MINISTRY OF HEALTH
SINGAPORE

pdpc PERSONAL DATA PROTECTION COMMISSION SINGAPORE

HOW HEALTHCARE SERVICE PROVIDERS MAY USE YOUR NRIC



From 1 January 2027

YOUR NRIC NUMBER CAN HELP HEALTHCARE SERVICE PROVIDERS FIND YOUR RECORD



But your NRIC number alone cannot prove that you are who you say you are. More checks may be required.

WHY THE CHANGE?



Your NRIC number may be known to others. Extra checks help protect your healthcare information and services.

WHAT YOU MAY BE ASKED TO DO

1 SHOW



your physical or digital NRIC.

2 MATCH



the photograph on your NRIC.

3 PROVIDE



your NRIC number to locate or register the correct patient record.

HOW YOUR IDENTITY MAY BE CHECKED

1 AT REGISTRATION



Staff may view the NRIC and check that the photograph matches you.

2 WHEN UPDATING DETAILS



Staff may view your NRIC. Online, you may use Singpass or an SMS one-time password.

3 ON CALLS OR MESSAGES



You may be asked questions based on your provider's records or sent an SMS one-time-password (OTP).

4 FOR TELECONSULTATIONS



You may receive a private link or protected meeting ID or be asked to show your NRIC on screen.

If you are unsure, ask the healthcare service provider why the information is needed and how it will be used. If something feels unexpected, pause and contact the provider through its official channel.