

# Enabling better **CARE** for you



It is common for many of us to visit multiple healthcare providers in our lifetime - from General Practitioner (GP) clinics and polyclinics, to specialist clinics, therapy centres, and hospitals. As a result, each of these providers will have some parts of our healthcare history.

The National Electronic Health Record (NEHR) is a secure system that collects summary patient health records across different healthcare providers. This enables authorised healthcare professionals to have a holistic picture of your healthcare history. With “One Patient, One Health Record”, your care team would be able to deliver safer, better and more personalised CARE for you.

## **Connects healthcare professionals for patient-centred care**

The important summary of your health record is securely stored in one place electronically. This enables multidisciplinary healthcare professionals across Singapore to work together to provide better care for you. For example, your doctor would be able to access your health record and work with your specialist or therapist to develop a holistic care plan for you.

## **Achieves better health outcomes**

With a better understanding of your healthcare history through the NEHR, your doctor will be able to deliver more effective care and help you achieve improved health outcomes by making better-informed diagnoses and decisions for the best course of treatment to improve your health.

## **Raises patient safety**

With the NEHR, doctors will be able to view medication prescribed, medication allergies, diagnoses, and investigation results to deliver safer care. This is useful in cases where you or your caregiver is unable to recall the names of medication prescribed or diagnoses by other doctors, or may be unable to speak (e.g. loss of voice, unconscious). This could avoid unnecessary adverse drug reactions. In a medical emergency, access to critical information on the NEHR could save your life or your loved ones.

## **Enhances patient experience with seamless care**

If you need to transit to a different healthcare setting, for example, from a GP clinic to a hospital, or from a hospital to a nursing home, the NEHR helps you to move seamlessly across providers. This will mean greater convenience for you, saving you time and money by minimising duplication of tests and investigations.





# FREQUENTLY ASKED QUESTIONS (FAQs)

## Am I included in the NEHR?

You are automatically included in the NEHR to enjoy the benefits it brings.

## Am I able to restrict access to my record in the NEHR?

Yes, you may place access restriction on your record in the NEHR. Generally, this will imply that your record in the NEHR will not be accessible to all healthcare professionals, including those providing care to you. If you still wish to place access restriction on your record in the NEHR, please approach the staff at public healthcare institutions who would further advise you on the process and share the implications of doing so. Please note that should you decide to remove the access restriction placed on your record in the NEHR subsequently, you may submit a request to do so and enjoy the benefits that the NEHR brings.

## What information is stored in the NEHR?

The NEHR receives and consolidates data from various healthcare institutions and national registries into a holistic health record. It includes information such as:

- Admission and visit history
- Hospital discharge summaries
- COVID-19 records
- Laboratory test results
- Radiology results
- Medication history
- History of surgeries or procedures
- Allergies and adverse drug reactions
- Immunisations
- Healthier SG information

## Who can access my record in the NEHR?

Only authorised healthcare professionals who are providing care to you, should access your healthcare records in the NEHR.

## Can I access my own health record? If yes, how can I do so?

You can access some parts of your health record by logging in to HealthHub, a national one-stop health portal, at [www.healthhub.sg](http://www.healthhub.sg) or by downloading the HealthHub app available on iOS and Android platforms. If you are a parent, you will be able to access your children's health records. If you have caregivers, you will also be able to grant access to your caregivers.

## How can I be sure that the NEHR system is secure and that my record is kept confidential?

Rigorous security defences designed according to industry best practices are in place to protect your data on the NEHR. These defenses are also regularly reviewed and enhanced. In addition, all healthcare professionals authorised to access the NEHR are bound by law and professional ethics to keep your record (whether hardcopy or electronic) strictly confidential. Accesses to your health record in the NEHR are logged and audited.

For more FAQs, please visit <https://for.sg/nehfaq>





## Here are some ways patients have benefitted from the NEHR:

**I have asthma and I can't imagine what would have happened had my records not been in the healthcare system. The NEHR saved my life in a medical emergency!**

I remember being admitted to the A&E department. My heartbeat was irregular. I couldn't breathe properly and I felt a terrible pain in my stomach. I was also delirious and could not remember the name of my asthma medication. Thankfully, my doctor found the information in the NEHR and discovered I was suffering the side effects of my medication. Because of the NEHR, I was diagnosed correctly, treated in time and survived the health scare!

**Thanks to the NEHR, I received seamless care even though I had to move from one care provider to another. Only possible because important healthcare information is available in one place online.**

I saw my GP to treat a urine infection, when based on my symptoms, he suspected that I may have diabetes. So I was referred to a polyclinic near my home and was later sent to a Specialist Outpatient Clinic. To my surprise, the experience was seamless and convenient. No need for repetitive tests. Smooth, stress-free and very reassuring to know all my healthcare providers are on the same page!



### Is the NEHR important to you as a patient?

Share your views with us at <https://for.sg/viewsonnehr> or via the QR code. For enquiry, please call 8938 6300 or write to [nehr.feedback@synapxe.sg](mailto:nehr.feedback@synapxe.sg)



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