

DATA SUBMISSION (DS)

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GENERAL QUESTIONS

1.Q What is HALP?

A

The Healthcare Application and Licensing Portal (HALP) is the new application and licensing portal for all services and data submissions. HALP can be accessed via: <https://halp.moh.gov.sg>

2.Q Transition from eLIS to HALP

A

HALP is the new licensing system that will replace the current e-Licensing (eLis) system for all licence applications, renewal and data submissions to support the rollout of the new Healthcare Services Act. With effect from 13 December 2022, Licensees will have to perform the following data submissions in HALP in addition to Laboratory Developed Test (LDT):

- Termination of Pregnancy (TOP)
- Drug Practices (DP)
- Voluntary Sterilization (VS)

Existing licensing information in eLis would be migrated to HALP.

3.Q What is Data Submission (DS) module?

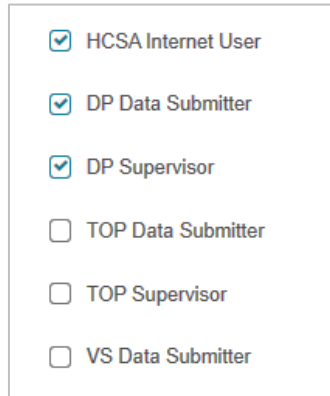
A

The Data Submission (DS) module is a function in the Healthcare Application and Licensing Portal (HALP) to allow Licensees to report the following electronically:

- Termination of Pregnancy (TOP)
- Drug Practices (DP)
- Voluntary Sterilization (VS)
- Laboratory Developed Test (LDT)

4.Q What are the different roles in DS module? How can new users be assigned & existing users be edited?

A A) Company Administrator – can manage user accounts by granting users access to submit licensing applications or data on behalf of the institution:



<input checked="" type="checkbox"/>	HCSA Internet User
<input checked="" type="checkbox"/>	DP Data Submitter
<input checked="" type="checkbox"/>	DP Supervisor
<input type="checkbox"/>	TOP Data Submitter
<input type="checkbox"/>	TOP Supervisor
<input type="checkbox"/>	VS Data Submitter

Screenshot on assigning user roles

B) Data Submitter Role – The user will be able to submit data relating to TOP, DP, and VS in HALP.

C) Supervisor Role – The user will be able to edit/amend the data submitted by Data Submitter.

5.Q Why can't I access the Data Submission module in HALP?

A Please verify that your institution has the valid pre-requisite licence or verify with your institution's system administrator if user access has been granted. Please check with your institution who they have appointed as the system administrator to manage the users' access rights.

6.Q I am halfway through a data submission and have an urgent matter to attend to. Can I save a draft in the System and continue later?

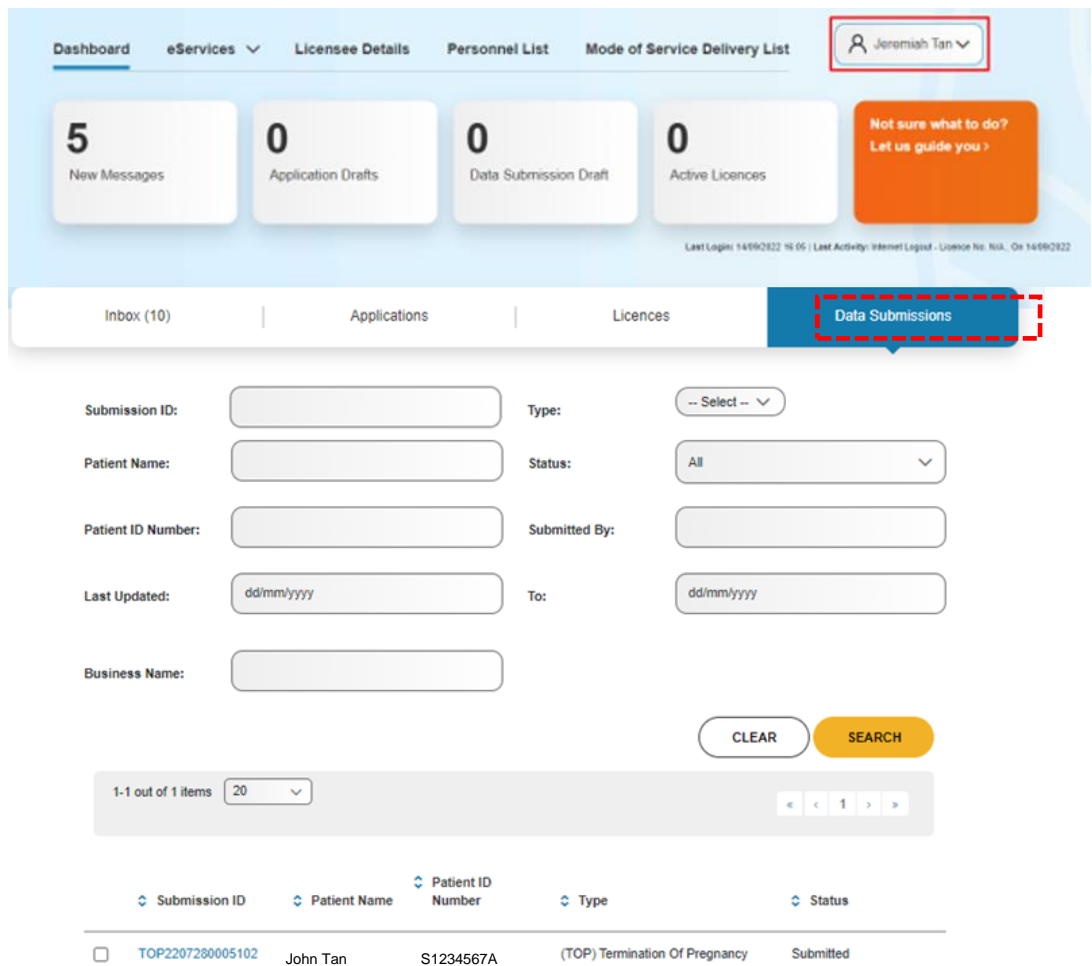
A Yes, Users can save one (1) submission as draft. The draft can be retrieved under the Data Submissions tab on the Inbox page. The draft should be the first entry in the task list.

7.Q Is there any “expiry dates” for drafts that are saved for later submissions?

A Yes, the drafts can be saved for later submissions and there are no “expiry dates” for these drafts saved. However, we strongly encourage you to submit the drafts into HALP whenever the drafts are duly completed.

8.Q How can submissions in HALP be viewed/tracked by user?

A There will be a submission ID for all data and amendments submitted in HALP. All submissions can be found on the internet inbox page **under the data submissions tab**. Users can also key in the relevant information into the search function to retrieve their data and amendment submissions. See below screenshot:



Screenshot of Dashboard

9.Q Apart from this FAQ, are there User Guides where I can understand more of the Module's functionalities?

A Yes, you can download the User Guides from <https://www.moh.gov.sg/licensing-and-regulation/e-guides>. You may also refer to the training videos in the above URL.

10.Q What are the charges for each submission?

A There are no fees or charges for data submission and amendments submitted in HALP.

11.Q If I have issues logging in to HALP and further question on Data Submission. Who do I contact to get assistance?

A Please write in to HALP helpdesk at halp_helpdesk@moh.gov.sg or contact MOH at 67689796, from Monday to Friday (excluding Public Holidays), from 8.00 am to 8.00 pm.

TERMINATION OF PREGNANCY (TOP)**12.Q What are the pre-requisites of the organisation to perform Data Submission?**

A The users' organisation must have an active medical clinic, acute hospital or ambulatory surgical centre licence.

13.Q When do I have to perform Data Submission?

A Under Regulation 9(1) of the Termination of Pregnancy Regulations:

- Within 30 days of the pre-termination of pregnancy counselling if no treatment to terminate pregnancy is carried out on a pregnant woman. or
- Within 30 days of the post-termination of pregnancy counselling if treatment to terminate pregnancy is carried out on a pregnant woman.

14.Q Can amendments be submitted in HALP for data submissions which were submitted successfully previously in eLIS?

A Yes, Licensee's personnel with TOP Supervisor roles can perform amendments in HALP after submission of data in eLIS.

15.Q How do I register TOP Doctor?

A Please continue to register TOP Doctor through eLis. We will be porting this over to HALP at a later time. More details will be announced later.

16.Q How do I submit the yearly return of TOP counsellors?

A Please continue to submit the yearly return of TOP counsellors through eLis. We will be porting this over to HALP at a later time. More details will be announced later.

17.Q Will TOP data submissions be rejected?

A There will no longer be rejection of data submissions in HALP, unlike eLis. Institutions are to ensure that the TOP performed meet the legislative requirements. Institutions are also to ensure that the data submissions are accurate and submitted timely.

If at any point in time the institution or user noticed that the data submitted is inaccurate, please notify the supervisor to amend the data submitted. All data amendments will be logged.

DRUG PRACTICES (DP)**18.Q** What are the pre-requisites of the organisation to perform Data Submission?

A The users' organisation must have an active hospital, nursing home or medical clinic licence for Methadone or an active hospital or nursing home licence for Sovenor.

19.Q When do I have to perform Data Submission?

A Within 2 days from the start date of dispensing of Sovenor and Methadone.

20.Q Can amendments be submitted in HALP for data submissions which were submitted successfully previously in eLIS?

A Yes, Licensee's personnel with DP Supervisor roles can perform amendments in HALP after submission of data in eLIS.

21.Q When uploading the Sovenor Inventory file, I encountered an error. How do I resolve it?

A You may have changed the filename of the file template downloaded. Please ensure filename is "Sovenor_Inventory_List" as downloaded. Acceptable formats are .xlsx and .csv.

If there are still errors encountered during uploading of the Sovenor Inventory file, HALP will auto generate an excel file highlighting the errors for you to make the necessary changes in the file.

22.Q I am unable to upload more than 200 records in submit Sovenor Inventory module. How do I resolve it?

A You may note that the System only allows 200 records per file. If you have more than 200 records, please upload another file.

You may also download an excel file which identifies the errors in the file.

23.Q System is only able to populate Doctors' details after validation of the PRN. Why is HALP unable to populate nurses'/pharmacists' name after the nurses'/pharmacists' Registration Number is entered?

A The current version of the System does not support validation of nurses and pharmacists. Licensees are required to enter the nurse's/pharmacist's Registration Number and Name when dispensing Sovenor patch.

VOLUNTARY STERILIZATION (VS)

24.Q What are the pre-requisites of the organisation to perform Data Submission?

A The users' organisation must have an active acute hospital or medical clinic licence.

25.Q When do I have to perform Data Submission?

A Under Regulation 3(1)(a) of the Voluntary Sterilization Regulations:
- Within 30 days after completing any treatment carried out

26.Q When doing VS submission, I selected 'No' for 'Reviewed by Hospital Ethics Committee', why are 'Name of Hospital' and 'Date of HEC Review' still required to be completed?

A When 'No' is selected for 'Reviewed by Hospital Ethics Committee', the fields 'Name of Hospital' and 'Date of HEC Review' are not mandatory. You may leave these fields blank and proceed with Preview.

27.Q Will VS data submissions be rejected?

A There will no longer be rejection of data submissions in HALP, unlike eLis. Institutions are to ensure that the VS performed meet the legislative requirements. Institutions are also to ensure that the data submissions are accurate.

If at any point in time the institution or user noticed that the data submitted is inaccurate, please notify the supervisor to amend the data submitted. All data amendments will be logged.

LABORATORY DEVELOPED TEST (LDT)

28.Q What are the pre-requisites of the organisation to perform Data Submission?

A The users' organisation must have an active clinical laboratory licence.

- END OF FAQ -