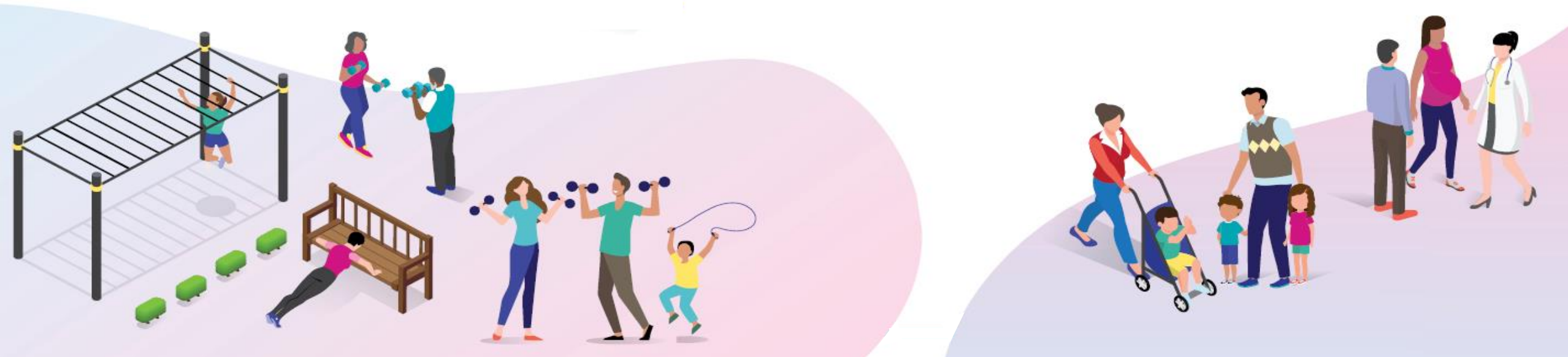


# Healthier SG Clinic Training (Pre-enrolment) Updated as of 8 May



**What is Healthier SG?**

**A stronger Primary Care & anchoring your patients with you**

**Strengthening the focus on preventive care and reducing the progression of chronic diseases**

**Empowering individuals to take steps to improve their health proactively with the support of their trusted family doctor and community partners**



## **Healthier You, with Healthier SG**

Take charge of your health with a trusted family doctor and community partners.



Free health consultation for your first visit



Personalised Health Plan with a family doctor



Wide range of community activities through Healthy 365 app



Healthpoints for staying active



Fully subsidised nationally-recommended health screenings

Look out for more details on enrolment starting mid-2023.

Scan to learn more



An initiative of

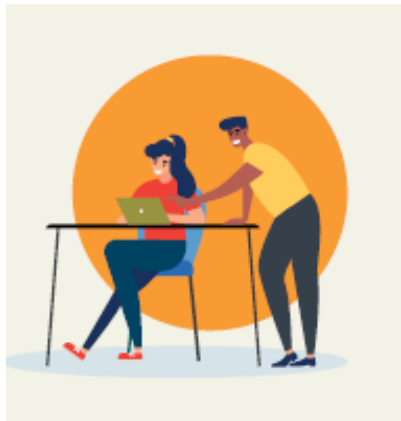


# Why be a Healthier SG Clinic?



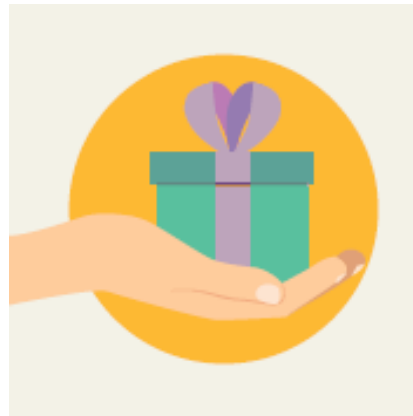
## Doctor-Patient Relationship

- Establish long-term relationships with a regular pool of patients.
- Shift from episodic to holistic and preventive care by creating a Health Plan for each patient and guiding patients to achieve them .
- Provide better care for your patient with the support from Healthier SG community partners, care protocols to guide care standards and coordinated care across settings and providers.



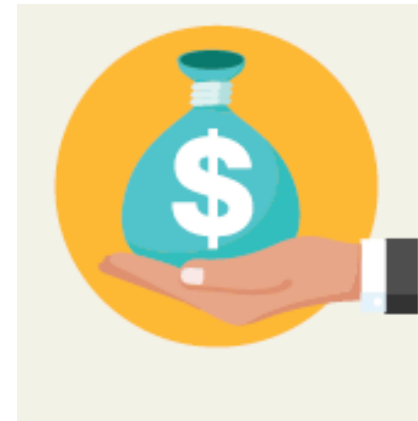
## Easier Execution

- Transact with national systems more easily through a Healthier SG-compatible Clinic Management System (CMS)
- Better care delivery with digitalisation, data and training



## Support for Clinics

- Early Contribution Incentive (\$2400)
- IT-Enablement Grant (\$10000)



## Financial Benefits

- Annual Service Fee for care provided to Healthier SG patients in addition to existing subsidies (up to \$90/ well enrollee, and up to \$180/ chronic enrollee)
- Chronic Enrolment Grant (\$70/ chronic enrollee/year)

# I am keen to onboard HSG.

## What will/ will not change when I onboard Healthier SG ?

### What will change?

- Better continuity of care
  - Patients receive additional benefits tied to their enrolled clinic, making it easier for them to seek care with same clinic. Enhanced support for GPs for care provision.
  - Digitalisation
  - Primary Care Network

### What will not change?

- Preserving choice
  - Respecting doctor's professional judgement and autonomy.
- Ensuring continuity of care
  - Resident enrolment is tagged at clinic level. They can visit the enrolled clinic to be seen by any of the GP at the clinic.

# **Getting Ready for HSG**

# Onboarding a HSG-compatible CMS

- All HSG clinics are strongly encouraged to onboard a HSG-compatible CMS as soon as possible\*.
- You may visit [https://www.ihis.com.sg/SmartCMS\\_Programme](https://www.ihis.com.sg/SmartCMS_Programme) for more information on the list of HSG compatible CMSes.
- In the interim, clinics can tap on Primary Care Digital Services (PCDS) to perform core HSG functions (e.g., enrolment, simple referrals, health plan, care-reporting).
- If your clinic is or will be using a HSG compatible CMS, do contact your vendor early to arrange for a training session.
- If your current CMS is not on the list or you are thinking of switching to a CMS more suited to your requirements, visit <https://www.primarycarepages.sg/it-and-other-resources/clinic-management-systems-and-smartcms> for the GP Guide to HSG-compatible CMS.

*\*To participate in HSG, all clinics would need to (i) adopt a HSG-compatible CMS within a year from Healthier SG launch, (ii) contribute to NEHR within a year from HSG launch, or upon adopting a HSG-compatible CMS, whichever is earlier; and (iii) apply for NEHR view-access for practicing doctors*

# Applying for NEHR view-access

- To participate in Healthier SG and as part of the HSG onboarding process, clinics would need to apply for NEHR view-access for practicing doctors\* by submitting the following application forms:
  - NEHR Accession Agreement; and
  - NEHR account provisioning form
- For practicing doctors who join the clinic after the HSG LOA date, NEHR view-access application must be made 2 weeks before the doctor starts practising at the clinic.

*\*Practicing doctors refers to doctors who practise at the clinic at least once a week*



# Applying for IT-related grants

## Early Contribution Incentive (ECI) – closes on 30 June 2023

- One-time grant for contribution of data to the National Electronic Health Record (NEHR) to defray cost of upgrading and/or integrating the IT system with the NEHR.
- All GP licensees\* are eligible.
- Each licensee who qualifies is entitled to ECI only once.
- Grant Quantum of \$2,400 after meeting the disbursement criteria of contributing quality data to NEHR.
- Application **closes on 30 Jun 2023**.



Scan to apply for ECI

*\*Except those contracted by the Ministry of Manpower (MOM) to operate migrant workers medical centres*

## GP IT Enablement Grant (GP-ITE) – opens in July 2023

- Once-off grant to support GPs in the digitalisation and adoption of a HSG-compatible CMS under CMS Tiering Framework for Primary Care (with effect from 1 Apr 2023).
- All GP licensees are eligible.
- GP licensees who have received ECI or have already onboarded a HSG compatible CMS earlier than HSG launch will still be eligible for this grant.
- Grant Quantum of \$10,000 for HSG GPs after meeting the following disbursement criteria:
  - Adoption of a HSG compatible CMS and utilisation of Healthier SG functionalities
  - Contribution of quality data to NEHR
- Application **opens in July 2023**.

**What is Pre-enrolment?**

# HSG will roll out in phases to help GP manage capacity

## Today's focus

### Pre-enrolment from 1 May to 4 Jul 2023

- You can enrol your **regular chronic** patients aged 40 yo and above.
- Make appointment for the first Health Plan consultation from 5 July 2023.
- Your regular chronic patients will be recognised in PCDS for enrolment after **at least 7 days** after your nominal rolls have been submitted. Please submit your nominal rolls early, preferably by 14 Apr.

### From 5 July 2023 onwards

- Enrol your existing chronic patients aged 60 yo and above who may not have been pre-enrolled.
- Followed by those aged 40 yo and above who may not have been pre-enrolled.

### Subsequent phases

- Enrol your well patients in the same age bands.
- New patients can be enrolled progressively.

# Resident enrolment benefits

## Details to be covered during HSG training sessions from May 2023



### From 5 July 2023

- Free 1<sup>st</sup> Health Plan consultation.
- Healthpoints worth \$20 through H365 app after first health plan consultation.
- Free nationally-recommended screenings and vaccinations.

### From early 2024

- Commencement of Healthier SG Chronic Tier subsidies.
- No cash co-pay for Medisave-CDMP.

# Resident's Enrolment Journey (3 Simple Steps)

## Step 1: Register



- Enrol to HSG with SMS link from MOH
- **Download HealthHub (HH)** to enrol, if you don't have HH.
- Choose your preferred HSG registered clinic
- HSG Clinics will also be able to perform assisted enrolment.\*

## Step 2: See a doctor



- **Schedule 1<sup>st</sup> HSG appointment** with the chosen clinic.
- Complete **Onboarding Questionnaire (OQ)** via HH
- **Co-create Health Plan** with your family doctor during 1<sup>st</sup> HSG appointment.

## Step 3: Participate

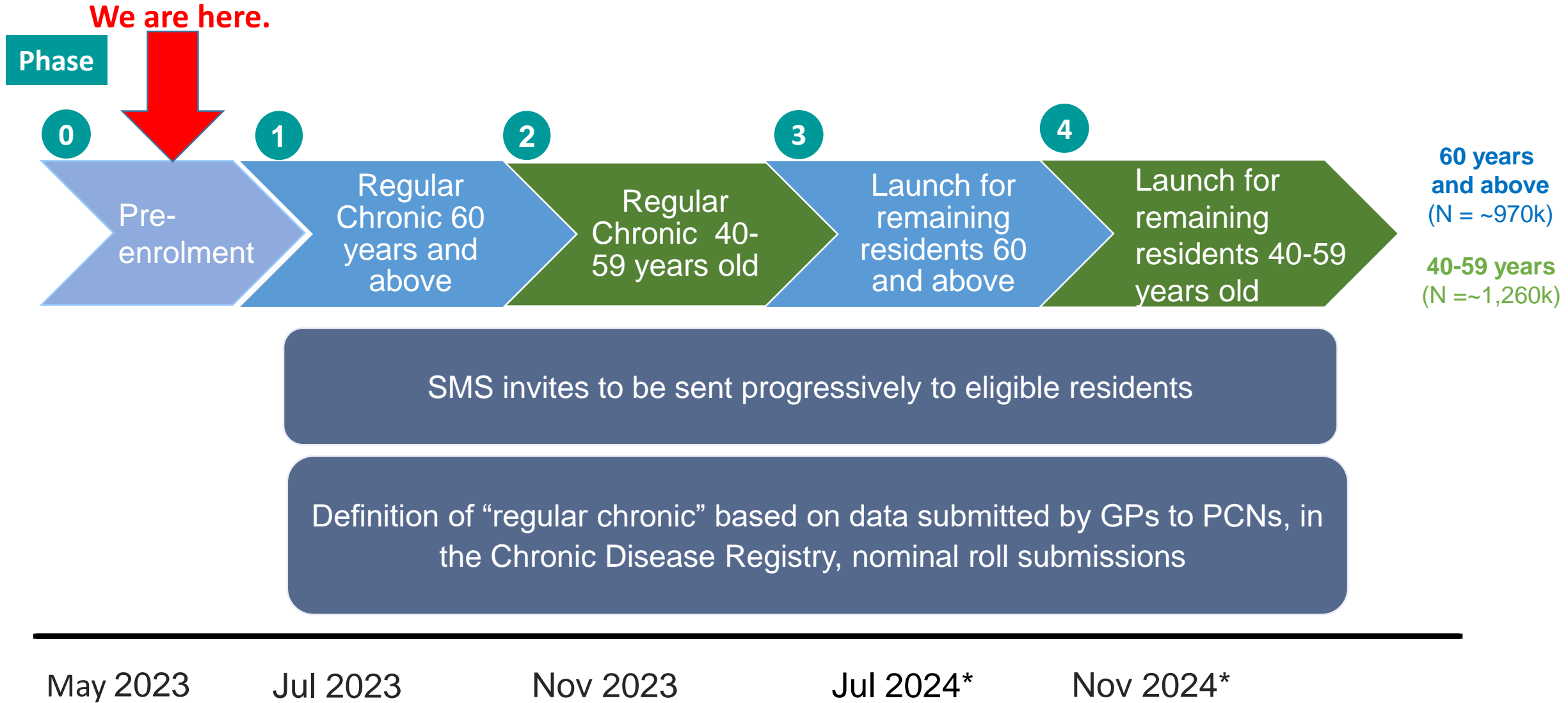


- **Follow** family doctor's advise/recommendations in the Health Plan.
- **Participate actively** in the activities available via community partners.
- **Check-in** with your family doctor **at least once a year** for follow-up.

\*You can enrol your regular Chronic patients aged 40 yo and above from 1 May, under Pre-enrolment. However, the 1<sup>st</sup> HSG appointment for Health Plan discussion and patient's access to HSG components on HH will only start from 5 July 2023.

**Healthier SG**  
**Pre-enrolment Exercise**

# Healthier SG will roll out in phases to help GPs manage capacity



\* May start earlier, subject to capacity availability.

# Pre-Enrolment

- AIC has begun issuing HSG LOAs to GPs since March 2023. GPs who sign up for HSG by the stipulated timelines in the issuance emails can pre-enrol their existing regular chronic patients from May onwards.
- GPs can pre-enrol patients during their regular visits between 1 May to 4 July.
- Resident enrolment benefits will only commence on 5 July 2023.
- **Today's training will focus on**
  - a) Details of pre-enrolment; and
  - b) How you can assist your existing regular chronic patients to pre-enrol

# Pre-Enrolment will start from 1 May 2023

**What is the HSG onboard cut off date for pre-enrolment?**

Clinics to sign the HSG Letter of Agreement by their respective stipulated timelines

**When does pre-enrolment takes place?**

From 1 May to 4 July 2023

**Which patients can be pre-enrolled?**

Regular chronic patients

- Regular chronic patients aged 40 years old and above, who had two or more chronic visits within the past calendar year. This can be the list of patients submitted in your Chronic Disease Registry, or patient who have made CHAS Chronic claims.
- Regular chronic patients aged below 40 years old, as defined as patients whom GPs are receiving PCN Care Plus Fee.



# How will my patients know that my clinic is a HSG-registered clinic?

HSG clinic will receive:

a) **An A4 size notice for you to display in your clinic**

- The display is to show your clinic's HSG status and the patient's eligibility criteria to pre-enrol with your clinic.

b) **Pre-enrolment info sheet**

- You can pass the notice as info sheet to your patients if they need more time to consider.

These materials will be provided in softcopy.



**Healthier SG** | An initiative of **MINISTRY OF HEALTH SINGAPORE**

## WE ARE NOW A HEALTHIER SG CLINIC!

**Pre-enrol with us today!**

Enrol with us today if:

- You are a regular chronic patient aged  $\geq 40$  years with this clinic
- You had 2 or more chronic visits in the past calendar year with this clinic

Visit our clinic to find out if you qualify for pre-enrolment

**Enjoy these enrolment benefits:**

From July 2023,	Early 2024,
Free first Health Plan consultation	Access to enhanced subsidies for whitelisted chronic drugs under the new Healthier SG Chronic Tier for CHAS/PG/MG cardholders with high medication needs or bills
Personalised Health Plan	No cash co-payment to use MediSave for chronic conditions
\$20 worth of Healthpoints after first Health Plan consultation	
Free nationally-recommended screenings and vaccinations for Singapore Citizens	

**CHAS QR Code**

Do you have a CHAS card? All Singapore Citizens can now apply for CHAS! Submit an application today for you and your family.



**COMMUNITY HEALTH ASSIST SCHEME**

Call **6325 9220** for enquiries or visit [www.healthiersg.gov.sg](http://www.healthiersg.gov.sg)



**Healthier SG** | An initiative of **MINISTRY OF HEALTH SINGAPORE**

## WE ARE NOW A HEALTHIER SG CLINIC!

### Welcome to Healthier SG!

- ♥ There is no consult fee\* to enrol to Healthier SG.
- ♥ If you are a Singapore Citizen, you are encouraged to apply for Community Health Assist Scheme (CHAS) to enjoy additional benefits.
- ♥ Access to your information in the National Electronic Health Record ("NEHR") is necessary to support your care under Healthier SG. If you choose to opt-out of NEHR, you cannot be enrolled to Healthier SG.
- ♥ Enrolment Terms may be updated periodically and can be reviewed at <https://www.healthiersg.gov.sg/>

**Healthier SG Enrolment Terms:**

1. I understand that when I am enrolled to Healthier SG, I am required to choose my preferred Healthier SG Clinic for access to more holistic, quality and co-ordinated care.
2. My primary care clinic will work with care partners, such as the healthcare Cluster, participating Statutory Boards and community partners and share information to support my health needs.
3. By enrolling to Healthier SG, I agree that my personal information and contact details needed for my care will be collected and used by my enrolled clinic, healthcare Cluster care teams, participating Statutory Boards (e.g., Health Promotion Board, Sport Singapore) and community partners (e.g., Agency for Integrated Care).

Scan this QR code to read the enrolment terms in detail.

\*Free first Health Plan consultation, however prevailing fees for services outside Healthier SG scope will apply.

Call **6325 9220** for enquiries or visit [www.healthiersg.gov.sg](http://www.healthiersg.gov.sg)

# How should I share about HSG with my patients?

1. We are supporting HSG because preventive healthcare can help our patients:
  - a. Enjoy better health and quality of life
  - b. Prevent individuals from falling ill
  - c. Delay deterioration of health for those with existing health conditions
  - d. Reduce burden on their loved ones (physical, emotional and financial)
  - e. Add more healthy years to their lives
2. Important to follow up on Health Plan for better health outcomes as changes need to be sustained, and go for scheduled tests, screenings and immunisations
3. Instead of episodic care, a long-term patient-doctor relationship with a HSG clinic can help individual have holistic, quality and co-ordinated care across healthcare settings and providers
4. New Healthier SG Chronic Tier
  - a. Enhanced subsidies for whitelisted chronic drugs under the new Healthier SG Chronic Tier
  - b. Flexibility to choose to remain on existing CHAS Chronic Tier or use the new HSG Chronic Tier
5. Besides clinical care, as your HSG family doctor, we can refer social and community support, if necessary



# **Process to Pre-enrolment**

# How should my clinic pre-enrol our regular chronic patients?

- Pre-enrol your regular chronic patients during their in-person visit.
- Pre-enrolment via the assisted enrolment function module in the **Primary Care Digital Services (PCDS)**.
- Going through and checking that patient understands the enrolment terms. Obtain verbal consent from patient to enrol to your clinic and indicating the consent on PCDS.
- Patients with mobile number will receive an SMS acknowledgement confirming the enrolment.
- Clinics can book your patient's first appointment via Health Appointment System (HAS) or your own appointment booking system.
- The first HSG health plan consultation can only take place from 5 July 2023.

# Key HSG Enrolment Terms to share with your patients during assisted enrolment

"Welcome to Healthier SG!

- If you are a Singapore Citizen, you are encouraged to apply for Community Health Assist Scheme (CHAS) to enjoy additional benefits.
- Please note that access to your National Electronic Health Record ("NEHR") is necessary to support your care under Healthier SG. If you choose to opt-out and/or decline access to your NEHR, you will no longer be enrolled under Healthier SG.
- The Enrolment Terms may be updated periodically and I can review them at <https://www.healthiersg.gov.sg/>

## **Abridged version of Healthier SG Enrolment Terms**

1. I understand that I am required to enrol with my preferred Healthier SG Clinic for a more holistic and coordinated care.
2. My primary care clinic will work with care partners, such as the healthcare clusters, participating Statutory Boards and community partners and share information to support my health needs.
3. By enrolling to Healthier SG,
  - a. I agree to the terms of prevailing privacy policies published on the websites of Healthier SG, HealthHub and Health Promotion Board.
  - b. I agree that my personal information and contact details needed for my care will be collected and used by my enrolled clinic, healthcare clusters' care teams, participating Statutory Boards (e.g., Health Promotion Board, Sport Singapore) and community partners (e.g., Agency for Integrated Care)."

# Step-by-step guide to enrol my patients via PCDS

## **PCDS for Pre-enrolment**

# PCDS F1 - PCP pre-enrolment (Enrol New Patient)

A) View Enrolment   **B) Assisted Enrolment**   C) Consult with PCP for *Health Plan*   D) Post-Consult: Follow through *Health Plan*   E) Referral   F) Care Reporting Data Submission   G) Care Reporting Data Review & Reports

Enrol New Patient   Authentication   Verify Patient Detail   View Patient List   View Patient Profile   Edit Patient Profile

A Singapore Government Agency Website

MINISTRY OF HEALTH SINGAPORE   Healthier SG

1 PCP can click on "+ Enrol new patient".

1

**+ ENROL NEW PATIENT**

Enrolled Patients   De-Enrolled from Clinic

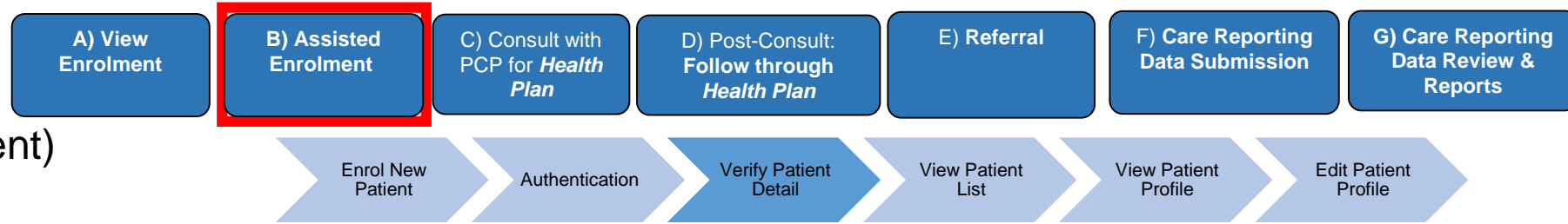
Search Patient   Search by NRIC   Filters

200 out of 200 (limit)   Last retrieved on 03 Oct 2022 05:43 am

Name	NRIC	Age	Contact No.	Enrolment Date	Follow Up Status	First Visit 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	First Visit Completed	Yes
patient zero six	S6500006F	57	90000006	04 May 2022	First Visit Completed	Yes
patient zero seven	S6500007G	57	90000007	04 May 2022	First Visit Completed	Yes
patient zero eight	S6500008H	57	90000008	04 May 2022	First Visit Completed	Yes
patient zero nine	S6500009I	57	90000009	03 May 2022	First Visit Completed	No
patient one zero	S6500010A	57	90000010	03 May 2022	First Visit Completed	No

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# PCDS F1 - PCP Pre-Enrolment (Enrolment Terms acknowledgement)



- 1 Upon clicking 'Save', PCP will display the Enrolment Terms and GP to check the checkbox for patient's consent and acknowledgement.

Enroll Patient?  
Healthier SG enrolment terms & conditions.

T&Cs to be provided

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

**CONFIRM** CANCEL

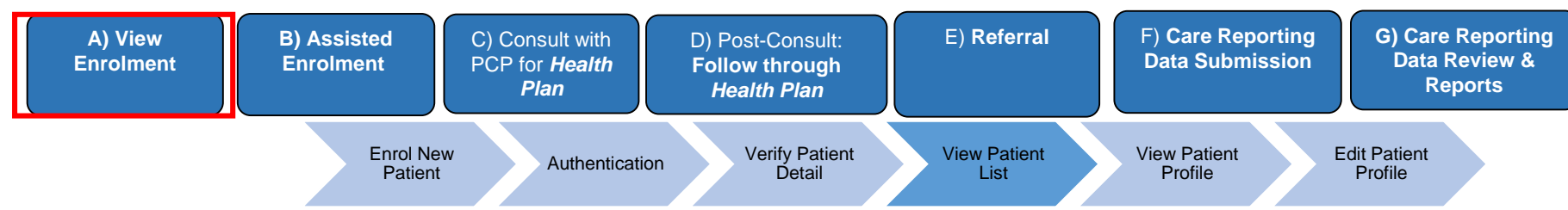
Acknowledgement SMS to be sent upon pre-enrolment for those with mobile number

Consent + Date/Time Stamp to be captured in HSAR

Report Vulnerability | Privacy Statement | Terms of Use | © 2019 Government of Singapore | Last Updated on 22 May 2020



# PCDS F1 - View Enrolment (View Patient List)



A Singapore Government Agency Website

MINISTRY OF HEALTH SINGAPORE Healthier SG

**Enrolled Patients** | De-Enrolled from Clinic + ENROL NEW PATIENT

Search Patient

200 out of 200 (limit) Last retrieved on 03 Oct 2022 05:43 am

Name	NRIC	Age	Contact No.	Enrolment Date	Follow Up Status	First Visit Claimable?
patient zero one	S650001A	57	90000001	05 May 2022	New	Yes
patient zero two	S650002B	57	90000002	05 May 2022	New	Yes
patient zero three	S650003C	57	90000003	05 May 2022	Contacted	Yes
patient zero four	S650004D	57	90000004	05 May 2022	Contacted	No
patient zero five	S650005E	57	90000005	04 May 2022	First Visit Completed	Yes
patient zero six	S650006F	57	90000006	04 May 2022	First Visit Completed	Yes
patient zero seven	S650007G	57	90000007	04 May 2022	First Visit Completed	Yes
patient zero eight	S650008H	57	90000008	04 May 2022	First Visit Completed	Yes
patient zero nine	S650009I	57	90000009	03 May 2022	First Visit Completed	No
patient one zero	S650010A	57	90000010	03 May 2022	First Visit Completed	No

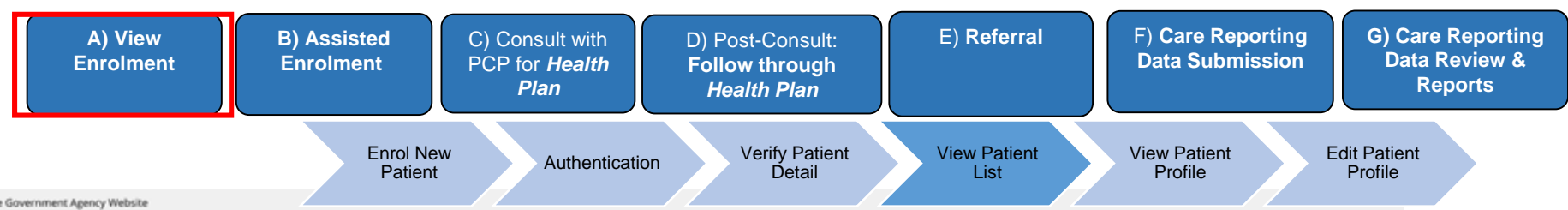
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1 PCP can view list of enrolled patient.

2 Search and filter patient list.

3 Click on Patient NRIC to view detail.

# PCDS F1 - View Enrolment (View Patient List)



A Singapore Government Agency Website

MINISTRY OF HEALTH SINGAPORE Healthier SG

**Enrolled Patients** | De-Enrolled from Clinic

Search Patient Search by NRIC **Filters**

200 out of 200 (limit)

Name	NRIC	Age	Contact No.	Enrolment Date	Status	Action
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	First Visit Completed	Yes
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patient zero eight	S6500008H	57	90000008	04 May 2022	First Visit Completed	Yes
patient zero nine	S6500009I	57	90000009	03 May 2022	First Visit Completed	No
patient one zero	S6500010A	57	90000010	03 May 2022	First Visit Completed	No

Search Patients

Name: Patient's Name

Contact: Patient's Contact

Enrolment Date: 01 Sep 2022 → 30 Sep 2022

Statuses: New Contacted First Visit Completed

Apply Filter Clear All

1

< 1 ... 4 5 6 7 8 ... 50 > 10 / page

1 Apply filter by Name, Contact, Enrolment Date and Status.

# Alert Message in PCDS – Patient is already enrol

- PCDS will show an alert if patient has already been enrolled in Healthier SG (either in GP's own clinic or at another HSG clinic).

## Patient Profile

NRIC \*

S13000371

🔍 Check Enrollment

< Back





Patient has already been enrolled in Healthier SG Programme.



# Alert Message in PCDS

- PCDS will show an alert if clinic is trying to enrol a non-eligible resident.

A Singapore Government Agency Website

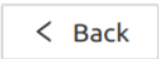
  **MINISTRY OF HEALTH**  
SINGAPORE



## Healthier SG

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### Patient Profile

NRIC \*

 Patient is not eligible for enrollment. 

# Change in first Health Plan consultation appointment for Pre-enrolees

**Pre-enrolees who need to change their 1<sup>st</sup> appointment booked at the clinic during pre-enrolment may do so via the following methods**

## 1 May to 4 July 2023

- Through GP clinics.
- For appointment booked via Health Appointment System, resident will be able to change appointment using the link provided in the SMS confirmation.

## From 5 July onwards

- Through GP clinics.
- For appointment booked via Health Appointment System, resident will be able to change appointment using the link provided in the SMS confirmation.
- HealthHub for HAS clinics.

# Pre-enrolment FAQs (1/3)

## 1. When will Pre-Enrolment start?

- Pre-Enrolment will start from 1 May 2023 onwards, and the end date for pre-enrolment is 4 July, before the launch of HSG.
- There will be no SMS invitation for pre-enrolment, patients will need to be at the clinic physically and give consent.

## 2. Can I enrol all my non-chronic regular patients above the age of 40 during the pre-enrolment period?

- Clinic can only enrol your existing, regular chronic patients.
- Regular chronic patients are defined as:
  - Regular chronic patients aged 40 years old and above, who had two or more chronic visits within the past calendar year. This can be the list of patients submitted in your Chronic Disease Registry, or patient who have made CHAS Chronic claims.
  - Regular chronic patients aged below 40 years old, as defined as patients whom GPs are receiving PCN Care Plus Fee.
- Well patients within the eligible age bands will progressively be invited to enrol via HSG SMS from MOH from 5 July 2023.

## 3. Can I enrol my clinic assistants, friends and relatives during the pre-enrolment period?

- Yes, only if they are your regular chronic patients aged 40 years old and above, as this will be cross-checked with your submitted nominal rolls.
- Regular chronic patients refer to those who had two or more chronic visits at your HSG clinic within the past calendar year. This can be patients list submitted in your Chronic Disease Registry, or had made CHAS Chronic claims.

# Pre-enrolment FAQs (2/3)

- 1. How should the clinic reach out to the eligible residents/patients for HSG pre-enrolment?**
  - Clinics can reach out to patients during their regular follow up visits for their chronic conditions or acute visits. Pre-enrolment should be conducted onsite via the assisted enrolment function at the clinic.
- 2. Will the residents/patients be notified of the pre-enrolment status after clinic has enrolled them?**
  - For residents with mobile phone, acknowledgement SMS will be sent to residents who have been successfully pre-enrolled.
  - Since those with no mobile contact numbers, no confirmation SMS can be sent. As such, clinic will have to remind residents on the appointment made.
- 3. Can I complete the Health Plan discussion after I have enrolled my patients during the pre-enrolment period?**
  - No, Health Plan discussion and submission can only be done from 5th July i.e. HSG launch date. However, clinics can prefix the 1st Health Plan consultation appointment for 5th July onwards.
  - Create Health Plan functionality in PCDS for GPs/clinic assistants and the viewing of Health Plan for pre-enrolees will only be made available from 5th July 2023.

# Pre-enrolment FAQs (3/3)

## 1. I am a new PCN clinic who just joined in 2023. How can I submit my chronic patients list for pre-enrolment?

- For new PCN clinics from 2023, clinic will need to submit the clinic's list of regular chronic patients to the respective PCN HQ by 14 Apr 2023

## 2. Can my patients change their mind and de-enrol with my clinic?

- Yes, residents can change their provider via HealthHub (from 5 July) or by calling MOH call centre (6325 9220).
- If the first health plan discussion has not taken place, residents can change their PCP unlimited times via HealthHub
- Upon completion of the first Health Plan visit, resident can change PCP up to 4 times in the first 2 calendar years after enrolment. Thereafter, he is allowed to change only once per calendar year.
- Patients who have de-enrolled from your clinic will be indicated under the "De-Enrolled from Clinic" tab on PCDS.

## 3. I have regular chronic patients who are not living near my clinic. Can I pre-enrol them if they wish to continue to see me under HSG?

- Yes, residents have the flexibility to choose any HSG clinic that they wish to be pre-enrolled to, provided that they have been seeing you regularly for their chronic conditions. There is no restriction or boundaries that resident need to adhere to.



# Next Steps on Pre-enrolment Programme

Coordinating guide and FAQs to GPs to be made available on AIC Primary Care Pages (PCP)



HSG Clinic material to be sent to GPs

Update of information for residents on [healthiersg.gov.sg](http://healthiersg.gov.sg)

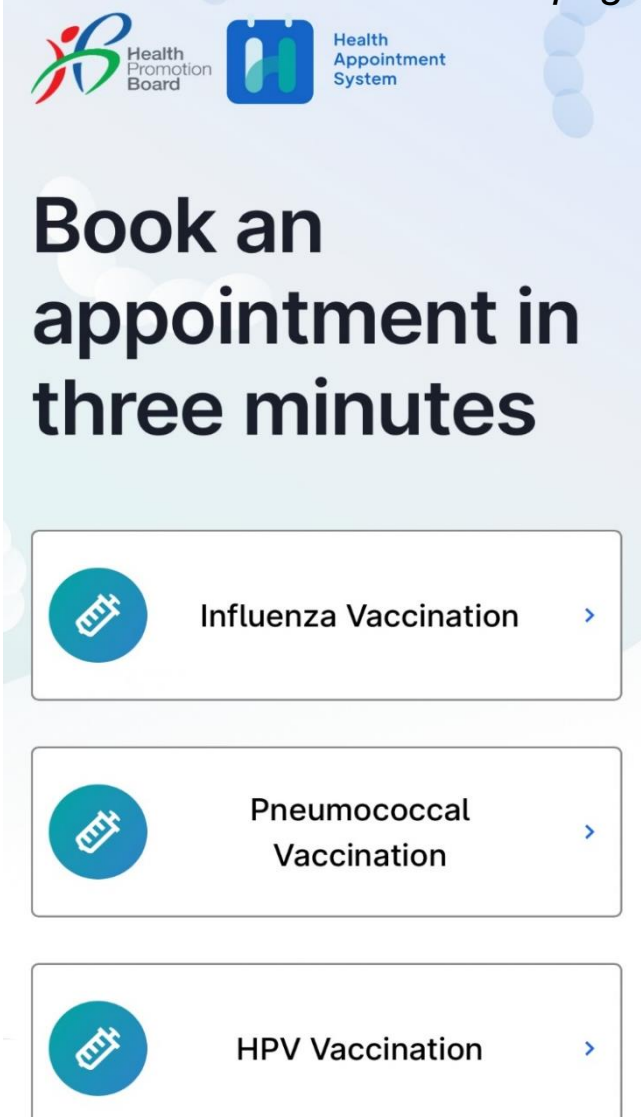
**Making Appointments for 1<sup>st</sup> Consultation  
(From 5 July)**

# Health Appointment System

## What is Health Appointment System (HAS)?

- HAS is developed by Open Government Products (OGP) to facilitate appointment booking at GP clinics for national schemes (e.g. pneumococcal, influenza and HPV vaccinations).
- HAS allows clinics to quickly make appointment slots available to residents to facilitate large volume of appointments in a smooth and hassle-free manner.
- Residents can easily book appointments at GP clinics with just a few clicks.

Current HAS webpage



The screenshot shows the top of the HAS webpage. At the top left, there are two logos: the Health Promotion Board logo (a stylized 'H' with red and green elements) and the Health Appointment System logo (a blue square with a white 'H' and a blue cross). Below the logos, the main heading reads "Book an appointment in three minutes". Underneath this heading, there are three rectangular buttons, each with a blue circular icon containing a white syringe and a plus sign. The buttons are labeled "Influenza Vaccination", "Pneumococcal Vaccination", and "HPV Vaccination", each followed by a right-pointing chevron icon.

# Appointment booking for Healthier SG First Consultation

**Proceed to book your appointment to discuss your Health Plan**

You have enrolled to First Health Group (Serangoon) successfully.



**Benefits and Subsidies**

Receive \$20 worth of Healthpoints upon completion of your first fully-subsidised onboarding Health Plan consultation. Singapore Citizens are also eligible for fully-subsidised nationally recommended screenings and immunisations at their enrolled clinics.

[Book appointment](#)

## Non-HAS Clinics

- Residents provide name, contact number and/or email address in HealthHub for clinics to follow up on appointment.

- For this mode, clinics may have to manually contact residents for appointments or use existing methods to contact patients

## HAS Clinics

- Residents select appointment date and time in HealthHub which has seamless backend interface with Health Appointment System (HAS).

- Once residents are enrolled to your clinic, they can book their Healthier SG First Consultation appointment
- Reduce manual work as clinics need not manually create appointments.

# Book First Appointment with Non-HAS Clinics With Email Address



**Congratulations! Enrolment successful**

You are enrolled with **Outram Polyclinic**. Proceed to book your first appointment.



**Benefits and Subsidies**

From 2024, Singapore Citizens on the Community Health Assist Scheme (CHAS) can receive enhanced chronic drug subsidies at the enrolled clinics. [Apply for CHAS today!](#)

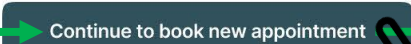
 Book appointment


9:41

**Existing Appointment** X

If you have an existing appointment with your enrolled clinic within the next 6 months, and would like to use it for your HSG consultation, please do not proceed with this appointment booking.

Please inform your enrolled clinic that you would like to use your existing appointment for your HSG consultation.

 Continue to book new appointment

 I want to use my existing appointment

9:41

**Book Appointment**


To request for an appointment, please provide your contact details below. The clinic will get in touch with you.


\*Contact Person  
**Eileen Chong**

\*Contact Number  
**9834 1234**

Email Address  
**eileen\_chong68@gmail.com**

*Email address is optional. If available, it will be cced in the email sent to the clinic.*

 Submit appointment request

 Cancel

9:41

**Healthier SG**

**EC** Eileen Chong  
SXXX765B

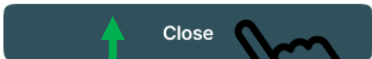
[Apply for CHAS](#) [Eligible for SFL](#)

**Recommendations** Results and Records En


**Submission Successful**

Your appointment request has been submitted to **First Health Group (Serangoon)**.

The clinic will get in touch with you.

 Close

**Your Appointment**



Schedule a consultation with your enrolled clinic today!

[Benefits and Subsidies](#)

## Manual appointment booking steps

1. Residents will be directed to email appointment request.
2. After residents' submission, email will be sent to your clinic.
3. Your clinic will contact residents either via phone number or email as indicated.

# Book First Appointment with HAS Clinics

## Seamless appointment booking

1. Residents will be directed to appointment booking page in HealthHub.
2. HealthHub will retrieve your clinic available slots in HAS from backend.
3. Residents will make appointment in HealthHub seamlessly after they have enrolled in your clinic.

**Congratulations Enrolment successful**

You are enrolled with **Outram Polyclinic**. Proceed to book your first appointment.

**Benefits and Subsidies**

From 2024, Singapore Citizens on the Community Health Assist Scheme (CHAS) can receive enhanced chronic drug subsidies at the enrolled clinics. [Apply for CHAS today!](#)

**Book appointment**

**Existing Appointment**

If you have an existing appointment with your enrolled clinic within the next 6 months, and would like to use it for your HSG consultation, please do not proceed with this appointment booking.

Please inform your enrolled clinic that you would like to use your existing appointment for your HSG consultation.

**Continue to book new appointment**

**Appointments**

Eileen Chong  
SXXXX765B

**Location:** First Health Group (Serangoon)  
**Service:** Healthier SG Consultation

**Choose New Date & Time**

16 Aug 2022

- 16 Aug 2022 (Tue), 10:30 AM
- 16 Aug 2022 (Tue), 11:00 AM
- 16 Aug 2022 (Tue), 11:30 AM
- 16 Aug 2022 (Tue), 12:00 PM
- 16 Aug 2022 (Tue), 04:30 PM
- 16 Aug 2022 (Tue), 05:00 PM
- 17 Aug 2022 (Wed), 09:00 AM

**Next**

**Appointments**

Eileen Chong  
SXXXX765B

**New Appointment Details**

Polyclinic: First Health Group (Serangoon)  
Service Type: Healthier SG Consultation  
Date: 16 Aug 2022 (Tue)  
Time: 4:30 PM

**CONFIRM**

**CANCEL**

**Appointment Made Successfully.**

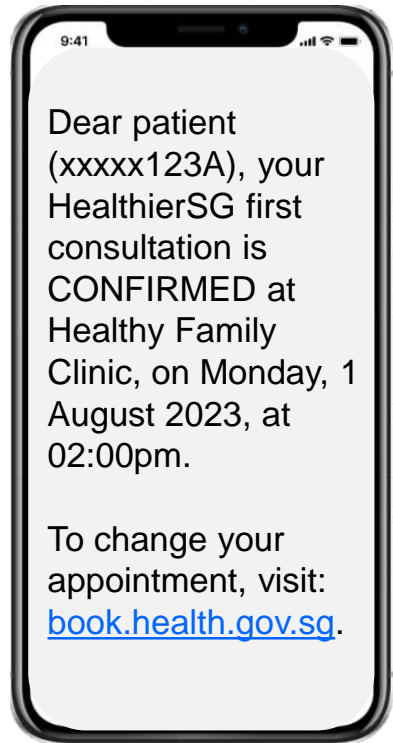
**FRIDAY 16 AUG 2022** First Health Group (Serangoon)  
04:30 PM  
CONSULTATION ROOM 30  
Healthier SG Consultation

Please arrive at the polyclinic 15 minutes before your appointment.  
If you arrive late or too early, you may be issued a walk-in queue number instead.

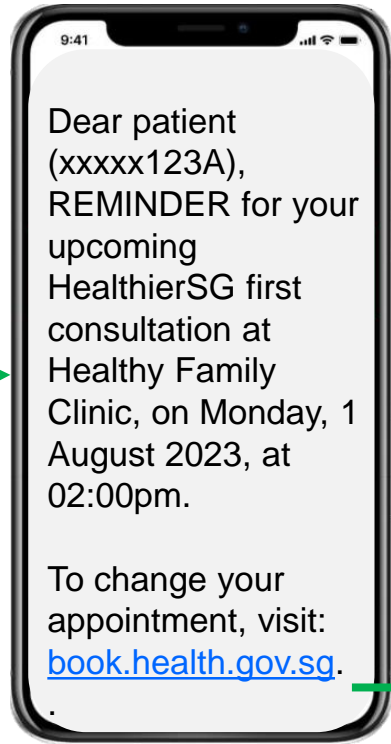
**Add to Calendar**

**VIEW HEALTH RECOMMENDATIONS**

# SMS confirmation for residents



HAS SMS confirmation



HAS SMS reminder

## 2. Select date & time

March 2023 ▾

SUN 05	MON 06	WED 08	THU 09
-----------	-----------	-----------	-----------

Select Time

09:30 AM	10:00 AM
02:00 PM	02:30 PM
04:30 PM	06:00 PM

Self-help re-scheduling in HAS website

- After appointment booking is made in HealthHub, residents will receive SMS confirmation.
- Residents will receive SMS reminder on the day of appointment at 8am.
  - **Higher appointment actualisations** (only 1 out of 20 patients miss their appointments).
- Residents simply click on the HAS SMS link to change appointment in HAS website.
- **Less workload** for your clinic assistants to handle re-scheduling.
  - The previous appointment will be **automatically** cancelled.

# Get onboard HAS in 2 Simple Steps

1

- Register for HAS at [go.gov.sg/register-clinic](https://go.gov.sg/register-clinic) The HAS team will get back to you with your first HAS account within a few days.

2

- Set your schedule and services.
- HAS will automatically create appointment slots for you.



Register for HAS!

Appointments Queue **Opening Hours** Services Staff Management

### Opening Hours

Set the hours when your clinic offers services. Please exclude your daily break times from the schedule.  
Note: Bookings can be made up to one month in advance

When are you open?

<input checked="" type="checkbox"/>	Monday	9:00 am	to	12:00 pm		+
		2:00 pm	to	5:30 pm		
<input checked="" type="checkbox"/>	Tuesday	9:00 am	to	5:00 pm		+
<input checked="" type="checkbox"/>	Wednesday	9:00 am	to	5:00 pm		+
<input checked="" type="checkbox"/>	Thursday	9:00 am	to	5:00 pm		+
<input checked="" type="checkbox"/>	Friday	9:00 am	to	5:00 pm		+
<input checked="" type="checkbox"/>	Saturday	9:00 am	to	5:00 pm		+
<input checked="" type="checkbox"/>	Sunday	9:00 am	to	5:00 pm		+
<input type="checkbox"/>	Public Holidays	Closed				



# Thank You!

Approach your AIC Account Manager

You can also contact  
AIC GP Hotline: 6632 1199 or  
Email: [gp@aic.sg](mailto:gp@aic.sg)

For your patients, they can contact  
MOH General Hotline : 6325 9220  
or [www.moh.gov.sg/feedback](http://www.moh.gov.sg/feedback)