



MINISTRY OF HEALTH
SINGAPORE

MH 78:44/1

MOH Circular No. 52/2025

25 Aug 2025

Licensees of Outpatient Medical Service By Remote Provision

**NOTICE OF PROPOSED MODIFICATION OF LICENCE CONDITIONS FOR
REMOTE PROVISION OF OUTPATIENT MEDICAL SERVICE (“OMS”) UNDER
THE HEALTHCARE SERVICES ACT 2020 (“HCSA”)**

The Director-General of Health intends to modify the licence conditions for remote provision of OMS (“**Licence**”).

2. The proposed modifications (“**Proposed Modifications**”) are marked-up in **Annex A** (“**Proposed Modified Licence**”), and summarised in **Table 1** below.

Table 1: Proposed Modifications

S/N	Proposed Modifications	Reasons for the Proposed Modifications
1	To insert new requirements for the provision of OMS via remote service kiosks (Paragraph 4 of the Proposed Modified Licence)	To specify the standards required to ensure that every remote service kiosk is appropriately equipped to adequately protect the privacy of the patient and adequately safeguard the confidentiality of patient information, during the receipt and/or provision of outpatient medical service at the remote service kiosk.

3. The Proposed Modifications, when implemented, shall be read, and construed with all other conditions of your Licence imposed before the date of implementation¹ (unless superseded), the HCSA and its Regulations.

4. You may submit written representations to the Director-General of Health (at HCSA_Enquiries@moh.gov.sg) on the Proposed Modifications within 14 days of the

¹ The full list of Licence Conditions which are currently applicable to OMS licensees can be found on <https://www.moh.gov.sg/hcsa/resources>.



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date of this notification (i.e. by 8 Sep 2025). Please note that correspondence from you requesting for further information or clarification will not constitute a written representation.

5. A breach of the Proposed Modifications (when implemented) may result in regulatory action being taken against licensees under section 20 of the HCSA, including but not limited to —

- (a) suspension or revocation of the licensee's Licence;
- (b) shortening the term of the licensee's Licence;
- (c) a direction requiring the licensee to rectify the contravention, or prevent a recurrence of the contravention; and/or
- (d) a direction requiring the licensee to pay a financial penalty.

6. Should you require any further information or clarification, please email us at HCSA_Enquiries@moh.gov.sg.




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ANNEX A: Proposed Modified Licence Conditions

Proposed Modified Licence Conditions	 LICENCE CONDITIONS FOR REI
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