

**LICENCE CONDITIONS FOR
REMOTE PROVISION OF OUTPATIENT MEDICAL SERVICE**

**IMPOSED UNDER SECTION 11B(3) OF
THE HEALTHCARE SERVICES ACT 2020**

1 Application

- 1.1 These licence conditions (“**LCs**”) apply to all persons who have been licensed under the Healthcare Services Act 2020 (the “**HCSA**”) to provide an outpatient medical service (“**OMS**”) by remote provision (such persons referred to as “**Licensees**”).
- 1.2 For avoidance of doubt: -
- (a) the defined terms as used in these LCs shall have the meanings ascribed to them in the HCSA and any Regulations made thereunder, unless otherwise stated;
 - (b) the requirements in these LCs are without prejudice, and in addition to the requirements imposed under the HCSA as well as any Regulations and other applicable licensing conditions, directions, codes of practice made thereunder; and
 - (c) these LCs do not override a healthcare professional's duty to make clinical decisions that are in the best interests of each patient.
- 1.3 A breach of these LCs may result in regulatory action being taken against Licensees under section 20 of the HCSA, including but not limited to:
- (a) cancellation or suspension of the approval for the Licensee to provide OMS by remote provision;
 - (b) a direction requiring the Licensee to rectify the contravention, or prevent a recurrence of the contravention; and/or
 - (c) a direction requiring the Licensee to pay a financial penalty.

2 Definitions

2.1 The following definitions shall apply to these LCs:

- (a) “**medical practitioner**” has the meaning given by under Section 2(1) of the Healthcare Services Act 2020.
- (b) “**healthcare professional**” has the meaning given by Regulation 2 of the Healthcare Services (General) Regulations 2021.

3 Provision of OMS via Remote Provision

3.1 The Licensee shall establish, implement, and regularly review written protocols and processes to ensure that:

- (a) all medical practitioners engaged or employed by the Licensee to provide OMS by remote provision comply with or adhere to the following:
 - (i) all requirements pertaining to the remote provision of OMS under HCSA and its regulations, including but not limited to the Healthcare Services (Outpatient Medical Service) Regulations 2023 (“**OMS Regulations**”);
 - (ii) all professional standards set out in the prevailing Ethical Code and Ethical Guidelines issued by the Singapore Medical Council, including but not limited to the relevant guidelines on:
 - (1) providing good clinical care;
 - (2) establishing and maintaining good medical practice; and
 - (3) establishing and maintaining good doctor-patient relationships;
- (b) where a patient has been assessed, by a personnel of the Licensee, to be suitable to receive OMS by remote provision, a medical practitioner shall assess and determine the most suitable method of remote communication for the provision of OMS to the patient;
- (c) when providing OMS to a patient by remote provision, the Licensee shall ensure that the patient is provided the means to further communicate with and receive communications from the healthcare professional(s) involved in providing the OMS, until the provision of OMS is completed. For the avoidance of doubt, it is insufficient for Licensees to seek the patients’ inputs by way of any self-service text-only questions, without any further two-way communication between the patient and the healthcare professional(s);
- (d) all medical practitioners engaged or employed by the Licensee perform appropriate and adequate clinical assessments on their patients before:
 - (i) offering any treatment(s) to the patients, including the prescription of any medicinal products or health products; and

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- (ii) issuing any medical certificate(s) to the patients;
 - (e) where a patient has been issued multiple medical certificates over a short period of time arising from the Licensee's provision of OMS by remote provision to the patient, the Licensee's personnel shall escalate the matter to the Licensee and the Licensee's Clinical Governance Officer(s) in a timely manner; and
 - (f) following the escalation referred to in paragraph 3.1(e) above, the Licensee's Clinical Governance Officer(s) shall perform internal reviews in a timely manner to ensure that all medical practitioners employed or engaged by the Licensee and who have issued the medical certificates as part of the Licensee's provision of OMS to the patient, have each conducted appropriate and adequate clinical assessment for the patient before issuing a medical certificate to the patient;
- 3.2 The Licensee shall take appropriate and timely action(s) if a medical practitioner employed or engaged by the Licensee is found to be non-compliant with the protocols and processes in paragraph 3.1. Such action(s) shall include any rectifications and/or steps to prevent the recurrence of such non-compliances.
- 3.3 The Licensee shall ensure that its internal reviews as referred to in paragraph 3.1(f) above, and its actions taken in paragraph 3.2 above, are properly documented.
- 3.4 The Licensee shall ensure that the determination as to whether a patient should receive OMS via remote provision (such assessment referred to as **"triaging"**) shall be performed:
- (a) in accordance with the guidelines established by the Licensee, as stipulated in Regulation 29(2)(b)(i)(A)¹ of the OMS Regulations; and
 - (b) either by:
 - (i) a healthcare professional who is the Licensee's personnel; or
 - (ii) any person who is the Licensee's personnel and approved by the Director-General;
- 3.5 Where triaging is performed by a personnel specified in paragraph 3.4(b) above and the said personnel is not a medical practitioner, the Licensee shall ensure that the triaging is performed under the supervision of a medical practitioner.
- 3.6 The Licensee shall ensure that all triaging that is not performed by a medical practitioner does not include the personnel performing any of the following:

¹ Regulation 29(2)(b)(i)(A) of the [Healthcare Services \(Outpatient Medical Service\) Regulations 2023](#)
A licensee must —

(b) establish, implement and regularly review guidelines on —

(i) the circumstances in which —

(A) the licensee would provide an outpatient medical service by remote provision to any patient;

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- (a) the diagnosis of the patient's health condition;
- (b) the treatment of the patient for any condition, disability, disease, disorder or injury;
- (c) any advice provided to the patient to the effect prescribed in paragraphs 3.6(a) and (b); and
- (d) the issuance of any medical certificate(s) to the patient.

4 Provision of OMS via Remote Service Kiosks

4.1 The Licensee shall ensure that every remote service kiosk has clear designated area(s) where (a) the privacy of the patient may be adequately protected; and (b) the confidentiality of patient information may be adequately safeguarded; during the receipt and/or provision of outpatient medical service at the remote service kiosk.

4.2 The Licensee shall ensure that every designated area is equipped with a privacy and confidentiality fixture (whether permanent or temporary) that:

- (a) adequately surrounds the designated area;
- (b) is sufficiently spacious for at least one patient;
- (c) adequately protects the privacy of the patient; and
- (d) adequately safeguards the confidentiality of the patient information disclosed, whether visually or audibly. For example, the privacy and confidentiality fixture should prevent third parties from viewing any confidential information displayed on screens or documents during the consultation, and easily overhearing the patient informing the doctor of his medical condition and/or personal details.

4.3 For the purposes of this paragraph 4, a "privacy and confidentiality fixture" includes but is not limited to, any form of enclosure, booth or screen.