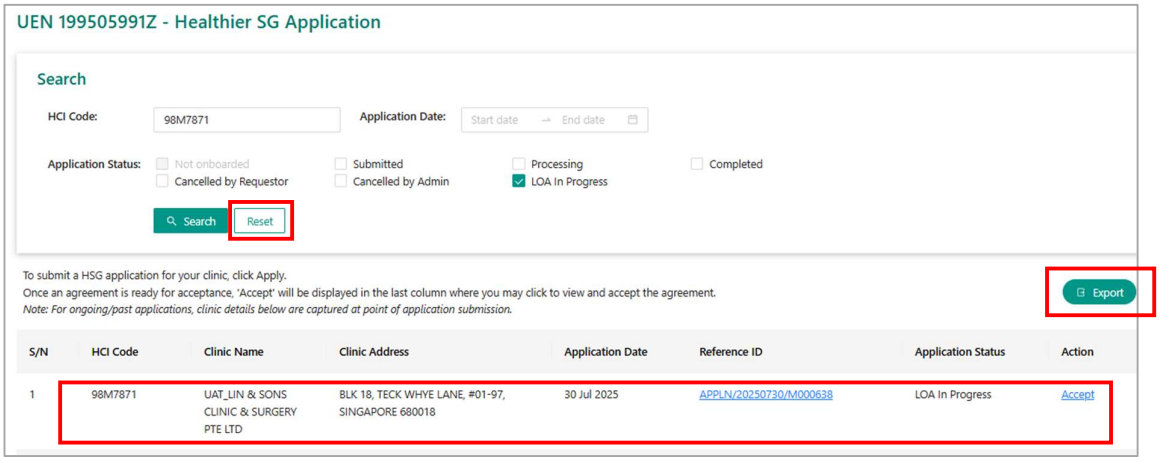
   After entering your criteria, click “Search”.

   Note:

   - If other statuses or an Application Date range is selected, the “Not onboarded” checkbox will be disabled.
   - If “Not onboarded” is selected, an Application Date and other status checkboxes will be disabled.

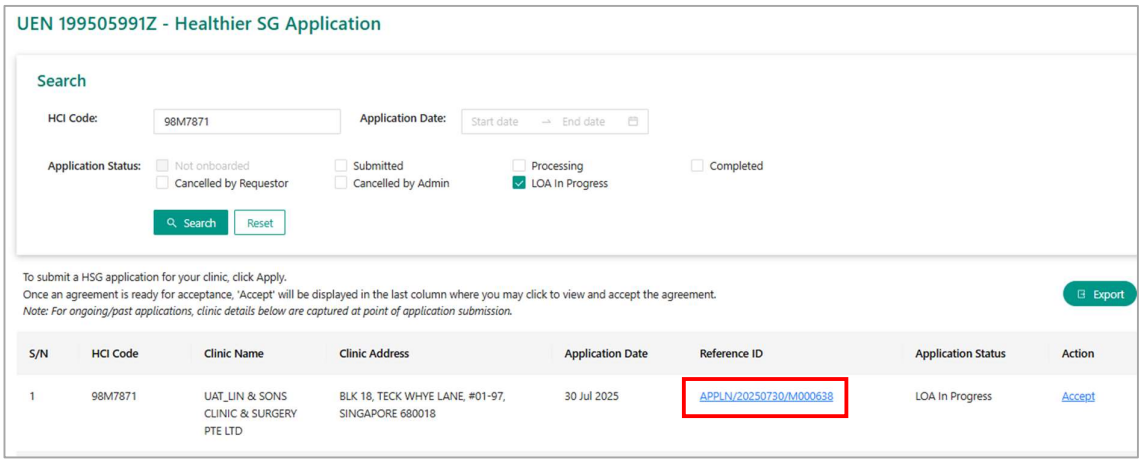


2. Search results will be displayed based on the search criteria entered.
3. Clinic user can click “Export” to export the list of results displayed based on the search criteria. The exported .csv file will contain all columns shown in the HSG application list.
4. Click “Reset” button to revert to default display the full application list.



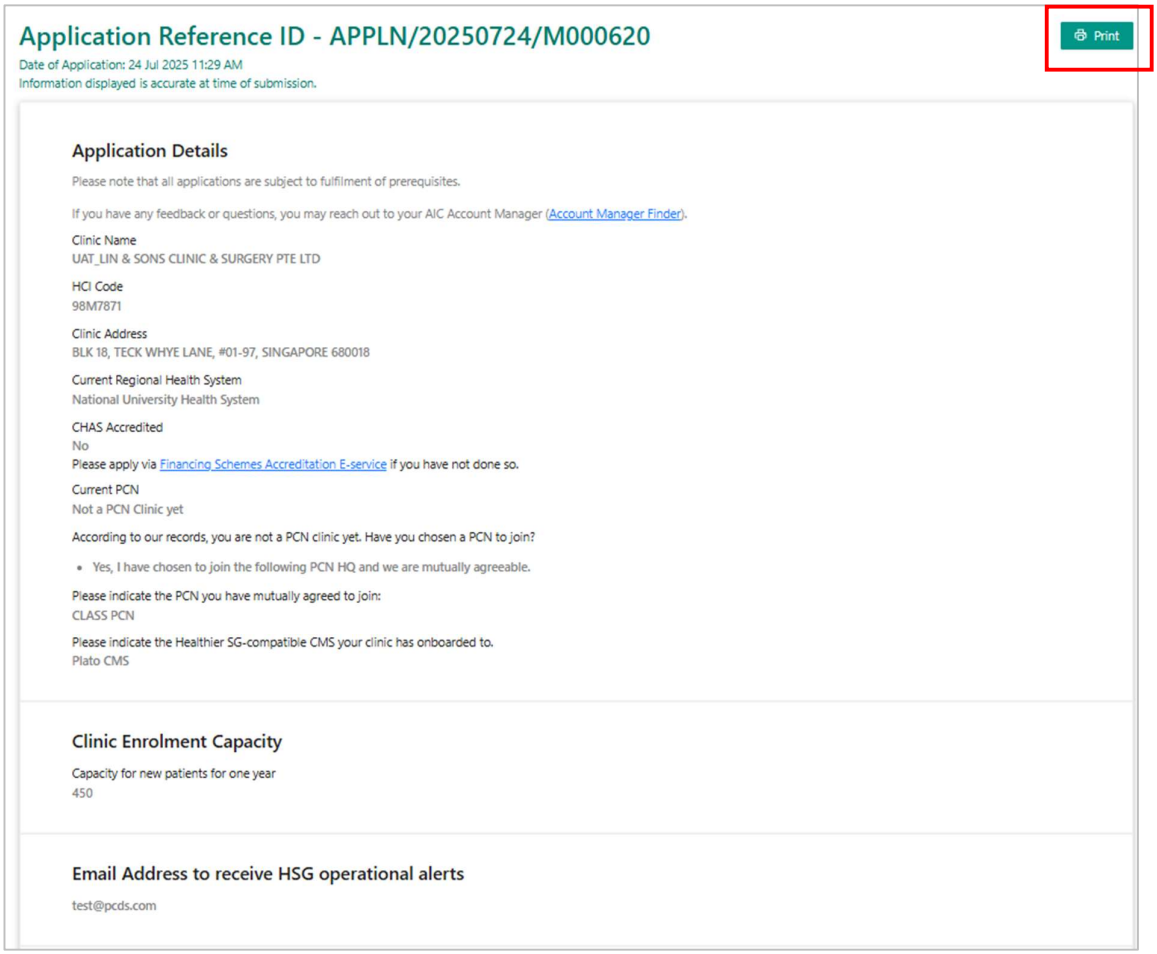
2.2 View Healthier SG Application

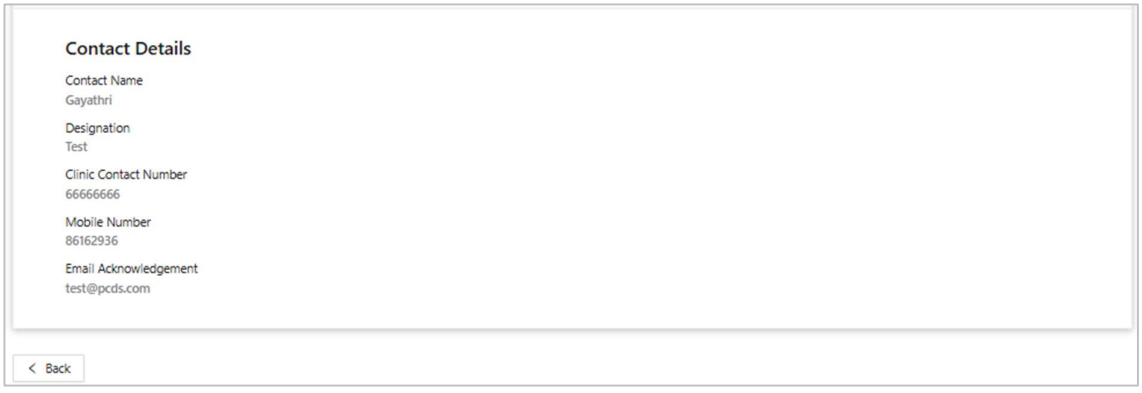
1. Upon clicking the Reference ID, corresponding view-only form of submitted HSG application is displayed.
2. Clinic user can print the view-only form of submitted HSG application.



- The list is sorted by Application Date in descending order (newest to oldest).
- Non-HSG clinics with no ongoing applications will appear at the top of the list.
- Applications follow the below status flow and corresponding action available:

S/N	Application Status	Action	Description
1	Not onboarded	Apply	Clinic is not onboarded to HSG yet and can submit an application by clicking on “Apply”.
2a	Submitted	Cancel	Clinic has submitted an application recently and can still cancel the application.
2b		-	Clinic has submitted an application. Clinic can approach AIC Account Manager to cancel the application.
3	Processing	-	Application is being processed.
4a	LOA in Progress	Accept	HSG Enrolment Programme Agreement (EPA) is ready for clinic’s acceptance. Clinic staff with Corppass access can login to accept the EPA.
4b		View Details	HSG EPA has been accepted by clinic.
5	Completed	-	Application is completed and clinic is onboarded HSG. Clinic may log in to PCDS to view the final EPA (see Chapter #).
6a	Cancelled by Requestor	-	Application has been cancelled by clinic.
6b	Cancelled by Admin	-	Application has been cancelled due to administrative reasons.

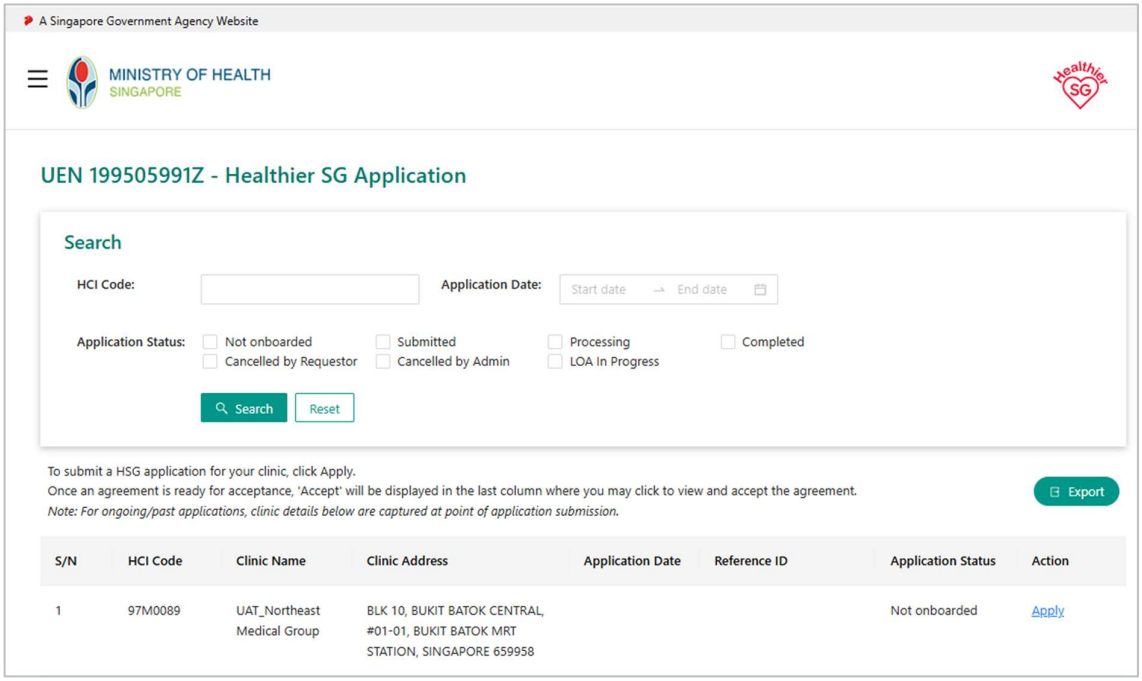

Application Reference ID - APPLN/20250724/M000620
Print
Date of Application: 24 Jul 2025 11:29 AM
Information displayed is accurate at time of submission.
Application Details
Please note that all applications are subject to fulfilment of prerequisites.
If you have any feedback or questions, you may reach out to your AIC Account Manager (Account Manager Finder).
Clinic Name
UAT_LIN & SONS CLINIC & SURGERY PTE LTD
HCI Code
98M7871
Clinic Address
BLK 18, TECK WHYE LANE, #01-97, SINGAPORE 680018
Current Regional Health System
National University Health System
CHAS Accredited
No
Please apply via Financing Schemes Accreditation E-service if you have not done so.
Current PCN
Not a PCN Clinic yet
According to our records, you are not a PCN clinic yet. Have you chosen a PCN to join?
Yes, I have chosen to join the following PCN HQ and we are mutually agreeable.
Please indicate the PCN you have mutually agreed to join:
CLASS PCN
Please indicate the Healthier SG-compatible CMS your clinic has onboarded to.
Plato CMS
Clinic Enrolment Capacity
Capacity for new patients for one year
450
Email Address to receive HSG operational alerts
test@pcds.com


Contact Details
Contact Name
Gayathri
Designation
Test
Clinic Contact Number
66666666
Mobile Number
86162936
Email Acknowledgement
test@pcds.com
Back

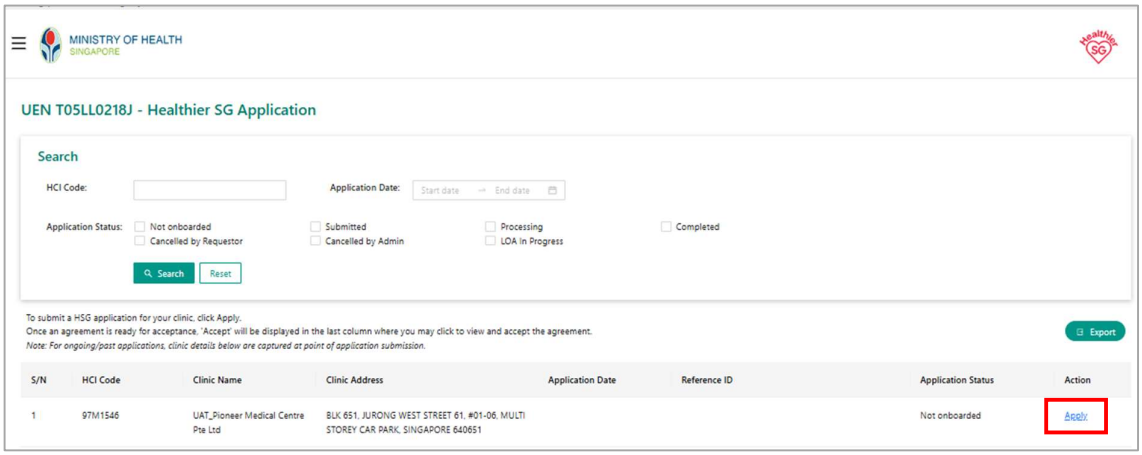
Chapter 3 - GP Clinic Healthier SG Application

3.1 GP Clinic - Submit an Healthier SG onboarding application

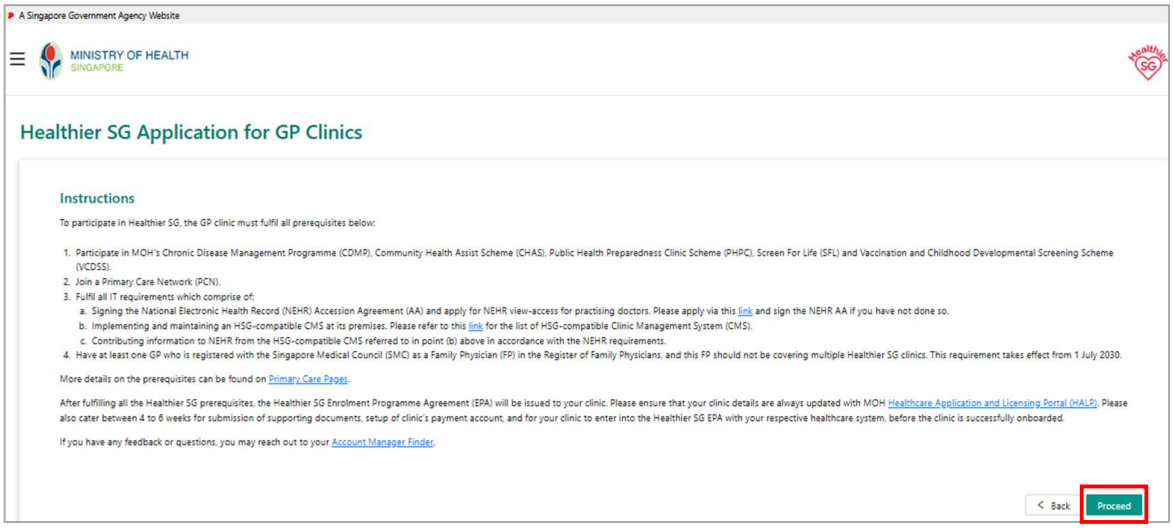
1. After login, clinic user can see a list of clinic(s) displayed in the HSG application list based on the logged-in user's selected UEN (as per MOH HALP licensing details).



2. From the list of clinic(s) displayed, click on "Apply" for the clinic that is applying for HSG.
Note: If your clinic is not listed in the HSG application list, clinic user may reach out to the PCDS support email provided in Section 1.3.



3. Instructions page is displayed.
   To proceed with submitting an HSG application, click on “Proceed”.



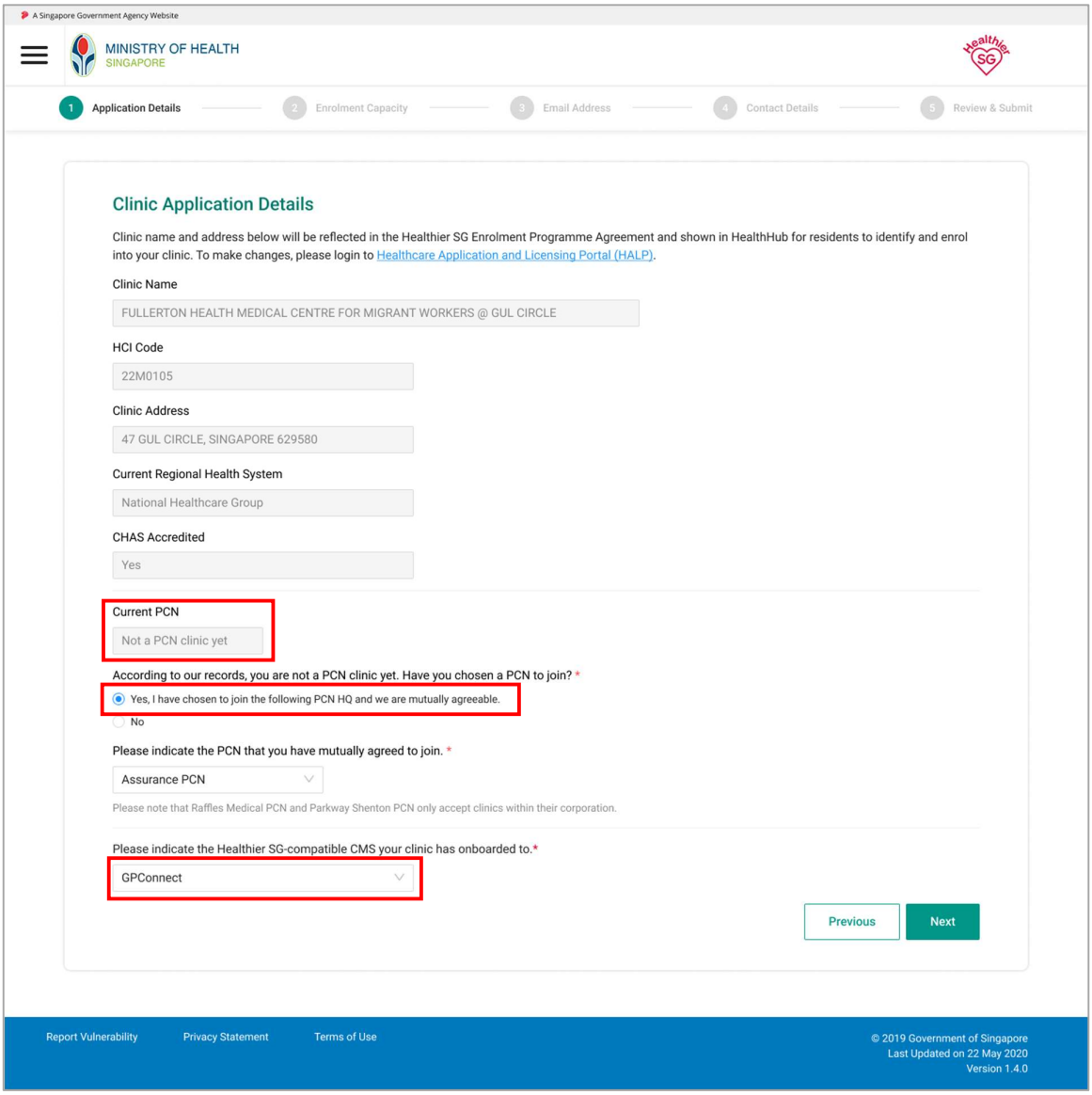
The HSG onboarding application form contains five sections:

- Section 1: Clinic Application Details
- Section 2: Enrolment Capacity
- Section 3: Email address to receive Healthier SG operational alerts
- Section 4: Contact Details
- Section 5: Review and Submit

3.1.1 Section 1: Clinic Application Details

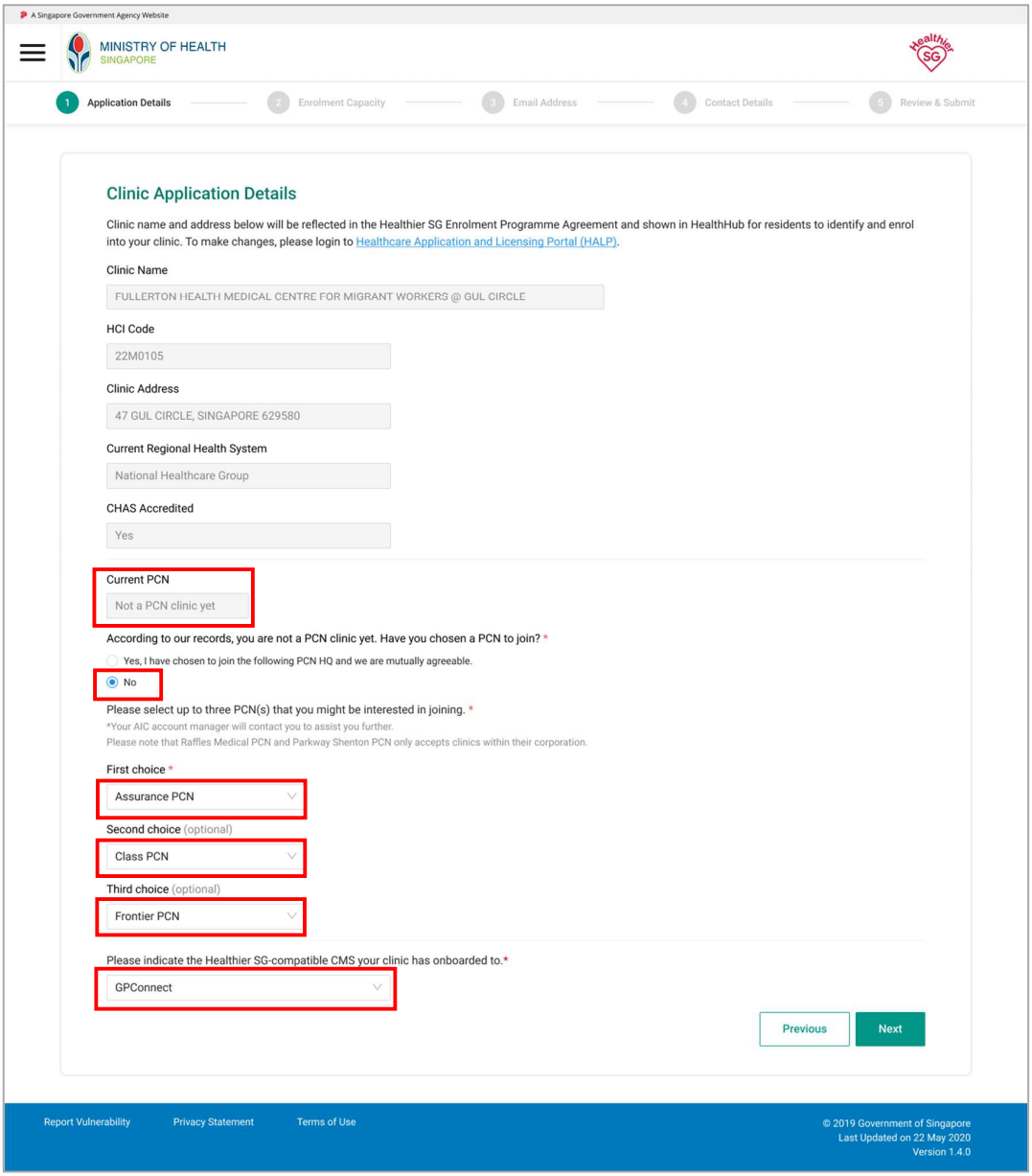
1. The Clinic Application Details page is displayed with pre-populated clinic details. Clinic user may refer to the relevant scenario to answer the questions:

   a) If clinic is not a PCN clinic yet but has chosen which PCN to join:
      1) Select “Yes” option for chosen PCN to join.
      2) Select the PCN name.
      3) Select the Healthier SG-compatible CMS.



      4) Click “Next” to proceed to the next section.

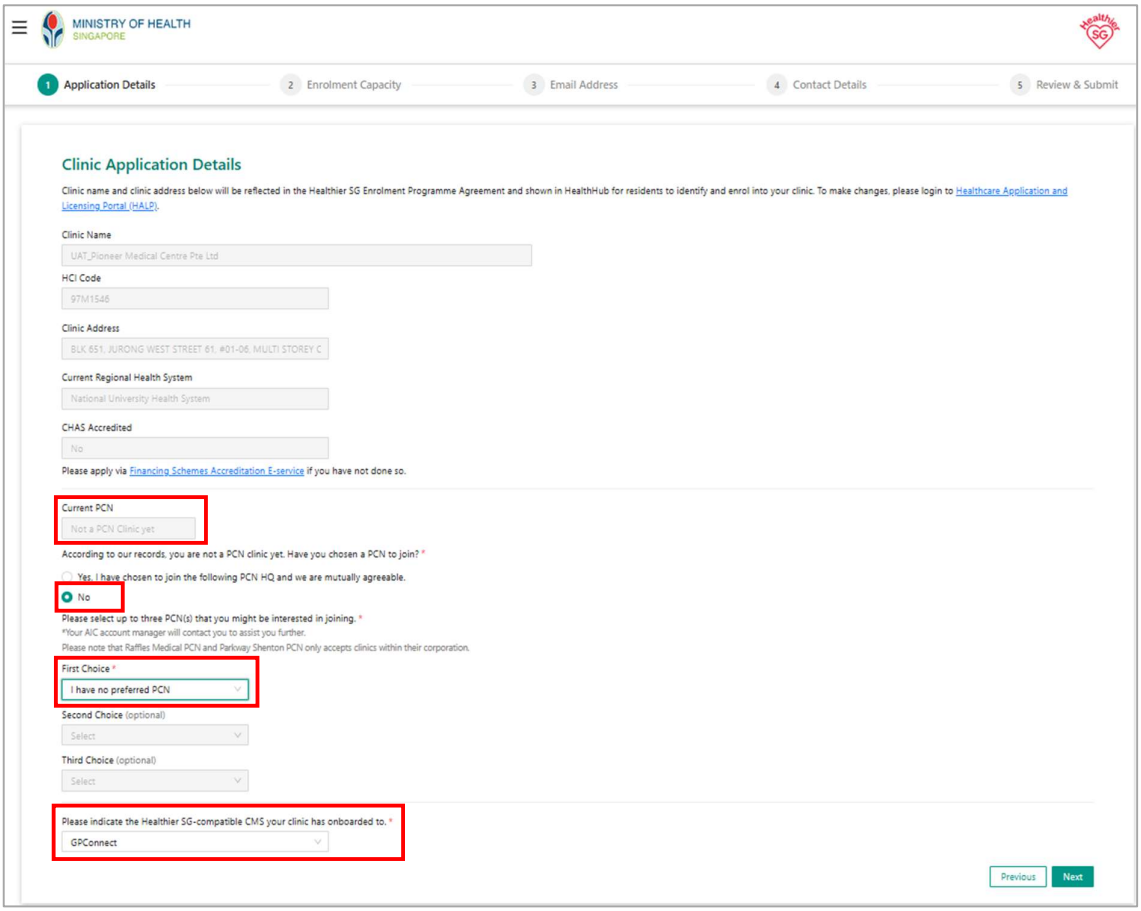
b) If clinic is not a PCN clinic yet and unsure which PCN to join, but has preferred PCN(s) to join:
   1) Select “No” for chosen a PCN to join
   2) Select your top three choices for PCNs to join.
   3) Select the Healthier SG-compatible CMS.



   4) Click “Next” to proceed to the next section.

c) If clinic is not a PCN clinic yet and is unsure which PCN to join and, has no preferred PCN to join:

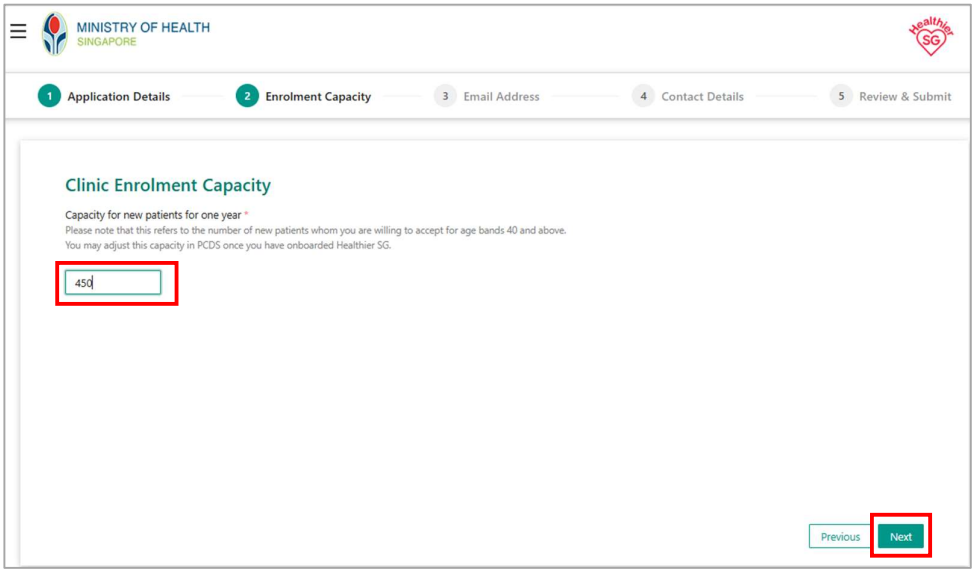
1) Select “No” for chosen a PCN to join
2) Select **“I have no preferred PCN”** as your First Choice
3) Second and Third choice are non-editable.
4) Select the Healthier SG-compatible CMS.



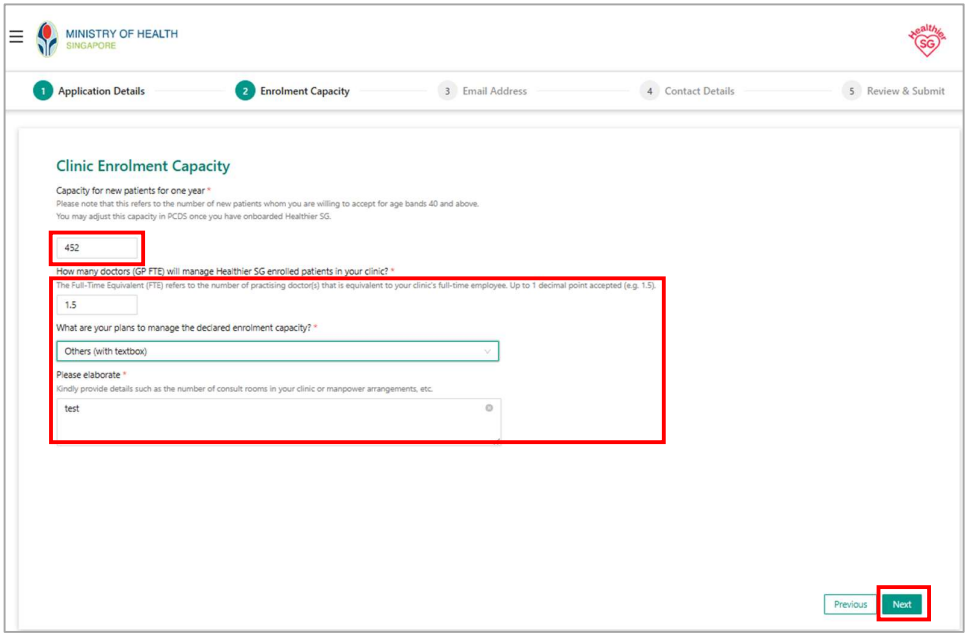
5) Click “Next” to proceed to the next section.

3.1.2 Section 2: Enrolment Capacity

1. The page for clinic user to enter their enrolment capacity is displayed.
2. Additional instructions/information may be displayed depending on the enrolment capacity entered.
    a. Enter clinic enrolment capacity.
        1) Answer additional questions if prompted (see below).



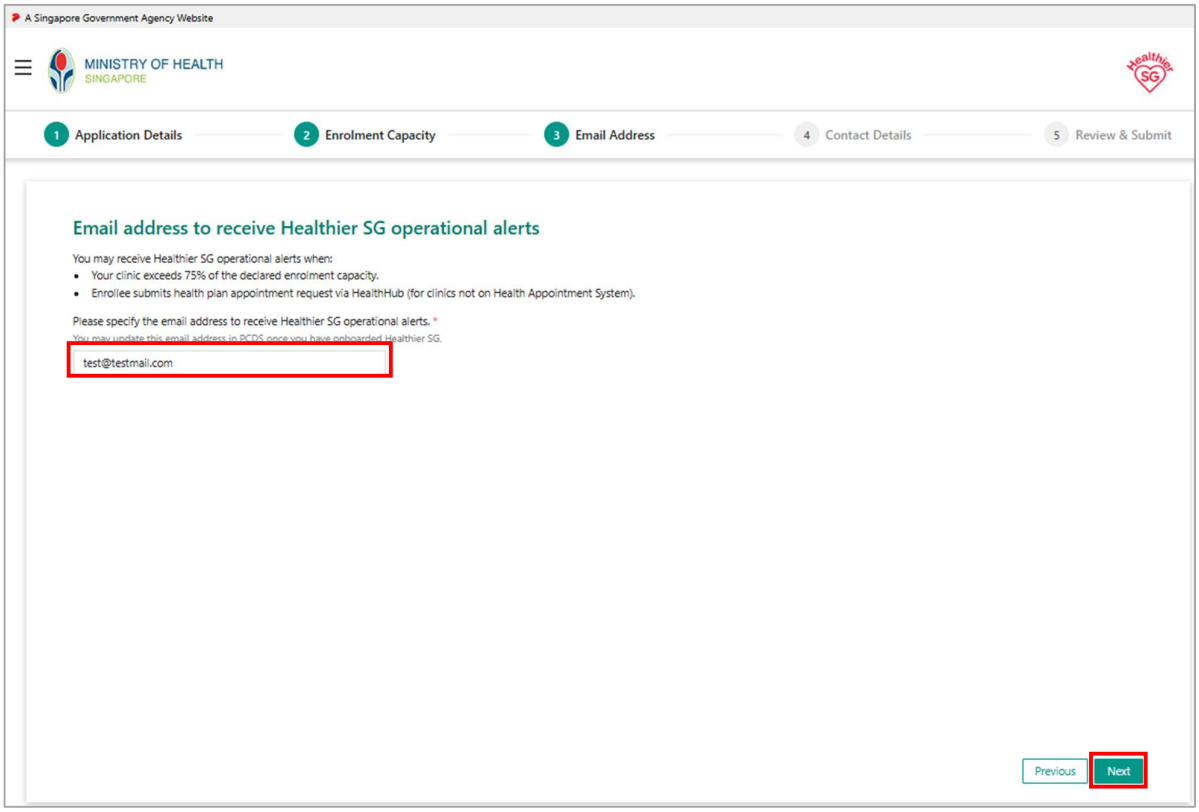
    b. Input following additional information as required.



3. Click “Next” to proceed to the next section ‘Email address to receive Healthier SG operational alerts’.

3.1.3 Section 3: Email address to receive Healthier SG operational alerts

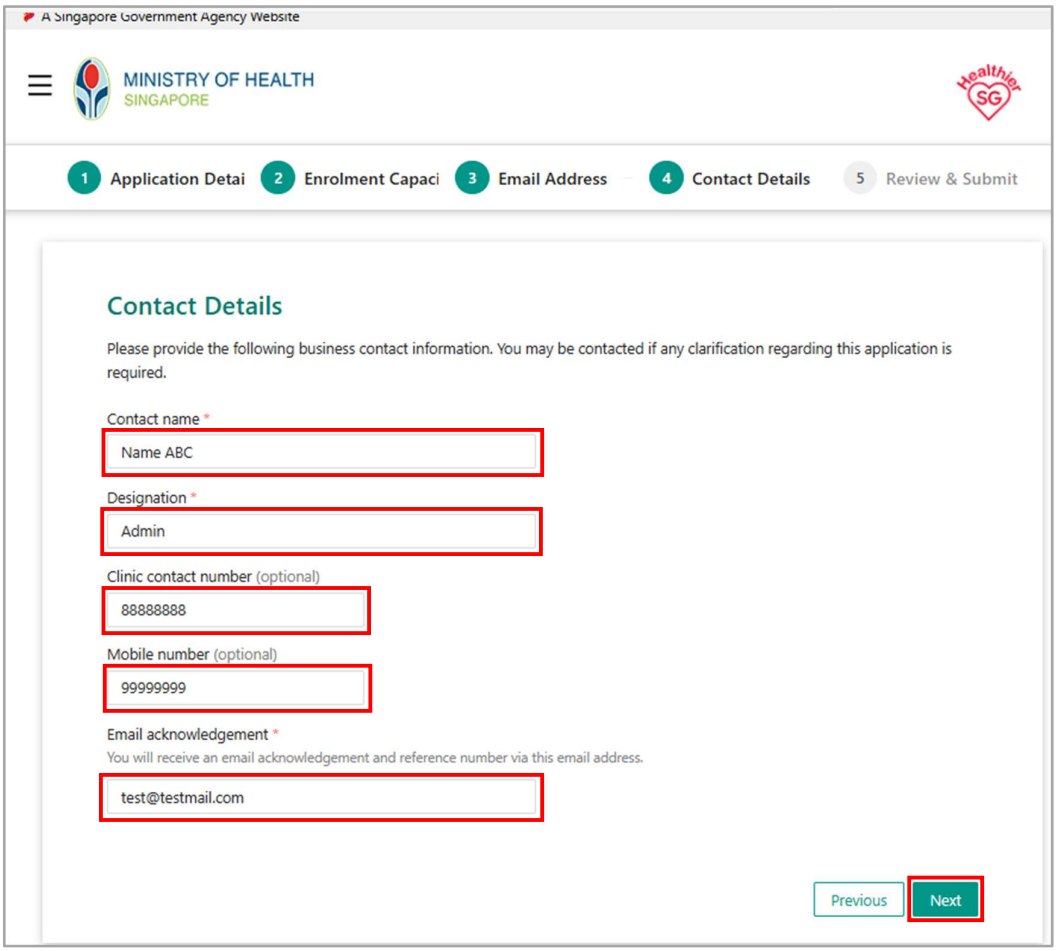
1. The page for clinic user to enter their email address to receive Healthier SG operational alerts is displayed.
2. Input a valid email address as required.



3. Click “Next” to proceed to the next section ‘Contact Details’.

3.1.4 Section 4: Contact Details

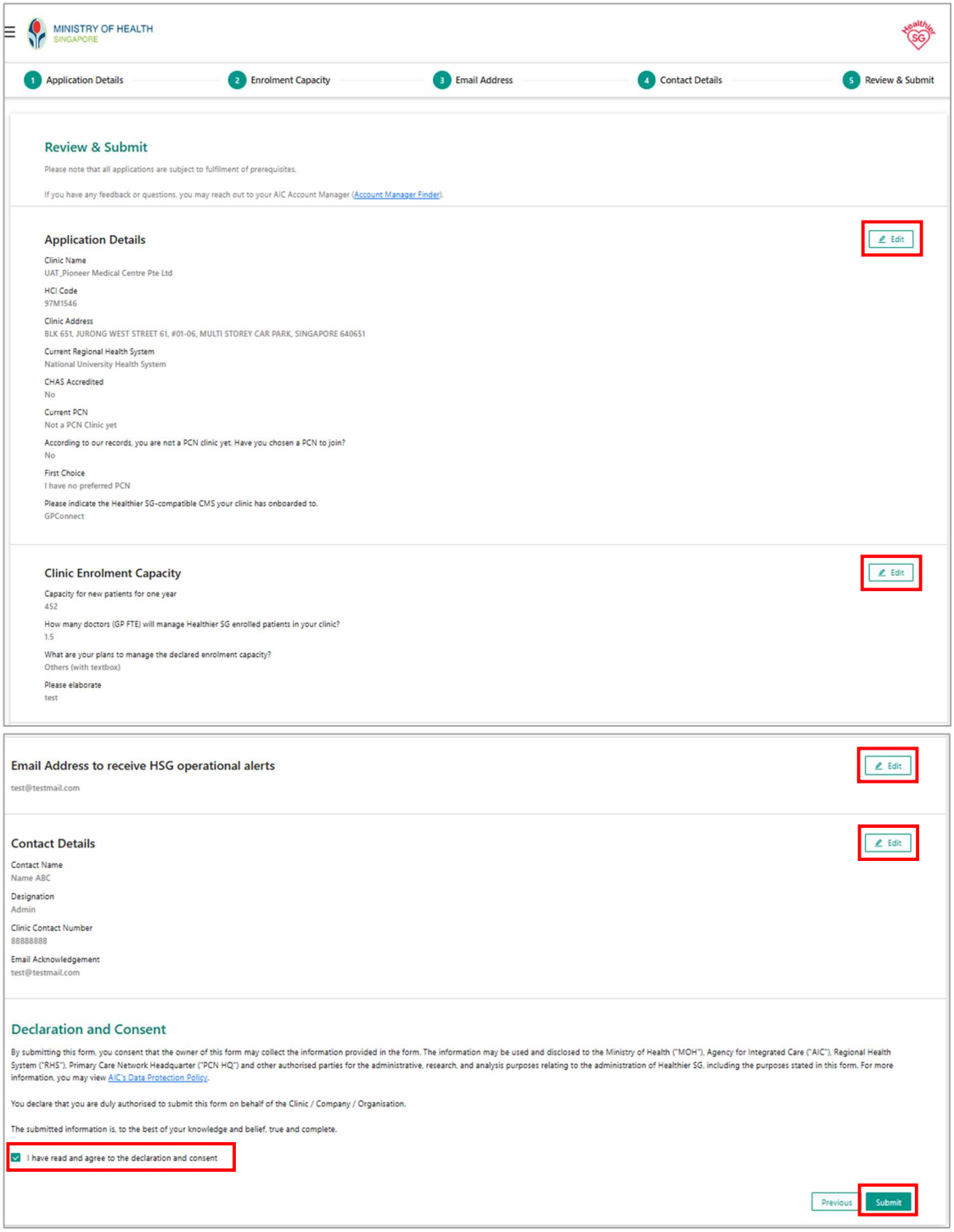
1. The page for clinic user to enter their clinic's business contact details is displayed.
2. Enter contact name, designation, clinic contact number, mobile number, and email address to receive acknowledgement, as required.



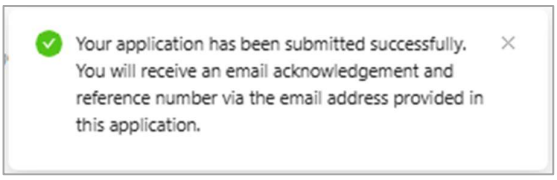
3. Click "Next" to proceed to the next section 'Review and Submit'.

3.1.5 Section 5: Review and Submit

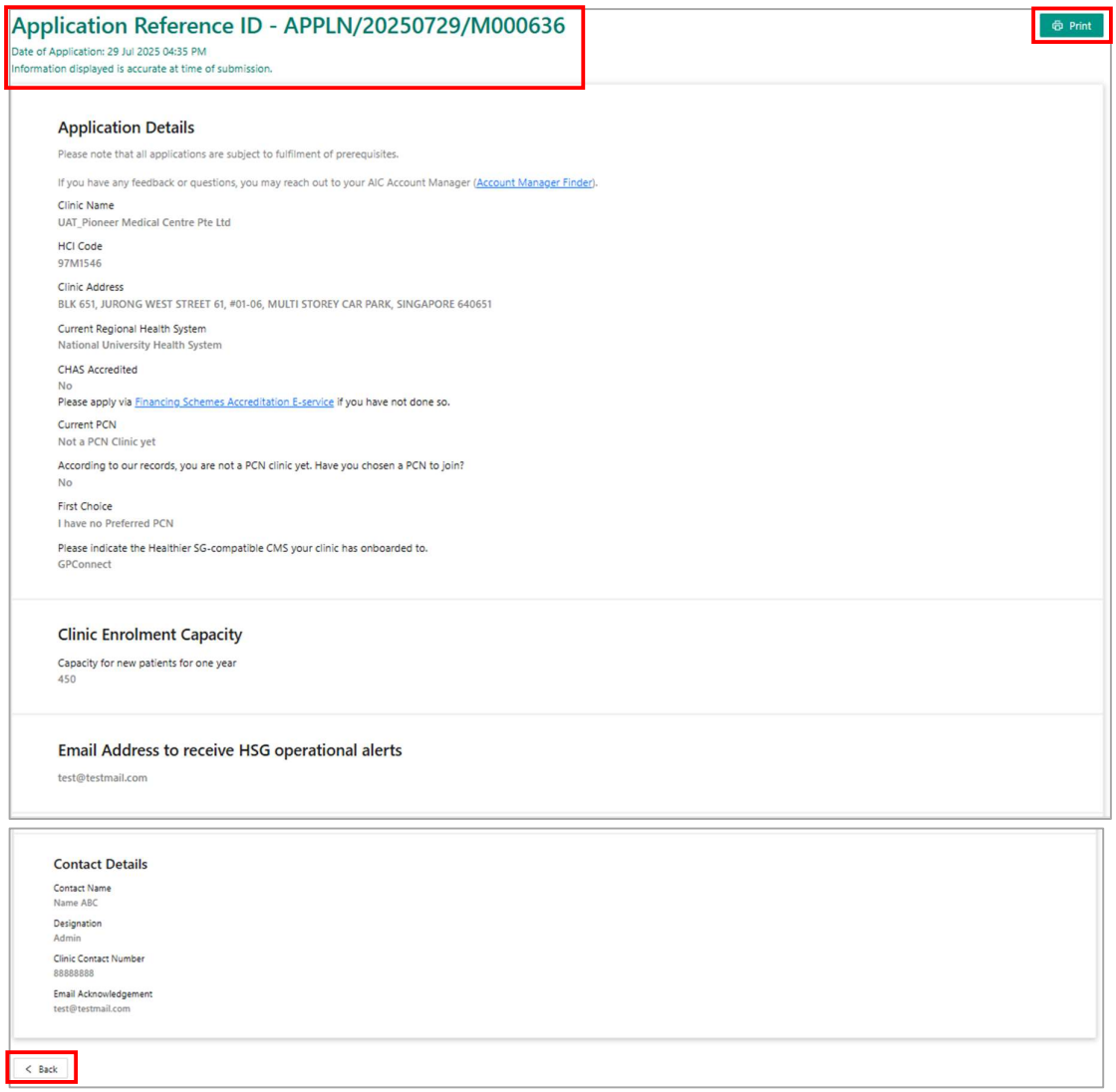
1. On Review and Submit page, the application details for all sections submitted by clinic user is displayed.
2. To edit any information before submitting, click "Edit" button for the relevant section you want to edit.
3. Once reviewed and finalised, tick the checkbox for Declaration and Consent.
4. Click "Submit".



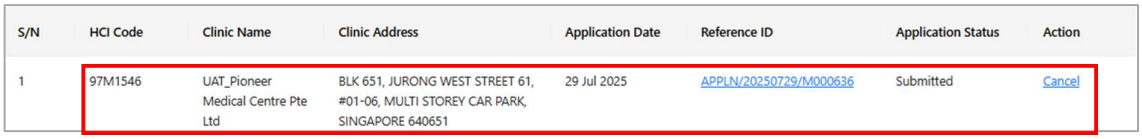
5. Upon successful submission, a message prompt will be displayed.



6. Once submitted, the view-only form application page is displayed with the system-generated application ID with date and time of submission.
7. Clinic user can click the “Print” button retain a copy of the submitted application details for reference.



8. Click “Back” button to return to the Healthier SG Application page where the recently submitted application is displayed at topmost row, with ‘Status’ = “Submitted” and ‘Action’ = “Cancel”.

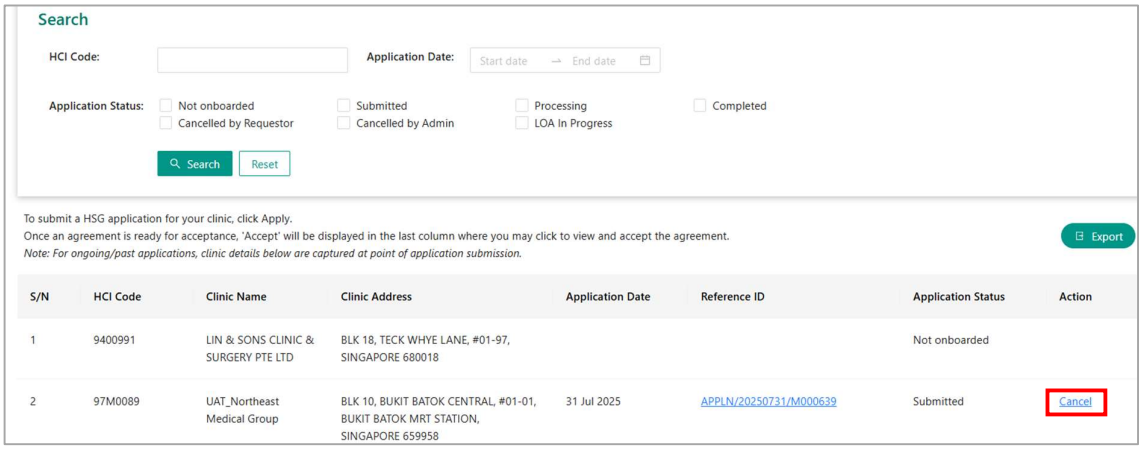


S/N	HCI Code	Clinic Name	Clinic Address	Application Date	Reference ID	Application Status	Action
1	97M1546	UAT_Pioneer Medical Centre Pte Ltd	BLK 651, JURONG WEST STREET 61, #01-06, MULTI STOREY CAR PARK, SINGAPORE 640651	29 Jul 2025	APPLN/20250729/M000636	Submitted	Cancel

3.2 GP Clinic - Cancel Healthier SG Application

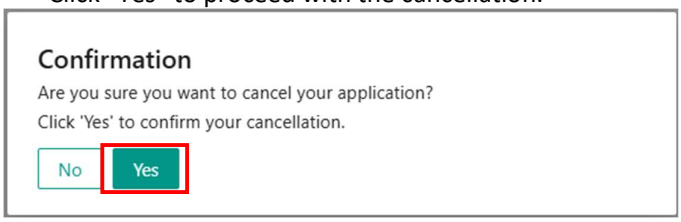
After submitting an application, clinic user may cancel their application via PCDS if the “Cancel” action is available. If the clinic user is unable to see the “Cancel” action and wishes to cancel the application, please approach your AIC Account Manager.

1. To cancel HSG application, go to Healthier SG Application page.
2. Click on “Cancel” action for the record that you wish to cancel.

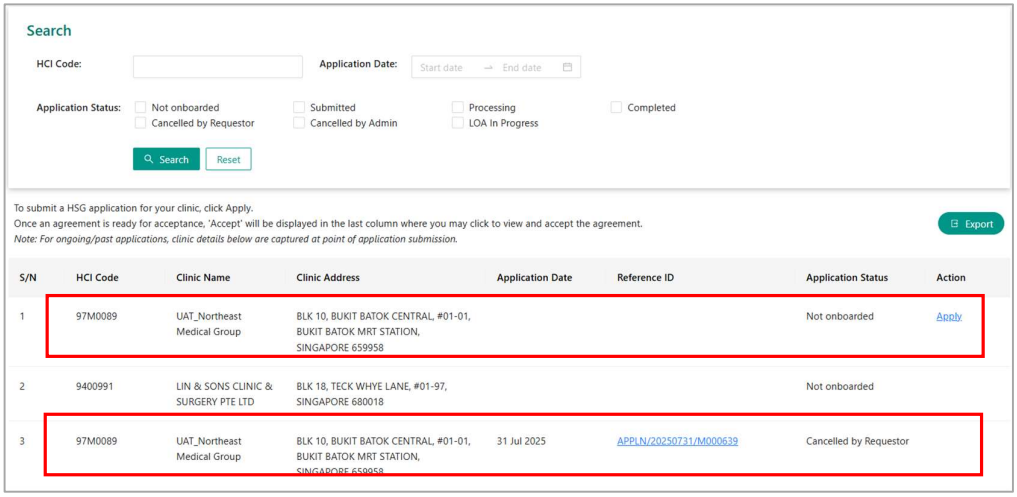


3. Select cancellation reason and click “Submit”.

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



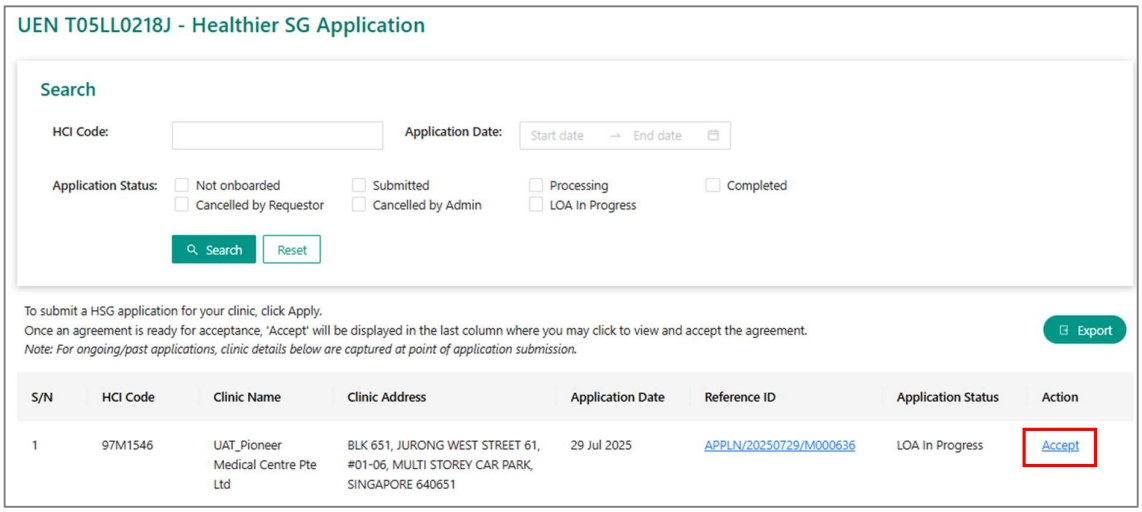
5. Upon successful cancellation, the old record’s ‘Application Status’ will be updated to “Cancelled by Requestor”. A new row is displayed with the ‘Application Status’ = “Not onboarded” and Action = “Apply”, should clinic wish to submit a new application.



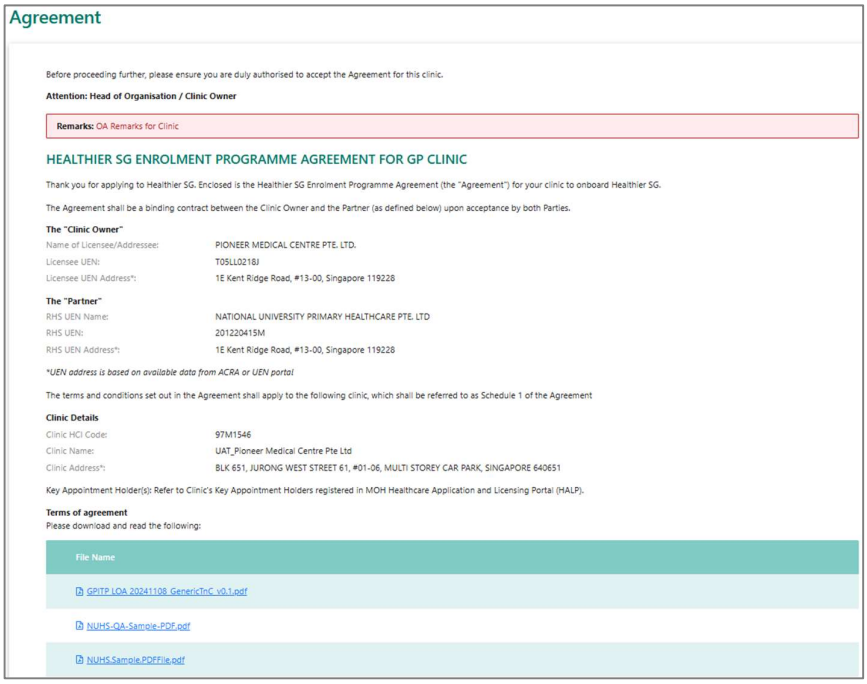
Chapter 4 - GP Clinic Agreement Acceptance

When the Healthier SG (HSG) Enrolment Programme Agreement (EPA) is issued and ready for clinic's acceptance, clinics can log in to PCDS to accept the EPA.

1. Click "Accept" under 'Action' column.

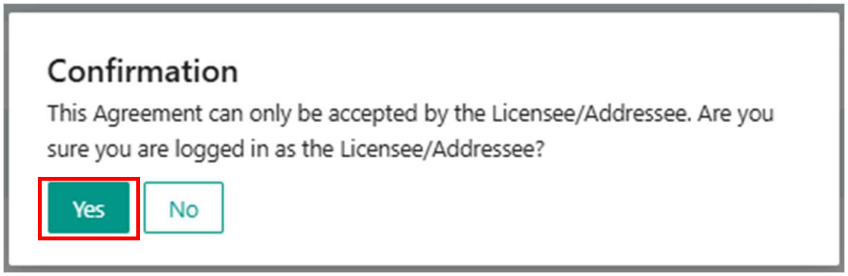


2. HSG Agreement page is displayed.
3. Clinic user to review all the fields in this page.
4. Clinic user to download and read the appended Agreement files.

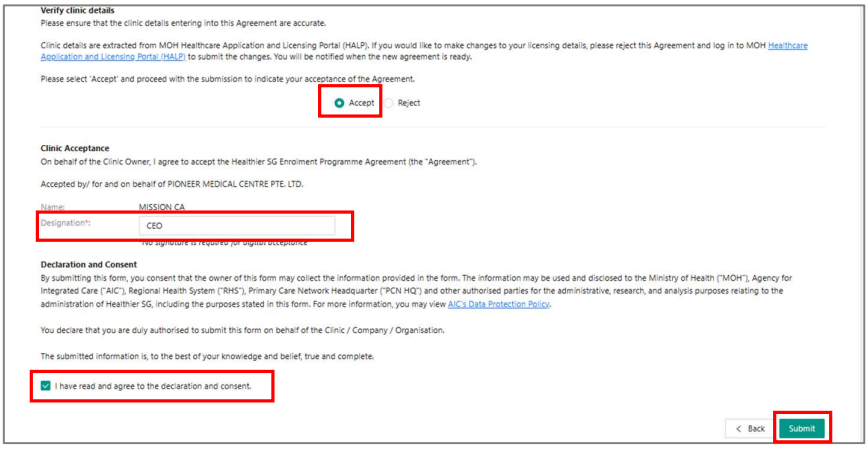


Note: If the clinic owner (based on data from HALP) is an individual, a confirmation message would show up if the currently logged-in clinic user is not the said individual.

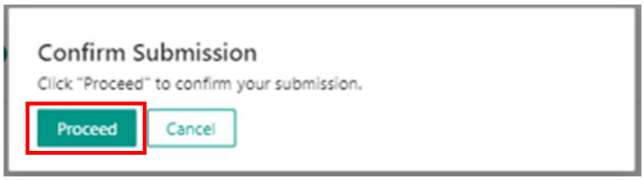
For example, if the clinic owner in HALP is Steven Holmes, and the clinic user logged-in is Lisa Charles, the confirmation message below will appear.



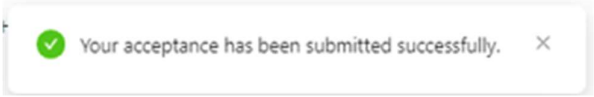
5. Select the “Accept” radio button after reviewing the Agreement page and files.
   Note: If there are any discrepancies in the information, clinic can reject the EPA (refer to the Box 1 below).
6. In the Clinic Acceptance section, the ‘Name’ is auto-populated with the name of the user who is logged into the Corppass and accepting the EPA.
7. Enter “Designation” of the acceptor for the clinic

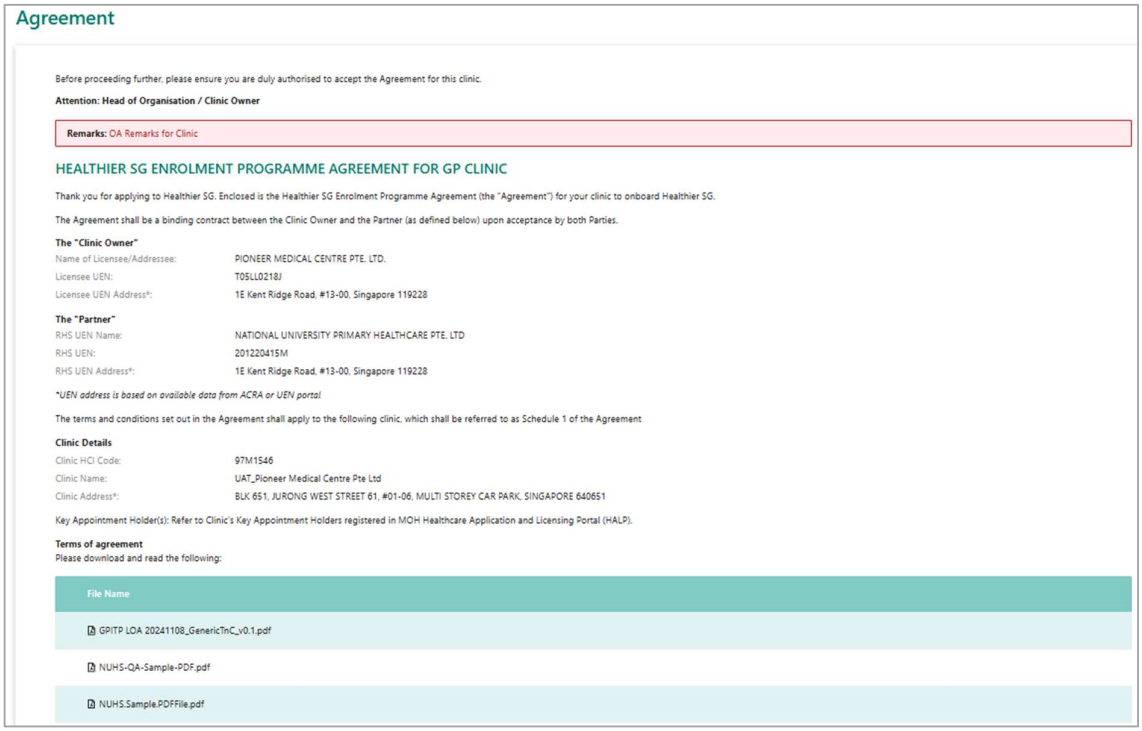


8. Tick the checkbox for Declaration and Consent
9. Click “Submit”
10. A confirmation pop-up message will be displayed.
11. Click “Proceed” to proceed with the HSG EPA acceptance.

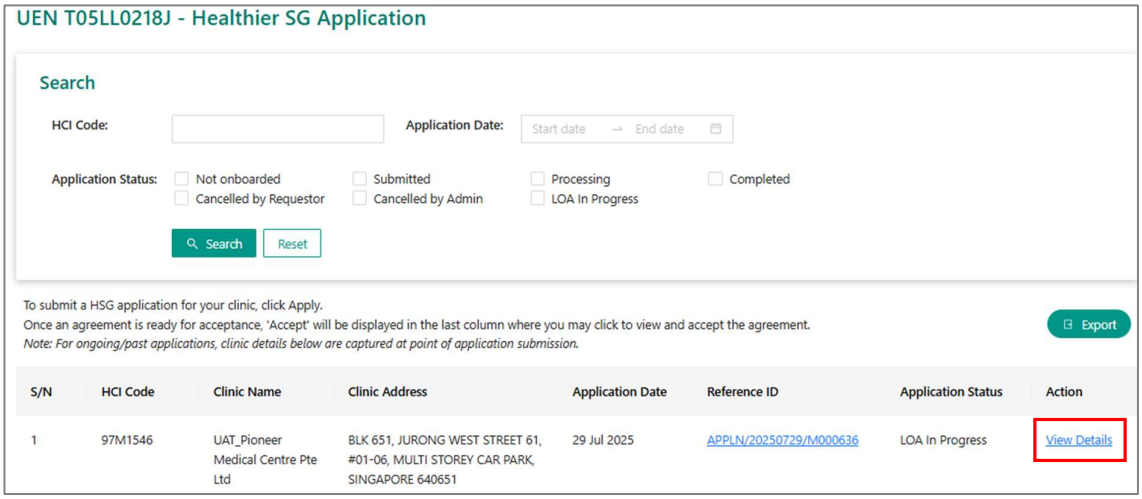


12. Once submitted, a successful message prompt and view-only form of the submitted acceptance is displayed.

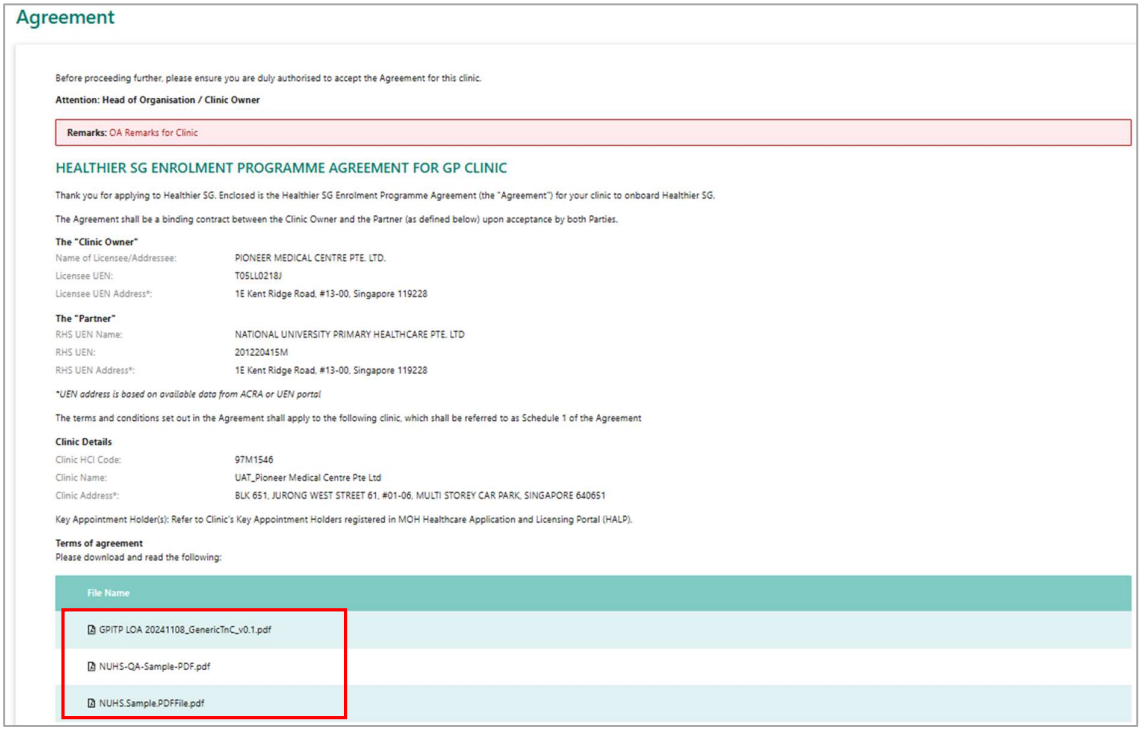




13. Click “Back” button to the Healthier SG Application page. The ‘Action’ for the application will be updated to “View Details”.
14. Clinic can click “View Details”.



15. View-only form is displayed.
    Note: The file names in the view-only form are text only and not clickable.



Agreement

Before proceeding further, please ensure you are duly authorised to accept the Agreement for this clinic.

Attention: Head of Organisation / Clinic Owner

Remarks: OA Remarks for Clinic

HEALTHIER SG ENROLMENT PROGRAMME AGREEMENT FOR GP CLINIC

Thank you for applying to Healthier SG. Enclosed is the Healthier SG Enrolment Programme Agreement (the "Agreement") for your clinic to onboard Healthier SG.

The Agreement shall be a binding contract between the Clinic Owner and the Partner (as defined below) upon acceptance by both Parties.

The "Clinic Owner"

Name of Licensee/Addressee:	PIONEER MEDICAL CENTRE PTE. LTD.
Licensee UEN:	T05LL0218J
Licensee UEN Address*:	1E Kent Ridge Road, #13-00, Singapore 119228

The "Partner"

RHS UEN Name:	NATIONAL UNIVERSITY PRIMARY HEALTHCARE PTE. LTD
RHS UEN:	201220415M
RHS UEN Address*:	1E Kent Ridge Road, #13-00, Singapore 119228

**UEN address is based on available data from ACRA or UEN portal*

The terms and conditions set out in the Agreement shall apply to the following clinic, which shall be referred to as Schedule 1 of the Agreement

Clinic Details

Clinic HCI Code:	97M1546
Clinic Name:	UAT_Pioneer Medical Centre Pte Ltd
Clinic Address*:	BLK 651, JURONG WEST STREET 61, #01-06, MULTI STOREY CAR PARK, SINGAPORE 640651

Key Appointment Holder(s): Refer to Clinic's Key Appointment Holders registered in MOH Healthcare Application and Licensing Portal (HALP).

Terms of agreement
Please download and read the following:

File Name
GPITP LOA 20241108_GenericTnC_v0.1.pdf
NUHS-QA-Sample-PDF.pdf
NUHS.Sample.PDFFile.pdf

Verify clinic details
Please ensure that the clinic details entering into this Agreement are accurate.

Clinic details are extracted from MOH Healthcare Application and Licensing Portal (HALP). If you would like to make changes to your licensing details, please reject this Agreement and log in to MOH Healthcare Application and Licensing Portal (HALP) to submit the changes. You will be notified when the new agreement is ready.

Please select 'Accept' and proceed with the submission to indicate your acceptance of the Agreement.

Status: Accepted

Clinic Acceptance
On behalf of the Clinic Owner, I agree to accept the Healthier SG Enrolment Programme Agreement (the "Agreement").

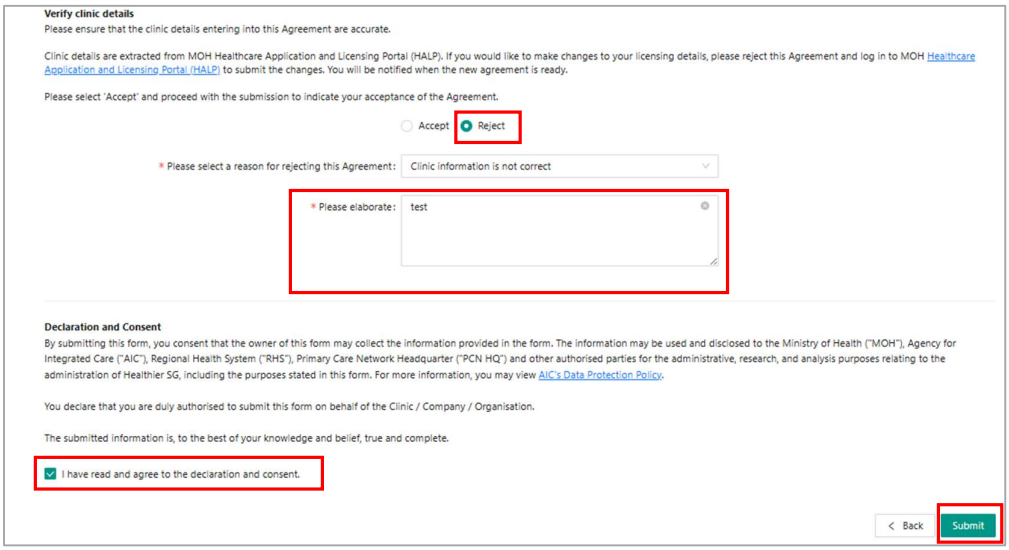
Accepted by/ for and on behalf of PIONEER MEDICAL CENTRE PTE. LTD.

Name: MISSION CA
Designation*: CEO
**No signature is required for digital acceptance*

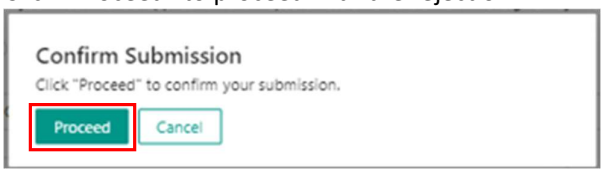
< Back

Box 1

1. Select the “Reject” radio button
2. Select reason for rejection from the dropdown and input remarks as required
3. Tick the checkbox for Declaration and Consent
4. Click “Submit”



5. A confirmation pop-up message will be displayed.
6. Click “Proceed” to proceed with the rejection.

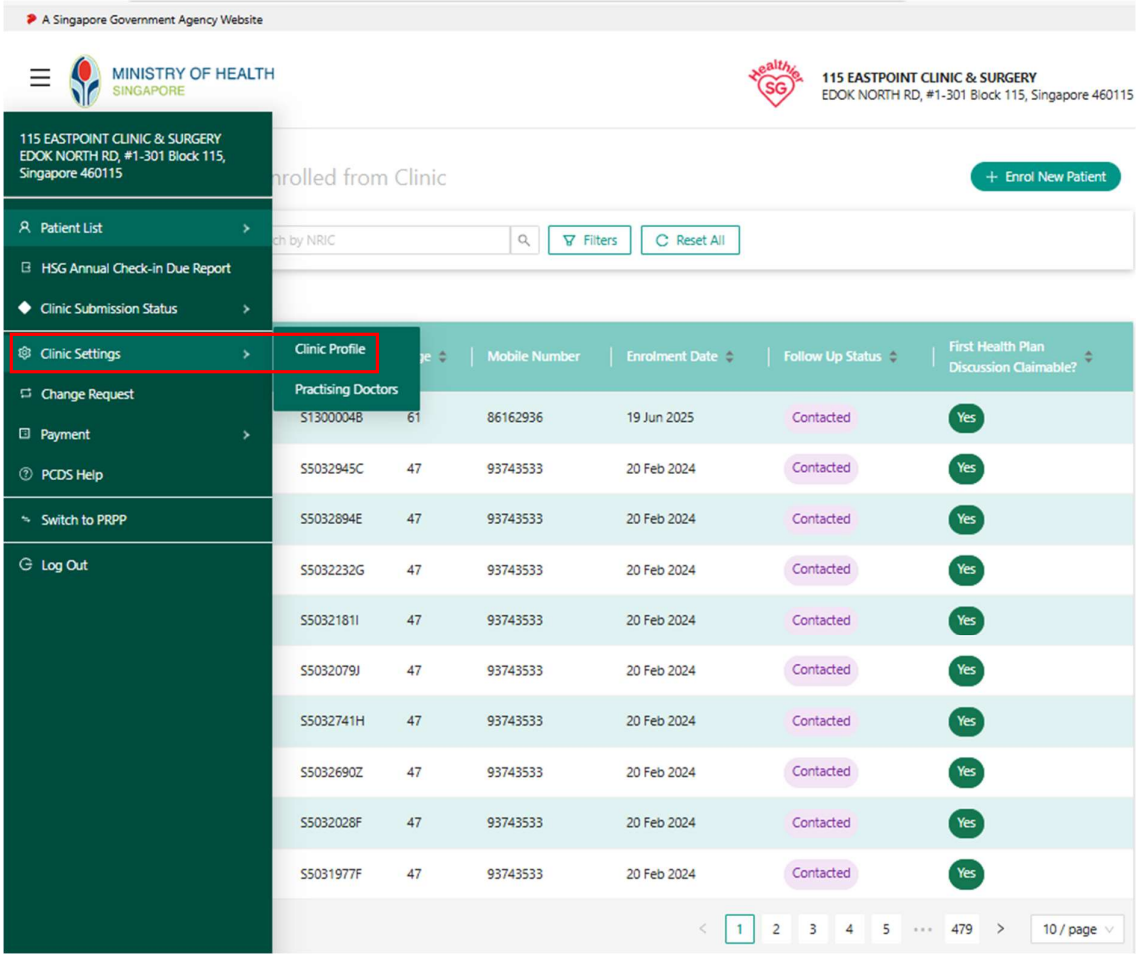


7. Once submitted, a successful message prompt and view-only form of the submitted acceptance is displayed.

Chapter 5 - GP Clinic Profile and HSG Info

Healthier SG (HSG) clinics can login PCDS to access their HSG Enrolment Programme Agreement (EPA) in the 'Clinic Profile' and also perform HSG-related functions, including submitting change requests. For more information, clinic user may refer to the PCDS Change Request User Guide in the PCDS Help Section.

1. To view the 'Clinic Profile', open the side menu and click on 'Clinic Settings' > 'Clinic Profile'.

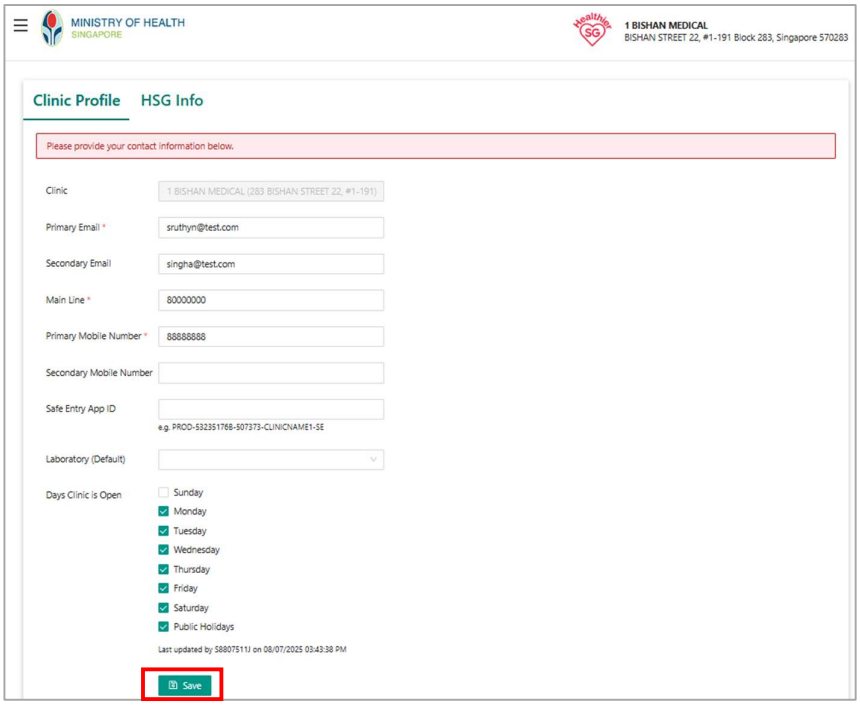


There are two tabs in the clinic profile:

1. Clinic Profile
2. HSG Info

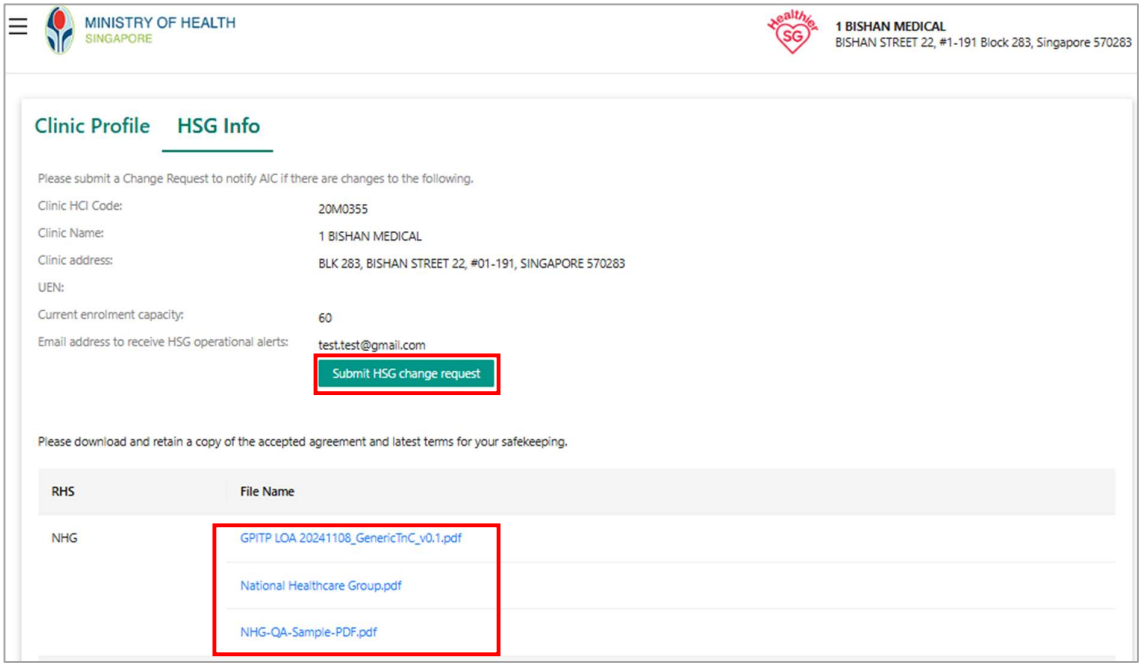
5.1 GP Clinic Profile

1. When accessing ‘Clinic Profile’ for the first time, clinic user will be prompted to update the ‘Clinic Profile’ before they can proceed to use PCDS. Clinic user can input/edit the ‘Clinic Profile’ information and click “Save”.



5.2 GP Clinic HSG Info

1. The ‘HSG Info’ tab will only be available after the clinic profile set up has been completed. (To view this tab, clinic user must log out and log in back.)
2. In ‘HSG Info’ tab, clinic can view HSG-related information.
3. For updating of clinic-related information after onboarding HSG, clinic user can click on “Submit HSG change request” button to navigate to ‘Create Change Request’ page.
   Note: For more information, clinic user may refer to the PCDS Change Request User Guide in the PCDS Help Section.
4. Clinic can access their latest HSG EPA and related documents in the table in ‘HSG Info’. They can download documents in PDF format by clicking on the file names.


MINISTRY OF HEALTH
SINGAPORE
1 BISHAN MEDICAL
BISHAN STREET 22, #1-191 Block 283, Singapore 570283
Clinic Profile
HSG Info
Please submit a Change Request to notify AIC if there are changes to the following.
Clinic HCI Code:
20M0355
Clinic Name:
1 BISHAN MEDICAL
Clinic address:
BLK 283, BISHAN STREET 22, #01-191, SINGAPORE 570283
UEN:
Current enrolment capacity:
60
Email address to receive HSG operational alerts:
test.test@gmail.com
Submit HSG change request
Please download and retain a copy of the accepted agreement and latest terms for your safekeeping.
RHS
File Name
NHG
GPiTP LOA 20241108_GenericTnC_v0.1.pdf
National Healthcare Group.pdf
NHG-QA-Sample-PDF.pdf