

New Tools, Stronger Partnerships For Better Outcomes

by the Agency for Integrated Care (AIC)



Primary care continues to evolve as Singapore responds to changing population needs, with General Practitioners (GPs) remaining at the forefront in providing care close to home.

As healthcare needs grow more complex, greater integration and coordination across the system are needed. Therefore, the next phase of transformation under Healthier SG aims to help GPs deliver enhanced care in the community through improved information sharing, stronger digital infrastructure and new technology-enabled tools.

Building a Shared Information Ecosystem

Effective shared care depends on timely access to relevant patient information. From early 2027, the Health Information Act (HIA) will take effect, laying the foundation for community-based and shared care through more comprehensive health information sharing.

All licensed healthcare providers will be required to contribute key health information to the National Electronic Health Record (NEHR), and ensure secure and appropriate use of health data, including timely reporting of cybersecurity incidents and data breaches.

Strengthening Continuity of Care

Since 18 May 2026, Healthier SG clinics can schedule appointments for enrolled patients through the Health Appointment System (HAS). With HAS, GPs can seamlessly arrange First Health Plan consultations and annual check-ins for their enrollees, as well as flu vaccinations for those aged 65 and above. Patients will then receive an MOH-approved SMS with a secure link to confirm or manage appointments, enabling regular follow-ups and better continuity of care.



Click or scan the QR code to book your patient's next appointment on HAS

Overview of the Health Information Act (HIA)

Under this Act, healthcare providers must:



Contribute

Ensure accurate, timely and complete contribution of key health information to NEHR.



Protect and Appropriate Use

Ensure a secure connection to NEHR and protect health information; appoint only authorised individuals and maintain this access list regularly; and implement policies and practices to ensure appropriate access, collection and disclosure of NEHR information.



Report

Notify MOH of confirmed cybersecurity incidents and data breaches in a timely manner.

What should be submitted to NEHR?



Required

Key health information on services provided at medical clinics to Singaporeans, Permanent Residents and FIN Holders only. These include:

- Visit details
- Reason for visit/diagnosis
- Allergies
- Vaccinations given
- Medications prescribed/dispensed
- Referral letters
- Surgical procedures*
- Cardiac reports

Other types of service providers will be required to submit specific data types relevant to their services, e.g. dental clinics will be required to submit Dental Notes.

**Required at a later date*



Not Required

Clinics are not expected to:

- Convert and contribute all historical data
- Contribute their detailed progress notes
- Submit Laboratory/Radiology reports as these will be contributed by the Laboratories/Radiology clinics

Leveraging Technology and AI

To support more meaningful health plan conversations, a Health Plan AI beta feature will be launched on HealthHub from 27 July 2026. Leveraging generative artificial intelligence (AI), the feature develops personalised exercise plans based on an enrollee's health plan, demographics and preferences. This tool will be available as a pilot for six months for eligible enrollees who do not have any chronic conditions.

From early 2027, the Assisted Chronic Disease Explanation using AI (ACE-AI) tool will be rolled out to help GPs identify individuals at higher risk of developing diabetes and/or hyperlipidaemia within the next three years. Using anonymised health data, the tool supports earlier intervention and preventive care, reducing the risk of downstream cardiovascular events and long-term healthcare costs.

Continued Support for GPs

Delivering person-centred care at scale requires more than individual effort. These latest initiatives reflect a coordinated effort towards a more connected, data-enabled and preventive model of care.

As the primary care landscape continues to evolve, AIC remains committed to supporting GPs in meeting our community's healthcare needs over the long term.

Resources and contacts for GPs



Primary Care Pages

Stay updated on the latest developments and initiatives by MOH and AIC:
for.sg/primarycarepages



Healthier SG Playbook

Access an overview of national primary care schemes: for.sg/hsgplaybook



AM Finder

Further support

- Reach out to your PCN HQ for access to your PCN care team
- Contact your AIC Account Manager: for.sg/amfinder
- Call the AIC GP Hotline: 6632 1199
- Email: gp@aic.sg