OXAIDE HEALTH · CSV SPEC · PILOT

One CSV. Billing and ageing only.

Send one CSV export of billing and ageing from your billing system. Nothing clinical, no system login, no patient portal access. We reconcile it to your PMS total to plus or minus S$0.00, age the ledger, and draft the follow-ups for your named approver to approve.

Pilot starts Monday, once the CSV is in and scope is confirmed. The data rules for the CSV are in the **pilot terms and PDPA page**.

Download as a PDF: **CSV spec (PDF)**.

The seven fields

One row per bill. Use the column names below as the header row, in this order. Amounts in Singapore dollars, no currency symbol. One row per bill, even if the same patient has more than one.

Column	What it holds	Example
bill_number	The bill or invoice number, as in your billing system.	INV-2026-0142
amount_sgd	The amount outstanding on that bill, in Singapore dollars,	185.00

Column	What it holds	Example
	no currency symbol.	
bill_age_days	How many days old the bill is, counted from the bill date.	47
payer_type	Who pays: patient, CHAS, MediSave, or insurer.	CHAS
billing_contact_name	The billing contact name for that bill.	Tan Ah Kow
billing_contact_number	The billing contact number for that bill.	+65 9123 4567
claim_status	Where the claim stands, for example billed, paid, denied, or pending.	denied

How we use it

Age the ledger. Every unpaid bill aged by 0 to 30, 31 to 60, 61 to 90, and over 90 days, so the clinic sees what is new, what is stuck, and what is about to be written off.

Chase what is owed. Unpaid bills over 30 days, denied CHAS claims, and no-show balances, in wording the clinic approves first. Nothing is sent without the named approver's approval.

Friday report. Billed, collected, outstanding by age, denied, recovered, for that week. One page, same shape every Friday.

Never include

No clinical data. No diagnosis, no treatment notes, no clinical images, no full clinical record. No NRIC. No passwords, no PMS login, no patient portal access. If a file contains clinical detail by mistake, tell us and we delete it without reading it into the work, and ask for a corrected CSV.

What we never write back

CSV only, no PMS write-back. Nothing is written to your PMS without a human. We do not submit CHAS or MediSave claims for the clinic. The checklist per invoice is a prompt for a human, not an auto-submission. The clinic checks and submits each claim.

Keeping and deleting

Oxaide keeps the CSV only for the pilot or retainer period, plus 30 days after it ends to close reporting, then deletes the CSV and all copies and confirms deletion in writing. The clinic may ask for deletion at any time, for any reason, and Oxaide will delete within 5 working days and confirm in writing.

Read next: **pilot terms and PDPA**, **the dental revenue page**, or **pricing**.

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CSV only, no PMS login. Your clinic data is deleted on request under PDPA (privacy details). Human support via hi@oxaide.com, not a bot inbox.