



## User Training: New Services Overview

August 2025



# Launch phases

Done

## LAUNCH 1: 13 JAN 2025

### Residential (3)

- Nursing Home
- Nursing Home Respite Care
- Sheltered Home

Done

## LAUNCH 2: 1 APR 2025

### Centre (6)

- Day Care
- Dementia Day Care
- Day Rehab (PT/OT)
- Day Rehab (ST)
- Centre-based Nursing
- COMIT/CREST

### Home (8)

- Home Medical
- Home Nursing
- Home Rehab (PT/OT/ST)
- Home Environment Review
- Home-based Exercise Training
- Meals on Wheels
- Medical Escort Transport
- Home Personal Care

Done

## LAUNCH 3: 8 JUL 2025

### Other (1)

- Renal

Coming soon

## LAUNCH 4: 18 AUG 2025

### Hospice (4)

- Hospice Inpatient
- Hospice Home
- Hospice Day
- Hospice Pediatrics

### Psychiatric (3)

- Psychiatric Sheltered Home
- Psychiatric Rehab Home
- Psychiatric Centre

### ICS (2)

- Interim Care Service
- Interim Care Service+

### Other (3)

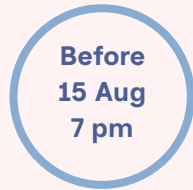
- Transitional Care Facility
- Community Hospital
- AAC (Befriending)

# **Migration of Hospice and Psychiatric referrals from IRMS to BRIGHT**

## Referral Migration

Hospice and Psychiatric referrals on IRMS will be migrated over to BRIGHT to ensure continuity of care

## Hospice and Psychiatric referrals migration timeline



**Hospice and Psychiatric referrals made on IRMS 1.0**

Users should prepare for the transition to BRIGHT.



**Cut-off for migration to BRIGHT**

All Hospice and Psychiatric referrals submitted before 15 Aug 7 pm will be ported over to BRIGHT.

**Drafts will not be ported over**



**Launch of Hospice and Psychiatric referrals on BRIGHT**

All Hospice and Psychiatric referrals to be made and updated via BRIGHT.

## Psychiatric Referral Migration

### Partial Migration of referrals from 2020 onwards

- Home Rehab (Biodata and timeline)
- Day Rehab (Biodata and timeline)

### Full Migration of all referrals

- Sheltered Home

## Hospice Referral Migration

### Partial Migration of referrals from 2020 onwards

- Inpatient Hospice (Biodata and timeline)
- Day Hospice (Biodata and timeline)
- Home Hospice (Biodata and timeline)

**Login to BRIGHT**



# 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](#).

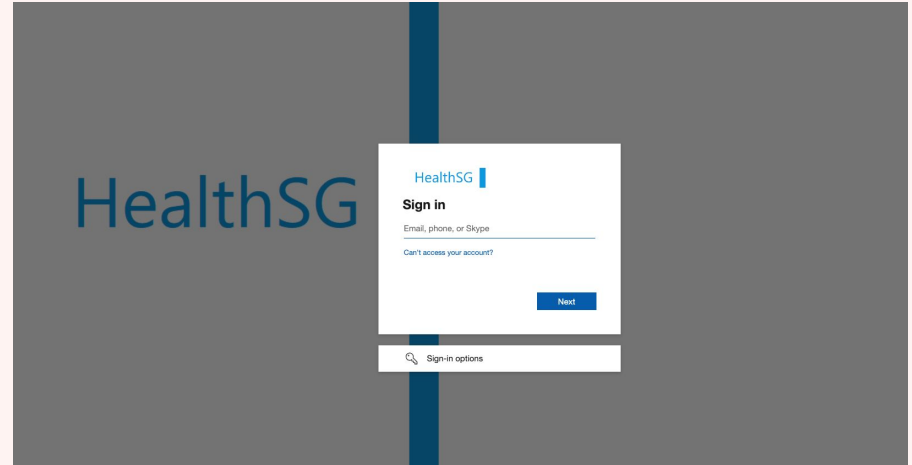
[Need help logging in?](#)

BUILT BY ( ) OPEN GOVERNMENT PRODUCTS

## Login - For AIC and PHI users

If you are unable to login:

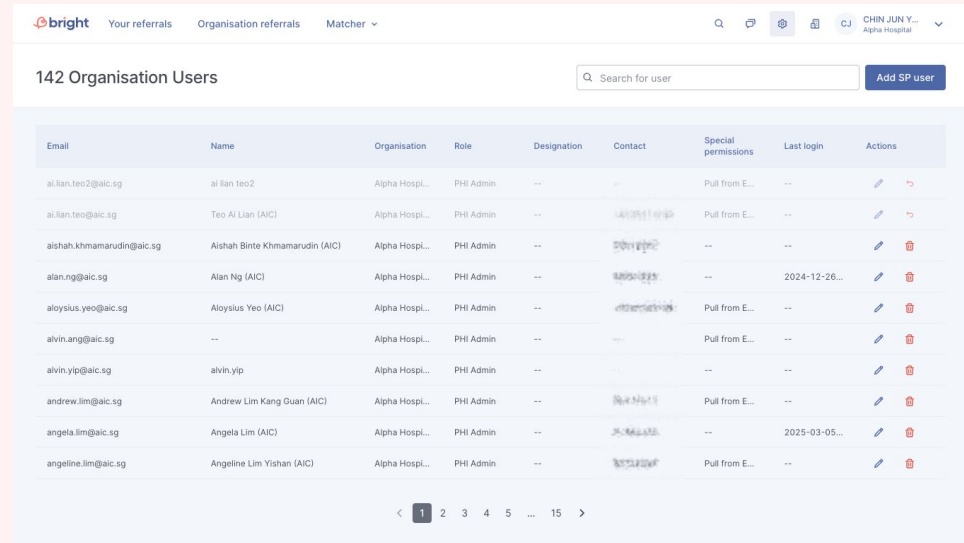
- Ensure that your **AzureAD** (HealthSG) is **enabled**



## Login - For AIC and PHI users

If you are unable to login:





















- approach your institution's **BRIGHT** administrators to create or activate your account



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.kan.teo2@aic.sg	ai.kan.teo2	Alpha Hospi...	PHI Admin	--	--	Pull from E...	--	 
ai.kan.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 >

# 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?](#)

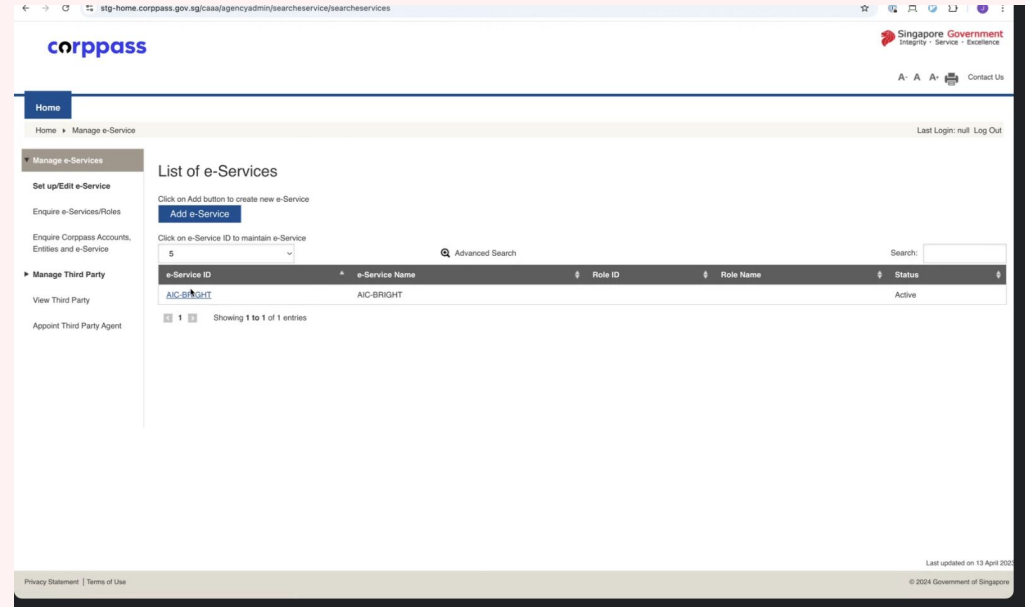
BUILT BY ( ) OPEN GOVERNMENT PRODUCTS

## Login - For SP users

1st Step - Ensure that your Corppass account has been created You will need your organisation's Corppass admin to do so.

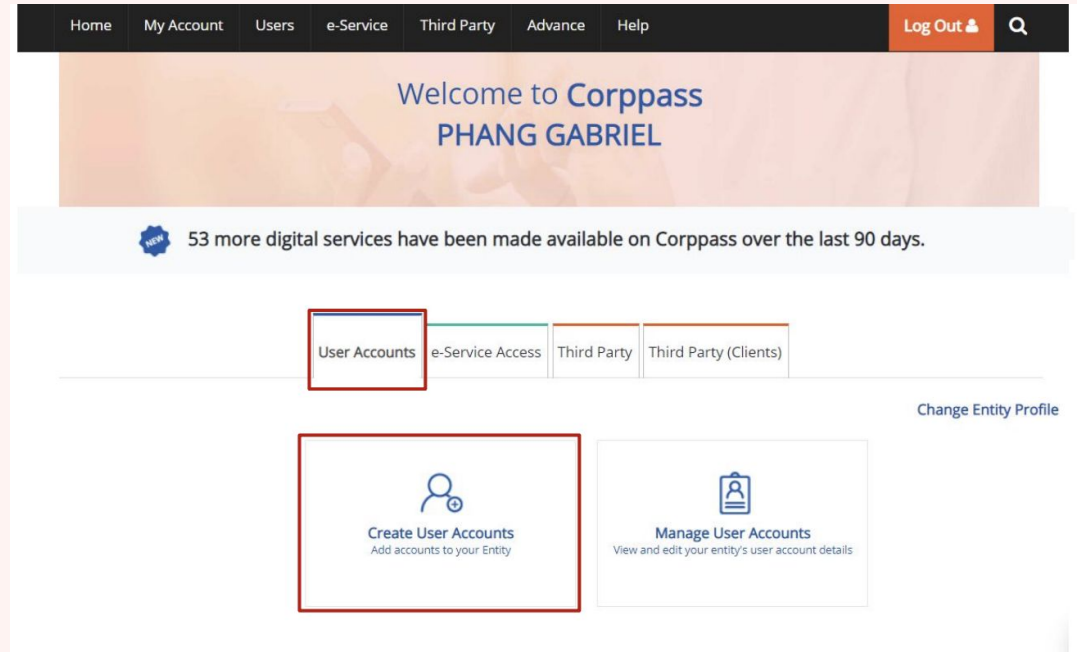
## Login - For SP users

- 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

Search for your Corppass admins using your organisation's UEN [here!](#)

Welcome CHIN JUN YONG, JOEL

Home Help

Home / Find your Corppass Admin

### Find your Corppass Admin

**For Entity:** GOVERNMENT TECHNOLOGY AGENCY (T16GB0002G)

Full name	User type
REVATHI D/O SELVARAJAN	Sub-Admin
CHOEY CHOON YEN	Admin
ANG SWEE HIA	Sub-Admin

Previous



Login - For SP users

2nd Step - Ensure that your BRIGHT account has been created You will need your organisation's BRIGHT admins to do so.





















## Login - For SP users

- BRIGHT admins 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 >

**High level changes from IRMS**

## High level changes from IRMS - Referral Creation

- 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 - Referral Creation



- **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







## High level changes from IRMS - Referral Creation

- **Appeals** – Appeals can now be made within BRIGHT


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

## Your referrals

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

     CHIN JUN Y...  
Alpha Hospital 

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


**Filter**  **Create referral**

**1.**

**2.**

**3.**

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



Office Hours Client 3  S5940067C · Female · 66 years


Nursing Home





Assigned to service provider

Alpha Residential Home

Updated 26 Feb 2025

+2  

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' application. The top navigation bar includes the 'bright' logo, tabs for 'Your referrals', 'Organisation referrals', and a 'Matcher' dropdown. On the right, a user profile for 'CHIN JUN Y...' from 'Alpha Hospital' is shown. A series of icons (magnifying glass, speech bubble, gear, document, and a dropdown arrow) are circled in red, with callout boxes pointing to them: 'Global search (For PHI and AIC users only)', 'Get help', 'Settings', 'Switch organisation', and 'Profile'. Below the navigation bar, the main heading is 'Your active referrals (55)', followed by the text 'Referrals you created, are a contributor to, or assigned to you.' At the bottom, a search bar containing 'Search by NRIC or referral number' and a 'Filter' button with a funnel icon are both circled in red. Callout boxes point to these elements: 'Search within 'Your referrals'' and 'Filter referrals by status'. A 'Create referral' button is also visible on the right.

Global search (For PHI and AIC users only)

Get help

Settings

Switch organisation

Profile

**bright** 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

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.

Client	Service	Provider	Status	
Yoyo Key S3468583E 2025/000366B	Home Personal Care	Provider not assigned yet	<input type="button" value="Draft"/>	
	Medical Escort	Provider not assigned yet	<input type="button" value="Draft"/>	
	Transport	Provider not assigned yet	<input type="button" value="Draft"/>	
	Meals on Wheels	Provider not assigned yet		
Cici Loh S1784252H 2025/000365B	Meals on Wheels	Provider not assigned yet	<input data-cs="2" data-kind="parent" type="button" value="Pending AIC assignm..."/>	
			Updated 05 Mar 2025	Quendi Cheng (AIC) (RS), Priya Latha D/O Muraletaran (AIC) (OIC)
Lala Liew S2568289J 2025/000363B	Day Care Day Rehab (PT/OT)	Alpha Residential Home	<input data-cs="2" data-kind="parent" type="button" value="Assigned to service p..."/> <input type="button" value="Closed"/>	
			Updated 05 Mar 2025 Updated 05 Mar 2025	Yap Shu Hui (AIC) (RS) (OIC)
Lala Chen S6696133H	Home Personal Care	Alpha Residential Home	<input data-cs="2" data-kind="parent" type="button" value="Assigned to service p..."/>	
			Updated 05 Mar 2025	Quendi Cheng (AIC) (RS), Priya Latha D/O

1. Incoming referrals to locations within your organisation
2. Referrals created from your organisation (i.e. the referral source is from your organisation)

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

Filter by assigned OIC

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

Filter by location

[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](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

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

**Direct referrals**

## Direct referrals

The following services can be assigned by the referral source to a service provider directly

- Community Hospital
- Transitional Care Facility
- Home Hospice
- Inpatient Hospice
- Day Hospice
- Psych Home Rehab
- Psych Day Rehab

## Pending assignment

[Your referrals](#)[Organisation referrals](#)[All referrals](#)[Matcher](#) ▾[AIC admin](#) ▾[CJ](#)[CHIN JUN Y...](#)  
Agency for Integ... ▾

### Test direct referral

K12491

2025/002305B

Male · 15 Jul 2025 (0 years) · PR · 1 4, #01-01, Singapore 141251

[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.

Home Hospice

[Assign](#)[Withdraw](#)

Referral sources can search for and select providers after the referral has been submitted

## Psychiatric Day Rehab

**bright** Your referrals Organisation referrals All referrals Matcher ▾ AIC admin ▾

**PSYCH DAY REHAB TEST** K12541 2025/002497B

Male · 15 Jul 2025 (0 years) · PR · 1 r, #01-01, Singapore 152151

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.

**Psychiatric Day Rehab**

Alpha Psych Hospice ICS TCF and CH provider (2 on waitlist)

On waitlist Updated 31 Jul 2025

**Edit assignment**


Alpha Psych Hospice ICS TCF and CH provider (2 on waitlist) ×

|

- ☐ 18 Clinic 0 on waitlist
- ☐ All Saints Home (Tampines) 6 slots available
- ☒ Alpha Psych Hospice ICS TCF and CH provider 2 on waitlist
- ☐ Anglican Care Centre (Bukit Batok) 96 slots available

For Psychiatric Day Rehab, referral sources can see how many slots are available and can place the referral on waitlist

## Psychiatric Day Rehab

 Your referrals Organisation referrals All referrals Matcher ▾ AIC admin ▾

Q Chat Settings Calendar CJ CHIN JUN Y... Agency for Integ... ▾

**Test Hospice** K15215121 ⓘ 2025/002172B

Male · 08 Jul 2025 (0 years) · CITIZEN · 1 r, #01-01, Singapore 512512 ...

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.

Home Hospice

⌵ ✕

Oasis@Outram Available

Phase 3 community hospital Available

PulseSync-SIT-Location-1 Available

PulseSync-SIT-Location-2 Available

Star PALS Available

Louiz's new home - edited Not available

For other services, referral sources can see if the service is available / not available



Assigned to service provider



Your referrals

Organisation referrals

All referrals

Matcher ▾

AIC admin ▾



CJ

CHIN JUN Y...  
Agency for Integ...



## Test direct referral

K12491

2025/002305B

Male · 15 Jul 2025 (0 years) · PR · 1 4, #01-01, Singapore 141251



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.

#### Home Hospice

Alpha Psych Hospice ICS TCF and CH provider

Assigned to service provider Updated 01 Aug 2025

Edit assignment

Withdraw

# AIC referrals

## AIC referrals

The following service will require an assigned OIC to assign to a service provider

- Psych Sheltered Home

Pending assignment



Your referrals

Organisation referrals

Matcher ▾



CJ

CHIN JUN Y...  
Alpha Hospital



## PSYCH SH TEST

K151261

2025/002509B

Male · 05 Aug 2025 (~1 years) · PR · 1 r, #01-01, Singapore 125125

Referral form

**Manage admission**

Appeal

Progress notes

Contributors (2)

Timeline

### MANAGE ADMISSION

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

Psychiatric Sheltered Home



Pending assignment

Updated 01 Aug 2025

Withdraw

An assigned OIC will need to assign the referral to a service provider

# Service Providers

# Service Providers

**Schedule / Accept** | Admit | Reject / Withdraw | Discharge

Assigned to service provider

## MANAGE ADMISSION

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

### Day Care

📅 Alpha Home and Centre-based services

📅 Assigned to service provider Updated 06 Mar 2025

#### Update client admission

Accept/Schedule

Admit

Reject

Withdraw

Update

Assigned to service provider

## MANAGE ADMISSION

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

### Day Care

📅 Alpha Home and Centre-based services

📅 Assigned to service provider Updated 06 Mar 2025

#### Update client admission

Accept/Schedule

Admit

Reject

Withdraw

Provide notes if any

Update



Accepted/Scheduled

## MANAGE ADMISSION

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

### Day Care

📅 Alpha Home and Centre-based services

📅 Accepted/Scheduled Updated 12 Mar 2025

📅 Accepted

### Update client admission

Accept/Schedule

Admit

Reject

Withdraw

Provide notes if any

Update

# Service Providers

Schedule / Accept | **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

Schedule / Accept | 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 AIC review

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

Pending review



Your referrals

Organisation referrals

All referrals

Matcher ▾

AIC admin ▾



CJ

CHIN JUN Y...  
Agency for Integ...



## Test direct referral

K12491

2025/002305B

Male · 15 Jul 2025 (0 years) · PR · 1 4, #01-01, Singapore 141251



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.

#### Home Hospice

Alpha Psych Hospice ICS TCF and CH provider

Pending review Updated 01 Aug 2025

Change of care plan: Family is exploring other care options

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

Schedule / Accept | Admit | Reject / Withdraw | **Discharge**

## Discharging on BRIGHT

- Discharges on BRIGHT are not sent to ILTC portal
- If you discharge on BRIGHT first, you will also need to discharge the referral on ILTC portal thereafter

## Discharging on ILTC

- If you discharge on ILTC portal first, ILTC will send the discharge details to BRIGHT immediately.
- You do not need to discharge on BRIGHT as the referral on BRIGHT will be automatically discharged

## TCF Discharges

- As TCF referrals are not sent to ILTC, you will need to discharge these referrals on BRIGHT

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

# Agenda

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

# User management

# User management

Click on settings to access the user management page

**bright** Your referrals Organisation referrals Matcher ▾

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

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





















Search by NRIC or referral number

Manage users  
Audit log  
Create referral

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

# User management

The screenshot displays the 'bright' user management interface. At the top, there are navigation tabs: 'Your referrals', 'Organisation referrals', and 'Matcher'. A search bar is present with the text 'Search for user'. A button labeled 'Add SP user' is highlighted with a red circle and an arrow pointing to a callout box labeled 'Add new user'. 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 callout boxes with arrows point to these icons: 'Edit user' points to the pencil icon, 'Reactivate user' points to the refresh icon, and 'Disable user' points to the trash can icon. The table lists several users, including 'ai.lian.teo2@aic.sg', 'Teo Ai Lian (AIC)', 'Aishah Binte Khmamarudin (AIC)', 'Alan Ng (AIC)', 'Aloysius Yeo (AIC)', 'alvin.ang@aic.sg', 'alvin.yip@aic.sg', 'andrew.lim@aic.sg', 'Angela Lim (AIC)', and 'Angeline Lim Yishan (AIC)'. At the bottom of the table, there is a pagination bar showing page 1 of 15.

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...	--	 

# Service Provider Admins

**Manage vacancies** | **Manage location** |

## Psychiatric Day Rehab vacancies

- Service providers will declare, on a weekly basis, the number of referrals that can assign to them for the week
- Centres can also re-declare their vacancies during the week (e.g. increasing the number of vacancies to accept more referrals)
- Prior to the next week, centres can choose to keep the same number of referrals that can assign them, or they can also revise the numbers



# Psychiatric Day Rehab vacancies



Your referrals

Organisation referrals



CJ

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



## ← Alpha Psych Hospice ICS TCF and CH provider

Alpha Service Provider

### Weekly availability



Psychiatric Day Rehab

2 on waitlist

# Psychiatric Day Rehab vacancies

**bright** Your referrals Organisation referrals

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

## Alpha Psych Hospice ICS TCF and CH provider

Alpha Service Provider

Save vacancies

### EDIT WEEKLY VACANCIES, MON-SUN

Set vacancies this week - Assigned this week = Remaining vacancy for assignment this week

Service	Approved capacity	Set vacancies this week	Assigned this week	Remaining vacancy for assignment this week	Waitlist
Psychiatric Day Rehab	100	0	0	0	2

Editable by AIC only

Set weekly vacancies

Remaining vacancies are auto-calculated

## Remaining vacancies for the week

Remaining vacancies = weekly vacancies - ALL referrals assigned that week (pending, admitted, or rejected/withdrawn).

Bright uses remaining vacancies to determine whether to assign to SP or to put on SP waitlist. This is recalculated each time centres redeclare


# Service Provider Admins


Manage vacancies | **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>
---	--	--


# Manage services


←


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 services

← Alpha Home and Centre-based services

Alpha Service Provider

⚙️ Home Health settings

🏠 Home Health services

Home Medical

Home Nursing

Home Rehab (PT/OT/ST)

Home Environment Review

Home-based Exercise Training

HOME NURSING

Service is currently available ☒

Is service independent of HM?

Yes

No, HM Is Required

Additional services provided (optional)

☐ Male IDC

☐ SP Catheter

☐ VAC Dressing

Notes on service (optional)

Toggle service availability

# Email notifications



## Email notifications

- Referral sources and contributors will be notified of any status changes to referrals
- Service Providers users will receive email notifications whenever a referral is assigned to their location and when referrals are withdrawn / re-assigned
- You can toggle email notifications on/off depending on your preferences

**bright** Your referrals Organisation referrals Matcher ▾

Search by NRIC or referral number

**Your active referrals (78)**  
Referrals you created, are a contributor to, or assigned to you.

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] toggle email notifications on/off for the locations within your organisation
- [All] Switch on /off all email notifications



 Your referrals Organisation referrals **Matcher**      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 

 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>

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](#)

--

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

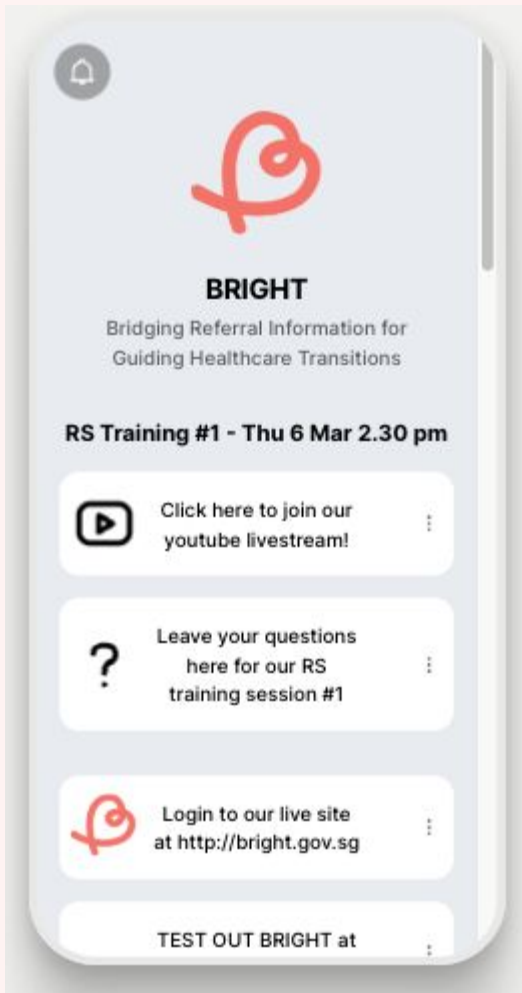
1. Background
2. How to use the system: **A live demo**
3. **Admin-only** functions
4. Post-Training Support + **Q & A**

**1 link**  
to remember

[go.gov.sg/supportbright](https://go.gov.sg/supportbright)



<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

- If you would like to test out the services before launch, do try it out at our UAT environment
- If you need access, reach out to us via our support channel!

# Thank you!



OPEN  
GOVERNMENT  
PRODUCTS