



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](#) ▼



FOR AIC AND PHI

Log in with AzureAD ➞

FOR SERVICE PROVIDERS

Log in with Corppass ➞

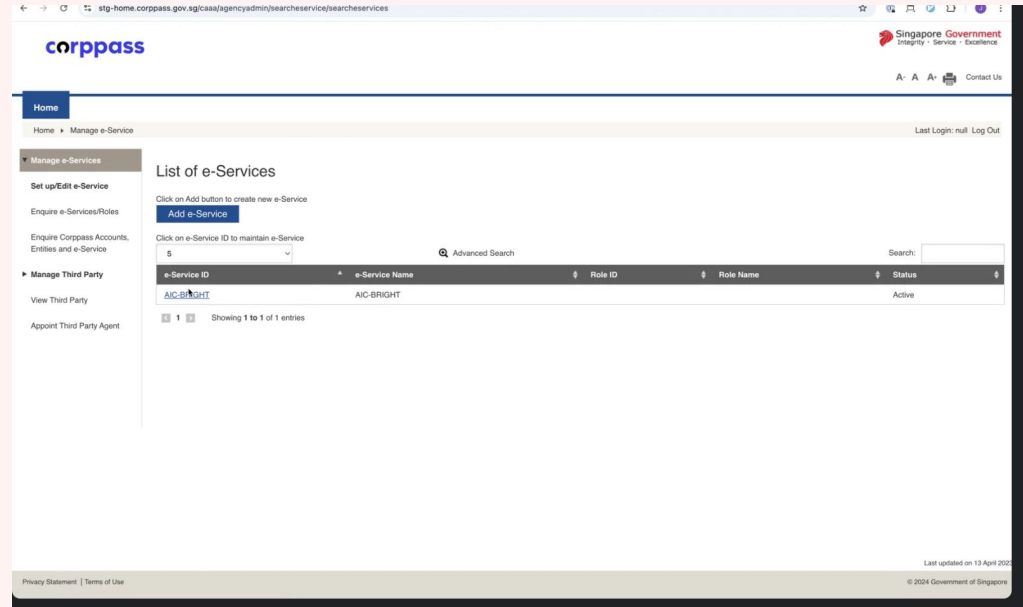
By logging in, you agree to Bright's [terms of use](#) and [privacy policy](#).

[Need help logging in?](#)

BUILT BY () OPEN GOVERNMENT PRODUCTS

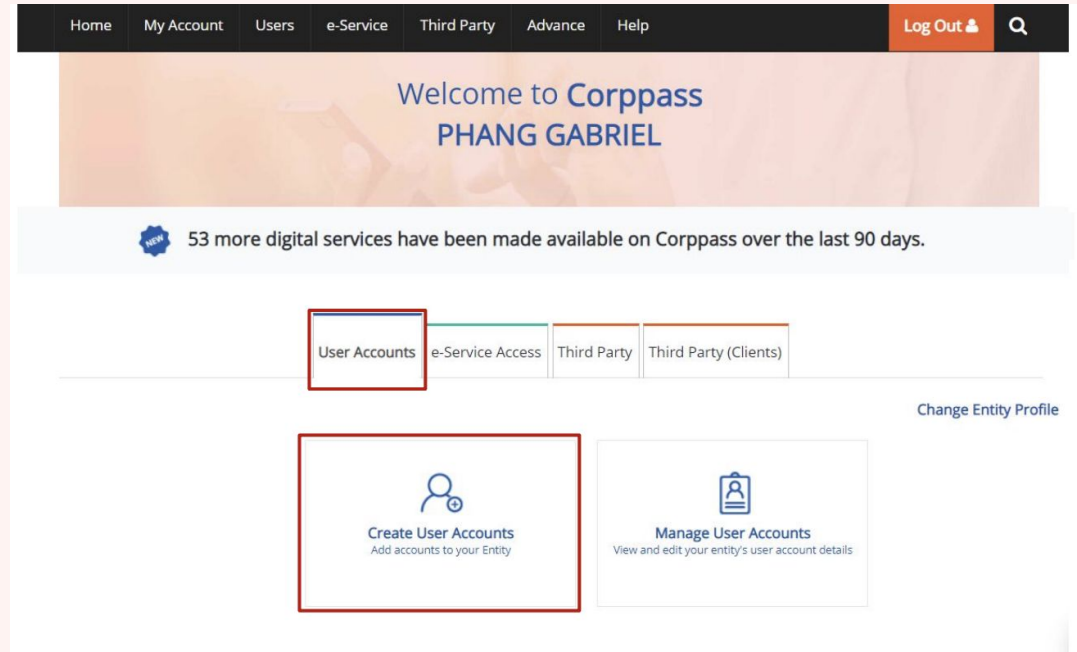
Login - For SP users

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



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

bright Your referrals Organisation referrals Matcher

142 Organisation Users

Search for user Add SP 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...	--	 



< 1 2 3 4 5 ... 15 >







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** 


     CHIN JUN Y...
Alpha Hospital 

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






Filter  **Create referral**

1. Referrals you created






2. Referrals where you are a contributor

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	 +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 page has a top navigation bar with the 'bright' logo, tabs for 'Your referrals' (selected), 'Organisation referrals', and a 'Matcher' dropdown. On the right side of the navigation bar, there are several user-related elements: a 'Get help' button, a 'Settings' button, a 'Switch organisation' button, and a 'Profile' button. Below these are circular icons representing help, settings, organisation, and profile, each with a red circle and an arrow pointing to its respective button. The main content area is titled 'Your active referrals (55)' and includes a subtitle: 'Referrals you created, are a contributor to, or assigned to you.' Below the title, there is a search bar with the placeholder text 'Search by NRIC or referral number', a 'Filter' button with a dropdown arrow, and a 'Create referral' button. The search bar and the 'Filter' button are both circled in red. Arrows point from the search bar to a callout box labeled 'Search within 'Your referrals'' and from the 'Filter' button to a callout box labeled 'Filter referrals by status'.

Navigation Bar:

- bright**
- Your referrals** (selected)
- Organisation referrals
- Matcher ▾

User Actions:

- Get help
- Settings
- Switch organisation
- Profile

Referrals Section:

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

Search and Filter:

- Search by NRIC or referral number
- Filter ▾
- Create referral

Annotations:

- Search within 'Your referrals'
- Filter referrals by status

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

Additional filter options

[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	Create referral 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

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

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

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**

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	+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	+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	+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	+2	[icon]	[icon]
Day Care	Appealed	Assigned to service provider			Alpha Home and Centre-based services Updated 06 Mar 2025

Service Provider Admins

User management | Manage location |

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	+2	[icon]	[icon]
Nursing Home	Pending AIC review	Provider not assigned yet			Updated 06 Mar 2025
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Putting more on waitlist [icon]	S1303520B · Female · 0 years	2025/000092B	+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	+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 circled in red. Below the search bar is a table titled '142 Organisation Users'. The table has columns: 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 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, labeled '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 >


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		
Alpha Home and Centre-based services		
Address	Postal code	
123 Road	767956	
Location code		
125124		
HCI code (optional)		
Operating hours (optional)		

<p>Is MediFund eligible?</p> <p>Applicable for DDC, IHDC, HN, HM, and NH services</p> <p>Yes No</p>	<p>Is MediSave eligible?</p> <p>Applicable for Active Rehab services</p> <p>Yes No</p>	<p>Is SMF eligible?</p> <p>Applicable for IHDC, HN, HM, HER, and HBET services</p> <p>Yes No</p>
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Manage services

The screenshot shows a web application interface for managing services. At the top, there is a navigation bar with the 'bright' logo, tabs for 'Your referrals' and 'Organisation referrals', and a user profile for 'CHIN JUN Y...' with a dropdown arrow. Below the navigation bar, the main header displays a back arrow, the name 'Alpha Renal', and the role 'Alpha Service Provider'. The main content area is titled 'Services' and contains five service category cards: '0 Centre services', '0 Residential services', '0 Home Health services', '0 Home Social services', and '1 Renal services'. The '1 Renal services' card is highlighted with a red rounded rectangle. Below the services section, there is a 'Basic Information' section with a card for 'Location details'.

bright Your referrals Organisation referrals

CHIN JUN Y...
Alpha Service Pr...

← **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

Tier	SC pricing	PR pricing
80%	<input type="text" value="50"/>	<input type="text"/>
75%	<input type="text" value="50"/>	<input type="text"/>
60%	<input type="text" value="50"/>	<input type="text"/>
55%	<input type="text"/>	<input type="text" value="50"/>
50%	<input type="text" value="50"/>	<input type="text" value="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

bright Your referrals Organisation referrals Matcher ▾

Q Chat Settings Calendar CJ CHIN JUN Y... Alpha Hospital ^

Your active referrals (78)

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

Q Search by NRIC or referral number

CHIN JUN YONG, JOEL
Alpha Hospital, PHI Admin

Manage notifications

Update phone number

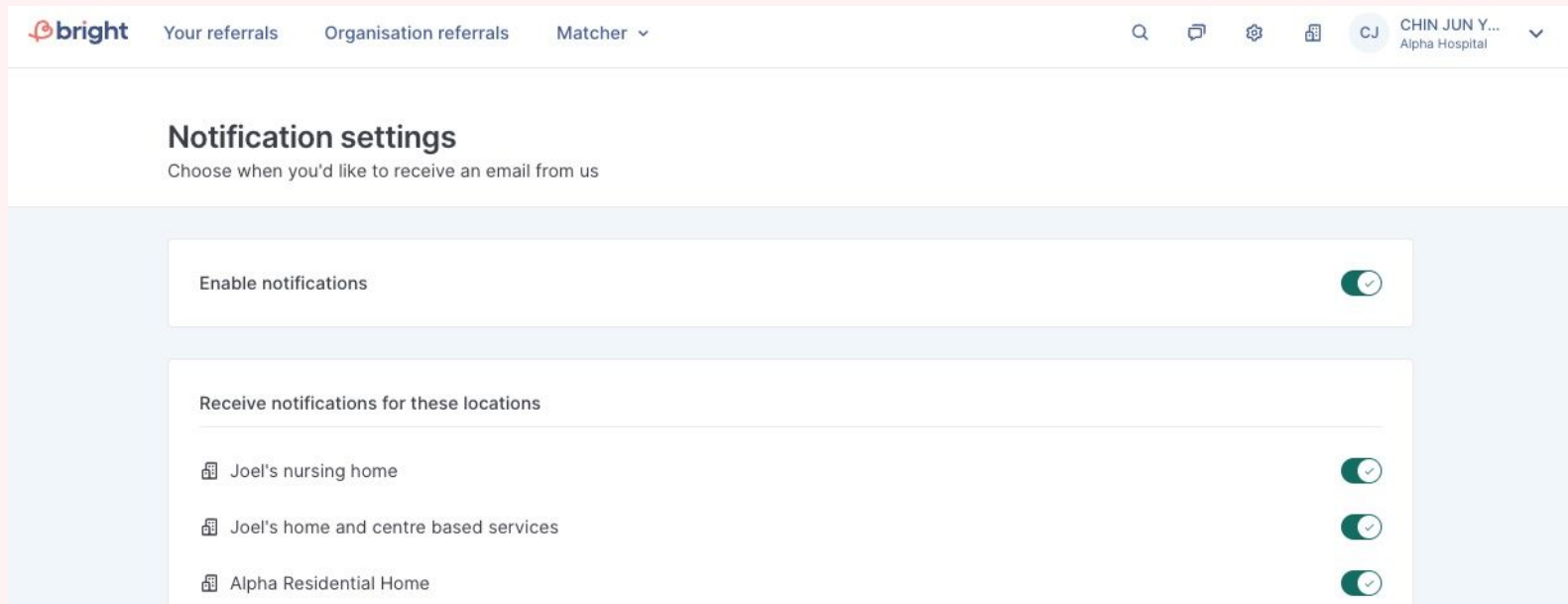
Log out

testing home ⓘ S8313499B · Female · 0 years ⓘ 2025/001336B

Home Personal Care Assigned to service provider Alpha Home and Centre-based services 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



bright Your referrals Organisation referrals Matcher ▾




Search Chat Settings Calendar CJ CHIN JUN Y... Alpha Hospital ▾

Notification settings

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

Enable notifications ☒

Receive notifications for these locations

 Joel's nursing home	<input checked="" type="checkbox"/>
 Joel's home and centre based services	<input checked="" type="checkbox"/>
 Alpha Residential Home	<input checked="" type="checkbox"/>

Sample Email notification

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



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

10:46 AM (28 minutes ago)



to me ▾

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

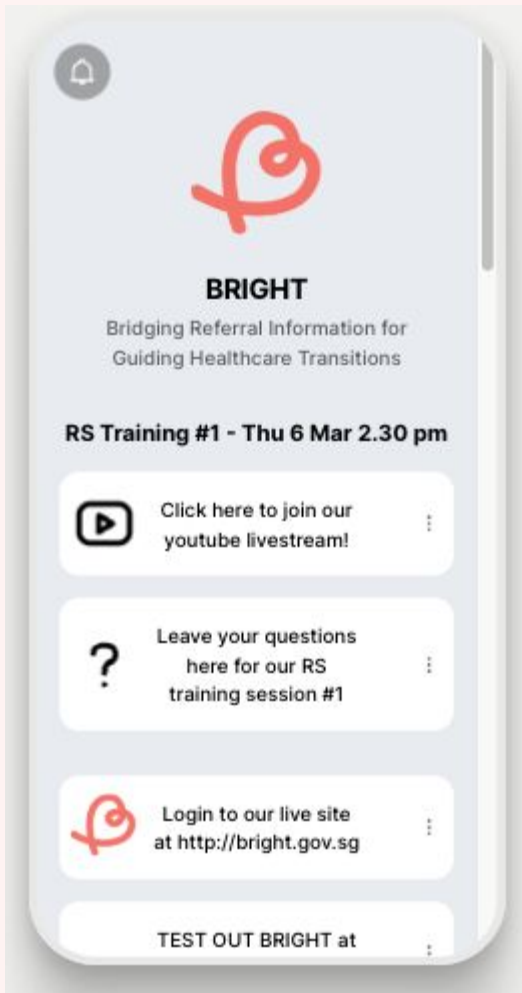
1. Background
2. How to use the system: **A live demo**
3. **Admin-only** functions
4. Post-Training Support + **Q & A**

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!

