

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 opt out of the NEHR?

Yes, you may opt out of the NEHR. Generally, this will imply that your health record on the NEHR will not be accessible to all healthcare professionals, including those providing care to you. If you still wish to opt out of 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 you may choose to opt back into the NEHR at any time thus enjoying the benefits 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
- Laboratory test results
- Radiology results
- Medication history
- History of surgeries or procedures
- Allergies and adverse drug reactions
- Immunisations

Who can access my records on 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 records? 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 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 records are 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
www.ihis.com.sg/NEHR



One Patient, One Health Record

Is the NEHR important to you as a patient?
Connect with us and share your views in a quick survey at www.ihis.com.sg/NEHR

For enquiries and feedback, please call **6594 2009** or email nehr.feedback@ihs.com

MINISTRY OF HEALTH
SINGAPORE

The NEHR is owned by the Ministry of Health of Singapore and managed by the Integrated Health Information Systems (IHiS), Singapore's health technology agency for healthcare.

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**Patients First with NEHR.
Enabling better
CARE for You.**

CConnects Healthcare Professionals for Patient-centred Care
Achieves Better Health Outcomes
Raises Patient Safety
Enhancess Patient Experience with Seamless Care

NEHR

National Electronic Health Record
Singapore

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It is common for many of us to visit multiple healthcare providers in our lifetime - from different 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.



Photo credit: National University Hospital

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.



Photo credit: SingHealth Polyclinics

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.



HERE ARE SOME WAYS PATIENTS HAVE BENEFITTED FROM THE NEHR

I'M on
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'M on
the NEHR

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!