

BRIGHT ICCP Launch

for CCOs

August 2026

Orientation for ICCP OICs

Objectives

By the end of this session, you will:

1

Understand the roles of ICCP OICs and Default OICs

How each role manages referrals on BRIGHT, and where responsibilities sit.

2

Build familiarity with BRIGHT's core features and functionality

Navigation, dashboards, and the core functions you'll use day to day.

3

Walk through the Community-up and Hospital-down workflows

To build confidence in performing the ICCP OIC role hands-on.

4

Reach out for support or feedback

Feel encouraged to proactively contact us — through our designated channel — with questions or feedback, anytime.

We're focusing on common, happy-path scenarios today, given the 1.5-hour online format. Got an edge case? Bring it to Q&A, or reach out via our support channel.



01

ICCP Launch Overview

What's changing on 28 Sept

Recap: Three Key Shifts for ICCP Implementation

1

Sub-regional, place-based care

Singapore is organised into 85 sub-regions, each developing a place-based approach to senior care.

2

Providers work as one ICCP

Within each sub-region, AAC, SCC, HPC+ and Home Therapy work together as one Integrated Community Care Provider.

3

A coordinated senior journey

One point of contact across services, one common assessment tool (interRAI), and one shared LTC Plan across touchpoints.

Recap: 5-step Workflow with Community Care Plan

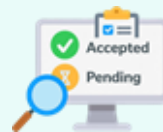
Step 1:
Identify
seniors with
care issues



Step 2:
Assess
senior's
Needs



Step 3:
Initiate & Effect
Comm Care Plan
(incl. **service(s)**
referral)



Step 4:
Monitor referral
outcomes &
Comm Care Plan

Step 5:
Reassess &
Review Comm
Care Plan

BRIGHT

For managing
case and
service referrals

interRAI

For conducting interRAI
assessment

Community Care Plan System (CCPS)

For developing shared care plan, aligning efforts across providers
toward a set common care goals for seniors*

For hospital-down cases, AIC will follow through Step 1-3 before handing over to ICCP to continue supporting clients
in the community going forward

A New Role for ICCP Users

ICCP launch
overview

	Today AIC OICs	From 28 Sep ICCP Users (i.e., ICCP Care Planners)
Who's the OIC	AIC takes on the role of OIC for all referrals	Users like you take on the role of OIC for your sub-region
Scope	Every referral, every sub-region	Your sub-region — 1 of 25 in the soft launch
The job	Reviewing, assigning, and coordinating referrals	Reviewing, assigning, and coordinating referrals

Today, AIC takes on the role of OIC for all referrals. From 28 Sep, with the soft launch of **25 ICCP sub-regions**, users like you will take on the role of OIC on BRIGHT.

Introducing: ICCP OIC

ICCP OIC

What it is

The role that manages referrals for the sub-region on BRIGHT — reviewing, assigning, and coordinating through to admission.

Who holds it

Every ICCP user appointed to manage a referral for their sub-region

Only one ICCP OIC can be appointed on a referral at any one time

Introducing: Default OIC

Default OIC*

What it is

The first ICCP OIC auto-appointed on every referral entering the sub-region

Who holds it

One designated ICCP OIC per sub-region, set up in advance to receive every incoming referral first.

***Most sub-regions have indicated their Admin POC as the Default OIC.**

Session 1 FAQ: ICCP OIC and Care Planner are different roles — AIC recommends the same person hold both, but only the OIC can assign referrals to a service provider. Combining the two is each sub-region's own call.

Meet the Personas

We'll use Clementi 2 as our example sub-region throughout — meet the people we'll follow



Annette

Default OIC

Beta SCC Service Provider

Always the first ICCP OIC auto-appointed
on any referral into Clementi 2
Concurrently holds a care planner role for
Beta SCC within Clementi 2



Melanie

ICCP OIC

Kappa HPC+ Service Provider

A care planner for Kappa, providing HPC+
services in Clementi 2.



Joel

ICCP OIC

Alpha SCC Service Provider

A care planner for Alpha SCC, within the
Clementi 2 subregion.

How Referrals Reach Clementi 2

Every referral into the sub-region arrives one of two ways

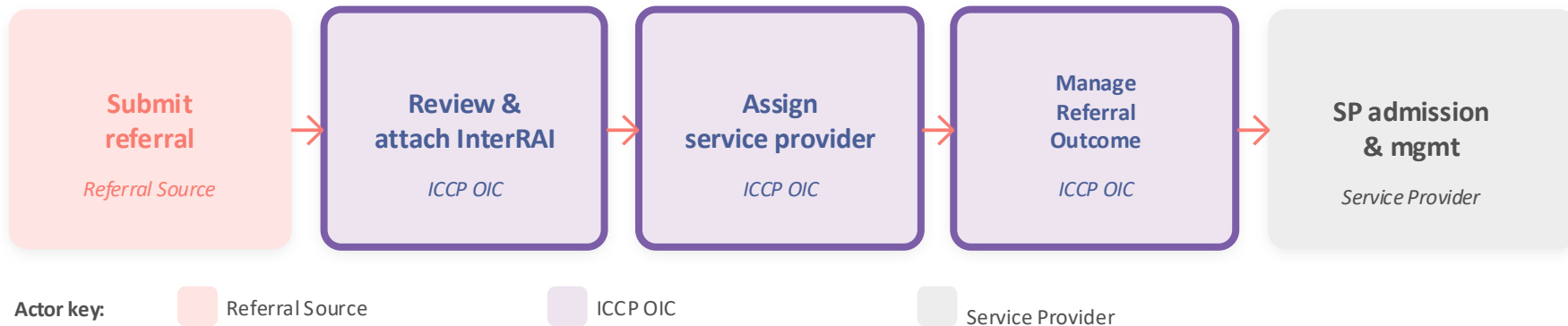
1. Community-up

- A community provider creates and submits the referral
- Upon submission, if the client belongs to Clementi 2, the Default OIC of Clementi 2 is appointed immediately on the referral.

2. Hospital-down

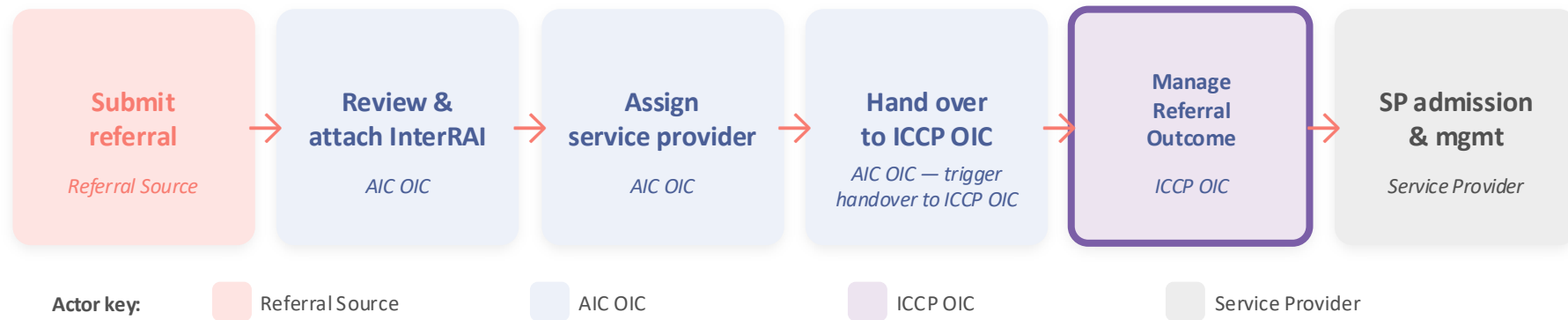
- A PHI/AIC user creates and submits the referral
- Upon submission, AIC is appointed as the OIC on the referral first — completing the care plan, interRAI, and initial assignment
- When all ICCP service(s) have been assigned to service provider(s), the AIC OIC will then hand over to Clementi 2's Default OIC.

Community-up



◆ The ICCP OIC ultimately appointed on the referral takes point end-to-end — reviewing the case, creating the care plan on CCPS and the interRAI on Raisoft, assigning the referral to a service provider, then managing the referral outcome until the client is admitted.

Hospital-down



♦ AIC has already done everything — review, care plan, interRAI, and the initial assignment — before handing over to the sub-region's Default OIC.

♦ Manage Referral Outcome: the ICCP OIC's key role is ensuring the referral is admitted — and re-assigning it if rejected or withdrawn by the SP.



02

Demo: Community-up

Following a client's full referral journey — from referral creation to admission

Subregion referrals

Running in uat environment

This is a UAT environment. Use Bright at bright.gov.sg.

bright Your referrals **Subregion referrals** Matcher

Appointed to Clementi

All referrals appointed to subregion

Search by NRIC or referral number Filter Create referral

Client	Service	Provider	Status	Last updated	OIC / Referral source
TEST PHASE 1 COMM UP K1251290751 Male - 74 years Clementi 1	Day Care	Provider not assigned yet	Pending assignment	03 Aug 2026	CHIN JUN YONG, JOEL (RS), LEW HWI TCHIH, ANNETTE (ICCP OIC)
TEST CLEMENTI 1 K5999 Male - 27 years Clementi 1	Day Care	Provider not assigned yet	Pending assignment	01 Aug 2026	CHIN JUN YONG, JOEL (RS) (ICCP OIC) +1
RODNEY TAN S9298437J Male - 34 years Clementi 1	Day Care	Zeta Service Provider	Assigned to SP	20 Jul 2026	CHIN JUN YONG, JOEL (RS), LEW HWI TCHIH, ANNETTE (ICCP OIC) +1

< 1 >

Subregion referrals — 3 sub-tabs

Appointed to subregion · Created by subregion · All client referrals

Workflow type tags

Hosp-down · Handover to ICCP

Comm-up · ICCP managed

ⓘ Hover the (i) icon on a referral for a tooltip on which account to use

Subregion referrals

Running in uat environment

This is a UAT environment. Use Bright at bright.gov.sg.

bright Your referrals ▾ Subregion referrals ▾ Matcher ▾

CHIN JUN Y... Clementi 2 ▾

Appointed to Clementi 2 (49)
All referrals appointed to subregion OICs

Search by NRIC or referral number Filter Create referral

Client	Service	Provider	Status	Last updated	OIC / Referral source
Hema Kumari d/o D. Thevar S9914909D Female · 27 years Clementi 2	Dementia Day Care	SASCO Integrated Eldercare Centre	Assigned to SP	07 Aug 2026	CHIN JUN YONG, JOEL (RS) (ICCP OIC) +2
	Home Nursing	Zeta Service Provider	Assigned to SP	04 Aug 2026	
	2026/002986B Hosp-down · Handover to ICCP				
Owl Sing S0257038F Male · 66 years Clementi 2	Day Care	Jamiyah Senior Care Centre	Assigned to SP	07 Aug 2026	FONG SIN DEE (RS) (ICCP OIC) +2
	Day Rehab (PT/OT)	Provider not assigned yet	Pending assignment	07 Aug 2026	
	Enhanced Home Personal Care	Provider not assigned yet	Pending assignment	07 Aug 2026	
	Meals on Wheels	Provider not assigned yet	Pending assignment	07 Aug 2026	
	2026/003450B Comm-up · ICCP managed				
Ahmad Lee S8952229C Male · 84 years Clementi 2	Day Care	Provider not assigned yet	Pending assignment	05 Aug 2026	LEW HWI TCHIH, ANNETTE (ICCP OIC), Muhammad Shafiq Bin Sabar (AIC) (RS)
	2026/003344B Comm-up · ICCP managed				

Subregion referrals — 3 sub-tabs

Appointed to subregion · Created by subregion · All client referrals

Workflow type tags

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① Hover the (i) icon on a referral for a tooltip on which account to use

Subregion referrals

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bright Your referrals Subregion referrals Matcher

Appointed to Clementi 2 (49)
All referrals appointed to subregion OICs

Search by NRIC or referral number Filter Create referral

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Subregion referrals — 3 sub-tabs

Appointed to subregion · Created by subregion · All client referrals

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Subregion referrals

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Appointed to Clementi 2 (49)

All referrals appointed to subregion OICs

Search by NRIC or referral number Filter Create referral

Status ▾ Service Type ▾ InterRAI assessment ▾ Officer in-charge (OIC) ▾ Assigned to ▾ Clear all filters

Client	Service	Provider	Status	Last updated	OIC / Referral source
Hema Kumari d/o D. Thevar S9914909D Female - 27 years Clementi 2	Dementia Day Care	SASCO Integrated Eldercare Centre	Assigned to SP	07 Aug 2026	CHIN JUN YONG, JOEL (RS) (ICCP OIC) +2
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Owl Sing S0257038F Male - 66 years Clementi 2	Day Care		Assigned to SP	07 Aug 2026	FONG SIN DEE (RS) (ICCP OIC) +2
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	Enhanced Home Personal Care	Provider not assigned yet	Pending assignment	07 Aug 2026	
	Meals on Wheels	Provider not assigned yet	Pending assignment	07 Aug 2026	
	2026/003450B	Comm-up · ICCP managed			
Ahmad Lee S8861779A	Day Care	Provider not assigned yet	Pending assignment	05 Aug 2026	LEW HWI TCHIH, ANNETTE (ICCP OIC), Muhammad Shafiq Bin Sabar (AIC) (RS)

Subregion referrals — 3 sub-tabs

Appointed to subregion · Created by subregion · All client referrals

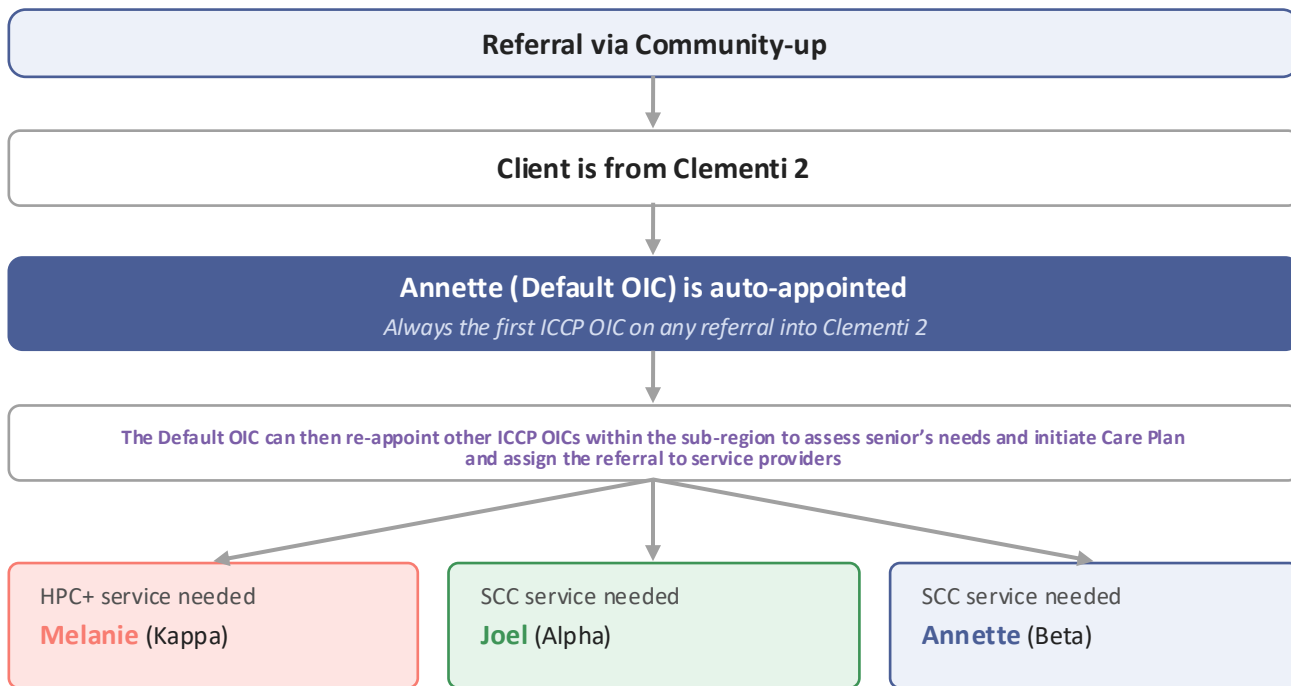
Workflow type tags

Hosp-down · Handover to ICCP

Comm-up · ICCP managed

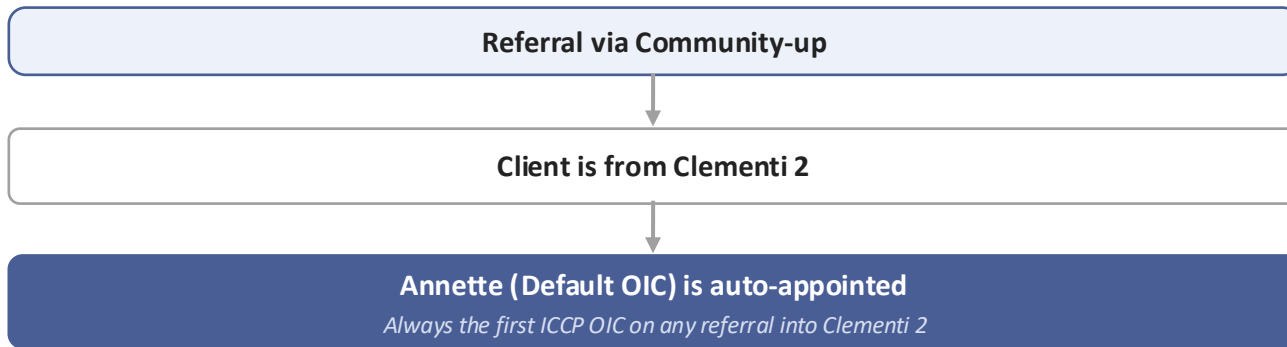
ⓘ Hover the (i) icon on a referral for a tooltip on which account to use

How Appointment Works



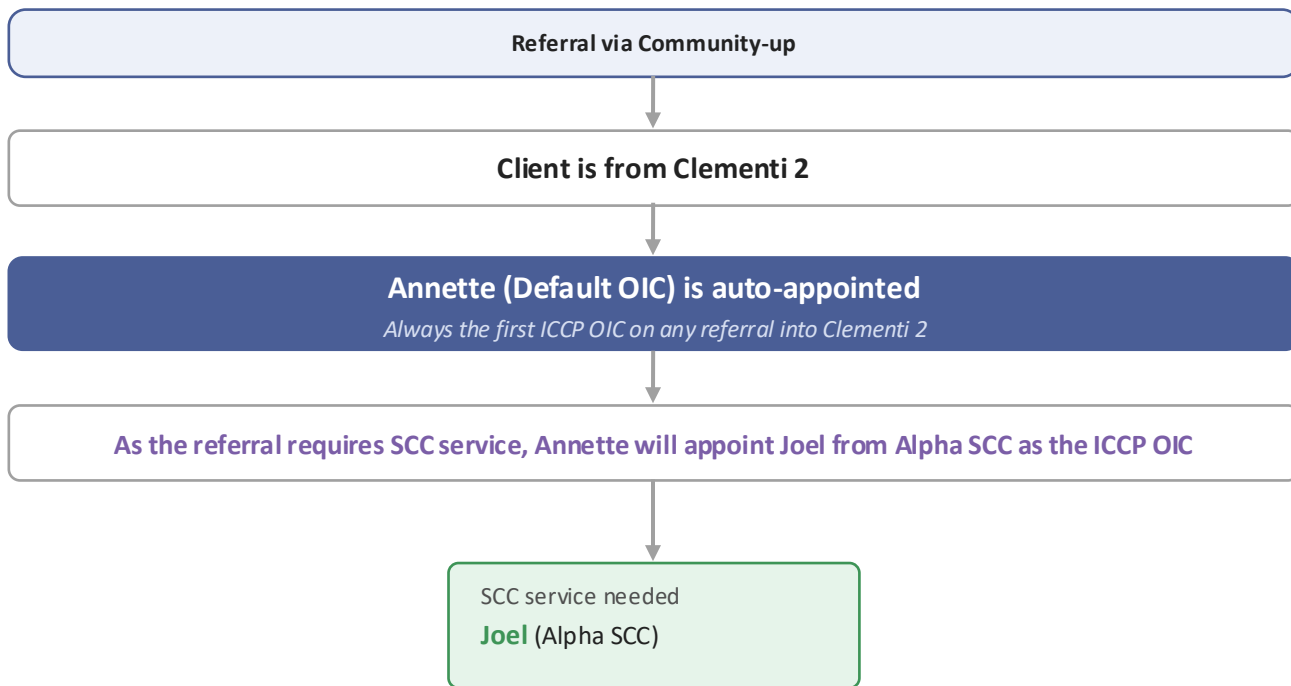
Joel or Melanie can also re-appoint themselves on the referral if they have been informed to take over the referral

How Appointment Works



CHASE TAN	Day Rehab (PT/OT)	Provider not assigned yet	Pending assignment	08 Aug 2026	ANNETTE (ICCP OIC)
S0978158G Male · 117 years Clementi 2	Home Nursing	Provider not assigned yet	Pending assignment	08 Aug 2026	
2026/003467B		Comm-up - ICCP managed			

How Appointment Works



Reappoint ICCP OIC

CHASE TAN  S0978158G  Clementi 2 Comm-up - ICCP managed  2026/003467B

Male · 01 Jan 1909 (117 years) · CITIZEN · 410 COMMONWEALTH ROAD, #05-05, Singapore 120410 ...

[Referral form](#) [InterRAI assessment](#) **[Manage admission](#)** [Appeal](#) [Progress notes](#) [Contributors \(2\)](#) [Timeline](#)

MANAGED BY ICCP OIC

ICCP OIC: LEW HWI TCHIH, ANNETTE

[Reappoint ICCP OIC](#)

Day Rehab (PT/OT)

 **Pending assignment** Updated 08 Aug 2026

[Withdraw](#)

Home Nursing

 **Pending assignment** Updated 08 Aug 2026

[Withdraw](#)

On the referral, click **Reappoint ICCP OIC** and select Joel from the dropdown to take over as ICCP OIC.

Reappoint ICCP OIC

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CHASE TAN S0978158G Male · 01 Jan 1909 (117 years) · CITIZEN · 410

Referral form InterRAI assessment

MANAGED BY ICCP OIC

Day Rehab (PT/OT)

Pending assignment Updated 08 Aug 2026

Withdraw

Home Nursing

Pending assignment Updated 08 Aug 2026

Withdraw

Reappoint ICCP OIC

Reappoint another ICCP OIC

CHIN JUN YONG, JOEL

Cancel Reappoint OIC

CHIN JUN Y... Clementi 2

H, ANNETTE Reappoint ICCP OIC

On the referral, click **Reappoint ICCP OIC** and select Joel from the dropdown to take over as ICCP OIC.

Email notification (appointment as ICCP OIC)

Subject:

BRIGHT [2026/001352B]: New referral

Hi **CHERI ONG**,

You've been appointed as the ICCP OIC for a new referral. You'll need to assign the services, then manage them until they're admitted or closed. You may also reappoint another OIC.

ID: **2024/12345**

Client: **Kavitha Raj d/o J. Varatharajullu**

Services: **Home Nursing, Enhanced Home Personal Care, Community Mental Health (COMIT/CREST)**

[View referral](#)

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This email may contain confidential or legally privileged information. Any unauthorised use, retention, or disclosure is prohibited. If you are not the intended recipient, delete it and notify the sender immediately.

ICCP OIC – Manage Admission

CHASE TAN  S0978158G  Clementi 2  Comm-up - ICCP managed  2026/003467B

Male · 01 Jan 1909 (117 years) · CITIZEN · 410 COMMONWEALTH ROAD, #05-05, Singapore 120410

...

Referral form

InterRAI assessment

Manage admission

Appeal

Progress notes

Contributors (2)

Timeline

MANAGED BY ICCP OIC

ICCP OIC: CHIN JUN YONG, JOEL

Reappoint ICCP OIC

Day Rehab (PT/OT)

Search for and select providers



Provide notes to service provider (optional)

Assign

Reject or withdraw

Home Nursing

Search for and select provider



Provide notes to service provider (optional)

Assign

Reject or withdraw

Once appointed as the ICCP OIC, Joel will now be able to select providers for the individual services

InterRAI assessment on RAIssoft and Community Care Plan on CCPS

The screenshot shows the InterRAI assessment interface on RAIssoft. The top navigation bar includes 'Home', 'Person cases', 'Search', 'Quality Module', 'Reports', and 'Administration'. The left sidebar has a 'WILSON ONG' profile and a 'Dashboard' menu with options for 'Reports', 'Assessments', 'Compare assessments', 'Planning', and 'Files'. The main content area is titled 'CREATE A NEW PLAN' and is divided into 'BASIC INFORMATION' and 'ASSESSMENT RESULTS'.

BASIC INFORMATION

- Basic social information/social status: -
- Problems list identified, including: -
- Drug Allergy: +
- Question of concern: -
- Other goal of care: -

ASSESSMENT RESULTS

Assessment	Score	Interpretation	Progress	Score
ADL Hierarchy (D-6)	ADL-H	Extensive assistance required - 2 (4)	0	6
ADL Scale - Short form (D-16)	ADL-S	Supervision to limited assistance (6)	0	16
Instrumental Hierarchy - Capacity (D-6)	IHER-C	Some difficulties 4 plus (3)	0	6
Functional Hierarchy (D-11)	FHIER	1 Mid-Late ADL (9)	0	11
Self-Reliance Algorithm (D-1)	SRA	Not self reliant (1)	0	1
Dearblind Severity Index (D-5)	DBSI	Both senses severely impaired (5)	0	5
Communication (D-8)	COMM	Moderate/severe impairment (5)	0	8
Cognitive Performance Scale (D-6)	CPS	Moderate or severe impairment (4)	0	6
Depression Rating Scale (D-14)	DRS	Possible severe depression (6)	0	14
Aggressive Behaviour (D-12)	ABS	More severe aggression (8)	0	12
Pain Scale - Revised (D-4)	PAIN-R	No pain (0)	0	4

InterRAI assessment

The screenshot shows the Community Care Plan interface on CCPS. The top navigation bar includes 'Home', 'Person cases', 'Search', 'Quality Module', 'Reports', and 'Administration'. The left sidebar has a 'WILSON ONG' profile and a 'Dashboard' menu with options for 'Reports', 'Assessments', 'Compare assessments', 'Planning', and 'Files'. The main content area is titled 'CREATE A NEW PLAN' and is divided into 'BASIC INFORMATION' and 'OPTIONAL PLAN SECTIONS'.

BASIC INFORMATION

- Basic social information/social status: -
- Problems list identified, including: -
- Drug Allergy: +
- Question of concern: -
- Other goal of care: -

OPTIONAL PLAN SECTIONS

- 1. Care Needs: Social Responsibility
- 2. Care Needs: Personal Responsibility
- 3. Care Needs: Health Responsibility
- 4. Care Needs: Financial Responsibility
- 5. Care Needs: Environmental Responsibility
- 6. Care Needs: Spiritual Responsibility
- 7. Care Needs: Cultural Responsibility
- 8. Care Needs: Language Responsibility
- 9. Care Needs: Communication Responsibility
- 10. Care Needs: Transportation Responsibility
- 11. Care Needs: Housing Responsibility
- 12. Care Needs: Food Responsibility
- 13. Care Needs: Clothing Responsibility
- 14. Care Needs: Personal Care Responsibility
- 15. Care Needs: Medical Care Responsibility
- 16. Care Needs: Mental Health Responsibility
- 17. Care Needs: Substance Use Responsibility
- 18. Care Needs: Safety Responsibility
- 19. Care Needs: Legal Responsibility
- 20. Care Needs: Financial Responsibility
- 21. Care Needs: Environmental Responsibility
- 22. Care Needs: Spiritual Responsibility
- 23. Care Needs: Cultural Responsibility
- 24. Care Needs: Language Responsibility
- 25. Care Needs: Communication Responsibility
- 26. Care Needs: Transportation Responsibility
- 27. Care Needs: Housing Responsibility
- 28. Care Needs: Food Responsibility
- 29. Care Needs: Clothing Responsibility
- 30. Care Needs: Personal Care Responsibility
- 31. Care Needs: Medical Care Responsibility
- 32. Care Needs: Mental Health Responsibility
- 33. Care Needs: Substance Use Responsibility
- 34. Care Needs: Safety Responsibility
- 35. Care Needs: Legal Responsibility

Community Care Plan

Joel conducts the InterRAI assessment and completes the Community Care Plan accordingly

Search for suitable providers on Matcher

bright Your referrals Organisation referrals All referrals **Matcher**      Charmaine Lee...
National University...

+ 10 providers found

Bukit Batok 1 Day Rehab Day Care SC, 0% subsidy Sort by: Boundary Filter

 Happy Senior Care Centre	0.8 km 105 Bukit Batok St 32 #01-25 	Details
Day Rehab	 12 open slots	Within boundary
Day Care	 12 open slots	Within boundary
 Ren Ci Senior Care Centre	1.9 km 105 Bukit Batok St 32 #01-25 	Details
Day Rehab	 12 open slots	Within boundary
Day Care	 2 on waitlist	Within boundary
 Sunshine Senior Care Centre	2.2 km 105 Bukit Batok St 32 #01-25 	Details
Day Rehab	 12 open slots	Within boundary
Day Care	 12 open slots	Within boundary
 Ren Ci Community Hospital	0.5 km 602 Bukit Batok Street 1 #01-25 	Details
Day Care	 3 open slots	Out of boundary
Day Rehab	 12 open slots	Out of boundary
 St Luke's Hospital	1.3 km 186 Bukit Batok St 21 #01-25 	Details
Day Care	 12 open slots	Out of boundary

Centres are sorted by:

- 1 Services within client's ICCP subregion boundary
- 2 Number of services matched
- 3 Distance from client
- 4 Availability (open slots)

Assign the Referral

[Back in Manage Admission](#)

bright Your referrals ▾ Subregion referrals ▾ Matcher ▾

CHASE TAN S0978158G Clementi 2 Comm-up - ICCP managed 2026/003467B

Male • 01 Jan 1909 (117 years) • CITIZEN • 410 COMMONWEALTH ROAD, #05-05, Singapore 120410

Referral form InterRAI assessment **Manage admission** Appeal Progress notes Contributors (2) Timeline

MANAGED BY ICCP OIC ICCP OIC: CHIN JUN YONG, JOEL

Day Rehab (PT/OT)

Search for and select providers

- ☒ Within Boundary
 - ☐ Jamiyah Senior Care Centre 20 slots available
 - ☐ SASCO Integrated Eldercare Centre 100 slots available
 - ☐ Zeta Service Provider 999 slots available
- ☒ Out of Boundary
 - ☐ DA CLINIC @ ANG MO KIO 0 on waitlist

Provide notes to service provider (optional)

Assign service provider

Select the service provider you wish to assign the referral to. The dropdown will display service providers which are within the boundaries of Clementi at the top, then OOB SPs subsequently.

Referrals assigned

[Back in Manage Admission](#)

 Your referrals ▾ Subregion referrals ▾ Matcher ▾   CJ CHIN JUN Y...
Clementi 2 ▾

CHASE TAN  S0978158G  Clementi 2  Comm-up - ICCP managed  2026/0034678

Male · 01 Jan 1909 (117 years) · CITIZEN · 410 COMMONWEALTH ROAD, #05-05, Singapore 120410 ...

Referral form InterRAI assessment Manage admission Appeal Progress notes Contributors (2) Timeline

MANAGED BY ICCP OIC

ICCP OIC: CHIN JUN YONG, JOEL 

Day Rehab (PT/OT)

 Zeta Service Provider

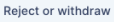
  Updated 08 Aug 2026

Home Nursing

 Zeta Service Provider

  Updated 08 Aug 2026

Monitor Referral outcome

Once service providers have been assigned, ICCP OICs will monitor the individual services until they have been admitted.

Referrals assigned

[Back in Manage Admission](#)

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bright

Your referrals ▾

Subregion referrals ▾

Matcher ▾

CHIN JUN Y...

Clementi 2 ▾

CHASE TAN

S0978158G

Clementi 2

Comm-up - ICCP managed

2026/003467B

Male · 01 Jan 1909 (117 years) · CITIZEN · 410 COMMONWEALTH ROAD, #05-05, Singapore 120410

Referral form

InterRAI assessment

Manage admission

Appeal

Progress notes

Contributors (2)

Timeline

MANAGED BY ICCP OIC

ICCP OIC: CHIN JUN YONG, JOEL

Reappoint ICCP OIC

Day Rehab (PT/OT)

Zeta Service Provider

Accepted / Scheduled Updated 08 Aug 2026

Reject or withdraw

Home Nursing

Zeta Service Provider

Admitted Admitted on 08 Aug 2026

Monitor Referral outcome

Service providers can

- Accept/Schedule
- Admit
- Reject / Withdraw

If SP rejects / withdraws

[Back in Manage Admission](#)

 Your referrals ▾ Subregion referrals ▾ Matcher ▾

   CHIN JUN Y...
Clementi 2 ▾

CHASE TAN  S0978158G  Clementi 2  Comm-up - ICCP managed  2026/003467B

Male · 01 Jan 1909 (117 years) · CITIZEN · 410 COMMONWEALTH ROAD, #05-05, Singapore 120410 ...

Referral form InterRAI assessment **Manage admission** Appeal Progress notes Contributors (2) Timeline

MANAGED BY ICCP OIC

ICCP OIC: CHIN JUN YONG, JOEL

Reappoint ICCP OIC

Day Rehab (PT/OT)

 Zeta Service Provider

 **Pending review** Updated 08 Aug 2026

 Client is uncontactable

Update and confirm rejection or withdrawal by provider

Reject Withdraw

Client is uncontactable ▾

Elaborate on reasons, if needed

Confirm outcome

Pending Review

If a service provider rejects / withdraws a referral, the referral will return to you the ICCP OIC with the status of “Pending review”.

You will need to

- update and confirm the reason of rejection / withdrawal
- Either **reassign** the referral **to another SP** / **close** the referral

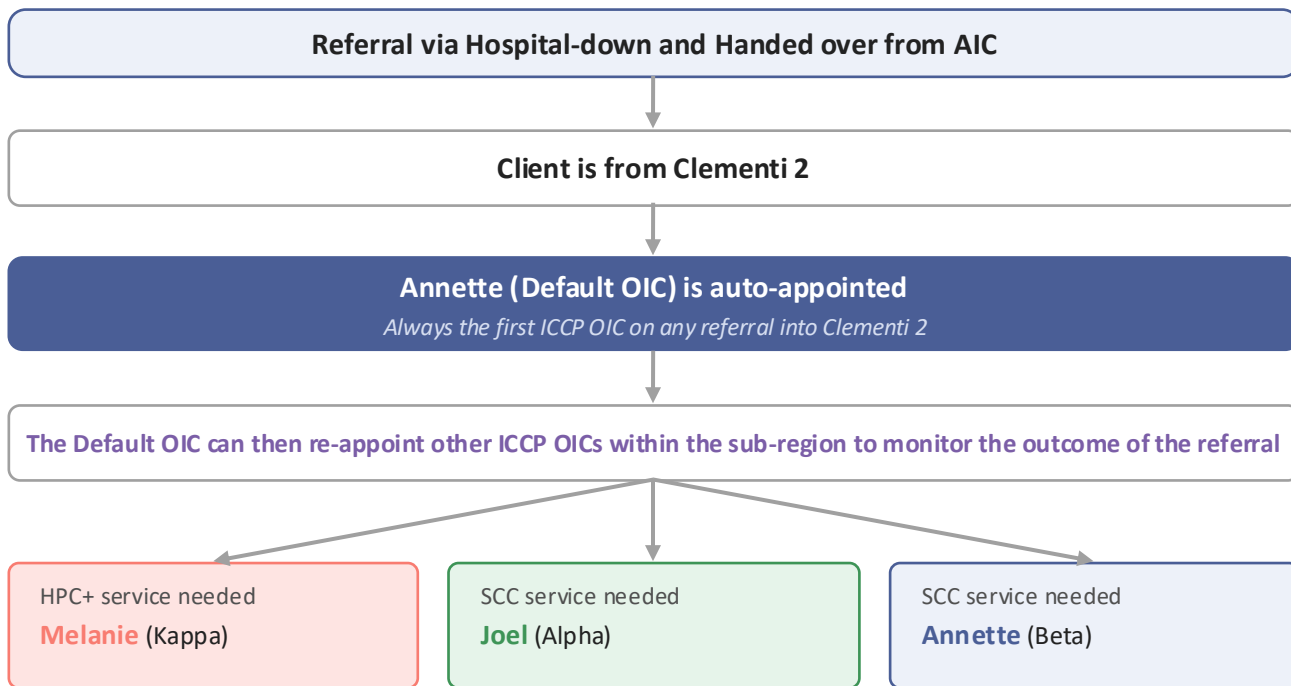


03

Demo: Hospital-down

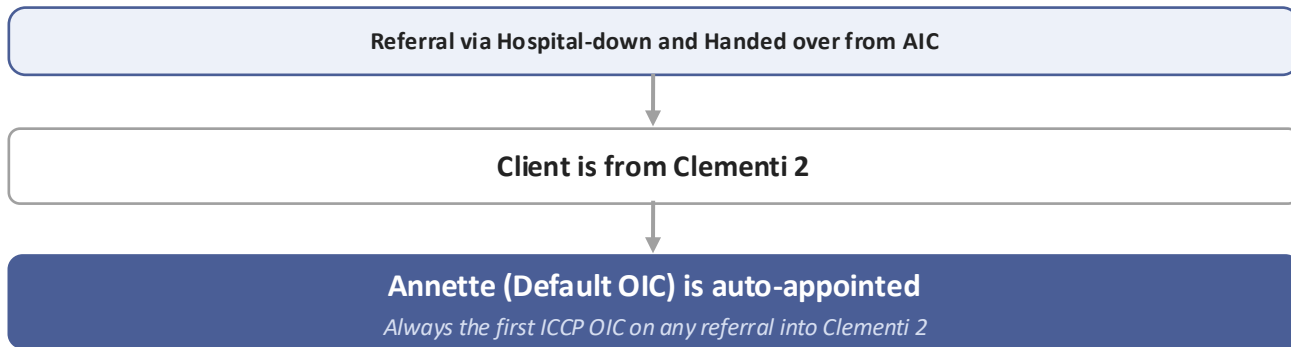
Walking through a real hospital-down referral, from handover to admission

How Appointment Works



How Appointment Works

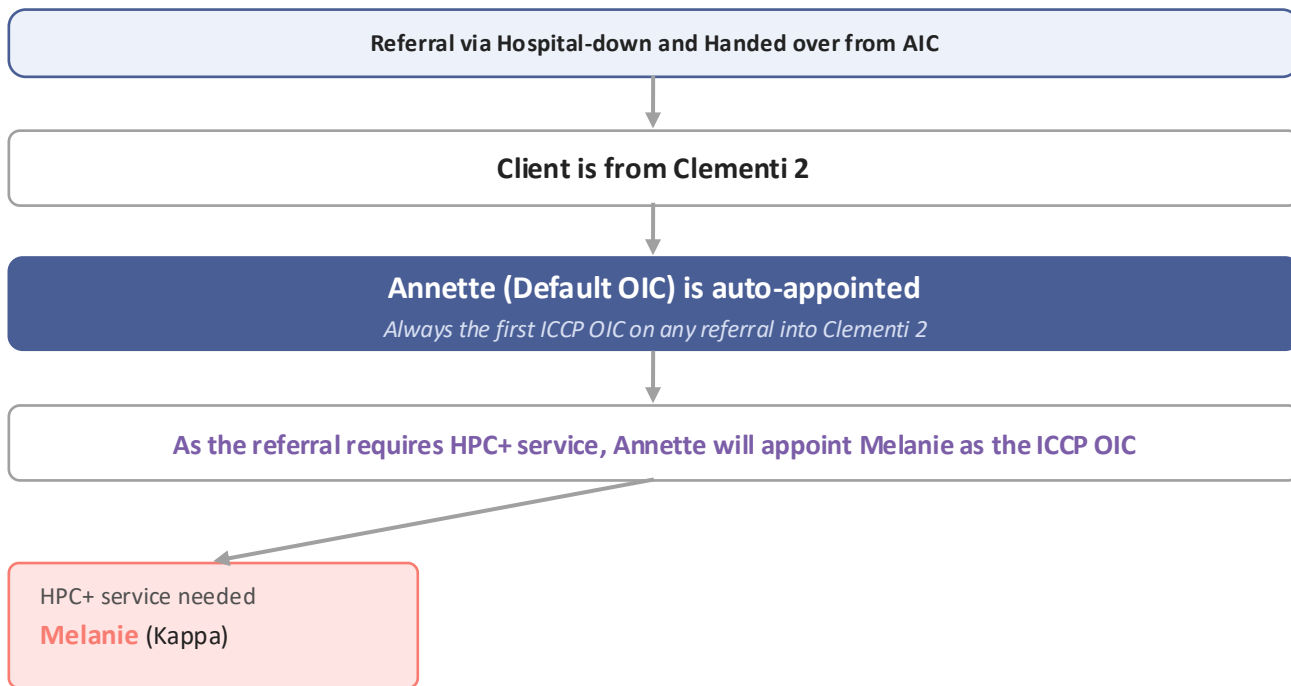
From referral to ICCP OIC — using Clementi 2 as the example



LILY TAN S6742035G ⓘ Female · 71 years Clementi 2	Enhanced Home Personal Care Meals on Wheels	LB (LB-HNF-AG-CWA-ECON-HWA-TLR) Zeta Service Provider	Assigned to SP Assigned to SP	08 Aug 2026 08 Aug 2026	LEW HWI TCHIH, ANNETTE (ICCP OIC)	+1
	2026/003469B ⓘ	Hosp-down · Handover to ICCP ⓘ				...

How Appointment Works

From referral to ICCP OIC — using Clementi 2 as the example



Picked Up From AIC

What you'll see once a referral has already been handed over

LILY TAN  S6742035G  Clementi 2  Hosp-down · Handover to ICCP  2026/003469B

Female · 01 Jan 1955 (71 years) · CITIZEN · 410 COMMON ROAD, #02-02, Singapore 120410

Referral form InterRAI assessment **Manage admission** Appeal Progress notes Contributors (3) Timeline

MANAGED BY ICCP OIC

ICCP OIC: LEW HWI TCHIH, ANNETTE

Reappoint ICCP OIC

Handed over from AIC

Enhanced Home Personal Care

 LB (LB-HNF-AG-CWA-ECON-HWA-TLR)

 Assigned to SP Updated 08 Aug 2026

Withdraw

Meals on Wheels

 Zeta Service Provider

 Assigned to SP Updated 08 Aug 2026

Withdraw

Handed over from AIC

For hospital down referrals that have been handed over, you will see the services have already been assigned by the AIC OIC previously.

The default OIC will then be able to reappoint another ICCP OIC to monitor the outcome of the referral, and ensure that the services are admitted.

Reappoint ICCP OIC

 Your referrals ▾ Subregion referrals ▾ Matcher ▾

   CHIN JUN Y...
Clementi 2 ▾

LILY TAN  S6742035G  Clementi 2 Hosp-down · Handover to ICCP ⓘ 2026/003469B

Female · 01 Jan 1955 (71 years) · CITIZEN · 410 COMMON ROAD, #02-02, Singapore 120410 ...

Referral form InterRAI assessment **Manage admission** Appeal Progress notes Contributors (3) Timeline

MANAGED BY ICCP OIC

ICCP OIC: MARCUS LIM

Reappoint ICCP OIC

Handed over from AIC

Enhanced Home Personal Care

 LB (LB-HNF-AG-CWA-ECON-HWA-TLR)

 Assigned to SP Updated 08 Aug 2026

Reassign provider

Reject or withdraw

Meals on Wheels

 Zeta Service Provider

 Assigned to SP Updated 08 Aug 2026

Reassign provider

Reject or withdraw

Once Melanie has been appointed, she will be able to manage referral outcome on the referral. This includes reassigning providers, withdrawing the referral and working together with SPs until client has been admitted.

Email notification (Hospital Down)

Subject:

BRIGHT [2026/001352B]: Referral handed over from AIC

Hi **CHERI ONG**,

You've been appointed as the ICCP OIC for this referral. Although the services have been assigned, you'll need to manage them until they're admitted or closed. You may also reappoint another OIC.

ID: 2024/12345

Client: Kavitha Raj d/o J. Varatharajullu

Services: Home Nursing, Enhanced Home Personal Care, Community Mental Health (COMIT/CREST)

[View referral](#)

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04

ICCP Subregion Transfer

How to transfer a client to a new ICCP subregion in BRIGHT

When to transfer ICCP subregion?

Common Scenarios to Consider For Reassignment:

Update NRIC Address

Client shifts house to a different sub-region and update their NRIC address



Alternative Residence

Client lives with their Next-of-Kin (NOK) in another sub-region on a long-term basis (i.e. at least 1 year)



Flexible Living Arrangement

Client lives with their NOK in another sub-region on a flexible arrangement



More details will be shared by AIC at the upcoming ICCP Ops Briefing in September!

ICCP Subregion Transfer

Subregion Transfer

Step 1 of 3

 Your referrals Organisation referrals All referrals Matcher 

     Charmaine Lee...
National University...

Natalie Chen Wei Ning

NEHR 

Create referral

Client Referrals Timeline

Particulars

 Retrieve from ICA

 Edit

Name
Natalie Chen Wei Ning

NRIC / FIN
S8873196D

Citizenship
Singaporean

Date of birth
12 Dec 1988

Age
61 years

Gender
Female

NRIC address
Blk 123 Clementi Street #05-123

NRIC postal code
098123

ICCP subregion

 Edit

Clementi-1 Clementi-1

Contacts

+ Add

Edits made here will apply to future referrals only.

 **Natasha Chen Hui Ling**
Daughter

 9120 3829  melissachen@gmail.com

 **Alistair**
Son in law

 9133 3966  ali@gmail.com

 **Pearly Ong**
Daughter in law

 9121 3333  pearly@gmail.com

Open the client's profile

Find the ICCP subregion card

Bottom-left of the client profile. Shows the client's current subregion.

Click Edit

Opens the subregion transfer modal

Check the client's NRIC postal code before proceeding — confirm the new subregion matches where the client lives

ICCP Subregion Transfer

Subregion Transfer

Step 2 of 3

 Your referrals Organisation referrals All referrals Matcher ▾

Client's subregion updated to Ang Mo Kio-1

NEHR [Create referral](#)

Client Referrals Timeline

Client subregion updated to Ang Mo Kio-1. Please complete all client handover work by 18 Mar 2026, 12:00 AM to ensure a smooth transition.

Particulars

[Retrieve from ICA](#)

[Edit](#)

Name
Natalie Chen Wei Ning

NRIC / FIN
S8873196D

Citizenship
Singaporean

Date of birth
12 Dec 1988

Age
61 years

Gender
Female

NRIC address
Blk 123 Clementi Street #05-123

NRIC postal code
098123

This can only be edited by
authorised users

ICCP subregion

[Edit](#)

Ang Mo Kio-1 Ang Mo Kio-1

Contacts

[+ Add](#)

Edits made here will apply to future referrals only.

 **Natasha Chen Hui Ling**
Daughter
9120 3829 melissachen@gmail.com

 **Alistair**
Son in law
9133 3966 ali@gmail.com

 **Pearly Ong**
Daughter in law
9121 3333 pearly@gmail.com

Current subregion is locked — read only

Search & select new subregion

Type to filter from all available subregions

Tick both acknowledgements:

- 1 Current ICCP loses access 30 days after transfer
- 2 New ICCP has been informed of the transfer

Click Save changes to confirm

ICCP Subregion Transfer

Subregion Transfer

Step 3 of 3



Your referrals

Organisation referrals

All referrals

Matcher ▾



Charmaine Lee...
Ang Mo Kio-1 ▾

Natalie Chen Wei Ning

NEHR



Create referral

Client

Referrals

Timeline

Client subregion updated to Ang Mo Kio-1. Please complete all client handover work by 18 Mar 2026, 12:00 AM to ensure a smooth transition.

Particulars

Retrieve from ICA

Edit

Name

Natalie Chen Wei Ning

NRIC / FIN

S8873196D

Citizenship

Singaporean

Date of birth

12 Dec 1988

Age

61 years

Gender

Female

NRIC address

Blk 123 Clementi Street #05-123

NRIC postal code

098123

Contacts

+ Add

Edits made here will apply to future referrals only.



Natasha Chen Hui Ling

Daughter

9120 3829

melissachen@gmail.com



Alistair

Son in law

9133 3966

ali@gmail.com



Pearly Ong

Daughter in law

9121 3333

pearly@gmail.com

ICCP subregion

Ang Mo Kio-1

Ang Mo Kio-1

Subregion cannot be edited during the 2 week transition period

✓ Subregion updated immediately

30-day transition period begins

Yellow banner shows the handover deadline. Both old and new ICCP teams have access during this window.

What changes for referrals:

Old ICCP: contributor only, no OIC rights
New ICCP: auto-appointed as default OIC

Subregion cannot be edited again during the 30-day transition period

Email Notification (Subregion Transfer)

Subject:

BRIGHT: New client transferred to your subregion

Hi **CHERI ONG**,

[Albert Tan](#) has been transferred from **Ang Mo Kio 1** to **Ang Mo Kio 3**. You've been appointed as the ICCP OIC for the following referrals:

Requires follow-up:

Active referrals that are pending assignment, review or admission

- Client has no active referrals

No further action required:

Inactive referrals that have been admitted, discharged or closed

- [2026/002222B](#)

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05

User Manager

Managing user accounts and access for your sub-region

User Manager

User Managers can add, edit, and disable user accounts within their subregion. They do not have access to referrals — a User Manager account only has access to the “Manage Users” page.

Running in uat environment

This is a UAT environment. Use Bright at [bright.gov.sg](#).

bright

CJ

CHIN JUN Y...

Bishan 1

3 ICCP Users

Search for user

Download

Add ICCP user

Email	Name	Subregion	Role	Contact	Last login	Actions
annette@open.gov.sg	LEW HWI TCHIH, ANNETTE	Bishan 1	ICCP Staff	93333332	--	
joelchin@open.gov.sg	CHIN JUN YONG, JOEL	Bishan 1	ICCP User Manager	11111111	2026-08-10...	
melissa.melling.koh@aic.sg	Melissa Koh Melling (AIC)	Bishan 1	ICCP Staff	65933879	2026-06-30...	

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User Manager

When adding a new ICCP user to your subregion, ensure that:

1. the user already has an existing SP account with their organisation (e.g. Wen Jia has an account with Alpha Service Provider).

Add ICCP user

Search for user by name or email

ICCP users must be an existing AIC or SP user

DONG WEN JIA

✉ wenjia@open.gov.sg

☎ 88888888

🏢 Agency for Integrated Care (AIC)
Alpha Service Provider

Next

User Manager

You can assign the “Staff” role, which allows the user to take on the ICCP OIC role and manage referrals coming into your subregion, or you can assign them the “User manager” role, which allows the user to manage users alongside you.

Add ICCP user

[← Change user](#)

DONG WEN JIA

✉ wenjia@open.gov.sg

☎ 88888888

🏢 Agency for Integrated Care (AIC)
Alpha Service Provider

Assign a role to this user

 Staff

- ✔ Create and edit referrals
- ✔ Manage admissions
- ✔ Use service matcher
- ✔ Edit patient profile and subregion
- ✔ Download reports
- ⊖ Manage users in subregion

 User manager

- ⊖ Create and edit referrals
- ⊖ Manage admissions
- ⊖ Use service matcher
- ⊖ Edit patient profile and subregion
- ⊖ Download reports
- ✔ Manage users in subregion

Add user

User Manager

 Running in uat environment

 This is a UAT environment. Use Bright at bright.gov.sg.



Subregion referrals ▾



CHIN JUN Y...
Bishan 1



4 ICCP Users

 Search for user

Download 

Add ICCP user

Email	Name	Subregion	Role	Contact	Last login	Actions
annette@open.gov.sg	LEW HWI TCHIH, ANNETTE	Bishan 1	ICCP Staff	93333332	--	 
joelchin@open.gov.sg	CHIN JUN YONG, JOEL	Bishan 1	ICCP User Manager	11111111	2026-08-10...	 
melissa.meiling.koh@aic.sg	Melissa Koh Meiling (AIC)	Bishan 1	ICCP Staff	65933879	2026-06-30...	 
wenjia@open.gov.sg	DONG WEN JIA	Bishan 1	ICCP Staff	88888888	--	 

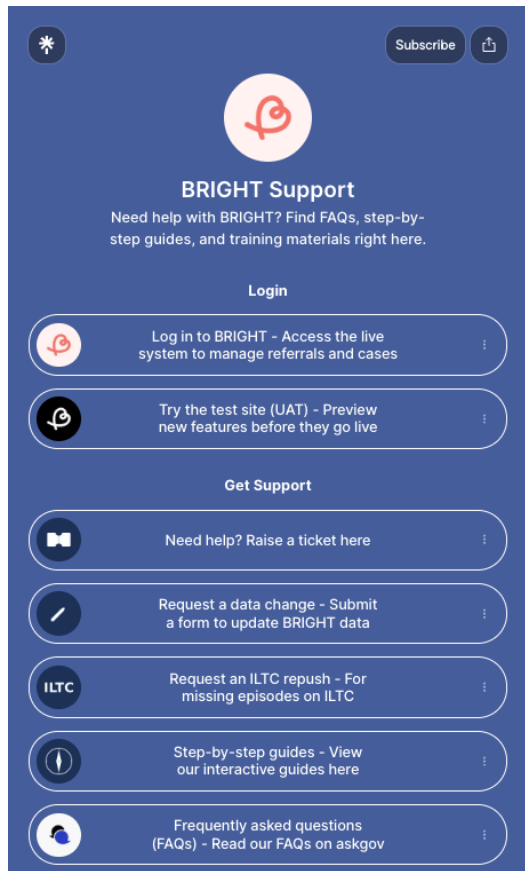
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06

Wrap-Up: Q&A & Support

Open floor, then where to go for help after today

Support Channels



BRIGHT Support is your one-stop resource for everything you need help with in BRIGHT.

Step-by-step guides — prefer to learn by doing? Our interactive guides walk you through every feature at your own pace.

FAQs — have a quick question? Check our FAQs on askgov for fast answers.

Reach out to us — can't find what you need? Raise a ticket and our team will follow up with you directly.

You can also log in to the live system, or try the test site (UAT) to preview new features before they go live.