

Primary Care Digital Services (PCDS)

User Guide

<https://pcds.sg>

Version 2.8
27 June 2025



MINISTRY OF HEALTH
SINGAPORE

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Chapter 1 - Introduction

1.1 About PCDS

Primary Care Digital Services (PCDS) is planned as a front-end solution to support GPs while they transit to a Healthier SG (HSG)-compatible Clinic Management System within a year from HSG launch.

PCDS is not a full-fledge CMS solution and does not replace the function of CMS/Electronic Medical Record (EMR) clinical documentation. The functionalities are intended to cover key HSG workflows:

- Enrolment (include Assisted Enrolment and view capacity).
- ¹Residents' Health Plan (Create, View and Print).
- ¹Simple Referral Management (Create, Update, Print and Cancel).
- ¹Care Reporting Data Submission for HSG via spreadsheet upload.

1.2 Help Section

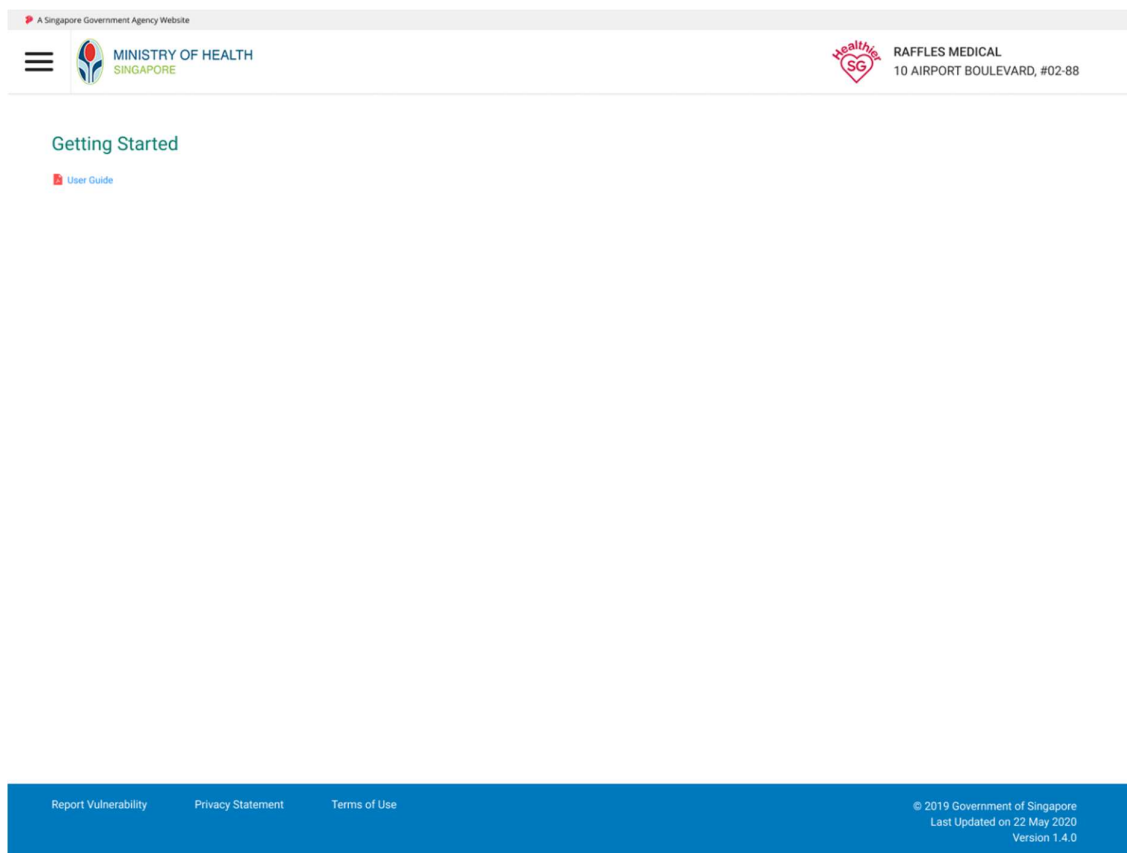
1. To provide easy access to resources, the latest version of the PCDS User Guide can be found in the portal.
2. To access these resources, click on "PCDS Help" at the left-side menu after logging in.

The screenshot displays the PCDS portal interface. On the left, a dark green sidebar contains a menu with the following items: '<Clinic Name/> <Clinic Address/>', 'Patient List', 'Clinic Settings', 'PCDS Help' (highlighted with a red box), 'Switch to PRPP', and 'Log Out'. The main content area shows a patient list table with columns: NRIC, Age, Mobile Number, Enrolment Date, Follow Up Status, and First Health Plan Discussion Claimable?. The table contains 10 rows of patient data. At the bottom of the page, there is a blue footer with 'Terms of Use' and copyright information: '© 2019 Government of Singapore, Last Updated on 22 May 2020, Version 1.4.0'.

NRIC	Age	Mobile Number	Enrolment Date	Follow Up Status	First Health Plan Discussion Claimable?
S6500001A	57	90000001	05 May 2022	New	Yes
S6500002B	57	90000002	05 May 2022	New	Yes
S6500003C	57	90000003	05 May 2022	Contacted	Yes
S6500004D	57	90000004	05 May 2022	Contacted	No
S6500005E	57	90000005	04 May 2022	New	Yes
S6500006F	57	90000006	04 May 2022	New	Yes
S6500007G	57	90000007	04 May 2022	New	Yes
S6500008H	57	90000008	04 May 2022	New	Yes
S6500009I	57	90000009	03 May 2022	Contacted	No
S6500010A	57	90000010	03 May 2022	Contacted	No

¹ These PCDS features have ceased effective 24 November 2024.

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

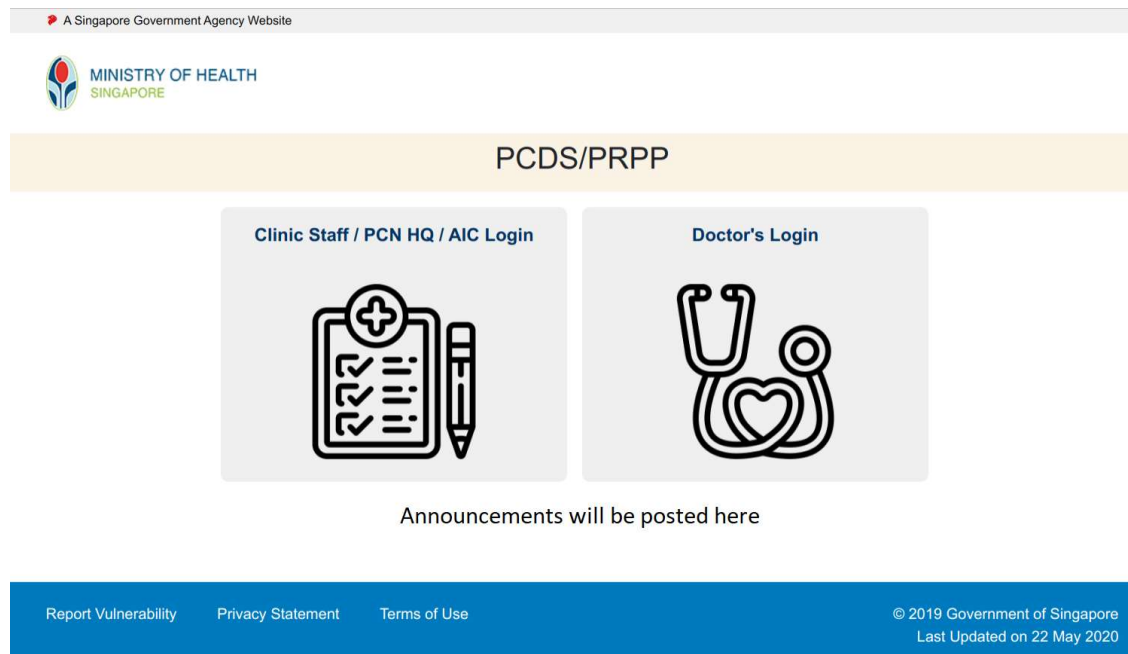


1.3 Support Contact Details

1. You may write to synapxe.pcds.support@synapxe.sg for specific technical queries.
2. For other enquiries:
GP hotline 66321199
Patient MOH general hotline 63259220

1.4 Announcement Section

Please refer to the announcement section at the login page of PCDS/PRPP for any important announcements regarding PCDS/PRPP (e.g. scheduled maintenance downtime).



1.5 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](#).

Logging in to PCDS (same login process as PRPP)


1. All users must have a valid SingPass account to log in to PCDS. Doctors and clinic assistants can login by selecting “Clinic Staff/PCN HQ/AIC Login” using the clinic assistant’s SingPass account to add GPs via the “Practising Doctors” sub-tab under the “Clinic Settings” tab.

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PCDS/PRPP

Clinic Staff / PCN HQ / AIC Login



Doctor's Login




Announcements will be posted here

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singpass

Advisory Note ▾

 **Welcome to Singpass**
Your trusted digital identity


Log in

Log in

[Forgot Singpass ID](#) [Reset password](#)

2. Clinic assistants/PCN HQ staff who are tagged to multiple CorpPass accounts can select which account they wish to log in to.

corppass

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[Log Out](#)


Select UEN/Entity ID

180005596C
Company 180005596C Pte Ltd

R26CM8395J
Company R26CM8395J Pte Ltd


3. Doctors who have been granted access to a clinic will be able to login using their SingPass by selecting “Doctor’s Login” for subsequent log-ins. Clinic assistants should continue to select “Clinic Staff Login” and login using their SingPass details.

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PCDS/PRPP

Clinic Staff / PCN HQ / AIC Login



Doctor's Login




Announcements will be posted here

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4. For Clinic assistant, select clinic from the drop-down list.
- Single Clinic – defaulted to assigned clinic

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Clinic/PCN Name

338 FAMILY CLINIC (338 ANG MO KIO AVE 1, #1-1615) ▼

Select System

☐ PRPP ☐ PCDS


[Next](#)

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- Multiple Clinics – select clinic from the drop-down list

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Clinic/PCN Name


Please select ▼

Select System

☐ PRPP ☐ PCDS

Next

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Clinic/PCN Name

338 FAMILY CLINIC (338 ANG MO KIO AVE 1, #1-1615) ▼

Select System

☐ PRPP ☐ PCDS

Next

5. Select system “PCDS”.

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Clinic/PCN Name
338 FAMILY CLINIC (338 ANG MO KIO AVE 1, #1-1615) ▼

Select System
☐ PRPP ☒ PCDS

Next

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6. Click “Next”.

Note: After user has selected his/her respective HSG Clinics, the system will be enabled based on user and clinic access rights.

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Clinic/PCN Name
338 FAMILY CLINIC (338 ANG MO KIO AVE 1, #1-1615) ▼

Select System
☐ PRPP ☒ PCDS


Next

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For PCN HQ staff, select PCN from the dropdown list.

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Clinic/PCN Name

RAFFLES MEDICAL PCN

Select System

☐ PRPP ☒ PCDS


Next


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7. Patients enrolled to the clinic will be displayed.

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10 AIRPORT BOULEVARD, #02-88

Enrolled Patients | De-Enrolled From Clinic + Enrol New Patient

Search Patient Search by NRIC

400 out of 600 (limit)

Name	NRIC	Age	Mobile Number	Enrolment Date	Follow Up Status	First Health Plan Discussion Claimable?
patient zero one	S6500001A	57	90000001	05 May 2022	New	Yes
patient zero two	S6500002B	57	90000002	05 May 2022	New	Yes
patient zero three	S6500003C	57	90000003	05 May 2022	Contacted	Yes
patient zero four	S6500004D	57	90000004	05 May 2022	Contacted	No
patient zero five	S6500005E	57	90000005	04 May 2022	New	Yes
patient zero six	S6500006F	57	90000006	04 May 2022	New	Yes
patient zero seven	S6500007G	57	90000007	04 May 2022	New	Yes
patient zero eight	S6500008H	57	90000008	04 May 2022	New	Yes
patient zero nine	S6500009I	57	90000009	03 May 2022	Contacted	No
patient one zero	S6500010A	57	90000010	03 May 2022	Contacted	No

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Chapter 2 - Clinic Settings

2.1 Clinic Profile

1. To view or update Clinic Profile information, open the side menu and click on Clinic Settings > Clinic Profile
2. Enter / Edit the Clinic Profile information. Click “Save”.

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Clinic Profile

Please provide your contact information below.

Clinic: Demo Vaccination Centre (Testing)

Primary Email *: ramadevi.ramadevi@ihis.com.sg

Secondary Email: lwino.khin.mar@ihis.com.sg

Main Line *: 87126973

Primary Mobile Number *: 86207695


Secondary Mobile Number: 86207695

Safe Entry App ID:
e.g. PROD-532351768-507373-CLINICNAME1-SE

Laboratory (Default): Pathnova Laboratory

Days Clinic is Open:
☐ Sunday
☒ Monday
☒ Tuesday
☒ Wednesday
☒ Thursday
☒ Friday
☐ Saturday
☐ Public Holidays

Last updated by NIR-MHCP GP on 10/11/2022 1:23:23 PM

 Save

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2.2 Practising Doctors

1. To view, add, or delete Practising Doctors information, open the side menu and click on Clinic Settings > Practising Doctors.

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<Clinic Name/>
<Clinic Address/>

Enrol New Patient

Patient List

Clinic Settings

PCDS Help

Switch to PRPP

Log Out

Clinic Profile

Practising Doctors

		Mobile Number	Enrolment Date	Follow Up Status	First Health Plan Discussion Claimable?
S6500001A	57	90000001	05 May 2022	New	Yes
S6500002B	57	90000002	05 May 2022	New	Yes
S6500003C	57	90000003	05 May 2022	Contacted	Yes
S6500004D	57	90000004	05 May 2022	Contacted	No
S6500005E	57	90000005	04 May 2022	New	Yes
S6500006F	57	90000006	04 May 2022	New	Yes
S6500007G	57	90000007	04 May 2022	New	Yes
S6500008H	57	90000008	04 May 2022	New	Yes
S6500009I	57	90000009	03 May 2022	Contacted	No
S6500010A	57	90000010	03 May 2022	Contacted	No


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2. Practising Doctors page will be displayed with a list doctors MCR No. and Name.




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Practising Doctors

MCR No. [Add](#)

MCR No.	Name	Action
M12005G	NIR-MHCP GP	
M22222D	Doctor Two	
DR22222F	Doctor Three	

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3. To add new doctor information, enter the MCR No. and click “Add”.


Practising Doctors

MCR No. [Add](#)

4. If doctor MCR No. is found, a message will be displayed with the Doctor’s Name and Doctor’s MCR No. Click “Confirm” to save the record.

Doctor Found!
Name: Name of S3000601A
MCR No.: M22222D
Add this doctor?
[Confirm](#) [Cancel](#)

5. The newly added record will be displayed in the list.
6. To delete a doctor information, click on the Trash bin icon next to it.

MCR No.	Name	Action
DR00001B	Name of S8000002A	

Chapter 3 - Enrolment

3.1 Assisted Enrolment

1. To enrol a patient in HealthierSG programme, open the side menu and click on Patient List > Enrolled Patients.

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<Clinic Name/>
<Clinic Address/>

Enrolled From Clinic

+ Enrol New Patient

Patient List > **Enrolled Patients** Filters Reset All

Clinic Settings >

PCDS Help

Switch to PRPP

Log Out

NRIC	Age	Mobile Number	Enrolment Date	Follow Up Status	First Health Plan Discussion Claimable?
S6500001A	57	90000001	05 May 2022	New	Yes
S6500002B	57	90000002	05 May 2022	New	Yes
S6500003C	57	90000003	05 May 2022	Contacted	Yes
S6500004D	57	90000004	05 May 2022	Contacted	No
S6500005E	57	90000005	04 May 2022	New	Yes
S6500006F	57	90000006	04 May 2022	New	Yes
S6500007G	57	90000007	04 May 2022	New	Yes
S6500008H	57	90000008	04 May 2022	New	Yes
S6500009I	57	90000009	03 May 2022	Contacted	No
S6500010A	57	90000010	03 May 2022	Contacted	No


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2. Click on “+ Enrol New Patient”.

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[Enrolled Patients](#) | [De-Enrolled From Clinic](#)

[+ Enrol New Patient](#)

[Search Patient](#)

[Filters](#)

[Reset All](#)

400 out of 600 (limit)

Name	NRIC	Age	Mobile Number	Enrolment Date	Follow Up Status	First Health Plan Discussion Claimable?
patient zero one	S6500001A	57	90000001	05 May 2022	New	Yes
patient zero two	S6500002B	57	90000002	05 May 2022	New	Yes
patient zero three	S6500003C	57	90000003	05 May 2022	Contacted	Yes
patient zero four	S6500004D	57	90000004	05 May 2022	Contacted	No
patient zero five	S6500005E	57	90000005	04 May 2022	New	Yes
patient zero six	S6500006F	57	90000006	04 May 2022	New	Yes
patient zero seven	S6500007G	57	90000007	04 May 2022	New	Yes
patient zero eight	S6500008H	57	90000008	04 May 2022	New	Yes
patient zero nine	S6500009I	57	90000009	03 May 2022	Contacted	No
patient one zero	S6500010A	57	90000010	03 May 2022	Contacted	No

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3. Patient Profile Search NRIC page will be displayed. Enter full patient's NRIC and click on "Enrol" to assist patient to enrol to your clinic.



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Patient Profile

NRIC *


 Enrol  Back


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4. If patient is eligible for enrolment, the Patient Profile page will be displayed. Otherwise, if patient is not eligible for enrolment, message prompt will be displayed.



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Patient Profile

NRIC *

 Enrol  Back

 Patient is not eligible for enrolment. 

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5. For **new** enrollees and non-enrollees patient profiles **created on PCDS** from 24 Nov 2023, patient profile and details displayed on the Patient Profile page would need to be verified and updated accordingly. The editable fields include:

- ID Type¹
- ID Expiry Date²
- Nationality³
- Mobile Number
- Email
- Address fields – Postal Code, Block, Street Name, Level and Unit No. [Address can be retrieved from OneMap by clicking “Get Address”]

Once the fields are verified to be up-to-date and correct, click “Save”.

For Singapore Citizens:

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Healthier SG 115 EASTPOINT CLINIC & SURGERY
BEDOK NORTH RD, #1-301 Block 115, Singapore 460115

Enrol New Patient >

Patient Profile

Please verify the following information before saving.

Patient Information

NRIC *	Full Name *	ID Type
S13110048	PCDS_UAT TestResident 5	Singapore Pink Identification ...
Nationality	Race *	Gender *
SINGAPORE CITIZEN	British	Male
Date of Birth *		
12 Jun 1975		

Mobile Number *	Email

Address

Postal Code *	Block No. *	Street Name *	Level and Unit No.
792466	34T		# 21 - 466

Get Address

Save < Back

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For Permanent Residents:

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115 EASTPOINT CLINIC & SURGERY
BEDOK NORTH RD. #1-301 Block 115, Singapore 460115

Enrol New Patient >

Patient Profile

Please verify the following information before saving.

Patient Information

NRIC *	Full Name *	ID Type	ID Expiry Date
S1311003D	PCDS_UAT TestResident 4	Singapore Blue Identification ...	Select date
Nationality	Race *	Gender *	Date of Birth *
	Sri Lankan	Female	11 May 1974
Mobile Number *	Email		
87164010	test@gmail.com		

Address

Postal Code *	Block No. *	Street Name *	Level and Unit No.
570192	105		# 92 - 225

Get Address

Save < Back

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¹ID Type is only editable for non-Singapore Citizens.

²ID Expiry Date is only editable for non-Singapore Citizens.

³Nationality is only editable for non-Singapore Citizens.

6. You will need to read through and acknowledge the Healthier SG Terms and Conditions. To acknowledge, select the checkbox beside the acknowledgement message. Click “Confirm” to complete the patient’s enrolment.

Enrol Patient?

Healthier SG enrolment terms & conditions.

Last updated: 16 May 2023

Introduction

1. Healthier SG (the “**Programme**”) is a multi-year transformation strategy by the Ministry of Health (“**MOH**”) to shift the focus of Singapore’s healthcare system beyond caring for individuals who are sick, to proactively preventing individuals from falling ill.
2. The Programme aims to empower Singapore Citizens and Singapore Permanent Residents who enrol in the Programme (each, an “**Enrolee**”) to become healthier and improve their quality of life through preventive care, anchored by a strong patient-doctor relationship with a participating primary care provider, and supported by the relevant healthcare cluster. Enrolees may also be granted enhanced access to relevant lifestyle and preventive health programmes. The features of the Programme may be adjusted from time to time to improve the experience and health outcomes for Enrolees

☒ Patient has given consent and acknowledged the terms and conditions for Healthier SG enrolment.

Confirm **Cancel**

7. If a valid mobile number was provided, an acknowledgement SMS will be sent to notify that the enrolment has been successfully completed.


SMS Content:

“Dear [Patient Name], thank you for participating in Healthier SG. You have successfully enrolled to [Clinic Name] on [Date and Time of enrolment] to be your family doctor. If unauthorised, please contact MOH hotline at 63259220.”


3.2 View Enrolled Patient List

1. Upon logging in to PCDS or after clicking on the “Enrolled Patient’s” tab, the list of patients enrolled to the user clinic will be displayed.
2. Enrolled Patient List can be sorted by either Name, Age, Enrolment Date, Follow Up Status, or First Health Plan Discussion Claimable column.

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10 AIRPORT BOULEVARD, #02-88

Enrolled Patients

De-Enrolled From Clinic

+ Enrol New Patient

Search Patient

Search by NRIC

Filters

Reset All

400 out of 600 (limit)

Name	NRIC	Age	Mobile Number	Enrolment Date	Follow Up Status	First Health Plan Discussion Claimable?
patient zero one	S6500001A	57	90000001	05 May 2022	New	Yes
patient zero two	S6500002B	57	90000002	05 May 2022	New	Yes
patient zero three	S6500003C	57	90000003	05 May 2022	Contacted	Yes
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patient zero seven	S6500007G	57	90000007	04 May 2022	New	Yes
patient zero eight	S6500008H	57	90000008	04 May 2022	New	Yes
patient zero nine	S6500009I	57	90000009	03 May 2022	Contacted	No
patient one zero	S6500010A	57	90000010	03 May 2022	Contacted	No

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- The clinic's capacity limit will be displayed on the top left-hand corner of the patient list. [Note: Pre-set capacity is at 600 and clinics can appeal to AIC to modify where required]

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RAFFLES MEDICAL
10 AIRPORT BOULEVARD, #02-88

Enrolled Patients De-Enrolled From Clinic

+ Enrol New Patient

Search Patient Search by NRIC

400 out of 600 (limit)

Name	NRIC	Age	Mobile Number	Enrolment Date	Follow Up Status	First Health Plan Discussion Claimable?
patient zero one	S6500001A	57	90000001	05 May 2022	New	Yes
patient zero two	S6500002B	57	90000002	05 May 2022	New	Yes
patient zero three	S6500003C	57	90000003	05 May 2022	Contacted	Yes
patient zero four	S6500004D	57	90000004	05 May 2022	Contacted	No
patient zero five	S6500005E	57	90000005	04 May 2022	New	Yes
patient zero six	S6500006F	57	90000006	04 May 2022	New	Yes
patient zero seven	S6500007G	57	90000007	04 May 2022	New	Yes
patient zero eight	S6500008H	57	90000008	04 May 2022	New	Yes
patient zero nine	S6500009I	57	90000009	03 May 2022	Contacted	No
patient one zero	S6500010A	57	90000010	03 May 2022	Contacted	No

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- To search for a particular patient enrolled with the clinic, enter the full NRIC of the patient.

Enrolled Patients De-Enrolled From Clinic

Search Patient Search by NRIC

Filters Reset All

- To refine the search criteria, click on "Filters" and enter Patient's Name, Mobile number and/or select the Enrolment Date, Status.

Enrolled Patients De-Enrolled From Clinic

Search Patient Search by NRIC

Filters Reset All

Search Patients X

Name: Patient's Name

Mobile Number: Patient's Mobile Number

Enrolment Date: Start date → End date

Status: New Contacted

Apply Filter Clear All

- By clicking on “Clear All”, all inputs entered in this Search Patients screen will be cleared.
- To refresh the entire list and clear all filters, click on “Reset All” button.

3.3 View De-enrolled Patient List

- Click on “De-Enrolled From Clinic” to view patients who have de-enrolled from the user clinic. (Patient who has been de-enrolled within the past 1 year from current date will be displayed in this list.)
- De-enrolled Patient List can be sorted by either Name, Age, Enrolment Date, or De-Enrolment Date column.

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RAFFLES MEDICAL
10 AIRPORT BOULEVARD, #02-88

Enrolled Patients **De-Enrolled From Clinic** [+ Enrol New Patient](#)

Search Patient [Filters](#) [Reset All](#)

Name	NRIC	Age	Mobile Number	Enrolment Date	De-Enrolment Date
patient zero one	S6500001A	57	90000001	05 May 2022	18 Aug 2022
patient zero two	S6500002B	57	90000002	05 May 2022	18 Aug 2022
patient zero three	S6500003C	57	90000003	05 May 2022	13 Aug 2022
patient zero four	S6500004D	57	90000004	05 May 2022	13 Aug 2022
patient zero five	S6500005E	57	90000005	04 May 2022	13 Aug 2022
patient zero six	S6500006F	57	90000006	04 May 2022	10 Aug 2022
patient zero seven	S6500007G	57	90000007	04 May 2022	10 Aug 2022
patient zero eight	S6500008H	57	90000008	04 May 2022	07 Aug 2022
patient zero nine	S6500009I	57	90000009	03 May 2022	07 Aug 2022
patient one zero	S6500010A	57	90000010	03 May 2022	07 Aug 2022

< 1 2 3 4 5 > 10 / page

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- Refine the search criteria by clicking on “Filters” and enter Name, Mobile Number and/or select De-Enrolment Date.

Search Patients ×

Name:

Mobile Number:

De-Enrolment Date: →

[Apply Filter](#) [Clear All](#)

3.4 View Patient Profile

1. Click on any patient in the Enrolled Patient List to view the Patient Information.

For Singapore Citizens:

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115 EASTPOINT CLINIC & SURGERY
BEDOK NORTH RD. #1-301 Block 115, Singapore 460115

Enrolled Patients >

Patient Profile

Note: Please retain a copy of this clinical record in your CMS.

Patient Information [Edit Information](#)


NRIC S13110528	Full Name PCDS_UAT TestResident 53	ID Type Singapore Pink Identification Card	Date of Birth 20 Aug 1974 (49 years)
Nationality SINGAPORE CITIZEN	Race French	Gender Male	
Mobile Number 80295697	Email pertest1@gmail.com	First Health Plan Discussion Claimable? ?	Valid Card Type(s)
Enrolment Status Enrolled	Follow Up Status Contacted	No	
Enrolment Date: 22 Nov 2023			
Postal Code 556112	Block No. 131	Street Name Serangoon Avenue 3	Level and Unit No. #12-314

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For Permanent Residents:

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Enrolled Patients >

Patient Profile

Note: Please retain a copy of this clinical record in your CMS.

Patient Information

NRIC

S1311012C

Nationality

ALGERIAN

Mobile Number

80295697

Enrollment Status

Enrolled

Enrollment Date: 16 Nov 2023

Full Name

PCDS_UAT TestResident 13

Race

Filipino

Email

dasd@test.com

Follow Up Status

Contacted

ID Type

Singapore Blue Identification Card

Gender

Female

First Health Plan Discussion Claimable?

No

ID Expiry Date

14 Nov 2023

Date of Birth

23 Jul 1974 (49 years)

Valid Card Type(s)

Postal Code

310145

Block No.

112233

Street Name

123123

Level and Unit No.

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3.5 Edit Patient Information

1. To edit the patient profile, click on “Edit Information” on the top right-hand corner of the Patient Information page.

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Enrolled Patients >

Patient Profile

Note: Please retain a copy of this clinical record in your CMS.

Patient Information

NRIC

S2101809J

Nationality

Mobile Number

87964761

Enrolment Status

Enrolled

Enrolment Date: 10 May 2023

Full Name

HeathHub UAT TestResident 78

Race

Gujarati

Email

Follow Up Status

Contacted

ID Type

Gender

Male

First Health Plan Discussion Claimable?



No

ID Expiry Date

Date of Birth

01 Jan 1950 (73 years)

Valid Card Type(s)



Postal Code

460420

Block No.

420

Street Name

Bedok North Street 1

Level and Unit No.

#24-176

Edit Information

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2. Patient's contact details (ID type¹, ID expiry date², nationality³, race, mobile number, email, and address), and Follow Up Status are editable.

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Enrolled Patients >

Patient Profile

Please verify the following information before saving.

Patient Information

NRIC S1511044A	Full Name * PCDS_UAT TestResident 43	ID Type Singapore Blue Identification ...	ID Expiry Date Select date
Nationality ▼	Race * American	Gender * Male	Date of Birth * 22 Jul 1903
Mobile Number * 80295697	Email	First Health Plan Discussion Claimable? ⓘ No	Valid Card Type(s)
Enrollment Status Enrolled	Follow Up Status Contacted		

Address

Postal Code * 560433 Get Address	Block No. * 433	Street Name * ANG MO KIO AVENUE 10	Level and Unit No. # -
--	--------------------	---------------------------------------	---------------------------

Save < Back

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3. For Follow Up Status, choose from 2 dropdown options, "New" or "Contacted". Choose "Contacted" if your clinic has contacted the patient to arrange for an appointment.

Follow Up Status



Contacted

New

Contacted

- Click "Save" to save the changes.

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BEDOK NORTH RD, #1-301 Block 115, Singapore 460115

Enrolled Patients >


Patient Profile



Please verify the following information before saving.

Patient Information

NRIC S2101809J	Full Name * HeathHub UAT TestResident 78	ID Type Select	ID Expiry Date Select date
Nationality Select	Race * Gujarati	Gender * Male	Date of Birth * 01 Jan 1950
Mobile Number * 87964761	Email 	First Health Plan Discussion Claimable?  	Valid Card Type(s)  
Enrolment Status 	Follow Up Status Contacted		

Address


Postal Code * 460420 	Block No. * 420	Street Name * Bedok North Street 1	Level and Unit No. # 24 - 176
---	--------------------	---------------------------------------	----------------------------------


 


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3.5.1.1 Additional notes

1. On First Health Plan Discussion Claimable  mouse over, a tooltip will be displayed: The field will display “No” once a health plan has been submitted for the patient previously. This means that the clinic will no longer be able to receive any remuneration for subsequent health plan discussions for this enrollee.

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Enrolled Patients >

Patient Profile

Note: Please retain a copy of this clinical record in your CMS.

Patient Information

NRIC

S1311035B

Nationality

SINGAPORE CITIZEN

Mobile Number

88888888

Enrolment Status

Enrolled

Enrolment Date: 03 Jun 2024

Full Name

PCDS_UAT TestResident 36

Race

Canadian

Email

Follow Up Status


Contacted

ID Type

Singapore Pink Identification Card

Gender

Female

First Health Plan Discussion Claimable? 

No

This field will display “No” once a health plan has been submitted for the patient previously. This means that the clinic will no longer be able to receive any remuneration for subsequent health plan discussions for this enrollee.

Postal Code

550211

Block No.

211

Street Name

Serangoon Ave 4

Unit and Unit No.

#10-6

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Chapter 4 - Chronic Enrolment Grant (CEG)

4.1 View CEG Payment Advice

- 1. To view Chronic Enrolment Grant (CEG) payment advice, open the side menu and click on Payment > CEG Payment Advice.

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A LIFE CLINIC PTE LTD
SINARAN DRIVE NOVENA, #9-21 Block
10, Singapore 307506

Patient List

HSG Annual Check-in Due Report

Clinic Submission Status

Clinic Settings

Change Request

Payment

PCDS Help

Switch to PRPP

Log Out

Enrolled from Clinic

Search by NRIC

Filters



Reset All

	NRIC	Age	Mobile Number	Enrolment Date
CEG Payment Advice	11057C	62	80295697	08 Apr 2024
ASF Payment Advice	11037I	58	87164010	11 Sep 2023
Payment Issue	11039E	54	87164010	08 Sep 2023
	S1500914D	49	85155118	03 Aug 2023


29

2. Click on the payment advice link to view and download the file.

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Blk 556 Ang Mo Kio Street 23, #02-88 Singapore 819662

CEG Payment Advice

[2025 Q1](#)
[2024 Q4](#)
[2024 Q3](#)
[2024 Q2](#)
[2024 Q1](#)

Please contact us at hsg.grants@aic.sg if you did not receive a payment advice and would like to report CEG payment issues.

Report CEG Payment Issue


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4.2 Report CEG Payment Issue

1. To report Chronic Enrolment Grant (CEG) payment issue, click on Report CEG Payment Issue button from CEG Payment Advice page.
2. In Report CEG Payment Issue page, enter Submitted By (Name) and select the type of payment issue you would like to report.

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 **ANG MO KIO FAMILY MEDICAL CLINIC**
Blk 556 Ang Mo Kio Street 23, #02-88 Singapore 819662

Report CEG Payment Issue

General guidelines to report payment issues
Please include the necessary information and select all the relevant payment issue categories within the submission. The submission window to report any payment issue will be opened for 2 weeks, after the payment advice is made available. The outcome of the report submission will be received via the email address stated below.

Submitted by (Name)
Dr Foo Kin Loong

Submitted by (NRIC/FIN)
XXXXX1234C

HCI Code
22M03246

GP Clinic Name
ANG MO KIO FAMILY MEDICAL CLINIC

GP Clinic Email Address
amk.family.medical.clinic.001@gmail.com

Select Payment Advice *
2024 Q1

What type of payment issue would you like to report? *

☐ **List of Chronic Enrollees in the payment advice does not tally with records**
Select this reason if there are chronic enrollees under your clinic that are missing from the payment advice. Please provide the chronic enrollees' last 3 numeric digit and alphabet of NRIC, Full Name and enrolment start date, for verification.


☐ **Others**
If the type of payment issue is pertaining to missing/incorrect resident(s) in the payment summary, please select the reason "List of Chronic Enrollees in the payment advice does not tally with the records".


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3. If the payment issue selected is “List of Chronic Enrollees in the payment advice does not tally with records”, the details of payment issue is displayed.
4. Enter the Chronic Enrollee’s last 3 numeric digits and alphabet of NRIC, full name, enrolment start date
5. Click “+ Add missing enrollee”

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Blk 556 Ang Mo Kio Street 23, #02-88 Singapore 819662

Report CEG Payment Issue

General guidelines to report payment issues
Please include the necessary information and select all the relevant payment issue categories within the submission. The submission window to report any payment issue will be opened for 2 weeks, after the payment advice is made available. The outcome of the report submission will be received via the email address stated below.

Submitted by (Name)
Dr Foo Kin Loong

Submitted by (NRIC/FIN)
XXXXX234C

HCI code
22M03246

Clinic name
ANG MO KIO FAMILY MEDICAL CLINIC

GP email address
amk.family.medical.clinic.001@gmail.com

Select Payment Advice *
2024 Q1

What type of payment issue would you like to report? *

☒ List of Chronic Enrollees in the payment advice does not tally with records
Select this reason if there are chronic enrollees under your clinic that are missing from the payment advice. Please provide the chronic enrollees' last 3 numeric digit and alphabet of NRIC, Full Name and enrolment start date, for verification.

☐ Others
If the type of payment issue is pertaining to missing/incorrect resident(s) in the payment summary, please select the reason "List of Chronic Enrollees in the payment advice does not tally with the records".

Details of payment issue

Chronic Enrollee's last 3 numeric digits and alphabet of NRIC *
E.g. 123A
566G

Chronic Enrollee's full name *
Timothy Lim Mun Kiat

Chronic Enrollee's enrolment start date *
2023-03-27

[+ Add missing enrollee](#)

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- The record added will be displayed in the summary table. Repeat steps 4 and 5 to add more enrollees' information, if needed.
- Click "Submit" to send the payment issue details to AIC.

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ANG MO KIO FAMILY MEDICAL CLINIC
Blk 556 Ang Mo Kio Street 23, #02-88 Singapore 819662

Report CEG Payment Issue

General guidelines to report payment issues
Please include the necessary information and select all the relevant payment issue categories within the submission. The submission window to report any payment issue will be opened for 2 weeks, after the payment advice is made available. The outcome of the report submission will be received via the email address stated below.

Submitted by (Name)
Dr Foo Kin Loong

Submitted by (NRIC/FIN)
XXXXX234C

HCI code
22M03246

Clinic name
ANG MO KIO FAMILY MEDICAL CLINIC

GP email address
amk.family.medical.clinic.001@gmail.com

Select Payment Advice *
2024 Q1

What type of payment issue would you like to report? *

☒ List of Chronic Enrollees in the payment advice does not tally with records
Select this reason if there are chronic enrollees under your clinic that are missing from the payment advice. Please provide the chronic enrollees' last 3 numeric digit and alphabet of NRIC, Full Name and enrolment start date, for verification.

☐ Others
If the type of payment issue is pertaining to missing/incorrect resident(s) in the payment summary, please select the reason "List of Chronic Enrollees in the payment advice does not tally with the records".

Details of payment issue

Chronic Enrollee's last 3 numeric digits and alphabet of NRIC *
E.g. 123A

Chronic Enrollee's full name *

Chronic Enrollee's enrolment start date *

+ Add missing enrollee

S/N	NRIC	Enrollee's Full Name	Enrolment Start Date	Action
1	566G	Timothy Lim Mun Kiat	2023-03-27	



> Submit

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8. If the payment issue selected is “Other”, the details of payment issue is displayed.
9. Enter Submitted By (Name) and more information in the freetext box.
10. Click “Submit” to send the payment issue details to AIC.

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ANG MO KIO FAMILY MEDICAL CLINIC
Blk 556 Ang Mo Kio Street 23, #02-88 Singapore 819662

Report CEG Payment Issue

General guidelines to report payment issues
Please include the necessary information and select all the relevant payment issue categories within the submission. The submission window to report any payment issue will be opened for 2 weeks, after the payment advice is made available. The outcome of the report submission will be received via the email address stated below.

Submitted by (Name)

Submitted by (NRIC/FIN)

HCI code

Clinic name

GP email address

Select Payment Advice *

What type of payment issue would you like to report? *

☐ List of Chronic Enrollees in the payment advice does not tally with records
Select this reason if there are chronic enrollees under your clinic that are missing from the payment advice. Please provide the chronic enrollees' last 3 numeric digit and alphabet of NRIC, Full Name and enrolment start date, for verification.

☒ Others
If the type of payment issue is pertaining to missing/incorrect resident(s) in the payment summary, please select the reason "List of Chronic Enrollees in the payment advice does not tally with the records".

Details of payment issue
Please provide more information on the payment issue *

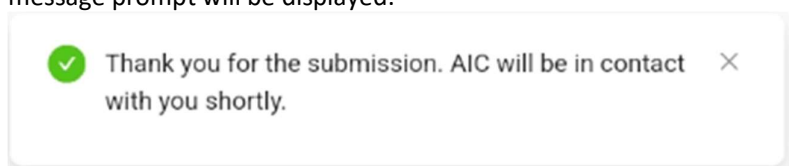
[➤ Submit](#)

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11. Once submitted:

a. message prompt will be displayed:



b. encrypted email will be sent to AIC with the details of the payment issue submitted by the clinic.

Payment Issue Report for 2024 Q1 CEG Payment Advice – Tan Clinic (1234567) – 05 May 2024

Submitted by (Name): Dr Foo Kin Loong
Submitted by (NRIC/FIN): XXXXX234C
HCI Code: 22M03246
Clinic Name: ANG MO KIO FAMILY MEDICAL CLINIC
GP Email Address: amk.family.medical.clinic.001@gmail.com
Payment Advice: 2024 Q1
Type of Payment Issue: List of Chronic Enrollees in the payment advice does not tally with records

S/N	NRIC	Chronic Enrollee's Name	Enrolment Start Date
1	123A	Benson Puah	2024-01-07
2	234B	Harry Chua	2024-01-18
3	345C	Deidre Meng	2024-02-13
4	456D	Horatio Thomas	2024-02-22
5	567E	Mildred Tan	2024-03-01

Payment Issue Report for 2024 Q1 CEG Payment Advice – Tan Clinic (1234567) – 05 May 2024

Submitted by (Name): Dr Foo Kin Loong
Submitted by (NRIC/FIN): XXXXX234
HCI Code: 22M03hre246
Clinic Name: ANG MO KIO FAMILY MEDICAL CLINIC
GP Email Address: amk.family.medical.clinic.001@gmail.com
Payment Advice: 2024 Q1
Type of Payment Issue: Others

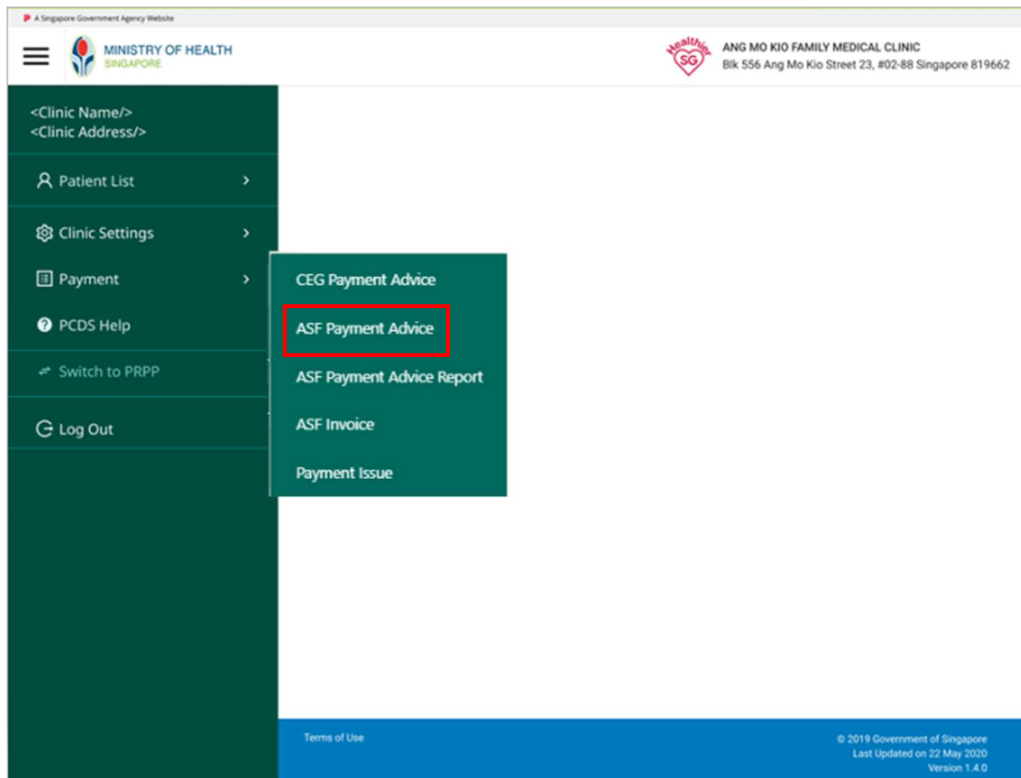
Details of payment issue

Description provided by requestor of issue with payment advice.

Chapter 5 - Annual Service Fee (ASF)

5.1 View ASF Payment Advice

1. To view Annual Service Fee (ASF) payment advice, open the side menu and click on Payment > ASF Payment Advice.



2. Select the “Reporting Year” and the “Type of Payment Advice (Interim, Final, Adjusted)”.
3. Click “View Payment Advice” button to view the payment advice.
4. If there is no payment advice available, message prompt is displayed.

Annual Service Fee Payment Advice

Search

2024 Reporting Year refers to the Assessment Period commencing on 5 July 2023 or the start date of each Healthier SG Clinic, whichever is earlier, and ending on 31 December 2024 (both dates inclusive).

Reporting Year:

Type of Payment Advice:

No payment advices match the search criteria.
Please try again.

5. If there is payment advice available, breakdown of the payment components and reimbursement by respective clusters will be displayed.
6. Click “View Payment Advice Summary” button to display the detailed view of payment advice.

Annual Service Fee Payment Advice

Search

2024 Reporting Year refers to the Assessment Period commencing on 5 July 2023 or the start date of each Healthier SG Clinic, whichever is earlier, and ending on 31 December 2024 (both dates inclusive).

Reporting Year:

2024

Type of Payment Advice

Interim

View Payment Advice

2025 Interim Payment Advice released on 19 Jun 2025

(viewed by clinic on 25 Jun 2025)

Clinic Details

HCI Code

9400001

Clinic Name

115 EASTPOINT CLINIC & SURGERY

Address

BEDOK NORTH RD, #1-301 Block 115, Singapore 460115

Payment Advice

Table 1.

(a) Sub-Total for Fixed Payment	\$1170
Variable Payment	
1. Screening	\$130
2. Vaccination	\$80
3. Basic DHL Bundle	\$630
4. Diabetes Bundle	\$30
(b) Sub-Total for Variable Payment	\$870
(c) Sub-Total for Approved Additional Payment	\$0
Total ASF Payable (a) + (b) + (c)	\$2040
Total GST Payable	\$183.6

Table 2.

RHS	Final Payment Advice			After Adjustment, if approved		
	ASF Payable	GST	Sub Total	ASF Payable	GST	Sub Total
NHG	-	-	-	-	-	-
NUHS	-	-	-	-	-	-
SHS	-	-	-	-	-	-
Grand Total			-			

1. Please note that RHS(s) provide the funding for the ASF and GST payable computed in Table 1.

2. Table 2 shows the funding breakdown that your clinic will receive from each RHS based on your enrollees' assigned RHS(s).

3. ASF payable will not be reflected in the Grand Total for the interim payment advice as no payments are made.

4. Grand Total refers to the total ASF payable (inclusive of GST) your clinic is entitled to, based on care activities completed for your enrollees.

View Payment Advice Summary

- Annual Service Fee Payment Advice Summary page displays the list of enrollees and details of their ASF payment components.
- PCDS search function allows both full NRIC and partial NRIC input (min 4 characters Input). If the input is fewer than 4 characters, a validation error message will be displayed. Additionally, the NRIC search function does not accept inputs more than 9 characters)
- Click the "Enrollee NRIC" hyperlink to view the details of each enrollee.

123 Clinic
123 Somewhere Drive, Singapore 321123

Annual Service Fee Payment Advice Summary

Search

2024 Reporting Year refers to the Assessment Period commencing on 5 July 2023 or the start date of each Healthier SG Clinic, whichever is earlier, and ending on 31 December 2024 (both dates inclusive).

Reporting Year:

Type of Payment Advice:

Enrollee's partial or full NRIC
(For partial NRIC please input at least 4 characters)

[View Payment Advice](#)

2025 Interim Payment Advice released on 25 Jan 2025
(viewed by clinic on 31 Jan 2025)

Guideline on how to read the summary table below:

- The table shows the list of clinic's enrollees who have care reports submitted and processed for payments.
- "Submitted" refers to the number of care activities submitted for care reporting for the specific enrollee
- "Met Payment Criteria" refers to the number of care activities submitted that meet the eligibility of ASF payment criteria
- "Yes" refers to completion of bundle and meeting the eligibility of ASF payment criteria
- "No" refers to either incomplete bundle or did not meet the eligibility of ASF payment criteria
- "Not Applicable" refers to care activities that are not applicable for the enrollee due to his or her age/gender/condition

S/N	Enrollee NRIC	Date of Birth	Gender	Patient's Condition	Fixed Payment		Variable Payment (Screening)		Variable Payment (Vaccination)		Variable Payment (Basic DHL Bundle)		Variat	
					Enrolment Period (days)	Amount (\$)	Submitted	Met Payment Criteria	Amount (\$)	Submitted	Met Payment Criteria	Amount (\$)		Met Payment Criteria
1	S6500001A	11-Jan	Male	Well	23	77.00	3	3	15.00	3	0	15.00	Yes	15.00
2	S6500002B	20-Feb	Female	Chronic DHL	98	77.00	2	2	12.00	2	1	12.00	Yes	12.00
3	S6500003C	15-Dec	Male	Chronic non-DHL	146	77.00	3	1	5.00	3	2	5.00	No	5.00
4	S6500004D	06-Mar	Male	Well	213	77.00	4	0	0.00	4	3	0.00	Not Applicable	0.00
5	S6500005E	22-Feb	Male	Chronic DHL	102	77.00	4	3	15.00	4	0	15.00	Yes	15.00
6	S6500006F	11-Jan	Female	Chronic non-DHL	79	77.00	6	2	12.00	6	1	12.00	Yes	12.00
7	S6500007G	09-Sep	Male	Well	171	77.00	5	1	5.00	5	2	5.00	No	5.00
8	S6500008H	14-Jul	Female	Chronic DHL	193	77.00	7	0	0.00	7	3	0.00	Not Applicable	0.00
9	S6500009I	17-Jun	Female	Chronic non-DHL	223	77.00	2	3	15.00	2	0	15.00	Yes	15.00
10	S6500000J	31-Dec	Female	Well	38	77.00	3	2	12.00	3	1	12.00	Yes	12.00



10 / page

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10. The “Enrollee Details” page will display all the eligibility criteria for ASF payment of the enrollee.

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BEDOK NORTH RD, #1-301 Block 115, Singapore 460115

Payment Advice - Enrollee Details


Enrollee Demographics


NRIC	S3810583C
Date of Birth	18-Aug
Gender	Female
Well or Chronic	Well

Payment Type	Care Report	Met Payment Criteria	Remarks
Fixed Payment ⓘ	Annual Health Plan check-in and basic data submission	No	Smoking Status submitted: No
Variable Payment (Screening) ⓘ	Cardiovascular Risk Screening	No	Screening activity submitted: No
	Colorectal Cancer Screening (FIT or Colonoscopy)	No	Screening activity submitted: No
	Breast Cancer Screening (Mammogram)	No	Screening activity submitted: No
	Cervical Cancer Screening (Pap Smear or HPV DNA)	No	Screening activity submitted: No
Variable Payment (Vaccination) ⓘ	Influenza Vaccination	No	Dose submitted: No
	Pneumococcal Vaccination	No	Dose submitted: No
	Tetanus, Reduced Diphtheria, and Acellular Pertussis Vaccination	No	Dose submitted: No
	Human Papillomavirus Vaccination	No	Dose submitted: No
	Hepatitis B Vaccination	No	Dose submitted: No
	Measles, Mumps, and Rubella Vaccination	No	Dose submitted: No
	Varicella Vaccination	No	Dose submitted: No
	Covid-19 Vaccination	Yes	Dose submitted: No
Variable Payment (Basic DHL Bundle) ⓘ	Cardiometabolic Bundle	No	Mandatory measurements submitted for Cardiometabolic Bundle: No
Variable Payment (Diabetes Bundle) ⓘ	Diabetes Bundle	No	Mandatory measurements submitted for Diabetes Bundle: No
Additional Payment ⓘ			

11. Click on tooltip icon for the description of each payment type component.

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115 EASTPOINT CLINIC & SURGERY
BEDOK NORTH RD, #1-301 Block 115, Singapore 460115

Payment Advice - Enrollee Details

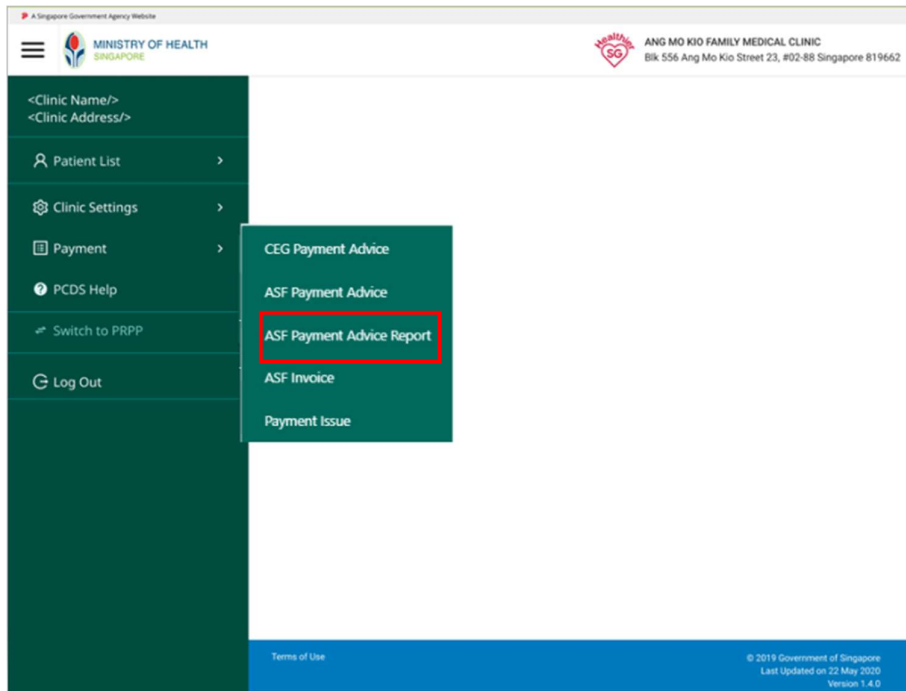
Enrollee Demographics

NRIC	S3810391A
Date of Birth	01-Jan
Gender	Female
Well or Chronic	Chronic (with DHL)

Payment Type	Care Report	Met Payment Criteria	Remarks
Fixed Payment ⓘ	Annual Health Plan check-in and basic data submission	No	Health Plan submitted: No
Variable Payment ⓘ	<div> Resident must be enrolled for at least 92 days in the calendar year; and data submitted for annual check-in, weight/waist circumference, height and smoking status. For chronic enrollees, there must be two chronic consultations done at least 3 months apart and at least one face-to-face consult. </div>		Screening activity submitted: No
	Breast Cancer Screening (Mammogram)	No	Screening activity submitted: No
	Cervical Cancer Screening (Pap Smear or HPV DNA)	No	Screening activity submitted: No
Variable Payment (Vaccination) ⓘ	Influenza Vaccination	No	Dose submitted: No
	Pneumococcal Vaccination	No	Dose submitted: No
	Tetanus, Reduced Diphtheria, and Acellular Pertussis Vaccination	No	Dose submitted: No
	Human Papillomavirus Vaccination	No	Dose submitted: No
	Hepatitis B Vaccination	No	Dose submitted: No
	Measles, Mumps, and Rubella Vaccination	No	Dose submitted: No
	Varicella Vaccination	No	Dose submitted: No
	Covid-19 Vaccination	No	Dose submitted: No
Variable Payment (Basic DHL Bundle) ⓘ	Cardiometabolic Bundle	No	Mandatory measurements submitted for Cardiometabolic Bundle: No
Variable Payment (Diabetes Bundle) ⓘ	Diabetes Bundle	No	Mandatory measurements submitted for Diabetes Bundle: No
Additional Payment ⓘ			

5.2 View ASF Payment Advice Report

1. To retrieve Annual Service Fee (ASF) payment advice report, open the side menu and click on Payment > ASF Payment Advice Report.



2. Select the “Reporting Year” and the “Type of Payment Advice” (Interim, Final, Adjusted)
3. Click “Generate Report” button to generate the report.
4. If there is no payment advice available, message prompt is displayed.

Annual Service Fee Payment Advice Report

2024 Reporting Year refers to the Assessment Period commencing on 5 July 2023 or the start date of each Healthier SG Clinic, whichever is earlier, and ending on 31 December 2024 (both dates inclusive).

Reporting Year:

Type of Payment Advice:

✖ No payment advices match the generate report criteria. Please try gain. ✖

- If there is payment advice available for the requested report criteria, a record will be created and Status displayed as “Submitted”.

The screenshot shows the 'Annual Service Fee Payment Advice Report' interface. At the top, there are logos for the Ministry of Health Singapore and 115 Eastpoint Clinic & Surgery. Below the logos, there is a form with 'Reporting Year' set to 2024 and 'Type of Payment Advice' set to 'Interim'. A 'Generate Report' button is visible. Below the form, a message states: 'The report may take up to 2 hours to be generated and ready for download. You may click on the Refresh button to check on the status later. The data in the report is as of the payment advice release date. It remains unchanged until a new payment advice is released.' A 'Refresh' button is on the right. Below this is a table with the following data:

S/N	Reporting Year	Type of Payment Advice	Status	Report Generated Date & Time	Report	Action
1	2024	Interim	Submitted	28 Jan 2025 02:21 PM		

At the bottom of the page, there are links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. The footer indicates '© 2019 Government of Singapore' and 'Last Updated on 22 May 2020 Version 2.3.3'.

Note: Payment report request will be processed by the system, no further action required. Click on the refresh button to view the latest status.

- If the request is being processed, Status will be updated to “Processing”. This means the system is generating the report.

The screenshot shows the 'Annual Service Fee Payment Advice Report' interface with the same form as before. The table now shows the status 'Processing' for the report:

S/N	Reporting Year	Type of Payment Advice	Status	Report Generated Date & Time	Report	Action
1	2024	Interim	Processing	28 Jan 2025 02:21 PM		

- Once the request is completed successfully, the Status will be updated to “Successful”. The link of the generated CSV file will be displayed in “Report” column. Click on the link to download the CSV file.

The screenshot shows the 'Annual Service Fee Payment Advice Report' interface with the same form. The table now shows the status 'Successful' and a link to the generated CSV file in the 'Report' column:

S/N	Reporting Year	Type of Payment Advice	Status	Report Generated Date & Time	Report	Action
1	2024	Interim	Successful	28 Jan 2025 02:21 PM	960001_2024_interim_280120251421.csv	

8. If the processing is unsuccessful, the Status will be updated to “Unsuccessful”. A message is displayed to inform user to report the issue to PCDS Support channel ([Section 1.3](#)).

The screenshot shows the 'Annual Service Fee Payment Advice Report' interface. At the top, there are filters for 'Reporting Year' (2024) and 'Type of Payment Advice' (Interim). Below these is a 'Generate Report' button. A message states: 'The report may take up to 2 hours to be generated and ready for download. You may click on the Refresh button to check on the status later. The data in the report is as of the payment advice release date. It remains unchanged until a new payment advice is released.' Below this is a table with columns: S/N, Reporting Year, Type of Payment Advice, Status, Report Generated Date & Time, Report, and Action. The table contains one row with S/N 1, Reporting Year 2024, Type of Payment Advice Interim, Status Unsuccessful, Report Generated Date & Time 28 Jan 2023 02:29 PM, and Report Unable to generate report. Please capture a screenshot of the Unsuccessful message and report to PCDS Support team. The Action column has a trashbin icon. A 'Refresh' button is located at the top right of the table area.

Note: You may not need to click on the “Refresh” to attempt another similar request. Proceed to contact your AIC Account Manager and report the issue to PCDS Support channel (Section 1.3).


9. When the Status remains as “Submitted” or “Processing”, it means the system is still generating your request. The following message prompt will be displayed if you attempt to generate another report based on the same criteria.

The screenshot shows the 'Annual Service Fee Payment Advice Report' interface. At the top, there are filters for 'Reporting Year' (2024) and 'Type of Payment Advice' (Interim). Below these is a 'Generate Report' button. A message states: 'The report may take up to 2 hours to be generated and ready for download. You may click on the Refresh button to check on the status later. The data in the report is as of the payment advice release date. It remains unchanged until a new payment advice is released.' Below this is a table with columns: S/N, Reporting Year, Type of Payment Advice, Status, Report Generated Date & Time, Report, and Action. The table contains one row with S/N 1, Reporting Year 2024, Type of Payment Advice Interim, Status Submitted, Report Generated Date & Time 28 Jan 2023 02:31 PM, and Report. The Action column has a trashbin icon. A 'Refresh' button is located at the top right of the table area. A red box highlights a message prompt: 'The current request is still in progress, you may click X on Refresh button to check the status.'


10. The system will reflect the following message prompt if you wish to generate a new report based on an existing report which was already successfully generated. Click on the “trashbin” icon to delete the existing record if you wish to generate the report again.

The screenshot shows the 'Annual Service Fee Payment Advice Report' interface. At the top, there are filters for 'Reporting Year' (2024) and 'Type of Payment Advice' (Interim). Below these is a 'Generate Report' button. A message states: 'The report may take up to 2 hours to be generated and ready for download. You may click on the Refresh button to check on the status later. The data in the report is as of the payment advice release date. It remains unchanged until a new payment advice is released.' Below this is a table with columns: S/N, Reporting Year, Type of Payment Advice, Status, Report Generated Date & Time, Report, and Action. The table contains one row with S/N 1, Reporting Year 2024, Type of Payment Advice Interim, Status Successful, Report Generated Date & Time 28 Jan 2023 02:21 PM, and Report 94X0001_2024_interim_280120231421.csv. The Action column has a trashbin icon. A 'Refresh' button is located at the top right of the table area. A red box highlights a message prompt: 'There is existing report for the same criteria. If you wish to generate a new report, please delete the existing report.'

11. The system will reflect the following message prompt if you wish to generate a new report when your previous request was unsuccessful.
Click on the “trashbin” icon to delete the existing record if you wish to generate the report again.



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326 AVENUE 3 CLINIC
326 AVENUE 3, #01-182 Block 326, Singapore 330326

Annual Service Fee Payment Advice Report

2024 Reporting Year refers to the Assessment Period commencing on 1 July 2023 or the start date of each Resident SG Clinic, whichever is earlier, and ending on 31 December 2024 (both dates inclusive).

Reporting Year:

2024

Type of Payment Advice:


Interim

Generate Report

If you wish to generate a new report, please delete the existing report.

The report may take up to 2 hours to be generated and ready for download. You may click on the Refresh button to check on the status later.
The data in the report is as of the payment advice release date. It remains unchanged until a new payment advice is released.

Refresh

S/N	Reporting Year	Type of Payment Advice	Status	Report Generated Date & Time	Report	Action
1	2024	Interim	Unsuccessful	28 Jan 2025 02:39 PM	Unable to generate report. Please capture a screenshot of the Unsuccessful message and report to PCDS Support team.	

<

1



>

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5.3 Report ASF Payment Issue

1. To report Annual Service Fee (ASF) payment issue, click on +Report Payment Issue button from Payment Advice page or from Payment Advice Summary page.
- Note: +Report Payment Issue button is enabled only for Final Payment Advice and during the payment issue submission window period.



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Annual Service Fee Payment Advice

Search

2024 Reporting Year refers to the Assessment Period commencing on 1 July 2023 or the start date of each Healthier SG Clinic, whichever is earlier, and ending on 31 December 2024 (both dates inclusive).

Reporting Year: 2024

Type of Payment Advice: Final

View Payment Advice

2025 Final Payment Advice released on 24 May 2025
(viewed by clinic on 25 Jun 2025)

+ Report Payment Issue

The submission window to report any payment issue will open from 24 May 2025 to 22 Jun 2025.
All submissions received after 22 Jun 2025 will not be accepted.

Clinic Details

HCI Code9400001

Clinic Name115 EASTPOINT CLINIC & SURGERY

AddressBEDOK NORTH RD, #1-301 Block 115, Singapore 460115

Payment Advice

Table 1.

(a) Sub-Total for Fixed Payment

\$0

Variable Payment

1. Screening\$50

2. Vaccination\$30

3. Basic DHL Bundle\$0

4. Diabetes Bundle\$0

(b) Sub-Total for Variable Payment\$80

(c) Sub-Total for Approved Additional Payment\$0

Total ASF Payable (a) + (b) + (c)\$80

Total GST Payable\$7.2

Table 2.

RHS	Final Payment Advice			After Adjustment, if approved		
	ASF Payable	GST	Sub Total	ASF Payable	GST	Sub Total
NHG	0	0	0	-	-	-
NUHS	30	2.7	32.7	-	-	-
SHS	50	4.5	54.5	-	-	-
Grand Total			87.2			

1. Please note that RHS(s) provide the funding for the ASF and GST payable computed in Table 1.

2. Table 2 shows the funding breakdown that your clinic will receive from each RHS based on your enrollees' assigned RHS(s).

3. ASF payable will not be reflected in the Grand Total for the interim payment advice as no payments are made.

4. Grand Total refers to the total ASF payable (inclusive of GST) your clinic is entitled to, based on care activities completed for your enrollees.

View Payment Advice Summary

2. In the Report ASF Payment Issue page, select the type of payment issue you would like to report.

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ANG MO KIO FAMILY MEDICAL CLINIC
Blk 556 Ang Mo Kio Street 23, #02-88 Singapore 519662

Report ASF Payment Issue

General guidelines for reporting payment issue
Please include the necessary information and select the relevant payment issue category within the submission.
The submission window period to report any payment issue will be opened from 25 May 2025 to 8 Jun 2025, after the payment advice is made available.

Please note that AIC will process all submissions after the 2-week submission window has closed.
You may withdraw the payment issue(s) that were submitted during this window and each withdrawal is only applicable for the category of submission.

Submitted by
Dr Foo Kin Loong

HCI Code
22M03546

Clinic Name
ANG MO KIO FAMILY MEDICAL CLINIC

GP Clinic Email Address
amk_family_medical_clinic_SG@gmail.com

Select Payment Advice *
3034

What type of payment issue would you like to report? *

- ☐ Enrollees' payment eligibility
To dispute the amount reflected in payment advice
- ☐ Missing enrollee
To include enrollees that were not reflected in the payment advice
- ☐ Others
To report other issues not listed

< Back Submit Withdraw

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3. If the payment issue selected is “Enrollee’s payment eligibility”, details of payment issue is displayed.
 - a. Input the enrollee NRIC, click Search. Enrollee’s full name is auto-populated if the NRIC is valid and found under the clinic’s enrollees in ASF Payment Advice Summary page.
 - b. Select the payment component to be reported and input Remarks.
 - c. Click “+Add enrollee”.

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Blk 556 Ang Mo Kio Street 23, #02-88 Singapore 819662

Report ASF Payment Issue

General guidelines for reporting payment issue
Please include the necessary information and select the relevant payment issue category within the submission.
The submission window period to report any payment issue will be opened from 25 May 2025 to 8 Jun 2025, after the payment advice is made available.

Please note that AIC will process all submissions after the 2-week submission window has closed.
You may withdraw the payment issue(s) that were submitted during this window and each withdrawal is only applicable for the category of submission.

Submitted by
Dr Foo Kin Loong

HCI Code
T2M52945

Clinic Name
ANG MO KIO FAMILY MEDICAL CLINIC

GP Clinic Email Address
amk.family.medical.clinic.2011@gmail.com

Select Payment Advice
2024

What type of payment issue would you like to report? *

☒ Enrollee's payment eligibility
To dispute the amount reflected in payment advice.

☐ Missing enrollee
To include enrollees that were not reflected in the payment advice.

☐ Others
To report other issues not listed.

Details of payment issue

Enrollee's NRIC *
E.g. S4001234

Enrollee's full name *
Timothy Lim Mun Kiat

Please select the type(s) of ASF Payment to be reported:




☒ Fixed Payment
☒ Variable Payment (Screening)
☒ Variable Payment (Vaccination)
☒ Variable Payment (SPL Bundle)
☒ Variable Payment (Diabetes Bundle)

Remarks

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- d. The record added will be displayed in the summary table. Repeat steps a, b, c to add more enrollees' information, if needed.
- e. Click "Submit" to send the payment issue details to AIC.

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81k 556 Ang Mo Kio Street 23, #02-88 Singapore 819662

Report ASF Payment Issue

General guidelines for reporting payment issue
Please include the necessary information and select the relevant payment issue category within the submission.
The submission window period to report any payment issue will be opened from 25 May 2025 to 8 Jun 2025, after the payment advice is made available.

Please note that AIC will process all submissions after the 2-week submission window has closed.
You may withdraw the payment issue(s) that were submitted during this window and each withdrawal is only applicable for the category of submission.

Submitted by
Dr Foo Kin Loong

HCI Code
32842246

Clinic Name
ANG MO KIO FAMILY MEDICAL CLINIC

GP Clinic Email Address
amk_family_medical_clinic_807@gmail.com

Select Payment Advice *
2024

What type of payment issue would you like to report? *

- ☒ **Enrollees' payment eligibility**
To dispute the amount reflected in payment advice.
- ☐ **Missing enrollee**
To include enrollees that were not reflected in the payment advice.
- ☐ **Others**
To report other issues not listed.

Details of payment issue





Enrollee's NRIC *
E.g. S8801234

Enrollee's full name *

Please select the type(s) of ASF Payment to be reported:

- ☐ Fixed Payment
- ☐ Variable Payment (Screening)
- ☐ Variable Payment (Vaccination)
- ☐ Variable Payment (SPE Bundle)
- ☐ Variable Payment (Diabetes Bundle)

Remarks

S/N	NRIC	Enrollee's Full Name	Fixed Payment	Variable Payment (Screening)	Variable Payment (Vaccinations)	Variable Payment (SPE Bundle)	Variable Payment (Diabetes Bundle)	Remarks	Action
1	S88104781	Timothy Lim Mun Kiat	✓	✓	✓	✓	✓	Mark of remark	
2	S8810584A	Foo Kin Loong		✓		✓		Mark of remark	
3	S88100911	Monica Cheng		✓	✓		✓	Mark of remark	
4	S88100301	Hany Kik	✓		✓		✓	Mark of remark	

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4. If the payment issue selected is “Missing enrollee”, details of payment issue is displayed.
- Input the enrollee NRIC, click Search. Enrollee’s full name is auto-populated if the NRIC is valid.
 - Click “+Add enrollee”.

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Report ASF Payment Issue

General guidelines for reporting payment issue
Please include the necessary information and select the relevant payment issue category within the submission.
The submission window period to report any payment issue will be opened from 25 May 2025 to 8 Jun 2025, after the payment advice is made available.

Please note that AIC will process all submissions after the 2-week submission window has closed.
You may withdraw the payment issue(s) that were submitted during this window and each withdrawal is only applicable for the category of submission.

Submitted by
Dr Foo Kin Loong

HCI Code
22M03348

Clinic Name
ANG MO KIO FAMILY MEDICAL CLINIC

GP Clinic Email Address
amk.family.medical.clinic.001@gmail.com

Select Payment Advice *
2024

What type of payment issue would you like to report? *

☐ Enrollee's payment eligibility
To dispute the amount reflected in payment advice.

☒ Missing enrollee
To include enrollees that were not reflected in the payment advice.

☐ Others
To report other issues not listed.

Details of payment issue

Enrollee's NRIC *
E.g. S88001234




Enrollee's full name *

S/N	NRIC	Enrollee's Full Name	Action
1	S88100740	Timothy Lim Mun Kiat	<input type="button" value="Withdraw"/>

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- c. The record added will be displayed in the summary table. Repeat steps a, b to add more enrollees' information, if needed.
- d. Click "Submit" to send the payment issue details to AIC.

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81a S56 Ang Mo Kio Street 23, #02-88 Singapore 819662

Report ASF Payment Issue

General guidelines for reporting payment issue
Please include the necessary information and select the relevant payment issue category within the submission.
The submission window period to report any payment issue will be opened from 25 May 2025 to 8 Jun 2025, after the payment advice is made available.

Please note that AIC will process all submissions after the 2-week submission window has closed.
You may withdraw the payment issue(s) that were submitted during this window and each withdrawal is only applicable for the category of submission.

Submitted by
Dr Foo Yin Loong

HQ Code
22N022AM

Clinic Name
ANG MO KIO FAMILY MEDICAL CLINIC

GP Clinic Email Address
amk.family.medical.clinic.001@gmail.com

Select Payment Advice *
2624

What type of payment issue would you like to report? *

☐ Enrollees' payment eligibility
To dispute the amount reflected in payment advice.





☒ Missing enrollee
To include enrollees that were not reflected in the payment advice.

☐ Others
To report other issues not listed.

Details of payment issue

Enrollee's NRIC *
E.g. S880123A

Enrollee's full name *

S/N	NRIC	Enrollee's Full Name	Action
1	S3B10478J	Timothy Lim Mun Kiat	
2	S3B10584A	Kesavan Satish Kumar Gupta	
3	S3B100911	Aaron Su Chin Wee	
4	S3B10030J	Carrie Cheong Xiang Ting	

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5. If the payment issue selected is “Others”, details of payment issue is displayed.

- a. Input the details of the payment issue in the freetext box.
- b. Click “Submit” to send the payment issue details to AIC.

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Report ASF Payment Issue

General guidelines for reporting payment issue
Please include the necessary information and select the relevant payment issue category within the submission.
The submission window period to report any payment issue will be opened from 25 May 2025 to 8 Jun 2025, after the payment advice is made available.

Please note that AIC will process all submissions after the 2-week submission window has closed.
You may withdraw the payment issue(s) that were submitted during this window and each withdrawal is only applicable for the category of submission.

Submitted by
Dr Fui Kin Looing

HCl Code
22V03246

Clinic Name
ANG MO KIO FAMILY MEDICAL CLINIC

GP Clinic Email Address
amk.family.medical.clinic.307@gmail.com

Select Payment Advice *
3026

What type of payment issue would you like to report? *

- ☐ Enrollees' payment eligibility
To dispute the amount reflected in payment advice.
- ☐ Missing enrollee
To include enrollees that were not reflected in the payment advice.
- ☒ Others
To report other issues not listed.

Details of payment issue:
Enter Details *

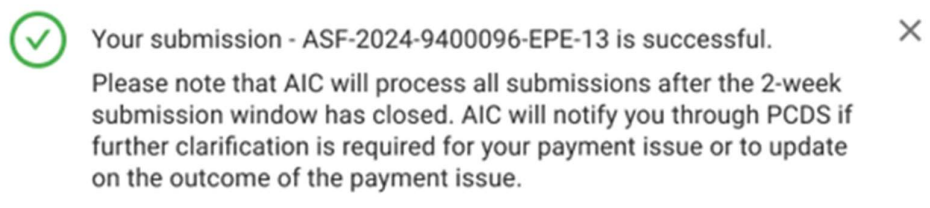
Patient has mistaken this for another payment and missed the payment this time.

< Back Submit Withdraw

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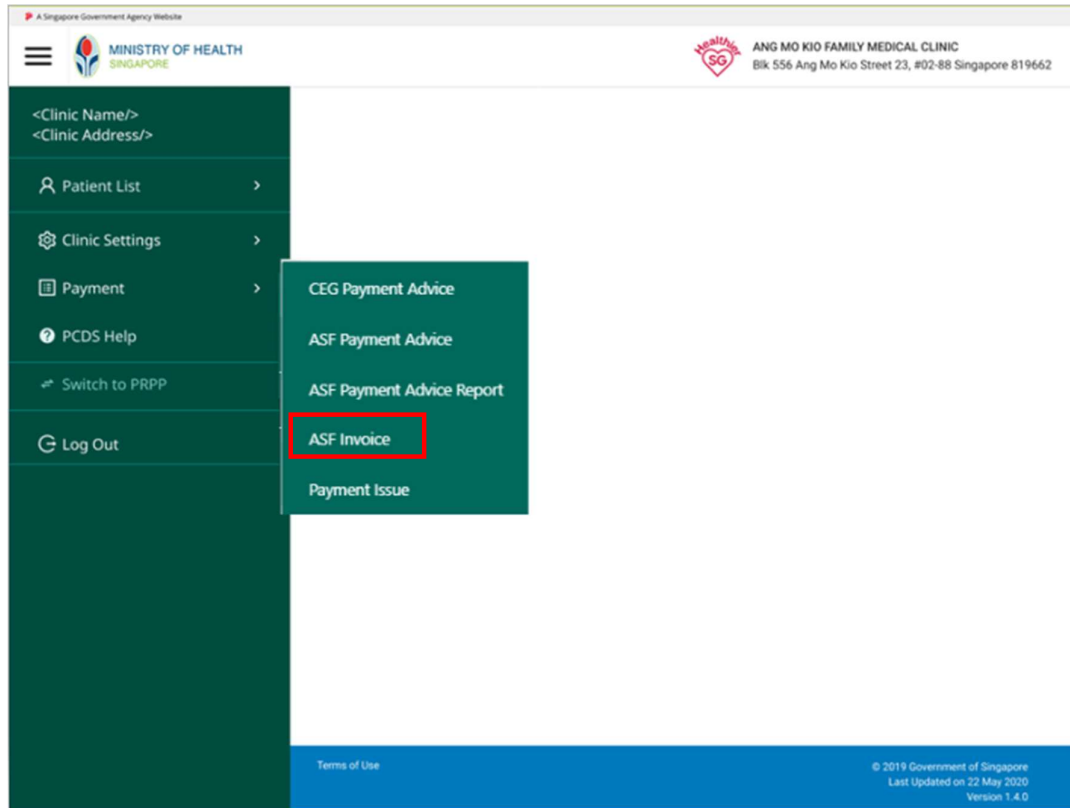
6. Once submitted successfully, a message prompt will be displayed:



7. Navigate to View Payment Issue List to view the status/outcome of the payment issue.


5.4 ASF Invoice


1. To view Annual Service Fee (ASF) Invoice list, open side menu and click on Payment > ASF Invoice.



2. ASF Invoice list is displayed on the ASF Invoice page, organized into separate tabs for SHS, NHG and NUHS clusters.
3. Click on the ASF Invoice file link to view and download the file.
4. For any queries regarding your invoices, user to click the FAQ link in point 4 for further information.

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BEDOK NORTH RD, #1-301 Block 115, Singapore 460115

ASF Invoice

SHS NHG NUHS

1. Please download all invoices for your record keeping purposes, as invoices will only remain available for one year. Invoices will be removed from PCDS in 2026. We encourage all GPs to download your invoices upon viewing them.
2. Final invoice: refers to the invoice clinic receives for ASF payment made for Reporting Year 2024. This invoice will be issued before the Adjusted Invoice.
3. Adjusted Invoice: refers to the invoice clinic receives for ASF appeals payment made after appeals period.
4. If you have further queries regarding ASF invoices, please refer to the [FAQ](#) or you may contact hsg.grants@aic.sg and cc your [AIC Account Manager](#).

Invoices
SHS_ASF_INV24-0055_Final_9400001
SHS_ASF_CNDN24-0001_Adjusted_9400001
SHS_ASF_INV24-0051_Final_9400001
SHS_ASF_DN24-0001-02_Adjusted_9400001
SHS_ASF_DN24-0001_Final_9400001
SHS_ASF_INV24-0026-02_Adjusted_9400001
SHS_ASF_INV24-0001-01_Adjusted_9400001
SHS_ASF_INV24-0002_Final_9400001
SHS_ASF_CNINV24-0001_Adjusted_9400001
SHS_ASF_CNINV-00001-01_Adjusted_9400001

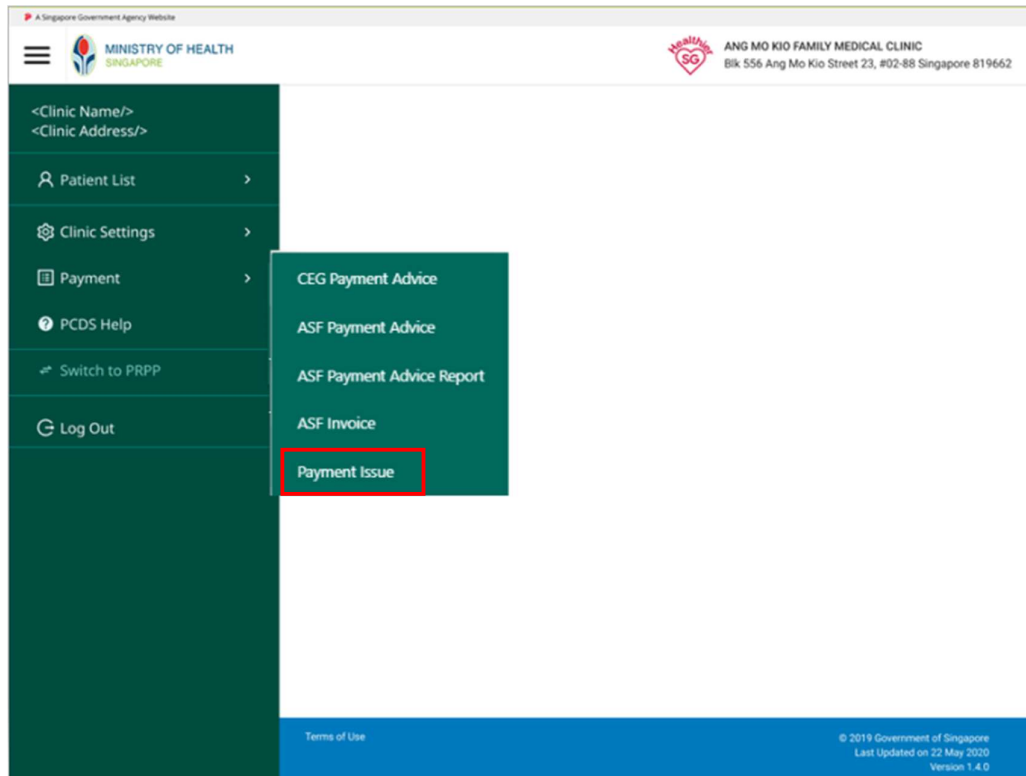
1 2 > 10 / page

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5.5 View ASF Payment Issue Outcome

1. To view Annual Service Fee (ASF) payment issue outcome, open side menu and click on Payment > Payment Issue.



2. ASF Payment Issue Outcome page is displayed.
3. List of payment issues submitted by the clinic, and their respective status is displayed.
 - a. If the Payment Issue Status is "Submitted":
 - Clinic can edit the payment issue details
 - Clinic can withdraw the payment issue
 - Clinic cannot send comments to AIC
 - b. If the Payment Issue Status is "Withdrawn":
 - Clinic cannot edit the payment issue details
 - Clinic cannot send comments to AIC
 - c. If the Payment Issue Status is "In Progress":
 - Clinic cannot edit the payment issue details
 - Clinic cannot withdraw the payment issue
 - Clinic can send comments to AIC
 - d. If the Payment Issue Status is "Pending Clarification":
 - Clinic cannot edit the payment issue details
 - Clinic cannot withdraw the payment issue
 - Clinic can send comments to AIC
 - The row will be highlighted in bold
 - e. If the Payment Issue Status is "Under Review" or "Closed":
 - Clinic cannot edit the payment issue details
 - Clinic cannot withdraw the payment issue

- Clinic cannot send comments to AIC

Payment Issue Outcome

Search

Payment Scheme Type:

Payment Issue Reported Date: Start date: → End date:

Payment Issue Status:

- ☐ Submitted
- ☐ In Progress
- ☐ Pending Clarification
- ☐ Under Review
- ☐ Closed
- ☐ Withdrawn

To report new payment issue, please go to [View Payment Advice](#)

S/N	Reference ID	Payment Issue Reported Date	Type	Payment Issue Status
1	ASP 2025 9400001 MEL 11	25 Feb 2025	Missing enrollee	Withdrawn
2	ASP 2025 9400001 MEL 10	25 Feb 2025	Missing enrollee	Withdrawn
3	ASP 2025 9400001 SPE 08	25 Feb 2025	Enrollees' payment eligibility	Withdrawn
4	ASP 2025 9400001 MEL 09	25 Feb 2025	Missing enrollee	Withdrawn
5	ASP 2025 9400001 MEL 08	24 Feb 2025	Missing enrollee	Withdrawn
6	ASP 2025 9400001 SPE 07	24 Feb 2025	Enrollees' payment eligibility	Withdrawn
7	ASP 2025 9400001 MEL 07	24 Feb 2025	Missing enrollee	Withdrawn
8	ASP 2025 9400001 SPE 06	24 Feb 2025	Enrollees' payment eligibility	Withdrawn
9	ASP 2025 9400001 MEL 06	24 Feb 2025	Missing enrollee	Withdrawn
10	ASP 2025 9400001 SPE 05	24 Feb 2025	Enrollees' payment eligibility	Withdrawn

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- To further refine the search criteria, input Payment Issue Status and/or Payment Issue Reported Date.

Payment Issue Outcome

Search

Payment Scheme Type:

Select

Payment Issue Reported Date:

Start date → End date

Payment Issue Status:

☐ Submitted

☐ In Progress

☐ Under Review

☐ Pending Clarification

☐ Closed

☐ Withdrawn

Search

Reset

To report new payment issue, please go to [View Payment Advice](#)

- To enter comments or view payment issue details, click on the Reference ID hyperlink from Payment Issue Outcome page.
- Details of the payment issue is displayed. Where applicable, Comments section displayed at the bottom of the page. Enter comments and click Send.

ASF Payment Issue - ASF-2024-9400096-OTH-04

Submitted by

NIRAJHCP GP

HCI Code

9400096

Clinic Name

A LIFE CLINIC PTE LTD

GP Clinic Email Address

winoo.khinmar@this.com.sg

Payment Advice *

2024

What type of payment would you like to report? *

Others

Enter Details *

Testing of payment issues - Others

Comments (showing latest 100 records only)

- NHG CRM Perf Test User 01

06 Nov 2024, 06:30 PM

Verifier 1 - 6nov
- A LIFE CLINIC PTE LTD

06 Nov 2024, 11:21 PM

Comments test
- A LIFE CLINIC PTE LTD

06 Nov 2024, 11:24 PM

test 2
- A LIFE CLINIC PTE LTD

07 Nov 2024, 12:00 AM

a
- A LIFE CLINIC PTE LTD

24 Dec 2024, 01:06 PM

test comments
- A LIFE CLINIC PTE LTD

24 Dec 2024, 01:16 PM

test pccts trigger put-communication with message and appeal status

Reply

Send

Chapter 6 - HSG Annual Check-in Due Report

1. To download the report, which consists of a list of HSG enrollees due for their annual Health Plan check-in, open the side menu and click on “HSG Annual Check-in Due Report”.

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MINISTRY OF HEALTH SINGAPORE

1 MEDICAL TECK GHEE
ANG MO KIO AVENUE 10, #1-837 Block 410, Singapore 560410

Enrolled from Clinic

+ Enrol New Patient

by NRIC

Filters Reset All

HSG Annual Check-in Due Report

Clinic Settings

Change Request

Chronic Enrolment Grant

PCDS Help

Switch to PRPP

Log Out

Age	Mobile Number	Enrolment Date	Follow Up Status	First Health Plan Discussion Claimable?
47	99999999	04 Dec 2023	New	Yes

< 1 > 10 / page

2. Click “Export” to download the enrollees list in CSV format. The downloaded report will follow this naming format: "<HCI Code>_<DDMMYYYY>_<HHMMSS>.csv", where:
HCI Code: The healthcare institution’s unique code.
DDMMYYYY: The date when the data extraction was uploaded (Day, Month, Year).
HHMMSS: The time when the data extraction was uploaded (Hour, Minute, Second).

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HSG Annual Check-in Due Report

Export to 19M0105_25092024_002502.csv


- If there is no “HSG Annual Check-in Due Report” available, the “Export” button will be disabled, and a system message will display, stating “No data available”.

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 SINGAPORE


1 MEDICAL TECK GHEE
 ANG MO KIO AVENUE 10, #1-837 Block 410, Singapore 560410

HSG Annual Check-in Due Report

 Export

No data available.

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- The report will automatically download to the default folder. The report contains the following columns:

NRIC: The NRIC of the HSG enrollee (without masking).

Name: The full name of the enrollee.

Last Health Plan Updated Date: The date when enrollee's health plan was last updated, in the format <DD/MM/YYYY>, without leading zeros.

HCI Code: The HCI code of the clinic.

AutoSave <input type="checkbox"/> Off     20M0355_09092024_153730							
File Home Insert Page Layout Formulas Data Review View Automate							
O18							
	A	B	C	D	E	F	G
1	NRIC	Name	Last Health Plan Updated Date	HCI Code			
2	S3990875A	Tan Ah Bee	26/5/2023	20M0355			

Chapter 7 - Clinic Submission Status

1. To view clinic submission status for Care Report and Health Plan, open the side menu and click on “Clinic Submission Status”. This module is accessible by PCP only.
2. PCP can select:
 - a. Care Report – to view the clinic’s current and previous enrollees Care Report submission status.
 - b. Health Plan – to view the clinic’s current and previous enrollees Health Plan submission status.

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115 EASTPOINT CLINIC & SURGERY
BEDOK NORTH RD, #1-301 Block 115, Singapore 460115

115 EASTPOINT CLINIC & SURGERY
BEDOK NORTH RD, #1-301 Block 115, Singapore 460115

+ Enrol New Patient

Controlled from Clinic

Search by NRIC

Filters Reset All

◆ Clinic Submission Status > Care Report

⚙ Clinic Settings > Health Plan

Change Request

Payment

PCDS Help

Switch to PRPP


Log Out


		Age	Mobile Number	Enrolment Date	Follow Up Status	First Health Plan Discussion Claimable?
S2865139B	79	86162936	14 Nov 2024	Contacted	No	
S1300239H	40		05 Nov 2024	New	No	
S1300151J	50		30 Oct 2024	New	No	
S1908546E	61	99999999	18 Oct 2024	Contacted	Yes	
S1311028Z	69	80295697	08 Oct 2024	Contacted	No	

7.1 Clinic Summary View – Care Report

1. In the Clinic Summary View – Care Report page, PCP can either search for individual enrollee or all Care Reports submission status for the clinic and reporting year. “Reporting Year” is a mandatory field, and it is defaulted to current reporting year for ASF payment. To align with ASF payout, Care Report with 2023 as reporting year, will be grouped under 2024 reporting year.

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**MINISTRY OF HEALTH
SINGAPORE**

**RAFFLES MEDICAL**
10 AIRPORT BOULEVARD, #02-88

Care Report

Search


Reporting Year* NRIC Name

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2. To search for a particular enrollee that currently or previously enrolled with the clinic, enter the full NRIC and/or partial or full Name of the enrollee.
3. To search for all enrollees that currently or previously enrolled with the clinic, click “Search” without providing NRIC or Name.
4. By clicking on “Reset”, all inputs entered in the Search Care Report screen will be cleared.
5. Care Report submission status will be displayed based on the data snapshot as of 11:59 PM the day before and display accordingly. By default, “Submission Date & Time” will be sorted in descending order.

6. PCP can sort “Submission Date & Time” by clicking on the sorting icon.
 - a. Descending Order – Latest Care Report submission date time of the reporting year, followed by current and previous enrollees without any Care Report submission (not in sequential order).
 - b. Ascending Order - Current and previous enrollees without any Care Report submission (not in sequential order), followed by the latest Care Report submission date time of the reporting year.
7. For chronic indicator that is classified as Sensitive Health Information (SHI), PCP will not see the actual CDMP condition submitted. Generic description – “Other CDMP conditions” will be displayed.
8. PCP can refer to “Enrolment Status” to verify enrollee current enrolment status with the clinic or HSG programme. It can be either Enrolled, De-enrolled (Change PCP), De-enrolled (Withdraw), De-enrolled (NEHR Opt-Out) or Exclusion.
 - Enrolled - Refers to a patient is enrolled to your clinic.
 - De-enrolled (Change PCP) - Refers to a patient is no longer enrolled to your clinic due to change PCP.
 - De-enrolled (Withdraw) - Refers to a patient is no longer enrolled to your clinic due to withdrawal from HSG enrolment and is no longer entitled to HSG benefits.
 - De-enrolled (NEHR Opt-Out) - Refers to a patient is no longer enrolled in HSG programme due to opting out of the NEHR.
 - Exclusion - Refers to scenarios such as a patient is deceased or when patient’s citizenship or permanent residency has been revoked. You may wish to reach out to the patient or their caregiver directly for more information.
9. The Care Report listing includes:
 - a. Latest Care Report submission status for the clinic’s enrollees
 - b. Care Report submitted before change of PCP
 - c. Enrollee that de-enrol from HSG
 - d. Enrollee that opted out from NEHR subsequently after one or more HSG consultation
 - e. Deceased enrollee



MINISTRY OF HEALTH
SINGAPORE

18 CLINIC
TOWER 1 ROAD #1-228 Block 101, Singapore 322101

Care Report

Search

Reporting Year

2024

Search by NRIC

Name

Search by Name

Search

Reset

Updated as of 26 Apr 2025

NRIC	Name	Enrollment Status	Care Report Submissions	Submission Rate for Fixed Components	Submission Rate for Fixed and Variable Components	Chronic Indicators	Reporting Year	Submission Date & Time	Submitted By	Action
S1003330	PCDS UAT TestResident 333	Enrolled	Yes	100%	100%	Asthma	2024	11 Nov 2024 02:48 PM	Dr Sharon Ang	View
S1003332	PCDS UAT TestResident 332	Enrolled	Yes	100%	100%	Asthma	2024	11 Nov 2024 02:38 PM	Dr Sharon Ang	View
S1003331	PCDS UAT TestResident 331	Enrolled	Yes	100%	100%	Asthma	2024	11 Nov 2024 02:32 PM	Dr Sharon Ang	View
S1003362	PCDS UAT TestResident 366	Enrolled	Yes	100%	100%	Asthma	2024	11 Nov 2024 02:29 PM	Dr Sharon Ang	View
S1003376	PCDS UAT TestResident 376	Enrolled	Yes	100%	100%	Asthma	2024	11 Nov 2024 02:21 PM	Dr Sharon Ang	View
S1003373	PCDS UAT TestResident 373	Enrolled	Yes	100%	100%	Asthma	2024	11 Nov 2024 02:15 PM	Dr Sharon Ang	View
S1003234	PCDS UAT TestResident 323	Enrolled	Yes	100%	100%	Chronic Obstructive Pulmonary Disease (COPD), display: OCCL, Asthma	2024	07 Nov 2024 04:29 PM	Dr Sharon Ang Ling	View
S1003412	PCDS UAT TestResident 412	Enrollment	Yes	90%	98.11%	Asthma	2024	07 Nov 2024 02:12 PM	Dr Sharon Ang	View
S1003234H	PCDS UAT TestResident 260	De-enrolled (Withdrawn)	Yes	100%	100%	Asthma	2024	07 Nov 2024 11:19 AM	Dr Sharon Ang	View
S1003282	PCDS UAT TestResident 289	De-enrolled (N-HH Opt-Out)	Yes	100%	100%	Asthma	2024	07 Nov 2024 11:15 AM	Dr Sharon Ang	View

1

2

3

4

5

...

26

>

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2. Only clinic’s current and previous enrollees latest Care Report will be displayed.
Note: below is a sample of Care Report with minimal care protocols / components.

MINISTRY OF HEALTH

SINGAPORE

18 CLINIC

TOWNER ROAD, #1-228 Block 101, Singapore 322101

Care Report >

Care Report Details

Status:

final

Care Report Assessment Year:

2024

Care Report Submitted On:

2024-11-07T16:29:56+08:00

Care Report Submitted By:

Dr Sharon Ang Ling

Organisation:

18 CLINIC

Patient

Patient ID:

S1300323H

Patient Name:

PCDS UAT TestResident 323

Gender:

male

Date of Birth:

1974-08-31

Patient Level Information

Is Patient an Enrollee?:

Yes

CDMP Condition(s):

Asthma, Chronic Obstructive Pulmonary Disease (COPD)

General fields

Visit Date:

2024-11-07

Visit Mode:

Face-to-face

Date of Chronic Consult:

2024-11-07T15:58:36+0800

Visit Date:

2024-11-07

Visit Mode:

Phone consult

Date of Chronic Consult:

2024-11-07T16:29:56+0800

Diagnosis and Complication

Diagnosis Code:

Unspecified osteoporosis, site unspecified

Diagnosis Year:

2023

Complication Code:

Unspecified urinary incontinence, Retention of urine

Diagnosis Code:

Osteoarthritis: Hip

Diagnosis Year:

2024

Complication Code:

Nerve root and plexus compressions in other diseases classified elsewhere, Disorder of mineral metabolism, unspecified

Date of Referral:	2024-11-07
Time of Referral:	12:00:00
Public Institution Referred To:	WH A&E
HCI Codes or HealthcareEstablishmentCode:	9400002
ReferralReason:	referral-reason
Referral Number/Case/Serial Number:	5678
Date of Referral:	2024-11-07
Time of Referral:	12:00:00
Public Institution Referred To:	Alexandra Hospital UCC
HCI Codes or HealthcareEstablishmentCode:	TPCP03112
ReferralReason:	referral-reason 2

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3. For Sensitive Health Information (SHI), PCP will not see the actual CDMP Condition, Diagnosis Code and Complication Code submitted. Generic description will be displayed:
 - a. CDMP Condition: Other CDMP conditions
 - b. Diagnosis Code: Other Diagnosis
 - c. Complication Code: Other Complication

7.3 Clinic Summary View – Health Plan

1. In the Clinic Summary View – Health Plan page, PCP can either search for individual enrollee or all Health Plans submission status for the clinic. By default, “All Health Plans” checkbox is checked.

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MINISTRY OF HEALTH SINGAPORE

RAFFLES MEDICAL
10 AIRPORT BOULEVARD, #02-88

Health Plan

Search

NRIC Name ☒ All Health Plans

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2. To search for a particular enrollee that currently or previously enrolled with the clinic, enter the full NRIC and/or partial or full Name of the enrollee.
3. To search for all enrollees that currently or previously enrolled with the clinic, click “Search” without providing NRIC or Name.
4. By clicking on “Reset”, all inputs entered in the Search Health Plan screen will be cleared.
5. Health Plan submission status will be displayed based on the data snapshot as of 11:59 PM the day before and display accordingly. By default, “Submission Date & Time” will be sorted in descending order.

MINISTRY OF HEALTH
Singapore

16 CLINIC
CONVULSIONS 41-228 Block 101, Singapore 321101

Health Plan

Search

NRIC: Name:

41 Health Plans

Updated as of 26 Apr 2025

NRIC	Name	Enrolment Status	Health Plan Submission	Chronic Condition Tag	Health Plan Start Date	Submission Date & Time	MCN No.	Action
S100028F	PC01 UAT TestResident 228	Enrolled	Yes	Diabetes Mellitus	22 Apr 2025	22 Apr 2025 02:04 PM	M12345C	View
S100028H	PC01 UAT TestResident 227	Enrolled	Yes	Diabetes Mellitus	22 Apr 2025	22 Apr 2025 02:03 PM	M12345C	View
S100027C	HeadNus UAT TestResident 227	Enrolled	Yes	Pre-diabetes	24 Feb 2025	24 Feb 2025 03:38 PM	M12345C	View
S100041C	PC01 UAT TestResident 412	Exclusion	Yes	Pre-diabetes, Hypertension, Hyperlipidemia Lipid Disorders, Diabetes Mellitus	08 Nov 2024	08 Nov 2024 11:08 AM	M12345C	View
S100023H	PC01 UAT TestResident 223	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:05 AM	M12345C	View
S100022C	PC01 UAT TestResident 222	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:05 AM	M12345C	View
S100021A	PC01 UAT TestResident 221	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:05 AM	M12345C	View
S100020C	PC01 UAT TestResident 220	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:05 AM	M12345C	View
S100019C	PC01 UAT TestResident 219	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:05 AM	M12345C	View
S100020H	PC01 UAT TestResident 220	De-enrolled (Withdraw)	Yes	-	08 Nov 2024	08 Nov 2024 11:05 AM	M12345C	View

1 2 3 4 5 ... 28 > 10 / page

6. PCP can sort “Submission Date & Time” by clicking on the sorting icon.
 - a. Descending Order – Latest Health Plan submission date time, followed by current and previous enrollees without any Health Plan submission (not in sequential order).
 - b. Ascending Order - Current and previous enrollees without any Health Plan submission (not in sequential order), followed by the latest Health Plan submission date time.
7. PCP can refer to “Enrolment Status” to verify enrollee current enrolment status with the clinic or HSG programme. It can be either Enrolled, De-enrolled (Change PCP), De-enrolled (Withdraw), De-enrolled (NEHR Opt-Out) or Exclusion.
 - Enrolled - Refers to a patient is enrolled to your clinic.
 - De-enrolled (Change PCP) - Refers to a patient is no longer enrolled to your clinic due to change PCP.
 - De-enrolled (Withdraw) - Refers to a patient is no longer enrolled to your clinic due to withdrawal from HSG enrolment and is no longer entitled to HSG benefits.
 - De-enrolled (NEHR Opt-Out) - Refers to a patient is no longer enrolled in HSG programme due to opting out of the NEHR.
 - Exclusion - Refers to scenarios such as a patient is deceased or when patient’s citizenship or permanent residency has been revoked. You may wish to reach out to the patient or their caregiver directly for more information.
8. The Health Plan listing includes:
 - a. Latest Health Plan submission status for the clinic’s enrollees
 - b. Health Plan submitted before change of PCP
 - c. Enrollee that de-enrol from HSG
 - d. Enrollee that opted out from NEHR subsequently after one or more HSG consultation
 - e. Deceased enrollee

7.4 Enrollee View – Health Plan

1. To view enrollee latest Health Plan, click on “View” link under Action column.

MINISTRY OF HEALTH

SINGAPORE

115 EASTPOINT CLINIC & SURGERY

BEDOK NORTH RD, #1-301 Block 115, Singapore 460115

Health Plan

Search

NRIC

Name

413 Health Plans

Updated as of 24 Apr 2025

NRIC	Name	Enrolment Status	Health Plan Submission	Chronic Condition Tag	Health Plan Start Date	Submission Date & Time	MCH No.	Action
S100288F	PC01 UAT TestResident 288	Enrolled	Yes	Diabetes Mellitus	22 Apr 2025	22 Apr 2025 02:04 PM	M12345C	View
S100287H	PC01 UAT TestResident 287	Enrolled	Yes	Diabetes Mellitus	22 Apr 2025	22 Apr 2025 02:03 PM	M12345C	View
S100287C	PC01 UAT TestResident 287	Enrolled	Yes	Pre-diabetes	24 Feb 2025	24 Feb 2025 03:38 PM	M12345C	View
S100287D	PC01 UAT TestResident 287	Enrolled	Yes	Pre-diabetes, Hypertension, Hyperlipidaemia Lipid Disorders, Diabetes Mellitus	08 Nov 2024	08 Nov 2024 11:08 AM	M12345C	View
S100287H	PC01 UAT TestResident 287	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:08 AM	M12345C	View
S100287C	PC01 UAT TestResident 287	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:08 AM	M12345C	View
S100287A	PC01 UAT TestResident 287	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:08 AM	M12345C	View
S100287C	PC01 UAT TestResident 287	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:08 AM	M12345C	View
S100287C	PC01 UAT TestResident 287	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:08 AM	M12345C	View
S100287H	PC01 UAT TestResident 287	De-enrolled (Withdrawn)	Yes	-	08 Nov 2024	08 Nov 2024 11:08 AM	M12345C	View

2. Only clinic’s current active enrollee latest Health Plan will be displayed.
 Note: below is a sample of Health Plan with minimal health goals and goal measures.

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SINGAPORE

115 EASTPOINT CLINIC & SURGERY

BEDOK NORTH RD, #1-301 Block 115, Singapore 460115

Health Plan >

Health Plan Details

Health Goals

Your target HbA1c: $\leq 7\%$

Your target blood pressure: $< 140/90$ mmHg

Monitor your blood pressure 1 times per week. If feeling unwell, please consult your doctor.

Your target LDL-C: < 1.8 mmol/L

Your target body weight: 72.5 kg

As a progressive milestone, work towards achieving body weight of 65 kg in 4 month(s).

Vaccination Recommendation

National Adult Immunisation Schedule (NAIS) only.

Get your recommended vaccination(s):

Vaccination Type	Suggested Next Dose Date
✓ Influenza (IN)	14 Feb 2025
✓ Pneumococcal conjugate (PCV)	15 Feb 2025
✓ Pneumococcal polysaccharide (PPSV23)	16 Feb 2025
✓ Tetanus, reduced diphtheria & acellular pertussis (Tdap)	17 Feb 2025
✓ Human papillomavirus (HPV2 or HPV4)	18 Feb 2025
✓ Hepatitis B (HepB)	19 Feb 2025
✓ Measles, mumps & rubella (MMR)	20 Feb 2025
✓ Varicella (VAR)	21 Feb 2025

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Exercise Recommendation

Include as part of your exercise routine

	Default Advice Served to Residents	Optional Comments
✓ Aerobic exercise Engage in 50 minute(s) of moderate intensity aerobic exercise 2 day(s) per week.	Engaging in aerobic exercises can enhance the health of your heart and lungs.	Test123
✓ Aerobic exercise Engage in exercise 3 day(s) per week.	Engaging in aerobic exercises can enhance the health of your heart and lungs.	morning walk
✓ Break up your sedentary time by aiming to do 8000 step(s) per day	Reducing sedentary time can help to lower the risk of chronic illnesses and enhance mental health.	Test123
✓ Strength exercise	Incorporating strength exercises at least 2 times a week can strengthen your muscles and bones, making it easier to perform daily tasks.	1A strength exercise is any activity that makes your muscles work harder than usual. This increases your muscles' strength, size, power and endurance. The activities involve using your body weight or working against a resistance.
✓ Balance exercise	Incorporating balance exercises can enhance your body control and help prevent falls and injuries.	1Standing with your weight on one leg and raising the other leg to the side or behind you.
✓ Flexibility exercise	Incorporating flexibility exercises can improve your joint mobility, making it easier to perform daily tasks.	1Flexibility exercises are activities that improve the ability of a joint to maintain the movement necessary for carrying out daily tasks and physical activity.

Note: This goal is applicable for residents assessed to be in the Green & Orange 1 (well controlled) tier, in reference to BMI Control care protocol.

Diet Recommendation

When planning your meal,

	Default Advice Served to Residents	Optional Comments
✓ Limit sodium intake	Manage your sodium intake by limiting it to no more than 1 teaspoon of salt a day. Avoid high-sodium foods, including processed or canned foods, sauces, gravies, and soups.	1Reduce sodium intake to maintain BP
✓ Limit sugar intake	Keep your sugar intake in check by limiting it to no more than 10 teaspoons a day. Avoid high-sugary drinks, fruit juice, sweets, ice cream, cookies, kushis, cakes.	1Men should consume no more than 9 teaspoons (36 grams or 150 calories) of added sugar per day.
✓ Limit saturated fat intake	Avoid consumption of foods high in saturated fats, such as fatty meat, full fat dairy products, fried foods or cakes. Choose healthier oils like olive, canola or sunflower oil.	1Saturated fats are bad for your health
✓ Control carbohydrate intake	Manage your intake of foods high in carbohydrates such as rice, noodles, bread, pasta, potatoes.	1A controlled carbohydrate diet means that meals contain carbohydrate-rich foods in fairly equal amounts.
✓ Control calorie intake	Use HPE's My Healthy Plate as a guide to ensure a balanced and varied diet.	1Cut one high-calorie treat. Try to remove one high-calorie food item each day.
✓ Have sufficient fibre intake	Incorporate high fibre foods such as oats, barley, lentils, brown rice and wholegrain products in addition to fruits and vegetables.	1Increasing dietary fibre and wholegrain intake is likely to reduce the risk of cardiovascular disease
✓ Have sufficient protein intake	Incorporate protein as part of every meal. Good sources of protein include poultry, fish, tofu and beans.	1Your body needs protein to stay healthy and work the way it should. More than 10,000 types are found in everything from your organs to your muscles and tissues to your bones, skin, and hair. Protein is also a critical part of the processes that fuel your energy and carry oxygen throughout your body in your blood.

Smoking Cessation

Quit smoking by 12 Jan 2025

Reduce to 12 cigarette stick(s) per day in 6 month(s).

Not ready to quit smoking, review after 16 Apr 2025

Programme Recommendation

Participate in the following programme(s):

	Programme
✓ Weight Management Programme	Weight management programmes are designed to empower participants to make positive lifestyle changes to achieve the best outcomes in terms of weight loss and sustainability.
✓ Smoking Cessation Programme	Test abc123!@#
✓ Chronic Disease-specific Programme	Testing Chronic disease %* &*[
✓ Others, please specify: National Steps Challenge rewards you for staying active. Start moving now and be rewarded daily!	

Active Aging Centre

Visit nearest Active Aging Centre for the following:

✓ Physical activities sign-up

✓ Mind-stimulating and social activities sign-up

✓ Vital signs monitoring

✓ Others, please specify: Other -Ageing Goal2

One thing to start working on today

Note2 Eat a variety of foods that includes fruit, vegetables, legumes, nuts, seeds, and whole grains.

Record of Discussion

note 1 Has good control of asthma with regular preventive inhaler.He cited his wish to attend his grandchildrens wedding as the main motivation to make lifestyle changes .Learning how to live your life with purpose can lead to a sense of control, satisfaction, and general contentment. Feeling like what you do is worthwhile is, arguably, a significant key to a happy life. But what this means is different for each person.As working professionals, we may be so caught up with work that it's easy to sacrifice our health to get the job done. Don't do that. Not only does taking good care of your body helps you function at your peak, your work performance will also improve. Check out these tips to help you get healthier without major changes to your lifestyle.

Recommended Next Check-in

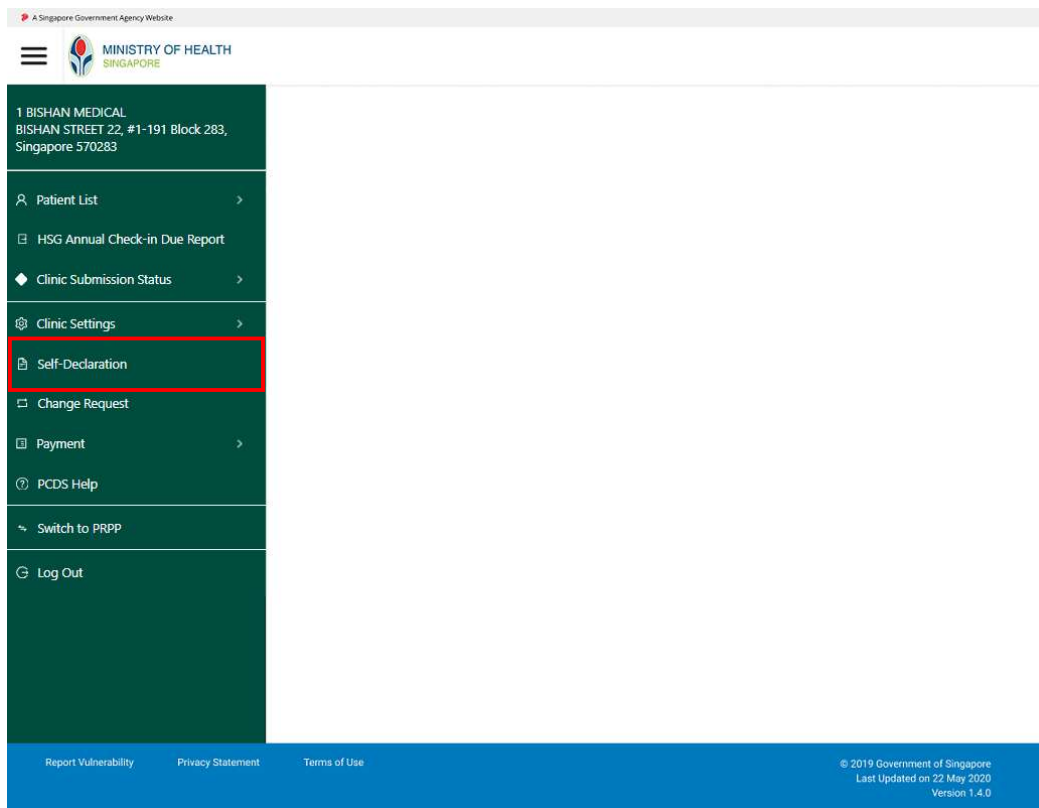
Jun 2025

< Back

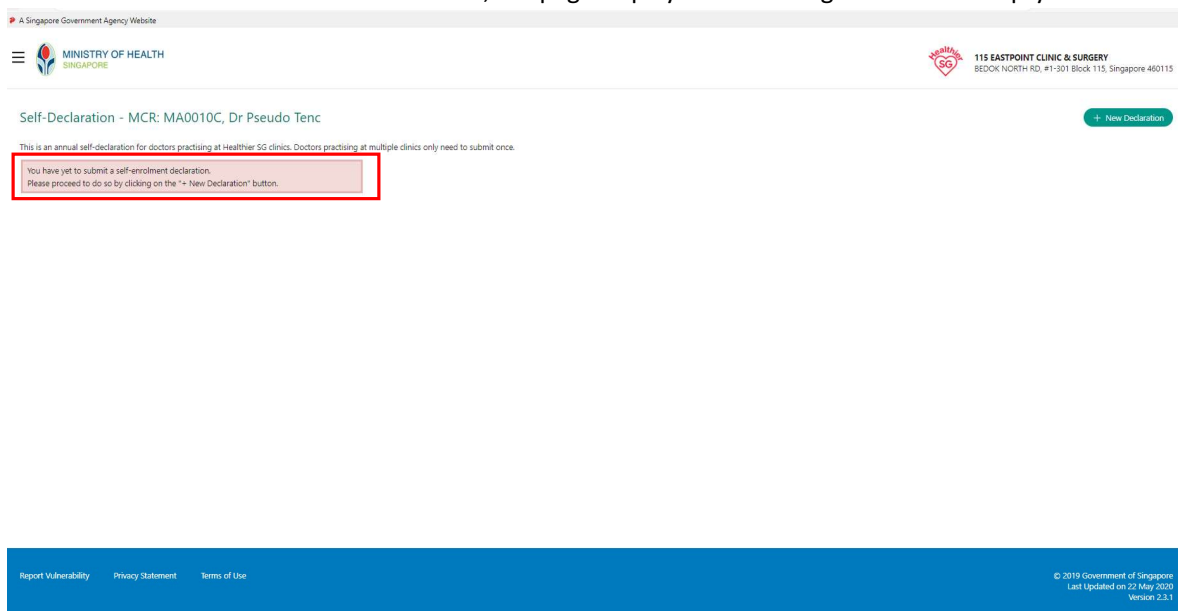
Chapter 8 - [For doctors] Self-Declaration

8.1 View Self-Declaration Submission

1. To review/submit self-declaration, click on “Self-Declaration” at the left-side menu after logging in.



2. If no declaration was submitted before, the page displays liner message below and empty list.



3. If declaration was submitted before, record of latest declaration submitted will be displayed.
 - a. If you submitted declaration with self-enrolment option, the record displays the selected clinic information, Declaration “S” and submitted Date Time.

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MINISTRY OF HEALTH SINGAPORE

18 CLINIC
TOWNER ROAD, #1-228 Block 101, Singapore 322101

Self-Declaration - MCR: MA0009Z, Dr Pseudo Z + New Declaration

This is an annual self-declaration for doctors practising at Healthier SG clinics. Doctors practising at multiple clinics only need to submit once.

The clinic(s) you have selected in your last declaration is as follows.
Please submit a new declaration if there are any changes.

HCI Code - Clinic Name	Declaration*	Submitted Date-Time
9400002 - 18 CLINIC (101 TOWNER ROAD, #1-228)	S	13 Mar 2025 15:05

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Declaration Legend:
 S - Declared enrolment of self to the practising clinic selected.
 R - Declared enrolment of close relative(s) to the practising clinic(s) selected.
 SR - Declared enrolment of self and/or close relative(s) to the practising clinic(s) selected.
 N - Declared no enrolment of self nor close relative(s) to any practising clinic.

- b. If you submitted declaration with close relative(s) enrolment option, the record(s) display the selected clinic(s) information, Declaration “R” and submitted Date Time.

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MINISTRY OF HEALTH SINGAPORE

18 CLINIC
TOWNER ROAD, #1-228 Block 101, Singapore 322101

Self-Declaration - MCR: MA0009Z, Dr Pseudo Z + New Declaration

This is an annual self-declaration for doctors practising at Healthier SG clinics. Doctors practising at multiple clinics only need to submit once.

The clinic(s) you have selected in your last declaration is as follows.
Please submit a new declaration if there are any changes.

HCI Code - Clinic Name	Declaration*	Submitted Date-Time
9400002 - 18 CLINIC (101 TOWNER ROAD, #1-228)	R	13 Mar 2025 15:04
9402662 - 338 FAMILY CLINIC (338 ANG MO KIO AVE 1, #1-1615)	R	13 Mar 2025 15:04

< 1 > 10 / page

Declaration Legend:
 S - Declared enrolment of self to the practising clinic selected.
 R - Declared enrolment of close relative(s) to the practising clinic(s) selected.
 SR - Declared enrolment of self and/or close relative(s) to the practising clinic(s) selected.
 N - Declared no enrolment of self nor close relative(s) to any practising clinic.

- c. If you submitted declaration with self and close relative(s) enrolment option, the record(s) display the selected clinic(s) information, Declaration “SR” and submitted Date Time.

A Singapore Government Agency Website

MINISTRY OF HEALTH SINGAPORE

18 CLINIC
TOWNER ROAD, #1-228 Block 101, Singapore 322101

Self-Declaration - MCR: MA0009Z, Dr Pseudo Z + New Declaration

This is an annual self-declaration for doctors practising at Healthier SG clinics. Doctors practising at multiple clinics only need to submit once.

The clinic(s) you have selected in your last declaration is as follows.
Please submit a new declaration if there are any changes.

HCI Code - Clinic Name	Declaration*	Submitted Date-Time
9400002 - 18 CLINIC (101 TOWNER ROAD, #1-228)	SR	13 Mar 2025 15:02
9402662 - 338 FAMILY CLINIC (338 ANG MO KIO AVE 1, #1-1615)	SR	13 Mar 2025 15:02

< 1 > 10 / page

Declaration Legend:
 S - Declared enrolment of self to the practising clinic selected.
 R - Declared enrolment of close relative(s) to the practising clinic(s) selected.
 SR - Declared enrolment of self and/or close relative(s) to the practising clinic(s) selected.
 N - Declared no enrolment of self nor close relative(s) to any practising clinic.

- d. If you submitted declaration with no enrolment of self nor close relative(s) option, the record displays empty clinic information, Declaration “N” and submitted Date Time

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MINISTRY OF HEALTH SINGAPORE

18 CLINIC TOWNHER ROAD, #1-228 Block 101, Singapore 322101

Self-Declaration - MCR: MA0009Z, Dr Pseudo Z + New Declaration

This is an annual self-declaration for doctors practising at Healthier SG clinics. Doctors practising at multiple clinics only need to submit once.

The clinic(s) you have selected in your last declaration is as follows.
Please submit a new declaration if there are any changes.

HCI Code - Clinic Name	Declaration	Submitted Date Time
	N	13 Mar 2025 15:08

Your declaration has been submitted successfully.

Declaration Legend:
 S - Declared enrolment of self to the practising clinic selected.
 R - Declared enrolment of close relative(s) to the practising clinic(s) selected.
 SR - Declared enrolment of self and/or close relative(s) to the practising clinic(s) selected.
 N - Declared no enrolment of self nor close relative(s) to any practising clinic.

8.2 Submit Self-Declaration

1. To review/submit self-declaration, click on “Self-Declaration” at the left-side menu after logging in.

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MINISTRY OF HEALTH SINGAPORE

1 BISHAN MEDICAL
BISHAN STREET 22, #1-191 Block 283,
Singapore 570283


- Patient List
- HSG Annual Check-in Due Report
- Clinic Submission Status
- Clinic Settings
- Self-Declaration**
- Change Request
- Payment
- PCDS Help
- Switch to PRPP
- Log Out


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2. From Self-Declaration Summary page, click on “+ New Declaration”.

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 MINISTRY OF HEALTH SINGAPORE

 RAFFLES MEDICAL
10 AIRPORT BOULEVARD, #02-88

Self-Declaration - MCR: M057951, Dr Cheah Tiang Seng Jason

This is an annual self-declaration for doctors practising at Healthier SG clinics. Doctors practising at multiple clinics only need to submit once.

You have yet to submit a self-enrolment declaration.
Please proceed to do so by clicking on the “+ New Declaration” button


[+ New Declaration](#)


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3. Self-Declaration page will be displayed, allowing you to proceed with your submission. Note: During exercise period, this page will be your landing page upon logging in if you have not yet submitted any declaration.

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 MINISTRY OF HEALTH SINGAPORE

 115 EASTPOINT CLINIC & SURGERY
BEDOK NORTH RD, #1-301 Block 115, Singapore 460115

You have not submitted a self-declaration.
Please proceed to submit the self-declaration form below.

Self-Declaration

All doctors practising at Healthier SG clinics are required to submit this self-declaration form. Please refer to MOH Advisory 01/2024 (MH 1721/40) dated 29 January 2024, titled 'Advisory for Healthier SG doctors who wish to enrol themselves or close relatives to their own clinic' for more information.

You may also refer to the Frequently Asked Questions (FAQs) for self-declaration on [AIC Primary Care Pages](#) for more information.

Instructions

Please tick the declaration accordingly and select the practising clinic(s) that you and/or your close relative(s) are enrolled to as a Healthier SG patient.

You may refer to the scenarios below:

- Enrolled self only - select first option.
- Enrolled close relative(s) only - select second option.
- Enrolled both self and close relative(s) - select first and second option.
- No enrolment of self nor close relative(s) - select third option.

Declaration of enrolment of self or close relatives (defined as parents, spouse or children)

☐ I declare that I have enrolled as a Healthier SG patient in my clinic but my care is provided by a partner doctor and all submissions are done in accordance to prevailing MOH clinical and claims guidelines.

☐ I declare that my close relative(s) have been enrolled as Healthier SG patients in my clinic and all submissions are done in accordance to prevailing MOH clinical and claims guidelines.

☐ I declare that neither I nor my close relative(s) are enrolled as Healthier SG patients in all of my clinic(s).

[Submit](#) [Skip Declaration](#)

[Report Vulnerability](#) [Privacy Statement](#) [Terms of Use](#)

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4. Select the declaration option you would like to submit.
5. If the option selected is “Enrolled self”, clinic list is displayed.
 - a. Select only 1 clinic where you would like to indicate where the enrolment is in.
 - b. Click on Acknowledgement checkbox and submit button will be enabled to click.
 - c. Click on Submit button and confirmation box with Proceed and Cancel buttons will be displayed.
 - d. Click on Proceed button to submit your self-enrolment declaration.

Self-Declaration

All healthcare workers (HCPs) are required to submit the self-declaration form. Please refer to COVID-19 Screening (HCP) dated 28 January 2024. Please refer to Healthcare Workers who work to assist front-line workers in their own clinics for more information.

You may also refer to the Frequently Asked Questions (FAQs) for self-declaration on [Self-Declaration FAQs](#) for more information.

Declaration

Please tick the declaration accordingly and select the practicing clinic(s) that you and/or your close relatives are enrolled to as a healthcare worker.

You may refer to the declaration below:

- Enrolled self only - select first option.
- Enrolled close relatives only - select second option.
- Enrolled both self and close relatives - select first and second option.
- No enrolment of self nor close relatives - select third option.

Declaration of enrolment of self or close relatives (enrolled as patient, spouse or partner):

☒ I declare that I have enrolled as a healthcare worker in my clinic and my clinic is provided by a private doctor and all submissions are done.

☐ I declare that my close relatives have been enrolled as healthcare workers in my clinic and all submissions are done in accordance.

Please select the clinic that you and/or your close relatives are enrolled to as a healthcare worker.

a ☒ CHONGSEI 1 BOWEN MEDICAL 201 BOWEN STREET (201-201-101)

☐ CHONGSEI 2 BOWEN MEDICAL 201 BOWEN STREET (201-201-102)

☐ CHONGSEI 3 BOWEN MEDICAL 201 BOWEN STREET (201-201-103)

☐ I have a declaration form in my clinic and my close relatives are enrolled to as a healthcare worker.

Acknowledgement

b ☒ I declare that all information provided is accurate as of the date of declaration. I understand that I will need to re-declare if there are changes to the declaration.

c

d **Confirmation**
Are you sure you want to submit the declaration?

6. If the option selected is “Enrolled close relative(s) only”, clinic list is displayed.
 - a. Select 1 or more clinic(s) where you would like to indicate where the enrolment is in.
 - b. Click on Acknowledgement checkbox and submit button will be enabled to click.
 - c. Click on Submit button and confirmation box with Proceed and Cancel buttons will be displayed.
 - d. Click on Proceed button to submit your declaration.

Self-Declaration

All doctors practicing at Healthier BC clinics are required to submit this self-declaration form. Please refer to BCCH Advisory 01/2024 (A01 012145) dated 28 January 2024. Please refer to Healthier BC website for more information.

You may also refer to the Frequently Asked Questions (FAQs) for self-declaration at [Self-Declaration FAQs](#) for more information.

Instructions

Please tick the declaration accordingly and select the practicing clinics that you indicate your close relatives are enrolled to as a Healthier BC patient.

You may refer to the sample below:

- Enrolled self only - select first option.
- Enrolled close relatives only - select second option.
- Enrolled both self and close relatives - select first and second option.
- No enrolment at all (not close relatives) - select third option.

Declaration of enrolment of self or close relatives (defined as parents, spouse or children)

☐ I declare that I have enrolled to a Healthier BC patient in my clinic but my care is provided by a general doctor and an audiologist who are not enrolled.

☒ I declare that my close relatives have been enrolled as Healthier BC patients in my clinic and all submissions are done in accordance.

Please select the clinics that you enter for your close relatives are enrolled to as a Healthier BC patient.

Enrolled Clinics

- ☒ 22000000 WILLOW CIRCLE (7000) 10000 PLAZA, W10 100
- ☒ 22000000 WILLOW CIRCLE (7000) 10000 PLAZA, W10 100
- ☒ 22000000 WILLOW CIRCLE (7000) 10000 PLAZA, W10 100
- ☐ 22000000 WILLOW CIRCLE (7000) 10000 PLAZA, W10 100

Acknowledgement

☒ I declare that all information provided is accurate as of the date of declaration. I understand that I will need to re-declare if there are changes to the declaration.

Confirmation

Are you sure you want to submit this declaration?
Click Proceed to continue.

7. If the option selected is “Enrolled both self and close relative(s)”, clinic list is displayed.
 - a. Select 1 or more clinic(s) where you would like to indicate where the enrolment is in.
 - b. Click on Acknowledgement checkbox and submit button will be enabled to click.
 - c. Click on Submit button and confirmation box with Proceed and Cancel buttons will be displayed.
 - d. Click on Proceed button to submit your declaration.

Self-Declaration

All doctors providing Healthier SG services are required to submit this self-declaration form. Please refer to MOH Advisory ST/2024/004 (17/01/2024) dated 18 January 2024 titled 'Guidance for Healthier SG doctors who wish to enrol themselves or close relatives to their own clinic' for more information.

You may also refer to the Frequently Asked Questions (FAQs) for self-declaration at [AIC Strategic Data Portal](#) for more information.

Instructions

Please tick the declaration accordingly and select the practicing clinician that you and/or your close relative(s) are enrolled to as a Healthier SG patient.

You may refer to the guidance below:

- Enrolled self only - select first option.
- Enrolled close relatives only - select second option.
- Enrolled both self and close relatives - select third and second option.
- No enrolment of self nor close relatives - select third option.

Declaration of enrolment of self nor close relatives (Enrolled as partner doctor)

☒ I declare that I have enrolled as a Healthier SG patient in my clinic but my work is provided for a partner doctor and all submissions are done in accordance with the Healthier SG policy.

☒ I declare that my close relatives have been enrolled as Healthier SG patients in my clinic and all submissions are done in accordance with the Healthier SG policy.

Please select the clinician that you and/or your close relative(s) are enrolled to as a Healthier SG patient.

CLINIC LIST:

- ☐ (CONVOY) WINDWARD CLINIC (7 TANGSING NAGAR PLAZA, #10-102)
- ☐ (CONVOY) KENT RIDGE CLINIC (1 LOWER SEINT ROSE ROAD ONE, #1-04)
- ☐ (CONVOY) YISHAN MEDICAL (222 BOWMAN STREET 22, #1-115)
- ☐ (CONVOY) MURAH HONGKONG (38 IRRAWADDY ROAD MOUNT SUDHARTHA, #1-01)

Acknowledgement

☒ I declare that all information provided is accurate as of the date of declaration. I understand that I will need to re-declare if there are changes to this declaration.

Submit **Skip Declaration**

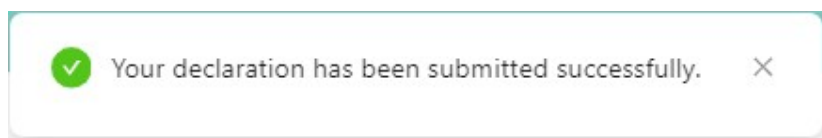
Confirmation

Are you sure you want to submit this declaration?
Click Proceed to continue.

Proceed **Cancel**

8. If the option selected is “No enrolment of self nor close relative(s)”
 - a. Click on Acknowledgement checkbox and submit button will be enabled to click.
 - b. Click on Submit button and confirmation box with Proceed and Cancel buttons will be displayed.
 - c. Click on Proceed button to submit your declaration

9. Once submitted successfully, a message prompt will be displayed:



10. If the option is “Skip Declaration”
 - a. Click on Skip Declaration, confirmation box with Proceed and Cancel buttons will be displayed.
 - b. Click on Proceed button to confirm.
 - c. You will be redirect to the “Enrolled Patient” page.