



Training for Service Providers

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
 - Manage incoming referrals as an SP staff
 - Update location details and vacancies as an SP admin
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

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

Agenda

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

Login - For SP users

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



 bright

FOR AIC AND PHI

[Log in with AzureAD](#) ➔

FOR SERVICE PROVIDERS

[Log in with Corppass](#) ➔

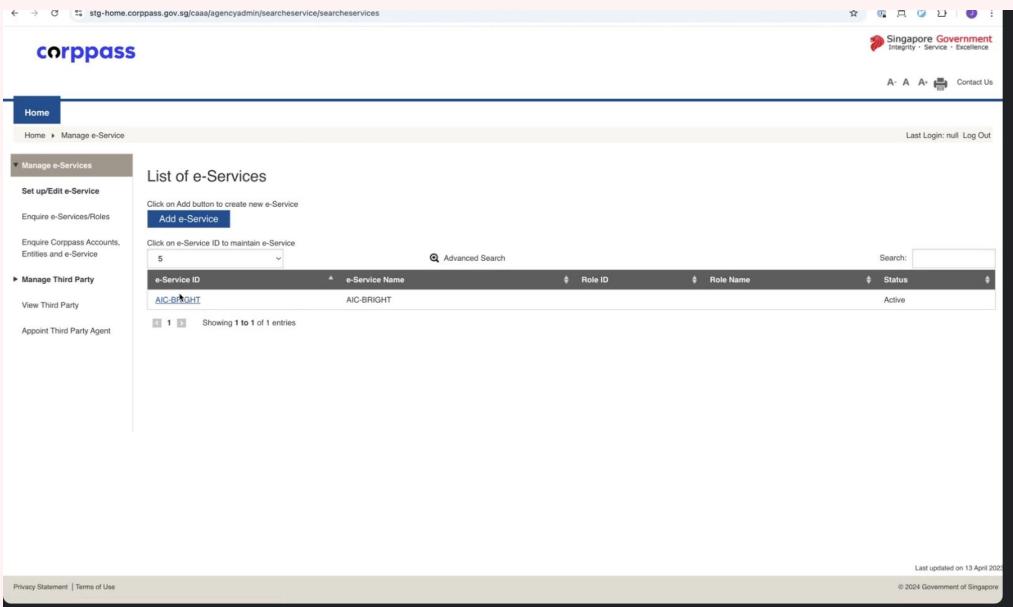
By logging in, you agree to Bright's [terms of use](#) and [privacy policy](#).

[Need help logging in?](#)

BUILT BY  OPEN GOVERNMENT PRODUCTS

Login - For SP users

- Your organisation's Corppass admin will need to add e-Service “AIC-BRIGHT”

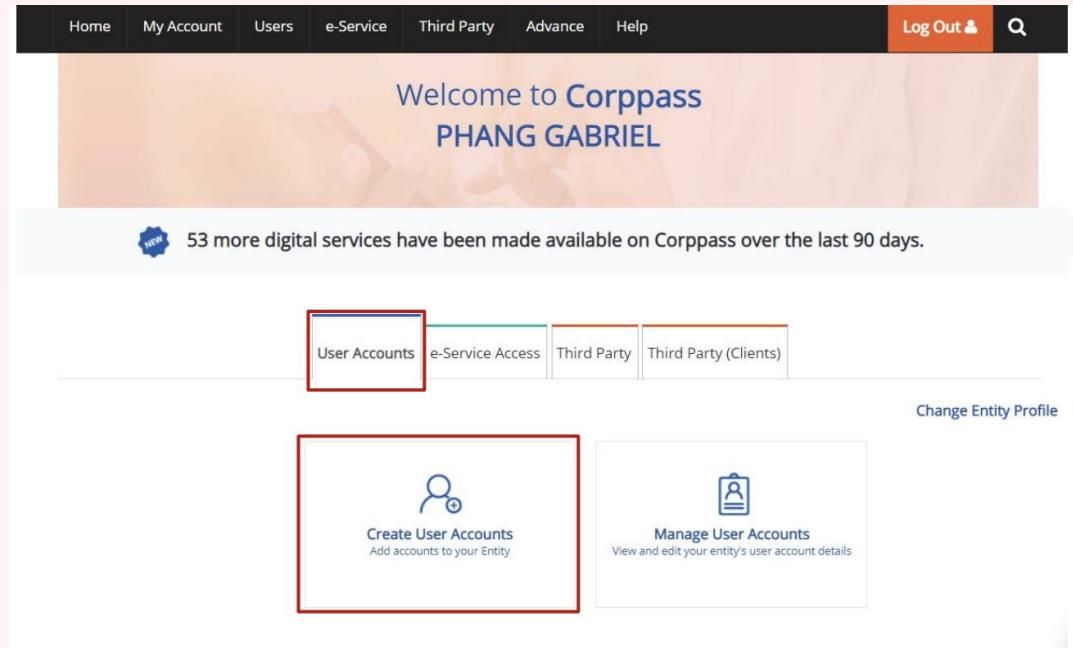


The screenshot shows a web browser window for the Corppass system at the URL stg-home.corppass.gov.sg/caas/agencyadmin/searchservice/searchservices. The page title is "corppass". The left sidebar has a "Home" button and a "Manage e-Service" section with sub-options: "Manage e-Services", "Set up/Edit e-Service", "Enquire e-Services/Roles", and "Manage Third Party" (which includes "View Third Party" and "Appoint Third Party Agent"). The main content area is titled "List of e-Services" and contains a table with one row. The table columns are "e-Service ID" (containing "AIC-BRIGHT"), "e-Service Name" (containing "AIC-BRIGHT"), "Role ID" (empty), "Role Name" (empty), and "Status" (containing "Active"). Below the table, it says "Showing 1 to 1 of 1 entries". The bottom of the page includes links for "Privacy Statement" and "Terms of Use", and a footer note "Last updated on 13 April 2020 © 2024 Government of Singapore".

e-Service ID	e-Service Name	Role ID	Role Name	Status
AIC-BRIGHT	AIC-BRIGHT			Active

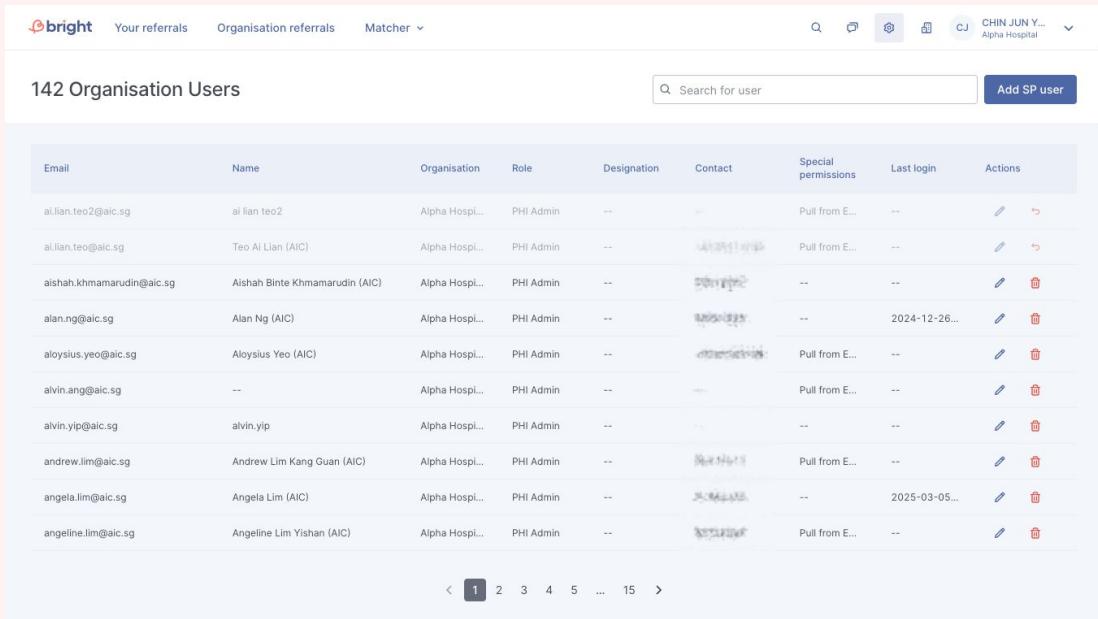
Login - For SP users

- Corppass admin must create user accounts individually or batch upload via excel



Login - For SP users

- BRIGHT admin must create / activate your account
- Ensure that the NRIC/FIN in BRIGHT matches Corppass login



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.khmmarudin@aic.sg	Aishah Binte Khmmarudin (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...	--	 

BRIGHT Admins

- BRIGHT admin can refer to our guides at
<https://go.gov.sg/speoslides>

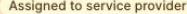
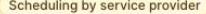
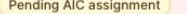
Your referrals | Organisation referrals | Create referral

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.

1. Referrals you created
2. Referrals where you are a contributor

Referral Details	Contributor	Updated
Office Hours Client 3  S5940067C · Female · 66 years Nursing Home  Alpha Residential Home	  	Updated 26 Feb 2025
Putting more on waitlist  S1303520B · Female · 0 years Nursing Home  Alpha Residential Home	  	Updated 05 Feb 2025
Waiting to assign 1  S5165194D · Female · 0 years Nursing Home  Provider not assigned yet	  	Updated 23 Jan 2025
Office Hours Client 3  S5940067C · Female · 66 years Day Care  Provider not assigned yet	  	Updated 06 Mar 2025

Search by NRIC or referral number Filter Create referral

Your referrals

John Wayne S8571616B · Male · 117 years

Nursing Home Draft

Provider not assigned yet Provider location

Referral number: 2024/100312B

Provider location: Updated 17 Dec 2024

Contributors: Mouse-over for list of contributors

Pin

Remarks (for your eyes only)

Last updated date

Client's profile

Demo Renal Pre-filled 

Manually edit client's biodata

Update client's biodata from ICA

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

Update profile  Create referral

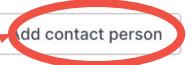
Contacts

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)  ...
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.

Q Search by NRIC or referral number

Filter

Create referral

Search within
'Your referrals'

Filter
referrals
by status

Get help

Settings

Profile

Switch
organisation

CHIN JUN Y...
Alpha Hospital



[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

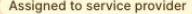
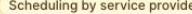
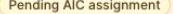
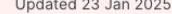
Your referrals | Organisation referrals | Create referral

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.

Search by NRIC or referral number Filter **Create referral**

Office Hours Client 3  S5940067C · Female · 66 years	 2025/000086B    
Nursing Home 	Alpha Residential Home  Updated 2025
Putting more on waitlist  S1303520B · Female · 0 years	 2025/000092B    
Nursing Home 	Alpha Residential Home  Updated 05 Feb 2025
Waiting to assign 1  S5165194D · Female · 0 years	 2025/000089B    
Nursing Home 	Provider not assigned yet  Updated 23 Jan 2025
Office Hours Client 3  S5940067C · Female · 66 years	 2025/0000368B    
Day Care 	Provider not assigned yet  Updated 06 Mar 2025

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

Client's citizenship status

Citizen

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

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

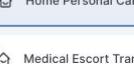
Client's citizenship status

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)

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

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

 80341831

 Alpha Service Provider

Agency for Integrated Care (AIC)

Alpha Hospital

Quendi Cheng (AIC) 

 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

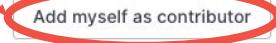
All Saints Home (Hougang)

St Luke's Community Hospital (Generated)

KK Women's and Children's Hospital

Tan Tock Seng Hospital

Orange Valley Nursing Homes Pte. Ltd.

 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

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

▼ X

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

Service Providers

Admit | Reject / Withdraw | Discharge

Accepted/Scheduled

MANAGE ADMISSION

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

Nursing Home Respite Care

 Alpha Residential Home

 Accepted/Scheduled Updated 12 Mar 2025

Update client admission

Date of admission

Accept/Schedule

Admit

Reject

Withdraw

12/03/2025



Provide notes if any

Update

Admitted by Service Provider

MANAGE ADMISSION

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

Nursing Home Respite Care

 Alpha Residential Home

 Admitted by service provider Admitted on 12 Mar 2025

Service Providers

Admit | Reject / Withdraw | Discharge

Accepted/Scheduled

MANAGE ADMISSION

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

Nursing Home

Alpha Residential Home

Accepted/Scheduled Updated 12 Mar 2025

Update client admission

Accept/Schedule Admit Reject Withdraw

Provider is unable to care for client's specific care needs (non-behavioural related) 

Update

Pending review

- Once a renal referral has been rejected/withdrawn, SPs will no longer be able to access/view the referral
- The renal referral will then be returned to the Referral Source with the case status “Pending review”

Pending AIC review

Joel Chin S0747970J  2025/002022B

Male · 22 Jun 1976 (49 years) · CITIZEN · 52 Ang Mo Kio Road, #52-52, Singapore 512514

Referral form [Manage admission](#) [Appeal](#) [Progress notes](#) [Contributors \(3\)](#) [Timeline](#)

Referral Source's point-of-view

MANAGE ADMISSION

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

Hemodialysis

 Alpha Renal
 Pending review Updated 01 Jul 2025
 Client unfit: Client is unwell

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

Rejection

- Patient does not meet provider's model of care
- Provider is unable to cater transport
- Provider has insufficient manpower
- Provider is unable to care for client's specific care needs (non-behavioural related)
- Provider is unable to manage client's behaviour
- Provider is unable to meet NOK's needs or expectations
- Client stays outside service boundary
- Client has financial issues or inability to co-pay

Withdrawal

Client unfit

- Client is unwell
- Client has been admitted to hospital
- Client has yet to be discharged

Change of care plan

- Client is already well
- Client has alternate caregiver or care plan
- Family is exploring other care options
- Client has been referred for other service options
- Client is more suited for other service options or facilities

Withdrawal

Change of provider or client's decision

- Client or NOK has refused service
- Client or NOK is undecided
- Client or NOK prefers another provider
- Client is known to another provider

Other

- Client is uncontactable
- Death

Service Providers

Admit | Reject / Withdraw | Discharge

Admitted by Service Provider

MANAGE ADMISSION

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

Nursing Home Respite Care

Alpha Residential Home

Admitted by service provider Admitted on 12 Mar 2025

Discharge

Admitted by Service Provider

Discharge client?



Once discharged, this service will be closed. You will still be able to view this referral.

Date of discharge

12/03/2025



Cancel

Discharge

Discharged

James Smith ↗
S0000000J
2025/000542B

Day Care

Alpha Residential
Home

Discharged

Discharged on 12 Mar
2025

CHIN JUN
YONG, JOEL
(RS) (OIC)

+2

Case statuses

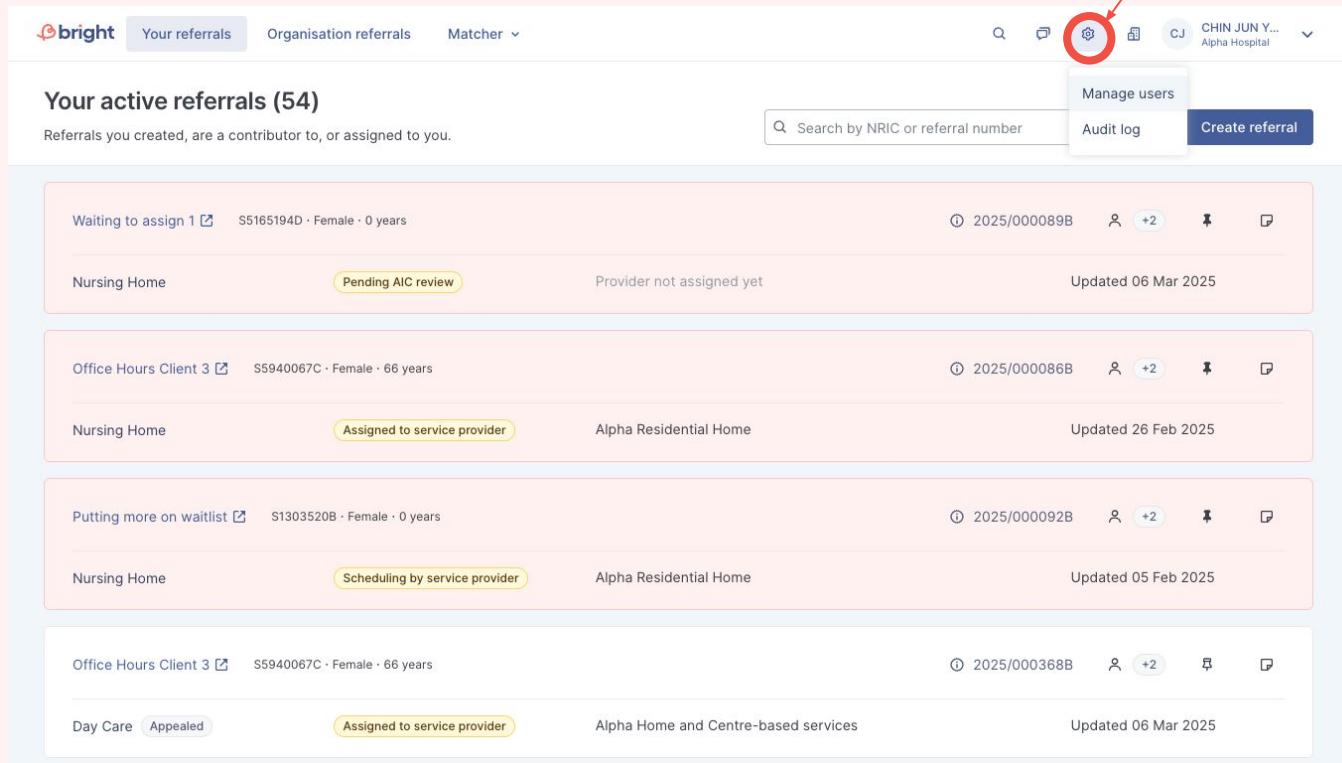
	Can edit referral?	Can RS reject / withdraw?	Can SP reject / withdraw?
Draft	Yes	-	-
Pending assignment	Yes	Yes	No
Assigned to service provider	No	Yes	Yes
Accepted/ Scheduled	No	Yes	Yes
Pending review	Yes	Yes	No
Admitted by service provider	No	No	No
Discharged	No	-	-
Closed	No	-	-

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 arrow. The main area displays 'Your active referrals (54)' with a sub-instruction: 'Referrals you created, are a contributor to, or assigned to you.' Below this is a search bar with the placeholder 'Search by NRIC or referral number' and buttons for 'Manage users', 'Audit log', and 'Create referral'. The interface lists four active referrals in a grid format:

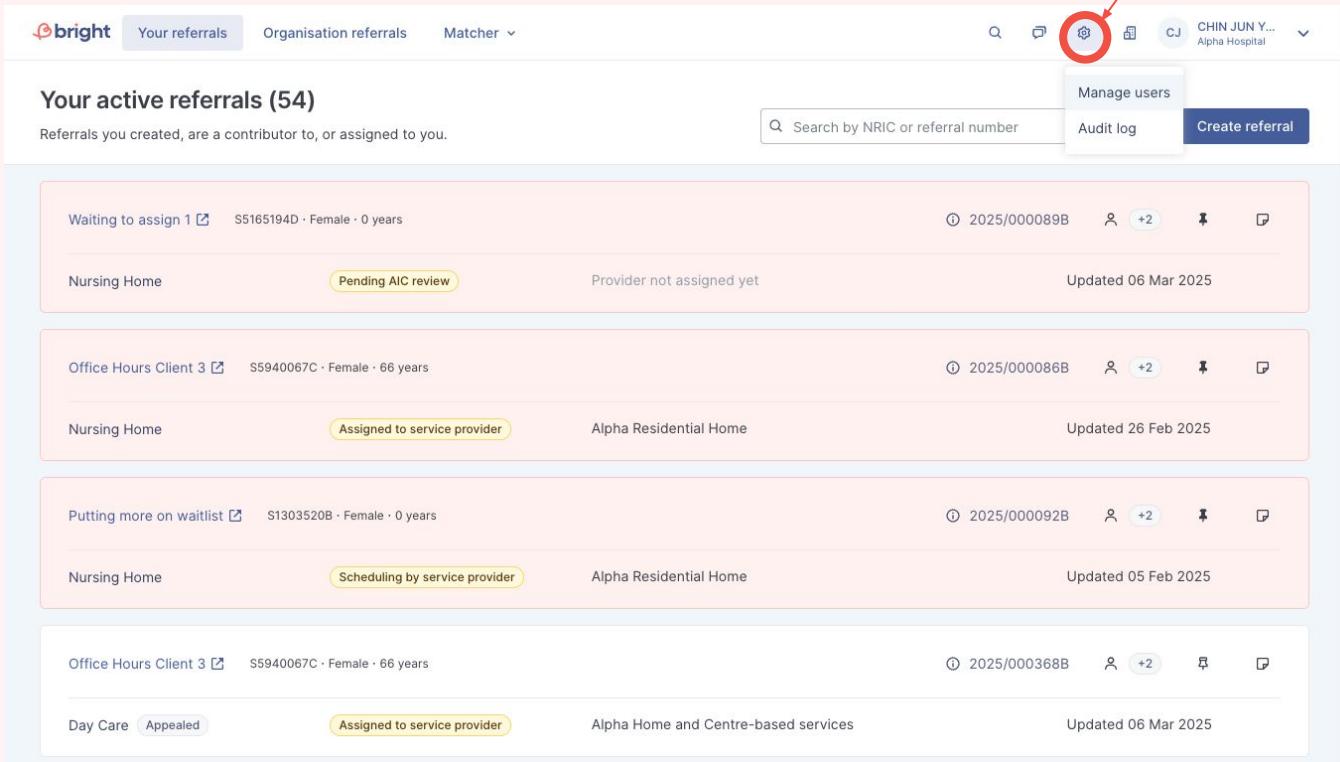
Referral Status	Referral ID	Client Details	Provider Status	Last Updated
Waiting to assign 1	S5165194D	Female · 0 years	2025/000089B · Nursing Home · Pending AIC review · Provider not assigned yet	Updated 06 Mar 2025
Office Hours Client 3	S5940067C	Female · 66 years	2025/000086B · Nursing Home · Assigned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

Service Provider Admins

User management | Manage location |

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 highlighting the 'Settings' icon (a gear icon) in the top right corner of its card.

Referral Status	Client Details	Provider Status	Last Updated
Waiting to assign 1	S5165194D · Female · 0 years	Pending AIC review	06 Mar 2025
Office Hours Client 3	S5940067C · Female · 66 years	Assigned to service provider	26 Feb 2025
Putting more on waitlist	S1303520B · Female · 0 years	Scheduling by service provider	05 Feb 2025
Office Hours Client 3	S5940067C · Female · 66 years	Assigned to 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 >

Service Provider Admins

User management | Manage location |

Manage location

← **Alpha Home and Centre-based services**
Alpha Service Provider

Centre availability

 Day Rehab (PT/OT) 1 on waitlist	 Integrated Home & Day Care Centre (IHDC) 2 vacancies	 Dementia Day Care 3 vacancies	 Centre Based Nursing 2 vacancies	 Day Care 1 vacancy
 Day Rehab (ST) 3 vacancies				

Services

 6 Centre services	 0 Residential services	 5 Home Health services	 4 Home Social services
---	--	---	--

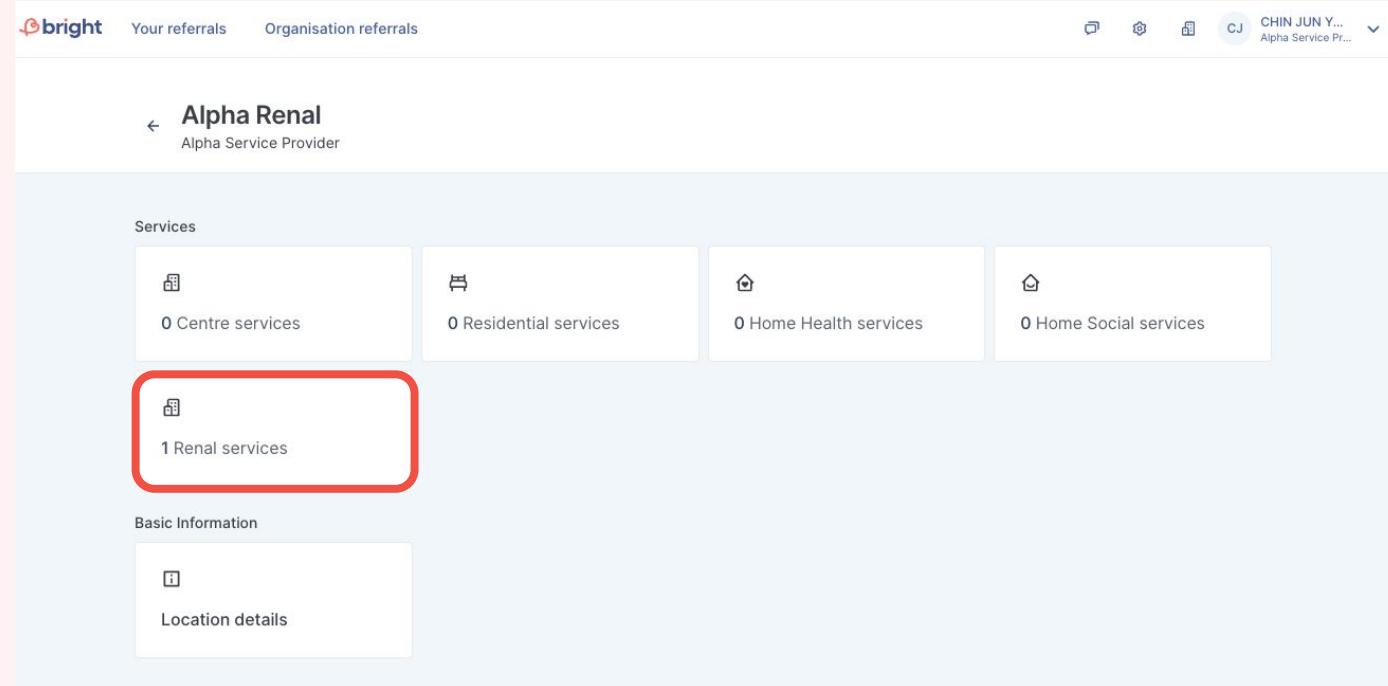
Basic Information

 Location details

Manage location

Location name <input type="text" value="Alpha Home and Centre-based services"/>	Address <input type="text" value="123 Road"/>	Postal code <input type="text" value="767956"/>
Location code <input type="text" value="125124"/>	HCI code (optional) <input type="text"/>	
Operating hours (optional) <input type="text"/>		
Is MediFund eligible? Applicable for DDC, IHDC, HN, HM, and NH services <input type="button" value="Yes"/> <input type="button" value="No"/>		
Is MediSave eligible? Applicable for Active Rehab services <input type="button" value="Yes"/> <input type="button" value="No"/>		
Is SMF eligible? Applicable for IHDC, HN, HM, HER, and HBET services <input type="button" value="Yes"/> <input type="button" value="No"/>		

Manage services



The screenshot shows the 'Manage services' interface for the 'Alpha Renal' service provider. The top navigation bar includes the 'bright' logo, 'Your referrals', 'Organisation referrals', and a user profile for 'CHIN JUN Y... Alpha Service Pr...'. The main content area displays the service provider's details and service categories.

Alpha Renal
Alpha Service Provider

Services

- 0 Centre services
- 0 Residential services
- 0 Home Health services
- 0 Home Social services
- 1 Renal services

Basic Information

- Location details

Manage services

← **Alpha Renal**
Alpha Service Provider

 Renal settings

 Renal settings

 Hemodialysis

HEMODIALYSIS

Service is currently available 

Service Notes (optional)
test

Toggle service availability

Tier	SC pricing	PR pricing
80%	50	
75%	50	
60%	50	
55%		50
50%	50	50

Save Services

Live demonstration

Email notifications

- SP users will receive email notifications whenever a referral is assigned to their location
- You can toggle email notifications on/off for the locations within your organisation
- You may also switch off email notifications if you do not wish to receive such notifications

The screenshot shows the Bright Health platform interface. At the top, there is a navigation bar with the logo, 'Your referrals', 'Organisation referrals', 'Matcher', a search bar, and a user profile for 'CJ CHIN JUN Y... Alpha Hospital'. Below the navigation bar, the main content area is titled 'Your active referrals (78)'. It displays a list of referrals, with the first one shown being 'testing home' for a female patient aged 0 years, with a referral number 'S8313499B'. To the right of this referral, there is a context menu with the following options: 'CHIN JUN YONG, JOEL Alpha Hospital, PHI Admin', 'Manage notifications' (which is highlighted with a red box and a red arrow pointing to it), 'Update phone number', and 'Log out'. At the bottom of the page, there are footer links for 'Home Personal Care', 'Assigned to service provider', 'Alpha Home and Centre-based services', and the date 'Updated 27 Mar 2025'.

Email notifications

- SP users will receive email notifications whenever a referral is assigned to their locations
- You can toggle email notifications on/off for the locations within your organisation
- You may also switch off email notifications if you do not wish to receive such notifications



Notification settings

Choose when you'd like to receive an email from us

Enable notifications



Receive notifications for these locations

Joel's nursing home



Joel's home and centre based services



Alpha Residential Home



Sample Email notification

[UAT] BRIGHT [2025/000252B]: New referral for Alpha Residential Home

External

Inbox x



[UAT] Bright <donotreply@mail.postman.gov.sg>

to me ▾

10:46 AM (28 minutes ago)



THIS IS A TEST EMAIL FROM BRIGHT UAT ENVIRONMENT.

Hi CHIN JUN YONG, JOEL,

Alpha Residential Home was assigned this referral:

ID: 2025/000252B

Service: Day Rehab (PT/OT)

Referral assigned by: PEARLY ONG CHUU JING (Agency for Integrated Care (AIC))

OIC: PEARLY ONG CHUU JING

[View referral](#)

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This email may contain confidential or legally privileged information and any unauthorised use, retention, or disclosure is prohibited. If you are not the intended recipient, please delete it and notify the sender immediately.

Agenda

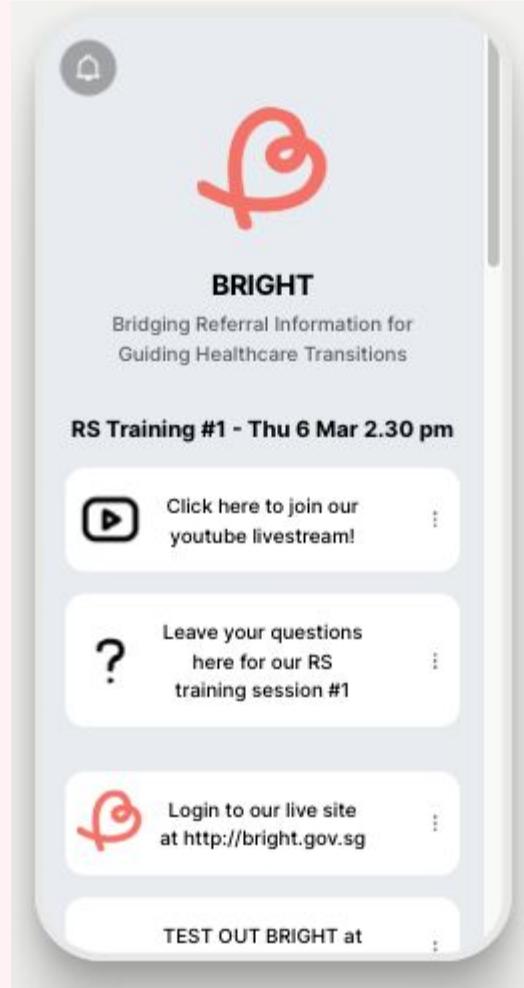
1. Background
2. How to use the system: **A live demo**
3. **Admin-only** functions
4. Post-Training Support + **Q & A**

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!**

Thank you!

