



MINISTRY OF HEALTH
SINGAPORE

Stakeholder Consultation for Emergency Ambulance and Medical Transport Service under the Healthcare Services Act

Presented by Health Regulation Group
Ministry of Health
24 February 2021

Agenda

S/No.	Items	Slide No.
1	Introduction	Slide 3
2	Regulatory Framework under HCSA	Slide 4
3	Voluntary Accreditation Scheme	Slide 5
4	Implementation Timelines and Transition Plans	Slide 5 - 6
5	Overview of Service Requirements	Slide 9 - 10
6	Governance	Slide 12 to 14
7	Quality Assurance	Slide 17
8	Personnel	Slide 19 to 21
9	Equipment and Licensed Conveyance	Slide 23 - 26
10	Medical Management of Patient	Slide 28 - 31
11	Handling of Medicinal Product and Health Product, Infection Control	Slide 33 - 34
12	Price Transparency	Slide 36 - 37

Introduction

- Under the Healthcare Services Act (HCSA), regulations are structured into **General Regulations, Advertisement Regulations** and **Service-specific Regulations**
 - **General Regulations and Advertisement Regulations:** General requirements broadly applicable to **all licensees**.
 - **Service-specific Regulations:** Unique requirements contextualised to each service or stipulates specific requirements articulated in the General Regulations.
- This presentation gives an overview of the **service requirements** that will apply to Emergency Ambulance Service (EAS) and Medical Transport Service (MTS) providers under HCSA.
 - Most of the requirements have been ported over from the 2017 Standards for EAS and the 2017 Standards for MTS. New or enhanced requirements have been marked as such.
 - More detailed technical requirements (e.g. vehicle specifications) will be stipulated in the Licensing Terms and Conditions (LTCs).

Regulatory Framework under HCSA

- Private Ambulance Operators (PAOs) will be required to apply for a HCSA licence to provide EAS or MTS services.
- Each EAS / MTS vehicle will have to meet the licensing requirements under the HCSA before it is issued with a unique Certificate of Compliance (COC).
- The licence and the COC are renewable every two years.



Licence held by
EAS/MTS Provider



Certificate of
Compliance



Certificate of
Compliance



Certificate of
Compliance



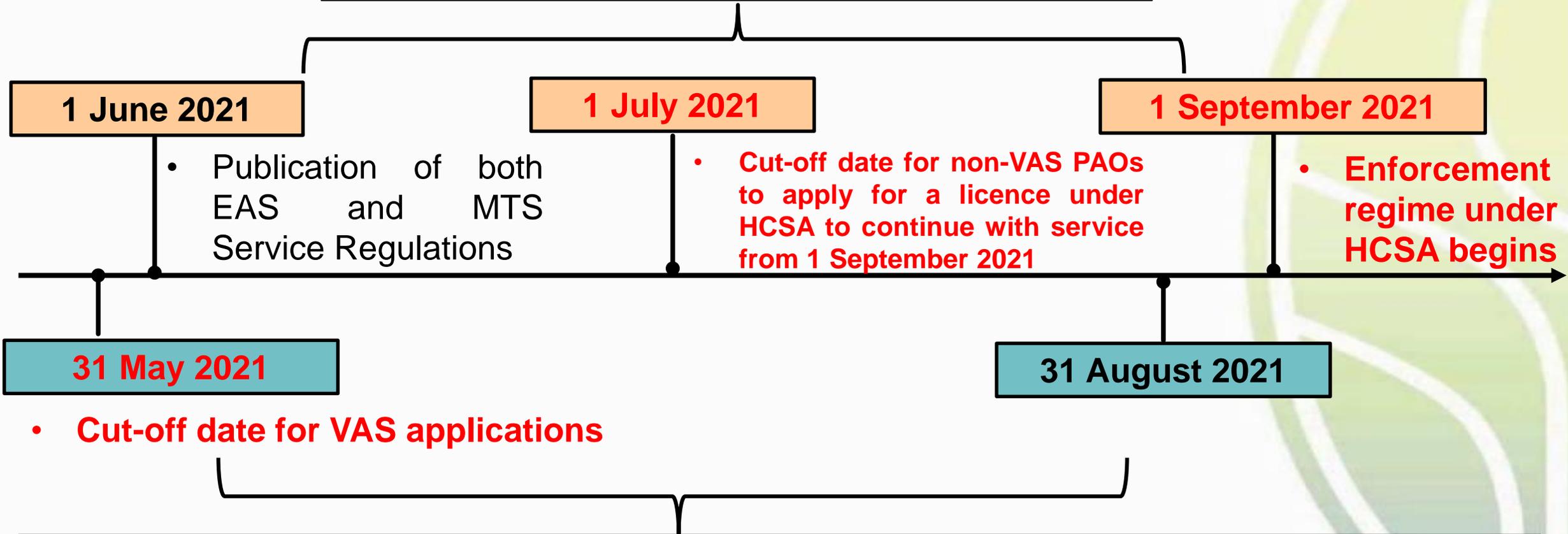
Individual COCs for each vehicle

Voluntary Accreditation Scheme

- The Voluntary Accreditation Scheme (VAS) started in Jan 2018 as a conduit to on-board PAOs into meeting the regulatory requirements early, where PAOs who are assessed to meet the 2017 EAS and MTS Standards are accredited by MOH.
 - This helps the PAOs in familiarising themselves with the Standards, which form the basis of the EAS and MTS Regulations under HCSA.
 - **Being accredited under the VAS will allow a PAO to be eligible for port-over to a HCSA licence** when the EAS and MTS regulations come into force. VAS-ed PAOs who continue to adhere to the Standards will be issued with HCSA EAS/MTS licences when the EAS and MTS regulations come into force.
- PAOs are strongly encouraged to come on board the VAS so that MOH may make an assessment of the PAO against the Standards, for ease of preparation for regulation under HCSA.
 - PAOs who are already on board the VAS are reminded to uphold the Standards at all times.
 - VAS accreditation may be revoked at any time should PAOs be found to have lapses in upholding the Standards.

Implementation: 3-month Sunrise Period

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



1 June 2021

- Publication of both EAS and MTS Service Regulations

1 July 2021

- **Cut-off date for non-VAS PAOs to apply for a licence under HCSA to continue with service from 1 September 2021**

1 September 2021

- **Enforcement regime under HCSA begins**

31 May 2021

- **Cut-off date for VAS applications**

31 August 2021

- During this **blackout period**, PAOs **will not be allowed** to make any VAS applications.
- Any applications submitted from 1 June 2021 onwards will be taken as new EAS / MTS applications under HCSA.
- The cut-off date for non VAS PAOs to apply for a licence is **1 July 2021** if you wish to continue with service from 1 September 2021 onwards.

Options for PAOs who do not wish to Transition to HCSEA

- PAOs who do not wish to transition to HCSEA will not hold a valid EAS or MTS HCSEA licence and will therefore not be able to provide EAS and MTS services from 1 September 2021.
 - 1) PAOs may choose to sell off their vehicles completely to other PAOs who intend to continue operations under HCSEA or amalgamate their business operations.**
 - 2) PAOs may choose to de-register their vehicles with LTA and convert their vehicles out of the ambulance scheme (can no longer be an emergency ambulance/medical transport).**
 - This is similar to the current process when PAOs sell off or scrap vehicles.
 - If the operator wishes to continue to use the vehicles, the vehicles would be subjected to vehicular taxes (e.g. COE, road tax, etc.), as with all other types of vehicles.

Overview



Overview of Service Requirements

Service Requirements	Summary
Governance [ENHANCED]	<ul style="list-style-type: none"> EAS + MTS licensee to appoint a suitably qualified clinical director with good standing [ENHANCED] EAS + MTS licensee to appoint a service crew and ensure that they have the requisite training, competency and valid certification. EAS + MTS licensee to develop written care protocols for patients transported, and a training programme to ensure the proficiency of all staff in carrying out these protocols.
Quality Assurance [EXISTING]	<ul style="list-style-type: none"> EAS + MTS licensee to maintain a framework for purposes of quality assurance and audit
Personnel [ENHANCED]	<ul style="list-style-type: none"> EAS + MTS licensee must have a service crew comprising one crew leader who is an appropriately qualified Ambulance Paramedic, Ambulance Nurse or Ambulance Doctor. EAS licensee must ensure that there is one qualified emergency ambulance driver. MTS licensee must ensure that there is one medical transporter driver. EAS + MTS licensee to ensure staffing numbers must commensurate with the number of vehicles. If the service crew comprises 3 or more staff, the additional crew member(s) should be a qualified Emergency Medical Technician (EMT), Ambulance Nurse, Paramedic and/or Ambulance Doctor. [ENHANCED] Qualification requirements for each of the service crew members will be stipulated in the Regulations.
Equipment and licensed conveyance [EXISTING]	<ul style="list-style-type: none"> EAS + MTS licensee to ensure every emergency ambulance vehicle or medical transport vehicle shall be adequately fitted and appropriate for the delivery of its licensed service (e.g. a system compatible for communication with the SCDF). The EAS vehicle or MTS vehicle must be equipped to prevent injury to crew and patients and to cope with acute patients. All equipment in each vehicle shall be functional and effective at all times when the vehicle is in operation.

Overview of Service Requirements

Service Requirements	Summary
Medical Management [ALL REQUIREMENTS ARE ENHANCED]	<ul style="list-style-type: none"> EAS + MTS licensee shall put in place measures to triage the patient, and to ensure appropriate management of patients, including the use of equipment and consumables where clinically justified. EAS licensee must ensure that there are written protocols of care for patients transported and a training programme to ensure the proficiency of ambulance staff in carrying out these protocols. EAS licensee must only transport emergency patients to the nearest public hospital that possesses the appropriate on-site specialties. Where the patient has indicated (whether by express or implied instructions) to be ferried to a hospital of choice, licensees of the EAS and MTS must not directly or indirectly influence the decision of the patient to be sent to a different hospital. This does not apply to an emergency patient, and they are to be sent to the nearest public hospital.
Handling of Medicinal and Health Product [ALL REQUIREMENTS ARE NEW]	<ul style="list-style-type: none"> EAS + MTS licensee shall ensure that there is an adequate supply of medication in the ambulance or medical transport vehicle (as the case may be), and that all medication is stored appropriately and securely. EAS + MTS licensee shall ensure that all usage of controlled drugs is clinically indicated and as advised by the CD, documented in clinical care protocols, and is only administered by qualified and trained healthcare professional (e.g. doctors, specific ambulance crew who are approved by their CDs to do so in accordance to endorsed clinical protocols).
Infection Control [EXISTING]	<ul style="list-style-type: none"> EAS + MTS licensee shall ensure that there are appropriate measures and protocols in place to ensure adequate infection control (e.g. protocols on the handling of patients with infectious diseases).
Price Transparency [ALL REQUIREMENTS ARE NEW]	<ul style="list-style-type: none"> EAS + MTS licensee must display common charges. EAS + MTS licensee must ensure that patients and their family or next-of-kin are informed of the cost of each item or service charged for the conveyance through itemised billing.

Governance



[EXISTING] Duties of a Clinical Director (CD)

Provision of clinical and technical oversight by a CD

- **Application**: One CD is appointed for EAS/MTS licensees. The CD and PO may be the same person.
- **Responsibilities**:
 - Providing oversight of the clinical services
 - Ensuring the training and education of all of the licensee's personnel
 - **Should the knowledge of the CD be limited in any specific area, they should inform the licensee and seek assistance from UPEC or other specialists.**

Things a CD must do include:

- Develop, establish, implement and endorse clinical protocols** adopted by the licensee;
- Conduct annual reviews of clinical protocols** and shall give the final endorsement;
- Be involved in all audits** of the licensee conducted by MOH and take subsequent measures to ensure compliance with standards; and
- Review the performance of the Service Crew** at least once every six months and take follow-up action to rectify any problems or deficiencies identified within appropriate timeframe

Additionally for an **EAS CD**:

- Provide clinical consultation and medical advice to the licensee and service crew where necessary;
- Be involved in developing strategies for mass disaster response and/or special circumstances;
- Support mass casualty or disaster situations as required; and
- Attend meetings pertaining to PEC as required

[ENHANCED] Qualifications of an EAS Clinical Director (CD)

- **An EAS CD must be a medical practitioner** who:
 - Is accredited by the SMC Specialist Accreditation Board for Emergency Medicine; or
 - Is accredited as a specialist in other disciplines as approved by the Director with the SMC Specialist Accreditation Board; or
 - Has at least 10 years of relevant experience in Emergency Medicine, or significant experience in related disciplines as approved by the Director
- **Hold valid certifications** for the following courses recognised by MOH:
 - Emergency Medical Services Medical Directors workshop
 - Advanced Cardiac Life Support
- **[NEW] Must not have been subject to any disciplinary actions by the SMC for the preceding three years before appointment as a CD**

[ENHANCED] Qualifications of an MTS Clinical Director (CD)

- **An MTS CD may be any of the following:**
 - **A medical practitioner^ or a registered nurse with 5 years' experience** in either Emergency Medicine, Intensive Care, General Surgery, Anaesthesia or any other discipline (as may be approved by the Director) that manages acute and critical patients; or
 - Current existing CDs of EAS and MTS providers, who may not fulfil the above but, with at least 5 years' experience in patient transport.
- **Hold valid certifications** for the following courses recognised by MOH:
 - Emergency Medical Services Medical Directors workshop
 - Basic Cardiac Life Support and Automated External Defibrillation
- **[NEW] Must not have been subject to any disciplinary actions by the SMC or SNB for the preceding three years before appointment as a CD**

^Medical practitioners must complete at least one year of supervised posting in the disciplines listed

Compulsory for Clinical Directors of EAS and MTS

- To set expectations for current and potential Clinical Directors.
- To provide information on:
 - ❖ The daily operations in managing a pre-hospital service
 - ❖ Latest developments in EMS practice
 - ❖ Medical responses to civil emergencies in Singapore
 - ❖ Risk management and supervision
 - ❖ Protocol Development / Writing
 - ❖ EMS Training and Education

Last Run before HCSA Implementation

- 26 Feb & 1 Mar (2 morning sessions)
- Course Fee : \$280 (fully funded by MOH)
- Closing date : **24 Feb 2021 2359hrs** (Extended)
- Online registration : submit via <https://forms.gle/ptQtnMsZsMSobQJ7A>
- Contact UPEC at PAO_enquiry@upec.sg

Quality Assurance



[EXISTING] Licensee to maintain a framework for quality assurance and audit

To ensure safe delivery of the licensed service

- Maintain both a medical record system and an ambulance or medical transport log system.
- Ensure performance monitoring, reporting and evaluation of the service provided.
- Ensure all adverse events are recorded and reviewed.
- Develop road and vehicular safety standards to uphold patient safety.

Personnel



[ENHANCED] Appointment of a Service Crew

Staff providing patient care are appropriate, qualified and adequate

- Licensee to appoint a service crew comprising the following personnel:
 - At least one qualified emergency ambulance driver (in the case of EAS) or a medical transporter driver (in the case of MTS); and
 - At least one crew leader who is an appropriately qualified Ambulance Paramedic, Ambulance Nurse or Ambulance Doctor.
 - MTS licensees may also appoint an Emergency Medicine Technician (EMT) as a crew leader
- Staffing numbers must commensurate with the number of vehicles.
- If the Service Crew comprises 3 or more staff, the additional crew member(s) should be a qualified Emergency Medical Technician (EMT), Ambulance Nurse, Paramedic and/or Ambulance Doctor.
- Service Crew shall undergo recertification **at least once every two years.**

Personnel

[EXISTING] Qualifications of a Service Crew

Crew Member	Requirement
Emergency Medical Technician (EMT)	<ul style="list-style-type: none"> • Be qualified under an <u>EMT course</u> approved by the Director; • Hold valid certification in <u>BCLS and AED</u> usage; and • Be <u>certified in first aid</u> by any organisation recognised by the Director for the purpose • Must be able to properly <u>handle and operate all equipment on board</u> and be familiar with the licensee's medical protocols
Ambulance Nurse	<ul style="list-style-type: none"> • <u>Registered with the Singapore Nursing Board</u> and hold valid certification in <u>BCLS and AED usage</u> <ul style="list-style-type: none"> - EAS: Registered nurse only - MTS: Registered or enrolled nurse • If the Ambulance Nurse is appointed as a crew leader for EAS, it should hold valid certification in <u>Life Support Course for Nurses</u> ("LSCN"), or ACLS.
Paramedic	<ul style="list-style-type: none"> • Be qualified under a <u>Paramedic course</u> approved by the Director; • Hold valid certification in <u>BCLS and AED usage</u> by any organisation recognised by the Director for the purpose.
Ambulance Doctor	<ul style="list-style-type: none"> • A medical practitioner who holds a valid certification in <u>both BCLS and AED usage and ACLS</u>
Ambulance Driver	<ul style="list-style-type: none"> • Possess a valid licence to drive the emergency ambulance or medical transport vehicle; • Be trained in defensive driving by a local organisation recognised by the LTA and be familiar with the appropriate use of sirens and beacon lights during conveyance of patients, if applicable • Possess valid certification for Cardio-Pulmonary Resuscitation ("CPR") and AED usage issued by an accredited body • Possess appropriate competencies in the care and evacuation of a patient or casualty.

Paramedic Transition Scheme

- The Paramedic Transition Scheme (PTS) started in Jan 2019 serves as a one-off exercise to allow experienced paramedics currently practicing in Singapore who do not possess the approved qualifications, to be recognised as qualified paramedics.

Eligibility criteria:

1. Trained in either paramedicine, or in nursing awarded by an institution not recognised by SNB; and
2. Have at least three years of local work experience in emergency ambulance conveyance, as of date of application.

Candidates must complete the **Joint ITE-UPEC Certificate in Pre-hospital Emergency Care.**

Acceptance of Paramedic Transition Scheme applications will end by **31 August 2021.**

Any remaining PTS Letter Of Eligibility holders will be allowed up to **31 Dec 2021** to complete the Qualifying Assessment.

Available course runs in 2021

- i. 15 Feb to 25 Mar
- ii. 17 May to 24 Jun
- iii. 6 Sep to 8 Oct

Interested candidates & employers may contact UPEC at PAO_enquiry@upec.sg for more details.

Equipment and Licensed Conveyance



[EXISTING] Licensed Conveyance

Patients should receive care in a safe and suitable environment, using appropriate equipment

- Before a vehicle is used as an emergency ambulance or medical transport vehicle, the licensee must allow MOH to inspect the vehicle to ensure that it meets the requirements. If the vehicle meets the requirements, a valid certificate of compliance will be issued.
- Vehicle requirements largely the same as under existing Standards for EAS and MTS
 - Examples: Have a system compatible for communication with the Singapore Civil Defence Force or other designated medical dispatch system for ambulances, fitted with passenger and attendant seats and safety belts, equipped with appropriate navigational tools, meets LTA vehicle specifications
- **For EAS only**: Licensees shall ensure that every emergency ambulance vehicle is fitted with the following:
 - A siren and wail sound horn or two-tone horn; and
 - Red beacon lights.

[EXISTING] Licensed Conveyance

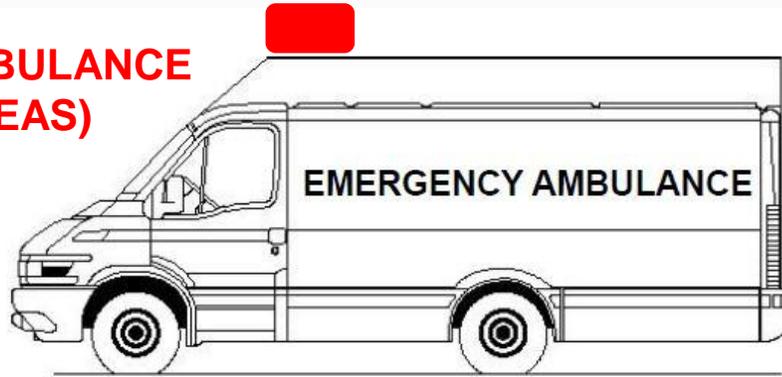
Patients should receive care in a safe and suitable environment, using appropriate equipment

EAS	MTS
<ul style="list-style-type: none">• Shall bear the letterings <u>“EMERGENCY AMBULANCE”</u> on the <u>front, both sides and rear</u> of the vehicle	<ul style="list-style-type: none">• Shall bear the letterings <u>“MEDICAL TRANSPORT”</u> on the <u>front, both sides and rear</u> of the vehicle
<ul style="list-style-type: none">• Shall be fitted with a <u>siren and wail sound horn or two-tone horn</u>; and <u>Red beacon lights</u>.• Siren and beacon lights are only used when transporting an Emergency Patient.	<ul style="list-style-type: none">• <u>Shall not bear</u> or identify itself as <u>“EMERGENCY AMBULANCE”</u> or similar, <u>nor be fitted with sirens and beacon lights</u>.
	<ul style="list-style-type: none">• Not used to convey patients who are assessed before or at the point of pick-up to be an Emergency Patient

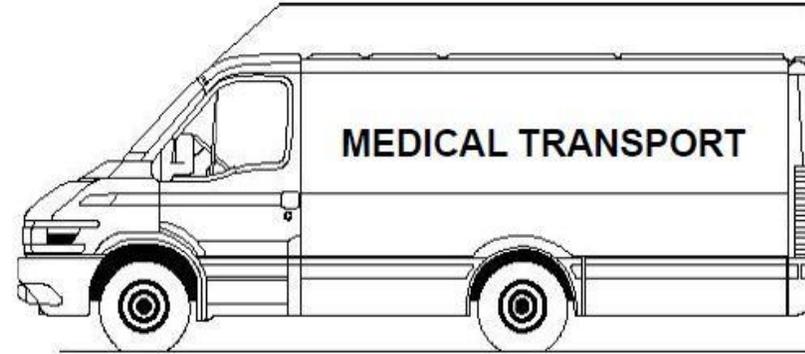
Equipment and Licensed Conveyance

[EXISTING] Licensed Conveyance

EMERGENCY AMBULANCE SERVICES (EAS)



MEDICAL TRANSPORT SERVICES (MTS)



[EXISTING] Equipment

Patients should receive care in a safe and suitable environment, using appropriate equipment

- Facilities and equipment in licensed conveyance are regularly checked and properly maintained.
- Each vehicle shall be equipped with#:
 - Appropriate airway, ventilation and intravenous equipment;
 - Appropriate cardiac and immobilisation devices;
 - Trauma supplies, equipment and medication;
 - Infection control and injury prevention equipment; and
 - Basic first aid kit equipment,

which are to be **functional and effective at all times** when the vehicle is in operation.

Medical Management



Appropriate and safe medical management of patients

- EAS and MTS licensees must put in place measures, including the establishment of written protocols where appropriate, to:
 - a) Determine whether the patient is an Emergency or non-Emergency Patient when the patient/next-of-kin (NOK) calls (at the initial conveyance request and/or en-route to the patient's location) and again upon arrival at the patient's location and clinical assessment of the patient;
 - b) Ensure appropriate management of patients, including that equipment and consumables are used where clinically justified.

“Emergency Patient” means an individual suffering, or believed to be suffering, from a medical emergency.

A “Medical Emergency” is an injury or a condition of acute or sudden onset that poses an immediate threat to a person's life or long-term health (e.g. cardiac arrest)

**MTS providers should advise the caller to contact 995 if the case is preliminary triaged as a Medical Emergency*

Appropriate and safe medical management of patients

- EAS licensees must establish written protocols that takes into consideration the acuity of a patient's medical condition. The protocols should include:
 - a) The appropriate manpower, equipment and vehicular requirements necessary for the transportation of patients.
 - b) In cases where the EAS licensee owns a mixed fleet of EAS/MTS vehicles and service crew, there should be conditions for use of each vehicle, including but not limited to when emergency ambulances should be used, how it may be used to transport non-emergency patients and when the EAS service crew should be deployed. For example, beacons and sirens should only be used in emergency cases.
 - c) Training programme for proficiency of ambulance staff.

“Emergency Patient” means an individual suffering, or believed to be suffering, from a medical emergency.

A “Medical Emergency” is an injury or a condition of acute or sudden onset that poses an immediate threat to a person's life or long-term health (e.g. cardiac arrest)

[NEW] Requirements for medical management of patients

Patients should receive the earliest care possible at an appropriate treatment facility

- EAS licensees must transport Emergency Patients to the nearest public hospital with an A&E department that possesses the appropriate on-site specialties in either of the 2 scenarios:
 - Patients already in a state of cardiovascular collapse, or in imminent danger of collapse; or
 - All other Emergency Patients (non-ambulant but not in imminent danger of collapse) who have not given an indication (whether by express or implied instructions) to be ferried to a hospital of choice.

“Emergency Patient” means an individual suffering, or believed to be suffering, from a medical emergency.

A “Medical Emergency” is an injury or a condition of acute or sudden onset that poses an immediate threat to a person's life or long-term health (e.g. cardiac arrest)

Patients are well-informed of their conditions and options for treatment so that they are able to provide informed consent

- Where the patient **has indicated** (whether by express or implied instructions) to be ferried to a hospital of choice, **licensees of the EAS and MTS must not directly or indirectly influence the decision of the patient to be sent to a different hospital.** (*Save for conveying certain Emergency Patients to the nearest public hospital, as highlighted at Slide [30].*)
- **Patients or their family/next-of-kin are duly informed about their conditions and care plans**
- **Patients are provided with sufficient and relevant clinical information to make an informed decision**
 - Appropriate systems must be in place for obtaining consent from patients and maintaining proper records of the consent obtained

Handling of Medicinal and Health Product, Infection Control



Handling of Medicinal Products, Infection Control

[NEW] Handling of Medicinal Products

Requirement	Summary
Purchase of medicinal products	<ul style="list-style-type: none"> Purchase from authorised sources <u>licensed by the Health Sciences Authority</u>
Dispensing, storage and disposal of medicinal products and health products	<ul style="list-style-type: none"> Prohibition of dispensing/ providing of medicinal product or health product to any patient after shelf life/ expiry. Prompt and proper disposal of expired products. <u>Proper and secure storage</u> in appropriate facilities and in accordance to any code of practice or manufacturers' recommendations for the quality and safety of such products. Medical supplies and equipment are <u>regularly checked, re-stocked, maintained and in good working condition when the ambulance is dispatched</u> An <u>updated inventory</u> of medical supplies and equipment that are presently available for use in the ambulance is kept.
Prescription of medicinal products and health products	<ul style="list-style-type: none"> Prescription to be done in accordance with the provisions of the Health Products Act and any other written law. Prescription for each patient to have appropriate packing and labelling. Prescription of controlled drugs to be clinically indicated and as advised by the CD. Controlled drugs to be administered only by a qualified and trained healthcare professional, with its usage complying with the prevailing regulations. Maintenance of appropriate medication records. Medicinal and health product errors to be <u>identified, recorded</u> and appropriate and <u>timely measures taken to correct the error</u> and prevent a recurrence.

To prevent, control and contain any spread of infections

- Having protocols on the handling of patients with infectious diseases, including instructions on appropriate action to take in the event of exposure to blood or other body fluids/substances including needle-stick injuries and other incidents.
- Training and use of personal protective equipment such as N95 mask, gloves, gown/apron, face shield/ goggles, disinfectants.
- Decontamination of vehicles after transport of patients with infectious diseases, or in the event of contamination by body fluids, in accordance with the protocols or any written law or such standards/guidelines issued by MOH for the transportation and disposal of waste.
- Ensuring the Service Crew undergo the necessary vaccinations, and maintaining records of their immunisations, in accordance with the prevailing vaccination requirements for healthcare workers under the Workplace Safety and Health Act and any other prevailing circulars/guidelines issued by MOH.

Price Transparency



[NEW] Display of common charges and bill itemisation

Patients are provided with accurate information about charges for price transparency to make informed choices

- Adequate information on fees and charges are provided through fee display
 - Common charges must be prominently displayed on the premises/conveyance or website
 - These charges must also be conveyed to the patient and the patient's family or NOK upfront and **before the EAS or MTS accepts the patient.**
 - Any proposed changes to the patient's treatment plan arising from developments in the patient's condition during the conveyance should also be communicated to the NOK.
- Patients and their family or next-of-kin shall be informed of the cost of each item or service charged for the conveyance through itemised billing

- At the minimum, itemised billing must state the following categories of charges :
- Base fees
 - Extra service charges (if any)
 - Consumables (e.g. oxygen, bandages, drugs, equipment use, continuous monitoring)
 - Medication
 - Total fees

[NEW] Display of common charges and bill itemisation

Publication of fees benchmark for a smooth transition to HCSA

- The ranges of fees charged by PAOs will be published on the MOH website as a move towards price transparency.
 - Under HCSA, the fee ranges for services will be collected from all EAS/MTS providers via the licence application system. These charges will be reviewed and updated periodically from the time it is first published on the MOH website.
 - The initial survey for the private ambulance fee ranges for PAOs on board the VAS (for vehicles/services meant for public use) are currently being collated.
 - The published fees will be based on what the PAOs have declared and would neither be guided nor endorsed by MOH.
- The recommended range of fees for private ambulance services is targeted to be published by end March 2021.

Share your feedback with us

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

All PAOs are strongly encouraged to come on board the VAS Scheme before 31 May 2021!

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

