



A short guide to -

Referrals Via RefX on BRIGHT:

Creating & Managing AAC Referrals

Powered by:
(RefX) Referrals Exchange



What's inside?

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AAC Referrals Handling Via RefX

AAC referrals will be handled via RefX (Referrals Exchange) for the **upcoming Aug 18 launch.**

About RefX:

RefX is a backend system that allows users to **make referrals to all 3 PHI clusters nationwide + enable AAC referrals for BRIGHT**

Support for more referral flows coming later (e.g. Community Mental Health etc)

What this means for you?

- **For Referral Sources** - Referrals are still created on BRIGHT, and you can still locate and manage your referrals on BRIGHT. However, the referral creation flow will differ slightly.
- **For Service Providers (AAC)** - You will be receiving and managing your referrals via emails.

More details on the changes to be shared in the next few slides.



As A Referring Source Institution - Creating AAC Referrals

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Creating An AAC Referral

(A video walkthrough)

The image shows a split-screen comparison. On the left, a screenshot of the RefX website 'Creating & Managing AAC...' is displayed. It features the RefX logo, a title 'Submit an AAC Referral and Review Status Updates', and a 'Get Started' button. On the right, a screenshot of the Bright software interface 'http://localhost:3000/referrals/my' is shown. The interface displays a list of 'Your active referrals (4)'. Each referral entry includes a patient name (Test Normal), gender (Male), age (0 years), a provider (Nursing Home or Home Nursing), a status (Draft), and a note that the provider is not assigned yet.

Referral ID	Referrer	Gender	Age	Provider	Status	Notes
S223931SD	Test Normal	Male	0 years	Nursing Home	Draft	Provider not assigned yet
S223931SD	Test Normal	Male	0 years	Home Nursing	Draft	Provider not assigned yet
S223931SD	Test Normal	Male	0 years	Nursing Home	Draft	Provider not assigned yet
S223931SD	Test Normal	Male	0 years	Home Nursing	Draft	Provider not assigned yet

Locating Your AAC Referrals

You can locate AAC referrals in 2 places –

1. Your referrals
2. Organisation referrals

1 Your referrals

2 Organisation referrals

Your active referrals (4)

Referrals you created, are a contributor to, or assigned to you. Find external AAC referrals [here](#).

Search by NRIC or referral number Filter Create referral

Referral Details	Status	Provider	Last Updated
Test Normal S2239315D - Male - 0 years	Draft	Provider not assigned yet	2025/000005B
Test Normal S2239315D - Male - 0 years	Draft	Provider not assigned yet	2025/000004B
Test Normal S2239315D - Male - 0 years	Draft	Provider not assigned yet	2025/000003B
Test Normal S2239315D - Male - 0 years	Draft	Provider not assigned yet	2025/000002B

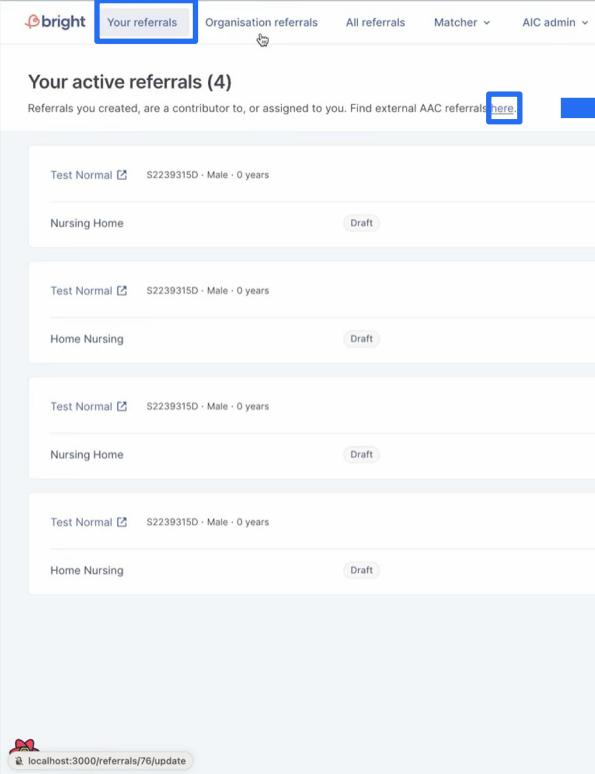
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localhost:3000/referrals/76/update

Logged in successfully

Locating Your AAC Referrals – Your Referrals

Tap the hyperlink here to be directed to the AAC referrals that **you have created**



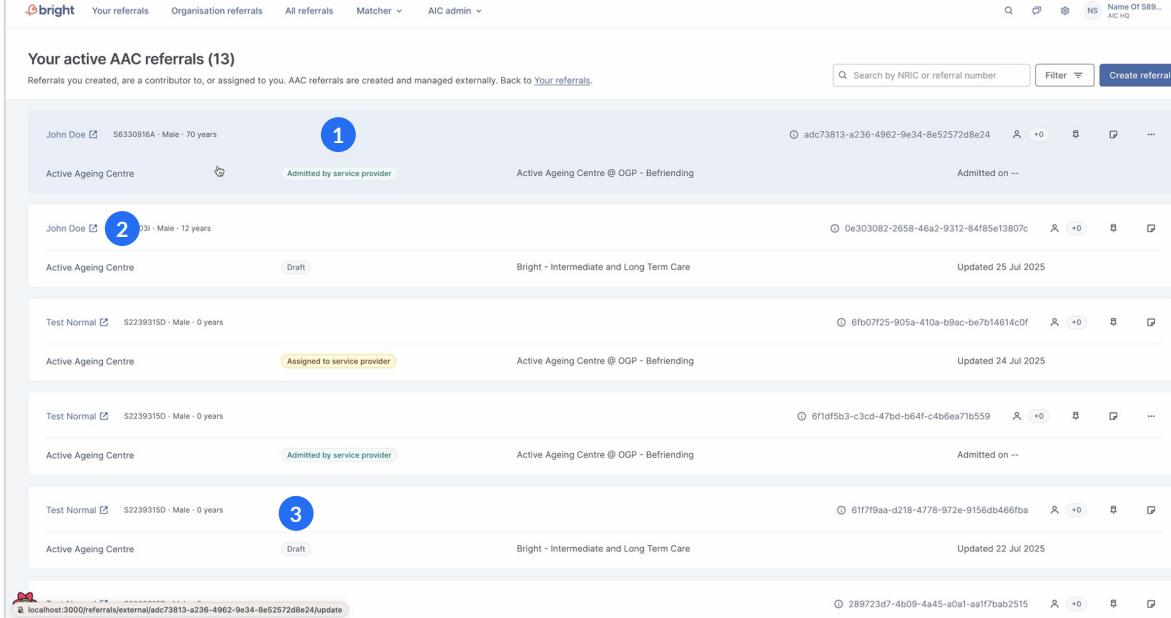
Your active referrals (4)

Referrals you created, are a contributor to, or assigned to you. Find external AAC referrals [here](#).

Referral Type	Referral ID	Details	Status
Test Normal	S2239315D	Male - 0 years	Draft
Nursing Home			Draft
Test Normal	S2239315D	Male - 0 years	Draft
Home Nursing			Draft
Test Normal	S2239315D	Male - 0 years	Draft
Nursing Home			Draft
Test Normal	S2239315D	Male - 0 years	Draft
Home Nursing			Draft

localhost:3000/referrals/76/update

You will be directed to a different **AAC-referrals-only** dashboard



Your active AAC referrals (13)

Referrals you created, are a contributor to, or assigned to you. AAC referrals are created and managed externally. Back to [Your referrals](#).

Referral ID	Contributor	Details	Service Provider	Admitted On		
adc73813-a236-4962-9e34-8e52572d8e24	John Doe	S6330816A - Male - 70 years	Active Ageing Centre	Admitted by service provider	Active Ageing Centre @ OGP - Befriending	Admitted on --
0e303082-2658-46a2-9312-84f85e13807c	John Doe	S6330816B - Male - 12 years	Active Ageing Centre	Draft	Bright - Intermediate and Long Term Care	Updated 25 Jul 2025
6fb0725-905a-410a-b9ac-be7b14614c0f	Test Normal	S2239315D - Male - 0 years	Active Ageing Centre	Assigned to service provider	Active Ageing Centre @ OGP - Befriending	Updated 24 Jul 2025
61df5b3-c3cd-47bd-b64f-c4b6ea71b559	Test Normal	S2239315D - Male - 0 years	Active Ageing Centre	Admitted by service provider	Active Ageing Centre @ OGP - Befriending	Admitted on --
61f7f9aa-d218-4778-972e-9156db466fb4	Test Normal	S2239315D - Male - 0 years	Active Ageing Centre	Draft	Bright - Intermediate and Long Term Care	Updated 22 Jul 2025
289723d-74b09-4a45-a0a1-aa1f7bab2515						

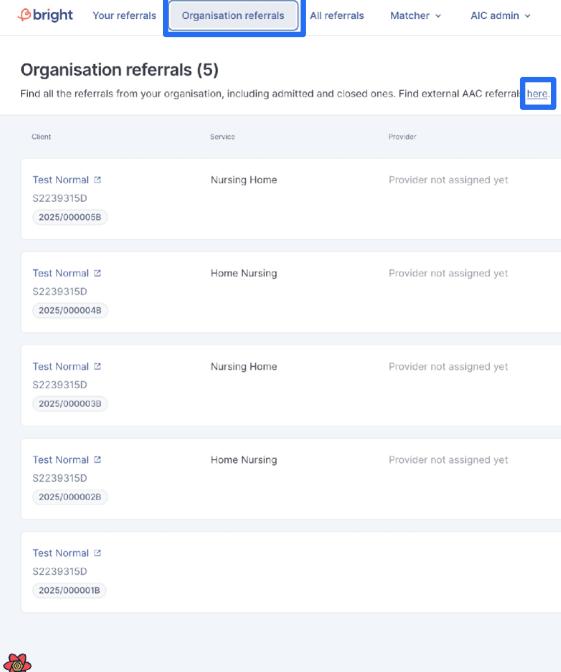
localhost:3000/referrals/external/adc73813-a236-4962-9e34-8e52572d8e24/update

You can do the following here –

1. View the **status of referrals**
2. View **details of each referral**
3. Complete **draft referrals**

Locating Your AAC Referrals - Organisation Referrals

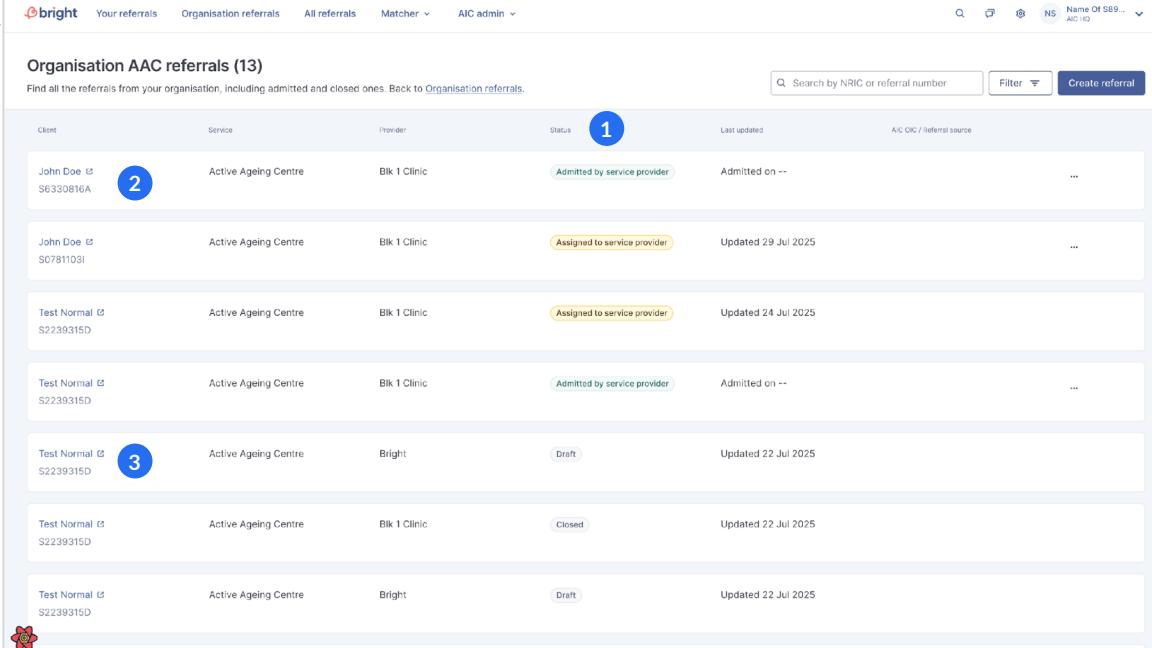
Tap the hyperlink here to be directed to the AAC referrals that your organisation has created



Organisation referrals (5)
Find all the referrals from your organisation, including admitted and closed ones. Find external AAC referral [here](#)

Client	Service	Provider	Status	Last updated
Test Normal S2239315D 2025/000005B	Nursing Home	Provider not assigned yet		
Test Normal S2239315D 2025/000004B	Home Nursing	Provider not assigned yet		
Test Normal S2239315D 2025/000003B	Nursing Home	Provider not assigned yet		
Test Normal S2239315D 2025/000002B	Home Nursing	Provider not assigned yet		

You will be directed to a different AAC-referrals-only dashboard



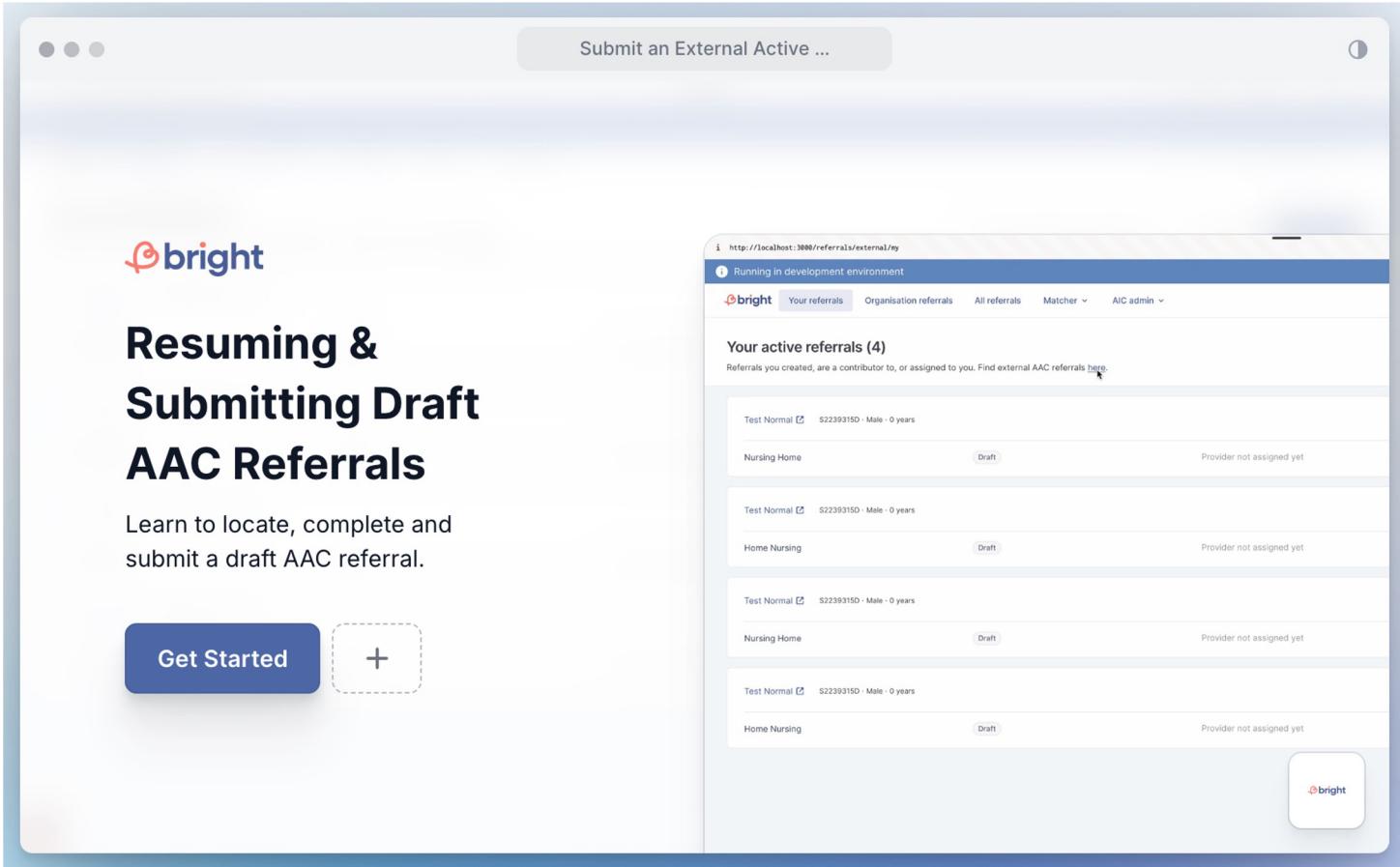
Organisation AAC referrals (13)
Find all the referrals from your organisation, including admitted and closed ones. Back to [Organisation referrals](#).

Client	Service	Provider	Status	Last updated
John Doe S6330816A	Active Ageing Centre	Blk 1 Clinic	1 Admitted by service provider	Admitted on --
John Doe S0781103I	Active Ageing Centre	Blk 1 Clinic	2 Assigned to service provider	Updated 29 Jul 2025
Test Normal S2239315D	Active Ageing Centre	Blk 1 Clinic	3 Assigned to service provider	Updated 24 Jul 2025
Test Normal S2239315D	Active Ageing Centre	Blk 1 Clinic	Admitted by service provider	Admitted on --
Test Normal S2239315D	Active Ageing Centre	Bright	Draft	Updated 22 Jul 2025
Test Normal S2239315D	Active Ageing Centre	Blk 1 Clinic	Closed	Updated 22 Jul 2025
Test Normal S2239315D	Active Ageing Centre	Bright	Draft	Updated 22 Jul 2025

You can do the following here -

1. **View the status of referrals**
2. **View details of each referral**
3. **Complete draft referrals**

Editing A Draft AAC Referral (A video walkthrough)



The image is a composite of two screens. On the left, a video player interface displays a title card for a video. The title card features the obright logo, the text 'Resuming & Submitting Draft AAC Referrals', and a 'Get Started' button. On the right, a screenshot of the obright software interface shows a list of 'Your active referrals (4)'. Each referral entry includes a patient name, ID, gender, and age, along with the service provider, status (Draft), and a note that the provider is not assigned yet.

Referral ID	Referring Service	Status	Provider
S223931SD	Nursing Home	Draft	Provider not assigned yet
S223931SD	Home Nursing	Draft	Provider not assigned yet
S223931SD	Nursing Home	Draft	Provider not assigned yet
S223931SD	Home Nursing	Draft	Provider not assigned yet

As A Service Provider (AAC) -

Accessing Submitted AAC Referrals

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Accessing a Referral – As A Service Provider

- When a referral is made, it triggers an **email notification** to you, with a **secure and unique link** containing details of the referral.
- The unique link contains the **referral form** for you to accept / reject the referral.

[Action required] Referral to Blk 1 Clinic - Active Ageing Centre @ OGP - Befriending - John Doe [adc73813-a236-4962-9e34-8e52572d8e24]

From: Referrals <no-reply@refer-staging.health.gov.sg>
To: refer-automation@open.gov.sg

New Patient Referral for Review

Dear Blk 1 Clinic,

Please [review](#) this new referral:

NRIC: S6330816A

Referring clinic: AIC HQ 

Referral type: Active Ageing Centre

 **Tap hyperlink to view the complete referral form and all patient details**

Referral Exchange (RefX) Team

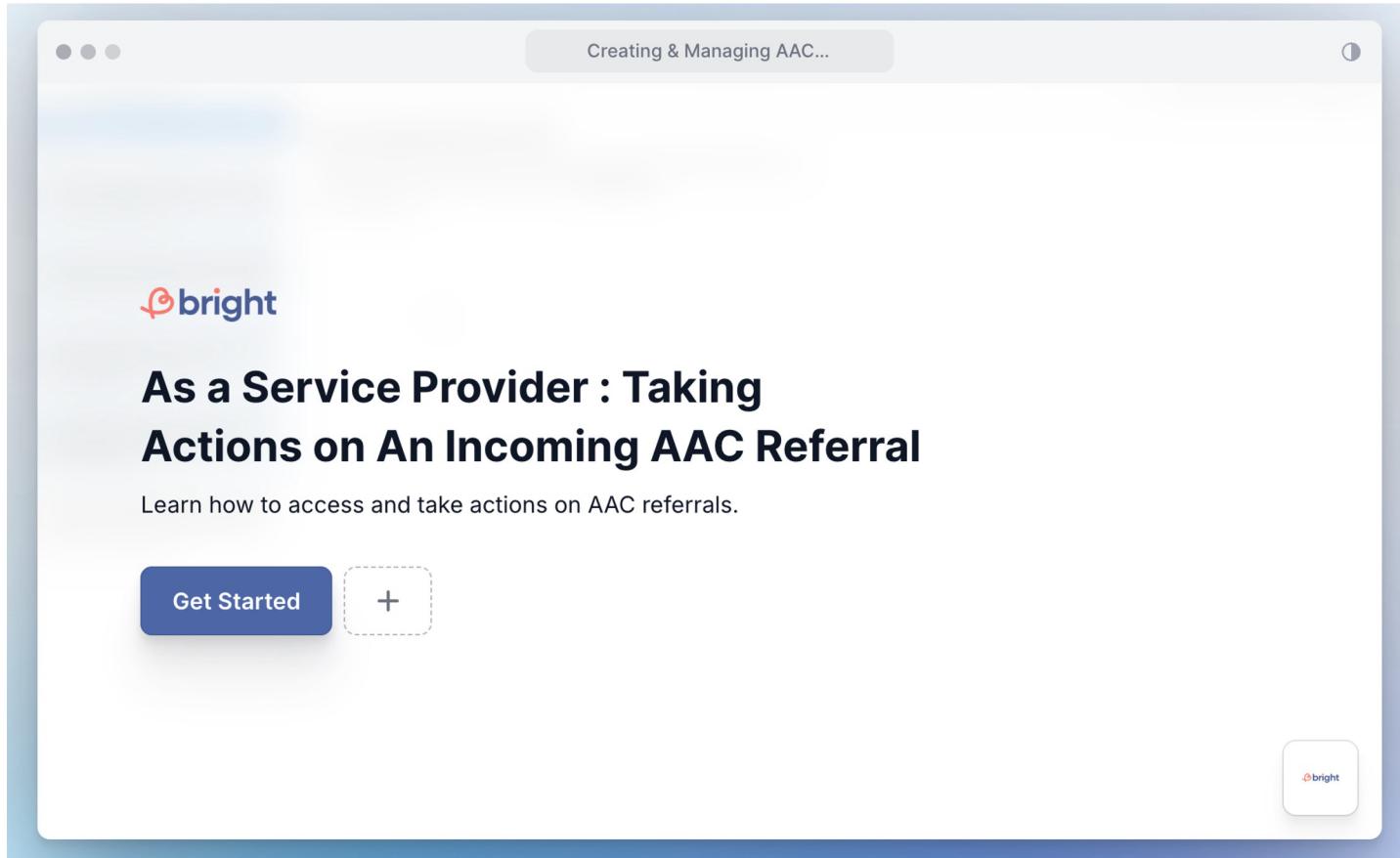
Questions? Contact refx-support@health.gov.sg

This is an automated message. Please do not reply directly to this email.

Powered by  refX

What you need to do: View and Accept or Reject!

(A video walkthrough)



What you need to do: View and Accept or Reject!

BEFRIENDING REFERRAL FORM

Referral Form

PATIENT DETAILS

John Doe
S6330816A
88888888
Jun 28, 1955

REFERRAL DETAILS

Active Ageing Centre @ OGP - Befriending
Not subsidised

REFERRAL FORM

Referral ID: ad73813-a236-4962-9e34-8e52572d8e24
I declare that my patient/client is 80 years and older
Yes
My patient needs Befriending/Buddying
Yes
Risk Factors
Living situation: Senior is living alone OR living with someone who does not provide help in any way (as good as living alone).
My patient needs Active Ageing Programmes
Yes
Activities Needed
Physical Activities
My patient needs Vital Signs Monitoring
Yes
Additional Information
test

REFERRER DETAILS

Institution: AIC HQ
HIC Code/URN: bright_cmaeopdjx0000pv7abr63dcld
Name: AIC HQ
Address: S
Contact No: 88888888
Email: test@gmail.com

Referral to Active Ageing Centre @ OGP - Befriending

REFERRAL DETAILS

Patient: John Doe
S6330816A
Referrer: AIC HQ
AIC HQ

ATTACHMENTS (0)
No attachments provided by referrer

PAST COMMENTS
No comments yet

REVIEW

1 Schedule appointment
2 Appointment or case already exists
3 Reject referral

Appointment scheduled on
Date: dd/mm/yyyy
Time: Select Time
Notes for referrer: We will send this to the referrer.
Submit

Pick a suitable action and Submit once ready -

- 1. Accept (Schedule appointment)**
- 2. Reject (Appointment already exists)**
- 3. Reject (Reject referral)**

What happens next? ►

Upon Accept - Confirmation details will be sent to -

- The patient via SMS
- The referral source via a status update on BRIGHT

Upon Rejection -

- Only the referral source is notified via a status update on BRIGHT and via an email



If a referral is not applicable to your clinic, please Reject it. Do not manually redirect referrals to other Service Providers or clinic locations.

Sample messaging sent to AAC Patients upon appointment confirmation

Ministry of Health

(*****222H): your referral
from Clinic A to Active
Ageing Centre @ OGP -
Befriending has been
CONFIRMED.

This is an automated
message sent by the
Singapore Government.

Support Line

- Need support?
- Have inquiries?
- Want to integrate?

Contact us at

<https://go.gov.sg/brightsupportform> anytime!

We are happy to help!



Thank you!