



[For Information]
HSG-compliant CMS
Service Standards

Declared by CMS Providers as of 28 May 2026

HSG-compliant CMS Service Standards



This publication intend to provide information regarding to the service standards of Healthier SG (HSG)-compliant CMS (Clinic Management System) Providers, to support HSG clinics to make informed decision on CMS selection that can meet the business needs in care delivery with minimal disruption.

- ❑ The Service Standards criteria covers two key areas of support:
 - **Incident Support** – Focusing on Severity 1 incidents that might impact HSG clinic operations.
 - Definition of Severity 1: Major disruption or complete outage of a core business service, system, or application that has widespread impact and requires immediate attention.
 - **Operational Support** – Covers user trainings for CMS usage and familiarization.

- ❑ **How It Works:**
 - The information published is based on self-declared compliance to the baseline service standards criteria by CMS Providers.
 - Information collation is voluntary, and the publication to be conducted annually by end of certification cycle, following the publication of HSG-compliant CMS listing.
 - CMS compliance status to Service Standards criteria will be reported in the following matrix:

Matrix of Status Reporting

Status	Description
Met	Met the Service Standards Criteria
Did Not Meet	Did not meet the Service Standards Criteria
No Data Provided	Did not provide data for the Service Standards Criteria

Important Notes



- ❑ The baseline Service Standards criteria are derived from a review of the industry current and best practices, with CMS Providers declaring meeting the standards and confirming to industry practices.
- ❑ MOH had taken standards from industry best practices instead, with companies declaring meeting the standards and conforming to industry practices.
- ❑ All information provided here are for general informational purposes only.
- ❑ All information provided by the CMS Providers are self-declared and are not audited or verified. We make no representations or warranties of any kind, express or implied, regarding the completeness, accuracy, reliability, suitability, or availability of any information provided herein.
- ❑ HSG clinics should reach out directly to their CMS Providers for any questions, clarifications or verification of the information shown, before making any decisions based on the information contained herein, as each CMS Providers may offer different updated packages, prices and service standards for their services.
- ❑ For the avoidance of doubt, the Ministry of Health (MOH) and Synapxe are not in any way liable or responsible for any of the CMS Providers' performance or service standards. CMS Provider performance and service standards are governed by the commercial agreement(s) between the respective CMS Provider(s) and HSG clinic(s).

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Service Standards Scope	Service Standards Criteria	Clinic Assist	Galen Health CMS
		Assurance Technology Pte Ltd	Galen Health Pte Ltd
Service Level Agreement (SLA)	Have an established Service Level Agreement (SLA) with HSG Clinics	Met	Met
Business Continuity Plan (BCP)	Have a documented Business Continuity Plan (BCP) communicated to HSG Clinics	Met Yes via mCAS (user mobile app for viewing patient, case note, treatment)	Met
System Availability and Performance	>95% system uptime guarantee for past 12 months	Met Exclude upgrade of application, database maintenance and server upgrade (All this is done from 1am to 6am).	Met Achieved 99% plus
Support Channels and Helpdesk Availability	List of support channels and helpdesk operating hours	<ul style="list-style-type: none"> AI Help via CAS and mCAS (Mobile App) (24/7) <ul style="list-style-type: none"> Ticket via CAS or mCAS (Mobile App) (Mon – Fri 8.30am – 7.30 pm, Sat 8.30am to 1pm) Email (Mon – Fri 8.30am – 7.30 pm, Sat 8.30am to 1pm) <ul style="list-style-type: none"> PCN Group WhatsApp 	<ul style="list-style-type: none"> Support Channel - teams Support Channel - whatsapp Support Channel - Email <ul style="list-style-type: none"> helpdesk operating hours - 7.00 a.m to 7.00 p.m.
Incident Management	Response Time to HSG Clinics for Severity 1 issue within 1 hour	Met via email, mCAS (Mobile App), message board in CAS, PCN Group WhatsApp	Met Mostly within 15 mins
	Resolution Time (system recovery within company's control) for Severity 1 issue within 4 hours	Met	Met Temporary solution - within 4 hours Permanant Solution - within 1 week
User Training and Documentation	Provide training sessions and list of training materials	<ul style="list-style-type: none"> Physical session x 2 for new clinic Webinar for new features bi-yearly for HSG update Training Materials through AI and CAS 	Virtual training sessions and user guide documents when each enhancement release
For any clarifications, contact CMS support email		enquiry@eclinic.com.sg	inquiry@galenhealth.io

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Service Standards Scope	Service Standards Criteria	GPConnect	HeartVoice
		Synapxe Pte Ltd	iApps Health Group Pte Ltd
Service Level Agreement (SLA)	Have an established Service Level Agreement (SLA) with HSG Clinics	<p>Did Not Meet</p> <p>Notes: We are working to incorporate this into the subscription agreement.</p>	Met
Business Continuity Plan (BCP)	Have a documented Business Continuity Plan (BCP) communicated to HSG Clinics	Met	Met
System Availability and Performance	>95% system uptime guarantee for past 12 months	<p>Met</p> <p>Achieved 100%</p> <p>GPConnect's SLA doesn't guarantee % of system uptime. In the unlikely event of a Severity 1 incident (none to date), resolution of critical defects is prioritised as immediate, with continuous effort until service is restored.</p>	<p>Met</p> <p>Achieved 99.5%</p>
Support Channels and Helpdesk Availability	List of support channels and helpdesk operating hours	<ul style="list-style-type: none"> Phone Calls, Email: Everyday from 8am to 10pm, except public holidays. Phone call & email are official support channels. Clinics can reach out to the assigned account managers via Whatsapp & SMS. 	<ol style="list-style-type: none"> Helpdesk operating hours: 7am - 10pm daily including weekends & public holidays Whatsapp technical support group Email Phone Call
Incident Management	Response Time to HSG Clinics for Severity 1 issue within 1 hour	Met	<p>Met</p> <p>Within 30 minutes</p>
	Resolution Time (system recovery within company's control) for Severity 1 issue within 4 hours	Met	<p>Met</p> <p>Within 1 hour</p>
User Training and Documentation	Provide training sessions and list of training materials	<ul style="list-style-type: none"> Frequency of training cannot be measured. The training materials are made available online and users can download anytime. On request, physical trainings will be conducted. For major rollout, physical/virtual trainings will be conducted. 	<p>Scheduled training sessions provided only when there is new operational staff.</p> <p>Ad-hoc training sessions will be arranged whenever there is new functions to be implemented.</p> <p>Training Materials include:</p> <ul style="list-style-type: none"> - User Guide - Screen Recording - Live Demo session
For any clarifications, contact CMS support email		GPIT@synapxe.sg	support@1doc.sg

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Service Standards Scope	Service Standards Criteria	SGiMED Hummingbird E-Clinic	iMedic Doctor
		SG iMED Pte Ltd	United Crest Healthcare Pte Ltd
Service Level Agreement (SLA)	Have an established Service Level Agreement (SLA) with HSG Clinics	Met will present to clinic on request.	Met
Business Continuity Plan (BCP)	Have a documented Business Continuity Plan (BCP) communicated to HSG Clinics	Met will present to clinic on request.	Met
System Availability and Performance	>95% system uptime guarantee for past 12 months	Met 99.9%	Met Achieved 100%
Support Channels and Helpdesk Availability	List of support channels and helpdesk operating hours	Whatsapp, if system is down, contact by whatsapp 24/7 Online livechat - Intercom/Email : Monday to Friday 9:00 ~18:00	<ul style="list-style-type: none"> • Helpdesk 9am- 530pm (weekday) • Whatsapp Message (Daily as when required by customer)
Incident Management	Response Time to HSG Clinics for Severity 1 issue within 1 hour	Met within 30 minutes	Met
	Resolution Time (system recovery within company's control) for Severity 1 issue within 4 hours	Met within 1 hours	Met
User Training and Documentation	Provide training sessions and list of training materials	Physical training as request , Virtual Session any time clinic requires: <ul style="list-style-type: none"> • Physical/Virtual sessions • Training Materials : FAQ • Additional information : 1/2 yr call for Groups n Dr Session call 	2 Training Session <ul style="list-style-type: none"> • Physical- 60 mins when clinic is onboarding. • Virtual – As when clients needed within the first one month of onboarding. (40 mins) • User guide- Training Manual
For any clarifications, contact CMS support email		sales@sgimed.com	info@unitedcrest.net

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Service Standards Scope	Service Standards Criteria	Julius	LinkDoctors
		Rubicon Medical Pte Ltd	Carevender Pte Ltd
Service Level Agreement (SLA)	Have an established Service Level Agreement (SLA) with HSG Clinics	Met	Met
Business Continuity Plan (BCP)	Have a documented Business Continuity Plan (BCP) communicated to HSG Clinics	Met	Did Not Meet
System Availability and Performance	>95% system uptime guarantee for past 12 months	Met Achieved 95%	Met Achieved 96%
Support Channels and Helpdesk Availability	List of support channels and helpdesk operating hours	Email / Whatsapp: 7AM to 11PM, Mon - Sun.	• Support Channel 1 (9-6pm Mon-Fri, 9-1pm Sat, msg, call, email, whatsapp)
Incident Management	Response Time to HSG Clinics for Severity 1 issue within 1 hour	Met Within 1 Hour Reponse.	Met
	Resolution Time (system recovery within company's control) for Severity 1 issue within 4 hours	Met We have always recovered with in 4 hours.	Met
User Training and Documentation	Provide training sessions and list of training materials	1 Training Sessions Annually <ul style="list-style-type: none"> • Physical sessions • Training Materials x 1 <ul style="list-style-type: none"> • User guide (Screenshots/Video/Docs) on updates 	• On Site training on request. (or remote training)
For any clarifications, contact CMS support email		contact@rubiconmedical.sg	hello@carevender.com

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Service Standards Scope	Service Standards Criteria	OtterSG	Plato CMS
		MaNaDr Pte Ltd	Plato Medical Pte Ltd
Service Level Agreement (SLA)	Have an established Service Level Agreement (SLA) with HSG Clinics	Met	Met
Business Continuity Plan (BCP)	Have a documented Business Continuity Plan (BCP) communicated to HSG Clinics	Met	Met
System Availability and Performance	>95% system uptime guarantee for past 12 months	Met Achieved 100%	Met Achieved 100% uptime in the last 12 months. Uptime numbers are publicly posted
Support Channels and Helpdesk Availability	List of support channels and helpdesk operating hours	<ul style="list-style-type: none"> Instant Messaging <ul style="list-style-type: none"> Email Call (8am - 10pm) 	Phonecalls: +65 31294333 Whatsapp: +65 83280301 Email: support@platomedical.com Support hours are office hours only
Incident Management	Response Time to HSG Clinics for Severity 1 issue within 1 hour	Met	Met
	Resolution Time (system recovery within company's control) for Severity 1 issue within 4 hours	Met	Met
User Training and Documentation	Provide training sessions and list of training materials	Training sessions for onboarding and updates <ul style="list-style-type: none"> Physical/Virtual session depending on feature 	Plato provides one-on-one training sessions to users at a mutually agreed on time. Plato also provides extensive user documentations and video guides
For any clarifications, contact CMS support email		info@ottersg.com	support@platomedical.com

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Service Standards Scope	Service Standards Criteria	UNO CMS	Vanda CMS
		Uno Technologies Ptd Ltd	Magicsoft Asia Systems Pte Ltd
Service Level Agreement (SLA)	Have an established Service Level Agreement (SLA) with HSG Clinics	Met	Met
Business Continuity Plan (BCP)	Have a documented Business Continuity Plan (BCP) communicated to HSG Clinics	Met	Met
System Availability and Performance	>95% system uptime guarantee for past 12 months	Met Achieved 100%	Met
Support Channels and Helpdesk Availability	List of support channels and helpdesk operating hours	<ul style="list-style-type: none"> • Support WhatsApp Group Chat (Weekdays, 8am-10pm) • Support Call (Weekdays, 8am-10pm) • Support Emails (Weekdays, 8am - 10pm) After hours on a best effort basis.	<ul style="list-style-type: none"> • Monday to Friday (9:00am – 6:00pm) via phone, email • Sat to Sunday (whenever possible)
Incident Management	Response Time to HSG Clinics for Severity 1 issue within 1 hour	Met	Met
	Resolution Time (system recovery within company's control) for Severity 1 issue within 4 hours	Met	Met
User Training and Documentation	Provide training sessions and list of training materials	Case by case but typically: <ul style="list-style-type: none"> • 1 onsite training (optional, 2hrs, does not include transport fees) • 1 online training (free) • Unlimited access to online user guides 	<ul style="list-style-type: none"> • Training session upon onboarding • Online helpdesk with video & documented guide
For any clarifications, contact CMS support email		hello@unotech.io	sales@magicsoft-asia.com

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Service Standards Scope	Service Standards Criteria	ZD-eCMS
		Zanden Technology Pte Ltd
Service Level Agreement (SLA)	Have an established Service Level Agreement (SLA) with HSG Clinics	Did Not Meet
Business Continuity Plan (BCP)	Have a documented Business Continuity Plan (BCP) communicated to HSG Clinics	Met
System Availability and Performance	>95% system uptime guarantee for past 12 months	Met
Support Channels and Helpdesk Availability	List of support channels and helpdesk operating hours	Whatsapp support 24/7 • Support Channel 1 (24/7)
Incident Management	Response Time to HSG Clinics for Severity 1 issue within 1 hour	Met
	Resolution Time (system recovery within company's control) for Severity 1 issue within 4 hours	Met 4 hours
User Training and Documentation	Provide training sessions and list of training materials	Video and unlimited training if needed for part time clinic assistant, User guide GPs to guide their staff
For any clarifications, contact CMS support email		enquiry@zanden.com.sg

End

