**BUILDING A SMART NATION WITH TANGIBLE BENEFITS
FOR OUR CITIZENS AND BUSINESSES**

Factsheet – DigiMC

1.   A DigiMC, or digital medical certificate, is the online version of a hardcopy medical certificate. It eliminates the inconvenience of submitting hardcopies of MCs to human resource (HR) departments, and misplacing of MCs and requesting for replacements. It is also an environmentally friendly solution.

How it works

Step 1	Step 2	Step 3

- Step 1: The doctor issues a digital MC. *[Note: There is no change to doctor's MC creation interface.]*
- Step 2: The patient receives an SMS containing an URL to the digital MC, and keys in their Date of Birth (DOB) to do a one-time unlock of the URL.
- Step 3: The patient then forwards the URL to their employer or company HR department.

2.   DigiMC was piloted at the National Heart Centre Singapore's SAF Clinic in June 2018, followed by Singapore General Hospital's inpatient clinic in March 2019. To ensure that phone numbers were updated so that the DigiMC is sent to the correct patient, SingHealth launched a functionality to update phone numbers at their self-registration kiosks in June 2019.

3.   In December 2019, DigiMC was rolled out to the SingHealth cluster. More than 400,000 MCs have been issued as of February 2020.

4.   DigiMC will be rolled out to the private healthcare sector as well. Raffles Medical and Mount Alvernia Hospital will be among the first private healthcare institutions to come on board, while Telemedicine providers in MOH's telemedicine sandbox will also be looking into adopting DigiMC.

5.   Other healthcare institutions that are keen to adopt DigiMC include National Healthcare Group and National University Health System.

Benefits

For patients

6.   **Convenience**. 81% of 9,171 respondents rated DigiMC at least 5 out of 6 stars, based on user feedback[1] received in January and February 2020. Respondents also left qualitative feedback about the conveniences of DigiMC, such as ease of MC retrieval and routing to employers. 58% of patients submit DigiMC to their employers today.

7.   **Potential cost savings**. It costs about $13.91 to reprint a MC, so DigiMC helps patients avoid charges by allowing a soft copy to be stored on their phones.

For employers

8.   **Administrative.** Employers typically retain MCs for up to 7 years for verification. DigiMC removes the need for physical filing, as DigiMCs are stored on government servers and will never be deleted. Employers need only retain the MC URLs.

9.   **Authenticity**. DigiMCs are hosted and displayed on a government domain to enable employers to determine if the digital MC they have received from their employee is legitimate.

10.   **Security.** MC details are centrally hosted on government servers, as opposed to employer HR systems. This lowers the risk of exposure of sensitive information, in the event that the employer's system is breached.

For healthcare institutions

11.   **Time and cost savings.** A hospital like SGH receives about 150 requests per year to reprint or produce copies of MCs. Reprinting an MC can take the hospital up to 70 minutes, and involves at least three staff (frontline counter staff, executive for endorsing, and dispatch staff). DigiMC also reduces the volume of phone calls that hospitals receive from employers, to verify the validity and legitimacy of MCs.

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[1] A digital feedback form is sent to patients via SMS the day after they have received their DigiMC.