

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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3. As a Service Provider -
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  - Actions To Take On Submitted Referrals
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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.*

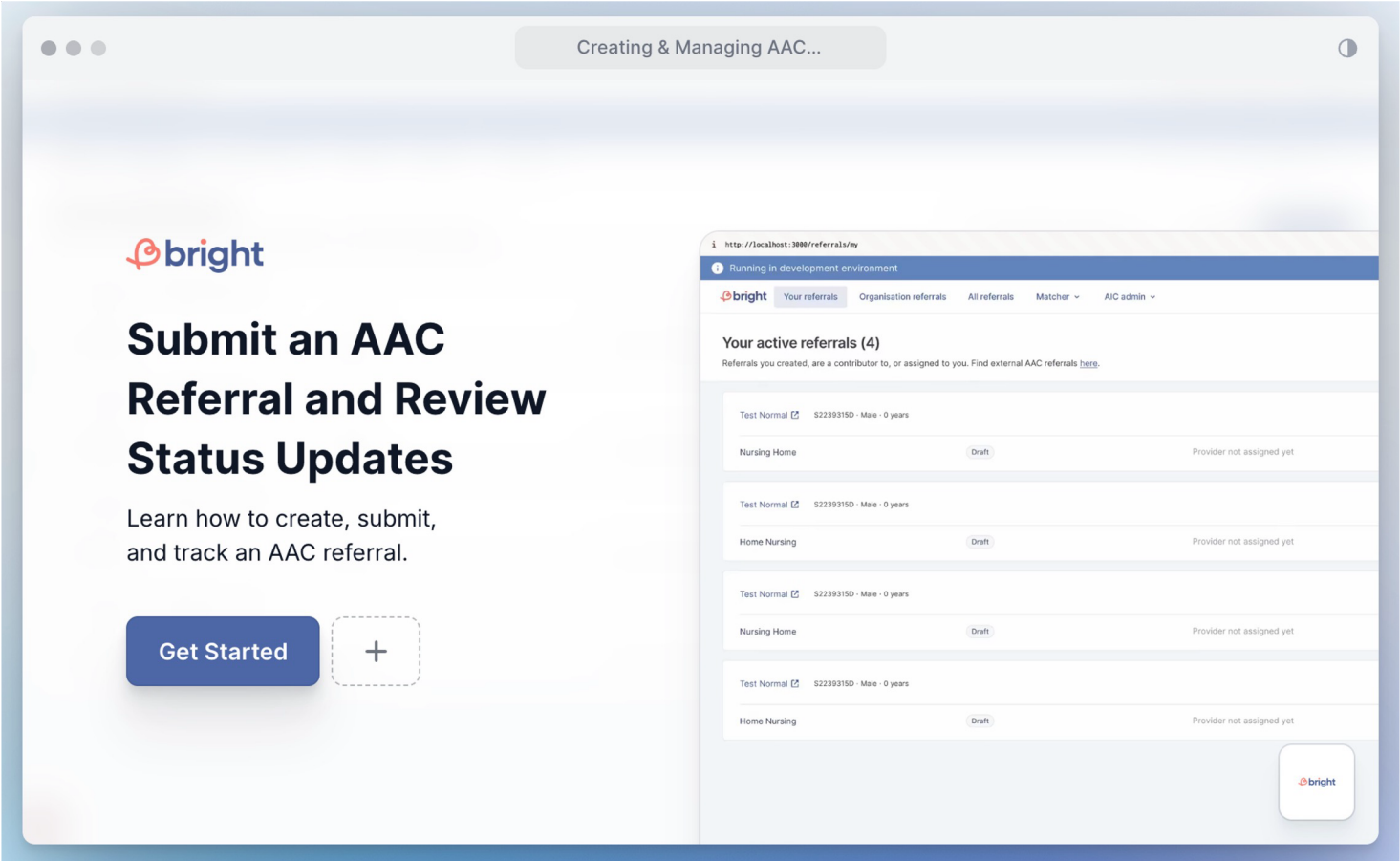


# As A Referring Source Institution - Creating AAC Referrals

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# Creating An AAC Referral (A video walkthrough)



# Locating Your AAC Referrals

You can locate AAC referrals in 2 places –

- 1. Your referrals
- 2. Organisation referrals

1

2

bright

Your referrals

Organisation referrals

All referrals

Matcher

AIC admin

NS

Name Of S89...

AIC HQ

Your active referrals (4)

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

Q Search by NRIC or referral number

Filter

Create referral

Test Normal

S2239315D · Male · 0 years

2025/000005B

+1

Updated 25 Jul 2025

Nursing Home

Draft

Provider not assigned yet

Test Normal

S2239315D · Male · 0 years

2025/000004B

+1

Updated 22 Jul 2025

Home Nursing

Draft

Provider not assigned yet

Test Normal

S2239315D · Male · 0 years

2025/000003B

+1

Updated 21 Jul 2025

Nursing Home

Draft

Provider not assigned yet

Test Normal

S2239315D · Male · 0 years

2025/000002B

+1

Updated 21 Jul 2025

Home Nursing

Draft

Provider not assigned yet

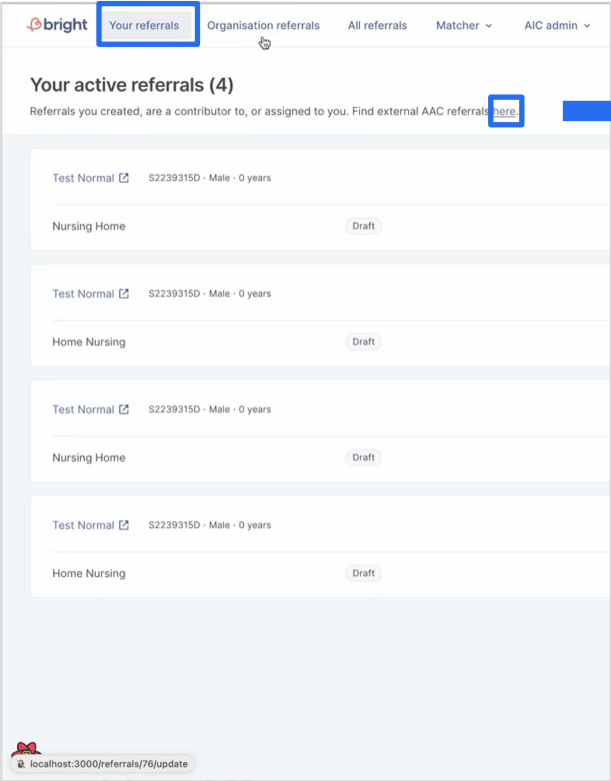
< 1 >

localhost:3000/referrals/76/update

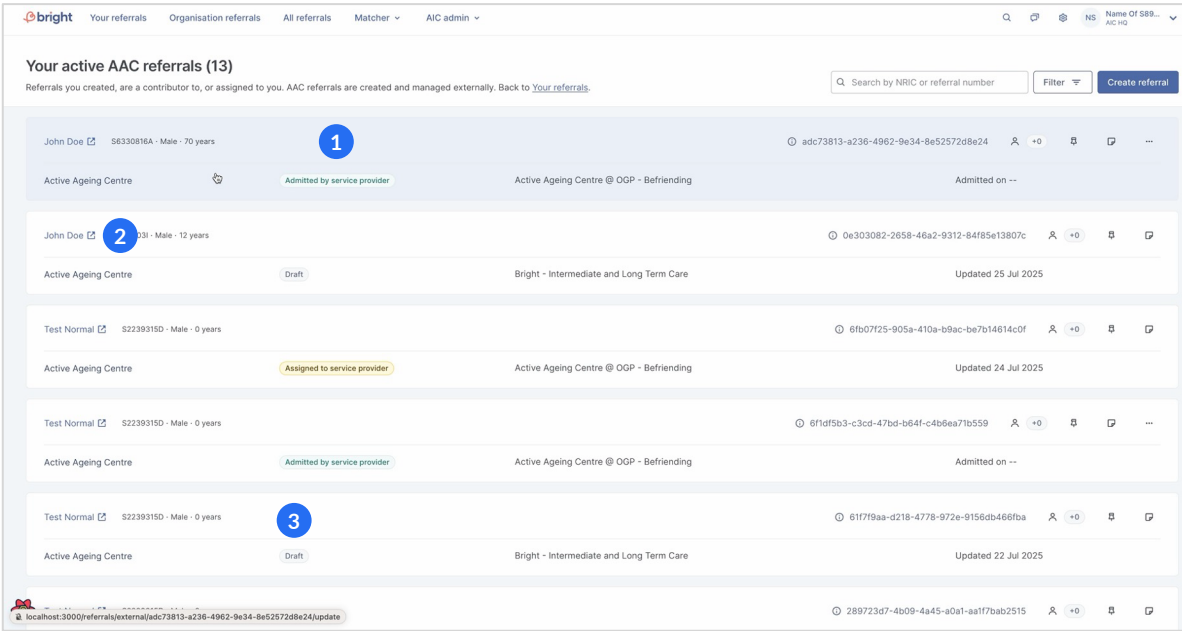
Logged in successfully

# Locating Your AAC Referrals – Your Referrals

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



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

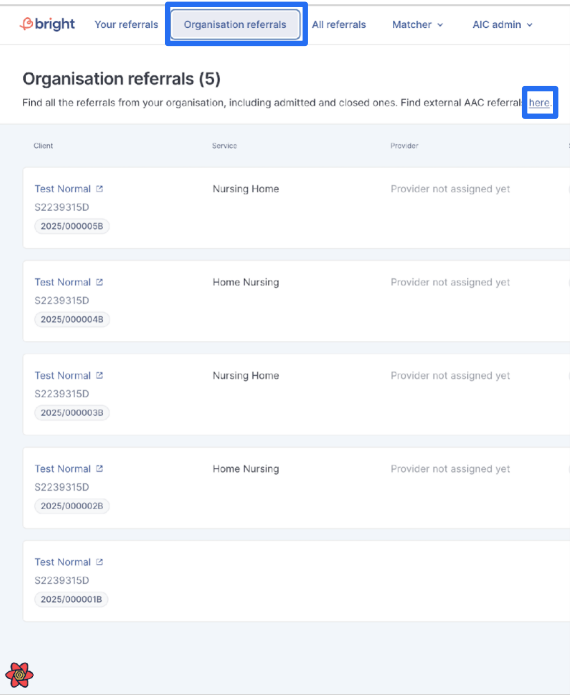


You can do the following here –

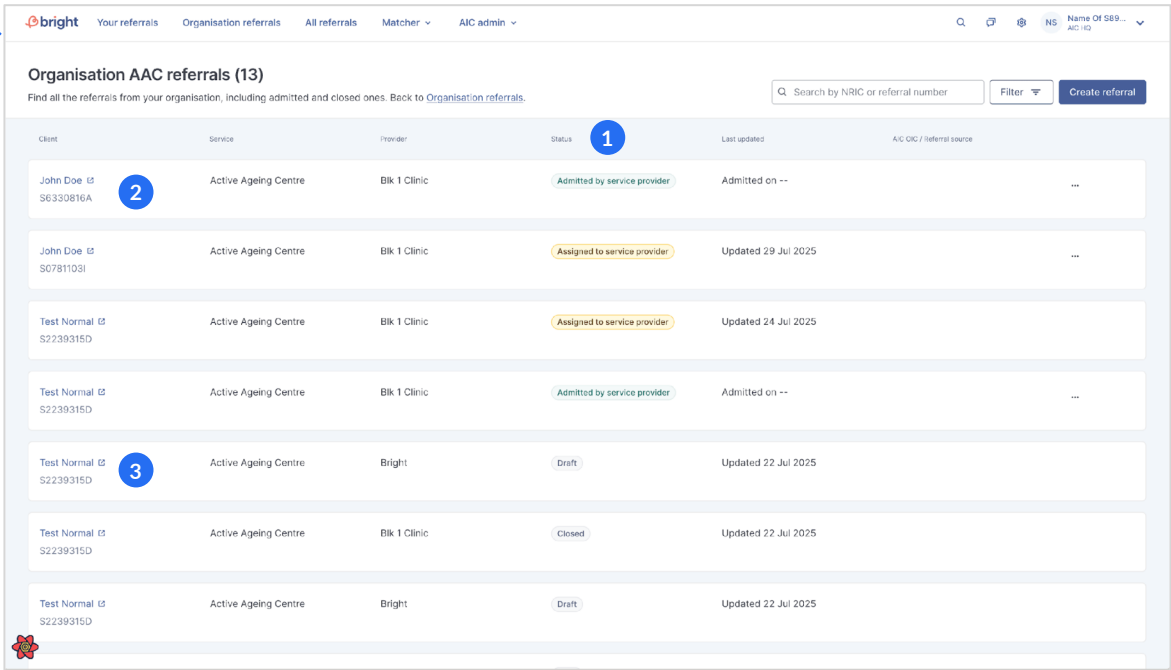
1. View the **status of referrals**
2. **View details** of each referral
3. **Complete draft referrals**

# Locating Your AAC Referrals – Organisation Referrals

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



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




- 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)

Submit an External Active ...



## Resuming & Submitting Draft AAC Referrals


Learn to locate, complete and submit a draft AAC referral.

Get Started

+

http://localhost:3000/referrals/external/my


Running in development environment


 Your referrals Organisation referrals All referrals Matcher A/C admin

### Your active referrals (4)

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

Test Normal <a href="#">🔗</a> S22393150 - Male - 0 years		
Nursing Home	Draft	Provider not assigned yet
Test Normal <a href="#">🔗</a> S22393150 - Male - 0 years		
Home Nursing	Draft	Provider not assigned yet
Test Normal <a href="#">🔗</a> S22393150 - Male - 0 years		
Nursing Home	Draft	Provider not assigned yet
Test Normal <a href="#">🔗</a> S22393150 - Male - 0 years		
Home Nursing	Draft	Provider not assigned yet



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# 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

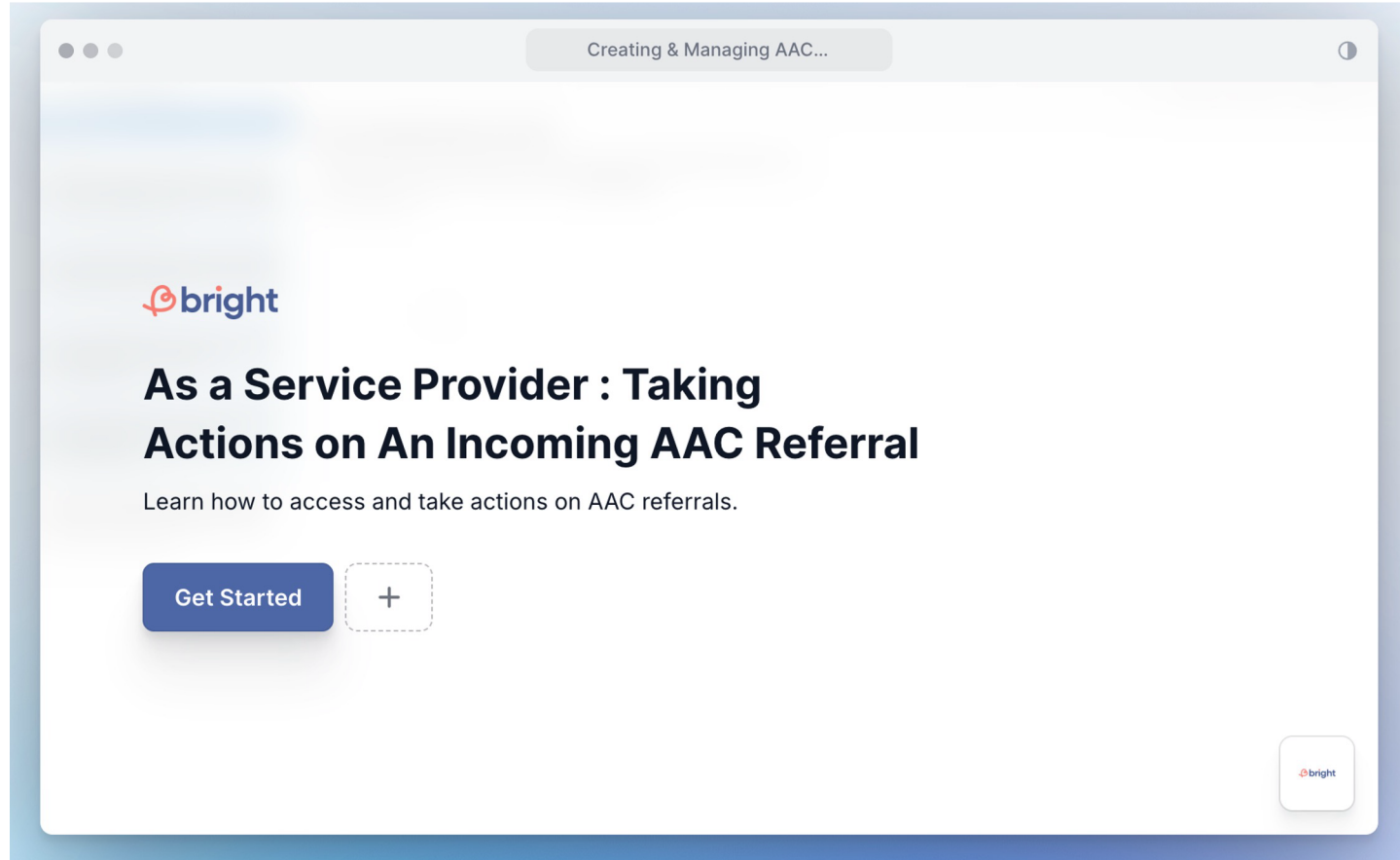
Referral Exchange (RefX) Team

Questions? Contact [refx-support@health.gov.sg](mailto:refx-support@health.gov.sg)

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

# 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  
56330816A  
88888888  
Jun 28, 1955

**REFERRAL DETAILS**

Active Ageing Centre @ OGP - Befriending  
Not subsidised

**REFERRAL FORM**

Referral id  
adc73813-a236-4962-9e34-8e52572d8e24

I declare that my patient/client is 60 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  
HCL Code/URL  
bright\_cmoeopdx0000pv7abr63dcld  
Name  
AIC HQ  
Address  
.S  
Contact No.  
88888888  
Email  
test@gmail.com

## Referral to Active Ageing Centre @ OGP - Befriending

**REFERRAL DETAILS**

Patient John Doe  
56330816A  
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

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

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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!

