

Advance Care Planning IT System Training



April - May 2026
Endorsing Officers

Agenda

1. Introduction to the revamped system

2. Key features specific to your role

3. Scenarios on use cases

4. Reminders before go-live

5. Q&A session

Pose your questions via Pigeonhole or view our resources here:



linktr.ee/acpno

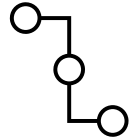
1. Introduction



The National Advance Care Planning IT System (ACPS) serves as the central repository for ACP information.



Ensures ACPs are documented and accessible to ensure patients' healthcare wishes and preferences are known to the treating healthcare professionals.



Interfaces with systems such as the National Electronic Health Records System (NEHR) for healthcare professionals and MyLegacy for Members of Public

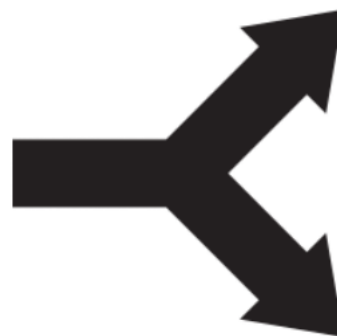
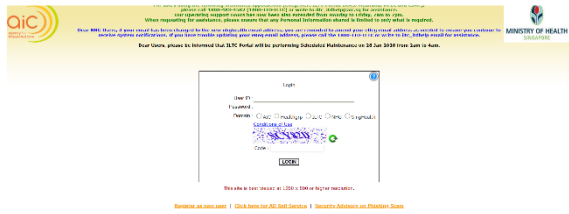


Users include healthcare professionals from restructured hospitals, community hospitals, nursing homes, home care, hospices, general practitioner clinics and other social and community providers.

From 24 August 2026, the revamped ACP IT System will include new features.

1. New User Login Process

[Current] Log in to ACP IT System via AIC's e-Registration System (e-Reg)



<https://intra.acp.aic.sg>

[Aug 2026] Public Healthcare Institutions (PHIs) will login using Azure authentication (i.e. your existing hospital credentials).

[Aug 2026] Non-Public Healthcare Institutions (Non-PHIs) will login via Corppass

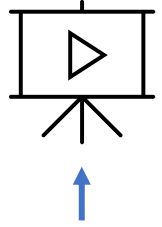
<https://acp.aic.sg/>



All EOs and users of the current system need to update their personal particulars in e-Reg by 15 May 2026 for AIC to migrate existing accounts.

If personal particulars are not updated, the accounts will not be migrated. Users will need to re-apply for user account access and obtain their EO's approval when the new system is launched.

Preview of login – Azure users



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to view
the video



Advance Care Plan IT System

Sign in with Azure

New User?

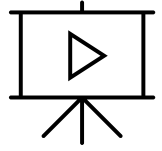
Register

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 iltc_itdhelp@aic.sg

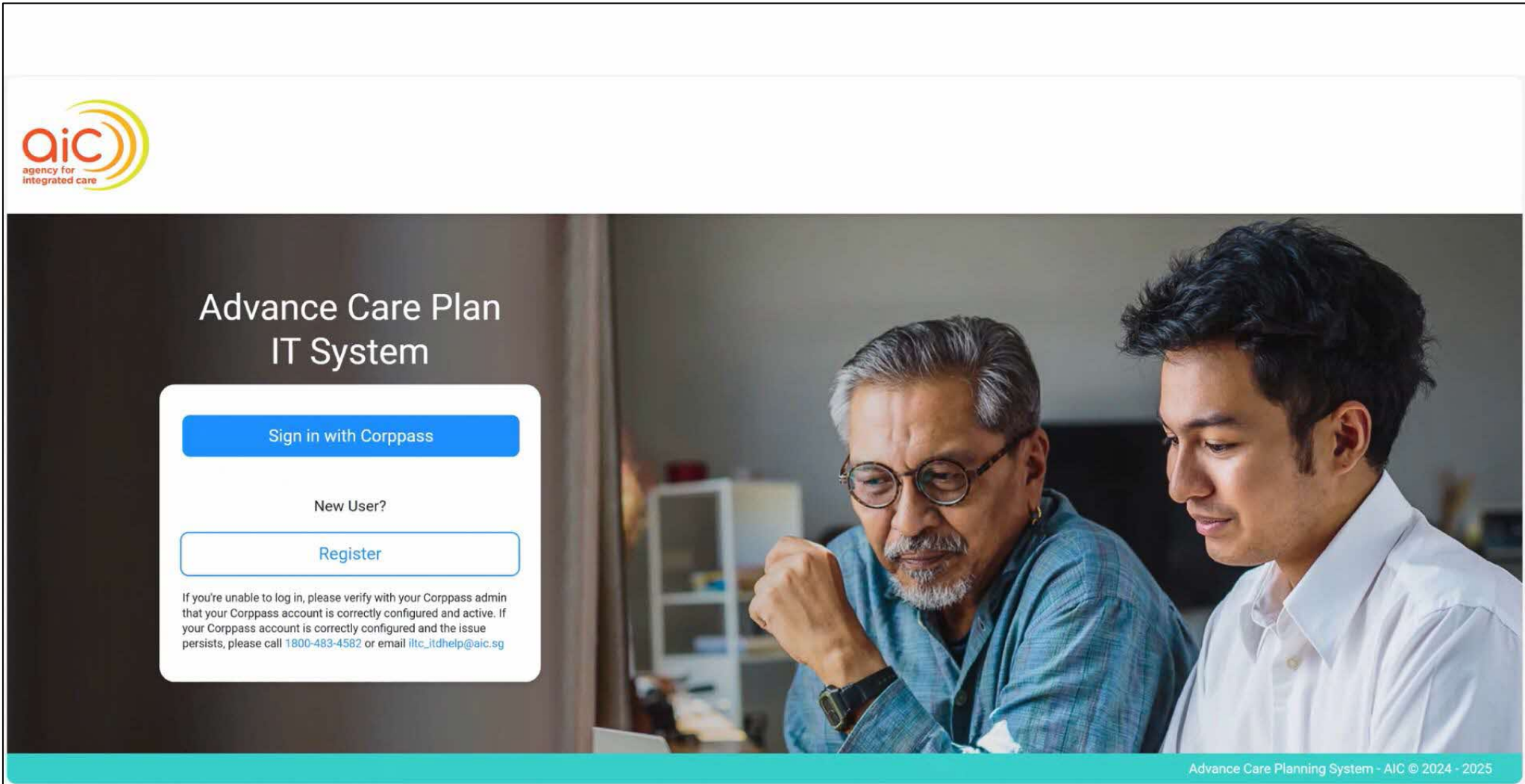


Advance Care Planning System - AIC © 2024 - 2025

Preview of login – Corppass users

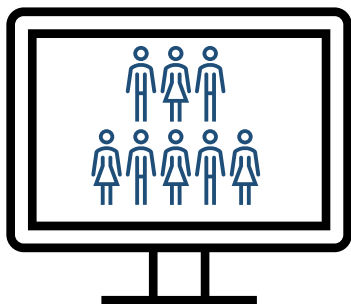


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From 24 August 2026, the revamped ACP IT System will include new features.

2. Digitised Facilitator Database



The facilitator database will be digitised and stored within ACP IT System. NRIC/FIN will be used as a unique identifier to check if the facilitator was trained upon role request.



All trained facilitators should update their NRIC via form.sg

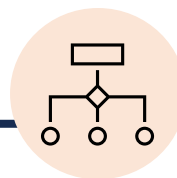
- AIC has contacted the affected General ACP Facilitators via email in Feb 2026
- PPC ACP Facilitators will be prompted to update after completing their e-learning

3. New Roles



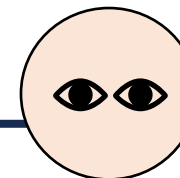
Training Administrator

Only for training partners to key training details into ACP IT System directly



Cluster Representative

Only for clusters to access ACP Types Report for institutions within their care for funding purposes

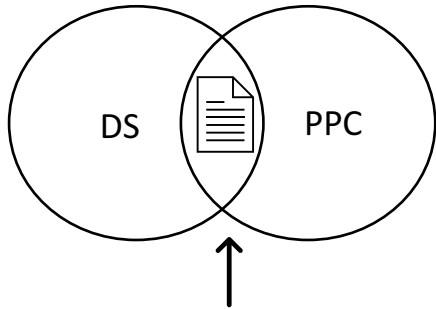


Viewer

Only for viewers who do not have NEHR access and need to view ACP information

From 24 August 2026, the revamped ACP IT System will include new features.

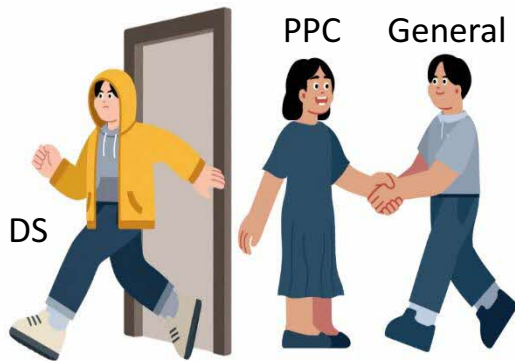
4. Refreshed PPC Form



The Disease Specific (DS) and Preferred Plan of Care (PPC) form will be integrated into a single form to enable ACP conversations for patients with serious illness(es), regardless of age, setting and condition.

- The existing published DS ACP forms will be migrated to the revamped system.
- Facilitators are encouraged to publish existing drafts of DS ACP forms by 21 August 2026.

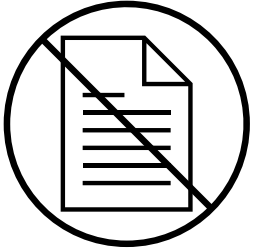
5. Removal of DS Facilitator Role



With the merging of the forms, the DS Facilitator role will be removed from the revamped system.

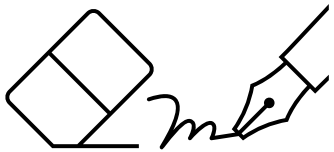
From 24 August 2026, the revamped ACP IT System will include new features.

6. Removal of Worksheets



Worksheets have been integrated into the ACP forms. Any existing worksheets will be migrated and are viewable as a pdf. Facilitators can still upload supporting documents into the system.

7. Administrative Edits



Any facilitator can update a patient's bio-data and facilitators in the organisation can make edits for typos or update a physician's signature for published ACPs.

2. Key features specific to your role



Endorsing Officers (EOs) play a key role in safeguarding access to the ACP IT system.

EOs are responsible for managing user system access and ensuring ACPs are correctly published under their organisation. This strengthens access controls to the ACP IT system, which contains clients' personal information and ACP preferences.

Approve or reject user access requests for staff in your organisation.

EOs should not approve their own user access requests (e.g. request for General ACP Facilitator Role). Your organisation should appoint another EO to approve the request.

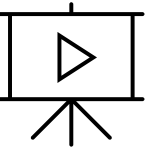


Maintain the active user list and deactivate accounts within 5 working days when users have left the organisation or are no longer authorised to have access



Undertake the 6-monthly User Recertification Exercise to audit users' access

Key Features for Endorsing Officers: Approve / Reject Requests



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the video



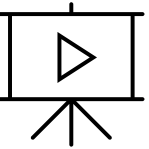
Advance Care Planning IT System



Approve or Reject Access Requests



Key Features for Endorsing Officers: Maintain User List



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the video



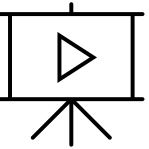
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Maintain User List



Key Features for Endorsing Officers: 6-Monthly UAM



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🔍 User Access Management Recertification Exercise



USER ACCESS MATRIX			Legend:									
			✓	Access all								
			✓	Access at organisation level								
				No access								
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									✓		
Restricted, Sensitive (Normal)												

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The viewer role is a new role for users to search for patients and view ACP forms

As an Endorsing Officer, you may receive requests for the viewer role. Here is what a viewer can do:

1. Search for patient by NRIC or OID



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

[Home](#)

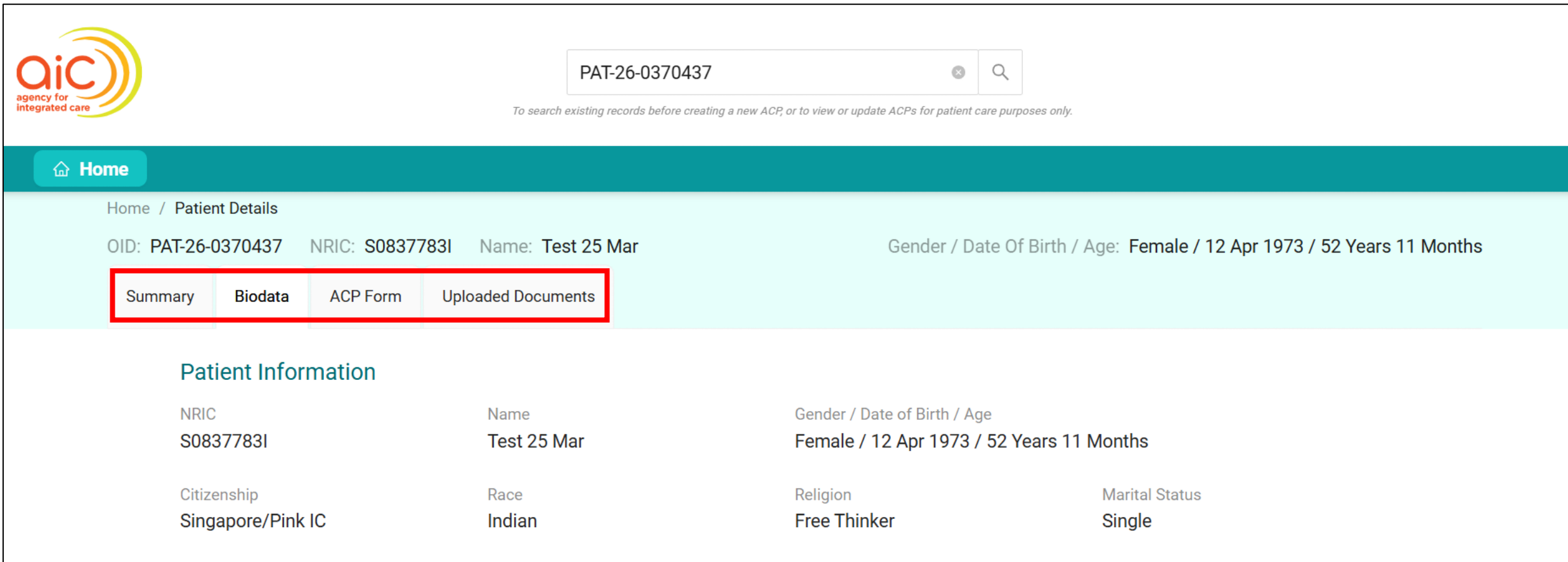
Search Results

Patient OID	NRIC	Patient Name	ACP Form Status	ACP Type	Last Modified Date	Institution
PAT-26-0370437	S08377831	Test 25 Mar	✔ Published	Preferred Plan of Care	26-Mar-2026 03:15:32 PM	Agency for Integrated

The viewer role is a new role for users to search for patients and view ACP forms

As an Endorsing Officer, you may receive requests for the viewer role. Here is what a viewer can do:

2. View Patient's Bio-data, ACP Form and Supporting Documents



aic
agency for
integrated care

PAT-26-0370437

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

[Home](#)

Home / Patient Details

OID: PAT-26-0370437 NRIC: S0837783I Name: Test 25 Mar Gender / Date Of Birth / Age: Female / 12 Apr 1973 / 52 Years 11 Months

Summary Biodata ACP Form Uploaded Documents

Patient Information

NRIC	Name	Gender / Date of Birth / Age	
S0837783I	Test 25 Mar	Female / 12 Apr 1973 / 52 Years 11 Months	
Citizenship	Race	Religion	Marital Status
Singapore/Pink IC	Indian	Free Thinker	Single

Disclaimer: All NRICs shown are dummy values

Restricted, Sensitive (Normal)

The viewer role is a new role for users to search for patients and view ACP forms

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

- ❖ The ACP form history can be found under the ACP form tab.
- ❖ Version 1 is the first ACP that was published for the patient.
- ❖ Any admin edits to the ACP form will change the version by point 1.
- ❖ Any review of the ACP form and change in preferences will change the version by 1.

3. Scenarios



Scenario 1 – Manage Access Requests



Dr Samira recently completed the General ACP Facilitator Training. Keen to facilitate and document Advance Care Plans with her patients, she submits an application for ACP IT System access as a General ACP Facilitator. What should her EO do?



Accept her user access request after conducting the necessary checks that Dr Samira i) is a member of the organisation and ii) will be actively conducting ACPs.

Scenario 2 – Manage Access Requests



Ms Lim is trained in General ACP but does not have a facilitator role in ACP IT System. She is currently the EO for Organisation A. Keen to facilitate and document Advance Care Plans with her patients, she submits an application for ACP IT System access as a General ACP Facilitator. Who should approve or reject her access request?



Another EO in Org A. This ensures clear role segregation and is in line with IT system governance requirements that the role requester and role approver are different users.

Scenario 3 – Maintain User List



Mr Ng holds an ACP Transcriber role, supporting ACP Facilitators in his hospital by entering ACP form details into the ACP IT System. After being rotated to a ward with no ACP-related duties, his access remained unchanged. When his uncle was later hospitalised, Mr Ng accessed the ACP IT System to view his uncle's ACP out of personal concern. This access was subsequently flagged during an audit. What should his Endorsing Officer have done to prevent this situation?



Deactivate Mr Ng's account within 5 working days when he rotated wards because users should only have access if they are performing ACP-related duties in their line of work.

Scenario 4 – 90 days inactivity



Mr Amin is an EO for a community care organisation. There have been no new user requests and he has not logged in to ACP IT System for 2 months. What should he do to maintain access to ACP IT System?



Login to ACP IT System before 90 days inactivity. In line with the HealthTech Info Manual (HIMs) policy, all healthcare systems impose this rule to ensure good governance of the system.

Scenario 5 – Appointment of New EO



Mr Chua currently holds an EO role but he is leaving his organisation. As part of his off-boarding process, he identifies Ms Ng as a suitable candidate to replace him as an EO. Why should he do this and what should he do to appoint Ms Ng as an EO?



1. Mr Chua should do this to ensure his organisation always has an EO accountable for staff access to ACP IT System.
2. Mr Chua should seek his head of organisation/CEO's endorsement of appointing Ms Ng as an Endorsing Officer via company email or signed organisation letterhead with clear designation indicated.
3. Ms Ng's name, NRIC, and company email address should be included when seeking for approval.
4. Upon receipt of approval, Ms Ng can apply for an EO role in ACP IT system and upload the approval as a supporting document. AIC will review the role request and grant access accordingly.
5. Mr Chua should also login to ACP IT System to request to delete his role.

4. Reminders before go-live

ACP National Office will support you during this transition period (Apr – Aug 2026)

Timeline		Apr	May	Jun	Jul	24 Aug 2026
Training Plans	EOs	System Training	FAQ Sessions	UX Testing		• Go live of ACP IT System • Discontinuation of DS ACP Form • Roll out of Revised PPC ACP Form
	All Users	System Training		UX Testing		

EOs and users are required to complete the following actions:

- ① All EOs and users must login to eReg and update your NRIC and email by 15 May 2026. Scan the QR code for a step-by-step guide.
- ② All non-PHI EOs should work with their Corppass Administrators to assign ACPS e-service to Corppass accounts. Refer to the email sent on 10 April 2026.
- ③ All PPC and DS ACP facilitators must complete the mandatory e-learning by 30 June 2026 to maintain their access to the ACP IT system. Reach out to your Endorsing Officers for advice if you have not received the e-learning instructions.



Q&A

Thank you for your participation!

Gentle Reminder:

Please remember to

1. [All] Update your particulars in eReg
2. [Non-PHIs} Ensure Corppass ACPS e-service is assigned
3. [PPC and DS ACP facilitators] Complete the mandatory e-learning/Reach out to your EO for advice.

For Further Enquiries:

• General Enquiries on Advance Care Planning (ACP) or ACP Training	Please contact the office-in-charge of Advance Care Planning within your organisation.
• Enquiries related to the revamped ACP IT System	Please contact ACP National Office at acp@aic.sg .

Dissemination of Presentation Materials:

Presentation slides and recording of webinar will be uploaded to Linktree and an email will be sent after all training has concluded.

Thank You

