



MINISTRY OF HEALTH
SINGAPORE

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

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3.1	Renewal of Licence(s).....	7

1 OVERVIEW

Function	Role
Logging Into HALP	Licensee, Authorised User
Retrieve Latest Information From ACRA	Licensee, Authorised User
Renewal	Licensee, Authorised User

1.1 Logging Into HALP

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

1.2 Renewal of Licence(s)

1. Renewal applications can only be submitted 6 months before the licence expiry date.
2. An application to renew any licence must be made no later than 2 months before the date the licence expires.
3. Applicants will be allowed to make changes to licence information during a renewal application. If there are changes to be made to multiple licences, each licence would have to be renewed individually.

Licences that constitute a bundle (e.g., Emergency Ambulance Services and Medical Transport Services) must be renewed together in order to enjoy bundle fees.

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](#)

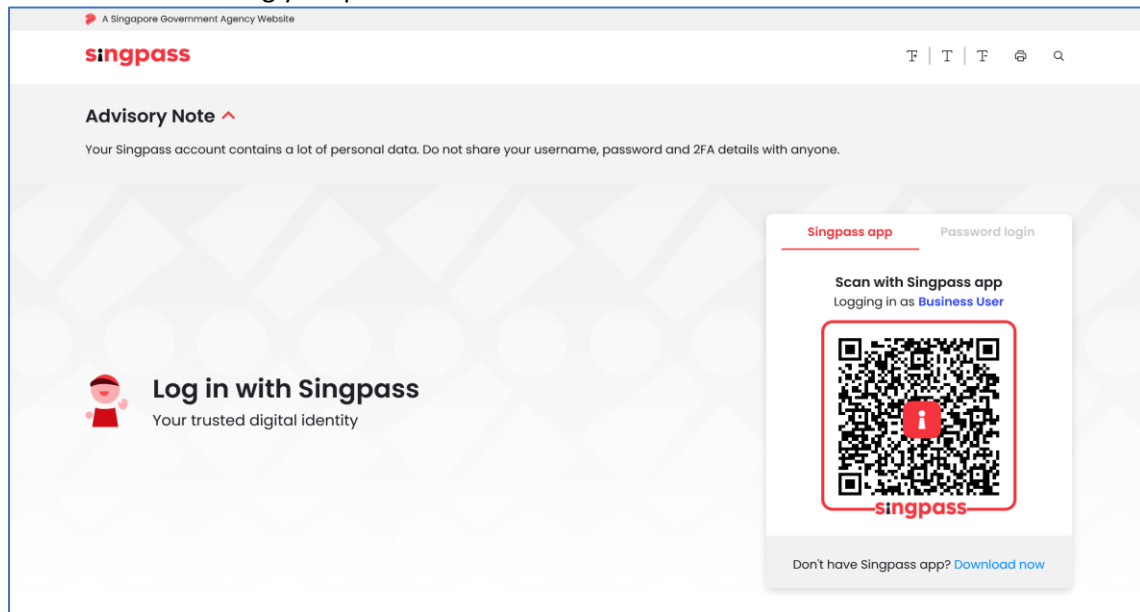
2. Click **LOGIN WITH SINGPASS** for either **Business Users** or **Individual Users**. In this example, we are logging in as an **Individual User**.

Note:

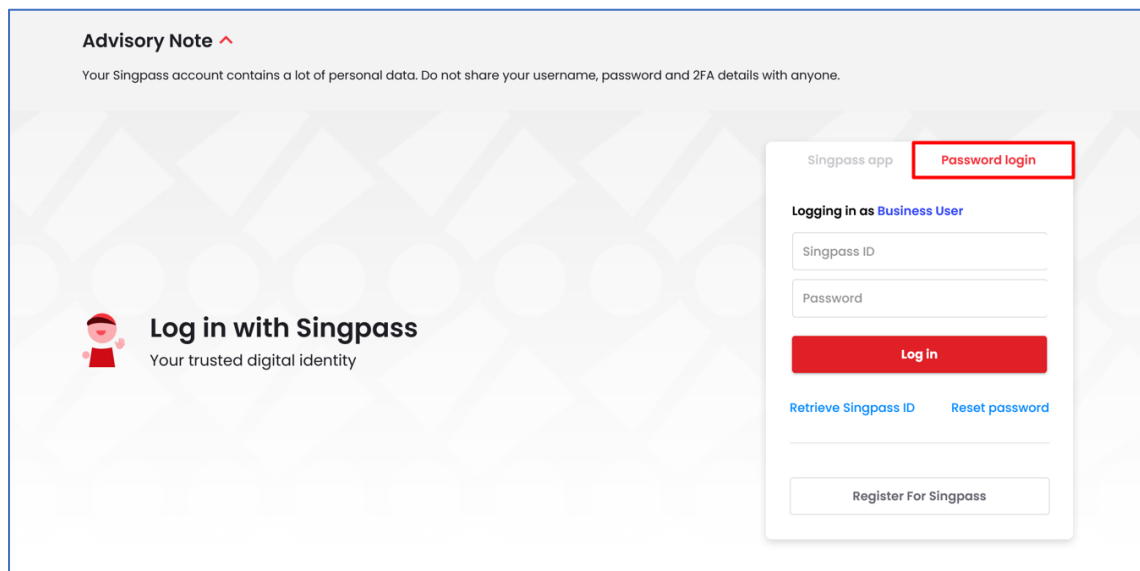
- For corporate users, please select **LOGIN WITH SINGPASS** under **For Business Users**. Otherwise, please select **LOGIN WITH SINGPASS** under **For Individual Users**.
- For individual users, you will be issued a UEN once your licence application is approved. Thereafter, please login as a **Business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

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 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" instruction: "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." Below this instruction 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 options is a "Step 2" instruction: "Please click on 'Login with Singpass' for your respective entity type to proceed." Underneath, there are two columns: "For Business Users" (with a description: "For corporate users with registered UEN to access and transact on behalf of their licensee.") and "For Individual Users" (with a description: "For individual without registered UEN"). Each column has a prominent yellow "LOGIN WITH SINGPASS" button. The right column of the screenshot shows a "Healthcare Services Act (HCSA)" section with three links: "About HCSA", "FAQ", and "Services under HALP today".

3. 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.



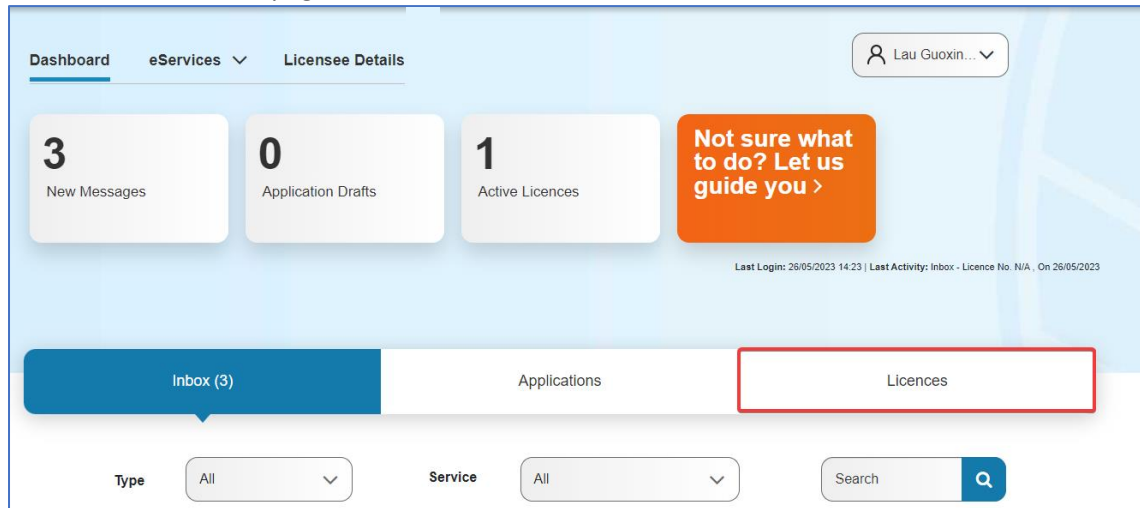
4. Alternatively, you may login to **HALP** using your **Singpass ID** and **Password**.
Click on **Log In** to proceed.



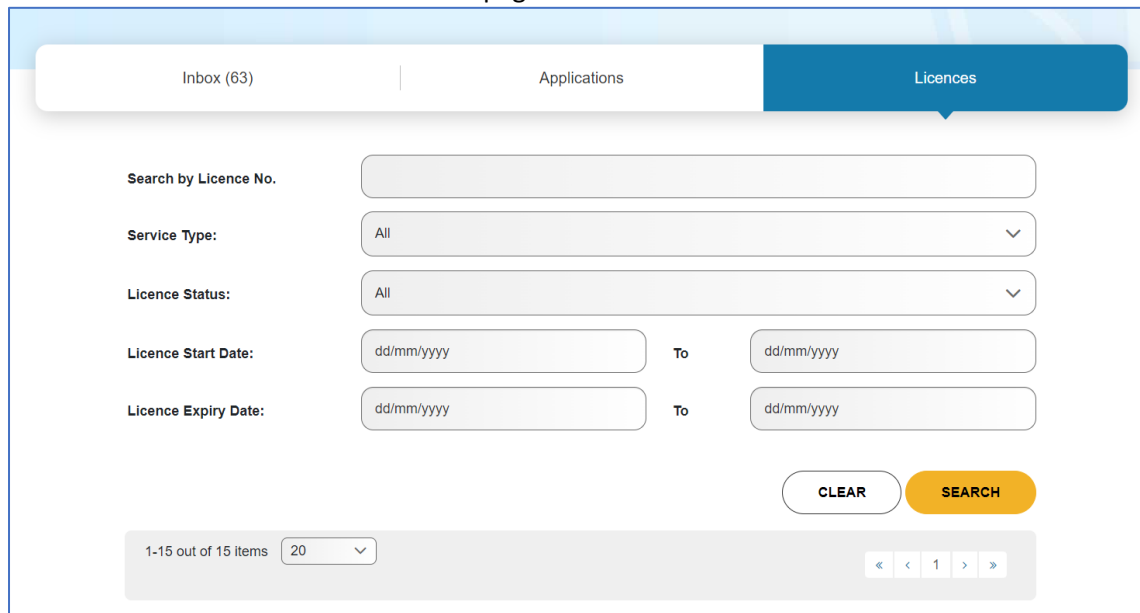
3 RENEWAL

3.1 Renewal of Licence(s)

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



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



3. You may scroll to find your licence or use the search function to find your licence. The search options are **Licence No.**, **Service Type**, **Licence Status**, **Licence Start Date** range and **Licence Expiry Date** range. Click **SEARCH**.

Inbox (29)
Applications
Licences

Search by Licence No.

Service Type:

Licence Status:

Licence Start Date: To

Licence Expiry Date: To

1-3 out of 3 items

	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

4. Select the **checkbox** for the licence(s) that you wish to renew and click **RENEW**.

Note:

- If there are pending applications for your licence such as **Withdrawal** or **Request For Change**, a renewal application cannot be submitted.
- Multiple licences can be submitted in a renewal application if there are no changes to be made to the licences.

	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
<input checked="" 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

5. On the **Licence Renewal** page, click **Proceed**

Licence Renewal

Instructions Licence Review Payment Acknowledgement

You are renewing the following licence:

Licence No.	Type	Licensee	Mode of Service Delivery	Start Date	Expires On
L/23O1138/MDS/001/230	Outpatient Medical Service	Lau Guoxing Roderick	Address: 11 Lor 3 Toa Payoh, 319579	16/05/2023	15/11/2023

Click proceed to view your licence information and if necessary make amendment, before renewal.

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

6. You will arrive at the **Licence Renewal** review page.

Licence Renewal

You are renewing the **Outpatient Medical Service** (Licence No. L/23O1138/MDS/001/230)

Instructions **Licence Review** Payment Acknowledgement

Please review your licence information and click edit to make necessary changes before renewal.

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

[< Back](#) [Print](#) **SUBMIT**

7. All sections in the **Licence Renewal** page can be amended except for **Licensee Details**. To make amendments, click and expand on the section that you wish to amend.

Licence Renewal

You are renewing the **Outpatient Medical Service** (Licence No. L/23O1138/MDS/001/230)

Instructions Licence Review Payment Acknowledgement

Please review your licence information and click edit to make necessary changes before renewal.

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

< Back [Print](#) **SUBMIT**

a. **Licensee Details** cannot be amended

^ **Licensee Details**

Licensee Details

Licensee Type	Company
UEN No.	323674777Z
Licensee Name	Lau Guoxing Roderick
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.	65580713
Office Email Address	roderickmedical124@gmail.com

b. **Mode Of Service Delivery**

Click on **Edit** to amend information in **Mode of Service Delivery**

^ **Mode of Service Delivery**

Mode of Service Delivery

[Edit](#)

Mode of Service Delivery	Permanent Premises
Business Name	CareVista Medical Centre
Postal Code	319579
Address Type	Without Apt Blk
Block / House No.	
Floor / Unit No.	-
Street Name	11 Lor 3 Toa Payoh
Building Name	

c. **Category / Discipline & Specified Service / Specified Test**

Click on **Edit** to amend information in **Category / Discipline & Specified Service / Specified Test**

Category / Discipline & Specified Service / Specified Test

[Edit](#)

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

Specified Services

Endoscopy Service

d. **Service Related Information**

Click on **Edit** to amend information in **Service Related Information**

Service Related Information

[Edit](#)

Business Information

Permanent Premises: 11 Lor 3 Toa Payoh, 319579

Business Name: CareVista Medical Centre
Contact No.: 95595432
Email: roderickmedical124@gmail.com
Corporate Website:

Operating Hours

Weekly	Start	End	24 Hours
Monday, Tuesday, Wednesday,	07 : 00	22 : 00	
Thursday, Friday, Saturday			

8. When you are done with making changes and reviewing all the information for your renewal application, scroll to the bottom of the page and click **PREVIEW**.

Note:

- When amending information in the **Service Related Information** section, you will need to go through all the sub sections in order to reach the **PREVIEW & SUBMIT** section.

Floor / Unit No. -

[+ Add Additional Floor/Unit No.](#)

Street Name *

Building Name

Fire Safety & Shelter Bureau Ref No.

Fire Safety Certificate Issued Date

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

[< Back](#) [Undo All Changes](#) **PREVIEW**

9. You will be re-directed back to the **Licence Renewal** review page. You may continue to amend other sections if required. (Please refer to steps 7 to 8 on how to edit information within a section)

Licence Renewal

You are renewing the **Outpatient Medical Service** (Licence No. L/23O1138/MDS/001/230)


Instructions Licence Review Payment Acknowledgement

Please review your licence information and click edit to make necessary changes before renewal.

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

< Back [Print](#) **SUBMIT**

10. Once you are done with amending the licence information, you will need to complete the **Declarations** section.
Click on the arrow beside **Declarations**.

 **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

11. Proceed to click **Submit** once you are done completing the **Declarations** form.

Co-Location Declaration

As the licensee, I declare that the co-located services will only serve our patients, meaning that the co-located services will not have any patients of their own. We fully understand that we are by default responsible for the safe and appropriate provision of non-licensable services that are co-located with our licensable healthcare service, as per Regulation 26 of the HCS General Regulations.

Yes No

As the licensee, I declare that the co-located services will serve both our patients and their own walk-in patients as well. We fully understand that there is a need to either (a) have a clear physical separation (e.g. separate entrances and walls) between the licensable and non-licensable services, or (b) a signage to show that the co-located service is not licensed by MOH and a clearly documented delineation of responsibilities between the licensee and the party providing the non-licensable service (e.g. via means of a contract or written agreement), as per Regulation 26 of the HCS General Regulations.

Yes No

< Back Print SUBMIT

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

Licence Renewal


You are renewing the **Outpatient Medical Service** (Licence No. L/2301138/MDS/001/230)


Instructions Licence Review **Payment** Acknowledgement


Payment Summary

Service	Application Type	Application No.	Amount
Outpatient Medical Service (11 Lor 3 Toa Payoh, 319579)	Renewal	AR230526002475U-01	\$360
With Specified Service(s) / Discipline(s)			\$900
Endoscopy Service			Include
Total			\$1,260

Payment Method

Credit / Debit Card


NETS


PayNow


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

13. Once payment is successful, an acknowledgement page will be displayed to inform you that you have successfully submitted the **Renewal** 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.

Licence Renewal

Instructions Licence Review **Payment** Acknowledgement

Submission Successful
- **Outpatient Medical Service (Renewal)**
A confirmation email will be sent to soramedical124@gmail.com.

You have successfully submitted your application. MOH officer will contact you if we need more information.

Transactional details:

Transactional No.	Date & Time	Amount Deducted	Payment Method
TRANS-2023061001385	05/06/2023	\$2,060	Credit / Debit Card

[Print](#) **GO TO DASHBOARD**