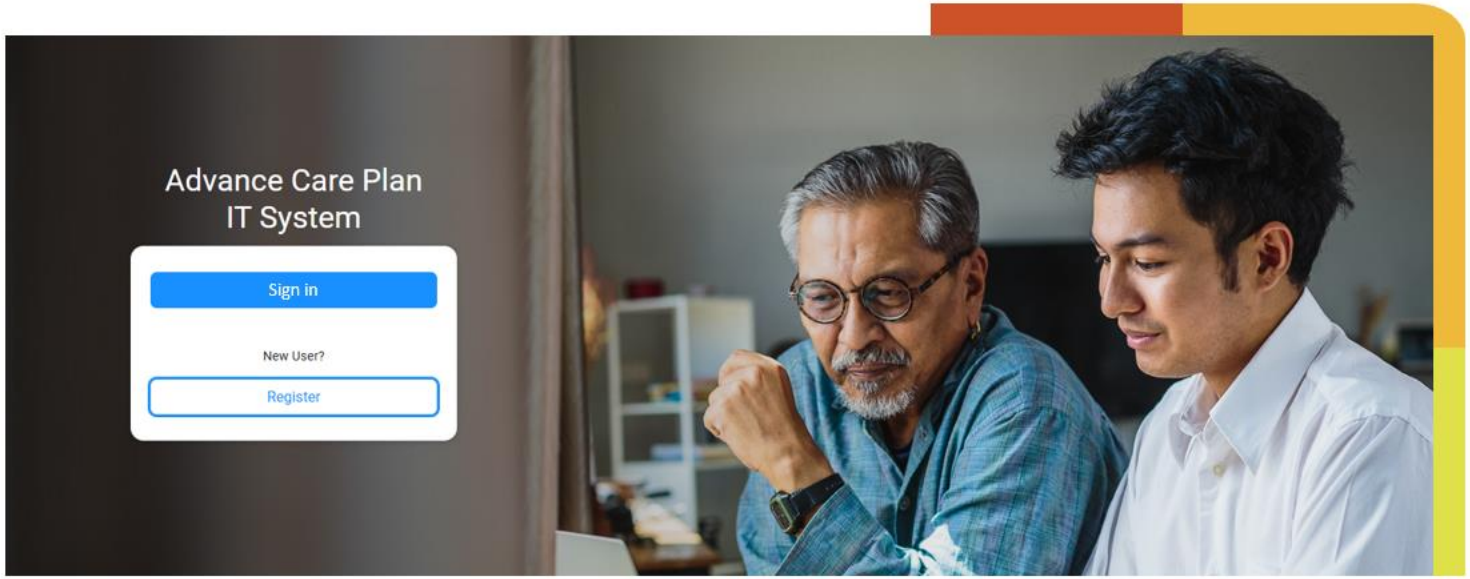
Note: For the most up-to-date system features and user walkthroughs, please refer to the ACPS User Guide (pdf) and ACPS Video Guides.

Advance Care Planning IT System Training



April - May 2026

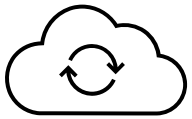
Endorsing Officers

Agenda

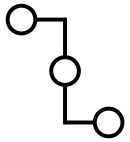
1. Introduction to the revamped system
2. Key features specific to your role
3. Scenarios on use cases
4. Reminders before go-live
5. Q&A session

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.



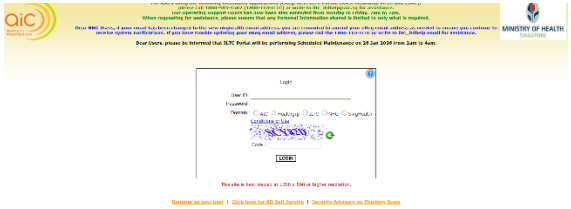
Interfaces with systems such as the National Electronic Health Records System (NEHR) for healthcare professionals and MyLegacy for Members of Public

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/

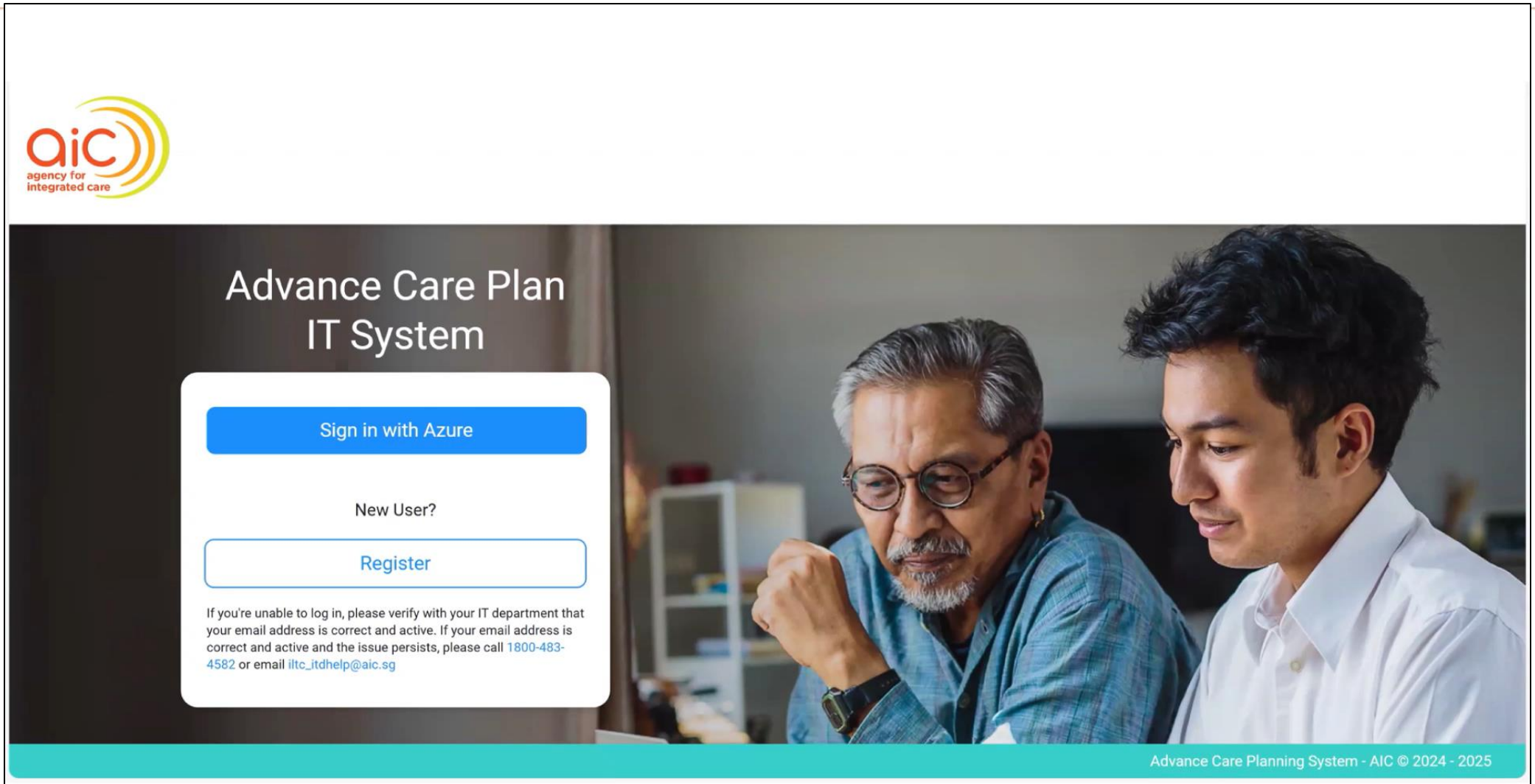
All EOs and users of the current system need to update their personal particulars in e-Reg by 15 May 2026 for AIC to migrate existing accounts.

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.

Disclaimer: All NRICs shown are dummy values

Preview of login – Azure users

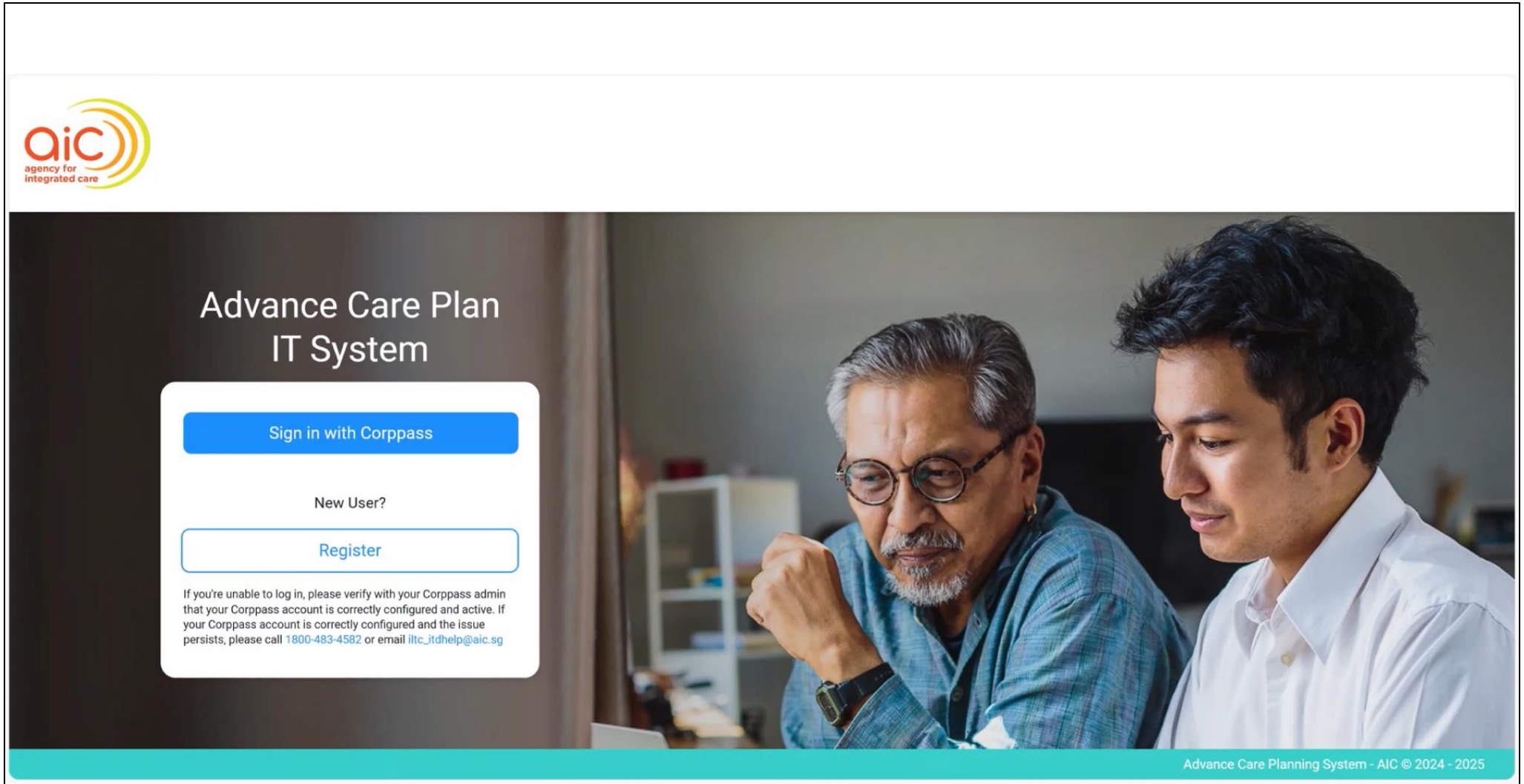
Click here to view the video



Disclaimer: All NRICs shown are dummy values

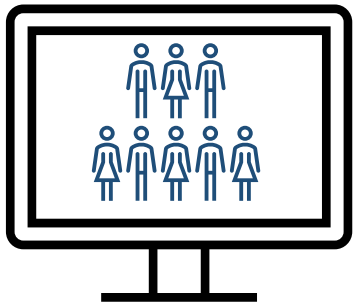
Preview of login – Corppass users

Click here to view the video



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

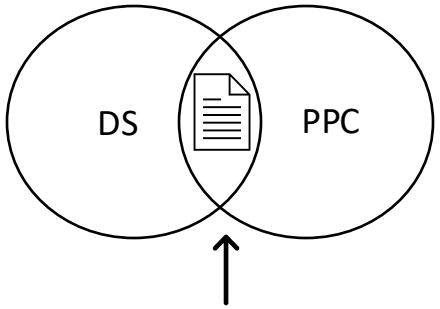
Only for clusters to access ACP Types Report for institutions within their care for funding purposes

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.

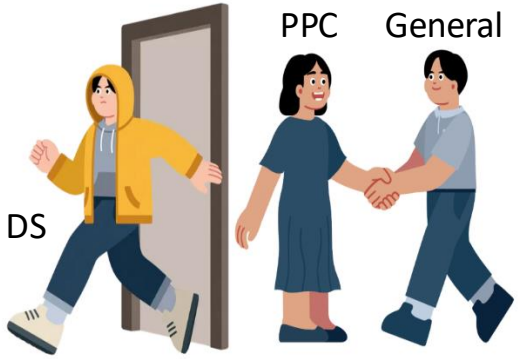
4. Refreshed PPC Form



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.

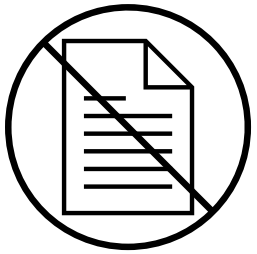
5. Removal of DS Facilitator Role



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

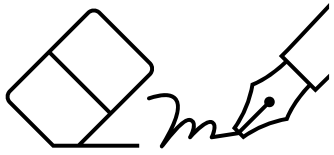
From 24 August 2026, the revamped ACP IT System will include new features.

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

Disclaimer: All NRICs shown are dummy values

Key Features for Endorsing Officers: Approve / Reject Requests

Click here to view the video

Advance Care Planning IT System

Approve or Reject Access Requests

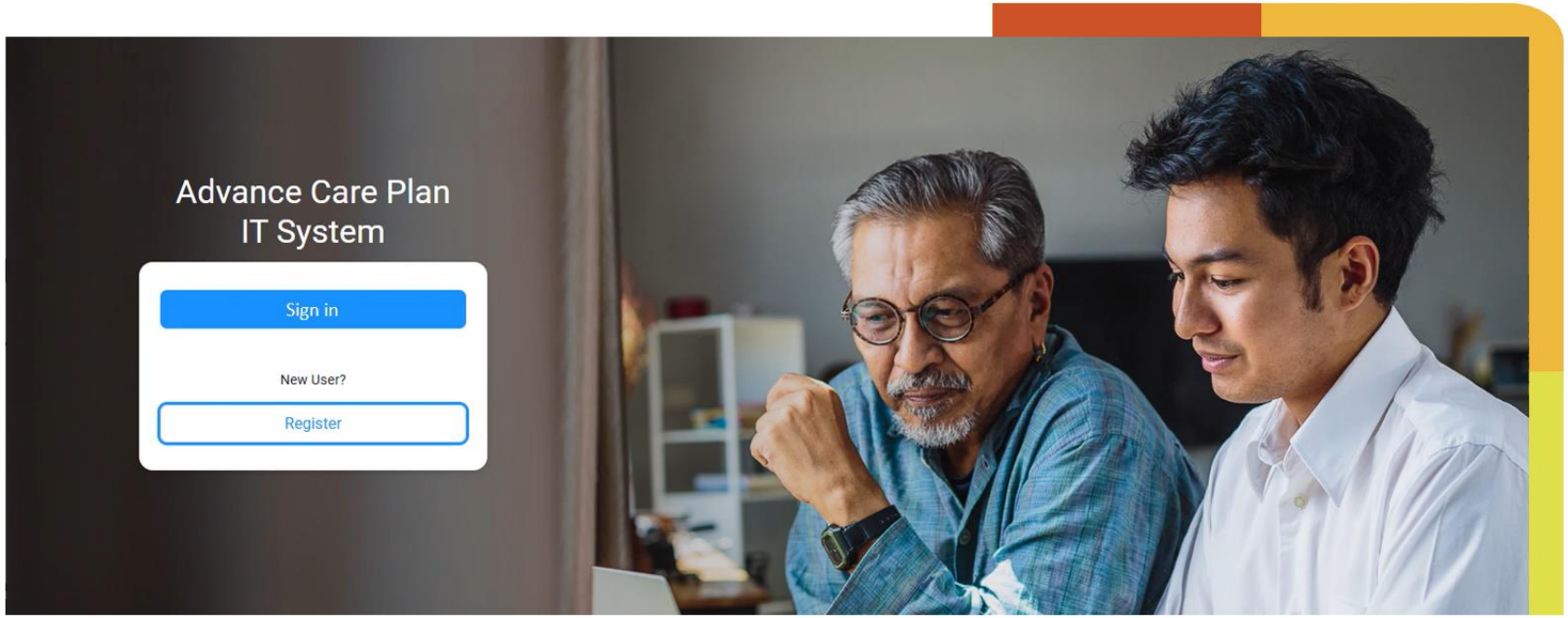
Disclaimer: All NRICs shown are dummy values

Key Features for Endorsing Officers: Maintain User List

Click here to view the video

Advance Care Planning IT System

Maintain User List



Disclaimer: All NRICs shown are dummy values

Key Features for Endorsing Officers: 6-Monthly UAM

Click here to view the video

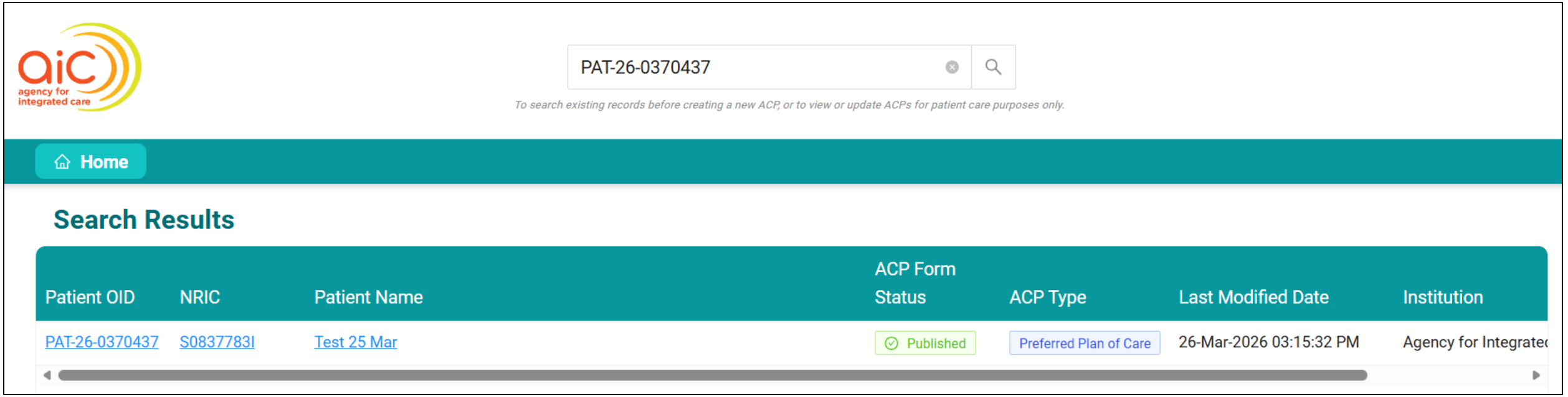
Advance Care Planning IT System

User Access Management Recertification Exercise

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

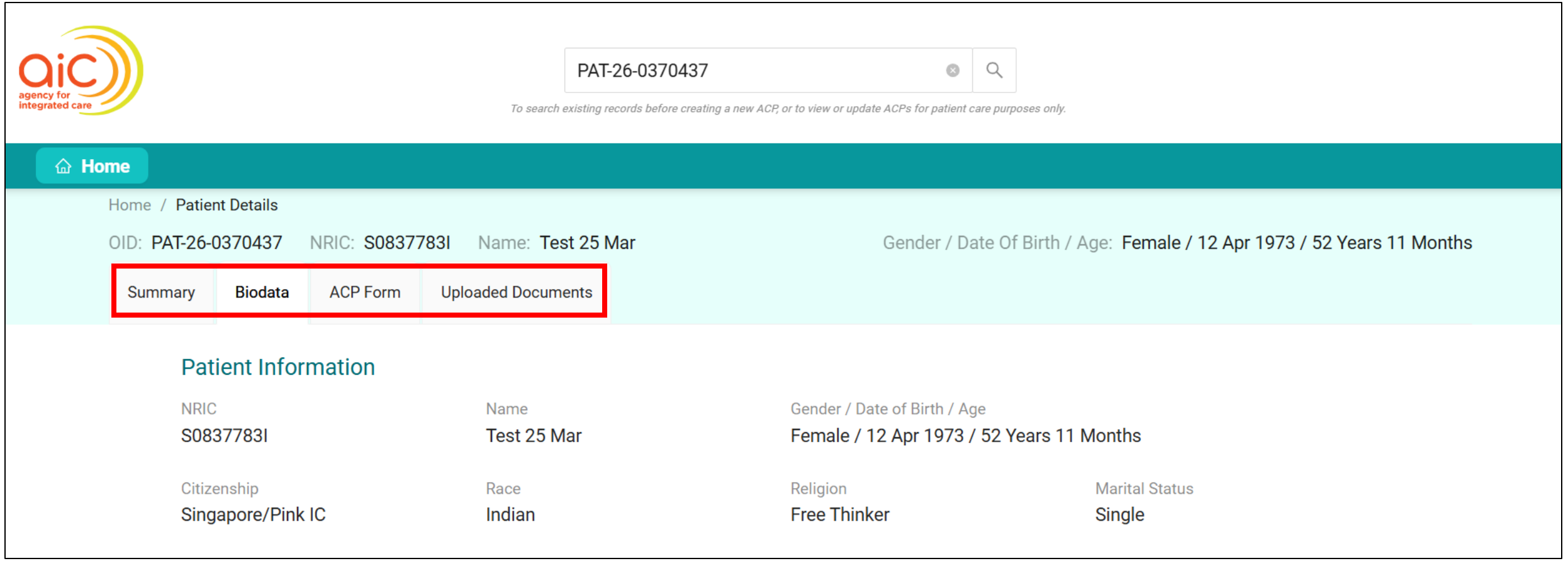


Disclaimer: All NRICs shown are dummy values

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



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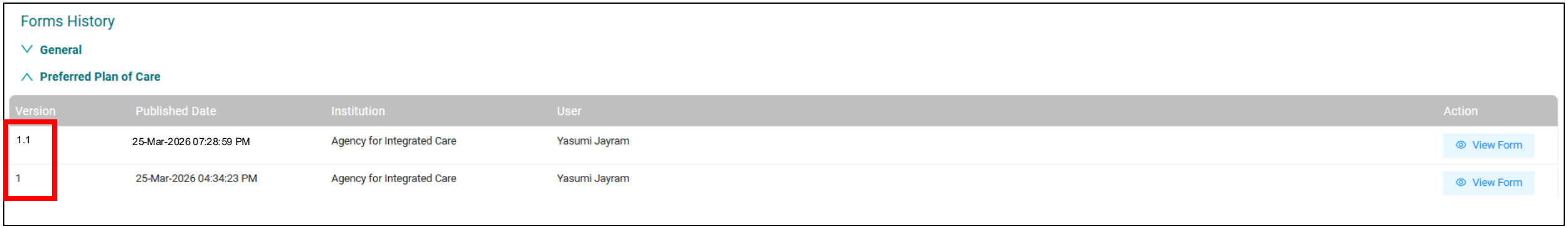
The viewer role is a new role for users to search for patients and view ACP forms



- 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)

<table>
<tr><th colspan="2">Timeline</th><th>Apr</th><th>May</th><th>Jun</th><th>Jul</th><th>24 Aug 2026</th></tr>
<tr><td rowspan="2">Training Plans</td><td>EOs</td><td>System Training</td><td>FAQ Sessions</td><td colspan="2">UX Testing</td><td rowspan="2">• Go live of ACP IT System
• Discontinuation of DS ACP Form
• Roll out of Revised PPC ACP Form</td></tr>
<tr><td>All Users</td><td colspan="2">System Training</td><td colspan="2">UX Testing</td></tr>
</table>

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