



**MINISTRY OF HEALTH**  
SINGAPORE

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

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# 1 OVERVIEW

Function	Role
Logging Into HALP	Licensee, Authorised User
Retrieving Latest Company Information From ACRA	Licensee, Authorised User
New Application	Licensee, Authorised User

## 1.1 Logging Into HALP

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

## 1.2 Retrieving Latest Company Information From ACRA

1. This section describes how to get the latest company information from ACRA into HALP. This is only applicable to **Company** as the licensee type.

## 1.3 Applying for a New HCSA Licence

### Prior to licence application

1. Applicants must submit their licence application at least **2 MONTHS** before the intended commencement date of their service.
2. Documents to prepare include:
  - Clinical Governance Officer's qualification (i.e., resumé)
  - Proof of authorisation (if the applicant is not the licensee)
  - Fire Safety Certificate
  - NEA licence (if the service includes any form of ionizing/ non-ionizing radiation)

## 2 LOGGING TO HALP

1. Navigate to **HALP** website

([https://halp.moh.gov.sg/main-web/eservice/INTERNET/FE\\_Landing](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](#)

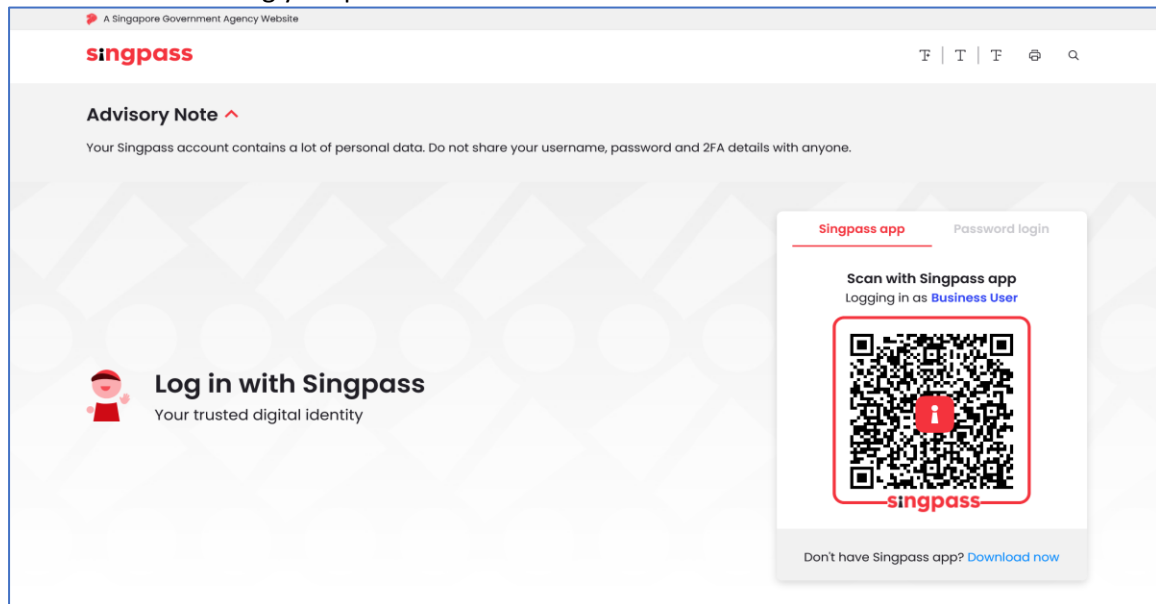
2. Click **LOGIN WITH SINGPASS** for either **Business Users** or **Individual Users**. In this example, we are logging in as an **Individual User**.

Note:

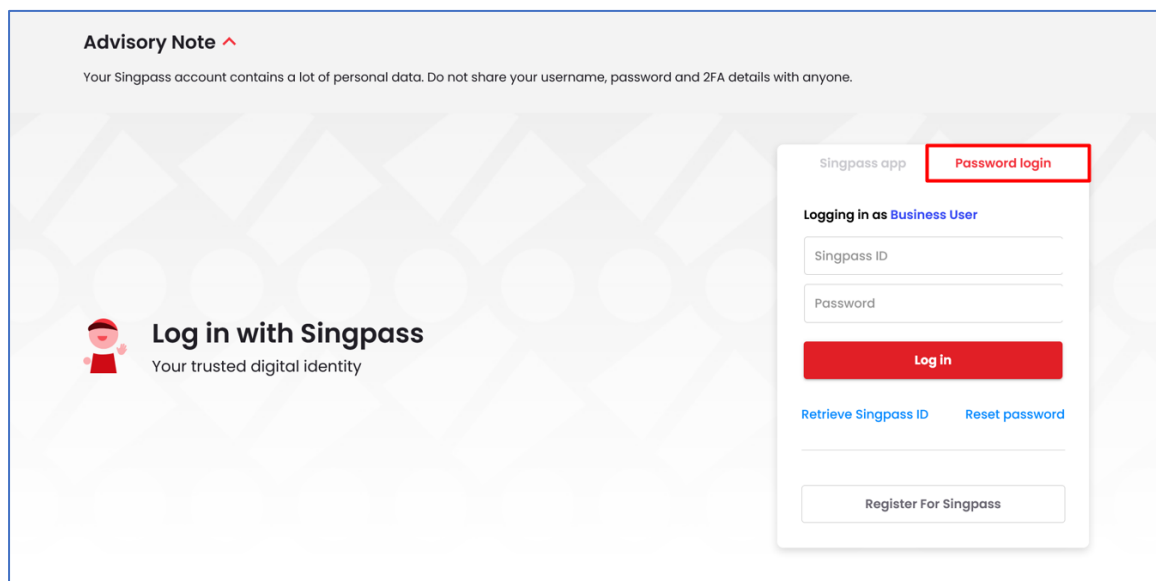
- For corporate users, please select **LOGIN WITH SINGPASS** under **For Business Users**. Otherwise, please select **LOGIN WITH SINGPASS** under **For Individual Users**.
- For individual users, you will be issued a UEN once your licence application is approved. Thereafter, please login as a **Business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

The screenshot shows the Healthcare Application and Licensing Portal (HALP) interface. At the top, the title "Healthcare Application and Licensing Portal (HALP)" is displayed in a large, bold, black font. Below the title, a subtitle reads "Manage all licence-related matters associated with your healthcare services." The main content area is divided into two columns. The left column contains a "Step 1" section with a paragraph of text explaining that HCSA licences will be managed under the new HALP system, while PHMCA licences and other services will be managed under the existing eLis system. Below this text are two radio button options: "Healthcare Application and Licensing Portal (HALP)" (which is selected) and "E-licensing For Healthcare (eLis)". Each option has a "MORE INFO" button to its right. Below the radio buttons is a "Step 2" section with a paragraph of text instructing users to click on "Login with Singpass" for their respective entity type. Underneath, there are two columns: "For Business Users" and "For Individual Users". The "For Business Users" column includes a sub-heading "For corporate users with registered UEN to access and transact on behalf of their licensee." and a prominent orange "LOGIN WITH SINGPASS" button. The "For Individual Users" column includes a sub-heading "For individual without registered UEN" and a similar orange "LOGIN WITH SINGPASS" button. The right column of the interface is titled "Healthcare Services Act (HCSA)" and contains three bullet points with links: "About HCSA", "FAQ", and "Services under HALP today". The entire interface is set against a light blue background with a subtle pattern.

- 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 INDIVIDUAL LICENSEE DETAILS

1. Once you have successfully logged in, you will be prompted to key in your personal details.

Note:

- Please skip to the next section if you had logged in as a **Business User**

Authorised Person Particulars Form

- You may retrieve your address and contact information from your **MyInfo profile**.
- To update your MyInfo profile, please visit [myinfo.gov.sg](http://myinfo.gov.sg).

**Retrieve MyInfo**  
with **SINGPASS**

NRIC: S2164309B

Name \*

Postal Code \*

Address Type \*

Block / House No.

Floor / Unit No.  -

Street Name \*

Building Name

Mobile No. \*

Email \*

2. Proceed to fill up the necessary details. Click **Submit** when you are done.

### Authorised Person Particulars Form

- You may retrieve your address and contact information from your **MyInfo** profile.
- To update your MyInfo profile, please visit [myinfo.gov.sg](http://myinfo.gov.sg).

**Retrieve MyInfo**  
with singpass

NRIC	S2164309B
Name *	<input type="text" value="Eugene Lim"/>
Postal Code *	<input type="text" value="319579"/>
Address Type *	<input type="text" value="Without Apt Blk"/>
Block / House No.	<input type="text"/>
Floor / Unit No.	<input type="text"/> - <input type="text"/>
Street Name *	<input type="text" value="11 Lor 3 Toa Payoh"/>
Building Name	<input type="text"/>
Mobile No. *	<input type="text" value="68372822"/>
Email *	<input type="text" value="eugenemedical124@gmail.com"/>



3. You will be directed to the HALP **Dashboard** page

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Dashboard eServices Licensee Details Eugene Lim

0 New Messages | 0 Application Drafts | 0 Active Licences

Not sure what to do? Let us guide you >

Last Login: | Last Activity: N/A - Licence No: N/A

Inbox (0) Applications Licences

Type: All Service: All Search

Subject Type Ref. No. Service Date

No record found.

ARCHIVE ACCESS ARCHIVE

## 4 RETRIEVE COMPANY INFORMATION FROM ACRA

This is only applicable to Company as the licensee type.

1. At the **Dashboard** page, click on **Licensee Details**.

The screenshot shows the user interface of the Ministry of Health Singapore's Healthcare Application and Licensing Portal. At the top, the Ministry of Health Singapore logo and the HALP logo are displayed. The navigation menu includes 'Dashboard', 'eServices', and 'Licensee Details', with 'Licensee Details' highlighted by a red box. The user's name, Eugene Lim, is shown in the top right corner. The dashboard features three cards: '0 New Messages', '0 Application Drafts', and '0 Active Licences'. An orange call-to-action button reads 'Not sure what to do? Let us guide you >'. Below the dashboard, there are tabs for 'Inbox (0)', 'Applications', and 'Licences'. The 'Inbox (0)' tab is selected. Below the tabs, there are filter options for 'Type' and 'Service', both set to 'All'. A search bar is also present. Below the filters, the text 'No record found.' is displayed. At the bottom, there are two buttons: 'ARCHIVE' and 'ACCESS ARCHIVE'.

2. You will arrive at the **Licensee Details** page.

Note:

- Information in the **Company Details** section will be auto populated from ACRA. Hence, please ensure that all information other than **Office Telephone No.** and **Office Email Address** are updated first in ACRA.

Disclaimer: The screenshot shown below is an illustration.

The screenshot displays the 'Licensee Details' page. At the top, there are logos for the Ministry of Health Singapore and the HA LP Healthcare Application and Licensing Portal. A user profile dropdown shows 'Shawn Khim'. The main heading is 'Licensee Details'. Below this, a 'Company Details' section is shown with a list of fields and their values:

Company Details	
Who is the licensee	Company
UEN No.	467906295G
Licensee Name	Shawn Khim
Postal Code	117438
Address Type	Apt Blk
Block / House No.	10
Floor No.	10
Unit No.	01
Street Name	Pasir Panjang Road
Building Name	Mapletree Business City
Office Telephone No. *	<input type="text" value="64827591"/>
Office Email Address *	<input type="text" value="shawnkhimreal119@gmail.com"/>

### Board Member 1

Name	Robert Lim
ID Type	NRIC
ID No.	S9868123Z
Designation	Share holders
Designation Appointment Date	31/03/2021
Designation Cessation Date	31/12/2021
Designation Cessation Reason	

∨ Licensee 1: Paul Zhou

< Back

REFRESH AND SAVE DATA

3. You can update the **Office Telephone No.** and **Office Email** by entering the values into the fields.

Note:

- The **Office Telephone No.** and **Office Email Address** will be retrieved from ACRA for the first time by default. Any subsequent updates to the **Office Telephone No.** or **Office Email Address** are based on the records in HALP.

Disclaimer: The screenshot shown below is an illustration.

The screenshot displays the 'Licensee Details' page in the HALP system. At the top, there are logos for the Ministry of Health Singapore and HALP (Healthcare Application and Licensing Portal). A user profile dropdown shows 'Shawn Khim'. The main heading is 'Licensee Details'. Below this, a 'Company Details' section is expanded, showing a table of information:

Company Details	
Who is the licensee	Company
UEN No.	467906295G
Licensee Name	Shawn Khim
Postal Code	117438
Address Type	Apt Blk
Block / House No.	10
Floor No.	10
Unit No.	01
Street Name	Pasir Panjang Road
Building Name	Mapletree Business City
Office Telephone No. *	64827591
Office Email Address *	shawnkhimreal119@gmail.com

The 'Office Telephone No.' and 'Office Email Address' fields are highlighted with red boxes in the original image.

4. Scroll down to the bottom and click on **REFRESH AND SAVE DATA** to update all company details and board members from ACRA.

**Board Member 1**

---

Name	Robert Lim
ID Type	NRIC
ID No.	S9868123Z
Designation	Share holders
Designation Appointment Date	31/03/2021
Designation Cessation Date	31/12/2021
Designation Cessation Reason	

∨ Licensee 1: Paul Zhou

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**REFRESH AND SAVE DATA**

5. To view the updated company details in your licence(s), return to the **Dashboard** page and click on the **Licences** tab.

The screenshot shows the HALP (Healthcare Application and Licensing Portal) dashboard. At the top, there are logos for the Ministry of Health Singapore and HALP. The user is logged in as Catherine ... The dashboard features three main cards: '2 New Messages', '0 Application Drafts', and '1 Active Licences'. A red box highlights the 'Licences' tab in the navigation bar. Below the navigation bar, there are filters for 'Type' (All) and 'Service' (All), a search bar, and a pagination control showing '1-2 out of 2 items'. A table lists two notifications regarding licence applications. At the bottom, there are 'ARCHIVE' and 'ACCESS ARCHIVE' buttons.

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Dashboard eServices Licensee Details Catherine ...

2 New Messages 0 Application Drafts 1 Active Licences

Not sure what to do? Let us guide you >

Last Login: 26/04/2023 15:27 | Last Activity: Internet Logout - Licence No. N/A , On 26/04/2023

Inbox (2) Applications Licences

Type All Service All Search

1-2 out of 2 items 20

	Subject	Type	Ref. No.	Service	Date
<input type="checkbox"/>	<a href="#">MOH HALP - Your New Licence Application, AN230421001532K-01 is approved.</a>	Notification	M230421006563L	Assisted Reproduction Service	21/04/2023 16:00:06
<input type="checkbox"/>	<a href="#">MOH HALP - Your New Licence Application, AN230421001532K-01 has been submitted.</a>	Notification	M230421006560A	Assisted Reproduction Service	21/04/2023 15:44:52

ARCHIVE ACCESS ARCHIVE

6. Scroll down and click on a **Licence No.**

The screenshot shows the user interface of the Ministry of Health Singapore's Healthcare Application and Licensing Portal. The user is logged in as Catherine. The dashboard displays 2 New Messages, 0 Application Drafts, and 1 Active Licence. The Licences section is active, showing a search filter for Licence No. L/2300756/ARS/001/232, which is highlighted in red. The search results table shows one active licence for Assisted Reproduction Service at Raffles City Lane 1, 302949, with a start date of 21/04/2023 and an expiry date of 20/04/2025. Action buttons for RENEW, CEASE, AMEND, and PRINT are visible below the table.

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

Dashboard eServices Licensee Details Catherine ...

2 New Messages 0 Application Drafts 1 Active Licences

Not sure what to do? Let us guide you >

Last Login: 26/04/2023 15:27 | Last Activity: Internal Logout - Licence No: N/A - On 26/04/2023

Inbox (2) Applications Licences

Search by Licence No. Service Type: All Licence Status: All Licence Start Date: dd/mm/yyyy To dd/mm/yyyy Licence Expiry Date: dd/mm/yyyy To dd/mm/yyyy

CLEAR SEARCH

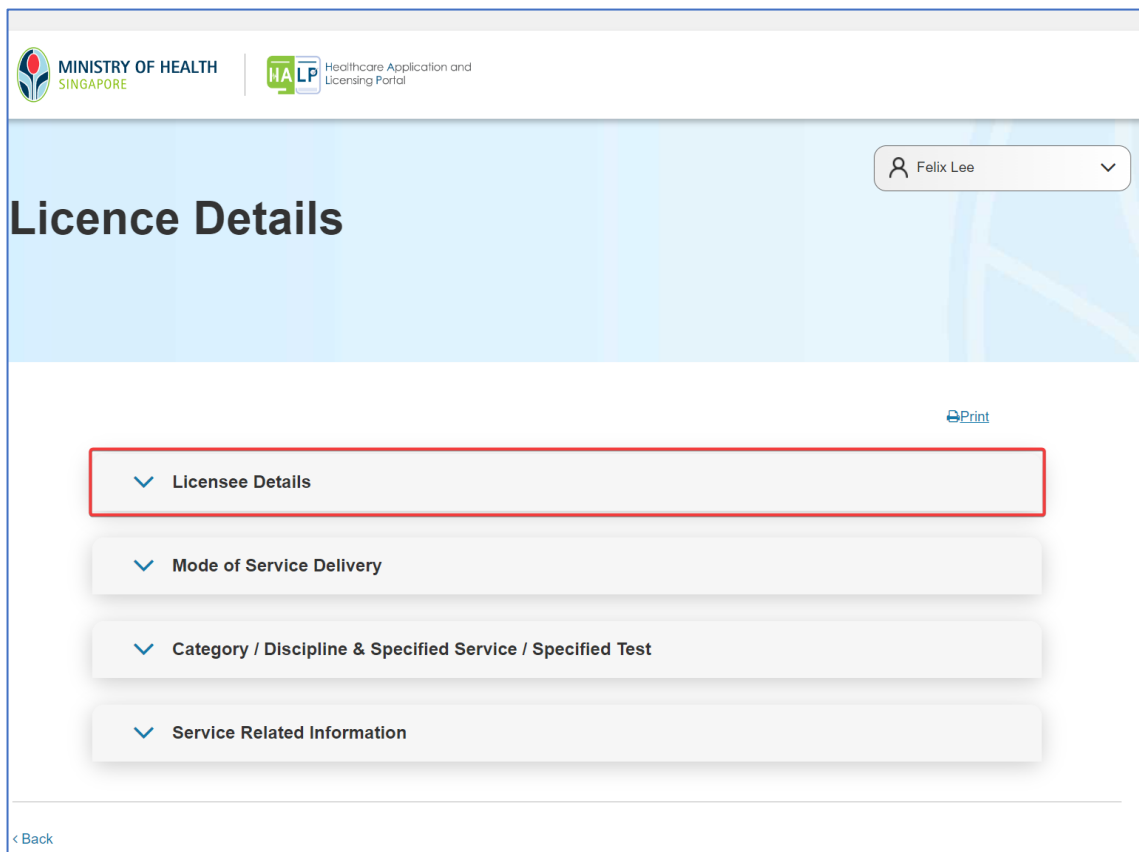
1-1 out of 1 items 20

	Licence No.	Type	Status	Business Address	Start Date	Expiry Date
<input type="checkbox"/>	L/2300756/ARS/001/232	Assisted Reproduction Service	Active	Raffles City Lane 1, 302949 (Permanent Premises)	21/04/2023	20/04/2025

RENEW CEASE AMEND PRINT



7. Expand the **Licensee Details** section by clicking on the **Licensee Details** tab.



The screenshot shows the 'Licensee Details' page in the HALP portal. At the top left, there are logos for the 'MINISTRY OF HEALTH SINGAPORE' and 'HALP Healthcare Application and Licensing Portal'. On the top right, a user profile for 'Felix Lee' is displayed with a dropdown arrow. The main heading 'Licence Details' is prominently displayed. Below this, there is a 'Print' icon. A list of four expandable sections is shown: 'Licensee Details', 'Mode of Service Delivery', 'Category / Discipline & Specified Service / Specified Test', and 'Service Related Information'. The 'Licensee Details' section is highlighted with a red border, indicating it is the target for the instruction. At the bottom left, there is a '< Back' link.

8. The updated licensee details will be displayed.

Note:

- The changes will only be applicable for licences with **Company** as the Licensee Type.

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Felix Lee

## Licence Details

[Print](#)

### Licensee Details

Licensee Type	Company
UEN No.	881527883R
Licensee Name	Felix Lee
Postal Code	117438
Address Type	Apt Blk
Block / House No.	10
Floor No.	10
Unit No.	01
Street Name	Pasir Panjang Road
Building Name	Mapletree Business City
Office Telephone No.	65210379
Office Email Address	emaildummytestertelp@gmail.com

Mode of Service Delivery

Category / Discipline & Specified Service / Specified Test

Service Related Information

[Back](#)

## 5 NEW APPLICATION

### 5.1 Licensable Healthcare Service (LHS) Selection

1. On the **Navigation** bar, click on **eServices**.

The screenshot displays the HALP (Healthcare Application and Licensing Portal) eServices interface. At the top, the Ministry of Health Singapore logo and HALP branding are visible. The navigation bar includes 'Dashboard', 'eServices' (highlighted with a red box), and 'Licensee Details'. A user profile for Eugene Lim is shown in the top right. The dashboard features three summary cards: '0 New Messages', '0 Application Drafts', and '0 Active Licences'. An orange call-to-action button reads 'Not sure what to do? Let us guide you >'. Below these is a navigation bar with 'Inbox (0)', 'Applications', and 'Licences'. Search filters for 'Type' and 'Service' are both set to 'All'. A search bar is present with a magnifying glass icon. Below the filters, the text 'No record found.' is displayed. At the bottom, there are two yellow buttons: 'ARCHIVE' and 'ACCESS ARCHIVE'.

2. Click on **Apply for a New Licence**.

The screenshot displays the eServices portal interface. At the top, the Ministry of Health Singapore logo and the HALP (Healthcare Application and Licensing Portal) logo are visible. The user is logged in as Eugene Lim. A navigation menu shows 'Dashboard' and 'Licensee Details'. A dropdown menu under 'eServices' is open, with 'Apply for a New Licence' highlighted in red. Other options in the menu include 'Renew a Licence', 'Request to Cease a Licence', 'Withdraw an Application', 'Apply for GIRO', 'Go To eLis', and 'Step-by-step guide to eServices'. A notification box on the left shows '0 New Messages'. An orange call-to-action box says 'Not sure what to do? Let us guide you >'. Below the navigation, there are tabs for 'Inbox (0)', 'Applications', and 'Licences'. The 'Applications' tab is active, showing filters for 'Type' and 'Service' (both set to 'All') and a search bar. The table below the filters is empty, displaying 'No record found.' and two buttons: 'ARCHIVE' and 'ACCESS ARCHIVE'.

3. Select the licensable healthcare service that you wish to apply. Click **CONTINUE** to proceed  
Note:

- You can select more than one LHS per application if they are provided within the same Mode of Service Delivery (MOSD)

The screenshot shows the HALP interface for a 'New Licence Application'. At the top left, there are logos for the 'MINISTRY OF HEALTH SINGAPORE' and 'HALP Healthcare Application and Licensing Portal'. On the top right, a user profile dropdown shows 'Eugene Lim'. The main heading is 'New Licence Application'. Below this, a sub-heading reads 'Select the service(s) for which you wish to make this licence application'. A note states: 'You can only select multiple licensable services if they are provided within the same mode of service delivery. Otherwise, a separate application is required.' A list of 'Licensable Healthcare Services' is provided, with 'Outpatient Medical Service' selected. At the bottom left is a '< Back' link, and at the bottom right is a yellow 'CONTINUE' button.

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Eugene Lim

## New Licence Application

**Select the service(s) for which you wish to make this licence application**

You can only select multiple licensable services if they are provided within the same mode of service delivery. Otherwise, a separate application is required.

**Licensable Healthcare Services**

- Acute Hospital Service
- Ambulatory Surgical Centre Service
- Assisted Reproduction Service
- Clinical Laboratory Service
- Community Hospital Service
- Cord Blood Banking Service
- Emergency Ambulance Service
- Human Tissue Banking Service
- Medical Transport Service
- Nuclear Medicine Service
- Outpatient Dental Service
- Outpatient Medical Service
- Outpatient Renal Dialysis Service
- Radiological Service

< Back

CONTINUE

- Should you have an existing licence, you would be prompted to indicate if you wish to align the expiry date of the new licence to the expiry date of your existing licence. You may do so by checking the **radio button** beside the **Licence No.** By doing so, the new licence will have the same expiry date as the selected existing licence. Alternatively, you may choose not to align to any licence by checking the radio button **I do not wish to align to any existing licence.**

Once done, click **Continue.**

**MINISTRY OF HEALTH**  
SINGAPORE

Healthcare Application and  
Licensing Portal

Sora Chan
▼

## New Licence Application

**Select the service(s) for which you wish to make this licence application**

You can only select multiple licensable services if they are provided within the same mode of service delivery. Otherwise, a separate application is required.

**Licensable Healthcare Services**

- Acute Hospital Service
- Ambulatory Surgical Centre (ASC) Service
- Assisted Reproduction Service
- Clinical Laboratory Service
- Community Hospital Service
- Cord Blood Banking Service
- Dental Service
- Emergency Ambulance Service
- Human Tissue Banking Service
- Medical Service
- Medical Transport Service
- Nuclear Medicine Service
- Outpatient Renal Dialysis (RD) Service
- Radiological Service

**You may choose to align to one of the following licence.**

If you don't select a licence, MOH will assign an expiry date

Licence No.	Type	Mode of Service Delivery	Expires on
<input checked="" type="radio"/>	I do not wish to align to any existing licence		
<input type="radio"/>	L/23O0512/MDS/001/230	Medical Service	A 616 Woodlands Avenue 4 #03-25, 310291

1-2 out of 2 Items



100 ▼

« < 1 > »

< Back

CONTINUE

5. System will then display the licensable healthcare service (LHS) that you are applying for. Click **PROCEED**.

Eugene Lim

## New Licence Application

Service Selected

---

- Outpatient Medical Service

Before You Begin

---

- Please refer to <https://www.moh.gov.sg/licensing-and-regulation/e-guides> for the list of documents required during the licence application.
- This form will take approximately 30 minutes to complete. You may save your progress at any time and resume your application later.
- Payment may be made by credit card, debit card, PayNow, GIRO or eNETS.
- If you have selected more than one licensable service, it has to be provided via the same mode of service delivery.
- **\*\*** denotes mandatory field.

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**PROCEED**

## 5.2 Licensee Details

6. Click on the **Add/Assign a licensee** dropdown menu.

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Eugene Lim

# New Licence Application

You are applying for **Outpatient Medical Service**

- Licensee Details
- Mode of Service Delivery
- Category / Discipline & Specified Service / Specified Test
- Service-Related Information
- Preview & Submit
- Payment

### Licensee Details

- **For individuals** appointed as licensee, please provide the individual licensee contact information (e.g., residential address and contact details). Please note that the licensee is liable and responsible for any non-compliance found/reported.
- **For companies** appointed as licensee, the relevant company information will be populated automatically from ACRA. Any changes to this information will need to be made through ACRA.

Add/Assign a licensee \*

< Back SAVE AS DRAFT NEXT



7. Click on **I'd like to add a new licensee**.

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

Eugene Lim

## New Licence Application

You are applying for **Outpatient Medical Service**

1 Licensee Details | 2 Mode of Service Delivery | 3 Category / Discipline & Specified Service / Specified Test | 4 Service-Related Information | 5 Preview & Submit | 6 Payment

### Licensee Details

- **For individuals** appointed as licensee, please provide the individual licensee contact information (e.g., residential address and contact details). Please note that the licensee is liable and responsible for any non-compliance found/reported.
- **For companies** appointed as licensee, the relevant company information will be populated automatically from ACRA. Any changes to this information will need to be made through ACRA.

Add/Assign a licensee \*



Please Select

Please Select

**I'd like to add a new licensee**

< Back | SAVE AS DRAFT | NEXT

8. A form will appear below. Click on **Licensee type**

Eugene Lim

## New Licence Application

You are applying for **Outpatient Medical Service**

1 Licensee Details    2 Mode of Service Delivery    3 Category / Discipline & Specified Service / Specified Test    4 Service-Related Information    5 Preview & Submit    6 Payment

### Licensee Details

- **For individuals** appointed as licensee, please provide the individual licensee contact information (e.g., residential address and contact details). Please note that the licensee is liable and responsible for any non-compliance found/reported.
- **For companies** appointed as licensee, the relevant company information will be populated automatically from ACRA. Any changes to this information will need to be made through ACRA.

Add/Assign a licensee \*

I'd like to add a new licensee

Licensee Type \*

Please Select

Licensee Name \*

Postal Code \*

[Retrieve your address](#)

Address Type \*

Please Select

Block / House No.

Floor / Unit No.

Street Name \*

Building Name

Mobile No. \*

Email Address \*

< Back

SAVE AS DRAFT

NEXT

9. Choose either **Company** or **Individual** from the dropdown menu.

Note:

- For applicants that do not have a UEN registered with ACRA, please select **Individual**.

The screenshot shows the 'New Licence Application' page on the HALP (Healthcare Application and Licensing Portal) website. The user is logged in as Eugene Lim. The page title is 'New Licence Application' and the user is applying for 'Outpatient Medical Service'. A progress bar at the top indicates six steps: 1. Licensee Details (active), 2. Mode of Service Delivery, 3. Category / Discipline & Specified Service / Specified Test, 4. Service-Related Information, 5. Preview & Submit, and 6. Payment. The 'Licensee Details' section contains instructions for individuals and companies. The 'Add/Assign a licensee' dropdown is set to 'I'd like to add a new licensee'. The 'Licensee Type' dropdown is open, showing 'Please Select', 'Company', and 'Individual' options. The 'Company' option is highlighted with a red box. The 'Licensee Name' field is also visible.

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Eugene Lim

## New Licence Application

You are applying for **Outpatient Medical Service**

1 Licensee Details | 2 Mode of Service Delivery | 3 Category / Discipline & Specified Service / Specified Test | 4 Service-Related Information | 5 Preview & Submit | 6 Payment

### Licensee Details

- **For individuals** appointed as licensee, please provide the individual licensee contact information (e.g., residential address and contact details). Please note that the licensee is liable and responsible for any non-compliance found/reported.
- **For companies** appointed as licensee, the relevant company information will be populated automatically from ACRA. Any changes to this information will need to be made through ACRA.


Add/Assign a licensee \*


Licensee Type \*

Licensee Name \*

Postal Code \*

10. If **Company** was chosen for **Licensee Type**, information such as **address**, **office telephone number** and **office email address** will be retrieved from ACRA. Otherwise, applicants are to manually key in the information if **Individual** is selected for **Licensee Type**.




Healthcare Application and Licensing Portal

Eugene Lim

## New Licence Application

You are applying for **Outpatient Medical Service**

1  
Licensee Details

2  
Mode of Service Delivery

3  
Category / Discipline & Specified Service / Specified Test

4  
Service-Related Information

5  
Preview & Submit

6  
Payment

### Licensee Details


- For individuals appointed as licensee, please provide the individual licensee contact information (e.g., residential address and contact details). Please note that the licensee is liable and responsible for any non-compliance found/reported.
- For companies appointed as licensee, the relevant company information will be populated automatically from ACRA. Any changes to this information will need to be made through ACRA.


Add/Assign a licensee	I'd like to add a new licensee
Licensee Type *	Company
UEN No.	929444599D
Licensee Name	Eugene Lim
Postal Code	117438
Address Type	Apt Blk
Block / House No.	10
Floor No.	10
Unit No.	01
Street Name	Pasir Panjang Road
Building Name	Mapletree Business City
Office Telephone No.	69081092
Office Email Address	eugenemedical124@gmail.com

← Back

SAVE AS DRAFT
NEXT

11. Click **NEXT** to proceed or click **SAVE AS DRAFT** to complete the application at a later time. Draft applications will be saved in HALP for 60 days. To resume from a draft, please refer to [Section 5.9 Resume from Draft Application](#).





Eugene Lim

## New Licence Application

You are applying for **Outpatient Medical Service**

1  
**Licensee Details**

2  
 Mode of Service Delivery

3  
 Category / Discipline & Specified Service / Specified Test

4  
 Service-Related Information

5  
 Preview & Submit

6  
 Payment

### Licensee Details

- For **individuals** appointed as licensee, please provide the individual licensee contact information (e.g., residential address and contact details). Please note that the licensee is liable and responsible for any non-compliance found/reported.
- For **companies** appointed as licensee, the relevant company information will be populated automatically from ACRA. Any changes to this information will need to be made through ACRA.

Add/Assign a licensee	I'd like to add a new licensee
Licensee Type *	Company
UEN No.	929444599D
Licensee Name	Eugene Lim
Postal Code	117438
Address Type	Apt Blk
Block / House No.	10
Floor No.	10
Unit No.	01
Street Name	Pasir Panjang Road
Building Name	Mapletree Business City
Office Telephone No.	69081092
Office Email Address	eugenemedical124@gmail.com

< Back

SAVE AS DRAFT

NEXT

### 5.3 Select Mode of Service Delivery (MOSD)

12. Select the MOSD of **Permanent Premises, Conveyance, Temporary Premises** or **Remote Delivery** for the new LHS application.

Note: Please refer to the definitions of MOSDs below.

- **Permanent Premises** refers to a fixed premises that is used to provide a licensable healthcare service.
- **Conveyance** refers to the service which will not be operated at a fixed location (E.g. Ambulance service).
- **Temporary Premises** refers to where a licensable healthcare service is provided from a location that is not a licensed permanent premises and may move from place to place throughout the duration of the licence. This will apply to services which are entirely mobile (i.e., the licensee does not provide a licensable healthcare service from licensed "permanent premises" or "conveyance").
- **Remote Delivery** refers to where a licensable healthcare service is provided only remotely, such as via virtual means whereby the doctor and the patient are not within the same physical space (e.g., teleconsultations). This will apply to services which are entirely remote or virtual (i.e., the licensee does not provide a licensable healthcare service from licensed "permanent premises" or "conveyance").

The screenshot shows a web application interface for a 'New Licence Application'. At the top right, there is a user profile for 'Eugene Lim'. The main heading is 'New Licence Application', with a sub-heading 'You are applying for Outpatient Medical Service'. Below this is a progress bar with six steps: 1. Licensee Details (completed), 2. Mode of Service Delivery (current step), 3. Category / Discipline & Specified Service / Specified Test (has an error), 4. Service-Related Information (has an error), 5. Preview & Submit (has an error), and 6. Payment. Below the progress bar, there is a text block explaining the mode of service delivery: 'The mode of service delivery refers to whether the licensable healthcare service is provided at (a) permanent premises, (b) conveyance, (c) temporary premises, or (d) remote delivery. If you are providing a licensable healthcare service via more than one mode of service delivery, please provide the details for all modes of service delivery below'. This is followed by a section titled 'Mode of Service Delivery' with the question 'What is your mode of service delivery? \*'. There are four radio button options: 'Permanent Premises', 'Conveyance', 'Temporary Premises', and 'Remote Delivery'. Each option has a red square highlight around its radio button and a small information icon. At the bottom left, there is a '< Back' link. At the bottom right, there are two buttons: 'SAVE AS DRAFT' and 'NEXT'.

13. Once you have selected the MOSD, a form will appear below. Click on **Add or select a Permanent Premises from the list** dropdown.

## New Licence Application

You are applying for **Outpatient Medical Service**

1  Licensee Details | 2 **Mode of Service Delivery** | 3  Category / Discipline & Specified Service / Specified Test | 4  Service-Related Information | 5  Preview & Submit | 6 Payment

The mode of service delivery refers to whether the licensable healthcare service is provided at (a) permanent premises, (b) conveyance, (c) temporary premises, or (d) remote delivery. If you are providing a licensable healthcare service via more than one mode of service delivery, please provide the details for all modes of service delivery below

---

### Mode of Service Delivery

What is your mode of service delivery? \*

Permanent Premises  Conveyance  Temporary Premises  Remote Delivery

Add or select a Permanent Premises from the list: \*

Please Select

---

[< Back](#) SAVE AS DRAFT NEXT

14. Proceed to click on **Add a new permanent premises.**

## New Licence Application

You are applying for **Outpatient Medical Service**

1  Licensee Details 2 **Mode of Service Delivery** 3  Category / Discipline & Specified Service / Specified Test 4  Service-Related Information 5  Preview & Submit 6 Payment

The mode of service delivery refers to whether the licensable healthcare service is provided at (a) permanent premises, (b) conveyance, (c) temporary premises, or (d) remote delivery. If you are providing a licensable healthcare service via more than one mode of service delivery, please provide the details for all modes of service delivery below

---

### Mode of Service Delivery

What is your mode of service delivery? \*

Permanent Premises  Conveyance  Temporary Premises  Remote Delivery

Add or select a Permanent Premises from the list: \*

Please Select

Please Select

**Add a new permanent premises**

---

[< Back](#) SAVE AS DRAFT NEXT



15. A form will be displayed. Proceed to key in the necessary details.

Note:

- If a previously entered premise address for **Add or select a mode of service delivery** field was selected, the service details that the premise address is tied to will be auto populated and all fields will not be editable.
- The below screenshot shows that **Add a new permanent premises** is selected and an empty form is displayed

What is your mode of service delivery? \*

Permanent Premises  Conveyance  Temporary Premises  Remote Delivery

Add or select a Permanent Premises from the list : \*

Add a new permanent premises

Business Name \*

Postal Code \* [Retrieve your address](#)

Address Type \* Please Select

Block / House No.

Floor / Unit No.

+ Add Additional Floor/Unit No.

Street Name \*

Building Name

Fire Safety & Shelter Bureau Ref No. \*

Fire Safety Certificate Issued Date dd/mm/yyyy

**Co-Location Services**

Are you co-locating with a service that is licensed under HCSA? \*  Yes  No

Are you co-locating with a service that is not licensed under HCSA? \*  Yes  No

**Add Mode of Service Delivery**

< Back **SAVE AS DRAFT** **NEXT**

16. Once the fields are entered, you can choose to add another Mode of Service Delivery by clicking **ADD MODE OF SERVICE DELIVERY** and repeat steps 12 to step 15. Otherwise, click **NEXT**.

Note:

- You can add additional floor and unit no. by clicking the **Add Additional Floor/Unit No.** hyperlink below the field **Floor / Unit No.**

The screenshot shows a web form for adding a mode of service delivery. At the top, there are four radio button options: "Permanent Premises" (selected), "Conveyance", "Temporary Premises", and "Remote Delivery". Below this is a dropdown menu for "Add or select a Permanent Premises from the list". The form contains several text input fields: "Business Name" (filled with "VitalCare Medical Centre"), "Postal Code" (filled with "319579" and a "Retrieve your address" link), "Address Type" (dropdown menu with "Without Apt Blk"), "Block / House No.", "Floor / Unit No." (two separate input boxes with a "-" separator), "Street Name" (filled with "11 Lor 3 Toa Payoh"), "Building Name", "Fire Safety & Shelter Bureau Ref No.", and "Fire Safety Certificate Issued Date" (format: dd/mm/yyyy). Under the "Co-Location Services" section, there are two sets of radio buttons: "Are you co-locating with a service that is licensed under HCSEA?" (selected "Yes") and "Are you co-locating with a service that is not licensed under HCSEA?" (selected "No"). At the bottom, there are three buttons: "< Back", "SAVE AS DRAFT", and "NEXT". Several elements are highlighted with red boxes: the "+ Add Additional Floor/Unit No." link, the "Add Mode of Service Delivery" button, and the "NEXT" button.

## 5.4 Category / Discipline & Specified Service / Specified Test

17. You will be directed to this page to select the **Specified Services** for your LHS licence application. Select the **checkbox** beside the service(s) that you wish to provide. Only Specified Services related to the LHS selected will be displayed.

Note:

- You may select more than one **Specified Service**.

The screenshot shows the 'New Licence Application' page for 'Outpatient Medical Service'. At the top, there are logos for the Ministry of Health Singapore and the Healthcare Application and Licensing Portal (HALP). The user's name, Eugene Lim, is displayed in the top right corner. The main heading is 'New Licence Application' with the sub-heading 'You are applying for Outpatient Medical Service'. Below this is a progress bar with six steps: 1. Licensee Details (completed), 2. Mode of Service Delivery (completed), 3. Category / Discipline & Specified Service / Specified Test (current step), 4. Service-Related Information (pending), 5. Preview & Submit (pending), and 6. Payment (pending). The current step shows 'Mode of Service Delivery - Permanent Premises' with the address 'A 11 Lor 4 Toa Payoh #04-21, 318902'. Under 'Specified Services', there is a list of services with checkboxes: Radiation Oncology & Radiation Therapy, Collaborative Prescribing, Liposuction Service, Endoscopy Service, Blood Transfusion (For Oncology, Haematology specialities only), Electrocardiography Stress Testing (EST), and Proton Beam Therapy. At the bottom, there are buttons for '< Back', 'SAVE AS DRAFT', and 'NEXT'.

18. Once you have selected the relevant **Specified Service(s)** for your licence, click **NEXT** to proceed.

Felix Lee

## New Licence Application

You are applying for **Outpatient Medical Service**

1 ✔  
Licensee Details

2 ✔  
Mode of Service Delivery

3  
Category / Discipline &  
Specified Service /  
Specified Test

4 !  
Service-Related  
Information

5 !  
Preview & Submit

6  
Payment

**Mode of Service Delivery - Permanent Premises**  
Address: 11 Lor 3 Toa Payoh, 319579

**Specified Services**  
Please select the specified services for your licence.

- Radiation Oncology & Radiation Therapy
- Collaborative Prescribing
- Liposuction Service
- Endoscopy Service
- Blood Transfusion (For Oncology, Haematology specialities only)
- Electrocardiography Stress Testing (EST)
- Proton Beam Therapy

[< Back](#)

SAVE AS DRAFT NEXT

## 5.5 Service Related Information

19. Fill in your **Business Name, Contact No, Email, and Corporate Website.**

Fill in the **Operating Hours, Public Holiday** and **Event** as well if it is applicable.

Note:

- **Events** are for situations whereby the service will be unavailable for a period of time e.g. due to being overseas

The screenshot displays a web form for service registration. At the top, a progress bar indicates the current step is 'Business Information', with other steps like 'Principal Officer', 'Key Appointment Holder', 'Clinical Governance Officer', 'Other Information', 'Supplementary Form', 'Specified Services Information', and 'Documents' following. Below the progress bar, the permanent premises are listed as '11 Lor 3 Toa Payoh, 319579'. The form contains several sections: 'Business Name' with an information icon, 'Contact No.', 'Email', and 'Corporate Website', each with a text input field. The 'Operating Hours' section includes a 'Weekly' dropdown, 'Start' and 'End' time pickers (HH and MM), and a '24 Hours' checkbox. Below this are 'Public Holiday' and 'Event' sections, each with a dropdown menu, date pickers (dd/mm/yyyy), and a '+ Add' button.

20. Once all relevant information is entered, click **NEXT**.

The picture below is an illustration.

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

Eugene Lim

## New Licence Application

You are applying for **Outpatient Medical Service**

1 Licensee Details 2 Mode of Service Delivery 3 Category / Discipline & Specified Service / Specified Test 4 **Service-Related Information** 5 Preview & Submit 6 Payment

Business Information Principal Officer Key Appointment Holder Clinical Governance Officer Other Information Supplementary Form Specified Services Information Documents

**Permanent Premises: A 11 Lor 4 Toa Payoh #04-21, 318902**

Business Name \* VitalCare Medical Centre

Contact No. \* 90319345

Email \* eugenemedical124@gmail.com

Corporate Website

**Operating Hours**

**Weekly \*** Start End 24 Hours

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday 07 (HH) 00 (MM) 21 (HH) 00 (MM)

+ Add

**Public Holiday**

Good Friday 07 (HH) 00 (MM) 14 (HH) 00 (MM)

+ Add

**Event**

International Nurse Day 12/05/2023 12/05/2023

+ Add

< Back SAVE AS DRAFT **NEXT**

21. Click **Assign a Principal Officer** dropdown to assign a Principal Officer (PO).

Note:

- A **Principal Officer (PO)** is a person appointed by the licensee to exercise oversight over the day-to-day provision of the licensable healthcare service and be responsible for ensuring compliance with all relevant legislations and requirements.

The screenshot displays a multi-step process for assigning a Principal Officer. At the top, a progress bar shows six steps: 1. Licensee Details (completed), 2. Mode of Service Delivery (current step, highlighted in grey), 3. Category / Discipline & Specified Service / Specified Test (completed), 4. Service-Related Information (active step, highlighted in blue), 5. Preview & Submit (pending), and 6. Payment (pending). Below the progress bar, a horizontal timeline lists the steps: Business Information, Principal Officer (current), Key Appointment Holder, Clinical Governance Officer, Other Information, Supplementary Form, Specified Services Information, and Documents. The main content area is titled 'Principal Officer' and contains a definition: 'A Principal Officer (PO) is a person appointed by the licensee to exercise oversight over the day to day provision of the licensable healthcare service and be responsible for ensuring compliance with all relevant legislations and requirements.' Below this, there are two dropdown menus. The first is labeled 'Assign a Principal Officer \*' and has a 'Please Select' option. The second is labeled 'Nominee (Optional) ?' and has a 'No' option. At the bottom of the form, there are two buttons: 'SAVE AS DRAFT' and 'NEXT'. A '< Back' button is also visible at the bottom left.

22. Select an existing personnel to be the PO by clicking on an existing **personnel** in the dropdown list or add a new PO by clicking on **I'd like to add a new personnel**.

The screenshot displays a multi-step process for assigning a Principal Officer. The steps are: Licensee Details (1), Mode of Service Delivery (2), Category / Discipline & Specified Service / Specified Test (3), Service-Related Information (4), Preview & Submit (5), and Payment (6). The 'Service-Related Information' step is currently active. Below the progress bar, a horizontal timeline shows the following sections: Business Information, Principal Officer, Key Appointment Holder, Clinical Governance Officer, Other Information, Supplementary Form, Specified Services Information, and Documents. The 'Principal Officer' section is expanded, showing a definition of a Principal Officer (PO) and a form to assign one. The form includes a dropdown menu for 'Assign a Principal Officer \*' with the following options: 'Please Select', 'I'd like to add a new personnel', and 'Eugene Lim, S1803991E (NRIC)'. The 'I'd like to add a new personnel' option is highlighted with a red box. Below the dropdown is a field for 'Nominee (Optional)'. At the bottom of the page, there are buttons for '< Back', 'SAVE AS DRAFT', and 'NEXT'.



23. After selecting **I'd like to add a new personnel**, a blank form will appear below.

Note:

- If you had selected an existing personnel, the form will be auto populated with that personnel's information and the fields cannot be edited.

A Singapore Government Agency Website

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Eugene Lim

## New Licence Application

You are applying for **Outpatient Medical Service**

1 Licensee Details 2 Mode of Service Delivery 3 Category / Discipline & Specified Service / Specified Test 4 **Service-Related Information** 5 Preview & Submit 6 Payment

Business Information Principal Officer Key Appointment Holder Clinical Governance Officer Other Information Supplementary Form Specified Services Information Documents

### Principal Officer

Principal Officer

A Principal Officer (PO) is a person appointed by the licensee to exercise oversight over the day to day provision of the licensable healthcare service and be responsible for ensuring compliance with all relevant legislations and requirements.

Principal Officer

Assign a Principal Officer \* I'd like to add a new personnel

Name \* Please Select

ID No. \* Please Select

Designation \* Please Select

Professional Board Please Select

Professional Type Please Select

Professional Regn. No.

Type of Current Registration

Current Registration Date dd/mm/yyyy

Practicing Certificate End Date dd/mm/yyyy

Type of Register

Specialty

Sub-specialty

Other Specialties

Date when specialty was obtained	<input type="text" value="dd/mm/yyyy"/>
Qualification	
Other Qualification	<input type="text"/>
Mobile No. *	<input type="text"/>
Office Telephone No. *	<input type="text"/>
Email Address *	<input type="text"/>
<hr/>	
Nominee (Optional) ⓘ	<input type="text" value="No"/>

[< Back](#) [SAVE AS DRAFT](#) [NEXT](#)

24. You will be directed to enter the information for **Nominee**.

Note:

- A **Nominee** is an individual who is authorised by the licensee to make decisions pertaining to the licence of the licensee's behalf. The nominee should only exercise his/ her powers should the licensee unfortunately demises. The nominee can be a family member of the licensee and can be unrelated to the business.

Should the licensee be a solo individual, you are required to assign a Nominee.

Click **No** if you do not wish to assign a **Nominee**. Otherwise, click **Yes**.

The screenshot shows a web form with the following fields and values:

- Date when specialty was obtained: dd/mm/yyyy
- Qualification: (empty)
- Other Qualification: (empty)
- Mobile No. \*: 90398301
- Office Telephone No. \*: 69081094
- Email Address \*: eugenemedical124@gmail.com
- Nominee (Optional) [i]: A dropdown menu is open, showing options: No (highlighted in blue), Please Select, No (highlighted in red), and Yes (highlighted in red).

At the bottom of the form, there is a '< Back' link, a 'SAVE AS DRAFT' button, and a 'NEXT' button.

25. You can select an existing personnel to be the **Nominee** by clicking on that **personnel particular** in the dropdown menu or add a new **Nominee** by clicking on **I'd like to add a new personnel**. Repeat step 21 to 23 and fill in the necessary fields.

Once you are done filling in the necessary fields for **Nominee**, click **NEXT**.

The screenshot shows a web form titled "Nominee (Optional)". The form is divided into several sections:

- Nominee**: A section header.
- Assign a Nominee \***: A dropdown menu with the option "I'd like to add a new personnel".
- Name \***: A dropdown menu with "Please Select" and an adjacent text input field.
- ID No. \***: A dropdown menu with "Please Select" and an adjacent text input field.
- Designation \***: A dropdown menu with "Please Select".
- Professional Board**: A dropdown menu with "Please Select".
- Professional Type**: A dropdown menu with "Please Select".
- Professional Regn. No.**: A text input field.
- Type of Current Registration**: A text input field.
- Current Registration Date**: A date input field with the format "dd/mm/yyyy".
- Practicing Certificate End Date**: A date input field with the format "dd/mm/yyyy".
- Type of Register**: A text input field.
- Specialty**: A text input field.
- Sub-specialty**: A text input field.
- Other Specialties**: A text input field.
- Date when specialty was obtained**: A date input field with the format "dd/mm/yyyy".
- Qualification**: A text input field.
- Other Qualification**: A text input field.
- Mobile No. \***: A text input field.
- Office Telephone No. \***: A text input field.
- Email Address \***: A text input field.

At the bottom of the form, there is a link: "+ Add Another Nominee".

At the bottom of the page, there are two buttons: "< Back" and "SAVE AS DRAFT". The "NEXT" button is highlighted with a red border.

26. You will be directed to enter the **Key Appointment Holder** information.

Note:

- **Key appointment holders** are the governing body and generally the controlling mind and will of the licensee. They have the authority to provide high-level management and clinical direction but do not directly influence day-to-day operations on the ground. If the licensee is a corporate, the key appointment holders will be the ACRA-registered directors.

1 Licensee Details 2 Mode of Service Delivery 3 Category / Discipline & Specified Service / Specified Test 4 Service-Related Information 5 Preview & Submit 6 Payment

Business Information Principal Officer Key Appointment Holder Clinical Governance Officer Other Information Supplementary Form Specified Services Information Documents

### Key Appointment Holder

Key appointment holders are the governing body and generally the controlling mind and will of the licensee. They have the authority to provide high-level management and clinical direction but do not directly influence day-to-day operations on the ground

**Key Appointment Holder**

Assign a Key Appointment Holder \*

[+ Add Another Key Appointment Holder](#)

< Back SAVE AS DRAFT NEXT

27. You can select an existing personnel to be the **Key Appointment Holder** by clicking on that **personnel particular** in the dropdown menu or add a new **Key Appointment Holder** by clicking on **I'd like to add a new personnel**.

1 Licensee Details 2 Mode of Service Delivery 3 Category / Discipline & Specified Service / Specified Test 4 Service-Related Information 5 Preview & Submit 6 Payment

Business Information Principal Officer Key Appointment Holder Clinical Governance Officer Other Information Supplementary Form Specified Services Information Documents

### Key Appointment Holder

Key appointment holders are the governing body and generally the controlling mind and will of the licensee. They have the authority to provide high-level management and clinical direction but do not directly influence day-to-day operations on the ground

#### Key Appointment Holder

Assign a Key Appointment Holder \*

+ Add Another Key Appointment Holder

Please Select  
Please Select  
I'd like to add a new personnel  
Eugene Lim, S1803991E (NRIC)  
Stephen Pang, S1576932G (NRIC)

< Back SAVE AS DRAFT NEXT

28. Once you have filled in the required fields for **Key Appointment Holder**, click **NEXT**.

Note:

- Should you have multiple **Key Appointment Holders**, click **Add Another Key Appointment Holder** at the bottom of the screen.

**Business Information**   **Principal Officer**   **Key Appointment Holder**   Clinical Governance Officer   Other Information   Supplementary Form   Specified Services Information   Documents

### Key Appointment Holder

Key appointment holders are the governing body and generally the controlling mind and will of the licensee. They have the authority to provide high-level management and clinical direction but do not directly influence day-to-day operations on the ground.

**Key Appointment Holder**

Assign a Key Appointment Holder \*   I'd like to add a new personnel

Name \*   Dr   Amy Wong

ID No. \*   NRIC   S0533270B

Designation \*   Company Secretary

Professional Board   Please Select

Professional Type   Please Select

Professional Regn. No.  

Type of Current Registration  

Current Registration Date   dd/mm/yyyy

Practicing Certificate End Date   dd/mm/yyyy

Type of Register  

Specialty  

Sub-specialty  

Other Specialities  

Date when specialty was obtained   dd/mm/yyyy

Qualification  

Other Qualification  

**+ Add Another Key Appointment Holder**

< Back   **SAVE AS DRAFT**   **NEXT**

29. You will be directed to enter the **Clinical Governance Officer** information.

You can select an existing personnel to be the **Clinical Governance Officer** by clicking on that personnel particular in the dropdown menu or add a new **Clinical Governance Officer** by clicking on **I'd like to add a new personnel**

Note:

- A **Clinical Governance Officer** is a suitably qualified person appointed by the licensee and who is responsible for the oversight of clinical and technical matters related to the Licensable Healthcare Service provided.
- Not all LHSes are required to have a **Clinical Governance Officer**. Do provide this information only when required. The information to be entered under **Service-Related Information** will differ for the different LHSes

The screenshot shows a multi-step process for entering information. The steps are: Business Information, Principal Officer, Key Appointment Holder, Clinical Governance Officer, Other Information, Supplementary Form, Specified Services Information, and Documents. The 'Clinical Governance Officer' step is currently active. Below the step indicator, there is a definition: 'A Clinical Governance Officer (CGO) is a suitably qualified person appointed by the licensee and who is responsible for the oversight of clinical and technical matters related to the Licensable Healthcare Service provided.' The main section is titled 'Clinical Governance Officer' and contains the text 'Add/Assign a Clinical Governance Officer \*'. Below this is a dropdown menu with the following options: 'Please Select', 'Please Select', 'I'd like to add a new personnel', 'Amy Wong, S0533270B (NRIC)', 'Eugene Lim, S1803991E (NRIC)', and 'Stephen Pang, S1576932G (NRIC)'. The 'Eugene Lim' option is highlighted in blue. At the bottom left is a '< Back' button, and at the bottom right are 'SAVE AS DRAFT' and 'NEXT' buttons.



30. Once you have filled in the required fields for **Clinical Governance Officer**, click **NEXT**.

Note:

- You can add another **Clinical Governance Officer** by clicking on **Add Another Clinical Governance Officer**. Refer to step 22 if needed.

Professional Regn. No.	<input type="text"/>
Type of Current Registration	<input type="text"/>
Current Registration Date	<input type="text" value="dd/mm/yyyy"/>
Practicing Certificate End Date	<input type="text" value="dd/mm/yyyy"/>
Type of Register	<input type="text"/>
Specialty	
Sub-specialty	
Other Specialities	<input type="text"/>
Date when specialty was obtained	<input type="text" value="dd/mm/yyyy"/>
Qualification	
Other Qualification	<input type="text"/>
Mobile No. *	<input type="text"/>
Email Address *	<input type="text"/>

[+ Add Another Clinical Governance Officer](#)

[< Back](#) [SAVE AS DRAFT](#) [NEXT](#)

31. You will be directed to **Other Information** section to provide more details with regards to your service. Proceed to fill in the necessary fields.

Business Information    Principal Officer    Key Appointment Holder    Clinical Governance Officer    **Other Information**    Supplementary Form    Specified Services Information    Documents

### Other Information

---

**Mode of Service Delivery - Temporary Premises**  
**Address: 11 Lor 4 Toa Payoh, 318902**

Type of medical records \*  IT System  Paper cards

Is clinic open to general public? \*  Yes  No

GFA Value (in sqm) \*

I declare that I have met URA's requirements for gross floor area \*

Do you provide Termination of Pregnancy \*  Yes  No

Do you provide Yellow Fever Vaccination Service \*  Yes  No

< Back

SAVE AS DRAFTNEXT

32. Once you have filled in all the necessary fields for **Other Information**, click **Next**

Business Information   Principal Officer   Key Appointment Holder   Clinical Governance Officer   **Other Information**   Supplementary Form   Specified Services Information   Documents

---

**Other Information**

---

**Mode of Service Delivery - Temporary Premises**  
Address: 11 Lor 4 Toa Payoh, 318902

Type of medical records \*    IT System    Paper cards

List of options for IT system and paper cards / IT system only \*  

Is clinic open to general public? \*    Yes    No

GFA Value (in sqm) \*  

I declare that I have met URA's requirements for gross floor area \*  

Do you provide Termination of Pregnancy \*    Yes    No

Do you provide Yellow Fever Vaccination Service \*    Yes    No

< Back

33. You will be directed to **Supplementary Form** page to indicate the services and equipment that you will be providing. Proceed to select **Yes** or **No** for the various services and equipment listed.

**Supplementary Form**

---

**Mode of Service Delivery - Permanent Premises**  
**Address: A 11 Lor 4 Toa Payoh #04-21, 318902**

**Services Provided**

i. General Medical \*  Yes  No

ii. Specialist Medical \*  Yes  No

**Aesthetic Services**

Do note that the aesthetic procedures have to be provided in accordance with the prevailing Guidelines on Aesthetic Practices for Doctors and any other requirements stipulated from time to time.

Aesthetic Services are provided in this clinic \*  Yes  No

**Health Screening Services**

Health screening \*  Yes  No

Mobile / Offsite Health Screening Services  Yes  No

**Equipment**

Medical ultrasound machines \*  Yes  No

Medical laser machines \*  Yes  No

Autoclave machines \*  Yes  No

**Resuscitation Services**

i. The clinic has the following resuscitation facilities for medical emergencies at all times (including adverse reactions to any form of treatment provided) \*  Yes  No

**Pharmaceutical Services**

i. Controlled Drugs (CD) are available in my clinic \*  Yes  No

ii. Vaccines are available in the clinic \*  Yes  No

< Back

SAVE AS DRAFT
NEXT

34. Once you are done indicating **Yes** or **No** for the services and equipment to be provided, proceed to click **Next**.

The screenshot shows a web application interface for a 'New Licence Application'. At the top, it identifies the user as 'Eugene Lim' and the application category as 'Outpatient Medical Service'. A progress bar at the top indicates six steps: 1. Licensee Details (completed), 2. Mode of Service Delivery (completed), 3. Category / Discipline & Specified Service / Specified Test (completed), 4. Service-Related Information (current step), 5. Preview & Submit (pending), and 6. Payment (pending). Below the progress bar, a secondary progress bar shows sub-steps: Business Information, Principal Officer, Key Appointment Holder, Clinical Governance Officer, Other Information, Supplementary Form, Specified Services Information, and Documents. The 'Supplementary Form' section is currently active and contains the following information:

- Mode of Service Delivery - Permanent Premises**  
Address: 11 Lor 3 Toa Payoh, 319579
- Services Provided**
  - i. General Medical \*  Yes  No
  - ii. Specialist Medical \*  Yes  No
- If "Yes", please tick the specialties that doctor(s) is registered with SMC**
  - Anaesthesiology
  - Aviation Medicine
  - Cardiology
  - Cardiothoracic Surgery
  - Dermatology
  - Diagnostic Radiology
  - Emergency Medicine

- Endocrinology
- Gastroenterology
- General Surgery
- Geriatric Medicine
- Haematology
- Hand Surgery
- Infectious Diseases
- Intensive Care Medicine
- Internal Medicine
- Medical Oncology
- Neonatology
- Neurology
- Neurosurgery
- Nuclear Medicine
- Obstetrics and Gynaecology
- Occupational Medicine
- Ophthalmology
- Orthopaedic Surgery
- Otorhinolaryngology/ENT
- Paediatric Medicine
- Paediatric Surgery
- Paediatric Nephrology
- Paediatric Cardiology
- Paediatric Intensive Care
- Paediatric Gastroenterology
- Paediatric Haematology & Oncology
- Palliative Medicine
- Psychiatry
- Pathology
- Plastic Surgery
- Public Health
- Radiation Oncology
- Rehabilitation Medicine
- Renal Medicine
- Respiratory Medicine
- Rheumatology
- Sports Medicine
- Urology

**Aesthetic Services**

Do note that the aesthetic procedures have to be provided in accordance with the prevailing Guidelines on Aesthetic Practices for Doctors and any other requirements stipulated from time to time.

Aesthetic Services are provided in this clinic \*  Yes  No

**Health Screening Services**

Health screening \*  Yes  No

Mobile / Offsite Health Screening Services \*  Yes  No

**Equipment**

Medical ultrasound machines \*  Yes  No

Medical laser machines \*  Yes  No

Autoclave machines \*  Yes  No

**Resuscitation Services**

i. The clinic has the following resuscitation facilities for medical emergencies at all times (including adverse reactions to any form of treatment provided) \*  Yes  No

**Pharmaceutical Services**

i. Controlled Drugs (CD) are available in my clinic \*  Yes  No

ii. Vaccines are available in the clinic \*  Yes  No

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SAVE AS DRAFT

NEXT

35. You will be directed to the **Specified Services Information** page to enter information for the various personnel.

The screenshot displays a web application interface. At the top, a horizontal progress bar consists of eight steps: Business Information, Principal Officer, Key Appointment Holder, Clinical Governance Officer, Other Information, Supplementary Form, Specified Services Information, and Documents. The 'Specified Services Information' step is currently active. Below the progress bar, the text reads 'Mode of Service Delivery - Permanent Premises' and 'Address: A 11 Lor 4 Toa Payoh #04-21, 318902'. The main content area is titled 'Specified Services Information - Collaborative Prescribing' and contains a 'Governance' section. This section includes a sub-heading 'Medical Practitioner Overseeing the Provision of CP Service' and two text input fields for 'Name of the medical practitioner' and 'MCR no. of the medical practitioner'. Below these are two sets of radio button questions. The first set asks if the medical practitioner is the medical director, or a member of the medical board or clinical board, of the approved institution. The second set asks if the CC consists of a minimum number of 3 members - a medical practitioner, and the remaining members are either profession-specific CP practitioner or a member of the approved institution's quality assurance committee. The final question asks if the chairman of the CC is a medical practitioner appointed by the institution.

Business Information    Principal Officer    Key Appointment Holder    Clinical Governance Officer    Other Information    Supplementary Form    Specified Services Information    Documents

Mode of Service Delivery - Permanent Premises  
Address: A 11 Lor 4 Toa Payoh #04-21, 318902

Specified Services Information - Collaborative Prescribing

**Governance**

**Medical Practitioner Overseeing the Provision of CP Service**

Name of the medical practitioner \*

MCR no. of the medical practitioner \*

The medical practitioner is the medical director, or a member of the medical board or clinical board, of the approved institution \*

Yes     No

**Credentialing Committee ("CC")**

CC consists of a minimum number of 3 members - a medical practitioner, and the remaining members are either profession-specific CP practitioner or a member of the approved institution's quality assurance committee. \*

The chairman of the CC is a medical practitioner appointed by the institution. \*

Yes     No



**Credentialing Committee Member**

Name \*

Designation \*

Category \*

[+ Add Another Credentialing Committee Member](#)

Frequency of CC meetings \*

**Service Review Committee ("SRC")**

SRC consists of at least 5 members - a medical practitioner, and the remaining members are either profession-specific CP practitioner or a member of the approved institution's quality assurance committee. \*

Yes  No

**Service Review Committee Member**

Name \*

Designation \*

Category \*

[+ Add Another Service Review Committee Member](#)

Frequency of SRC meetings \*

Frequency of SRC audits \*

**Personnel**

**Collaborative Prescribing Practitioners ("CPP")**

Please specify the names of the CPP and the corresponding "Scope of Practice" and collaborating medical practitioners

**CPP**

Name of CPP \*

Professional Regn. No. (PRN/SNB no.) \*

Scope of practice/ nature of CP service (e.g. e.g. inpatient anticoagulation service, outpatient pain management service etc.) \*

[+ Add Another CPP](#)

**Main Collaborating Medical Practitioner**

Name of main collaborating medical practitioner \*

MCR no. of main collaborating medical practitioner \*

Allow prescriptions by CPP to be filled at external pharmacies \*  Yes  No

Approved drug formulary(s) have controlled drugs (CDs) listed in Misuse of Drugs Regulation \*  Yes  No

Scope of practice includes prescribing in home-care setting \*  Yes  No

CPP is from an external healthcare institution \*  Yes  No

[+ Add Another Main Collaborating Medical Practitioner](#)

**Documentation**

**Collaborative Prescribing Agreement ("CPA")**

The above listed CP practitioner(s) has/have valid CPA(s) with the following

Signed agreement with the CP physician(s) and approved by the institution's Credentialing Committee (CC) \*  Yes  No

Type/scope of practice(s) \*  Yes  No


Site(s) of practice \*  Yes  No

Approved drug formulary(s) \*  Yes  No

Escalation/referral criteria to medical practitioner \*  Yes  No

**Framework for Re-credentialing of CPPs**

CPA(s) is/are reviewed with CPP re-credentialed by CC at least once every 3 years from the date of agreement \*  Yes  No


The CPPs maintain a Competency Portfolio for re-credentialing. \*  Yes  No 

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NEXT

36. Proceed to click **Next** once you are done filling up the **Specified Services Information** form.

Type/scope of practice(s) *	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Site(s) of practice *	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Approved drug formulary(s) *	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Escalation/referral criteria to medical practitioner *	<input checked="" type="radio"/> Yes	<input type="radio"/> No
<b>Framework for Re-credentialing of CPPs</b>		
CPA(s) is/are reviewed with CPP re-credentialing by CC at least once every 3 years from the date of agreement *	<input checked="" type="radio"/> Yes	<input type="radio"/> No
The CPPs maintain a Competency Portfolio for re-credentialing. * 	<input checked="" type="radio"/> Yes	<input type="radio"/> No

[< Back](#) SAVE AS DRAFT NEXT

37. You will be directed to the **Documents** page to upload your service-related documents where applicable. Proceed to click on the **UPLOAD** button for each relevant document.  
Note:

- The allowable file extensions are JPG, PNG, PDF, CSV, DOCX, JPEG, XLS, DOC and XLSX.
- The maximum file upload size is 10MB
- Multi-files upload is supported

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

Eugene Lim

## New Licence Application

You are applying for **Outpatient Medical Service**

1 Licensee Details 2 Mode of Service Delivery 3 Category / Discipline & Specified Service / Specified Test 4 **Service-Related Information** 5 Preview & Submit 6 Payment

Business Information Principal Officer Key Appointment Holder Clinical Governance Officer Other Information Supplementary Form Specified Services Information Documents

### Service-related Documents

Mode of Service Delivery - Permanent Premises  
Address: wqeqw, 333333

↳ Licensable Service - Outpatient Medical Service

Drawn to scale floor plan of the Premises

**UPLOAD**

Fire Safety Certificate (from SCDF)

**UPLOAD**

Licences of X-Ray, Laser and Ultrasound Machines (from NEA)

**UPLOAD**

Hyperbaric Oxygen Therapy Supporting Documents

**UPLOAD**

Sterile Pharmaceutical Supporting Documents

**UPLOAD**

Electrocardiography Stress Testing Supporting Documents

**UPLOAD**

Specialised Cardiac Investigations Supporting Documents

**UPLOAD**

Clinical Governance Officer: CGO Qualification \*

**UPLOAD**

Other Supporting Document

**UPLOAD**

TOP Supporting Document

**UPLOAD**

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[SAVE AS DRAFT](#) [PREVIEW](#)

38. You may delete the uploaded documents by clicking on **DELETE** or upload another document by clicking on **REUPLOAD**. Please verify that the correct documents have been uploaded by clicking on the **filename hyperlink**.

^ Licensable Service - Outpatient Medical Service

Drawn to scale floor plan of the Premises

[Floor Plan.jpg](#) [DELETE](#) [REUPLOAD](#)

Fire Safety Certificate (from SCDF)

[Fire Safety Cert.jpeg](#) [DELETE](#) [REUPLOAD](#)

Licences of X-Ray, Laser and Ultrasound Machines (from NEA)

[NEA License.jpg](#) [DELETE](#) [REUPLOAD](#)

Hyperbaric Oxygen Therapy Supporting Documents

Sterile Pharmaceutical Supporting Documents

Electrocardiography Stress Testing Supporting Documents

Specialised Cardiac Investigations Supporting Documents

Clinical Governance Officer: CGO Qualification \*

[Qualification.jpg](#) [DELETE](#) [REUPLOAD](#)

Other Supporting Document

TOP Supporting Document

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SAVE AS DRAFT PREVIEW

39. Once all documents are uploaded, proceed to click **PREVIEW**.

UPLOAD

Clinical Governance Officer: CGO Qualification \*

Qualification.jpg DELETE REUPLOAD

UPLOAD

Other Supporting Document

UPLOAD

TOP Supporting Document

UPLOAD

Specified Service - Collaborative Prescribing

There is no further information that needs to be collected for this service

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SAVE AS DRAFT PREVIEW



## 5.6 Preview & Submit

40. You will be directed to **Preview & Submit** page. You can verify all information entered by expanding the **sections**.

Eugene Lim

# New Licence Application

You are applying for **Outpatient Medical Service**

1 Licensee Details 2 Mode of Service Delivery 3 Category / Discipline & Specified Service / Specified Test 4 Service-Related Information 5 Preview & Submit 6 Payment

Print

- Licensee Details ✓
- Mode of Service Delivery ✓
- Category / Discipline & Specified Service / Specified Test - Outpatient Medical Service ✓
- Service Related Information - Outpatient Medical Service ✓
- Declarations

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41. The information entered in that section would unfold. You can further edit the information in a section by clicking on **Edit**.

Note:

- This step applies to the other sections as well.

Licensee Details

Edit

**Licensee Details**

Licensee Type	Company
UEN No.	929444599D
Licensee Name	Eugene Lim
Postal Code	117438
Address Type	Apt Blk
Block / House No.	10
Floor No.	10
Unit No.	01
Street Name	Pasir Panjang Road
Building Name	Mapletree Business City
Office Telephone No.	69081092
Office Email Address	eugenemedical124@gmail.com

Mode of Service Delivery

Category / Discipline & Specified Service / Specified Test - Outpatient Medical Service



Service Related Information - Outpatient Medical Service

Declarations

42. You will be brought back to that specific section of the application for editing.

Note:

- This applies to the other sections as well.

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

Eugene Lim

## New Licence Application

You are applying for **Outpatient Medical Service**

- Licensee Details**
- Mode of Service Delivery
- Category / Discipline & Specified Service / Specified Test
- Service-Related Information
- Preview & Submit
- Payment

### Licensee Details

- **For individuals** appointed as licensee, please provide the individual licensee contact information (e.g., residential address and contact details). Please note that the licensee is liable and responsible for any non-compliance found/reported.
- **For companies** appointed as licensee, the relevant company information will be populated automatically from ACRA. Any changes to this information will need to be made through ACRA.

Add/Assign a licensee

Licensee Type \*

UEN No. 929444599D

Licensee Name Eugene Lim

Postal Code 117438

Address Type Apt Blk

Block / House No. 10

Floor No. 10

Unit No. 01

Street Name Pasir Panjang Road

Building Name Mapletree Business City

Office Telephone No. 69081092

Office Email Address eugenemedical124@gmail.com

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43. Once you have completed reviewing and editing the information, proceed with the declaration section. Click on **Declarations**.

Eugene Lim

## New Licence Application

You are applying for **Outpatient Medical Service**

1 Licensee Details 2 Mode of Service Delivery 3 Category / Discipline & Specified Service / Specified Test 4 Service-Related Information 5 **Preview & Submit** 6 Payment

Print

- Licensee Details
- Mode of Service Delivery
- Category / Discipline & Specified Service / Specified Test - Outpatient Medical Service
- Service Related Information - Outpatient Medical Service
- Declarations**

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44. The declaration form will appear, fill in the form by clicking the **radio button** beside the option given.

If you have selected **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**, you are required to upload a **Proof of Authorisation** by clicking on the **UPLOAD** button.

If you had chosen **No** for any of the declarations below, you would need to provide more details in the text box provided below the sections.

Declarations

### Preliminary Question

Any person ("**Applicant**") that wishes to be granted a licence or to renew an existing licence under the Healthcare Services Act 2020 must apply to the Director General of Health. If the application is granted, the Applicant will hold the licence or renewed licence, as the case may be, as the licensee.

Kindly select one of the following:

I am the Applicant and I will be the licensee if the application is granted; or

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.

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

**UPLOAD**

### Declaration on Bankruptcy

Please indicate "Yes" or "No" to the following statements:

1. The Applicant is not an undischarged bankrupt or has gone, or is likely to go, into compulsory or voluntary liquidation other than for the purpose of amalgamation or reconstruction.  
 Yes  No
2. The individual who is the principal officer for the Applicant and is to be the principal officer for the licensee (if the application is granted) ("**PO**") is not an undischarged bankrupt.  
 Yes  No
3. The individual or individuals who is or are the Clinical Governance Officer or Clinical Governance Officers for the Applicant and is or are to be the Clinical Governance Officer or Clinical Governance Officers for the licensee (if the application is granted) ("**CGO(s)**") is not an or are not undischarged bankruptcy(s).  
 Yes  No
4. The Applicant's key appointment holders ("**KAHs**") are not undischarged bankrupt(s).  
 Yes  No

If you have selected 'No' to any of the questions above, please provide further details below:

## Declaration on Competencies

---

Please indicate 'Yes' or 'No' to the following statements:

1. The PO possesses the skills and competencies that are prescribed for the performance of the functions and duties as the licensee's PO (if the application is granted).

Yes  No

2. The CGO(s) possesses or possess the skills and competencies that are prescribed for the performance of the functions and duties as the licensee's CGO(s) (if the application is granted).

Yes  No

3. The composition of the KAHs satisfies the skills and competencies requirements prescribed or as specified in any code of practice if not prescribed (if the application is granted).

Yes  No

If you have selected 'No' to any of the questions above, please provide further details below:

## Declaration on Criminal Records and Past Suspension/ Revocation under PHMCA/HCSA

---

Please indicate 'Yes' or 'No' to the following statements:

1. The Applicant, PO, CGO(s), and KAHs do not have any criminal record or its equivalent in Singapore or elsewhere.

Yes  No

2. The Applicant, PO, CGO(s), and KAHs have not been convicted or found guilty by a disciplinary tribunal of a professional body or its equivalent in Singapore or elsewhere.

Yes  No

3. The Applicant, PO, CGO(s), and KAHs are not awaiting the commencement of disciplinary proceedings before a disciplinary tribunal of a professional body or its equivalent, or the conclusion of such disciplinary proceedings, in Singapore or elsewhere.

Yes  No

4. The Applicant, PO, CGO(s), and KAHs have not had any license, granted to it by the Director General of Health under the Private Hospitals and Medical Clinics Act (Cap. 248), and the Healthcare Services Act 2020 (No. 3 of 2020), revoked or suspended.

Yes  No

If you have selected 'No' to any of the questions above, please provide further details below:

45. Once the declaration form is filled, click **SUBMIT**.

### General Accuracy Declaration

The granting of this application is dependent on full compliance with the requirements under the Healthcare Services Act 2020; any regulations, rules, code of practices and directions issued under it; and any conditions imposed by the Director of Medical Services.

Any person that, in relation to any matter under the Healthcare Services Act 2020 (i.e. including the making of this application), makes any statement, or provides any information or document, that is false or misleading in a material particular; and knows or ought reasonably to know that, or is reckless as to whether, the statement, information or document is false or misleading in a material particular, shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$20,000 or to imprisonment for a term not exceeding 12 months or to both.

Regulatory action (e.g. revocation or suspension of a licence, forfeiture of the whole or part of any security deposit given by the licensee, directing a licensee to pay a financial penalty) may be also taken out against a licensee if the Director of Medical Services is satisfied that the licence has been obtained by the licensee by fraud, or the licensee has, in connection with the application for the grant of the licence, made a statement or provided any information or document that is false, misleading or inaccurate in a material particular.

The information provided in this application and any document submitted together with the application is not false, misleading or inaccurate in any particular manner.

Yes  No

---

[< Back](#) SAVE AS DRAFT **SUBMIT**

## 5.7 Payment

46. You will need to select a mode of payment for your application by clicking on the **button** beside the payment option and click **PAY**.

Note:

- GIRO payment is not possible for new LHS applications. GIRO payment can only be selected if Applicant is making subsequent applications to an existing licence.

**New Licence Application**

You are applying for **Outpatient Medical Service**

Progress: 1 Licensee Details, 2 Mode of Service Delivery, 3 Category / Discipline & Specified Service / Specified Test, 4 Service-Related Information, 5 Preview & Submit, 6 **Payment**

Service	Application Type	Application No.	Amount
Outpatient Medical Service (11 Lor 3 Toa Payoh, 319579)	New Licence	AN230518002399M-01	\$360
<b>Total</b>			<b>\$360</b>

**Payment Method**

Credit / Debit Card (VISA), NETS, PayNow (PAY NOW)

Please **DO NOT CLICK** on the browser's "**BACK**" button at any point in time whilst making payment or errors will occur. Please contact HALP\_helpdesk@moh.gov.sg for any payment related matters.

< Back **PAY**

## 5.8 Acknowledgement

47. Once payment is successful, an acknowledgement page will be displayed to inform that you have successfully submitted the new licence application.

Note:

- Applicants are encouraged to take a screenshot for record keeping purposes as MOH will not be issuing an invoice for your licence application
- Once application has been successfully submitted, it may take about **6-8 weeks** for application processing.
- Once your application is approved, you will receive a message under **Inbox** tab at the Dashboard page.
- You will receive a **Request for Information** message from MOH should any of the MOH officer require any clarifications or additional information with regards to your application. Do check your inbox or email to keep a lookout for any of such messages.



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

Eugene Lim

## New Licence Application

You are applying for **Outpatient Medical Service**

**Submission Successful**  
**- Outpatient Medical Service**  
 A confirmation email will be sent to eugenemedical124@gmail.com.  
 You have successfully submitted your application. MOH officer will contact you if we need more information.

Transactional details:

Application No.	Transactional No.	Date & Time	Amount Deducted	Payment Method
AN230518002399M	TRANS-2023051001323	18/05/2023	\$360	Credit / Debit Card

[Print](#)

[INDICATE PREFERRED INSPECTION DATE](#)
[SUBMIT SELF-ASSESSMENT](#)
[APPLY FOR ANOTHER LICENCE](#)
[GO TO DASHBOARD](#)

## 5.9 Resume from Draft Application

1. At the **Dashboard** page, click on **Applications**.

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

Dashboard | eServices | Licensee Details | Eugene Lim

1 New Messages | 1 Application Drafts | 0 Active Licences

Not sure what to do? Let us guide you >

Last Login: 18/05/2023 16:26 | Last Activity: Internet Logout - Licence No. N/A, On 18/05/2023

Inbox (1) | **Applications** | Licences

Type: All | Service: All | Search

1-1 out of 1 items | 20

Subject	Type	Ref. No.	Service	Date
<a href="#">MOH HALP - Your New Licence Application, AN230518002399M-01 has been submitted.</a>	Notification	M230518009605F	Outpatient Medical Service	18/05/2023 17:13:50

[ARCHIVE](#)
[ACCESS ARCHIVE](#)

2. Search for the application with **Draft** as the **Status**.

Proceed to click **Continue** under **Actions**.

Alternatively, you may also click **Delete** under **Actions** to delete the draft and start a new application.

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Dashboard eServices Licensee Details | Eugene Lim

1 New Messages | 1 Application Drafts | 0 Active Licences | Not sure what to do? Let us guide you >

Last Login: 18/05/2023 16:26 | Last Activity: Internet Logout - Licence No. N/A , On 18/05/2023



Inbox (1) Applications Licences

Search by Application No. or Part of: [ ] Service Type: All [v]  
Application Type: All [v] Application Status: All [v]  
Date Submitted: dd/mm/yyyy To: dd/mm/yyyy  
CLEAR SEARCH

1-2 out of 2 items 20 [v] < < 1 > >

Application No.	Type	Service	Status	Submission Date	Actions
<a href="#">DN2305180022010</a>	New Licence Application	Outpatient Dental Service	Draft	18/05/2023 17:17:18	Select [v]
<a href="#">AN230518002399M-01</a>	New Licence Application	Outpatient Medical Service	Pending Screening	18/05/2023 17:11:33	Select [v] Continue Delete

3. You may continue with the application submission.

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

Christopher Chan

## New Licence Application

You are applying for **Acute Hospital Service**

1 Licensee Details

**2 Mode of Service Delivery**

3 Category / Discipline & Specified Service / Specified Test

4 Service-Related Information

5 Preview & Submit


6 Payment

The mode of service delivery refers to whether the licensable healthcare service is provided at (a) permanent premises, (b) conveyance, (c) temporary premises, or (d) remote delivery. If you are providing a licensable healthcare service via more than one mode of service delivery, please provide the details for all modes of service delivery below

---

### Mode of Service Delivery

What is your mode of service delivery? \*

Permanent Premises 

---

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