FAQ

1. **Is Clinic Assist Software NEHR Ready?**
   Yes. We have successfully implemented NEHR contribution for 10 clinics in MOHH CLEO Project. Clinic Assist is the only private clinic management system named in iHIS's NEHR Readiness IT Solution list under **"Demonstrated ability to connect to the NEHR"**.
   (*https://cms.ihis.com.sg/sites/connectnehr/Pages/IncentivesSupport.aspx*).

2. **There were speculations that only GPC will be allowed to contribute to NEHR. Is that true?**
   No. Integration to NEHR is through IHIS's SmartCMS Programme. SmartCMS is a platform by IHIS to enable information flow between clinics and public healthcare systems. IHIS invites CMS providers to be SmartCMS partners and increase clinics' productivity by streamlining claims submissions and etc.
   (https://www.ihis.com.sg/SmartCMS_Programme)

3. **Clinics are concern about their data hosted in the cloud. If they change CMS provider, will they get back their data?**
   Yes, we are just providing software & data storage space. Data Ownership belongs to the clinic. This is governed by MOH Act & PDPA. Proper contract terms drafted by lawyer are in place. Further to that, the data is hosted in Singapore (Microsoft Azure).

4. **What happen if the clinic fiber broadband (Internet) is down? Can the clinic still operate?**
   Yes. Our solution includes a Downtime module (read-only version). The module will be installed in the clinics and users will be able to access patient data from it.

5. **Web-based (cloud) provides convenience by allowing doctors to access the system from anywhere, anytime. But it also means that the clinic staffs will be able to access the clinic data from their home after business hours without doctors' knowledge. Does Clinic Assist come with features to mitigate such activities?**
   Yes. We have put in place 2FA, business hour control, & other features to help doctors manage suspicious activities.

6. **Some CMS solutions are very flexible and allow users to modify case notes, payments, & etc. even after end day. Are these good practices?**
   No. These are incorrect practices.
   - MOH regulation states that case notes can be appended but not edit/replace after end day.
   - Editing of invoices:
     - Issues with GST return,
     - Accountant has problem tracking the changes,
     - Inventory does not tally,
     - Encourage staffs on unauthorized activities. e.g. stealing of money, drugs, etc.

7. **I heard from your competitor that Clinic Assist charged S$1,000 to go onsite for clinic support. Is that true?**
   No. Our onsite support rate is S$100 per hour (minimum 2 hours) plus S$40 (transportation). Competitors are spreading such rumors to discredit us.

8. **Does Clinic Assist have the necessary resource and team structure to handle NEHR?**
   We have a local office with 15 support staffs, 15 developers and 7 support lines. In CLEO project and the current CHAS/CDMP/SFL submissions, our team manages incidents from clinics and work with IHIS to track and resolve all issues. So far, we have no problem meeting their requirements. With fully ownership and control of our software, we can better support the clinics and continue to update our technology and implement new features for our clients.