OXAIDE HEALTH · PILOT TERMS · PDPA

Pilot terms and PDPA, on one page.

The same one-page terms we send by email before a pilot starts. Nothing hidden in a long document. This page is a summary, not legal advice. The emailed copy is the signed record, with a signature block for the clinic name, signatory, and date.

Download as a PDF: **pilot terms and PDPA (PDF)**.

Oxaide Health is a back-office billing service for dental clinics, from Hillmere Private Limited (UEN 201806463W), Singapore. The clinic data rules below are the pilot terms. The site-wide **Privacy Policy** and **Terms of Service** apply alongside them.

1. What this is

Oxaide provides back-office billing recovery for dental clinics. Unpaid bills over 30 days, CHAS / MediSave / insurer billing follow-up, and no-show / recovery follow-up. This is billing work only. Oxaide does not give clinical advice, does not practise dentistry, and holds no clinic licence.

2. Data we receive: CSV only

The clinic provides a CSV only. No clinical data. No diagnosis, no treatment notes, no clinical images, no full clinical record, no NRIC. The CSV fields are limited to: bill number, amount, bill age, payer type (patient / CHAS / MediSave / insurer), billing contact name and

number, and claim status. The exact columns are on the **CSV spec page**. If the clinic sends clinical data by mistake, Oxaide will delete it and ask for a corrected CSV.

3. Data use: billing recovery only

Oxaide uses the CSV only to chase unpaid bills and denied claims, and to produce the Friday report (billed, collected, outstanding by age, denied, recovered). No other use. No marketing. No sharing with any third party. No sale of data. No use to train a general model.

Under the PDPA, the clinic is the data controller for its patient billing data and Oxaide acts as its data intermediary for the pilot, processing the CSV only as the clinic instructs for billing recovery.

4. Clinic approves every message and claim

Nothing is sent to a patient, payer, CHAS, MediSave, or insurer without clinic approval. Oxaide drafts. The clinic approves the exact wording and the exact claim before it goes out. The clinic may require its own staff to send. The clinic stays responsible for the accuracy of the bill and the claim.

Oxaide does 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.

5. Retention and deletion

Oxaide keeps the CSV only for the pilot or retainer period, plus 30 days after it ends to close reporting. After that, Oxaide 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.

Deletion on request applies even during the pilot. To ask, message the channel the clinic used to start the pilot with “Delete our data” and the clinic name.

6. Security

Access is limited to the founder and staff working that clinic’s pilot. No public link. No shared drive without clinic agreement. Clinic sign-in is a passwordless magic link to the enrolled approver email only, no public signup. If Oxaide learns of unauthorised access, it will tell the clinic promptly.

7. Pilot terms and pricing

14-day pilot, S$499 total. S$250 upfront, S$249 balance on conversion. PayNow details are sent by email only after scope is confirmed. No PayNow, no start.

After the pilot, S$499 to S$999 a month plus 5% of money recovered, capped at S$500 a month on the 5%, only if the clinic agrees in writing to continue. Either side may stop at the end of the pilot. No lock-in. No card on file, no auto-renew. The monthly charge starts only on written confirmation after the pilot.

Full pricing is on the **pricing page**. No clinic results yet. The pilot is how we earn the first Singapore one, dental first.

8. Messaging rules

Quiet hours. No sends 21:00 to 09:00 Singapore time, or on Sundays.

STOP opt-out. A patient who replies STOP is opted out immediately and permanently, and the opt-out is logged. Complaints route to a human the same day. Polite scripts only, no legal threats, no disclosure to third parties.

No clinical content. No diagnosis, treatment advice, medication, or triage. If a patient asks a clinical question, the message goes to a

human.

9. Contact

Founder: Wenjie, Oxaide, Singapore. Contact via the channel the clinic used to start the pilot, or **hi@oxaide.com**. For deletion requests, message the same channel with “Delete our data” and the clinic name. Oxaide will confirm deletion in writing within 5 working days. Privacy questions go to **privacy@oxaide.com**.

Read next: **the CSV spec**, **the dental revenue page**, or **pricing**.

Oxaide previously offered cited counterparty checks; that product is retired, no new packs are sold.

OXAIDE

Oxaide Health • Clinic revenue cycle • Dental first

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Oxaide Health pilot S$499, request only • Support hi@oxaide.com

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.