EGUIDE:
APPLYING FOR A NEW CLINIC LICENCE

Quick Overview: Applying for a new clinic licence

Pre-Application

✦ **Documents to prepare:**
  - o Accounting and Corporate Regulatory Authority (ACRA) Profile
  - o Singapore Civil Defence Force (SCDF)'s Fire Safety Certificate
  - o Undertaking letter signed by existing and new licensees (Required only when the licence application is due to the change of licensee)

Submit application at least 2 MONTHS before intended commencement date

Application

✦ Login to eLis (https://elis.moh.gov.sg) using CorpPass or SingPass.
✦ Select "Medical Clinic" or "Dental Clinic" accordingly.
✦ Complete all sections including supplementary forms for providing termination of pregnancy & special care services if services are provided.
✦ Attach supporting documents.
✦ Submit application & pay licence fees as stated.

Inspection

✦ Receive email notification to arrange inspection.
✦ Ensure documents are ready for inspection. *(e.g. MOM's Registration for Pressure Vessels, NEA's Licence for Irradiating Equipment)*
✦ Inspectors may contact you for further clarifications after inspection.

Outcome

✦ Receive email notification on application status within 5 working days from the date when all licensing requirements are met.
✦ View e-licence on eLis upon approval.

Post-Approval

✦ Update on eLis if there are any changes to your licence.
✦ Renew e-licence (on eLis) no later than 2 months from the expiry date.
✦ For enquiries: email us at eLis@moh.gov.sg

For more details, refer to our website at **https://www.moh.gov.sg/licensing-and-regulation**.

What you need to do before applying for a new clinic licence

1. Read the following documents:
    Private Hospitals and Medical Clinics (PHMC) Act
    PHMC Regulations
    PHMC (Advertisement) Regulations
    PHMC (MedAlert System) Regulations
    Guidelines under PHMC Act and Regulations
    Licensing Terms and Conditions (LTC) on Delegation of Duties by Licensees and Amendments
    Licensing Terms and Conditions (LTC) on Provision of Information on Charges and Financial Counselling
    Licensing Terms and Conditions (LTC) on Clinics Providing Special Care Services

    *Note: Besides the documents above, you are advised to go through all other important documents relevant to the service(s) that you will be providing. Please refer to our **website** for the full list of documents.*

2. Have the following documents ready **for submission**:
    Accounting and Corporate Regulatory Authority (ACRA) Profile
        Singapore Civil Defence Force (SCDF)'s Fire Safety Certificate
    Undertaking letter signed by existing and new licensees (Required only when the licence application is due to the change of licensee)

3. Read through the step-by-step guide in the following pages to familiarise yourself with the information you will be asked to provide.

4. Submit the licence application no later than 2 MONTHS before the intended commencement date.

SUPPORT
Technical issues submitting the application online: elishelpdesk@ncs.com.sg.
All other enquiries: eLis@moh.gov.sg.

Step
Logging into eLis

1.	Launch eLIS portal (https://elis.moh.gov.sg) in the web browser. It will be redirected to HALP Landing page.
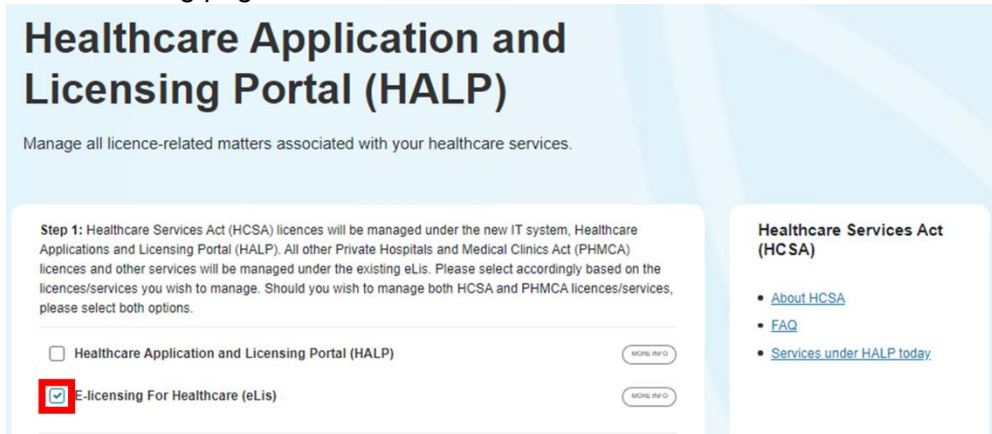
2.	Log in using SingPass/CorpPass

    a.	If the licensee is company, please login as a Business User.
    b.	If the licensee is Sole Proprietor, please login as an Individual User.
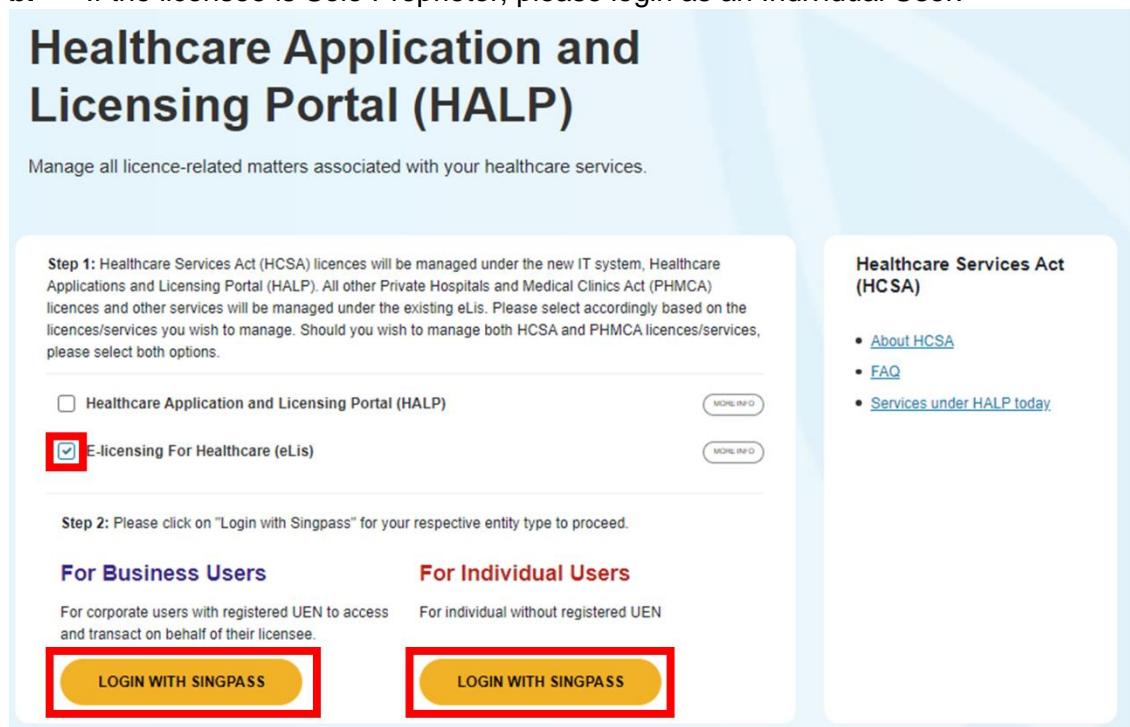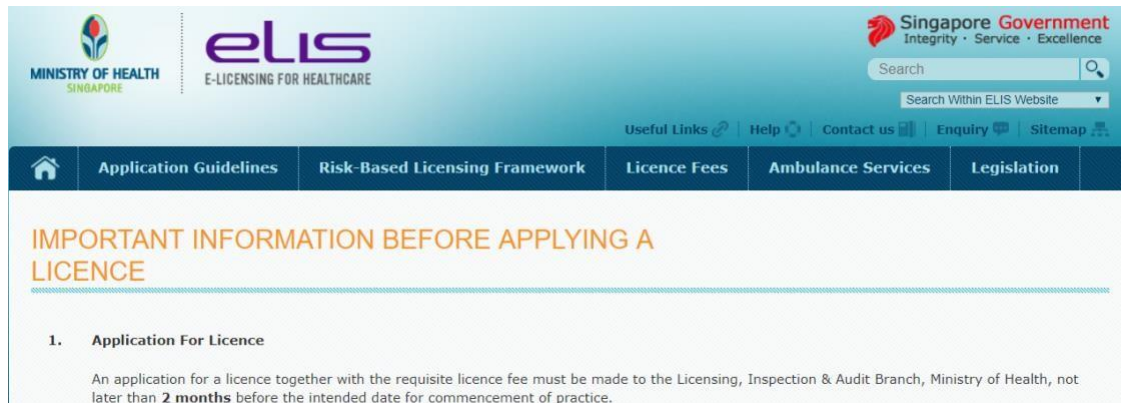

1: Reading the Important Information before applying the licence

Step
Note: This form will take about 30 to 45 minutes to complete

1. Read the important information before applying the licence.

2. "**Tick**" the declaration/consent box and click "**Proceed**" at the bottom of the page.

Step
2: Selecting Licence Type

1. Select "**Medical Clinic Licence**" or "**Dental Clinic Licence**" from the "**Type of Licence**" dropdown box, then click "**Save and Next**" to proceed.

USEFUL TIPS

✦ **Are you planning to provide Termination of Pregnancy (TOP) services?**
Only specialists with Obstetrics and Gynaecology qualifications can apply to become authorised medical practitioners to terminate pregnancies that are up to 24 weeks in duration. Please find out more from the TOP Act, Regulations and Guidelines.

3: Licensee Particulars

1. Select from the "**Who is the Licensee**" dropdown box and fill up the required fields in the form. Do note that the licensee can be an individual or an entity. If the licensee is an entity, please select "**Company**" under the "**Who is the Licensee**" dropdown box.

Step   Filling up

2.   After filling up the form, click "**Next**" at the bottom of the page to proceed on with the application. You may click on "**Save as Draft**" to save what you have done so far.

a)   For **Sole Proprietor,** please indicate if you are registered with **ACRA**, and fill up the required fields in the form.

b)   For **Charitable Organisation**, please indicate the **Charitable Registration No.**, and fill up the required fields in the form.

Step   Filling up

Filling up

Step 4: Applicant / Authorised Person Particulars

1. The Authorised Person is the person appointed to liaise with MOH on licensing matters. This can be the licensee or an appointed staff member.

2. After filling up the form, click "**Next**" at the bottom of the page to proceed on with the application. You may click on "**Save as Draft**" to save what you have done so far.

Step 5: MedAlert Responsible Person Particulars

1. MedAlert Responsible Person is the person appointed to receive the medical alert notifications and circulars issued by MOH.

Filling up

2.   After filling up the form, click "**Next**" at the bottom of the page to proceed on with the application. You may click on "**Save as Draft**" to save what you have done so far.

Step 6:   Manager / Deputy Manager Particulars

1.   Do note that the Manager / Deputy Manager must be a registered medical practitioner / dentist.

Filling up

2. After filling up the form, click "**Next**" at the bottom of the page to proceed on with the application. You may click on "**Save as Draft**" to save what you have done so far.

Step 7:   Premises Information

1. Fill in the details of your premises and take note of the following:

    a)   For Fire Safety Certificate

    Please upload your Fire Safety Certificate for your premises.

Filling up

b) **For Non-medical commercial building**

The total gross floor area (GFA) for clinics within a non-medical commercial building will be capped at 3,000sqm or 20% of the total floor area approved for commercial use, whichever is lower.

Write to MOH via **MOH_Check_GFA@moh.gov.sg** to check if your clinic is within the use quantum limits of the non-medical commercial building, and verify if your clinic can be exempted[1] from submitting a planning application to URA. Find out more on the **URA website**.

c) **For Shared premises**

If you share a unit address with another entity, it must be physically separated from non-healthcare institutions, i.e. separate entrances. Find out more **here**.

2. After filling up the form, click "**Next**" at the bottom of the page to proceed on with the application. You may click on "**Save as Draft**" to save what you have done so far.

> **USEFUL TIPS**
>
> ✦ **Are you using the word "Family" in your clinic name?**
> Medical clinics which do not have at least one Family Physician registered with the Singapore Medical Council (excluding locums) will not be allowed to have the word "Family" in their clinic name.

Step 8: Uploading Supporting Documents

1.   You are required to upload the various supporting documents indicated in the form.

2.   After filling up the form, click "**Next**" at the bottom of the page to proceed on with the application. You may click on "**Save as Draft**" to save what you have done so far.

Step 9: Furnishing Supplementary Information

1.   You are required to indicate all the services that your clinic provides, in this form.

2.   After filling up the form, click "**Submit**" at the bottom of the page to proceed on with the application. You may click on "**Save as Draft**" to save what you have done so far.

USEFUL TIPS

✦ **Do you have a list of all the Doctors and Trained Nurses (only for medical clinics) that will be practising at your clinic?**
You will need their names, NRIC numbers and Professional Registration numbers.

Step 10: Making Declaration

1. At the end of the form, you are required to make a declaration, "**Tick**" on the checkbox and click "**Accept**" to proceed on with the application.

Step 11: Making Payment

1. After you have submitted your application successfully, you will be directed to the Acknowledgement page.

2. Do submit your payment to complete your application. You can make payment through the payment methods described on the payment page.

3. Once payment is made, the application process on the applicant's part is completed.

4. We may contact you for further clarifications if required. Otherwise, you will receive an email from us to arrange for a site inspection.

- END OF EGUIDE -