



## 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](#).

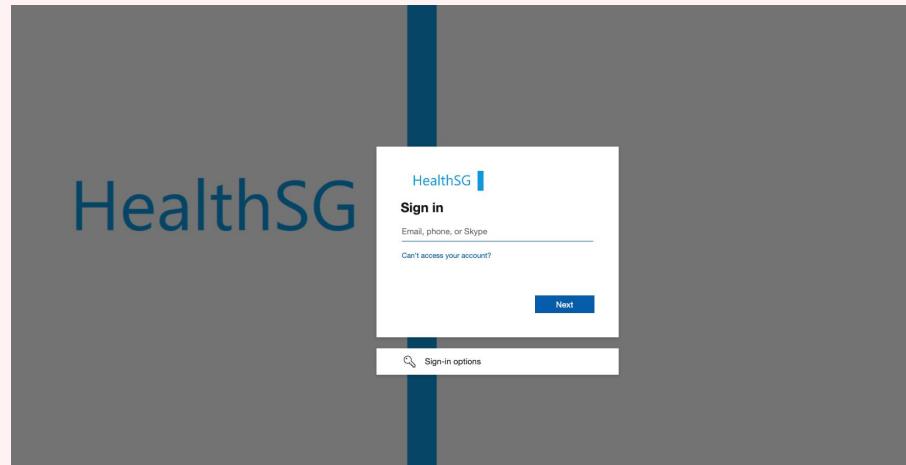
[Need help logging in?](#)

BUILT BY [\(\)](#) OPEN GOVERNMENT PRODUCTS

## Login - For AIC and PHI users

If you are unable to login:

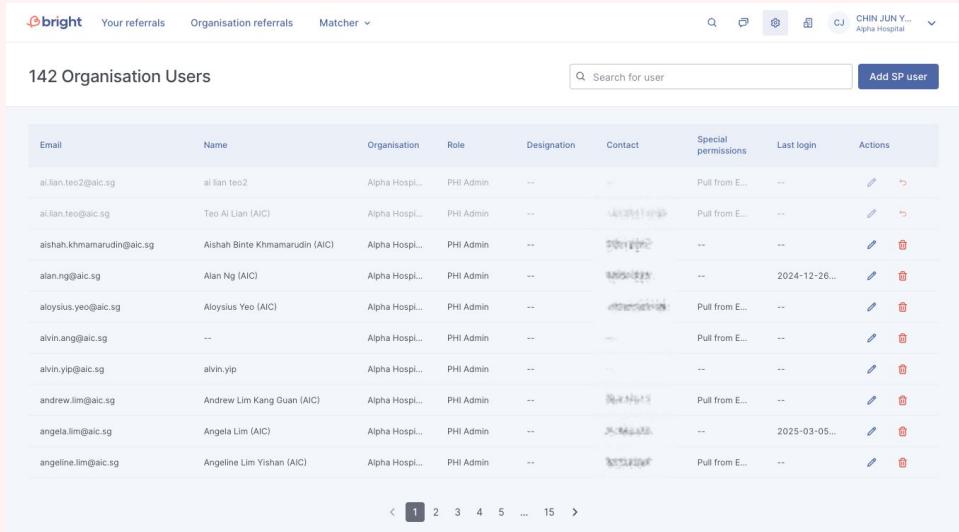
- Ensure that your AzureAD (HealthSG) is enabled



## Login - For AIC and PHI users

If you are unable to login:

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



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...	--	 

# 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?](#)

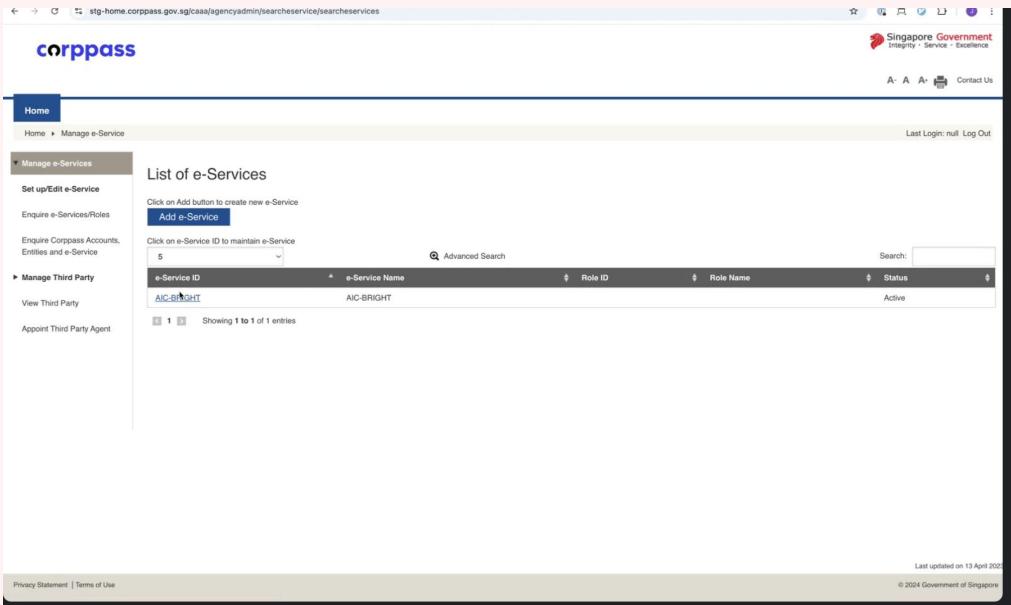
BUILT BY [\(\)](#) OPEN GOVERNMENT PRODUCTS

## 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”



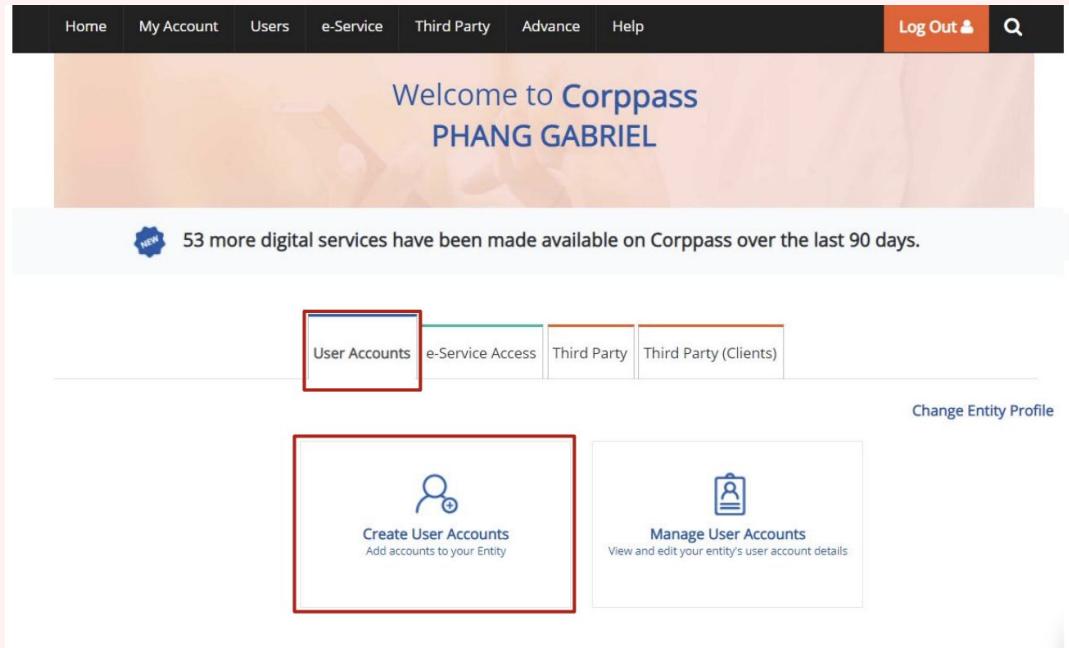
The screenshot shows a web browser window for the Corppass system at the URL [stg-home.corppass.gov.sg/caas/agencyadmin/searchservice/searchservices](http://stg-home.corppass.gov.sg/caas/agencyadmin/searchservice/searchservices). The page title is 'corppass'. The left sidebar has a 'Home' button and a 'Manage e-Service' section with sub-options: 'Manage e-Services' (selected), 'Set up/Edit e-Service', 'Enquire e-Services/Roles', and 'Manage Third Party' (with 'View Third Party' and 'Appoint Third Party Agent' sub-options). The main content area is titled 'List of e-Services' and includes a sub-instruction 'Click on Add button to create new e-Service' with a blue 'Add e-Service' button. Below this is a table with one entry:

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

At the bottom of the page, there are links for 'Privacy Statement' and 'Terms of Use', and a footer note 'Last updated on 13 April 2020' and '© 2024 Government of Singapore'.

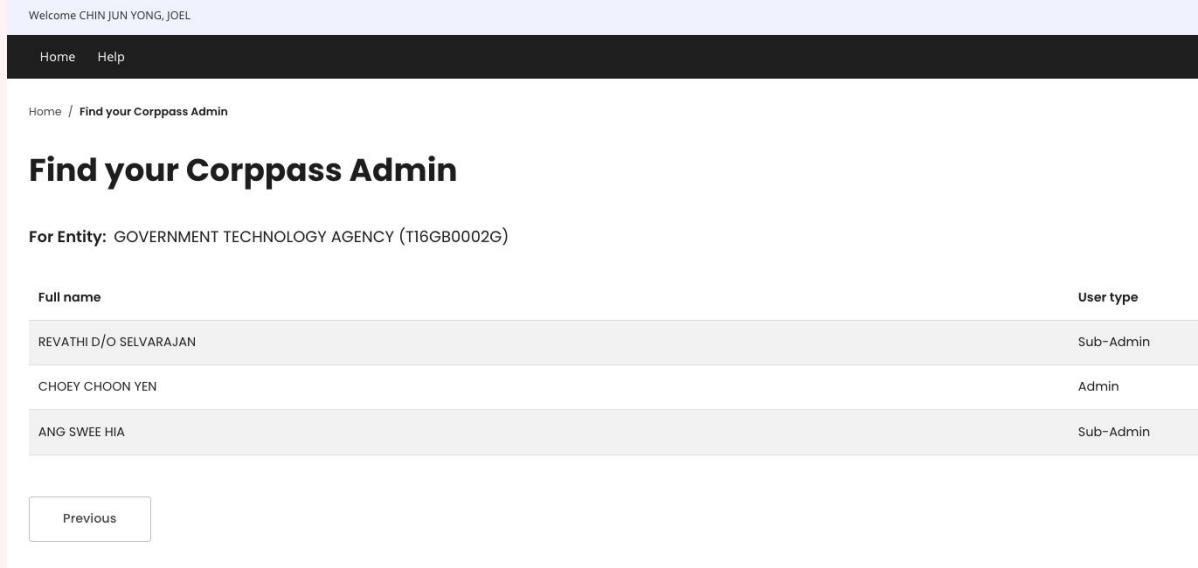
## Login - For SP users

- 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

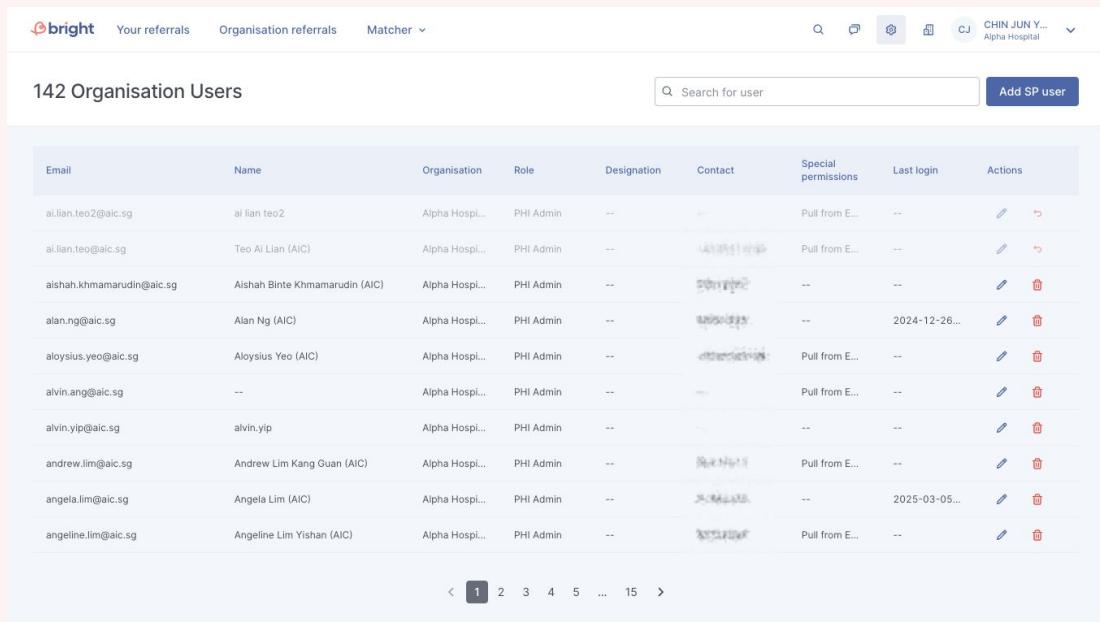
Previous

## 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



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...	--	 

# 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

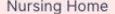
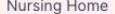
## Your referrals

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

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

Search by NRIC or referral number   Filter   Create referral

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

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

## Your referrals

John Wayne S8571616B · Male · 117 years

Nursing Home Draft

Provider not assigned yet Provider location

Referral number: 2024/100312B

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

Update profile 

Create referral

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

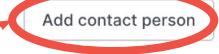
Contacts

Edits made here will apply to future referrals only.

Patient has no next of kin.

List of existing referrals

Edit contact person's details for future referrals

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.

Global search  
(For PHI and  
AIC users only)

Get help

Settings

Profile

Q Search by NRIC or referral number

Filter

Create referral

Search within  
'Your referrals'

Filter  
referrals  
by status

Switch  
organisation

CHIN JUN Y...  
Alpha Hospital



[Your referrals](#) | [Organisation referrals](#) | [Create referral](#)

## Organisation referrals

**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 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... 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

**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

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

Search by NRIC or referral number Filter Create referral

**Organisation referrals (155)**

Find all the referrals from your organisation, including admitted and closed ones.

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

**Filter by assigned OIC**

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

## Organisation referrals

**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

**Organisation referrals (155)**

Find all the referrals from your organisation, including admitted and closed ones.

Client	Service	Provider	Status	Last updated	A/C OIC / Referral source	Reassign
Peter Lim ⚡ S8631081A 2024/100039B	Nursing Home Appealed	Alpha Residential Home	Discharged	Discharged on 05 Dec 2024	Filter by location	
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 ⚡ S445567A 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

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

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

Office Hours Client 3  S5940067C · Female · 66 years	 2025/000086B    		
Nursing Home	Assigned to service provider	Alpha Residential Home	<b>Create referral</b>
Putting more on waitlist  S1303520B · Female · 0 years	 2025/000092B    		
Nursing Home	Scheduling by service provider	Alpha Residential Home	Updated 05 Feb 2025
Waiting to assign 1  S5165194D · Female · 0 years	 2025/000089B    		
Nursing Home	Pending AIC assignment	Provider not assigned yet	Updated 23 Jan 2025
Office Hours Client 3  S5940067C · Female · 66 years	 2025/000368B    		
Day Care	Draft	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

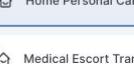
Client's citizenship status

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

[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](#)**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

# 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

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

**Test direct referral** K12491  (2025/0023058)

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

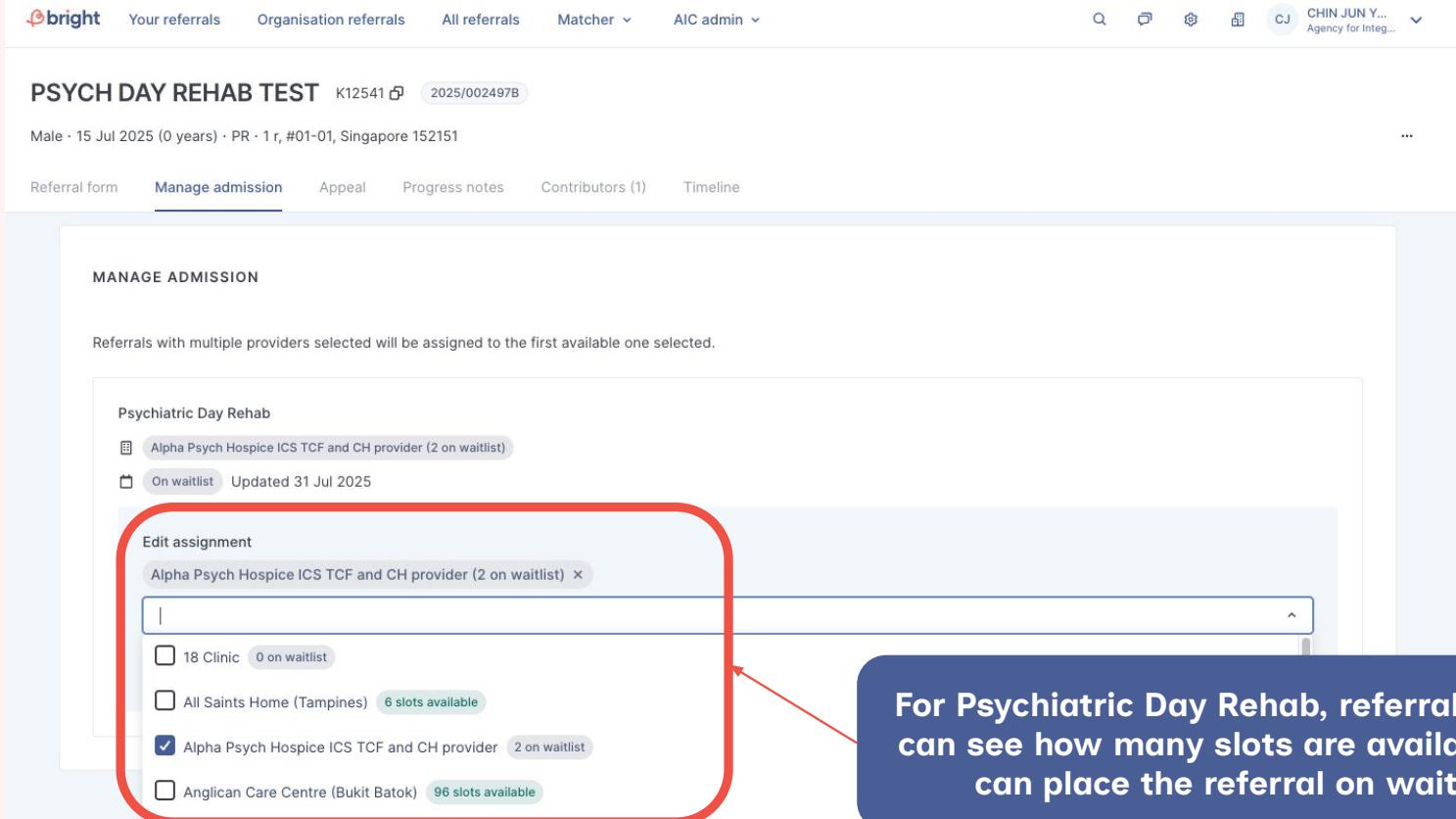
Search for and select providers  

Assign   Withdraw



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

## Psychiatric Day Rehab



ebright 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

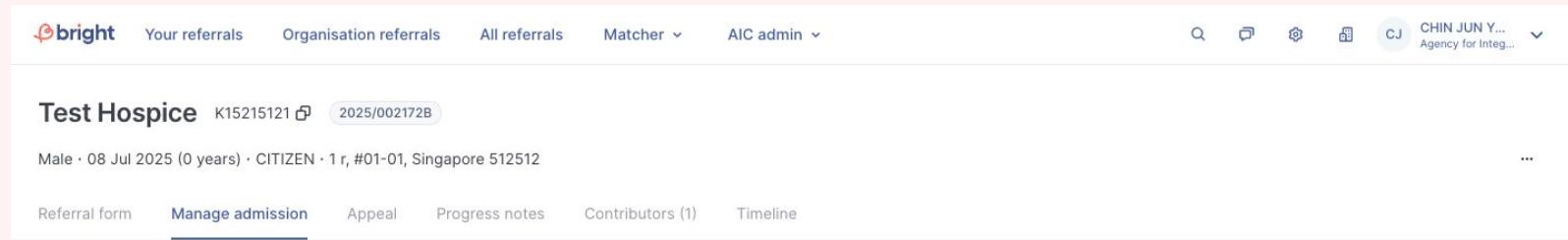
Referrals with multiple providers selected will be assigned to the first available one selected.

Psychiatric Day Rehab

- Alpha Psych Hospice ICS TCF and CH provider (2 on waitlist)  
 On waitlist Updated 31 Jul 2025
- 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



The screenshot shows the Bright platform interface for managing a patient admission. The top navigation bar includes links for 'Your referrals', 'Organisation referrals', 'All referrals', 'Matcher', 'AIC admin', and user information for 'CHIN JUN Y... Agency for Integ...'. The main content area displays a patient record for 'Test Hospice' (K15215121) from 2025/002172B. The patient is a Male born on 08 Jul 2025 (0 years), a CITIZEN, residing at 1 r, #01-01, Singapore 512512. Below the patient details are tabs for 'Referral form', 'Manage admission' (which is selected and underlined), 'Appeal', 'Progress notes', 'Contributors (1)', and 'Timeline'. The 'Manage admission' section contains a sub-section titled 'MANAGE ADMISSION' with a note: 'Referrals with multiple providers selected will be assigned to the first available one selected.' A search bar labeled 'Search for and select providers' is followed by a list of available providers: 'Oasis@Outram' (Available), 'Phase 3 community hospital' (Available), 'PulseSync-SIT-Location-1' (Available), 'PulseSync-SIT-Location-2' (Available), 'Star PALS' (Available), and 'Louiz's new home - edited' (Not available).

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

Home Hospice

Search for and select providers

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 · 14, #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



### 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   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

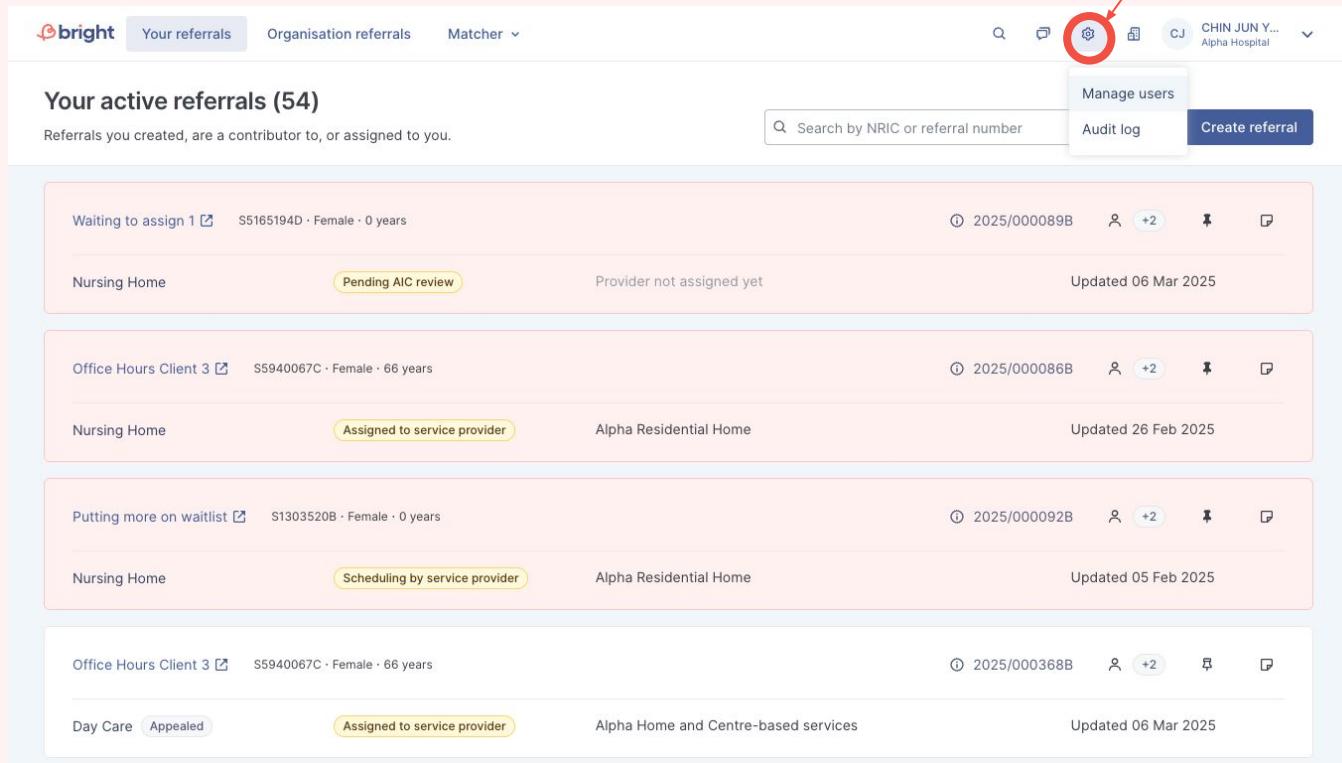
# Agenda

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

# User management

Click on settings to access the user management page

## User management



The screenshot shows the ebright 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 is titled 'Your active referrals (54)' and contains a search bar with the placeholder 'Search by NRIC or referral number'. Below the search bar are three buttons: 'Manage users', 'Audit log', and 'Create referral'. The interface displays four rows of active referrals, each with a summary, status, provider information, and update date. The first row shows a referral 'Waiting to assign' to a female client. The second row shows a referral 'Pending AIC review' assigned to 'Alpha Residential Home'. The third row shows a referral 'Putting more on waitlist' assigned to 'Alpha Residential Home'. The fourth row shows a referral 'Appealed' assigned to 'Alpha Home and Centre-based services'.

Your active referrals (54)			
Referrals you created, are a contributor to, or assigned to you.			
Waiting to assign 1	S5165194D · Female · 0 years	2025/000089B	+2
Nursing Home	Pending AIC review	Provider not assigned yet	Updated 06 Mar 2025
Office Hours Client 3	S5940067C · Female · 66 years	2025/000086B	+2
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
Office Hours Client 3	S5940067C · Female · 66 years	2025/000368B	+2
Day Care	Appealed	Assigned to service provider	Alpha Home and Centre-based services
			Updated 06 Mar 2025

# User management

**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

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

 Your referrals   Organisation referrals   CHIN JUN Y... Alpha Service Pr...   CJ

**← Alpha Psych Hospice ICS TCF and CH provider**  
Alpha Service Provider

**Set weekly vacancies**

**Remaining vacancies are auto-calculated**

**Save vacancies**

**EDIT WEEKLY VACANCIES, MON-SUN**

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

Service Psychiatric Day Rehab	Approved capacity 100	Set vacancies this week 0	Assigned this week 0	Remaining vacancy for assignment this week 0	Waitlist 2
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**Editable by AIC only**

**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

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

# 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

The screenshot shows the ebright platform interface. At the top, there is a navigation bar with the ebright logo, a search bar, and user profile information for 'CHIN JUN Y... Alpha Hospital'. Below the navigation bar, the main content area displays 'Your active referrals (78)' and a search bar. A red arrow points to a dropdown menu on the right side of the screen, which includes options like 'Manage notifications' (which is highlighted with a red box), 'Update phone number', and 'Log out'.

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

Search by NRIC or referral number

Manage notifications

CHIN JUN YONG, JOEL  
Alpha Hospital, PHI Admin

Update phone number

Log out

Your active referrals (78)

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

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

The screenshot shows the 'Notification settings' page within the bright app. At the top, there is a navigation bar with the 'bright' logo, search, message, settings, and user profile (CJ CHIN JUN Y... Alpha Hospital). The main section is titled 'Notification settings' with the sub-instruction 'Choose when you'd like to receive an email from us'. Below this, there is a 'Enable notifications' toggle switch, which is turned on (green). The next section, 'Receive notifications for these locations', contains three location entries, each with a location icon, the location name, and a toggle switch that is also turned on (green):

- Joel's nursing home
- Joel's home and centre based services
- Alpha Residential Home

Location	Notification Status
Joel's nursing home	Enabled
Joel's home and centre based services	Enabled
Alpha Residential Home	Enabled

# 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

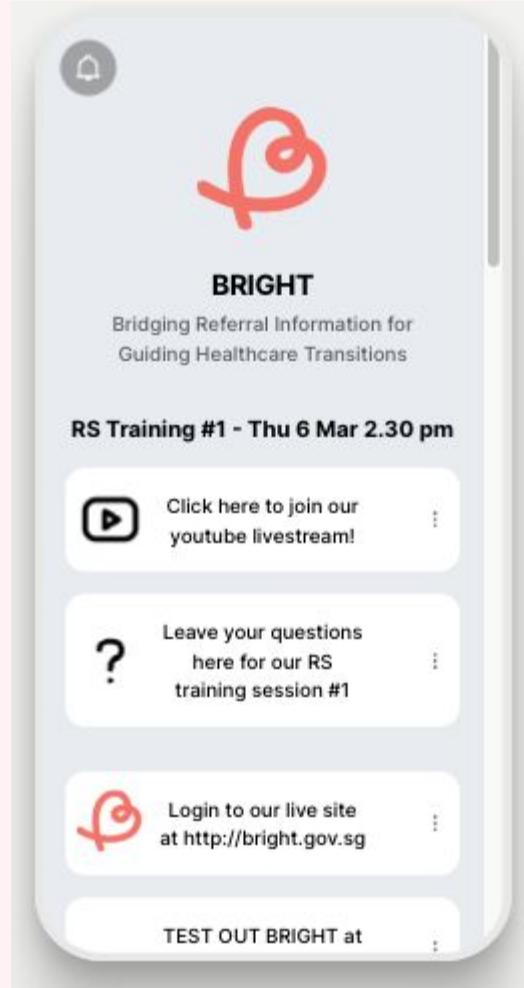
1. Background
2. How to use the system: **A live demo**
3. **Admin-only** functions
4. Post-Training Support + **Q & A**

**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

- 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!

