

# **Primary Care Digital Services (PCDS)**

## **User Guide**

<https://pcds.sg>

**Version 3.1**  
**03 Jan 2026**



**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).
- <sup>1</sup>Residents' Health Plan (Create, View and Print).
- <sup>1</sup>Simple Referral Management (Create, Update, Print and Cancel).
- <sup>1</sup>Care 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/ PCDS Change Request User Guide can be found in the portal.
2. To access these resources, click on “PCDS Help” at the left-side menu after logging in.

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

<sup>1</sup>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/ PCDS Change Request User Guide.

MINISTRY OF HEALTH  
SINGAPORE

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

Getting Started

[PCDS User Guide V2.8.pdf](#)

[PCDS Change Request User Guide v1.2](#)

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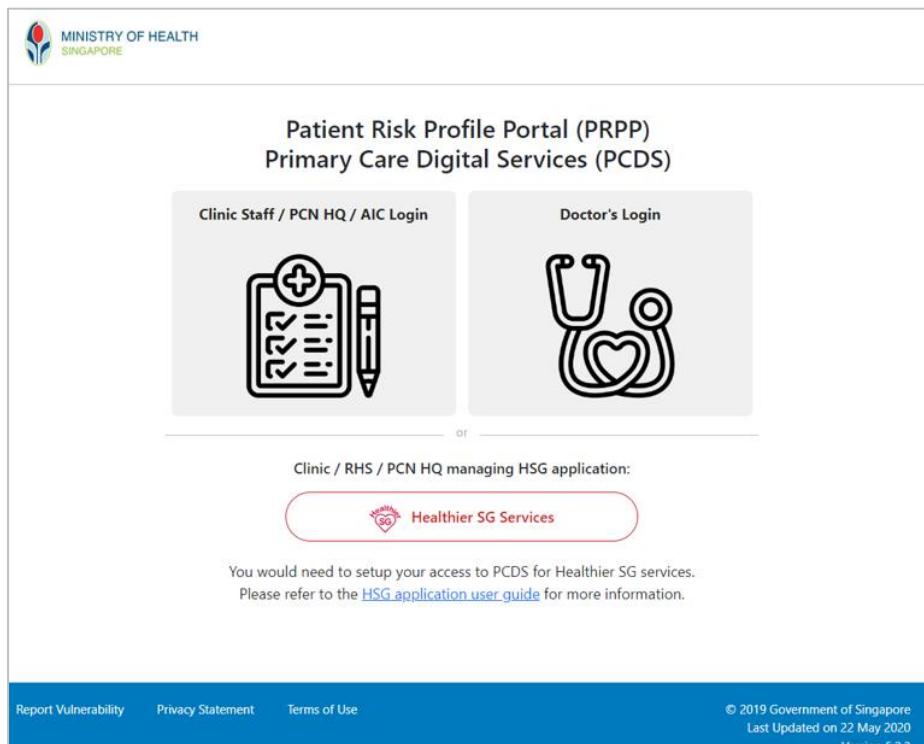
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### 1.3 Support Contact Details

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

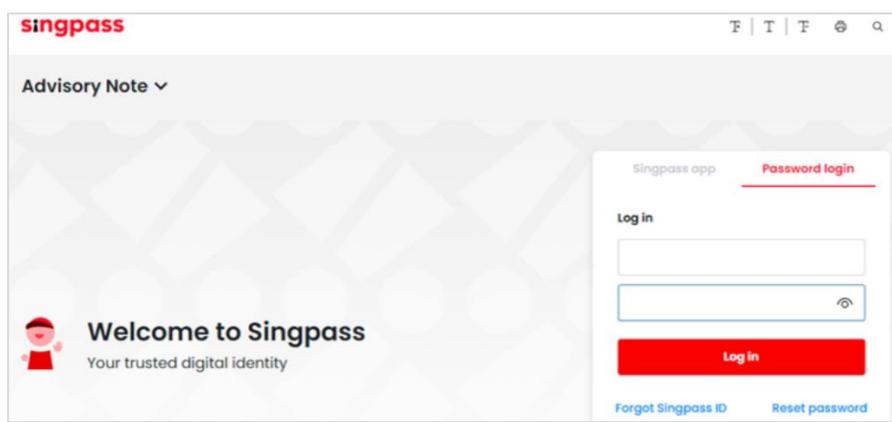
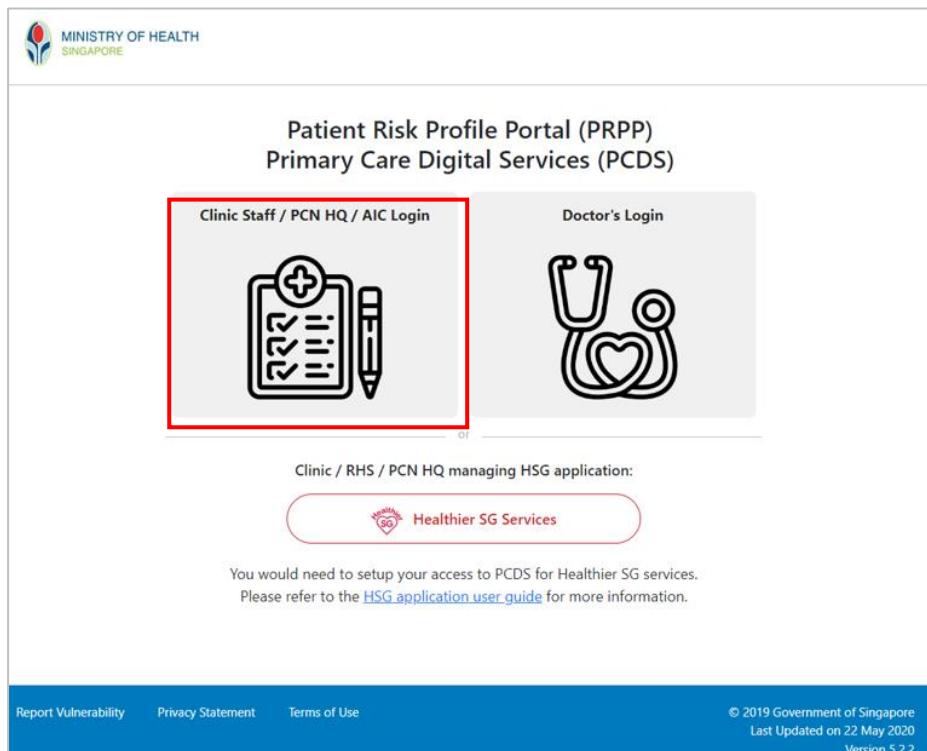
Your clinic's CorpPass account will be tied to the user's SingPass ID and you will only require your SingPass to log in.

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](#).

### 1.5.1 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.



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

Select UEN/Entity ID

1800005596C  
Company 1800005596C Pte Ltd

R26CM8395J  
Company R26CM8395J Pte Ltd

- 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.

Patient Risk Profile Portal (PRPP)  
Primary Care Digital Services (PCDS)

Clinic Staff / PCN HQ / AIC Login

Doctor's Login

or

Clinic / RHS / PCN HQ managing HSG application:

Healthier SG Services

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- 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

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5. Select system “PCDS” and 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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6. Patients enrolled to the clinic will be displayed.

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 RAFFLES MEDICAL  
10 AIRPORT BOULEVARD, #02-88

**Enrolled Patients | De-Enrolled From Clinic**

**+ Enrol New Patient**

**Search Patient**

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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## 2 Clinic Settings

1. To view or update Clinic Profile information, open the side menu and click on Clinic Settings > Clinic Profile
2. There are two tabs in the clinic profile:
  - 1) Clinic Profile
  - 2) HSG Info

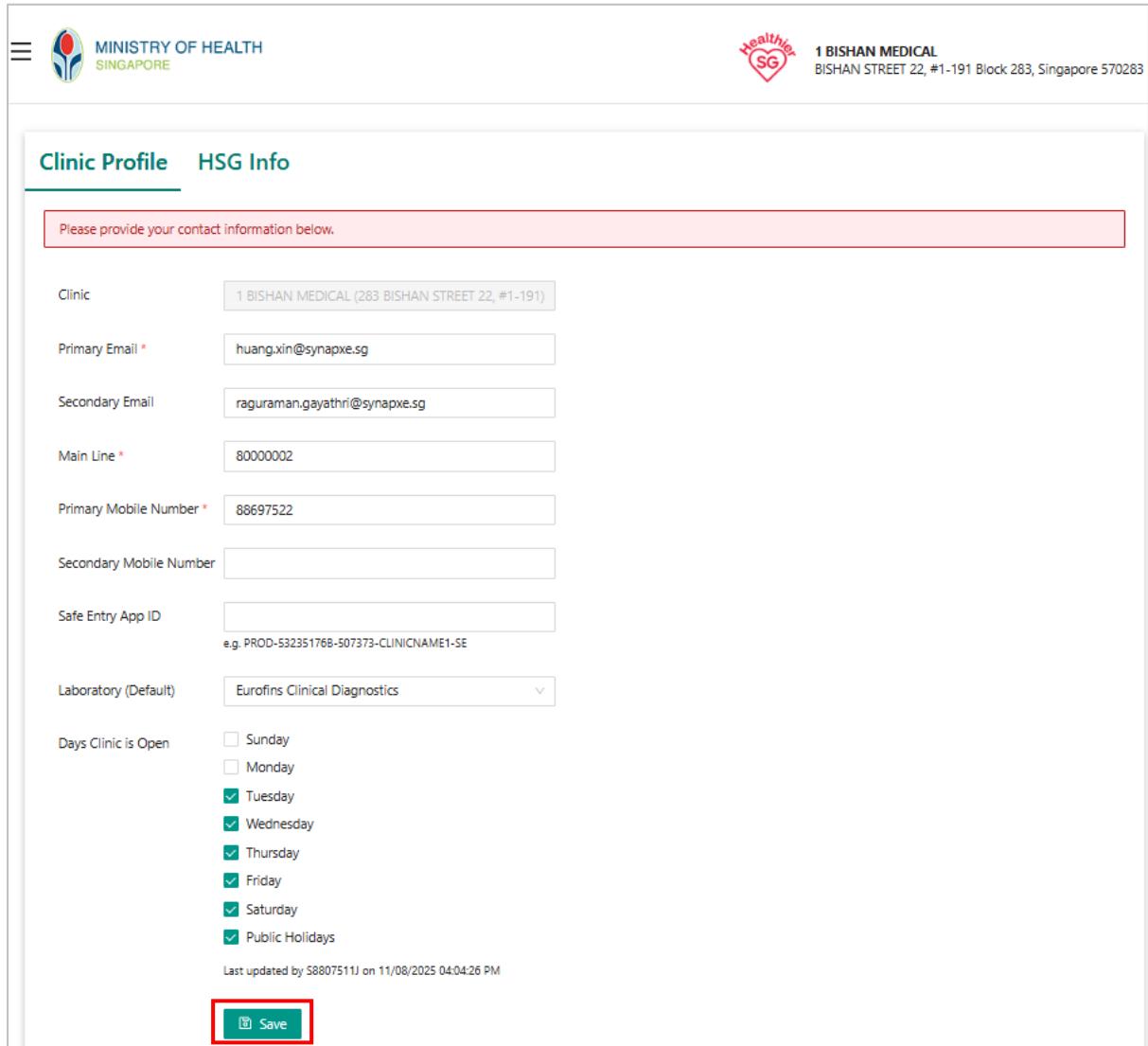
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SINGAPORE

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

**Clinic Profile** **HSG Info**

### 2.1 Clinic Profile

1. Enter / Edit the Clinic Profile information. Click “Save”.



**Clinic Profile HSG Info**

Please provide your contact information below.

Clinic	1 BISHAN MEDICAL (283 BISHAN STREET 22, #1-191)
Primary Email *	huang.xin@synapse.sg
Secondary Email	raguraman.gayathri@synapse.sg
Main Line *	80000002
Primary Mobile Number *	88697522
Secondary Mobile Number	
Safe Entry App ID	
Laboratory (Default)	Eurofins Clinical Diagnostics
Days Clinic is Open	<input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input checked="" type="checkbox"/> Saturday <input checked="" type="checkbox"/> Public Holidays

Last updated by 58807511J on 11/08/2025 04:04:26 PM

**Save**

## 2.2 GP Clinic HSG Info

1. In Clinic HSG Info tab, clinic can view HSG-related information.
2. For updating of clinic-related information, clinic user can click on “Submit HSG change request” button to navigate to submit Change Request page.  
**Note:** For more information, clinic user may refer to the PCDS Change Request User Guide in the PCDS Help Section.
3. Clinic can access their latest HSG EPA and related documents in the table in HSG Info. They can download documents in PDF format by clicking on the file names.

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**Clinic Profile HSG Info**

Please submit a Change Request to notify AIC if there are changes to the following.

Clinic HCI Code:	20M0355
Clinic Name:	1 BISHAN MEDICAL
Clinic address:	BLK 283, BISHAN STREET 22, #01-191, SINGAPORE 570283
UEN:	
Current enrolment capacity:	60
Email address to receive HSG operational alerts:	test.test@gmail.com

**Submit HSG change request**

Please download and retain a copy of the accepted agreement and latest terms for your safekeeping.

RHS	File Name
NHG	GPITP LOA 20241108_GenericTnC_v0.1.pdf
	National Healthcare Group.pdf
	NHG-QA-Sample-PDF.pdf

## 2.3 Practising Doctors

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

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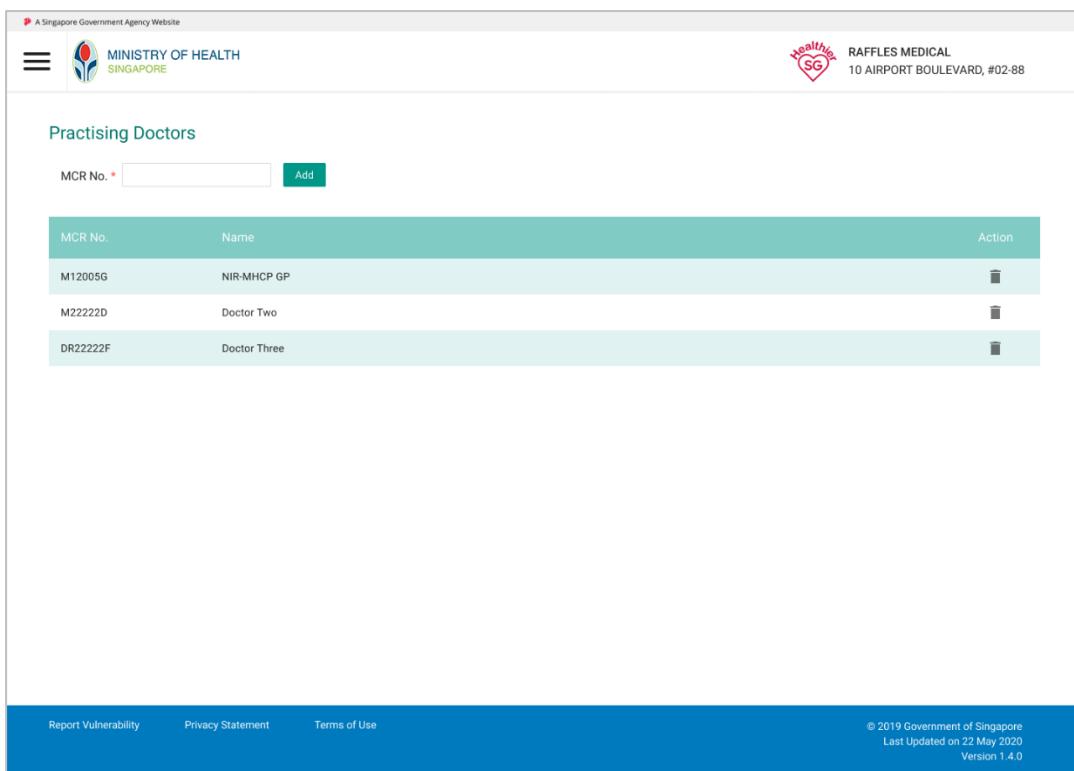
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<Clinic Name/> <Clinic Address/>		From Clinic					+ Enrol New Patient
Patient List		Filters					Reset All
Clinic Settings		Clinic Profile					
PCDS Help		Practising Doctors					
Switch to PRPP		Mobile Number	Enrolment Date	Follow Up Status	First Health 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
<a href="#">&lt;</a> <a href="#">1</a> <a href="#">2</a> <a href="#">3</a> <a href="#">4</a> <a href="#">5</a> <a href="#">&gt;</a> <a href="#">10 / page</a>							

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



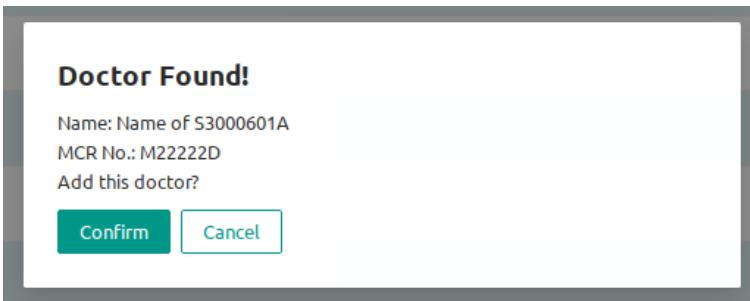
The screenshot shows a web page titled 'Practising Doctors'. At the top, there are logos for the Singapore Government, Ministry of Health Singapore, and Raffles Medical. Below the title, there is a search bar for 'MCR No.' and a green 'Add' button. A table lists three doctors: M12005G (NIR-MHCP GP), M22222D (Doctor Two), and DR22222F (Doctor Three). Each row has a trash bin icon in the 'Action' column. At the bottom, there are links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use', along with copyright information for the Government of Singapore (Last Updated on 22 May 2020, Version 1.4.0).

2. To add new doctor information, enter the MCR No. and click "Add".



The screenshot shows a modal window titled 'Practising Doctors'. It contains a text input field for 'MCR No.' with the value 'M22222D' and a green 'Add' button to its right.

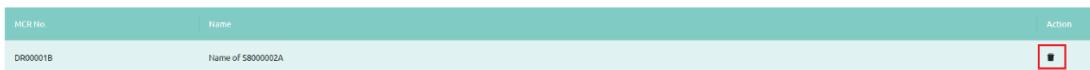
3. If doctor MCR No. is found, a message will be displayed with the Doctor's Name and Doctor's MCR No. Click "Confirm" to save the record.



The screenshot shows a modal window titled 'Doctor Found!'. It displays the name 'Name of S3000601A' and MCR No. 'M22222D'. Below this, there is a question 'Add this doctor?' with 'Confirm' and 'Cancel' buttons.

4. The newly added record will be displayed in the list.

5. To delete a doctor information, click on the Trash bin icon next to it.

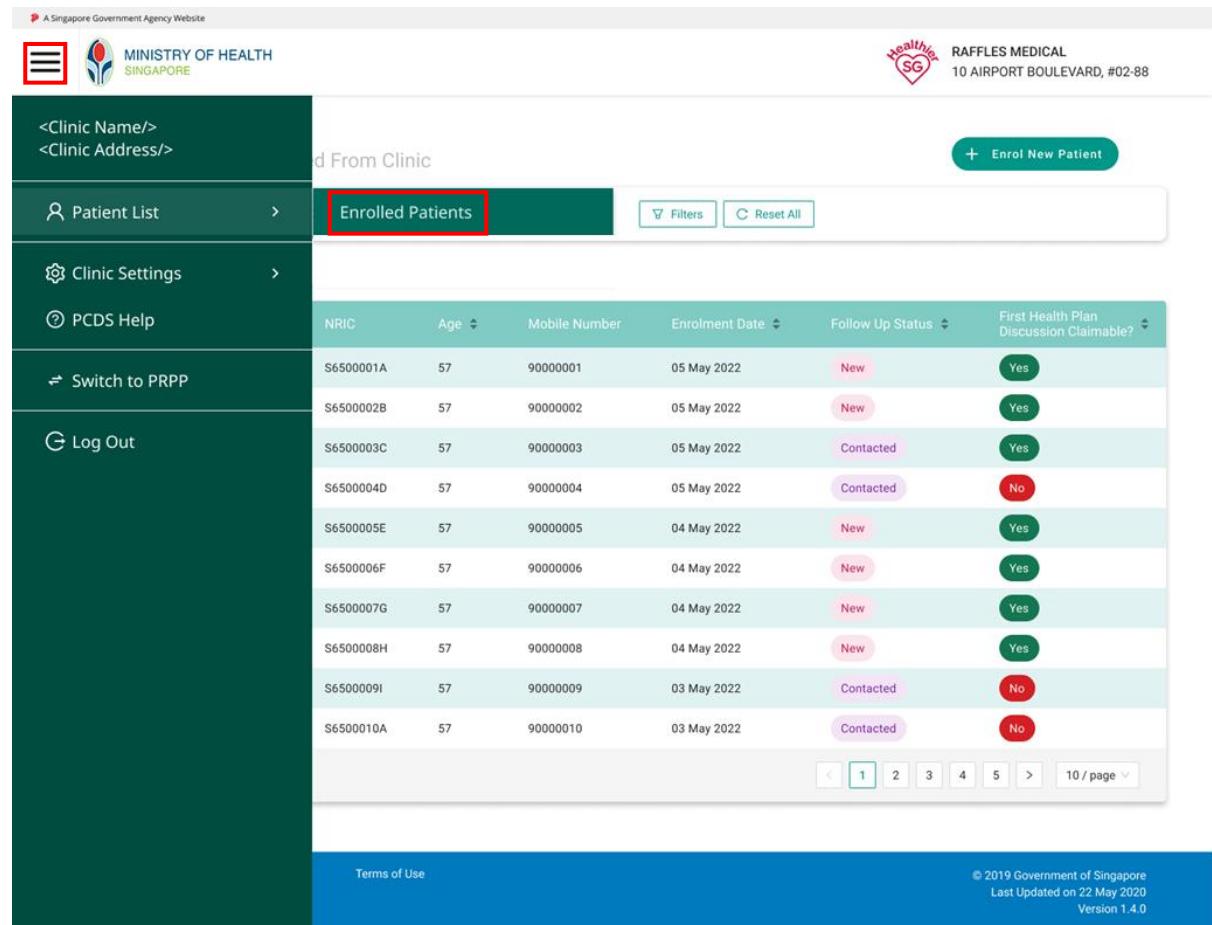


The screenshot shows a table with a single row. The first column is 'MCR No.' with value 'DR00001B', the second is 'Name' with value 'Name of 58000002A', and the third is 'Action' with a trash bin icon.

## 3 Enrolment

### 3.1 Assisted Enrolment

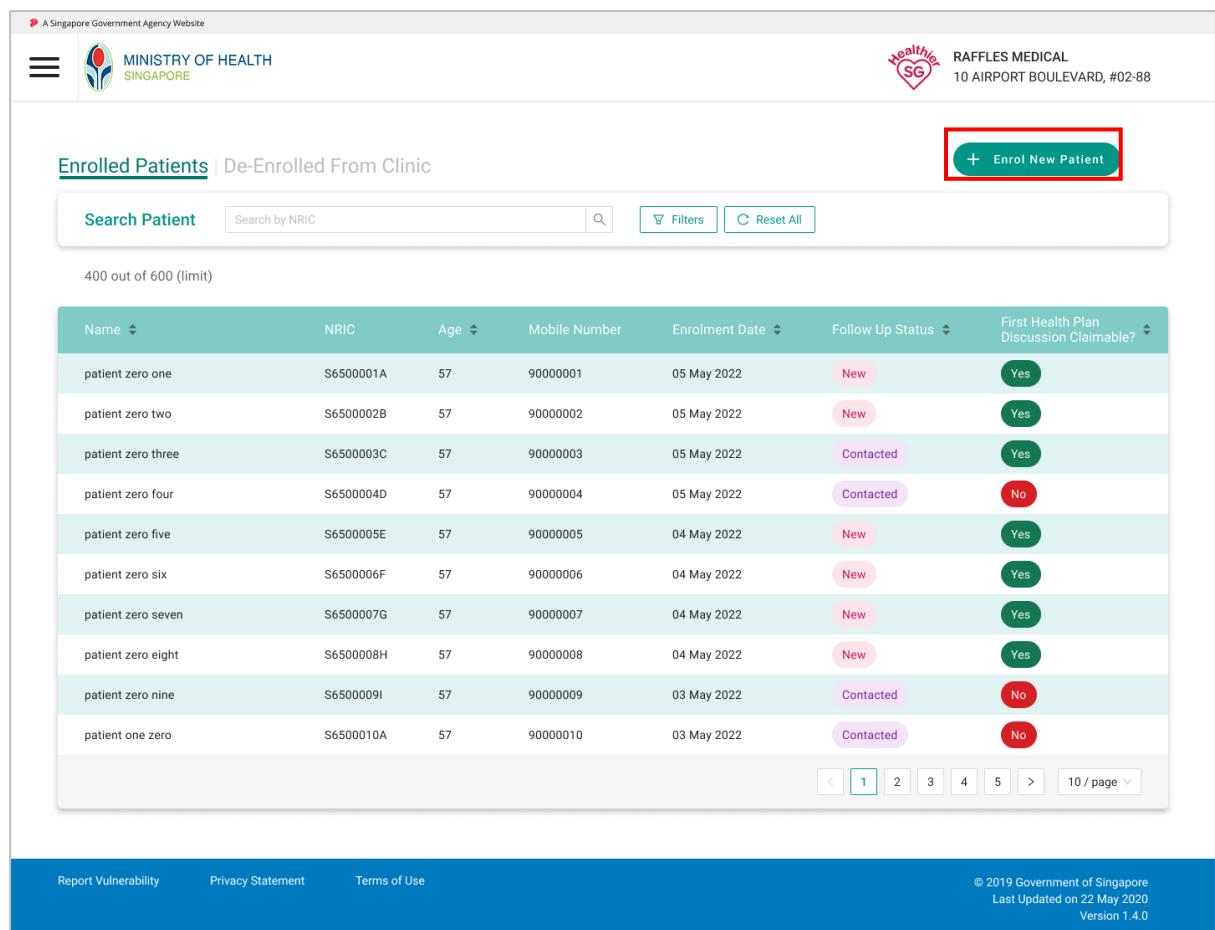
1. To enrol a patient in HealthierSG programme, open the side menu and click on Patient List > Enrolled Patients.



The screenshot shows the 'Enrolled Patients' section of the HealthierSG programme. The interface includes a header with the Ministry of Health Singapore logo and a 'RAFFLES MEDICAL' logo. The main content area displays a table of 10 patient records with columns for NRIC, Age, Mobile Number, Enrolment Date, Follow Up Status, and First Health Plan Discussion Claimable. The 'Follow Up Status' column uses colored circles (pink for 'New', purple for 'Contacted', and red for 'No') to indicate patient status. The 'First Health Plan Discussion Claimable' column uses green circles for 'Yes' and red circles for 'No'. Navigation buttons for page 1-10 are at the bottom of the table.

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

2. Click on “+ Enrol New Patient”.

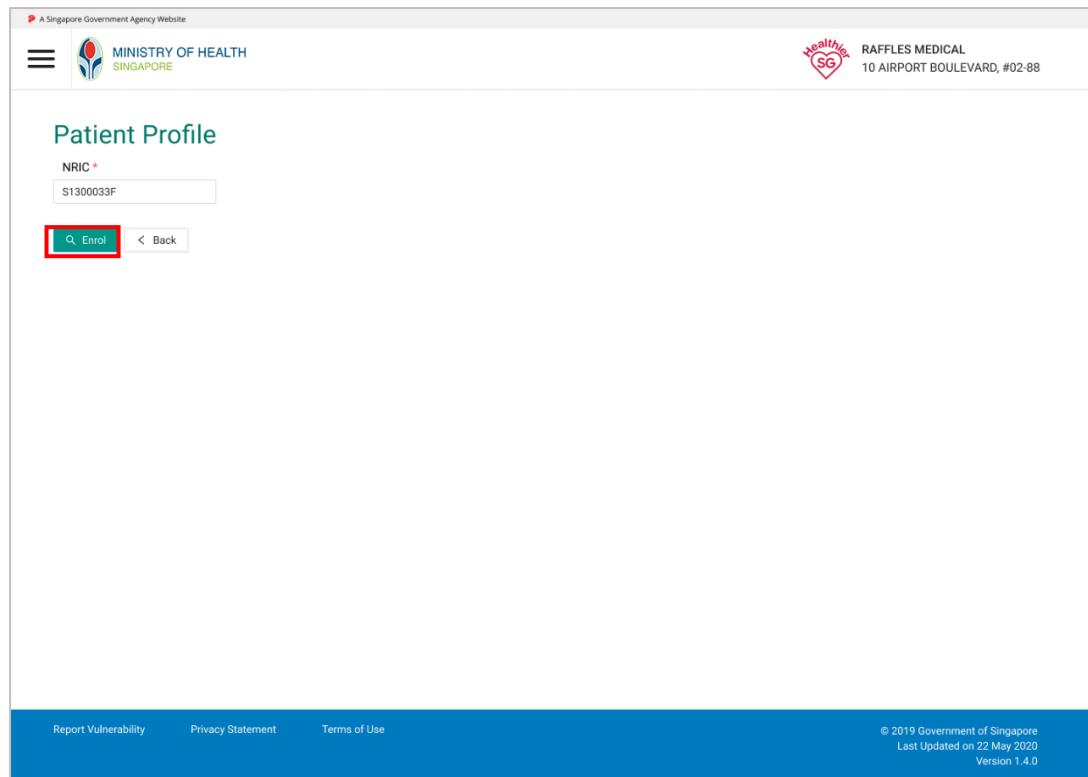


The screenshot shows the 'Enrolled Patients' page. At the top, there are logos for the Ministry of Health Singapore and Raffles Medical. A red box highlights the '+ Enrol New Patient' button in the top right corner. Below the header, there is a search bar and filter options. The main content area displays a table of patient records with columns for Name, NRIC, Age, Mobile Number, Enrolment Date, Follow Up Status, and First Health Plan Discussion Claimable. The table lists 10 patients, each with a unique name and NRIC, and various status indicators. At the bottom, there are navigation links for Report Vulnerability, Privacy Statement, and Terms of Use, along with copyright information for the Government of Singapore.

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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RAFFLES MEDICAL  
10 AIRPORT BOULEVARD, #02-88

Patient Profile

NRIC \*

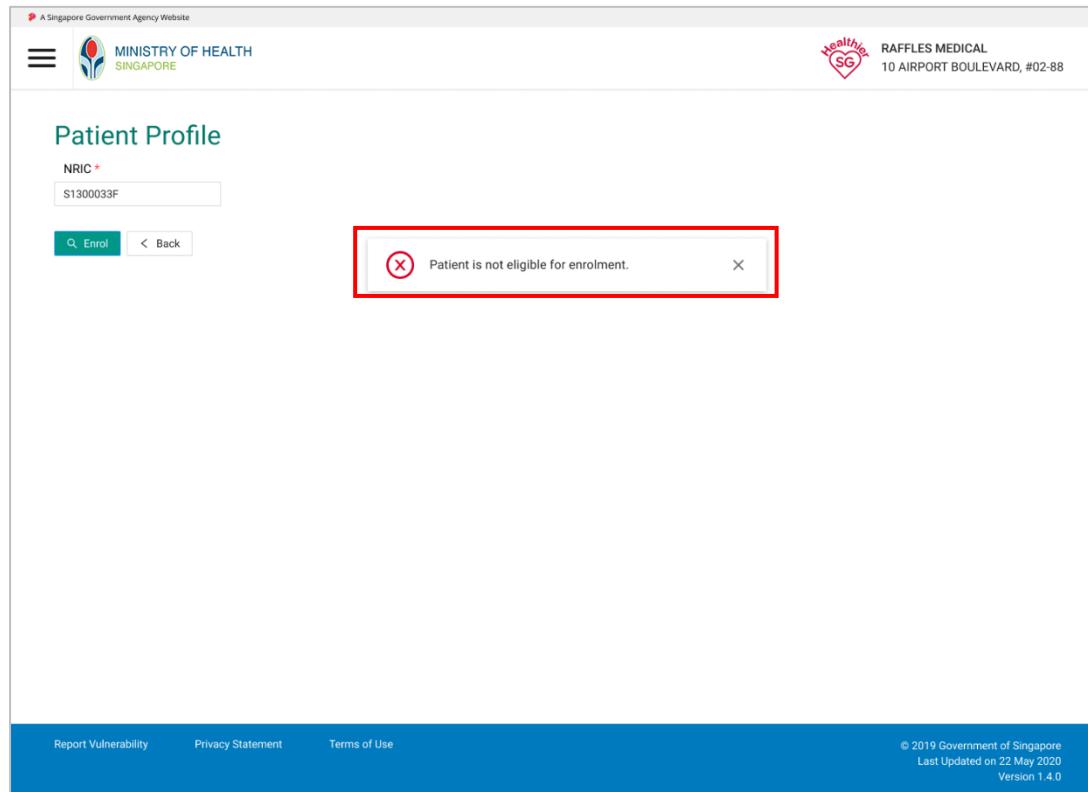
S1300033F

Q 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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RAFFLES MEDICAL  
10 AIRPORT BOULEVARD, #02-88

Patient Profile

NRIC \*

S1300033F

Q Enrol < Back

Patient is not eligible for enrolment.

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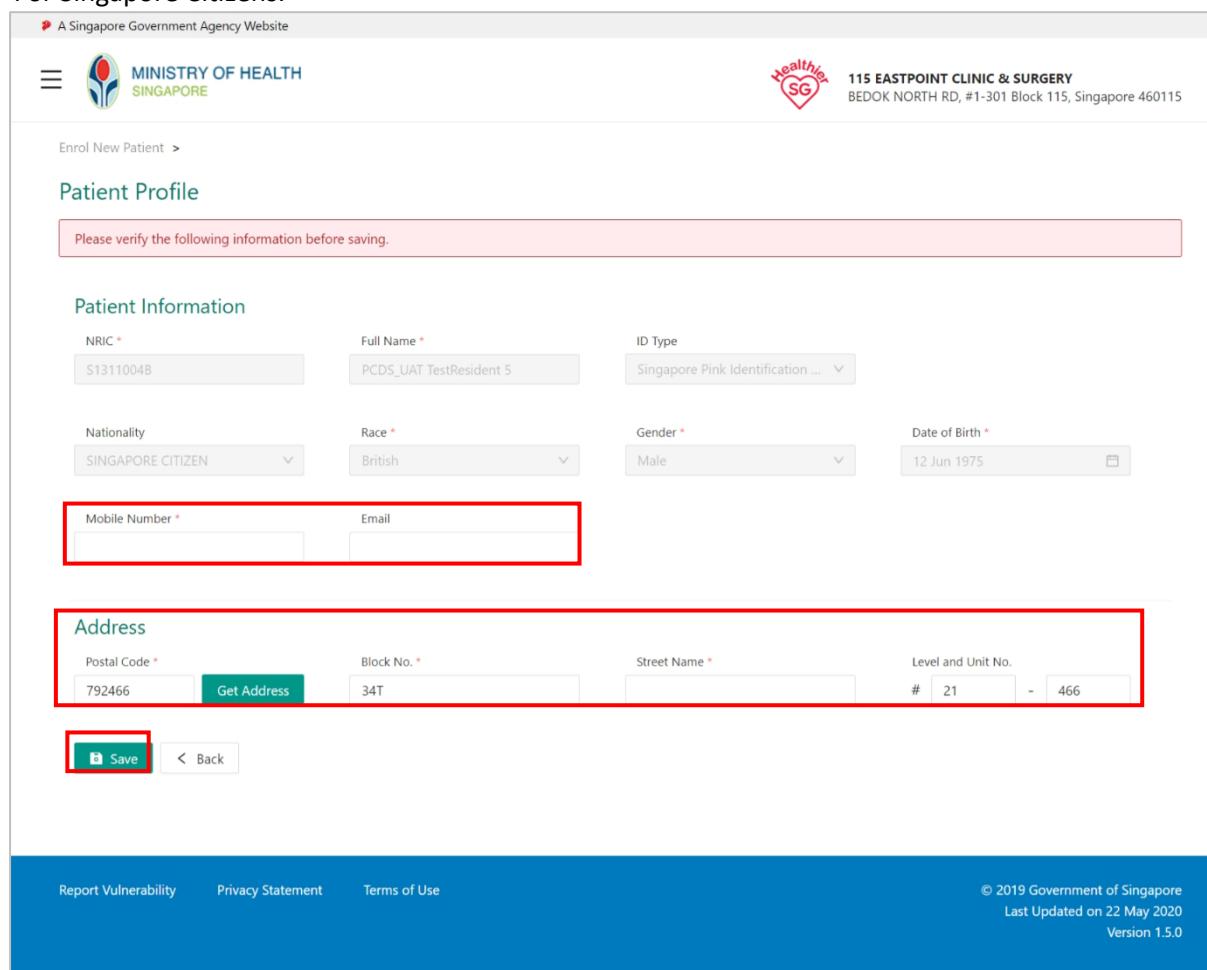
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5. For new enrollees and non-enrollees patient profiles created on PCDS from 24 Nov 2023, patient profile and details displayed on the Patient Profile page would need to be verified and updated accordingly. The editable fields include:

- ID Type<sup>1</sup>
- ID Expiry Date<sup>2</sup>
- Nationality<sup>3</sup>
- 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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MINISTRY OF HEALTH SINGAPORE

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 \* S1311004B

Full Name \* PCDS\_UAT TestResident 5

ID Type Singapore Pink Identification ...

Nationality SINGAPORE CITIZEN

Race \* British

Gender \* Male

Date of Birth \* 12 Jun 1975

Mobile Number \* Email

### Address

Postal Code \* 792466

Get Address

Block No. \* 34T

Street Name \* # 21 - 466

**Save** < Back

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## For Permanent Residents:

**Patient Information**

NRIC: S13311003D

Full Name: PCDS\_UAT TestResident 4

Nationality: Sri Lankan

Race: Sri Lankan

ID Type: Singapore Blue Identification

ID Expiry Date: Select date

Mobile Number: 87164010

Email: test@gmail.com

Gender: Female

Date of Birth: 11 May 1974

**Address**

Postal Code: 570192

Get Address

Block No.: 105

Street Name:

Level and Unit No.: # 92 - 225

**Footer**

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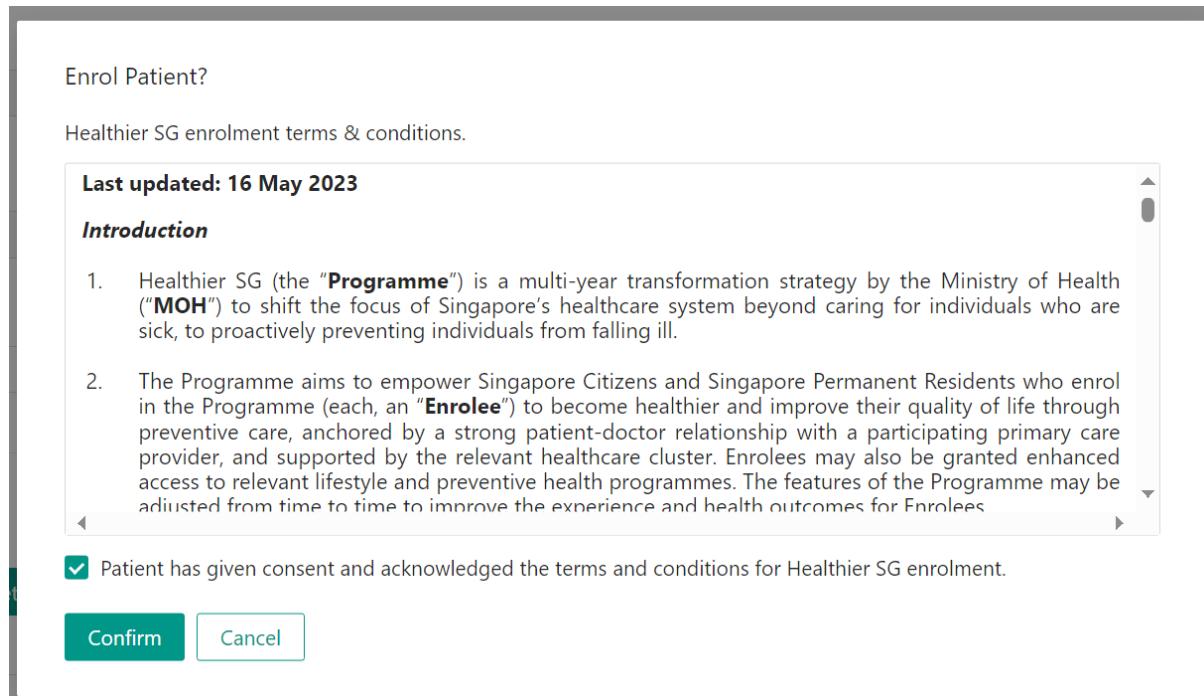
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<sup>1</sup>ID Type is only editable for non-Singapore Citizens.

<sup>2</sup>ID Expiry Date is only editable for non-Singapore Citizens.

<sup>3</sup>Nationality 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.



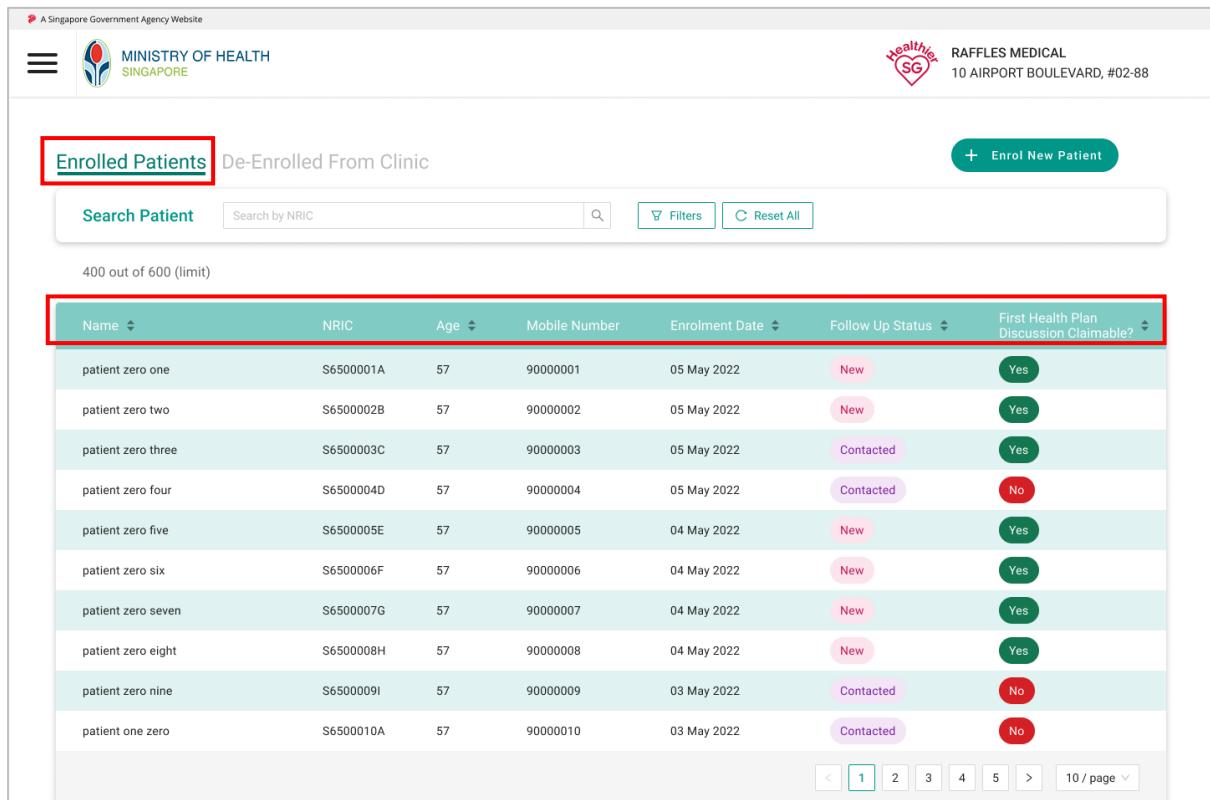
7. If a valid mobile number was provided, an acknowledgement SMS will be sent to notify that the enrolment has been successfully completed.

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.



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. 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]

Enrolled Patients | De-Enrolled From Clinic

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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4. 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

5. 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 <input type="button" value=""/>
Status:	<input type="radio"/> New <input type="radio"/> Contacted
<input type="button" value="Apply Filter"/> <input type="button" value="Clear All"/>	

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

### 3.3 View De-enrolled Patient List

1. 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.)
2. De-enrolled Patient List can be sorted by either Name, Age, Enrolment Date, or De-Enrolment Date column.

Name	NRIC	Age	Mobile Number	Enrolment Date	De-Enrolment Date
patient zero one	S6500001A	57	9000001	05 May 2022	18 Aug 2022
patient zero two	S6500002B	57	9000002	05 May 2022	18 Aug 2022
patient zero three	S6500003C	57	9000003	05 May 2022	13 Aug 2022
patient zero four	S6500004D	57	9000004	05 May 2022	13 Aug 2022
patient zero five	S6500005E	57	9000005	04 May 2022	13 Aug 2022
patient zero six	S6500006F	57	9000006	04 May 2022	10 Aug 2022
patient zero seven	S6500007G	57	9000007	04 May 2022	10 Aug 2022
patient zero eight	S6500008H	57	9000008	04 May 2022	07 Aug 2022
patient zero nine	S6500009I	57	9000009	03 May 2022	07 Aug 2022
patient one zero	S6500010A	57	9000010	03 May 2022	07 Aug 2022

Report Vulnerability

Privacy Statement

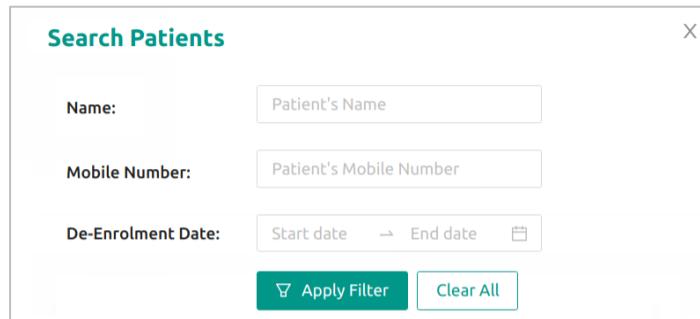
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3. Refine the search criteria by clicking on “Filters” and enter Name, Mobile Number and/or select De-Enrolment Date.



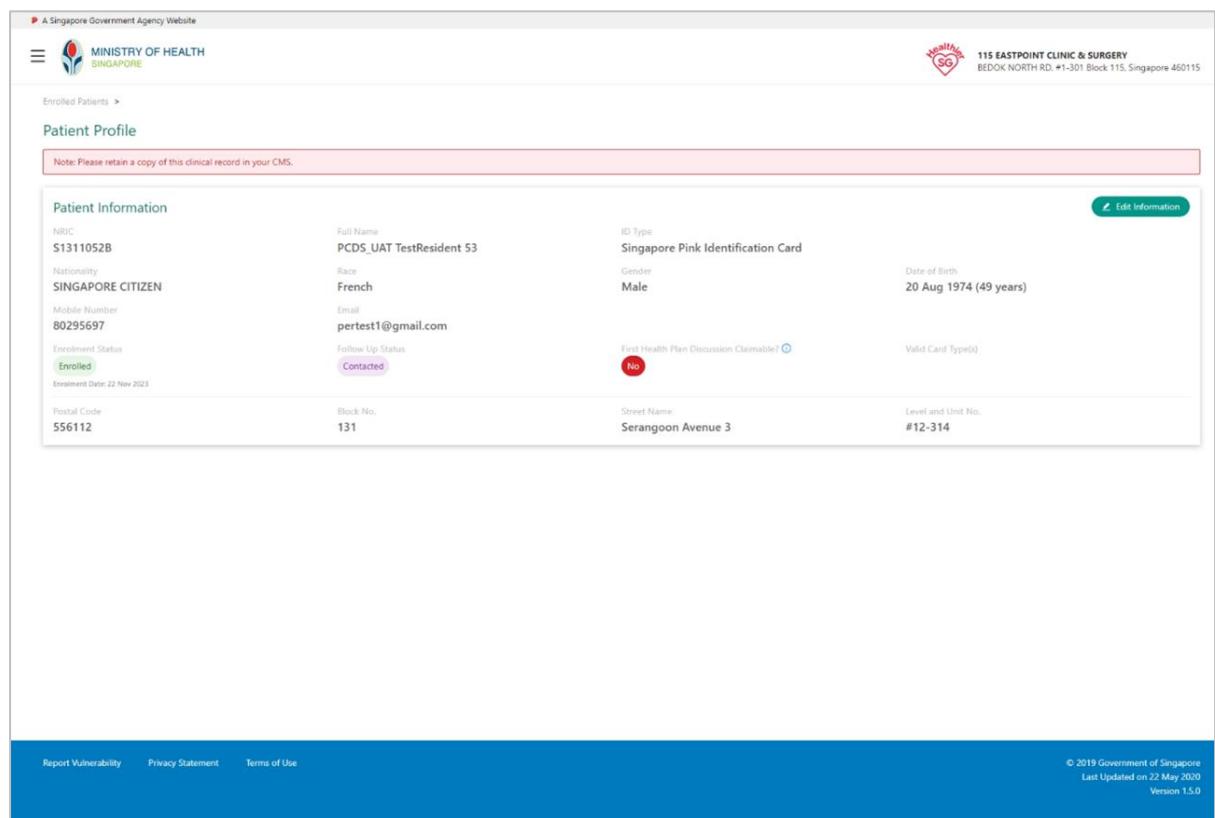
The dialog box is titled "Search Patients" and contains the following fields:

- Name:** Patient's Name
- Mobile Number:** Patient's Mobile Number
- De-Enrolment Date:** A date range selector with "Start date" and "End date" fields and a calendar icon.
- Buttons:** "Apply Filter" (green) and "Clear All" (white).

### 3.4 View Patient Profile

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

For Singapore Citizens:



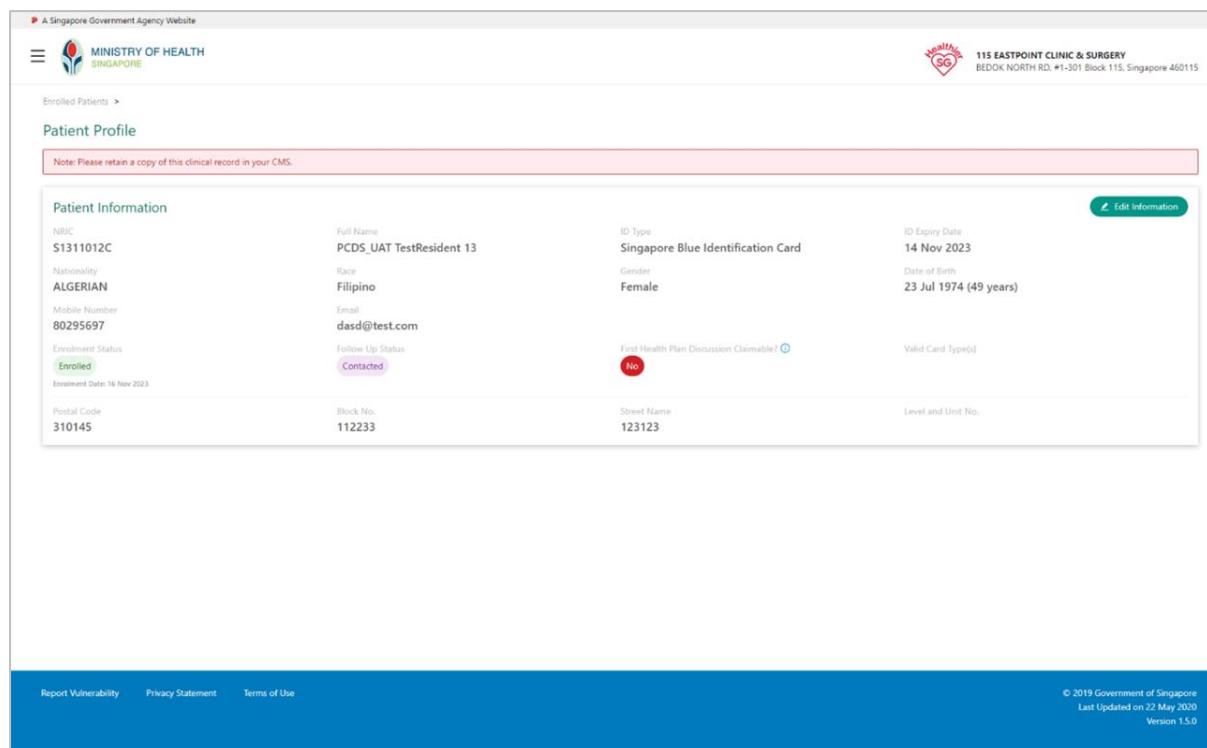
The page displays patient information for a Singapore citizen:

Patient Information		Edit Information	
NRIC	S1311052B	Full Name	PCDS_UAT TestResident 53
Nationality	SINGAPORE CITIZEN	ID Type	Singapore Pink Identification Card
Mobile Number	80295697	Gender	Male
Enrolment Status	Enrolled	Date of Birth	20 Aug 1974 (49 years)
Enrolment Date	22 Nov 2023	Follow Up Status	Contacted
Postal Code	556112	First Health Plan Discussion Claimable?	No
	Block No.	Street Name	Level and Unit No.
	131	Serangoon Avenue 3	#12-314

At the bottom, there are links for Report Vulnerability, Privacy Statement, Terms of Use, and copyright information:

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## For Permanent Residents:



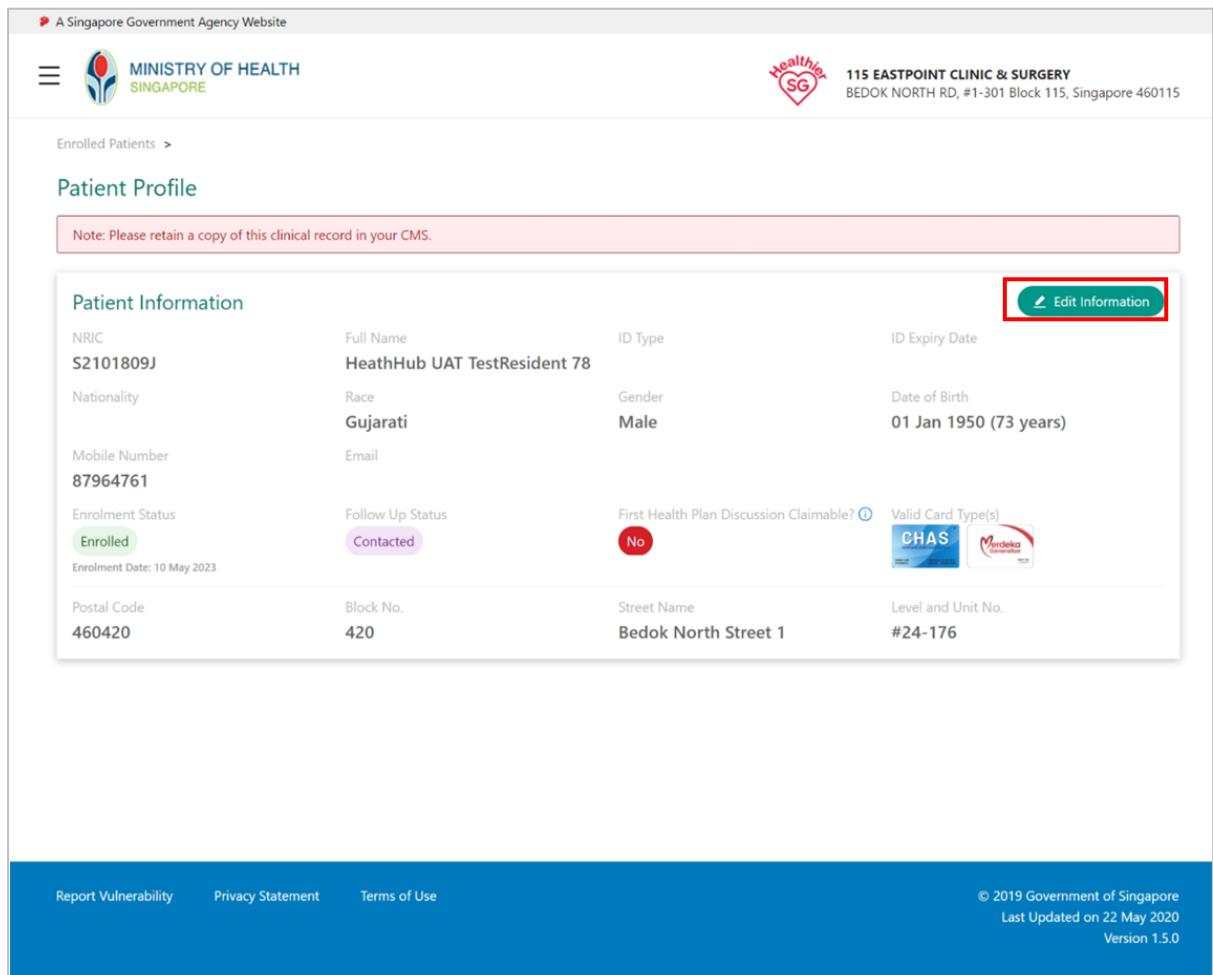
The screenshot shows a patient profile page for a Permanent Resident. The page is titled 'Patient Profile' and includes a note: 'Please retain a copy of this clinical record in your CMS.' The patient information is as follows:

Patient Information		Edit Information	
NRIC S1311012C	Full Name PCDS_UAT TestResident 13	ID Type Singapore Blue Identification Card	ID Expiry Date 14 Nov 2023
Nationality ALGERIAN	Race Filipino	Gender Female	Date of Birth 23 Jul 1974 (49 years)
Mobile Number 80295697	Email dasd@test.com	Is this Health Plan Discussion Claimable? <input checked="" type="radio"/> No	
Enrolment Status Enrolled	Follow Up Status Contacted	Valid Card Type(s)	
Enrolment Date: 14 Nov 2023	Block No. 112233	Street Name 123123	Level and Unit No.
Postal Code 310145			

At the bottom, there are links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. The page is footered with '© 2019 Government of Singapore', 'Last Updated on 22 May 2020', and 'Version 1.5.0'.

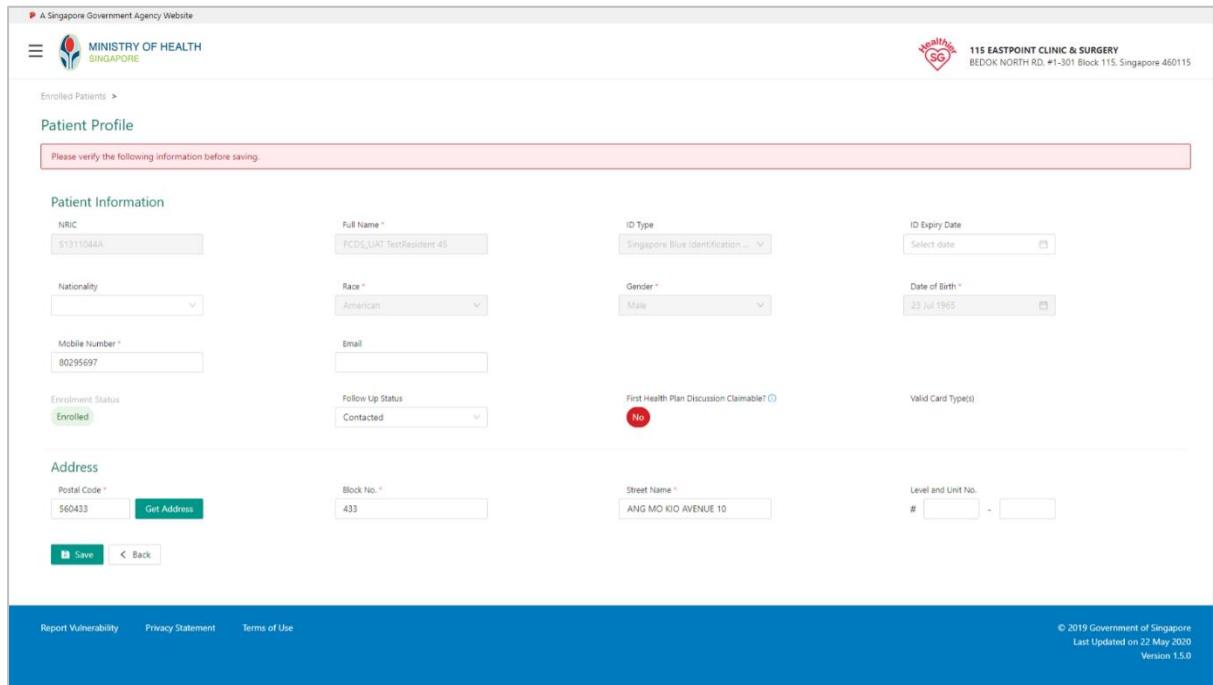
### 3.5 Edit Patient Information

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



The screenshot shows the 'Patient Profile' page of the Ministry of Health Singapore website. At the top, there are logos for the Ministry of Health Singapore and 115 EASTPOINT CLINIC & SURGERY. A note at the top of the page says: 'Note: Please retain a copy of this clinical record in your CMS.' Below this, the 'Patient Information' section displays various details: NRIC (S2101809J), Full Name (HeathHub UAT TestResident 78), ID Type (not specified), ID Expiry Date (not specified), Nationality (Gujarati), Race (Gujarati), Gender (Male), Date of Birth (01 Jan 1950 (73 years)), Mobile Number (87964761), Email (not specified), Enrolment Status (Enrolled), Follow Up Status (Contacted), First Health Plan Discussion Claimable? (No), Valid Card Type(s) (CHAS, Merdeka), Enrolment Date (10 May 2023), Postal Code (460420), Block No. (420), Street Name (Bedok North Street 1), and Level and Unit No. (#24-176). At the bottom of the page, there are links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. The 'Edit Information' button in the top right corner of the patient info section is highlighted with a red box.

2. Patient's contact details (ID type<sup>1</sup>, ID expiry date<sup>2</sup>, nationality<sup>3</sup>, race, mobile number, email, and address), and Follow Up Status are editable.

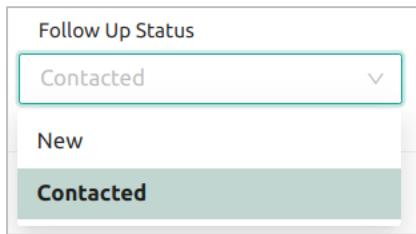


The screenshot shows the 'Patient Profile' page of the Ministry of Health Singapore website. The page is titled 'Patient Profile' and includes a message: 'Please verify the following information before saving.' The form contains the following fields:

- Patient Information:**
  - NRIC: S12345678A
  - Full Name: PCDS\_UAT TestResident 45
  - ID Type: Singapore Blue Identification...
  - ID Expiry Date: Select date
  - Nationality: American
  - Race: American
  - Gender: Male
  - Date of Birth: 23 Jul 1965
  - Mobile Number: 80295697
  - Email: [redacted]
  - Enrollment Status: Enrolled
  - Follow Up Status: Contacted
  - First Health Plan Discussion Claimable? (checkbox): No
  - Valid Card Type(s): [redacted]
- Address:**
  - Postal Code: 560433
  - Get Address: [button]
  - Block No.: 433
  - Street Name: ANG MO KIO AVENUE 10
  - Level and Unit No.: # [redacted] - [redacted]

At the bottom, there are links: Report Vulnerability, Privacy Statement, Terms of Use, and a footer note: © 2019 Government of Singapore, Last Updated on 22 May 2020, Version 1.5.0.

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.



4. Click “Save” to save the changes.

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SINGAPORE

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

Enrolled Patients >

## Patient Profile

Please verify the following information before saving.

### Patient Information

NRIC 52101809J	Full Name * HeathHub UAT TestResident 78	ID Type Select date
Nationality ▼	Race * Gujarati	Gender * Male
Mobile Number * 87964761	Email Email	Date of Birth * 01 Jan 1950
Enrolment Status Enrolled	Follow Up Status Contacted	First Health Plan Discussion Claimable?  No
		Valid Card Type(s)  

### Address

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

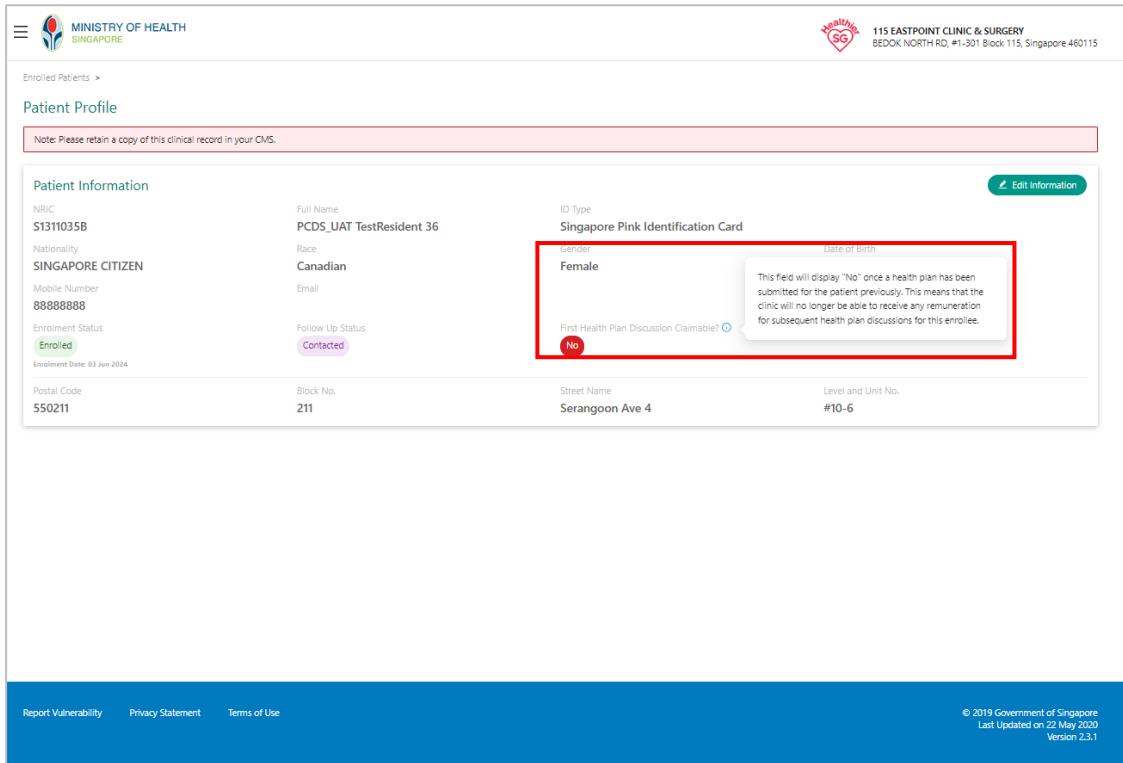
 

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### 3.5.1.1 Additional notes

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 renumeration for subsequent health plan discussions for this enrolee.

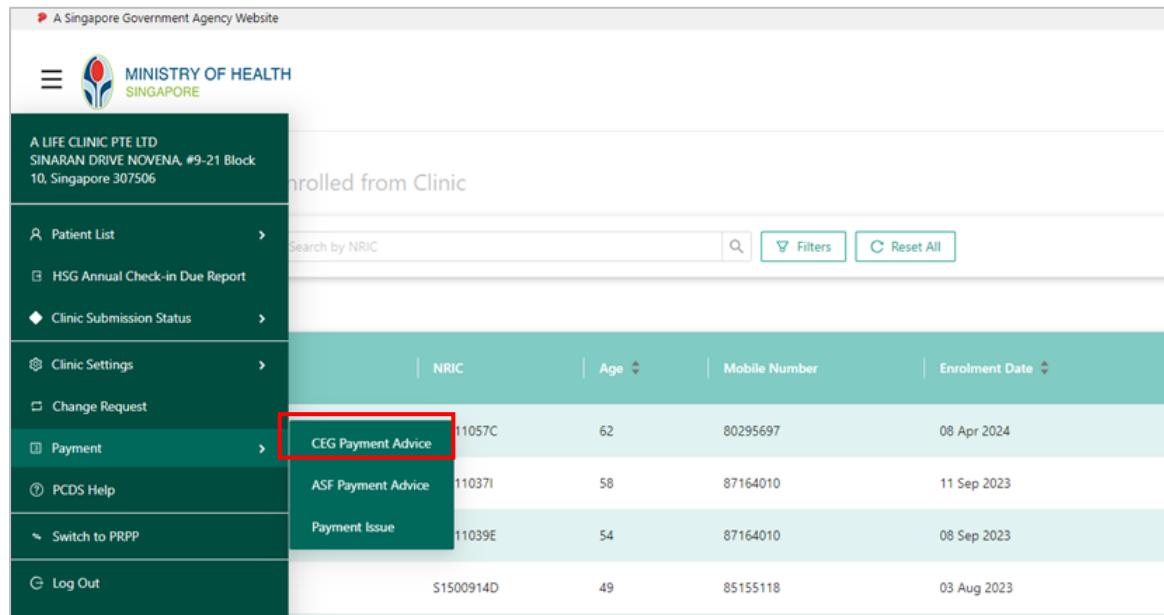


The screenshot shows the 'Patient Profile' page of the Ministry of Health Singapore system. The page includes the Ministry of Health logo and the clinic details: 115 EASTPOINT CLINIC & SURGERY, BEDOK NORTH RD, #1-301 Block 115, Singapore 460115. The 'Patient Information' section displays various details: NRIC S1311035B, Nationality SINGAPORE CITIZEN, Mobile Number 88888888, Enrolment Status Enrolled, Enrolment Date: 03 Jun 2024, Postal Code 550211, Full Name PCDS\_UAT TestResident 36, Race Canadian, Email, Follow Up Status Contacted, Block No. 211, Street Name Serangoon Ave 4, and Level and Unit No. #10-6. The 'First Health Plan Discussion Claimable' field is highlighted with a red box and a tooltip. The tooltip text is: '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 renumeration for subsequent health plan discussions for this enrolee.' The 'No' button in the field is also highlighted with a red box.

## 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.



The screenshot shows the Ministry of Health Singapore website interface. The left sidebar contains a navigation menu with the following items:

- Patient List
- HSG Annual Check-in Due Report
- Clinic Submission Status
- Clinic Settings
- Change Request
- Payment** (highlighted with a red box)
- PCDS Help
- Switch to PRPP
- Log Out

The main content area shows a table of payment advice. The columns are: NRIC, Age, Mobile Number, and Enrolment Date. The rows are:

	NRIC	Age	Mobile Number	Enrolment Date
CEG Payment Advice	S11057C	62	80295697	08 Apr 2024
ASF Payment Advice	S11037I	58	87164010	11 Sep 2023
Payment Issue	S11039E	54	87164010	08 Sep 2023
	S1500914D	49	85155118	03 Aug 2023

At the top of the main content area, there is a search bar labeled "Search by NRIC" and buttons for "Filters" and "Reset All".

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

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 ANG MO KIO FAMILY MEDICAL CLINIC  
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](mailto:hsg_grants@aic.sg) if you did not receive a payment advice and would like to report CEG payment issues.

[Report CEG Payment Issue](#)

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

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Version 1.4.0

## 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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SINGAPORE

Healthier SG 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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### 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**

Chronic Enrollee's last 3 numeric digits and alphabet of NRIC \*

Chronic Enrollee's full name \*

Chronic Enrollee's enrolment start date \*

[+ Add missing enrollee](#)

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6. The record added will be displayed in the summary table. Repeat steps 4 and 5 to add more enrollees' information, if needed.
7. 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  
123A

Chronic Enrollee's full name \*  
Timothy Lim Mun Kiat

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

+ 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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SINGAPORE**


**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 \*

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**  
Please provide more information on the payment issue \*

**> Submit**

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11. Once submitted:

a. message prompt will be displayed:

 Thank you for the submission. AIC will be in contact with you shortly. 

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**

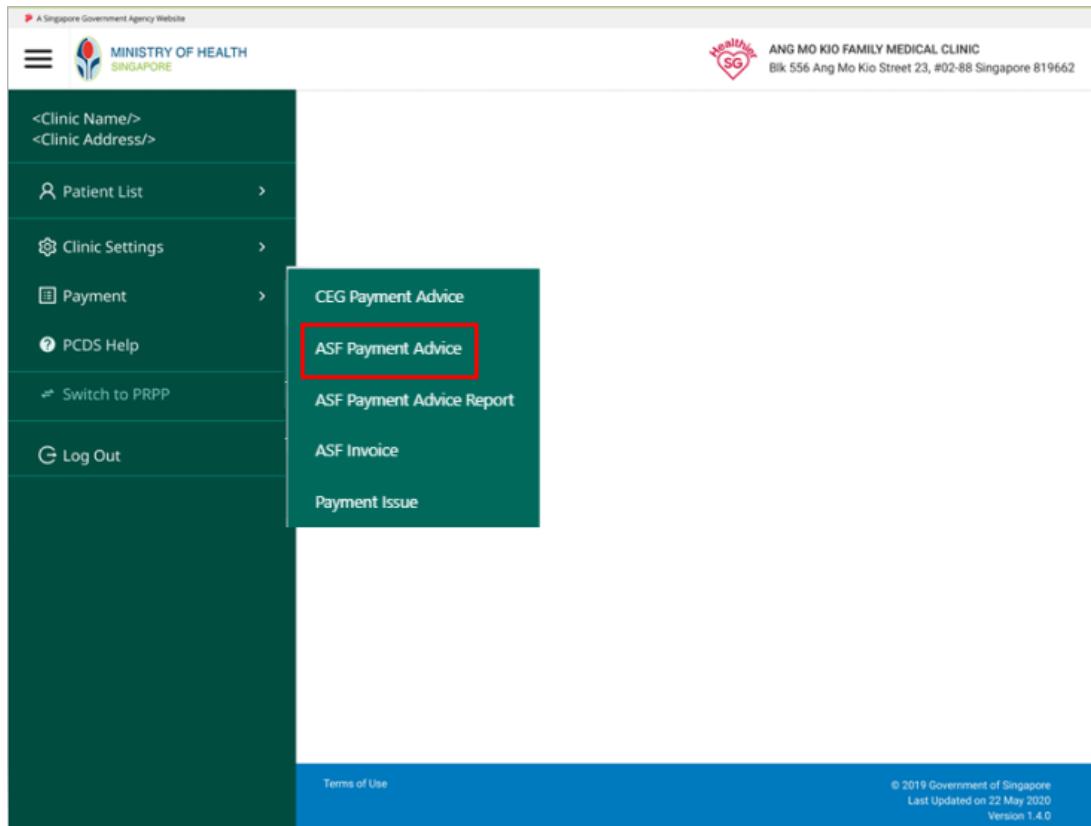
Submitted by (Name): Dr Foo Kin Loong  
Submitted by (NRIC/FIN): XXXXX234C  
HCI Code: 22M03246  
Clinic Name: ANG MO KIO FAMILY MEDICAL CLINIC  
GP Email Address: amk.family.medical.clinic.001@gmail.com  
Payment Advice: 2024 Q1  
Type of Payment Issue: Others

**Details of payment issue**  
Description provided by requestor of issue with payment advice.

## 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

The screenshot shows a search interface for 'Annual Service Fee Payment Advice'. It includes a 'Search' section with a note about the reporting year (2024) and dropdown menus for 'Reporting Year' (set to 2024) and 'Type of Payment Advice' (set to Interim). A 'View Payment Advice' button is at the bottom. To the right, a message box is highlighted with a red border, stating 'No payment advices match the search criteria. Please try again.' with a close button 'X'.

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:	<input style="width: 100%; height: 30px; border: 1px solid #ccc; padding: 5px; border-radius: 5px;" type="text" value="2025"/>
Type of Payment Advice	<input style="width: 100%; height: 30px; border: 1px solid #ccc; padding: 5px; border-radius: 5px;" type="text" value="Interim"/>
<input style="width: 150px; height: 30px; background-color: #009640; color: white; border: none; border-radius: 5px; font-weight: bold; font-size: 0.9em; padding: 0 10px;" type="button" value="View Payment Advice"/>	

2026 Interim Payment Advice released on 09 Dec 2025

(viewed by clinic on 26 Dec 2025)

#### Clinic Details

HCI Code	9400096
Clinic Name	A LIFE CLINIC PTE LTD
Address	SINARAN DRIVE NOVENA, #9-21 Block 10, Singapore 307506

#### Payment Advice

Table 1.	
<b>(a) Sub-Total for Fixed Payment</b>	<b><u>\$3255</u></b>
Variable Payment	
1. Screening	\$120
2. Vaccination	\$0
3. Cardiometabolic Bundle	\$330
4. Diabetes Bundle	\$180
5. Respiratory Bundle	\$90
<b>(b) Sub-Total for Variable Payment</b>	<b><u>\$720</u></b>
<b>(c) Sub-Total for Approved Additional Payment</b>	<b><u>\$0</u></b>
<b>Total ASF Payable (a) + (b) + (c)</b>	
<b>\$3975</b>	
Total GST Payable	
\$0	

Table 2.

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

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.

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7. Annual Service Fee Payment Advice Summary page displays the list of enrollees and details of their ASF payment components.
8. 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)
9. Click the “Enrollee NRIC” hyperlink to view the details of each enrollee.

**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:	2025
Type of Payment Advice:	Interim
Enrollee's partial or full NRIC: (For partial NRIC please input at least 4 characters)	
<b>View Payment Advice</b>	

**2026 Interim Payment Advice released on 09 Dec 2025**

(viewed by clinic on 29 Dec 2025)

Guideline on how to read the summary table below:

1. The table shows the list of clinic's enrollees who have care reports submitted and processed for payments.
2. "Submitted" refers to the number of care activities submitted for care reporting for the specific enrollee.
3. "Met Payment Criteria" refers to the number of care activities submitted that meet the eligibility of ASF payment criteria.
4. "Yes" refers to completion of bundle and meeting the eligibility of ASF payment criteria.
5. "No" refers to either incomplete bundle or did not meet the eligibility of ASF payment criteria.
6. "Not Applicable" refers to care activities that have no data submitted.

S/N	Enrollee NRIC	Date of Birth	Gender	Patient's Condition	Fixed Payment		Variable Payment (Screening)			Variable Payment (Vaccination)			Variable Payment (Cardiometabolic Bundle)	
					Enrolment Period (days)	Amount (\$)	Submitted	Met Payment Criteria	Amount (\$)	Submitted	Met Payment Criteria	Amount (\$)	Met Payment Criteria	Amount (\$)
21	<a href="#">S6071207G</a>	31-Dec	Male	Chronic	365	30	0	0	0	0	0	0	No	0
22	<a href="#">S1905423C</a>	31-Dec	Male	Well	365	30	1	0	0	0	0	0	No	0
23	<a href="#">S1900142C</a>	05-May	Male	Chronic	365	30	0	0	0	0	0	0	No	0
24	<a href="#">S6071257C</a>	31-Dec	Female	Chronic	365	30	0	0	0	0	0	0	No	0
25	<a href="#">T9904132C</a>	01-May	Female	Chronic	365	30	0	0	0	0	0	0	No	0
26	<a href="#">S6071097Z</a>	31-Dec	Female	Chronic	365	30	0	0	0	0	0	0	Yes	30
27	<a href="#">S1910190H</a>	18-Oct	Female	Well	365	0	0	0	0	0	0	0	No	0
28	<a href="#">S3810435G</a>	01-Jan	Female	Well	365	0	0	0	0	0	0	0	No	0
29	<a href="#">S1909708J</a>	17-Sep	Female	Well	365	0	0	0	0	0	0	0	No	0
30	<a href="#">S0184539Z</a>	12-Aug	Female	Chronic	365	30	1	0	0	0	0	0	No	0

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

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MINISTRY OF HEALTH  
SINGAPORE

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

**Payment Advice - Enrollee Details**

Enrollee Demographics			
NRIC	S1905011D		
Date of Birth	01-Jan		
Gender	Female		
Well or Chronic	Chronic		

Payment Type	Care Report	Met Payment Criteria	Remarks
Fixed Payment ⓘ	Annual Health Plan check-in and basic data submission	Yes	At least two Chronic Consults: 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	No	Dose submitted: No
Variable Payment (Cardiometabolic 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
Variable Payment (Respiratory Bundle) ⓘ	Respiratory Bundle	No	Mandatory measurements submitted for respiratory Bundle: No
Additional Payment ⓘ	Additional Payment (Fixed)	NA	-
	Additional Payment (Variable Screening)	NA	-
	Additional Payment (Variable Vaccination)	NA	-
	Additional Payment (Chronic Bundle)	NA	-
	Additional Payment (Diabetes Bundle)	NA	-
	Additional Payment (Respiratory Bundle)	NA	-
	Additional Payment (Others)	NA	-

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

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 MINISTRY OF HEALTH  
SINGAPORE

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

### Payment Advice - Enrollee Details

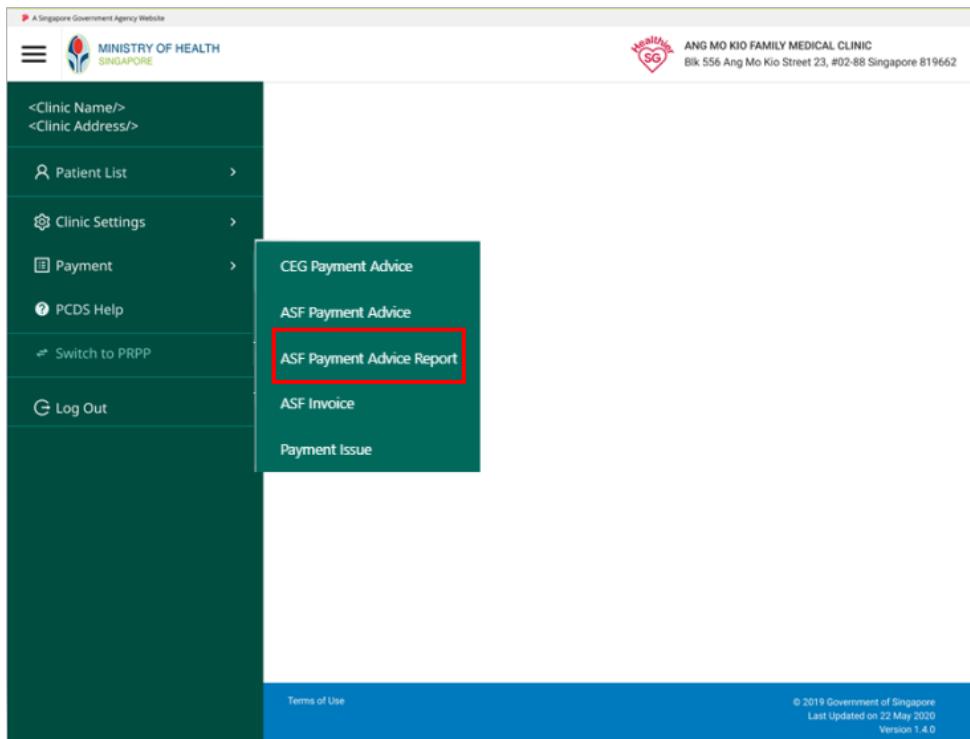
Enrollee Demographics			
NRIC	S1905011D		
Date of Birth	01-Jan		
Gender	Female		
Well or Chronic	Chronic		

Payment Type	Care Report	Met Payment Criteria	Remarks
Fixed Payment ⓘ	Annual Health Plan check-in and basic data submission	Yes	At least two Chronic Consults: No
Variable Payment ⓘ	<p>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.</p> <p>For chronic enrollees, there must be two chronic consultations done at least 3 months apart and at least one face-to-face consult.</p>		<p>Screening activity submitted: No</p> <p>Screening activity submitted: No</p>
	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

## 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.

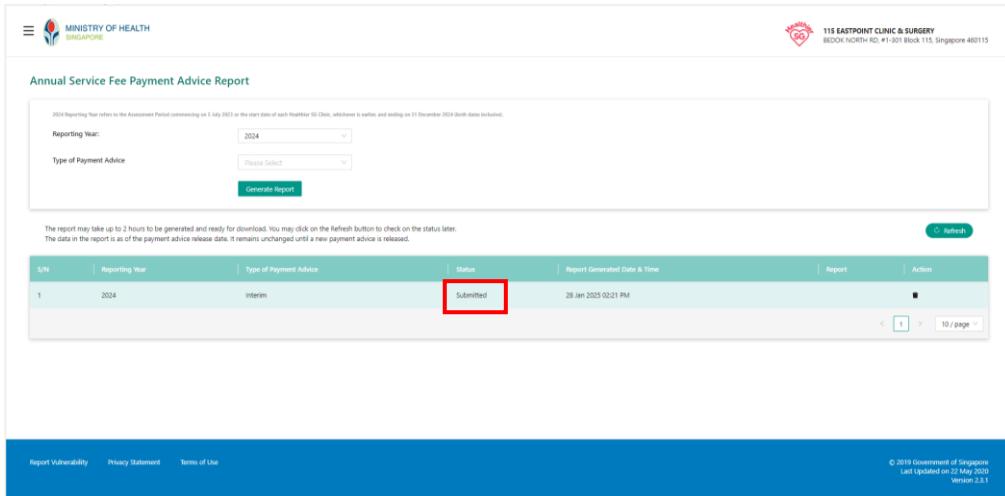


2. Select the “Reporting Year” and the “Type of Payment Advice” (Interim, Final, Adjusted)
3. Click “Generate Report” button to generate the report.
4. If there is no payment advice available, message prompt is displayed.

### Annual Service Fee Payment Advice Report

A screenshot of the 'Annual Service Fee Payment Advice Report' page. The page has a light blue header with the title. Below the header is a form with two dropdown menus: 'Reporting Year' (set to '2024') and 'Type of Payment Advice' (set to 'Adjusted'). A green 'Generate Report' button is located below the dropdowns. To the right of the button is a message box with a red border and a red 'X' icon. The message inside the box says: 'No payment advices match the generate report criteria. Please try again.' The 'X' icon in the top right corner of the message box is also highlighted with a red box.

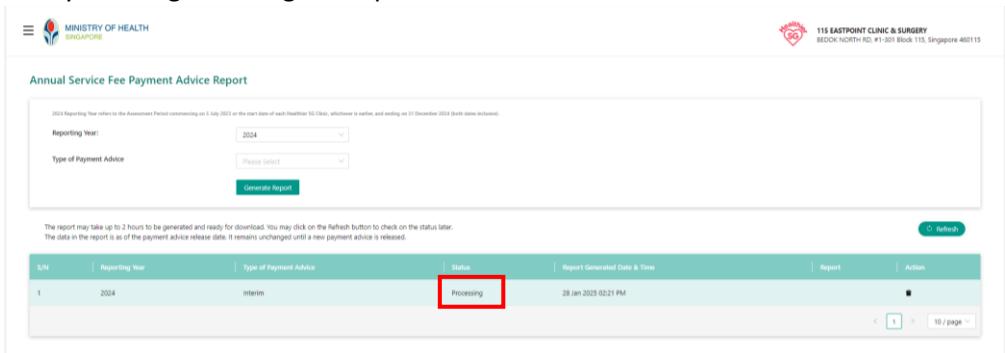
5. If there is payment advice available for the requested report criteria, a record will be created and Status displayed as “Submitted”.



The screenshot shows the 'Annual Service Fee Payment Advice Report' page. At the top, there are filters for 'Reporting Year' (2024) and 'Type of Payment Advice' (Please Select). A 'Generate Report' button is below the filters. A note below the filters 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 located to the right of this note. Below the note is a table with a single row. The table columns are: S/N, Reporting Year, Type of Payment Advice, Status, Report Generated Date & Time, Report, and Action. The row data is: 1, 2024, Interim, **Submitted** (highlighted with a red box), 28 Jan 2025 02:21 PM, a download link, and a delete icon. At the bottom of the page, there are links for Report Vulnerability, Privacy Statement, and Terms of Use, and a copyright notice: © 2019 Government of Singapore, Last Updated on 22 May 2020, Version 2.3.1.

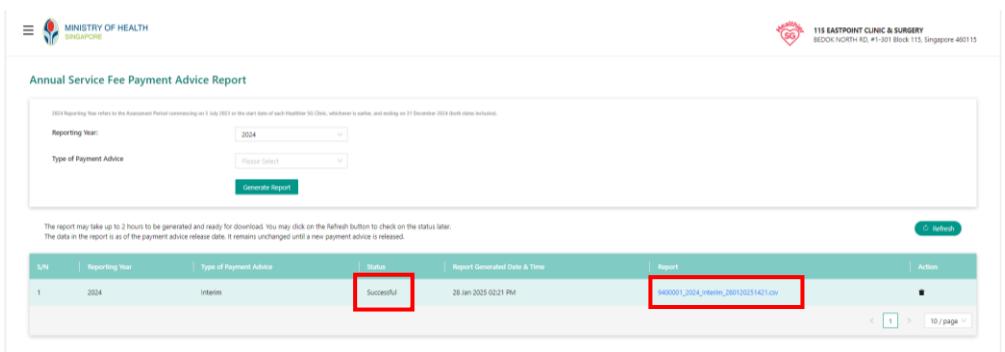
Note: Payment report request will be processed by the system, no further action required. Click on the refresh button to view the latest status.

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



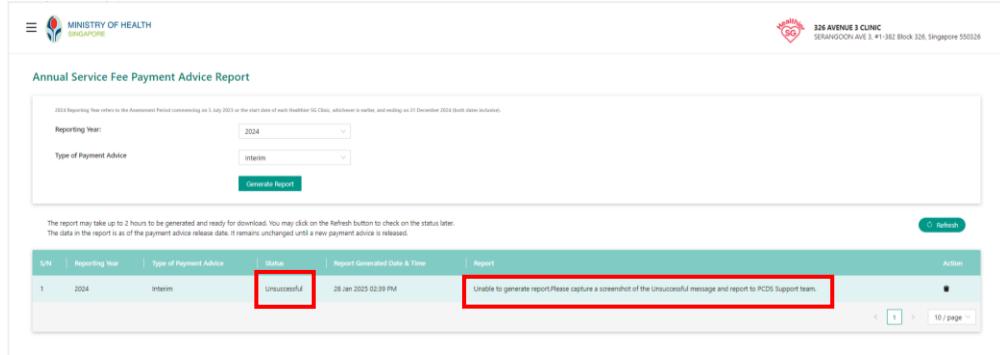
The screenshot shows the 'Annual Service Fee Payment Advice Report' page. The interface is identical to the previous screenshot, with filters for 'Reporting Year' (2024) and 'Type of Payment Advice' (Please Select), and a 'Generate Report' button. The note and 'Refresh' button are also present. The table shows a single row with the 'Status' cell containing **Processing** (highlighted with a red box). The other data points are the same as the previous screenshot. The bottom of the page includes the usual links and copyright information.

7. 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' page. The layout is consistent with the previous screenshots. The table shows a single row with the 'Status' cell containing **Successful** (highlighted with a red box). The 'Report' column contains a download link, which is also highlighted with a red box. The other data points are consistent with the previous screenshots. The bottom of the page includes the usual links and copyright information.

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](#)).

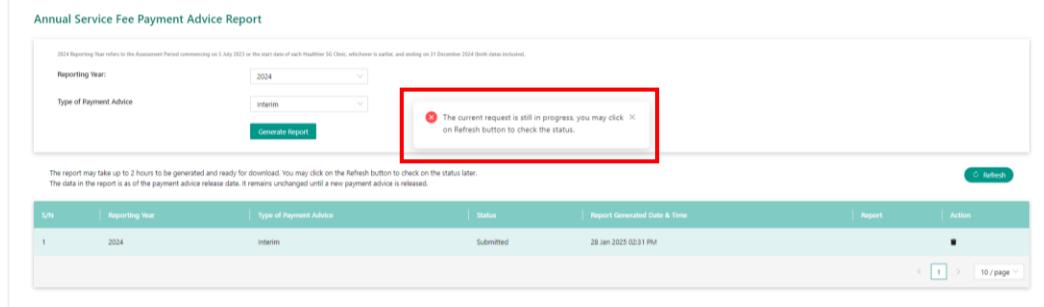


The screenshot shows the 'Annual Service Fee Payment Advice Report' page. At the top, it says '328 AVENUE 3 CLINIC' and '328 AVENUE 3 CLINIC SERANGOON AVE 3, #1-382 Block 328, Singapore 550326'. The reporting year is set to 2024 and the type of payment advice is set to 'Interim'. A 'Generate Report' button is present. 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 red box highlights the 'Unsuccessful' status in the table below. Another red box highlights the empty report content area.

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.	

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](#)).

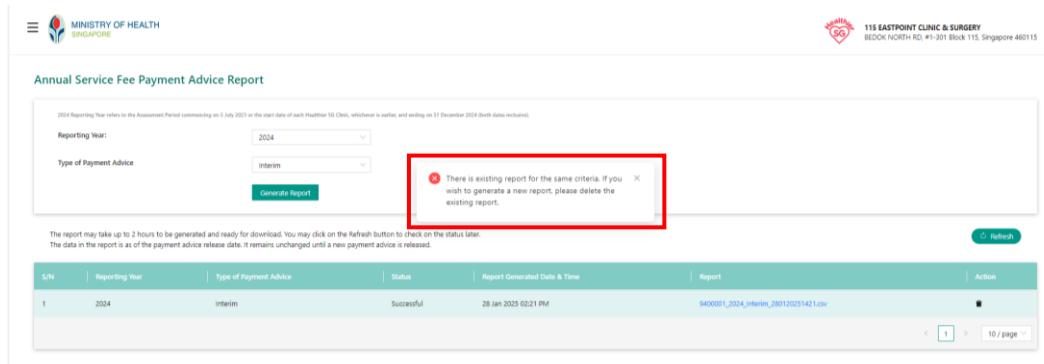
9. When the Status remains as “Submitted” or “Processing”, it means the system is still generating your request. The following message prompt will be displayed if you attempt to generate another report based on the same criteria.



The screenshot shows the 'Annual Service Fee Payment Advice Report' page. The reporting year is set to 2024 and the type of payment advice is set to 'Interim'. A 'Generate Report' button is present. A message box displays: 'The current request is still in progress, you may click on Refresh button to check the status.' 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 red box highlights the 'Submitted' status in the table below. Another red box highlights the message box.

S/N	Reporting Year	Type of Payment Advice	Status	Report Generated Date & Time	Report	Action
1	2024	Interim	Submitted	28 Jan 2025 02:31 PM		

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' page. The reporting year is set to 2024 and the type of payment advice is set to 'Interim'. A 'Generate Report' button is present. A message box displays: 'There is existing report for the same criteria. If you wish to generate a new report, please delete the existing report.' 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 red box highlights the 'Successful' status in the table below. Another red box highlights the message box.

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	9400001_2024_Interim_280120251421.csv	

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.

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 Healthcare 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.

S/N	Reporting Year	Type of Payment Advice	Status	Report Generated Date & Time	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 10 / page

## 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.



### 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: ▼

**View Payment Advice**

**2026 Final Payment Advice released on 05 Dec 2025**  
(viewed by clinic on 26 Dec 2025)

The submission window to report any payment issue will open from 05 Dec 2025 to 03 Jan 2026.  
All submissions received after 03 Jan 2026 will not be accepted.

**+ Report Payment Issue**

**Clinic Details**

HCI Code	9400096
Clinic Name	A LIFE CLINIC PTE LTD
Address	SINARAN DRIVE NOVENA, #9-21 Block 10, Singapore 307506

**Payment Advice**

Table 1.

(a) Sub-Total for Fixed Payment	\$2370
Variable Payment	
1. Screening	\$80
2. Vaccination	\$0
3. Cardiometabolic Bundle	\$270
4. Diabetes Bundle	\$180
5. Respiratory Bundle	\$90
(b) Sub-Total for Variable Payment	\$620
(c) Sub-Total for Approved Additional Payment	\$3007.22
<b>Total ASF Payable (a) + (b) + (c)</b>	<b>\$5997.22</b>
Total GST Payable	\$0

Table 2.

RHS	Final Payment Advice			After Adjustment, if approved		
	ASF Payable	GST	Sub Total	ASF Payable	GST	Sub Total
NHG	2080	0	2080	-	-	-
NUHS	3487.22	0	3487.22	-	-	-
SHS	430	0	430	-	-	-
<b>Grand Total</b>			<b>\$5997.22</b>			

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.

## Report ASF Payment Issue

### General guidelines for reporting ASF 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 05 Dec 2025 to 03 Jan 2026 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 \*

NIR-MHCPGP

HCI Code

9400096

Clinic Name

A LIFE CLINIC PTE LTD

GP Clinic Email Address

darren.chin@synapxe.sg

Payment Advice \*

2025

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

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”.

**Report ASF Payment Issue**

**General guidelines for reporting ASF 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 05 Dec 2025 to 03 Jan 2026 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 \*

HCI Code

Clinic Name

GP Clinic Email Address

Payment Advice \*

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. S68000123A

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 (Cardiometabolic Bundle)  
 Variable Payment (Diabetes Bundle)  
 Variable Payment (Respiratory Bundle)

Remarks  
 0 / 500

- 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.

## Report ASF Payment Issue

### General guidelines for reporting ASF 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 05 Dec 2025 to 03 Jan 2026 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 \*

NIR-MHCPGP

HCI Code

9400096

Clinic Name

A LIFE CLINIC PTE LTD

GP Clinic Email Address

daren.chin@synapsesg

Payment Advice \*

2025

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. S6800123A

Search

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 (Cardiometabolic Bundle)
- Variable Payment (Diabetes Bundle)
- Variable Payment (Respiratory Bundle)

Remarks

0 / 500

+ Add enrollee

S/N.	NRIC	Enrollee's Full Name	Fixed Payment	Variable Payment (Screening)	Variable Payment (Vaccination)	Variable Payment (Cardiometabolic Bundle)	Variable Payment (Diabetes Bundle)	Variable Payment (Respiratory Bundle)	Remarks	Action
1	S3810097A	ASF_SoE_Name_UAT_TestResident 97	✓	✓	✓	✓	✓	✓		

< Back

Submit

Withdraw

4. If the payment issue selected is “Missing enrollee”, 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.
- b. Click “+Add enrollee”.

**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

HC1 Code  
22M03246

Clinic Name  
ANG MO KIO FAMILY MEDICAL CLINIC

GP Clinic Email Address  
amik.family.medical.clinic.001@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. 56800123A

Enrollee's full name \*

**+ Add enrollee**

S/N	NRIC	Enrollee's Full Name	Action
1	S3810073D	Timothy Lim Mun Kiat	

< Back **>> Submit** **Withdraw**

Report Vulnerability Privacy Statement Terms of Use

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Version 1.4.0

- 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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**MINISTRY OF HEALTH  
SINGAPORE**


**ANG MO KIO FAMILY MEDICAL CLINIC**  
 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

HCI Code

Clinic Name

GP Clinic Email Address

Select Payment Advice \*

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 \*

Enrollee's full name \*

[+ Add enrollee](#)

S/N	NRIC	Enrollee's Full Name	Action
1	S3810478J	Timothy Lim Mun Kiat	
2	S3810584A	Kesavan Satish Kumar Gupta	
3	S38100311	Aaron Su Chin Wee	
4	S3810030J	Carrie Cheong Xiang Ting	

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 Last Updated on 22 May 2020  
 Version 1.4.0

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

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

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  
22M03245

Clinic Name  
ANG MO KIO FAMILY MEDICAL CLINIC

GP Clinic Email Address  
smk.family.medical.clinic.001@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.

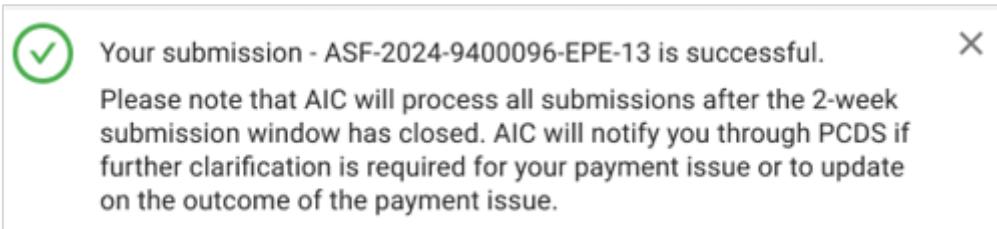
Details of payment issue

Enter Details \*  
Patient has mistaken this for another payment and missed the payment this time.

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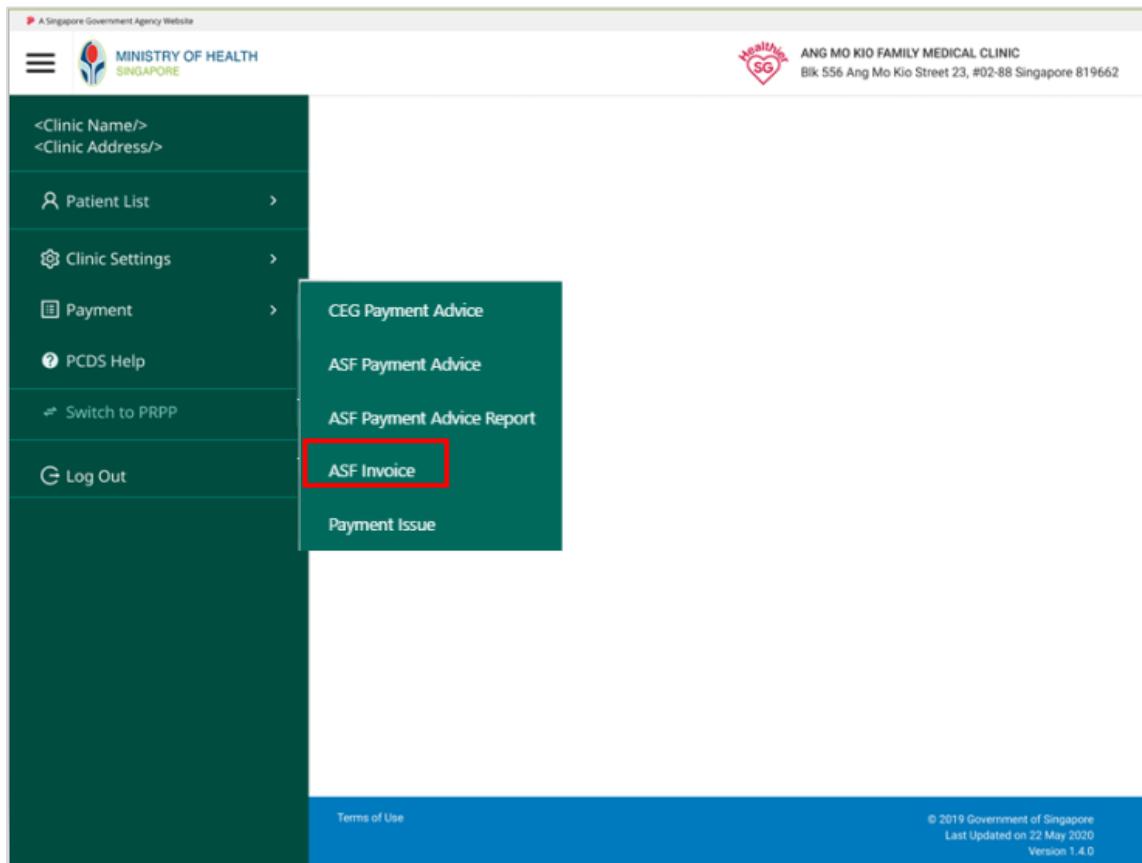
6. Once submitted successfully, a message prompt will be displayed:



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](mailto: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](#)

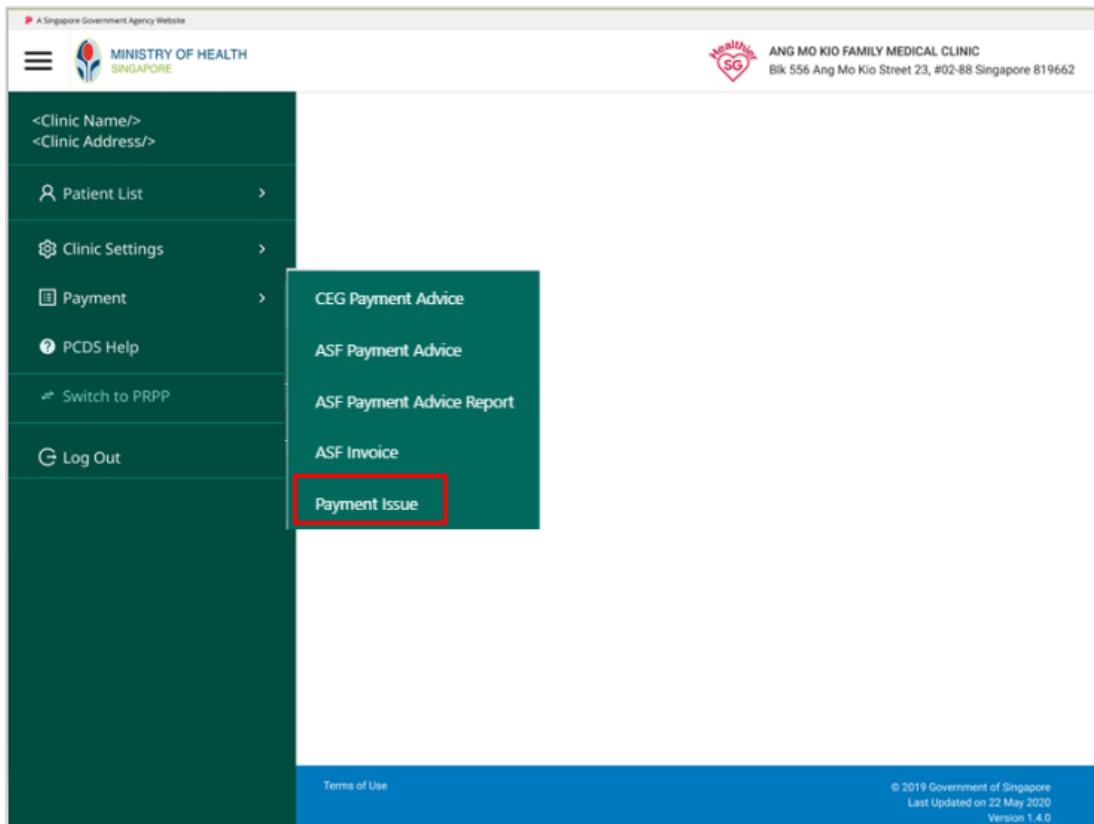
< 1 2 > 10 / page ▾

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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:	<input type="text"/>	Payment Issue Reported Date:	<input type="text"/> Start date <input type="text"/> End date <input type="button" value=""/>
Payment Issue Status:	<input type="checkbox"/> Submitted <input type="checkbox"/> In Progress <input type="checkbox"/> Pending Clarification <input type="checkbox"/> Under Review <input type="checkbox"/> Closed <input type="checkbox"/> Withdrawn		
<input type="button" value="Search"/> <input type="button" value="Reset"/>			

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

S/N	Reference ID	Payment Issue Reported Date	Type	Payment Issue Status
1	<a href="#">ASF 2025 9400001 MEL 11</a>	26 Feb 2025	Missing enrollee	Withdrawn
2	<a href="#">ASF 2025 9400001 MEL 10</a>	25 Feb 2025	Missing enrollee	Withdrawn
3	<a href="#">ASF 2025 9400001 EPE 08</a>	25 Feb 2025	Enrollees' payment eligibility	Withdrawn
4	<a href="#">ASF 2025 9400001 MEL 09</a>	25 Feb 2025	Missing enrollee	Withdrawn
5	<a href="#">ASF 2025 9400001 MEL 08</a>	24 Feb 2025	Missing enrollee	Withdrawn
6	<a href="#">ASF 2025 9400001 EPE 07</a>	24 Feb 2025	Enrollees' payment eligibility	Withdrawn
7	<a href="#">ASF 2025 9400001 MEL 07</a>	24 Feb 2025	Missing enrollee	Withdrawn
8	<a href="#">ASF 2025 9400001 EPE 06</a>	24 Feb 2025	Enrollees' payment eligibility	Withdrawn
9	<a href="#">ASF 2025 9400001 MEL 06</a>	24 Feb 2025	Missing enrollee	Withdrawn
10	<a href="#">ASF 2025 9400001 EPE 05</a>	24 Feb 2025	Enrollees' payment eligibility	Withdrawn

<    >

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

#### Payment Issue Outcome

**Search**

Payment Scheme Type:	<input style="border: 1px solid #ccc; padding: 2px;" type="button" value="Select"/>	Payment Issue Reported Date: <input style="border: 1px solid #ccc; padding: 2px; width: 100px;" type="text"/> <input style="border: 1px solid #ccc; padding: 2px; width: 100px;" type="button" value="Start date"/> <input style="border: 1px solid #ccc; padding: 2px; width: 100px;" type="button" value="End date"/>
Payment Issue Status: <input type="checkbox"/> Submitted <input type="checkbox"/> In Progress <input type="checkbox"/> Under Review <input type="checkbox"/> Pending Clarification <input type="checkbox"/> Closed <input type="checkbox"/> Withdrawn		
<input style="border: 1px solid #0070C0; background-color: #0070C0; color: white; padding: 2px 10px; border-radius: 5px; font-weight: bold; margin-right: 10px;" type="button" value="Search"/> <input style="border: 1px solid #ccc; padding: 2px;" type="button" value="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	<input style="border: 1px solid #ccc; padding: 2px;" type="button" value="NIR-MHCP GP"/>
HCI Code	<input style="border: 1px solid #ccc; padding: 2px;" type="text" value="9400096"/>
Clinic Name	<input style="border: 1px solid #ccc; padding: 2px;" type="text" value="A LIFE CLINIC PTE LTD"/>
GP Clinic Email Address	<input style="border: 1px solid #ccc; padding: 2px;" type="text" value="lwhoo.khlinmar@ihs.com.sg"/>
Payment Advice *	<input style="border: 1px solid #ccc; padding: 2px;" type="text" value="2024"/>
What type of payment would you like to report? *	<input style="border: 1px solid #ccc; padding: 2px;" type="button" value="Others"/>
Enter Details *	<input style="border: 1px solid #ccc; padding: 2px;" type="text" value="Testing of payment issues - Others"/>

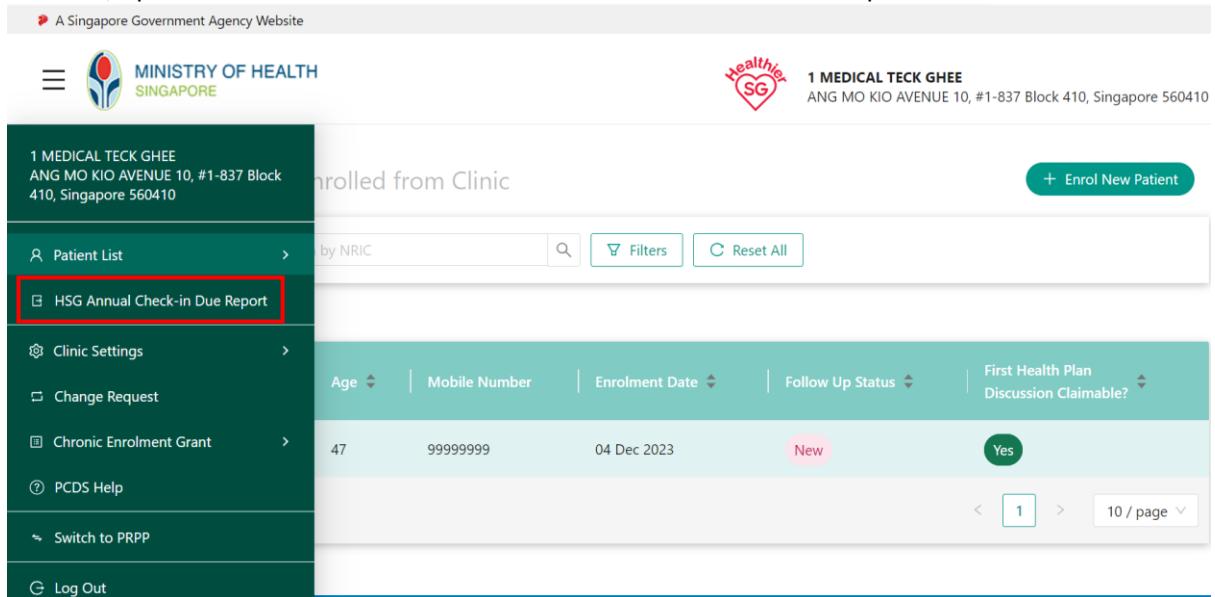
#### Comments (showing latest 100 records only)

- 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 pcds trigger put-communication with message and appeal status

<input style="border: 1px solid #ccc; padding: 2px; width: 100%;" type="text"/>	<input style="border: 1px solid #0070C0; background-color: #0070C0; color: white; padding: 2px 10px; border-radius: 5px; font-weight: bold;" type="button" value="Send"/>
---	---

## 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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HealthSG

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Enrol New Patient

HSG Annual Check-in Due Report

Patient List

Clinic Settings

Change Request

Chronic Enrolment Grant

PCDS Help

Switch to PRPP

Log Out

Enrol from Clinic

by NRIC

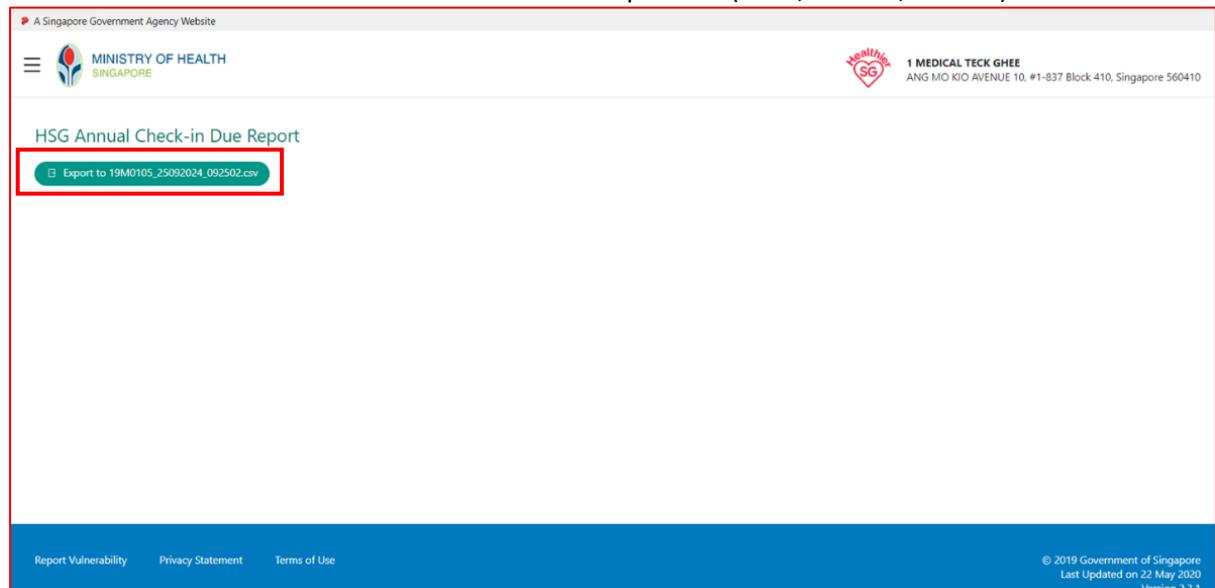
Filters

Reset All

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

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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HealthSG

HSG Annual Check-in Due Report

Export to 19M0105\_25092024\_092502.csv

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3. 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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HSG Annual Check-in Due Report

No data available.

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4. 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.

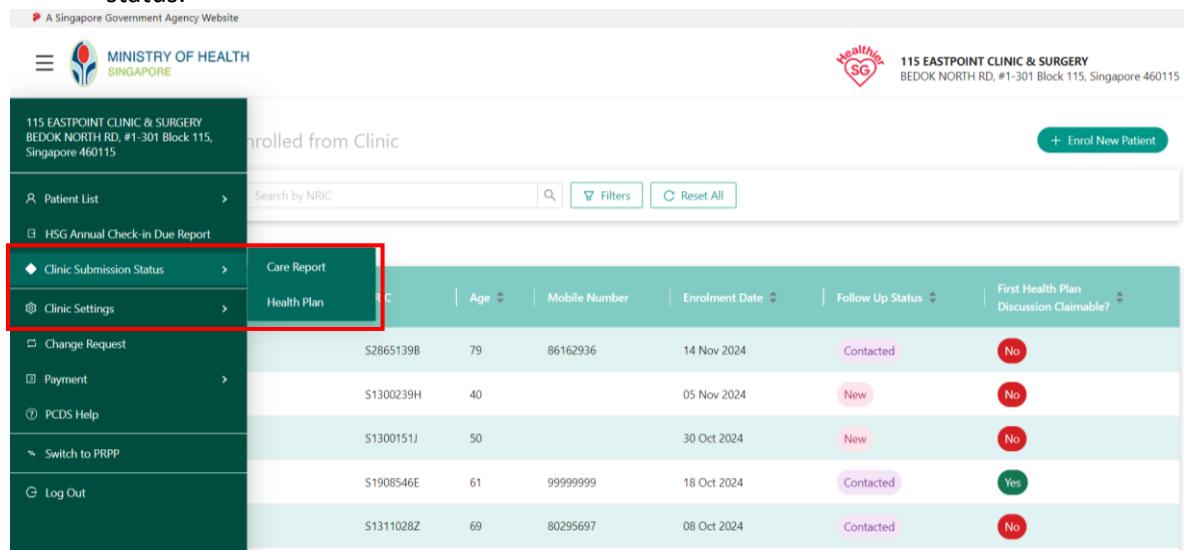
AutoSave (● Off) H ↶ ↷ abc ↴

20M0355\_09092024\_153730

	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			

## 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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Healthier SG

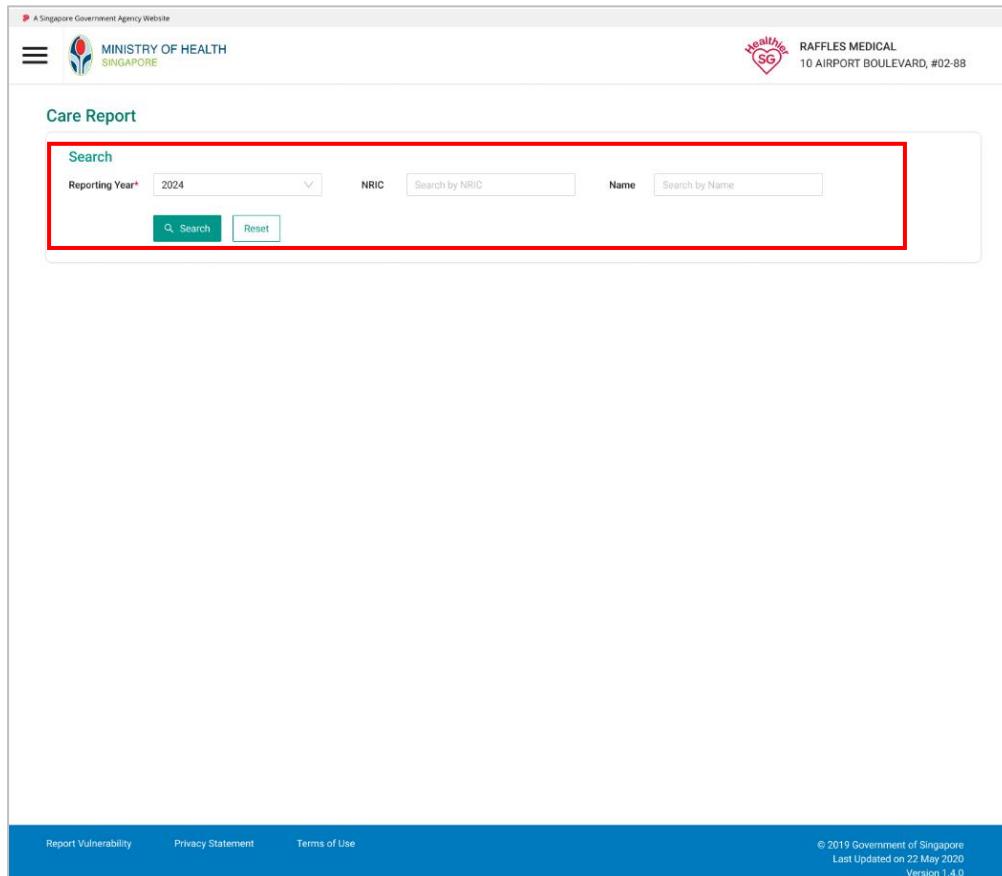
115 EASTPOINT CLINIC & SURGERY  
BEDOK NORTH RD. #1-301 Block 115, Singapore 460115

+ Enrol New Patient

NRIC	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.



The screenshot shows the 'Care Report' search interface. At the top, there are logos for the Ministry of Health Singapore and Raffles Medical, along with a 'A Singapore Government Agency Website' link. The main search area is titled 'Search' and contains three input fields: 'Reporting Year\*' (set to 2024), 'NRIC' (with placeholder 'Search by NRIC'), and 'Name' (with placeholder 'Search by Name'). Below these fields are two buttons: 'Search' (with a magnifying glass icon) and 'Reset'. The bottom of the page features a blue footer bar with links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. The footer also includes copyright information: '© 2019 Government of Singapore', 'Last Updated on 22 May 2020', and 'Version 1.4.0'.

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.

Care Report										
Search										
NRIC	Name	Enrolment Status	Care Report Submission	Fixed and Variable Components Submitted	Chronic Indicators	Reporting Year	Submission Date & Time	Submitted By	Action	
S1601119C	CMS TestResident 119	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Asthma, Hypertension	2025	16 Oct 2025 05:51 PM	DO Tan	<a href="#">View</a>	
S1601286F	CMS TestResident 286	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Asthma, Diabetes Mellitus, Hypertension	2025	16 Oct 2025 05:51 PM	DO Tan	<a href="#">View</a>	
S1601120G	CMS TestResident 120	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Hypertension, Hyperlipidemia (Lipid Disorders), Diabetes Mellitus	2025	16 Oct 2025 05:50 PM	DO Tan	<a href="#">View</a>	
S1601399D	CMSTestResident484	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Asthma, Osteoporosis, Hypertension, Diabetes Mellitus	2025	16 Oct 2025 05:50 PM	DO Tan	<a href="#">View</a>	
S1601785Z	CMS TestResident PCV 121	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Diabetes Mellitus	2025	16 Oct 2025 05:50 PM	DO Tan	<a href="#">View</a>	
S1601544Z	CMSTestResident616	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Asthma, Hypertension, Hyperlipidemia (Lipid Disorders), Gout	2025	16 Oct 2025 05:50 PM	DO Tan	<a href="#">View</a>	
S1601289J	CMS TestResident 289	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Hypertension, Diabetes Mellitus	2025	16 Oct 2025 05:50 PM	DO Tan	<a href="#">View</a>	
S1601434F	CMSTestResident516	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Hypertension, Gout	2025	16 Oct 2025 05:50 PM	DO Tan	<a href="#">View</a>	
S1700073Z	GPC TestResident 73	De-enrolled (Change PCP)	Yes	<a href="#">View Fixed and Variable Components</a>	Stroke, Hypertension, Gout, Ischaemic Heart Disease, Diabetes Mellitus	2025	16 Oct 2025 05:50 PM	DO Tan	<a href="#">View</a>	
S1700198A	CMSTestResident627	De-enrolled (Change PCP)	Yes	<a href="#">View Fixed and Variable Components</a>	Hypertension	2025	16 Oct 2025 05:49 PM	DO Tan	<a href="#">View</a>	

6. PCP can view the field-level submission status/count of Fixed and Variable Components Submitted by clicking the “View Fixed and Variable Components” hyperlink.

Care Report										
Search										
NRIC	Name	Enrolment status	Care Report Submission	Fixed and Variable Components Submitted	Chronic Indicators	Reporting Year	Submission Date & Time	Submitted By	Action	
S1601786H	CMS TestResident PCV 122	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Chronic Obstructive Pulmonary Disease (COPD)	2025	17 Oct 2025 11:06 AM	DO Tan	<a href="#">View</a>	
S1700101I	GPC TestResident 101	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Chronic Obstructive Pulmonary Disease (COPD)	2025	17 Oct 2025 11:05 AM	DO Tan	<a href="#">View</a>	

7. 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).

Care Report										
Search										
NRIC	Name	Enrolment Status	Care Report Submission	Fixed and Variable Components Submitted	Chronic Indicators	Reporting Year	Submission Date & Time	Submitted By	Action	
S1601786H	CMS TestResident PCV 122	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Chronic Obstructive Pulmonary Disease (COPD)	2025	17 Oct 2025 11:06 AM	DO Tan	<a href="#">View</a>	
S1700101I	GPC TestResident 101	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Chronic Obstructive Pulmonary Disease (COPD)	2025	17 Oct 2025 11:05 AM	DO Tan	<a href="#">View</a>	
S1601396Z	CMS TestResident481	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Hyperlipidemia (Lipid Disorders), Hypertension, Diabetes Mellitus	2025	16 Oct 2025 05:52 PM	DO Tan	<a href="#">View</a>	
S1500973Z	GPC E2E TestResident 73	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Diabetes Mellitus, Hypertension, Asthma	2025	16 Oct 2025 05:52 PM	DO Tan	<a href="#">View</a>	
S1700195G	CMS TestResident624	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Chronic Obstructive Pulmonary Disease (COPD), Gout	2025	16 Oct 2025 05:52 PM	DO Tan	<a href="#">View</a>	
S1700103E	GPC TestResident 103	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Chronic Obstructive Pulmonary Disease (COPD), Asthma, Ischaemic Heart Disease, Hypertension, Chronic Kidney Disease (Nephrosis/Nephritis), Diabetes Mellitus, Stroke, Gout	2025	16 Oct 2025 05:51 PM	DO Tan	<a href="#">View</a>	
S1700180I	GPC TestResident 180	Enrolled	Yes	<a href="#">View Fixed and Variable Components</a>	Hyperlipidemia (Lipid Disorders), Chronic Obstructive Pulmonary Disease (COPD), Hypertension, Diabetes Mellitus, Stroke, Chronic Kidney Disease (Nephrosis/Nephritis), Ischaemic Heart Disease	2025	16 Oct 2025 05:51 PM	DO Tan	<a href="#">View</a>	

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.

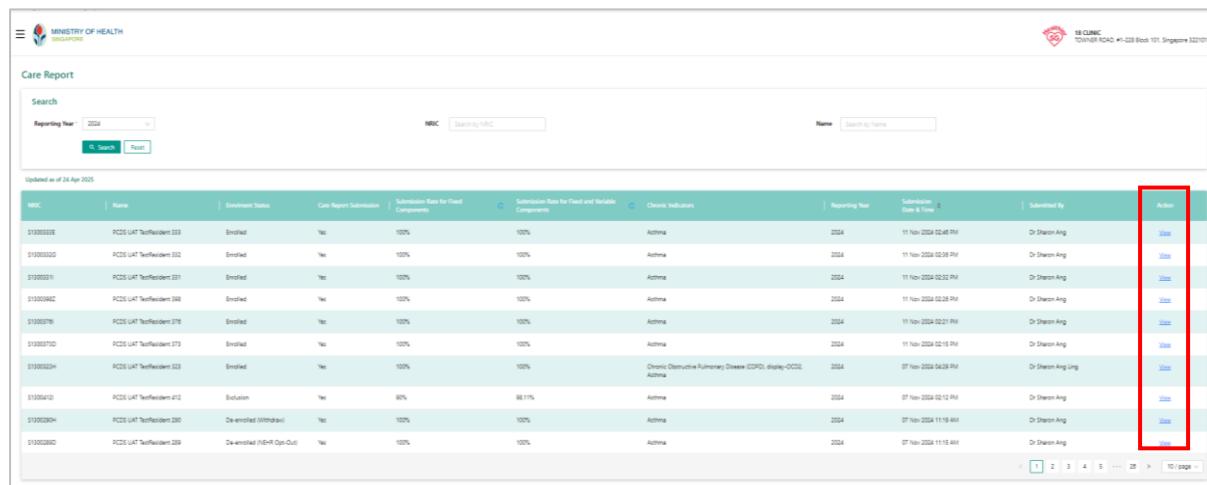
Note: to review records with a Care Report Submission status of “No”, sort the Submission Date column in ascending order.

Care Report										
Search										
NRIC	Name	Enrolment Status	Care Report Submission	Fixed and Variable Components Submitted	Chronic Indicators	Reporting Year	Submission Date & Time	Submitted By	Action	
S1601456G	CMS TestResident536	De-enrolled (Withdraw)	No	-	-	-	-	-	-	
S1906551J	HSTG Over 40-112	De-enrolled (Change PCP)	No	-	-	-	-	-	-	
S1603021Z	Celbox_CMSTestResident1	Enrolled	No	-	-	-	-	-	-	
S1700098E	GPC TestResident 98	Enrolled	No	-	-	-	-	-	-	
S2102044C	HH_E2E TestResident Ext 8	De-enrolled (Change PCP)	No	-	-	-	-	-	-	
S1700063B	Resident 107	Enrolled	No	-	-	-	-	-	-	
S1700051I	GPC TestResident 51	Enrolled	No	-	-	-	-	-	-	
S1700093D	GPC TestResident 93	Enrolled	No	-	-	-	-	-	-	
S1700001B	Resident 32	De-enrolled (Change PCP)	No	-	-	-	-	-	-	
S1500944F	HSG CRM E2E TestResident 44	De-enrolled (Change PCP)	No	-	-	-	-	-	-	

8. 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.
9. 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.
10. 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

## 7.2 Enrollee View – Care Report

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



ID	Name	Enrollee Status	Care Report Submission	Submission Rate for Fixed Components		Submission Rate for Fixed and Variable Components		Chronic Indicators	Reporting Year	Submission Date & Time	Submitted By	Action
				Fixed	Variable	Fixed	Variable					
Updated as of 24 Apr 2025												
S1000008	PCSS LAT TestResident 309	Enrolled	Yes	100%	100%	100%	100%	Asthma	2024	11 Nov 2024 02:48 PM	Dr Sharon Ang	
S1000002	PCSS LAT TestResident 302	Enrolled	Yes	100%	100%	100%	100%	Asthma	2024	11 Nov 2024 02:36 PM	Dr Sharon Ang	
S1000001	PCSS LAT TestResident 301	Enrolled	Yes	100%	100%	100%	100%	Asthma	2024	11 Nov 2024 02:32 PM	Dr Sharon Ang	
S1000000	PCSS LAT TestResident 300	Enrolled	Yes	100%	100%	100%	100%	Asthma	2024	11 Nov 2024 02:28 PM	Dr Sharon Ang	
S1000007	PCSS LAT TestResident 378	Enrolled	Yes	100%	100%	100%	100%	Asthma	2024	11 Nov 2024 02:21 PM	Dr Sharon Ang	
S1000005	PCSS LAT TestResident 373	Enrolled	Yes	100%	100%	100%	100%	Asthma	2024	11 Nov 2024 02:18 PM	Dr Sharon Ang	
S1000004	PCSS LAT TestResident 323	Enrolled	Yes	100%	100%	100%	100%	Chronic Obstructive Pulmonary Disease (COPD), display-OCDO, Asthma	2024	07 Nov 2024 02:20 PM	Dr Sharon Ang Ling	
S1000010	PCSS LAT TestResident 412	Exclusion	Yes	80%	80.11%	80%	80.11%	Asthma	2024	07 Nov 2024 02:12 PM	Dr Sharon Ang	
S1000009	PCSS LAT TestResident 280	De-enrolled (Withdraw)	Yes	100%	100%	100%	100%	Asthma	2024	07 Nov 2024 11:19 AM	Dr Sharon Ang	
S1000000	PCSS LAT TestResident 209	De-enrolled (NEHR Opt-Out)	Yes	100%	100%	100%	100%	Asthma	2024	07 Nov 2024 11:15 AM	Dr Sharon Ang	

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.

Care Report &gt;

**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
<b>Patient</b>			
Patient ID:	S1300323H	Patient Name:	PCDS UAT TestResident 323
Gender:	male	Date of Birth:	1974-08-31
<b>Patient Level Information</b>			
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
<b>Diagnosis and Complication</b>	
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

**Generalised Anxiety Disorder**

Date of administering GAD-7:	2025-04-01
GAD-7 score:	10

**Major Depressive Disorder**

Date of administering PHQ-9:	2025-04-01
PHQ-9 score:	10

**Combined Mental Health**

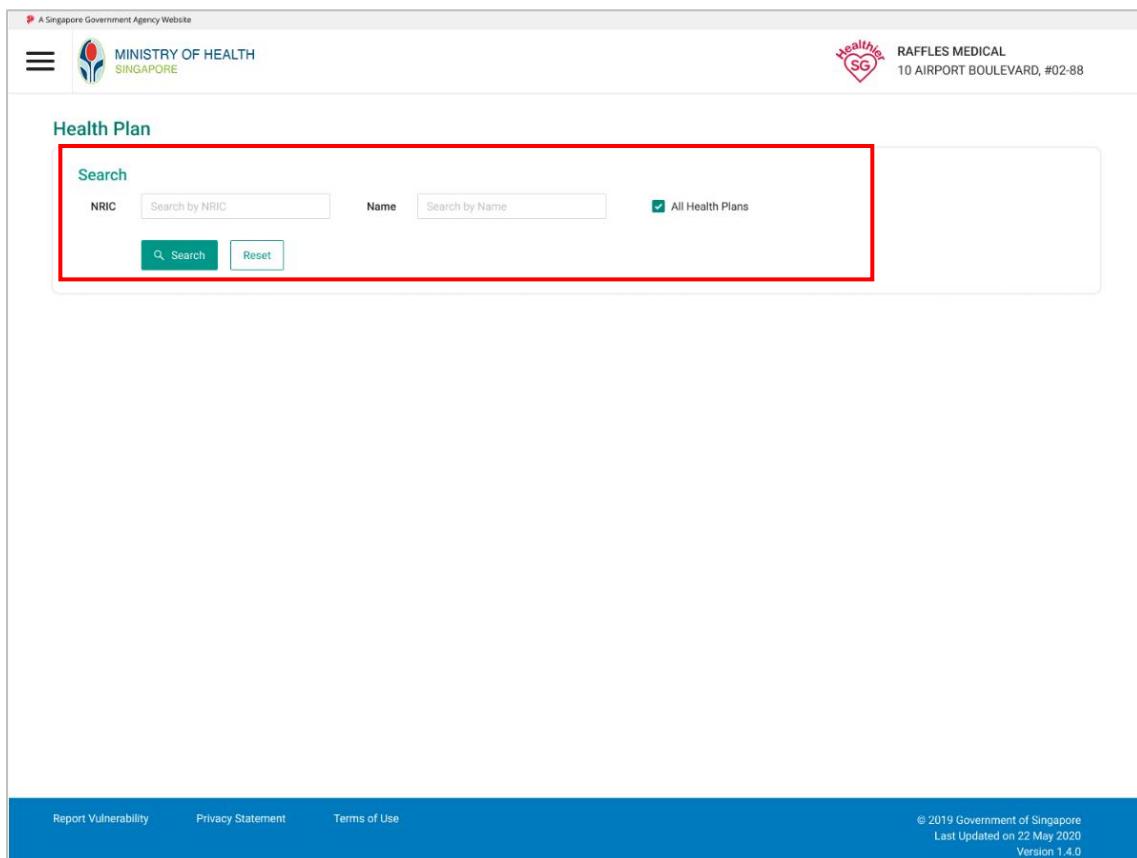
Date of administering WHODAS 2.0:	2025-04-01
WHODAS 2.0 score:	10
I have performed psychoeducation:	No
I have assessed for social factors:	No
Provider that delivered psychotherapy/counselling:	COMIT
Date of enrollee attendance at psychosocial counselling:	2025-04-01
Psychotherapy/counselling Outcome:	psychotherapy-counselling-outcome
Date of referral to hospital/IMH:	2025-04-01

&lt; Back

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.



The screenshot shows the 'Health Plan' search interface. At the top, there are logos for the Ministry of Health Singapore and HealthSG, along with the Raffles Medical clinic details. The main search area is highlighted with a red box. It contains two input fields: 'Search by NRIC' and 'Search by Name', both with placeholder text. A checked checkbox labeled 'All Health Plans' is also present. Below these fields are two buttons: a teal 'Search' button with a magnifying glass icon and a light blue 'Reset' button. At the bottom of the page, there is a footer with links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. The footer also includes copyright information: '© 2019 Government of Singapore', 'Last Updated on 22 May 2020', and 'Version 1.4.0'.

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.

Health Plan								
Search								
NRIC	Name	Enrolment Status	Health Plan Submission	Chronic Condition Tag	Health Plan Start Date	Submission Date & Time	MCR No.	Action
S1300288P	PCDS LAT TestResident 288	Enrolled	Yes	Diabetes Mellitus	22 Apr 2025	22 Apr 2025 02:54 PM	M12345C	<a href="#">View</a>
S1300287H	PCDS LAT TestResident 287	Enrolled	Yes	Diabetes Mellitus	22 Apr 2025	22 Apr 2025 02:53 PM	M12345C	<a href="#">View</a>
S1300897Z	HealthHub LAT TestResident 307	Enrolled	Yes	Pre-diabetes	04 Feb 2025	04 Feb 2025 05:38 PM	M12345C	<a href="#">View</a>
S1300412J	PCDS LAT TestResident 412	Enrolled	Yes	Pre-diabetes, Hypertension, Hyperlipidemia (Lipid Disorders), Diabetes Mellitus	08 Nov 2024	08 Nov 2024 11:35 AM	M12345C	<a href="#">View</a>
S1300328H	PCDS LAT TestResident 323	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:35 AM	M12345C	<a href="#">View</a>
S1300322Z	PCDS LAT TestResident 322	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:35 AM	M12345C	<a href="#">View</a>
S1300321A	PCDS LAT TestResident 321	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:35 AM	M12345C	<a href="#">View</a>
S1300020C	PCDS LAT TestResident 320	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:35 AM	M12345C	<a href="#">View</a>
S1300319Z	PCDS LAT TestResident 319	Enrolled	Yes	-	08 Nov 2024	08 Nov 2024 11:35 AM	M12345C	<a href="#">View</a>
S1300200H	PCDS LAT TestResident 300	De-enrolled (Withdraw)	Yes	-	08 Nov 2024	08 Nov 2024 11:35 AM	M12345C	<a href="#">View</a>

6. PCP can sort “Submission Date & Time” by clicking on the sorting icon.

- Descending Order – Latest Health Plan submission date time, followed by current and previous enrollees without any Health Plan submission (not in sequential order).

Health Plan								
Search								
NRIC	Name	Enrolment Status	Health Plan Submission	Chronic Condition Tag	Health Plan Start Date	Submission Date & Time	MCR No.	Action
S1300278I	PCDS SIT TestResident 278	De-enrolled (Change PCP)	Yes	Diabetes Mellitus	08 Nov 2024	08 Nov 2024 05:33 PM	M12345C	<a href="#">View</a>
S1300239H	PCDS SIT TestResident 239	Enrolled	Yes	Pre-diabetes, Hypertension, Hyperlipidemia (Lipid Disorders), Diabetes Mellitus	05 Nov 2024	05 Nov 2024 01:55 PM	M12345C	<a href="#">View</a>
S1300213D	PCDS SIT TestResident 213	Enrolled	Yes	Pre-diabetes, Hypertension, Hyperlipidemia (Lipid Disorders), Diabetes Mellitus	05 Nov 2024	05 Nov 2024 01:55 PM	M12345C	<a href="#">View</a>
S1300212F	PCDS SIT TestResident 212	Enrolled	Yes	Pre-diabetes, Hypertension, Hyperlipidemia (Lipid Disorders), Diabetes Mellitus	05 Nov 2024	05 Nov 2024 01:55 PM	M12345C	<a href="#">View</a>
S1812194H	SHS SIT Existing Data 1	Enrolled	Yes	Diabetes Mellitus	04 Nov 2024	04 Nov 2024 11:21 AM	M12345C	<a href="#">View</a>
S1300152I	PCDS SIT TestResident 152	De-enrolled (Change PCP)	Yes	Diabetes Mellitus	29 Oct 2024	29 Oct 2024 05:49 PM	M12345C	<a href="#">View</a>
S1300155C	PCDS SIT TestResident 155	De-enrolled (Change PCP)	Yes	Pre-diabetes, Diabetes Mellitus	29 Oct 2024	29 Oct 2024 05:25 PM	M12345C	<a href="#">View</a>
S1300148J	PCDS SIT TestResident 148	De-enrolled (Change PCP)	Yes	Pre-diabetes, Hypertension, Hyperlipidemia (Lipid Disorders)	29 Oct 2024	29 Oct 2024 05:25 PM	M12345C	<a href="#">View</a>
S1300151J	PCDS SIT TestResident 151	Enrolled	Yes	Hyperlipidemia (Lipid Disorders), Diabetes Mellitus	29 Oct 2024	29 Oct 2024 03:52 PM	M12345C	<a href="#">View</a>
S1201024I	HH TestResident 1024	De-enrolled (Change PCP)	Yes	Hypertension	09 Oct 2024	09 Oct 2024 02:13 PM	M12345C	<a href="#">View</a>

- Ascending Order - Current and previous enrollees without any Health Plan submission (not in sequential order), followed by the latest Health Plan submission date time.

Note: to review records with a Health Plan Submission status of “No”, sort the Submission Date column in ascending order.

Health Plan										
Search										
NRIC	Search by NRIC	Name	Search by Name	All Health Plans						
	<input type="button" value="Q. Search"/>	<input type="button" value="Reset"/>								
Updated as of 26 Oct 2025										
NRIC	Name	Enrolment Status	Health Plan Submission	Chronic Condition Tag	Health Plan Start Date	Submission Date & Time	MCR No.	Action		
S1771561B	Resident 100	Enrolled	No	-	-	-	-	-		
S2101900C	CHAS6TestResident	De-enrolled (Change PCP)	No	-	-	-	-	-		
S1500929B	Resident 98	Enrolled	No	-	-	-	-	-		
S1500965I	GPC E2E TestResident 65	De-enrolled (Change PCP)	No	-	-	-	-	-		
S2502543A	A/C SEA Training 1543	Enrolled	No	-	-	-	-	-		
S1907453F	HSG CRM NR 040	De-enrolled (Change PCP)	No	-	-	-	-	-		
S2101873B	Resident 04	Enrolled	No	-	-	-	-	-		
S1300244D	PCDS SIT TestResident 244	Enrolled	No	-	-	-	-	-		
S1500901B	Resident 09	De-enrolled (Change PCP)	No	-	-	-	-	-		
S1300425J	PCDS Test Resident 0425	De-enrolled (Withdraw)	No	-	-	-	-	-		
<input type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="5"/> <input type="button" value="..."/> <input type="button" value="31"/> <input type="button" value="&gt;"/> <input type="button" value="10 / page"/>										

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.

## Health Plan

Health Plan									
Search									
NRIC	Name	Enrolment Status	Health Plan Submission	Chronic Condition Tag	Health Plan Start Date	Submission Date & Time		MCR No.	Action
S130028P	PCOS LAT TestResident 288	Enrolled	Yes	Diabetes Mellitus	22 Apr 2023	22 Apr 2023 02:54 PM		M12345C	<a href="#">View</a>
S130028H	PCOS LAT TestResident 287	Enrolled	Yes	Diabetes Mellitus	22 Apr 2023	22 Apr 2023 02:53 PM		M12345C	<a href="#">View</a>
S130028T	HeathHub LAT TestResident 897	Enrolled	Yes	Pre-diabetes	04 Feb 2023	04 Feb 2023 09:38 PM		M12345C	<a href="#">View</a>
S130041D	PCOS LAT TestResident 412	Enrolment	Yes	Pre-diabetes, Hypertension, Hyperlipidaemia (Lipid Disorders), Diabetes Mellitus	06 Nov 2024	06 Nov 2024 11:35 AM		M12345C	<a href="#">View</a>
S130032H	PCOS LAT TestResident 323	Enrolled	Yes	-	06 Nov 2024	06 Nov 2024 11:35 AM		M12345C	<a href="#">View</a>
S130032Z	PCOS LAT TestResident 322	Enrolled	Yes	-	06 Nov 2024	06 Nov 2024 11:35 AM		M12345C	<a href="#">View</a>
S130032A	PCOS LAT TestResident 321	Enrolled	Yes	-	06 Nov 2024	06 Nov 2024 11:35 AM		M12345C	<a href="#">View</a>
S130032C	PCOS LAT TestResident 320	Enrolled	Yes	-	06 Nov 2024	06 Nov 2024 11:35 AM		M12345C	<a href="#">View</a>
S130031Z	PCOS LAT TestResident 319	Enrolled	Yes	-	06 Nov 2024	06 Nov 2024 11:35 AM		M12345C	<a href="#">View</a>
S130030H	PCOS LAT TestResident 300	De-enrolled (Untrace)	Yes	-	06 Nov 2024	06 Nov 2024 11:35 AM		M12345C	<a href="#">View</a>

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.

Health Plan Details	
<b>Health Goals</b>	
Your target HbA1c:	≤ 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).	
<b>Vaccination Recommendation</b>	
National Adult Immunisation Schedule (NAIS) only. Get your recommended vaccination(s):	
Vaccination Type	Suggested Next Dose Date
✓ Influenza (INF)	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

Exercise Recommendation Include as part of your exercise routine		
Default Advice Served to Residents		Optional Comments
✓ <b>Aerobic exercise</b> 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
✓ <b>Aerobic exercise</b> Engage in exercise 3 day(s) per week.	Engaging in aerobic exercises can enhance the health of your heart and lungs.	morning walk
✓ <b>Break up your sedentary time by aiming to do 8000 step(s) per day.</b>	Reducing sedentary time can help to lower the risk of chronic illnesses and enhance mental health.	Test123
✓ <b>Strength exercise</b>	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.
✓ <b>Balance exercise</b>	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.
✓ <b>Flexibility exercise</b>	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 meals,		
Default Advice Served to Residents		Optional Comments
✓ <b>Limit sodium intake</b>	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
✓ <b>Limit sugar intake</b>	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, kuehs, cakes.	1Men should consume no more than 9 teaspoons (36 grams or 150 calories) of added sugar per day.
✓ <b>Limit saturated fat intake</b>	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
✓ <b>Control carbohydrate intake</b>	Manage your intake of foods high in carbohydrates such as rice, noodles, bread, prata, potatoes	1A controlled carbohydrate diet means that meals contain carbohydrate-rich foods in fairly equal amounts.
✓ <b>Control calorie intake</b>	Use HPB'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.
✓ <b>Have sufficient fibre intake</b>	Incorporate high fibre foods such as oats, barley, legumes, 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
✓ <b>Have sufficient protein intake</b>	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		
✓ <b>Weight Management Programme</b>	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.	
✓ <b>Smoking Cessation Programme</b>	Test abc123!@#	
✓ <b>Chronic Disease-specific Programme</b>	Testing Chronic disease %^&*`	
✓ <b>Others, please specify:</b> 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:		
✓ <b>Physical activities sign-up</b>		
✓ <b>Mind-stimulating and social activities sign-up</b>		
✓ <b>Vital signs monitoring</b>		
✓ <b>Others, please specify:</b> 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 grandchildren's 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 help 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		

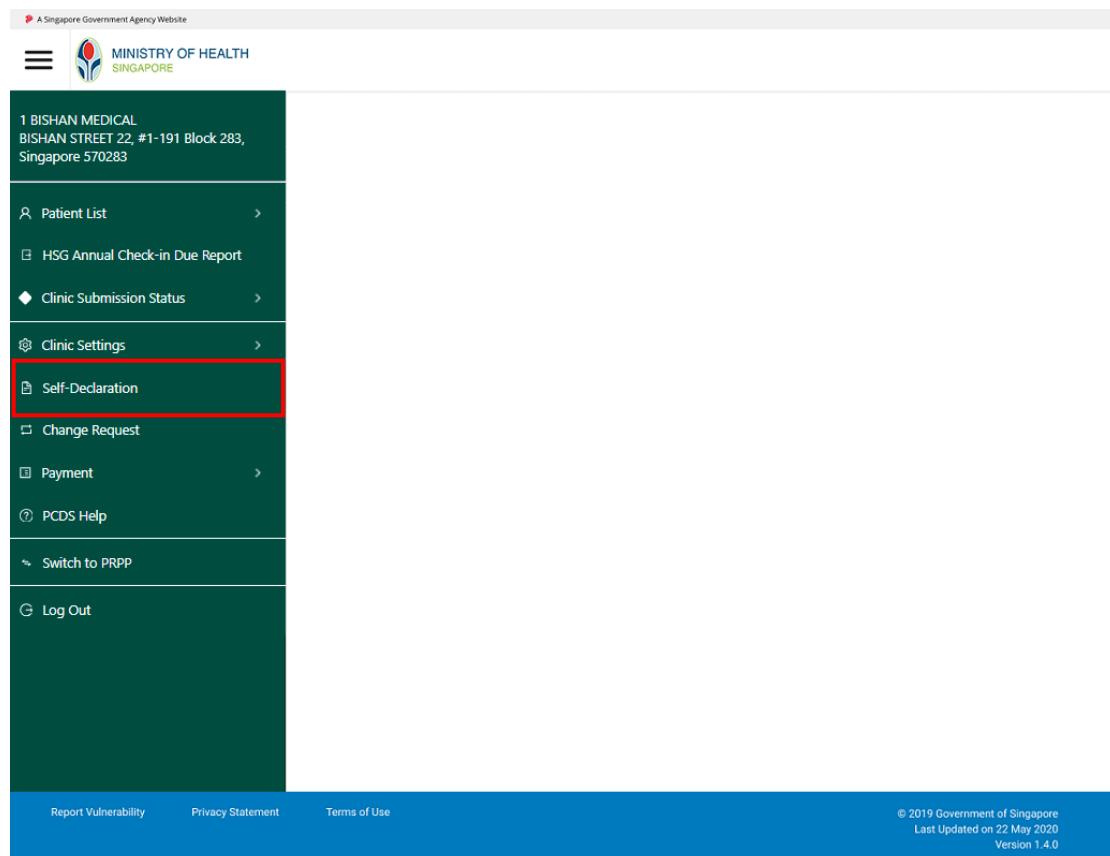
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## 8 [For doctors] Self-Declaration

### 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.

Self-Declaration - MCR: MA0010C, Dr Pseudo Tenc

+ 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.

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

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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.

+ New Declaration

Self-Declaration - MCR: MA0009Z, Dr Pseudo Z

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

9400002 - 18 CLINIC (101 TOWER ROAD, #1-228)

Your declaration has been submitted successfully.

Declaration\*

Submitted Date Time

S

13 Mar 2025 15:05

< 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.

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.

+ New Declaration

Self-Declaration - MCR: MA0009Z, Dr Pseudo Z

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

9400002 - 18 CLINIC (101 TOWER ROAD, #1-228)

Your declaration has been submitted successfully.

Declaration\*

Submitted Date Time

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.

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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)	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  
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
	N	13 Mar 2025 15:08

< 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.

## 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: M05795I, 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.

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 17/21/40) 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.
- Enrolle 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).

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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.

- Select only 1 clinic where you would like to indicate where the enrolment is in.
- Click on Acknowledgement checkbox and submit button will be enabled to click.
- Click on Submit button and confirmation box with Proceed and Cancel buttons will be displayed.
- Click on Proceed button to submit your self-enrolment declaration.

Ministry of Health Singapore

## Self-Declaration

All doctors practising at Healthier SG clinics are required to submit this self-declaration form. Please refer to MOH Advisory 01/2024 (MHD/140) dated 28 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 [AskDoktor's Q&A Page](#) for more information.

### Instructions

Please fill the declaration according to your respective clinic and the practising clinicians that you and/or your close relatives are enrolled to as a Healthier SG patient.

You may refer to the following section:

- **Primary self only** - select first option.
- **Involved close relatives only** - select second option.
- **Involved from 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 (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 by my partner doctor.

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 declaration.

Please read the notice that you enrol your close relatives as enrolled to as a Healthier SG patient.

**a**  0300011 BISHAN MEDICAL 231 BISHAN STREET 22 #01-170

**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**  Dr. [Redacted] - Data Declaration

**Confirmation**

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

**d**

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.

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 MINISTRY OF HEALTH  
SINGAPORE



**Self-Declaration**

All doctors practicing at Healthier SG clinics are required to submit this self-declaration form. Please refer to MOH Advisory D1/2024 (MHD 17/2142) dated 29 January 2024, [Press 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 [MHC Primary Care Pages](#) for more information.

**Instructions**

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

You may refer to the scenarios 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 (selected 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.

**I declare that my close relatives have been enrolled as Healthier SG patients in my clinics and all submissions are done in accordance with the declaration.**

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

**a** 02045540 KENT RIDGE CLINIC (7 LOWER KENT RIDGE ROAD ONE #1-40)

**a** 02042281 1 BISHAN MEDICAL (233 BISHAN STREET 22, #1-19)

**a** 02192275 IRVING HEALTHCARE (35 IRRAWADDY ROAD MOUNT ELIZABETH, #05-02)

I declare that neither myself nor my close relatives are enrolled as Healthier SG patients to all of the clinics.

**b** **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.

**c** **In Submit** **Self Declaration**

**d** Confirmation

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

**Proceed** **Cancel**

7. If the option selected is “Enrolled both self and close relative(s)”, clinic list is displayed.

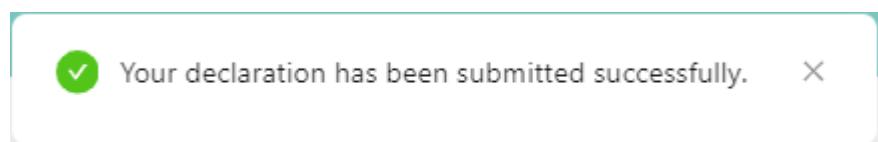
- Select 1 or more clinic(s) where you would like to indicate where the enrolment is in.
- Click on Acknowledgement checkbox and submit button will be enabled to click.
- Click on Submit button and confirmation box with Proceed and Cancel buttons will be displayed.

d. Click on Proceed button to submit your declaration.

8. If the option selected is “No enrolment of self nor close relative(s)”

- Click on Acknowledgement checkbox and submit button will be enabled to click.
- Click on Submit button and confirmation box with Proceed and Cancel buttons will be displayed.
- 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”

- Click on Skip Declaration, confirmation box with Proceed and Cancel buttons will be displayed.
- Click on Proceed button to confirm.
- You will be redirected to the “Enrolled Patient” page.