

## **FAQ ON PRIVATE HOSPITALS AND MEDICAL CLINICS ACT (PHMCA) AND RELATED LEGISLATION**

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## General Licensing Enquires

### 1.Q Where can I find the PHMCA and related legislation?

**A** Please refer to <https://sso.agc.gov.sg/Act/PHMCA1980> to find out more about Private Hospitals and Medical Clinics Act and its related legislation.

### 2.Q What kind of services would require a licence under the PHMCA?

**A** Generally, you will require a licence if you are providing any hospital, clinic, laboratory and nursing home services. If you are unsure whether the healthcare services you are providing requires a licence, please email [eLis@moh.gov.sg](mailto:eLis@moh.gov.sg) for clarification.

### 3.Q What is the difference between a PHMCA licensee, authorised person and manager?

**A** The licensee is the holder of the PHMCA licence.

The authorised person is an appointed person by the licensee to liaise with the Ministry on any licensing matters.

The manager of a HCI is responsible for the management and supervision of the HCI.

### 4.Q Other than the PHMCA licences, what are the specialised or special care procedures, services or tests that require prior approval from the Ministry?

**A** HCIs intending to provide the following specialised or special care procedures, services or tests can apply via MOH E-Licensing for Healthcare, **eLis** (<https://elis.moh.gov.sg/elis/>) for approval by the Ministry.

PHMCA licence	Eligible HCIs	Specialised or special care procedures, services or tests
Hospital/ Nursing Homes	<ul style="list-style-type: none"> <li>▪ Community Hospital</li> <li>▪ Nursing Home including Hospice</li> </ul>	<ul style="list-style-type: none"> <li>▪ Blood transfusion services</li> </ul>
Hospital	<ul style="list-style-type: none"> <li>▪ Acute Hospital</li> </ul>	<ul style="list-style-type: none"> <li>▪ Blood and blood product collection, processing, storage, distribution and transfusion services (including autologous blood transfusion)</li> <li>▪ Assisted reproduction services</li> <li>▪ Neonatal intensive care unit</li> <li>▪ Nuclear medicine, imaging and assay services</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Renal dialysis</li> <li>▪ Sperm banking</li> <li>▪ Radiation oncology</li> <li>▪ Tissue banking</li> <li>▪ Proton beam therapy</li> <li>▪ Blood Group ABO and Rhesus (D) Type tests</li> <li>▪ Acid-Fast Bacilli (Smear) test</li> <li>▪ Human Immunodeficiency Virus test</li> <li>▪ Malaria Parasite test</li> </ul>
<b>Clinic</b>	<ul style="list-style-type: none"> <li>▪ Medical Clinic</li> </ul>	<ul style="list-style-type: none"> <li>▪ Blood transfusion services</li> <li>▪ Ambulatory surgery (including minimally invasive surgery and laparoscopy)</li> <li>▪ Endoscopy</li> <li>▪ Assisted reproduction services</li> <li>▪ Lithotripsy</li> <li>▪ Renal dialysis</li> <li>▪ Specialised cardiac investigation</li> <li>▪ Specialised diagnostic radiology</li> <li>▪ Proton beam therapy</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Dental Clinic</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ambulatory surgery (including minimally invasive surgery and laparoscopy)</li> <li>▪ Specialised diagnostic radiology</li> </ul>
<b>Laboratory</b>	<ul style="list-style-type: none"> <li>▪ Clinical Laboratory</li> </ul>	<ul style="list-style-type: none"> <li>▪ Blood Group ABO and Rhesus (D) Type tests</li> <li>▪ Acid-Fast Bacilli (Smear) test</li> <li>▪ Human Immunodeficiency Virus test</li> <li>▪ Malaria Parasite test</li> </ul>

**5.Q Can I use the words “Singapore” or “National” in my HCI name?**

**A** With effect from 1 June 2009, HCIs are not allowed to use the words "Singapore" or "National" in their names unless they fulfil or intend to fulfil a national role or its equivalent. Please submit a request with justifications to the Ministry via [eLis@moh.gov.sg](mailto:eLis@moh.gov.sg) if the HCI intends to use such words in the HCI name.

**6.Q Can I use the words “Red Cross” or “Geneva Cross” in my HCI name?**

**A** Under Sections 8 and 9 of the Geneva Conventions Act, HCIs are not allowed to use the words “Red Cross” or “Geneva” or the emblems red crescent, red cross, red crystal, red lion and sun without prior approval from the Ministry. Please submit a request with justifications to the Ministry via [eLis@moh.gov.sg](mailto:eLis@moh.gov.sg) if the HCI intends to use such words or emblems in the HCI name.

## FAQs on Licensing Applications

**1.Q** How do I apply for a PHMCA licence?

**A** Please refer to the step-by-step [eGuides](#) on our website for more information.

**2.Q** How do I seek approval to provide specialised or special care procedures, services or tests?

**A** You can apply for these services together with the application for a PHMCA licence. If you are already a PHMCA licensee, you can apply for these services via [eLis \(https://elis.moh.gov.sg/elis/\)](https://elis.moh.gov.sg/elis/) as an add-on service.

**3.Q** How much do I need to pay for my PHMCA licence fee?

**A** Please refer to the following table for the details of the fees for the different licence categories.

PHMCA Licence	Licence Fee (\$)		
	5 Years	2 Years	≤ 1 Year
<b>Hospitals</b>		9,900	4,950
- 1,000 beds & above			
- 100 to 999 beds		7,700	3,850
- less than 100 beds		4,400	2,200
<b>Nursing Homes</b>		1,100	550
<b>Charitable Hospitals / Nursing Homes</b>		12	12
<b>Medical / Dental Clinics</b>	900	770	385
- used by 1 doctor/dentist			
(for licensee who has a previous history of non-compliance(s) with the PHMC Act or any regulations, directions or guidelines given or issued by the Director)			660
- used by 2 to 5 doctors/dentists	1,350	1,100	550
(for licensee who has a previous history of non-compliance(s) with the PHMC Act or any regulations, directions or guidelines given or issued by the Director)			890
- used by > 5 doctors/dentists	1,600	1,500	825
(for licensee who has a previous history of non-compliance(s) with the PHMC Act or any regulations, directions or guidelines given or issued by the Director)			1,090
- used as Community Health Centres	1,310	1,150	1,090
- provision of special services under the 3rd Schedule		1,100	550

<i>Note: It is in addition to the licence fee specified for Medical / Dental Clinics.</i>			
<b>Charitable Medical / Dental Clinics</b>	30	12	12
<b>Laboratories</b> - clinical/X-ray laboratories	2,540	1,760	
			1,760
Institution Approved to Perform Termination of Pregnancy		600	
<i>Note: It is in addition to the licence fee specified for Hospitals and Medical Clinics.</i>			

**4.Q How can I pay for my PHMCA licence fee?**

**A** When you complete your application for the licence online, you will be directed to an e-Nets portal for payment by VISA, Mastercard or Debit Card.

**5.Q I encountered issues completing my payment via the Online e-Nets Portal. Can I still make my payment online later?**

**A** Yes, please log in to eLis (<https://elis.moh.gov.sg/elis/>) and select “Make Online Payment” under the “Services” tab.

**6.Q Do I get a refund of the licence fee if I withdraw my application on eLis?**

**A** Yes, you will be able to get a refund. However, there will be a deduction of an administrative fee of 20% of the licence fee payable or \$100, whichever is greater.

**7.Q When should I submit my PHMCA licence renewal application?**

**A** The authorised person will receive reminder email notifications to submit the renewal six months prior to the licence expiry until the renewal application is successfully submitted. All licence renewals must be submitted no later than two months before the current licence expires. If not, a late payment fee of \$100 or 20% of the new licence fee, whichever is higher, will be levied for all late submissions.

**8.Q How can I update my HCI details on the HCI Directory and/or HealthHub websites?**

**A** The authorised person can log in to eLis to update the operating hours, telephone numbers, medical fees and modes of payments. Please refer to the step-by-step [eGuide](#) for more information on how to update your details on HCI Directory and/or HealthHub.

**9.Q How can I make changes to my PHMCA licence?**

**A** The authorised person can login to eLis to submit the following change requests:

1. Amend the HCI name;
2. Change the personnel (i.e. licensee, authorised person, MedAlert responsible person, manager / deputy manager and practising medical practitioners); and
3. Amend the HCI address.

Please refer to the step-by-step [eGuide](#) for more information on how to make changes to your licence.

**10.Q How can I cease operations of my HCI?**

**A** You may inform the Ministry of any cessation of operations via **eLis** (<https://elis.moh.gov.sg/elis/>) at least 30 days before the cessation. In the notification, please also indicate if the patients' medical records will be transferred to other HCIs to which such patients would be transferred, or remain in the custody of the PHMCA licensee.

**11.Q Can I get a refund of my PHMCA licence fee after cessation?**

**A** If you have more than six months remaining on your licence, a pro-rated amount of the licence fee, less an administrative fee of \$50, will be refunded to you.

## FAQs on Inspection

**1.Q** When will the Ministry inspect my HCI?

**A** **For new applications:** Once your application has been submitted on eLis and if the application is in order, we will make arrangements to inspect your premises when it is operationally ready.

**For renewal applications:** You will be notified six months before your licence expires to submit your renewal application via **eLis** (<https://elis.moh.gov.sg/elis/>). Once your application has been submitted, arrangements will be made for an inspection visit, if necessary.

**2.Q** Who should be present during the inspection?**A**

PHMC Licence	Who needs to be present?
<b>Hospitals Nursing Homes</b>	Hospitals: Any person who oversees the daily operations of the hospital – the inspection may take up to five working days  Nursing Homes: The nurse manager in charge – the inspection may span across one working day
<b>Medical and Dental Clinics</b>	The clinic manager, deputy clinic manager or a clinic staff who can explain the operations of the clinic – the inspection may take up to one hour  For clinics providing special care services and/or TOP services, the inspection may take a longer time (on a case-by-case basis). Generally, it takes from 2 hours to 1 day.
<b>Clinical Laboratories</b>	The licensee and laboratory manager or deputy manager or a trained person from each laboratory discipline.  The duration of inspection depends on the complexity of services provided. Generally, you should cater for 2 days.
<b>X-ray Laboratories</b>	The licensee and radiographer  The duration of inspection depends on the complexity of services provided.  Generally, you should cater for 2 days.



**3.Q When will I receive my inspection report?**

**A** The inspection officer(s) will inform you of the findings and will provide an update on the areas of deficiencies within 5 working days after the inspection, if any. You will be required to address them and update the Ministry in writing on the relevant rectifications taken within a stipulated timeframe.

**4.Q When will I find out the outcome of my licence application after inspection is complete?**

**A** Please allow up to three working days for the application to be processed after the submission of the required documents and rectifications of non-compliances after inspection, if any.

**5.Q How do I verify the identity of the inspection officer(s)?**

**A** The inspection officer(s) carries an identification pass bearing the Ministry's logo.

## FAQs on E-Licence

**1.Q Where and how can I download the electronic licence?**

**A** Upon licence approvals, you will be notified by the system (depending on your preferred mode of receiving alerts i.e. email or SMS) to logon to **eLis** (<https://elis.moh.gov.sg/elis/>) and download your electronic licence.

**2.Q Is the e-licence issued for all type of licences?**

**A** Yes, the e-licence will be issued for all new and renewed licences according to both the address of the licensed premises (i.e. clinic licence) and the service/s (e.g. ambulatory surgery service) that you have been approved to provide.

**3.Q If I haven't received the e-licence by the expiry date, what should I do?**

**A** In the event if you did not receive your e-licence, please contact MOH at [elis@moh.gov.sg](mailto:elis@moh.gov.sg). (Do indicate the subject as: Query on E-licence Status)

**4.Q If I need assistance with my application (i.e. de-linking exercise or e-licence), who should I contact?**

**A** You may send your enquiries via email to [elis@moh.gov.sg](mailto:elis@moh.gov.sg). (Do indicate the subject as: Queries on Application Process).

We aim to get back to you within 3 working days.

**5.Q Can I still request for a hard copy of the licence?**

**A** Yes, you can email your requests to [elis@moh.gov.sg](mailto:elis@moh.gov.sg). (Do indicate the subject as: Request for Hardcopy Licence).

However, this will become a secondary mode to receive your licence. Providers should switch to the primary mode of displaying or printing e-licences for convenience.

**6.Q Is there a fee for printing the hard copy of the licence?**

**A** No, there will be no charges for requesting a hard copy of the licence. However, this will become a secondary mode to receive your licence. Providers should switch to the primary mode of displaying or printing e-licences for convenience.

## FAQs on Medical and Dental Clinics

**1.Q Do I need to register my medical or dental clinic as a business?**

**A** You do not need to register it as a business if you or your partners choose to conduct business using your full names as reflected in your NRIC. Please refer to [www.acra.gov.sg/how-to-guides/before-you-start/who-must-register](http://www.acra.gov.sg/how-to-guides/before-you-start/who-must-register) for more details.

**2.Q Can a medical practitioner who is conditionally registered with the Singapore Medical Council (SMC) or Singapore Dental Council (SDC) set up a medical or dental clinic in Singapore?**

**A** A conditionally registered medical practitioner can be the PHMCA licensee of the clinic. However, the licensee must appoint a clinic manager who is fully registered with the SMC or SDC.

**3.Q Can I share premises with other PHMCA licensees?**

**A** PHMCA licensed services can co-locate with one another, subject to the following conditions:

1. Separate PHMCA licences are required for each PHMCA licensed service.
2. Each PHMCA licensee must maintain its own records, e.g. medical notes and dispensing records.
3. If resuscitation facilities are shared, it must be placed in an area where they are easily accessed by all licensees in the shared premises.
4. There must be proper accountability and documentation of the shared responsibilities for the shared facilities, processes, etc. if any.

**4.Q Can I share premises with non-PHMCA licensees?**

**A** Your clinic must be fully partitioned from other entities providing non-healthcare services and have a separate entrance.

**5.Q What are the aesthetic procedures that I can provide at my medical clinic?**

**A** Doctors are only allowed to perform aesthetic procedures that are covered under the [SMC's Guidelines on Aesthetic Practices for Doctors](#) (2016 Edition). If you wish to provide aesthetic procedures at your medical clinic, please note the following requirements:

1. All performing doctors must meet the credentialing requirements as outlined in the SMC's guidelines including obtaining a Certificate of Competence (COC);
2. Clinics intending to provide liposuction (with aspiration of more than 100 mls of supernatant fat per session) must obtain prior approval from the Ministry.

**6.Q Can a dental therapist (e.g. oral health therapist) be the manager of a dental clinic?**

**A** No, dental therapists are not qualified dentists with SDC.

**7.Q My clinic name on the PHMCA licence is “ABC Clinic Pte Ltd”. Can I indicate “ABC clinic” in my signboard, receipts, medical certificates, etc.?**

**A** You must display the exact clinic name as indicated in your eLis application on the signboard and all stationery (e.g. receipts, medical certificates, medication labels). Certain logos or brand symbols may be accepted if the display does not detract from the intended name.

In addition, the signboard must not bear other words and pictures that are uncouth or offensive, irrelevant to the healthcare services provided.

**8.Q Can clinics provide offsite healthcare services?**

**A** Where healthcare services are intended to be carried out outside of a licensed HCI, they may only be carried out as an extension of the existing HCI's licence and with prior approval from the Ministry. You are to submit request to [eLis@moh.gov.sg](mailto:eLis@moh.gov.sg).

However, if you are providing healthcare services involve health screening and vaccination, you must apply to the Health Promotion Board (HPB) via [screenforlife@hpb.gov.sg](mailto:screenforlife@hpb.gov.sg) for endorsement.

**9.Q Can I conduct health talks or seminars to the public?**

**A** For health talks or seminars that do not involve live demonstrations or consultations of any element that might constitute medical or dental practice, prior approval from the Ministry is not required. However, these talks or seminars must be provided by a person(s) registered with the SMC or SDC and holding a valid practising certificate. If the person(s) is a foreign doctor or dentist, PHMCA licensees must ensure that relevant registration with the SMC or SDC is obtained. The content and conduct of these talks and seminars must also comply with the [PHMC \(Advertisement\) Regulations](#).

**10.Q** How can I seek prior approval from the Ministry to conduct talks or seminars with live demonstrations?

**A** Please email the Ministry via [eLis@moh.gov.sg](mailto:eLis@moh.gov.sg) on your intention to conduct talks, seminars (with live demonstrations).

If the talks or seminars include live demonstrations of aesthetic procedures, please follow the [SMC's Guidelines on Aesthetic Practices for Doctors](#) (2016 edition), i.e. the doctors have performed the requisite number of procedures in the relevant period or obtained a COC (if they are not dermatologists or plastic surgeons), and submit the relevant documents together with the application form. The Ministry will notify you on the status of the application.

## FAQs on Licence De-Linking (For Clinic)

**1.Q How will I know if my upcoming renewal will be de-linked from an inspection?**

**A** To determine if you are eligible for de-linking from a renewal inspection:

1. Wait for the automated eLIS system renewal notification (via email or SMS) 6 months prior to the expiry of your licence. Should you miss this notification, there will be another reminder notification sent to you 4 months before licence expiry (via fax or SMS)
2. Once you have received this notification, log-in to **eLis** (<https://elis.moh.gov.sg/elis/>) and complete the renewal application, self-declaration form and pay the renewal fee
3. After you have completed these, MOH will then assess your eligibility for de-linking, taking reference from the criteria stated in the circular.
4. If you are eligible for de-linking, you will receive an e-mail from MOH thereafter.

*Please note that the prevailing penalties for late renewals still apply. In the event that we receive your renewal application <2 months prior to expiry, you will have to pay a late fee which shall be 20% of the fee payable for the renewal of the licence or \$100, whichever is the greater.*

**2.Q Will the de-linking of inspection from licensing renewal affect my licence period?**

**A** No, de-linking will not affect your licence period.

**3.Q Will there still be an inspection being conducted after I have submitted my self-compliance checklist?**

**A** For clinics eligible for de-linking, there will not be inspections prior to renewal period. However, MOH reserves the rights to conduct announced or unannounced compliance inspections and audits during the licence period.

Similarly, for laboratories eligible for de-linking, there will not be inspections linked to renewals. However, MOH reserves the rights to conduct **announced or unannounced inspections** and the licensee will be required to prepare the records onsite.

**4.Q How will I know if I have a good clinic compliance record?**

**A** After each inspection, you will be alerted by the MOH inspector as to the outcome – e.g. if there are non-compliance that require rectifications or if your clinic has

full compliance. A series of full compliances would amount to a good compliance record.

**5.Q If I accidentally declared something inaccurately via the self-declaration checklist, how can I retrieve and correct it?**

**A** If you have an inaccurate declaration and wish to make amendment, please forward your request to [elis@moh.gov.sg](mailto:elis@moh.gov.sg) (Do indicate the subject as: Amendment to Renewal Application).

**6.Q How do I change the contact email or preferred mode of contact?**

**A** You may make changes of your contact details (e.g. email address) under the "Request for Change" tab in the eLIS portal. If you need any assistance, please email us at [elis@moh.gov.sg](mailto:elis@moh.gov.sg). (Do indicate the subject as: Amendment to my Contact Details)

**7.Q Is it still a requirement for us to print and display the licence in a conspicuous place in the premises?**

**A** Yes, it is still a requirement under the [Private Hospitals and Medical Clinics \(PHMC\) Act](#) to display the licence prominently in your clinic. You may therefore choose to print the e-licence or display the e-licence on a conspicuous digital display within your premises.

**8.Q Why can't those clinics which provide special care services or Termination of Pregnancy (TOP) services be eligible for de-linking?**

**A** HRG takes a risk-based approach when it comes to the health regulatory regime. Therefore, for clinics, de-linking is meant for those which do not provide relatively higher risk procedures such as special care procedures (e.g. ambulatory surgery, renal dialysis) and TOP. However, we will continue to review our requirements and may include these in the future.

## FAQs on Laboratories

### X-Ray Laboratory

**1.Q** Do I need to notify the Ministry for addition of new modalities (e.g. Mammography, Computed Tomography, Ultrasound) to my services?

**A** Yes, you will need to notify, prior to the commencement of the proposed new modalities. MOH may inspect your X-Ray laboratory before approval is granted.

**2.Q** Who should I inform if I intend to cease operation of the X-Ray Laboratory?

**A** You may inform the Ministry of any cessation of operations via **eLis** (<https://elis.moh.gov.sg/elis/>) at least 30 days before the cessation. In the notification, please also indicate if the patients' medical records will be transferred to other HCIs to which such patients would be transferred, or remain in the custody of the PHMCA licensee.

For termination of NEA licences (e.g. L3, L5, N2 licences) issued under the Radiation Protection Act (RPA), you must notify NEA at <https://www.nea.gov.sg>.

### Clinical Laboratory

**3.Q** What is the procedure for approval of Fifth Schedule Specialised Tests and Services?

**A** To provide any of the following Fifth Schedule Tests listed below, you must apply via **eLis** (<https://elis.moh.gov.sg/elis/>) and obtain prior approval from the Ministry before commencement of the proposed new services. You are also required to subscribe to and perform satisfactorily in the relevant National Proficiency Testing (NPT) schemes for Fifth Schedule Tests.

Application to MOH and subscription to the relevant NPT schemes may be performed concurrently. MOH may inspect your clinical laboratory before approval is granted.

Fifth Schedule Specialised Tests and Services:

1. Blood Group ABO and Rhesus (D) Type tests.
2. Acid-Fast Bacilli (Smear) test.
3. Human Immunodeficiency Virus test.
4. Malaria Parasite test.



**4.Q Who are the providers of the National Proficiency Testing (NPT) Schemes for Fifth Schedule Tests?****A**

NPT Schemes providers are:

1. Blood Group ABO and Rhesus (D) Type tests
  - Blood Services Group (formally Centre for Transfusion Medicine)
  - Health Sciences Authority
2. Acid-Fast Bacilli (Smear) test
  - Central Tuberculosis Laboratory
  - Department of Pathology
  - Singapore General Hospital
3. Human Immunodeficiency Virus test
  - National HIV Reference Laboratory
  - Department of Pathology
  - Singapore General Hospital
4. Malaria Parasite test
  - National Malaria Reference Centre
  - National Public Health Laboratory
  - Ministry of Health

**5.Q Do I need to notify the Ministry for addition of new laboratory disciplines (e.g. Anatomic Pathology, Molecular Pathology, Cytology) to my approved scope of services?****A**

Yes, you must do so and obtain approval from the Ministry prior to the commencement of the proposed new disciplines. MOH may inspect your clinical laboratory before approval is granted.

**6.Q Do I need to notify the Ministry for the addition of new tests to my services?****A**

No, you do not need to if you are adding the new tests to an approved discipline. But you must ensure that the tests are clinically substantiated and the following are in place and available for the next inspection prior to offering the new tests as a clinical service:

1. Instrument commissioning;
2. Test evaluation and quality control measures;
3. Participation in an external quality assurance programme;
4. Standard operating procedures; and
5. Staff training.

**7.Q What are the requirements for outsourcing of specimens to foreign (i.e. overseas) clinical laboratories for testing?**

**A** You must ensure that the foreign clinical laboratory is accredited by one of the laboratory accreditation bodies approved by the Ministry and that the test/examination is covered within the scope of the accreditation. Please refer to the up-to-date MOH's [List of Approved Laboratory Accreditation Bodies](#).

**8.Q What can a laboratory do if there is no commercial External Quality Assessments Scheme (EQAS) available for the tests it intends to provide?**

**A** Under PHMCR 52(2)(a), it is a requirement to have EQAS for all tests performed. Typically, clinical laboratories adopt the following strategies on EQA in the following sequence to meet the requirements:

1. Established certification/standardisation programme;
2. Inter-laboratory comparison, external QC/biological reference materials;
3. Alternate method comparison.

Strategies 2 and/or 3 are usually adopted for rare/novel tests where commercial EQA programmes are unavailable:

**9.Q Can I provide genetic/genomic testing services?**

**A** The Standards for the Provision of Clinical Genetic/Genomic Testing Services and Clinical Laboratory Genetic/Genomic Testing Services have been issued as a '[Code of Practice](#)' with effect from 1 July 2018 to all PHMCA licensees. The Code of Practice is meant as a guidance document for licensees and registered medical practitioners providing clinical genetic testing and clinical laboratory genetic testing services. The licensees will be given a 'sunrise period' of at least one year, from 1 July 2018, before the requirements in the Standards are enforced. The implementation date will be communicated later to licensees and registered medical practitioners.

## FAQs on Emergency Ambulance Service (EAS) and Medical Transport Service (MTS)

### 1.Q What are Emergency Ambulance Service (EAS) & Medical Transport Service (MTS)?

#### **A** Emergency Ambulance Service(EAS)

Emergency Ambulance Service” or “EAS” refers to a service to transport, by land and using Emergency Ambulances, any individual suffering, or believed to be suffering, from an injury or condition of acute or sudden onset and of an emergency nature. An “Emergency Ambulance” refers to a ground conveyance that is used or intended to be used for transport, by land, of any Emergency patient (as described in para 1.4 of the [2017 Standards for EAS](#)).

#### Medical Transport Service (MTS)

“Medical Transport” refers to a ground conveyance that is used or intended to be used for the transport by land of patient(s) (as described in para 1.3 of the [2017 Standards for MTS](#)) being provided with non-emergency clinical care or monitoring en-route. “Medical Transport Service” or “MTS” refers to a service to transport by land patient(s) being provided with non-emergency clinical care or monitoring en-route.

### 2.Q Why is there a need to introduce the 2017 Emergency Ambulance Service & Medical Transport Service Standards?

**A** The 2017 EAS & MTS Standards was introduced to raise the standard of patient care and medical capability in the patient transport services sector. A workgroup comprising representatives of the ambulance service sector was formed to help review these standards. It includes enhanced proficiency requirements for the EAS and MTS crew and a revised list of equipment to meet the increased health needs of an ageing population. The standards also include additional requirements on quality assurance, equipment and operational protocols, as well as clarification on manpower and training requirements and the roles and responsibilities of the clinical director. Please refer to the [2017 Standards for EAS & MTS](#) for more details.

**3.Q Would there be references provided for the required protocols mentioned in the 2017 Emergency Ambulance Standards & Medical Transport Service Standards?**

**A** Guidelines will be provided to assist Private Ambulance Operators (PAOs) in developing their respective protocols for:

1. assurance of proper infection control standards in handling patients;
2. management of patient records and vehicle log systems (manual and/or electronic recording systems); and
3. care for the patients being transported.

These guidelines serve to provide a minimum standard for PAOs to meet. PAOs should develop their own protocols based on these minimum standards, under the supervision of a qualified clinical director (as described in Appendix 2 of the [2017 Standards for EAS](#)).

**Vehicles****4.Q Are there any specifications on naming and dimensions for the vehicle façade?**

**A** **Emergency Ambulance Service (EAS)**  
The front, rear and both sides of the vehicle should indicate 'EMERGENCY AMBULANCE'. The font, font size and font colour of the words 'EMERGENCY AMBULANCE' on the vehicle façade would be acceptable as long as they can be easily read. PAOs should also be mindful to avoid infringing existing trademarks, copyrights or other intellectual property in the design of the façade.

**Medical Transport Service (MTS)**

Medical Transports are not allowed to display the word "ambulance". Instead the front, rear and both sides of the vehicle should indicate 'MEDICAL TRANSPORT'. The font, font size and font colour of the words 'MEDICAL TRANSPORT' on the vehicle façade is acceptable as long as they can be easily read. PAOs should also be mindful to avoid infringing existing trademarks, copyrights or other intellectual property in the design of the façade.

**5.Q What are the technical requirements that the MTS vehicle must meet?**

**A** The Land Transport Authority (LTA) requires all vehicles, including EAS and MTS vehicles, to be registered for use in Singapore and to comply with the registration and technical requirements set out in the Road Traffic Act and its subsidiary legislations under the Goods Vehicle class.

**6.Q Is there any guideline for what will be inspected during the VAS?**

**A** The inspection is conducted in reference to the [2017 Standards for EAS & MTS](#). As such, operators may use that as a guide to prepare their fleet of vehicles for inspection.

**7.Q Is there any vehicular requirement for ambulances under the new regulations?**

**A** Aside from what has been stated in the [2017 Standards for EAS & MTS](#), there are no specific make and model requirements for ambulances. However, the vehicle must be able to accommodate the conveyance of lying and/or seated patients, and should not compromise their safety, or the safety of the ambulance crew at any time. The vehicle must also be able to accommodate all mandatory equipment and manpower, as stipulated in the 2017 Standards, without compromising safety or care of both patient/s and crew of the ambulance.

**8.Q What should I do if I wish to import an EAS/MTS vehicle for use in Singapore?**

**A**

1. As an operator, you are required to inform Customs and LTA of the intention to import EAS/MTS vehicles.
2. Once the vehicle(s) arrives in Singapore, you must declare the import permit to Customs and apply to MOH for vehicle inspection within three months of the vehicle(s) arriving in Singapore.
3. The vehicle(s) must be retrofitted in accordance with the [2017 Standards for EAS & MTS](#), and an application must be submitted through **eLis** (<https://elis.moh.gov.sg/elis/>).
4. Upon successful inspection, you will be issued with a Letter of Accreditation (LOA) and Certificate of Compliance (COC) and may then proceed to inform Customs and register the vehicle(s) with LTA.

**9.Q Will non-emergency ambulances be required to deregister now that they are known as MTS?**

**A** Non-emergency ambulance providers can choose to:

1. Comply with the [2017 Standards for MTS](#) anytime within the VAS period from 2018 to 2021. LTA will update the vehicle's registration upon MOH's satisfaction of such compliance; or
2. Discontinue the non-emergency ambulance service when the 2017 Standards for MTS Standards come into effect in 2021. The PAO will no longer be allowed to provide the medical transport services, and vehicles will have to be converted out from the ambulance scheme or deregistered.

**10.Q Will EAS and MTS vehicles have free parking?**

**A** All car parks are managed by private entities. As such, free parking for EAS and MTS vehicles will be at the discretion of the car-park operator.

**11.Q Who can be the principal officer for application on eLIS?**

**A** The principal officer (PO) is akin to the “authorised person” in PHMC, hence the PO may be anyone appointed by the ambulance operator to oversee the application process for VAS.

**Manpower and Crew****12.Q Who can assume the role of Clinical Director and what qualifications must they hold?**

**A** The role of the clinical director is to ensure that the standards are upheld at all times. The job scope involves (but is not restricted to) audit, training and protocol development for the EAS and MTS provider. Agencies should refer to Appendix 2 of the [2017 Standards for EAS & MTS](#) for the full requirements and roles and responsibilities of a clinical director to ensure that the potential candidate they wish to appoint is duly qualified.

**13.Q What is the cost of engaging a clinical director?**

**A** At the moment, MOH does not regulate the cost of engaging a clinical director. As such, the cost will be according to the business agreement between the clinical director and the ambulance operator.

**14.Q Apart from the specialisations listed for requirements of a clinical director, will other specialisations be considered?**

**A** Interested clinical directors may still apply if their specialisation is not stated in the requirements. Such application will be considered and is subject to approval by MOH/MOH-appointed authorities on a case-by-case basis.

**15.Q What are the responsibilities of a clinical director?**

**A** The responsibilities of a clinical director include, but are not limited to, medical oversight, clinical quality improvement, training and education, and any other responsibilities as they see fit.

**16.Q Are different operators allowed to share a clinical director?**

**A** Yes, they are.

**17.Q Can paramedics be the clinical directors for MTS?**

**A** Only doctors or registered nurses with the proper qualifications can be clinical directors for MTS.

**18.Q Where can I sign up for a MOH-endorsed emergency medical services (EMS) Medical Directors workshop?**

**A** Unit for Pre-Hospital Emergency Care (UPEC) currently conducts EMS Medical Directors workshops twice a year. Please refer to: [www.semsasm.com.sg/preworkshops.html](http://www.semsasm.com.sg/preworkshops.html) for more information

**19.Q What qualifications must the ambulance doctor of the EAS Service hold?**

**A** The ambulance doctor must be registered with the Singapore Medical Council as a fully registered medical practitioner, hold a valid practising certificate, and be assessed by the clinical director to be able to perform the tasks stipulated in paragraph 4.8 of the [2017 Standards for EAS](#). The ambulance doctor must hold valid certification in Basic Cardiac Life Support (BCLS) and Advance Cardiac Life Support (ACLS) recognised by the National Heart Centre Singapore (NHCS) and accredited by the NRCS.

**20.Q Where can I go to be certified as a paramedic?**

**A** Please refer to Appendix 3 of the [2017 Standards for EAS](#) for the list of approved courses and institutions.

**21.Q What is the role of an emergency medical technician (EMT)? Where can I go to be certified as an EMT?**

**A** An EMT is a category of healthcare worker who is trained and certified to handle patients with less acute/serious conditions as compared to paramedics or nurses. EMTs will need to obtain a WSQ Higher Certificate in Healthcare Support (Pre-Hospital Emergency Medical Services) or any other Emergency Medical Technician qualification as approved by DMS. Please refer to Appendix 3 of the [2017 Standards for EAS](#) for the list of approved courses and institutions.

**22.Q Can I sign up for EMT training courses without existing employment?**

**A** Yes, you can. If you are interested in a career in the pre-hospital care sector, you can register for any approved WSQ Higher Certificate in Healthcare Support (Pre-Hospital Emergency Medical Services) as long as you meet the admission criteria.

**23.Q What are the admission criteria and charges for the training courses?**

**A** The list of recognised courses and institutions are set out in Appendix 3 of the [2017 Standards for EAS](#). Please refer to the respective institutions' websites for their admission criteria and charges for these courses.

**24.Q What are the recognised qualifications of foreign paramedics/EMTs?**

**A** MOH will release more information at a later date.

**25.Q Are nurses under conditional registration allowed to practise in an emergency ambulance?**

**A** With reference to the 2017 EAS Standards, a fully registered Staff Nurse with the Singapore Nursing Board (SNB) is allowed to practise as crew leader in the emergency ambulance fleet for the organisation they are registered under. All requirements specific to the roles of crew members are stipulated in the [2017 EAS Standards](#).

**26.Q Are there any requirements to screen ambulance staff for HIV?**

**A** Yes, there are. Please refer to "[MOH Directive 2/2014 Management of Healthcare Workers \(Medical, Dental, Nursing and Paramedic\) with Hepatitis B, Hepatitis C and HIV](#)" for more information.



**Ambulance Operators' Compliance****27.Q What happens if I cannot meet or I do not want to comply with the 2017 EAS or MTS Standards?**

**A** All PAOs of (EAS) and (MTS) vehicles will be licensed by the Ministry of Health and will have to meet the [2017 Standards for MTS](#) once the relevant legislations under the proposed Healthcare Services Act are being enforced. Unlicensed PAOs will no longer be allowed to provide EAS and MTS services and will be considered to be providing an unlicensed service.

PAOs who choose not to meet the licensing requirements must convert their existing tax-exempt vehicles out of the ambulance scheme into other categories of normal tax-payable vehicles before the EAS and MTS regulations under the HCSA come into force or deregister their vehicles. Upon conversion, there will be a need to pay for a Certificate of Entitlement (COE) in the appropriate vehicle category and the respective vehicular fees and taxes (e.g. Additional Registration Fee (ARF), Road Tax, Excise Duties. Etc.).

PAOs can deregister the vehicles with LTA by (a) disposing of them at any Land Transport Authority (LTA)-authorised scrapyards; or by (b) exporting the vehicles. Valid proof of disposal must be submitted to the LTA.

**28.Q Can I comply earlier with the 2017 EAS & MTS Standards?**

**A** PAOs are strongly encouraged to comply with the [2017 Standards for EAS & MTS](#) early to avoid delays due to any last-minute surge in license applications.

PAOs can apply to be accredited as compliant with the 2017 EAS & MTS Standards starting January 2018 under our Voluntary Accreditation Scheme (VAS). Broadly, MOH will work with PAOs to assess if they meet the 2017 MOH standards and will issue a Certificate of Compliance (COC) to successful applicants.

PAOs will only have to pay a nominal sum for registration during the VAS period and will automatically be converted to the licensing scheme once it is launched in 2020. The letter of accreditation and COC(s) will be valid until 2022.

**29.Q What are the disciplinary actions that can be taken for non-compliance of EAS and MTS standards?**

**A** Under HCSA, EAS/MTS operators may be fined up to \$20,000, and/or two years' imprisonment for non-compliance.

**30.Q Are EAS operators able to request for standby to restructured hospitals?**

**A** Currently, only SCDF and SCDF-contracted ambulances are able to perform standby to restructured hospitals.

**31.Q How will VWOs that operate emergency or non-emergency ambulances with volunteers be regulated?**

**A** All emergency or non-emergency ambulances, including those operated by VWOs, will be required to be licensed either as EAS or MTS by the Ministry of Health once the Healthcare Services Act (HCSA) is implemented. All the volunteers who would be working on the vehicles must meet the requirements as stipulated in the [2017 Standards for EAS & MTS](#), and must be listed during the application process.

**32.Q Are EAS and MTS operators required to provide medical malpractice insurance for their clinical directors?**

**A** No, there is no requirement. This will be a business agreement between the clinical director and the ambulance operator.

**33.Q If my registered company name, as approved by ACRA, contains the words “Singapore” and/or “Ambulance”, are we required to change the company name?**

**A** You are not required to change the company name. However, it must be mentioned in the company profile the type of services that the company provides.

## FAQs on Termination of Pregnancy (TOP)

**1.Q How do I seek approval to provide TOP services?**

**A** You can apply via electronic licensing application at eLis (<https://elis.moh.gov.sg/elis/>). MOH will need to inspect the facilities to assess whether the facilities comply with all the requirements stipulated in the TOP Act/Regulations and Guidelines before approval can be given for the premises to be an approved institution to carry out TOP.

**2.Q How soon can I get approval for my clinic to be an approved institution to carry out TOP?**

**A** The Ministry may take up to 21 working days to process your application, i.e. from the day of inspection to the issuing of the approval if the clinic complies fully with all the requirements under the TOP Act/Regulations and its Guidelines.

**3.Q My clinic is an approved institution for TOP. Can I apply for another of my clinics to be an approval TOP institution to carry out TOP?**

**A** No, you can only apply for one specified private medical clinic to be an approved institution to carry out TOP.

**4.Q I am an authorised TOP doctor. Can I perform TOP in other clinics which are approved institutions to carry out TOP?**

**A** Currently, all doctors are only allowed to perform TOP in one designated TOP clinic.

**5.Q I am an authorised TOP doctor and am currently performing TOP in my own clinic. Can I perform TOP in hospitals as well?**

**A** Yes. Where authorised medical practitioners are also accredited to work at hospitals that are approved to carry out treatment for TOP, the medical practitioners may also perform such treatment at these approved hospitals.

**6.Q I am an authorised TOP doctor and am currently performing TOP in my own clinic. Can I perform TOP in my friend's private ambulatory surgery centre which is an approved TOP institution?**

**A** No. MOH's [Guidelines on Termination of Pregnancy](#) (dated 17 April 2015), states that "Each medical practitioner in private practice who applies to the Minister for authorisation to carry out treatment to terminate pregnancy shall be approved to carry out treatment for the termination of pregnancy at only one specified private medical clinic".

**7.Q I have recently obtained my degree of Master of Medicine (Obstetrics and Gynaecology). Can I perform TOP in my licensed medical clinic?**

**A** Under Regulation 3 of the TOP Regulations, you have to apply at **eLis** (<https://elis.moh.gov.sg/elis/>) to be an authorised doctor to perform TOP. Please note that if your clinic is not an approved institution to carry out TOP, you have to apply for status to be an approved institution before you can proceed to perform TOP in your clinic.

### **TOP Counsellor**

**8.Q My TOP counsellor resigned recently. Can I perform TOP counselling to my patients when they see me to request for TOP?**

**A** Under Regulation 4, every approved institution shall have amongst its personnel at least one doctor or nurse who has undergone a course of training in termination of pregnancy counselling. If the trained counsellor leaves employment, the approved institution is required to inform Ministry of Health within two weeks. A maximum grace period of six months will be allowed for the approved institution to have a replacement counsellor or make arrangement to satisfy the mandatory counselling requirement, failing which the approval to the approved institution to carry out TOP will be cancelled. In the meantime, you may perform TOP counselling if you have the requisite training to do so. Otherwise, you should not carry out TOP.

### **Mandatory Counselling**

**9.Q Do I have to perform abortion counselling on every patient who seeks for TOP?**

**A** Pre-abortion counselling must be provided to all pregnant woman seeking TOP.

**10.Q Do I have to provide pre-abortion counselling for women diagnosed with foetal abnormality?**

**A** Targeted counselling should be provided for women diagnosed with foetal abnormality.

**11.Q Can I proceed to perform TOP on my patient even if she refuses to receive counselling before the TOP procedure?**

**A** Under Regulation 5 of the TOP Regulations, it is mandatory for all patients undergoing TOP to receive counselling before the procedure.

**12.Q Can I proceed to perform TOP on my patient after she has been counselled if she requests to have the procedure done the next day as she has a planned business trip?**

**A** Under Regulation 6 of the TOP Regulations, TOP can only be carried out at least 48 hours after counselling.

*Example:*

*If my patient was counselled on 23/7/2009 at 5 pm, she has to wait until 25/7/2009 5 pm, i.e. at least 48 hours later, before she can give consent and for the procedure to take place.*

**Post-abortion Counsellor****13.Q Do I have to go through post-abortion counselling with all my patients?**

**A** Every authorised medical practitioner must provide counselling to a woman who has had her pregnancy terminated. Such counselling should be given on the day when the abortion procedure is carried out. The counsellor may have the flexibility to conduct the post-abortion counselling at any time during the admission for TOP, either before or after the procedure. The actual timing would best be determined by the doctor, based on their assessment of the patient, her condition and type of anaesthesia or sedation that she would be given. Where the counselling is conducted after the procedure, it should be given only after the woman has fully recovered from the effects of anaesthesia or sedation.

**14.Q Do I have to provide post-abortion counselling for women who have undergone sterilisation following TOP?**

**A** Women who have undergone sterilisation following abortion need not go through the standard post-abortion counselling programme, but must undergo grief counselling.

**Counselling facilities****15.Q What are the facilities that are required for TOP counselling?**

**A** Every approved institution shall provide the following facilities for counselling and such facilities shall, where applicable, be in proper working condition:

1. television set
2. video player/portable media devices
3. video on abortion produced by Health Promotion Board
4. pamphlets produced by Health Promotion Board

**16.Q Where can I obtain educational materials for TOP counselling?**

**A** To request educational materials for Termination of Pregnancy Counselling, please contact Health Information Centre at Tel 64353954 or Fax 65361277.

**Non-residents****17.Q Can I perform TOP on a non-resident woman who is on a student pass and who has been in Singapore for two months?**

**A** Under the TOP Act GL1.2, the non-resident woman must have been resident in Singapore for at least four months before you can carry out the TOP.

**18.Q Can I perform TOP on a tourist who is in Singapore for the past one month?**

**A** Under the Termination of Pregnancy Act, an authorised medical practitioner must not carry out treatment for the TOP on any pregnant woman other than:

1. a citizen of Singapore or the wife of a citizen of Singapore;
2. a holder or the wife of a holder of a work permit pass or employment pass;
- or
3. a person who has been resident in Singapore for at least four months unless it is immediately necessary to save the life of the pregnant woman.

**Underage Patients****19.Q My patient who seeks to have TOP is underage i.e. below 16 years. Can I perform TOP on her?**

**A** Under Regulation 5 of the TOP Regulations, an unmarried girl below 16 years of age should be referred for pre-abortion counselling at the Health Promotion Board (HPB) Counselling Centre when she seeks treatment to terminate pregnancy. HPB would issue a Certificate of Attendance (COA) to confirm that counselling has been performed and this must be produced before a termination of pregnancy can be performed on the girl. The COA number should be recorded in Part III Column 19 of the Report on Request for Treatment to Terminate Pregnancy and attached to the patients' case notes for audit purposes (Form VI set out in the Schedule to the Regulations).

**Returns/Report**

**20.Q** My clinic is an approved TOP institution and I am also accredited to perform TOP in hospitals. If I perform TOP on some of my patients in hospitals which are approved TOP institutions, can I file the TOP returns as TOP performed in my clinic?

**A** No, you must file the returns as TOP performed in the hospital.

**21.Q** Do I need to file my TOP returns immediately after TOP is performed on my patients?

**A** Under Regulation 9 of the TOP Regulations, a report on the request for treatment to terminate a pregnancy must be made to the Director of Medical Services by the authorised medical practitioner within 30 days of the post-termination of pregnancy counselling.

**22.Q** Do I need to file my returns if the patient decides to go through with the pregnancy?

**A** Please report within 30 days of the pre-termination of pregnancy counselling if no treatment to terminate pregnancy is carried out.

**23.Q** Can I maintain an electronic TOP register for the number of TOP performed in my clinic?

**A** Clinics can record the number of TOP performed in the clinic electronically. However, please note that every approved institution must maintain a register solely for recording particulars of all treatments to terminate pregnancy carried out in the institution and such register must contain the following particulars:

1. name of operating theatre
2. name of authorised medical practitioner who carried out the treatment
3. name of patient as indicated in her identity card or passport
4. identity card or passport number of patient
5. date of operation; and
6. method of termination of pregnancy.

**24.Q** TOP are carried out in a few operating theatres in the hospitals. Can we record the total number of TOP performed in the hospital electronically?

**A** Yes, you may maintain an electronic register for TOP carried out in the hospitals. However, the hospitals must be able to retrieve any information required on TOP from the electronic register at any time.

**Others**

**25.Q** My patient is already 24 weeks pregnant when seeking TOP in my clinic. Can I proceed with the TOP as the ultrasound scan shows that the foetus is abnormal?

**A** Under the TOP Act, no treatment for terminating a pregnancy of more than 24 weeks can be carried out unless the treatment is immediately necessary to save the life or to prevent grave permanent injury to the physical or mental health of the pregnant woman.

**26.Q** A patient's husband requested to have TOP performed on his wife. Can he sign the consent form on behalf of his wife?

**A** The termination of a pregnancy must be at the request of the pregnant woman only and with her consent.

**27.Q** What happens if my patient cannot produce any identification paper on her residence status and refuses to declare if she has any living children?

**A** Under the TOP Regulations, the woman requiring treatment to terminate her pregnancy should sign a declaration of her marital status, educational level and number of living children in Form IV set out in the Schedule to the Regulations and as such TOP should not be carried out if the relevant details are not available.



## FAQs on Technical Support

### **1.Q I encountered technical issues on eLis. Who can I contact for assistance?**

**A** Please email the IT helpdesk at [elishelpdesk@dx.com](mailto:elishelpdesk@dx.com) or call 1800 225 3547 on Monday to Friday (excluding Public Holidays) from 8:30am to 6:30pm.

### **2.Q Why can't I use my old eLis login to access eLis?**

**A** With effect from September 2018, all Government portal e-services can only be accessed via CorpPass. Singapore Corporate Access (CorpPass) is a single corporate digital identity for businesses and other entities (e.g. non-profit organisations and associations) to transact online with Government agencies.

### **3.Q I am unable to sign up for CorpPass, the registration website claims my UEN is deregistered.**

**A** Please verify your UEN status at <https://www.uen.gov.sg> and follow the instructions given.

### **4.Q I have a CorpPass account now. My eLis web screen is showing a blank page with an error.**

**A** Please contact your company CorpPass Administrator and ensure that you are the authorised person to access the eLis system.

### **5.Q How do I assign eLis e-services to my CorpPass account?**

**A** CorpPass Administrators may assign Digital services to CorpPass user accounts. Please visit <https://www.corppass.gov.sg/corppass/common/userguides> for more information.

### **6.Q I am unable to see the renewal and change of licensee tab under services. What should I do?**

**A** Please ensure that you are the authorised person to access your company's eLis profile. If you are the authorised person, please ensure that the UEN that you have input at the login page is accurate.

## Other related useful links

Matters relating to:	Agency
<b>Registration, continuing medical education (CME) programme, professional conduct and ethics of doctors</b>	SMC Email: <a href="mailto:enquiries@smc.gov.sg">enquiries@smc.gov.sg</a>
<b>Registration, professional conduct and ethics of dentists</b>	SDC Email: <a href="mailto:enquiries@dentalcouncil.gov.sg">enquiries@dentalcouncil.gov.sg</a>
<b>Registration, professional conduct and ethics of nurses and midwives</b>	Singapore Nursing Board Email: <a href="mailto:snb_contact@snb.gov.sg">snb_contact@snb.gov.sg</a>
<b>Registration, professional conduct and ethics of allied health professionals such as audiologists, clinical psychologists, dietitians, occupational therapists, physiotherapists, podiatrists, prosthetists/orthotists, radiation therapists, radiographers and speech-language therapists</b>	Allied Health Professions Council Email: <a href="mailto:enquiries@ahpc.gov.sg">enquiries@ahpc.gov.sg</a>
<b>Traditional Chinese Medicine (TCM)</b>	TCM Board Email: <a href="mailto:enquiries@tcmpb.gov.sg">enquiries@tcmpb.gov.sg</a>
<b>Registration of businesses</b>	Accounting and Corporate Regulatory Authority Email: <a href="https://www.acra.gov.sg/enquiry/">https://www.acra.gov.sg/enquiry/</a>
<b>Licences for retail pharmacies and registration of medical devices and therapeutic products such as drugs</b>	Health Sciences Authority Email: <a href="mailto:HAS_Info@hsa.gov.sg">HAS_Info@hsa.gov.sg</a>
<b>Licences for pressure vessels such as autoclaves</b>	Ministry of Manpower Email: <a href="https://services.mom.gov.sg/feedback/Forms/efeedback.aspx">https://services.mom.gov.sg/feedback/Forms/efeedback.aspx</a>

<p><b>Licences for irradiating equipment such as X-ray, laser and ultrasound machines, and food safety</b></p>	<p>NEA Email: <a href="https://www.nea.gov.sg/corporate-functions/feedback">https://www.nea.gov.sg/corporate-functions/feedback</a></p>
<p><b>Fire safety</b></p>	<p><b>Singapore Civil Defence Force</b> <a href="https://www.scdf.gov.sg/home/fire-safety/permits-and-certifications">https://www.scdf.gov.sg/home/fire-safety/permits-and-certifications</a></p>
<p><b>MediSave and MediShield accreditation</b></p>	<p><a href="https://www.mediclaim.moh.gov.sg">https://www.mediclaim.moh.gov.sg</a></p>
<p><b>Registration of CorpPass account and access</b></p>	<p><a href="mailto:support@corppass.gov.sg">support@corppass.gov.sg</a> Helpdesk: +65 6643 0577 Mon to Fri, 8am-8pm Sat, 8am-2pm Closed on Sun &amp; Public Holidays</p>

**- END OF FAQ -**