



MINISTRY OF HEALTH
SINGAPORE

HCSA Administration and Transition

Presented by the Health Regulation Group (HRG)
Ministry of Health
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Agenda

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HCSA Services will be implemented in 3 Phases

Phase 1 Sep 2021

- Clinical Support Services
 - ✓ Clinical Laboratory
 - ✓ Radiological Laboratory
 - ✓ Blood Banking
 - ✓ Tissue Banking (cord blood)
- Special Services
 - ✓ Nuclear Medicine Imaging
 - ✓ Nuclear Medicine Assay
- Non-Premises Based Services
 - ✓ Emergency Ambulance
 - ✓ Medical Transport

Phase 2 Jun 2022

- Ambulatory Care Services
 - ✓ Medical Clinic
 - ✓ Dental Clinic
 - ✓ Health Screening
 - ✓ Ambulatory Surgical Centre
 - ✓ Renal Dialysis Centre
- Clinical Support Services
 - ✓ Tissue Banking (human tissue; reproductive cell and/or embryo)
- Special Services
 - ✓ Assisted Reproduction
 - ✓ Radiation Oncology (including Proton Beam Therapy)
 - ✓ Blood Transfusion
 - ✓ Nuclear Medicine Therapy
- Non-Premises Based Services
 - ✓ Telemedicine

Phase 3 Mar 2023

- Hospital Services
 - ✓ Acute Hospital
 - ✓ Community Hospital
- Special Services
 - ✓ Cell, Tissue and Gene Therapy
 - ✓ Clinical Genetic and Genomic
 - ✓ Organ Transplant
 - ✓ Specialised Interventional Procedures
- Long Term Care Services
 - ✓ Nursing Home
 - ✓ Inpatient Palliative Care

Note: MOH will consult relevant licensees ~6-8 mths before each phase to co-develop regulations for each service

Transitioning from PHMCA to HCSA



Transitioning from PHMCA to HCSA

MOH has planned the following milestones to support licensee's seamless transition from PHMCA to HCSA:

Prior to implementation of each HCSA phase



Consultations

- The Health Regulation Group (MOH) will consult new and existing licensees ~6-8 mths prior to each phase
- Details on these consults will be shared over email and at hcsa.sg



Service Mapping Exercise

- Affected licensees will be asked to participate in the service mapping exercise ~6-8 mths prior to each phase



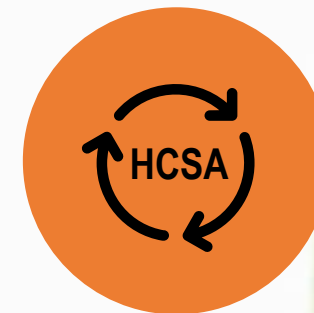
Data Verification Exercise

- Affected licensees will be asked to verify the data migrated from eLis to the new licensing system ~1-3 mths prior to each phase



Administrative Blackout Period

- An administrative blackout period of up to 1 month will be announced prior to each phase
- Affected licensees will not be allowed access to eLis, during this blackout period



Implementation of HCSA

- A new licensing system will 'go-live' alongside the implementation of HCSA.
- Licensees will use the new system to manage their HCSA licences

After implementation



Assistance from MOH

- A dedicated helpdesk will be set up to assist stakeholders who may face issues using the new licensing system
- Training will also be conducted for licensees to familiarise themselves with the new system

Service Mapping Exercise: What is Service Mapping and why Map?

- **PHCMCA and HCSA licences are not congruent.** As such, mapping current PHMCA licences to relevant future HCSA licences will reduce disruption and help licensees transit seamlessly at each HCSA phase
- MOH will engage affected licensees and authorised persons at least 6 months prior to each phase, to participate in the **service mapping exercise** to:
 - **Confirm** that the pre-mapped HCSA licences* and licensing details are complete and accurate;
 - **Confirm** that the pre-populated personnel information is accurate, and update the Principal Officer (PO), and/or Clinical Governance Officer (CGO) where applicable; and
 - **Update** service related information that may have changed
- **Information captured during the Service Mapping exercise will be ported over** to the new licensing system. This will allow MOH to seamlessly port over licensees' current PHMCA service(s) to HCSA licence(s) at each implementation phase
- Licensees who have completed their service mapping **will not be required to re-apply for these mapped HCSA licence(s) when HCSA is implemented**

* The pre-mapping of PHMCA to HCSA services is done by MOH and is based on the current licences held by the healthcare institution.

Service Mapping Exercise: How will Service Mapping be conducted?

In the service mapping exercise, existing PHMCA services and personnel information will be pre-populated in eLis and **licensees will be asked to verify the information when they login to the system**

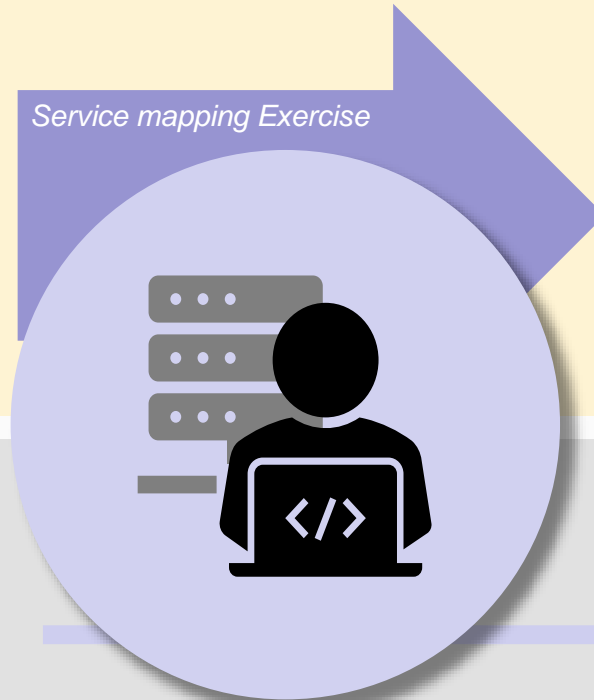
See Phase 1 service mapping logic below*:

Mapping Services

PHMCA

Clinical Laboratory
X-Ray Laboratory
Tissue Banking
Blood Banking

Service mapping Exercise



HCSA

Clinical Laboratory
Radiological Laboratory
Tissue Banking (cord blood)
Blood Banking
Nuclear Medicine (Assay) NEW
Nuclear Medicine (Imaging) NEW

Mapping Personnel

PHMCA

Licensee
Manager
Deputy Manager

HCSA

Licensee; Clinical Governance Officer (CGO)
Principal Officer (PO)
Nominee

* For Private Ambulance Operators (PAOs) that are on Voluntary Accreditation Scheme (VAS), their services (EAS and/or MTS) will be ported over to HCSA seamlessly. PAOs not on VAS are required to apply for EAS/MTS licences at Phase 1.

Service Mapping Exercise: When will Service Mapping happen?

Ongoing HCSA Phase 1 Service Mapping

- 90% of Phase 1 licensees have completed their service mapping exercise from Jan – Nov 2020

Service Mapping Exercise
(for Phase 1 services)

Pending
10%



Upcoming Phase 2 and Phase 3 Service Mappings

- Service Mapping Exercise is targeted to commence for the remaining phases as follows:
 - HCSA Phase 2 → Mapping in Q2 2021
 - HCSA Phase 3 → Mapping in Q1 2022
- Affected licensees will be notified by MOH to participate in the exercise

Data Verification Exercise: What is the Data Verification for?

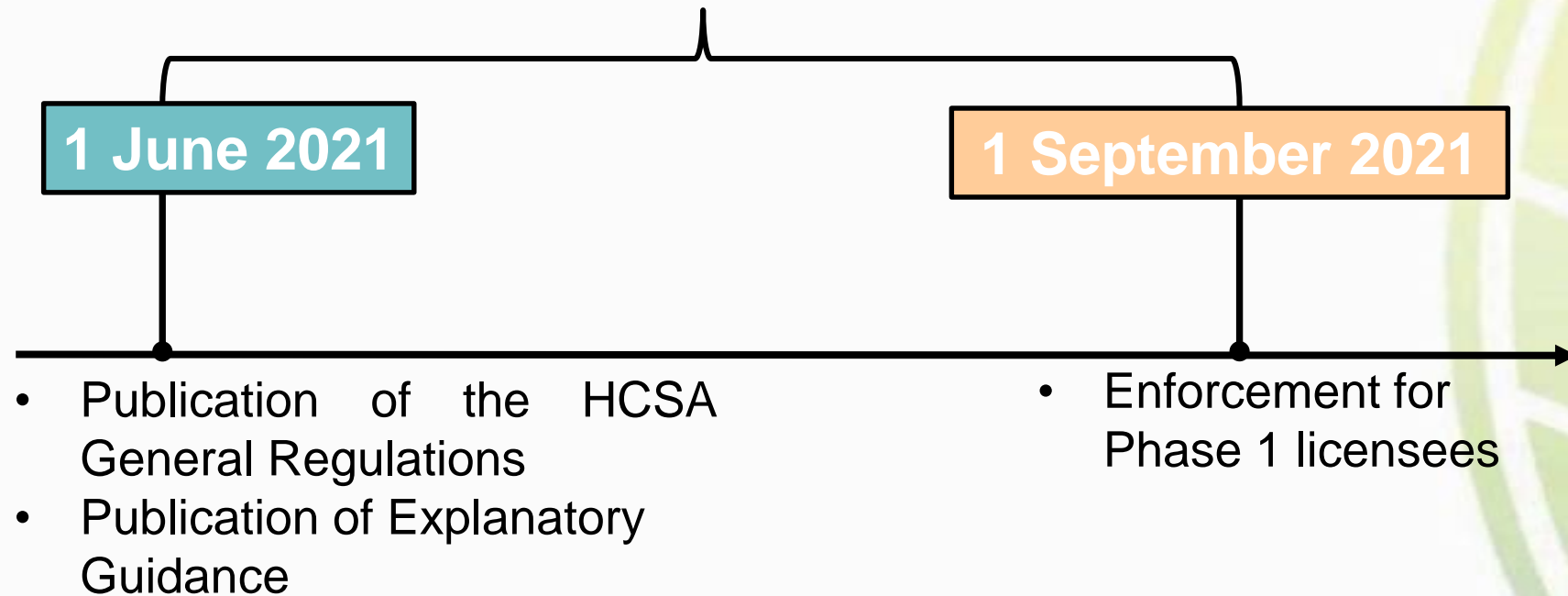
- **Up-to-date and accurate information will help licensees transit seamlessly** at each HCSA phase
- MOH will engage affected licensees ~1-3 months prior to each phase, to participate in the **Data Verification exercise** to:
 - **Confirm** the accuracy of the data migrated from eLis to the new licensing application system; and
 - **Update** service and personnel related information that may have changed since the service mapping exercise (e.g. changes to the Clinical Governance Officer)
- MOH will **provide licensees with clear instructions and assistance** to complete the data verification exercise

Administrative Blackout Period: What should I be aware of?

- There will be an **administrative blackout period of up to 1 month** before each HCSA phase
- **The date for the Phase 1 blackout will be confirmed shortly.**
 - MOH will reach out to affected PHMCA licensees providing Phase 1 services at least 2-3 months ahead of the Blackout period, to submit any applications (new, renewal, change requests, etc) to MOH so that they can be processed in time for the transition to HCSA
 - During the Phase 1 blackout period:
 - Phase 1 licensees will **not be allowed to make any eLis applications** (such as new, renewal, request for change applications) **for their PHMCA Clinical and Radiological Laboratory Licences**
 - Licensees that will transition to HCSA in Phase 2 and 3 will still be able to use eLIS during this period.
- The above measures will apply to Phase 2 and 3 as well.

Implementation of HCSA General Regulations: 3-month sunrise period

During this sunrise period, Phase 1 licensees should review and rectify (if necessary) their processes and practices to ensure compliance with the HCSA General Regulations



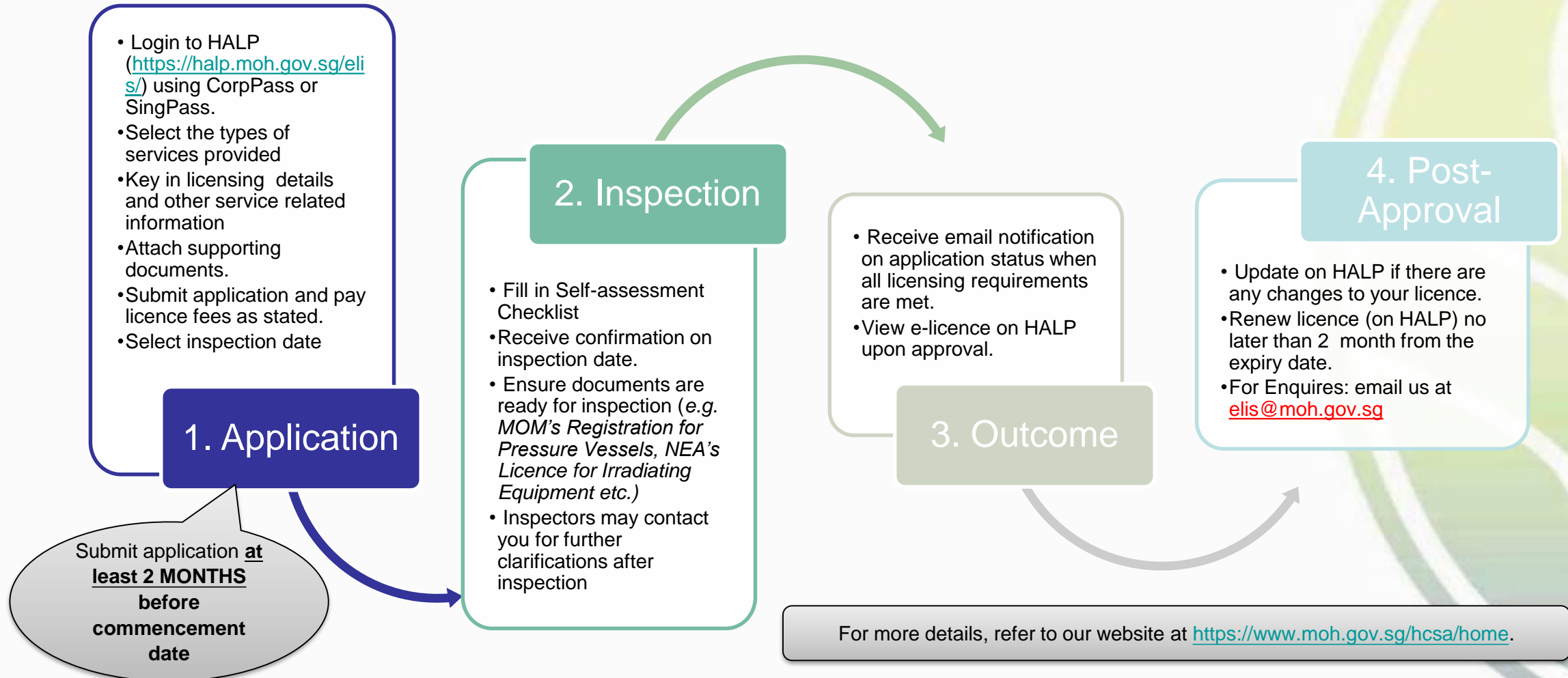
- The above 3-month sunrise period will apply to Phase 2 and 3 as well.

HCSA Phase 1 services will be 'switched on' in Q3 2021

- With the start of Phase 1, **the new licensing system will 'go-live'**
 - **MOH will issues HCSA licence(s) to existing licensees** who have:
 - Service mapped their PHMCA licence(s); and
 - Verified their data during the data verification exercise
 - Licensees **can then start using the new licensing system** to apply for new HCSA (Phase 1) services and manage their HCSA (Phase 1) licenses *[more on the new system in subsequent slides]*
 - Licensees which still have PHMCA licence(s) (e.g. clinics, hospitals, nursing homes), will still be required to use the eLis system for their licensing matters. This will be until these services are ported over to HCSA at each respective Phase
- Service regulations for each Phase 1 service will be published on the Singapore Statutes Online website

Quick Overview: Applying for a New Licence (HCSA)

One licence will be issued per service per premises.



Licensing Matters

Timeline for application, amendment, cessation of licence

Licence	Requirements
Application for new licence	<ul style="list-style-type: none"> To be made via MOH licensing website <u>no later than 2 months</u> before intended commencement date
Renewal of existing licence	<ul style="list-style-type: none"> Application to be made <u>no later than 2 months</u> before expiry of licence Up to 2 months from date of application to issue renewed licence Late renewal fee specified in First Schedule
Addition of Premises / Conveyances to Licence	<ul style="list-style-type: none"> Application to be made <u>no later than 2 months</u> before the service is provided at that additional premises / conveyance
Removal of Premises / Conveyances from Licence	<ul style="list-style-type: none"> Application to be made <u>no later than 1 month</u> before stopping provision of service at that premises / conveyance
Any Other Amendment (particulars or information)	<ul style="list-style-type: none"> Application to MOH for (i) change of licensee name, and (ii) substantial change (>50%) in management) to be made <u>no later than 1 month</u> prior to doing so For other changes, to notify MOH of the change <u>within 14 calendar days</u>
Notification of Cessation	<ul style="list-style-type: none"> Notification of intention to cease must be made <u>not less than 1 month</u> prior to cessation

Licensing Matters

Amendment of licensee details, death of licensee, nominee and display of licence

Licence	Requirements
Notification of Death of Licensee	<ul style="list-style-type: none">• Director must be notified of the licensee's death <u>within 1 month</u>
Nominee	<ul style="list-style-type: none">• Certain licensees to provide details of a nominee* (i.e. for individuals or solo businesses) <p><i>*Nominee to be contacted when licensee is uncontactable</i></p>
Display of Licence	<ul style="list-style-type: none">• No longer need to display licence (licences will be issued electronically)• However, details of licence and licensed services to be provided to patients upon request

The Healthcare Application & Licensing Portal (HALP) will replace eLIS

HALP – the new licensing system will replace eLis to support the application of HCSA services. The key features are:

- **A one-stop licensing portal**

- ALL HCSA licensing application to be done online, e.g. applying for new services, renewing licences or making changes to your licence(s);
- ALL Data to be submitted online, e.g. submitting data for Laboratory Developed Tests (Phase 1) and Assisted Reproduction (Phase 2); and
- Approved licences may be downloaded or printed from HALP

- **Access to self-help tools**

- A Self-Assessment Module will help users navigate to the correct eService within HALP; and
- A Fee Calculator will help users calculate prospective licensing fees prior to submitting their licensing application

Licensees may seek assistance from MOH via the following channels:

- **Through self-help resources:** FAQs and E-guides will be uploaded on the website as self-help tools for licensees
- **Through HALP Training Sessions:** Training sessions will also be organised nearer HCSA implementation to help licensees (and users) familiarise themselves with the new licensing application system
- **Through a helpdesk:** Phone and email touchpoints will be set up to provide assistance to licensees

Fees under HCSA



Fees will be retained or reduced for most PHMCA licence categories

- Through process reviews and streamlining, MOH is able to retain or reduce the HCSA licensing fees for most existing PHMCA licensees.
- **About 95%** of the existing licensees will see **either the same or a reduction in fees** under HCSA.
- The licence categories that will see a **fee reduction** under HCSA includes:
 - **Community Hospitals** - *A more accurate categorization of the services that they offer*
 - **Ambulatory Surgical Centres** and **Renal Dialysis Centres** - *These are currently specialised care services under PHMCA, which no longer require a base licence (i.e. clinic) under HCSA*
 - **Clinics** - *Removal of fee tiers by number of doctor practising at the clinic*

Transition Fee Support for Licensees who experience a Fee Increase

- **Only a small group of licensees will see a fee increase due to the provision of:**
 - **Newly licensed services** (e.g. Emergency Ambulance (EAS), Medical Transport (MTS), Telemedicine, Health Screening, Clinical Genetic Genomic Service (CGGS), Cell Tissue and Gene Therapy (CTGT), etc); or
 - **Specified services** that have had their fees reclassified (e.g. Assisted Reproduction, Nuclear Medicine)
 - These services will have **additional regulatory standards**, and inspecting licensees to these standards results in additional costs, which translates to additional fees being required.
- **A gradual fee increase for affected licensees:**
 - To mitigate the impact of the fee increase for the small group of affected licensees, **MOH will gradually increase their fee over several renewal cycles***.

* Acute and Community Hospitals will pay the full higher fee from their next renewal

Introducing fee bundles for related services

- Licensees may naturally take licences for several related HCSA services
- MOH will offer **discounted fee bundles** for such related services where there are **potential cost synergies** in inspecting the services together. The groups of services that will enjoy the fee bundles are as follows:

Bundle of Licences

Bundle 1 – Ambulatory: Medical Clinic, Telemedicine, Health Screening

Bundle 2 – Telehealth: Telemedicine, Health Screening

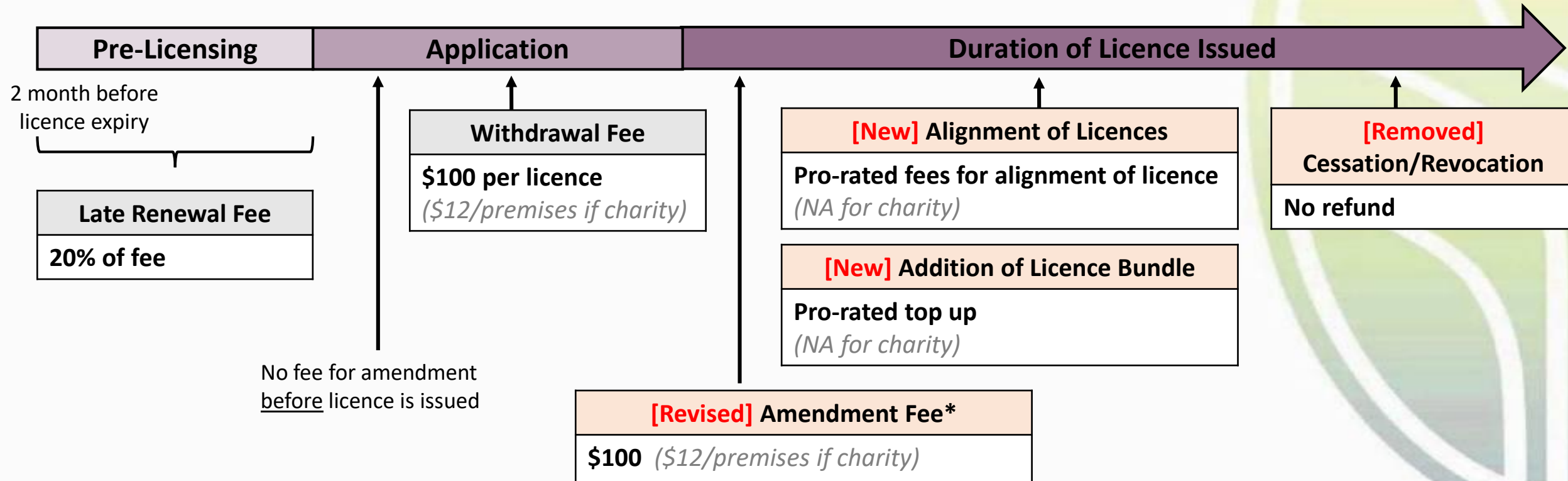
Bundle 3 – Hospital: Acute Hospital, Ambulatory Surgical Centre, Medical Clinic, Telemedicine, Health Screening, Radiological Service, Clinical Laboratory, and Blood Transfusion

Bundle 4 – Ambulance: Emergency Ambulance (EAS), Medical Transport (MTS)

Administrative Fees under HCSA remains largely similar

Admin fees under HCSA remain largely similar, **except**:

- **No refund will be made for revocation or cessation, once the licence has been issued.**
- **Fees may be pro-rated**, if the licensee has chosen to **align the service licence tenures** within the same premises or add on new services to form a licence bundle
- **\$100 amendment fee for changes to the address of onsite premises, changes to vehicles in an EAS/MTS fleet, or changes in licensee (with no significant change in management)**

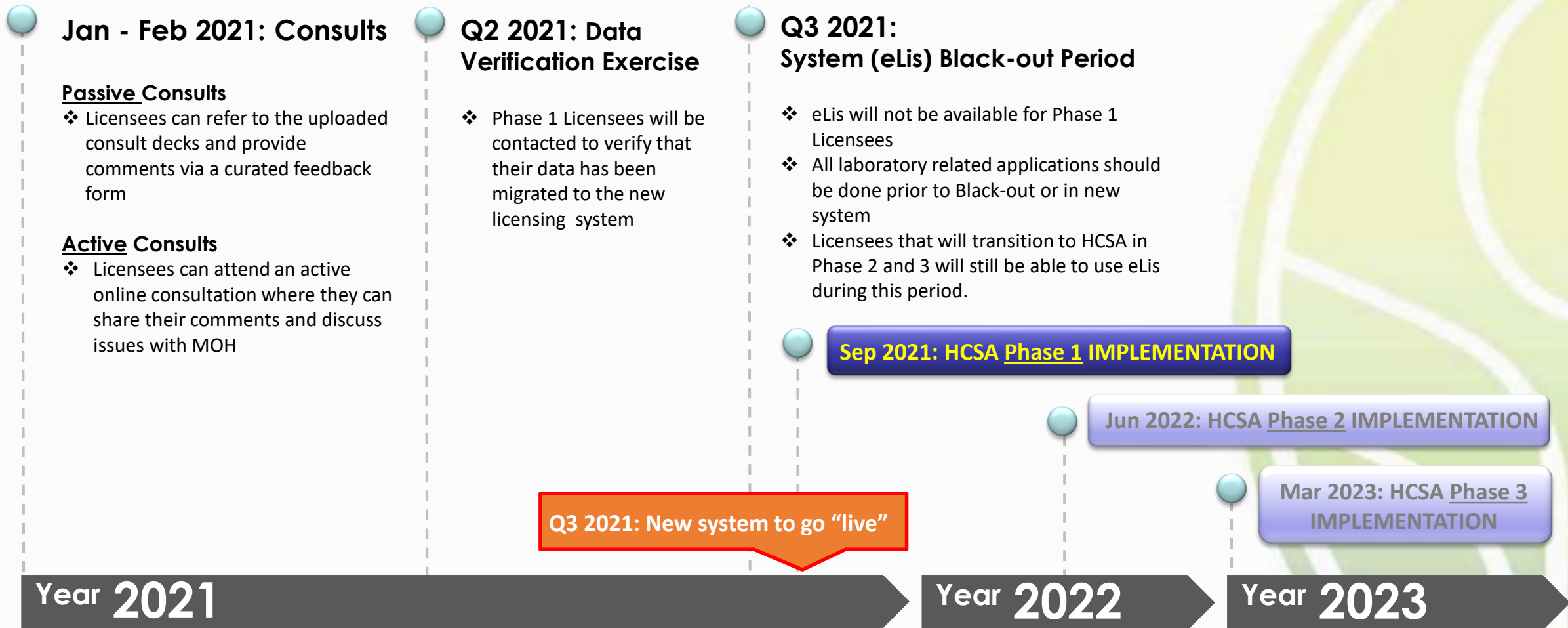


* Changes to (i) HCl name, **[New]** (ii) address of onsite premises, **[New]** (iii) vehicles in an EAS/MTS fleet, **[New]** (iv) change in licensee (with no significant change in management)

Implementation Timelines



HCSA Phase 1 Implementation Timelines



MOH will setup various touchpoints to support licensees during the transition

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<https://go.gov.sg/hcsafeedback>



Stay connected with us

MOH will provide more information along the way



Visit [HCSA.SG](https://www.hcsa.sg) for
more information



Write to us at
HCSA_Enquiries@moh.gov.sg

The End

Thank you

