



MINISTRY OF HEALTH  
SINGAPORE

# Data Sharing

for Better Healthcare  
Service Delivery

You may be asked for consent on **data sharing**, on your visit to a public healthcare institution, an Intermediate and Long Term Care provider or when you apply for the Community Health Assist Scheme (CHAS).

## What is data sharing and how will it benefit me?

Data sharing enables the Ministry of Health (MOH) to facilitate the extension of government subsidies/ assistance, Medisave and MediShield coverage when you or your family receive healthcare services.

Data sharing will allow our public healthcare institutions to obtain your information such as:

- your Medisave balance;
- your MediShield coverage.

Our hospital staff will then be able to better explain to you how much of your bills will be covered by subsidies, MediShield and Medisave.

Our hospital staff will also be able to provide assistance or advice should you need financial help with your medical bills (e.g. choosing a suitable ward class), explaining financing options available (e.g. instalment), and/or refer you to a Medical Social Worker for financial assistance if needed.

## If I agree to data sharing, who will have access to my personal information?

If you agree to data sharing, please be assured that your information will be accessed for **official purposes** only, on a **need-to-know** basis by the Government and other organisations approved by the Government. For the listing of approved organisations, please refer to the MOH website at <http://www.moh.gov.sg/datasharing>.

We will ensure that the information that you have provided will be kept strictly private and protected at all times.

All organisations that access your information have to adhere to strict confidentiality conditions. MOH has in place stringent security measures to ensure that your personal data is protected.

## How will my information be used?

The information hospital staff will be able to see is to enable them to better explain how your bills will be covered by subsidies, MediShield and Medisave.

They will have access to basic information such as:

- your Medisave balance;
- MediShield coverage; and
- eligible subsidies

They will not have access to other personal information that is not required for financial counselling.

If you are applying for financial assistance, only the Medical Social Worker will need to obtain your income information from the CPF Board to better assess your financial eligibility. This will help them to process your application quickly as you are not required to obtain and provide a copy of your payslip.

The table below shows how your data may be shared, to better serve you. Do note that this list of services will be revised as we continue to enhance our services.

<b>Staff in Public Health Institutions/ Intermediate &amp; Long Term Care Providers<sup>1</sup></b>	<b>Purpose of Data Sharing</b>	<b>Source of Data</b>	<b>Type of Data Used / Received</b>
<b>Patient Services Staff</b>	<ul style="list-style-type: none"> <li>• Determine healthcare subsidies</li> <li>• Estimate bill sizes</li> <li>• Help identify large bills</li> <li>• Check Medisave balances</li> <li>• Check MediShield coverage</li> </ul>	<p>CPF Board</p> <hr/> <p>Public Hospitals and Institutions</p> <hr/> <p>MOH</p>	<ul style="list-style-type: none"> <li>• Medisave balance</li> <li>• MediShield coverage</li> <li>• Personal data (e.g. NRIC, Name, Income<sup>2</sup>)</li> <li>• Household / family members previously declared by patient</li> <li>• Healthcare schemes and financial assistance schemes (e.g. Medifund)</li> <li>• Eligible Government Subsidy</li> <li>• Healthcare schemes and financial assistance schemes (e.g. CHAS member)</li> </ul>
<b>Medical Social Workers<sup>2</sup></b>	<ul style="list-style-type: none"> <li>• Facilitate assessment and provision of financial assistance</li> </ul>	<p>CPF Board / IRAS</p> <hr/> <p>Public Hospitals and Institutions</p> <hr/> <p>MOH</p>	<ul style="list-style-type: none"> <li>• Income</li> <li>• Annual Value (AV) band of residential property</li> <li>• Personal data (e.g. NRIC, Name)</li> <li>• Healthcare bills of past year</li> <li>• Household / family members previously declared by patient</li> <li>• Healthcare schemes and financial assistance schemes (e.g. Medifund)</li> <li>• Healthcare schemes and financial assistance schemes (e.g. CHAS member)</li> </ul>

**Notes:**

<sup>1</sup> Examples of Intermediate and Long Term Care providers are Community Hospitals, Nursing Homes, Renal Dialysis Centres, and Day Rehabilitation Centres.

<sup>2</sup> Only Medical Social Workers require patient's income information to process applications for financial assistance. Other staff will **NOT** have access to the income information.

[Information correct as at December 2014. For updated info, please check the MOH website at <http://www.moh.gov.sg/datasharing>]

## Why do I sometimes need to submit multiple forms? Can you give some examples of these forms?

You may sometimes be asked to fill in multiple forms. This is because they have different purposes. The **consent form for data sharing** enables your healthcare provider to access your information, and it is designed to reduce the inconvenience to you of having to give consent every time your information is required.

You may need to sign **the Medisave authorisation form** to use your Medisave for your treatment or your immediate family member's treatment. This helps to safeguard your Medisave savings, by ensuring that your Medisave is used only with your authorisation.

You may be asked to fill in **the Household Means-Test Declaration Form**, which is for family members to consent to data sharing and declare that they live together. Although consent for data sharing is valid until you withdraw the consent, the declaration of household members in this form is only valid for 2 years.

## If I do not consent to data sharing, will my personal information remain protected?

Yes. Your personal information will remain protected, and will not be shared or used without your appropriate consent.

## Who can I approach if I have queries?

For more information on data sharing, you can approach the hospital staff at any public healthcare institution or Immediate and Long-Term Care provider at which you or your family is receiving treatment at.

If you are keen to apply for the Community Health Assist Scheme (CHAS), do pick up an application form at any Community Centre or Club, or public healthcare institution. The application form is also available online.

For more information on CHAS, call 1800-ASK-CHAS (1800-275-2427) or visit <http://www.chas.sg>.