



Young People's Minds Matter

Hi there,

From 1 July 2025, CHAT will use a secure clinical records system called the **Next Generation Electronic Medical Records (NGEMR)** as required by NHG Health. This system helps ensure safe and coordinated care.

As part of this process, CHAT will collect your **full name, NRIC**, and other information you share with us during your mental health assessment at CHAT. This information will be used for the following purposes:

- **Registering and documenting the mental health care provided to you at CHAT**
- **Consulting with other healthcare providers involved in your care (with your knowledge)**
- **Referring you to suitable services in the hospital or community, if needed**
- **Purposes which are reasonably related to the aforesaid**

Your information will be kept strictly confidential and will be **accessible only to authorised mental health professionals involved in your care at CHAT**. It will **not be shared with other healthcare providers or systems** unless you consent to a referral or choose to receive further care beyond CHAT.

NGEMR is **not the same** as the National Electronic Health Record (NEHR), which is accessible across hospitals and clinics in Singapore. Your CHAT record will **only be transferred to NEHR** if you register for treatment with a public healthcare institution after your assessment with CHAT.

Coming to CHAT for a mental health assessment **does not make you a patient** at any hospital or clinic. It is a confidential and support space where you can explore your mental health concerns and options for care.

By signing this form, you acknowledge that you have read and understood the above information and consent to the collection, use, and storage of your personal and clinical information as part of your care at CHAT.

Client Consent

(Date)



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NHG CLIENT CHARTER

A 'Client' refers to an individual registered in a Client programme.

OUR OBJECTIVES

TO PROVIDE CLIENTS WITH NECESSARY INFORMATION AND SERVICES TO ENABLE THEM TO STAY WELL

You will be informed of the reasons why we run our programmes that help you to stay well and healthy, how these benefit you, what our screening tests, assessments or treatments entail, and any other information deemed relevant and significant by our care professionals in facilitating your decision to participate in our programmes. These include:

- a) Information on the risks and benefits of community screening, assessment, vaccination and other community-based programmes.
- b) Associated follow-up steps, post-participation in our community-based programmes, if any.

You will be informed of your right to withdraw from our programme.

TO TREAT ALL CLIENTS WITH DIGNITY AND RESPECT

You shall be treated with respect, dignity and compassion regardless of race, gender, age, religion, nationality, sexual orientation, social status, mental or physical abilities.

TO MAKE KNOWN THE IDENTITIES AND ROLES OF EACH CLIENT'S CARE TEAM

You are entitled to know the identities and roles of the healthcare practitioners responsible for your care.

TO MAINTAIN PRIVACY AND CONFIDENTIALITY OF CLIENT'S INFORMATION

We will protect the confidentiality of your identifiable information that is collected when you enrol in our programmes and will respect your rights under the Personal Data Protection Act 2012. Your information will be part of your medical record. Access, use and disclosure of information is limited to the care providers, professionals, partners, including community health and social partners administering Client programmes, public agencies and public healthcare institutions. Your information may also be uploaded to and retained in the National Electronic Health Record (NEHR) system.



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You agree that NHG (including its institutions within NHG) and/or its partners may collect, use and disclose your personal data for the following purposes ("Purposes") in accordance with the Personal Data Protection Act 2012.

Purposes

1. Your information may be used/disclosed to provide integrated, longitudinal, person-centric relationship-based care in order to improve your health. This may include preventive care, social engagement, chronic disease management, coordination of care, support for self-management; as well as patient care, referral, follow up, and education. It may be used for supporting operational and financial processes.
2. Your information may be used/disclosed to comply with reporting or audit requirements, or to comply with any applicable laws, regulations, codes of practice, guidelines or rule, or to assist in law enforcement, investigations conducted by any governmental and/or regulatory authority, or to respond to your feedback and queries.
3. Your information may be used/disclosed for education and training of healthcare staff including medical/nursing/allied health students and trainees.
4. Your information may be used/disclosed for population studies and research to help us improve overall health of our population. It may be used for analytics to support reporting responsibilities, service planning, quality improvement, clinical governance, programme evaluation and knowledge discovery through research.

For more information on NHG Personal Data Protection commitment, you may refer to this link <https://www.nhghealth.com.sg/personal-data-protection-notification>



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CLIENT'S RESPONSIBILITIES

PROVISION AND SHARING OF INFORMATION

You are required to:

- Provide accurate information to the best of your knowledge about your health (mental and physical).
- Inform us if you do not understand what our staff tells you about your condition or next steps in your care journey.

RESPECT AND CONSIDERATION FOR OTHERS

You are required to:

- Respect the confidentiality and privacy of other Clients in your programme.
- Be responsible for your own valuables and personal possessions during our programme.
- Treat our staff, other Clients and anybody present with respect and courtesy.
- Treat our equipment with due care and responsibility.

PARTICIPATION IN PROGRAMMES & ACTIVITIES

Inform us if you anticipate any problems with your participation in our programmes.

TO PROVIDE A CHANNEL FOR CLIENTS' COMPLIMENTS AND FEEDBACK

We appreciate feedback on areas we have done well or can improve upon. If you have any feedback, please contact our Patient Relations Office at 1800-386-4541 from Mondays to Fridays, 8.30am to 5.00pm or feedback online at

<https://www.imh.com.sg/Pages/Feedback.aspx>

A copy of the NHG Client Charter is available at [NHG Client Charter - IMH | Institute of Mental Health](#)