



MINISTRY OF HEALTH
SINGAPORE

**Healthcare Application and Licensing Portal (HALP)
Internet User Guide – Cessation**

TABLE OF CONTENTS

1	Overview.....	3
	1.1 Logging Into HALP	3
	1.2 Cessation.....	3
2	Logging Into HALP	4
3	Cessation	Error! Bookmark not defined.
	3.1 Cessation of Licence(s).....	7

1 OVERVIEW

Function	Role
Logging Into HALP	Licensee, Authorised User
Cessation	Licensee, Authorised User

1.1 Logging Into HALP

1. This section describes how to log into the system.

1.2 Cessation

1. This function is used to cease a licence.
2. Multiple licences can be ceased in the same application.
3. If a licensable healthcare service licence is ceased, any specified services, including approval for the provision of Termination of Pregnancy and Yellow Fever Vaccination, tied to that licensable healthcare service licence will also be ceased.
4. Cessation cannot be submitted for licences that have in-progress applications (e.g. Appeal, Renewal and Request for Change)

2 LOGGING INTO HALP

1. Navigate to HALP website

(https://halp.moh.gov.sg/main-web/eservice/INTERNET/FE_Landing).

Select **Healthcare Application and Licensing Portal (HALP)**.

Healthcare Application and Licensing Portal (HALP)

Manage all licence-related matters associated with your healthcare services.

Step 1: Healthcare Services Act (HCSA) licences will be managed under the new IT system, Healthcare Applications and Licensing Portal (HALP). All other Private Hospitals and Medical Clinics Act (PHMCA) licences and other services will be managed under the existing eLis. Please select accordingly based on the licences/services you wish to manage. Should you wish to manage both HCSA and PHMCA licences/services, please select both options.

Healthcare Application and Licensing Portal (HALP) MORE INFO

E-licensing For Healthcare (eLis) MORE INFO

Step 2: Please click on "Login with Singpass" for your respective entity type to proceed.

For Business Users
For corporate users with registered UEN to access and transact on behalf of their licensee.

For Individual Users
For individual without registered UEN

LOGIN WITH SINGPASS **LOGIN WITH SINGPASS**

Healthcare Services Act (HCSA)

- [About HCSA](#)
- [FAQ](#)
- [Services under HALP today](#)

2. Click **LOGIN WITH SINGPASS** for either **Business Users** or **Individual Users**. In this example, we are logging in as an **Individual User**.

Note:

- For corporate users, please select **LOGIN WITH SINGPASS** under **For Business Users**. Otherwise, please select **LOGIN WITH SINGPASS** under **For Individual Users**.
- For individual users, you will be issued a UEN once your licence application is approved. Thereafter, please login as a **Business User**.
- The login process is the same for both Business and Individual users.

Healthcare Application and Licensing Portal (HALP)

Manage all licence-related matters associated with your healthcare services.

Step 1: Healthcare Services Act (HCSA) licences will be managed under the new IT system, Healthcare Applications and Licensing Portal (HALP). All other Private Hospitals and Medical Clinics Act (PHMCA) licences and other services will be managed under the existing eLis. Please select accordingly based on the licences/services you wish to manage. Should you wish to manage both HCSA and PHMCA licences/services, please select both options.

Healthcare Application and Licensing Portal (HALP) MORE INFO

E-licensing For Healthcare (eLis) MORE INFO

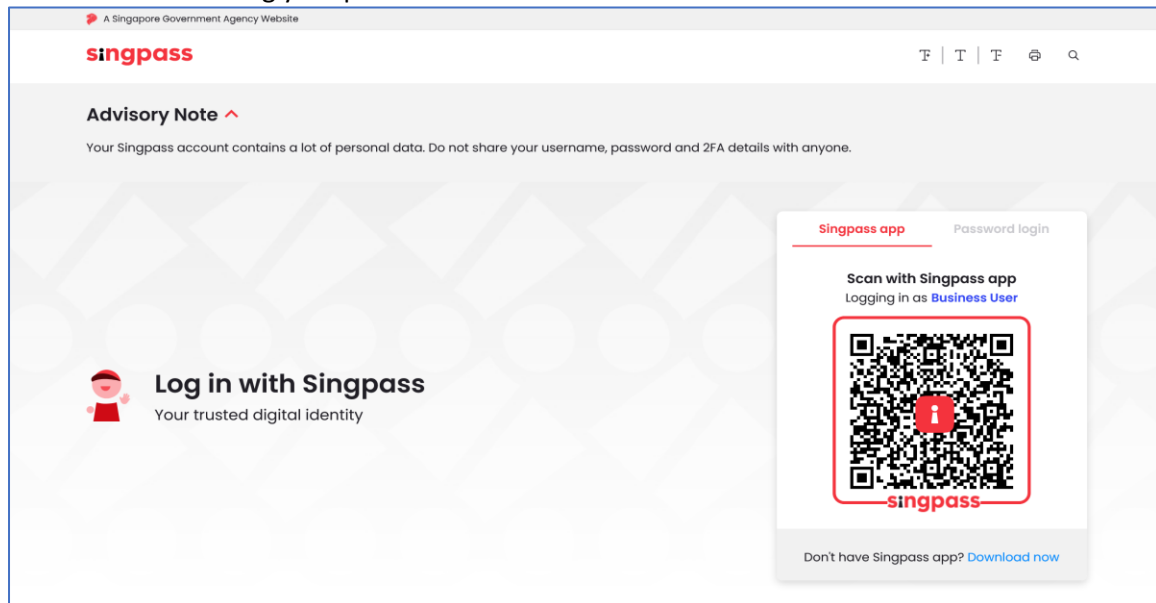
Step 2: Please click on "Login with Singpass" for your respective entity type to proceed.

For Business Users For corporate users with registered UEN to access and transact on behalf of their licensee.	For Individual Users For individual without registered UEN
LOGIN WITH SINGPASS	LOGIN WITH SINGPASS

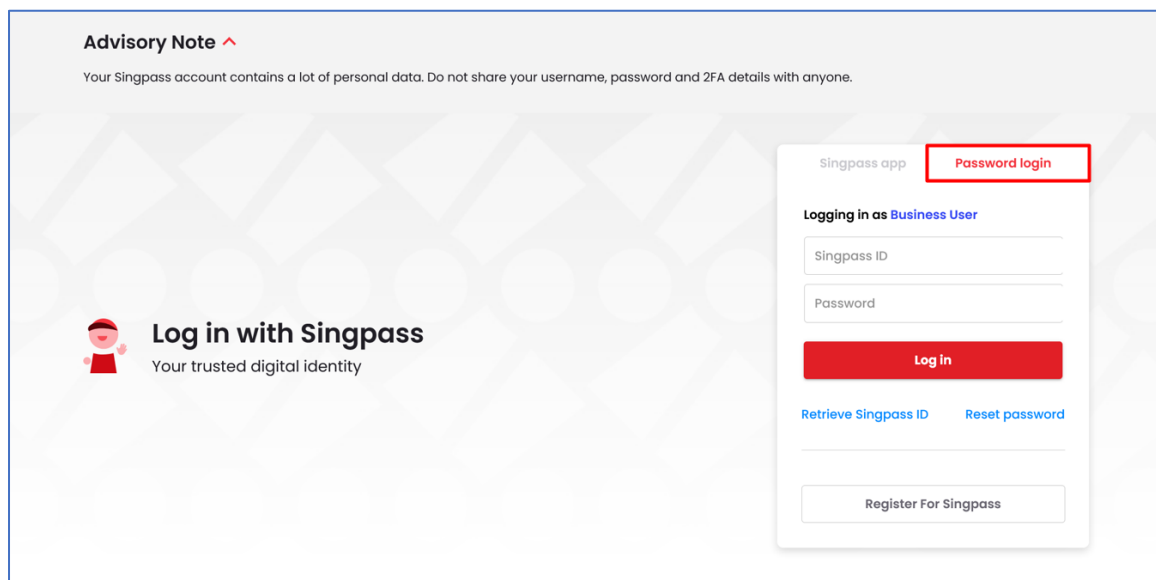
Healthcare Services Act (HCSA)

- [About HCSA](#)
- [FAQ](#)
- [Services under HALP today](#)

- You will be directed to the **Singpass Login Page**.
You may login to **HALP** by scanning the **QR code** with your **Singpass app** and proceed to authenticate using your phone.



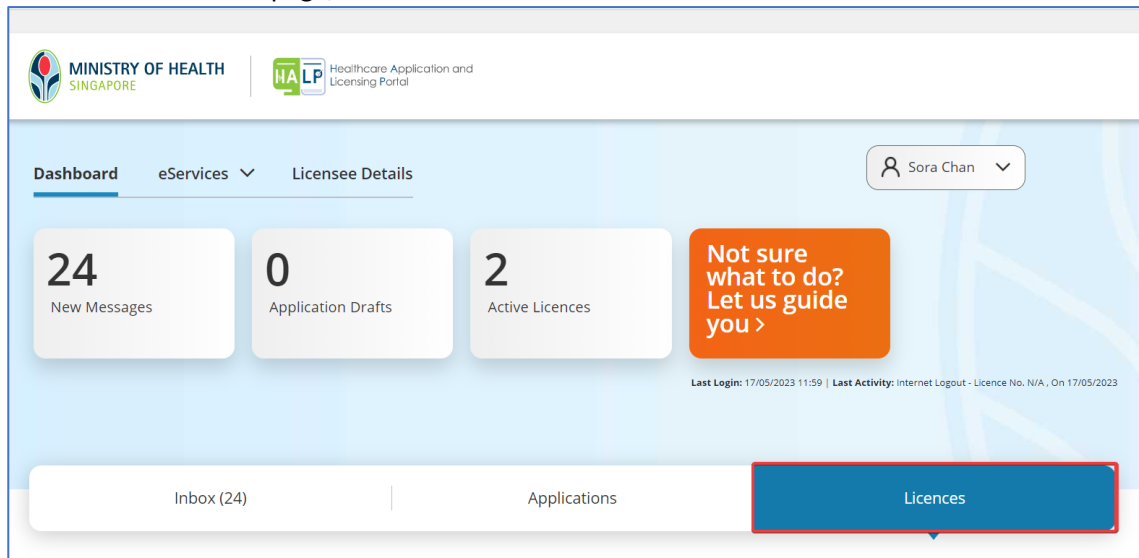
- Alternatively, you may login to **HALP** using your **Singpass ID** and **Password**.
Click on **Log In** to proceed.



3 CESSATION

3.1 Cessation of Licence(s)

1. At the **Dashboard** page, click on the **Licences** tab.



2. You will be directed to the **Licences** page.

MINISTRY OF HEALTH SINGAPORE | **HALP** Healthcare Application and Licensing Portal

Dashboard | eServices | Licensee Details | Sora Chan

24 New Messages | 0 Application Drafts | 2 Active Licences

Not sure what to do? Let us guide you >

Last Login: 17/05/2023 11:58 | Last Activity: Internet Logout - Licence No. N/A - On 17/05/2023

Inbox (24) | Applications | **Licences**

Search by Licence No.

Service Type: All

Licence Status: All

Licence Start Date: To

Licence Expiry Date: To

1-3 out of 3 items | 20

<input type="checkbox"/>	Licence No.	Type	Status	Business Address	Start Date	Expiry Date
<input type="checkbox"/>	L/23X0538/RDS/001/230	Radiological Service	Active	34 10 Lor 3 Toa Payoh #08-25, 392812 (Permanent Premises)	27/03/2023	26/09/2023
<input type="checkbox"/>	L/23O0512/MDS/001/230	Outpatient Medical Service	Active	A 616 Woodlands Avenue 4 #03-25, 310291 (Permanent Premises)	24/03/2023	23/09/2023
<input type="checkbox"/>	L/23O0512/MDS/001/230	Outpatient Medical Service	Outdated	A 616 Woodlands Avenue 4 #03-25, 310291 (Permanent Premises)	24/03/2023	23/09/2023

- You may filter the licences by the **Licence No.**, **Service Type**, **Licence Status**, **Licence Start Date** range and **Licence Expiry Date** range.
Click **SEARCH**.

The screenshot shows the 'Licences' tab selected in a navigation bar. Below it, there are search filters: 'Search by Licence No.' (empty text box), 'Service Type' (dropdown menu with 'All' selected), 'Licence Status' (dropdown menu with 'All' selected), 'Licence Start Date' (two date input boxes with 'dd/mm/yyyy' placeholder, separated by 'To'), and 'Licence Expiry Date' (two date input boxes with 'dd/mm/yyyy' placeholder, separated by 'To'). At the bottom right, there are 'CLEAR' and 'SEARCH' buttons.

- The screenshot below is an illustration on how to search for a licence.
Note:

- One or more search parameters may be entered

The screenshot shows the search results for the licence number '23X0538'. The search filters are filled with the same values as in the previous screenshot. Below the filters, there is a 'CLEAR' and 'SEARCH' button. A pagination bar shows '1-1 out of 1 items' and a page number '20'. Below the pagination bar, there is a table with columns: Licence No., Type, Status, Business Address, Start Date, and Expiry Date. The table contains one row of data for the licence L/23X0538/RDS/001/230. Below the table, there are four buttons: RENEW, CEASE, AMEND, and PRINT.

License No.	Type	Status	Business Address	Start Date	Expiry Date
L/23X0538/RDS/001/230	Radiological Service	Active	34 10 Lor 3 Toa Payoh #08-25, 392812 (Permanent Premises)	27/03/2023	26/09/2023

5. Scroll down and select the **checkbox** of the **licence(s)** that you wish to cease and click **CEASE**.

Search by Licence No.

Service Type:

Licence Status:

Licence Start Date: To

Licence Expiry Date: To

1-1 out of 1 items


<input type="checkbox"/>	↕ Licence No.	↕ Type	↕ Status	↕ Business Address	↕ Start Date	↕ Expiry Date
<input checked="" type="checkbox"/>	L/23X0538/RDS/001/ 230	Radiological Service	Active	34 10 Lor 3 Toa Payoh #08-25, 392812 (Permanent Premises)	27/03/2023	26/09/2023

6. You will be redirected to the **Cessation Form** page.


The screenshot shows the 'Cessation Form' page in the HALP (Healthcare Application and Licensing Portal) interface. At the top left, there are logos for the Ministry of Health Singapore and HALP. The user 'Sora Chan' is logged in, as indicated by a dropdown menu in the top right. The main heading is 'Cessation Form'. Below this, a section titled 'Please key in cessation information' contains a form with the following fields:

- Licence Number:** L/23X0538/RDS/001/230
- Service Name:** Radiological Service
- HCI Name:** Chan's Medical Centre - HCI0000089
- HCI Address:** 34 10 Lor 3 Toa Payoh #08-25, 392812
- Effective Date:** A text input field with a placeholder 'dd/mm/yyyy' and an information icon.
- Cessation Reasons:** A dropdown menu with the text 'Please Select'.
- Patient's Records will be transferred:** Radio buttons for 'Yes' and 'No'.

7. For each **Licence** selected for **Cessation**, you are required to complete a **cessation form**. You would need to key in the **cessation information** for the respective **Licence** which is to be ceased. (i.e. **Effective Date**, **Cessation Reasons** and whether the **Patients' Record will be transferred**.)

 Licence Number


L/23X0538/RDS/001/230

 Service Name

Radiological Service

HCI Name: Chan's Medical Centre - HCI0000099

HCI Address: 34 10 Lor 3 Toa Payoh #08-25, 392812

Effective Date * 

Cessation Reasons *


Patient's Records will be transferred * Yes No


8. Key in the **Effective Date** of cessation.

Note:


- The licensee must notify the **Director-General for Health** via the submission of the Cession form at least 30 days before the cessation of operation, letting, sale, disposal of his service, or surrender of his licence.
- This information can be found by hovering cursor over the information *i* icon.


Please key in cessation information

 Licence Number
L/23X0538/RDS/001/230

 Service Name
Radiological Service


HCI Name: Chan's Medical Centre - HCI0000099
HCI Address: 34 10 Lor 3 Toa Payoh #08-25, 392812


Effective Date * 

Cessation Reasons * 


Patient's Records will be transferred * Yes No


9. Select the **Cessation Reasons – No longer providing this service(s)**.

 Licence Number
L/23X0538/RDS/001/230

 Service Name
Radiological Service





HCI Name: Chan's Medical Centre - HCI0000099
HCI Address: 34 10 Lor 3 Toa Payoh #08-25, 392812

Effective Date * 



Cessation Reasons * 

Patient's Records will be transferred * Yes No

10. If **Yes** is selected for **Patient's Records will be transferred**, it is **mandatory** for you to indicate where the patient's records will be transferred to and stored.

 Licence Number L/23X0538/RDS/001/230	 Service Name Radiological Service
HCI Name: Chan's Medical Centre - HCI0000099 HCI Address: 34 10 Lor 3 Toa Payoh #08-25, 392812	
Effective Date *	<input type="text" value="dd/mm/yyyy"/> 
Cessation Reasons *	<input type="text" value="No longer providing this service(s)"/> 
Patient's Records will be transferred *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Please state where the patient's records will be transferred to and where the licensee will store the patients' health records after cessation.	<input type="text"/>

11. If **No** is selected, it is **mandatory** to provide a reason and indicate the measures in place to ensure continuity of care for patients.

 Licence Number L/23X0538/RDS/001/230	 Service Name Radiological Service
HCI Name: Chan's Medical Centre - HCI0000089 HCI Address: 34 10 Lor 3 Toa Payoh #08-25, 392812	
Effective Date *	<input type="text" value="dd/mm/yyyy"/> ⓘ
Cessation Reasons *	<input type="text" value="No longer providing this service(s)"/> ▾
Patient's Records will be transferred *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Please provide details of why the transfer could not be done and the reasonable measures that the licensee has taken to ensure continuity of care for the affected patients.	<input type="text"/>

12. Scroll down and complete the **Declarations** section.

Declarations

Preliminary Question

I wish to notify the Director General of Health under section 17 of the Healthcare Services Act 2020, that the licensee intends to (you may select more than one of the following):

Wholly and permanently stop providing any licensable healthcare service to which the licence relates; and/or

Surrender the licence.

(each a "Relevant Event")

In giving notice to the Director General of Health of the Relevant Event(s), I declare/acknowledge the following:

1. Status of Declarant (kindly select one of the following):

I am the licensee.

I am on duly authorised by the licensee to give notice to the Director General of Health of the Relevant Event(s)*.

*If you have selected that 'I am on duly authorised by the licensee to give notice to the Director General of Health of the Relevant Event(s)', please attach proof of your authorisation below:

Proof of Authorisation

UPLOAD

This notice is submitted by the licensee at least one calendar month before the Effective Date stated above.

Yes No

The licensee has taken all reasonable measures to ensure the continuity of care of every patient that is affected by it stopping the provision of the licensable healthcare service to which the licence relates; stopping the usage of the premises or conveyance specified in the licence; or surrendering the licence.

Yes No

13. Do note that if you have selected **“I am duly authorised by the licensee to give notice to the Director General of Health of the Relevant Event(s)*.”**, you will need to upload your proof of authorisation. Proceed to click **UPLOAD**.

In giving notice to the Director General of Health of the Relevant Event(s), I declare/acknowledge the following:

1. Status of Declarant (kindly select one of the following):

I am the licensee.

I am on duly authorised by the licensee to give notice to the Director General of Health of the Relevant Event(s)*.

**If you have selected that 'I am on duly authorised by the licensee to give notice to the Director General of Health of the Relevant Event(s)', please attach proof of your authorisation below:*

Proof of Authorisation *

UPLOAD

14. Once you have completed the **Declarations** section and the cessation Form, click **NEXT**.

This notice is submitted by the licensee at least one calendar month before the Effective Date stated above.

Yes No

The licensee has taken all reasonable measures to ensure the continuity of care of every patient that is affected by it stopping the provision of the licensable healthcare service to which the licence relates; stopping the usage of the premises or conveyance specified in the licence; or surrendering the licence.

Yes No

[< Back](#) **NEXT**

15. You will be redirected to preview the **Cessation Form**.

Singapore Government Agency Website

MINISTRY OF HEALTH SINGAPORE | HA LP Healthcare Application and Licensing Portal

Sora Chan

Cessation Form

Print

Licence Number
L23X0538/RDS/001/230

Service Name
Radiological Service

HCI Name: Chan's Medical Centre - HCI0000099
HCI Address: 34 10 Lor 3 Toa Payoh #08-25, 392812

Effective Date * 19/05/2023

Cessation Reasons * No longer providing this service(s)

Patient's Records will be transferred * Yes No

Please provide details of why the transfer could not be done and the reasonable measures that the licensee has taken to ensure continuity of care for the affected patients.

Will be transferred to Irvin's Medical Clinic - HCI0000789

Declarations

Preliminary Question

I wish to notify the Director General of Health under section 17 of the Healthcare Services Act 2020, that the licensee intends to (you may select more than one of the following):

Wholly and permanently stop providing any licensable healthcare service to which the licence relates; and/or
 Surrender the licence.

(each a "Relevant Event")
In giving notice to the Director General of Health of the Relevant Event(s), I declare/acknowledge the following:

1. Status of Declarant (kindly select one of the following):

I am the licensee.
 I am on duly authorised by the licensee to give notice to the Director General of Health of the Relevant Event(s)*.

If you have selected that I am on duly authorised by the licensee to give notice to the Director General of Health of the Relevant Event(s), please attach proof of your authorisation below:

Proof of Authorisation

This notice is submitted by the licensee at least one calendar month before the Effective Date stated above.

Yes No

The licensee has taken all reasonable measures to ensure the continuity of care of every patient that is affected by it stopping the provision of the licensable healthcare service to which the licence relates; stopping the usage of the premises or conveyance specified in the licence; or surrendering the licence.

Yes No

< Back

SUBMIT

16. You may click **Print** to print the **Cessation Form**.

The screenshot shows the 'Cessation Form' page in the HALP (Healthcare Application and Licensing Portal) interface. At the top left, there are logos for the Ministry of Health Singapore and HALP. The user 'Sora Chan' is logged in, as indicated by a dropdown menu in the top right. The main heading is 'Cessation Form'. A 'Print' button is located in the top right corner. The form content is displayed in a light grey box and includes the following information:

- Licence Number:** L/23X0538/RDS/001/230
- Service Name:** Radiological Service
- HCI Name:** Chan's Medical Centre - HCI0000099
- HCI Address:** 34 10 Lor 3 Toa Payoh #08-25, 392812

17. Verify all information entered in the **Cessation Form**. Once done, click **SUBMIT** at the bottom of the page.

This screenshot shows the 'Proof of Authorisation' section of the Cessation Form. It contains the following text and options:

If you have selected that 'I am duly authorised by the Applicant to make this application on its behalf and the Applicant will be the licensee if the application is granted', please attach proof of your authorisation below:

Proof of Authorisation

This notice is submitted by the licensee at least one calendar month before the Effective Date stated above.

Yes No

The licensee has taken all reasonable measures to ensure the continuity of care of every patient that is affected by it stopping the provision of the licensable healthcare service to which the licence relates; stopping the usage of the premises or conveyance specified in the licence; or surrendering the licence.

Yes No

At the bottom left, there is a '< Back' link, and at the bottom right, there is a yellow 'SUBMIT' button.

18. An acknowledgement page will be displayed when the **Cessation Form** is submitted successfully.

Note:

- You will receive an email acknowledgement.
- Cessation will take place on the effective date indicated.
- You will receive a second email notification if your licence is to be ceased on a future date.

The screenshot shows the 'Acknowledgement' page in the HALP (Healthcare Application and Licensing Portal) interface. At the top left, there are logos for the Ministry of Health Singapore and HALP. The user's name, 'Sora Chan', is displayed in the top right corner. The main heading is 'Acknowledgement'. Below this, a message states: 'Your cessation application has been successfully submitted. Please see the summary information below.' A table follows, providing details of the application. At the bottom left, there is a '< Back' link.

Application No.	Licence No.	Service Name	HCI Name	HCI Address	Cessation Date
AC230518002395K-01	L/23X0538/RDS/001/230	Radiological Service	Chan's Medical Centre	34 10 Lor 3 Toa Payoh #08-25, 392812	19/05/2023