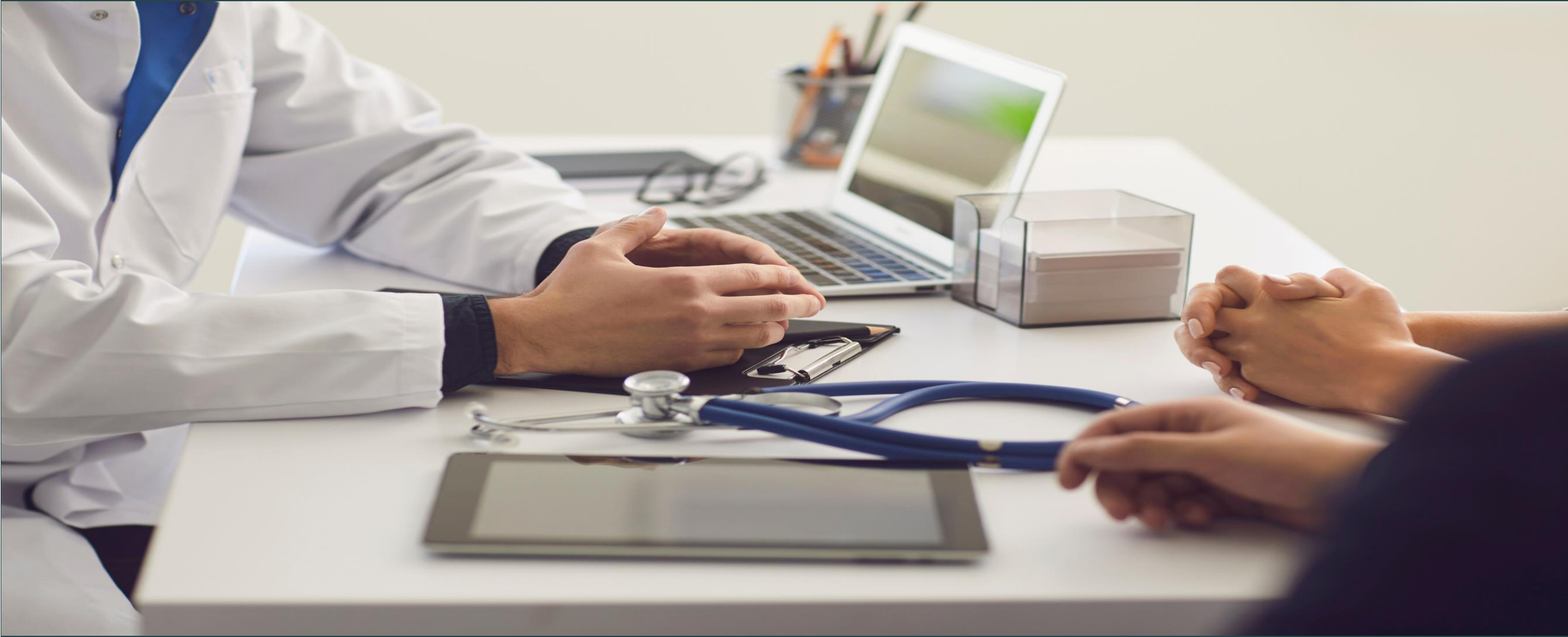


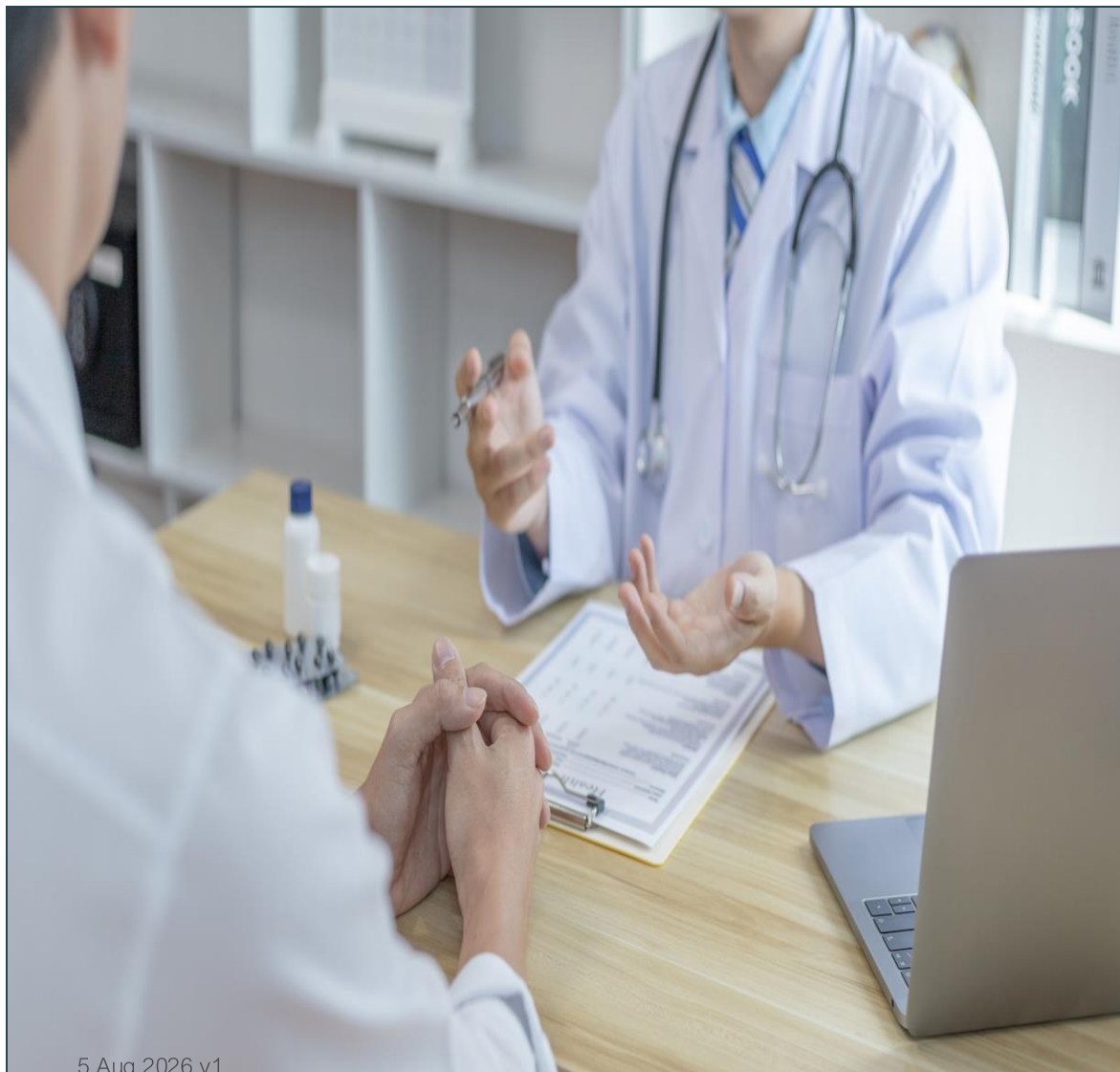
ADVANCE CARE PLANNING IT SYSTEM (ACPS) USER GUIDE



5 Aug 2026 (Version 1)



OVERVIEW



OVERVIEW

Advance Care Planning IT System (ACPS)

- Serves as the central repository for ACP information.
- Supports documentation of care preferences and appointed decisions-makers.
- Enables authorised access to ACP records across care settings.
- Supports continuity of care and informed clinical decision-making.

OVERVIEW

CLICK ON THE ROLE/FEATURES FOR QUICK ACCESS

Getting Started

- i. [Roles and User Access Matrix](#)
- ii. [\[Public Healthcare Institutes\] Create a new user account and login with Azure](#)
- iii. [\[Non-Public Healthcare Institutes\] Create a new user account and login with Corppass](#)
- iv. [Request New Role](#)
- v. [Remove Older Role](#)

Endorsing Officer

- i. [Approve/Reject Requests](#)
- ii. [Maintain User List](#)
- iii. [User Access Management \(UAM\) Exercise](#)

ACP Facilitator

- i. [Search Patient](#)
- ii. [Create Patient](#)
- iii. [Administrative Edits – Patient Bio-data](#)
- iv. [Create General ACP Form](#)
- v. [Create Preferred Plan of Care \(PPC\) ACP Form](#)
- vi. [Administrative Edits – ACP Forms](#)
- vii. [Review](#)
- viii. [Reports](#)

ACP Coordinator

- i. [All Facilitator Functions](#)
- ii. [Withdrawals](#)

ACP Transcriber

- i. [All Facilitator Functions except Reports](#)

Institutional Administrator

- i. [Withdrawals](#)
- ii. [Reports](#)

Training Administrator

- i. [Create Training Records](#)
- ii. [Maintain Facilitator List](#)

Cluster Representative

- i. [Search Patient](#)
- ii. [ACP Types Report](#)

Viewer

- i. [Search Patient](#)

ROLES WITHIN ACPS

Role	Description	Recommended for
Endorsing Officer	The Endorsing Officer role is a critical one as it supports the organisation in managing its ACPS users and authenticating their need for system access. They will perform the following functions: 1. Approve and reject users' role requests in ACPS for their organisation. 2. Maintain the active user list and deactivate accounts within 5 working days when users have left the organisation or no longer authorised to access ACPS. 3. Undertake User Recertification Exercise as part of governance for users' accesses every 6 months.	As this role manages the governance of the organisation's users and is subject to audits, it is recommended that the officers appointed hold supervisory roles within the organisation. To be effective, the appointed officer should also be able to validate the assigned staff's need to access the system.

ROLES WITHIN ACPS

Role	Description	Recommended for
ACP Facilitator (General)	This General ACP Facilitator role is granted to trained ACP Facilitators who are certified to conduct General ACP for patients. This role allows users to have access to reports that contain patients' ACP information.	This role is recommended for professionals or clinicians who are directly involved in patient's care and certified to conduct General ACP.
ACP Facilitator (PPC)	This PPC Facilitator role is granted to trained ACP Facilitators who are certified to conduct Preferred Plan of Care (PPC) ACP for patients. This role allows users to have access to reports that contain patients' ACP information.	This role is recommended for professionals or clinicians who are directly involved in patient's care and certified to conduct Preferred Plan of Care (PPC) ACP.

ROLES WITHIN ACPS

Role	Description	Recommended for
ACP Facilitator (General and PPC)	ACP Facilitator role is granted to trained ACP Facilitators who are certified to conduct both types of ACP (General and PPC) for patients. This role allows users to have access to report that contain ACP information of all the patients whom they encounter.	This role is recommended for professionals or clinicians who are directly involved in patient's care and certified to conduct both types of ACP (General and PPC).
ACP Coordinator	ACP Coordinator role is granted to trained ACP Facilitators who are certified to conduct both types of ACP (General and PPC) for patients. In addition, they hold a privileged role at the institutional level to withdraw forms (e.g. in the event of consent withdrawal) and access reports that contains ACP information of all the patients whom their institution encounters.	This role is recommended for ACP Team leads who are ACP practitioners and certified to conduct both types of ACP (General and PPC). They may also use the report function for programme development and reporting purposes.

ROLES WITHIN ACPS

Role	Description	Recommended for
ACP Institutional Administrator	Institutional Administrator role is granted to programme administrators at the institutional level. They are not required to be a certified facilitator and thus there will be no 'writing' access granted under this role. They are able to access Audit Reports and other reports that contain patients' ACP information. This role can withdraw forms (e.g. in the event of consent withdrawal).	This role is recommended for ACP Programme Leads who are not ACP practitioners. They have the key role to make use of the report function for programme development and reporting purposes.
ACP Transcriber	ACP Transcriber role is best suited for non-ACP facilitators who assist facilitators with drafting the ACP Form. The drafted form by 'ACP Transcriber' has to be reviewed and published by certified ACP facilitator. This role does not allow access to ACP information in report module.	This role is recommended for Admin Executives supporting ACP facilitators with form transcription.

ROLES WITHIN ACPS

Role	Description	Recommended for
Cluster Representative	The Cluster Representative role is only for clusters to access and review ACP Type Reports for institutions assigned to Clusters under ACP programme for funding purposes.	This role is recommended for clusters to review workload funding and audit purposes of their partnered institutions under ACP programme.
Training Administrator	The Training Administrator role is only for training partners to key training details into ACPS directly. Training records and facilitator database will be digitised and stored within ACPS. Upon role request, the system will check if the facilitator is trained and certified to have access to the system.	This role is recommended for training partners to key in the training details into the system directly.
Viewer	The viewer role is only for viewers who do not have National Electronic Health Records (NEHR) access and need to view ACP information.	This role is recommended for healthcare professionals who do not have NEHR access and need to view ACP information.

USER ACCESS MATRIX

Legend:



Access all



Access at organisation level

No access

Getting started

Type	Name	ACP Coordinator	General ACP Facilitator	PPC ACP Facilitator	ACP Facilitator (2 Types)	ACP Transcriber	ACP Institutional Administrator	Cluster Representative	ACP Viewer	Training Administrator		
Patient	Adding new patient											
	Viewing Patient Profile											
	Editing Patient Profile											
	Indicating Patient has passed on											
	Removing Patient has passed on indicator											
	Deactivating Patient											
	Reactivating Patient											
ACP Form	Viewing ACP Form											
	Creating and Saving of General ACP Form											
	Editing or Deleting of draft General ACP Form											
	Publishing or Reviewing of General ACP form											
	Administrative edits on published General ACP											
	Creating and Saving of PPC ACP Form											
	Editing or Deleting of draft PPC ACP Form											
	Publishing or Reviewing of PPC ACP form											
	Administrative edits on published PPC ACP											
	Withdrawing of All ACP Form Types											
	"Assign To"											
	Republishing of DS ACP form due to administrative edits on patient bio data											
	Republishing of PPC ACP form due to administrative edits on patient bio data											
	Republishing of Gen ACP form due to administrative edits on patient bio data											
Supporting Document	Uploading or Deleting of supporting documents											
	Viewing of supporting documents											
Facilitator Database	Adding, Editing, Deleting and Viewing Trained Facilitator Records											
Training Course Database	Adding, Editing, Deleting and Viewing Training Courses											

[PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH AZURE

Before You Start

1. PHIs include restructured hospitals, national specialty centres, community hospitals and polyclinics. Please refer to the list below for PHIs onboarded to ACP IT System as of 5 Aug 2026. If your organisation does not appear below, it is a Non-PHI organisation.

NHG

1. Institute of Mental Health/Woodbridge Hospital
2. Khoo Teck Puat Hospital
3. National Healthcare Group Polyclinics
4. NHG Population Health Campus
5. Tan Tock Seng Hospital
6. Yishun Community Hospital
7. Woodlands Hospital

NUHS

1. Alexandra Hospital
2. Jurong Community Hospital
3. National University Hospital
4. National University Polyclinics
5. Ng Teng Fong General Hospital

SHS

1. Changi General Hospital
2. KK Women's and Children's Hospital
3. National Cancer Centre
4. National Heart Centre
5. National Neuroscience Institute
6. Outram Community Hospital
7. Sengkang Community Hospital
8. Sengkang General Hospital
9. Singapore General Hospital
10. SingHealth Polyclinics

[PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH AZURE

Before You Start

2. If you have been seconded to the non-PHI as a staff (e.g. hospital staff seconded to community hospice provider to deliver palliative care services), you should be provided with a Corppass account from the non-PHI to log ACPs under their organisation. Additionally, ensure that the non-PHI is onboarded in the ACP IT system.
3. If you are serving the clients as a PHI staff and just providing place-based care (e.g. conducting ACPs for PHI clients in the Active Ageing Centres (AAC)), you should be using your PHI email to log ACPs under your organisation account.

[PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH AZURE

Before You Start

4. Is your organisation onboarded to ACPS?
 - a. If no, contact AIC at acp@aic.sg to find out more information.
5. Does your organisation have an Endorsing Officer?
 - a. If no, seek your head of organisation/CEO's endorsement of appointing an Endorsing Officer via company email or signed organisation letterhead with clear designation indicated (See next slide for template).
 - b. Please clearly indicate the Name, NRIC/FIN, and company email address of the Endorsing Officer when seeking for approval.
 - c. EOs must upload their CEO endorsement as a supporting document to ACPS when applying for the EO role.

[PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH AZURE

Template

1. Seek your CEO/Head of Organisation's endorsement of the nomination of EOs (up to a maximum of five). Refer to **Annex A** for more details on the roles of the EO.
2. Upload this CEO endorsement as a supporting document to ACPS when applying for the EO role.

SN	Name	Designation	Entity or branch name (if applicable)	Email Address
1				
2				
3				
4				
5				

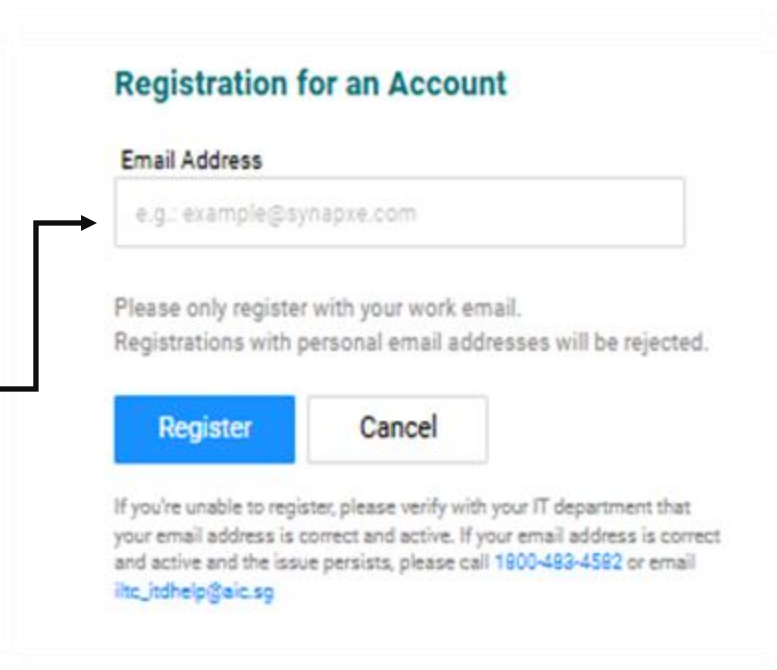
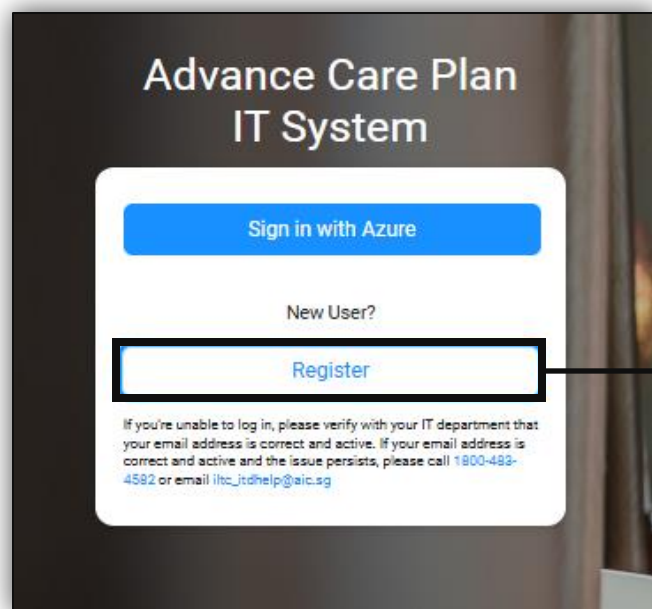
Annex A

EOs will perform the following functions:

1. Approve and reject new ACP IT System (ACPS) user access requests for staff in your organisation.
2. Maintain the active user list and deactivate accounts within 5 working days when users have left the organisation or no longer authorised to access ACPS.
3. Undertake the 6 monthly User Recertification Exercise as part of audit for users' accesses.

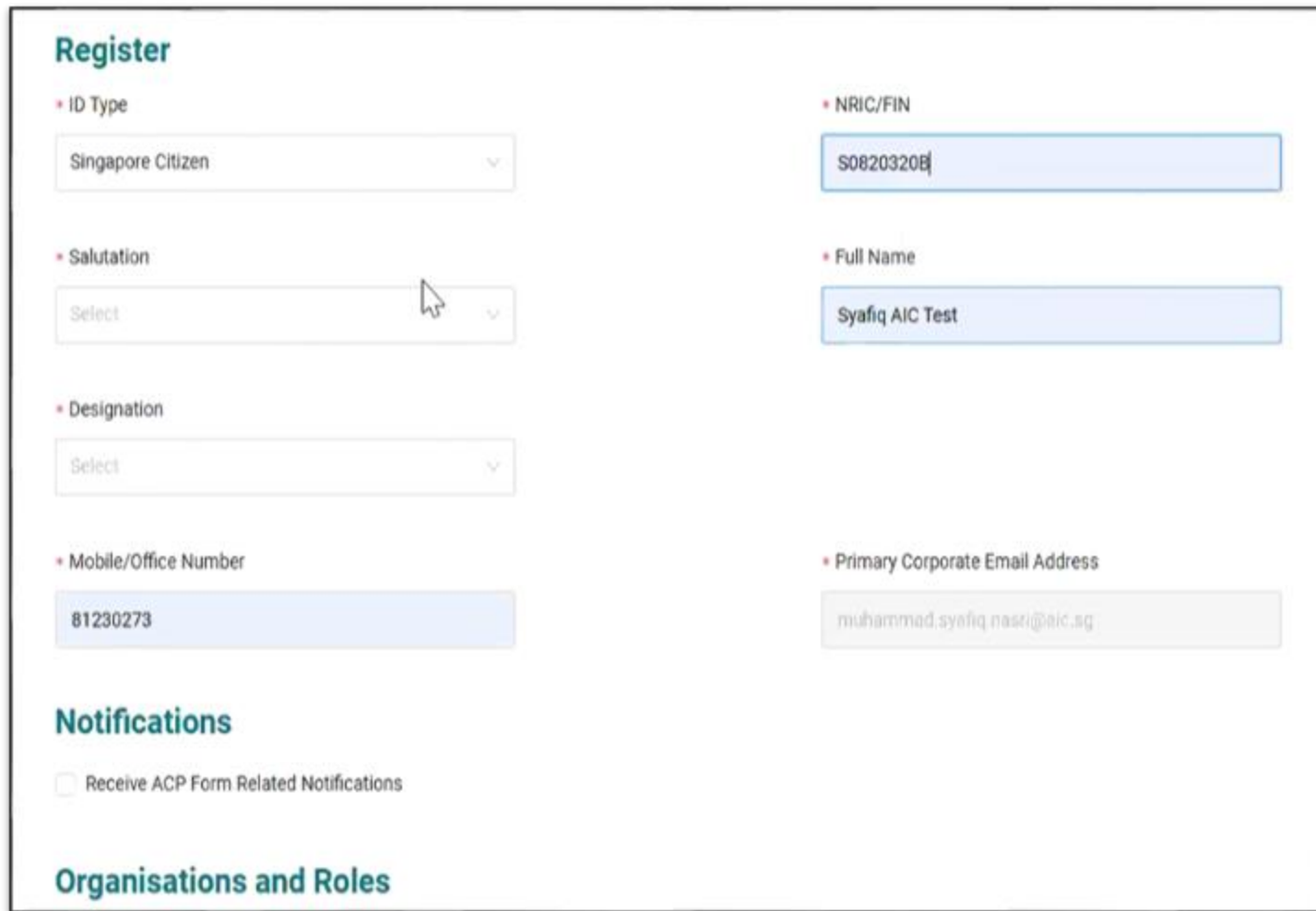
As this role manages the governance of the organisation's users and is subject to audits, it is recommended that the EO(s) appointed hold supervisory role(s) within the organisation. To be effective, the appointed EO should also be able to validate the assigned staff's need to access the system.

[PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH AZURE



1. Use the PHI Azure authentication link (<https://intra.acp.aic.sg/>).
2. Select “Register” as a new user.
3. Register your work email address.

[PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH AZURE

A screenshot of a web registration form titled 'Register'. The form is divided into two columns. The left column contains fields for 'ID Type' (Singapore Citizen), 'Salutation' (Select), 'Designation' (Select), and 'Mobile/Office Number' (81230273). The right column contains fields for 'NRIC/FIN' (S0820320B), 'Full Name' (Syafiq AIC Test), and 'Primary Corporate Email Address' (muhammad.syafiq.nasri@aic.sg). Below the registration fields is a 'Notifications' section with a checkbox for 'Receive ACP Form Related Notifications'. At the bottom is a section titled 'Organisations and Roles'.

Register

• ID Type
Singapore Citizen

• Salutation
Select

• Designation
Select

• Mobile/Office Number
81230273

• NRIC/FIN
S0820320B

• Full Name
Syafiq AIC Test

• Primary Corporate Email Address
muhammad.syafiq.nasri@aic.sg

Notifications

☐ Receive ACP Form Related Notifications

Organisations and Roles

4. Fill in the required personal details.
5. Email cannot be changed as it is used to authenticate your identity.

[PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH AZURE

Organisations and Roles

Organisation	Role	Supporting Documents	Action
No Organisations and Roles			
+ Add Organisation and Role			

Request Access to Organisation and Role

Organisation

Agency for Integrated Care

Role

Select

- ACP Coordinator
- ACP Facilitator
- ACP Institutional Admin
- ACP Transcriber
- ACP Viewer
- Endorsing Officer
- General ACP Facilitator

Supporting Documents

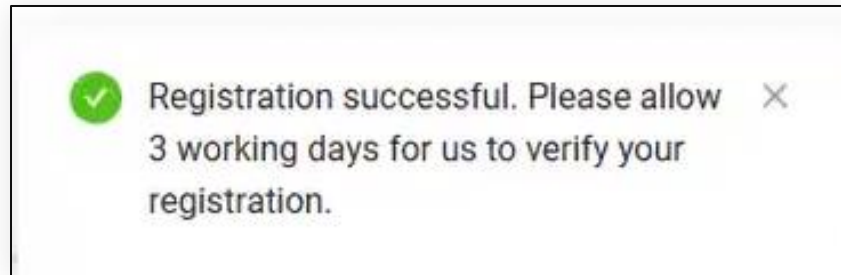
Upload

Maximum upload file size - 5MB. Supported file types (*.jpg, *.jpeg, *.png, *.doc, *.docx, *.ppt, *.pptx, *.xls, *.xlsx)

6. Add Organisation and Role
 - i. Endorsing Officers must upload a supporting document of head of organisation/CEO's endorsement of appointment.
 - ii. Facilitator roles are verified against the facilitator database using your registered NRIC.
 - iii. If your details are not found in the facilitator database, you cannot apply for facilitator role. Complete the necessary ACP training before applying for system access.

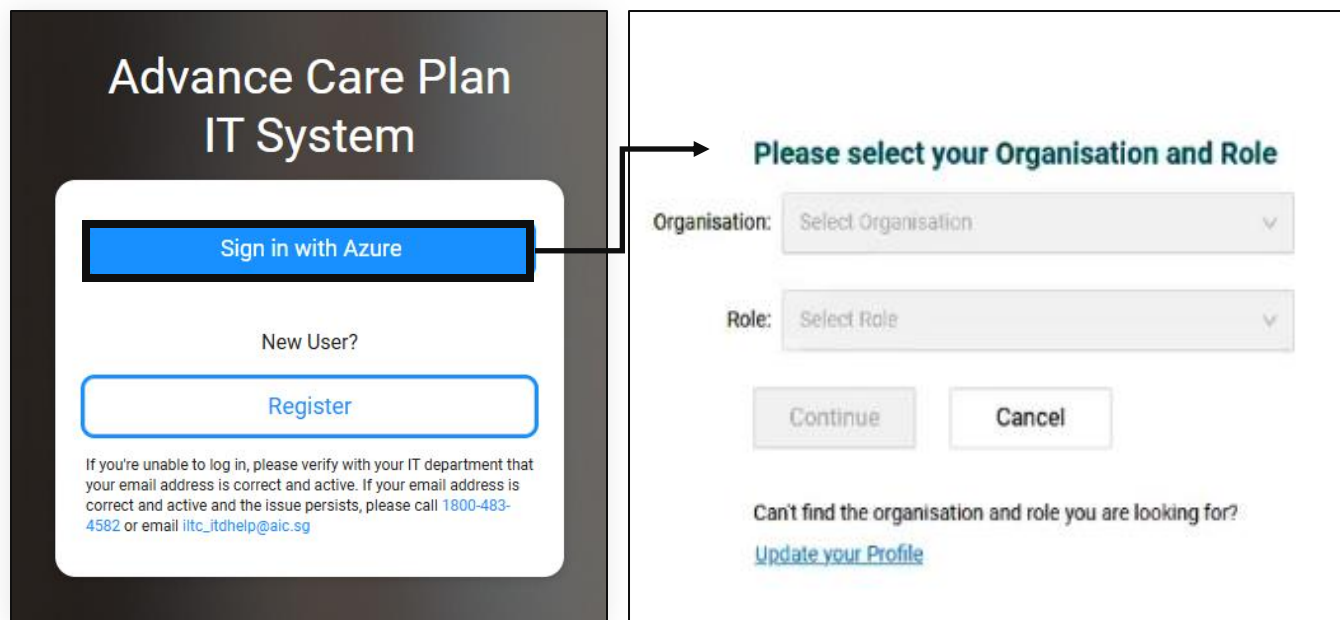
7. Click "Register"

[PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH AZURE



8. Allow up to 3 working days for verification by your Endorsing Officer.
9. You will receive an email notification once access is granted.

[PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH AZURE



**Advance Care Plan
IT System**

Sign in with Azure

New User?

Register

If you're unable to log in, please verify with your IT department that your email address is correct and active. If your email address is correct and active and the issue persists, please call 1800-483-4582 or email itc_itdhelp@aic.sg

Please select your Organisation and Role

Organisation:

Role:

Continue **Cancel**

Can't find the organisation and role you are looking for?
[Update your Profile](#)

10. To login, use the PHI Azure authentication link (<https://intra.acp.aic.sg/>).
11. Select “Sign in”. You will be authenticated using your email address.
12. Choose your organization from the dropdown list. This ensures all actions are correctly tagged to your organization.
13. Select your assigned role.

[PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH AZURE

Conditions of Use

1. These Conditions of Use govern your use of the Agency for Integrated Care's ("AIC") Systems.
2. In these Conditions of Use, "you" and "your" refers to any person and/or organisation who are users of the system.
3. These Conditions of Use can be revised at any time without notice to you. Any changes to these Conditions of Use shall take effect immediately and your continued use of the system will be deemed to constitute acceptance of the revised Conditions of Use. It is your responsibility to check this Conditions of Use for such changes from time to time. If you do not agree with these Conditions of Use, please do not access or use the system.
4. Any information or features that form part of the system can be modified or discontinued at any time, without notice to you and without liability.

USER ACCOUNT REGISTRATION (FOR AZUREAD AND CORPPASS USERS)

5. You may choose to sign in using either your AzureAD or Corppass and acknowledge that AzureAD is the account management system which AIC has access to, while Corppass is an external authentication method. To register for a user account, you may be required to provide us with personal data (such as your name, NRIC, mobile number and email address) in accordance with instructions given through the system. In registering for a user account, you represent and warrant that:

5.1 all registration details, including personal data, provided by you is true, accurate, current

Accept

Decline

For ACP PPC Facilitator, ACP Facilitator and ACP Coordinator

Please read and acknowledge the following changes (Table 1) to Preferred Plan of Care (PPC) ACP form (wef 09-Mar-2026)

Table 1: Preferred Plan of Care (PPC) ACP form changes for better facilitation of ACP discussion and documentation

S/N	Preferred Plan of Care (PPC) ACP Form Enhancements
1	Refinement of questions A - D
2	Addition of a declaration checkbox for facilitators To indicate if patient and/or Nominated Healthcare Spokeperson (NHS) is not willing to sign the General ACP Form.
3	Addition of a declaration checkbox for physicians To indicate that the physician's awareness of the patient's care preferences indicated in the ACP.
4	Removal of option: "Review with no change"

Note: These changes will apply to all PPC ACP forms drafted prior to 09-Mar-2026. Gentle reminder to perform checks on the draft PPC ACPs to ensure all information are captured accurately before publishing.

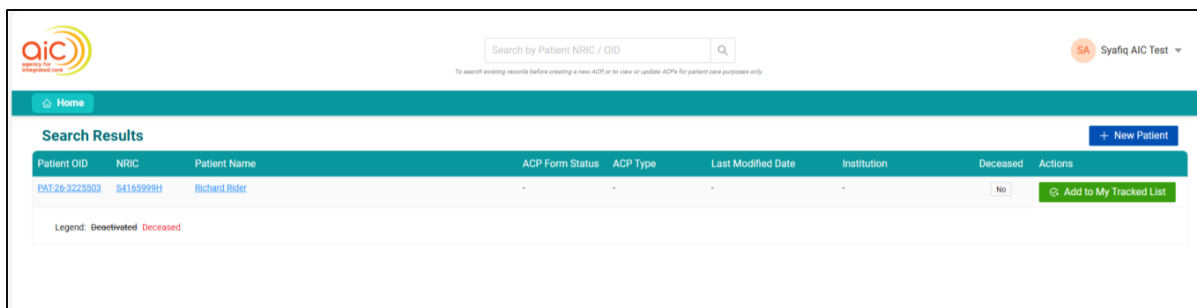
I acknowledge the aforementioned changes to the PPC ACP form.

Acknowledge

14. Read and accept the conditions of use and any acknowledgements. Then, you will reach the homepage.

15. If you are unable to log in, please verify with your IT department that your email address is correct and active.

16. If your email address is correct and active and the issue persists, please call [1800-483-4582](tel:1800-483-4582) or email iltc_itdhelp@aic.sg



The screenshot shows the AIC system homepage. At the top, there is a search bar with the text "Search by Patient NRIC / OID" and a search icon. Below the search bar, there is a "Home" button and a "New Patient" button. The main section is titled "Search Results" and contains a table with the following columns: Patient OID, NRIC, Patient Name, ACP Form Status, ACP Type, Last Modified Date, Institution, Deceased, and Actions. The table contains one row for a patient named Richard Rider with Patient OID PAT-26-3225503 and NRIC S4163999H. The "Deceased" column shows "No" and the "Actions" column has a button labeled "Add to My Tracked List". Below the table, there is a legend indicating that "Deactivated" is represented by a red dot and "Deceased" by a red X.

[NON-PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH CORPPASS

Before You Start

1. PHIs include restructured hospitals, national specialty centres, community hospitals and polyclinics. Please refer to the list below for PHIs onboarded to ACP IT System as of 5 Aug 2026. If your organisation does not appear below, it is a Non-PHI organisation.

NHG

1. Institute of Mental Health/Woodbridge Hospital
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6. Yishun Community Hospital
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NUHS

1. Alexandra Hospital
2. Jurong Community Hospital
3. National University Hospital
4. National University Polyclinics
5. Ng Teng Fong General Hospital

SHS

1. Changi General Hospital
2. KK Women's and Children's Hospital
3. National Cancer Centre
4. National Heart Centre
5. National Neuroscience Institute
6. Outram Community Hospital
7. Sengkang Community Hospital
8. Sengkang General Hospital
9. Singapore General Hospital
10. SingHealth Polyclinics

2. Non-PHI organisations include (non-exhaustive): Community Care Organisations (covers Nursing Homes, Centre Based Care, Home Care Services and Active Aging Centres), Community Hospitals under Voluntary Welfare Organisations (VWOs) and General Practitioners (GP) Clinics.

[NON-PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH CORPPASS

Before You Start

3. Is your organisation onboarded to ACPS?
 - a. If no, contact AIC at acp@aic.sg to find out more information.
4. Does your organisation have an Endorsing Officer?
 - a. If no, seek your head of organisation/CEO's endorsement of appointing an Endorsing Officer via company email or signed organisation letterhead with clear designation indicated.
 - b. Please clearly indicate the Name, NRIC/FIN, and company email address of the Endorsing Officer when seeking for approval.
 - c. EOs must upload their CEO endorsement as a supporting document to ACPS when applying for the EO role.
5. Engage your Corppass Administrator to:
 - a. Set up ACPS e-service in Corppass.
 - b. Create your Corppass user account.
 - c. Assign the Corppass e-service to your account.

Please refer to Corppass Guides [here](#)

[NON-PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH CORPPASS

Template

1. Seek your CEO/Head of Organisation's endorsement of the nomination of EOs (up to a maximum of five). Refer to **Annex A** for more details on the roles of the EO.
2. Upload this CEO endorsement as a supporting document to ACPS when applying for the EO role.

SN	Name	Designation	Entity or branch name (if applicable)	Email Address
1				
2				
3				
4				
5				

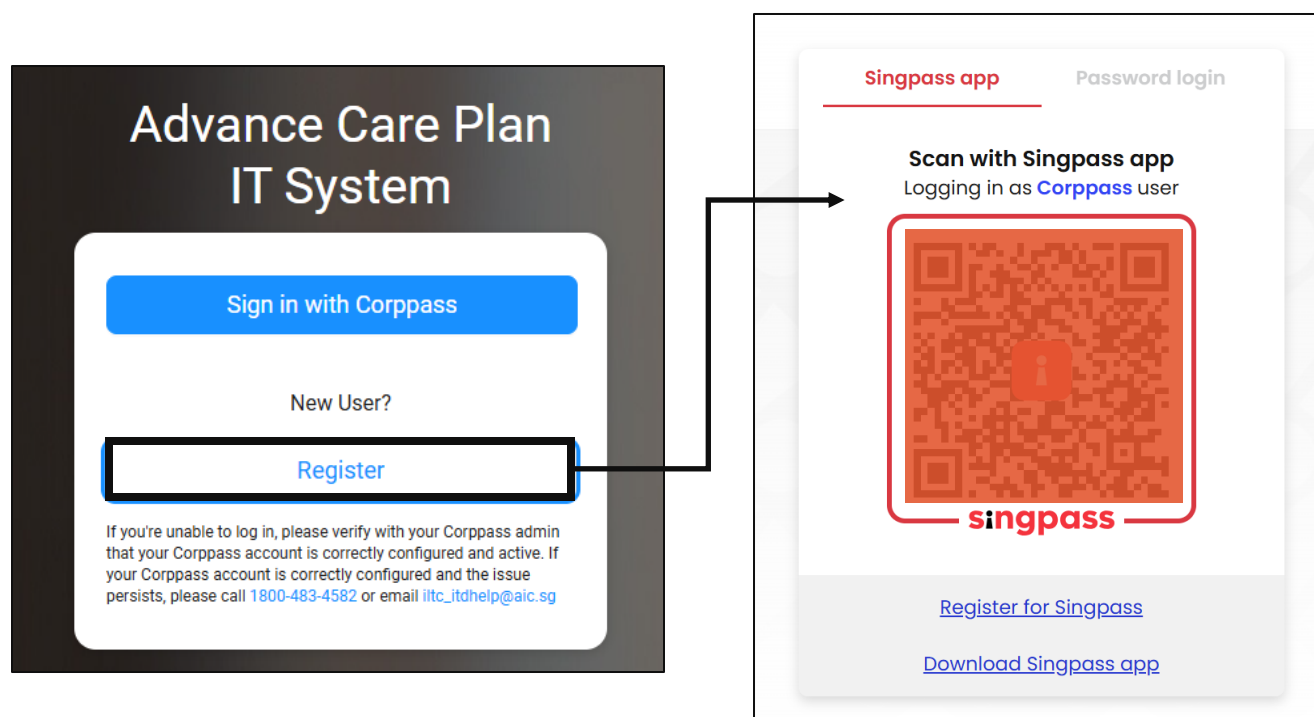
Annex A

EOs will perform the following functions:

1. Approve and reject new ACP IT System (ACPS) user access requests for staff in your organisation.
2. Maintain the active user list and deactivate accounts within 5 working days when users have left the organisation or no longer authorised to access ACPS.
3. Undertake the 6 monthly User Recertification Exercise as part of audit for users' accesses.

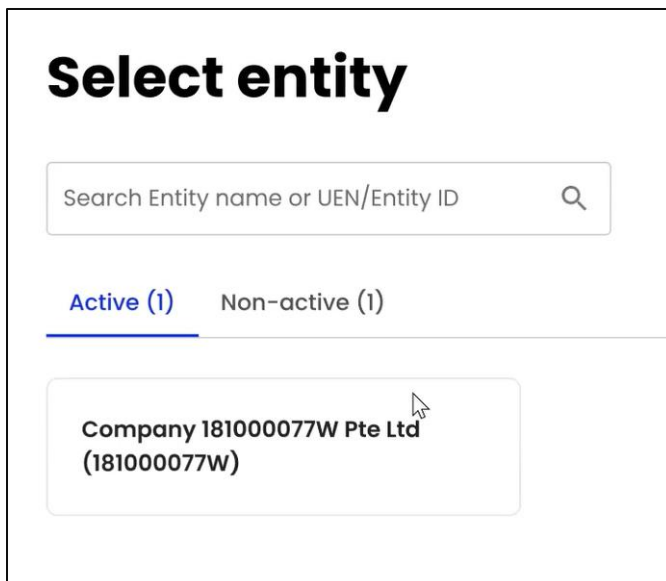
As this role manages the governance of the organisation's users and is subject to audits, it is recommended that the EO(s) appointed hold supervisory role(s) within the organisation. To be effective, the appointed EO should also be able to validate the assigned staff's need to access the system.

[NON-PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH CORPPASS



1. Use the Corppass authentication link (<https://acp.aic.sg/>).
2. Select “Register” as a new user.
3. Scan the Singpass QR Code using your phone. You will be redirected to Corppass.

[NON-PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH CORPPASS



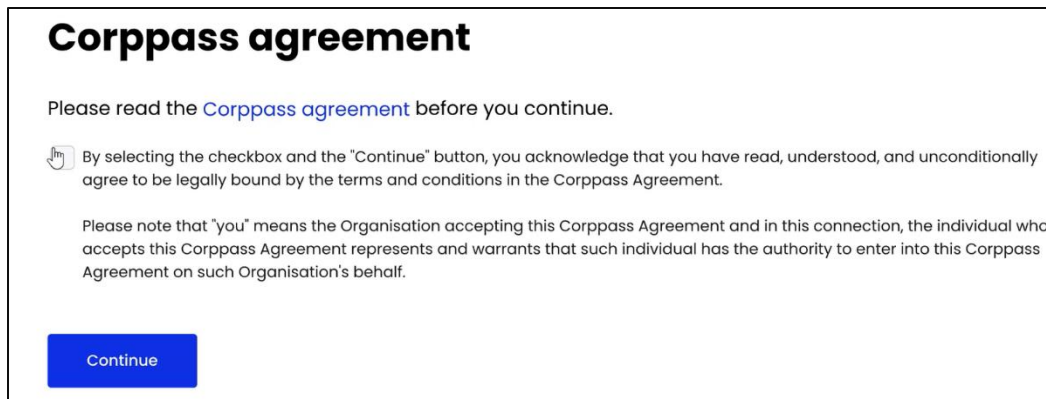
Select entity

Search Entity name or UEN/Entity ID

Active (1) Non-active (1)

Company 181000077W Pte Ltd
(181000077W)

4. Select your entity's name.
5. Read and accept the Corppass agreement.
6. You will be redirected to ACPS thereafter.



Corppass agreement

Please read the [Corppass agreement](#) before you continue.

☐ By selecting the checkbox and the "Continue" button, you acknowledge that you have read, understood, and unconditionally agree to be legally bound by the terms and conditions in the Corppass Agreement.

Please note that "you" means the Organisation accepting this Corppass Agreement and in this connection, the individual who accepts this Corppass Agreement represents and warrants that such individual has the authority to enter into this Corppass Agreement on such Organisation's behalf.

[Continue](#)

[NON-PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH CORPPASS

Register

* ID Type	* NRIC/FIN
Singapore Citizen	S3250730A
* Salutation	* Full Name
Select	e.g.: Lim Chee Guan
* Designation	
Select	
* Mobile/Office Number	* Primary Corporate Email Address
e.g.: 61234567	e.g.: lim.chee.guan@aic.sg

7. Fill in the required personal details.
8. ID Type and NRIC/FIN cannot be changed as it is used to authenticate your identity.

[NON-PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH CORPPASS

Organisations and Roles

Organisation	Role	Supporting Documents	Action
No Organisations and Roles			
+ Add Organisation and Role			

Request Access to Organisation and Role

* Organisation

Agency for Integrated Care

* Role

Select

ACP Coordinator
ACP Facilitator
ACP Institutional Admin
ACP Transcriber
ACP Viewer
Endorsing Officer
General ACP Facilitator

Supporting Documents

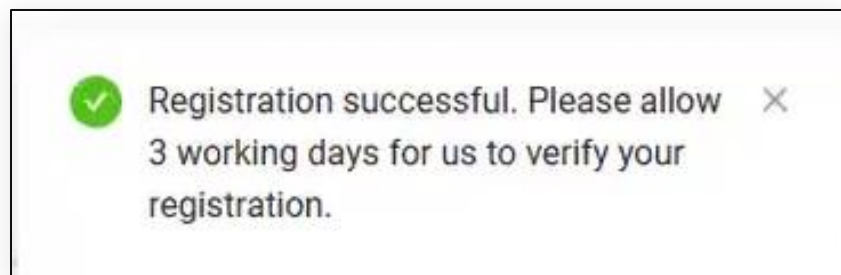
Upload

Maximum upload file size - 5MB. Supported file types (*.jpg, *.jpeg, *.png, *.doc, *.docx, *.ppt, *.pptx, *.xls, *.xlsx)

9. Add Organisation and Role
 - i. Endorsing Officers must upload a supporting document of head of organisation/CEO's endorsement of appointment.
 - ii. Facilitator roles are verified against the facilitator database using your registered NRIC/FIN.
 - iii. If your details are not found in the facilitator database, you cannot apply for facilitator role. Complete the necessary ACP training before applying for system access.

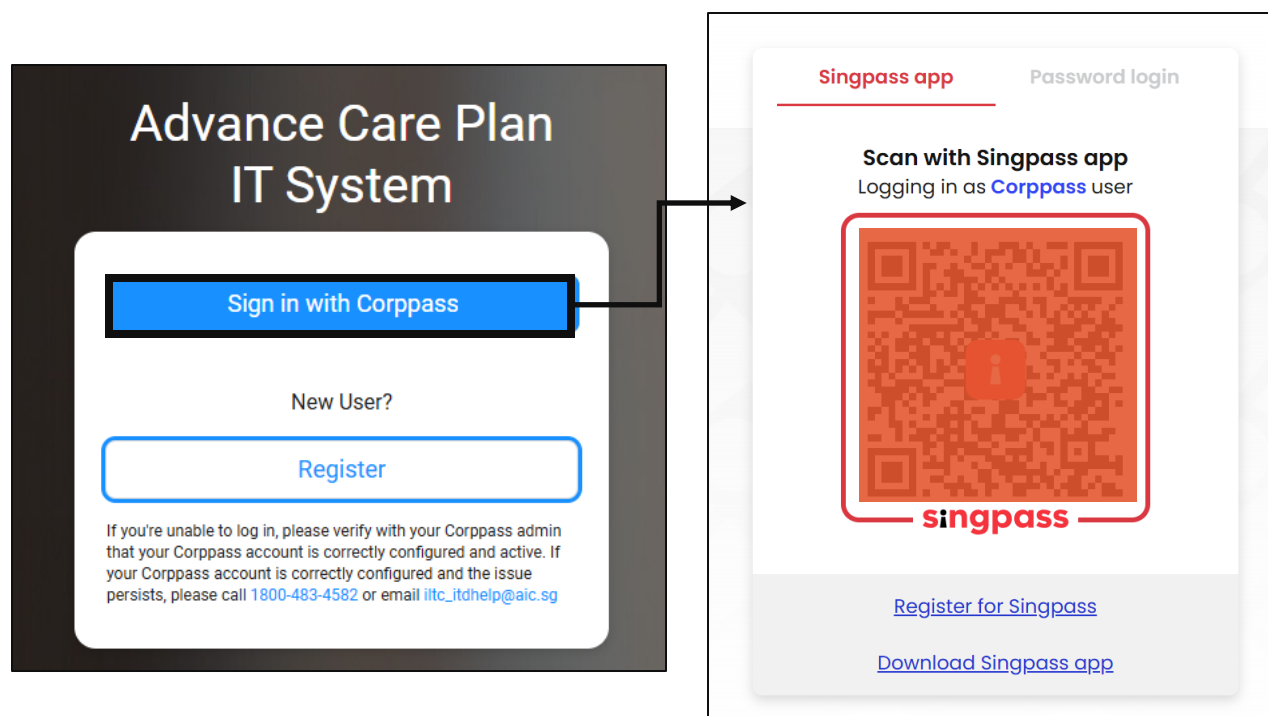
10. Click "Register".

[NON-PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH CORPPASS



11. Allow up to 3 working days for verification by your Endorsing Officer.
12. You will receive an email notification once access is granted.

[NON-PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH CORPPASS



13. To login, use the Corppass authentication link (<https://acp.aic.sg/>).

14. Select “Sign in”.

15. Scan the Singpass QR Code using your phone. You will be redirected to Corppass.

[NON-PUBLIC HEALTHCARE INSTITUTES] CREATE A NEW USER ACCOUNT AND LOGIN WITH CORPPASS

Please select your Organisation and Role

Organisation:

Role:

Can't find the organisation and role you are looking for?
[Update your Profile](#)

Conditions of Use

1. These Conditions of Use govern your use of the Agency for Integrated Care's ("AIC") Systems.
2. In these Conditions of Use, "you" and "your" refers to any person and/or organisation who are users of the system.
3. These Conditions of Use can be revised at any time without notice to you. Any changes to these Conditions of Use shall take effect immediately and your continued use of the system will be deemed to constitute acceptance of the revised Conditions of Use. It is your responsibility to check this Conditions of Use for such changes from time to time. If you do not agree with these Conditions of Use, please do not access or use the system.
4. Any information or features that form part of the system can be modified or discontinued at any time, without notice to you and without liability.

USER ACCOUNT REGISTRATION (FOR AZUREAD AND CORPPASS USERS)

5. You may choose to sign in using either your AzureAD or Corppass and acknowledge that AzureAD is the account management system which AIC has access to, while Corppass is an external authentication method. To register for a user account, you may be required to provide us with personal data (such as your name, NRIC, mobile number and email address) in accordance with instructions given through the system. In registering for a user account, you represent and warrant that:

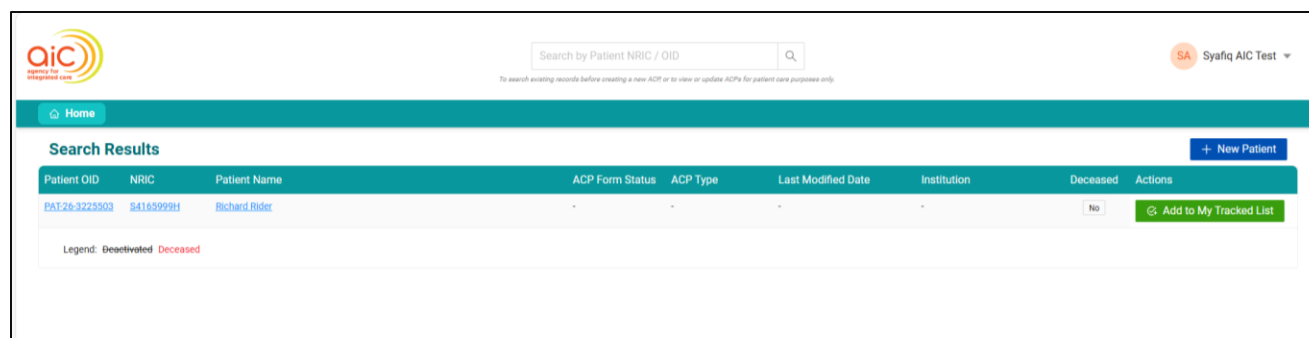
5.1 all registration details, including personal data, provided by you is true, accurate, current

16. Choose your organization from the dropdown list. This ensures all actions are correctly tagged to your organization.

17. Select your assigned role.

18. Read and accept the conditions of use, and any acknowledgements. Then, you will reach the homepage.

19. If you are unable to log in, please verify with your Corppass Admin that your Corppass account is correct and active. If your email address is correct and active and the issue persists, please call [1800-483-4582](tel:1800-483-4582) or email iltc_itdhelp@aic.sg.



Search Results

Patient OID	NRIC	Patient Name	ACP Form Status	ACP Type	Last Modified Date	Institution	Deceased	Actions
PAT-26-3223503	S4163999H	Richard Rider	-	-	-	-	No	Add to My Tracked List

Legend: Deactivated Deceased

REQUEST NEW ROLE

Please select your Organisation and Role

Organisation :

Role :

Can't find the organisation and role you are looking for?
[Update your Profile](#)

User Profile

ID Type	NRIC/FIN
Singapore Citizen	S08203208
Salutation	Full Name
Mr	Syafiq AIC Test
Designation	
Administrative Assistant	
Mobile/Office Number	Primary Corporate Email Address
81230273	muhammad.syafiq.nasri@aic.sg

Notifications

☐ Receive ACP Form Related Notifications

Organisations and Roles

1. In the event of a change of role, you can add your new role on the ACPS via the login page.
2. Upon login, select “Update your Profile”.
3. It will bring you to the User Profile Page.

REQUEST NEW ROLE

User Profile

ID Type Singapore Citizen	NRIC/FIN S0820320B
Salutation Mr	Full Name Syafiq AIC Test
Designation Administrative Assistant	
Mobile/Office Number 81230273	Primary Corporate Email Address muhammad.syafiq.nasri@aic.sg

Notifications

☐ Receive ACP Form Related Notifications

Organisations and Roles

[+ Add Organisation Role](#)

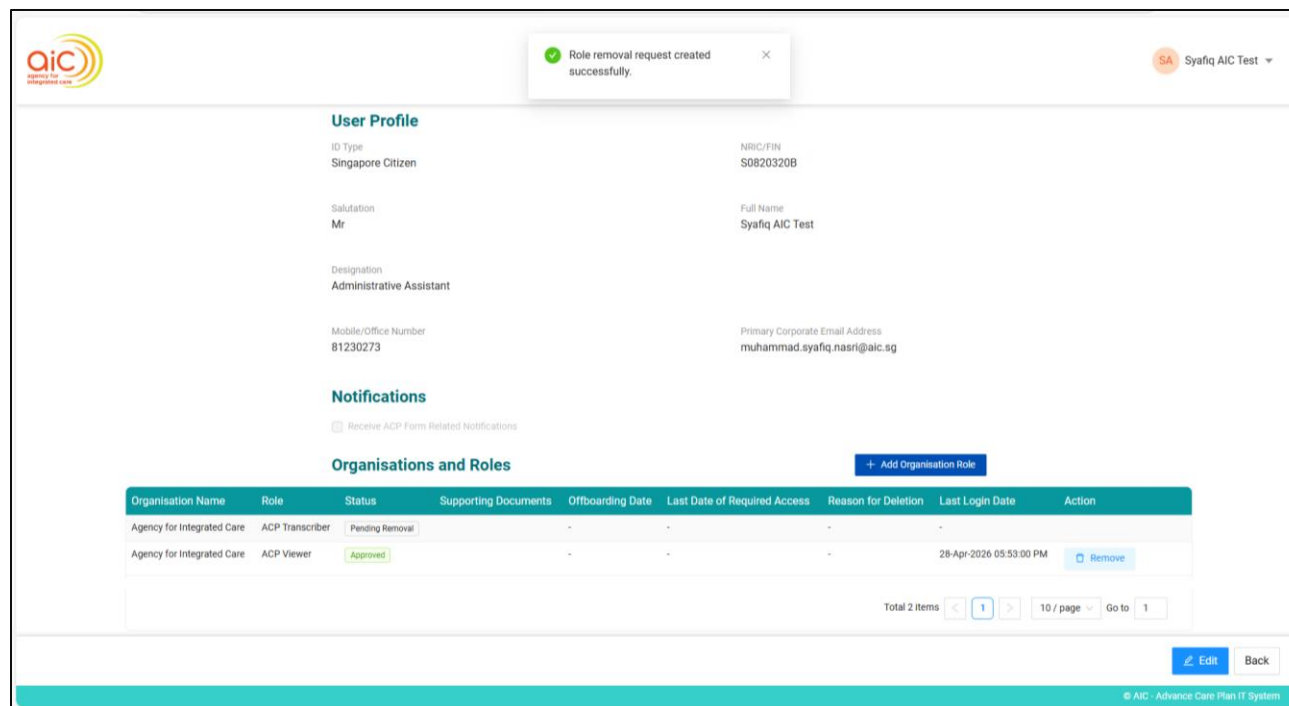
Request Access to Organisation and Role

* Organisation Select Organisation	* Role Select Role
Supporting Documents Upload Maximum upload file size - 5MB. Supported file types (* .jpg, * .jpeg, * .png, * .doc, * .docx, * .ppt, * .pptx, * .xls, * .xlsx, * .pdf, * .txt, * .msg)	
OK Cancel	

4. At the User Profile page, click “Add Organisation Role”.
5. Select your organisation and new role request.
6. Upload supporting documents for certain required roles (e.g. Endorsing Officer).

REQUEST NEW ROLE

- Upon successfully creating the request, wait up to 3 working days the approve of new role.



User Profile

ID Type: Singapore Citizen
NRIC/FIN: S08203208
Salutation: Mr
Full Name: Syafiq AIC Test
Designation: Administrative Assistant
Mobile/Office Number: 81230273
Primary Corporate Email Address: muhammad.syafiq.nasri@aic.sg

Notifications

☐ Receive ACP Form Related Notifications

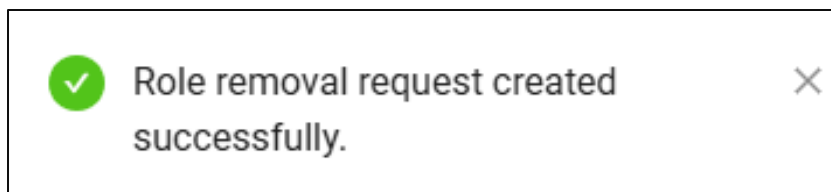
Organisations and Roles [+ Add Organisation Role](#)

Organisation Name	Role	Status	Supporting Documents	Offboarding Date	Last Date of Required Access	Reason for Deletion	Last Login Date	Action
Agency for Integrated Care	ACP Transcriber	Pending Removal	-	-	-	-	-	
Agency for Integrated Care	ACP Viewer	Approved	-	-	-	-	28-Apr-2026 05:53:00 PM	Remove

Total 2 items [1](#) / page Go to [1](#)

[Edit](#) [Back](#)

© AIC - Advance Care Plan IT System



✓ Role removal request created successfully.

REMOVE OLDER ROLE

Please select your Organisation and Role

Organisation :

Role :

Can't find the organisation and role you are looking for?
[Update your Profile](#)

User Profile

ID Type Singapore Citizen	NRIC/FIN S0820320B
Salutation Mr	Full Name Syafiq AIC Test
Designation Administrative Assistant	
Mobile/Office Number 81230273	Primary Corporate Email Address muhammad.syafiq.nasri@aic.sg

Notifications

☐ Receive ACP Form Related Notifications

Organisations and Roles

1. In the event of a change of role or leaving the organization altogether, you can remove your role on the ACPS via the login page.
2. Upon login, select “Update your Profile”.
3. It will bring you to the User Profile Page.

REMOVE OLDER ROLE

User Profile

ID Type
Singapore Citizen

NRIC/FIN
S0820320B

Salutation
Mr

Full Name
Syafiq AIC Test

Designation
Administrative Assistant

Mobile/Office Number
81230273

Primary Corporate Email Address
muhammad.syafiq.nasri@aic.sg

Notifications

☐ Receive ACP Form Related Notifications

Organisations and Roles

+ Add Organisation Role

Please confirm if you want to proceed

Cancel

OK

Organisation Name	Role	Status	Supporting Documents	Offboarding Date	Last Date of Required Access	Reason for Deletion	Last Login Date	
Agency for Integrated Care	ACP Transcriber	Approved		-	-	-	-	Remove
Agency for Integrated Care	ACP Viewer	Approved		-	-	-	28-Apr-2026 05:53:00 PM	Remove

Total 2 Items

<1>

10 / pageGo to1

Edit

Back

4. Proceed to “Remove” your old role and click “OK” to confirm its removal

REMOVE OLDER ROLE



Role removal request created successfully.

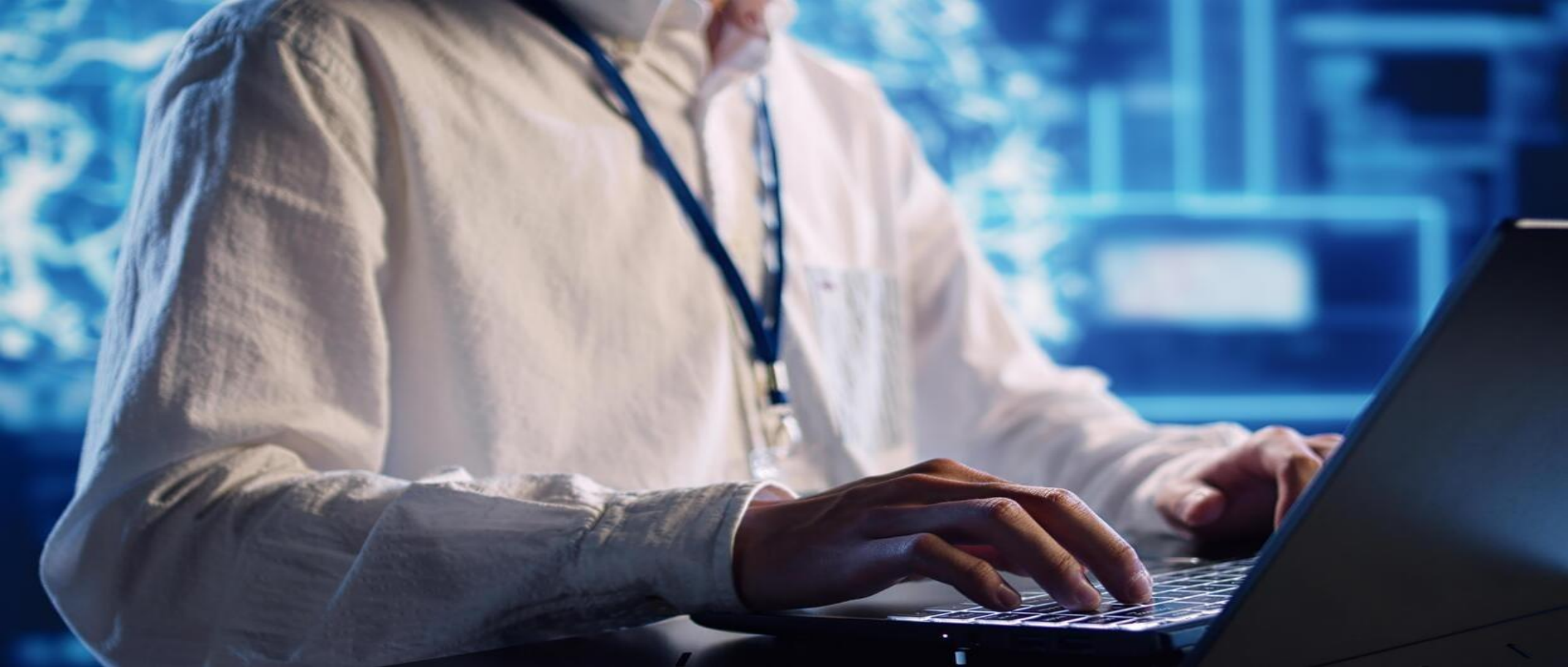


Organisations and Roles

[+ Add Organisation Role](#)

Organisation Name	Role	Status	Supporting Documents	Offboarding Date	Last Date of Required Access	Reason for Deletion	Last Login Date	Action
Agency for Integrated Care	ACP Transcriber	Pending Removal	-	-	-	-	-	
Agency for Integrated Care	ACP Viewer	Approved	-	-	-	-	28-Apr-2026 05:53:00 PM	Remove

5. The role removal requested will be routed to your Endorsing Officer for approval.



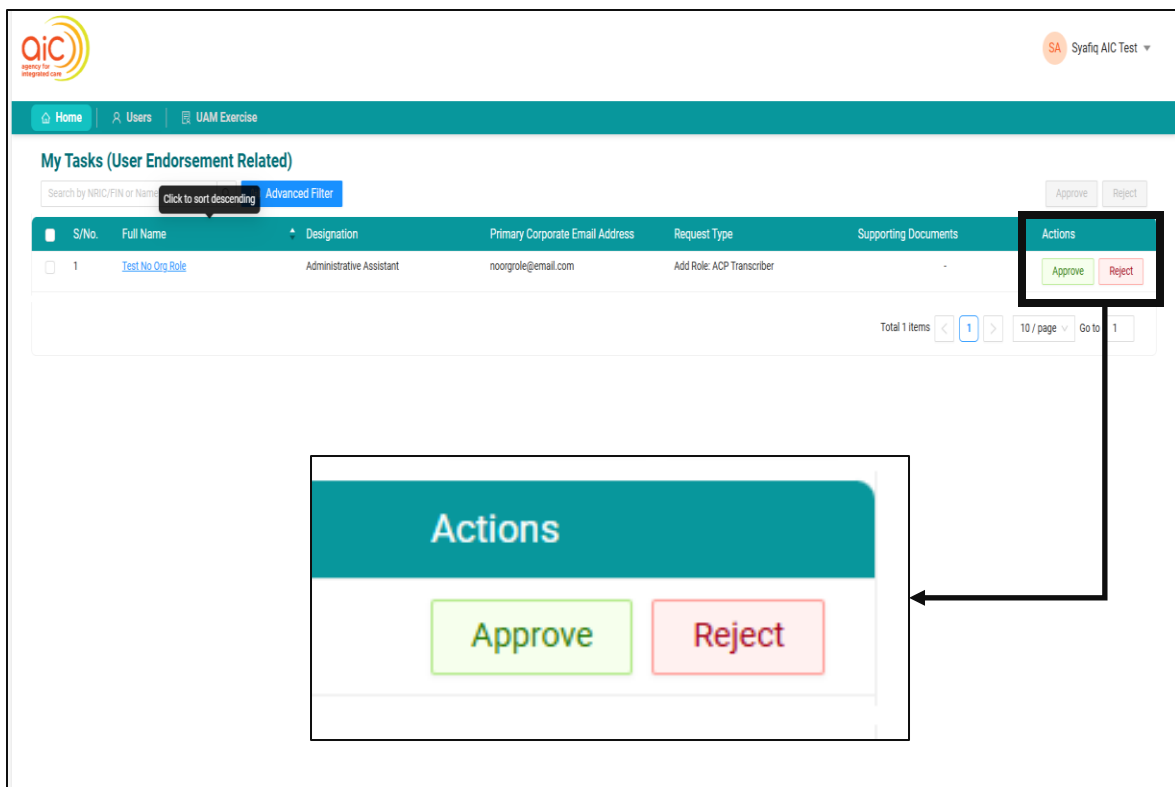
ENDORISING OFFICER FUNCTIONS

ENDORISING OFFICER ROLE

Role	Description	Recommended for
Endorsing Officer	The Endorsing Officer role is a critical one as it supports the organisation in managing its ACPS users and authenticating their need for system access. They will perform the following functions: 1. Approve and reject users' role requests in ACPS for their organisation. 2. Maintain the active user list and deactivate accounts within 5 working days when users have left the organisation or no longer authorised to access ACPS. 3. Undertake User Recertification Exercise as part of governance for users' accesses every 6 months.	As this role manages the governance of the organisation's users and is subject to audits, it is recommended that the officers appointed hold supervisory roles within the organisation. To be effective, the appointed officer should also be able to validate the assigned staff's need to access the system.

Note: Endorsing Officers must not approve their own access requests for non-Endorsing Officer roles (*Another Endorsing Officer must be appointed to endorse such requests*).

APPROVE/REJECT ACCESS REQUESTS



The screenshot shows the 'My Tasks (User Endorsement Related)' page in the AIC ACPS system. The page includes a search bar, a table of tasks, and an 'Actions' column. A callout box highlights the 'Approve' and 'Reject' buttons in the 'Actions' column.

S/No.	Full Name	Designation	Primary Corporate Email Address	Request Type	Supporting Documents	Actions
1	Test No Org Role	Administrative Assistant	noorgrole@email.com	Add Role: ACP Transcriber	-	Approve Reject

Callout Box: Actions

Approve

Reject

1. Log in to ACPS.
2. From the Home Page, navigate to My Tasks. This page lists all pending user requests for roles.
3. For each request, you can view:
 - i. Staff name
 - ii. Designation
 - iii. Email address
 - iv. Requested role
 - v. “Approve” & “Reject”
4. Requests can be approved or rejected directly from the task list.

APPROVE/REJECT ACCESS REQUESTS

View Request

User Registration

Login Type

AzureAD

ID Type

Singapore Citizen

Salutation

Mr

Designation

Occupational Therapist

Contact Number

09299873

NRIC/FIN

S0669334B

Full Name

Jerome Isabelo Felipe II

Email Address

felipe.jerome.isabelo@synapxe.sg

- To view more details before approving or rejecting, select the users name.
- If “Approve”
 - A confirmation message will appear: “*Request approved successfully*”.
 - User role will be granted automatically and are able to log into ACPS using the approved role.
 - Endorsing Officers have the responsibility to verify the roles are granted to the requestor correctly.
- If “Reject”, enter the reason for rejection.

Supporting Documents

S/No.	Organisation	Request Type	Role
1.	Agency for Integrated Care	Add Role	ACP Coordinator

Approve

Reject

Cancel

APPROVE/REJECT ACCESS REQUESTS (ENDORISING OFFICER)

Request Access to Organisation and Role

* Organisation

Ang Mo Kio Community Hospital

* Role

Endorsing Officer

* Supporting Documents

Upload

Maximum upload file size - 5MB. Supported file types
(*jpg,*jpeg,*png,*doc,*docx,*ppt,*pptx,*xls,*xlsx,*pdf,*txt)

For the Endorsing Officer role:
CEO / Head of Organisation approval must be uploaded.
AIC reserves the right to reject your application if the approval is not valid or not uploaded.

OK

Cancel

- For users applying for the Endorsing Officer role, they must have an approval from the CEO/Head of Organisation (which must be uploaded as a supporting document).

MAINTAIN USER LIST

Purpose

- Endorsing Officers should delete roles for staff who no longer require them within 5 working days.
- This maintains accurate user access to safeguard patient confidentiality, ensure data security and meet governance requirements.

View User List

1. Log in to ACPS.
2. Navigate to the User tab. This page displays the full list of users in your organisation.

Home

Users

UAM Exercise

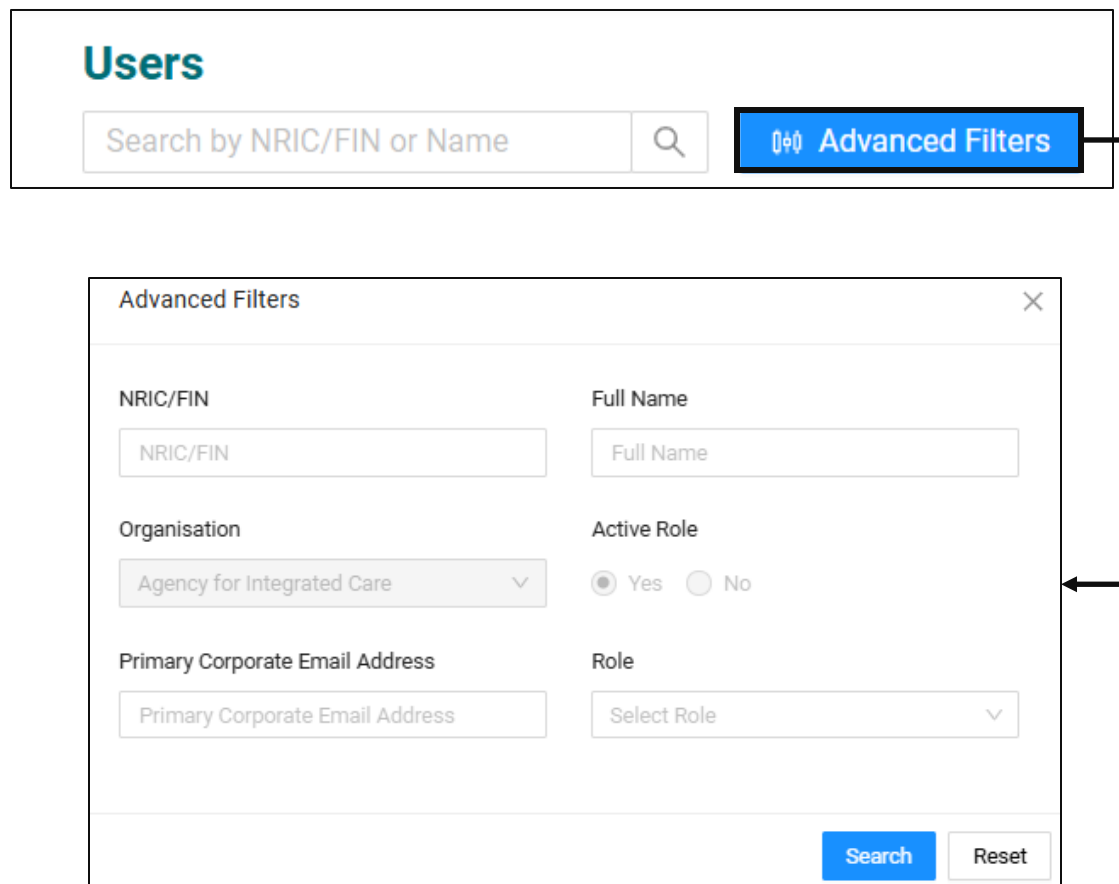
Users

Search by NRIC/FIN or Name

Advanced Filters

No.	Login Type	Salutation	Full Name
1	EntralD	Mrs	Aeimy
2	EntralD	Mr	Chay Boon Ho
3	EntralD	Mr	Daniel Chua
4	Corppass	Mr	Daniel Chua corppass
5	EntralD	Mr	DK
6	EntralD	Ms	Fang Jun
7	EntralD	Ms	Hay Nwe
8	EntralD	Mr	Jerome Isabelo Felipe II
9	EntralD	Mrs	Kalpana
10	EntralD	Mrs	Khin Myo Myo Win

MAINTAIN USER LIST



The screenshot shows a web interface for managing users. At the top, there is a header with the 'aic' logo and the text 'agency for integrated care'. Below the header, there is a section titled 'Users'. In this section, there is a search bar with the placeholder text 'Search by NRIC/FIN or Name' and a magnifying glass icon. To the right of the search bar is a blue button labeled 'Advanced Filters'. Below the search bar, there is a modal window titled 'Advanced Filters'. This modal contains several input fields: 'NRIC/FIN' (text input), 'Full Name' (text input), 'Organisation' (dropdown menu with 'Agency for Integrated Care' selected), 'Active Role' (radio buttons for 'Yes' and 'No'), 'Primary Corporate Email Address' (text input), and 'Role' (dropdown menu with 'Select Role' selected). At the bottom of the modal, there are two buttons: 'Search' (blue) and 'Reset' (white).

3. Search for users using NRIC/FIN or Name.
4. Use Advanced Filters to search by:
 - i. Organisation
 - ii. Email
 - iii. Active role status
 - iv. Role type

MAINTAIN USER LIST

User Profile [View Audit Log](#)

ID Type: Singapore Citizen
NRIC/FIN: S08203208

Salutation: Mr
Full Name: Syafiq AIC Test

Designation: Administrative Assistant
Contact Number: 81230273

Email Address: muhammad.syafiq.nasri@aic.sg

Notifications

☐ Receive ACP Form Related Notifications

Organisations and Roles

Organisation	Role	Status	Supporting Documents	Offboarding Date	Last Date of Required Access	Reason	Last Login Date	Action
Agency for Integrated Care	Endorsing Officer	Approved	text.txt • Success	-	-	-	09-Mar-2026 10:19:33 AM	Remove

Total 1 items < 1 > 10 / page Go to 1

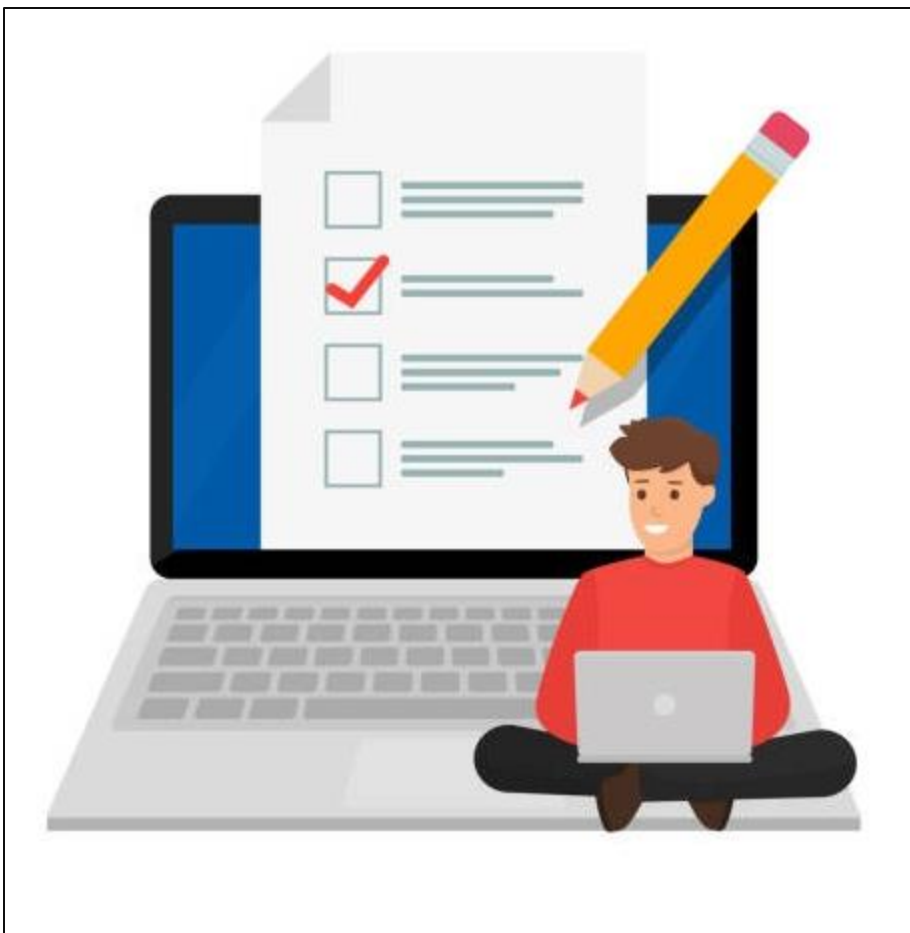
Please confirm if you want to proceed

[Cancel](#) [Ok](#)

10:19:33 AM [Remove](#)

5. Select the relevant user from the search results.
6. Review the user's current roles and access.
7. If the user has:
 - i. Left the organization, or
 - ii. No longer requires ACPS access.
8. Then:
 - i. Click "Remove".
 - ii. Select the reason for removal.
 - iii. Enter the last date the user requires access.

USER ACCESS MANAGEMENT (UAM) EXERCISE



Purpose of the UAM Exercise

- Conducted twice a year, generally between Jul-Aug and Jan-Feb.
- Verify that staff are authorised to access the ACPS with the correct roles.
- In accordance with security and governance requirements.

USER ACCESS MANAGEMENT (UAM) EXERCISE

Home Users UAM Exercise									
UAM User List UAM Year & Cycle: 2026 Cycle 6 UAM Start Date: 12 Mar 2026 UAM End Date: 17 Mar 2026 UAM Status: Pending Search by User Name, Email ☐ Incomplete ☐ Completed									
S/No.	Name	Designation	Primary Corporate Email Address	Mobile Office Number	Offboarding Date	Last Date of Required Access	User Role	Status	Actions
1	Aelmy	Case-Manager	aelmy.shershiba.selvaraj@synapxe.sg	98765432	-	-	RPABOT	Active	☐ ☐ ☐ ☐ ☐
2	Chay Boon Ho	Social-Work-Assistant-Speech-Therapist	chay.boon.ho@synapxe.sg	8888889	-	-	RPABOT	Active	☐ ☐ ☐ ☐ ☐

- Navigate to the UAM Exercise tab and view:
 - UAM Year and Cycle
 - Start and End Dates
 - UAM Status
- The system will display a list of all active users in your organisations.

USER ACCESS MANAGEMENT (UAM) EXERCISE

Status	Actions
Active	   
Active	   
Active	   

Delete Role

* Reason for Deleting Role

* Offboarding Date

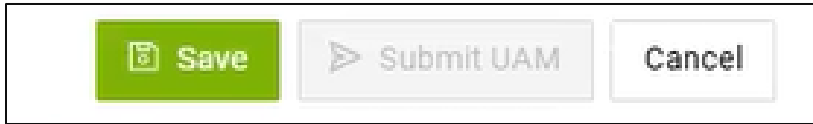
* Last Access Date

Delete Role Cancel

3. For each user:

-  Green tick – Keep the user account and role.
-  Blue reverse icon – Undo the previous action.
-  Red bin – Remove the user or role.
 - Enter the reason for removal, offboarding date and last access date.
-  Blue speech bubble icon – View comments.

USER ACCESS MANAGEMENT (UAM) EXERCISE



A horizontal container with three buttons: a green 'Save' button with a floppy disk icon, a grey 'Submit UAM' button with a play icon, and a grey 'Cancel' button.



A horizontal container with a search input field labeled 'Search by User Name, Email' with a magnifying glass icon, and two checkboxes labeled 'Incomplete' and 'Completed'.

4. Click Save to save your progress at any time.
5. Endorsing Officer must click “Submit UAM” to keep or remove users’ roles indicated else. Otherwise, all roles will be deleted after the stipulated UAM exercise deadline.
6. The UAM Exercise can only be submitted once all actions are completed.
7. You may:
 - i. Search users by name or email.
 - ii. Filter by completed or incomplete actions.



FACILITATOR/ COORDINATOR/ TRANSCRIBER FUNCTIONS

FACILITATOR ROLES

Role	Description	Recommended for
ACP Facilitator (General)	This General ACP Facilitator role is granted to trained ACP Facilitators who are certified to conduct General ACP for patients. This role allows users to have access to reports that contain patients' ACP information.	This role is recommended for professionals or clinicians who are directly involved in patient's care and certified to conduct General ACP.
ACP Facilitator (PPC)	This PPC Facilitator role is granted to trained ACP Facilitators who are certified to conduct Preferred Plan of Care (PPC) ACP for patients. This role allows users to have access to reports that contain patients' ACP information.	This role is recommended for professionals or clinicians who are directly involved in patient's care and certified to conduct Preferred Plan of Care (PPC) ACP.
ACP Facilitator (General and PPC)	ACP Facilitator role is granted to trained ACP Facilitators who are certified to conduct both types of ACP (General and PPC) for patients. This role allows users to have access to report that contain ACP information of all the patients whom they encounter.	This role is recommended for professionals or clinicians who are directly involved in patient's care and certified to conduct both types of ACP (General and PPC).

COORDINATOR AND TRANSCRIBER ROLES

Role	Description	Recommended for
ACP Coordinator	ACP Coordinator role is granted to trained ACP Facilitators who are certified to conduct both types of ACP (General and PPC) for patients. In addition, they hold a privileged role at the institutional level to withdraw forms (e.g. in the event of consent withdrawal) and access reports that contains ACP information of all the patients whom their institution encounters.	This role is recommended for ACP Team leads who are ACP practitioners and certified to conduct both types of ACP (General and PPC). They may also use the report function for programme development and reporting purposes.
ACP Transcriber	ACP Transcriber role is best suited for non-ACP facilitators who assist facilitators with drafting the ACP Form. The drafted form by 'ACP Transcriber' has to be reviewed and published by certified ACP facilitator. This role does not allow access to ACP information in report module.	This role is recommended for Admin Executives supporting ACP facilitators with form transcription.

SEARCH PATIENT

To search existing records before creating a new ACP, or to view or update ACPs for patient care purposes only.

- Search for patient using NRIC/OID in the search bar.
 - Users are strongly encouraged to use the OID, a unique identifier given to the patient, instead of NRIC/FIN when communicating with colleagues. This reduces the risk of data breaches and facilitates safe communication regarding ACP cases.
- If the patient exists, the system will display the search results. Click on the patient name to view profile.

Search Results

+ New Patient

Patient OID	NRIC	Patient Name	ACP Form Status	ACP Type	Last Modified Date	Institution	Deceased	Actions
PAT-26-9501949	S0439720G	test	-	-	-	-	No	Add to My Tracked List

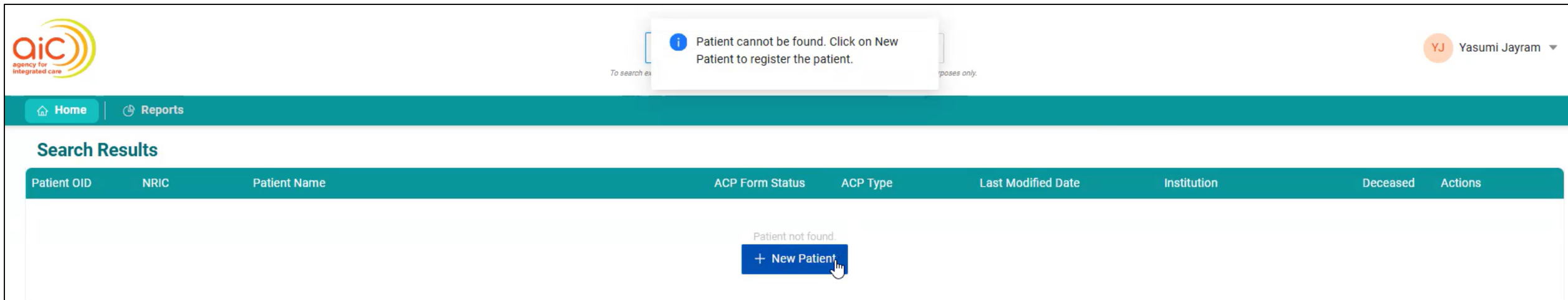
Legend: Deactivated Deceased

SEARCH PATIENT

[illegible]

3. If the patient does not exist, the system will display the following notification: "Patient cannot be found. Click New Patient to register the patient."

CREATE PATIENT



The screenshot shows the AIC web application interface. At the top, there's a navigation bar with 'Home' and 'Reports' links. Below it, a 'Search Results' section displays a table with columns: Patient OID, NRIC, Patient Name, ACP Form Status, ACP Type, Last Modified Date, Institution, Deceased, and Actions. A message box states: 'Patient cannot be found. Click on New Patient to register the patient.' Below the message, a '+ New Patient' button is visible.

Register New Patient

Patient Information

* Citizenship

* Name

* Date of Birth

Age

Religion

Patient's Address (same as NRIC)

* Patient's Address

☒ Local ☐ Overseas

5 Aug 2026 v1

* NRIC

Lookup

* Gender

☐ Male ☐ Female

Race

Marital Status

1. Select New Patient to access the Register New Patient form.
2. Select Citizenship.
3. Enter NRIC/FIN and Lookup.
 - i. The system will check for existing records within the National Electronic Health Records (NEHR) System.
 - ii. If the record exists, the details will be auto-populated.
 - iii. If the record does not exist, manually register the patient.

CREATE PATIENT

Patient's Address (same as NRIC)

* Patient's Address

☒ Local ☐ Overseas

* Postal Code

* Block/Lot

* Level

 ☐ N.A.

* Street

* Unit

 ☐ N.A.

Contact Details

* Contact Phone

Overseas Phone

+ Register Patient

Cancel

4. Complete the patient information, address details and contact information.
 - i. The system now accommodates both local and overseas addresses.
5. Register Patient to create the patient record.

CREATE PATIENT

Search Results		
Patient OID	NRIC	Patient Name
PAT-26-3225503	S4165999H	Richard Rider

6. Upon successful registration, the patient can be found when searched.
7. A unique Object Identifier (OID) will be automatically generated for the patient.
 - i. Users are strongly encouraged to use the OID, a unique identifier given to the patient, instead of NRIC/FIN when communicating with colleagues. This reduces the risk of data breaches and facilitates safe communication regarding ACP cases.
8. Click on the patient name to view profile.
9. You can view the patient details under “Bio-data”.

Home	Reports
Home / Patient Details	
NRIC: S0439720G Name: test	
Summary	Biodata
ACP Form	Uploaded Documents

CREATE PATIENT

☐ Patient has Passed Away

Date	Place	Cause
-	-	-

10. If the patient has passed away, users may update the Bio-data section.

- i. Only Institutional Administrators and ACP Coordinators can deactivate a patient.
- ii. Refer to the Administrative Edits section for more details.

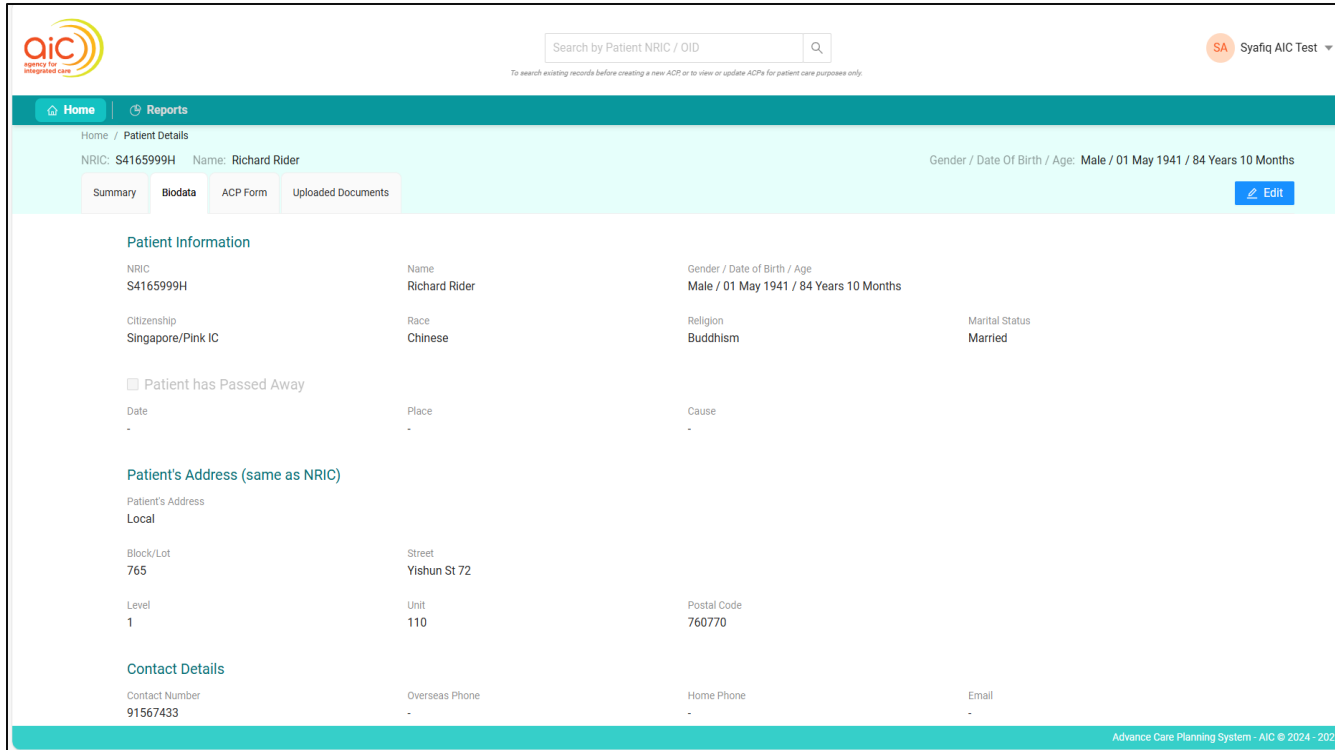
11. Do note the following:

- i. Once a patient is marked as Deceased, all ACP forms and supporting documents associated with the patient will be permanently deleted from the system.
- ii. Reverting the status from Deceased to Alive will not restore any deleted ACP records.
- iii. Users must therefore exercise due diligence and verify all information before marking a patient as deceased.

ADMINISTRATIVE EDITS TO PATIENT BIO-DATA

Overview

- Administrative Edits allows users, based on their access rights and across all organisations, to update a patient's bio-data. This allows rectification of data entry errors and repushing any existing published ACP to NEHR.
- No time restriction applies to making administrative edits.
- Users are able to update all fields in a patient's bio-data except their citizenship and NRIC.
- Should user wish to change the patient's NRIC/FIN, user must deactivate the patient and create a new patient. Only Institutional Administrators and ACP Coordinators can deactivate a patient.



The screenshot shows the 'Patient Details' page for a patient named Richard Rider. The page includes a search bar at the top, a navigation menu with 'Home' and 'Reports', and a 'Patient Details' section. The patient's NRIC is S4165999H and their name is Richard Rider. The page is divided into several sections: Patient Information, Patient's Address (same as NRIC), and Contact Details. The Patient Information section includes fields for NRIC, Name, Gender, Date of Birth, Age, Race, Religion, and Marital Status. The Patient's Address section includes fields for Patient's Address, Block/Lot, Street, Level, Unit, and Postal Code. The Contact Details section includes fields for Contact Number, Overseas Phone, Home Phone, and Email. The page also features a 'Patient has Passed Away' checkbox and a 'Date' field. The footer indicates the system is the 'Advance Care Planning System - AIC © 2024 - 2025'.

Patient Information			
NRIC	Name	Gender / Date of Birth / Age	
S4165999H	Richard Rider	Male / 01 May 1941 / 84 Years 10 Months	
Citizenship	Race	Religion	Marital Status
Singapore/Pink IC	Chinese	Buddhism	Married
☐ Patient has Passed Away			
Date	Place	Cause	
-	-	-	
Patient's Address (same as NRIC)			
Patient's Address			
Local			
Block/Lot	Street		
765	Yishun St 72		
Level	Unit	Postal Code	
1	110	760770	
Contact Details			
Contact Number	Overseas Phone	Home Phone	Email
91567433	-	-	-

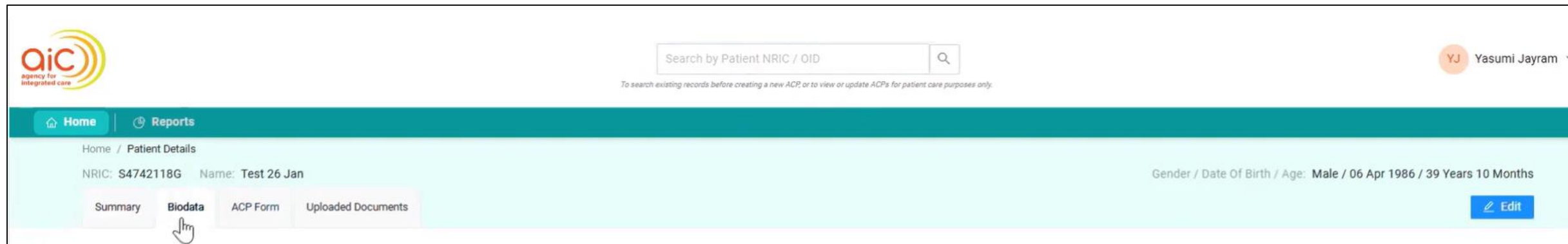
Note: Administrative edits to patient's bio-data will not change their existing published ACP form care preferences and it does not change the version/ increase the ACP workload count.

ADMINISTRATIVE EDITS TO PATIENT BIO-DATA

S/N	Scenario	Follow-up
1	- Facilitator A from Organisation M creates Patient X in ACPS. - Coordinator B from Organisation M finds an error in Patient X Date of Birth.	User from same organisation can update patient's bio-data → Coordinator B can make an admin edit to Patient X Date of Birth.
2	- Facilitator A from Organisation M creates Patient X in ACPS. - Transcriber C from Organisation N finds an error in Patient X Address.	User from another organisation can update patient's bio-data → Transcriber C can make an admin edit to Patient X Address.
3	- Facilitator A from Organisation M creates Patient X in ACPS on 1 Jan 2026. - Patient X informs Coordinator B from Organisation M that contact details are updated on 3 Mar 2028.	User can update patient's bio-data at any time → Coordinator B can make an admin edit to Patient X Contact Details.

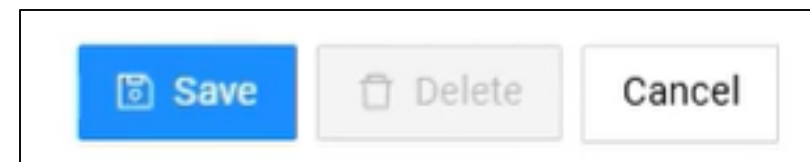
Note: Administrative edits to patient's bio-data will not change their existing published ACP form care preferences and it does not change the version/ increase the ACP workload count.

ADMINISTRATIVE EDITS TO PATIENT BIO-DATA



The screenshot shows the AIC Patient Details page. At the top, there is a search bar labeled "Search by Patient NRIC / OID" and a user profile for "YJ Yasumi Jayram". Below the search bar, there is a navigation bar with "Home" and "Reports" tabs. The main content area shows patient details: "NRIC: S4742118G", "Name: Test 26 Jan", and "Gender / Date Of Birth / Age: Male / 06 Apr 1986 / 39 Years 10 Months". There are four tabs: "Summary", "Biodata" (which is selected and has a hand cursor over it), "ACP Form", and "Uploaded Documents". An "Edit" button is visible in the top right corner of the patient details section.

1. Search for patient using NRIC/OID in the search bar.
2. Click on the patient name to view profile.
3. Select "Bio-data".
4. Click "Edit" and make the necessary changes.
5. Save changes after editing.



The image shows three buttons: a blue "Save" button with a floppy disk icon, a grey "Delete" button with a trash can icon, and a grey "Cancel" button.

Note: Administrative edits to patient's bio-data will not change their existing published ACP form care preferences and it does not change the version/ increase the ACP workload count.

ADMINISTRATIVE EDITS TO PATIENT BIO-DATA


Biodata Updated
 Patient has an existing published ACP, ACP Facilitator to proceed to ACP form tab, click "Update NEHR" to send the updated patient details in the ACP form to NEHR

6. If the patient has an existing ACP form, a pop-up will prompt whether to update NEHR. Users should update NEHR for the following instances:
 - i. When bio-data entry errors are rectified and/or
 - ii. When patient requests for updated bio-data details to be reflected in the latest published ACP in NEHR.
7. Select "Update NEHR". User will be redirected to the ACP Form.
 - i. ACP Facilitators can select "Update NEHR" and the updated pdf ACP form will be sent to NEHR.
 - ii. Institutional Administrators will need to ask a Facilitator to repush to NEHR.
 - iii. Transcribers will need to assign the form to a Facilitator to repush to NEHR.

Note: Administrative edits to patient's bio-data will not change their existing published ACP form care preferences and it does not change the version/ increase the ACP workload count.

ADMINISTRATIVE EDITS TO PATIENT BIO-DATA

☐ Patient has Passed Away

Date	Place	Cause
-	-	-

11. If the patient has passed away, users may update the Bio-data section. Do note the following:

- Once a patient is marked as Deceased, all ACP forms and supporting documents associated with the patient will be permanently deleted from the system.
- Reverting the status from Deceased to Alive will not restore any deleted ACP records.
- Users must therefore exercise due diligence and verify all information before marking a patient as deceased.

12. Only Institutional Administrators and ACP Coordinators can deactivate a patient.

Note: Administrative edits to patient's bio-data will not change their existing published ACP form care preferences and it does not change the version/ increase the ACP workload count.

CREATE GENERAL ACP FORM

Home / Patient Details
NRIC: S4165999H Name: Richard Rider Gender / Date Of Birth / Age: Male / 01 May 1941 / 84 Years 10 Months

Summary Biodata ACP Form Uploaded Documents

ACP Forms

Form Type	Form Status	Institution	Last Modified Date
No ACP Forms Created.			

+ Create an ACP Form

Uploaded Documents

Document Name	Document Type	Document Status	Institution	Uploaded Date	Scanned Worksheet?
No Documents Uploaded.					

Total 0 items < 1 > 10 / page Go to 1

No ACP Forms Created.

+ Create an ACP Form

Patient Particulars

* Institution/Programme Name
Agency for Integrated Care

* Date of ACP Session
02-Mar-2026

ACP Form Type

☐ General ☐ Preferred Plan of Care

Place of Documentation
Place of Documentation

* Settings
Community

1. Search for patient using NRIC/OID in the search bar.
2. Click on the patient name to view profile.
3. Select the ACP Form tab.
4. Select “Create an ACP Form”.
5. Institution Name is auto-populated based on the organisation selected during login. Please ensure you are publishing the ACP from the correct organisation.
 - i. You may include the programme name in the Place of Documentation Field
6. Complete the other details.
7. Select “General” ACP Form.

CREATE GENERAL ACP FORM

Patient Signature

* Patient has signed

☐ Yes
 ☒ No

* Please specify

This field is required.

* Reason

Patient does not have decision making capacity

Patient is below 21 years old

Others, please specify

Update Nominated Healthcare Spokeperson

* Name of NHS

* Relationship with patient

* Contact number

Email

* Has NHS signed the hardcopy?

☐ Yes
 ☒ No

* Reason

* Please specify

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Save

Cancel

- Please collect patient and NHS signatures before publishing the form. If their signatures are not collected, indicate the reason.
- You are unable to make administrative edits to add a patient or NHS signature.

CREATE GENERAL ACP FORM

Facilitator Signature

* Facilitator Name
Syafiq AIC Test

* Institution
Agency for Integrated Care

* Date of signing
02-Mar-2026

* Last 4 digits of NRIC
320B

* Email
muhammad.syafiq.nasri@aic.sg

Contact Details of ACP Office

ACP Office Contact Number
81230273

Other Supporting Information Available

Other Supporting Information Available

☐ Living well statements

☐ Follow up plan

☐ Uploaded Manual Forms(s)

☐ Others

12. Facilitator details are auto-populated.

13. Enter the date of signing.

14. Indicate if there are any supporting documents. Please note that all supporting documents are only viewable within ACPS.

CREATE GENERAL ACP FORM

15. There are checkboxes to make the following declarations:

S/N	Scenario	Declaration
1	Patient and/or NHS Signature Collected	☐ To note: Facilitator must collect signatures on hardcopy form and upload the scanned document in ACP IT System.
2	No Patient and/or NHS Signature Collected	☐ I declare: (i) ACP is done with Patient and/or NHS and aligns with Patient's known desires and best interest. (ii) Patient and/or NHS have been informed of, and have consented to, the collection, use and/or disclosure of their personal data for purposes stated in the PDPA section of this form.

16. Save the form as Draft if needed.

17. Preview the form to generate a PDF copy, which you can download and share with the patient/NHS to collect their signatures.

Delete Form
Save as Draft
Preview Form

Assign to:
Select facilitator

Cancel

CREATE GENERAL ACP FORM

Delete Form

Save as Draft

Preview Form

Assign to: Select facilitator ▶

Cancel

18. Transcribers must assign the form to a facilitator/coordinator in their organisation to publish the ACP.
19. Facilitators will receive an email notification that the form has been assigned to them.
20. Facilitators can search for the patient using the patient OID and it will also appear in their task list.

[For action] An ACP has been Assigned to You

N

noreply@acp.aic.sg

ⓘ

This sender noreply@acp.aic.sg is from outside your organization.

↩ Reply

↩ Reply All

➡ Forward

📧

⋮

Please be cautious.

Email is from outside of your organization.

Do not click on links or open files if unsure of sender.

THIS IS A SYSTEM GENERATED MESSAGE. PLEASE DO NOT REPLY TO THIS EMAIL

ACP type: General

Patient OID: PAT-26-4134831

Form status: Draft

Above form has been drafted and assigned to you by the an ACP Transcriber in your organisation for your necessary action. Log in to AIC IT system and view the ACP form at "My Task List" to review and publish the ACP form. Alternatively, you may search for the patient OID to retrieve the draft ACP for your review.

If you are not the intended recipient, please delete this email immediately and inform ACP National Office at acp@aic.sg.

THIS IS A SYSTEM GENERATED MESSAGE. PLEASE DO NOT REPLY TO THIS EMAIL

5 Aug 2026 v1

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CREATE GENERAL ACP FORM

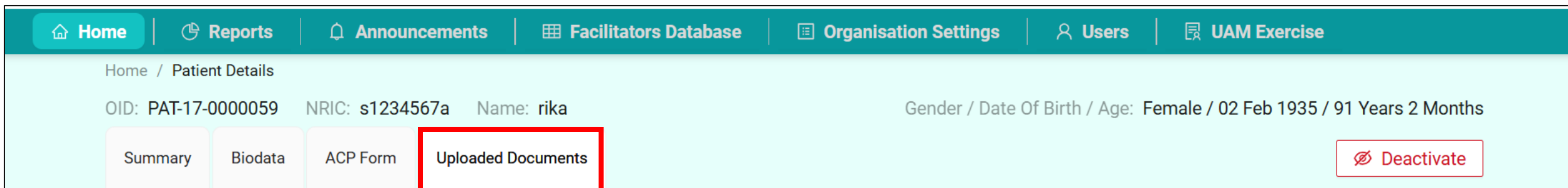
21. The published ACP form is viewable by healthcare professionals via the National Electronic Health Records (NEHR) System and Members of Public via MyLegacy.



Guides	PDF Attachment
Step-by-Step ACP Retrieval from My Legacy Vault	 Step-by-Step ACP retrieval from My Leq
Step-by-step guide on sharing ACP with a Trusted Persons	 Step-by-step e on sharing ACP v
Step-by-step guide on viewing ACP as Trusted Person(s)	 Step-by-step e on viewing ACP e

CREATE GENERAL ACP FORM

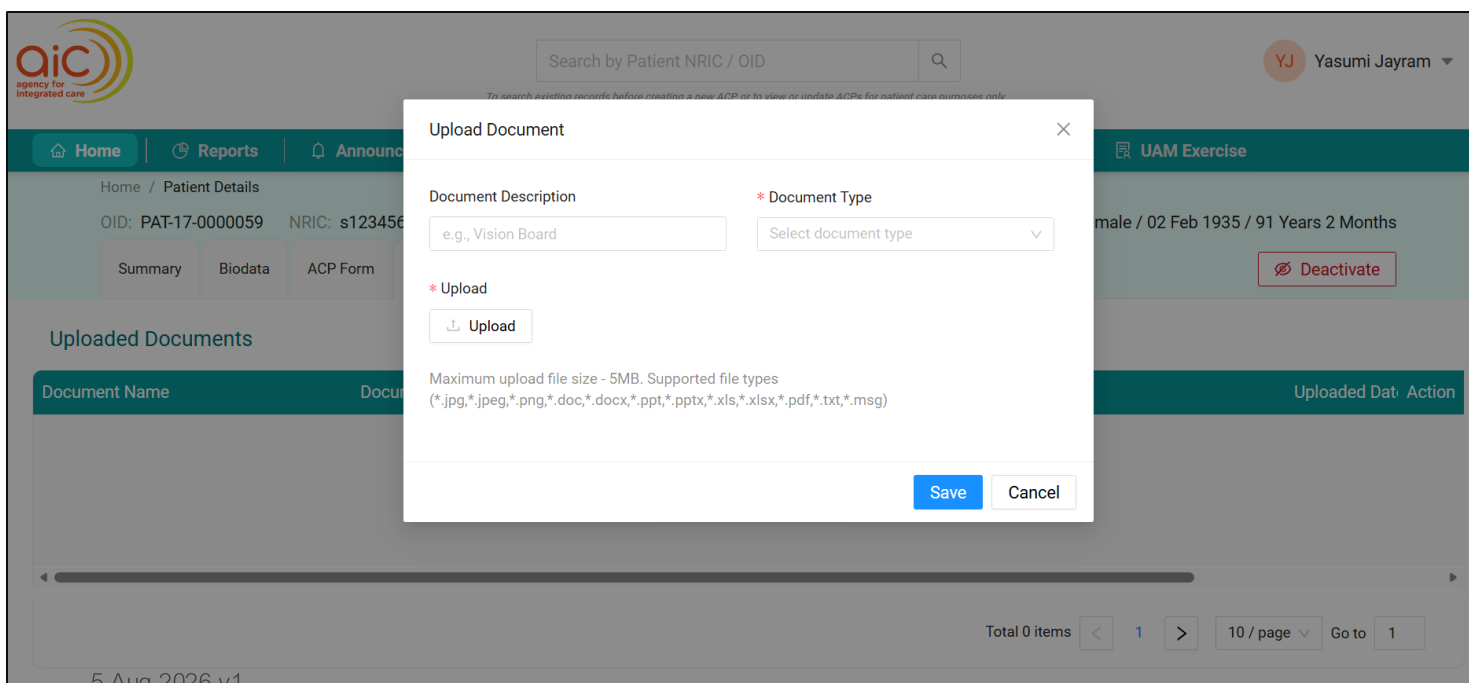
22. To upload supporting documents, click on the “Uploaded Documents” Tab.



Home / Patient Details

OID: PAT-17-0000059 NRIC: s1234567a Name: rika Gender / Date Of Birth / Age: Female / 02 Feb 1935 / 91 Years 2 Months

Summary Biodata ACP Form **Uploaded Documents** [Deactivate](#)



Search by Patient NRIC / OID

YJ Yasumi Jayram

Home / Patient Details

OID: PAT-17-0000059 NRIC: s1234567a Name: rika Gender / Date Of Birth / Age: Female / 02 Feb 1935 / 91 Years 2 Months

Summary Biodata ACP Form **Uploaded Documents** [Deactivate](#)

Upload Document

Document Description: e.g., Vision Board

* Document Type: Select document type

* Upload: [Upload](#)

Maximum upload file size - 5MB. Supported file types (* .jpg, *.jpeg, *.png, *.doc, *.docx, *.ppt, *.pptx, *.xls, *.xlsx, *.pdf, *.txt, *.msg)

[Save](#) [Cancel](#)

Document Name Document Description Uploaded Date Action

Total 0 items 1 10 / page Go to 1

CREATE PREFERRED PLAN OF CARE (PPC) ACP FORM

Home / Patient Details
NRIC: S4165999H Name: Richard Rider Gender / Date Of Birth / Age: Male / 01 May 1941 / 84 Years 10 Months

Summary Biodata ACP Form Uploaded Documents

ACP Forms

Form Type	Form Status	Institution	Last Modified Date
No ACP Forms Created.			
+ Create an ACP Form			

Uploaded Documents

Document Name	Document Type	Document Status	Institution	Uploaded Date	Scanned Worksheet?
No Documents Uploaded.					

Total 0 items < 1 > 10 / page Go to 1

No ACP Forms Created.

[+ Create an ACP Form](#)

Patient Particulars

* Institution/Programme Name
Agency for Integrated Care

* Date of ACP Session
02-Mar-2026

Place of Documentation
Place of Documentation

* Settings
Community

ACP Form Type

☐ General ☐ Preferred Plan of Care

1. Search for patient using NRIC/OID in the search bar.
2. Click on the patient name to view profile.
3. Select the ACP Form tab.
4. Select "Create an ACP Form".
5. Institution Name is auto-populated based on the organisation selected during login. Please ensure you are publishing the ACP from the correct organisation.
 - i. You may include the programme name in the Place of Documentation Field
6. Complete the other details.
7. Select "Preferred Plan of Care" ACP Form.

CREATE PREFERRED PLAN OF CARE (PPC) ACP FORM

Preferred Plan of Care Discussion

* Discussion held with

☐ Patient

☒ Primary Nominated Healthcare Spokesperson (NHS)

☒ Secondary Nominated Healthcare Spokesperson (NHS)

* This discussion was held with the patient's Nominated Healthcare Spokesperson(s) because ...

(Please state reason, e.g., the patient lacks mental capacity to make his/her own healthcare decisions, critical illnesses such as brain tumour, advanced dementia, child/young person is unable to communicate his/her preferences etc.)

0 / 80

8. Complete the form based on your conversation with the patient.
9. The mandatory sections are marked with a red asterisks (*).

CREATE PREFERRED PLAN OF CARE (PPC) ACP FORM

Patient Signature

* Patient has signed

☐ Yes
 ☒ No

* Please specify

Please specify

This field is required.

0 / 250

* Reason

Others, please specify

Patient does not have decision making capacity

Patient is below 21 years old

Others, please specify

Update Nominated Healthcare Spokeperson

* Name of NHS

test 2

* Relationship with patient

Parent

* Contact number

87654321

Email

test@gmail.com

* Has NHS signed the hardcopy?

☐ Yes
 ☒ No

* Reason

Others

* Please specify

Save

Cancel

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10. Please collect patient and NHS signatures before publishing the form. If their signatures are not collected, indicate the reason.
11. You are unable to make administrative edits to add a patient or NHS signature.

CREATE PREFERRED PLAN OF CARE (PPC) ACP FORM

Physician In Charge Signature

* Physician has signed

☐ Yes ☒ No

Facilitator Signature

* Facilitator Name

* Reason

Select Reason

Pending Physician's Signature

Others, please specify

Lost rights of return

Physician In Charge Signature

* Physician has signed

☒ Yes ☐ No

* MCR no of Physician ⓘ

M1234

* Date of signing

04-Mar-2026

* Name of Physician ⓘ

Syafiq AIC Test

☒ My signature below indicates my awareness of the patient's care preferences indicated in the ACP.

12. Physician's signature is optional.

- Facilitators can indicate "No" and input a reason. An administrative edit to the ACP form can be made to add the Physician's signature after the form is published.
- Facilitators can indicate "Yes" and fill in the necessary details.

CREATE PREFERRED PLAN OF CARE (PPC) ACP FORM

Facilitator Signature

* Facilitator Name

Syafiq AIC Test

* Institution

Agency for Integrated Care

* Date of signing

02-Mar-2026

* Last 4 digits of NRIC

320B

* Email

muhammad.syafiq.nasri@aic.sg

Contact Details of ACP Office

ACP Office Contact Number

81230273

Other Supporting Information Available

Other Supporting Information Available

☐ Living well statements

☐ Follow up plan

☐ Uploaded Manual Forms(s)

☐ Others

13. Facilitator details are auto-populated.

14. Enter the date of signing.

15. Indicate if there are any supporting documents. Please note that all supporting documents are only viewable within ACPS.

CREATE PREFERRED PLAN OF CARE (PPC) ACP FORM

16. There are checkboxes to make the following declarations:

S/N	Scenario	Declaration
1	Patient and/or NHS Signature Collected	☐ To note: Facilitator must collect signatures on hardcopy form and upload the scanned document in ACP IT System.
2	No Patient and/or NHS Signature Collected	☐ I declare: (i) ACP is done with Patient and/or NHS and aligns with Patient's known desires and best interest. (ii) Patient and/or NHS have been informed of, and have consented to, the collection, use and/or disclosure of their personal data for purposes stated in the PDPA section of this form.

17. Save the form as Draft if needed.

18. Preview the form to generate a PDF copy, which you can download and share with the patient/NHS to collect their signatures.

Assign to:

CREATE PREFERRED PLAN OF CARE (PPC) ACP FORM

Delete Form

Save as Draft

Preview Form

Assign to: Select facilitator Cancel

19. Transcribers must assign the form to a facilitator/coordinator in their organisation to publish the ACP.
20. Facilitators will receive an email notification that the form has been assigned to them.
21. Facilitators can search for the patient using the patient OID and it will also appear in their task list.

[For action] An ACP has been Assigned to You

N

noreply@acp.aic.sg

ⓘ

This sender noreply@acp.aic.sg is from outside your organization.

↩ Reply

↩ Reply All

➡ Forward

📧

⋮

Please be cautious.

Email is from outside of your organization.

Do not click on links or open files if unsure of sender.

THIS IS A SYSTEM GENERATED MESSAGE. PLEASE DO NOT REPLY TO THIS EMAIL

ACP type: General

Patient OID: PAT-26-4134831

Form status: Draft

Above form has been drafted and assigned to you by the an ACP Transcriber in your organisation for your necessary action. Log in to AIC IT system and view the ACP form at "My Task List" to review and publish the ACP form. Alternatively, you may search for the patient OID to retrieve the draft ACP for your review.

If you are not the intended recipient, please delete this email immediately and inform ACP National Office at acp@aic.sg.

THIS IS A SYSTEM GENERATED MESSAGE. PLEASE DO NOT REPLY TO THIS EMAIL

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CREATE PREFERRED PLAN OF CARE (PPC) ACP FORM

22. The published ACP form is viewable by healthcare professionals via the National Electronic Health Records (NEHR) System and Members of Public via MyLegacy.



Guides	PDF Attachment
Step-by-Step ACP Retrieval from My Legacy Vault	 Step-by-Step ACP retrieval from My Leq
Step-by-step guide on sharing ACP with a Trusted Persons	 Step-by-step on sharing ACP v
Step-by-step guide on viewing ACP as Trusted Person(s)	 Step-by-step on viewing ACP a

CREATE PREFERRED PLAN OF CARE (PPC) ACP FORM

Home | Reports | Announcements | Facilitators Database | Organisation Settings | Users | UAM Exercise

Home / Patient Details

OID: PAT-17-0000059 NRIC: s1234567a Name: rika Gender / Date Of Birth / Age: Female / 02 Feb 1935 / 91 Years 2 Months

Summary Biodata ACP Form **Uploaded Documents** [Deactivate](#)


Search by Patient NRIC / OID

YJ Yasumi Jayram

Home | Reports | Announcements | Facilitators Database | Organisation Settings | Users | UAM Exercise

Home / Patient Details

OID: PAT-17-0000059 NRIC: s1234567a Name: rika Gender / Date Of Birth / Age: Female / 02 Feb 1935 / 91 Years 2 Months

Summary Biodata ACP Form **Uploaded Documents** [Deactivate](#)

Uploaded Documents

Document Name	Document Type	Uploaded Date	Action
Total 0 items			

Document Description
e.g., Vision Board

* Document Type
Select document type

* Upload
Upload

Maximum upload file size - 5MB. Supported file types
(*.jpg, *.jpeg, *.png, *.doc, *.docx, *.ppt, *.pptx, *.xls, *.xlsx, *.pdf, *.txt, *.msg)

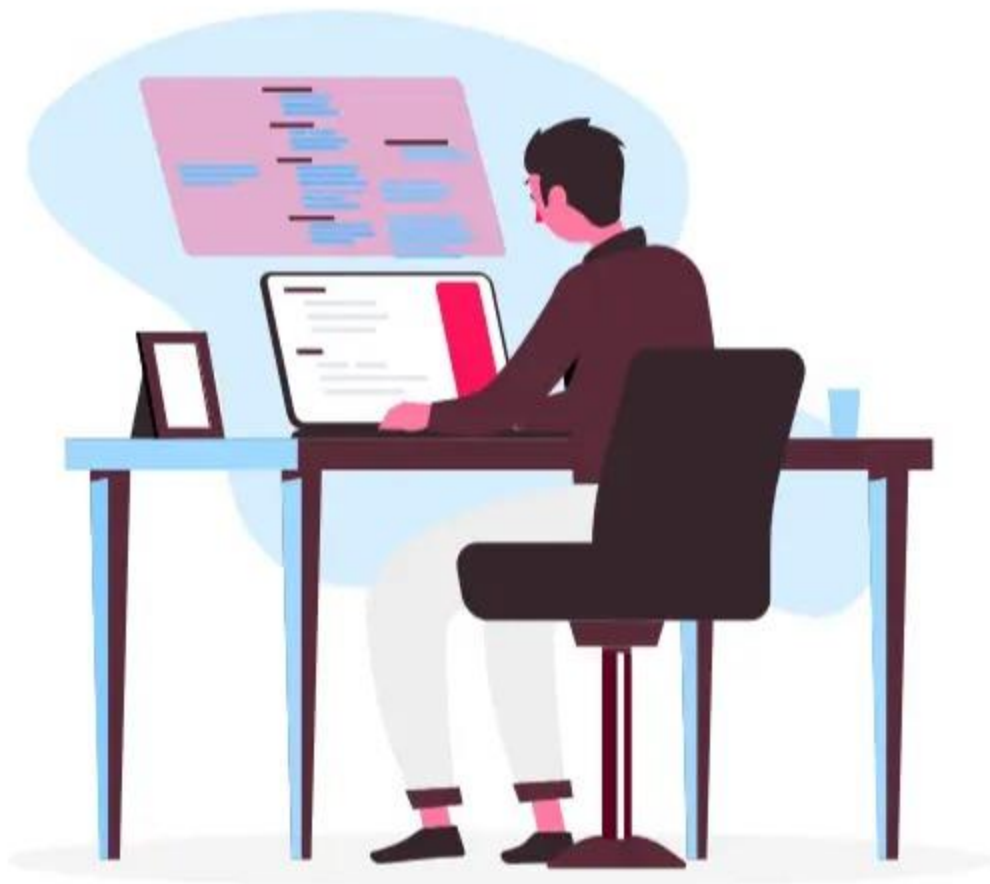
Save Cancel

23. To upload supporting documents, click on the “Uploaded Documents” Tab.

ADMINISTRATIVE EDITS TO ACP FORM

Purpose

- Administrative Edits allows users from the same organisation, based on their access rights, to edit a patient's ACP form. This allows rectification of data entry errors. Should the patient have change in care preferences or NHS, review the ACP.
- Edits can only be made to:
 - Editable text fields
 - Physician's signature (for PPC ACP Forms)
- Edits cannot be made to care preference checkboxes.
- Edits must be made within 1 year from the date the ACP form is published.
- The date of session within the form will not change when an edit is made.



ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	General ACP Form	Editable?
1	Patient Particulars * Institution/Programme Name Magic magic magic Place of Documentation Agency for Integrated Care * Date of ACP Session 17-Jun-2026 * Settings Outpatient	No
2	ACP Form Type ☒ General ☐ Preferred Plan of Care	No
3	Understanding Patient's Health and Concerns My understanding of my current health and any concerns: (Explore my current health, including any health concerns and if I had experience with family or friends who became seriously ill.) test 4 / 1020	Yes

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	General ACP Form	Editable?
4	Summary of Activities, Values and Elements of Care Important to Patient The following activities are important for me to live well, as they give my life meaning. Please consider these values when making healthcare decisions on my behalf if I lose mental capacity (the ability to make my own decisions) in the future. * Activities that bring joy and meaning to my life include: (Some examples are being independent in my daily life, spending quality time with family and friends, enjoying my hobbies etc.) test 4 / 1020 What helps me when I face serious challenges in life? test 4 / 350 Fears or worries I have about my illness or medical care. test 4 / 1130 * The following elements of care are important to me: test 4 / 1020	Yes
5	Goals of Medical Care * If I have an injury or illness, and my doctors believe that further aggressive treatment will not reverse my medical condition and that I will have a low chance of recovering the ability to make decisions for myself and I would not know who I am, who I am with or where I am, I would prefer the following goal of medical care. ☒ Make comfort the goal of my care, such as providing me with medication to help with my breathing to make me comfortable. Do not prolong my life in this condition. How I live my life means more to me than how long I live. ☐ Continue to receive all necessary life-sustaining treatment such as a breathing support machine until the outcomes (as stated in the comments below) happen to me which I find unacceptable. These measures are subject to the assessment and decisions of the care team. ☐ I am not ready to decide at this point. Other comments test 4 / 900	No (Checkbox)
6		Yes (Other comments)

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	General ACP Form	Editable?
7	Other special requests, preferences or comments Other special requests, preferences or comments For example, any other religious, cultural, or personal beliefs that might influence my preferences for my treatment choices? test 4 / 900	Yes
8	Patient Signature (If Patient has signed = Yes) Patient Signature * Patient has signed ☒ Yes ☐ No * Date of signing 18-Jun-2026	No
9	Patient Signature (If Patient has signed = No) Patient Signature * Patient has signed ☐ Yes ☒ No * Reason Others, please specify * Please specify test 4 / 250	No

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	General ACP Form	Editable?																
10	NHS Signature (If NHS identified = Yes; NHS Signature = Yes) Nominated Healthcare Spokesperson (NHS) * NHS Identified Yes No + New Nominated Healthcare Spokesperson <table><thead><tr><th>Name of NHS</th><th>Relationship with patient</th><th>Contact number</th><th>Email</th><th>Is Primary NHS?</th><th>Has NHS signed the hardcopy?</th><th>Date of signing</th><th>Reason</th></tr></thead><tbody><tr><td>test</td><td>Parent</td><td>87654321</td><td>srirekam.yasumi.jayram@aic.sg</td><td> </td><td>Yes</td><td>18-Jun-2026</td><td>-</td></tr></tbody></table>	Name of NHS	Relationship with patient	Contact number	Email	Is Primary NHS?	Has NHS signed the hardcopy?	Date of signing	Reason	test	Parent	87654321	srirekam.yasumi.jayram@aic.sg		Yes	18-Jun-2026	-	No
Name of NHS	Relationship with patient	Contact number	Email	Is Primary NHS?	Has NHS signed the hardcopy?	Date of signing	Reason											
test	Parent	87654321	srirekam.yasumi.jayram@aic.sg		Yes	18-Jun-2026	-											
11	NHS Signature (If NHS identified = No) Nominated Healthcare Spokesperson (NHS) * NHS Identified Yes No * Reason test	No																

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	General ACP Form	Editable?																
12	NHS Signature (If NHS identified = Yes; NHS Signature = No) Nominated Healthcare Spokesperson (NHS) * NHS Identified Yes No + New Nominated Healthcare Spokesperson <table><thead><tr><th>Relationship with patient</th><th>Contact number</th><th>Email</th><th>Is Primary NHS?</th><th>Has NHS signed the hardcopy?</th><th>Date of signing</th><th>Reason</th><th>Action</th></tr></thead><tbody><tr><td>Sister</td><td>87654321</td><td>sriekam.yasumi.jayram@aic.sg</td><td> </td><td>No</td><td>-</td><td>Others: test</td><td> </td></tr></tbody></table>	Relationship with patient	Contact number	Email	Is Primary NHS?	Has NHS signed the hardcopy?	Date of signing	Reason	Action	Sister	87654321	sriekam.yasumi.jayram@aic.sg		No	-	Others: test		No
Relationship with patient	Contact number	Email	Is Primary NHS?	Has NHS signed the hardcopy?	Date of signing	Reason	Action											
Sister	87654321	sriekam.yasumi.jayram@aic.sg		No	-	Others: test												
13	Facilitator Signature * Facilitator Name Sriekam Yasumi Jayram - Edited * Last 4 digits of NRIC 484I * Institution Magic magic magic * Email sriekam.yasumi.jayram@aic.sg * Date of signing 18-Jun-2026 To note: Facilitator must collect signatures on hardcopy form and upload the scanned document in ACP IT System.	No																

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	General ACP Form	Editable?
14	Contact Details of ACP Office Contact Details of ACP Office ACP Office Contact Number ACP Office Contact Number	Yes
15	Other Supporting Information Available Other Supporting Information Available Other Supporting Information Available ☐ Living well statements ☐ Follow up plan ☐ Uploaded Manual Forms(s) ☐ Others	No

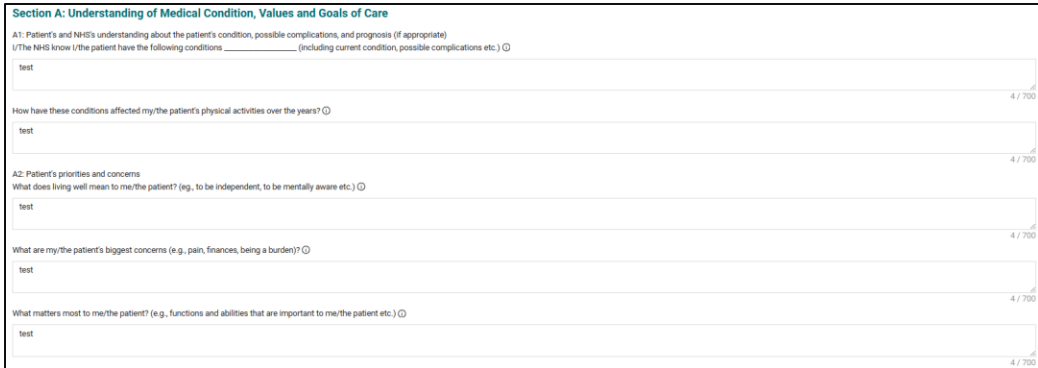
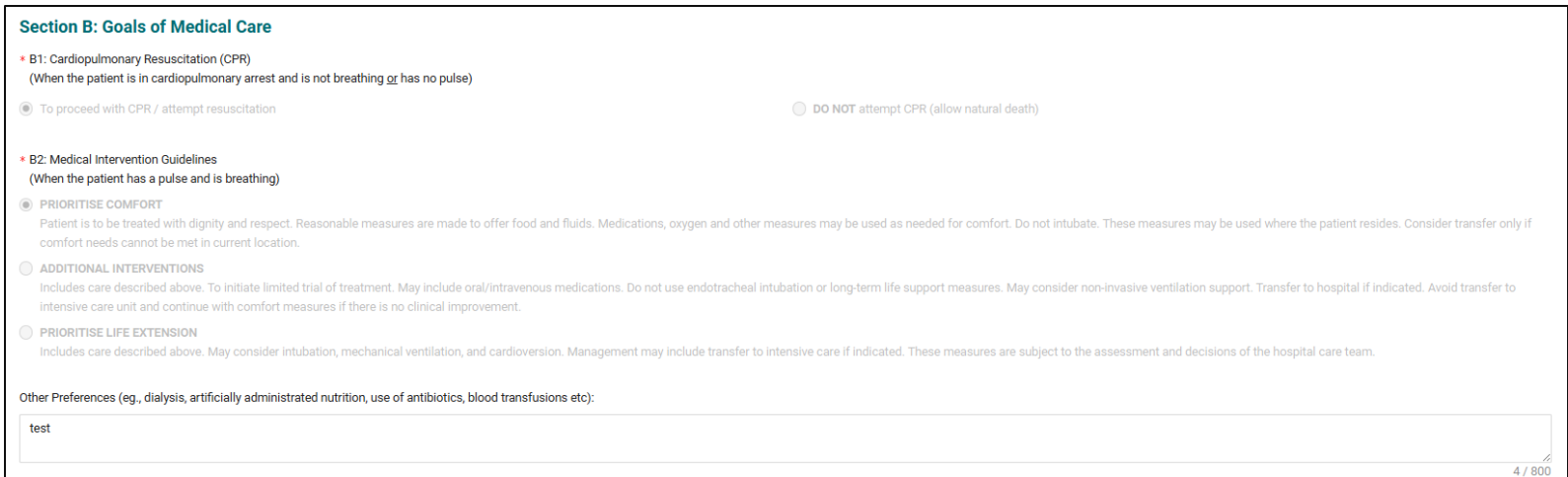
ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	PPC ACP Form	Editable?
1	Patient particulars Patient Particulars * Institution/Programme Name Magic magic magic Place of Documentation Agency for Integrated Care * Date of ACP Session 17-Jun-2026 * Settings Outpatient	No
2	ACP Form Type ACP Form Type ☐ General ☒ Preferred Plan of Care	No

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	PPC ACP Form	Editable?
3	Preferred Plan of Care Discussion (If Discussion held with Patient) Preferred Plan of Care Discussion * Discussion held with ☒ Patient ☒ Primary Nominated Healthcare Spokesperson (NHS) ☒ Secondary Nominated Healthcare Spokesperson (NHS)	No
4	Preferred Plan of Care Discussion (If Discussion not held with Patient) Preferred Plan of Care Discussion * Discussion held with ☐ Patient ☒ Primary Nominated Healthcare Spokesperson (NHS) ☒ Secondary Nominated Healthcare Spokesperson (NHS) * This discussion was held with the patient's Nominated Healthcare Spokesperson(s) because ... test 4 / 80	No (Checkbox) Yes (Text field)

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	PPC ACP Form	Editable?
5	Section A: Understanding of Medical Condition, Values and Goals of Care 	Yes
6	Section B: Goals of Medical Care 	No (Checkbox) Yes (Other comments)

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	PPC ACP Form	Editable?
7	Section C * Preferred place of medical treatment and care in event of deterioration ☒ Remain to be cared at home ☐ Remain to be cared at nursing home ☐ Remain to be cared at hospice ☐ Remain to be cared at hospital ☐ Trial of treatment in own home before considering transfer to hospital ☐ Trial of treatment in nursing home before considering transfer to hospital ☐ Trial of treatment in hospice before considering transfer to hospital ☐ Transfer to hospital ☐ No Preference ☐ Not Decided ⓘ ☐ Others (transfer to hospice, etc)	No
8	Section C (If Not Decided or Others) Section C * Preferred place of medical treatment and care in event of deterioration ☐ Remain to be cared at home ☐ Remain to be cared at nursing home ☐ Remain to be cared at hospice ☐ Remain to be cared at hospital ☐ Trial of treatment in own home before considering transfer to hospital ☐ Trial of treatment in nursing home before considering transfer to hospital ☐ Trial of treatment in hospice before considering transfer to hospital ☐ Transfer to hospital ☐ No Preference ☒ Not Decided ⓘ ☐ Others (transfer to hospice, etc) * Please specify test	No

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	PPC ACP Form	Editable?
9	Section D * Preferred Place of Death in event of deterioration ☒ Nursing Home ☐ Own Home ☐ Inpatient Hospice ☐ Hospital ☐ No Preference ☐ Not Decided ⓘ ☐ Others	No
10	Section C (If Not Decided or Others) Section D * Preferred Place of Death in event of deterioration ☐ Nursing Home ☐ Own Home ☐ Inpatient Hospice ☐ Hospital ☐ No Preference ☐ Not Decided ⓘ ☒ Others * Please specify test	No

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	PPC ACP Form	Editable?
11	Section E Section E: Other important notes test 4 / 600	Yes
12	Patient Signature (If Patient has signed = Yes) Patient Signature * Patient has signed ☒ Yes ☐ No * Date of signing 18-Jun-2026	No
13	Patient Signature (If Patient has signed = No) Patient Signature * Patient has signed ☐ Yes ☒ No * Reason Others, please specify * Please specify test 4 / 250	No

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	PPC ACP Form	Editable?																
14	NHS Signature (If NHS identified = Yes; NHS Signature = Yes) Nominated Healthcare Spokesperson (NHS) * NHS Identified Yes No + New Nominated Healthcare Spokesperson <table><thead><tr><th>Name of NHS</th><th>Relationship with patient</th><th>Contact number</th><th>Email</th><th>Is Primary NHS?</th><th>Has NHS signed the hardcopy?</th><th>Date of signing</th><th>Reason</th></tr></thead><tbody><tr><td>test</td><td>Parent</td><td>87654321</td><td>srirekam.yasumi.jayram@aic.sg</td><td> </td><td>Yes</td><td>18-Jun-2026</td><td>-</td></tr></tbody></table>	Name of NHS	Relationship with patient	Contact number	Email	Is Primary NHS?	Has NHS signed the hardcopy?	Date of signing	Reason	test	Parent	87654321	srirekam.yasumi.jayram@aic.sg		Yes	18-Jun-2026	-	No
Name of NHS	Relationship with patient	Contact number	Email	Is Primary NHS?	Has NHS signed the hardcopy?	Date of signing	Reason											
test	Parent	87654321	srirekam.yasumi.jayram@aic.sg		Yes	18-Jun-2026	-											
15	NHS Signature (If NHS identified = No) Nominated Healthcare Spokesperson (NHS) * NHS Identified Yes No * Reason test 4 / 250	No																

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	PPC ACP Form	Editable?																
16	NHS Signature (If NHS identified = Yes; NHS Signature = No) Nominated Healthcare Spokesperson (NHS) * NHS Identified Yes No + New Nominated Healthcare Spokesperson <table><thead><tr><th>Relationship with patient</th><th>Contact number</th><th>Email</th><th>Is Primary NHS?</th><th>Has NHS signed the hardcopy?</th><th>Date of signing</th><th>Reason</th><th>Action</th></tr></thead><tbody><tr><td>Sister</td><td>87654321</td><td>srirekam.yasumi.jayram@aic.sg</td><td> </td><td>No</td><td>-</td><td>Others: test</td><td> </td></tr></tbody></table>	Relationship with patient	Contact number	Email	Is Primary NHS?	Has NHS signed the hardcopy?	Date of signing	Reason	Action	Sister	87654321	srirekam.yasumi.jayram@aic.sg		No	-	Others: test		No
Relationship with patient	Contact number	Email	Is Primary NHS?	Has NHS signed the hardcopy?	Date of signing	Reason	Action											
Sister	87654321	srirekam.yasumi.jayram@aic.sg		No	-	Others: test												
17	Physician Signature (If Physician has signed = Yes) Physician In Charge Signature * Physician has signed Yes No MCR no of Physician ⓘ MCR no of Physician * Date of signing 18-Jun-2026 * Name of Physician ⓘ Test My signature below indicates my awareness of the patient's care preferences indicated in the ACP.	No (Checkbox) Yes (Name and Date of Signing)																

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	PPC ACP Form	Editable?
18	Physician Signature (If Physician has signed = No; Pending Physician's Signature) Physician In Charge Signature * Physician has signed ☐ Yes ☒ No * Reason Pending Physician's Signature Physician In Charge Signature * Physician has signed ☒ Yes ☐ No * Name of Physician ⓘ Name of Physician MCR no of Physician ⓘ MCR no of Physician * Date of signing Select date ☒ My signature below indicates my awareness of the patient's care preferences indicated in the ACP.	Yes (Checkbox, Name, MCR No. and Date of Signing)

ADMINISTRATIVE EDITS TO ACP FORM – FIELDS THAT CAN/CANNOT BE EDITED

S/N	PPC ACP Form	Editable?
19	Facilitator Signature Facilitator Name: Sirekam Yasumi Jayram - Edited Last 4 digits of NRIC: 48-81 Institution: Magic magic magic Email: sirekam.yasumi.jayram@aic.sg Date of signing: 18-Jun-2026 ☒ To note: Facilitator must collect signatures on hardcopy form and upload the scanned document in ACP IT System.	No
20	Contact Details of ACP Office ACP Office Contact Number ACP Office Contact Number	Yes
21	Other Supporting Information Available Other Supporting Information Available ☐ Living well statements ☐ Follow up plan ☐ Uploaded Manual Forms(s) ☐ Others	No

ADMINISTRATIVE EDITS TO ACP FORM

S/N	Scenario	Follow-up
1	- Facilitator A published an ACP on 1 Jul 2026. They found a typo error in the form on 3 Jul 2026. - Error: Getting adequate sleep ∪ 8 hours	Edits can be made to text fields → Facilitator A can make the edit
2	Facilitator A from Organisation M published an ACP on 1 Jul 2026. Facilitator B from Organisation N found a typo error in the form on 3 Jul 2026 when they viewed the form in NEHR.	Edits can only be made by users in the same organisation → Facilitator B should contact any user from Organisation M to make the edit
3	- Facilitator A published a PPC ACP on 1 Jul 2026 without a physician's signature. - The physician visited the organisation on 10 Jul 2026 and Facilitator A obtained the signature	Edits can be made to physician's signature → Facilitator A can make the edit

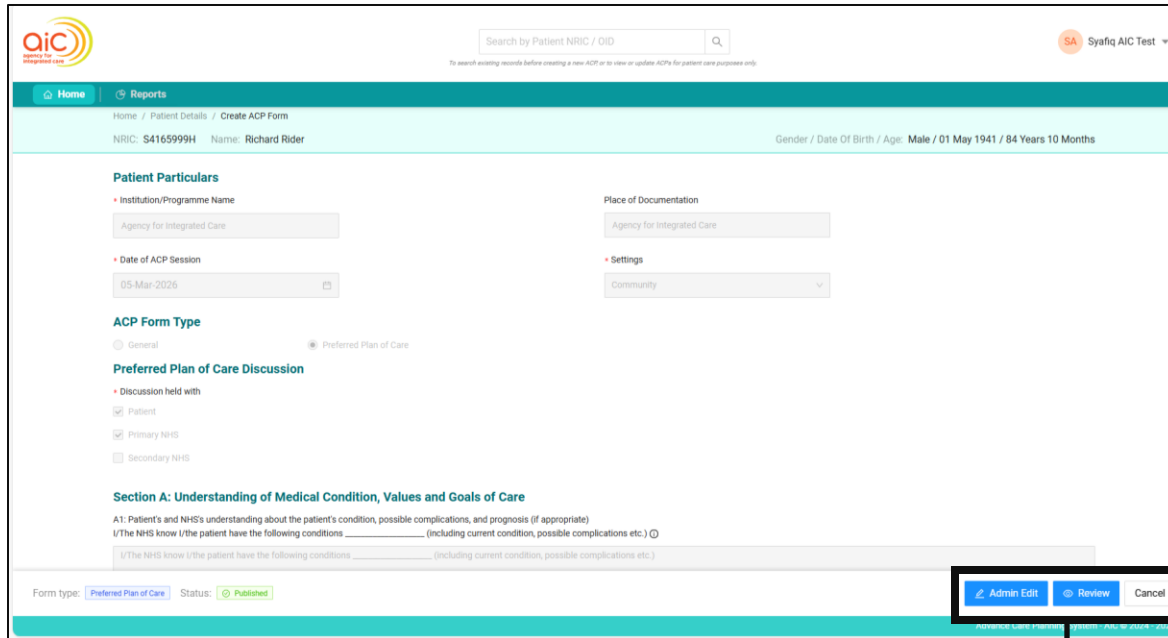
Note: Administrative edits to ACP form will not change their existing published ACP form care preferences and it does not change the version/ increase the ACP workload count.

ADMINISTRATIVE EDITS TO ACP FORM

S/N	Scenario	Follow-up
4	- Facilitator A published an ACP on 1 Jul 2026. They found errors in the form on 3 Jul 2026. - Error 1: Selected “To proceed with CPR” instead of “DO NOT attempt CPR” - Error 2: NHS name misspelt	Edits cannot be made to care preferences or NHS name → Facilitator A should withdraw the ACP form and republish a new one.
5	Facilitator A published an ACP on 1 Jul 2026. Patient informed Facilitator A on a change or addition in NHS on 23 Aug 2026.	Edits cannot be made to NHS → Facilitator A cannot make an edit. They should consider if the change or addition in NHS will affect the provision of care or review the ACP with the patient to update care preferences.
6	Facilitator A published an ACP on 1 Jul 2026. They found a typo error in the form on 29 Sept 2027.	Edits can only be made within 1 year of the form being published → Facilitator A cannot make an edit. They should consider if the typo will affect the provision of care or review the ACP with the patient to update care preferences.

Note: Administrative edits to ACP form will not change their existing published ACP form care preferences and it does not change the version/ increase the ACP workload count.

ADMINISTRATIVE EDITS TO ACP FORM



The screenshot shows the ACP Form interface for a patient named Richard Rider. The patient's details include NRIC: S4165999H, Gender: Male, Date of Birth: 01 May 1941, and Age: 84 Years 10 Months. The form is currently in the 'Preferred Plan of Care' section, which includes fields for Institution/Programme Name, Date of ACP Session, and Settings. The 'ACP Form Type' is set to 'General'. The 'Preferred Plan of Care Discussion' section includes checkboxes for 'Patient', 'Primary NHS', and 'Secondary NHS'. The 'Section A: Understanding of Medical Condition, Values and Goals of Care' section is also visible. At the bottom right, there are three buttons: 'Admin Edit', 'Review', and 'Cancel'.

1. Search for patient using NRIC/OID in the search bar.
2. Click on the patient name to view profile.
3. Select the ACP Form tab.
4. View ACP Form.
5. Select “Admin Edit”.
6. Make the necessary edits.
7. Click Save after completing edit.
8. Publish the form.



A close-up view of the administrative action buttons: 'Admin Edit', 'Review', and 'Cancel'. The 'Admin Edit' button is highlighted with a blue background and a pencil icon. The 'Review' button is also blue but with a magnifying glass icon. The 'Cancel' button is white with a grey border.

Note: Administrative edits to ACP form will not change their existing published ACP form care preferences and it does not change the version/ increase the ACP workload count.

ADMINISTRATIVE EDITS TO ACP FORM

Forms History

General

Preferred Plan of Care

Version	Published Date	Institution	User	Action
1.1	25-Mar-2026 07:28:59 PM	Agency for Integrated Care	Yasumi Jayram	View Form
1	25-Mar-2026 04:34:23 PM	Agency for Integrated Care	Yasumi Jayram	View Form

9. Patients can view the latest published version in MyLegacy.

- Latest edits will overwrite the previous version.
- Unable to see previous versions.

10. Healthcare professionals can see the latest published version via NEHR.

- Previous versions remain in ACPS but NEHR displays only the latest published version.

11. The ACP Form Version History is available under the ACP form tab.

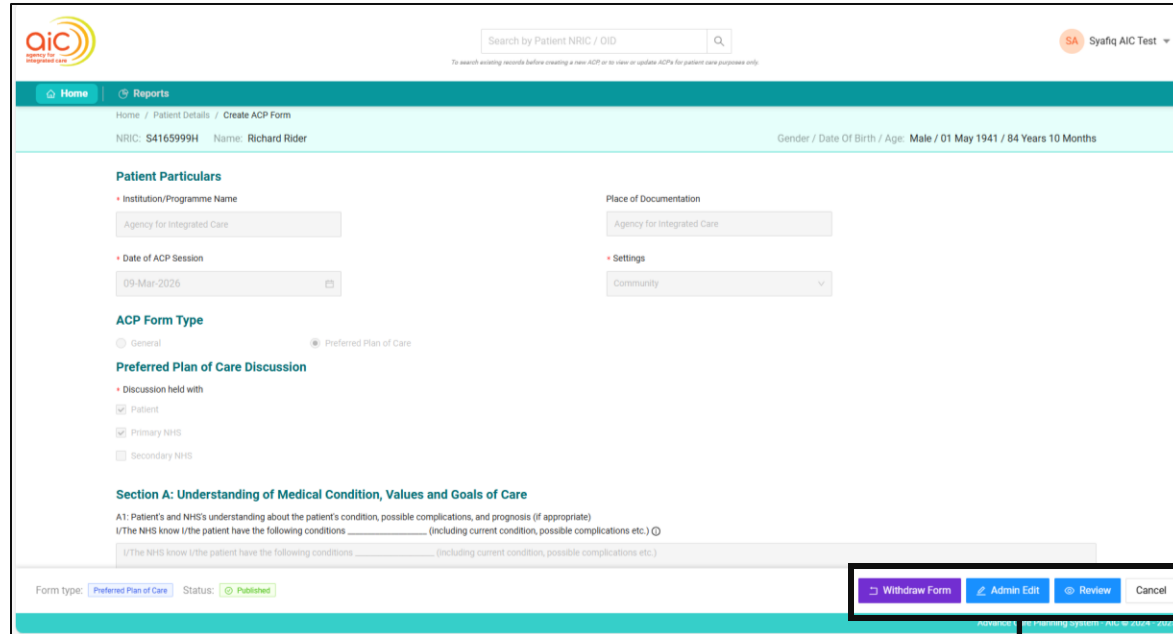
12. Version 1 represents the first published ACP form.

13. Each administrative edit increases the version number by 0.1.

14. For any change in care preference, please review the ACP form.

Note: Administrative edits to ACP form will not change their existing published ACP form care preferences and it does not change the version/ increase the ACP workload count.

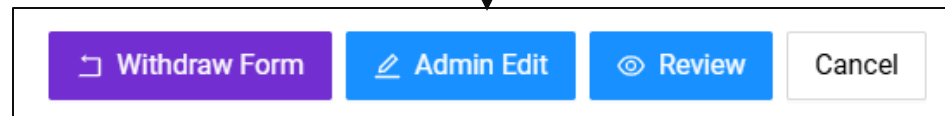
REVIEW



The screenshot shows the AIC system interface for a patient named Richard Rider. The 'Review' button is highlighted in a red box. The interface includes a search bar, a navigation menu, and a form for patient details and ACP form type. The 'Review' button is located at the bottom right of the form, next to 'Withdraw Form', 'Admin Edit', and 'Cancel'.

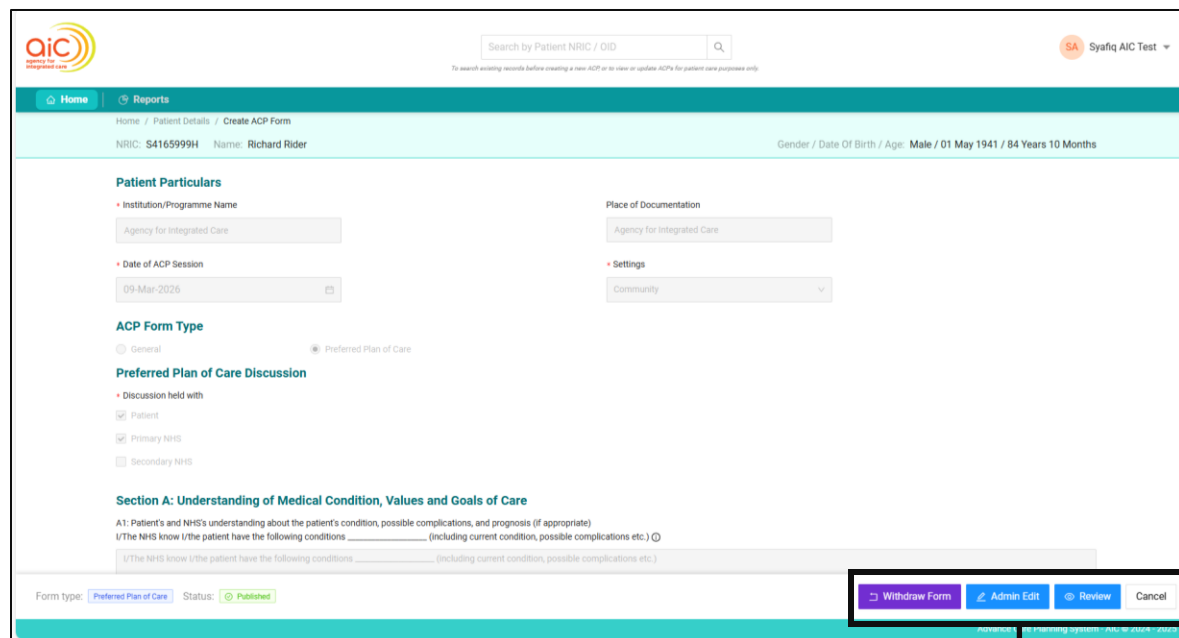
Overview

- If there are changes in care preferences discussed with the patient in a new session, a review can be conducted.
- Do not review the ACP form to add patient/NHS signatures.



This is a close-up of the 'Review' button and surrounding controls. The 'Review' button is blue with a magnifying glass icon. It is flanked by a purple 'Withdraw Form' button and a blue 'Admin Edit' button. To the right of these buttons is a white 'Cancel' button.

REVIEW



Search by Patient NRIC / OID

SA Syafiq AIC Test

Home / Patient Details / Create ACP Form

NRIC: S4165999H Name: Richard Rider Gender / Date Of Birth / Age: Male / 01 May 1941 / 84 Years 10 Months

Patient Particulars

Institution/Programme Name: Agency for Integrated Care

Place of Documentation: Agency for Integrated Care

Date of ACP Session: 09-Mar-2026

Settings: Community

ACP Form Type

General Preferred Plan of Care

Preferred Plan of Care Discussion

Discussion held with: Patient, Primary NHS, Secondary NHS

Section A: Understanding of Medical Condition, Values and Goals of Care

A1: Patient's and NHS's understanding about the patient's condition, possible complications, and prognosis (if appropriate)

I/The NHS know I/the patient have the following conditions (including current condition, possible complications etc.)

Form type: Preferred Plan of Care Status: Published

Withdraw Form Admin Edit Review Cancel

1. Search for patient using NRIC or OID in the search bar.
2. Click on the patient name to view profile.
3. Select the ACP Form tab.
4. View ACP Form.
5. Select "Review". All the fields are editable and all the data from the previously published ACP form will be auto-populated.
6. Make the necessary edits.
7. Do note that the date of session must be updated.
8. Click Save after completing edits.
9. Publish the form.

REVIEW

Forms History				
^ General				
Version	Published Date	Institution	User	Action
No Documents Uploaded.				
^ Preferred Plan of Care				
Version	Published Date	Institution	User	Action
2	10-Mar-2026 11:13:23 AM	Agency for Integrated Care	Syafiq AIC Test	Withdrawn
1	10-Mar-2026 10:12:12 AM	Agency for Integrated Care	Syafiq AIC Test	View Form
v Disease Specific				

10. Patients can view the latest published version in MyLegacy.
 - i. Latest edits will overwrite the previous version.
 - ii. Unable to see previous versions.
11. Healthcare professionals can see the latest published version via NEHR.
 - i. Previous versions remain in ACPS but NEHR displays only the latest published version.
12. The ACP Form Version History is available under the ACP form tab.
13. Version 1 represents the first published ACP form.
14. Each review increases the version number by 1. This reflects the number of times the ACP form was been reviewed.

REPORTS

REPORTS



Legend:



Access at organisation level



Access at owner level



Access at organisation level for all organisations under cluster



No access

Type	Name	ACP Institutional Administrator	ACP Coordinator	General ACP Facilitator	PPC ACP Facilitator	ACP Facilitator (2 Types)	Cluster Representative
Transactional	ACP Type						
	Published Form						
	Withdrawn Form						
Summary	NHS						
	Care Preference						
	Preferred Place of Death						
	Utilisation						
	ACP Workload						
	Withdrawn Form Summary						
Audit	Audit Login						
	Audit Patient						
	Audit Log						

REPORTS

[Home](#) | [Reports](#)

ACP Reports

[Transactional Reports](#) | [Summary Reports](#)

ACP Types Report

The ACP Type Report allows users to generate a list of all ACP forms that are in draft, published or history status, within a specified date range based on when the forms were created in the system.

Published Forms Report

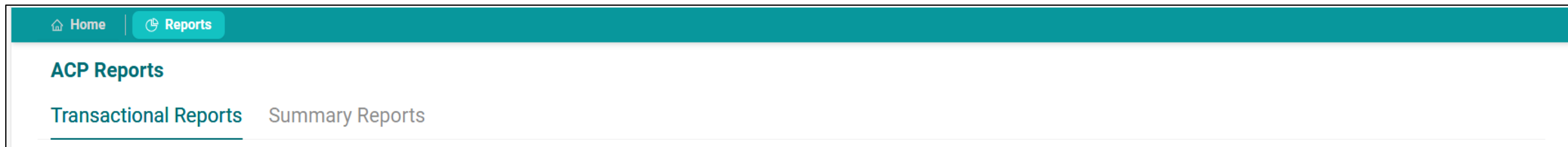
The Published Form Report allows users to generate a list of all published ACP forms for all patients. This report only includes ACP forms with a published status. Currently, this report excludes individuals whose forms have been withdrawn, or who are deactivated or deceased in the system.

Withdrawn Form Transactional Report

The Withdrawn Form Transactional Report allows institutions to monitor and audit the reasons for ACP form withdrawals.

1. Login to the system.
2. Select the Reports tab.
3. Select the report required.

REPORTS



3 Types of Transactional Reports

- i. Transactional reports reflect individual ACP patient records
- ii. ACP Type, Published Form, Withdrawn Form Transactional

6 Types of Summary Reports

- i. Summary reports reflect the aggregated number of ACP patient records
- ii. NHS Report, Care Preference, Preferred Place of Death, Utilisation, ACP Workload, Withdrawn Form Summary

3 Types of Audit Reports

- i. Audit reports reflect each user's movements for audit purposes
- ii. Audit Login, Audit Patient, Audit Log

3 TYPES OF TRANSACTIONAL REPORTS

Reflect individual ACP patient records

1. ACP Type Report

- Lists all ACP forms by status:
 - Draft – ACPs that have been created by transcriber/ facilitator but not published. This means that the ACP is not available in NEHR or MyLegacy.
 - Published – The ACP is available in NEHR and MyLegacy.
 - History – The ACP was withdrawn or replaced by a newly published ACP. It is not available in NEHR or MyLegacy.
- Results are based on the form creation date range
- Used for tracking ACP activity across different form statuses

2. Published Form Report

- Lists published ACP forms only
- Excludes:
 - Withdrawn forms
 - Deactivated patients
 - Deceased patients
- Used for reporting and operational purposes

3. Withdrawn Form Transactional Report

- Lists withdrawn ACP forms
- Includes reasons for withdrawal
- Supports auditing and governance monitoring

6 TYPES OF SUMMARY REPORTS (1/2)

Reflect the aggregated number of ACP patient records

1. NHS Report

- Counts patients with a Nominated Healthcare Spokesperson (NHS)
- Shows the relationship between patient and NHS
- Includes published ACP forms only
- Data organized by ACP form type

2. Care Preference Report

- Summarises patients' care preferences
- Includes published ACP forms only
- Care questions vary by ACP form type

3. Preferred Place of Death Report

- Summarises patients' preferred place of death from PPC forms
- Compare preference with patient bio-data
- Includes published ACP forms only

6 TYPES OF SUMMARY REPORTS (2/2)

Reflect the aggregated number of ACP patient records

4. Utilisation Report

- Shows the number of ACP forms created by the selected organization
- Includes Draft and Published status
- Includes the number of new patients created with ACP forms
- Deceased individuals are included in counts
- Withdrawn or deactivated forms reduce totals

5. ACP Workload Report

- Track ACP forms contributed by certified facilitators
- Used to monitor facilitator activity and workload
- Deceased individuals are included
- Withdrawals or deactivations reduce totals

6. Withdrawn Form Summary Report

- Provides a high-level summary of withdrawn ACP forms
- Aggregates withdrawal counts and reasons
- Supports management reporting and audit oversight

3 TYPES OF AUDIT REPORTS

Reflect each user's movements for audit purposes

1. Audit Login Report

- Records all user login activities
- Includes logins performed via Corppass and Azure
- Used for security monitoring and audit purposes

2. Audit Patient Report

- Captures the audit trail of all actions performed on a patient record
- Supports traceability of patient-related activities

3. Audit Log Report

- Records system actions not related to login or patient activities
- Includes administrative and other operational system actions

REPORTS

[Home](#) | [Reports](#) | [Announcements](#) | [Facilitators Database](#) | [Organisation Settings](#) | [Users](#) | [UAM Exercise](#)

Reports / **ACP Types Report**

* Date Range
Start date → End date

* User's Organisation
Please select

* ACP Status
Please select

* ACP Type
Please select

Patient Setting
Please select

Generate Report

Password Protection

* Enter Password
Enter password

Hint: Strictly 12 to 15 characters only; a combination of Alpha Numeric (e.g. passw0rd1234) or Alpha Numeric with Special characters (e.g. passw0rd123!)

OK Cancel

- To generate the report, fill in the fields.
- Generate Report.
- Enter a password to protect personal data.
- A progress tab will appear.
- Users will receive an email when the report is generated.
- The request will remain in the system for 3 calendar days from the date of request.

S/No	Requested At	Status	Action
1	19-Jun-2026 02:40:23 PM	In Progress	ACPTYPEREPORT_20260619144023.xlsx

Total 1 items
1
10 / page
Go to 1

5 Aug 2026 v1

REPORTS

S/No	Requested At	Status	Action
1	19-Jun-2026 02:40:23 PM	Completed	ACPTYPEPEREPORT_20260619144023.xlsx



Confirm Download

You are about to download sensitive data from the Advance Care Planning IT System. Please ensure you are only using endpoint devices as approved by your organisation while handling, storing and transferring this data.

By clicking 'OK', you agree to take all appropriate security arrangements as indicated in the Conditions of Use, including but not limited to preventing unauthorised or accidental access, collection, use, disclosure, copying, modification, disposal or destruction (or other similar risks) of the data in your control and possession. You also agree to ensure all downloading of data is performed on a need-to basis.

Cancel

OK

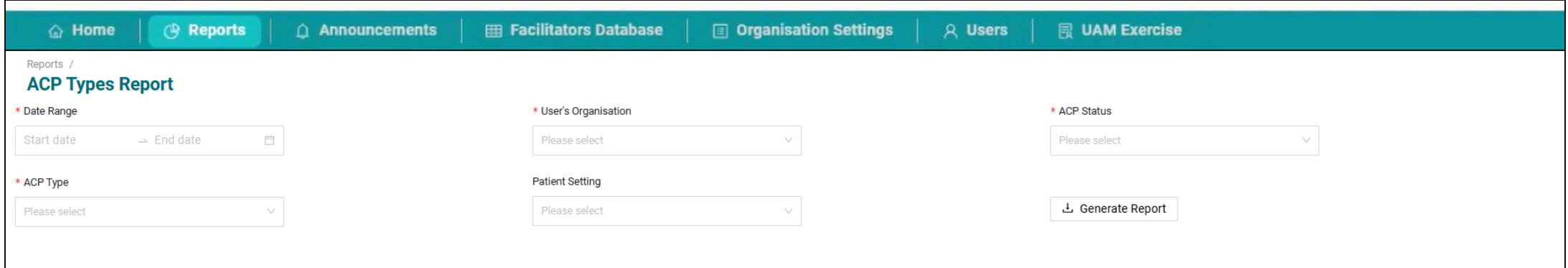
- Click on the Report name. (e.g. ACPTYPEPEREPORT_20260619144023.xlsx)
- Confirm Download.
- The report will be downloaded.
- Input the password to view the report.

ACP TYPES REPORT

REPORTS		Legend:					
		 Access at organisation level  Access at owner level  Access at organisation level for all organisations under cluster  No access					
Type	Name	ACP Institutional Administrator	ACP Coordinator	General ACP Facilitator	PPC ACP Facilitator	ACP Facilitator (2 Types)	Cluster Representative
Transactional	ACP Type						
	Published Form						
	Withdrawn Form						
Summary	NHS						
	Care Preference						
	Preferred Place of Death						
	Utilisation						
	ACP Workload						
	Withdrawn Form Summary						
Audit	Audit Login						
	Audit Patient						
	Audit Log						

The ACP Type Report allows users to generate a list of all ACP forms that are in draft, published or history status, within a specified date range based on when the forms were created in the system. This report is mainly used for workload reporting for ACP programme and funding.

ACP TYPES REPORT



The screenshot shows the 'ACP Types Report' form within the AIC system. The top navigation bar includes links for Home, Reports (active), Announcements, Facilitators Database, Organisation Settings, Users, and UAM Exercise. The form itself has a teal header with 'Reports / ACP Types Report'. Below this, there are three main sections for filtering the report: 1. Date Range: A field with 'Start date' and 'End date' separated by a double arrow, with a calendar icon. 2. User's Organisation: A dropdown menu with 'Please select' and a downward arrow. 3. ACP Status: A dropdown menu with 'Please select' and a downward arrow. Below these, there are two more sections: 4. ACP Type: A dropdown menu with 'Please select' and a downward arrow. 5. Patient Setting: A dropdown menu with 'Please select' and a downward arrow. To the right of these sections is a 'Generate Report' button with a download icon.

1. Go to the “Reports’ tab and select ACP Types Report.
2. To generate the report, select:
 1. Correct date range
 2. All the organisations and users under organisation or cluster
 3. ACP status “published” and “history”
 4. All ACP types “General”, “Preferred Plan of Care” and “Disease specific”
 5. All patient setting
3. Generate Report.

ACP TYPES REPORT

Password Protection

* Enter Password

Enter password

Hint: Strictly 12 to 15 characters only; a combination of Alpha Numeric (e.g. passw0rd1234) or Alpha Numeric with Special characters (e.g. passw0rd123!)

OK

Cancel

4. Enter a password to protect personal data.
5. A progress tab will appear.
6. Users will receive an email when the report is generated.
7. The request will remain in the system for 5 calendar days from the date of request.

S/No	Requested At	Status	Action
1	19-Jun-2026 02:40:23 PM	In Progress	ACPTYPEREPORT_20260619144023.xlsx

Total 1 items
<
1
>
10 / page
Go to
1

ACP TYPES REPORT

S/No	Requested At	Status	Action
1	19-Jun-2026 02:40:23 PM	Completed	ACPTYPEREPORT_20260619144023.xlsx

⚠ Confirm Download

You are about to download sensitive data from the Advance Care Planning IT System. Please ensure you are only using endpoint devices as approved by your organisation while handling, storing and transferring this data.

By clicking 'OK', you agree to take all appropriate security arrangements as indicated in the Conditions of Use, including but not limited to preventing unauthorised or accidental access, collection, use, disclosure, copying, modification, disposal or destruction (or other similar risks) of the data in your control and possession. You also agree to ensure all downloading of data is performed on a need-to basis.

Cancel

OK

8. Click on the Report name (e.g. ACPTYPEREPORT_20260619144023.xlsx)
9. Confirm Download.
10. The report will be downloaded.
11. Input the password to view the report.
12. The excel sheet will contain:
 - i. The transactional data, which includes Date of ACP Session, Type of ACP, ACP Status, Published Date, Modified Date, Facilitator Name, and Withdrawal Details.
 - ii. A summary based on Name of Cluster, Sector Type, Organisation Name and No. of Published ACPs.



ADDITIONAL COORDINATOR AND INSTITUTIONAL ADMINISTRATOR FUNCTIONS - WITHDRAWALS

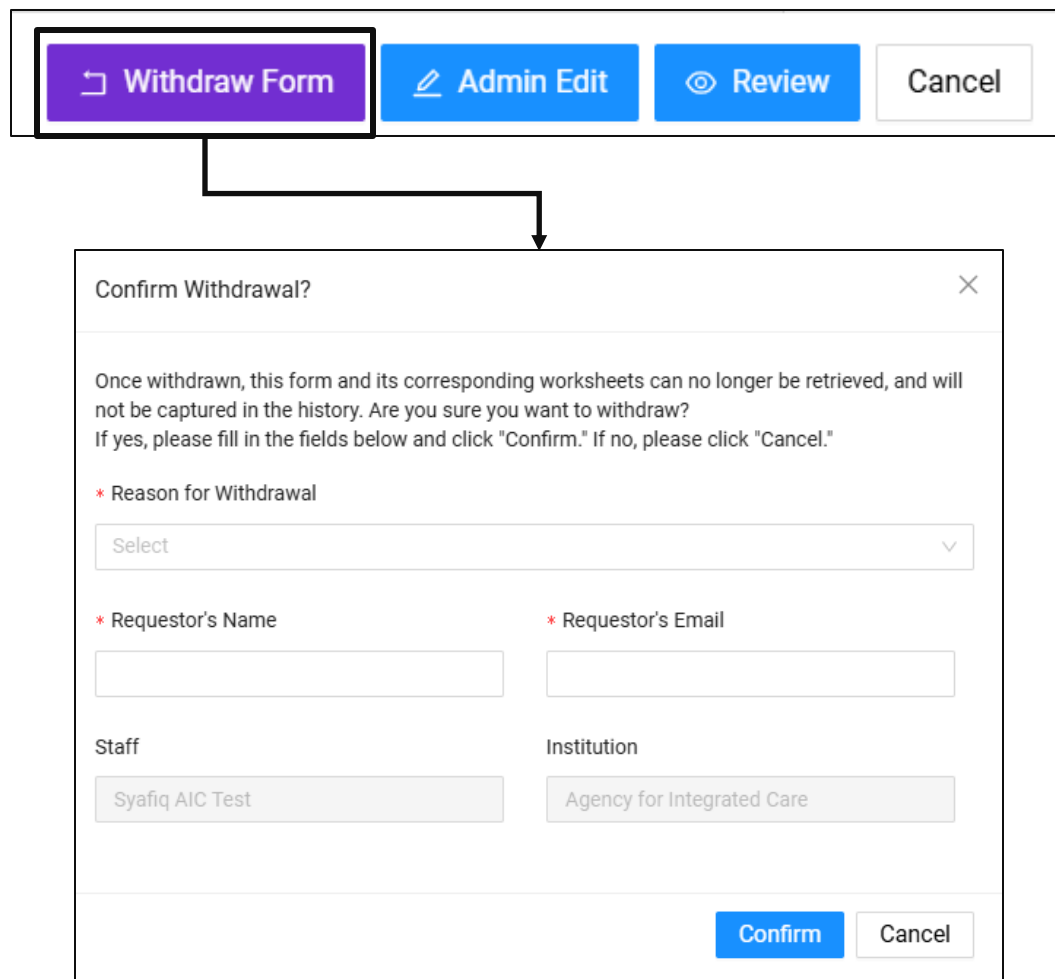
ROLES WITHIN ACPS

Role	Description	Recommended for
ACP Coordinator	ACP Coordinator role is granted to trained ACP Facilitators who are certified to conduct both types of ACP (General and PPC) for patients. In addition, they hold a privileged role at the institutional level to withdraw forms (e.g. in the event of consent withdrawal) and access reports that contains ACP information of all the patients whom their institution encounters.	This role is recommended for ACP Team leads who are ACP practitioners and certified to conduct both types of ACP (General and PPC). They may also use the report function for programme development and reporting purposes.
ACP Institutional Administrator	Institutional Administrator role is granted to programme administrators at the institutional level. They are not required to be a certified facilitator and thus there will be no 'writing' access granted under this role. They are able to access Audit Reports and other reports that contain patients' ACP information. This role can withdraw forms (e.g. in the event of consent withdrawal).	This role is recommended for ACP Programme Leads who are not ACP practitioners. They have the key role to make use of the report function for programme development and reporting purposes.

WITHDRAWALS

1. Forms can be withdrawn for the following reasons:
 - i. Patient withdraws consent to share current ACP information
 - ii. Data entry error
 - iii. Duplication of form
 - iv. Wrong patient
 - v. Others (to specify)
2. Once withdrawn, the form and its corresponding worksheets are not longer retrievable and will not be captured in the history.
3. Only the following users can withdraw ACP forms:
 - i. ACP Coordinators
 - ii. Institutional Administrators
4. Note:
 1. If there are changes in patient's care preferences, Review the ACP form.
 2. If there are typo edits required for ACP form, make Administrative Edits to the ACP form.
 3. Patient may have multiple ACP forms in the form history. Ensure you are withdrawing the intended form.

WITHDRAWALS



The image shows a user interface for withdrawing a form. At the top, there is a horizontal bar with four buttons: 'Withdraw Form' (purple), 'Admin Edit' (blue), 'Review' (blue), and 'Cancel' (grey). The 'Withdraw Form' button is highlighted with a black border. An arrow points from this button to a 'Confirm Withdrawal?' dialog box below it.

Confirm Withdrawal?

Once withdrawn, this form and its corresponding worksheets can no longer be retrieved, and will not be captured in the history. Are you sure you want to withdraw?
If yes, please fill in the fields below and click "Confirm." If no, please click "Cancel."

* Reason for Withdrawal

Select

* Requestor's Name

* Requestor's Email

Staff

Syafiq AIC Test

Institution

Agency for Integrated Care

Confirm Cancel

1. Search for patient using NRIC/OID in the search bar.
2. Click on the patient name to view profile.
3. Select the ACP Form tab.
4. View ACP Form.
5. Select "Withdraw Form".
6. A confirmation pop-up will be displayed. User must:
 - i. Select a reason for withdrawal
 - ii. Enter the requestor's name and email address
7. Click Confirm to proceed with withdrawal.

WITHDRAWALS

Summary Biodata **ACP Form** Uploaded Documents

ACP Forms + Create an ACP Form

Form Type	Form Status	Last Modified Date	NEHR Synced	Action
General	-	-		
Preferred Plan of Care	Draft	26-Feb-2026 04:17:10 PM		Edit Draft
Disease Specific	-	-		

Forms History

^ General

Version	Published Date	Institution	User	Action
1.1	15-Feb-2026 04:36:52 PM	Agency for Integrated Care	Yasumi Jayram	Withdraw
2.1	19-Feb-2026 03:50:47 PM	Agency for Integrated Care	Yasumi Jayram	Withdraw
2	19-Feb-2026 03:50:47 PM	Agency for Integrated Care	Yasumi Jayram	Withdraw
1	15-Feb-2026 04:36:52 PM	Agency for Integrated Care	Yasumi Jayram	Withdraw

[Preferred Plan of Care](#)
[Disease Specific](#)

Reason for withdrawal : Patient withdraws consent to share current ACP information

Requestor's Name : Sirekam Yasumi

Requestor's Email : sirekam.yasumi.jayram@aic.sg

Staff : Yasumi Jayram

Institution : Agency for Integrated Care

- Withdrawal details are recorded in ACP form history. Details can be viewed by hovering over the form status.
- An email notification will be sent to the facilitator who published the form to confirm the withdrawal action.



TRAINING ADMINISTRATOR FUNCTIONS

TRAINING ADMINISTRATOR ROLE

Role	Description	Recommended for
Training Administrator	The Training Administrator role is only for training partners to key training details into ACPS directly. Training records and facilitator database will be digitised and stored within ACPS. Upon role request, the system will check if the facilitator is trained and certified to have access to the system.	This role is recommended for training partners to key in the training details into the system directly.

TRAINING ADMINISTRATOR

Overview

- Training Administrator is a new role for training partners only.
- Enables direct entry and management of training and facilitator records in the ACPS.
- The Facilitator Database is digitised and used to verify facilitator training eligibility.
- NRIC/FIN is used as a unique identifier for facilitators.
- The system checks training records before role requests are processed.
- If a facilitator is not trained for the requested role, the role request will not be sent for approval.
- Accurate data entry ensures correct role access and prevent delays.



TRAINING ADMINISTRATOR – FACILITATOR DATABASE

Home Facilitators Database								
Training History Facilitator List								
Search by Training Financial Year or Training Organisation...				Advanced Filter		New Training		
No.	Course Dates	Course Conducted	Training FY (Financial Year)	Training Organisation	Trainer Name 1	Trainer Name 2	Trainer Name 3	Actions
1	28-Jul-2018	General	FY18	Agency for Integrated Care	Test Name 1	Test Name 2	Test Name 3	Edit
2	01-Jun-2025, 02-Jun-2025	Preferred Plan of Care	FY25	Agency for Integrated Care	Trainer Juan	Trainer Deux	Trainer Tre	Edit
3	09-Nov-2025, 10-Nov-2025, 11-Nov-2025, 12-Nov-2025	Preferred Plan of Care	FY13	Agency for Integrated Care	Vince	Jason	-	Edit
4	02-Dec-2025, 03-Dec-2025, 04-Dec-2025, 05-Dec-2025, 06-Dec-2025, 07-Dec-2025, 08-Dec-2025, 09-Dec-2025, 10-Dec-2025, 12-Dec-2025	General	FY13	Agency for Integrated Care	FY 20 General Trainer 1 with update	-	-	Edit
5	07-Dec-2025	General	FY13	Agency for Integrated Care	Jie Lun	-	-	Edit
6	09-Dec-2025	General	FY25	Agency for Integrated Care	Liew De Hua	-	-	Edit
7	11-Dec-2025	General	FY14	Agency for Integrated Care	Eric Chou	-	-	Edit
8	15-Dec-2025, 16-Dec-2025	General	FY26	Agency for Integrated Care	Leroy	-	-	Edit
9	26-Dec-2025	General	FY25	Agency for Integrated Care	Daniel Chua	-	-	Edit
10	02-Jan-2026	General	FY26	Agency for Integrated Care	Trainer Juan	-	-	Edit

Total 21 items < 1 2 3 > 10 / page Go to 1

1. Navigate to the “Facilitator Database” tab.
2. View and manage the training records and facilitators list.

TRAINING ADMINISTRATOR – CREATE TRAINING RECORD

[Home](#)
[Facilitators Database](#)

[Training History](#)
[Facilitator List](#)

New Training Record

Training Information

* Training FY (Financial Year)

* Training Institution

* Course Conducted

☐ General ☐ Preferred Plan of Care

* Course Dates

* Trainer 1

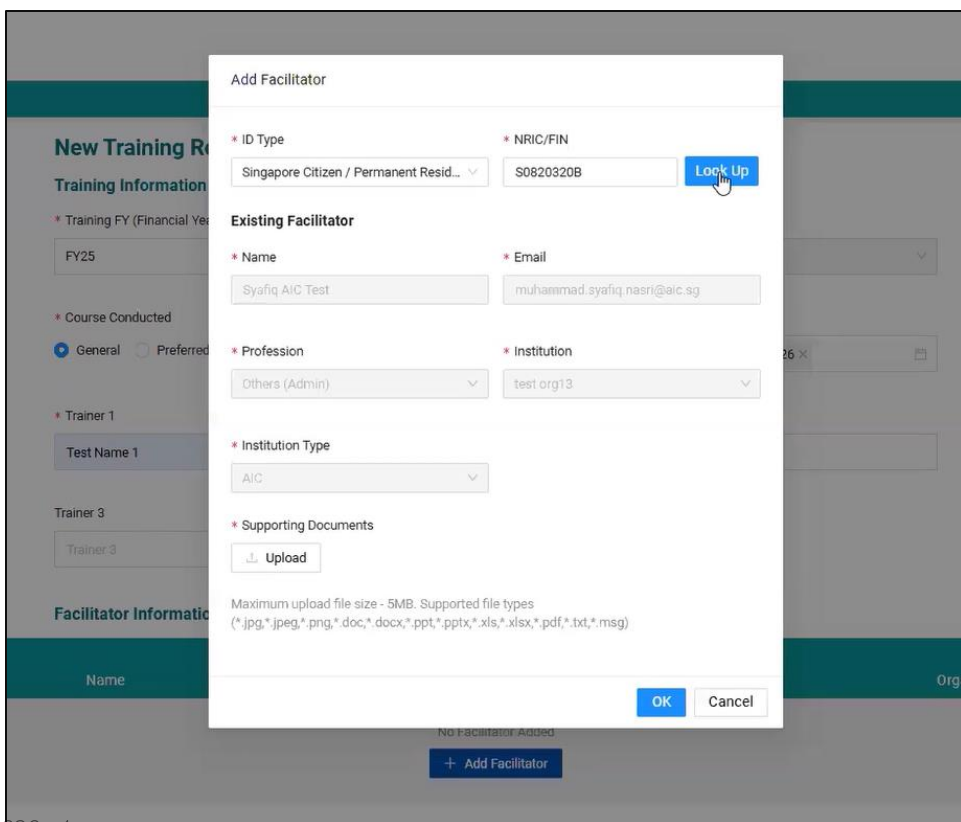
Trainer 2

Trainer 3

- Under Training History, Select “New Training”.
- Complete all required training fields.

TRAINING ADMINISTRATOR – ASSIGNING FACILITATOR

Facilitator Information							
ID Type	NRIC/FIN	Name	Email	Profession	Organisation	Organisation Type	Supporting Documents Action
No Facilitator Added							
+ Add Facilitator							



The screenshot shows the 'Add Facilitator' modal form. It contains the following fields and sections:

- ID Type:** A dropdown menu with 'Singapore Citizen / Permanent Resid...' selected.
- NRIC/FIN:** A text input field containing 'S08203208'.
- Look Up:** A blue button next to the NRIC/FIN field.
- Existing Facilitator:** A section with the following fields:
 - Name:** A text input field containing 'Syafiq AIC Test'.
 - Email:** A text input field containing 'muhammad.syafiq.nasri@aic.sg'.
 - Profession:** A dropdown menu with 'Others (Admin)' selected.
 - Institution:** A dropdown menu with 'test org13' selected.
 - Institution Type:** A dropdown menu with 'AIC' selected.
 - Supporting Documents:** A section with an 'Upload' button and a note: 'Maximum upload file size - 5MB. Supported file types (*.jpg, *.jpeg, *.png, *.doc, *.docx, *.ppt, *.pptx, *.xls, *.xlsx, *.pdf, *.txt, *.msg)'.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.

5. Select “Add Facilitator”.
6. Complete all required facilitator details.
7. The “Look Up” button allows administrators to check if the facilitator already exists in facilitator database.
8. Existing facilitator details will auto-populate.
9. Existing records cannot be edited at this stage.
10. Upload mandatory supporting documents as proof of training.
11. Multiple documents may be uploaded.

TRAINING ADMINISTRATOR – MANAGING RECORDS

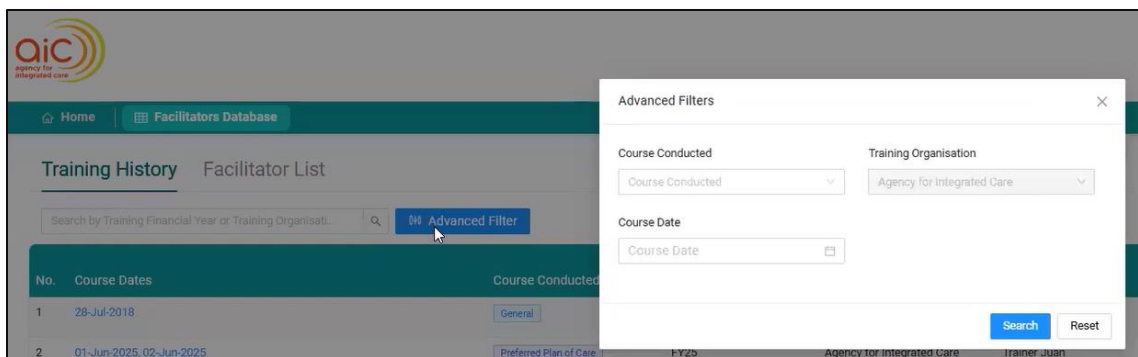
Facilitator Information

+ Add Facilitator

ID Type	NRIC/FIN	Name	Email	Profession	Organisation	Organisation Type	Supporting Documents	Action
SCPR	S0820320B	Syafiq AIC Test	muhammad.syafiq.nasri@aic.sg	ADM	test org13	AIC		 
SCPR	S9766027A	Elyssa AIC Test	elyssa.tan.ym@aic.sg	NUR	Tan Tock Seng Hospital	RESTR_HOSP		 

> Register

Cancel



The screenshot shows the 'Training History' page with a table of training records. An 'Advanced Filters' modal is open, allowing users to filter by 'Course Conducted', 'Training Organisation', and 'Course Date'. The 'Course Conducted' dropdown is set to 'Agency for Integrated Care'. The 'Course Date' field is empty. The 'Search' button is highlighted.

Edit

Delete

Back

12. Register the training.

13. Search trainings by Financial Year.

14. Advanced filters:

- Course conducted.
- Training organisation.
- Course date.

15. Edit or delete training records conducted by your organisation if needed.

TRAINING ADMINISTRATOR – SEARCH FOR FACILITATOR

Training History
Facilitator List

Please note that searches should be done for training administration purposes only

No.	Full Name	Email Address	Organisation	Training Type	Actions
1	Facil S0000000J with update 4	S0000000J@gmail.com	Agency for Integrated Care	General	Edit
2	Jerome Isabelo Felipe II	felipe.jerome.isabelo@synapxe.sg	Agency for Integrated Care	-	Edit
3	Lorenz Josphel Lavilla	lavilla.lorenz@synapxe.sg	Agency for Integrated Care	Preferred Plan of Care	Edit
4	Mark Ticlao	mark.ticlao@synapxe.sg	Agency for Integrated Care	Preferred Plan of Care	Edit
5	New Facilitator	00002@gmail.com	Agency for Integrated Care	General	Edit
6	TEST CORPPASS USER TWO	felipe.jerome.isabelo@synapxe.sg	Agency for Integrated Care	-	Edit
7	Vince Ladrera	vince.ladrera@synapxe.sg	Agency for Integrated Care	General	Edit
8	Yasumi	srirekam.yasumi.jayram@aic.sg	Agency for Integrated Care	General Preferred Plan of Care	Edit

Total 8 items

16. Under Facilitator List, search for facilitators using NRIC/FIN, Name or Organisation.

17. Administrators can search for all facilitators in the facilitator database.

TRAINING ADMINISTRATOR – EDITING FACILITATOR DETAILS

Facilitator Information

+ Add Facilitator

Name	Email	Profession	Institution	Sector Type	Supporting Documents	Action
Syafiq	muhammad.syafiq.nasri@aic.sg	Other Allied Health	Agency for Integrated Care	AIC	 1	 
Yong Tat	yong.tat.koh@aic.sg	Other Allied Health	Agency for Integrated Care	AIC	 1	 
Lim Fang Jun	fang.jun.lim@aic.sg	Others (Admin)	Magic magic magic	AIC	 1	 
Sriekam Yasumi	sriekam.yasumi.jayram@aic.sg	Nurses	Agency for Integrated Care	AIC	 1	 

 Update

 Delete

Cancel

18. Data accuracy is critical as the training records and facilitator details are used to validate facilitator eligibility for ACP roles. Errors may result in rejected role requests or delayed system access.

19. AIC may approach TAs for rectification of training records if facilitator's NRIC/FIN has been updated or erroneous.

20. TAs will need to delete the facilitator record with the old/incorrect NRIC/FIN from the training record and add the updated facilitator as a new entry in the training record.

TRAINING ADMINISTRATOR – EDITING FACILITATOR DETAILS

S/N	Scenario	Follow-up
1	Update in citizenship / NRIC details a) Training Admin A from Organisation M creates Gen ACP Training Record for Facilitator B, who was on Employment Pass (FIN details) b) Facilitator B becomes a Permanent Resident and updates citizenship and NRIC details in ACPS profile page c) Facilitator B will lose access to ACPS as NRIC in profile does not match FIN in facilitator database	Delete existing record and add new record with updated details i. AIC will contact Organisation M Training Admins ii. Any Training Admin from Organisation M can enter ACPS and search for the training record. iii. Under Facilitator Information, delete Facilitator B record with FIN details. iv. Add Facilitator B record with NRIC details.



Facilitator Information

+ Add Facilitator

Name	Email	Profession	Institution	Sector Type	Supporting Documents	Action
Syafiq	muhammad.syafiq.nasri@aic.sg	Other Allied Health	Agency for Integrated Care	AIC	 1	 

TRAINING ADMINISTRATOR – EDITING FACILITATOR DETAILS

S/N	Scenario	Follow-up
2	Typo in facilitator's NRIC during training record creation a) Training Admin C from Organisation O creates PPC ACP Training Record for Facilitator D with NRIC S1234567P b) Facilitator D applies for ACPS access with NRIC S1234567B and is not found in the facilitator database. c) AIC investigates and discovers that NRIC of Facilitator D has a typo in the facilitator database.	Delete existing record and add new record with correct details i. AIC will contact Organisation O Training Admins ii. Any Training Admin from Organisation O can enter ACPS and search for the training record. iii. Under Facilitator Information, delete Facilitator D record with incorrect NRIC details S1234567P. iv. Add Facilitator D record with correct NRIC details S1234567B.

Facilitator Information

+ Add Facilitator

Name	Email	Profession	Institution	Sector Type	Supporting Documents	Action
Syafiq	muhammad.syafiq.nasri@aic.sg	Other Allied Health	Agency for Integrated Care	AIC		 



CLUSTER REPRESENTATIVE FUNCTIONS

CLUSTER REPRESENTATIVE ROLE

Role	Description	Recommended for
Cluster Representative	The Cluster Representative role is only for clusters to access and review ACP Type Reports for institutions assigned to Clusters under ACP programme for funding purposes.	This role is recommended for clusters to review workload funding and audit purposes of their partnered institutions under ACP programme.

SEARCH PATIENT

To search existing records before creating a new ACP, or to view or update ACPs for patient care purposes only.

- Search for patient using NRIC/OID in the search bar.
 - Users are strongly encouraged to use the OID, a unique identifier given to the patient, instead of NRIC/FIN when communicating with colleagues. This reduces the risk of data breaches and facilitates safe communication regarding ACP cases.
- If the patient exists, the system will display the search results. Click on the patient name to view profile.

Search Results								+ New Patient
Patient OID	NRIC	Patient Name	ACP Form Status	ACP Type	Last Modified Date	Institution	Deceased	Actions
PAT-26-9501949	S0439720G	test	-	-	-	-	No	Add to My Tracked List
Legend: Deactivated Deceased								

The screenshot shows the top navigation bar with the AIC logo and user profile 'YJ Yasumi Jayram'. Below it is a teal header with 'Home' and 'Reports' links. The main section is titled 'Search Results' and contains a table with columns: Patient OID, NRIC, Patient Name, ACP Form Status, ACP Type, Last Modified Date, Institution, Deceased, and Actions. A message box states 'Patient cannot be found. Click on New Patient to register the patient.' Below the table, there is a button labeled '+ New Patient'.

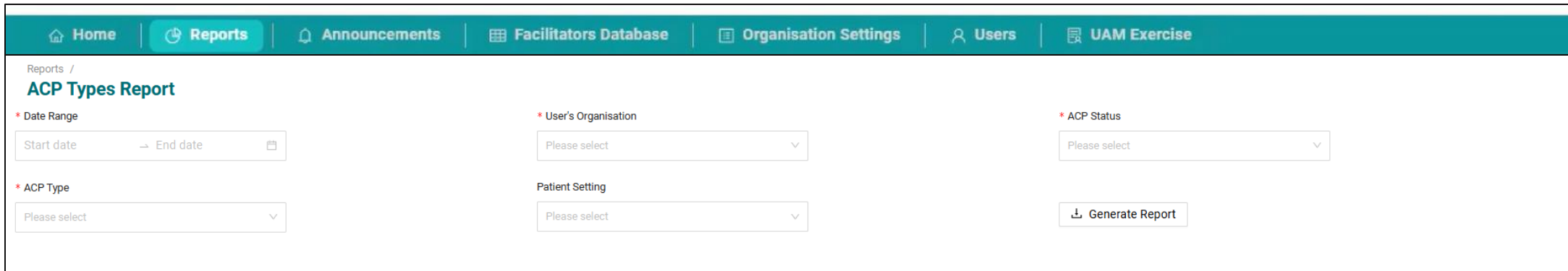
3. If the patient does not exist, the system will display the following notification: “Patient cannot be found. Click New Patient to register the patient.”

ACP TYPES REPORT

REPORTS		Legend:					
		 Access at organisation level  Access at owner level  Access at organisation level for all organisations under cluster  No access					
Type	Name	ACP Institutional Administrator	ACP Coordinator	General ACP Facilitator	PPC ACP Facilitator	ACP Facilitator (2 Types)	Cluster Representative
Transactional	ACP Type						
	Published Form						
	Withdrawn Form						
Summary	NHS						
	Care Preference						
	Preferred Place of Death						
	Utilisation						
	ACP Workload						
	Withdrawn Form Summary						
	Audit Login						
Audit	Audit Patient						
	Audit Log						

The ACP Type Report allows users to generate a list of all ACP forms that are in draft, published or history status, within a specified date range based on when the forms were created in the system. This report is mainly used for workload reporting for ACP programme and funding.

ACP TYPES REPORT



Home | Reports | Announcements | Facilitators Database | Organisation Settings | Users | UAM Exercise

Reports / **ACP Types Report**

* Date Range
Start date → End date

* ACP Type
Please select

* User's Organisation
Please select

Patient Setting
Please select

* ACP Status
Please select

Generate Report

1. Go to the “Reports’ tab and select ACP Types Report.
2. To generate the report, select:
 1. Correct date range
 2. All the organisations and users under organisation or cluster
 3. ACP status “published” and “history”
 4. All ACP types “General”, “Preferred Plan of Care” and “Disease specific”
 5. All patient setting
3. Generate Report.

ACP TYPES REPORT

✕

Password Protection

* Enter Password

Enter password

Hint: Strictly 12 to 15 characters only; a combination of Alpha Numeric (e.g. passw0rd1234) or Alpha Numeric with Special characters (e.g. passw0rd123!)

OK

Cancel

4. Enter a password to protect personal data.
5. A progress tab will appear.
6. Users will receive an email when the report is generated.
7. The request will remain in the system for 5 calendar days from the date of request.

S/No	Requested At	Status	Action
1	19-Jun-2026 02:40:23 PM	In Progress	ACPTYPEREPORT_20260619144023.xlsx

Total 1 items < 1 > 10 / page Go to 1

ACP TYPES REPORT

S/No	Requested At	Status	Action
1	19-Jun-2026 02:40:23 PM	Completed	ACPTYPEREPORT_20260619144023.xlsx

⚠ Confirm Download

You are about to download sensitive data from the Advance Care Planning IT System. Please ensure you are only using endpoint devices as approved by your organisation while handling, storing and transferring this data.

By clicking 'OK', you agree to take all appropriate security arrangements as indicated in the Conditions of Use, including but not limited to preventing unauthorised or accidental access, collection, use, disclosure, copying, modification, disposal or destruction (or other similar risks) of the data in your control and possession. You also agree to ensure all downloading of data is performed on a need-to basis.

Cancel

OK

8. Click on the Report name (e.g. ACPTYPEREPORT_20260619144023.xlsx)
9. Confirm Download.
10. The report will be downloaded.
11. Input the password to view the report.
12. The excel sheet will contain:
 - i. The transactional data, which includes Date of ACP Session, Type of ACP, ACP Status, Published Date, Modified Date, Facilitator Name, and Withdrawal Details.
 - ii. A summary based on Name of Cluster, Sector Type, Organisation Name and No. of Published ACPs.



VIEWER FUNCTIONS

VIEWER ROLE

Role	Description	Recommended for
Viewer	The viewer role is only for viewers who do not have National Electronic Health Records (NEHR) access and need to view ACP information.	This role is recommended for healthcare professionals who do not have NEHR access and need to view ACP information.

SEARCH PATIENT

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Search Results								+ New Patient
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PAT-26-9501949	S0439720G	test	-	-	-	-	No	Add to My Tracked List

Legend: Deactivated Deceased

SEARCH PATIENT

The screenshot shows the AIC Patient Search Results page. At the top left is the AIC logo (agency for integrated care). The top right displays the user profile "YJ Yasumi Jayram". Below the header is a teal navigation bar with "Home" and "Reports" links. The main section is titled "Search Results" and contains a table with columns: Patient OID, NRIC, Patient Name, ACP Form Status, ACP Type, Last Modified Date, Institution, Deceased, and Actions. The table body is empty, displaying the message "Patient not found." centered below the headers. A blue button labeled "+ New Patient" is positioned at the bottom center of the table area.

3. If the patient does not exist, the system will display the following notification: “Patient cannot be found. Click New Patient to register the patient.”

THANK YOU

Connecting You to Community Care