

Digitising “myAdvanceCarePlan”(myACP): A Singapore experience

Gerontech and Innovation Expo cum Summit (GIES) 2025 Online Summit

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Agency for Integrated Care

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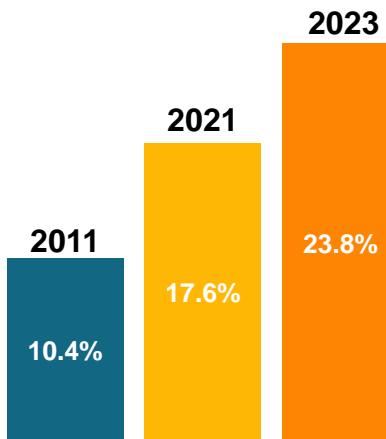
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Digitisation of Advance Care Planning

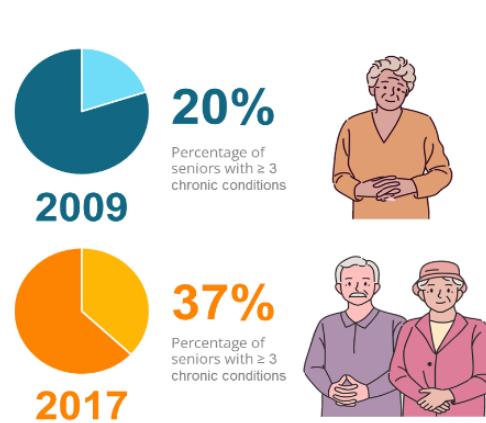
Singapore population and efforts to digitise

Singapore with its 6 million population faces challenges associated with a rapidly ageing population but this has not affected efforts to digitise its society

Longer life expectancies

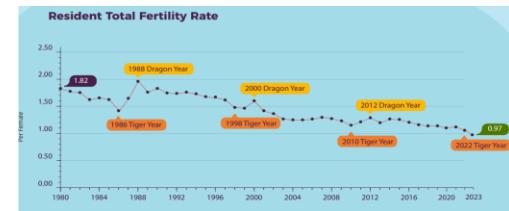


Higher prevalence of chronic diseases

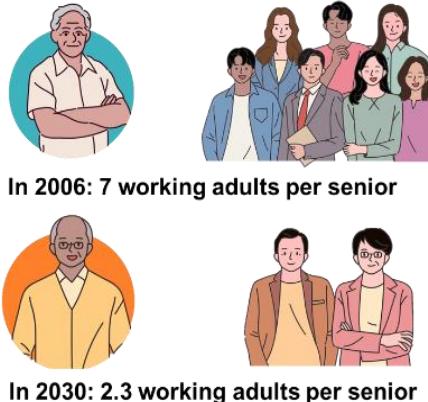


Lower fertility rates

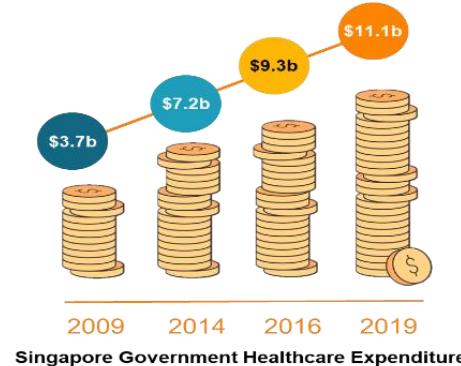
Singapore's total fertility rate hits record low in 2023, falls below 1 for first time



Smaller old age dependency ratio



Higher healthcare expenditure



- Adoption of digital technology was accelerated by the COVID-19 pandemic with national programmes, for the general population¹ and its seniors², helping to quicken the pace of citizens learning to use digital tools and accessing government digital services.

¹ Digital for Life (DfL) programme for all individuals and organisations to embrace technology

² Seniors go digital programme for seniors to embrace technology

Efforts has increased Singaporeans' take up¹ of digital tools including those of seniors (aged 60 and above)

DIGITAL ACCESS



99% of resident households have internet access

DIGITAL LITERACY



97% of residents own a mobile phone

ATTITUDES TOWARDS DIGITAL TRANSFORMATION



Almost 2 in 3 Singaporeans are keen to try out new digital technologies

Senior population



89% of the senior population own a mobile phone



86% use the internet to find information

singpass

67% use the Singpass² application to access governmental e-services

¹ Based on Singapore Digital Society Report 2023, by Infocomm Media Development Authority, Singapore

² Singpass is a trusted digital identity that allows residents to access government and business services online.

Overview of Agency for Integrated Care (AIC)

AIC supports the Ministry of Health (MOH) in building up and integrating care in the community, outside the acute care systems, as part of efforts to meet the needs of Singapore's ageing population.

- AIC is the agency in Singapore that coordinates the delivery of aged care services, enhances service development and capability-building across both the health and social domains.
- AIC works closely with Community Care partners in supporting them in service development and manpower-capability building, to raise the quality of care, and bringing care support closer to those in need.

A vibrant care community that enables our people to live well and age gracefully.



Around Seniors and Clients

Improved functional and mental health through tailored health and social care recommendations.

Integrated

Seamless access to health and social care resources to age well in the community.

Cost Effective and Sustainable

Better quality and sustainable care with stronger governance and agility.



Advance Care Planning (ACP)

Advance Care Planning (ACP) in Singapore



Process of planning for one's future health and personal care



Allows the care team and nominated healthcare spokesperson, identified by client, to act in their best interest and in accordance with their prior expressed wishes.

Benefits of ACP

Provides the opportunity for clients to make choices about future personal plans

Ensures that care received matches client's goals and values

Gives clients and families peace of mind that clients' wishes are made known and will be acted upon when the need arises

Guides families and medical team when making decisions on behalf of clients

1



Well population
General ACP form

2



Unwell with serious illness population
Preferred Plan of Care

- AIC has been overseeing this national programme since 2011 to encourage uptake of ACPs across settings, promote public awareness and adoption of ACP, enhance access to service providers that can conduct ACP and support service providers helping the unwell population to embed ACP as part of routine care.

While there has been an increase in ACP numbers over the years, there were barriers deterring the adoption of ACP. Hence an innovative solution was developed to allow individuals to self-document their ACPs.



Issue

For ACP to be conducted, an appointment needed to be made:

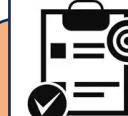
1. Time, effort and potential cost taken to visit a facilitator to complete the ACP
2. Scheduling of appointments
3. Access to trained facilitators



Proposed solution

Reduce dependencies on facilitators, time and efforts required to make appointments.

It was identified that the generally well and digital literate could potentially self-serve if provided a platform to self-document their ACP.

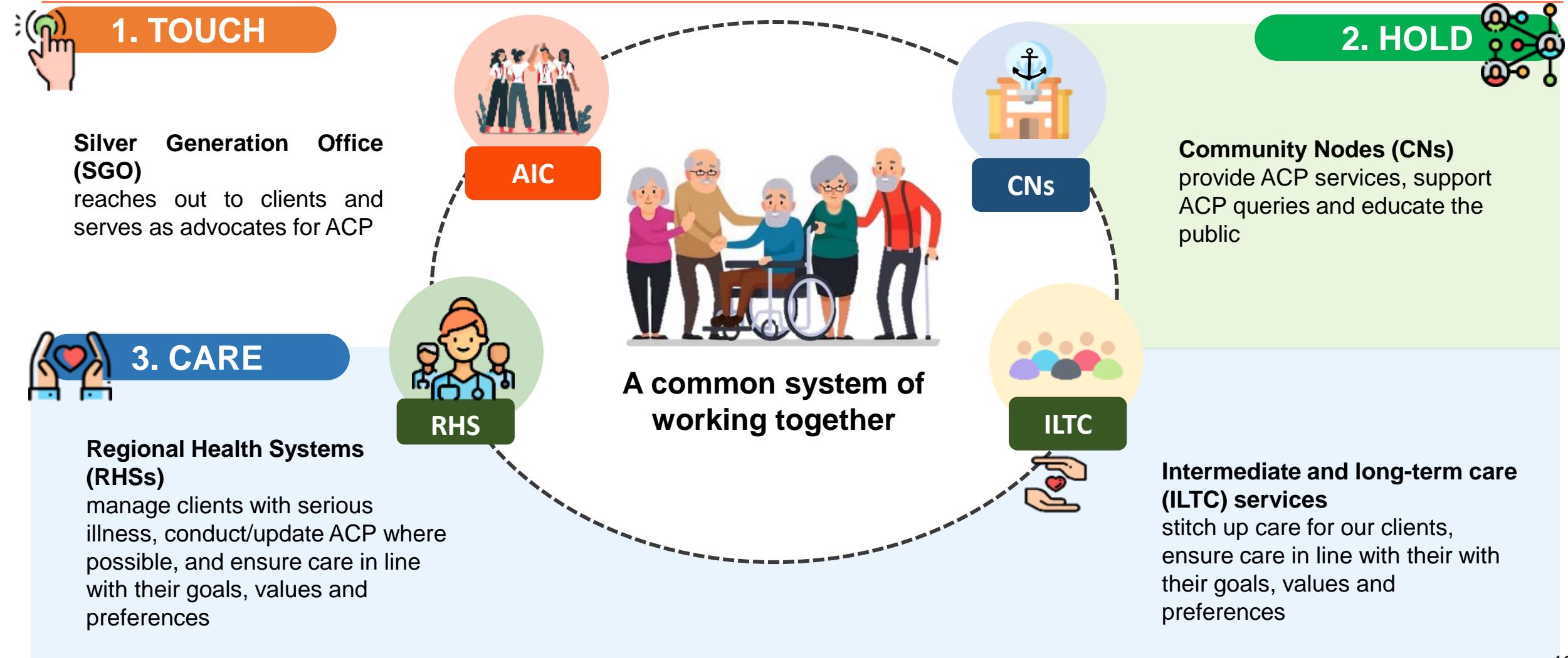


Intended Outcome

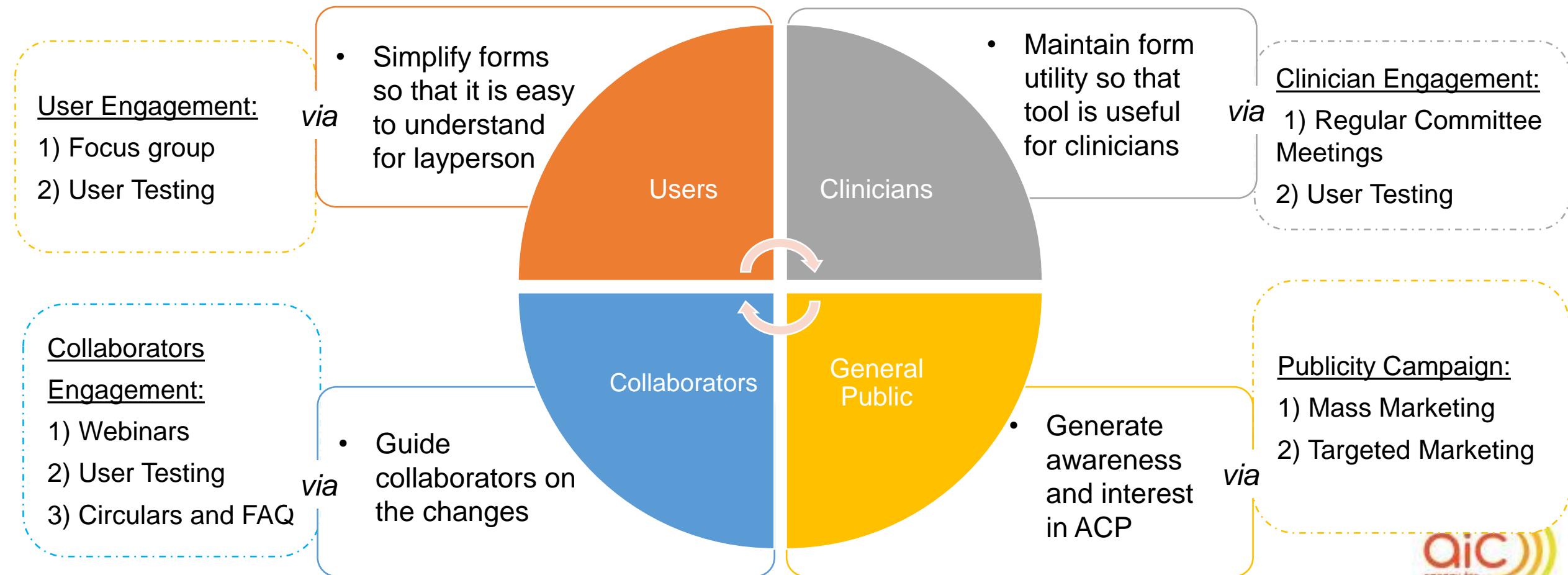
1. Develop a digital, self-documentation tool
2. Launch and promote the tool to the digital savvy residents

Digitisation of Advance Care Planning

We envision that it will take an integrated ecosystem to support clients in matching their goals and values with their care



Key considerations when digitising ACPs



From the multiple engagements and user testing sessions conducted, feedback from stakeholders across various sectors were sought

Domains	Design elements
 Security	Usage of Singpass to allow clients a secure and convenient access to the digital service
 Data Accuracy	T&C clauses to remind clients that they would be responsible for information provided and inform when the information will be used
 User Experience	<ul style="list-style-type: none">- Using guided questions and checkbox options with common and easily understandable language.- Simplify and consolidate documentation requirements- Provision of support for booking of facilitated sessions when required.

Completing Digital ACP (myACP) is as easy as 1,2,3

Personal details

Personal health

Lifestyle

Fears or worries

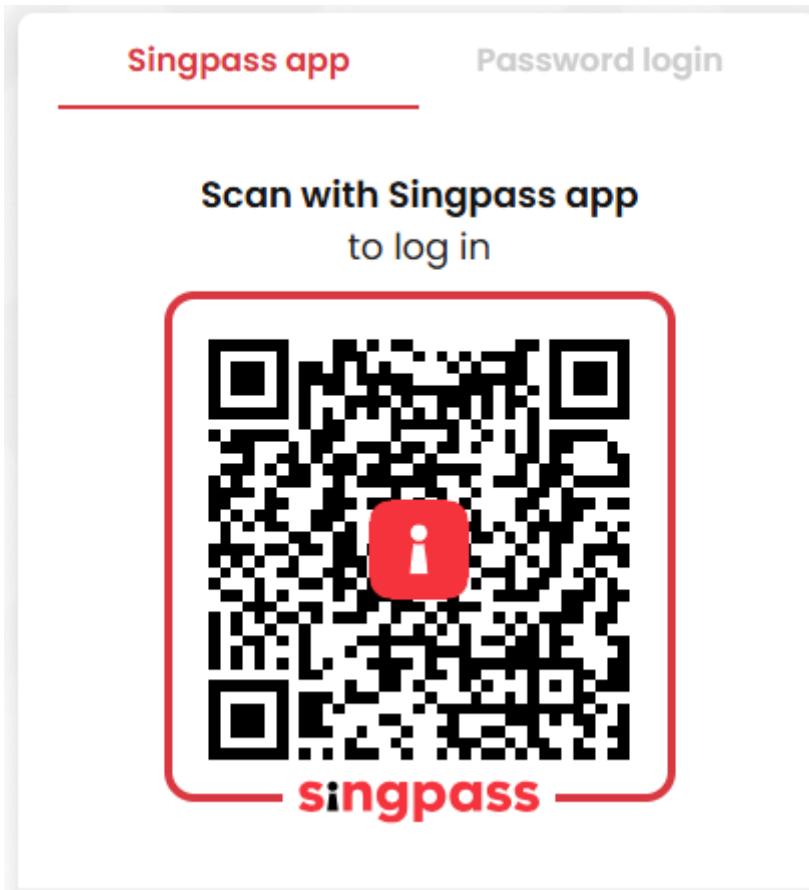
Goals of medical care

Care preferences

Healthcare
spokesperson

Review

Step 1: Login via Singpass



Personal details

These details are from your Myinfo. Check if they're correct.

The following fields are government-verified and not editable through this service.

[View Singpass FAQs on how to update your details](#)

Your details

Retrieved from Myinfo on 18 Dec 2023

Full name (as in identity document)	Identification number
-------------------------------------	-----------------------

Date of birth	Sex
---------------	-----

Race	Marital status
Chinese	Single

Block or house number	Street name
-----------------------	-------------

Floor and unit number	Postal code
#20-468	123456

Residential status	Pass type
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Personal details auto populated from the Government registry via Singpass

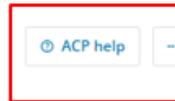
Completing myACP is as easy as 1,2,3

Personal details Personal health Lifestyle Fears or worries Goals of medical care **Care preferences** Healthcare spokesperson Review

Step 2: Documentation of values, goals and care preferences

Imagine this scenario

I have an injury or illness, and my doctors believe that further aggressive treatment will not reverse my medical condition and that I will have a low chance of recovering the ability to make decisions for myself. I would not know who I am, who I am with or where I am.



Based on the scenario, select the goal of medical care that best suits your preferences.

Comfort-focused care

Make comfort the goal of my care [1](#) and do not prolong my life in this condition.

How I live my life means more to me than how long I live.

Why did you choose this goal of medical care?

You may wish to elaborate what you hope to achieve with this goal.

I chose this option because

300 characters left

What procedures do you wish to avoid? (optional)

I would like to avoid

300 characters left

All necessary life-sustaining treatment

Continue to receive all necessary life-sustaining treatment [1](#) until the following outcomes happen to me which I find unacceptable.

These measures are subject to the assessment and decisions of the care team.

Undecided

I'm not ready to decide at this point.

- Selection based answers to facilitate users' decision making
- Guided questions or elaborations which would help users to answer questions
- Additional text fields for users' elaboration, if necessary
- 'Help' button readily available

Completing myACP is as easy as 1,2,3

Personal details

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Review

Step 3: Choose and talk to your Nominated Healthcare Spokesperson (NHS)

Nominated Healthcare Spokesperson

Choose someone you trust to convey your care preferences when you're unable to

Your Nominated Healthcare Spokesperson (NHS) is responsible to convey your care preferences when you no longer have the ability to do so.

Your NHS must be 21 years old or above and should be:

- respectful of your wishes and act on them, instead of their own
- able to make decisions under stressful situations
- willing to listen and understand your care preferences
- able to communicate effectively and speak to the healthcare team
- easy to reach in times of emergency

Most people choose a family member or a close friend, but it can be anyone as long as you're comfortable and trust the person.

If you're appointing more than one person to be your NHS, they should both:

- know your care wishes very well
- agree on what your preferences are

Appoint 1 or 2 Nominated Healthcare Spokespersons

An invitation will be sent to your NHS using the details you enter. They'll also be able to view your care preferences.

Nominated Healthcare Spokesperson	
Remove	
Full name (as in NRIC or FIN)	
<input type="text"/>	
NRIC or FIN number	Date of birth
<input type="text"/>	<input type="text"/>
Local mobile number	Email address
<input type="text"/>	<input type="text"/>
Relationship to you	
<input type="text"/>	
+ Add NHS	



NHS will be notified via SMS and email upon nomination



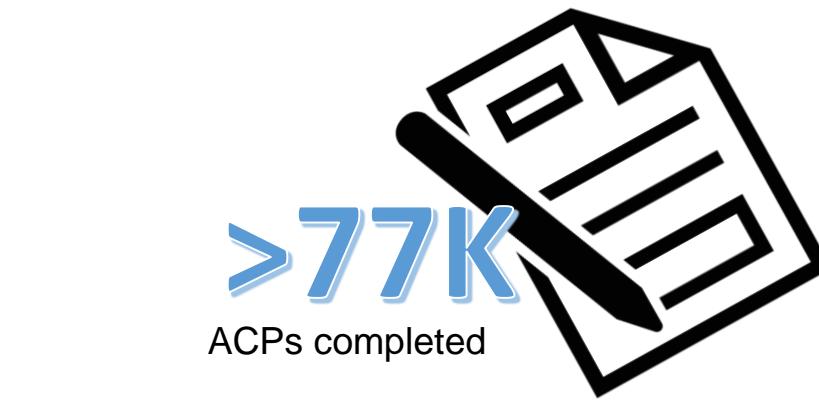
Once NHS accepts nomination, ACP will be automatically published in the National Electronic Health Records (NEHR)

Launch of myACP: Conceptualization and Development Journey (2022-2025)

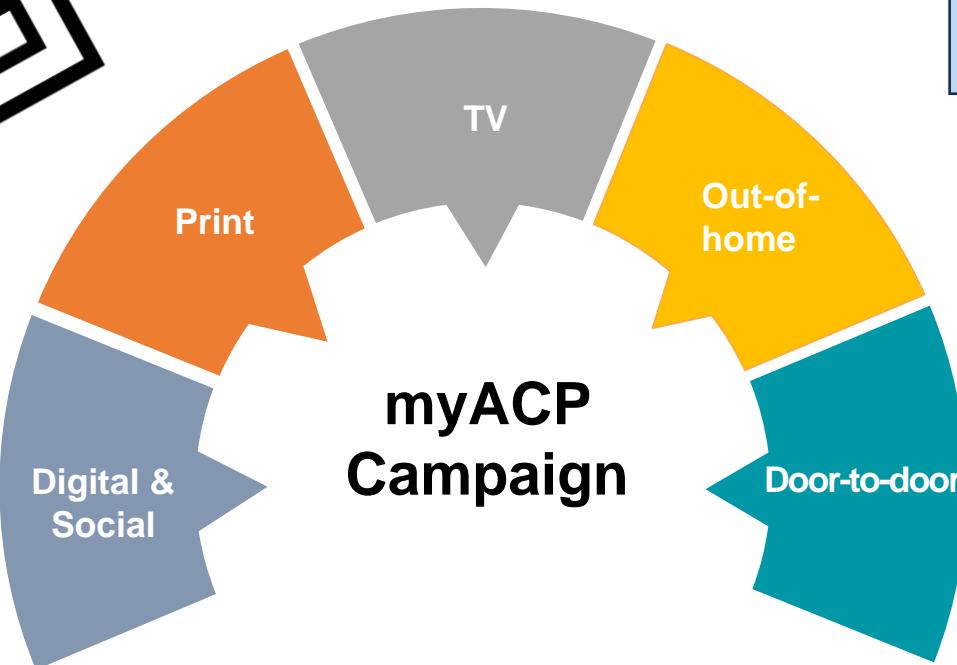
Project Timeline	2022			2023			2024			2025		
Needs Assessment	Landscape Research			Project Ideation								
Clinician Engagement				Simplification of Data Fields				Product Design Feedback				
Product Development							Development					
Collaborator Engagement										Change Management		
User Testing										User Testing		
Publicity Campaign										Preparation		Through the Line Marketing

Official Launch of myACP
19 July 2025

With the expanding efforts to increase ACP awareness, uptake has been promising



Increase in ACP webpages clicks from May 2025 to Jul 2025



40%

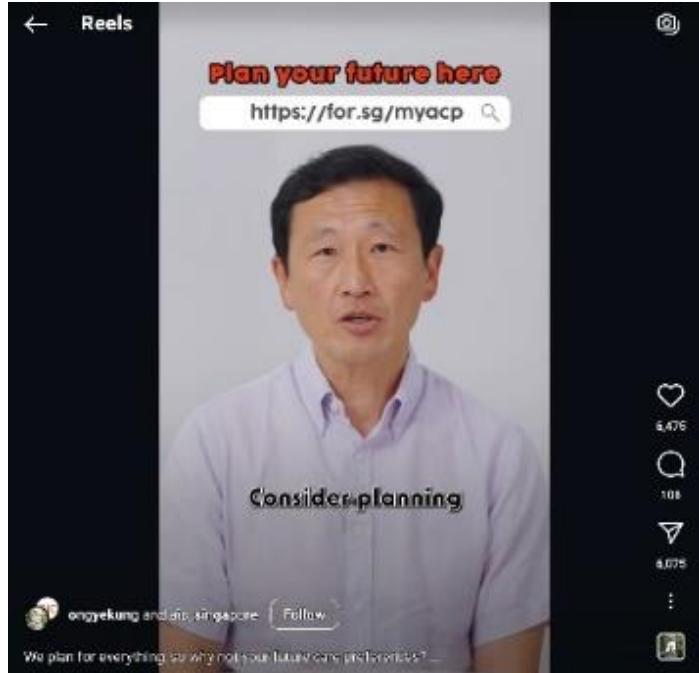
Increase in number who have completed ACP compared to 2024



Adoption

- 80% increase in facilitated ACP scheduled
- 19% increase in ACPs completed since campaign
- More myACPs completed in the last 2 months (Jul/Aug 25) as compared to facilitated ACPs

Support from the different Partners made myACP launch a success. AIC will continue to promote myACP to empower well residents to plan for their future.



THE STRAITS TIMES

New digital tool launched to encourage advance care planning

Users of myACP can state preferred medical treatment in line with their goals and values

Isabelle Liew

A free digital tool that makes it easier for Singaporeans to complete their advance care plans (ACP) online was launched on Friday. Called myACP, the tool allows users to document their preferences for care and treatment in advance, in line with their personal goals and values.

They can also designate someone to make healthcare decisions on their behalf if they are mentally incapacitated.

The digital tool was launched by the Ministry of Health Agency for Integrated Care and GovTech at a campaign event.

Speaking at the launch, Health Minister Ong Ye Kung said the tool diminishes the need for an in-person ACP facilitator in person.

Approximately 70 per cent of Singaporeans are healthy and is at least 25 years old and can document their care preferences and values online.

Mr Ong said common reasons for not completing ACPs include a lack of knowledge and the inconvenience of making an appointment with a facilitator – a time-consuming step that may also involve fees.



1. Minister (Health) was the first user on myACP
2. myACP was officially launched by Minister (Health) at a campaign event with extensive coverage and he even promoted it on his social media!
3. Different Ministries and organisations are promoting myACP within and beyond their organisations



MINISTRY OF HEALTH
SINGAPORE



Overall Success Factors



- **Singapore's Embrace of Digital Transformation:**

Singapore has widely adopted digital technologies, particularly in the healthcare sector. With the various Government launched initiatives aimed at improving digital innovations, enhancing both efficiency and accessibility of Government services, the launch of myACP is well accepted.



- **Consensus Among Stakeholders and Incorporation of User Input:**

It is vital to involve clinicians in the digital transformation journey. Their feedback and perspectives are essential to ensure that the developed technologies align with the real needs of healthcare professionals and patients. Ongoing evaluation and adjustments are important for optimizing these solutions too.



- **Collaboration and Support from Relevant Agencies:**

Working in partnership with agencies, especially the Ministry of Health, is crucial for the successful rollout of this digital initiative. Their support provided the necessary policy support and resources required to drive effective digital change in healthcare.

Thank you.

The Heart of Care

RESTRICTED, SENSITIVE (NORMAL)

