



Health Regulation Division  
Ministry of Health

# Guide for Preparation of Licensing of Medical & Dental Clinics

Oct 2002

# THE PRIVATE HOSPITALS & MEDICAL CLINICS ACT (CHAPTER 248)

## THE PRIVATE HOSPITALS & MEDICAL CLINICS REGULATIONS 2002

### INTRODUCTION

The Private Hospitals & Medical Clinics (PHMC) Act (Chapter 248) and its Regulations regulate and govern the administration and management of all private medical clinics in Singapore. The PHMC Act and Regulations are available at the website: <http://agcvldb.agc.gov.sg/html/homepage.html> or can be purchased from Myepb Bookstore (Legal Publication) located at 3 Temasek Boulevard, B1-025, Suntec City Mall; Tel no: 63339703.

In addition, guidelines on standards of care and services are found in the MOH Guidelines issued under the said Act. These Guidelines are available at \$10/- per copy at the Ministry of Health, Reception counter Level 2 College of Medicine Building, 16 College Rd.

In order to assist applicants of clinic licences in making the necessary preparations for pre-licensing inspection, we have prepared the following list to assist them in complying with the licensing requirements. The list also serves as a tool for self assessment on the level of compliance.

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### 1 CLINIC MANAGER

- The person who manages a medical clinic used by a medical practitioner is a medical practitioner whilst the person who manages a medical clinic used by a dentist is a dentist.
- The clinic manager is not absent therefrom for any length of time, unless arrangements are made for the clinic to be placed under the supervision of a person who is similarly qualified to manage that clinic.

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### 2 RESPONSIBILITIES OF CLINIC MANAGER

- All personnel in a medical clinic, other than registered pharmacists, work under the direct supervision of the medical practitioner or the dentist.
  - The medical practitioner or dentist is fully responsible for the activities involved in the preparation and dispensing of medicinal products, including the maintenance of appropriate records.
  - The licensee of the clinic does not delegate any duty to any staff, which can only be performed by the medical practitioner or dentist.
  - All clinical procedures are carried out by a registered medical practitioner, dentist or other qualified person who has adequate training and experience in the use of any equipment used for carrying out such procedures.
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**3 PATIENTS UNDER TREATMENT**

- The licensee of the clinic ensures that every patient of the clinic is provided with adequate safety, privacy and comfort when such patient is undergoing consultation, examination or treatment.
  - Screening facilities to ensure patient privacy is provided where appropriate.
  - A suitable patient waiting area is provided where appropriate.
  - In the course of treatment of any patient, the clinic does not provide lodging or accommodation for a period exceeding 12 hours.
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**4 FACILITIES FOR SURGERY**

- If the clinic intends to perform ambulatory surgery, it has adequate and proper facilities which include facilities for recovery from anaesthesia.
  - The room where surgery is performed is large enough to accommodate all personnel, fittings and equipment and to allow all procedures and movements to be carried out in comfort and safety.
  - Immediate post-anaesthesia monitoring facilities such as following general anaesthesia are available at the recovery area.
  - No carpets are placed in areas such as operating, procedure and treatment rooms.
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**5 FACILITIES FOR ANAESTHESIA**

- If procedures requiring the use of anaesthesia are performed, the clinic ensures that all general anaesthesia, spinal anaesthesia and epidural anaesthesia are performed either by an anaesthetist or a medical practitioner or a dentist under the supervision of an anaesthetist.
  - Where general anaesthesia, spinal anaesthesia or epidural anaesthesia is administered, the operating medical or dental practitioner and the anaesthetist are 2 different persons.
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**6 PHYSICAL FACILITIES**

- The internal finishes of the premises are of such materials which permit easy washing and cleaning.
  - Every part of the premises are maintained at all times in a clean, tidy and sanitary condition and in a good state of repair.
  - Adequate lighting and ventilation for the premises are provided.
  - Aids eg ramp, grab-bar, hand-rail, to facilitate the movement of users of the premises are available where appropriate.
  - The design of the premises ensures that the comfort, privacy and safety of patients are not compromised.
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**7 RESUSCITATION FACILITIES**

- The clinic has resuscitation facilities for emergencies and adverse reactions to any form of treatment provided eg resuscitative drugs which shall include Inj Adrenaline, Injection Hydrocortisone, Injection Phenergan or their equivalent.
  - The clinic has the means to set up an intravenous infusion. This includes having intravenous drip sets, intravenous cannulas and intravenous infusion solutions.
  - The clinic has the means to maintain a clear airway. This includes having an airviva and airways of various sizes.
  - All equipment are checked at regular intervals to ensure that they are in working order.
  - All drugs are checked to ensure that they have not exceeded expiry dates.
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**8 EQUIPMENT**

- The clinic's medical and surgical equipment, instruments, appliances and materials are functional, effective and comply with established or recommended procedures for their maintenance and use.
  - Every equipment used in any endoscopic, operative or invasive procedure on the patient are rendered sterile by the appropriate procedure.
  - Surgical instruments used for invasive procedures at the clinic are disposable(sterile) or adequately sterilised after each use by means of steam autoclaving.
  - If laboratory service or a radiology service is provided, the licensee ensures that the medical clinic is provided with adequate and appropriate equipment for the service to be carried out accurately and safely, and that the service is carried out by a suitably trained person. Please refer to Regulations 47 to 56 for further details.
  - Equipment such as Lasers, Ultrasound and Xray machines require licensing from the Centre of Radiation Protection at Health Sciences Authority, 11 Outram Road, S(169078); Tel No.:62290738
  - Autoclave machines may require licensing under the Factories Act which is administered by the Occupational Safety Department, Ministry of Manpower, 18 Havelock Road #03-02 S(059764); Tel No.: 65341511 or email mom\_osd@mom.gov.sg.
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**9 INFECTION CONTROL PRACTICES**

- Needles and other sharp items are placed into puncture-resistant containers before disposal.
  - Hand washing and hand drying facilities are provided in the clinic.
  - The clinic ensures that all infectious and waste materials are properly disinfected and disposed of in accordance with laws such as those administered by the National Environment Agency and the Ministry of Health, and any other existing laws.
  - If infectious waste is not removed by licensed collectors, decontamination of the waste must be done by soaking in disinfectants eg phenolics or 1:10 dilution of 5.25% sodium hypochlorite for 20 to 30 minutes before disposal.
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10 **NOTIFICATION OF INFECTIOUS DISEASES**

- The manager of the clinic is responsible for the notification of any patient with or suspected to have a notifiable disease ie MD 131 notification forms are available.

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11 **STAFF RECORDS**

The clinic keeps records of all persons employed with the following particulars:

- Name, sex, date of birth, NRIC/passport number & address
- Qualifications and duties
- Date(s) of employment

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12 **MEDICAL RECORDS**

- The licensee of the clinic keeps and maintains proper medical records in respect of each patient.
- The clinic maintains a patient registration record, clinical notes of consultation, investigation and treatment given.

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13 The following particulars are included in the patient's registration records:

- patient's name, identity card/birth certificate/passport number, sex, date of birth, ethnic group and residential address
- name and address of the medical practitioner(s) providing the care and treatment;
- date and time of consultation.

All medical records are accurate, sufficiently detailed, legible, current, secure, complete and confidential and organised to enable:

- the medical practitioner responsible for the patient to provide continuing care, to determine later what the patient's condition was at a specific time, and to review the diagnostic and therapeutic procedures performed and the patient's response to treatment;
- another medical practitioner to render an opinion after an examination of the patient and a review of the medical record;
- another medical practitioner to assume the care of the patient at any time; and
- the retrieval of pertinent information required for utilisation review and quality assurance activities.

- All medical records are retained for an appropriate length of time.

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14 **DRUGS STORAGE**

- The clinic stores all antiseptics, drugs for external use and disinfectants separately from internal and injectable medication.
- An adequate supply of medicinal products, records of purchase of medicinal products and controlled drugs, a means of identifying the signatures of all medical practitioners authorised to use the pharmaceutical services for prescriptions are kept.
- Drugs are stored in a clean and secure place.
- Storage of drugs complies with the manufacturers' recommendations.
- Temperature of the refrigerator where vaccines are stored shall be monitored with a thermometer and temperature is recorded daily.

**15 INFORMATION ON CHARGES**

- The clinic makes available to the patient, prior to the consultation, information on charges, which are likely to be incurred for consultation, investigation and treatment.
  
  - Information on fees is provided through prominent display on boards or on tent-cards in the clinic.
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**16 DISPLAY & USE OF CLINIC NAME**

- The clinic does not display or use any name when referring to the medical clinic other than the name appearing in the licence. This includes display of signboards, name cards and other clinic stationery.
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**17 SPECIAL CARE SERVICES (if applicable)**

- Where the licensee of a medical clinic intends to establish any special care service as specified in the Third Schedule, he has obtained the prior approval of the Director in writing by making an application to the Director not less than 30 days before the intended commencement of the special care service. These services are:
  - a) Blood & blood product collection, processing, storage, distribution & transfusion services(including autologous blood transfusion)
  - b) Ambulatory surgery(including minimally invasive surgery & laparoscopy)
  - c) Endoscopy
  - d) Assisted reproductive services
  - e) Lithotripsy
  - f) Renal dialysis
  - g) Specialised cardiac investigation
  - h) Specialised diagnostic radiology

*Please contact the Licensing & Accreditation Branch at Tel: 6325-2612 if you have any queries.*

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**18 PREMISES OF OTHER SERVICES (if applicable)**

- The clinic is physically separated from premises that are being used for the provision of other services such as cosmetology, traditional complementary medicines or alternative medicines.
  
  - The clinic has a separate entrance from those premises being used for the provision of those services
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