



MINISTRY OF HEALTH
SINGAPORE

EGUIDE: UPDATING INFORMATION ON HCI DIRECTORY AND HEALTHHUB WEBSITES

What you need to do before updating information on HCI Directory and HealthHub websites

1. The Authorised Person can update the following information to be reflected publicly on the HCI Directory and HealthHub websites for his/her Healthcare Institution (HCI):
 - ✓ Operating hours
 - ✓ Telephone number
 - ✓ Medical fees
 - ✓ Payment modes
2. If you intend to make changes / amendments to your HCI licence, please refer to our eGuide on [Making Changes/Amendments to a HCI Licence](#). If you would like to check licence application status or view e-licence, please refer to our eGuide on [Checking Licence Application Status and Viewing the E-Licence](#).
3. Read through the step-by-step guide in the following pages to familiarise yourself with the information you will be asked to provide.

SUPPORT

Technical issues submitting the application online: elishelpdesk@ncs.com.sg.

All other enquiries: eLis@moh.gov.sg.

Logging into eLis

Steps

1. Access the eLIS Website. (<https://elis.moh.gov.sg/>). You will be redirected to HALP Landing page.

The screenshot shows the HALP (Healthcare Application and Licensing Portal) landing page. At the top, there is a navigation bar with the URL halp.moh.gov.sg/main-web/eservice/INTERNET/FE_Landing. Below the navigation bar, there are logos for the Ministry of Health Singapore and HALP. The main content area features a blue banner with a wrench icon and the text "Upcoming Scheduled Maintenance".

Upcoming Scheduled Maintenance

HALP:

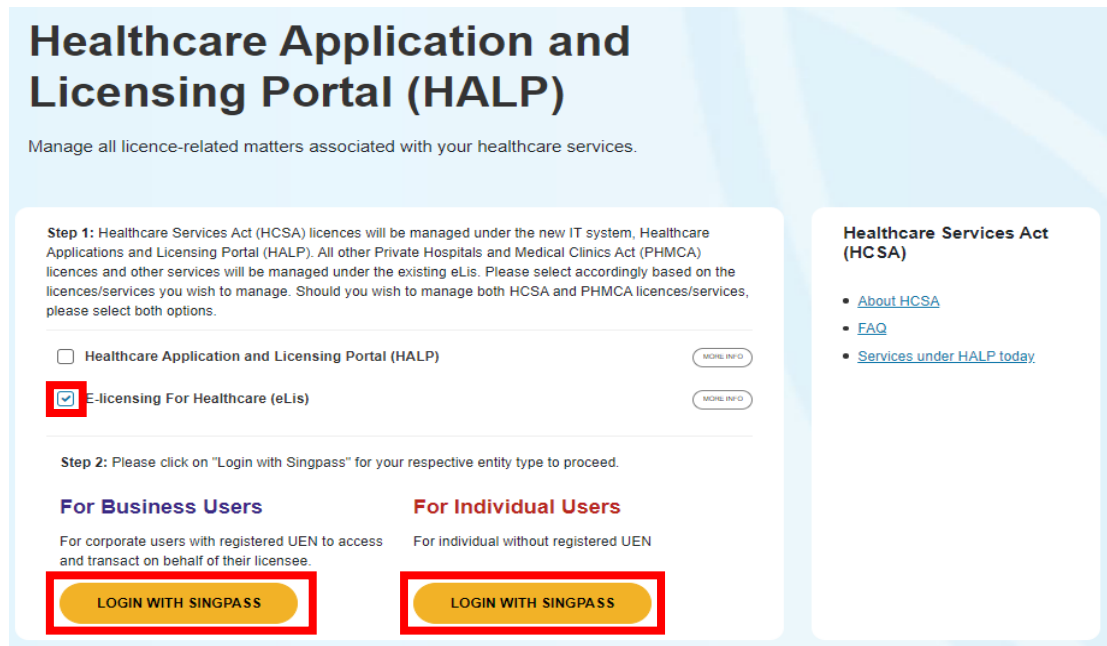
HALP will be undergoing a **system maintenance on 2 July 2022 (Sat) from 10.00pm to 3 July 2022 (Sun) 8.00am**. The period. You are advised to save the application as draft 10 minutes before the system downtime.

For enquiries or assistance, please email us at halp_helpdesk@moh.gov.sg or give us a call at 67689796 (Mon – Friday, & Holidays).

ELIS and RDAR:

Scheduled system downtime: Every Tuesday from 7.00am to 10.00am

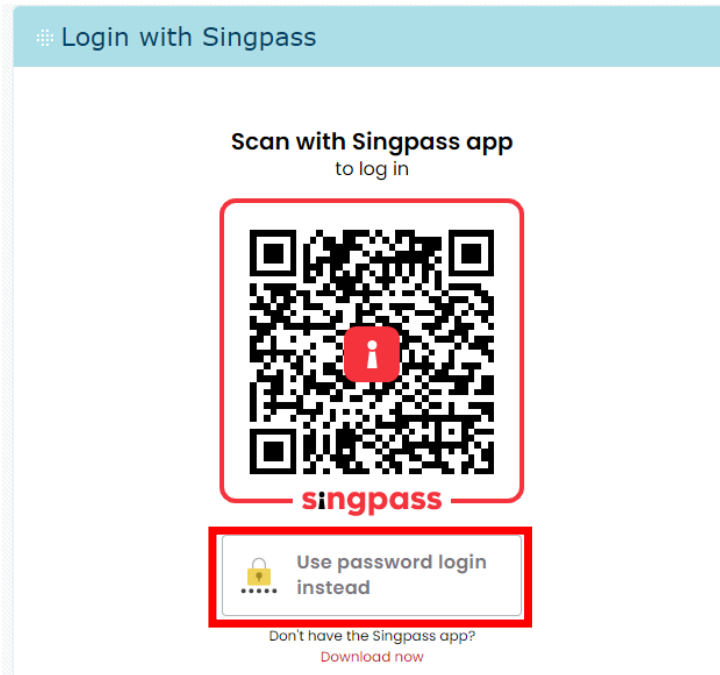
- a. Scroll down and Select on the “E-licensing for Healthcare (eLis)”
- If the licensee is company, please login as a Business User.
 - If the licensee is Sole Proprietor, please login as an Individual User.



- b. Use the Singpass app to login to your eLIS account. The Singpass NRIC and the NRIC which registered in eLIS for the authorised person should be the same. User must use the **authorized person’s Singpass account** to login to eLIS to access the HCI information.



1. If the Singpass app is not available, click on the “Use password Login instead” under the QR code.



2. Enter your User ID and Password and click on the “Login” button. The Singpass NRIC and the NRIC which registered in eLIS for the authorised person should be the same. User must use the **authorized person’s Singpass account** to login to eLIS to access the HCI information.

Step 1: Selecting “Update for Change”

1. Click on “**Services**” from the top navigation bar and select “**Update for Change**”.

The screenshot shows the ELIS (E-Licensing for Healthcare) website interface. The top navigation bar includes 'Licences', 'Ambulance', 'Data Submissions', 'Services', and 'Accounts'. The 'Services' menu is open, and 'Update for Change' is highlighted with a red box. Other options in the menu include 'Request for Change', 'Make Online Payment', 'Payment History', 'Download Form', 'General Enquiries', and 'Set up 2FA Authentication'. The main content area displays 'TESTI' and 'thiscompany (Licensee)' with details like 'BLK 1 this street #1-1 building name S(123123)'. A table shows 'Current Licences' with columns for 'Period' and 'e-licence Certificates'. A 'Non-Compliance Case' button is visible at the bottom right.

Step 2: Update information at the HCI Directory

1. Select “**Update information at the HCI Directory (For e.g. Telephone number for public to contract, Operating Hours, Fee, Mode of Payment, Accreditation, etc)**” and click “**Next**” at the bottom of page to proceed.

The screenshot shows the 'UPDATE FOR CHANGE' form on the ELIS website. The 'Type of Licence' is set to 'Medical Clinic'. There are two radio button options: 'Update information at the HCI Directory (For e.g Telephone number for public to contact, Operating Hours, Fee, Mode of Payment, Accreditation etc)' which is selected, and 'Update contact information in the PHMC Licence application'. A green 'Next' button is located at the bottom left of the form.

2. Update the information in the relevant sections accordingly.

E-LICENSING FOR HEALTHCARE

Within MOH Website

00022A, 28 Jul 2022 11:21 PM
Logout

Home
Licences
Ambulance
Data Submissions
Services
Accounts

INFORMATION OF HEALTHCARE INSTITUTION TO BE DISPLAYED ON HCI DIRECTORY

Disclaimer

The information below will be published in the HCI Directory. Please ensure that all information uploaded on the HCI directory is accurate, factually correct and complies with all Singapore laws. The Ministry of Health will not be liable for any information uploaded onto the HCI Directory which is inaccurate, factually incorrect or is in breach of any Singapore laws.

Accreditation/Certification:

Select All
 International Organization for standardisation

Operating Hours

Please click "Yes" if your Healthcare Institution is operated 24-Hours. If not, please click "No" and enter the Day(s) and Sessions of the operating hours below.

24-Hour: Yes No

Fees

S/N	Fees	Action
No record(s) found.		

* To proceed, please click on the "Add/Update" button after entering the fees.

Fee Type : From S\$ To S\$

Add

Mode of Payment:

Select All
 Cash
 Master
 Nets
 Visa

Telephone No. (For Public to Contact)*:

Submit

Back

3. Click on “**Submit**” to complete the updating of information.

Note: It may take up to 14 working days for the updated information to be reflected in HCI Directory and HealthHub websites.

- END OF EGUIDE -