



Training for referral sources

Renal Launch on 8 July 2025

June 2025



Objectives

By the end of today's session, you will be able to:

1. Navigate BRIGHT with confidence
 - Become familiar with key features and components
 - Learn how to create and submit a renal referral
2. Transit seamlessly from IRMS / Hard Copy forms to BRIGHT
3. State our communication channel for support and feedback
 - <https://go.gov.sg/supportbright>

Agenda

1. Background
2. How to use the system: **A live demo**
3. **Admin-only** functions
4. Post-Training Support + **Q & A**

Background

Developed by OGP, BRIGHT is a replacement referral platform (IRMS) for hospitals and service providers to refer residents to intermediate to long-term care (ILTC) services.

Background

Renal Launch Date: Tuesday 8 July 2025

Participating Service Providers at launch

- KDF
- AMK-THK Hospital
- Ihsan Kidney Care
- Sata Comm Health
- Tzu Chi
- Renal Health Services

NKF may not be onboarded from 8 July 2025 as there are still ongoing discussions. Timeline of NKF onboarding will be shared when ready.

Renal referral form

- Engaged with 4 service providers and referral sources across 3 institutions to understand
 - a. current referral processes
 - b. pain points in existing workflow
 - c. essential information needed in referral form
- Developed new referral form on BRIGHT based on feedback and user needs

High level changes from IRMS

- Open editing – edits can be made to a referral even after submission
- Open referral fields – Contributors will be able to edit all fields on the referral form (e.g. MSW can now fill in medical report)

High level changes from IRMS

- **Shorter referral forms** - fields that are no longer necessary have been removed
- **Single referral form** - Only 1 referral form is required for clients who need multiple services

Agenda

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2. How to use the system: **A live demo**
3. **Admin-only** functions
4. Post-Training Support + **Q & A**

Login - For AIC and PHI users

A Singapore Government Agency Website [How to identify](#) ▾



FOR AIC AND PHI

Log in with AzureAD →

FOR SERVICE PROVIDERS

Log in with Corppass →

By logging in, you agree to Bright's [terms of use](#) and [privacy policy](#).

[Need help logging in?](#)

BUILT BY () OPEN GOVERNMENT PRODUCTS



Login - For AIC and PHI users







If you are unable to login:

- Ensure that your AzureAD is enabled
- approach your institution's BRIGHT administrators to create / activate your account


Your referrals | Organisation referrals | Create referral

Your referrals

 **Your referrals** Organisation referrals **Matcher** 

     **CHIN JUN Y...**
Alpha Hospital 

Your active referrals (55)
Referrals you created, are a contributor to, or assigned to you.


Filter  **Create referral**

1.

2.

3.

Referrals you created
Referrals where you are a contributor
Referrals assigned to you

Office Hours Client 3 


S5940067C · Female · 66 years

Nursing Home

Assigned to service provider

Alpha Residential Home


Updated 26 Feb 2025


Putting more on waitlist 

S1303520B · Female · 0 years

2025/000092B

+2






Nursing Home

Scheduling by service provider

Alpha Residential Home


Updated 05 Feb 2025


Waiting to assign 1 

S5165194D · Female · 0 years

2025/000089B

+2






Nursing Home

Pending AIC assignment

Provider not assigned yet


Updated 23 Jan 2025


Office Hours Client 3 

S5940067C · Female · 66 years

2025/000368B

+1









Day Care

Draft

Provider not assigned yet

Updated 06 Mar 2025

Your referrals

Name		Biodata		Referral number		Mouse-over for list of contributors		Pin		Remarks (for your eyes only)	
John Wayne 		S8571616B · Male · 117 years		2024/100312B		 2024/100312B		 +1			
Nursing Home		Draft		Provider not assigned yet		Updated 17 Dec 2024					
Service		Status		Provider location						Last updated date	

Client's profile

Demo Renal Pre-filled

S0747970J · Female · 22 Jun 1976 · 49 years · Citizen · 52 Ang Mo Kio Road, #52-52, Singapore 512514

Manually edit
client's biodata

Update client's
biodata from
ICA

Update profile

Create referral

Contacts

Edits made here will apply to future referrals only.

Patient has no next of kin.

List of
existing
referrals

Edit contact person's
details for future
referrals

Add contact person

All referrals

ID	Service	Provider	Status	Last updated	AIC OIC / Referral source
2025/00202...	Hemodialysis	Provider not assigned yet	Draft	Updated 25 Jun 2025	CHIN JUN YONG, JOEL (RS) +2 ...
2025/002021B	Meals on Wheels	Provider not assigned yet	Draft	Updated 25 Jun 2025	CHIN JUN YONG, JOEL (RS) ...

Your referrals

The screenshot shows the 'Your referrals' page in the 'bright' system. The top navigation bar includes the 'bright' logo, tabs for 'Your referrals' (selected), 'Organisation referrals', and a 'Matcher' dropdown. On the right, a user profile for 'CHIN JUN Y... Alpha Hospital' is shown. A series of blue callout boxes with red arrows point to specific UI elements: 'Global search' points to a magnifying glass icon; 'Get help' points to a speech bubble icon; 'Settings' points to a gear icon; 'Switch organisation' points to a building icon; and 'Profile' points to a dropdown arrow icon. Below the navigation bar, the main heading is 'Your active referrals (55)' with a subtitle 'Referrals you created, are a contributor to, or assigned to you.' At the bottom, two red circles highlight the search and filter controls. A blue callout box labeled 'Search within 'Your referrals'' points to the search input field, which contains the placeholder text 'Search by NRIC or referral number'. Another blue callout box labeled 'Filter referrals by status' points to the 'Filter' button, which has a funnel icon. A 'Create referral' button is also visible to the right of the filter button.

Global search

Get help

Settings

Switch organisation

Profile

Search within 'Your referrals'

Filter referrals by status

Search by NRIC or referral number

Filter

Create referral

Live demonstration

[Your referrals](#) | **Organisation referrals** | [Create referral](#)

Organisation referrals

bright Your referrals Organisation referrals Matcher ▾


CHIN JUN Y...
Alpha Hospital ▾

Organisation referrals (155)
Find all the referrals from your organisation, including admitted and closed ones.

Search by NRIC or referral number Filter Create referral

Client	Service	Provider	Status	Reassign
Yoyo Key S3468583E 2025/000366B	Home Personal Care	Provider not assigned yet	Draft	
	Medical Escort	Provider not assigned yet	Draft	
	Transport	Provider not assigned yet	Draft	
	Meals on Wheels	Provider not assigned yet		
Cici Loh S1784252H 2025/000365B	Meals on Wheels	Provider not assigned yet	Pending AIC assignm...	Updated 05 Mar 2025 Quendi Cheng (AIC) (RS), Priya Latha D/O Muraletaran (AIC) (OIC) +1
Lala Liew S2568289J 2025/000363B	Day Care	Alpha Residential Home	Assigned to service p... Closed	Updated 05 Mar 2025 Yap Shu Hui (AIC) (RS) (OIC) +1
	Day Rehab (PT/OT)			Updated 05 Mar 2025
Lala Chen S6696133H	Home Personal Care	Alpha Residential Home	Assigned to service p...	Updated 05 Mar 2025 Quendi Cheng (AIC) (RS), Priya Latha D/O +1

Organisation referrals

 Your referrals Organisation referrals Matcher ▾

CHIN JUN Y...
Alpha Hospital ▾

Organisation referrals (155)

Find all the referrals from your organisation, including admitted and closed ones.





Filter ▾ Create referral

Status ▾

Officer in-charge (OIC) ▾

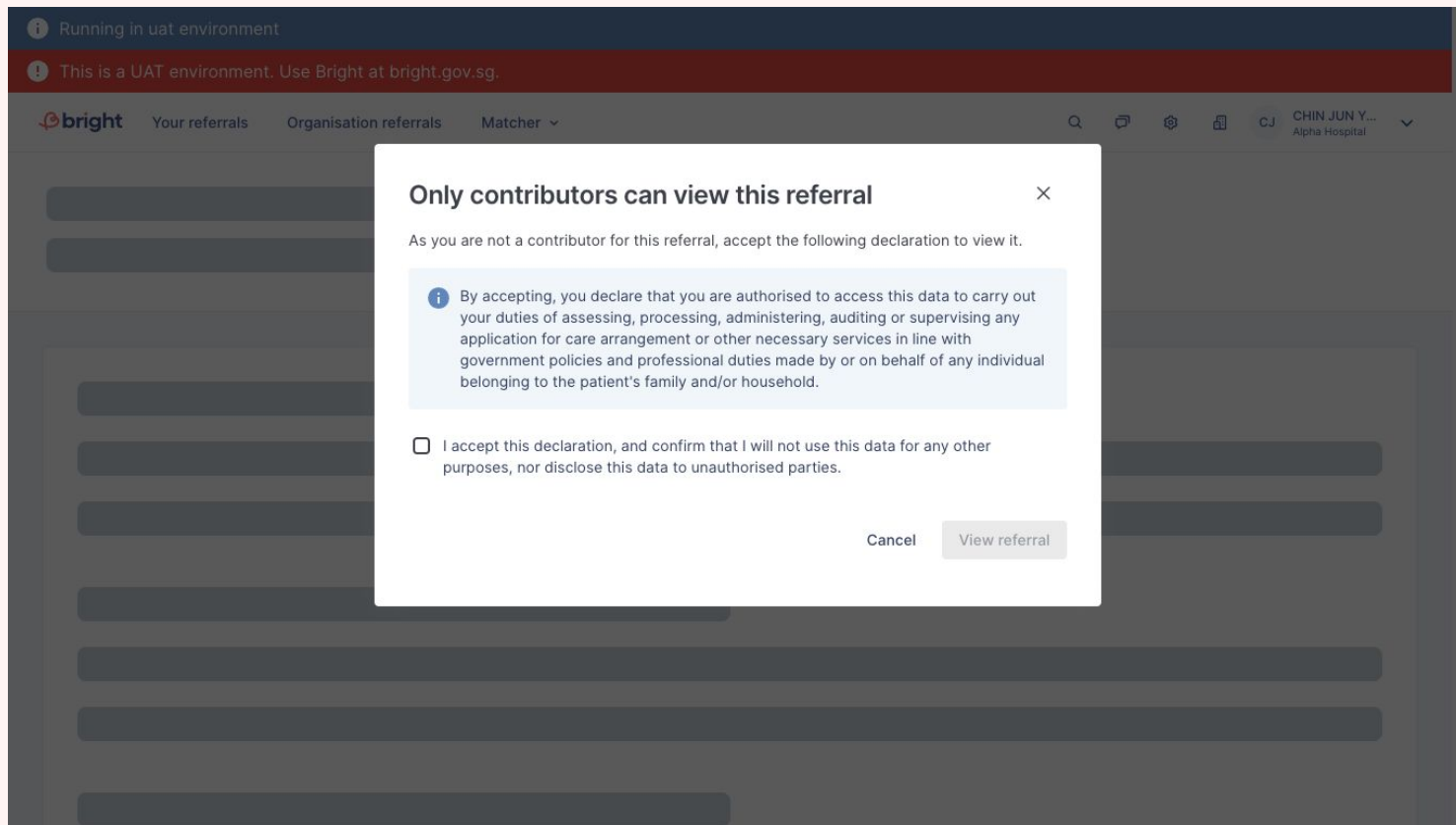
Assigned to ▾

[Clear all filters](#)

Client	Service	Provider	Status	Admitted on	Referral source	Reassign
Peter Lim  S8631081A 2024/100039B	Nursing Home	Alpha Residential Home	Discharged	2024	Chen (AIC) (RS) (OIC)	+1
AiNi  S7788778A 2024/100060B	Nursing Home	Alpha Residential Home	Admitted by service p...	Admitted on 05 Dec 2024	Yap Shu Hui (AIC) (RS) (OIC)	+1
TESTER !  S0000002Z 2024/100064B	Nursing Home	Provider not assigned yet	Draft	Updated 05 Dec 2024	Bo Chong Mei (AIC) (RS)	
Peter Tan  S4455667A 2024/100036B	Nursing Home	Alpha Residential Home	Admitted by service p...	Admitted on 05 Dec 2024	Angela Lim (AIC) (RS) (OIC)	+3

Additional filter options

Organisation referrals



Organisation referrals

bright Your referrals Organisation referrals Matcher ▾

CHIN JUN Y...
Alpha Hospital ▾


CombiPatient S0457192D ⓘ 2025/000360B

Female · 14 Jan 1978 (47 years) · CITIZEN · 999 Woodlands Ave 1, #08-9999, Singapore 730888


Referral form Manage admission Appeal Progress notes Contributors (2) **Timeline**

TIMELINE


All activity Status changes only Referral edits only

 CHIN JUN YONG, JOEL from Alpha Hospital viewed this referral


06/03/2025, 03:11

 Referral was assigned to charmaine (AIC, Agency for Integrated Care (AIC))


05/03/2025, 16:43 ▾

 Nursing Home updated to Pending AIC assignment


Yap Shu Hui (AIC), 05/03/2025, 16:43

 Home Medical updated to Pending AIC assignment


Yap Shu Hui (AIC), 05/03/2025, 16:43

 Yap Shu Hui (AIC) submitted referral


05/03/2025, 16:43

 Yap Shu Hui (AIC) changed Resident Assessment Form, Social Report, Medical Report, Personal & Family, Service Detail...

05/03/2025, 16:43 ▾

 Yap Shu Hui (AIC) uploaded document: Testing documents.docx

05/03/2025, 16:43 ▾

 Yap Shu Hui (AIC) created draft


05/03/2025, 16:39

**Tracked on
referral timeline**

Live demonstration

[Your referrals](#) | [Organisation referrals](#) | **Create referral**

Create referral

 **Your referrals** Organisation referrals Matcher ▾





















CHIN JUN Y...
Alpha Hospital ▾

Your active referrals (55)

Referrals you created, are a contributor to, or assigned to you.

Filter ▾

Create referral

Office Hours Client 3 	S5940067C · Female · 66 years	 2025/000086B	 +2		
Nursing Home	Assigned to service provider	Alpha Residential Home	b 2025		
Putting more on waitlist 	S1303520B · Female · 0 years	 2025/000092B	 +2		
Nursing Home	Scheduling by service provider	Alpha Residential Home	Updated 05 Feb 2025		
Waiting to assign 1 	S5165194D · Female · 0 years	 2025/000089B	 +2		
Nursing Home	Pending AIC assignment	Provider not assigned yet	Updated 23 Jan 2025		
Office Hours Client 3 	S5940067C · Female · 66 years	 2025/000368B	 +1		
Day Care	Draft	Provider not assigned yet	Updated 06 Mar 2025		

Create referral

Client's NRIC/FIN

Other identifiers accepted are K••••••, X••••••, or SP••••••

S852

Verify

✔ Client exists in Bright. This referral will be added to their profile.

Key in NRIC/FIN

Client's name

CHIN JUN YONG, JOEL

If client exists in
BRIGHT, biodata will
be auto-filled with
data in BRIGHT

Client's citizenship status

Citizen

Create referral

Client's NRIC/FIN

Other identifiers accepted are K••••••, X••••••, or SP••••••

S852

Verify



Retrieved from government database successfully. This new client will be created in Bright.

Key in NRIC/FIN

Client's name

CHIN JUN YONG, JOEL

If client does not exist in BRIGHT, data will be retrieved from ICA

Client's citizenship status

Citizen

Create referral

Select service(s)

CENTRE

 Day Rehab (PT/OT)


 Day Rehab (ST)


 Day Care

 Dementia Day Care

 Centre Based Nursing

HOME HEALTH

 Home Medical

 Home Nursing


 Home Rehab (PT/OT/ST)

 Home Environment Review

 Home-based Exercise Training


HOME SOCIAL

 Home Personal Care

 Meals on Wheels

 Medical Escort Transport

RESIDENTIAL

 Nursing Home

 Nursing Home Respite Care

 Sheltered Home

Remember to
check IRMS for
double dipping

ⓘ Check on IRMS 1.0 that client doesn't have active referrals that may double dip
Otherwise, an appeal may be required.

Draft

bright Your referrals Organisation referrals Matcher ▾

Q ⚙ 📄 CJ CHIN JUN Y...
Alpha Hospital ▾

Office Hours Client 3 S5940067C ⓘ 2025/000368B

Female · 07 Jan 1959 (66 years) · CITIZEN · 2 road, #01-01, Singapore 512915

Referral form Manage admission Appeal Progress notes Contributors (1) Timeline

Submit referral Save draft

Personal

Services

Medical report

Functional status

Finances

Documents

📍 DISCHARGE ADDRESS

Client has a discharge address ☐

📞 CONTACTS

Changes made here are for this referral only. You can still update contact details in [client profile](#) ↗ for future referrals.

+ Add contact person

Additional notes (optional)

Referral form fields to be filled in

Live demonstration

Contributors | Progress Notes | Timeline

Contributors



Your referrals

Organisation referrals

Matcher ▾



CHIN JUN Y...
Alpha Hospital



Office Hours Client 3

S5940067C

2025/000368B

Female · 07 Jan 1959 (66 years) · CITIZEN · 2 road, #01-01, Singapore 512915

Referral form

Manage admission

Appeal

Progress notes

Contributors (1)

Timeline

CONTRIBUTORS (1)

CHIN JUN YONG, JOEL

Referral creator

✉ joelchin@open.gov.sg

☎ 99999999

🏢 Alpha Service Provider

Alpha Hospital

Jurong Community Hospital

Jurong Community Hospital (SP) (Generated)

Agency for Integrated Care (AIC)

Joel's all encompassing organisation

Add contributor

Add contributors
(e.g. doctors,
nurses, coverage)

Contributors

Cici Loh S1784252H

2025/000365B

Female · 06 Mar 1934 (91 years) · CITIZEN · 100 9, #03-188, Singapore 099099

Referral form

Manage admission

Appeal

Progress notes

Contributors (3)

Timeline

You can search for a specific referral and add yourself as contributor as well

CONTRIBUTORS (3)

Add myself as contributor

Priya Latha D/O Muraletaran (AIC)

Assigned OIC

✉ priya.latha.muraletaran@aic.sg

☎ 80341831

🏢 Alpha Service Provider

Agency for Integrated Care (AIC)

Alpha Hospital

Quendi Cheng (AIC)

Referral creator

✉ quendi.cheng@aic.sg

☎ 97831526

🏢 Agency for Integrated Care (AIC)

Alpha Service Provider

Alpha Hospital

charmaine

✉ charmaine@open.gov.sg

☎ 81385057

🏢 All Saints Home (Tampines)

Fei Yue Active Ageing Centre (Bukit Batok)

Agency for Integrated Care (AIC)

LC Nursing Home

Changi General Hospital

Alpha Service Provider

Alpha Hospital

All Saints Home (Hougang)

St Luke's Community Hospital (Generated)

KK Women's and Children's Hospital

Tan Tock Seng Hospital

Orange Valley Nursing Homes Pte. Ltd.

Contributors | **Progress Notes** | Timeline

Progress Notes

PROGRESS NOTES (3)

Create note

J

Charmaine (OIC)

Updated 11/10/2024, 12:38

Edit Note



Have confirmed the 5 NH are still full and that an alternative NH, ABC NH has space for client. Could you speak to client to check if he is open to this option?

**Progress notes
are viewable by
everyone within
the referral**

J

Joel MSW

Updated 5/10/2024, 12:36

NOK agreed to place Client on the waitlist of 5 nursing homes which are near to their place of residence.

J


Joel MSW

Updated 29/09/2024, 12:35

Today, I called NOK regarding their parent's application to a nursing home, no preference based on the call.

Contributors | Progress Notes | **Timeline**

Timeline

 Your referrals Organisation referrals Matcher ▾

CHIN JUN Y...
Alpha Hospital ▾

Dementia Respite 2

S2912481a 1089

Female · 06 Nov 2024 (0 years) · CITIZEN · 12 road, #15-15, Singapore 192414

Referral form Manage admission Appeal Progress notes Contributors (3) **Timeline**

TIMELINE

All activity Status changes only Referral edits only

- CHIN JUN YONG, JOEL added a new progress note **Progress Note** 06/03/2025, 03:42 ▾
- Referral was reassigned to joelchin+aic (AIC, Agency for Integrated Care (AIC)) 30/11/2024, 06:05 ▾
- joelchin+aic from Agency for Integrated Care (AIC) viewed this referral 30/11/2024, 06:04
- Nursing Home Respite Care updated to On waitlist CHIN JUN YONG, JOEL, 30/11/2024, 05:49 ▾
- Referral was reassigned to joelchin (AIC, Agency for Integrated Care (AIC)) 30/11/2024, 05:49 ▾
- Referral was assigned to charmaine (AIC, Agency for Integrated Care (AIC)) 30/11/2024, 05:49 ▾
- Nursing Home Respite Care updated to Pending AIC assignment CHIN JUN YONG, JOEL, 30/11/2024, 05:49
- CHIN JUN YONG, JOEL submitted referral 30/11/2024, 05:49
- CHIN JUN YONG, JOEL changed Resident Assessment Form, Social Report, Medical Report, Service Details, Services S... 30/11/2024, 05:49 ▾
- CHIN JUN YONG, JOEL created draft 30/11/2024, 05:47

Timeline will reflect all activities including status changes and edits made

Live demonstration

Submit referral

Pending assignment

Renal Test 3

K581



2025/002016B

Male · 02 Jun 2025 (0 years) · PR · 1 r, #01-01, Singapore 214512



Referral form

Manage admission

Appeal

Progress notes

Contributors (1)

Timeline

MANAGE ADMISSION

Referrals with multiple providers selected will be assigned to the first available one selected.

Hemodialysis

Search for and select providers



Assign

Withdraw

Assigned to service provider

Test Renal 2

K1851974

2025/002015B

Male · 15 Jun 2025 (0 years) · CITIZEN · 1 r, #01-01, Singapore 123145

Referral form

Manage admission

Appeal

Progress notes

Contributors (1)

Timeline

MANAGE ADMISSION

Referrals with multiple providers selected will be assigned to the first available one selected.

Hemodialysis

Alpha Renal

Assigned to service provider Updated 24 Jun 2025

Edit assignment

Withdraw

Admitted by service provider

Test Renal 2

K1851974

2025/002015B

Male · 15 Jun 2025 (0 years) · CITIZEN · 1 r, #01-01, Singapore 123145

Referral form

Manage admission

Appeal

Progress notes

Contributors (1)

Timeline

MANAGE ADMISSION

Referrals with multiple providers selected will be assigned to the first available one selected.

Hemodialysis

Alpha Renal

Admitted by service provider Admitted on 25 Jun 2025

Discharge

Case statuses

	Can edit referral?	Can RS reject / withdraw?	Can assigned OIC reject / withdraw	Can SP reject / withdraw?
Draft	Yes	-	-	-
Pending assignment	Yes	Yes	Yes	No
On waitlist	Yes	Yes	Yes	No
Assigned to service provider	Yes	Yes	Yes	Yes
Pending review	No	No	Yes	No
Accepted/Scheduled	No	Yes	Yes	Yes
Admitted by service provider	No	No	No	No
Discharged	No	-	-	-
Closed	No	-	-	-

Case status

- **Pending assignment** – referral has been submitted, and is awaiting assignment to an SP
- **Pending review** – SP has rejected/withdrawn the referral and RS must re-assign the referral

Case status – Pending review

Renal Test 3 K581 2025/002016B

Male · 02 Jun 2025 (0 years) · PR · 1 r, #01-01, Singapore 214512

[Referral form](#) [Manage admission](#) [Appeal](#) [Progress notes](#) [Contributors \(1\)](#) [Timeline](#)

MANAGE ADMISSION

Referrals with multiple providers selected will be assigned to the first available one selected.

Hemodialysis

 Alpha Renal

 Pending review Updated 25 Jun 2025

 Change of provider or client's decision: Client or NOK prefers another provider

[Reassign](#)

[Close case](#)

Agenda

1. Background
2. How to use the system: **A live demo**
3. **Admin-only** functions
4. Post-Training Support + **Q & A**

User management

Click on settings to access the user management page

bright Your referrals Organisation referrals Matcher ▾

Q [icon] [icon] [icon] CJ CHIN JUN Y... Alpha Hospital ▾

Your active referrals (54)
Referrals you created, are a contributor to, or assigned to you.





















Search by NRIC or referral number

Manage users
Audit log
Create referral

Waiting to assign 1 [icon]	S5165194D · Female · 0 years	2025/000089B	[icon] +2 [icon]	[icon]
Nursing Home	Pending AIC review	Provider not assigned yet	Updated 06 Mar 2025	
Office Hours Client 3 [icon]	S5940067C · Female · 66 years	2025/000086B	[icon] +2 [icon]	[icon]
Nursing Home	Assigned to service provider	Alpha Residential Home	Updated 26 Feb 2025	
Putting more on waitlist [icon]	S1303520B · Female · 0 years	2025/000092B	[icon] +2 [icon]	[icon]
Nursing Home	Scheduling by service provider	Alpha Residential Home	Updated 05 Feb 2025	
Office Hours Client 3 [icon]	S5940067C · Female · 66 years	2025/000368B	[icon] +2 [icon]	[icon]
Day Care	Appealed	Assigned to service provider	Alpha Home and Centre-based services	Updated 06 Mar 2025

User management

The screenshot displays the 'bright' user management interface. At the top, there are navigation tabs: 'Your referrals', 'Organisation referrals', and 'Matcher'. A search bar is present with the text 'Search for user'. A button labeled 'Add SP user' is highlighted with a red circle. Below the search bar, a table lists 142 Organisation Users. The table has columns for Email, Name, Organisation, Role, Designation, Contact, Special permissions, Last login, and Actions. The Actions column contains icons for editing (pencil), reactivating (refresh), and disabling (trash can). Three callouts with red arrows point to these icons: 'Edit user' points to the pencil icon, 'Reactivate user' points to the refresh icon, and 'Disable user' points to the trash can icon. A fourth callout points to the 'Add SP user' button with the text 'Add new user'.

Email	Name	Organisation	Role	Designation	Contact	Special permissions	Last login	Actions
ai.lian.teo2@aic.sg	ai lian teo2	Alpha Hospi...	PHI Admin	--		Pull from E...	--	 
ai.lian.teo@aic.sg	Teo Ai Lian (AIC)	Alpha Hospi...	PHI Admin	--		Pull from E...	--	 
aishah.khmamarudin@aic.sg	Aishah Binte Khmamarudin (AIC)	Alpha Hospi...	PHI Admin	--		--	--	 
alan.ng@aic.sg	Alan Ng (AIC)	Alpha Hospi...	PHI Admin	--		--	2024-12-26...	 
aloysius.yeo@aic.sg	Aloysius Yeo (AIC)	Alpha Hospi...	PHI Admin	--		Pull from E...	--	 
alvin.ang@aic.sg	--	Alpha Hospi...	PHI Admin	--		Pull from E...	--	 
alvin.yip@aic.sg	alvin.yip	Alpha Hospi...	PHI Admin	--		--	--	 
andrew.lim@aic.sg	Andrew Lim Kang Guan (AIC)	Alpha Hospi...	PHI Admin	--		Pull from E...	--	 
angela.lim@aic.sg	Angela Lim (AIC)	Alpha Hospi...	PHI Admin	--		--	2025-03-05...	 
angeline.lim@aic.sg	Angeline Lim Yishan (AIC)	Alpha Hospi...	PHI Admin	--		Pull from E...	--	 

Navigation: < 1 2 3 4 5 ... 15 >

Callouts:

- Add new user (points to Add SP user button)
- Edit user (points to Edit icon)
- Reactivate user (points to Reactive icon)
- Disable user (points to Disable icon)

Agenda

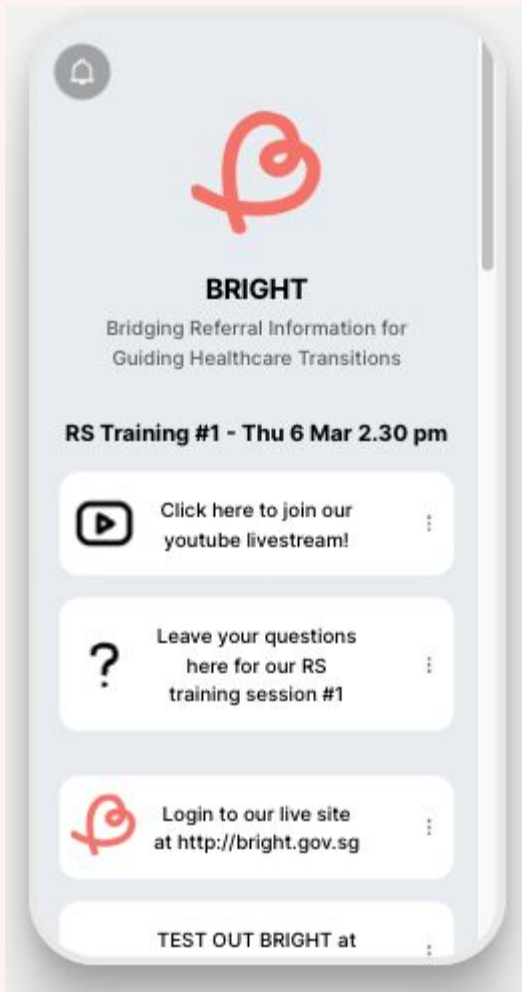
1. Background
2. How to use the system: **A live demo**
3. **Admin-only** functions
4. Post-Training Support + **Q & A**

1 link
to remember

go.gov.sg/supportbright



<https://go.gov.sg/supportbright>



Support Channel <https://go.gov.sg/supportbright>

- Interactive guides
- FAQs
- Recordings
- Training slides
- Access to our UAT test site
- Support request form

Access to our UAT test environment

- Our test environment is now ready for you to try out the renal referral form
- If you would like to test these out before our launch, do try it out at our UAT environment
- **We have granted access to all users who had signed up for this session!**
- If you do not have access, reach out to us via our support channel!

Q&A



OPEN
GOVERNMENT
PRODUCTS