

CLINIC MANAGEMENT SYSTEMS' READINESS FOR JAN 2025



A Healthier SG (HSG)-compatible Clinic Management System (CMS) from 2025 is:

Capable of contributing data to National Electronic Health Record (NEHR)

Adhered to Code of Practice for CMS Data Portability

Compliant with cybersecurity requirements in line with the MOH Healthcare Cybersecurity Essentials (HCSE)

Integrated with web services under the CHAS and Clinical programmes



Integrated with web services under the HSG programme [New Enhancements] - releases are in Apr & Nov 2024

- I Quit (Apr 2024)
- Patient Care Summary (Nov 2024)
- Care-reporting, Resident Health Plan and prevailing requirements enhancements (Apr & Nov 2024)

- The prevailing HSG-compatible CMSes must fulfil the scopes by Nov 2024 (for both Apr & Nov 2024 enhancement releases) to stay on the HSG-compatible CMS listing in 2025.

Legend		
Web services under HSG Programme (Apr 2024 enhancements)	Did not complete scope or did not provide update	Scope completed

*The latest CMS status in fulfilling of Apr 2024 enhancement release is also published via <https://www.synapxe.sg/partner-us/smartcms>



HSG-Compatible CMSes for 2024 and their readiness for 2025

CMS Name	Contact Info	Committed for HSG-compatibility for 2025	CMS fulfilment of Apr 2024 Enhancement Release [Scope must be fulfilled by Nov 2024 to stay on HSG-compatible listing in Jan 2025]
Avixo	business@avixo.com	Yes	
Clinic Assist (GP Version)	enquiry@eclinic.com.sg	Yes	
Galen Health	inquiry@galenhealth.io	Yes	
GPConnect	GPIT@synapxe.sg	Yes	
HeartVoice	support@1doc.sg	Yes	
Julius	contact@rubiconmedical.sg	Yes	
LinkDoctors	hello@carevender.com	Yes	
Medical Suite	info@cellbox.net	Yes	
OtterSG	info@ottersg.com	Yes	
Plato CMS	support@platomedical.com	Yes	
SGiMED Hummingbird E-Clinic	sales@sgimed.com	Yes	
UNO CMS	hello@unotech.io	Yes	
Vanda CMS	sales@magicsoft-asia.com	Yes	
ZD-eCMS	enquiry@zanden.com.sg	Yes	
Non-Commercial CMS			
CAS WEB	Parkway Shenton	Yes	
Jedatis CMS	Faith Medical Group	Yes	
RCMS	Raffles Medical Group	Yes	



Clinics that wish to apply for HSG must fulfil all the IT requirements below before HSG onboarding.

1

APPLY FOR NEHR VIEW-ACCESS

All practising doctors of HSG clinics are required to have NEHR-view access. This refers to all doctors who practise at the clinic at least once a week, inclusive of:

- locums; and
- doctors who join the clinic after HSG Enrolment Programme Agreement date.

Application must be made at least 2 weeks before a doctor starts practising at the clinic. Register your interest at <https://go.gov.sg/applynehraccess>.

Forms to sign: NEHR Accession Agreement and NEHR account provisioning form (Synapxe NEHR Team will reach out to you after you have registered your interest)

For more information, contact Nehr.feedback@synapxe.sg



2

ADOPT AN UP-TO-DATE HSG-COMPATIBLE CMS

HSG clinics should adopt a HSG-compatible CMS 1 year from HSG launch.

This requirement will be enforced from 8 July 2024, however HSG clinics that are still not using a HSG-compatible CMS are highly encouraged to adopt one as soon as possible due to the time required to onboard a CMS.

- Please refer to the prevailing HSG-compatible CMS listing. **You should subscribe to the HSG modules in the CMSes so that you can perform your HSG functions. The HSG features in the Primary Care Digital Services (PCDS) is an interim time-limited solution and will be ceased.**
- If your current CMS is not on the list or you are thinking of switching CMS, visit [AIC's Primary Care Pages](#) for more information.
- CMS migration may take 2 weeks to 2 months.
- To support your transition to a HSG-compatible CMS, you may apply for the \$10,000 GP IT Enablement Grant. Please refer to [AIC's Primary Care Pages](#) for more details.



3

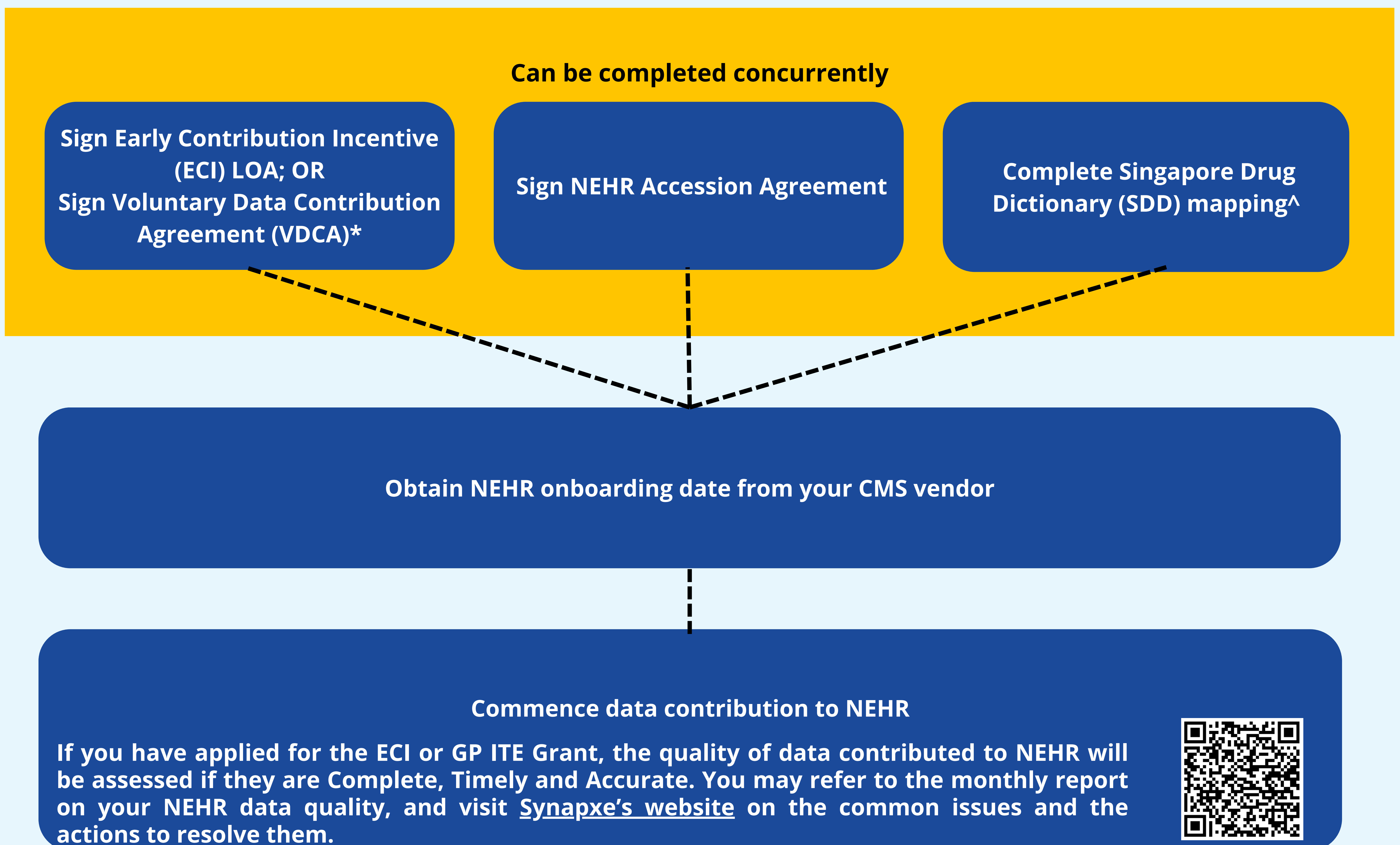
START NEHR CONTRIBUTION AS SOON AS HSG-COMPATIBLE CMS IS ADOPTED

This requirement will also be enforced* under HSG's contractual terms and conditions.

Note: *Measures (e.g. freezing of enrolment, suspension, removal from HSG) may be taken as appropriate.



Key Steps in Onboarding NEHR for Data Contribution



*For applicants who have also applied for ECI, signing of the VDCA is not required if the ECI LOA is already signed.

^If you require help in SDD mapping, sign up for the drug mapping service [here](#).



Training on clinical standards used in NEHR and SDD mapping process are held every Monday (excluding Public Holidays) at 4pm. Please email nehr.onboarding@synapxe.sg to register. You may also access a self-learning video on SDD mapping via this [link](#) or by scanning the QR code:

