



MINISTRY OF HEALTH
SINGAPORE

Healthcare Application and Licensing Portal (HALP) Internet User Guide – Request for Information

TABLE OF CONTENTS

1	Overview	3
1.1	Logging Into HALP.....	3
1.2	Request for Information.....	3
2	Logging Into HALP	4
3	Request for information.....	7
3.1	View Notification	7
3.2	Submit Information / Documentations.....	10

1 OVERVIEW

Function	Role
Logging Into HALP	Licensee, Authorised User
Request for Information	Licensee, Authorised User

1.1 Logging Into HALP

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

1.2 Request for Information

1. You will receive an email notification with regards to your application should MOH officers require more information and documents.
2. You may use this function to provide additional information and documents as required by MOH officer via the Request for Information (RFI) form.

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)**.

The screenshot shows the HALP landing page with the following content:

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](#)

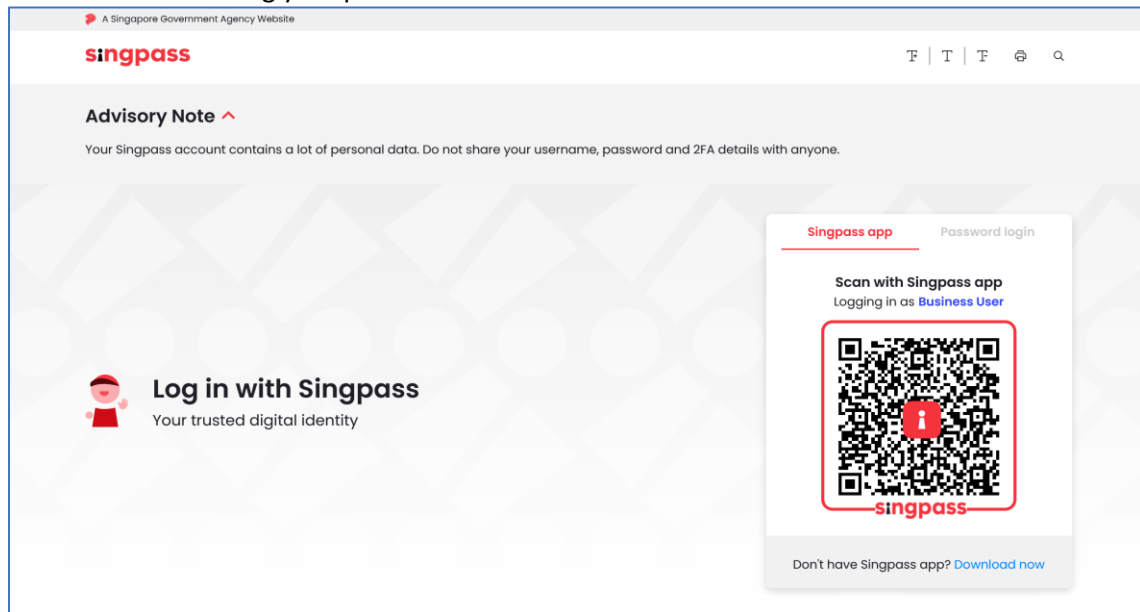
2. Click **LOGIN WITH SINGPASS** for either **Business Users** or **Individual Users**. In this example, we are logging in as an **Individual User**.

Note:

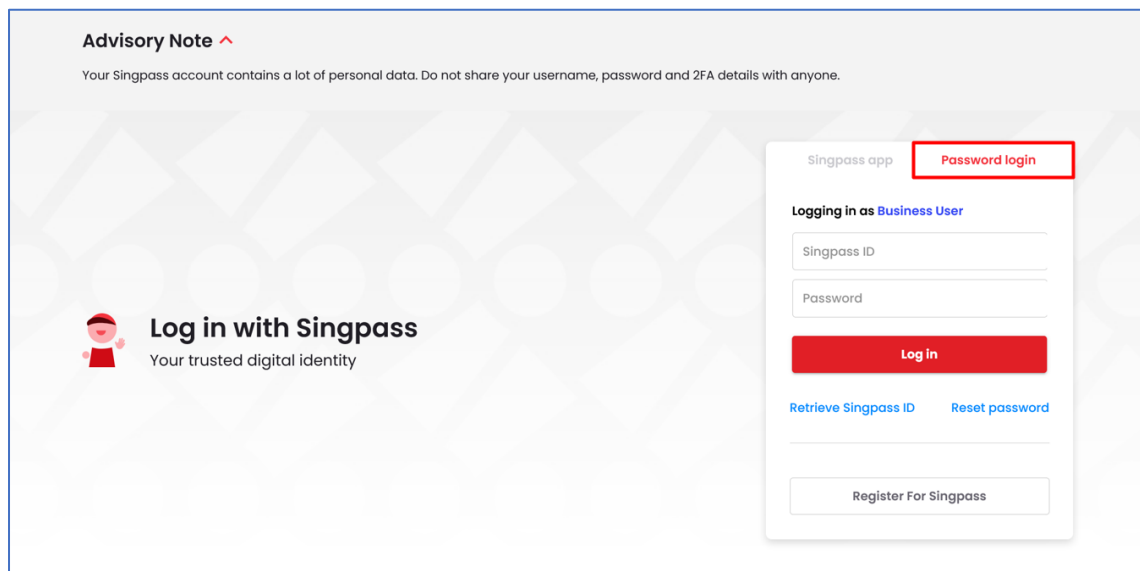
- For corporate users, please select **LOGIN WITH SINGPASS** under **For Business Users**. Otherwise, please select **LOGIN WITH SINGPASS** under **For Individual Users**.
- For individual users, you will be issued a UEN once your licence application is approved. Thereafter, please login as a **Business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

The screenshot displays the Healthcare Application and Licensing Portal (HALP) interface. At the top, the title "Healthcare Application and Licensing Portal (HALP)" is prominently displayed. 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 "Step 1" instructions regarding the management of HCSA and PHMCA licences, followed by two selection options: "Healthcare Application and Licensing Portal (HALP)" (checked) and "E-licensing For Healthcare (eLis)". Each option has a "MORE INFO" button. Below this is "Step 2" instructions. Two user paths are provided: "For Business Users" (for corporate users with a registered UEN) and "For Individual Users" (for individuals without a registered UEN). Each path features a "LOGIN WITH SINGPASS" button. The right column is titled "Healthcare Services Act (HCSA)" and lists 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 REQUEST FOR INFORMATION

3.1 View Notification

1. Click on the Notification which has the **Type – Action Required** and contains “**Request for Information**” as part of the **Subject**.

Note:

- The notification will be perpetually bolded until you have addressed the **Request for Information** for an application

The screenshot shows the MOH HALP dashboard for user Najah Moh... The dashboard includes a navigation bar with 'Dashboard', 'eServices', and 'Licensee Details'. Key statistics are displayed: 17 New Messages, 4 Application Drafts, and 4 Active Licences. A search bar and a 'Not sure what to do? Let us guide you >' button are also present. The main content area shows an 'Inbox (17)' tab selected, with filters for 'Type' (All) and 'Service' (All). A table of notifications is shown below, with the first row highlighted in bold. The first row's subject and type are circled in red in the original image.

Subject	Type	Ref. No.	Service	Date
MOH HALP - Request for information for your New Licence Application, AN230609002898M-01.	Action Required	M230609010591E	Outpatient Medical Service	09/06/2023 14:08:38
MOH HALP - Your New Licence Application, AN230609002898M-01 has been submitted.	Notification	M230609010590B	Outpatient Medical Service	09/06/2023 14:04:06

2. You will be directed to the message content of the Notification. Click on the HALP hyperlink.

Note:

- Sections **Allowed for Change** are the specific sections whereby MOH has requested for information or documents to be submitted.
- Comments to applicant informs you of the changes or additional information which is required from MOH.

The screenshot displays a user dashboard for 'Najah Mohamad'. The top navigation bar includes 'Dashboard', 'eServices', and 'Licensee Details'. The dashboard features three summary cards: '16 New Messages', '4 Application Drafts', and '4 Active Licences'. An orange call-to-action button reads 'Not sure what to do? Let us guide you >'. Below the dashboard is a 'Message Content' section with the following text:

Dear Najah Mohamad,

We refer to your New Licence Application, AN230609002898M-01 submitted on 09/06/2023.

1. In order to complete your application, you are required to submit the following information or documentations:
Sections Allowed for Change : Service Related Information - Outpatient Medical Service
Comments to applicant : Please add in the Public Holiday and Events under Business Information section

2. Please login to [HALP](#) to provide us the documents/information by 16/06/2023.

3. For assistance, please contact us at elis@moh.gov.sg.

Thank you.

Regards
Health Regulation Group
Ministry of Health

< Back

- After clicking on the **HALP** hyperlink, you will be directed to the application to provide the information/documents as requested by MOH.

MINISTRY OF HEALTH
SINGAPORE

Healthcare Application and
Licensing Portal

Najah Mohamad
▼

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.

Licensee Type *

Company ▼

UEN No.	626574950G
Licensee Name	Najah Mohamad
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.	60193801
Office Email Address	najahmedical124@gmail.com

< Back
NEXT

3.2 Submit Information / Documentations

1. Refer to the **Notification** (Section 3.1) to find out the sections whereby MOH has requested for information or documents to be submitted.
Click on the section(s) whereby MOH has requested for information/documents. In the example as shown above, you are required to submit information/documentation for **Section 4 – Service-Related Information**. Navigate to the section whereby information/documents is required by clicking on **Next**.

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Najah Mohamad

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.

Licensee Type *

2. Once you arrived at the section to be amended, click on **Edit** located at the top right corner.

Permanent Premises: 12 Lor 4 Toa Payoh, 340193

[Edit](#)

Business Name * Wesley Medical Clinic

Contact No. * 97193034

Email * najahmedical124@gmail.com

Corporate Website

Operating Hours

Weekly *

	Start	End	24 Hours
Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	07 (HH) 00 (MM)	18 (HH) 00 (MM)	<input type="checkbox"/>

Public Holiday

-- Select --	-- (HH) -- (MM)	-- (HH) -- (MM)	<input type="checkbox"/>
--------------	-----------------	-----------------	--------------------------


Event

	dd/mm/yyyy	dd/mm/yyyy
--	------------	------------

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

3. You may proceed to amend the information where required.

Permanent Premises: 12 Lor 4 Toa Payoh, 340193

Business Name *  Wesley Medical Clinic

Contact No. * 97193034

Email * najahmedical124@gmail.com

Corporate Website

Operating Hours

Weekly * Start End 24 Hours

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday 07 (HH) 00 (MM) 18 (HH) 00 (MM)

Public Holiday

-- Select -- -- (HH) -- (MM) -- (HH) -- (MM)

Event

dd/mm/yyyy dd/mm/yyyy

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

4. If MOH has requested for documents to be uploaded, click **Next** until you reach the sub section of **Documents** under **Service-Related Information**. Click on **Edit**.

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Najah Mohamad

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 [Edit](#)

Address: 12 Lor 4 Toa Payoh, 340193

↑ Licensable Service - Outpatient Medical Service

5. An **Upload** button will appear below each document header. Click **Upload** to upload the relevant supporting documents.

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: 12 Lor 4 Toa Payoh, 340193

^ Licensable Service - Outpatient Medical Service

Drawn to scale floor plan of the Premises

FloorPlan.jpg DELETE REUPLOAD

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

Sterile Pharmaceutical.jpg DELETE REUPLOAD

UPLOAD

Electrocardiography Stress Testing Supporting Documents

UPLOAD

Specialised Cardiac Investigations Supporting Documents

UPLOAD

Clinical Governance Officer: CGO Qualification *

Qualification.jpg DELETE REUPLOAD

UPLOAD

Other Supporting Document

UPLOAD

TOP Supporting Document

UPLOAD

< Back **PREVIEW**

6. The name of the file uploaded will be displayed. You may click **DELETE** to delete the uploaded file or click **REUPLOAD** to replace the file which had been uploaded previously. Click on the file hyperlink to ensure that the correct file is uploaded. Click **Preview** once you are done uploading all the required documents.

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: 12 Lor 4 Toa Payoh, 340193

⏪ **Licensable Service - Outpatient Medical Service**

Drawn to scale floor plan of the Premises

FloorPlan.jpg DELETE REUPLOAD

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

Sterile Pharmaceutical.jpg DELETE REUPLOAD

UPLOAD

Electrocardiography Stress Testing Supporting Documents

UPLOAD

Specialised Cardiac Investigations Supporting Documents

UPLOAD

Clinical Governance Officer: CGO Qualification *

Qualification.jpg DELETE REUPLOAD

UPLOAD

Other Supporting Document

UPLOAD

TOP Supporting Document

UPLOAD

[< Back](#)

PREVIEW

7. You will be directed to the **Preview & Submit** page. You may preview the changes by expanding on any of the sections.

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

< Back SUBMIT

8. Once you have clicked on any section, all related information will be displayed including changes made.

Below is an illustration for **Mode of Service Delivery**

Click **SUBMIT** if all information is correct.

^
Mode of Service Delivery ✔

Mode of Service Delivery

Mode of Service Delivery	Permanent Premises
Business Name	Wesley Medical Clinic
Postal Code	340193
Address Type	Without Apt Blk
Block / House No.	
Floor / Unit No.	-
Street Name	12 Lor 4 Toa Payoh
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
Are you co-locating with a service that is not licensed under HCSA?	No

9. An acknowledgement page will be shown upon submission to inform you that you have submitted the additional information/documents successfully.

MINISTRY OF HEALTH
SINGAPORE

Healthcare Application and
Licensing Portal

Najah Mohamad
▼

New Licence Application

You are applying for **Outpatient Medical Service**

Submission Successful

- Outpatient Medical Service

A confirmation email will be sent to najahmedical124@gmail.com.

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

Transactional details:

Application No.	Date & Time	Amount Deducted	Payment Method
AN230609002898M	09/06/2023	N/A	N/A

GO TO
DASHBOARD