

Primary Care Network support for patient referrals to Active Ageing Centres and Intermediate Long-Term Care Services

by the Agency for Integrated Care

Patients may require other health and social care services to supplement the care provided by their family physicians, and this is where the Primary Care Network (PCN) headquarters and community partners come in.



The Role of Primary Care Coordinators (PCCs) at the PCN headquarters

PCCs play an important role supporting the work of clinics within their PCNs. Prior to the launch of Healthier SG, PCCs have been coordinating and scheduling ancillary service appointments for PCN patients, including appointments for Diabetic Retinal Photography, Diabetic Foot Screening, and others. This helps ensure that patients are completing the required care components to manage their chronic conditions.



Contact your PCN HQ if you require support and call AIC to find out more about PCNs and AACs if you are not in a PCN yet.

With the launch of Healthier SG, PCCs will also be helping patients to adhere to exercise and lifestyle goals in their health plans by providing them with information about exercise and lifestyle programmes organised by community partners such as People's Association, Health Promotion Board and SportSG, as well as services and programmes organised by Active Ageing Centres.

What are Active Ageing Centres?

Active Ageing Centres (AACs) are drop-in social and recreational centres that seniors within a geographical area can visit for their social and health-related matters. These centres provide an avenue for seniors to build strong social connections, participate in recreational activities and contribute to the community in meaningful ways, which can be greatly beneficial to their social, mental and physical well-being. Certain Active Ageing Care Centres also provide care services such as day care and community rehabilitation.

Active Ageing Centres serve Singapore citizens and Permanent Residents aged 60 years and above regardless of social-economic status and housing type.

What are the services offered by an Active Ageing Centre?

Active Ageing for Well and Active Seniors

- Provide and/or refer seniors to active ageing programmes.
- Promote volunteerism and/or microjobs.



Befriending & Buddying for Seniors with No or Limited Social Networks

- Provide support to seniors through home visits and phone calls.



Information and Referral to Care Services

- Provide information on relevant schemes, grants, and support and/or conduct referrals for seniors to care services.



Social Connector for Social and Lifestyle Interventions

- Connect seniors to lifestyles and social interventions (as recommended by doctor).

Community Screening

- Assist seniors with measuring vitals (as recommended by doctor).

For patients who are unable to navigate these services on their own, clinics may contact their PCN HQ with the patients' health plan, postal code and other information. The PCN HQ will locate a suitable AAC, refer the patient and provide the clinic with further updates.

Referrals to Intermediate and Long-Term Care Services

In some cases, patients may require additional medical help or care. Services that may be suitable for such patients may include home-based services such as Meals-on-Wheels, Medical Escort and Transport, Home Personal Care, Home Medical, Home Nursing, Home Therapy and Home Palliative Care, or centre-based services such as Maintenance Day Care, Dementia Day Care and Community Rehabilitation.

PCN HQ teams have been trained to support their PCN clinics by using the Integrated Referral Management System (IRMS), a one-stop online referral portal for all intermediate and long-term care referrals, thus relieving clinics of this administrative burden. Clinics are therefore encouraged to reach out to their PCN HQs should their patients be in need of such services.

Consent for Data Sharing

Clinics are required to seek consent (verbal or written) from patients for sharing their personal data with the PCN HQ, AIC and relevant service providers to conduct further assessments for referrals/applications. For verbal consent, family doctors should document the consent in their case notes for records.

All referrals or applications for intermediate and long-term care services are subject to further assessment and time taken to assess referrals/applications may vary for different services. Once referrals/applications are approved and matched with relevant service providers, availability of services may be subject to the current available capacity of the service provider. PCN HQs will work closely with their clinics to keep them updated on the status of applications/referrals.