bright

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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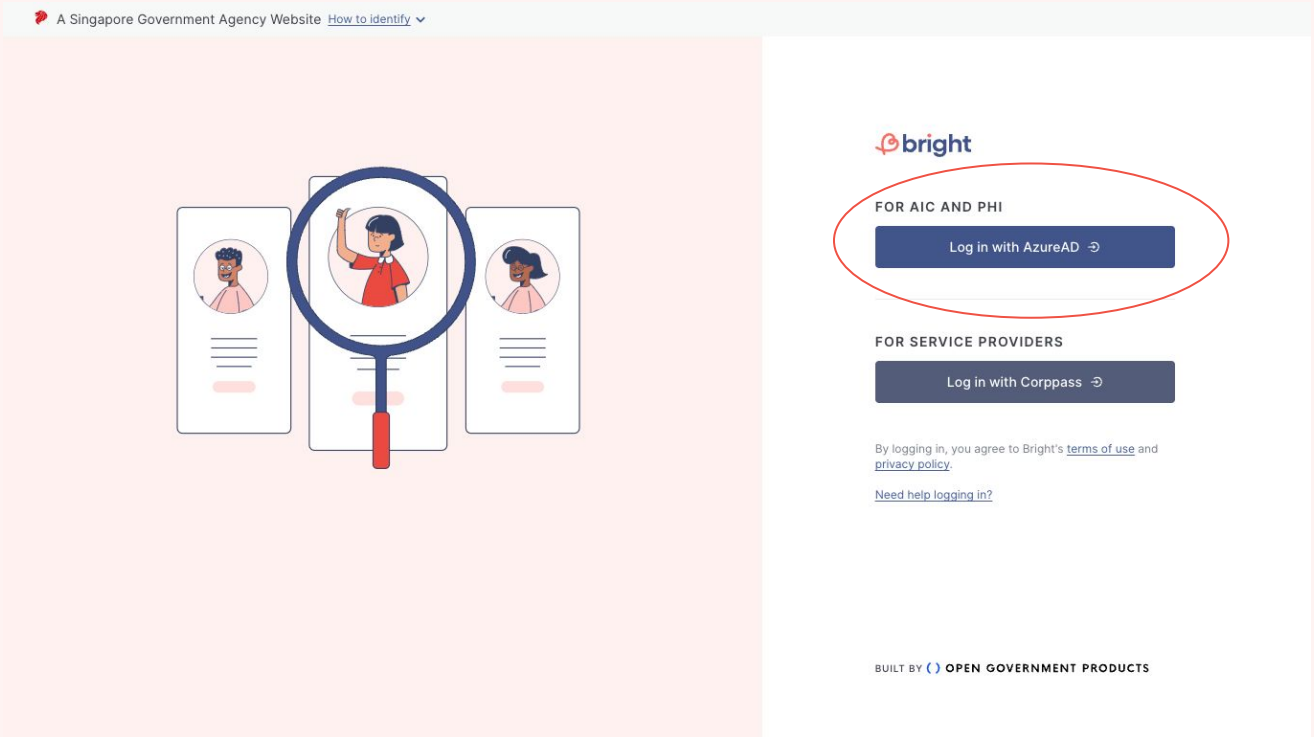
Login - For AIC and PHI users



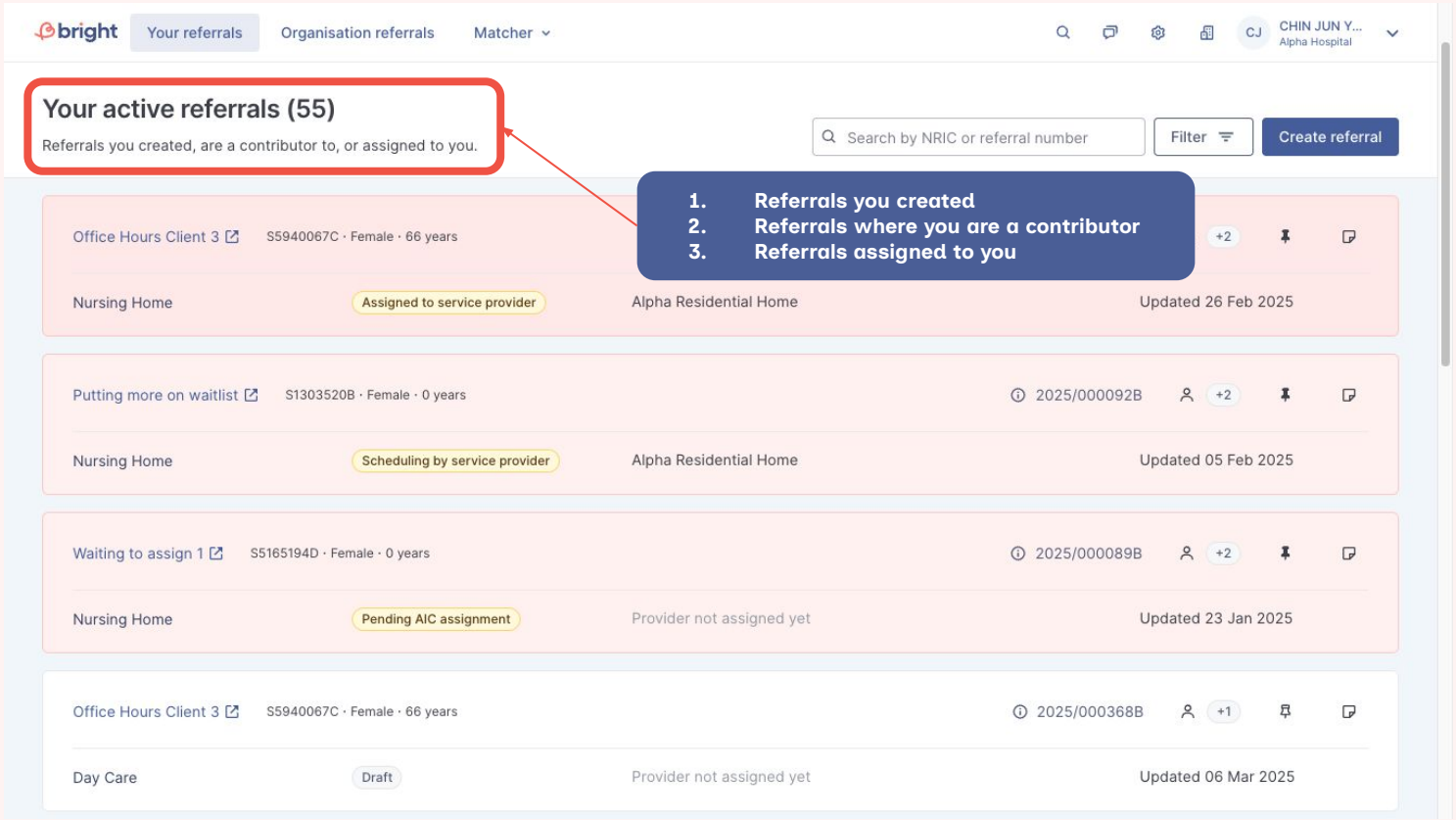
Login - For AIC and PHI users

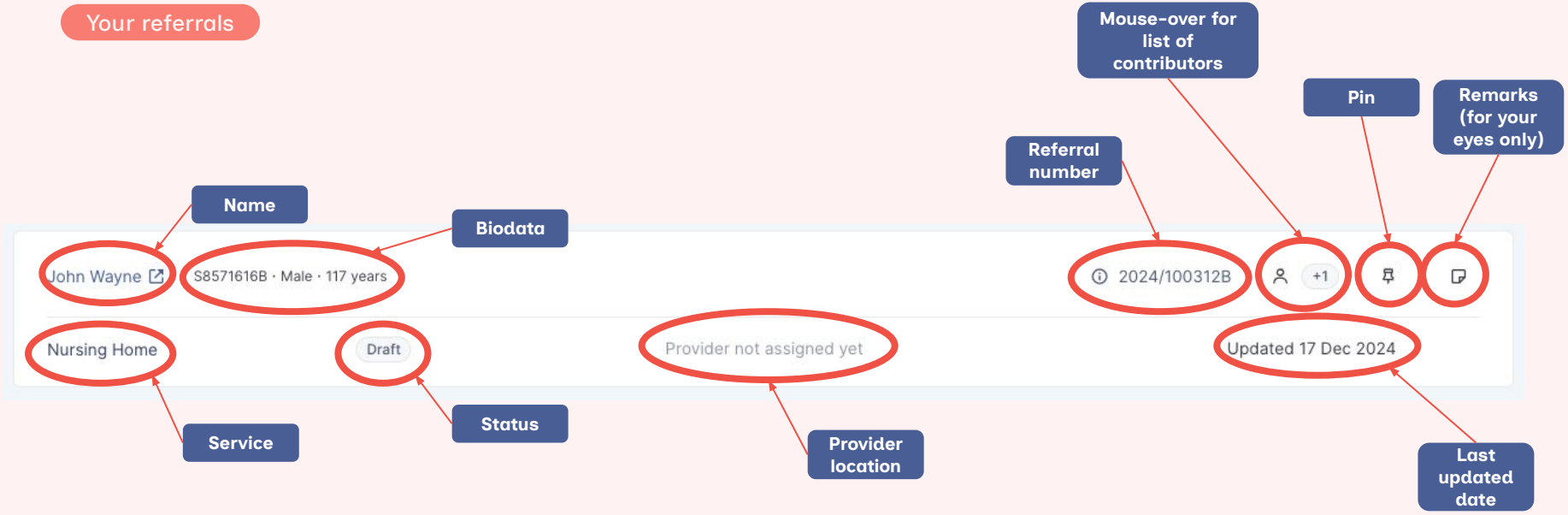
If you are unable to login:

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

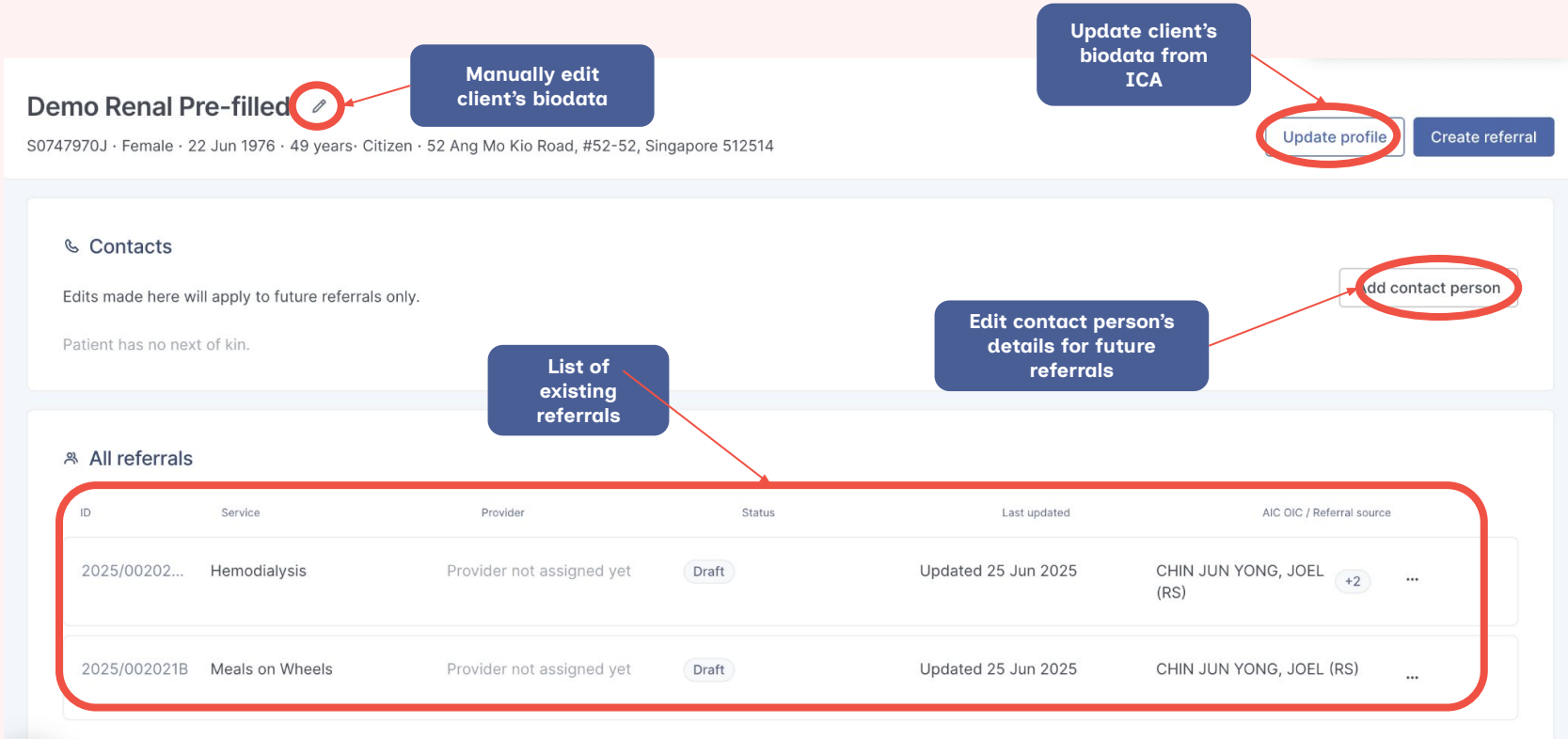
Your referrals | Organisation referrals | Create referral

Your referrals

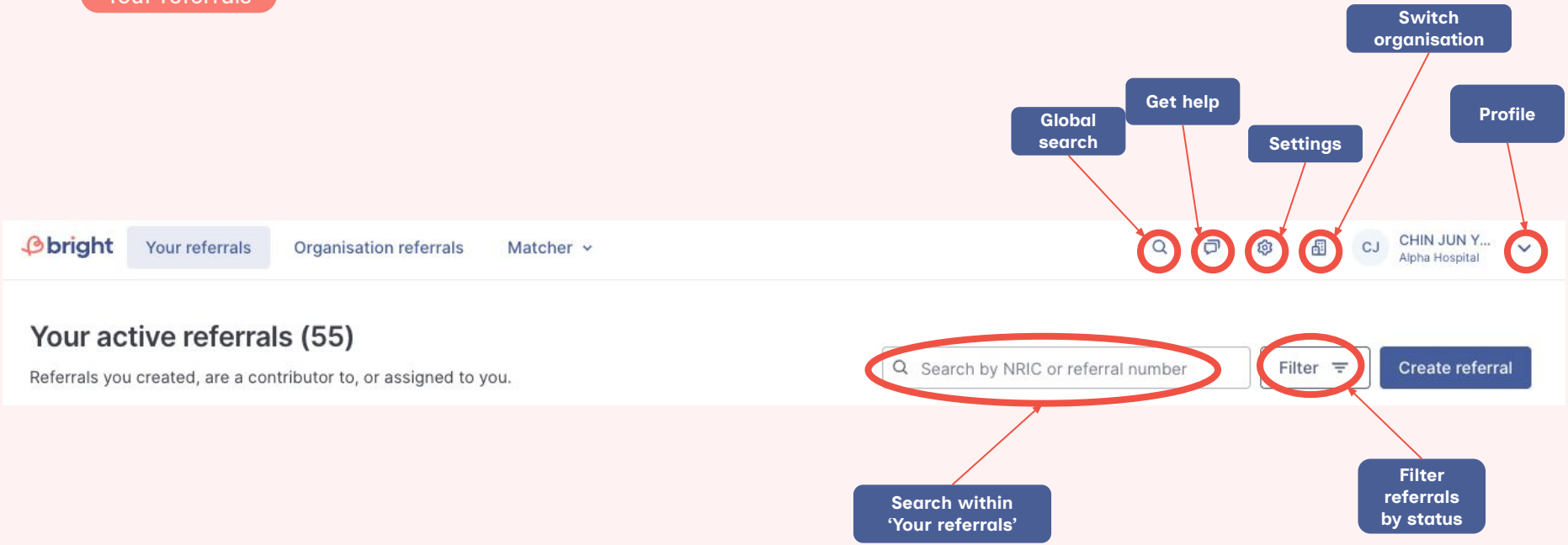



Your referrals
Mouse-over for list of contributors
Pin
Remarks (for your eyes only)
Referral number
Name
Biodata
John Wayne
S8571616B · Male · 117 years
2024/100312B
+1
Nursing Home
Draft
Provider not assigned yet
Updated 17 Dec 2024
Service
Status
Provider location
Last updated date

Client's profile



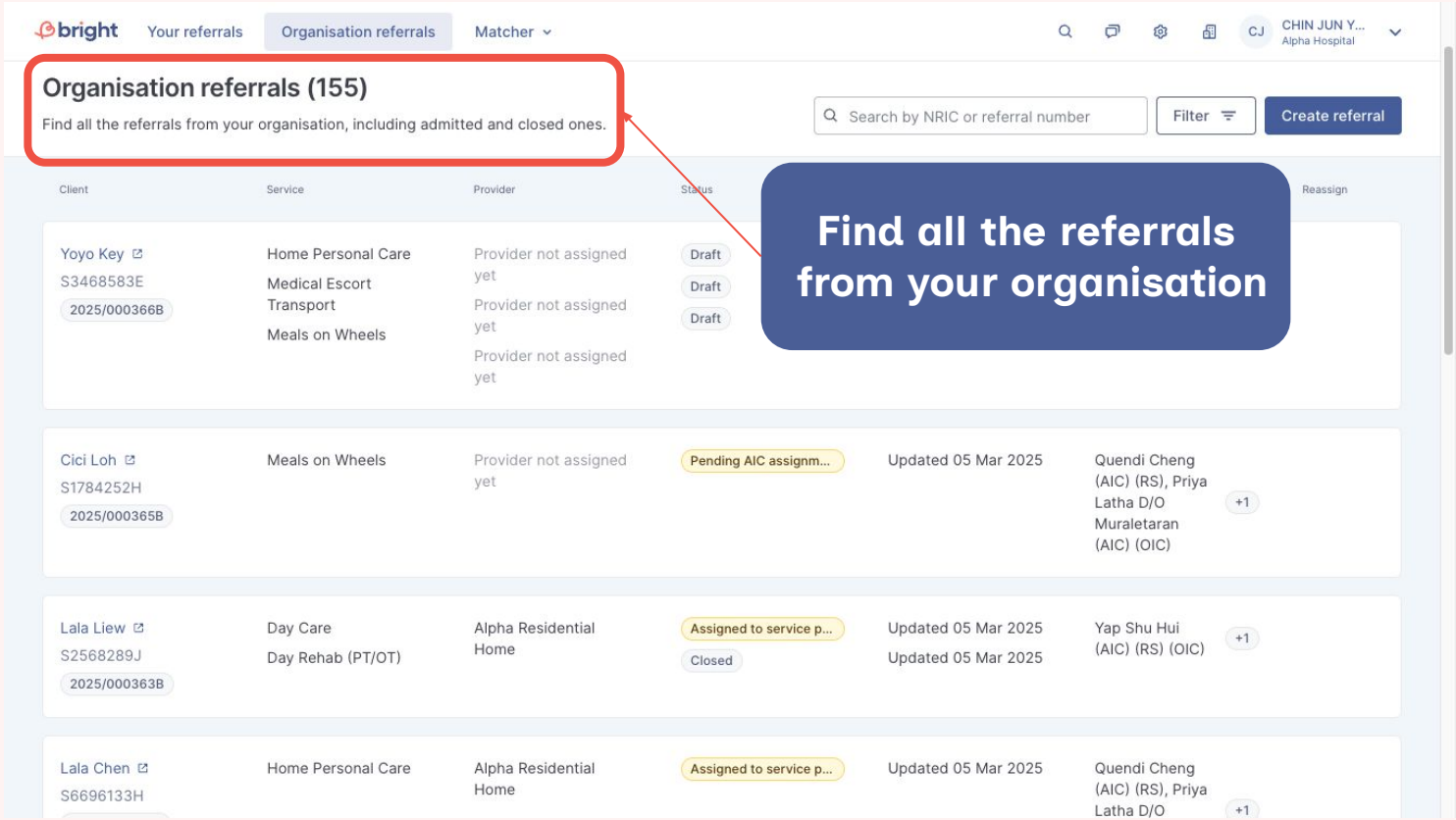
Your referrals



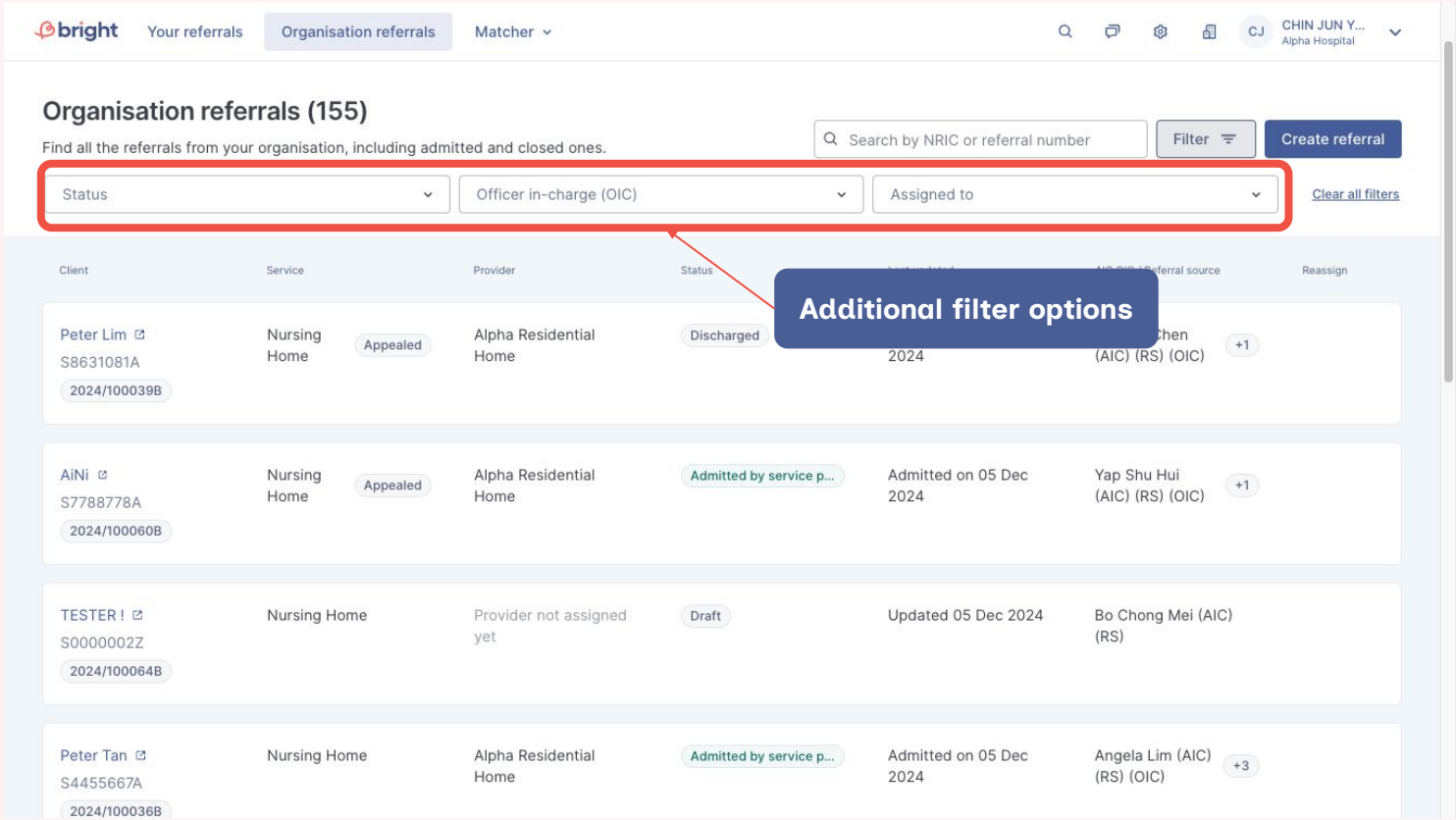
Live demonstration

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

Organisation referrals



Organisation referrals



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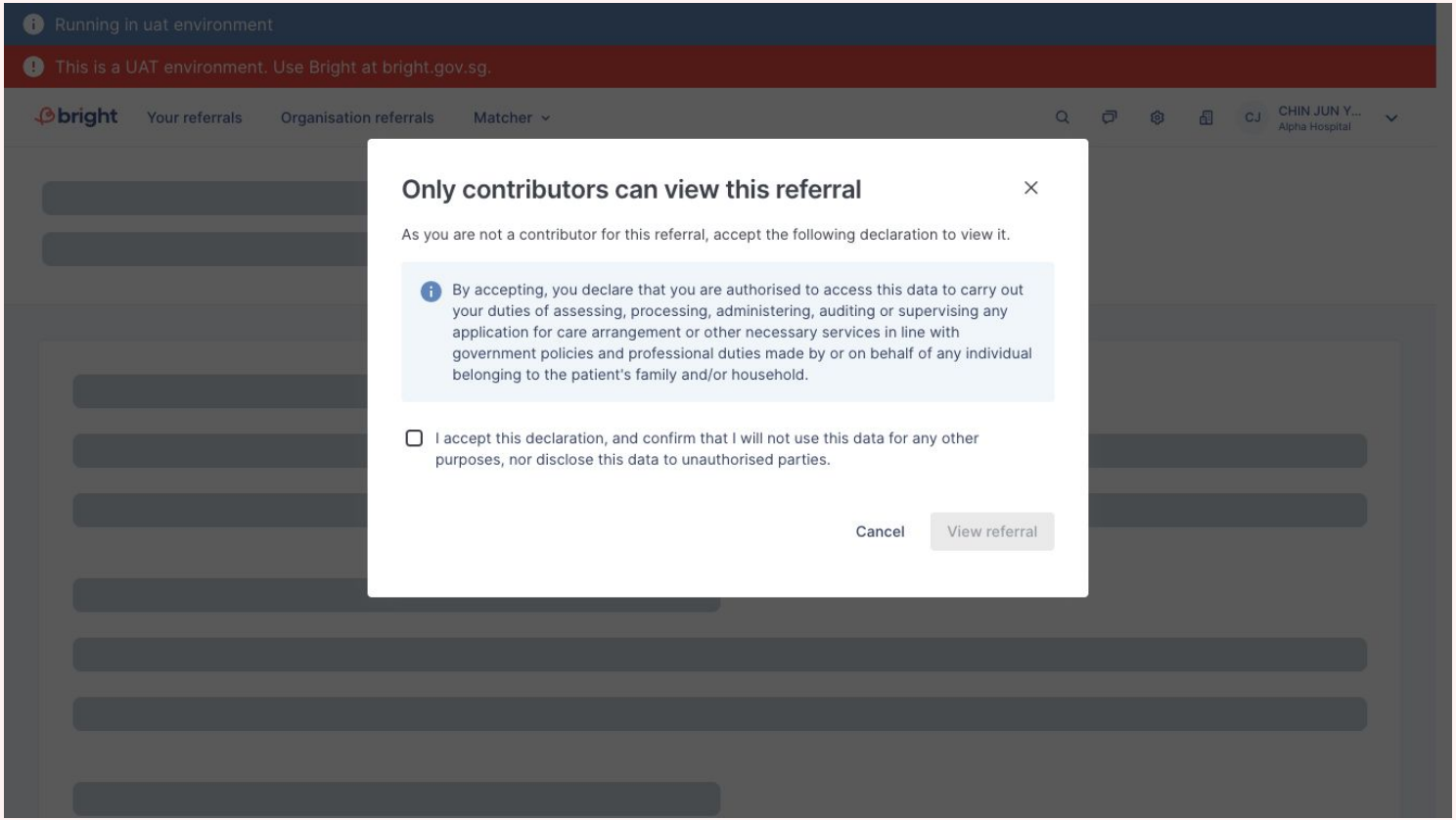
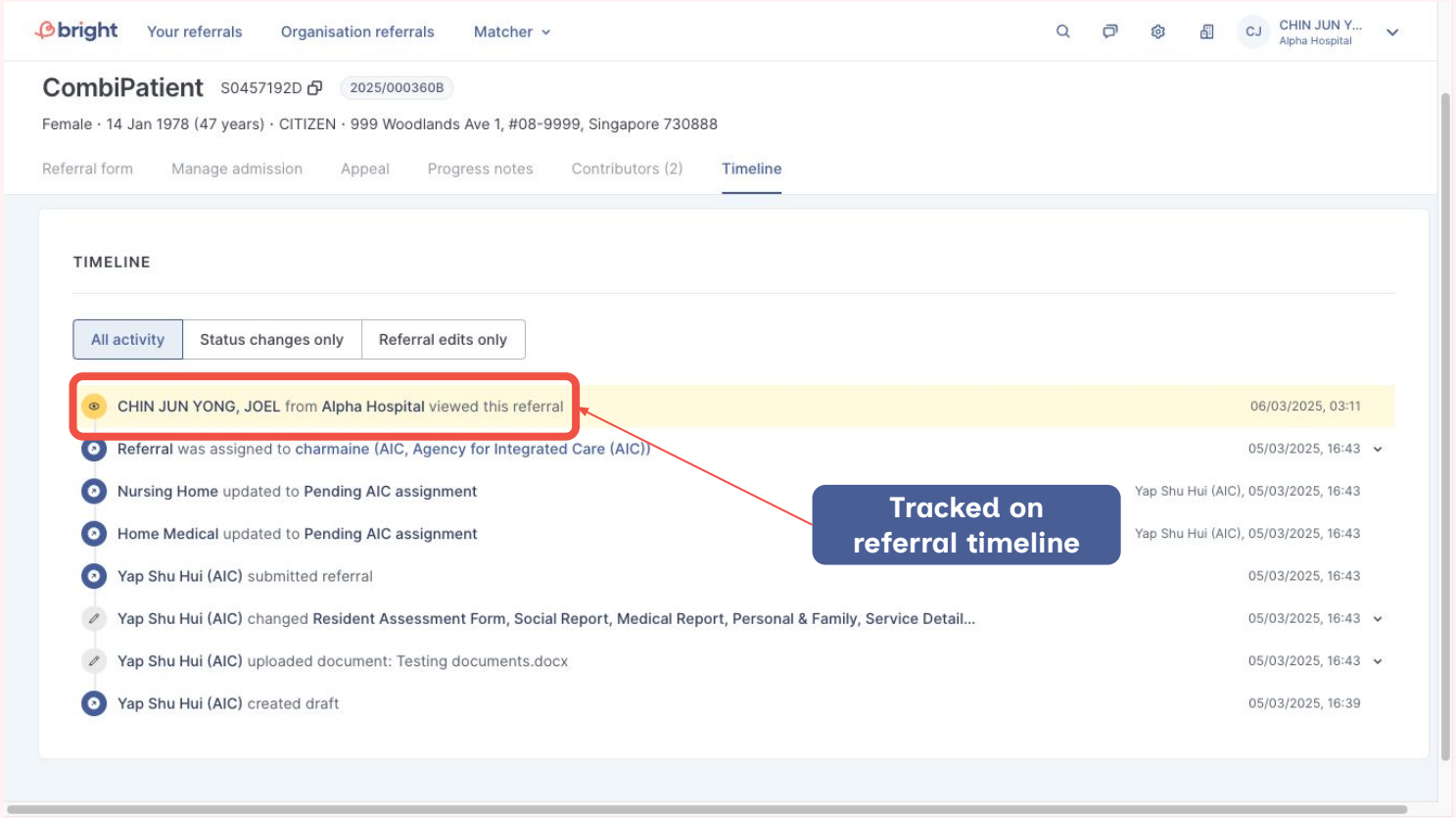


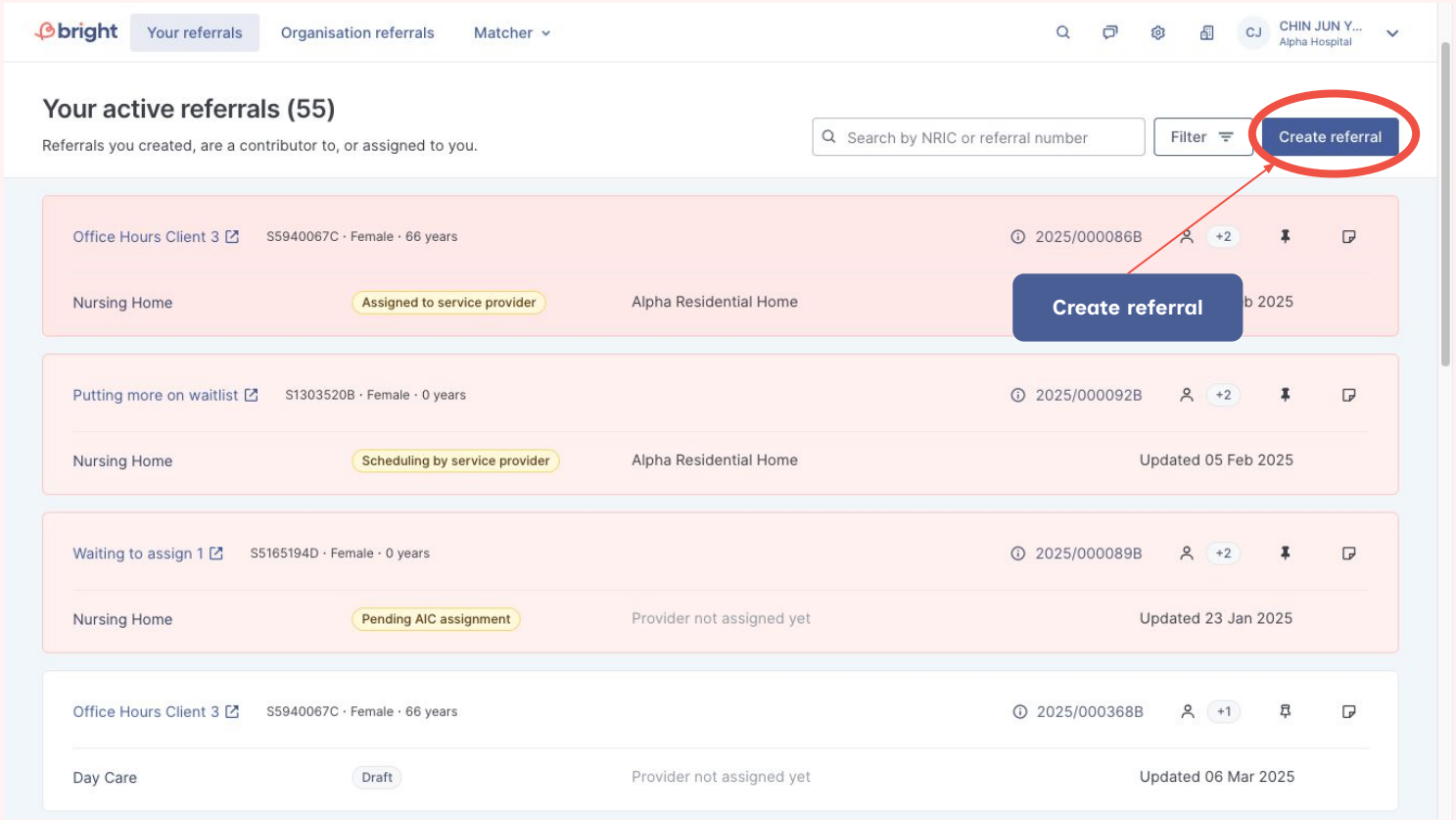
Organisation referrals



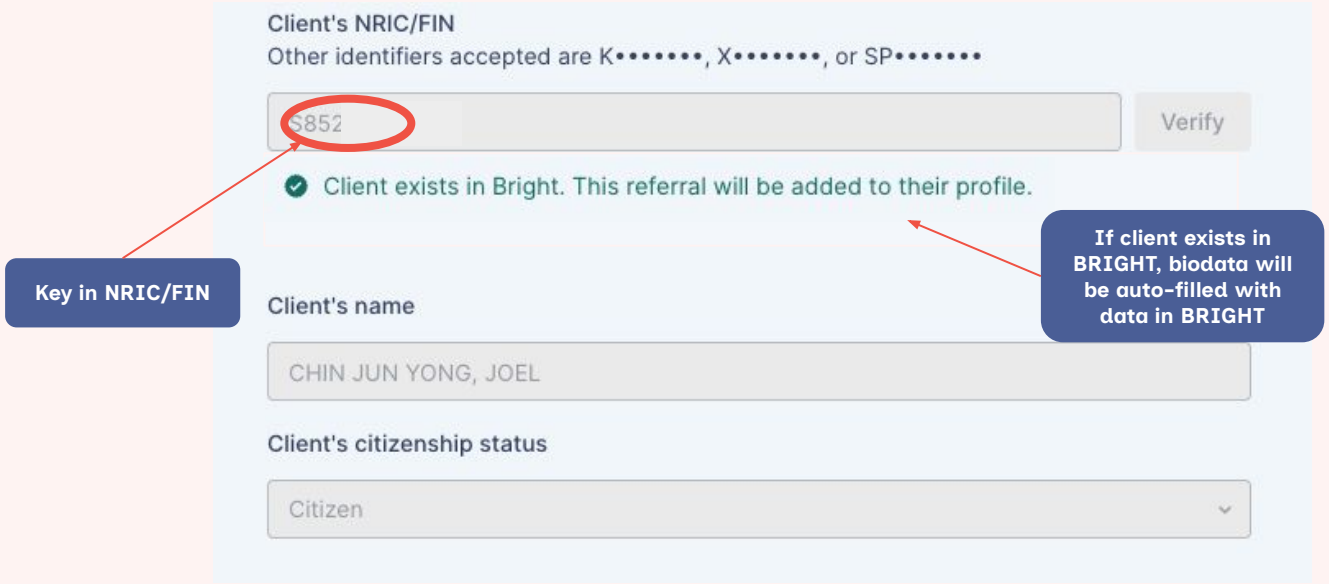
Live demonstration

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

Create referral

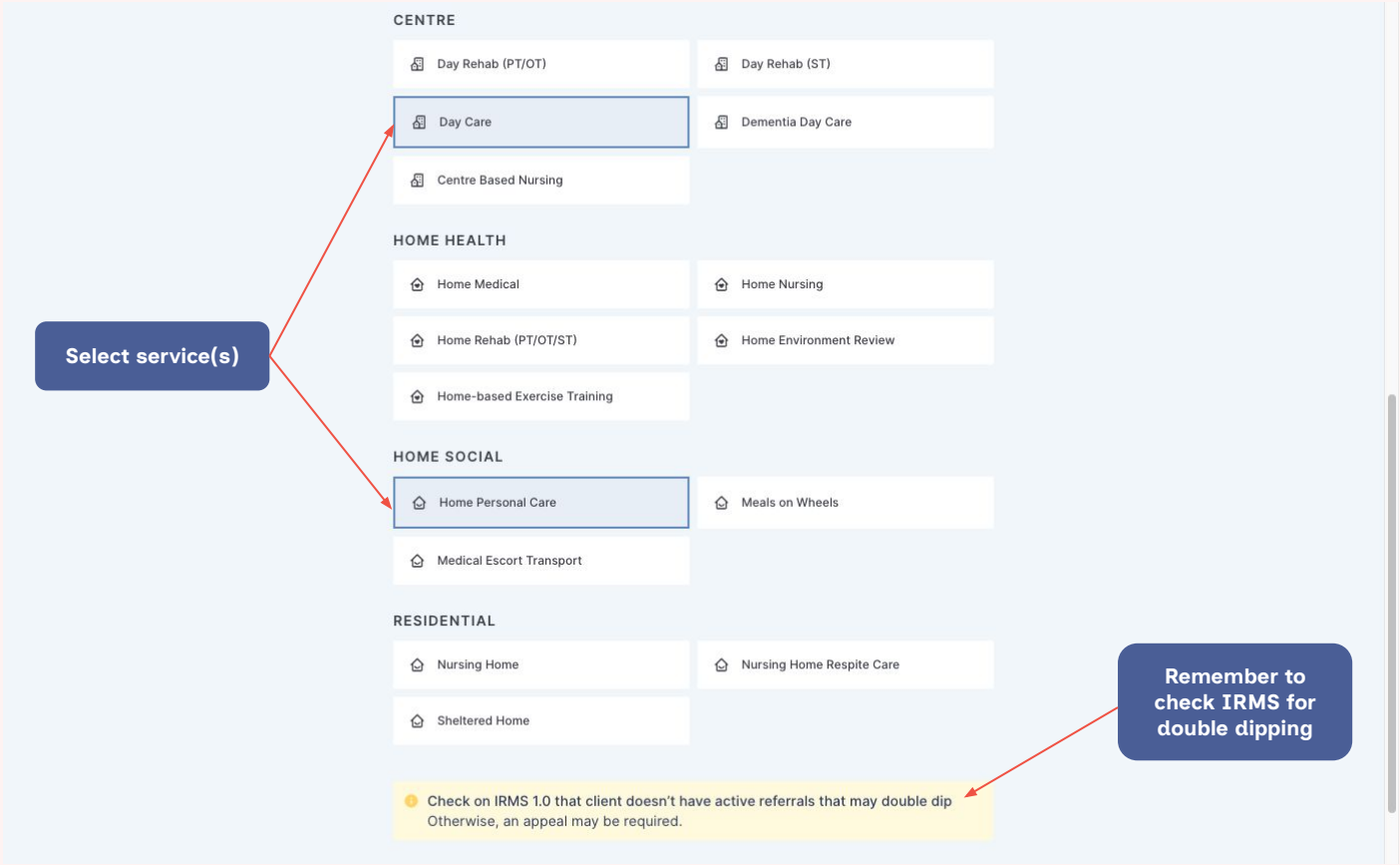


Create referral

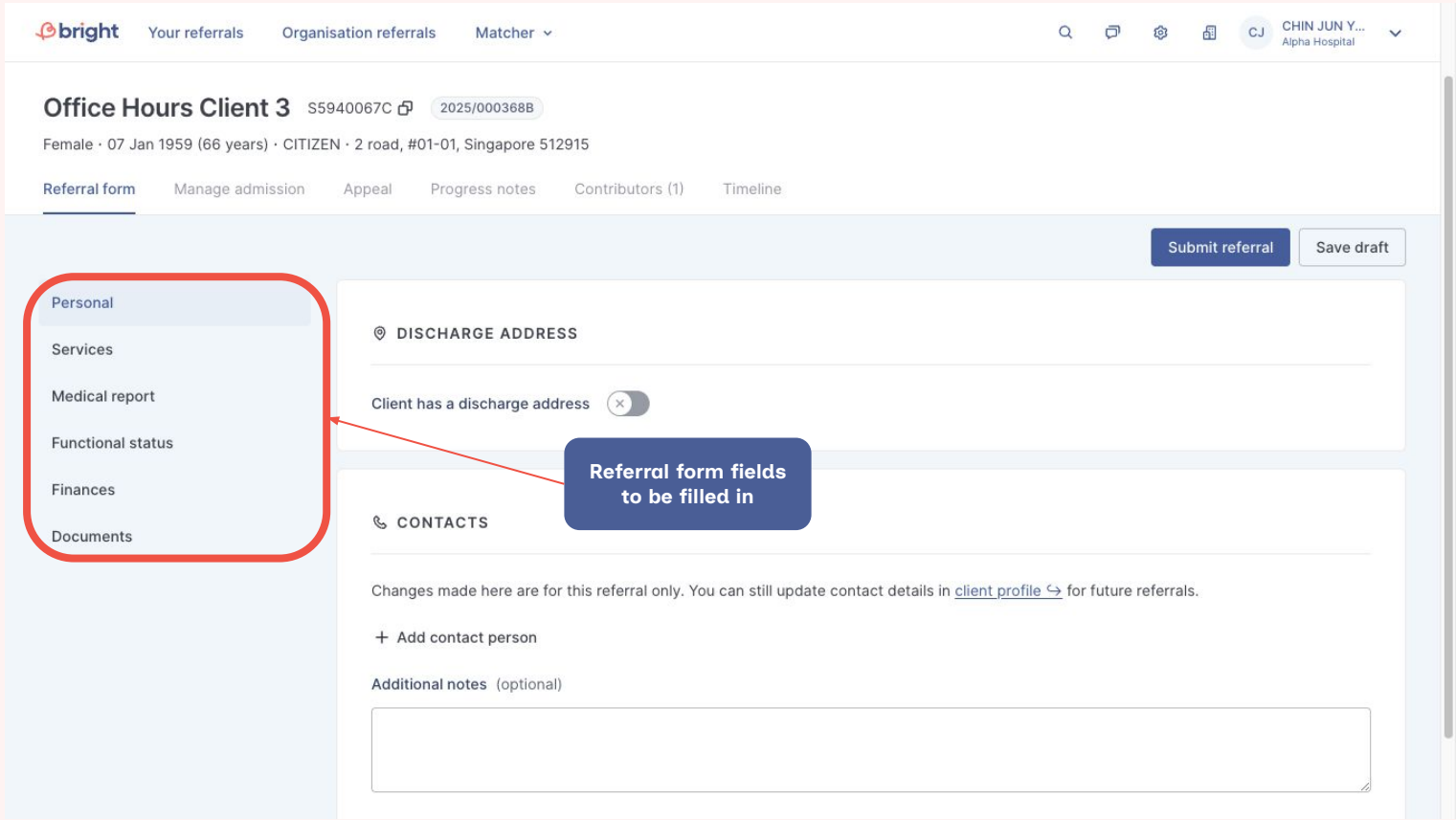


Create referral

Create referral



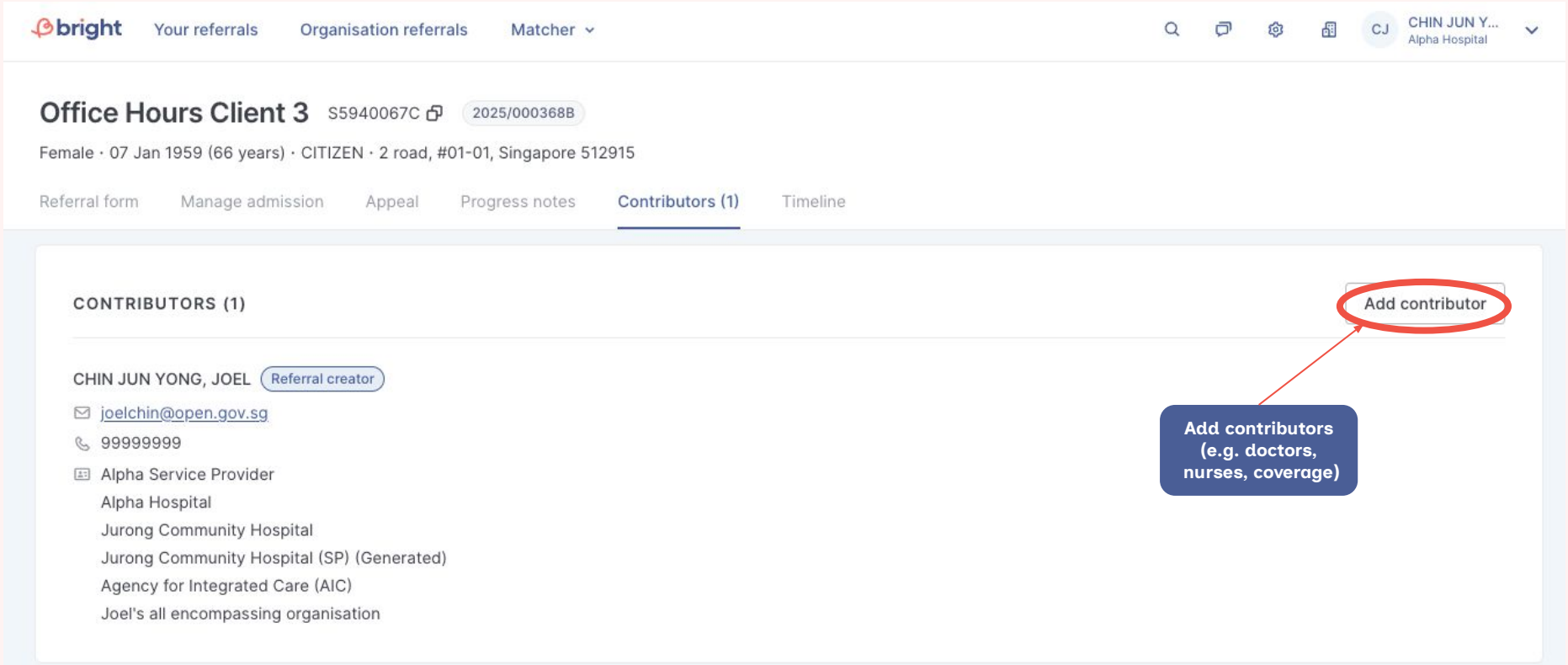
Draft


bright
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
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



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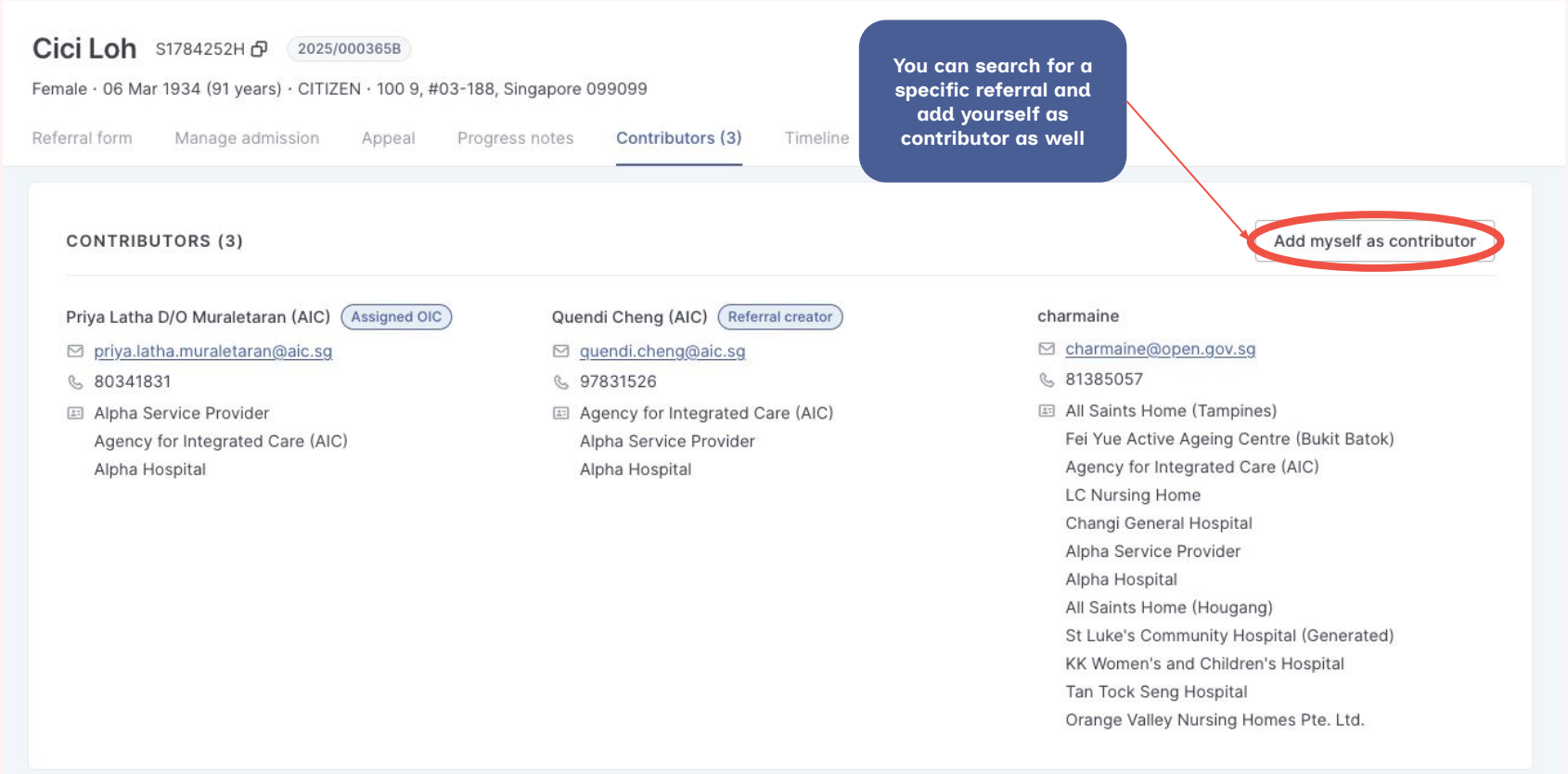
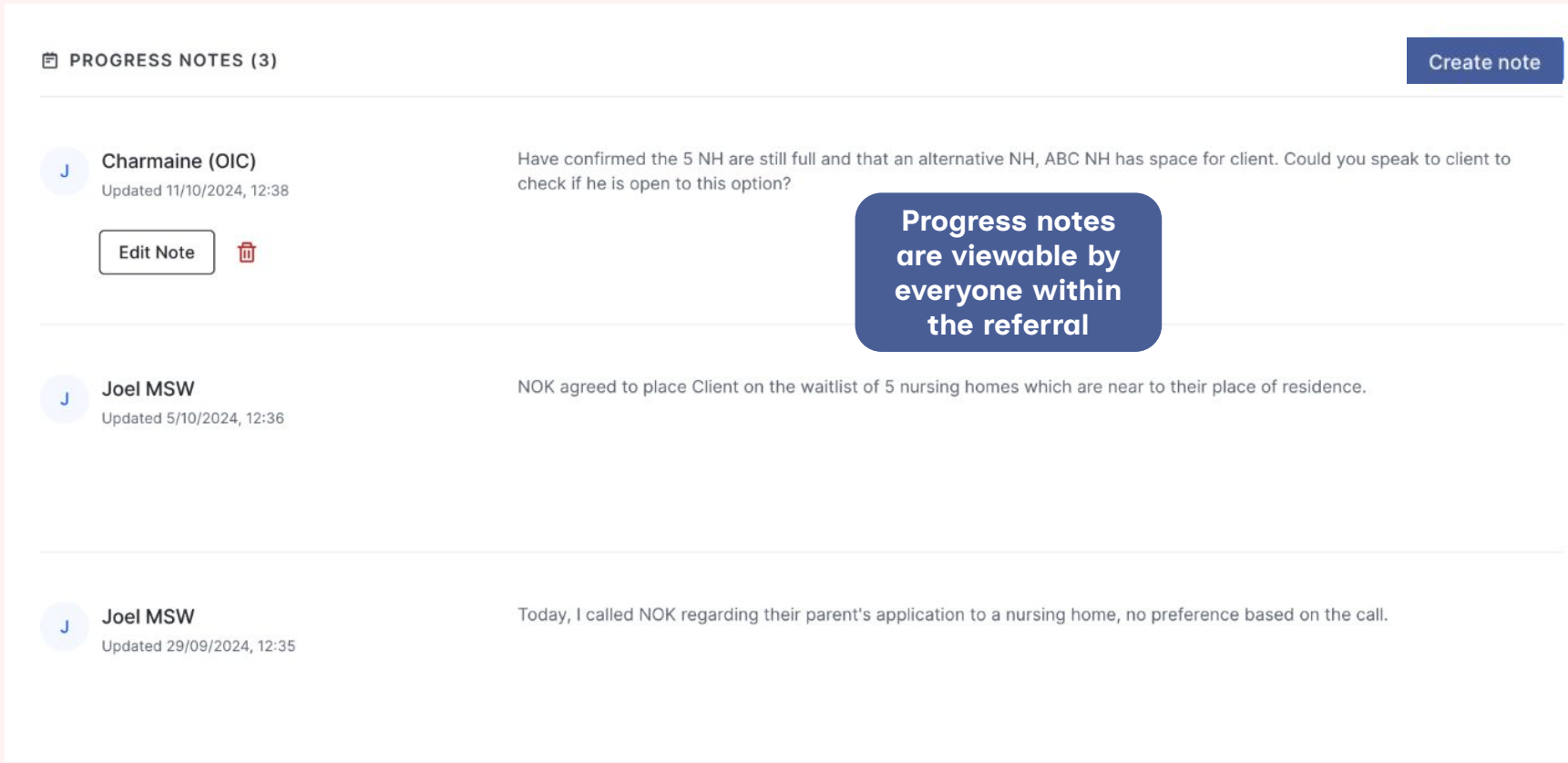


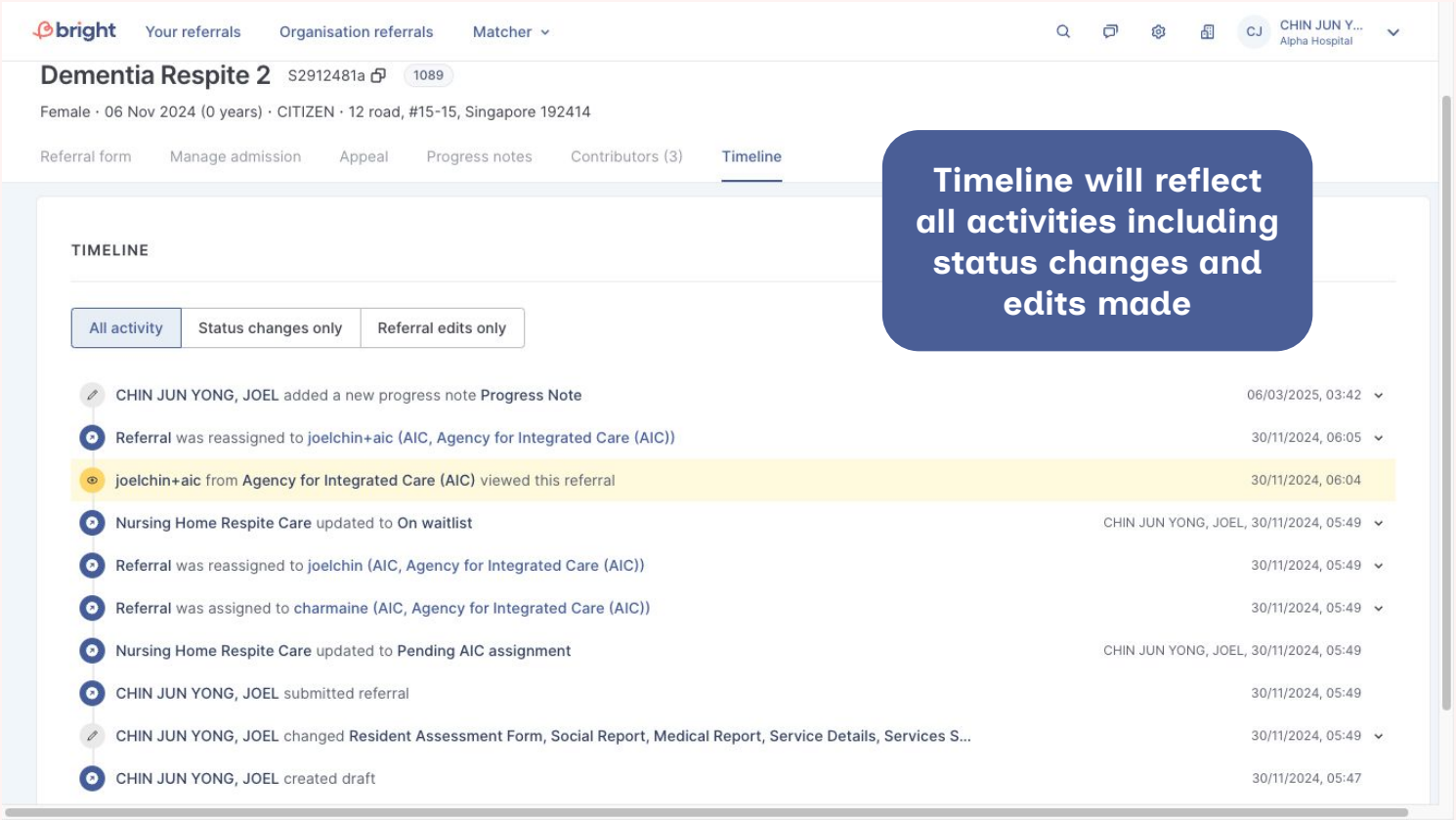
Contributors | **Progress Notes** | Timeline

Progress Notes



Contributors | Progress Notes | Timeline

Timeline



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

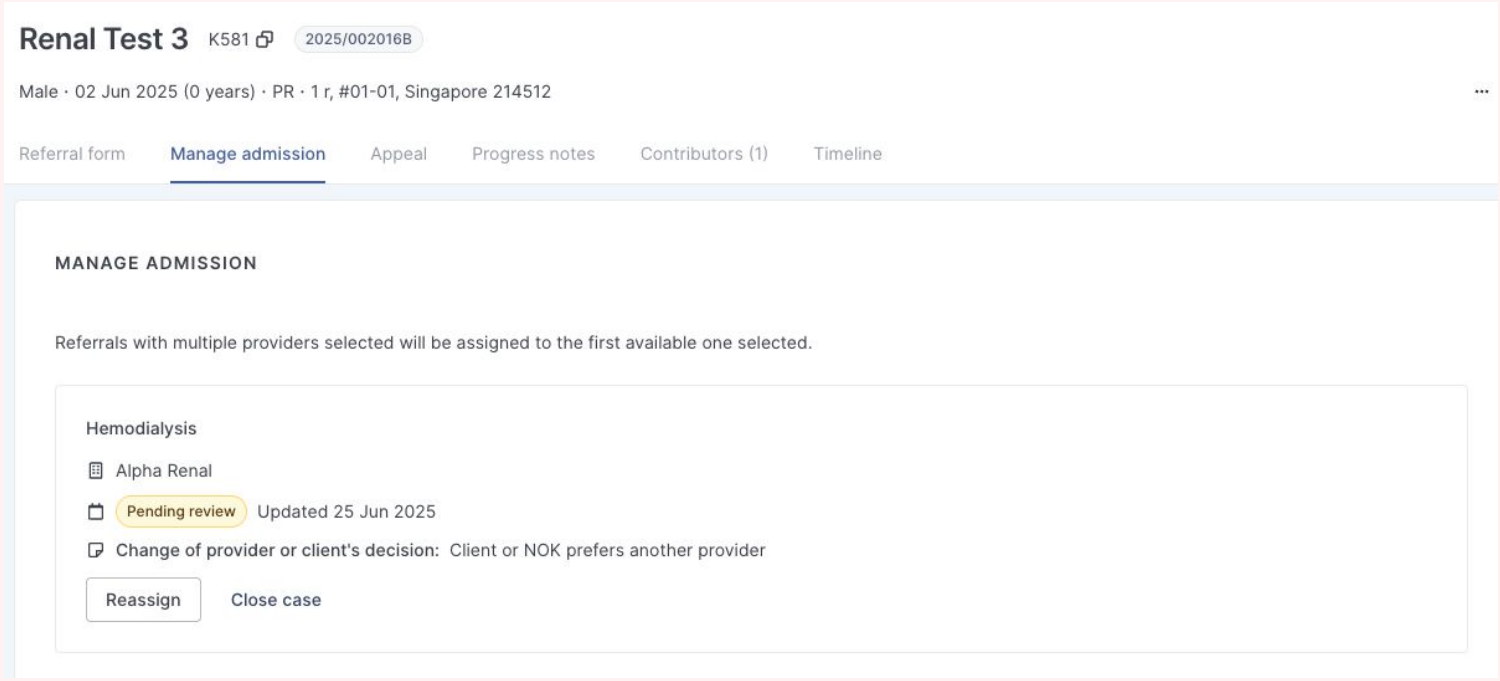
	Can edit referral?	Can RS reject / withdraw?	Can assigned OIC reject / withdraw	Can SP reject / withdraw?
Draft	Yes	-	-	-
Pending assignment	Yes	Yes	Yes	No
On waitlist	Yes	Yes	Yes	No
Assigned to service provider	Yes	Yes	Yes	Yes
Pending review	No	No	Yes	No
Accepted/Scheduled	No	Yes	Yes	Yes
Admitted by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



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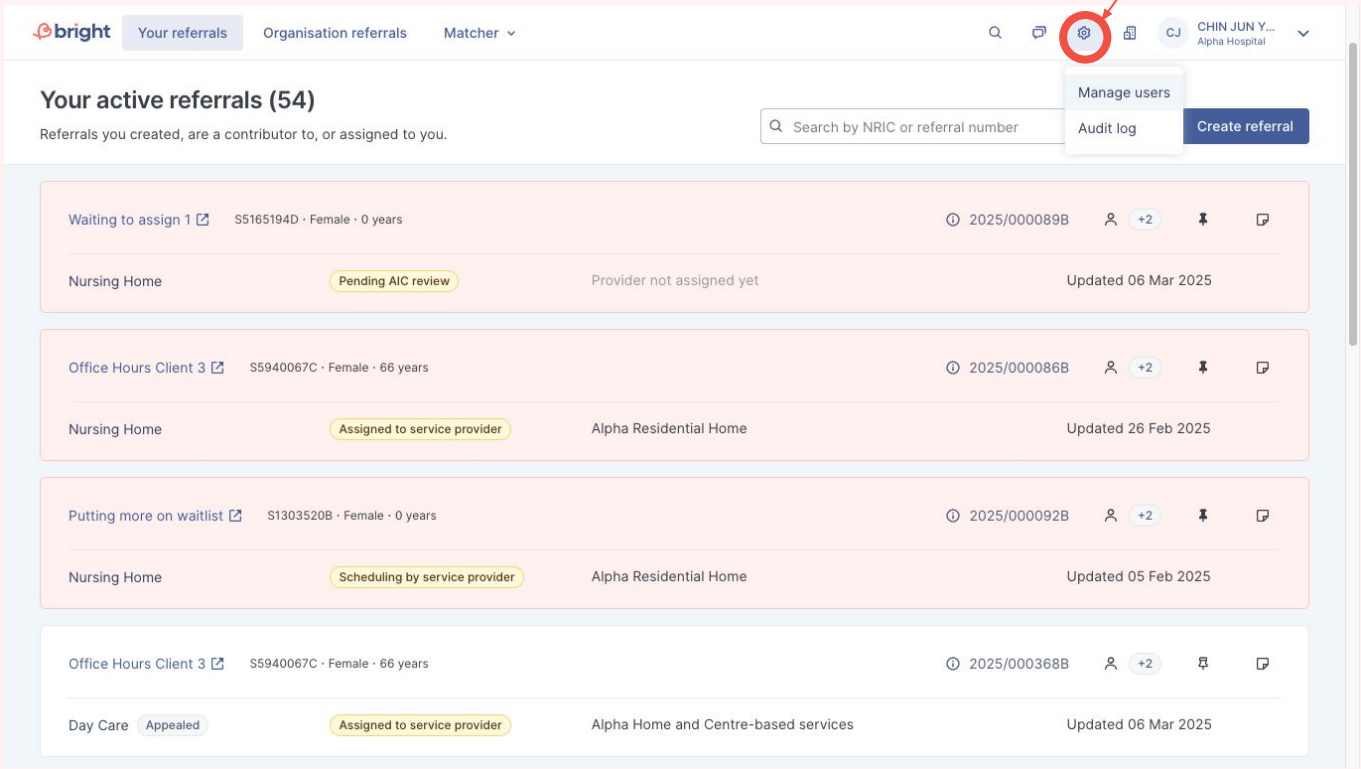
User management



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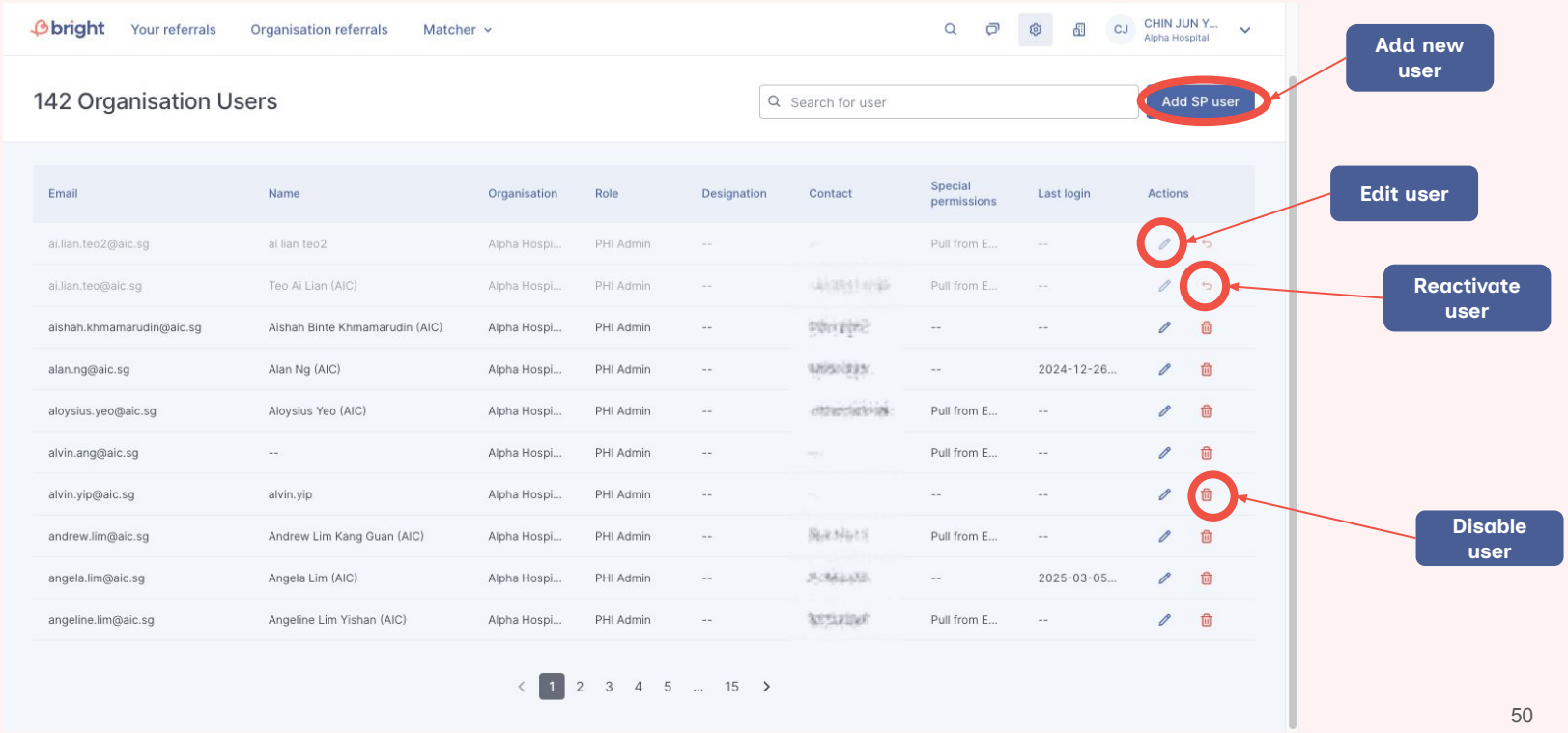

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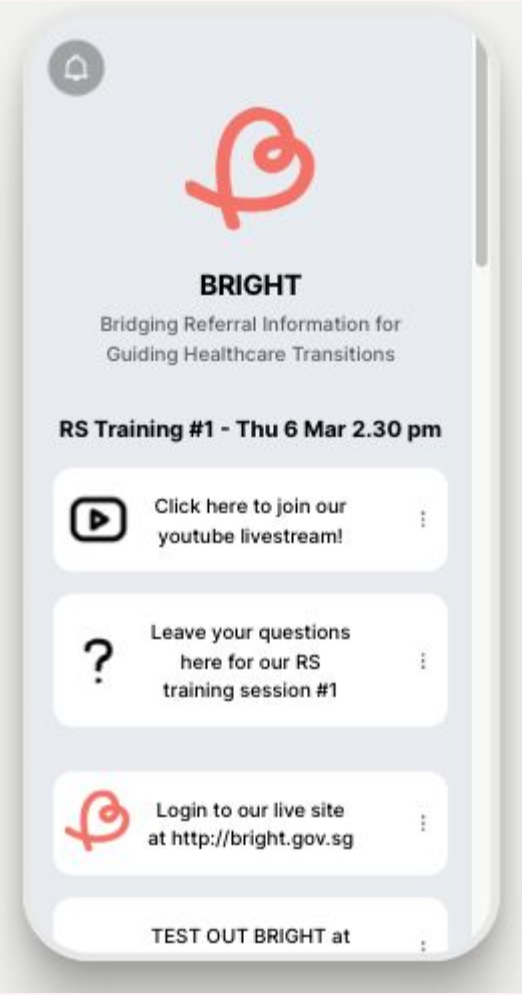
1 link

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

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GOVERNMENT
PRODUCTS