



MINISTRY OF HEALTH
SINGAPORE

**Healthcare Application and Licensing Portal (HALP)
Internet User Guide – Online Appointment**

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1 OVERVIEW

Function	Role
Logging Into HALP	Licensee, Authorised User
Online Appointment	Licensee, Authorised User

1.1 Logging Into HALP

1. This section describes how to log into the system.

1.2 Online Appointment

1. After the submission of a New Licence, Renewal or Request for Change application, you may indicate a preferred date range for MOH inspection.
2. Note that indicating a preferred date range will not be available once an inspection appointment date is confirmed.
3. The date range that can be selected is restricted by the following:
 - 2 weeks after application submission date
 - 4 weeks before licence expiry (only applicable for Renewal and Request for Change applications)

1.3 Appointment Rescheduling

1. Appointment re-scheduling is available if you are unable to make it for any scheduled appointment and need to request for a change of date.
2. You are only allowed to request for appointment rescheduling 2 weeks before the scheduled inspection date or licence renewal date, whichever is earlier.

2 LOGGING INTO HALP

1. Navigate to HALP website

(https://halp.moh.gov.sg/main-web/eservice/INTERNET/FE_Landing).

Select **Healthcare Application and Licensing Portal (HALP)**.

The screenshot shows the HALP landing page with the following content:

Healthcare Application and Licensing Portal (HALP)

Manage all licence-related matters associated with your healthcare services.

Step 1: Healthcare Services Act (HCSA) licences will be managed under the new IT system, Healthcare Applications and Licensing Portal (HALP). All other Private Hospitals and Medical Clinics Act (PHMCA) licences and other services will be managed under the existing eLis. Please select accordingly based on the licences/services you wish to manage. Should you wish to manage both HCSA and PHMCA licences/services, please select both options.

Healthcare Application and Licensing Portal (HALP) MORE INFO

E-licensing For Healthcare (eLis) MORE INFO

Step 2: Please click on "Login with Singpass" for your respective entity type to proceed.

For Business Users
For corporate users with registered UEN to access and transact on behalf of their licensee.

For Individual Users
For individual without registered UEN

LOGIN WITH SINGPASS LOGIN WITH SINGPASS

Healthcare Services Act (HCSA)

- [About HCSA](#)
- [FAQ](#)
- [Services under HALP today](#)

2. Click **LOGIN WITH SINGPASS** for either **Business Users** or **Individual Users**. In this example, we are logging in as an **Individual User**.

Note:

- For corporate users, please select **LOGIN WITH SINGPASS** under **For Business Users**. Otherwise, please select under **For Individual Users**.
- For individual users, you will be issued a UEN once your licence application is approved. Thereafter, please login as a **Business User**.
- The login process is the same for both Business and Individual users.

Healthcare Application and Licensing Portal (HALP)

Manage all licence-related matters associated with your healthcare services.

Step 1: Healthcare Services Act (HCSA) licences will be managed under the new IT system, Healthcare Applications and Licensing Portal (HALP). All other Private Hospitals and Medical Clinics Act (PHMCA) licences and other services will be managed under the existing eLis. Please select accordingly based on the licences/services you wish to manage. Should you wish to manage both HCSA and PHMCA licences/services, please select both options.

Healthcare Application and Licensing Portal (HALP) MORE INFO

E-licensing For Healthcare (eLis) MORE INFO

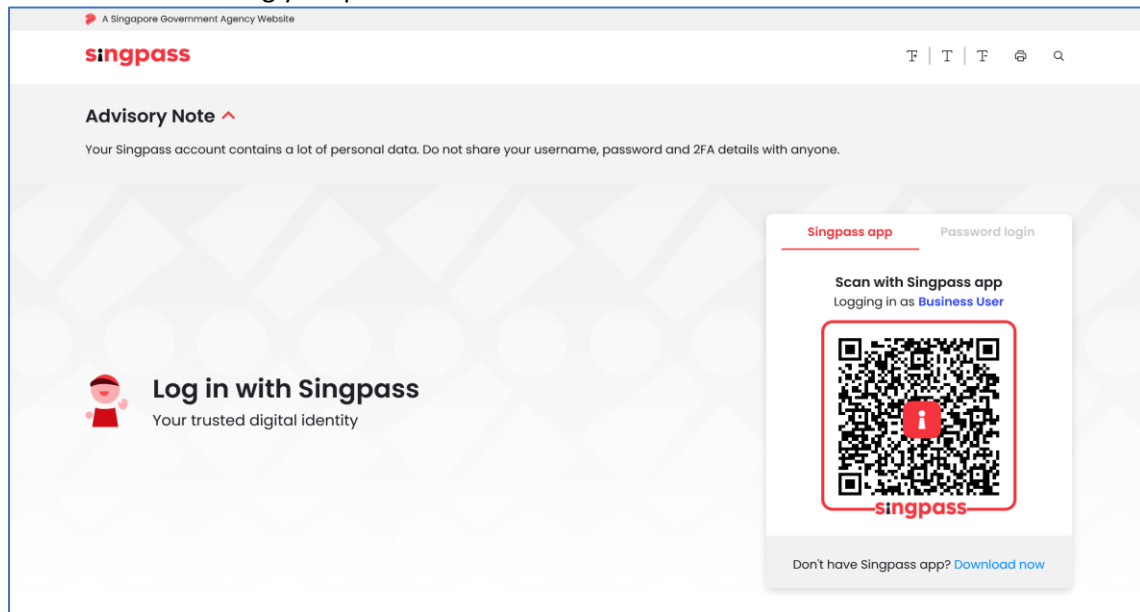
Step 2: Please click on "Login with Singpass" for your respective entity type to proceed.

For Business Users For corporate users with registered UEN to access and transact on behalf of their licensee.	For Individual Users For individual without registered UEN
LOGIN WITH SINGPASS	LOGIN WITH SINGPASS

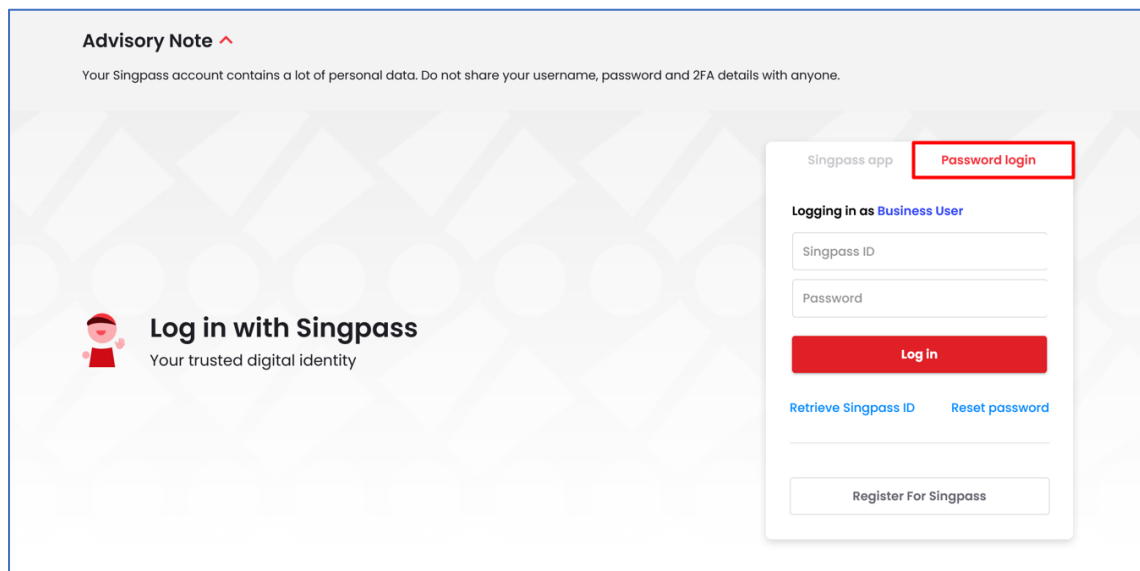
Healthcare Services Act (HCSA)

- [About HCSA](#)
- [FAQ](#)
- [Services under HALP today](#)

3. You will be directed to the **Singpass Login Page**.
You may login to **HALP** by scanning the **QR code** with your **Singpass app** and proceed to authenticate using your phone.



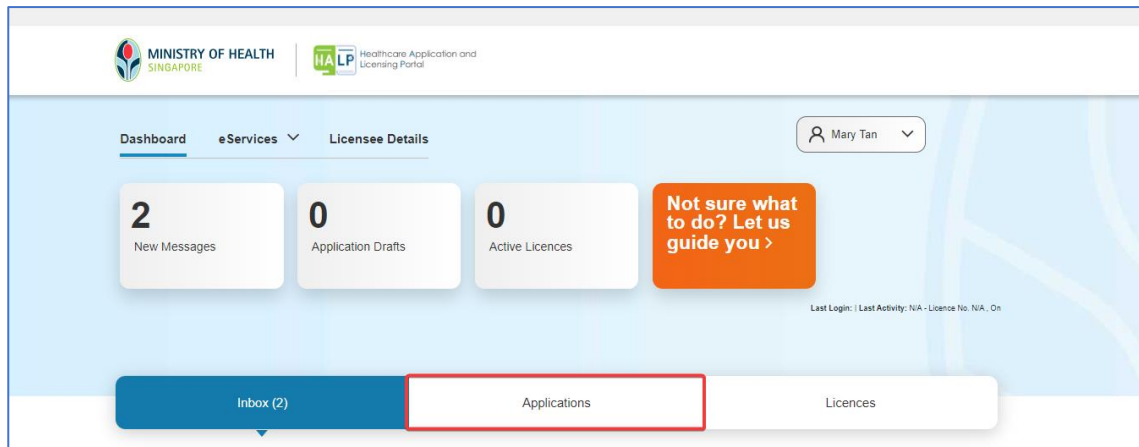
4. Alternatively, you may login to **HALP** using your **Singpass ID** and **Password**.
Click on **Log In** to proceed.



3 ONLINE APPOINTMENT

3.1 Define Preferred Date Range Period

1. On the **Inbox** page, click **Applications**.



2. You will be directed to the following page. Click on **Actions** dropdown for applications with **Status – Pending Screening**.

Note:

- You may indicate a preferred inspection date if MOH has yet to schedule the inspection.

MINISTRY OF HEALTH SINGAPORE | Healthcare Application and Licensing Portal

Dashboard | Services | Licensee Details | Mary Tan

2 New Messages | 0 Application Drafts | 0 Active Licences | Not sure what to do? Let us guide you >

Last Login: | Last Activity: N/A - License No: N/A, On

Inbox (2) | Applications | Licences

Search by Application No. or Part of: | Application Type: All | Date Submitted: dd/mm/yyyy | Service Type: All | Application Status: All | To: dd/mm/yyyy | CLEAR | SEARCH

1-2 out of 2 items | 20 | < | 1 | >

Application No.	Type	Service	Status	Submission Date	Actions
ANZ206890028952-01	New Licence Application	Outpatient Medical Service	Pending Screening	09/06/2023 13:56:14	Select
ANZ20689002893E-01	New Licence Application	Outpatient Medical Service	Approved	09/06/2023 13:37:29	Select

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3. Click Indicate Preferred Inspection Date.

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Dashboard eServices Licensee Details Mary Tan

2 New Messages | 0 Application Drafts | 0 Active Licences

Not sure what to do? Let us guide you >

Last Login: | Last Activity: NA - Licence No. NA - On

Inbox (2) Applications Licences

Search by Application No. or Part of: [] Service Type: All [v]
Application Type: All [v] Application Status: All [v]
Date Submitted: dd/mm/yyyy To: dd/mm/yyyy

CLEAR SEARCH

1-2 out of 2 items 20 [v] < 1 >

Application No.	Type	Service	Status	Submission Date	Actions
AN2306090028952-01	New Licence Application	Outpatient Medical Service	Pending Screening	09/06/2023 13:56:14	Select [v] Assessment Indicate Preferred Inspection Date Withdraw
AN230609002893E-01	New Licence Application	Outpatient Medical Service	Approved	09/06/2023 13:37:29	

4. You will be directed to **Indicate Preferred Inspection Date** page to indicate your preferred inspection date range. Click on the input field for **Preferred date for inspection (Start)**.

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Mary Tan

Indicate Preferred Inspection Date

Preferred date for inspection (Start) *

Preferred date for inspection (End) *

CANCEL SUBMIT

5. Select your **Preferred date for inspection (Start)** by clicking on your desired date.

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Mary Tan

Indicate Preferred Inspection Date

Preferred date for inspection (Start) *

Preferred date for inspection (End) *

CANCEL SUBMIT

June 2023						
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

6. The input field will auto populate the date you had selected. Repeat steps 4-5 for **Preferred date for inspection (End)**.

Note:

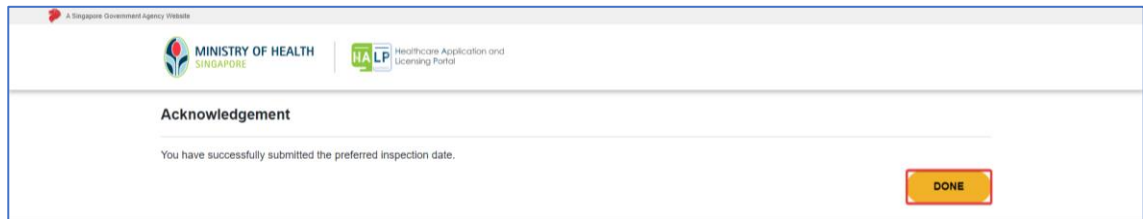
- Ensure that the selected date for **Preferred date for inspection (End)** is later than **Preferred date for inspection (Start)**.

The screenshot shows a web form titled "Indicate Preferred Inspection Date" on the Singapore Government Agency Website. The page header includes the Ministry of Health Singapore logo and the HALP (Healthcare Application and Licensing Portal) logo. A user profile dropdown menu shows "Mary Tan". The form contains two input fields: "Preferred date for inspection (Start)" with the value "10/06/2023" and "Preferred date for inspection (End)" with a placeholder "dd/mm/yyyy". At the bottom right, there are "CANCEL" and "SUBMIT" buttons.

7. The picture below is an illustration of an input for preferred inspection date range. Proceed to click **Submit**.

The screenshot shows the same web form as above, but with the "Preferred date for inspection (End)" field populated with the date "14/06/2023". The "SUBMIT" button is highlighted in orange, indicating it is the next step to be taken.

8. An acknowledgement page will be shown to inform that you have submitted your preferred date of inspection successfully. Proceed to click **Done** to return to the **Dashboard** page



3.2 Check Notification

1. At the **Inbox** tab, look for the notification with the **Subject “MOH HALP – Select Inspection Appointment Date”** after MOH has scheduled the inspection appointment. Click on the notification to view the message content

The screenshot displays the MOH HALP user interface. At the top, there are logos for the Ministry of Health Singapore and the Healthcare Application and Licensing Portal. The user is logged in as Mary Tan. The dashboard shows 3 New Messages, 0 Application Drafts, and 0 Active Licences. Below this, there are tabs for 'Inbox (3)', 'Applications', and 'Licences'. The 'Inbox (3)' tab is selected, showing a list of notifications. The first notification is highlighted with a red box and has the subject 'MOH HALP - Select Inspection Appointment Date'. Below the list are 'ARCHIVE' and 'ACCESS ARCHIVE' buttons.

	Subject	Type	Ref. No.	Service	Date
<input type="checkbox"/>	MOH HALP - Select Inspection Appointment Date	Notification	M230609010592R	Outpatient Medical Service	09/06/2023 14:09:02
<input type="checkbox"/>	MOH HALP - Your New Licence Application_AN2306090028952-01 has been submitted.	Notification	M230609010589X	Outpatient Medical Service	09/06/2023 13:56:22
<input type="checkbox"/>	MOH HALP - Your New Licence Application_AN230609002893E-01 has been submitted.	Notification	M230609010588S	Outpatient Medical Service	09/06/2023 13:37:36

2. The notification will indicate the inspection appointment date and time scheduled by MOH.

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Dashboard eServices Licensee Details Mary Tan

2 New Messages | 0 Application Drafts | 0 Active Licences

Not sure what to do? Let us guide you >

Last Login: | Last Activity: N/A - Licence No. N/A, On

Message Content

Dear Mary Tan,

We have received your New Licence Application, AN2306090028952-01 submitted on 09/06/2023.

1. The inspection for LifeMedic at Lor 3 Toa Payoh, 319579 has been fixed on 16/06/2023 at 14:00:00.

2. Please login to [HALP](#) If you cannot make it for the inspection and would like to reschedule your inspection.

3. For assistance, please contact us at elis@moh.gov.sg and elis@moh.gov.sg and/or 123456.

Thank you.

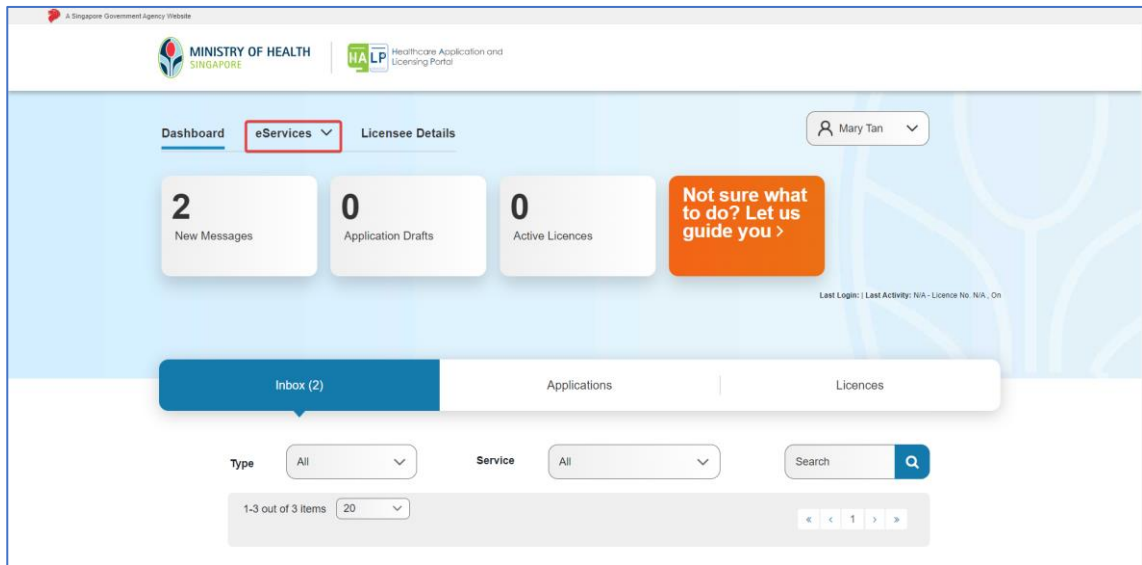
Regards

Health Regulation Group
Ministry of Health

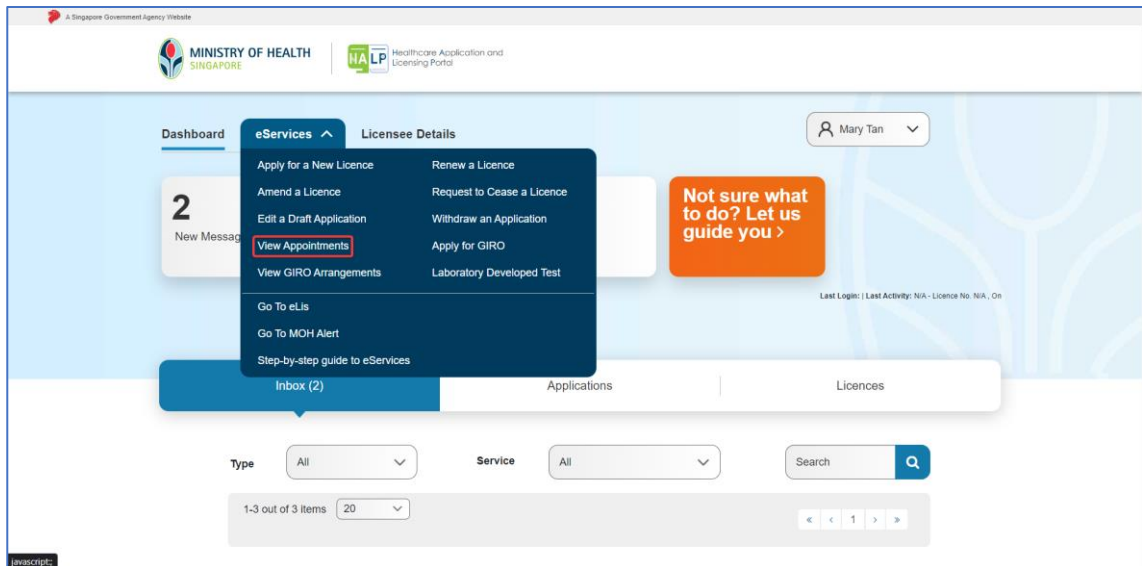
< Back

4 APPOINTMENT RESCHEDULING

1. Click eServices.



2. Click View Appointments.



3. You will be directed to the **Scheduled Appointments** page. All appointments scheduled by MOH will be listed at this page.

The screenshot displays the 'Scheduled Appointments' page. At the top, there are logos for the Ministry of Health Singapore and the HALP (Healthcare Application and Licensing Portal). A user profile dropdown menu shows 'Mary Tan'. The main heading is 'Scheduled Appointments'. Below this, there is a pagination control showing '1-1 out of 1 items' and a dropdown menu set to '20'. A table lists the appointment details:

<input type="checkbox"/>	S/N	Mode of Service Delivery	Service(s)	Date and Time of Inspection
<input type="checkbox"/>	1	Lor 3 Toa Payoh, 319579	Outpatient Medical Service	16/06/2023 14:00:00

Below the table, there is a '< Back' link and a yellow button labeled 'REQUEST TO RESCHEDULE'.

4. Tick the checkbox of the inspection that you wish to reschedule and click **REQUEST TO RESCHEDULE**.

Note:

- You will not be able to reschedule if MOH has confirmed to proceed with inspection.

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Mary Tan

Scheduled Appointments

1-1 out of 1 items

20

S/N	Mode of Service Delivery	Service(s)	Date and Time of Inspection	
<input checked="" type="checkbox"/>	1	Lor 3 Toa Payoh, 319579	Outpatient Medical Service	16/06/2023 14:00:00

< Back

REQUEST TO RESCHEDULE

5. Upon clicking on **Request to Reschedule**, you will be directed to the **Appointment Rescheduling** page.

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Mary Tan

Appointment Rescheduling

S/N	Mode of Service Delivery	Service(s)	Date and Time of Inspection	Reason for Request *	New Preferred Date Range *	New Date *
1	Lor 3 Toa Payoh, 319579	Outpatient Medical Service	16/06/2023 14:00:00	<input type="text"/>	From : <input type="text" value="dd/mm/yyyy"/>	To : <input type="text" value="dd/mm/yyyy"/>

< Back

SUBMIT

6. Indicate your reason for rescheduling by filling up the textbox for **Reason for Request**.

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Mary Tan

Appointment Rescheduling

S/N	Mode of Service Delivery	Service(s)	Date and Time of Inspection	Reason for Request *	New Preferred Date Range *	New Date *
1	Lor 3 Toa Payoh, 319579	Outpatient Medical Service	16/06/2023 14:00:00	<input type="text"/>	From : <input type="text" value="dd/mm/yyyy"/> To : <input type="text" value="dd/mm/yyyy"/>	

< Back

SUBMIT

7. Proceed to indicate your **New Preferred Date Range**.

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Mary Tan

Appointment Rescheduling

S/N	Mode of Service Delivery	Service(s)	Date and Time of Inspection	Reason for Request *	New Preferred Date Range *	New Date *
1	Lor 3 Toa Payoh, 319579	Outpatient Medical Service	16/06/2023 14:00:00	Have prior appointment	From : <input type="text" value="dd/mm/yyyy"/> To : <input type="text" value="dd/mm/yyyy"/>	

< Back

SUBMIT

8. Select your preferred **New Preferred Date Range (From)** date by clicking on a date.

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Mary Tan

Appointment Rescheduling

S/N	Mode of Service Delivery	Service(s)	Date and Time of Inspection	Reason for Request *	New Preferred Date Range *	New Date *
1	Lor 3 Toa Payoh, 319579	Outpatient Medical Service	16/06/2023 14:00:00	Have prior appointment	From : dd/mm/yyyy	

< Back

June 2023

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

SUBMIT

9. Your selected date will be displayed.

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Mary Tan

Appointment Rescheduling

S/N	Mode of Service Delivery	Service(s)	Date and Time of Inspection	Reason for Request *	New Preferred Date Range *	New Date *
1	Lor 3 Toa Payoh, 319579	Outpatient Medical Service	16/06/2023 14:00:00	Have prior appointment	From : 19/06/2023	To : dd/mm/yyyy

< Back

SUBMIT

10. Repeat step 8-9 for **New Preferred Date Range (To)**.

Note:

- Ensure that the selected date for **New Preferred Date Range (To)** is later than **New Preferred Date Range (From)**

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Mary Tan

Appointment Rescheduling

S/N	Mode of Service Delivery	Service(s)	Date and Time of Inspection	Reason for Request *	New Preferred Date Range *	New Date *
1	Lor 3 Toa Payoh, 319579	Outpatient Medical Service	16/06/2023 14:00:00	Have prior appointment	From : 19/06/2023 To : 22/06/2023	

< Back

SUBMIT

11. Proceed to click **Submit** once you have filled up **New Preferred Date Range (From)** and **New Preferred Date Range (To)**.

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Mary Tan

Appointment Rescheduling

S/N	Mode of Service Delivery	Service(s)	Date and Time of Inspection	Reason for Request *	New Preferred Date Range *	New Date *
1	Lor 3 Toa Payoh, 319579	Outpatient Medical Service	16/06/2023 14:00:00	Have prior appointment	From : 19/06/2023 To : 22/06/2023	

< Back

SUBMIT

12. A new appointment date and time will be generated. Click **Submit** again to confirm the rescheduled appointment date.

Note:

- If the new appointment date and time is not to your convenience, you may reschedule another date and time by repeating step 8 – 11 again.

The screenshot shows the 'Appointment Rescheduling' page. At the top, there are logos for the Ministry of Health Singapore and HALP (Healthcare Application and Licensing Portal). A user profile dropdown shows 'Mary Tan'. The main heading is 'Appointment Rescheduling'. Below this is a table with the following data:

S/N	Mode of Service Delivery	Service(s)	Date and Time of Inspection	Reason for Request *	New Preferred Date Range *	New Date *
1	Lor 3 Toa Payoh, 319579	Outpatient Medical Service	16/06/2023 14:00:00	Have prior appointment	From : 19/06/2023 To : 22/06/2023	19/06/2023 09:00:00

Below the table, there is a '< Back' link and a yellow 'SUBMIT' button.

13. An acknowledgment page will be shown to inform that the request for rescheduling of inspection has been successfully sent to MOH. Proceed to click **OK**

The screenshot shows the 'Appointment Rescheduling' page with an acknowledgment message. The message reads: 'Your request to reschedule the inspection has been successfully submitted. MOH will contact you if we need more information.' Below the message is a red-bordered 'OK' button.

14. You will be directed back to the **Scheduled Appointments** page. The new appointment date and time should be reflected under **Date and Time of Inspection**

Note:

- You may reschedule again should there be any need for it. However, you will not be allowed to reschedule the appointment more than two times.

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MINISTRY OF HEALTH SINGAPORE | HA LP Healthcare Application and Licensing Portal

Mary Tan

Scheduled Appointments

1-1 out of 1 items

20

S/N	Mode of Service Delivery	Service(s)	Date and Time of Inspection
<input type="checkbox"/> 1	Lor 3 Toa Payoh, 319579	Outpatient Medical Service	19/06/2023 09:00:00

< Back

REQUEST TO RESCHEDULE