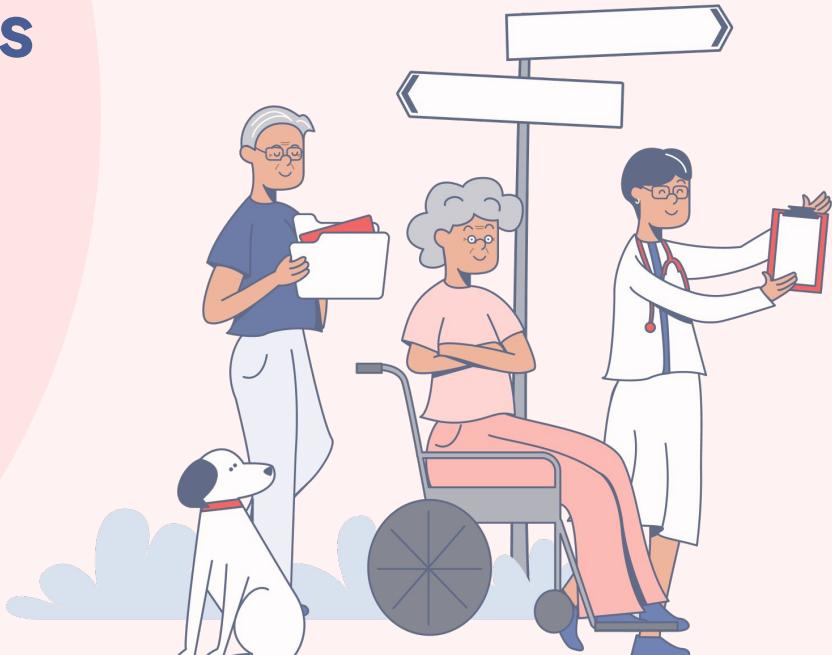




# Training for referral sources

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

1. Background
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

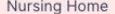
## Your referrals

 Your referrals   Organisation referrals   Matcher Matcher CHIN JUN Y... Alpha Hospital

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

Search by NRIC or referral number   Filter   Create referral

1. Referrals you created  
2. Referrals where you are a contributor  
3. Referrals assigned to you

Office Hours Client 3  S5940067C · Female · 66 years	 Assigned to service provider	Alpha Residential Home	Updated 26 Feb 2025
Putting more on waitlist  S1303520B · Female · 0 years	 Scheduling by service provider	Alpha Residential Home	Updated 05 Feb 2025
Waiting to assign 1  S5165194D · Female · 0 years	 Pending AIC assignment	Provider not assigned yet	Updated 23 Jan 2025
Office Hours Client 3  S5940067C · Female · 66 years	 Draft	Provider not assigned yet	Updated 06 Mar 2025

## Your referrals

John Wayne S8571616B · Male · 117 years

Nursing Home Draft

Provider not assigned yet

Provider location

Referral number: 2024/100312B

Contributors: +1

Updated 17 Dec 2024

Pin

Remarks (for your eyes only)

Mouse-over for list of contributors

## Client's profile

Demo Renal Pre-filled 

Manually edit client's biodata

Update client's biodata from ICA

Update profile 

Create referral

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

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 

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) 
2025/002021B	Meals on Wheels	Provider not assigned yet	Draft	Updated 25 Jun 2025	CHIN JUN YONG, JOEL (RS) 

## Your referrals



Your referrals

Organisation referrals

Matcher

### Your active referrals (55)

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

Search by NRIC or referral number

Filter

Create referral

Search within  
'Your referrals'

Filter  
referrals  
by status

Global  
search

Get help

Settings

Profile

Switch  
organisation

CJ CHIN JUN Y...  
Alpha Hospital

# 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.

Client	Service	Provider	Status	Reassign
Yoyo Key S3468583E 2025/000366B	Home Personal Care Medical Escort Transport Meals on Wheels	Provider not assigned yet Provider not assigned yet Provider not assigned yet	Draft Draft Draft	
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 Day Rehab (PT/OT)	Alpha Residential Home	Assigned to service p... Updated 05 Mar 2025 Closed Updated 05 Mar 2025	Yap Shu Hui (AIC) (RS) (OIC) +1
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

**Find all the referrals from your organisation**

## Organisation referrals

**bright** Your referrals Organisation referrals Matcher CHIN JUN Y... Alpha Hospital

Search by NRIC or referral number Filter Create referral

Status Officer in-charge (OIC) Assigned to Clear all filters

**Additional filter options**

Client	Service	Provider	Status	Referral source	Reassign
Peter Lim ⚡ S8631081A 2024/100039B	Nursing Home Appealed	Alpha Residential Home	Discharged	2024 Chen (AIC) (RS) (OIC)	+1
AiNi ⚡ S7788778A 2024/100060B	Nursing Home Appealed	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

## Organisation referrals

Running in uat environment

This is a UAT environment. Use Bright at [bright.gov.sg](http://bright.gov.sg).

 Your referrals   Organisation referrals   Matcher ▼

Search Print Settings Help Logout

CHIN JUN Y...  
Alpha Hospital ▼

**Only contributors can view this referral** ×

As you are not a contributor for this referral, accept the following declaration to view it.

**i** By accepting, you declare that you are authorised to access this data to carry out your duties of assessing, processing, administering, auditing or supervising any application for care arrangement or other necessary services in line with government policies and professional duties made by or on behalf of any individual belonging to the patient's family and/or household.

I accept this declaration, and confirm that I will not use this data for any other purposes, nor disclose this data to unauthorised parties.

Cancel View referral

## Organisation referrals

 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

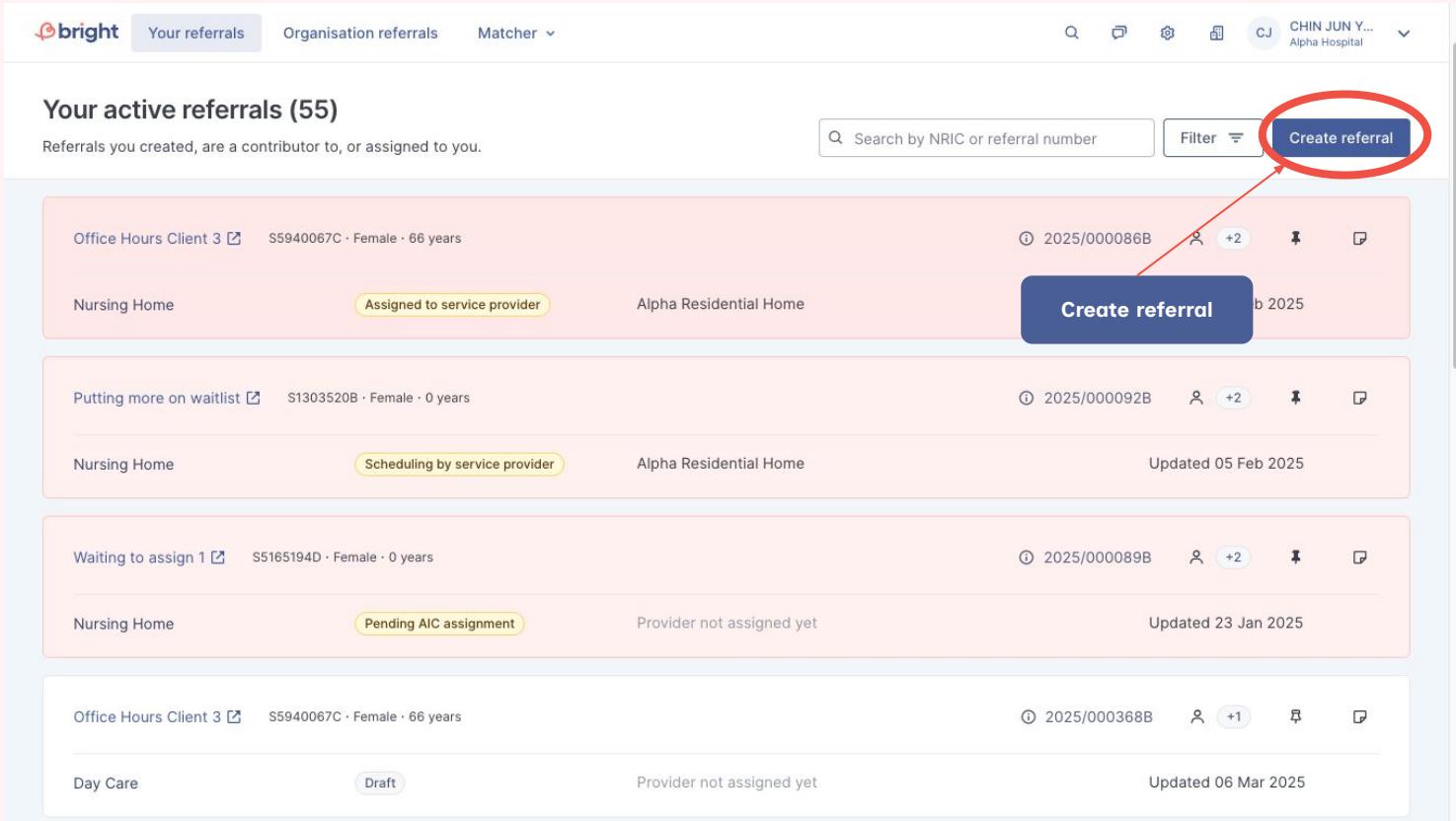
Yap Shu Hui (AIC) created draft 05/03/2025, 16:39

**Tracked on  
referral timeline**

# Live demonstration

**Your referrals | Organisation referrals | Create referral**

## Create referral



The screenshot shows the Bright software interface for managing referrals. At the top, there is a navigation bar with the 'bright' logo, 'Your referrals', 'Organisation referrals', and 'Matcher' buttons. On the right side of the top bar, there is a search icon, a message icon, a gear icon, a file icon, and a user profile for 'CHIN JUN Y... Alpha Hospital'. Below the navigation bar, the main content area is titled 'Your active referrals (55)' and contains a sub-instruction 'Referrals you created, are a contributor to, or assigned to you.' There is a search bar with the placeholder 'Search by NRIC or referral number', a 'Filter' button, and a prominent blue 'Create referral' button. A red circle highlights the 'Create referral' button. The main content area displays a list of active referrals, each with a pink header. The first referral is for 'Office Hours Client 3' (NRIC: S5940067C, Female, 66 years), assigned to 'Alpha Residential Home' via 'Nursing Home'. The second referral is for 'Putting more on waitlist' (NRIC: S1303520B, Female, 0 years), currently 'Scheduling by service provider'. The third referral is for 'Waiting to assign 1' (NRIC: S5165194D, Female, 0 years), with 'Pending AIC assignment' status and 'Provider not assigned yet'. The fourth referral is for 'Office Hours Client 3' (NRIC: S5940067C, Female, 66 years), currently in 'Draft' status with 'Provider not assigned yet'. Each referral entry includes a timestamp and a small icon for more actions.

Referral Details	Status	Provider	Updated
Office Hours Client 3 (S5940067C)	Assigned to service provider	Alpha Residential Home	2025/000086B
Putting more on waitlist (S1303520B)	Scheduling by service provider	Alpha Residential Home	2025/000092B
Waiting to assign 1 (S5165194D)	Pending AIC assignment	Provider not assigned yet	2025/000089B
Office Hours Client 3 (S5940067C)	Draft	Provider not assigned yet	2025/000368B

Create referral

Client's NRIC/FIN

Other identifiers accepted are K\*\*\*\*\* 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\*\*\*\*\* 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

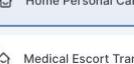
Client's citizenship status

Citizen

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

## Create referral

**Select service(s)**



**CENTRE**

- Day Rehab (PT/OT)
- Day Rehab (ST)
- Day Care**
- Centre Based Nursing
- Dementia Day Care

**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 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

**Referral form fields to be filled in**

**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)

# Live demonstration

**Contributors | Progress Notes | Timeline**

## Contributors

[Your referrals](#)[Organisation referrals](#)[Matcher](#) ▾

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](#)

#### CONTRIBUTORS (1)

CHIN JUN YONG, JOEL [Referral creator](#)

[joelchin@open.gov.sg](mailto: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 

2025/0003658

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)

Priya Latha D/O Muraletaran (AIC) 

 [priya.latha.muraletaran@aic.sg](mailto:priya.latha.muraletaran@aic.sg)

 80341831

 Alpha Service Provider

Agency for Integrated Care (AIC)

Alpha Hospital

Quendi Cheng (AIC) 

 [quendi.cheng@aic.sg](mailto:quendi.cheng@aic.sg)

 97831526

 Agency for Integrated Care (AIC)

Alpha Service Provider

Alpha Hospital

charmaine

 [charmaine@open.gov.sg](mailto: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

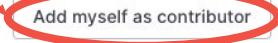
All Saints Home (Hougang)

St Luke's Community Hospital (Generated)

KK Women's and Children's Hospital

Tan Tock Seng Hospital

Orange Valley Nursing Homes Pte. Ltd.

 Add myself as contributor

**Contributors | Progress Notes | Timeline**

## Progress Notes

### PROGRESS NOTES (3)

[Create note](#)**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**

**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.

**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

**bright** 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

**Timeline will reflect all activities including status changes and edits made**

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

# 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 · 1r, #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 · 1r, #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

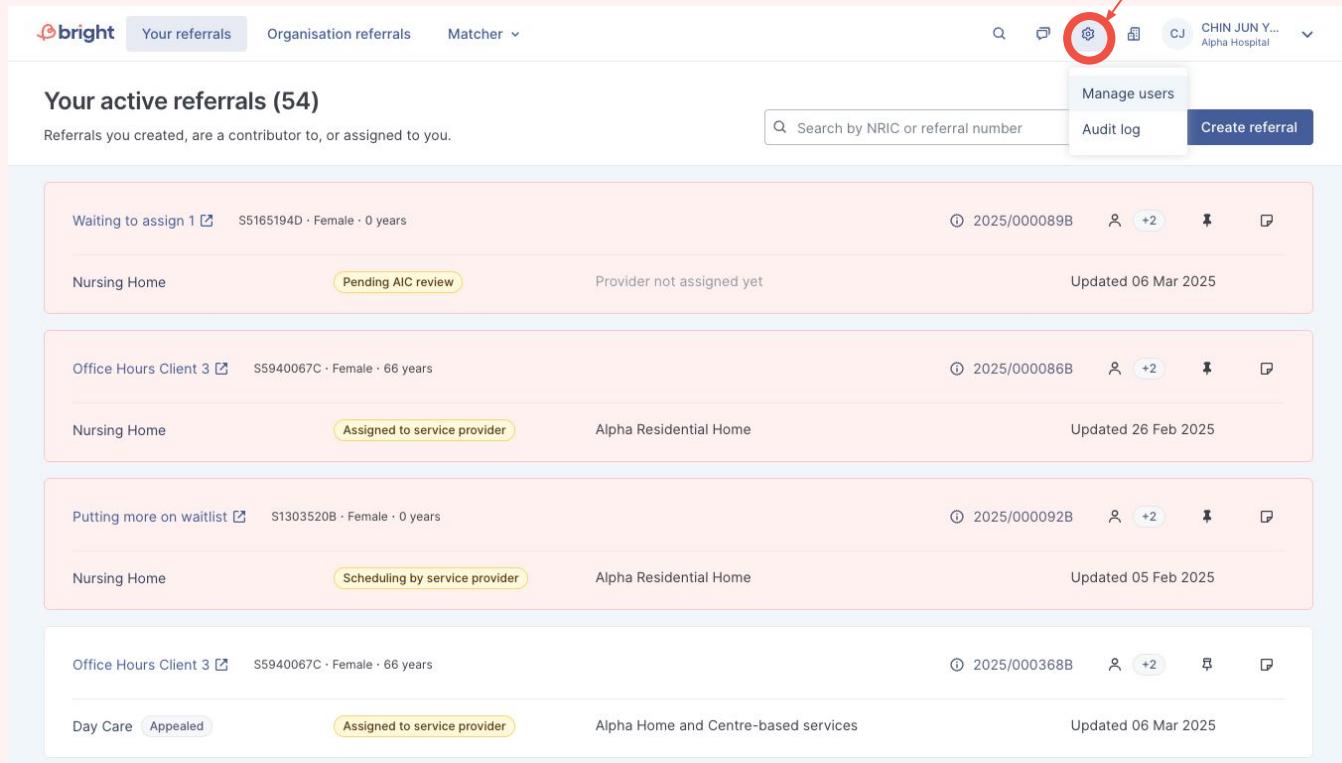
[Reassign](#) [Close case](#)

# Agenda

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

Click on settings to access the user management page

## User management



The screenshot shows the iBright User Management interface. At the top, there are navigation tabs: 'Your referrals' (selected), 'Organisation referrals', and 'Matcher'. On the right, there is a user profile for 'CHIN JUN Y...' from 'Alpha Hospital' with a dropdown menu. The main area is titled 'Your active referrals (54)' and contains a search bar and buttons for 'Manage users', 'Audit log', and 'Create referral'. Below this, there are four referral cards, each with a red box around the 'Settings' icon (a gear icon) in the top right corner, which is also circled in red with an arrow pointing to the callout text.

Referral Status	Client Details	Provider Status	Last Updated
Waiting to assign 1	S5165194D · Female · 0 years	Pending AIC review	06 Mar 2025
Nursing Home	S5940067C · Female · 66 years	Provider not assigned yet	06 Mar 2025
Nursing Home	S1303520B · Female · 0 years	Assigned to service provider	05 Feb 2025
Office Hours Client 3	S5940067C · Female · 66 years	Scheduling by service provider	06 Mar 2025

# User management

142 Organisation Users

Search for user

Add SP user

Add new user

Edit user

Reactive user

Disable 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...	
alloysius.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...	--	

1 2 3 4 5 ... 15 >

# Agenda

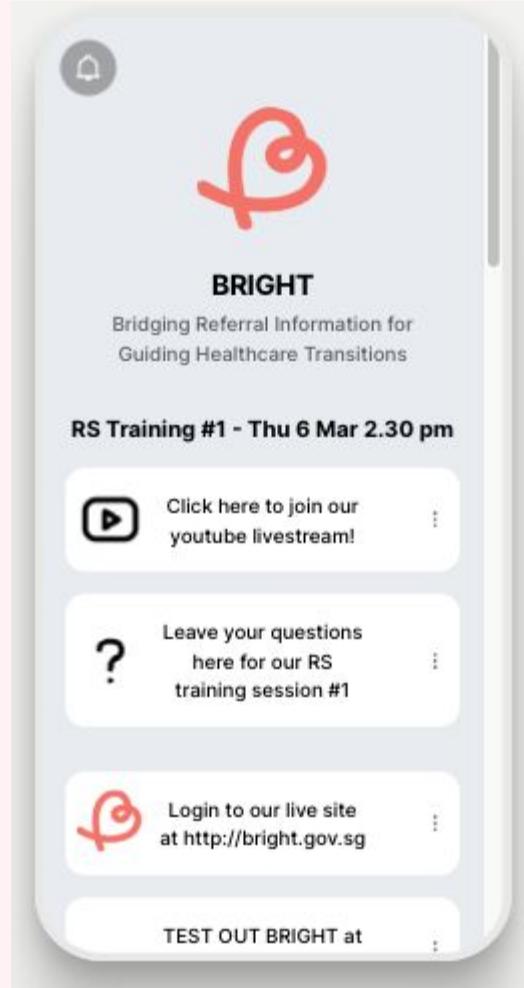
1. Background
2. How to use the system: **A live demo**
3. **Admin-only** functions
4. Post-Training Support + **Q & A**

**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

