

Advance Care Planning IT System Training



28 Apr 2026

Institutional Administrators and Cluster Representatives

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

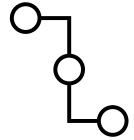
1. Introduction



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

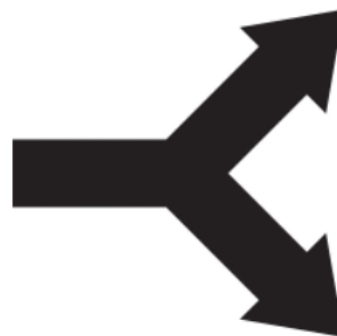
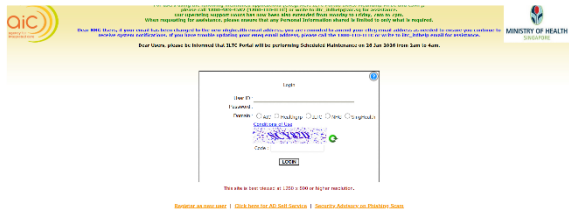


Users include healthcare professionals from restructured hospitals, community hospitals, nursing homes, home care, hospices, general practitioner clinics and other social and community providers.

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

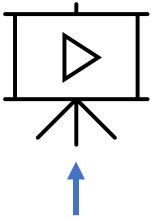
<https://acp.aic.sg/>



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.

Creating an account with Azure



Click here
to view
the video



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 User Registration (Azure)



Login with Azure

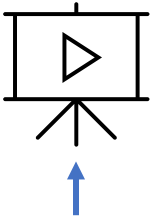


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 Azure Login



Creating an account with Corppass



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the video

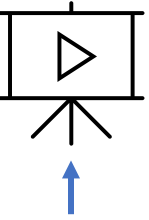


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 User Registration (Corppass)



Login with Corppass



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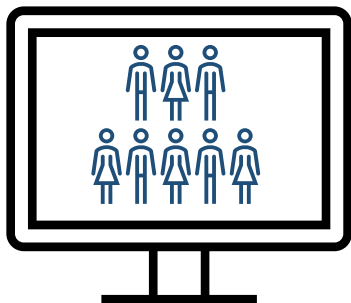
Advance Care Planning IT System

 Corppass Login



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

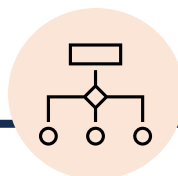
- AIC has contacted the affected General ACP Facilitators via email in Feb 2026
- PPC ACP Facilitators will be prompted to update after completing their e-learning

3. New Roles



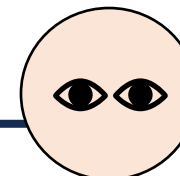
Training Administrator

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

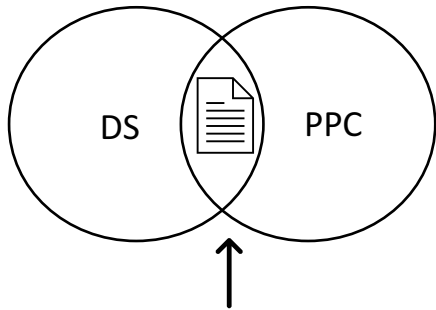


Viewer

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.

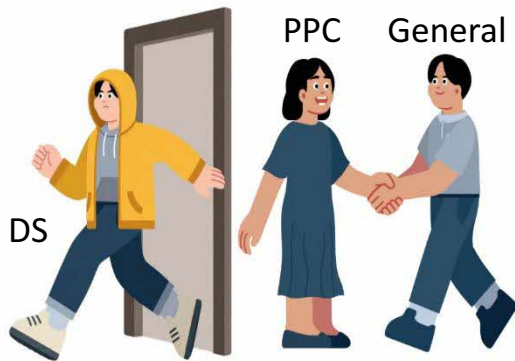
4. Refreshed PPC Form



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.

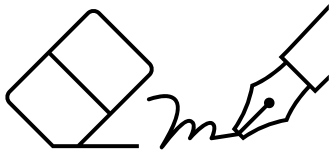
From 24 August 2026, the revamped ACP IT System will include new features.

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

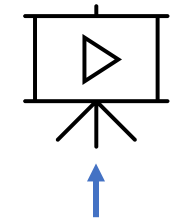


Key Features for Institutional Administrators: Administrative Edits to Patient Bio-data



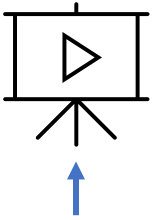
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Administrative Edits – Patient Bio-data



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the video

Key Features for Institutional Administrators: Withdrawals



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Withdraw ACP Forms



To view supporting documents, click on the “Uploaded Documents” Tab



Search by Patient NRIC / OID

YJ Yasumi Jayram

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

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	Document Status	Institution	Uploaded Date	Action
No Documents Uploaded.					
+ Upload Document					

Total 0 items 1 10 / page Go to 1

To view supporting documents, click on the “Uploaded Documents” Tab

The screenshot displays the AIC (Agency for Integrated Care) patient portal interface. At the top, the AIC logo is on the left, and a search bar for Patient NRIC / OID is on the right. The user's name, Yasumi Jayram, is shown in the top right corner. Below the header, there are navigation tabs: Home, Reports, and Announcements. The main content area shows patient details for a male patient born on 02 Feb 1935, aged 91 years and 2 months. A 'Deactivate' button is visible. The 'Uploaded Documents' tab is highlighted, showing a table with columns for Document Name and Document. An 'Upload Document' modal is open in the center, allowing users to upload supporting documents. The modal includes a 'Document Description' field, a 'Document Type' dropdown menu, an 'Upload' button, and a list of supported document types: Living Well Statements, Follow Up Plan, Hardcopy Form, Hardcopy Worksheet, and Other. The modal also specifies a maximum upload file size of 5MB and lists supported file types: *.jpg, *.jpeg, *.png, *.doc, *.docx, *.ppt, *.pptx, *.xls, *.xlsx, *.pdf, *.txt, and *.msg. At the bottom of the modal are 'Save' and 'Cancel' buttons. The background shows a table with the header 'Document Name' and 'Document', and a footer indicating 'Total 0 items' and pagination controls.

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)

Living Well Statements

Follow Up Plan

Hardcopy Form

Hardcopy Worksheet

Other

Save Cancel

Document Name Document

Total 0 items 1 10 / page Go to 1

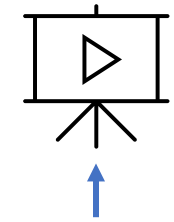
Institutional Administrators need to note the following restrictions to their role:

- To ensure proper funding count, edits to ACP forms must be restricted.
- Therefore, Institutional Admins are no longer able to edit signatures for patients, NHS and physicians.



- Facilitators should collect the patient and NHS signatures before publishing the ACP.
- However, in the event that it is not possible to obtain the physical signatures e.g. teleconferencing, AIC accepts implicit consent obtained through the ACP facilitator on the patient and/or NHS's behalf.
- Facilitators can edit the physician's signature for PPC ACP forms after publishing the ACP as it is an optional field.

Key Features for Institutional Administrators and Cluster Representatives: Reports



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the video



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🔍 Reports



REPORTS



Legend:



Access at organisation level



Access at owner level



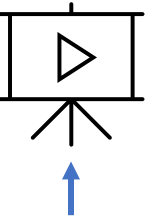
Access at organisation level for all organisations under cluster



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						

Key Features for Institutional Administrators and Cluster Representatives: ACP Type Report



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ACP Types Report



3. Scenarios



Scenario 1 – Change in ACP Institutional Administrator



Mrs Tan is currently the Institutional Administrator in her nursing home organisation. She has been reassigned to a new portfolio and will no longer have capacity to perform ACP administrator duties. What should the nursing home do?

1. The nursing home should ensure that there are minimally 2 designated ACP institutional administrators at all time to maintain continuity during leave or emergencies.
2. Before Mrs Tan steps down, she can make a request to remove her role from ACP IT System. Resigned or transfer staff should offboard from the ACP institutional administrator role timely by submitting a role removal request in ACP IT System.
3. Mrs Tan's new replacement can apply for the Institutional Administrator role in AIC. He/ She should have a key role to make use of the report function for programme development and reporting purpose.
4. ACP IT System will send the role to the organisation's Endorsing Officer for approval. Upon approval, the user will receive an email informing that he/she has been approved and can proceed to log in.

Scenario 2 – Withdrawal of ACP Form



Ms Lee, an ACP facilitator at ABC community hospital, published a PPC form but later discovers an error where the wrong preferred place of death was documented. She needs to withdraw the published PPC to prevent misuse of incorrect information. What should she do?

1. Ms Lee should immediately escalate the case to her organisation's ACP Coordinators and/or Institutional Administrators, as only they are authorized to withdraw ACP forms in the ACP IT System.
2. The ACP Coordinators and/or Institutional Administrators should document the withdrawal reason as "Data entry error" and indicate the requestor's name and email as "Ms Lee, lee@abc.com". The requestor can be the patient, staff (e.g. Dr in charge) or ACP facilitator who has raised the withdrawal request.
3. Ms Lee should republish a corrected PPC form aligned with the patient's wishes.
4. The ACP Type report will reflect the withdrawn case status, reason and requestor particulars for workload tracking. The corrected PPC form that was published will be reflected as a new record.

Scenario 3 – Extraction of ACP Type Report



Mr Harry is a cluster representative. He needs to report his cluster's workload for this quarter's claim cycle. What should he do?

1. Mr Harry should login to ACP IT System as a Cluster Representative, go to the Reports tab and select the "ACP Types Report".
2. To generate the report, he should select
 1. Correct date range,
 2. All the organisations and users under his cluster,
 3. ACP status "published" and "history"
 4. All ACP types "General", "Preferred Plan of Care" and "Disease specific"
 5. All patient setting
3. The system will produce the transactional data, which includes Date of ACP Session, Type of ACP, ACP Status, Published Date, Modified Date, Facilitator Name, and Withdrawal Details.
4. If Mr Harry downloads the reports, the excel sheet will contain the transactional data and a summary based on Name of Cluster, Sector Type, Organisation Name and No. of Published ACPs.

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 • Cluster Representatives can apply for ACP IT System access
	All Users	System Training		UX Testing		

Existing 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.



Q&A

Thank you for your participation!

Please provide your feedback:



<https://for.sg/eval-acp-it-training>

Gentle Reminders:

Please remember to

1. [All] Update your particulars in eReg

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

