

	Assurance Technology (Clinic Assist)	Galen Health Pte Ltd (Galen Health)	IHiS (GPCConnect)	SGiMED (HummingBird E-Clinic)	Plato Medical (Plato)
BACKGROUND INFORMATION					
Background of the company	Founded in 1995 Company size: 46	Founded: 2017 Company size: 25	Founded in 2008 Company size: ~3800+ staff	Founded in 2014 Company size: 9 (customer success support team), 18 (product development)	Founded: 2015 Company size: 10
Based in Singapore	Yes	Yes	Yes	Yes	Yes
Address and contact details of company	Address: Blk 134 Jurong Gateway Road #04-309R Singapore 600134 Tel: 6563 2435 Email: enquiry@eclinic.com.sg	Address: 6 Shenton Way, #10-09, Oue Downtown, Singapore (068809) Tel : 63234415 Email: inquiry@galenhealth.io	Address: 6 Serangoon North Ave 5, #01-01/02, Singapore 554910 Tel: 65941800 Email: GPIT@ihis.com.sg	Address: 200 Jalan Sultan #01-12, Singapore (199018) Tel: 90281830/ 98551463 Email: enquiries@sgimed.com	Address: 68 Circular Road, #02-01, Singapore 049422 Tel: 3129 4333 Whatsapp: 8328 0301 Email: support@platomedical.com
Estimate number of users and demographic of users in Singapore	1300 clinics GP: 46% SP: 36% DT: 16% Others: 2%	150 installations GP: 50% SP and DT: 50%	190 clinics	~360 clinics GP: 75% SP and others: 25%	~500 clinics
Approximate price range and available packages available	Basic \$150 - \$250: SmartCMS, User Mobile Apps, Patient Mobile, Telemed, Singpass Verify, Queue Calling HSG Package \$300 - \$400: SmartCMS, HSG, PCN, User Mobile Apps, Patient Mobile, Telemed, Singpass Verify, Queue Calling	\$200/location per month (Per Annum of \$2,400) HSG subscription promotion: the 4th and 5th year are free with a 3-year agreement	New PCN subscriber, sign-up: a. Before 1 July 2023 - \$250/mth for 2 years with the first year's subscription fees paid up front. b. From 1 July 2023 - \$350/mth for 2 years subject to further review. New non-PCN subscriber sign-up: a. Before 1 July 2023 - \$250/mth for 2 years with the first year's subscription fees paid up front. b. From 1 July 2023 - \$250/mth for 2 years subject to further review.	\$200/month on an annual basis subscription (Per Annum of \$2,400) \$500 for optional on-site training	\$200/month (billed per annum + GST)
SUPPORT AND TECHNICAL QUESTIONS					
Type and scope of assistance available for trouble-shooting / down-time	Types of support: Ticketing, email or phone All incoming queries will be logged into CRM with tracking, classification, follow up and analysis. Support hours: Mon - Fri: 8.30am -7.30pm; Sat: 8.30am - 1pm	Types of support: Email, phone or WhatsApp Support hours: Daily, 24 hours	Types of support: Email, phone Support hours: 8am - 10pm (daily except public holidays) *Besides application support, End User Computing support for computers, printers, label printers, update of drivers & etc is provided.	Types of support: -In-app Chat via Intercom (a real-time support chat which can be accessed from the HB Software directly) - WhatsApp, Email or Phone, TeamViewer Regular Support Hours: Mon - Fri: 9am - 6pm Weekend/AOH – Emergency Support for critical issues or System Down	Types of support: Email, Call or WhatsApp Support hours: Mon - Fri: 8.30am to 6pm
Type and scope of assistance available for incoming / onboarding clinics	Onsite training 2 x 2 hours Online training Classroom training	Onboarding support Training for staff and doctors Data migration from existing system Help to setup IT equipment Go live onsite support	Dedicated GPCConnect Specialist providing structured onboarding process which includes: On-boarding briefing & training sessions Run through with clinic readiness assessment such as onsite assessment of hardware, of specific computing equipment, down to the required power sockets etc Brief on Singapore Drug Dictionary (SDD) and how to populate data to map the inventory template. This supports the GPs in ensuring data quality in submission to MOH for drug data contribution Analyse data to be migrated into GPCConnect and provide profiling report to support the clinic in cleaning up dirty data. This enables identifying potential data quality errors as early as possible and maintain data integrity and accuracy when migrated between systems; Understand clinic workflows and profile and recommends corresponding GPC processes & controls accordingly; Provide 1-3 days on-site go live support.	Data migration trial run with clinic's data Online training Onsite training First day of go live on-site support. FAQs Monthly enhancement training (SGiMED office)	Training sessions both prior to adoption and post adoption Trial data migration and training sessions

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SUPPORT AND TECHNICAL QUESTIONS (continued from previous page)																																
Hardware and software requirements for CMS users	PC 10th generation i5 with 8gb ram Win 10/11 or iMac 20" Monitor Internet speed 100mbps Thermal transfer label printer with 45mm x 80mm label size Laser printer for MC, invoice and reports.	<table border="1"> <thead> <tr> <th colspan="3">Windows Based Computers</th> </tr> <tr> <th></th> <th>RECOMMENDED</th> <th>MINIMUM</th> </tr> </thead> <tbody> <tr> <td>Operation System</td> <td>Windows 11</td> <td>Windows 7</td> </tr> <tr> <td>Processor</td> <td>1.3Ghz or higher</td> <td>1Ghz</td> </tr> <tr> <td>Memory</td> <td>8 Gb or more</td> <td>4 Gb</td> </tr> <tr> <td>Monitor Size</td> <td>24 inch</td> <td>13 inch</td> </tr> <tr> <td>Screen Resolution</td> <td>1920 x 1080 resolution or higher</td> <td>1024 x 768 resolution</td> </tr> <tr> <td>Internet Speed</td> <td>10mbps (or higher)</td> <td>1mbps</td> </tr> <tr> <td>Browser</td> <td>Google Chrome</td> <td>Google Chrome / Microsoft Edge</td> </tr> </tbody> </table>	Windows Based Computers				RECOMMENDED	MINIMUM	Operation System	Windows 11	Windows 7	Processor	1.3Ghz or higher	1Ghz	Memory	8 Gb or more	4 Gb	Monitor Size	24 inch	13 inch	Screen Resolution	1920 x 1080 resolution or higher	1024 x 768 resolution	Internet Speed	10mbps (or higher)	1mbps	Browser	Google Chrome	Google Chrome / Microsoft Edge	Processor: Intel i5 equivalent or higher. Memory: 8GB RAM or higher (16 GB recommended for Queue Display controller) Storage: SSD with at least 100GB of free storage space (client size is approximately 1.5GB) Internet Ready with Fibre connection Microsoft Windows 10 or later (with Local Administrator User rights) Internet Browsers: Chrome or Microsoft Edge Valid and active Anti-Virus Mobile Phone for all GPC login accounts.	PC / Laptop: Both windows and mac compatible Monitor Resolution: 1920 x 1080 (or above) CPU: 4 x vCPU (3.0 GHz or faster) RAM: 8GB (16 GB is recommended.) HD: 500GB (SSD is recommended) Network: 100M/30M (download/upload bandwidth or above) Browser: Windows / Mac OS: Chrome; iOS (iPhone/iPad): Safari	PC, Mac, tablets, phones Browser: Chrome thermal label printer/standard printer
Windows Based Computers																																
	RECOMMENDED	MINIMUM																														
Operation System	Windows 11	Windows 7																														
Processor	1.3Ghz or higher	1Ghz																														
Memory	8 Gb or more	4 Gb																														
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Screen Resolution	1920 x 1080 resolution or higher	1024 x 768 resolution																														
Internet Speed	10mbps (or higher)	1mbps																														
Browser	Google Chrome	Google Chrome / Microsoft Edge																														
Level of cybersecurity	2FA using CAS mobile app Minimum 12-character password with upper, lower alpha, number and special character No reuse of last 3 historic passwords User account lock after 3 tries Yearly VAPT Database is Microsoft SQL with build in encryption. SSL is by Entrust	2FA for all logins Password complexity validation End-to-end data encryption Account lock when password is incorrect SSL is by Entrust	Compliant to the national HealthTech Instruction Manual. For specific examples of IT security, please refer to the list of requirements that MOH provided to commercial vendors, which includes the requirements of 2FA as an example.	Device lock 2FA Single sign-on	AES-256 encryption and SSL certificates 2FA IP restriction option Azure active directory linkage																											
DATA SUBMISSION AND CLAIMS																																
Are data submission for HSG clinical indicators automated	Yes Clinical indicators are auto-retrieved and populated into the relevant fields and submitted at the end of the day CMS will prompt the user if any clinical indicators are not performed.	Yes	Yes Automatically extracts the required HSG clinical data across visits for the entire reporting year. Clinic users may choose to review the data before submission.	Yes Data capture is automated and the data is also sent over for HSAR once the doctor clicks "Submit"	Yes HSG clinical indicators are submitted automatically																											
Are claims for HSG fees automated	Yes CMS automatically checks if the visit is under HSG or CHAS and will compute the relevant drug pricing, SFL pricing and vaccination price. The user can toggle between HSG and CHAS to check the patient's out of pocket amount before deciding on the visit type. Information as given by respective CMS, real-time application/features of automated claims may differ from the information provided by the CMS when HSG commences.	Yes	Yes The data related to GP Service Fee is automatically extracted for claims submission. Clinic users can choose to review them before submission.	Yes Fully integrated once the clinic tags for HSG and for submission The CMS will auto generate the calculation for the doctor to review and upon submission the claim will be auto submitted	Yes Auto-populates the claim amounts for the clinic staff Staff have the option of reviewing the claim amounts and clicking "Submit"																											
Are claims for fees from National Child Immunization Schedule (NCIS) / National Adult Immunization Schedule (NAIS) automated	Yes Verifies patient eligibility, vaccination eligibility. Auto computes for any co-payment.	Yes	Yes. The user may choose the type of vaccination and the CMS will automatically check for the claims eligibility. If the patient is eligible, the CMS will calculate the patient payable/claim amount and automatically creates a record for claims submission.	Yes The information is submitted directly to MHCP, NIR	Yes																											

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DATA SUBMISSION AND CLAIMS (continued from previous page)					
Are claims for Screen for Life automated	Yes Verifies patient eligibility, vaccination eligibility. Auto computes for any co-payment. Printing of invoice as per AIC format to show the amount patient has paid. User only needs to press one time for submission for all patients on the same day at the end of the day.	Yes	Yes During the consultation, the doctor can choose the type of screening and the CMS automatically checks for the screening eligibility. If the patient is eligible, the CMS will calculate the patient payable/claim amount and automatically creates a record for claims submission	Yes	Yes
Are disease notifications automated	Yes User may select from drop down list.	Yes	Yes Doctor just needs to indicate the diagnosis and the CMS will check for the reportable disease automatically and launch the MDI31 form for review before submission.	Yes	Yes Via IRIS/CDLENS integration
Are vaccination notifications automated	Yes User will be guided to enter the batch number and dose during dispensing. Will automatically add recall for next dose. User only needs to press one time for submission for all patients on the same day at the end of the day.	Yes	Yes Sends all vaccination records to NEHR automatically. NEHR will forward only NCIS and NAIS to NIR.	Yes The doctor may also enquire re: latest info from the system in real-time	Yes NIR integration
Are there any other automated submission and claims	Yes MWHealth APP Data Submission (for Migrant work submission) Generation of PCN CDR. CIDC submission CDMP Chronic / CDMP Vaccination / Flexi-Medisave Claims Submission CMIS / NEHR-CMIS Submission	Yes CDLENS PHPC SASH Medisave NEHR All other SmartCMS Services	Yes For CIDC, the CMS will extract the relevant indicators when the doctor signs-off the consultation. The doctor will have the option to submit at this point or defer to the later time. For PCN CDR, GPC automatically extracts the required PCN data across visits for the entire reporting year. Clinic users/PCN care coordinators will just need to download and review the spreadsheet.	Yes MWHealth APP Data Submission (for Migrant work submission) DigiMC (+ MC.GOV.SG) SingPass Integration	Yes Claim submissions and data contributions are fully automated
INTEGRATION					
Laboratory Providers	Innoquest, Reste, Parkway, Eurofins, Pathlab: Both data and PDF. Allows trending and populates into chronic template case notes, PCN, CIDC and HSG.	Innoquest: lab ordering, PDF, data graphing Parkway: PDF, raw data graphing	Innoquest, Reste, Eurofins: data are flowed into the system automatically. These results can be viewed easily within the same EMR screen. Trending of results is supported using graph or table. *Parkway, Pathlab: WIP	Innoquest, Parkway, Reste, Eurofin: PDF, HL7 IGene: PDF *Pathlab: WIP	Innoquest, Parkway Labs, Reste, Eurofins, iGene: Both data and PDF
Radiology Providers	Parkway Radiology: PDF report	No	No	IParkway Radiology (Report) LifeScan (Report/Image) Medisol (Reports/HL7)	Parkway Radiology, Radlink, Lifescan, OHM: PDF reports, DICOM images
Third Party Administrator Portals	WIP	No	No	Working with Alliance TPA re: direct claim integrations Other TPAs: WIP	Yes Fullerton's FNHE system
CUSTOMIZATION AND ADDITIONAL / UNIQUE SERVICES					
Is there any customization allowed	Yes Any suggestions that will benefit the majority of GPs will be implemented. For bigger medical groups, customization will be based on their corporate, financial and governance requirements. Customisation charges: \$1,000/man day.	Yes Depends on type of requirements for customization	Yes. For example: EMR – Templates/Order Sets – customize canned text for quick data entry EMR – 5 variations for Patient Note layout EMR – customize own preferred names for visit tags, flowsheet profile/panel and diagnosis or medication EMR – Clinician Decision Support alerts – enable/disable alerts at clinic or patient level CMS – Customize Queue Log layout CMS – Create additional fields in Patient Profile	API integration	Yes Clinics may configure the system in accordance with their preferences

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CUSTOMIZATION AND ADDITIONAL / UNIQUE SERVICES (continued from previous page)					
Does the system allow for appointment booking and sending of reminders	Yes Patients can use the clinic portal or the patient mobile app to book appointments. The clinic can also send SMSes and messages through the mobile app to remind patient about their upcoming appointment. The appointment status will be reflected in the CMS appointment module	Yes	Yes Clinic can create or tag appointment types and search for appointments. Appointment reminders are sent via SMS.	Yes Appointment booking function Clinics are allowed to send emails and SMSes if they subscribe to one of the SMS vendors that SGiMED integrates with.	Yes Patient online appointment booking and prepayment for services If a clinic is operating in an HDB, patients can pre-queue using Singpass
Does the system allow for teleconsultation	Yes Teleconsultation will be through the patient's mobile app. The doctor will conduct the teleconsultation via the CMS.	Yes	WIP	Yes API provides links with telemedicine vendors. Integration with ZOOM and several other telemedicine vendors in the market.	Yes In-built telemedicine system: PlatoConnect
Are there any additional / unique services	Yes Clinical: MIMS for drug allergy, drug-drug interaction and duplicate therapy checking ACT assessment CAT assessment PHQ-9 score Sheehan Disability Scale score Admin: Integration with patient mobile apps eHealthAssist Singpass: Verify during new patient registration Singpass Myinfo for advance registration NETS machine integration without need to enter amount into terminal and auto reflect into CMS PayNow cashless payment with amount appearing in patient payment app Input of vital signs via blue-tooth through mobile app and uploading into CMS	Yes Clinical: Data analytics engine Paediatric growth charts Automated vaccination reminders	Yes Clinical: MIMS Drug, Allergy and Duplicate Therapy Interaction ACT Score Calculator CHA2DS2-VASc Score Calculator Admin: FMC Drug Subsidy Framework capabilities -Tagging of subsidized drugs -Drug subsidy is computed automatically based on patients' criteria and drugs (SDL1 or SDL2) -Schemes to supports Pricing Rule and Additional Subsidies for PG/ MG patients Multi-Station capabilities -Ability to create and customize station names, itinerary and sort the stations' sequences Support for Group Clinics -Ability for clinic headquarters to push inventory master, schemes etc to all their clinics	Yes Clinical: Stripe Health Screening Cardiovascular Risk Calculator (including in the Health Screening module) Decision support	Yes Admin: Automate registration Appointment booking Simplify payment module
OTHER INFORMATION					
Other useful information	Auto reflects vital signs and medications in case notes Direct input of vital signs into case notes Direct input of HSG goals in case notes Direct order of HSG services in case notes Mobile App for seniors: Allows for bigger font, multi-language features, pill reminder service with drug pictures, refill reminders, queue number request etc.		Besides onboarding training, refresher trainings and trainings for major releases are provided on need basis.	Only CMS providing interactive chat support	

GP: General practitioners
SP: Specialists
DT: Dental