

FAQs: MEDICAL SUMMARY (including Fitness to Work Certificates) REPORTS REQUESTS

1. What is happening to Panaga Health?

Panaga Health will be operated by Jerudong Park Medical Centre (JPMC) effective 1 January 2027.

2. What does this mean for my existing medical records?

Following the transition, all medical records in our electronic health information systems will be deleted and neither BSP or Panaga Health (operated by JPMC) will have access to these medical records. This is in line with current data protection and records retention requirements under Brunei Darussalam's Personal Data Protection Order 2025, including Section 23 on the retention of personal data. Patients are therefore encouraged to request a Medical Summary Report before the transition is completed

3. What can I request from Panaga Health?

You may request a Medical Summary Report, which may include clinically relevant information important for your future follow-up and for sharing with your chosen healthcare provider. If you have a valid Fitness to Work (FTW) certificate, this will also be included.

4. When can I submit my request?

Requests can be submitted from 1 October to 30 November 2026.

5. How do I request my Medical Summary or FTW Certificate?

Send your request to medical-record@bsp-shell.bn. We will then provide you with a link to a secure request form. Please provide accurate information for patient identification and verification, together with a valid email address.

6. Why is verification required for my request?

Verification is required in line with applicable data protection and personal-data retention requirements under Brunei Darussalam's Personal Data Protection Order 2025. Only authorized requests with valid identity confirmation will be processed. False information, impersonation, or unauthorized access to another person's medical information will not be entertained.

6. Can someone request on my behalf?

Each individual patient must submit their own request (including spouses). Parents or legal guardians may submit a request on behalf of a minor below 16 years old. Please submit one request for each individual patient.

7. Is there a charge for the request?

There is no charge for standard requests for a Medical Summary Report or Fitness to Work Certificate.

8. Why should I request my Medical Summary before the transition?

Medical information under the current Panaga Health operations will no longer be available after 31 December 2026. If you are currently having regular follow-up with Panaga Health for a medical condition, your Medical Summary report will be essential for future follow-up with your chosen healthcare provider. It will inform your doctor of your diagnosis, latest test results and latest medication history. Even if you choose to continue your follow-up with Panaga Health under JPMC operations, your information will not automatically be transferred, and it is up to you to bring this information with you on your next visit in 2027.

Please refer to the attached screenshot for an example of the secure request form:

Panaga Health
Committed To Care

Request for Patient's Medical Summary Report (including Fitness To Work Certificate)

Kindly complete this request form accurately by 30th of November 2026. The Patient's Medical Summary Report/Fitness to Work Certificate will be sent to you personally via email.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

1

ARE YOU REQUESTING FOR: *

☐ MEDICAL SUMMARY REPORT

☐ FITNESS TO WORK (FTW) CERTIFICATE

2

ARE YOU REQUESTING PATIENT MEDICAL SUMMARY REPORT FOR: *

☐ Existing BSJV Staff

☐ Existing BSJV Dependent

☐ Other

3

11

FOR VERIFICATION PURPOSE: Please send a clear photo of yourself facing the camera while holding your identification document (Birth Certificate, IC, or Passport) to medical-record@bsp-shell.bn. Put the title of the email as: your Identification document number; Birth Certificate: BC XXXXXX-XX, Identification card: IC XX-XXXXXX or Passport Number P XXXXXXXX *

SAMPLE

To: medical-record@bsp-shell.bn

Subject: IC 99-9123456

Dear PHS,

Here is the selfie of myself holding my IC. Kindly process my request.