



HSG Referrals 2.0

- *GP Training Webinar*

8 July 2026

In collaboration with:



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PRODUCTS

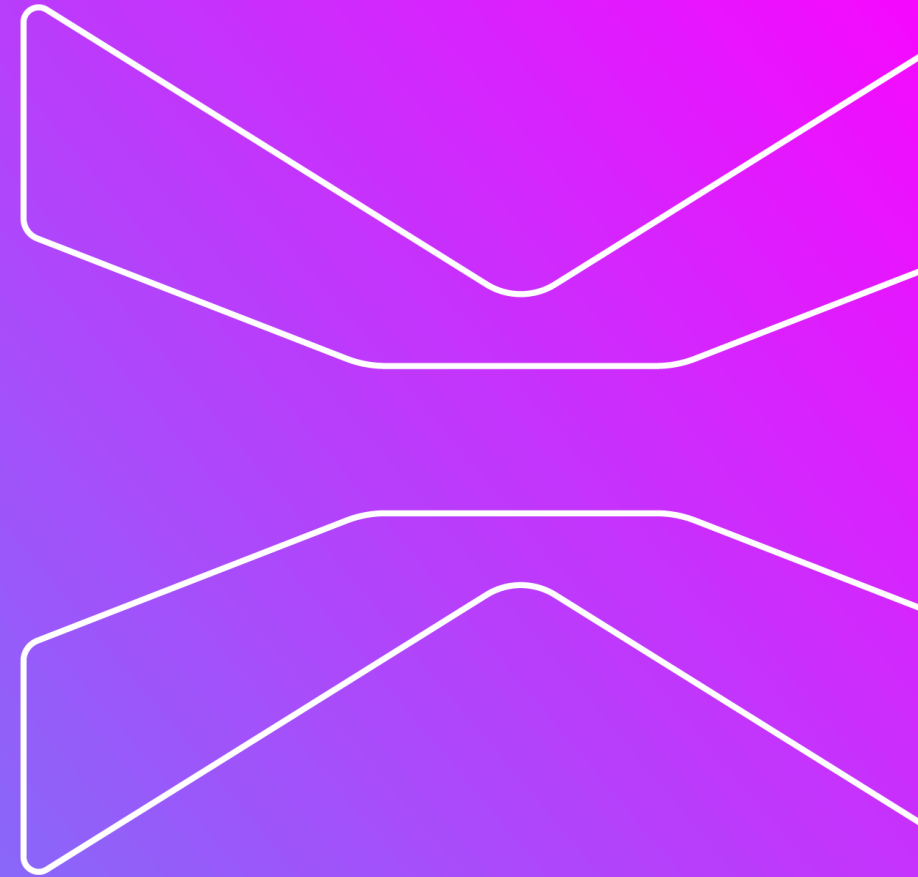


refX

Agenda

S/N	Topic	Duration
1	Introduction to HSG Referrals 2.0	5 mins
2	Live Demonstration - Creating, Managing and Tracking Referrals	20 mins
3	Walkthrough of HSG Referrals 2.0 and its functionalities	20 mins
4	What GPs can do or expect during System Downtime	5 mins
5	Question & Answers	10 mins

Introduction to HSG Referrals 2.0



Introduction

- As part of the National Referrals Programme, HSG Referrals 2.0 focuses on enhancing and digitalizing **GP Referrals to Healthcare Providers**
- HSG Referrals 2.0 was launched to tackle the following key problem statements:

Manual Referral Process

via email / call / print out / fax

Multiple front-ends for a referral

lack of harmonization and differing capabilities across systems

No feedback loop between healthcare providers

unable to track referral and appointment status

- HSG Referrals 2.0 is slated to **Go Live in phases from 20 July 2026** with the following capabilities:

Referral Capabilities	Today	HSG Referrals 2.0 (20 Jul 26 onwards)
GP Referrals Front-end	- HSG GP CMS (via HSG Simple Referrals Service 1.0) - Health Appointment System (HAS) - Partners Buddy (PB)	HSG GP CMS (via HSG Referrals 2.0) <i>(HAS & PB remain accessible to GPs, but HSG Referrals 2.0 is the recommend platform for referrals)</i>
Closed Loop Feedback from PHI to GP	NUHS / NHG: Only via referrals from HAS SingHealth: Yes, via Partners Buddy	NUHS / NHG / SingHealth: Yes, via HSG GP CMS <i>(e.g. Referral acceptance, Appointment confirmation/Actualization)</i>

Note: With HSG Referrals 2.0, ACP, GPFirst, UCC / A&E / SCDF referrals will still require GPs to print out the hardcopy referral form for patient to bring to PHI

New Enhancements for HSG Referrals 2.0



REFERRAL EXCHANGE (RefX) - CENTRALISED REFERRAL SERVICE

GPs will be seamlessly redirected to Referral Exchange via a pop-up page within their HSG-compatible CMS for the creation and submission of referrals

REFERRAL & APPOINTMENT STATUS TRACKING

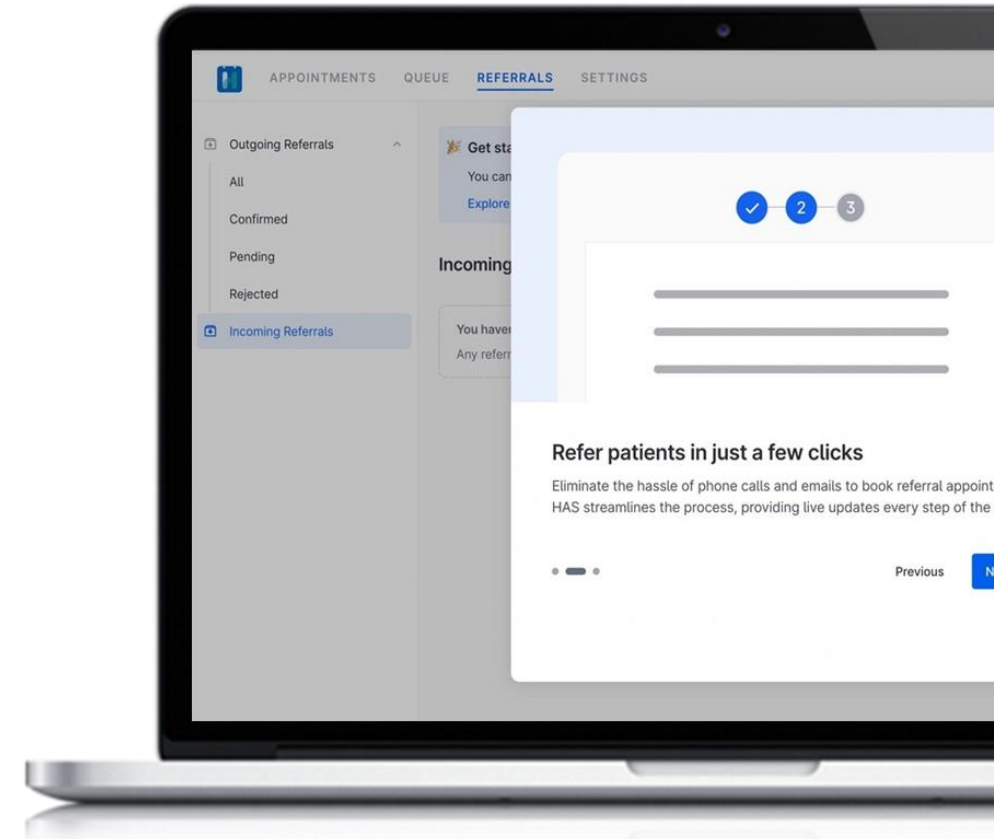
After referral submission, GPs will be able to view a list of all their referral requests and their respective status within their HSG-compatible CMS. GPs may also click on individual referrals to view the details of the referral

*DIRECT APPOINTMENT SCHEDULING

For selected SingHealth PHI SOC, GPs may view available appointment dates and timeslots and make direct appointment booking for subsidised and private referrals via Referral Exchange

*CORRESPONDENCE NOTES

For selected SingHealth PHI SOC referrals, after the appointment has been actualized and correspondence notes are available, GPs can view the specialist's reply within their HSG-compatible CMS



** NUHS & NHG are working to enable Direct Appointment Scheduling & Correspondence Notes functionality for HSG GPs progressively from November 2026 onwards*

Live Demonstration

- Creating, Managing and Tracking Referrals

Powered by:



About the Referral Exchange (RefX)



RefX = Referral Exchange

Referral Exchange allows it's system users to -

- **Make referrals to all 3 PHI clusters nationwide**

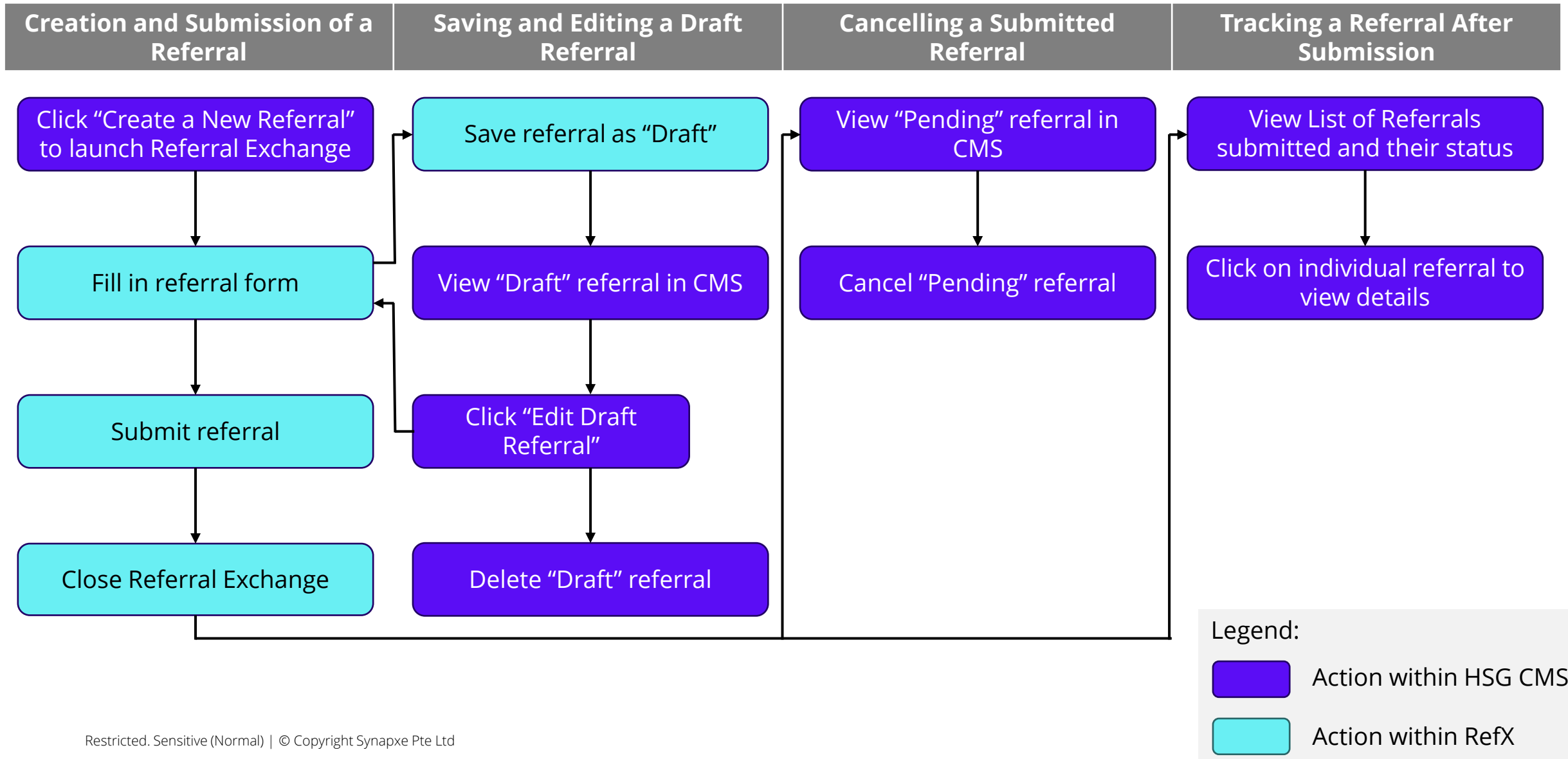
Our vision is to **enable seamless referrals for all doctors, distribute healthcare load between PHIs and reduce patient time to care.**

RefX has enabled **>70,000** referrals from GPs (via HAS) to SOC's with **>94%** referral confirmation rate as of Q1, 2026.

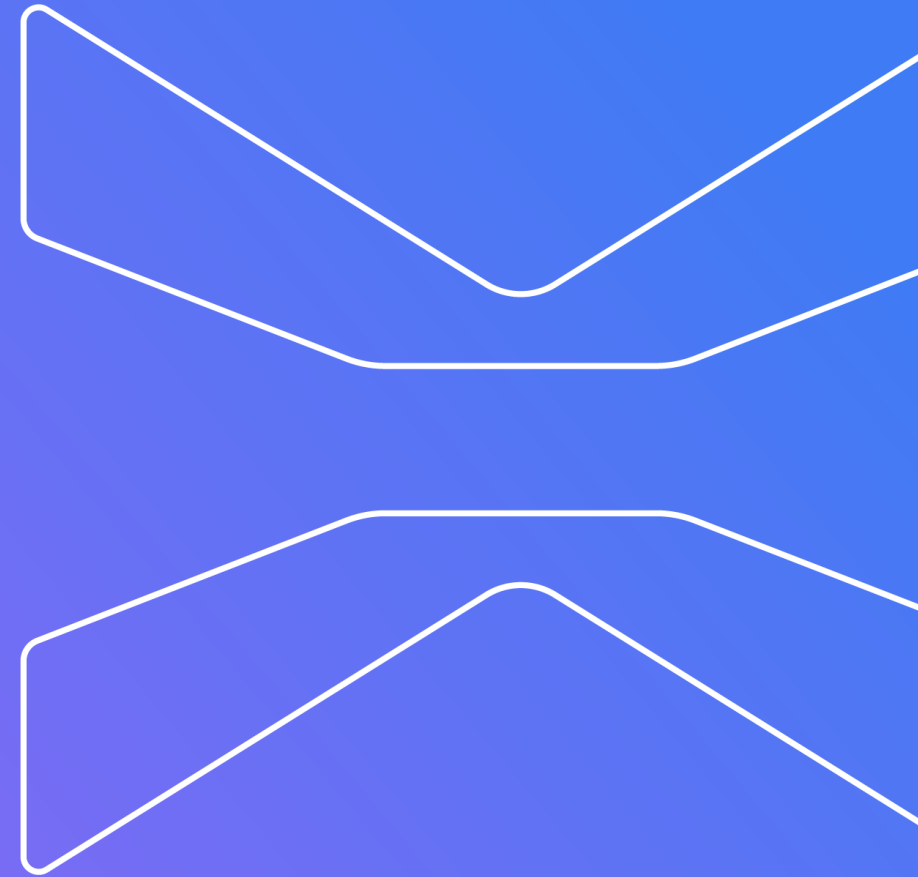
A little more on our journey and figures [here](#)!

The product was built in partnership with MOH and PHIs.

GP Referral Workflow Overview



Walkthrough of HSG Referrals 2.0 and its functionalities



Creation and Submission of a Referral



Creation and Submission of a Referral

Saving and Editing a Draft Referral

Cancelling a Submitted Referral

Tracking a Referral After Submission

1: Launch Referral Exchange (RefX) – Centralized Referral Service

a) via HSG-compatible CMS, navigate to the button to create a new referral in RefX

disclaimer: GPs may contact their CMS vendors for training on the new system features (e.g. where the button to create a new referral is located)

b) Ensure the auto-populated information in the referral form is accurate (i.e. patient contact number so that referral details are sent to the correct recipient) . Update manually where required

A screenshot of the 'Patient Details' form. It contains several input fields: 'Patient NRIC/FIN', 'Patient Name', 'Patient Contact Number' (with a '+65' prefix), 'Patient Date of Birth' (with a calendar icon), 'Patient Gender' (with 'Male' and 'Female' buttons), and 'Patient Nationality' (with a dropdown arrow and a close button).A screenshot of the 'Referrer/Clinic Email' form. It contains two input fields: 'Referrer/Clinic Email' and 'Referrer/Clinic Contact Number' (with a '+65' prefix).

PLEASE NOTE

- GPs do not need to sign in again when launching RefX
- Only the fields in the screenshots on the left will be auto-populated, GPs must fill in the remaining information in the referral form
- If the information is not available in the CMS it will not be auto-populated in the referral form

Creation and Submission of a Referral

2: Select Referral Destination

a) Key in the preferred healthcare provider or choose from the dropdown list to refer the patient to

Referral Destination

Start typing an institution or specialty, e.g. TTSH endo

Ng Teng Fong General Hospital - Ophthalmology

Tan Tock Seng Hospital - Psychiatric Medicine

Woodlands Hospital - Gastroenterology & Hepatology

Tan Tock Seng Hospital - Geriatric Medicine

Referral Destination

KTPH

Khoo Teck Puat Hospital - A&E

Khoo Teck Puat Hospital - Dental

Khoo Teck Puat Hospital - Memory

Khoo Teck Puat Hospital - Urology

PLEASE NOTE

- Flexible search allows the GPs to search the preferred referral destination using the institution or the specialty or both
- GPs can type institutions in short form, and it will appear (i.e. KTPH = Khoo Teck Puat Hospital)
- Other referral types supported in drop down list include:

Referral Type	To Note	Printout Required	Feedback Loop
ACP Referrals	ACP Community Node / Office will receive referral via email to schedule appointment / reject.	Yes	Yes
GPFIRST Referrals	PHI receives an email for recordkeeping	Yes	No
UCC / A&E/ SCDF Referrals	No referral digital copy sent to PHI	Yes	No

- PaedsENGAGE referrals will be supported in the future
- ! You will be prompted to printout a hardcopy of the referral form for the services mentioned above**

Creation and Submission of a Referral

Creation and Submission of a Referral	Saving and Editing a Draft Referral	Cancelling a Submitted Referral	Tracking a Referral After Submission
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2: Select Referral Destination

- b) Based on the selected referral destination, specialty-specific guidelines will appear to allow you to view referral acceptance criteria, to guide the GP while filling in the referral form

Referral Destination

NATIONAL HEART CENTRE - CARDIOVASCULAR MEDICINE / CARDIOLOGY

▼

×

Direct booking available - you can schedule an appointment immediately

i

Only patients aged 16 years old and above can be referred to National Heart Centre Singapore. Please check the Clinic Description carefully when selecting NHCS appointment slots (e.g., "NHCS@SKH" indicates that the appointment is at the NHCS satellite clinic located at Sengkang General Hospital)

Referral Destination

Jurong Medical Centre - Dermatology

▼

×

This destination will review your referral and respond with a decision in due course

i

This speciality only accepts patients 16 years of age and above. For younger patients, you may refer them to NUH.

Creation and Submission of a Referral

Creation and Submission of a Referral

Saving and Editing a Draft Referral

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Tracking a Referral After Submission

2: Select Referral Destination

- c) Upon selecting a referral destination, RefX will check if the patient is eligible for subsidy based on the NRIC provided

Referral Destination

Tan Tock Seng Hospital - Cardiology

▼

×

This destination will review your referral and respond with a decision in due course

Subsidised

Subsidised

Private

Patient is eligible for subsidised referrals to this destination. Available timeslots may be affected.

PLEASE NOTE

- *For subsidised patients (CHAS blue/orange/green, PG and MG), GPs need to fill in the CHAS referral form in the second page of the referral form within RefX*
- *For private patients, GPs to only provide the following information in the second page of the referral form within RefX*
 - *Medical History, Drug Allergies, Reason for Referral*
- *Eligible Singapore citizens (including non-CHAS card holders) are eligible for subsidised SOC referral under the following:*
 - *Follow up for abnormal PAP/HPV results under Healthier SG Screening*
 - *Follow up for post-Childhood Developmental Screening/Childhood Vaccination*
- **RefX currently does not support subsidised referrals for non-CHAS cardholders** even if they are eligible for subsidised SOC referral as mentioned above. GPs will need to use the manual CHAS referral form for this group of patients until RefX is enhanced

Creation and Submission of a Referral

Creation and Submission of a Referral

Saving and Editing a Draft Referral

Cancelling a Submitted Referral

Tracking a Referral After Submission

2: Select Referral Destination

- d) If a referral destination is selected which supports direct appointment scheduling (the ability to view date and timeslots), GPs will be prompted to select the **preferred** date and time

Referral Destination

SINGAPORE GENERAL HOSPITAL - ENDOCRINOLOGY

Direct booking available - you can schedule an appointment immediately

Show available slots from

29/05/2026

Next available slots (optional)

☐ 01 Jun 2026, Mon, 8:00 AM
SOC @ SingHealth Tower L3

☐ 01 Jun 2026, Mon, 8:50 AM
DIABETES & METABOLISM CTR, DMC L3

☐ 01 Jun 2026, Mon, 9:00 AM
DIABETES & METABOLISM CTR, DMC L3

☐ 01 Jun 2026, Mon, 9:10 AM
DIABETES & METABOLISM CTR, DMC L3

☐ 01 Jun 2026, Mon, 9:15 AM
SOC @ SingHealth Tower L3

PLEASE NOTE

- For selected SingHealth PHI SOC's, GPs have the option to submit direct appointment booking for subsidised / private referrals:
 - Based on the selected date, the 5 earliest slots will appear
 - If there are no suitable timeslots, GPs can still proceed to submit the referral without selecting a timeslot. The referral will then be routed to the PHI SOC for manual triaging
 - ❑ The PHI SOC will then contact the patient for the preferred timeslot
 - ❑ If the PHI SOC assigns a timeslot that is not suitable for the patient, the patient can call the PHI SOC to adjust appointments
 - Not all referral destinations support direct appointment scheduling yet. This is being rolled out progressively.

Creation and Submission of a Referral

Creation and Submission of a Referral	Saving and Editing a Draft Referral	Cancelling a Submitted Referral	Tracking a Referral After Submission
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3: Select Urgency

- a) Selection of urgency is only applicable for PHI SOC referrals. Not applicable for ACP, GPFirst or A&E Referrals
- b) For routine referrals, appointments are made based on the PHI SOC slot availabilities
- c) For urgent referrals, GPs are required to provide reasons for escalations (on the next page within RefX) to be reviewed / triaged by Cluster CC / PHI SOC

Urgent

Yes

No

Type	Expected Wait Time
Urgent	Within 2 weeks
Routine	Next available

PLEASE NOTE

- For referrals to destinations that support direct appointment scheduling, if the referral is indicated as urgent, direct appointment will be disabled and the referral will be routed to the PHI SOC for manual triaging

Urgent

Yes

No



Record the GP's urgent condition assessment in 'Doctor's Notes' on the next page. SingHealth will reach out to patient within 3 days to schedule the specialist visit.

Creation and Submission of a Referral



Creation and Submission of a Referral	Saving and Editing a Draft Referral	Cancelling a Submitted Referral	Tracking a Referral After Submission
---------------------------------------	-------------------------------------	---------------------------------	--------------------------------------

4: Fill in remaining referral form on the second page

(Private Patient)

refX

1 Destination

2 Doctor's Notes

3 Review & Send

Required Forms

Private Referral Form

Pending submission

Medical History

Please indicate relevant patient history.

Drug Allergies

Please indicate drug allergies if any. Put N/A if no drug allergy.

Reason for Referral

Please indicate why this referral is needed. Indicating specific details that would explain to the receiver why they should accept this referral will be helpful.

Previous

Save as Draft

Next

(Subsidised Patient – Based on CHAS Form)

refX

1 Destination

2 Doctor's Notes

3 Review & Send

Required Forms

CHAS Referral Form

Pending submission

Type of Referral

Subsidised SOC (Routine)

Fast-track referrals should only be requested where more urgent review by the specialist is needed

Reasons for Urgent referral (if applicable) (optional)

Is this referral related to a CHAS / Healthier SG / VCDSS visit?

Select one or more options

Diagnosis (optional)

Reasons for Referral

Treatment / Management already provided by GP

Treatment / Management already provided by GP

Medical History

Drug Allergies

What is the patient's Healthier SG (HSG) Enrolment status?

Enrolled

Is the patient enrolled in your clinic for Healthier SG? (if applicable)

Select an option

Clinic Type

Select an option

Clinic Service License Number

9400871

Previous

Save as Draft

Next

Creation and Submission of a Referral

Creation and Submission of a Referral	Saving and Editing a Draft Referral	Cancelling a Submitted Referral	Tracking a Referral After Submission
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5: Review and submit referral

- a) After submitting a referral, the GP may print the form directly (if needed) within RefX or from the CMS
- b) For a Direct Appointment Scheduling referral, if the chosen timeslot is no longer available at the time of referral submission, the GP will be prompted to select a new timeslot

1 Destination

2 Doctor's Notes

3 Review & Send

Who

NRP UAT TEST 2
S1602255A
Male
Phone: 94774600
DOB: 18 August 1963
Nationality: Singapore
Address: Block 187, PASIR RIS STREET 11, Unit 02-21, Singapore 510187

What

Unsubsidised Patient
Drug Allergies
NA
Medical History
History of chest pain
Reason for Referral
Need specialist care

Where

National University Hospital NGEMR - Otolaryngology
Appointment date and time will be determined later.

By

DO Tan
M345678
Email: GPCTesting111@gmail.com
Phone: 90001234

Previous

Send

Referral sent

Your request will go to a referral coordinator for review. We'll let you know when there's an update, either on your dashboard or by email.

Print form

Time slot no longer available

Your selected slot on Monday, 27 Apr 2026 08:30 AM has been taken. Select a new slot from the available timings, or search for other slots.

Urgent

Yes

No

Show available slots from

24/04/2026

Next available slots (optional)

27 Apr 2026, Mon, 8:00 AM
Diabetes Ctr - L2

27 Apr 2026, Mon, 8:40 AM
4B - Internal Medicine Clinic

27 Apr 2026, Mon, 8:50 AM
4B - Internal Medicine Clinic

27 Apr 2026, Mon, 9:00 AM
4B - Internal Medicine Clinic

27 Apr 2026, Mon, 9:10 AM
4B - Internal Medicine Clinic

6: Close RefX and return to CMS

- a) After submission, GP may close RefX and return to the HSG CMS to view and track the submitted referral

Saving & Editing a Draft Referral

Creation and Submission of a Referral

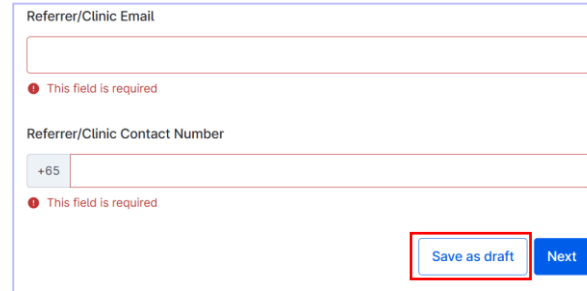
Saving and Editing a Draft Referral

Cancelling a Submitted Referral

Tracking a Referral After Submission

7: Click “Save as Draft” in RefX

- a) GPs may choose to save a referral as draft at any point and come back to it later to continue the submission.

A screenshot of a web form titled 'RefX'. It contains two input fields: 'Referrer/Clinic Email' and 'Referrer/Clinic Contact Number'. Both fields have a red border and a red error message below them that says 'This field is required'. The 'Referrer/Clinic Contact Number' field has a dropdown menu showing '+65'. At the bottom right of the form, there are two buttons: 'Save as draft' (highlighted with a red box) and 'Next'.

PLEASE NOTE

- Before saving a referral as draft, GPs to ensure that the mandatory information is filled up (i.e. Patient Contact Number, Nationality, Referrer/Clinic Email / Contact Number)

8: Accessing “Draft” referrals from CMS

- a) GPs can view the referral in the CMS with the referral status as “Draft”

PLEASE NOTE

- GPs may fill in the clinical portion of the referral form and save it. Clinic Assistant (CA) with access to the HSG CMS may then continue editing the referral from last saved to fill in the remaining administrative portion of the referral and submit it (the referral will remain linked to the GP who created the referral)
- For any account access matters (e.g. Clinic Assistant access to HSG CMS) please contact your respective HSG CMS provider

9: Edit or Delete the draft referral

- a) For any referral with “Draft” status, GPs can either edit or resume the draft from last saved or delete the draft referral
- b) For editing/resuming draft referrals, GP will be led back to RefX to continue from last saved

Cancelling a Submitted Referral

Creation and Submission of a Referral

Saving and Editing a Draft Referral

Cancelling a Submitted Referral

Tracking a Referral After Submission

PLEASE NOTE

- GPs may only cancel a referral when it is in “Pending” status
- Once a referral is accepted, GPs cannot cancel the referral via their CMS. The GP / Patient may still cancel through other means such as phone call, email, Health Hub, SMS
- Cancellation of a referral is not applicable for direct appointment scheduling referrals, as the appointment is confirmed upon successful referral submission. Should the appointment need to be cancelled, the GP or patient may contact the respective institution directly for assistance

10: Search for the Submitted Referral in “Pending” status to cancel in CMS

- After submission of a referral, the referral status will appear as “Pending” in CMS
- GP to locate the referral in the list of referrals page in CMS to cancel

Referrals

Dr. Thomas Walker, OP

Patient ID

Referral Status

All

Search

Patient	Referral ID	Date	Specialty	Status	
John Smith	001245	19 Apr 2024	Cardiology	Pending	
Saran Johnson	001244	10 Apr 2024	Neurology	Accepted	
Emily Davis	001243	1 Apr 2024	Orthopedics	Accepted	
Michael Brown	001242	5 Mar 2024	Cardiology	Accepted	
Jessica Miller	001241	5 Mar 2024	Gastroenterology	Accepted	

image is for illustration purpose only and is not taken from any CMS. Design of list of referrals page may vary with different CMS vendors

11: Cancel the Pending Referral

- After locating the referral, click on details of the referral and cancel it. SOC will receive the cancellation request & no further action will be taken from their side w.r.t. that referral.

Tracking a Referral After Submission

12: View List of Referrals Page

a) After submission of a referral, GPs can go to the List of Referrals Page to view all the submitted referrals

Referrals

Dr. Thontas Walker. OP

Patient ID

Referral Status

Search

Patient	Referral ID	Date	Specialty	Status	
John Smith	001245	19 Apr 2024	Cardiology	Pending	
Sarah Johnson	001244	10 Apr 2024	Neurology	Accepted	
Emily Davis	001243	1 Apr 2024	Orthopedics	Confirmed	
Michael Brown	001242	5 Mar 2024	Cardiology	Rejected	
Jessica Miller	001241	5 Mar 2024	Gastroenterology	Accepted	

image is for illustration purpose only and is not taken from any CMS.
Design of list of referrals page may vary with different CMS vendors

Tracking a Referral After Submission

Creation and Submission of a Referral

Saving and Editing a Draft Referral

Cancelling a Submitted Referral

Tracking a Referral After Submission

13: Click on Individual Referral to view Referral Details

a) GPs can click into individual referrals to view detailed referral information such as:

- **Patient Information** (i.e. Name, DOB, ID Number etc.)
- **Referral Information** (i.e. Referral status, Referral ID, Submitted Date etc.)
- **Appointment Details** (i.e. Appointment Status, Institution Name, Specialty Name, Appointment Date & Time etc.)
- **Correspondence Notes** (only applicable for referrals to selected SingHealth referral destinations which support direct appointment scheduling)

Referral Information		Dr. Trontas Walker. OP
Referral Institution	Referral Status:	
National University Hospital	Confirmed	
Psychiatry	Referral ID:	
Subsidised SOC (Fast-track)	85af7aa-9-183dio(866421)	
Subsidised: Yes	Created Date:	
Urgent: No	28 May 2026	

Appointment Details		Dr. Trontas Walker. OP
Appointment Status:	Institution Name:	
no-show	National University Hospital	
Specialty Name	Sub Specialty Name:	
Psychiatry	-	
Appointment Slot:		
28 May 2026, 12:30 PM		

Image is for illustration purpose only and is not taken from any CMS.

Format of how information is displayed and level of detail of information may vary with different CMS vendors

Tracking a Referral After Submission

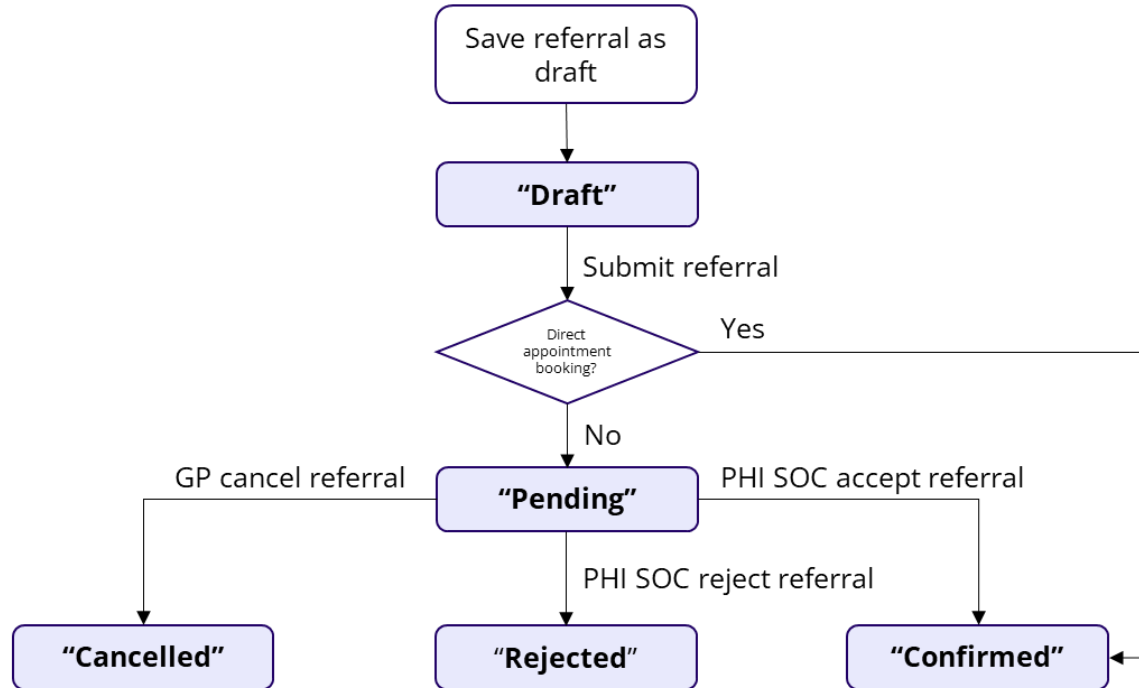
Creation and Submission of a Referral

Saving and Editing a Draft Referral

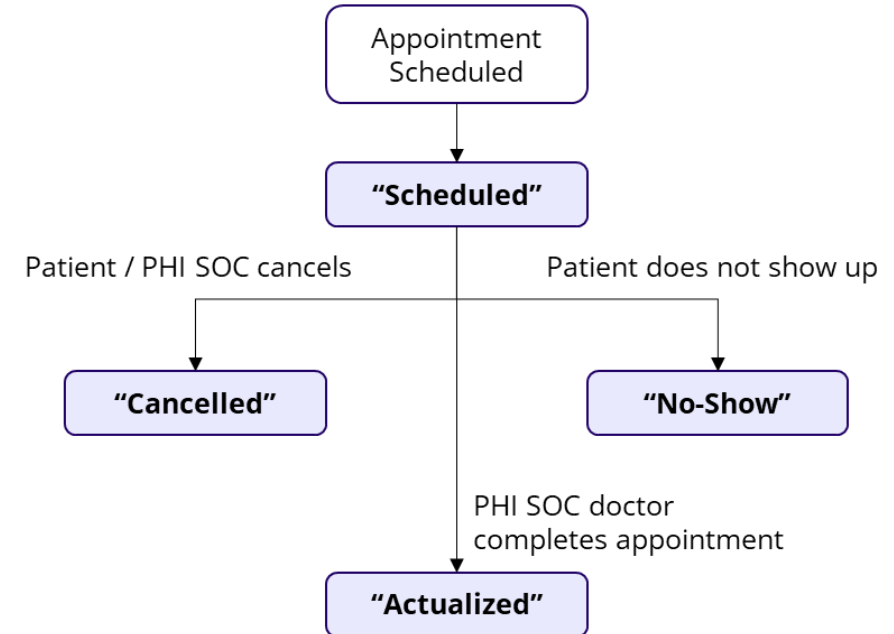
Cancelling a Submitted Referral

Tracking a Referral After Submission

Referral Status Tracking in CMS



Appointment Status Tracking in CMS



PLEASE NOTE

- **When a referral is Rejected;** GPs will receive an email notification with reason for rejection. The rejection reason will also be displayed within the existing referral record in the CMS [refer to annex B for sample rejection email to GP]
- **When a referral is Rescheduled by PHI SOC;** The new appointment details will be reflected in the existing referral record in the CMS and the initial appointment status will be cancelled

Tracking a Referral After Submission

Creation and Submission of a Referral	Saving and Editing a Draft Referral	Cancelling a Submitted Referral	Tracking a Referral After Submission
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In the event whereby a SOC schedules multiple appointments for 1 Referral for example:

Appointment description in NGEMR

MAY 6 2026

Basic Hearing Test - Allied Health, First Visit

Wednesday 6 May 3:40 PM

For children below 7 years old, do bring along child's health booklet. Please note that this session will requires child's attention & cooperation.

MAY 6 2026

Otolaryngology - First Visit

Wednesday 6 May 4:00 PM

Please acknowledge the ENT Common Procedures and Cost form before your visit. From the NUHS App dashboard, tap More > My Task > Questionnaire.

ENT-Head & Neck Surg Ctr-AH

National University Hospital

5 Lower Kent Ridge Rd

Medical Centre, Zone B, Level 15, 15c

Singapore 119074

6908 2222

ENT-Head & Neck Surg Ctr - 15C

National University Hospital

5 Lower Kent Ridge Rd

Medical Centre, Zone B, Level 15, 15c

Singapore 119074

6908 2222

Clinic Location in NGEMR

Screenshot taken from NUH NGEMR for multiple appointments tagged to 1 referral

What the GP will see via their CMS: 2 appointments with “Scheduled” status and different appointment timeslots

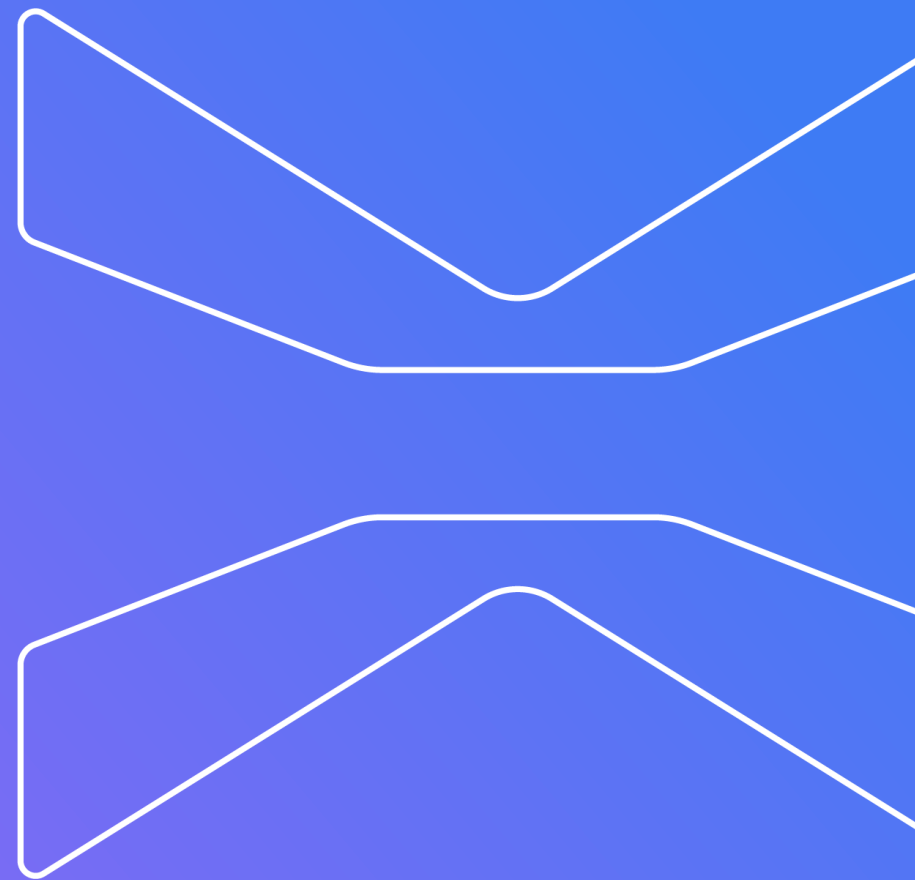
Appointment Status: scheduled	Institution Name: National University Hospital
Speciality Name: National University Hospital NGEMR - Otolaryngology	Sub Speciality Name: -
Appointment Slot: 06 May 2026, 04:00 PM	
Appointment Status: scheduled	Institution Name: National University Hospital
Speciality Name: National University Hospital NGEMR - Otolaryngology	Sub Speciality Name: -
Appointment Slot: 06 May 2026, 03:40 PM	

Image is for illustration purpose only and is not taken from any CMS.

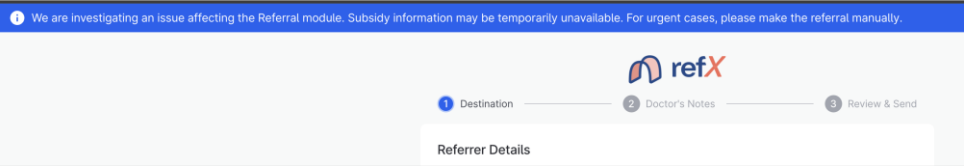
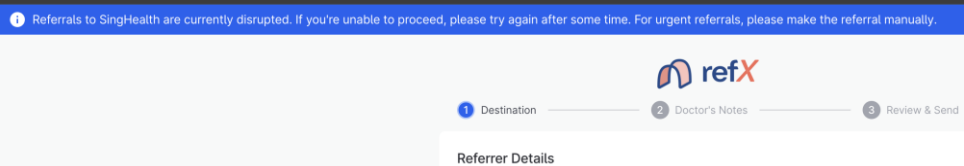
Format of how information is displayed and level of detail of information may vary with different CMS vendors

- The appointment description and clinic location information will be made available in the CMS in future releases
- For 20 Jul Go Live, patients will receive this information via SMS directly from the PHI SOC

What GPs can do or expect during System Downtime



What GPs Can Do or Expect During System Downtime

Example of error Message Displayed in RefX	What it Means	What GP can do
503 Service Temporarily Unavailable	Full screen error if the RefX service may be disrupted	GPs may submit the referral via email with softcopy CHAS form to Cluster PHI Contact Center email address . Alternatively, they may contact the PHI Contact Center out of the CMS and pass a hardcopy of the CHAS/private referral form to the patient. Once submitted via email, GPs should not submit the same e-referral via Referral Exchange again.
	RefX is unable to check for patient CHAS status	GPs may proceed with private referrals only. For subsidised referrals, GPs should either email the referral with a copy of the CHAS form, or hold off until the system is restored.
	SingHealth Partners Buddy service is unavailable/facing errors	If direct appointment scheduling is down where no preferred timeslots are shown, GPs may still submit the referral which will be manually triaged If the entire Partners Buddy system is down, GPs to proceed to submit the referrals manually

- Error states depicted here are subject to change depending on the errors encountered.
- Information displayed and level of detail may vary depending on the system error type and actions suggested to be taken.
- In the event of any system downtimes, GPs will be notified by our Partner Engagement Team (PET) via Telegram

Accessing Support For Referral Exchange (RefX)



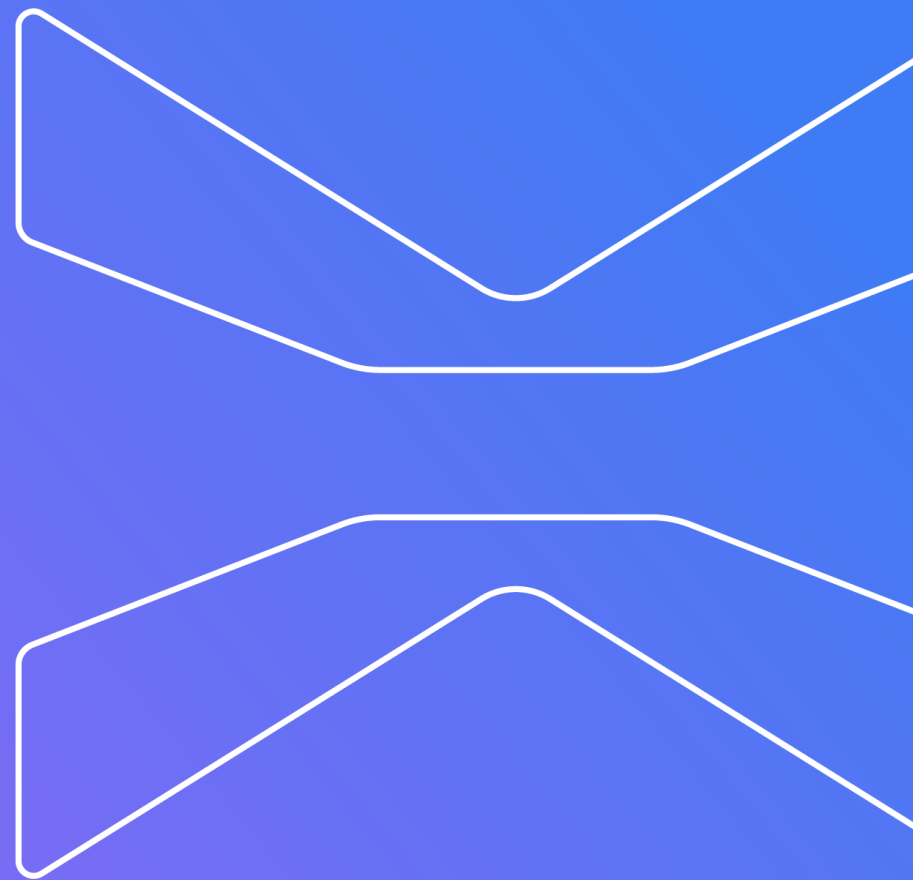
The **Referral Exchange Support Portal** is available at any time from the **“Need help with referrals?”** link on the referral pages.

You can also access it directly at:
go.gov.sg/referralexchangesupport

The portal provides guidance, troubleshooting, and reference materials to help you create, submit, and manage referrals through RefX.

A screenshot of the Referral Exchange Support Portal. The page is titled 'refX' and has a progress bar at the top with three steps: '1 Destination', '2 Doctor's Notes', and '3 Review & Send'. The main content area is divided into three sections: 'Referrer Details', 'Patient Details', and 'Referral Details'. The 'Referrer Details' section includes fields for 'Referrer name' (Ankita Gupta), 'Institution' (Blk 3 Clinic), 'Referrer ID' (M12345A), and 'Referrer ID type' (MCR). The 'Patient Details' section includes fields for 'Patient NRIC/FIN' (S2222222H), 'Patient Name' (Idham), 'Patient Contact Number' (+65 87767603), 'Patient Date of Birth' (01/01/1991), 'Patient Gender' (Male), and 'Patient Nationality' (Select an option). The 'Referral Details' section includes a 'Referral Destination' dropdown (Alexandra Hospital - Cardiology), a 'Subsidised' toggle (Subsidised), and fields for 'Referrer/Clinic Email' and 'Referrer/Clinic Contact Number'. At the bottom of the form are 'Save as draft' and 'Next' buttons. A red box highlights a link at the bottom left that says 'Need help with referrals?'. At the bottom right, there are links for 'Privacy Policy' and 'Terms of Use'.

Questions & Answers



Frequently Asked Questions

- 1) After the launch of HSG Referrals 2.0 on 20 July 2026, will HSG GPs still be able to make referrals through existing channels? (e.g. direct e-mail/fax/call to PHIs, physical CHAS referral form, Health Appointment System, SingHealth Partners Buddy)**

Yes. Although HSG Referrals 2.0 is the preferred referral channel from 20 July 2026 and is strongly encouraged for all eligible referrals, HSG GPs may continue to submit referrals through selected existing channels:

- i. Direct e-mail/fax/call to PHIs (as indicated on the CHAS referral form)
- ii. Health Appointment System (HAS)
- iii. SingHealth Partners Buddy
- iv. Physical CHAS referrals form

Please note that with the upgrade to HSG Referrals 2.0, the HSG Simple Referrals service will no longer be available from 20 July 2026.

- 2) If a referral is submitted through HAS or Partners Buddy, will the HSG GP still be able to track the referral outcome within their HSG CMS?**

No. Referral status tracking and closed loop notifications within the HSG-compatible CMS are only available for referrals submitted via HSG Referrals 2.0. Referrals submitted via HAS or Partners Buddy will only be reflected within those platforms.

- 3) Can Clinic Assistants edit and submit a referral on behalf of the HSG GP?**

Yes. Clinic Assistants with HSG-compatible CMS access may edit and submit referrals on behalf of the HSG GP. However, only HSG GPs can create a new referral. Clinic Assistants cannot create a referral. The submitted referral will remain associated to the HSG GP who created the referral.

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4) With HSG Referrals 2.0, are patients still expected to bring along a hardcopy referral form for their SOC appointment?

Patients do not need to bring a printed referral form for most referrals apart from the following referrals (based on referral type / referral destination):

- i. Advanced Care Planning (ACP)
- ii. GPFirst, A&E / Urgent Care Centre (UCC) / SCDF

In addition, until HSG Referrals 2.0 is enhanced to support the below use cases, HSG GPs should continue using the manual CHAS referral form for eligible Singapore Citizens (including non-CHAS card holders) requiring subsidised SOC referrals for:

- Follow up for abnormal Pap/HPV results under Healthier SG screening
- Follow up for post-childhood developmental screening / childhood vaccination

5) Will referrals submitted via HSG Referrals 2.0 appear on NEHR?

Yes. Existing care reporting requirements continue to apply with the introduction of HSG Referrals 2.0.

If you have questions about how your clinic's CMS submits referral information to NEHR, please contact your CMS vendor.

6) Do HSG GPs need to subscribe or pay for HSG Referrals 2.0 service?

No. HSG Referrals 2.0 will be available on all HSG-compatible CMSES from 20 July 2026. No action is required from HSG GPs or clinics.

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7) Will HSG Referrals 2.0 limit the number of referrals for a Patient in the event of multiple referrals for the same condition / referral specialty / destination to PHI (e.g. referred by more than one HSG GP Clinic)?

No. HSG Referrals 2.0 does not prevent multiple referrals from being submitted for the same patient.

Where multiple referrals are received, the receiving PHI will assess and triage the referrals, including clarifying with the patient where necessary, before arranging the appropriate appointment(s).

8) Can a referral be saved and completed later?

Yes. HSG GPs may save a referral as a draft and complete it at a later time. Draft referrals can be edited until they are submitted.

9) Can a referral be amended after it is submitted via HSG Referrals 2.0?

No. Once a referral has been submitted, it cannot be edited. If changes are required:

- i. If the referral is still in Pending status, the HSG GP may cancel the referral and submit a new referral
- ii. If the referral has already been Accepted, it cannot be cancelled through HSG Referrals 2.0. The HSG GP or patient should contact the receiving PHI directly if changes or cancellation are required

Frequently Asked Questions

10) What happens if a referral is rejected?

If a referral is rejected, the reason for rejection will be reflected in the HSG-compatible CMS. Where appropriate, please address the reason for rejection and submit a new referral.

11) With the new closed loop notification features introduced in HSG Referrals 2.0, are HSG GPs expected to monitor the referral status beyond referral submission? (i.e. appointment actualization / no-show)

No. Once a referral has been successfully submitted via HSG Referrals 2.0, the onus is on the patient to turn up for the appointment.

Referral and appointment status updates (e.g. Scheduled, Actualised, No-show or Cancelled) are provided to keep the referring GP informed of the referral outcome. They do not create any additional responsibility for the GP to follow up on the patient's appointment attendance.

12) Does the new closed loop notification feature track referral appointment status beyond Patient's First Visit (FV) appointment? (i.e. for subsequent appointments after FV)

The appointment status (e.g. Scheduled, Actualized, No-show or Cancelled) relates only to the patient's first visit. Subsequent follow-up appointments are not tracked through HSG Referrals 2.0.